



An Overview of New MyBEM Online Registration System (MyBEM) (Registered Persons)

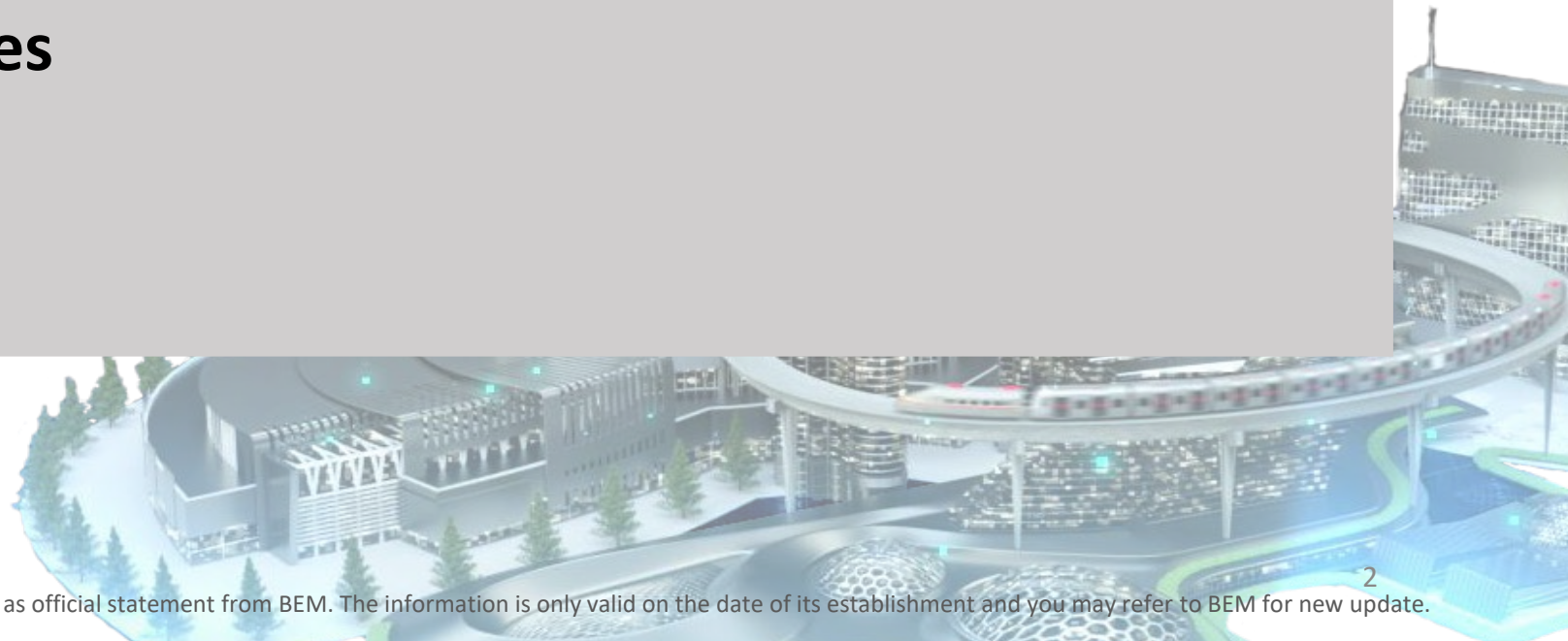
Presented by:
Ir. Dr. MEGAT ZUHAIRY BIN MEGAT TAJUDDIN
BEM Registrar

Date: 30th March 2021



OUTLINE OF PRESENTATION

1. **Introduction**
2. **Basics**
3. **Beyond Basics**
4. **Future Possibilities**
5. **Demo & Q&A**





ACRONYM

- **AC – Accredited Checker**
- **BiMS – BEM Information Management System**
- **CCC – Certificate of Completion & Compliance**
- **CPD – Continuing Professional Development**
- **ECP – Engineering Consultancy Practices**
- **EngTech – Engineering Technologist**
- **GE – Graduate Engineer**
- **IHL – Institution of Higher Learning**
- **IOW – Inspector of Works**
- **PAE – Professional Assessment Examination**
- **PCE – Professional Competency Examination**
- **PE – Professional Engineer**
- **PEPC – Professional Engineer with Practicing Certificate**

01

INTRODUCTION

What is MyBEM?





What is MyBEM?

Fully integrated online registration and renewal system and CPD system covering:

➤ **Registered Persons**

- IOW, EngTech, GE, PE, PEPC, AC & ACPE
- e-Bulk Online Registration for IOW, EngTech & GE
- CPD & CPD Audit

