

KICT IT Support

September 10, 2019



Product Overview

The objective of KICT IT Support Mobile Web is to assist KICT lecturers in the classroom with any problems pertaining to IT and Audio/Visual equipment.

The app will allow our technicians to respond within **3 to 5 minutes duration**.

What KICT IT Support **Covers**:

- Projector and PC problems in the lab or the classroom during class time.
- Audio visual equipment problems in selected venues (LT1, LT2, LR13, LR14, 14A).
- Inform any electrical and air conditioning issues in the classroom to Br. Firdaus for further rectification (if our technicians cannot rectify the problem).

What KICT IT Support Does **NOT** Covers

- Any request for software installation when the semester already started (Purview of IT Coordinator).
- Class booking and relocation (Purview of Madam Pauziah).
- Central Air Conditioning System (Purview of Br. Firdaus & Daya Bersih Sdn Bhd).
- Central Electrical System (Purview of Br. Firdaus & Daya Bersih Sdn Bhd).
- Use [i-Service Desk System \(i-SDS\)](#) or [ICT Service Desk](#) for the above matters.

KICT IT Support Limitation

The app is using mobile web, which requires an **Internet Connection**. During peak time, there will be a delay in terms of interaction. To avoid delay, use your own mobile data. It will help the app to respond accordingly. **DO NOT** forget to clear your browser cache (Browsing Data).

Refer to the below guidelines to clear your device browser cache:

1. [Android Chrome](#)
2. [iOS Safari](#)

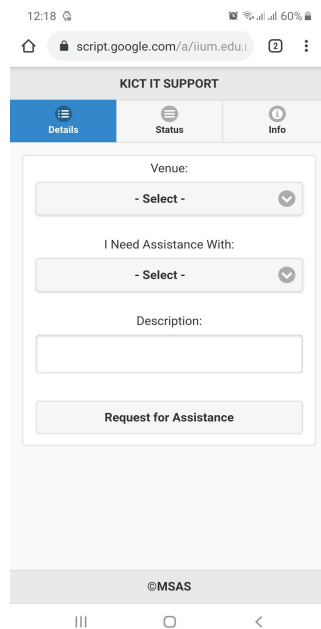
The **New KICT IT Support Mobile app (Version 2.0)** is currently under development and will be released next year.

How to Install KICT IT Support?

Step 1:

Open [KICT IT Support URL](#) in a new tab of your mobile web browser.

Android (Chrome Mobile Web Browser)

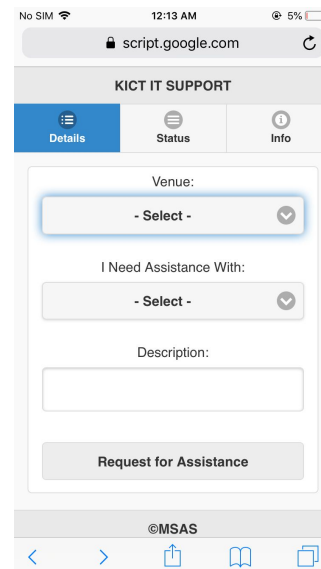


The screenshot shows the mobile web browser interface for the KICT IT Support app on an Android device. The browser address bar displays the URL "script.google.com/a/iium.edu". The app header includes a navigation menu with "Details", "Status", and "Info" options. The main form contains the following fields:

- Venue: - Select - (dropdown menu)
- I Need Assistance With: - Select - (dropdown menu)
- Description: (text input field)
- Request for Assistance (button)

The footer of the app displays the copyright notice "©MSAS".

iOS (Safari Mobile Web Browser)



The screenshot shows the mobile web browser interface for the KICT IT Support app on an iOS device. The browser address bar displays the URL "script.google.com". The app header includes a navigation menu with "Details", "Status", and "Info" options. The main form contains the following fields:

- Venue: - Select - (dropdown menu)
- I Need Assistance With: - Select - (dropdown menu)
- Description: (text input field)
- Request for Assistance (button)

