




National Applied R&D Centre



MIMOS Helpdesk Guide for Vaccine Management System

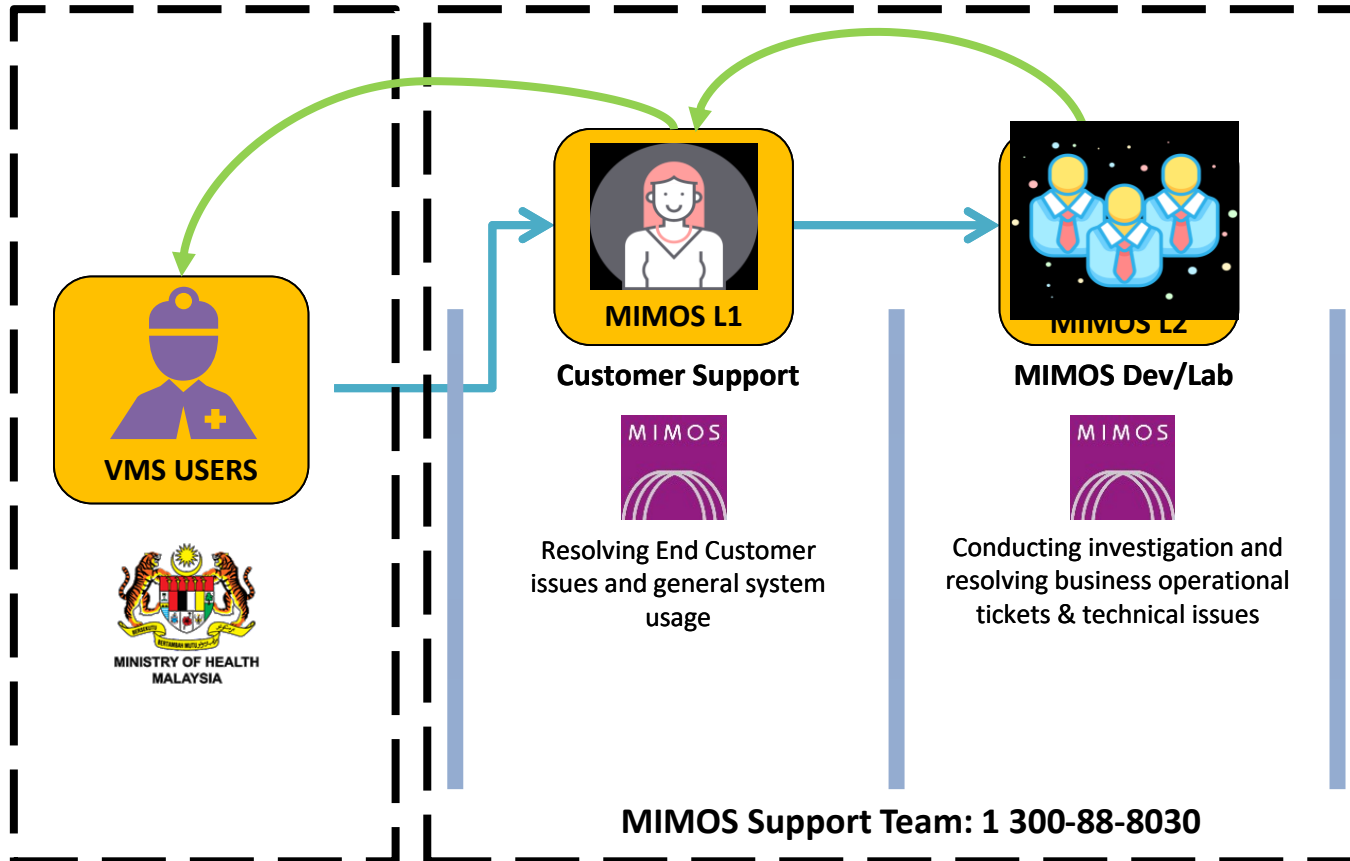
Innovation for Life™



**Vaccine
Management
System**

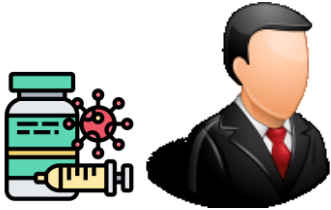
- 1. Helpdesk Support Guide on
Call & Email** 
- 2. Process of Acquiring Support**

SUPPORT FLOW FOR VACCINE MANAGEMENT SYSTEM





Reaching Helpdesk Support



VMS Users



1300-88-8030



support.vms@mimos.my



MIMOS Helpdesk

Customer	Customer Code
VMS User	3656



Contacting Helpdesk – Email

Email to:
support.vms@mimos.my

Subject:
“VMS – Support (issue)”

