

# eLASIS - eXtraction

System Version 1.0

**User Manual (PS) Version 1.0**

The word "eXtraction" is displayed in a bold, sans-serif font. The 'e' is in dark grey, and the 'X' is in a vibrant red. The remaining letters 't', 'r', 'a', 'c', 't', 'i', 'o', 'n' are in dark grey. The logo is centered within a thin black rectangular border.

Prepared by: SAINS  
Sarawak Information Systems Sdn Bhd (213181-W)

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## eLASIS - eXtraction

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### SYSTEM OVERVIEW

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## **1. System Overview**

This section provides information on the following topics:

- Introduction
- System Objective
- System Requirement
- System Workflow

### **1.1. Introduction**

eXtraction is an application under eLASIS Storefront. This system will enable private surveyor who has registered to use the system, to log in to an on-line system and extract relevant data for survey jobs awarded to them.

Private Surveyor will be able to extract the survey data by search the area of interest, select and add peg or lines information from parcel lot / parcel peg / parcel line / traverse peg / traverse line to the cart, make payment on the selected items, search order history and download the product. To do all the stated tasks, private surveyor needs to login to **eLASIS Storefront System**.

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

Chapter 1 - Provides a general overview of the system.

Chapter 2 - Details how users can obtain access to the system.

Chapter 3 - Using the System - Provides a detailed description of functions available.

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

Chapter 5 - Listed 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 allow private surveyor to search the area of interest.
- To allow private surveyor to select and add peg or lines information from parcel lot / parcel peg / parcel line / traverse peg / traverse line to the cart.
- To allow private surveyor to make payment on selected items.
- To allow private surveyor to view order history.
- To allow private surveyor to download the product.

### 1.3. System Requirement

The minimum system requirements are as follows:

Item	Requirements
Processor	Core i3 or above
Operating System	Windows 7 (with Service Pack 1 or higher)
Memory (RAM)	Minimum 4GB Recommended 4GB or above
Browser	Mozilla Firefox 23 or above

### 1.4. System Workflow

System workflow consists of the sequence of the system or process workflow in graphical format.

This section contains the following process workflow(s):

- eXtraction Workflow

#### 1.4.1. eXtraction Workflow

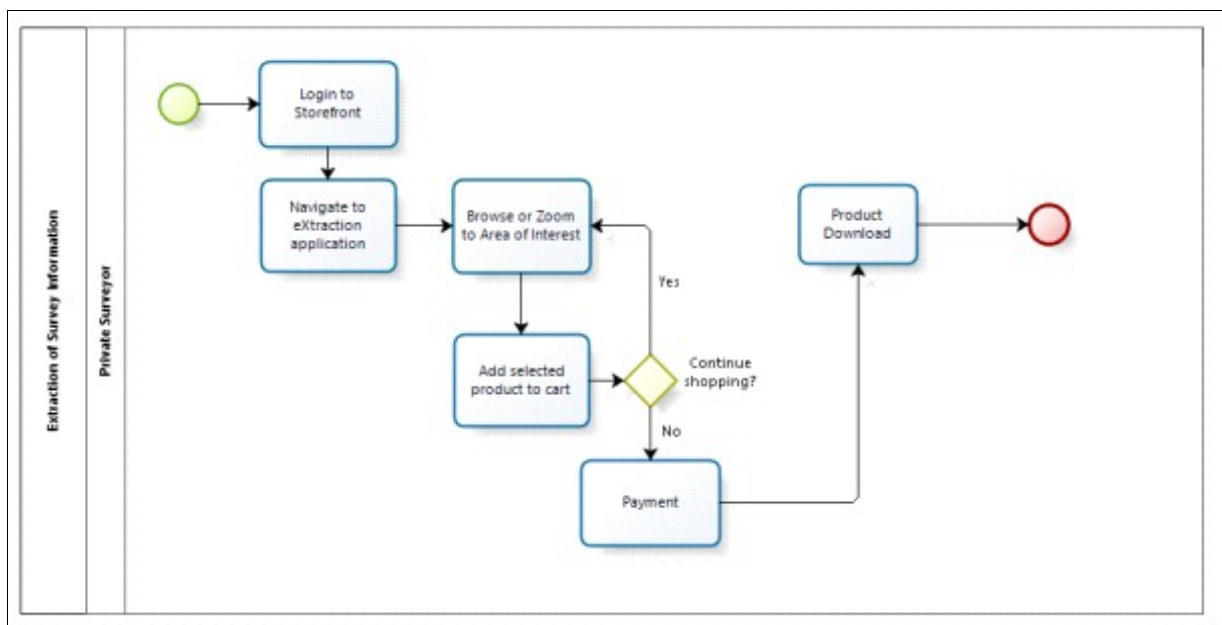


Figure : 1

## eLASIS - eXtraction

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### SYSTEM ACCESS

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## 2. System Access

This section provides information on the following topics:

- User Roles
- Login
- Logout
- User Account Management
- User Profile Management

### 2.1. User Roles

Currently, there is only one (1) types of roles, namely:-


- Private Surveyor

Table 1: The table shows the roles and descriptions for the eXtraction application.

Roles	Descriptions/Responsibilities
Private Surveyor	<ul style="list-style-type: none"> <li>• Able to search the area of interest.</li> <li>• Able to select and add peg or lines information from parcel lot / parcel peg / parcel line / traverse peg / traverse line to the cart.</li> <li>• Able to make payment on the selected items.</li> <li>• Able to view order history.</li> <li>• Able to download the product.</li> </ul>

### 2.2. Login

To login to the system, follow the step(s) below:

1. Go to eLASIS login page at <https://elasis.sarawak.gov.my/eLasis/welcome> on your browser. Enter your **Username** and **Password**. Click on  button.



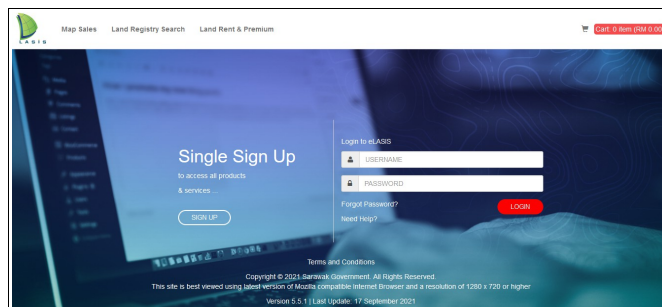


Figure : 1

2. Successful login will display **eLASIS Storefront** page.

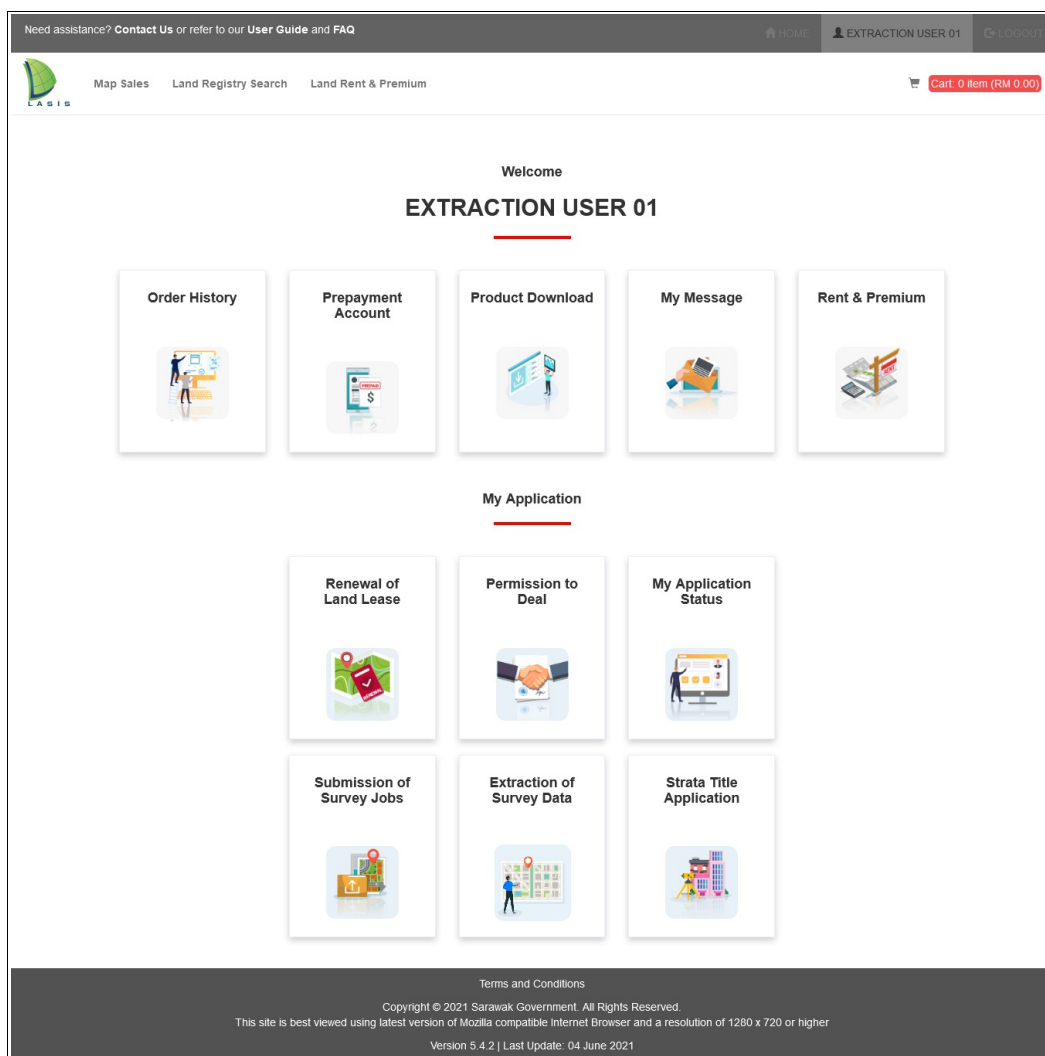


Figure : 2

## 2.3. Logout

To logout from the system, click on  button on the top-right side.

## 2.4. User Account Management

This section covers information related to the following:

- Change or Reset Password
- Register/Create New Account
- Unlock Account

### 2.4.1. Change or Reset Password

To change or reset your password, follow the step(s) below:

1. From Storefront homepage, click on your own profile name.

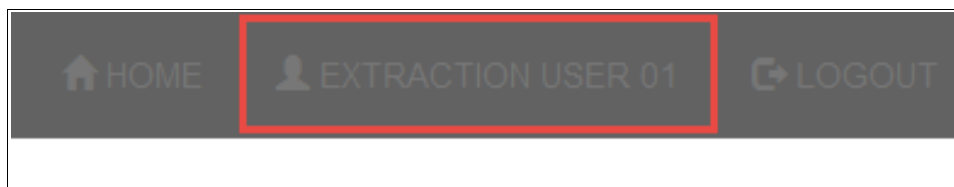


Figure : 3

2. The system will navigate to Edit Profile page. Click on [Change Password](#) link on the right side.

Premium Package Edit User Profile

\* denotes mandatory field.

