LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM (LPPSA)
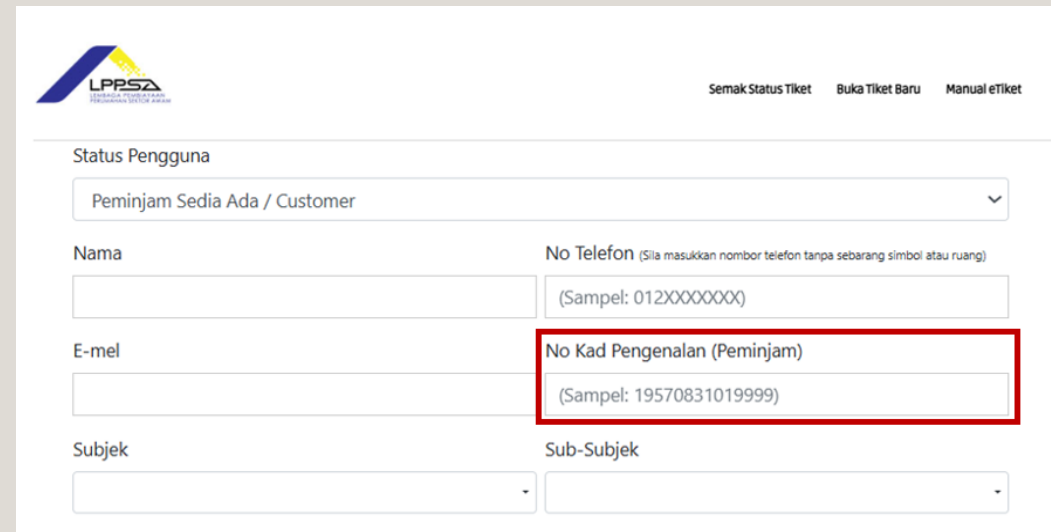
CUSTOMER MANUAL GUIDE

CONTENT

- Create Ticket
- Login
- Rating
- Change Password
- Forgot Password
- Follow Up Ticket
- Update Any New Info
- Upload Attachment
- Agent Upload Attachment

CREATE TICKET

- Go to the website for ticket creation

- https://etiket.lppsa.gov.my/

- Click on the Buka Tiket Baru at the top right corner

- Key in all the information needed

- **NRIC must insert only for the borrower's only**

- Click on Hantar for creating the ticket

LOGIN

- An email will be sent to customer once the ticket is closed

- Go to the email

- Click on the email sent by LPPSA

- The email will provide a password for login purpose (If customer login before, no password will be given)

Assalamualaikum, Salam Sejahtera.

Kepada Testing,

Merujuk kepada e-tiket yang dilaporkan : TT118486
Subjek: Arahan Berhenti Potongan Gaji/ Pencen

Maklumbalas telah dikemaskini di dalam e-tiket anda di pautan maklumbalas ini.

Username: kc@sourceforte.com
Password
•••

Sekian, terima kasih.
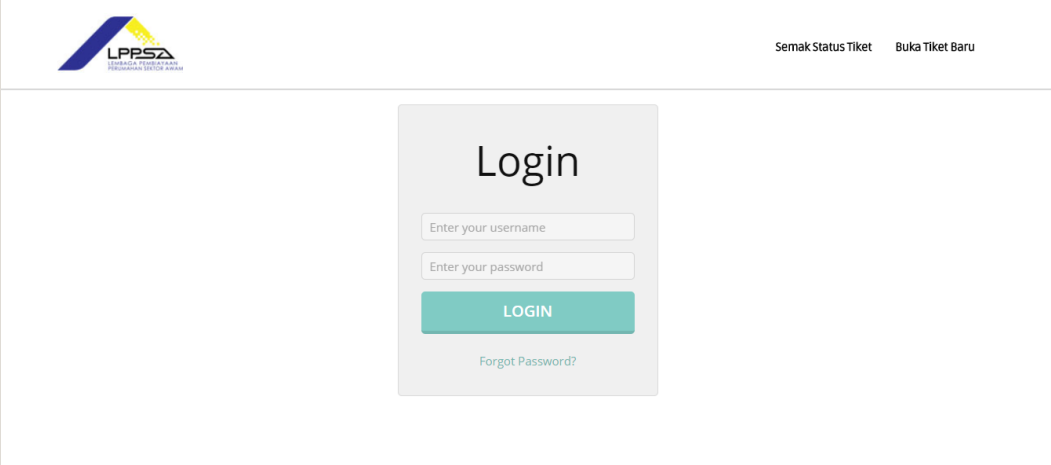
Pusat Pengurusan Pelanggan
Lembaga Pembiayaan Perumahan Sektor Awam ·

