JABATAN PERDANA MENTERI
UNIT PEMODENAN TADBIRAN DAN PERANCANGAN PENGURUSAN MALAYSIA
(MAMPU)

USER MANUAL

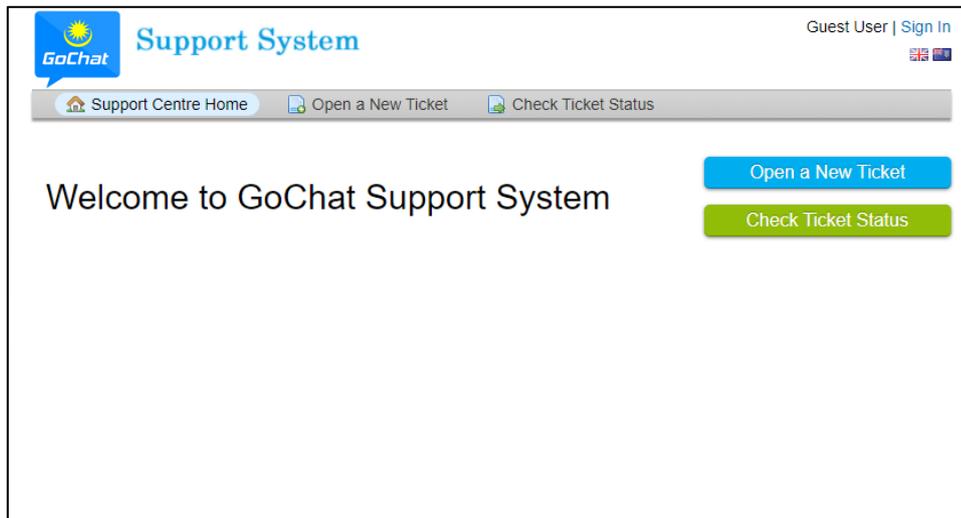# GoChat SUPPORT SYSTEM

TABLE OF CONTENT

1.0 INTRODUCTION

This User Manual Guide is to guide the users of the GoChat support system platorm in understanding the ways in using this web application. In short, the GoChat Support System is a web-based application which is used by the users of the GoChat chatting platform to make any complain or further suggestions in modifying the GoChat application.
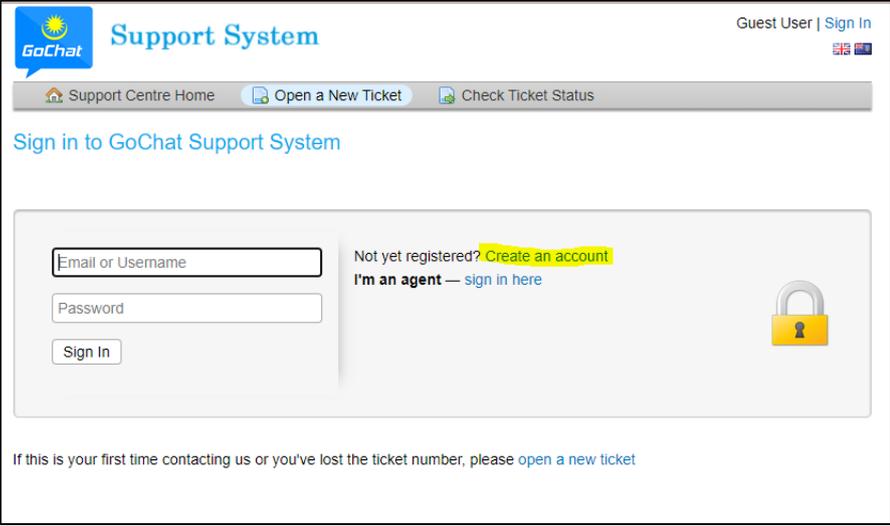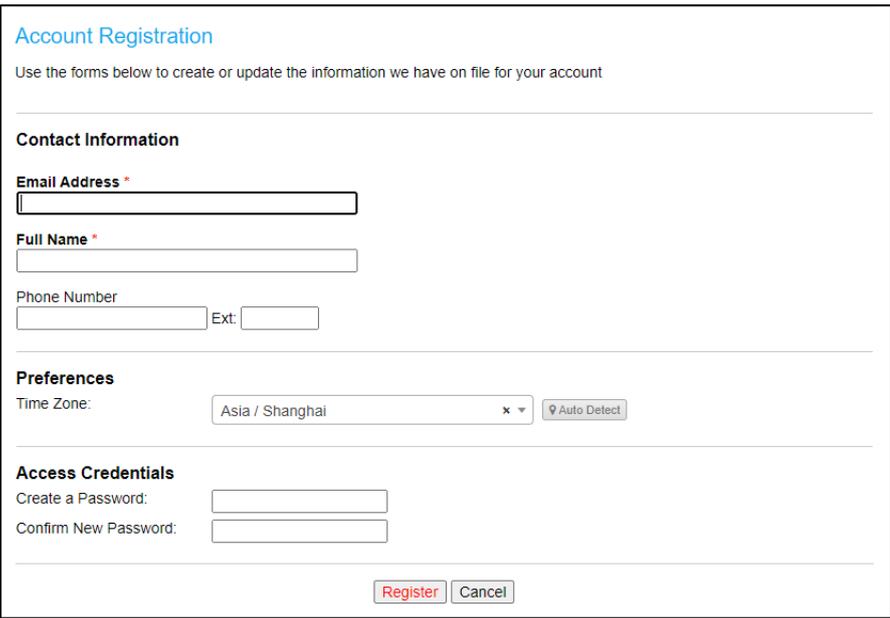
a. The GoChat Support System can be accessed through "link"

