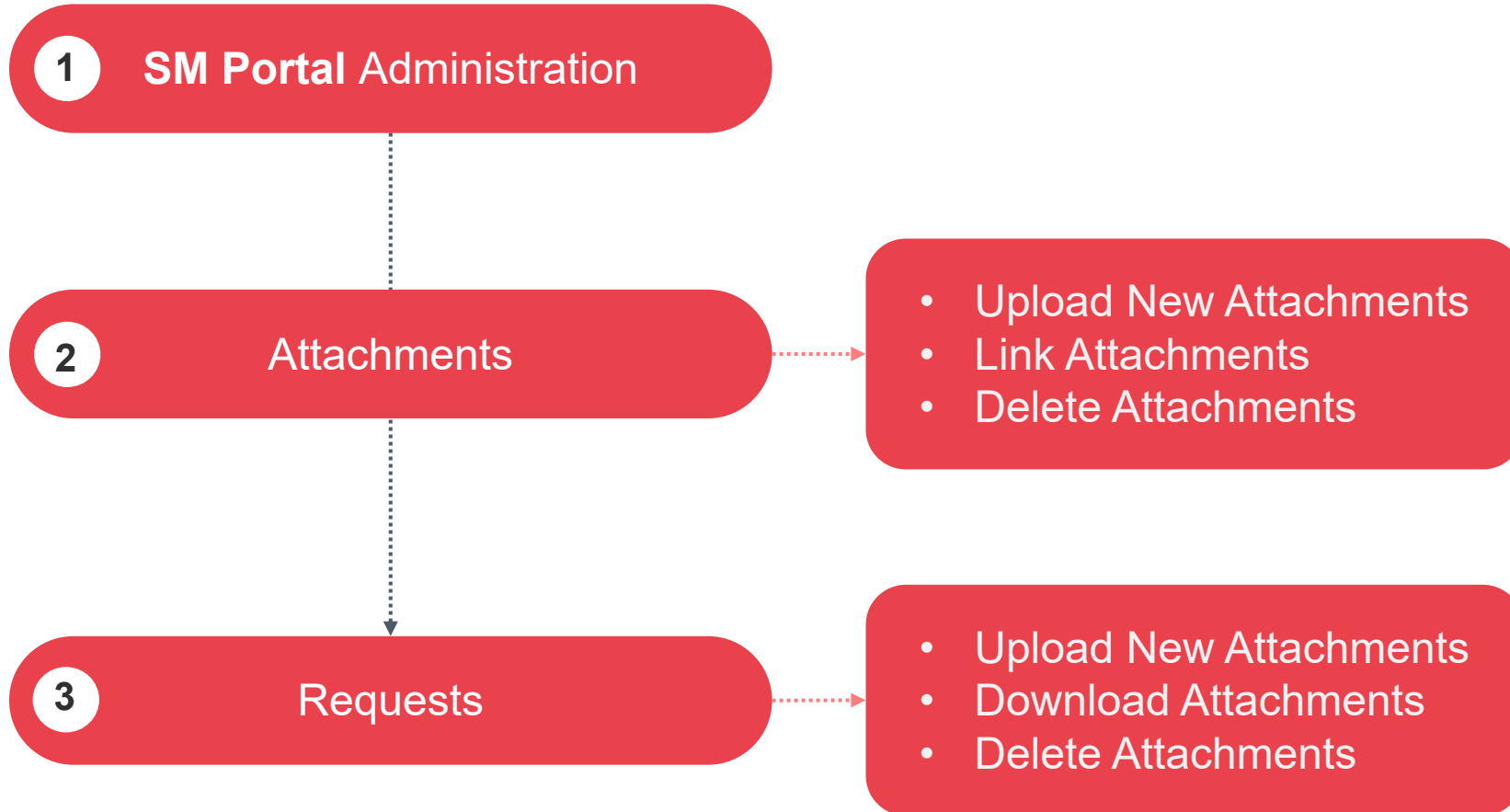


SDS
2.0

Smart Digital Systems

User Guide for SM Portal Admin | Managing Attachments

Agenda



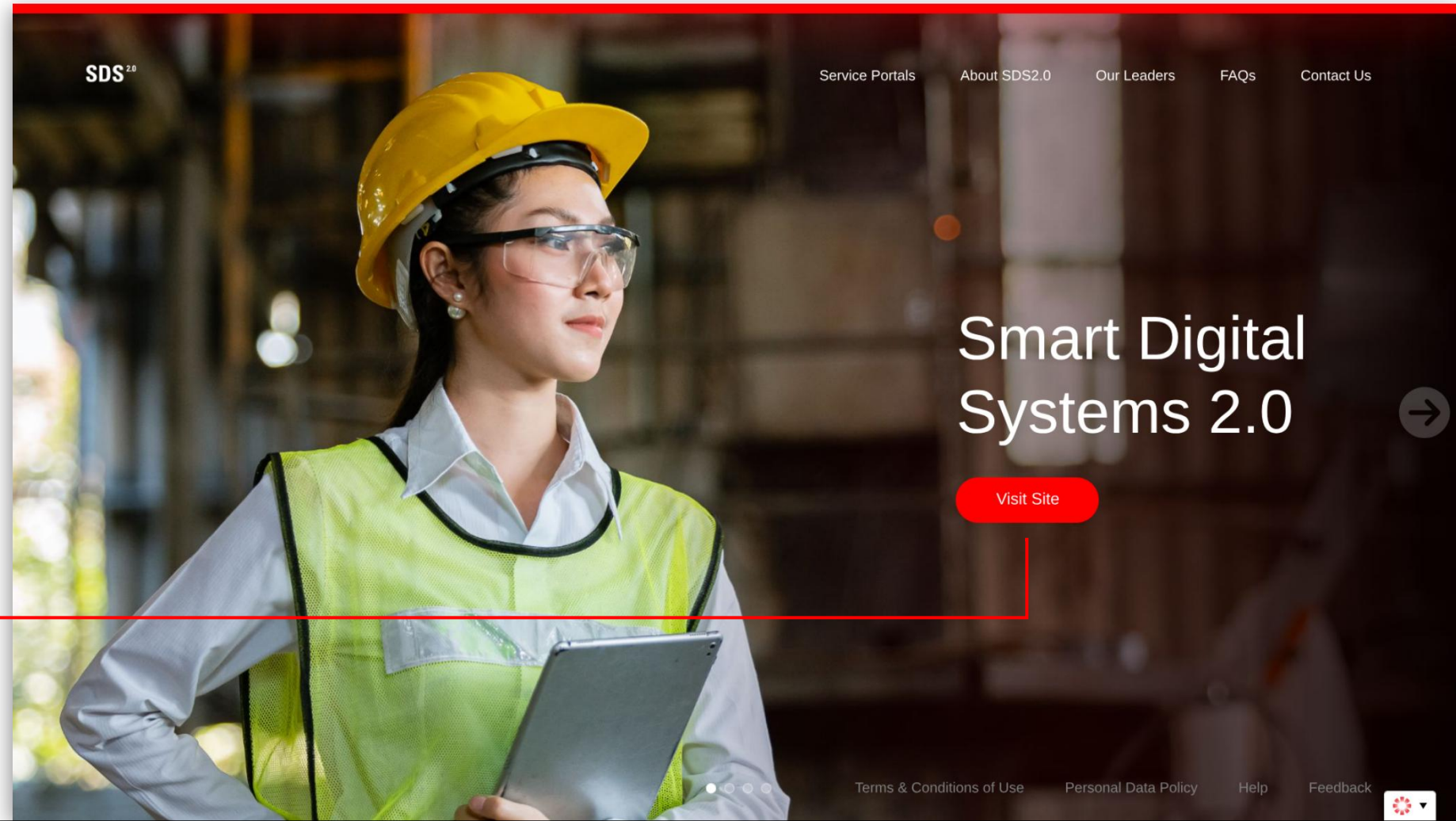
SM Portal Administration

Step 1: Go to SDS 2.0 Website

To access SDS2.0:

<https://sds.stengg.com>

Then select **Visit Site**



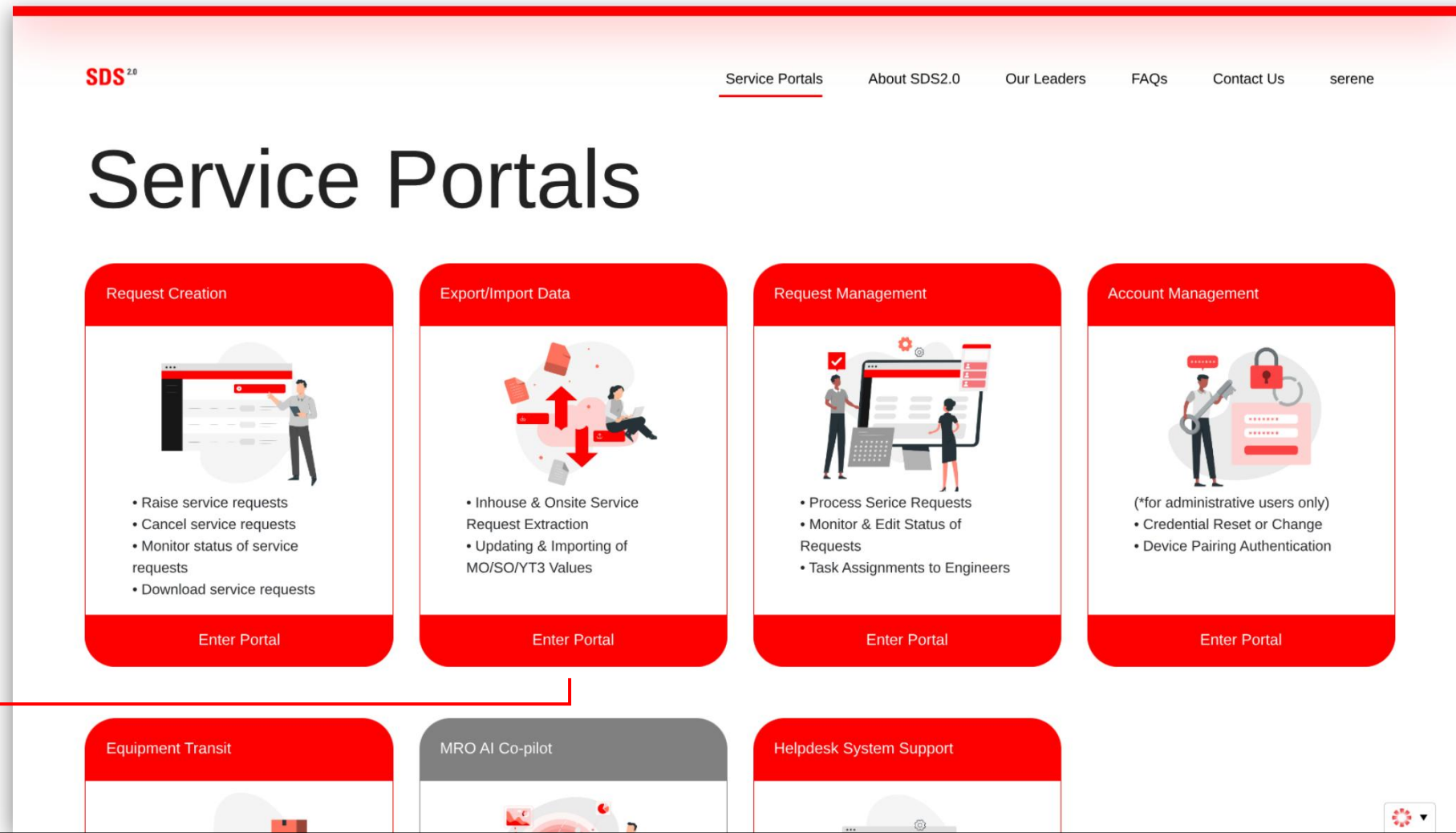
Step 2: Login

Enter your username
and Password here
and click **Sign In**.



Step 3: Go to SM Portal Site

Select **Enter Portal** link under **Export/Import Data** section



The screenshot shows the SDS 2.0 Service Portals website. The navigation bar includes 'Service Portals' (underlined), 'About SDS2.0', 'Our Leaders', 'FAQs', 'Contact Us', and 'serene'. The main heading is 'Service Portals'. Below this are four service categories, each with an 'Enter Portal' link:

- Request Creation**:
 - Raise service requests
 - Cancel service requests
 - Monitor status of service requests
 - Download service requests
- Export/Import Data**:
 - Inhouse & Onsite Service Request Extraction
 - Updating & Importing of MO/SO/YT3 Values
- Request Management**:
 - Process Service Requests
 - Monitor & Edit Status of Requests
 - Task Assignments to Engineers
- Account Management**:
 - (*for administrative users only)
 - Credential Reset or Change
 - Device Pairing Authentication

At the bottom, there are three more categories: 'Equipment Transit', 'MRO AI Co-pilot', and 'Helpdesk System Support'.

Homepage

You can manage the attachments or view requests with existing attachments under the **Admin** section.

Service Request Management

JOB CREATION

- Export: Download selected on-site requests for job creation.
- Import: Update MO, SO and/or PO in a list of service request.

JOB CLOSING

- Export: Download selected in-house requests for job closing.
- Import: Update closing order YT3 in a list of In-House Repair request.

My Tasks

Pending for Job Creation | Pending for Job Closing | Delivered

LOB	Job No.	Created	Completed	Action	Place	MO	PO	SO	Status
202403703	202403703-2	12/03/2024 13:26:38	12/03/2024 13:35:41	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-	Complete
202403703	202403703-1	12/03/2024 13:26:37	12/03/2024 13:35:41	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-	Complete

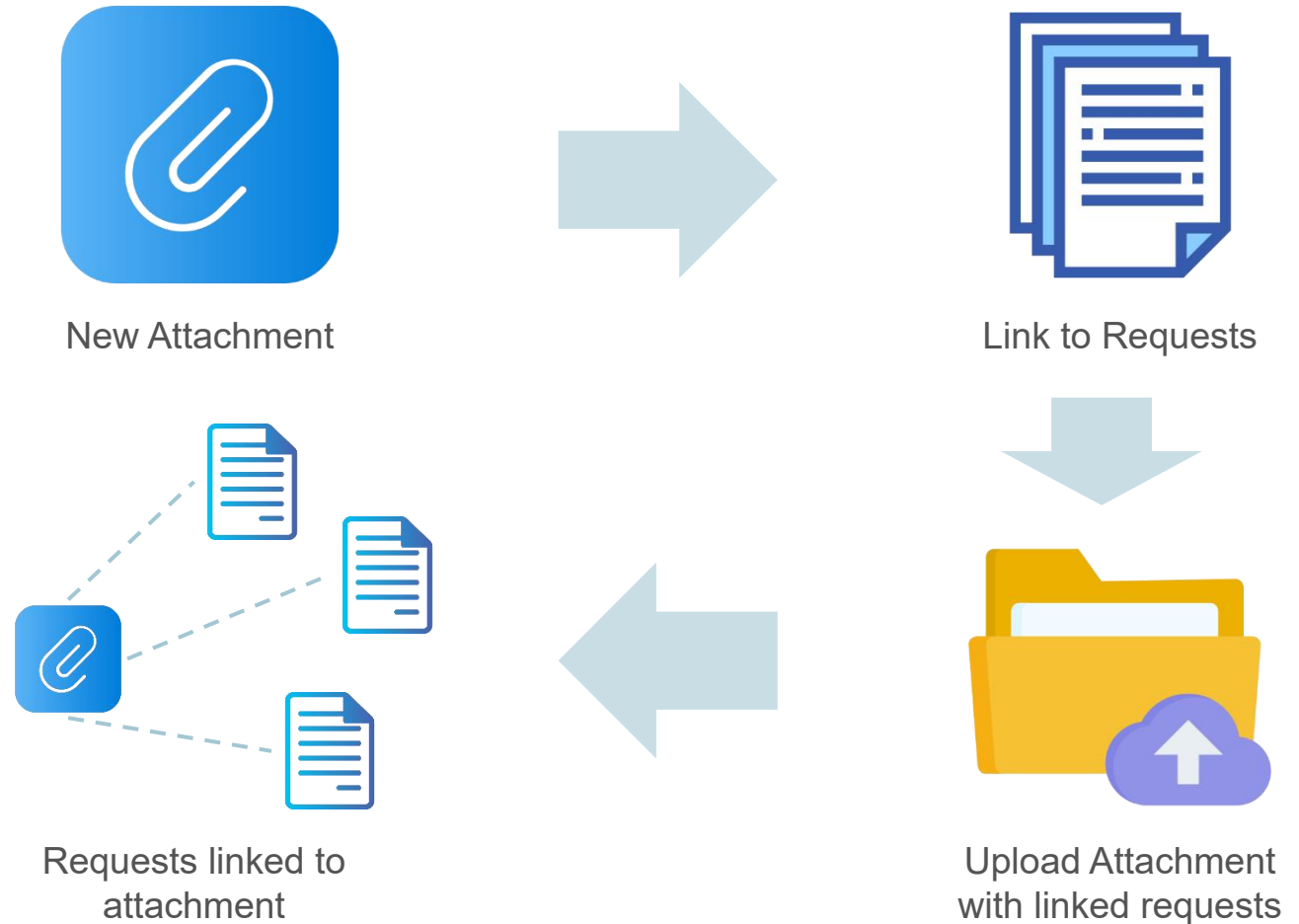
Attachments

- About [Attachments](#)
- View [Attachment](#) Page

ATTACHMENTS

About Attachments

Attachments page allows you to upload new attachments, link requests to attachments and delete existing attachments.



View Attachment Page

Select Attachments
under Admin section

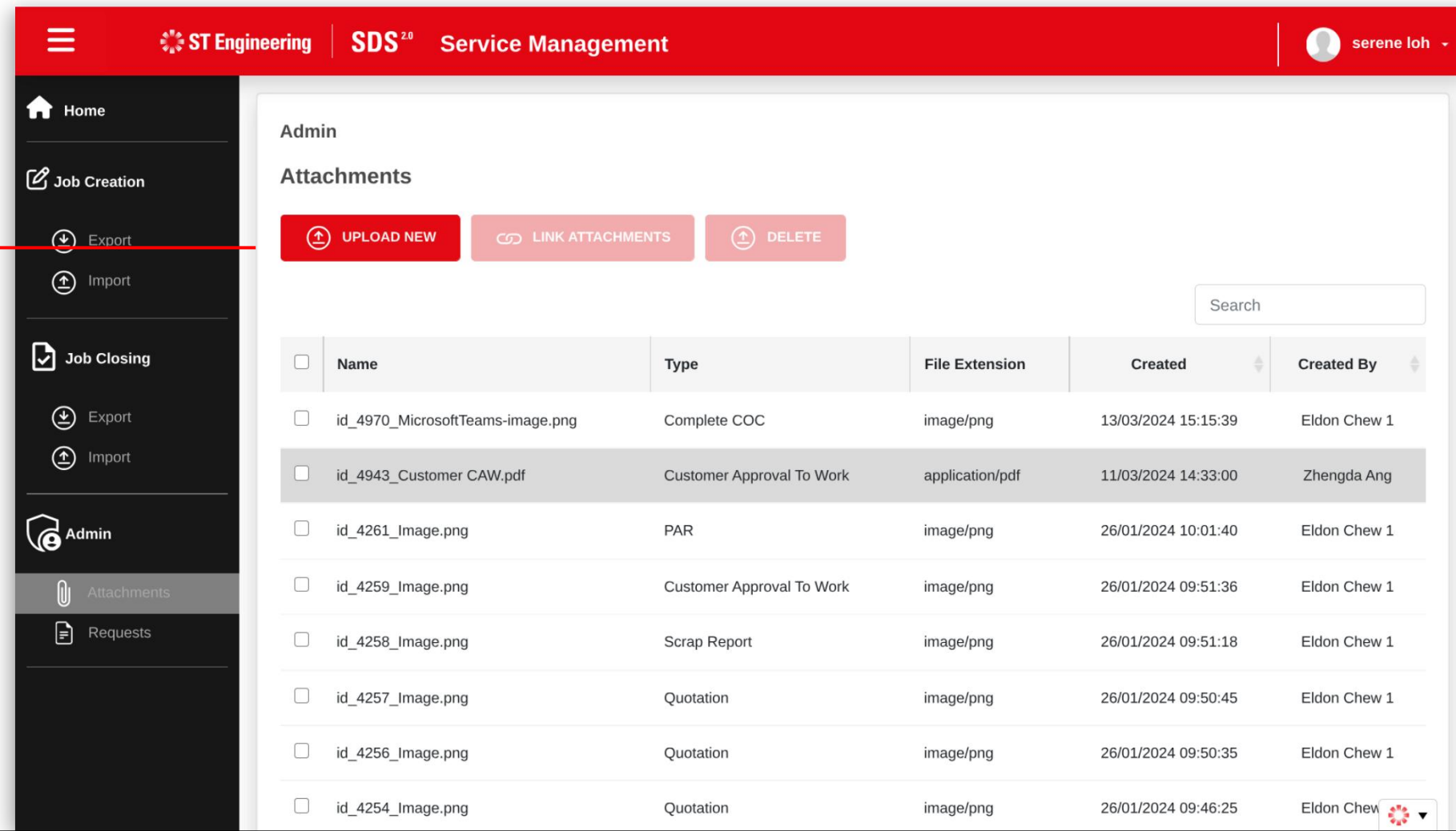
The screenshot shows the ST Engineering Service Management interface. The top navigation bar includes the ST Engineering logo, 'SDS 2.0 Service Management', and a user profile for 'serene loh'. The left sidebar contains a navigation menu with 'Home', 'Job Creation', 'Job Closing', 'Admin', and 'Requests'. The 'Admin' section is expanded, and the 'Attachments' option is highlighted with a red box. The main content area is titled 'Service Request Management' and is divided into 'JOB CREATION' and 'JOB CLOSING' sections. Each section has 'Export' and 'Import' buttons with descriptive text. Below this is a 'My Tasks' section with tabs for 'Pending for Job Creation', 'Pending for Job Closing', and 'Delivered'. A table displays service request data with columns for LOB, Job No., Created, Completed, Action, Place, MO, PO, SO, and Status.

LOB	Job No.	Created	Completed	Action	Place	MO	PO	SO	Status
202403703	202403703-2	12/03/2024 13:26:38	12/03/2024 13:35:41	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-	Complete
202403703	202403703-1	12/03/2024 13:26:37	12/03/2024 13:35:41	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-	Complete

Upload New Attachments

Step 1: Select Upload New

Tap **Upload New** button to upload a new attachment file.

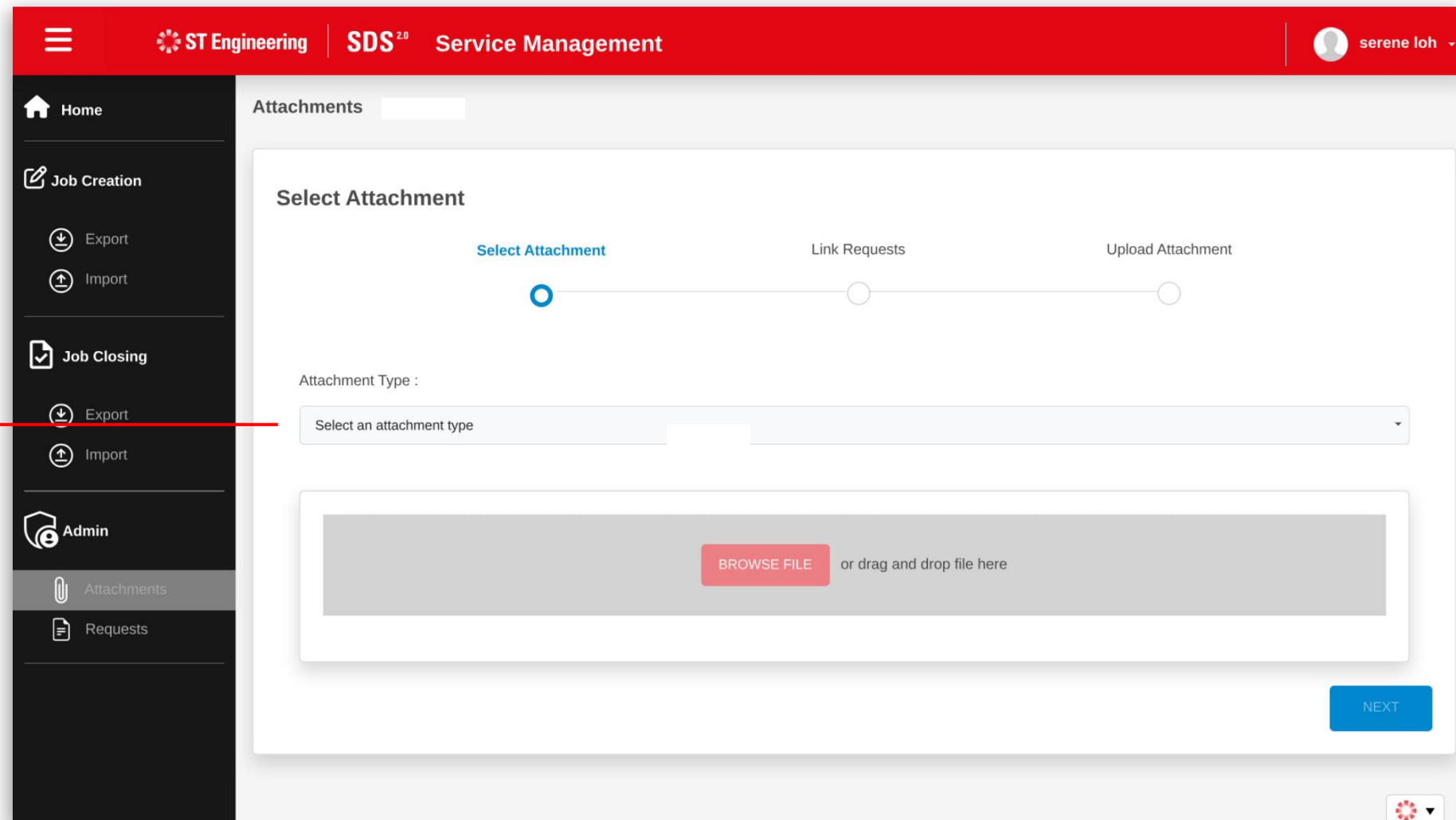


The screenshot shows the 'Admin Attachments' page in the ST Engineering Service Management application. The page has a red header with the ST Engineering logo, 'SDS^{2.0} Service Management', and a user profile for 'serene loh'. A dark sidebar on the left contains navigation options: Home, Job Creation, Job Closing, and Admin. Under Job Creation and Job Closing, there are 'Export' and 'Import' buttons. Under Admin, there are 'Attachments' and 'Requests' options. The main content area is titled 'Admin Attachments' and features three buttons: 'UPLOAD NEW' (highlighted in red), 'LINK ATTACHMENTS', and 'DELETE'. Below the buttons is a search bar and a table of attachments.

