

User Manual

eSPFB (HKPC)

This manual has been prepared to assist public users in utilizing the eSPFB (HKPC) Public Portal



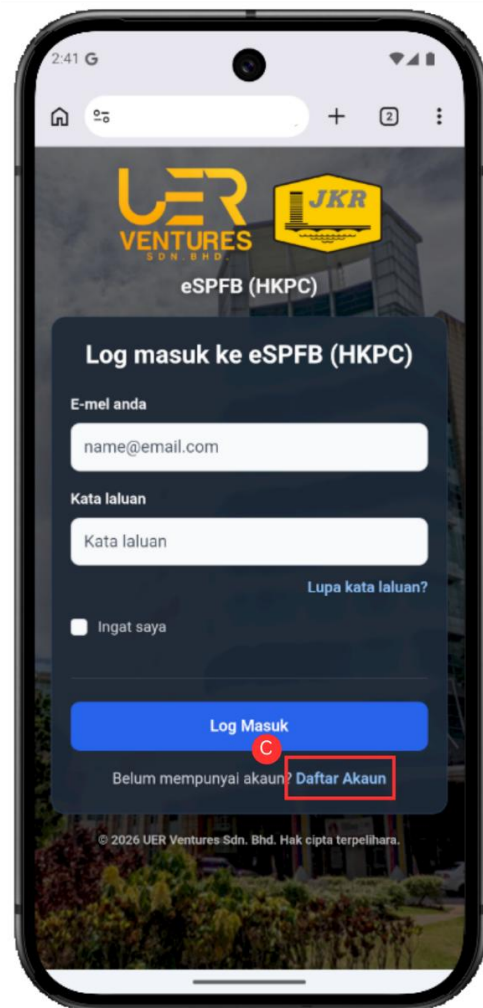
Version 1.0

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1. Register a New Account

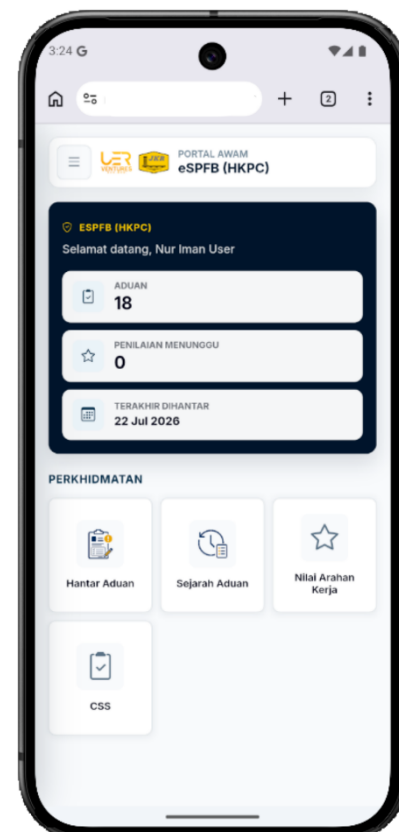
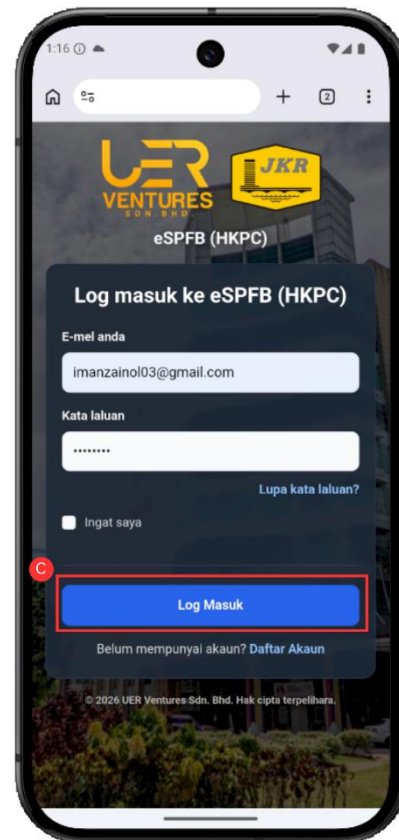
- a. Go to the **eSPFB (HKPC)** login page.
<https://fms.uergroup.com.my/public/login>
- b. Locate the link at the bottom that reads **"Belum mempunyai akaun? Daftar Akaun"**.
- c. Click **"Daftar Akaun"** to open the registration form.



