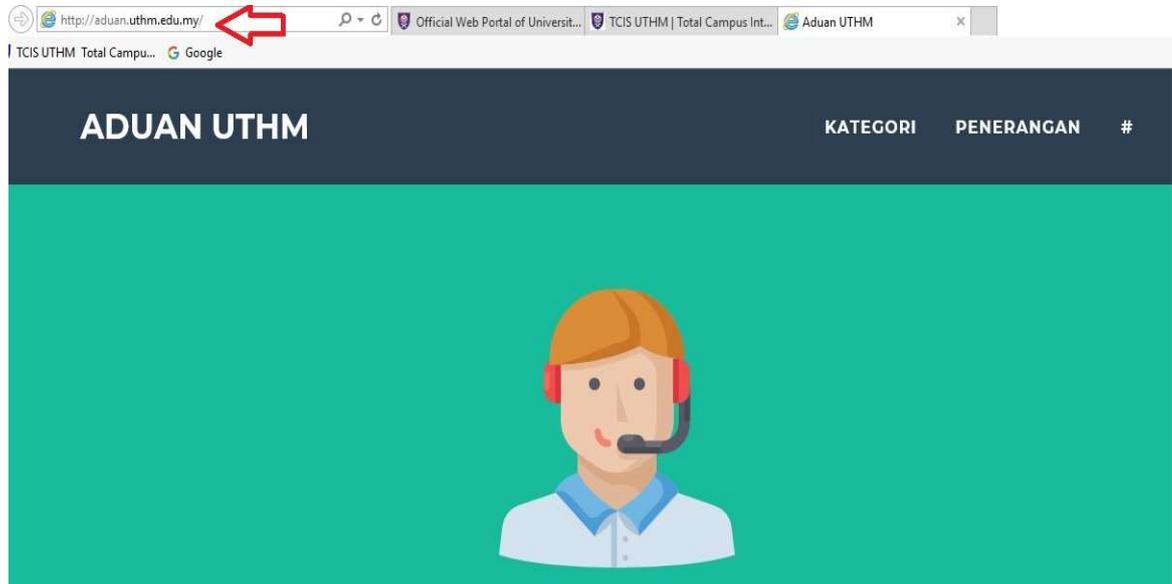
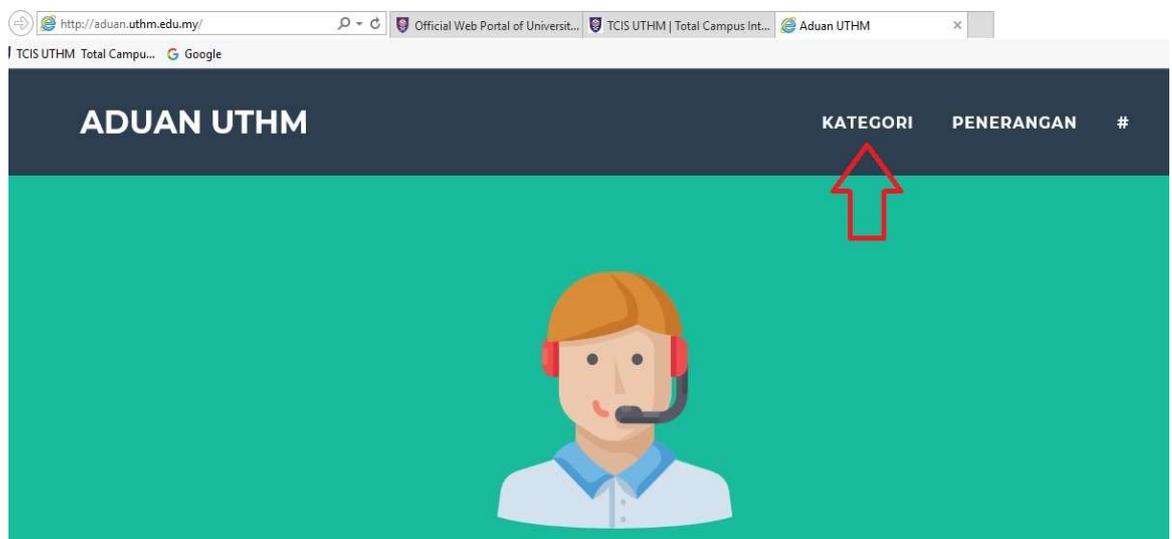


