



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

MANUAL PENGGUNA



MEJA BANTUAN GoChat

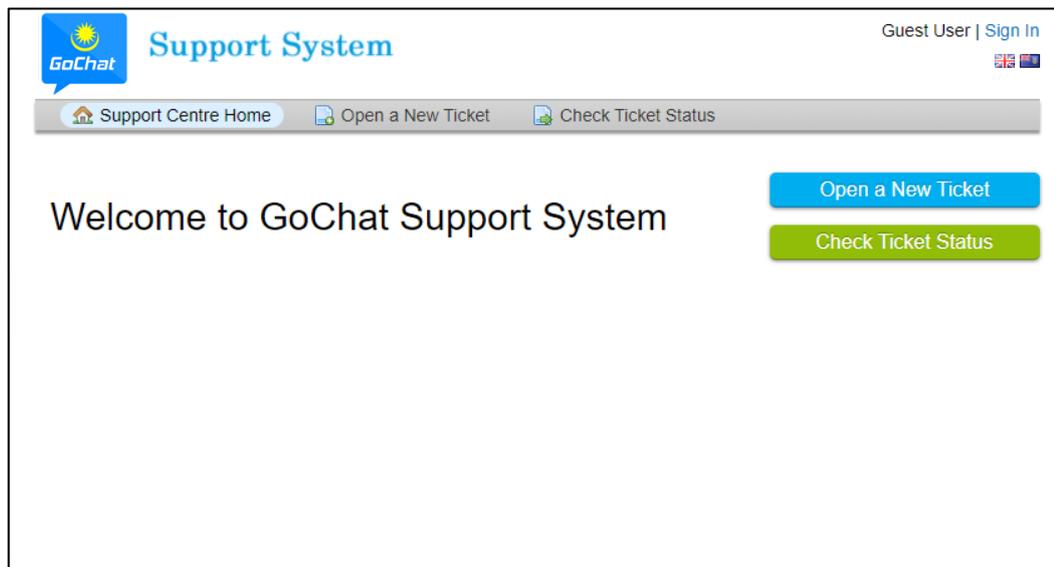
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1.0 PENGENALAN

Tujuan penyediaan Manual Pengguna ini adalah untuk membantu pengguna GoChat support system, memahami proses penggunaannya. Secara ringkasnya, GoChat support system adalah web aplikasi yang boleh digunakan oleh pengguna untuk membuat aduan atau memberi cadangan untuk memperbaiki aplikasi GoChat.

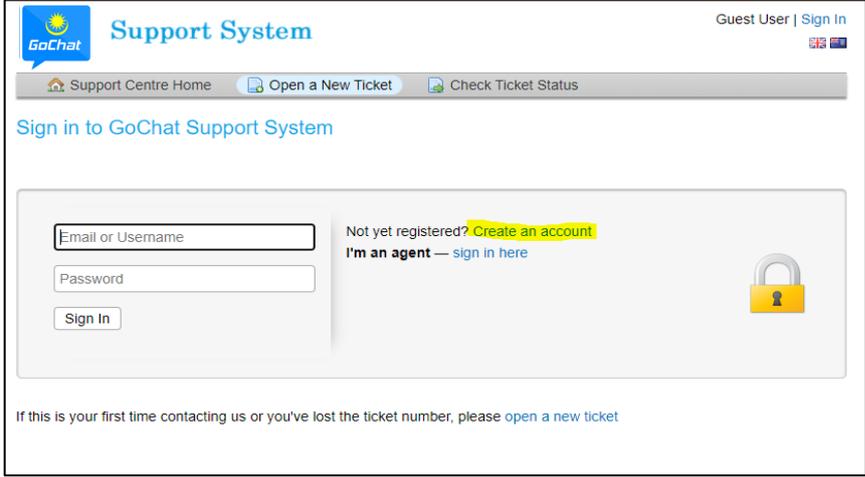
- a. Aplikasi GoChat support system boleh diakses melalui : “*link*”