- d. Fill in all required fields marked with a red asterisk *
- e. Once all details are filled in, click the blue **“Daftar”** button at the bottom.
- f. After successful registration, the system automatically redirects you to the eSPFB (HKPC) login page.

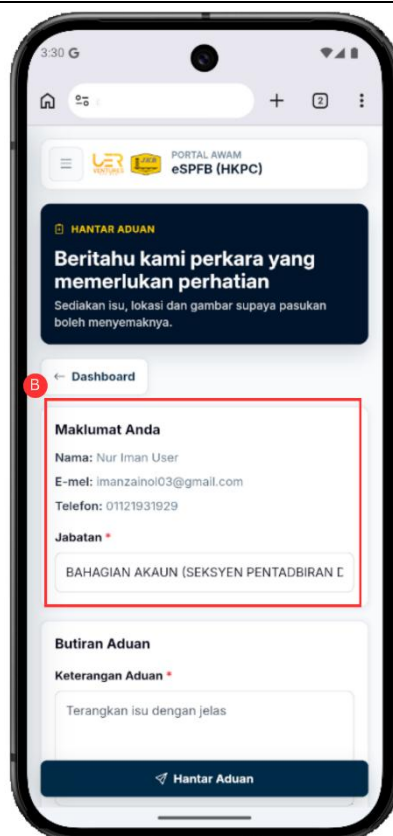
2. Login

- a. Go to the eSPFB (HKPC) login page.
<https://fms.uergroup.com.my/public/login>
- b. Enter your registered email address and password
- c. Click the “**Log Masuk**” button
- d. After successful login, the system automatically redirects you to the User Dashboard



3. Submit a Complaint

- In eSPFB (HKPC) dashboard, click on the **“Hantar Aduan”**.
- Verify your name, E-Mail, number phone and your department



- c. Fill out the complaint form marked with a red asterisk *
- Keterangan Aduan***: Describe the issue clearly in the text box (e.g., details about the damage or required maintenance).
 - Nama Lokasi***: Enter the specific area name (e.g., *pantri*, *kawasan pejabat*, *koridor*).
 - Blok***: Select the building block from the dropdown menu.
 - Lobi***: Select the lobby location from the dropdown menu.
 - Tingkat***: Select the floor level from the dropdown menu.
 - Nota Lokasi Tambahan**: Add optional extra directions or location notes if needed.
 - Upload Image***: Click the image box to upload supporting photos of the issue.
- d. Click the “**Hantar Aduan**” button at the bottom of the page.

3:31 G

PORTAL AWAM
eSPFB (HKPC)

Butiran Aduan

Keterangan Aduan *

Terangkan isu dengan jelas

Lokasi

Nama Lokasi *

Contoh: pantri, kawasan pejabat, koridor

Blok *

Pilih Blok

Lobi *

Pilih Lobi

Tingkat *

Pilih Tingkat

Nota Lokasi Tambahan

Butiran lokasi tambahan (pilihan)

Hantar Aduan

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PORTAL AWAM
eSPFB (HKPC)

Lobi 1

Tingkat *

A1

Nota Lokasi Tambahan

Butiran lokasi tambahan (pilihan)

