

## **Computer Common**

### **Problem: How to login to Infocenter?**

Symptoms:

- Cannot access Infocenter
- Unsure if logged in

Solution:

Step 1: Open Infocenter using <http://infocenter.rwem.local/Portal/Index>.

Step 2: If already installed, Infocenter will auto login.

Step 3: Check the top right corner for your name to confirm login status.

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## **Computer User**

### **Problem: User computer locked**

Symptoms:

- Device inaccessible
- Screen locked

Solution:

Step 1: Restart your device.

Step 2: Ensure Windows is updated to the latest version before restart.

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## **Email**

### **Problem: New user login first time**

Symptoms:

- Cannot log in as a new email user

Solution:

Step 1: Confirm that the default password is **Rohm789!**

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## **REMA Portal**

### **Problem: TAC Code not received using SMS**

Symptoms:

- Did not receive TAC via SMS

Solution (Option 1):

Step 1: Check your phone reception.

Step 2: Enable TAC code to be sent via email:

- Go to REMA Portal → Update Profile.
- Enable Email TAC (personal or office email).
- Request TAC again.

Solution (Option 2):

Step 1: Contact ISD PIC [151].

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### **Problem: TAC Code not received using Email**

Symptoms:

- Did not receive TAC via Email

Solution:

Step 1: Contact ISD PIC [151].

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### **RoPros**

#### **Problem: New user login first time**

Symptoms:

- Cannot log in as new RoPros user

Solution:

Step 1: Contact Procurement PIC [175].

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#### **Problem: ID locked out**

Symptoms:

- Unable to log in to RoPros

- Account locked

Solution:

Step 1: Contact Procurement PIC [175].

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## **Microsoft Apps – Outlook**

### **Problem: Download or install Outlook App**

Symptoms:

- Outlook app not installed
- Cannot access Outlook

Solution:

Step 1: Go to Microsoft Store from Start menu.

Step 2: Search for **Microsoft Outlook**.

Step 3: Click **Microsoft Outlook**.

Step 4: Click **Get or Install** to download.

Step 5: Wait a few minutes for installation to complete.

Step 6: Open Outlook from Microsoft Store or Start menu.

 If installation takes longer than 1 hour, there may be an issue.

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## **Microsoft Apps – Teams**

### **Problem: Teams meeting no audio output**

Symptoms:

- No sound during Teams meeting
- Headset or speaker not working

Solution (Option 1):

Step 1: Go to three dots (More actions) in the top toolbar.

Step 2: Open **Audio Settings**.

Step 3: Select the correct **Speaker** or **Headset**.

Step 4: Ensure volume is not muted or at minimum.

Solution (Option 2):

Step 1: If using a headset, unplug and plug back the audio jack.

Step 2: If using a speaker, check laptop volume and mute buttons.

Solution (Option 3):

Step 1: Restart your device.

Step 2: Ensure Windows is updated before restart.

## **Microsoft Apps – Teams**

### **Problem: Teams meeting no audio output**

Symptoms:

- No sound output during Teams meeting
- Audio devices not working

Solution (Option 4 – Admin access):

Step 1: Open **Device Manager**.

Step 2: Reinstall the sound device.

Step 3: Restart the device.

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### **Problem: Teams meeting no audio output**

Symptoms:

- Audio still not working after reinstall/restart
- Possible hardware failure

Solution (Option 5 – Escalation):

Step 1: Suspected malfunctioning sound driver or broken motherboard components.

Step 2: Send device to IS member for further checkup.

Step 3: If necessary, send to supplier for repair.

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### **Problem: Download or install Teams App**

Symptoms:

- Cannot find or install Microsoft Teams app

Solution (Method 1 – Microsoft Store):

Step 1: Open **Microsoft Store** from Start menu.

Step 2: Search for **Microsoft Teams**.

Step 3: Select Microsoft Teams.

Step 4: Click **Get or Install**.

Step 5: Wait a few minutes for installation to complete.

Step 6: Open Teams from Microsoft Store or Start menu.

 If installation takes longer than 1 hour, it may indicate an issue.

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### **Problem: Download or install Teams App**

Solution (Method 2 – Official Installer):

Step 1: Go to [Microsoft Teams Download Page](#).

Step 2: Click **Download Teams**.

Step 3: Choose **Download for Windows (64-bit)**.

Step 4: Wait for the installer to finish downloading.

Step 5: Double-click **MSTeams-x64.msix**, then click **Install**.

Step 6: Wait a few minutes for installation.

Step 7: Open Teams from Start menu.

 If you see the error “This app package is not supported for installation by App Installer because it uses certain restricted capabilities,” refer to **Teams App Error – Restricted Capabilities**.

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### **Problem: Download or install Teams App**

Solution (Method 3 – Manual Install from File Server):

Step 1: Go to file server: \\ISDSVR47\Software Basic\App Common Installer\MS Teams for Work.

Step 2: Find file **MSTeams-x64.msix**.

Step 3: Copy the file to your Desktop.

Step 4: Double-click the installer file to run installation.

Step 5: Wait a few minutes for installation.

Step 6: Open Teams from Start menu.

 If you see the restricted capabilities error, refer to **Teams App Error – Restricted Capabilities**.

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## **Problem: Teams App Error – Restricted Capabilities**

Symptoms:

- Error during Teams installation:  
*"This app package is not supported for installation by App Installer because it uses certain restricted capabilities."*

Solution:

Step 1: Open **Microsoft Store** (Start menu → type *Microsoft Store* → press Enter).

Step 2: Go to **Library** (bottom-left of the window).

Step 3: View installed apps.

Step 4: Look for **App Installer**.

Step 5: If update available → click **Update**.

Step 6: If no update option → click **Get Updates** at the top-right of the page.

Step 7: Wait for updates to complete.

Step 8: Retry Teams App installation.

## **Microsoft Apps – Teams**

### **Problem: Old to new Teams Sign-in Issue**

Symptoms:

- Cannot sign in with old Teams app
- Prompted to move to new Teams

Solution (Method 1 – In-app upgrade):

Step 1: In old Teams, click the **three dots** at the upper-right.

Step 2: Select **Download the desktop app (New)**.

Step 3: New Teams will be installed automatically.

Solution (Method 2 – Manual reinstall):

Step 1: Search **Add or remove programs** from search bar.

Step 2: Open and go to **Programs and Features**.

Step 3: Uninstall old Teams.

Step 4: In Edge App Launcher (waffle), click **Teams**.

Step 5: Click **Download Teams**.

Step 6: Select correct version:

- **64-bit Windows** → Download for Windows (64-bit)

- **32-bit Windows** → Download for Windows (32-bit)

Step 7: Launch Teams after installation.

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### **Problem: Teams App is frozen or hangs**

Symptoms:

- Teams app unresponsive
- Cannot click or navigate

Solution:

Step 1: Close Teams App.

Step 2: On bottom-right taskbar, find Teams icon → right-click → **Quit Teams**.

Step 3: Relaunch the Teams App.

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### **Server – File Sharing Server**

#### **Problem: SMB1 Error – File Server cannot open due to obsolete SMB1 Protocol**

Symptoms:

- Cannot access file server
- Error mentioning obsolete SMB1 protocol

Solution (Admin access required):

Step 1: Search **Turn on Windows Features** from Start menu.

Step 2: Find and tick **SMB 1.0/CIFS File Sharing Support**.

Step 3: Click **OK**.

Step 4: Restart computer after installation finishes.

