

Facility Service User Guide



Facility Service – Accessing the system

- To access the system, go to <https://fmu-fsvc.monash.edu.my/>
- You must have the MONASH OKTA SSO login in order to access the system. Once you logged into the system, you will be prompted to select your superior (Head of Unit/School Manager)

Facility Service – Accessing the system

The screenshot shows the Facility Service web application interface. At the top left, it displays 'MONASH University MALAYSIA' and 'Facility Service'. On the top right, there is a user profile icon and the name 'QUAH MIN SEE'. Below the header is a navigation bar with 'Home', 'New Request', and 'Requests' options. The main content area shows a 'Home' page with a welcome message 'Welcome Back QUAH MIN SEE'. There are two prominent cards: a teal card for 'My Request' showing a count of '2' and a green card for 'Completed' showing a count of '9'. Both cards have a 'View Detail' link at the bottom right.

- New Request – Submit a new Event Request
- Requests – List of submitted request

Facility Service – New Request

The screenshot displays the 'Facility Service' web application interface. At the top left, the logo for 'MONASH University' and 'MCA/MSIA' is visible, followed by the text 'Facility Service'. On the top right, a user profile icon is shown with the name 'QUAH MIN SEE'. Below the header, a dark navigation bar contains three items: 'Home' with a house icon, 'New Request' with a document icon (highlighted by a red box), and 'Requests' with a list icon. The main content area starts with a 'Home' header and a welcome message 'Welcome Back QUAH MIN SEE'. Below this, there are two prominent statistics cards: a teal card on the left labeled 'My Request' with the number '2' and a 'View Detail' link; and a green card on the right labeled 'Completed' with the number '9' and a 'View Detail' link.

Note: Only **non-approver** user can be the requester. E.g.: if you are the manager or director who is approving the request for your department, you are not able to submit a request for event.

Facility Service – Requester Information

| REQUESTER INFORMATION | |
|-----------------------|-------------------------------|
| Name | ems requester unit |
| Email | ems_requester_unit@monash.edu |
| Staff/Student ID* | 88009091 |
| Department* | IT Service |
| Designation* | IT Executive |
| Phone Number* | 0355148899 |

- In this section, you can view your detail as requester. Please make sure the details are accurate. You can make changes to the detail in My Account section.

Facility Service – New Request

FACILITY SERVICE

Start Date/Time*

End Date/Time*

Layout Plan No file chosen

Important: Organizer to provide layout plan 1 week before the function & to discuss the setup with FMD staffs.

Allowed file types: PDF, DOCX, DOC, PPT, PPTX

File size must not more than 5MB.

- Here you are required to enter the date that you required the equipment and how long you need it.
- If you have a layout plan to propose for your function or event, please attach it in here.

Facility Service – Equipment

| | |
|---|-----------------------------------|
| Potted Plant (Artificial) | <input type="checkbox"/> required |
| Potted Plant | <input type="checkbox"/> required |
| Tablecloth IBM (For staff only) | up to 50 piece(s) |
| Tablecloth Round (For staff only) | up to 50 piece(s) |
| Banquet Chair (For VIP) | up to 500 units |
| Plastic Chair | up to 500 units |
| Chair-cover (For VIP) | up to 100 piece(s) |
| Q-rails | up to 30 units |
| TV | up to 2 |
| Signage-stand | up to 10 units |
| Additional rooms required (Subject to availability) | <input type="checkbox"/> required |
| Cleaner on Standby | <input type="checkbox"/> required |
| Electrical Person | <input type="checkbox"/> required |
| AV Person | <input type="checkbox"/> required |

- Under this section, you need to specify which item and the quantity you require from the Facilities Management unit.
- You cannot request more than the available item stated in the textbox.
- You can also request for a standby, subject to the availability, from the list.

Email Notification Template

Email notification is generated when:

- A user submits a request
- Verifier approves/rejects/request
- Approver approves/rejects/request

Event Management System

ems Request (Reference: E-201800175)

Dear ems requester unit,

Your request has been successfully submitted.

Event Name: Demo Event

Purpose of Event: For testing purpose.