Attach screenshot of error
(if available)

Input customer code

Input location

Issue type and title

Issue description

Contact details

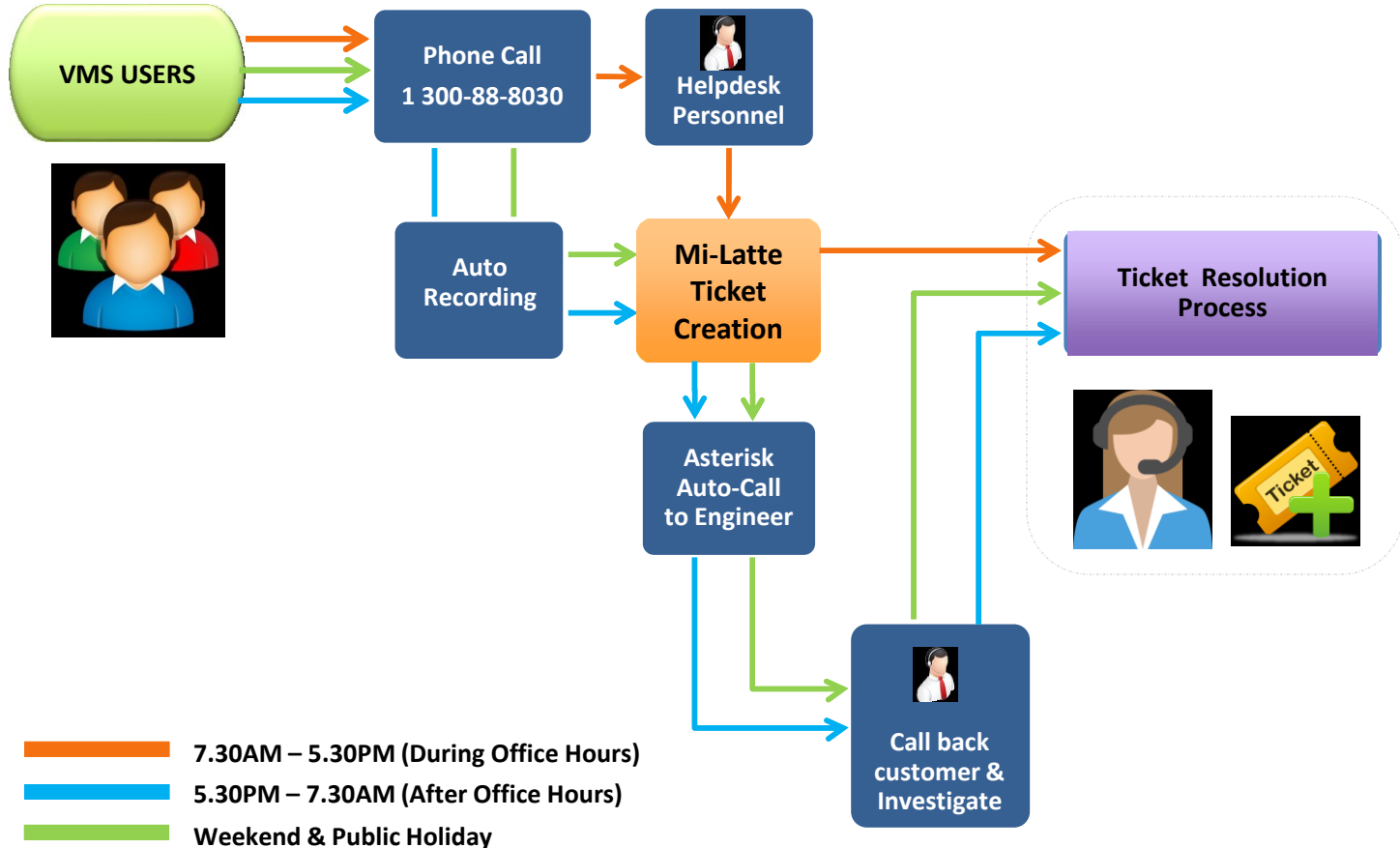
The screenshot shows an email client window titled "VMS - Support issue - Message (HTML)". The email is from "satish.vadivellu@mimos.my" to "support.vms@mimos.my". The subject is "VMS - Support issue". An attached file named "Issue.jpeg" (49 KB) is visible. The email body contains the following information:

Customer Code: 3656
Location: MOH Pharmacy (HQ)
Issue: (Incident/Request) Unable to login
Description: Error message: "You do not have required permission"
Web Page: <https://202.45.139.128/idpaa/module.php/mimos/login>
Screenshot as attached

Customer details:
Name : Satish Varan
Phone : 012-3456789

A large red "Sample" watermark is overlaid on the right side of the email content.

