**SUV IT SOLUTION (M) SDN BHD [1325305-P]**

**33-01, Menara Keck Seng 203, Jalan Bukit Bintang**

**55100, Wilayah Persekutuan Kuala Lumpur**

www.suvitsolution.com.my

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## Service Request & Support Manual

All PML LIS users are required to use their registered email address for service request and support. Each and every feature integrated in the LIS is by default with role access. If you require any additional features or access you will need to raise service request via support ticket.

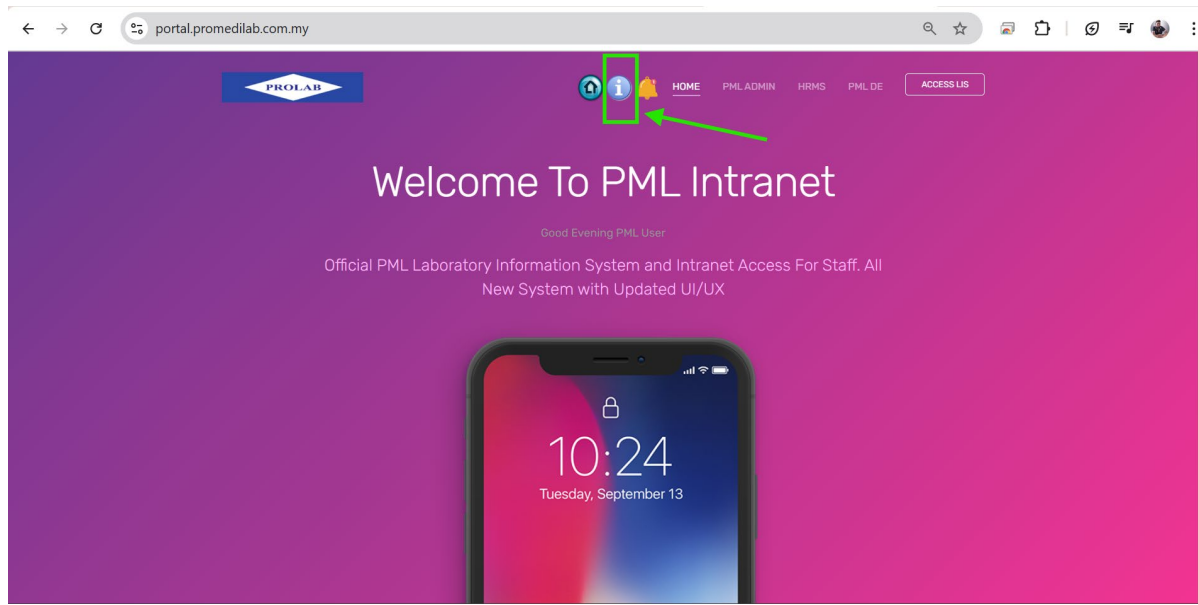Step 1: www.promedilab.com.my → **Intranet**
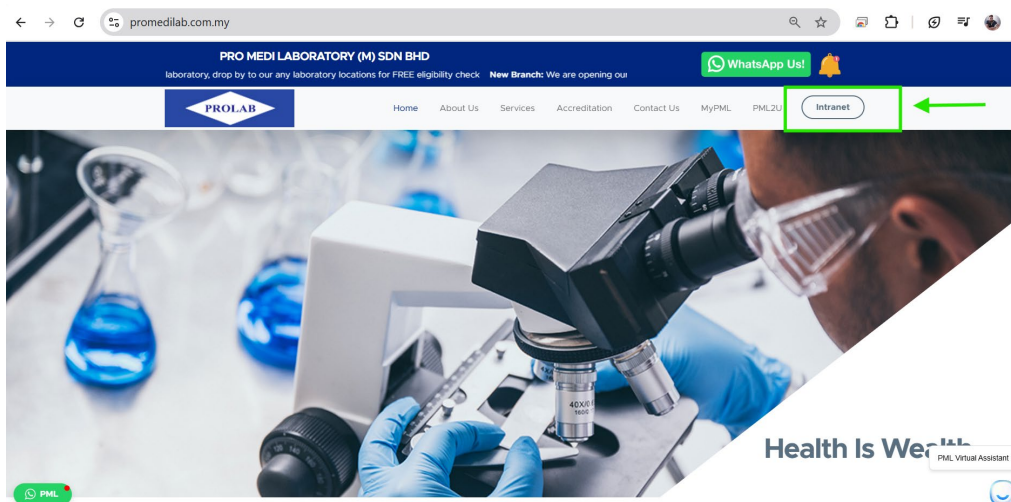


