



SISTEM SUMBER MANUSIA

User Guide for Counsellor Front End (FIORI)

Counselling

VERSION: 1.0

INTRODUCTION

This user guide acts as a reference for **Counsellor (Front End & Back End User)** to manage **Counselling module**. All Company and Individual names used in this user guide have been created for guidance on using SSM.

Where possible; user guide developers have attempted to avoid using actual Companies and Individuals; any similarities are coincidental.

Changes and updates to the system may lead to updates to the user guide from time to time.

Should you have any questions or require additional assistance with the user guide materials, please contact the **SSM Help Desk**.

GLOSSARY

The following acronyms will be used frequently:

Term	Meaning
SSM	Sistem Sumber Manusia
SAP GUI	SAP Graphical User Interface/Back End
FIORI	Front End/Web Portal
ESS	Employee Self Service
MSS	Manager Self Service

FURTHER ASSISTANCE

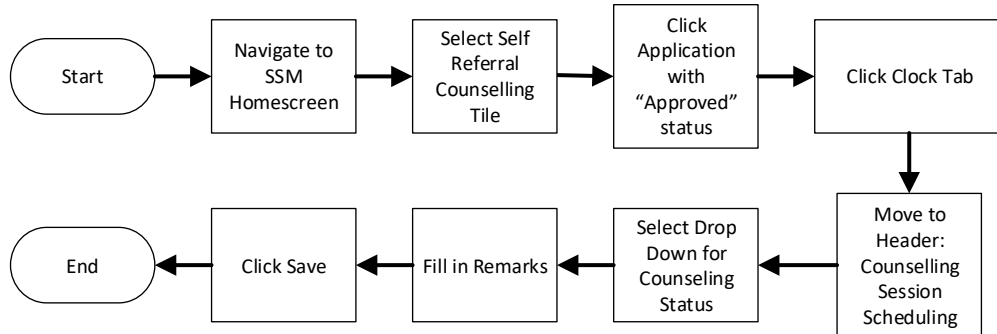
Should you have any questions or require additional assistance with the user guide materials, please contact **SSM Help Desk** at **+673 238 2227** or e-mail at **ssm.helpdesk@dynamiktechnologies.com.bn**.

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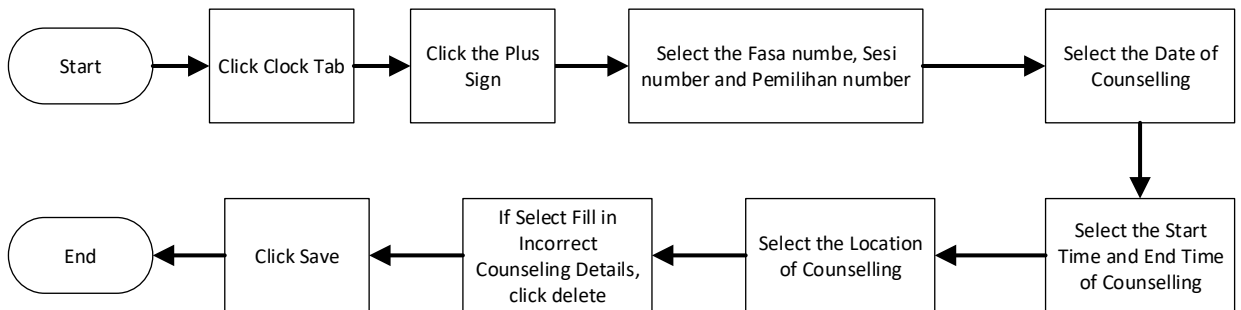
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Process Overview

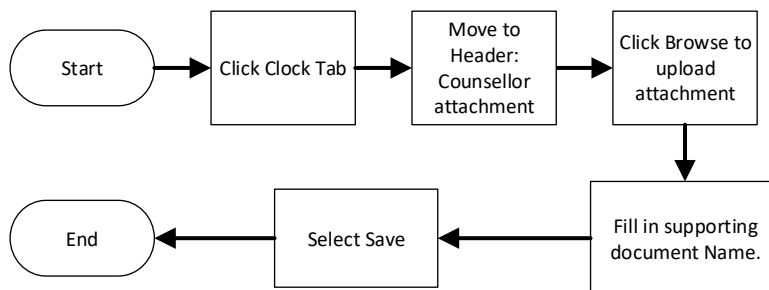
Change Counselling Status



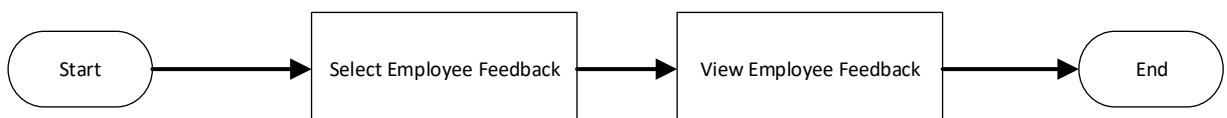
Schedule Counselling Session



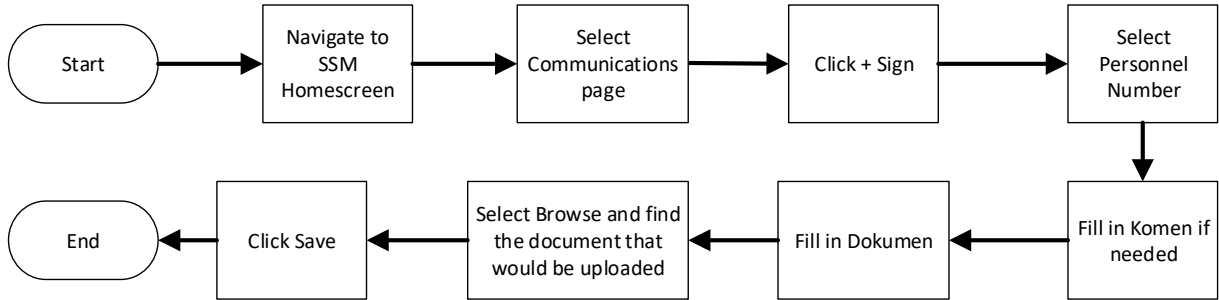
Attach Counselling Session Document



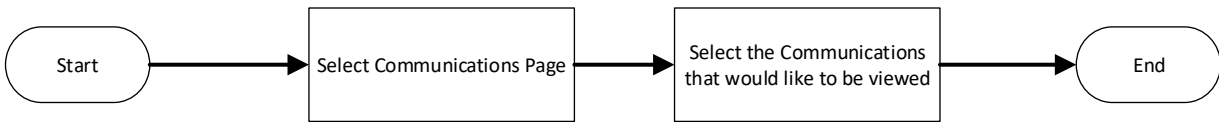
View Completed Feedback Form



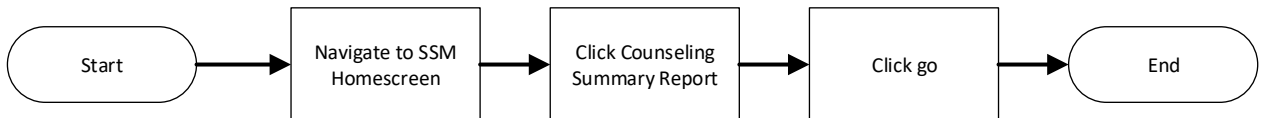
Fill Communications Page



View Communications

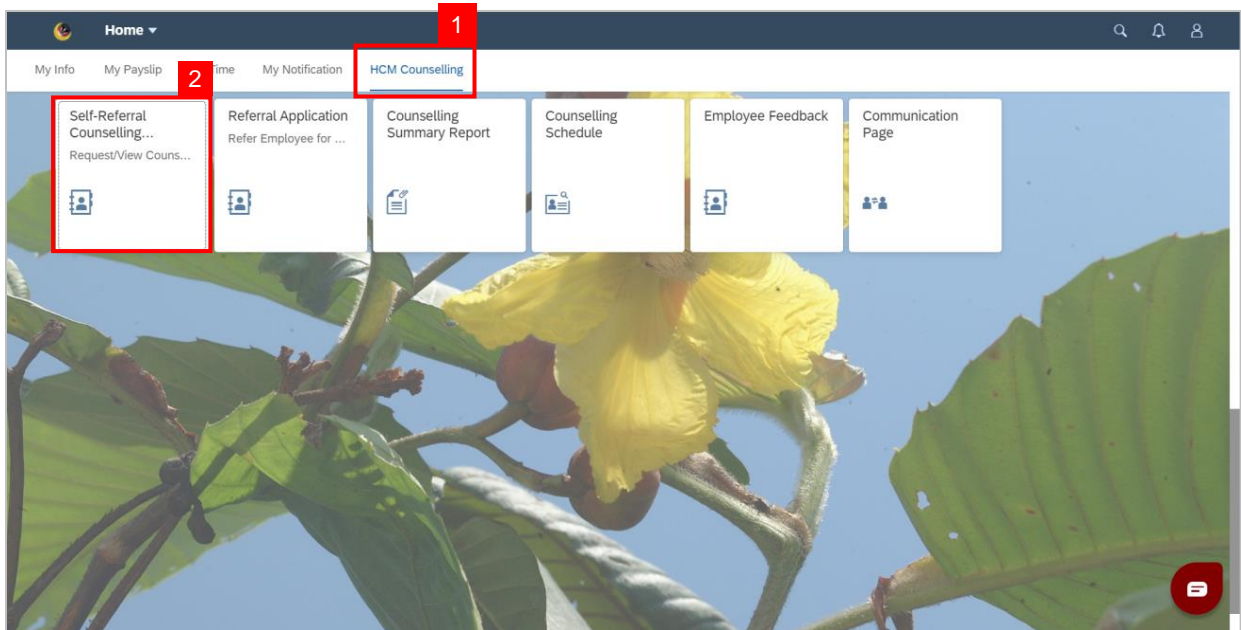


View Counselling Report

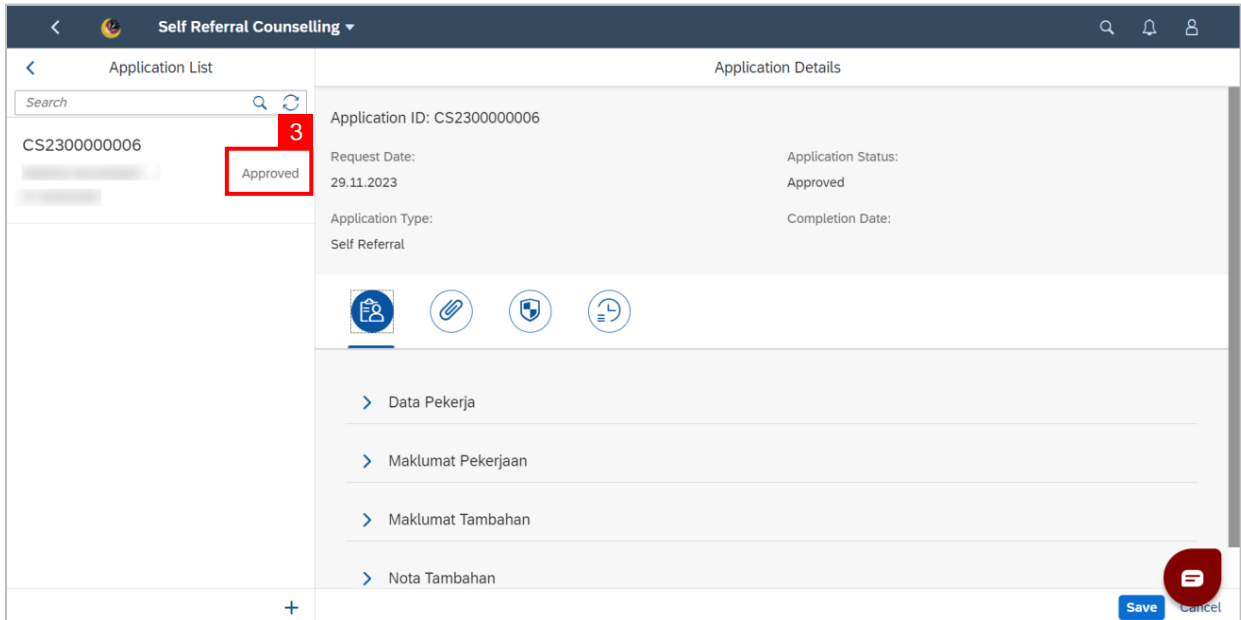


CHANGE COUNSELLING STATUS	Front-End User
	Counsellor

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
2. Click on the **Self-Referral Counselling Application** tile.

