

School Maintenance Automated Rapport Terminal (SMART) System

User Manual for School Users

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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.• Automation of the business processes eliminates manual efforts as well as paper usage during transmission, thus, increasing efficiency and being environmentally friendly respectively.
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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/>

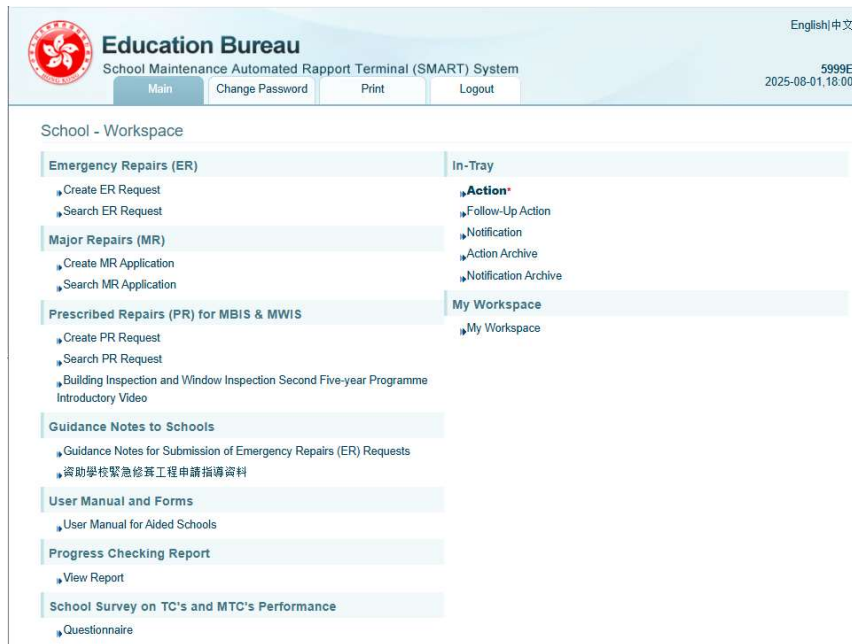
Please refer to the user guide provided in below URL for registration CLO account to SMART account:

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).

SYSTEM OVERVIEW

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



User interface of main menu in English version



User interface of main menu in Chinese version

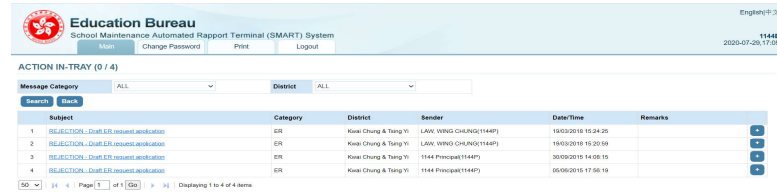
System main menu is shown after successful login. User can find the assigned SMART functions under different sub menus in the left-hand side of the main menu, e.g. Search ER Request, etc. User can click on these functions for performing required operation.

SYSTEM OVERVIEW

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

For In-Tray :

i.) Action



The screenshot shows the 'ACTION IN-TRAY (0 / 4)' interface. It includes a search bar, a table with columns for Subject, Category, District, Sender, Date/Time, and Remarks, and a pagination control at the bottom.

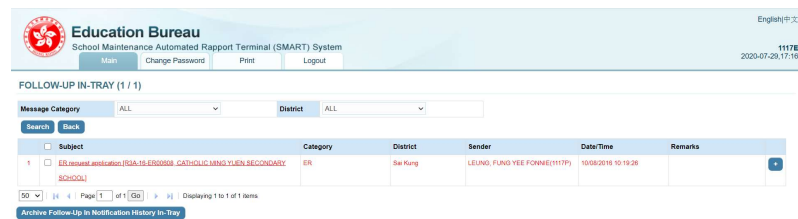
Subject	Category	District	Sender	Date/Time	Remarks
1 REJECTION_Draft ER request application	ER	Kwai Chung & Tung Yi	LAW WING CHUN(1144P)	18/03/2018 15:24:25	
2 REJECTION_Draft ER request application	ER	Kwai Chung & Tung Yi	LAW WING CHUN(1144P)	19/03/2018 15:20:59	
3 REJECTION_Draft ER request application	ER	Kwai Chung & Tung Yi	1144 Principal(1144P)	30/09/2015 14:08:15	
4 REJECTION_Draft ER request application	ER	Kwai Chung & Tung 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



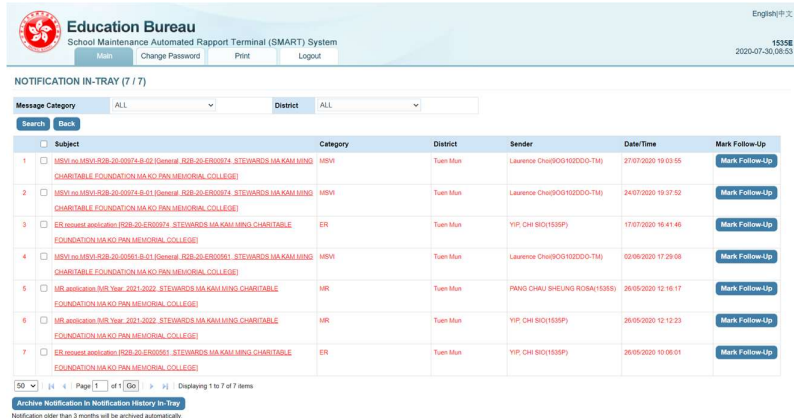
The screenshot shows the 'FOLLOW-UP IN-TRAY (1 / 1)' interface. It includes a search bar, a table with columns for Subject, Category, District, Sender, Date/Time, and Remarks, and a button to 'Archive Follow Up In Notification History In Tray'.

Subject	Category	District	Sender	Date/Time	Remarks
1 <input type="checkbox"/> ER request application (SA-15-ER00959_CATHOLIC MING YUEN SECONDARY SCHOOL)	ER	Sai Kung	LEUNG FUNG YEE FORN(1117P)	10/08/2018 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

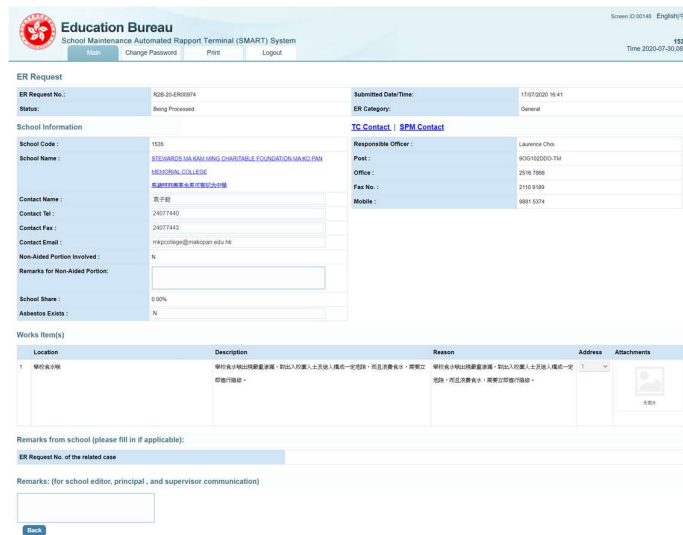


User interface of Notification In-Tray for school editor

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

- 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 :



- 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, it shows the system name and user options like 'User', 'Change Password', 'Print', and 'Logout'. The main content is divided into two sections: 'ER Request Detail' and 'MSVI Detail'.

