



P-EDMS TRAINING

PIC Engineering Data Management System

Training for Normal Users Document Management System & 3D

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GROUND RULES



Mobile phones should be in silent mode.



Ask questions at any time —this session is intended to be interactive.



Try not to get distracted by your phone or email, do check your emails during break time only.



AGENDA

CONTEXT SETTING



Safety Moment



Learning Journey & 0bjectives



Introduction of PIC P-EDMS

APPLICATION & PROCESS OVERVIEW

4



P-EDMS Overview and User Functionalities

5



P-EDMS Document Review

ENGINEERING MANAGEMENT OF CHANGE

6



Introduction of EMOC

- Navigation
- Demo

3D MODEL



CAXperts UPV Introduction

8



UPV Features & Functionalities

9



Course Recap



SAFETY MOMENT





- Obey traffic signals
- Use the sidewalk
- Beware of turning vehicles
- Don't use mobile devices while walking and crossing











LEARNING OBJECTIVES

Upon completion of this course, you will be able to:

- Navigate the Engineering Management application (P-EDMS)
- Perform Document Management capabilities such as document mark-ups/review 1 and workflow
- How to raise EMOC
- 4 Query Engineering data such as 3D model and drawings



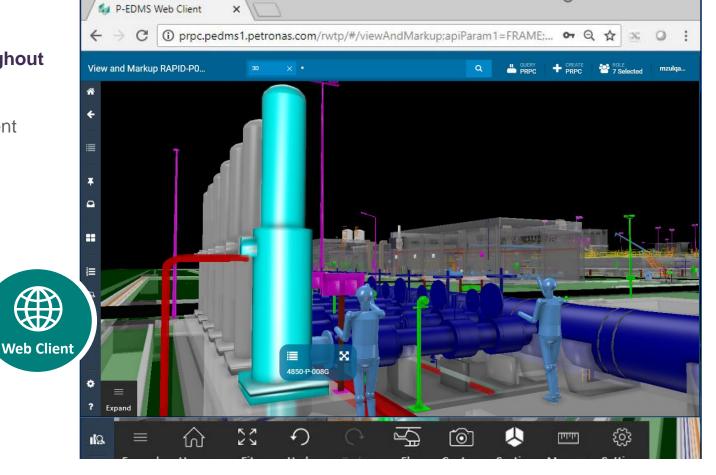
INTRODUCTION TO ENGINEERING APPLICATION

Pengerang Integrated Complex Engineering Data Management System (P-EDMS)

P-EDMS manage Engineering Data throughout its lifecycle. It supports:

- Engineering Data & Document Management
- Engineering Changes (MOC)
- Engineering 3D/2D View
- Integration with other systems

User can login to P-EDMS via webportal from anywhere with internet connection. Easy to search, navigate, view 3D model without installation





INTRODUCTION OF PIC EDMS

URL : https://pedms.fdw.petronas.com/



- WEB CLIENT -















- Login to Engineering Data Warehouse Web Client -











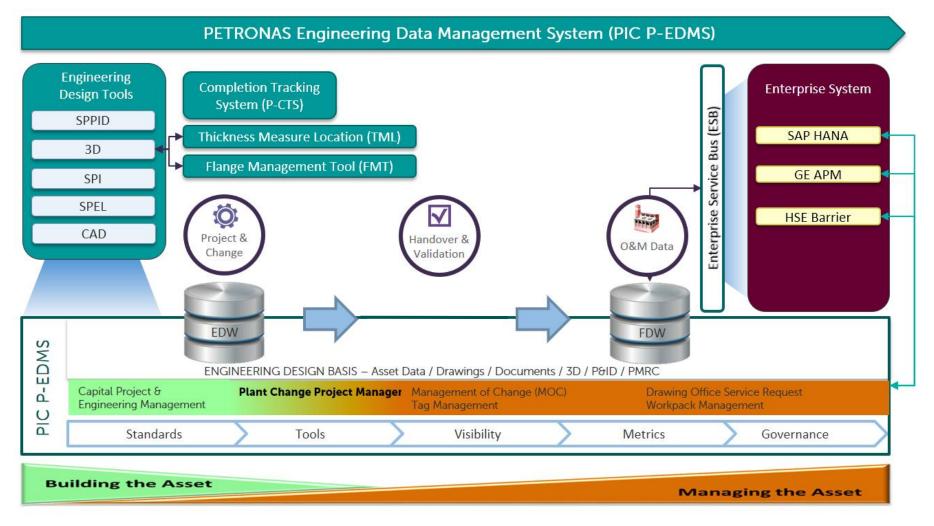






OVERVIEW OF STORING OF ENGINEERING DATA IN P-EDMS

Diagram below show the architecture of PIC P-EDMS and how data and document flow between **Engineering Data Warehouse** (**EDW**) and **Facility Data Warehouse** (**FDW**).

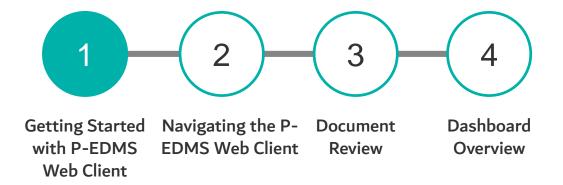




GETTING STARTED WITH PIC EDMS WEB CLIENT

LEARNING OBJECTIVE

Participants (all access roles) will gain a basic understanding on how to access PIC EDMS Web Client





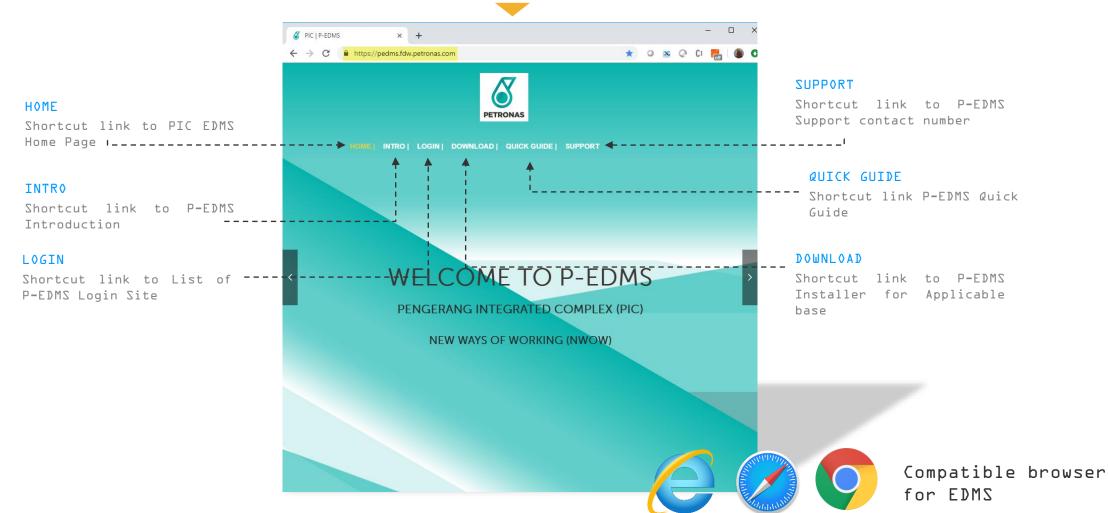
P-EDMS HOME PAGE

Getting Started with P-EDMS Web Client Dashboard Overview

Web Client

P-EDMS Home Page Overview

Home URL: https://pedms.fdw.petronas.com/

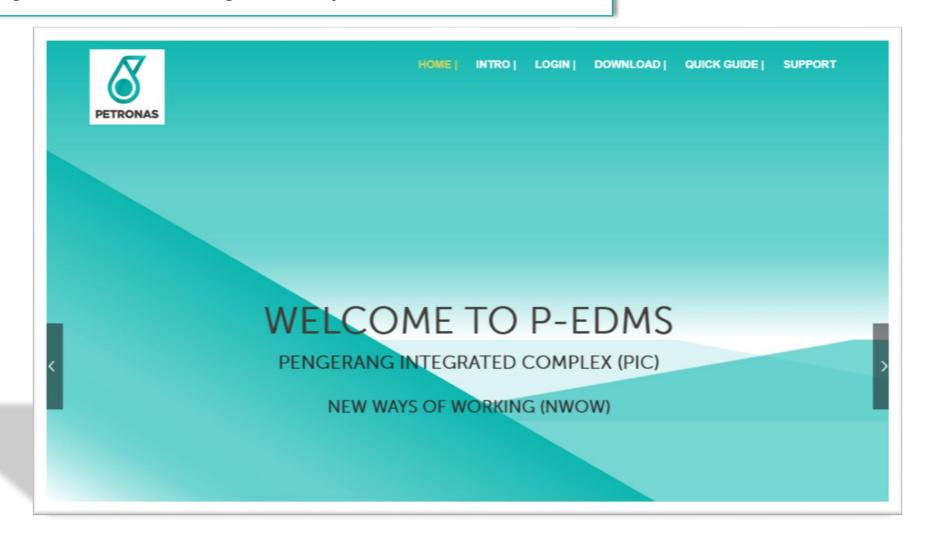


HOME

Getting Started with P-EDMS Web Client Navigating the P-Document Review EDMS Web Client Overview

P-EDMS Home Page

User will navigate to P-EDMS Home Page once they click HOME shortcut menu.



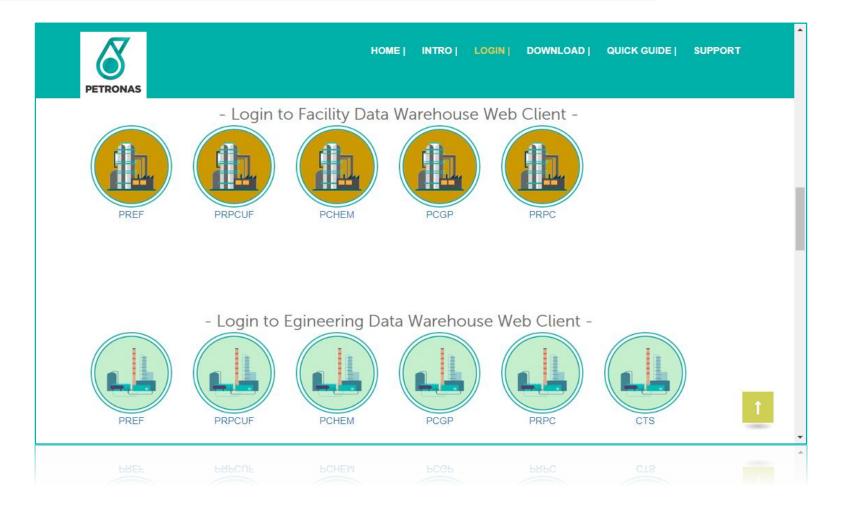


LOGIN

Getting Started with P-EDMS Web Client Navigating the P-Document Review EDMS Web Client Dashboard Overview

Login

User will navigate to Facility Data Warehouse (FDW) Web Client and Engineering Data Warehouse (EDW) Web Client page once they click LOGIN shortcut menu.





WEBCLIENT

Facility Data Warehouse (FDW)



PENGERANG REFINING COMPANY SDN BHD



PRPC UTILITIES AND FACILITIES SDN BHD



PENGERANG PETROCHEMICAL COMPLEX COMPANY SDN BHD



PETRONAS CHEMICAL ISONONANOL SDN BHD



PETRONAS REFINERY AND
PETROCHEMICAL CORPORATION
SDN BHD

Engineering Data Warehouse (EDW)



PENGERANG REFINING COMPANY SDN BHD



PRPC UTILITIES AND FACILITIES SDN BHD



PENGERANG PETROCHEMICAL COMPLEX
COMPANY SDN BHD



PETRONAS CHEMICAL ISONONANOL SDN BHD



PETRONAS REFINERY AND
PETROCHEMICAL CORPORATION SDN BHD



COMPLETION TRACKING SYSTEM



MASTER TAG REGISTER

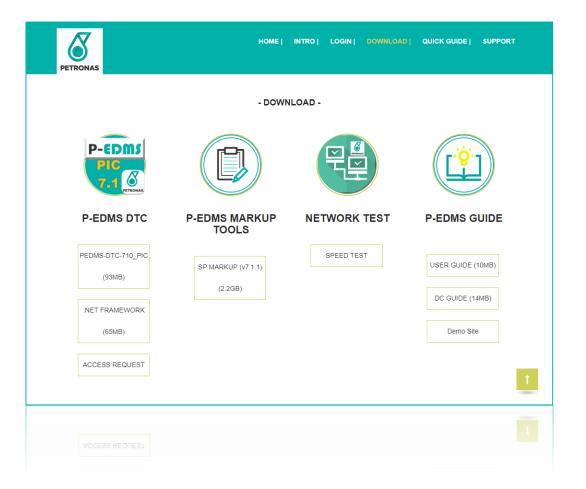
DOWNLOAD

Getting Started With P-EDMS BDMS Web Client Dashboard Overview

Web Client

Download

User will navigate to Download page that contain PIC EDMS application installer once they click **Download** shortcut menu.





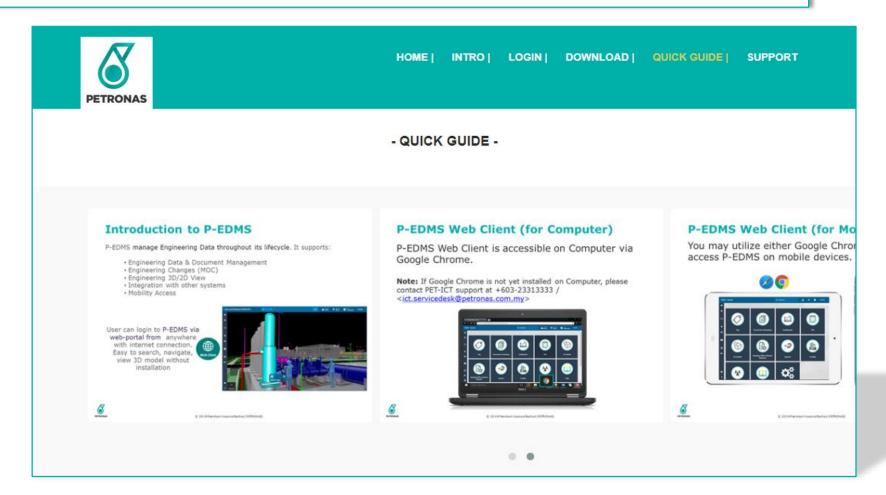
QUICK GUIDE

Getting Started with P-EDMS Navigating the P-Document Review Dashboard Overview

Web Client

Quick Guide

User will navigate to P-EDMS Quick Guide page once they click **Quick Guide** shortcut menu.





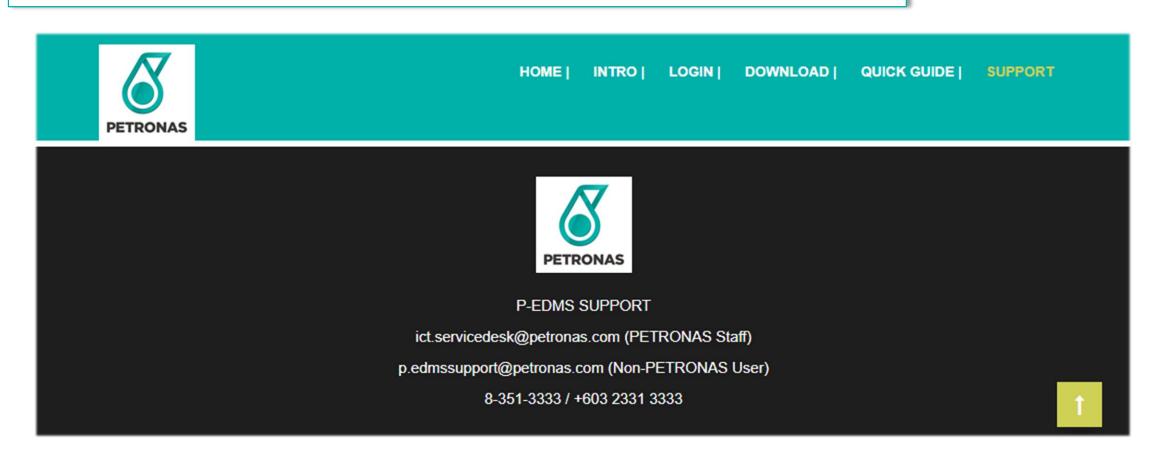
P-EDMS SUPPORT

Getting Started with P-EDMS Navigating the P-Document Review EDMS Web Client Dashboard Overview

Web Client

P-EDMS Support

User will navigate to P-EDMS Support contact page once they click SUPPORT shortcut menu.





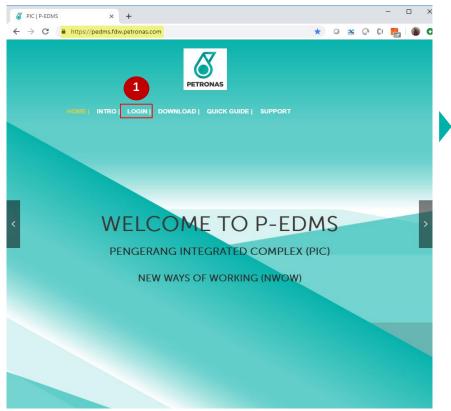
LOGGING IN

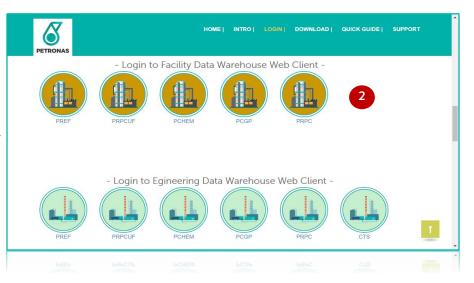
Web Client

Logging In

- 1. Select Login shortcut menu in P-EDMS Home Page.
- 2. Select which plant you want to access (*Facility Data Warehouse* (*FDW*) and *Engineering Data Warehouse* (*FDW*)).

 Note:
- I. Facility Data Warehouse (FDW) contains only Engineering and Vendor data and documents that are required for normal operations, maintenance activities and additional information such as inspection or maintenance record.
- 2. Engineering Data Warehouse (EDW) contains only Engineering Work Process data and document.