## 1. Login Information (CMMS)

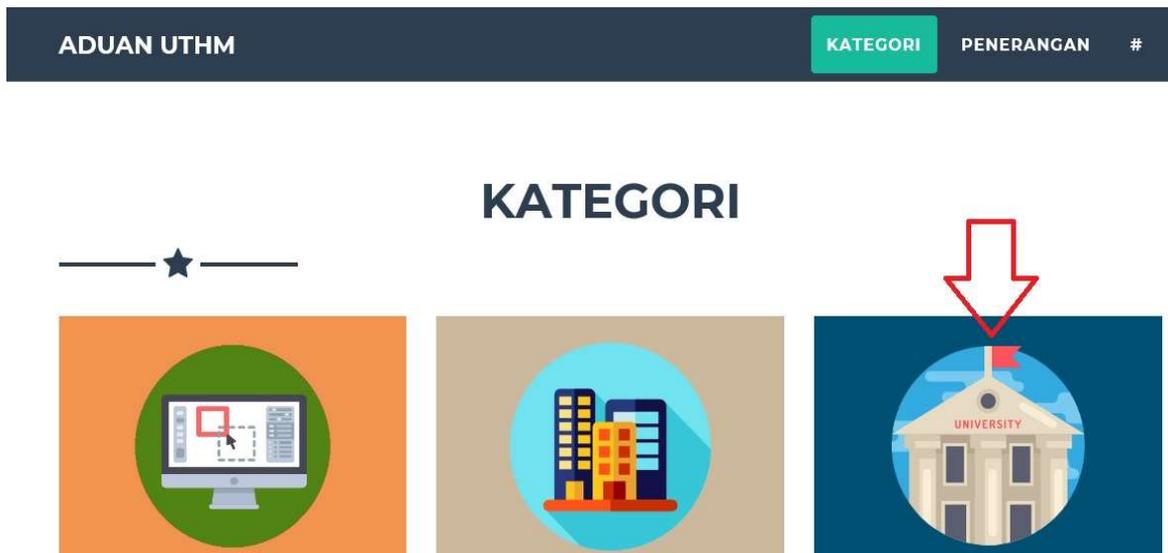
- 1.1 Open the Internet browser and enter the URL “[aduan.uthm.edu.my](http://aduan.uthm.edu.my)”. A login panel will pop up.



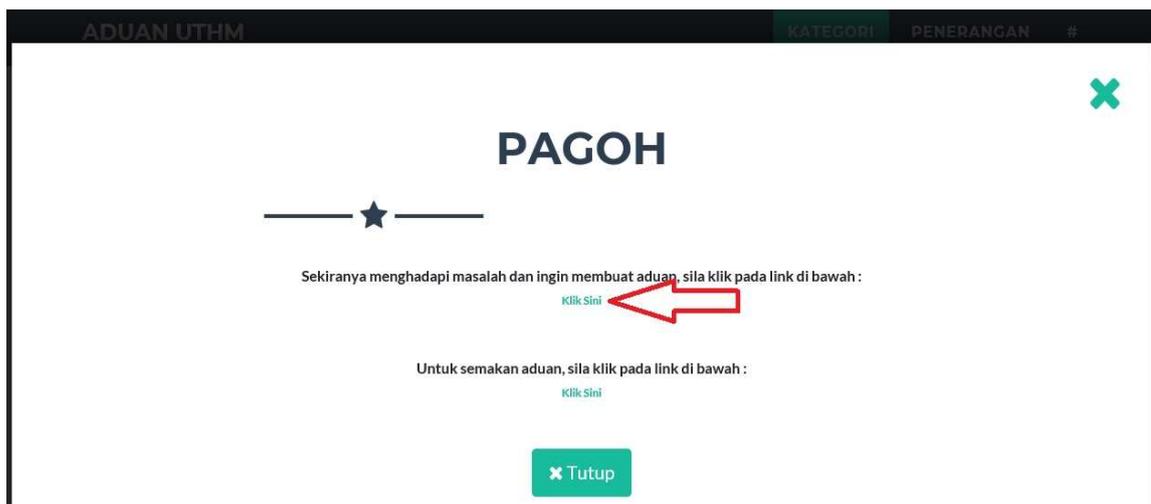
- 1.2 Select icon “KATEGORI”.



