SARAWAK INFORMATION SYSTEMS SDN BHD

SMART Enforcement System

System Version 1.0

SMART Enforcement System User Manual Version 1.0

TABLE OF CONTENTS

SMART Enforcement System

SYSTEM OVERVIEW

Table Of Contents

1. System Overview

1.1. Introduction

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 - Provides a detailed description of functions, processes or roles 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 Requirement

The minimum system requirements are as follows:

Item	Requirements
Processor	Core i5 or above
Operating System	Windows 8 or higher
Memory (RAM)	Minimum 4GB Recommended 4GB or above
Browser	Mozilla Firefox 23 or above

Notes **:**

- *Make sure you run this SMART Enforcement system using Mozilla Firefox version 23 or above, if you are using other Internet Browser, some error might occur .*

SMART Enforcement System

SYSTEM ACCESS

Table Of Contents

2. System Access

This section provides information on the following topics:

- Login

- Logout

- User Account Management

2.1. Login

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

1. Go to eLASIS website, type https://elasis.sarawak.gov.my/ on your browser.

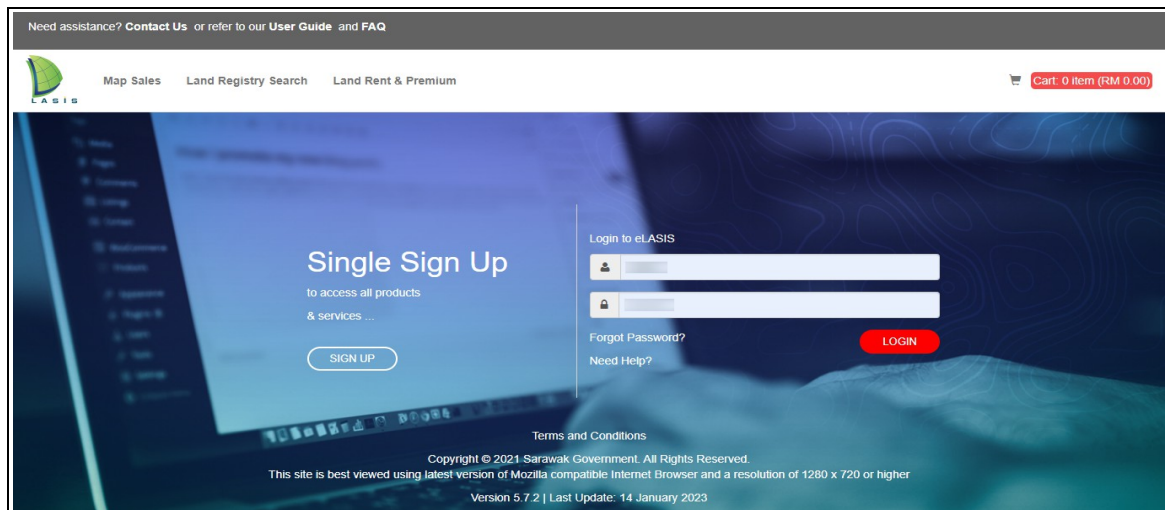   To login to the eLASIS, enter your **User ID** and **Password** and then click **Login** button.

Figure : 1

2.2. Logout

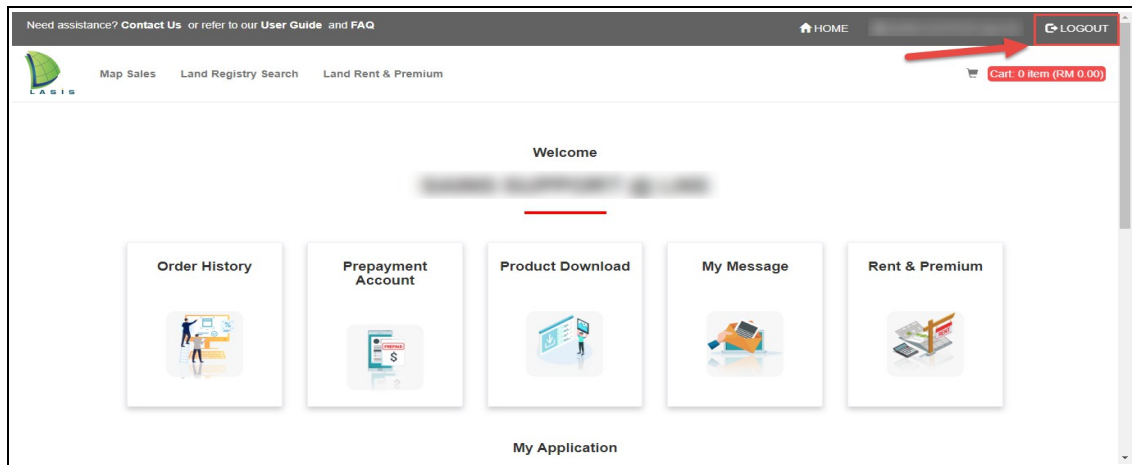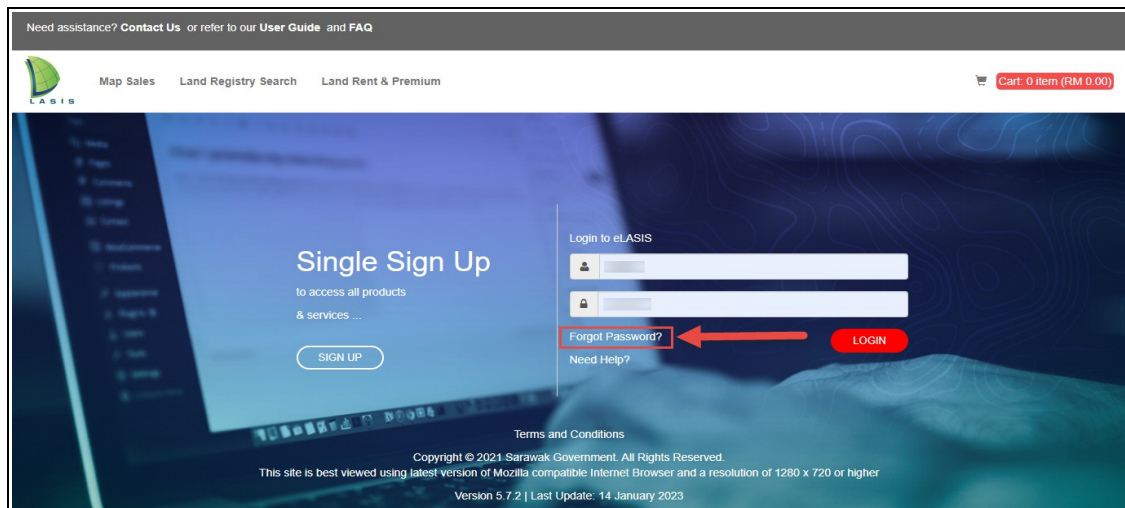1. To logout from the system, click **Logout** button.

Figure : 2

2.3. User Account Management

2.3.1. Unlock or Reset Password

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

1. Click **Forgot Password** link.

2. Enter your **Email Address** then click **Submit** button.

Figure : 4

3. Check your email and click on **link** provided to reset your password.

CHAPTER

3

SMART Enforcement System

USING THE SYSTEM

Table Of Contents

3. Using The System

3.1. LICENCE APPLICATION – REMOVAL OF ROCK MATERIAL (LIMITED) (LTD)

3.1.1. LTD: New Licence Application by Applicant

User can choose whether to select **Individual** or **Company**.

