



XIAMEN UNIVERSITY MALAYSIA

廈門大學 马来西亚分校

e-Services User Guides

Apr 2025

IT Department



XIAMEN UNIVERSITY MALAYSIA

廈門大學 马来西亚分校

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1 Login

Step 1: Login to <https://eservices.xmu.edu.my>

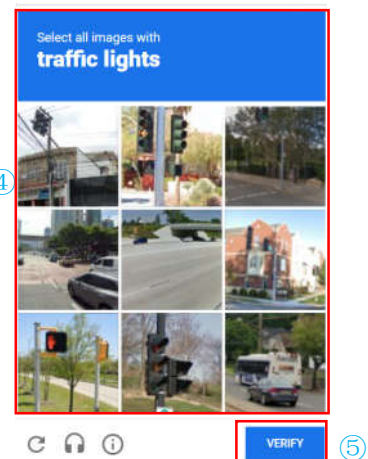
Step 2: Enter your ① Campus ID and ② Campus password.

Step 3: Tick ③ “I’m not a robot”. Complete additional challenge to ④ select specific image (e.g. “Select all images with traffic lights”) and click ⑤ “Verify”.

Note: If you have forgotten your password, visit id.xmu.edu.my or click “Forgot your password?” to reset your Campus ID password.



The login form is titled "XMUM E-Services" and features the university's logo at the top. It contains three main input sections: a "Campus ID" field with a red box and a circled 1, a "Password" field with a red box and a circled 2, and a reCAPTCHA section with a checkbox labeled "I'm not a robot" (circled 3) and a "reCAPTCHA" logo. Below these is a blue "Log In" button and a link for "Forgot your password?".





2 Space Booking

2.1 Library Rooms

2.1.1 Book Library Room

- Step 1: Click on ① “Space Booking” module.
- Step 2: Click on ② “Library Rooms” and choose date at ③ “Booking Date”.
- Step 3: Choose the room type by selecting the tab ④ “Silent Study Room/ Study Room/ Group Discussion Room/ Student Success Room”.
- Step 4: Select the available time slot at ⑤ “Available Time”.
- Step 5: Click on ⑥ “Yes” to confirm the “Room Booking Confirmation”.
- Step 6: Click on ⑦ “OK” at “Booking Success” message. Selected time slot will turned Grey with status updated as “Upcoming” in “My Bookings” record.
- Note:** View “Policy” before room booking. Only allow for one library room booking per day.



2.1.2 Cancel Library Room Booking

Step 1: Click on ①“Library Rooms” and click on ②“My Bookings” to cancel room booking.

Step 2: Click on ③“Cancel Booking”.

Step 3: Click on ④“Yes” for the Booking Cancel Confirmation.

Step 4: Click on ⑤“Yes” for the Cancellation Successful message.

Note: You can cancel the booking within 15 minutes of the scheduled time (e.g. a 3:00PM booking can be canceled until 3:14PM).

The screenshot displays the XMUM E-Services portal. On the left sidebar, the 'Library Rooms' menu item is highlighted with a red box and labeled ①. The main content area shows the 'Library Space Booking' page. At the top right, the 'My Bookings' button is highlighted with a red box and labeled ②. Below this, a table lists available rooms: Silent Study Room, Study Room, Group Discussion Room, and Student Success Room. The 'Silent Study Room' is selected, showing a table of available time slots for L2 rooms N201, N202, and N203. Below the table, the 'Library Space Booking History' section is visible. It contains a table with columns: NAME, CAMPUS ID, LOCATION, BOOKING DATE, BOOKING SLOT, STATUS, and ACTION. A booking for 'LEE HAND SOME' in room 'N201 (L2 - Silent Study Room)' on '15-10-2024' is shown with a status of 'Upcoming'. The 'Cancel Booking' button in the ACTION column is highlighted with a red box and labeled ③. Below the history table, two confirmation dialogs are shown. The first dialog, 'Booking Cancellation Confirmation', asks 'Are you sure you want to cancel the booking?' and has a 'Yes' button highlighted with a red box and labeled ④. The second dialog, 'Cancellation Successful', states 'Your booking has been cancelled.' and has a 'OK' button highlighted with a red box and labeled ⑤.

Library Space Booking History

NAME	CAMPUS ID	LOCATION	BOOKING DATE	BOOKING SLOT	STATUS	ACTION
LEE HAND SOME	FIS2108277	N201 (L2 - Silent Study Room)	15-10-2024	09:00 - 11:00	Upcoming	Cancel Booking

Showing 1 to 1 of 1 records

Booking Cancellation Confirmation
Are you sure you want to cancel the booking?
Yes Cancel

Cancellation Successful
Your booking has been cancelled.
OK



2.1.3 View Library Rooms Booking Status

Step 1: Click on ① “Library Rooms” and click on ② “My Bookings”.

Step 2: Check the ③ Status.

XMUM E-Services Welcome Back, DENG

Library Space Booking

Booking Date: 15-10-2024

[Policy](#) [My Bookings](#) ③

Library Space Booking History

NAME	CAMPUS ID	LOCATION	BOOKING DATE	BOOKING SLOT	STATUS	ACTION
ABC	123456	N201 (L2 - Silent Study Room)	15-10-2024	09:00 - 11:00	Upcoming ④	Cancel Booking

Showing 1 to 1 of 1 records



2.2 Meeting Rooms (Staff only)

2.2.1 Book Meeting Room

Step 1: Click on ① “Space Booking” module.

Step 2: Click on ② “Meeting Rooms” and choose date at ③ “Booking Date”.

Step 3: Click on the available time slot ④ for the room.

Step 4: Fill in information required ⑤: Phone Number, Booking Length, Section, Usage, Attachment (optional).

Step 5: Click on ⑥ “Submit” to book room and view the room booked at ⑦ time slot with “Pending” status.

Note: View “Policy” before room booking. Once room reservation is approved/rejected by Approver, the confirmation email will be sent to Campus Email and status updated as “Approved”/ “Rejected” in “My Bookings” record.

