STEPS TO RAISE INCIDENT TICKET FOR HEMAYA
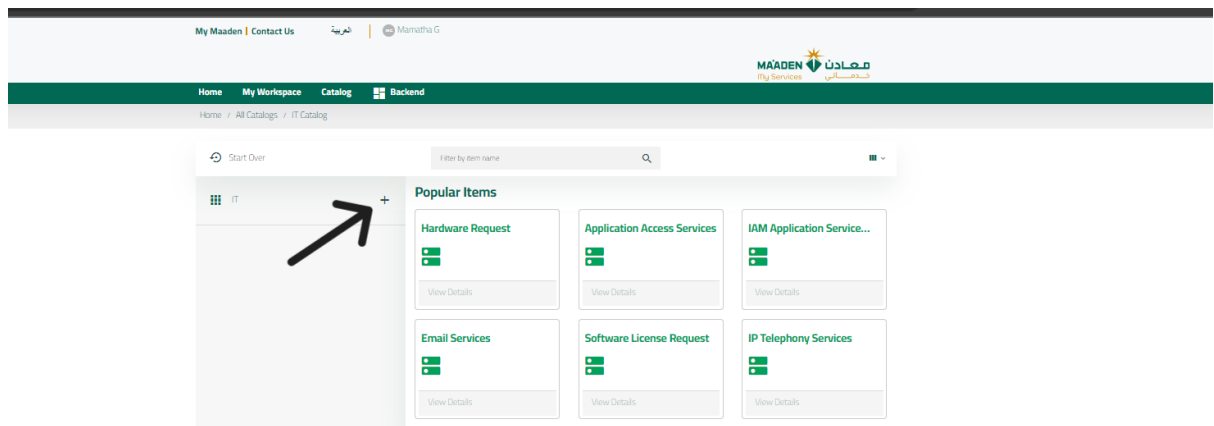
1. **Login to My-Maaden Portal. (https://my.maaden.com.sa/)**

2. **Click on My Services Menu.**
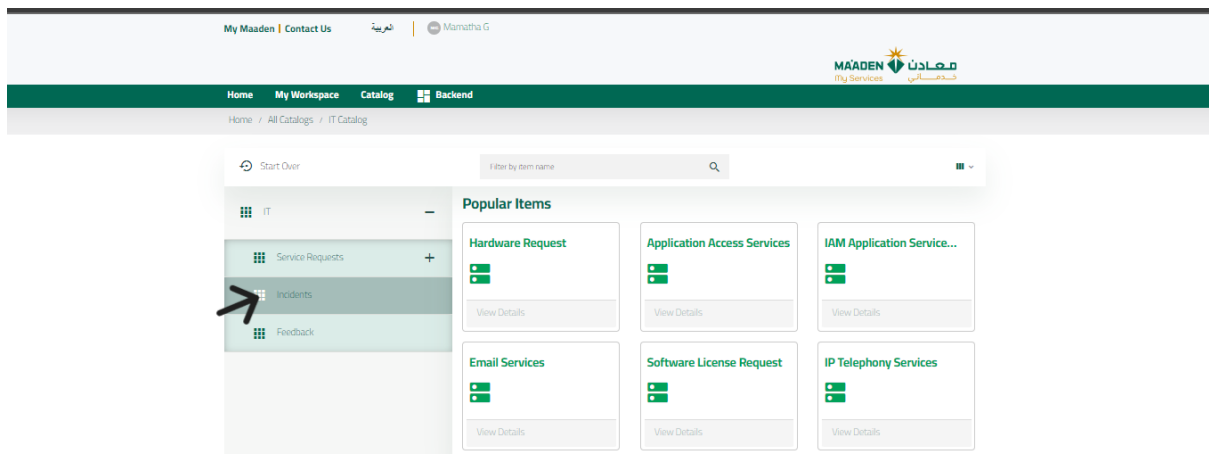

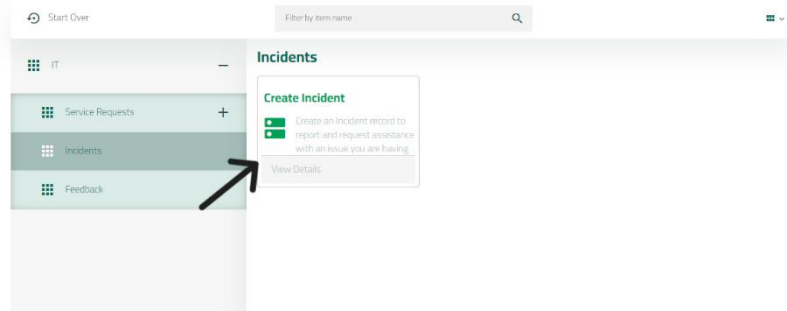3. **Click on IT module.**
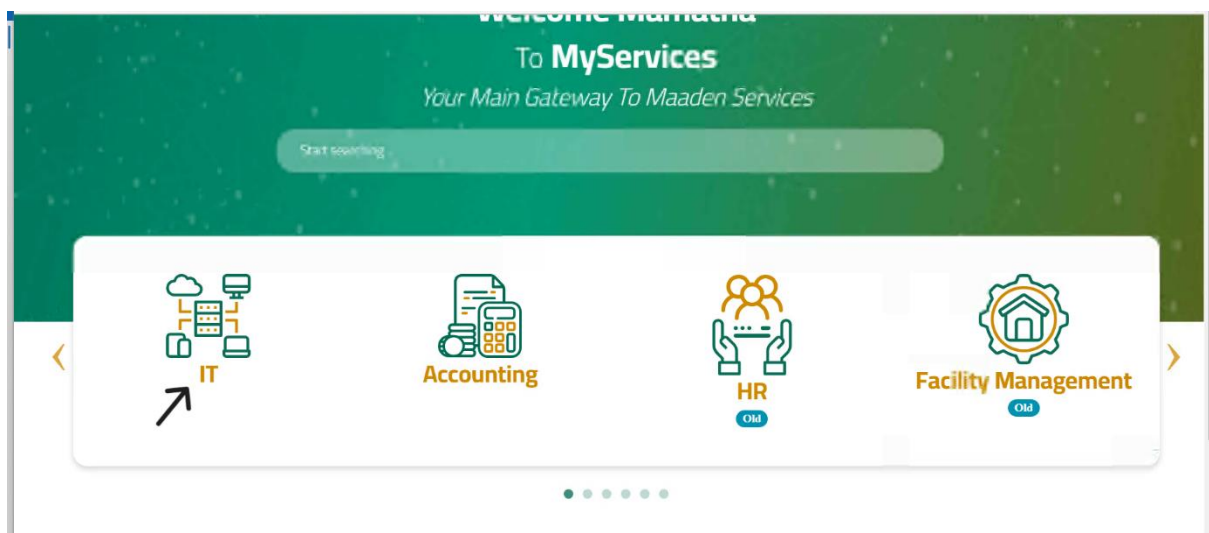
4. Click on IT + Button.

5. Click on Incident

6. Click on Create Incident

7. Select required fields as below.

Catogory:Application

Subcategory: Industrial Solutions

Item: IHS Hemaya

Reported By: Person Name who is Creating Incident

Affected User: The Username Who Are Facing Issue

8. Mention proper subject and description in More description section attach the screenshots in attachment filed.

9. Click on Submit