

Sarawak Online Application System (SORAS)

System Version 1.0

User Manual Version 1.0

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Sarawak Online Application System

SYSTEM OVERVIEW

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1. System Overview

This chapter provides information on the following topics:-

- Introduction
- System Objective
- System Requirement
- System Workflow

1.1. Introduction

SORAS known as Sarawak Online Research Application System, is developed for applicant to apply and submit application to conduct research in Sarawak. The system shall allow the respective agencies to evaluate and approve the received application, to monitor and report the researcher's status.

This user manual consists of six chapters: System Overview, System Access, Using the System, FAQ & Troubleshooting and Contact Us.

Chapter 1 – Provides a general overview of the system.

Chapter 2 – Provides details on how users can obtain access to the system.

Chapter 3 – Provides a detailed description of the functions available.

Chapter 4 – Provides a detailed description of the usage of the report and the generation of reports.

Chapter 5 – Lists frequently asked questions and answers to those questions and some troubleshooting guides for common issues of the system.

Chapter 6 – Provides a complete contact information to get help and support for the system.

1.2. System Objective

This system will enable you to do the following :-

- To submit new application by applicant.
- To allow approving authority to evaluate the application.
- To monitor and report the researcher's status.

1.3. System Requirement

The minimum system requirements are as follows:

Item	Requirements
Processor	Pentium Core2 duo or above
Operating System	Window XP or above
Memory (RAM)	Recommended 2GB or above

1.4. System Workflow

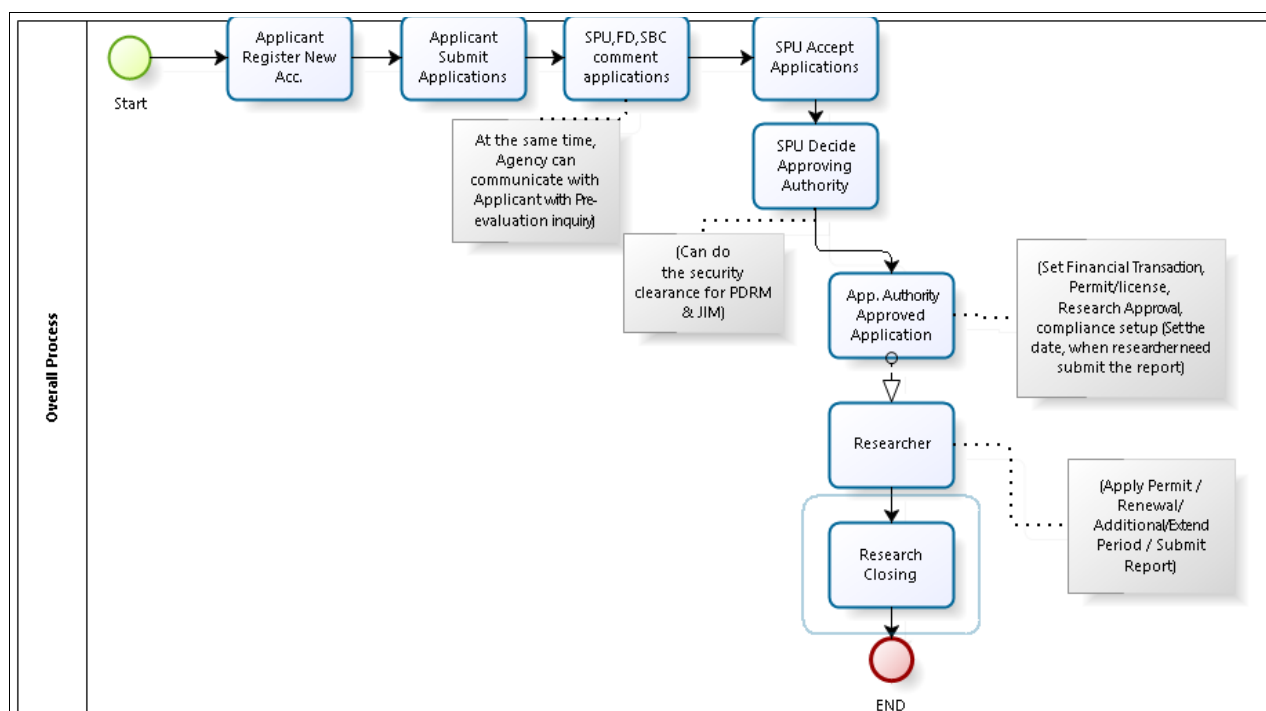


Figure : 1

Sarawak Online Application System

SYSTEM ACCESS

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2. System Access

This section provides information on the following topics:

- User Role
- Login
- Logout
- User Account Management
- User Role Management
- User Profile Management

2.1. User Role

Currently, there are two (2) types of user roles, namely:-

- Applicant
- Approving Authority

The table below shows the roles and descriptions for Integrated Games Management System.

Roles	Descriptions/Responsibilities
Applicant	<ul style="list-style-type: none"> – To submit new application. – To submit report as requested by approving authority.
Approving Authority	<ul style="list-style-type: none"> – To evaluate the submitted application by applicant. – To approve and monitor researcher's applications

2.2. Login

To login SORAS system, please follow the step(s) below:-

1. Enter the url **https://soras.sarawak.gov.my** at your browser.

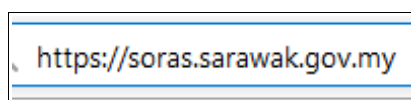


Figure : 2

2. The homepage of SORAS will be shown. Enter your **User ID**, **Password** and **Captcha Code** then click **Login** button.

SARAWAK ONLINE RESEARCH APPLICATION SYSTEM (SORAS)

LOGIN

User ID

Password

0794
 CAPTCHA

[Register](#) | [Forgot Password](#)

ANNOUNCEMENT

JEMPATAN KURSUS COMPETENCY FOR CAREER DEVELOPMENT (CFCD) BAGI BULAN FEBRUARI TAHUN 2018 24/01/2018

Dimaklumkan bahawa Unit Sumber Manusia Negeri, JKM & Leadership Institute of Sarawak Civil Service, Kuching akan menganjurkan kursus-kursus Competency For Career Development (CFCD) bagi Bulan Februari 2018 di Zon Selatan (Kuching, Samarahan, Serian, Sri Aman & Betong) dan Zon Tengah (Sibu, Sarikei, Mukah & Kapit).

Pendaftaran kursus telah dibuka sekarang. Untuk keterangan lanjut, sila rujuk **SCS Training (CFCD)** bagi mendapatkan **Surat Jemputan & Borang Pencalonan**.

Sebarang pertanyaan, sila hubungi Pegawai Seranta Seksyen Latihan, Unit Sumber Manusia Negeri:

Puan Adzlin Binti Mohamad Yusuf
 Tel: 082-313946
 Faks: 082-312997
 Emel: adzlinmy@sarawak.gov.my

Figure : 3

2.3. Logout

To logout from SORAS system, please follow the step(s) below:-

1. Click **Logout** hyperlink.

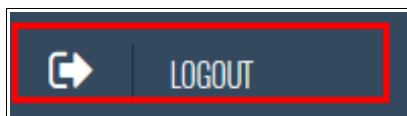


Figure : 4

2.4. User Account Management

User Account Management will be done by Management / System Administrator.

2.5. User Group Management

User Group Management will be done by Management / System Administrator.

2.6. User Profile Management

User Profile Management will be done by Management / System Administrator.

