

Brief Session on
School Maintenance Automated Rapport Terminal
(SMART) System

22 September 2014

23 September 2014

25 September 2014

Table of Contents

1	SYSTEM OVERVIEW	1-1
1.1	FEATURES HIGHLIGHTS	1-1
1.2	GENERAL OPERATION STEPS USING WITH SMART	1-1
1.3	FUNCTIONS ASSIGNED TO USERS IN SMART.....	1-8
2	TRAINING MATERIAL – SYSTEM OPERATION	2-1
2.1	SCHOOL FUNCTION – ER REQUEST	2-1
2.1.1	Prepare ER Request by School Editor	2-1
2.1.2	Submit ER Request by School Principal	2-6
2.2	SCHOOL FUNCTION – MR APPLICATION	2-11
2.2.1	Prepare MR Application by School Editor	2-11
2.2.2	Approve MR Application by School Principal.....	2-16
2.2.3	Submit MR Application by School Supervisor	2-20
2.3	SEARCH FUNCTION.....	2-23
2.3.1	Search ER Request	2-23
2.3.2	Search MR Application	2-24
3	SUPPORT AND TROUBLESHOOTING	3-1
3.1	SUPPORT HOTLINE AND EMAIL	3-1
3.2	BUSINESS CONTINGENCY ARRANGEMENT	3-1
3.3	REQUEST FORMS FOR CONTINGENCY ARRANGEMENT.....	3-1

1 SYSTEM OVERVIEW

1.1 FEATURES HIGHLIGHTS

The following is the general main functionality features of SMART system.

As to improve the collaboration and automation of business processes related to major repairs (MR) and emergency repairs (ER) handled by various EDB sections and schools, the implementation of School Maintenance Automated Rapport Terminal (SMART) system has been initiated. Areas of improvements as well as demands and challenges brought by the SMART system have been identified and categorized into the following items:

- Handling MR and ER requests from school users
- Request handling and approval
- Security control
- System administration
- Operation expenses

(a) Business Impact to School Users

Improvements	• Submission of MR and ER applications by schools can be done online. • Approval to the applications of schools can be performed online. • School users can check the latest status online instead of through telecommunication with REO. (ref. section 2.3 of this manual) • Automation of the business processes eliminates manual efforts as well as paper usage during transmission, thus, increasing efficiency and being environmentally friendly respectively.
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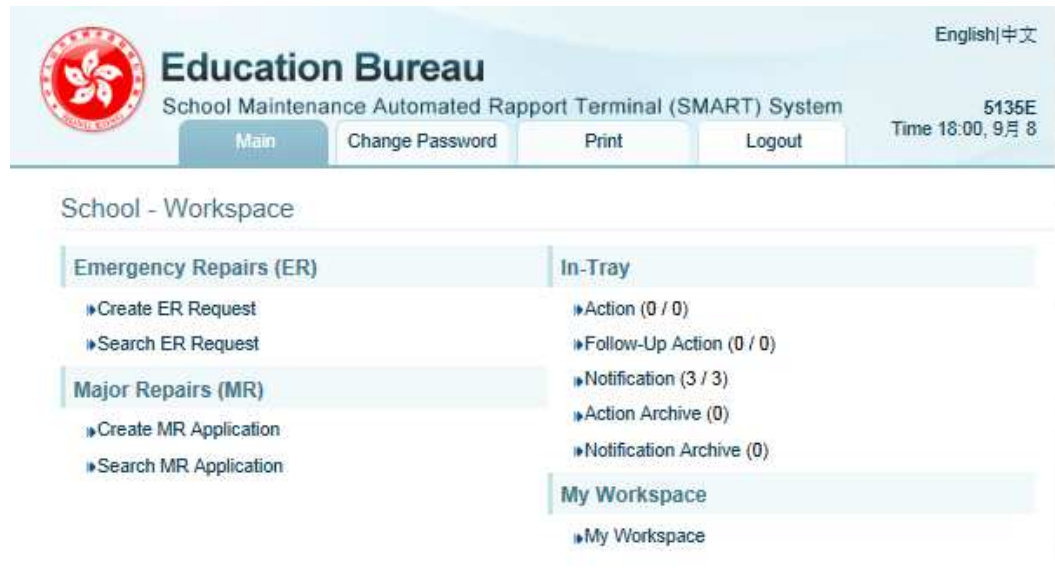
1.2 GENERAL OPERATION STEPS USING WITH SMART

- (a) Accessing SMART system via common browsers
Below is the URL for accessing SMART :
<http://smartschool.edb.gov.hk/>

For required SMART system login account, school users will receive the required login information by mails from SPM Section to the school; User can follow up with the SMART support email account (Email : smartsupport@edb.gov.hk) or SMART support hotline (3163 0040).

(b) Common functions/features in SMART – System Menu

Different functions assigned to different SMART system users :

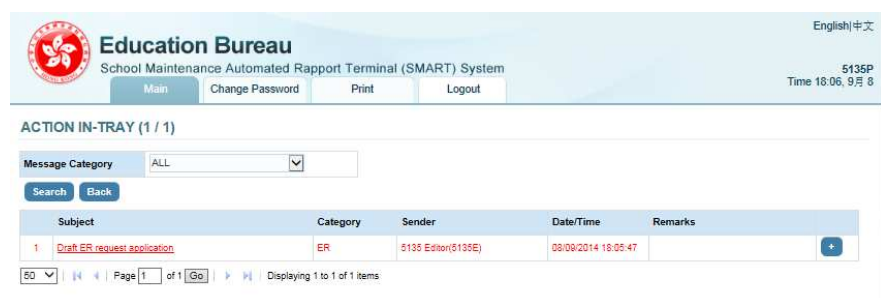


After user login the system will re-direct user to system main menu, and user can find the assigned SMART functions under different sub menus in the left hand side of the main menu, e.g. Search ER Request, etc. User can click on these functions for performing required operation.

There are 2 submenus arranged in right hand side of the main menu, which are In-Tray and My Workspace :

For In-Tray :

- i.) Action



The ACTION IN-TRAY showing work flow actions sent to the user from previous action actor, user is required to click into action to follow up / response the action in order to complete the task in the work flow.

SYSTEM OVERVIEW

For the numbers (in blanket) beside ACTION IN-TRAY, it indicating the total numbers of actions in the right, while total number of unread actions in the left, e.g. if showing (2 / 3), it indicating total 3 outstanding actions need user to follow up and there are 2 new actions that user has not yet read.

After response to action, the corresponding actions will be deleted from this in-tray and moved to another tray - Action Archive (refer to below)

ii.) Follow-Up

The screenshot shows the 'FOLLOW-UP IN-TRAY (1 / 1)' interface. At the top, there's a header for the Education Bureau with the SMART System logo and navigation links: Main, Change Password, Print, and Logout. The user is logged in as 5135E, and the time is 12:30, 9月 11. Below the header, there's a 'Message Category' dropdown set to 'ALL' and buttons for 'Search' and 'Back'. A table lists the follow-up items:

	Subject	Category	Sender	Date/Time	Remarks
1	ER request application (R/A-14-ER02283, FRESH FISH TRADERS' SCHOOL)	ER	5135 Principal(5135P)	08/09/2014 18:00:40	

Below the table, there's a pagination bar showing 'Page 1 of 1' and 'Displaying 1 to 1 of 1 items'. At the bottom, there's a button labeled 'Archive Follow-Up In Notification History In-Tray'.

This tray storing notifications ever sent to user (these notifications were sent to user via NOTIFICATION IN-TRAY) and user find follow up action required for these notification, refer to below for Notification.