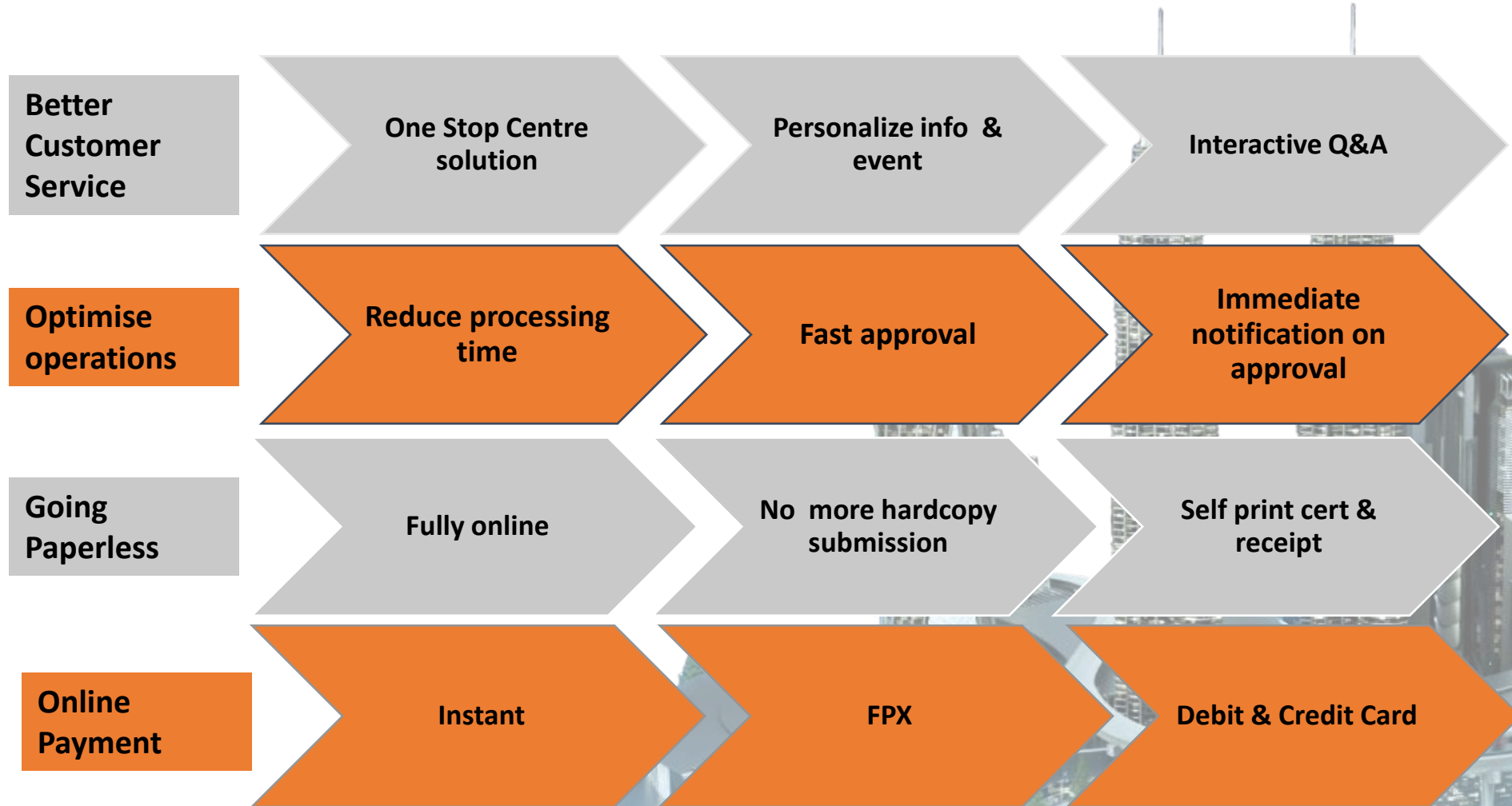
➤ **Engineering Consultancy Practices**

- Body Corporate
- Multi Disciplinary Practices
- Partnership
- Sole Proprietorship





Benefits of MyBEM





Benefits of MyBEM

New Module

- Inspector of Works (Malaysian & non-Malaysian citizen)
- Engineering Technologist (Malaysian & non-Malaysian citizen)
- Graduate Engineer (non-Malaysian citizen)
- ASEAN Chartered Professional Engineer (ACPE)
- Registered Foreign Professional Engineer (RFPE)

Enhanced Module

- Graduate Engineer
- Accredited Checker
- Professional Engineer
- Professional Engineer with Practicing Certificate

ECP Enhanced Module

- Sole Proprietor
- Partnership
- Body Corporate
- Multi Disciplinary Practice



Benefits of MyBEM

- eBulk Online Submission by IHLs

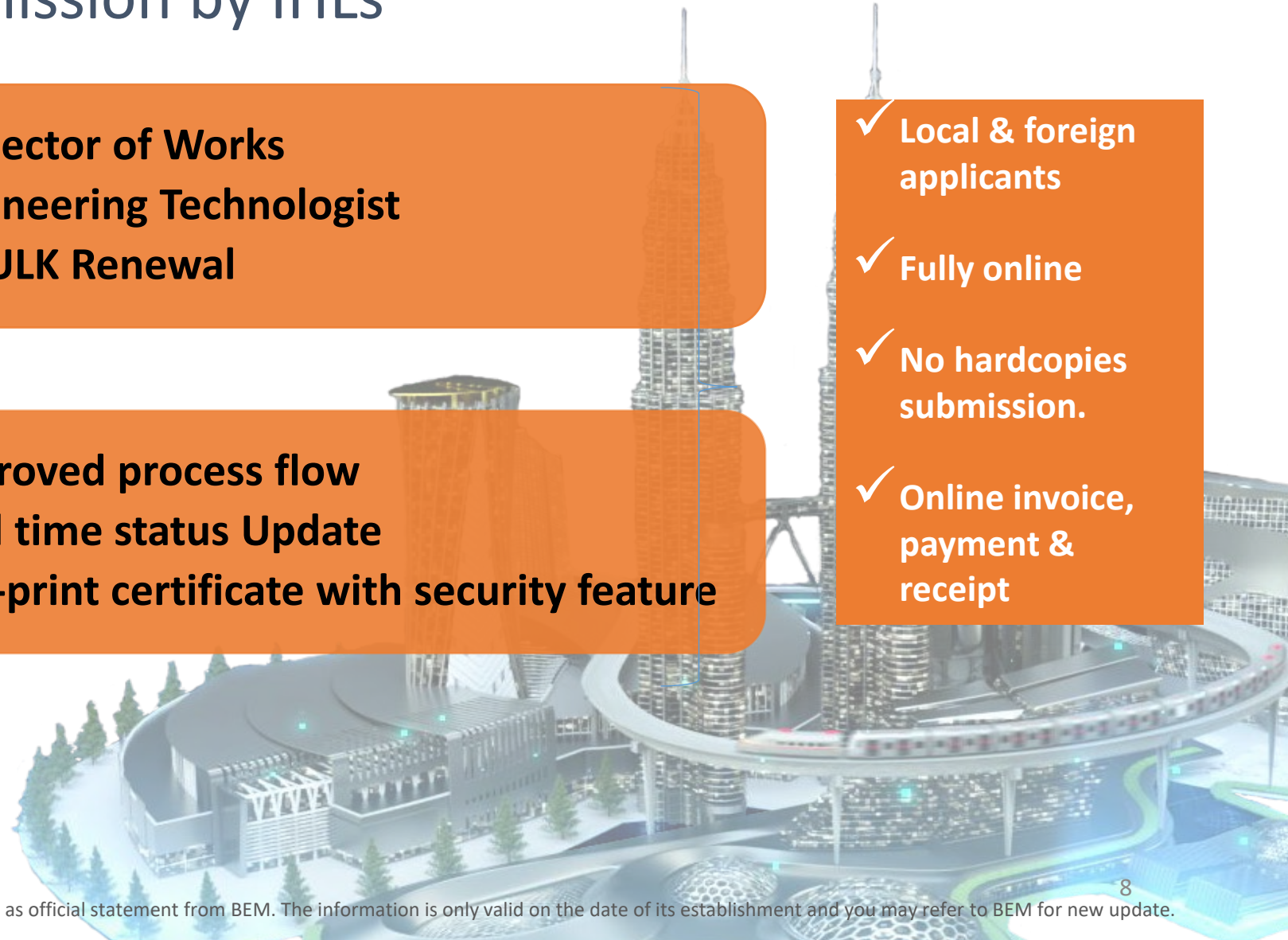
New Module

- Inspector of Works
- Engineering Technologist
- e-BULK Renewal

Enhanced Module

- Improved process flow
- Real time status Update
- Self-print certificate with security feature

- ✓ Local & foreign applicants
- ✓ Fully online
- ✓ No hardcopies submission.
- ✓ Online invoice, payment & receipt





