

IRIS Service Manager 2.0
User guideline IRIS-FINSSO
via Self-Service Portal (ess.do)





Submit New Request

Open browser. Log to <https://iris2.tm.com.my/>
Then choose **IRIS2 Self Service (SS)**



Input **Username** and **Password**. Then click **Login** button.

❖ For first time login – Input **Username** without **Password** then system will auto prompt to reset password.



SERVICE MANAGER

Username

Password

English ▼

LOGIN

Change Password

i
Your last successful login was on 27/02/2019 14:51:32

Please enter the following password information.

User Name:	<input style="width: 95%;" type="text" value="tjsssb@gmail.com"/>	✓
New password:	<input style="width: 95%;" type="password"/>	✗
Confirm new password:	<input style="width: 95%;" type="password"/>	

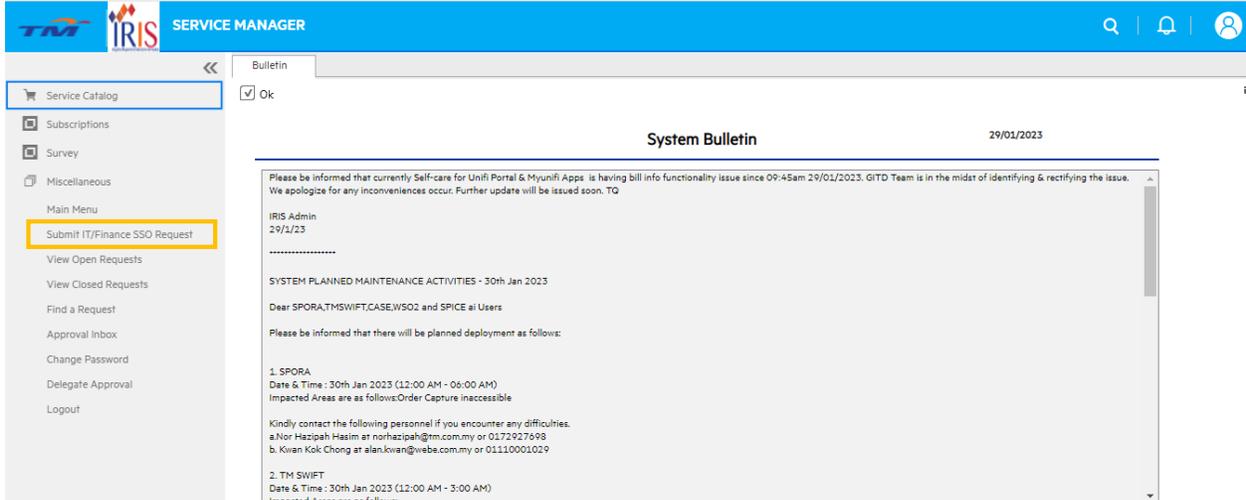
User guideline

IRIS-FINSSO

via Self-Service Portal (ess.do)

