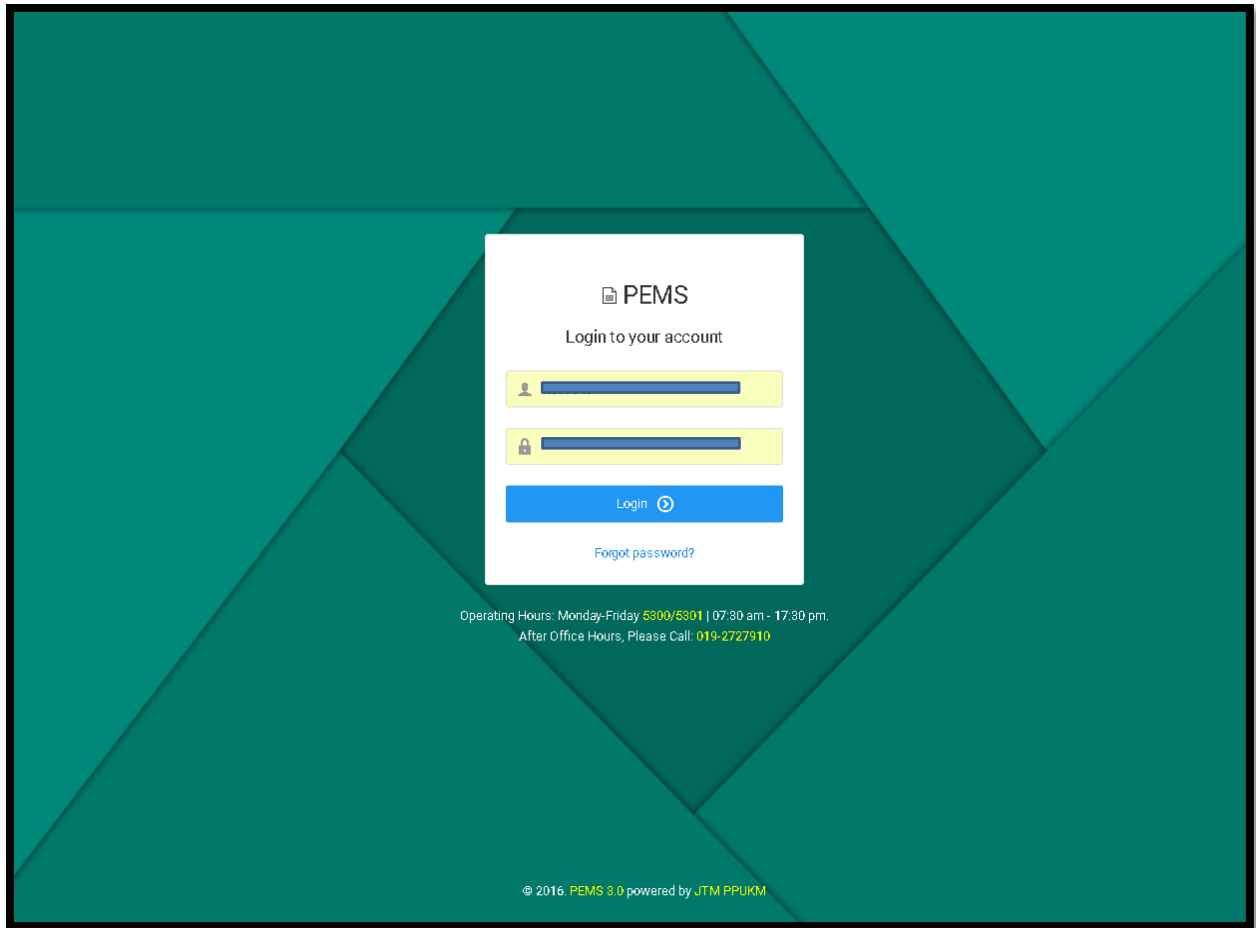


Rajah 1

1. Pengguna perlu capai pada pautan <https://aduanit.ppukm.ukm.my//>
2. Sila rujuk paparan seterusnya



1. Untuk kali pertama log masuk, perlu masukkan UKM PER sebagai ID dan Katalaluan
2. Klik pada butang *Login*
3. Sila rujuk paparan seterusnya

First time log-in
Please complete the form below

[Name field]

[Email field]

[Phone field]

[Telephone field]

[Password field] Strongest Re-type Password

[Password field] Success

Submit →

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1. Kemaskini maklumat emel, nombor telefon bimbit dan nombor sambungan (*ext*)
2. Pengguna perlu masukkan katalaluan yang baru sehingga sistem sahkan katalaluan anda adalah *Strongest*
3. Masukkan sekali lagi katalaluan yang baru untuk pengesahan dari sistem dan klik butang *Submit*
4. Sila rujuk paparan seterusnya

PEMS 3.0

MAIN

Dashboard

LEGEND

Problem
Request
Help

Send Your Report / Thu, 24 Nov 2016 08:29:07 GMT

Complete form below and submit report. Our staff will contact you shortly, thank you.

