

myMesiniaga Portal User Guide

Document Version History

Date	Author	Version	Description of Change
17-09-2021	Shafinaz Ismail	1.0	Created document for myMesiniaga Portal

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Introduction

This user guide is intended for users who perform the following duties with myMesiniaga Portal:

- Report an issue
- View the ticket status via Dashboard

1. Access to myMesiniaga Portal

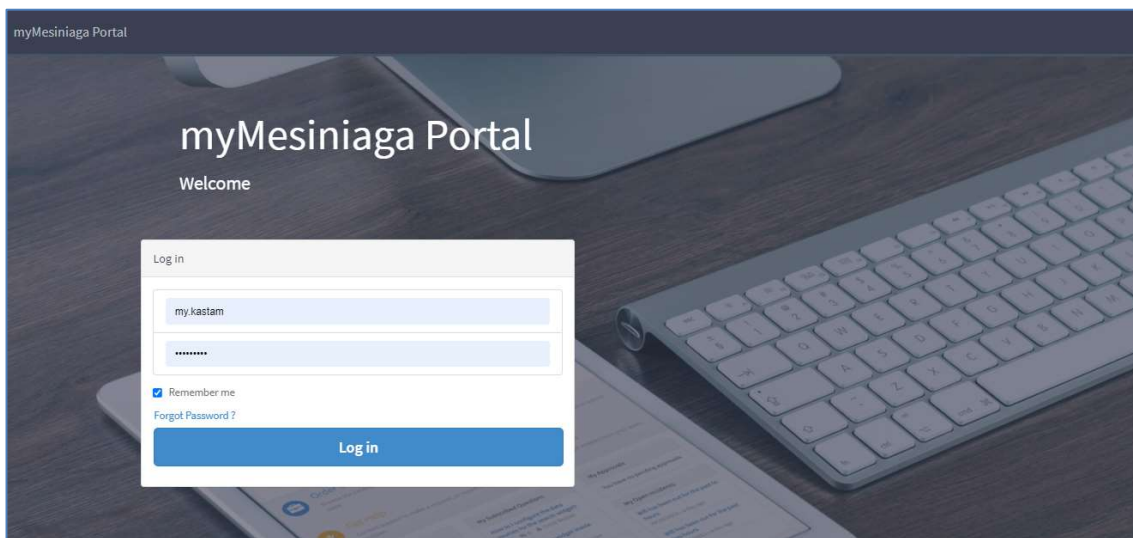
a. Login Page

To access the myMesiniaga Portal, open the web browser with the URL

<https://mesiniaga.service-now.com/my>.

b. Login Password

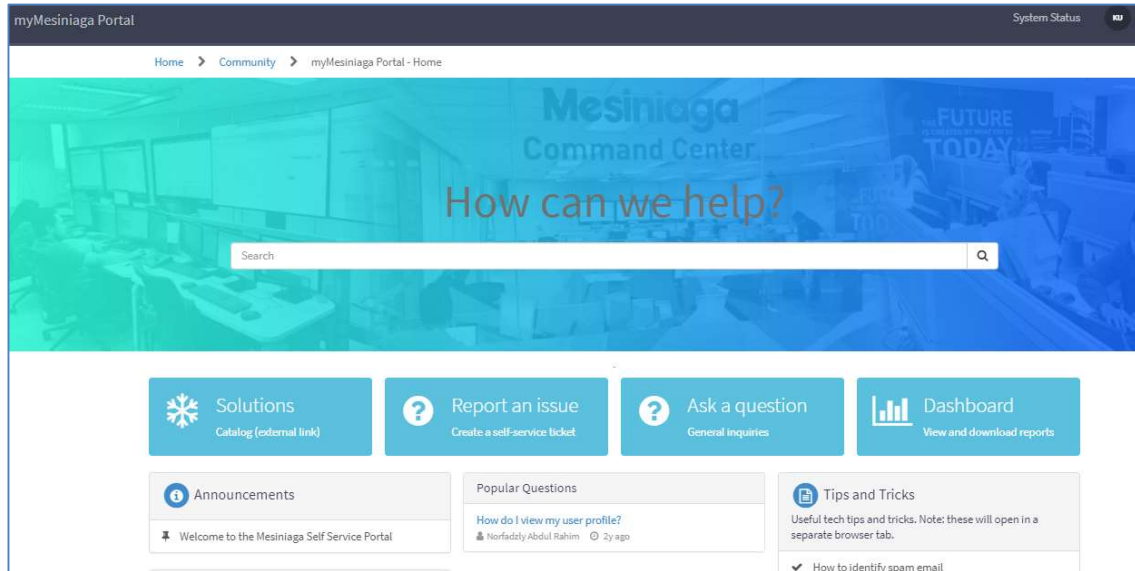
Please key in the username and password given and click Login.