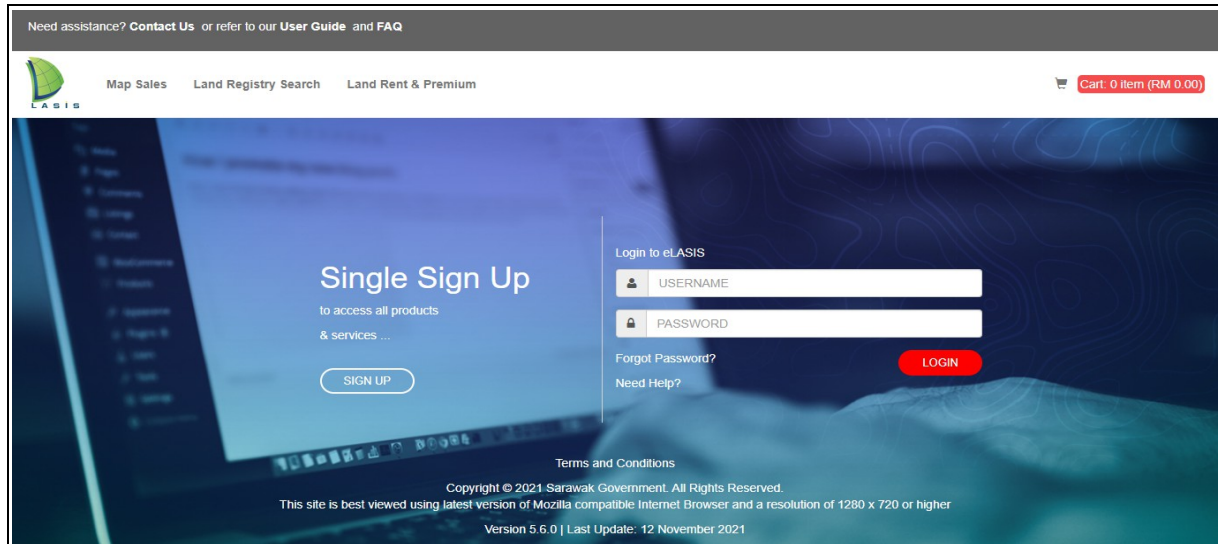1. Fill in **username** and **password** then click **Login** button.

Figure : 5

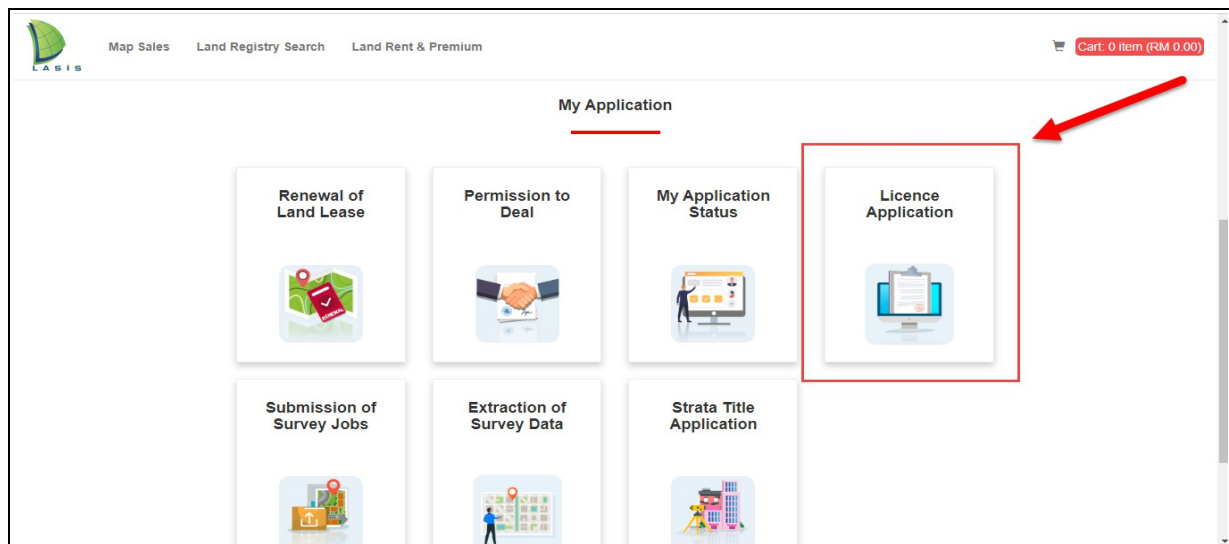2. Under **My Application**, select **Licence Application.**

Figure : 6

3. Once this page appear, you may select which account you want to use.

4. For this manual reference, proceed with **Individual** account.

Figure : 7
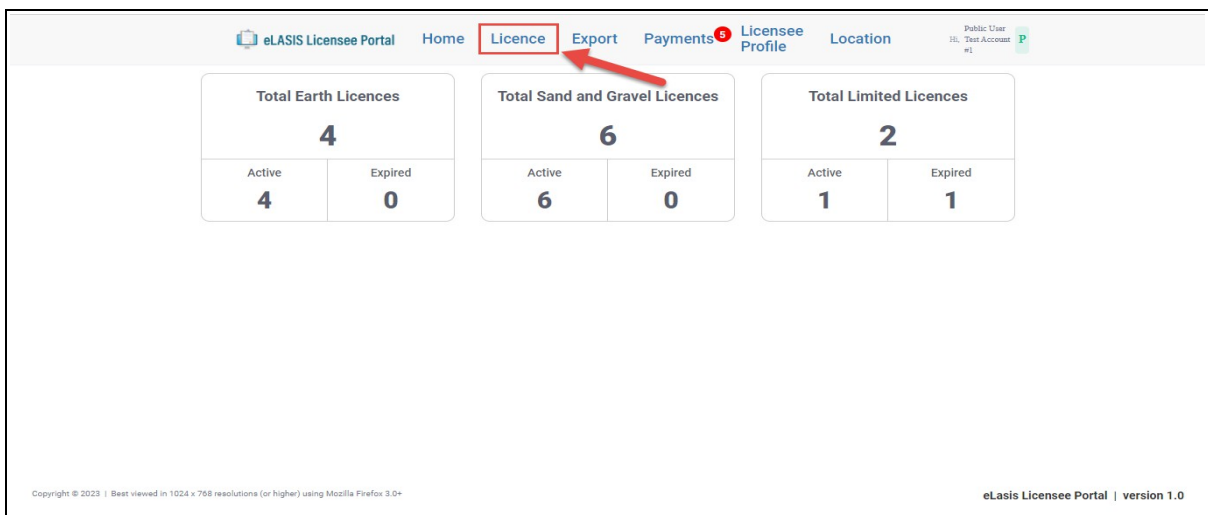
5.   Select **Licence**.

