



# **MONITORING ROOM BOOKING SYSTEM USER GUIDELINE**

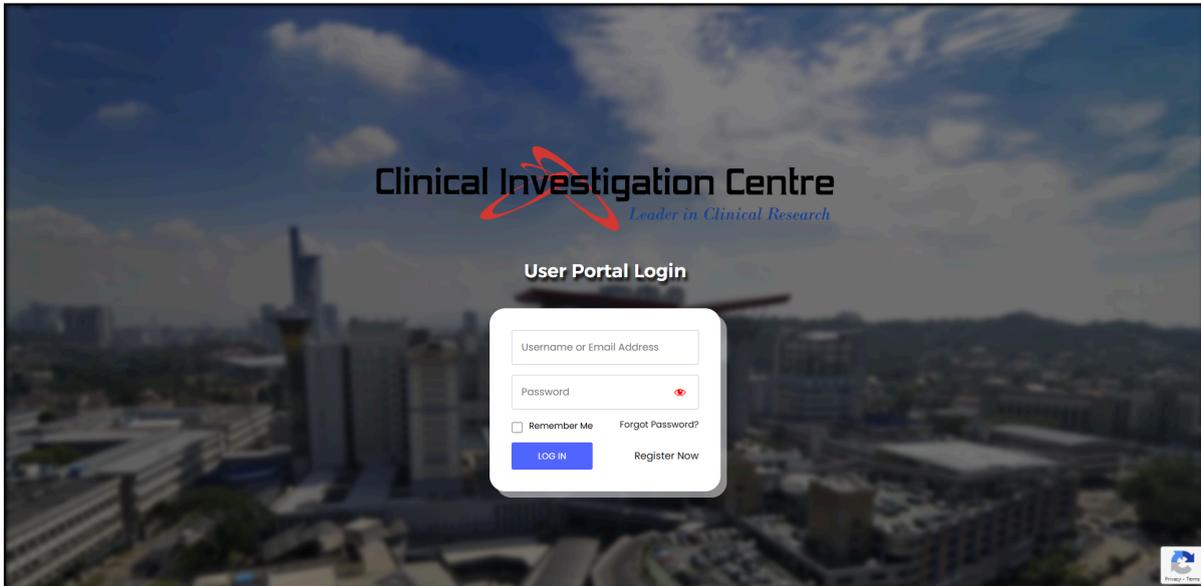
## TABLE OF CONTENTS

<b>P1: USER LOGIN &amp; SIGN UP.....</b>	<b>3</b>
<b>P2: ROOM BOOKING CALENDAR.....</b>	<b>4</b>
<b>P3: ROOM BOOKING SYSTEM.....</b>	<b>5-7</b>
<b>P4: BOOKING MANAGEMENT.....</b>	<b>8</b>
<b>P5: VISIT ATTENDANCE LOG.....</b>	<b>9-10</b>
<b>P6: EMAIL NOTIFICATIONS.....</b>	<b>11-13</b>
<b>P7: SYSTEM ERROR.....</b>	<b>14</b>