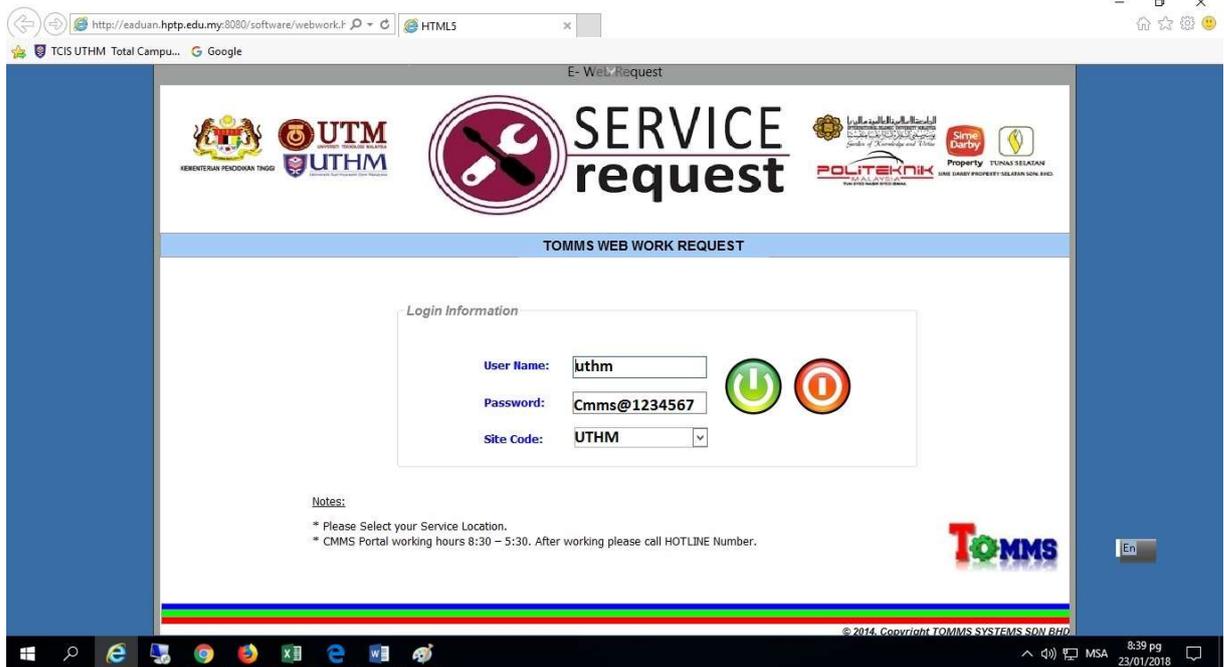
1.3 Select icon "PAGOH".