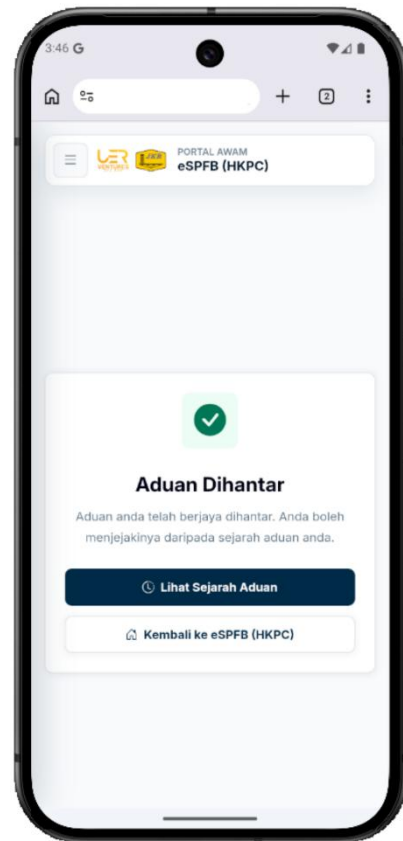
Imej *

Tekan untuk muat naik foto
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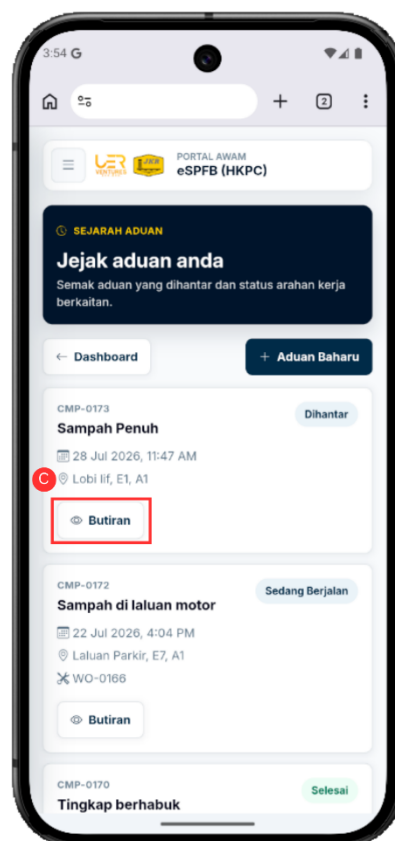
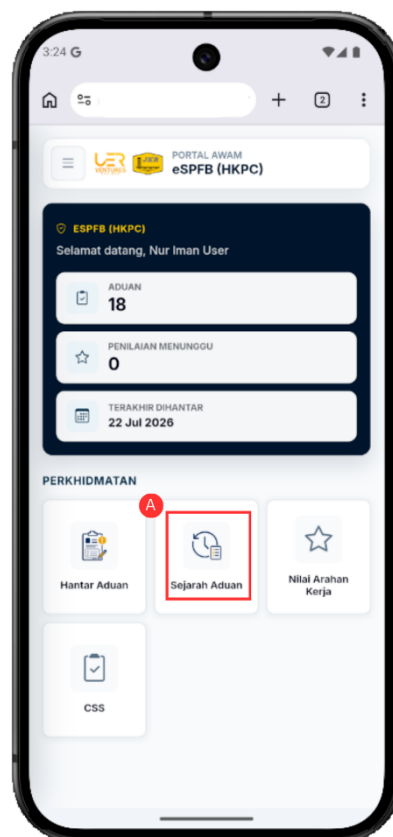
Hantar Aduan

- e. After clicking submit, a confirmation screen reading "**Aduan Dihantar**" will appear with two options:
- Lihat Sejarah Aduan:** Click to view your complaint history and track its status.
 - Kembali ke eSPFB (HKPC):** Click to return directly to the main dashboard.

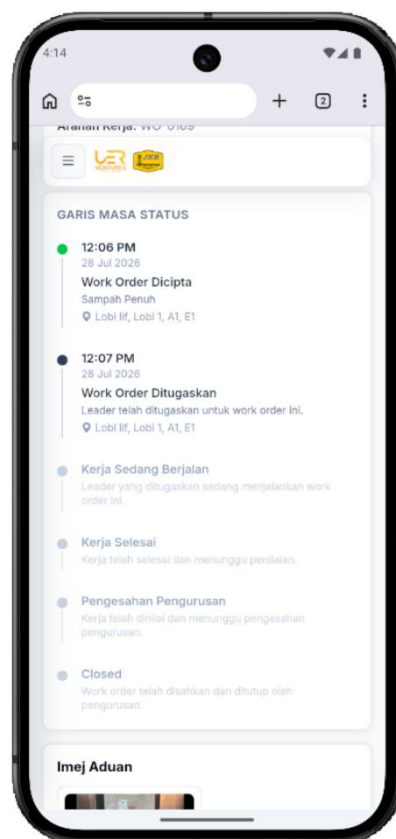
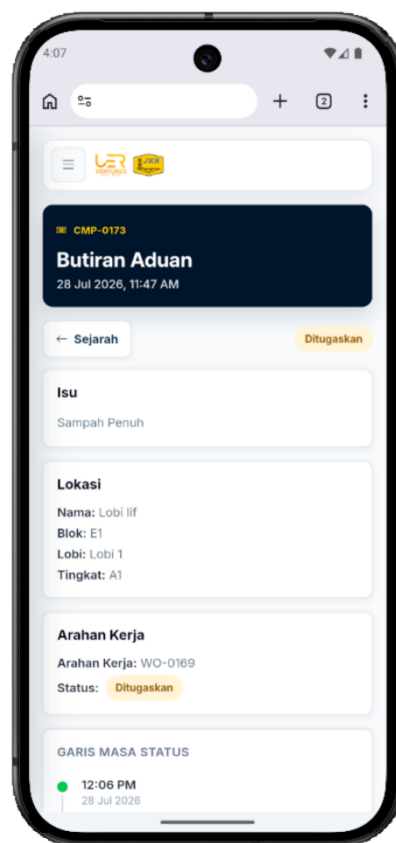


