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# Home Fibre Order Management (Zendesk)

Guide for account activation, Login and Create Ticket



# Applying New User Access

New user access request must go through respective Maxis Account Manager.

- Maxis Supervisor / Area Manager please use the below template and send to FOS for new user ID access.
- Email to NSALSABILA@maxis.com.my; NFARIZA@maxis.com.my; PEIQIAN@maxis.com.my; AGUSSETYOB@maxis.com.my; TTANGA@maxis.com.my; FOS@maxis.com.my
- Email Subject: REQUEST NEW ZENDESK ACCESS | DEALER CODE XXXXX

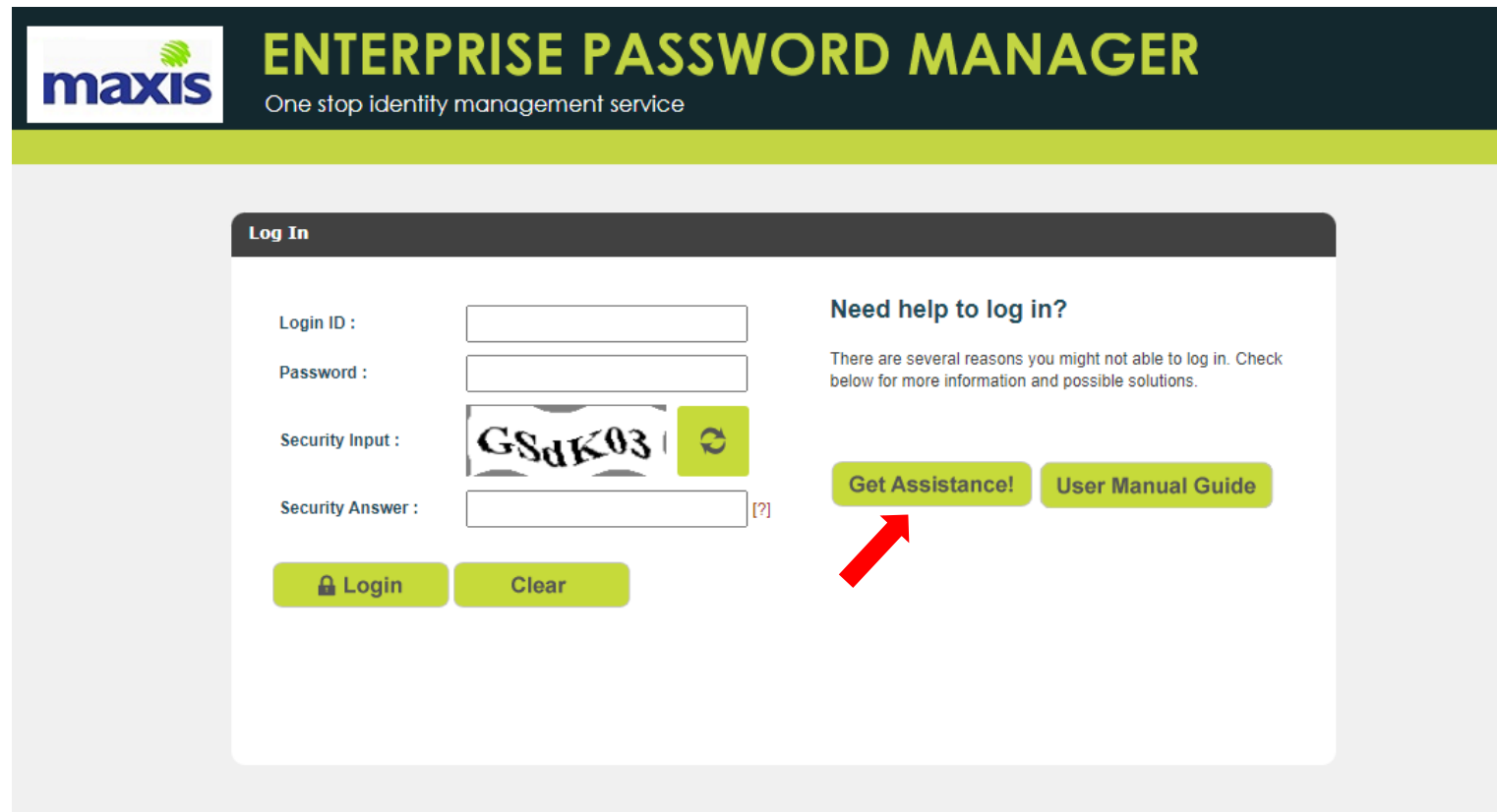
Dealer agent full name	Dealer agent email	Dealer agent mobile no	Dealer agent IC no	Dealer Code	Region	Dealer company name	Company Address	Supervisor/AM Maxis ID	Supervisor/AM Name
*	*	*	*	*	*	*	*	*	*