Figure : 8

6.   Under **Apply Licence** dropdown selection, choose **Limited**.

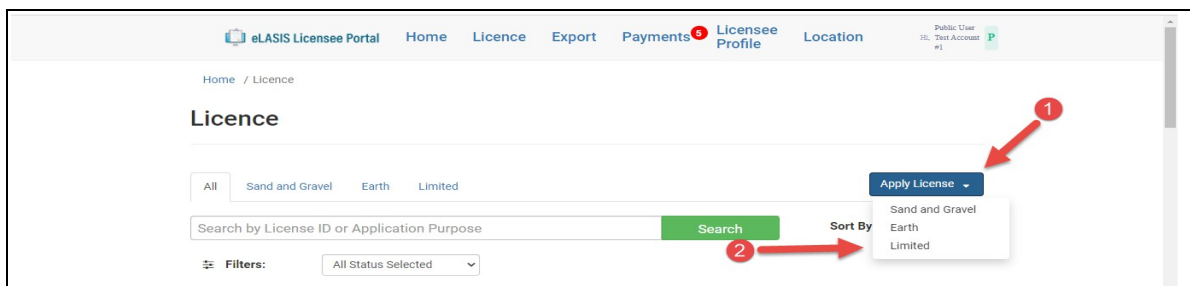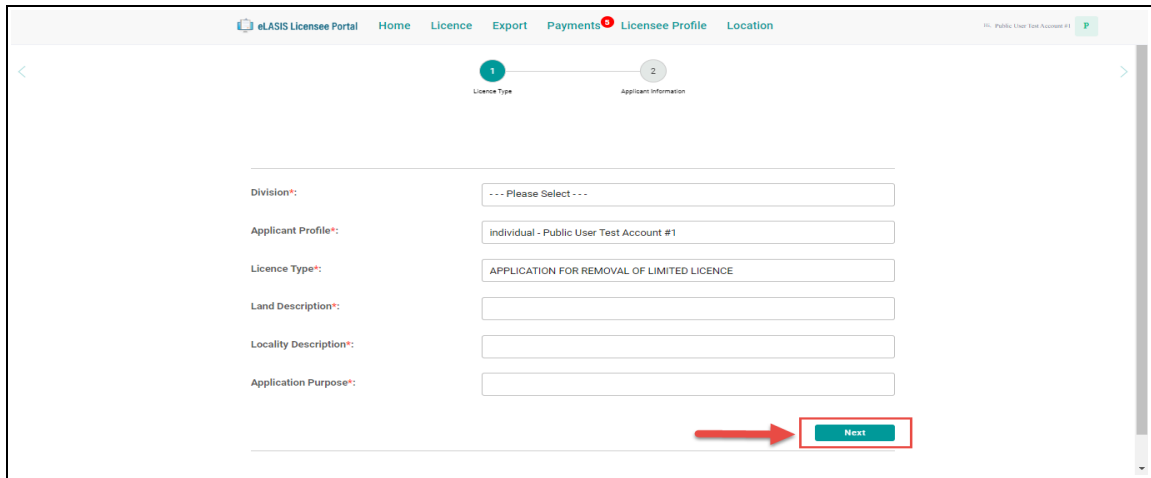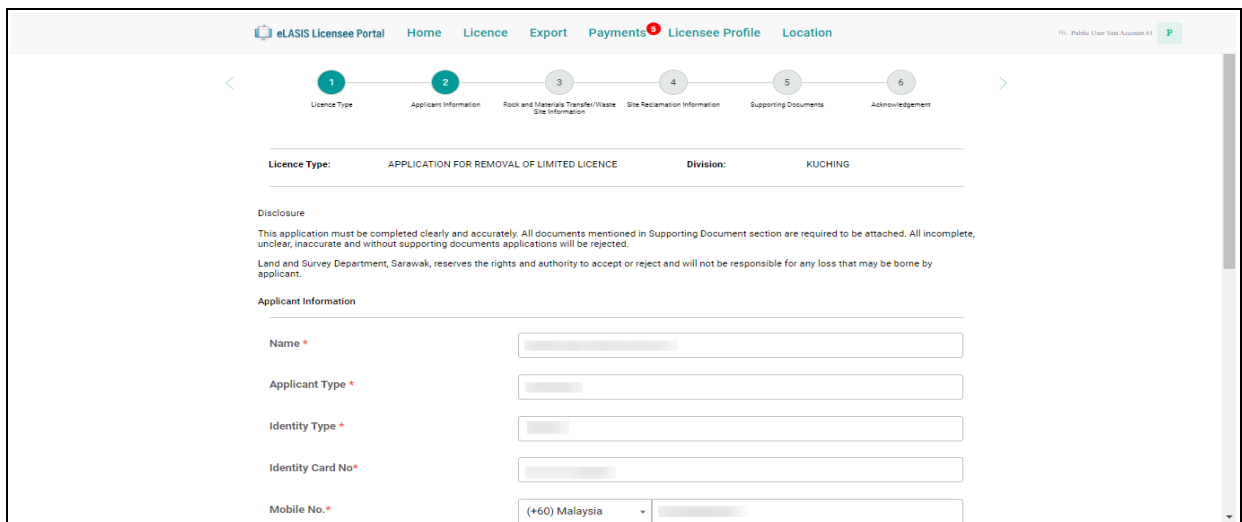Figure : 9

7. Fill in details below and click **Next** button.

Figure : 10

8. **Applicant Information** page will be displayed. Click on **Next** button to proceed.
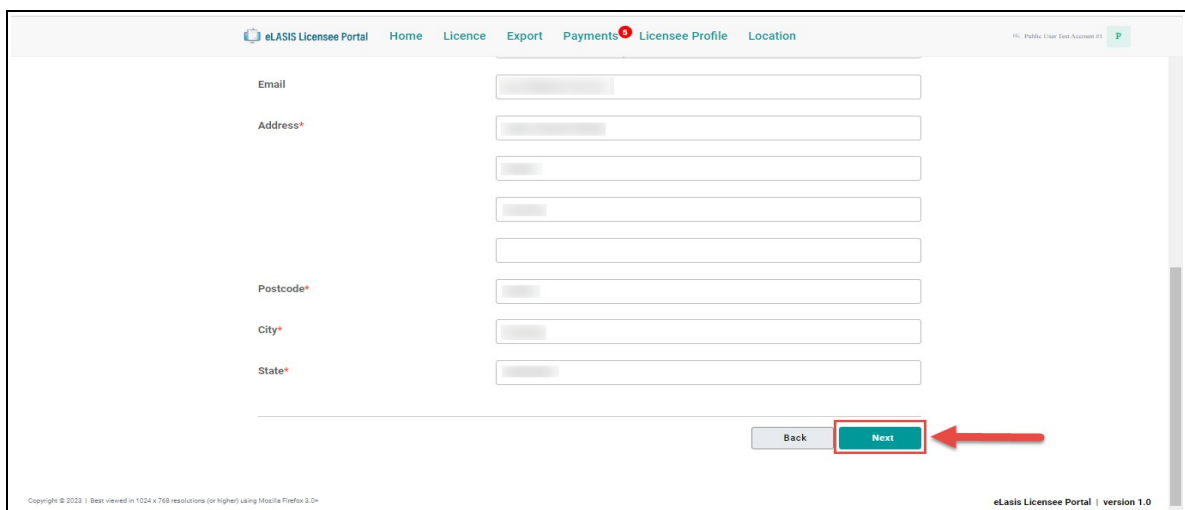
Figure : 11
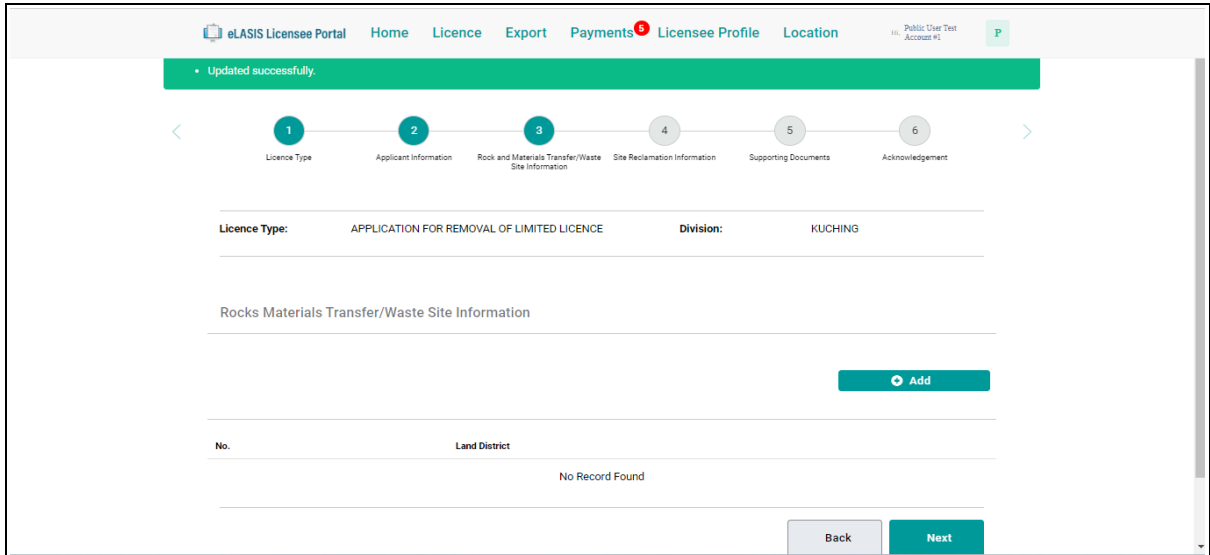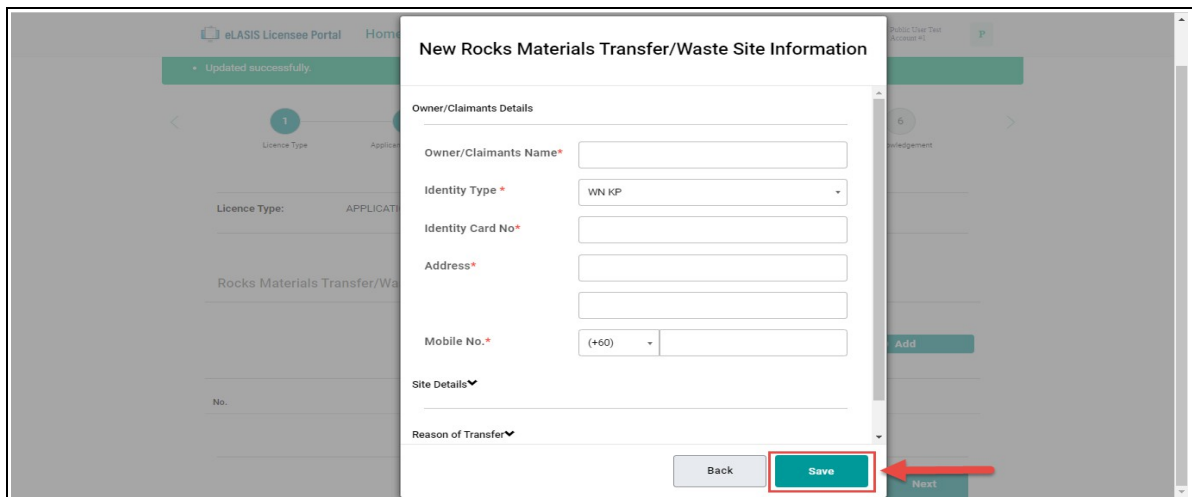
9. "**Update successfully**" message will be displayed. Under **Rocks Materials Transfer/Waste Site Information**, click on [**⊕ Add**] button.

