

DECIDES - DID Executive Information and Decision Support System

System Version 1.0

User Manual Version 1.0

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SYSTEM OVERVIEW

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1. System Overview

This section provides information on the following topics:

- Introduction
- System Requirement
- System Workflow

1.1. Introduction

Previously, DID officers have to access to different systems/sources to extract information required by the management. The systems are categorised as browser-based apps, client-server apps or standalone commercial software, and office applications.

DECIDES is positioned as a Management Information System. The purpose of DECIDES is to facilitate better decision-making, improve monitoring and planning capabilities, faster response to queries and analysis by the management. It aims to navigate business information originates from branches and divisions, thus make such information available and accessible by decision makers as and when required.

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 you can obtain access to the system.

Chapter 3 - Provides a detailed description of functions available.

Chapter 4 - Provides a detailed description of the usage of the report and the generation of reports.

Chapter 5 - Listed 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 Objective

This system will enable you to do the following:

- The information is updated, centralized and easy to access.
- All information will be retrieved throughout the system to make the processing time faster and more organized and no human error.

- Isohyetal maps, reports and statistics are generated easily, more accurate and faster

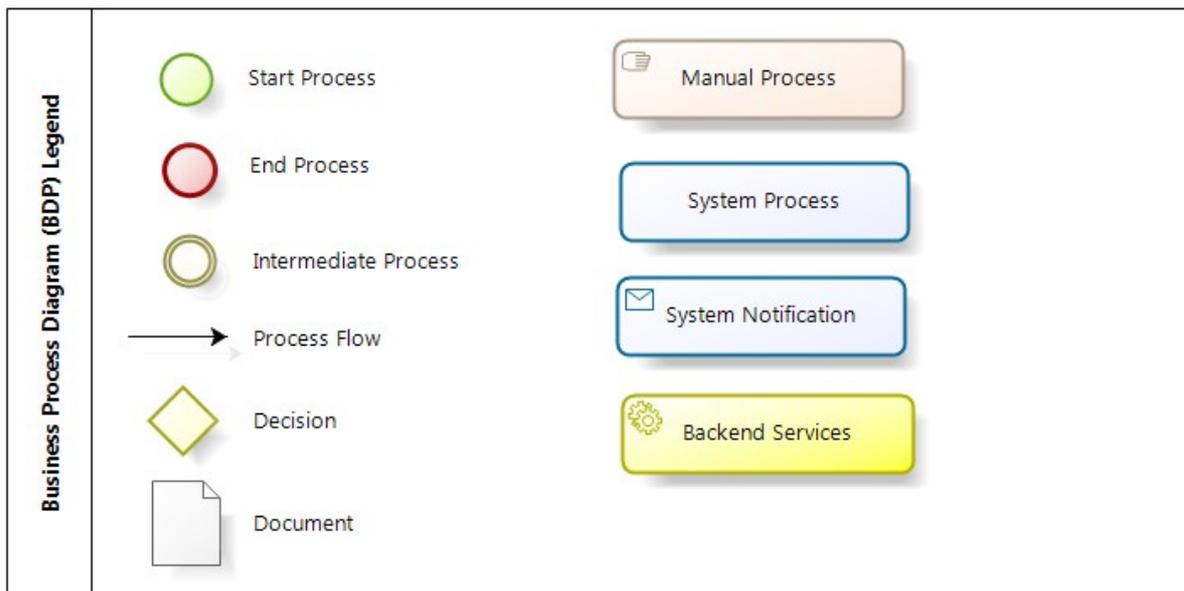
1.3. System Requirement

The minimum system requirements are as follows:

Item	Requirements
Processor	Core i3 or above
Operating System	Windows 7
Memory (RAM)	Minimum 1GB
Browser	Mozilla Firefox version 23, Chrome version 30 and above.

1.4. System Workflow

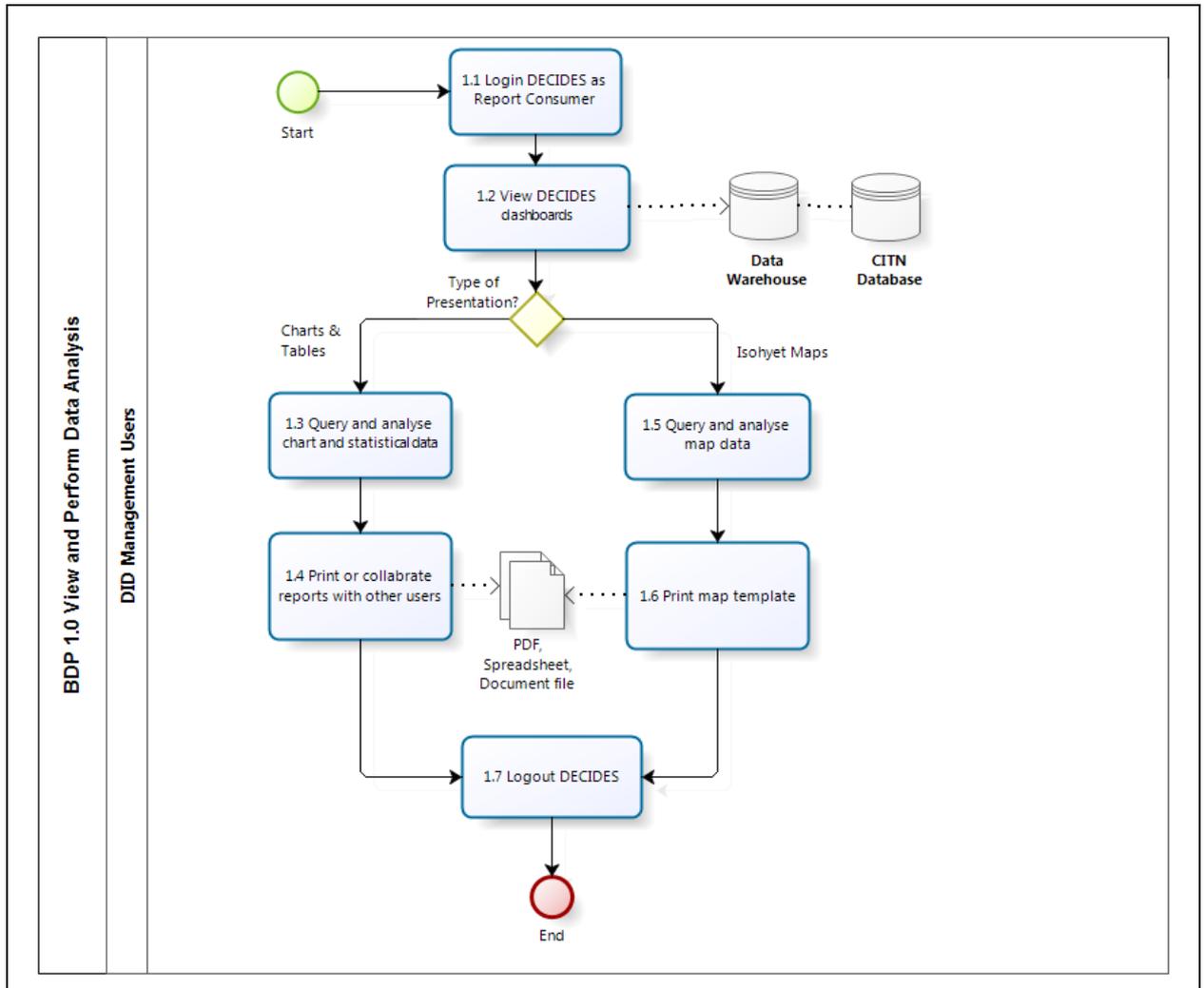
In the form of BPD (Business Process Diagram), describes the operational business processes supported by the proposed system.



This section contains the following system workflow(s):

- BDP 1.0 View and Perform Data Analysis
- BDP 2.0 Write and Publish Reports
- BDP 3.0 Data Entry on DECIDES Station and Monthly Rainfall Data
- BDP 4.0 System Administration

1.4.1. View and Perform Data Analysis



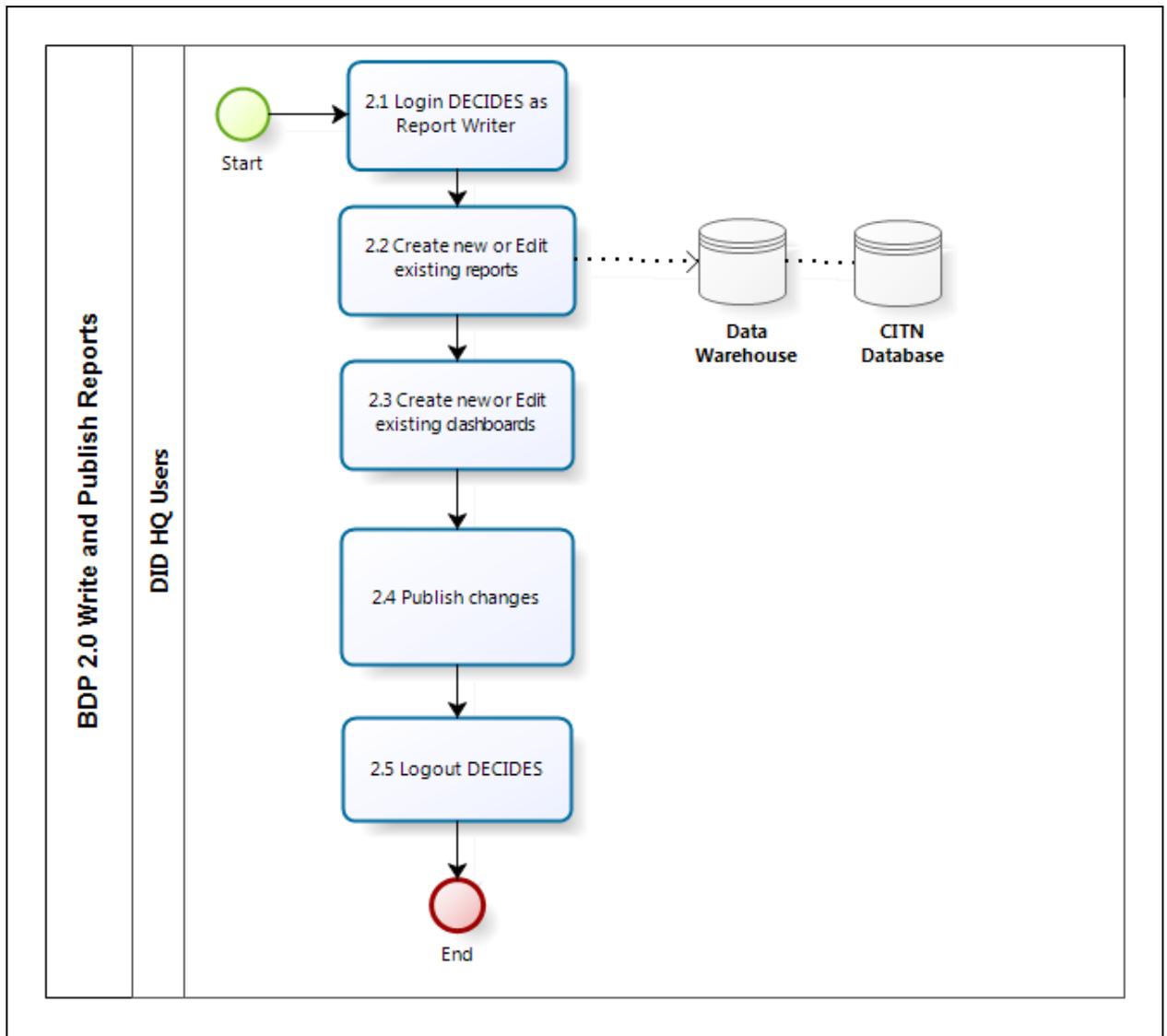
Management users shall login to the DECIDES to view the reports and queries. Dashboards are the perfect way for decision makers to access the important business information for instant answers.

The reports/ queries shall be presented in isohyetal maps, chart and tabular forms. Users can do better predictive analysis with the comprehensive and interactive data visualisation.

The reports can be printed or exported into various formats to ease dissemination of the reports and sharing of important insights throughout the Department.

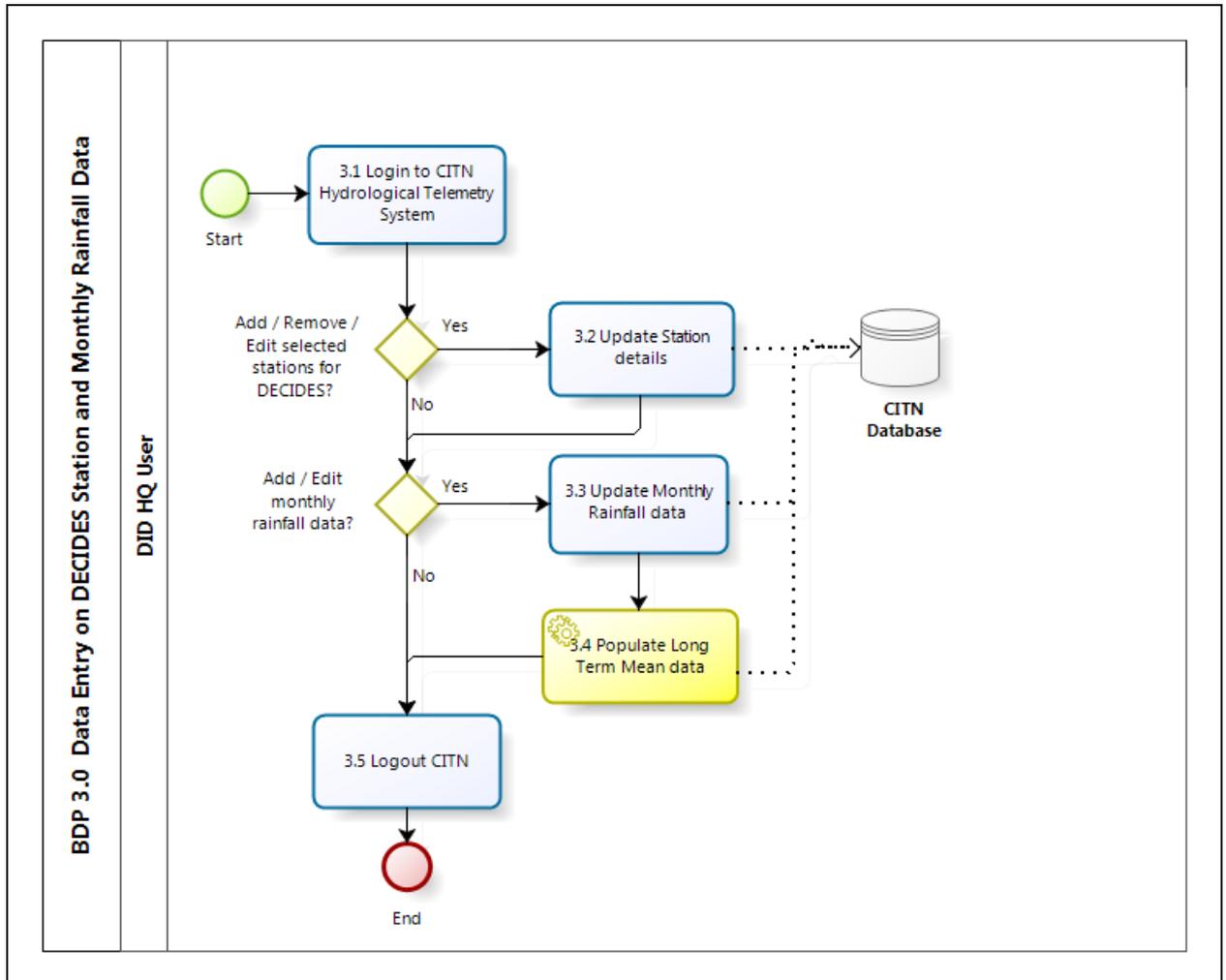
The CITN Hydrological Telemetry System (HTS) has been identified as the pilot system to feed data to DECIDES for data analysis purpose.

1.4.2. Write and Publish Reports



The requirements on data visualisation are changing in accordance with the business needs. The BI tools used shall provide comprehensive features which enable DID to explore new way to visualise data easily and respond effectively to the demands of the management. A number of DID users shall be the *report writers*. This group of users is given the privileges to create a new report, edit and remove existing reports.