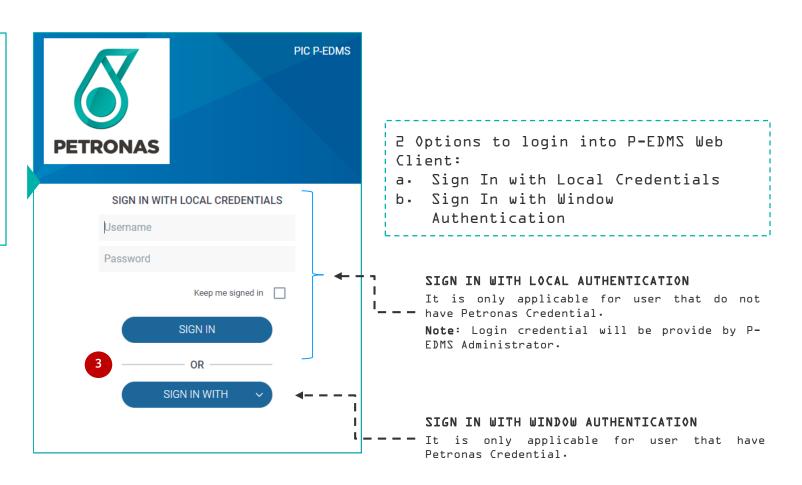


LOGGING IN



To Log In

- 3. On PIC P-EDMS web client, select login option to log in into PIC P-EDMS. Note:
- 1. Login page for all site are same including FDW and EDW.
- 2.2 options to login into PIC P-EDMS Web Client (Sign In with Local Authentication and Sign In Window Authentication).



URL : https://pedms.fdw.petronas.com/

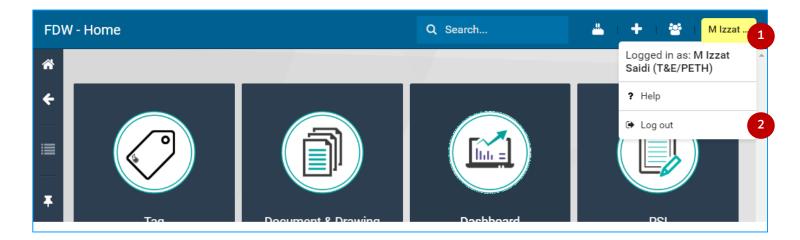


LOGGING IN

To Log Out

To prevent others from logging into P-EDMS profile/account, you should always use the Log Out command to close you session. Log out command is available under your name menu.

- 1. Click user name menu.
- 2. Click Log Out command
- 3. In Log out page, click LOGOUT to log out from P-EDMS Web Client.







SESSION EXPIRES

Web Client

If Your Session Expires

P-EDMS Web Client have been configured with a session time-out that automatically logs user out if user session is inactive for a pre-configured period of time.

P-EDMS administrator also set a maximum session length, $e \cdot g \cdot \cdot \cdot_1$ a maximum amount of time that user can be logged in regardless of whether any activity occurs or not.

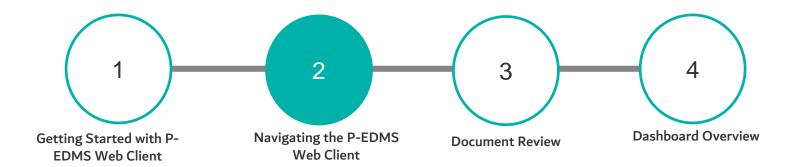
Therefore, user may periodically see the login screen, even if you are already logged in. If that happens, simply log in again and continue working.



NAVIGATING THE P-EDMS WEB CLIENT

LEARNING OBJECTIVE

Participants (all access role) will gain a basic understanding on how to navigate in P-EDMS Web Client





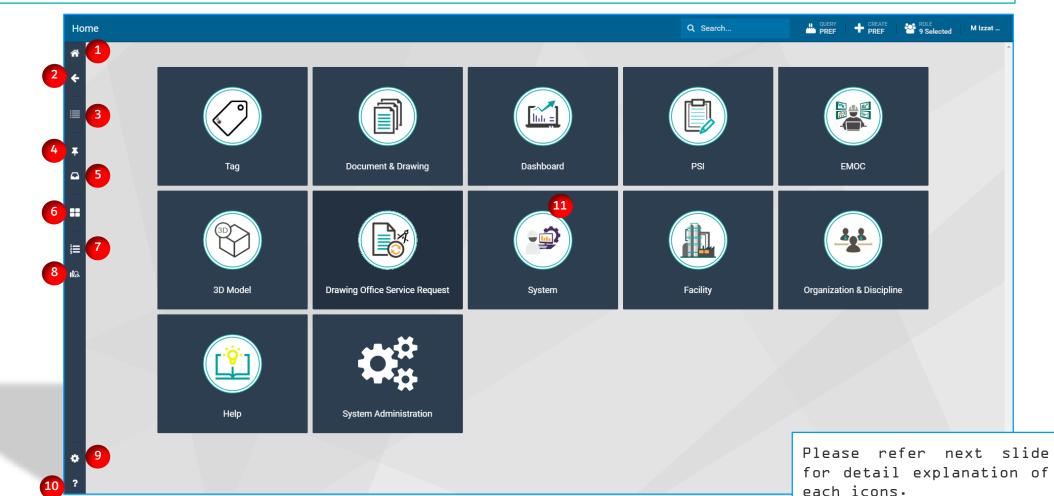
NAVIGATING THE P-EDMS WEB CLIENT

Getting Started with P-EDMS Navigating the P-Document Review EDMS Web Client Dashboard Overview

Web Client

Navigating the P-EDMS Web Client

When you log in you see a full screen view similar to the one shown below regardless of user access. The view might change when you accessing the P-EDMS Web Client via mobile phone.



FIND YOUR WAY AROUND WEB CLIENT

1

Started with

Navigating the Document h P-EDMS Web Review

Dashboard Overview

After logging into P-EDMS Web Client, you can quickly and easily navigate to your documents and data and perform your tasks.

Refer to the following table when viewing the P-EDMS Web Client.

Number	Shortcut Button	Description
ı	Home	Navigate to P-EDMS Web Client
2	Back	Back to previous page
3	Menu	Perform common operations on one or more selected objects
4	Pin	Provides quick access to items that you have saved, or pinned.
5	Notifications	Alerts you when a change has been made to an object that you have registered interest in.
6	Feature sets	Contains a configured set of functions that you can use to quickly access data.
7	To Do List	List all your tasks.
8	Advanced Search	Performs a detailed search using specific search criteria that includes classifications, their properties and parameters.
9	Setting	Allows you to set your configuration and role.
10	Help	Quick access to P-EDMS User Guides
11	Content Panel	The content of this area changes depending on what commands been used.

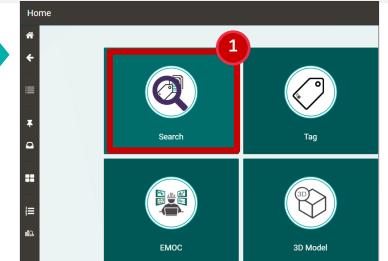


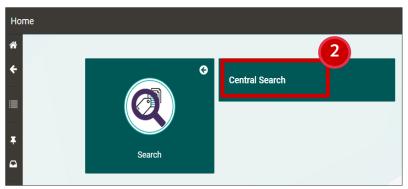
SEARCH: CENTRAL SEARCH

Getting Started with P-EDMS Navigating the P-Document Review EDMS Web Client Dashboard Overview

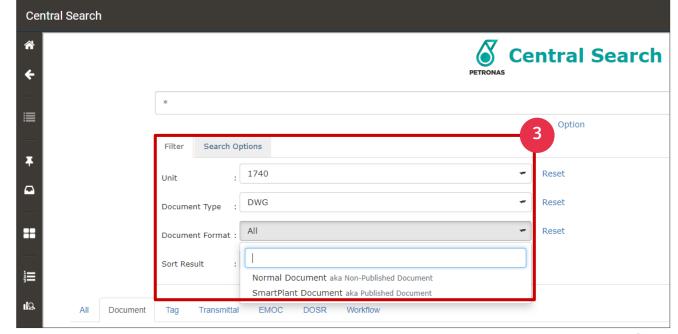
STEPS

- A. Central Search
- 1. Click Search
- 2. Click Central Search
- 3. Click Filter button (To add interest criteria's for filtration purpose)
- 4. Tick any interest criteria for filtration purpose.





Web Client





SEARCH: SEARCH BAR

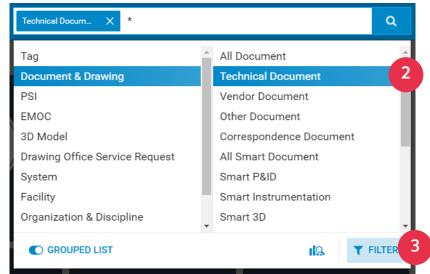


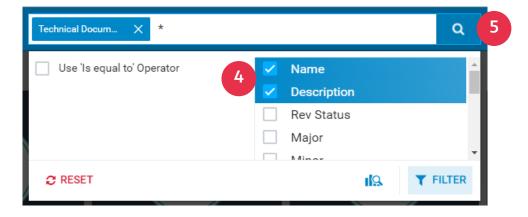
STEPS

A. Search Bar

- 1. Click Search Bar
- 2. Select any category (ie: Document &
 Drawing > Technical Document)
- 3. (lick Filter button (To add interest criteria's for filtration purpose)
- 4. Tick any interest criteria for filtration purpose.
- 5. Click search button to execute the search command.







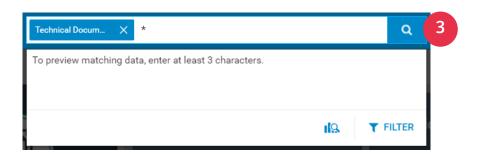


SEARCH: FEATURE SET

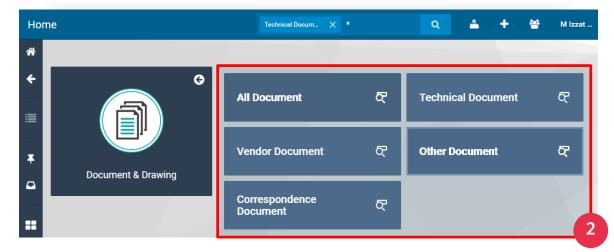
Getting Started with P-EDMS Web Client Dashboard Overview

STEPS

- B. Feature Set
- 1. Click Feature Set (ie: Document & Drawing)
- 2. Select any Feature Set module (ie: Technical
 Document)
- 3. You will be able to find data via pre configure filtration.







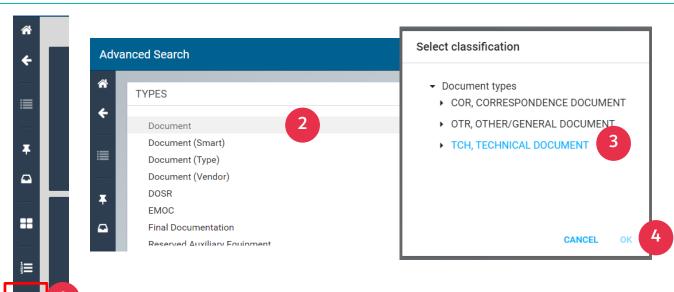


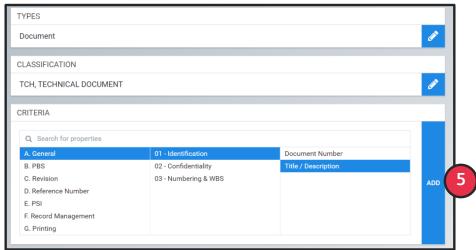
SEARCH: ADVANCE SEARCH

STEPS

- C. Advance Search
- 1. Advance Search icon
- 2. Under **Types** category₁ select any interest criteria (ie: Document)
- 3. Under 'Select classification', select one of interest criteria (ie: TCH, TECHNICAL DOCUMENT)
- 4. Click OK.
- 5. To add additional criteria, select any interest criteria and click ADD. ie: A. General > OL Identification > Title/Description

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SEARCH: ADVANCE SEARCH

Getting Started Navigating the P-Do

with P-EDMS

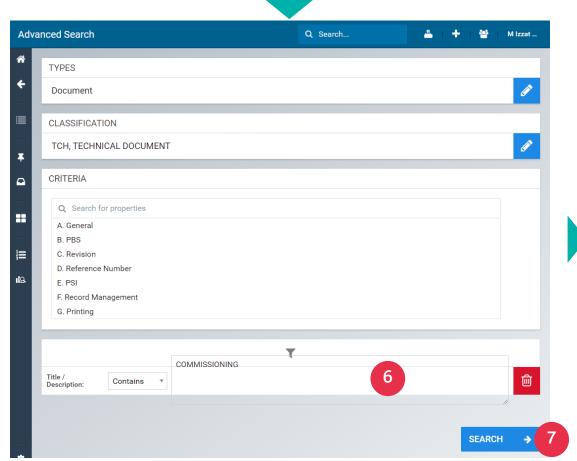
Web Client

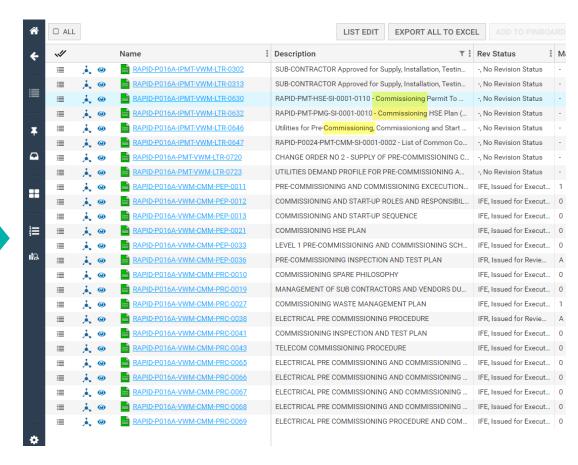
Navigating the P-Document Review EDMS Web Client

Dashboard Overview

STEPS

- Ь. Type the criteria you want to search. ie: Commisioning
- 7. Click SEARCH button.





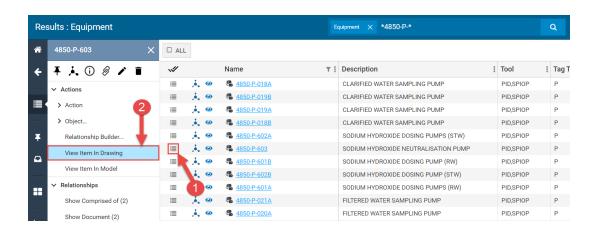


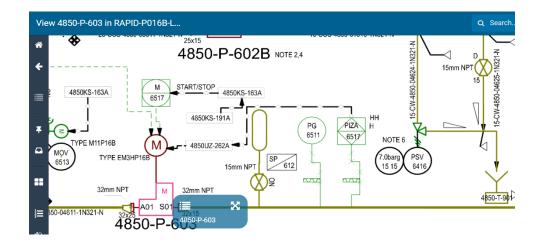
VIEW: TAG

STEPS

Viewing Tag in Drawing

- I. To view the tag in the drawing/document, you need to select Action Menu button and click 'View Item in Drawing'.
- 2. If a tag is linked to multiple documents, a pop-up to choose the drawing appears. Drawings opened with the tag item highlighted.





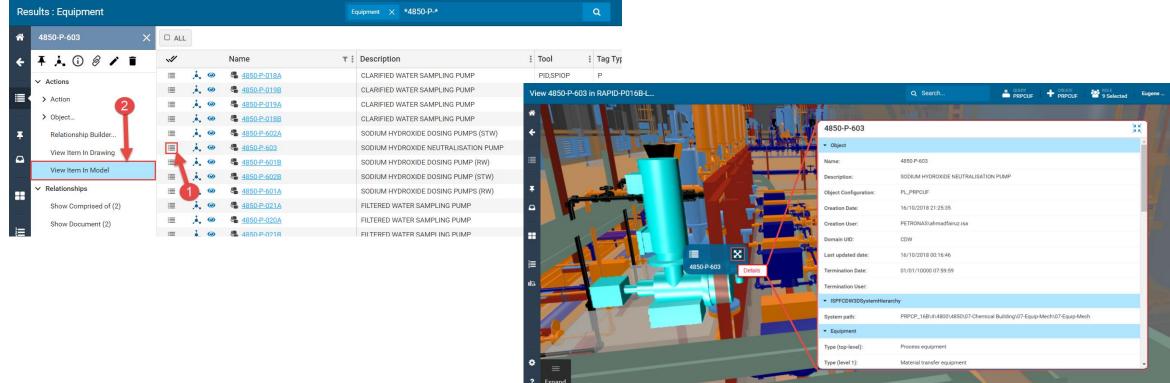


VIEW: TAG

STEPS

Viewing Tag in Model

- 1. To view the tag in the drawing/document, you need to select **Action Menu** button and click 'View Item in Model'.
- 2. Model opened with the tag item highlighted.





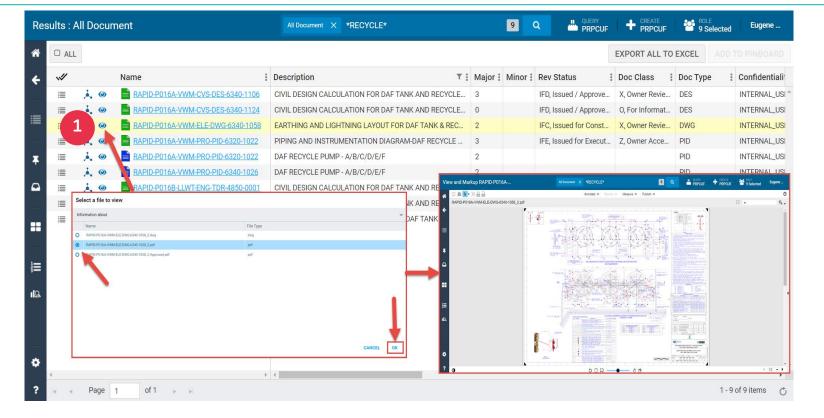
VIEW: DOCUMENT

STEPS

Viewing Document

1. To view the documents, click on the View button (②) in the content panel.

Note: If the Documents may contains several file attachments, a window will appear prompting the user to choose which file to be viewed.





