

**LEMBAGA  
PEMBIAYAAN  
PERUMAHAN  
SEKTOR AWAM  
(LPPSA)**

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CUSTOMER MANUAL GUIDE



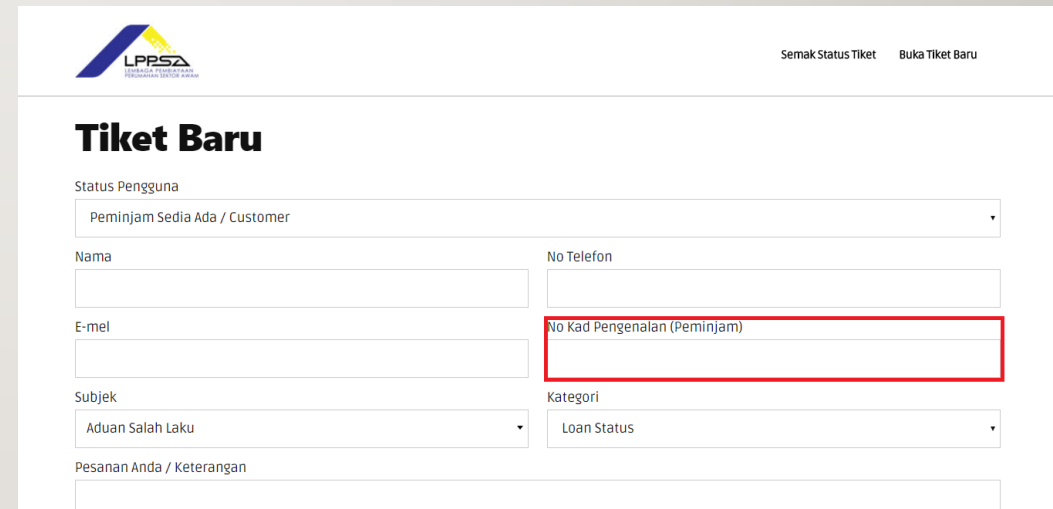
# CONTENT

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- Create Ticket
- Login
- 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



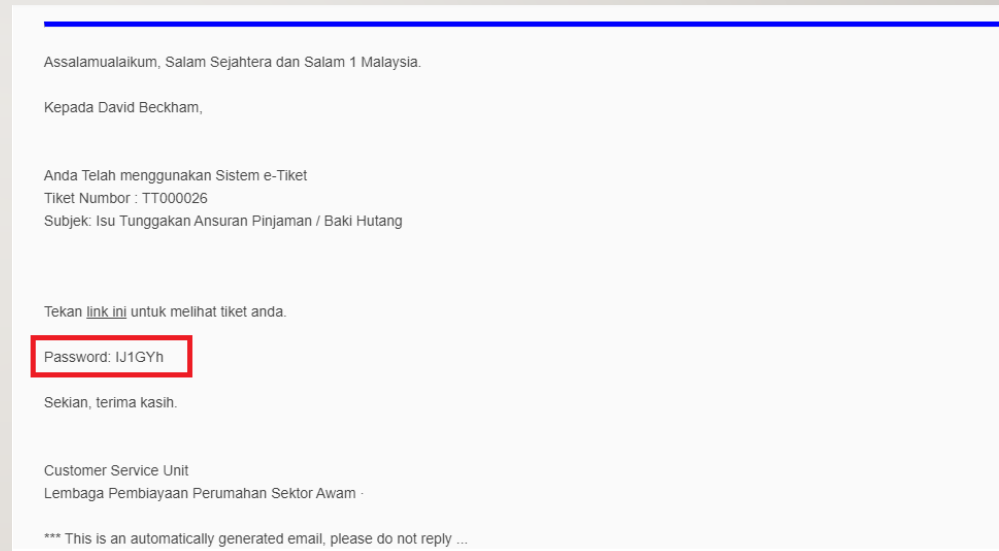
The screenshot shows the 'Tiket Baru' (New Ticket) creation page on the LPPSA website. The page features the LPPSA logo and navigation links for 'Semak Status Tiket' and 'Buka Tiket Baru'. The form includes the following fields:

- Status Pengguna: Peminjam Sedia Ada / Customer
- Nama: [Empty text box]
- No Telefon: [Empty text box]
- E-mel: [Empty text box]
- No Kad Pengenalan (Peminjam): [Empty text box, highlighted with a red border]
- Subjek: Aduan Salah Laku
- Kategori: Loan Status
- Pesanan Anda / Keterangan: [Empty text box]