*** Emel ini dijana secara automatik, Mohon untuk tidak membalas mesej ini ***

STEP 1

- Go to the portal

- https://etiket.lppsa.gov.my/

- Username will be requestor own email address (xxx@gmail.com)

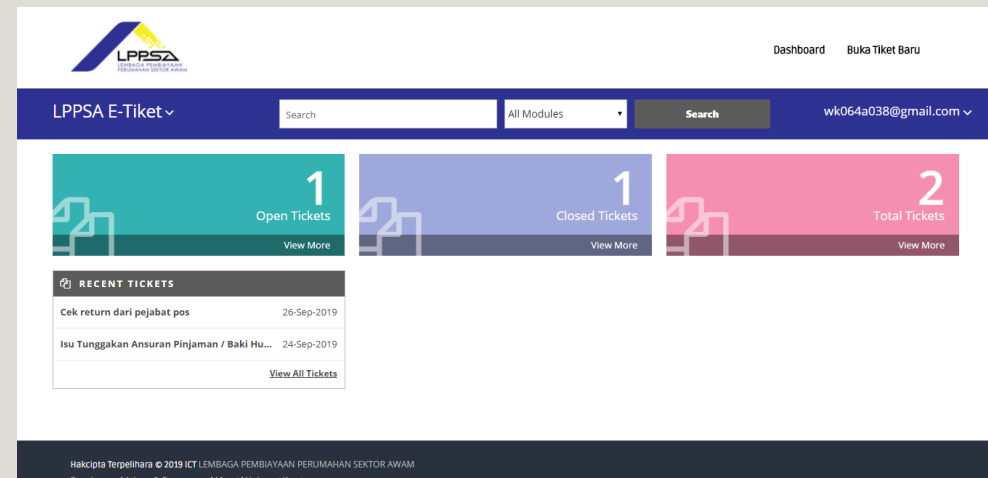- Key in the password that received from the email

- Click LOGIN

STEP 2

- Open Tickets for viewing the ticket that is opening and not solved yet

- Closed ticket for those ticket that have been settle and closed

- Total ticket is the total amount of ticket that user have created
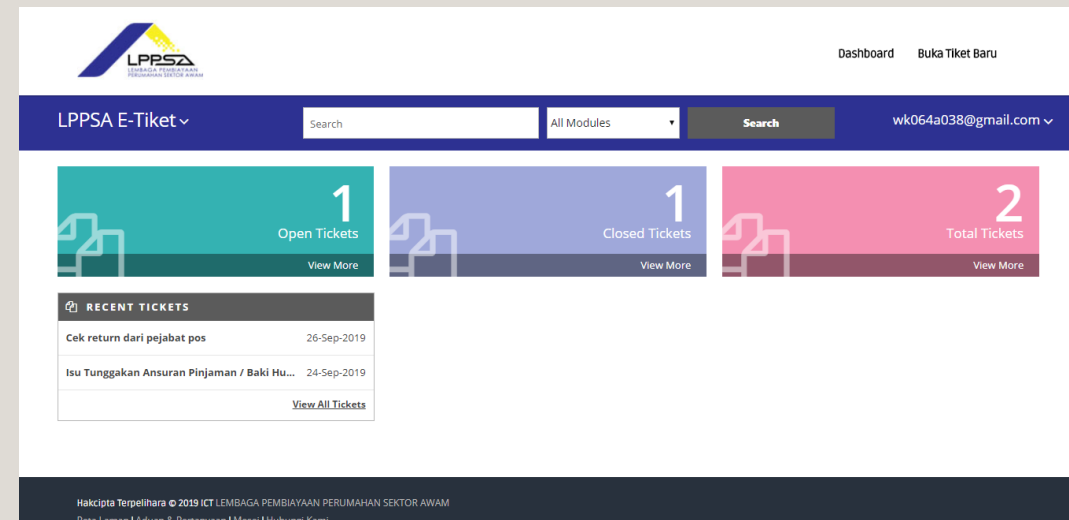
RATING