User ID \* extuser01 [Change Password](#)

Preferred Contact \* E-Mail and SMS

Email Address \* stopahmadni@sains.com.my

Handphone No. \* 60 118780909

Note : Numbers only. Please do not include spaces or dashes. Omit the first zero on handphone no. eg. 128880011

User's Full Name \* Extraction User 01

Figure : 4

3. Enter the **Current Password**, **New Password** and **Confirm Password** and then click on [Reset Password](#) button.

### Change Password

Note: To reset your password, provide your current password and enter your new password below.

Current Password \*

New Password \*

*Note: Minimum password of 8 characters.*

Confirm Password \*


Cancel

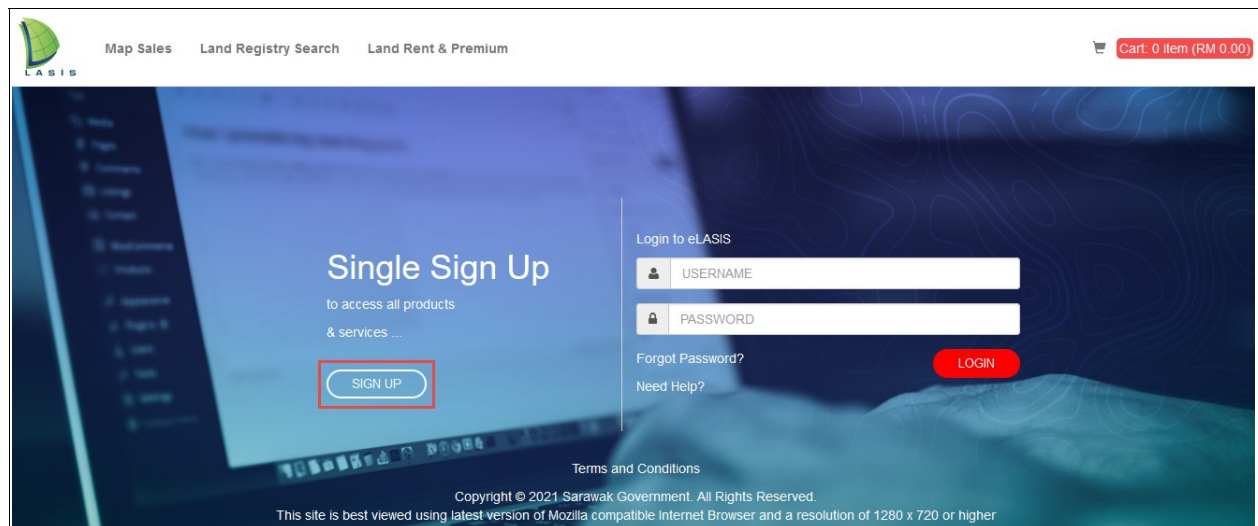
Reset Password

Figure : 5

## 2.4.2. Register or Create New Account



To register or create a new account, follow the step(s) below:

1. On eLASIS Login page, click on  button.



The image shows the eLASIS Single Sign Up page. At the top, there is a navigation bar with links: Map Sales, Land Registry Search, and Land Rent & Premium. A shopping cart icon shows 'Cart: 0 item (RM 0.00)'. The main content area has a 'Single Sign Up' heading with the text 'to access all products & services ...'. Below this is a 'SIGN UP' button, which is highlighted with a red rectangle. To the right of the sign up section is a login section with fields for 'USERNAME' and 'PASSWORD', a 'LOGIN' button, and links for 'Forgot Password?' and 'Need Help?'. At the bottom, there is a 'Terms and Conditions' link and a copyright notice: 'Copyright © 2021 Sarawak Government. All Rights Reserved. This site is best viewed using latest version of Mozilla compatible Internet Browser and a resolution of 1280 x 720 or higher'.

Figure : 6

2. Read through the terms and conditions. Scroll to the bottom and click on  button.
3. There are three(3) eLASIS sign up account type. Click on  button under

**Account for Submission of Survey Jobs & Extraction of Survey Data.**

4. Complete the registration form as below.

### New Registration for Premium Package (eSubmission/eXtraction)

Existing Storefront user, please click [here](#) for signup.

\* denotes mandatory field.

User ID \*

1

Password \*

2

Note: Minimum password of 8 characters.

Confirm Password \*

3

Email Address \*

4

Handphone No. \*

60

5

Note : Numbers only. Please do not include spaces or dashes. Omit the first zero on handphone no. eg. 128880011

User's Full Name \*

6

Nationality \*

MALAYSIA

7

Identity Card Number \*

8

Note : If Malaysian, to provide NRIC. eg.800130-13-1111

Profession \*

Surveyor

9

**For Company Registered in Malaysia**

Registration Number \*

10

Company Name \*

11

Postal Address

12

Postcode

13

City

14

State

--- Please Select ---

15

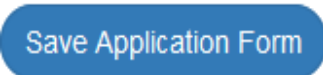
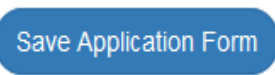
**Note :** Users Full Name, Nationality, Identity Card Number, Company Name and Registration Number are not editable fields once the application has been approved. Please ensure you have filled in these information correctly.

16

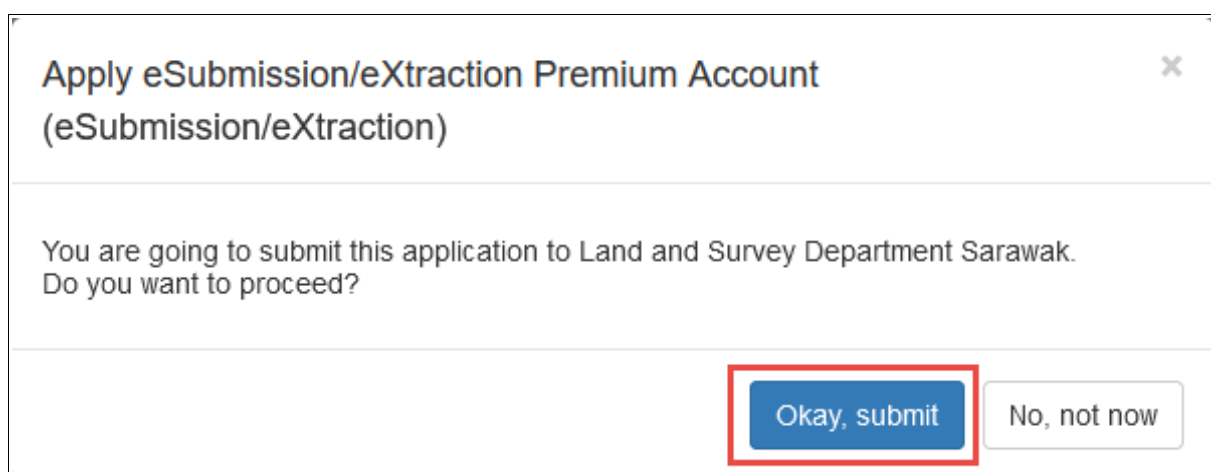
Save Application Form

Figure : 7

1	User ID	Enter your <i>user id</i> .
---	---------	-----------------------------

2	Password	Enter <i>password</i> .
3	Confirm Password	Enter <i>confirm password</i> .
4	Email Address	Enter <i>email address</i> .
5	Handphone No.	Enter <i>handphone number</i> .
6	User's Full Name	Enter your <i>full name</i> .
7	Nationality	Click the drop-down list to select <i>nationality</i> listing options.
8	Identity Card Number	Enter your <i>identity card number</i> .
9	Profession	Enter your <i>profession</i> .
10	Registration Number	Enter the company's <i>registration number</i> .
11	Company Name	Enter <i>company name</i> .
12	Postal Address	Enter company's <i>postal address</i> .
13	Postcode	Enter <i>postcode</i> .
14	City	Enter <i>city</i> .
15	State	Click the drop-down list to select <i>state</i> listing options.
16		Click on  button to register the account.

5. A message will pop out. Click on  button to proceed submit the registration.



**Apply eSubmission/eXtraction Premium Account**  
(eSubmission/eXtraction)

You are going to submit this application to Land and Survey Department Sarawak.  
Do you want to proceed?

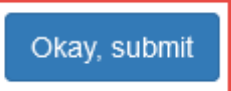
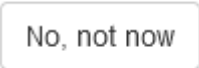
 

Figure : 8

### 2.4.3. Unlock Account

To unlock the account, follow the step(s) below:

1. On eLASIS Login page, click on “**Forgot Password?**” link.

Map Sales Land Registry Search Land Rent & Premium

**Single Sign Up**  
to access all products  
& services ...

[SIGN UP](#)

Login to eLASIS

[Forgot Password?](#)

[Need Help?](#)

[LOGIN](#)

[Terms and Conditions](#)

Copyright © 2021 Sarawak Government. All Rights Reserved.  
This site is best viewed using latest version of Mozilla compatible Internet Browser and a resolution of 1280 x 720 or higher

Figure : 9

2. Enter your **Email Address** or **Identity Card Number** to reset your password and then click on [Submit](#) button.

**Forgot your Password?**

To reset your password, type the full email address or identity card number you use for your online transaction with us.

---

**Email Address**

or

**Identity Card Number**

*Note : If Malaysian, to provide NRIC. eg.800130-13-1111*

[Cancel](#) [Submit](#)

Figure : 10

## 2.5. User Profile Management

This section covers information related to user profile:

- Edit User Profile

### 2.5.1. Edit User Profile

To edit your profile, follow the step(s) below:

1. From Storefront homepage, click on your own profile name.

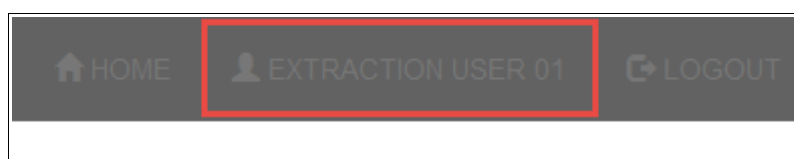


Figure : 11

2. Update your profile and click on **Save Changes** to save the edited profile.

Premium Package
Edit User Profile

\* denotes mandatory field.

