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e-MSPO Helpdesk

Dear Valued Stakeholders,

We are pleased to introduce the e-MSPO Helpdesk; an online platform designed to enhance support services and improve issue resolution efficiency for all users of the e-MSPO system.

Objective of the helpdesk

The e-MSPO Helpdesk serves as a centralized support platform where stakeholders can:

- Report system-related issues and errors
- Request for technical assistance
- Submit inquiries regarding the e-MSPO functionalities
- Track the submission status on the issues and requests

Availability & access

The e-MSPO Helpdesk will be officially launched on 5 February 2025. Users can access via:

<https://helpdesk.mspots.org.my:8443/helpdesk/>

How to use the helpdesk

1. Click 'submit a ticket'.
2. Provide relevant details and attach supporting documents/screenshots.
3. Submit the request and receive a tracking ID and link through the email fill in.
4. Track updates and responses through 'view existing tickets'.

Support contact

For further clarification, stakeholders may also reach out to the e-MSPO Unit or IT Unit via email at emu@mspo.org.my or itu@mspo.org.my

We encourage all stakeholders to utilize the e-MSPO Helpdesk for a streamlined support experience.

Thank you for your cooperation.

Malaysian Sustainable Palm Oil

5 February 2025