

School Maintenance Automated Rapport Terminal (SMART) System

User Manual for School Users

Table of Contents

1	SYSTEM OVERVIEW	1-1
1.1	FEATURES HIGHLIGHTS	1-1
1.2	GENERAL OPERATION STEPS USING WITH SMART	1-1
1.3	FUNCTIONS ASSIGNED TO USERS IN SMART.....	1-8
2	SYSTEM OPERATION	2-1
2.1	SCHOOL FUNCTION – EMERGENCY REPAIRS (ER) REQUEST	2-1
2.1.1	Prepare ER Request by School Editor	2-1
2.1.2	Submit ER Request by School Principal	2-6
2.2	SCHOOL FUNCTION – MAJOR REPAIRS (MR) APPLICATION	2-11
2.2.1	Prepare MR Application by School Editor	2-11
2.2.2	Approve MR Application by School Principal.....	2-16
2.2.3	Submit MR Application by School Supervisor	2-20
2.3	SCHOOL FUNCTION – PRESCRIBED REPAIRS (PR) REQUEST	2-23
2.3.1	Prepare PR Request by School Editor	2-23
2.3.2	Submit PR Request by School Principal.....	2-27
2.4	SEARCH FUNCTION.....	2-31
2.4.1	Search ER Request	2-23
2.4.2	Search MR Application	2-33
2.4.3	Search PR Request.....	2-35
3	SUPPORT AND TROUBLESHOOTING	3-1
3.1	SUPPORT HOTLINE AND EMAIL	3-1
3.2	BUSINESS CONTINGENCY ARRANGEMENT	3-1
3.3	REQUEST FORMS FOR CONTINGENCY ARRANGEMENT.....	3-1

1 SYSTEM OVERVIEW

1.1 FEATURES HIGHLIGHTS

The following is the general main functionality features of SMART system.

As to improve the collaboration and automation of business processes related to major repairs (MR), Emergency Repairs (ER), and Prescribed Repairs (PR) for MBIS & MWIS handled by various EDB sections and schools, the implementation of School Maintenance Automated Rapport Terminal (SMART) system has been initiated. Areas of improvements as well as demands and challenges brought by the SMART system have been identified and categorized into the following items:

- Handling MR/ER/PR requests from school users
- Request handling and approval
- Security control
- System administration
- Operation expenses

(a) Business Impact to School Users

Improvements	<ul style="list-style-type: none">• Submission of MR/ER/PR applications by schools can be done online.• Approval to the applications of schools can be performed online.• School users can check the latest status online instead of through telecommunication with REO. (ref. section 2.4 of this manual)• Automation of the business processes eliminates manual efforts as well as paper usage during transmission, thus, increasing efficiency and being environmentally friendly respectively.
--------------	--

1.2 GENERAL OPERATION STEPS USING WITH SMART

- (a) Accessing SMART system via common browsers

Below is the URL for accessing SMART via Common Log-On System:

<https://clo.edb.gov.hk/>

Please refer to the user guide provided in below URL for registration CLO account to SMART account:

https://smartext.edb.gov.hk/common/fileDownloadAction.do?method=downloadManual&name=MapCLOAccountToSMARTAccount_v1.0_English.pdf

For required SMART system login account, school users will receive the required login information by mails from SPM Section to the school; User can follow up with the SMART support email account (Email : smartsupport@edb.gov.hk) or SMART support hotline (3163 0040).

(b) Common functions/features in SMART – System Menu



User interface of main menu in English version



User interface of main menu in Chinese version

System main menu is shown after successful login. User can find the assigned SMART functions under different sub menus in the left hand side of the main menu, e.g. Search ER Request, etc. User can click on these functions for performing required operation.

There are 2 submenus arranged in right hand side of the main menu, which are “In-Tray” and “My Workspace” :

SYSTEM OVERVIEW

For In-Tray :

i.) Action

Subject	Category	District	Sender	Date/Time	Remarks
REJECTION - Draft ER request application	ER	Kwai Chung & Tsing Yi	LAW, WING CHUNG(1144P)	19/03/2016 15:24:25	
REJECTION - Draft ER request application	ER	Kwai Chung & Tsing Yi	LAW, WING CHUNG(1144P)	19/03/2016 15:20:59	
REJECTION - Draft ER request application	ER	Kwai Chung & Tsing Yi	1144 Principal(1144P)	30/09/2015 14:08:15	
REJECTION - Draft ER request application	ER	Kwai Chung & Tsing Yi	1144 Principal(1144P)	05/09/2015 17:56:19	

The ACTION IN-TRAY showing work flow actions sent to the user from previous action actor, user is required to click into action to follow up / response the action in order to complete the task in the work flow.

For the numbers (in blanket) beside ACTION IN-TRAY, it indicating the total numbers of actions in the right, while total number of unread actions in the left, e.g. if showing (2 / 3), it indicating total 3 outstanding actions need user to follow up and there are 2 new actions that user has not yet read.

After response to action, the corresponding actions will be deleted from this in-tray and moved to another tray - Action Archive (refer to below)

ii.) Follow-Up Action

Subject	Category	District	Sender	Date/Time	Remarks
ER request application: RSA-15-ER0008_CATHOLIC MING YI MEN SECONDARY SCHOOL	ER	Sa Kung	LEUNG, FANG YEE FONNIE(1117P)	10/08/2016 10:19:26	

The FOLLOW UP IN-TRAY shows notifications ever sent to user (these notifications were sent to user via) and user find follow up action required for these notification, refer to below for Notification.

User can archive the follow-up notification(s) (press [Archive Follow-up In Notification History In-Tray] button) and they will be moved to another tray – Notification Archive.

iii.) Notification

The screenshot shows the 'NOTIFICATION IN-TRAY (7 / 7)' interface. At the top, there is a header for the Education Bureau with the SMART System logo and user options like 'Main', 'Change Password', 'Print', and 'Logout'. Below the header, there are filters for 'Message Category' (set to ALL) and 'District' (set to ALL). A search bar and a 'Back' button are also present. The main area contains a table with 7 notification items. Each item has a checkbox, a subject line, a category, a district, a sender, a date/time, and a 'Mark Follow-Up' button. The 3rd item is highlighted, corresponding to the example in the text below.

Subject	Category	District	Sender	Date/Time	Mark Follow-Up
MSW no.MSW/R2B-20-ER00974-B-02 (General: R2B-20-ER00974 STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE)	MSW	Tuen Mun	Laurence Cho(900102DDO-TM)	27/07/2020 19:03:45	Mark Follow-Up
MSW no.MSW/R2B-20-ER00974-B-01 (General: R2B-20-ER00974 STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE)	MSW	Tuen Mun	Laurence Cho(900102DDO-TM)	24/07/2020 19:37:52	Mark Follow-Up
ER request application [R2B-20-ER00974 STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE]	ER	Tuen Mun	YIP, CH SIO(1535P)	17/07/2020 16:41:48	Mark Follow-Up
MSW no.MSW/R2B-20-ER00961-B-01 (General: R2B-20-ER00961 STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE)	MSW	Tuen Mun	Laurence Cho(900102DDO-TM)	02/06/2020 17:29:08	Mark Follow-Up
MR application [MR Year: 2021-2022 STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE]	MR	Tuen Mun	PANG CHAU SHEUNG ROSA(1535S)	26/05/2020 12:16:17	Mark Follow-Up
MR application [MR Year: 2021-2022 STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE]	MR	Tuen Mun	YIP, CH SIO(1535P)	26/05/2020 12:12:23	Mark Follow-Up
ER request application [R2B-20-ER00961 STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE]	ER	Tuen Mun	YIP, CH SIO(1535P)	26/05/2020 10:06:01	Mark Follow-Up

At the bottom, there is a pagination bar showing 'Page 1 of 1' and 'Displaying 1 to 7 of 7 items'. There is also a link to 'Archive Notification In Notification History In-Tray' and a note: 'Notification older than 3 months will be archived automatically.'

User interface of Notification In-Tray for school editor

The NOTIFICATION IN-TRAY shows notification message from system operations / processes.

- 1.) The 3rd notification sample record was sent to school editor to notify ER request application being sent to TC by school Principal (for school code 1535), for ER request No. R2B-20-ER00974

User can read the submitted ER request information by clicking on the notification :

The screenshot shows the 'ER Request' details page. The header is identical to the notification tray. The main content is divided into several sections:

- ER Request:** ER Request No.: R2B-20-ER00974, Status: Being Processed, Submitted Date/Time: 17/07/2020 16:41, ER Category: General.
- School Information:** School Code: 1535, School Name: STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE, Contact Name: 袁子耀, Contact Tel: 24077440, Contact Fax: 24077443, Contact Email: mlpccollege@matkcpn.edu.hk, Non-Aided Portion Involved: N, Remarks for Non-Aided Portion: (empty field), School Share: 0.00%, Asbestos Exists: N.
- Responsible Officer:** Laurence Cho, Post: 900102DDO-TM, Office: 2518 7868, Fax No.: 2110 9199, Mobile: 9881 5374.
- Works Item(s):** A table with columns: Location, Description, Reason, Address, Attachments. One item is listed: Location: 學校洗手間, Description: 學校洗手間出現嚴重滲漏，對出入校園人士造成人構成一定危險，而此滲漏亦非一般修護，而是需要專業人士處理，因此滲漏嚴重，對出入校園人士造成人構成一定危險，而此滲漏亦非一般修護，而是需要專業人士處理，因此滲漏嚴重，對出入校園人士造成人構成一定危險，而此滲漏亦非一般修護，而是需要專業人士處理。
- Remarks from school (please fill in if applicable):** ER Request No. of the related case: (empty field).
- Remarks: (for school editor, principal, and supervisor communication)** (empty field).

At the bottom, there is a 'Back' button and a 'Notes' section with two numbered notes regarding non-aided portion work items.

2.) The 4th notification sample record sent to school users to notify Maintenance Surveyor's Verbal Instruction (MSVI) created for the ER request

School user can read the issued *Maintenance Surveyor's Verbal Instruction* (MSVI) information by clicking on the hyperlink in “Subject” column :

The screenshot displays the Education Bureau SMART System interface. At the top, there is a navigation bar with 'Main', 'Change Password', 'Print', and 'Logout' options. The system title is 'Education Bureau School Maintenance Automated Report Terminal (SMART) System'. The user is logged in as '1535E' on '2020-07-30, 08:53'.

ER Request Detail

ER Request No.:	52B-20-ER00974	Submitted Date Time:	17/07/2020 16:41:44
ER Request Status:	Being Processed	ER Request Category:	General
School Code:	1525	School Name:	STEVENSONS MA KAM MING CHARITABLE FOUNDATION MA KO P'IN MEMORIAL COLLEGE
School/Boarding Section:	S	District:	Tuen Mun
School Level:	Secondary	School Share Indicator:	N
Contact Name:	黃FIE	Contact Tel.:	2407440
Contact Fax:	2407443	Contact Email:	mpcok@ge@hkpsen.edu.hk
Address:	1, 17 SHEK PAU TAU ROAD TUEN MUN NEW TERRITORIES		
Asbestos Exist:	N		

Responsible By:

Project Professional Name:	Laurence Choi	Project Professional Post:	906192DD0-TM
Site Supervisory Officer Name:	Sherman Tong	Site Supervisory Officer Post:	906192Eg12
Issuing Officer Name:	Laurence Choi	Issuing Officer Post:	906192DD0-TM

MSVI Detail

MSVI No.:	MSVI-R2B-20-00974-B-02
Issue Status:	Issued
Issue Date:	27/07/2020
ER Request No.:	R2B-20-ER00974
Address:	address1 17 SHEK PAU TAU ROAD TUEN MUN NEW TERRITORIES
Works Order Type:	B
Verbal Instruction Given Date:	27/07/2020
Date for Commencement:	10/08/2020
Date for Completion:	10/10/2020
Works Detail:	Level 11 (L1): R/C nearby entrance Observation: During the site inspection, the fresh water pipe was found under leakage at the L/R of the 1st floor.
Attachments:	

Note: Verbal Instruction has been issued on site to contractor to carry out immediate repair work.
The contents of this MSVI shall not constitute a variation order nor involve time/lost implication.

