

How to Access SMART SD and View Work Orders

1. To access Smart SD website, log on to <https://strateq.mysmartsd.com/work-orders>. This system is utilized by Strateq to assign work orders to Silentmode to provide solution for Shell and BHP cases.
2. Insert the shared email address.

English | Bahasa Malaysia | עברית | 简体中文 | 繁体中文

Welcome to
SMART SD

support@silentmode.my

Password

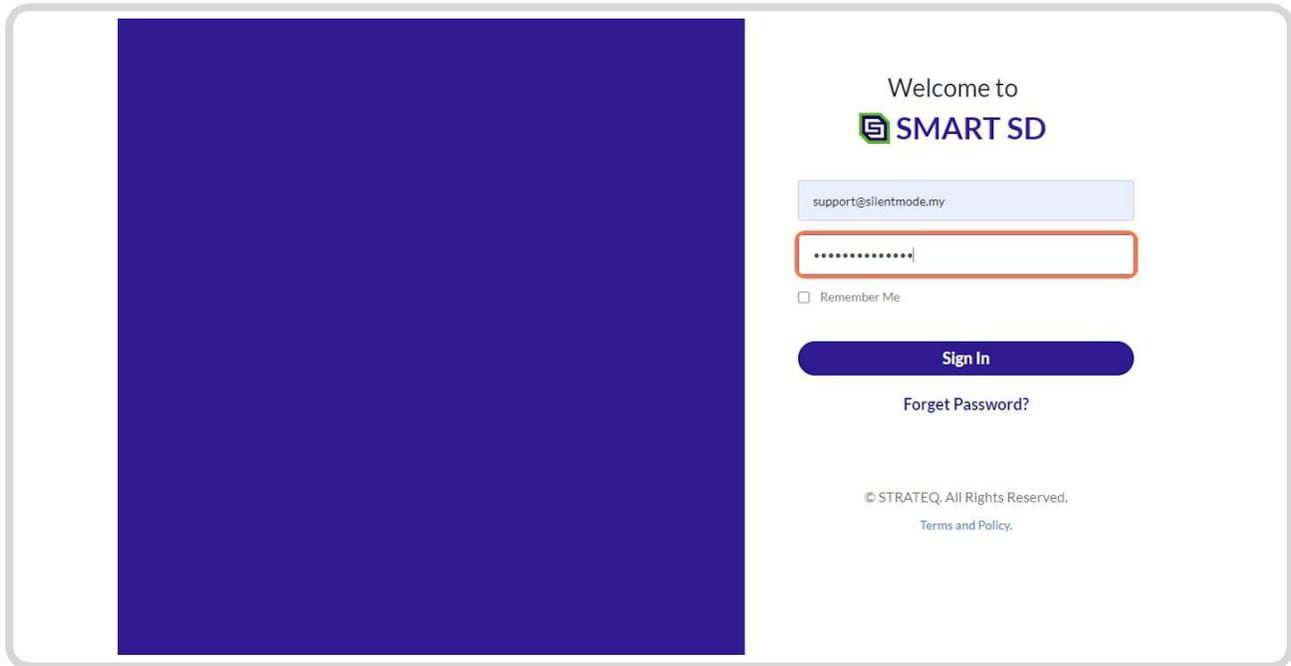
Remember Me

Sign In

[Forgot Password?](#)

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3. Enter the shared password.



