

LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM (LPPSA)

CUSTOMER MANUAL GUIDE

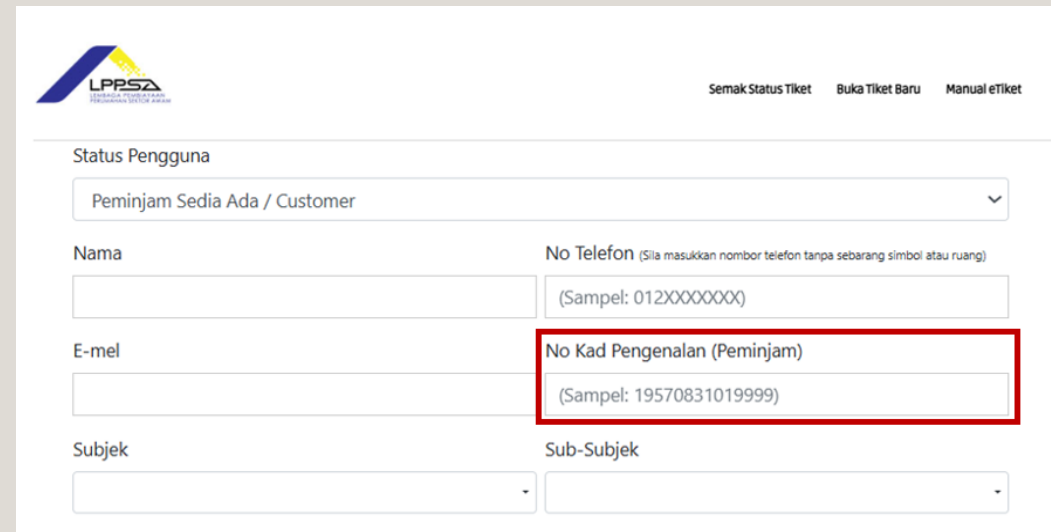


CONTENT

- 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



The screenshot shows the LPPSA e-ticket creation interface. At the top left is the LPPSA logo. At the top right are links: 'Semak Status Tiket', 'Buka Tiket Baru', and 'Manual eTiket'. The main form has several fields: 'Status Pengguna' (a dropdown menu showing 'Peminjam Sedia Ada / Customer'), 'Nama' (a text input field), 'No Telefon' (a text input field with a sample number '012XXXXXXX'), 'E-mel' (a text input field), 'No Kad Pengenalan (Peminjam)' (a text input field with a sample number '19570831019999', highlighted with a red border), 'Subjek' (a dropdown menu), and 'Sub-Subjek' (a dropdown menu).

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/ Pecen

Maklumbalas telah dikemaskini di dalam e-tiket anda di pautan [maklumbalas](#) ini.

Username: kc@sourceforte.com

Password

Sekian, terima kasih.

