

SDS
2.0

Smart Digital Systems

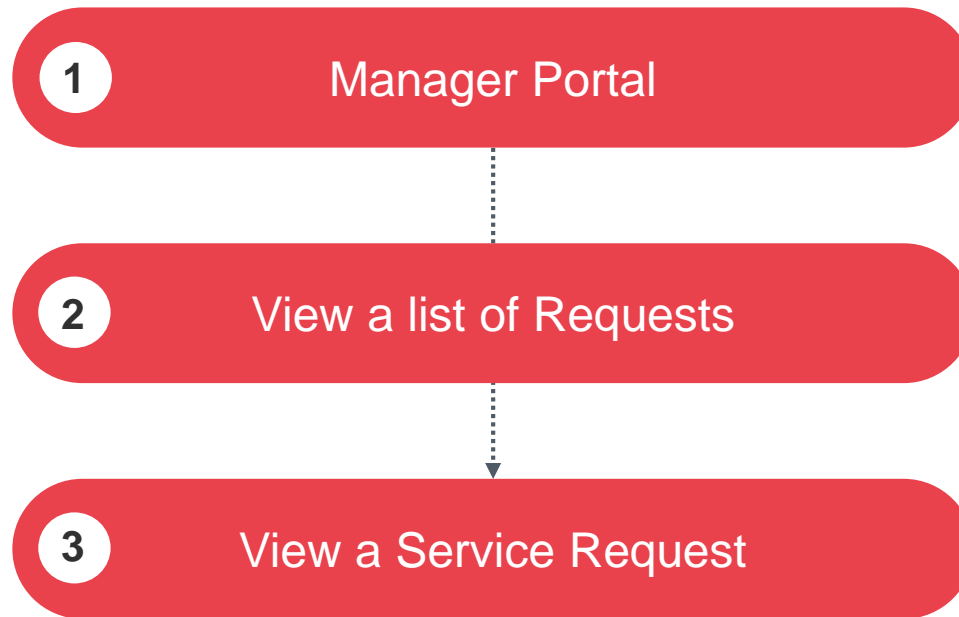
User Guide for Manager Portal | How to access the Manager Portal