## P1: USER LOGIN & SIGN UP

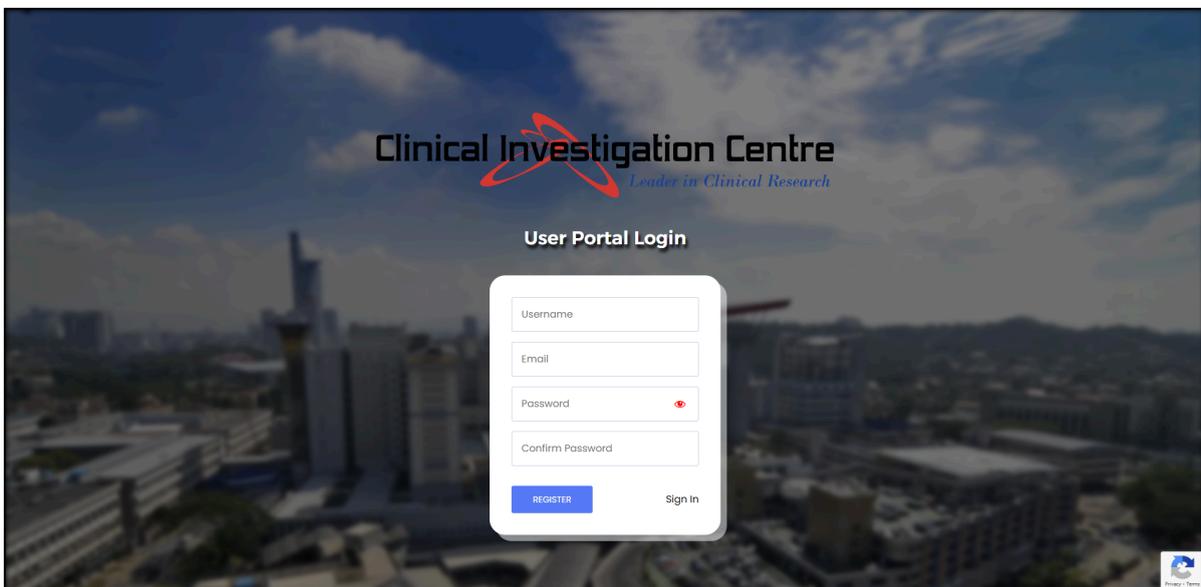
This initial process is very straightforward. Click the link provided below to be redirected to the **User Portal Login Page**.

**Step 1:** Open the link: <https://clinicalinvestigationcentre.com/user-portal-log-in>.



**Step 2:** Enter your **email address** and **password**, then click **“Log In”**.

- If you have not registered, click **“Register Now.”**



**Step 3:** Fill in the required information and click **“Register”**.

- Once registered, click the **“Sign In”** button to be redirected to the **“Log In”** page.

## P2: ROOM BOOKING CALENDAR

This section allows users to check room availability for the entire month.

### Step 1: Access the “Room Booking Calendar” Page

Click the "Room Booking Calendar" option from the sidebar to check room availability.

### Step 2: Check room availability.

The system will display a **monthly calendar** showing all room bookings.

- If a room, such as "**Monitoring Room 1**" is listed, it means the room is **not available**.
- You may choose another available room.

## P3: ROOM BOOKING SYSTEM

This section allows users to book room reservations efficiently.

### Step 1: Check Room Availability

In the **Room Booking System** menu, select your **desired date** to check the availability of monitoring rooms.

- The system will prompt you to choose a **room** and a **date** for your monitoring visit.

The screenshot displays the 'Room Booking System' interface. On the left is a dark sidebar with navigation options: HOME, ROOM BOOKING SYSTEM (highlighted), BOOKING MANAGEMENT, VISIT ATTENDANCE LOG, ROOM BOOKING CALENDAR, and LOG OUT. The main content area shows a calendar for May 2025 with the 15th selected. Below the calendar is a dropdown menu for 'Room' set to 'All room'. To the right, under the heading 'Please select a room', there are five room cards, each with a 1-day availability indicator:

- M MR1**: Monitoring Room 1
- P PSY1**: PSYCHIATRIC Monitoring Room 1 (PSY Study Only)
- P PSY2**: PSYCHIATRIC Monitoring Room 2 (PSY Study Only)
- E ENDO**: ENDOSCOPY Monitoring Room, South Tower (ENDO Study Only)
- M MPR**: Multipurpose Room (known as Consultation Room 6)

### Step 2: Proceed with Booking

This screenshot shows the same interface as above, but with a modal dialog box open over the room cards. The dialog is titled 'Room' and 'Monitoring Room 1'. It contains the instruction 'Click on a time slot to proceed with booking' and a button labeled 'Thu, May 15'. A 'Close' button is located in the bottom right corner of the dialog.

### Step 3: Enter Required Details

Fill in all the necessary details, including:

- First Name
- Last Name
- Email
- Valid Phone Number
- Purpose of Visit
- Protocol Number
- Study Coordinator

**Room**  
Monitoring Room 1

**Date**  
May 15, 2025

Please provide your details in the form below to proceed with the booking

First name  
Azman

Last name  
Abizer

Email  
cic\_admin@ummc.edu.my

Phone number  
012-345 6789

Purpose of Visit  
Routine monitoring visit

Protocol Number  
123456789

Do you already have EMR access ?  
 Yes  
 No

Study Coordinator  
N/A

Please select the main Study Coordinator

Back Close Book now

If you already have **EMR access**, tick “**Yes**” and click on “**Book now**”.