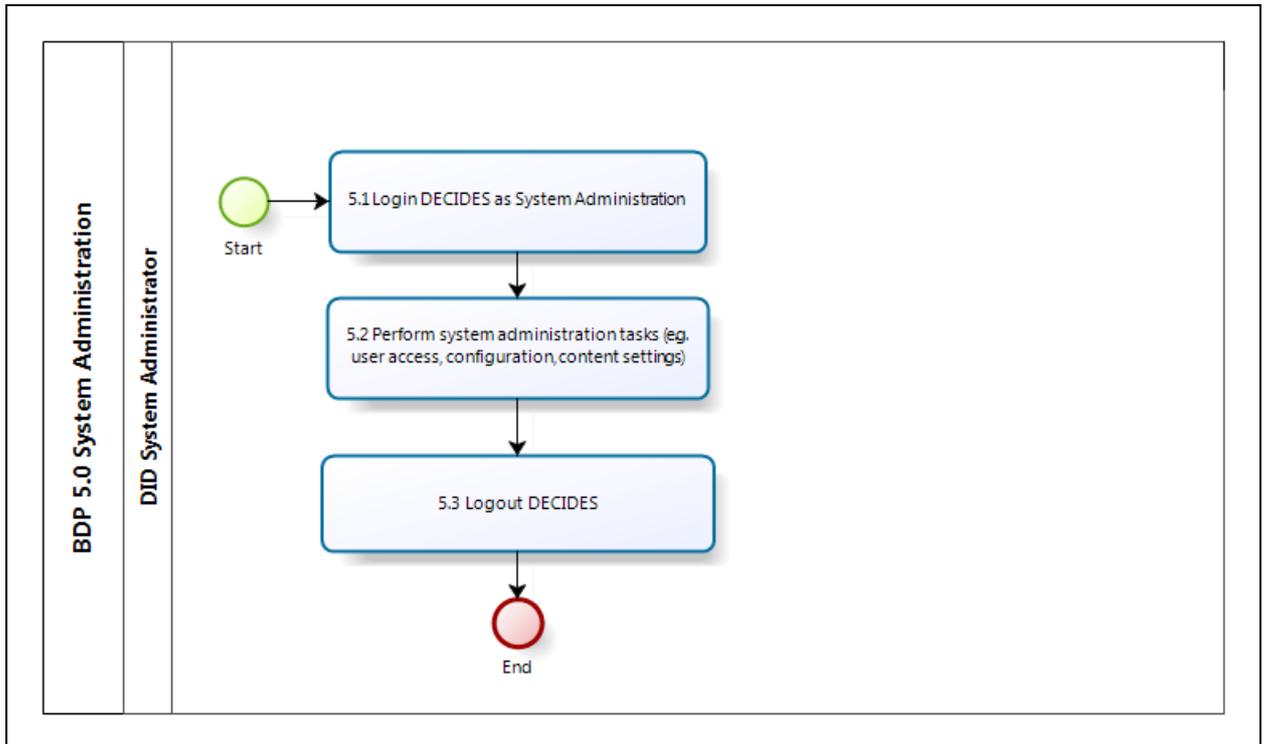
1.4.3. Data Entry on DECIDES Station and Monthly Rainfall Data



CITN HTS shall be enhanced to cater new information fields required by DECIDES for charts/statistical report generation. Station Profile shall be enhanced to capture DECIDES Station Flag and Station Index Number.

There would be a new data entry function to capture monthly rainfall records. The monthly rainfall data shall be retrieved from CITN station’s daily readings. DID may query and update the rainfall data for DECIDES stations.

1.4.4. System Administration



The appointed system administrator shall be able to manage user accounts and access right, as well as configuration of report/chart presentation.

DECIDES - DID Executive Information and Decision Support System SYSTEM ACCESS

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2. System Access

This section provides information on the following topics:

- User Roles
- Login
- Logout
- User Account Management
- User Role Management
- User Profile Management

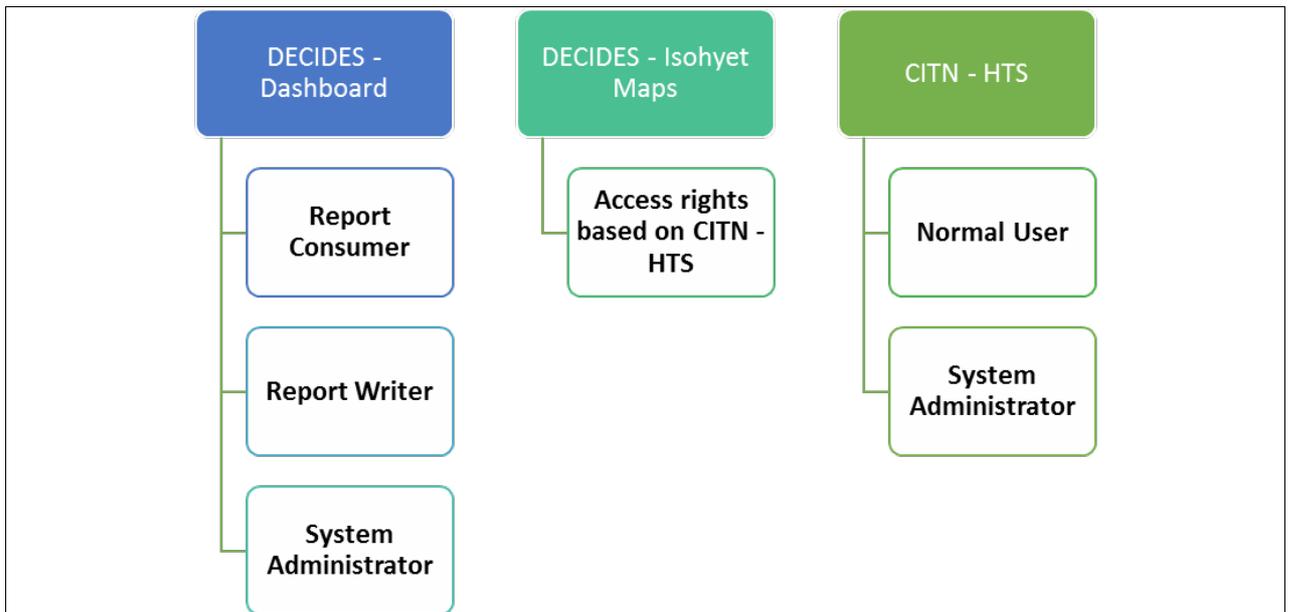
2.1. User Roles/Groups

Currently, there are four (4) types of roles, namely:-

- System Administrator
- Report Consumer
- Report Writer
- Normal User

Table 1: The table shows the roles and descriptions for these applications.

	Roles	Descriptions
DECIDES - DASHBOARD	Report Consumer	This user can only access public content and contribute to collaborative features such as streams, timeline, etc.
	Report Writer	This user can create content to be consumed by themselves and other users in the system. They can collaborate using features such as streams, timeline, etc.
	System Administrator	This user has the widest range of access to the system, and as such, should have a very limited number of people assigned to this role. They can do everything from creating content to managing system tasks.
CITN-HTS	Normal User	New access rights to be granted to this role: View and Print Isohyetal Maps
	System Administrator	New access rights to be granted to this role: View and Print Isohyetal Maps New entry function for DECIDES Monthly Rainfall data



2.2. Login

This section provides information on the following topics:

- Login DECIDES
- Login Isohyetal Maps
- Login CITN-HTS

2.2.1. Login DECIDES

1. Using Firefox or Chrome browser, key in the following URL to access DECIDES login page.
<http://decides.did.sarawak.gov.my>



Figure : 1

2. Key in **Username & Password**. Click on '**Login**' button.

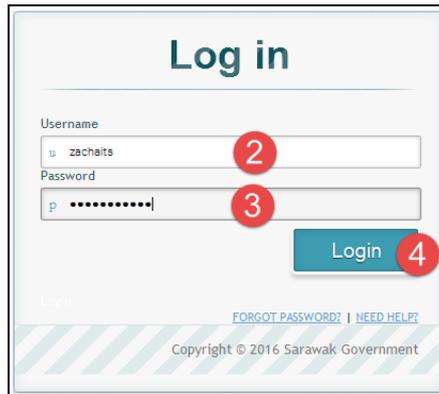


Figure : 2

Note:

- *DECIDES connects to the central repository on Sarawak Civil Service’s LDAP Registry to authenticate your login.*
- *For example, if your office webmail is ahmad1@sarawak.gov.my*
- **Username** : ahmad1
- **Password**: Password would be the same password used to access your office’s webmail.

2.2.2. Login DECIDES Isohyetal Maps

1. Using Firefox or Chrome browser, key in following URL **http://maps.did.sarawak.gov.my/** to access DECIDES login page for Isohyetal Maps.

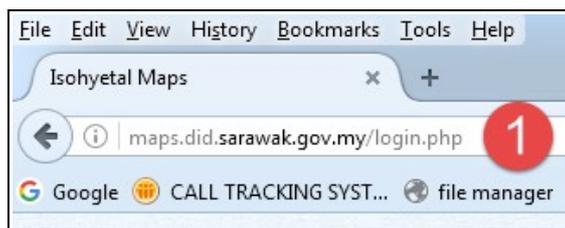


Figure : 3

2. Key in **Username** & **Password**. Click on ‘**Login**’ button.



Figure : 4

Note:

- **Username and password** are same as the live access to CITN-HTS.
- You should be able to login DECIDES if you are having an active account at CITN-HTS. Access to the system is granted to all active users of CITN-HTS.

3. Click on **Logout** to exit DECIDES.

2.2.3. Login CITN-HTS

1. Using Firefox or Chrome browser, key in following URL **http://citn.did.sarawak.gov.my** to access CITH-HTS login page.

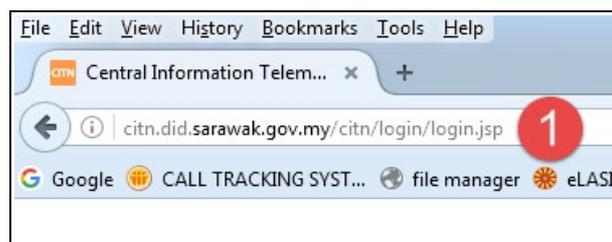


Figure : 5

2. Key in **Username & Password**. Click on '**Login**' button.

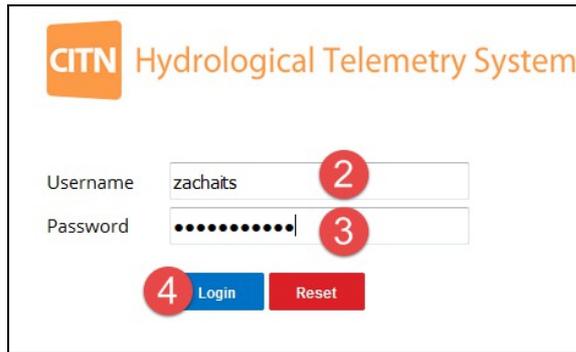


Figure : 6

2.3. Logout

This section provides information on the following topics:

- Logout DECIDES
- Logout Isohyetal Maps
- Logout CITN-HTS

2.3.1. Logout DECIDES

1. Click on **Logout** to exit DECIDES.



Figure : 7

2.3.2. Logout Isohyetal Maps

1. Click on **Logout** to exit Isohyetal Maps.



Figure : 8

2.3.3. Logout CITN-HTS

1. Click on **Logout** to exit CITN-HTS.

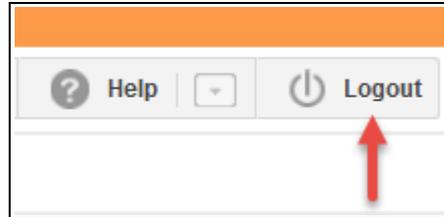


Figure : 9

2.4. User Account Management

This section covers information related to the following:

- Change or Reset Password
- Register/Create New Account
- Unlock Account

2.4.1. Change or Reset Password

DECIDES connects to the central repository on Sarawak Civil Service's LDAP Registry to authenticate your login. The password would be the same password used to access your office's webmail. When you change LDAP or webmail password, it will also change your DECIDES password automatically.

2.4.2. Register or Create New Account

Only the System Administrator will be able to register or create a new account.

1. Go to **Administration > Admin Console**.
2. Click on **Users**. The page will expand to show list of users.
3. Go to the User which you had created. Click  icon and select **Add** to register or create the new user account.

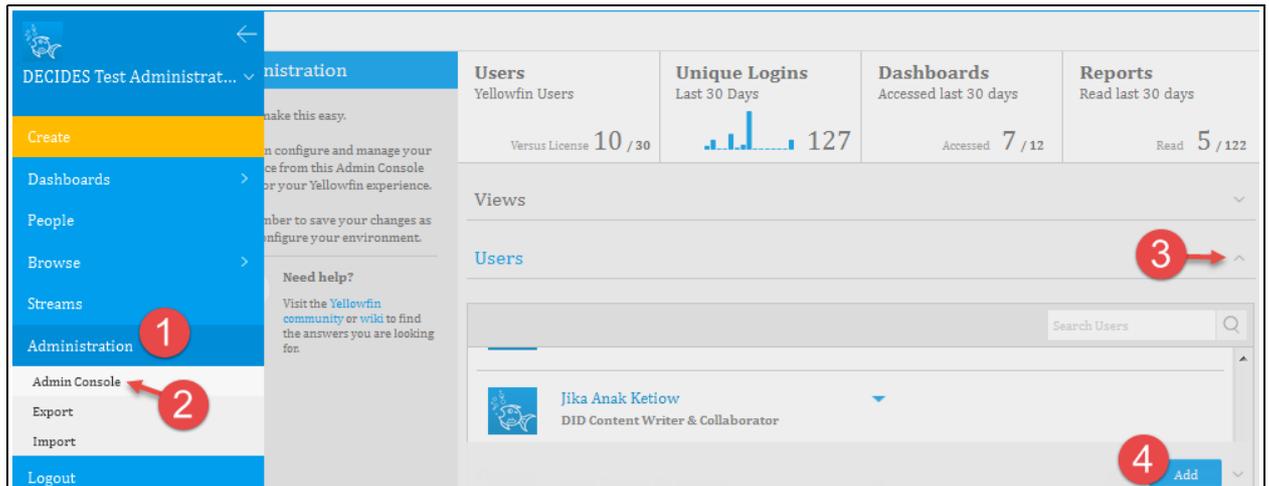


Figure : 10

2.4.3. Unlock Account

- Not Applicable -

2.5. User Role Management

This section covers information related to user role management such as add user role, delete user role, or changing user role.

This section applies to System Administrator only, to add/delete user access from the system.

2.5.1. Add / Change User Role

1. Once **login** to DECIDES, Open the top left corner of the page, click on  icon to open the left navigation panel.
2. Go to **Administration > Admin Console**. Click on **Users**. The page will expand to show list of users.
3. Go to the user name, click on  button next to the user name and select **“Change Role”**. Change to **‘DID Content Writer & Collaborator’**

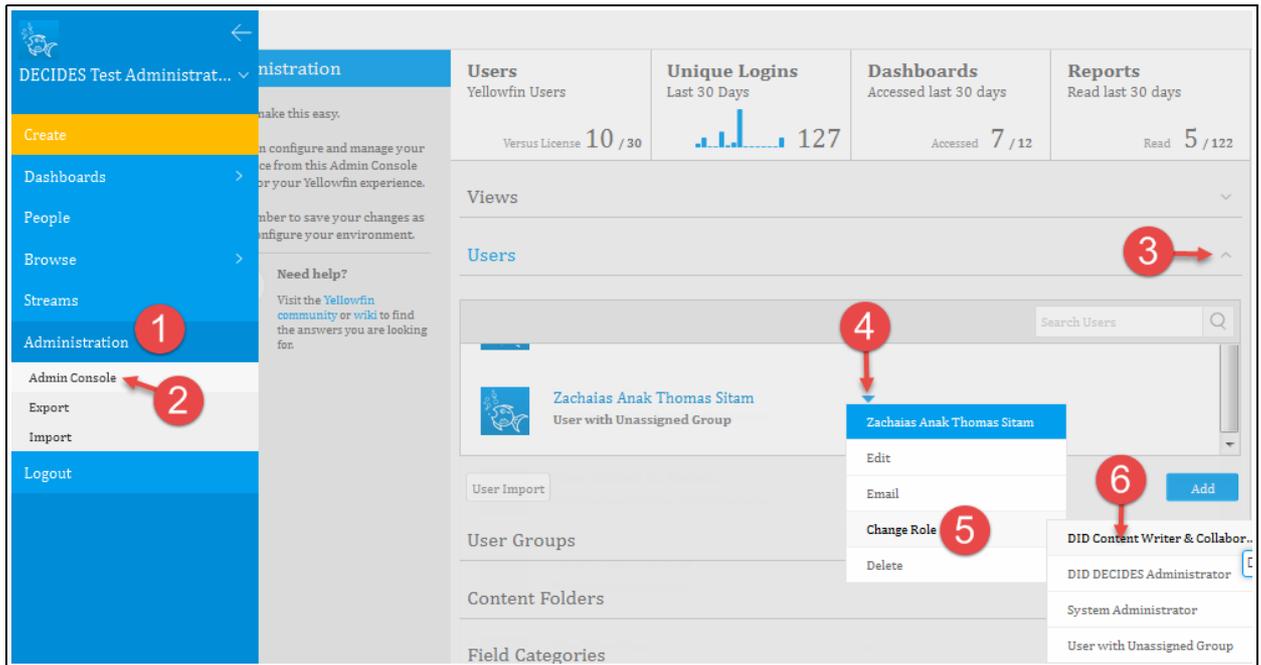


Figure : 11

The total members should not exceed the number of licenses acquired.