- Customer can click on either one for rating purpose

- Click on Open Tickets, Closed Tickets or Total Tickets

STEP 1

- Click on the ticket that wanted to check
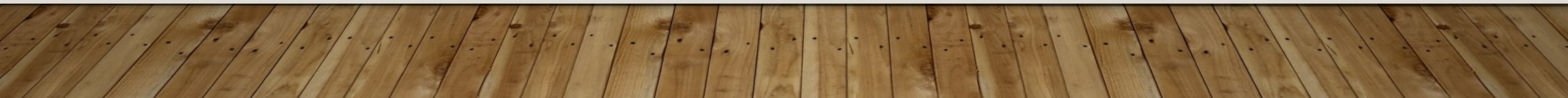
STEP 2

- Click on the any smiley face and a popup will appear for the confirmation of sending the rating

- Click on OK

STEP 3

- Customers have the option to leave a comment for any rating.

- Click OK or Cancel to submit rating.

CHANGE PASSWORD

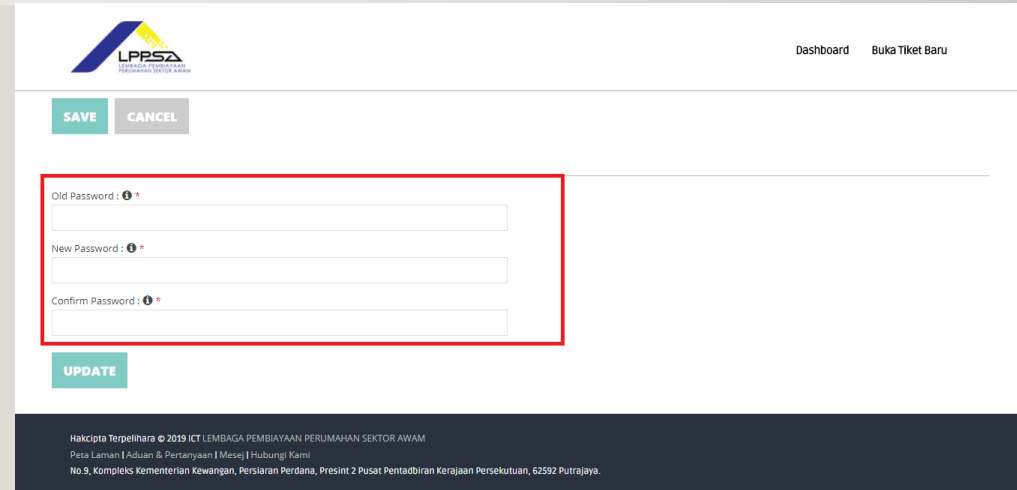- Click on email

- Click Profile
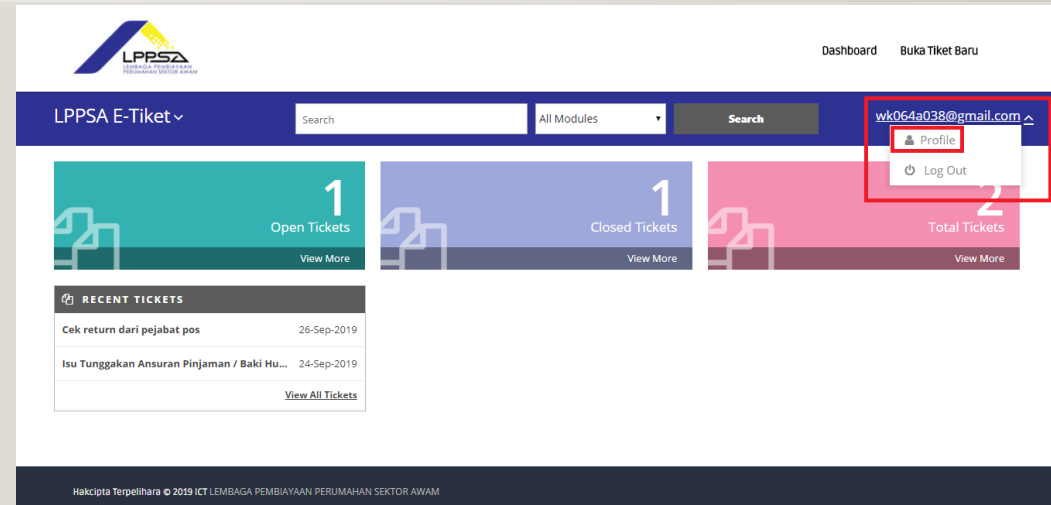
STEP 2

- Scroll down and insert the password that received from the email