User ID *	extuser01		
Preferred Contact *	E-Mail and SMS		
Email Address *	stopahmadni@sains.com.my		
Handphone No. *	60	Q	118780909
<small>Note : Numbers only. Please do not include spaces or dashes. Omit the first zero on handphone no. eg. 128880011</small>			
User's Full Name *	Extraction User 01		
Nationality *	MALAYSIA		
Identity Card Number *	670909-13-4554		
<small>Note : If Malaysian, to provide NRIC. eg.800130-13-1111</small>			
Profession	Private Surveyor		

Cancel
Save Changes

Figure : 12



**eLASIS - eXtraction**

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**USING THE SYSTEM**

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### 3. Using The System

This section provides information on the following topics:

- Search Area of Interest
- Select and Add Parcel / Peg / Line / Traverse Peg / Traverse Line
- Make Payment
- Order History
- Product Download
- Order Management
- File Management

#### 3.1. Search Area of Interest

The first step for the private surveyor to extract survey data is search the area of interest. To search the area of interest, follow the step(s) below:

1. From Storefront homepage, navigate to **Extraction of Survey Data** under **My Application** listing as below.

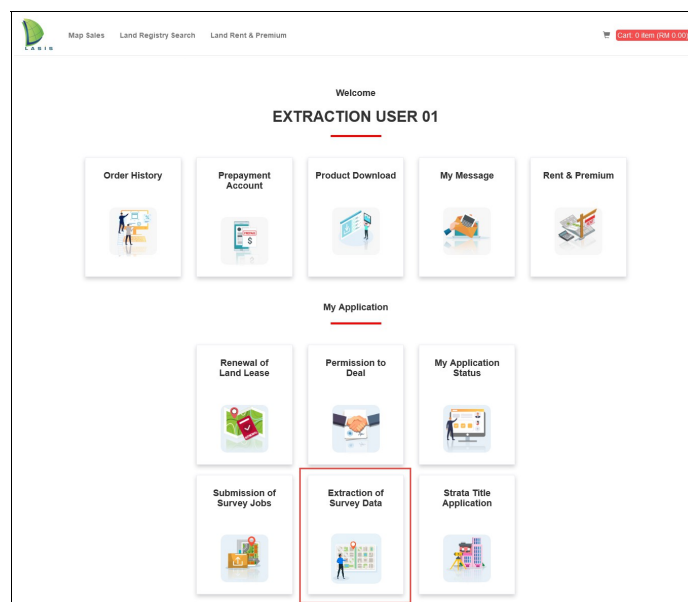


Figure : 1

2. The system will navigate to Map Viewer page. There are several searching tools on the maps as below.

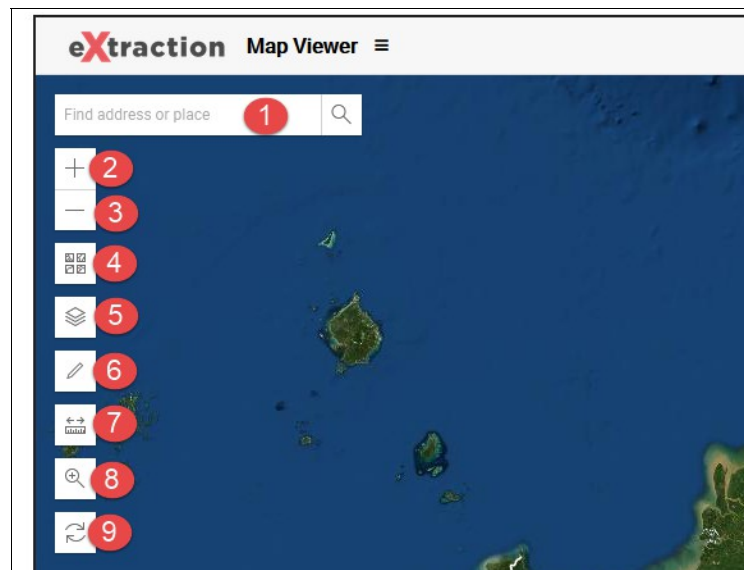




















Figure : 2

1	<input type="text" value="Find address or place"/> 	Enter the address or place in the field to do <i>location search</i> .
2		Click on  icon button to <i>zoom in</i> the map.
3		Click on  icon button to <i>zoom out</i> the map.
4		Click on  icon button to select <i>basemap</i> listing options.
5		Click on  icon button to select <i>layers</i> listing options to be shown in the map.
6		Click on  icon button to view and select the <i>sketch tools</i> to be used to sketch the map. 
7		Click on  icon button to select the <i>measurement tools</i> .
8		Click on  icon button to search and zoom the location based on easting and northing coordinate.
9		Click on  icon button to reset the map view.

3. Click on  icon bar to view all the search function methods.



Figure : 3

4. There are several search function methods can be used to search the area such as **Location Search**, **Coordinate Search**, **Survey Job No.**, **Field Book No.**, **Traverse Volume**, **Survey Plan No.**, **UPN**, **UPI** and **TP No.**

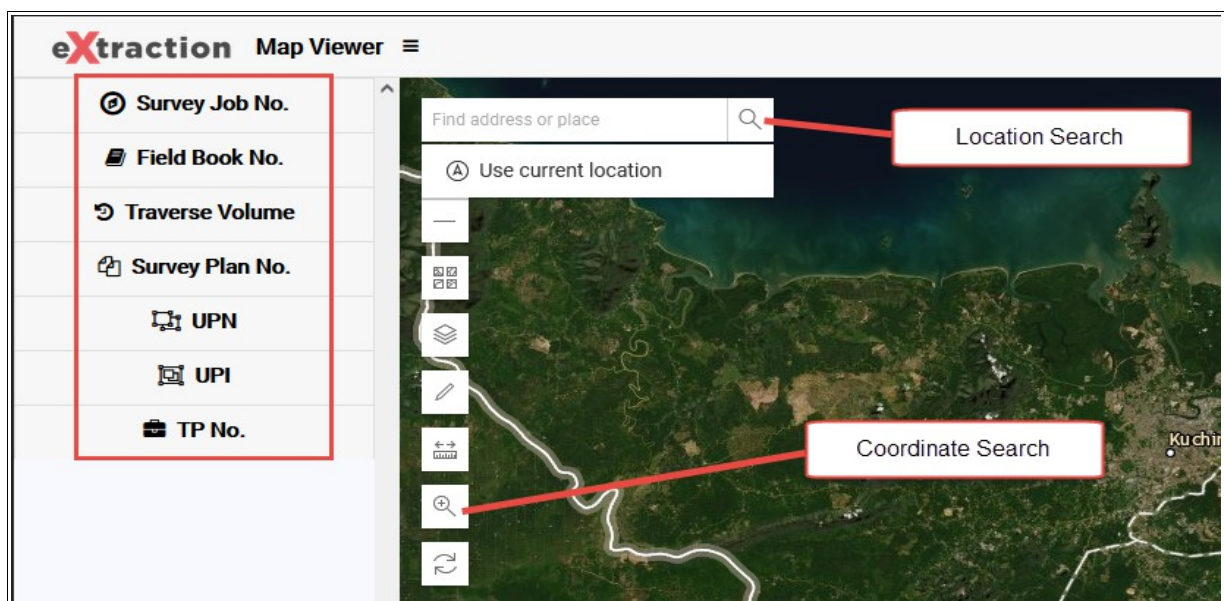


Figure : 4

### a) Location Search

To search the area via location search, follow the step(s) below:

1. On the Map Viewer page, enter the address or place to be searched for in the field provided.

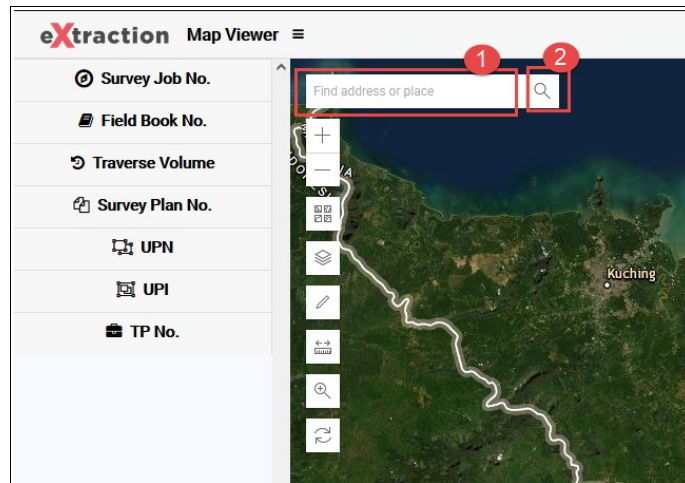




Figure : 5

2. Click on  icon button and the searched area will be shown in the map.

### b) Coordinate Search

To search the area via coordinate search, follow the step(s) below:

1. On the Map Viewer page, click on  icon button. Coordinate search module will pop up on the right side and enter the searching criteria in respective field.

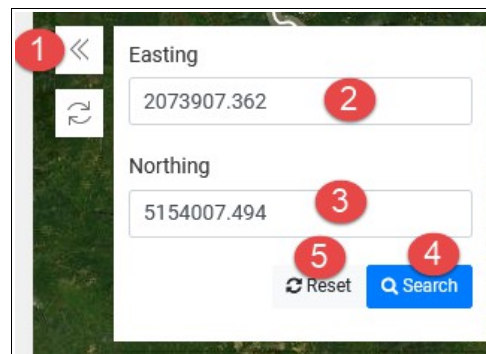


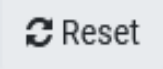
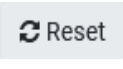
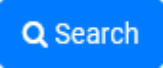
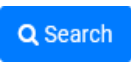


Figure : 6

1		Click on  icon button to collapse the search module.
2	Easting Coordinate	Enter <i>easting coordinate</i> .
3	Northing Coordinate	Enter <i>northing coordinate</i> .
4		Click on  button to clear all the entered coordinate.
5		Click on  button and the searched area will be shown in the map.

### c) Survey Job No.

To search the area via survey job no., follow the step(s) below:

1. On the Map Viewer page, click on  icon bar and select **Survey Job No..**

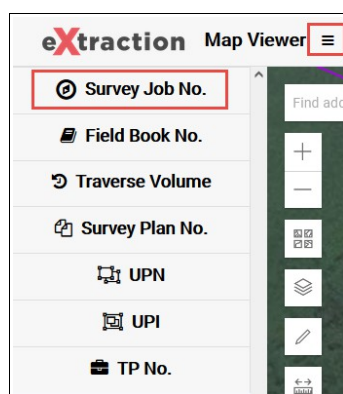


Figure : 7

2. Survey Job No. search module will be shown and enter the searching criteria in respective field.

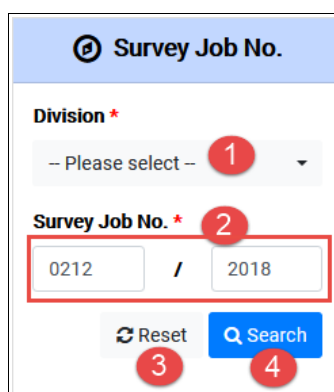
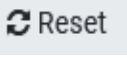
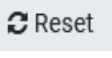





Figure : 8

1	Division	Click the drop-down list to select <i>division</i> listing options.
2	Survey Job No.	Enter <i>survey job no.</i>
3		Click on  button to clear the selected and entered information.
4		Click on  button and the searched area will be shown in the map.