ER Request Detail:

ER Request No.:	R26-201803024	Submitted Date Time:	17/07/2020 16:41:44
ER Request Status:	Being Processed	ER Request Category:	General
School Code:	1536	School Name:	STEWARTS YAK KAM KWONG CHARITABLE FOUNDATION MAND. PRAI MEMORIAL COLLEGE
School/Boarding Section:	S	District:	Tuen Mun
School Level:	Secondary	School Share Indicator:	N
Contact Name:	廖沛珩	Contact Tel.:	24277443
Contact Fax:	24277443	Contact Email:	mkpoukga@manipon.edu.hk
Address:	117 SHEK PAU TAU ROAD TUEN MUN NEW TERRITORIES		
Asbestos Exit:	N		

Responsible By:

Project Professional Name:	Lawrence Cha	Project Professional Post:	900102000-TM
Site Supervisory Officer Name:	Sherman Tong	Site Supervisory Officer Post:	900102019-TM
Issuing Officer Name:	Lawrence Cha	Issuing Officer Post:	900102000-TM

MSVI Detail:

MSVI No.:	MSVI-R26-20-00874-B-02
Issue Status:	Issued
Issue Date:	27/07/2020
ER Request No.:	R26-201803024
Address:	117 SHEK PAU TAU ROAD TUEN MUN NEW TERRITORIES
Works Order Type:	B
Verbal Instruction Given Date:	27/07/2020
Date for Commencement:	19/10/2020
Date for Completion:	19/10/2020
Works Detail:	Location: E/W nearby entrance Observation: During the site inspection, the fresh water pipe was found with water leakage at the E/W line to storage.

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 timesheet implication.

Buttons: [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: 00714 English/中文
 1535E
 Time: 2020-07-30, 08:53

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

To	: STCM022	MSVI No.	: MSVI-R2B-20-00974-B-02
Date	: 22/07/2020	Time	: 18:30
ER Request No.	: 1702B-20-ER00974		
School Name	: STERWARD'S MA KAM MING CHARITABLE FOUNDATION NA KO PAN MEMORIAL COLLEGE 聖保羅男女聖方濟學校		
School Code	: 1535		
Address	: 117 SHEK PAU TAU ROAD TUEN MUN NEW TERRITORIES		
District	: TM		
School Contact	: R7FE		Tel. No. : 24277440
Verbal Instruction Given Date	: 22/07/2020		
	Location: G/F nearby entrance		
	Observation: During the site inspection, the fresh water pipe was found water leakage at the G/F 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 G/F.		
Works Detail	Remarks: N/A		
Date for Commencement	: 10/08/2020		
Date for Completion	: 10/10/2020		
Attachments	:		
Project Professional Name	: Laurence Choi	Project Professional Post	: 90G102DDO-TM
Site Supervisory Officer Name	: Sherman Tong	Site Supervisory Officer Post	: 90G102Eng12
Issuing Officer Name	: Laurence Choi	Issuing Officer Post	: 90G102DDO-TM
cc:EDB	SMS(OPM)2 CHAN Tsz Kin MS(OPM)22 LI Wing Shan, Joanni QS(OPM)3,GS(OPM)2,QS(OPM)1 CHAN Wai Sing,LEE Wing Chi, Angel,SIN Lai Mei, Yomi BSE(OPM)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 time/cost implication.		

Print MSVI
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 needs 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 notifications users not yet read.

iv.) Action Archive

Education Bureau
School Maintenance Automated Rapport Terminal (SMART) System

English/中文
 1535E
 2023-04-21, 17:45

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
1 ER request not assessed (General) R2B-19-ER00011 STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE	ER	Tuen Mun	LI Wing Shan, Joann(MS/SPM22)	01/03/2020 19:10:16
2 MRV to MRV (R2B-19-200011-01) (General) R2B-19-ER00011 STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE	MRV	Tuen Mun	Laurence Chui(OG102DDO-TM)	10/01/2020 21:25:09
3 ER request application (R2B-19-ER00011 STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE)	ER	Tuen Mun	YIP, CHI SIO(1555P)	06/01/2020 10:50:30
4 ER request assessed (General) R2B-19-ER00011 STEWARDS MA KAM MING CHARITABLE FOUNDATION MA KO PAN MEMORIAL COLLEGE	ER	Tuen Mun	LI Wing Shan, Joann(MS/SPM22)	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
1 Draft ER request application	ER		1535	STEWARDS MA KAM MING CHARITABLE FOUNDATION	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.

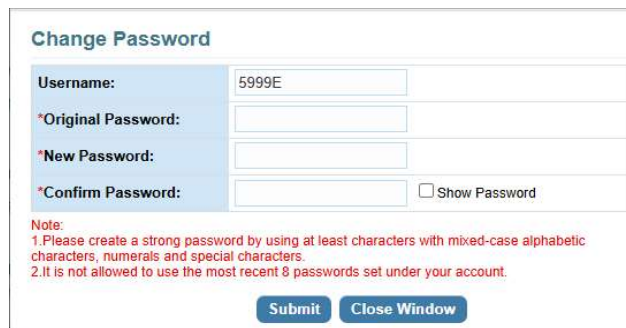
(d) Change Password

User can change password as shown as the following steps:

- i.) After login SMART, click Change Password tab



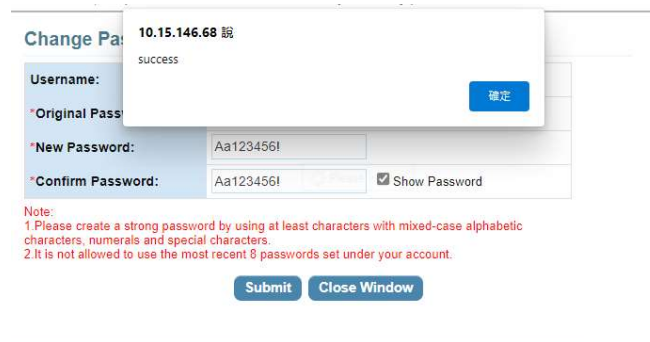
- ii.) System will pop up the Change Password window

A screenshot of the 'Change Password' window. The window has a title bar that says 'Change Password'. Inside, there are four input fields: 'Username:' with the value '5999E', '*Original Password:', '*New Password:', and '*Confirm Password:'. There is a checkbox labeled 'Show Password' next to the 'Confirm Password' field. Below the input fields, there is a 'Note' section with two points: '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, there 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

SYSTEM OVERVIEW



The screenshot shows a web interface for changing a password. A modal window is open, displaying the IP address "10.15.146.68" and the word "success" in green. The form below has the following fields and controls:

- Username:** (Label)
- Original Password:** (Label)
- New Password:** (Text input field containing "Aa123456!")
- Confirm Password:** (Text input field containing "Aa123456!")
- Show Password:** (Checkbox, checked)
- Buttons:** "Submit" and "Close Window" (both in blue rounded rectangles)

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.

SYSTEM OVERVIEW

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

8 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
- Questionnaire for school survey
- View Progress Checking Report

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




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.

The screenshot shows the 'Education Bureau School Maintenance Automated Report Terminal (SMART) System' interface. The main form is titled 'Create ER Request' and contains 'School Information' and 'Works Item(s)' sections. A 'School Name' dropdown menu is open, showing a list of schools with their addresses. A red arrow points to the address '6 PERTH STREET HONGKONG' in the dropdown list. The interface includes a navigation bar with 'Main', 'Change Password', 'Print', and 'Logout' buttons. The top right corner shows 'Screen ID:00146', 'English/中文', and '5219E Time 15:00, Sep 18'.

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.

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.

- 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.

SYSTEM OPERATION

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

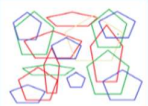
School Information

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 :	chanlaiman@abc.com
Non-Aided Portion Involved :	N
Remarks for Non-Aided Portion:	<input type="text"/>
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 <input type="text"/>	

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 type="text"/>
---	----------------------

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

test remarks	<input type="text"/>
---------------------	----------------------

[Confirm](#) [Discard](#) [Back](#)

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

Confirm
? Are you sure to confirm?
OK Cancel

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.

