

Guide for Use

System Maintenance and Operation



بسم الله الرحمن الرحيم

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1. Introduction

The Operation and Maintenance System is a complete software for tracking and storing requests made by all university users of maintenance and operation services. It allows for integrated management of maintenance and operation service requests.

The maintenance and operation system offers you a self-service portal where you may register your complaints and concerns online with the use of an online form, making the procedure of reporting problems to the maintenance and operation department easier. The issue is that system maintenance and operation allow you to change your personal information as well.

2. Overview

The following tasks are carried out using this system:

- Send maintenance and operation requests
- Follow orders

2.1 Tagged

Technician: The authority to provide the service is given to the user.

User: The ability to make requests rests with the user.

2.2 Recommendations for Use

Use of the most recent Google Chrome browser version is advised for the system's optimum functionality and design.

3. The Beginning

3.1 User Access Considerations

Through the Diwan portal, which can be reached at

<https://diwan.uhb.edu.sa>

users may access the maintenance and operating system.

3.2 System Logging in

By inputting the user name and password, the user may access the main page of the maintenance and operation system.



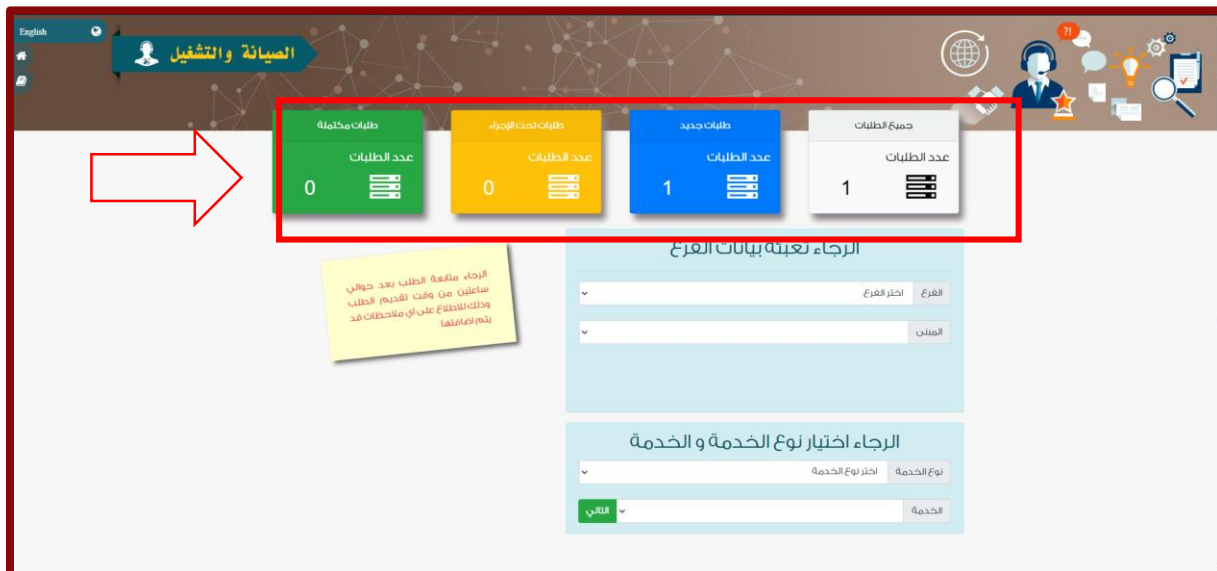
The screenshot shows the login interface for the 'نظام ديوان' (Diwan System). The page features a dark blue background with a large image of a building. The title 'نظام ديوان' is prominently displayed in the center. Below the title, there are two input fields: 'اسم المستخدم' (User Name) and 'كلمة المرور' (Password). The 'User Name' field is highlighted with a red box and labeled 'ادخال اسم المستخدم' (Enter user name). The 'Password' field is highlighted with a red box and labeled 'ادخال كلمة المرور' (Enter password). Below these fields, there is a 'نسيت كلمة المرور' (Forgot password) link and a 'تسجيل الدخول' (Login) button. The page also includes logos for VISION 2030, the Ministry of Education, and the University of Hafr Al Batin. At the bottom, there is a copyright notice: 'جميع الحقوق محفوظة © 2021 - جامعة حفر الباطن'.

Click the operational and maintenance system icon to access the system.



3.3 Organize and Navigate Screens

The main panel of the system, which displays lists of requests with their statuses—new requests, requests in progress, and completed requests—appears when the login procedure is complete.



4. System Use and Screen Explanation

Each menu and its screens are discussed in full in the following sections, which cover all the components and features of the operation and maintenance system control panel.

4.1 Home Page

When login in, the main screen, which displays previously submitted requests and request statuses, appears. A list of branch data, including service type and service, is also included.

The screenshot shows the Home Page dashboard. At the top, there is a navigation bar with the title "الصيانة والتشغيل" (Maintenance and Operation) and a language selector set to "English". Below the navigation bar, there are four cards displaying request counts: "طلبات مكتملة" (Completed Requests) with 0, "طلبات تحت المراجعة" (Requests Under Review) with 0, "طلبات جديدة" (New Requests) with 1, and "جميع الطلبات" (All Requests) with 1. A red box highlights these four cards, and a red arrow points to them from the left. Below the cards, there is a yellow sticky note with Arabic text. The main content area contains two sections: "الرجاء تعبئة بيانات الفرع" (Please fill in the branch data) with dropdowns for "الفرع" (Branch) and "المنطقة" (Region), and "الرجاء اختيار نوع الخدمة و الخدمة" (Please select the service type and service) with dropdowns for "نوع الخدمة" (Service Type) and "الخدمة" (Service).