[Export](#) [Back](#)

[Export] button on the bottom of the webpage helps user to download and print MSVI :

SYSTEM OVERVIEW

Education Bureau
School Maintenance Automated Rapport Terminal (SMART) System

Screen ID:0074 English/中文
1535E
Time: 2023-07-30,08:53

Main Change Password Print Logout

CONFIRMATION OF MAINTENANCE SURVEYOR'S VERBAL INSTRUCTION TO CARRY OUT IMMEDIATE EMERGENCY REPAIRS

To: T1CHM022
Date: 27/07/2020
ER Request No.: R209-20-ER000974

MSVI No. Time: MSVI-R2B-20-00974-B-02
Time: 18:30

School Name: STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE
馬明賢慈善基金馬可潘紀念中學
School Code: 11959
Address: 17 SHEK PAI TAU ROAD TUEN MUN NEW TERRITORIES
District: TM
School Contact: 1樓字櫃
Verbal Instruction Given Date: 27/07/2020
Tel. No.: 24077440

Location: GF nearby entrance
Observation: During the site inspection, the fresh water pipe was found water leakage at the GF due to damage.
Recommendation: Because it is affected the school operation and hygiene problem, we are recommended to replace approx. 3m of 50mm copper fresh water pipe c/w necessary accessories at the GF.

Remarks: N/A
Date for Commencement: 10/08/2020
Date for Completion: 10/10/2020

Project Professional Name: Laurence Choi
Site Supervisory Officer Name: Sherman Tong
Issuing Officer Name: Laurence Choi

Project Professional Post: 90G102DDO-TM
Site Supervisory Officer Post: 90G102Eng12
Issuing Officer Post: 90G102DDO-TM

cc:EDB SMS(SPM)2 CHAN Tsz Kin
MS(SPM)2 LI Wing Shan, Joannmi
QS(SPM)3&QS(SPM)2&QS(SPM)1 CHAN Wai Sing&LEE Wing Chi, Angel&SIN Lai Mei, Yomi
BSE(SPM)2 LEE Chun Ming, Peter

Note: Verbal instruction has been issued on site to contractor to carry out immediate repair work.
The contents of this MSVI shall not constitute a variation order, nor involve times/cost implication.

Print MDVI Back

As there might be many notifications, user can select some notification (Press [Mark Follow-Up] button) which need to follow up later, save a copy (move) to another tray - Follow-Up Action. Or if nothing need to follow up, user can archive the notification (press [Archive Notification In Notification History In-Tray] button) and they will be moved to another tray – Notification Archive.

For the numbers (in blanket) beside NOTIFICATION IN-TRAY, it indicating the total numbers of notifications in the right, while total number of unread notifications in the left, e.g. if showing (5 / 6), it indicating total 6 notifications in this tray, and there is 5 new notification user not yet read.

iv.) Action Archive

Education Bureau
School Maintenance Automated Rapport Terminal (SMART) System

English/中文
1535E
2023-04-21,17:45

Main Change Password Print Logout

ACTION ARCHIVE

Message Category: ALL District: ALL

Search Back

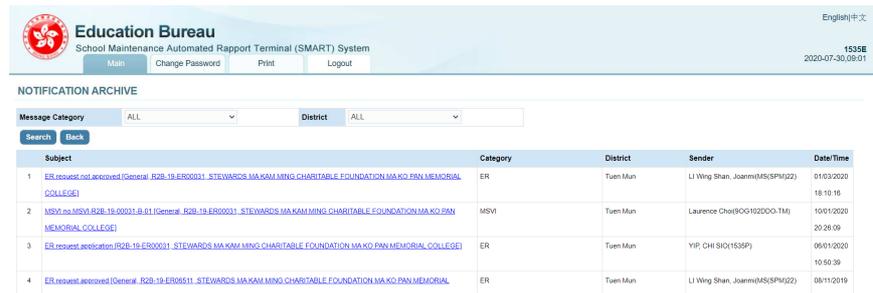
Subject	Category	District	Sender	Date/Time	Remarks
1 Testing_action_1	MR Letter	Tuen Mun	SSDO(TM)2(SSDO(TM)2)	19/04/2023 14:51:53	
2 Testing_action_2	MR Letter	Tuen Mun	SSDO(TM)2(SSDO(TM)2)	21/04/2022 10:44:37	
3 Testing_action_3	MR Letter	Tuen Mun	SSDO(TM)2(SSDO(TM)2)	20/04/2021 10:19:28	

50 Page 1 of 1 Go Displaying 1 to 3 of 3 items

Disclaimer: Completed Actions in Action Archive older than 1 year will be deleted automatically.

The ACTION ARCHIVE shores actions ever follow up (these actions were sent to user to follow up via ACTION IN-TRAY). User can check the action history via this tray.

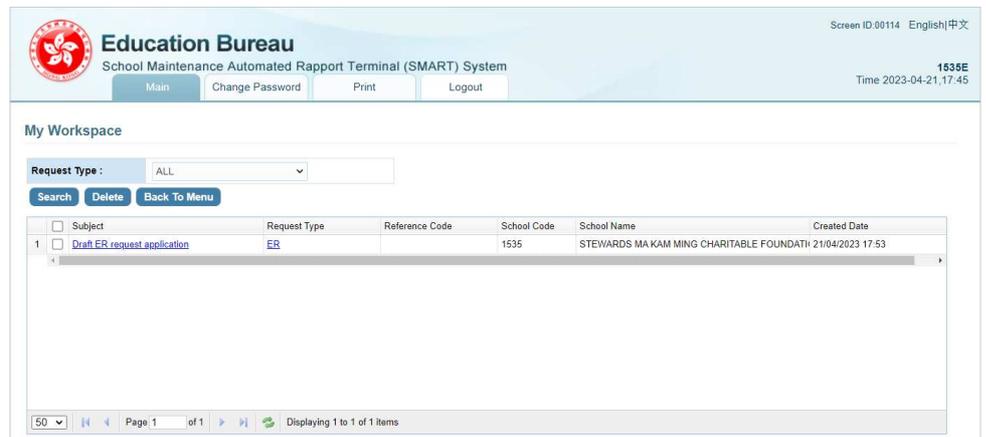
v.) Notification Archive



Subject	Category	District	Sender	Date/Time
ER request not approved [General: R2B-19-ER00031 - STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE]	ER	Tuen Mun	Li Wing Shan, Joann(MS/SP/02)	01/03/2020 18:10:16
MSVI no MSVI R2B-19-00031-B-01 [General: R2B-19-ER00031 - STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE]	MSVI	Tuen Mun	Laurence Choi(BOG/102000.TM)	10/01/2020 20:28:09
ER request application [R2B-19-ER00031 - STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE]	ER	Tuen Mun	YIP, CHI SIQ(1535P)	06/01/2020 10:58:30
ER request approved [General: R2B-19-ER00511 - STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE]	ER	Tuen Mun	Li Wing Shan, Joann(MS/SP/02)	08/11/2019

The NOTIFICATION ARCHIVE stores notifications were sent to user via NOTIFICATION IN-TRAY. User can check the notification history via this tray.

For My Workspace :



Subject	Request Type	Reference Code	School Code	School Name	Created Date
<input type="checkbox"/> Draft ER request application	ER		1535	STEWARDS MA KAM MING CHARITABLE FOUNDATH	21/04/2023 17:53

i.) My Workspace

For keeping user work in progress (draft), current system will save draft in My Workspace for below processes :

- ER request
- MR Application

The system will save the draft in My Workspace when user press [Save as Draft] button (if any) or user leaving the page during editing.

For example of the case, refer to section Prepare ER Request by School Editor and section Prepare MR Application by School Editor.

SYSTEM OVERVIEW

(c) Common functions/features in SMART – Login session and timeout

Setup of timeout is a government general requirement for government IT systems. For SMART, after user login, and if remain idle, the system will count down timeout for a period of 2 hours.

30 minutes before session timeout, SMART system will pop up a message - “The session will timeout in 30 minutes, do you continue working?”, to alert user, user can choose either below response action for the message :

- i.) OK
The timeout counter will be reset
- ii.) Cancel
Session will be timeout immediately, user need to login again in order to access SMART.

When reaching timeout without response from user, Session will be timeout immediately, user need to login again in order to access SMART.

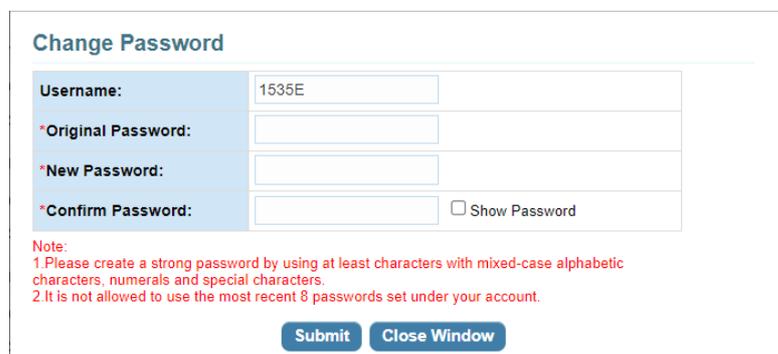
(d) Change Password

User can change password as shown as the following steps:

i.) After login SMART, click Change Password tab



ii.) System will pop up the Change Password window

The screenshot shows the 'Change Password' window. It has a title bar 'Change Password'. Below the title bar are four input fields: 'Username:' with the value '1535E', '*Original Password:', '*New Password:', and '*Confirm Password:'. There is a 'Show Password' checkbox next to the 'Confirm Password' field. Below the input fields is a 'Note' section with two red lines of text: '1. Please create a strong password by using at least characters with mixed-case alphabetic characters, numerals and special characters.' and '2. It is not allowed to use the most recent 8 passwords set under your account.' At the bottom of the window are two buttons: 'Submit' and 'Close Window'.

User should input the Original Password, and then input the New Password and retype the new password in Confirm Password to

double confirm.

iii.) Press [Submit] to proceed the change of password



The screenshot shows a web interface for changing a password. A modal window is open, displaying a success message: "10.15.146.68 説" and "success". The modal has a blue "確定" (Confirm) button. Below the modal, the "Change Password" form is visible. It includes fields for "Username:", "*Original Password:", "*New Password:", and "*Confirm Password:". The "New Password" and "Confirm Password" fields contain the text "Aa123456!". There is a "Show Password" checkbox which is checked. Below the form, there are two buttons: "Submit" and "Close Window". A note is displayed below the form, stating: "Note: 1. Please create a strong password by using at least characters with mixed-case alphabetic characters, numerals and special characters. 2. It is not allowed to use the most recent 8 passwords set under your account."

If system prompts “success” message, this indicates password changed successfully.

1.3 FUNCTIONS ASSIGNED TO USERS IN SMART

There are controls in system which control the access of functions by different users. The following is major main menu for school user:
For usage of functions, refer to section System Operation.

- (a) For User Group : SCHOOL – Editor, Principal, Supervisor
e.g. 5135E, 5135P, 5135S

6 major functions available to School Users are :

- Create ER Request
- Search ER Request
- Create MR Application
- Search MR Application
- Create PR Request
- Search PR Request

There are school editor, school principal, and school supervisor user roles for each school, granted with similar set of functions.



The screenshot displays the main menu of the Education Bureau's SMART System. The header includes the Education Bureau logo, the system name 'School Maintenance Automated Rapport Terminal (SMART) System', and navigation options: 'Main', 'Change Password', 'Print', and 'Logout'. The user is logged in as '1535P' on '2023-04-21, 16:58'. The main content area is titled 'School - Workspace' and is divided into several sections:

- Emergency Repairs (ER)**: Create ER Request, Search ER Request
- Major Repairs (MR)**: Create MR Application, Search MR Application
- Prescribed Repairs (PR) for MBIS & MWIS**: Create PR Request, Search PR Request
- User Manual and Forms**: User Manual for Aided Schools
- In-Tray**: Action, Follow-Up Action, Notification, Action Archive, Notification Archive
- My Workspace**: My Workspace

2 SYSTEM OPERATION

Below are details of system operations. When there are related operations/functions (e.g. precedence functions/flow), they will be stated in the corresponding individual functions.