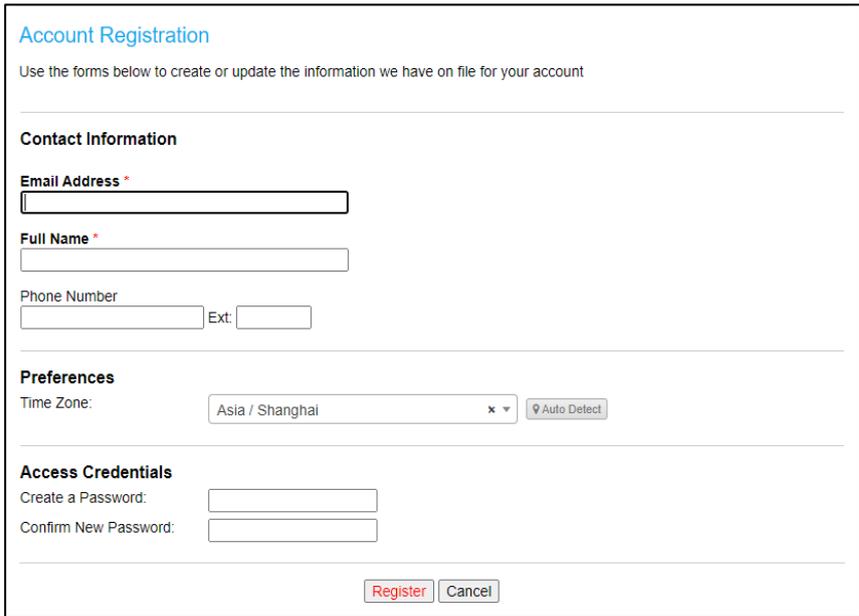
Laman Utama Web Aplikasi GoChat Support System.

2.0 DAFTAR AKAUN BAHARU

- a. Masukkan URL: **“Link”**
- b. Pilih pautan Log Masuk, kemudian pilih pautan **“Create Account”**



The screenshot shows the GoChat Support System login page. At the top left is the GoChat logo. The main heading is "Support System". In the top right corner, it says "Guest User | Sign In" with language selection icons. Below this is a navigation bar with links for "Support Centre Home", "Open a New Ticket", and "Check Ticket Status". The main heading for the login section is "Sign in to GoChat Support System". The login form includes fields for "Email or Username" and "Password", a "Sign In" button, and a "Sign In" button. To the right of the form, there is a link for "Not yet registered? Create an account" and a link for "I'm an agent — sign in here". A yellow padlock icon is visible on the right side of the form. Below the form, there is a note: "If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)".



The screenshot shows the Account Registration page. The heading is "Account Registration". Below the heading, it says "Use the forms below to create or update the information we have on file for your account". The form is divided into three sections: "Contact Information", "Preferences", and "Access Credentials".

Contact Information

Email Address *

Full Name *

Phone Number Ext:

Preferences

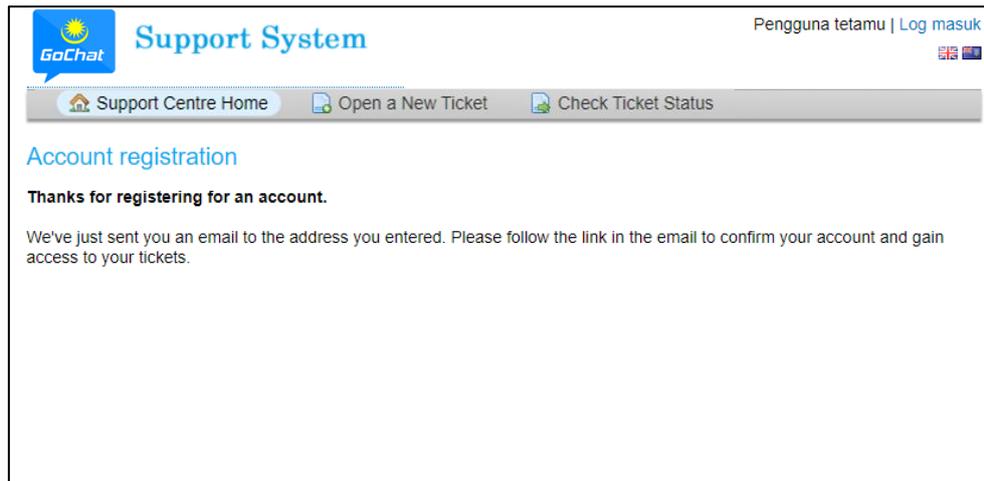
Time Zone:

