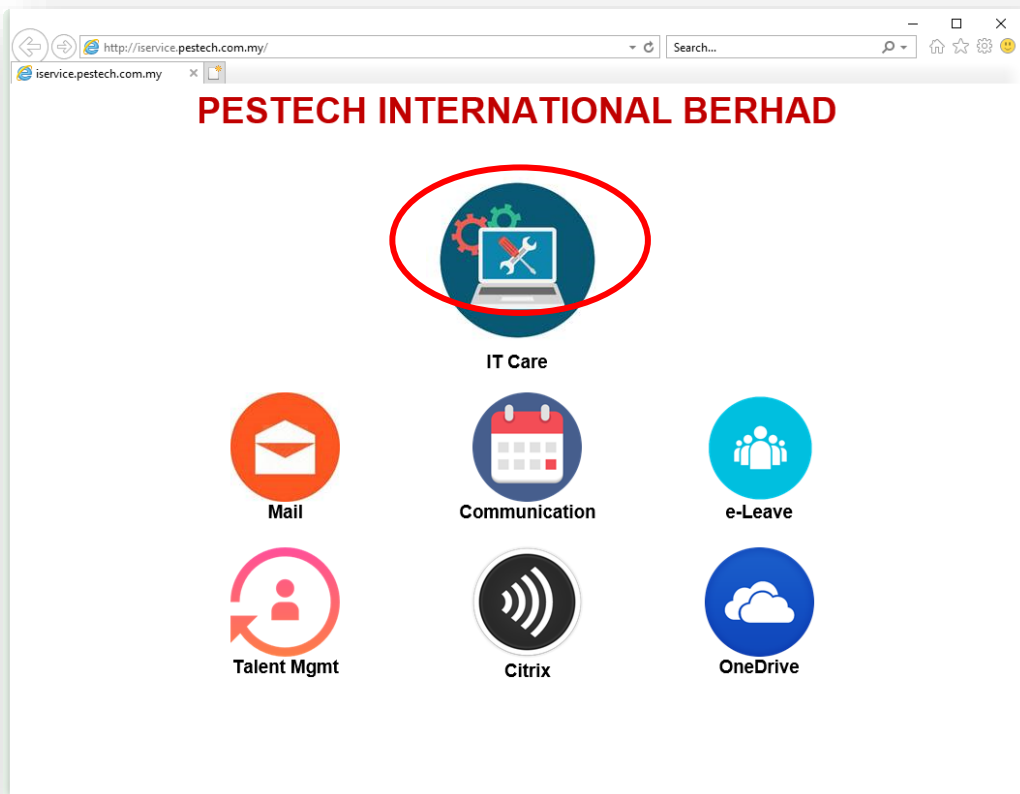


i-Service IT Care Helpdesk

1. Go to webpage iservice.pestech.com.my.
2. Click on IT Care icon.



3. Click on “Submit a ticket”.

The screenshot shows a web browser window with the URL <http://iservice.pestech.com.my/pib-it-careline/index.php>. The page title is "PESTECH IT Care". Below the title is a search bar with the text "Search help:" and a magnifying glass icon. A yellow alert box contains the following text: "EMAIL SPAM ALERT! DO NOT CLICK ON ANY SUSPICIOUS EMAIL ACCOUNT. IF YOU RECEIVED ANY NOTIFICATION STATING THAT YOUR EMAIL ALMOST FULL, IT IS A SPAM. KINDLY CONTACT IT PERSONNEL FOR CONFIRMATION." Below the alert box are two buttons: "Submit a ticket" (with a plus icon) and "View existing ticket" (with a magnifying glass icon). The "Submit a ticket" button is circled in red. Below these buttons is a "Knowledgebase" section with the text "» Top Knowledgebase articles:" and a link "EMAIL SPAM ALERT!". At the bottom of the page, there is a link "Go to Administration Panel" and a footer stating "Powered by Help Desk Software HESK, in partnership with SysAid Technologies".

PESTECH IT Care

[PESTECH IT Care](#) > PESTECH IT Care

Search help:

EMAIL SPAM ALERT!