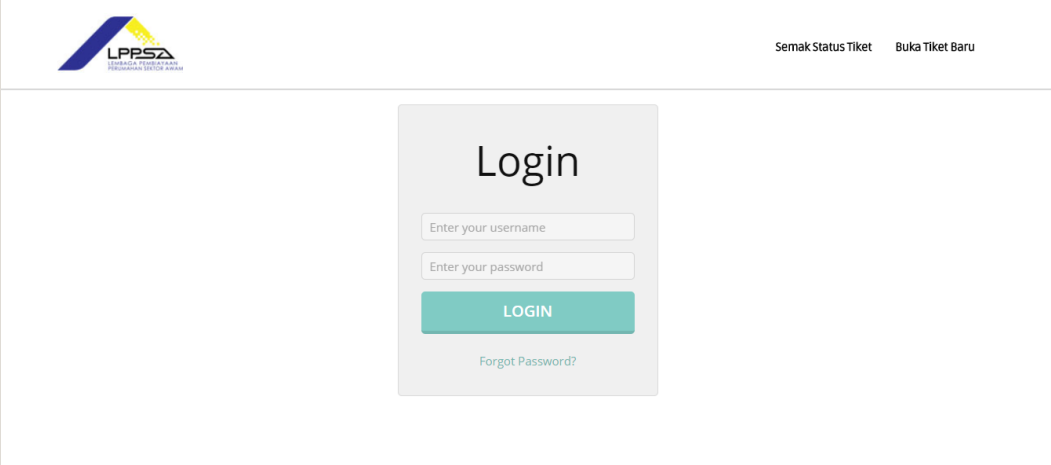
Pusat Pengurusan Pelanggan

Lembaga Pembiayaan Perumahan Sektor Awam

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

STEP I

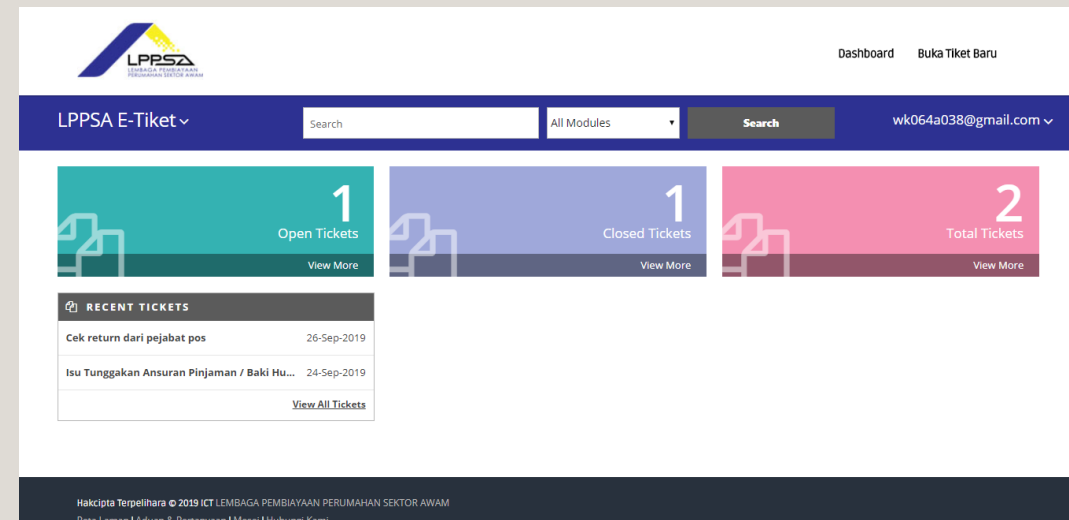
- Go to the portal
- <https://etiket.lppsa.gov.my/>
- Username will be requestor own email address (xxx@gmail.com)
- Key in the password that received from the email
- Click LOGIN



The screenshot shows the LPPSA login portal. At the top left is the LPPSA logo. At the top right are links for 'Semak Status Tiket' and 'Buka Tiket Baru'. The main content area features a 'Login' form with two input fields: 'Enter your username' and 'Enter your password'. Below these fields is a teal 'LOGIN' button and a link for 'Forgot Password?'.