The homepage for the GoChat support system web application

2.0 REGISTER NEW ACCOUNT

a. Enter "link" in the search box.

b. Choose the sign in option, then choose the "Create Account" option.

c. Enter your Email address, full name, phone number and also create a new password and verify your password by reentering the created password.

d. Enter the register icon to register your account.

Message shown after registering a new account

Email sent by the support system to users to get the login access

e. Click on the link which was sent by the support system to log into your account.

3.0 SIGNING IN AND SIGNING OUT FROM ACCOUNT

3.1 SIGN IN
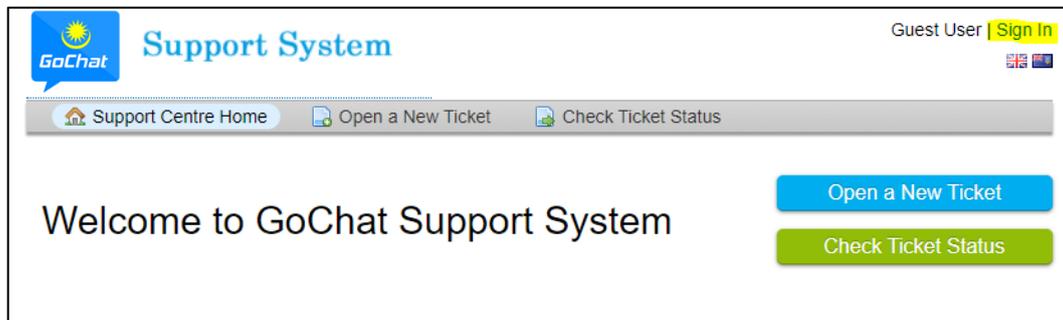
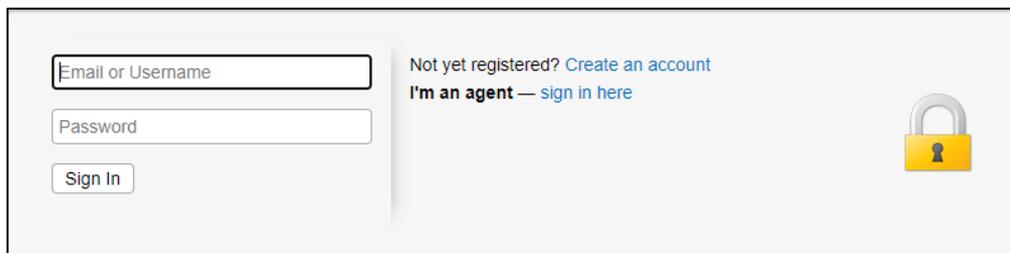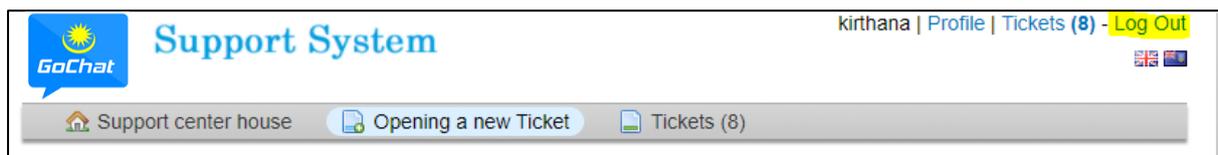a. Click the sign in option on the top right of the web page.

b. Enter your email address and password which was created.

c. Click on the sign in icon to sign into your account.

3.1 SIGN OUT

a. Click on the Log Out option on the top right of the account.

4.0 CHANGING PASSWORD

a. Click on the profile icon on top of the web page.

b. Enter your current password

c. Enter your new password and then re-enter back the password for confirmation.

5.0 OPEN, RESET AND CANCEL NEW TICKET COMPLAINT

a. After logging in your account, click on the Opening New Ticket icon.

b. Choose your help topic.

c. After choosing your help topic, you can explain your issues at the answer space which will appear.

d. After explaining the issues, click on the create ticket icon at the bottom of the web page.

e. If you're wanting to cancel the complaint, click on the cancelling icon at the bottom of the web page.