<input type="checkbox"/>	Name	Type	File Extension	Created	Created By
<input type="checkbox"/>	id_4970_MicrosoftTeams-image.png	Complete COC	image/png	13/03/2024 15:15:39	Eldon Chew 1
<input type="checkbox"/>	id_4943_Customer CAW.pdf	Customer Approval To Work	application/pdf	11/03/2024 14:33:00	Zhengda Ang
<input type="checkbox"/>	id_4261_Image.png	PAR	image/png	26/01/2024 10:01:40	Eldon Chew 1
<input type="checkbox"/>	id_4259_Image.png	Customer Approval To Work	image/png	26/01/2024 09:51:36	Eldon Chew 1
<input type="checkbox"/>	id_4258_Image.png	Scrap Report	image/png	26/01/2024 09:51:18	Eldon Chew 1
<input type="checkbox"/>	id_4257_Image.png	Quotation	image/png	26/01/2024 09:50:45	Eldon Chew 1
<input type="checkbox"/>	id_4256_Image.png	Quotation	image/png	26/01/2024 09:50:35	Eldon Chew 1
<input type="checkbox"/>	id_4254_Image.png	Quotation	image/png	26/01/2024 09:46:25	Eldon Chew 1

Step 2: Select Attachment Type

Select an **Attachment Type** for the file you want to upload.

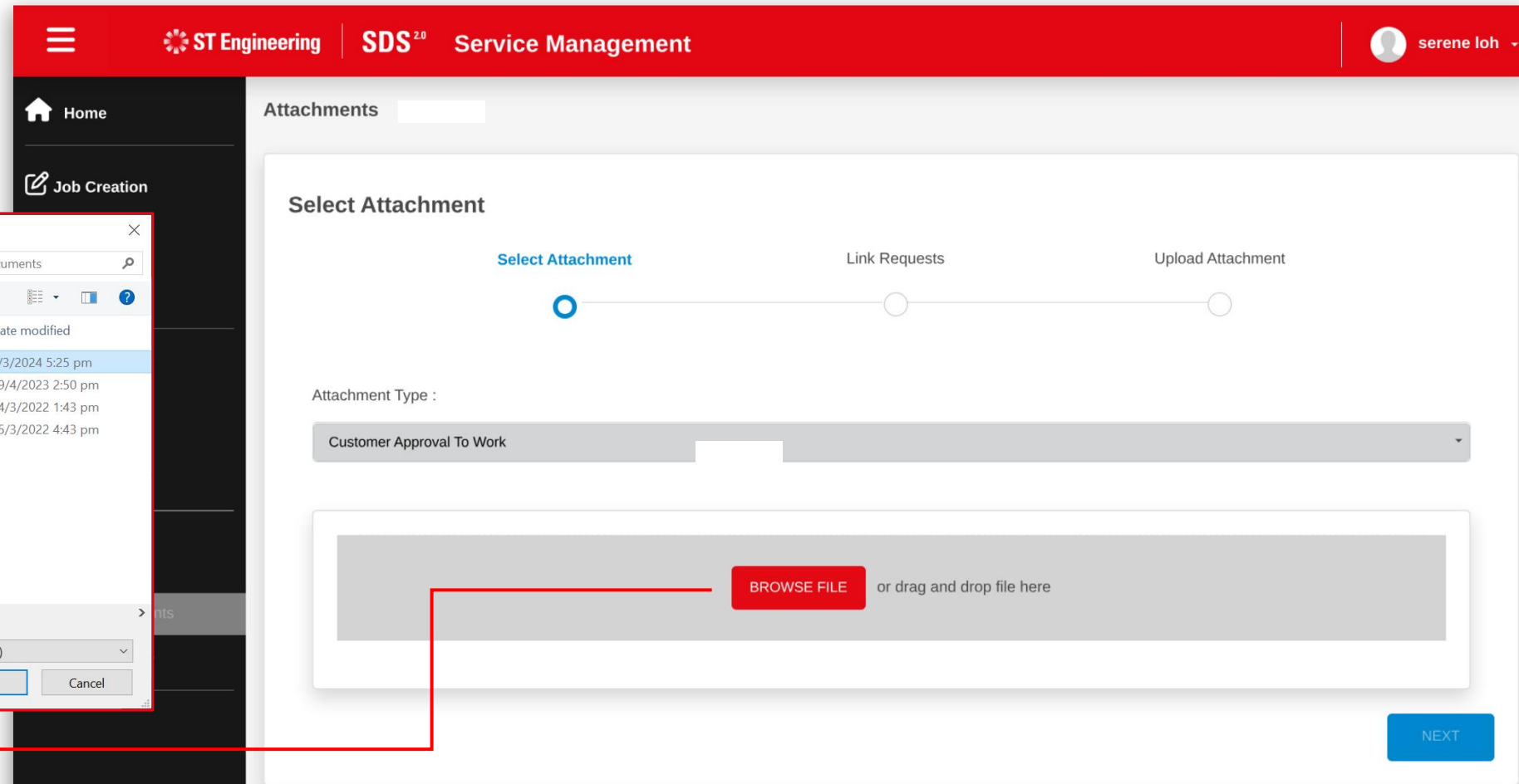
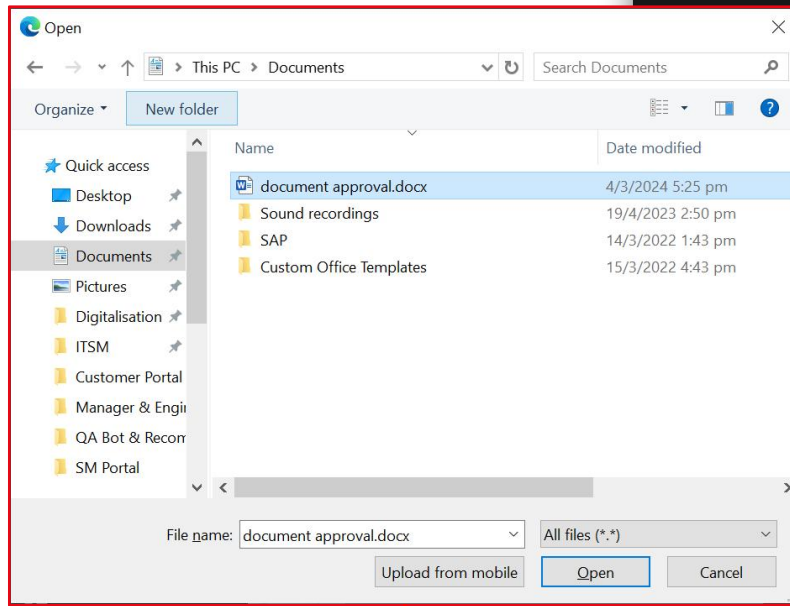


The screenshot displays the 'Attachments' section of the 'Service Management' interface. The top navigation bar includes the ST Engineering logo, 'SDS^{2.0} Service Management', and a user profile for 'serene loh'. A left sidebar contains navigation options: Home, Job Creation, Job Closing, Admin, Attachments, and Requests. The 'Attachments' section is active, showing a progress indicator with three steps: 'Select Attachment' (current), 'Link Requests', and 'Upload Attachment'. Below the progress bar, there is a label 'Attachment Type :' followed by a dropdown menu with the text 'Select an attachment type'. A red line connects this dropdown to the text 'Select an Attachment Type' in the instruction on the left. Below the dropdown is a large grey area with a red 'BROWSE FILE' button and the text 'or drag and drop file here'. A blue 'NEXT' button is located at the bottom right of the main content area.

UPLOAD NEW ATTACHMENTS

Step 3: Select File

Tap **Browse File** and select the file from your local drive.

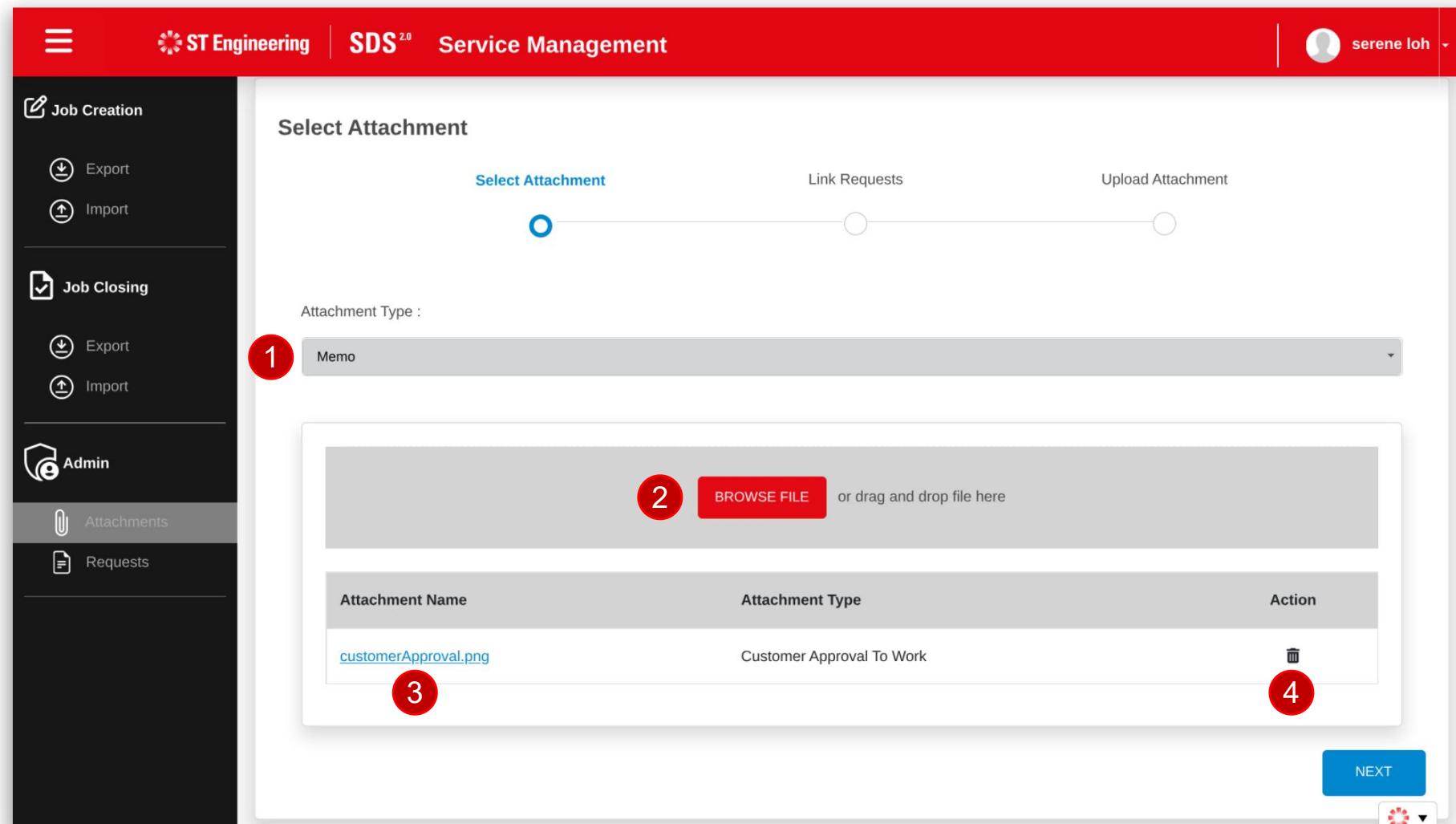


Multiple File Upload of other Attachment Types


You can upload multiple attachments of other types.

- 1 Change **Attachment Type** from the dropdown list and
- 2 **Browse File** to upload a new file.

You can view the file from the **3 Attachment Name** link or remove it under **4 Action**.



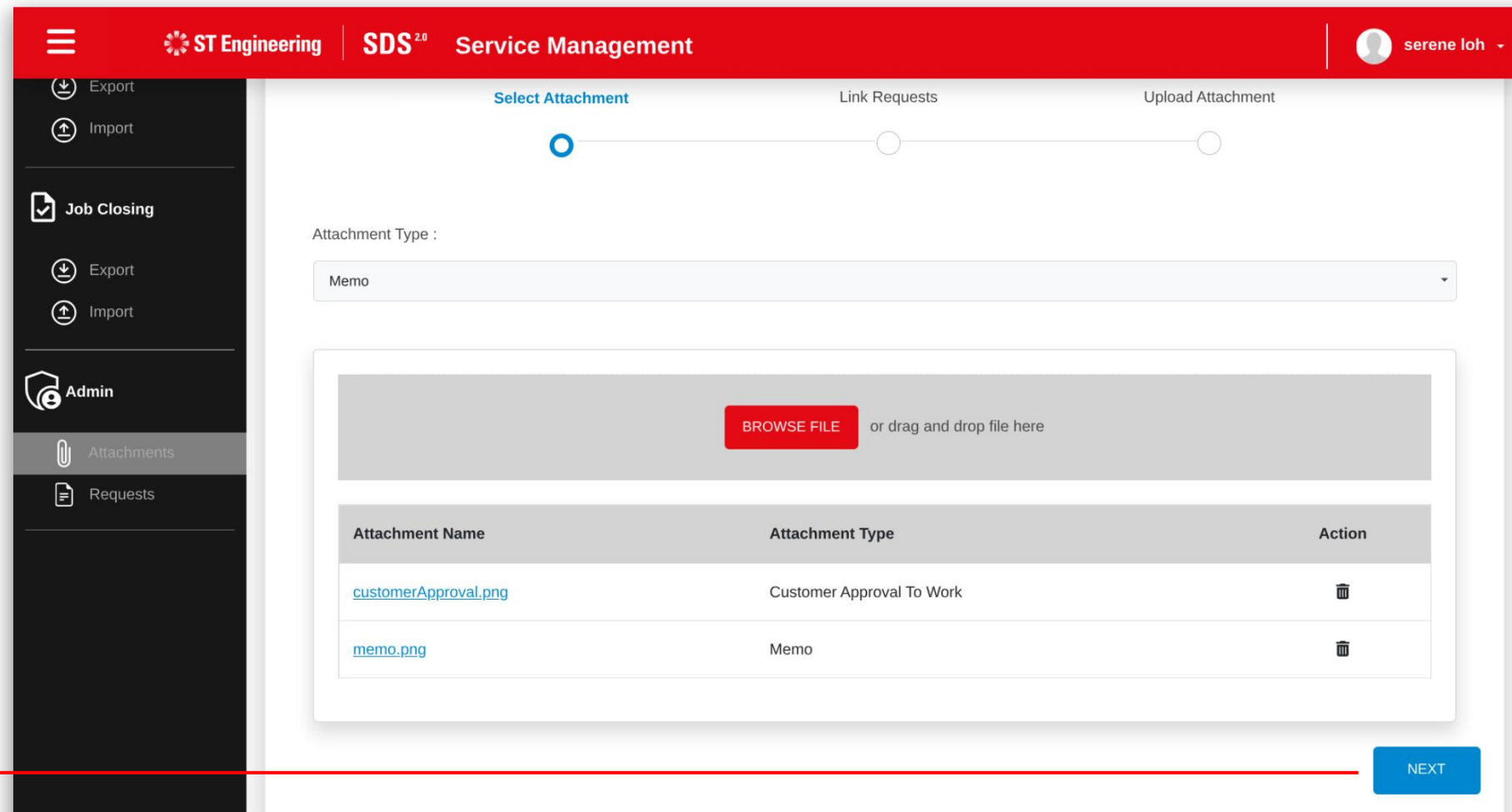
The screenshot displays the 'Select Attachment' interface in the ST Engineering Service Management system. The interface includes a sidebar with navigation options: Job Creation, Job Closing, and Admin. The main content area shows a progress bar with three steps: 'Select Attachment' (selected), 'Link Requests', and 'Upload Attachment'. Below the progress bar, there is an 'Attachment Type' dropdown menu currently set to 'Memo'. A red circle '1' highlights this dropdown. Below the dropdown is a file upload area with a red 'BROWSE FILE' button and the text 'or drag and drop file here'. A red circle '2' highlights the 'BROWSE FILE' button. Below the upload area is a table with the following structure:

Attachment Name	Attachment Type	Action
customerApproval.png	Customer Approval To Work	

A red circle '3' highlights the 'customerApproval.png' link in the table, and a red circle '4' highlights the trash icon in the 'Action' column. At the bottom right of the interface, there is a blue 'NEXT' button.

Step 4: Proceed Next to Link Requests

Proceed to the next step by tapping **Next**.



ST Engineering | SDS^{2.0} Service Management | serene loh

Export | Import | Job Closing | Export | Import | Admin | Attachments | Requests

Select Attachment | Link Requests | Upload Attachment

Attachment Type :
Memo

BROWSE FILE or drag and drop file here

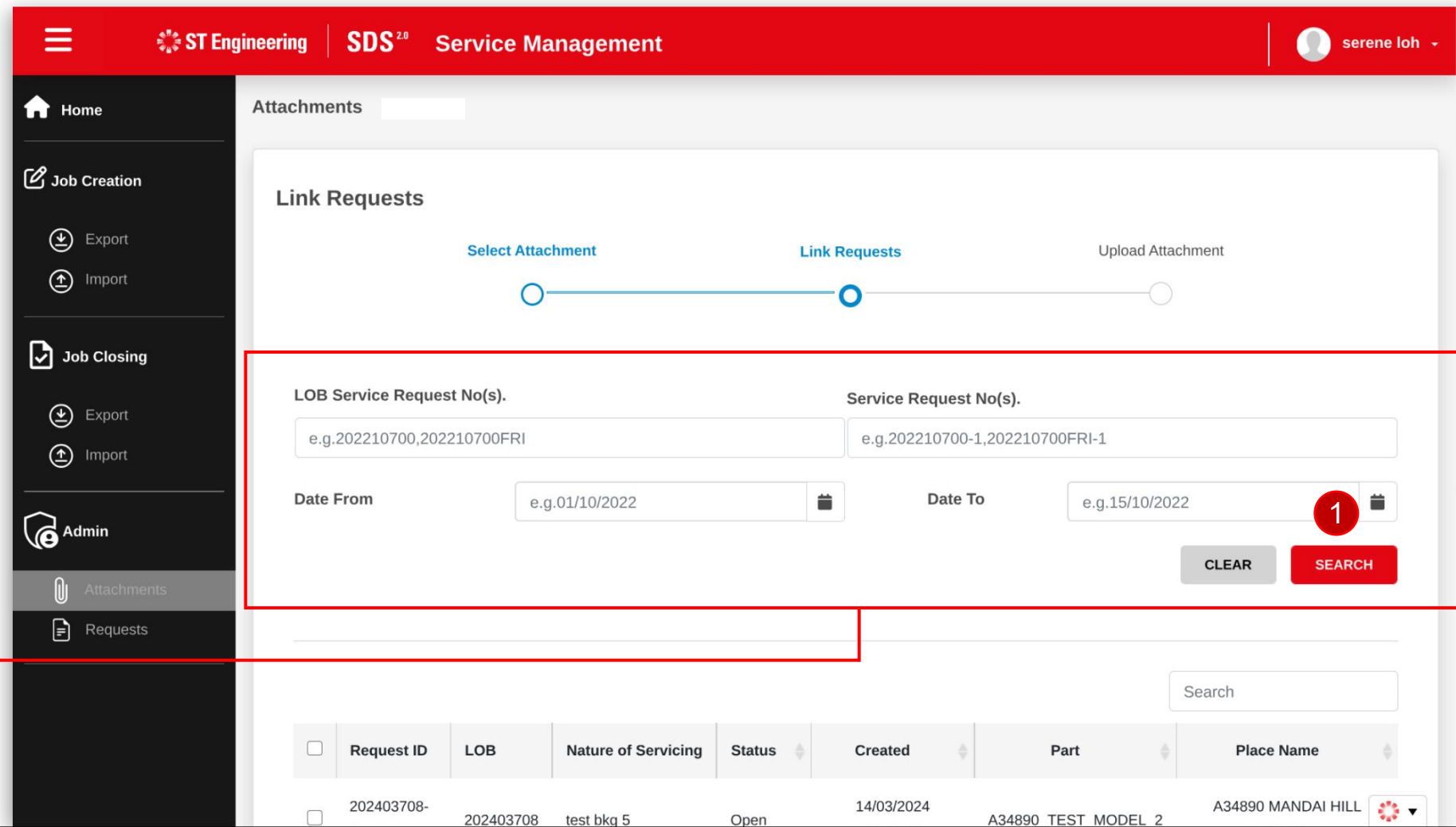
Attachment Name	Attachment Type	Action
customerApproval.png	Customer Approval To Work	
memo.png	Memo	

NEXT

Filter Search Results

You can filter a list of requests by LOB Service Request No(s), Service Request No(s) and the period when it have been created.

Tap **1 Search** after you have input your entries to filter your search results.



The screenshot shows the 'Attachments' section of the 'Service Management' interface. The 'Link Requests' filter is active, with a progress bar showing 'Link Requests' as the selected step. The filter fields are:

- LOB Service Request No(s):** e.g. 202210700, 202210700FRI
- Service Request No(s):** e.g. 202210700-1, 202210700FRI-1
- Date From:** e.g. 01/10/2022
- Date To:** e.g. 15/10/2022

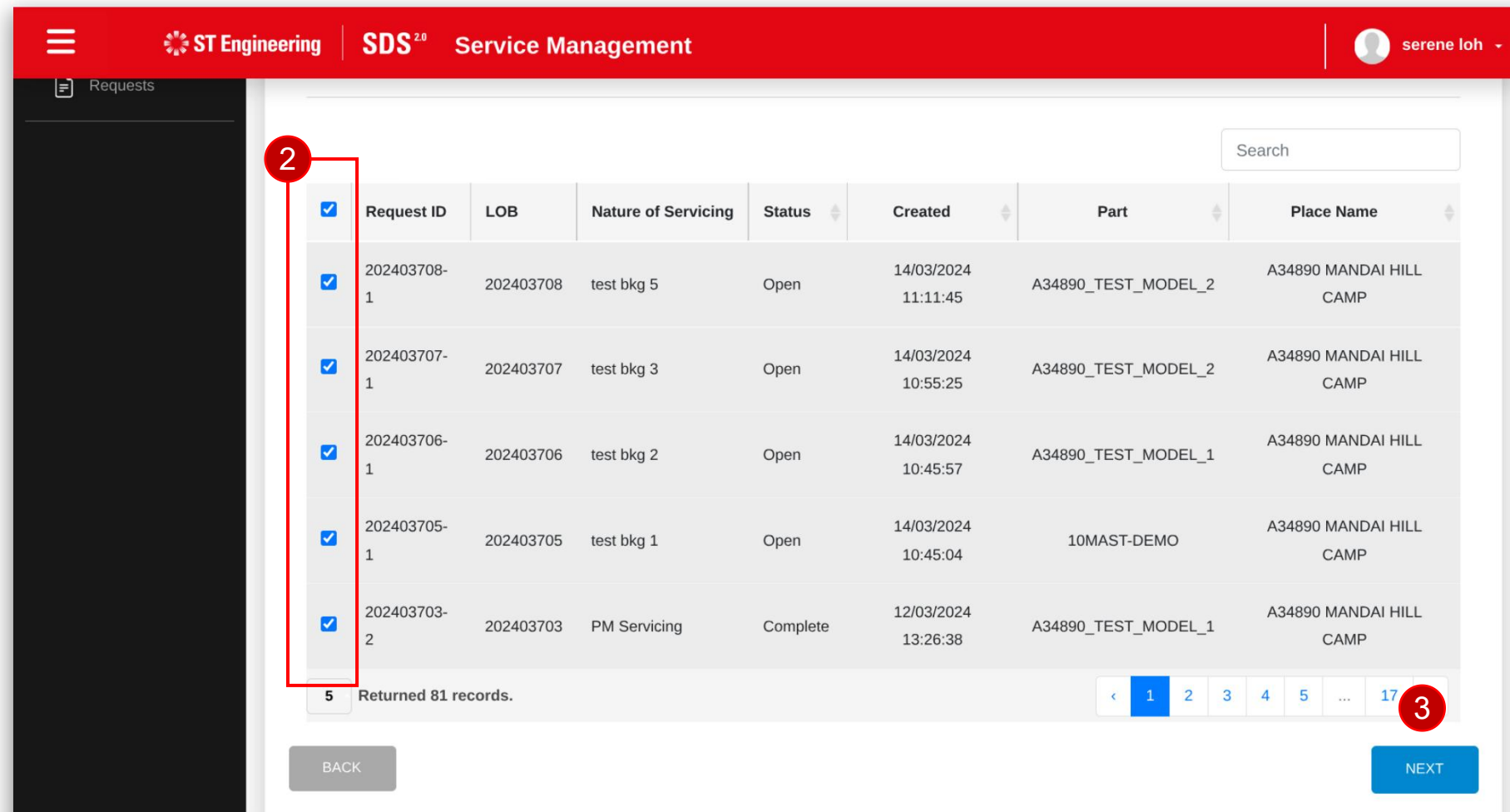
Buttons for 'CLEAR' and 'SEARCH' are visible. A red circle with the number '1' is placed over the 'SEARCH' button. Below the filter fields, a table of search results is partially visible:

Request ID	LOB	Nature of Servicing	Status	Created	Part	Place Name
202403708-	202403708	test bkg 5	Open	14/03/2024	A34890 TEST MODEL 2	A34890 MANDAI HILL

Step 5: Select requests to link to attachments

Scroll down to view a list of requests and **2** select the requests that you want to link it to the attachments.