Co-Confidential

20th March 2024, Release 4 v1.0

Agenda



Manager Portal

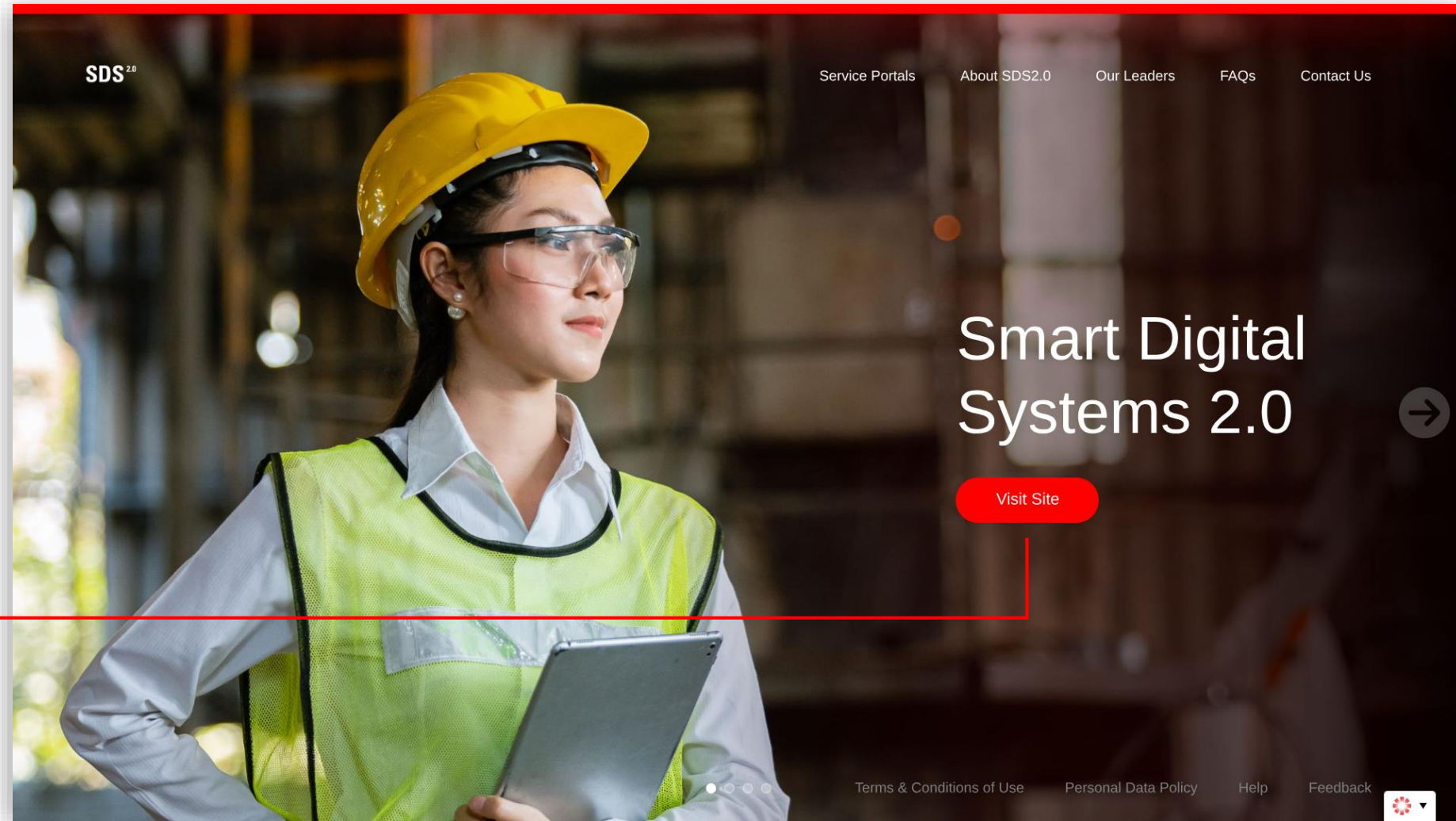
- [View Site](#)
- [Homepage](#)
- [Forget password or OTP device?](#)

View Site (1)

To access SDS2.0:

<https://sds.stengg.com>

Then select **Visit Site**



View Site (2)

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



View Site (3)

Select **Enter Portal** link under **Request Management** section

SDS^{2.0}

[Service Portals](#) [About SDS2.0](#) [Our Leaders](#) [FAQs](#) [Contact Us](#) [serene](#)

Service Portals

Request Creation

- Raise service requests
- Cancel service requests
- Monitor status of service requests
- Download service requests

Enter Portal

Export/Import Data

- Inhouse & Onsite Service Request Extraction
- Updating & Importing of MO/SO/YT3 Values

Enter Portal

Request Management

- Process Service Requests
- Monitor & Edit Status of Requests
- Task Assignments to Engineers

Enter Portal

Account Management

(*for administrative users only)