XMUM E-Services Welcome Back, DENG

Meeting Room Booking
Spaces Booking - Meeting Room Booking

Booking Date: 15-10-2024

Policy My Bookings

Available	Pending	Reserved	Closed																			
ROOM NAME	CAPACITY	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	
B1 - B11	30						④															
B1 - B03	20																					

Book Meeting Room

Building * B1 Room Name * B11

Booking Date * 15-10-2024 Booking Time * 09:30

User * DENG (2523001) Email * deng@xmu.edu.my

Phone Number * eg. 0123456789 Booking Length * ⑤ Select an option

Section * Section

Usage * Usage

Attachment
Choose File No file chosen
2MB limit and can be of the following types: txt, pdf, doc, docx, ppt, pptx, rar.


Close Submit ⑥

Available	Pending	Reserved	Closed							
ROOM NAME	CAPACITY	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00
B1 - B11	30						⑦			



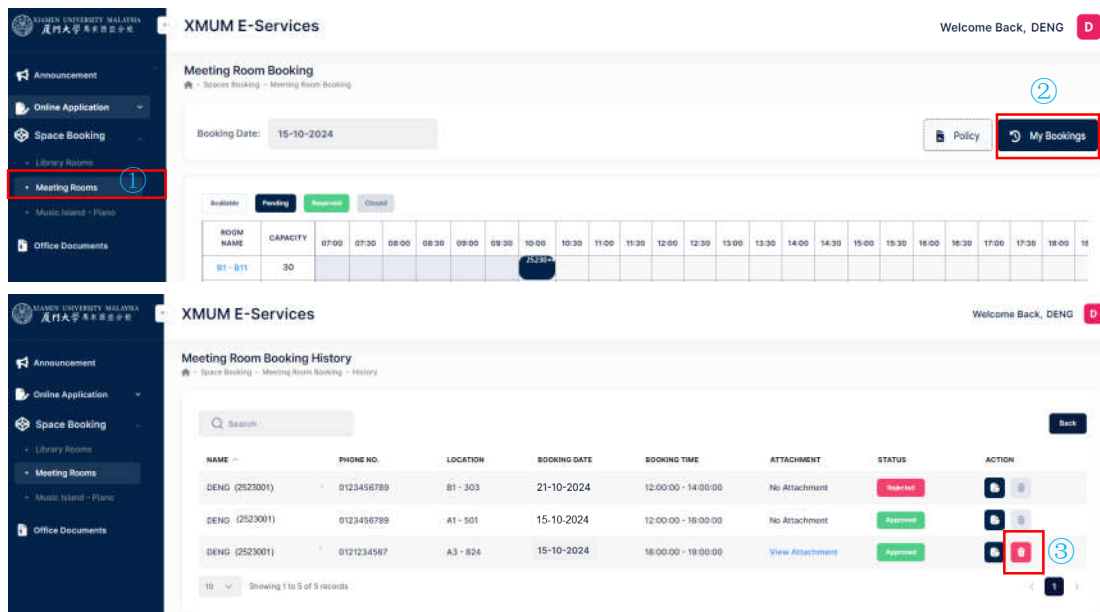
2.2.2 Cancel Meeting Room Booking

Step 1: Click on ① “Meeting Rooms” and click on ② “My Bookings” to cancel room booking.

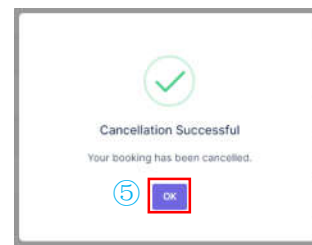
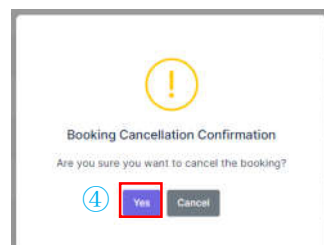
Step 2: Click on ③  trash can icon to cancel booking.

Step 3: Click on ④ “Yes” for the Booking Cancellation Confirmation.

Step 4: Click on ⑤ “Yes” for the Cancellation Successful message.



The screenshot shows the XMUM E-Services interface. On the left sidebar, the 'Meeting Rooms' option is highlighted with a red box and a circled 1. The main content area shows the 'Meeting Room Booking' page. At the top right, the 'My Bookings' link is highlighted with a red box and a circled 2. Below this, there is a calendar view for the date 15-10-2024. The calendar shows a grid of time slots from 07:00 to 18:00. A booking for room B1-B11 is shown for the 10:00 slot, with a trash can icon next to it. Below the calendar, there is a table titled 'Meeting Room Booking History'. The table has columns for NAME, PHONE NO., LOCATION, BOOKING DATE, BOOKING TIME, ATTACHMENT, STATUS, and ACTION. The table contains three rows of booking data. The third row, for room A3-824, has a trash can icon in the ACTION column, which is highlighted with a red box and a circled 3. Below the table, there is a 'Showing 1 to 5 of 5 records' message.





2.2.3 View Meeting Room Booking Status

Step 1: Click on ① “Meeting Rooms” and click on ② “My Bookings”.

Step 2: Check the ③ Status.

The screenshot shows the XMUM E-Services interface. On the left sidebar, 'Meeting Rooms' is highlighted with a red box and labeled ①. In the main content area, the 'My Bookings' button is highlighted with a red box and labeled ②. Below this, the 'Meeting Room Booking History' section displays a table with booking details. The 'STATUS' column is highlighted with a red box and labeled ③, showing a 'Pending' status for a booking on 15-10-2024.

NAME	PHONE NO.	LOCATION	BOOKING DATE	BOOKING TIME	ATTACHMENT	STATUS	ACTION
DENG (2523001)	0121234567	B1 - B11	15-10-2024	09:30:00 - 10:30:00	No Attachment	Pending	[Icons]

2.2.4 View Meeting Room Booking Detail

Step 1: Click on ① “Meeting Rooms” and click on ② Campus ID displayed on the reserved time slot.