Figure : 13

10. **New Rocks Materials Transfer/Waste Site Information** tab will appear. Fill in the details required then click on [**Save**] button to proceed.

11. Click [**Next**] button to proceed next page.

Figure : 15

12. "**Updated successfully**" message will be displayed. Under **Site Reclaimation Information** page, fill in the required details then click on [Next] button.
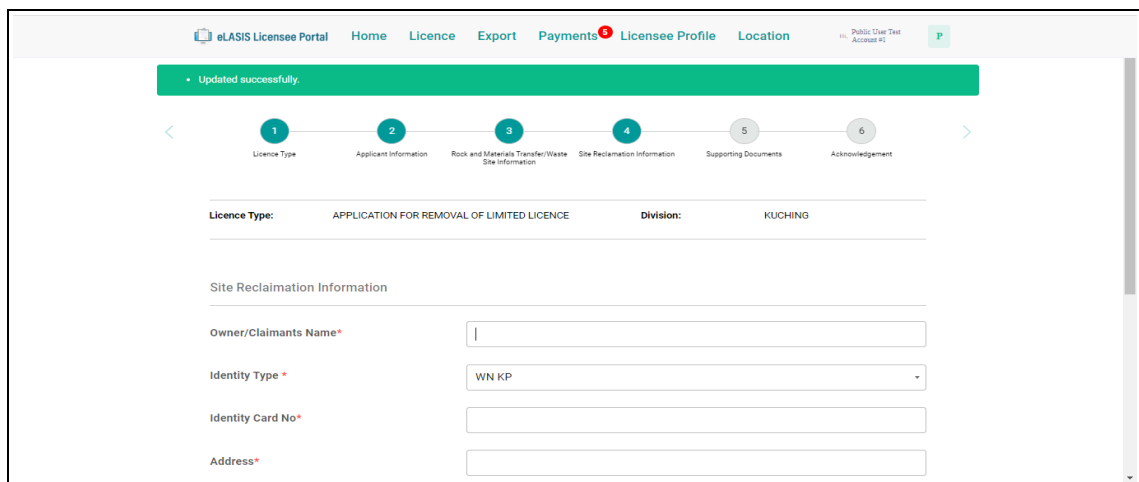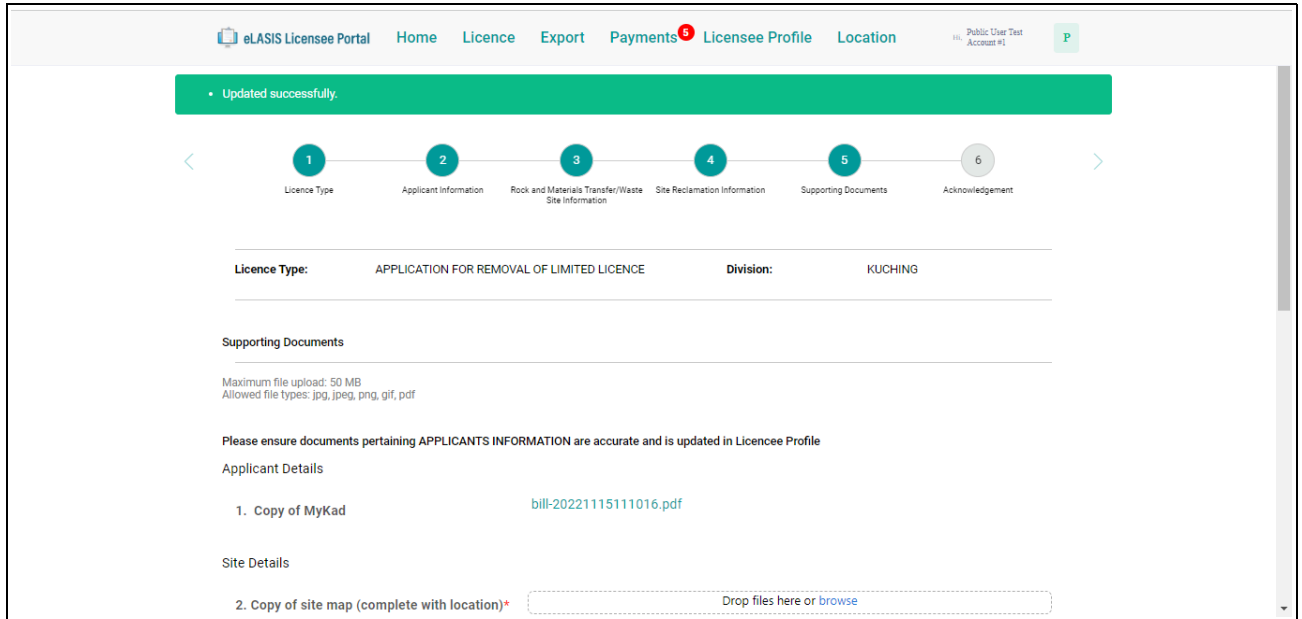
Figure : 16

13. "**Updated successfully**" message will be displayed. Under **Supporting Document** page, upload relevant documents by clicking on [Drop files here or browse] link to select report document.

Figure : 17

14. Click on [Next] button to proceed to next page.

15. "**Update successfully**" message will be displayed. Under **Acknowledgement** page, checked on acknowledgement checkbox then click on [Submit] button.

16. Click [OK] button to confirm submitting the application.

Figure : 19

17. "**Application submitted successfully**" message will be displayed.

Figure : 20

3.1.2. LTD: Accept Offer by Licensee

User can choose whether to select **Individual** or **Company**.