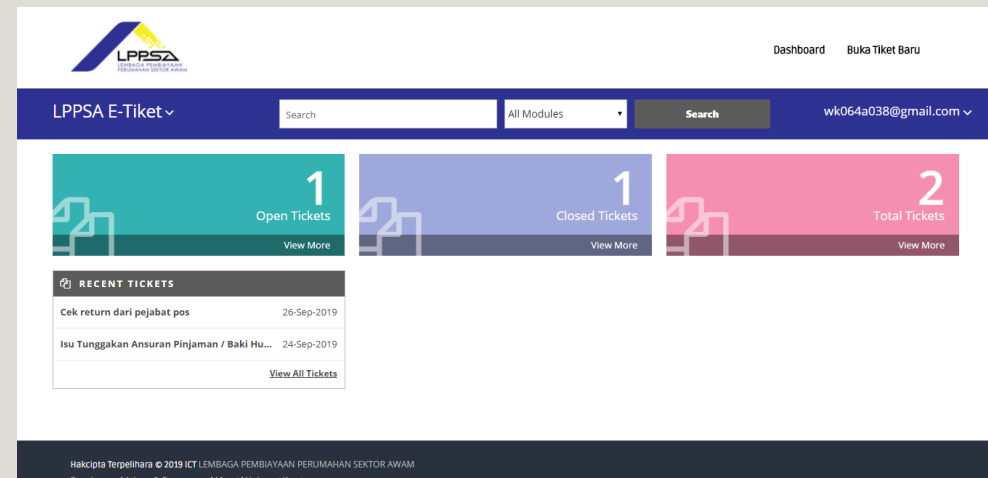
STEP 2

- 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 I

- Click on the ticket that wanted to check

LPPSA E-Tiket ▾

Tickets ▾

Search

wk064a038@gmail.com ▾

Home > Tickets > List

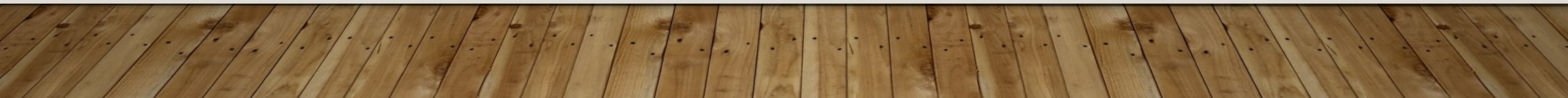
TICKETS

+ Add Ticket

View Tickets

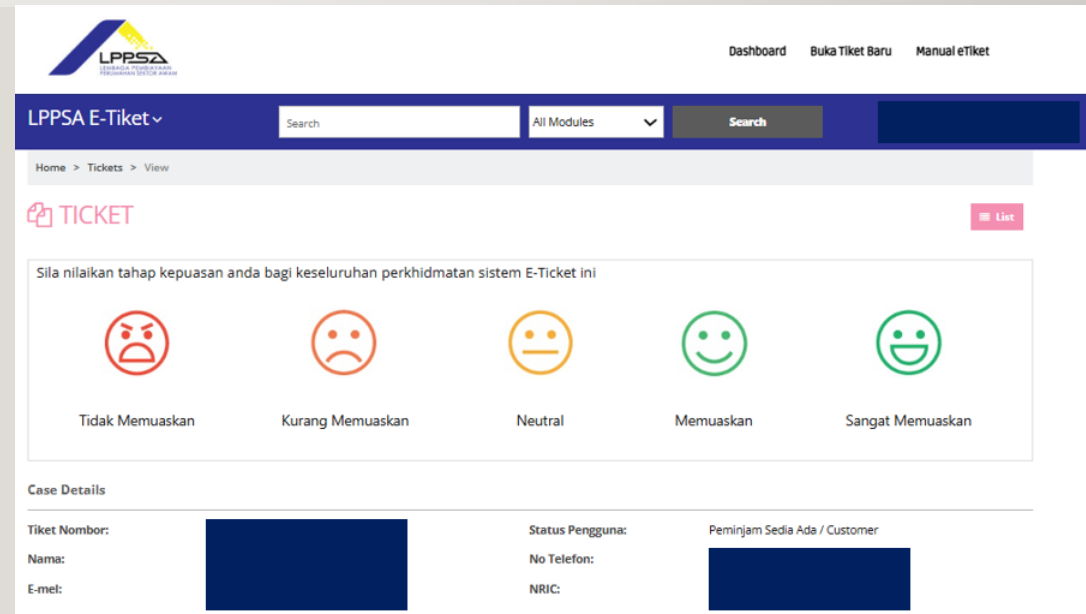
Tiket Nombor	Subjek	Status	Tarikh	Action
TT118484	Arahan Berhenti Potongan Gaji/ Pencen	Closed	2022-07-19 06:40 PM	View
TT118419	Atur Janji Temu/Plot Appointment	Closed	2021-06-24 08:15 AM	View
TT118417	Atur Janji Temu/Plot Appointment	Closed	2021-06-23 02:38 PM	View
TT118416	Atur Janji Temu/Plot Appointment	Closed	2021-06-23 02:28 PM	View
TT118414	Atur Janji Temu/Plot Appointment	Closed	2021-06-23 02:18 PM	View

1 2 >



STEP 2

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



The screenshot shows the LPPSA E-Ticket system interface. At the top, there is a header with the LPPSA logo and navigation links: Dashboard, Buka Tiket Baru, and Manual eTiket. Below the header is a search bar and a dropdown menu for 'All Modules'. The main content area is titled 'TICKET' and contains a rating section. The rating section asks the user to rate their satisfaction with the E-Ticket system. It features five smiley faces: a red angry face (Tidak Memuaskan), a red sad face (Kurang Memuaskan), a yellow neutral face (Neutral), a green happy face (Memuaskan), and a green very happy face (Sangat Memuaskan). Below the rating section is a 'Case Details' section with fields for Ticket Number, Name, E-mail, Status Pengguna, No Telefon, and NRIC. The fields for Name, E-mail, No Telefon, and NRIC are currently empty.

LPPSA E-Ticket

Dashboard Buka Tiket Baru Manual eTiket

Home > Tickets > View

TICKET List

Sila nilaikan tahap kepuasan anda bagi keseluruhan perkhidmatan sistem E-Ticket ini

Tidak Memuaskan Kurang Memuaskan Neutral Memuaskan Sangat Memuaskan

Case Details

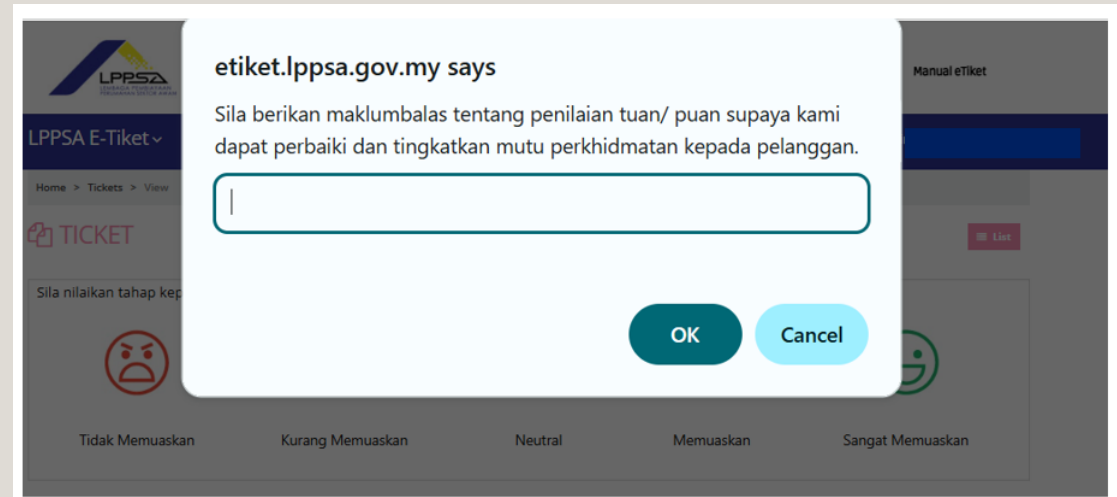
Tiket Nombor: [Redacted] Status Pengguna: Peminjam Sedia Ada / Customer