# LOGIN

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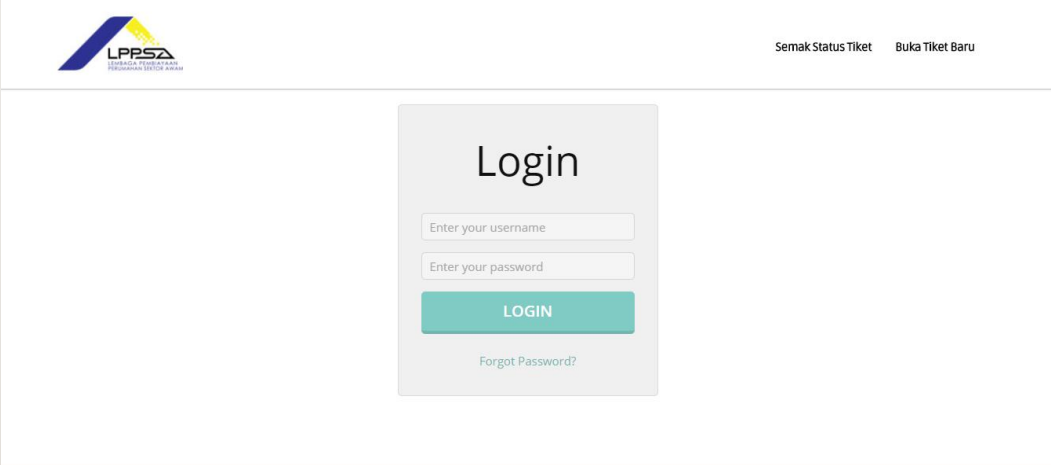
- An email will be sent to customer once the ticket is created
- Go to the email
- Click on the email sent by LPPSA
- The email will provide a password for login purpose
- User email and password provided for login



# STEP I

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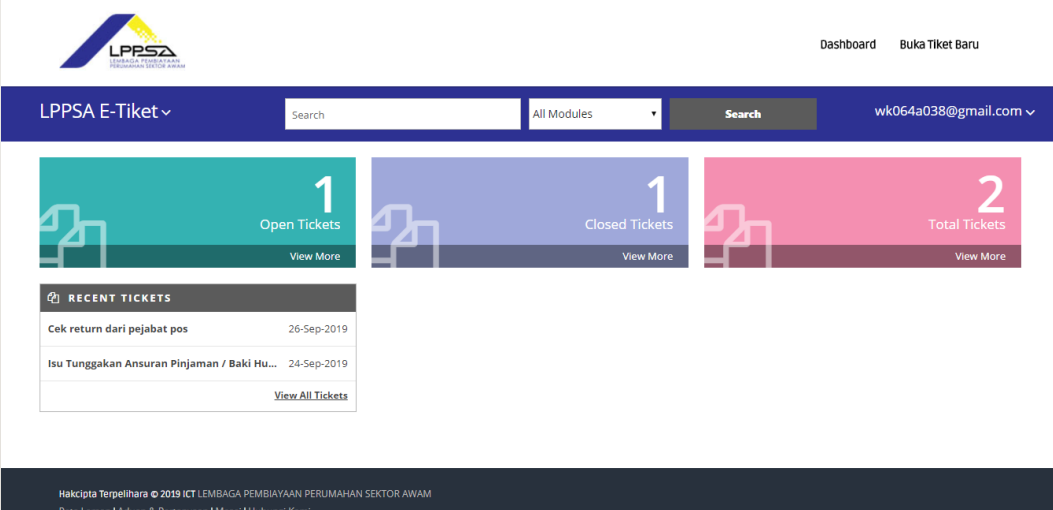
- Go to the portal
- <https://etiket.lppsa.gov.my/>
- Username will be the email
- Key in the password that received from email
- Click LOGIN



The screenshot shows the login interface of the LPPSA 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 "Forgot Password?" link.