Benefits of MyBEM

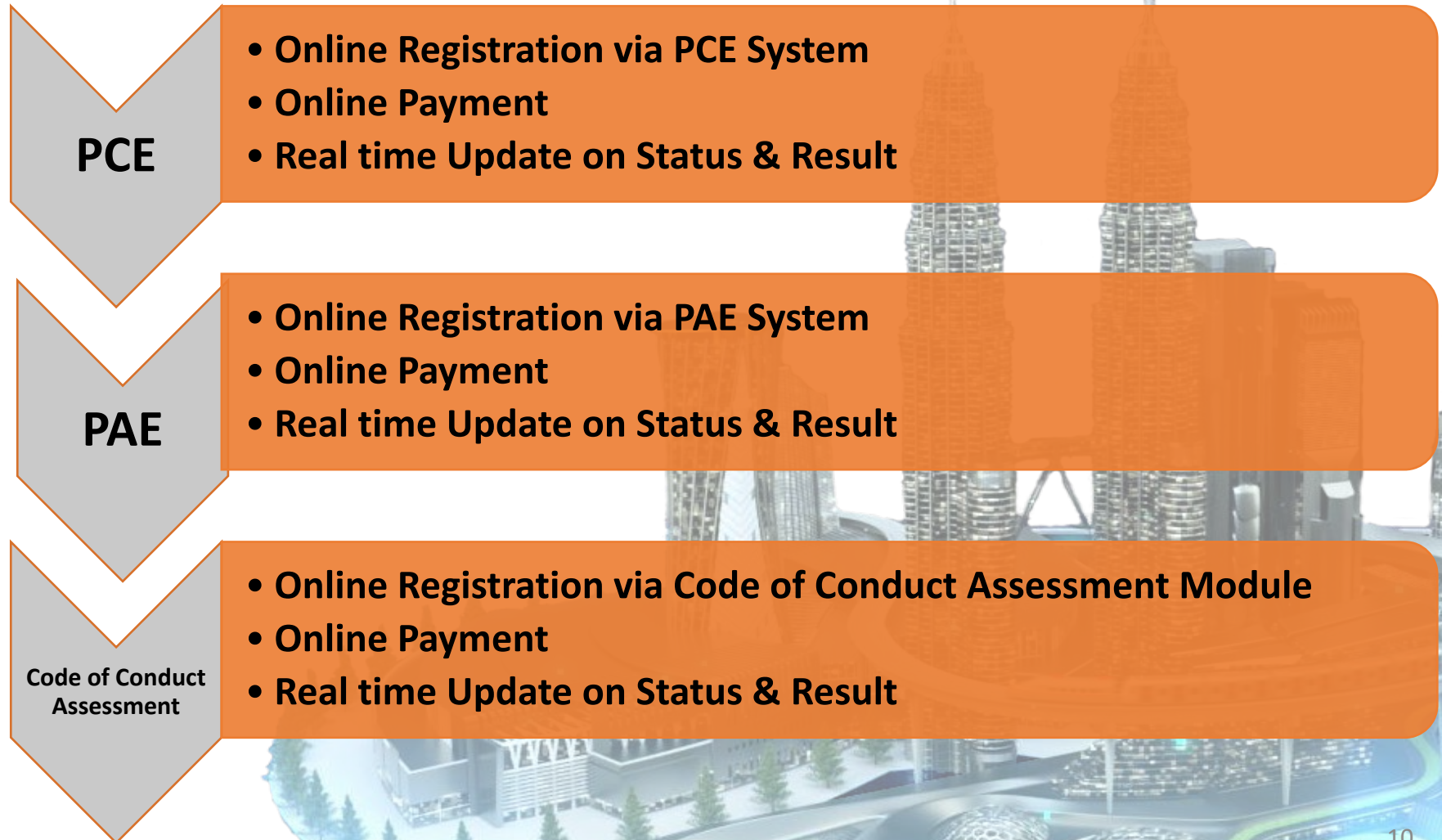
- Complaint Against Registered Persons & ECP