User can archive the follow-up notification(s) (press [Archive Follow-up In Notification History In-Tray] button) and they will be moved to another tray – Notification Archive.

iii.) Notification

The screenshot shows the 'NOTIFICATION IN-TRAY (5 / 6)' interface. It has the same header as the previous screenshot. Below the header, there's a 'Message Category' dropdown set to 'ALL' and buttons for 'Search' and 'Back'. A table lists the notifications:

	Subject	Category	Sender	Date/Time	Mark Follow-Up
1	ER request reply (R/A-14-ER02283, FRESH FISH TRADERS' SCHOOL)	ER	Frankie Tai(50A120D04)	10/09/2014 17:32:41	Mark Follow-Up
2	MSV request reply (R/A-14-ER02283, FRESH FISH TRADERS' SCHOOL)	MSV	Frankie Tai(50A120D04)	10/09/2014 12:18:10	Mark Follow-Up
3	ER request application (R/A-14-ER02283, FRESH FISH TRADERS' SCHOOL)	ER	5135 Principal(5135P)	08/09/2014 18:00:40	Mark Follow-Up
4	ER request application (R/A-14-ER02274, FRESH FISH TRADERS' SCHOOL)	ER	5135 Principal(5135P)	20/09/2014 10:28:50	Mark Follow-Up
5	ER request application (R/A-14-ER02073, FRESH FISH TRADERS' SCHOOL)	ER	5135 Principal(5135P)	20/09/2014 10:05:30	Mark Follow-Up
6	ER request application (R/A-14-ER01993, FRESH FISH TRADERS' SCHOOL)	ER	5135 Principal(5135P)	11/09/2014 19:32:22	Mark Follow-Up

Below the table, there's a pagination bar showing 'Page 1 of 6' and 'Displaying 1 to 6 of 6 items'. At the bottom, there's a button labeled 'Archive Notification In Notification History In-Tray' and a note: 'Notification older than 3 months will be archived automatically.'

For some operations / processes, notification message will be sent to related users,
e.g. above is screen capture of Notification In-Tray for school editor :

SYSTEM OVERVIEW

- 1.) The 3rd notification record was sent to school editor to notify ER request application being sent to TC by school Principal (for school code 5135), for ER request application R1A-14-ER02283

User can read the submitted ER request information by clicking on the notification :

The screenshot displays the 'ER Request Information' page in the SMART System. The header includes the Education Bureau logo and navigation links: Main, Change Password, Print, and Logout. The page shows details for ER Request No. R1A-14-ER02283, submitted on 08/09/2014 at 18:09:35, with a status of 'Approved' and an 'Urgent' category. The 'School Information' section lists details for 'FRESH FISH TRADER'S SCHOOL' (Code 5135), including contact names, phone, fax, and email. A 'TC Contact / SPM Contact' section lists 'Frankie TAI' as the responsible officer with contact details. The 'Works Item(s)' table shows one item: 'ad' at 'location 1'. A 'Remarks' field is present for school editor, principal, and supervisor communication. A 'Notes' section at the bottom provides guidelines for non-aided portions and routine maintenance.

Location	Description	Reason	Address	Upload Attachments
1 location 1	ad	ad	1	☒

- 2.) The 2nd notification record sent to school users to notify MSVI created for ER request

School user can read the issued *Maintenance Surveyor's Verbal Instruction* (MSVI) information by clicking on the notification :

The screenshot displays the 'MSVI Detail' page in the SMART System. The header is identical to the previous screenshot. The page shows details for MSVI No. MSVI-R1A-14-02283-B-01, with an 'Issued' status on 10/09/2014. It links to ER Request No. R1A-14-ER02283 and provides the address: 33 SYCAMORE STREET TAI KOK TSUI, KOWLOON. The 'Works Order Type' is 'B'. The 'Verbal Instruction' was given on 10/09/2014. The 'Date for Commencement' and 'Date for Completion' are both set for 10/09/2014. The 'Works Detail' field contains the text 'asada'. An 'Attachments' section is at the bottom. A note states that the MSVI is issued on-site for immediate repair work and does not constitute a variation order. 'Export' and 'Back' buttons are at the bottom.

Also user can press [Export] to download and print MSVI :

SYSTEM OVERVIEW



Education Bureau

School Maintenance Automated Rapport Terminal (SMART) System

Screen ID:00714 English|中文

MainChange PasswordPrintLogout

CONFIRMATION of MAINTENANCE SURVEYOR'S VERBAL INSTRUCTION to CARRY OUT IMMEDIATE EMERGENCY REPAIRS

To:TCAS61MSVI No.:MSVI-RJA-14-00283-E-01

Date:10/09/2014Time:12:18:13

ER Request No.:RJA-14-ER02283

School Name:PFISH FISH TRADERS' SCHOOL
School Code:0135
Address:33 STYCAMORE STREET TAI KOW TSUI BOWLOON
District:TYW
School Contact:David
Verbal Instruction Given Date:10/09/2014Tel. No.:154567890
Works Detail:zzzzz
Date for Commencement:10/09/2014
Date for Completion:10/09/2014
Attachments:

Project Professional Name:Frankie TaiProject Professional Post:90A128D004
Site Supervisory Officer Name:Frankie TaiSite Supervisory Officer Post:90A128D004
Issuing Officer Name:Frankie TaiIssuing Officer Post:90A128D004

cc: EDBSMS (SPM) 1CHIU Hon Fai, Murphy
MS (SPM) 1Louis KC Wong
QS (SPM) 1405 (SPM) 2MC Ean FAIKLEE Wing Chi, Angel
RSC (SPM) 3TAI Wai Chi

Note

Verbal instruction has been issued on site to contractor to carry out immediate repair work.
The contents of this MSVI shall not constitute a variation order, nor involve time/cost implication.

Print MSVIBack

As there might be many notifications, user can select some notification (Press [Mark Follow-Up] button) which need to follow up later, save a copy (move) to another tray - Follow-Up Action.

Or if nothing need to follow up, user can archive the notification (press [Archive Notification In Notification History In-Tray] button) and they will be moved to another tray – Notification Archive.

For the numbers (in blanket) beside NOTIFICATION IN-TRAY, it indicating the total numbers of notifications in the right, while total number of unread notifications in the left, e.g. if showing (5 / 6), it indicating total 6 notifications in this tray, and there is 5 new notification user not yet read.

iv.) Action Archive



Education Bureau

School Maintenance Automated Rapport Terminal (SMART) System

English|中文

MainChange PasswordPrintLogout

ACTION ARCHIVE (4)

Message Category: ALL

SearchBack

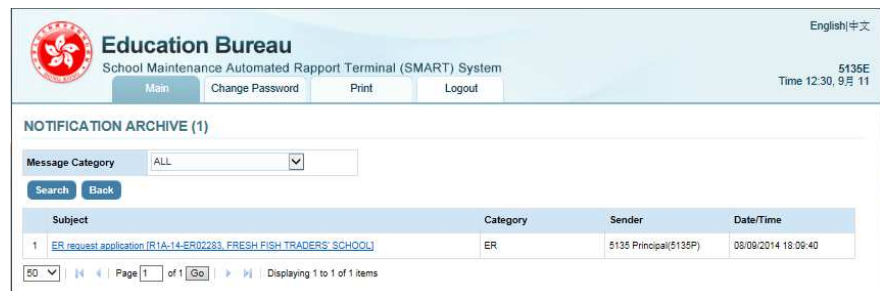
	Subject	Category	Sender	Date/Time	Remarks	
1	Draft ER request application	ER	5135 Editor(5135E)	08/09/2014 18:05:47		+
2	Draft ER request application	ER	5135 Editor(5135E)	25/08/2014 16:26:04		+
3	Draft ER request application	ER	5135 Editor(5135E)	25/08/2014 10:05:05		+
4	Draft ER request application	ER	5135 Editor(5135E)	11/08/2014 16:32:02		+

50 of 1 Page 1 of 1 Go to 1 Displaying 1 to 4 of 4 items

This tray storing actions ever follow up (these actions were sent to user to follow up via ACTION IN-TRAY).
User can check the action history via this tray.