YOUR INFORMATION

E-mail

Contact No. (HP)

013-2406405

Ext. No.

6600

Problem / Request

Printer tidak boleh dicetak

Location

(5B) SURGERY 1: Male

Attachment (CTRL Key for multiple image)

Choose Files SENARAI KE... N (3).docx

Submit

REPORT RELATED TO YOU

0 report(s) found

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1. Masukkan semua maklumat seperti paparan di atas
2. Pilih lokasi aduan yang dilaporkan
3. Klik butang *ctrl* dan pilih fail untuk dimuatnaik sebagai lampiran (sekiranya pilihan lebih dari 1 lampiran)
4. Sila rujuk paparan seterusnya

PEMS 3.0

MAIN

Dashboard

LEGEND

Problem
Request
Help

Send Your Report / Thu, 24 Nov 2016 08:33:23 GMT

Complete form below and submit report. Our staff will contact you shortly, thank you.

YOUR INFORMATION

E-mail

Contact No. (HP)

Ext. No.
6600

Problem / Request
Enter problem/request here

Location
Please select your location...

Attachment (CTRL Key for multiple image)
Choose Files No file chosen

Submit

REPORT RELATED TO YOU

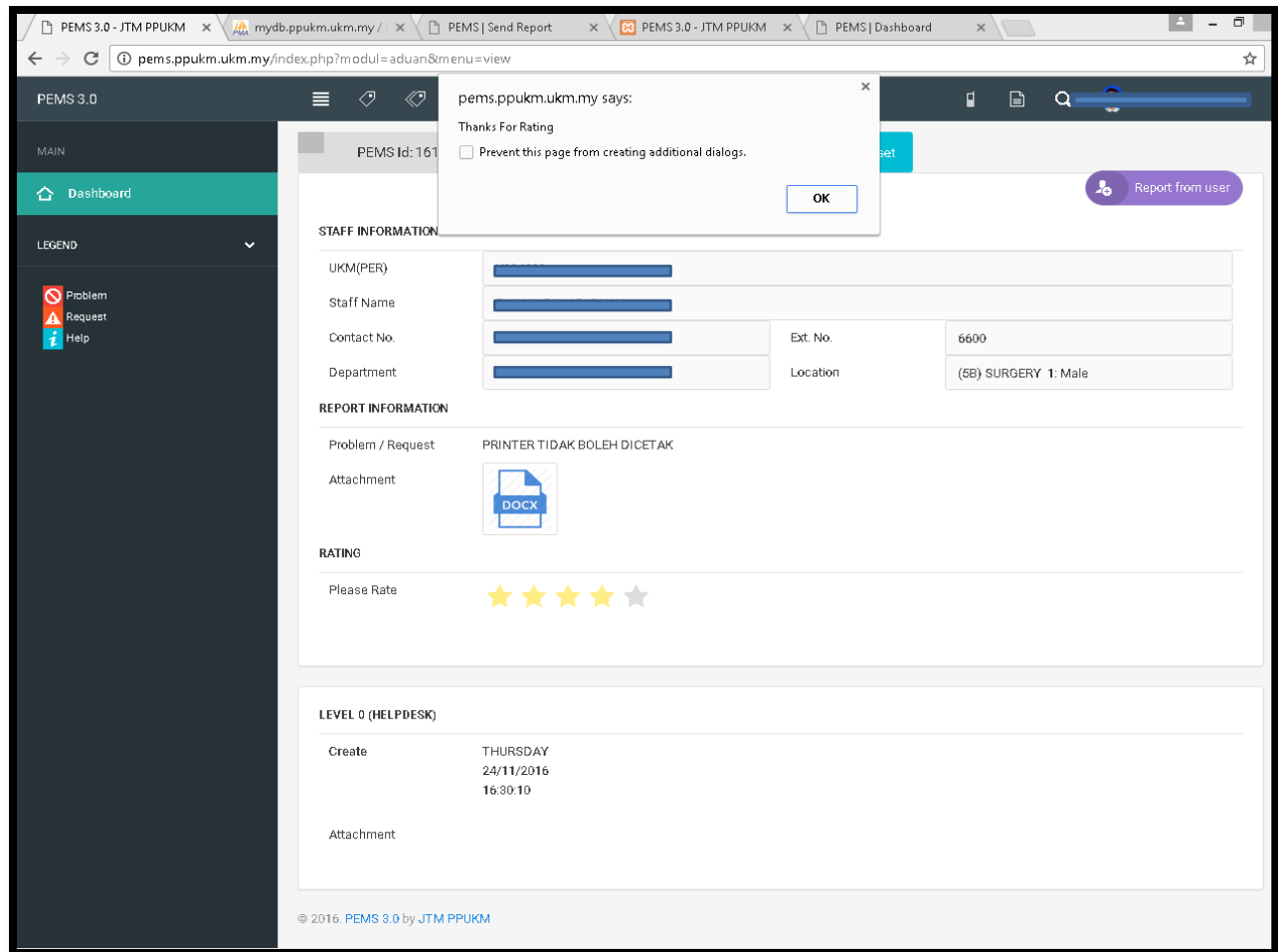
PEMS ID	DATE	STATUS	★
161124007	24/11/2016 16:30:10	U	0