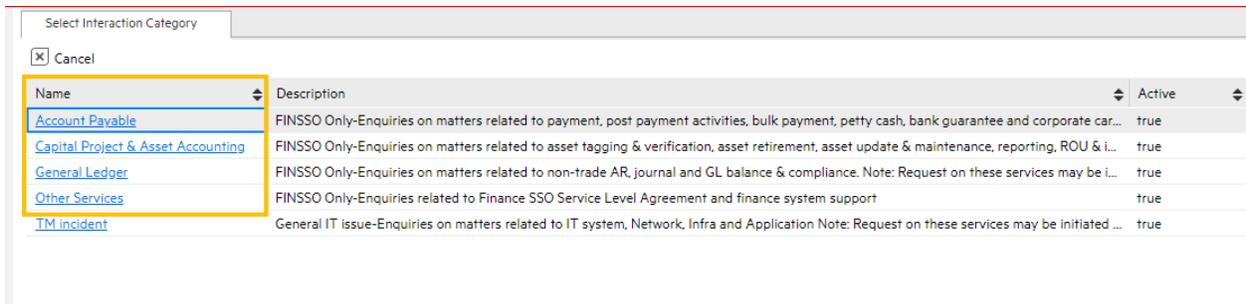


Click **Submit IT/Finance SSO Request** menu



The screenshot shows the SERVICE MANAGER interface. On the left is a navigation menu with 'Submit IT/Finance SSO Request' highlighted in yellow. The main content area displays a 'System Bulletin' dated 29/01/2023. The bulletin text reads: 'Please be informed that currently Self-care for Unifi Portal & Myunifi Apps is having bill info functionality issue since 09:45am 29/01/2023. GITD Team is in the midst of identifying & rectifying the issue. We apologize for any inconveniences occur. Further update will be issued soon. TG'. It also lists planned maintenance activities for 30th Jan 2023, including SPORA and TM SWIFT, with impacted areas like Order Capture inaccessible.

Select the **Category Name**



The screenshot shows a 'Select Interaction Category' dialog box with a 'Cancel' button. A table lists several categories, with 'Account Payable' highlighted in yellow. The table has columns for Name, Description, and Active status.

Name	Description	Active
Account Payable	FINSSO Only-Enquiries on matters related to payment, post payment activities, bulk payment, petty cash, bank guarantee and corporate car...	true
Capital Project & Asset Accounting	FINSSO Only-Enquiries on matters related to asset tagging & verification, asset retirement, asset update & maintenance, reporting, ROU & i...	true
General Ledger	FINSSO Only-Enquiries on matters related to non-trade AR, journal and GL balance & compliance. Note: Request on these services may be i...	true
Other Services	FINSSO Only-Enquiries related to Finance SSO Service Level Agreement and finance system support	true
TM incident	General IT issue-Enquiries on matters related to IT system, Network, Infra and Application Note: Request on these services may be initiated ...	true

Input the information in **General** tab

❖ *Service Recipient, Contact Name and Service Category is auto populated in the form*

Create New Interaction

[← Back](#) [Submit](#) [Apply Template](#)

A red asterisk (*) indicates required information...

Contact Information

Service Recipient: * Notify By: *
 Contact Name: * E-mail address:
 Telephone:

General Attachment - 0 file(s) attached

Category: *
 Subcategory: *
 Area: *
 Sub-Area:

Title: *

Description: *

Input the information in **Details** tab

Create New Interaction

[← Back](#) [Submit](#) [Apply Template](#)

A red asterisk (*) indicates required information...

Contact Information

Service Recipient: * Notify By: *
 Contact Name: * E-mail address:
 Telephone:

General Details[T07] Attachment - 0 file(s) attached

Company Code (TM/TM Subsidiary): *

Vendor Name: *
 Vendor No.: *

PO No./Invoice No./EDS Ref No.: *
 Amount: *

Requestor Name: *
 Requestor E-mail: *
 Requestor Contact No.: *

Click on **Attachment** tab to add attachment (if any)
 Click on **Add Files..** button to select attachment
Browse and select the valid format of the attachments to upload to the ticket. After select the attachment, click on **Open** button
 Uploaded attachment(s) will be appeared in attachment list

- ❖ *Attachment format that can be uploaded is defined in system whitelist and maximum size for single attachment must be not larger than 5MB*

Create New Interaction

← Back Submit Apply Template

A red asterisk (*) indicates required information...

Contact Information

Service Recipient: *	JAZLINA BINTI JAMALUDIN-V00321		Notify By: *	E-mail
Contact Name: *	JAZLINA BINTI JAMALUDIN-V00321		E-mail address:	jazlina.jamaludin@vads.com
Telephone				

General
Details[T07]
Attachment - 0 file(s) attached

Add Files...