2.5.2. Delete User Role

1. Once **login** to DECIDES, open the top left corner of the page, click on  icon to open the left navigation panel.
2. Go to **Administration > Admin Console**. Click on **Users**. The page will expand to show list of users.
3. Go to the user name, click on  button next to the user name and select **“Change Role”**. Change to **‘User with Unassigned Group’**

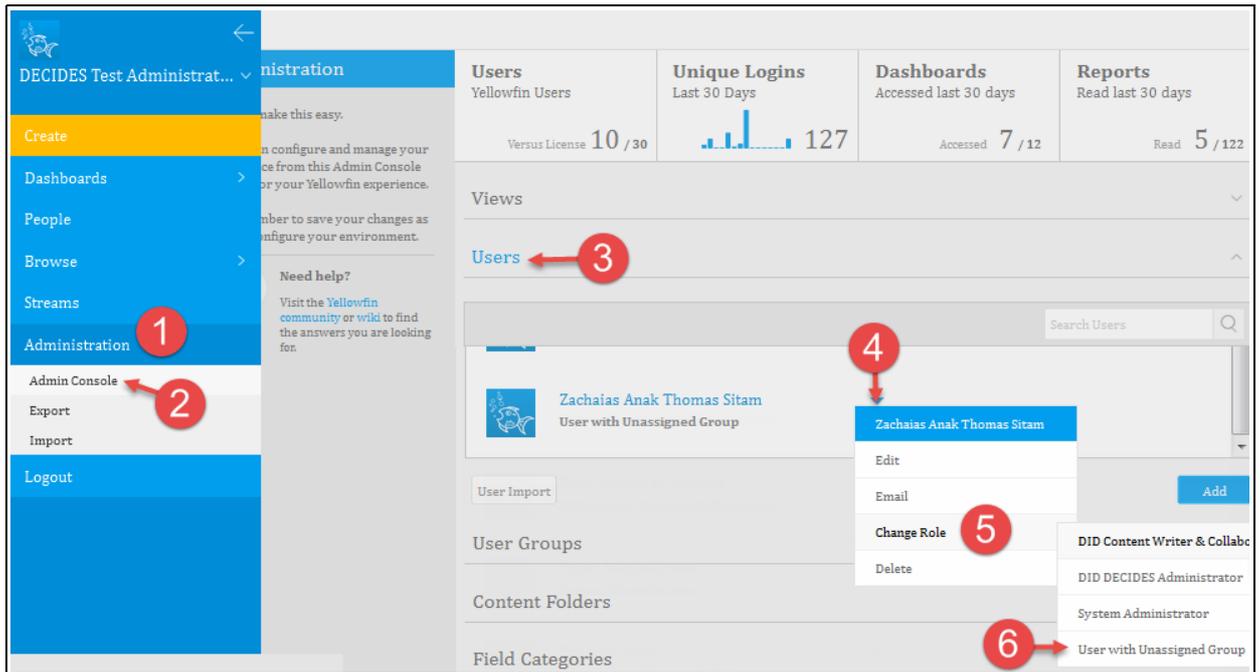


Figure : 12

2.5.3. Change User Role

1. Once **login** to DECIDES, open the top left corner of the page, click on  icon to open the left navigation panel.
2. Go to **Administration > Admin Console**. Click on **Users**. The page will expand to show list of users.
3. Go to the user name, click on  button next to the user name and select **“Change Role”**. Change to **“DID Content Writer & Collaborator”**.

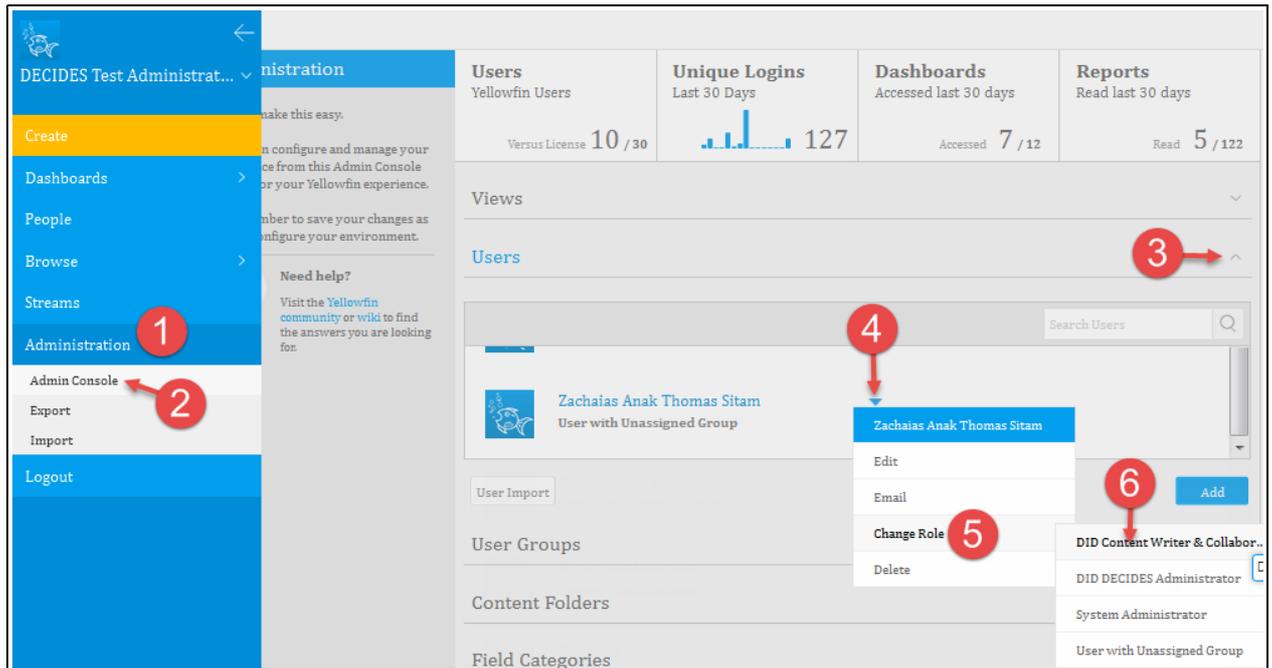


Figure : 13

The total members should not exceed the number of licenses acquired.

2.6. User Profile Management

This section covers information related to user profile such as **Add User Profile**, **Edit User Profile** or **Delete User Profile**.

2.6.1. Add User Profile

Only the System Administrator will be able to register or create a new account.

1. Go to **Administration > Admin Console**.
2. Click on **Users**. The page will expand to show list of users.
3. Go to the User which you had created. Click  icon and select **Add** to register or create the new user account.

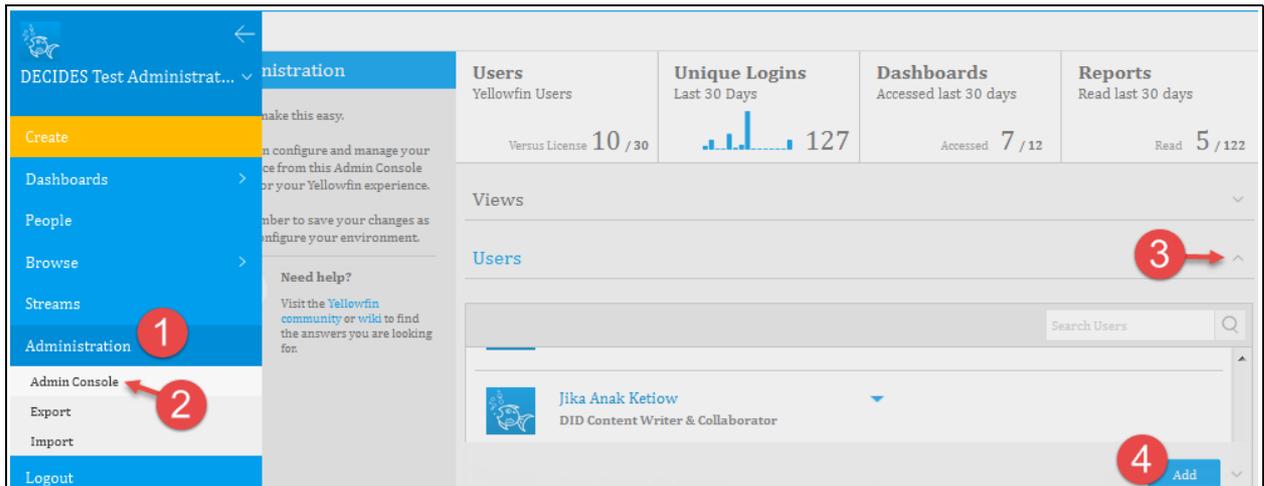


Figure : 14

2.6.2. Edit User Profile

Only the System Administrator will able to register or create a new account.

1. Go to **Administration > Admin Console**.
2. Click on **Users**. The page will expand to show list of users.
3. Go to the User which you had created. Click  icon and select **Edit** to edit the user account.

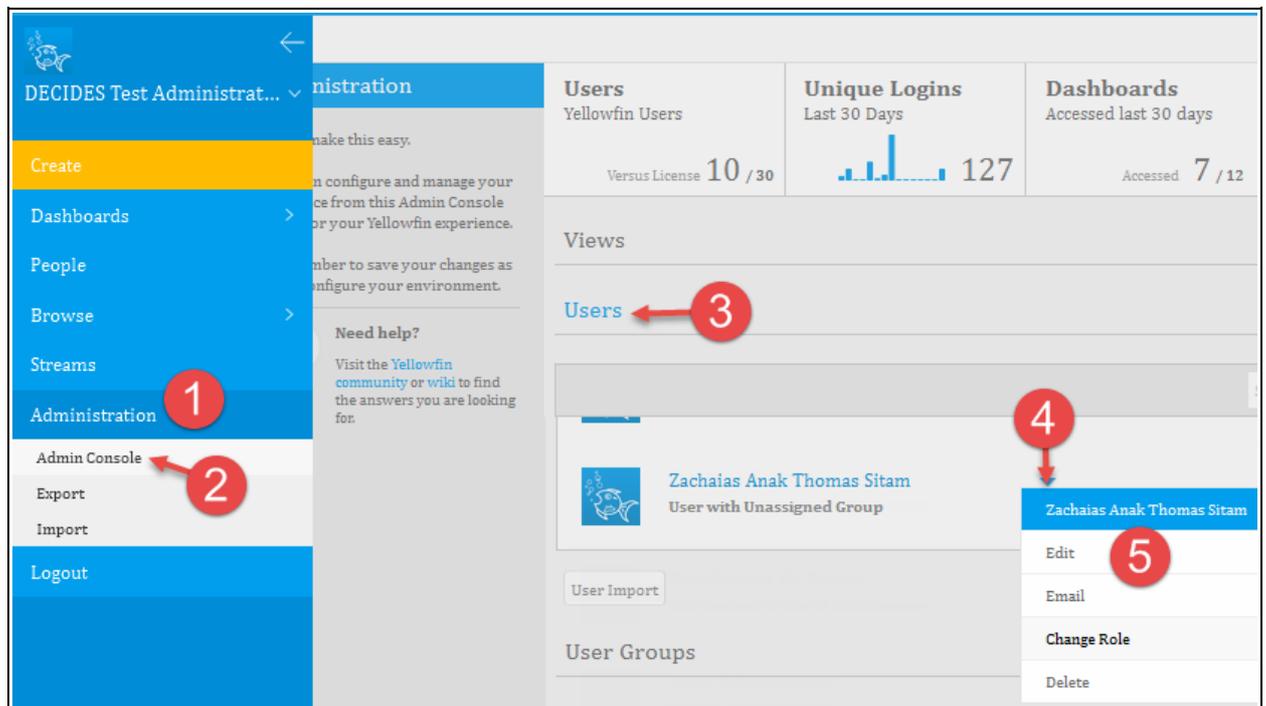


Figure : 15

2.6.3. Delete User Profile

Only the System Administrator will be able to register or create a new account.

1. Go to **Administration > Admin Console**.
2. Click on **Users**. The page will expand to show list of users.

Go to the User which you had created. Click  icon and select **DELETE** to remove the user account.

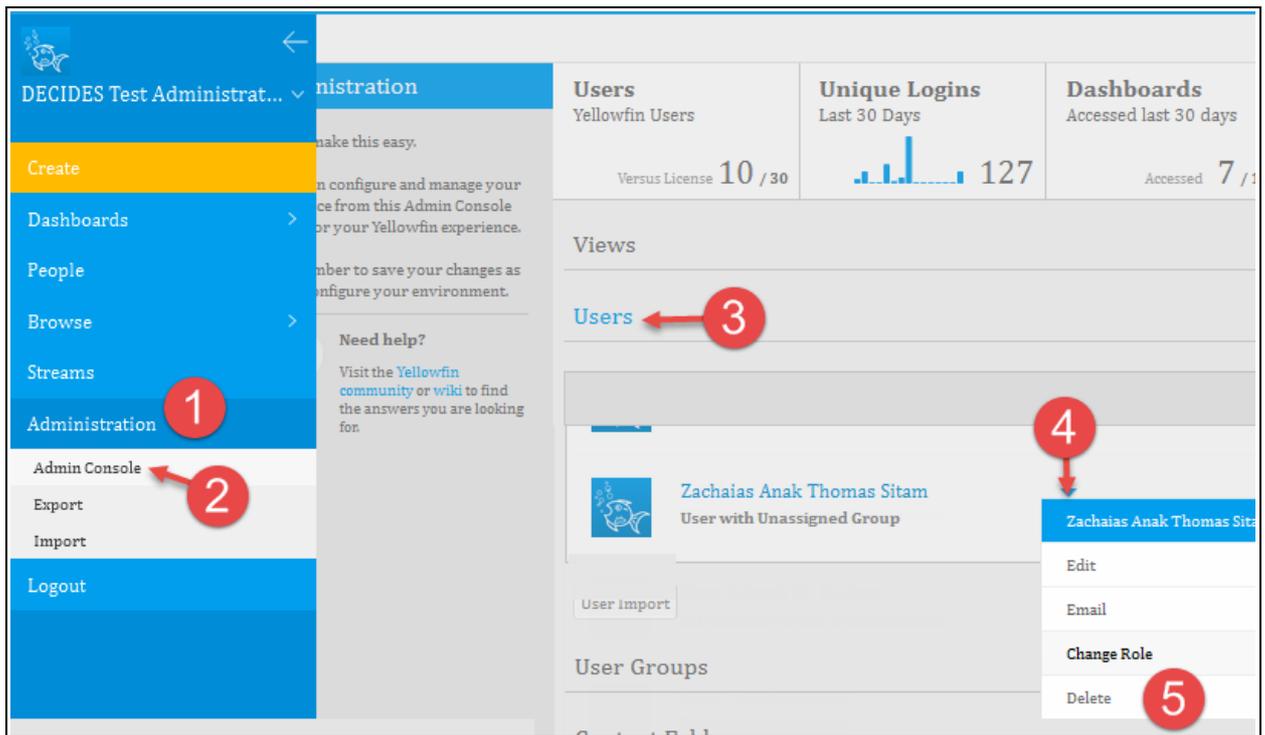


Figure : 16

DECIDES - DID Executive Information and Decision Support System USING THE SYSTEM

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3. Using The System

This section provides some detail descriptions of system functions and process flows on the following topics:

- DECIDES DASHBOARD
- DECIDES ISOHYETAL MAPS
- CITN-HTS: 2016 ENHANCEMENTS FOR DECIDES

3.1. DECIDES DASHBOARD

This section provides information on the following topics:

- DECIDES Dashboards
- Station Profile
- Rainfall Data
- Monthly Rainfall
- LTM Rainfall
- Comparison with LTM
- Comparison with 3-Month LTM

3.1.1. DECIDES Dashboards

1. Login as DID Report User. Key in **Username & Password**. Click on '**Login**' button.
2. Check on your **DECIDES's dashboards**. There are SEVEN (7) dashboards for DECIDES.

This is the default configuration.

- **Station Profile**
- **Rainfall Data**
- **Monthly Rainfall**
- **LTM Rainfall**
- **Comparison With Monthly LTM**
- **Comparison With 3-Monthly LTM**

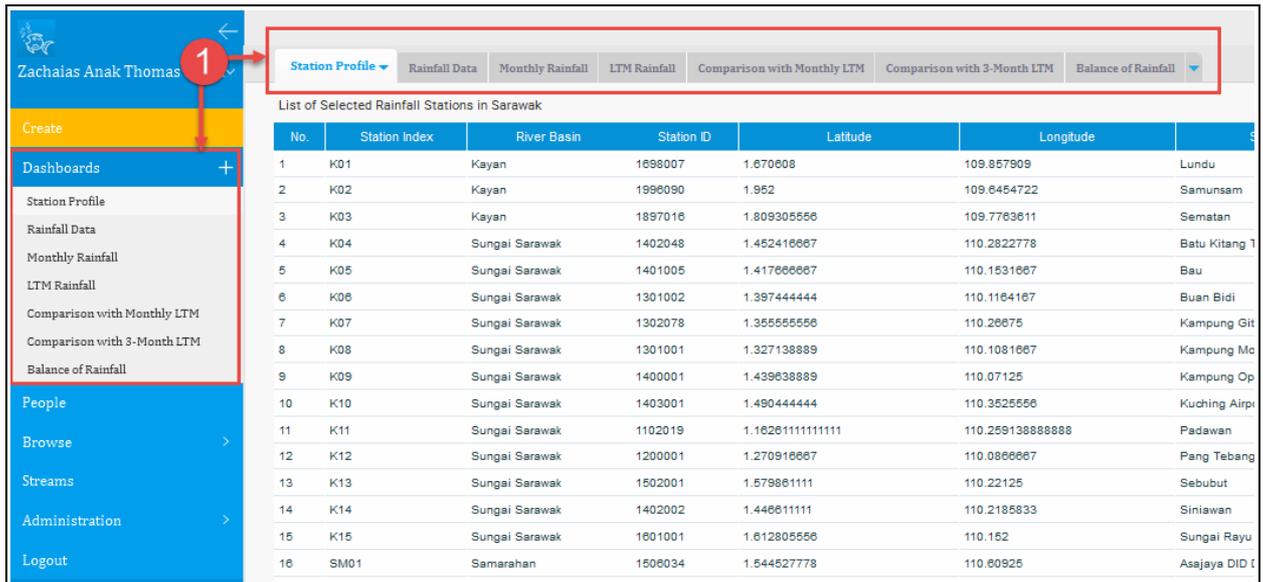


Figure : 17

You can customize the arrangement of the DECIDES Dashboard tabs based on your own preferences.

3.1.2. Station Profile

This section listed out the steps for you to view and perform data analysis. To proceed, follow the steps below.

1. Once **login** to DECIDES, click on the  **Station Profile** tab. System loads Station Profile dashboard.
2. There are TWO (2) reports being customized under **Station Profile**.
 - **List of Selected Rainfall Stations**
Selected rainfall stations for DECIDES.

No.	Station Index	River Basin	Station ID	Latitude	Longitude	Station Name	Division	District
1	K01	Kayan	1698007	1.670608	109.857909	Lundu	Kuching	Lundu
2	K02	Kayan	1996090	1.952	109.6454722	Samunsam	Kuching	Lundu
3	K03	Kayan	1897016	1.809305556	109.7763611	Sematan	Kuching	Lundu
4	K04	Sungai Sarawak	1402048	1.452416667	110.2822778	Batu Kitang Telemetry	Kuching	Kuching
5	K05	Sungai Sarawak	1401005	1.417666667	110.1531667	Bau	Kuching	Bau

Figure : 18

- **Number of Selected Rainfall Station**
Number of station by Division & River Basin.