Nama: [Redacted] No Telefon: [Redacted]

E-mel: [Redacted] NRIC: [Redacted]

STEP 3

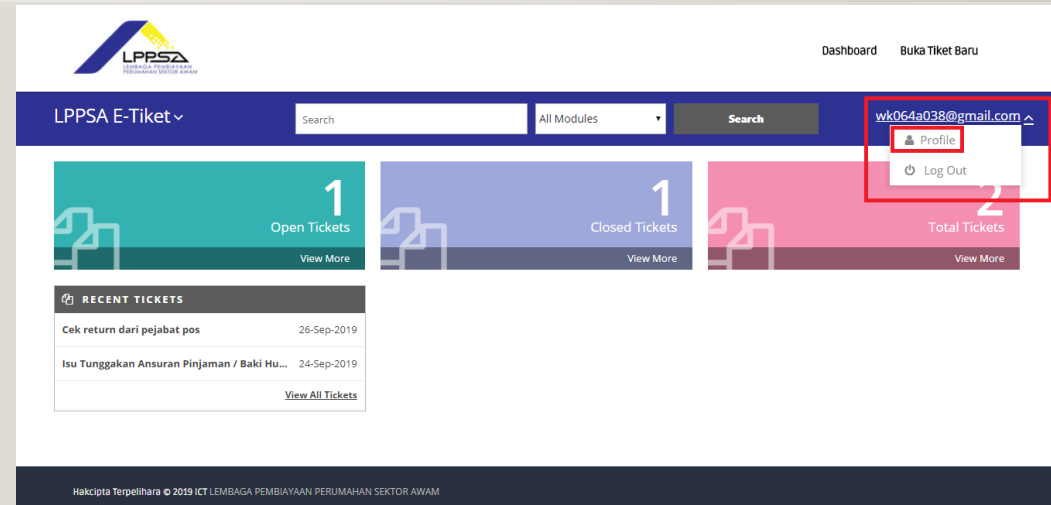
- Customers have the option to leave a comment for any rating.
- Click OK or Cancel to submit rating.



The screenshot displays the LPPSA E-Ticket system interface. A modal window is open, titled "etiket.lppsa.gov.my says", with the text "Sila berikan maklumbalas tentang penilaian tuan/ puan supaya kami dapat perbaiki dan tingkatkan mutu perkhidmatan kepada pelanggan." Below the text is a text input field. At the bottom of the modal are two buttons: "OK" (dark teal) and "Cancel" (light blue). The background interface shows the LPPSA logo, "LPPSA E-Tiket", a breadcrumb "Home > Tickets > View", a "TICKET" icon, and a rating scale with five options: "Tidak Memuaskan" (with a sad face icon), "Kurang Memuaskan", "Neutral", "Memuaskan", and "Sangat Memuaskan" (with a happy face icon). A "Manual eTiket" link is visible in the top right corner.

