

MANUAL PENGGUNAAN ELECTRONIC COMPLAINT SYSTEM (ECS)

RUMAH TUNGGU SEDIA

DISEDIAKAN OLEH:
STAFF HOUSING
UNIT RESIDEN

LOG MASUK KE DALAM SISTEM

1. Sila layari *MYUTM Portal* [www.utm.my/login]
atau
Sila layari [<https://ecs.utm.my>] di *Google*
untuk ke **Electronic Complaint System**.

2. Staf log in masuk **ACID** menggunakan UTMID dan password sepertimana di *MYUTM Portal*. Kemudian klik [**Sign in**].

es
ELECTRONIC COMPLAINT SYSTEM

Login using your **UTMID** and password

ACID

Password

Remember Me

Sign In

Currently, this complaint system is open to UTM staff only, for students who wish to lodge a complaint please refer to the college or faculty.

Forgot password?
Please contact [+607 5532136](tel:+6075532136).

TATACARA MEMBUAT ADUAN

3. Paparan utama Electronic Complaint System dipaparkan.

4. Klik **Manual** bagi pilihan Lokasi.

5. Masukkan **No. Telefon Bimbit** pengadu supaya memudahkan kontraktor menghubungi staf.

4. Pilih **Bangunan/Lokasi dan Aras**.

Contoh 1:

Bangunan : L40 Kolej Tun Dr Ismail

Aras : L40 - 01

The screenshot shows the 'LOCATION DETAILS' section of the UTM Electronic Complaint System. It features a 'Location' field with radio buttons for 'Manual' (selected) and 'Automatic'. To the right is a field for '* Complainant Mobile No.'. Below these are three dropdown menus: '* Building/Location' (with 'L40 - Rumah Tunggu Sedia' selected), 'Floor' (with 'L40 - 01' selected), and 'Room' (with 'Select/Type Keyword' selected).

*staf tidak perlu mengisi '**bilik**' kerana bilik dikhaskan untuk diisi oleh pelajar sahaja.

5. Pilih **Jenis Kerosakan**.

6. **DESKRIPSI:**

1. masalah
2. nama penyewa.
3. alamat rumah penuh (**No.rumah**)
4. nombor telefon penyewa

7. Masukkan gambar (file.jpg) kerosakan di dalam **Muat Naik Gambar**.

8. Tekan butang [**Hantar**].

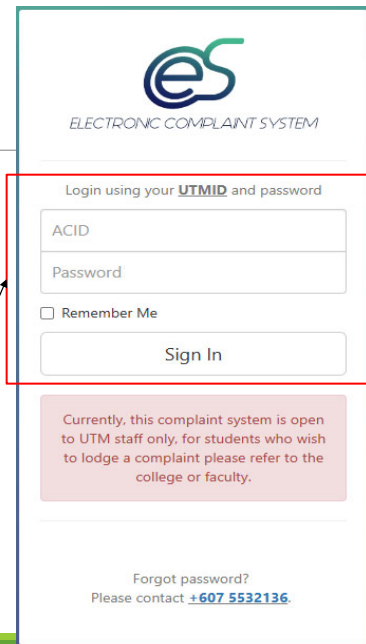
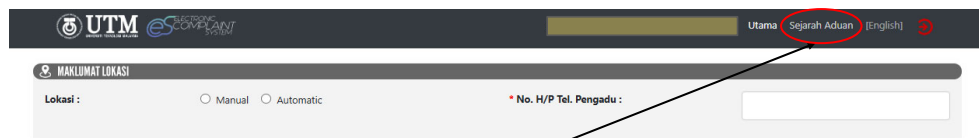
The screenshot shows the 'PROBLEM DETAILS' section. It includes a '* Problem Type' dropdown menu with 'Select/Type Keyword' selected. Below it is a '* Description' text area containing the text: 'Sistem tandas rosak tidak berfungsi kerana bekalan air tidak masuk ke dalam tangki. Minta dibuat pembaikan. L40 MOHD AZMI BIN MISKAM 0116-9993955'. To the right of the text area, it says '350 characters remaining'. Below the description is an '* Upload Image' section with a 'Choose File' button and 'No file chosen' text. At the bottom right is a 'Submit' button.

*pastikan pengguna meletakkan no rumah yang penuh seperti '**L40**' supaya kami dapat mengenal pasti rumah ANDA dengan tepat.