Legend

U	Send report to Helpdesk	H	Helpdesk review report
B	Report solved by Helpdesk	S	Report assign to Level 1
A	Level 1 take action	D	Report solved by Level 1
E	Report being escalate to Level 2	G	Level 2 take action
R	Report solved by Level 2	C	Report re-escalate
P	Made an Appointment	X	Level 3 take action
Y	Report solved by Level 3	T	Report has been cancelled
K	Drafted report		

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1. Pengguna boleh semak aduan pada *dashboard* tersebut
2. Aduan yang telah dihantar akan dipaparkan pada paparan sebelah kanan
3. Pergerakan status tindakan seperti petunjuk pada skrin di atas
4. Sila rujuk paparan seterusnya



1. Pengguna boleh membuat *rating* (tahap kepuasan pelanggan) seperti paparan di atas dan klik butang *OK*
2. Sila rujuk paparan seterusnya

PEMS 3.0

MAIN

Dashboard

LEGEND

Problem
Request
Help

Send Your Report / Thu, 24 Nov 2016 09:10:40 GMT

Complete form below and submit report. Our staff will contact you shortly, thank you.

YOUR INFORMATION

E-mail

Contact No. (HP)

Ext. No.
6600

Problem / Request
Enter problem/request here

Location
Please select your location...

Attachment (CTRL Key for multiple image)
Choose Files No file chosen

Submit

REPORT RELATED TO YOU

PEMS ID	DATE	STATUS	★
161124007	24/11/2016 16:30:10	D	5

Legend

U	Send report to Helpdesk	H	Helpdesk review report
B	Report solved by Helpdesk	S	Report assign to Level 1
A	Level 1 take action	D	Report solved by Level 1
E	Report being escalate to Level 2	G	Level 2 take action
R	Report solved by Level 2	C	Report re-escalate
P	Made an Appointment	X	Level 3 take action
Y	Report solved by Level 3	T	Report has been canceled
K	Drafted report		

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1. Aduan yang dipaparkan ini telah pun diselesaikan di peringkat *Level 1* iaitu berstatus D
2. Bagi aduan yang berstatus B, D, R , Y adalah aduan yang telah diselesaikan merujuk pada petunjuk di atas
3. Sila rujuk paparan seterusnya

Problem
Request
Help

LEVEL 0 (HELPDESK)

Staff				
Create	THURSDAY 24/11/2016 16:30:10	Accept	THURSDAY 24/11/2016 16:35:29	
Duration (Response)	00:05:19			
Attachment				

LEVEL 1 (ENGINEER)

Staff					
Assign	THURSDAY 24/11/2016 16:36:15	Accept	THURSDAY 24/11/2016 16:36:36	Done	THURSDAY 24/11/2016 16:37:16
Duration (Response)	00:00:21	Duration (Resolution)	00:00:40		

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1. Maklumat *Helpdesk* dan *Level 1 (Engineer)* dipaparkan
2. Sekiranya aduan diselesaikan sehingga ke peringkat Level 2 dan Level 3 juga turut dipaparkan
3. Tempoh masa penyelesaian aduan juga dipaparkan
4. Sila rujuk paparan seterusnya