1. Fill in **username** and **password** then click **Login** button.
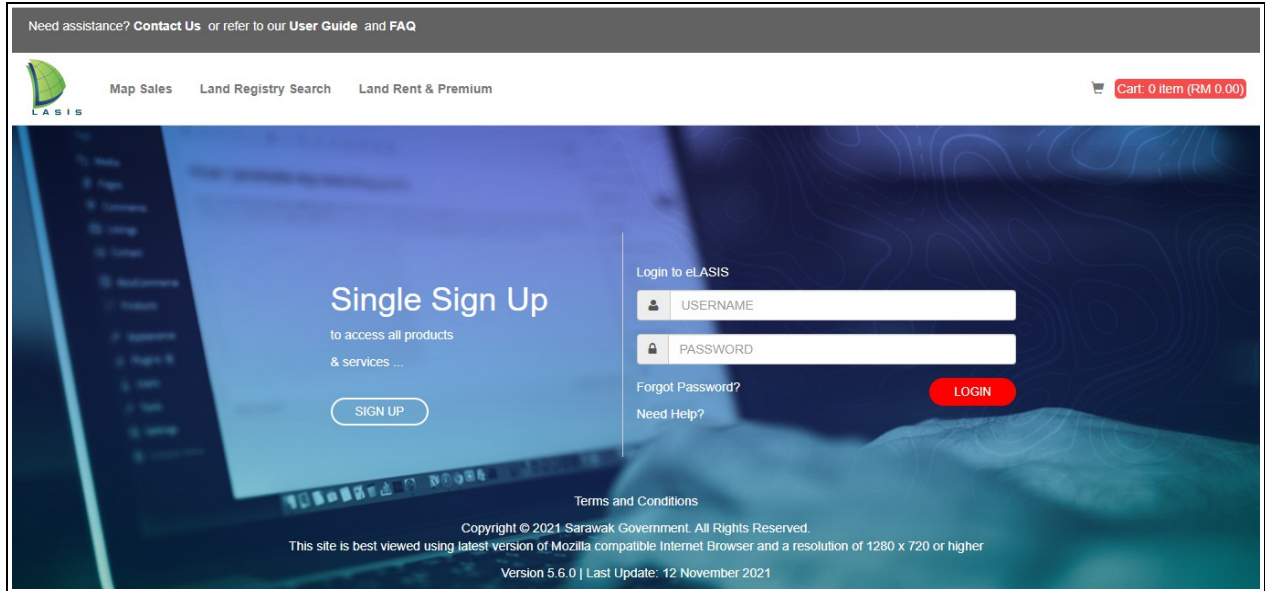
Figure : 21

2. Under **My Application**, select **Licence Application.**
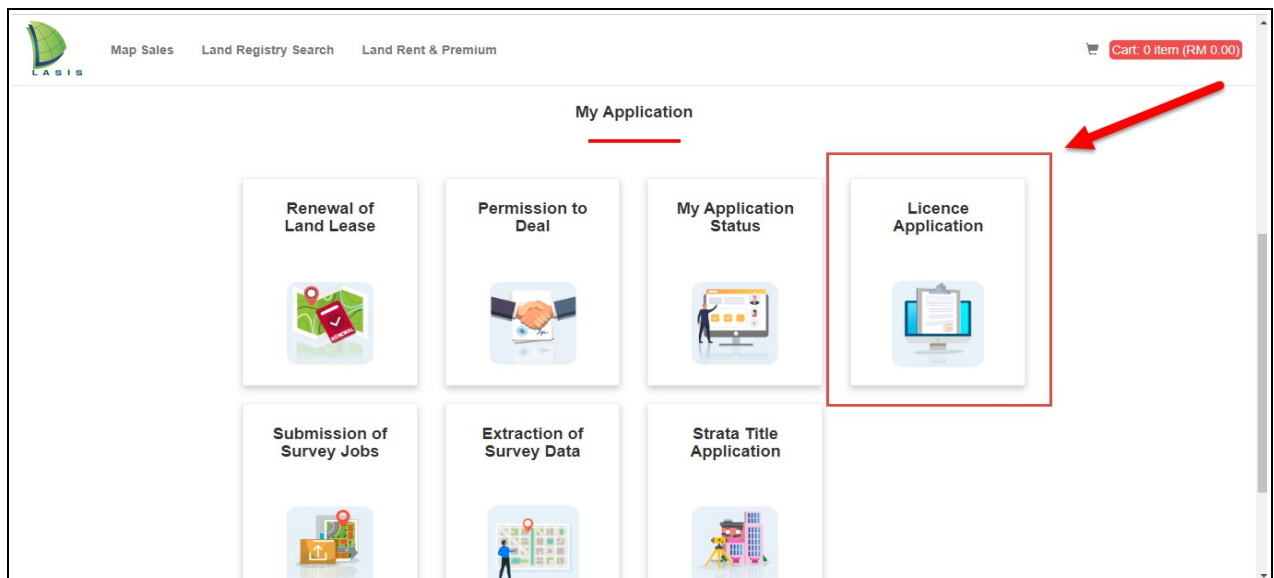
3. Once this page appear, you may select which account you want to use.

4. For this manual reference, proceed with **Individual** account.

👤 Individual

👥 Company / Organisation
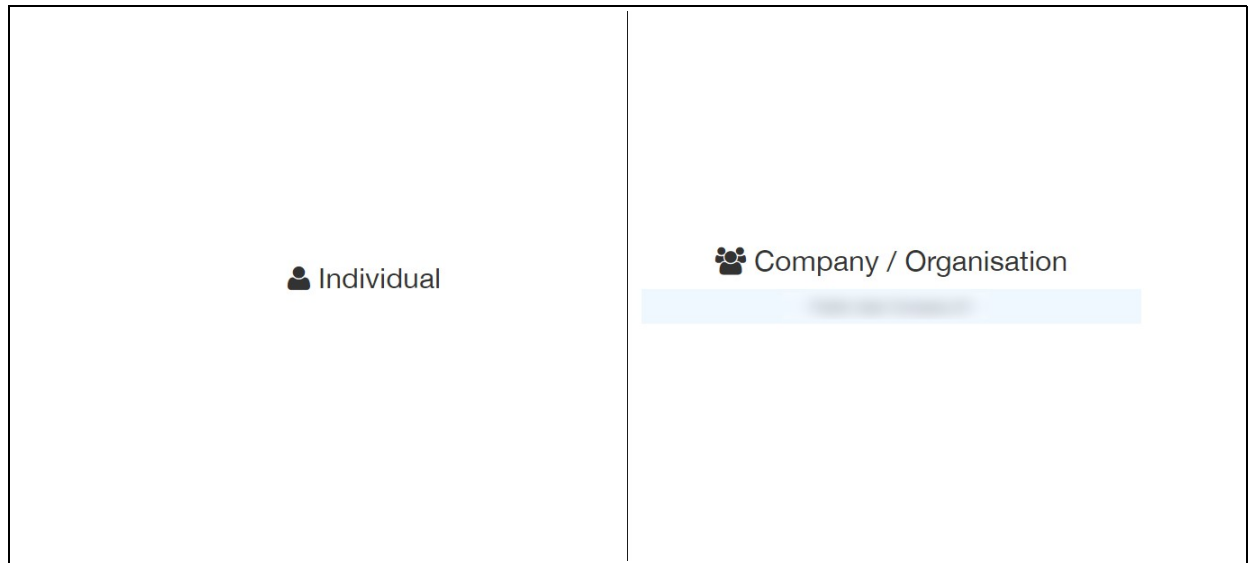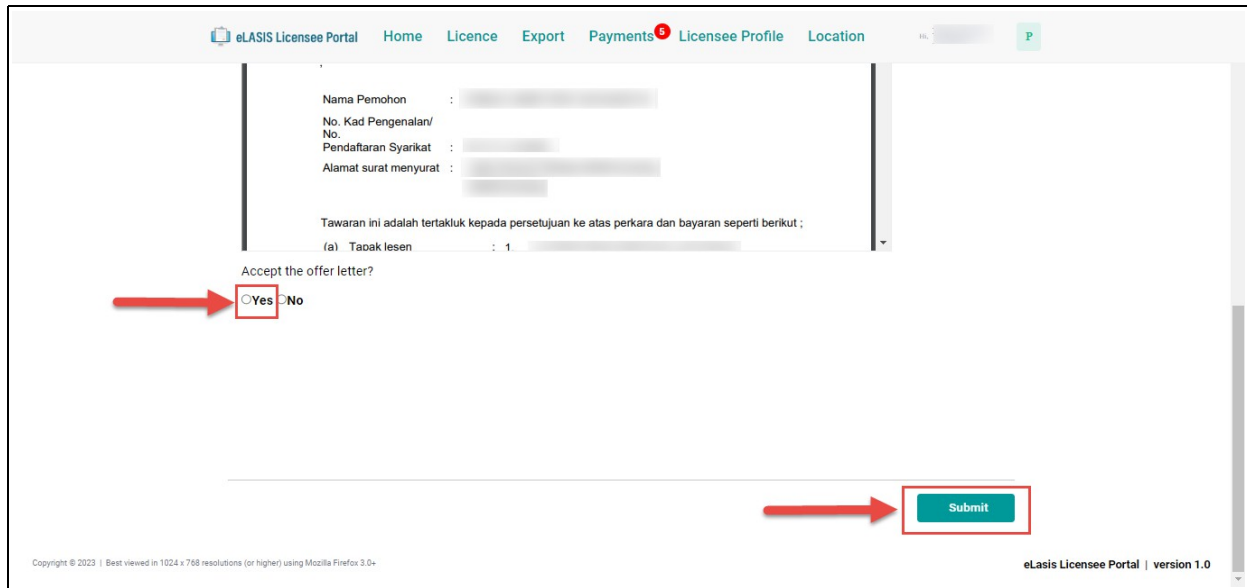
Figure : 23