2.1 SCHOOL FUNCTION – EMERGENCY REPAIRS (ER) REQUEST

SMART system provides an online web form for School to create ER Request

2.1.1 Prepare ER Request by School Editor

- i.) Login as **School Editor**
- ii.) On main menu, click on Create ER Request
- iii.) Input at least all fields with asterisk*
- iv.) If a repair work involves non-aided portion, please select **Non-Aided Portion Involved**. By selecting this option, it indicates school shall bear the part of repair cost.
- v.) Press  icon to add any works items which require repair. You can specify multiple repair work in a single ER Request.
For each works item, user should at least provide below information :
 - Location
 - Description
 - Reason
 - AddressIf more than 1 address, user should select the correct address indicator for the works item.
Please Note : for each ER request, user should include items for 1 address only.
- vi.) Press  icon to remove any works items.
- vii.) Please upload any image (JPEG) / PDF of the damage items. The file size of each image (JPEG) / PDF shall not be larger than 10MB.
And, please note :
 - For each works item, SMART limits school user to upload NOT more than 3 image files
Error message “*Sorry! The largest number to upload for every item is 3!*” will be pop up if user trying to press  to upload more than 3 image files;
 - If user have to upload more than 3 images, work around is that user can include the images in a PDF file for upload
- viii.) Press [Next] to go to confirmation page.

Please note :

- After user clicks [Next] but not going to click [Confirm] to submit the ER request, the system will automatically save the editing draft ER request to My Workspace when user leaving the page during editing.
- But if user leave the editing page before clicking [Next], the editing draft ER request will NOT be saved.

- ix.) Press [Confirm] .
- x.) Press [Ok] to proceed.
- xi.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok]. ER Request shall be sent to **School Principal** for review.

Example:

- i.) *Login as 5057E*
- ii.) *On main menu, click on Create ER Request*
- iii.) *Input at least all fields with asterisk**
Please note that SMART system supports Chinese characters for most text fields, e.g. Item Location, Description, Reason, Remarks.
- iv.) *If a repair work involves non-aided portion, please select Non-Aided Portion Involved. By selecting this option, it indicates school shall bear the part of repair cost.*
- v.) Press  icon to add any works items which require repair. You can specify multiple repair work in a single ER Request.
For each works item, user should at least provide below information :
 - *Location*
 - *Description*
 - *Reason*
 - *Address**If more than 1 address, user should select the correct address indicator for the works item;*
Important note : for each ER request, user should include items for 1 address only.

e.g.

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00145 English/中文
5219E
Time 15:00, Sep 18

Main Change Password Print Logout

Create ER Request

School Information

School Code: 0219
School Name: HOP YAT CHURCH SCHOOL
Contact Name: Chan Tai Man
Contact Tel: 34567890
Contact Fax:
Contact Email:
Non-Aided Portion Involved:
Remarks for Non-Aided Portion:
School Share: (%) 0.00%

TC Contact | SPM Contact

Responsible Officer: Eddy CHUI
Post: 9041280002
37556232
28345281
99999020

School Detail Information:

Code: 0219
Name: HOP YAT CHURCH SCHOOL
Level: Primary
District: Kowloon City
Address: Address 1
7 PRINCESS MARGARET ROAD
HOMANTIN KOWLOON
Address 2
6 PERTH STREET HOMANTIN
KOWLOON

Works Item(s)

Location	Description	Address
item 1 location	item 1 description	

000 characters left 000 characters left 000 characters left

Only files in image format are accepted! Only files in PDF format are accepted!

User can find the corresponding address for an address indicator via link at School Name as shown at above.

- vi.) Press  icon to remove any works items.
- vii.) Please upload any image (JPEG) / PDF of the work items. The file size of each image (JPEG) / PDF shall not be larger than 10MB.
User can upload in image format (JPEG) or PDF format for the works item.

Screen ID:00145 English/中文

5057E
Time 2020-08-03,15:24

Education Bureau
School Maintenance Automated Rapport Terminal (SMART) System

Main Change Password Print Logout

Create ER Request

School Information [TC Contact](#) | [SPM Contact](#)

School Code : 5057	Responsible Officer : Kenny Leung
School Name : THE CHURCH OF CHRIST IN CHINA CHEUNG CHAU CHURCH KAM KONG PRIMARY SCHOOL	Post : 90G101DDO-I
*Contact Name : CHAN TAI MAN	Office : 3122 5533
*Contact Tel : 22222222	Fax No. : 2811 5775
Contact Fax : 33333333	Mobile : 9087 3349
Contact Email : chantai@abc.com	
Non-Aided Portion Involved : <input type="checkbox"/>	
Remarks for Non-Aided Portion:	
School Share : (%) 0%	
Asbestos Exists : N	

Works Item(s)

*Location	*Description	*Reason	*Address
test location	test description	test reason	1

787 characters left 784 characters left 789 characters left

選擇檔案 未選擇任何檔案 選擇檔案 未選擇任何檔案

Only files in Image format are accepted Only files in PDF format are accepted

Remarks from school (please fill in if applicable):

If this is a repeated problem with ER Request submitted before, please indicate the ER Request No. of the related case.

ER Request No. of the related case: [School ER Request Summary](#)

Remarks: (for school editor, principal, and supervisor communication)

test remarks

[Next](#) [Back To Menu](#)

Notes :

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

And, please note:

- for each works item, SMART limits school user to upload NOT more than 3 image files
Error message “*Sorry!The largest number to upload for every item is 3!*” will be pop up if user trying to press  to upload more than 3 image files, e.g.

Screen ID:00145 English/中文

5057E
Time 2020-08-03,15:24

Education Bureau
School Maintenance Automated Rapport Terminal (SMART) System

Main Change Password Print Logout

787 characters left 784 characters left 789 characters left

選擇檔案 2013061701511_0.jpg 選擇檔案 未選擇任何檔案

選擇檔案 20200330_wts.png 選擇檔案 未選擇任何檔案

選擇檔案 atest2.png 選擇檔案 未選擇任何檔案

Only files in Image format are accepted Only files in PDF format are accepted

Prompt Message

Sorry ! The largest number to upload for every item is 3!

[OK](#)

Remarks from school (please fill in if applicable):

If this is a repeated problem with ER Request submitted before, please indicate the ER Request No. of the related case.

ER Request No. of the related case: [School ER Request Summary](#)

- If user have to upload more than 3 images, work around is that user can

include the images in a PDF file for upload

- viii.) Select in ER Request No. of the related case if similar defect is found.
- ix.) Press [Next] to go to confirmation page.

**Education Bureau**
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00142 English/中文
5057E
Time 2020-08-03, 15:24

Main Change Password Print Logout

Create ER Request

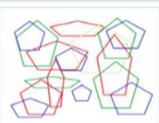
School Information

School Code :	5057
School Name :	THE CHURCH OF CHRIST IN CHINA CHEUNG CHAU CHURCH KAM KONG PRIMARY SCHOOL
Contact Name :	CHAN TAI MAN
Contact Tel :	22222222
Contact Fax :	33333333
Contact Email :	chantai@abc.com
Non-Aided Portion Involved :	N
Remarks for Non-Aided Portion:	
School Share : (%)	0%
Asbestos Exists :	N

[TC Contact](#) | [SPM Contact](#)

Responsible Officer :	Kenny Leung
Post :	90G101DDO-I
Office :	3122 5533
Fax No. :	2811 5775
Mobile :	9087 3349

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
test location	test description	test reason	1	

Remarks from school (please fill in if applicable):

If this is a repeated problem with ER Request submitted before, please indicate the ER Request No. of the related case.

ER Request No. of the related case	
------------------------------------	--

Remarks: (for school editor, principal, and supervisor communication)

test remarks

Confirm Discard Back

Notes :

1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/OEGB.

Please note :

- after user clicks [Next] but not going to click [Confirm] to submit the ER request, the system will automatically save the editing draft ER request to My Workspace when user leaving the page during editing.
- But if user leave the editing page before clicking [Next], the editing draft ER request will NOT be saved.

SYSTEM OPERATION

x.) Press [Confirm] or [Discard].

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00142 English/中文
5057E
Time 2020-08-03,15:24

Main Change Password Print Logout

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
test location	test description	test reason	1	

Remarks from school (please fill in if applicable):
If this is a repeated problem with ER Request submitted before, please

ER Request No. of the related case

Remarks: (for school editor, principal, and supervisor communication)

test remarks

Confirm Discard Back

Notes :

1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

xi.) Press [Ok] to proceed.

xii.) If the process is successfully completed, the system will prompt message "The operation is done successfully.", press [Ok].

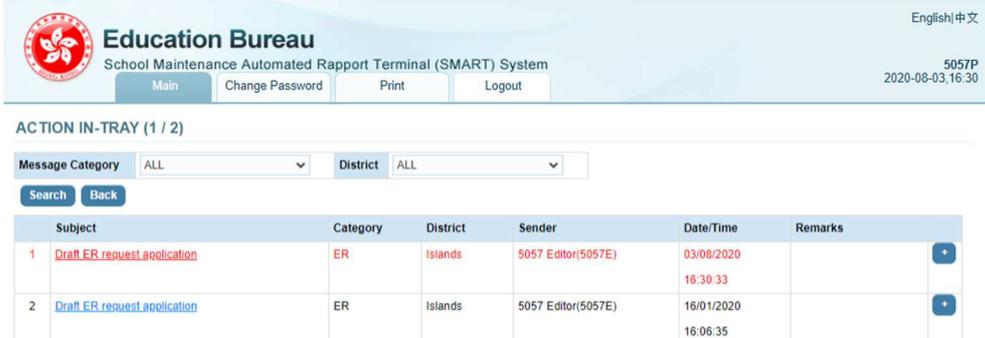
Then the request action will be sent to School Principal for review, refer to section Submit ER Request by School Principal.

2.1.2 Submit ER Request by School Principal

- i.) Login as **School Principal**
- ii.) On main menu, click on Action and go to **Action In-Tray**.
- iii.) Inside **Action In-Tray**, click on Subject Draft ER Request application and go to ER Request detail. You can also see **Sender** and **Submitted Date/Time** of this particular ER Request.
- iv.) Inside the ER Request detail page, you shall read the information inputted by School Editor. School **Principal** can add/edit/remove any information if needed.
- v.) Press [Next] to go to confirmation page.
- vi.) Press [Confirm] to submit the ER Request for further process. Or Press [Reject] to return the ER Request to School Editor for amendment. For rejection case, **School Editor** shall receive a notification. And he/she shall found the rejected ER Request at My Workspace.
- vii.) Press [Ok] to proceed.
- viii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok]. ER Request shall be sent to district duty officer (term consultant) for further actions.

Example:

- i.) Login as **5057P**
- ii.) On main menu, click on Action and go to Action In-Tray. (There are 2 numbers (in blanket) next to Action. i.e. (1/10) indicates, there are 10 tasks awaiting for your action. And out of 10, only 1 of them is unread.)



Subject	Category	District	Sender	Date/Time	Remarks
1 Draft ER request application	ER	Islands	5057 Editor(5057E)	03/08/2020 16:30:33	
2 Draft ER request application	ER	Islands	5057 Editor(5057E)	16/01/2020 16:06:35	

- iii.) Inside Action In-Tray, click on Subject Draft ER Request application and go to ER Request detail. You can also see **Sender** and **Submitted Date/Time** of this particular ER Request.
- iv.) Inside the ER Request detail page, you shall read the information inputted by School Editor. School **Principal** can add/edit/remove any information if needed.



