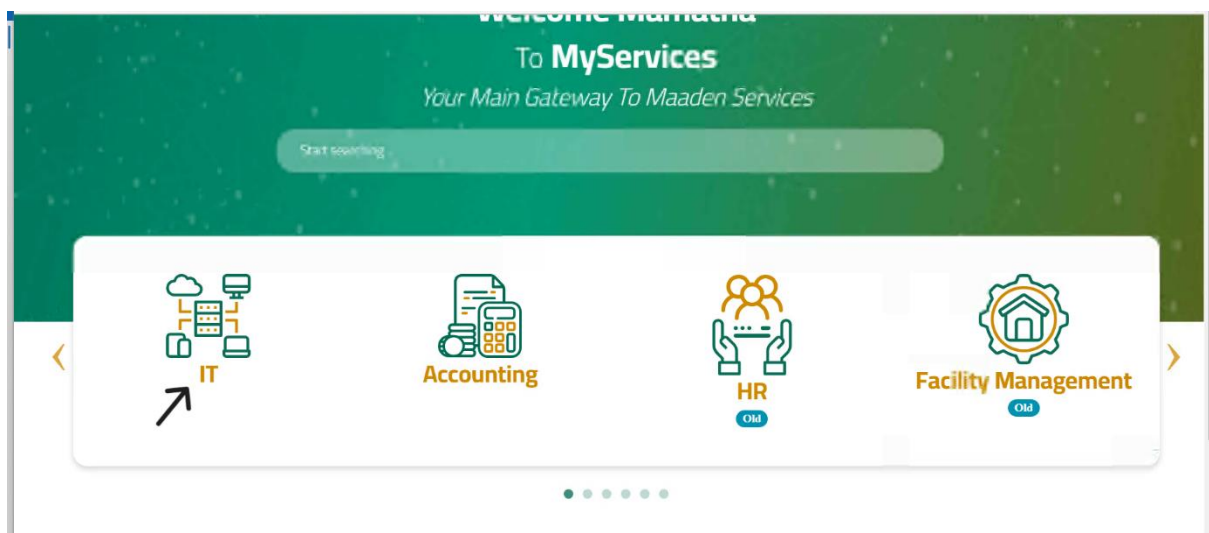


STEPS TO RAISE INCIDENT TICKET FOR HEMAYA

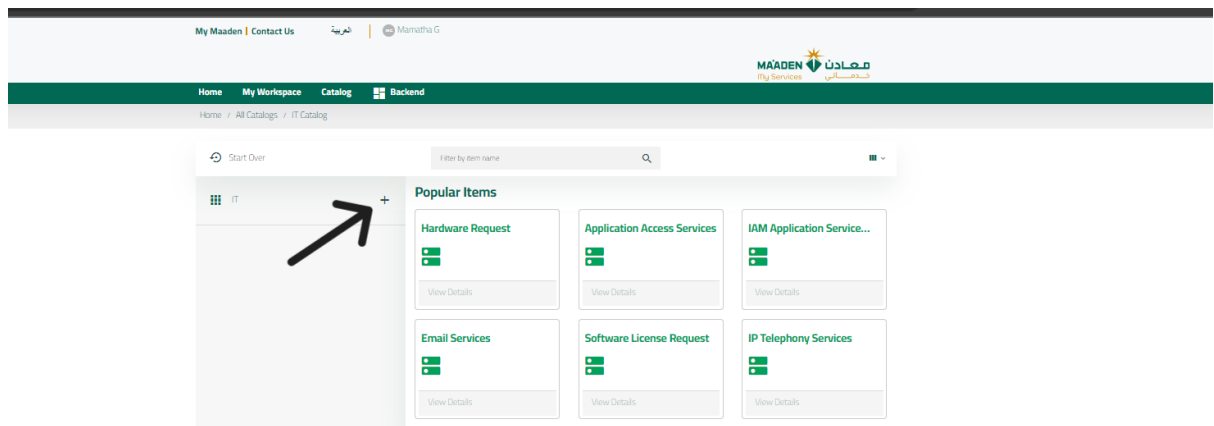
1. Login to My-Maaden Portal. (<https://my.maaden.com.sa/>)
2. Click on My Services Menu.