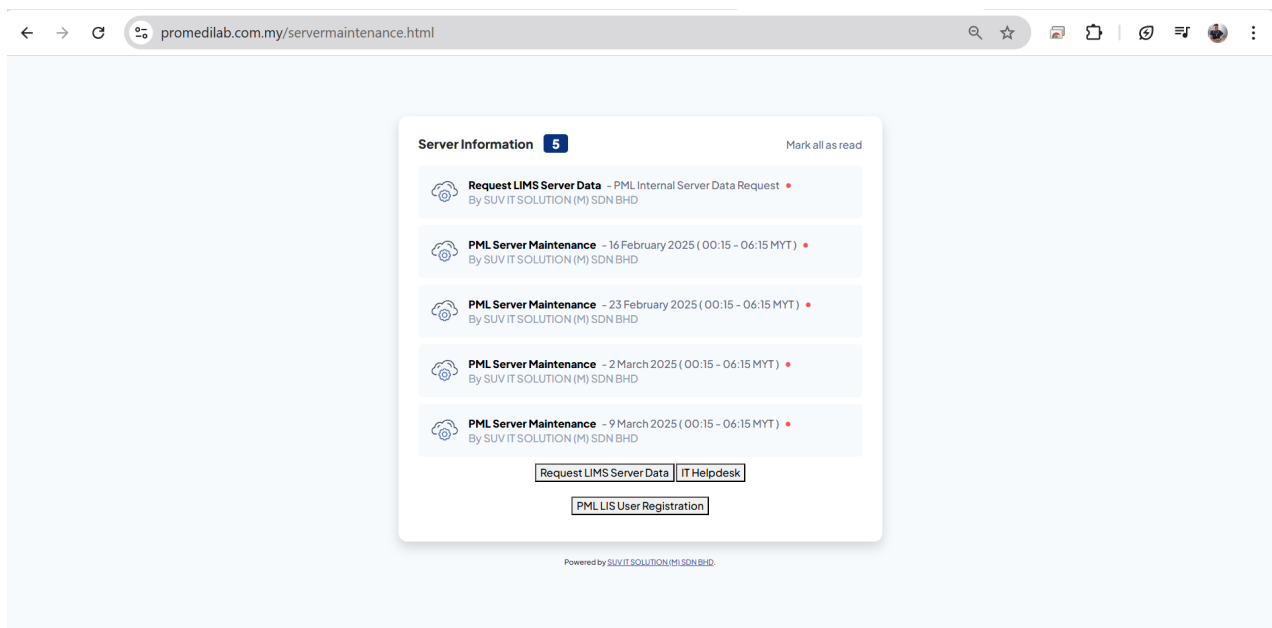Step 2: Intranet → Redirects to www.portal.promedilab.com.my
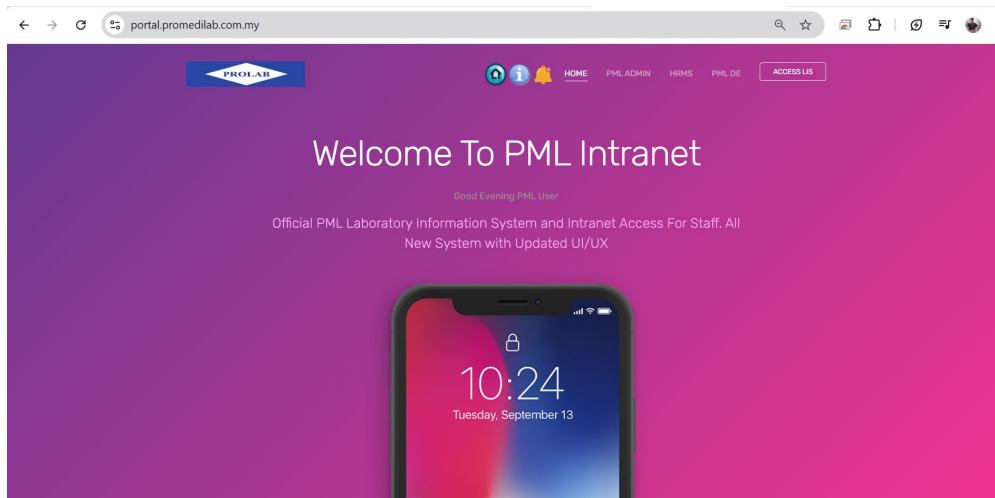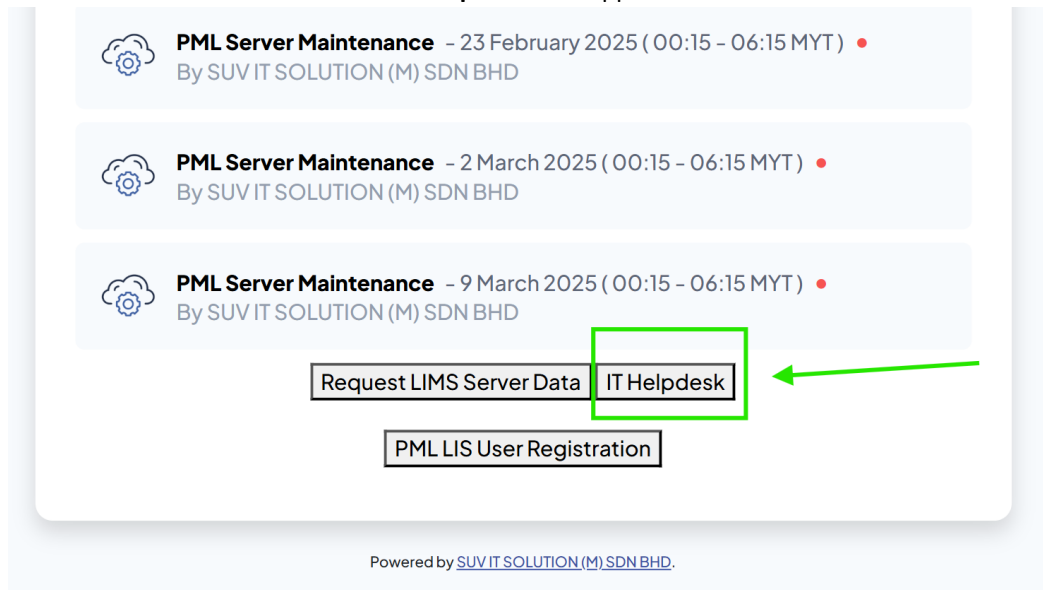
## Step 3: Click information (**i**)