- Credential Reset or Change
- Device Pairing Authentication

Enter Portal

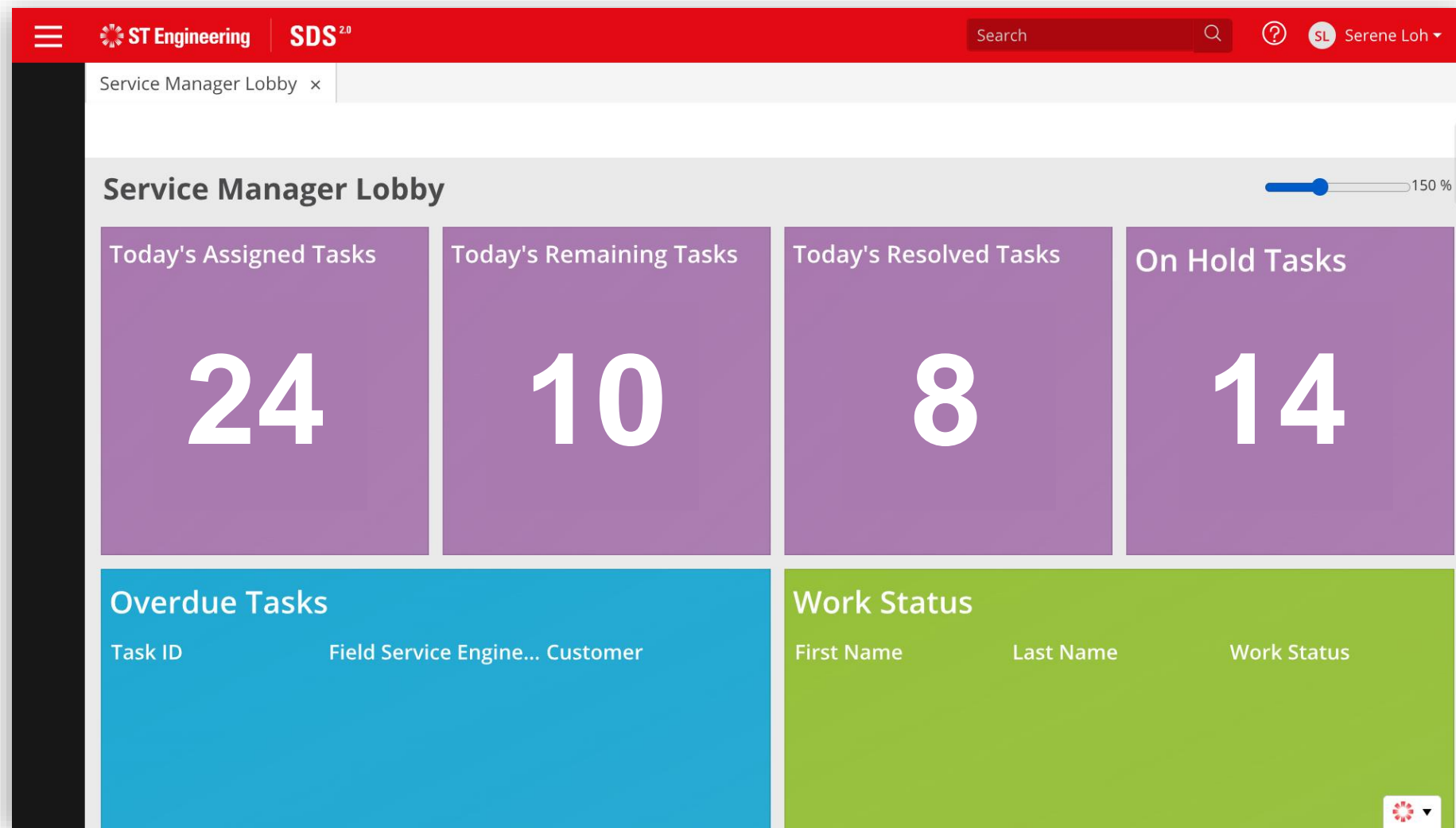
Equipment Transit

MRO AI Co-pilot

Helpdesk System Support

Homepage

You will have a general overview of the tasks, work status, escalation cases, etc. displayed on your dashboard.



The screenshot shows the 'Service Manager Lobby' dashboard. At the top, there is a red navigation bar with the ST Engineering logo, 'SDS 2.0', a search bar, and a user profile for 'Serene Loh'. Below the navigation bar, the main content area is titled 'Service Manager Lobby' and includes a zoom slider set to 150%. The dashboard is divided into several sections:

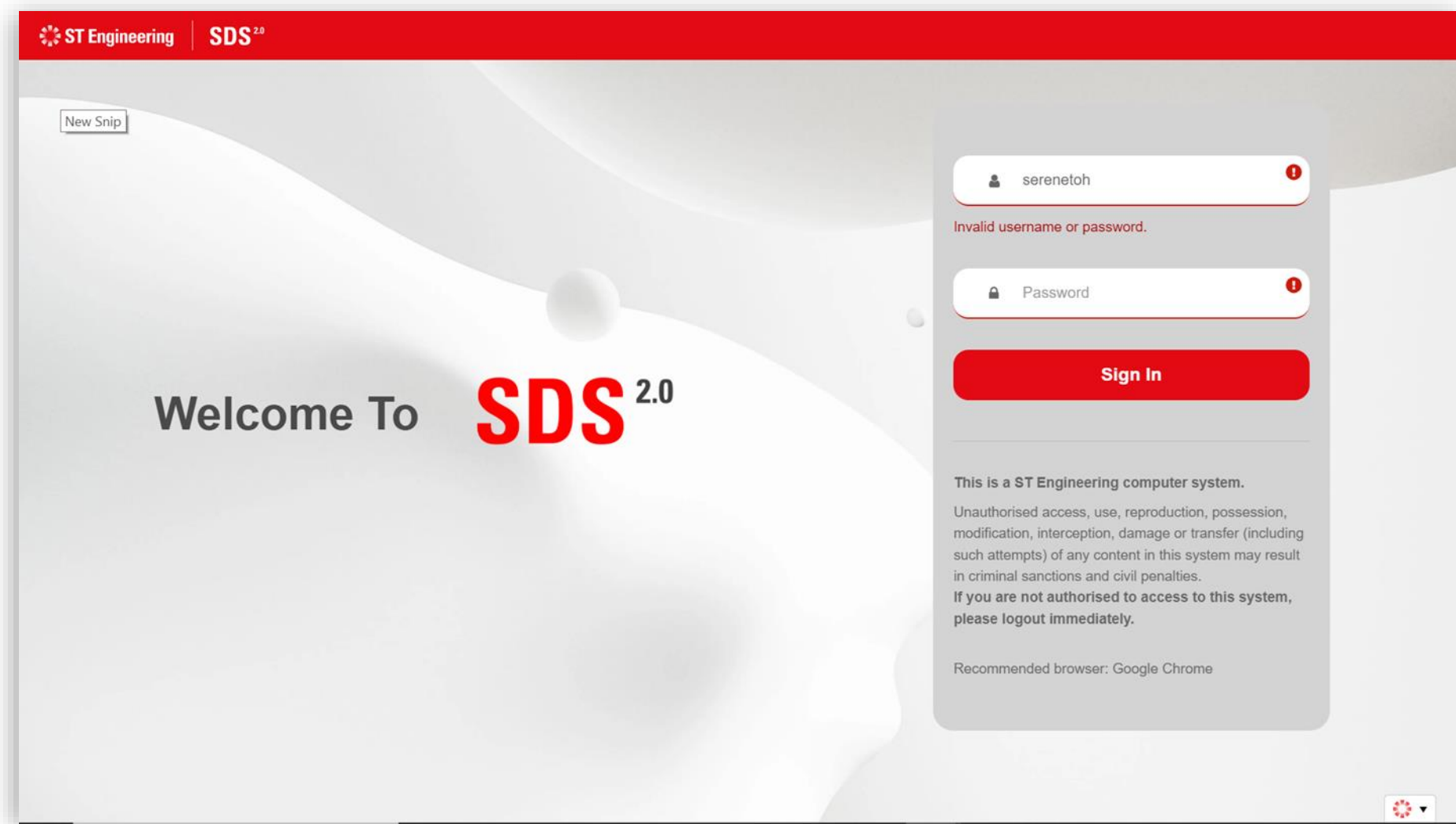
- Today's Assigned Tasks:** 24
- Today's Remaining Tasks:** 10
- Today's Resolved Tasks:** 8
- On Hold Tasks:** 14
- Overdue Tasks:** A table with columns for Task ID, Field Service Engine..., and Customer.
- Work Status:** A table with columns for First Name, Last Name, and Work Status.

Forget Password or OTP Device?

If you have forgotten your password or cannot login using One-Time Code, contact CX Hub to reset password or authenticator.

