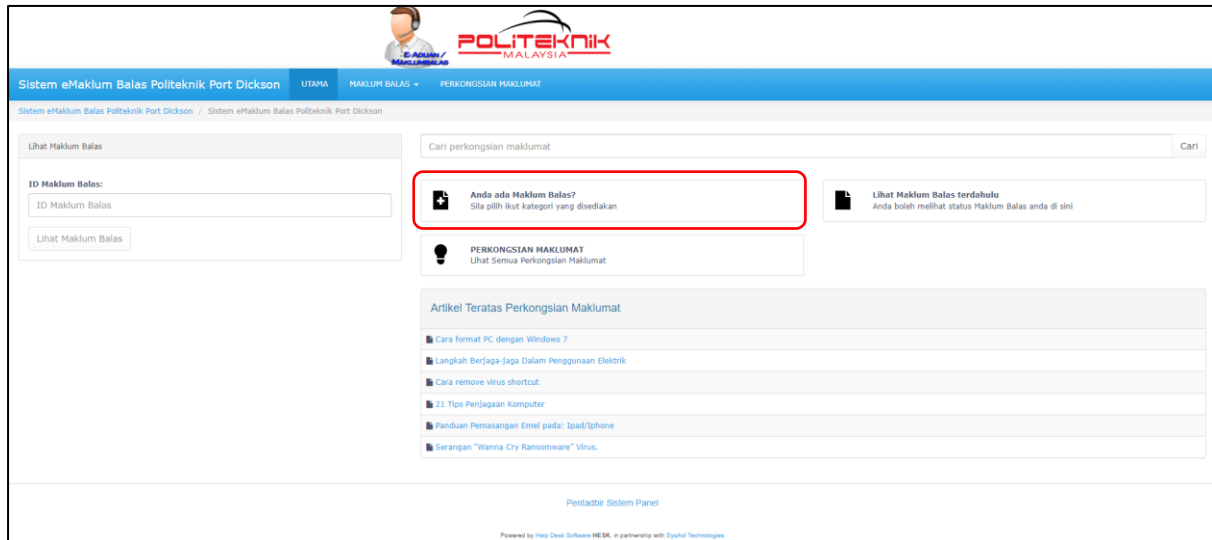
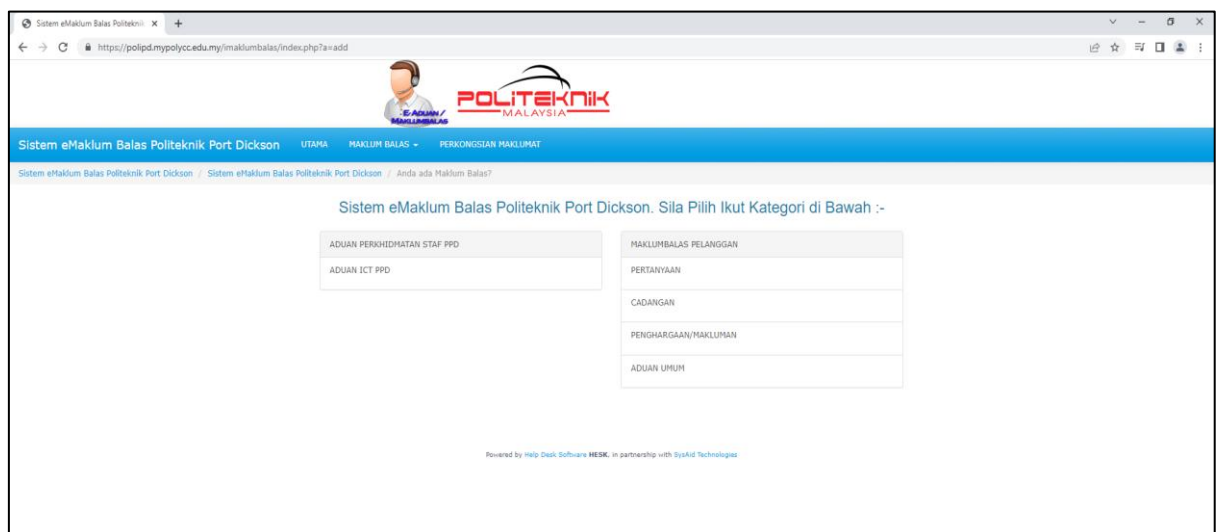


# MANUAL PENGGUNAAN SISTEM MAKLUMBALAS POLITEKNIK PORT DICKSON

1. Layari: <https://polipd.mypolycc.edu.my/imaklumbalas/>
2. Klik pada 'Anda ada Maklumbalas?'



3. Sila pilih jenis maklumbalas berdasarkan kategori:
  - a) Aduan Perkhidmatan Staf PPD – membuat aduan berkaitan ICT seperti gangguan capaian internet, kerosakan peralatan komputer dan sebagainya.
  - b) Maklumbalas Pelanggan – untuk orang luar/warga PPD ingin membuat pertanyaan/memberi cadangan/memberi penghargaan atau membuat aduan umum.