# 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



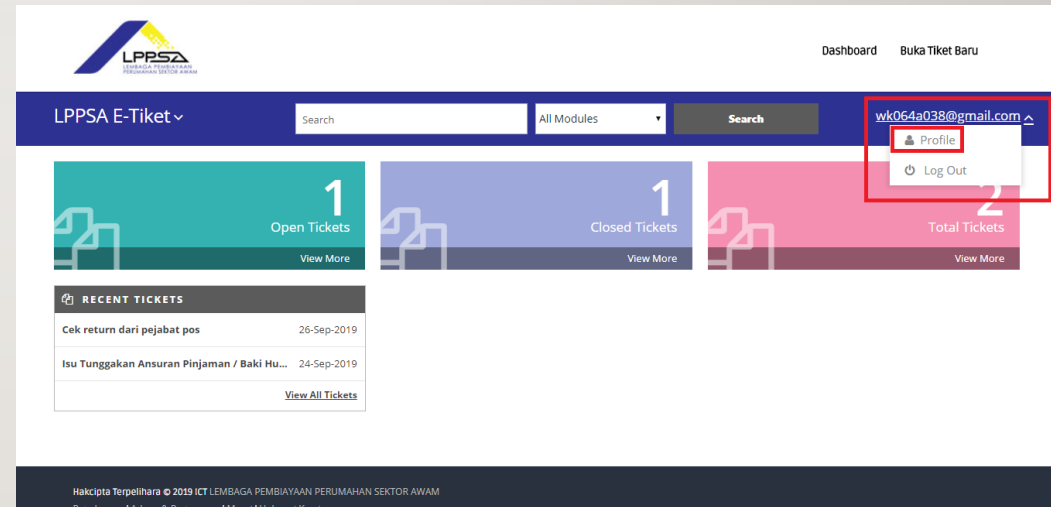
The screenshot displays the LPPSA E-Tiket dashboard. At the top, there is a navigation bar with the LPPSA logo, a search bar, and a dropdown menu for 'All Modules'. The user's email address, 'wk064a038@gmail.com', is visible in the top right corner. Below the navigation bar, there are three summary cards: 'Open Tickets' with a count of 1, 'Closed Tickets' with a count of 1, and 'Total Tickets' with a count of 2. Each card has a 'View More' link. Below these cards is a section titled 'RECENT TICKETS' containing a table with two entries:

RECENT TICKETS	
Cek return dari pejabat pos	26-Sep-2019
Isu Tunggakan Ansuran Pinjaman / Baki Hu...	24-Sep-2019

A 'View All Tickets' link is located at the bottom of the table. The footer of the dashboard contains the text: 'Hakcipta Terpelihara © 2019 ICT LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM' and 'Beta Laman Laju & Persewaan Mesel Hubungi Kami'.

# CHANGE PASSWORD

- Click on email
- Click Profile



The screenshot displays the LPPSA E-Tiket dashboard. The top navigation bar includes the LPPSA logo, a search bar, and a dropdown menu for 'All Modules'. The user's email address, 'wk064a038@gmail.com', is shown in the top right corner, with a dropdown menu open below it. The dropdown menu contains two options: 'Profile' and 'Log Out'. The main content area features three summary cards: 'Open Tickets' (1), 'Closed Tickets' (1), and 'Total Tickets' (2). Below these cards is a 'RECENT TICKETS' section with a table listing two tickets.

RECENT TICKETS	
Cek return dari pejabat pos	26-Sep-2019
Isu Tunggakan Ansuran Pinjaman / Baki Hu...	24-Sep-2019

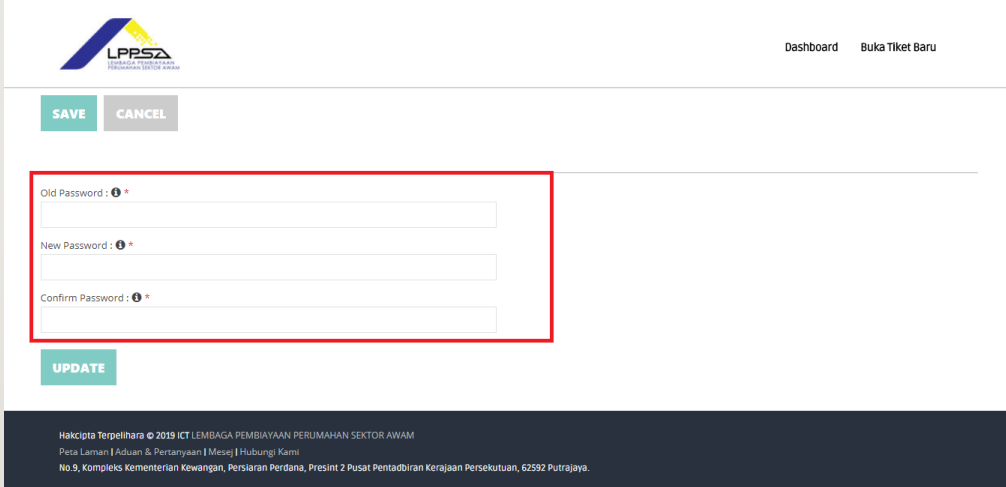
Footer text: Hakcipta Terpelihara © 2019 ICT LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM  
Pusat Latihan & Pendidikan Masyarakat Hubungi Kami