3 Then proceed to the next step by tapping **Next**.



The screenshot shows the 'Requests' screen in the ST Engineering SDS 2.0 Service Management application. The interface includes a search bar, a table of request details, and a pagination control. A red box highlights the selection checkboxes for the first five rows of the table, with a red circle containing the number '2' next to it. At the bottom right, a red circle containing the number '3' highlights the 'NEXT' button.

<input checked="" type="checkbox"/>	Request ID	LOB	Nature of Servicing	Status	Created	Part	Place Name
<input checked="" type="checkbox"/>	202403708-1	202403708	test bkg 5	Open	14/03/2024 11:11:45	A34890_TEST_MODEL_2	A34890 MANDAI HILL CAMP
<input checked="" type="checkbox"/>	202403707-1	202403707	test bkg 3	Open	14/03/2024 10:55:25	A34890_TEST_MODEL_2	A34890 MANDAI HILL CAMP
<input checked="" type="checkbox"/>	202403706-1	202403706	test bkg 2	Open	14/03/2024 10:45:57	A34890_TEST_MODEL_1	A34890 MANDAI HILL CAMP
<input checked="" type="checkbox"/>	202403705-1	202403705	test bkg 1	Open	14/03/2024 10:45:04	10MAST-DEMO	A34890 MANDAI HILL CAMP
<input checked="" type="checkbox"/>	202403703-2	202403703	PM Servicing	Complete	12/03/2024 13:26:38	A34890_TEST_MODEL_1	A34890 MANDAI HILL CAMP

5 Returned 81 records.

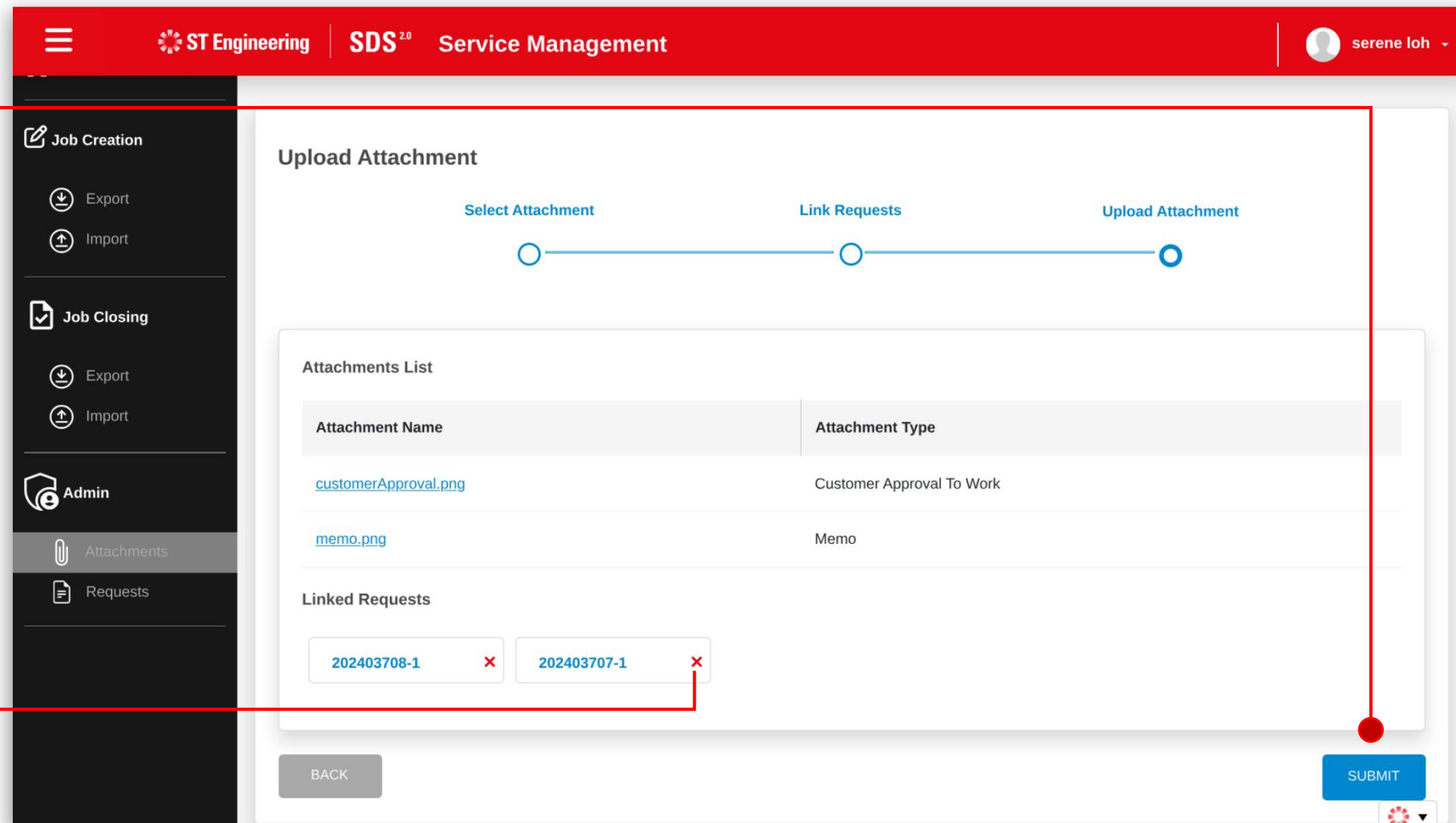
1 2 3 4 5 ... 17

BACK NEXT

Step 6: Submit New Attachments with Linked Requests

Check the **Attachment List** and **Linked Requests** before you proceed to **Submit**.

Note: You can de-link a request by selecting the x icon.



ST Engineering | SDS^{2.0} Service Management

serene loh

Upload Attachment

Select Attachment Link Requests Upload Attachment

Attachments List

Attachment Name	Attachment Type
customerApproval.png	Customer Approval To Work
memo.png	Memo

Linked Requests

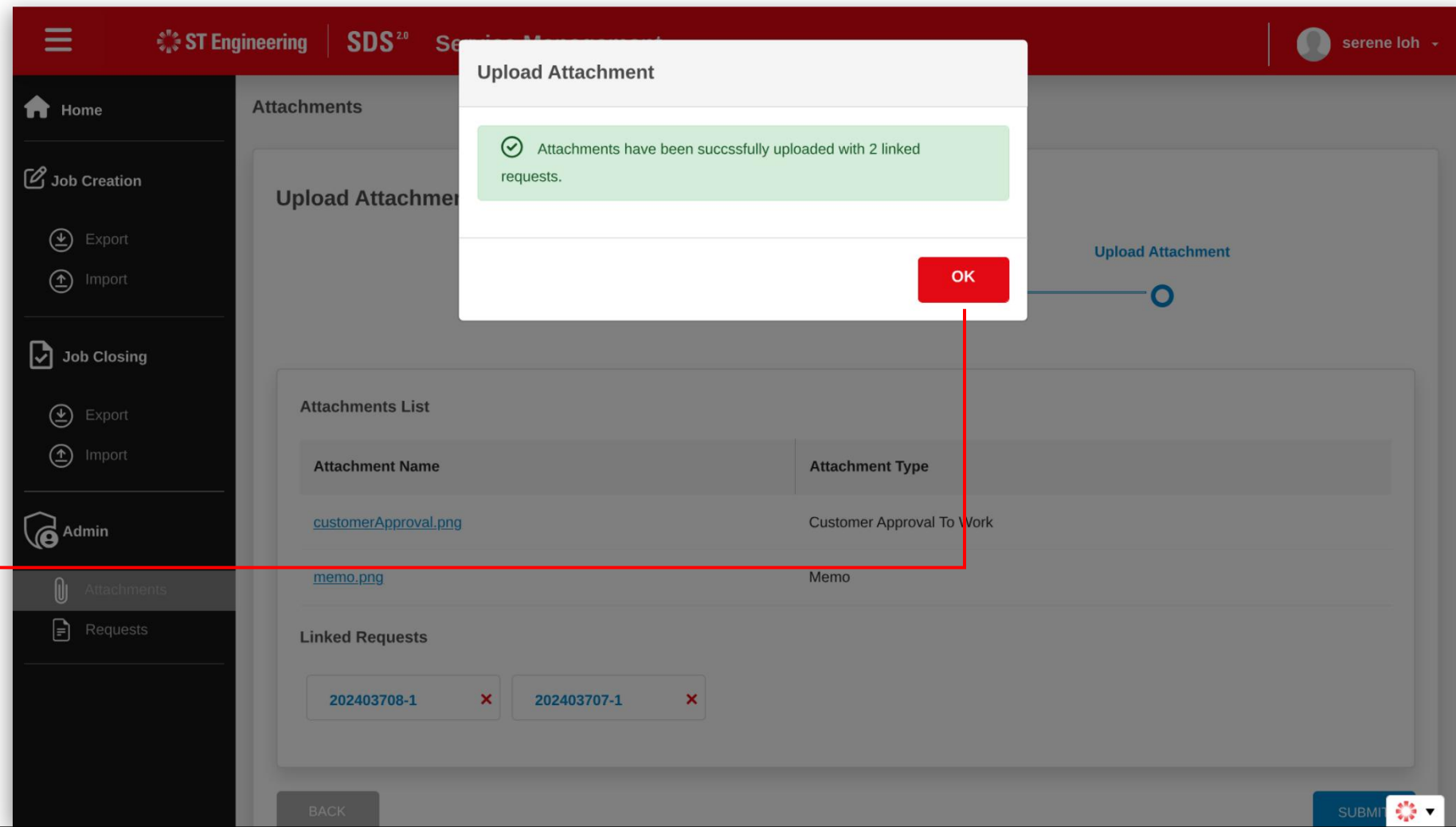
202403708-1 ✕ 202403707-1 ✕

BACK SUBMIT

Attachments Uploaded with Linked Requests

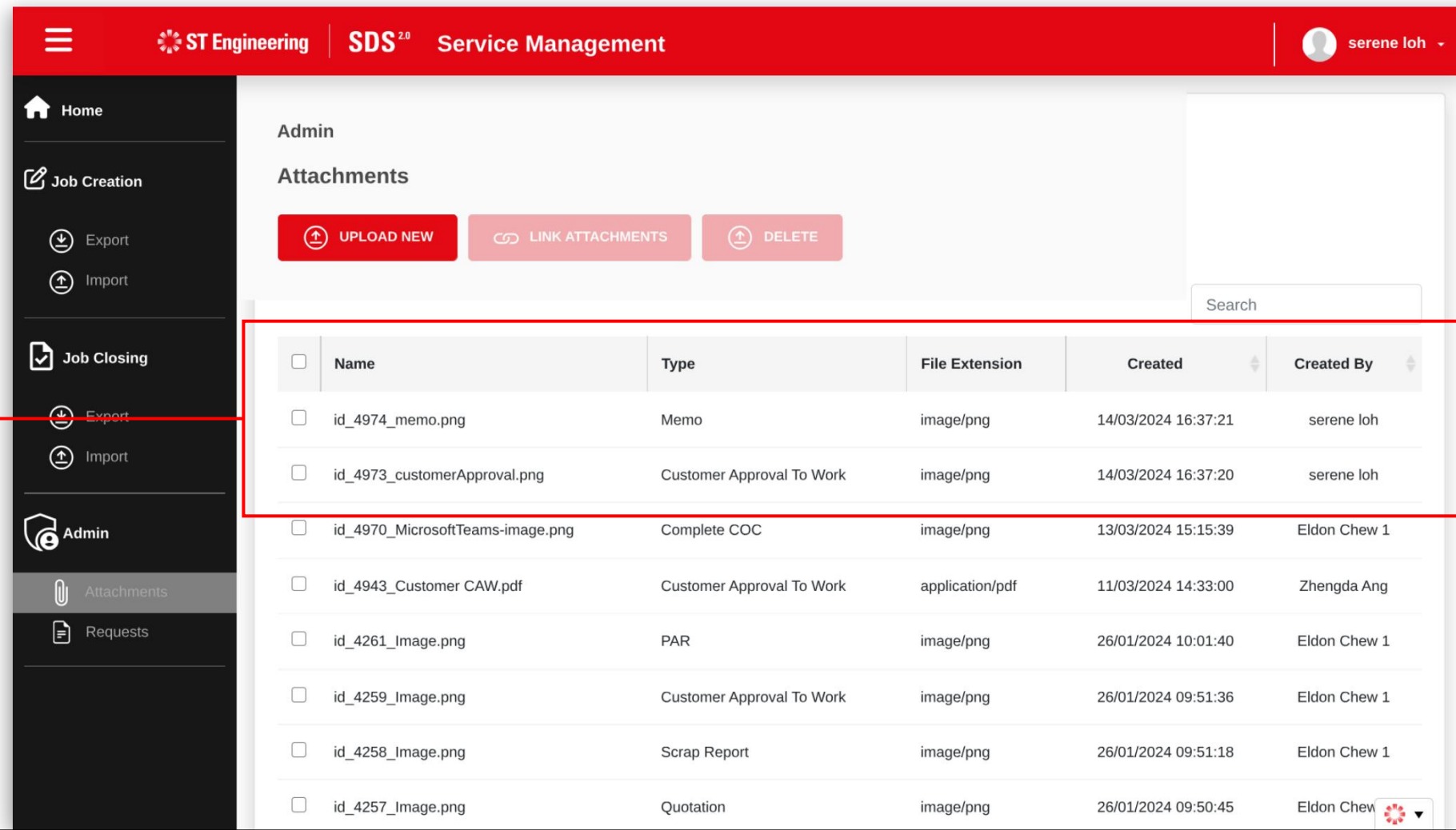
It will display a message that the new attachments have been successfully uploaded with the number of linked requests.

Select **OK** to close panel.



New Attachments

Successful uploads of the attachments will be displayed at the top of the attachment list.



Admin Attachments

Search

<input type="checkbox"/>	Name	Type	File Extension	Created	Created By
<input type="checkbox"/>	id_4974_memo.png	Memo	image/png	14/03/2024 16:37:21	serene loh
<input type="checkbox"/>	id_4973_customerApproval.png	Customer Approval To Work	image/png	14/03/2024 16:37:20	serene loh
<input type="checkbox"/>	id_4970_MicrosoftTeams-image.png	Complete COC	image/png	13/03/2024 15:15:39	Eldon Chew 1
<input type="checkbox"/>	id_4943_Customer CAW.pdf	Customer Approval To Work	application/pdf	11/03/2024 14:33:00	Zhengda Ang
<input type="checkbox"/>	id_4261_Image.png	PAR	image/png	26/01/2024 10:01:40	Eldon Chew 1
<input type="checkbox"/>	id_4259_Image.png	Customer Approval To Work	image/png	26/01/2024 09:51:36	Eldon Chew 1
<input type="checkbox"/>	id_4258_Image.png	Scrap Report	image/png	26/01/2024 09:51:18	Eldon Chew 1
<input type="checkbox"/>	id_4257_Image.png	Quotation	image/png	26/01/2024 09:50:45	Eldon Chew

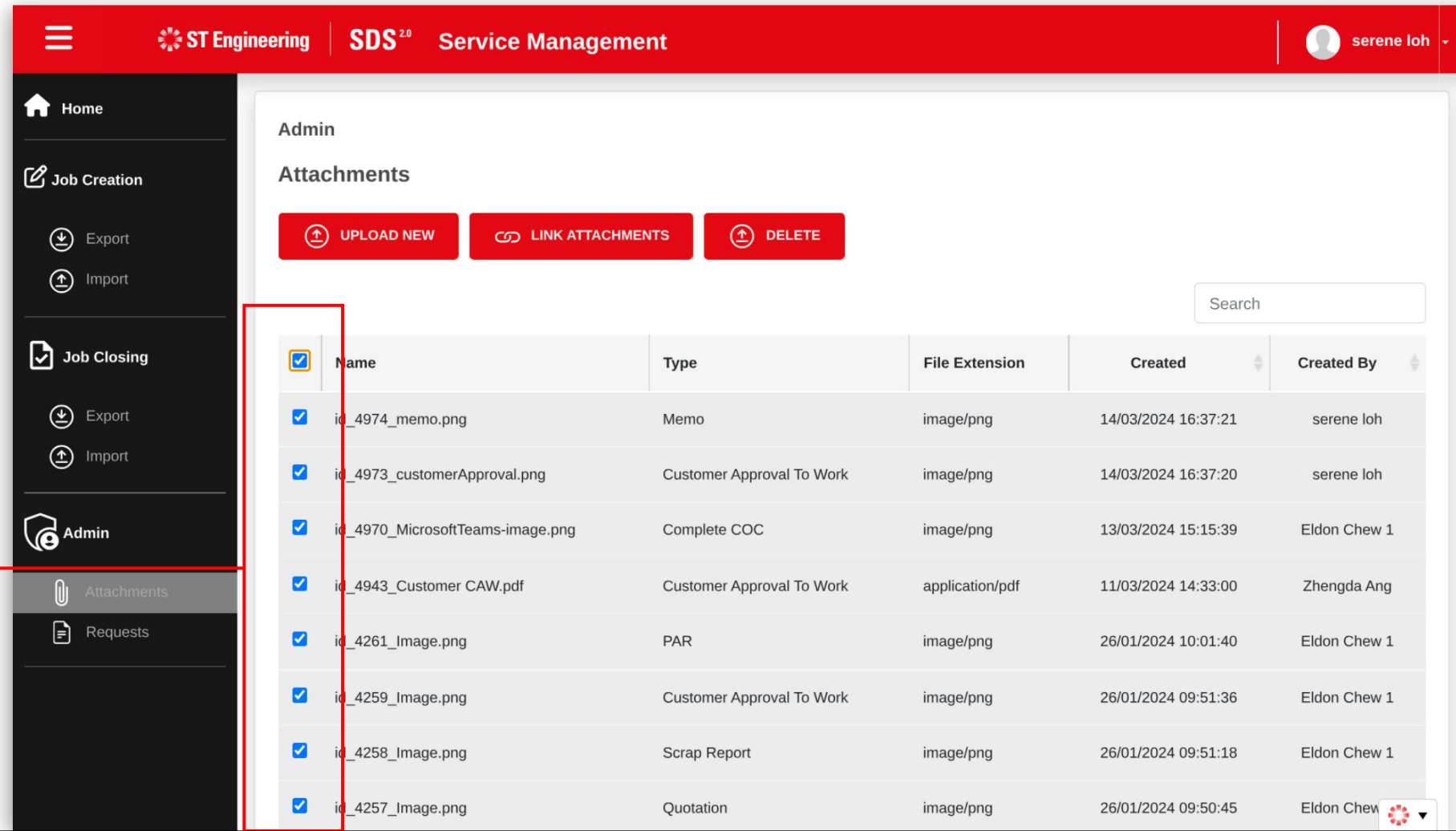
Link Attachments

Step 1: Select Attachments

Link Attachments

allows you to link selected attachments to request(s).

Select the attachments in the list that you want to link your request(s).



Admin

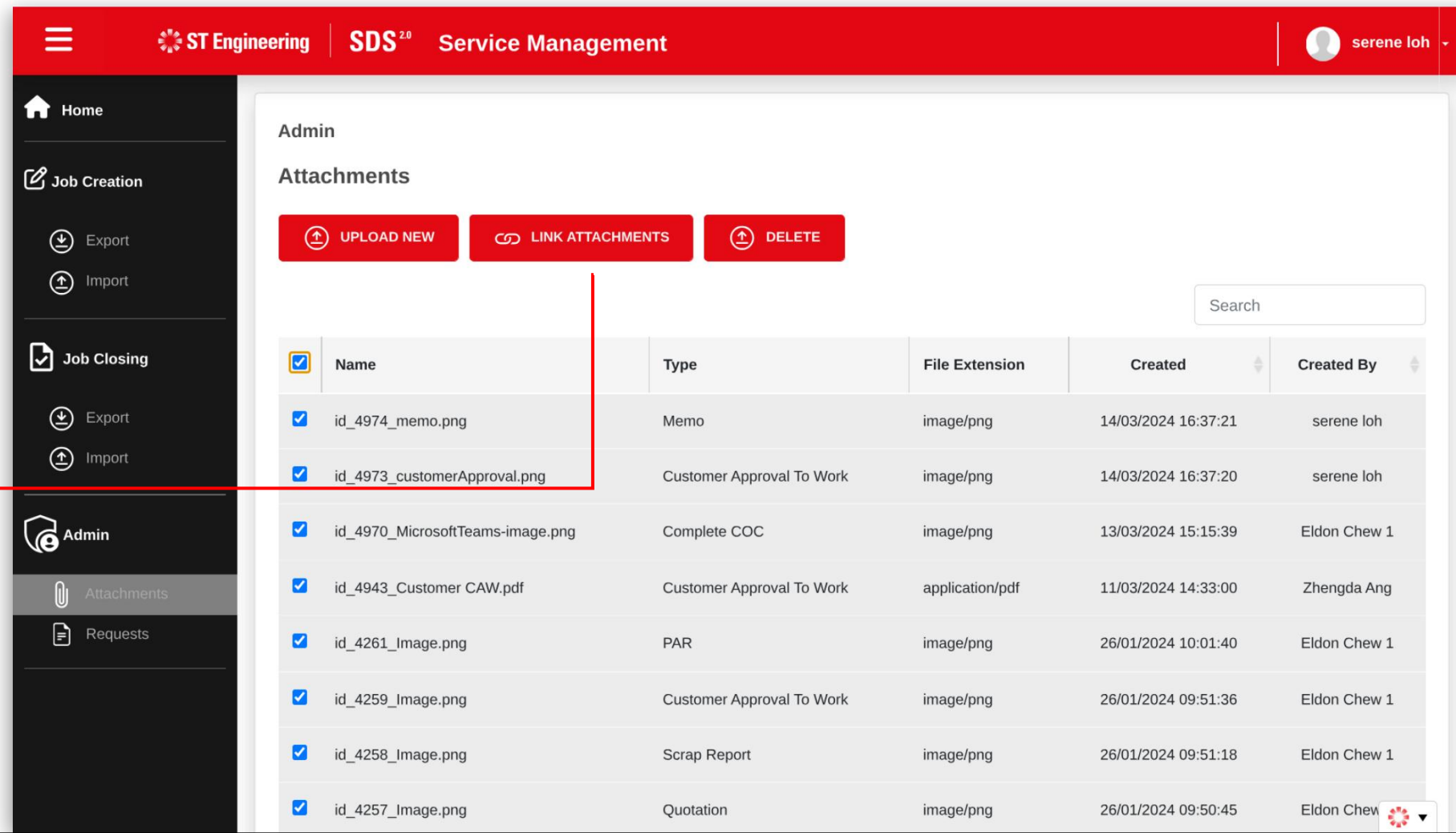
Attachments

Search

<input checked="" type="checkbox"/>	Name	Type	File Extension	Created	Created By
<input checked="" type="checkbox"/>	id_4974_memo.png	Memo	image/png	14/03/2024 16:37:21	serene loh
<input checked="" type="checkbox"/>	id_4973_customerApproval.png	Customer Approval To Work	image/png	14/03/2024 16:37:20	serene loh
<input checked="" type="checkbox"/>	id_4970_MicrosoftTeams-image.png	Complete COC	image/png	13/03/2024 15:15:39	Eldon Chew 1
<input checked="" type="checkbox"/>	id_4943_Customer CAW.pdf	Customer Approval To Work	application/pdf	11/03/2024 14:33:00	Zhengda Ang
<input checked="" type="checkbox"/>	id_4261_Image.png	PAR	image/png	26/01/2024 10:01:40	Eldon Chew 1
<input checked="" type="checkbox"/>	id_4259_Image.png	Customer Approval To Work	image/png	26/01/2024 09:51:36	Eldon Chew 1
<input checked="" type="checkbox"/>	id_4258_Image.png	Scrap Report	image/png	26/01/2024 09:51:18	Eldon Chew 1
<input checked="" type="checkbox"/>	id_4257_Image.png	Quotation	image/png	26/01/2024 09:50:45	Eldon Chew

Step 2: Select Attachments

Select **Link Attachments** button to proceed to the next step.



The screenshot shows the 'Admin Attachments' page in the ST Engineering Service Management system. The user is 'serene loh'. The page features a sidebar with navigation options: Home, Job Creation, Job Closing, and Admin. Under 'Admin', there are options for Attachments and Requests. The main content area displays a table of attachments with columns for Name, Type, File Extension, Created, and Created By. A search bar is located at the top right of the table. Three buttons are visible: 'UPLOAD NEW', 'LINK ATTACHMENTS', and 'DELETE'. The 'LINK ATTACHMENTS' button is highlighted with a red box, and a red line connects it to the text on the left.