Benefits of MyBEM

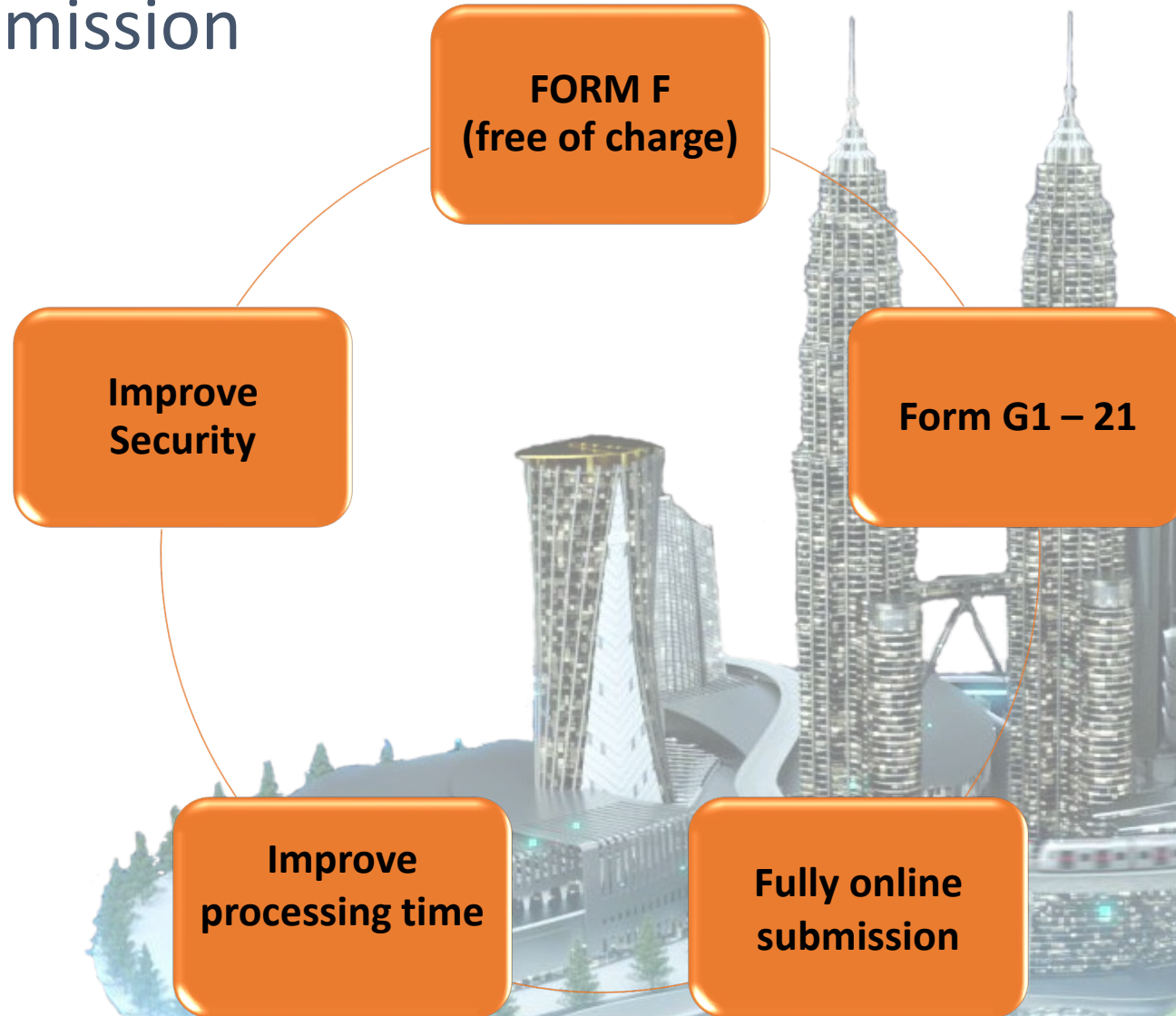
- Examination System





Benefits of MyBEM

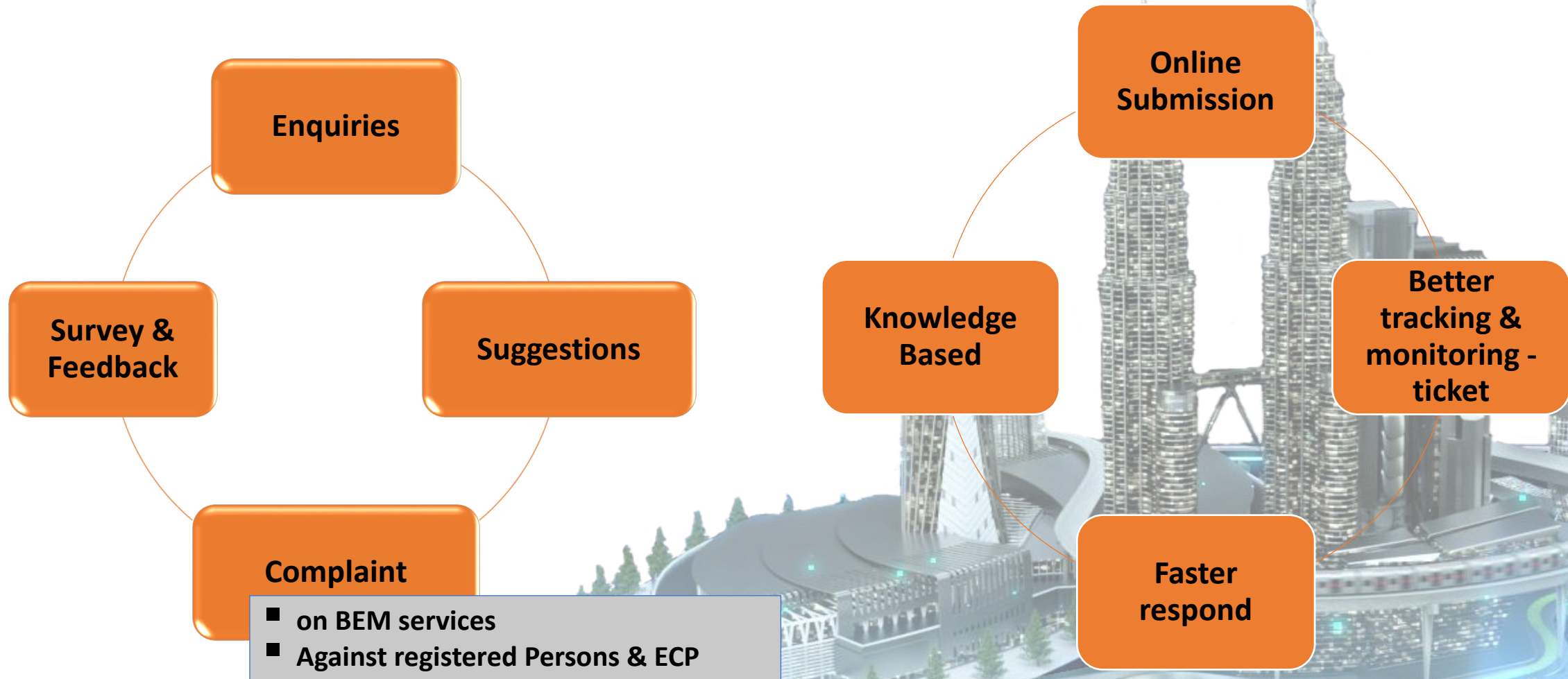
- CCC Online Submission





Benefits of MyBEM

- Customer Service Management System



02

BASIC

Basic Function of MyBEM



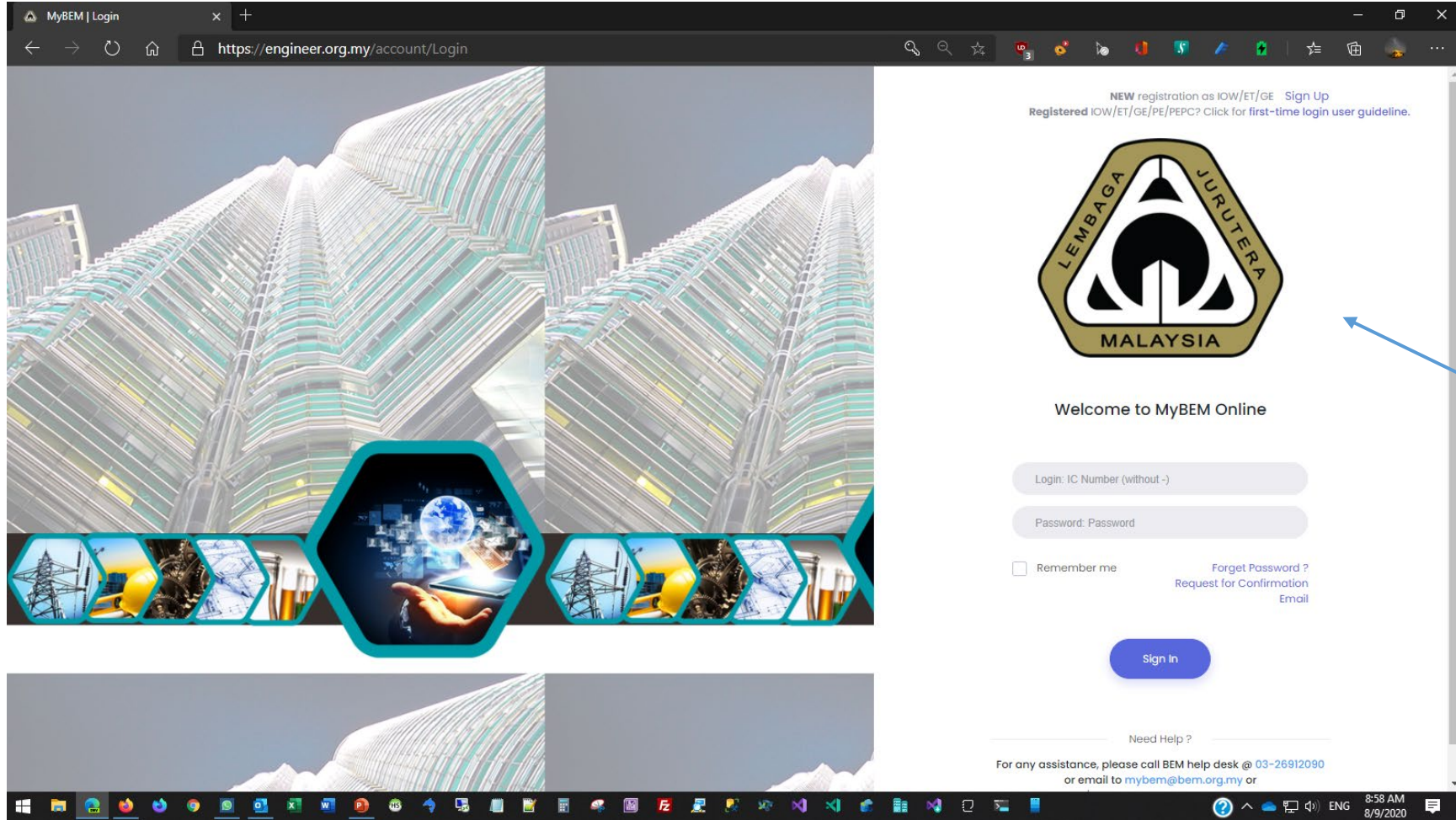


Continuous Quality Improvement

Feature	MyBEM	MyBEM (version 2)
Registered Person Login	Registration number	IC/MyKad (Malaysian) Passport (non-Malaysian)
ECP Login	Using registration number	Director's IC/MyKad
Password	Password for MyBEM COULD NOT be used for MyBEM version 2. Existing user would require to confirm their account and request for new password	
Document Submission	Online + Manual	Fully Online
Payment	Submit payment records	Online payment via FPX



Interface – Login Page



Use your
IC/MyKad as
login ID
& key in your
password.

* Passport for non-
Malaysian

NEW registration as IOW/ET/GE Sign Up
Registered IOW/ET/GE/PE/PEPC? Click for first-time login user guideline.



Welcome to MyBEM Online

Login: IC Number (without -)

Password: Password

Remember me

[Forgot Password ?
Request for Confirmation
Email](#)

Sign In

Need Help ?

For any assistance, please call BEM help desk @ 03-26912090
or email to mybem@bem.org.my or

Forgot Password?

- Click here and key in your IC to obtain a temporary password.
- Temporary password will be sent to your email

NEW registration as IOW/ET/GE [Sign Up](#)
Registered IOW/ET/GE/PE/PEPC? Click for [first-time login user guideline.](#)



Welcome to MyBEM Online

Login: IC Number (without -)

Password: Password

Remember me

[Forget Password ?](#)
[Request for Confirmation Email](#)

Sign In

Need Help ?

For any assistance, please call BEM help desk @ 03-26912090
or email to mybem@bem.org.my or

Sign Up

- Applicable for **first time/new users**.
- Click to **sign up**.
- Existing engineer that have their registration number already have an existing account in the system

Request for Confirmation Email

- Applicable for **existing engineers but have never login** to new MyBEM.
- Click to request confirmation email.
- Receive email, click link & set new password.
- Login to the new MyBEM.



Common Issues for Login

1. I'm unable to login
2. I forgot my password/login
3. I did not receive any email from the system. (either for confirmation link, password etc.)

Solution

1. Please check whether you already confirm your account. If not please proceed to click **“Request for Confirmation Email”**