If you do not have **EMR access**, tick “**No**” and follow the provided guidelines.

**Room**  
Monitoring Room 1

**Date**  
May 15, 2025

Please provide your details in the form below to proceed with the booking

First name  
Azman

Last name  
Abizer

Email  
cic\_admin@ummc.edu.my

Phone number  
012-345 6789

Purpose of Visit  
Routine monitoring visit

Protocol Number  
123456789

Do you already have EMR access ?  
 Yes  
 No

Please read the [guidelines](#) first if you have no EMR account.  
Click to view [guidelines](#)

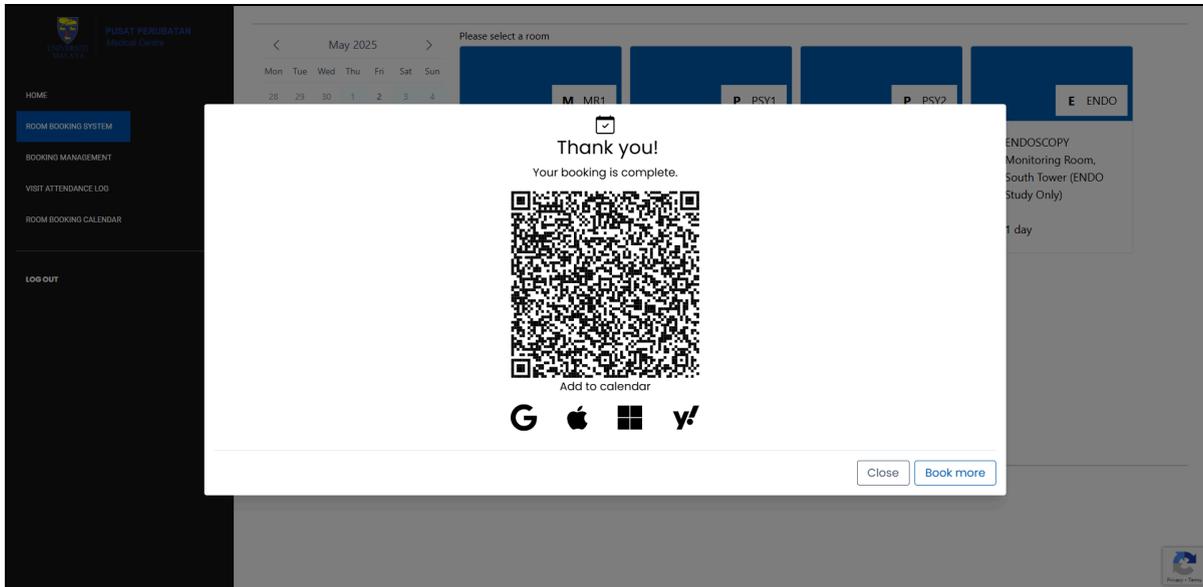
Study Coordinator  
N/A

Please select the main Study Coordinator

Back Close Book now

## And all is done!

Step 4: **Book More** button. If you need to book another date, just click the “Book More” button.



## P4: BOOKING MANAGEMENT

This section allows users to manage their room reservations efficiently. Users can view their booked rooms, check booking details, and cancel reservations if needed.

Room	Date	Status	Cancel
Monitoring Room 1	May 15, 2025	Cancelled	
Monitoring Room 1	May 15, 2025	Approved	<a href="#">CANCEL</a>
Monitoring Room 1	March 28, 2025	Cancelled	

[SHOW PAST APPOINTMENTS](#)

**Step 1:** Access the “Booking Management” Page.

- Click on **Booking Management** to view your current bookings in the sidebar.

**Step 2:** View Booking Details.

- The system will display a table with the following details:
  - **Room Name** – The booked room.
  - **Date** – The reservation date.
  - **Status** – The current status (e.g., Approved, Pending, Rejected).
  - **Cancel** – An option to cancel an active booking.