\*Mandatory to fill up all details



# Account activation via Enterprise Password Manager (EPM portal)

- Step-by-step guide to begin account activation (Dealer Pass Activation)
1. Once you have the new Login ID, surf to <https://dealerpass.maxis.com.my:8443/urServiceWeb/>
  2. Click Get Assistance!





3. Click I'm new and I do not know what to do in order to sign on.
4. Click Begin Account Activation

**maxis** **ENTERPRISE PASSWORD MANAGER**  
One stop identity management service

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

There are several reasons you might not able to log in. Check below for more information and possible solutions.

- > I forgot my account password.
- > I forgot my Login ID.
- > I forgot my Challenge Response Question
- > I'm new and I do not know what to do in order to sign on.

**ENTERPRISE PASSWORD MANAGER**  
One stop identity management service

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There are several reasons you might not able to log in. Check below for more information and possible solutions.

- > I forgot my account password.
- > I forgot my Login ID.
- > I forgot my Challenge Response Question
- > I'm new and I do not know what to do in order to sign on.

[?] If you are an eligible new employee, you will be informed about your log in.

**Self-assisted Activation using one time password on registered mobile number**  
You need to have mobile number registered with HR in order to proceed to activation process. You have to provide one time password on registered mobile number and answer your challenge response question first during activation process.

**Begin Account Activation**



5. Please key in the Login ID or Citrix ID that has been created for you.
6. Key in the Security Answer as shown in the Security input.
7. Click Continue

**maxis** **ENTERPRISE PASSWORD MANAGER**  
One stop identity management service

**Account Activation**

Steps

User Confirmation — Authentication — Terms and Conditions — Authentication Configuration — Setup Password

Login ID :  sample

Security Input :  

Security Answer :  ?]






8. Please enter **One Time Password (OTP)** sent to the registered mobile number
9. Click **Continue** and you will be asked to agree the terms/condition and setup security question in case you forgot/lost your password.

### Account Activation

Steps

User Confirmation **Authentication** Terms and Conditions Authentication Configuration Setup Password

 Sorry Email unable to send out, please contact administrator.

Login ID : F683700020103

You will receive an One Time Password SMS key on your mobile number and email address, please enter the code you have received.  
Did not receive? [Send Again](#)

Your registered mobile number and email address are XXXXXXXX698 and someone@gmail.com

One Time Password :





10. At the last page you are required to setup password – please ensure your password is 15 character long and contain alphanumeric:-

- Password length – 15
- Include uppercase letter (e.g. ABCDEFGH)
- Include lowercase letter (e.g. abcdefgh)
- Include numbers (e.g. 12345)
- Include symbols (e.g. @\$%)

11. Click **Continue** to complete account activation

**Account Activation**

Steps

User Confirmation — Authentication — Terms and Conditions — Authentication Configuration — **Setup Password**

Login ID : EBB00006

Please setup a password for login

New Password :  Password Strength [?]