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### **Problem: Shared file server cannot open – Credentials required**

Symptoms:

- Prompted for credentials when accessing file server
- Unable to open shared folder

Solution:

Step 1: Enter your PC login credentials. Example: RWEM\WD12345 or RWEM\GA12345.

Step 2: Confirm you are using the latest updated password.

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## Computer Common – Windows Language

### Problem: Install additional language & keyboard

Solution (Method 1 – Microsoft Settings):

Step 1: Search **Language Settings** from Start menu.

Step 2: Under **Preferred Languages**, click + Add a Language.

Step 3: Choose a language (e.g., Japanese).

Step 4: Click **Next**.

Step 5: Under **Install language features**, tick whether to set as Windows display language.

Step 6: Click **Install**.

 Installation may take ~15 minutes.

Solution (Method 2 – Manual IMEJP folder update, Admin access):

Step 1: Navigate to C:\Windows\IME.

Step 2: Rename current **IMEJP** folder to **IMEJP2** (if it exists).

Step 3: Copy **IMEJP** from \\ISDSVR47\Software Basic\Language (IME) to the same path.

Step 4: Restart the system.

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### Problem: Install Japanese Language in MS Office

Solution:

Step 1: Search **Office Language Preferences** from Start Menu.

Step 2: Under **Add additional editing languages**, select the required language.

Step 3: Click **Add**.

Step 4: Ensure **Keyboard Layout** is enabled (if not, follow the install additional language solution).

Step 5: Under **Proofing**, if status is *Not Installed*, refer to **Japanese IME is not ready yet**.

Step 6: Choose preferred language → click **Set as Default**.

Step 7: Restart Microsoft Office App.

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### Problem: Japanese IME is not ready yet

Solution:

- Step 1: Search **Language Settings** from Start menu.
  - Step 2: Under **Preferred languages**, click **Japanese → Options**.
  - Step 3: Download all options: **Language pack, Basic Typing, Handwriting, Speech**.
  - Step 4: Wait 15–30 minutes for download.
  - Step 5: Restart the system.
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### **Problem: Change Windows display language**

Solution:

- Step 1: Search **Language Settings** from Start menu.
  - Step 2: Under **Windows display language**, select preferred language.
  - Step 3: Restart the system.
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### **Problem: Cannot change the keyboard language**

Solution (Method 1):

- Step 1: Confirm preferred language is installed (see **Install additional language & keyboard**).
- Step 2: Change language by clicking language icon on taskbar (near clock) OR press **Windows + Spacebar**.
- Step 3: For Japanese typing → click the **A** icon left of language icon.
- Step 4: Ensure it changes from **A** to **Kanji** icon.

Solution (Method 2):

- Step 1: If still not working, refer to solution **Japanese IME is not ready yet**.
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## **Computer Common – Windows System**

### **Problem: Install .NET Framework 3.5**

Symptoms:

- Apps require .NET Framework but not installed

Solution (Admin access required):

- Step 1: Search **Turn on Windows Features** from Start menu.
- Step 2: Tick **.NET Framework 3.5 (includes .NET 2.0 and 3.0)**.

Step 3: Click **OK**.

Step 4: Restart computer after installation finishes.

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### **User Login ID – Nextset / Office365**

#### **Problem: Nextset – Server name or address could not be resolved**

Symptoms:

- Cannot log in to Nextset or Office365
- Server not found error

Solution (Admin access required):

Step 1: Search **View Network Connections** from Start Menu.

Step 2: Select active network adapter (Ethernet or Wi-Fi).

Step 3: Right-click → **Properties**.

Step 4: Find **Internet Protocol Version 4 (TCP/IPv4)** → double-click.

Step 5: Under **Use the following DNS server addresses**, set:

- Preferred DNS Server: 10.30.1.6
- Alternate DNS Server: 10.30.1.13

Step 6: Click **OK** → **Close**.

Step 7: Try logging in to Nextset/Office365 again.

### **User Login ID – Nextset / Office365**

#### **Problem: Update old version Nextset / Office365**

Symptoms:

- Running outdated Nextset/Office365 version

Solution (Method 1 – Check version):

Step 1: Open **Nextset/Office365**.

Step 2: Click (**Please Sign in**).

Step 3: Confirm version at top-right corner is **3.4.2.270 (64)**.

- If version matches → you already have the latest version.

Solution (Method 2 – Update to latest version):

Step 1: Go to file server: \\ISDSVR47\Software Basic\App Common Installer.

Step 2: Double-click **Setup\_Office365\_En\_AffiliateInternet.exe**.

Step 3: Click **Run** when prompted.

- If prompted with “Windows protected your PC” → click **More Info** → **Run anyway**.

Step 4: An **Office365** icon will automatically be copied to your desktop.

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#### **Problem: Update Nextset / Office365 version error – LHA-SFX: Process cannot access**

Symptoms:

- Error occurs during Nextset/Office365 update

Solution:

Step 1: Ensure no **Nextset/Office365** windows are open or running.

Step 2: Close all Nextset/Office365 windows.

Step 3: Rerun **Setup\_Office365\_En\_AffiliateInternet.exe**.

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#### **Computer Common – REMA Basic**

#### **Problem: How to order REMA GO EAT? (Personal device – Smartphone)**

Solution:

Step 1: Open <http://rwemgoeats.ddns.net/EmpHome.php#portfolio> in Chrome or Safari.

Step 2: Log in with the ID and password provided by HR.

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#### **Problem: How to order REMA GO EAT at office? (Intern)**

Solution (Method 1):

Step 1: Open <http://rwemgoeats.ddns.net/EmpHome.php#portfolio> in Edge/Chrome.

Step 2: Log in with the ID and password provided by HR.

Solution (Method 2):

Step 1: Open <http://rohmsys.rwem.local:8080/Portal> (do not log in).

Step 2: On the left panel under ROHM logo → click **REMA GO EAT** → **Order Now**.

Step 3: Log in with HR-provided credentials.

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#### **Problem: How to order REMA GO EAT at office? (Staff)**

Solution (Method 1):

Step 1: Open <http://rwemgoeats.ddns.net/EmpHome.php#portfolio> in Edge/Chrome.

Step 2: Log in with the ID and password provided by HR.

Solution (Method 2):

Step 1: Open <http://rohmsys.rwem.local:8080/Portal>.

Step 2: Log in to REMA Portal.

Step 3: On left panel under ROHM logo → click **REMA GO EAT → Order Now**.

Step 4: Log in with HR-provided credentials.

Step 5: Check your order via **Check Order** in Portal.

Solution (Method 3 – Guideline):

Step 1: Refer to the REMA GO EAT Guideline.

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### **Problem: How to access REMA Portal**

Solution (Method 1 – Browser):

Step 1: Open <http://rohmsys.rwem.local:8080/Portal> in Edge/Chrome.

Step 2: Add to Favorites by clicking the **Star** icon on the right of the search bar.

Solution (Method 2 – Shortcut):

Step 1: Go to file server: \\ISDSVR47\Software Basic\App Common Installer\App Shortcut.

Step 2: Copy **REMA PORTAL** shortcut to your desktop.

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### **Problem: How to access Infocenter**

Solution (Method 1 – Browser):

Step 1: Open <http://infocenter.rwem.local/Portal/Index> in Edge/Chrome.

Step 2: Add to Favorites by clicking the **Star** icon on the right of the search bar.

Solution (Method 2 – Shortcut):

Step 1: Go to file server: \\ISDSVR47\Software Basic\App Common Installer\App Shortcut.