5. Select **Licence**. Locate licence appliation card. Statis is changed to **Offer Letter Ready**.

Click on ⚫⚫⚫ dropdown and select **Offer Letter Acknoledgement**.
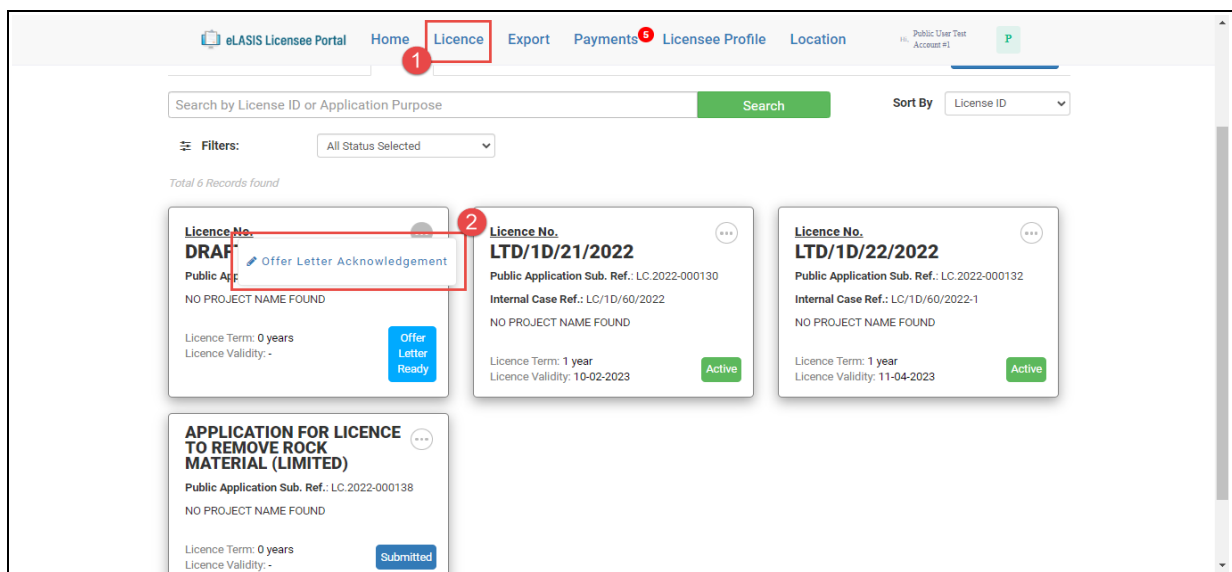
6. To accept the Offer Letter, click on **Yes** then click on **Submit** button.
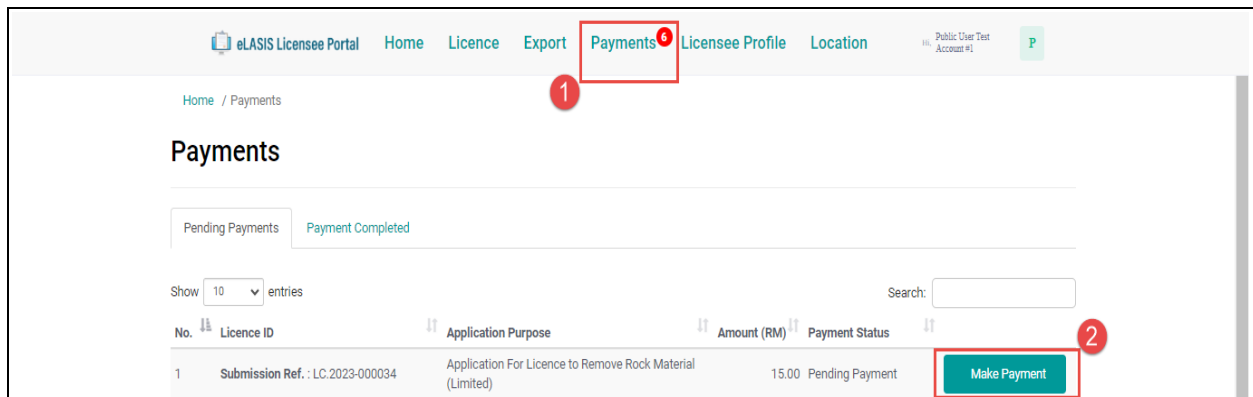
Figure : 25

7. Proceed to make payment after accepting the Offer Letter.

8. Click on **Payments** tab.

9. Locate payment record under **Pending Payments** tab and click on [Make Payment] button.

Figure : 26

10. **Payment Details** page will be displayed. Select any payment method.

Figure : 27

11. Once you have successfully made payment, page as below will be displayed.

Figure : 28

3.1.3. LTD : Accept Licence by Licensee

User can choose whether to select **Individual** or **Company**.

1. Fill in **username** and **password** then click **Login** button.
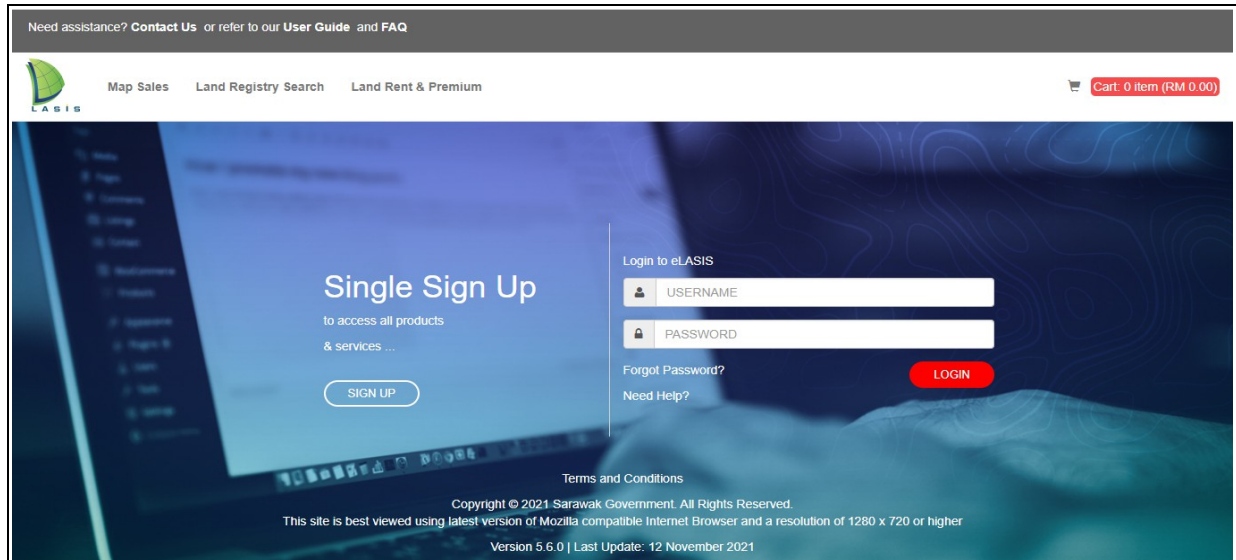
Figure : 29

