Parkway Pantai

in Ticket

Quick Guide for Users
to create an Incident Ticket

Version 1.0

Step 1. Login to InTicket

eservice.ppl.ihh.com/InTicket_PreProd/#/login
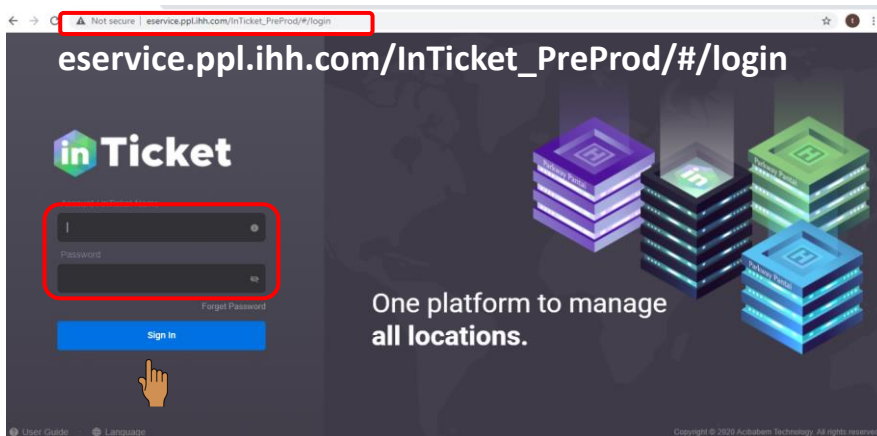
Type your Windows Login Username and password

Example : *choileng.tang*

Step 2a. Create a Ticket

Click here
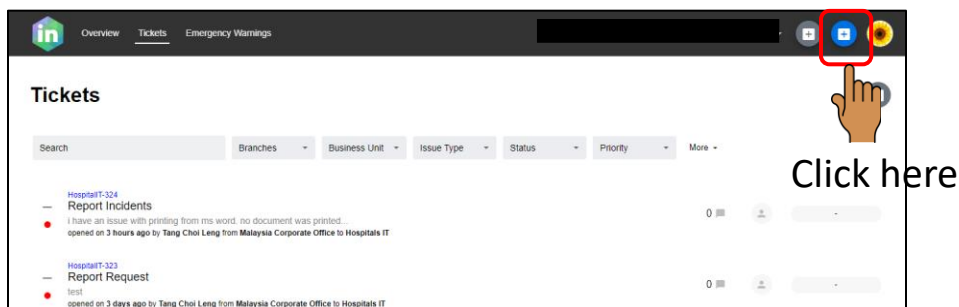
Important Note : Please use 🌐 Chrome Browser.
<u>Internet Explorer</u> is not supported.
Please contact your Hospital IT if you have problem with Chrome

Step 2b. Create a Ticket

New Ticket ✕

Requested Branch*	Malaysia Corporate Office ▾
To Business Unit* 1.	▾
Issue Type* 2.	▾
Department*	IT
Contact Number* 3.	
Description* 4.	
Followers 5.	Search...
Files 6.	🔗 Attach Files max. 10mb

1. Select *"MOD IT@Site"*
2. Select *"Report Incidents"*

3. Type in your *contact number* for IT staff to reach you
4. Type in the *problem/errors* that you are experiencing
5. If you wish another person to know about the ticket, please select Followers. Otherwise, leave blank. Followers are not Mandatory.
6. Attach files or print screens of the errors or issues

Create   👉   Click CREATE

Step 3a. Viewing Tickets Status

in   Tickets   👉   ➕ 👤

← go back   👉   Either Click at <u>Tickets</u> OR click <u>go back</u> to View Tickets

Report Incidents   IT@Site-407 📋 🔒

tu **test user** created the ticket from **Pantai Hospital Laguna Merbok** to **MOD IT@Site** on 06/11/2020, 22:55

3333232

	SLA -
	DUE DATE 📅
	STATUS Open ▾
	ASSIGNEE Search... ▾
🔗 Send Comment	**PRIORITY** ▾

2

Step 3b. Viewing Tickets Status

A unique ticket number is assigned for each ticket

To view the IT personnel assigned to the ticket

Thank You

FAQs

Question *: What is the URL for Inticket ?*

Answer   : *https://inticket.ihhmy.com/*

Question *: I cannot login to Inticket with my Windows account*
                after several attempts ?

Answer   : *Please verify if you can login to your Windows Desktop*
                with the same Windows account and password. If not,
                check with your local IT if the password has expired.

Question *: Why do I click Forget Password, and no email*
                notification was sent to me ?

Answer   : *Forget Password is applicable for local Inticket users.*
                It is <u>not</u> applicable for Windows account.

Question *: What are the browsers supported ?*

Answer   : *Browsers supported are Chrome, Firefox, Edge and*
                Safari