#### d) Field Book No.

To search the area via field book no., follow the step(s) below:

1. On the Map Viewer page, click on  icon bar and select **Field Book No.**

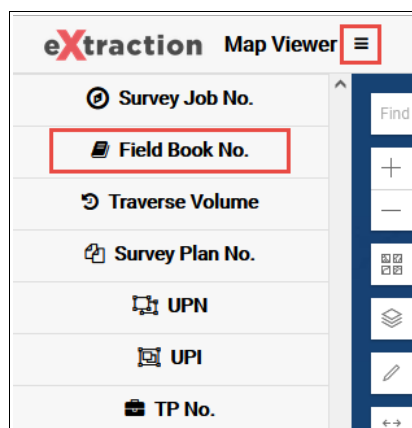


Figure : 9

2. Field Book No. search module will be shown and enter the searching criteria in respective field.

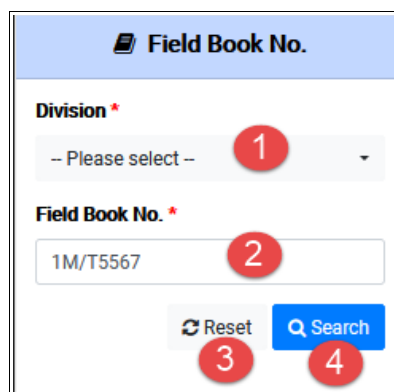
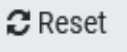
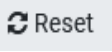




Figure : 10

1	Division	Click the drop-down list to select <i>division</i> listing options.
2	Field Book No.	Enter <i>field book no.</i>
3		Click on  button to clear the selected and entered information.
4		Click on  button and the searched area will be shown in the map.

### e) Traverse Volume

To search the area via traverse volume, follow the step(s) below:

1. On the Map Viewer page, click on  icon bar and select **Traverse Volume**.

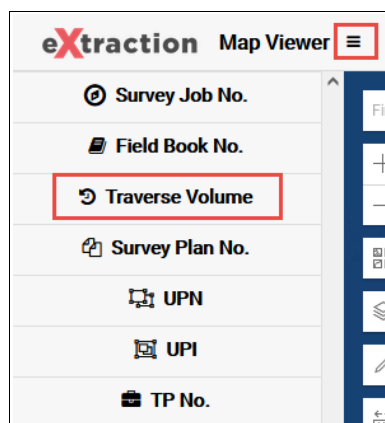


Figure : 11

2. Traverse Volume search module will be shown and enter the searching criteria in respective field.

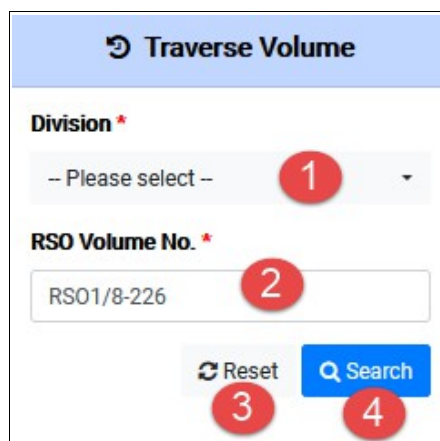
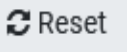
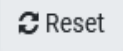

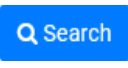


Figure : 12

1	Division	Click the drop-down list to select <i>division</i> listing options.
2	RSO Volume No.	Enter <i>RSO volume no.</i>
3		Click on  button to clear the selected and entered information.
4		Click on  button and the searched area will be shown in the map.

#### f) Survey Plan No.

To search the area via survey plan no., follow the step(s) below:

1. On the Map Viewer page, click on  icon bar and select **Survey Plan No.**

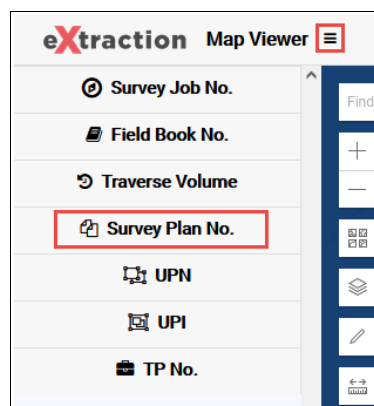


Figure : 13

2. Survey Plan No. search module will be shown and enter the searching criteria in respective field.

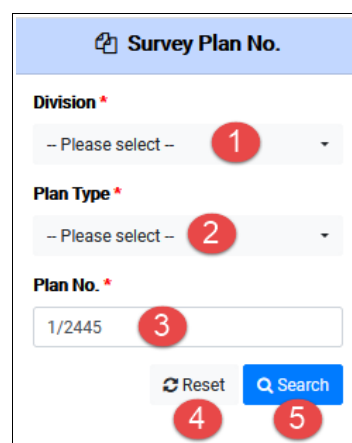
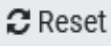
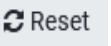





Figure : 14



1	Division	Click the drop-down list to select <i>division</i> listing options.
2	Plan Type	Click the drop-down list to select <i>plan type</i> listing options.
3	Plan No.	Enter <i>plan no.</i>
4		Click on  button to clear the selected and entered information.
5		Click on  button and the searched area will be shown in the map.

### g) UPN

To search the area via UPN, follow the step(s) below:

1. On the Map Viewer page, click on  icon bar and select **UPN**.

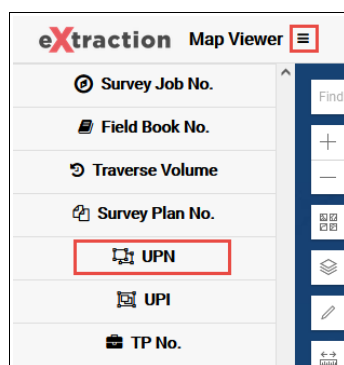


Figure : 15

2. UPN search module will be shown and enter the searching criteria in respective field.

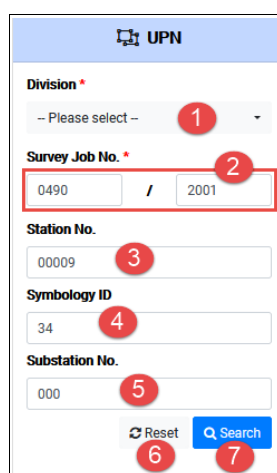
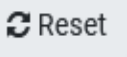
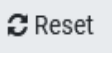
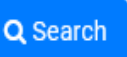



Figure : 16

1	Division	Click the drop-down list to select <i>division</i> listing options.
2	Survey Job No.	Enter <i>survey job no.</i>
3	Station No.	Enter <i>station no.</i>
4	Symbology ID	Enter <i>symbology ID.</i>
5	Substation No.	Enter <i>substation no.</i>
6		Click on  button to clear the selected and entered information.
7		Click on  button and the searched area will be shown in the map.

## h) UPI

To search the area via UPI, follow the step(s) below:

1. On the Map Viewer page, click on  icon bar and select **UPI**.

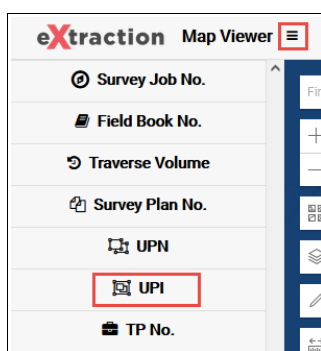


Figure : 17

2. UPI search module will appear and enter the searching criteria in respective field.

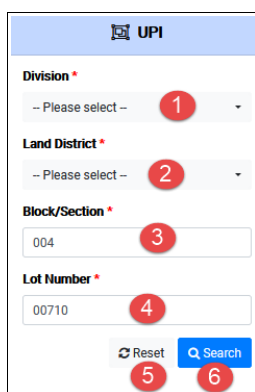
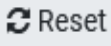
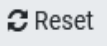




Figure : 18

1	Division	Click the drop-down list to select <i>division</i> listing options.
2	Land District	Click the drop-down list to select <i>land district</i> listing options.
3	Block/Section	Enter <i>block/section</i> .
4	Lot Number	Enter <i>lot number</i> .
5		Click on  button to clear the selected and entered information.
6		Click on  button and the searched area will be shown in the map.

### i)TP No.

To search the area via TP No., follow the step(s) below:

1. On the Map Viewer page, click on  icon bar and select **TP No.**

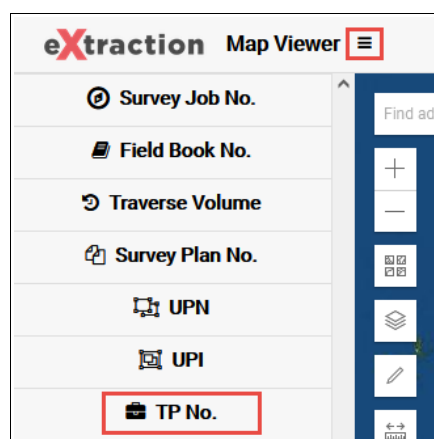


Figure : 19

2. TP No. search module will appear and enter the searching criteria in respective field.

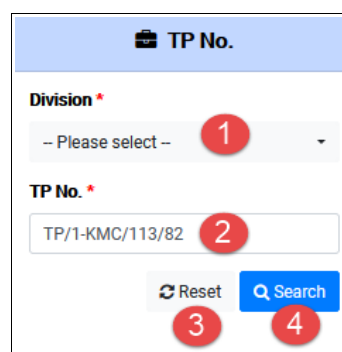
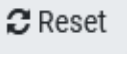
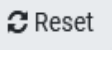




Figure : 20

1	Division	Click the drop-down list to select <i>division</i> listing options.
2	TP No.	Enter <i>TP No.</i>
3		Click on  button to clear the selected and entered information.
4		Click on  button and the searched area will be shown in the map.