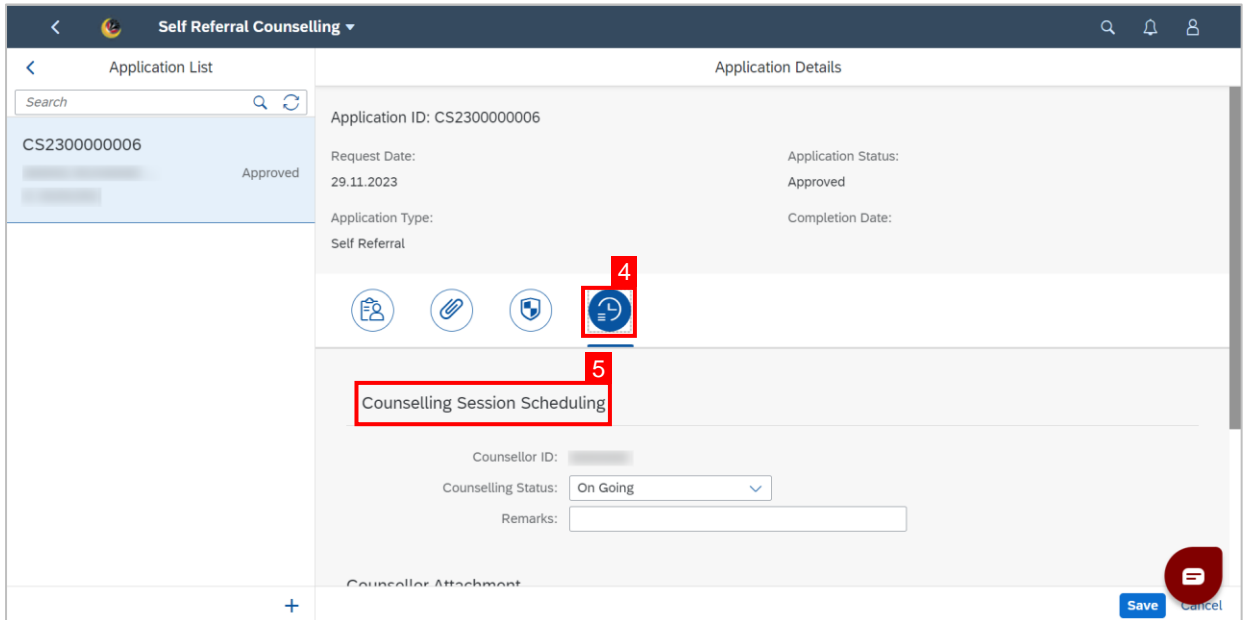


3. Click on application with '**Approved**' status.

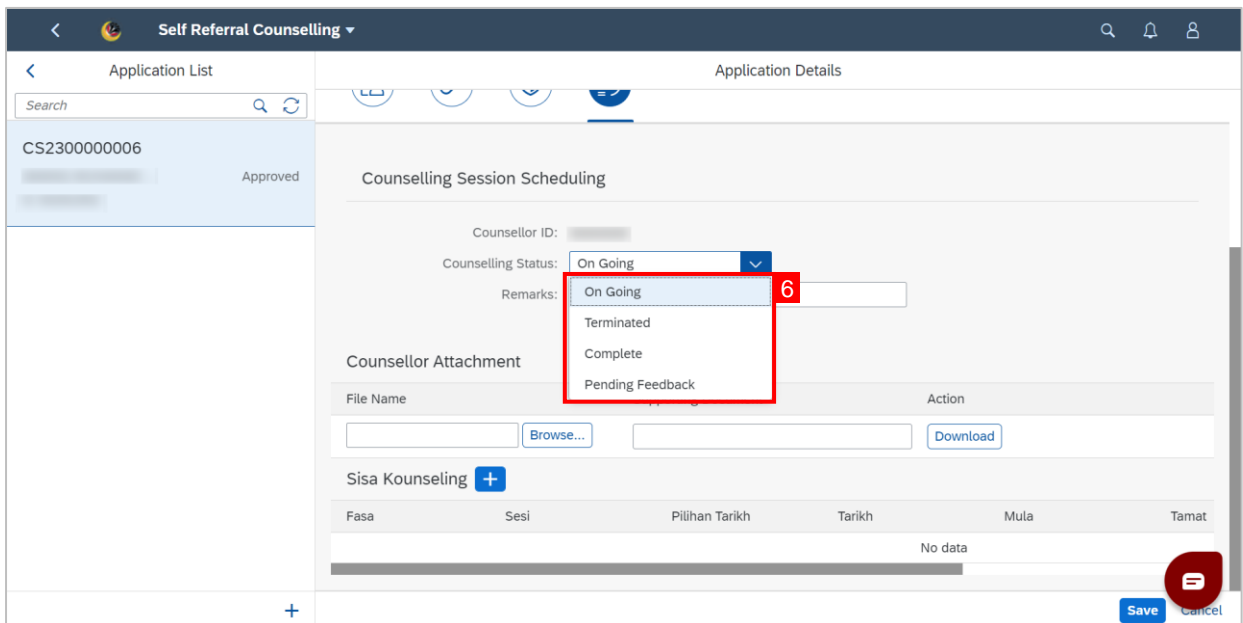


4. Click the **Clock** tab.

5. Navigate to Header: **Counselling Session Scheduling**

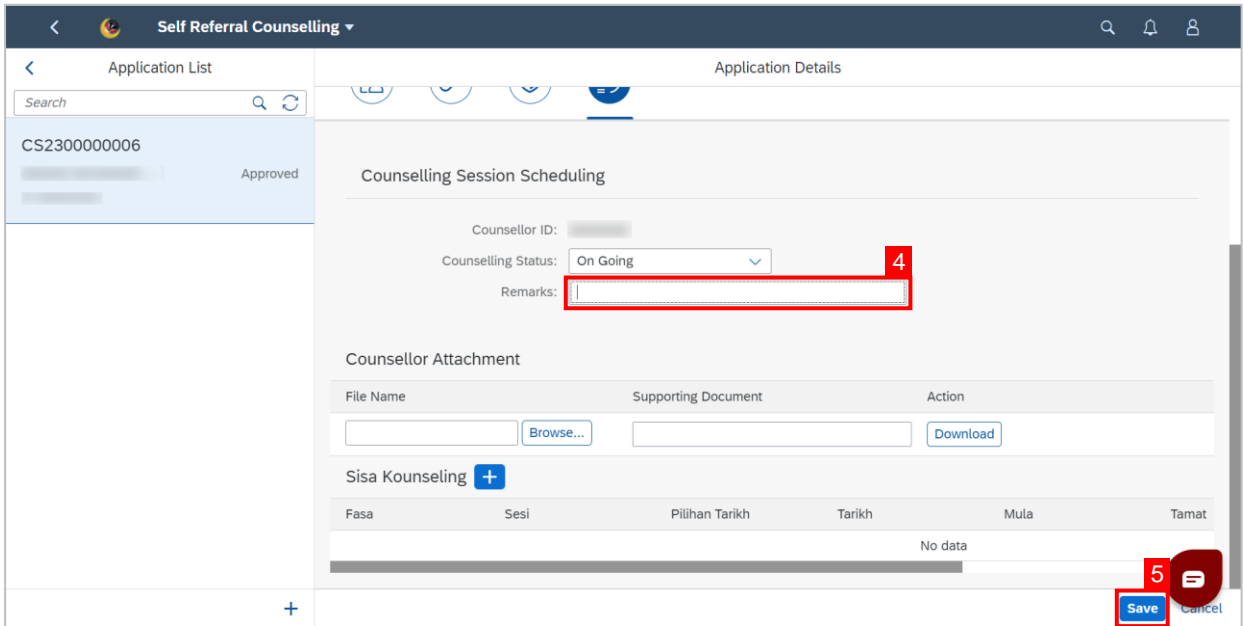


6. Select the **Counselling Status** as either “On Going”, “Terminated”, “Complete” or “Pending Feedback”



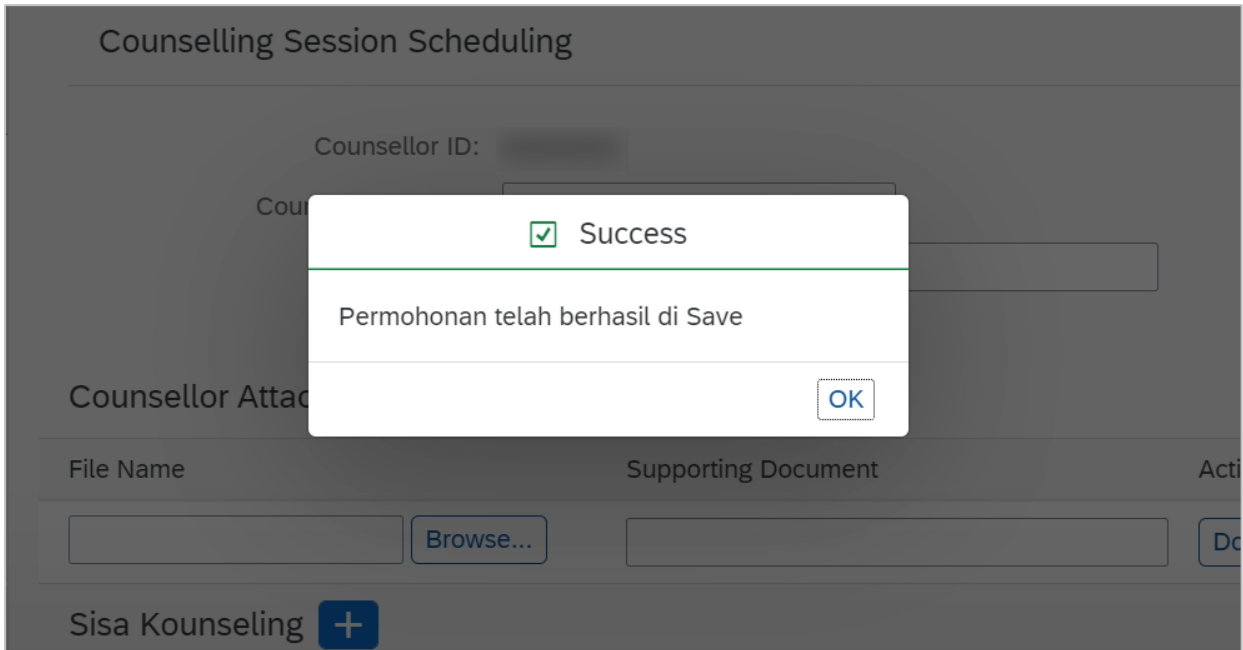
4. Fill in **Remarks**.

5. Click on the **Save** button.



The screenshot shows the 'Application Details' page for 'Self Referral Counselling'. The application ID is CS2300000006 and it is in an 'Approved' state. The 'Counselling Session Scheduling' section includes fields for 'Counsellor ID', 'Counselling Status' (set to 'On Going'), and 'Remarks'. The 'Remarks' field is highlighted with a red box and a red '4'. Below this is the 'Counsellor Attachment' section with 'File Name' and 'Supporting Document' fields, each with a 'Browse...' button and a 'Download' button. A 'Sisa Kounseling' section with a '+' icon is also present. At the bottom right, there is a 'Save' button highlighted with a red box and a red '5', and a 'Cancel' button next to it.

Note: A **Success** message will be displayed.



The screenshot shows a 'Success' message dialog box overlaid on the application details page. The dialog box contains a green checkmark icon, the text 'Success', and the message 'Permohonan telah berhasil di Save'. There is an 'OK' button at the bottom right of the dialog box.



Outcome: Counselling Status has been changed.

Self Referral Counselling

Application List

Search

CS2300000006 Approved

Application Details

Application ID: CS2300000006

Request Date: 29.11.2023

Application Status: Approved

Application Type: Self Referral

Completion Date:

Counselling Session Scheduling

Counsellor ID: [Redacted]

Counselling Status: On Going

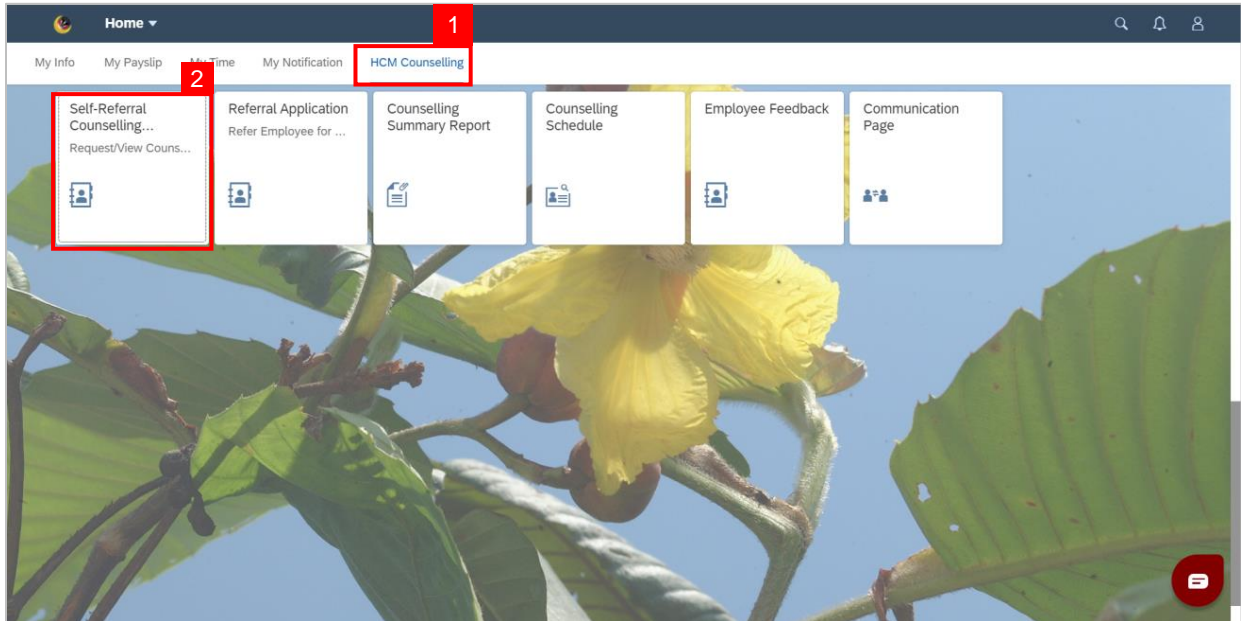
Remarks: Counselling will proceed

Counsellor Attachment

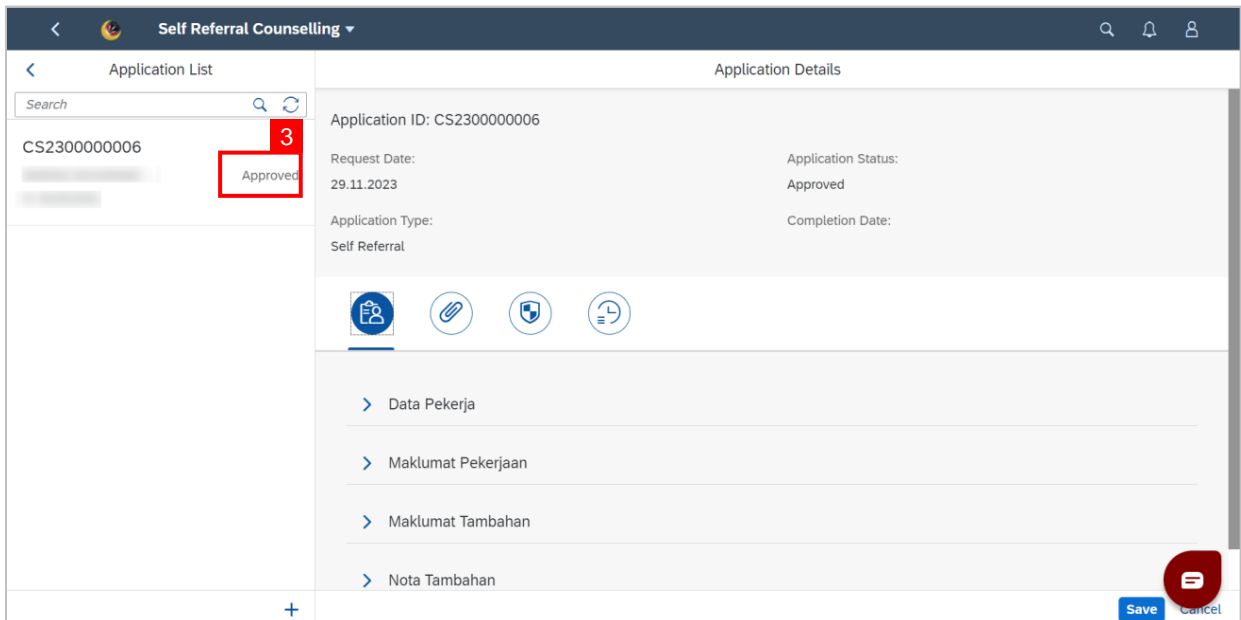
Save Cancel

SCHEDULE COUNSELLING SESSION	Front-End User
	Counsellor

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
2. Click on the **Self-Referral Counselling Application** tile.