Number of Selected Rainfall Station													+
No. of Station	Division												
River Basin	Kuching	Samarahan	Sri Aman	Betong	Sarikei	Sibu	Bintulu	Miri	Mukah	Kapit	Limbang	Serian	Total
Kayan	3												3
Sungai Sarawak	12												12
Samarahan		1											1
Sadong		3										5	8
Lupar			5										5

Figure : 19

3. Reports being displayed based on the default filtered criteria.
4. To filter the reports, go to the left panel of your screen, look for  filter icon. Click on the **Filter** icon to show the Filters for the reports.

The following fields are the report filters:-

- **River Basin [In List]**
- **Division [In List]**
- **District [In List]**
- **Station Name [In List]**
- **Station Name [No In List]**

The reports being filtered in accordance to the filter values being entered.

5. To **View Report, Print, Export, Share, Show Filters** and view report **Information**, point your mouse on the report table, click  icon, then choose the menu.

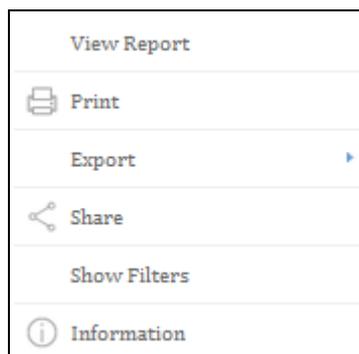


Figure : 20

3.1.3. Rainfall Data

This section listed out the steps for you to view and perform data analysis. To proceed, follow the steps below.

- Once you **login** to DECIDES, click on the  **Rainfall Data** tab. System loads Rainfall Data dashboard.

There are SEVEN (7) reports being customized under **Rainfall Data**.

- Station Profile**

Brief profile of the rainfall station.

Station Profile						
Station ID	Station Name	Station Index	River Basin	Division	District	La
1506034	Asajaya DID Depot	SM01	Samarahan	Samarahan	Asajaya	1.1

Figure : 21

- Summary of Monthly and Annual Rainfall Records by Station**

Mean, Max and Min of monthly rainfall for a station. Fill in the Rainfall Year (As at) to filter rainfall records up to the specified year.

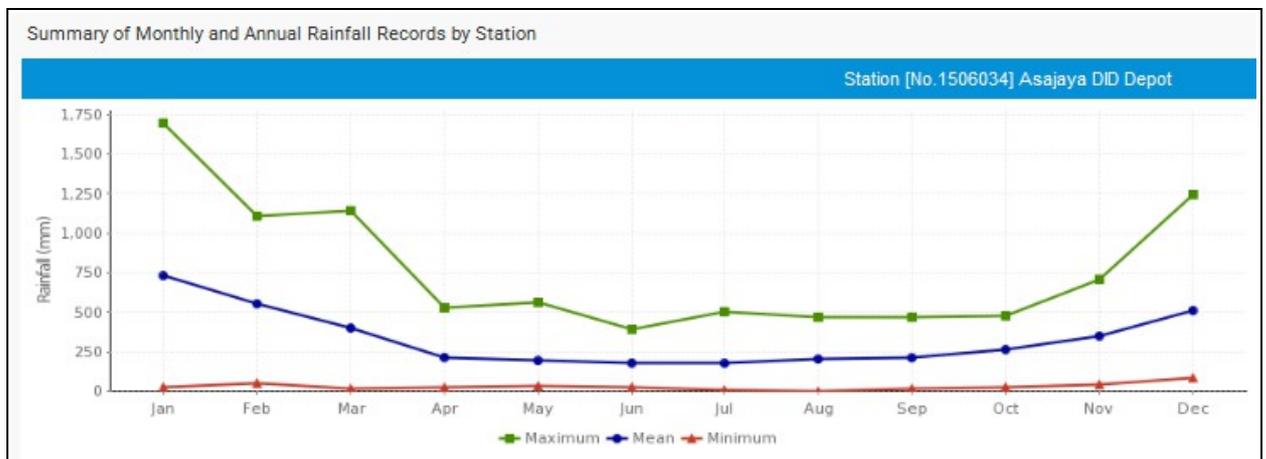


Figure : 22

- Summary of Monthly and Annual Rainfall Records by Station**

Co-display with graph. Include readings for Annual Rainfall.

Summary of Monthly and Annual Rainfall Records by Station							
Rainfall Month	Jan	Feb	Mar	Apr	May	Jun	Jul
Mean	729.9	552.3	400.5	216.4	191.5	179.1	175.3
Maximum	1,693.4	1,109.0	1,138.5	527.6	560.3	394.3	503.1
Minimum	24.1	52.2	18.9	25.4	29.2	22.4	5.7

Figure : 23

- Annual Rainfall Records by Station**

Historical annual rainfall data for the selected station. Fill in the Rainfall Year (As at) to filter rainfall records up to the specified year.

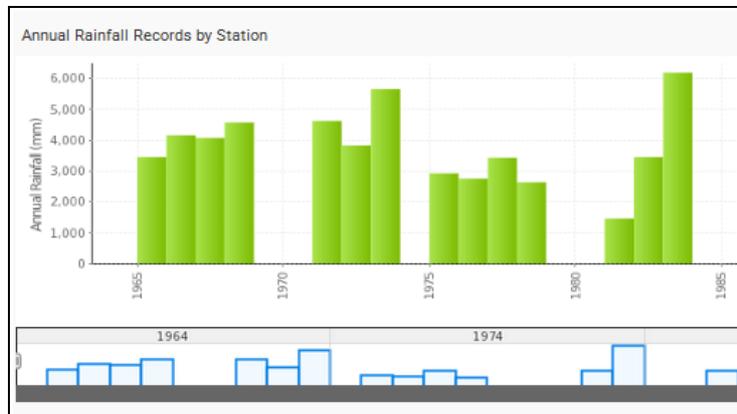


Figure : 24

- Monthly Rainfall Records by Station**

Historical and current monthly rainfall data for the selected station. Fill in the Rainfall Year (As at) & Month to filter rainfall records up to the specified year and for the specified month(s) only.

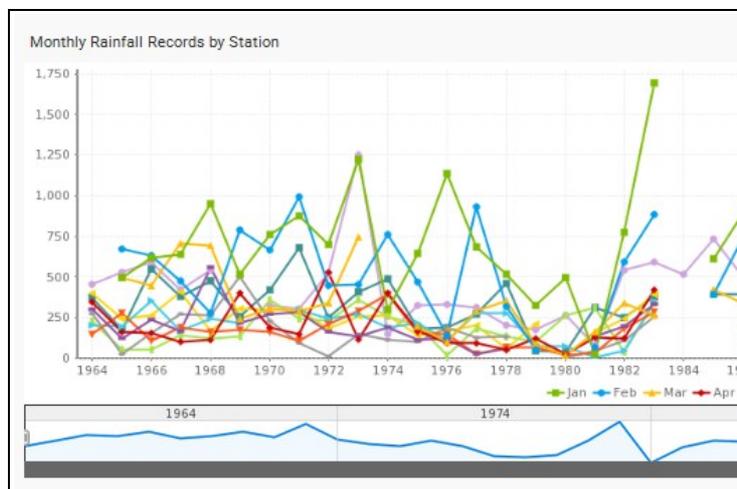


Figure : 25

- **Monthly Rainfall Records by Station [Table]**

Table of the historical and current monthly rainfall data for the selected station. Fill in the Rainfall Year (As at) & Month to filter rainfall records up to the specified year and for the specified month(s) only.

Rainfall (mm)			Station [No.1506034]					
Rainfall Year	Annual	Mean	Jan	Feb	Mar	Apr	May	Jun
2016		412.2	465.5	712.0	1,138.5	360.0	216.0	337.0
2015	4,663.5	388.6	1,054.0	867.5	389.5	223.0	127.0	242.5
2014	3,301.0	275.1	333.5	336.5	546.0	92.0	266.5	192.5
2013	3,940.5	328.4	563.5	609.0	377.0	181.5	89.5	200.0
2012	4,377.0	364.8	1,157.5	482.0	676.5	304.5	145.5	151.5
2011	4,685.5	390.5	1,037.5	281.5	275.5	198.5	83.0	362.5
2010	4,136.5	344.7	738.5	640.5	367.5	209.5	151.5	205.0
2009		358.8	1,059.0	345.0	188.5	371.0	220.0	100.0
2008	4,269.5	355.8	556.5	444.0	579.5	212.5	249.0	259.0

Figure : 26

- **LTM Monthly Rainfall Data by Station [Table]**

Table of the historical Long Term Mean (LTM) rainfall data for the selected station. Fill in the Rainfall Year (As at) & Month to filter rainfall records up to the specified year and for the specified month(s) only.

LTM Rainfall (mm)		Station [No.1506034]					
LTM Year		Jan	Feb	Mar	Apr	May	Jun
2015		735.5	548.9	385.2	213.4	191.0	175.9
2014		728.6	541.9	385.1	213.2	192.4	174.5
2013		737.4	546.5	381.6	215.8	190.7	174.1
2012		741.4	545.1	381.7	216.6	193.0	173.6
2011		731.7	546.6	375.0	214.6	194.1	174.0
2010		724.4	552.9	377.3	214.9	196.8	169.8
2009		724.0	550.7	377.5	215.1	197.9	168.9
2008		715.7	555.9	382.1	211.3	197.3	170.6

Figure : 27

Reports being displayed are based on the default filtered criteria.

2. Go to the left panel of your screen, look for  filter icon.
3. Click on the **Filter** icon to show the Filters for the reports.

The following fields are the report filters:-

- **Station ID [Equal]**
- **Station Name [Equal]**

Period and Volume

- **Rainfall Period ie. Year [Between]**
- **Rainfall Month [In List]**
- **Monthly Rainfall Volume [Between]**

Rainfall Month & Rainfall Volume filters only applicable for Report No.5, 6 & 7.
The reports being filtered are in accordance to the filter values being entered.

4. To **View Report, Print, Export, Share, Show Filters** and view report **Information**, point

your mouse on the report table, click  icon, then choose the menu.

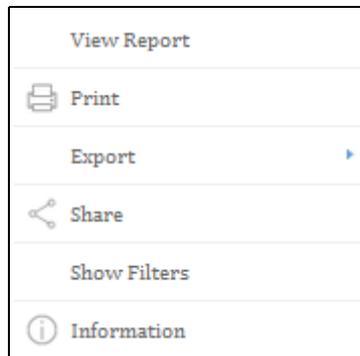


Figure : 28

3.1.4. Monthly Rainfall

This section listed out the steps for you to view and perform data analysis. To proceed, follow the steps below.

- Once **login** to DECIDES, click on the Monthly Rainfall ▾ **Monthly Rainfall** tab. System loads Monthly Rainfall dashboard.

There are FOUR (4) reports being customized under **Monthly Rainfall**.

- Monthly Rainfall By River Basin**

Below is the listing of monthly rainfall records by river basin.

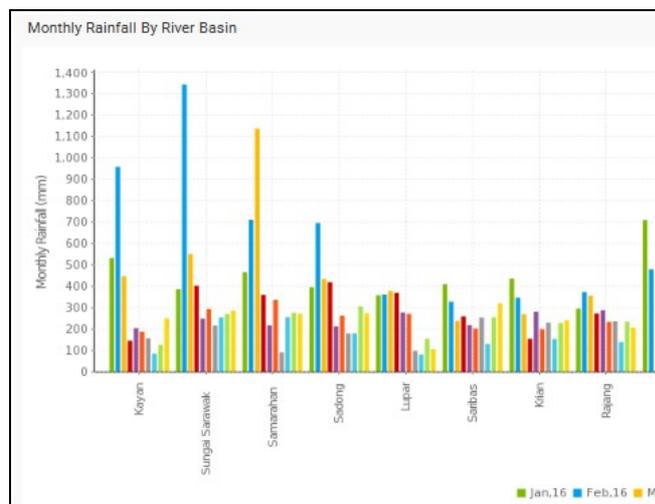


Figure : 29

- Monthly Rainfall By Division**

Below is the listing of monthly rainfall records by division and station.

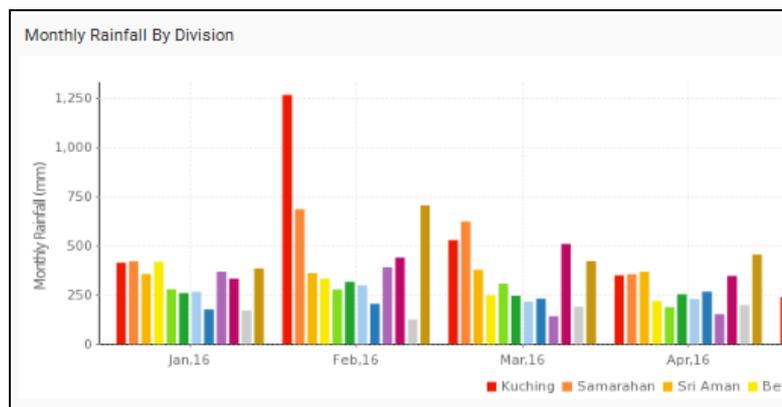


Figure : 30

- Monthly Rainfall Records**

Below is the monthly rainfall data by division, district and station.

Monthly Rainfall Records										
Kuching	Samarahan	Sri Aman	Betong	Sarikei	Sibu	Bintulu	Miri	Mukah	Kapit	Limbang
Rainfall (mm)										
Station Index	Station Name	River Basin	Jan,16	Feb,16						
K01	Lundu	Kayan	495.0	1,022.5						
K02	Samunsam	Kayan	479.0	862.5						
K03	Sematan	Kayan	623.5	992.5						
K04	Batu Kitang Telemetry	Sungai Sarawak	475.5	1,359.5						
K05	Bau	Sungai Sarawak	348.5	1,408.5						
K06	Buan Bidi	Sungai Sarawak	316.5	1,206.5						
K07	Kampung Git	Sungai Sarawak	470.5	1,476.0						
K08	Kampung Monggak	Sungai Sarawak	379.0	1,295.0						

Figure : 31

- **Comparison of Average Monthly Rainfall for The Current Month with Previous 2 Months**

Comparison of Average Monthly Rainfall for The Current Month with Previous 2 Months			
Rainfall Period	Average Rainfall (mm)	Difference (mm) Last 1 Month	Deviation (%) Last 1 Month
Jan,16	294.2	-86.1	
Feb,16	444.4	150.1	
Mar,16	325.3	-119.1	
Apr,16	280.1	-45.2	
May,16	282.8	2.7	
Jun,16	239.0	-43.8	
Jul,16	236.1	-2.9	
Aug,16	163.2	-72.9	
Sep,16	238.3	75.0	
Oct,16	253.1	14.8	

Figure : 32

2. Reports being displayed are based on the default filtered criteria.
3. Go to the left panel of your screen, look for  filter icon.
4. Click on the **Filter** icon to show the Filters for the reports.

The following fields are the report filters:-

- **Rainfall Period ie. Year [Between]**
- **Rainfall Month [In List]**
- **Location**
- **River Basin [In List]**
- **Division [In List]**
- **District [In List]**
- **Station Name [No In List]**

The reports being filtered are in accordance to the filter values being entered.

5. To **View Report, Print, Export, Share, Show Filters** and view report **Information**, point

your mouse on the report table, click  icon, then choose the menu.

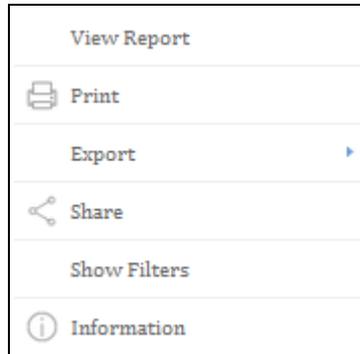


Figure : 33

3.1.5. LTM Rainfall

This section listed out the steps for you to view and perform data analysis. To proceed, follow the steps below.

- Once you **login** to DECIDES, click on the LTM Rainfall ▾ **LTM Rainfall** tab. System loads Comparison with LTM dashboard. There are FOUR (4) reports that can be customized under **LTM Rainfall**. Click on the **LTM Rainfall**.

- Summary of Long Term Mean Monthly Total Rainfall**

Click on the rainfall period to load 3 months moving cumulative rainfall LTM.

Summary of Long Term Mean Monthly Rainfall	
LTM Period (Start Year)	LTM Period (End Year)
1910	2015

Figure : 34

- Cumulative 3-Months Moving Rainfall LTM**

Display cumulative 3 Months Moving Rainfall LTM for the selected period.

