1. What is ISS?
   ISS stands for IRIS Self Service. It is a self-service application that is used by users to log complaints, and issues.

2. How do I know my ISS login & password?
   Your login & password will be your iShield ID & password.

3. How can I get access in ISS?
   You may send an email to iris_support@tm.com.my for the inquiry.

4. Can I view closed tickets?
   Yes, you can view closed tickets in IRIS. You can also search for open tickets raised by you in ISS.

5. Can I view other people's tickets in ISS?
   No, you can only view tickets that are created or raised by you.

6. Can I check the status of my ticket?
   Yes, the progress of your ticket will be reflected in ISS.

7. How do I fill up Subcategory, Area & Sub-Area?
   You can only submit ticket with valid values. Click on the buttons as shown below to view the list of values available:

8. Who do I contact for inquiries and if I have problems in accessing ISS?
   You may send an email to itservicedesk@tm.com.my for inquiries.