Access Credentials

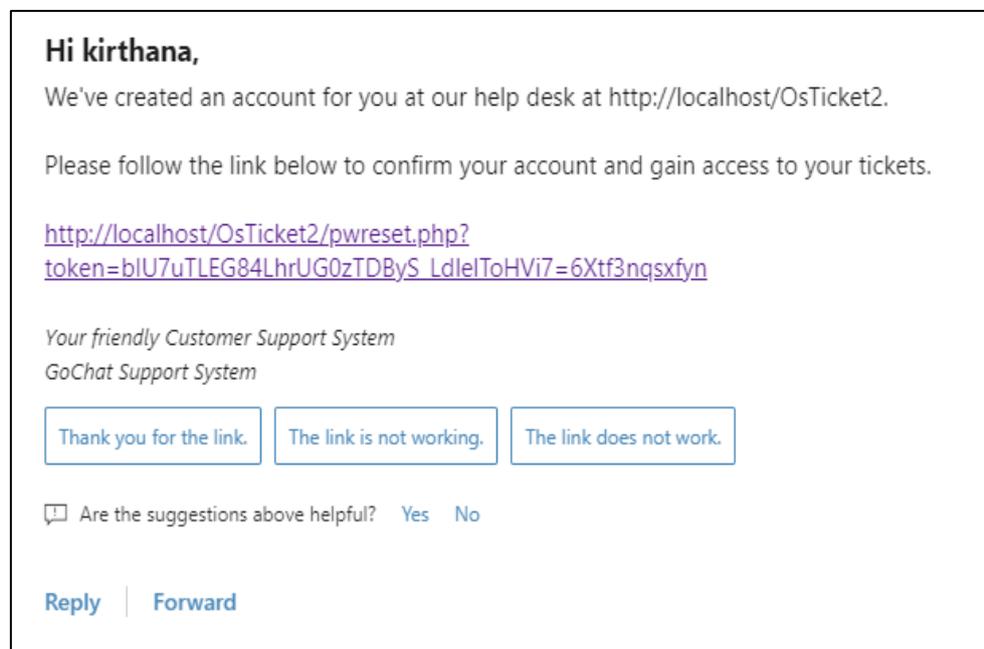
Create a Password:

Confirm New Password:

- c. Masukkan alamat E-mel, nama penuh, nombor telefon, zon masa dan juga kata laluan.



Mesej yang akan ditunjukkan selepas daftar akaun baru.

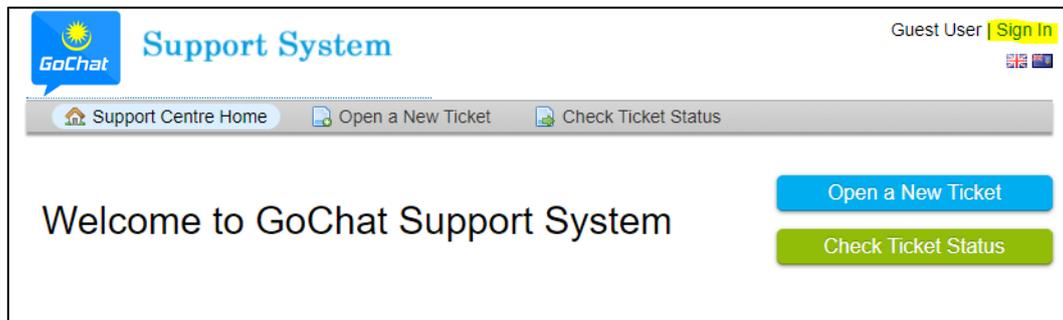


E-mel yang dihantar oleh GoChat support system untuk mendapat akses untuk log masuk pada akaun,