Education Bureau

School Maintenance Automated Rapport Terminal (SMART) System

Screen ID:00145 English/中文

5057P
Time 2020-08-03,16:30

Main
Change Password
Print
Logout

Create ER Request

School Information	TC Contact SPM Contact																														
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>School Code :</td><td>5057</td></tr> <tr><td>School Name :</td><td>THE CHURCH OF CHRIST IN CHINA CHEUNG CHAU CHURCH KAM KONG PRIMARY SCHOOL</td></tr> <tr><td>*Contact Name :</td><td>CHAN TAI MAN</td></tr> <tr><td>*Contact Tel :</td><td>22222222</td></tr> <tr><td>Contact Fax :</td><td>33333333</td></tr> <tr><td>Contact Email :</td><td>chantaiman@abc.com</td></tr> <tr><td>Non-Aided Portion Involved :</td><td><input type="checkbox"/></td></tr> <tr><td>Remarks for Non-Aided Portion:</td><td></td></tr> <tr><td>School Share : (%)</td><td>0%</td></tr> <tr><td>Asbestos Exists :</td><td>N</td></tr> </table>	School Code :	5057	School Name :	THE CHURCH OF CHRIST IN CHINA CHEUNG CHAU CHURCH KAM KONG PRIMARY SCHOOL	*Contact Name :	CHAN TAI MAN	*Contact Tel :	22222222	Contact Fax :	33333333	Contact Email :	chantaiman@abc.com	Non-Aided Portion Involved :	<input type="checkbox"/>	Remarks for Non-Aided Portion:		School Share : (%)	0%	Asbestos Exists :	N	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Responsible Officer :</td><td>Kenny Leung</td></tr> <tr><td>Post :</td><td>90G101DDO-I</td></tr> <tr><td>Office :</td><td>3122 5533</td></tr> <tr><td>Fax No. :</td><td>2811 5775</td></tr> <tr><td>Mobile :</td><td>9087 3349</td></tr> </table>	Responsible Officer :	Kenny Leung	Post :	90G101DDO-I	Office :	3122 5533	Fax No. :	2811 5775	Mobile :	9087 3349
School Code :	5057																														
School Name :	THE CHURCH OF CHRIST IN CHINA CHEUNG CHAU CHURCH KAM KONG PRIMARY SCHOOL																														
*Contact Name :	CHAN TAI MAN																														
*Contact Tel :	22222222																														
Contact Fax :	33333333																														
Contact Email :	chantaiman@abc.com																														
Non-Aided Portion Involved :	<input type="checkbox"/>																														
Remarks for Non-Aided Portion:																															
School Share : (%)	0%																														
Asbestos Exists :	N																														
Responsible Officer :	Kenny Leung																														
Post :	90G101DDO-I																														
Office :	3122 5533																														
Fax No. :	2811 5775																														
Mobile :	9087 3349																														

Works Item(s)

*Location	*Description	*Reason	*Address
<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;">test location</div> <p style="font-size: small;">787 characters left</p>	<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;">test description</div> <p style="font-size: small;">784 characters left</p>	<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;">test reason</div> <p style="font-size: small;">789 characters left</p> <p style="font-size: x-small; color: green;">+ (Only files in PDF format are accepted)</p>	1
<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;">  <p style="font-size: x-small; color: green;">+ (Only files in image format are accepted)</p> </div>			

Remarks from school (please fill in if applicable):

If this is a repeated problem with ER Request submitted before, please indicate the ER Request No. of the related case.

ER Request No. of the related case	<div style="border: 1px solid #ccc; padding: 2px;">Please Select</div> School ER Request Summary
------------------------------------	--

Remarks: (for school editor, principal , and supervisor communication)

test remarks

Next
Back To Menu

Notes :

1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

v.) Press [Next] to go to confirmation page.



Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00142 English|中文

5057P
Time 2020-08-03 16:30

Main
Change Password
Print
Logout

Create ER Request

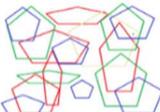
School Information

School Code :	5057
School Name :	THE CHURCH OF CHRIST IN CHINA CHEUNG CHAU CHURCH KAM KONG PRIMARY SCHOOL
Contact Name :	CHAN TAI MAN
Contact Tel :	22222222
Contact Fax :	33333333
Contact Email :	chantai@abc.com
Non-Aided Portion Involved :	N
Remarks for Non-Aided Portion:	
School Share : (%)	0%
Asbestos Exists :	N

[TC Contact](#) | [SPM Contact](#)

Responsible Officer :	Kenny Leung
Post :	90G101DDO-I
Office :	3122 5533
Fax No. :	2811 5775
Mobile :	9087 3349

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
test location	test description	test reason	1	

Remarks from school (please fill in if applicable):

If this is a repeated problem with ER Request submitted before, please indicate the ER Request No. of the related case.

ER Request No. of the related case	<input style="width: 95%;" type="text"/>
---	--

Remarks: (for school editor, principal , and supervisor communication)

test remarks

Confirm
Reject
Back

Notes :

1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

vi.) Press [Confirm] to submit the ER Request for EDB process. Or Press [Reject] to return the ER Request to School Editor for amendment. For rejection case, School Editor shall receive a notification. And he/she shall find the rejected ER Request at My Workspace.

SYSTEM OPERATION

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00142 English|中文
5057P
Time 2020-08-03, 16:30

Main Change Password Print Logout

Remarks for Non-Aided
Portion:
School Share : (%) 0%
Asbestos Exists : N

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
test location	test description	test reason	1	

Confirm
? Are you sure to confirm?
OK Cancel

Remarks from school (please fill in if applicable):
If this is a repeated problem with ER Request submitted before, please indicate the ER Request No. of the related case.

ER Request No. of the related case

Remarks: (for school editor, principal, and supervisor communication)

Confirm Reject Back

Notes:
javascriptvoid(0)

vii.) Press [Ok] to proceed.

SYSTEM OPERATION

viii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok].

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00142 English|中文
5057P
Time 2020-08-03,16:30

Main Change Password Print Logout

Remarks for Non-Aided
Portion:
School Share : (%) 0%
Asbestos Exists : N

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
test location	test description	test reason	1	

Prompt Message
The operation is done successfully.
OK

Remarks from school (please fill in if applicable):
If this is a repeated problem with ER Request submitted before, please indicate the ER Request No. of the related case.
ER Request No. of the related case
Remarks: (for school editor, principal, and supervisor communication)
test remarks
Confirm Reject Back

Notes :
1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
2. Routine maintenance and minor repairs, e.g. items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be

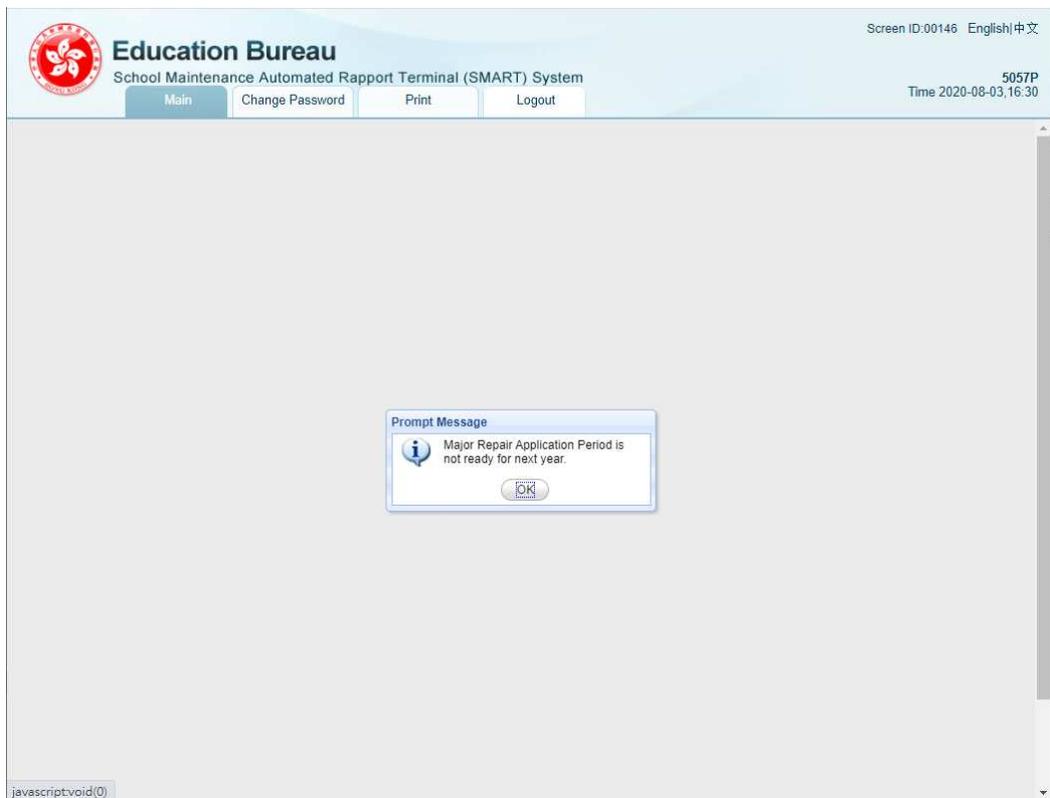
Then the request action will be forwarded to district duty officer (term consultant) for further processing.

2.2 SCHOOL FUNCTION – MAJOR REPAIRS (MR) APPLICATION

SMART system provides an online web form for School to create MR Application. Only aided school shall submit MR Application via SMART system.

School *unable* to submit MR Application, if

- MR Application has already been submitted in the current MR Cycle. Each school is allowed to submit **1** MR Application per MR Cycle.
- MR Application period has not yet begun. School will be invited to submit the applications on annual basis and you may consult your SSDO if deemed necessary.
- MR Application period has passed.



2.2.1 Prepare MR Application by School Editor

- i.) Login as **School Editor**
- ii.) On main menu, click on Create MR Application
- iii.) Input at least all fields with asterisk*
- iv.) If a repair work involves non-aided portion, please select **Non-Aided Portion Involved**. By selecting this option, it indicates school shall bear the part of repair cost.
- v.) Press  icon to add any works items which require repair. You can specify multiple repair work in a single MR Application.

SYSTEM OPERATION

For each works item, user should at least provide below information :

- Location
- Description
- Reason
- Address

If more than 1 address, user should select the correct address indicator for the works item.

- vi.) Press  icon to remove any works items.
- vii.) Please upload any image (*JPEG*) / *PDF* of the work items. The file size of each image (*JPEG*) / *PDF* shall not be larger than 10MB.

And, please note :

- For each works item, SMART limits school user to upload NOT more than 3 image files
Error message “Sorry ! The largest number to upload for every item is 3!” will be pop up if user trying to press  to upload more than 3 image files;
- If user have to upload more than 3 images, work around is that user can include the images in a PDF file for upload

- viii.) Press [Next] to go to confirmation page.

Please note :

- After user clicks [Next] but not going to click [Confirm] to submit the MR application, the system will automatically save the editing draft MR application to My Workspace when user leaving the page during editing.
- But if user leaves the editing page before clicking [Next], the editing draft MR application will NOT be saved.

- ix.) Press [Confirm].

- x.) Press [Ok] to proceed.

- xi.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok]. MR Application shall be sent to **School Principal** for approval.

Example:

- i.) *Login as 5135E*

- ii.) *On main menu, click on Create MR Application*

- iii.) *Input at least all fields with asterisk**

Please note user can input Chinese to text fields, e.g. Item Location, Description, Reason, Remarks.

- iv.) *If a repair work involves non-aided portion, please select Non-Aided Portion Involved. By selecting this option, it indicates school shall bear the part of repair cost.*

- v.) *Press  icon to add any works items which require repair. You can specify multiple repair work in a single MR Application.*

- vi.) *Press  icon to remove any works items.*

- vii.) *Please upload any image (JPEG) / PDF of the work items. The file size of each image (JPEG) / PDF shall not be larger than 10MB.*



Education Bureau

School Maintenance Automated Report Terminal (SMART) System

Screen ID:00145 English中文

5135E
Time 17:42, Sep 18

Main
Change Password
Print
Logout

Create MR Application

School Information

School Code : 5138

School Name : FRESH FISH TRADERS SCHOOL

Contact Name : Chan Tai Man

Contact Tel : 23456789

Contact Fax : 23456790

Contact Email : tai.man@school.com

Non-Aided Portion Involved :

Remarks for Non-Aided Portion:

School Share : 0.00%

TC Contact | SPM Contact

Responsible Officer : Frankie TAI

Post : 90A128DD04

Office : 37685349

Fax No. : 23456281

Mobile : 80325109

Works Item(s)

*Location	*Description	*Reason	*Address
item 1 location	item 1 description	bad	f
<div style="font-size: small;"> 088 characters left 082 characters left </div> <div style="font-size: x-small;"> C:\Users\mike\Pictures\bj_ 浏览... Only files in image format are accepted </div>		<div style="font-size: small;">097 characters left</div> <div style="font-size: x-small;"> Only files in PDF format are accepted </div>	
item 2 location	item 2 description	bad bad	f
<div style="font-size: small;"> 088 characters left 082 characters left </div> <div style="font-size: x-small;"> C:\Users\mike\Pictures\bj_ 浏览... Only files in image format are accepted </div>		<div style="font-size: small;">093 characters left</div> <div style="font-size: x-small;"> C:\Users\mike\Pictures\bj_ 浏览... Only files in PDF format are accepted </div>	

Remarks: (for school editor, principal, and supervisor communication)

new MR application

[Next](#) [Back To Menu](#)

Notes :

1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/OEBG.

viii.) Press [Next] to go to confirmation page.



Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00143 English/中文

5135E
Time 17:42, Sep 18

Main Change Password Print Logout

Create MR Application

School Information

School Code : 5135

School Name : FRESH FISH TRADERS SCHOOL

Contact Name : Chan Tai Man

Contact Tel : 23458789

Contact Fax : 23458780

Contact Email : tai.man@school.com

Non-Aided Portion Involved : N

Remarks for Non-Aided Portion:

School Share : 0.00%

TC Contact | SPM Contact

Responsible Officer : Frankie TAI

Post : 90A128DD04

Office : 37595549

Fax No. : 26345281

Mobile : 60326109

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
Item 1 location	Item 1 description	bad	1	
Item 2 location	Item 2 description	bad bad	1	 baditem2pdf.pdf

Remarks: (for school editor, principal, and supervisor communication)

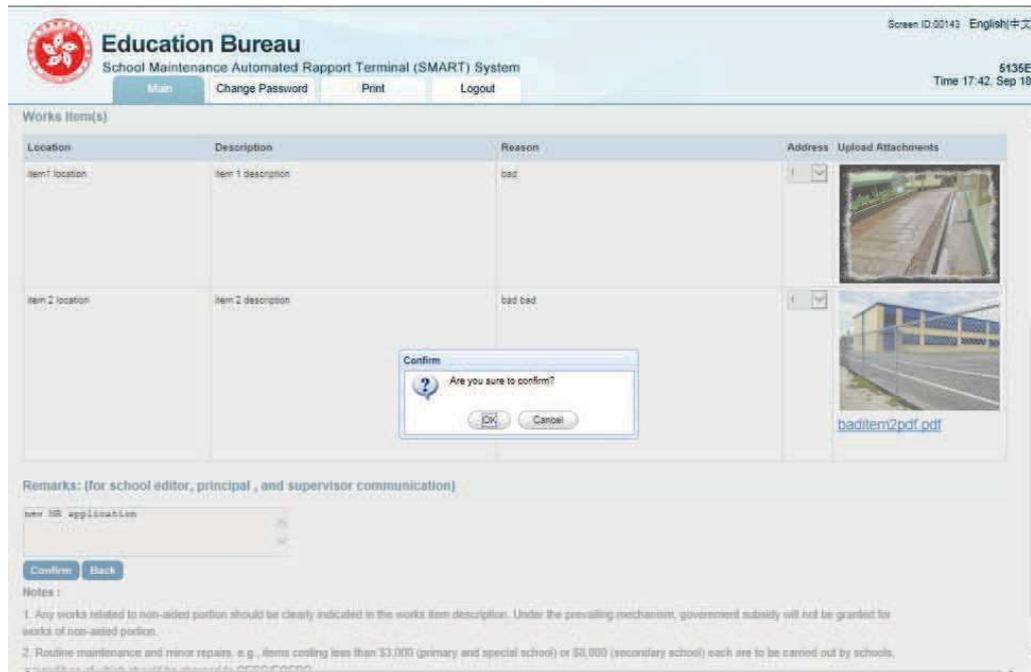
new MR application

Notes :

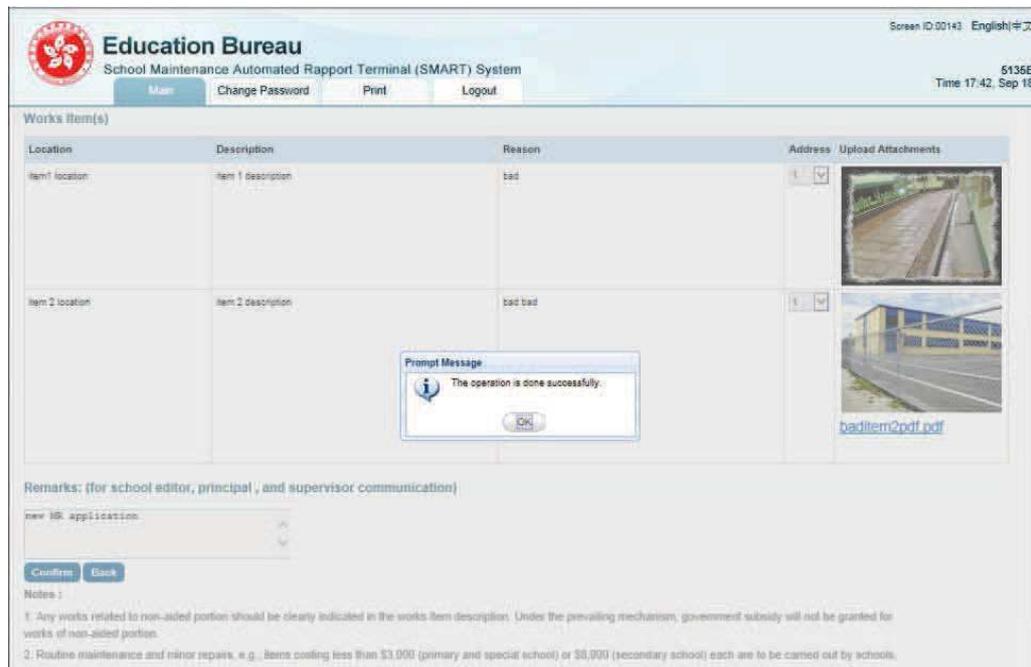
1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$5,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

ix.) Press [Confirm].

SYSTEM OPERATION



x.) Press [Ok] to proceed.



xi.) If the process is successfully completed, the system will prompt message "The operation is done successfully.", press [Ok].

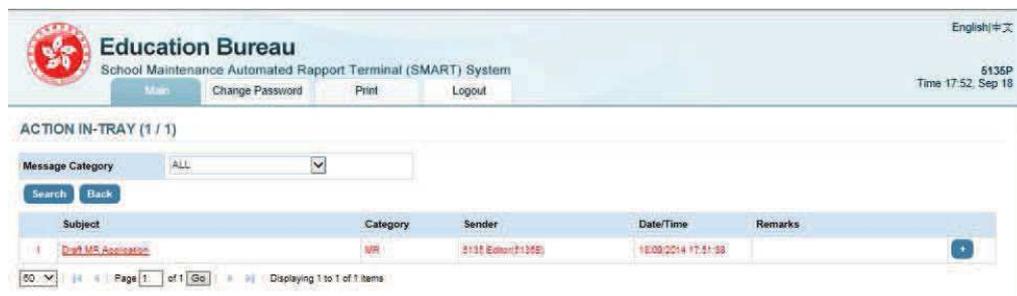
Then an action will be sent to School Principal for approval, refer to section Approve MR Application by School Principal.

2.2.2 Approve MR Application by School Principal

- i.) Login as **School Principal**
- ii.) On main menu, click on Action and go to **Action In-Tray**.
- iii.) Inside **Action In-Tray**, click on Subject Draft MR Application and go to MR Application detail.
- iv.) Inside the MR Application detail page, you shall read the information inputted by School Editor. School **Principal** can add/edit/remove any information if needed.
- v.) Press [Next] to go to confirmation page.
- vi.) Press [Confirm] to submit the MR Application to **School Supervisor** for review. Or Press [Reject] to return the MR Application to School Editor for amendment.
- vii.) A message prompted “Are you sure to confirm?”, Press [Ok] to confirm and proceed.
- viii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok]. MR Application shall be sent to **School Supervisor** for review.

Example:

- i.) *Login as 5135P*
- ii.) *On main menu, click on Action and go to Action In-Tray.*



- iii.) *Inside **Action In-Tray**, click on Subject Draft MR Application and go to MR Application detail.*
- iv.) *Inside the MR Application detail page, you shall read the information inputted by School Editor. School **Principal** can add/edit/remove any information if needed.*



Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00148 English|中文

5135P
Time 17:52, Sep 18

Main Change Password Print Logout

Create MR Application

School Information

School Code :

School Name :

*Contact Name :

*Contact Tel :

Contact Fax :

Contact Email :

Non-Aided Portion Involved :

Remarks for Non-Aided Portion:

School Share : 0.00%

TC Contact | SPM Contact

Responsible Officer :

Post :

Office :

Fax No. :

Mobile :

Works Item(s)

*Location	*Description	*Reason	*Address
<div style="border: 1px solid #ccc; padding: 5px;"> <input type="text" value="Item 1 Location"/> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <input type="text" value="Item 1 description"/> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <input type="text" value="bad"/> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <input type="text" value="1"/> </div>
<p>998 characters left 992 characters left 997 characters left</p> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;">  <p><small>Only files in image format are accepted</small></p> </div> <div style="text-align: center;"> <p><small>Only files in PDF format are accepted</small></p> </div> </div>			
<div style="border: 1px solid #ccc; padding: 5px;"> <input type="text" value="Item 2 Location"/> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <input type="text" value="Item 2 description"/> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <input type="text" value="bad_bad"/> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <input type="text" value="1"/> </div>
<p>985 characters left 982 characters left 993 characters left</p> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;">  <p><small>Only files in image format are accepted</small></p> </div> <div style="text-align: center;"> <p><small>Only files in PDF format are accepted</small></p> </div> </div>			

Remarks: (for school editor, principal , and supervisor communication)

[Next](#) [Back To Menu](#)

Notes :

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBO/EOEBG.

v.) *Press [Next] to go to confirmation page.*

SYSTEM OPERATION

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00143 English|中文
5135P
Time 17:52, Sep 18

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
Item 1 location	Item 1 description	bad	1	
Item 2 location	Item 2 description	bad bad	1	 baditem2pdf.pdf

Remarks: (for school editor, principal, and supervisor communication)

new MR application

Notes:

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBGEOE01G.

- vi.) Press [Confirm] to submit the MR Application to **School Supervisor** for review. Or Press [Reject] to return the MR Application to School Editor for amendment.

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00143 English|中文
5135P
Time 17:52, Sep 18

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
Item 1 location	Item 1 description	bad	1	
Item 2 location	Item 2 description	bad bad	1	 baditem2pdf.pdf

Remarks: (for school editor, principal, and supervisor communication)

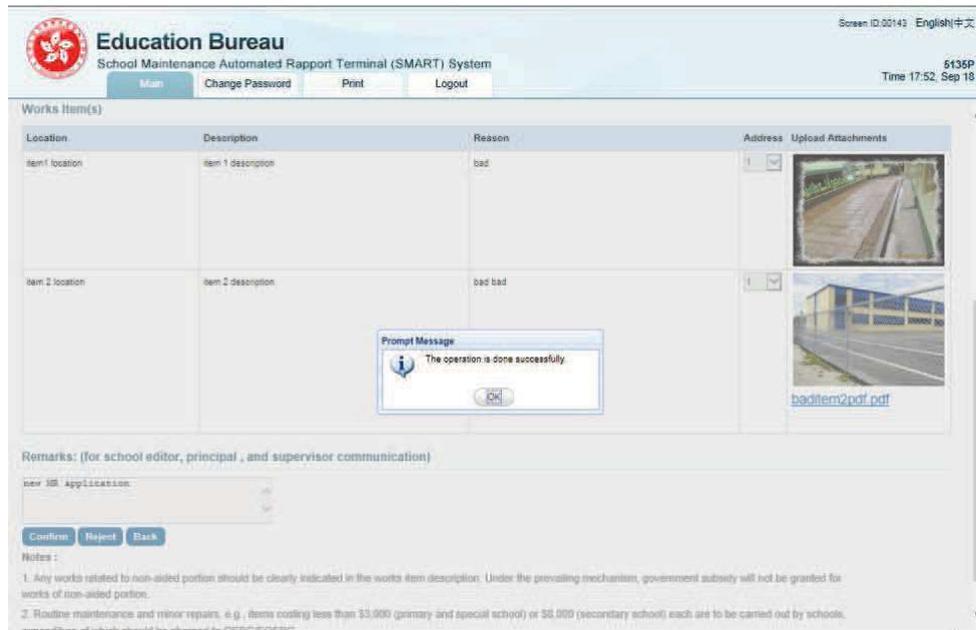
new MR application

Notes:

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBGEOE01G.