DO NOT CLICK ON ANY SUSPICIOUS EMAIL ACCOUNT.

IF YOU RECEIVED ANY NOTIFICATION STATING THAT **YOUR EMAIL ALMOST FULL**, IT IS A SPAM.

KINDLY CONTACT IT PERSONNEL FOR CONFIRMATION.

Submit a ticket
Submit a new issue to a department

View existing ticket
View tickets you submitted in the past

Knowledgebase

» Top Knowledgebase articles:

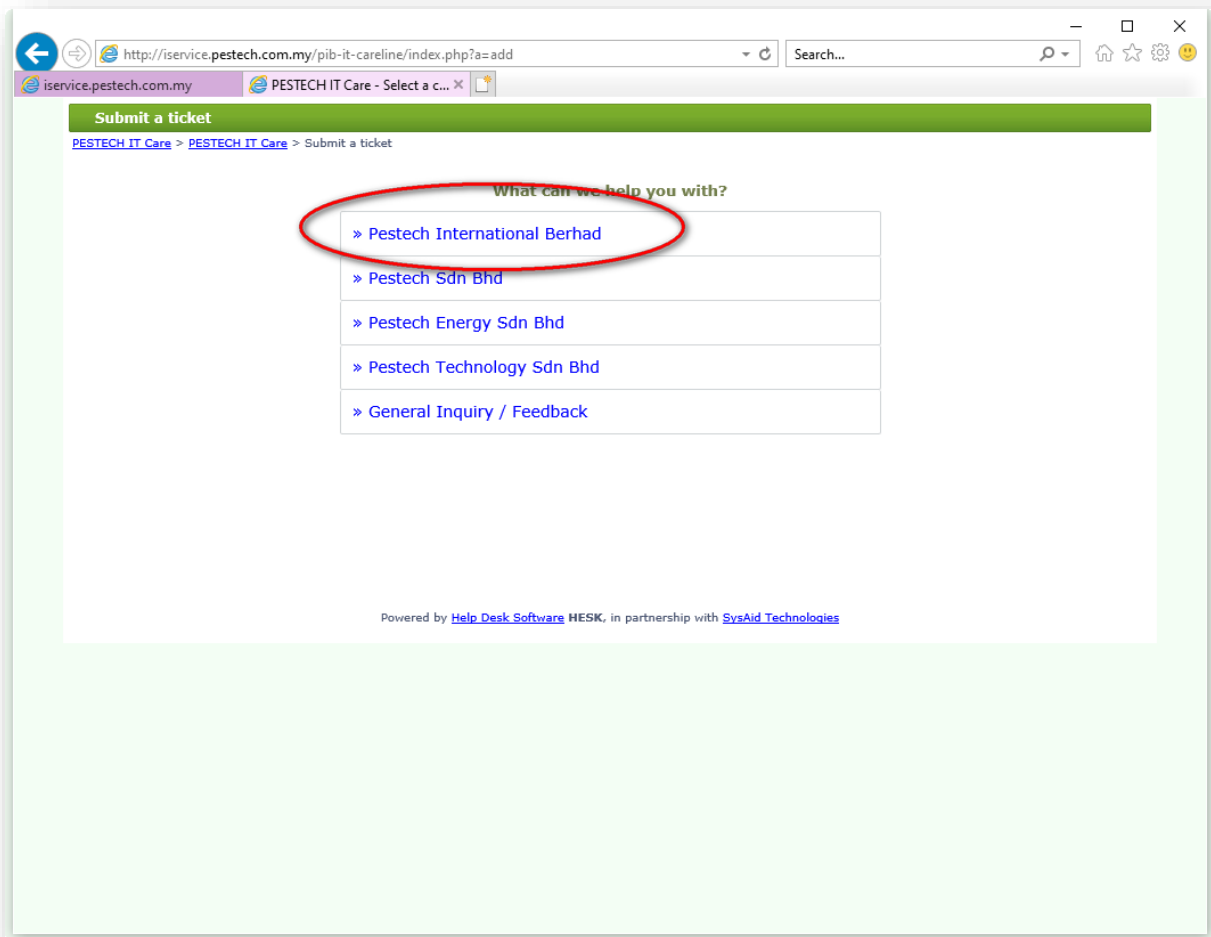
[EMAIL SPAM ALERT!](#)