Step 2: Copy **Infocenter Dashboard** shortcut to your desktop.

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### **Problem: How to access Jinji**

Solution (Method 1 – Browser):

Step 1: Open [http://klsvre.rwem.local/jinji\\_app/Login.aspx](http://klsvre.rwem.local/jinji_app/Login.aspx) in Edge/Chrome.

Step 2: Add to Favorites by clicking the **Star** icon.

Solution (Method 2 – Shortcut):

Step 1: Go to file server: \\ISDSVR47\Software Basic\App Common Installer\App Shortcut.

Step 2: Copy **JINJI** shortcut to your desktop.

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### **Problem: How to access RoPros**

Solution (Method 1 – Browser):

Step 1: Open [http://10.91.1.1/eProT/Base/CCom01\\_0010.aspx](http://10.91.1.1/eProT/Base/CCom01_0010.aspx) in Edge/Chrome.

Step 2: Add to Favorites by clicking the **Star** icon.

Solution (Method 2 – Shortcut):

Step 1: Go to file server: \\ISDSVR47\Software Basic\App Common Installer\App Shortcut.

Step 2: Copy **RoProS-????** shortcut to your desktop.

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### **Problem: How to access Nextset Workflow (REMA Site)**

Solution:

Step 1: Open Nextset Workflow REMA Site in Microsoft Edge.

Step 2: Ensure Edge is logged in with your **Nextset/Office365 email account**.

Step 3: Add to Favorites by clicking the **Star** icon.

### **Computer Common – REMA Basic**

#### **Problem: How to access Nextset Workflow? (REMA Site)**

Solution (Method 1 – Direct Link):

Step 1: Open Nextset Workflow REMA Site in Microsoft Edge.

Step 2: Ensure Edge is logged in with your **Nextset/Office365 email** and **Sync is on**.

Step 3: Add to Favorites by clicking the **Star** icon.

Solution (Method 2 – File Server Shortcut):

Step 1: Go to file server: \\ISDSVR47\Software Basic\App Common Installer\App Shortcut.

Step 2: Copy **Nextset Workflow REMA Site** shortcut to your desktop.

Step 3: Ensure Microsoft Edge is logged in and **Sync is on**.

Solution (Method 3 – Via REMA Portal):

Step 1: Log in to REMA Portal.

Step 2: On left panel under ROHM Logo → click **Workflow Forms** → **Local Sites**.

Step 3: Ensure Microsoft Edge is logged in and **Sync is on**.

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### **Problem: How to access Nextset Workflow? (Global Site)**

Solution (Method 1 – Direct Link):

Step 1: Open Nextset Workflow Global Site in Microsoft Edge.

Step 2: Ensure Edge is logged in with your **Nextset/Office365 email** and **Sync is on**.

Step 3: Add to Favorites by clicking the **Star** icon.

Solution (Method 2 – File Server Shortcut):

Step 1: Go to file server: \\ISDSVR47\Software Basic\App Common Installer\App Shortcut.

Step 2: Copy **Nextset Workflow Global Site** shortcut to your desktop.

Step 3: Ensure Microsoft Edge is logged in and **Sync is on**.

Solution (Method 3 – Via REMA Portal):

Step 1: Log in to REMA Portal.

Step 2: On left panel under ROHM Logo → click **Workflow Forms → Global Sites**.

Step 3: Ensure Microsoft Edge is logged in and **Sync is on**.

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### **Problem: How to use Nextset Workflow**

Solution:

Step 1: Refer to the [Nextset Workflow Manual](#).

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### **Microsoft Apps – Edge**

#### **Problem: Edge Error – STATUS\_INVALID\_IMAGE\_HASH**

Symptoms:

- Microsoft Edge shows error **STATUS\_INVALID\_IMAGE\_HASH**
- Likely caused by outdated Symantec Antivirus

Solution (Admin access required):

Step 1: Copy the Symantec installer folder from:

\\ISDSVR47\Software Basic\\_All-In-

One\Symantec\_Endpoint\_Protection\_14.3.0\_MP1\_Win64-bit\_Client\_EN

Step 2: Run **\_install\_symantec.bat** as Administrator.

Step 3: Restart the system after installation completes.

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## **Network – REMA Network Connection**

### **Problem: No connection using LAN Cable**

Solution (Method 1 – Check connection):

Step 1: Check LAN port – ensure it is blinking.

Step 2: Open **Network and Sharing Center** → left panel → **Change adapter settings**.

Step 3: Check if Ethernet adapter is **Enabled**.

Step 4: If **Disabled**, right-click → **Enable**.

Solution (Method 2 – Check IP address):

Step 1: Open **Command Prompt (CMD)**.

Step 2: Type ipconfig.

Step 3: Check IPv4 address.

- If it shows 169.186.xx.xx → apply in Nextset Workflow to request IP address.

Solution (Method 3 – Restart device):

Step 1: Restart the PC/Laptop.

Solution (Method 4 – Escalation):

Step 1: Log in to REMA Portal.

Step 2: On left panel under ROHM Logo → click **Department Info** → **Information System** → **ISD Ticket** → **Issue New Ticket**.

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### **Problem: No connection using Wi-Fi**

Solution (Method 1 – Check Wi-Fi status):

Step 1: Check laptop Wi-Fi status (**Enabled/Disabled**).

Step 2: If **Disabled**, click Wi-Fi icon in taskbar → click **Turn on**.

Solution (Method 2 – Escalation):

Step 1: Log in to REMA Portal.

Step 2: On left panel under ROHM Logo → click **Department Info** → **Information System** → **ISD Ticket** → **Issue New Ticket**.

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## **Computer Common – Infocenter**

### **Problem: How to login to Infocenter**

Solution (Method 1 – Web Access):

Step 1: Open <http://infocenter.rwem.local/Portal/Index>.

Step 2: If Infocenter is installed, it will auto login.

Step 3: Check top-right corner:

- If your name is shown → you are logged in.
- If **Login** button appears → you are not logged in yet.

Solution (Method 2 – Install Infocenter App):

Step 1: On Infocenter page → left panel bar → click **Installer** tab.

Step 2: Click **Download** icon for **Infocenter 2**.

Step 3: When prompted, click **Open**.

Step 4: Installation starts → click **Yes** if prompted.

Step 5: After installation, Infocenter will auto open with your account logged in.

Step 6: If not, open **Infocenter** app from Start menu.

Solution (Method 3 – Escalation):

Step 1: Contact ICT Member for further assistance (Ext 295).

## Computer Common – Printer Setup

### Problem: Setup Multi-Functional Printer (MFP) Konica

Solution (Method 1 – LAN connection, Admin access required):

Step 1: Go to file server:

\ISDSVR47\Software Basic\Printers Drivers\Konica\KonicaMinolta  
UPD(PCL6Win\_391180MU)

Step 2: Double-click **UPDSetup64.exe**.

Step 3: In installer window → click **Agree**.

Step 4: Click **Install (Network Search)**.

Step 5: Select the correct MFP printer by IP address (under *Port*).

Step 6: Tick the checkbox → click **Next**.

Step 7: Confirm only Konica printers are selected.

Step 8: Click **Install**.

 Printer setup is complete.

 For printers that require ID, refer to **Setup User Authorization for MFP Printer (Konica)**.

Solution (Method 2 – Wi-Fi connection, Admin access required):

Step 1: Search **Printers & Scanners** in Start menu.