4. View Complaint History & Status

- In eSPFB (HKPC) dashboard, click on the **“Sejarah Aduan”**.
- On the **“Sejarah Aduan”** page, you will see a list of all your previously submitted issues.
- Click on the **“Butiran”** button under the item summary

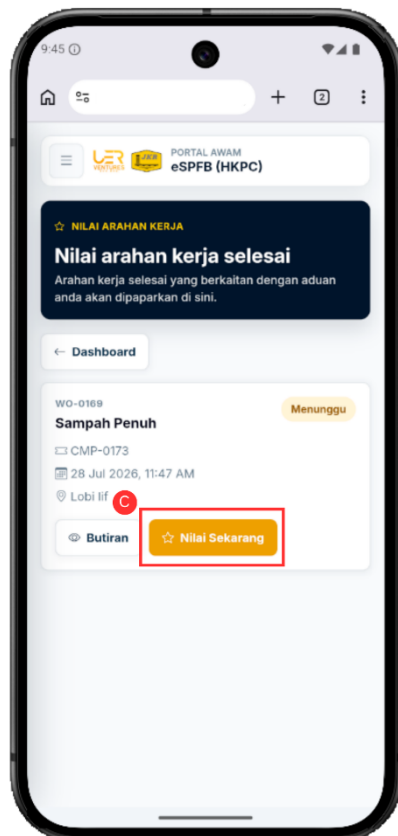
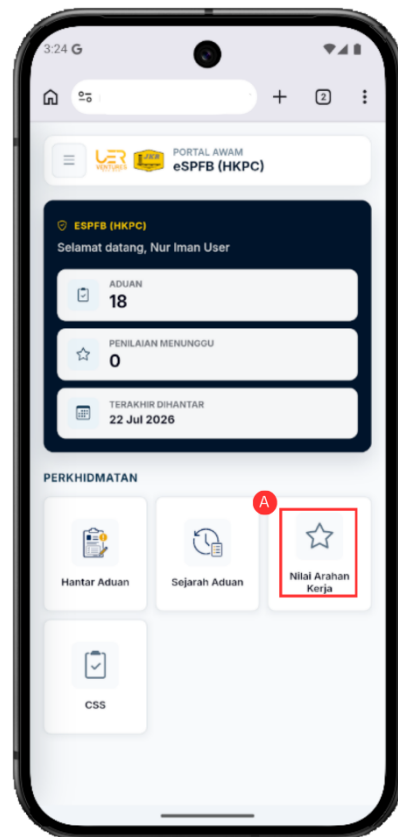


- d. **“Butiran Aduan”** page showing:
- Isu:** Complete issue description.
 - Lokasi:** Full location breakdowns (Nama, Blok, Lobi, Tingkat).
 - Arahan Kerja:** Associated Work Order ID and current status badge (e.g., WO-0169 - *Ditugaskan*).
- e. Scroll down on the **Butiran Aduan** page to view the **GARIS MASA STATUS (Status Timeline)**. This tracks every stage of
- Work Order Dicipta:** Timestamp when the work order was created.
 - Work Order Ditugaskan:** Timestamp when a team leader/personnel was assigned.
 - Kerja Sedang Berjalan:** Indicates work is actively underway.
 - Kerja Selesai:** Indicates task completion awaiting evaluation.
 - Pengesahan Pengurusan:** Indicates work has been rated and awaits management verification.
 - Closed:** Work order is verified and officially closed by management.