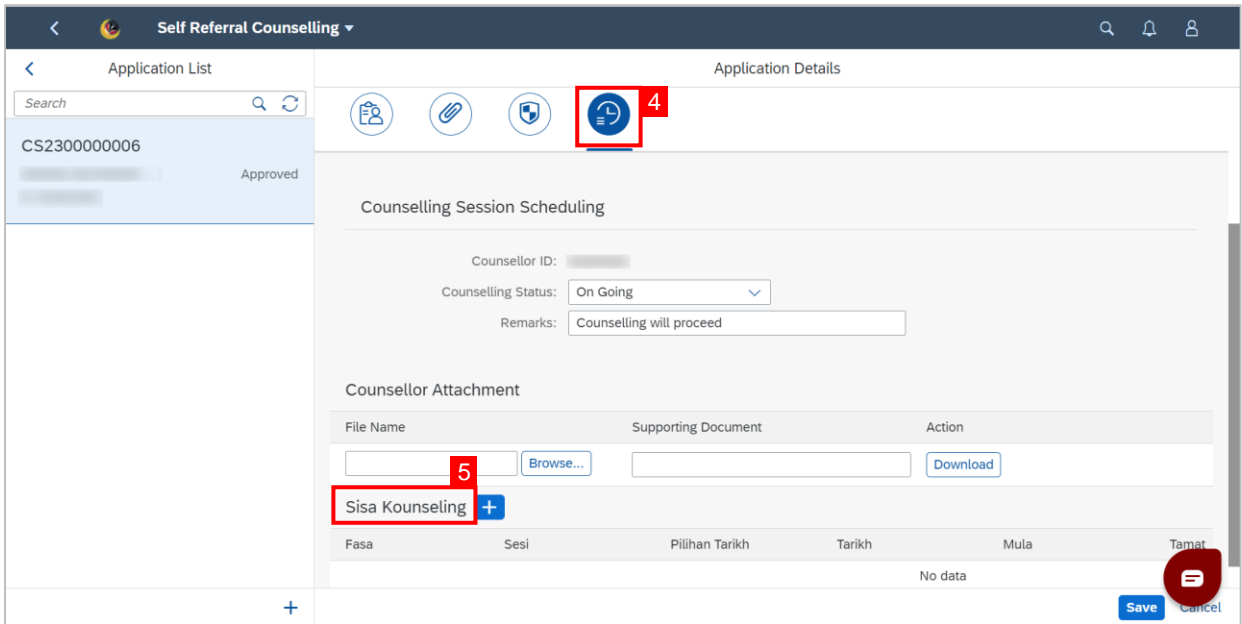


3. Click on application with '**Approved**' status.

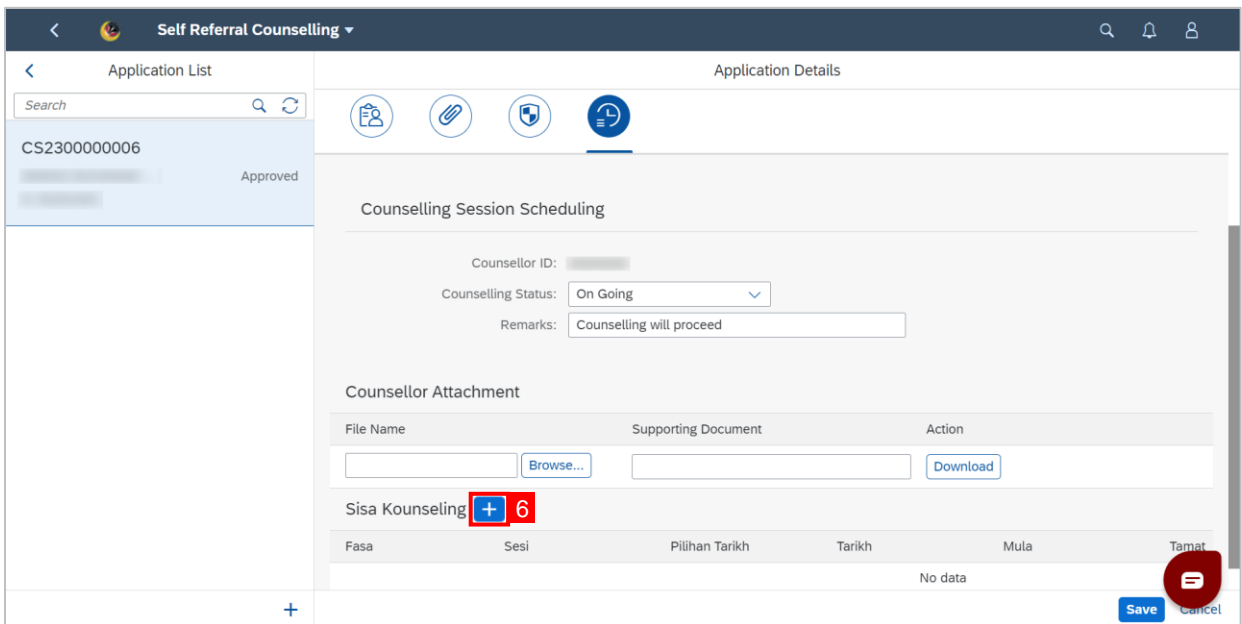


4. Click the **Clock** tab.

5. Navigate to Header: **Sisa Kounseling**



6. Click the  sign.



Note: A new row/session is added.

Fasa	Sesi	Pilihan Tarikh	Tarikh	Mula	Tamat
1	1	1	dd.MM.yyyy	HH:mm a	HH:m

7. Select the Fasa.

Fasa	Sesi	Pilihan Tarikh	Tarikh	Mula	Tamat
1	1	1	dd.MM.yyyy	HH:mm a	HH:m

8. Select the Sesi.

Self Referral Counselling

Application List

Search

CS2300000006 Approved

Application Details

Counselling Session Scheduling

Counsellor ID: [Redacted]

Counselling Status: On Going

Remarks: Counselling will proceed

Counsellor Attachment

File Name	Supporting Document	Action
1		Download
2		
3		
4		
5		

Sisa Kounseling +

Fasa: 2

Pilihan Tarikh: 1

Tarikh: dd.MM.yyyy

Mula: HH:mm a

Tamat: HH:m

Save Cancel

9. Select Pilihan Tarikh.

Self Referral Counselling

Application List

Search

CS2300000006 Approved

Application Details

Counselling Session Scheduling

Counsellor ID: [Redacted]

Counselling Status: On Going

Remarks: Counselling will proceed

Counsellor Attachment

File Name	Supporting Document	Action
1		Download
2		
3		
4		
5		

Sisa Kounseling +

Fasa: 2

Sesi: 3

Tarikh: dd.MM.yyyy

Mula: HH:mm a

Tamat: HH:m

Save Cancel

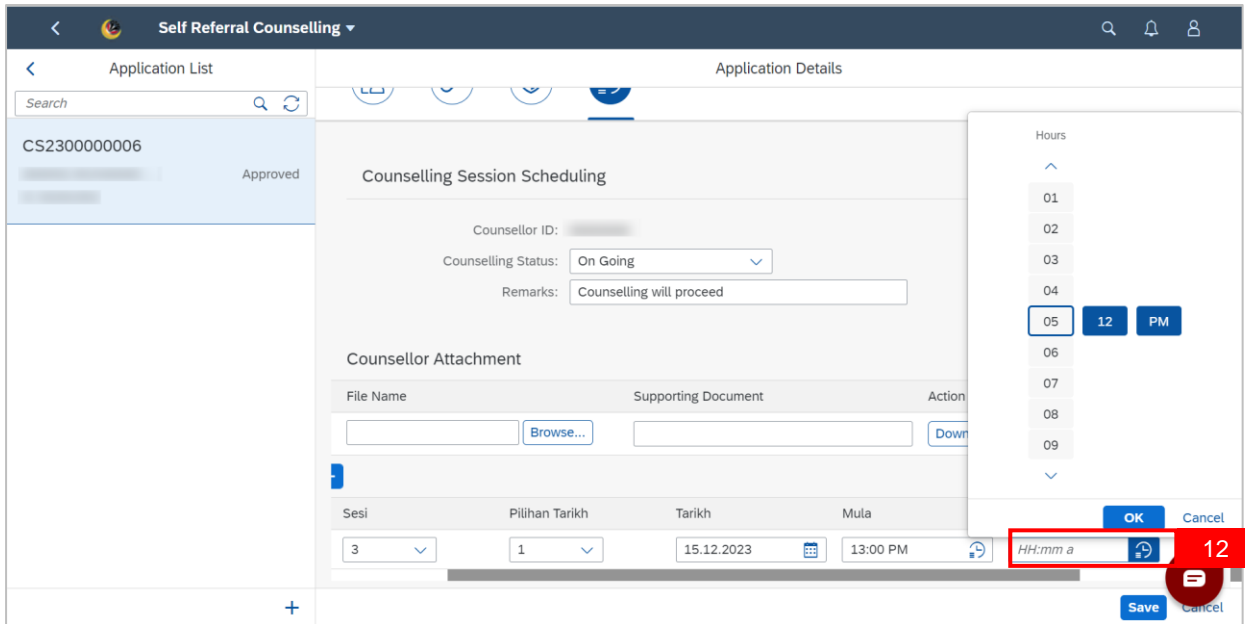
10. Type in or click the calendar icon to select the **Tarikh**.

The screenshot shows the 'Application Details' page for 'Self Referral Counselling'. The application ID is CS2300000006 and it is in an 'Approved' state. The 'Counselling Session Scheduling' section includes fields for 'Counsellor ID', 'Counselling Status' (set to 'On Going'), and 'Remarks' (set to 'Counselling will proceed'). Below this is the 'Counsellor Attachment' section with 'File Name' and 'Supporting Document' fields. The 'Sisa Kounseling' section has a '+' icon. At the bottom, there are dropdown menus for 'Fasa' (set to 2), 'Sesi' (set to 3), and 'Pilihan Tarikh' (set to 1). A date field is highlighted with a red box, showing 'dd.MM.yyyy' and a calendar icon. A red box with the number '10' is placed over the date field. A calendar popup is visible, showing the month of December 2023, with the 10th of the month highlighted. A red circle with a white 'X' is over the 'Save' button.

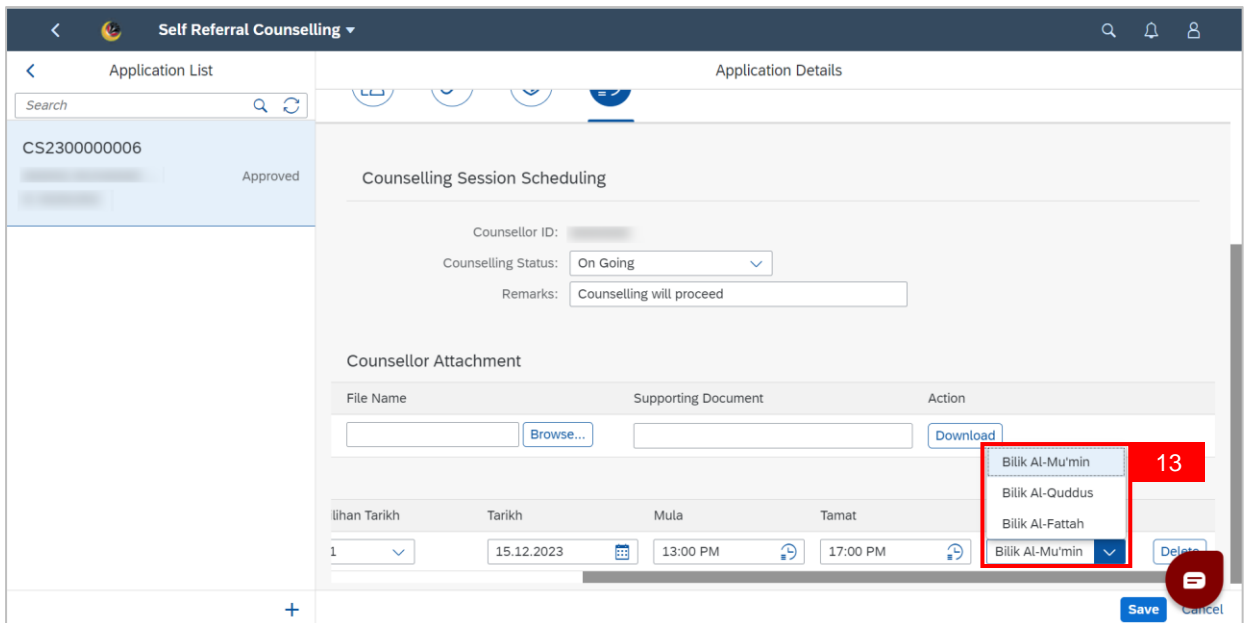
11. Type into **Mula**(Start Time) or click the clock icon to select the start time.

The screenshot shows the 'Application Details' page for 'Self Referral Counselling'. The application ID is CS2300000006 and it is in an 'Approved' state. The 'Counselling Session Scheduling' section includes fields for 'Counsellor ID', 'Counselling Status' (set to 'On Going'), and 'Remarks' (set to 'Counselling will proceed'). Below this is the 'Counsellor Attachment' section with 'File Name' and 'Supporting Document' fields. The 'Sisa Kounseling' section has a '+' icon. At the bottom, there are dropdown menus for 'Fasa' (set to 2), 'Sesi' (set to 3), and 'Pilihan Tarikh' (set to 1). A date field is highlighted with a red box, showing '15.12.2023' and a clock icon. A red box with the number '11' is placed over the time field. A time selection popup is visible, showing a list of hours from 01 to 09. The 05th hour is selected, and '11' and 'PM' are shown next to it. A red circle with a white 'X' is over the 'Save' button.

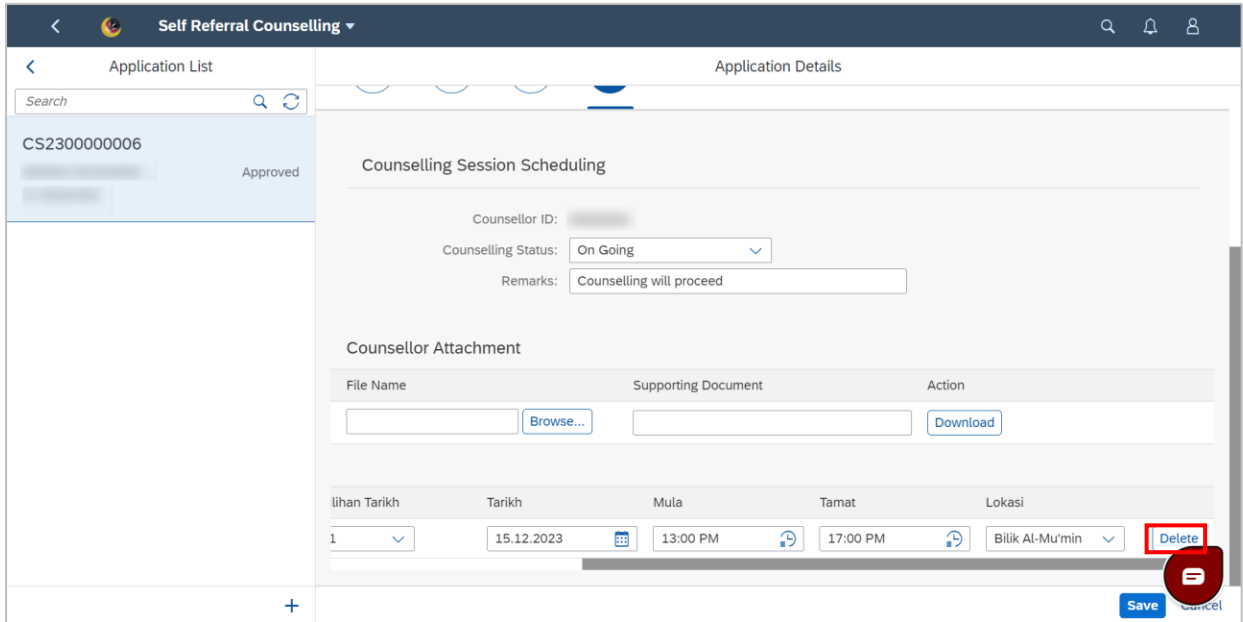
12. Type into **Tamat**(End Time) or click the clock icon to select the End time.



13. Select **Lokasi**.



Note: If the incorrect Counseling Details were entered, click **Delete**.