Step 2: Click + **Add a printer or scanner**.

Step 3: When list appears, scroll down → click **The printer that I want isn't listed**.

Step 4: Select **Add a printer using an IP address or hostname** → click **Next**.

Step 5: Under **Device type**, choose **TCP/IP Device**.

Step 6: Enter printer IP address under **Hostname or IP address**. Ignore **Port name**.

Step 7: Click **Next**.

Step 8: Under **Install the printer driver**, click **Have Disk....**

Step 9: In **Install From Disk** window, browse to:

\ISDSVR47\SOFTWARE BASIC\Printers Drivers\Konica\KonicaMinolta

UPD(PCL6Win\_391180MU)\driver\win\_x64

Step 10: Click **OK** → **Next**. Driver installs.

 Printer setup is complete.

 For printers that require ID, refer to **Setup User Authorization for MFP Printer (Konica)**.

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### **Problem: Setup User Authorization for MFP Printer (Konica)**

Solution:

Step 1: Go to **Printers & Scanners** in Start menu.

Step 2: Select **KONICA MINOLTA bizhub CXXXX PCL (10.30.X.X) UPD** → click **Manage**.

Step 3: Click **Printer Preferences**.

Step 4: In **Printing Preferences** window → go to **My Tab**.

Step 5: Click **Authentication/Account Track** on the right side.

Step 6: In **User Authentication/Account Track** window:

- Tick **Recipient User**.
- Enter **User Name: STAFF\_ID**.
- Enter **Password: STAFF\_ID**.

Step 7: Click **Verify** to test authentication.

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### **Computer Common – REMA Basic**

#### **Problem: How to get latest Organization Chart of REMA**

Solution (Method 1 – From Portal navigation):

Step 1: Log in to REMA Portal.

Step 2: On left panel under ROHM Logo → go to **Departmental Info** → **Human Resource** → **Infos** → **View**.

Solution (Method 2 – Direct access):

Step 1: Find **REMA Organization Chart** → click **Enter**.

Step 2: Go to last entries for the latest Organization Chart.

Step 3: Click the document icon under **View**.

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### **Problem: How to know my annual/medical leave balance**

Solution:

Step 1: Log in to REMA Portal.

Step 2: On left panel under ROHM Logo → go to **Departmental Info** → **Human Resource** → **E-Leave** → **Application**.

Step 3: Your annual/medical leave balance will be displayed.

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### **System – REMA Invoice**

#### **Problem: How to register my user in REMA Invoice**

Solution:

Step 1: Log in to **Nextset Workflow [REMA\_User]**.

Step 2: Under **ISD Form**, choose **ISD REMA Invoice User Registration**.

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#### **Problem: Why REMA Invoice always loading?**

Explanation:

- When you issue an invoice, details are generated into a Crystal Report (with Pre-Approved stamp).
- Each approval generates a new PDF.
- If multiple updates or many issuers are active, traffic may slow down the system.

Solution (Tip):

Step 1: After clicking a button, do **not** click it again.

Step 2: Be patient and wait for report generation.

Step 3: If issue persists, call ISD Software Team at **Ext 152**.

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### **Problem: Can issuer request to edit the invoice?**

Solution:

- **Yes**, if details are important and must be endorsed → the application must be rejected first, then updated.
  - **No/Not advisable**, if it's only a minor detail (e.g., remarks). You may contact PIC to change, but it's not recommended.
  - If unsure, contact ISD Software Team at **Ext 152**.
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### **Problem: Why REMA Invoice in REMA Portal differs from the system?**

Explanation:

- REMA Portal Invoice is designed as an **approval platform for approvers**.
  - The main functions and PDF generation occur in the **system**, where issuers frequently work.
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### **Problem: Why my approver could not approve my invoice?**

Symptoms:

- Invoice not appearing to the intended approver

Solution:

Step 1: Confirm with ISD if your approval change request has been completed.

Step 2: If invoice was submitted before approval change, issue a **new invoice**.

Step 3: If still unresolved, contact ISD for troubleshooting.

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## **System – Nextset Workflow**

### **Problem: Why is it difficult to access from REMA Portal?**

Explanation:

- Nextset Workflow is optimized for **Microsoft Edge**, not Chrome.
- First-time logins should use:  
\\10.30.1.179\Common Forms\2 Nextset Workflow\Nextset Workflow (Actual Site)

Recommendation:

- Frequent users/approvers should **bookmark** or **create a shortcut** for easier access.

## **System – Memo System**

### **Problem: Why is there path error?**

Symptoms:

- Error when retrieving memo PDF file
- Default memo name (e.g., **ADMI2024024.pdf**) causes issue

Solution:

Step 1: Rename the file using the **memo title** instead of default name.

Example: Rename to *Awareness for Cyber Security Issues in ROHM Group*.

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### **Problem: Why the memo is not there after clicking “Get File”?**

Symptoms:

- Memo file missing after clicking **Get File**

Solution:

Step 1: Do not remove the original Excel file in **CMOSYSTEM** folder.

Step 2: If you need to use it, copy and paste it to another location.

Step 3: Do not rename the original generated file, otherwise system cannot locate it.

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### **Problem: Can I have step-by-step process to upload memo in REMA Portal?**

Solution:

Step 1: Double-click the **Memo System** shortcut on your desktop.

(*Further steps may continue in system prompt after launch.*)

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## **System – E-Leave**

### **Problem: Why my approver could not approve my e-leave?**

Symptoms:

- Approval request not appearing for the approver

Solution:

Step 1: Confirm with ISD if approval change has been completed.

Step 2: If you submitted the e-leave before approval change, you must issue a **new application**.

Step 3: If still unresolved, contact ISD to troubleshoot the issue.

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## **System – Ringi**

### **Problem: How to apply for Ringi Application**

Solution:

Step 1: Identify whether you want to apply for **local** or **global** ringi.

Step 2: Access **REMA\_User (Nextset Workflow)**.

Step 3: Navigate to **Global Ringi site** at the top of the page, or use this link:

[Global Ringi Site](#)

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## **Server – File Sharing Server**

### **Problem: How to get access to file sharing server**

Solution (Method 1 – Basic Access):

Step 1: Ensure you have a **User Network Access ID**.

- If not, request User Network Access ID first (see: *Computer User → How to create User Network ID / PC Login ID*).  
Step 2: Map the required shared folder by entering \\<server\_name> in Explorer.  
Example: \\ISDSVR47.

Solution (Method 2 – If “User not allowed / Not authorized User” error appears):

Step 1: Submit an application in Nextset Workflow:

Nextset Workflow – REMA User

Step 2: In Nextset Workflow → go to **ISD FORM → ISD Folder Sharing Application → Create**

**Now.**

Step 3: Fill in:

- **Location** = Path of file sharing server
  - **Resource Name** = Specific folder name to be accessed
- Step 4: Select **Access Control** type (based on requirement).
- 

### **User Login ID – Computer User**

#### **Problem: How to create/register for User Network ID / PC Login ID**

Solution (Part 1 – Start Application):

Step 1: In Nextset Workflow → select **Category > ISD > Form**.

Solution (Part 2 – Fill Form):

Step 1: Go to **ISD User Network Access Registration → Create**.

Step 2: Fill in:

- **Issuer Details** (Issuer and User)
  - **Application Details**
- 

#### **Problem: How to create/register for Email ID**

Solution (Method 1 – Via Nextset Workflow):

Step 1: Ask colleague or superior to submit application in Nextset Workflow.