1.4 Select icon to lodge complaint.

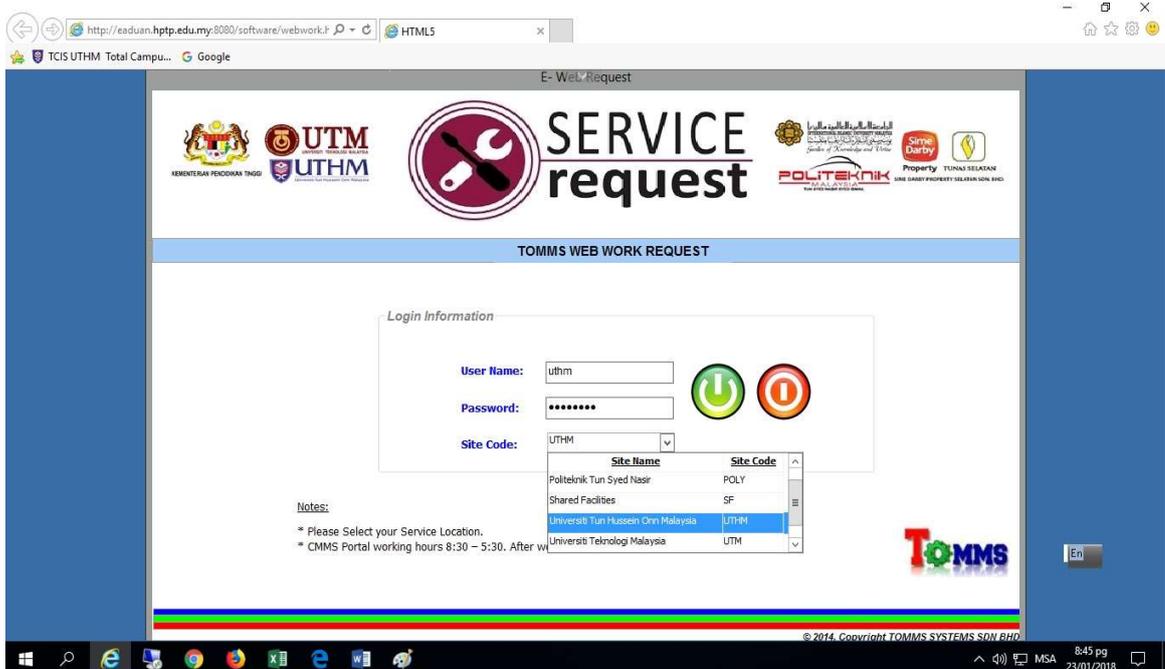


1.5 A log in panel will pop up.



1.6 Please insert all details

- 1.6.1 Enter Username : uthm
- 1.6.2 Enter Password : Cmms@1234567
- 1.6.3 Site Code : UTHM
- 1.6.4 Click on Log on button to enter into the system
- 1.6.5 Click on Cancel button to exit the system



## 2. Create New Work Request (Webwork)

### 2.1 Log in to the Web Work and select/insert Work Request Information.

The screenshot displays a web browser window with the URL <http://eaduan.hptp.edu.my:8080/software/webwork/>. The page features a header with logos for UTM, UTHM, and the 'SERVICE request' system. Below the header, there is a navigation bar with links: 'Submit New Work Request', 'Check Work Request Status', 'Change Password', and 'Logout'. The main content area is titled 'Welcome UTHM - User' and contains a 'Work Request Information' form. The form fields are as follows:

Request Date:	23/01/2018 08:53 Tuesday
Requester Name:	UTHM - User
Office /Ext /Mobile Number:	069742112
Email:	hazni@uthm.edu.my
Work Group:	Information and communication technology
Block:	BLOCK A1 - BLOK PENTADBIRAN (LEFT SIDE)
Level:	ARAS 2
Room No/Location Description:	2.A1.2.082
Work Requested:	PC Hang