2. Please use the **“Forgot Password?”** utility to obtain your temporary password
3. Please check your **SPAM or JUNK** folder. If not, please search for our email, mybem@bem.org.my. Some company or university block MyBEM email. In this case, please email to mybem@bem.org.my and request to change your email to others such as gmail or Hotmail.



Interface – Home Page

The screenshot shows a web browser window with the URL <https://engineer.org.my/Home/UserIndex>. The interface is divided into several sections:

- Top Menu:** Located at the top right, it contains the text "Welcome, DEMO" and a "Logout" button.
- Side Menu:** Located on the left side, it contains navigation links: "Home", "Applications", "Pending Individual Renewals", "CPD Records", "Continuing Professional Development", and "My Upcoming Events".
- Content Area:** The main content area is highlighted with a red border and contains:
 - An information message: "For any registrations and payments submitted before 1/11/2019, we are still in process of migrating your payment record to the new system. If you have already made payment before 1/11/2019, rest assured your payment have already been recorded and will be reflected in the current system soon. Thank you and apologies for any inconvenience caused."
 - An "INFORMATION DETAILS" section.
 - A "REGISTERED PERSON" section with two cards:
 - Graduate Engineer:** ID G1183018A, Approved on 2 June 2014.
 - Professional Engineer:** ID G1183137A, Approved on 8 September 2015.
 - An "ENGINEERING CONSULTANCY PRACTICES" section with tabs for "Practices" and "Applications", a search bar, and a table with columns: Ref, Practice, Expiry Date, Type, Status, and Action.

Side Menu

Top Menu

Content



Interface – Home Page – Top Menu - Profile

- **Always start with Profile**
 - Change password
 - Change profile picture
 - Gender
 - Address
- **Request to add Title**
 - Click on “here” for title change

engineer.org.my/Account/UserProfile/200828

Welcome, Ir. DEMO (DEMO) Logout

Update Profile

Personal Details

Title Ir.
Please click [here](#) to change your title.

Full Name (as per IC) DEMO

Date Of Birth 23 AUGUST 1972

Logout

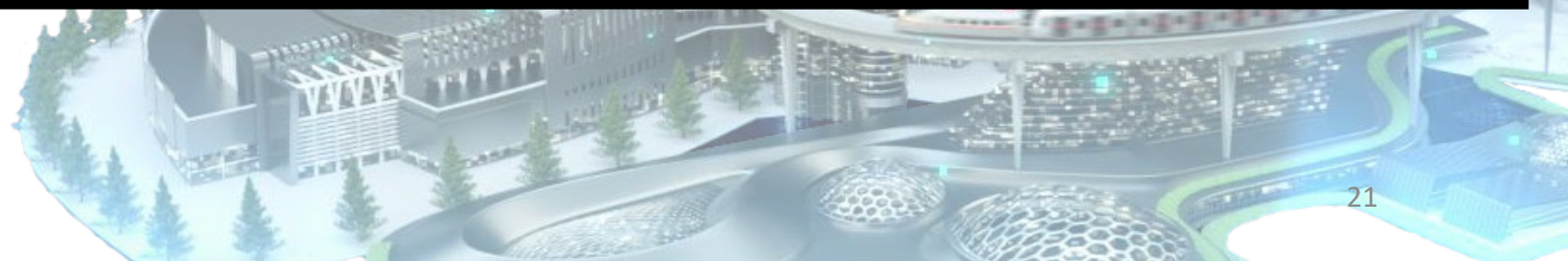


Interface – Home Page – Top Menu - Profile

Request to add Title

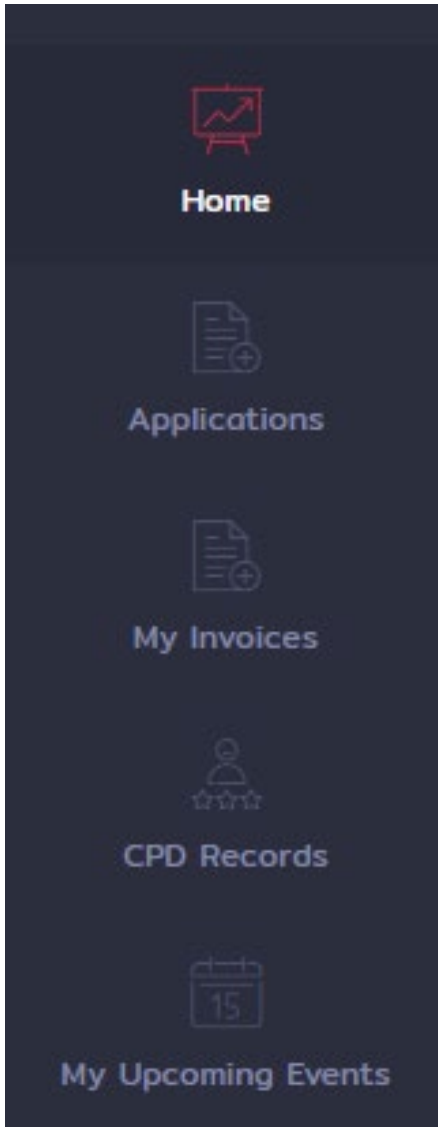
- Type in the requested title and attached the relevant supporting document