>Welcome to


support@silentmode.my

.....|

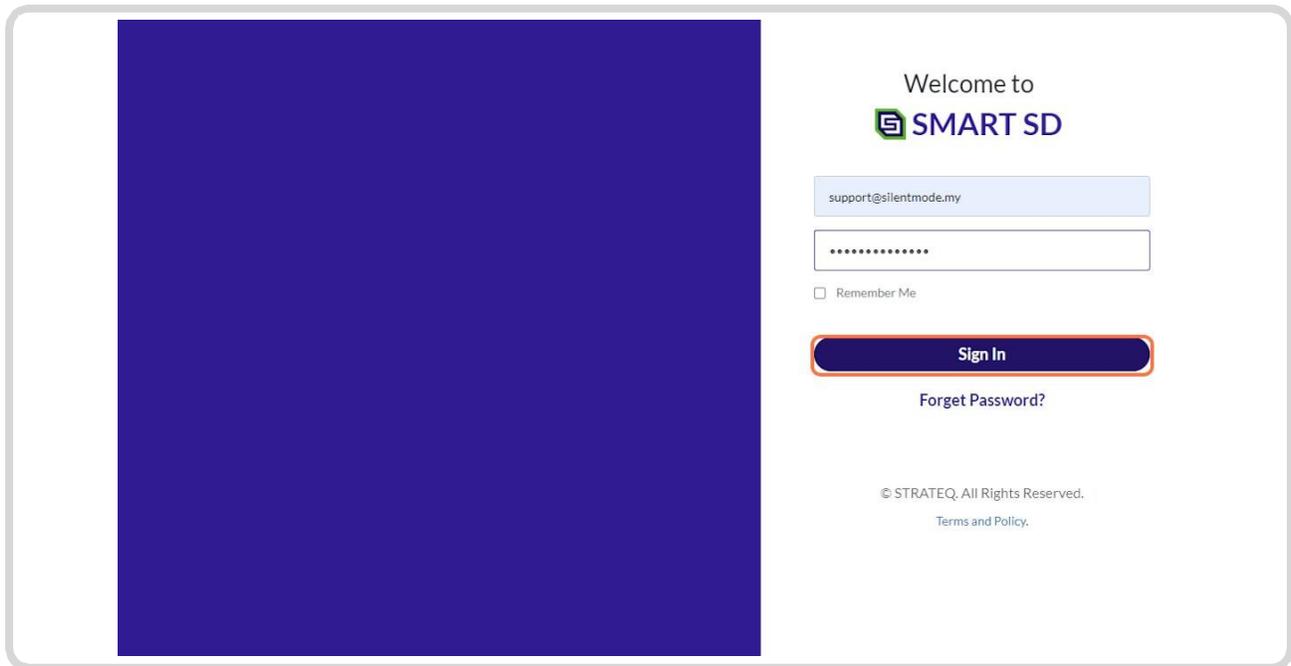
Remember Me

Sign In

[Forget Password?](#)

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4. Click on Sign In button to proceed.



>Welcome to


support@silentmode.my

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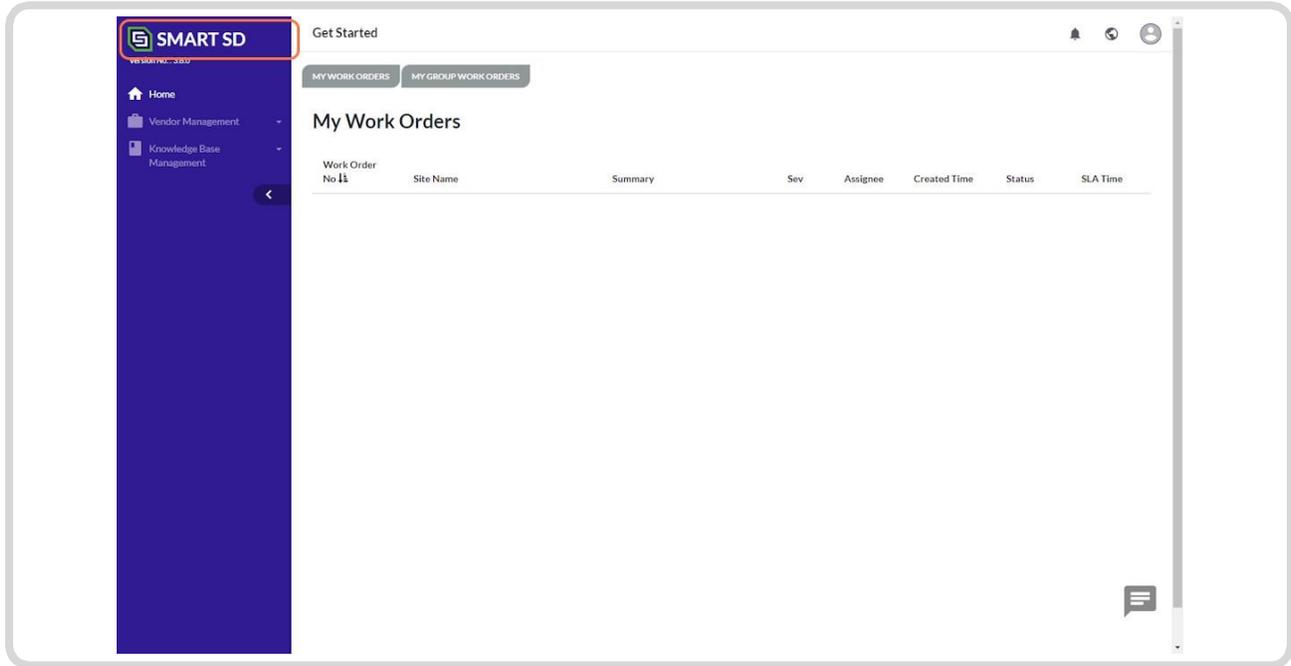
Remember Me