Sarawak Online Application System

USING THE SYSTEM

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3. Using The System

This chapter contains information related to Sarawak Online Research Application System (SORAS) on the following topics :-

- New Applicant Account Registration
- Applicant New Application Submission
- Pre-Evaluation by Agency (SPU)
- Feedback between Agency and Applicant
- Feedback between Agency
- Accepting the Application (SPU)
- Assigning to Approving Authority (SPU)
- Approval from Approving Authority
- Permit Setup (Approving Authority)
- Compliance Schedule Setup (Approving Authority)
- Report Submission By Applicant
- Additional Permit By Applicant
- Additional Permit Approval (Approving Authority)
- Permit Renewal By Applicant
- Permit Renewal Application Approval (Approving Authority)
- Permit Extension by Applicant
- Permit Extension Approval (Approving Authority)
- Adding Additional Researcher (Approving Authority)
- Close Project Researcher (Approving Authority)
- Viewing Cancelled/Rejected/Terminated Application
- Viewing Closed Research

3.1. New Applicant Account Registration

To register new account in SORAS by the applicant, please follow the step(s) below:-

2. Under Login page of SORAS, click **Register** hyperlink.

The login form is titled 'LOGIN' with a lock icon. It contains the following elements:

- User ID:** A text input field with the placeholder text 'User Id'.
- Password:** A text input field with the placeholder text 'Password'.
- CAPTCHA:** A display area showing a refresh icon and the numbers '7876', followed by a text input field with the placeholder text 'CAPTCHA'.
- Buttons:** A green 'Login' button, a blue 'Register' button (highlighted with a red box), and a blue 'Forgot Password' link.

Figure : 5

3. The Register window will be shown and enter all mandatory fields. Once done, tick the check box for Terms and Condition, then click the **Register** button.

The register form is titled 'Register' with a close icon. It contains the following elements:

- User ID*:** A text input field.
- User Name*:** A text input field.
- Password*:** A text input field.
- Email Address*:** A text input field.
- Terms and Conditions:** A checkbox (highlighted with a red box and labeled '2') followed by the text 'I confirm that I have read and I accept the [Privacy Policy](#) and [Terms & Conditions](#)'.
- Register Button:** A blue button labeled 'Register' (highlighted with a red box and labeled '3').

A red box labeled '1' encompasses the four mandatory input fields.

Figure : 6

4. The message Registration Successful will be shown and click **OK** button.

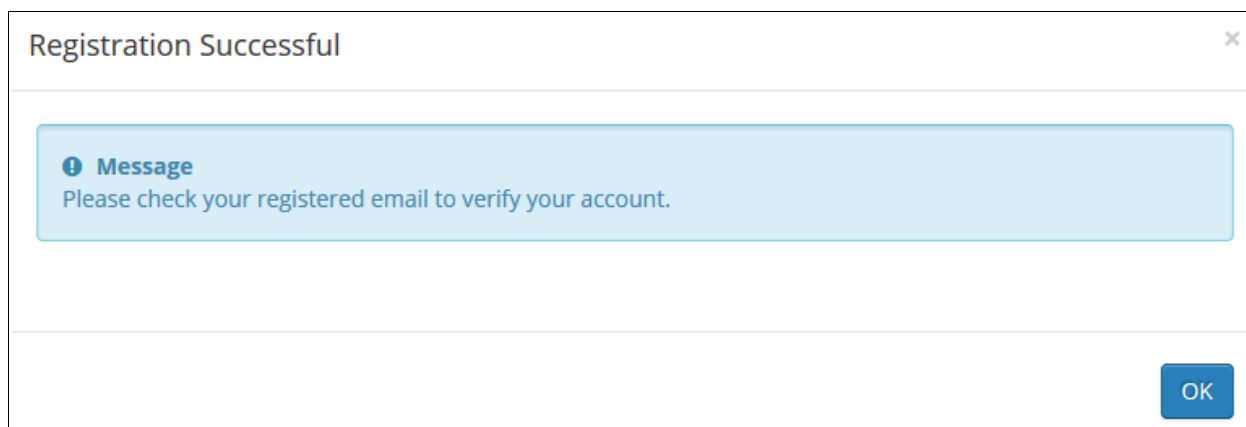
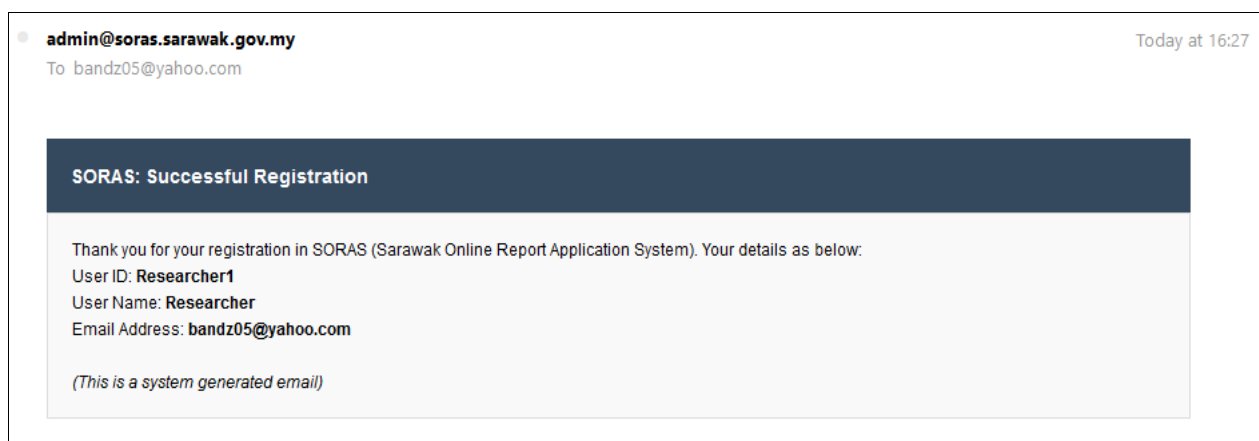


Figure : 7

Notes:-

- You will receive a notification email regarding the new account registration in SORAS.



3.2. Applicant New Application Submission

To submit new application by the applicant, please follow the step(s) below:-

1. Under SORAS home page, click **SORAS** and click **Research Application**.

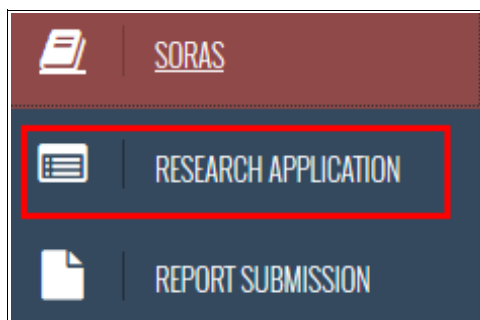


Figure : 8

2. The Research Application page will be shown and click **New Application** button.

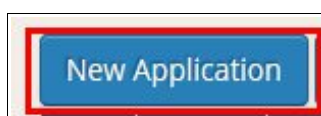


Figure : 9

3. The Research Application page will be shown and enter all mandatory fields. You need to click **Save** button once you enter the information for each tab. Please refer to table below for a description for each tab.



Figure : 10

Item	Description
1. Project Info	To enter project information like project title, classification, schedule and etc.
2. Organization	To enter organization information.
3. Researcher(s)	To update researcher details. Applicant can add more than one researcher by clicking plus button.
4. Import	To enter details of biological resources to be imported.
5. Export	To enter details of biological resources to be exported.
6. Attachments	To upload supporting document.

4. Once done, click **Submit** button and click **Yes** button. The Application will be submitted to the

agency.



Figure : 11

5. The declaration box will be shown and tick the checkbox, then click **Submit** button.

Submit

☒

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief, and I undertake to inform you of any changes therein, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am aware that I may be held liable for it.