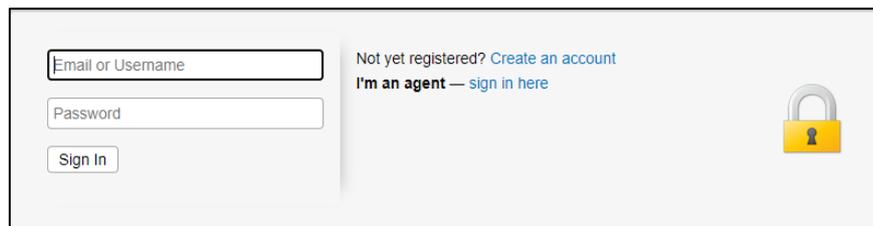
- d. Tekan pautan yang dihantar kepada emel untuk akses log masuk akaun.

3.0 LOG MASUK DAN LOG KELUAR

3.1 LOG MASUK

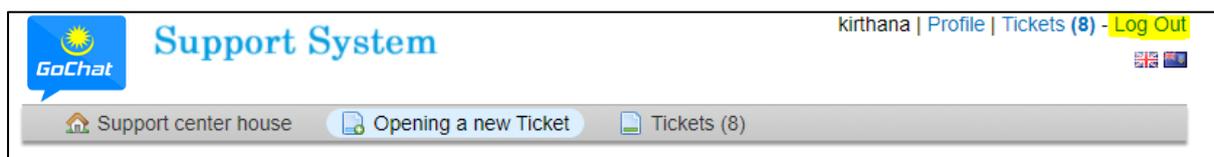


- a. Pilih pautan Sign In/Log Masuk.



- b. Masukkan alamat E-mel dengan kata laluan.
- c. Tekan icon Log Masuk untuk Log masuk kepada akaun anda.

3.2 LOG KELUAR



- a. Tekan pautan Log Out yang berada di atas kanan laman web.

4.0 TUKAR KATA LALUAN

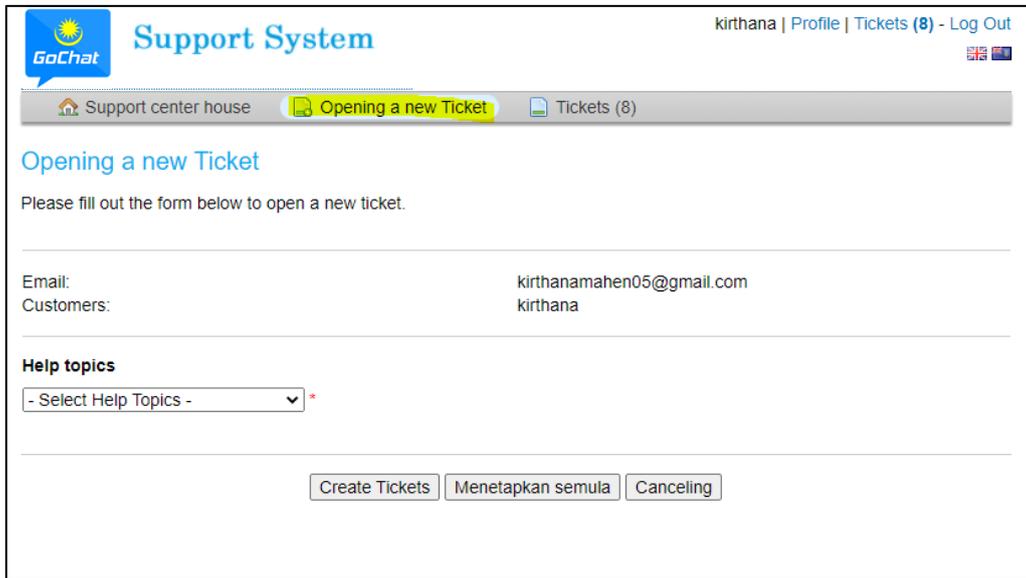
The screenshot shows the 'Support System' interface. At the top left is the 'GoChat' logo. The top right shows the user 'kirthana' with a 'Profile' link highlighted in yellow, and 'Tickets (8) - Log Out'. Below the header is a navigation bar with 'Support center house', 'Opening a new Ticket' (active), and 'Tickets (8)'. The main heading is 'Opening a new Ticket' with the instruction 'Please fill out the form below to open a new ticket.' The form contains an 'Email' field with 'kirthanamahen05@gmail.com' and a 'Customers' field with 'kirthana'. Below this is a 'Help topics' section with a dropdown menu set to '- Select Help Topics -'. At the bottom are three buttons: 'Create Tickets', 'Menetapkan semula', and 'Canceling'.