- vii.) A message prompted “Are you sure to confirm?”, Press [Ok] to confirm and proceed.

SYSTEM OPERATION



viii.) *If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok]. MR Application shall be sent to **School Supervisor** for review.*

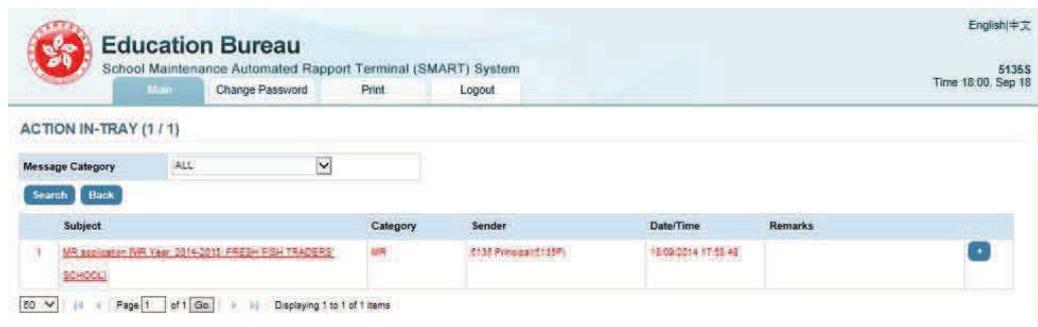
Then an Action message will be sent to School Supervisor for review, refer to section Submit MR Application by School Supervisor.

2.2.3 Submit MR Application by School Supervisor

- i.) Login as **School Supervisor**
- ii.) On main menu, click on Action and go to **Action In-Tray**.
- iii.) Inside **Action In-Tray**, click on Subject Draft MR Application and go to MR Application detail.
- iv.) Inside the MR Application detail page, you shall read the information submitted from School **Principal**. School Supervisor can add/edit/remove any information if needed.
- v.) Press [Next] to go to confirmation page.
- vi.) Press [Confirm] to submit the MR Application for EDB process. Or Press [Reject] to return the MR Application to School **Principal** for amendment. For rejection case, **School Principal** shall receive an Action. And he/she shall found the rejected MR Application at Action In-Tray.
- vii.) A message prompted “Are you sure to confirm?”, press [Ok] to confirm and proceed.
- viii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok]. MR Application action will be sent to EDB(SSDO) for further processing.

Example:

- i.) Login as **5135S**
- ii.) On main menu, click on Action and go to Action In-Tray.
Refer to previous step in section Approve MR Application by School Principal.



- iii.) Click into the action which will be forwarded to Create MR Application page.



Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID:00149 English/中文

51355
Time 18:00, Sep 18

Main Change Password Print Logout

Create MR Application

School Information

School Code : 6135

School Name : FRESH FISH TRADERS SCHOOL

Contact Name : Chan Tai Man

Contact Tel : 23456789

Contact Fax : 23456780

Contact Email : tai-man@school.com

Non-Aided Portion Involved :

Remarks for Non-Aided Portion:

School Share : 0.00%

TC Contact | SPM Contact

Responsible Officer : Frankie TAI

Post : 90A128DD04

Office : 37698349

Fax No. : 23456281

Mobile : 80329109

Works Item(s)

*Location	*Description	*Reason	*Address
<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;">  <p>Only files in image format are accepted</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <p>Item 1 description</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <p>bad</p> <p>Only files in PDF format are accepted</p> </div>	1
<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;">  <p>Only files in image format are accepted</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <p>Item 2 description</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <p>bad bad</p> <p>baditem2pdf.pdf</p> <p>Only files in PDF format are accepted</p> </div>	1

Remarks: (for school editor, principal, and supervisor communication)

new MR application

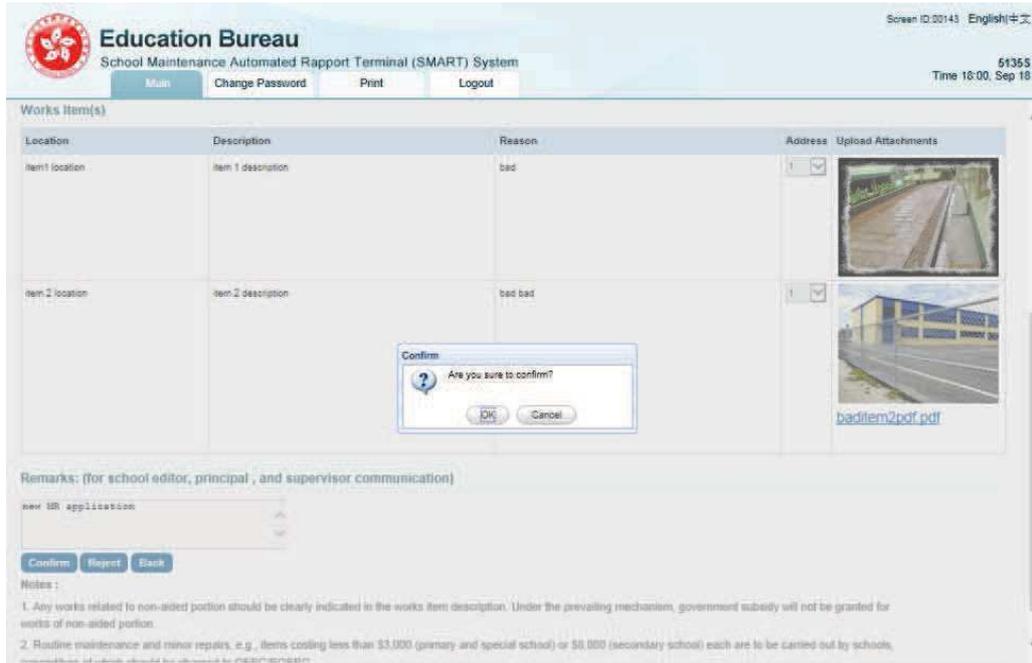
[Next](#) [Back To Menu](#)

Notes:

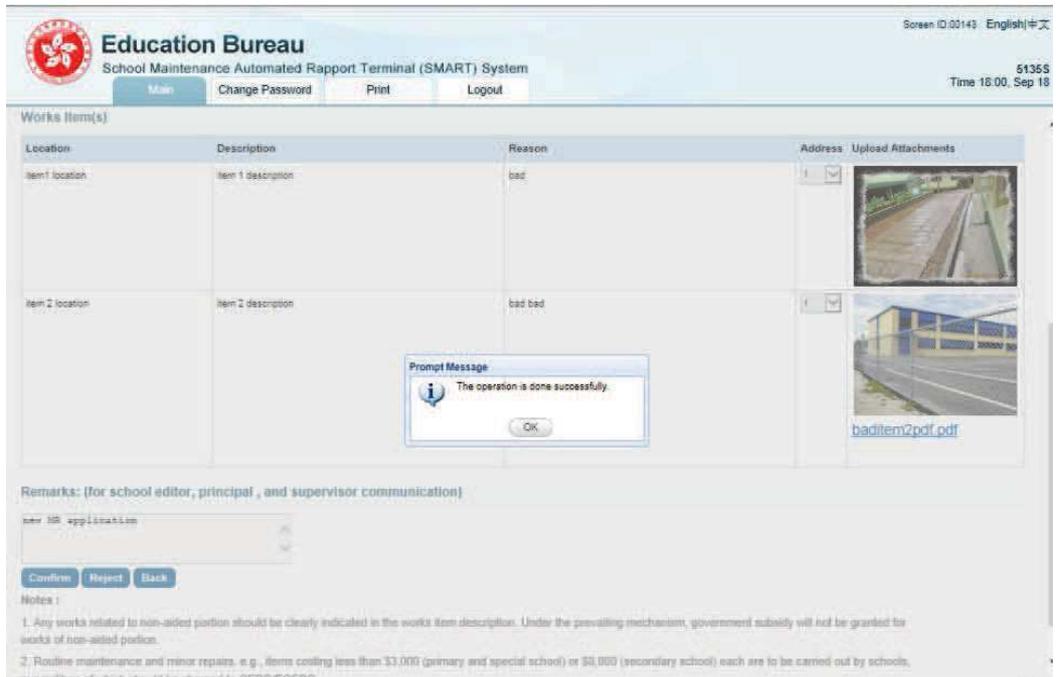
- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

- iv.) Press [Next] to go to confirmation page.
- v.) Press [Confirm] to submit the MR Application for EDB process. Or Press [Reject] to return the MR Application to School **Principal** for amendment. For rejection case, **School Principal** shall receive an Action. And he/she shall find the rejected MR Application at Action In-Tray.

SYSTEM OPERATION



vi.) A message prompted “Are you sure to confirm?”, press [Ok] to confirm and proceed.



vii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok].

Then the MR Application action will be sent to EDB (SSDO) for further process.

2.3 SCHOOL FUNCTION – PRESCRIBED REPAIRS (PR) REQUEST

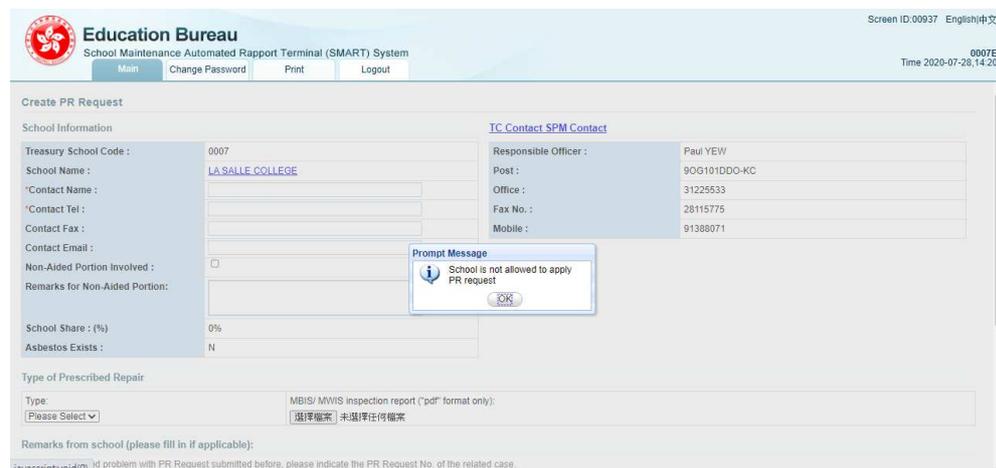
SMART system provides an online web form for invited school to create PR Request for the Mandatory Building Inspection Scheme (MBIS) and Mandatory Window Inspection Scheme (MWIS) under School Premises Maintenance Section's MBIS and MWIS programme.

2.3.1 Prepare PR Request by School Editor

- i.) Login as **School Editor**
- ii.) On main menu, click on Create PR Request



- iii.) For school not eligible (i.e. School not on the list of School Premises Maintenance Section's MBIS and MWIS programme) for applying PR, warning message will pop up and PR request cannot be created in this situation.



- iv.) For school that eligible for applying PR, please input at least all fields with asterisk*
- v.) Please note that EDB would not carry out prescribed repair works to any non-aided school portion, self-financed structures erected by schools or unauthorized building works.
- vi.) In option of Type of Prescribed Repairs, please select Building for MBIS and select Windows for MWIS.
- vii.) Upload MBIS/MWIS inspection report (PDF format with file size not more than

SYSTEM OPERATION

40MB).

- viii.) In option of PR Request No. of the related case, please select one previous PR Request No. if applicable. If there is no related PR Request No. in the past, there is no need to select this field.
- ix.) Input message in remarks as a reminder to editor, principal, and supervisor.
- x.) Press [Next] to go to confirmation page.