2. Welcome Page

There are 4 options available:

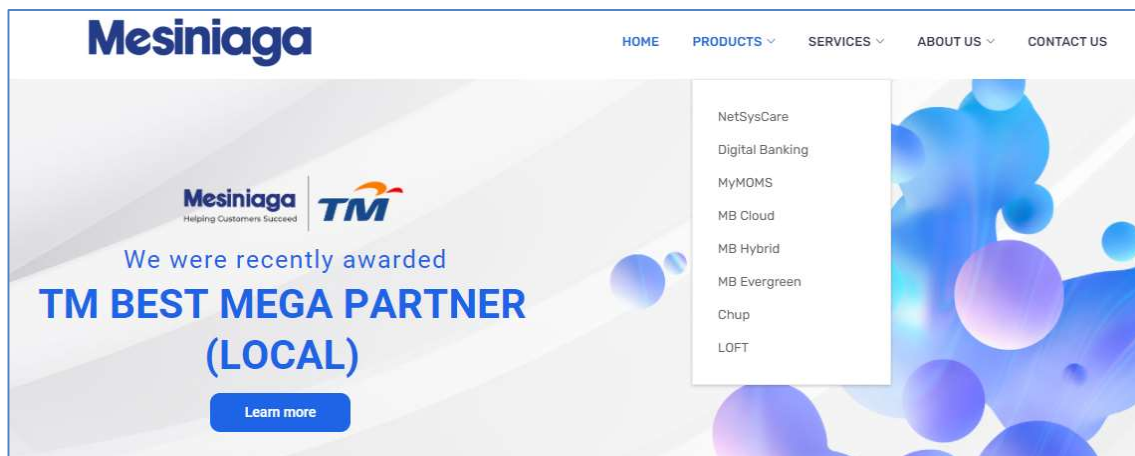
1. Solutions (Catalog)
2. Report an issue (Create a self-service ticket)
3. Ask a question (General inquiries)
4. Dashboard (View and download reports)



3. Solutions

To view the Solutions offered by Mesiniaga

Click on the 'Solutions' button, all Mesiniaga Products and Services will be displayed accordingly.



4. Report an Issue

To report an issue

1. Click on the 'Report an issue' button, a request form will be displayed accordingly.
2. Fill up all the necessary details and click 'Add attachment' should you wish to add any supporting documents.
3. Click 'Submit' button.

5. Ask a question

To ask general inquiries

1. Click on the 'Ask a question' button, a form will be displayed accordingly.
2. Fill up the question, the details and tag if any.
3. Click 'Post question' button.