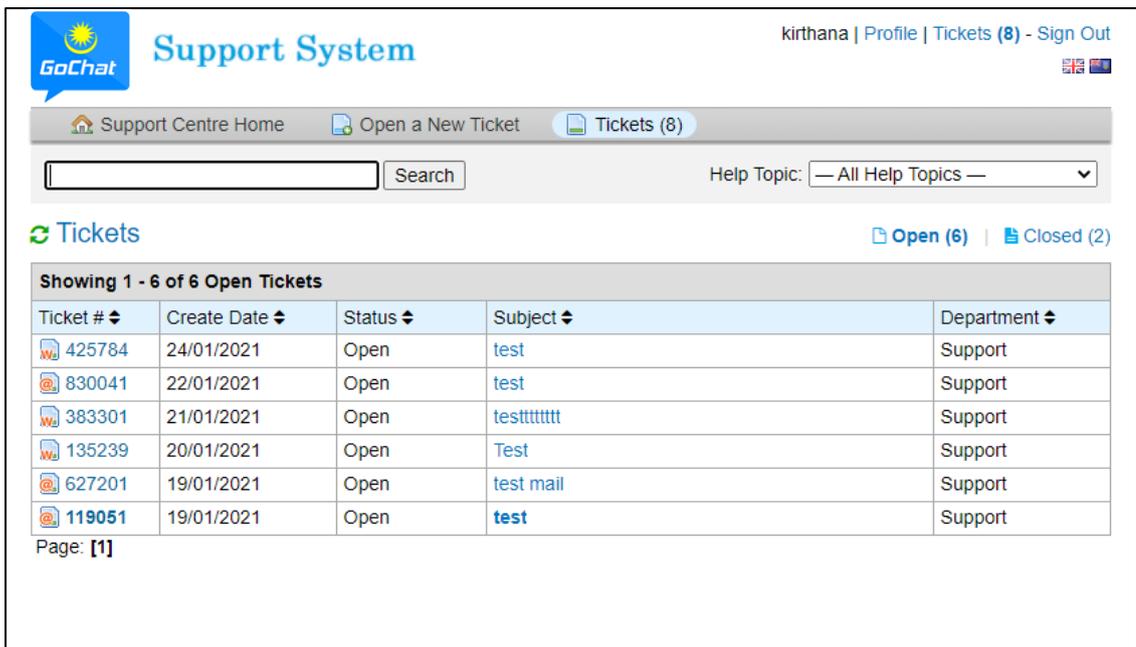f. If you are wanting to reset at re-enter your complaint, click on the reset option at the bottom of the web page.

6.0 GET RECEIPT NUMBER FROM EMAIL

a. After creating the complaint ticket, you will receive a confirmation email together with the receipt number of your complaint ticket, so that you could check your complaint status.

Dear kirthana,

A request for support has been created and assigned #151242. A representative will follow-up with you as soon as possible. You can view this ticket's progress online.

Your GoChat Support System Team,
Support Department
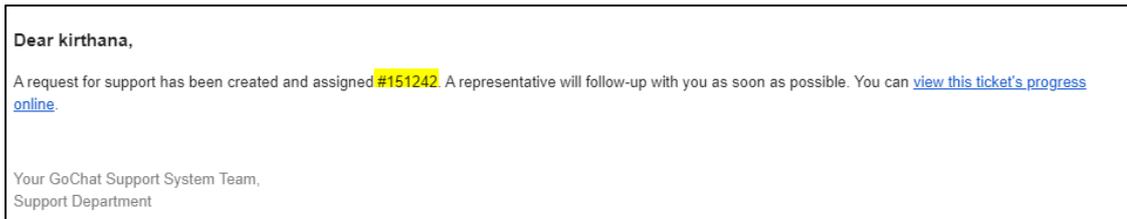
7.0 CHECKING, EDITING AND PRINTING TICKET STATUS

a. Sign in into your account.
b. Click onto the icon ticket.
c. Find your ticket receipt number which was sent to the email.

d.   Find the status option to check your ticket status.

e.   To edit and print your ticket, click on the edit or print icon.

f.   If you would like to edit your ticket, explain your complaint again at the answer space shown.

8.0 CHANGING LANGUAGE

a. To change preferred language temporarily, click on the flag icon which is at the top of the web page.
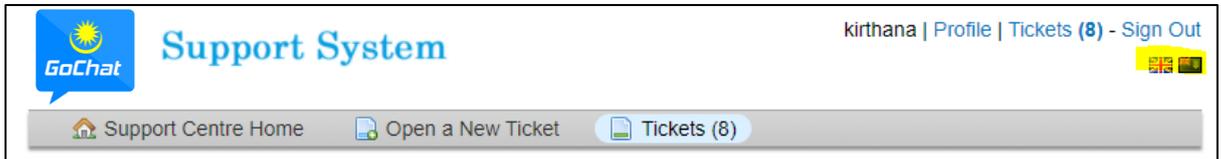
b. To change language permanently, click on the profile icon at the top of the web page.

c. At the preferences option, click on the preferred language to change the language preferred.