TICKET CREATION PROCESS



Acquiring Support





INFORMATION TO PROVIDE

1 Customer Identification

Contact Details such as caller name, phone number, email address & facility information

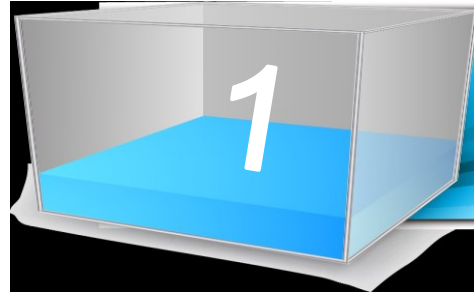
2 Issue Description

Be specific and clear

3 Additional Information

Provide as much information to helpdesk to expedite troubleshooting and resolution

Before Contacting Helpdesk



When problem occurs, follow simple troubleshooting as below:

Check the problem on another terminal and other user to ensure whether it is specific or global issue. Check local/mobile network connection and intranet/internet connectivity.



Note down the issue details, example; web page, button/icon and error message which being displayed.



Check with internal PIC (Person In-Charge)



While On-Call With Helpdesk

Be patience and hold on until you are connected with helpdesk support representative.

Provide your details, customer code, issue description and other information.

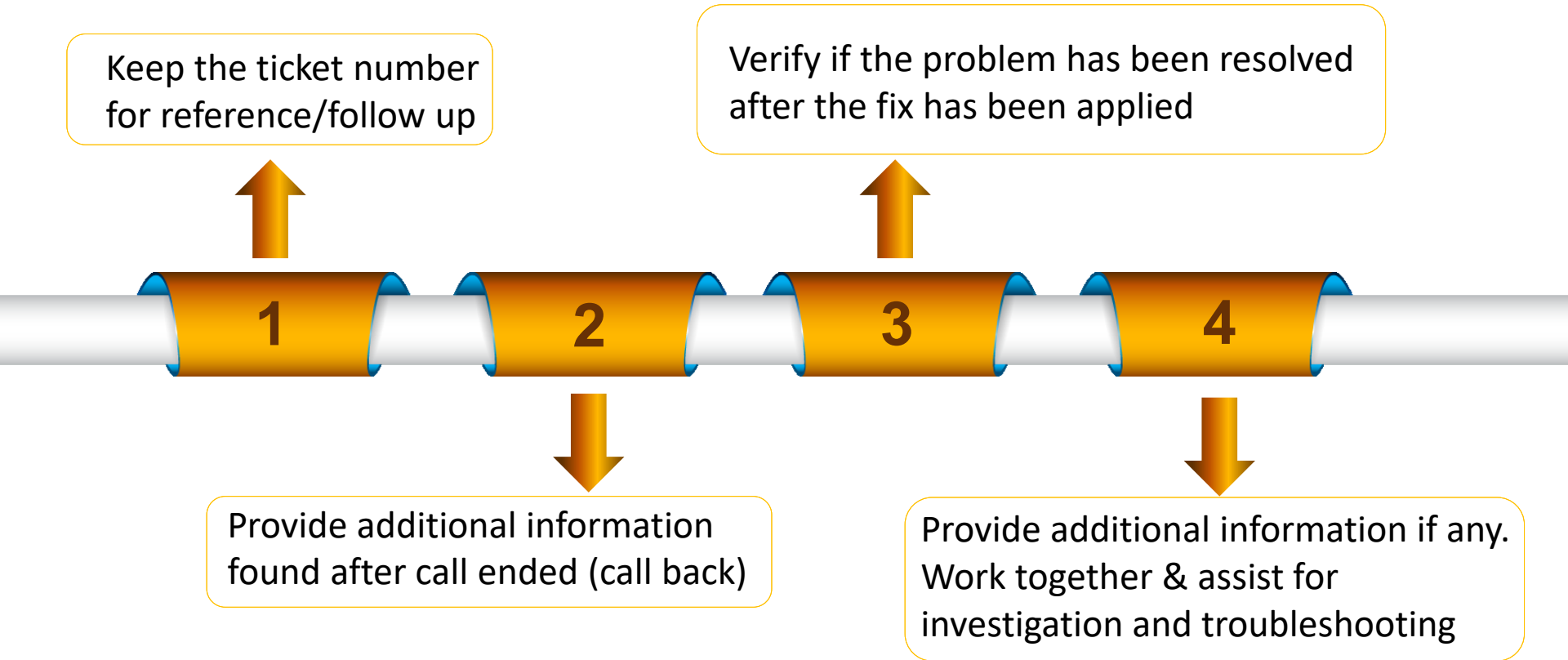


Provide time/date when problem was detected.