The screenshot shows the Home Page dashboard. At the top, there is a navigation bar with the title "الصيانة والتشغيل" (Maintenance and Operation) and a language selector set to "English". Below the navigation bar, there are four cards displaying request counts: "طلبات مكتملة" (Completed Requests) with 0, "طلبات تحت المراجعة" (Requests Under Review) with 0, "طلبات جديدة" (New Requests) with 1, and "جميع الطلبات" (All Requests) with 1. Below the cards, there is a yellow sticky note with Arabic text. The main content area contains two sections: "الرجاء تعبئة بيانات الفرع" (Please fill in the branch data) with dropdowns for "الفرع" (Branch) and "المنطقة" (Region), and "الرجاء اختيار نوع الخدمة و الخدمة" (Please select the service type and service) with dropdowns for "نوع الخدمة" (Service Type) and "الخدمة" (Service). A red box highlights this form area, and a red arrow points to it from the right.

4.2 Branch Data Selection Screen

From the list on the main screen, the required branch information is chosen in order to submit a new application

4.3 Service Type and Service Selection

The service type and the available service are tested in the Service and Service Type area on the main screen after selecting the branch data and clicking the Next button.

4.4 Screen for Service Request

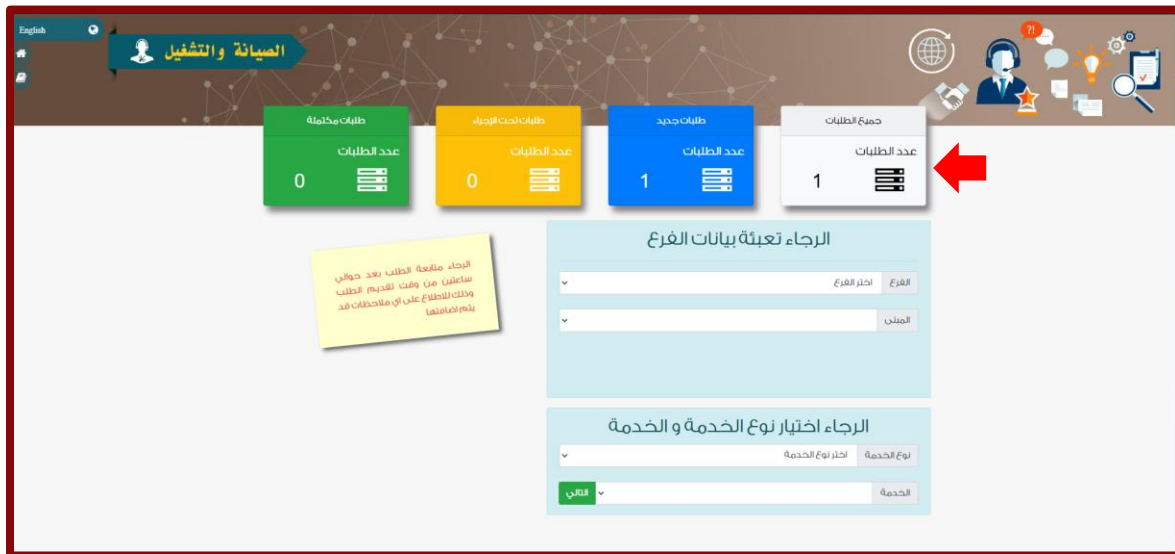
On this screen, complete the form for the chosen service and click the save button.

4.5 Application Message

After completing the service request form and clicking the save button, you will be sent to the service request status page. From there, you can return to the main page.

4.6 Request Follow-up

Click on the request counter on the home screen to view requests.



4.7 Submissions Screen

The status of submitted applications may be followed through this screen; to view additional information, click the "Details" option.



4.8 Request Details Screen

This screen displays the application's specifics and the information supplied during submission.

English

الصيانة والتشغيل

تفاصيل الطلب

05/06/1444	تاريخ الطلب	5691	رقم الطلب
الفرع الرئيسي	المنشئ	حفر الباطن	الفرع
لا يعمل	الخدمة	جاني الرئيسي 1	رقم المنشئ
		التكليف	نوع الخدمة
		طلب جديد	الحالة

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الوظيفة	الدور
05	رقم المكتب
اختيار	ملاحظات

الإجراءات

إرسال ملاحظة

رجوع إرسال

5. Operation and Maintenance System

This section was provided to acquaint the user with the mechanism of maintenance and operation and how to handle error messages that may arise while using the system because maintenance and operation of the systems are regarded one of the significant and necessary elements.

5.1 Errors Messages

While utilizing the system or carrying out any of the activities or actions in one of the program screens, the user may see certain error messages or odd messages.

When this occurs, the user must be aware of when the error occurred or what action was taken during which an error message or message indicating a technical defect appeared. He must then take a picture of the screen and send it to the officials along with a description of where on the screen the error occurred or when it occurred. Anything he does to facilitate technical support staff members and technicians finding a rapid fix for the issue.

5.2 Technical Support

The following table contains the contact details for the system's technical support staff, who must be contacted in the event that any of the issues described in the preceding sentence arise.

Department	E-mail
Deanship of Communications and Information Technology	it@uhb.edu.sa