CHANGE PASSWORD

- Click on email
- Click Profile

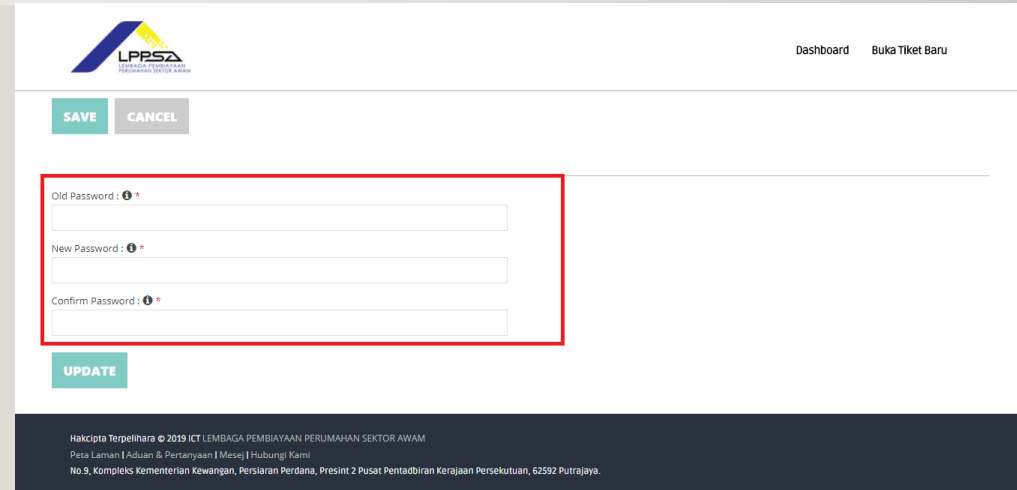


STEP 2

- 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.**

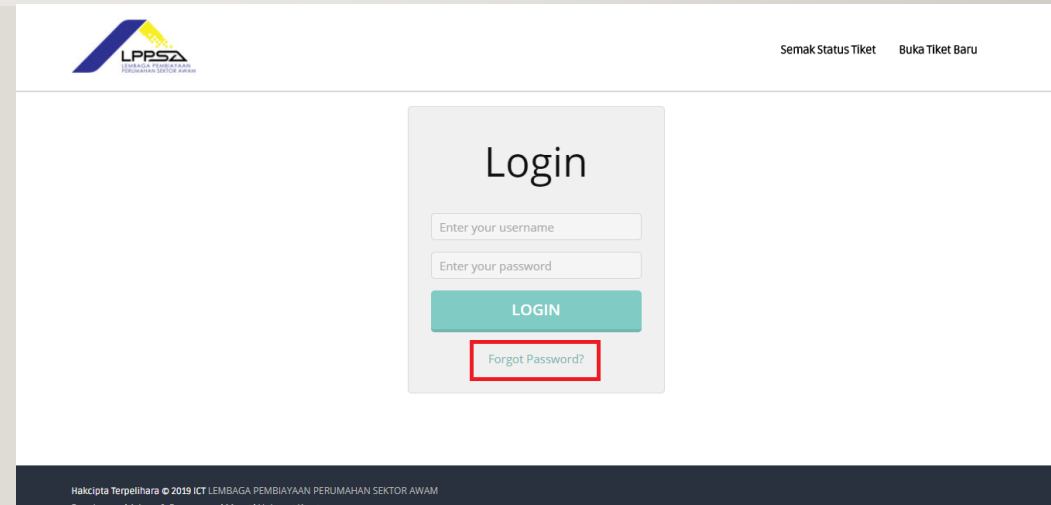
Example: LPp5@



The screenshot shows the LPPSA (Lembaga Pembiayaan Perumahan Sektor Awam) website interface for updating a password. The header includes the LPPSA logo and navigation links for 'Dashboard' and 'Buka Tiket Baru'. Below the header are 'SAVE' and 'CANCEL' buttons. The main form area contains three input fields: 'Old Password', 'New Password', and 'Confirm Password', each with a strength indicator icon. These fields are enclosed in a red rectangular border. Below the input fields is an 'UPDATE' button. The footer contains copyright information: 'Hakcipta Terpelihara © 2019 ICT LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM', contact details, and the address: 'No 9, Kompleks Kementerian Kewangan, Persiaran Perdana, Presint 2 Pusat Pentadbiran Kerajaan Persekutuan, 62592 Putrajaya.'

FORGOT PASSWORD

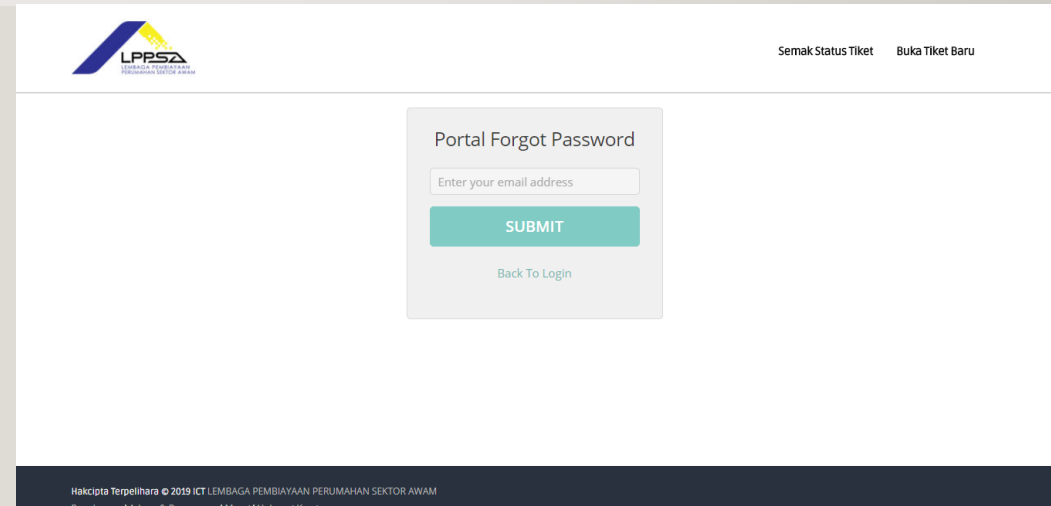
- Click on Forgot Password



The screenshot shows the LPPSA (Lembaga Pembiayaan Perumahan Sektor Awam) login interface. At the top left is the LPPSA logo. At the top right are links for 'Semak Status Tiket' and 'Buka Tiket Baru'. The main content area features a 'Login' form with two input fields: 'Enter your username' and 'Enter your password'. Below these fields is a teal 'LOGIN' button. A red rectangular box highlights the 'Forgot Password?' link located directly beneath the 'LOGIN' button. The footer contains the text: 'Hakcipta Terpelihara © 2019 ICT LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM' and 'Dua Jalan, Medan 3, Damansara Utama, 47810 Petaling Jaya, Selangor Darul Ehsan, Malaysia'.