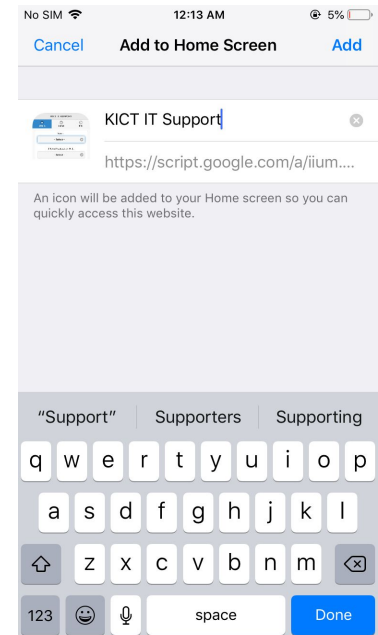
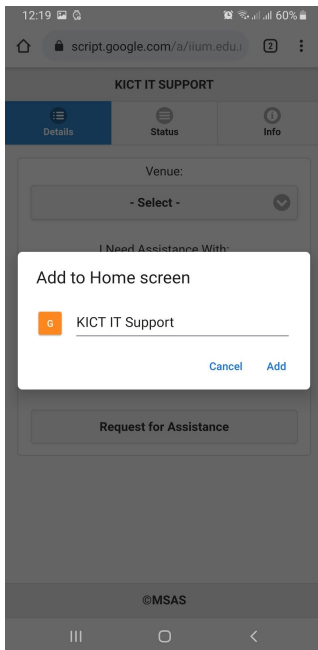
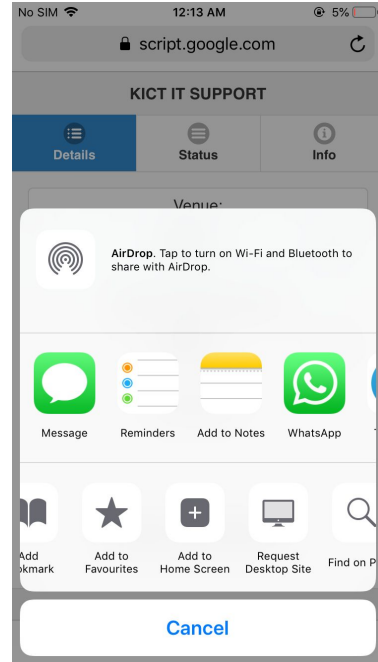
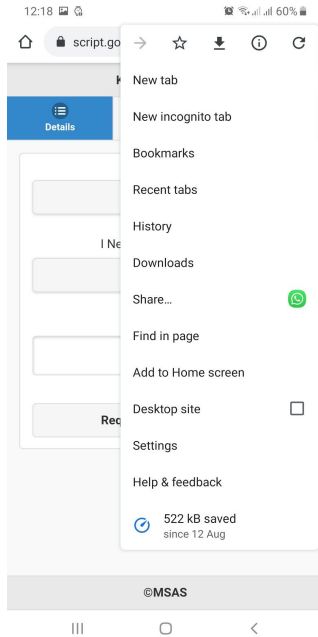
The footer of the app displays the copyright notice "©MSAS".

Step 2:

Add the web page to your smartphone **home screen** (Add to Home Screen) for easy access.

Android (Chrome Mobile Web Browser)

iOS (Safari Mobile Web Browser)

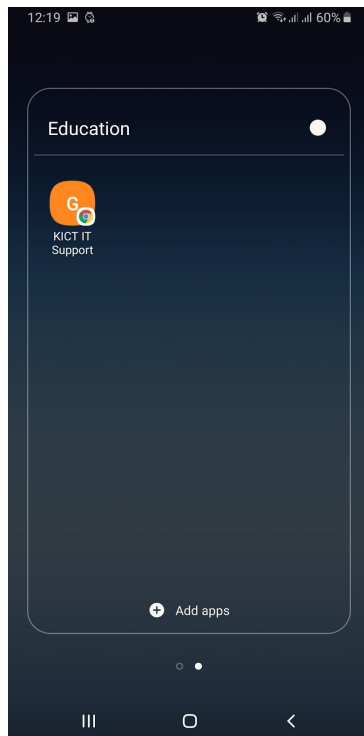


4

Step 3:

You can now access KICT IT Support mobile web from your smartphone home screen.

Android (Chrome Mobile Web Browser)



iOS (Safari Mobile Web Browser)



In case of KICT IT Support service outage, please send a WhatsApp message to Br. Syazwan personally.