



**USER GUIDELINE**

# **PUNB MYHELPDESK**

**Track your inquiry easily**



<https://myhelpdesk.punb.com.my/>

A photograph of a white sign with the word "Helpdesk" written in a large, bold, black, sans-serif font. The sign is pinned to a grey corkboard with two black pushpins. The background of the entire image features a light grey background with a pattern of white circles of varying sizes, and a large, curved, teal-colored shape on the right side.



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**PUBLIC USER**

Login Page of PUNB Online  
<https://entreportal.punb.com.my/login>



PERBADANAN USAHAWAN NASIONAL BERHAD  
قربانين اوسهاون ناسيونال برحد

## Log in to PUNB Online

☐ Remember me[Forgot password?](#)

Log In

No Account? Sign up [here](#).

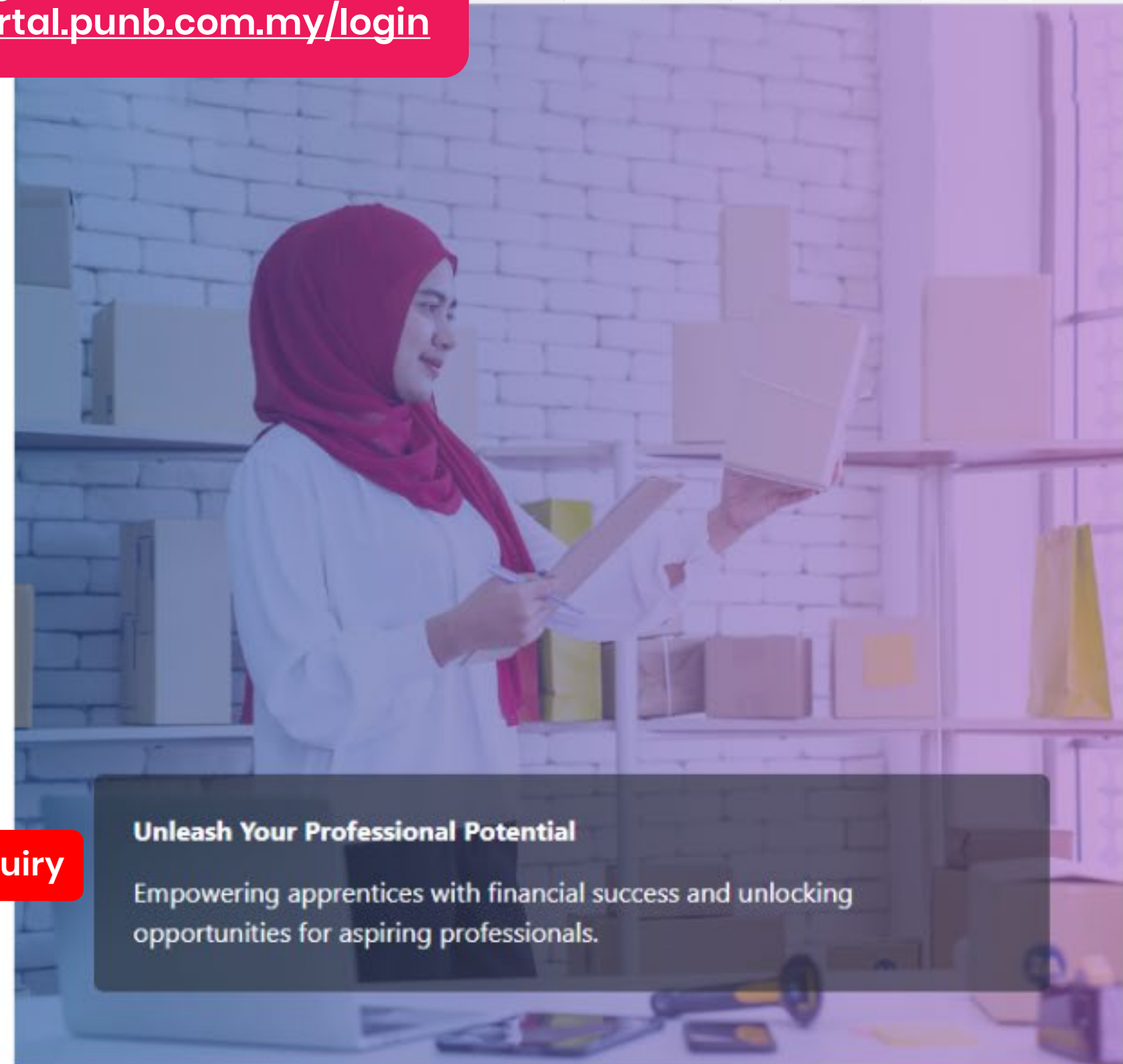
Go to [Portal for M](#)