STEP 2

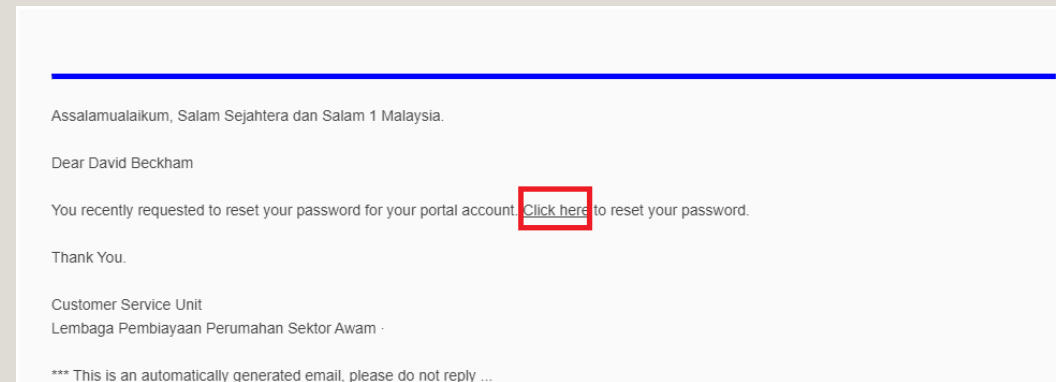
- Key in customer email that used to login into the LPPSA portal before
- Click SUBMIT



The screenshot shows the LPPSA Portal Forgot Password page. At the top left is the LPPSA logo with the text "LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM". At the top right are links for "Semak Status Tiket" and "Buka Tiket Baru". The main content area features a "Portal Forgot Password" section with a text input field labeled "Enter your email address", a teal "SUBMIT" button, and a "Back To Login" link. The footer contains the text "Hakcipta Terpelihara © 2019 ICT LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM" and "Peta Laman | Aduan & Pertanyaan | Media | Hubungi Kami".

STEP 3

- Go to email
- Click on the email send by LPPSA
- Click on the word Click here for resetting the password

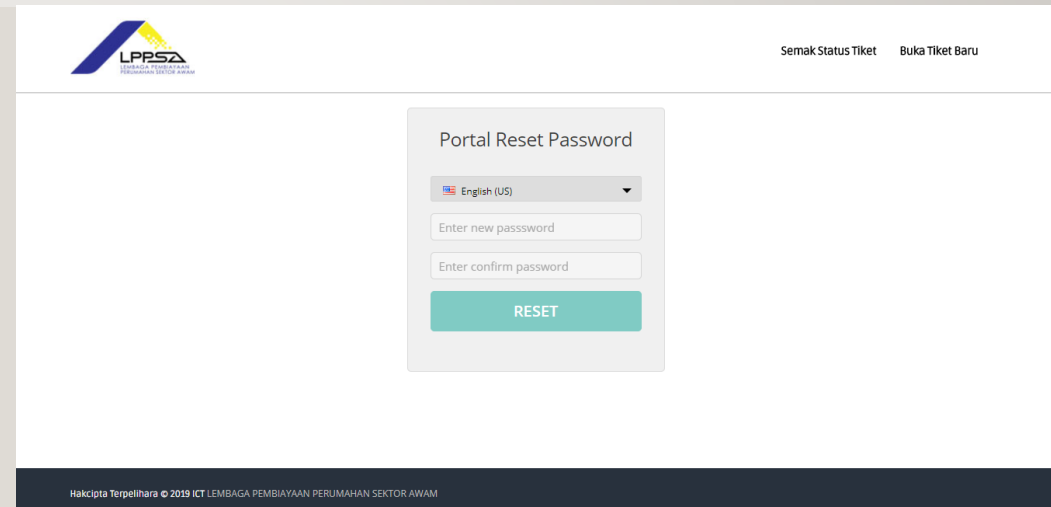


STEP 4

- 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@



The screenshot shows the LPPSA (Lembaga Pembiayaan Perumahan Sektor Awam) website. The header includes the LPPSA logo and navigation links for 'Semak Status Tiket' and 'Buka Tiket Baru'. The main content area features a 'Portal Reset Password' form. This form includes a language dropdown menu set to 'English (US)', two input fields for 'Enter new password' and 'Enter confirm password', and a prominent teal 'RESET' button. The footer contains copyright information for 2019 and the full name of the organization.