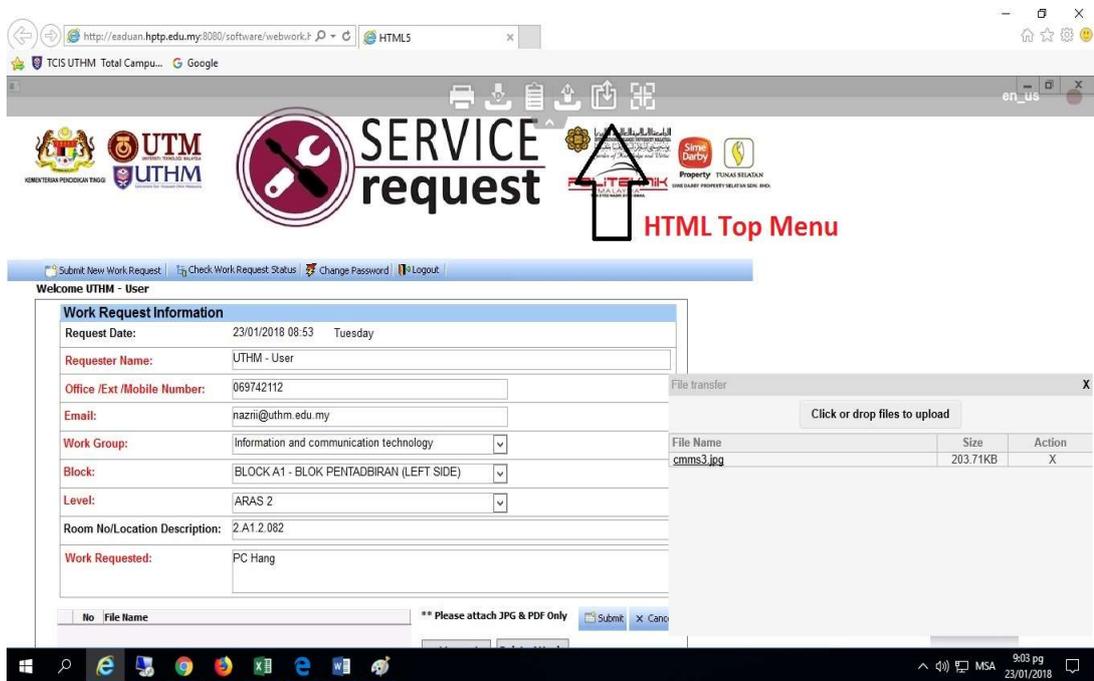
At the bottom of the form, there is a file upload section with a table header 'No File Name' and a note: '\*\* Please attach JPG & PDF Only'. There are 'Submit' and 'Cancel' buttons at the bottom right of the form.

- 2.1.1 Work Group : Information and Communication Technology
- 2.1.2 Block : Block A1 – BLOK PENTADBIRAN (LEFT SIDE)
- 2.1.3 Level : Aras 2
- 2.1.4 Room No/Location Description : 2.A1.2.082
- 2.1.5 Work Requested : PC Hang

## 2.2 Attachment

(Note i : Only supports 2 types of file namely, .jpg & .pdf)

(Note ii : To add attachment, 1st user needs to upload the files into temporary server's folder, and only then user will be able to upload it into CMMS/Web Work)



2.2.1 Click on HTML Top Menu to expand pop up 'File Transfer Window'.

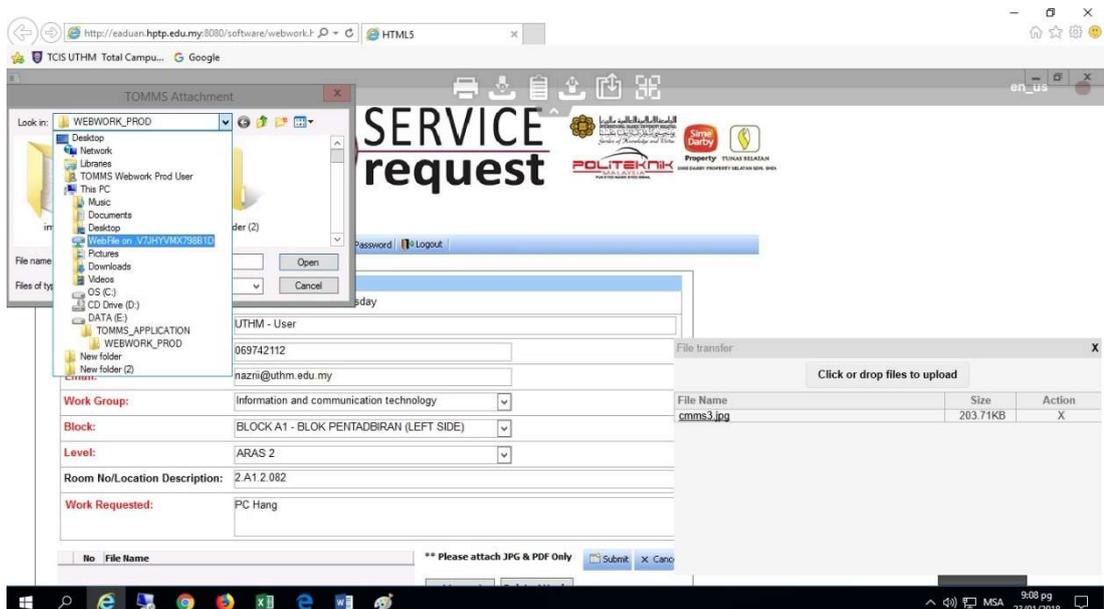
2.2.2 Click on File Manager menu, and File Transfer window will be pop up on the bottom right of the browser.