4. Lengkapkan semua maklumat yang diperlukan dan klik 'Submit Ticket'.

The screenshot shows a web browser window with the URL <https://polipd.mypolycc.edu.my/maklumbalas/index.php?a=add&category=2>. The page header includes the Politeknik Malaysia logo and navigation links: 'Sistem eMaklum Balas Politeknik Port Dickson', 'UTAMA', 'MAKLUM BALAS', and 'PERKONGSIAN MAKLUMAT'. Below the header, there's a breadcrumb trail: 'Sistem eMaklum Balas Politeknik Port Dickson / Sistem eMaklum Balas Politeknik Port Dickson / Anda ada Maklum Balas? / ADUAN ICT PPD'. A 'Bantuan' (Help) box on the left states: 'Sila isikan ruangan yang kosong. Medan yang mandatori adalah bertanda \*.' The main heading is 'Anda ada Maklum Balas?'. Below it, the 'Maklumat Diperlukan' (Required Information) section contains several form fields: 'Nama \*' (Name) with a red border and the placeholder 'Please enter your name', 'Email \*', 'No Telefon \*', 'Jabatan/Unit \*' (a dropdown menu with '-- Click to Select --'), 'Lokasi (Blok, Bilik) \*', and 'Pilihan Aduan \*' (a dropdown menu with '-- Click to Select --'). At the bottom, there is a 'Keterangan Anda' (Your Description) text area.

5. Anda akan diberikan Ticket ID setelah selesai menghantar maklumbalas. Anda juga akan menerima makluman Ticket ID melalui emel.

The screenshot shows a green confirmation banner with the text: 'Success: Ticket submitted'. Below this, it says: 'Your ticket has been successfully submitted! Ticket ID: V6Q-11V-ZT1S'. A red section titled 'No confirmation email?' contains the text: 'We sent a confirmation message to your email address. If you do not receive it within a few minutes, please check your Junk, Bulk or Spam folders. Mark the message as **Not SPAM** to avoid problems receiving our correspondence in the future.' A blue link 'View your ticket' is provided. At the bottom, a yellow note states: 'Note: Could not send email notifications. Please notify webmaster at [webmaster@polipd.edu.my](mailto:webmaster@polipd.edu.my)'.

6. Anda boleh menyemak status maklumbalas dengan memasukkan no. tiket di ruangan **ID Maklum Balas** dan klik **Lihat Maklum Balas**.

The screenshot shows the 'Lihat Maklum Balas' (View Ticket) page. The page header is identical to the previous screenshot. A search bar at the top right is labeled 'Cari perkongsian maklumat' with a 'Cari' button. On the left, a red box highlights the 'Lihat Maklum Balas' section, which contains an 'ID Maklum Balas:' label, an input field for the ticket ID, and a 'Lihat Maklum Balas' button. To the right of the input field, there are two informational boxes: 'Anda ada Maklum Balas?' (You have a ticket) and 'Lihat Maklum Balas terdahulu' (View previous tickets). Below these is a 'PERKONGSIAN MAKLUMAT' (Information Sharing) section with a 'Lihat Semua Perkongsian Maklumat' button. At the bottom, there is a list of 'Artikel Teratas Perkongsian Maklumat' (Top Information Sharing Articles) including links like 'Cara format PC dengan Windows 7', 'Langkah Berjaga-Jaga Dalam Penggunaan Elektrik', 'Cara remove virus shortcut', '21 Tips Penjagaan Komputer', 'Panduan Pemasaan Emel pada: Ipad/Iphone', and 'Serangan "Wanna Cry Ransomware" Virus'. The footer includes 'Pentadbir Sistem Panel' and a small note: 'Powered by Hedy Davis Software HEIK, in partnership with Syedul Technologies'.