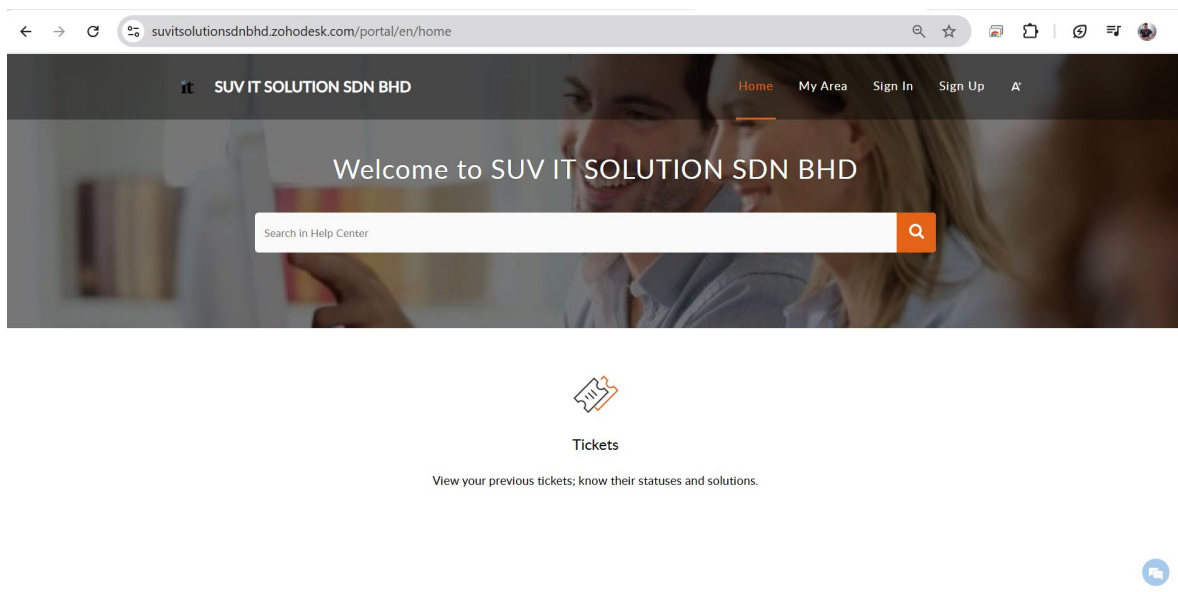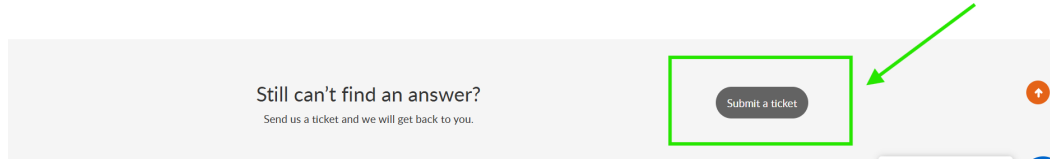Then it redirects to this particular page as below

