

Computerized Maintenance Management System (CMMS) User Manual (Mobile)

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>

UNIVERSIDADE DE MACAU  
澳門大學  
UNIVERSIDADE DE MACAU  
UNIVERSITY OF MACAU

[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](#)

Last modified date : 2023-12-21  
更新日期 : 2023年12月21日

Computerized Maintenance Management System (CMMS) User Manual (Mobile)

2. 登入後將轉至「維修服務申請」頁面。用戶資料將會自動載入至聯絡人資料處，用戶可自行修改。

The website will be directed to “Maintenance Requisition” page after logging in. The user information will be loaded at the contact automatically and editable.

University of Macau CMMS  
澳門大學 CMMS

Maintenance Requisition  
維修服務申請

Requestor Particulars 用戶資料 ▾

User ID (Email) 用戶名稱 (電郵)  
Rp1

Office Location 辦公室地點  
N06-03-019

Tel. No. 電話  
8474

Name 姓名  
reporter 1

Unit 部門  
[EMS] ELECTRICAL AND MECHANICAL SECTION ▾

Contact Person 聯絡人  
reporter 1

Contact Telephone 聯絡人電話  
8474

Computerized Maintenance Management System (CMMS) User Manual (Mobile)

3. 用戶可按維修地點及類別選取合適的選項，同時亦可附上圖片。用戶亦可於“額外地點資訊”及“額外資料”一欄加入更多資料以描述狀況。

Users can select suitable options according to the locations and categories of the maintenance request and photos can be added as attachments. Further information can be filled in at “Additional Location Info.” And “Add. information” section.

<b>Location 位置</b> ▾
Building 建築物 <input type="text"/>
Level 樓層 <input type="text"/>
Room 房間 <input type="text"/>
Additional Location Info. 額外地點資訊 <input type="text"/>
<b>Works 服務詳情</b> ▾
Category 類別 <input type="text"/>
Add. Information 額外資料 <input type="text"/>

<b>Other Information 其他資料</b> ▾
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 <input type="text" value="N"/>
Remarks 備註 <input type="text"/>

<b>Attachments 附件(Optional 選項)</b> ▾
選擇檔案 未選擇任何檔案 <input type="text"/>
<input type="button" value="Upload 1st Attachment"/>
選擇檔案 未選擇任何檔案 <input type="text"/>
<input type="button" value="Upload 2nd Attachment"/>

Computerized Maintenance Management System (CMMS) User Manual (Mobile)

4. 如選取預約維修，用戶須先確認當天是否仍有餘額可預約。沒有預約時仍可申請服務。

If users select maintenance appointment, available appointment dates and timeslots must be checked before submission. Requests without appointment can still be submitted.

Appointment 預約維修 ▾

Appointment 預約維修

N ▾

Date 日期 ⓘ 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

Time 時間 ▾

Check Appointment

Computerized Maintenance Management System (CMMS) User Manual (Mobile)

5. 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.

Attachements 附件(Optional 選項) ▾

選擇檔案 未選擇任何檔案

Upload 1st Attachment

選擇檔案 未選擇任何檔案

Upload 2nd Attachment

Submit 遞交

Reset 重設

Level 樓層  
03

Room 房間  
N06-03-019

Location Add. Info. 額外地點資訊

Works Request 服務  
Lighting fixture 照明裝置 - Other (Please specify) 其他  
(請註明)

Works Request Details 服務詳情

Other Information 其他資料

Attachements 附件  
;

Accompany by Security (when unoccupied) 保安陪同  
(如無人)  
N

Maintenance Appointment 預約維修

Remark 備註

Confirm 確認

Back 返回

Computerized Maintenance Management System (CMMS) User Manual (Mobile)

6. 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.

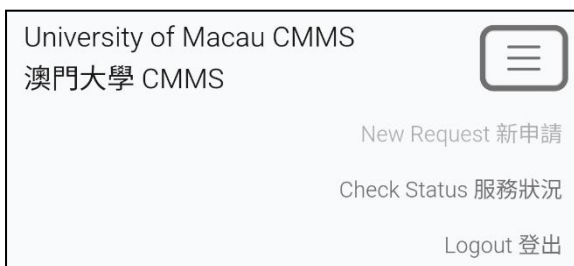
Users can print the work order or submit another maintenance request.



Computerized Maintenance Management System (CMMS) User Manual (Mobile)

7. 用戶可於上方選單“服務狀況”頁面檢視服務申請狀態。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，也可直接點擊“搜尋”顯示所有結果。

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. Clicking “Search” button directly will show all results.