Step 2: Booking information displays at ③ “Meeting Room Booking Information”.

The screenshot shows the XMUM E-Services interface. On the left sidebar, 'Meeting Rooms' is highlighted with a red box and labeled ①. In the main content area, a booking slot for 08:00-09:00 is highlighted with a red box and labeled ②. A modal window titled 'Meeting Room Booking Information' is displayed, showing booking details. The modal content is highlighted with a red box and labeled ③.

ROOM NAME	CAPACITY	07:00	07:30	08:00	08:30	09:00	09:30	10:00
B1 - B11	30			Reserved				
B1 - 303	20							

Meeting Room Booking Information

User: DENG (2523001)

Phone Number: 0121234567

Email: deng@xmu.edu.my

Room Name: B1 - B11

Booking Date: 16-10-2024

Booking Time: 08:00 - 09:00

Section: Morning

Approval Status: Approved



2.3 Music Island – Piano

2.3.1 Book Piano at Music Island

Step 1: Click on ① “Space Booking” module.

Step 2: Click on ② “Music Island – Piano” and choose date at ③ “Booking Date”.

Step 3: Select the available time slot ④.

Step 4: Fill in information required ⑤: Phone Number, Booking Length, Section, Usage, Attachment (optional).

Step 5: Click on ⑥ “Submit” to book room and room booked with ⑦ “Reserved” status at “Musical Instrument Booking”.


Note: View “Policy” before room booking. Once piano is reserved, the confirmation email will be sent to Campus Email.

Available		Reserved		Closed															
NAME	CAPACITY	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30
Piano (Music Island - L1)	1																		



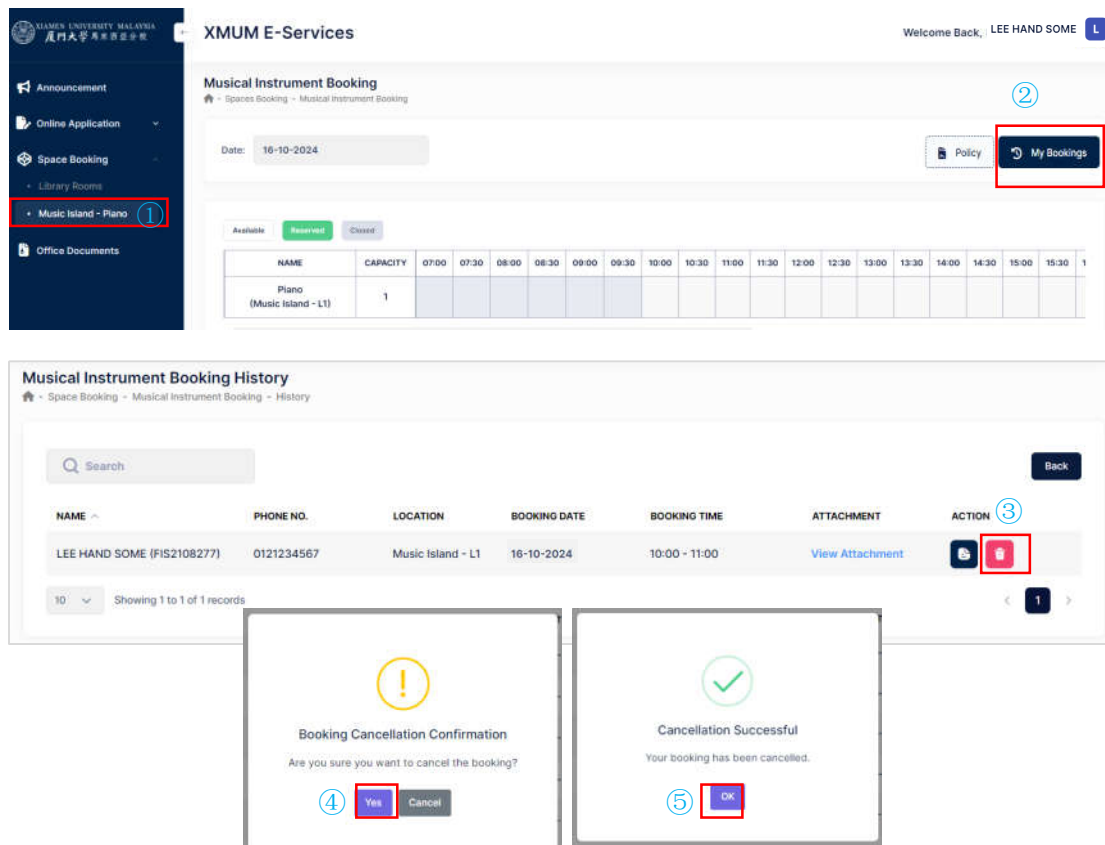
2.3.2 Cancel Piano Booking

Step 1: Click on ① “Instrument Island - Piano” and click on ② “My Bookings” to cancel piano reservation.

Step 2: Click on ③  trash can icon to cancel reservation.


Step 3: Click on ④ “Yes” for the Booking Cancellation Confirmation.

Step 4: Click on ⑤ “Yes” for the Cancellation Successful message.



The screenshot displays the XMUM E-Services portal. On the left sidebar, the navigation menu includes 'Announcement', 'Online Application', 'Space Booking', 'Library Rooms', 'Music Island - Piano' (marked with ①), and 'Office Documents'. The main content area is titled 'Musical Instrument Booking' and shows a date filter for '16-10-2024'. A 'My Bookings' button (marked with ②) is highlighted in the top right. Below this, a table lists available piano slots. The 'Musical Instrument Booking History' section shows a single booking for 'LEE HAND SOME' on '16-10-2024' from '10:00 - 11:00'. The 'ACTION' column (marked with ③) contains a trash can icon. Below the history table, two modal windows are shown: 'Booking Cancellation Confirmation' (marked with ④) with 'Yes' and 'Cancel' buttons, and 'Cancellation Successful' (marked with ⑤) with an 'OK' button.