# 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@**

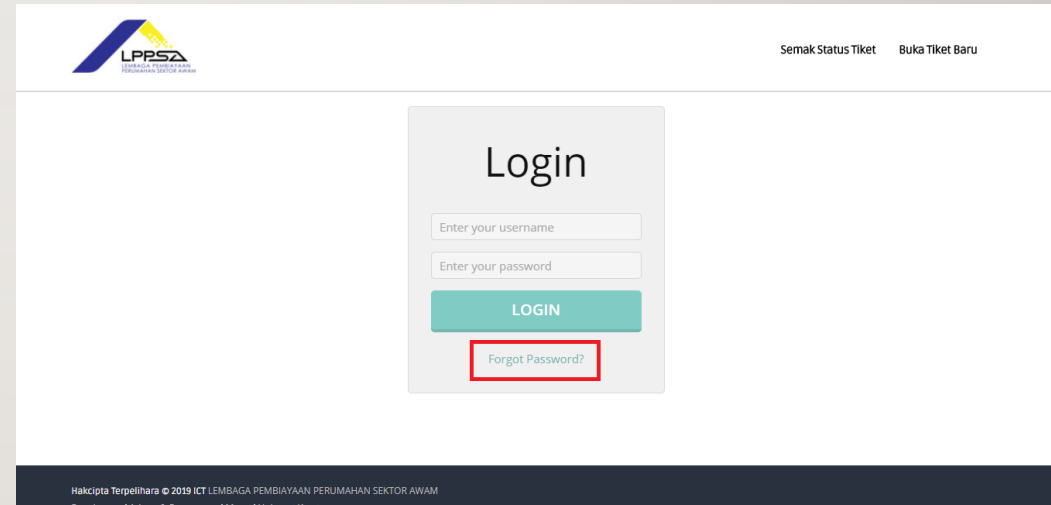


The screenshot shows the LPPSA (Lembaga Pembiayaan Perumahan Sektor Awam) password update interface. At the top left is the LPPSA logo, and at the top right are links for 'Dashboard' and 'Buka Tiket Baru'. Below the header are 'SAVE' and 'CANCEL' buttons. The main form area contains three password input fields: 'Old Password', 'New Password', and 'Confirm Password', each with a visibility toggle icon. A red rectangular box highlights these three input fields. Below the form is an 'UPDATE' button. At the bottom of the page, there is a footer with copyright information: 'Hakcipta Terpelihara © 2019 ICT LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM', a link to the 'Peta Laman | Aduan & Pertanyaan | Mesej | Hubungi Kami', and the address: 'No.9, Kompleks Kementerian Kewangan, Persiaran Perdana, Presint 2 Pusat Pentadbiran Kerajaan Persekutuan, 62592 Putrajaya.'



# FORGOT PASSWORD

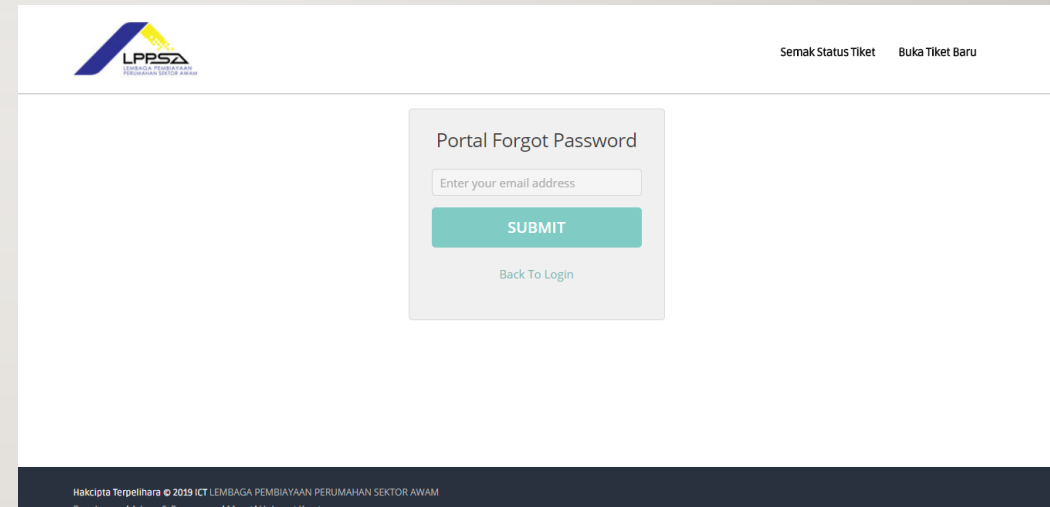
- Click on Forgot Password



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 and a red-bordered link labeled 'Forgot Password?'. The footer contains the text: 'Hakcipta Terpelihara © 2019 ICT LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM' and 'Dasar Laporan, Maklumat & Rancangan 11 Measur, Maklumat, Kemas'.