Submit

Figure : 12

3.3. Pre-Evaluation by Agency (SPU)

Once applicant submitted the application, agency will do the pre-evaluation before accepting the application. To do the pre-evaluation, please follow the step(s) below:-

1. State Planning Unit (SPU) officer will login to SORAS, then click **Pre-Evaluation**.

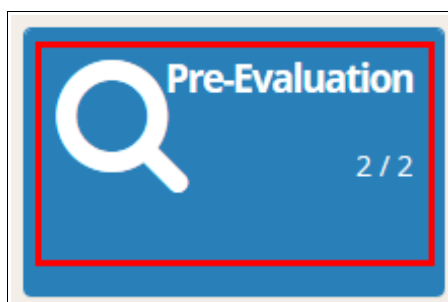


Figure : 13

2. The Pre-Evaluation page will be shown. You will be able to see all the applications that had

been submitted by applicant. Click the Application that you want to evaluate.

No.	Application ID ▾	Project Title	Name of Applicant	Submission Status
1	2018046	Research on Animal	Mervyn	Submitted

Figure : 14

- Then click **Open Application Form** icon.

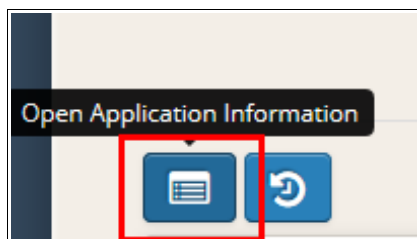


Figure : 15

- The Application information that is submitted by Applicant will be shown. Go through all the information and if you have any feedback to applicant, please refer to **topic 3.4 (Feedback between Agency and Applicant)**.

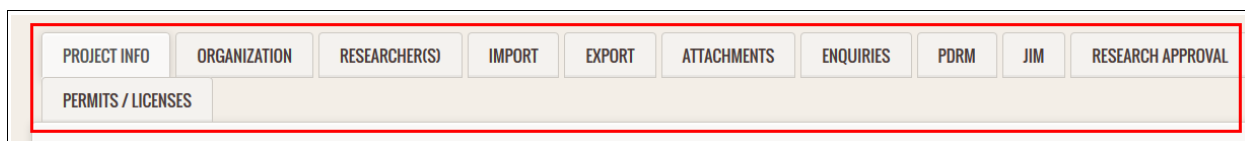


Figure : 16

3.4. Feedback between Agency and Applicant

Any feedback or enquiries before accepting the application, agency can feedback to applicant through the application. To give the feedback to applicant, please follow the step(s) below:-

- Under Application Information Form page, click **Enquiries** tab.

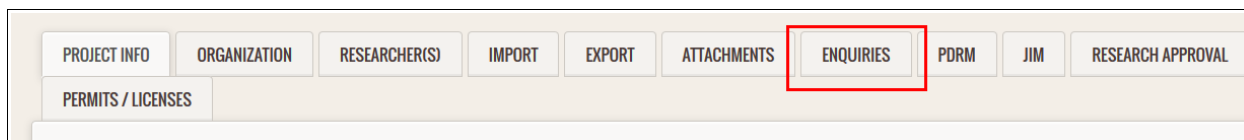


Figure : 17

- Write your message in the fields provided and click **Send Message** button. The Applicant will receive the agency submitted feedback.

Figure : 18

Notes:-

- Applicant will receive a notification on the feedback and to reply, click **Enquiries** tab and reply the message accordingly.

3.5. Feedback between Agency

All involved agencies can share the feedback with each others. To feedback between agencies, please follow the step(s) below:-

1. Under Comment by Agency, write your message in the fields provided and click **Send Message** button. The Agency will receive the notification on the feedback and can reply to the comment.

Figure : 19

3.6. Accepting the Application(SPU)

Once pre-evaluation is done and completed, State Planning Unit (SPU) will accept the application. To accept the application, please follow the step(s) below:-

1. Click **Validate** button, then click **Accept** button.

Figure : 20

Notes:-

Item	Descriptions
	Click Open Application Information icon to view all information that is submitted by applicant.
	Click Application Progress Log icon to view the log of the activity.
	If the information incorrect, SPU can click Incomplete button and the application will be returned to the Applicant for amendment. Applicant will receive the notification through registered email.
	Click Reject button if the submitted application has any problem.
	Click Cancel button if the applicant request to cancel the application.

3.7. Assigning to Approving Authority(SPU)

SPU will assign to approving authority for approval. To assign to approving authority, please follow the step(s) below:-

1. Click the **Sector** and **Approving Authority** from the drop-down list.

Figure : 21

2. Once done, click **Recommend For Approval** and click **Yes** button.

Figure : 22

3. Approving Authority will receive a notification on recommendation for approval.

Notes:-

- Once done assigned to approving authority, SPU will enter the information on security clearance. Click Security Clearance and select the application.



- Under Application Security Clearance page, you will be able to see PDRM & JIM tabs. Enter the information accordingly.

PDRM

JIM

☰

PDRM

No.	Name	Citizenship	Granted Security Clearance?*	Remarks*
1	Mervyn	AUSTRALIA	Pending	

Comment*

- Once done, click **Confirm** and **Yes** button.



3.8. Approval by Approving Authority

Approving Authority will receive the SPU assigned application and will do the approval. To do the approval, please follow the step(s) below:-

- Approving Authority will login to SORAS and click **Pending Approval**.

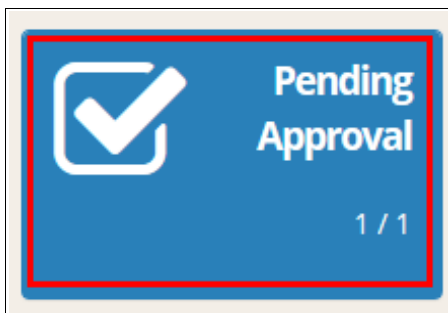


Figure : 23

2. The Pending Approval page will be shown and click the Application ID.

No.	Application ID ▾	Project Title	Approving Authority	Main Collaborator
1	2018046	Research on Animal	FD	Mervyn

Figure : 24

3. The Application page will be shown. Enter all the information like Researcher Approval, Permits/Licenses and Financial Transactions. Refer to table below for the descriptions.

No.	Date*	Transaction Type*	Amount (RM)*	Remarks
No Result Found				

Figure : 25

Item	Descriptions
1. Research Approval	To enter research period and First Permit/ First Approval Letter. You also can add the attachment.
2. Permit/Licenses	To setup required permit/license. Once you setup the required permit, click Send Email button and a notification will be sent to Applicant on the permit/licenses.
3. Financial Transactions	To enter financial transactions record like security deposit.

Notes:-

- Click **Save** button for each tabs.
- Once Applicant has downloaded the permit/licenses, he/she will submit to the approving authority.
- Approving Authority will upload the Approval and Approved document at Permit/Licenses tab.

4. Once done, click **Approval** and click **Approve** button.

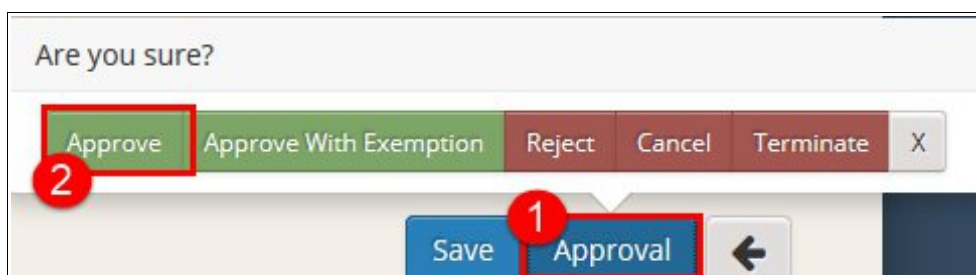

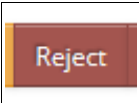
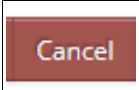
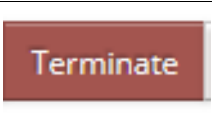


Figure : 26

Notes:-

Items	Descriptions
	Approve With Exemption is approval without the permit.
	Click Reject button if the applicant submitted application has any problem.
	Click Cancel button if applicant request to cancel the application.
	If Applicant is violating the rules, agency can terminate the application. (Applicant will receive the notification email).