NAME	CAPACITY	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	1
Piano (Music Island - L1)	1																			

NAME	PHONE NO.	LOCATION	BOOKING DATE	BOOKING TIME	ATTACHMENT	ACTION
LEE HAND SOME (FIS2108277)	0121234567	Music Island - L1	16-10-2024	10:00 - 11:00	View Attachment	

Booking Cancellation Confirmation

Are you sure you want to cancel the booking?

④

Cancellation Successful

Your booking has been cancelled.

⑤



2.3.3 View My Piano Booking Record

Step 1: Click on ① “Music Island - Piano” and click on ② “My Bookings”.

Step 2: Check your piano booking records at ③ “Musical Instrument Booking History”.

Musical Instrument Booking

Date: 15-10-2024

Policy My Bookings ②

NAME	CAPACITY	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30
Piano (Music Island - L1)	1																

Musical Instrument Booking History

Search Back

NAME	PHONE NO.	LOCATION	BOOKING DATE	BOOKING TIME	ATTACHMENT	ACTION
LEE HAND SOME (FIS2108277) ③	0121234567	Music Island - L1	16-10-2024	10:00 - 11:00	View Attachment	

Showing 1 to 1 of 1 records

2.3.4 View Piano Booking Information

Step 1: Click on ① “Music Island - Piano”.

Step 2: Click on ② Campus ID to display the reserved time slot and view the ③ “Music Island Piano Booking Information”.

Musical Instrument Booking

Booking Date: 16-10-2024

Policy My Bookings

NAME	CAPACITY	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30
Piano (Music Island - L1)	1							FIS2108277 ②	

Music Island Piano Booking Information

User: LEE HAND SOME (FIS2108277)

Phone Number: 0121234567

Email: FIS2108277@xmu.edu.my ③

Musical Instrument Name: Piano

Location: Music Island - L1

Booking Date: 2024-10-16

Booking Time: 10:00:00 - 11:00:00

Section: Morning

Usage: test



3 Office Documents

3.1 Download of Office Documents

Step 1: Click on ① “Office Documents”.

Step 2: Select ② Department Folder and view for the document files. You may select All Departments to view the listing of all uploaded documents.

Step 3: Click on ③ “Download” to view or download file.

XMUM E-Services Welcome Back, LEE HAND SOME **L**

Office Documents Folder
Office Documents - Office Documents Folder

① Office Documents

② IT DEPARTMENT

Office Forms & Templates
Office Documents - Office Documents Folder - Office Forms & Templates

Search Forms/Templates

FORMS & TEMPLATES	DESCRIPTION	DEPARTMENT FOLDER	ACTIONS
IT Device Installation Request Form	Installation request arrangement for approved classroom/multimedia device such as laptop, desktop and wireless microphones.	IT DEPARTMENT	③ Download

Showing 1 to 1 of 1 records

Step 4: Click on ④ to download.

Step 5: Click on ⑤ “Save” to save file in local pc.

IT_Device_Installation_Request_Form.pdf

④ Download

⑤ Save



4 Online Application

4.1 Event Application

4.1.1 Event Application Dashboard

Step 1: Click on ① “Online Application”.

Step 2: Select ② “Event Application”

Step 3: Click on ③ “Terms & Conditions” to view the application terms & conditions for classrooms, campus venues and items.

Step 4: Click on ④ “History” to view event application status and history.

Step 5: Click on ⑤ “New Event Application” to create new event application.

Step 6: Click on ⑥ approved event application for ⑦ event’s brief information.

⑦

Event Name: Test Club

Event Description: asd

Location


Event Date/Time
1st Nov, 2024 7:00 am to 2nd Nov, 2024 7:00 am

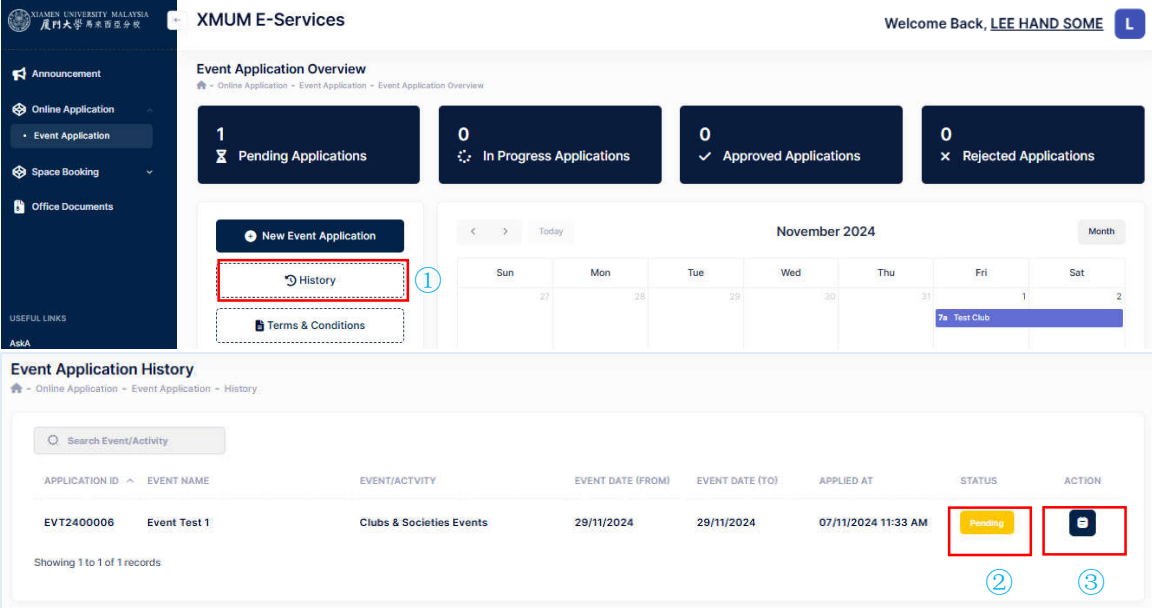
No. of Participants
20




4.1.2 Check Event Application (History and Status)

Step 1: Click on ① “History” to view event application ② “Status” at Event Application History.

