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 ภาษาโทย 简体中文 繁体中文
Welcome to
support@silentmode.m/
Password Remember Me
Sign In Forget Password?
© STRATEQ. All Rights Reserved.
Terms and Policy.

3. Enter the shared password.

support@silentmode.my	Welcome to
Sign In Forget Password? © STRATEQ. All Rights Reserved. Terms and Policy.	support@silentmode.my
© STRATEQ. All Rights Reserved. Terms and Policy.	Sign In Forget Password?
	© STRATEQ. All Rights Reserved. Terms and Policy.

4. Click on Sign In button to proceed.

Welcome to
support@silentmode.my
Remember Me
Sign In
Forget Password?
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lerms and Policy.

SMART SD	Get Started							* © 🕒
	MY WORK ORDERS	MY GROUP WORK ORDERS	1					
Vendor Management	- My Work	Orders						
Knowledge Base Management	Work Order	Site Name	Summary	Sev	Assignee	Created Time	Status	SLA Time

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

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

SMART SD	Get Started							• • •
Version No. : 3.6.0	MY WORK ORDERS	MY GROUP WORK ORDERS						
Home Vendor Management) My Work	Orders						
Knowledge Base Management	Work Order No 보	Site Name	Summary	Sev	Assignee	Created Time	Status	SLA Time

7. Click on Work Order.

SMART SD	Get Started			* © © *
Version No.: 3.6.0	MY WORK ORDERS MY GROUP WORK ORDERS			
Vendor Management -	My Work Orders			
Work Order	Work Order No 🎼 Site Name	Summary	Sev Assignee Created Time Status	SLA Time
Management				

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

SMART SD	Get Starte	u								<i>a</i> 0
Home	Work O	rder Listing severity	Assigr	nec	Status		Search WO No./Site Nam	ie		
Vendor Management	Please select	Please select	• Plea	ase select	Please select	. ·			Rese	t Filter
 Work Order 										
Knowledge Base	WO No. 1	Site Name	Summary	Created Time	Organisation	Severity	Vendor Company	Assignee	Status	Time Left
Management	WO- 0004838	SHELL R&R SKUDAI JB BOUND	Missing supplier name	12/08/2024 11:06	Shell - MY	Medium	Shell MY Vendor- Southern (Silentmode)	Silentmode	 Accepted 	11H28M 45S
	WO- 0004837	BHPETROL SERENDAH (E)	Pump 2 transaction cannot be clear	12/08/2024 10:53	BHPetrol	Medium	BHPetrol Vendor (Silentmode)	Silentmode	 Resolve by Remote Support 	
	WO- 0004835	SHELL JLN GENTING KELANG GOMBAK BD	Product Price Change When Edit Item	12/08/2024 09:17	Shell - MY	Medium	Shell MY Vendor- Central (Silentmode)	Silentmode	 Accepted 	5H 39M 47S
	WO- 0004831	SHELL JLN RASAH SEREMBAN TOWN BOUND	Pump 10 transaction cannot be cleared	12/08/2024 02:24	Shell - MY	Medium	Shell MY Vendor- Southern (Silentmode)	Silentmode	Suspended	
	WO- 0004827	SHELL BINTANGOR	Transaction stuck at OPT	11/08/2024 15:42	Shell - MY	Medium	Shell MY Vendor- Borneo (Silentmode)	Silentmode	 Resolve by Remote Support 	
	WO- 0004825	SHELL JALAN RAJA MUSA MAHADI IPOH	2FA Login Issue	11/08/2024 00:43	Shell - MY	Medium	Shell MY Vendor- Northern (Silentmode)	Silentmode	 Resolve by Remote Support 	
	WO- 0004823	SHELL PARIT JAWA	CloudBOS Account Access Activation	10/08/2024 23:56	Shell - MY	Medium	Shell MY Vendor- Southern (Silentmode)	Silentmode	 Resolve by Remote Support 	
	WO- 0004822	SHELL KUALA KELAWANG JELEBU	Tank 1 & 2 become manifold	10/08/2024 22:45	Shell - MY	Medium	Shell MY Vendor- Southern	Silentmode	Suspended	



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

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

🕒 SMART SD	Get Started	* © 🕒
Version No. : 3.6.0	Work Order Listing / #WO-0004831	
A Home	Pump 10 transaction cannot be cleared	
📩 Vendor Management 🛛 👻		
• Work Order	Resulte	
Knowledge Base -	WORK ORDER DETAILS	TIMELINE
Management	Date Created 12/08/2024 02:24 Status Suppended	
<	Severity Medium SLA 12 Hours	No New Update
	Latest Suspend Reason Case has been escalated to SME for further investigation. https://smsb.atlassian.net/browse/PRC-4493	Journal Related Articles RELATED ARTICLES
	ORGANISATION ASSIGNEE	Not available
	Shell MY Vendor-Southern	SLA DEADLINE
	Silentmode 1452 AMAN SERVICE CENTRE	5H 49M
	DESCRIPTION	Failed
	Description of Issue: Pump 10 transaction cannot be cleared	Accepted Time 12/08/2024 08:26
	Date & Time of Issue happen: 11/8/2024 16:05 How did it happened? : Sudden Happen	ETA Time N/A
	What did the user see on the screen (if any)? : NA Any error message or error code (if any)? : NA	Arrival Time N/A
	Remarks (if any):	Resolved Time N/A
	L1 Troubleshooting: 12/8/2024 00:51	WO Resolution N/A
	PIC Nallu reported pump 10 have transaction stuck Checked DOMS, transaction stuck was found with cash (SM ID:11) Aiked to check to pump 10 transactions at POS, bhre a transaction still not	E
	clear There is no pre-auth receipt in HUB	·
	asked to finalize it, could not finalize it	

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.

	Journal / #WO-0004831		
Hone Vendor Management Management Management	Type something here_	Recent Journal. Silentmode 2024-08-12.08-36-38 Case has been escalated to SME Read M	Case has been escalated to SME for further investigation. https://smb.atlasslan.net/browse/PRC- 4493
	Save 0/30000		,

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

SMART SD	Get Started							* © 💬
Version No. : 3.6.0	MY WORK ORDERS	MY GROUP WORK ORDERS						
Vendor Management -	My Work	Orders						
Knowledge Base Management	Work Order No 🎼	Site Name	Summary	Sev	Assignee	Created Time	Status	SLA Time
								_

13. Click on Log Out.

SMART SD	Get Started				• • •
Version No.: 3.6.0	MY WORK ORDERS MY GROUP WO	RKORDERS			Edit Profile Change Password
Home Vendor Management	My Work Orders				Terms and Policy
Knowledge Base • Management	Work Order No L Site Name	Summary	Sev Assignee C	reated Time Status	SLA Time
<					
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