The number (in blanket) beside Action Archive, e.g. (4) indicating the total number of actions history keeping in this archive.

v.) Notification Archive



The screenshot shows the 'NOTIFICATION ARCHIVE (1)' page of the Education Bureau's SMART System. The header includes the Education Bureau logo, the system name 'School Maintenance Automated Rapport Terminal (SMART) System', and navigation links: 'Main', 'Change Password', 'Print', and 'Logout'. The language is set to 'English|中文' and the time is '12:30, 9月 11'. Below the header, there is a 'Message Category' dropdown menu set to 'ALL', with 'Search' and 'Back' buttons. A table displays the notification details:

Subject	Category	Sender	Date/Time
1 ER request application (R1A-14-ER02283_FRESH FISH TRADERS' SCHOOL)	ER	5135 Principal(5135P)	08/09/2014 18:09:40

At the bottom, there is a pagination bar showing 'Page 1 of 1' and 'Displaying 1 to 1 of 1 items'.

This tray storing notifications ever sent to user (these notifications were sent to user via NOTIFICATION IN-TRAY).
User can check the notification history via this tray.

For My Workspace :

i.) My Workspace

For keeping user work in progress (draft), current system will save draft in My Workspace for below processes :

- ER request
- MR Application

The system will save the draft in My Workspace when user press [Save as Draft] button (if any) or user leaving the page during editing.

For example of the case, refer to section Prepare ER Request by School Editor and section Prepare MR Application by School Editor.

(c) Common functions/features in SMART – Login session and timeout

Setup of timeout is a government general requirement for government IT systems. For SMART, after user login, and if remain idle, the system will count down timeout for a period of 2 hours,

SYSTEM OVERVIEW

When reaching 5 minutes before timeout, SMART system will pop up a message - “The session will timeout in 5 minutes, do you continue working?”, to alert user, user can choose either below response action for the message :

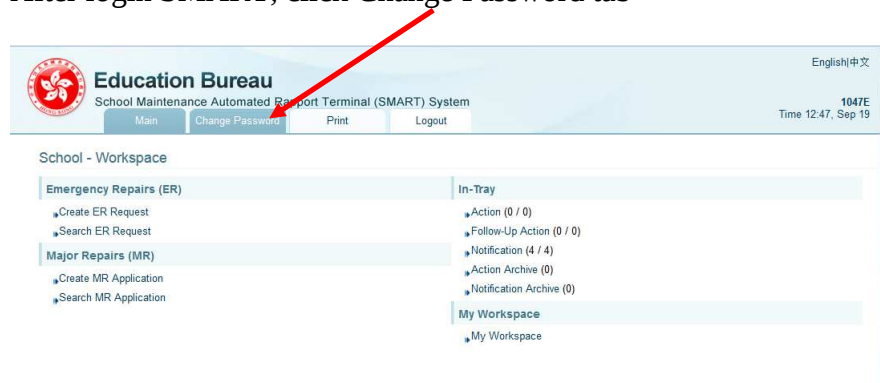
- i.) OK
The timeout counter will be reset
- ii.) Cancel
Session will be timeout immediately, user need to login again in order to access SMART.

When reaching timeout without response from user, Session will be timeout immediately, user need to login again in order to access SMART.

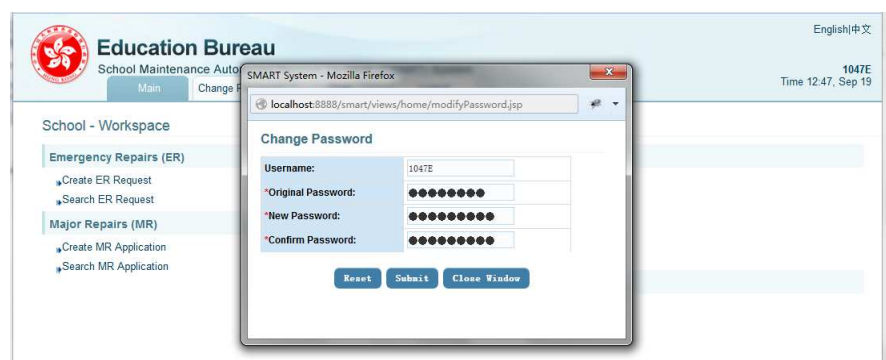
(d) Change Password

User can change password as shown as the following steps:

- i.) After login SMART, click Change Password tab

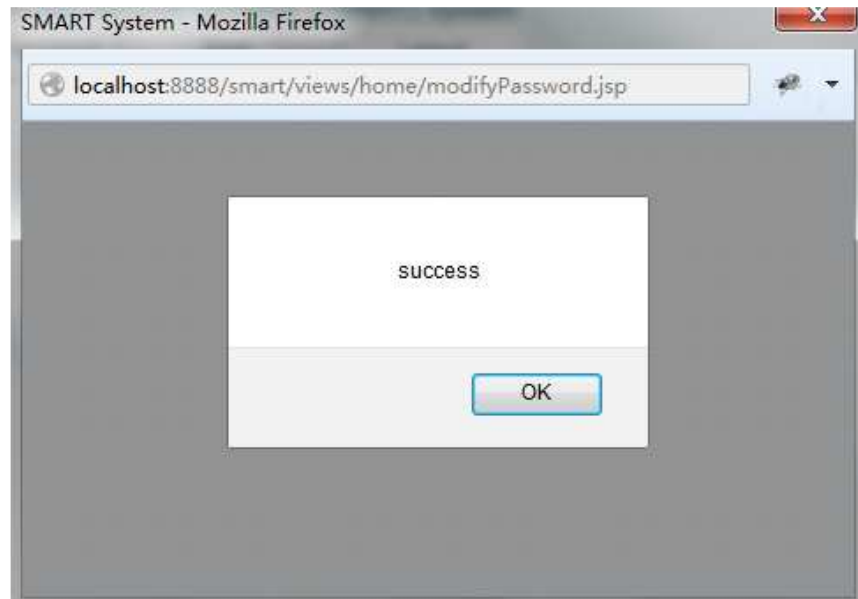


- ii.) System will pop up the Change Password window



User should input the Original Password, and then input the New Password and retype the new password in Confirm Password to double confirm.

- iii.) Press [Submit] to proceed the change of password



If system prompts “success” message, this indicates password changed successfully.

1.3 FUNCTIONS ASSIGNED TO USERS IN SMART

There are controls in system which control the access of functions by different users. The following is major main menu for school user group :
For usage of functions, refer to section System Operation.

- (a) For User Group : SCHOOL – Editor, Principal, Supervisor
e.g. 5135E, 5135P, 5135S

4 major functions available to School Users are :

- Create ER Request
- Search ER Request
- Create MR Application
- Search MR Application

There are school editor, school principal, and school supervisor user roles for each school, granted with similar set of functions.