2. Under **My Application**, select **Licence Application.**
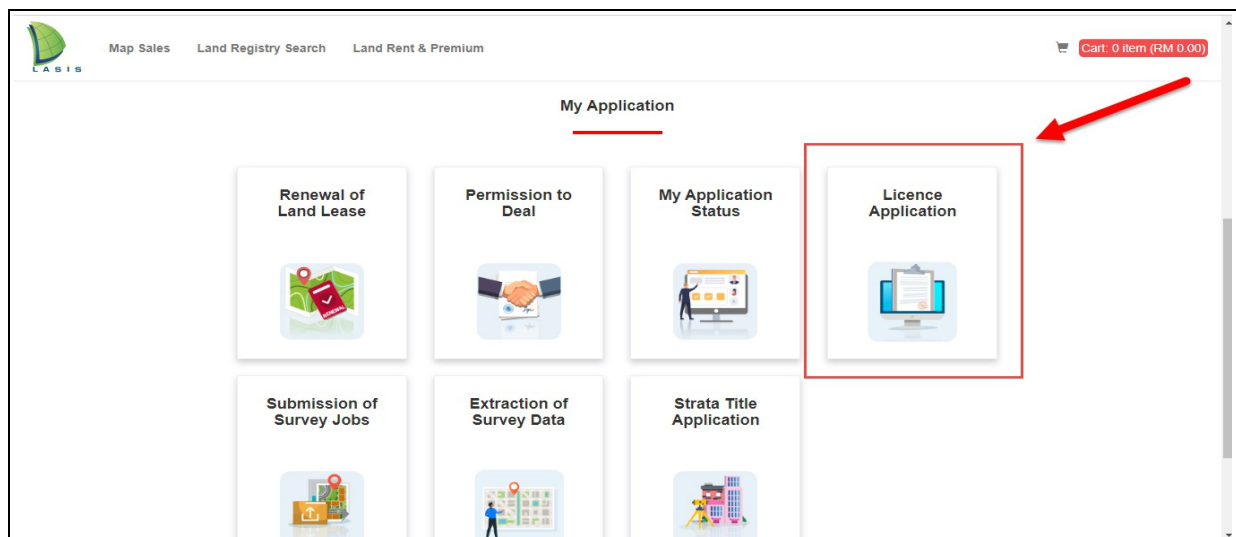
Figure : 30

3. Once this page appear, you may select which account you want to use.

4. For this manual reference, proceed with **Individual** account.
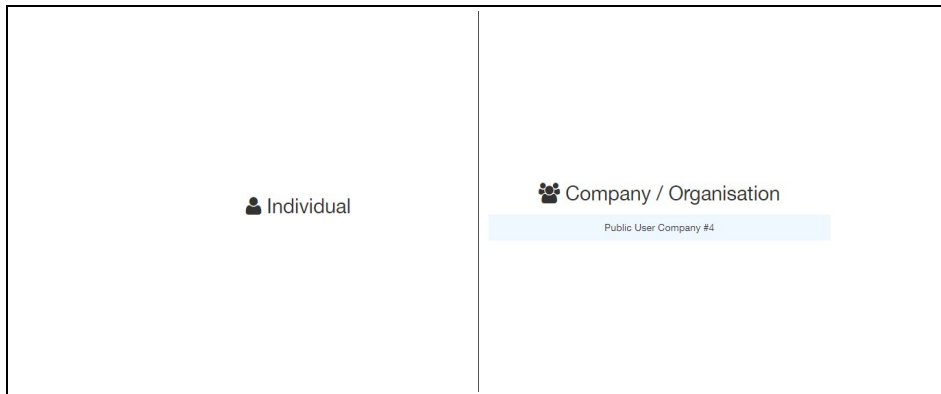
Figure : 31

5. **eLASIS Licensee Portal** page will be displayed. Select **Licence.**
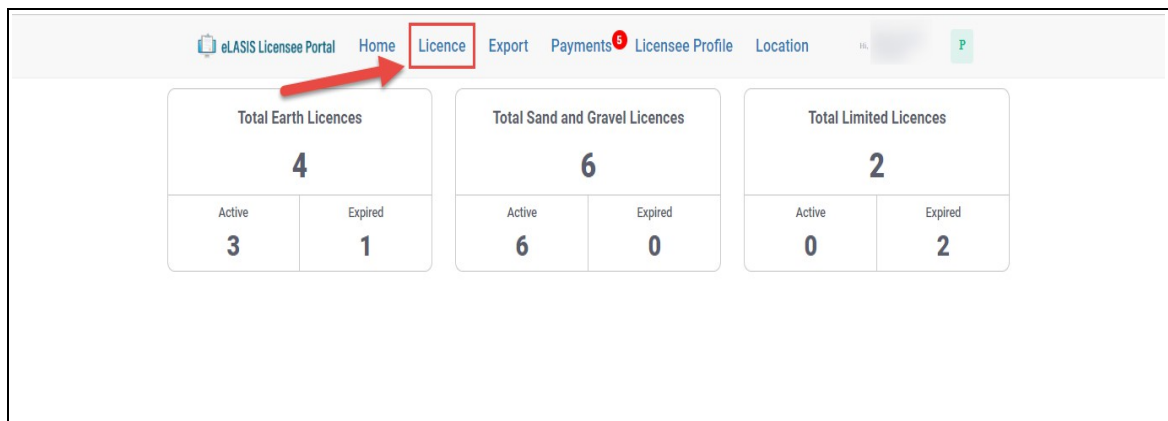
Figure : 32

6. Locate licence application card. Status has change to **Active**. Click on [⋯] and select **Download Licence**.
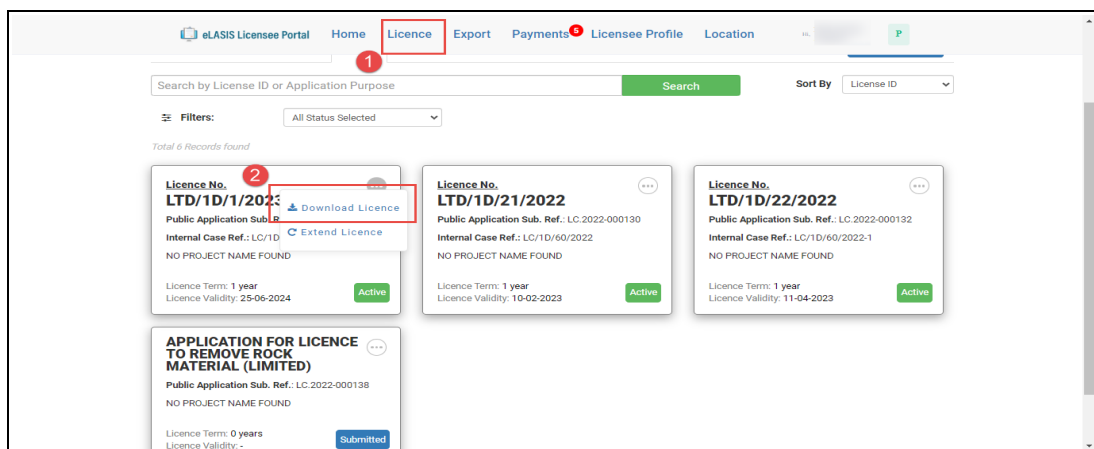
Figure : 33

SMART Enforcement System

REPORT

Table Of Contents

4. Report

Not applicable.

SMART Enforcement System
FAQ & TROUBLESHOOTING

Table Of Contents

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 a laptop keyboard, you may have to press the "Fn" or "Function" key to access "Print Screen".
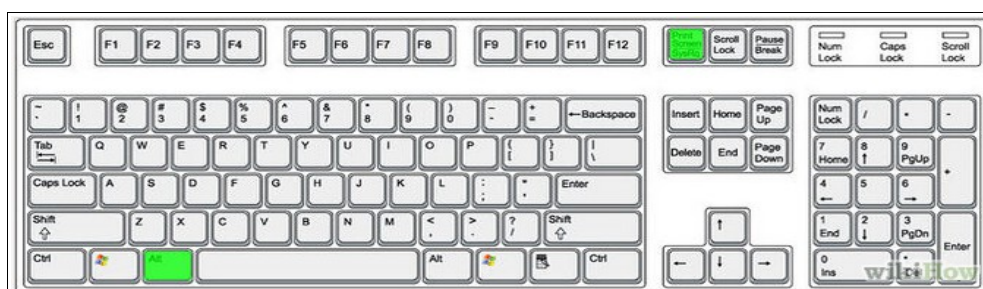
3. Open Paint by clicking the **Start** button , clicking **All Programs**, clicking **Accessories** and then clicking **Paint**.