Note down ticket number given by helpdesk support.

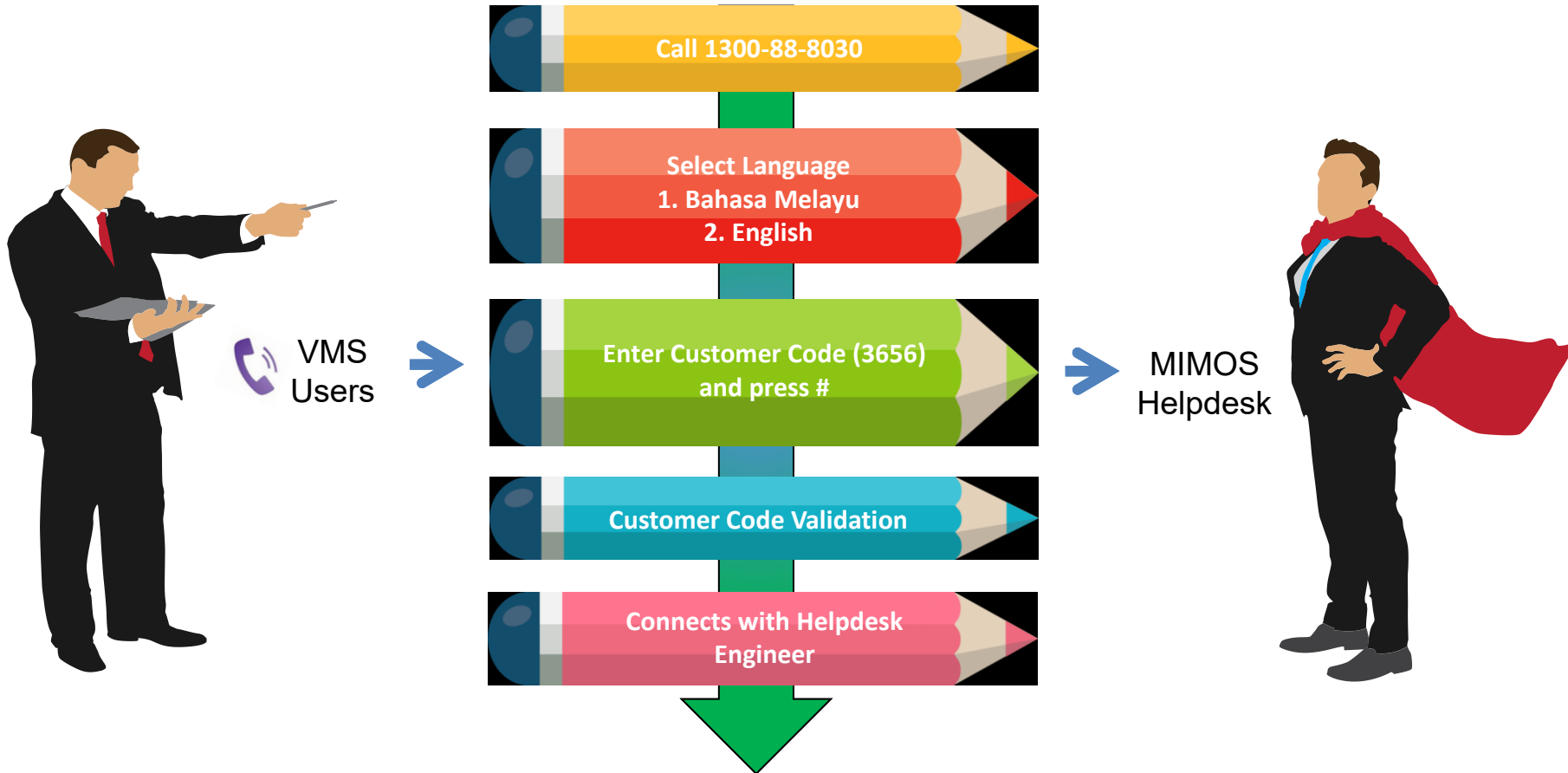


While On-Call With Helpdesk – Cont.





CONTACTING HELPDESK – Support Line





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THANK YOU

Terima Kasih

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