Education Bureau

School Maintenance Automated Report Terminal (SMART) System

English中文

5135E
Time 11:44, 9月 2

MainChange PasswordPrintLogout

School - Workspace

Emergency Repairs (ER)

Create ER Request

Search ER Request

Major Repairs (MR)

Create MR Application

Search MR Application

In-Tray

Action (0 / 0)

Follow-Up Action (0 / 0)

Notification (3 / 3)

Action Archive (0)

Notification Archive (0)

My Workspace

My Workspace

2 TRAINING MATERIAL – SYSTEM OPERATION

Below are details of system operations. When there are related operations/functions (e.g. precedence functions/flow), they will be stated in the corresponding individual functions.

2.1 SCHOOL FUNCTION – ER REQUEST

SMART system provides an online web form for School to create ER Request

2.1.1 Prepare ER Request by School Editor

- i.) Login as **School Editor**
- ii.) On main menu, click on Create ER Request
- iii.) Input at least all fields with asterisk*
- iv.) If a repair work involves non-aided portion, please select **Non-Aided Portion Involved**. By selecting this option, it indicates school shall bear the part of repair cost.
- v.) Press  icon to add any works items which require repair. You can specify multiple repair work in a single ER Request.
For each works item, user should at least provide below information :
 - Location
 - Description
 - Reason
 - AddressIf more than 1 address, user should select the correct address indicator for the works item.
Please Note : for each ER request, user should include items for 1 address only.
- vi.) Press  icon to remove any works items.
- vii.) Please upload any image (JPEG) / PDF of the damage items. The file size of each image (JPEG) / PDF shall not be larger than 10MB.
And, please note :
 - For each works item, SMART limits school user to upload NOT more than 3 image files
Error message “Sorry ! The largest number to upload for every item is 3!” will be pop up if user trying to press  to upload more than 3 image files;
 - If user have to upload more than 3 images, work around is that user can include the images in a PDF file for upload
- viii.) Press [Next] to go to confirmation page.

Please note :

- After user clicks [Next] but not going to click [Confirm] to submit the ER request, the system will automatically save the editing draft ER request to My Workspace when user leaving the page during editing.
- But if user leave the editing page before clicking [Next], the editing draft ER request will NOT be saved.

- ix.) Press [Confirm] .
- x.) Press [Ok] to proceed.
- xi.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok]. ER Request shall be sent to **School Principal** for review.

Example:

- i.) *Login as 5057E*
- ii.) *On main menu, click on Create ER Request*
- iii.) *Input at least all fields with asterisk**
Please note that SMART system supports Chinese characters for most text fields, e.g. Item Location, Description, Reason, Remarks.
- iv.) *If a repair work involves non-aided portion, please select Non-Aided Portion Involved. By selecting this option, it indicates school shall bear the part of repair cost.*
- v.) Press  icon to add any works items which require repair. You can specify multiple repair work in a single ER Request.
For each works item, user should at least provide below information :
 - Location
 - Description
 - Reason
 - Address*If more than 1 address, user should select the correct address indicator for the works item;*
Important note : for each ER request, user should include items for 1 address only.

e.g.

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00145 English|中文 5219E
Time 15:00, Sep 18

Main Change Password Print Logout

Create ER Request

School Information

School Code: 5219
School Name: HOP YAT CHURCH SCHOOL
*Contact Name: Chan Tai Man
*Contact Tel: 34567890
Contact Fax:
Contact Email:
Non-Aided Portion Involved: ☐
Remarks for Non-Aided Portion:
School Share: (%) 0.00%

TC Contact | SPM Contact

Responsible Officer: Eddy CHUI
Post: 90A128DD02
37555232
28345281
98555520

School Detail Information:

Code: 5219
Name: HOP YAT CHURCH SCHOOL
Level: Primary
District: Kowloon City
Address: Address 1
7 PRINCESS MARGARET ROAD
HOMANTIN KOWLOON
Address 2
8 PERTH STREET HOMANTIN
KOWLOON

Works Item(s)

*Location	*Description	*Address
item 1 location	item 1 description	2

985 characters left 982 characters left 997 characters left

Only files in Image format are accepted! Only files in PDF format are accepted!

User can find the corresponding address for an address indicator via link at School Name as shown at above.

- vi.) Press  icon to remove any works items.
- vii.) Please upload any image (JPEG) / PDF of the work items. The file size of each image (JPEG) / PDF shall not be larger than 10MB.
User can upload in image format (JPEG) or PDF format for the works item.

SYSTEM OPERATION

Education Bureau
School Maintenance Automated Rapport Terminal (SMART) System

Screen ID:00145 English|中文
5057E
Time 15:17, Sep 18

Main Change Password Print Logout

Create ER Request

School Information

School Code :	6057
School Name :	THE CHURCH OF CHRIST IN CHINA CHEUNG CHAU CHURCH KAM KONG PRIMARY SCHOOL
*Contact Name :	Chan Tai Man
*Contact Tel :	23456789
Contact Fax :	23456780
Contact Email :	tai.man@school.com
Non-Aided Portion Involved :	☐
Remarks for Non-Aided Portion:	
School Share : (%)	0.00%

TC Contact | SPM Contact

Responsible Officer :	Frankie Tai
Post :	90A128DDQ4
Office :	37865349
Fax No. :	28345281
Mobile :	60325109

Works Item(s)

*Location	*Description	*Reason	*Address
item 1 location	item 1 description	load	1

985 characters left 982 characters left 997 characters left

Only files in image format are accepted

Only files in PDF format are accepted

Remarks: (for school editor, principal, and supervisor communication)

new ER request

Next Back To Menu

Notes :

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

And, please note :

- for each works item, SMART limits school user to upload NOT more than 3 image files
- Error message “Sorry ! The largest number to upload for every item is 3!” will be pop up if user trying to press  to upload more than 3 image files, e.g.

Education Bureau
School Maintenance Automated Rapport Terminal (SMART) System

Screen ID:00145 English|中文
5057E
Time 14:32, Sep 18

Main Change Password Print Logout

Works Item(s)

*Location	*Description	*Reason	*Address
item 1 location	item 1 description	load	1

985 characters left 982 characters left 997 characters left

C:\Users\mike\Pictures\b\ ...

C:\Users\mike\Pictures\b\ ...

C:\Users\mike\Pictures\b\ ...

Only files in image format are accepted

Only files in PDF format are accepted

Prompt Message

Sorry ! The largest number to upload for every item is 3!

OK

Remarks: (for school editor, principal, and supervisor communication)

- If user have to upload more than 3 images, work around is that user can include the images in a PDF file for upload

viii.) Press [Next] to go to confirmation page.

The screenshot shows the 'Create ER Request' page of the Education Bureau's SMART system. The page is divided into several sections:

- Header:** Includes the Education Bureau logo, system name 'School Maintenance Automated Report Terminal (SMART) System', and user information 'Screen ID:00142 English|中文' and '5057E Time 15:17, Sep 18'.
- Navigation:** Buttons for 'Main', 'Change Password', 'Print', and 'Logout'.
- School Information:** A form with fields for School Code (5057), School Name (THE CHURCH OF CHRIST IN CHINA CHEUNG CHAU CHURCH KAM KONG PRIMARY SCHOOL), Contact Name (Chan Tai Man), Contact Tel (23456789), Contact Fax (23456780), Contact Email (tai.man@school.com), Non-Aided Portion Involved (N), Remarks for Non-Aided Portion, and School Share (%) (0.00%).
- TC Contact | SPM Contact:** A table with fields for Responsible Officer (Frankie TAI), Post (90A128DD04), Office (37565349), Fax No. (28345281), and Mobile (60328109).
- Works Item(s):** A table with columns for Location, Description, Reason, Address, and Upload Attachments. It contains one item with location 'Item 1 location', description 'Item 1 description', reason 'bad', and an attached PDF file 'baditem1pdf.pdf'.
- Remarks:** A text area for school editor, principal, and supervisor communication.
- Buttons:** 'Confirm' and 'Back' buttons.
- Notes:** A section with two notes regarding non-aided portion works and routine maintenance costs.

