

設施維護管理系統 (CMMS) 使用說明

User Manual of Computerized Maintenance Management System (CMMS)

1. 用戶可透過網址 <https://cmms.um.edu.mo/helpdesk/login.aspx> 登入 CMMS。

CMMS can be accessed through the website <https://cmms.um.edu.mo/helpdesk/login.aspx>

澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

Campus Management and Development Office 校園管理及發展部
CMMS 設施維護管理系統

User Guide 用戶指南 Contact Us 聯絡我們

Welcome to Computerised Maintenance Management System (CMMS)
歡迎登入設施維護管理系統

PC-LAN User Login PC-LAN 用戶登入

Click Here

System Administrators

click here to log-in

This System is best viewed with Microsoft Internet Explorer 8.0 or above.
本網頁以Microsoft Internet Explorer 8.0 或以上瀏覽閱讀效果最佳。

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2. 首次使用本服務的用戶，必須填寫聯絡資料。日後如需更改，請到「更改用戶資料」頁面。

Users who are using CMMS for the first time are required to fill in their contact information. For later updates, please access the "Change User Particulars" page.

The screenshot shows the 'Enter User Particulars' form within the CMMS interface. The header includes the University of Macau logo and the text 'Campus Management and Development Office 校園管理及發展部 CMMS 設施維護管理系統'. The navigation bar contains links for 'Make Repair Works Request(s) 要求維修服務', 'Check Works Requests Status 檢視服務狀態', and 'Logout 登出'. The form itself is titled 'Enter User Particulars 輸入用戶資料' and lists eight mandatory fields: 1. Username (rp1), 2. Name (Mr 先生, with separate fields for Surname and Given Name), 3. Unit (dropdown), 4. Telephone No., 5. Campus (dropdown), 6. Building (dropdown), 7. Level (dropdown), and 8. Room/Common Area (dropdown). 'Confirm' and 'Reset' buttons are at the bottom right.

This screenshot shows the navigation bar of the CMMS interface. It features the University of Macau logo and the text 'Campus Management and Development Office 校園管理及發展部 CMMS 設施維護管理系統'. The navigation bar includes links for 'Check Requests Status 檢視服務狀態', 'Change User Particulars 更改用戶資料' (which is highlighted with a yellow box), and 'Logout 登出'.

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用戶可按維修地點及類別選取合適的選項，同時亦可加入圖片附件。用戶亦可於“額外地點資訊”或“備註”一欄加入額外資料以描述狀況。

Users can select suitable options according to the locations and categories of the maintenance request, photos can be added as attachments as well. Further information can be fill in at the “Addition location info.” and “Remark” field for description.

Location 位置						
Building 建築物	--Select--	Level 樓層	--Select--	Room 房間	--Select--	
Additional Location Info. 額外地點資訊			Such as public area, corridor, toilet etc. 如公共地方, 走廊, 洗手間等		Room Type 房間類型	All
*Works Description 服務詳情						
Category 類別					<input type="checkbox"/> Emergency 緊急	
Other Information 其他資料						
Attachment(s) 附件 (Only 3 attachments are allowed; the file size of each attachment must not exceed 3 MB. 最多可上傳3個文件, 每個附件大小不可超過 3 MB。)						
Choose File		No file chosen		Preview 預覽		Add 加入

如選取預約維修，用戶須先檢查當天是否仍有餘額可預約。

If users select maintenance appointment, available appointment dates and timeslots must be checked before submission.

<input checked="" type="checkbox"/> Maintenance Appointment * 預約維修 *			
Date 日期		Time 時間	
<input type="button" value="Check"/>			
(* Maintenance appointment is only available 24 hours after submission, 09:00 - 18:00, Monday to Friday) (* 預約維修服務時間只適用於申請後24小時, 09:00 - 18:00, 星期一至五)			