Confirmed Password :  **sample**





# Accessing to the Home Fibre Order Management (Zendesk)

## Home Fibre Order Management

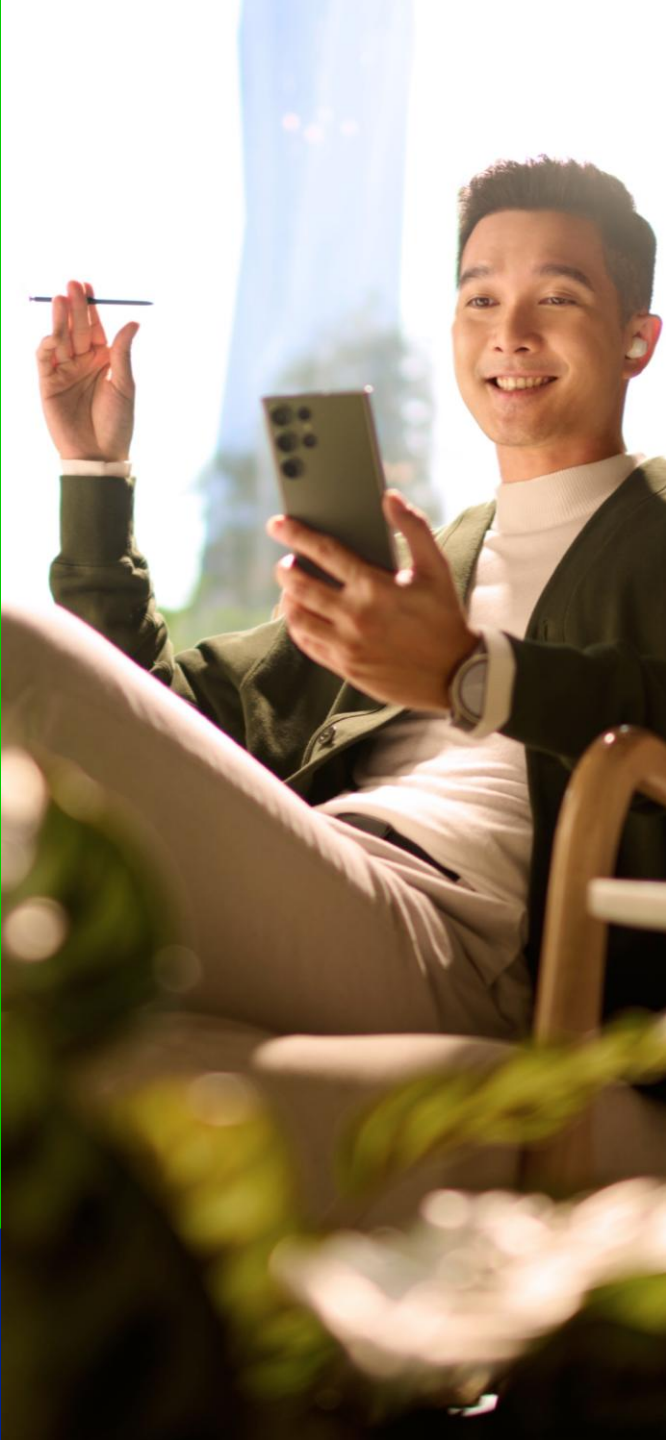


Kindly Sign In Below

 I AM A DEALER

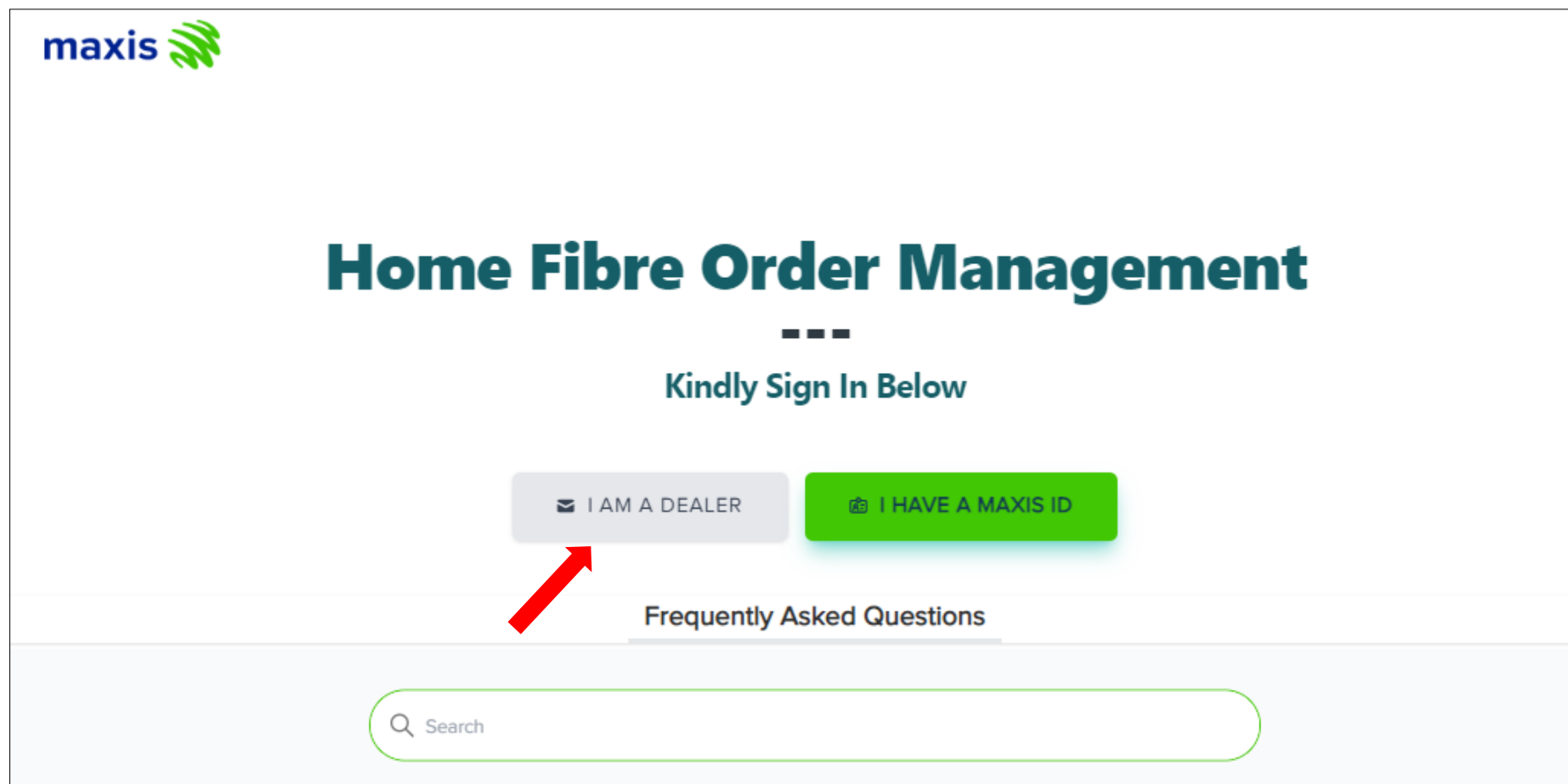
 I HAVE A MAXIS ID

Frequently Asked Questions





1. Go to link <https://fibre.maxis.com.my/>
2. Choose I AM A DEALER





3. Click Sign in to one of the following sites:
4. Choose Home Fibre Order Management
5. Click Sign in

Maxis DSSO

You are not signed in.

Sign in to this site.

Sign in to one of the following sites:

- Home Fibre Order Management
- CRM Prod
- CSM Manual
- FSM Production
- Home Fibre Order Management
- HSBB\_Domain
- HSBB\_Redirect
- TPM login

Maxis DSSO

You are not signed in.