Please note :

- after user clicks [Next] but not going to click [Confirm] to submit the ER request, the system will automatically save the editing draft ER request to My Workspace when user leaving the page during editing.
- But if user leave the editing page before clicking [Next], the editing draft ER request will NOT be saved.

ix.) Press [Confirm].

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00142 English 中文
5057E
Time 15:17, Sep 18

Main Change Password Print Logout

Non-Aided Portion Involved : N
Remarks for Non-Aided Portion:
School Share : (%) 0.00%

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
Item 1 location	Item 1 description	bad	1	 baditem1.pdf.pdf

Confirm
Are you sure to confirm?
OK Cancel

Remarks: (for school editor, principal, and supervisor comment)
new ER request

Confirm Back

Notes :
1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$6,000 (secondary school) each are to be carried out by schools; expenditure of which should be charged to OEBG/EOEBG.

- x.) Press [Ok] to proceed.
- xi.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok].

Then the request action will be sent to School Principal for review, refer to section Submit ER Request by School Principal.

2.1.2 Submit ER Request by School Principal

- i.) Login as **School Principal**
- ii.) On main menu, click on Action and go to **Action In-Tray**. (There are 2 numbers (in blanket) next to Action. i.e. (1/10) indicates, there are 10 tasks awaiting for your action. And out of 10 only, 1 of them is unread.)
- iii.) Inside **Action In-Tray**, click on Subject Draft ER Request application and go to ER Request detail. You can also see **Sender** and **Submitted Date/Time** of this particular ER Request.
- iv.) Inside the ER Request detail page, you shall read the information inputted by School Editor. School **Principal** can add/edit/remove any information if needed.
- v.) Press [Next] to go to confirmation page.
- vi.) Press [Confirm] to submit the ER Request for further process. Or Press [Reject] to return the ER Request to School Editor for amendment. For rejection case, **School Editor** shall receive a notification. And he/she shall found the rejected ER Request at My Workspace.
- vii.) Press [Ok] to proceed.
- viii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok]. ER Request shall be sent to district duty officer (term consultant) for further actions.

Example:

SYSTEM OPERATION

- i.) Login as **5057P**
- ii.) On main menu, click on Action and go to Action In-Tray. (There are 2 numbers (in bracket) next to Action. i.e. (1/10) indicates, there are 10 tasks awaiting for your action. And out of 10, only 1 of them is unread.)

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

English|中文

5057P
Time 15:28, Sep 18

Main Change Password Print Logout

ACTION IN-TRAY (1 / 1)

Message Category: ALL

Search Back

Subject	Category	Sender	Date/Time	Remarks
1 Draft ER request application	ER	5057 Editor(5057E)	18/09/2014 15:27:59	

50 Page 1 of 1 Go Displaying 1 to 1 of 1 items

- iii.) Inside Action In-Tray, click on Subject Draft ER Request application and go to ER Request detail. You can also see Sender and Submitted Date/Time of this particular ER Request.
- iv.) Inside the ER Request detail page, you shall read the information inputted by School Editor. School **Principal** can add/edit/remove any information if needed.



Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00145 English|中文

5057P
Time 15:28, Sep 18

Main
Change Password
Print
Logout

Create ER Request

School Information

School Code : 5057

School Name : THE CHURCH OF CHRIST IN CHINA CHEUNG CHAU
CHURCH KAM KONG PRIMARY SCHOOL

*Contact Name : Chan Tai Man

*Contact Tel : 23456789

Contact Fax : 23456780

Contact Email : tai.man@school.com

Non-Aided Portion Involved : ☐

Remarks for Non-Aided

Portion:

School Share : (%) 0.00%

TC Contact | SPM Contact

Responsible Officer : Frankie TAI

Post : 90A128DD04

Office : 37565349

Fax No. : 28345281

Mobile : 60325109

Works Item(s)

*Location	*Description	*Reason	*Address
item 1 location 985 characters left	item 1 description 982 characters left	bad 997 characters left	1



(Only files in Image format are accepted)

baditem1pdf.pdf

(Only files in PDF format are accepted)

Remarks: (for school editor, principal, and supervisor communication)

new ER request

Next
Back To Menu

Notes :

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

v.) Press [Next] to go to confirmation page.

SYSTEM OPERATION

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00142 English|中文

5057P
Time 15:28, Sep 18

Contact Email :

Non-Aided Portion Involved : N

Remarks for Non-Aided Portion:

Portion:

School Share : (%) 0.00%

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
item 1 location	item 1 description	bad	1	 baditem1.pdf

Remarks: (for school editor, principal , and supervisor communication)

new ER request

Notes :

1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.

2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

- vi.) Press [Confirm] to submit the ER Request for EDB process. Or Press [Reject] to return the ER Request to School Editor for amendment. For rejection case, School Editor shall receive a notification. And he/she shall find the rejected ER Request at My Workspace.

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00142 English|中文

5057P
Time 15:28, Sep 18

Contact Email :

Non-Aided Portion Involved : N

Remarks for Non-Aided Portion:

Portion:

School Share : (%) 0.00%

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
item 1 location	item 1 description	bad	1	 baditem1.pdf

Remarks: (for school editor, principal , and supervisor communication)

new ER request

Notes :

1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.

2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

- vii.) Press [Ok] to proceed.

viii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok].

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00142 English|中文
5057P
Time 15:28, Sep 18

Contact Email : admin@school.com

Main Change Password Print Logout

Non-Aided Portion Involved : N

Remarks for Non-Aided Portion

Portion:

School Share : (%) 0.00%

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
Item 1 location	Item 1 description	bad		 baditem1.pdf.pdf

Prompt Message
The operation is done successfully.
OK

Remarks: (for school editor, principal, and supervisor communication)

new ER request

Confirm Reject Back

Notes :

1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.

2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

Then the request action will be forwarded to district duty officer (term consultant) for further processing.

2.2 SCHOOL FUNCTION – MR APPLICATION

SMART system provides an online web form for School to create MR Application. Only aided school shall submit MR Application via SMART system.

School *unable* to submit MR Application, if

- MR Application has already been submitted in the current MR Cycle. Each school is allowed to submit **1** MR Application per MR Cycle.
- MR Application period has not yet begun. School will be invited to submit the applications on annual basis and you may consult your SSDO if deemed necessary.
- MR Application period has passed.

2.2.1 Prepare MR Application by School Editor

- i.) Login as **School Editor**
- ii.) On main menu, click on Create MR Application
- iii.) Input at least all fields with asterisk*
- iv.) If a repair work involves non-aided portion, please select **Non-Aided Portion Involved**. By selecting this option, it indicates school shall bear the part of repair cost.
- v.) Press  icon to add any works items which require repair. You can specify multiple repair work in a single MR Application.
For each works item, user should at least provide below information :
 - Location
 - Description
 - Reason
 - AddressIf more than 1 address, user should select the correct address indicator for the works item.
- vi.) Press  icon to remove any works items.
- vii.) Please upload any image (*JPEG*) / *PDF* of the work items. The file size of each image (*JPEG*) / *PDF* shall not be larger than 10MB.
And, please note :
 - For each works item, SMART limits school user to upload NOT more than 3 image files
Error message “Sorry ! The largest number to upload for every item is 3!” will be pop up if user trying to press  to upload more than 3 image files;
 - If user have to upload more than 3 images, work around is that user can include the images in a PDF file for upload

viii.) Press [Next] to go to confirmation page.