### 3.2. Select and Add Peg or Lines Information

After search the area of interest, the searched area will be shown on the map. To select and add peg or lines information from parcel lot / parcel peg / parcel line / traverse peg / traverse line to the cart, follow the step(s) below:

1. Click on the parcel lot.

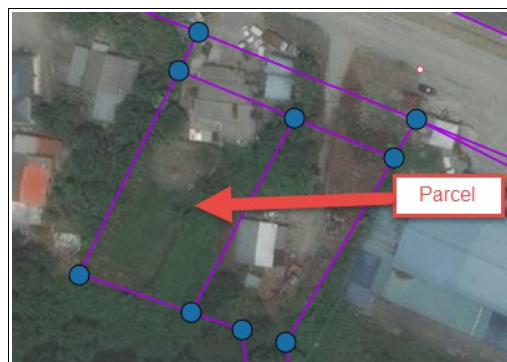


Figure : 21

2. The parcel lot information will be listed in a pop up module.

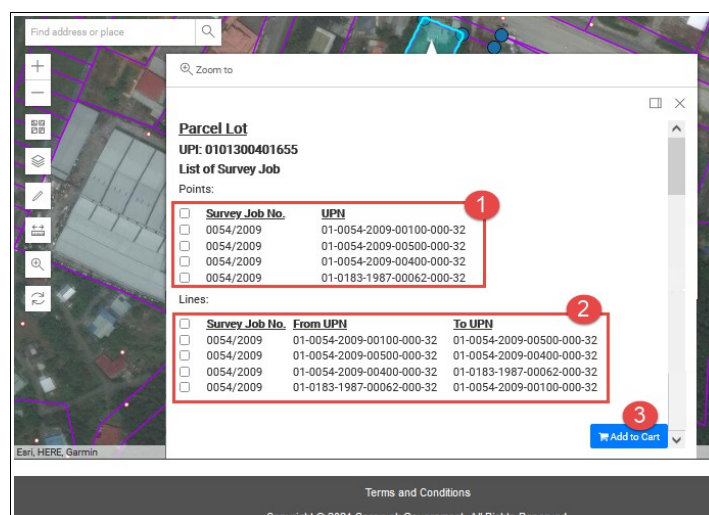

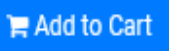



Figure : 22

1	Points	Tick the checkbox to select the <i>points</i> listed.
2	Lines	Tick the checkbox to select the <i>lines</i> listed.
3		Click on  button to add the selected points and lines to the cart.

3. A confirmation message will pop up. Click on  button to proceed adding the selected points and lines to the cart.

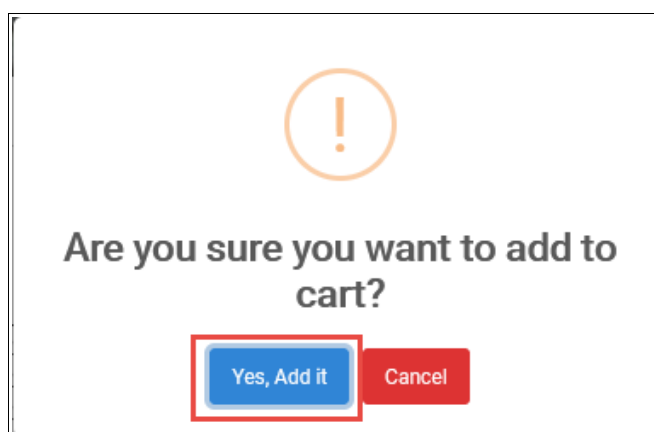



Figure : 23

4. Another message will pop to to inform the selected items has been added to the cart. Click on  button to close the message.

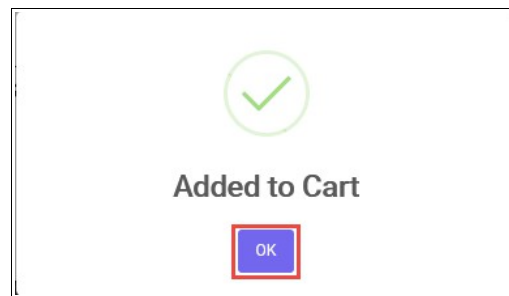



Figure : 24

5. Click on the parcel peg to view the peg information.



Figure : 25

6. Parcel peg information will be shown in the pop up module. Tick the checkbox and click on

 button to add the parcel peg to the cart.

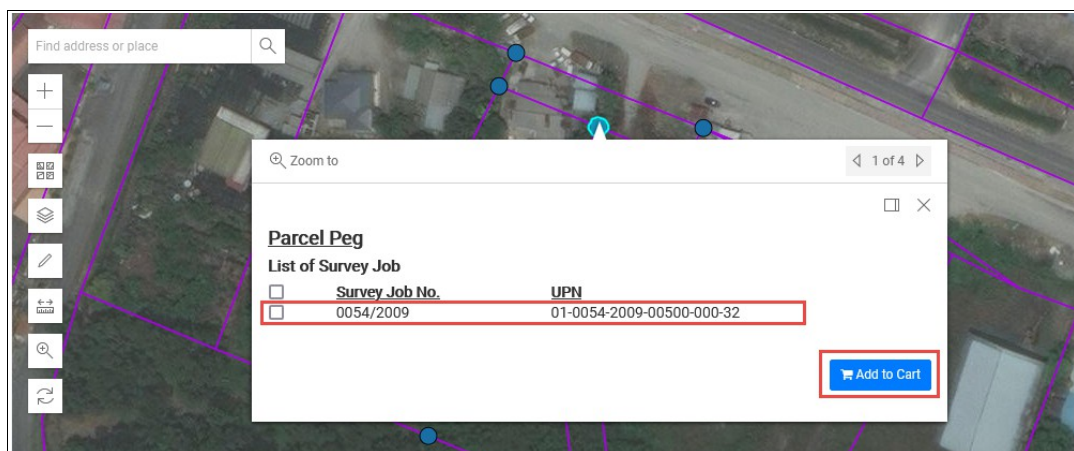


Figure : 26

7. A confirmation message will pop up. Click on  button to proceed adding the

selected parcel peg to the cart.

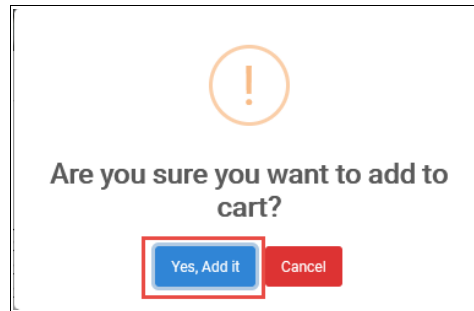



Figure : 27

8. Another message will pop to to inform the selected item has been added to cart. Click on

 button to close the message.

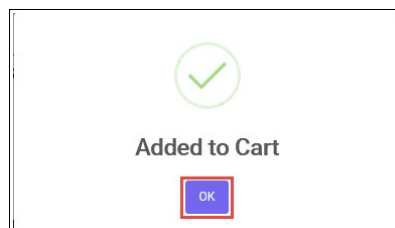



Figure : 28

9. For line search, click on  icon button. Tick **DCDB Parcel Lines** and untick **DCDB Parcel Polygon**.

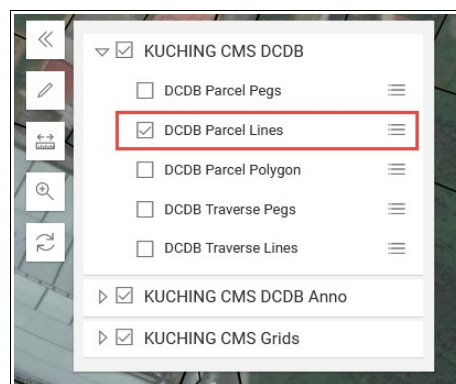


Figure : 29

10. The parcel lines in the map will be in black color. Click on the parcel line.

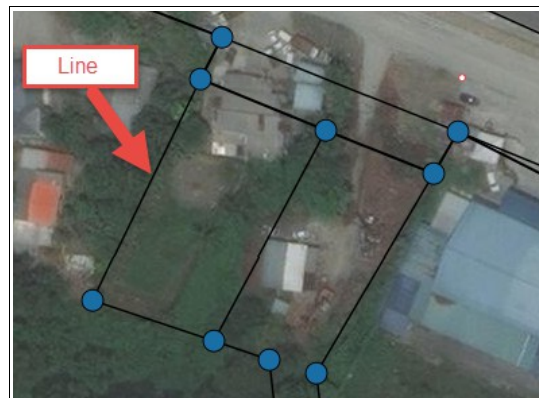


Figure : 30

11. The parcel line information will be listed in a pop up module. Tick the checkbox and click on

**Add to Cart** button to add the parcel line to the cart.

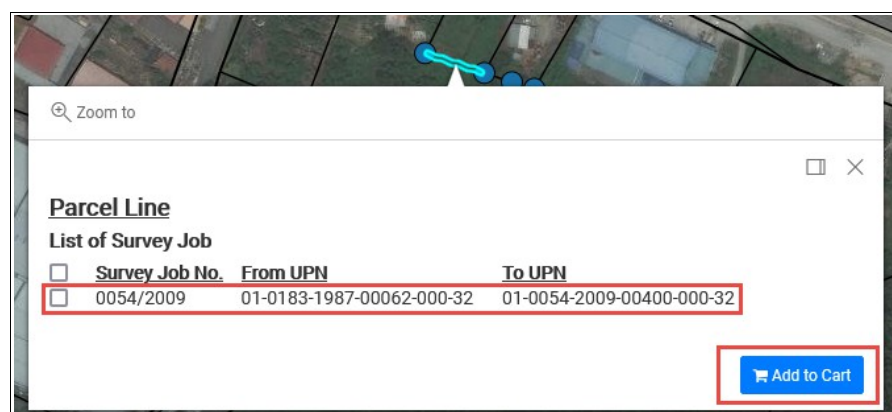


Figure : 31

12. A confirmation message will pop up. Click on **Yes, Add it** to proceed adding the selected parcel line to the cart.

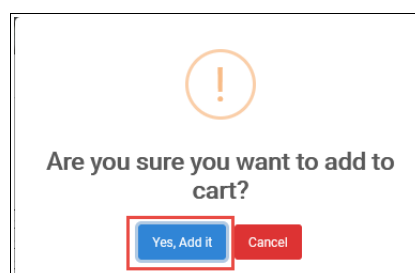



Figure : 32



13. Another message will pop to to inform the selected item has been added to cart. Click on

 button to close the message.

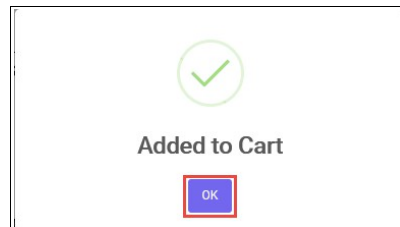


Figure : 33

14. For traverse peg search, click on  icon button. Tick **DCDB Traverse Pegs**.

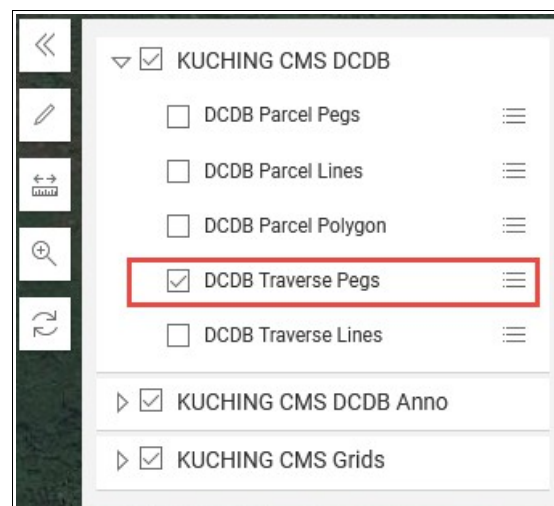


Figure : 34

15. Traverse peg will be shown in the map. Click on the traverse peg.



16. The traverse peg information will be listed in a pop up module. Tick the checkbox and click on **Add to Cart** button to add the traverse peg to the cart.