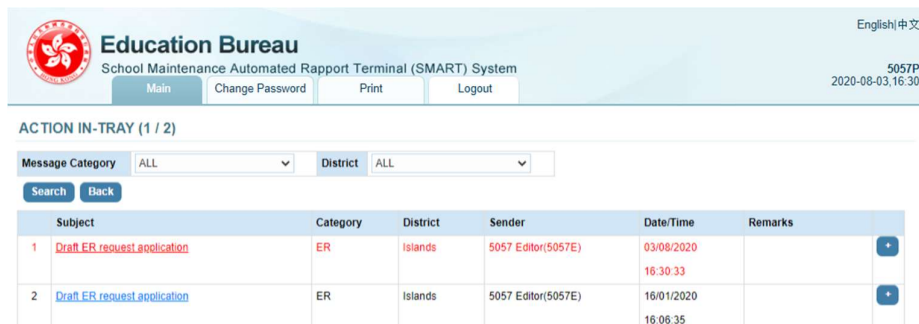
SYSTEM OPERATION

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 find 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)	18/01/2020 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.

Create ER Request

School Information	TC Contact SPM Contact
School Code : <input type="text" value="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 : chantaiman@abc.com	
Non-Aided Portion Involved : <input type="checkbox"/>	
Remarks for Non-Aided Portion: <input type="text"/>	
School Share : (%) 0%	
Asbestos Exists : N	

Works Item(s)

*Location	*Description	*Reason	*Address
<input type="text" value="test location"/> <small>787 characters left</small>	<input type="text" value="test description"/> <small>784 characters left</small>	<input type="text" value="test reason"/> <small>789 characters left</small>	<input type="text" value="1"/>
 <small>+ (Only files in Image format are accepted)</small>		<small>+ (Only files in PDF format are accepted)</small>	


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)

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

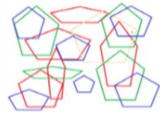
School Information

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 :	chantaiman@abc.com
Non-Aided Portion Involved :	N
Remarks for Non-Aided Portion:	<input type="text"/>
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 <input type="text"/>	

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 type="text"/>
---	----------------------

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

<input type="text" value="test remarks"/>

Confirm
Reject
Back

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

The screenshot displays the Education Bureau SMART System interface. At the top, the logo of the Education Bureau is on the left, and the text "Education Bureau" and "School Maintenance Automated Report Terminal (SMART) System" are in the center. On the right, it shows "Screen ID:00142 English|中文", "5057P", and "Time 2020-08-03,16:30". Below the header, there are navigation buttons: "Main", "Change Password", "Print", and "Logout".

The main content area includes a "Remarks for Non-Aided" section with a text input field. Below it, there are fields for "Portion:" (empty), "School Share : (%)" (0%), and "Asbestos Exists :" (N).

A "Works Item(s)" table is present with columns: "Location", "Description", "Reason", "Address", and "Upload Attachments". The table contains one row with "test location", "test description", "test reason", and "1" in the "Address" column. The "Upload Attachments" column shows a preview of several colorful geometric shapes.

A "Confirm" dialog box is overlaid on the table, asking "Are you sure to confirm?" with "OK" and "Cancel" buttons.

Below the table, there is a section for "Remarks from school (please fill in if applicable):". It includes a note: "If this is a repeated problem with ER Request submitted before, please indicate the ER Request No. of the related case." Below this is a field for "ER Request No. of the related case" and a larger "Remarks: (for school editor, principal , and supervisor communication)" field containing "test remarks".

At the bottom of the form, there are "Confirm", "Reject", and "Back" buttons.

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].

The screenshot displays 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 features a 'Remarks for Non-Aided' section with fields for 'Portion:', 'School Share : (%)' (0%), and 'Asbestos Exists :'. Below this is a 'Works Item(s)' table with columns for 'Location', 'Description', 'Reason', 'Address', and 'Upload Attachments'. A 'Prompt Message' dialog box is overlaid on the table, displaying the message 'The operation is done successfully.' with an 'OK' button. The bottom section contains 'Remarks from school (please fill in if applicable):', a field for 'ER Request No. of the related case', and a larger 'Remarks: (for school editor, principal, and supervisor communication)' field. At the bottom left, there are 'Confirm', 'Reject', and 'Back' buttons.

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

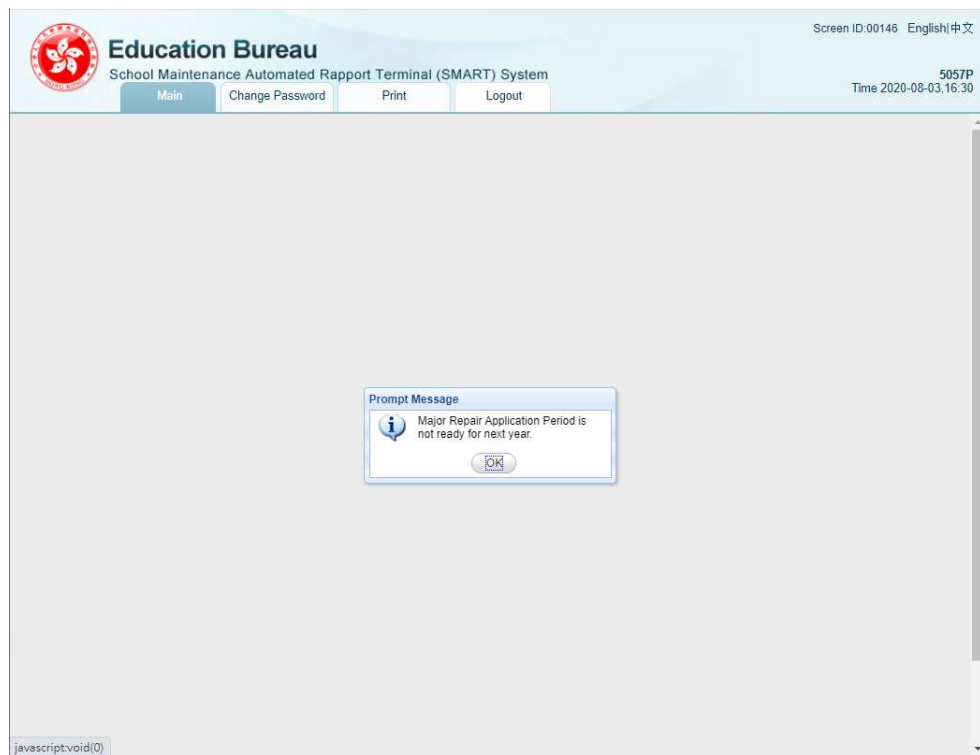
Then the request action will be forwarded to district duty officer (term consultant) for further processing.