# STEP 2

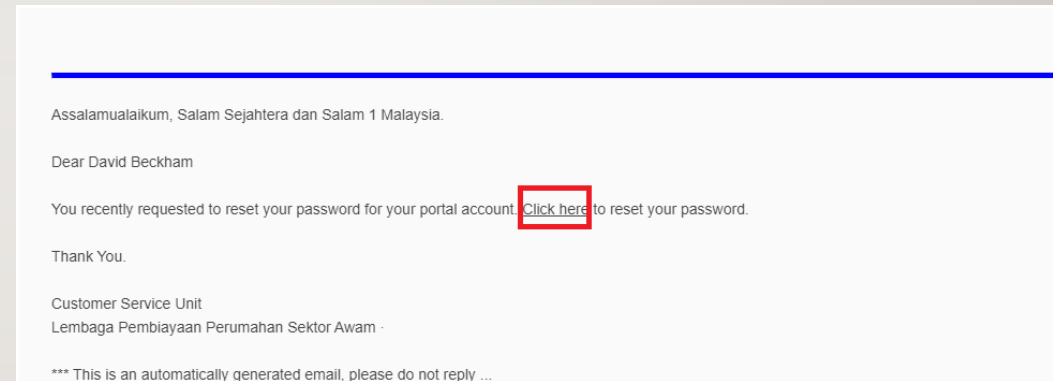
- Key in customer email that used to login into the LPPSA portal before
- Click SUBMIT



# STEP 3

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

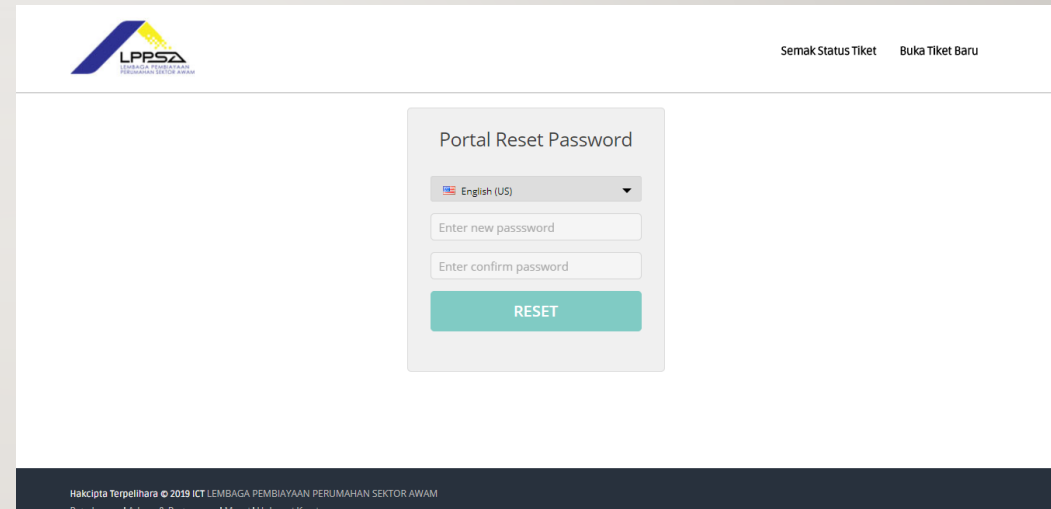


# STEP 4

- Enter the new password here
- Click on RESET

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

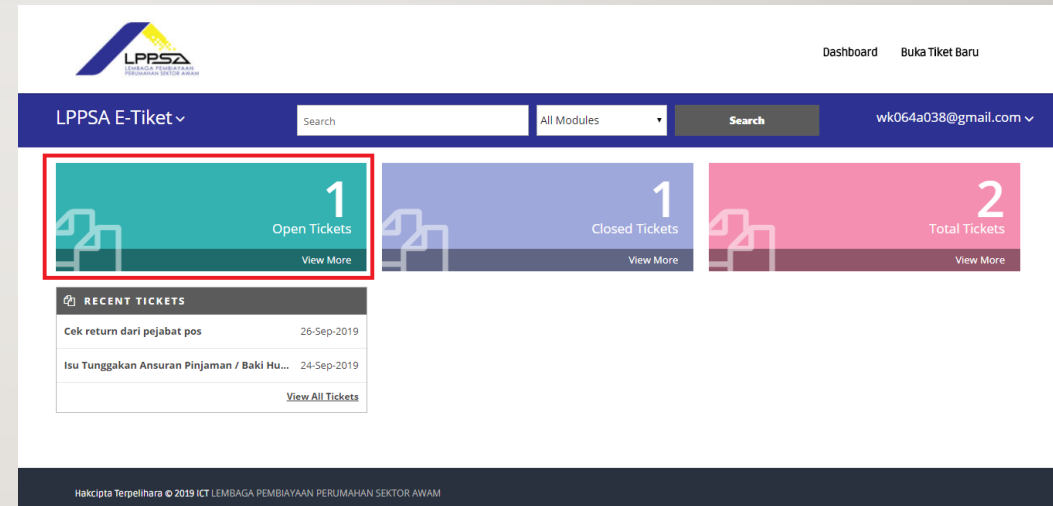
***Example: LPp5@***



The screenshot shows the LPPSA website interface. 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 Reset Password' form. The form includes a language dropdown menu set to 'English (US)', two input fields labeled 'Enter new password' and 'Enter confirm password', and a teal 'RESET' button. The footer contains the text 'Hakcipta Terpelihara © 2019 ICT LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM' and 'Peta Laman | Lokasi | Bantuan | Masa | Hubungi Kami'.