Click here if you have an inquiry

Untuk sebarang isu teknikal berkaitan pendaftaran atau permohonan, sila kemukakan pertanyaan anda melalui sistem [My Helpdesk](#).

For any technical issues related to registration or application, please submit your enquiry via [My Helpdesk](#) system.

Best viewed using latest versions of Chrome, Firefox, Safari, Microsoft Edge



### Unleash Your Professional Potential

Empowering apprentices with financial success and unlocking opportunities for aspiring professionals.





 English

1 Click here for language options

PUNB MY HELPDESK

Track your inquiry easily.

Track My Inquiry


Please enter your Tracking ID.


Track

New Inquiry

2 Click the New Inquiry button

# INQUIRY FORM

PUNB MyHelpDesk

English

1

Select inquiry type

2

Fill in your Full Name as per IC

3

Fill in valid Email address

4

Tick the check box if you want to be contacted through phone and fill in your Phone Number

5

Select specific inquiry

6

Fill in your inquiry details

7

Upload your inquiry attachment

8

Tick the check box and click the Submit My Inquiry button

Product Inquiry  
(i.e. Pembiayaan Prosper, Jumper, Prosper SAFE, Customer Service)

Full Name \*

Enter Your Fullname as per IC

Phone Number

☐ Can be contacted

Enter Your Phone Number

Details \* Maximum 1000 characters

Enter Your Inquiry Details

0/1000


Upload File (Min Size: 5MB, Only accept file format: .jpg, .jpeg, .png, .pdf, .doc, .docx, .xls, .xlsx, .ppt, .pptx)

Choose File

No file chosen

☐ By submitting this form/inquiry, you agree and consent to the collection, use, and processing of your personal data by PUNB in accordance with PUNB's Privacy Notice, available on PUNB's official website.

☐ I'm not a robot

reCAPTCHA  
Privacy · Terms

Submit My Inquiry

Inquiry on System Related  
(i.e. Update Personal Details, Update Company Details, Financing Application Details, Email Notification)

Email \*

Enter Your valid email address

Select an Inquiry About \*

Select an Inquiry About

# PUNB ONLINE USER

Logged in to your account  
<https://entreportal.punb.com.my/login>



My Helpdesk



Home

My Info

Apprentice



Click the My Helpdesk button  
if you have an inquiry

Hi [REDACTED], Welcome Back!

A promotional banner for 'PROSPER IMPACT (e-PEROLEHAN)'. On the left, there is a 3D isometric illustration of a business transaction, showing a person at a desk, a large '5' representing millions, and a sign that says 'JUMLAH PEMBIAYAAN SEHINGGA RM5 JUTA' (Total financing up to RM5 million). The main text in the center reads 'DARI KONTRAK KE KEJAYAAN, MEREALISASIKAN IMPIAN!' (From contract to success, realize your dream!) followed by 'Memperkukuh perjalanan kontrak kerja dengan lebih teratur' (Strengthening the contract work journey with more order). The 'PROSPER IMPACT (e-PEROLEHAN)' logo is in the bottom right, along with a pink button that says 'Mohon Sekarang' (Request Now).





 English

1 Click here for language options

PUNB MY HELPDESK

Track your inquiry easily.

Track My Inquiry


Please enter your Tracking ID.