3.9. Permit Setup (Approving Authority)

Approving Authority will set up the permit/license for the applicant. To set up the permit/license, please follow the step(s) below:-

1. Under Application page, click **Permits/Licenses** tab.



Figure : 27

- The required permit/license page will be shown. Click **Plus** button.

Figure : 28

- Enter all the information like Permit/License and Validity Period. Once done, click **Send Email** and **Yes** button.

Figure : 29

Notes:-

- Applicant will receive the notification and will download the form accordingly.

3.10. Compliance Schedule Setup (Approving Authority)

Approving Authority will set up compliance schedule for report submission. To set up compliance schedule, please follow the step(s) below:-

1. Approving Authority will login to SORAS and click **Research Monitoring**.



Figure : 30

2. The Research Monitoring page will be shown and click the Application ID.

No.	Application ID ▾	Project Title	Approving Authority	2nd Approving Authority	Main Collaborator
1	2018046	Research on Animal	FD	-	Mervyn

Figure : 31

3. The Application page will be shown and click **Compliance Schedule** tab.

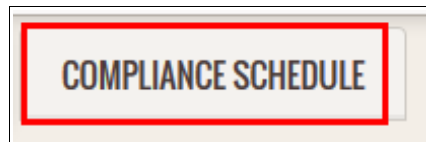


Figure : 32

4. The Compliance Schedule Setup page will be shown and click **Plus** button.

COMPLIANCE SCHEDULE SETUP

+

-

Send Email

No.	Agency	Activity*	Projected Submission Date*	Status*	Remark	Actual Submitted Date	Attachment
No Result Found							

Figure : 33

5. Enter the information accordingly like activity, projected submission date and once done, click **Send Email** and click **Yes** button.

COMPLIANCE SCHEDULE SETUP

No.	Agency	Activity*	Projected Submission Date*	Status*	Remark	Actual Submitted Date	Attachment
1	FD	First Quarter Report	31/01/201	New	Report		-

Figure : 34

Notes:-

- Applicant will receive the notification for report submission.

3.11. Report Submission By Applicant

Approving Authority will set up compliance schedule for report submission. To submit the report, please follow the step(s) below:-

1. Applicant will login to SORAS and under SORAS home page, click **SORAS**, then click **Report Submission**.

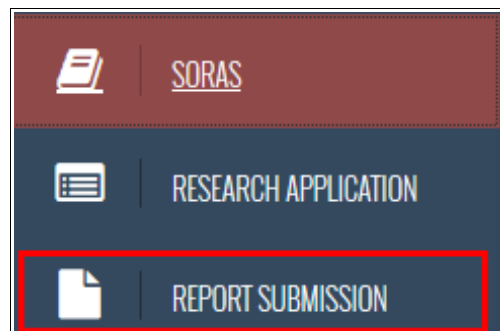


Figure : 35

2. The Report Submission page will be shown. Search the application that you wish to submit the report, then click on it.

No.	Application ID ▾	Project Title	Approving Authority
1	2018045	Research on Flower	FD

Figure : 36

3. The Report Submission page will be shown. Click the **Attachment** icon.

REPORT SUBMISSION





No.	Agency	Activity	Projected Submission Date	Status	Remark	Actual Submitted Date	Attachment	Submission
1	FD	First Quarter Report	30/04/2019	New	Report	-		<button>Submit</button>

Figure : 37

4. The Attachment window will be shown and click **Plus** button. Then click **Browse** button and select the report accordingly. Enter the description of the report and click **Save** button, then click **Close** button.

Attachment

💡 File size limit for each attachment is **10MB**.

No.	Attachment*	Description
No Result Found		

Figure : 38

No.	Attachment*	Description
1.	Browse... 1.png	Report 1

Save Close

Figure : 39

- Once done, click **Submit** button and click **Yes** button.

No.	Agency	Activity	Projected Submission Date	Status	Remark	Actual Submitted Date	Attachment
1	FD	First Quarter Report	30/04/2019	New	Report	-	Attachment 1

Are you sure?
☒ Yes ☐ No
 Submit

Figure : 40

3.12. Additional Permit By Applicant

To apply additional permit, please follow the step(s) below:-

- Under SORAS home page, click **Other Services** and click **Additional Permit / Research Permit Renewal**.

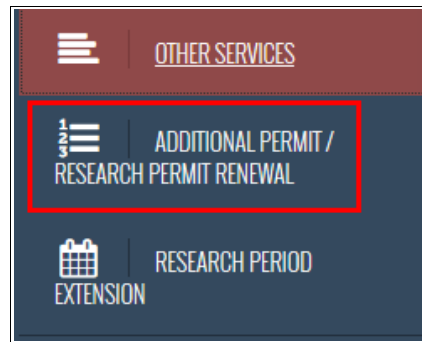


Figure : 41

- The Additional Permit / Research Permit Renewal page will be shown. Then click **New Request** button.

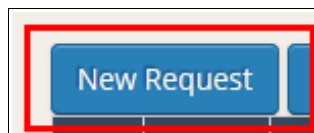


Figure : 42

- The Additional Permit / Research Permit Renewal page will be shown. Enter the mandatory fields like Project, Request Type, Reason and Approving Authority. Then click **Submit** button and click **Yes** button to proceed with the submission.

Figure : 43

3.13. Additional Permit Approval (Approving Authority)

Approving Authority will receive a notification regarding the additional permit applied by the applicant. To process the approval, please follow the step(s) below:-

1. Approving Authority will login to SORAS and click **Request Approval**.

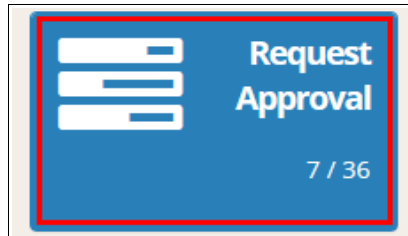


Figure : 44

2. The request approval page will be shown and click the Application ID.

No.	Application ID	Project Title	Request Type	Status
1	2018045	Research on Flower	Request For Additional Permit	Pending Verification

Figure : 45

3. The Request Approval page will be shown. Approving Authority will enter the information like Research No. / Approval Letter Ref. No., Validity Period and Authority's remark.

REQUEST APPROVAL

Save Confirm

Project*

2018045 - Research on Flower

Request Type*

Request For Additional Permit

Reason*

Request additional permit

Approving Authority*

FD

Research Permit No. / Approval Letter Ref. No.*

Validity Period*

until

Authority's Remarks

Attachment

Browse... No file selected.

Status

Pending Verification

Figure : 46

4. Once done, click **Confirm** and click **Approve** button.



Figure : 47

Notes:-

- Once the additional permit is approved, the research approval page will be updated accordingly.