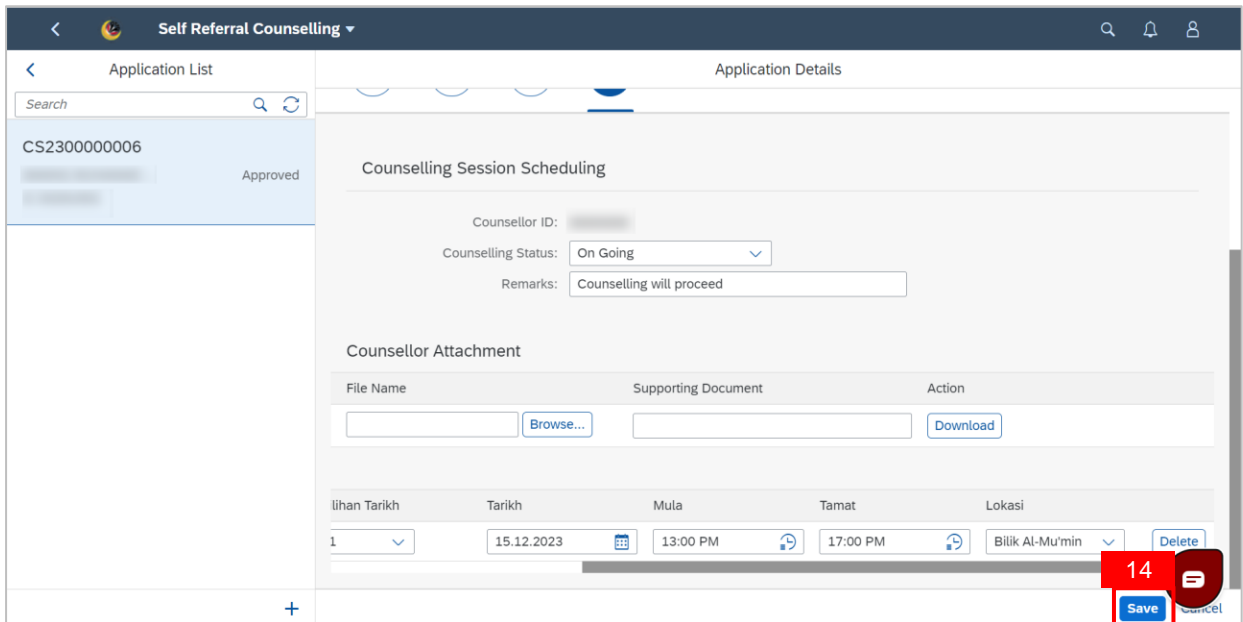


The screenshot shows the 'Application Details' page for 'Self Referral Counselling'. The left sidebar displays 'Application List' with a search bar and a refresh icon. The main content area is titled 'Application Details' and contains the following sections:

- Counselling Session Scheduling:** Includes fields for 'Counsellor ID', 'Counselling Status' (set to 'On Going'), and 'Remarks' (set to 'Counselling will proceed').
- Counsellor Attachment:** A table with columns for 'File Name', 'Supporting Document', and 'Action'. It includes 'Browse...' and 'Download' buttons.
- Scheduling Table:** A table with columns: 'lihan Tarikh', 'Tarikh', 'Mula', 'Tamat', and 'Lokasi'. The first row shows: '1', '15.12.2023', '13:00 PM', '17:00 PM', and 'Bilik Al-Mu'min'. A 'Delete' button is highlighted with a red box next to the first row.

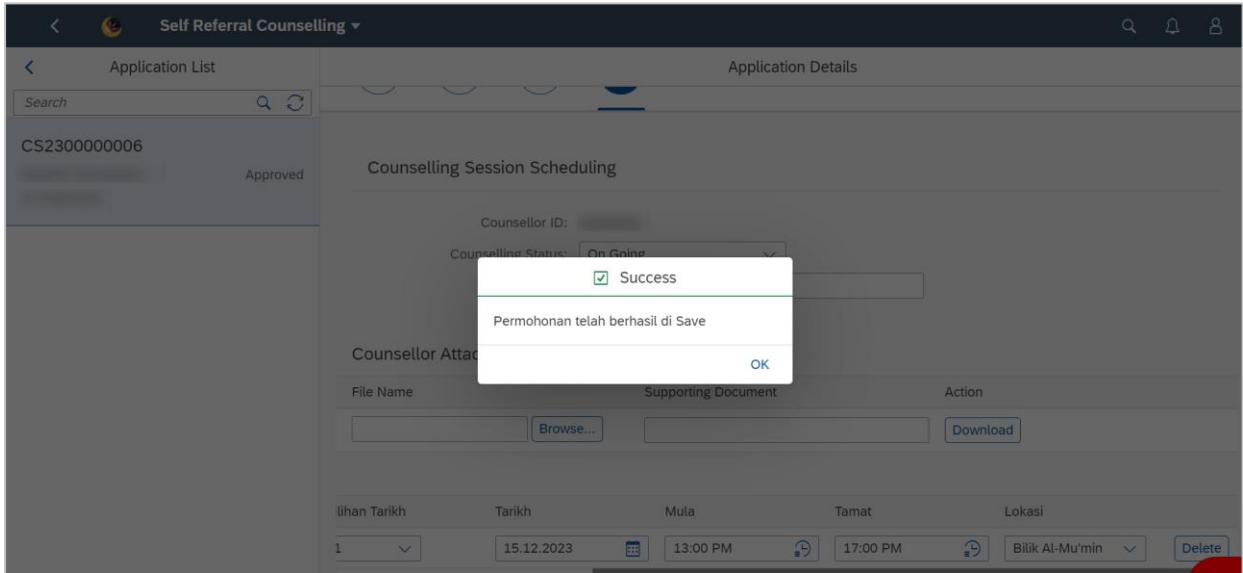
At the bottom right, there are 'Save' and 'Cancel' buttons. A red circle with the number '14' is overlaid on the 'Delete' button.

14. Click **Save**.

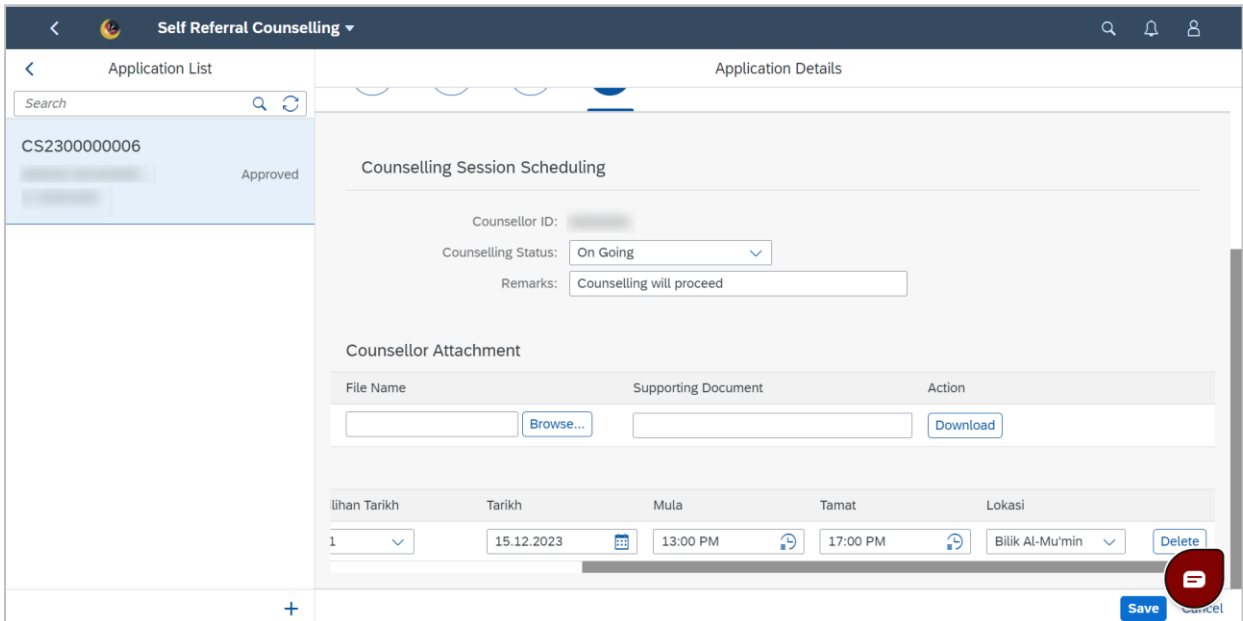


This screenshot is identical to the one above, showing the 'Application Details' page. In this step, the 'Save' button at the bottom right is highlighted with a red box. A red circle with the number '14' is overlaid on the 'Save' button.

Note: Success message will be displayed.

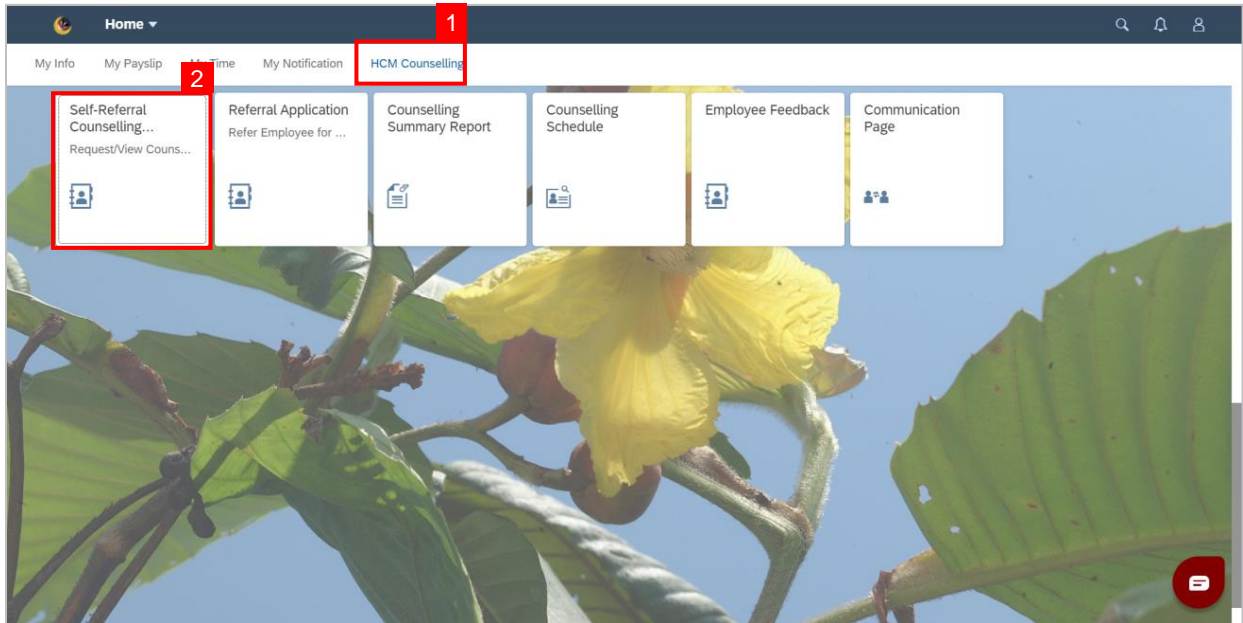


Outcome: New counselling session has successfully been scheduled.

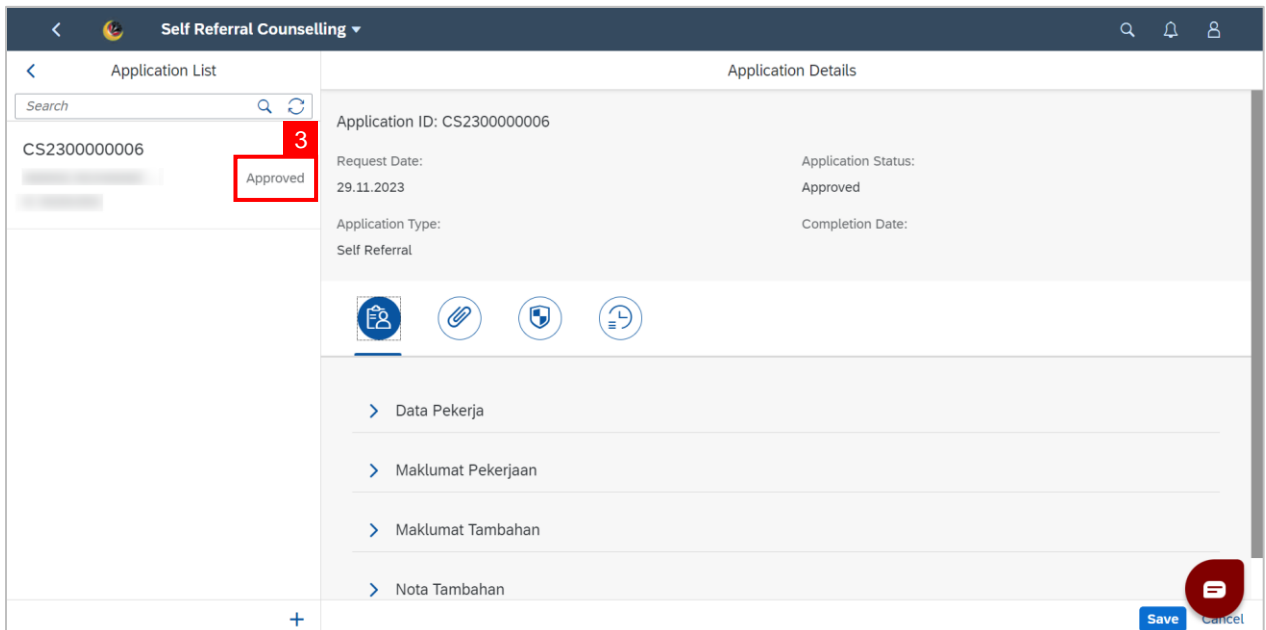


ATTACH COUNSELLING SESSION DOCUMENT	Front-End User
	Counsellor

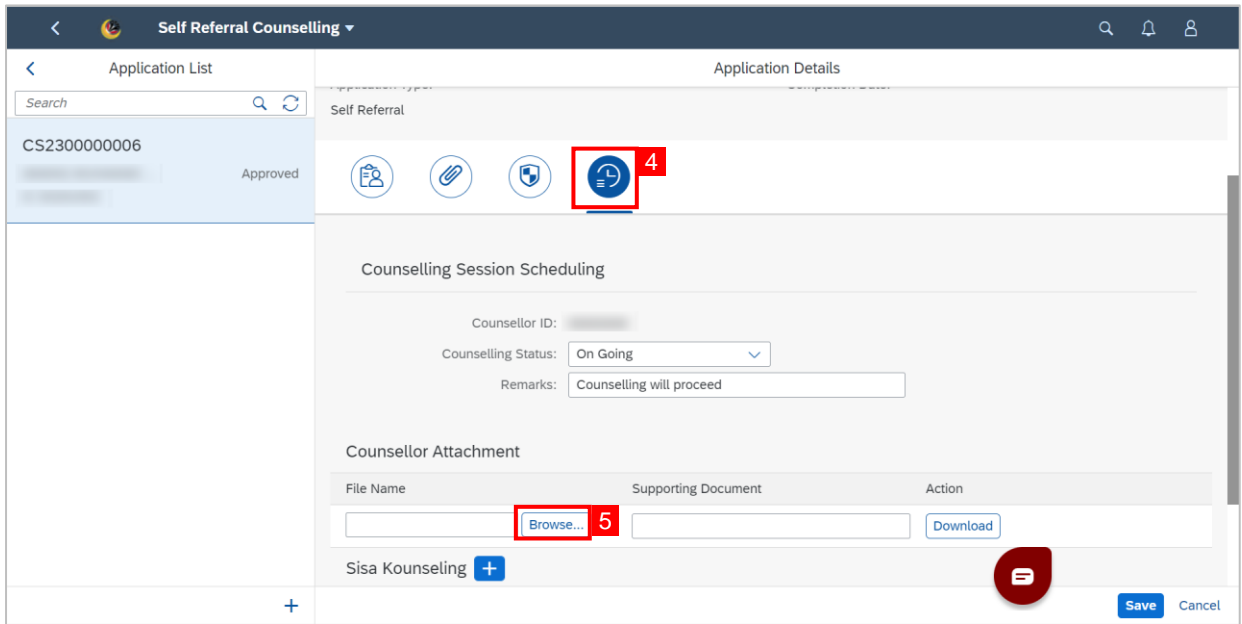
1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
2. Click on the **Self-Referral Counselling Application** tile.