2.2.3 Drag the file to be attached, and drop it in the File Transfer Window.

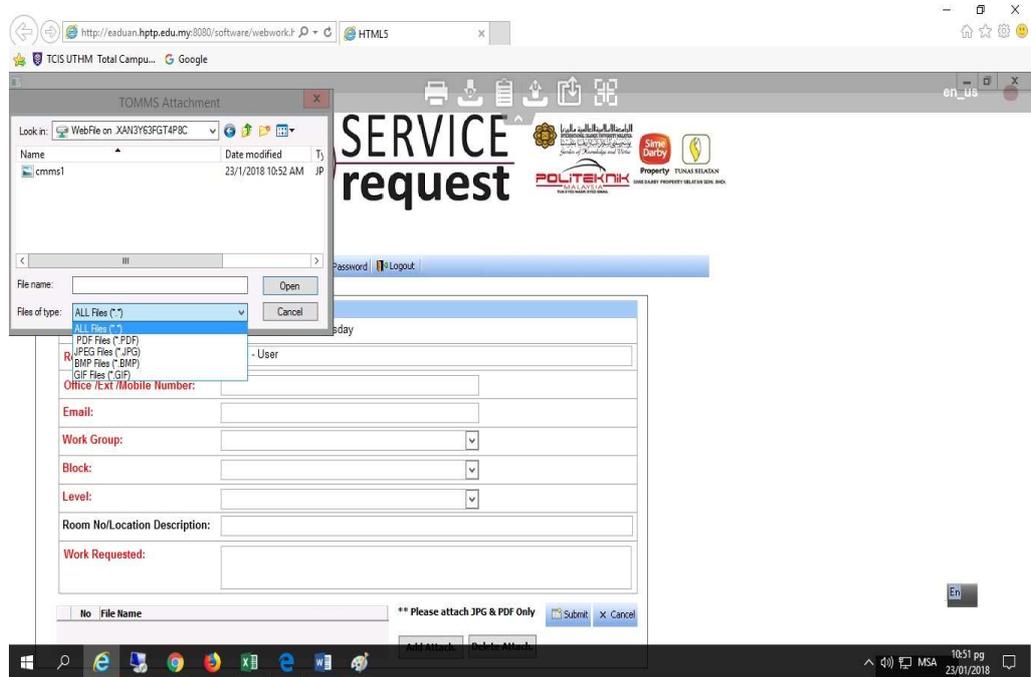
2.2.4 Click on Add Attach.button, and TOMMS Attachment window will pop up.