The screenshot shows a web browser window with the URL `engineer.org.my/Titles/UserCreate`. The page header includes a search icon, a star icon, a notification icon with the number '1', a settings icon, and a profile icon. The user is logged in as 'Ir. DEMO (DEMO)' and has a 'Logout' link. The main content area is titled 'User Title' and contains a 'Back' button. Below this, there are two input fields: 'Previous Title' and 'New Title', both containing the text 'IR.'. Underneath, there is a section for 'Supporting Document (e.g. Surat Watikah)' with a 'Choose File' button and the text 'No file chosen'. At the bottom right, there is a blue 'Submit' button.





Interface – Home Page – Side Menu



Side Menu	Purposes
Home	Home Screen
Applications	Registered Person Applications record, edit details and view payment details.
My Invoices	Print, view & download invoice for event by BEM.
CPD Records	Check or Register new CPD records
My Upcoming Events	Check out events schedule and register for the events.



Interface – Home Page – Registered Person

REGISTERED PERSON

Graduate Engineer ?

- G1183018A**
Approved on 2 June 2014
Download Certificate
- G1183137A**
Approved on 8 September 2015
Download Certificate

Professional Engineer ?

- P121281**
Approved By Committee
Expires on 31 December 2020
Total CPD Hour: 0
Update CPD **Renew**
- G1183018A | New Application**
Applied on 15 October 2020

•View

- Application Status
- Approval Date
- Expiry Date

Action

- Click **icon ?** for requirement for registration
- Click Download Certificate for e-certificate



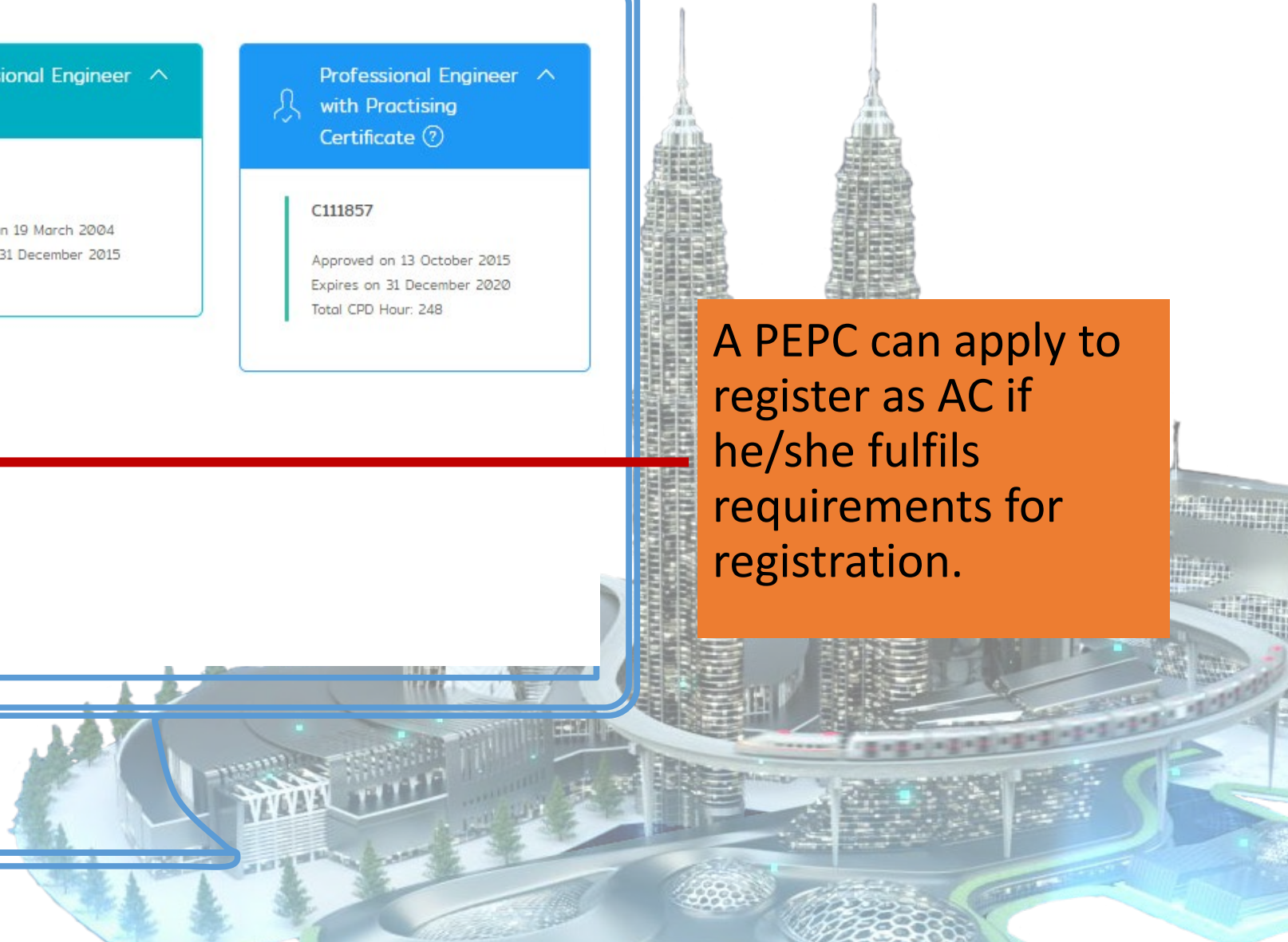
Interface – Home Page – Registered Person

The interface displays three profile cards for a registered person:

- Graduate Engineer**: A purple header card with a person icon, a question mark, and an upward arrow. The content area is empty.
- Professional Engineer**: A teal header card with a person icon, a question mark, and an upward arrow. The ID is **P111857**. It was approved on 19 March 2004 and expires on 31 December 2015.
- Professional Engineer with Practising Certificate**: A blue header card with a person icon, a question mark, and an upward arrow. The ID is **C111857**. It was approved on 13 October 2015, expires on 31 December 2020, and has a total CPD hour of 248.

Below these is the **Accredited Checker** card, which has a purple header with a person icon, a question mark, and an upward arrow. The content area says "Not registered yet." and has a yellow "Apply" button. A red arrow points from an orange text box to this card.