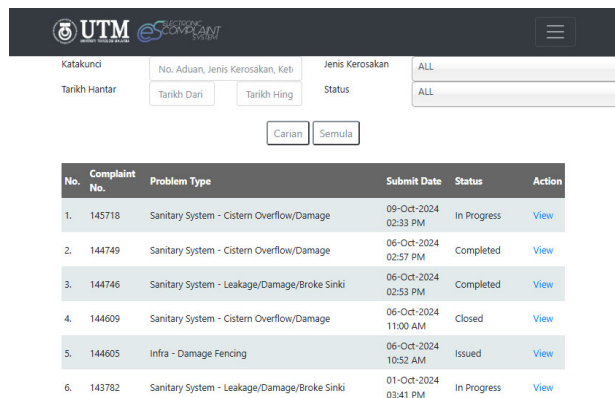
PENGGUNA BOLEH MENYEMAK ADUAN DALAM ECS

1. Sila layari **MYUTM Portal** [www.utm.my/login] atau
Sila layari [<https://ecs.utm.my>] di *Google* untuk ke **Electronic Complaint System**.

2. Staf log in masuk **ACID** menggunakan UTMID dan password sepertimana di *MYUTM Portal*. Kemudian klik [**Sign in**].

Pergi ke Laman Utama dan Klik butang **Sejarah Aduan** di atas sebelah kanan.



No.	Complaint No.	Problem Type	Submit Date	Status	Action
1.	145718	Sanitary System - Cistern Overflow/Damage	09-Oct-2024 02:33 PM	In Progress	View
2.	144749	Sanitary System - Cistern Overflow/Damage	06-Oct-2024 02:57 PM	Completed	View
3.	144746	Sanitary System - Leakage/Damage/Broke Sinki	06-Oct-2024 02:53 PM	Completed	View
4.	144609	Sanitary System - Cistern Overflow/Damage	06-Oct-2024 11:00 AM	Closed	View
5.	144605	Infra - Damage Fencing	06-Oct-2024 10:52 AM	Issued	View
6.	143782	Sanitary System - Leakage/Damage/Broke Sinki	01-Oct-2024 03:41 PM	In Progress	View

4. Laman seterusnya akan memaparkan **'Complaint No.'**

5. 'Complaint No.' paling atas adalah merupakan aduan terkini yang telah didaftarkan.

6. Status dinyatakan adalah menunjukkan:

- In Progress** = Dalam proses pembikinan
- Completed** = Telah selesai
- Issued** = Sedang diselidik
- Work Order Submission** = Penyelarasan Tugas dibuat

7. Pengguna boleh menekan [View] untuk melihat aduan.

No.	Complaint No.	Problem Type	Submit Date	Status	Action
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5.	144605	Infra - Damage Fencing	06-Oct-2024 10:52 AM	Issued	View
6.	143782	Sanitary System - Leakage/Damage/Broke Sinki	01-Oct-2024 03:41 PM	In Progress	View
7.	143532	Building Finish - Frame Decayed/Damage	30-Sep-2024 03:32 PM	Work Order Submission	View
8.	143527	Building Finish - Frame Decayed/Damage	30-Sep-2024 03:29 PM	Work Order Submission	View
9.	143311	Building Finish - Door Broken/Damage (Alu. Louvers / Timber Louvers / Grille / Lain-lain)	29-Sep-2024 12:46 PM	Closed	View
10.	143307	Sanitary System - Floor Trap Clogged	29-Sep-2024 12:41 PM	In Progress	View

8. Laman aduan pengguna akan dipaparkan.

9. Pengguna boleh menyemak maklumat lokasi, dan maklumat kerosakan yang tepat di dalam Sejarah Aduan.

10. Pengguna boleh mengikuti status membaik pulih rumah menerusi ECS.

MAKLUMAT LOKASI

Fakulti/PTJ : KTHO Bangunan : L16

Aras : 02 Bilik : -

MAKLUMAT KEROSAKAN

No. Aduan : #145718 Status : IN PROGRESS

Tarikh Hantar : 09 Oct 2024 Tarikh Tutup : -

Jenis Kerosakan : Sanitary System - Cistern Overflow/Damage

Deskripsi : Tangki cistern tandas rosak L16D DR BILAL ZAFAR 017-5854912

NOTIFIKASI

Action Summary				
No.	Date	Status	Action By	Remark
1.	09/10/2024 14:33:38 PM	Submitted	Supervisor	Report has been verified.
2.	09/10/2024 15:38:53 PM	Issue Complaint	Supervisor	Report has been verified.
3.	09/10/2024 15:40:32 PM	SV Assigned SV	Supervisor	Report has been verified.

TAMAT