# FOLLOW UP TICKET

- Click on the Open Ticket

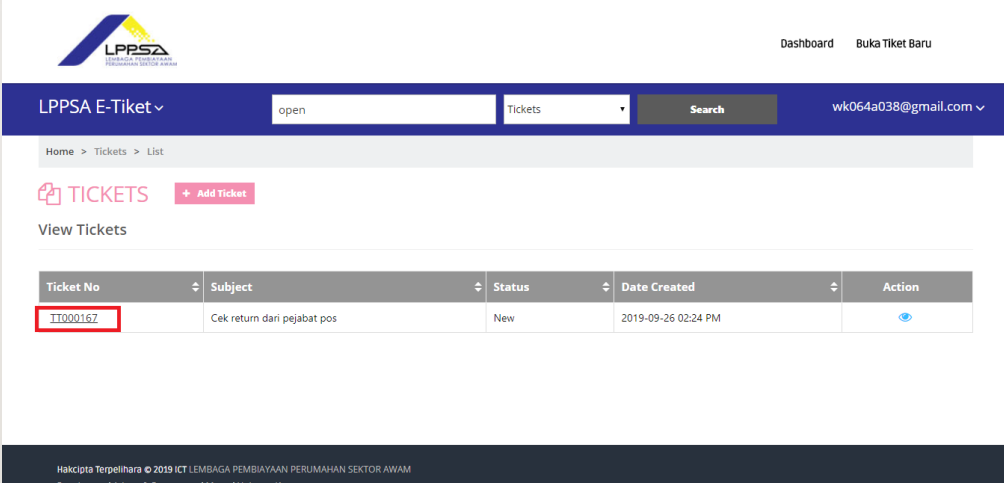


The screenshot displays the LPPSA E-Ticket dashboard. At the top, there is a navigation bar with the LPPSA logo, the text "Dashboard" and "Buka Tiket Baru", and a user profile "wk064a038@gmail.com". Below this is a search bar and a dropdown menu for "All Modules". The main content area features three summary cards: "Open Tickets" (1), "Closed Tickets" (1), and "Total Tickets" (2). The "Open Tickets" card is highlighted with a red border. Below the cards is a "RECENT TICKETS" section with a table listing two tickets: "Cek return dari pejabat pos" (26-Sep-2019) and "Isu Tunggakan Ansuran Pinjaman / Baki Hu..." (24-Sep-2019). A "View All Tickets" link is at the bottom of the table. The footer contains the text "Hakcipta Terpelihara © 2019 ICT LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM" and "Data Laporan & Berpaya Mesej Hubungi Kami".

RECENT TICKETS	
Cek return dari pejabat pos	26-Sep-2019
Isu Tunggakan Ansuran Pinjaman / Baki Hu...	24-Sep-2019

# STEP 2

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



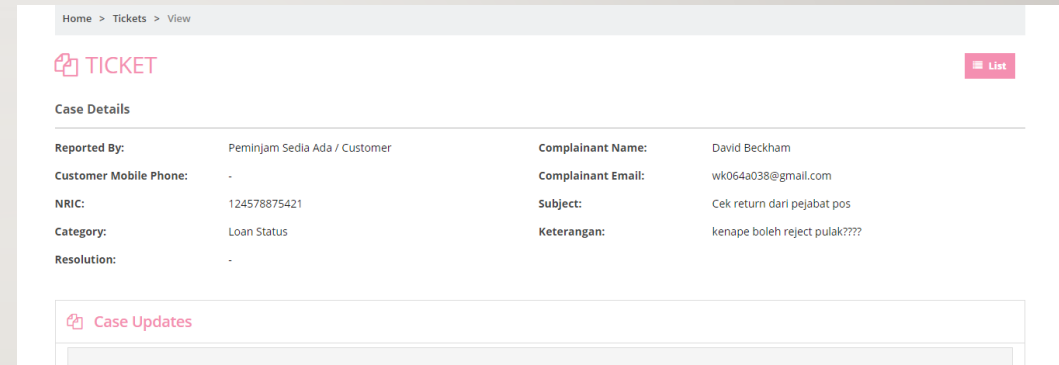
The screenshot displays the LPPSA E-Ticket web application. At the top, there is a navigation bar with the LPPSA logo, a search bar containing the word "open", and a dropdown menu set to "Tickets". The user's email address, "wk064a038@gmail.com", is visible in the top right corner. Below the navigation bar, a breadcrumb trail shows "Home > Tickets > List". A "TICKETS" header is followed by an "Add Ticket" button. The main content area is titled "View Tickets" and contains a table with the following data:

Ticket No	Subject	Status	Date Created	Action
TT000167	Cek return dari pejabat pos	New	2019-09-26 02:24 PM	

At the bottom of the page, a footer contains the text: "Hakcipta Terpelihara © 2019 ICT LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM" and "Pusat Laman Ladang & Perumahan L. Mesil, Hubung, Kert.