A PEPC can apply to register as AC if he/she fulfils requirements for registration.





Interface – Home Page – ECP

ENGINEERING CONSULTANCY PRACTICES

Practices Applications + Apply New

Show 10 entries Search:

Ref	Practice	Expiry Date	Type	Status	Action
SP1234	ABC CONSULTING	31 Dec 2021	Sole Proprietorship	Active	Certificate
BC123	ABC SDN. BHD.	31 Dec 2021	Body Corporate	Active	Certificate

As Director of an ECP, you will be able to:

View

- Application Status
- Approval Date
- Expiry Date

Action

- Apply
- Print Certificate



Common Issues for Login

1. Once login, I'm unable to view any registration even though I'm already an approved IOW/ET/GE/PE/PEPC
2. Some functions are not available
3. How to print certificate
4. How to print receipt

Solution

1. Please make sure that you're signing into your existing account instead of creating a new account
2. The system supports all modern browser except Internet Explorer. Please DO NOT use it as the browser could not support all functions.
3. Please navigate to **Application --> Blue Action Button --> Certificate**
4. Please navigate to **Application --> View Payment History**

03

BEYOND BASIC

Advanced Function of MyBEM





Advanced Function of MyBEM

4 New Functions:

- Applying for new application
- Filling up CPD
- Renewing registration
- Self-print certificate and receipt



Applying for new application

Applications

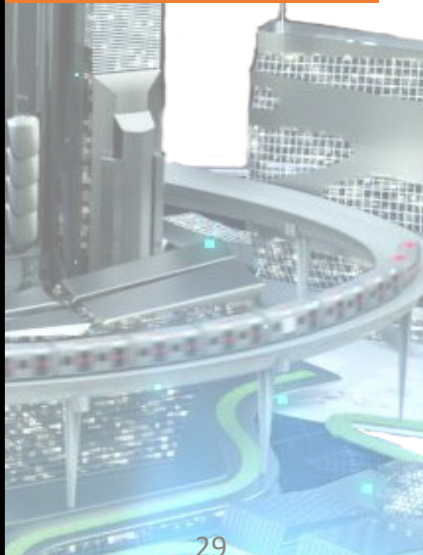
List of Applications

Show 10 entries

Approved Date	Ref No.	Reg.	Disciplines	App.	Actions
8 September 2014	P121281 G1183018A	Professional Engineer	Approved: MECHANICAL	Approved	Action
8 September 2015	G1183137A J51198880A	Graduate Engineer	Approved: MECHANICAL	Approved	Action
-		Professional Engineer	Applied: CIVIL	New Application	Action
2 June 2014	G1183018A J51198425A	Graduate Engineer	Approved: CIVIL	Approved	Action

Showing 1 to 4 of 4 entries

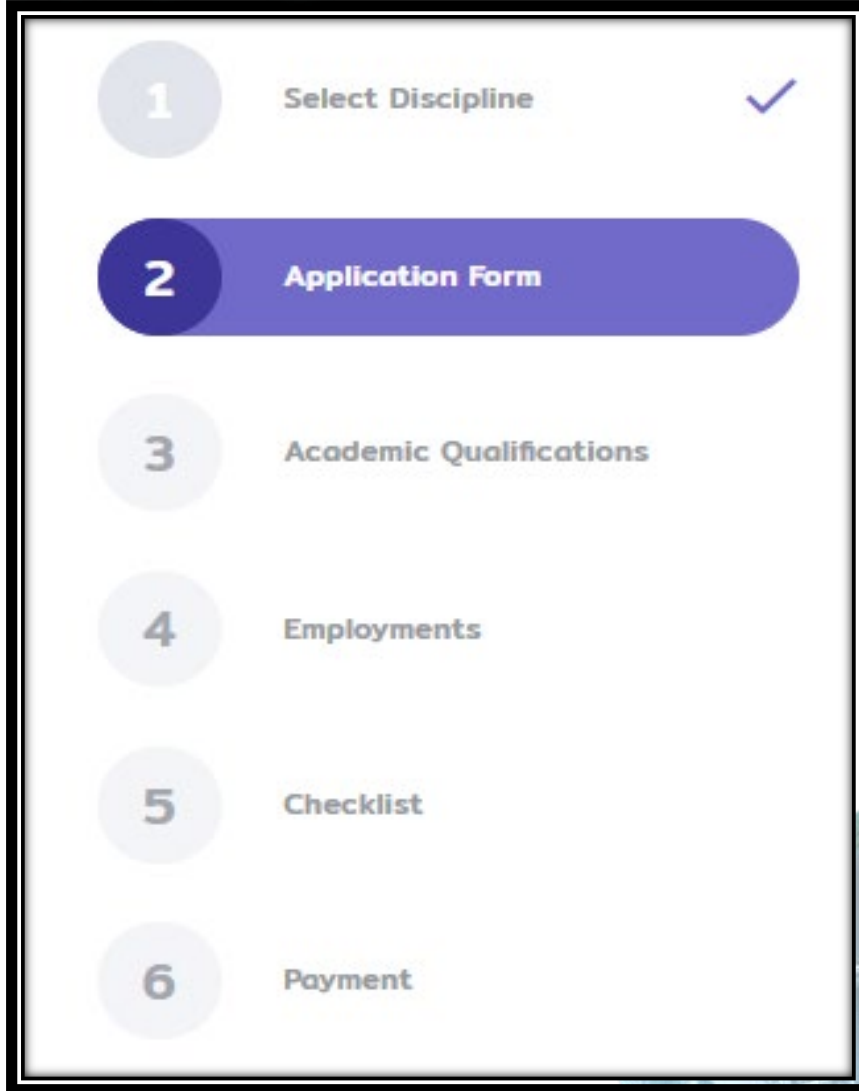
1. Click on Applications
2. Click on Apply As
3. Choose your application type





Applying for new application

- Applying Process



6 main steps to complete the application applying process





Applying for new application - 1/6 Select Discipline

The screenshot shows a web browser window with the URL <https://engineer.org.my/Application/GraduateEngineers/UserCreate>. The page title is "Application" and the breadcrumb is "Application - Graduate Engineer - Create". The main content area is titled "Registration as a Graduate Engineer Section 10(1) of the Registration of Engineers Act 1967 (Revised 2015)".

On the left, there is a vertical navigation menu with the following items: Home, Applications, Pending Individual Renewals, My Invoices, CPD Records, Continuing Professional Development, and My Upcoming Events.

The main content area features a progress indicator with six steps: 1. Select Discipline (highlighted in blue), 2. Application Form, 3. Academic Qualifications, 4. Employments, 5. Checklist, and 6. Payment.

The "Select Discipline" step includes a dropdown menu labeled "Branch of Engineering" with the text "Select a Discipline" and "Please select discipline". Below this is a "Declaration" section with the following text:

Declaration

1. I, the undersigned, apply for registration as a Graduate Engineer and if I am registered, I agree to abide by : -

- Registration of Engineers Act 1967 (Revised 2015) and The Registration of Engineers Regulations 1990 (Revised 2015); and
- Notifications and Circulars issued by the Board of Engineers Malaysia.