Step 2: Click on on ③ Action “” to view ④ Event Application Details.



XMUM E-Services Welcome Back, **LEE HAND SOME** 

Event Application Overview
🏠 - Online Application - Event Application - Event Application Overview

1
⌚ Pending Applications

0
🔄 In Progress Applications

0
✓ Approved Applications

0
✗ Rejected Applications

[New Event Application](#)

[History](#) ①


[Terms & Conditions](#)

November 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
					7a Test Club	

Event Application History
🏠 - Online Application - Event Application - History

🔍 Search Event/Activity

APPLICATION ID	EVENT NAME	EVENT/ACTIVITY	EVENT DATE (FROM)	EVENT DATE (TO)	APPLIED AT	STATUS	ACTION
EVT2400006	Event Test 1	Clubs & Societies Events	29/11/2024	29/11/2024	07/11/2024 11:33 AM	Pending ②	 ③

Showing 1 to 1 of 1 records

Note: Click on ⑤ “View Proposal” at Event Information (Attachment) to view attachment submitted for application.



Event Application Details

🏠 - Online Application - Event Application - History - Event Application Details

④

Application Status Details

Back

Application ID No : EVT2400006

Application Status :

Pending

Applicant Details

Applicant Information

Name : LEE HAND SOME

Campus ID : FIS2108277

Email Address : FIS2108277@xmu.edu.my

Contact No : 012345678

HOD/Advisor Information

Name : HOD Tester 1

Email Address : hodtester1@xmu.edu.my

Contact No : 0123456789

Event Information

Event Type : Clubs & Societies Events (ECA)

Event Name : Event Test 1

Organiser Name : Organisation test 1

Description : Event Testing Purpose

Start Date : 29/11/24

End Date : 29/11/24

Start Time : 10:00 AM

End Time : 11:00 AM

Number of Participants : 100

Attachment :

[View Proposal](#)

⑤

Event Approval Details :

Application Status :

Pending

Remarks(if any) :

Updated At :

Venues Information

VENUE TYPE	VENUE CATEGORY	VENUE NAME	START - END DATE	START - END TIME	STATUS	REMARKS	UPDATE DATE/TIME
Common Area	--	A3-GF (Event Hall)	29/11/2024 - 29/11/2024	7:00 AM - 10:00 AM	Pending		

Items Information

ITEM TYPE	ITEM NAME	QUANTITY	COLLECT - RETURN DATE	COLLECT / RETURN TIME	STATUS	REMARKS	UPDATED DATE/TIME
IT Items	Classroom Multimedia Access Card	1	29/11/2024 - 29/11/2024	10:00am-11:00am / 10:00am-11:00am	Pending		

Operation and Maintenance

ARRANGEMENT TYPE	DESCRIPTION	START - END DATE	STATUS	REMARKS	STATUS DATE/TIME
Power Extension/Lighting/AC	1 power extension	29/11/2024 - 29/11/2024	Pending		



4.2.1 Create New Event Application (Choose appropriate Event Types)

Section 1: Event Type:

Step 1: Choose one of the following ① Event Type based on descriptions and click on ② “Continue”.

Event Type	Event Descriptions
Extra-Curricular Activities Unit (ECA)	- Event with Approved Proposal - Club Meetings/Discussion
Academic Affairs Office (Undergraduate)	- Workshop/ Seminar - Presentation/Talks
School of Foundation Studies (Foundation)	- Workshop/Seminar - Presentation/Taalks

New Event Application
🏠 - Online Application - Event Application - New Event Application

Section 1 Event Type Section 2 Event Information Section 3 Venues Information Section 4 Items Information Section 5 Operation & Maintenance Section 6 Disclaimer

Choose Event Type ①

Extra-Curricular Activities Unit (ECA)

Clubs & Societies Events
Event with Approved Proposal

Clubs & Societies Activities
Club Meetings/Discussion

Academic Affairs Office (Undergraduate)

Academic Related Events
Workshop/Seminar

Academic Related Activities
Presentation/Talks

School of Foundation Studies (Foundation)

Academic Related Events
Workshop/Seminar

Academic Related Activities
Presentation/Talks

② **Continue >**



Section 2: Event Information:

Step 1: Input ① fields required and click on ② “Continue”.

Note: Upload Approved Proposal: Attachment upload is mandatory for “ECA-Event with Approved Proposal”, “Undergraduate-Workshop/ Seminar” or “Foundation-Workshop/ Seminar” event type. The uploaded file must be a PDF document and less than 5mb in size.

New Event Application
🏠 - Online Application - Event Application - New Event Application

Section 1 Event Type **Section 2 Event Information** Section 3 Venues Information Section 4 Items Information Section 5 Operation & Maintenance Section 6 Disclaimer

Event Information
Fill in the details below.

Applicant Name *	Applicant Campus ID *	Applicant Email Address *	Applicant Contact *
LEE HAND SOME	FIS2108277	FIS2108277@xmu.edu.my	

HOD/Advisor Name *	HOD/Advisor Email Address *	HOD/Advisor Contact *

Event Name *	Organization Name *	Number of Participants *

Event Start Date *	Event Start Time *	Event End Date *	Event End Time *
Pick Date	Pick Time	Pick Date	Pick Time

Event Description *	Upload Approved Proposal * (include venue layout)
	Choose File No file chosen

①

②

Back Continue



Section 3: Venue Information:

Step 1: Check venue information at ① “Venue Types” if requires. Click on ② “Yes” if you need venue or click on ③ “No” if not required for “Do you require venue?”.

Step 2: If you click on ② “Yes”, fill in ④ venue information required and click on ⑥ “Continue”.