Start Date/Time: 07/01/2019 03:18 PM

End Date/Time: 09/01/2019 03:19 PM

External Parties: no

Number of Attendees: 100

Proposed Venue: On Campus

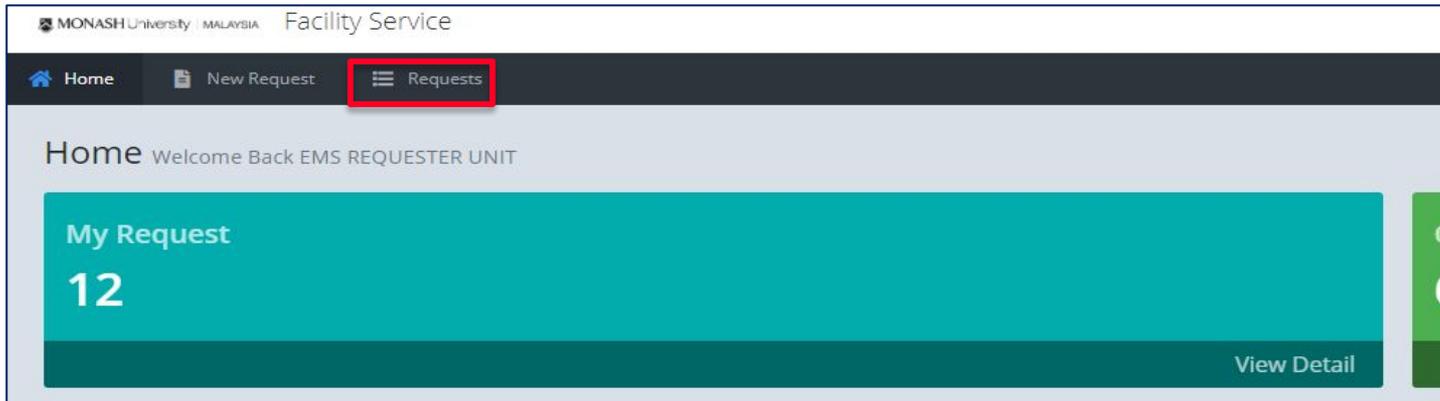
To view it, open the URL below:

[Click here to view form request](#)

Thank you

[View Detail Record](#)

Facility Service – My Request



- To check your previously submitted request, click on “Requests”
- You will see a table listing as below:

The screenshot shows the 'Request List' table with the following data:

| Status | Request# | Requester | Verifier | Approver | Created |
|----------|----------------------------------|--------------------|----------|---|---------------------|
| Approved | F-201800089 EMS : E-201800186 | EMS REQUESTER UNIT | waiting | facility approver 06/12/2018 04:13 PM Approver Approved | 06/12/2018 04:12 PM |
| Approved | F-201800088 EMS : E-201800184 | EMS REQUESTER UNIT | waiting | facility approver 05/12/2018 05:16 PM Approver Approved | 05/12/2018 05:14 PM |

- You can open the request and see the detail by clicking the green highlighted rectangular box.

Approval Status

Request

| | | |
|---|---|---|
| <p>STATUS ✓ COMPLETED</p>  | <p>VERIFIER ✓ VERIFIER APPROVED</p> <p>EMS VERIFIER UNIT 26/12/2018 11:24 AM comment:</p>  | <p>APPROVER ✓ APPROVER APPROVED</p> <p>OHSE APPROVER 26/12/2018 11:24 AM comment:</p>  |
|---|---|---|

Rejected Request

| | | |
|--|---|--|
| <p>STATUS ✗ REJECTED</p>  | <p>VERIFIER ✗ VERIFIER REJECTED</p> <p>EMS VERIFIER UNIT 26/12/2018 11:28 AM comment: aa</p>  | <p>APPROVER</p> <p>waiting</p>  |
|--|---|--|

Verifier & Approver Task



Remark

Remark...

- You are required to provide a Remark when performing Reject or Request for More Information

Status Log

- Requester, Verifier & Approvers will be able to view the status of all approval log from the Status Log section

| Others | | | | |
|------------|-----------------------------------|-----------------------------|----------------------|----------------|
| Status log | Date | Status | User | Remark/Comment |
| | 29/11/2018 07:54 PM 3 days ago | Event Approved | ems approver | - |
| | 29/11/2018 07:54 PM 3 days ago | Approved | ems approver | - |
| | 29/11/2018 07:54 PM 3 days ago | Approver Approved | ems approver | asdasdas |
| | 29/11/2018 07:54 PM 3 days ago | Pending Approver Approval | - | - |
| | 29/11/2018 07:54 PM 3 days ago | Verifier 2 Approved | ems verifier swa | asdasda |
| | 29/11/2018 07:53 PM 3 days ago | Pending Verifier 2 Approval | - | - |
| | 29/11/2018 07:53 PM 3 days ago | Verifier Approved | ems verifier musa | 12312312 |
| | 29/11/2018 07:52 PM 3 days ago | Pending Verifier Approval | - | - |
| | 29/11/2018 07:52 PM 3 days ago | New | Milton Hon Kin Leong | - |