# STEP 3

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



The screenshot shows a web application interface for viewing a ticket. At the top, there is a breadcrumb trail: Home > Tickets > View. Below this, the word 'TICKET' is displayed in a large, bold font, accompanied by a small icon of a ticket. A 'List' button is visible in the top right corner. The main content area is titled 'Case Details' and contains a table of information. The table is organized into two columns. The left column lists fields such as 'Reported By', 'Customer Mobile Phone', 'NRIC', 'Category', and 'Resolution'. The right column lists 'Complainant Name', 'Complainant Email', 'Subject', and 'Keterangan'. Below the 'Case Details' section, there is a section titled 'Case Updates' with a small icon of a document and a list of updates, though the content of the updates is not visible in the screenshot.

Case Details			
Reported By:	Peminjam Sedia Ada / Customer	Complainant Name:	David Beckham
Customer Mobile Phone:	-	Complainant Email:	wk064a038@gmail.com
NRIC:	124578875421	Subject:	Cek return dari pejabat pos
Category:	Loan Status	Keterangan:	kenape boleh reject pulak????
Resolution:	-		

Case Updates

# 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

**LPPSA**  
Layanan Pembiayaan dan Pinjaman Sedia Ada

Dashboard Buka Tiket Baru

### Case Details

Reported By:	Peminjam Sedia Ada / Customer	Complainant Name:	David Beckham
Customer Mobile Phone:	-	Complainant Email:	wk064a038@gmail.com
NRIC:	124578875421	Subject:	Cek return dari pejabat pos
Category:	Loan Status	Keterangan:	kenape boleh reject pulak????
Resolution:	-		

### Case Updates

Subject : Cek return dari pejabat pos  
kenape boleh reject pulak????

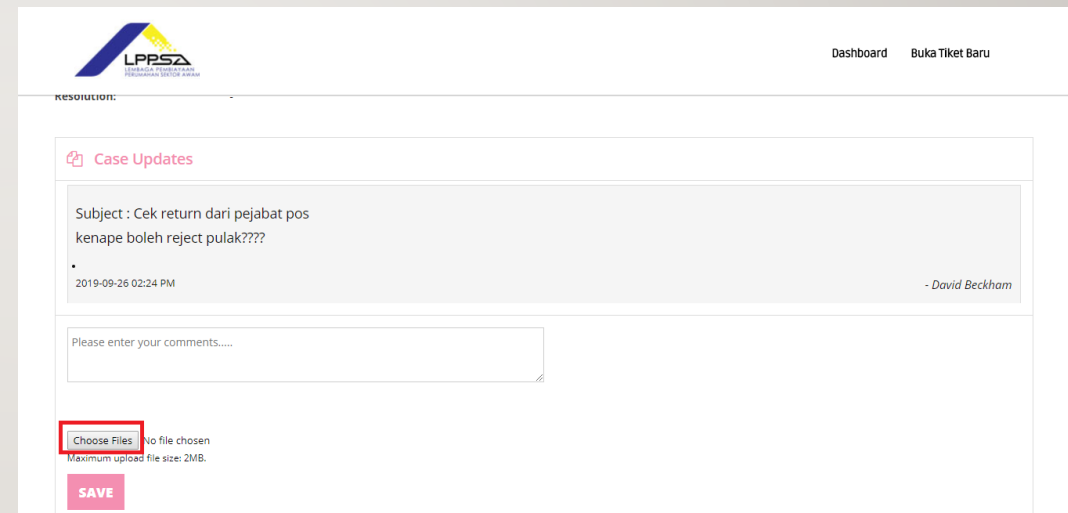
•  
2019-09-26 02:24 PM - David Beckham

Please enter your comments.....