You can paste the screenshot here

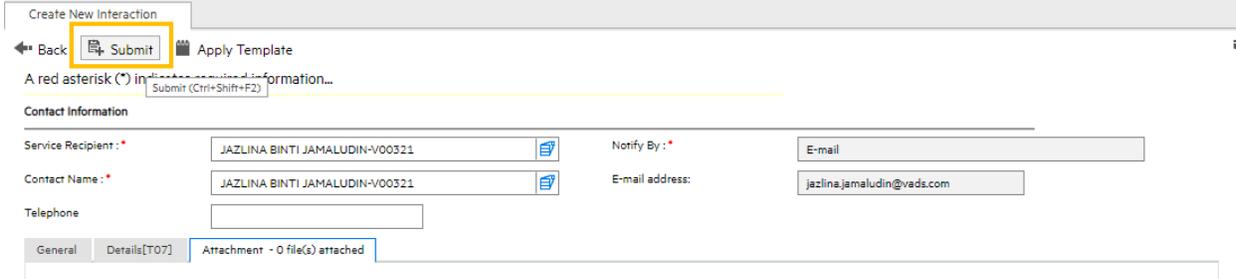
Maximum single attachment size is: 51200 KB
51200 KB free / 51200 KB total

<input type="checkbox"/>	File Name	Size (KB)	Attached By	Attached Date	Download	Remove
You can drag the files to be uploaded to this area.						

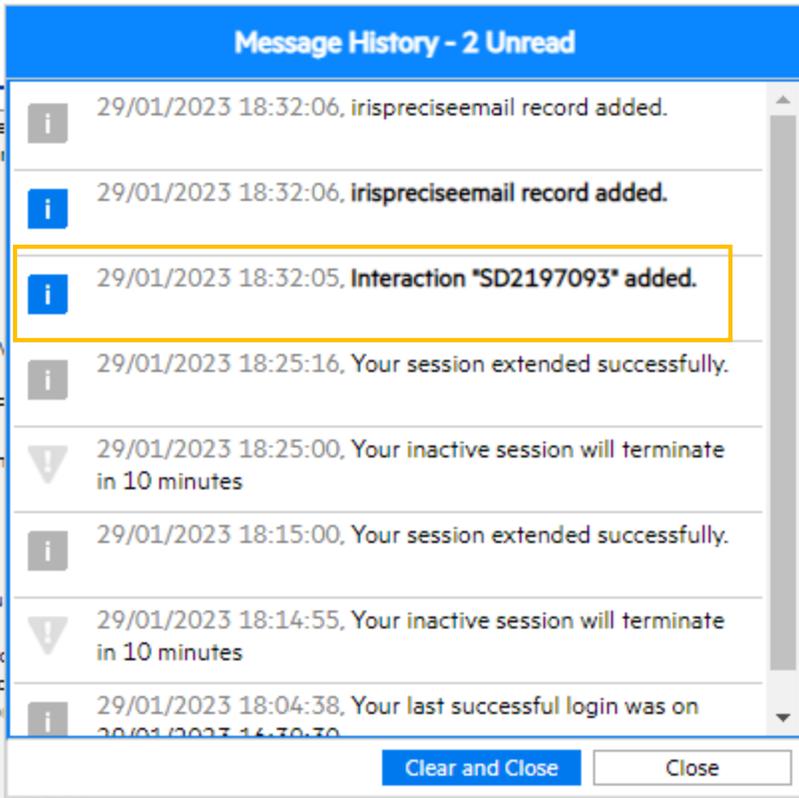
Download
X Remove

Click on **Submit** button to submit the request

- ❖ *User will receive email notification with subject "FINSSO InteractionSD[Ticket No] has been created"*