Please note :

- After user clicks [Next] but not going to click [Confirm] to submit the MR application, the system will automatically save the editing draft MR application to My Workspace when user leaving the page during editing.
- But if user leaves the editing page before clicking [Next], the editing draft MR application will NOT be saved.

ix.) Press [Confirm].

x.) Press [Ok] to proceed.

xi.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok]. MR Application shall be sent to **School Principal** for approval.

Example:

i.) *Login as 5135E*

ii.) *On main menu, click on Create MR Application*

iii.) *Input at least all fields with asterisk**

Please note user can input Chinese to text fields, e.g. Item Location, Description, Reason, Remarks.

iv.) *If a repair work involves non-aided portion, please select Non-Aided Portion Involved. By selecting this option, it indicates school shall bear the part of repair cost.*

v.) *Press  icon to add any works items which require repair. You can specify multiple repair work in a single MR Application.*

vi.) *Press  icon to remove any works items.*

vii.) *Please upload any image (JPEG) / PDF of the work items. The file size of each image (JPEG) / PDF shall not be larger than 10MB.*

SYSTEM OPERATION



Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00148 English|中文

5135E
Time 17:42, Sep 18

Main
Change Password
Print
Logout

Create MR Application

School Information

School Code :	5135
School Name :	FRESH FISH TRADERS' SCHOOL
*Contact Name :	Chan Tai Man
*Contact Tel :	23456789
Contact Fax :	23456780
Contact Email :	taiman@school.com
Non-Aided Portion Involved :	☐
Remarks for Non-Aided Portion:	
School Share :	0.00%

TC Contact | SPM Contact

Responsible Officer :	Frankie TAI
Post :	90A128DD04
Office :	37565349
Fax No. :	28345281
Mobile :	80325106

Works Item(s)

*Location	*Description	*Reason	*Address
item 1 location 998 characters left C:\Users\mike\Pictures\b\ 浏览... Only files in Image format are accepted	item 1 description 992 characters left C:\Users\mike\Pictures\b\ 浏览... Only files in Image format are accepted	bad 997 characters left C:\Users\mike\Pictures\b\ 浏览... Only files in PDF format are accepted	1 1
item 2 location 985 characters left C:\Users\mike\Pictures\b\ 浏览... Only files in Image format are accepted	item 2 description 982 characters left C:\Users\mike\Pictures\b\ 浏览... Only files in Image format are accepted	bad bad 993 characters left C:\Users\mike\Pictures\b\ 浏览... Only files in PDF format are accepted	1 1

Remarks: (for school editor, principal , and supervisor communication)

new MR application

Next
Back To Menu

Notes :

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

viii.) Press [Next] to go to confirmation page.



Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00143 English|中文

5135E
Time 17:42, Sep 18

Main
Change Password
Print
Logout

Create MR Application

School Information

School Code :	5135
School Name :	FRESH FISH TRADERS' SCHOOL
Contact Name :	Chan Tai Man
Contact Tel :	23456789
Contact Fax :	23456780
Contact Email :	taiman@school.com
Non-Aided Portion Involved :	N
Remarks for Non-Aided Portion:	
School Share :	0.00%

TC Contact | SPM Contact

Responsible Officer :	Frankie TAI
Post :	GOA1280004
Office :	37665349
Fax No. :	28345281
Mobile :	60325109

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
Item 1 location	Item 1 description	bad	1	  baditem2pdf.pdf
Item 2 location	Item 2 description	bad bad	1	

Remarks: (for school editor, principal , and supervisor communication)

new MR application

Confirm
Back

Notes :

1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

ix.) Press [Confirm].

SYSTEM OPERATION

The screenshot shows the 'Education Bureau School Maintenance Automated Report Terminal (SMART) System' interface. At the top, there is a header with the Education Bureau logo, the system name, and navigation buttons: 'Main', 'Change Password', 'Print', and 'Logout'. The top right corner displays 'Screen ID:00143', 'English|中文', and the time '5135E Time 17:42, Sep 18'.

The main content area is titled 'Works Item(s)' and contains a table with the following columns: 'Location', 'Description', 'Reason', 'Address', and 'Upload Attachments'. The table has two rows:

Location	Description	Reason	Address	Upload Attachments
item 1 location	item 1 description	bad	1	
item 2 location	item 2 description	bad bad	1	 baditem2pdf.pdf

A 'Confirm' dialog box is overlaid on the table, asking 'Are you sure to confirm?' with 'OK' and 'Cancel' buttons.

Below the table, there is a 'Remarks: (for school editor, principal, and supervisor communication)' section with a text area containing 'new MR application' and 'Confirm' and 'Back' buttons.

At the bottom, there is a 'Notes:' section with two bullet points:

- 1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- 2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenses of which should be covered by the school.

x.) Press [Ok] to proceed.

This screenshot shows the same 'Education Bureau School Maintenance Automated Report Terminal (SMART) System' interface as the previous one. The 'Confirm' dialog box has been replaced by a 'Prompt Message' dialog box that says 'The operation is done successfully.' with an 'Ok' button.

The rest of the interface, including the table, remarks section, and notes, remains the same as in the previous screenshot.

xi.) If the process is successfully completed, the system will prompt message "The operation is done successfully.", press [Ok].

Then an action will be sent to School Principal for approval, refer to section Approve MR Application by School Principal.

2.2.2 Approve MR Application by School Principal

- i.) Login as **School Principal**
- ii.) On main menu, click on Action and go to **Action In-Tray**.
- iii.) Inside **Action In-Tray**, click on Subject Draft MR Application and go to MR Application detail.
- iv.) Inside the MR Application detail page, you shall read the information inputted by School Editor. School **Principal** can add/edit/remove any information if needed.
- v.) Press [Next] to go to confirmation page.
- vi.) Press [Confirm] to submit the MR Application to **School Supervisor** for review. Or Press [Reject] to return the MR Application to School Editor for amendment.
- vii.) A message prompted “Are you sure to confirm?”, Press [Ok] to confirm and proceed.
- viii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok]. MR Application shall be sent to **School Supervisor** for review.

Example:

- i.) Login as **5135P**
- ii.) On main menu, click on Action and go to Action In-Tray.

The screenshot displays the 'Education Bureau School Maintenance Automated Report Terminal (SMART) System' interface. At the top, there is a header with the Education Bureau logo, the system name, and navigation links: 'Main', 'Change Password', 'Print', and 'Logout'. The user is logged in as '5135P' on '18/09/2014 17:52, Sep 18'. The main content area is titled 'ACTION IN-TRAY (1 / 1)'. It features a 'Message Category' dropdown menu set to 'ALL', with 'Search' and 'Back' buttons. Below this is a table with the following data:

Subject	Category	Sender	Date/Time	Remarks
1 Draft MR Application	MR	5135 Editor(5135E)	18/09/2014 17:51:38	

At the bottom of the table, there is a pagination bar showing 'Page 1 of 1' and 'Displaying 1 to 1 of 1 items'.

- iii.) Inside **Action In-Tray**, click on Subject Draft MR Application and go to MR Application detail.
- iv.) Inside the MR Application detail page, you shall read the information inputted by School Editor. School **Principal** can add/edit/remove any information if needed.



Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00140 English|中文

5135P
Time 17:52, Sep 18

Main
Change Password
Print
Logout

Create MR Application

School Information

School Code :	5135
School Name :	FRESH FISH TRADERS' SCHOOL
*Contact Name :	Chan Tai Man
*Contact Tel :	23456789
Contact Fax :	23456780
Contact Email :	taiman@school.com
Non-Aided Portion Involved :	☐
Remarks for Non-Aided Portion:	
School Share :	0.00%

TC Contact | SPM Contact

Responsible Officer :	Frankie TAI
Post :	90A128DD04
Office :	37555349
Fax No. :	28345281
Mobile :	60325109

Works Item(s)

*Location	*Description	*Reason	*Address
item1 location 988 characters left  + (Only files in Image format are accepted)	item 1 description 982 characters left	bad 997 characters left + (Only files in PDF format are accepted)	1 ▼
item 2 location 985 characters left  + (Only files in Image format are accepted)	item 2 description 982 characters left	bad bad 993 characters left + (Only files in PDF format are accepted)	1 ▼

Remarks: (for school editor, principal , and supervisor communication)

new MR application
▼

Next
Back To Menu

Notes :

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

v.) Press [Next] to go to confirmation page.

SYSTEM OPERATION

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00143 English|中文
5135P
Time 17:52, Sep 18

Main Change Password Print Logout

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
item 1 location	item 1 description	bad	1	
item 2 location	item 2 description	bad bad	1	 baditem2pdf.pdf

Remarks: (for school editor, principal, and supervisor communication)

new MR application

Confirm Reject Back

Notes :

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

- vi.) Press [Confirm] to submit the MR Application to **School Supervisor** for review.
Or Press [Reject] to return the MR Application to School Editor for amendment.

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00143 English|中文
5135P
Time 17:52, Sep 18

Main Change Password Print Logout

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
item 1 location	item 1 description	bad	1	
item 2 location	item 2 description	bad bad	1	 baditem2pdf.pdf

Confirm

Are you sure to confirm?

OK Cancel

Remarks: (for school editor, principal, and supervisor communication)

new MR application

Confirm Reject Back

Notes :

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

- vii.) A message prompted “Are you sure to confirm?”, Press [Ok] to confirm and proceed.

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00143 English|中文
5135P
Time 17:52, Sep 18

Main Change Password Print Logout

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
Item 1 location	Item 1 description	bad	1	
Item 2 location	Item 2 description	bad bad	1	 baditem2pdf.pdf

Prompt Message
The operation is done successfully.
OK

Remarks: (for school editor, principal, and supervisor communication)

New MR application

Confirm Reject Back

Notes :

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, ~~procedures of which should be shared to NEDS/DEB~~

viii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok]. MR Application shall be sent to **School Supervisor** for review.

Then an Action message will be sent to School Supervisor for review, refer to section Submit MR Application by School Supervisor.

2.2.3 Submit MR Application by School Supervisor

- i.) Login as **School Supervisor**
- ii.) On main menu, click on Action and go to **Action In-Tray**.
- iii.) Inside **Action In-Tray**, click on Subject Draft MR Application and go to MR Application detail.
- iv.) Inside the MR Application detail page, you shall read the information submitted from School **Principal**. School Supervisor can add/edit/remove any information if needed.
- v.) Press [Next] to go to confirmation page.
- vi.) Press [Confirm] to submit the MR Application for EDB process. Or Press [Reject] to return the MR Application to School **Principal** for amendment. For rejection case, **School Principal** shall receive an Action. And he/she shall found the rejected MR Application at Action In-Tray.
- vii.) A message prompted “Are you sure to confirm?”, press [Ok] to confirm and proceed.
- viii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok]. MR Application action will be sent to EDB(SSDO) for further processing.

Example:

- i.) Login as **5135S**
- ii.) On main menu, click on Action and go to Action In-Tray.
Refer to previous step in section Approve MR Application by School Principal.

Education Bureau
School Maintenance Automated Rapport Terminal (SMART) System

English|中文 5135S Time 16:00, Sep 18

Main Change Password Print Logout

ACTION IN-TRAY (1 / 1)

Message Category: ALL

Search Back

	Subject	Category	Sender	Date/Time	Remarks
1	MR application (MR Year: 2014-2015, FRESH FISH TRADERS SCHOOL)	MR	5135 Principal(5135P)	15/09/2014 17:55:48	

50 Page 1 of 1 Go Displaying 1 to 1 of 1 items

- iii.) Click into the action which will be forwarded to Create MR Application page.



Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00148 English|中文

5135S
Time 18:00, Sep 18

Main
Change Password
Print
Logout

Create MR Application

School Information

School Code :	5135
School Name :	FRESH FISH TRADERS' SCHOOL
*Contact Name :	Chan Tai Man
*Contact Tel :	23456789
Contact Fax :	23456780
Contact Email :	tai.man@school.com
Non-Aided Portion Involved :	☐
Remarks for Non-Aided Portion:	
School Share :	0.00%

TC Contact | SPM Contact

Responsible Officer :	Frankie TAI
Post :	90A128DD04
Office :	37565349
Fax No. :	28345281
Mobile :	60325109

Works Item(s)

*Location	*Description	*Reason	*Address
item1 location 990 characters left  (Only files in image format are accepted)	item 1 description 992 characters left	bad 997 characters left (Only files in PDF format are accepted)	1
item 2 location 995 characters left  (Only files in image format are accepted)	item 2 description 992 characters left	bad bad 993 characters left baditem2pdf.pdf (Only files in PDF format are accepted)	1

Remarks: (for school editor, principal , and supervisor communication)

new MR application

Next Back To Menu

Notes :

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$6,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

- iv.) Press [Next] to go to confirmation page.
- v.) Press [Confirm] to submit the MR Application for EDB process. Or Press [Reject] to return the MR Application to School **Principal** for amendment. For rejection case, **School Principal** shall receive an Action. And he/she shall found the rejected MR Application at Action In-Tray.

SYSTEM OPERATION

The screenshot shows the Education Bureau SMART System interface. At the top, there is a header with the Education Bureau logo, the system name, and navigation buttons (Main, Change Password, Print, Logout). The main area displays a table of 'Works Item(s)' with columns for Location, Description, Reason, Address, and Upload Attachments. Two items are listed: 'item 1 location' and 'item 2 location'. A confirmation dialog box is overlaid on the table, asking 'Are you sure to confirm?' with 'OK' and 'Cancel' buttons. Below the table, there is a 'Remarks' section for communication and a 'Notes' section with guidelines.

Location	Description	Reason	Address	Upload Attachments
item 1 location	item 1 description	bad	1	
item 2 location	item 2 description	bad bad	1	 baditem2pdf.pdf

Confirm
Are you sure to confirm?
OK Cancel

Remarks: (for school editor, principal, and supervisor communication)
new MR application
Confirm Reject Back

Notes :
1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be shown to AED/EDDO.

vi.) A message prompted “Are you sure to confirm?”, press [Ok] to confirm and proceed.

This screenshot shows the same Education Bureau SMART System interface as the previous one, but with a success message dialog box overlaid. The dialog box says 'The operation is done successfully.' with an 'OK' button. The background table and other elements remain the same.

Location	Description	Reason	Address	Upload Attachments
item 1 location	item 1 description	bad	1	
item 2 location	item 2 description	bad bad	1	 baditem2pdf.pdf

Prompt Message
The operation is done successfully.
OK

Remarks: (for school editor, principal, and supervisor communication)
new MR application
Confirm Reject Back

Notes :
1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be shown to AED/EDDO.

vii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok].

Then the MR Application action will be sent to EDB (SSDO) for further process.

2.3 SEARCH FUNCTION

2.3.1 Search ER Request

- i.) Login SMART.
- ii.) On main menu, click on Search ER Request to go to Search ER Request page.
- iii.) Input search criteria, and press [Search] button. And SMART shall return an ER request list.