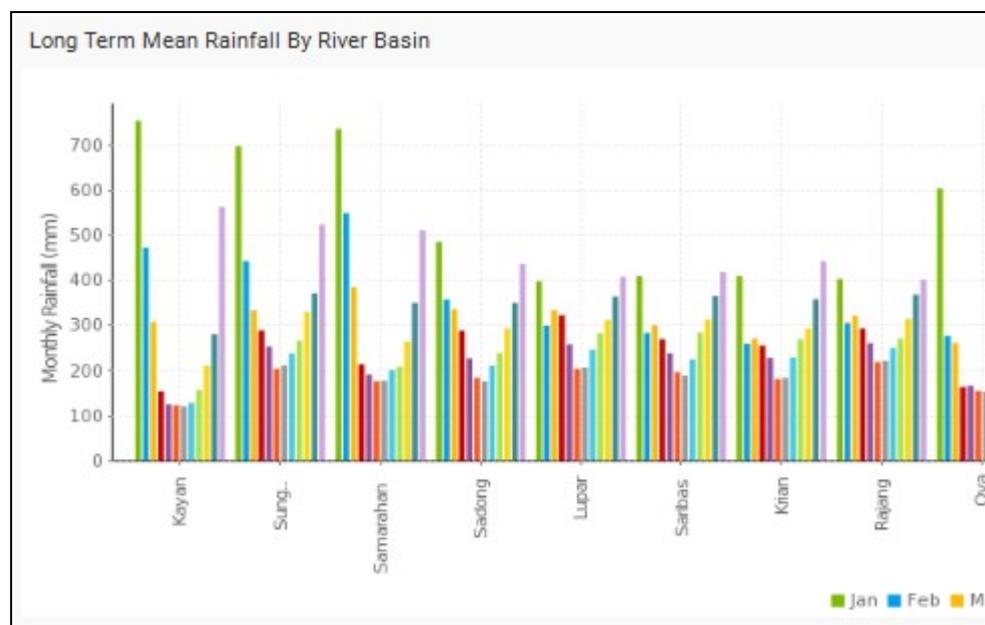


Figure : 35

- Long Term Mean Rainfall By River Basin and Division**

Below is the listing by Rainfall Station.

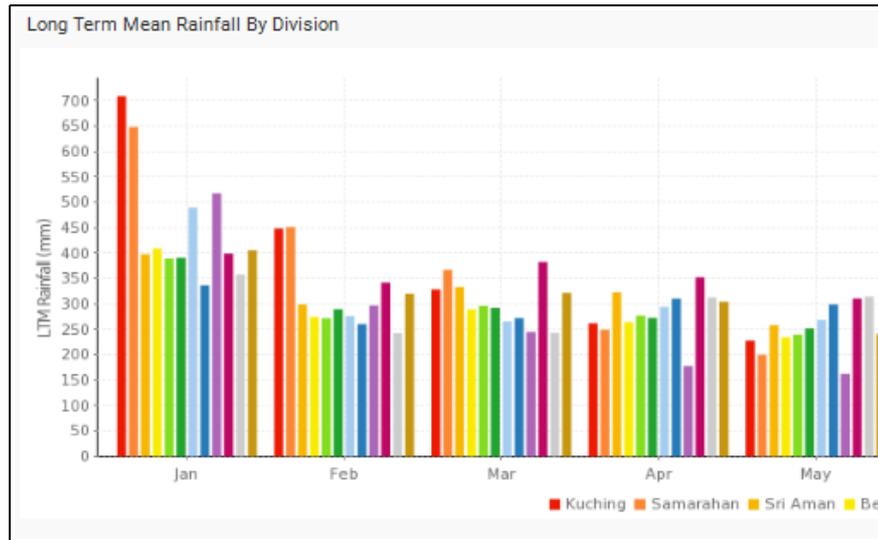


Figure : 36

• **Long Term Mean Monthly Total Rainfall**

Below is the listing by Rainfall Station.

Long Term Mean Monthly Rainfall Records											
Kuching	Samarahan	Sri Aman	Betong	Sarikei	Sibu	Bintulu	Miri	Mukah	Kapit	Limbang	Seria
LTM Rainfall (mm)											
Station Index	Station Name	River Basin	Jan	Feb							
K01	Lundu	Kayan	720.0	538.6							
K02	Samunsam	Kayan	690.4	367.4							
K03	Sematan	Kayan	850.3	512.1							
K04	Batu Kitang Telemetry	Sungai Sarawak	628.5	470.9							
K05	Bau	Sungai Sarawak	625.9	415.4							
K06	Buan Bidi	Sungai Sarawak	654.6	329.8							

Figure : 37

Reports being displayed are based on the default filtered criteria.

- Go to the left panel of your screen, look for  filter icon.
- Click on the Filter icon to show the Filters for the reports.

The following fields are the report filters:-

- **LTM Rainfall Period ie. Year [Between]**
- **LTM Rainfall Month [In List]**

Location

- River Basin [In List]
- Division [In List]
- District [In List]
- Station Name [No In List]

The reports being filtered are in accordance to the filter values being entered.

4. To **View Report, Print, Export, Share, Show Filters** and view report **Information**, point

your mouse on the report table, click  icon, then choose the menu.

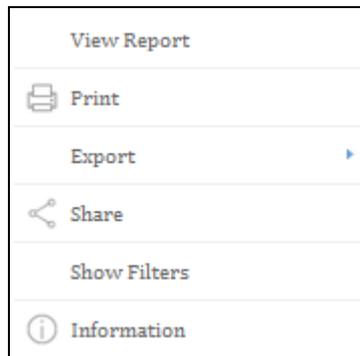


Figure : 38

3.1.6. Comparison with LTM

This section listed out the steps for you to view and perform data analysis. To proceed, follow the steps below.

- Once you **login** to DECIDES, click on the [Comparison with Monthly LTM](#) **Comparison with LTM** tab. System loads Comparison with LTM dashboard. There are THREE (3) reports can be customized under **Comparison with LTM** once login to DECIDES, click on the **Comparison with LTM**.

- Comparison of Monthly Rainfall with LTM Monthly**

Compare monthly rainfall with LTM readings for all stations based on selected rainfall year.



Figure : 39

- Comparison of Monthly Rainfall with LTM Monthly**

Compare monthly rainfall with LTM readings for all stations based on selected rainfall year and month. Click on rainfall period to load the detailed report.

Rainfall Period	Jan,16	Feb,16	Mar,16
Monthly Rainfall (mm)	294.2	444.4	325.3
LTM Rainfall (mm)	445.8	309.5	298.6
Different (mm)	-151.58	134.88	26.69
Drill Through	-34.00	43.59	8.94

Figure : 40

- Comparison of Monthly Average Rainfall with LTM**

Compare station's monthly rainfall with LTM readings and link to listing by station.*

Reports being displayed are based on the default filtered criteria.

2. Go to the left panel of your screen, look for  filter icon.
3. Click on the **Filter** icon to show the Filters for the reports.

The following fields are the report filters:-

- **Rainfall Period ie. Year [Between]**
- **Rainfall Month [In List]**
Location
- **River Basin [In List]**
- **Division [In List]**
- **District [In List]**
- **Station Name [No In List]**
- **Station Name [In List]**

The reports being filtered are in accordance to the filter values being entered.

4. To **View Report, Print, Export, Share, Show Filters** and view report **Information**, point

your mouse on the report table, click  icon, then choose the menu.

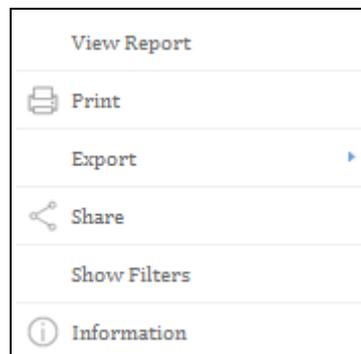


Figure : 41

3.1.7. Comparison with 3-Month LTM

This section listed out the steps for you to view and perform data analysis. To proceed, follow the steps below.

- Once **login** to DECIDES, click on the Comparison with 3-Month LTM ▾ **Comparison with 3-Month LTM** tab. System loads Comparison with 3-Month LTM dashboard. There are SEVEN (7) reports can be customized under **Comparison with 3-Month LTM**. Once login to DECIDES, click on the **Comparison with 3-Month LTM**.
 - Assumption on Rainfall - Comparison of three months moving with Long Term Mean**
The 3 months moving rainfall analyses would consider the following months (as displayed in the report)
 - Scenario I - Stations expected to experience moderate dry and very dry conditions**
Assumption of Normal Rainfall for Next Moving 2 Months.

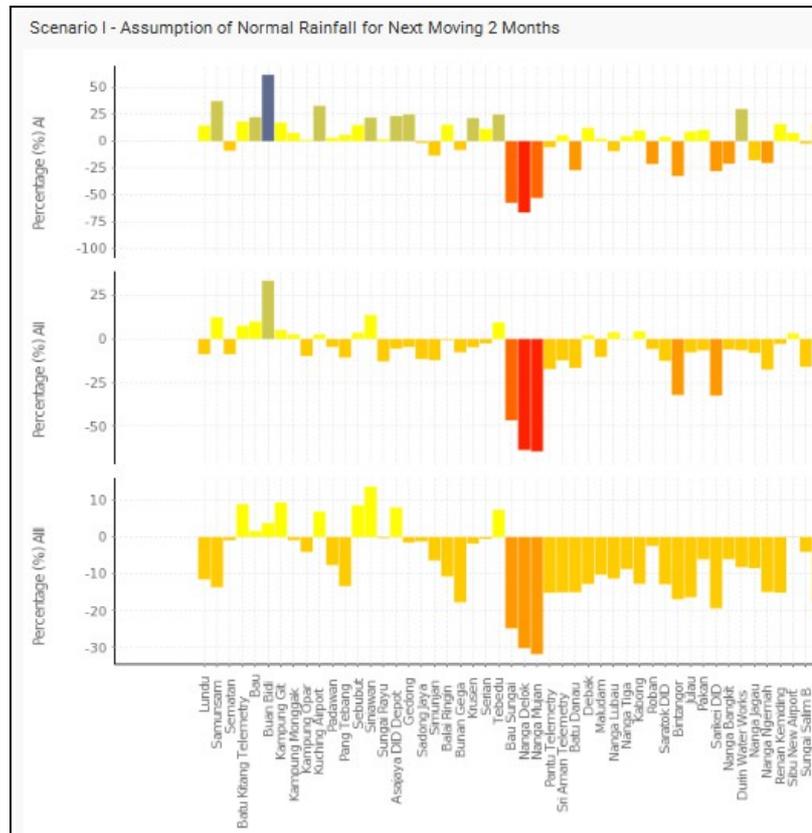


Figure : 42

- Scenario I - Assumption of Normal Rainfall for Next Moving 2 Months**
Assumption of Normal Rainfall for Next Moving 2 Months on the selected DECIDES Stations.

Scenario I - Stations expected to experience moderate dry and very dry conditions					
No.	Station Index	Station Name	Division	District	Percentage of Deviation from LTM (%) AI
1	SA01	Bau Sungai	Sri Aman	Sri Aman	-57.3
2	SA02	Nanga Delok	Sri Aman	Sri Aman	-66.4
3	SA03	Nanga Mujan	Sri Aman	Sri Aman	-52.7
4	SK01	Bintangor	Sarikei	Meradong	-32.6
5	SK05	Sarikei DID	Sarikei	Sarikei	-28.0
6	MK01	Daro	Mukah	Daro	-24.0

Figure : 43

- **Scenario II - Stations expected to experience moderate dry and very dry conditions**
Assumption of Depletion of 20% LTM Rainfall for Next Moving 2 Months

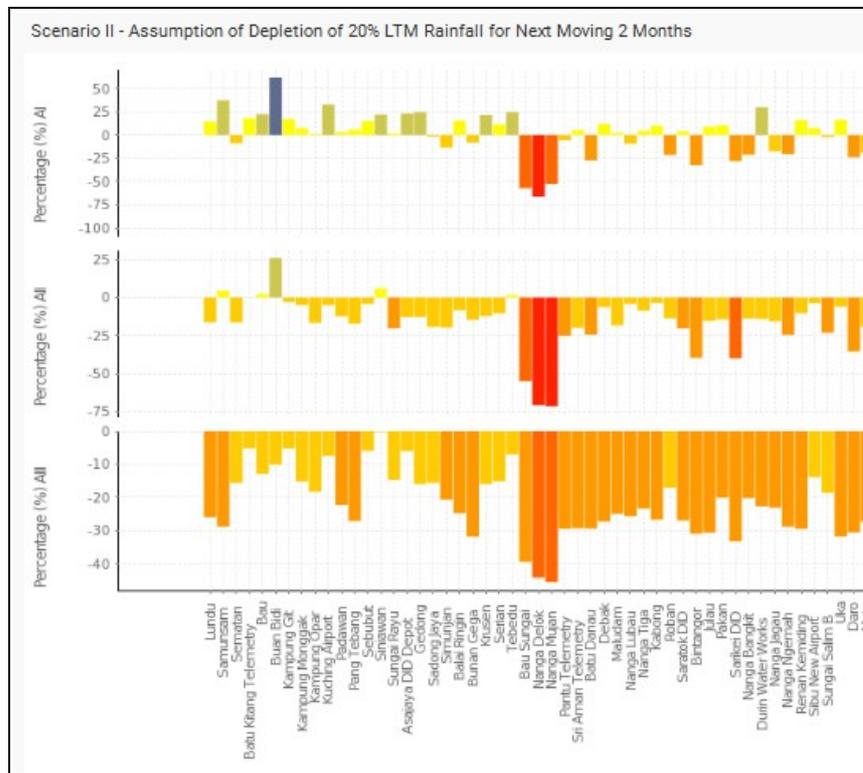


Figure : 44

- **Scenario II - Assumption of Depletion of 20% LTM Rainfall for Next Moving 2 Months**
Assumption of Depletion of 20% LTM Rainfall for Next Moving 2 Months on the selected DECIDES Stations.

Scenario II - Stations expected to experience moderate dry and very dry conditions					
No.	Station Index	Station Name	Division	District	Percentage of Deviation from LTM (%) AI
1	K01	Lundu	Kuching	Lundu	14.4
2	K02	Samunsam	Kuching	Lundu	37.3
3	K11	Padawan	Kuching	Kuching	2.9
4	K12	Pang Tebang	Kuching	Bau	5.9
5	K15	Sungai Rayu	Kuching	Lundu	1.6
6	SM08	Simunjan	Samarahan	Simunjan	-13.4

Figure : 45

- Scenario III- Stations expected to experience moderate dry and very dry conditions

Assumption of Increase of 20% LTM Rainfall for Next Moving 2 Months

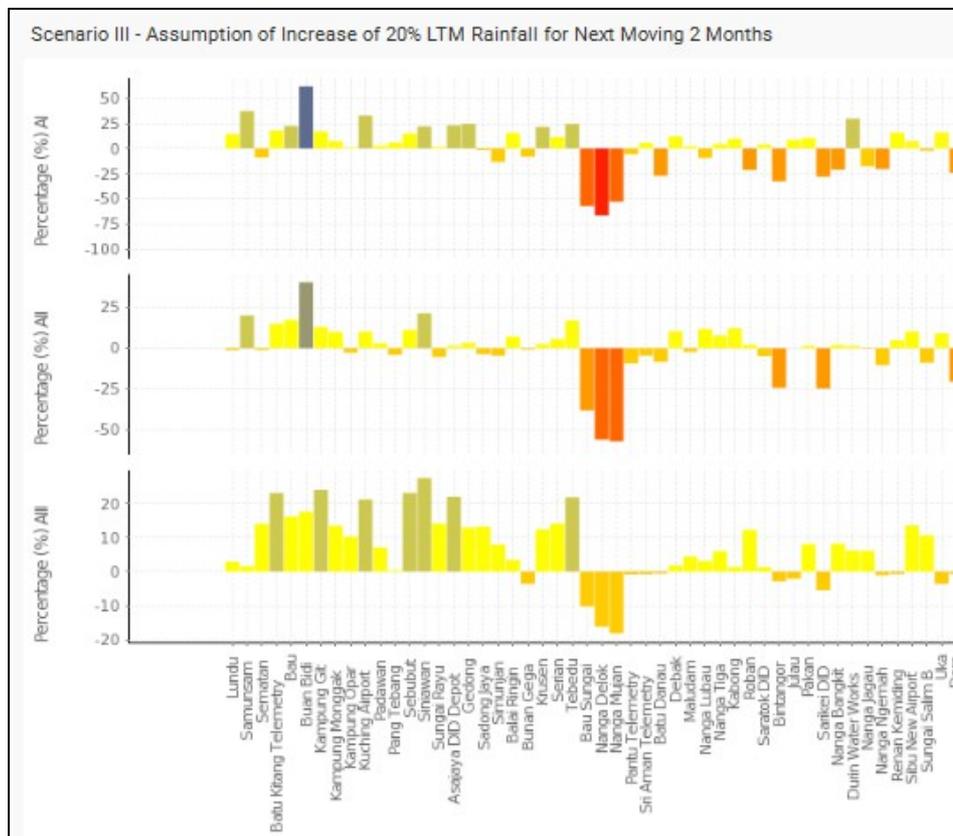


Figure : 46

- Scenario III - Assumption of Increase of 20% LTM Rainfall for Next Moving 2 Months
Assumption of Increase of 20% LTM Rainfall for Next Moving 2 Months on the selected DECIDES Stations.

Scenario III- Stations expected to experience moderate dry and very dry conditions					
No.	Station Index	Station Name	Division	District	Percentage of Deviation from LTM (%) AI
1	SA01	Bau Sungai	Sri Aman	Sri Aman	-57.3
2	SA02	Nanga Delok	Sri Aman	Sri Aman	-68.4
3	SA03	Nanga Mujan	Sri Aman	Sri Aman	-52.7
4	SK01	Bintangor	Sarikei	Meradong	-32.6
5	SK05	Sarikei DID	Sarikei	Sarikei	-28.0
6	MK01	Daro	Mukah	Daro	-24.0
7	KP02	Long Busang	Kapit	Belaga	-70.4
8	M18	Long Moh	Miri	Marudi	-68.2
9	M22	Long Subing	Miri	Marudi	-100.0
					-55.5

Figure : 47

Reports being displayed are based on the default filtered criteria. For Report No.2, 4 & 6, the default filtered criteria for Deficit (%) against LTM is less than -20%.

- Go to the left panel of your screen, look for  filter icon.
- Click on the **Filter** icon to show the Filters for the reports.

The following fields are the report filters:-

- Rainfall As At [Equal to Month & Year]**
Location
- River Basin [In List]**
- Division [In List]**
- District [In List]**
- Station Name [No In List]**
Comparison Against LTM
- Deficit AI (%) [Less Than]**
- Deficit All (%) [Less Than]**
- Deficit AIII (%) [Less Than]**

Comparison Against LTM filters only applicable for Report No.3, 5 & 7.