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.
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.
- 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*


SYSTEM OPERATION

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

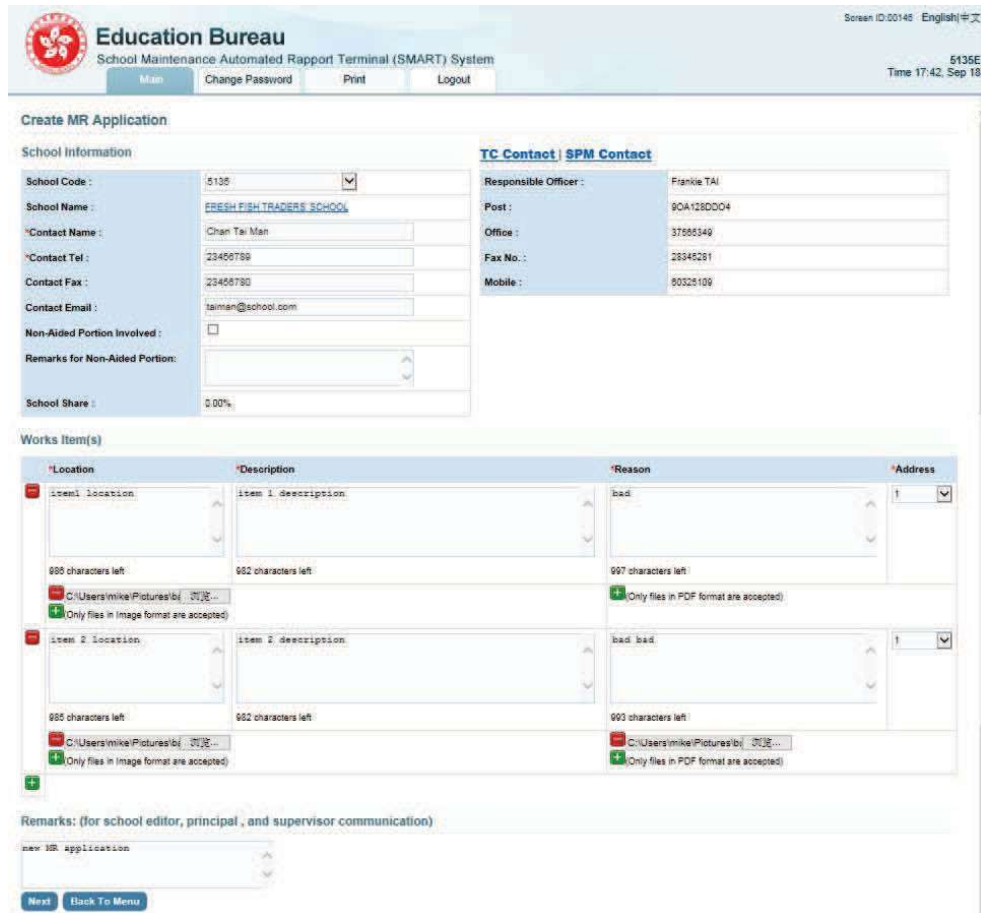
Please note user can input Chinese to text fields, e.g. Item Location, Description, Reason, Remarks.

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.



The screenshot shows the 'Create MR Application' page of the Education Bureau's SMART system. The page is titled 'Education Bureau School Maintenance Automated Report Terminal (SMART) System' and includes a navigation menu with 'Main', 'Change Password', 'Print', and 'Logout'. The user's session information is displayed as 'Screen ID:00145 English/中文 5135E Time 17:42, Sep 18'.

The form is divided into several sections:

- School Information:** Includes fields for School Code (5135), School Name (FRESH FISH TRADERS SCHOOL), Contact Name (Chan Tai Man), Contact Tel (23456789), Contact Fax (23456780), Contact Email (taiman@school.com), Non-Aided Portion Involved (checkbox), Remarks for Non-Aided Portion (text area), and School Share (0.00%).
- TC Contact / SPM Contact:** Includes fields for Responsible Officer (Frankie TAI), Post (90A1280004), Office (37555349), Fax No. (26345291), and Mobile (80325109).
- Works Item(s):** A table with columns for Location, Description, Reason, and Address. It contains two rows of work items, each with a red minus icon for removal and a green plus icon for addition. Below each row are file upload buttons and a note: 'Only files in Image format are accepted' and 'Only files in PDF format are accepted'.
- Remarks:** A text area for school editor, principal, and supervisor communication, containing the text 'new MR application'.

At the bottom of the form, there are 'Next' and 'Back To Menu' buttons.

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

SYSTEM OPERATION

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 : 23450789
Contact Fax : 23450780
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 : 37555349
Fax No. : 28345281
Mobile : 60329109

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	 baditem2.pdf.pdf

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



new MR application

ix.) Press [Confirm].

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

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	 baditem2.pdf.pdf

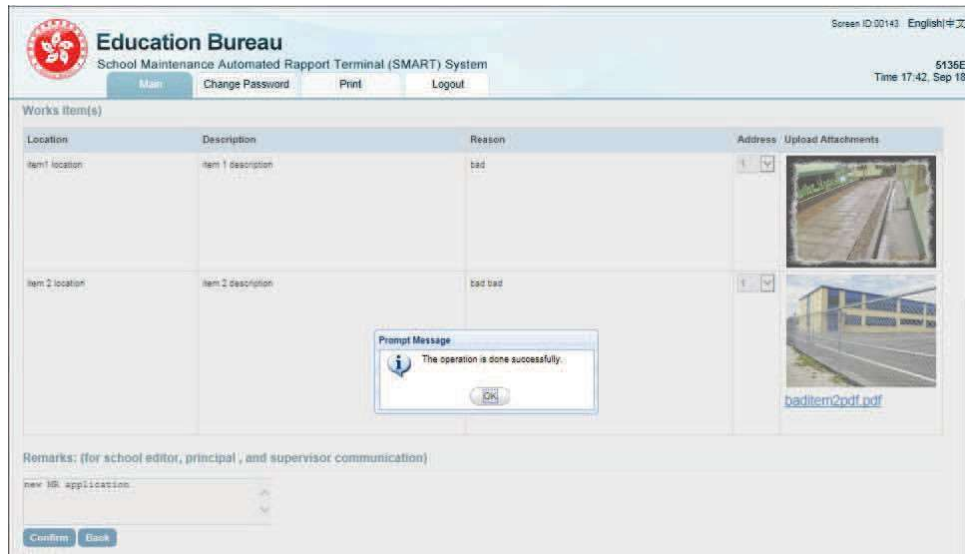
Remarks: (for school editor, principal, and supervisor communication)

new MR application

Confirm

Are you sure to 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].*

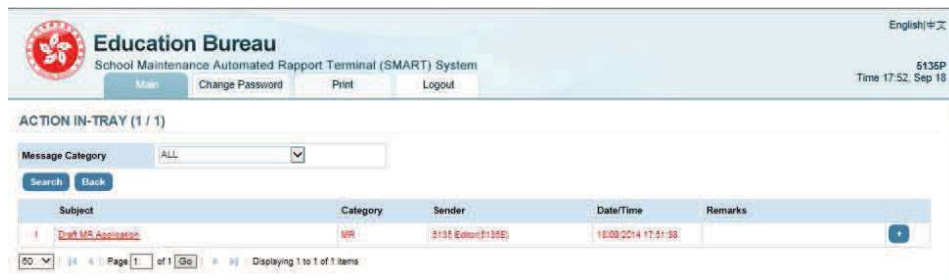
Then an action will be sent to School Principal for approval, refer to section Approve MR Application by School Principal.

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.*

SYSTEM OPERATION

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID: 00148 English/中文
5136P
Time 17:52 Sep 18

Main Change Password Print Logout

Create MR Application



School Information

School Code: S138
School Name: FRESH FISH TRADERS SCHOOL
Contact Name: Chan Tai Man
Contact Tel: 23450789
Contact Fax: 23450780
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: 37695349
Fax No.: 28345281
Mobile: 90328109

Works Item(s)

Location	Description	Reason	Address
Item 1 Location 990 characters left  Only files in image format are accepted	Item 1 description 992 characters left	bad 997 characters left Only files in PDF format are accepted	1
Item 2 Location 995 characters left  Only files in image format are accepted	Item 2 description 992 characters left	bad bad 993 characters left baditem2pdf.pdf Only files in PDF format are accepted	1