3. Click on application with '**Approved**' status.

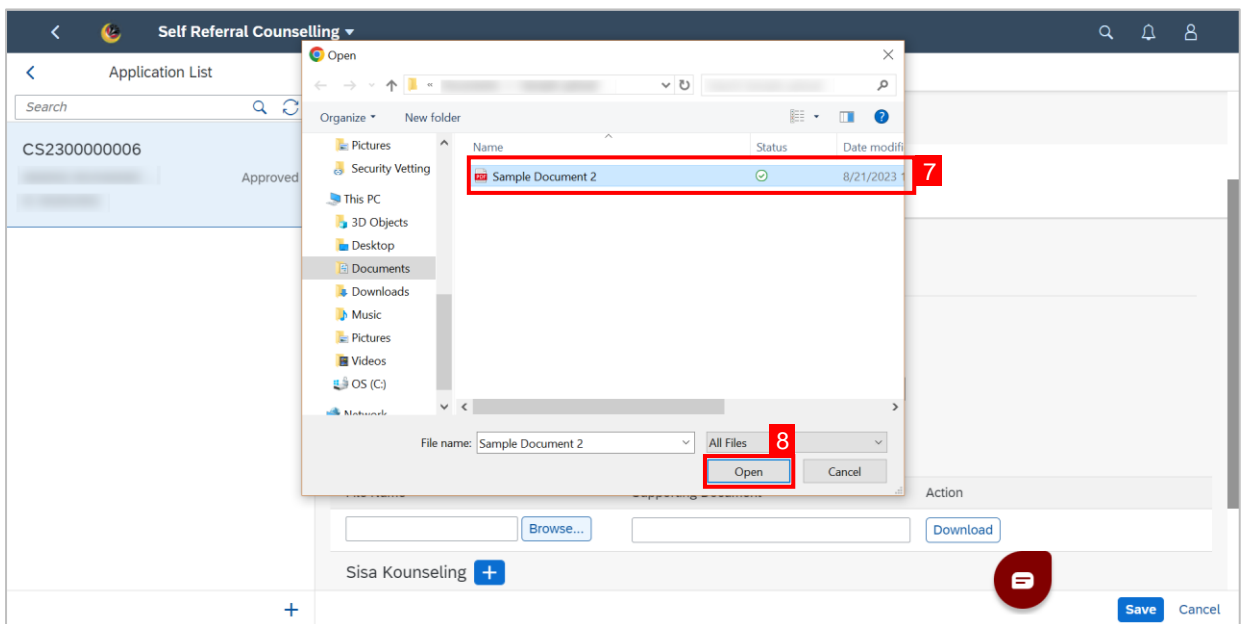


4. Click the **Clock** tab.
5. Navigate to Header: **Counsellor Attachment**
6. Click **browse** to upload an attachment.



Note: A **File Explorer** window will be opened.

7. Find and select the document to attach.
8. Click **Open** to upload the document as attachment.



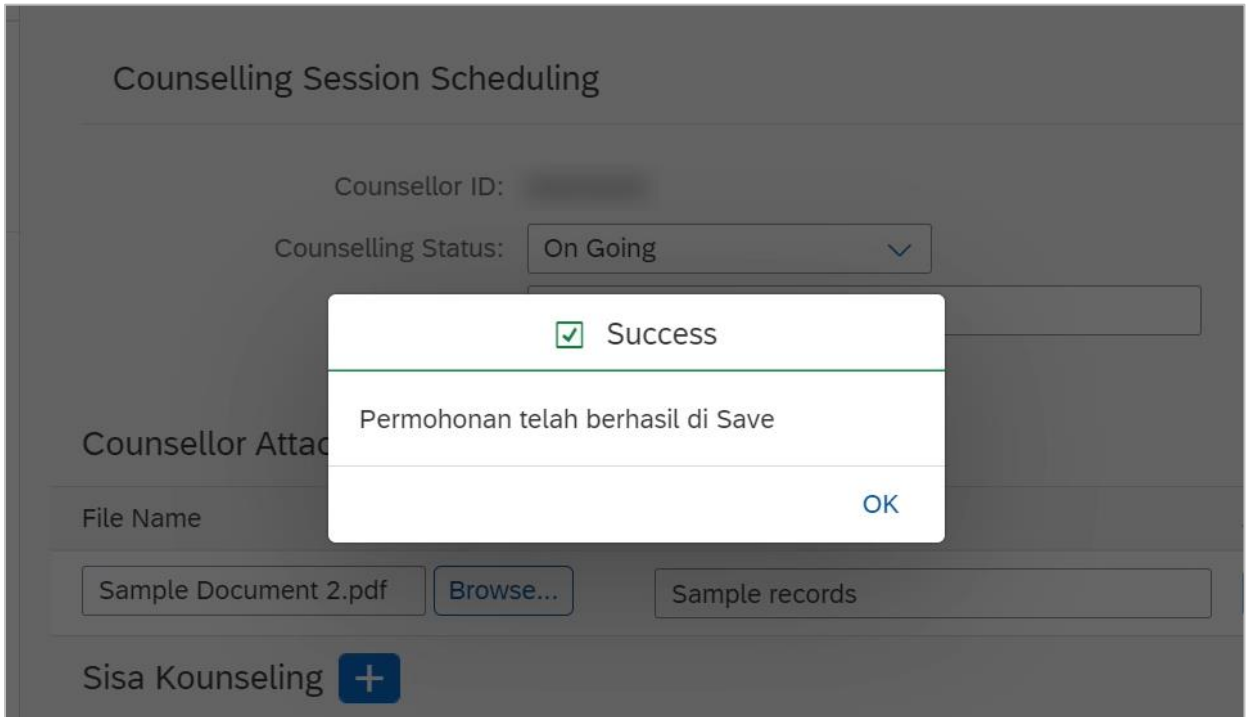
9. Enter supporting document name in **Supporting Document**.

The screenshot shows the 'Self Referral Counselling' application form. The left sidebar displays the application list with the application ID CS2300000006 and the status 'Approved'. The main form area is titled 'Application Details' and includes sections for 'Counselling Session Scheduling' and 'Counsellor Attachment'. In the 'Counselling Session Scheduling' section, the 'Counselling Status' is set to 'On Going' and the 'Remarks' are 'Counselling will proceed'. In the 'Counsellor Attachment' section, there is a table with columns for 'File Name', 'Supporting Document', and 'Action'. The 'Supporting Document' column contains a red box with a red '9' in the top right corner, indicating where to enter the document name. The 'File Name' column contains 'Sample Document 2.pdf' and the 'Action' column contains a 'Download' button. Below the table, there is a 'Sisa Kounseling' section with a plus sign icon. At the bottom right, there are 'Save' and 'Cancel' buttons.

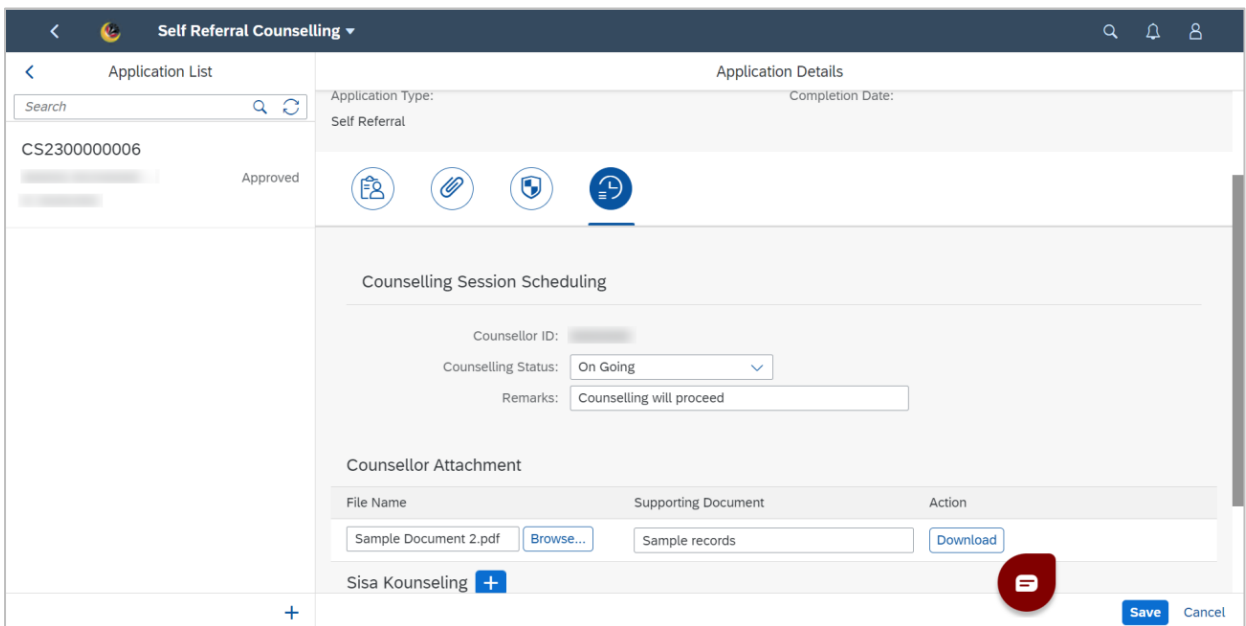
10. Click the **Save** button.

The screenshot shows the 'Self Referral Counselling' application form. The left sidebar displays the application list with the application ID CS2300000006 and the status 'Approved'. The main form area is titled 'Application Details' and includes sections for 'Counselling Session Scheduling' and 'Counsellor Attachment'. In the 'Counselling Session Scheduling' section, the 'Counselling Status' is set to 'On Going' and the 'Remarks' are 'Counselling will proceed'. In the 'Counsellor Attachment' section, there is a table with columns for 'File Name', 'Supporting Document', and 'Action'. The 'Supporting Document' column contains 'Sample records' and the 'Action' column contains a 'Download' button. Below the table, there is a 'Sisa Kounseling' section with a plus sign icon. At the bottom right, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red box and a red '10' in the top right corner, indicating where to click to save the application.

Note: Success message will be displayed.



Outcome: Counselling session attachments have successfully been saved.

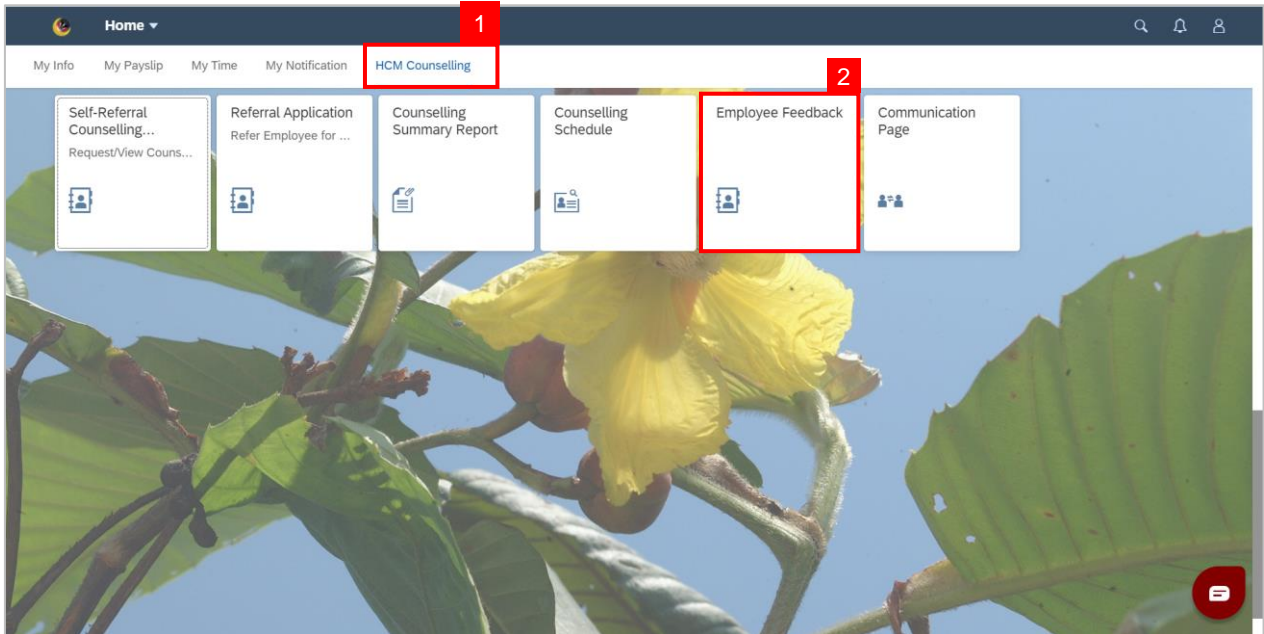


**VIEW COMPLETED
FEEDBACK FORM**

Front-End User

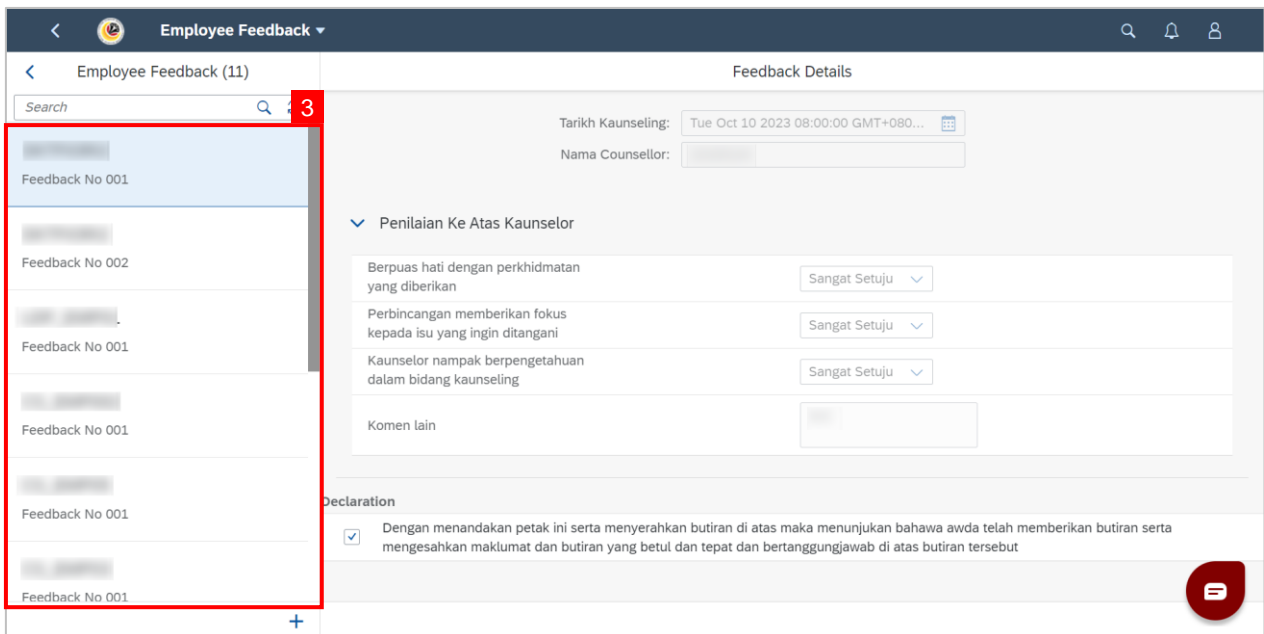
Counsellor

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
2. Click on the **Employee Feedback** tile.