Track

New Inquiry

2 Click the New Inquiry button

# INQUIRY FORM

PUNB MyHelpDesk

English

1

Select inquiry type

2

Tick the check box if you want to be contacted through phone and fill in your Phone Number

3

Select specific inquiry

4

Fill in your inquiry details

5

Upload your inquiry attachment

6

Tick the check box and click the Submit My Inquiry button

Product Inquiry

(I.e Pembiayaan Prosper, Jumper, Prosper SAFE, Customer Service)

Inquiry on System Related

(I.e Update Personal Details, Update Company Details, Financing Application Details, Email Notification)

Full Name \*

Phone Number ☐ Can be contacted

Enter Your Phone Number

Email \*

Select an Inquiry About

Select an Inquiry About

Details \* Maximum 1000 characters

Enter Your Inquiry Details

0/1000


Upload File (Min Size: 5MB, Only accept file format: jpg)

Choose File

No file chosen


☐ By submitting this inquiry, you agree and consent to the collection, use, and processing of your personal data by PUNB in accordance with PUNB's Privacy Notice, available on PUNB's official website. Your data will be used solely for the purposes of your query and handled in compliance with applicable data protection laws.

☐ I'm not a robot

reCAPTCHA  
Privacy - Terms

Submit My Inquiry

PUNB MyHelpdesk DEV: We received your inquiry - INQ-99B-55120 Inbox x



**PUNB MY HELPDESK** <no-reply@punb.com.my>  
to me ▾

10:46 AM (48 minutes ago) ☆ 😊 ↩ ⋮

Dear [REDACTED]

We have received your inquiry with tracking ID:

**INQ - 99B - 55120**

We will process your inquiry and get back to you soon.

Please use the reference ID above to track the status of your inquiry.

Please press the button below to check the latest status.

Track your status

Thank you for choosing PUNB MY HELPDESK.

Regards,  
PUNB MY HELPDESK

NOTE: This link is valid for 30 minutes from the time it is sent to you. You need to enter the inquiry ID above and press the 'Check inquiry' button at <https://myhelpdesk.punb.com.my> to get a new link.

Once inquiry submitted, you will receive a tracking ID via email

2

To track the progress of your inquiry, copy the tracking ID

OR



2

Click the Track your status button

A response will be provided within three (3) working days.





 English

### PUNB MY HELPDESK

Track your inquiry easily.

Track My Inquiry

1

Paste your tracking ID here

Please enter your Tracking ID.

2


Click the Track button


Track

New Inquiry

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# TRACKING STATUS LINK

 **PUNB MyHelpDesk**

[User Manual](#)  English

**PUNB MY HELPDESK**

A tracking link has been sent to your email address a\*\*\*\*\*nb@gmail.com  
Please check your email.

The link is valid for 30 minutes from the time it is sent to you. You will need to click the "Request New Tracking Link" button to generate a new tracking link.

Request New Tracking Link

Back to Home Page

1

You will receive a tracking status link via email

Refer Page 9

2

Click the Request New Tracking Link button if the link has expired

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Design & Develop by PUNB

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# CLOSE INQUIRY

13

PUNB MyHelpdesk DEV: INQ-5B2-19447 - Resolve & Pending User Acceptance Inbox x

**PUNB MY HELPDESK** <no-reply@punb.com.my>  
to me, hilmi\_zamri, rozielawati\_rusli, hanis\_sanusi, athirah\_azalan, khairul\_nazri

3:08 PM (0 minutes ago) ☆ 😊 ↩ ⋮

1

Once the PUNB officer has solved your inquiry, you will receive an email as follows:

(Classification: Proprietary)

Assalamualaikum.

Dear [REDACTED]

We are pleased to inform you that the task associated with the ticket below has been completed. Kindly confirm acceptance.

**Entrepreneur Name:** [REDACTED]  
**Entrepreneur Email:** [REDACTED]  
**Entrepreneur Contact No:**

**Inquiry Type:** Product  
**Details:**  
Testing untuk user manual

**Report Update**

**Solution Notes:**

To confirm your acceptance, please click the "Accept" button below. Kindly note that the report status will be updated to **Closed** after you click the button.

**Accept** **Incomplete**

Thank you  
PUNB MY HELPDESK

2

Click the Accept button to close the inquiry

**Tracking Details show your inquiry is Closed**



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A large, circular image on the right side of the slide shows two hands cupped together, holding a glowing, golden-yellow orb. The orb has a bright light emanating from it, creating a lens flare effect. The words "THANK YOU" are written in a bold, blue, sans-serif font across the center of the orb. The background of the slide is white with faint, light blue circles and decorative red and blue curved shapes at the corners.

**THANK  
YOU**