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

new MR application

Next Back To Menu

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

Main Change Password Print Logout

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	 baditem2.pdf.pdf

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

new MR application

Confirm Reject Back

- 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

Main Change Password Print Logout

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	 baditem2.pdf.pdf

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

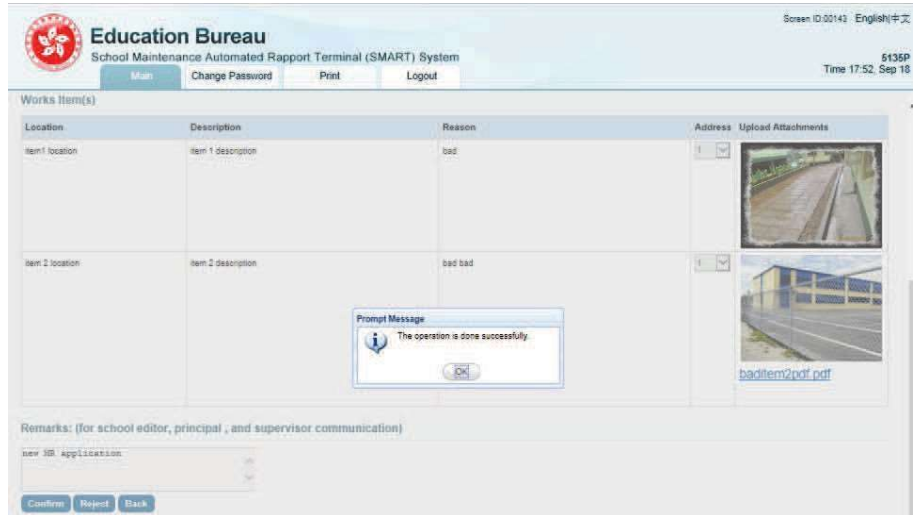
new MR application

Confirm Reject Back

Confirm
Are you sure to confirm?
Ok Cancel

- 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.

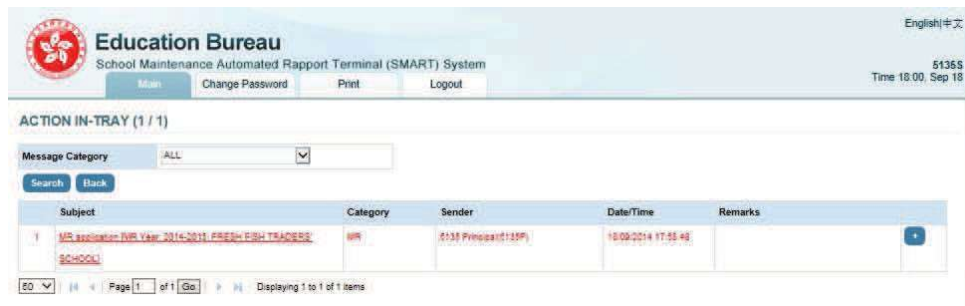
Then an Action message will be sent to School Supervisor for review, refer to section Submit MR Application by School Supervisor.

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.*

SYSTEM OPERATION

Education Bureau
School Maintenance Automated Report Terminal (SMART) System
Screen ID:00149 English/中文
51355
Time 10:00 Sep 18

Menu 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 : 23450799
Contact Fax : 23450780
Contact Email : taiman@school.com
Non-Aided Portion Involved :
Remarks for Non-Aided Portion :
School Share : 0.00%

TC Contact | SPM Contact

Responsible Officer : Frankie TAI
Post : 00A12SD004
Office : 37595349
Fax No. : 28345281
Mobile : 80225109

Works Item(s)

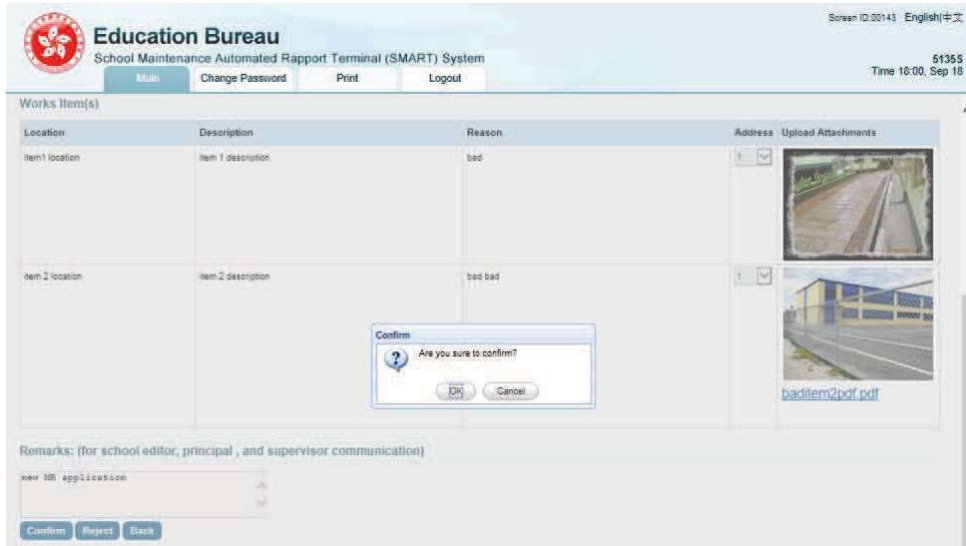
*Location	*Description	*Reason	*Address
item 1 location  992 characters left	item 1 description 992 characters left	ibad 997 characters left + Only files in PDF format are accepted)	1
item 2 location  992 characters left	item 2 description 992 characters left	ibad ibad 993 characters left baditem2pdf.pdf + Only files in PDF format are accepted)	1

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

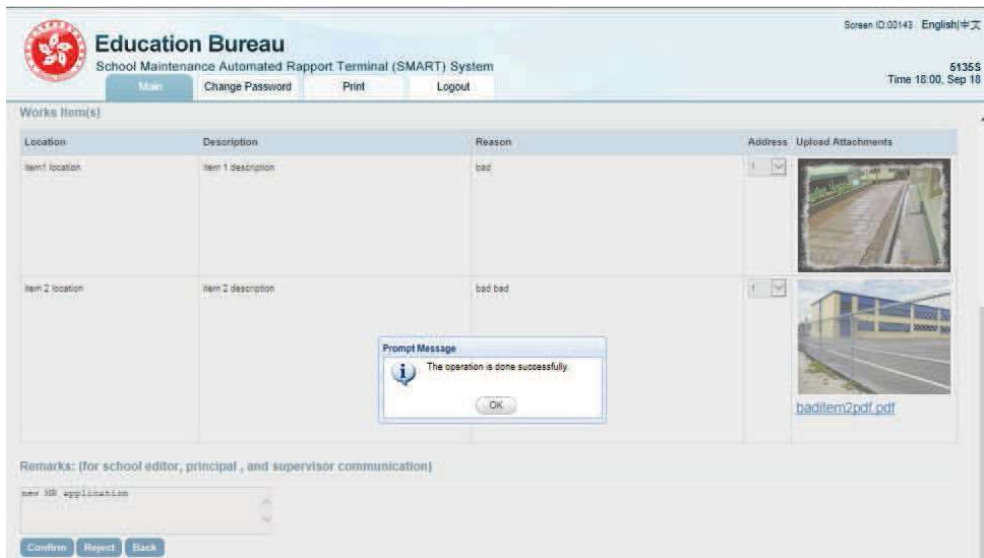
Next Back To Menu

- 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

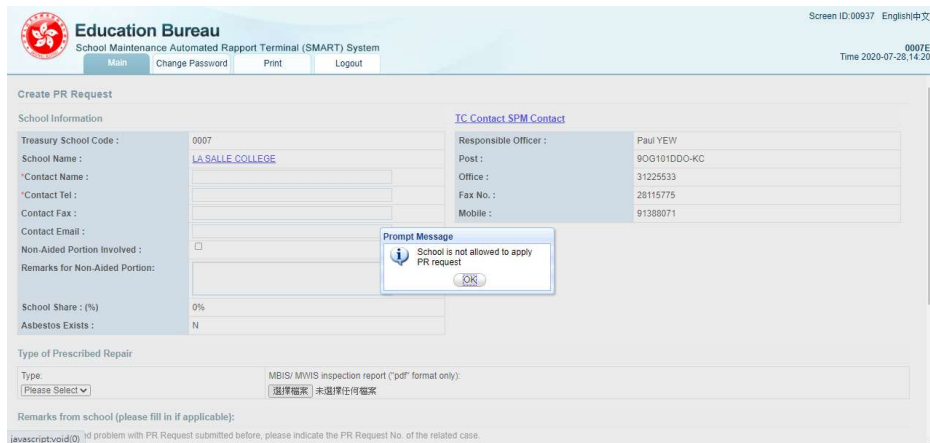
SMART system provides an online web form for invited school to create PR Request for the Mandatory Building Inspection Scheme (MBIS) and Mandatory Window Inspection Scheme (MWIS) under School Premises Maintenance Section's MBIS and MWIS programme.