My Account



- You can update your account information here

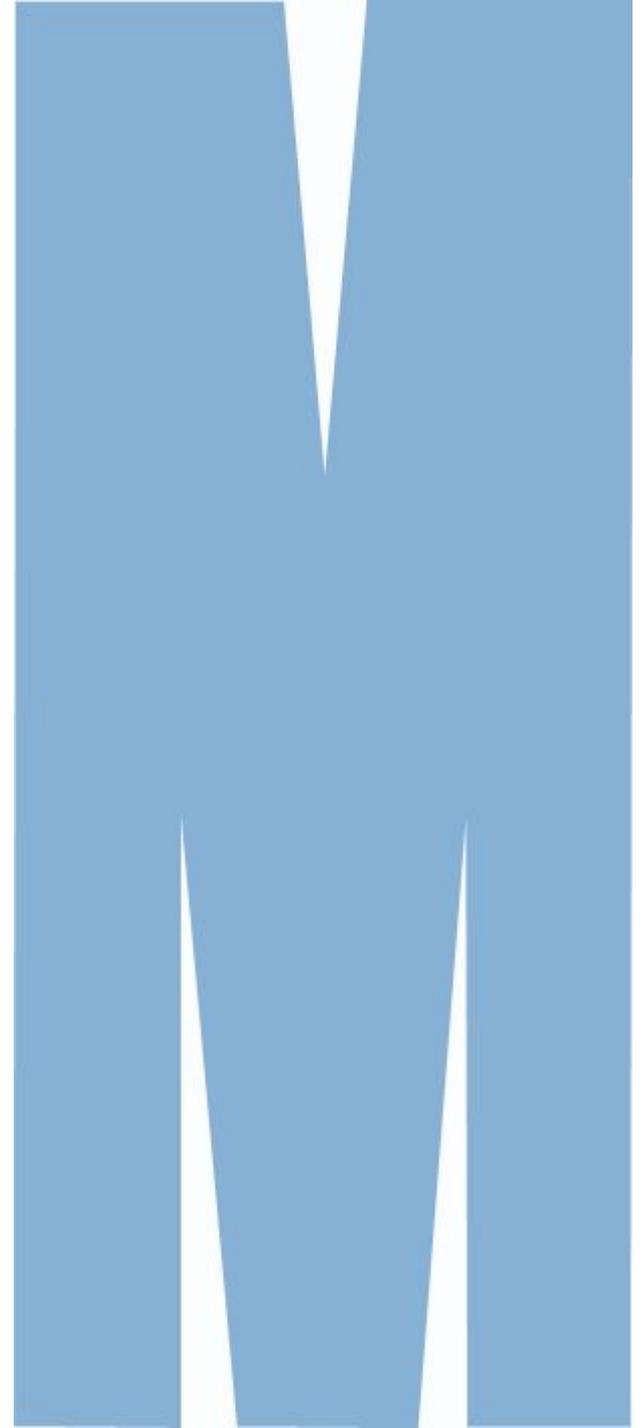
My Account your account information

| | |
|---------------------------------------|--|
| Username | mhleo6 |
| Name | Milton Hon Kin Leong |
| Email | mhleo6@student.monash.edu |
| Superior | ems verifier musa Thutharan Chandratumanan |
| Staff/Student ID | 12345 |
| Department | <input type="text" value="MUSA"/> |
| Designation | <input type="text" value="Musa Publicity"/> |
| Phone Number | <input type="text" value="0124767898"/> |
| <input type="button" value="Update"/> | |

- Username, Name & Email is auto populated and cannot be changed
- Superior is set based on your selection during your first time login to the system
- Staff/Student ID is set based on your selection during your first time login to the system
- Staff & Student can update their Department, Designation & Phone Number and click update to reflect the made changes in the system

THANK YOU

FIND OUT MORE AT MONASH.EDU.MY
LIKE [@MONASH UNIVERSITY MALAYSIA](https://www.facebook.com/MONASHUNIVERSITYMALAYSIA) ON FACEBOOK
FOLLOW [@MONASHMALAYSIA](https://twitter.com/MONASHMALAYSIA) ON TWITTER





THANK YOU