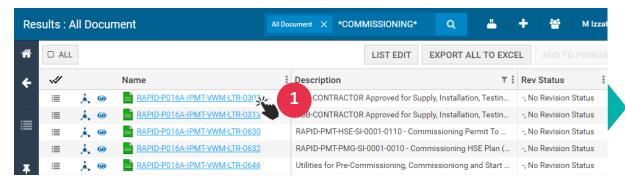
VIEWING DETAIL OF DATA

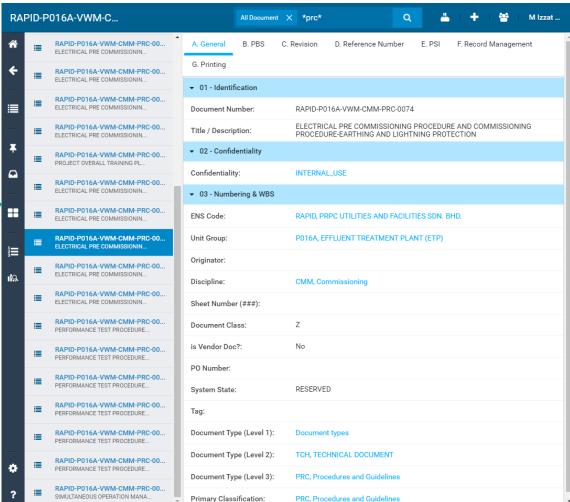


STEPS

Viewing detail of data

1. To view detail of search data, you can click on hyperlink of data (Document or tag).







INFOMAP

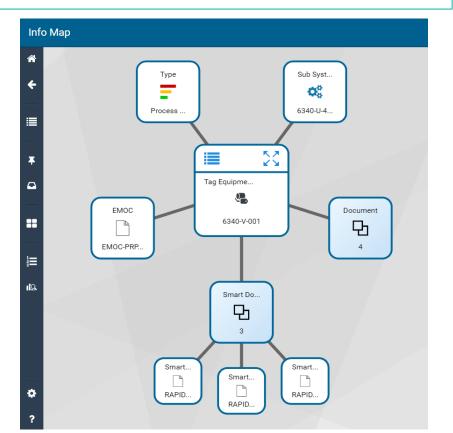


STEPS

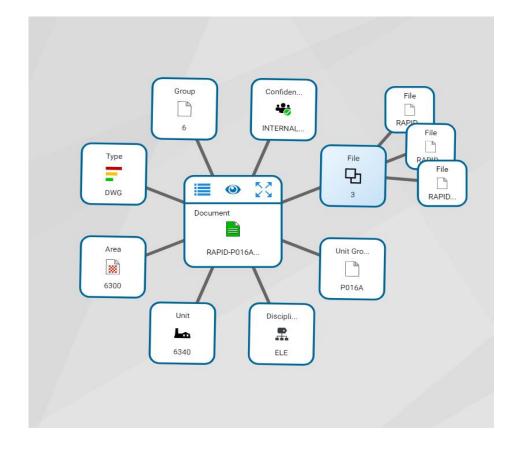
Infomap

1. Select a document and click on the Show Info Map icon

($\rlap{\downarrow}$) to view the Info Map, which shows relationships for the object.





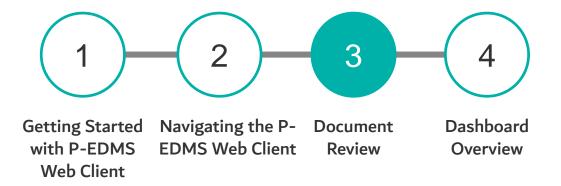




DOCUMENT REVIEW

LEARNING OBJECTIVE

Participants (all access roles) will gain a basic understanding on completing To Do List for Document Review



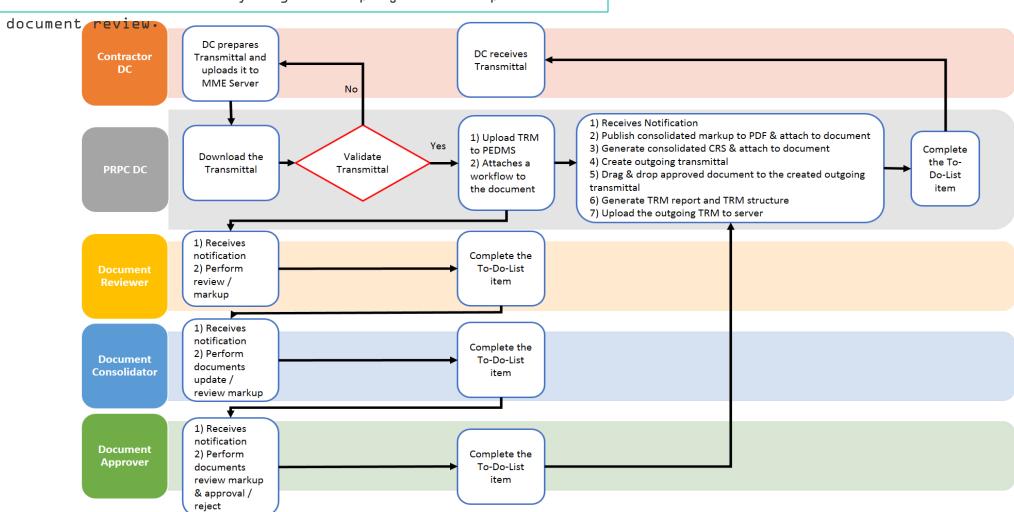


LIFE CYCLE OF DOCUMENT



OVERVIEW OF DOCUMENT REVIEW WORK PROCESS

Flow chart below shows you general project work process of





REVIEW THE DOCUMENT

Getting Started With P-EDMS EDMS Web Client Dashboard Overview Overview Overview

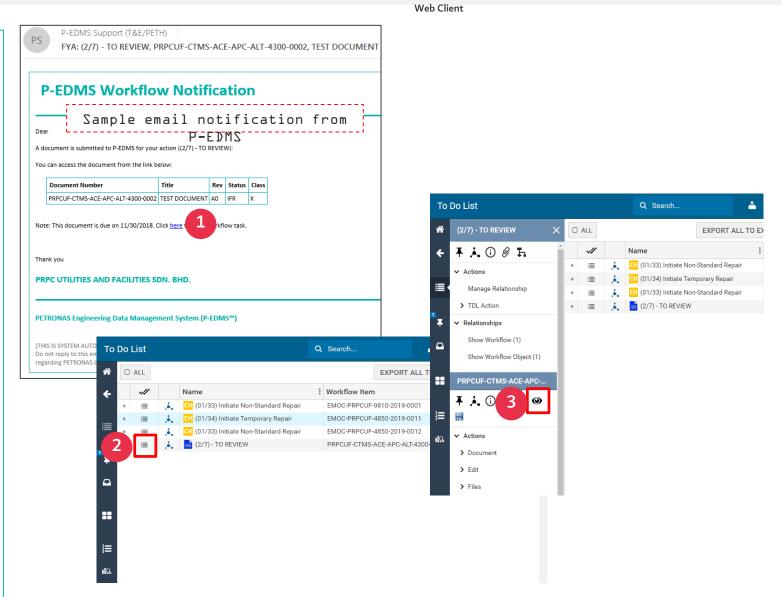
STEPS

Review the document (To Review)

- L. Engineers will receive email notification from P-EDMS if there is document for review. Click hyperlink in the email notification to navigate automatically to To-Do-List window.
- 2. In the To Do List windows select

 Action menu icon
- 3. Click **View and Markup** icon to view the document.
- 4. Create a Markup (Refer Document

 Markup Layer section) layer if to
 add comment or markup to this
 document.
- 5. Save a Markup layer (Refer Save Markup section) with Item owning group is INTERNAL_USE and Type of markup is Reviewed.



DOCUMENT MARKUP LAYER



MARKUP LAYERS

Markup Layer Overview

Creating markup layers for a file is a way of adding non-destructive annotation on an active graphic display window that contains a view of the file. The markup layers acts like a piece of clear plastic on top of a drawing or document.

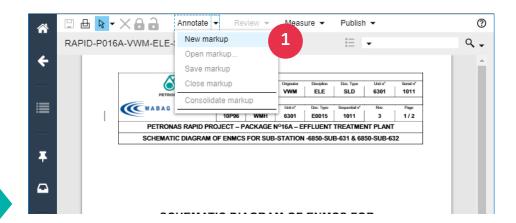
STEPS

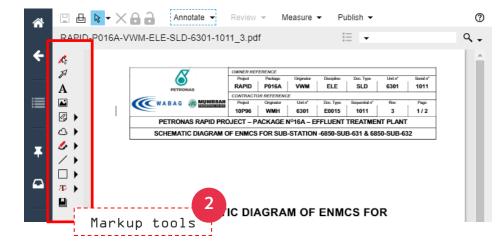
Creating a Markup File

User required to open/view the document before can proceed with creating a markup layer. To enter Annotate mode and create a new markup file:

- 1. Choose the **Annotate** button and then select **New Markup** from the list.
- 2. Select the desired markup tool from the Annotate tools.

Once created, you can save markup layer to be reviewed with the current file and or publish the file as a new rendition in PDF or TIFF with the markup layer permanently overlaid.







ANNOTATE TOOLS

OVERVIEW OF ANNOTATE TOOLS

Annotate Tools

Definition of each command of markup tool.

Select

Select command allow you to select a single markup layer and perform an operation such as changing the colour or delete the markup.

Text

Using the Text tool allows you to place text directly on the viewing image, as opposed to adding a Changemark annotation.

Image

You can use this tool to insert external images (JPG, GIF or PNG) into your current markup or redaction layers. Once selected, images can be resized and positioned where you want them.

Cloud

You can draw clouds using the Cloud button.

Sketch polygon

Use the Sketch button to draw freehand shapes and use Sketch polygon button to create filled freehand shapers.

Arrow

Arrow command allow you to draw an arrow.

RAPID-P016A-VWM-ELE-SLD-6301-101

Annotate ▼

Changemark

The Changemark command allow you to place a note to a document or viewing image.

Web Client

(Note that additional combined Changemark tools are available from the Annotate toolbar including Cloud with Changemark Note, Arrow with Changemark Note, Highlight with Changemark Note, Highlight Text with Changemark Note, Strikethrough with Changemark Note, and Checkview).

Line

Use Line command to draw straight line in any directions.

Rectangle

The solid shapes group allows you to draw solid (filled) or hollow (unfilled) shapes using the following markup tools.

Strikeout

You can use the following text editing commands to strikeout, strikethrough, highlight and underline text contained in a document.

Bookmark

Bookmark command allow you to set one or more custom bookmarks in a document markup file-

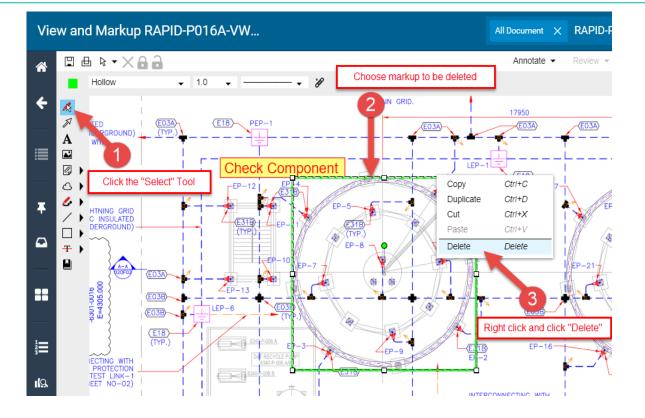


DELETE MARKUP

STEPS

To delete a markup file

- 1. Click on Select command to activate it.
- 2. Click on the markup object
- 3. Press Delete button on your keyboard or right click on the markup object and select Delete.



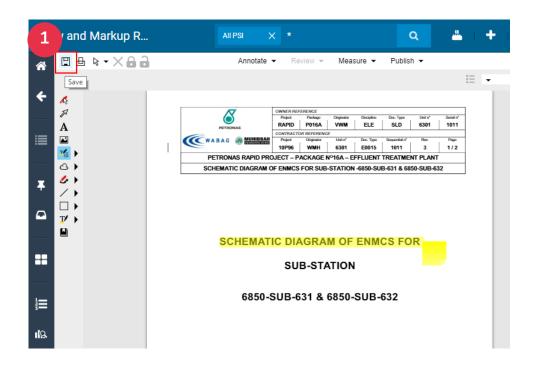


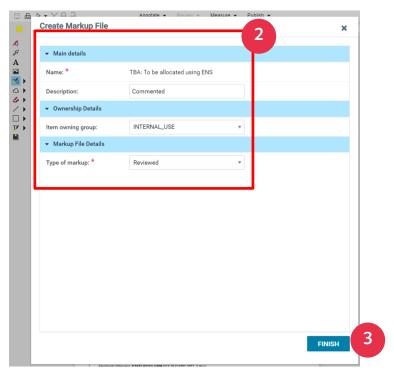
SAVE MARKUP

STEPS

To save a markup file

- 1. Once you have created a markup layer, use the ave button to summon the Save as dialog. You can also summon a markup Save dialog by choosing Annotate and selecting Save or Save as.
- 2. Type Description, select Item owning group and select Type of markup in the text box
- 3. Select FINISH.







COMPLETING THE DOCUMENT REVIEW

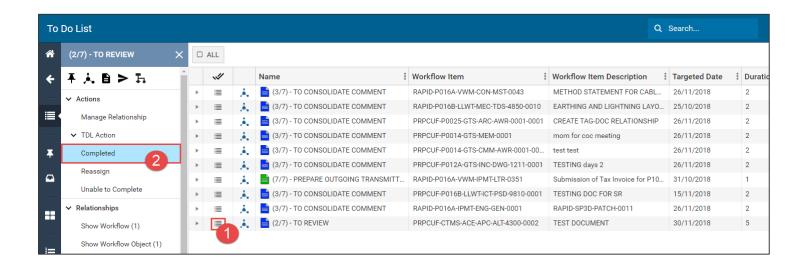


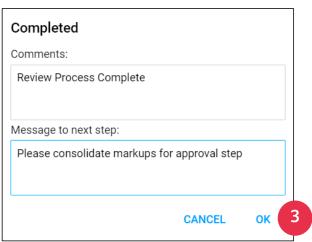
STEPS

Completing the document review

Complete the review step of the workflow by:-

- 1. Click Actions menu icon of To Do List item in the To Do List window.
- 2. Expand TDL Action and select Completed.
- 3. In the Completed window, enter Comments and Message to the next step and click OK.





Web Client



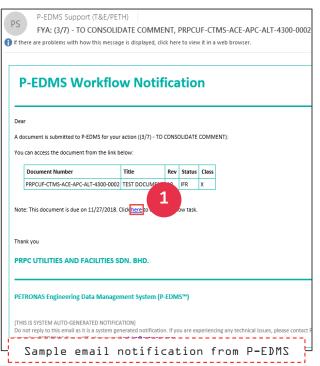
CONSOLIDATE DOCUMENT MARKUP

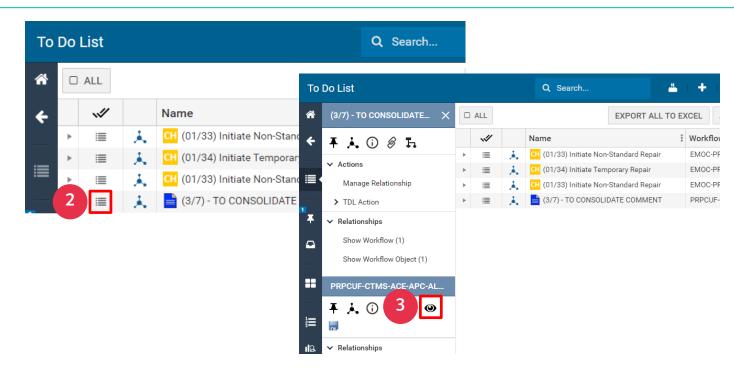


STEPS

Consolidate the document markup (To Consolidate Comment)

- 1. Engineers will receive email notification from P-EDMS if there is document for review. Click hyperlink in the email notification to navigate automatically to To-Do-List window.
- 2. In the To Do List window, select Action menu icon
- 3. Click View and Markup icon to view the document.







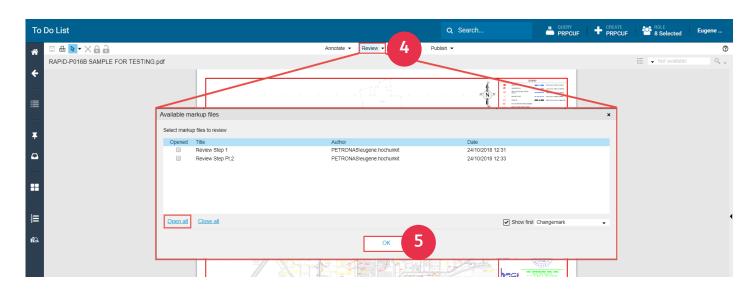
CONSOLIDATE DOCUMENT MARKUP



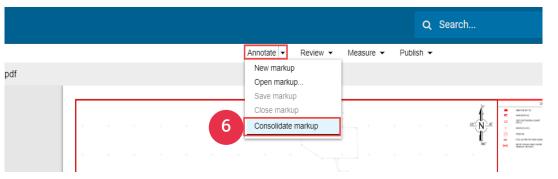
STEPS

- 4. click on Review menu
- 5. click on Open all and click OK.
- 6. Click on Annotate and then select
 Consolidate markup.

Note: Required to make any minor change on any of the markup items to enable Consolidate markup option.



Web Client





CONSOLIDATE DOCUMENT MARKUP

Getting Started Navigating the P-Document Review With P-EDMS EDMS Web Client Dashboard Overview Overview

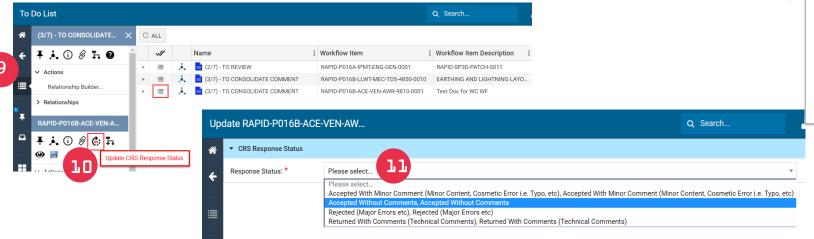
Web Client

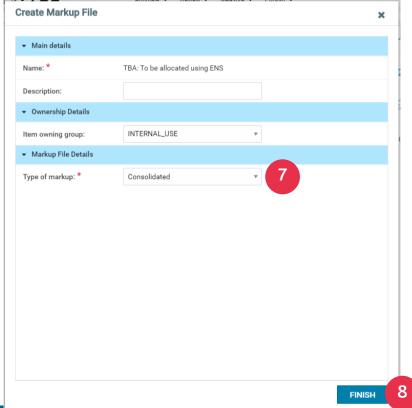
STEPS

- 7. In Create Markup File windows enter the description and select INTERNAL_USE for Item owning group and select Consolidated for Type of markup.
- 8. Then click Finish button.

Note: Required to make any minor change on any of the markup items to enable Saved option.

- 9. Return to To Do List window and click **Action** menu icon of this To Do List item
- 10. Click Update CRS Response Status icon to update Response Status.
- ll.Select Response Status for CRS and click OK.







COMPLETING THE CONSOLIDATE DOCUMENT

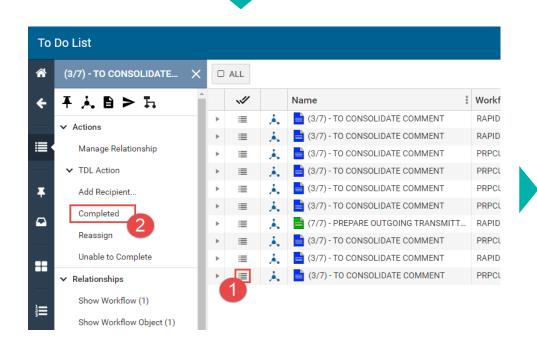


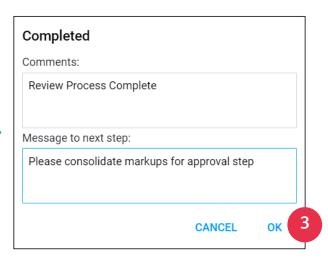
STEPS

Completing the consolidated document

Complete the consolidate step of the workflow by:-

- 1. Click Actions menu icon of To Do List item in the To Do List window.
- 2. Expand TDL Action and select Completed.
- 3. In the Completed window, enter Comments and Message to the next step and click OK.