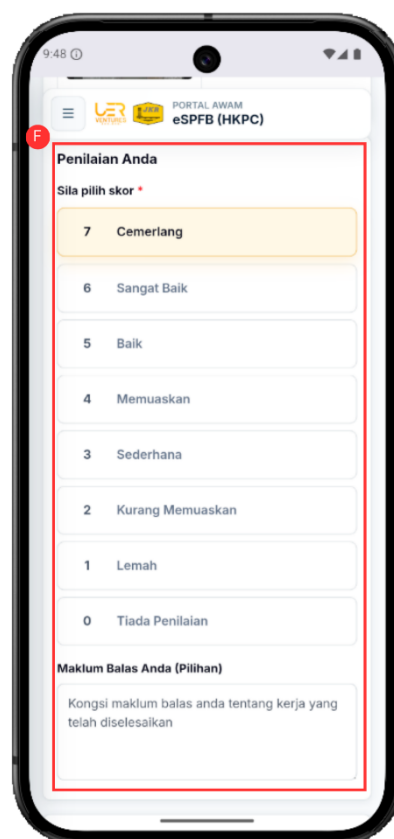
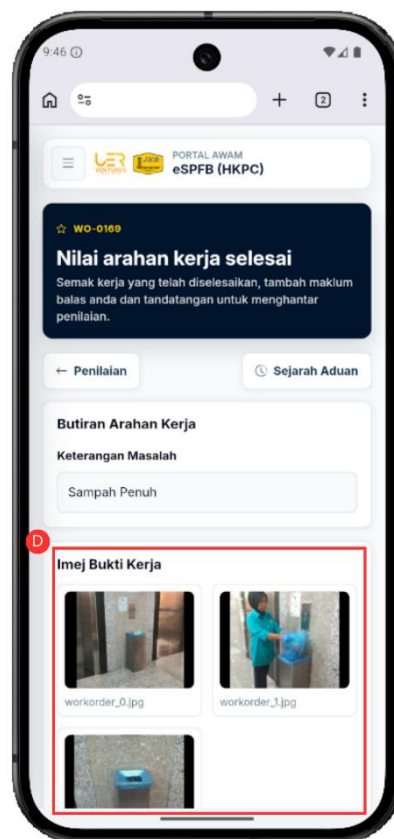


5. Rate Completed Work

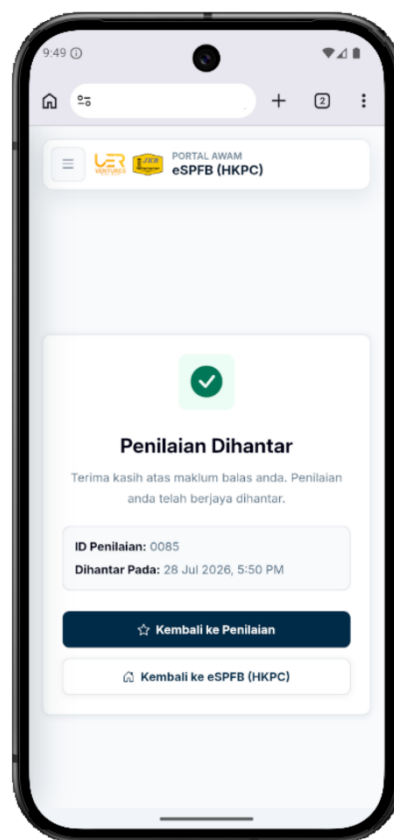
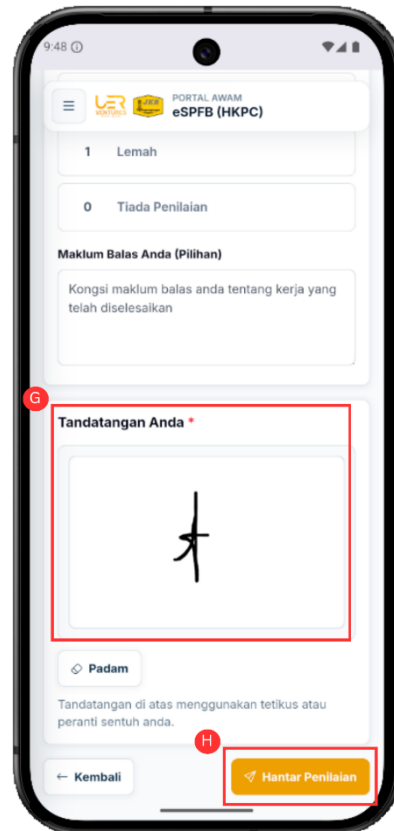
- In eSPFB (HKPC) dashboard, click on the **“Nilai Arahan Kerja”**.
- Locate the work order showing the **“Menunggu”** status.
- Click on the **“Nilai Sekarang”** button.