→ Then click "**IT Helpdesk**" for support ticket creation



→ Then it will be redirected to this support page as below



→ Scroll Down Until You See Submit Ticket

➔ Click "**Submit a ticket**"

Then it redirects you to this "**Support Ticket Page**" as below



For Issue / Support: In Classifications ➔ Choose "**PROBLEM**"

For Service Request: In Classifications ➔ Choose "**FEATURE**"

**Note:** Service Request points to the LIS application where user needs additional access or roles in their user profile. You may request any additional services in LIS that you required, via this can be requested and our support team will look into this for further proceedings.
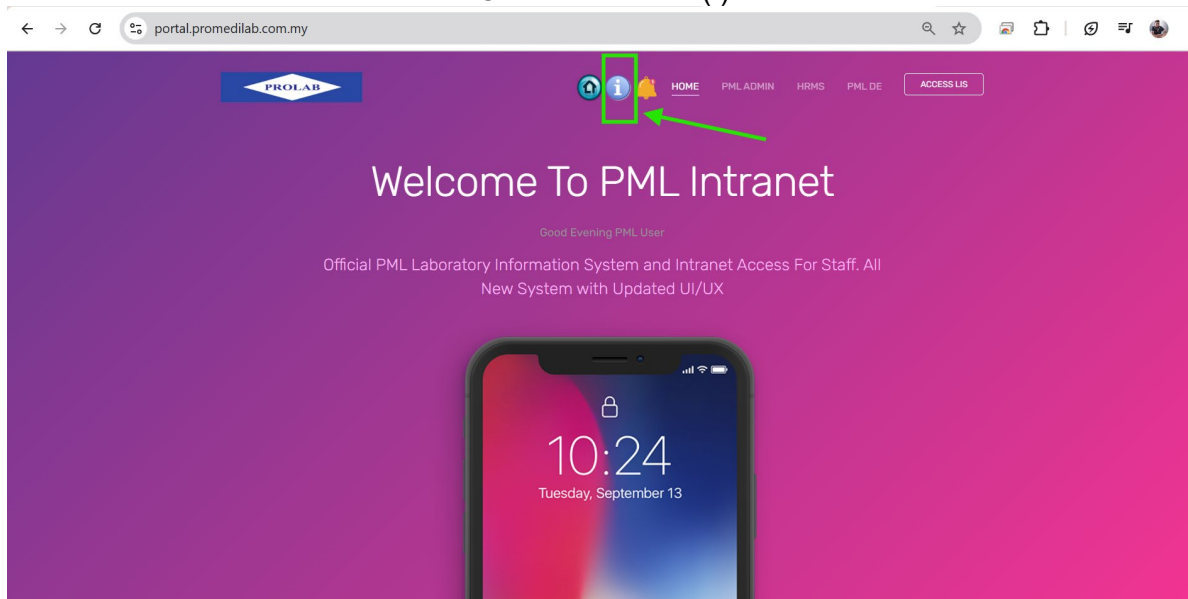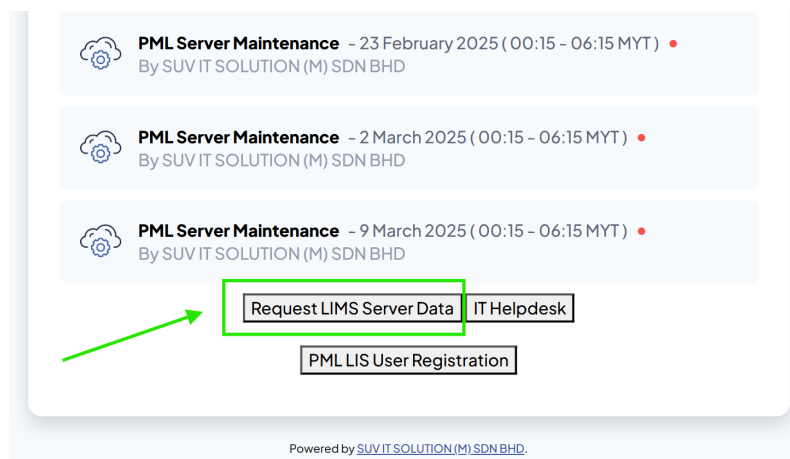
**Internal Server Data Request**

