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
	<u>User Guide 用戶指南</u> <u>Contact Us 聯絡我們</u>
	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
	Click here to log-in
This System is best viewed with Micros 本網頁以Microsoft Internet Explorer 8.0	t Internet Explorer 8.0 or above. 或以上瀏覽簡讀效果最佳。 Last modified date : 2023-02-15 更新日期 : 2023年02月15日

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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.

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<u>e Repair Works Reque</u> 修服務	<u>st(s) 要 Check Work</u> 服務狀態	<u>ks Requests Status 檢視</u>	Logout
		Enter User Particulars 輸入用戶資料	
* Mandatory Fields * Ø	頂資料		
User Particulars 用戶:	資料		
*1. Username 用戶:	S稱 rp1		
* 2. Name 姓名	Mr 先生 🗸 🗸	✔】 (Surname 姓氏) (Given Name 名字)	
3. Unit 部門		~	
* 4. Telephone No.	2話號碼		
5. Campus 校園	Select	✓	
6. Building 建築物	Select 🗸		
7. Level 樓層	Select 🗸		
8. Room/Common / 地方	Area 房間/公眾Select	~	
		Confir	m 確定 Reset 重設



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 用戶資料填寫完畢後,頁面將跳轉至「要求維修服務」頁面。此時較早前已填寫的用戶資料將會自 動載入,而用戶亦可自行更改聯絡人資料。

After filling in the user information, the website will jump to "Make Repair Works Request" page. At this moment, the user information filled in before will be loaded automatically, and the information of the contact person can be further updated.

UNIVERSI UNIVERSI	門 大 夢 IDADE DE MACAU Campus Management and Development Office 校園管理及發展部 SITY OF MACAU CMMS 設施維護管理系統	
Check Requests St	atus 檢視服務狀態 Change User Particulars 更改用戶資料	<u>Logout 登出</u>
	Maintenance Requisition 維修服務申請	
	Login User: rp1 User Guide 用戶指南 Contact Us 聯絡我們	
	Requestor Particulars 用戶資料	
	*UserID (Email) 用戶名稱(電影) p1 @um.edu.mo Office Location 辦公室地點 Unit Unit Unit Unit Care of the second	
	在石 *Contact Person 聯絡人 Mr 先生 マ Admin 1 *Contact Tel. 聯絡人電話 *Contact Tel. *Contact Tel. *Contact Tel. *Contact Tel. *Contact Tel. *Contact Tel.	
	Location 位置 Building 建築物Select * 根層Select * 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	
	*Works Description 服務詳備	
	Gategory 類別	
	Other Information 其他資料	
	Attachment(s)	
	Choose File No file chosen Preview 預覽 Add 加入	
	↓ → Delete Item 删除已遵项目	
	□ Agree maintenance technician to enter with accompany of Security Staff when the room is unoccupied 如無人於房間時,同意維修人員由保安人員陪同進入房間維修	
	□ Maintenance Appointment * 預約維修 *	
	Remark 備註	
	Submit 總交 Reset 重設	

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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 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	Level 樓層Select v	Room 房間 Room Type 房間頻型
*Works Description 服務	羊情		
Category 類別	v]		Emergency 緊急
Other Information 其他資	料		
Attachment(s) 附件 (Only 3 attachments are a Choose File No file cho	llowed; the file size of each attachment must not exceed 3 MB. 最多可上 sen	載3個文件, 每個附件大小不可超過 3 ME 加入	3 *)

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.

Maintenance	Appointment * 預約維修 *
Date 日期	Ime 時間
Check	
(* Maintenance	ppointment is only available 24 hours after submission, 09:00 - 18:00, Monday to Friday
(* 預約維修服務	·間只適用於申請後24小時,09:00 - 18:00,星期一至五)

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4. 資料填寫完畢後,點擊"遞交"按鈕將進入確認頁面,此時仍可返回及修改資料。

After all information has been filled in, clicking the "Submit" button will enter the confirmation page, at this moment users can return and edit the information again.

aus www.mwshows Change User Particulars s	<u> </u>	
	Confirmation of Work Request(s) 確定維修服務要求	
Login User: rp1		<u>Contact Us 聯絡我們</u>
Requestor Particulars 用戶資料		
UserID 用戶名稱	rp1	
Username 用戶姓名	reporter 1	
Unit 部門	[EMS] ELECTRICAL AND MECHANICAL SECTION 機電處	
Telephone No.電話號碼	8474	
Office Location 辦公室地點	N06-03-019	
Contact Person 聯絡人	reporter 1	
Contact Person Telephone No. 聯絡人電話號碼	8474	
Works Description 服務詳情		
Campus 校園	HQ	
Building 建築物	N06-CAB	
	03	
Room/Common Area 房间/公录地方	N00-03-019	
Location Add. Into. 位直額外資訊	Lighting future 昭昭維慶 Long fluoreseant light tube 同业签 Flashing 明	
other lefermetice, 甘他密则	Lighting lixture 있어왔ᆸLong indolescent light tube 준가를 - Plashing K	
Other Information 其他員府		
Allachmeni(s) 时中	N	
Accompany by Security (when unoccupied) 床支阳问(如無八) Maintonanco Appointment 麵約維修	N	
Remark #		
Normany 1942		Confirm 建宁 Book 连回
		Confirm 確止 Back 返回

5. 確認提交工作單後,系統將顯示成功遞交信息。用戶可列印工作單或再次申請其他維修服務。

After confirming work order submission, "submission successful" message will be shown. Users can print the work order or submit another maintenance request.