Web Client



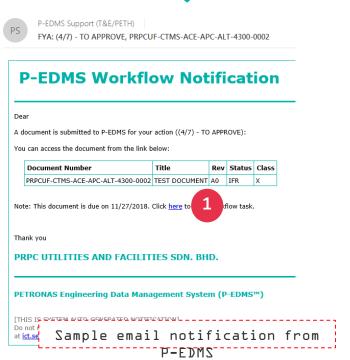
APPROVE THE MARKUP DOCUMENT

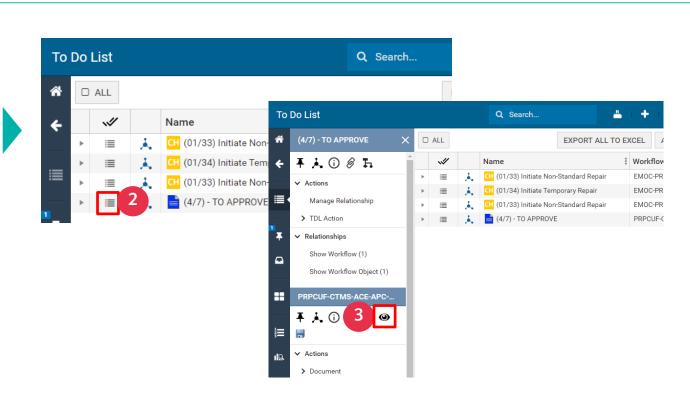


STEPS

Approve the document (To Approve)

- 1. Project Manager will receive email notification from P-EDMS if there is document for review. Click hyperlink in the email notification to navigate automatically to To-Do-List window.
- 2. In the To Do List window, select Action menu icon
- 3. Click View and Markup icon to view the document.







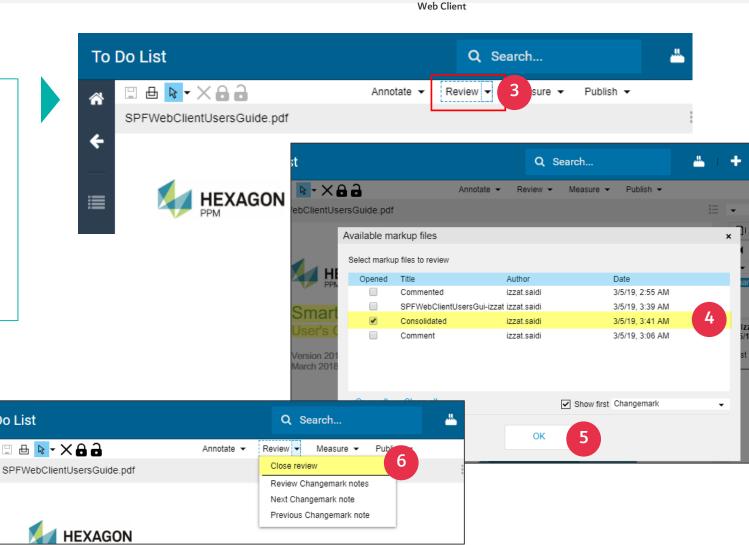
APPROVE MARKUP DOCUMENT

To Do List



STEPS

- 3. To view consolidated comments, click on **Review** menu
- 4. Select the **Consolidated** layer by tick it
- 5. Click **OK**.
- 6. To close consolidate comments₁ you can select Review menu and click on Close Review.





COMPLETING THE CONSOLIDATE DOCUMENT

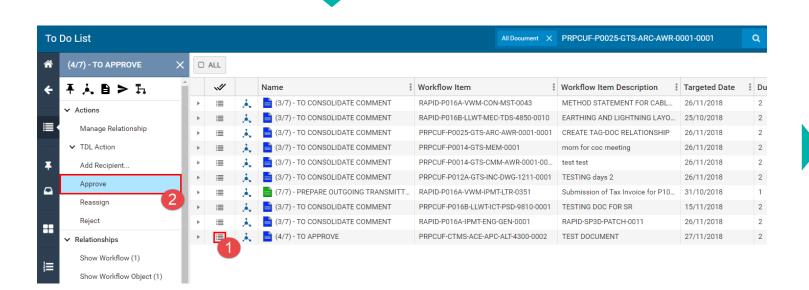


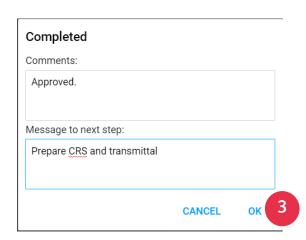
STEPS

Approving the consolidated document

Complete the approve step of the workflow by:-

- 1. Click Actions menu icon of To Do List item in the To Do List window.
- 2. Expand TDL Action and select Approve or Reject.
- 3. In the Completed window, enter Comments and Message to the next step and click OK.



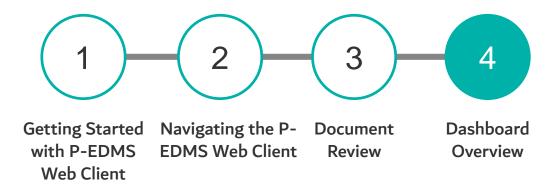




PIC P-EDMS DASHBOARD

LEARNING OBJECTIVE

Participants (all access roles) will gain a basic understanding on PIC P-EDMS Dashboard





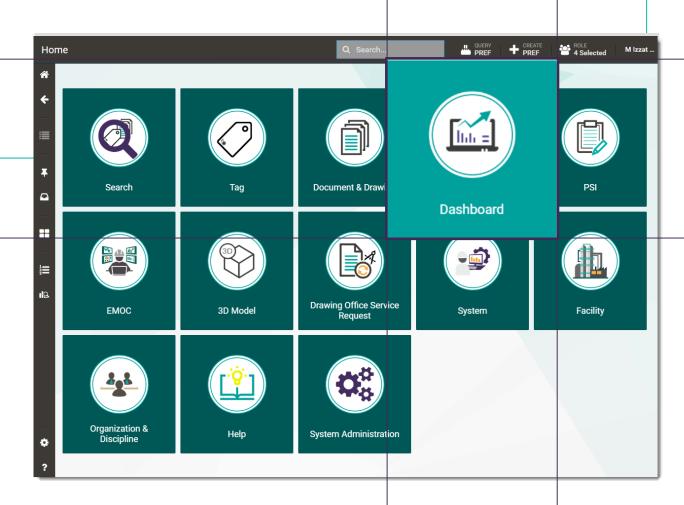
OVERVIEW OF PIC P-EDMS DASHBOARD

Getting Started Navigating the P-Document Review Dashboard Overview Dashboard Overview

OVERVIEW

The main objective of PIC P-EDMS Dashboard is to let users visualize the Key Performance Indicators and other strategic data of PIC organization at a glance. Below are main features and benefits of a PIC P-EDMS Dashboard:

- 1. Data Transparency
- 2. Access to data
- 3. Better decision making
- 4. Accountability
- 5. Interactivity



Web Client



OVERVIEW OF PIC P-EDMS DASHBOARD



Dashboard Modules

Dashboard modules available in PIC P-EDMS are:
Dashboard by Master Tag Register (MTR)

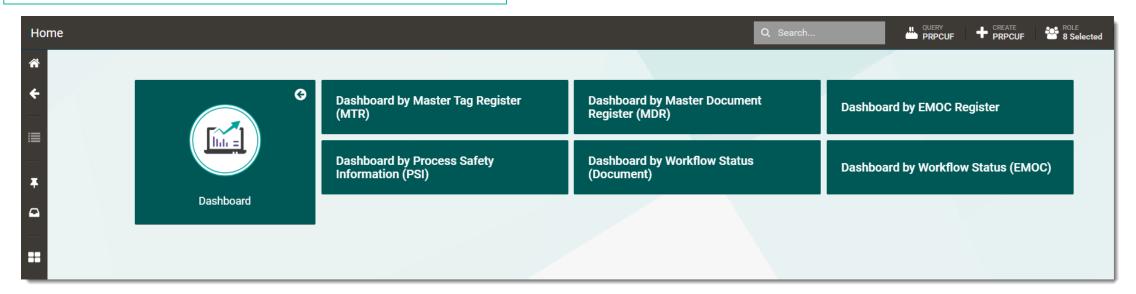
Dashboard by Master Document Register (MDR)

Dashboard by Process Safety Information (PSI)

Dashboard by Workflow Status (Document)

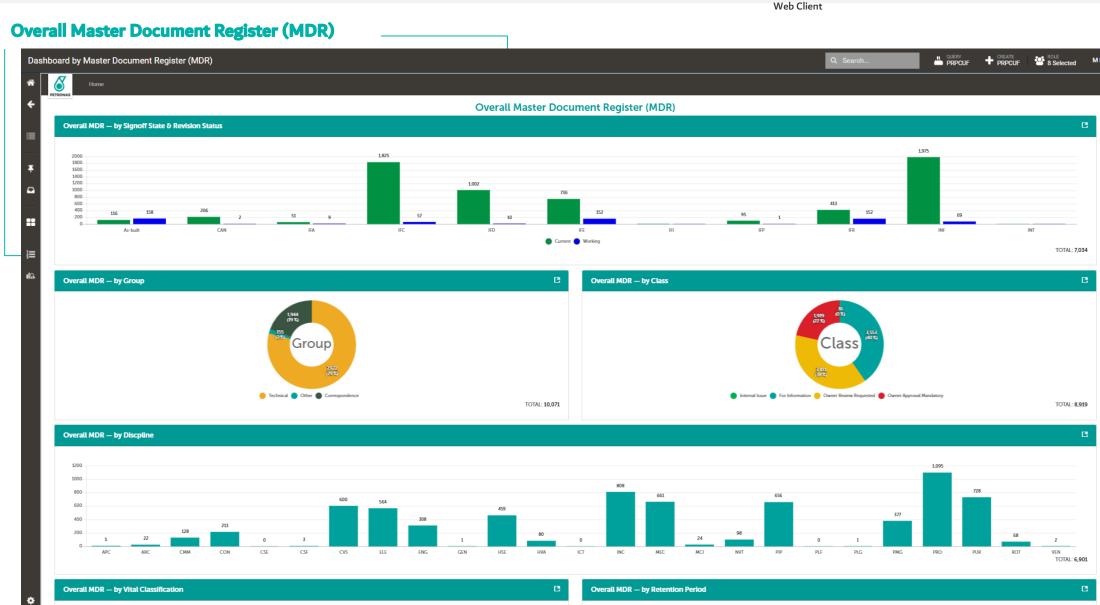
Dashboard by EMOC Register

Dashboard by Workflow Status (EMOC)





OVERVIEW OF PIC P-EDMS DASHBOARD





WHAT IS ENGINEERING MANAGEMENT OF CHANGE (EMOC)?

What is Engineering
Management of
Change (EMOC)?







TYPES OF EMOC

The & types of EMOCs are as follows:

Major Plant Change: This process in initiated when the budget involved is more than 50M MYR e.g. when there is a need for new Greenfield projects and major Brownfield projects which requires a major change or maybe a construction of new refinery plant or major extension of new plant.

Operation & Maintenance (0&M) Minor Change: This process in initiated when the budget involved is less than 50M MYR. This EMOC is for 0&M change requirements and the design and execution is carried out within in house.

Transmitter Re-Range: This process is initiated when there is a need for the values of a transmitter to be changed within the safe operating limits.

Distributed Control System (DCS) Minor Change: This process is initiated when there are minor changes to be carried out on the DCS systems, all the changes are done in house and monitored by Process Safety Management (PSM).

Non Critical Alarm Set Point Change: This process is initiated when the alarm points are to be modified to safer operating limits e.g. changes of alarm points on pressure control, flow control, or temperature control.

Non-Standard Repair: This process is carried out when there is need for a repair which are not a part of standard procedures e.g. operational and non standard issues.

Experimental Plant Trial (EPT): This process is initiated when they have a new process to be carried out based on the business requirements. This EPT procedure is related to all changes e.g. from chemicals and specifications which could lead to changes in the quality of any final products.

Temporary Repair: The process is used to monitor the temporary changes and modify it to permanent based on the approvals and requirement e.g. short-term repair less than 6 months.



EMOC NATURE OF CHANGE

The A types of EMOCs can have the below nature:

Permanent EMOC

Changes are permanent in nature.

Covers all aspect of change from facility improvement, HSE improvement,

Regulations Compliance, and System Upgrading.

- Modification on Safety Critical Equipment
- Modification on Piping and Equipment
- Modification on Instrumentation and Logic

Emergency EMOC

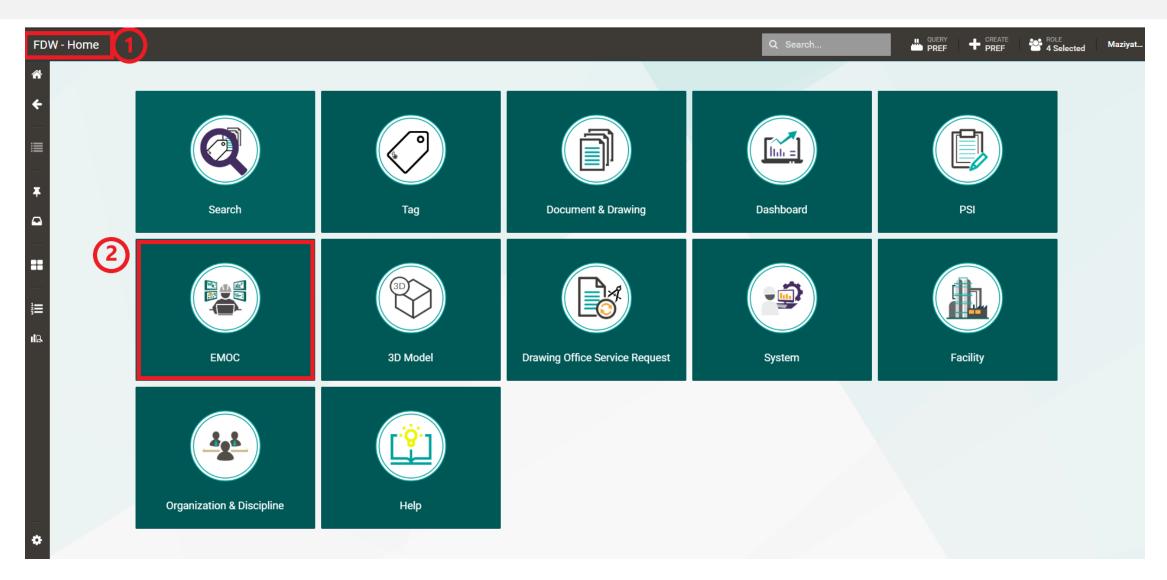
Emergency Change is defined as a change that urgently need to be implemented within 24 hours in order to avoid:

- Personnel Injury / Fatality
- Property Damage
- Environmental Loss
- Economic Loss
- Loss to Company Reputation

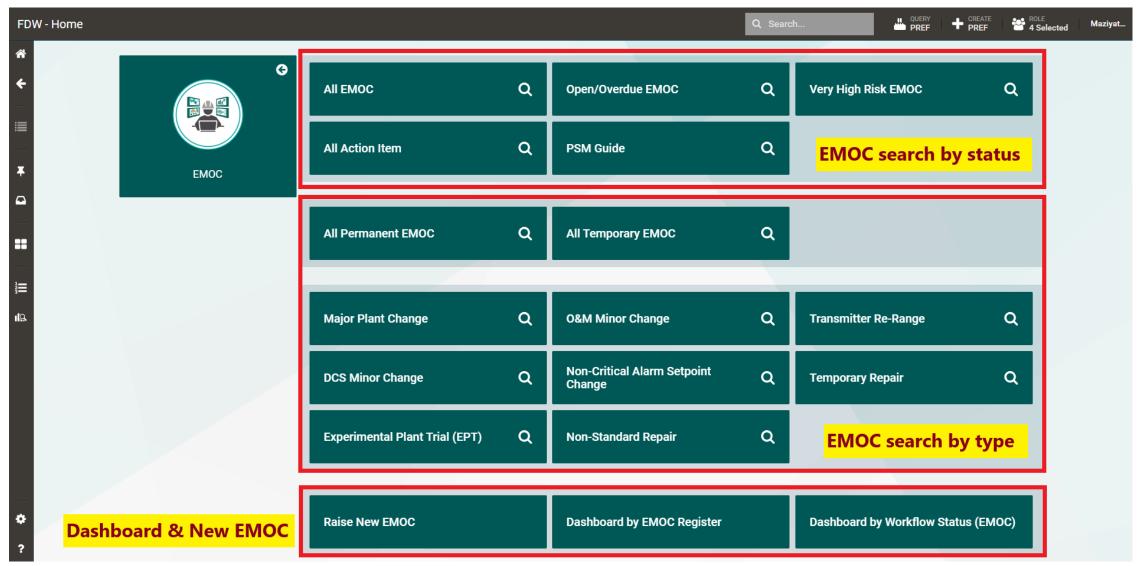
Temporary EMOC

Temporary Change is defined as a change which is applied on the existing facility or process for a defined specified and/or limited time period. A Temporary Change shall be limited to six (6) months from the startup date. However it can be extended for another 6 months. Further extension after 12 months requires higher authority approval.