Step 3: If you need to add more venue, click on ⑤ “Add Additional Venue” to fill in more venue information required and click on ⑥ “Continue” upon completion.

New Event Application
🏠 - Online Application - Event Application - New Event Application

Section 1
Event Type

Section 2
Event Information

**Section 3
Venues Information**

Section 4
Items Information

Section 5
Operation & Maintenance

Section 6
Disclaimer

Venues Information

Fill up the details below
- Specify your venue date and time, including the rehearsal, setup, and dismantling date and time
- Ensure that each application submits the same venue only once.

Venue Types

①

Do you require venue? *

②

☒ Yes ☐ No

③

Venue Type *

Select Venue Type

④

Start Date *

2024-12-10

Start Time *

Start Time

End Date *

2024-12-10

End Time *

End Time

+ Add Additional Venue

⑤

< Back

⑥

Continue >



Section 4: Item Information:

Step 1: Check item information at ① “Item Types” if requires. Click on ② “Yes” if you need borrow item or click on ③ “No” if not required for “Do you require items borrowing?”.

Step 2: If you click on ② “Yes”, fill in ④ item information and click on ⑥ “Continue”.

Step 3: If you need to add more items, click on ⑤ “Add Additional Item” to fill in more venue information required and click on ⑥ “Continue” upon completion.



Section 5: Operation & Maintenance:

Step 1: Click on ① “Yes” if you need operation and maintenance arrangement or click on ② “No” if not required for “Do you require Operation and Maintenance arrangement?”.

Step 2: If you click on ① “Yes”, fill in ③ arrangement information required and click on ⑤ “Continue”.

Step 3: If you need to add more items, click on ④ “Add Additional Arrangement” to fill in more arrangement information required and click ⑤ “Continue” upon completion.

New Event Application
🏠 - Online Application - Event Application - New Event Application

Section 1 Event Type Section 2 Event Information Section 3 Venues Information Section 4 Items Information **Section 5 Operation & Maintenance** Section 6 Disclaimer

Operation and Maintenance

Fill up the details below
- Ensure that each application submits the same arrangement only once.

Do you require Operation and Maintenance arrangement? * ① ☒ Yes ☐ No ②

Arrangement Type *
Select Arrangement Type

Description *

Start Date: *
2024-12-10

Start Time *
Start Time ③

End Date: *
2024-12-10

End Time *
End Time

+ Add Additional Arrangement ④

< Back ⑤ **Continue** >



Section 6: Disclaimer:

Step 1: Tick ① “By submitting the application, applicants acknowledge that they have read, understood, and agreed to abide by these terms and conditions.” after read disclaimer.

Step 2: Click on ② “Submit” to go to next section.

Step 3: Click on ③ “Yes, Submit Application!” to confirm submission.

Step 4: Click on ④ “OK” at Application submitted successfully message.

New Event Application
🏠 - Online Application - Event Application - New Event Application

Section 1
Event Type

Section 2
Event Information

Section 3
Venues Information

Section 4
Items Information

Section 5
Operation & Maintenance

**Section 6
Disclaimer**

Disclaimer and Terms of Application

Please check the checkbox before submit the application

Campus Venue and Item (ECA)

- Submission of an application does not guarantee the allocation of a space and/or item. All applications will be reviewed based on availability and suitability.
- For item booking
 - Item collection date and time will be remarked in this application form
 - A penalty of RM50.00 will be imposed for failure to return items. Applicant is to bear the cost of any damaged items
 - For media equipment, an additional security deposit of RM100.00 is required upon collection time
- If circumstances change or if the applicant no longer requires the allocated space, they must notify ECA staff promptly.
- The University reserves the right to make changes to the application at any time due to unforeseen circumstances, scheduling conflicts, or operational requirements.
- The University is not liable for any loss, damage, or injury that may occur as a result of the use of the allocated space and/or item. Applicant is expected to take full responsibility for their action and safety.
- Items collection during office hours only (9am-5pm)

Classroom (AAO)

- Classroom bookings are subject to availability.
- Please note that the availability of requested classrooms is not guaranteed.
- AA reserves the right to allocate classrooms based on availability and operational requirements.
- Changes may occur due to unforeseen circumstances, scheduling conflicts, or operational requirements.
- Changes to booking details, including date, time, or classroom preferences, must be communicated and approved by AAO.
- These terms and conditions are subject to periodic review and may be amended or updated by AAO at any time.

Campus Venue and Items (PAMO)

- Submission of an application does not guarantee the allocation of space and/or items. All applications will be reviewed based on availability and suitability.
- For Venue booking
 - A3 GF (Event Hall) is permitted only for activities with minimal noise levels.
 - If the applicant no longer requires the allocated space, prompt notification to PAMO staff is required.
 - The University reserves the right to make changes to the booking due to unforeseen circumstances, scheduling conflicts, or operational requirements.
 - The University is not liable for any loss, damage, or injury resulting from the use of the allocated space and/or items. Applicants are expected to assume full responsibility for their actions and safety.
- For Item booking
 - The item collection date and time will be specified in this application form.
 - All items should be returned in clean and good condition. A penalty of RM50.00 will be imposed for late or non-return of items. The applicant is responsible for the cost of any damaged items.
 - Tablecloths must be washed and returned within two working days after the event.

① ☐ By submitting the application, applicants acknowledge that they have read, understood, and agreed to abide by these terms and conditions.

< Back

Submit >

Application information cannot be amended after submission. Are you sure you want to submit the application?

③ Yes, Submit Application!

No, Cancel

Application submitted successfully!

④ OK



4.2 Student Leave of Absence (Student only)

4.2.1 Student Leave Application

Step 1: Click on ① “Online Application”

Step 2: Select ② “Student Leave of Absence”

Step 3: Click on ③ “Apply For Leave”

Step 4: Read the ④ **Important Notes**.

