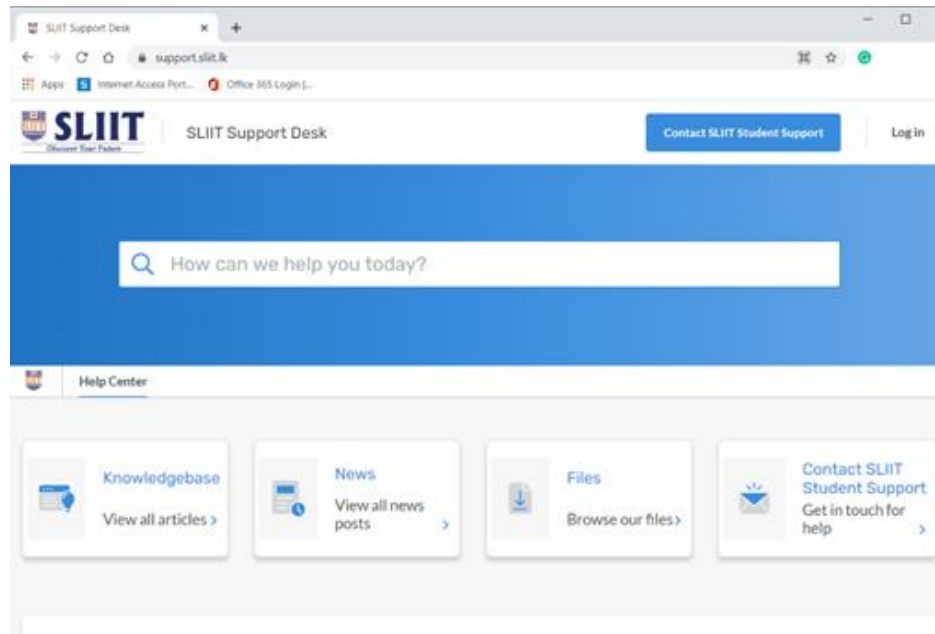


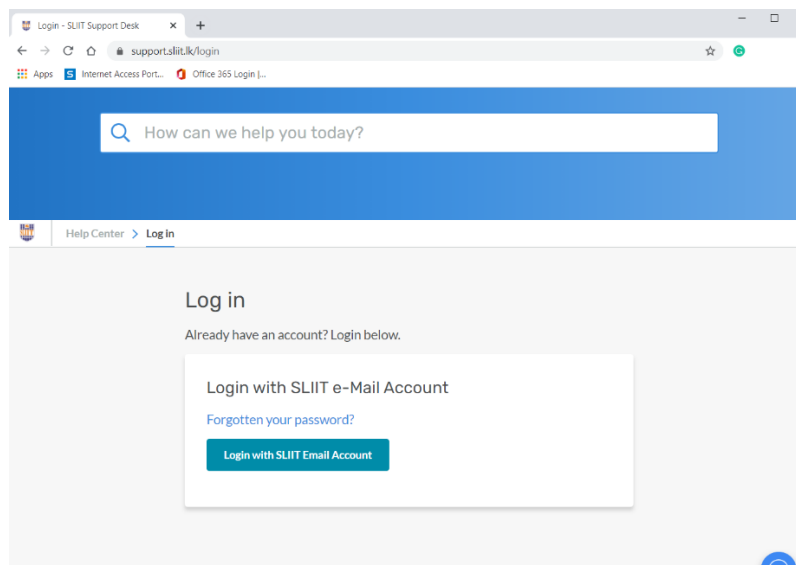
Using SLIIT Student Support <https://support.sliit.lk>

Step 1. Type the website address <https://support.sliit.lk> in your web browser and go to the portal




Step 2 - Click the button  on top right hand corner

Step 3 – Click the button  to select Log-in with SLIIT Email Account



SLIITStudentRegistrationNo@my.sliit.lk
Example: IT12345678@my.sliit.lk

 Microsoft

Sign in

No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

[Back](#) [Next](#)


Click Next and then enter your O365 email password.

Step 4 : If you have an inquiry you can first search for information available on the topic. Goto the search bar on the portal and type a key word and click “Go”

Sign in to your account x SLIIT Support Desk x +

support.sliit.lk

Apps Internet Access Port... Office 365 Login [...]

 SLIIT Support Desk [Contact SLIIT Student Support](#)

[Go](#)

[Your tickets 0](#)

[Knowledgebase 1](#) [News 0](#) [Files 0](#)

Prorata / Repeat Registration 4D

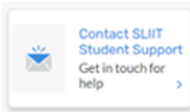
[View result](#)

[Knowledgebase](#) [News](#) [Files](#) [Contact SLIIT Student Support](#)

[View all articles >](#) [View all news posts >](#) [Browse our files >](#) [Get in touch for help >](#)

Step 5 - To submit a request Click the button

OR



to access the inquiry form.

Step 6 - Fill all the required fields.

Sign in to your account x Contact Us - SLIIT Support Desk x +

support.sliit.lk/new-ticket

Apps Internet Access Port... Office 365 Login]...

Help Center > Contact SLIIT Student Support

Contact SLIIT Student Support

Please complete this form and one of our agents will reply to you by email as soon as possible.

Name * Email Manage my email addresses

Registration number *

Faculty / School
Please select your faculty

Select

Request/ Inquiry type
Please select the most suitable option.