Click information (**i**)
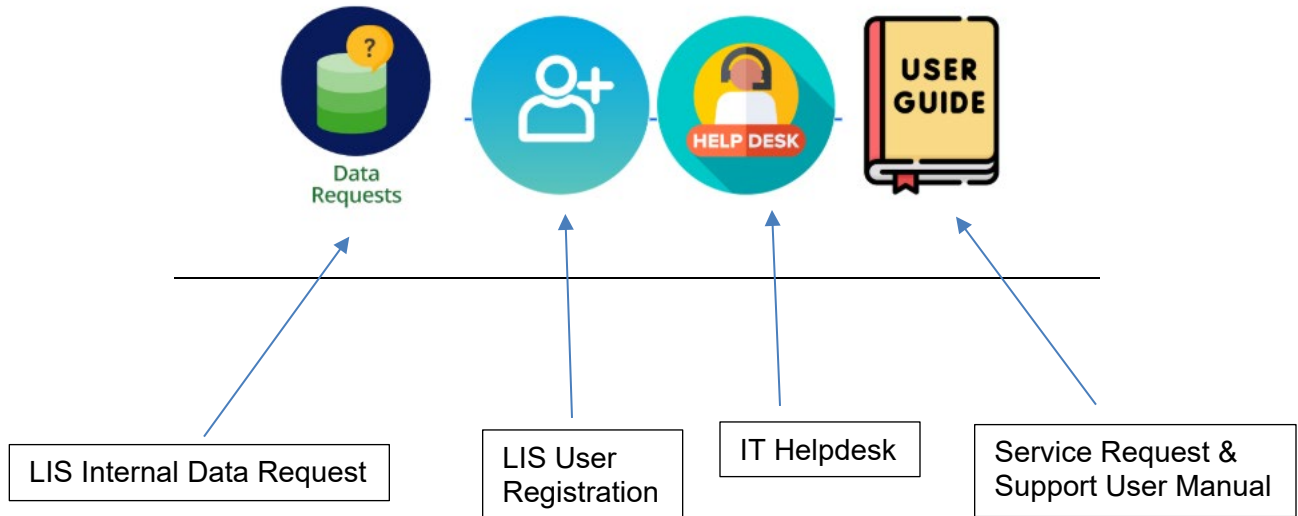


➔ Then it redirects to this page as below



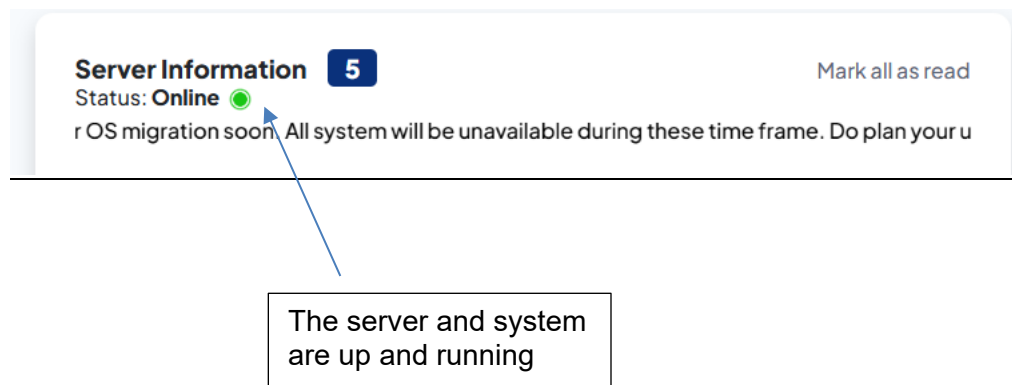Click "**Request LIMS Server Data**" and fill up the request web support form

**Note:** For this request server data processing will take place in the first 4 process and final verification process will be done by our support team if needed and this depends on the request submitted.

**Icon Guide PML Intranet – Menu (i) Information**



LIS Internal Data Request

LIS User Registration

IT Helpdesk

Service Request & Support User Manual

**Server Status Guide**



The server and system are up and running

**Note:** If the status change to "Offline" and the blinking green change to red then the entire system and application are down. User required to raise a support ticket via IT Helpdesk if no ongoing incident ticket.
Before raising a support ticket, you may log on to www.suvitsolution.com.my
➔ In menu tab, click "**Network**" to check current status