6. Dashboard

The dashboard includes:-

a. Incident logged today

This view shows the total no of Tickets logged for the day.

b. Outstanding P1 Incidents logged today

This view shows the total outstanding P1 Tickets for the day.

c. Incident Summary (All)

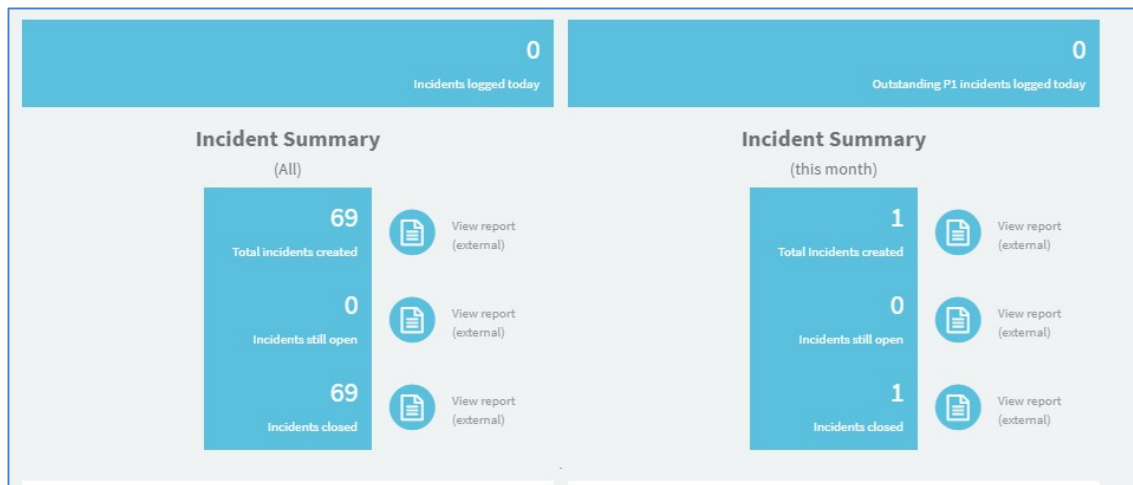
This view shows the Incident Summary for all tickets including:

1. Total incidents created
2. All Incidents still open
3. All Incidents closed

d. Incident Summary (this month)

This view shows the Incident Summary for the current month including:

1. Total incidents created
2. Incidents still open
3. Incidents closed



The 'Incident Summary' table has the following functions:

1. To view List of Tickets
2. Download Report

e. To view List of Tickets

1. Click on the 'View report (external)' button.

This view shows the ticket's details, such as Ticket Number, Created Date/Time, Resolved Date/Time, Ticket State, Branch, Affected User, Short Description, Priority, Category, Subcategory and remark under Close Notes.

f. To download Report

1. Click on the 'View report (external)' button.
2. Click on the 'Click to Print' icon.
3. Click 'Save'.

The screenshot displays the 'Incident Summary' page in the myMesiniaga Portal. The page shows a table with ticket details. The first ticket (INC0001982) is in a 'Resolved' state, reported on 02/09/2021 at 09:28, and resolved on 07/09/2021 at 16:46. The affected user is MOHAMMAD, RIDWAN, and the short description is 'MAKLUMAT PEMBAYARAN TIDAK DUANA'. The priority is '3 - Moderate', the category is 'Hardware', and the subcategory is 'Server'. The close notes mention a failed login attempt and a password reset. A print dialog is open on the right, showing '22 pages' and options to 'Save as PDF', 'All', 'Landscape', and 'More settings'. A 'Click to Print' button is visible in the top right corner.

g. Additional Tips: To convert PDF to Excel

1. Select the relevant PDF file.
2. Open the file, press ctrl+A to select all.
3. Press Ctrl+C to copy.
4. Open a new excel file and press Ctrl+V to paste copied text.
5. Save the excel file.

State	Branch	Affected User	Short description	Priority	Category	Subcategory	Close notes
Resolved	WPKL	MOHAMMAD, RIDWAN	MAKLUMAT PEMBAYARAN TIDAK DUANA	3 - Moderate	Hardware	Server	INCIDENT HAS BEEN RESOLVED. DATE REPORTED: 02/09/2021 09:28 DATE RESOLVED: 07/09/2021 16:46 STATUS: RESOLVED

End of document