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.

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: 00607 English/中文

0023E

Time: 2020-07-29, 12:19

Main
Change Password
Print
Logout

Create PR Request

School Information

Treasury School Code :	0023
School Name :	ST.MARK'S SCHOOL
*Contact Name :	<input type="text"/>
*Contact Tel :	<input type="text"/>
Contact Fax :	<input type="text"/>
Contact Email :	<input type="text"/>
Non-Aided Portion Involved :	<input type="checkbox"/>
Remarks for Non-Aided Portion:	<input type="text"/>
School Share : (%)	0%
Asbestos Exists :	N

[TC Contact SPM Contact](#)

Responsible Officer :	Gibert Tsang
Post :	906101000-HKE
Office :	3122 5533
Fax No. :	2811 5775
Mobile :	9801 2067

Type of Prescribed Repair

Type: MBIS/ MWIS inspection report (*pdf format only)

未選擇任何檔案

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)

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 'MBIS/ MWIS inspection report: Sample_001.pdf'; 'Remarks from school (please fill in if applicable):' with a note about repeated PR requests and a field for 'PR Request No. of the related case'; and 'Remarks: (for school editor, principal, and supervisor communication)' with an empty text box. At the bottom, there are three buttons: 'Confirm', 'Discard', and 'Back'.

x.) Press [Ok] to proceed.

This screenshot is identical to the previous one, but it features a 'Confirm' dialog box overlaid on the interface. The dialog box has a question mark icon and the text 'Are you sure to confirm?' with 'OK' and 'Cancel' buttons.

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.)



SYSTEM OPERATION

- 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.

The screenshot shows the 'Action In-Tray' section of the Education Bureau SMART System. At the top, there is a header with the Education Bureau logo, the system name 'School Maintenance Automated Rapport Terminal (SMART) System', and navigation links for 'Main', 'Change Password', 'Print', and 'Logout'. The user interface is in English and Chinese, with the current user '0023P' and time '2020-07-28, 14:31' displayed. Below the header, there is a search filter for 'Message Category' (set to 'ALL') and 'District' (set to 'ALL'). A table lists the action items, with one item selected: 'Draft PR request application' (Category: PR, District: Hong Kong East, Sender: 0023 Editor(0023E), Date/Time: 28/07/2020 14:31:01). The table also shows pagination information: 'Page 1 of 1' and 'Displaying 1 to 1 of 1 items'.

- 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.

The screenshot shows the 'Create PR Request' page in the Education Bureau SMART System. The page is divided into several sections. The 'School Information' section includes fields for 'Treasury School Code' (0023), 'School Name' (ST MARK'S SCHOOL), 'Contact Name' (0023E), 'Contact Tel' (11111111), 'Contact Fax' (22222222), 'Contact Email', 'Non-Aided Portion Involved' (checkbox), 'Remarks for Non-Aided Portion', 'School Share (%)' (0%), and 'Asbestos Exists' (N). The 'TC Contact SPM Contact' section includes fields for 'Responsible Officer' (Gilbert Tsang), 'Post' (90G101DDO-HKE), 'Office' (3122 5533), 'Fax No.' (2811 5775), and 'Mobile' (9801 2087). The 'Type of Prescribed Repair' section includes a dropdown menu for 'Type' (set to 'Windows') and a text area for 'Remarks from school (please fill in if applicable):'. The page also shows a 'Sample 001.pdf' link and a '選擇檔案' button. The user interface is in English and Chinese, with the current user '0023P' and time '2020-07-28, 14:31' displayed.

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

The screenshot shows the confirmation page in the Education Bureau SMART System. The page is divided into several sections. The 'Asbestos Exists' section includes a dropdown menu for 'Asbestos Exists' (set to 'N'). The 'Type of Prescribed Repair' section includes a dropdown menu for 'Type' (set to 'Windows') and a text area for 'Remarks from school (please fill in if applicable):'. The 'Remarks from school (please fill in if applicable):' section includes a text area for 'Remarks from school (please fill in if applicable):'. The 'PR Request No. of the related case' section includes a dropdown menu for 'PR Request No. of the related case' (set to 'Please Select') and a text area for 'School PR Request Summary'. The 'Remarks: (for school editor, principal, and supervisor communication)' section includes a text area for 'Remarks: (for school editor, principal, and supervisor communication)'. The page also shows a 'Next' button and a 'Back To Menu' button. The user interface is in English and Chinese, with the current user '0023P' and time '2020-07-28, 14:31' displayed.

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 SMART System interface. At the top, there is a header with the Education Bureau logo, the system name "School Maintenance Automated Report Terminal (SMART) System", and navigation links: "Main", "Change Password", "Print", and "Logout". The user's screen ID is 00936 and the language is set to English/中文. The time is 00:23P on 2020-07-28, 14:31.

The main form area contains the following sections:

- Remarks for Non-Aided Portion:** A text input field.
- School Share : (%)**: A dropdown menu showing "0%".
- Asbestos Exists :** A dropdown menu showing "N".
- Type of Prescribed Repair**: A section with a "Type: Windows" dropdown and a text field containing "MBIS/ MWIS inspection report: Sample 001.pdf".
- Remarks from school (please fill in if applicable):** A section with a note: "If this is a repeated problem with PR Request submitted before, please indicate the PR Request No. of the related case." Below this is a "PR Request No. of the related case" dropdown menu.
- Remarks: (for school editor, principal , and supervisor communication)**: A large text input field.

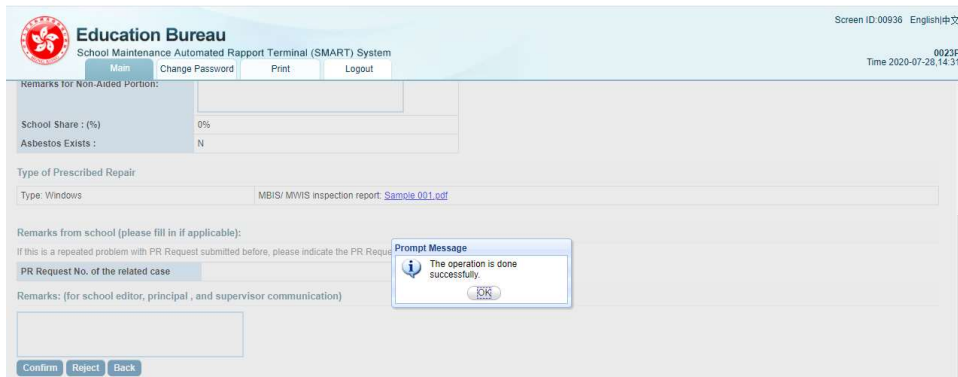
At the bottom of the form, there are three buttons: "Confirm", "Reject", and "Back".

- vii.) Press [Ok] to proceed.

This screenshot is identical to the previous one, but it includes a "Confirm" dialog box overlaid on the form. The dialog box has a question mark icon and the text "Are you sure to confirm?". It has two buttons: "OK" and "Cancel".