- a. Tekan pautan profile di atas laman web.

The screenshot shows the 'Contact Information' form. It includes fields for 'Email Address *' (kirthanamahen05@gmail.com), 'Full Name *' (kirthana), and 'Telephone No' (0163611905) with an 'Ext:' field. The 'Priority' section has a 'Time zone' dropdown set to 'Asia / Kuala_Lumpur' and a 'Preferred Language' dropdown set to 'Malay'. Below this is a section titled 'Proof of access eligibility' (highlighted in yellow) with three password fields: 'Current password:', 'New password:', and 'Confirm New Password:'. At the bottom are 'Update', 'Reset', and 'Cancel' buttons.

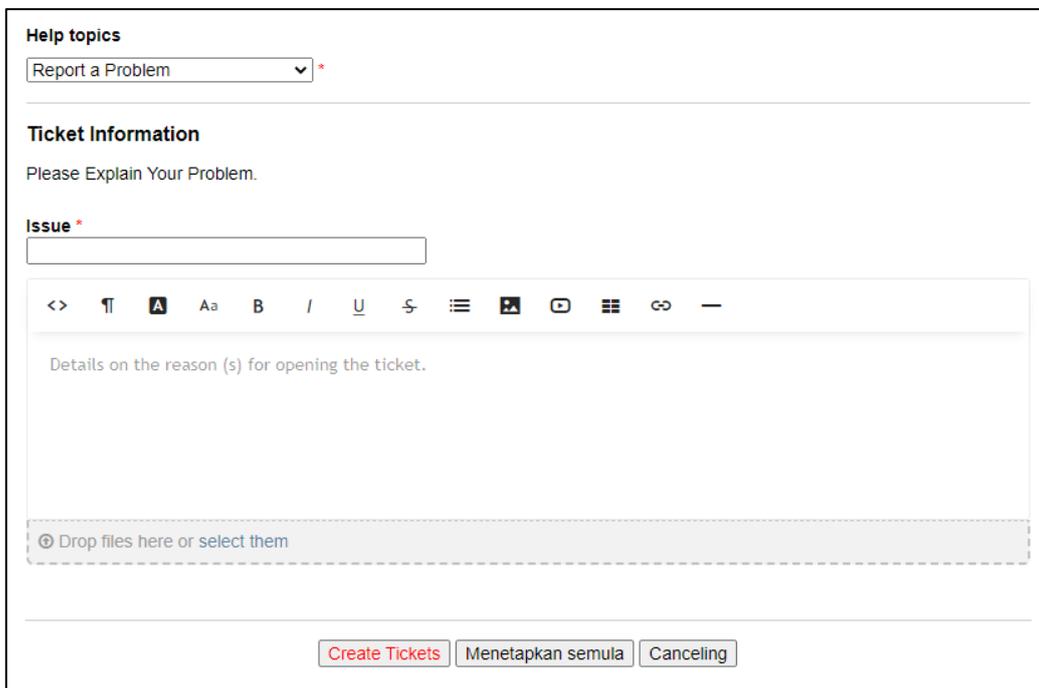
- b. Masukkan kata laluan semasa.
- c. Kemudian masukkan kata laluan yang baru dan sahkan kata laluan baru.