- Insert the new password

- Re-enter the new password for confirm

- Click on update and now login with the new password

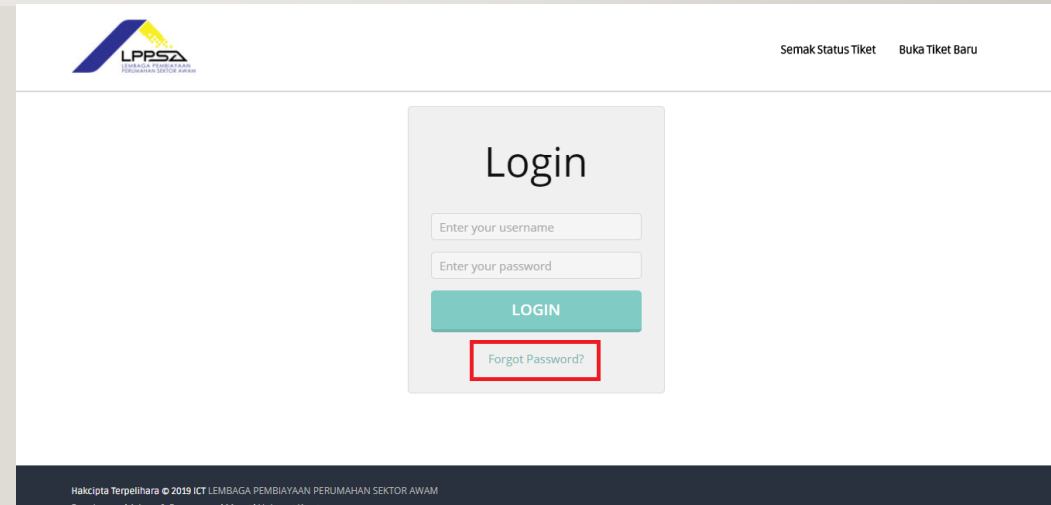*Password must contain at least one uppercase, one lowercase, one numeric and one special character.*

Example: LPp5@

FORGOT PASSWORD

- Click on Forgot Password

STEP 2

- Key in customer email that used to login into the LPPSA portal before

- Click SUBMIT

STEP 3

- Go to email

- Click on the email send by LPPSA

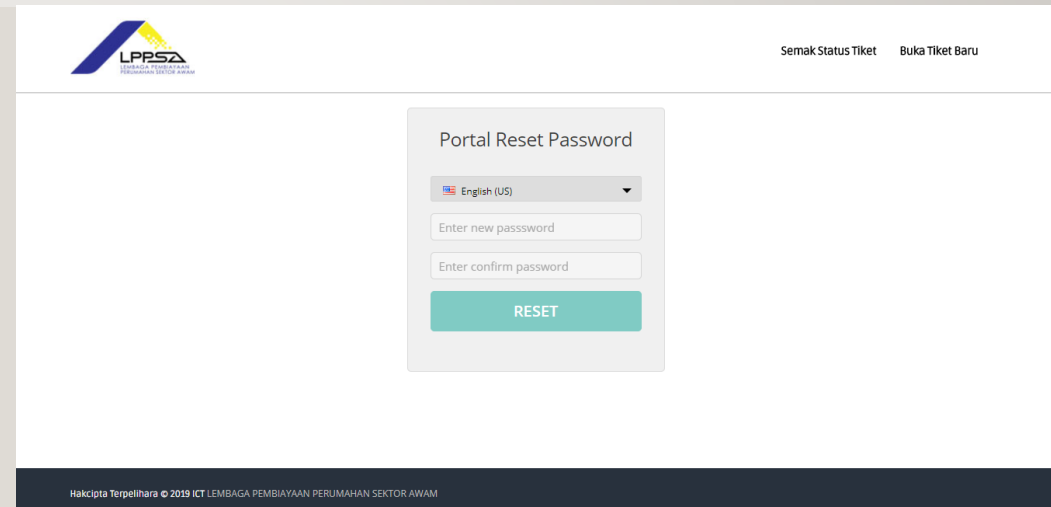- Click on the word Click here for resetting the password
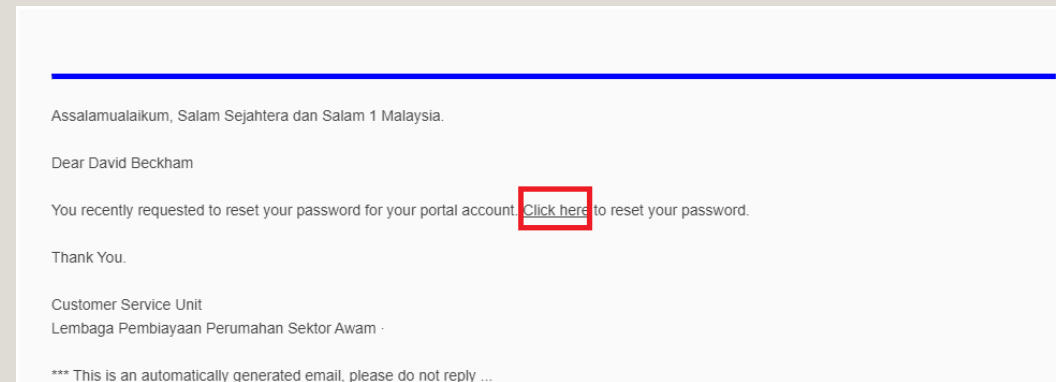
STEP 4