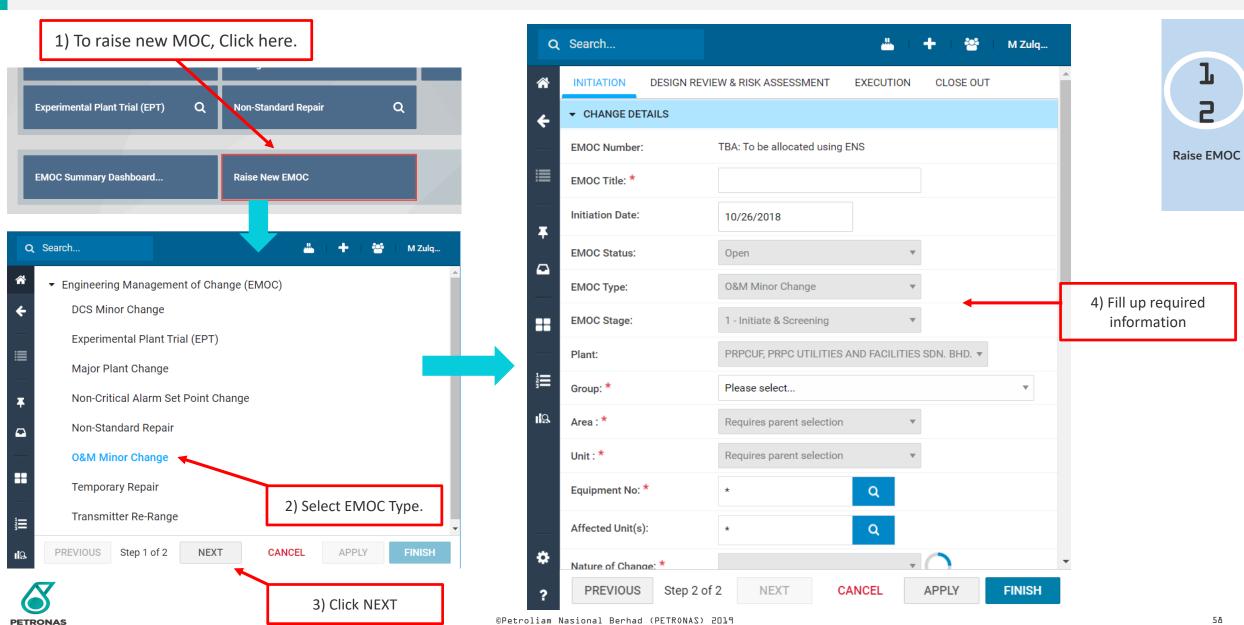


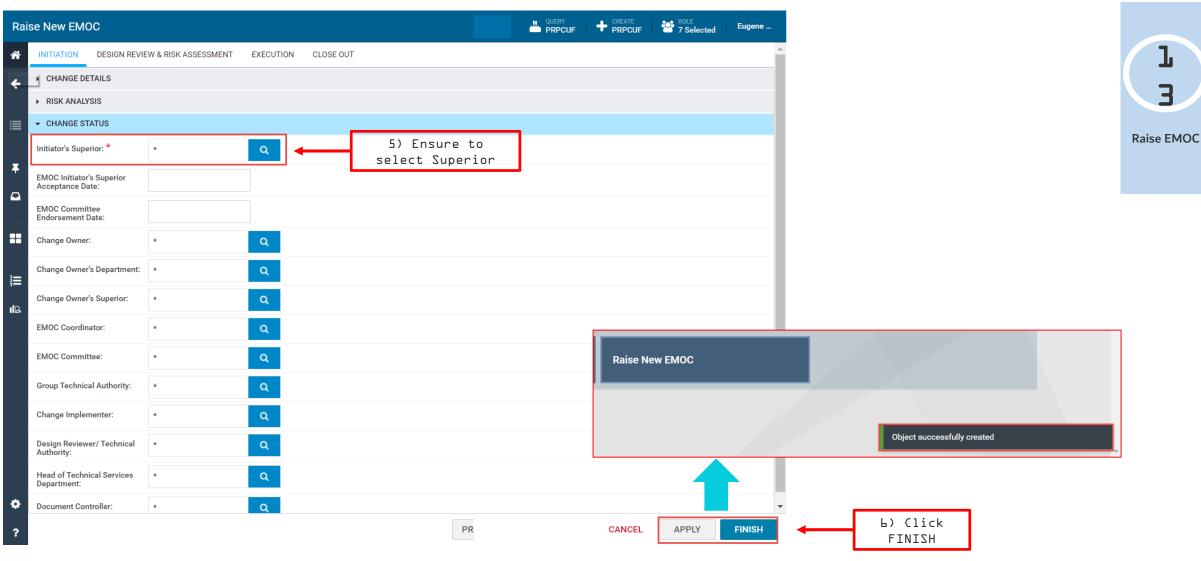
















PRPC Digital

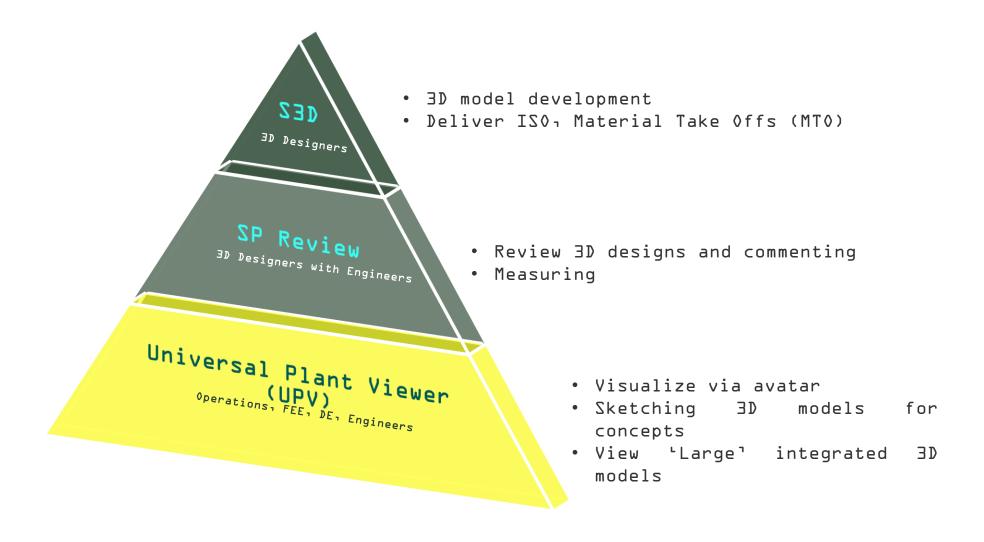
3D VISUALIZATION

Universal Plant Viewer (UPV)

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Target Audiences & Usage





LEARNING OBJECTIVES

Upon completion of this course, you will be able to:

1 Access the UPV model

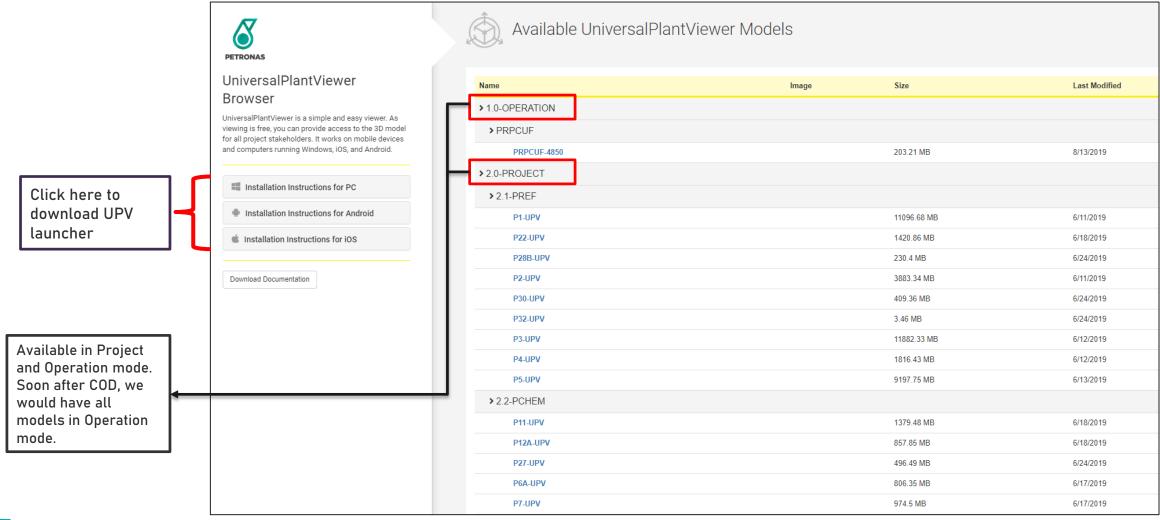
2 Navigate the UPV

Perform UPV's functionalities such as search tag & measuring



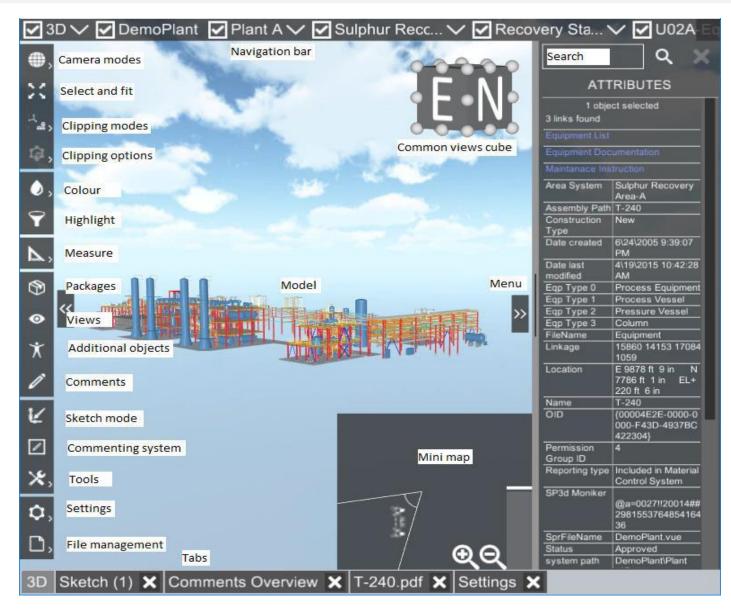
UPV Model Availability

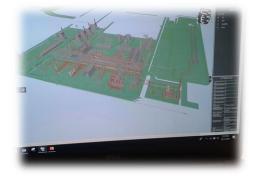
URL : https://pedms.fdw.petronas.com/pic-upv/





Graphical Interface

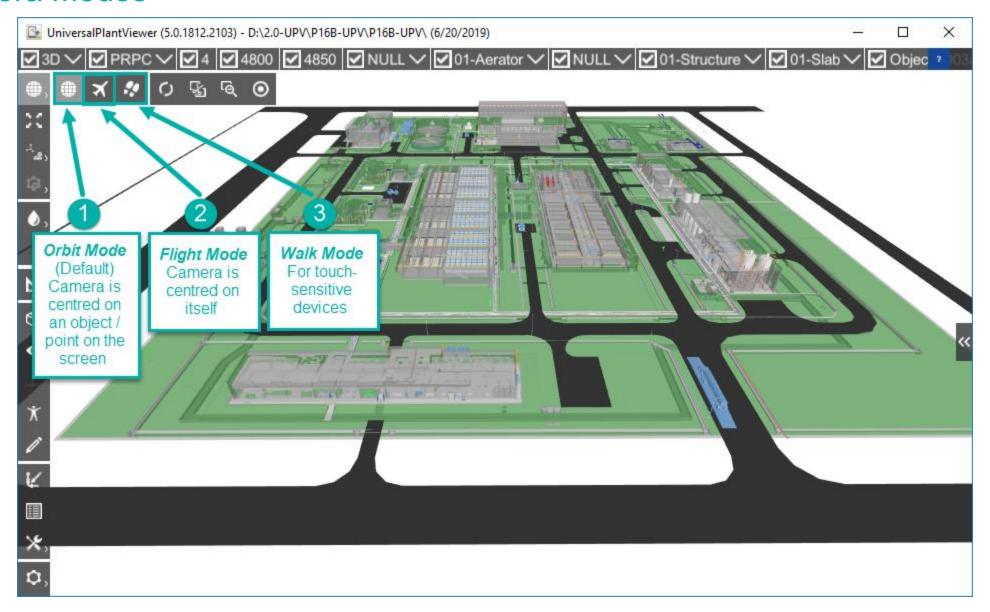








Camera Modes





Search Tag (1/4)

Pump: 4850-P-010B

Description: RAW WATER WASH WATER PUMP

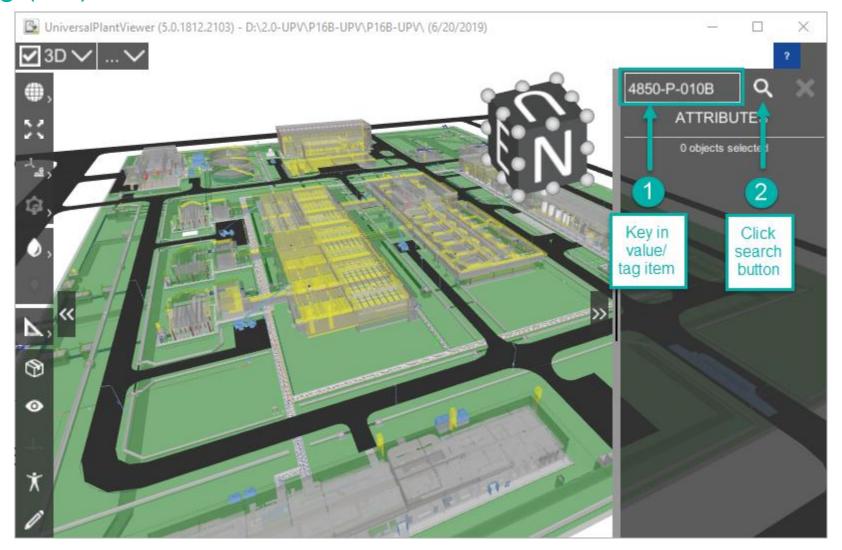
Piperun: 15-SW-4850-11520-1N321-N

Piperun : FW-*

Name: Fire Hydrant

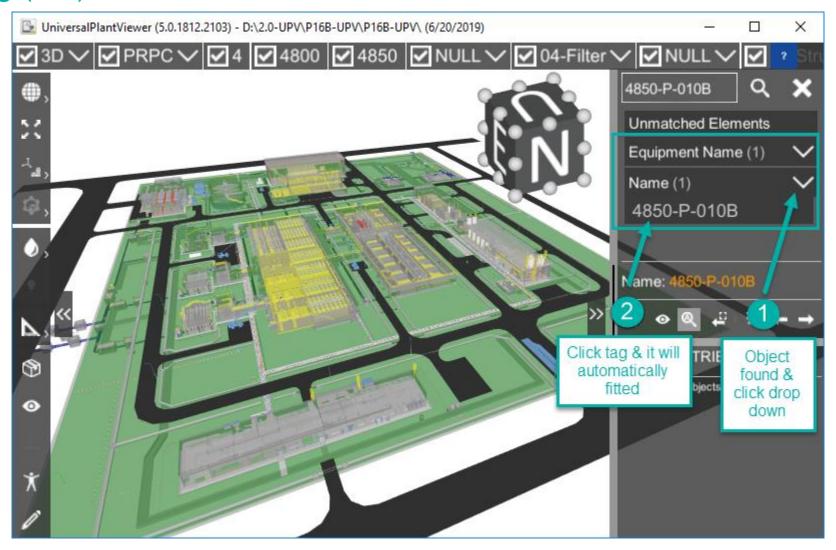


Search Tag (2/4)



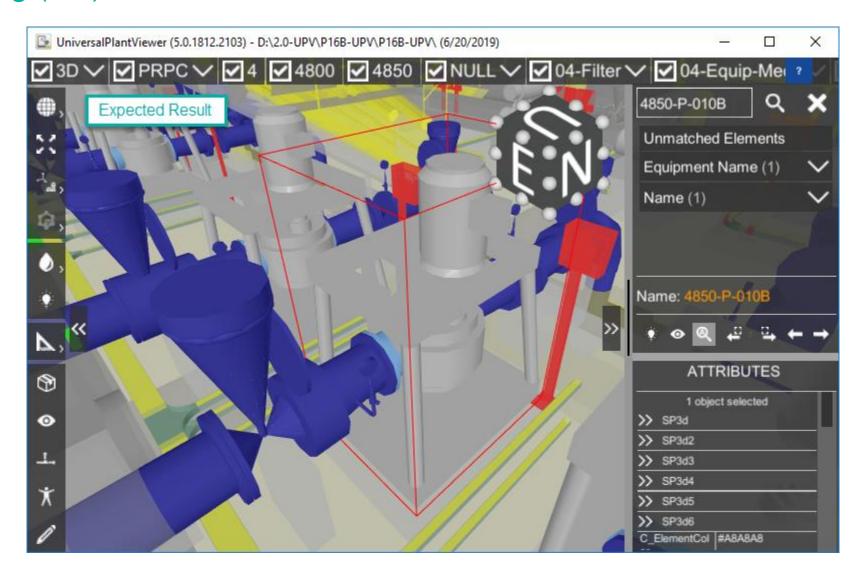


Search Tag (3/4)



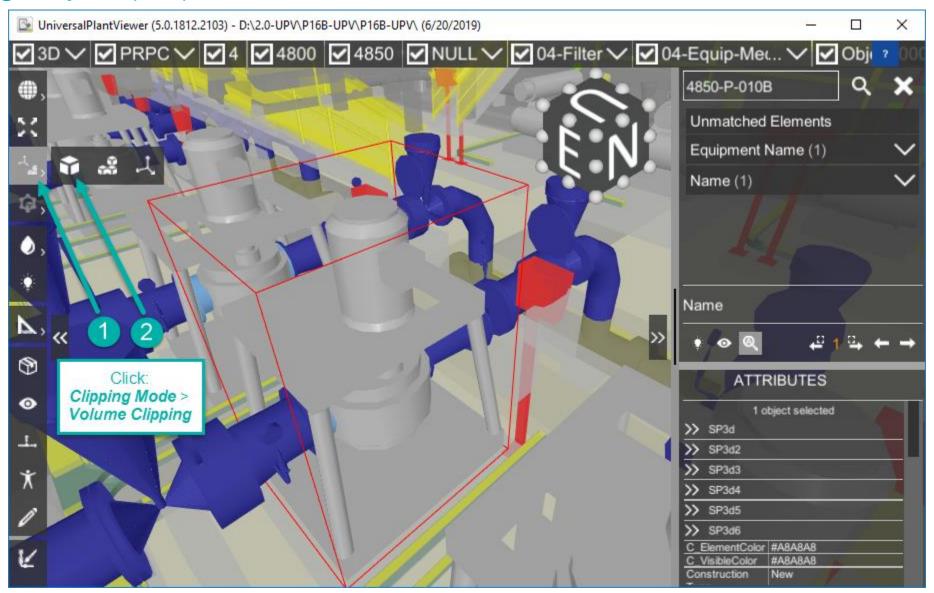


Search Tag (4/4)



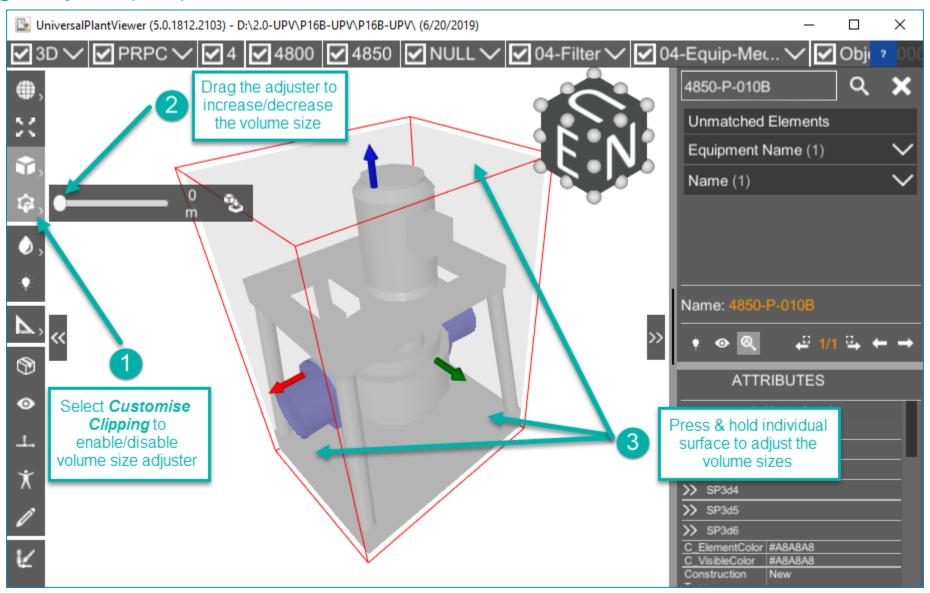


Clipping Object (1/3)