**Step 3:** Cancel a Booking

- If a booking is eligible for cancellation, a **Cancel** button will be available.
- Click the **Cancel** button to remove the booking.
- A confirmation prompt will appear to prevent accidental cancellations.
- Once confirmed, the booking status will be updated or removed from the list.

### Footnote 1:

<b>Minimum time requirement prior to booking</b>	1 week
<b>Number of days available for booking</b>	90 days
<b>Minimum time requirement prior to cancellation</b>	1 days / 24 hour
<b>Approval process</b>	Direct approval
<b>Limit booking per study</b>	4 times per month

## P5: VISIT ATTENDANCE LOG

This section allows users to visit their attendance log for monitoring appointments.

### Step 1: Access the "Visit Attendance Log" Page

- Click on "**Visit Attendance Log**" in the sidebar to view your current visit records.

### Step 2: View Appointment Details

The system will display a table with the following details:

- **Appointment ID** – A unique identifier for the appointment.
- **Start Date** – The scheduled date and time of the appointment.
- **Status** – The current status (e.g., **Approved**).
- **Actions** – An option to mark attendance if applicable.

Appointment ID	Start Date	Status	Actions
35	2023-12-07 00:00:00	Approved	ATTENDANCE MARKED Attendance Marked (ID: 2073)
1916	2025-02-24 00:00:00	Approved	MARK ATTENDANCE

### Step 3: Mark Attendance

- If attendance can be marked, a "**MARK ATTENDANCE**" button will be available.
- Click the "**MARK ATTENDANCE**" button to confirm your attendance. **(Figure 1)**
- Once marked, the button will change to "**ATTENDANCE MARKED**", and an attendance record ID will be displayed.

### Additional Notes:

- Attendance can only be marked for **approved** appointments on the visiting date and onwards.
- Once marked, attendance **cannot be changed**. **(Figure 2)**

**Confirm Attendance**  
Are you sure you want to mark this appointment as attended?

CONFIRM CANCEL

- ROOM BOOKING SYSTEM
- BOOKING MANAGEMENT
- VISIT ATTENDANCE LOG
- ROOM BOOKING CALENDAR
- LOG OUT

### Your Appointments

Appointment ID	Start Date	Status	Actions
35	2023-12-07 00:00:00	Approved	<div style="background-color: #6c757d; color: white; padding: 2px 5px; display: inline-block;">ATTENDANCE MARKED</div> Attendance Marked (ID: 2073)
1916	2025-02-24 00:00:00	Approved	<div style="background-color: #007bff; color: white; padding: 2px 5px; display: inline-block;">MARK ATTENDANCE</div>

**Figure 1.** Confirm attendance once you click on 'Mark Attendance'.

**PUSAT PERUBATAN**  
Medical Centre

- HOME
- ROOM BOOKING SYSTEM
- BOOKING MANAGEMENT
- VISIT ATTENDANCE LOG
- ROOM BOOKING CALENDAR
- LOG OUT

### Your Appointments

Appointment ID	Start Date	Status	Actions
35	2023-12-07 00:00:00	Approved	<div style="background-color: #6c757d; color: white; padding: 2px 5px; display: inline-block;">ATTENDANCE MARKED</div> Attendance Marked (ID: 2073)
1916	2025-02-24 00:00:00	Approved	<div style="background-color: #6c757d; color: white; padding: 2px 5px; display: inline-block;">ATTENDANCE MARKED</div>

**Figure 2.** 'Mark Attendance' button cannot be changed .

## P6: EMAIL NOTIFICATIONS

### NOTIFICATION 1: LOGIN DETAILS

This is the example if you login to the monitoring room booking system.

**LOGIN DETAILS** Inbox x

**Clinical Investigation Centre** 3:18 PM (9 minutes ago) ☆ ↶ ⋮  
to me, hasyimah.s ▾

Dear **First\_name Last\_name**,

An account was created for you at <https://clinicalinvestigationcentre.com>

Your login details:  
User: **wp\_user\_name**  
Password: **password**

You can login [here](#) to view or manage your booking.

Thank you.