RESEARCH APPROVAL						
Research Period*						
		04/10/2018		until	31/10/2019	
No.	Permit Type	Research Permit No. / Approval Letter Ref. No.*	Approving Authority*	Validity Period*		Attachment
				Start*	End*	
1	First Permit / First Approval Letter	12312	FD	04/10/2018	04/10/2019	-
2	Request For Additional Permit	2018010101	FD	04/10/2018	31/10/2019	-

3.14. Permit Renewal By Applicant

To do the renewal for permit, please follow the step(s) below:-

1. Under SORAS home page, click **Other Services** and click **Additional Permit / Research Permit Renewal**.

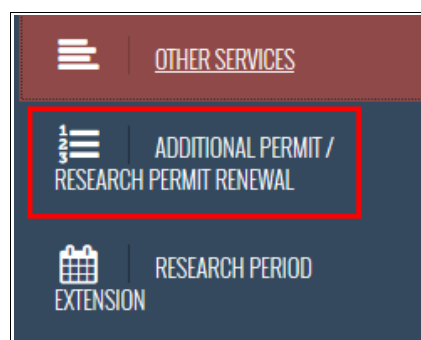


Figure : 48

2. The Additional Permit / Research Permit Renewal page will be shown. Then click **New**

Request button.

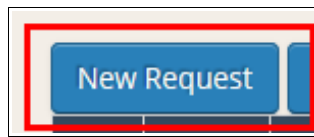


Figure : 49

- The Request Approval page will be shown. Enter the mandatory fields like Project, Request Type, Reason and Approving Authority. Then click **Submit** button and click **Yes** button to proceed with the submission.

Figure : 50

3.15. Permit Renewal Application Approval (Approving Authority)

Approving Authority will receive a notification regarding permit renewal submitted by applicant. To do the approval, please follow the step(s) below:-

- Approving Authority will login to SORAS and click **Request Approval**.

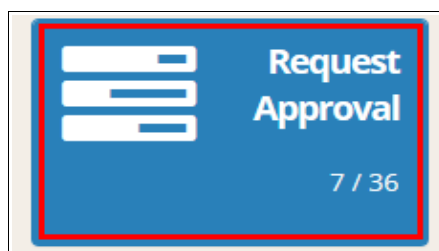


Figure : 51

- The request approval page will be shown and click the Application ID.

No.	Application ID	Project Title	Request Type ▾	Status
1	2018031	RFID In Forestry	Request For Research Permit Renewal	Approved
2	2018045	Research on Flower	Request For Research Permit Renewal	Pending Verification

Figure : 52

- The Request Approval page will be shown. Approving Authority will enter the information like Research No. / Approval Letter Ref No., Validity Period and Authority's remark.

REQUEST APPROVAL

Save Confirm ↩

Project*

2018045 - Research on Flower

Request Type*

Request For Research Permit Renewal

Reason*

Renewal

Approving Authority*

FD

Research Permit No. / Approval Letter Ref. No.*

Validity Period*

until

Authority's Remarks

Attachment

Browse... No file selected.

Status

Pending Verification

Figure : 53

- Once done, click **Confirm** and click **Approve** button.



Figure : 54

Notes:-

- Once the renewal permit is approved, the research approval page will be updated accordingly.

RESEARCH APPROVAL						
Research Period*		04/10/2018		until	31/10/2019	
No.	Permit Type	Research Permit No. / Approval Letter Ref. No.*	Approving Authority*	Validity Period*		Attachment
				Start*	End*	
1	First Permit / First Approval Letter	12312	FD	04/10/2018	04/10/2019	-
2	Request For Additional Permit	2018010101	FD	04/10/2018	31/10/2019	-
3	Request For Research Permit Renewal	20180101	FD	01/11/2019	31/10/2020	-

3.16. Permit Extension By Applicant

To apply research period extension, please follow the step(s) below:-

1. Under SORAS home page, click **Other Services** and click **Research Period Extension**.



Figure : 55

2. The Additional Permit / Research Permit Renewal page will be shown. Then click **New Request** button.

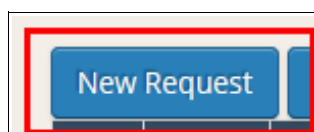


Figure : 56

3. The Research Period Extension page will be shown. Enter the mandatory fields like Project, Reason and Approving Authority. Then click **Submit** and click **Yes** button to proceed with the submission.

Figure : 57

3.17. Permit Extension Approval (Approving Authority)

Approving Authority will receive a notification regarding permit extension submitted by applicant. To do the approval, please follow the step(s) below:-

1. Approving Authority will login to SORAS and click **Request Approval**.

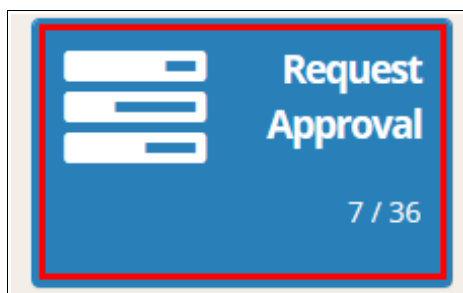


Figure : 58

2. The request approval page will be shown and click the Application ID.

No.	Application ID	Project Title	Request Type	Status
1	2018045	Research on Flower	Request For Additional Permit	Approved
2	2018045	Research on Flower	Request For Research Permit Renewal	Approved
3	2018045	Research on Flower	Request For Research Period Extension	Pending Verification

Figure : 59

- The Request Approval page will be shown. Enter all information like Approving Authority, Validity Period and Authority's remark.

REQUEST APPROVAL

Save Confirm

Project*

2018045 - Research on Flower

Request Type*

Request For Research Period Extension

Reason*

Extension

Approving Authority*

FD

Validity Period*

until

Authority's Remarks

Attachment

Browse... No file selected.

Status

Pending Verification

Figure : 60

- Once done, click **Confirm** and click **Approve** button.

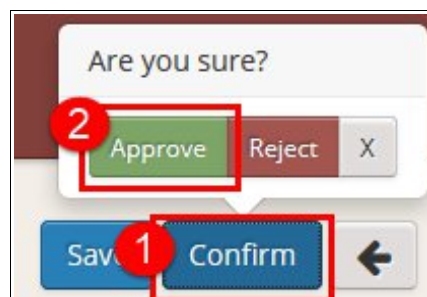


Figure : 61

Notes:-

- Once the permit extension is approved, the research approval page will be updated

accordingly.

RESEARCH APPROVAL

Research Period*

04/10/2018

until

31/10/2019

Research Period Extension*

01/11/2019

until

30/10/2021

No.	Permit Type	Research Permit No. / Approval Letter Ref. No.*	Approving Authority*	Validity Period*		Attachment
				Start*	End*	
1	First Permit / First Approval Letter	12312	FD	04/10/2018	04/10/2019	-
2	Request For Additional Permit	2018010101	FD	04/10/2018	31/10/2019	-
3	Request For Research Permit Renewal	20180101	FD	01/11/2019	31/10/2020	-

3.18. Adding Additional Researcher (Approving Authority)

Approving Authority is able to add additional researcher. To add additional researcher, please follow the step(s) below:-

- Under Application Information page, approving authority will click **Research** tab.



Figure : 62

- The Researcher information page will be shown and click **Plus** button. The tab will be shown and enter all the information accordingly.

PART 3: INFORMATION OF THE APPLICANT AND RESEARCHER(S)

Save

This part must be completed by the **applicant** and **EACH researcher/ team member** involved in the project.

RESEARCHER #1

+

Figure : 63

Figure : 64

- Once done, click **Save** button.