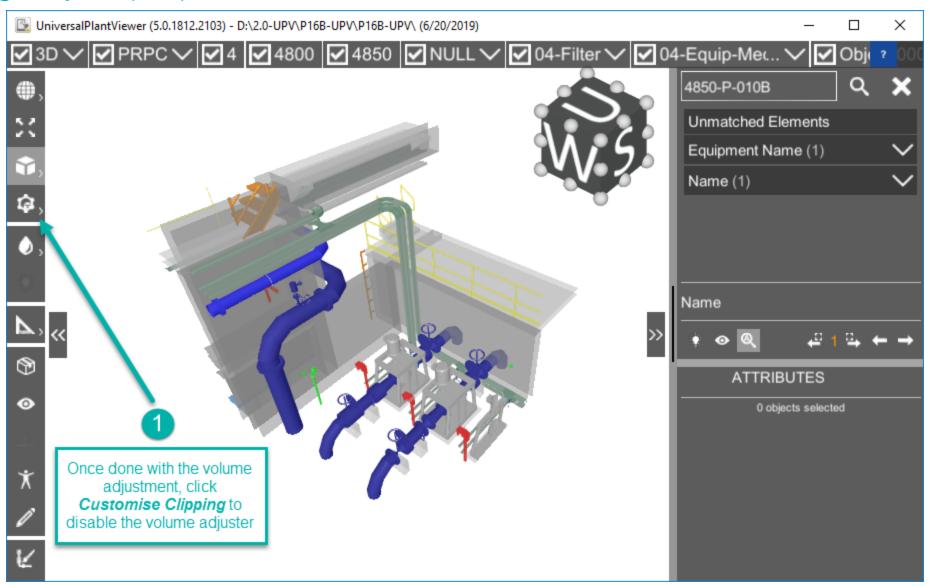


Clipping Object (2/3)



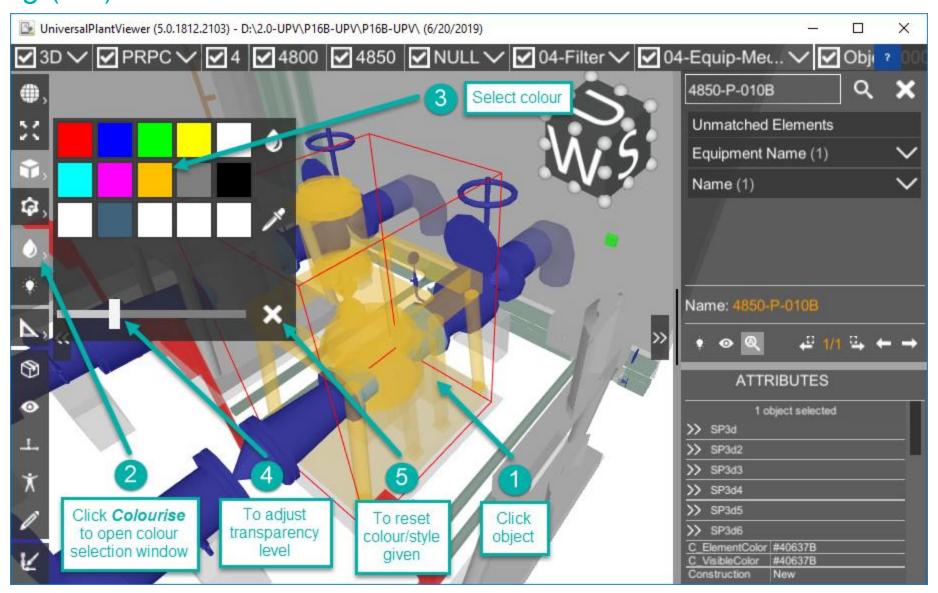


Clipping Object (3/3)





Colouring (1/1)



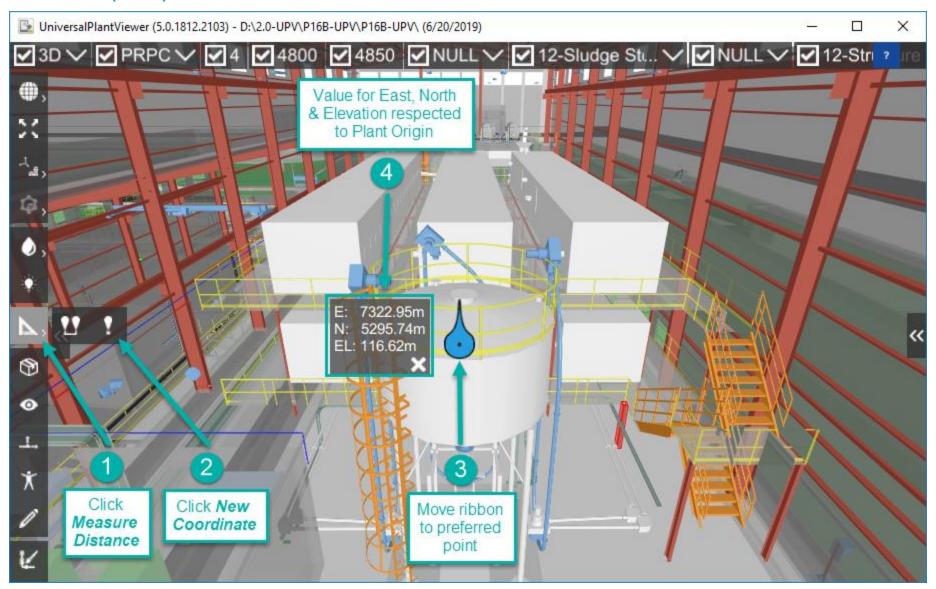


Measurement (1/2)



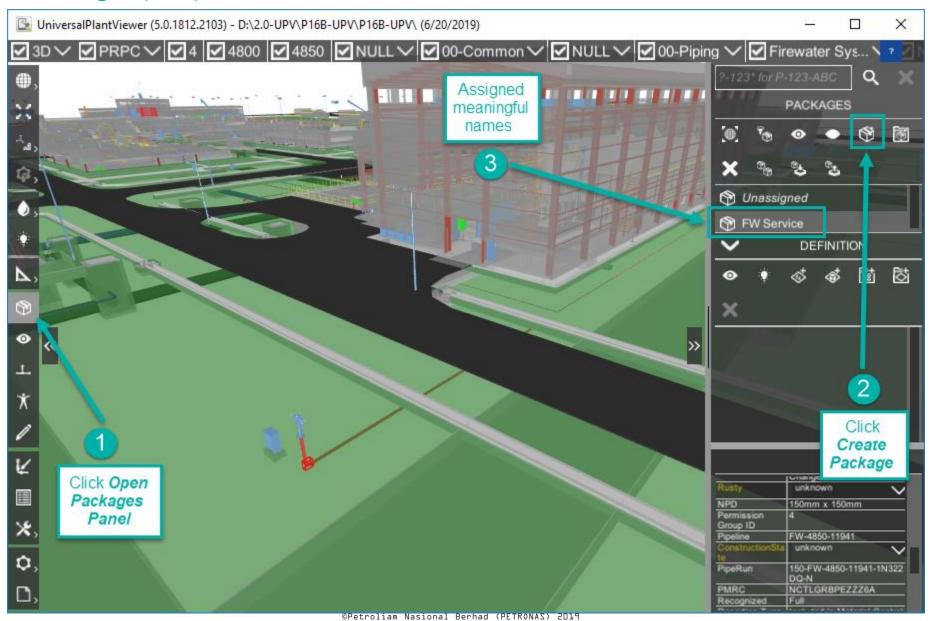


Measurement (2/2)





Create Package (1/4)



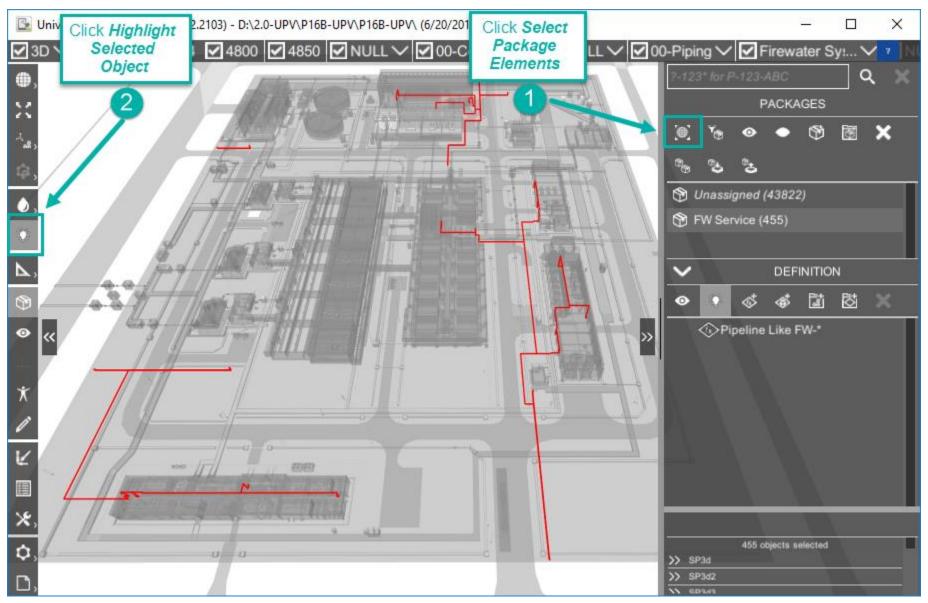


Create Package (2/4)



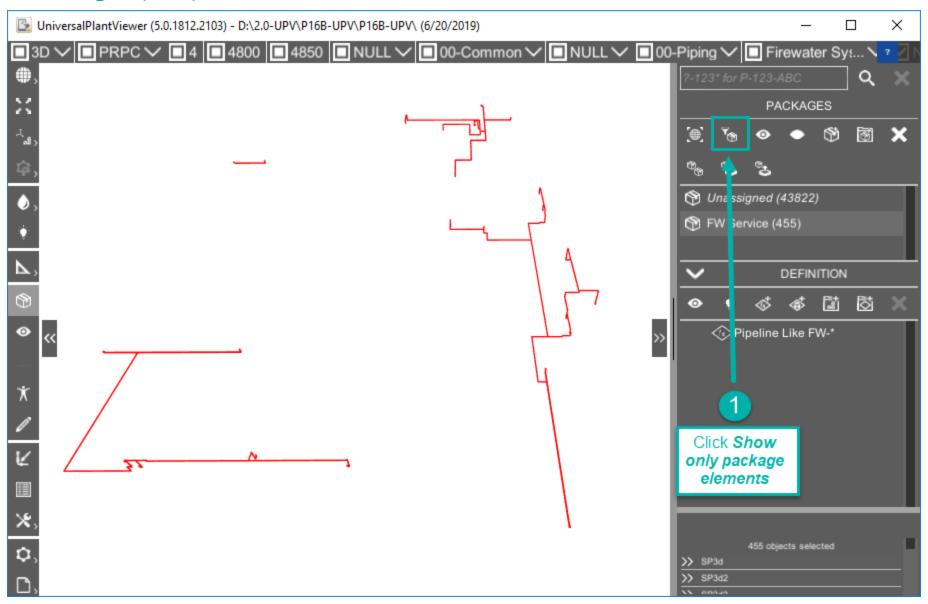


Create Package (3/4)



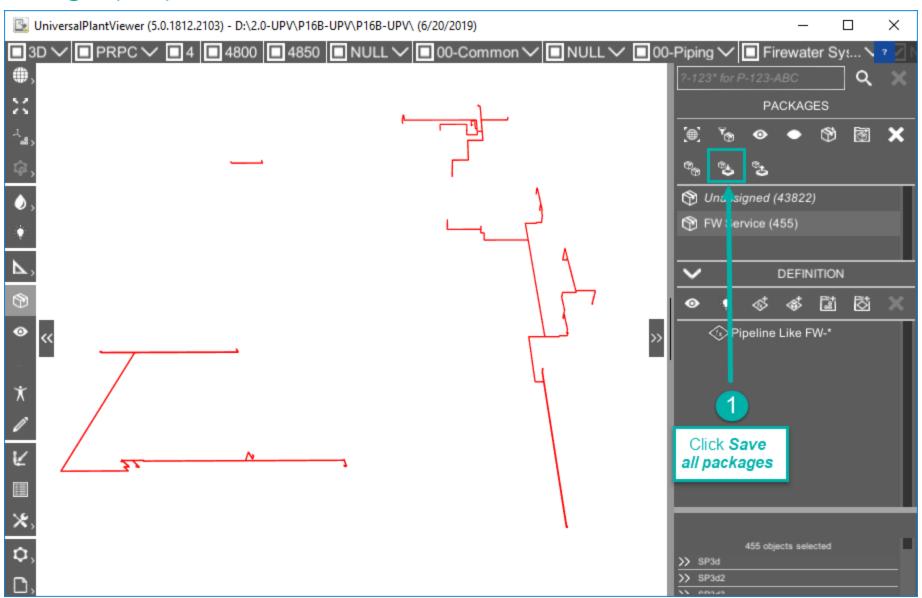


Create Package (4/4)



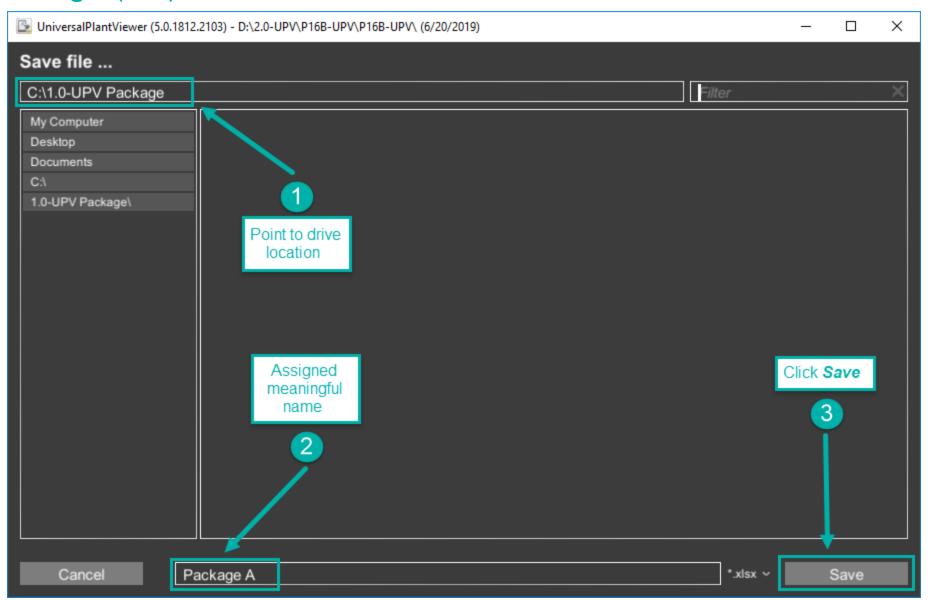


Save Package (1/3)



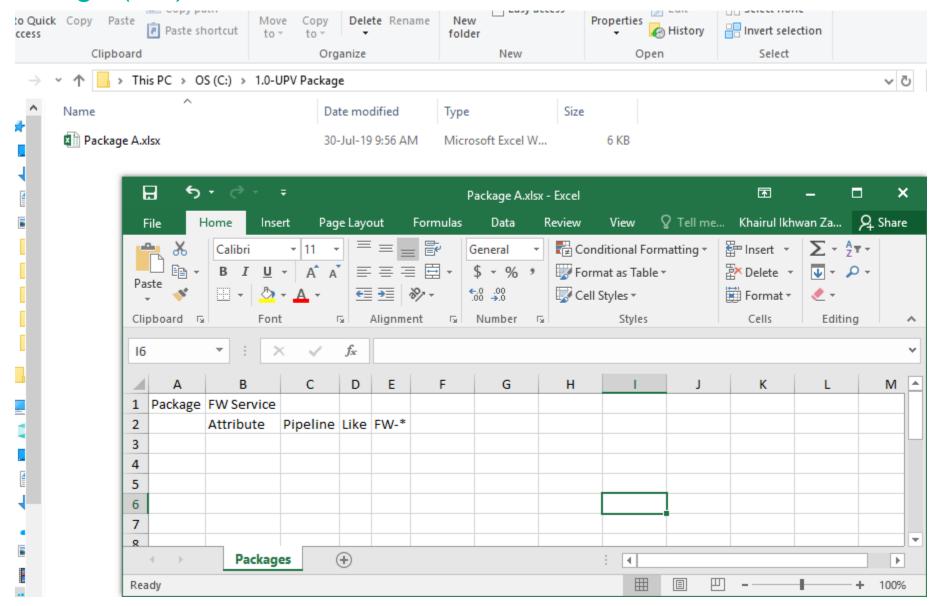


Save Package (2/3)



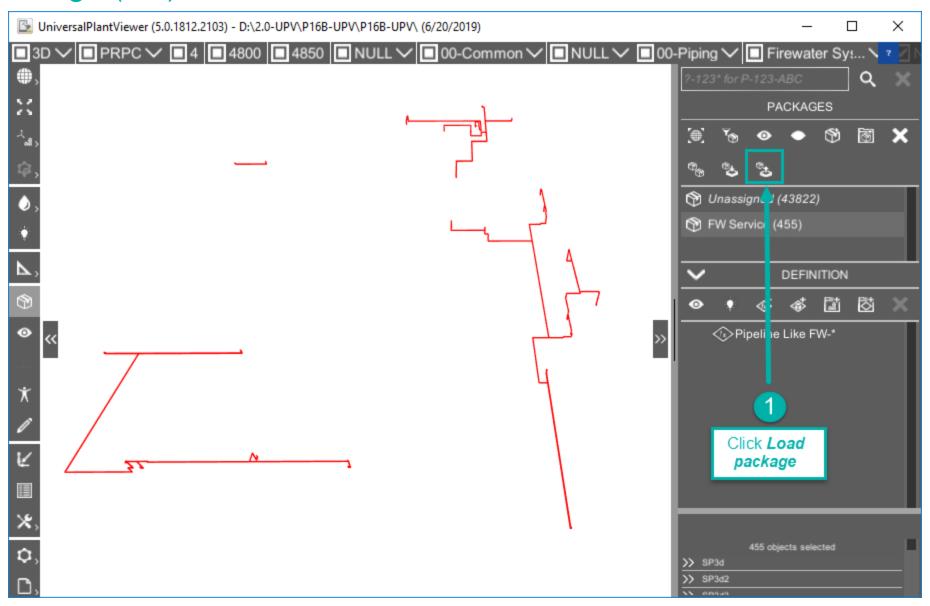


Save Package (3/3)