SYSTEM OPERATION

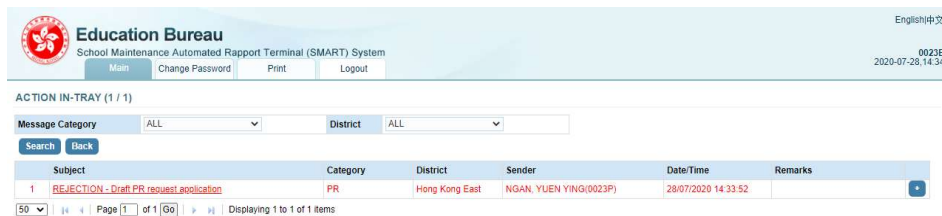
viii.) If the process is successfully completed, the system will prompt message “The operation is done successfully.”, press [Ok].



The screenshot shows the Education Bureau SMART System interface. A modal dialog box titled "Prompt Message" is displayed in the center, containing the text "The operation is done successfully." and an "OK" button. The background interface includes a header with the Education Bureau logo, navigation links (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):".

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 displaying a notification table. The table has columns for Subject, Category, District, Sender, Date/Time, and Remarks. A single notification is listed with the subject "REJECTION - Draft PR request application".

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	

Page 1 of 1 | Go | 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.

Education Bureau
School Maintenance Automated Rapport Terminal (SMART) System

Screen ID:00169 English|中文
1635E
Time 2023-04-21,17:45

Main Change Password Print Logout

Search ER Request

Request No.: Status: All

Request Submission Date From: Request Submission Date To:

Search Export to Excel Back To Menu


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	General	2023-2024	Being Processed	20/04/2023 10:09	90K113	--
2 R2B-22-ER00166	1535	STEWARDS MA KAM MING CHARITABLE FC General	General	2022-2023	Being Processed	14/02/2023 12:20	90K113	--
3 R2B-22-ER00160	1535	STEWARDS MA KAM MING CHARITABLE FC General	General	2022-2023	Approved	13/02/2023 16:52	90K113	--
4 R2B-22-ER05670	1535	STEWARDS MA KAM MING CHARITABLE FC General	General	2022-2023	Completed	16/11/2022 14:31	90G102	--
5 R2B-22-ER05503	1535	STEWARDS MA KAM MING CHARITABLE FC General	General	2022-2023	Not Recommended	14/10/2022 10:36	90G102	--
6 R2B-22-ER05212	1535	STEWARDS MA KAM MING CHARITABLE FC General	General	2022-2023	Not Recommended	07/09/2022 17:23	90G102	--
7 R2B-22-ER05211	1535	STEWARDS MA KAM MING CHARITABLE FC Urgent	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

SYSTEM OPERATION

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



Education Bureau
 School Maintenance Automated Rapport 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

School Code :	5111
School Name :	CONFUCIAN TAI SHING PRIMARY SCHOOL 孔教學院太成小學
Contact Name :	鄧思賢主任
Contact Tel :	23200301
Contact Fax :	
Contact Email :	
Non-Aided Portion Involved :	N
Remarks for Non-Aided Portion:	
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 :	96646769 / 90230723 / 97875399 / 91287412

Works Item(s)

Location	Description	Reason	Address	Attachments	Recommended
1	2樓上3樓後梯及3樓外廊(中環至後梯一段距離) 3樓外廊石屎剝落, 要批灰重鋪整油。	粉牆員及學童經常路過上拉路兒, 或有石屎剝落, 會造成危險, 再次亦會影響業主, 帶教職員及學生投入, 會危害健康。	1		Recommended
2	2樓女職員廁 座廁去水渠塞	去水渠塞, 湧出廁所水線並衛生問題, 便地更潔淨後造成安全問題	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

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.

Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Screen ID: 90170 English/中文
5111E
Time: 2023-04-21, 18:22

Main Change Password Print Logout

Search MR Application

Financial Year: [Dropdown] Status: All [Dropdown]
Request Submission Date From: [Date Picker] Request Submission Date To: [Date Picker]
School Code: [Text Box]

Search Export to Excel Back To Menu


MR Application No.:	School Name	MR Cycle:	Status:	Submitted Date/Time:	Replied Date/Time:	Clone
1 MB-5111-23	CONFUCIAN TAI SHING PRIMARY SCHOOL	2023-2024	Being Processed	30/05/2022 11:43	--	Clone

50 Page 1 of 1 Displaying 1 to 9 of 9 items

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 applications 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 :	陳永運
Contact Tel :	23203301
Contact Fax :	23202943
Email address:	smartsupport@edb.gov.hk
Note:	The email address would be used for receiving MR 2023-24 notifications.
Non-Aided Portion Involved :	N
Remarks for Non-Aided Portion:	
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 / 97875399 / 91287412

Works Item(s)

Location	Description	Reason	Address	Upload Attachments
1 地下車房	燒焊	燒焊生鏽十分嚴重，拉動出排氣風喉管，發現絕其鐵架因蝕，亦不經上鎖已逾兩年，導致保安裝置出現問題，嚴格的問題亦有機會影響學生安全等發生，現建議更換新的燒焊。	1	
2 地下儲物房	重檢地下儲物房	地下儲物房沒有閘門，亦沒有門可閉鎖上，樓身及地下十分殘舊，線路及安裝設施，放在該處的學生帶同經常受蟲蟻蛀蝕，加上亦有發霉，舊櫃，老師之書信引致嚴重衛生問題，學校亦受蟲蟻的破壞，每星期需要拖出大量垃圾，非常浪費，學生的物品、老師教員不能正常存放，該物房極需要重檢，加入閘門及門防止蟲蟻進入。	1	

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

[Back](#)

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 Report Terminal (SMART) System', and navigation links: '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', 'Action Archive', and 'Notification Archive'; and 'My Workspace' with sub-item 'My Workspace'.

- 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 are: 'Request No.' (empty), 'Status' (All), 'Request Submission Date From' (empty), and 'Request Submission Date To' (empty). The 'Search' button is highlighted. Below the search criteria is a table with the following columns: 'PR Request No.', 'School Code', 'School Name', 'Financial Year', 'Status', and 'Submitted Date/Time'. The table is currently empty.

The screenshot shows the 'Search PR Request' page with one result. The search criteria are: 'Request No.' (empty), 'Status' (All), 'Request Submission Date From' (empty), and 'Request Submission Date To' (empty). The 'Search' button is highlighted. Below the search criteria is a table with the following columns: 'PR Request No.', 'School Code', 'School Name', 'Financial Year', 'Status', and 'Submitted Date/Time'. The table contains one row:

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:

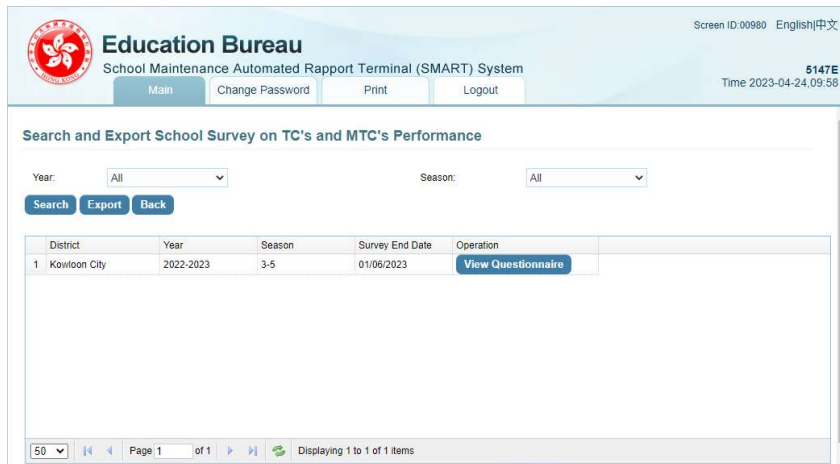
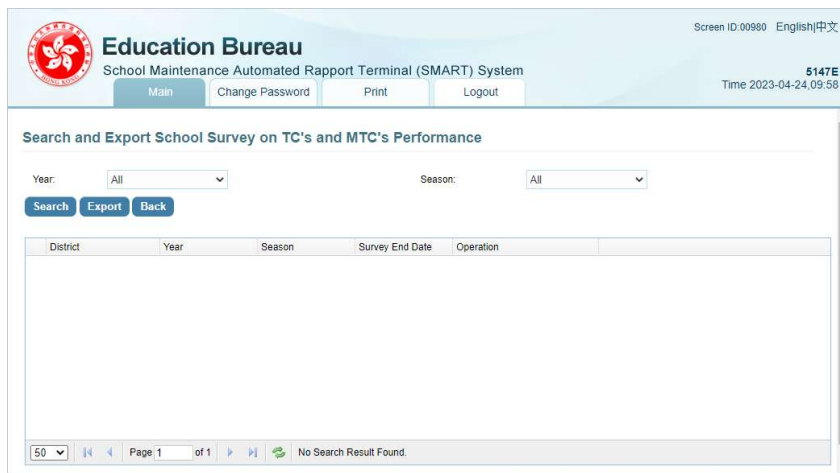
- **Awaiting Principal's Approval :**
After school editor submitted PR request and before school principal review and submit
- **Rejected by Principal :**
PR request rejected by school principal
- **Input Works Items by TC :**
PR report is preparing by term consultant
- **Being Processed :**
After school 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 requests and go to PR Request Information page for detail information.

2.5 SCHOOL FUNCTION – SCHOOL SURVEY ON TC’S AND MTC’S PERFORMANCE

2.5.1 Search New Questionnaire

- i) Login SMART.
- ii) On main menu, click on Questionnaire to go to Search and Export School Survey on TC's and MTC's Performance
- iii) Input search criteria, and press [Search] button. And SMART shall return a list of distributed questionnaires. Click [View questionnaire] to find the questionnaire to your school.



2.5.2 Fill Questionnaire

- i) Click [Fill Questionnaire]
- ii) The blank form of questionnaire will be shown. The company name of term consultant and maintenance term contractor are pre-filled.

Screen ID:00981 English 中文
5147E
Time 2023-04-24 09:58

Education Bureau
School Maintenance Automated Rapport Terminal (SMART) System

資助學校維修工程 ~ 滿意度季度調查

背景：教育局在新一屆的工程顧問合約中加入更嚴格的服務要求，務求提升學校維修服務的水平，當中包括要求工程顧問須在每季向學校進行季度滿意調查。

區: Kowloon 學: S.K.H. GOOD SHEPHERD PRIMARY SCHOOL (School Code: 5147) 年: 2022- 季度: 3- 度: 2023 : 5

Term Consultant(TC) Agreement No.: 90K112 - WCWP International Limited

(甲) 大修工程

工程類別		
WCWP International Limited		
評分項目	滿意度 (1 至 10 / 不適用)*	備註
1. 工程開工前與校方的聯絡	▼	
2. 工程進行期間與校方的溝通	▼	
3. 專業地提供意見及回應查詢	▼	
4. 明白校方運作上的需要	▼	
5. 監督人員的充足度和穩定性	▼	
6. 對工程的監督和管理	▼	
7. 整體工程進行的安排	▼	
8. 能配合校方九月份開學的新課室	▼	
9. 向校方交代未能開工項目的安排	▼	
10. 整體表現	▼	
11. 其他意見		

- iii) User can give evaluation and opinion on survey items. Please note that 10 marks represents the highest and 1 represents the lowest. The passing marks is 5
- iv) Button [Save as Draft] is provided in the questionnaire for user to keep the working copy and submit after the whole questionnaire is filled.

2.5.3 Submit Questionnaire to Principal

- i) Click [Submit to Principal] on the bottom of the questionnaire.
多謝 貴校撥出寶貴時間，填妥以上滿意度季度調查。

Save as Draft **Submit to Principal**

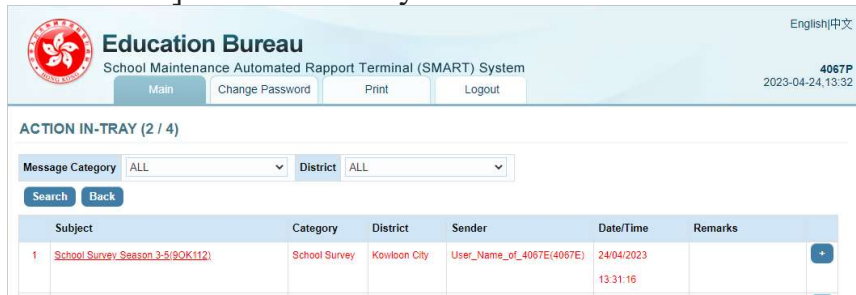
- ii) Click [OK] to confirm to forward to principal



- iii) The questionnaire will be submitted to principal by action

2.5.4 Submit Questionnaire to SPM by Principal

- i) Login SMART with principal account
- ii) Click the action with subject School Survey Season ([TC contract No] in action in-tray



- iii) The filled questionnaire will be shown. Principal can modify evaluation and remarks before submitting to SPM, or return to school editor for amendment

多謝 貴校撥出寶貴時間，填妥以上滿意度季度調查。

Save as Draft **To School Editor** **Submit Questionnaire**

- iv) Click [Submit Questionnaire]

2.5.5 The questionnaire for the designated TC/MTC is then completed.

2.6 SCHOOL FUNCTION – PROGRESS CHECKING REPORT

2.6.1 View Report

- i) Login SMART.
- ii) On main menu, click on View Report.
- iii) The list of process checking report will be shown.
- iv) Click the hyperlink in the column Month of Report to view the report provided by the term consultant.

The screenshot shows the 'Education Bureau' logo and 'School Maintenance Automated Rapport Terminal (SMART) System' header. It includes navigation buttons for 'Main', 'Change Password', 'Print', and 'Logout'. The page title is 'Progress Checking Report' with a 'Back' button. A table lists 11 entries for 'TEST SECONDARY SCHOOL' with columns for TC Agreement No., District Code, School Code, School Name, and Month of Report. The 'Month of Report' column contains hyperlinks for each entry. A footer shows 'Page 1 of 1' and 'Displaying 1 to 11 of 11 items'.

TC Agreement No.	District Code	School Code	School Name	Month of Report	
1	90K114	TP	5999	TEST SECONDARY SCHOOL	08/2025
2	90K114	TP	5999	TEST SECONDARY SCHOOL	05/2025
3	90K114	TP	5999	TEST SECONDARY SCHOOL	04/2025
4	90K114	TP	5999	TEST SECONDARY SCHOOL	03/2025
5	90K114	TP	5999	TEST SECONDARY SCHOOL	02/2025
6	90K114	TP	5999	TEST SECONDARY SCHOOL	01/2025
7	90K114	TP	5999	TEST SECONDARY SCHOOL	12/2024
8	90K114	TP	5999	TEST SECONDARY SCHOOL	11/2024
9	90K114	TP	5999	TEST SECONDARY SCHOOL	10/2024
10	90K114	TP	5999	TEST SECONDARY SCHOOL	09/2024
11	90K114	TP	5999	TEST SECONDARY SCHOOL	08/2024

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_Sep%202024_eng_clean_updated.pdf

(ENGLISH, MS Word format)
https://www.edb.gov.hk/attachment/en/sch-admin/sch-premises-info/sch-premises-maintenance/4th%20Contract_ER%20form_Sep%202024_eng_clean_updated.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_Sep%202024_tc_clean_updated.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_Sep%202024_tc_clean_updated.doc