<input checked="" type="checkbox"/>	Name	Type	File Extension	Created	Created By
<input checked="" type="checkbox"/>	id_4974_memo.png	Memo	image/png	14/03/2024 16:37:21	serene loh
<input checked="" type="checkbox"/>	id_4973_customerApproval.png	Customer Approval To Work	image/png	14/03/2024 16:37:20	serene loh
<input checked="" type="checkbox"/>	id_4970_MicrosoftTeams-image.png	Complete COC	image/png	13/03/2024 15:15:39	Eldon Chew 1
<input checked="" type="checkbox"/>	id_4943_Customer CAW.pdf	Customer Approval To Work	application/pdf	11/03/2024 14:33:00	Zhengda Ang
<input checked="" type="checkbox"/>	id_4261_Image.png	PAR	image/png	26/01/2024 10:01:40	Eldon Chew 1
<input checked="" type="checkbox"/>	id_4259_Image.png	Customer Approval To Work	image/png	26/01/2024 09:51:36	Eldon Chew 1
<input checked="" type="checkbox"/>	id_4258_Image.png	Scrap Report	image/png	26/01/2024 09:51:18	Eldon Chew 1
<input checked="" type="checkbox"/>	id_4257_Image.png	Quotation	image/png	26/01/2024 09:50:45	Eldon Chew

View Attachments

It will display the list of attachments which you have selected.

Attachments

View Attachment

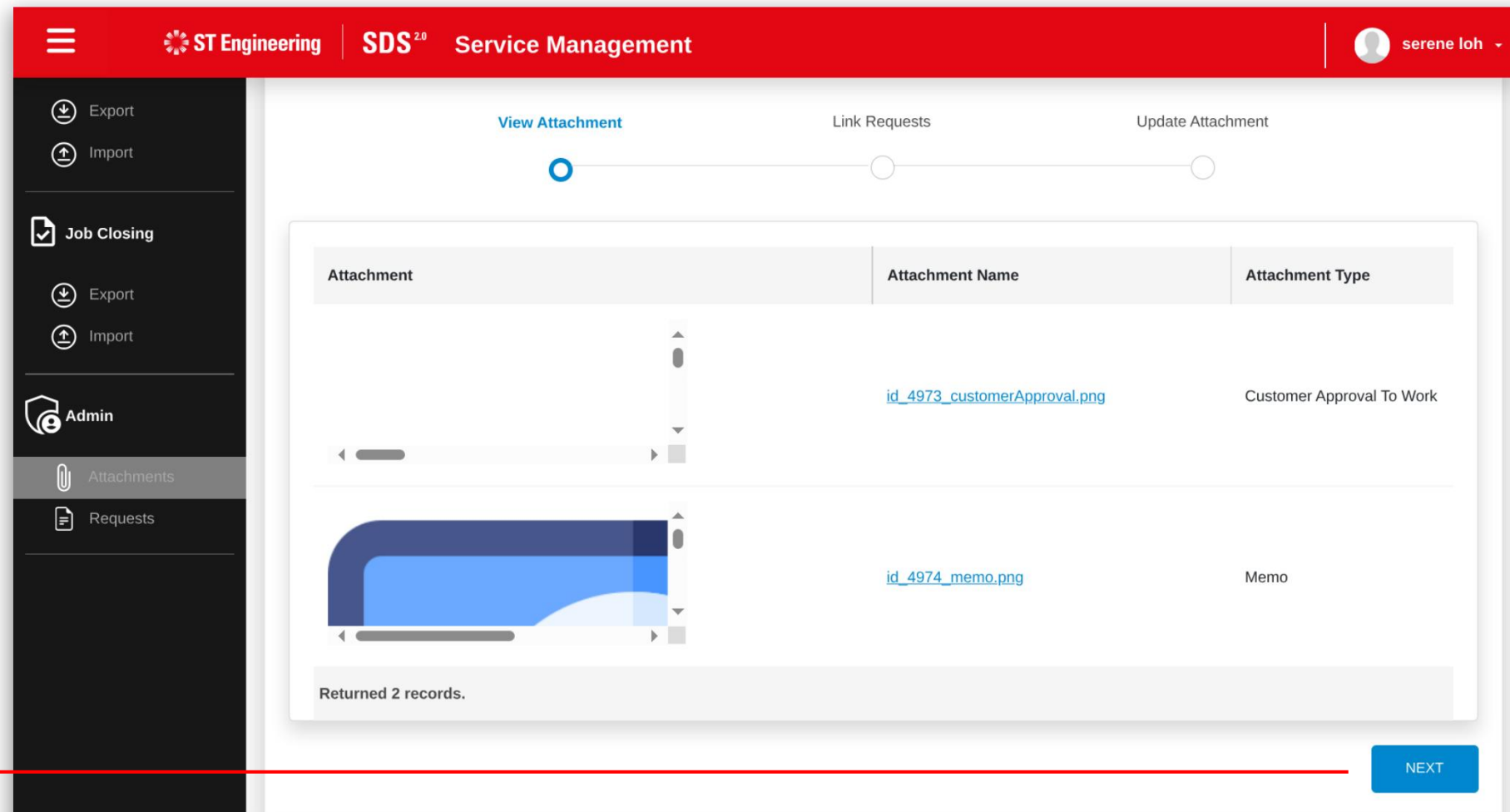
View Attachment Link Requests Update Attachment

Attachment	Attachment Name	Attachment Type
	id_4973_customerApproval.png	Customer Approval To Work
	id_4974_memo.png	Memo



Returned 2 records.

Step 3: Proceed Next to Link Requests

Scroll down and proceed **Next** to link requests.



The screenshot shows the 'Service Management' interface for 'SDS^{2.0}'. The top navigation bar includes the ST Engineering logo, 'SDS^{2.0} Service Management', and a user profile for 'serene loh'. A progress bar at the top indicates the current step is 'Link Requests', with 'View Attachment' and 'Update Attachment' as previous and next steps respectively. Below the progress bar is a table of attachments:

Attachment	Attachment Name	Attachment Type
	id_4973_customerApproval.png	Customer Approval To Work
	id_4974_memo.png	Memo

Returned 2 records.

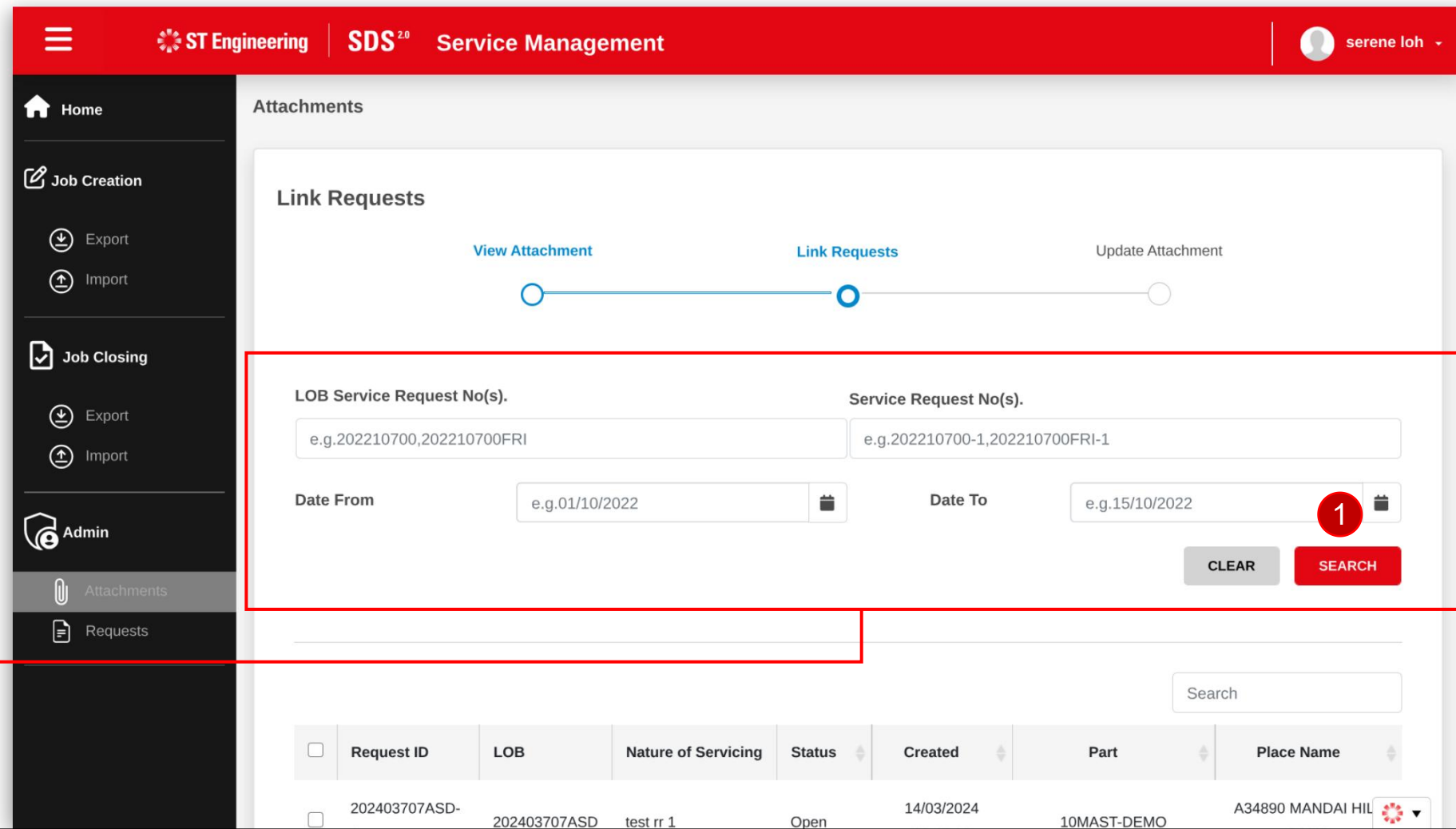
A blue 'NEXT' button is located at the bottom right of the interface.

LINK ATTACHMENTS

Filter Search Results

You can filter a list of requests by LOB Service Request No(s), Service Request No(s) and the period when it have been created.

Tap **1 Search** after you have input your entries to filter your search results.



The screenshot shows the 'Attachments' section of the 'Service Management' interface. The 'Link Requests' filter section is highlighted with a red box. It contains the following fields and controls:

- LOB Service Request No(s):** Input field with example text: e.g.202210700,202210700FRI
- Service Request No(s):** Input field with example text: e.g.202210700-1,202210700FRI-1
- Date From:** Input field with example text: e.g.01/10/2022 and a calendar icon.
- Date To:** Input field with example text: e.g.15/10/2022 and a calendar icon. A red circle with the number '1' is placed over this field.
- Buttons:** 'CLEAR' and 'SEARCH' buttons.

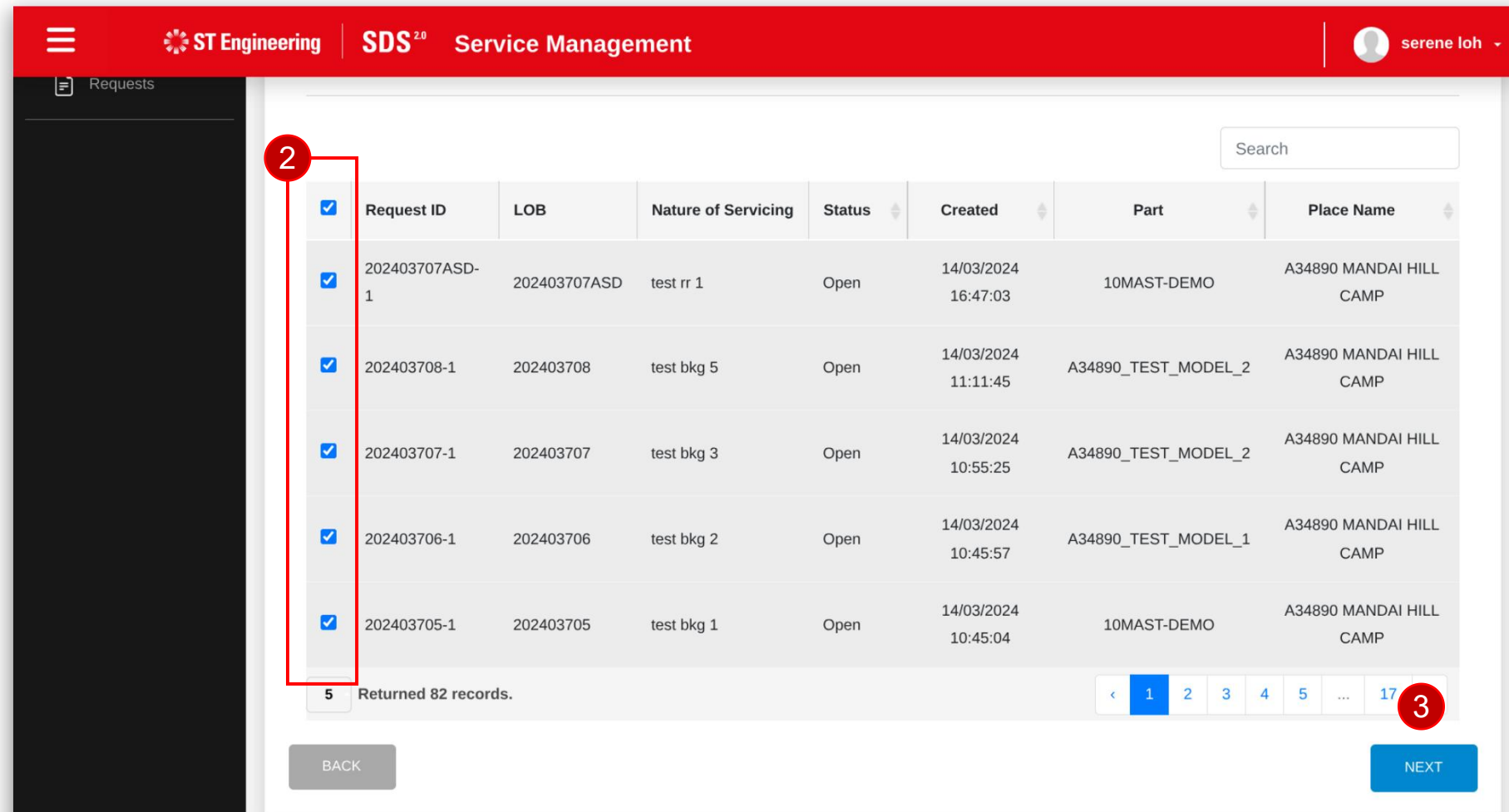
Below the filter section, a table of search results is visible with the following columns: Request ID, LOB, Nature of Servicing, Status, Created, Part, and Place Name. The first row of data is partially visible:

Request ID	LOB	Nature of Servicing	Status	Created	Part	Place Name
202403707ASD-	202403707ASD	test rr 1	Open	14/03/2024	10MAST-DEMO	A34890 MANDAI HIL

Step 4: Select requests to link to attachments

Scroll down to view a list of requests and **2** select the requests that you want to link it to the attachments.

3 Then proceed to the next step by tapping **Next**.



Requests

ST Engineering | SDS^{2.0} Service Management | serene loh

Search

<input checked="" type="checkbox"/>	Request ID	LOB	Nature of Servicing	Status	Created	Part	Place Name
<input checked="" type="checkbox"/>	202403707ASD-1	202403707ASD	test rr 1	Open	14/03/2024 16:47:03	10MAST-DEMO	A34890 MANDAI HILL CAMP
<input checked="" type="checkbox"/>	202403708-1	202403708	test bkg 5	Open	14/03/2024 11:11:45	A34890_TEST_MODEL_2	A34890 MANDAI HILL CAMP
<input checked="" type="checkbox"/>	202403707-1	202403707	test bkg 3	Open	14/03/2024 10:55:25	A34890_TEST_MODEL_2	A34890 MANDAI HILL CAMP
<input checked="" type="checkbox"/>	202403706-1	202403706	test bkg 2	Open	14/03/2024 10:45:57	A34890_TEST_MODEL_1	A34890 MANDAI HILL CAMP
<input checked="" type="checkbox"/>	202403705-1	202403705	test bkg 1	Open	14/03/2024 10:45:04	10MAST-DEMO	A34890 MANDAI HILL CAMP

5 Returned 82 records.

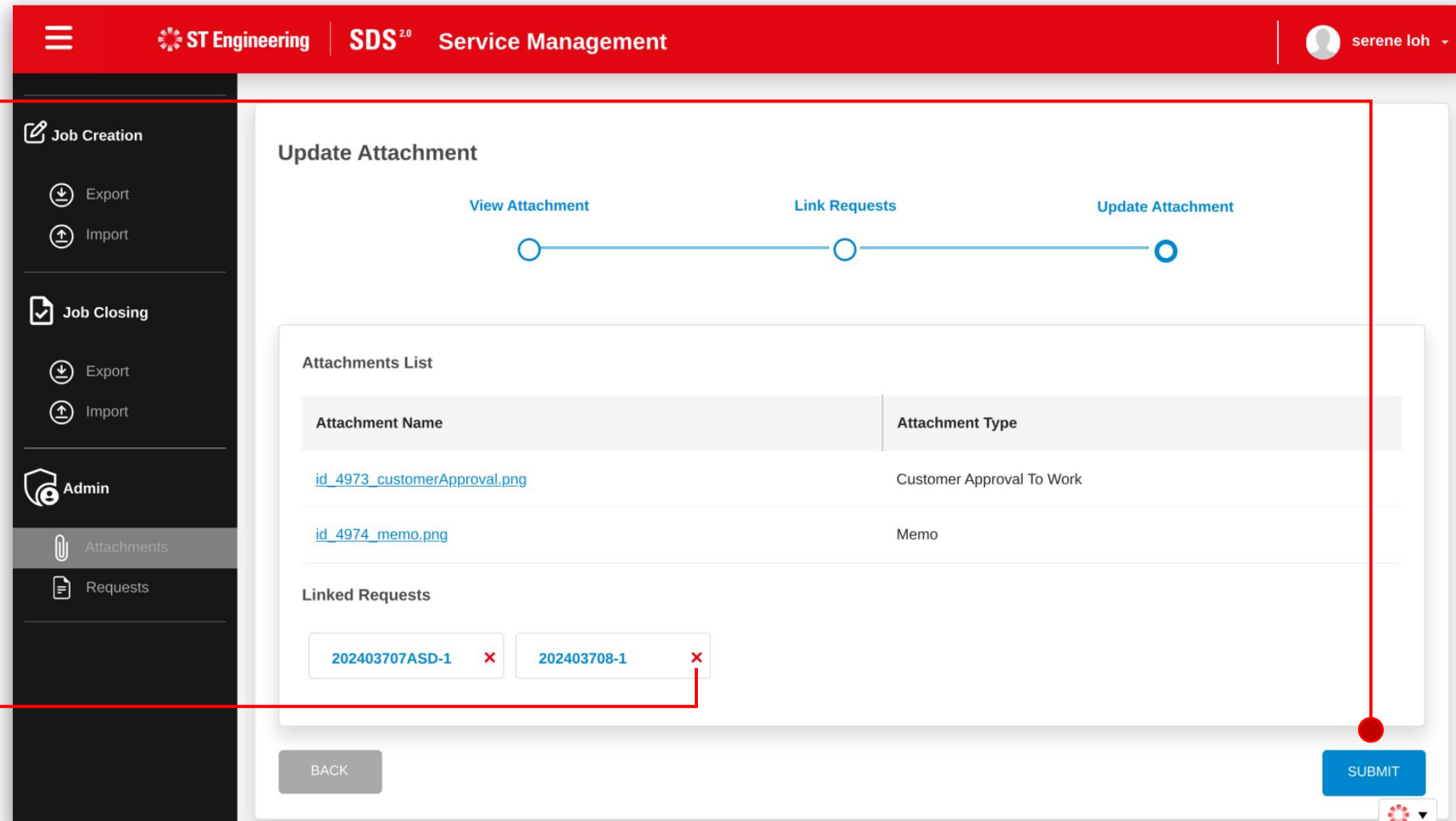
1 2 3 4 5 ... 17

BACK NEXT

Step 5: Update Attachments with Linked Requests

Check the **Attachment List** and **Linked Requests** before you proceed to **Submit**.

Note: You can de-link a request by selecting the x icon.



The screenshot displays the 'Update Attachment' page in the ST Engineering Service Management system. The top navigation bar shows the user 'serene loh'. The left sidebar contains menu items for Job Creation, Job Closing, and Admin. The main content area features a progress bar with three steps: 'View Attachment', 'Link Requests', and 'Update Attachment', with the 'Update Attachment' step currently active. Below the progress bar is an 'Attachments List' table with two entries:

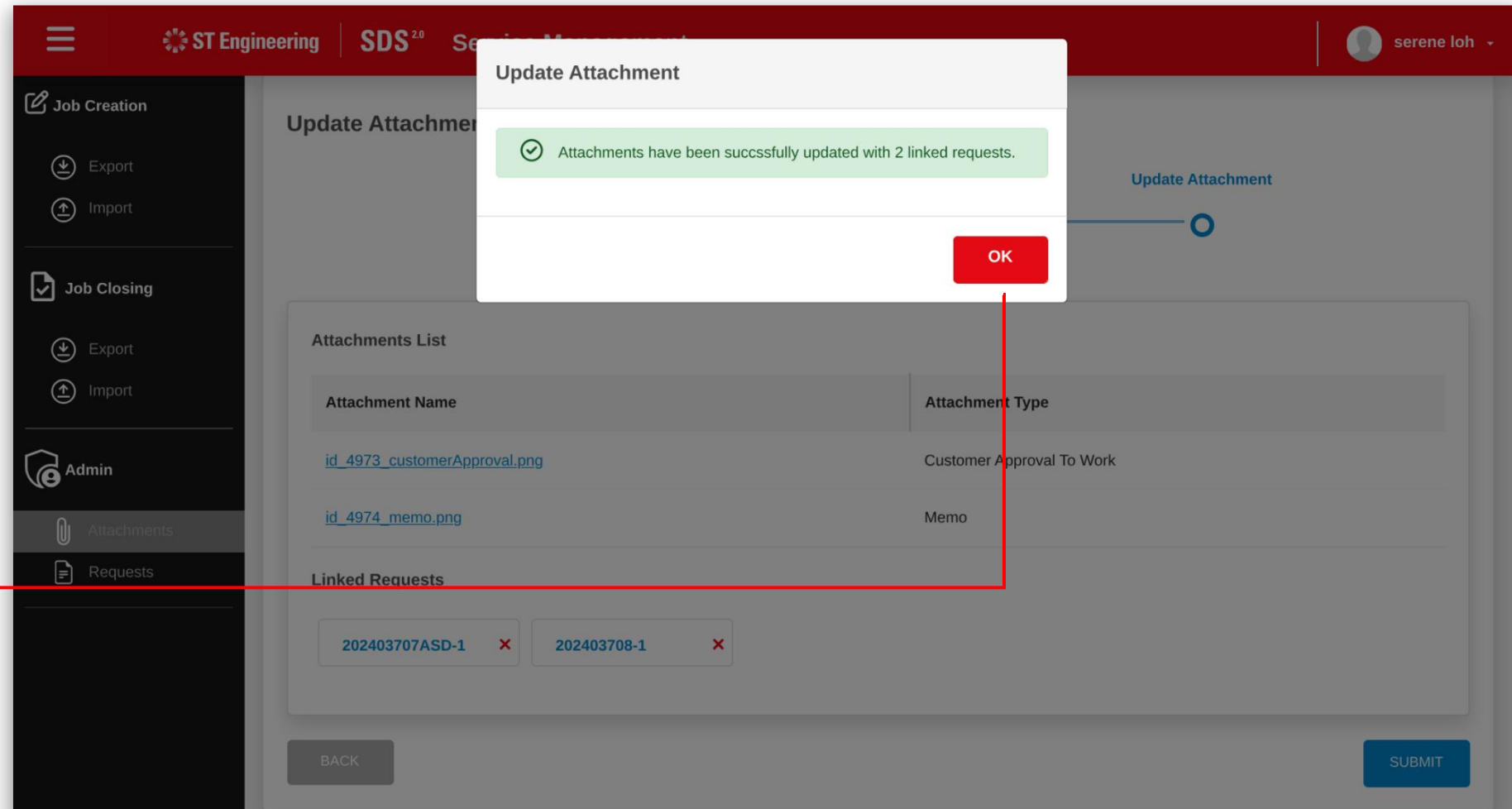
Attachment Name	Attachment Type
id_4973_customerApproval.png	Customer Approval To Work
id_4974_memo.png	Memo

Below the table is a 'Linked Requests' section containing two request IDs: '202403707ASD-1' and '202403708-1'. Each ID has a red 'x' icon next to it, which is used to de-link the request. At the bottom of the page, there are 'BACK' and 'SUBMIT' buttons.

