

# **AskA Maintenance User Guide**

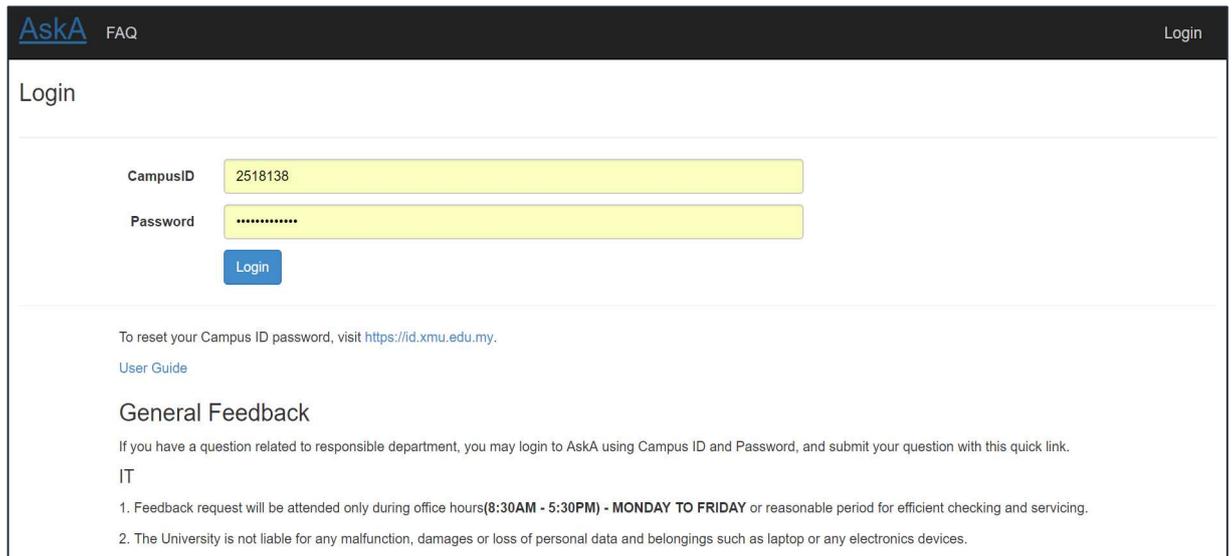
Updated on 19 Oct 2018

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## How to login to Ask Maintenance

1. Visit: <https://app.xmu.edu.my/Maintenance> Click **Login** option.
2. Enter Campus ID and Password. Click on **Login** button.



AskA FAQ Login

### Login

CampusID

Password

To reset your Campus ID password, visit <https://id.xmu.edu.my>.

[User Guide](#)

### General Feedback

If you have a question related to responsible department, you may login to AskA using Campus ID and Password, and submit your question with this quick link.

#### IT

1. Feedback request will be attended only during office hours(8:30AM - 5:30PM) - MONDAY TO FRIDAY or reasonable period for efficient checking and servicing.
2. The University is not liable for any malfunction, damages or loss of personal data and belongings such as laptop or any electronics devices.

### Note:

To reset your campus ID password, visit below URL <http://id.xmu.edu.my>

## How to create and submit a question

1. Select related Room Usage and Category for the question.
2. Enter location (such as hostel block & Unit now, Office room no.)
3. Recurring Problem choose No for new issue and Yes for previous issue.
4. Enter a question with word length not more than 100 characters.
5. Attach a file if necessary.

Maintenance Request Form

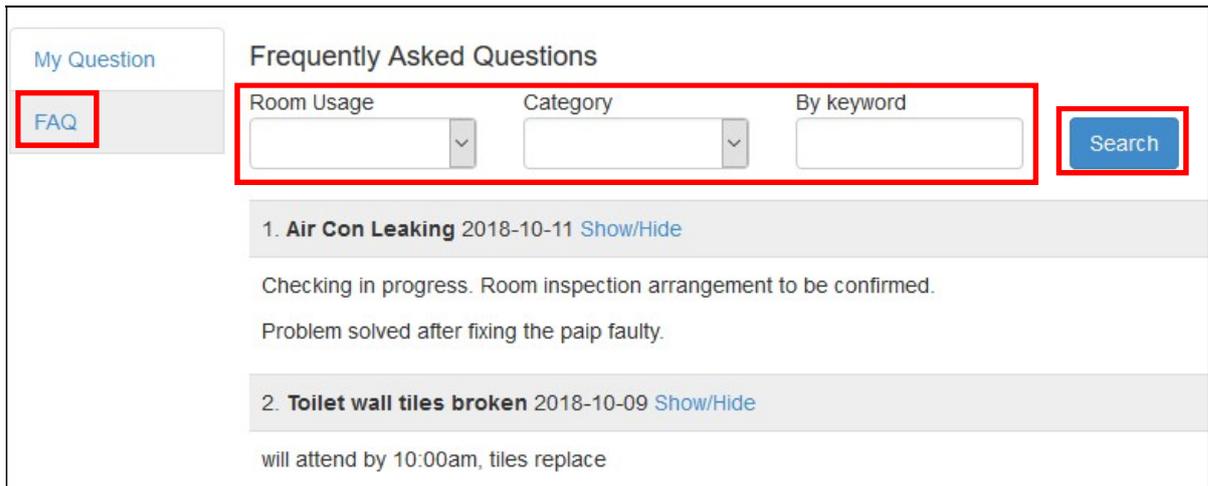
Room Usage	<input type="text" value="Office"/>	Category	<input type="text" value="Electrical"/>
Block & Room No	<input type="text" value="B1-102"/>	Recurring Problem	<input type="text" value="no"/>
Description	<input type="text" value="1 down light fault"/>		
Attachment	Select File: <input type="button" value="Choose File"/> Light.jpg Can only upload pdf, doc, docx, jpg, png file! Attachment size is limited to 10M.		
CampusID	<input type="text" value="2518"/>	Name	<input type="text" value="Prem"/>
Mobile	<input type="text" value="6012"/>	XMUM Email	<input type="text" value="premanathan@xmu.edu."/>

I hereby agree to the above terms and conditions as well as grant permission to maintenance team / in house contractor to enter my room with XMUM key.

6. Click **Submit** button.

## How to search for Frequently Asked Questions (FAQ)

1. Select frequently asked questions based on Room Usage or Category or enter Text, followed by the **Search** button.



The screenshot shows a web interface for searching Frequently Asked Questions. On the left, there is a sidebar with a tab labeled "My Question" and a sub-tab labeled "FAQ" which is highlighted with a red box. The main content area is titled "Frequently Asked Questions" and contains three search filters: "Room Usage" with a dropdown menu, "Category" with a dropdown menu, and "By keyword" with a text input field. A red box highlights the "Room Usage" and "Category" dropdowns, and another red box highlights the "Search" button. Below the search filters, there are two search results:

1. **Air Con Leaking** 2018-10-11 [Show/Hide](#)  
Checking in progress. Room inspection arrangement to be confirmed.  
Problem solved after fixing the paip faulty.
2. **Toilet wall tiles broken** 2018-10-09 [Show/Hide](#)  
will attend by 10:00am, tiles replace

2. Click on the subsequent page to view more questions, if any.