Please note :

- After user clicks [Next] but not going to click [Confirm] to submit the PR request, the system will automatically save the editing draft PR request to My Workspace when user leaving the page during editing.
- But if user leave the editing page before clicking [Next], the editing draft PR request will NOT be saved.

- xi.) Press [Confirm] .
- xii.) Press [Ok] to proceed.
- xiii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok]. PR Request shall be sent to **School Principal** for review.

SYSTEM OPERATION

Example:

- i.) *Login as 0023E*
- ii.) *On main menu, click on Create PR Request*
- iii.) *Input at least all fields with asterisk**
- iv.) *In option of Type of Prescribed repair, please select Building for MBIS or select Windows for MWIS.*
- v.) *Upload MBIS/MWIS inspection report (PDF format only).*
- vi.) *In option of PR Request No. of the related case. please select one previous PR Request No. if applicable. If there is no related PR Request No. in the past, there is no need to select this field.*
- vii.) *Input message in remarks to editor, principal, and supervisor.*
- viii.) *Press [Next] to go to confirmation page.*

Please note :

- *after user clicks [Next] but not going to click [Confirm] to submit the PR request, the system will automatically save the editing draft PR request to My Workspace when user leaving the page during editing.*
- *But if user leave the editing page before clicking [Next], the editing draft PR request will NOT be saved.*

**Education Bureau**
School Maintenance Automated Rapport Terminal (SMART) System

Screen ID 00937 English/中文
0023E
Time 2020-07-29, 12:19

Home Change Password Print Logout

Create PR Request

[TC Contact SPM Contact](#)

School Information

Treasury School Code : 0023

School Name : [ST MARKS SCHOOL](#)

*Contact Name :

*Contact Tel :

Contact Fax :

Contact Email :

Non-Aided Portion Involved :

Remarks for Non-Aided Portion:

School Share : (%) 0%

Asbestos Exists : N

Responsible Officer : Gilbert Tsang

Post : 90G101DDO-HKE

Office : 3122 5533

Fax No. : 2811 5775

Mobile : 9801 2087

Type of Prescribed Repair

Type:

Remarks from school (please fill in if applicable):

If this is a repeated problem with PR Request submitted before, please indicate the PR Request No. of the related case.

PR Request No. of the related case [School PR Request Summary](#)

Remarks: (for school editor, principal , and supervisor communication)

Notes :

1. Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
2. Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

ix.) *Press [Confirm].*

The screenshot shows the 'Education Bureau School Maintenance Automated Report Terminal (SMART) System' interface. The top navigation bar includes 'Main', 'Change Password', 'Print', and 'Logout'. The main content area contains several sections: 'Remarks for Non-Aided Portion:' with an empty text box; 'School Share : (%)' set to 0%; 'Asbestos Exists :' set to N; 'Type of Prescribed Repair' with 'Type: Windows' and a link to 'MBIS/ MWIS inspection report: Sample_001.pdf'; 'Remarks from school (please fill in if applicable):' with a sub-section for 'PR Request No. of the related case' and a text box; and 'Remarks: (for school editor, principal, and supervisor communication)' with another text box. At the bottom, there are 'Confirm', 'Discard', and 'Back' buttons. A 'Notes' section at the very bottom provides additional context about non-aided portions and repair costs.

x.) *Press [Ok] to proceed.*

This screenshot is identical to the previous one, but it features a 'Confirm' dialog box overlaid on the 'Remarks from school' section. The dialog box has a question mark icon and the text 'Are you sure to confirm?' with 'OK' and 'Cancel' buttons. The background interface is dimmed, and the 'Confirm' button from the main interface is no longer visible.

xi.) *If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok].*

Then the request action will be sent to School Principal for review, refer to section Submit PR Request by School Principal.

2.3.2 Submit PR Request by School Principal

- i.) Login as **School Principal**
- ii.) On main menu, click on Action and go to **Action In-Tray**. (There are 2 numbers (in blanket) next to Action. i.e. (1/10) indicates, there are 10 tasks awaiting for your action. And out of 10 only, 1 of them is unread.)
- iii.) Inside **Action In-Tray**, click on Subject Draft PR Request application and go to PR Request detail. You can also see **Sender** and **Submitted Date/Time** of this particular PR Request.
- iv.) Inside the PR Request detail page, you shall read the information inputted by School Editor. School **Principal** can add/edit/remove any information if needed.
- v.) Press [Next] to go to confirmation page.
- vi.) Press [Confirm] to submit the PR Request for further process. Or Press [Reject] to return the PR Request to School Editor for amendment. For rejection case, **School Editor** shall receive a notification. And he/she shall found the rejected PR Request at My Workspace.
- vii.) Press [Ok] to proceed.
- viii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok]. PR Request shall be sent to district duty officer (term consultant) for further actions.

Example:

- i.) Login as **0023P**
- ii.) On main menu, click on Action and go to **Action In-Tray**. (There are 2 numbers (in blanket) next to Action. i.e. (1/10) indicates, there are 10 tasks awaiting for your action. And out of 10, only 1 of them is unread.)



- iii.) Inside Action In-Tray, click on Subject Draft PR Request application and go to PR Request detail. You can also see Sender and Submitted Date/Time of this particular PR Request.

- iv.) Inside the PR Request detail page, you shall read the information inputted by School Editor. School **Principal** can add/edit/remove any information if needed.

- v.) Press [Next] to go to confirmation page.

SYSTEM OPERATION

- vi.) Press [Confirm] to submit the PR Request for EDB process. Or Press [Reject] to return the PR Request to School Editor for amendment. For rejection case, School Editor shall receive a notification. And he/she shall find the rejected PR Request at My Workspace.

The screenshot shows the 'Education Bureau School Maintenance Automated Report Terminal (SMART) System' interface. The page title is 'Education Bureau' and the subtitle is 'School Maintenance Automated Report Terminal (SMART) System'. The user is logged in as 'Main' with options for 'Change Password', 'Print', and 'Logout'. The screen ID is '00936' and the language is 'English/中文'. The time is '0023P' and the date is 'Time 2020-07-28, 14:31'. The form contains the following fields and sections:

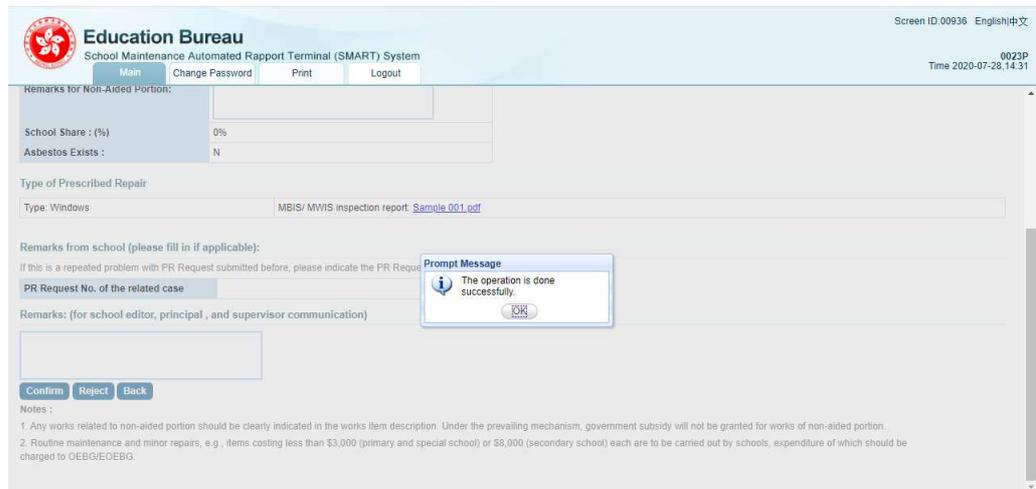
- Remarks for Non-Aided Portion:** A text input field.
- School Share : (%)**: 0%
- Asbestos Exists :** N
- Type of Prescribed Repair**:
 - Type: Windows
 - MBIS/ MWIS inspection report: [Sample.001.pdf](#)
- Remarks from school (please fill in if applicable):**
 - If this is a repeated problem with PR Request submitted before, please indicate the PR Request No. of the related case.
 - PR Request No. of the related case**: A text input field.
 - Remarks: (for school editor, principal, and supervisor communication)**: A text input field.
- Buttons**: Confirm, Reject, Back.
- Notes**:
 - Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
 - Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

- vii.) Press [Ok] to proceed.

The screenshot shows the same 'Education Bureau SMART System' interface as above, but with a confirmation dialog box overlaid. The dialog box has a question mark icon and the text 'Are you sure to confirm?'. It contains two buttons: 'OK' and 'Cancel'. The background form is dimmed, showing the 'Remarks from school' section and the 'Confirm', 'Reject', 'Back' buttons.

SYSTEM OPERATION

viii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok].



The screenshot shows the Education Bureau School Maintenance Automated Report Terminal (SMART) System interface. A modal window titled "Prompt Message" is displayed in the center, containing the text: "The operation is done successfully." with an "OK" button. The background interface includes a header with the Education Bureau logo, navigation tabs (Main, Change Password, Print, Logout), and a form area with fields for "Remarks for Non-Aided Portion:", "School Share : (%)", "Asbestos Exists:", "Type of Prescribed Repair", and "Remarks from school (please fill in if applicable):". There are also buttons for "Confirm", "Reject", and "Back" at the bottom of the form area.

Then the request action will be forwarded to district duty officer (term consultant) for further processing.

ix) For rejection case, School Editor shall receive a notification. And he/she shall find the rejected PR Request at My Workspace.



The screenshot shows the Education Bureau SMART System interface with an "ACTION IN-TRAY (1 / 1)" notification. The notification table has the following data:

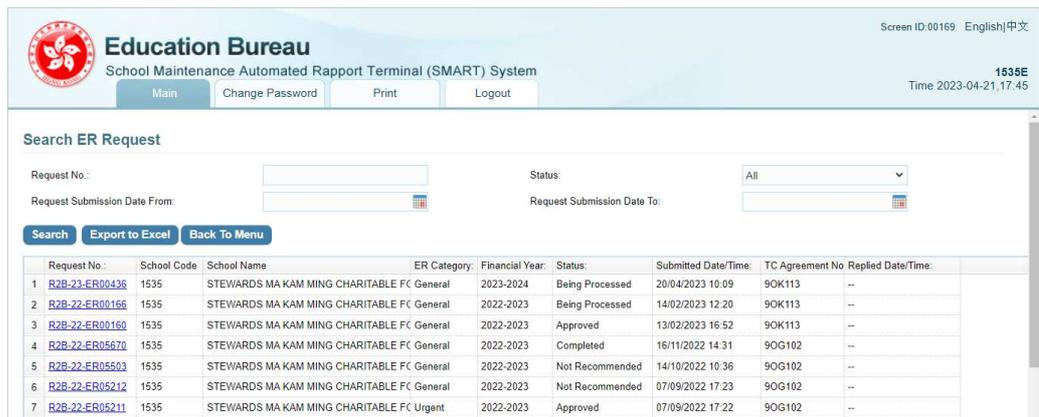
Subject	Category	District	Sender	Date/Time	Remarks
1 REJECTION - Draft PR request application	PR	Hong Kong East	NGAN, YUEN YING(0023P)	28/07/2020 14:33:52	

Below the table, there is a pagination control showing "Page 1 of 1 (Go)" and "Displaying 1 to 1 of 1 items".

2.4 SEARCH FUNCTION

2.4.1 Search ER Request

- i.) Login SMART.
- ii.) On main menu, click on Search ER Request to go to Search ER Request page.
- iii.) Input search criteria, and press [Search] button. And SMART shall return an ER request list.



The screenshot shows the 'Search ER Request' page in the SMART system. It features a search form with fields for 'Request No.', 'Status' (set to 'All'), 'Request Submission Date From', and 'Request Submission Date To'. Below the form are buttons for 'Search', 'Export to Excel', and 'Back To Menu'. A table displays the search results with columns for Request No., School Code, School Name, ER Category, Financial Year, Status, Submitted Date/Time, TC Agreement No., and Replied Date/Time.