4. In Paint, on the **Home** tab, in the Clipboard group and then click **Paste**.

5. Click the **Paint** button , and then click **Save**.
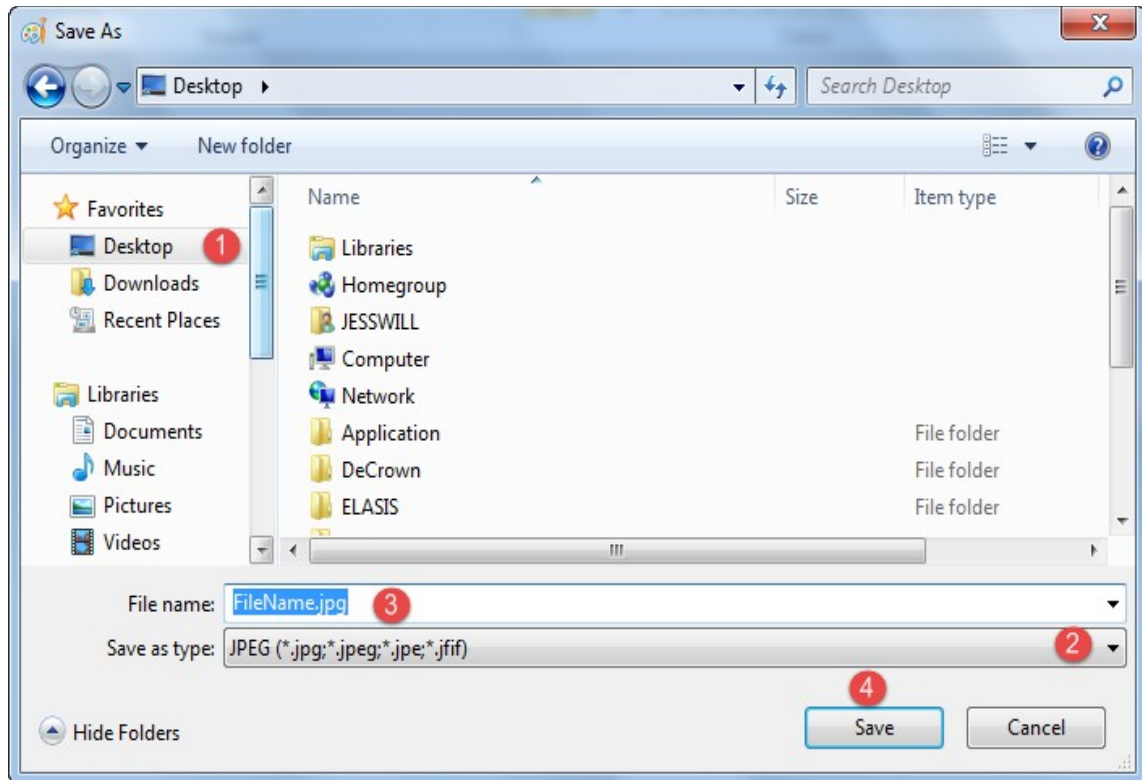
6. You may save it on your desktop by clicking (1) **Desktop** icon and (2) select "**JPG**" or "**PNG**" file type.

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**.
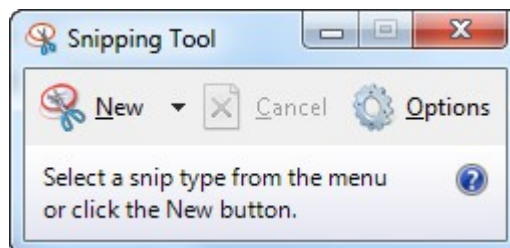
3. Click the "**New**" icon and then drag your cursor on the area you want to capture.

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 a 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.

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. System Access

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 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 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 the problem.

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 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 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 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 an 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.

SMART Enforcement System

CONTACT US

Table Of Contents

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 using d'CROWN.

If you have any service requests and need help or support, please 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. 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
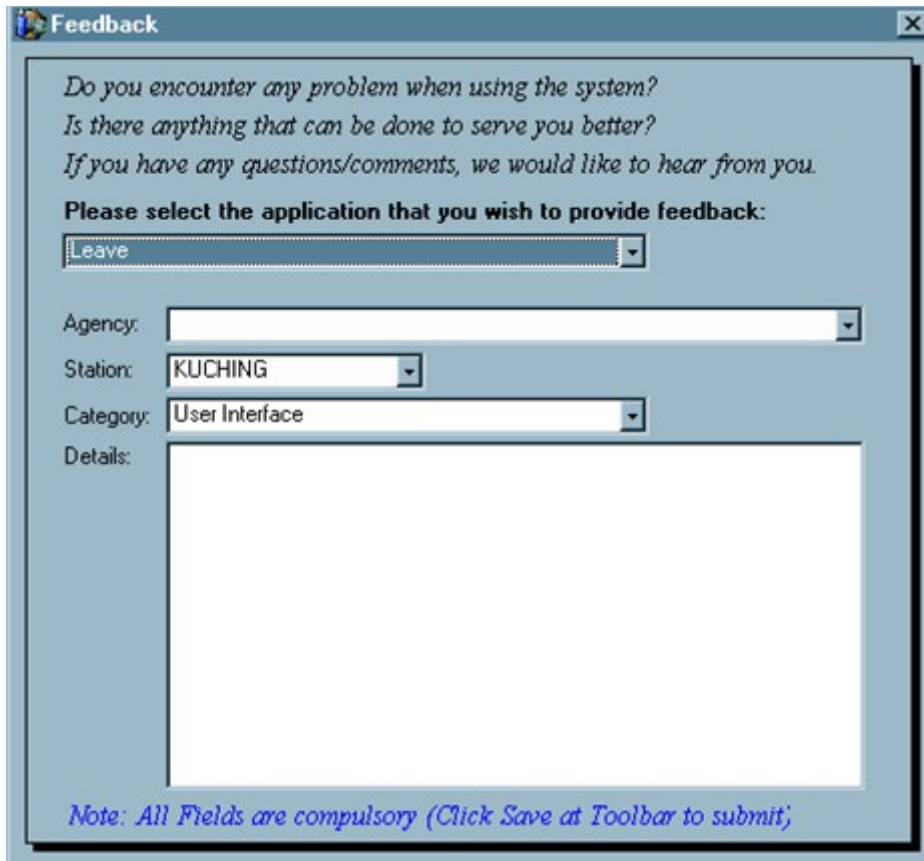

The Online Application Improvement Feedback Form is normally found at the System Main Page for web-based application.

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

6.2.1. 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.

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.

Figure : 35

6.2.3. Via Sarawaknet Application Feedback Form

Click **Feedback** link in **mySCS** after you login at Sarawaknet mainpage. Click <kbd>Submit</kbd> 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 59 above for details.

6.2.4. 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.

Digital Partner for Life

SARAWAK INFORMATION SYSTEMS SDN BHD

Head Office:
Tel: (06) 82-444199
Fax: (06) 82-444211
Level 3, Wisma Bapa Malaysia,
Petra Jaya, 93502 Kuching, Sarawak, Malaysia

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

Business Enquiries:
Tel: (06) 82-266499
Fax: (06) 82-360522
Email : salesenquiry@sains.com.my

SAINS PPKS Training Centre
Tel : (60) 82-668668
Fax: (60) 82-668669
Email: training@sains.com.my
Pusat Pembangunan Kemahiran Sarawak (PPKS)
New Admin Block PPKS, Level 1
Jalan Canna, off Jalan Wan Alwi, Tabuan Jaya,
93350 Kuching, Sarawak, Malaysia