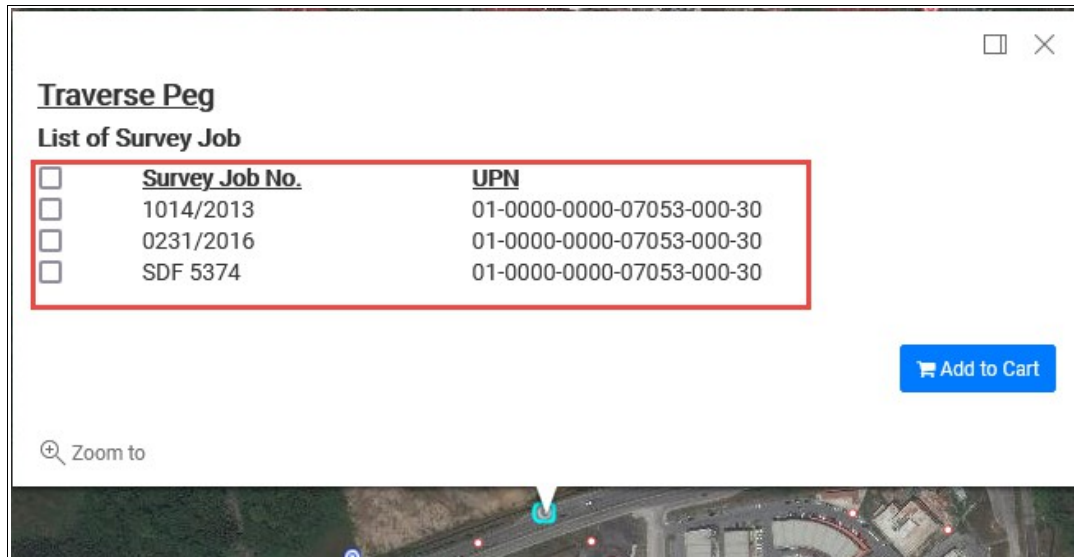


Figure : 36

17. A confirmation message will pop up. Click on **Yes, Add it** to proceed adding the selected traverse peg to the cart.

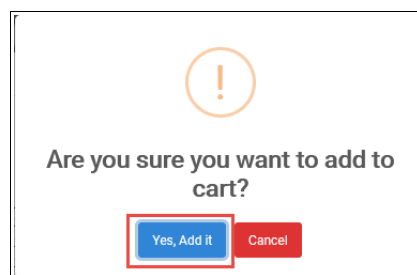
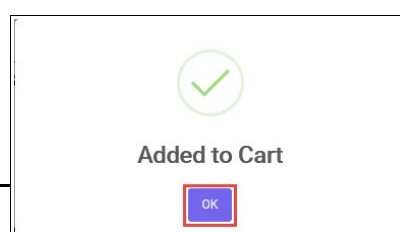


Figure : 37

18. Another message will pop to to inform the selected item has been added to cart. Click on **OK** button to close the message.



19. For traverse lines search, click on  icon button. Tick **DCDB Traverse Lines**.

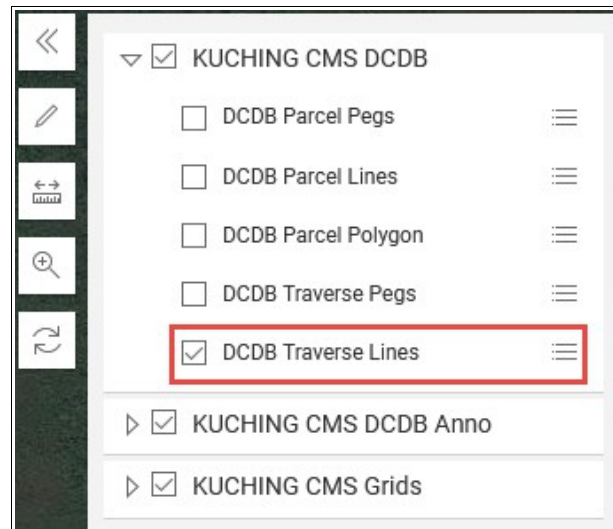


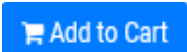
Figure : 39

20. Traverse line will be shown in the map. Click on the traverse line.



Figure : 40

21. The traverse line information will be listed in a pop up module. Tick the checkbox and click on

 button to add the traverse line to the cart.

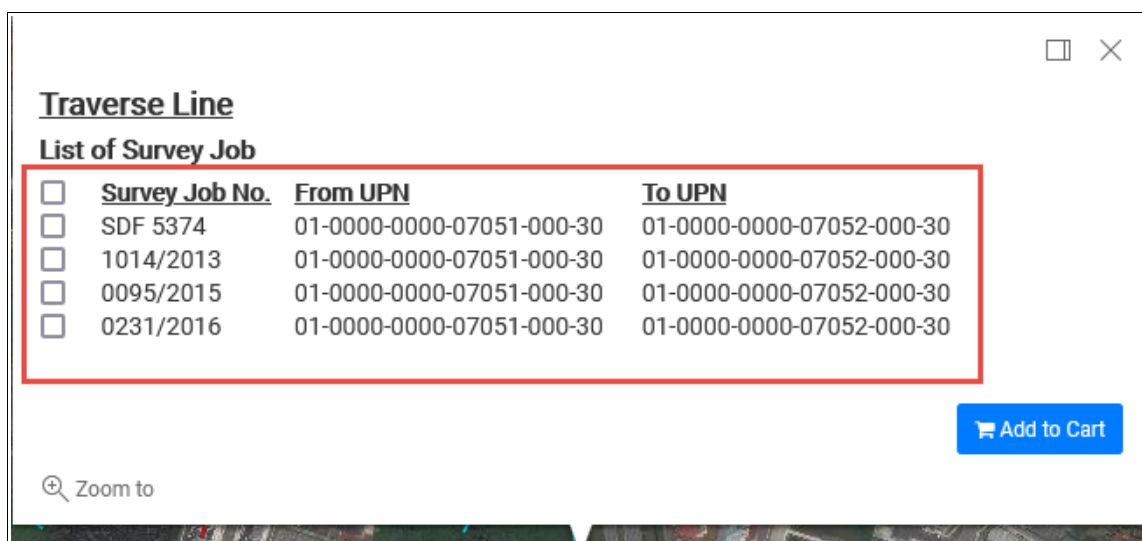


Figure : 41

22. A confirmation message will pop up. Click on **Yes, Add it** to proceed adding the selected traverse line to the cart.

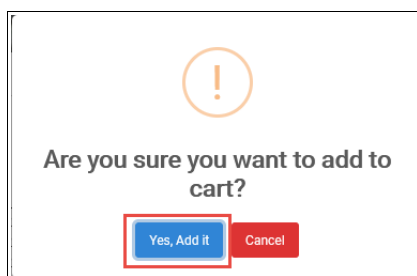


Figure : 42

23. Another message will pop to to inform the selected item has been added to cart. Click on **OK** button to close the message.

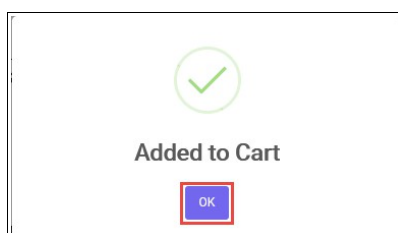

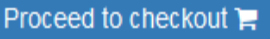


Figure : 43

### 3.3. Make Payment

After add the selected parcel, peg or line into cart, proceed with the payment process. To make payment, follow the step(s) below:

1. Click on  icon to view the shopping cart. All the add to cart items will be listed in the shopping cart and click on  button to proceed with payment process.





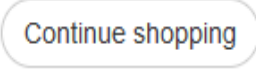
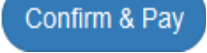
Shopping Cart			
You currently have 4 item(s) in your cart.			
Direct Payable Item	Quantity	Unit price (RM)	Total (RM)
<b>Search Fee - Parcel Peg</b> UPN - 01-0054-2009-00500-000-32	1	3.00	3.00
<b>Coordinate Search (Softcopy PDF) - Parcel Peg</b> SJ 0054/2009 - 01-0054-2009-00500-000-32 Product Ready: Generated upon Successful Payment	1	3.00	3.00 
<b>Search Fee - Parcel Line</b> UPN - 01-0183-1987-00062-000-32	1	3.00	3.00
<b>Coordinate Search (Softcopy PDF) - Parcel Line</b> SJ 0054/2009 - From UPN 01-0183-1987-00062-000-32 To UPN 01-0054-2009-00400-000-32 (null) Product Ready: Generated upon Successful Payment	1	3.00	3.00 
		<b>Total (RM)</b>	<b>12.00</b>
<a href="#">Continue shopping</a>		<a href="#">Proceed to checkout </a>	

Figure : 44

#### Notes :

- User can choose to delete the searched product by click on  icon button.
- User can continue shopping by click on  button to return back to map viewer and proceed to select and add products to the cart.
- Search fee will be automatically deleted if all the other items are deleted.

- The system will navigate to Check Out – Order Review page. Click on  button to confirm and pay.


### Check Out - Order Review

You are checking out from your shopping cart.

#	Direct Payable Item	Quantity	Unit Price (RM)	Collection Point	Total (RM)
1	Coordinate Search (Softcopy PDF) - Parcel Peg SJ 0054/2009 - 01-0054-2009-00500-000-32	1	3.00	ONLINE DOWNLOAD	3.00
2	Search Fee - Parcel Peg UPN - 01-0054-2009-00500-000-32	1	3.00	ONLINE DOWNLOAD	3.00
3	Search Fee - Parcel Line UPN - 01-0183-1987-00062-000-32	1	3.00	ONLINE DOWNLOAD	3.00
4	Coordinate Search (Softcopy PDF) - Parcel Line SJ 0054/2009 - From UPN 01-0183-1987-00062-000-32 To UPN 01-0054-2009-00400-000-32 (null)	1	3.00	ONLINE DOWNLOAD	3.00
Total (RM)					12.00

Back
Confirm & Pay


Figure : 45

- The system will navigate to Payment Channel page. There are three(3) payment method(s) available – **ePayNOW**, **Individual Prepayment Account** and **Sarawak Pay** e-wallet. Click on  button on selected channel to make your payment and proceed to make payment.

### Payment Channel


Please select a channel to make your payment.

Internet Banking & Credit/Debit Card


Go

Extraction User 01 Individual Prepayment Account Active

Go

eWallet 

Go

Back

Figure : 46

### 3.4. Order History

After done with the payment, user can track the order. To track the order, follow the step(s) below:

- From Storefront homepage, navigate to **Order History**.