	Request No.	School Code	School Name	ER Category	Financial Year	Status	Submitted Date/Time	TC Agreement No	Replied Date/Time
1	R2B-23-ER00436	1535	STEWARDS MA KAM MING CHARITABLE FC	General	2023-2024	Being Processed	20/04/2023 10:09	90K113	--
2	R2B-22-ER00166	1535	STEWARDS MA KAM MING CHARITABLE FC	General	2022-2023	Being Processed	14/02/2023 12:20	90K113	--
3	R2B-22-ER00160	1535	STEWARDS MA KAM MING CHARITABLE FC	General	2022-2023	Approved	13/02/2023 16:52	90K113	--
4	R2B-22-ER05670	1535	STEWARDS MA KAM MING CHARITABLE FC	General	2022-2023	Completed	16/11/2022 14:31	90G102	--
5	R2B-22-ER05503	1535	STEWARDS MA KAM MING CHARITABLE FC	General	2022-2023	Not Recommended	14/10/2022 10:36	90G102	--
6	R2B-22-ER05212	1535	STEWARDS MA KAM MING CHARITABLE FC	General	2022-2023	Not Recommended	07/09/2022 17:23	90G102	--
7	R2B-22-ER05211	1535	STEWARDS MA KAM MING CHARITABLE FC	Urgent	2022-2023	Approved	07/09/2022 17:22	90G102	--

The Status showing the current status of the ER request, below are list of status :

- **Awaiting Principal's Approval :**
After school editor submitted ER request and before school principal review and submit
- **Rejected by Principal :**
ER request rejected by school principal
- **Being Processed :**
After school submitted ER request and being processed by consultant
- **Approved :**
ER request approved
- **Not Recommended :**
ER request not recommended by consultant
- **Cancelled :**
ER request cancelled
- **Combined :**
ER request has been combined with another ER request which would be processed as the master.
- **Completed :**
ER request completed

- iv.) Click on one of the request and go to ER Request Information page for detail information.



Education Bureau

School Maintenance Automated Report Terminal (SMART) System

Screen ID:00148 English|中文

5111E

Time 2023-04-21,18:22

Main
Change Password
Print
Logout

ER Request

ER Request No.:	R3A-22-ER00151	Submitted Date/Time:	09/02/2023 17:17
Status:	Approved	ER Category:	General

School Information [TC Contact](#) | [SPM Contact](#)

School Code :	5111
School Name :	CONFUCIAN TAI SHING PRIMARY SCHOOL <small>孔教學珠文成小學</small>
Contact Name :	鄧恩輝主任
Contact Tel :	23203301
Contact Fax :	
Contact Email :	
Non-Aided Portion Involved :	N
Remarks for Non-Aided Portion:	
School Share :	0.00%
Asbestos Exists :	N

Responsible Officer :	User_Name_of_90K114DDDD / User_Name_of_90K114DDO7 / User_Name_of_90K114DDO-WTS / User_Name_of_90K114DDO-WTS2
Post :	90K114DDDD / 90K114DDO7 / 90K114DDO-WTS / 90K114DDO-WTS2
Office :	36225504 / 28115733 / 36225322 / 28115733
Fax No. :	21142121 / 28115775 / 21142121 / 28115775
Mobile :	90646769 / 90230723 / 97875399 / 91287412

Works Item(s)

Location	Description	Reason	Address	Attachments	Recommended
1 2樓上3樓後梯及3樓外牆(中環至後梯一段定窗)	2樓上3樓後梯石屎剝落，要批灰重鑿牆油， 3樓外牆石屎剝落，要批灰重鑿牆油。	教職員及學生經常路過上梯路段，或有石屎剝落，會造成危險，應及早會影響業主，教職員及學生現人，會危害健康。	1		Recommended
2 2樓女廁員前	廁所去水渠蓋	去水渠蓋，湧出廁所水造成衛生問題，應及早更換後造成安全問題	1		Not Recommended

Remarks from school (please fill in if applicable):

ER Request No. of the related case

Remarks: (for school editor, principal , and supervisor communication)

Read Reply Letter
Back

Notes :

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

2.4.2 Search MR Application

- i.) Login SMART.
- ii.) On main menu, click on Search MR Application to go to Search MR Application page.
- iii.) Input search criteria, and press [Search] button. And SMART shall return a MR application list.

MR Application No.	School Name	MR Cycle	Status	Submitted Date/Time	Replied Date/Time	Clone
1 MR-S111-23	CONFUCIAN TAI SHING PRIMARY SCHOOL	2023-2024	Being Processed	30/05/2022 11:43	--	Clone

The Status showing the current status of the MR application, below are list of status :

- **Awaiting Principal's Approval :**
After school editor submitted MR application and before school principal review and submit
- **Rejected by Principal :**
MR application rejected by school principal
- **Awaiting Supervisor's Approval :**
After school principal submitted MR application and before school supervisor review and submit
- **Rejected by Supervisor :**
MR application rejected by school supervisor
- **Rejected by SSDO :**
MR application rejected by SSDO
- **Being Processed :**
After school submitted MR application and being processed by SSDO
- **Disapproved :**
MR application disapproved
- **Approved :**
MR application approved
- **Cancelled :**
MR application cancelled
- **Completed :**
MR application completed

iv.) Click on one of the application and go to MR Application Information page.



Education Bureau

School Maintenance Automated Report Terminal (SMART) System

Screen ID:00155 English|中文

5111E
Time 2023-04-21,18:22

Main Change Password Print Logout

MR Application Information

MR Application No.:	MR-5111-23	Submitted Date/Time:	30/05/2022 11:43:24
Status:	Being Processed		

School Information

School Code :	5111
School Name :	CONFUCIAN TAI SHING PRIMARY SCHOOL
Contact Name :	陳永達
Contact Tel :	23203301
Contact Fax :	23202943
Email address Note :	smartsupport@edb.gov.hk
<small>Note: The email address would be used for receiving MR 2023-24 notifications.</small>	
Non-Aided Portion Involved :	N
Remarks for Non-Aided Portion:	<input style="width: 100%; height: 20px;" type="text"/>
School Share :	0.00%
Asbestos Exists :	N

TC Contact | SPM Contact

Responsible Officer :	User_Name_of_90K114DDDO / User_Name_of_90K114DDO7 / User_Name_of_90K114DDO-WTS / User_Name_of_90K114DDO-WTS2
Post :	90K114DDDO / 90K114DDO7 / 90K114DDO-WTS / 90K114DDO-WTS2
Office :	36225504 / 28115733 / 36225322 / 28115733
Fax No. :	21142121 / 28115775 / 21142121 / 28115775
Mobile :	90646769 / 90230723 / 97875359 / 91287412

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
1	地下風扇	機閘三磅十分嚴重，拉動出現刺耳聲音，開關經常達到困難，亦不能上鎖已達兩年，導致保安嚴重出現問題，開關的問題亦有機會影響學生火警逃生，將建議更換新的機閘。	1	
2	地下儲物庫	嚴重地下儲物庫，亦沒有門可推開上，機閘及地下十分嚴重，機閘受潮發熱，放在該處的學生帶帶經常受蟲蟻蛀食，加上亦有鼠香，蟲蟻，老鼠之糞便引致嚴重衛生問題，學校亦因蟲蟻的破壞，每年都需要買大量物資，非常浪費，學生的物品、老師教員等不能正常存放，儲物庫極需要重造，加入堅固板及門防止蟲蟻進入。	1	

Remarks: (for school editor, principal , and supervisor communication)

[Back](#)

Notes :

- Any works related to non-aided portion should be clearly indicated in the works item description. Under the prevailing mechanism, government subsidy will not be granted for works of non-aided portion.
- Routine maintenance and minor repairs, e.g., items costing less than \$3,000 (primary and special school) or \$8,000 (secondary school) each are to be carried out by schools, expenditure of which should be charged to OEBG/EOEBG.

SYSTEM OPERATION

2.4.3 Search PR Request

- i.) Login SMART.
- ii.) On main menu, click on Search PR Request to go to Search PR Request page.

The screenshot shows the main menu of the Education Bureau SMART System. The header includes the Education Bureau logo, the system name 'School Maintenance Automated Rapport Terminal (SMART) System', and navigation buttons for 'Main', 'Change Password', 'Print', and 'Logout'. The user interface is in English. The main content area is titled 'School - Workspace' and contains several menu items: 'Emergency Repairs (ER)' with sub-items 'Create ER Request' and 'Search ER Request'; 'Major Repairs (MR)' with sub-items 'Create MR Application' and 'Search MR Application'; 'Prescribed Repairs (PR) for MBIS & MWIS' with sub-items 'Create PR Request' and 'Search PR Request'; 'User Manual and Forms' with sub-item 'User Manual for Aided Schools'; 'System Notification'; 'In-Tray' with sub-items 'Action', 'Follow-Up Action', 'Notification', and 'Action Archive'; and 'My Workspace' with sub-item 'My Workspace'. The system time is 2020-07-28, 14:42.

- iii.) Input search criteria, and press [Search] button. And SMART shall return an PR request list.

The screenshot shows the 'Search PR Request' page. The header is identical to the previous screenshot. The search criteria section includes fields for 'Request No.', 'Request Submission Date From', and 'Request Submission Date To', along with a 'Status' dropdown menu set to 'All'. Below the search criteria are buttons for 'Search', 'Export to Excel', and 'Back To Menu'. The results table is empty, with the following columns: 'PR Request No.', 'School Code', 'School Name', 'Financial Year', 'Status', and 'Submitted Date/Time'.

The screenshot shows the 'Search PR Request' page with one result displayed in the table. The search criteria are the same as in the previous screenshot. The results table has the following data:

PR Request No.	School Code	School Name	Financial Year	Status	Submitted Date/Time
1	0023	ST. MARK'S SCHOOL	2020-2021	Awaiting Principal's Approval	--

The Status showing the current status of the PR request, below are list of status :

- **Awaiting Principal's Approval :**
After school editor submitted PR request and before school principal review and submit
- **Rejected by Principal :**
PR request rejected by school principal
- **Input Works Items by TC :**
PR report is preparing by term consultant
- **Being Processed :**
After school submitted PR request and being processed by consultant
- **Approved :**
PR request approved
- **Not Recommended :**
PR request not recommended by consultant
- **Cancelled :**
PR request cancelled
- **Combined :**
PR request has been combined with another PR request which would be processed as the master.
- **Completed :**
PR request completed

iv.) Click on one of the request and go to PR Request Information page for detail information.

3 SUPPORT AND TROUBLESHOOTING

3.1 SUPPORT HOTLINE AND EMAIL

In case if user cannot access the system or having any other problems while using the system, they are advised to contact SMART support team either via hotline 3163 0040 or email smartsupport@edb.gov.hk.

Operating hours for the hotline is:

- 9am ~ 12:45pm & 1:45pm ~ 6pm; Monday ~ Friday (except Public Holiday)

3.2 BUSINESS CONTINGENCY ARRANGEMENT

Should SMART support team determines/concludes the inaccessibility cannot be recovered shortly for whatever reasons, SMART support team will then advise user to submit request form to district duty officer (term consultant) via fax (using the forms mentioned below) as business contingency arrangement.

3.3 REQUEST FORMS FOR CONTINGENCY ARRANGEMENT

Request forms for contingency arrangement can be downloaded from the website of EDB at the following URLs.

- Request Form for Emergency Repairs (ER) in Aided Schools
(ENGLISH, PDF format)
https://www.edb.gov.hk/attachment/en/sch-admin/sch-premises-info/sch-premises-maintenance/4th%20Contract_ER%20form_1.1.2020_eng_clean.pdf

(ENGLISH, MS Word format)
https://www.edb.gov.hk/attachment/en/sch-admin/sch-premises-info/sch-premises-maintenance/4th%20Contract_ER%20form_1.1.2020_eng_clean.doc
- Request Form for Emergency Repairs (ER) in Aided Schools
(TRADITIONAL CHINESE, PDF format)
https://www.edb.gov.hk/attachment/tc/sch-admin/sch-premises-info/sch-premises-maintenance/4th%20Contract_ER%20form_1.1.2020_tc_clean.pdf

(TRADITIONAL CHINESE, MS Word format)
https://www.edb.gov.hk/attachment/tc/sch-admin/sch-premises-info/sch-premises-maintenance/4th%20Contract_ER%20form_1.1.2020_tc_clean.doc