Select

Subject *

Step 7 – Select the correct field for “Request/Inquiry type”

Refer Guide to the Field “Request/Inquiry type” in the next page/ page 4 of this document.

Guide to the Field “Request/Inquiry type”

Request/ Inquiry type

Please select the most suitable option.

Select
^

I want to request an official document >

I have a question about Registration >

I have a question about Examinations >

I want to know about >

Other

Choose files

or

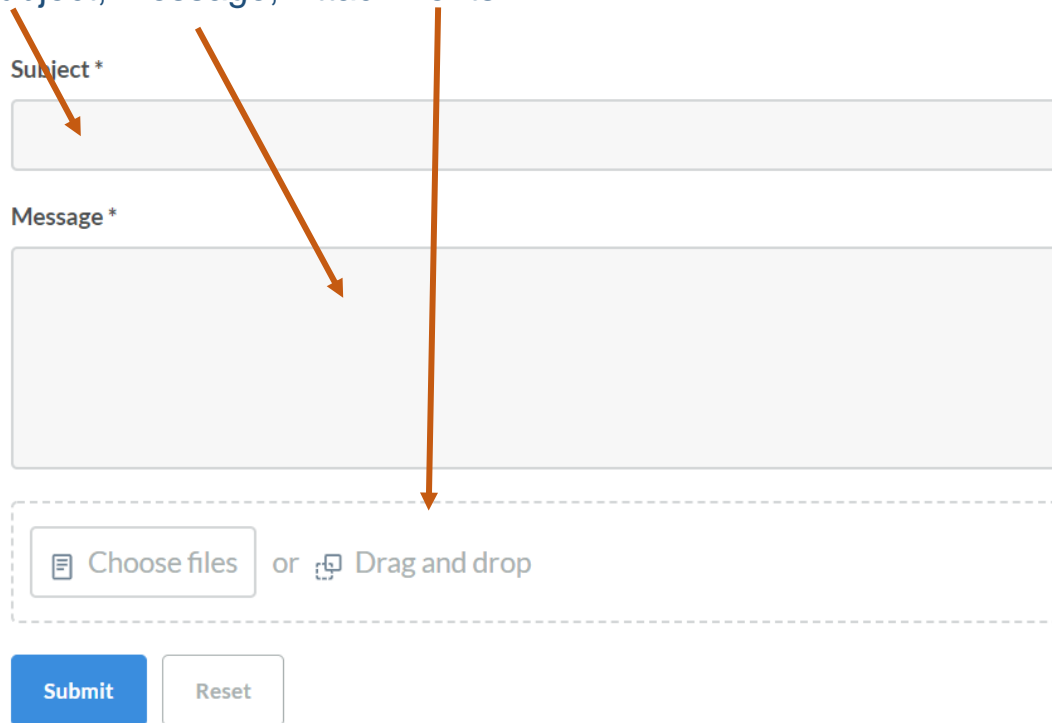
Drag and drop

Then select the sub menus available.

Request/Inquiry type	Sub selection 1	Sub selection 2
I want to request an official document	Letters	Bank / Loan Employment / Training Examination Leave Visa confirmation Scholarship confirmation Degree confirmation Recommendation Other
	Certificates	
	Transcripts	
	Results Sheets	
	Module Outlines	
I have a question about registration	Campus / Center / Study Program Transfer	
	Semester Registrations	
	Prorata/ Repeat Registrations	
	Postponing / Withdrawing from the program	
I have a question about examinations	Exam eligibility	
	Exam timetable / hall allocations	
	Exam excuse	
	Results	
I want to know about	Refunds	
	Other	
Other		

Step 8 - You can further customize your inquiry / request by adding

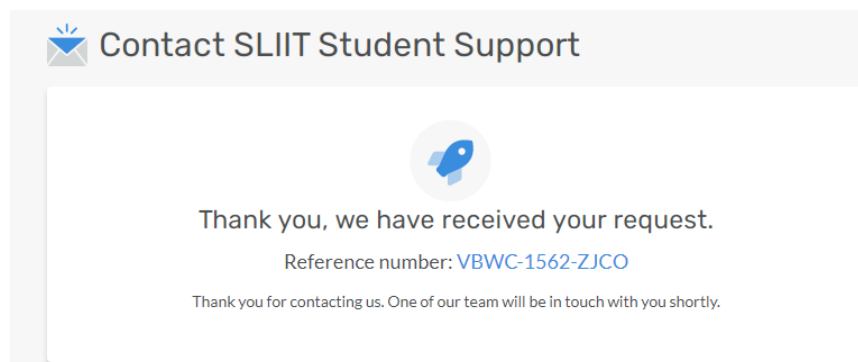
Subject, Message, Attachments



The form consists of three main sections. The first section is labeled 'Subject *' and contains a single-line text input field. The second section is labeled 'Message *' and contains a multi-line text area. The third section is for attachments, featuring a dashed border and containing a button labeled 'Choose files' followed by the text 'or' and a button labeled 'Drag and drop'. Below these sections are two buttons: a blue 'Submit' button and a white 'Reset' button with a grey border. Three orange arrows point from the text 'Subject, Message, Attachments' to the respective input fields. A fourth orange arrow points from the 'Submit' button to the text of Step 9.

Step 9 - Submit your request and your ticket will be attended to by the relevant agent.

Step 10 - You will receive a ticket number to your email account as well.



Updated as at 16.02.2021

Student Services Division