Step 5: Select ⑤ “Program Level” e.g. Foundation, Undergraduate or ELEC (English Language Education Centre), “Nationality” e.g. Malaysian, and enter current semester “intake” e.g. 2025/05 (YYYY/MM)

Step 6: Fill in ⑥ “Contact Number” and “Personal Email”

Step 7: Click on ⑦ “Submit” to proceed to next page or “Reset” to refill information.



4.2.2 Student Leave Application (Cont'd)

Step 1: Select ① “Start Date” and “End Date” from the calendar.

Step 2: Enter ② “Number of Absence Days” - Class Day only.

Step 3: Select ③ “Reason” from dropdown option to apply for the leave. Enter “Reason Description” for further justification, especially if you are selecting Other Reason. **Note appears when Reasons “Medical Condition” and “Visa Issue” are selected.**

Step 4: Enter Affected Class(es) info, select ④ “Course Code”, “Course Name” and “Lecturer” name. Click on “Add More Course”, if multiple classes are affected.

Step 5: Attach ⑤ supporting document for the leave application. Click “Add More Files” to submit more document.

Step 6: Click on ⑥ “Student Declaration” to ensure you are aware of the responsibility in submitting accurate info for the leave application.

Step 7: Click on ⑦ “Submit” to proceed to next page or “Reset” to refill information.

Attn: For Step ④
Student need to ADD ALL impacted class/course(s) code while applying for leave. However, it is not applicable for Foundation programmes students.

Note:

Email notification ONLY send to student once the leave is approved or rejected. Student can also check the application status in XMUM E-Services portal accordingly.



5 Claim Management

5.1 Student Claim Form

Only authorized students can view and access to this module in E-Services.

Students who wish to apply for a student assistant or helper role must contact the respective department or faculty staff and submit the required information before accessing to the module and apply for claim submission. The claim submission deadline follows existing Finance Office guidelines. For any inquiries regarding student assistant claims, do consult the relevant department or faculty staff as needed.

5.1.1 Create a Student Claim Form

Step 1: Click on ① “Claim Management”.

Step 2: Select ② “Student Claim Form”.

Step 3: Click on ③ “New Claim Form” to add a new form (normally it is a form for one month work).

Step 4: Fill in ④ information and select the department you supported.



Step 5: Click on ⑤ “Submit” .

XMUM E-Services Welcome Back, WU HAOCHENG

Student Helper Claim Form Management

Student Helper Claim - Claim Form

Total Approved Claim	Joined Department	Total Approved Earnings	Total Approved Hours
1	1	RM 56.00	7 H

Active (Draft) Claim: 0
Student Claim Form

+ New Claim Form ③

Claim ID	Department Name	Total Tasks	Total Hours	Status	Created
No data available in table					

Showing no records

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Add Claim Form

Campus ID *
AIT2409044

Name *
WU HAOCHENG

Department Supported *
Select an option
INFORMATION TECHNOLOGY

Close Submit ⑤

5.1.2 Fill In the Student Claim Form

Step 1: Click on ① to view details of the form.

Step 2: Click on ② “New Task Details” to add your work hours.



Step 3: Fill in ③ information and click on ④ “Submit”.

Active (Draft) Claim: 1
Student Claim Form

+ New Claim Form

Claim ID ^	Department Name	Total Tasks	Total Hours	Status	Created
SA2504013	INFORMATION TECHNOLOGY	0	0	Draft	18/04/2025 11:04

WU HAOCHENG
AIT2409044
Draft

Student Details

Claim ID:
SA2504013

Department:
INFORMATION TECHNOLOGY

Bank Name:
Industrial and Commercial Bank of China (Malaysia) Berhad (ICBC)

Account No:
0129000100001833320

IC/Passport:
EM8568749

Nationality:
International

Contact No:

Claim Details
Completed Task Details

+ New Task Details

Date
^ Description Task Category Time (In-Out) Hours Checked A

No data available in table

Showing no records

! Declaration & Notes:

I hereby confirm that the information given in this form is true, complete and accurate.

Payment will be processed upon settlement of any outstanding fees.

Student is required to submit by 7th of each month. Submissions are only allowed for the previous month.

Back Submit

Add Task Details

Department * Student ID *
INFORMATION TECHNOLOGY AIT2409044

Date *
2025-04-18

Time In *
Select an option

Time Out *
Select an option

Task Category *
Select an option

Task Description *
Description

Close Submit

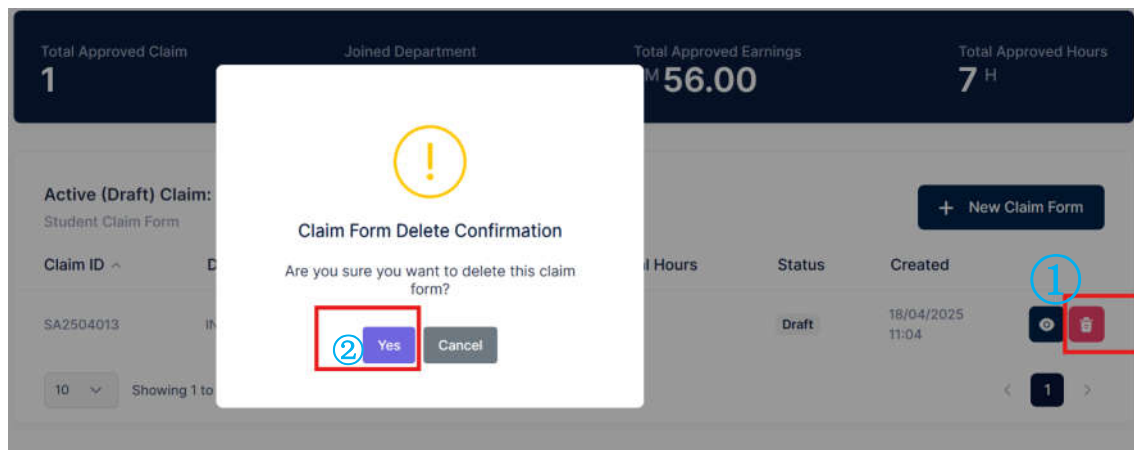
25



5.1.3 Deletion of Student Claim Form

Step 1: Click on ① to delete the form.