Contact: 6672 7597

1cc.services@stengg.com



View a list of Requests

- Open Menu
- Onsite Repair Request Page

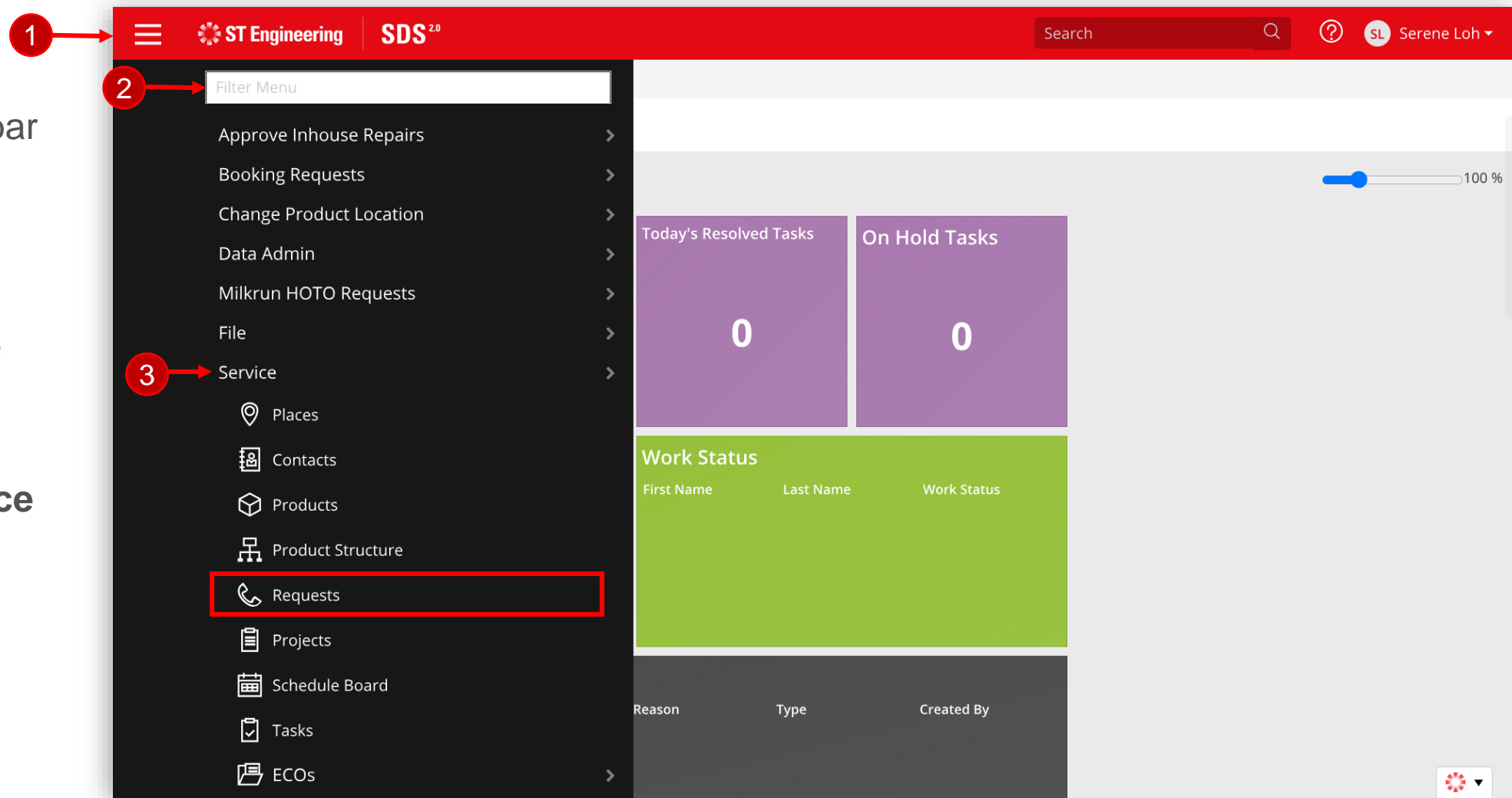
VIEW A LIST OF REQUESTS

Open Menu

1 Tap on the Menu bar to view the menu list.

2 You can input text, "Requests" to find the menu item or

3 Open menu **Service** and select **Requests** from the list.



The screenshot shows the ST Engineering SDS 2.0 mobile application interface. The top navigation bar is red and contains the ST Engineering logo, the text "SDS 2.0", a search bar, and a user profile icon labeled "Serene Loh". A red circle with the number "1" points to the menu bar icon (three horizontal lines) on the left. A dark grey menu is open, and a red circle with the number "2" points to a search input field labeled "Filter Menu" at the top of the menu. A red circle with the number "3" points to the "Service" menu item, which is highlighted with a red box. Below "Service", the "Requests" item is also highlighted with a red box. The background of the application shows a dashboard with two purple cards: "Today's Resolved Tasks" and "On Hold Tasks", both displaying "0". Below these is a green card titled "Work Status" with columns for "First Name", "Last Name", and "Work Status". At the bottom, a table header is visible with columns "Reason", "Type", and "Created By".