» [View entire Knowledgebase](#)

[Go to Administration Panel](#)

Powered by [Help Desk Software HESK](#), in partnership with [SysAid Technologies](#)

4. Click your company name. The IT ticket will be sent to the respective IT personnel.



5. Fill up your contact details and problem description .

You can attach the error screen shot or log file for IT investigation. Click “Submit ticket”.

The screenshot shows a web browser window with the URL <http://iservice.pestech.com.my/pib-it-careline/index.php?a=add&category=2>. The page title is "Submit a ticket" and the breadcrumb trail is "PESTECH IT Care > PESTECH IT Care > Submit a ticket > Pestech International Berhad".

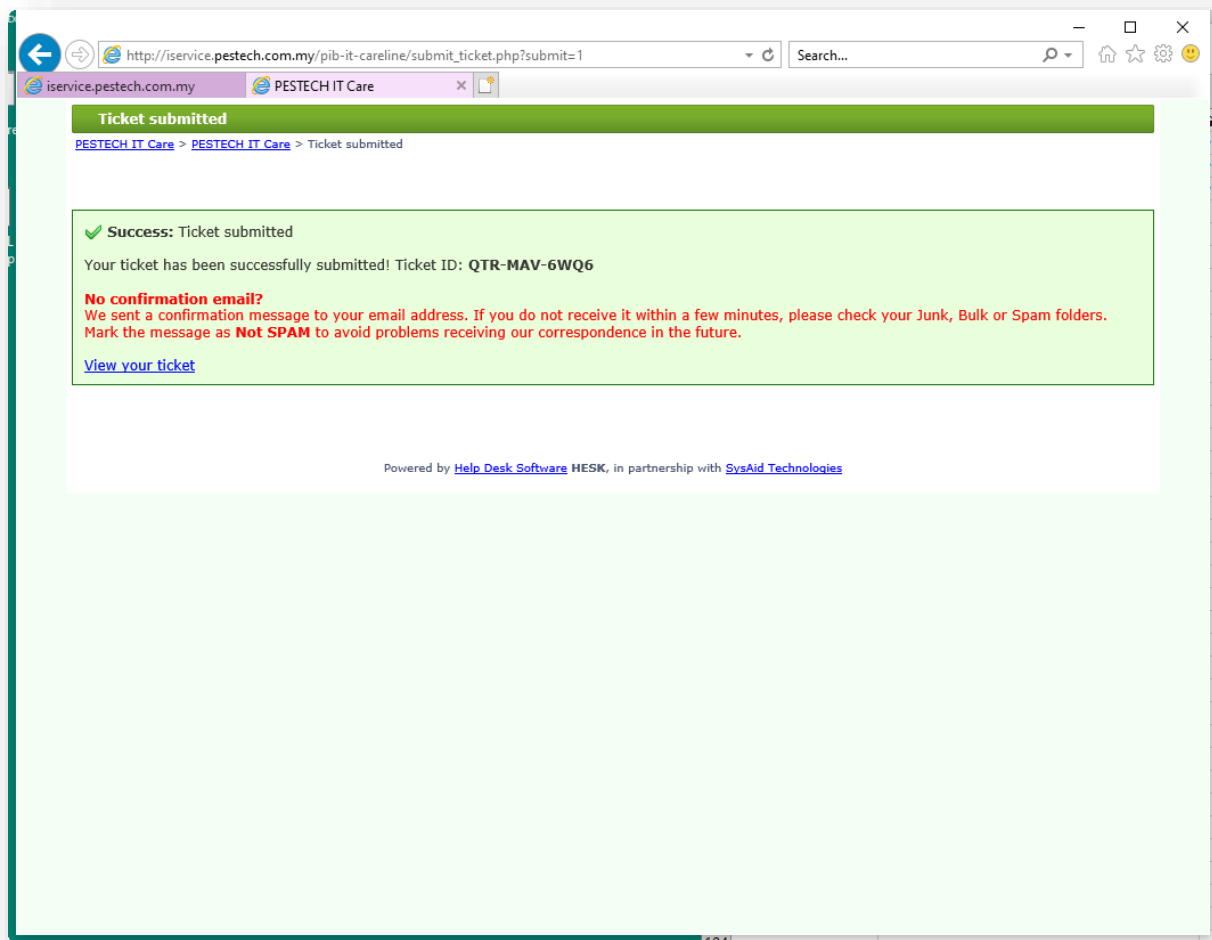
Below the breadcrumb trail is a green bar with the text "Submit a ticket". Below this is a message: "Use this form to submit a support request. Required fields are marked with *".