The reports filtered are in accordance to the filter values being entered.

- To **View Report, Print, Export, Share, Show Filters** and view report **Information**, point

your mouse on the report table, click  icon, then choose the menu.

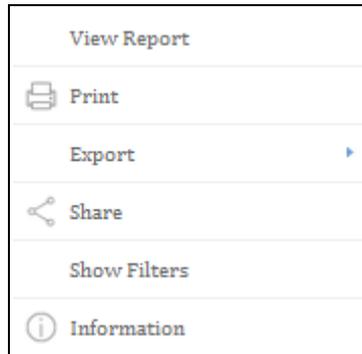


Figure : 48

3.2. DECIDES ISOHYETAL MAPS

This section provides information for you to view and perform data analysis on the following topics:

- Isohyet of Monthly Rainfall Distribution
- Isohyet of 3 Months Cumulative Rainfall Distribution
- Isohyet of Monthly Rainfall Deviation from LTM
- Isohyet of Moving 3 Months Analysis

3.2.1. Isohyet of Monthly Rainfall Distribution

This section listed out the steps for you to view and perform data analysis. To proceed, follow the steps below.

1. Once **login** to DECIDES – Isohyetal Maps, click on the  button.
“**Search For Isohyet Of Rainfall Distribution In Sarawak**” dialog box will be shown at the top of the screen.
2. Then select “**year**”, “**month**”, “**interval**”, and “**color option**”.

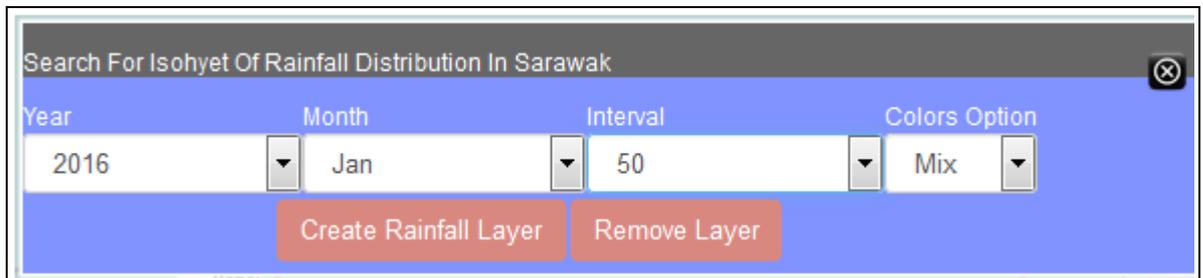


Figure : 49

3. Then click on the  button. The system will generate isohyetal map, map title and legend based on Telemetry data.

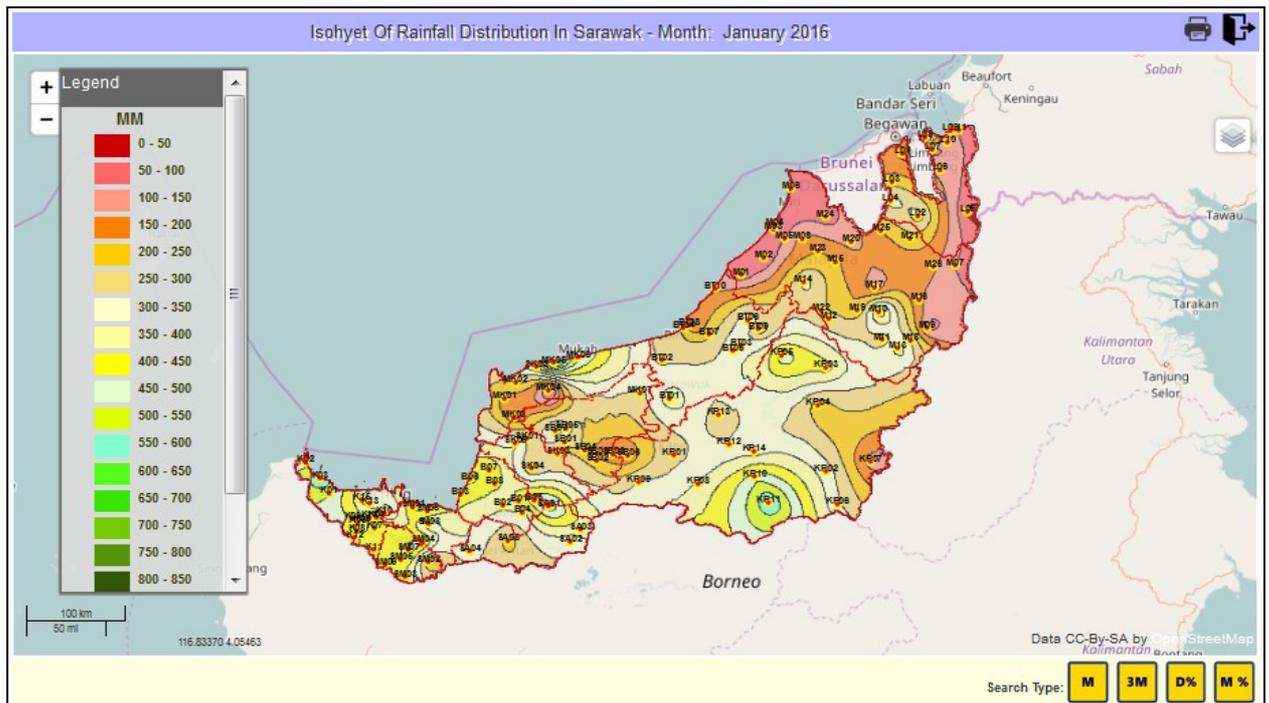


Figure : 50

4. Point the mouse pointer to **Legend box**. You are able to hide and show the legend.

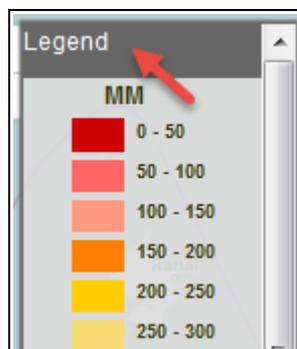
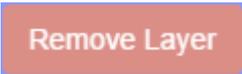


Figure : 51

5. Point the mouse pointer to the Layer icon .

You are able to turn on/off the following thematic layers:-

- **Division Boundary**
- **Station Index**
- **Rainfall Station**
- **Rainfall Layer**
- **Sarawak Map**

- Click on the  button. The Rainfall Layer and Map Title would be removed from the screen.
- Click on the **Print** icon . The system will display the print preview of the map in PDF format (Landscape Orientation).

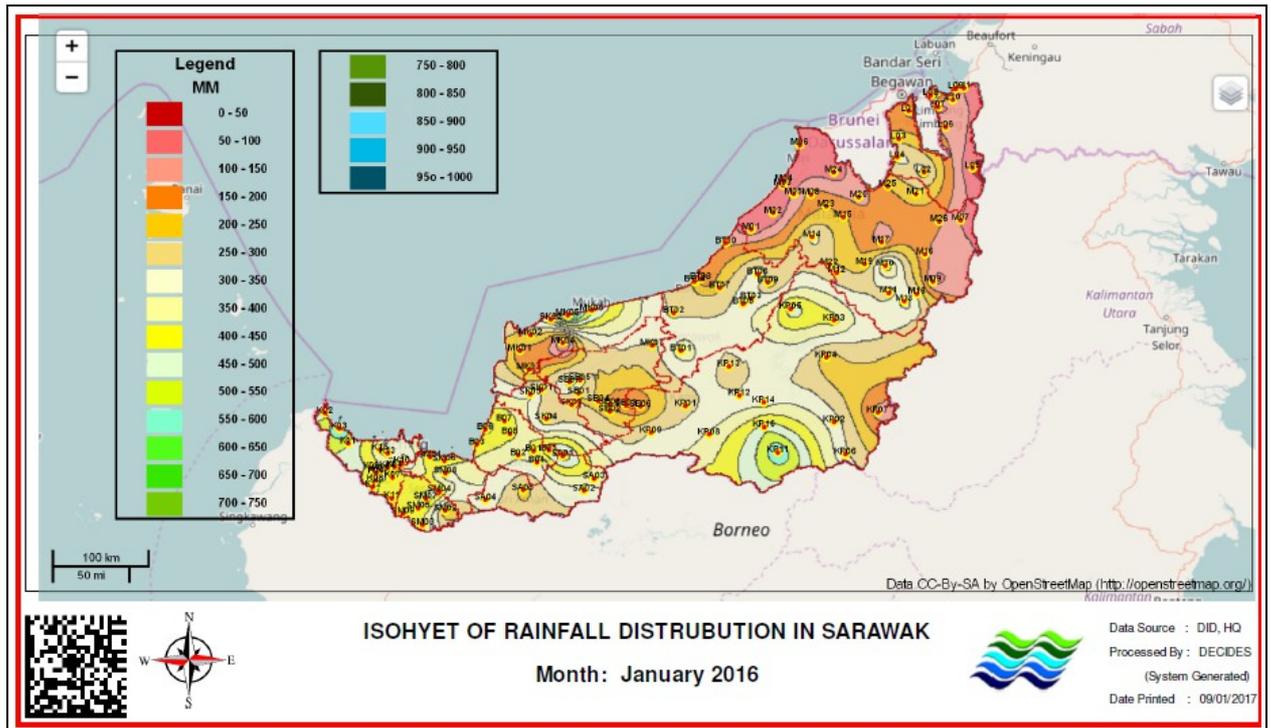


Figure : 52

Note:

If you unable to print, you may check on the PDF printer setting.

3.2.2. Isohyet of 3 Month Cumulative Rainfall Distribution

This section listed out the steps for you to view and perform data analysis. To proceed, follow the steps below.

- Once **login** to DECIDES – Isohyetal Maps, click on the  button. “**Search for 3 Month Cumulative Rainfall Distribution**” dialog box will be shown at the top of the screen.

2. Select “Year”, “Start Month”, “Interval”, and “Color Option”.

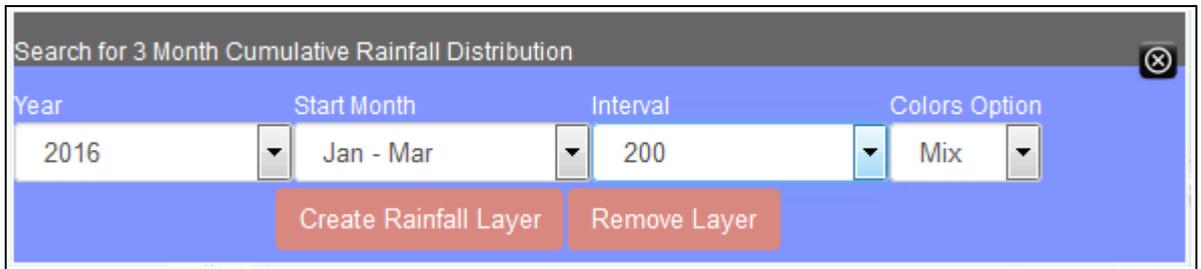


Figure : 53

3. Then click on the **Create Rainfall Layer** button. The system will generate the isohyetal map, map title and legend based on Telemetry data.

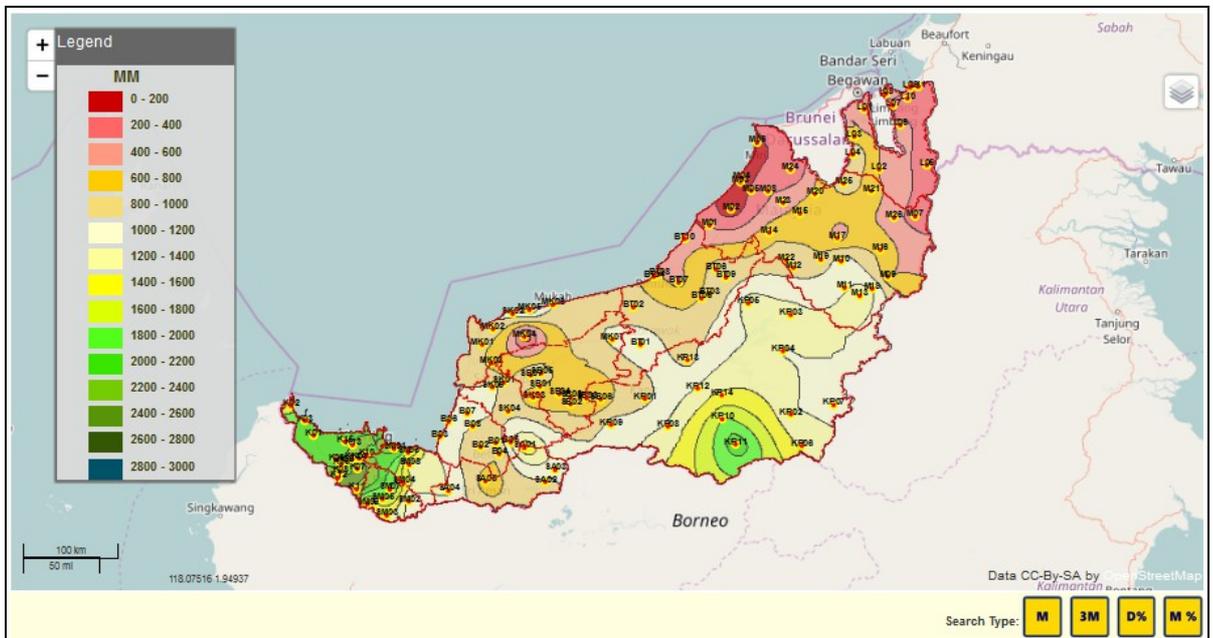


Figure : 54

4. Point the mouse pointer to **Legend box**. You are able to hide and show the legend.

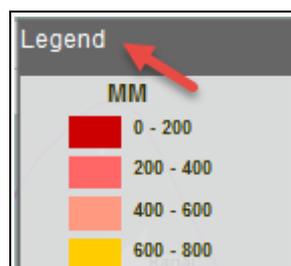


Figure : 55



5. Point the mouse pointer to the Layer icon .
You are able to turn on/off the following thematic layers:-

- **Division Boundary**
- **Station Index**
- **Rainfall Station**
- **Rainfall Layer**
- **Sarawak Map**



6. Click on the Remove Layer button. The Rainfall Layer and Map Title would be removed from the screen.



7. Click on the Print icon . The system will display the print preview of the map in PDF format (Landscape Orientation).

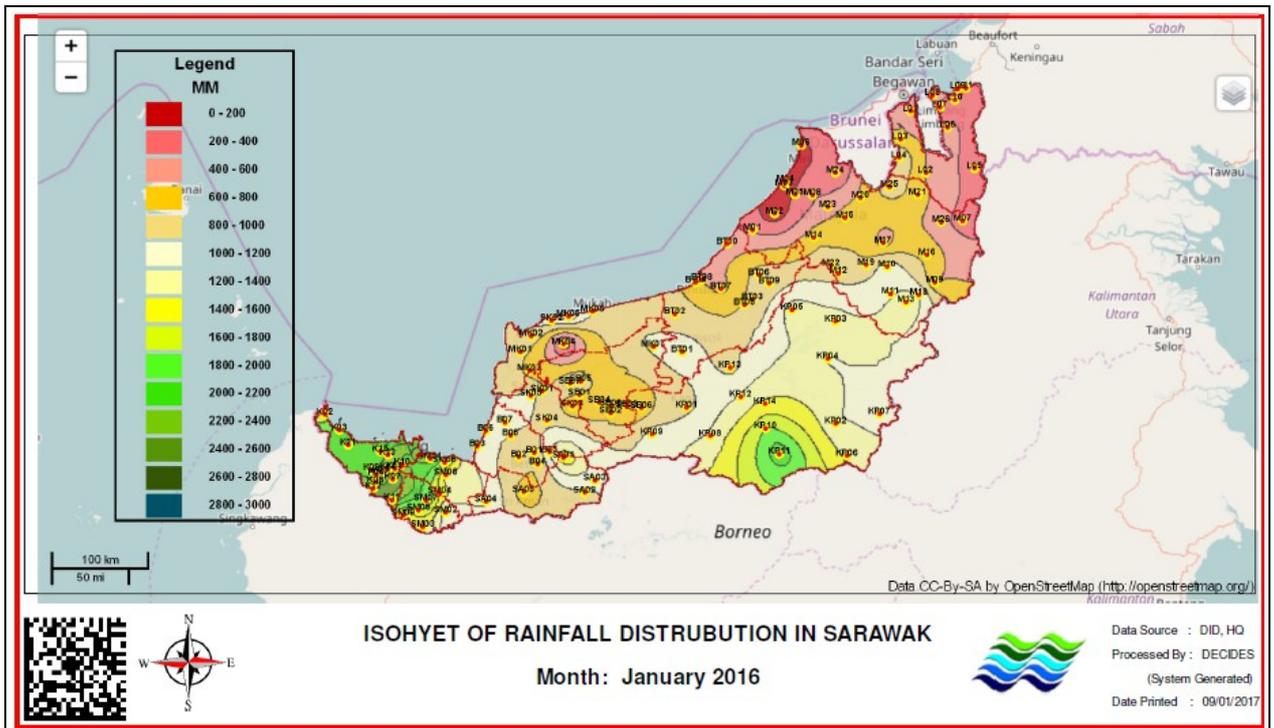


Figure : 56

Note:

If you unable to print, you may check on the PDF printer setting.

3.2.3. Isohyet of Monthly Rainfall Deviation from LTM

This section listed out the steps for you to view and perform data analysis. To proceed, follow the steps below.