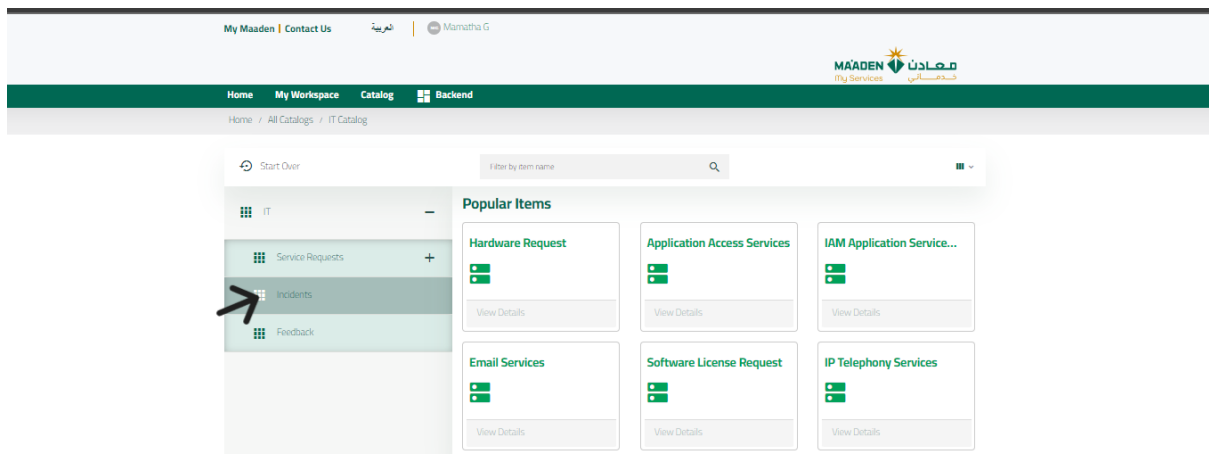
3. Click on IT module.



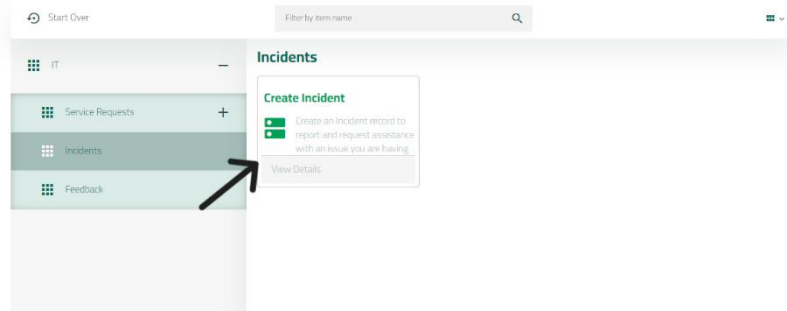
4. Click on IT + Button.



5. Click on Incident



6. Click on Create Incident



7. Select required fields as below.

Category: Application

Subcategory: Industrial Solutions

Item: IHS Hemaya

Reported By: Person Name who is Creating Incident

Affected User: The Username Who Are Facing Issue



Create Incident

Create an Incident record to report and request assistance with an issue you are having

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

* Category

Application

* Sub Category

Industrial Applications

* Item

IHS Hemaya

* Reported by

Mamatha G

* Affected User

Mamatha G

* Subject

More Description

Add attachments

Submit

Required information

Subject

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

MAADEN
My Services

مادن
خدماتي

Home

My Workspace

Catalog

Backend

Home / All Catalogs / IT Catalog / IT / Incidents / Create Incident

♥

Create Incident

Create an Incident record to report and request assistance with an issue you are having

i

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

* Category

Application

* Sub Category

Industrial Applications

* Item

IHS Hemaya

* Reported by

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Mamatha G

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* Affected User

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Mamatha G

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* Subject

More Description

?

Submit

Required information

Subject

📎

Add attachments

9. Click on Submit