Step 2: Navigate to **ISD FORM → ISD User Network Access Registration → Create Now**.

Step 3: Enter requester and user details.

Step 4: Select **New Registration**.

Step 5: Tick:

- **Domain Users / Main System Network Computers**
- **Email Users**

Step 6: Leave **Email Account** blank (ISD will generate one).

Step 7: Click **Submit**.

 Registration may take time since it requires top management approval.

Solution (Method 2 – Escalation):

Step 1: Issue an ISD ticket via the support link.

---

## User Login ID – ZScaler VPN

### **Problem: How to create/register for ZScaler VPN**

Solution (Method 1 – Via Nextset Workflow):

Step 1: Ask colleague or superior to submit application in Nextset Workflow:

Nextset Workflow – REMA User

Step 2: Go to **ISD FORM → ISD ZScaler Application → Create Now.**

Step 3: Enter requester details.

Step 4: Attach supporting documents (if any).

Step 5: Click **Submit**.

 Approval required from top management.

Solution (Method 2 – Attachment):

Step 1: Refer to [ZScaler VPN Guideline](#).

---

## Cyber Security – Antivirus

### **Problem: Antivirus is not updated**

Solution:

Step 1: Issue an ISD ticket at:

[ISD Request Form](#)

---

## Cyber Security – Email

### **Problem: I received a suspicious email from unknown sender**

Solution:

Step 1: Consult your superior before taking any action.

Step 2: Call ISD at **Ext. 150, 151, or 152.**

## System – Visitor Badge System

### **Problem: Where should I apply for Visitor Badge System or Visitor Management System?**

Solution:

Step 1: Login to **REMA Portal**.

Step 2: On the left tab → go to **Departmental Info > General Affair > Room Booking > Book Now.**

- You will be redirected to **Outlook Calendar**.

Step 3: Alternatively, use the provided direct link.

Step 4: Click **New Event**.

Step 5: Set title, attendees, date, time, room/location, and a brief description.

Step 6: GA PIC will approve, then you'll receive a notification to fill visitor details.

---

## **System – GA Request System**

### **Problem: How to make request to GA?**

Solution:

Step 1: Login to **REMA Portal**.

Step 2: On the left tab → go to **Departmental Info > General Affair > GA Request > GA OJR App**.

Step 3: Alternatively, use the direct link provided.

Step 4: Fill in:

- Telephone number (Ext. No)
- Fax number
- Request title
- Request details/problem
- Problem location
- Attach document (if needed)

Step 5: Approval will be granted by either **Option 1 or Option 2** approver (depends on who approves first).

Step 6: Click **Submit**.

Step 7: GA PIC will approve, then you may receive notification to fill visitor details.

---

## **System – Room Booking System**

### **Problem: How to do room booking for meeting purposes?**

Solution:

Step 1: Login to **REMA Portal**.

Step 2: On the left tab → go to **Departmental Info > General Affair > Room Booking > Book Now.**

- You will be redirected to **Outlook Calendar**.

Step 3: Alternatively, use the direct link provided.

Step 4: Click **New Event**.

Step 5: Set title, attendees, date, time, room/location, and meeting details.

Step 6: Click **Save**.

Step 7: GA PIC will approve → you'll receive notification for accepted/rejected request.

---

## **Microsoft Apps – Teams**

### **Problem: Teams Meeting Recording Not Working**

Solution:

Step 1: Find the Teams icon at the **bottom-right icon bar** (click the UP arrow to show hidden icons if not visible).

Step 2: Right-click Teams icon → select **Quit**.

Step 3: Reopen **Teams Application**.

Step 4: Try starting the recording again.

---

## **Computer Common – ZScaler VPN**

### **Problem: Unable to login on new devices due to multiple devices detected**

Symptoms:

- Login blocked because account already linked to 3 devices

Solution (Method 1 – Request Removal):

Step 1: Create a ticket to ISD to request device removal.

Solution (Method 2 – Provide Evidence):

Step 1: Take a **screenshot** of the list of active devices from your account.

Step 2: Attach screenshot in ISD ticket for device removal.

---

## **Computer Common – Windows System**

### **Problem: Why is my PC/Notebook/Laptop slow?**

Solution:

Step 1: Check **device uptime**:

- Right-click **Taskbar** → **Task Manager**.
- Go to **Performance tab** → **CPU**.
- If small view shows, double-click CPU tab to expand.
- At the right panel → check **Uptime** at bottom (format: Days:Hours:Minutes:Seconds).

Step 2: If uptime > 5 days → restart your device.

Step 3: If unsure how to restart, refer to: *How to restart or reboot your device*.

---

**Problem: How to restart or reboot your device (PC/Notebook/Laptop)?**

Solution:

Step 1: Click **Start** → select **Power icon**.

Step 2: Left-click **Restart**.

Step 3: Wait while restart process runs (especially if Windows Update is in progress).

Step 4: If restart takes more than a few hours → contact ISD member.

 Do **NOT** force shutdown if blue screen loading is still running.

---

**Problem: Why is my device stuck loading at blue screen for so long?**

Symptoms:

- Device takes long time at **blue screen** after power on or restart

Solution:

Step 1: This usually means **Windows Update** is running in the background.

Step 2: Wait (it may take longer if you rarely restart).

Step 3: If it takes more than a few hours → contact ISD member.

 Do **NOT** force shutdown while blue screen is still running.

---

**Computer Common – REMA Basic**

**Problem: How to buy/purchase a device (PC/Notebook/Laptop)?**

Solution:

Step 1: For device purchases (Computer, Notebook, Laptop, Tablet, Surface, Server), you must apply an **Acquisition (ACQ)**.

Step 2: Refer to solution → *How to Submit an Acquisition or ACQ Application*.

Step 3: After ACQ approval, issue a **Purchase Request (PR)** at RoPros:

[RoPros Site](#)

Step 4: Tick **PC Checker** and select one from the dropdown list.

Step 5: Attach required documents:

- ACQ approval
- Device quotation
- Ringi approval

---

### **Problem: How to Submit an Acquisition Application**

Solution:

Step 1: ACQ is mandatory for every device purchase to register under REMA device inventory.

Step 2: Submit ACQ **after Ringi approval**.

Step 3: Go to **REMA Portal** → **Departmental Info** → **Information System** → **ACQ** → **Application**

or [ACQ Application Form](#)

Step 4: Refer to **Quotation tab** for device details.

Step 5: Fill in all required details.

Step 6: Submit one ACQ per device required.

Step 7: After ACQ approval → issue PR.

### **Computer Common – REMA Basic**

#### **Problem: How to check device (CPU, Notebook, Laptop, Software) Quotation?**

Solution:

Step 1: Go to **REMA Portal** → **Departmental Info** → **Information System** → **ACQ** → **Quotation**

or [Quotation Link](#).

Step 2: View the **Standard Quotation List** at the top table. Other quotations are listed in

the bottom table.

Step 3: Ensure to check the **latest updated date** on the quotation list.

---

### **Problem: How to find REMA Phone Directory?**

Solution (Method 1 – REMA Portal):

Step 1: Open **REMA Portal** → **Documents** → **Ext No List**  
or [Extension List Link](#).

Step 2: Use the **Search box** to look up by name or department.

Solution (Method 2 – Infocenter):

Step 1: Open **Infocenter** → **Extension No tab**  
or [Infocenter Extension Link](#).

Step 2: Use the **Search box** to look up by name.