"Leader in Clinical Research"

Best regards,

**Mohamad Akmal Hakimi Mhd Anuar**  
Assistant IT Officer,  
Clinical Investigation Centre (CIC),  
5th Floor, East Tower,  
University Malaya Medical Centre.  
Email : [akmal.hakimi@ummc.edu.my](mailto:akmal.hakimi@ummc.edu.my)  
Website : [www.clinicalinvestigationcentre.com](http://www.clinicalinvestigationcentre.com)

Unfortunately, this email is an automated notification, which is unable to receive replies.

We're happy to help you with any questions or concerns you may have. Please contact us directly via [akmal.hakimi@ummc.edu.my](mailto:akmal.hakimi@ummc.edu.my)

### NOTIFICATION 2: BOOKING DETAILS

Users will receive this notification once booking has been done.

**[NOTIFICATION] BOOKING DETAILS OF Service Name** Inbox x

**Clinical Investigation Centre** 3:18 PM (17 minutes ago) ☆ ↶ ⋮  
to me, hasyimah.s ▾

<div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <div style="background-color: #007bff; color: white; padding: 2px; border-radius: 3px;">Feb</div> <div style="font-size: 24px; font-weight: bold; margin: 5px 0;">7</div> <div style="background-color: #6c757d; color: white; padding: 2px; border-radius: 3px;">Fri</div> </div>	<p><b>Service Name</b></p> <p>When <b>Fri Feb 7, 2025 12pm – 1pm (GMT+8)</b></p> <p>Who <b>Staff Name*</b></p> <p><a href="#">Add to calendar &gt;</a></p>	<p><b>Agenda</b></p> <p>Fri Feb 7, 2025</p> <p><i>No earlier events</i></p> <p><b>12pm Service Name</b></p> <p><i>No later events</i></p>
---	--	---

Dear **Client Name**,

We are pleased to inform you that your booking **Service Name** is confirmed.

See you on **February 7, 2025**.

Notes:

Clinical Investigation Centre  
03-7949 2351  
<https://clinicalinvestigationcentre.com/>

**To access electronic medical records, a PC is readily available in the room. A kind reminder to make sure that both the laptop and the wall socket are turned off at the end of the day before you leave.**

**In addition to that, kindly note the precaution measures, the study team has to ensure compliance to the SOP as required, and please let us know beforehand should you have a closed contact with Covid-19 patients nearer to the date of visit.**

We're happy to help you with any questions or concerns you may have. Please contact us directly via 03 7949 2351

## NOTIFICATION 3: BOOKING CANCELLATION

Users will receive this notification once the booking has been cancelled.

[NOTIFICATION] BOOKING CANCELLATION OF Service Name Inbox x

3:18 PM (24 minutes ago) ☆ ↶ ⋮

**M** Clinical Investigation Centre  
to me, hasyimah.s ▾

Dear **Client Name**,

This is to notify you that you have cancelled your booking of **Service Name** on **February 7, 2025**.

Clinical Investigation Centre  
03-7949 2351  
<https://clinicalinvestigationcentre.com/>

Thank you.

We're happy to help you with any questions or concerns you may have. Please contact us directly via 03 7949 2351

*Unfortunately, this email is an automated notification, which is unable to receive replies.*

## NOTIFICATION 4: REJECTED BOOKING

Users will receive this notification once the booking has been rejected.

[NOTIFICATION] BOOKING REJECTION OF Service Name Inbox x

3:18 PM (28 minutes ago) ☆ ↶ ⋮

**M** Clinical Investigation Centre  
to me, hasyimah.s ▾

Dear **Client Name**,

We are sorry to inform you that your booking of **Service Name** on **February 7, 2025** has been rejected.

Reason:

Clinical Investigation Centre  
03-7949 2351  
<https://clinicalinvestigationcentre.com/>

Thank you.