Step 6: Attachments Updated with Linked Requests

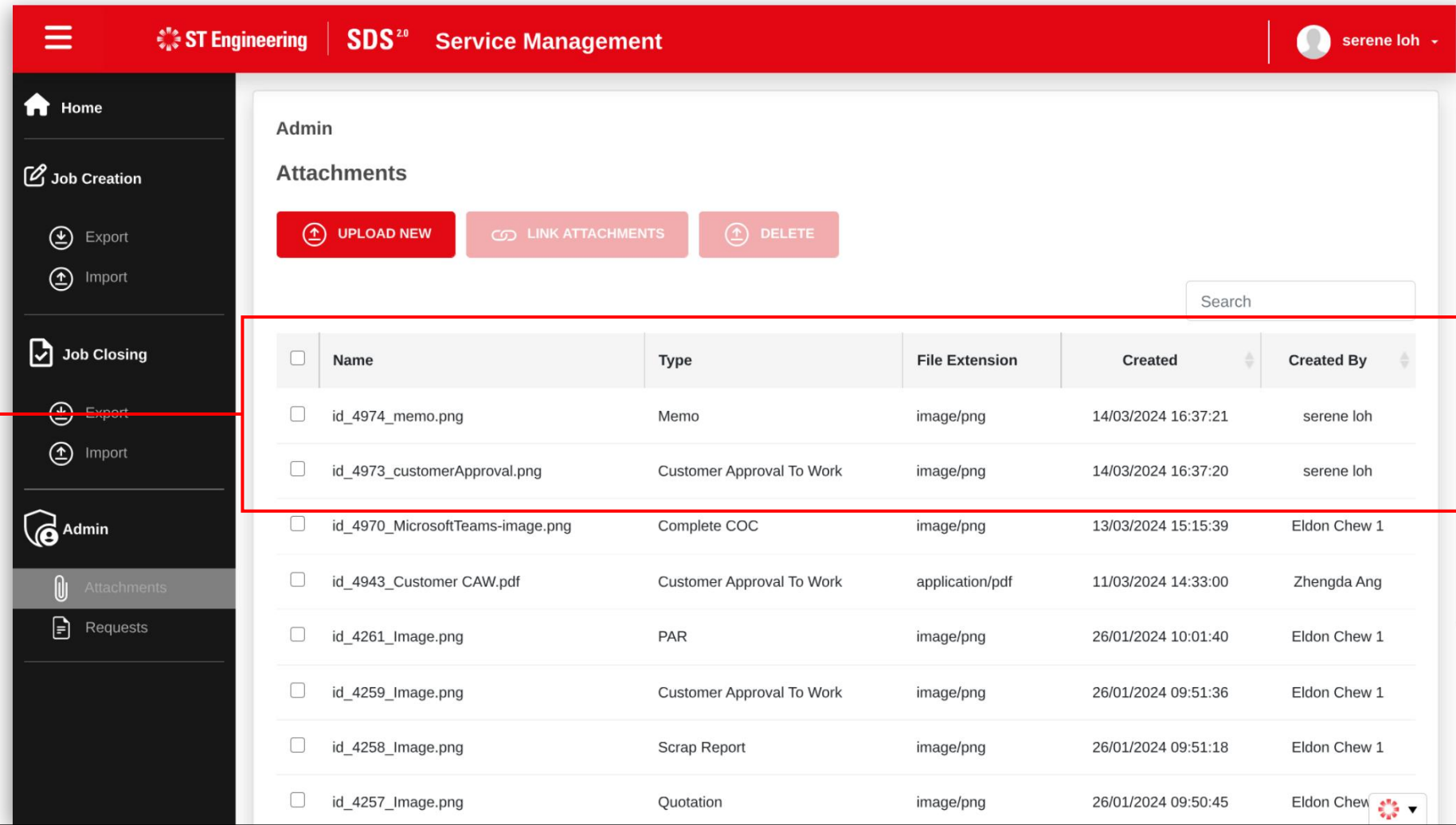
It will display a message that the new attachments have been successfully updated with the number of linked requests.

Select **OK** to close panel.



Updated Attachments

Successful updates of the attachments will be displayed at the top of the attachment list.



The screenshot shows the 'Admin Attachments' page in the ST Engineering Service Management system. The page includes a navigation sidebar on the left and a main content area with a table of attachments. The table has columns for Name, Type, File Extension, Created, and Created By. The top two rows of the table are highlighted with a red box, indicating successful updates.

<input type="checkbox"/>	Name	Type	File Extension	Created	Created By
<input type="checkbox"/>	id_4974_memo.png	Memo	image/png	14/03/2024 16:37:21	serene loh
<input type="checkbox"/>	id_4973_customerApproval.png	Customer Approval To Work	image/png	14/03/2024 16:37:20	serene loh
<input type="checkbox"/>	id_4970_MicrosoftTeams-image.png	Complete COC	image/png	13/03/2024 15:15:39	Eldon Chew 1
<input type="checkbox"/>	id_4943_Customer CAW.pdf	Customer Approval To Work	application/pdf	11/03/2024 14:33:00	Zhengda Ang
<input type="checkbox"/>	id_4261_Image.png	PAR	image/png	26/01/2024 10:01:40	Eldon Chew 1
<input type="checkbox"/>	id_4259_Image.png	Customer Approval To Work	image/png	26/01/2024 09:51:36	Eldon Chew 1
<input type="checkbox"/>	id_4258_Image.png	Scrap Report	image/png	26/01/2024 09:51:18	Eldon Chew 1
<input type="checkbox"/>	id_4257_Image.png	Quotation	image/png	26/01/2024 09:50:45	Eldon Chew

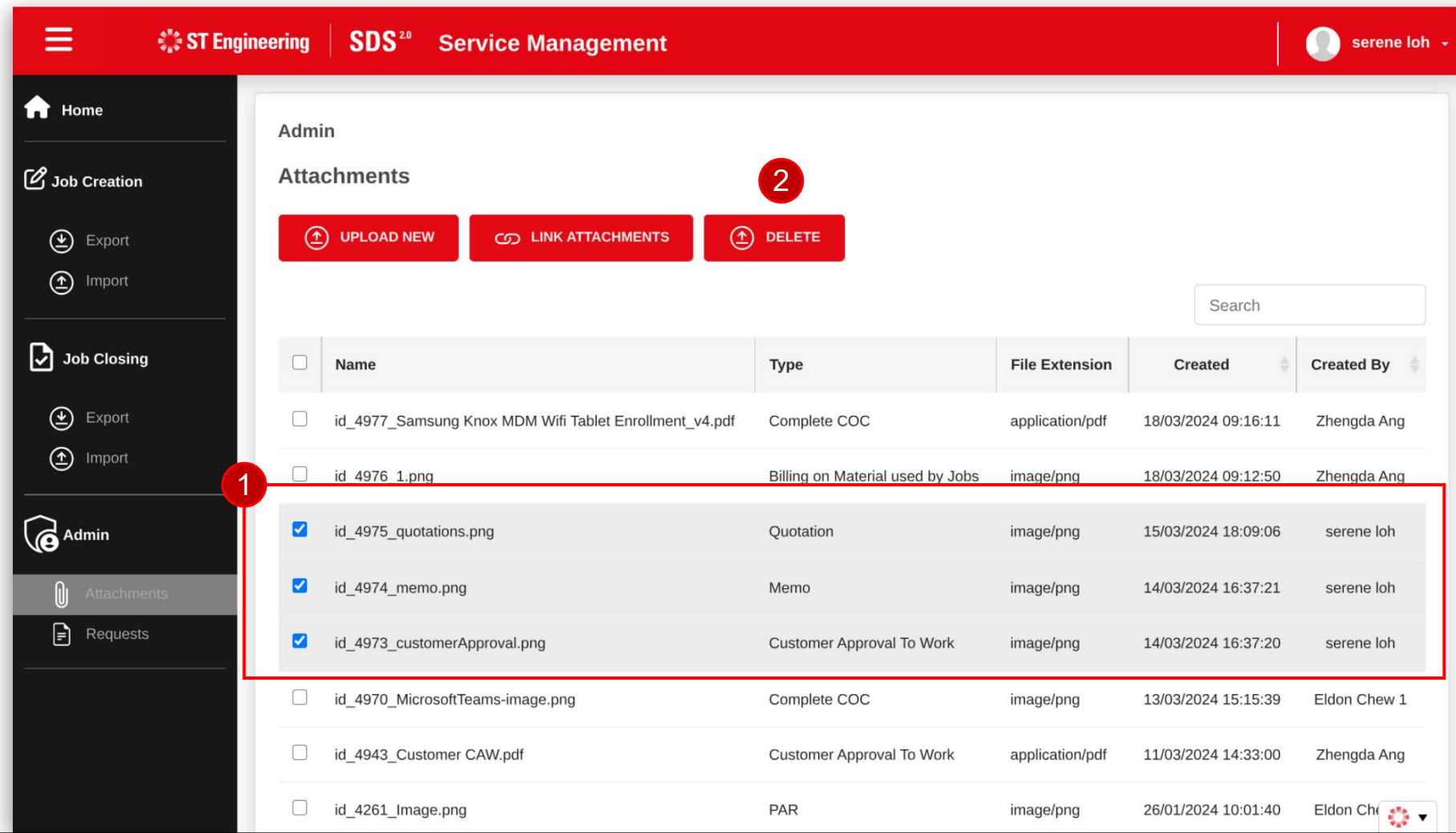
Delete Attachments

DELETE ATTACHMENTS

Step 1: Select Attachments

1 Select the attachments in the list that you want to delete.

2 Then tap **Delete**.



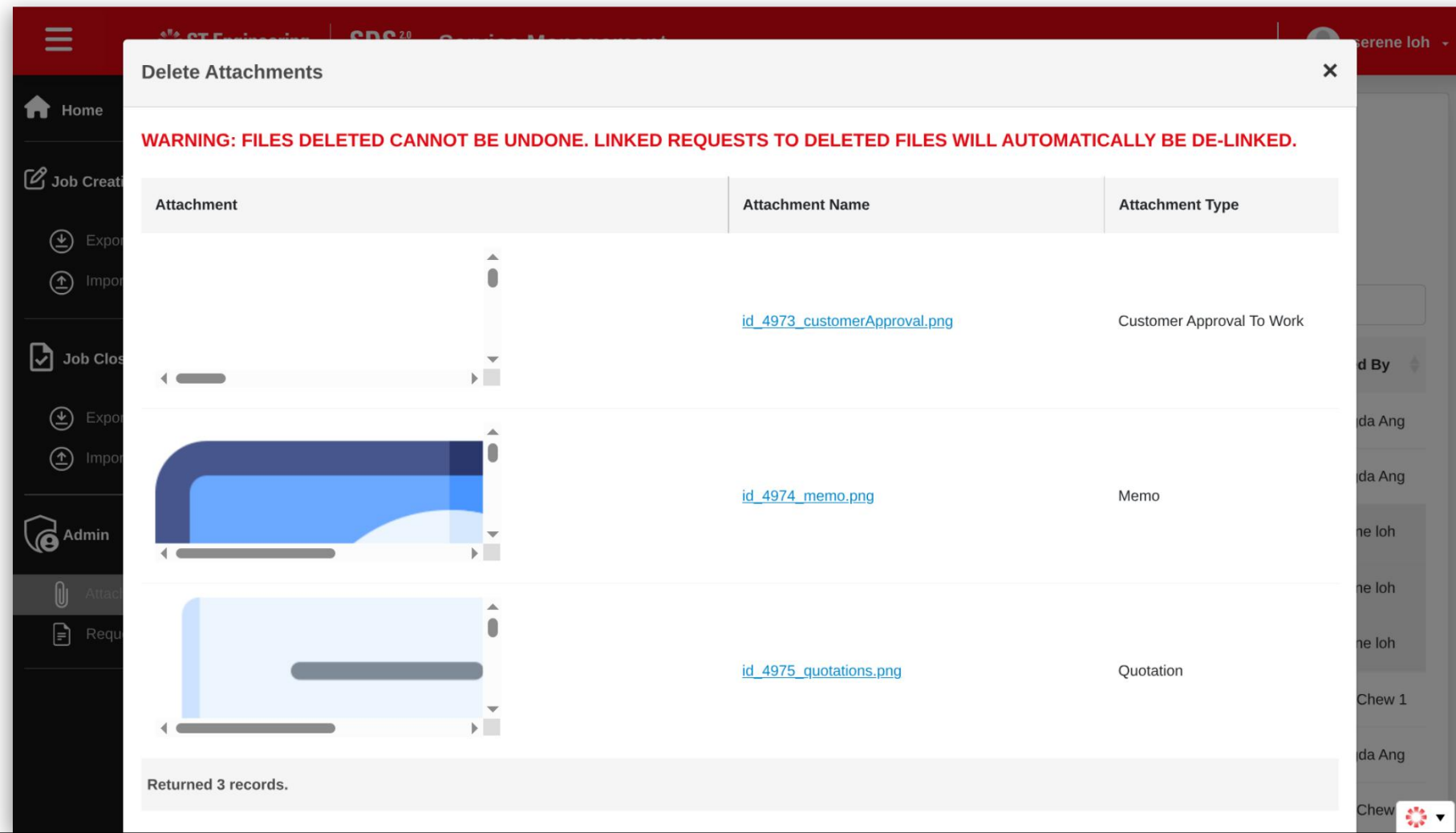
The screenshot shows the 'Attachments' section of the 'Service Management' interface. The top navigation bar includes the ST Engineering logo, 'SDS^{2.0} Service Management', and a user profile for 'serene loh'. The left sidebar contains navigation options: Home, Job Creation, Job Closing, and Admin. The 'Attachments' section has three buttons: 'UPLOAD NEW', 'LINK ATTACHMENTS', and 'DELETE'. Below these buttons is a search bar and a table of attachments. The table has columns for Name, Type, File Extension, Created, and Created By. Three attachments are selected with blue checkmarks: 'id_4975_quotations.png', 'id_4974_memo.png', and 'id_4973_customerApproval.png'. A red box highlights the 'DELETE' button and the selected rows. A red circle with the number '1' is next to the 'DELETE' button, and another red circle with the number '2' is next to the 'DELETE' button in the top navigation bar.

<input type="checkbox"/>	Name	Type	File Extension	Created	Created By
<input type="checkbox"/>	id_4977_Samsung Knox MDM Wifi Tablet Enrollment_v4.pdf	Complete COC	application/pdf	18/03/2024 09:16:11	Zhengda Ang
<input type="checkbox"/>	id_4976_1.png	Billing on Material used by Jobs	image/png	18/03/2024 09:12:50	Zhengda Ang
<input checked="" type="checkbox"/>	id_4975_quotations.png	Quotation	image/png	15/03/2024 18:09:06	serene loh
<input checked="" type="checkbox"/>	id_4974_memo.png	Memo	image/png	14/03/2024 16:37:21	serene loh
<input checked="" type="checkbox"/>	id_4973_customerApproval.png	Customer Approval To Work	image/png	14/03/2024 16:37:20	serene loh
<input type="checkbox"/>	id_4970_MicrosoftTeams-image.png	Complete COC	image/png	13/03/2024 15:15:39	Eldon Chew 1
<input type="checkbox"/>	id_4943_Customer CAW.pdf	Customer Approval To Work	application/pdf	11/03/2024 14:33:00	Zhengda Ang
<input type="checkbox"/>	id_4261_Image.png	PAR	image/png	26/01/2024 10:01:40	Eldon Ch...

DELETE ATTACHMENTS

Step 2: Confirm Delete Attachments (1)

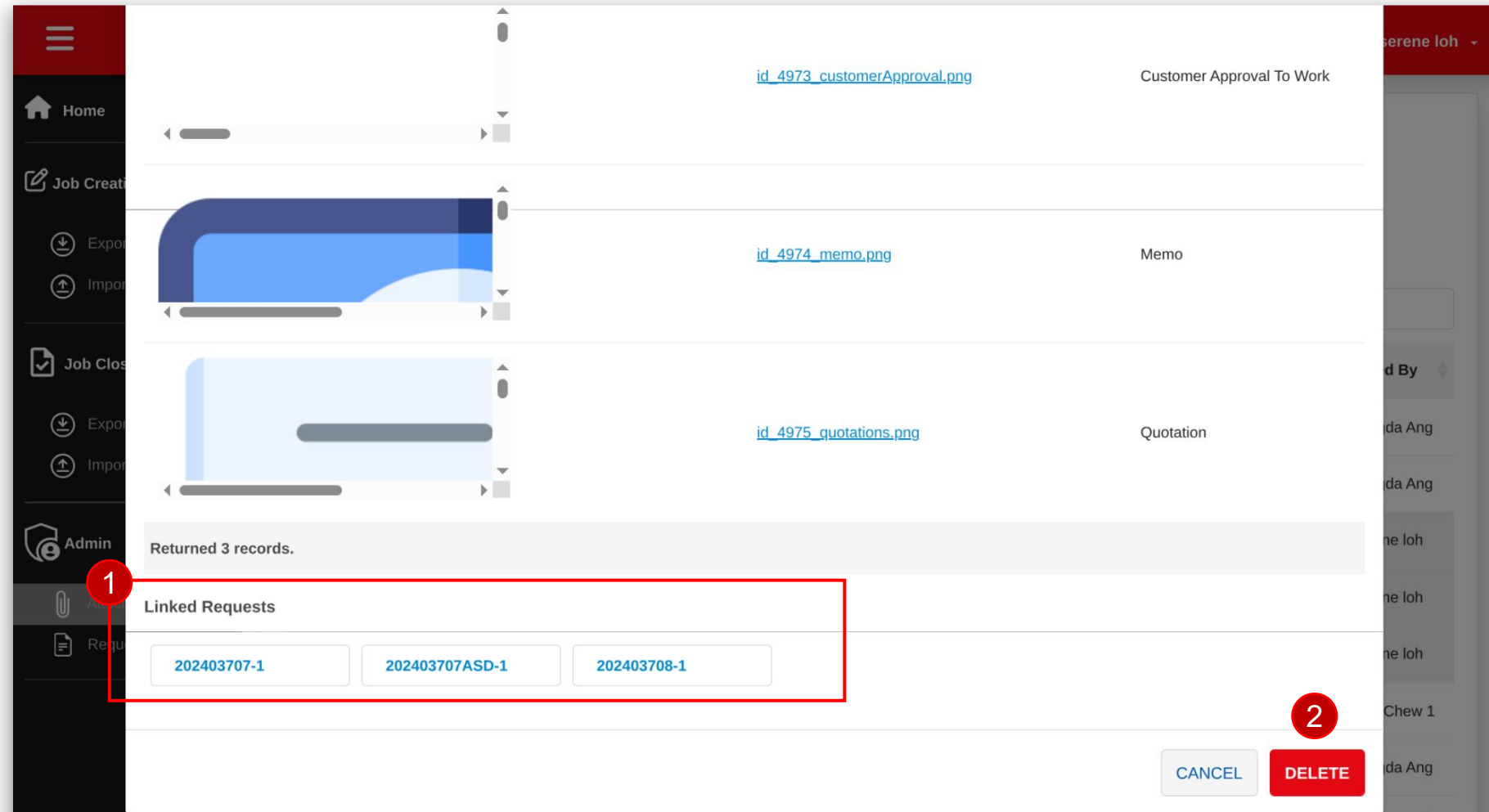
It will display a list of attachments selected that you want to delete.



DELETE ATTACHMENTS

Step 3: Confirm Delete Attachments (2)

- 1 Scroll down and check the affected linked requests to the attachments.
- 2 Then select **Delete** to confirm the deletion.

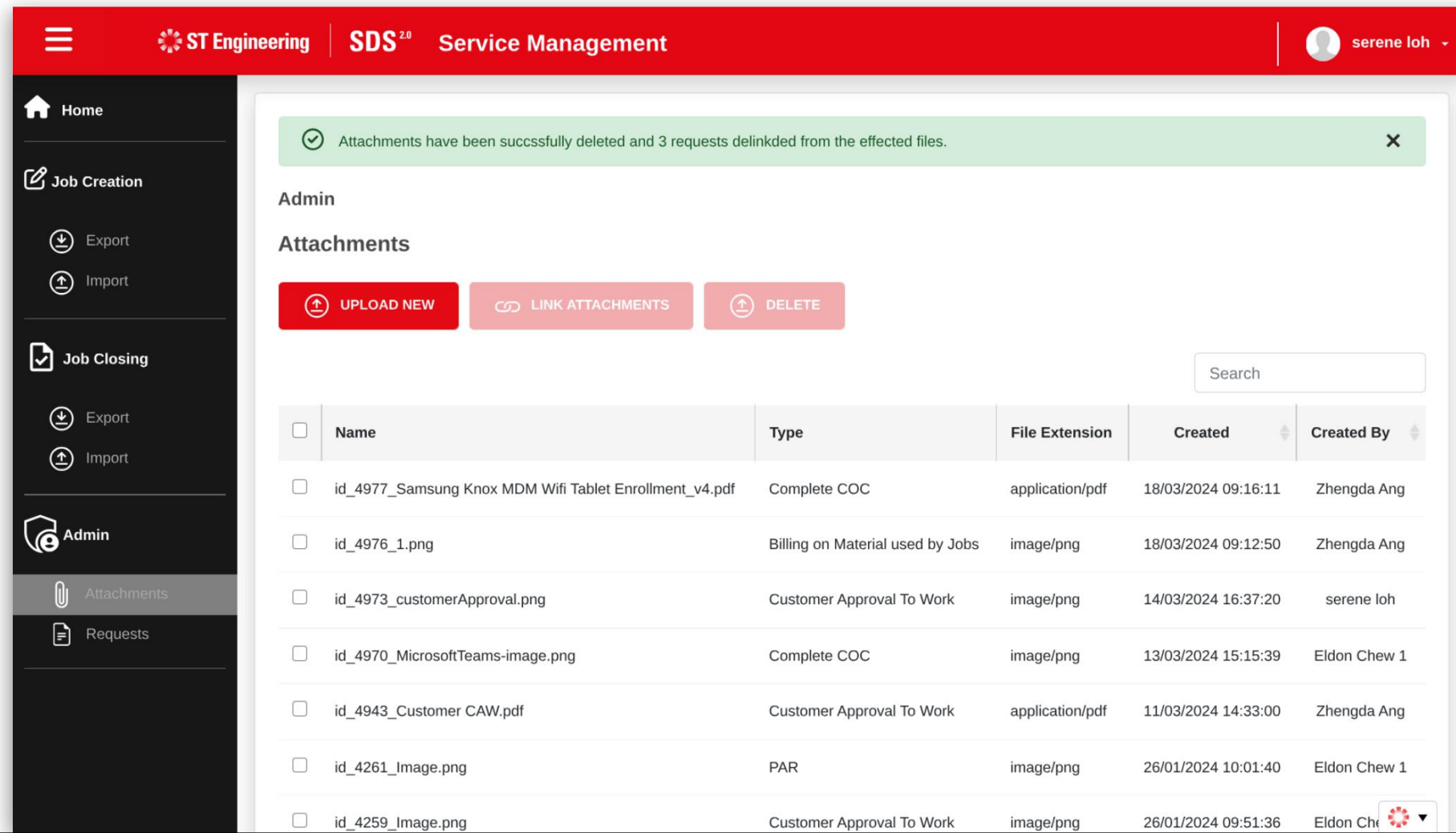


DELETE ATTACHMENTS

Attachments Deleted

It will display a message when the attachments is successfully deleted.

The attachment is removed from the attachment list.



The screenshot shows the 'Attachments' section of the 'Service Management' interface. A green notification banner at the top states: "Attachments have been successfully deleted and 3 requests delinked from the effected files." Below this, the 'Admin Attachments' section features three buttons: 'UPLOAD NEW', 'LINK ATTACHMENTS', and 'DELETE'. A search bar is present above a table of attachments. The table has columns for Name, Type, File Extension, Created, and Created By. The 'Attachments' menu item in the left sidebar is highlighted.