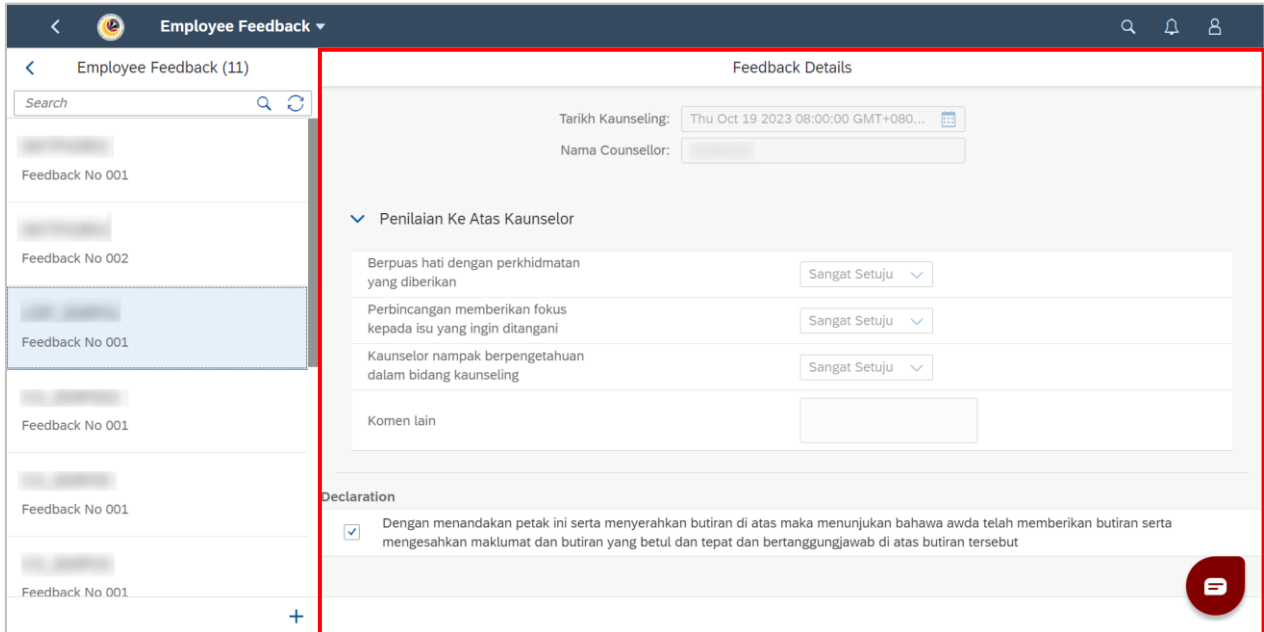
Note: Employee Feedback screen will be shown.

3. Click on a Completed **Employee Feedback** Form.



Note: Counsellor can only view own feedback.

Outcome: Selected Completed Employee Feedback Form can be viewed on the right side of the screen.



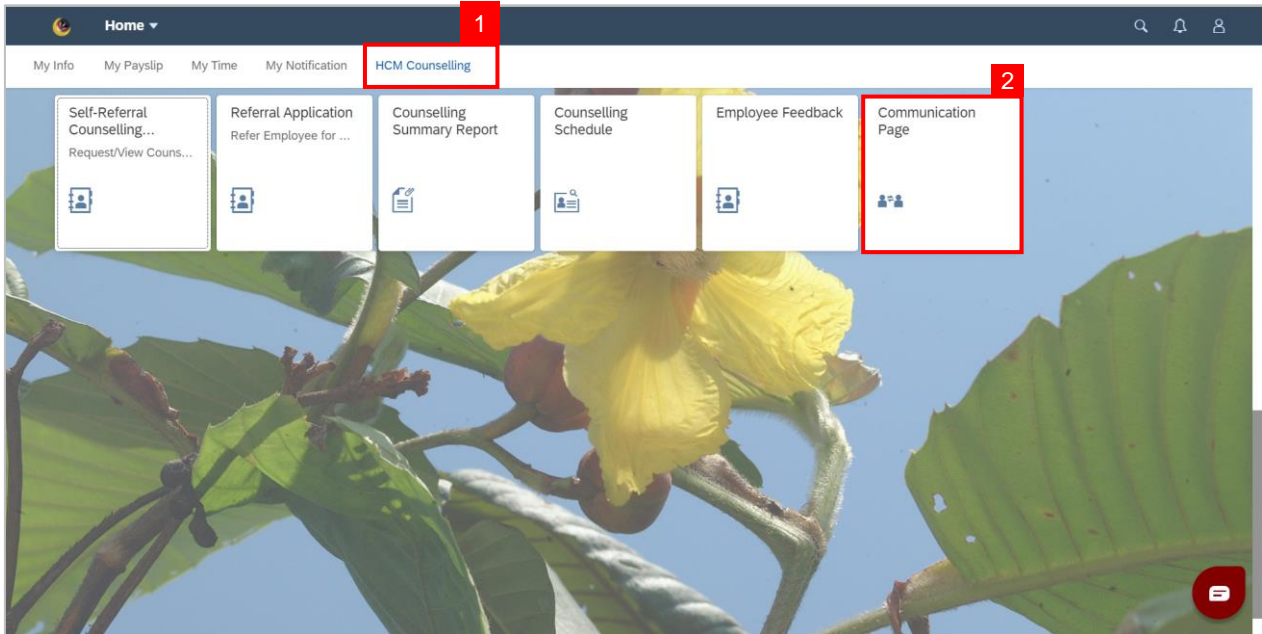
The screenshot displays the 'Employee Feedback' interface. On the left, a sidebar titled 'Employee Feedback (11)' contains a search bar and a list of feedback items, each labeled 'Feedback No 001'. The third item is selected and highlighted in blue. The main area, titled 'Feedback Details', shows the following information:

- Tarikh Kaunseling: Thu Oct 19 2023 08:00:00 GMT+080...
- Nama Counsellor: [Redacted]
- Penilaian Ke Atas Kaunselor:
 - Berpuas hati dengan perkhidmatan yang diberikan: Sangat Setuju
 - Perbincangan memberikan fokus kepada isu yang ingin ditangani: Sangat Setuju
 - Kaunselor nampak berpengetahuan dalam bidang kaunseling: Sangat Setuju
 - Komen lain: [Redacted]
- Declaration:
 - Dengan menandakan petak ini serta menyerahkan butiran di atas maka menunjukkan bahawa awda telah memberikan butiran serta mengesahkan maklumat dan butiran yang betul dan tepat dan bertanggungjawab di atas butiran tersebut


A red circular button with a white envelope icon is located in the bottom right corner of the 'Feedback Details' panel.

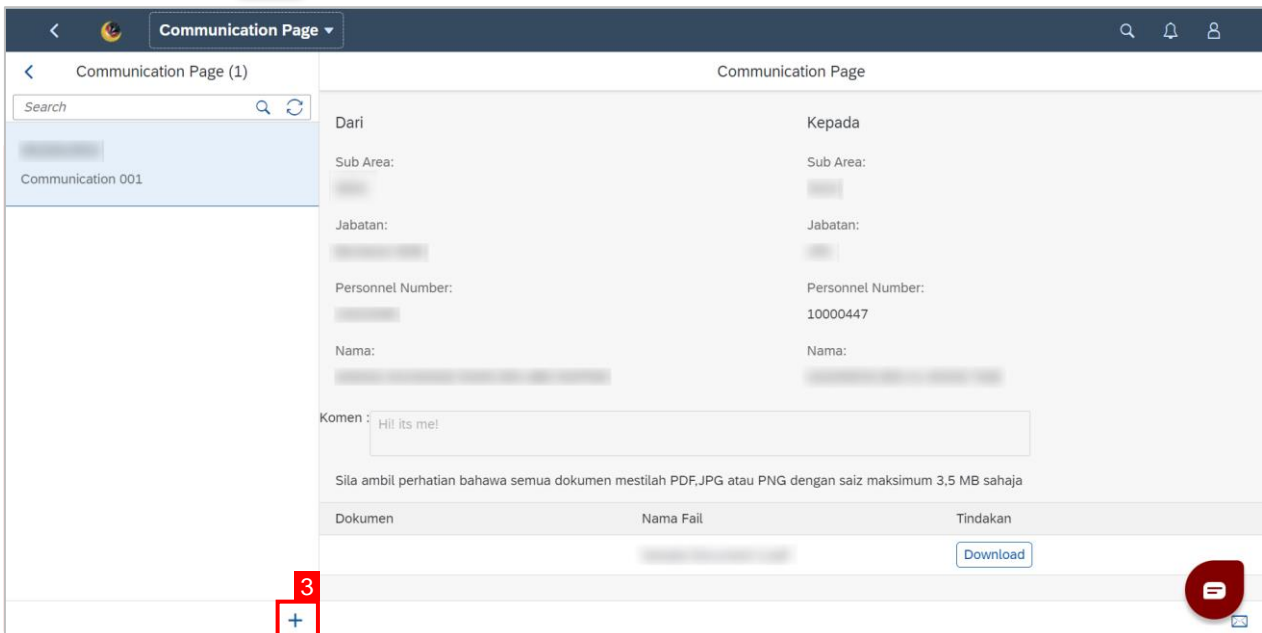
FILL COMMUNICATIONS PAGE	Front-End User
	Counsellor

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
2. Click on the **Communication Page** tile.



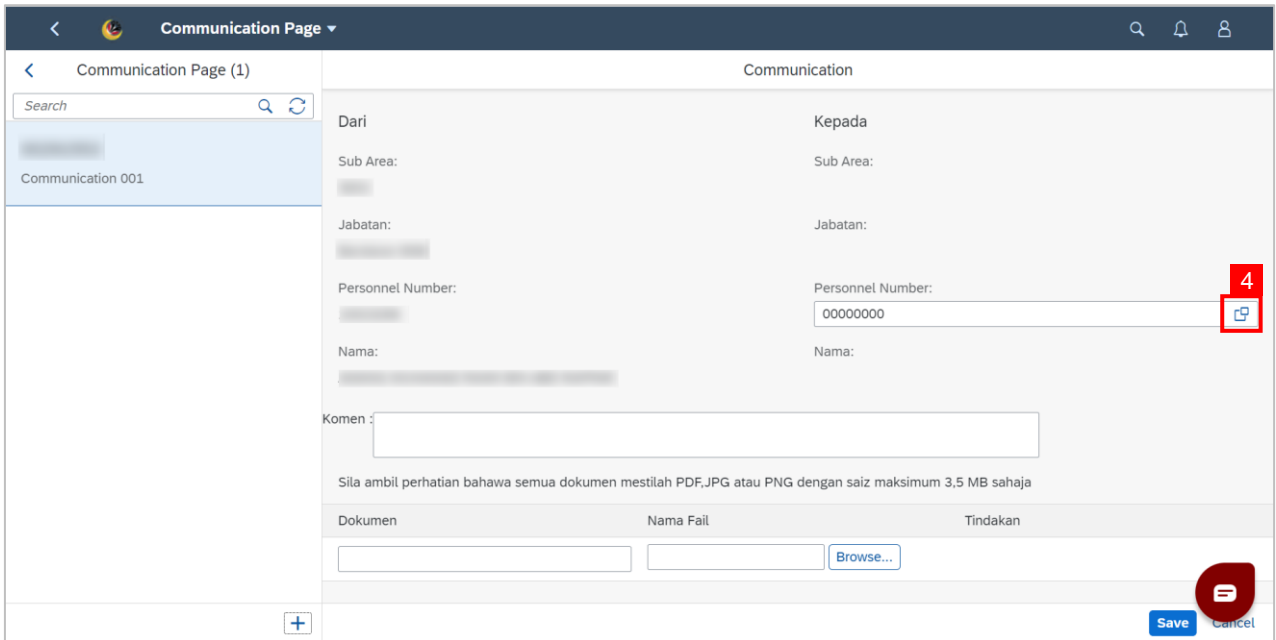
Note: Communication Page will be shown.

3. Click on the  button to create a new communication.



Note: A new communication is made.

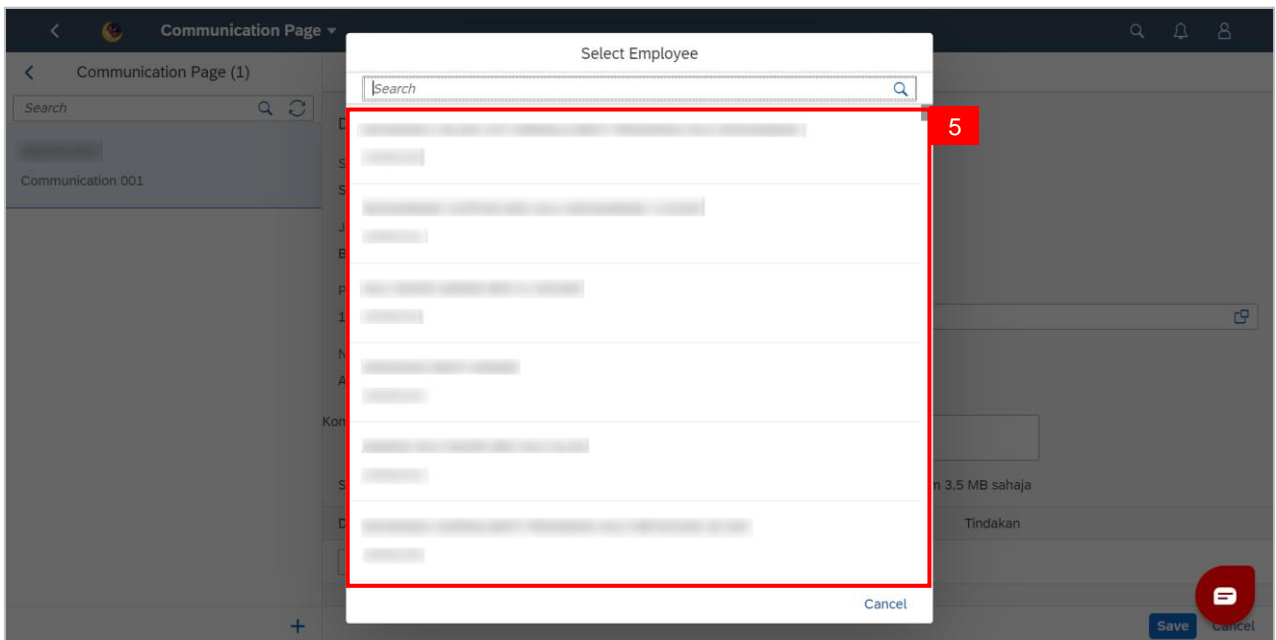
4. Click on the **Lookup** button to select a **Personnel Number** to communicate with.



The screenshot shows the 'Communication Page' interface. On the left is a sidebar with a search bar and a list item 'Communication 001'. The main area is titled 'Communication' and contains a form with the following fields: 'Dari', 'Kepada', 'Sub Area', 'Jabatan', 'Personnel Number', and 'Nama'. The 'Personnel Number' field is highlighted with a red box and has a red '4' next to it. Below the form is a 'Komen' text area and a note: 'Sila ambil perhatian bahawa semua dokumen mestilah PDF,JPG atau PNG dengan saiz maksimum 3,5 MB sahaja'. At the bottom, there are input fields for 'Dokumen' and 'Nama Fail', a 'Browse...' button, and 'Save' and 'Cancel' buttons.

Note: A list of Employees with their Names and Personnel Numbers will be displayed.