The form fields are as follows:

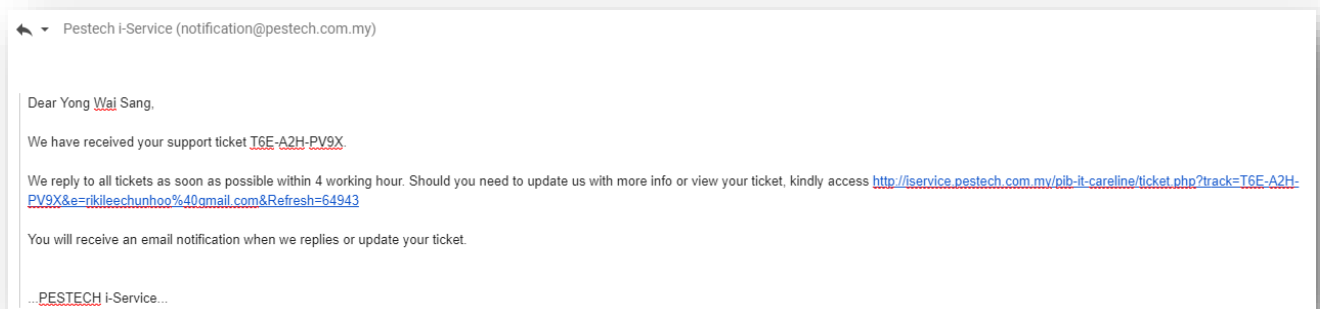
- Name: *
- Email: *
- Division: *
- Issue Type: *
- Contact (Tel/Ext/Mobile): *
- Message: *
- Attachments:
- File upload limits: [File upload limits](#)
- SPAM Prevention: * Type the number you see in the picture below.

The SPAM Prevention section shows a CAPTCHA image with the numbers 6, 8, 0, 5, 3. Below the image is a text input field with the value 68305 and a small 'x' icon.

6. A ticket number will be generated. You do not have to remember this number. The system will notify you about the progress.



7. You will receive an email about the ticket submission.



8. You can interact with IT Support and provide more info by using the link given in email.

←

⇒

http://iservice.pestech.com.my/pib-it-careline/ticket.php

Search...

iservice.pestech.com.my

PESTECH IT Care

Ticket from Yong Wai Sang

Tracking ID: QTR-MAV-6WQ6 (Ticket number: 26)

Ticket status: **New** [\[Mark as Resolved\]](#)

Created on: 16-12-2019 10:22:57

Updated: 16-12-2019 10:22:57

Last repplier: Yong Wai Sang

Category: Pestech International Berhad

Replies: 0

Refresh this page

Date: 16-12-2019 10:22:57

Name: Yong Wai Sang

Email: ws.yong@pestech.com.my

Division: CMO

Issue Type: E-mail / Outlook / Zimbra

Contact (Tel/Ext/Mobile): 131

Print

Message:

No incoming emails for few days.

Add reply

Message: *

Attachments [\(File upload limits\)](#):

Browse...

Browse...

9. You can visit Knowledgebase to find solution for common problems and user guide.