Education Bureau
School Maintenance Automated Rapport Terminal (SMART) System

Screen ID: 00189 English|中文
5135P
Time 11:35, 9月 11

Main Change Password Print Logout

Search ER Request

Request No.: Status: All
From To

Search Export to Excel Back To Menu

	Request No.:	Financial Year:	Status:	Submitted Date/Time:	Replied Date/Time:
1	R1A-14-ER01639	2014-2015	Approved	24/07/2014 00:00:00	--
2	R1A-14-ER01658	2014-2015	Approved	05/08/2014 00:00:00	--
3	R1A-14-ER01993	2014-2015	Approved	11/08/2014 18:32:22	--
4	R1A-14-ER02073	2014-2015	Being Processed	25/06/2014 10:05:29	--
5	R1A-14-ER02274	2014-2015	Being Processed	25/08/2014 16:28:50	--
6	R1A-14-ER02283	2014-2015	Approved	08/09/2014 18:09:38	10/09/2014 17:32:41

The Status showing the current status of the ER request, below are list of status :

- **Awaiting Principal's Approval :**
After school editor submitted ER request and before school principal review and submit
- **Rejected by Principal :**
ER request rejected by school principal
- **Being Processed :**
After school submitted ER request and being processed by consultant
- **Approved :**
ER request approved
- **Not Recommended :**
ER request not recommended by consultant
- **Cancelled :**
ER request cancelled
- **Combined :**
ER request has been combined with another ER request which would be processed as the master.
- **Completed :**
ER request completed

- iv.) Click on one of the request and go to ER Request Information page for detail information.

The screenshot displays the 'ER Request Information' page of the Education Bureau's SMART system. The page header includes the Education Bureau logo, the system name 'School Maintenance Automated Report Terminal (SMART) System', and navigation links: 'Main', 'Change Password', 'Print', and 'Logout'. The user interface is in English, with a screen ID of 00148 and a timestamp of 11:59, 9月 11, 5135P.

ER Request Information

ER Request No.:	R1A-14-ER02283	Submitted Date/Time:	08/09/2014 18:09:35
Status:	Approved	ER Category:	Urgent

School Information

School Code :	5135	Responsible Officer :	Frankie TAI
School Name :	FRESH FISH TRADERS' SCHOOL	Post :	90A128DD04
Contact Name :	dasda	Office :	37555349
Contact Tel :	34567890	Fax No. :	28345281
Contact Fax :		Mobile :	60325109
Contact Email :			
Non-Aided Portion Involved :	N		
Remarks for Non-Aided Portion:			
Portion:			
School Share :	0.00%		

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
1 location 1	adss	ad	1	

Remarks: (for school editor, principal, and supervisor communication)

Read Reply Letter Back

Notes :

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

2.3.2 Search MR Application

- Login SMART.
- On main menu, click on Search MR Application to go to Search MR Application page.
- Input search criteria, and press [Search] button. And SMART shall return a MR application list.

Education Bureau
School Maintenance Automated Rapport Terminal (SMART) System

Screen ID: 00170 English|中文 5135P
Time 18:07, Sep 18

Main Change Password Print Logout

Search MR Application

Financial Year: [Dropdown] Status: All [Dropdown]
From [Calendar] To [Calendar]

Search Export to Excel Back To Menu

MR Application No.:	Financial Year:	Status:	Submitted Date/Time:	Replied Date/Time:
1 MR-5135-15	2014-2015	Being Processed	18/09/2014 18:04:41	--

The Status showing the current status of the MR application, below are list of status :

- **Awaiting Principal's Approval :**
After school editor submitted MR application and before school principal review and submit
- **Rejected by Principal :**
MR application rejected by school principal
- **Awaiting Supervisor's Approval :**
After school principal submitted MR application and before school supervisor review and submit
- **Rejected by Supervisor :**
MR application rejected by school supervisor
- **Rejected by SSDO :**
MR application rejected by SSDO
- **Being Processed :**
After school submitted MR application and being processed by SSDO
- **Disapproved :**
MR application disapproved
- **Approved :**
MR application approved
- **Cancelled :**
MR application cancelled
- **Completed :**
MR application completed

iv.) Click on one of the application and go to MR Application Information page.



Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00155 English|中文

5135P
Time 18:07, Sep 18

Main
Change Password
Print
Logout

MR Application Information

MR Application No.:	MR-5135-15	Submitted Date/Time:	18/09/2014 18:04:41
Status:	Being Processed		

[Comments\(0\)](#)

School Information

School Code :	5135
School Name :	FRESH FISH TRADERS' SCHOOL
Contact Name :	Chan Tai Man
Contact Tel :	23456789
Contact Fax :	23456780
Contact Email :	taiman@school.com
Non-Aided Portion Involved :	N
Remarks for Non-Aided Portion:	
School Share :	0.00%

TC Contact | SPM Contact

Responsible Officer :	Frankie TAI
Post :	90A128DD04
Office :	37565349
Fax No. :	28345281
Mobile :	80325109

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
1	item 1 location	item 1 description	bad	1 
2	item 2 location	item 2 description	bad bad	1  baditem2pdf.pdf

Remarks: (for school editor, principal , and supervisor communication)

new MR application

[Back](#)

Notes :

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

3 SUPPORT AND TROUBLESHOOTING

3.1 SUPPORT HOTLINE AND EMAIL

In case if user cannot access the system or having any other problems while using the system, they are advised to contact SMART support team either via hotline 3163 0040 or email smartsupport@edb.gov.hk.

Operating hours for the hotline is:

- 9am ~ 12:45pm & 1:45pm ~ 6pm; Monday ~ Friday (except Public Holiday)

3.2 BUSINESS CONTINGENCY ARRANGEMENT

Should SMART support team determines/concludes the inaccessibility cannot be recovered shortly for whatever reasons, SMART support team will then advise user to submit request form to district duty officer (term consultant) via fax (using the forms mentioned below) as business contingency arrangement.

3.3 REQUEST FORMS FOR CONTINGENCY ARRANGEMENT

Request forms for contingency arrangement can be downloaded from the website of EDB at the following URLs.

- Request Form for Emergency Repairs (ER) in Non-estate Aided Schools (ENGLISH)
[http://www.edb.gov.hk/attachment/en/sch-admin/sch-premises-info/sch-premises-maintenance/ER%20form_NE_%20%20\(E\)_MTC.pdf](http://www.edb.gov.hk/attachment/en/sch-admin/sch-premises-info/sch-premises-maintenance/ER%20form_NE_%20%20(E)_MTC.pdf)
- Request Form for Emergency Repairs (ER) in Non-estate Aided Schools (TRADITIONAL CHINESE)
[http://www.edb.gov.hk/attachment/tc/sch-admin/sch-premises-info/sch-premises-maintenance/ER%20form_NE_%20%20\(C\)_MTC.pdf](http://www.edb.gov.hk/attachment/tc/sch-admin/sch-premises-info/sch-premises-maintenance/ER%20form_NE_%20%20(C)_MTC.pdf)
- Request Form for Emergency Repairs (ER) in Estate Aided Schools (ENGLISH)
http://www.edb.gov.hk/attachment/en/sch-admin/sch-premises-info/sch-premises-maintenance/ER_Form_E_e_MTC-April2014.pdf
- Request Form for Emergency Repairs (ER) in Estate Aided Schools (TRADITIONAL CHINESE)
http://www.edb.gov.hk/attachment/tc/sch-admin/sch-premises-info/sch-premises-maintenance/ER_Form_E_tc_MTC-April2014.pdf