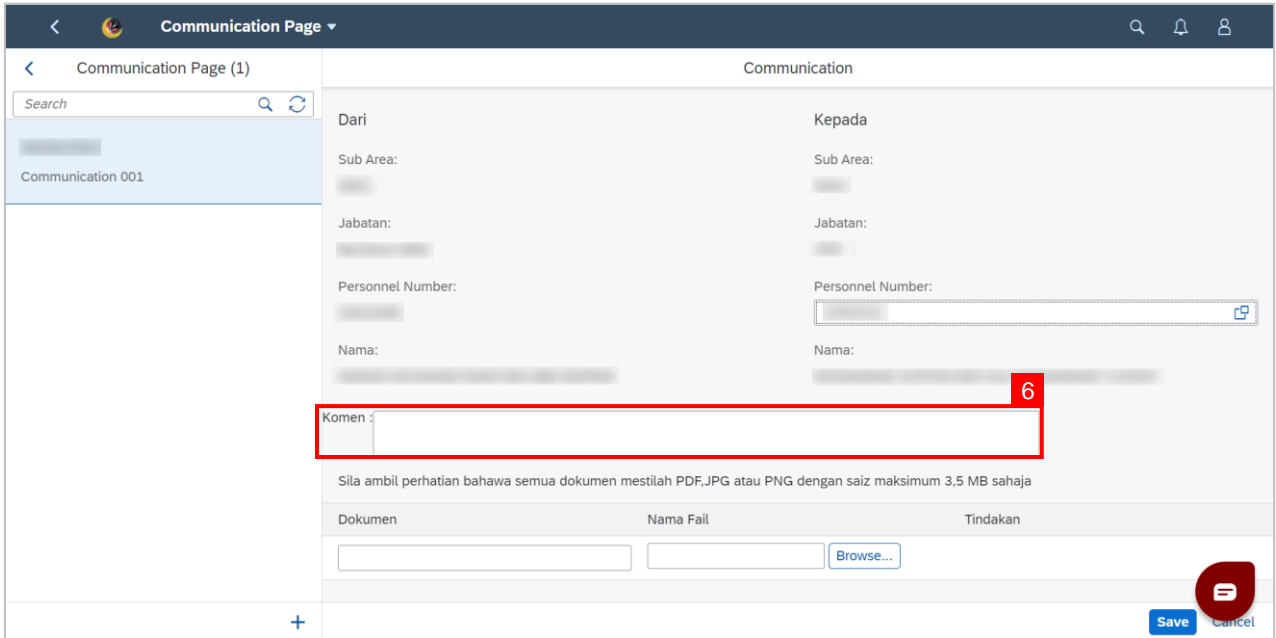
5. Click on the **employee** to communicate with.



The screenshot shows the 'Communication Page' with a 'Select Employee' modal window open. The modal has a search bar and a list of employees with their names and personnel numbers. A red box highlights the list, and a red '5' is next to it. The background shows the same form as in the previous screenshot, but it is dimmed.

Note: A new communication is made.

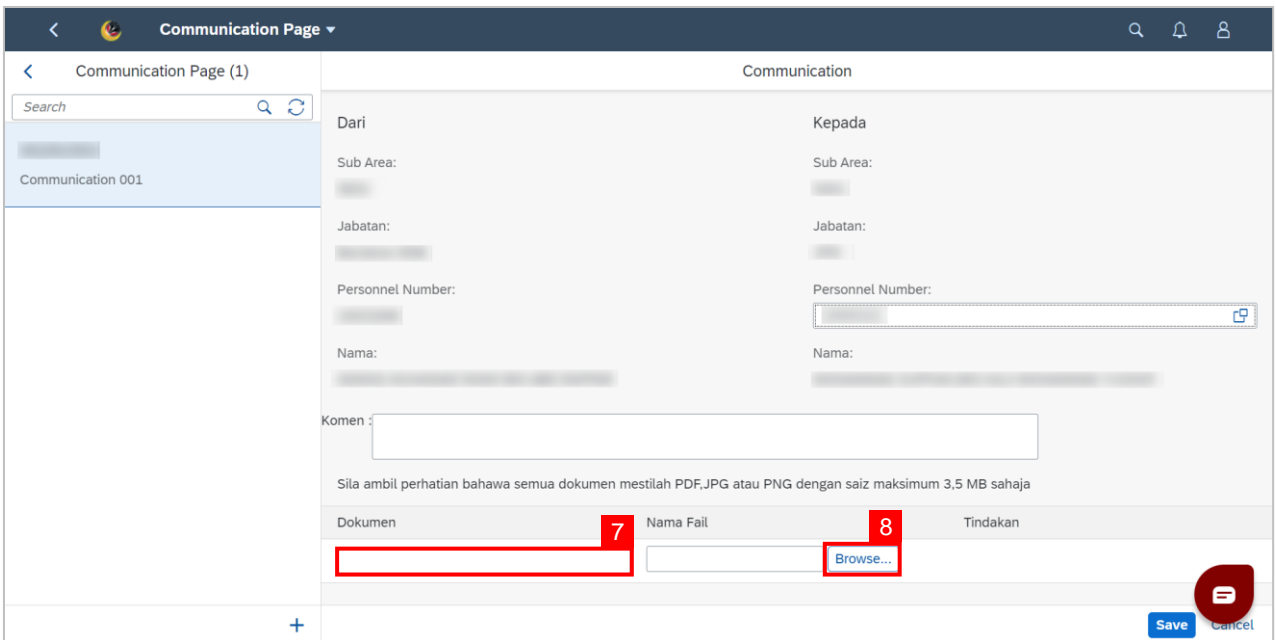
6. Fill in any comments in **Komen** if needed.



The screenshot shows the 'Communication Page' interface. The 'Komen' field is highlighted with a red box and a red '6' in the top right corner. Below the 'Komen' field, there is a warning message: 'Sila ambil perhatian bahawa semua dokumen mestilah PDF,JPG atau PNG dengan saiz maksimum 3,5 MB sahaja'. Below this, there are three columns: 'Dokumen', 'Nama Fail', and 'Tindakan'. The 'Dokumen' column has a red box and a red '7' next to it. The 'Nama Fail' column has a red box and a red '8' next to it. The 'Tindakan' column has a 'Browse...' button. At the bottom right, there are 'Save' and 'Cancel' buttons.

7. Fill in the document description in **Dokumen**.

8. Click **Browse...** to select a document to be attached.

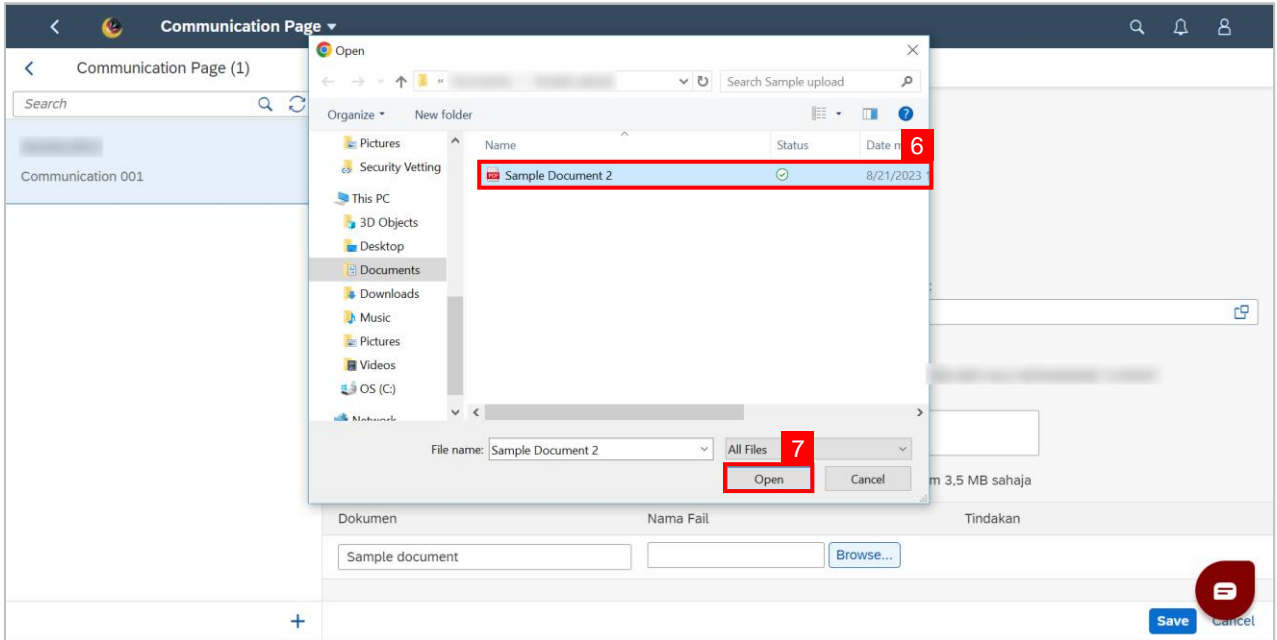


The screenshot shows the 'Communication Page' interface. The 'Dokumen' field is highlighted with a red box and a red '7' in the top right corner. The 'Nama Fail' field is highlighted with a red box and a red '8' in the top right corner. Below the 'Dokumen' field, there is a warning message: 'Sila ambil perhatian bahawa semua dokumen mestilah PDF,JPG atau PNG dengan saiz maksimum 3,5 MB sahaja'. Below this, there are three columns: 'Dokumen', 'Nama Fail', and 'Tindakan'. The 'Dokumen' column has a red box and a red '7' next to it. The 'Nama Fail' column has a red box and a red '8' next to it. The 'Tindakan' column has a 'Browse...' button. At the bottom right, there are 'Save' and 'Cancel' buttons.

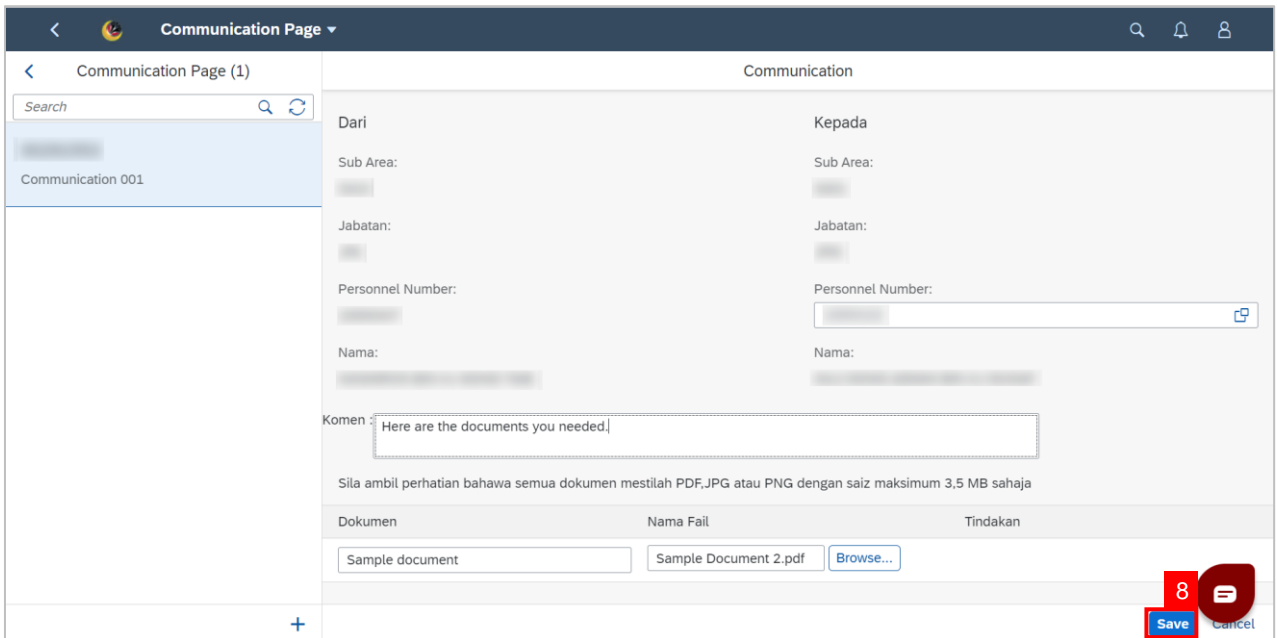
Note: A file explorer window will open.

6. Find and select the document to be attached.

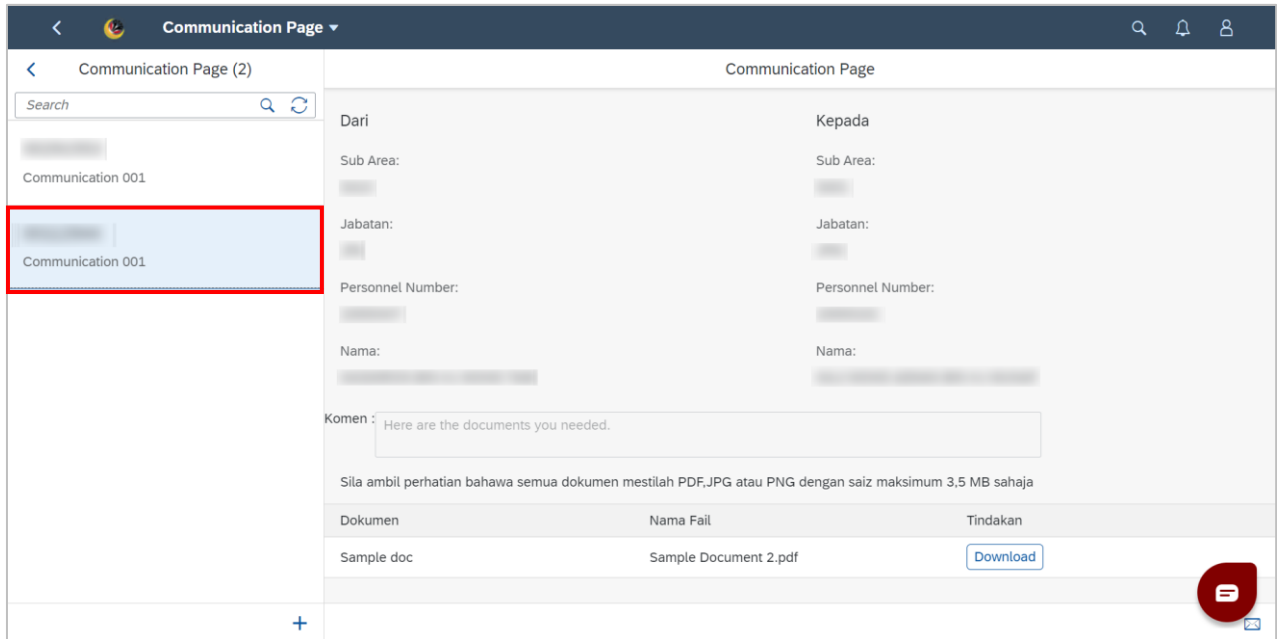
7. Click **Open** to attach the document.



8. Click the **Save** button to communicate with the chosen employee.



Outcome: Message has been sent to the other employee.