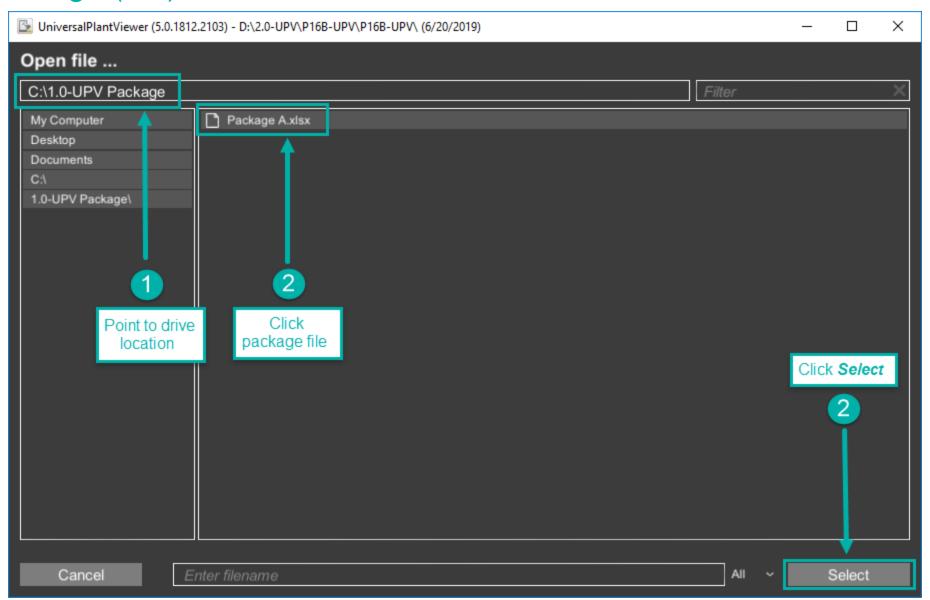


Load Package (1/2)



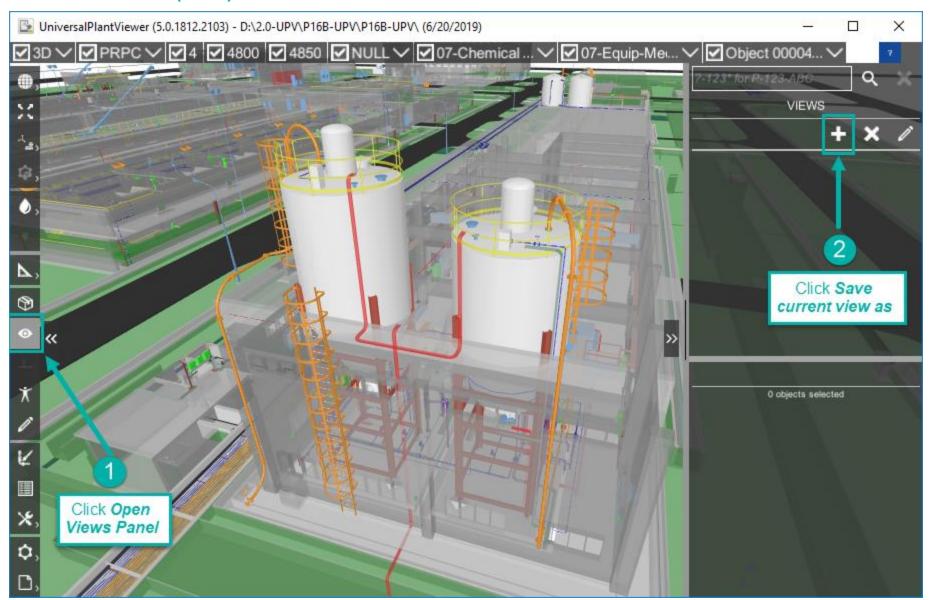


Load Package (2/2)



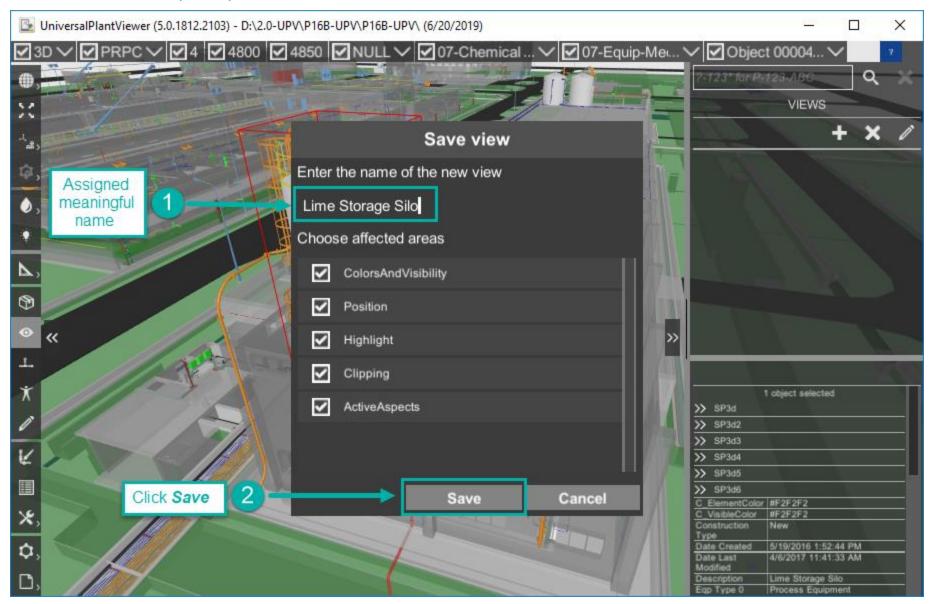


Open Views Panel (1/2)



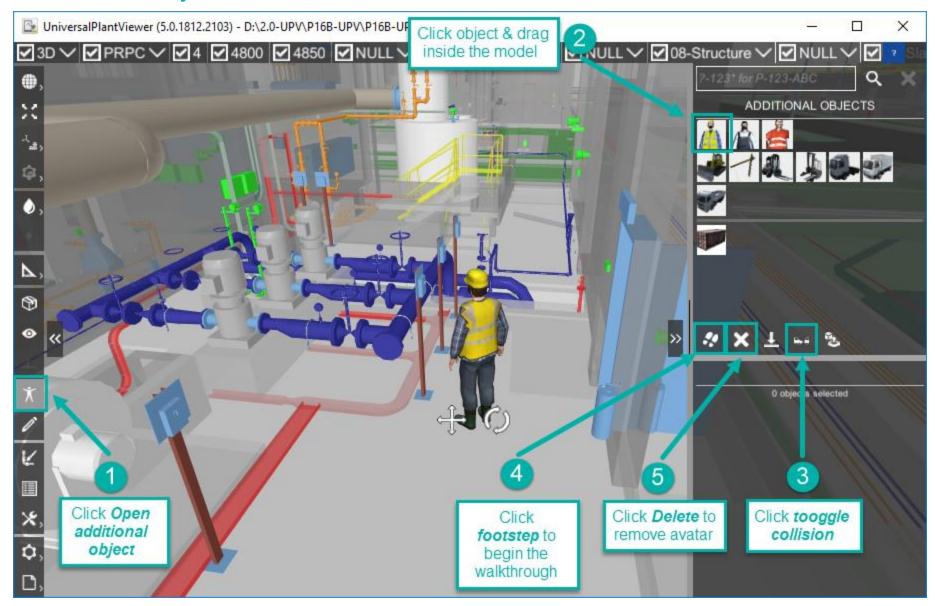


Open Views Panel (2/2)



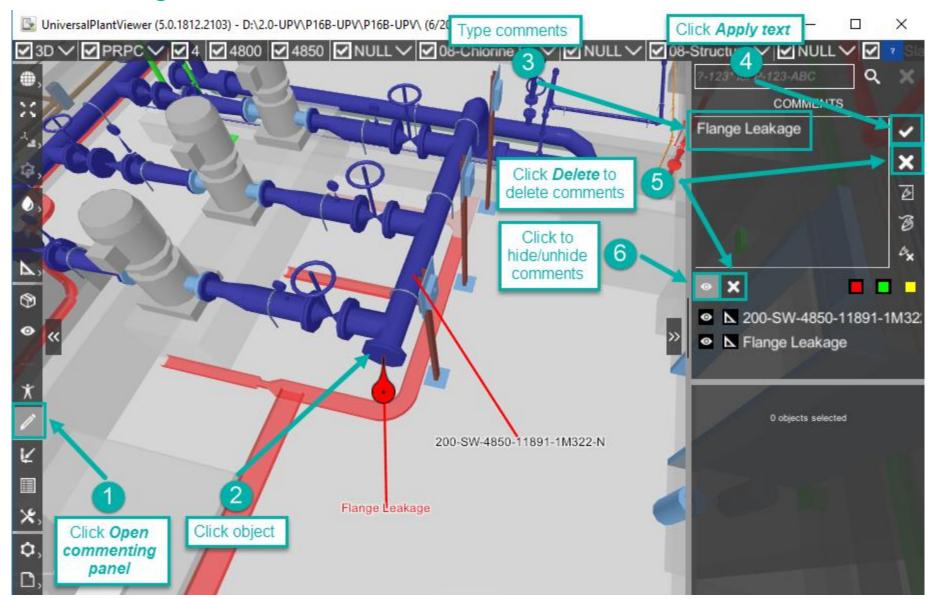


Open Additional Objects



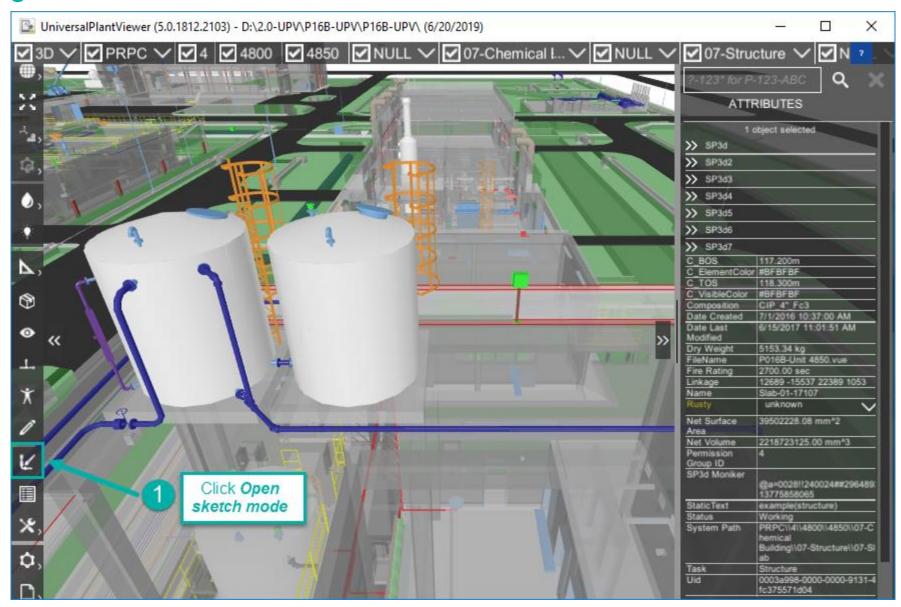


Open Commenting Panel



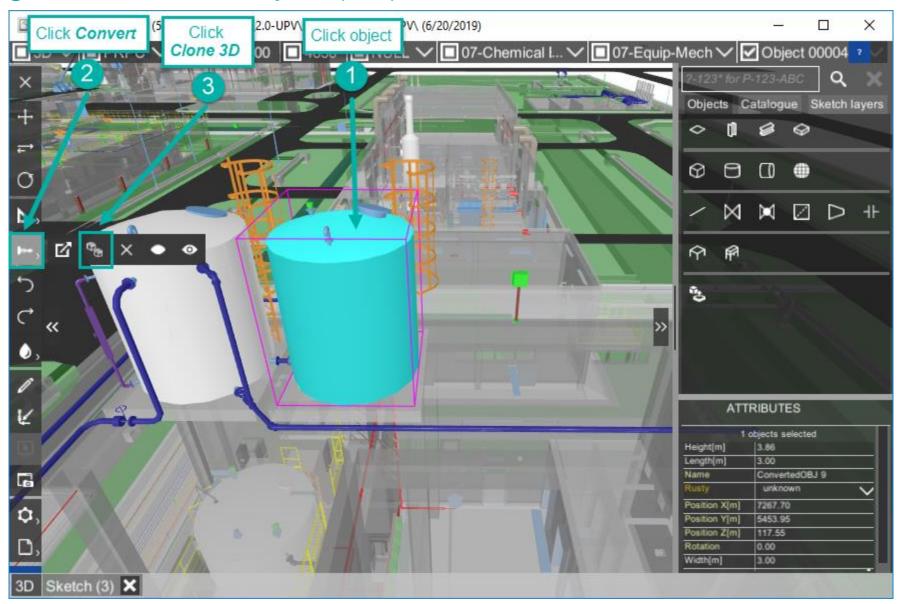


Sketching Mode



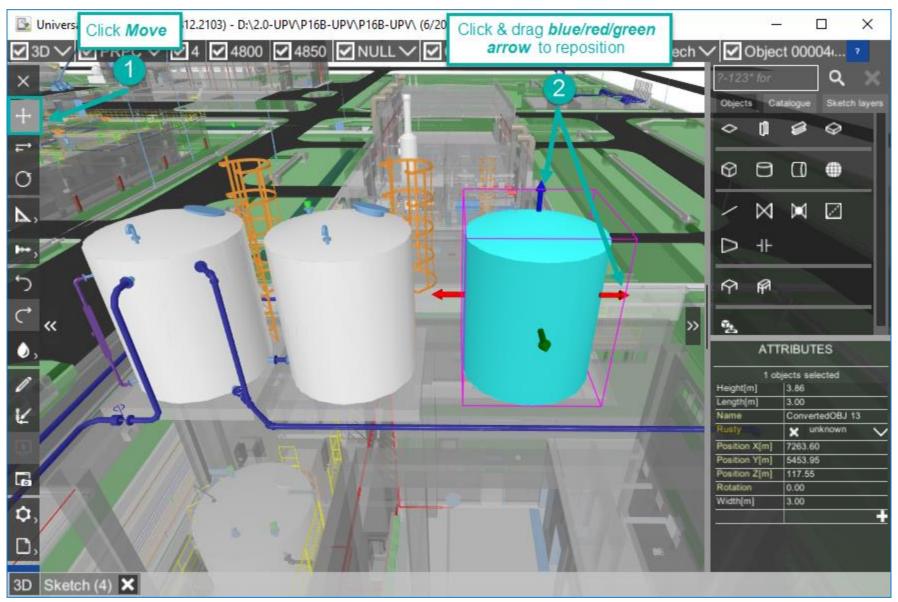


Sketching Mode: Clone Object (1/2)



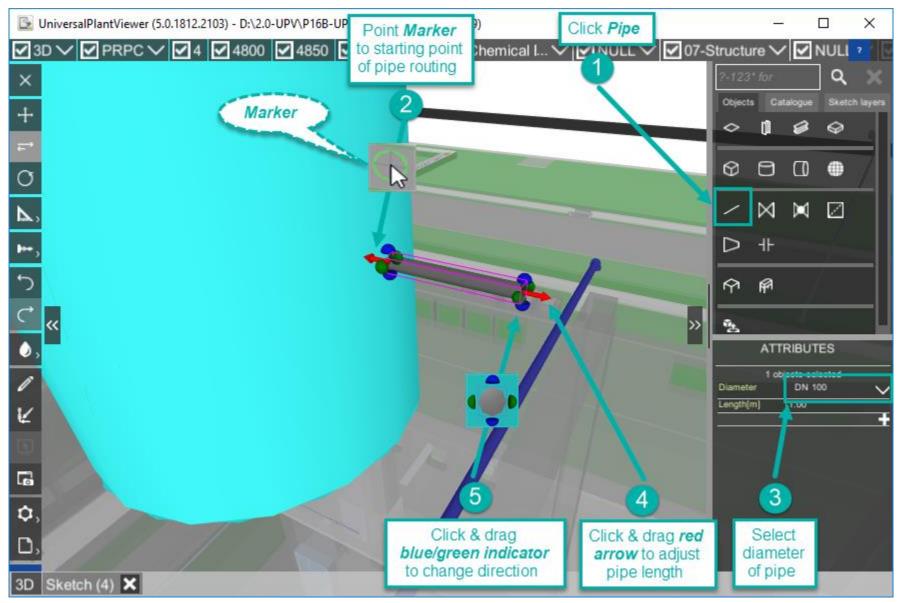


Sketching Mode: Clone Object (2/2)



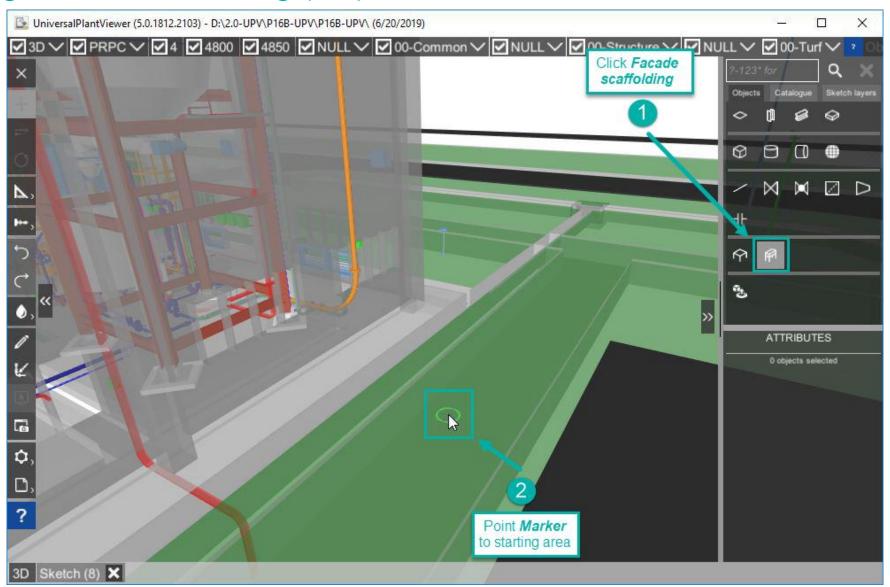


Sketching Mode: Pipe Routing





Sketching Mode: Scaffolding (1/2)