決 門 大 夢 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	
Check Requests Status 檢視服務狀態 Change User Particulars 更改用戶資料	<u>Logout 登出</u>
您的服務申請已成功遞交,參考編號為10433605。如欲查詢有開服務狀況,請點擊「檢視服務狀態」頁面,謝謝。	
Your request has been sent submitted successfully and the reference number is 10433605. Should you have any queries regarding the status of the request, please "Check Request Status" page, thank you.	click the
Print / Save 列印 / 存檔	
Make Another Repair Works Request 要求另一维修器務	

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 6. 用戶可於"檢視服務頁面"檢視已遞交的工作單的狀態。如欲搜尋特定工作單,可根據位置、 日期、維修項目等進行篩選。

Users can review the submitted work order status through "Check Request Status" page. Specific work orders can be filtered through location, date, work request, etc. fields.

東 月 メ UNIVERSIDADE D UNIVERSITY OF	、 学 E MACAU Campus Management and Development Office 校園管理及引 MACAU CMMS 設施維護管理系統	發展部
<u>Check Requests Status 檢 服務狀態</u>	. <u>Change User Particulars 更改</u> 用戶資料	<u>Logout 登出</u>
漢門大夢 UNIVERSIDADE DE MACAU UNIVERSITY OF MACAU	npus Management and Development Office 校園管理及發展部 CMMS 設施維護管理系統	
Make Repair Works Request(s) 安京維修服	A Change User Particulars 更改用户直接	Logout 谷 🗄
Reference No. 参考編號 Campus 校園 Building 違築物 Level 復層 Work Request 维修項目 Date of Request Submitted 遗交服務要求的日期 Status 狀況	Maintenance Request Status 鋰繆服務狀觉 10433605 Select ▼ Select ▼ Select ▼ From 由15-12-2022 □ To 至15-03-2023 □	
Reference No [参考編號	Search 搜尋 Reset 重設 為優仁系統運作,投尋工作單時須同時違取不大於90.天之間深。 In order to optimize system performance, when searching work orders a date range of not more than 90 days must also be selected. Ate and Time Submitted 遊口期及時間 Building 稅園 Level 建築物 Room/Area 候層 Work Request 展開/地方 Status 服務要求 Status 狀況	

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用戶可點擊 "Details" 檢視工作單詳細資料。如需列印可點擊 "列印"按鈕。

User can view the detail information of the work order by clicking the "Details" button. It can also be printed by clicking the "Print" button.

	Reference No 參考編號	Date and Time Submitted 遮交日期及時間	Campus 校園	Building 建築物	Level 樓層	Room/Area 房間/地方	Work Request 服務要求	Status 狀況	
etails	10433605	15-03-2023 17:06:21	HQ	[N06-CAB] Administration Building(行政樓)	03	N06-03-019	Long fluorescent light tube 長光管 - Flashing 閃	INIT	Cancel

	UNIVERSITY OF MACAU 3 CAMPUS MANAGEMENT OFFIC	奧門大學 CE校園管理部	
	Maintenance Requisition Record 維 Username: rp1 Print Date 打印日期: 15-(1修服務申請記錄 03-2023	
Reference No. 參考編號 : 10433605			
Maintenance Requisition Details 維修用	员務資料	Service Surve	ery 服務意見調查
Date and Time of Request Submitted 遞交服務要求的日期及時間	15-03-2023 17:06:21	Rating	
Requestor Name 申請人姓名	Mr 先生 reporter 1	評價:	
Telephone No. 電話號碼	8474		
Unit 部門	EMS		
Office Location 辦公室地點	N06-03-019		
Contact Person 聯絡人	Mr 先生 reporter 1	10.50.	
Contact Person Tel. 聯絡人電話號碼	8474		
Location of Works 服務地點	New Campus [新校園], [N66-CAB] Administration Building(行政樓), 03 N06-03-019		
Work Description 工作詳述	Category ½dÃ¥ : Lighting fixture 照明裝置 Long fluorescent light tube 長光管 - Flashing 閃		
Maintenance Appointment 預約維修			
Attachment(s) 附件			
Remarks 備註			
Status 狀況	INIT		
Office Comment 維修處註解			
Person-In-Charge 負責人			
			Print স্যৃহ