Sign In

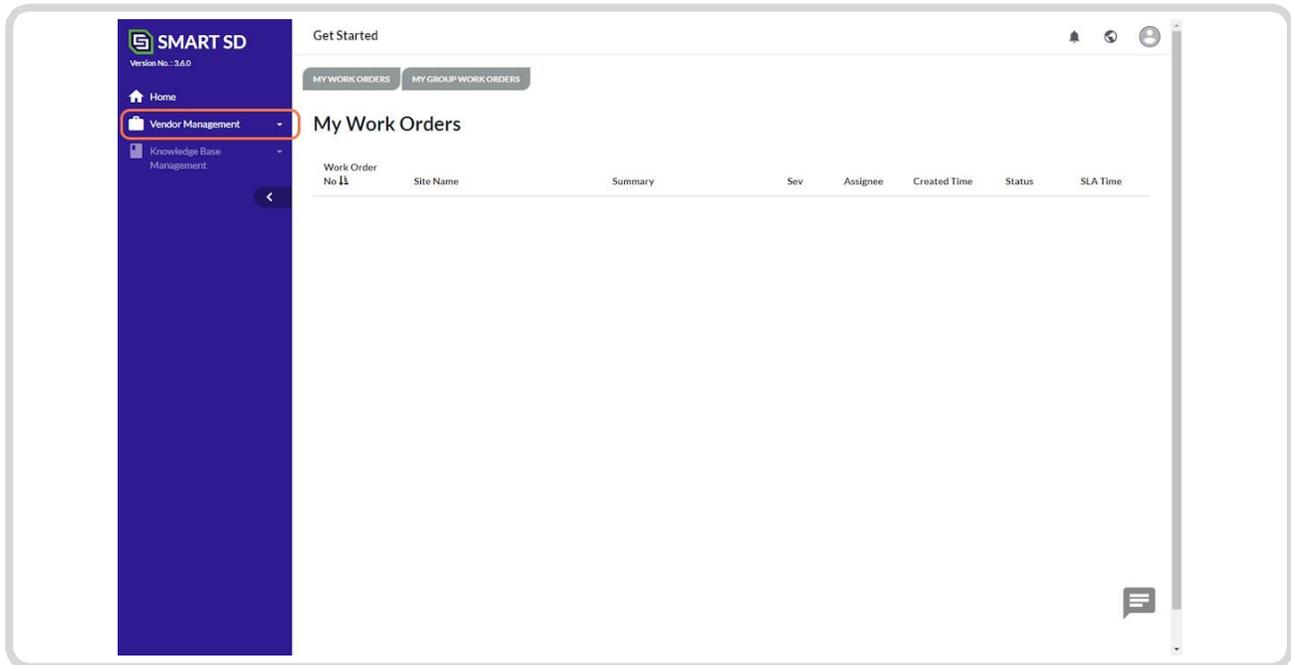
[Forget Password?](#)