- Once **login** to DECIDES – Isohyetal Maps, click on the  button.
“Search For Isohyet Of Rainfall Deviation From LTM” dialog box will be shown at the top of the screen.
- Select “Year”, “Start Month” and “Colors Option”.



Figure : 57

- Then click on the  button. The system will generate the isohyetal map, map title and legend based on Telemetry data.

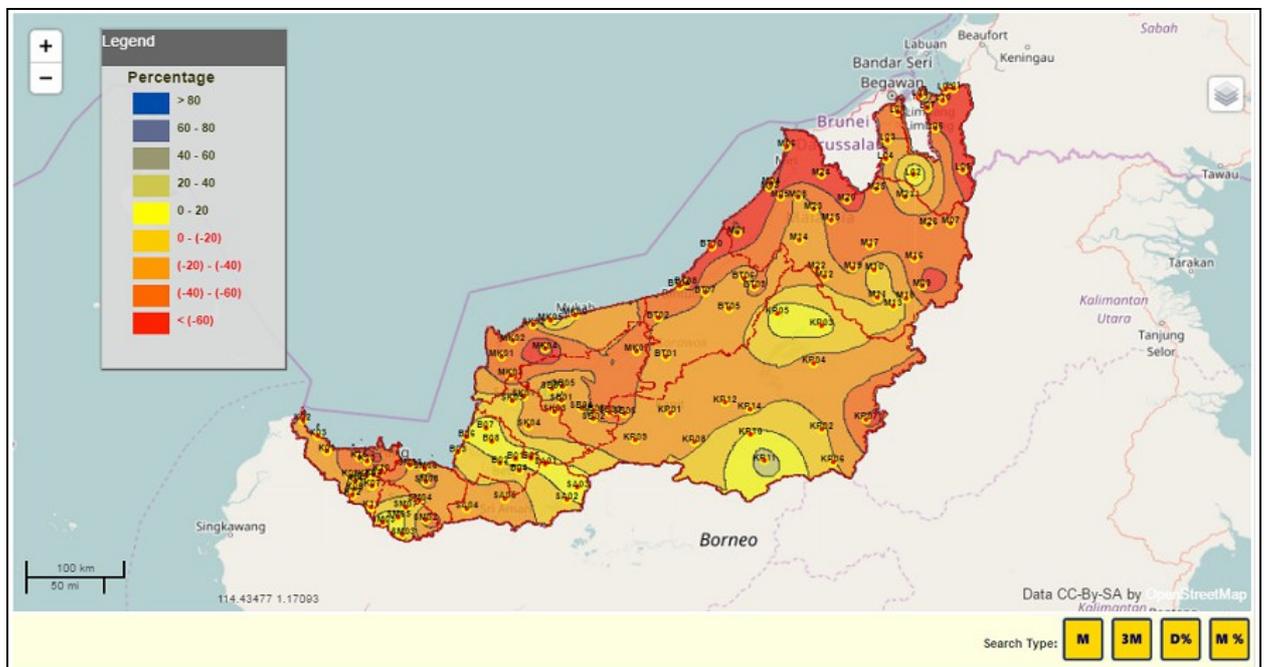


Figure : 58

- Point the mouse pointer to **Legend box**. You are able to hide and show the legend.

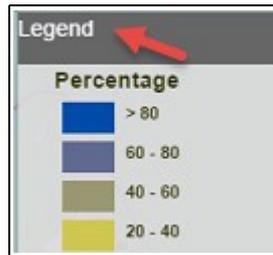


Figure : 59

- Point the mouse pointer to the Layer icon . You are able to turn on/off the following thematic layers:-
 - **Division Boundary**
 - **Station Index**
 - **Rainfall Station**
 - **Rainfall Layer**
 - **Sarawak Map**

- Click on the  button. The Rainfall Layer and Map Title would be removed from the screen.

- Click on the **Print** icon . The system will display the print preview of the map in PDF format (Landscape Orientation).

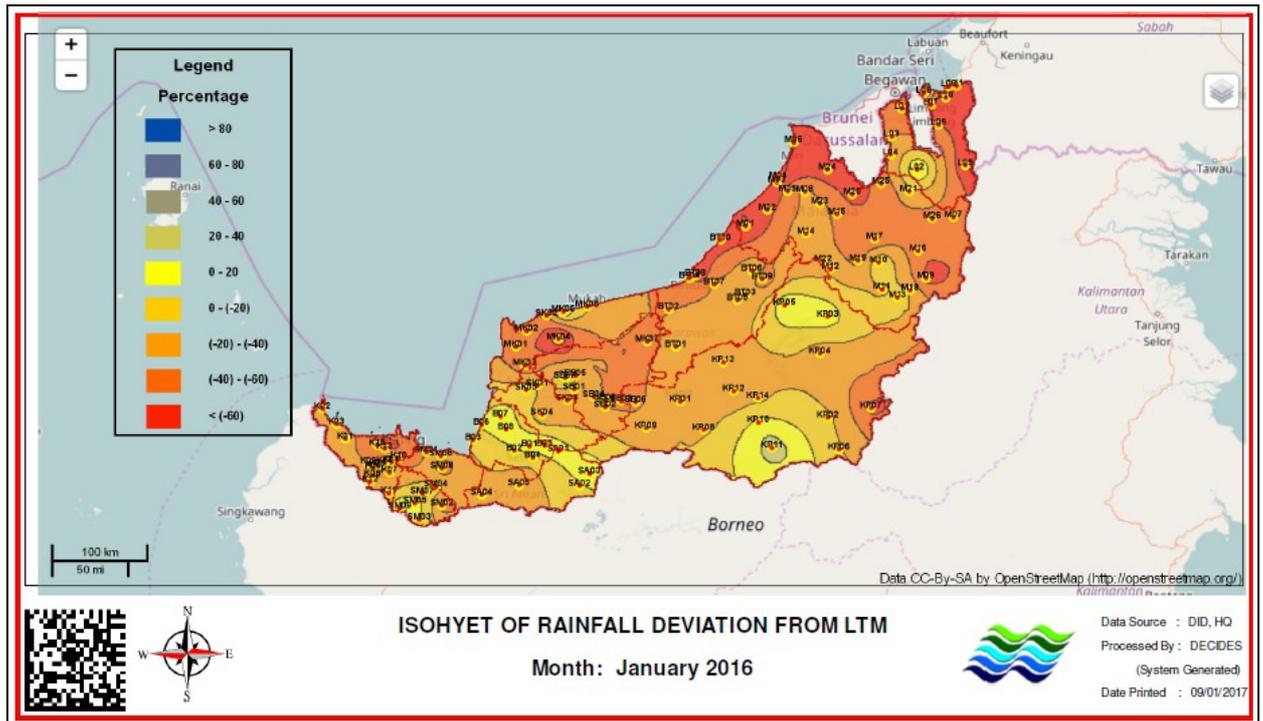


Figure : 60

Note:

If you unable to print, you may check on the PDF printer setting.

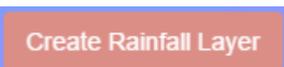
3.2.4. Isohyet of Moving 3 Months Analysis

This section listed out the steps for you to view and perform data analysis. To proceed, follow the steps below.

1. Once **login** to DECIDES – Isohyetal Maps, click on the  button.
2. “**Search For Isohyet Of Moving 3 Months Analysis**” dialog box will be shown at the top of the screen.
3. Select “**Rainfall Assumption Type**”, “**Year**”, “**Month**”, “**Analysis Type**”.



Figure : 61

4. Then click on the  button. The system will generate the isohyetal map, map title and legend based on Telemetry data.

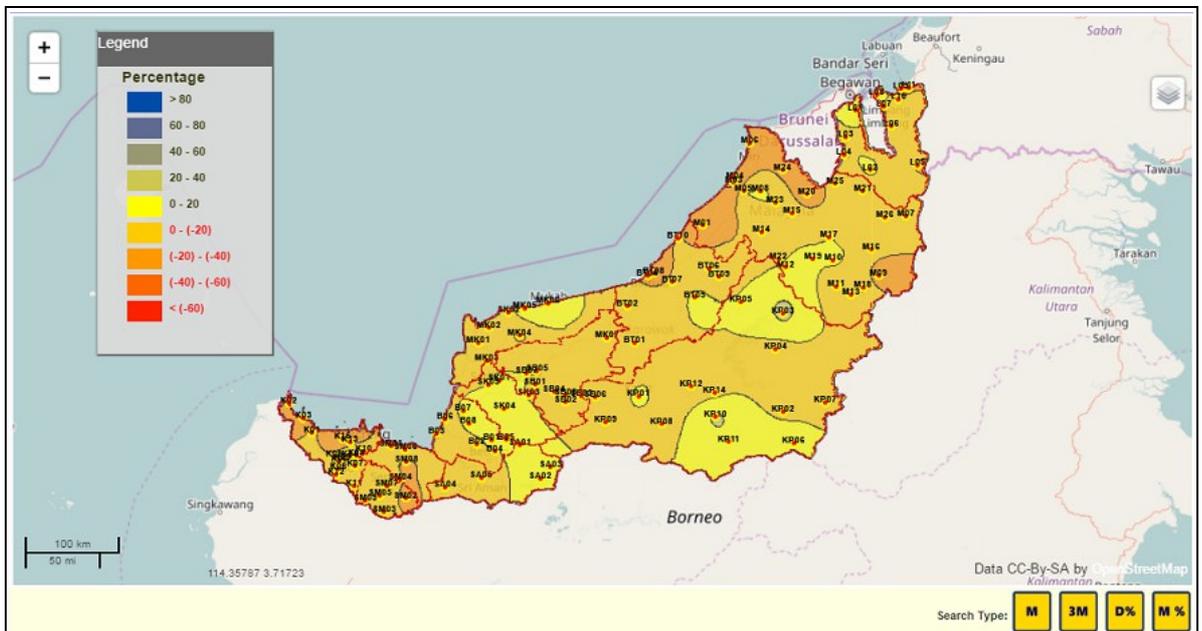


Figure : 62

5. Point the mouse pointer to **Legend box**. You are able to hide and show the legend.

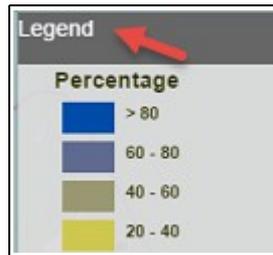


Figure : 63

6. Point the mouse pointer to the Layer icon  .
You are able to turn on/off the following thematic layers:-

- **Division Boundary**
- **Station Index**
- **Rainfall Station**
- **Rainfall Layer**
- **Sarawak Map**

7. Click on the  button. The Rainfall Layer and Map Title would be removed from the screen.

8. Click on the **Print** icon  . The system will display the print preview of the map in PDF format (Landscape Orientation).

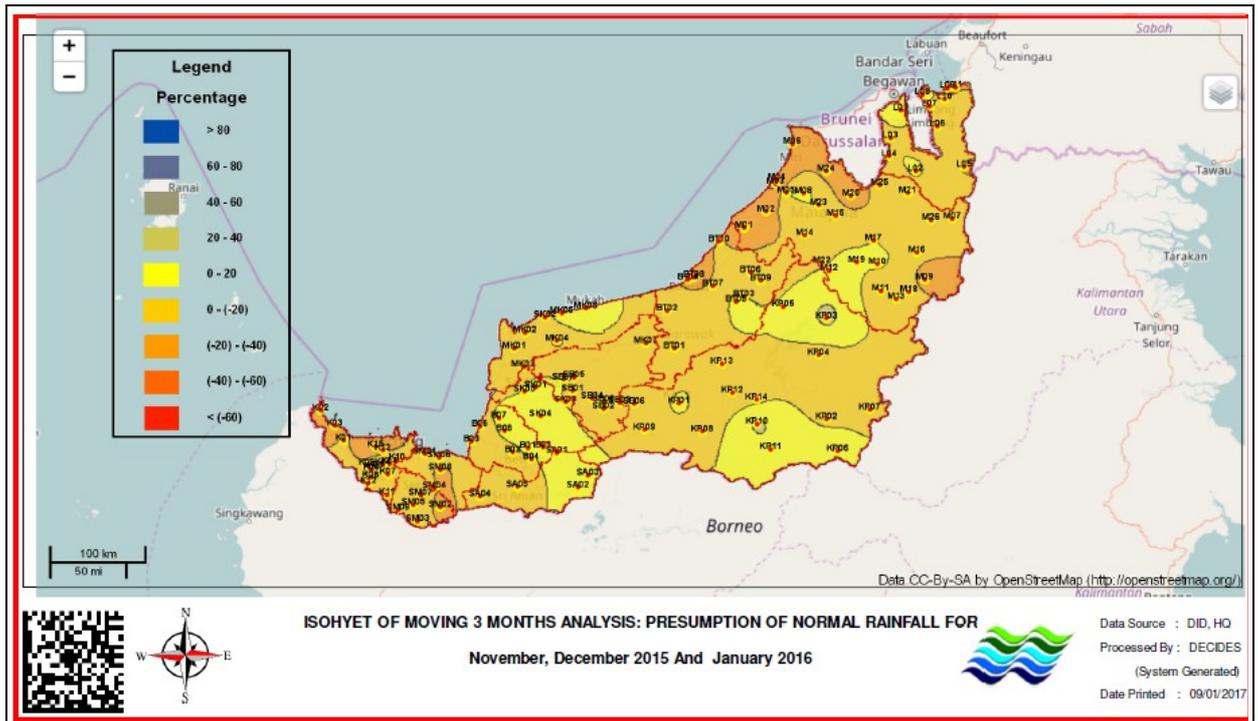


Figure : 64

Note:

If you unable to print, you may check on the PDF printer setting.

3.3. CITN-HTS: 2016 ENHANCEMENTS FOR DECIDES

- CITN-HTS – Station Profile
- CITN-HTS – Monthly Rainfall Data

3.3.1. CITN-HTS – Station Profile

This section allows you to uncheck Station flag (checkbox) in CITN-HTS. When you unchecked the Station flag (checkbox) for one of the station in CITN-HTS, that station will disappear in DECIDES system.

1. Once you **login** to CITN-HTS, go to **Setup > Station Profile**.

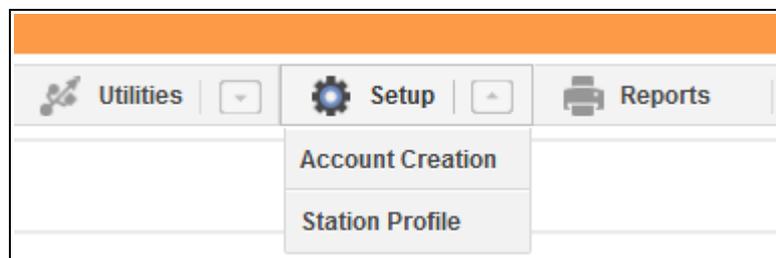


Figure : 65

2. **Search** a station name listed under DECIDES.

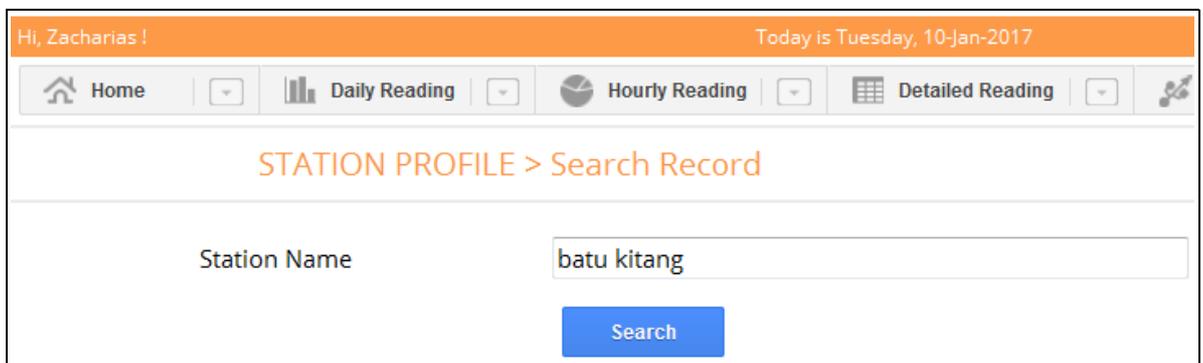


Figure : 66

3. Look for the TWO (2) following new fields that had been added for DECIDES:-
 - **DECIDES Station Flag** (checkbox) – tick indicates the station is selected for DECIDES reports and maps.
 - **DECIDES Station Index** – for you to enter the station index no ie. K04
4. **Uncheck** the Station Flag and click on the **Update** button. System displays **“Station profile successfully updated.”**

* InfoBanjir Code

DECIDES Station

DECIDES Station Index

Rainfall Sensor ID

Water Level Sensor ID

Activate Station

Figure : 67

- Once you **login** to DECIDES later, click on the **Station Profile** tab. The system will load Station Profile dashboard.
- Search** for Station Name which had been removed by you in the steps earlier. The station shall NOT be displayed under DECIDES.

3.3.2. CITN-HTS – Monthly Rainfall Data

This section allows you to update Monthly Rainfall data in CITN-HTS.

- Once you **login** to CITN-HTS, go to **Utilities > DECIDES Monthly**. The system will load the “**DECIDES STATIONS MONTHLY RAINFALL**” screen.
- Key in the previous **Month** and **Year** of Rainfall.

Today is Tuesday, 10-Jan-2017

DECIDES STATIONS MONTHLY RAINFALL > Search Record

From Month From Year

Figure : 68

- Click on the **Retrieve** button. The system will display brief information on the DECIDES stations including the values of the monthly rainfall (mm).