VIEW A LIST OF REQUESTS

Onsite Repair Request Page

You will be able to view a list of service requests for onsite repair.

Service Manager Lobby x Onsite Repair Request x

My Requests

New Search [Filter Icon] [Dropdown Arrow]

Request ID	Request Type	Request Status	Nature of Servicing	Place ID	Name	
202303766FRI-MKC	Milkrun HOTO In	Open	Monthly maintenace for plane 123	SUNGEI GEDONG CAMP - SB WEST	Sungei Gedong Camp - West	23
202303815-1	Preventive Maintenance	Open	do from scratch CM	SUNGEI GEDONG CAMP - SB WEST	Sungei Gedong Camp - West	23
202304703-1	Preventive Maintenance	Open	testing Transceiver Broken	SUNGEI GEDONG CAMP - SB WEST	Sungei Gedong Camp - West	11
202305713FRI-MKC	Milkrun HOTO In	Open	nature of servicing	A34890	MANDAI HILL CAMP	23
202311735BKG-1	Booking Request	Open	test	164I	MANDAI HILL CAMP/16C4I	10
202311736BKG-1	Booking Request	Open	Repair of controller sets	164I	MANDAI HILL CAMP/16C4I	10
202312701FRI-MKC	Milkrun HOTO In	Open	Maintenance of Airship E33490	164I	MANDAI HILL CAMP/16C4I	14
202403701RMA-MKC	Milkrun HOTO In	Open	maintenance of aircraft 90998	A34890	MANDAI HILL CAMP	05