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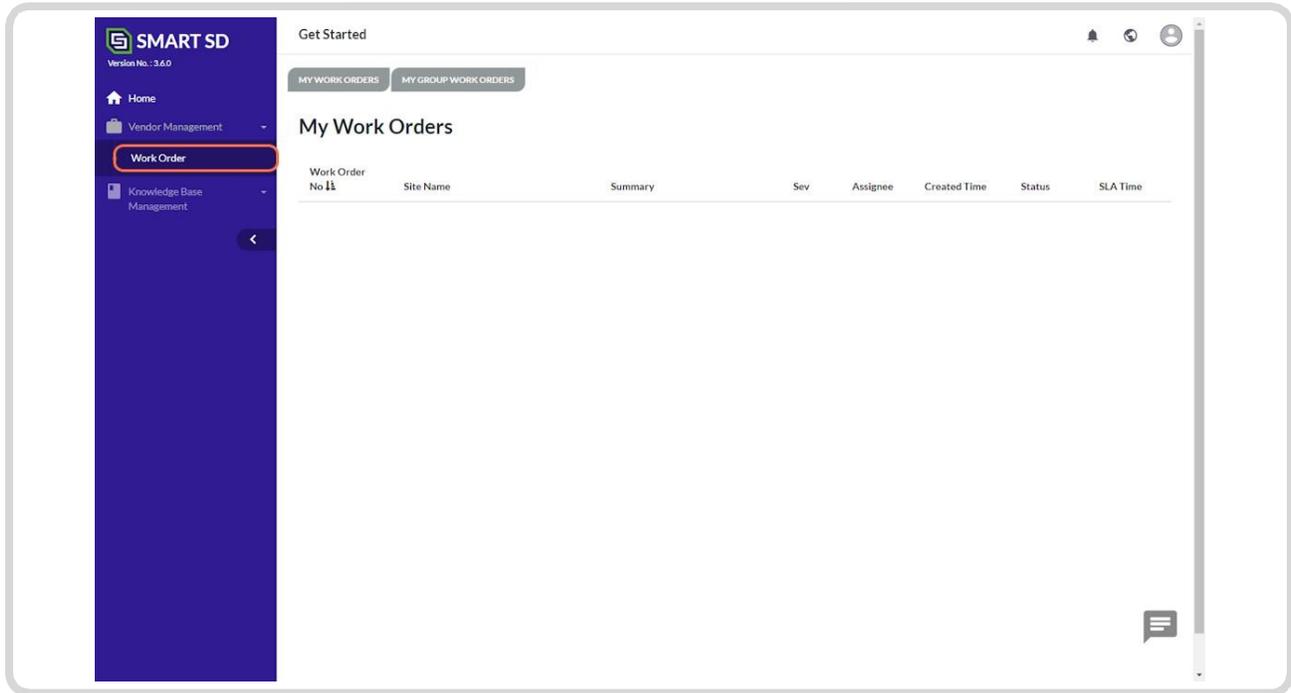
5. Sign in is successful. This is the system's home page.



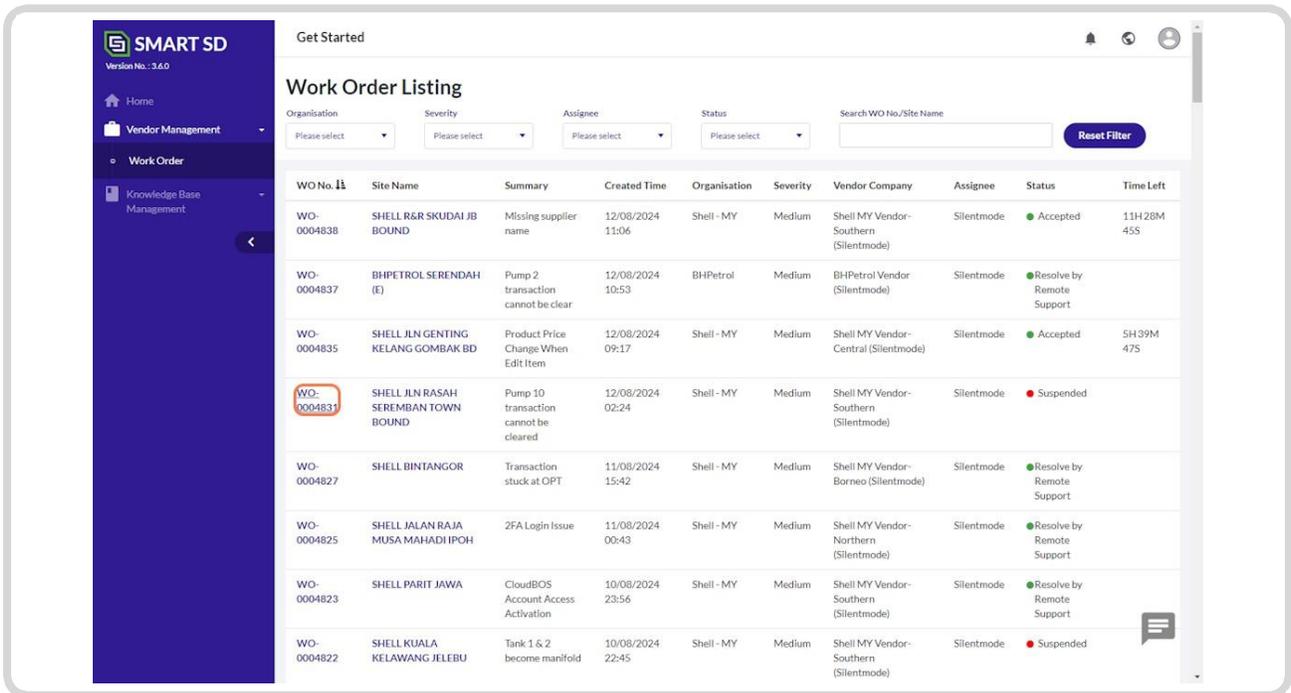
6. To view work order list, click on "Vendor Management" drop down.