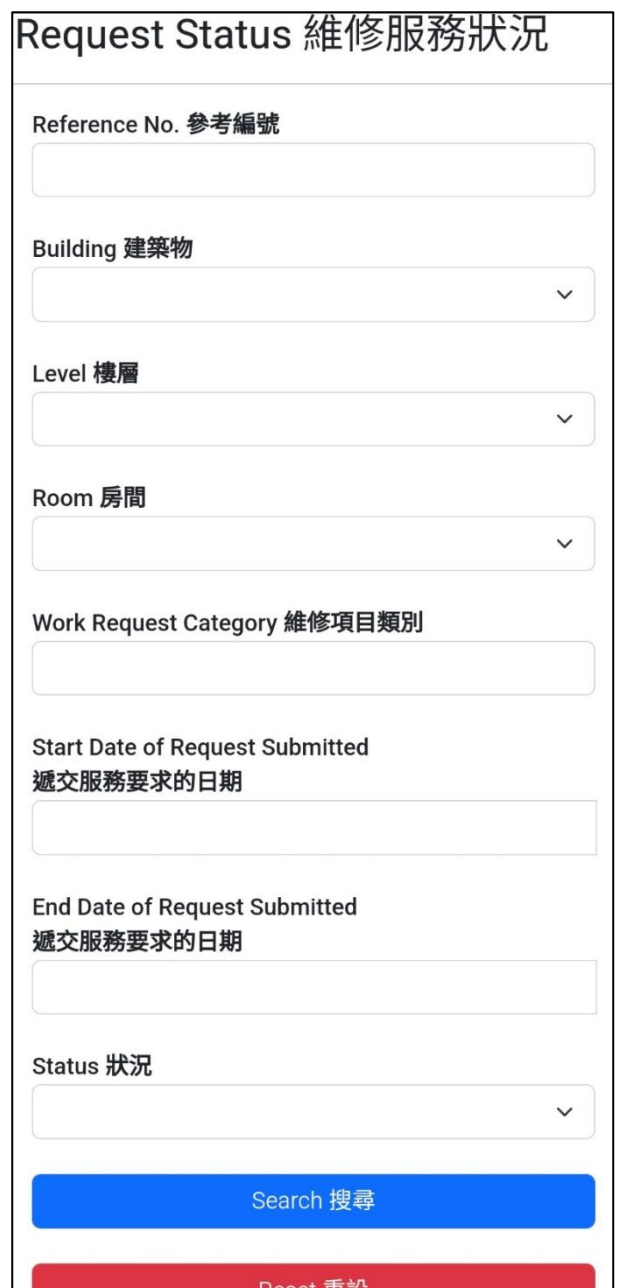


University of Macau CMMS  
澳門大學 CMMS

New Request 新申請

Check Status 服務狀況

Logout 登出



**Request Status 維修服務狀況**

Reference No. 參考編號

Building 建築物

Level 樓層

Room 房間

Work Request Category 維修項目類別

Start Date of Request Submitted  
遞交服務要求的日期

End Date of Request Submitted  
遞交服務要求的日期

Status 狀況

**Search 搜尋**

**Reset 重設**

Computerized Maintenance Management System (CMMS) User Manual (Mobile)

8. 用戶可點擊搜尋結果檢視詳細資料。如申請仍處於初步階段，用戶可自行取消。如需其他協助，請聯繫校園管理熱線 8822 8700 或電郵至 [ems.suggestion@um.edu.mo](mailto:ems.suggestion@um.edu.mo)

Users can click on the results for the request details and they can be cancelled at the initiated stage. If further assistance is needed, please dial CMDO hotline 8822 8700 or email to [ems.suggestion@um.edu.mo](mailto:ems.suggestion@um.edu.mo)

University of Macau CMMS  
澳門大學 CMMS

**Status Search Results**  
**維修服務狀況**

29 items in this search (搜尋結果)  
10 items displayed (現顯示)

Back  
返回

Reference No. 參考編號:  
**M10479973**  
Date/Time 日期/時間: 03/01/2024 15:25  
Status 狀況: INIT  
Location 位置:[N06-CAB] Administration Building(行政樓), 03, N06-03-019  
Work Request 維修項目: Lighting fixture 照明裝置  
- Other (Please specify) 其他 (請註明)

Reference No. 參考編號:  
**M10478710**  
Date/Time 日期/時間: 21/12/2023 13:06  
Status 狀況: CANL  
Location 位置:[N06-CAB] Administration Building(行政樓), 03, N06-03-019  
Work Request 維修項目: Lighting fixture 照明裝置  
- Other (Please specify) 其他 (請註明)

Reference No. 參考編號:  
**M10477179**  
Date/Time 日期/時間: 07/10/2023 15:21

N06-03-019

**Location Add. Info. 額外地點資訊**  
測試工單

**Works Category 服務類別**  
Lighting fixture 照明裝置

**Works Add. Information 服務額外資料**  
測試工單

**Other Information 其他資料**

**Attachments 附件**  
;

**Maintenance Appointment 預約維修**

**Remark 備註**  
(Location Add. Info) 測試工單 (Work Item Add. Info) 測試工單

**Status 狀況**  
CANL

**Office Comment 註解**

**Person in Charge 負責人**  
BrunoWu

Cancel This Request 取消此申請