10 Showing 1 - 8 of 8 records [Navigation Buttons]

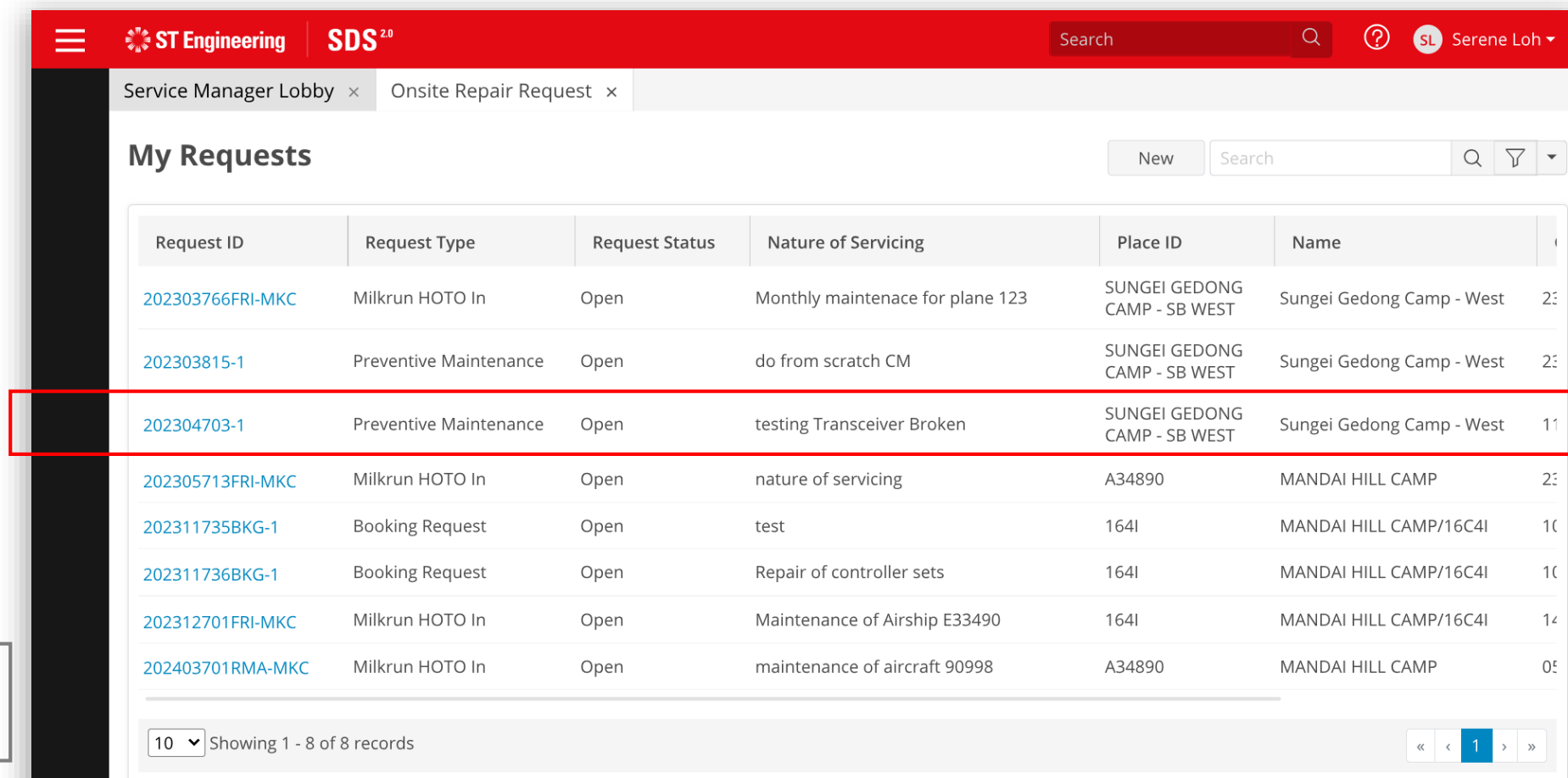
View a Service Request

- Select a Request from the List
- View Onsite Repair Request

Select a Request from the List

To view a service request, select a **Request ID link** from the list of requests.

Note: If request list is not shown or updated, tap the  icon.



The screenshot shows the 'My Requests' section of the Service Manager interface. The table below lists the requests, with the row for ID 202304703-1 highlighted.