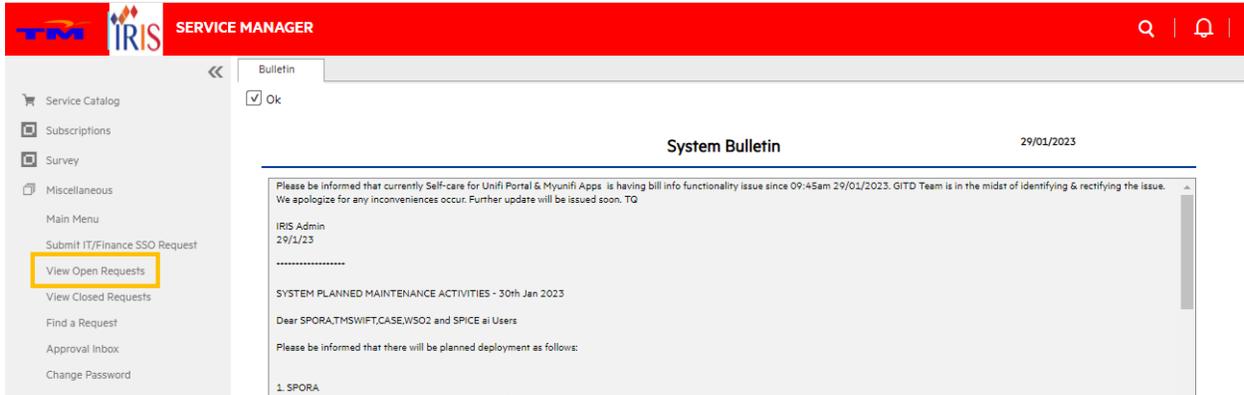


To find the ticket number that successfully submitted, click on the  icon at the top right of the page



View User Request: View Open Requests

Click on **View Open Requests** menu



Lists of all open request ticket is displayed. Click the SD[Ticket No] to view the ticket



Request ID	Category	Date Opened	Status	Requested For	User SLA Target Date	Title
SD2197093	Account Pay...	29/01/2023 18:32:02	New	JAZLINA BINTI JAMALUDIN...		Testing Purpose Only
SD2197104	Account Pay...	29/01/2023 18:48:27	New	JAZLINA BINTI JAMALUDIN...		Testing Purpose Only

The incident **Details(Non IT)** information will be displayed

Interaction: SD2197093

← Back ↻ Update

Incident Details (Non IT)

Request Detail(Non IT)	Contact Information
Interaction ID: <input type="text" value="SD2197093"/>	Contact Name: <input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>
Status: <input type="text" value="New"/>	Department: <input type="text" value="VADS Berhad/subscription"/>
Open Time: <input type="text" value="29/01/2023 18:32:02"/>	Phone: <input type="text" value="019-4423344"/>
User SLA Target Date: <input type="text"/>	Extension: <input type="text"/>
Requested For: <input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>	E-mail: <input type="text" value="jazlina.jamaludin@vads.com"/>
Submitted By: <input type="text" value="Jazlina Binti Jamaludin"/>	Location: <input type="text" value="MENARA TM ONE"/>
Notify By: <input type="text" value="E-mail"/>	Floor: <input type="text" value="LVL 9"/>
Service Category * <input type="text" value="Account Payable"/>	
SubCategory * <input type="text" value="Payment"/>	
Area * <input type="text" value="Invoice Status"/>	
SubArea <input type="text"/>	
Assignment Group <input type="text" value="FINSSO-AP Invoicing"/>	<input type="text" value="FINSSO-AP Invoicing"/>
Title: <input type="text" value="Testing Purpose Only"/>	
Description: <input type="text" value="Testing Purpose Only"/>	