Sign in to this site.

Sign in to one of the following sites:

Home Fibre Order Management

Sign in



6. Please sign-in using the Login ID/Citrix ID and password that was activated earlier.
7. Click **Sign in** and it will redirect to your Zendesk home page.

Maxis DSSO

Sign in with your organizational account

F683700020103@ctrxfarm.men.maxis.com.my

.....

Sign in

\*remember to add @ctrxfarm.men.maxis.com.my next to your login ID during sign in



8. Once logged-in, you may submit ticket request / enquiry by either clicking option 1 or 2

maxis

Submit a request Abby Goh Pei Qian

# Home Fibre Order Management

Have a request? Submit below

**Submit Your Request**

I want to check my previous orders.

Check My Orders



8. Choose your ticket type related to your enquiry and fill in order details and description.

Maxis > Submit a request

### Submit a request

Ticket Type  
-

Order ID  
F5130898

Description  
Hi Team,  
Address is unit missing, pls refer to the TNB / Lat & Long as attached.

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments (optional)  
Attach Utility bill / Pic of house / Google maps here

Submit

### Submit a request

Ticket Type

- 
- Pre Installation
- DNC – Installation Related
- Return Orders

Ticket Type  
Pre Installation

Subject

- Check Order Status
- Cancellation
- Coverage/Infra Check
- Dect Phone/4G Backup Dongle/Mesh WiFi
- Demand List
- Duplicate Order

Description

Subject will appear in the drop-down list after selecting Ticket Type



# Ticket Categorization

## Ticket Type: Pre-Installation

*Enquiry related to order before installation*

### Subject:

- Billing Enquiry
- Check Order Status
- Cancellation
- Cancel NGBB Slot
- Coverage Infra Check
- Demand List
- Duplicate Order
- Fibre Promo/Rebate
- Port Full
- Presale
- Relocation
- Reschedule Appointment
- Transfer Request
- Update Customer Details/Contact No/TMID
- TM Portal Issue/BTU No
- Unable To Submit Order
- VOIP Issue

## Ticket Type: DNC – Installation Related

*Enquiry related to order during installation*

### Subject:

- Check Installer Location
- Installation - Non-Standard Charges
- Installation Cabling Issue
- Internet Down After Installation (within 24 hours)
- NGBB No Postcode in Dealernet
- Order Not Completed/Pending To Close
- Order Wrongly Completed
- Request Additional NGBB Slot
- Service Request (Device Related)

## Ticket Type: Return Order

*Enquiry related to order after or failed installation*

### Subject:

- Building Management Issue
- Cancel Return Order
- Check Return Status
- Customer Deferment
- Installer No Show
- Infra/Port Issue
- Reschedule Returned Order
- SR Return (Service Reconfiguration)
- Wrong Address



9. To check your ticket submission – click on **Check My Orders**

### Have a request? Submit below


Submit Your Request

I want to check my previous orders.

Check My Orders




## F5130898 - Pre-Installation

 Abby Goh Pei Qian  
a few seconds ago

Hi Team,

Address is unit missing, any update on demand list status?



Should you need to add comment or ask for update, please reply here..

Requester	Abby Goh Pei Qian
Created	Today at 23:03
Last activity	Today at 23:03

<b>Id</b>	<b>#186</b>	This is the ticket ID
Status	<b>Open</b>	
Priority	Normal	Ticket ID will start with #
Ticket Type	Pre-Installation	
Subject	—	
Subject	Demand List	
Subject	—	
Others	—	
Order ID	F5130898	



10. Ticket status and its description.

Requester	Abby Goh Pei Qian
Created	Today at 23:03
Last activity	Today at 23:03
<hr/>	
Id	#186
Status	<b>Open</b>
Priority	Normal
Ticket Type	Pre-Installation
Subject	—
Subject	Demand List
Subject	—
Others	—
Order ID	F5130898

< Status
New
Open
On-hold
Awaiting reply
Solved
Closed

In-progress – FOS is checking on the ticket


Pending – ticket is pending for your reply or additional info/document is required

Solved – ticket is replied, or issue resolved



11. Email notification is sent for every ticket submitted

\*Sample email for new ticket creation

 **Home Fibre Order Management** 6 days ago  
to me ▾

Your request (80) has been received and is being reviewed by the Home Fibre Order Team.