Step 2: Click on ② to confirm.





5.1.4 Edit the Task Details

- Step 1: Drag the slider ① to the right to view the actions buttons .
Step 2: Click on ② to add Edit task details
Step 3: Fill in ③ the correct information.

XMUM E-Services

Welcome Back, **WU HAOCHENG** **W**

WU HAOCHENG
AIT2409044

Draft

Student Details

Claim ID:
SA2504013

Department:
INFORMATION TECHNOLOGY

Bank Name:
Industrial and Commercial Bank of
China (Malaysia) Berhad (ICBC)

Account No:
0129000100001833320

IC/Passport:
EM8568749

Nationality:
International

Contact No:
+60 177688679

Email:
AIT2409044@xmu.edu.my

Claim Details
Completed Task Details

+ New Task Details

Description	Task Category	Time (In-Out)	Hours	Checked	Actions
classroom support	Technical Task	02:00 PM - 06:00 PM	4	<input checked="" type="checkbox"/>	<div>①</div> <div>②</div>

Showing 1 records

Declaration & Notes:

- I hereby confirm that the information given in this form is true, complete and accurate.
- Payment will be processed upon settlement of any outstanding fees.
- Student is required to submit by 7th of each month. Submissions are only allowed for the previous month.

Back Submit

Edit Task Details

Student ID *

AIT2409044

Date *

2025-04-14

Time In *

02:00 PM

Time Out *

06:00 PM

Task Category *

Technical Task

Task Description *

classroom support

Close

Submit



5.1.5 Delete the Task

Step 1: Click on ① to delete this task.

Step 2: Click on ② to confirm.

Student Helper Claim Form Details
Home - Student Helper Claim - Claim Form

WU HAOCHENG
AIT2409044
Draft

Claim Details

Student Details

Claim ID: SA2504013
Department: INFORMATION TECHNOLOGY
Bank Name: Industrial and Commercial Bank of China (Malaysia) Berhad
Account No: 0129000100001833320

Claim Details Delete Confirmation

Are you sure you want to delete this claim detail?

② Yes Cancel

Task Category	Time (In-Out)	Hours	Checked	Actions
Technical Task	02:00 PM - 06:00 PM	4		① [Delete Icon]

+ New Task Details

I hereby confirm that the information given in this form is true, complete and accurate.

5.1.6 Submit the Form

Step 1: Click on ① to submit the form.

Step 2: Click on ② to confirm. Once submitted, you will **not be able** to edit the claim forms anymore.

Tips: Make sure all the tasks have been checked ③ by the staff, otherwise you are not able to submit the application.

Note:

Remember to perform this monthly claim once and before the finance cut off date.



Claim Details

Completed Task Details

+ New Task Details

All claim details must be checked before submission.

④

DATE	DESCRIPTION	TASK CATEGORY	Time (In / Out)	Hours	Checked	Actions
14/04/2025	classroom support	Technical Task	02:00 PM - 06:00 PM	4	③	 
18/04/2025	classroom support	Technical Task	08:00 AM - 12:00 PM	4		 

Showing 2 records



Declaration & Notes:

- I hereby confirm that the information given in this form is true, complete and accurate.
- Payment will be processed upon settlement of any outstanding fees.
- Student is required to submit by 7th of each month. Submissions are only allowed for the previous month.

Back

Submit



5.2 Student Claim History

Step 1: Click on ① “Claim Management”.

Step 2: Select ② “Student Claim History”.

Step 3: Click on ③ to view the details of the form.

Step 4: You may check ④ the status of each work record by its color.

Step 5: Once the Student claim form is approved by all the relative departments , the claim status will be “Approved” ⑤ or it will be “Pending”.

Announcement

Online Application

Space Booking

Claim Management (Beta) ①

- Student Claim Form
- Student Claim History ②
- Student Claim Statistics

Office Documents

XMUM E-Services

Student Claim History

Search

Claim ID	Department Name	Total Tasks	Created At	Submitted At	Action
SA2504013	INFORMATION TECHNOLOGY	2	18/04/2025 11:04 AM	18/04/2025	③
SA2504002	INFORMATION TECHNOLOGY	2	11/04/2025 11:22 AM	11/04/2025	

Showing 1 to 2 of 2 records

Welcome Back, WU HAOCHENG

Student Claim Form Details

Claim #SA2504013

Student Status: Submitted

Claim Status: Approved ⑤

Student Name: WU HAOCHENG

Student ID: AIT2409044

Student IC/Passport: EM8568749

Nationality: International

Student Contact No: +60 177688679

Student Email: AIT2409044@xmu.edu.my

Department: INFORMATION TECHNOLOGY

Student Bank Name: Industrial and Commercial Bank of China (Malaysia) Berhad (ICBC)

Student Account No: 0129000100001833320

Submitted At: 18/04/2025

Claim Details

Status: Pending Approved Rejected ④

Description

	Date	Time (In-Out)
classroom support	14/04/2025	02:00 PM - 06:00 PM
classroom support	18/04/2025	08:00 AM - 12:00 PM

Showing 2 records

Approved Total Hours (H) 8

Approved Total Amount (RM) 64.00

Print Back



5.3 Student Claim Statistics

Step 1: Click on ① “Claim Management”.

Step 2: Select ② “Student Claim Statistics”.

Step 3: You can see your claimed hours ③ and claimed amount ④ counted for the month, which will be updated after the according claim form is approved.

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厦門大學 马来西亚分校

XMUM E-Services

Welcome Back, **WU HAOCHENG**

Student Claim Statistics
Claim Management - Student Claim Statistics

Hours and Amount Claimed
Counted in Month

MONTH	CLAIMED HOURS	CLAIMED AMOUNT
April 2025	③ 15 H	④ RM 120