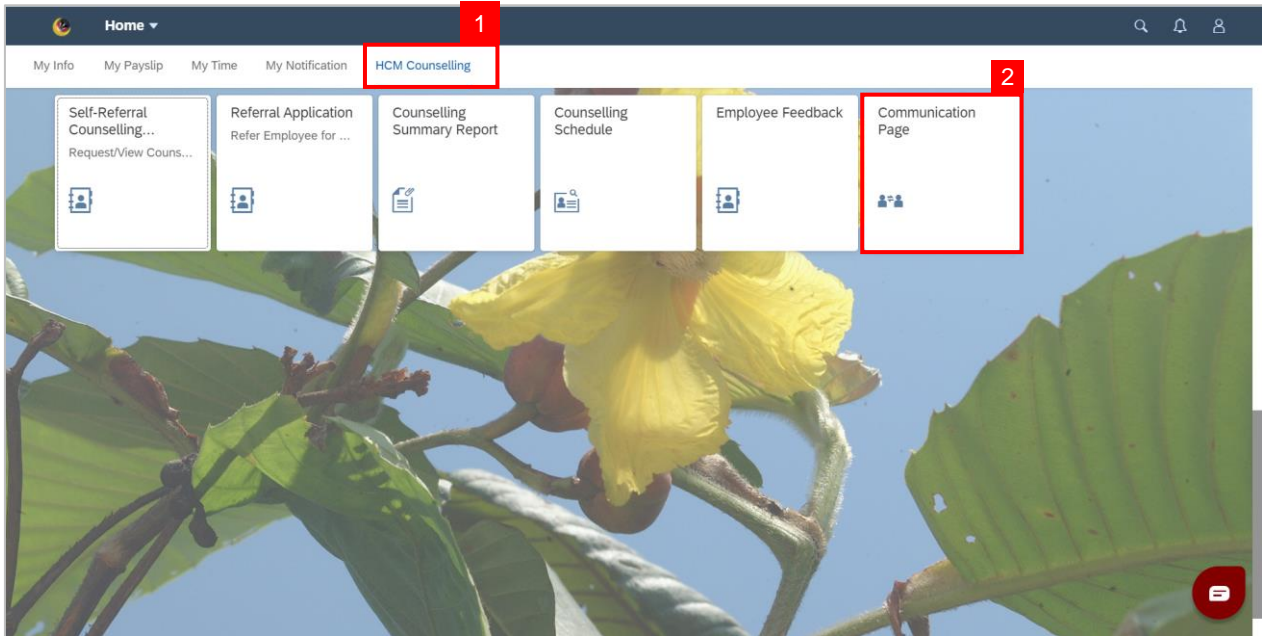
The screenshot displays the 'Communication Page' interface. On the left, a search bar is visible with the text 'Communication 001' entered and highlighted by a red box. The main content area shows a message header with 'Dari' (From) and 'Kepada' (To) fields, each containing a blurred name and 'Sub Area'. Below this, 'Jabatan' (Department) and 'Personnel Number' fields are also present. The message body contains a comment: 'Komen : Here are the documents you needed.' followed by a warning: 'Sila ambil perhatian bahawa semua dokumen mestilah PDF,JPG atau PNG dengan saiz maksimum 3,5 MB sahaja'. A table below lists the attached documents:

Dokumen	Nama Fail	Tindakan
Sample doc	Sample Document 2.pdf	Download

At the bottom right of the interface, there is a red circular icon with a white speech bubble and a plus sign, indicating a notification or action.

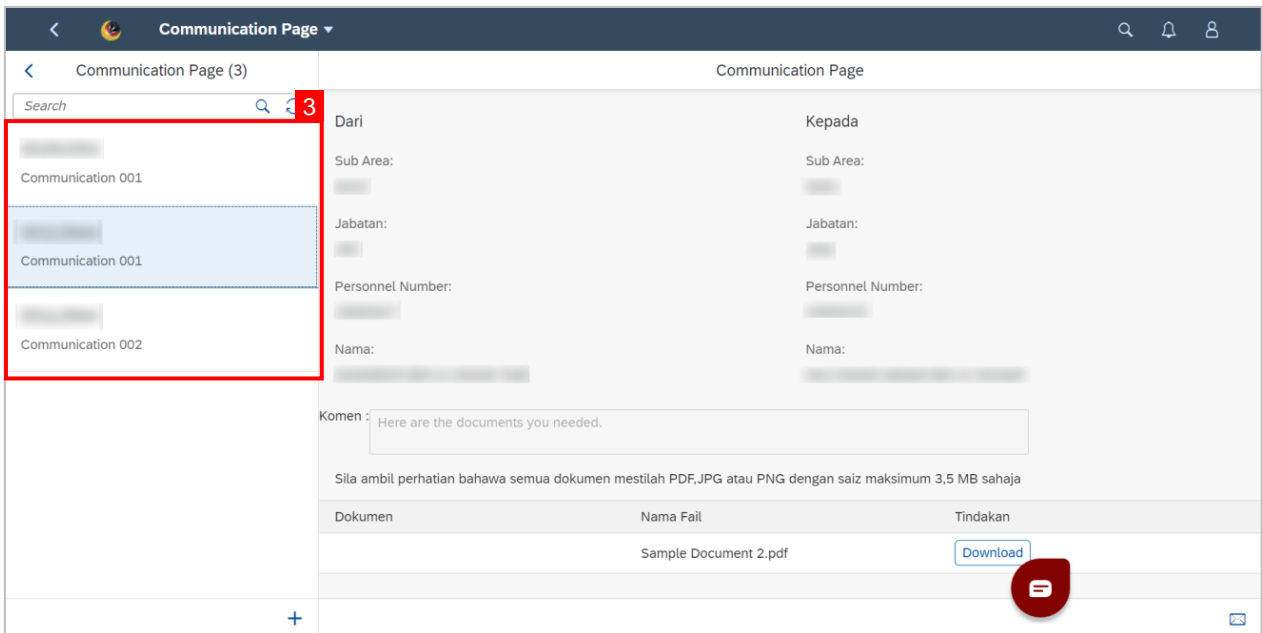
VIEW COMMUNICATIONS	Front-End User
	Counsellor

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
2. Click on the **Communication Page** tile.

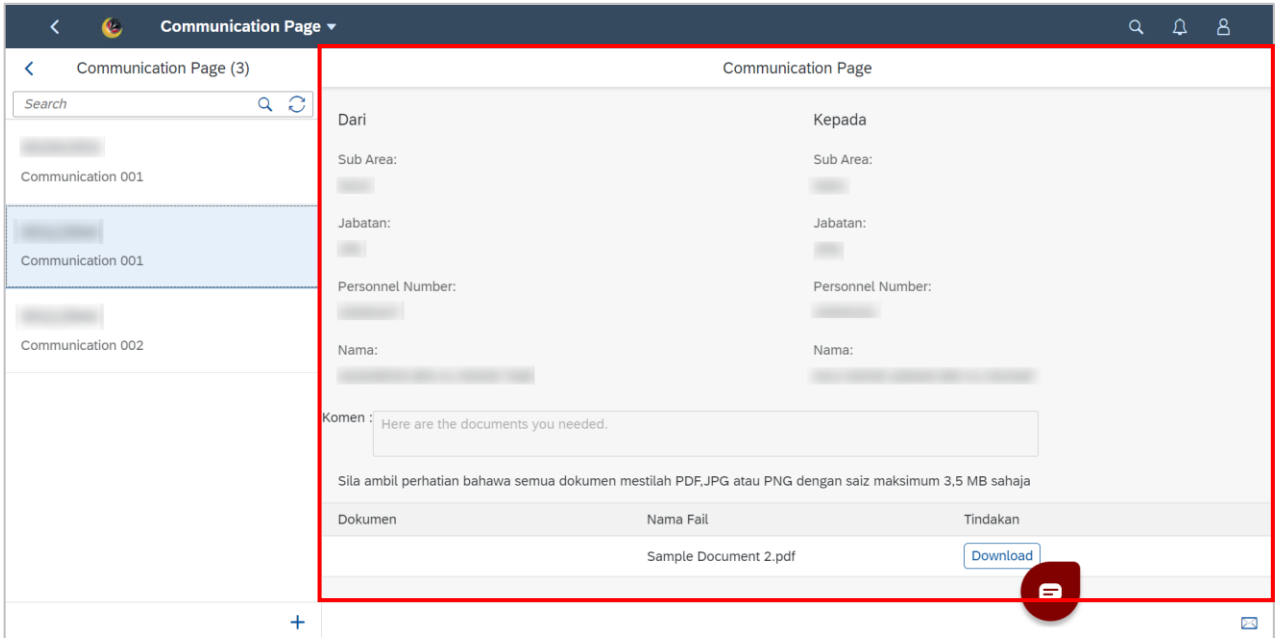


Note: Communication Page will be shown.

3. Click on a **Communication** to view.



Outcome: Selected Communications can be viewed on the right.



Communication Page

Communication Page (3)

Search

Communication 001

Communication 001

Communication 002

Dari

Kepada

Sub Area:

Sub Area:

Jabatan:

Jabatan:

Personnel Number:

Personnel Number:

Nama:

Nama:

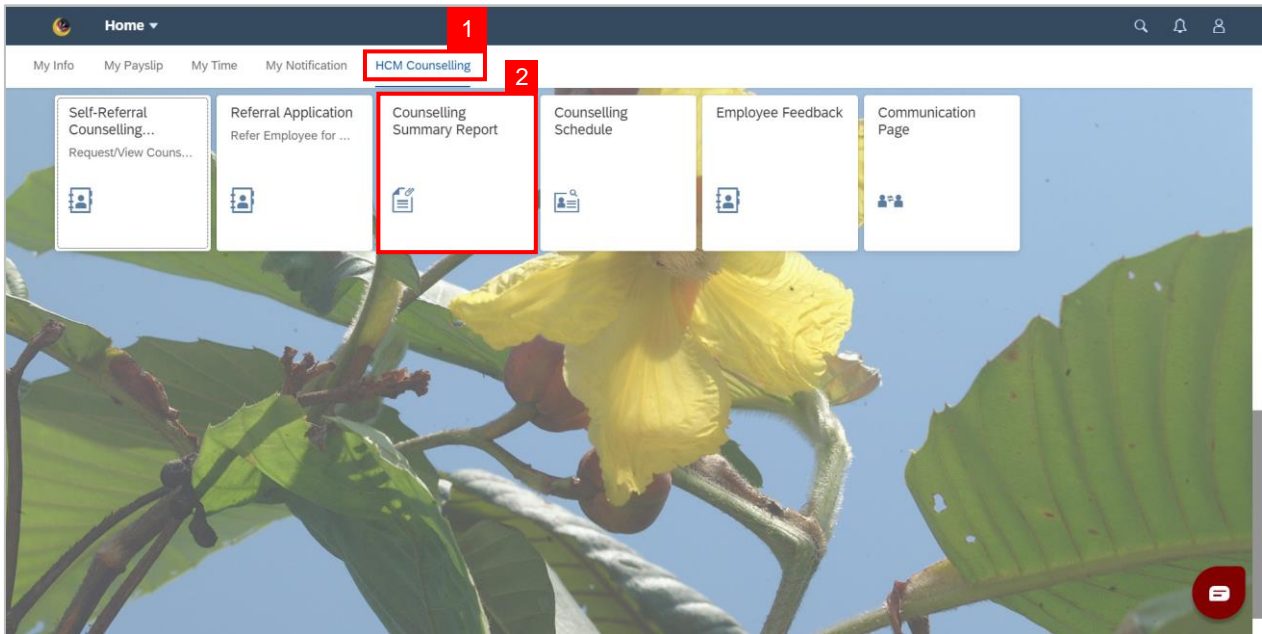
Komen : Here are the documents you needed.

Silva ambil perhatian bahawa semua dokumen mestilah PDF,JPG atau PNG dengan saiz maksimum 3,5 MB sahaja

Dokumen	Nama Fail	Tindakan
	Sample Document 2.pdf	Download

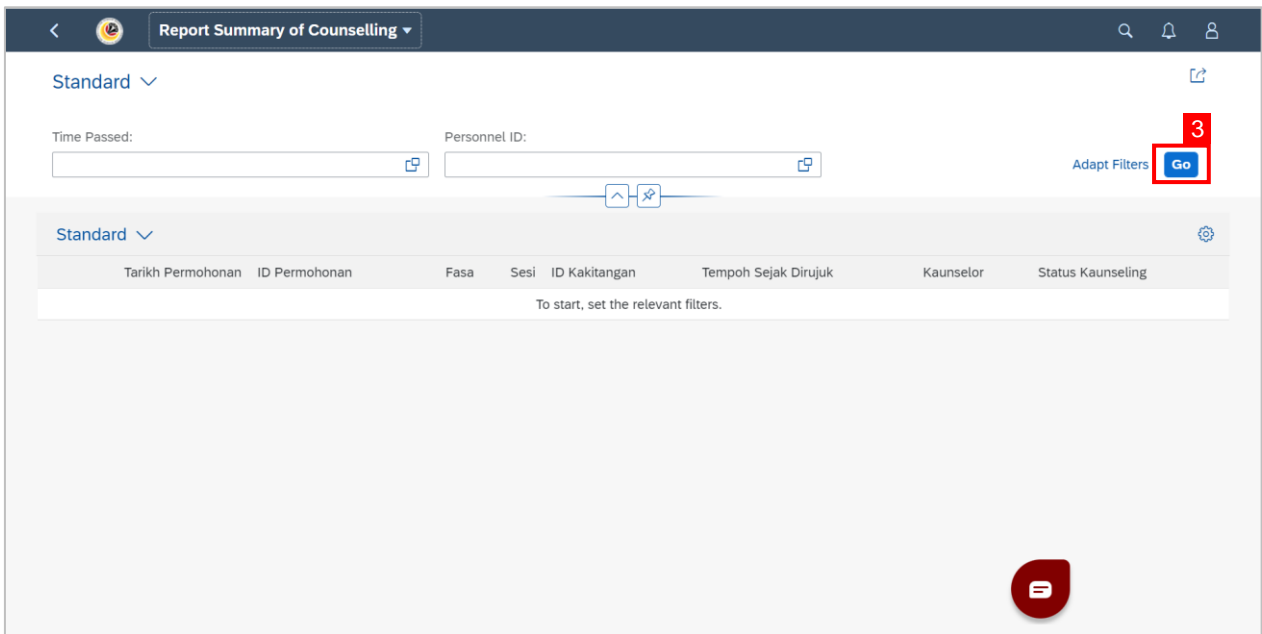
View Counselling Report	Front-End User
	Counsellor

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
2. Click on the **Counselling Summary Report** tile.



Note: Report Summary of Counselling page will be shown.

3. Click the **Go** button to generate the report.



Outcome: Counselling report has been generated.

< Report Summary of Counselling ▾
🔍 🔔 👤

Standard ▾ 🔗

Time Passed: Personnel ID: Adapt Filters **Go**

⬆️ ⬇️

Standard ▾ ⚙️

Tarikh Permohonan	ID Permohonan	Fasa	Sesi	ID Kakitangan	Tempoh Sejak Dirujuk	Kaunselor	Status Kaunseling
30.11.2023, 08:00:00	CP2300000011	0	0	██████	00 Years 00 Months 04 Days	██████	Pending Feedback >
Jenis Isu: aaaa Keterukan Kes: Rendah							
27.11.2023, 08:00:00	CS2300000003	0	0	██████	00 Years 00 Months 07 Days	██████	On Going >
Jenis Isu: Disiplinary Keterukan Kes: Rendah							
27.11.2023, 08:00:00	CS2300000004	0	0	██████	00 Years 00 Months 07 Days	██████	On Going >
Jenis Isu: Disiplinary issue Keterukan Kes: Tinggi							
28.11.2023, 08:00:00	CS2300000005	0	0	██████	00 Years 00 Months 06 Days	██████	On Going >
Jenis Isu: Keterukan Kes: Rendah							
29.11.2023, 08:00:00	CS2300000007	0	0	██████	00 Years 00 Months 05 Days	██████	On Going >