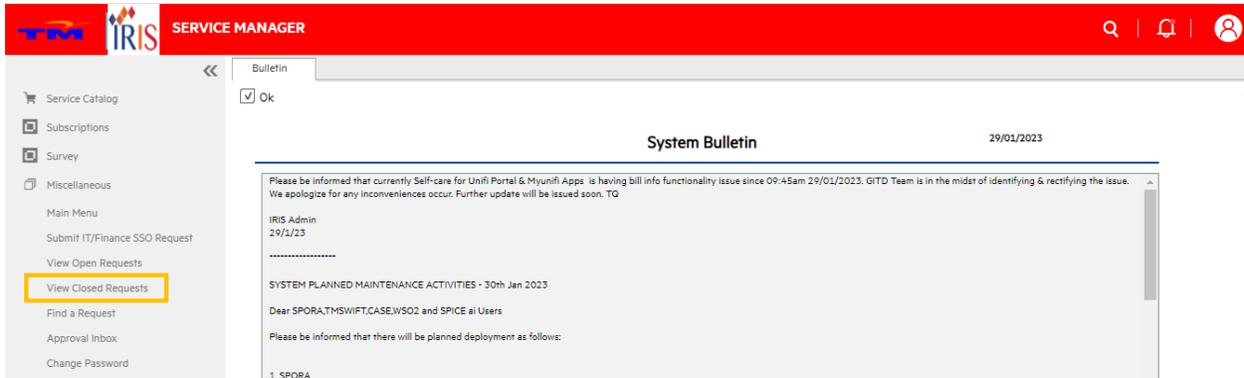
Click on **Details** tab and the additional information of the requests will be displayed

History **Details[TO7]** Attachment - 1 file(s) attached

Company Code (TM/TM Subsidiary)	<input type="text" value="1000-Telekom Malaysia Berhad"/>
Vendor Name	<input type="text" value="Testing Testing"/>
Vendor No.	<input type="text" value="1"/>
PO No./Invoice No./EDS Ref No.	<input type="text" value="1234"/>
Amount	<input type="text" value="1.00"/>
Requestor Name	<input type="text" value="Jazlina"/>
Requestor E-mail	<input type="text" value="jazlina.jamaludin@tm.com.my"/>
Requestor Contact No.	<input type="text" value="194423344"/>

View User Request: View Close Requests

Click on **View Closed Requests** menu



The screenshot shows the SERVICE MANAGER interface. On the left is a navigation menu with 'View Closed Requests' highlighted in yellow. The main content area displays a 'System Bulletin' dated 29/01/2023. The bulletin text includes: 'Please be informed that currently Self-care for Unifi Portal & Myunifi Apps is having bill info functionality issue since 09:45am 29/01/2023. GITD Team is in the midst of identifying & rectifying the issue. We apologize for any inconveniences occur. Further update will be issued soon. TQ', 'IRIS Admin 29/1/23', 'SYSTEM PLANNED MAINTENANCE ACTIVITIES - 30th Jan 2023', and 'Dear SPORA,TMSWIFT,CASE,WSO2 and SPICE ai Users'. It concludes with 'Please be informed that there will be planned deployment as follows:' and a list starting with '1. SPORA'.

Lists of all close request ticket is displayed. Click the SD[Ticket No] to view the ticket

Request ID	Date Closed	Description
SD1155694	14/07/2021 08:45:38	Testing Only - please ignore (ITSO)
SD1225710	25/08/2021 15:29:35	Problem: System and reserve file used more t...
SD1248837	10/09/2021 11:33:56	Register DNS for IRIS SP Server **Title from ...
SD1375168	19/11/2021 08:54:08	cannot access
SD1484643	09/01/2022 15:19:31	Request to install 1, Fortinet client VPN and ...
SD1484684	12/01/2022 14:27:02	Request to install 1, Fortinet client VPN and ...
SD195753	02/08/2019 16:49:06	TM ONE Box Registration **Title from relate...
SD2134845	06/01/2023 11:29:07	HP ProBook 440 G8 5CD141G9PT EUC-H...
SD2170289	16/01/2023 14:58:11	UAT - Testing Only **Title from related Requ...
SD2171796	12/01/2023 14:50:19	UAT - Testing Only **Title from related Requ...
SD227232	29/08/2019 13:58:11	DLCM/PLCM Issue Form (Please assign ticket ...
SD399201	14/01/2020 16:38:28	DLCM/PLCM Issue Form (Please open ticket t...
SD487902	07/04/2020 10:59:38	received error message **Title from related l...

