



XIAMEN UNIVERSITY MALAYSIA

廈門大學 馬來西亞分校

AskA System User Guide

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How to login to AskA System

1. Visit: <https://app.xmu.edu.my/AskA> Click on **AskA** option.
2. Enter *Campus ID* and *Campus ID Password*. Click on **Login** button.

AskA FAQ About Login

Login

CampusID

Password

Login Click here for Maintenance Request & Feedback System.

To reset your Campus ID password, visit <https://id.xmu.edu.my>.

[User Guide](#)

General Feedback

If you have a question related to responsible department, you may login to AskA using Campus ID and Password, and submit your question with this quick link.

AskA Maintenance

1. Click [here](#) for Maintenance Request & Feedback System.

Academic Affairs - Bachelor Degree

1. Staff and students could use this link to inquire all academic-related issues. You may also visit our office located at B1-217 or B1-215 for further clarification.

2. Feedback request will be attended during office hours (8.30AM - 5.30PM) - MONDAY TO FRIDAY or reasonable period for efficient checking and servicing.

3. Students may also refer to the physical Student Handbook or digital Student Handbook at [Student Handbook 2019](#) for further information.

Academic Affairs - Foundation

1. Students can use this link to inquire all academic-related issues or visit our office located at B1-108A for further clarification.

2. Feedback request will be attended during office hours (8.30AM - 5.30PM) - MONDAY TO FRIDAY or reasonable period for efficient checking and servicing.

3. Students may also refer to the digital Student Handbook at [Student Handbook 2019](#) for further information.

IT

1. Feedback request will be attended only during office hours (8:30AM - 5:30PM) - MONDAY TO FRIDAY or reasonable period for efficient checking and servicing.

2. The University is not liable for any malfunction, damages or loss of personal data and belongings such as laptop or any electronics devices.

Library

1. Feedback request will be attended only during Library opening hours or reasonable period for efficient checking and servicing.

2. Refer [Library Home](#) for more information.

3. Students are encouraged to follow the rules & regulation stated in the library. Visit Library B1-101 for counter service on general issues.

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Note:

- To reset the Campus ID password, visit <https://id.xmu.edu.my>.
- To feedback on maintenance related request, visit <https://app.xmu.edu.my/Maintenance>



How to create and submit a question

1. Select related Department and Category for the question.
2. Enter location (such as hostel block & Unit now, Office room no.)
3. Enter a question with word count not more than 100 characters.
4. Attach file if necessary.

Department	1	<input type="text"/>	Category	<input type="text"/>
Block & Room No	2	<input type="text" value="Hostel Block/Unit No. or Office Room No."/>		
Question	3	<input type="text" value="Up to 100 characters"/>		
Attachment	4	<div>Select File: <input type="button" value="Choose File"/> No file chosen <small>Can only upload pdf, doc, docx, jpg, png file! Attachment size is limited to 10M.</small></div>		
CampusID		<input type="text" value="2518138"/>	Name	<input type="text" value="Prem"/>
Telephone		<input type="text"/>	Email	<input type="text" value="premanathan@xmu.edu.my"/>
	5	<input type="button" value="Create"/>		

5. Click **Create** button



How to search for Frequently Asked Questions (FAQ)

1. Select frequently asked questions based on Department and/or Category, and/or enter Text in keyword, followed by the **Search** button.

AskA FAQ

Frequently Asked Questions

Department

Category

By keyword

Text

Search

1. I have formatted my computer and want to request to unblock 2018-10-30 [Show/Hide](#)

2. i couldn't connect my wifi in my room. very busy 2018-10-30 [Show/Hide](#)

3. i cant connect wifi.And my huawei router only lights up and it cant connect with my computer by line 2018-10-29 [Show/Hide](#)

4. I have formatted my pc and want to request for unblock 2018-10-29 [Show/Hide](#)

5. IP address black hole 2018-10-29 [Show/Hide](#)

6. CANNOT CONNECT THE NETWORK 2018-10-26 [Show/Hide](#)

7. I am unable to access Barracuda website for 4 days. (refer pic) 2018-10-25 [Show/Hide](#)

8. The network of D2 corridor C become very slow, pls fix it. 2018-10-24 [Show/Hide](#)

9. How do I get Outlook back online? 2018-10-24 [Show/Hide](#)

10. Please see the attached file. 2018-10-23 [Show/Hide](#)

1

2

3

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»

2. Click on the subsequent page to view more questions, if any.



How student check for the submitted question status

1. Click MyQuestion

The screenshot shows the AskA interface. On the left, there is a sidebar with 'MyQuestion' and 'FAQ' buttons. 'MyQuestion' is highlighted with a red box. The main area is titled 'My Question' and displays a question from student 20190487: 'How to reset my Campus ID password?' with a timestamp of 2019/7/25 10:46:36. The question is currently unanswered.

2. After Support team update the feedback and answer, student will received the answer of the feedback through email or in AskA system.

The screenshot shows the AskA interface after an answer has been provided. The question from student 20190487 is still displayed. Below the question, an answer is provided: 'Visit URL id.xmu.edu.my to reset your campus ID password.' This answer is highlighted with a red box.



How student search for Frequently Asked Questions (FAQ)

1 **FAQ**

2 **Category**

3 **Department**

4 **Text**

5 **Search**

1. How to reset my Campus ID password? 2019-07-25 [Show/Hide](#)

2. Using the same information to login to the CampusID and AskA portal, cannot for Koha. 2019-07-24 [Show/Hide](#)

3. How can the lecturer recovers the file which has been deleted one week ago in Moodle course? 2019-07-12 [Show/Hide](#)

1 2 3 4 5 6 7 8 9 10 ... » »»

1. Select frequently asked questions based on Department and/or Category, and/or enter Text in keyword, followed by the **Search** button.



Procedure Details

This system allows all users feedback to be recorded accurately, conveniently, with easy tracking and response in a timely manner.

Users can provide feedback or report on IT or Library related feedback via

- a) Online Feedback Portal (AskA) - app.xmu.edu.my/AskA
- b) Student Feedback Form (Office of Student Affairs)
- c) Library or IT email address (librarian@xmu.edu.my or it@xmu.edu.my)
- d) General phone number(s) provided in Student Handbook
- e) Walk in to Library or IT Department

Nevertheless, all campus users are encouraged and advised to provide feedback or report on IT or Library related feedback, via online feedback portal (AskA) i.e. app.xmu.edu.my/AskA

1. XMUM Support team (namely IT support or Librarian) to check on the user feedback and concern in respective areas reported.
2. Support team follow up on the user's feedback, update AskA and response within 3 working days on the status update or further testing arrangement, via phone or email.
3. User is to verify on the concern, follow up or feedback has been addressed or rectified.
4. Support team to close the feedback status upon user verification.
5. Support team will update the feedback and answer to user in private or Frequently Asked Questions (FAQ) as knowledge sharing with other users, if applicable.
6. User can receive the answer of the feedback through email or in AskA system.