DECIDES STATIONS MONTHLY RAINFALL > View / Update Record

No.	Station Index	Station Name	Division	District	December 2016 Monthly Rainfall (mm)
1.	K01	Lundu	Kuching	Lundu	363.0
2.	K02	Samunsam	Kuching	Lundu	498.0
3.	K03	Sematan	Kuching	Lundu	683.0
4.	K04	Batu Kitang Telemetry	Kuching	Kuching	240.5
5.	K05	Bau	Kuching	Bau	307.0
6.	K06	Buan Bidi	Kuching	Bau	382.0
7.	K07	Kampung Git	Kuching	Kuching	248.0
8.	K08	Kampung Monggak	Kuching	Bau	274.5
9.	K09	Kampung Opar	Kuching	Bau	263.0
10.	K10	Kuching Airport	Kuching	Kuching	271.0
11.	K11	Padawan	Kuching	Kuching	268.5
12.	K12	Pang Tebang	Kuching	Bau	346.5

Figure : 69

- Inspect the **Monthly Rainfall** (mm) column.

Note:

Purple frame indicates incomplete monthly rainfall reading / no reading available in Telemetry for a particular station.

January 1960 Monthly Rainfall (mm)
1041.6

Figure : 70

- Click on the  button at the bottom of the page.
- Make your **edit** and click on the  button.
- Once you **login** to DECIDES later, click on the **Monthly Rainfall** tab. The system will load Monthly Rainfall dashboard.
- Search** for the monthly rainfall records that you had edited or added to DECIDES under the earlier steps mentioned above. The DECIDES reports reflects the new or edited monthly rainfall values done under CITN-HTS's utility function.

Note:

If you are adding the new month of reading, DECIDES may take 15 minutes to refresh its database cache to reflect the changes.

**DECIDES - DID Executive Information and Decision Support System
REPORT**

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4.4.Audit Trail.....4-1

4. Report

- Not Applicable -

4.1. Audit Trail

- Not Applicable -

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5. FAQ & Troubleshooting

We hope you can find answers to your questions below. For your convenience, the questions are grouped by categories.

5.1. FAQ

5.1.1. How to take a screen capture?

- [How to do 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 laptop keyboard, you may have to press the “**Fn**” or “**Function**” key to access “Print Screen”.



Figure : 71

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, click **Paste**.
5. Click the **Paint** button , and then click **Save**.

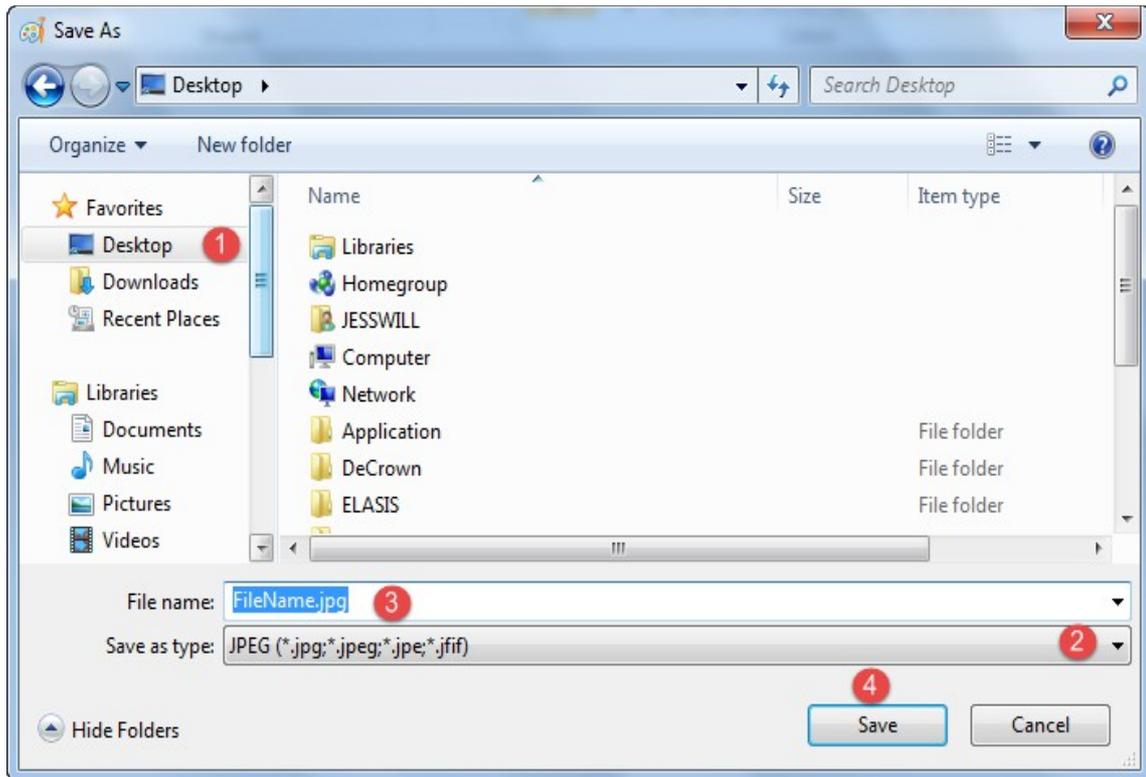
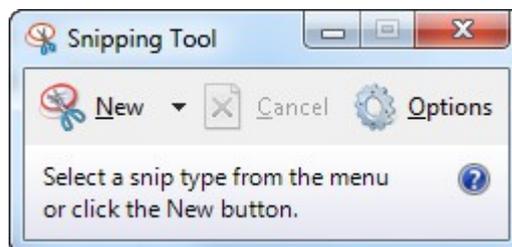


Figure : 72

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 windows 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?

A. Update Mozilla Firefox to the latest version.

1. By default, Firefox is set to automatically update itself but you can also do a manual update.
2. To do manual update, click the menu  button, click help , and select "About Firefox".
3. The **About Firefox** window will open and Firefox will begin checking for updates and downloading them automatically.
4. 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. Access the System

Q: [Why I cannot access the system?](#)

A: 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 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 Callcentre.

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: Read the following to find out the actual cause of your printing problem.

Q: [Can you print before?](#)

A: If yes, check your printer, make sure it is turned 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 components.
- 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 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.

DECIDES - DID Executive Information and Decision Support System

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6. Contact Us

6.1. Contacting SAINS Call Centre

SAINS Call 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 Call 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 under a centralized Call Tracking System.

If you have any service requests and need help or support, please do not hesitate to contact us via various channels listed below.

 <p>Email</p>	<p>callcentre@sains.com.my</p>	
 <p>Online Submission</p>	<p>http://callcentre.sains.com.my</p>	
 <p>Telephone</p>	<p>SAINS Call Centre Operational Hours: (24 hours x 7 days) Tel: 1-300-88-SAINS 1-300-88-7246</p>	<p>Sabah Support Centre Operational Hours: (8.00 am – 5.30 pm; Mon - Fri) Tel: (60) 88-734550 (60) 88-734560</p>
 <p>Fax</p>	<p>Fax: (60) 82-442522</p>	<p>Fax: (60) 88-734580</p>

6.2. Online Customer Survey

This online customer survey is our continuous quality improvement initiative for us to collect your feedback and invaluable inputs on the quality of our Customer Care. The feedback will help us to improve our services to you and go a long way in helping us transform your customer experience.



Please take a few moments to fill in this feedback form at <http://cats.sains.com.my>.

6.3. 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 Call 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

6.3.1. 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.

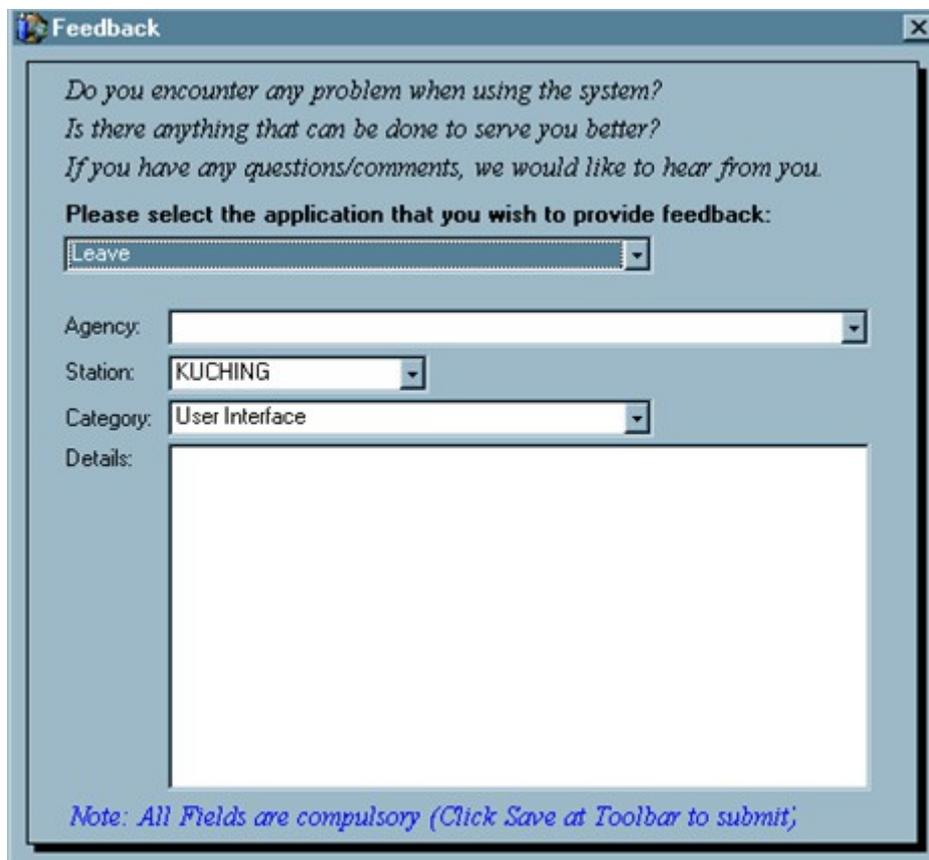


Figure : 73

6.3.2. Via Web-based Feedback Form

Click **Feedback** link normally available at the mainpage of the system and click  button once you had completed filling in the Application Feedback Form. An email will be automatically sent to us for our further action.



Do you have any comments/suggestions for improvement on the SarawakNet Services?

We are very keen to hear any comments / suggestions you may have about our applications. We would be grateful if you could take a few minutes to fill in this feedback form. We hope through your comments / suggestions, we would be able to enhance our applications to serve you better. Every six months in June and December, the best comment/suggestion for our applications will be awarded a surprise gift.

Please contact our [Call Center](#) if you wish to make a complaint on any problems encountered while using the system. Please use this form to send comments / suggestions regarding our applications only.

Please note that fields marked with an asterisk (*) must be filled in.

* Feedback Category:

* Application Name:

* Detailed Description:

Your Details

User ID:

* Name:

* Agency:

* Station:

* Telephone No.:

Fax No.:

Email Address:

* Verification Code:



Please enter the verification code as shown.

Privacy Statement

We will treat your feedback with utmost confidentiality and will contact you if necessary.

We thank you for your valuable feedback.

Figure : 74

6.3.3. Via Sarawaknet Application Feedback Form

Click **Feedback** link in **mySCS** after you login at Sarawaknet mainpage. Click **Submit** 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 2 above for details.

6.3.4. Via Email

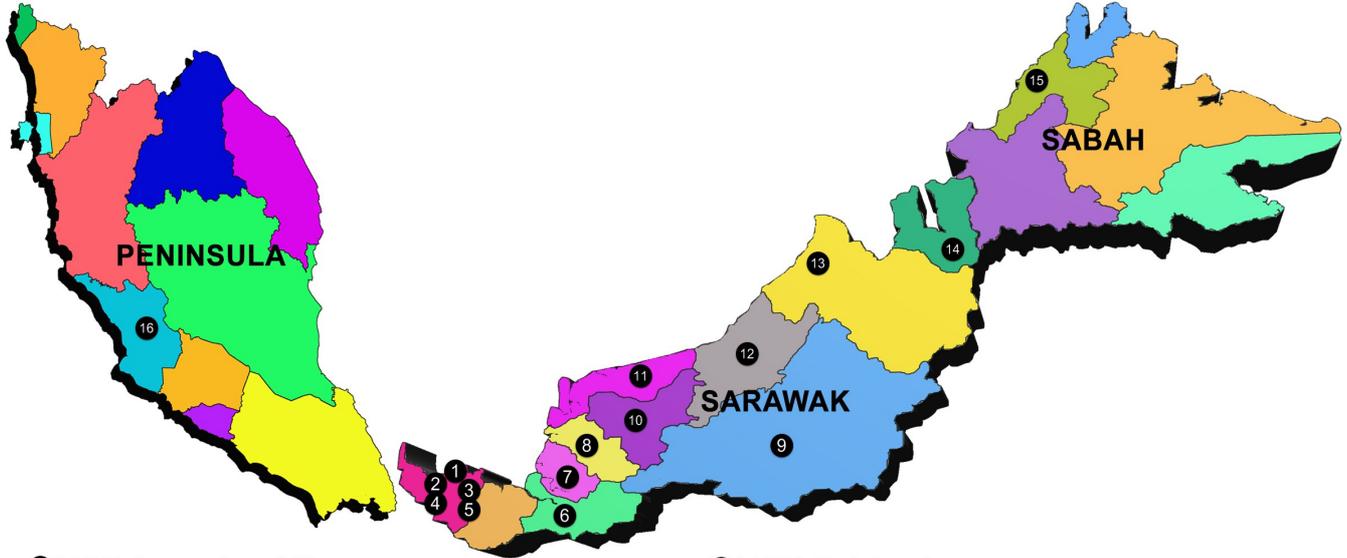
You may also submit your feedback via our email address feedback@sains.com.my or contact our **SAINS Call Centre** as listed above.

1 SAINS Head Office:

Tel: (60) 82-444199
 Fax: (60) 82-444211
 Level 3, Wisma Bapa Malaysia,
 Petra Jaya, 93502 Kuching, Sarawak, Malaysia

2 SAINS Call Centre:

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

**3 SAINS Samarahan Office:**

Tel: (60) 82-668668
 Fax: (60) 82-668669
 Lot 250, Block 25, Kuching Samarahan
 Expressway, 93010 Samarahan, Sarawak, Malaysia.

4 SAINS Training Centre:

Tel: (60) 82-668668
 Fax: (60) 82-668669
 Level 1, Lot 250, Kuching Samarahan
 Expressway, 93010 Samarahan, Sarawak, Malaysia.

5 Business Enquiries:

Tel: (60) 82-366499
 Fax: (60) 82-360522
 Email: salesenquiry@sains.com.my

6 SAINS Sri Aman:

Tel: (60) 83 - 324 423
 Fax: (60) 83 - 324 423
 Pejabat Residen Sri Aman, Jln Abang Aing
 95000, Sri Aman.

7 SAINS Betong:

Tel: (60) 83-472 811
 Fax: (60) 83-472 811
 Lot 611, 1st Floor, Jln Ah Wee, Betong Town
 District, 95700 Betong.

8 SAINS Sarikei:

Tel: (60) 84 - 658 793
 Fax: (60) 84 - 651 132
 1st Floor, Sublot 3, Lot 1799, Block 36
 No. 5, Lorong Mutiara 2, Jln Bersatu, 96100 Sarikei.

9 SAINS Kapit:

Tel: (60) 84-789 040
 Lot 2141, 1st Floor, Shop Lot 35, Jln Bletch,
 96800 Kapit, Sarawak.

10 SAINS Sibu:

Tel: (60) 84-349 148
 Fax: (60) 84-349 149
 No.29, 2nd Floor, Taman Damai, Jln Tun Haji Openg,
 96000 Sibu, Sarawak.

11 SAINS Mukah:

Tel: (60) 84-872 987
 Fax: (60) 84-873 987
 Tingkat Bawah, Bangunan Pejabat Daerah Mukah,
 Jln Kubu 1, 96400 Mukah, Sarawak.

12 SAINS Bintulu:

Tel: (60) 86-314 518
 Fax: (60) 86-314 519
 No. 67, 1st Floor, Parkcity Commercial Square,
 Jln Tun Ahmad Zaidi, 97000 Bintulu, Sarawak.

13 SAINS Miri:

Tel: (60) 85-431 213 / 426 117
 Fax: (60) 85-431 211
 Lot 791, 1st & 2nd Floor, Jln Bintang Jaya 4,
 Bintang Jaya Commercial Centre,
 98000 Miri, Sarawak.

14 SAINS Limbang:

Tel: (60) 85-211 488
 Fax: (60) 85-211 488
 Bangunan Limbang Plaza, Tingkat 4 (LDC Office),
 98700 Limbang, Sarawak.

15 SAINS Kota Kinabalu (SABAH):

Tel: (60) 88-734570 (KK office), 734550,
 (60) 88-734560 (KK Call Center)
 Fax: (60) 88-734580
 2nd Floor, Lot No. D2-2, Grand Plaza Putatan,
 88200 Putatan, Kota Kinabalu, Sabah.

16 Silicon Communication Sdn.Bhd. (SELANGOR):

Tel: (60) 3-8945 8648
 Fax: (60) 3-8943 1648
 9-2, 2nd Floor, Jalan Prima Tropika Barat 2,
 Taman Prima Tropika, 43300 Seri Kembangan,
 Selangor Darul Ehsan.



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SARAWAK INFORMATION SYSTEMS SDN BHD

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Tel: (60) 82-444199 Tel: 1300-88-7246
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Level 3, Wisma Bapa Malaysia, Email: callcentre@sains.com.my
Petra Jaya, 93502 Kuching, Sarawak, Malaysia Website: <http://callcentre.sains.com.my>

Business Enquiries: SAINS Training Centre:

Tel: (60) 82-366499 Tel: (60) 82-668668
Fax: (60) 82-360522 Fax: (60) 82-668669
Email: salesenquiry@sains.com.my Email: training@sains.com.my
Level 1, Lot 250, Kuching - Samarahan
Expressway, 93010 Samarahan, Sarawak, Malaysia.

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