---

### **Problem: How to find GAKU Space?**

Solution:

Step 1: Login to **Infocenter** (refer to: *Computer Common* → *Infocenter* → *How to login to Infocenter*).

Step 2: On the left panel → click **GAKU Space** → **My Lessons**.

Step 3: Check your **pending lessons** on the screen.

Step 4: If needed, contact **ICT Member @ ext. 295** for further assistance.

---

### **Computer Common – Windows System**

#### **Problem: How to check device (PC/Notebook/Laptop) Storage Capacity?**

Solution:

Step 1: Open **File Explorer** (Win + E or folder icon).

Step 2: Click **This PC** on the left sidebar.

Step 3: View drives → storage usage is shown below each drive.

---

#### **Problem: How to check device (PC/Notebook/Laptop) RAM Size?**

Solution (Option 1 – Basic):

Step 1: Press **Ctrl + Shift + Esc** to open Task Manager.

Step 2: Go to **Performance tab** → **Memory**.

Step 3: View **RAM size** at top-right.

Solution (Option 2 – System Info):

Step 1: Press **Win + Pause/Break** or search **System Information**.

Step 2: Look under **Installed RAM**.

---

### **Problem: How to check device (PC/Notebook/Laptop) RAM Type?**

Solution:

Step 1: Press **Win + R**, type cmd, press Enter.

Step 2: In Command Prompt, type:

```
wmic memorychip get memorytype
```

Step 3: Cross-check the output number with RAM type reference (e.g. DDR3 = 24, DDR4 = 26).

---

### **Problem: How to check device (PC/Notebook/Laptop) Hard Disk Type?**

Solution (Option 1 – Device Manager):

Step 1: Right-click **Start** → **Device Manager**.

Step 2: Expand **Disk Drives**.

Step 3: Search drive model online to confirm if it's HDD or SSD.

Solution (Option 2 – PowerShell):

Step 1: Press **Win + X** → **Windows PowerShell (Admin)**.

Step 2: Type:

```
Get-PhysicalDisk
```

Step 3: Check **MediaType** column (SSD/HDD).

---

## **Microsoft Apps – Microsoft Office**

### **Problem: What is the difference between Microsoft Office Home & Business 2021 vs. Professional 2021?**

Solution:

- **Home & Business 2021** includes: Word, Excel, PowerPoint, Outlook.

- **Professional 2021** includes: Word, Excel, PowerPoint, Outlook, **Access, Publisher**.  
Recommendation: If you do not use Access-based systems (e.g. Memo System, PASSYSTEM, Logistics System), use **Home & Business 2021**.
- 

### **Problem: What is Office 365 E3 Account?**

Solution:

Step 1: **Office 365 E3** is subscription-based, billed monthly or annually per user.

Step 2: Includes **regular updates and new features**.

Step 3: Estimated price: **¥2,250 or MYR66.12 per month**.

Step 4: Can be used on **up to 3 devices simultaneously**.

Step 5: Recommended for **users with multiple devices**.

### **Computer Common – Printer Setup**

#### **Problem: How to setup a scanner by MFP Printer (Canon or Konica)?**

Solution:

Step 1: **[Requires Administrator Access]** Install the **FTP Utility App** from file server:

\ISDSVR47\Software Basic\Others Software\FTPUtilitySetup.exe

Step 2: Double-click the installer and follow the default steps.

Step 3: After installation, open **FTP Utility** from desktop.

Step 4: Open **FTP Utility Settings** (desktop shortcut or taskbar → right-click → Settings).

Step 5: In FTP Utility Settings → under **Root Folder**, click **Browse**.

Step 6: Select preferred folder (e.g. **Documents**).

Step 7: Click **OK** to save settings.

---

### **Server – File Sharing Server**

#### **Problem: How to request a new File Sharing folder on server?**

Solution:

Step 1: Send an email to **ISD Member** with details of the required shared folder.

Step 2: Include **server name** and **who needs access**.

---

#### **Problem: How to request user access to shared folder?**

Solution:

Step 1: Submit application via **Nextset Workflow**:

Nextset Workflow Link.

Step 2: Go to **Administration** → **ISD** → **Form** → **ISD Folder Sharing Application** → **Create New**.

Step 3: Enter **Shared Folder Location** and **Resource Name**.

Step 4: Select **Access Control type** as required.

Step 5: Click **Submit**.

---

## Computer Common – REMA Basic

### Problem: What is ISD Ticket?

Solution:

Step 1: ISD Ticket is a **support platform for requests to ISD** (e.g. reset password, setup new PC, repair notebook, network issues).

Step 2: Access it in **REMA Portal** → **IT Support** → **Request**, or via:

[ISD Ticket Link](#).

Step 3: Fill in details of your issue and click **Submit**.

---

### Problem: How to send device to front office or ISD member?

Solution:

Step 1: First, **issue ISD Ticket** (refer: *Computer Common* → *REMA Basic* → *What is ISD Ticket*).

Step 2: In your Ticket, click **Generate QR**.

Step 3: Print the generated Ticket information.

Step 4: Attach this printout with **Document Submission Form**.

Step 5: Send the item either yourself or via office driver at **10 AM or 3 PM**.

---

## Human Resource – Common

### Problem: How to apply OT (Overtime Work)?

Solution:

Step 1: Login to [flexHR](#).

Step 2: Go to **eAttendance** → **Action (OT Plan)** → **Apply OT Plan (Personal)**.

Step 3: Choose **Start Date** → **End Date** → **Search**.

Step 4: Under **Overtime Listing**, click **Edit** (Action column).

Step 5: Fill **Start/End time (24-hour format)**, Reason, Remarks.

Step 6: Click **Right icon** → **Calculate** to check updated hours.

Step 7: Click **Submit**.

---

### **Problem: How to apply Leave (Annual Leave, Sick Leave, MC, etc.)?**

Solution:

Step 1: Login to [flexHR](#).

Step 2: Go to **eLeave** → **Apply Leave (Personal)**.

Step 3: Select **Type of Leave** → **Date From/To** → **Session (1st Half or 2nd Half)**.

Step 4: Add **Attachment** if needed.

Step 5: Add **Reason/Remarks** under Optional Details.

Step 6: Review your **Leave Records**.

Step 7: Click **Submit**.

---

## **Server – Types of Servers**

### **Problem: What is a Physical Server?**

Solution:

- A **Physical Server** is a dedicated hardware device running applications/services directly on its own CPU, memory, and storage.
  - It does not share resources with other servers.
- 

### **Problem: What is a Virtual Server?**

Solution:

- A **Virtual Server** is a software-based emulation of a physical server, created using a **hypervisor**.
  - Multiple virtual servers can run on one physical machine, sharing CPU and memory.
  - At REMA, we use **Hyper-V** and **VMware** environments.
- 

## **Cyber Security – Common**

### **Problem: What is Cybereason?**

Solution:

- **Cybereason** is an endpoint security platform that detects, prevents, and responds to cyber threats.
  - Mandatory for all REMA devices. **Must not be uninstalled.**
- 

### **Problem: What is Symantec?**

Solution:

- **Symantec Antivirus** protects against malware, viruses, and cyber threats.
  - Mandatory for all REMA devices. **Must not be uninstalled.**
- 

### **Problem: What is Tanium?**

Solution:

- **Tanium** provides real-time IT operations & endpoint management.
  - Features: endpoint detection & response (EDR), asset discovery, compliance, and threat hunting.
  - Mandatory for all REMA devices. **Must not be uninstalled.**
- 

### **Problem: What is Menlo Security?**

Solution:

- **Menlo Security** provides secure web browsing by isolating web content.
  - At REMA, it is mainly used for **email content filtering** to block suspicious content.
  - Mandatory for all REMA devices. **Must not be uninstalled.**
- 

### **Problem: If someone calls asking for confidential information?**

Solution:

Step 1: Always confirm with your **superior** before responding.