<input type="checkbox"/>	Name	Type	File Extension	Created	Created By
<input type="checkbox"/>	id_4977_Samsung Knox MDM Wifi Tablet Enrollment_v4.pdf	Complete COC	application/pdf	18/03/2024 09:16:11	Zhengda Ang
<input type="checkbox"/>	id_4976_1.png	Billing on Material used by Jobs	image/png	18/03/2024 09:12:50	Zhengda Ang
<input type="checkbox"/>	id_4973_customerApproval.png	Customer Approval To Work	image/png	14/03/2024 16:37:20	serene loh
<input type="checkbox"/>	id_4970_MicrosoftTeams-image.png	Complete COC	image/png	13/03/2024 15:15:39	Eldon Chew 1
<input type="checkbox"/>	id_4943_Customer CAW.pdf	Customer Approval To Work	application/pdf	11/03/2024 14:33:00	Zhengda Ang
<input type="checkbox"/>	id_4261_Image.png	PAR	image/png	26/01/2024 10:01:40	Eldon Chew 1
<input type="checkbox"/>	id_4259_Image.png	Customer Approval To Work	image/png	26/01/2024 09:51:36	Eldon Chew 1

Requests

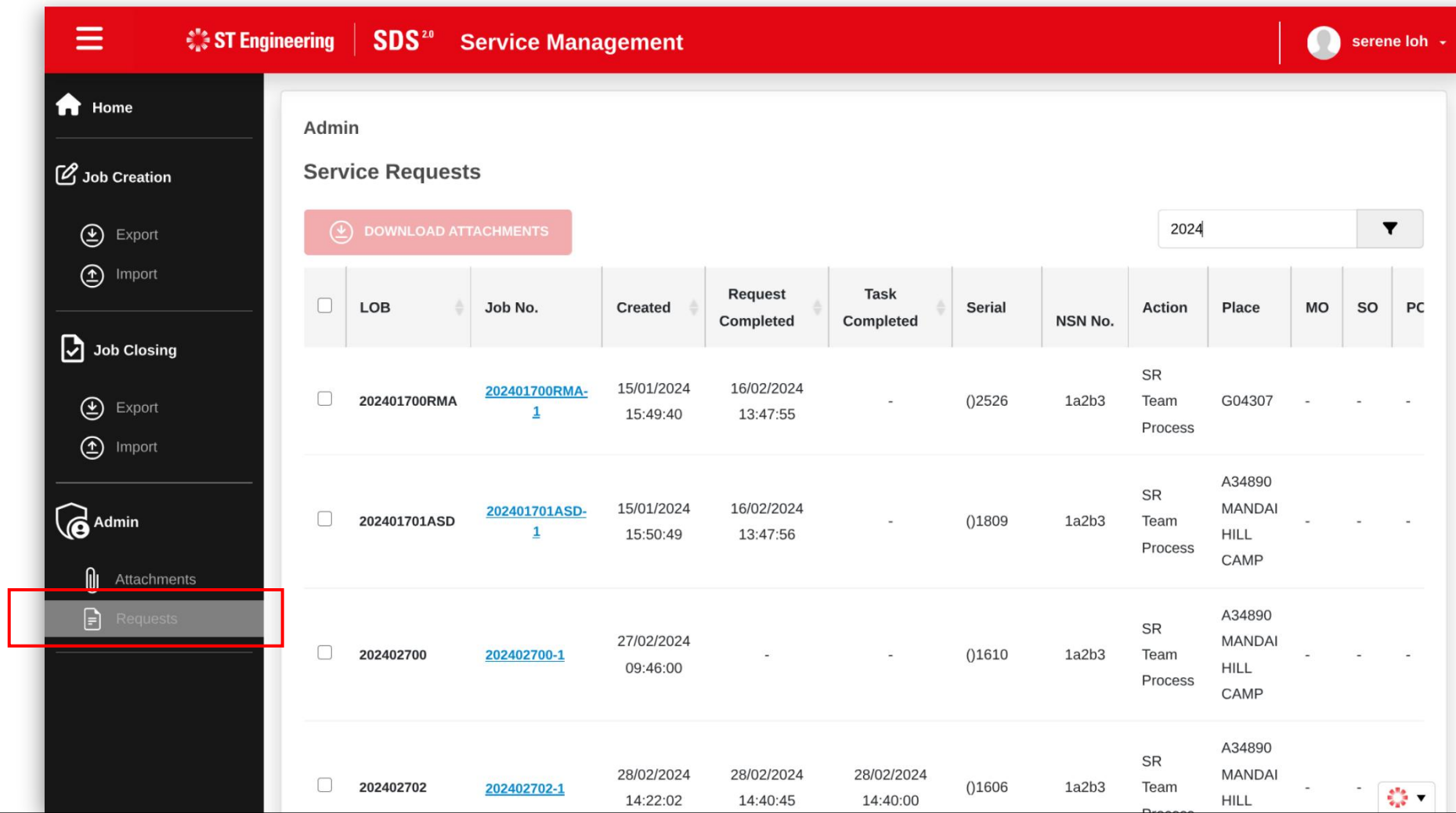
- View [Requests](#) Page

REQUESTS

View Requests Page

Requests page allows you to view service request details, download attachments, upload new attachments or delete existing attachments in a request.

Select **Requests** under **Admin** section



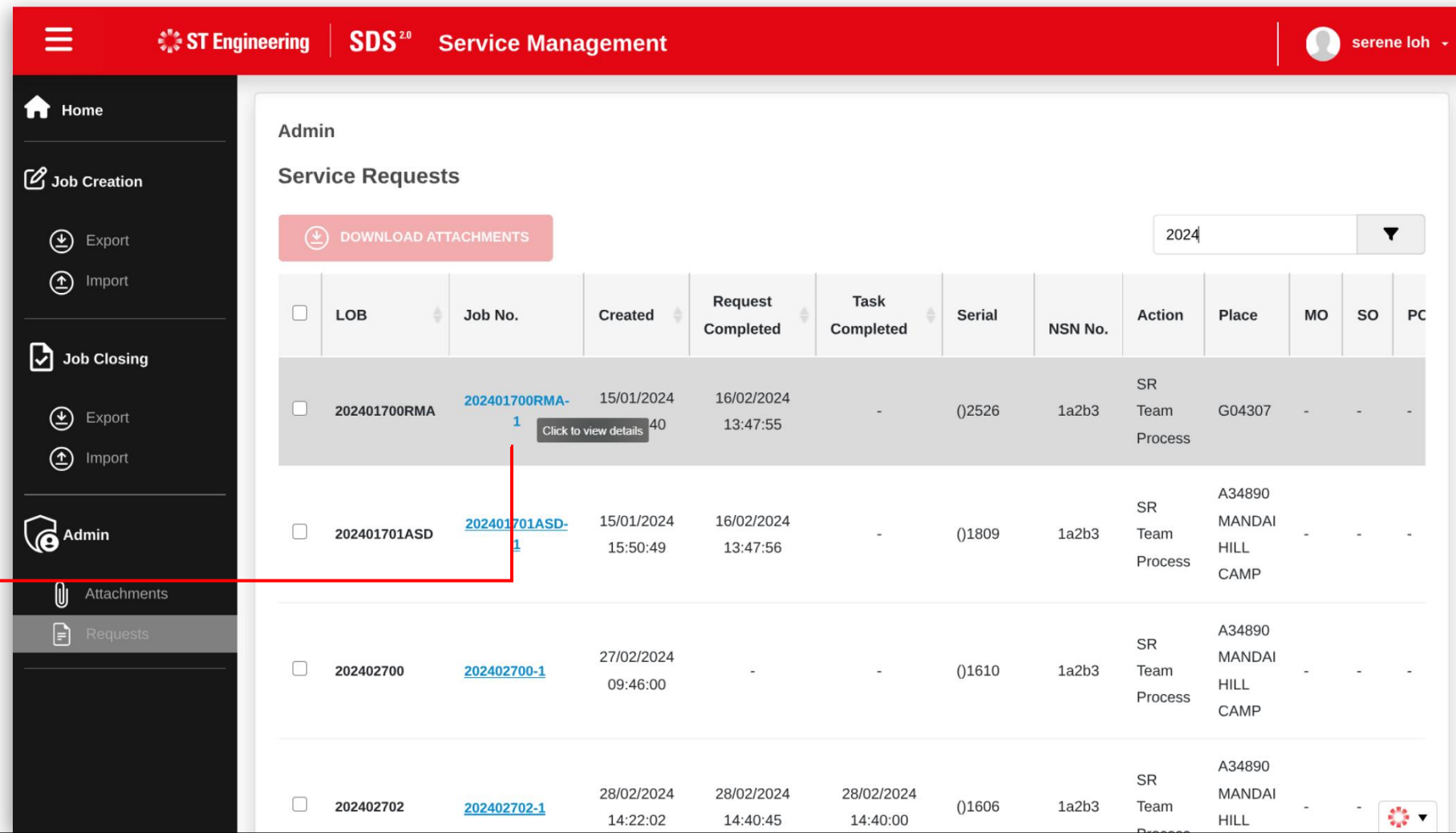
The screenshot shows the 'Service Requests' page in the 'Admin' section. The left sidebar contains a navigation menu with 'Requests' highlighted. The main content area displays a table of service requests with columns for LOB, Job No., Created, Request Completed, Task Completed, Serial, NSN No., Action, Place, MO, SO, and PC. A 'DOWNLOAD ATTACHMENTS' button is visible above the table. A date filter is set to '2024'.

LOB	Job No.	Created	Request Completed	Task Completed	Serial	NSN No.	Action	Place	MO	SO	PC
202401700RMA	202401700RMA-1	15/01/2024 15:49:40	16/02/2024 13:47:55	-	()2526	1a2b3	SR Team Process	G04307	-	-	-
202401701ASD	202401701ASD-1	15/01/2024 15:50:49	16/02/2024 13:47:56	-	()1809	1a2b3	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-
202402700	202402700-1	27/02/2024 09:46:00	-	-	()1610	1a2b3	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-
202402702	202402702-1	28/02/2024 14:22:02	28/02/2024 14:40:45	28/02/2024 14:40:00	()1606	1a2b3	SR Team Process	A34890 MANDAI HILL	-	-	-

Upload New Attachments Via Requests Page

Step 1: Select a Job Request

Tap on the **link** of a job request that you want to upload the attachment files.



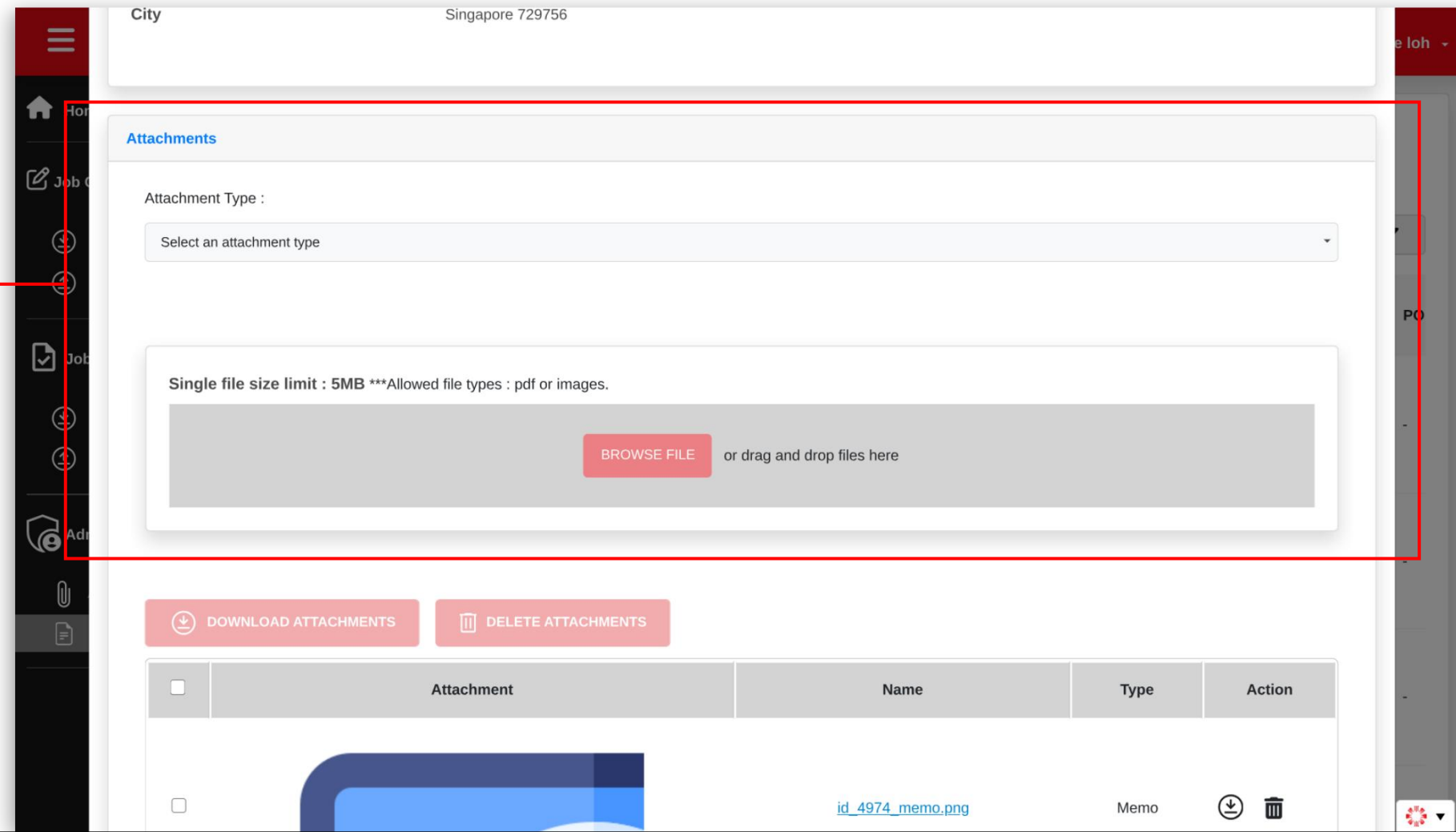
The screenshot shows the 'Service Requests' page in the ST Engineering SDS^{2.0} Service Management system. The interface includes a sidebar with navigation options: Home, Job Creation, Job Closing, Admin, Attachments, and Requests. The main content area displays a table of job requests with columns for LOB, Job No., Created, Request Completed, Task Completed, Serial, NSN No., Action, Place, MO, SO, and PC. A 'DOWNLOAD ATTACHMENTS' button is visible at the top of the table. A red box highlights the link '202401701ASD-1' in the 'Job No.' column of the second row, with a red line pointing to the 'Requests' menu item in the sidebar.

LOB	Job No.	Created	Request Completed	Task Completed	Serial	NSN No.	Action	Place	MO	SO	PC
202401700RMA	202401700RMA-1	15/01/2024 15:50:49	16/02/2024 13:47:55	-	()2526	1a2b3	SR Team Process	G04307	-	-	-
202401701ASD	202401701ASD-1	15/01/2024 15:50:49	16/02/2024 13:47:56	-	()1809	1a2b3	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-
202402700	202402700-1	27/02/2024 09:46:00	-	-	()1610	1a2b3	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-
202402702	202402702-1	28/02/2024 14:22:02	28/02/2024 14:40:45	28/02/2024 14:40:00	()1606	1a2b3	SR Team Process	A34890 MANDAI HILL	-	-	-

Step 2: Go to Attachments Section

You will be able to view the details of the job request from the panel.

Scroll down to the **Attachments** Section.



City Singapore 729756

Attachments




Attachment Type :

Select an attachment type

Single file size limit : 5MB ***Allowed file types : pdf or images.

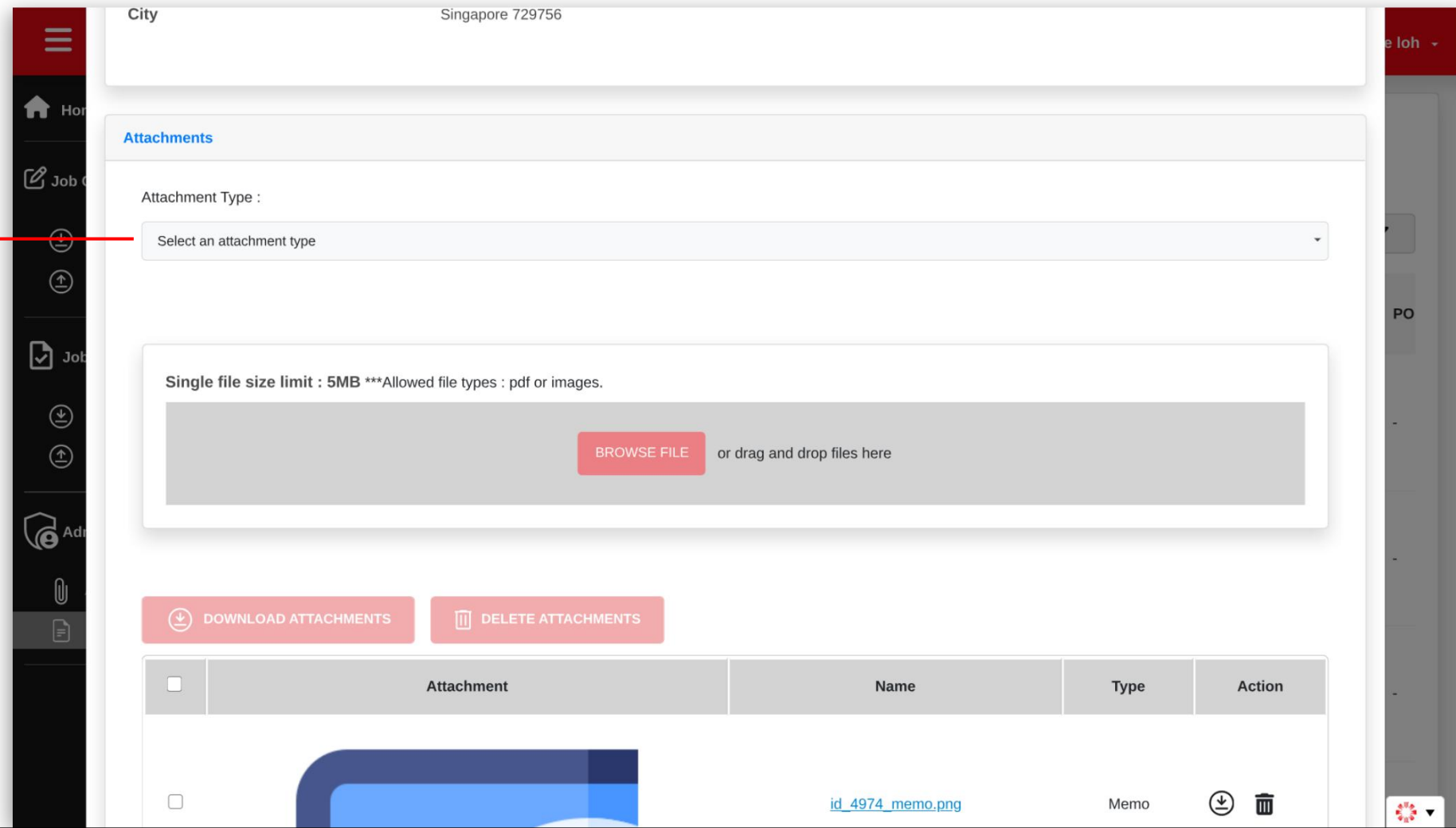
BROWSE FILE or drag and drop files here

DOWNLOAD ATTACHMENTS DELETE ATTACHMENTS

	Attachment	Name	Type	Action
<input type="checkbox"/>		id_4974_memo.png	Memo	 

Step 3: Select an Attachment Type

Select an **Attachment Type** for the file you want to upload.



City Singapore 729756

Attachments




Attachment Type :

Select an attachment type

Single file size limit : 5MB ***Allowed file types : pdf or images.

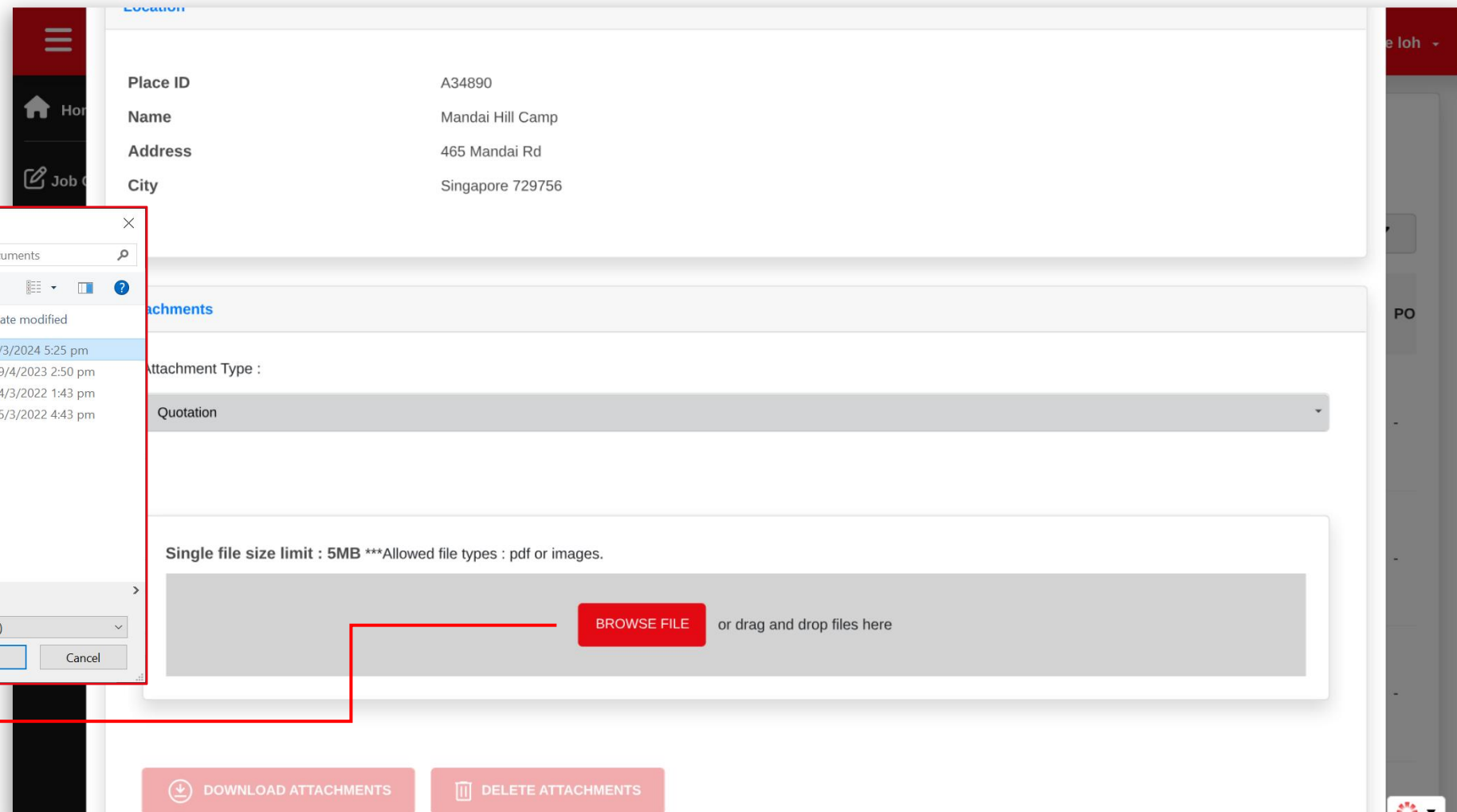
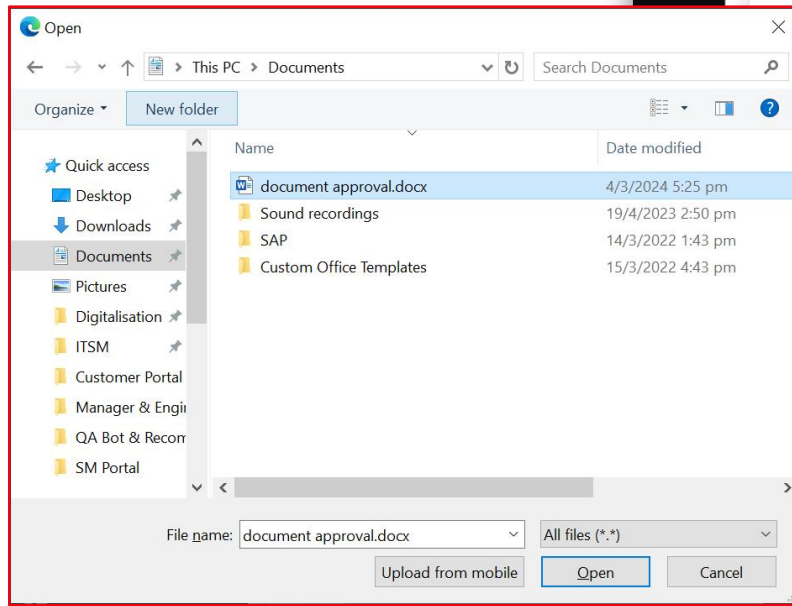
BROWSE FILE or drag and drop files here

DOWNLOAD ATTACHMENTS DELETE ATTACHMENTS

	Attachment	Name	Type	Action
<input type="checkbox"/>		id_4974_memo.png	Memo	 

Step 4: Select File

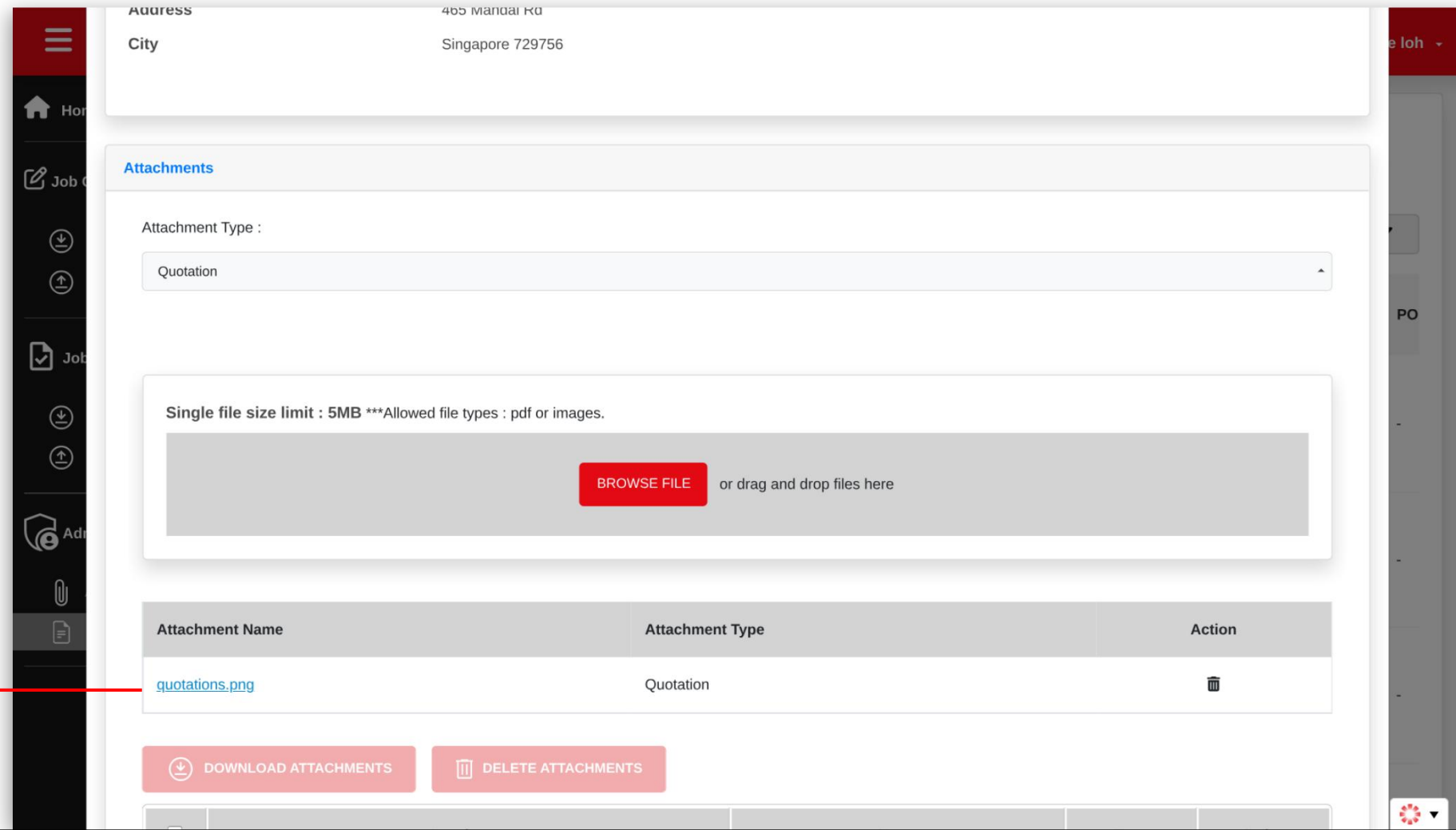
Tap **Browse File** and select the file from your local drive.