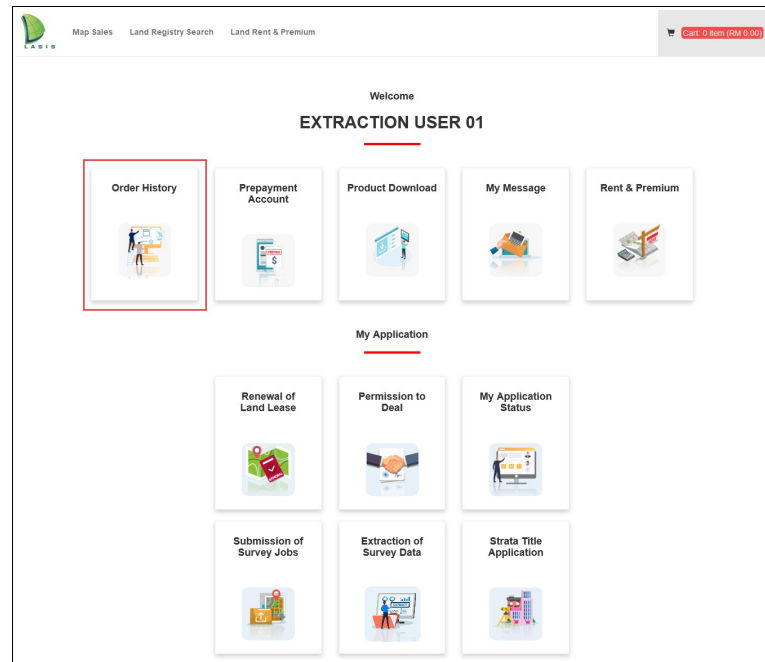


Figure : 47

- All the orders will be listed. Click on the **Order No.** to open the order history detail page.

Order History (Last 90 days)						
If you have any questions, please feel free to <a href="#">contact us</a> , our customer service center is working for you 24/7.						
Order No.	Date	No of Items Paid / Total No. of Items	Items Collected / Items Required Collection	Pending Payment Amount (RM)	Total Amount (RM)	
<a href="#">Order_21000732</a>	17 Sep 2021	0/4	0/0	12.00	12.00	
<a href="#">Order_21000719</a>	15 Sep 2021	2/2	0/0	0.00	6.00	
<a href="#">Order_21000710</a>	15 Sep 2021	18/18	0/0	0.00	54.00	
<a href="#">Order_21000706</a>	15 Sep 2021	0/23	0/0	69.00	69.00	
<a href="#">Order_21000703</a>	15 Sep 2021	0/21	0/0	63.00	63.00	
<a href="#">Order_21000693</a>	15 Sep 2021	4/4	0/0	0.00	12.00	


Figure : 48

- The system will navigate to order history details page.

Order History Detail (Order_21000710)						
If you have any questions, please feel free to <a href="#">contact us</a> , our customer service center is working for you 24/7.						
Direct Payable Item	Quantity	Unit price (RM)	Price (RM)	Status ⓘ	Collection Point	Pay
Search Fee - Parcel Lot UPI - 0100701006358	1	3.00	3.00	Payment Completed	ONLINE DOWNLOAD	<input type="checkbox"/>
Coordinate Search (Softcopy PDF) - Parcel Lot SJ 0212/2018 - 01-0212-2018-00020-000-32 (0100701006358)	1	3.00	3.00	Product Ready	ONLINE DOWNLOAD	<input type="checkbox"/>
Coordinate Search (Softcopy PDF) - Parcel Lot SJ 0212/2018 - 01-0085-1984-00350-000-32 (0100701006358)	1	3.00	3.00	Product Ready	ONLINE DOWNLOAD	<input type="checkbox"/>
Coordinate Search (Softcopy PDF) - Parcel Lot SJ 0212/2018 - 01-0212-2018-00019-000-32 (0100701006358)	1	3.00	3.00	Product Ready	ONLINE DOWNLOAD	<input type="checkbox"/>

Figure : 49

### Notes :

- For order with status **Product Ready**, the product is ready to be downloaded.
- For the order with status **Pending Payment**, click on the checkbox under **Pay** column and click on  button to proceed with payment process. Refer to **3.3 Make Payment** for further action.

## 3.5. Product Download

Once the product status has become **Product Ready**, the product is able to be downloaded. To download the product, follow the step(s) below:

1. From Storefront homepage, navigate to **Product Download**.

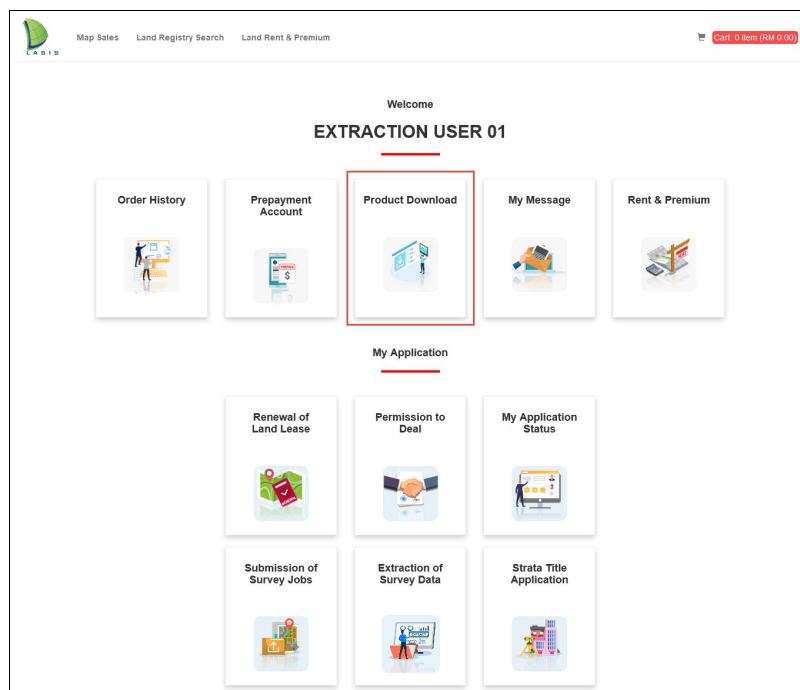



Figure : 50

2. The system will navigate to Product Download page. There are three(3) sub-tabs which are **New Product**, **Downloaded Product** and **Expired Product**. The first tab you will see is New Product. All the new products ready to be downloaded will be listed. Click on  to start download the product .



**Product Download**

If you have any questions, please feel free to [contact us](#), our customer service center is working for you 24/7.

[New Product](#)
[Downloaded Product](#)
[Expired Product](#)

You have new product(s) to be download. 📄

Order No.	Shopping Cart Item	Link Expired On	Download
Order_21000513	Coordinate Search (Softcopy PDF) - Parcel Lot SJ 0054/2009 - From UPN 01-0183-1987-00062-000-32 To UPN 01-0054-2009-00100-000-32 (0101300401655)	29 Sep 2021	<a href="#">Download</a>
Order_21000513	Coordinate Search (Softcopy PDF) - Parcel Line SJ 0054/2009 - From UPN 01-0183-1987-00062-000-32 To UPN 01-0054-2009-00400-000-32 (null)	29 Sep 2021	<a href="#">Download</a>
Order_21000513	Coordinate Search (Softcopy PDF) - Parcel Lot SJ 0054/2009 - From UPN 01-0054-2009-00500-000-32 To UPN 01-0054-2009-00400-000-32 (0101300401655)	29 Sep 2021	<a href="#">Download</a>

Figure : 51

- To re-download the product, click on **Downloaded Product** tab-menu.

**Product Download**

If you have any questions, please feel free to [contact us](#), our customer service center is working for you 24/7.

[New Product](#)
[Downloaded Product](#)
[Expired Product](#)

Figure : 52

- All the downloaded products will be listed. Click on [Download](#) to start re-download the product.

**Product Download**

If you have any questions, please feel free to [contact us](#), our customer service center is working for you 24/7.

[New Product](#)
[Downloaded Product](#)
[Expired Product](#)

Your downloaded product(s). 📄

Order No.	Shopping Cart Item	Link Expired On	Download
Order_21000474	Coordinate Search (Softcopy PDF) - Parcel Peg SJ 0232/2012 - 01-0183-1987-00062-000-32	25 Sep 2021	<a href="#">Download</a>
Order_21000490	Coordinate Search (Softcopy PDF) - Parcel Peg SJ 0054/2009 - 01-0183-1987-00062-000-32	25 Sep 2021	<a href="#">Download</a>
Order_21000489	Coordinate Search (Softcopy PDF) - Parcel Peg SJ 0054/2009 - 01-0183-1987-00062-000-32	25 Sep 2021	<a href="#">Download</a>

Figure : 53

- To view the expired product, click on **Expired Product** tab-menu.

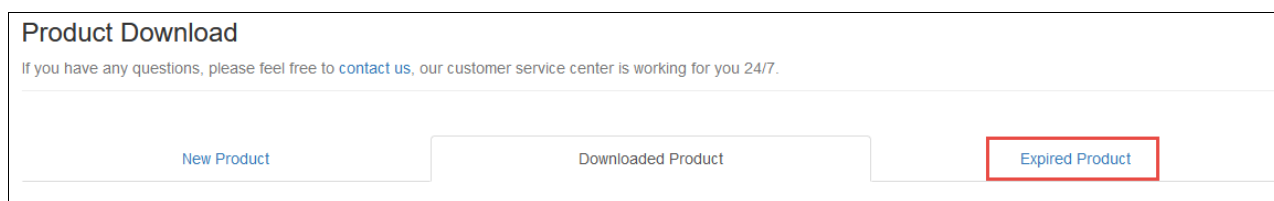


Figure : 54

6. All the expired products will be listed and the link is expired as below.

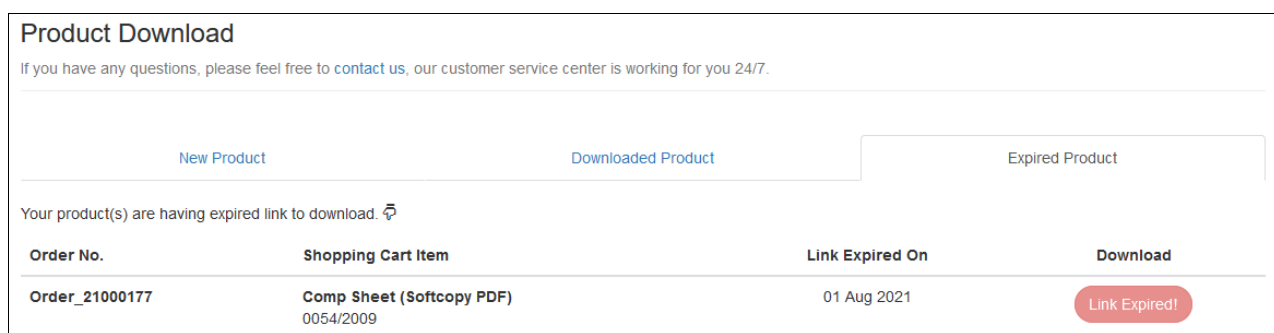


Figure : 55

**Notes :**

- To download multiple items into 1 PDF, click on [Download](#) button for Shopping Cart Item named **Download All Coordinate Search Result**.