The incident details information will be displayed

Interaction: SD2197104

← Back 📄 Resubmit

<p>Request ID: <input type="text" value="SD2197104"/></p> <p>Urgency: <input type="text"/></p> <p>Status: <input type="text" value="Closed"/></p> <p>Requested For: <input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/></p> <p>Open Time: <input type="text" value="29/01/2023 18:48:27"/></p> <p>Submitted By: <input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/></p> <p>Notify: <input type="text" value="E-mail"/></p> <p>Service: <input type="text"/></p> <p>Area: <input type="text" value="Payment"/></p> <p>Subarea: <input type="text" value="Invoice Status"/></p> <p>Problem Type: <input type="text"/></p> <p>Service Segment: <input type="text"/></p> <p>Title: <input type="text" value="Testing Purpose Only"/></p> <p>Description: <input type="text" value="Testing Purpose Only"/></p>	<p>Contact Name: <input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/></p> <p>Department: <input type="text" value="VADS Berhad/subscription"/></p> <p>Phone: <input type="text" value="019-4423344"/></p> <p>Extension: <input type="text"/></p> <p>E-mail: <input type="text" value="jazlina.jamaludin@vads.com"/></p> <p>Location: <input type="text" value="MENARA TM ONE"/></p> <p>Floor: <input type="text" value="LVL 9"/></p> <p>Order/SR/TT/Ref: <input type="text"/> 🔍</p> <p><input type="text"/></p> <p><input type="text"/></p>
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Click on **Resolution** tab and the solution of the requests will be displayed

Title:

Description:

History **Resolution** Attachment - 1 file(s) attached

Dear Vendor,

The invoice has been posted.

Thank you.

Update Requests: Update Tickets

Click any Open Requests to view. Click the **Update** button to update the ticket information

Interaction: SD2199439

← Back ↻ Update

Incident Details (Non IT)

Request Detail(Non IT)	Contact Information...
Interaction ID: <input type="text" value="SD2199439"/>	Contact Name: <input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>
Status: <input type="text" value="New"/>	Department: <input type="text" value="VADS Berhad/subscription"/>
Open Time: <input type="text" value="30/01/2023 22:14:32"/>	Phone: <input type="text" value="019-4423344"/>
User SLA Target Date: <input type="text"/>	Extension: <input type="text"/>
Requested For: <input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>	E-mail: <input type="text" value="jazlina.jamaludin@vads.com"/>
Submitted By: <input type="text" value="Jazlina Binti Jamaludin"/>	Location: <input type="text" value="MENARA TM ONE"/>
Notify By: <input type="text" value="E-mail"/>	Floor: <input type="text" value="LVL 9"/>
Service Category * <input type="text" value="Account Payable"/>	
SubCategory * <input type="text" value="Payment"/>	
Area * <input type="text" value="Payment Status"/>	
SubArea <input type="text"/>	
Assignment Group <input type="text" value="FINSSO-Helpdesk"/>	<input type="text" value="FINSSO-Helpdesk"/>

Input the information in **Put Your Update Here...** tab. Click on **Save & Exit** button to update information.

❖ *User will receive email notification with subject "FINSSO Interaction SD[Ticket No] is updated"*

Interaction: SD2199439

← Back 📁 Save & Exit 🗑️ Close Request

Put Your Update Here... Details[T09] Attachment - 1 file(s) attached

Testing Testing...

Update Requests: View Update Tickets

In **View Open Requests**, lists of open request tickets will show **Status "User Responded"**

Request ID	Category	Date Opened	Status	Requested For	User SLA Target Date	Title
SD2198220	TM GP	30/01/2023 13:12:53	New	JAZLINA BINTI JAMALUDI...		Testing Purpose Only
SD2198815	TM GP	30/01/2023 15:34:50	New	JAZLINA BINTI JAMALUDI...		Testing Purpose Only
SD2199439	Account Payable	30/01/2023 22:14:32	User Responded	JAZLINA BINTI JAMALUDI...		Testing Purpose Only

Click the request ticket (with "User Responded" status) to view the details. Click on **History** tab and the **Activity Log** of the requests will be displayed. Click the "Update from customer" to view the details.