File Uploaded but Unsaved

The uploaded file is shown in the list and is pending to be saved.

You can upload multiple files into the list by selecting the type of attachment and upload them.




Address: 465 Mandai Rd
City: Singapore 729756

Attachments

Attachment Type :
Quotation

Single file size limit : 5MB ***Allowed file types : pdf or images.

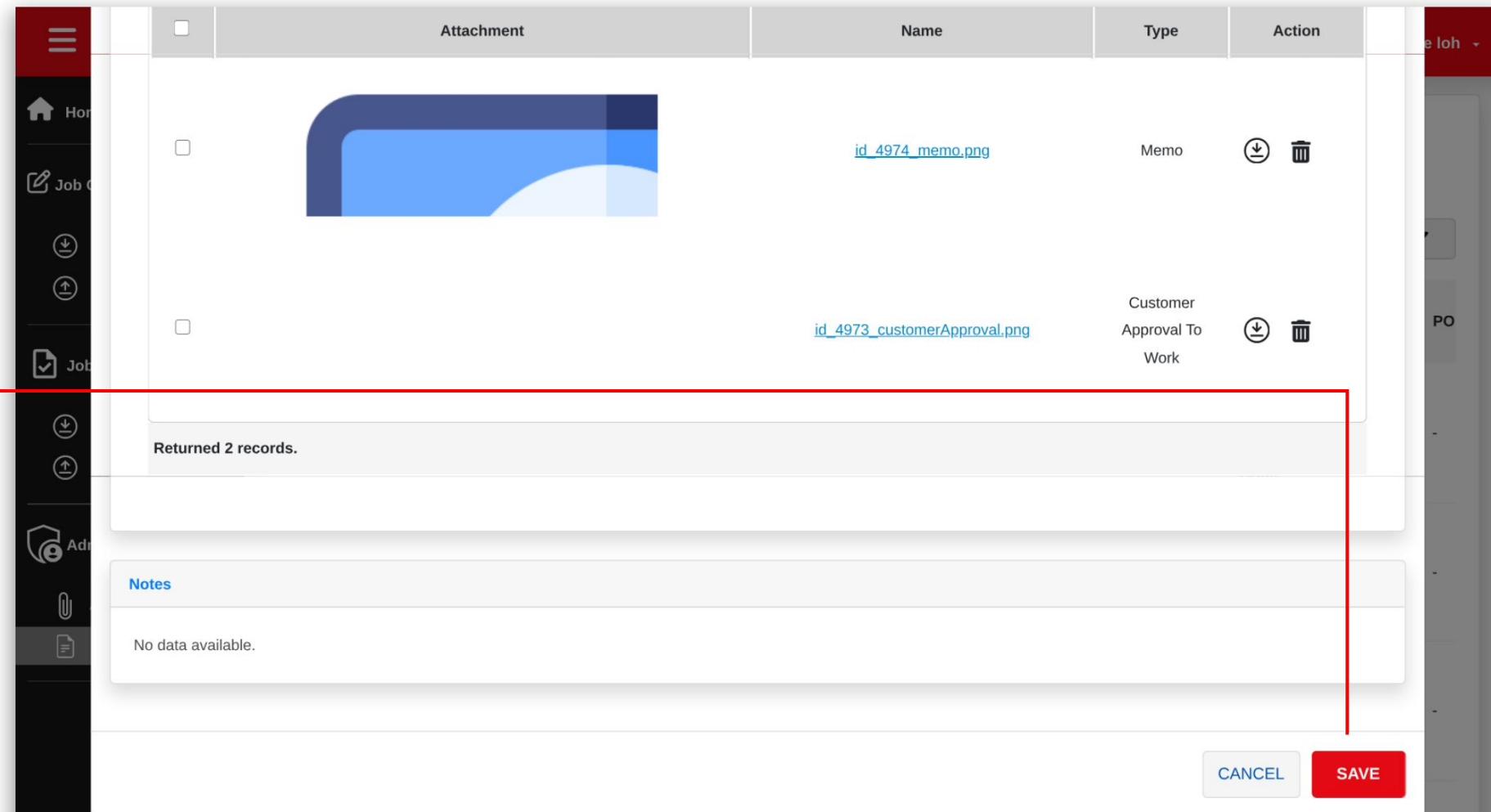
BROWSE FILE or drag and drop files here






Attachment Name	Attachment Type	Action
quotations.png	Quotation	

DOWNLOAD ATTACHMENTS DELETE ATTACHMENTS

Step 5: Save Changes

Scroll down the page and select **Save** to save the changes made to the job request.



Attachment	Name	Type	Action
	id_4974_memo.png	Memo	 
	id_4973_customerApproval.png	Customer Approval To Work	 

Returned 2 records.

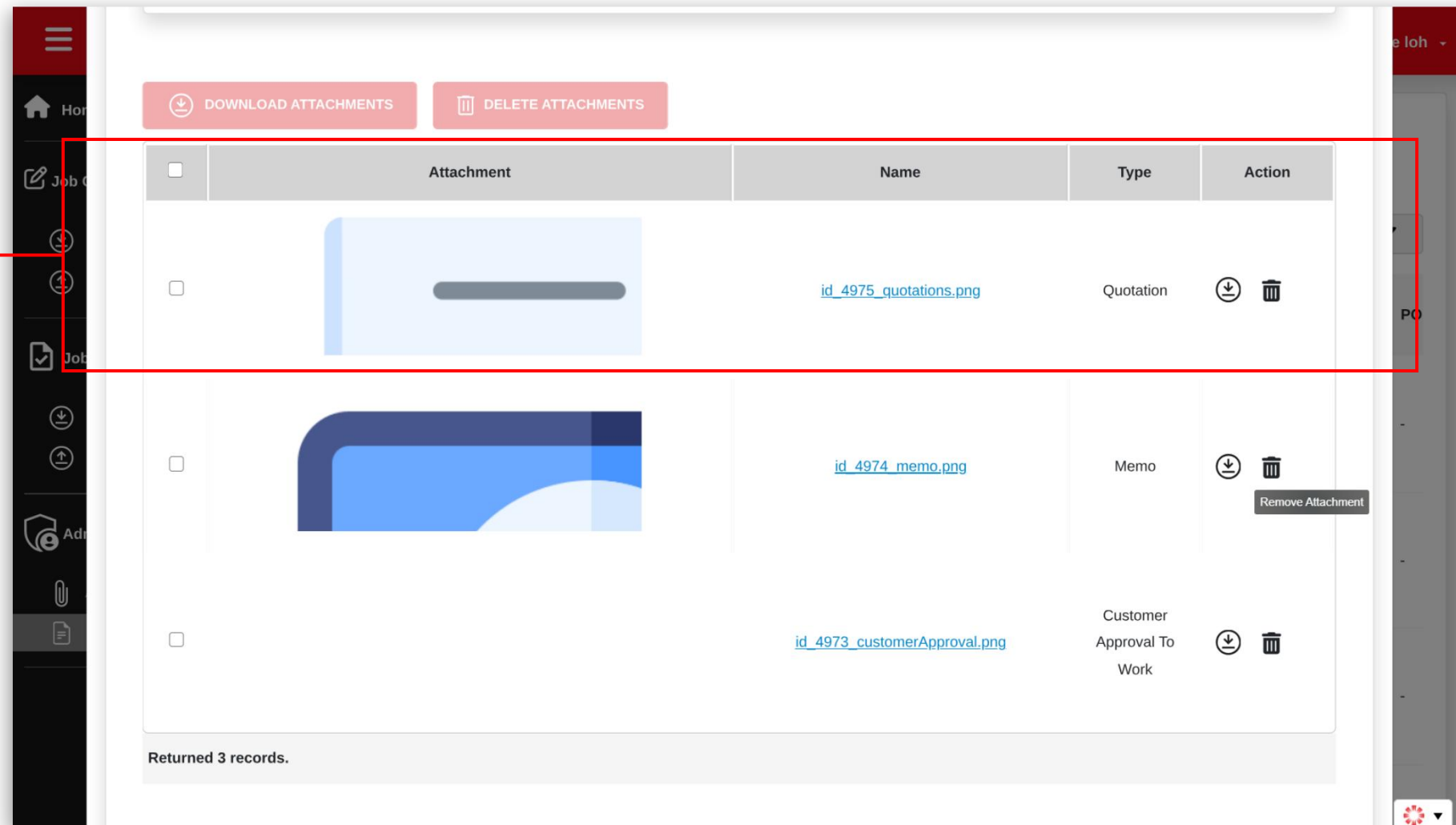
Notes




No data available.

CANCEL **SAVE**

View Uploaded Attachments

Once it is saved, it will be displayed in the job request **Attachments** details as shown.



	Attachment	Name	Type	Action
<input type="checkbox"/>		id_4975_quotations.png	Quotation	
<input type="checkbox"/>		id_4974_memo.png	Memo	 Remove Attachment
<input type="checkbox"/>		id_4973_customerApproval.png	Customer Approval To Work	

Returned 3 records.

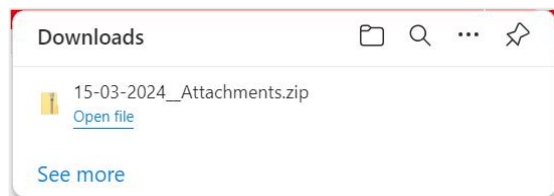
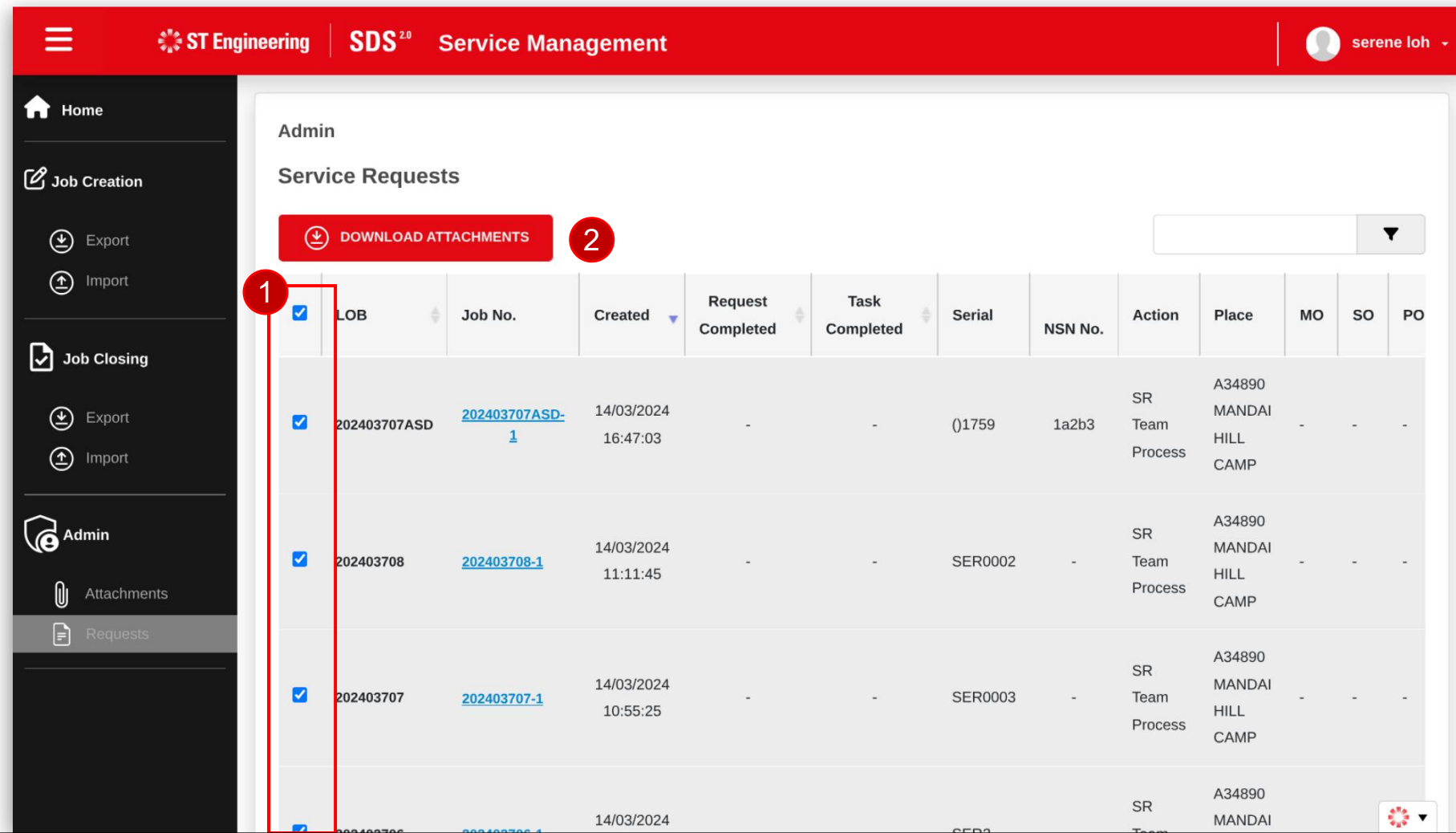
Download Attachments Via Requests Page

Method 1: Download Attachments from Requests List

1 You can download attachments from Requests Page by selecting requests from the checkbox.

2 Then next, you select **Download Attachments**.

The attachments will be saved in a zip file.

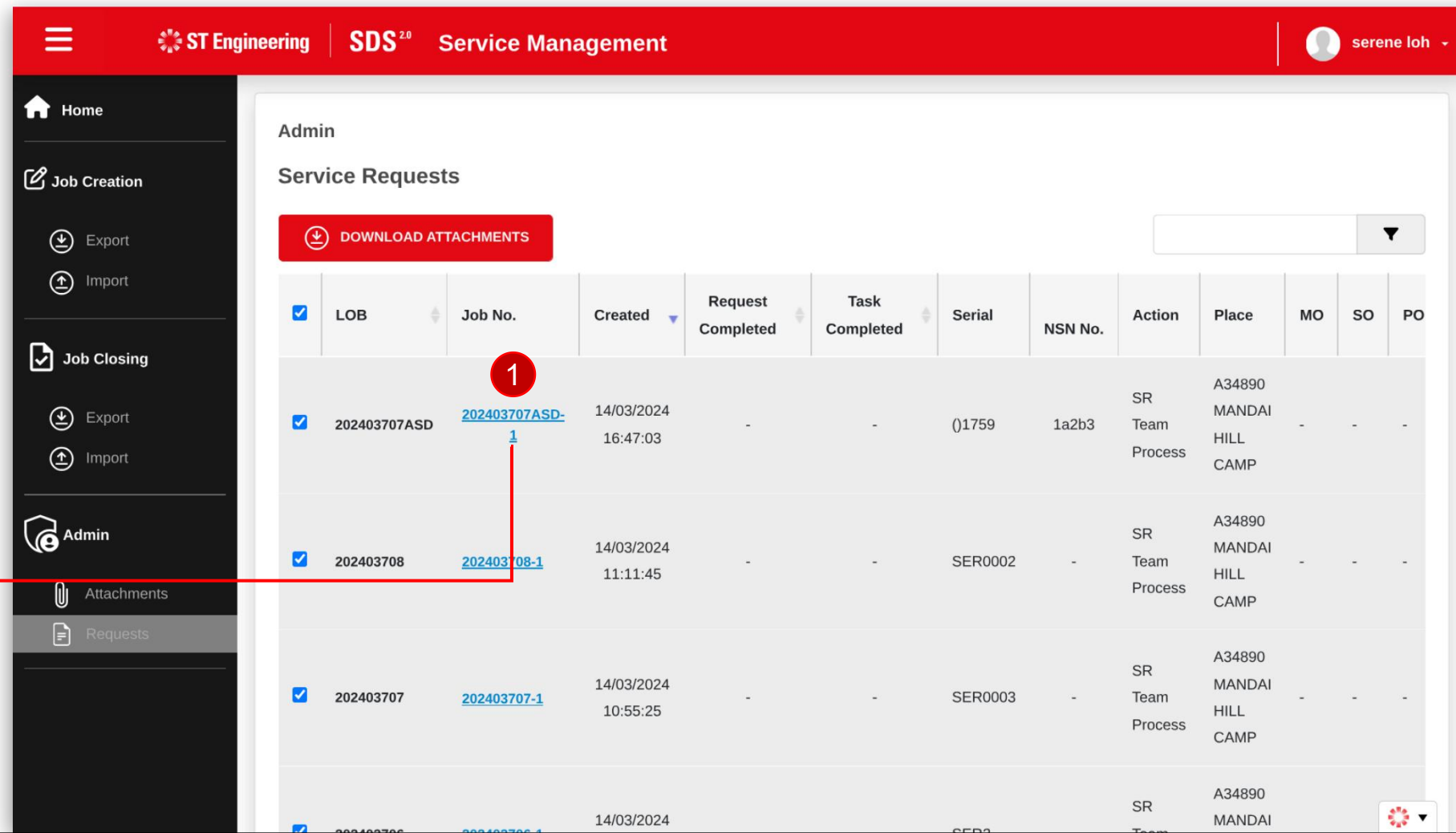



The screenshot shows the 'Service Requests' page in the ST Engineering Service Management system. A red box highlights the 'Download Attachments' button (labeled '2') and the first three rows of the table, each with a checked checkbox (labeled '1').

LOB	Job No.	Created	Request Completed	Task Completed	Serial	NSN No.	Action	Place	MO	SO	PO
<input checked="" type="checkbox"/>	202403707ASD	14/03/2024 16:47:03	-	-	()1759	1a2b3	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-
<input checked="" type="checkbox"/>	202403708	14/03/2024 11:11:45	-	-	SER0002	-	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-
<input checked="" type="checkbox"/>	202403707	14/03/2024 10:55:25	-	-	SER0003	-	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-

Method 2: Download Attachments from Job Request (1)

1 Tap on the link of a job request that you want to download the attachments.



Admin

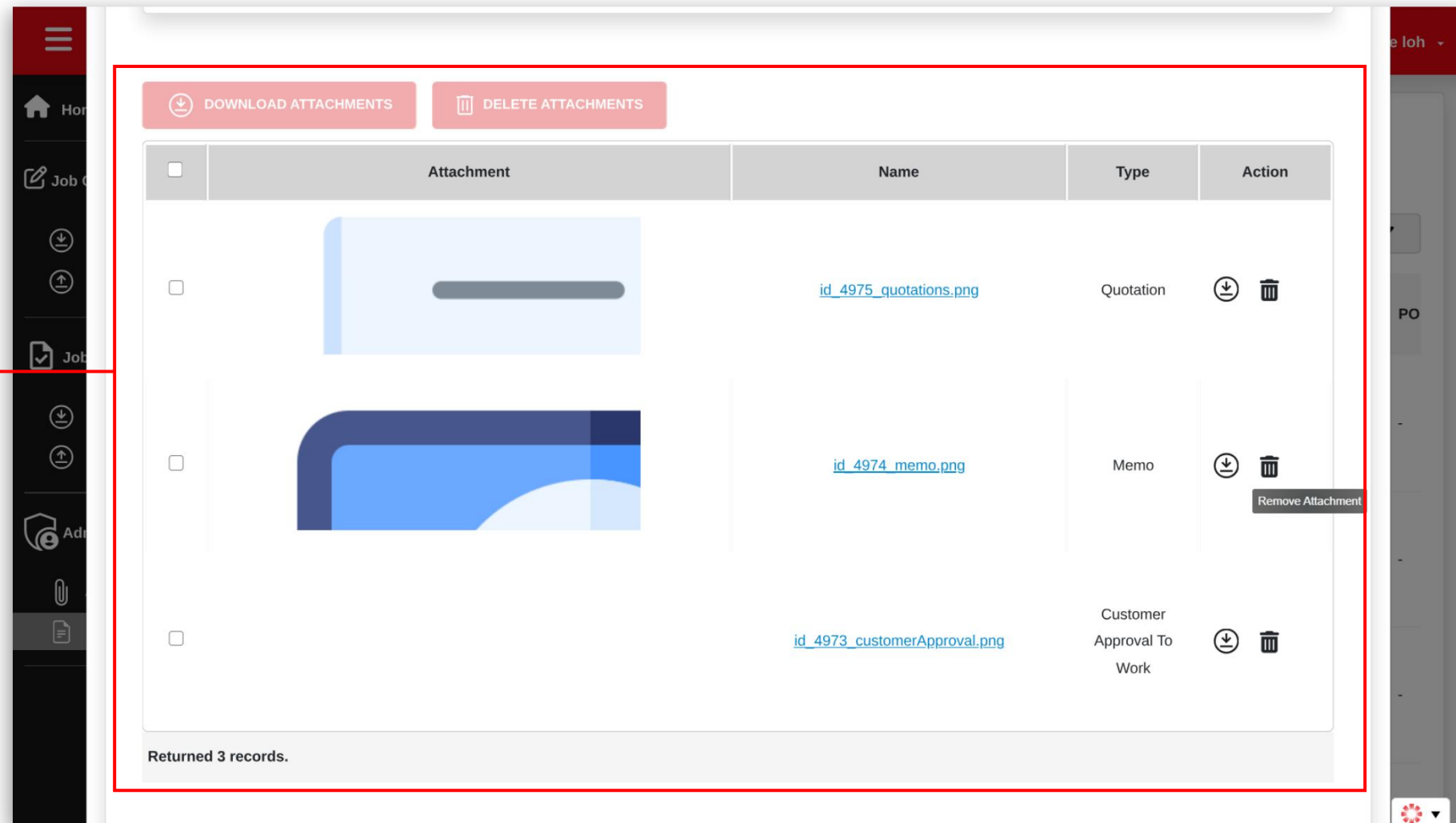
Service Requests



DOWNLOAD ATTACHMENTS

<input checked="" type="checkbox"/>	LOB	Job No.	Created	Request Completed	Task Completed	Serial	NSN No.	Action	Place	MO	SO	PO
<input checked="" type="checkbox"/>	202403707ASD	202403707ASD-1	14/03/2024 16:47:03	-	-	()1759	1a2b3	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-
<input checked="" type="checkbox"/>	202403708	202403708-1	14/03/2024 11:11:45	-	-	SER0002	-	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-
<input checked="" type="checkbox"/>	202403707	202403707-1	14/03/2024 10:55:25	-	-	SER0003	-	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-
<input checked="" type="checkbox"/>	202403706	202403706-1	14/03/2024	-	-	SER0004	-	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-

Method 2: Download Attachments from Job Request (2)


2 Scroll down to the **Attachment** Section to view a list of uploaded attachments.



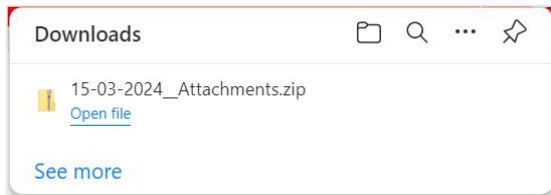
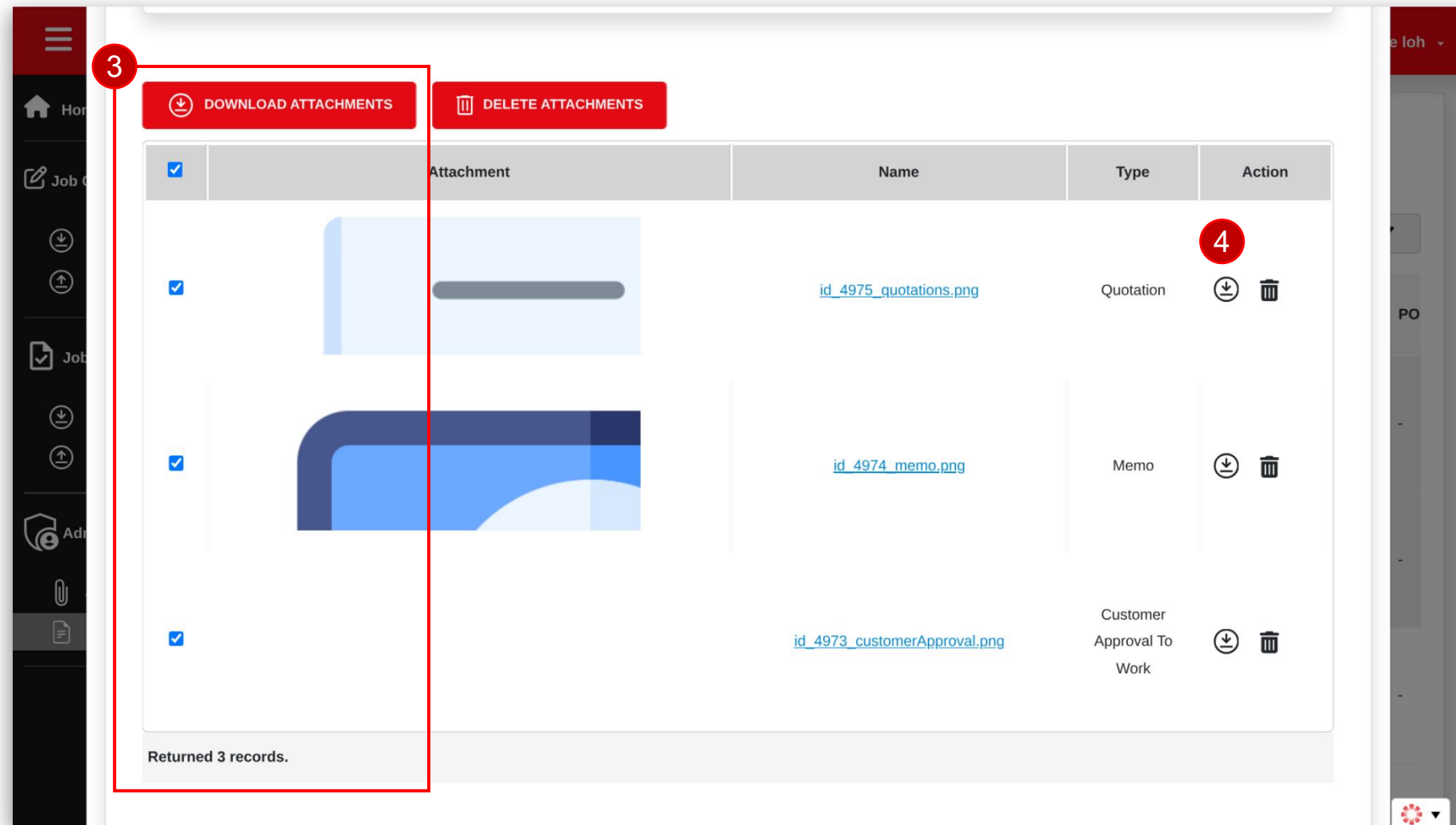
	Attachment	Name	Type	Action
<input type="checkbox"/>		id_4975_quotations.png	Quotation	
<input type="checkbox"/>		id_4974_memo.png	Memo	Remove Attachment
<input type="checkbox"/>		id_4973_customerApproval.png	Customer Approval To Work	

Returned 3 records.