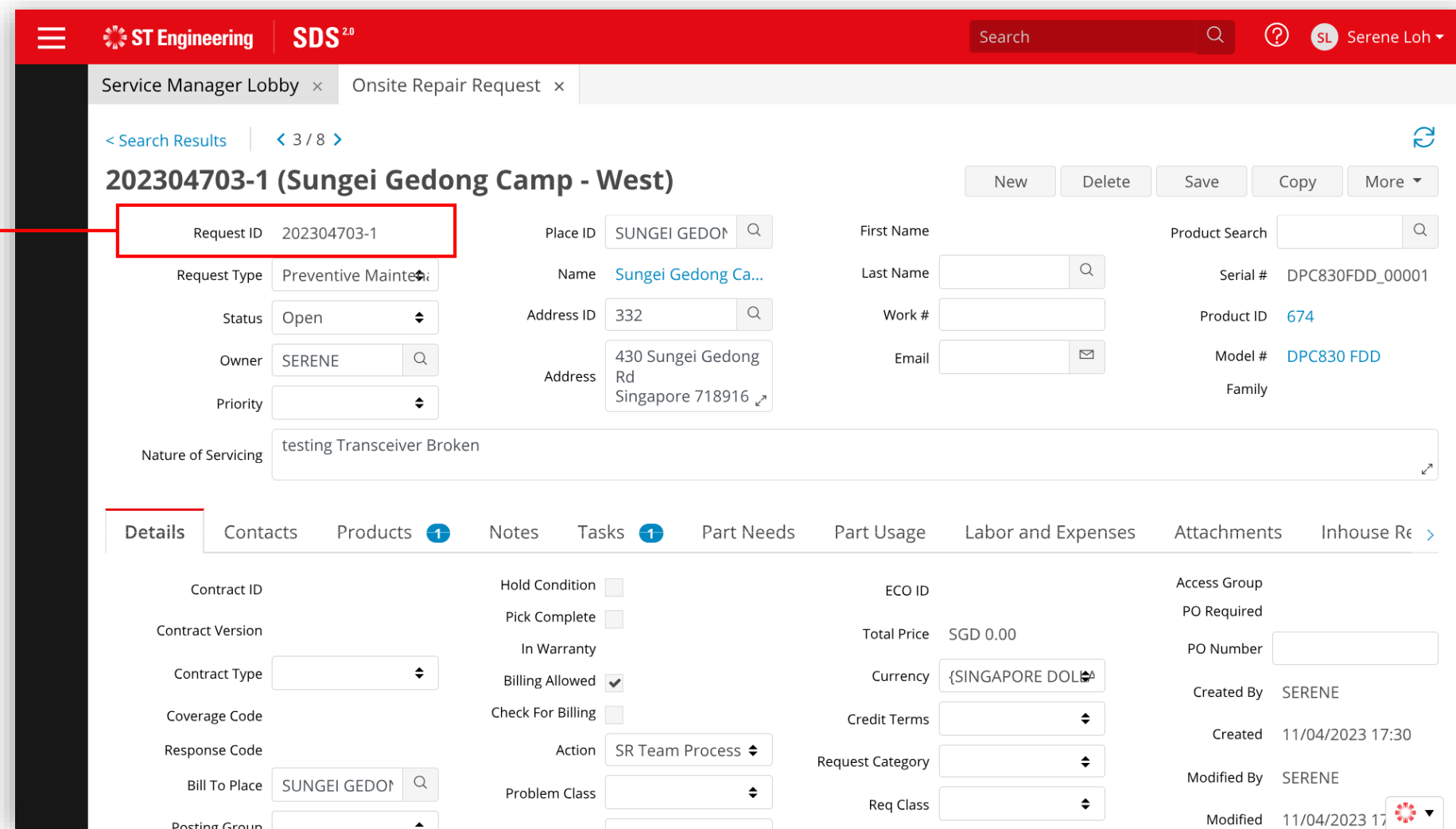
Request ID	Request Type	Request Status	Nature of Servicing	Place ID	Name
202303766FRI-MKC	Milkrun HOTO In	Open	Monthly maintenace for plane 123	SUNGEI GEDONG CAMP - SB WEST	Sungei Gedong Camp - West
202303815-1	Preventive Maintenance	Open	do from scratch CM	SUNGEI GEDONG CAMP - SB WEST	Sungei Gedong Camp - West
202304703-1	Preventive Maintenance	Open	testing Transceiver Broken	SUNGEI GEDONG CAMP - SB WEST	Sungei Gedong Camp - West
202305713FRI-MKC	Milkrun HOTO In	Open	nature of servicing	A34890	MANDAI HILL CAMP
202311735BKG-1	Booking Request	Open	test	164I	MANDAI HILL CAMP/16C4I
202311736BKG-1	Booking Request	Open	Repair of controller sets	164I	MANDAI HILL CAMP/16C4I
202312701FRI-MKC	Milkrun HOTO In	Open	Maintenance of Airship E33490	164I	MANDAI HILL CAMP/16C4I
202403701RMA-MKC	Milkrun HOTO In	Open	maintenance of aircraft 90998	A34890	MANDAI HILL CAMP

Showing 1 - 8 of 8 records

View Onsite Repair Request

The service request page is tagged by **Request ID** when the customer submits a request.

The information is auto-filled from the customer's request submissions.



Service Manager Lobby x Onsite Repair Request x

< Search Results | < 3 / 8 >

202304703-1 (Sungei Gedong Camp - West)

Request ID: 202304703-1

Request Type: Preventive Maintenance

Status: Open

Owner: SERENE

Priority:

Place ID: SUNGEI GEDONG

Name: Sungei Gedong Ca...

Address ID: 332

Address: 430 Sungei Gedong Rd, Singapore 718916

First Name:

Last Name:

Work #:

Email:

Product Search:

Serial #: DPC830FDD_00001

Product ID: 674

Model #: DPC830 FDD

Family:

Nature of Servicing: testing Transceiver Broken

Details | Contacts | Products 1 | Notes | Tasks 1 | Part Needs | Part Usage | Labor and Expenses | Attachments | Inhouse Re >

Contract ID:

Contract Version:

Contract Type:

Coverage Code:

Response Code:

Bill To Place: SUNGEI GEDONG

Posting Group:

Hold Condition:

Pick Complete:

In Warranty:

Billing Allowed:

Check For Billing:

Action: SR Team Process

Problem Class:

ECO ID:

Total Price: SGD 0.00

Currency: {SINGAPORE DOLLAR}

Credit Terms:

Request Category:

Req Class:

Access Group:

PO Required:

PO Number:

Created By: SERENE

Created: 11/04/2023 17:30

Modified By: SERENE

Modified: 11/04/2023 17:30

Thank You