LPPSA
LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM

Semak Status Tiket Buka Tiket Baru

Portal Reset Password

English (US)

Enter new password

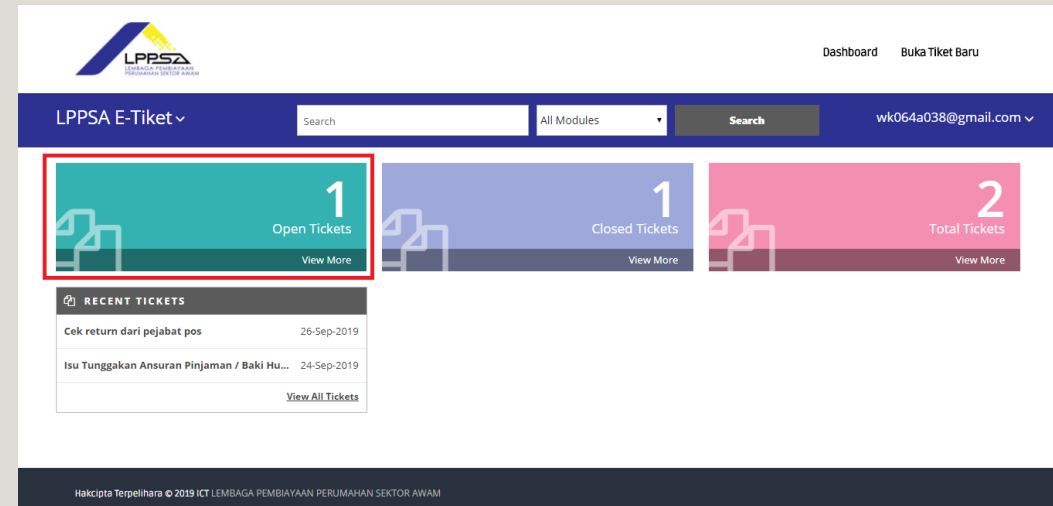
Enter confirm password

RESET

Hakcipta Terpelihara © 2019 ICT LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM
Peta Jalan Laju 9, Putrajaya | Mesej | Hubungi Kami

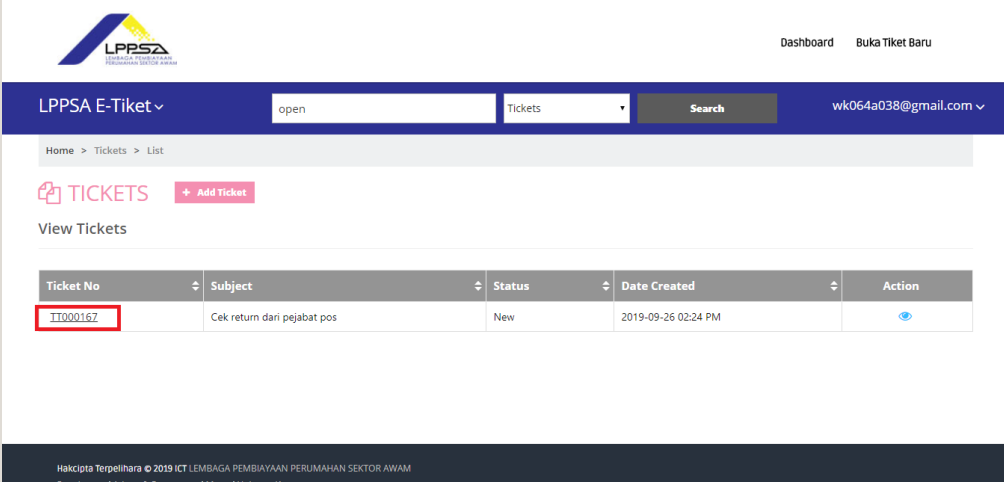
FOLLOW UP TICKET

- Click on the Open Ticket



STEP 2

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



The screenshot displays the LPPSA E-Ticket web application. At the top, there is a navigation bar with the LPPSA logo, a 'Dashboard' link, and a 'Buka Tiket Baru' button. Below this is a search bar with the text 'open' and a 'Search' button. The main content area shows a breadcrumb trail 'Home > Tickets > List' and a 'TICKETS' section with an 'Add Ticket' button. A table titled 'View Tickets' contains one entry with the ticket number 'TI000167' highlighted by a red box. The table columns are Ticket No, Subject, Status, Date Created, and Action.