2.2.5 Click on Look in.

2.2.6 Select WebFile on:xxx and TOMMS attachment window will redirect the selected Look in.



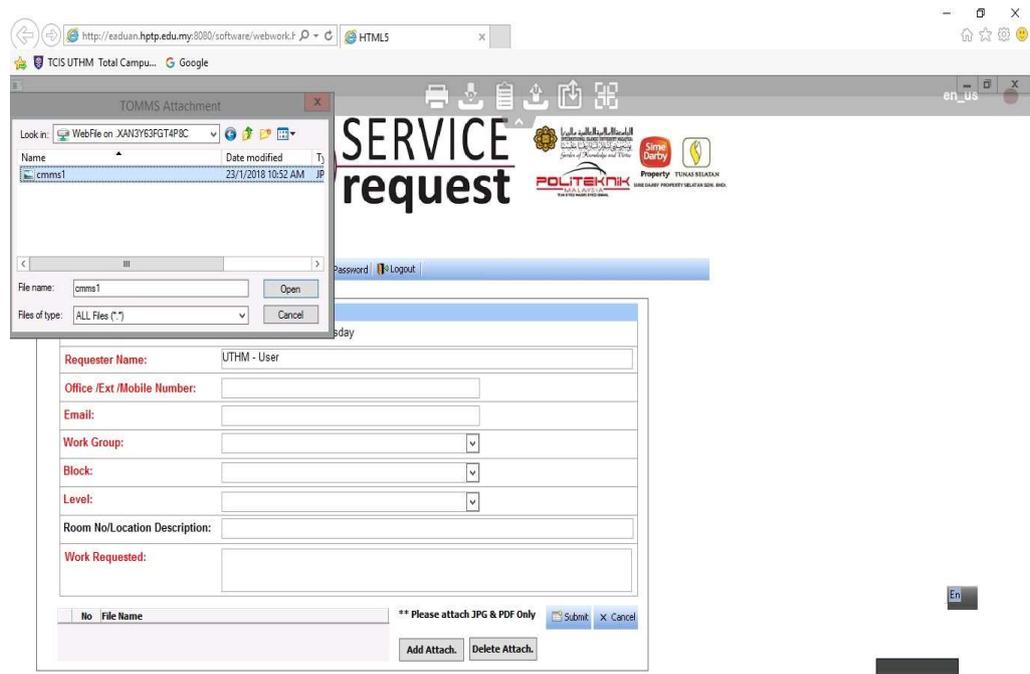
- 2.2.7 Make sure the Type of File is correct based on the type of file that has been uploaded into the temporary folder's server.



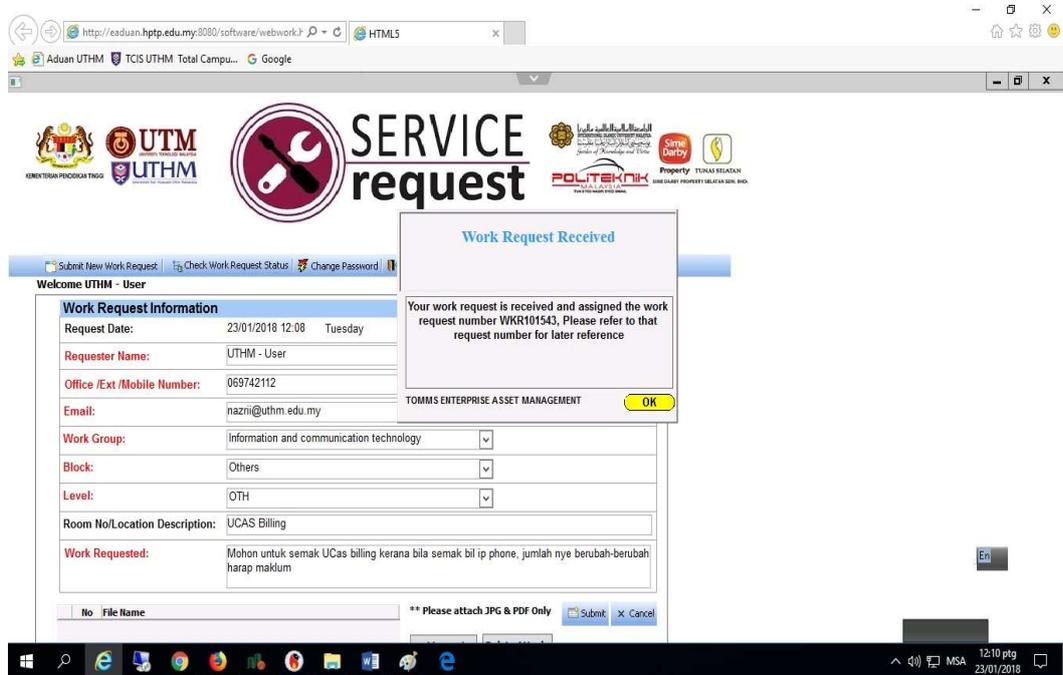
- 2.2.7 Select attachment.

- 2.2.8 Click on Open button, and the attachment file will be uploaded into the Work Request.