7. Click on Work Order.



8. This is the list of work order that has been created by Strateq support team. Click on the work order number to view the details



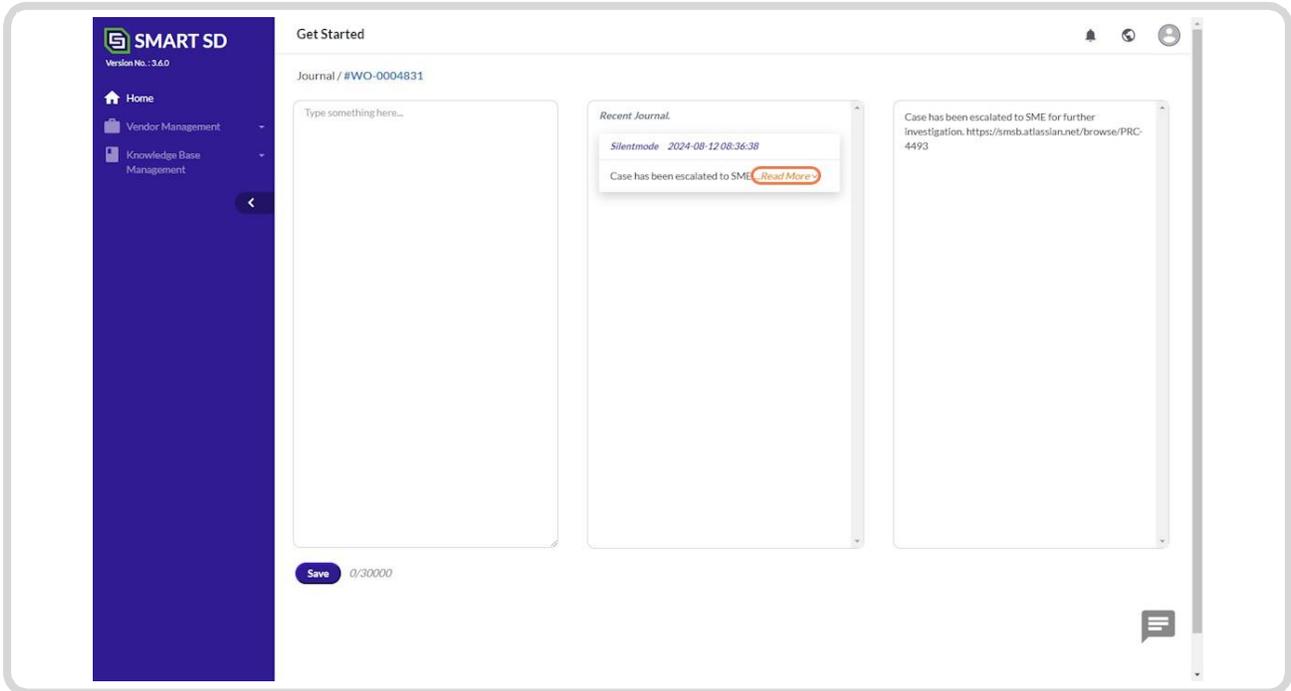
9. This is the details of the selected Work Order (#WO-0004831).