Ticket No	Subject	Status	Date Created	Action
TI000167	Cek return dari pejabat pos	New	2019-09-26 02:24 PM	

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Pusat Lajur Laju & Persewaan Lajur Hubung Kiri

STEP 3

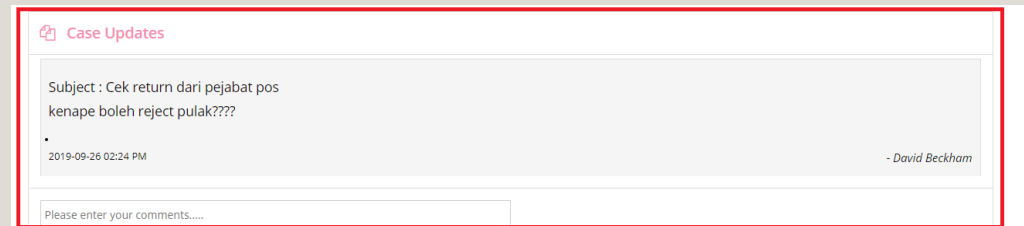
- Here is the ticket info
- Customer can see the ticket detail here

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		
Penyelesaian:	-		

UPDATE ANY NEW INFO

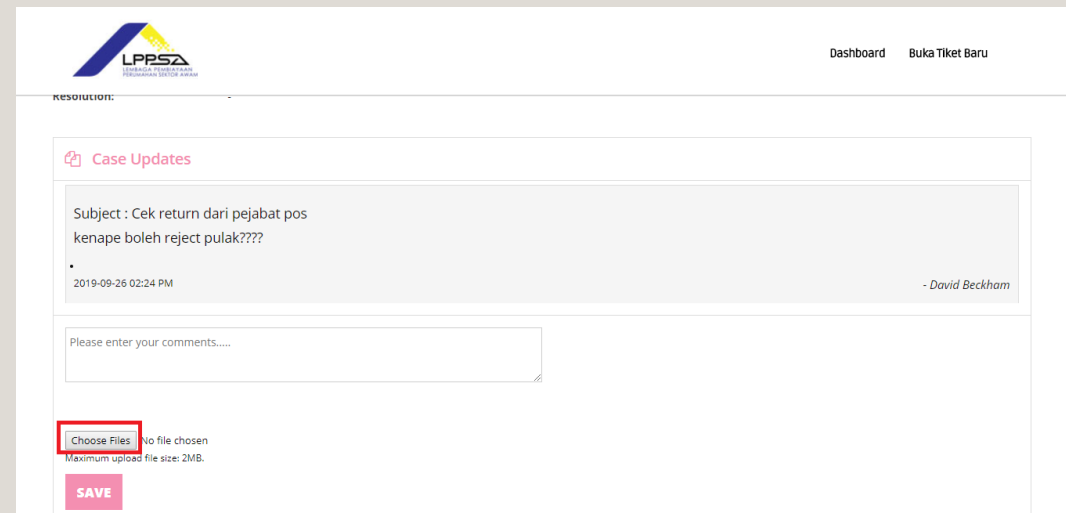
- Add any comment into the comment box that prepared
- Agent that doing the task will be able to view the newest information that customer wrote
- Scroll down and click on SAVE



The screenshot shows a 'Case Updates' form with a red border. At the top left is a red icon and the text 'Case Updates'. Below this is a light gray box containing the text: 'Subject : Cek return dari pejabat pos', 'kenape boleh reject pulak????', and a bullet point. Underneath the gray box, the date '2019-09-26 02:24 PM' is on the left and '- David Beckham' is on the right. At the bottom of the form is a text input field with the placeholder text 'Please enter your comments....'.

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



The screenshot displays the LPPSA (Laporan dan Pengaduan Pengguna Sistem Aplikasi) interface. At the top, there is a navigation bar with the LPPSA logo and links for 'Dashboard' and 'Buka Tiket Baru'. Below this, a section titled 'Case Updates' contains a text area with the subject 'Cek return dari pejabat pos kenapa boleh reject pulak????' and a timestamp '2019-09-26 02:24 PM' attributed to 'David Beckham'. A comment input field is present with the placeholder text 'Please enter your comments.....'. At the bottom of the form, a 'Choose Files' button is highlighted with a red rectangular box, with the text 'No file chosen' and 'Maximum upload file size: 2MB.' displayed next to it. A pink 'SAVE' button is located at the bottom right of the form area.

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

Hi, i lupe nak upload document yang diperlukan. Document akan attach sekali.

2023-01-12 10:04 PM - KC

Please enter your comments.....

Choose Files

No file chosen

Maximum upload file size: 2MB.



SAVE

Attachment

+

STEP 2

- Whatever agent attach will be able to view here
- Customer can either download the attachment or view it

Attachment			
Subject	Attachment	Date Created	Action
Rumah Setingkat	futuristic-wallpaper-21.jpg	2019-10-09 03:52 PM	 

Hakcipta Terpelihara © 2019 ICT LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM
Peta Laman | Aduan & Pertanyaan | Mesej | Hubungi Kami
No. 9 Kompleks Kemajuan Kejuruteraan, Pejabat Perdana, Presint 2 Pusat Perbadanan Kejuruteraan Perumahan 62002 Putrajaya