Step 2: Company policy: **Do not disclose confidential info via phone.**

Step 3: If caller seems suspicious → **report to ISD (ext. 150, 151, 152).**

---

**Problem: If a supplier asks to copy files from pendrive?**

Solution:

Step 1: **Unauthorized pendrives are not allowed** in REMA network.

Step 2: Request supplier to send files via **Cloud Storage (Box/OneDrive)**.

---

**Microsoft Apps – Microsoft Copilot**

**Problem: How to use Microsoft Copilot?**

Solution:

Step 1: Access from [Office365 Apps Page](#).

Step 2: Log in with **Nextset account**.

Step 3: Click **Copilot** app.

Step 4: (Optional) Right-click → Pin to sidebar for quick access.

Step 5: Start using Copilot. **Do not enter confidential information.**

**Cyber Security – Common**

**Problem: What if I want to bring back company laptop?**

Solution:

Step 1: All laptops used outside REMA must be **registered as PASSED PC**.

Step 2: User must register an **email address with ZScaler** via Workflow Forms.

Step 3: After registration, send laptop to **ISD** for setup.

---

**Problem: How can I transfer image from my phone to REMA network?**

Solution:

Step 1: Use **Box “Request File”** feature to generate upload link.

Step 2: Upload image from phone to **Box cloud storage**.

Step 3: From REMA network, access **Box folder** (image will sync automatically).

---

**Problem: Can we use personal laptop in REMA?**

Solution:

- **No.** Use of personal laptops in REMA network is prohibited to prevent **data leakage** and **virus infection**.
- 

**Problem: Can we connect to REMA network and Internet at the same time?**

Solution:

- **No.** Simultaneous connections are prohibited and may cause the device to be **blocked by TANIUM** for investigation.
  - Ensure not to connect REMA network + Internet on the same device at once.
- 

**Problem: Can we share our company email address on social media (e.g. LinkedIn)?**

Solution:

- **No.** Sharing company email on personal social accounts is prohibited as it does not benefit REMA business.
- 

**Human Resource – Common**

**Problem: How can I access flexHR?**

Solution:

Step 1: Login at [flexHR](#).

Step 2: Username format: **MF000XXXX** (5-digit ID with leading zeros if needed).

Step 3: First-time login password = **last 6 digits of IC + last 2 digits of ID number**.

---

**Problem: How to check applied leave (Annual, Sick, MC, Late-in)?**

Solution:

Step 1: Login to [flexHR](#).

Step 2: Go to **eLeave → Apply eLeave (Personal)**.

Step 3: Scroll down → click **Leave Records**.

---

### **Problem: Where can I get my payslip?**

Solution:

Step 1: Login to [flexHR](#).

Step 2: Go to **ePayslip → View PaySlip**.

Step 3: Select **Year, Month, Cycle → View**.

Step 4: Use the **right arrow (top-right PDF viewer)** to export/download.

---

### **Problem: Where can I view my Leave Entitlement?**

Solution:

Step 1: Login to [flexHR](#).

Step 2: Go to **eLeave → View Leave Entitlement**.

Step 3: Scroll to view **leave entitlement and utilisation**.

---

## **Computer Common – REMA Basic**

### **Problem: What is Control No?**

Solution (Option 1 – Physical Sticker):

- Find white sticker on CPU labeled **Control No (RWMXXXXX / RMXXXXX)**.

Solution (Option 2 – TightVNC):

- Find **TightVNC (V icon)** in taskbar → hover to display **IPv4 address**.
- Use this IP address as Control No.

Solution (Option 3 – System Name):

- Search “**View your PC name**” → Device name shown = Control No.
- 

## **System – Nextset Workflow**

### **Problem: How can I apply for Device Disposal Request?**

Solution:

Step 1: Login to **REMA\_User (Workflow)**.

Step 2: Select category **ISD → ISD Device Disposal Request → Create New**.

Step 3: Fill **Section 1 & 2** only (ISD & Procurement will fill later).

Step 4: Confirm **Requester Approvers** are correct.

---

### **Problem: How can I know my Information Equipment Name?**

Solution:

Step 1: Identify brand (Dell, HP, Samsung, Acer, Asus, etc.).

Step 2: Check model on device (e.g. Optiplex 3046).

Step 3: Use format: **Brand + Model** (e.g. Dell Optiplex 3046).

---

### **Problem: How can I know my PC Book Value & Fixed Asset No.?**

Solution:

Step 1: Login to **Genka System**: <http://10.30.6.23/login>.

Step 2: View Book Value & Fixed Asset No.

Step 3: For inquiries, contact **Account PIC (Ms Insyirah [141] / Ms Bee [140])**.

---

### **Problem: How can I know Acquisition Amount & Acquisition Date?**

Solution:

Step 1: Login to **Genka System**: <http://10.30.6.23/login>.

Step 2: View Acquisition Amount & Date.

Step 3: For inquiries, contact **Account PIC (Ms Insyirah [141] / Ms Bee [140])**.

---

### **Problem: What is the process to dispose a device?**

Solution:

Step 1: Fill **Notification of Disposal for Fixed Assets** via:

Global Workflow Link.

Step 2: Refer to User Manual → Page 62.

Step 3: Confirm if **ROHM Ringi** is required.

Step 4: Submit **ISD Device Disposal Request** via:

REMA Workflow Link.

Step 5: Send device to **ISD for data destruction**.

Step 6: ISD forwards device to **Procurement for physical disposal**.

---

**Problem: If an employee transfers from Division A → Division B, who fills ISD Device Disposal Request?**

Solution:

- The **PIC of Division A** must fill the **Device Transfer Request** before handover.
- 

**Problem: What is the use of ISD Folder Sharing Application?**

Solution:

- Used for **Network Resource Addition, Modification, or Deletion**.
  - Create folder in server, or update user access permissions.
  - Choose **notification type: modify/change** to add/remove users.
  - Access control can be set to **requesters, specific users, or groups**.
- 

**Problem: How to know if my application is completed?**

Solution (Option 1 – Manual Check):

Step 1: Ensure your own approvals are completed.

Step 2: View **Approval Route** → confirm [Requester] stage done.

Step 3: Check if **IS Department** approved. If urgent, call [152] to follow up.

Step 4: After **IS Registerer** and **IS Confirmor** stages, application is complete.

Solution (Option 2 – Notification):

- You will receive an **Outlook email notification** once application is completed.
- 

**Problem: How can approver delegate approval if on long leave?**

Solution:

- Only **approver** or **ISD PIC** can reassign.
  - New approver must be **same level or one level higher in same department**.
  - Ask **ISD PIC** for setup steps.
-

**Problem: What is the difference between Remand vs Reject?**

Solution:

- **Remand:** Issuer can modify/update the existing application and resubmit.
- **Reject:** Application is cancelled completely → must create a **new application** to reapply.

**System – Nextset Workflow**

**Problem: How to fix approval for standard circulation if one of the approvers will resign?**

Solution:

Step 1: Contact **ISD PIC [152]**.