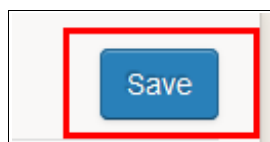


Figure : 65

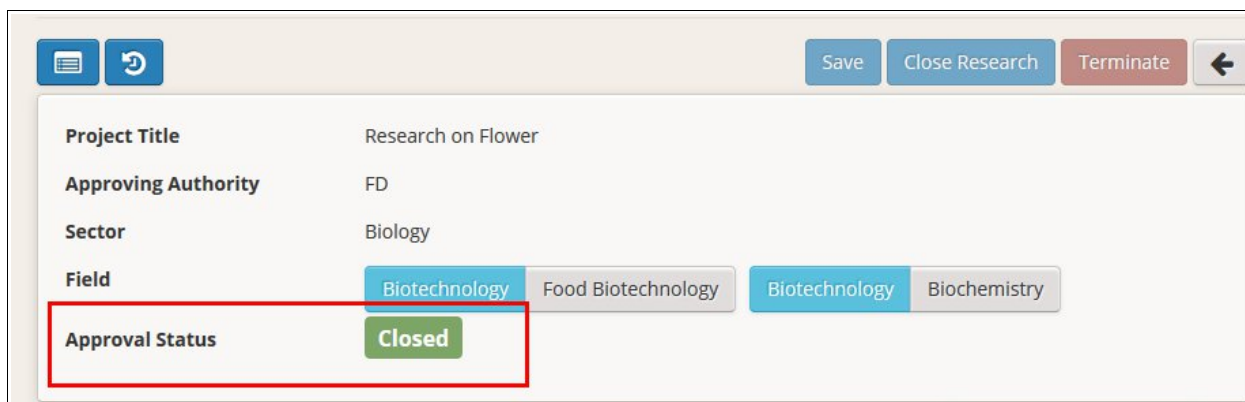
3.19. Close Researcher Project (Approving Authority)

Once the project has been done, approving authority will close the project. To close the Researcher Project, please follow the step(s) below:-

- Under Application page, click **Close Research** and **Yes** button.

Figure : 66

- The Approval Status will change to Closed.



Project Title: Research on Flower

Approving Authority: FD

Sector: Biology

Field: **Biotechnology** Food Biotechnology Biochemistry

Approval Status: **Closed**

Figure : 67

3.20. Viewing Cancelled/Rejected/Terminated Application

All the applications that had been cancelled, rejected or terminated, will be listed under this module. To view the record, please follow the step(s) below:-

1. Approving Authority will login to SORAS and click **Cancelled / Rejected / Terminated** button.

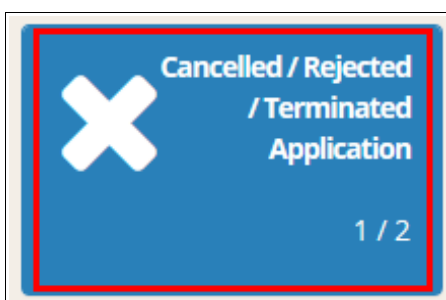


Figure : 68

2. All the records that had been cancelled / rejected or terminated will be displayed.

No.	Application ID	Project Title	Approving Authority	2nd Approving Authority	Main Collaborator	Submission Status	Approval Status
1	2018044	aaaa	-	-	Eric Tiong	Rejected	Not Available
2	2018043	Black Desert	-	-	Eric Tiong	Accepted	Terminated

Figure : 69

3.21. Viewing Closed Research

All the projects that had been closed will be listed under this module. To view the record, please follow the step(s) below:-

1. Approving Authority will login to SORAS and click **Close Research**.



Figure : 70

2. All the projects that had been closed will be displayed.

No.	Application ID ▼	Project Title	Approving Authority	2nd Approving Authority	Main Collaborator
1	2018045	Research on Flower	FD	-	Mervyn
2	2018031	RFID In Forestry	FD	-	jonetta

Figure : 71

Sarawak Online Application System REPORT

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4. Report

Not Applicable

4.1. Audit Trail

Not Applicable

Sarawak Online Application System

FAQ & TROUBLESHOOTING

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5. FAQ & Troubleshooting

5.1. FAQ

5.1.1. How to take screen capture?



- **How to take screen capture of the entire screen?**

Method 1: Using “Print Screen”

1. Open the window screen you want to capture.
2. Press **PrtSc** on your keyboard. This will capture an image of your entire screen and copy it to clipboard. The “Print Screen” button may be labelled as “**PrtScn**”, “**Prnt Scrn**”, “**Print Scr**”, or something similar. On laptop keyboard, you may have to press the “**Fn**” or “**Function**” key to access “Print Screen”.



Figure : 72

3. Open Paint by clicking the **Start** button , clicking **All Programs**, clicking **Accessories**, and then clicking **Paint**.
4. In Paint, on the **Home** tab, in the **Clipboard** group, click **Paste**.
5. Click the **Paint** button , and then click **Save**.

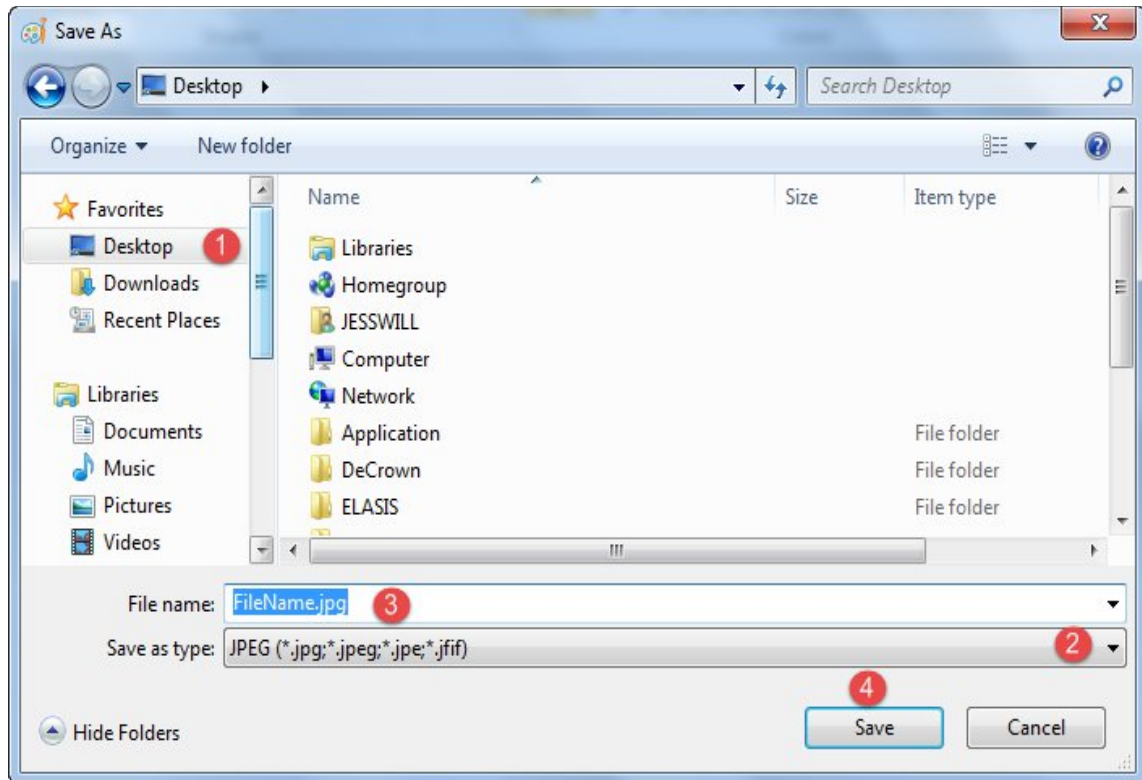
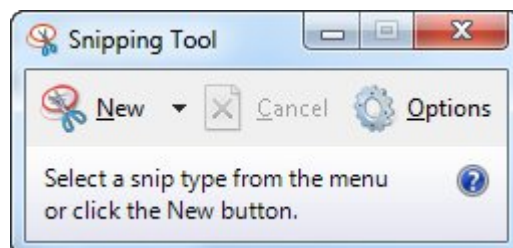


Figure : 73

6. You may save it on your desktop by clicking (1) **Desktop** icon and (2) select “**JPG**” or “**PNG**” file type.
7. Write down your (3) **file name** and click (4) **Save** button.