- Enter the new password here

- Click on RESET

Password must contain at least one uppercase, one lowercase, one numeric and one special character.

Example: LPp5@

FOLLOW UP TICKET

- Click on the Open Ticket
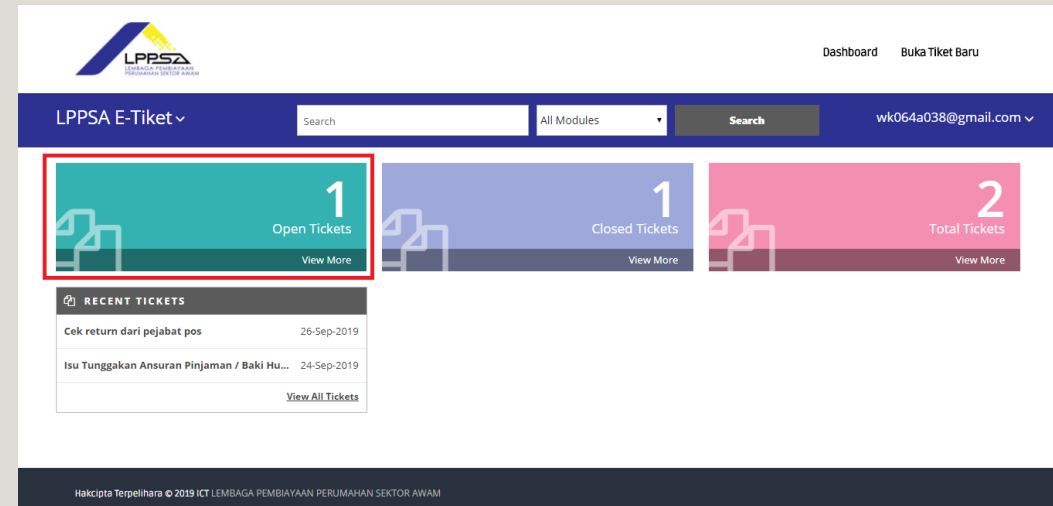
STEP 2

- Click on the ticket that wish to follow up the progressing

STEP 3

- Here is the ticket info

- Customer can see the ticket detail here

Case Details

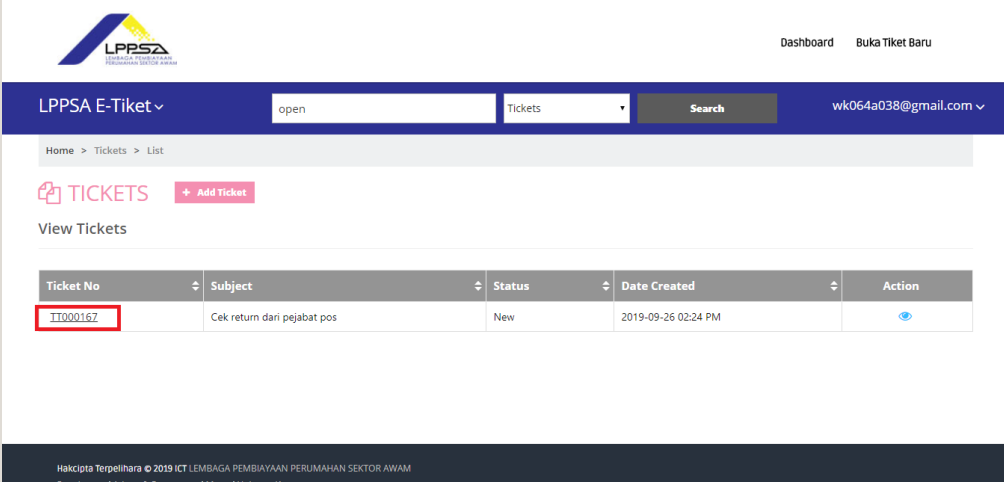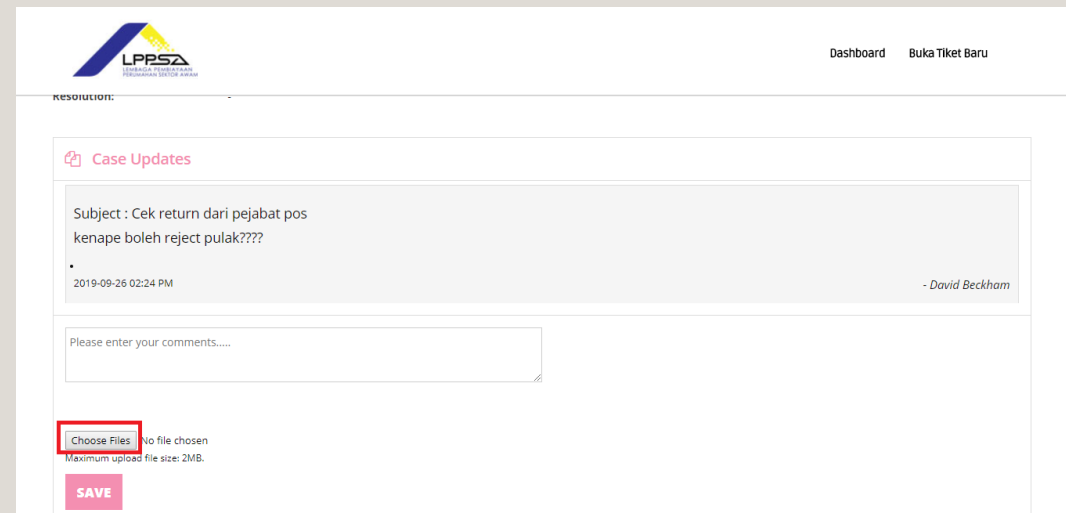|			
Tiket Nombor:	TT118448	**Status Pengguna:**	Peminjam Sedia Ada / Customer
Nama:	Kc Chong	**No Telefon:**	0104005887
E-mel:	wk064a038@gmail.com	**NRIC:**	213123123123
Subjek:	Arahan Perlaksanaan Potongan Gaji/ Pencen/ Ganjaran	**Status:**	Assigned
Description:	Date (dd/mm/yyyy) : 28/07/2021 Pemilihan tarikh janji temu hendaklah 2 hari ke hadapan iaitu selepas tarikh eTiket ini dihantar. Penetapan tarikh janji temu oleh LPPSA adalah tertakluk kepada kekosongan tarikh yang dipilih. Tarikh janji temu akan dianjak 1 hari ke hadapan sekiranya tarikh yang dipilih adalah cuti umum	**Kategori:**	Atur Janji Temu/Plot Appointment
Penyelesaian:	-		

UPDATE ANY NEW INFO

- Add any comment into the comment box that prepared

- Agent that doing the task will be able to view the newest information that customer wrote

- Scroll down and click on SAVE

UPLOAD ATTACHMENT

- Scroll down in the ticket detail page

- Click on choose file for uploading the document that wish to upload

- Total maximum upload size must not exceed 20 MB, for one or multiple attachments.

- Click on SAVE

AGENT ATTACHMENT

- Go into the ticket detail page

- Scroll down and click on the highlighted area

- Attachment shared by LPPSA will be shown in the box

STEP 2

- Whatever agent attach will be able to view here

- Customer can either download the attachment or view it