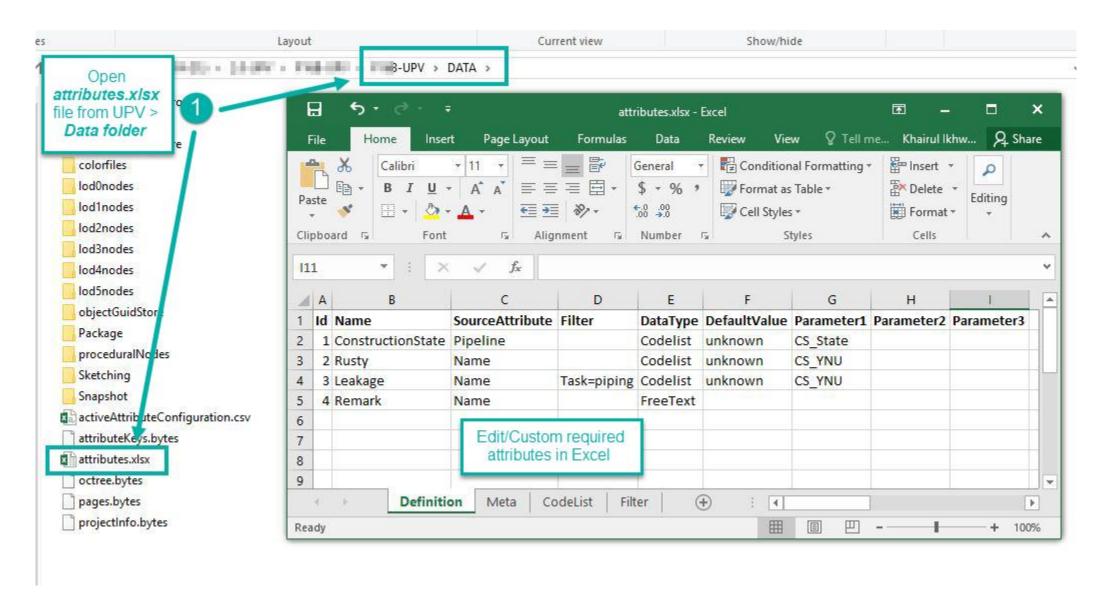


Sketching Mode: Scaffolding(2/2)



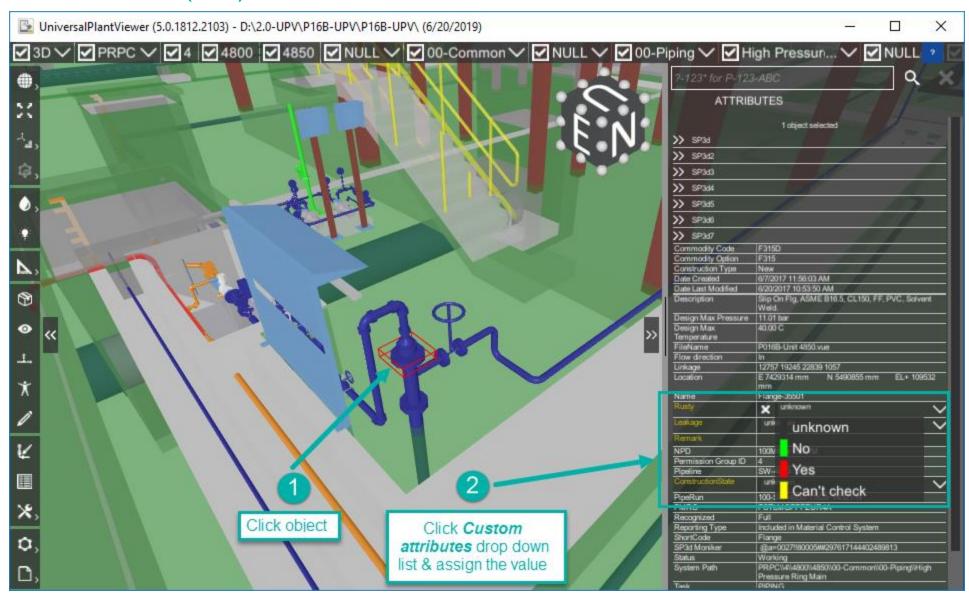


Custom Attributes (1/3)





Custom Attributes (2/3)



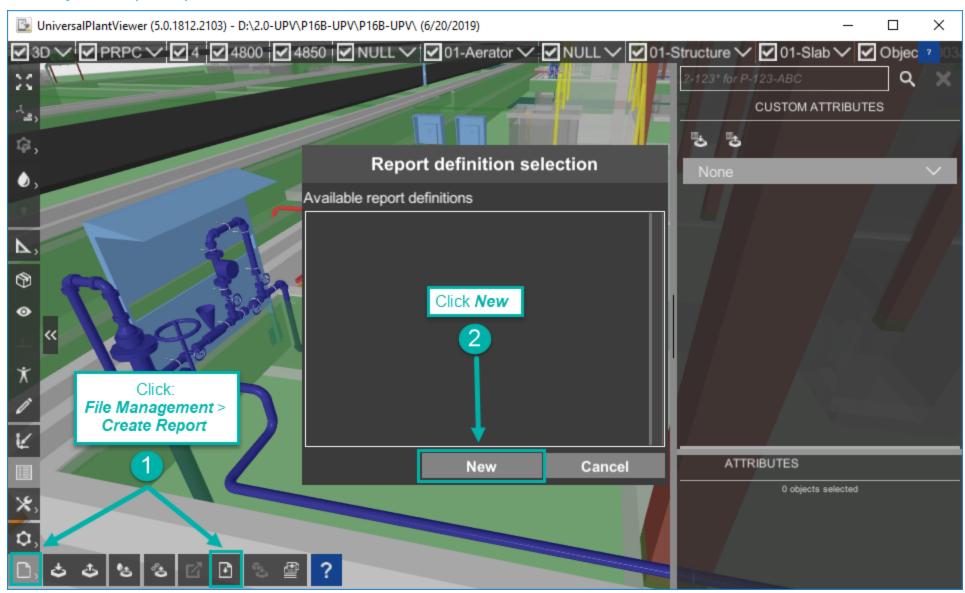


Custom Attributes (3/3)



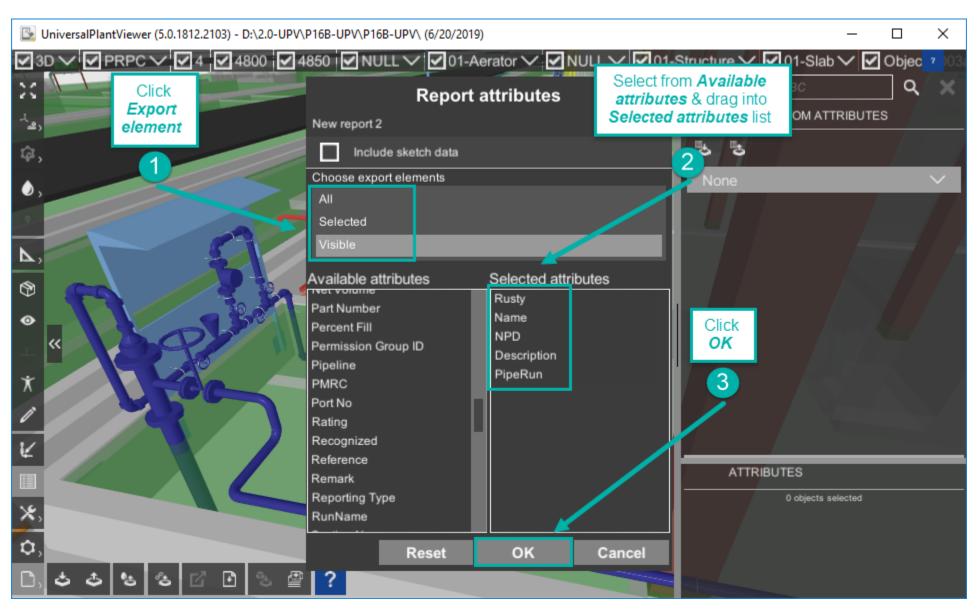


Create Report (1/4)



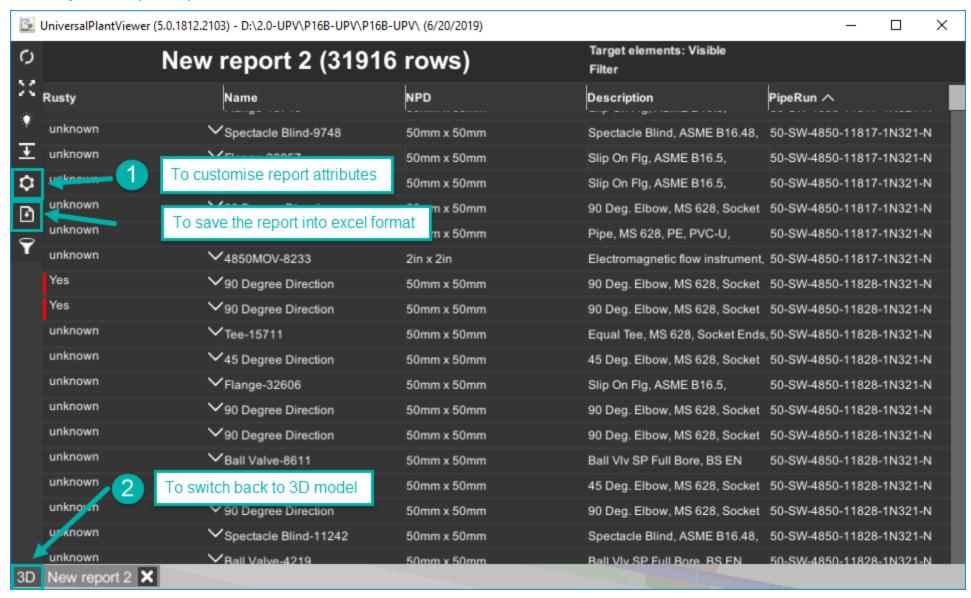


Create Report (2/4)



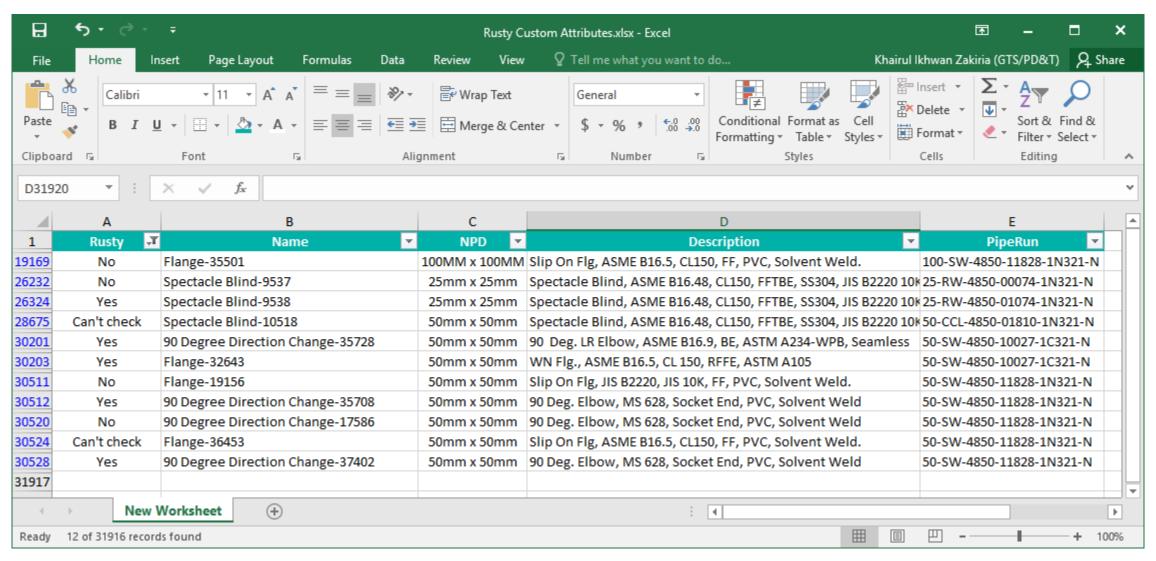


Create Report (3/4)



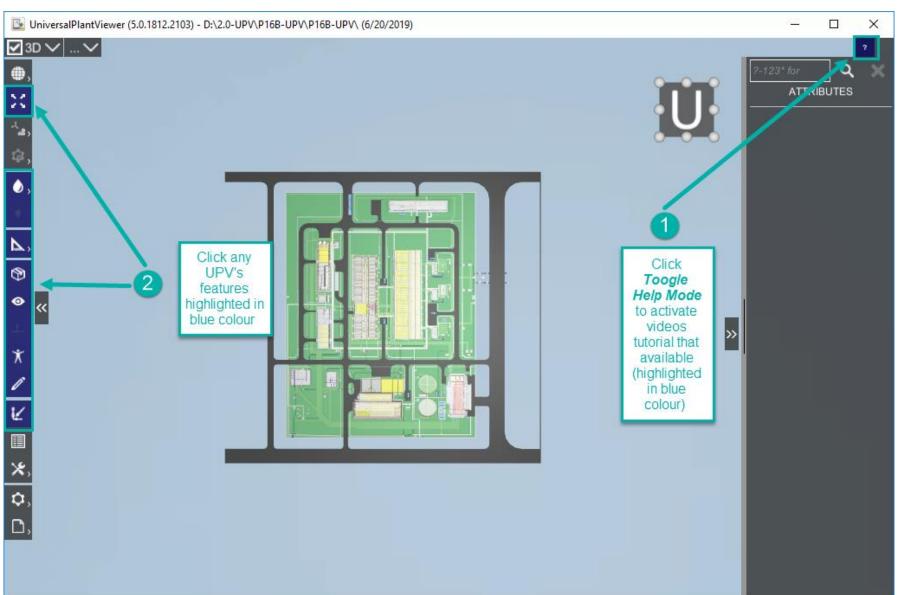


Create Report (4/4)



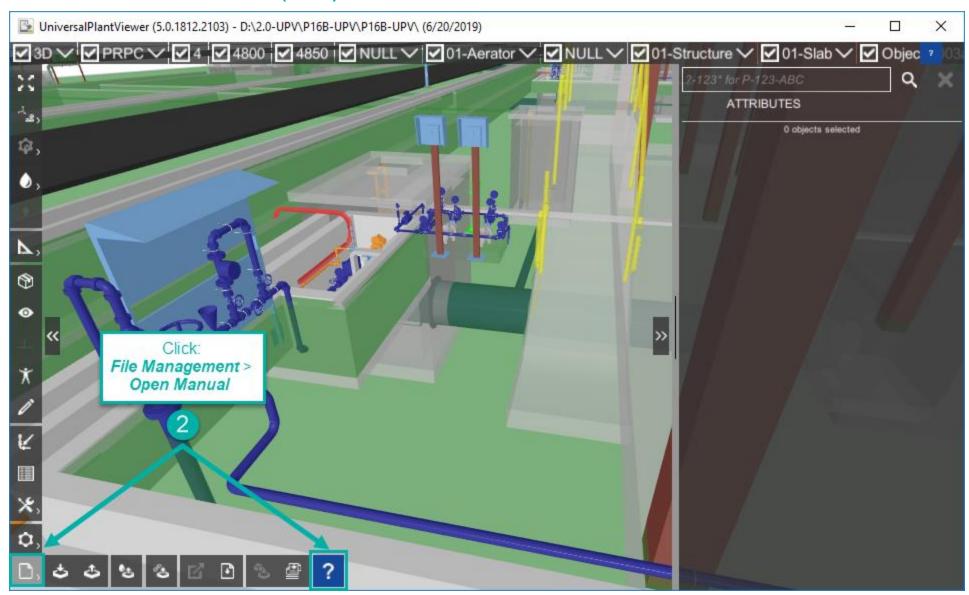


Open Video Tutorial



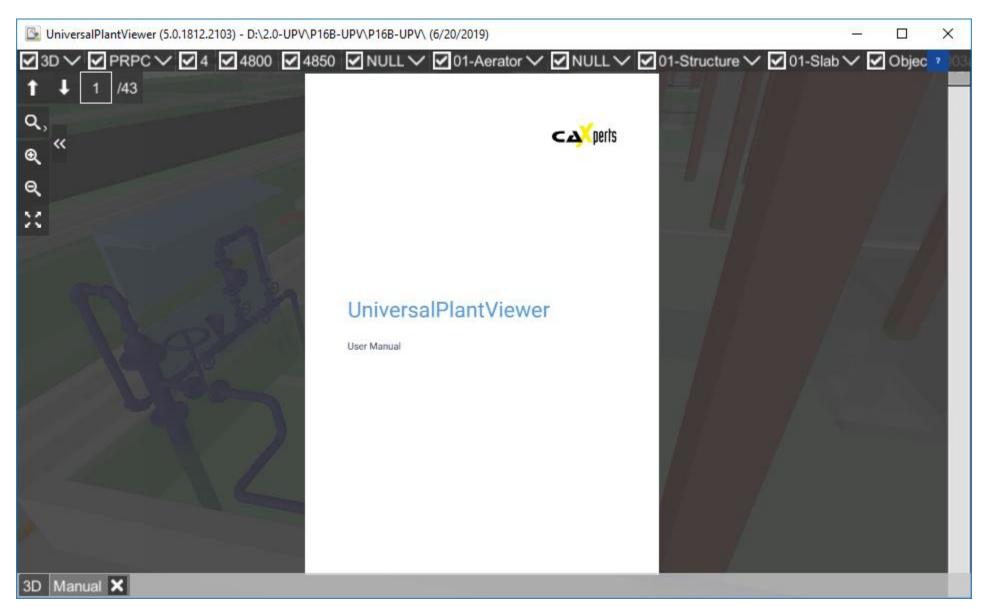


Open Manual Document (1/2)





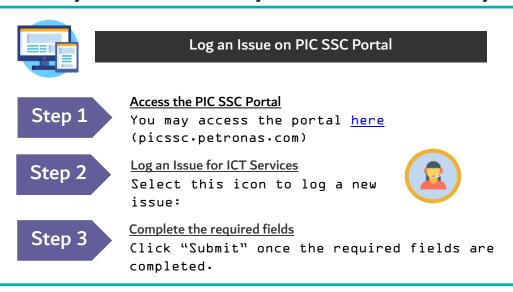
Open Manual Document (2/2)





INCIDENT ESCALATION – CONTACT PIC SSC

Should you encounter any technical issues, you can reach out to the PIC Shared Service Centre





Email PIC Call Centre

pic.callcentre@petronas.com

Step 1

Include these descriptions in the email:

- Your contact name
- What system is having the problem (i.e.: Safety & Environment - Process Safety)
 Application) on brief description
- Plant/Department name of user
- Nature description of the problem (e-gaccess issue₁ cannot save etc.)
- Error message as it appears or description.
- Number of affected users (affecting other users? Department?)

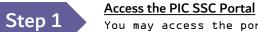


(.msg)



Step 3

Contact PIC Call Centre agents through web chat



You may access the portal here (picssc.petronas.com)

Step 2 Launch Application
Select the cha

Select the chat icon in the PIC SSC Portal:

Ask our PIC SSC Virtual Agent

Enter your question in the chatbox. You will be provided with a list of knowledge articles that may answer your question.

Step 4 Chat with a PIC Call Centre Agent

If you have further enquiries, select the Chat Now icon to contact a PIC call centre executive.



Call PIC Call Centre

Location	Operation Hours	Number
Inter-Department in Pengerang	24 hours Monday to Sunday	1 1000
Internal in Pengerang		8 481 1000
External of Pengerang		07 817 1000





THANK YOU

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