

Guidelines

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8 Januari 2026

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8 Januari 2026

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Document No. : GL-CM-SB-02
Revision No. : 2
Effective Date : 15 Januari 2026

PHASES	EXPLANATIONS
1	Check whether the error is caused by the application, configuration or other problems.
2	If the problem is caused by the application itself, check whether you need to modify the configurations or do reinstallation 2.1 If you need to modify configuration, modify the configurations and test the application. If okay, end the process. 2.2 Else, reinstall the application.
3	After reinstallation, test application whether okay or not 3.1 If it is okay, end the process. 3.2 Else, log call to SAINS Helpdesk or Call Centre.
4	Follow up with SAINS whether the problem is solved 4.1 If the problems are solved, end the process. 4.2 Else, send reminder to SAINS.

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