Method 2: Download Attachments from Job Request (3)

- 3 You can select a list of files to download, or
- 4 you can download a file from Action icon 

The attachments will be saved in a zip file.

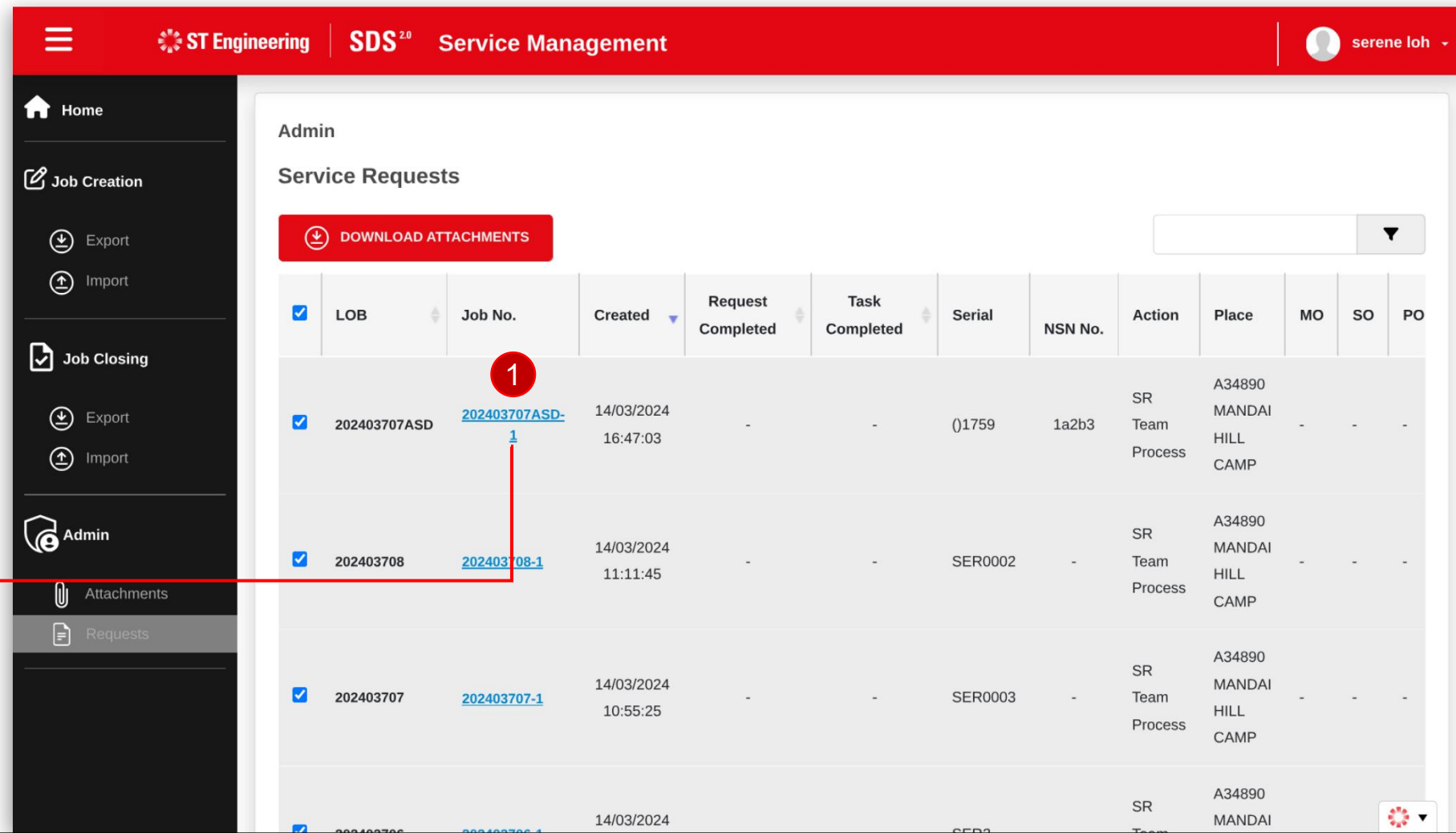
Returned 3 records.

<input checked="" type="checkbox"/>	Attachment	Name	Type	Action
<input checked="" type="checkbox"/>		id_4975_quotations.png	Quotation	 
<input checked="" type="checkbox"/>		id_4974_memo.png	Memo	 
<input checked="" type="checkbox"/>		id_4973_customerApproval.png	Customer Approval To Work	 

Delete Attachments Via Requests Page

Step 1: Select a Job Request

1 Tap on the link of a job request that you want to download the attachments.

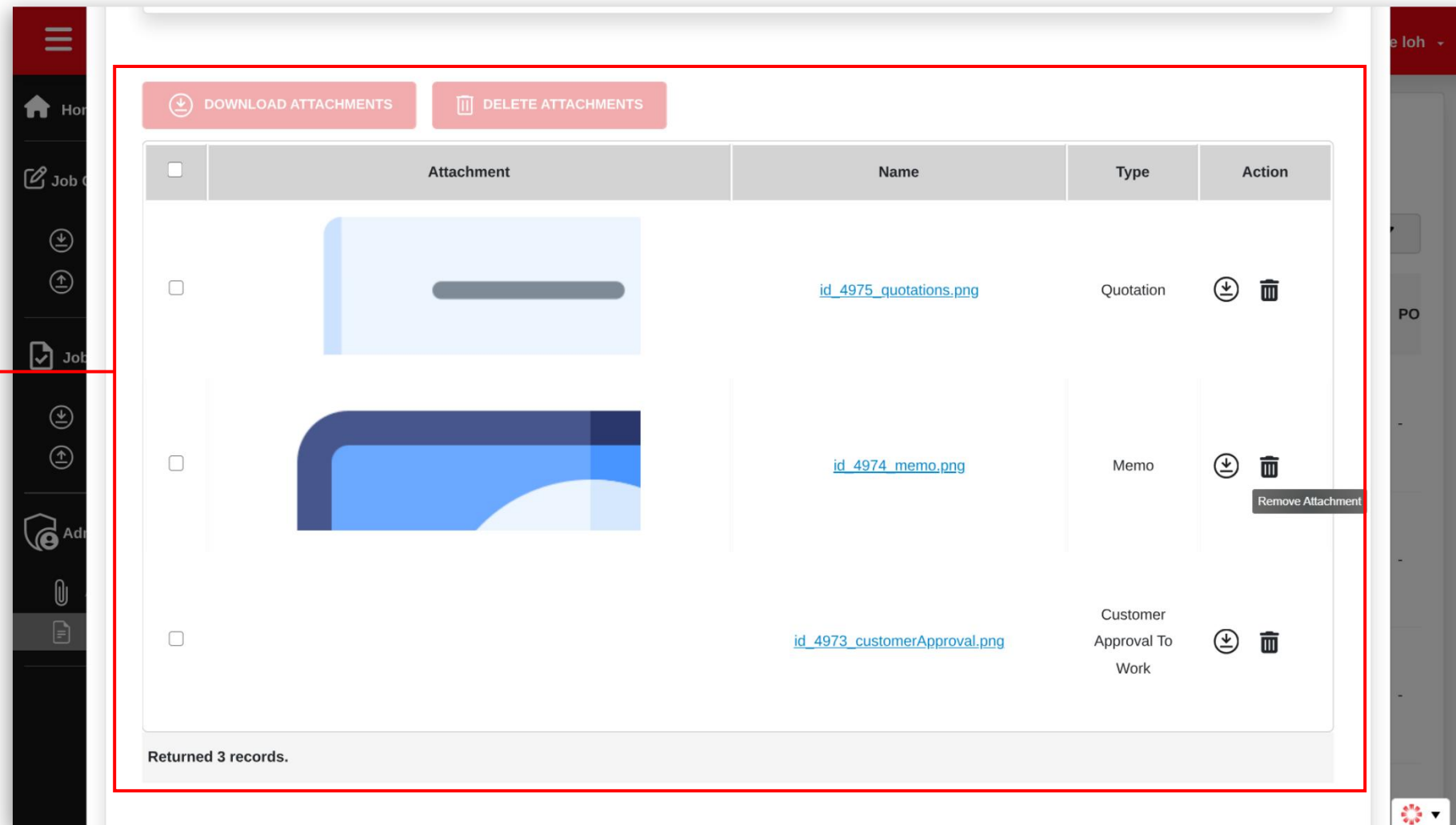




The screenshot shows the 'Service Requests' page in the ST Engineering Service Management system. The page includes a sidebar with navigation options like Home, Job Creation, Job Closing, and Admin. The main content area displays a table of service requests with columns for LOB, Job No., Created, Request Completed, Task Completed, Serial, NSN No., Action, Place, MO, SO, and PO. A red button labeled 'DOWNLOAD ATTACHMENTS' is visible at the top of the table. A red circle with the number '1' highlights the job number link '202403707ASD-1' in the first row of the table, with a red arrow pointing from the text instruction to this link.

LOB	Job No.	Created	Request Completed	Task Completed	Serial	NSN No.	Action	Place	MO	SO	PO
202403707ASD	202403707ASD-1	14/03/2024 16:47:03	-	-	()1759	1a2b3	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-
202403708	202403708-1	14/03/2024 11:11:45	-	-	SER0002	-	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-
202403707	202403707-1	14/03/2024 10:55:25	-	-	SER0003	-	SR Team Process	A34890 MANDAI HILL CAMP	-	-	-

Step 2: Go to Attachment Section


2 Scroll down to the **Attachment** Section to view a list of uploaded attachments.

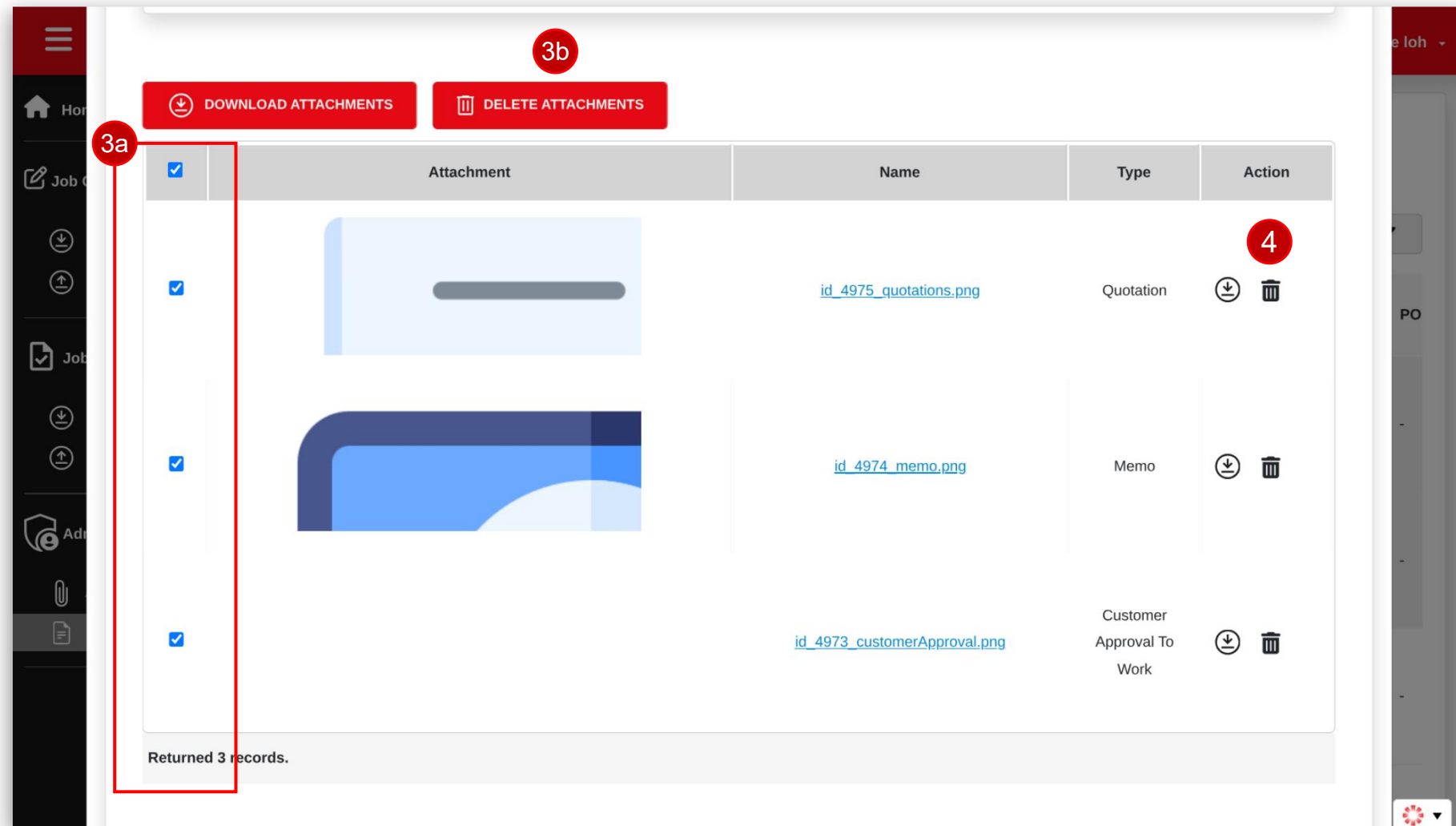


<input type="checkbox"/>	Attachment	Name	Type	Action
<input type="checkbox"/>		id_4975_quotations.png	Quotation	
<input type="checkbox"/>		id_4974_memo.png	Memo	Remove Attachment
<input type="checkbox"/>		id_4973_customerApproval.png	Customer Approval To Work	










Returned 3 records.

Step 3: Delete Attachments

- 3a You can select a list of files and tap
- 3b **Delete Attachments** or you can delete it from
- 4 Action icon 

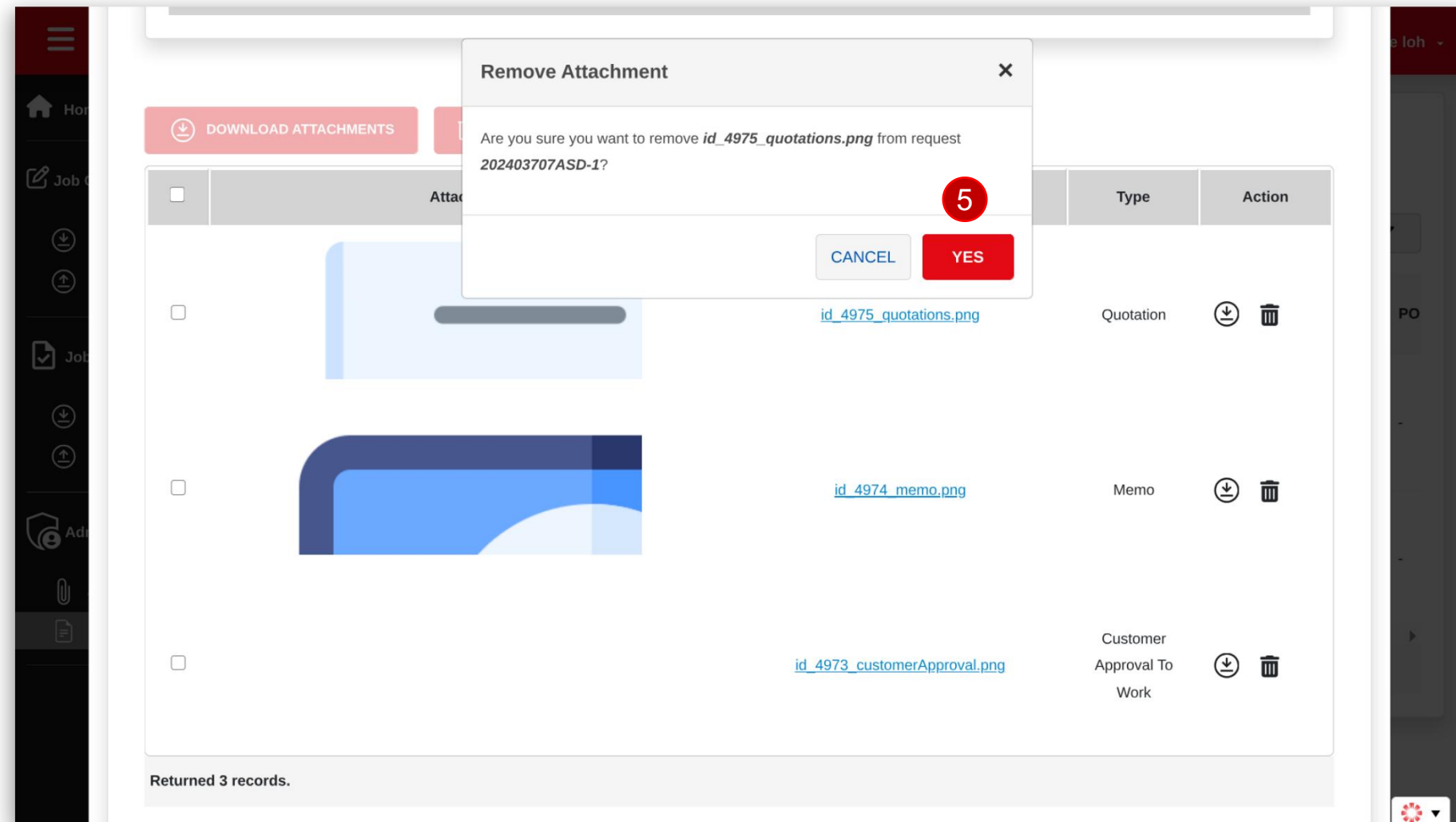


The screenshot shows a mobile application interface with a dark sidebar on the left and a main content area. At the top of the main area, there are two red buttons: 'DOWNLOAD ATTACHMENTS' and 'DELETE ATTACHMENTS'. Below these is a table with three columns: 'Attachment', 'Name', and 'Type', and an 'Action' column. Three rows of attachments are visible, each with a blue checkmark in the first column and a trash icon in the 'Action' column. A red box highlights the first three rows, and a red circle '3a' is next to the first checkmark. A red circle '3b' is above the 'DELETE ATTACHMENTS' button. A red circle '4' is above the trash icon in the first row. At the bottom of the table, it says 'Returned 3 records.'

	Attachment	Name	Type	Action
<input checked="" type="checkbox"/>		id_4975_quotations.png	Quotation	 
<input checked="" type="checkbox"/>		id_4974_memo.png	Memo	 
<input checked="" type="checkbox"/>		id_4973_customerApproval.png	Customer Approval To Work	 

Step 4: Confirm Delete Attachments

- 5 It will prompt for your confirmation on deleting the selected attachments.



Remove Attachment

Are you sure you want to remove *id_4975_quotations.png* from request *202403707ASD-1?*

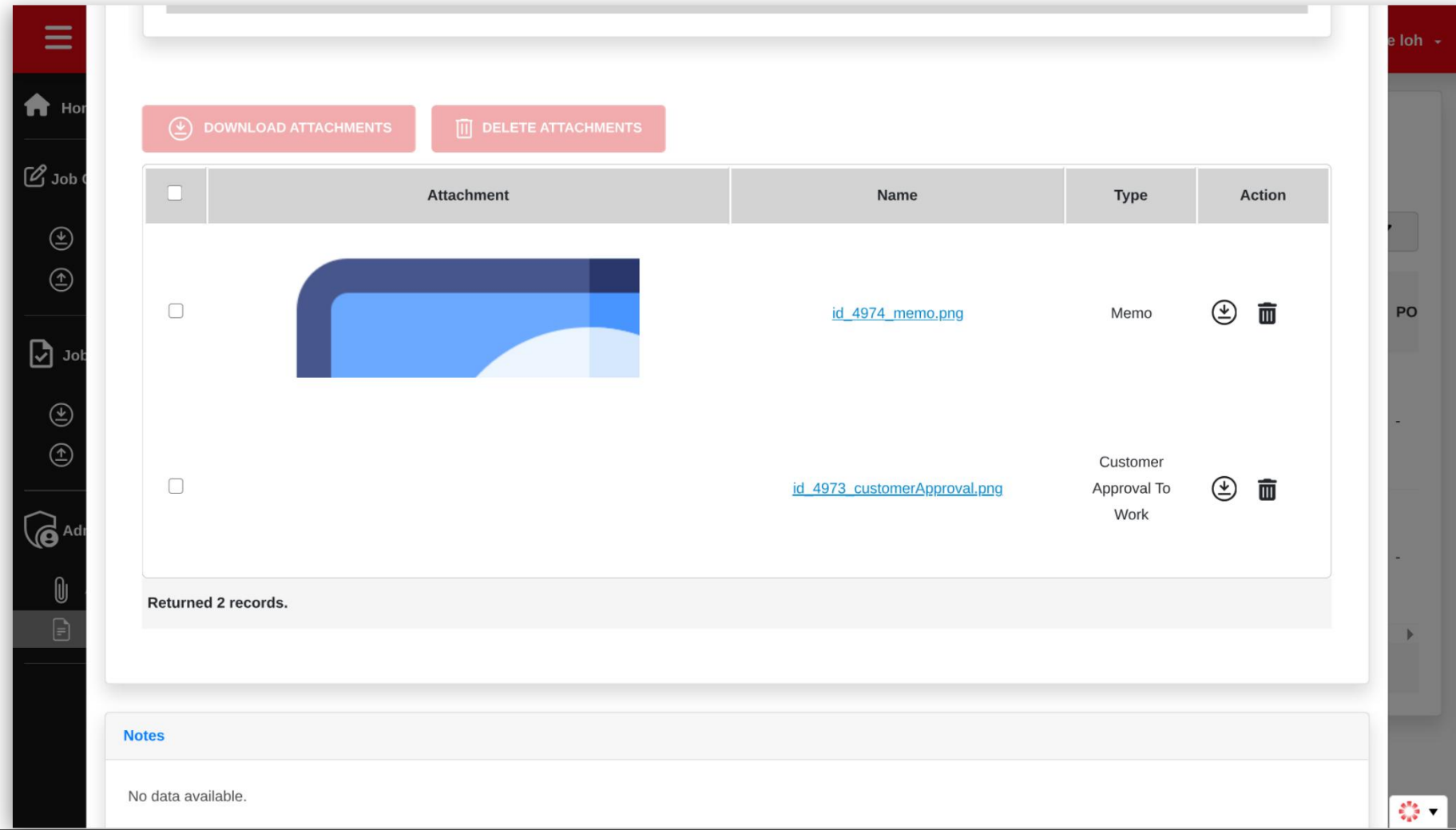
CANCEL YES

	Type	Action
<input type="checkbox"/>	Quotation	
<input type="checkbox"/>	Memo	
<input type="checkbox"/>	Customer Approval To Work	






Returned 3 records.

Attachments Updated

The attachment is removed from the Attachment List for the job request.



The screenshot displays a web application interface for managing attachments. At the top, there are two buttons: "DOWNLOAD ATTACHMENTS" and "DELETE ATTACHMENTS". Below these is a table with the following columns: Attachment, Name, Type, and Action.

Attachment	Name	Type	Action
	id_4974_memo.png	Memo	 
	id_4973_customerApproval.png	Customer Approval To Work	 

Returned 2 records.

Notes
No data available.

Thank you