- d. Before providing a rating, review the **Work Evidence (Imej Bukti Kerja)**
- e. Scroll down to the **“Penilaian Anda”** section to enter your evaluation.
- f. Select one of the rating scores ranging from **0** to **7** and type any additional comments or suggestions regarding the work completed.

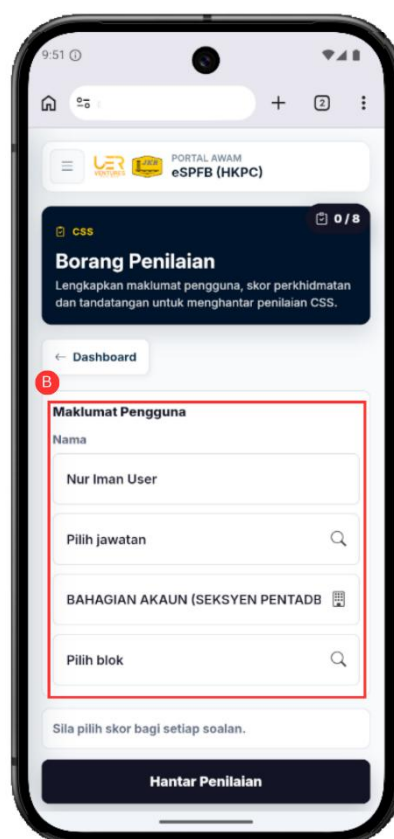
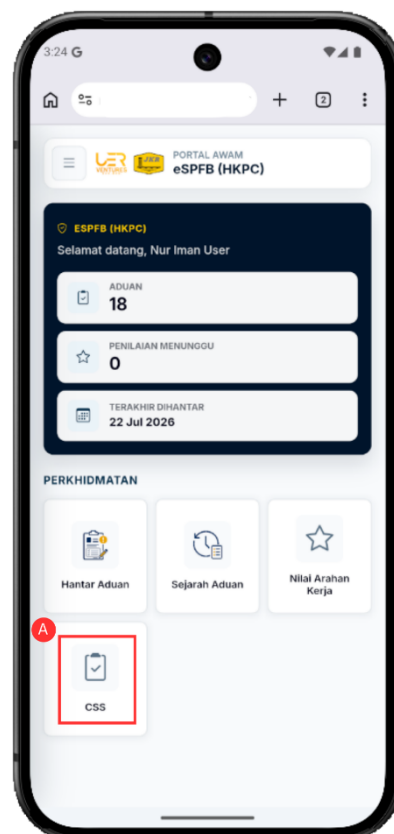


- g. Draw your signature in the **“Tandatangan Anda”** box.
- h. Click on the **“Hantar Penilaian”** button at the bottom.
- i. Once submitted, a confirmation screen titled "Penilaian Dihantar" will display:
 - i. **ID Penilaian:** Your evaluation reference number
 - ii. **Timestamp:** Date and time of submission



6. Complete CSS Survey

- a. In eSPFB (HKPC) dashboard, click on the “CSS”.
- b. Verify and complete your personal details:
 - i. **Nama:** Auto-filled with your registered name.
 - ii. **Pilih Jawatan:** Tap the field to search and select your position/designation.
 - iii. **Bahagian / Seksyen:** Pre-selected or auto-filled based on your account.
 - iv. **Pilih Blok:** Tap the field to search and select your assigned block/location.



- c. Scroll down to the evaluation sections. Rate each required item on a scale from **0 to 7**.
- d. Draw your signature inside the signature box and enter any additional feedback or comments in the provided text area.
- e. Tap on the **“Hantar Penilaian”** button at the bottom of the page.

- f. Once successfully submitted, you will see the **Penilaian Dihantar** success screen.
- i. **Kembali ke eSPFB (HKPC):** Return to your main dashboard.
- ii. **Hantar Penilaian Baru:** If you need to fill out another survey form.