❖ Click **OK** or **Cancel** button to go back to previous page

Date/Time	Type	Operator	Description
30/01/2023 22:25:40	Update from customer	Jazlina Binti Jamaludin	Testing Testing...
30/01/2023 22:25:40	Status Change	Jazlina Binti Jamaludin	Status changed to "User Responded"
30/01/2023 22:14:34	Open	Jazlina Binti Jamaludin	Testing Purpose Only
30/01/2023 22:14:33	Attachment Added	Jazlina Binti Jamaludin	Attachment "Calendar - 2022 TM Leave Plan.pdf" added.

Activity
<input checked="" type="checkbox"/> OK <input checked="" type="checkbox"/> Cancel + Add  Save <input checked="" type="checkbox"/> Delete

Activity Log - Service Desk

Interaction ID:	SD2199439		
Date of Activity:	<input type="text" value="30/01/2023 22:25:40"/>	Activity Type:	<input type="text" value="Update from customer"/>
Recording Operator:	<input type="text" value="Jazlina Binti Jamaludin"/>	Activity Number:	<input type="text" value="001A18286082"/>
	<input checked="" type="checkbox"/> Visible to Customer?		

Description of the Activity Performed:

Testing Testing...



Close Requests Tickets

Click any Open Requests and open the ticket to view. Click the **Update** button to view the ticket information

Interaction: SD2197093

← Back **Update**

Incident Details (Non IT)

Request Detail(Non IT)	Contact Information...		
Interaction ID:	SD2197093	Contact Name:	JAZLINA BINTI JAMALUDIN-V00321
Status:	New	Department:	VADS Berhad/subscription
Open Time:	29/01/2023 18:32:02	Phone:	019-4423344
User SLA Target Date:		Extension:	
Requested For:	JAZLINA BINTI JAMALUDIN-V00321	E-mail:	jazlina.jamaludin@vads.com
Submitted By:	Jazlina Binti Jamaludin	Location:	MENARA TM ONE
Notify By:	E-mail	Floor:	LVL 9
Service Category *	Account Payable		
SubCategory *	Payment		
Area *	Invoice Status		
SubArea			
Assignment Group	FINSSO-AP Invoicing		FINSSO-AP Invoicing

Click the **Close Request** button to close the ticket

Interaction: SD2197093

← Back
 Save & Exit
Close Request

Incident Details

Request Detail

Request ID:	<input type="text" value="SD2197093"/>	Service Category *	<input type="text" value="Account Payable"/>
Status:	<input type="text" value="New"/>	Sub Category *	<input type="text" value="Payment"/>
Requested For:	<input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>	Area *	<input type="text" value="Invoice Status"/>
Open Time:	<input type="text" value="29/01/2023 18:32:02"/>	SubArea	<input type="text"/>
Submitted By:	<input type="text" value="JAZLINA BINTI JAMALUDIN-V00321"/>	Assignment Group	<input type="text" value="FINSSO-AP Invoicing"/>
Notify:	<input type="text" value="E-mail"/>		
Telephone	<input type="text"/>		<input type="button" value="Account"/>
Title:	<input type="text" value="Testing Purpose Only"/>		<input type="button" value="Payme"/>
Description:	<input type="text" value="Testing Purpose Only"/>		<input type="button" value="Invoice"/>
			<input type="button" value=""/>

Select the reason to close the request. Click the **Submit** button to close the ticket

- ❖ *The ticket will be disappeared from View Open Requests lists. The ticket will be move to View Closed Requests lists once the ticket closed*

SD2197093

← Back
Submit

A red asterisk (*) indicates required information.

Select the reason for closing this request

No longer having the problem

Other