MANUAL PENGGUNA e-ADUAN

UiTM Kampus Puncak Alam

- A. LAPOR ADUAN ONLINE PELAJAR UITM
- Aduan bagi pelajar UiTM di dalam sistem e-Aduan.
- 1. Pilih aduan daripada portal e-aduan fasiliti.

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- 2. Pada drop down menu, pilih Pelajar UiTM.
- 3. Masukkan nombor pelajar contoh 2000111234, pilih Lapor Aduan dan klik Masuk.

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- 4. Skrin berikut terpapar.
- 5. Isi maklumat lokasi kerosakan dan jenis kerosakan. Medan bertanda * wajib diisi.
- 6. Klik Hantar.

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- 7. Senarai aduan baru yang dibuat telah berjaya dihantar.
- 8. Paparan mesej "Aduan telah dihantar.Terima Kasih" akan terpapar.



9. Klik pada link No. Aduan untuk menyemak butiran aduan.



B. SEMAK ADUAN ONLINE - PELAJAR UITM

- 1. Pada drop down menu, pilih pelajar UiTM.
- 2. Masukkan nombor pelajar contoh 2000111234, pilih Semak Aduan dan klik Masuk.

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- 3. Senarai aduan yang telah dibuat akan dipapar.
- 4. Klik pada link **No. Aduan**, contoh 3 untuk butiran lanjut.

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5. Paparan Butiran Aduan akan terpapar.



- **NOTA** : Untuk Aduan yang berstatus **SELESAI**, anda boleh mengisi Maklum Balas yang disediakan.
- 6. Klik ikon 📃 pada kolum Maklum Balas untuk mengisi maklum balas.

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- 7. Paparan Maklum balas aduan akan dipapar. Pilih tahap penilaian dan komen.
- 8. Klik hantar.

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- 9. Maklum balas aduan telah berjaya dibuat.
- 10. Klik Keluar.

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