Step 2: Request setup for a **new approver** to replace the resigning employee.

---

**Problem: I want to change my default language for Nextset Workflow.**

Solution:

Step 1: Contact **ISD PIC [152]**.

Step 2: Request to change to your preferred language.

---

**Computer Common – REMA Basic**

**Problem: How to find my PC serial number?**

Solution:

Step 1: Press **Win + R**, type cmd, press **Enter**.

Step 2: In Command Prompt, type:

`wmic bios get serialnumber`

Step 3: Your serial number will be displayed under **SerialNumber**.

---

**Problem: How to find my MAC address?**

Solution:

Step 1: Press **Win + R**, type cmd, press **Enter**.

Step 2: In Command Prompt, type:

```
ipconfig /all
```

Step 3: Look for **Physical Address** under your active network adapter.

---

### **Problem: How to find my IPv4 address?**

Solution:

Step 1: Press **Win + R**, type cmd, press **Enter**.

Step 2: In Command Prompt, type:

```
ipconfig
```

Step 3: Look for **IPv4 Address** under your active network adapter.

---

## **Microsoft Apps – ROHM BOX**

### **Problem: How to install ROHM BOX?**

Solution:

Step 1: Access the installer from:

\\\10.30.1.179\Software Basic\App Common Installer\BOX

Step 2: Run **BoxDrive** installer. Box Drive will appear under **Quick Access** in File Explorer.

Step 3: Run **BoxToolsInstaller** to enable Box features.

Step 4: Admin password may be required → contact **ISD PIC [151,152]**.

---

### **Problem: How to send an editable link in ROHM BOX?**

Solution:

Step 1: From ROHM BOX Online, click **Share** on the file.

Step 2: Under **Share Link**, select: *People in your company + Can edit*.

Step 3: Copy link and share via Outlook, Teams, or other platforms.

---

### **Problem: How to set a link to expire for a recipient in ROHM BOX?**

Solution:

Step 1: After clicking **Share**, go to **Link Setting**.

Step 2: Enable **Disable Shared Link on** and select the expiration date.

---

## Microsoft Apps – Teams

### **Problem: How to effectively track progress in Microsoft Teams using Planner?**

Solution:

- Use **flagged emails** or create **private tasks** in Planner.
- 

### **Problem: How to conduct a vote in a channel or during a meeting in Teams?**

Solution:

- Use the **Polly app** to create a poll.
- 

### **Problem: How to get someone's attention in a Teams group or conversation?**

Solution:

- Use **@mentions** to tag the person.
- 

### **Problem: How to easily find a specific channel in Microsoft Teams?**

Solution:

- Use the **Pin** function to keep important channels at the top.
- 

## Microsoft Apps – Outlook

### **Problem: How to distinguish crucial and important emails?**

Solution:

- Use **Pin** and **Flag** functions to mark important emails.
- 

### **Problem: How to deactivate automatic reading in Outlook?**

Solution:

Step 1: From Outlook (desktop or browser), go to **View settings** → **Mail** → **Message handling**.

Step 2: Disable **Automatic Reading**.

---

### **Problem: How to enhance work productivity in Outlook?**

Solution:

- Highlight emails from **specific senders** or with **keywords** in color.
- 

### **Problem: How can smart email handling help?**

Solution:

- Use **Recall or Resend** feature within a specified timeframe to fix errors or make changes.
- 

### **Problem: How to optimize notifications in Outlook?**

Solution:

Step 1: Focus only on **essential emails**.

Step 2: **Customize notifications** to reduce distractions.

Step 3: Prioritize **important tasks and senders**.

---

## **Cyber Security – Common**

### **Problem: What actions follow the Password Policy?**

Solution:

1. Passwords must not be shared or visible to others.
  2. Change initial password before system use, and update regularly.
  3. Do not share password with colleagues for work errands.
  4. Avoid weak passwords (e.g., names, employee numbers, DOB).
-

## **Problem: What actions help control the risk of information leakage?**

Solution:

1. Store confidential documents securely (drawers/lockers) when away.
2. Lock your computer screen when leaving your seat.
3. When outside REMA/teleworking, use **privacy filters** and stay aware of surroundings.
4. While traveling, use **company phone data**, avoid free Wi-Fi.

Got it  I've formatted this new set into the same **handbook-style structure** with categories, problems, and step-by-step or listed solutions:

---

### **Cyber Security – Common**

#### **Problem: Action suitable for managing our PC.**

Solution:

1. Keep **OS and software updated** to the latest versions.
  2. When leaving your seat, **close or lock the screen** to prevent unauthorized access.
  3. Even with antivirus installed, remain cautious of possible infections.
  4. When taking devices outside the office/home, **be mindful to prevent loss or theft.**
- 

#### **Problem: Action suitable when using USB storage media.**

Solution:

1. Delete files after use to avoid leaving data behind.
2. Store company data only on **business USB drives**, not personal ones.
3. For external USB drives:
  - o Obtain **approval from Information Dept.** before use.
  - o Perform a **virus scan** to ensure safety.

4. Department heads must **lock, manage, and inventory** company USB storage media.
- 

**Problem: Procedure when a company mobile phone or notebook PC is lost or stolen.**

Solution:

1. **Immediately report** to your supervisor and the device management department. Request service suspension.
  2. Report to the **police** and do not rely only on them for recovery.
  3. If found, notify the device management department and suspend the line.
  4. If not found after **1 week**, report again to the responsible department.
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**Problem: How can we define a threat or attack?**

Solution:

1. A **threat** is any external factor that can damage systems or data.
  2. **Ransomware**: Encrypts files and demands ransom, often with *double extortion* (threatening to leak stolen info).
  3. **Business Email Compromise (BEC)**: Fake emails sent to finance staff, impersonating executives, requesting fraudulent remittances.
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**Problem: Appropriate information security action.**

Solution:

1. Share examples of **security incidents at other companies** to raise awareness.
  2. Always **wear a name tag** to prevent unauthorized entry.
  3. InfoSec departments monitor evolving threats, but **all employees must practice good security hygiene**.
- 

**Problem: Appropriate information management action.**

Solution:

1. **Collect printouts/faxes immediately**, and confirm fax numbers before sending.
  2. Manage **personal information** securely: define purpose, prevent leakage, and avoid unnecessary storage.
  3. After meetings, **erase whiteboards** to remove confidential notes.
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## **Human Resource – Common**

**Problem: What is an example of congratulatory leave?**

Solution:

- Employee's **first legal marriage**.
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**Problem: How many years of continuous service to qualify for Additional Retirement Benefit?**

Solution:

- **15 years** of continuous service.
- 

**Problem: Types of leave that disqualify employees from receiving the Perfect Attendance Award.**

Solution:

- Unpaid leave
- Absent
- Time off
- Maternity/Paternity leave
- Hospitalization leave
- Medical leave
- Prolonged leave
- Quarantine leave

- Late in / Early leave
- 

**Problem: How can employees update family members under Family Declaration?**

Solution:

- Employees may update family members **once a year** via **REMA Portal → Family Declaration → Medical Entitlement**.
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**Problem: If employees want to switch to their own transport.**

Solution:

- Apply directly to **GA Dept.** (no need to cancel company van service with HR).
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**Problem: Grievance reporting channels at REMA.**

Solution:

1. **Direct Supervisor**
  2. **REMA Portal**
  3. **Compliance Hotline**
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**Problem: What are the approved colors for maternity pants?**

Solution:

- **Black, Dark Blue, Grey**