**(Note : To add more attachment, repeat the similar steps)**

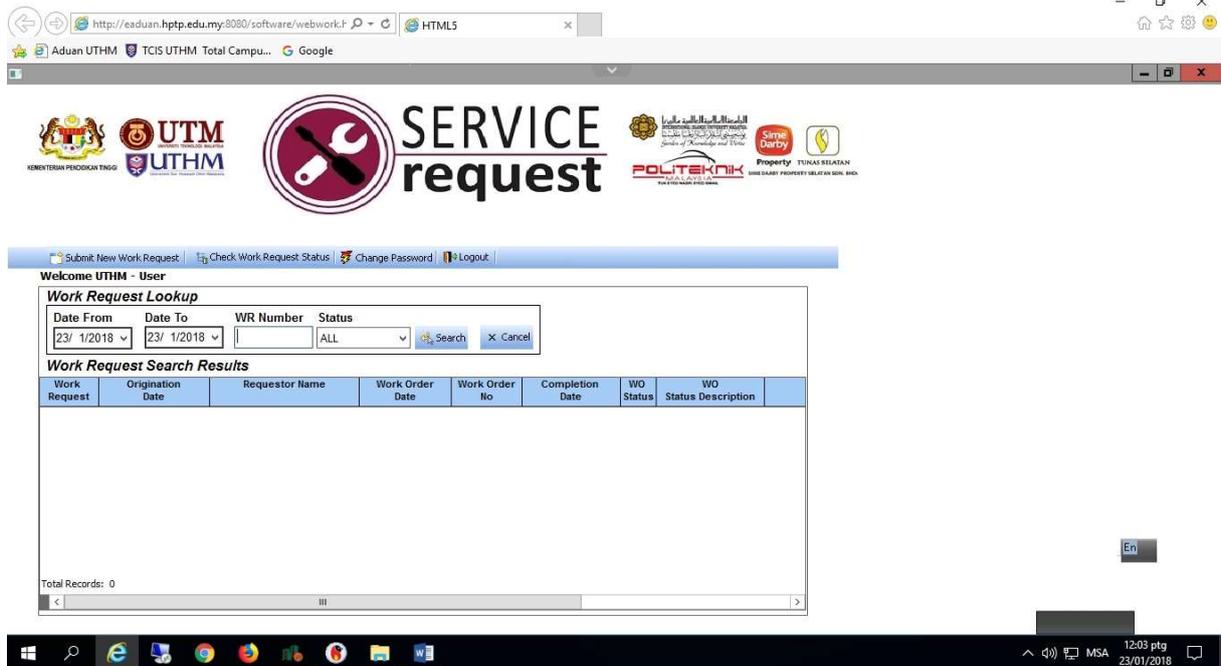


- 2.3 Click on Submit button, **“Work Request Received”** with the Work Request Number’s message box will pop up, Click on OK button to close.



### 3. Check Status Work Request (Webwork)

3.1 Click Check Work Request to see the details.



3.2 Insert the Date From, Date To and insert Work Request Number (if remind) to determine Report Status.

# Computerized Maintenance Management System UTHM Pagoh - User Manual

Submit New Work Request | Check Work Request Status | Change Password | Logout

Welcome UTHM - User

**Work Request Lookup**

Date From: 23/ 1/2018 | Date To: 23/ 1/2018 | WR Number: WKR | Status: ALL | Search | Cancel

**Work Request Search Results**

Work Request	Origination Date	Requestor Name	Work Order Date	Work Order No	Completion Date	WO Status	WO Status Description
WKR101543	23/1/2018 12:11:27	UTHM - User					
<p><b>Work Requested</b> Mohon untuk semak UCas billing kerana bila semak bil ip phone, jumlah nye berubah-berubah setiap kali bila disemak. harao maklum</p> <p><b>Action</b></p>							
WKR101542	23/1/2018 11:57:33	UTHM - User	23/01/2018 12:05	CWO102088		DO	Ready to be Done
<p><b>Work Requested</b> ar cond problem</p> <p><b>Action</b></p>							

Total Records: 4

12:20 pm 23/01/2018