Method 2: Using Snipping Tools



1. Open the windows screen you want to capture.
2. Go to **Start >> All Programs >> Accessories >> Snipping Tools**.




3. Click the “**New**” icon and then drag your cursor on the area you want to capture.
4. Go to **File** and click “**Save As**” to save the file as PNG or JPG file type format.
5. Name your file, browse to the desired folder and then click **Save**.

5.1.2. How to update my browser?

A. Update Mozilla Firefox to the latest version.

1. By default, Firefox is set to automatically update itself but you can also do a manual update.
2. To do manual update, click the menu  button, click help , and select "About Firefox".
3. The **About Firefox** window will open and Firefox will begin checking for updates and downloading them automatically.
4. When the updates are ready to be installed, click "**Restart to Update**".

B. Update Google Chrome to the latest version.

1. Click the Chrome menu  on the browser toolbar and select **About Google Chrome**.
2. The current version number is the series of numbers beneath the "Google Chrome" heading.
3. Chrome will check for updates when you're on this page. Click **Relaunch** to apply any available update.

5.2. Troubleshooting

5.2.1. Access the System

Q: [Why I cannot access the system?](#)

A: Please read the following to find out the actual cause of the problem.

Q: [Can your colleagues access the system using their PC?](#)

A: If yes, the problem could be your PC.

If no, the problem could be your area network connection is down.

Q: [Can you access your email on Sarawaknet?](#)

A: If no, most likely your network is down, contact SAINS Contact Centre.

Q: [Are you granted access to the system?](#)

A: If no, apply to the relevant party to get your access.

If yes, can you try using your colleague's PC?

If you can access the system using other PC, then likely the problem is with your PC.

Q: [Can other people access the system using your PC?](#)

If yes, then most likely the problem is related to your account.

If no, it is confirmed that your PC is having the problem.

5.2.2. Printing Problem

Q: [Why I cannot print?](#)

A: Please read the following to find out the actual cause of your printing problem.

Q: [Can you print before?](#)

A: If yes, check your printer, make sure it is turned on and check your PC network or cable connection to the printer.

- If you cannot ping the printer IP address, most likely the network cable/wireless connection is down.
- If your computer or printer is new, install printer driver in your PC or inform the relevant people to install for you and configure the printer to be used in your application if applicable.

Q: [Can you view the document that you want to print?](#)

A: If no, check your Acrobat Reader if it is required for viewing and printing the document.

- Install Acrobat Reader with the latest version required by your application.

If yes, check the printer whether it is available under the General tab or Printer name drop-down list. If the printer is not found, install the printer driver.

5.2.3. System Performance

Q: [Why my computer is very slow?](#)

A: [The most likely causes of your computer slowness are listed below.](#)

- If your computer has not been rebooted recently, make sure to reboot it before following any of the steps below.
- Remove or disable any **background** and **startup programs** that automatically start each time the computer boots.
- Delete temporary files using the Windows Disk Cleanup utility or other similar utility. You may delete manually all the files inside the "temp" folder.
- Make sure your computer hard drive has at least **200 - 500 MB** of free space available for swap and temporary files.
- Run **ScanDisk**, **chkdsk**, or something equivalent to check the condition of the computer's hard drive.
- Run **Defrag** to help ensure that data is arranged in the best possible order.
- Scan for **spyware** and **malware** using a free version of Malwarebytes.
- Scan for viruses using an antivirus program installed on your computer. You can run Trend Micro's free **Housecall** online utility to check for viruses on your computer and to remove them.
- Check for any hardware conflicts from the **Device Manager**.

- Update your windows security and browser plugins regularly to get all the latest updates.
- Update your computer with the latest drivers, especially the video drivers.
- If you have done any of the above steps but your computer is still slow try rebooting the computer again at this point.
- Upgrade your computer memory. Minimum of **1GB** of memory for **32-bit** system and **2GB** for a **64-bit** system.
- Run registry cleaner on your computer.
- If none of the above solutions resolve your issues, another option is to **reinstall Windows or erase everything** on your computer and then start over. **Caution: Make sure you backup your data!**
- If your computer continues to be slower than normal after doing all the above recommendations, it is possible that your computer has a hardware failure such as bad **hard drive, CPU, RAM, motherboard** or other components.
- Automatic map drive connection can cause slowness in boot up.
- Multiple anti-virus programs are installed in your computer.
- Close all other applications that you are not using.
- Check your network connection, make sure it is not down. If you cannot open or read your email, most likely your network is down.
- Uninstall unused software.
- Empty your Recycle Bin regularly.
- The "high end" computer purchased as new 5 years ago may run the latest version of Windows, but that doesn't mean that it will do it very well.
- Make sure your computer fan is functioning as overheating computer can slower its performance.
- Delete cookies, cache and internet history from web browsers.

5.2.4. User Account Problem

Q: [How do I request for an account to access the system?](#)

A: Fill in the Account Request Form and submit to your Section Head for approval. Once it is approved, notify the relevant personnel to create your account.

Q: [My account is locked, what should I do?](#)

A: Go to the application login page, click the "**Forgot Password**" link and follow the required steps to unlock your account or Inform the relevant party to unlock if applicable.

Sarawak Online Application System**CONTACT US**

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6. Contact Us

6.1. SAINS Contact Centre

SAINS Contact Centre (formerly known as SAINS Call Centre) is a customer friendly (24x7) one-stop centre whereby you contact us via various channels listed below for system faults on hardware, software applications, network and on other required services especially the ones covered in our Service Level Agreements (SLA).

With SAINS Contact Centre, we will be able to respond to your service request more systematically, quickly and effectively as all the service requests are recorded, tracked and monitored under a centralized Call Tracking System.

If you have any service requests and need help or support, please feel free to contact us via various channels listed below.

 Email	callcentre@sains.com.my	
 Online Submission	http://callcentre.sains.com.my	
 Telephone	SAINS Contact Centre Operational Hours: (24 hours x 7 days) Tel: 1-300-88-SAINS 1-300-88-7246	Sabah Support Centre Operational Hours: (8.00 am – 5.30 pm; Mon - Fri) Tel: (60) 88-734550 (60) 88-734560
 Fax	Fax: (60) 82-442522	Fax: (60) 88-734580

6.2. Online Customer Survey

This online customer survey is our continuous quality improvement initiative for us to collect your feedback and invaluable inputs on the quality of our Customer Care. The feedback will help us to improve our services to you and go a long way in helping us transform your customer experience.



Please take a few moments to fill in this feedback form at <http://cats.sains.com.my>.

6.3. Application Improvement Feedback

To help us to improve our system, we provide online feedback form for you to raise your comments, suggestions or feedbacks related to applications. As a token of our appreciation, we will give away a fantastic mystery gift every 6 months in June and December to our selected lucky customer who contributed the most innovative and constructive comments on our application(s).

Notes:

Please use this online feedback function/form to send comments/suggestions for the application or service only. If you wish to feedback on any technical problems encountered while using the system, please contact our SAINS Contact Centre.

Send us your comment/suggestion by completing the Online Application Improvement Feedback Form or by emailing to us using the following email address : feedback@sains.com.my





The Online Application Improvement Feedback Form is normally found at the System Main Page

for web-based application.

Below are the details on how you can submit your feedback to us:

- Via WAW Feedback Form
- Via Web-based Feedback Form
- Via Sarawaknet Feedback Form
- Via Email

6.3.1. Via WAW Feedback Form

Click  at the toolbar. Click **Save**  once you had completed filling in the form. An email will be automatically sent to us for our further action.





Figure : 74

6.3.2. Via Web-based Feedback Form

Click **Feedback** link normally available at the mainpage of the system and click  button once you had completed filling in the Application Feedback Form. An email will be automatically sent to us for our further action.