5.0 MEMBUKA, MENETAPAKAN SEMULA DAN MENBATALKAN TIKET ADUAN



The screenshot shows the 'Support System' interface. At the top, there is a navigation bar with the GoChat logo, the text 'Support System', and user information 'kirthana | Profile | Tickets (8) - Log Out'. Below this is a secondary navigation bar with 'Support center house', 'Opening a new Ticket' (highlighted in yellow), and 'Tickets (8)'. The main content area is titled 'Opening a new Ticket' and contains the instruction 'Please fill out the form below to open a new ticket.' The form includes fields for 'Email:' (value: kirthanamahen05@gmail.com) and 'Customers:' (value: kirthana). There is a 'Help topics' section with a dropdown menu currently set to '- Select Help Topics -'. At the bottom of the form are three buttons: 'Create Tickets', 'Menetapkan semula', and 'Canceling'.

- a. Selepas Log Masuk, tekan icon Opening new ticket.
- b. Pilih topic bantuan di bawa page.



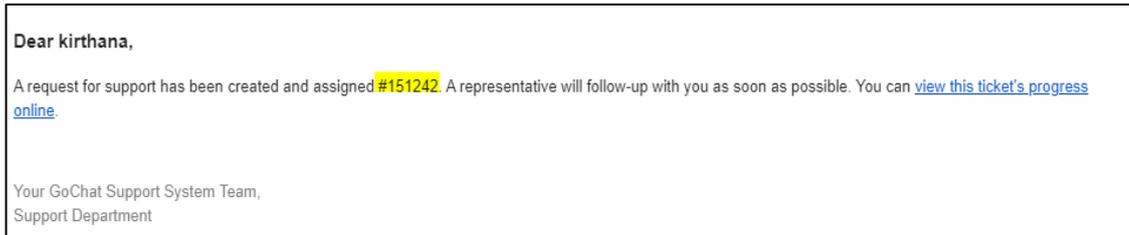
This screenshot shows the 'Ticket Information' section of the support system. It starts with the 'Help topics' dropdown menu, which is now set to 'Report a Problem'. Below this is the 'Ticket Information' heading and the instruction 'Please Explain Your Problem.' There is an 'Issue *' label above a text input field. Below the input field is a rich text editor toolbar with icons for bold, italic, underline, link, unlink, and other text formatting options. The main text area contains the placeholder text 'Details on the reason (s) for opening the ticket.' At the bottom of the text area is a dashed box with the text 'Drop files here or select them'. At the bottom of the form are three buttons: 'Create Tickets' (highlighted in red), 'Menetapkan semula', and 'Canceling'.

- c. Selepas pilih topic, anda boleh terangkan masalah anda di dalam ruangan yang disediakan.
- d. Tekankan icon create ticket selepas terangkan masalah yang dialami.
- e. Jika ingin membatalkan aduan, tekan icon canceling.

- f. Jika ingin reset atau menetapkan semula aduan, tekankan icon menetapkan semula atau resets.