**\*\* THIS IS A NOTIFICATION DO NOT REPLY \*\***

Please visit the Home Fibre Order Portal at <https://fibre.maxis.com.my> to check your status

**Don't reply via email** 

**Reply ticket in Zendesk only** 

\*Sample email for ticket created outside business hour

 **Home Fibre Order Management** Yesterday  
to me ▾


Out Of Office.

Your request (162) has been received. Maxis will attend the ticket during next working hours.

**\*\* THIS IS A NOTIFICATION DO NOT REPLY \*\***

Please visit the Home Fibre Order Portal at <https://fibre.maxis.com.my> to check your status

\*Sample email for ticket updates

 **Home Fibre Order Management** Yesterday  
to me ▾

Your request (28) has been updated.

**\*\* THIS IS A NOTIFICATION DO NOT REPLY \*\***

To check directly your ticket updates click here ->  
<https://fibre.maxis.com.my/hc/en-us/requests/28>



- 12. Viewing individual ticket, CC'd ticket and organizational ticket.
  - i. Go to your profile on the top right page
  - ii. Choose Requests

**maxis**

Submit a request Abby Goh Pei Qian

**Requests**

Ticket created by others, but you were in the loop

All tickets created under same organization

My requests | Requests I am CC'd on | Organizational requests

1 request **Your ticket**

Filter

Subject	ID	Created date	Updated date	Status	
F5130898 - Pre-Installation	#186	Jul 21, 2022	25 minutes ago	Open	



13. Frequently Asked Questions (FAQ) is available at the bottom of the main page.

**Have a request? Submit below**

[Submit Your Request](#)

I want to check my previous orders.

[Check My Orders](#)

**Frequently Asked Questions**

Search

**General**

- [4G Backup Sim](#)
- [Existing Broadband User](#)
- [e-billing](#)
- [Maxis Fibre Account](#)
- [Fibre Connection Issue](#)
- [Relocation](#)

**User Access**

- [Can't access account - Password Reset](#)
- [Dealer/Reseller Access - How to Login Home Fi...](#)
- [Maxis Centre Access - How to Login Home Fibr...](#)
- [I am unable to access Home Fibre Order Mana...](#)

[See all questions](#)

**Fibre Submission/Registration**

- [Transfer Request](#)
- [Demand List](#)
- [Port Full Submission](#)
- [Maxis Fibre Plan Upgrade](#)
- [Foreigner Fibre Registration](#)
- [Minimum Age Requirement For Fibre Registrati...](#)

# Zendesk – Announcement & FAQ



14. In the event other system/portal is down, we will notify via Zendesk. Announcement alert will pop-up once you logged in to Zendesk

The screenshot shows a web page for 'Home Fibre Order Management' with a dark teal announcement banner at the top. The banner contains a megaphone icon, the text 'System Announcement: TM Portal', the message 'TM Portal intermittent issue. Team is working on to resolve the issue. Apologize for the inconvenience.', and a close button 'x'. Below the banner is the Maxis logo, a 'Submit a request' link, and a user profile 'user'. The main heading is 'Home Fibre Order Management' with three dots below it. A central call to action says 'Have a request? Submit below' with a large green 'Submit Your Request' button and a grey 'Check My Orders' button. At the bottom, there are links for 'Frequently Asked Questions' and 'Announcements', with the latter highlighted by a red box.



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# Thank You