The screenshot displays the SMART SD interface for a work order. The left sidebar contains navigation options: Home, Vendor Management, Work Order (selected), and Knowledge Base Management. The main content area is titled 'Get Started' and shows 'Work Order Listing / #WO-0004831'. The work order title is 'Pump 10 transaction cannot be cleared'. Below the title are 'Resume' and 'Journal' buttons. The 'WORK ORDER DETAILS' section includes: Date Created (12/08/2024 02:24), Status (Suspended), Severity (Medium), SLA (12 Hours), and Latest Suspend Reason (Case has been escalated to SME for further investigation). The 'ORGANISATION' is Shell - MY, SHELL JLN RASAH SEREMBAN TOWN BOUND, 1452 AMAN SERVICE CENTRE. The 'ASSIGNEE' is Shell MY Vendor-Southern (Silentmode). The 'DESCRIPTION' section contains a detailed issue description and L1 troubleshooting steps. The 'TIMELINE' section shows 'No New Update' and 'Journal' and 'Related Articles' buttons. The 'SLA DEADLINE' is 5H 49M, and the status is 'Failed'. A table of metrics shows 'Accepted Time' as 12/08/2024 08:26 and other times as N/A.

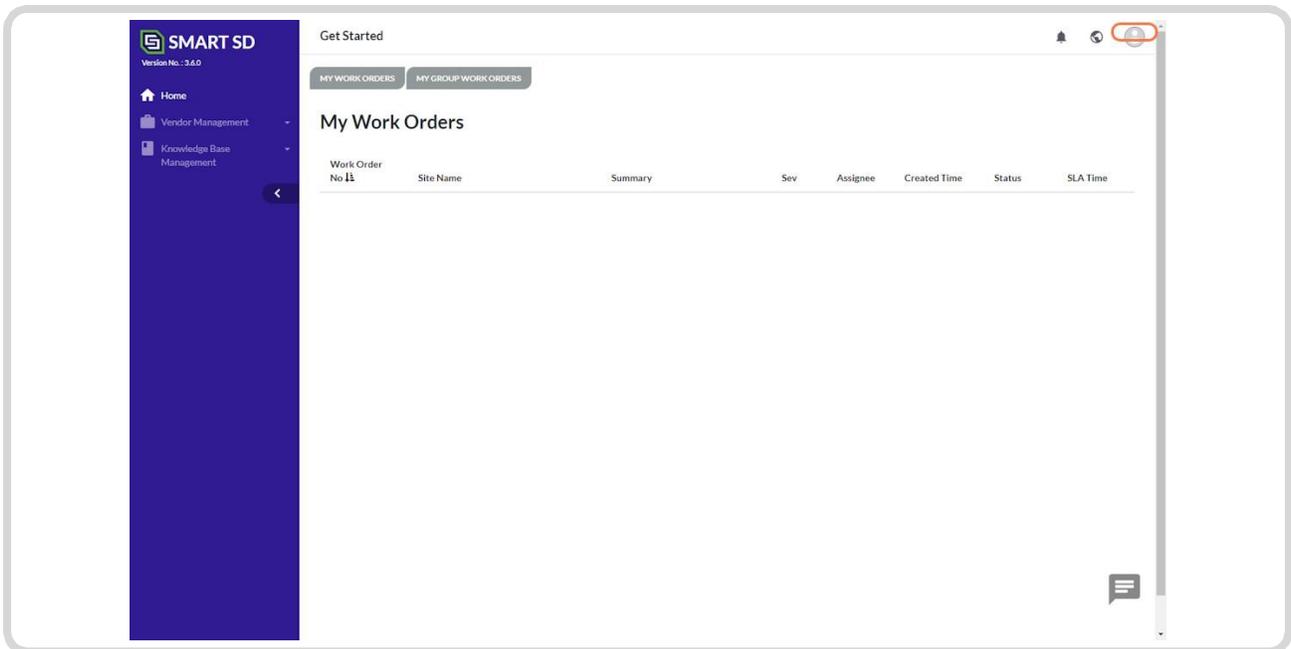
10. To add or view resolution, click on the Journal button.

This screenshot is identical to the previous one, but the 'Journal' button in the 'TIMELINE' section is highlighted with a red border. Additionally, a green 'RELATED ARTICLES' button with the text 'Not available' is visible next to the 'Related Articles' button.

11. The latest journal update will be placed under the "Recent Journal" section. Click on "Read More" to view the full details. If any changes have been made, click 'Save' to store the details.



12. To sign out, click on the profile button located at the upper right corner of the screen.



13. Click on Log Out.