## eLASIS - eXtraction

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## REPORT

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#### **4. Report**

Not applicable

## eLASIS - eXtraction

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### FAQ & TROUBLESHOOTING

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## 5. FAQ & Troubleshooting

FAQ and Troubleshooting section will answer some basic technical questions and explain frequently misunderstood topics, features, and concepts.

This section provides the following frequently asked questions and troubleshooting information:

### FAQ

- [How to take a screen capture?](#)
- [How to update my browser?](#)

### Troubleshooting

- [System Access](#)
- [Printing Problem](#)
- [System Performance](#)
- [User Account Problem](#)

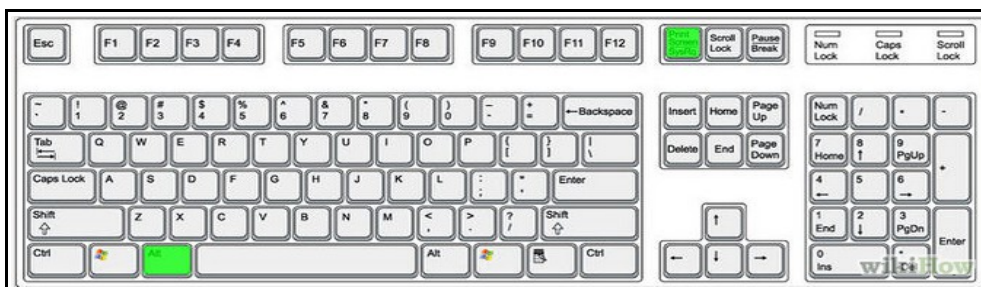
## 5.1. FAQ



### 5.1.1. How to take a screen capture?

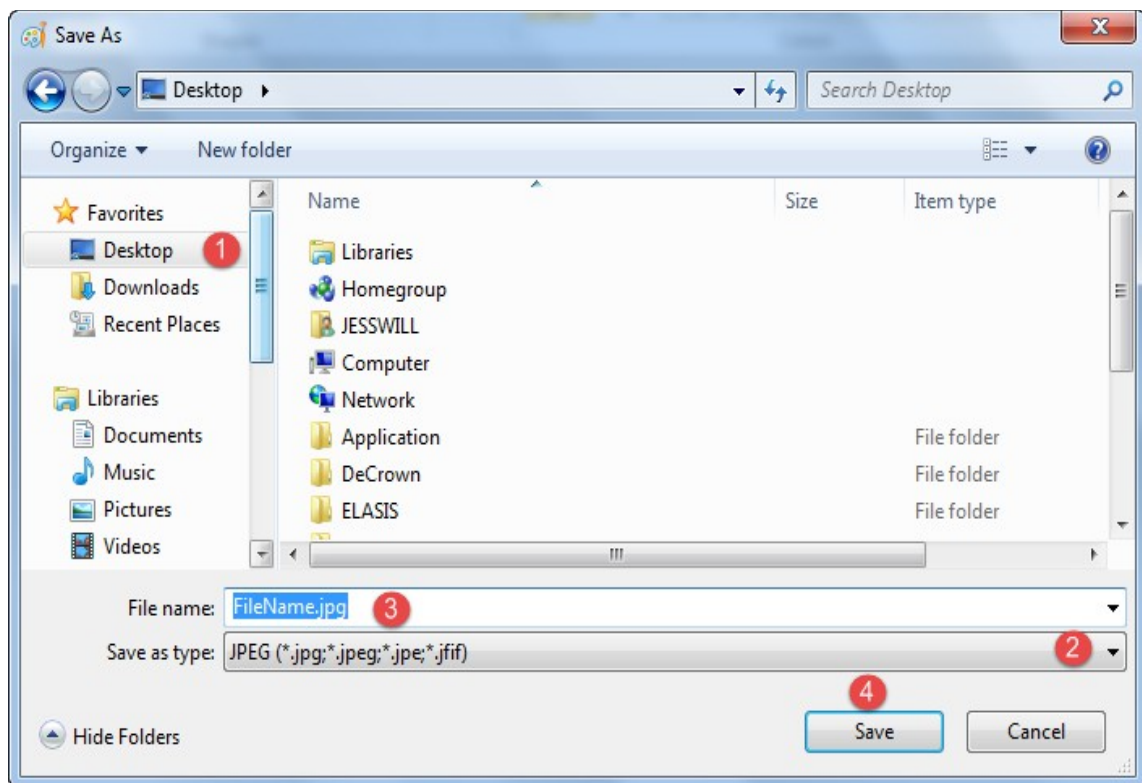
- [How to take a screen capture of the entire screen?](#)

#### 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".



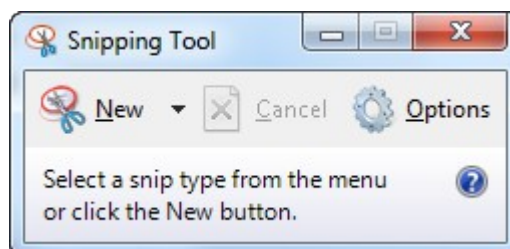
3. Open Paint by clicking the **Start** button , clicking **All Programs**, clicking **Accessories**, and then clicking **Paint**.
4. In Paint, on the **Home** tab, in the Clipboard group, click **Paste**.
5. Click the **Paint** button , and then click **Save**.



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 window 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?


It is recommended that you update your browser regularly to minimize any security risk posed by the internet criminals. Security vulnerabilities of your computer may be exploited to gain your personal information ( including emails, banking details, online sales, photos and other sensitive information) which could be stolen or destroyed. The following are the steps to update Mozilla Firefox and Chrome browsers.

#### A. Update Mozilla Firefox to the latest version.

By default, Firefox is set to automatically update itself but you can also do a manual update.

1. To do manual update, click the menu  button, click help  , and select "About Firefox".
2. The **About Firefox** window will open and Firefox will begin checking for updates and downloading them automatically.
3. When the updates are ready to be installed, click "**Restart to Update**".

#### B. Update Google Chrome to the latest version.

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

## 5.2. Troubleshooting

### 5.2.1. System Access

[I cannot access the system.](#)

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

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

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

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

A: If no, most likely you network is down, contact SAINS Callcentre.

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 you 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

[Why I cannot print?](#)

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

A: If yes, check your printer, make sure it is turn 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 you 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 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 you computer has a hardware failure such as bad **hard drive, CPU, RAM, motherboard** or other component.
- 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 you 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.

## eLASIS - eXtraction

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### CONTACT US

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## 6. Contact Us

### 6.1. SAINS Contact Centre

SAINS Contact 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 do not hesitate to contact us via various channels listed below.

 Email	<a href="mailto:callcentre@sains.com.my">callcentre@sains.com.my</a>	
 Online Submission	<a href="http://callcentre.sains.com.my">http://callcentre.sains.com.my</a>	
 Telephone	<b>SAINS Contact Centre</b> Operational Hours: (24 hours x 7 days)  Tel: 1-300-88-SAINS 1-300-88-7246	<b>Sabah Support Centre</b> 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. 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 fantastic mystery gifts every 6 months in June and December to our selected lucky customers 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](mailto: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

### 6.2.1. 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.

Do you encounter any problem when using the system?  
Is there anything that can be done to serve you better?  
If you have any questions/comments, we would like to hear from you.

**Please select the application that you wish to provide feedback:**

Leave

Agency:

Station: KUCHING

Category: User Interface

Details:

*Note: All Fields are compulsory (Click Save at Toolbar to submit)*

### 6.2.2. Via Web-based Feedback Form

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



**sains®**  
**APPLICATION  
IMPROVEMENT  
FEEDBACK**

*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 : 2

### **6.2.3. 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 2 above for details.

### **6.2.4. Via Email**

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

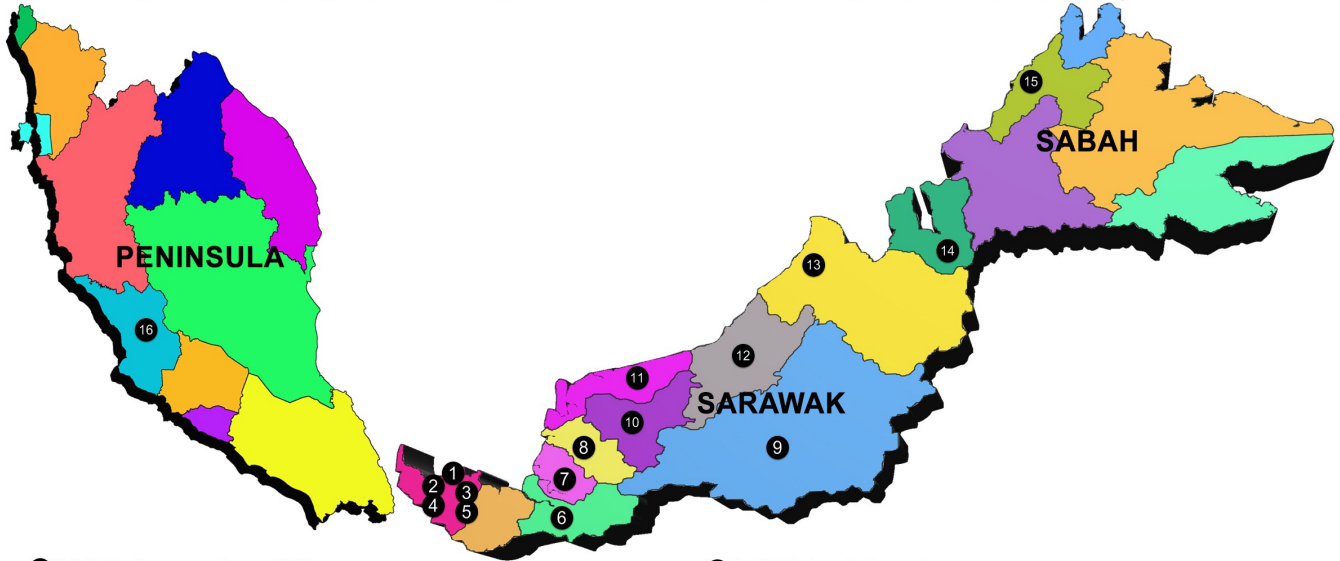


**① SAINS Head Office:**

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](mailto: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](mailto: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

## SARAWAK INFORMATION SYSTEMS SDN BHD

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**SAINS Contact Centre:**

Tel: 1300-88-7246

Fax: (60) 82-442522

Email: [callcentre@sains.com.my](mailto:callcentre@sains.com.my)

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Fax: (60) 82-360522

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