We're happy to help you with any questions or concerns you may have. Please contact us directly via 03 7949 2351

*Unfortunately, this email is an automated notification, which is unable to receive replies.*

\* PENAFIAN: E-mel ini dan apa-apa fail yang dikapikan bersamanya ("Mesej") adalah ditujukan hanya untuk kegunaan penerima(-penerima) yang termaklum di atas dan mungkin mengandungi maklumat sulit. Anda dengan ini dimaklumkan bahawa mengambil apa jua tindakan berdasarkan kepada, membuat penilaian, mengulang hantar, menghebah, mengedar, mencetak, atau menyalin Mesej ini atau sebahagian daripadanya oleh sesiapa selain daripada penerima(-penerima) yang termaklum di atas adalah dilarang. Jika anda telah menerima Mesej ini kerana kesilapan, anda mesti menghapuskan Mesej ini dengan segera dan memaklumkan kepada penghantar Mesej ini menerusi balasan e-mel. Pendapat-pendapat, rumusan-rumusan, dan sebarang maklumat lain di dalam Mesej ini yang tidak berkait dengan urusan rasmi Pusat Perubatan Universiti Malaya adalah difahami sebagai bukan dikeluarkan atau diperakui oleh mana-mana pihak yang disebut.

DISCLAIMER: This e-mail and any files transmitted with it ("Message") is intended only for the use of the recipient(s) named above and may contain confidential information. You are hereby notified that the taking of any action in reliance upon, or any review, retransmission, dissemination, distribution, printing or copying of this Message or any part thereof by anyone other than the intended recipient(s) is strictly prohibited. If you have received this Message in error, you should delete this Message immediately and advise the sender by return e-mail. Opinions, conclusions and other information in this Message that do not relate to the official business of University Malaya Medical Centre shall be understood as neither given nor endorsed by any of the forementioned.

## NOTIFICATION 5: REMINDER 1

Users will receive this reminder **one week before** the monitoring date.

[REMINDER] CIC ROOM BOOKING SYSTEM Inbox x

**Clinical Investigation Centre** 3:18 PM (44 minutes ago) ☆ ↶ ⋮  
to me, hasyimah.s

**Dear Client Name,**

**Greetings from Clinical Investigation Centre!**

This is a friendly reminder of your upcoming appointment.

**Test Appointment Details:**

- **Date:** February 7, 2025
- **Location:** Service Name

Please arrive on time, and if you need to cancel, you may do so via <https://clinicalinvestigationcentre.com/amenities-booking/booking-cancellation/> or contact us at +603-79492351.

A kind reminder that failure to cancel in advance may result in a formal warning letter.

Thank you.

*Unfortunately, this email is an automated notification, which is unable to receive replies.*

## NOTIFICATION 6: REMINDER 2

Users will receive this reminder one day before the monitoring date.

[REMINDER] CIC ROOM BOOKING SYSTEM Inbox x

**Clinical Investigation Centre** 3:18 PM (46 minutes ago) ☆ ↶ ⋮  
to me, hasyimah.s

**Dear Client Name,**

**Greetings from Clinical Investigation Centre!**

This is a friendly reminder of your upcoming appointment.

**Test Appointment Details:**

- **Date:** February 7, 2025
- **Time:** 1:00 pm
- **Location:** Service Name

Please arrive on time, and if you need to cancel, you may do so via <https://clinicalinvestigationcentre.com/amenities-booking/booking-cancellation/> or contact us at +603-79492351.

A kind reminder that failure to cancel in advance may result in a formal warning letter.

Thank you.

*Unfortunately, this email is an automated notification, which is unable to receive replies.*

## P7: FREQUENTLY ASK QUESTIONS (FAQ)

### IT Unit

For any technical issues related to the booking system, including:

- System errors or glitches
- Issues with booking or cancellations
- Resetting your password

Please reach out to:

- **Ms. Hasyimah** – hasyimah.s@ummc.edu.my
  - **Mr. Amirul Faiz** – amirulfaiz@ummc.edu.my
  - **Mr. Akmal Hakimi** – akmal.hakimi@ummc.edu.my
- 

### Room Booking Support Team

For inquiries related to monitoring room reservations, including:

- Checking room availability
- Booking a room
- Modifying an existing booking
- Cancelling a reservation

Please contact:

- **Ms. Nurfarahin** – nurfarahin.m@ummc.edu.my
- **Ms. Asilah** – asilah.mazlan@ummc.edu.my

For urgent matters, kindly reach out via email or call **03-7949 2351/4709 (Ext)**.