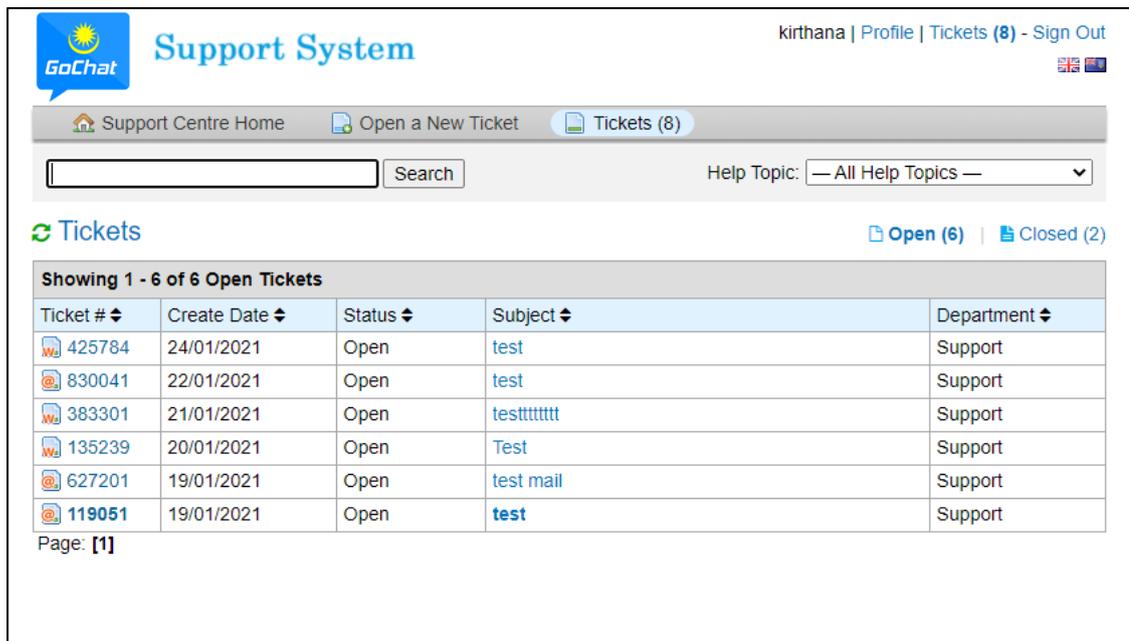
6.0 DAPAT NOMBOR RESIT DARI EMEL.

- a. Selepas membuka tiket aduan, anda akan dapat e-mel pengesahan yang mengandungi nombor resit untuk semak status tiket aduan.



7.0 SEMAK STATUS, EDIT DAN CETAK TIKET ADUAN.

- a. Log masuk kepada akaun.
- b. Tekan icon tiket.
- c. Cari nombor tiket yang anda dapat pada emel.



The screenshot displays the GoChat Support System interface. At the top, the user is logged in as 'kirthana' with options for 'Profile', 'Tickets (8)', and 'Sign Out'. The main navigation bar includes 'Support Centre Home', 'Open a New Ticket', and 'Tickets (8)'. The ticket title is 'test #425784', with 'Print' and 'Edit' buttons. Below this, there are two columns of information: 'Basic Ticket Information' and 'User Information'.

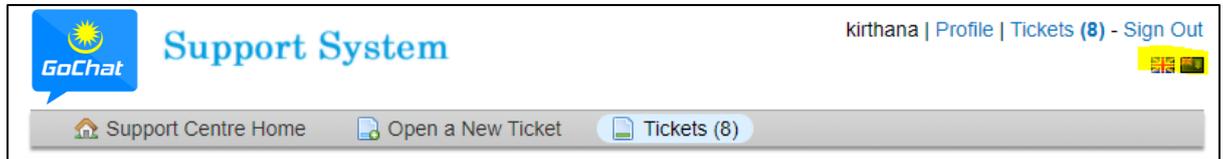
Basic Ticket Information		User Information	
Ticket Status:	Open	Name:	Kirthana
Department:	Support	Email:	kirthanamahen05@gmail.com
Create Date:	24/01/2021 13:08	Phone:	(016) 361-1905

Below the information table, a message from 'kirthana' is shown, posted on 24/01/2021 at 13:08, with the text 'testingggg'. At the bottom, it indicates the ticket was 'Created by kirthana 24/01/2021 13:08'.

- d. Lihat pada status tiket anda di bahagian status.
- e. Untuk edit dan cetak aduan, tekan icon edit atau print.
- f. Untuk edit, jelaskan secara ringkas, tentang isu yang ingin edit.

8.0 TUKAR BAHASA.

- a. Untuk tukar Bahasa untuk sementara, tekan icon Bahasa (icon bendera) yang terletak di atas laman web.



- b. Untuk tukar Bahasa secara kekal, tekan pautan profile di atas laman web.
- c. Di ruangan preferences anda boleh pilih bahasa yang diinginkan di bahagian bahasa pilihan.