Do you have any comments/suggestions for improvement on the SarawakNet Services?

We are very keen to hear any comments / suggestions you may have about our applications. We would be grateful if you could take a few minutes to fill in this feedback form. We hope through your comments / suggestions, we would be able to enhance our applications to serve you better. Every six months in June and December, the best comment/suggestion for our applications will be awarded a surprise gift.

Please contact our [Call Center](#) if you wish to make a complaint on any problems encountered while using the system. Please use this form to send comments / suggestions regarding our applications only.

Please note that fields marked with an asterisk (*) must be filled in.

* Feedback Category:

* Application Name:

* Detailed Description:

Your Details

User ID:

* Name:

* Agency:

* Station:

* Telephone No.:

Fax No.:

Email Address:

* Verification Code: 

Please enter the verification code as shown.


Privacy Statement

We will treat your feedback with utmost confidentiality and will contact you if necessary.

We thank you for your valuable feedback.

Figure : 75

6.3.3. Via Sarawaknet Application Feedback Form

Click **Feedback** link in **mySCS** after you login at Sarawaknet mainpage. Click  button once you had completed filling in the form. An email will be automatically sent to us for our further action.

Please refer to Figure 74 above for details.

6.3.4. Via Email

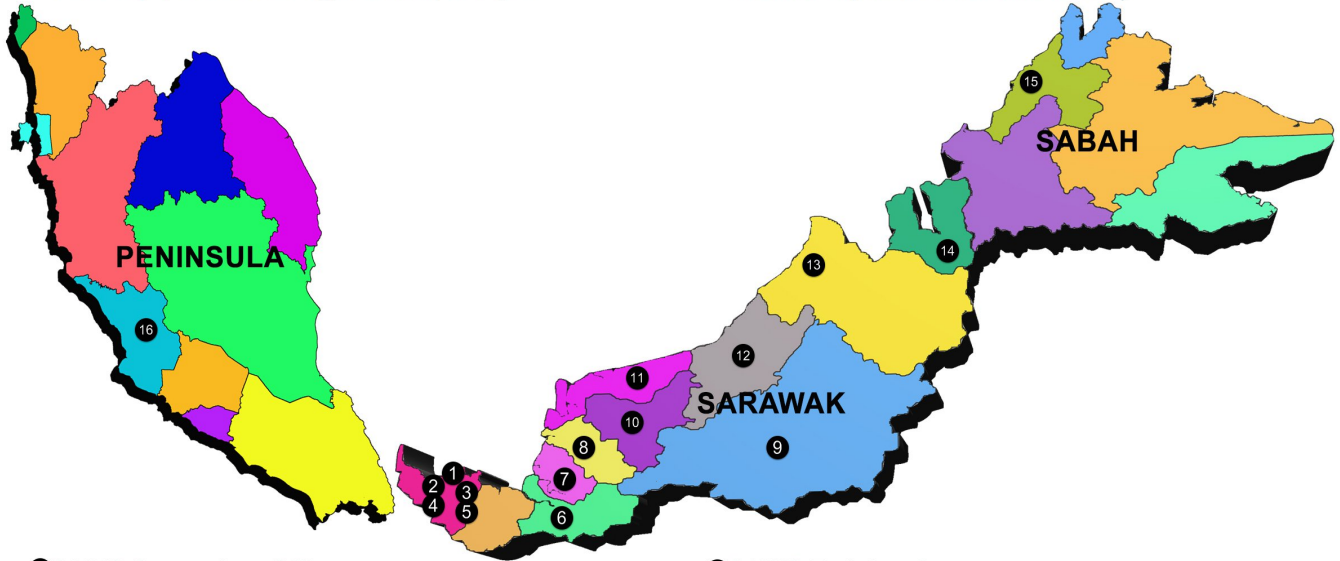
You may also submit your feedback via our email address feedback@sains.com.my or contact our **SAINS Contact Centre** as listed above.

① SAINS Head Office:

Tel: (60) 82-444199
Fax: (60) 82-444211
Level 3, Wisma Bapa Malaysia,
Petra Jaya, 93502 Kuching, Sarawak, Malaysia

② SAINS Contact Centre:

Tel: 1300-88-7246
Fax: (60) 82-442522
Email: callcentre@sains.com.my
Website: <http://callcentre.sains.com.my>



③ SAINS Samarahan Office:

Tel: (60) 82-668668
Fax: (60) 82-668669
Lot 250, Block 25, Kuching Samarahan
Expressway, 93010 Samarahan, Sarawak, Malaysia.

④ SAINS Training Centre:

Tel: (60) 82-668668
Fax: (60) 82-668669
Level 1, Lot 250, Kuching Samarahan
Expressway, 93010 Samarahan, Sarawak, Malaysia.

⑤ Business Enquiries:

Tel: (60) 82-366499
Fax: (60) 82-360522
Email: salesenquiry@sains.com.my

⑥ SAINS Sri Aman:

Tel: (60) 83 - 324 423
Fax: (60) 83 - 324 423
Pejabat Residen Sri Aman, Jln Abang Aing
95000, Sri Aman.

⑦ SAINS Betong:

Tel: (60) 83-472 811
Fax: (60) 83-472 811
Lot 611, 1st Floor, Jln Ah Wee, Betong Town
District, 95700 Betong.

⑧ SAINS Sarikei:

Tel: (60) 84 - 658 793
Fax: (60) 84 - 651 132
1st Floor, Sublot 3, Lot 1799, Block 36
No. 5, Lorong Mutiara 2, Jln Bersatu, 96100 Sarikei.

⑨ SAINS Kapit:

Tel: (60) 84-789 040
Lot 2141, 1st Floor, Shop Lot 35, Jln Bletch,
96800 Kapit, Sarawak.

⑩ SAINS Sibu:

Tel: (60) 84-349 148
Fax: (60) 84-349 149
No.29, 2nd Floor, Taman Damai, Jln Tun Haji Openg,
96000 Sibu, Sarawak.

⑪ SAINS Mukah:

Tel: (60) 84-872 987
Fax: (60) 84-873 987
Tingkat Bawah, Bangunan Pejabat Daerah Mukah,
Jln Kubu 1, 96400 Mukah, Sarawak.

⑫ SAINS Bintulu:

Tel: (60) 86-314 518
Fax: (60) 86-314 519
No. 67, 1st Floor, Parkcity Commercial Square,
Jln Tun Ahmad Zaidi, 97000 Bintulu, Sarawak.

⑬ SAINS Miri:

Tel: (60) 85-431 213 / 426 117
Fax: (60) 85-431 211
Lot 791, 1st & 2nd Floor, Jln Bintang Jaya 4,
Bintang Jaya Commercial Centre,
98000 Miri, Sarawak.

⑭ SAINS Limbang:

Tel: (60) 85-211 488
Fax: (60) 85-211 488
Bangunan Limbang Plaza, Tingkat 4 (LDC Office),
98700 Limbang, Sarawak.

⑮ SAINS Kota Kinabalu (SABAH):

Tel: (60) 88-734570 (KK office), 734550,
(60) 88-734560 (KK Call Center)
Fax: (60) 88-734580
2nd Floor, Lot No. D2-2, Grand Plaza Putatan,
88200 Putatan, Kota Kinabalu, Sabah.

⑯ Silicon Communication Sdn.Bhd. (SELANGOR):

Tel: (60) 3-8945 8648
Fax: (60) 3-8943 1648
9-2, 2nd Floor, Jalan Prima Tropika Barat 2,
Taman Prima Tropika, 43300 Seri Kembangan,
Selangor Darul Ehsan.



Digital Partner for Life

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Tel: (60) 82-366499

Fax: (60) 82-360522

Email: salesenquiry@sains.com.my

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