# UPLOAD ATTACHMENT

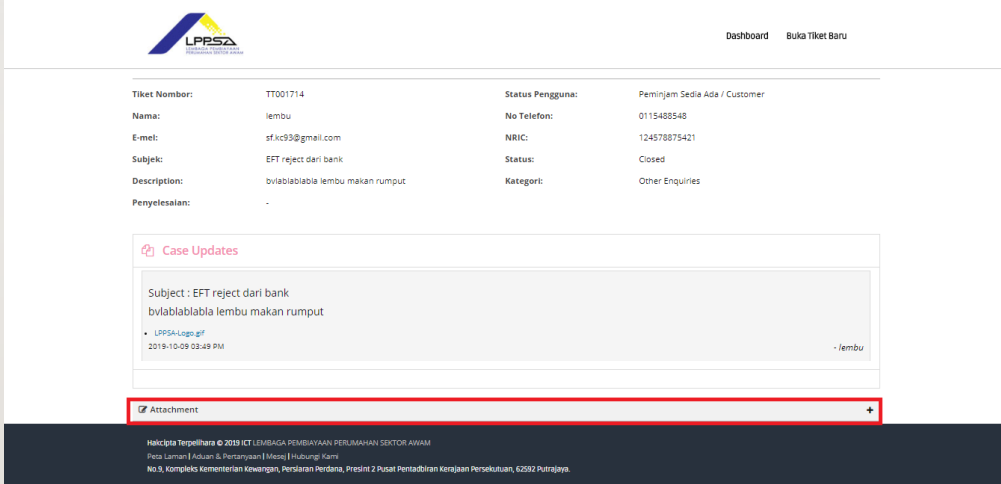
- Scroll down in the ticket detail page
- Click on choose file for uploading the document that wish to upload
- Maximum upload size will be 2MB
- Click on SAVE



The screenshot shows the LPPSA (Layanan Pelanggan) interface. At the top left is the LPPSA logo, and at the top right are links for 'Dashboard' and 'Buka Tiket Baru'. Below the header, the page is titled 'RESOLUTION:'. The main content area is titled 'Case Updates' and contains a text box 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'. Below this is a text input field with the placeholder 'Please enter your comments....'. At the bottom of the form, there is a 'Choose Files' button (highlighted with a red box) with the text 'No file chosen' and 'Maximum upload file size: 2MB.' next to it. A pink 'SAVE' button is located at the bottom right of the form.

# 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



The screenshot displays the LPPSA ticket detail page. At the top left is the LPPSA logo, and at the top right are navigation links for 'Dashboard' and 'Buka Tiket Baru'. The main content area is divided into two columns of metadata. The left column includes fields for 'Tiket Nomor', 'Nama', 'E-mail', 'Subjek', 'Description', and 'Penyelesaian'. The right column includes 'Status Pengguna', 'No Telefon', 'NRIC', and 'Kategori'. Below this is a 'Case Updates' section with a subject line and a list of updates, including one from 'LPPSA-Logo.gif' dated '2019-10-09 03:49 PM'. At the bottom, an 'Attachment' section is highlighted with a red border, showing a plus sign icon. The footer contains copyright information for 'Kementerian Perumahan & Kerajaan Tempatan' and the address 'No. 9, Kompleks Kementerian Kewangan, Persekitaran Perdana, Presint 2 Pusat Pentadbiran Kerajaan Persekutuan, 62592 Putrajaya'.

Tiket Nomor:	TT001714	Status Pengguna:	Peminjam Sedia Ada / Customer
Nama:	lembu	No Telefon:	0115488548
E-mail:	efkc9@gmail.com	NRIC:	124578875421
Subjek:	EFT reject dari bank	Status:	Closed
Description:	bylablabla lembu makan rumput	Kategori:	Other Enquiries
Penyelesaian:	-		

**Case Updates**

Subject : EFT reject dari bank  
bylablabla lembu makan rumput

- LPPSA-Logo.gif  
2019-10-09 03:49 PM

**Attachment** +

Kementerian Perumahan & Kerajaan Tempatan © 2019 ICT LEMBAGA PELAYANAN PERUMAHAN SEKTOR AWAM  
Peta Laman | Aduan & Pertanyaan | Mesej | Hubungi Kami  
No. 9, Kompleks Kementerian Kewangan, Persekitaran Perdana, Presint 2 Pusat Pentadbiran Kerajaan Persekutuan, 62592 Putrajaya.

# STEP 2


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

The screenshot shows the LPPSA web portal interface. At the top, there is a logo for LPPSA and navigation links for 'Dashboard' and 'Buka Tiket Baru'. The main content area displays case details:

- E-mel:** sfxc93@gmail.com
- Subjek:** EFT reject dari bank
- Description:** bvlablalaba lembu makan rumput
- Penyelesaian:** .
- NRIC:** 124578875421
- Status:** Closed
- Kategori:** Other Enquiries

Below the case details is a 'Case Updates' section with a message: 'Subject : EFT reject dari bank bvlablalaba lembu makan rumput' and a timestamp '2019-10-09 03:49 PM'.

The 'Attachment' section contains a table with the following data:

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

A red box highlights the download icon in the 'Action' column of the attachment table.

At the bottom of the page, there is a footer with copyright information: 'Hakcipta Terpelihara © 2019 ICT LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM'.