2. I hereby authorize the Board of Engineers Malaysia to seek clarification on any information submitted in any manner and by any means as it deems fit and proper.

I agree

A "Next" button with a right arrow is located at the bottom right of the form area.

All registration start with selecting your discipline and agreeing on the declaration.



Applying for new application - 2/6 Application Form

MyBEM | Login x MyBEM | Login x MyBEM | Login x MyBEM | Edit x MyBEM | Create x MyBEM | Index x MyBEM | Create x MyBEM | Create x

Not secure | https://engineer.org.my/Application/GraduateEngineers/UserEdit/1628712

Welcome, DEMO [Logout](#)

- Pending Individual Renewals
- My Invoices
- CPD Records
- Continuing Professional Development
- My Upcoming Events

- Select Discipline ✓
- Application Form**
- Academic Qualifications
- Employments
- Checklist
- Payment

SECTION A (to be filled in by All)

Name: DEMO

Gender: Female

Nationality: MALAYSIAN

Telephone No: 0123456789

Fax No: 0123456789

Address in Malaysia

Home Street 1: TINGKAT 17, BLOK F

Home Street 2: IBU PEJABAT JKR

Home Street 3: JALAN SULTAN SALAHUDDIN

Place of Birth: MALACCA

Date of Birth: 23 Aug 1972

Identification Card No: DEMO

Mobile Phone No: 0123456789

Email: mybem@bem.org.my

Home City: KUALA LUMPUR

Home Postcode: 50580

Details from the Profile Page will be reflected in Application Form.

Disclaimer: This

11:09 AM 9/9/2020



Applying for new application - 3/6 Academic Qualification

MyBEM | Login x MyBEM | Login x MyBEM | Login x MyBEM | x MyBEM | Create x MyBEM | Index x MyBEM | Create x MyBEM | Create x

Not secure | https://engineer.org.my/Application/ApplicationQualifications/UserGECreat?applicationid=1628712

✓ Your changes have been successfully saved. x

Welcome, DEMO Logout

Graduate Engineer

Application - Graduate Engineer - Apply

Registration

Academic Qualification

Education Level: Degree Country: MALAYSIA

University: UNIVERSITI MALAYA

Graduation Date: dd/mm/yyyy Graduate Year: Graduate Year Intake Year: Intake Year Award Year: Award Year

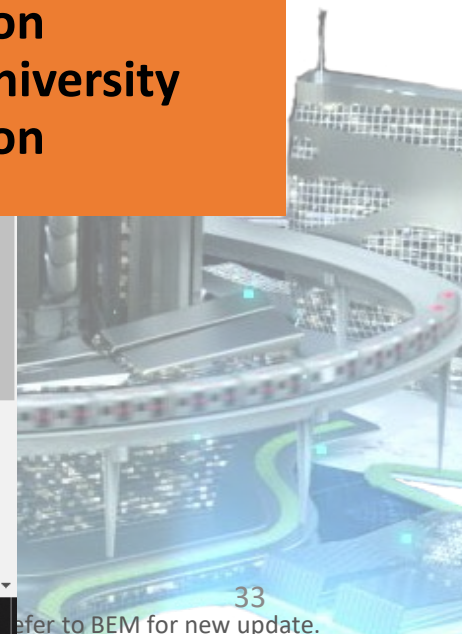
Accredited Programme by **Engineering Accreditation Council Malaysia (EAC)**:

Programme Name : Programme

Period of Study: Mode of Study:

Academic Qualification mainly divided into 2 types

- Local university qualification
- Oversea university qualification





Applying for new application - 4/6 Employment

MyBEM | Login x MyBEM | Login x MyBEM | Login x MyBEM | x MyBEM | Create x MyBEM | Index x MyBEM | Create x MyBEM | Create x +

Not secure | https://engineer.org.my/Application/ApplicationQualifications/UserGECreat?applicationid=1628712

Private InPrivate

✓ Your changes have been successfully saved.

Welcome, DEMO Logout

Graduate Engineer

Application - Graduate Engineer - Apply

Registration

Academic Qualification

Education Level: Degree Country: MALAYSIA

University: UNIVERSITI MALAYA

Graduation Date: dd/mm/yyyy Graduate Year: Graduate Year Intake Year: Intake Year Award Year: Award Year

Accredited Programme by **Engineering Accreditation Council Malaysia (EAC)**:

Programme Name : Programme

Period of Study: Mode of Study:

Please fill in your employment details.

- Employment details may be updated & could be used *Summary of Practical Experience* in future application as a PE.





Applying for new application - 4/6 Employment

Professional Engineer / Professional Engineer With Practising Certificate (Employer / Mentor):

Select a Registered Person

Please insert correct PE/Professional Engineer with Practising Certificate Registration No.

Referral's Position

Referral's Reference Letter:

Browse... No file selected.

[Show Sample](#)

Employer's Name

Employer's Position

Reference Letter with Company Letterhead:

Browse... No file selected.

[Show Sample](#)



Application for IOW, PE & PEPC have different requirement and require applicant to declare an active PE/PEPC to proclaim their working experiences.



Applying for new application

- 5/6 Checklist

Checklist

1. Form has been duly filled.

2. Copy of Identification Card (Cross with remarks "FOR BEM USE ONLY")
Certified by a Professional Engineer Recognised by BEM.

Choose file

Browse

3. Copy of Permanent Resident Card and/or Passport (For Non-Malaysian) Cross
with remarks "FOR BEM USE ONLY") certified by a Professional Engineer
recognised by BEM.

Choose file

Browse

4. Copy of Degree scroll and full official transcripts (first year to final year), and
Certified by a Professional Engineer Recognised by BEM.

Choose file

Browse

5. Copy of Diploma scroll and full official transcripts (if any) and Certified by a
Professional Engineer Recognised by BEM.

Choose file

Browse

6. The degree is accredited by EAC Malaysia or by a Professional body who is a
signatory of Washington Accord or equivalent qualification recognised by BEM.

7. Item 2, 3 and 4 are certified by a Professional Engineer or Professional
Engineer with Practising Certificate recognised by BEM.

8. Copy of passport size photograph. (JPEG Only)

Choose file

Browse

**Different checklist
item according to
application type**



Applying for new application - 6/6 Payment

FPX Online Payment Confirmation

DESCRIPTION	AMOUNT
GE - Processing Fee	RM 50.00

FPX is an online payment method that allows you to pay in real time via internet banking. You just need to choose you own bank and enter on the bank's internet banking website the user id and password. Then you must approve the payment using a TAC number.

TYPE	BANK	DUE DATE	TOTAL AMOUNT
PERSONAL	Select a bank	9 Sep 2020	50.00

By clicking on the button below, I hereby agree to and accept the **FPX's Terms & Conditions**.

Agree and Pay

Powered by **FPX**

- All application will only be processed & assessed after payment is made.
- Applicant could choose either Personal account or Corporate account
- Debit Card & Credit Card through FPX
- Applicant is free to choose any bank supported for FPX transaction

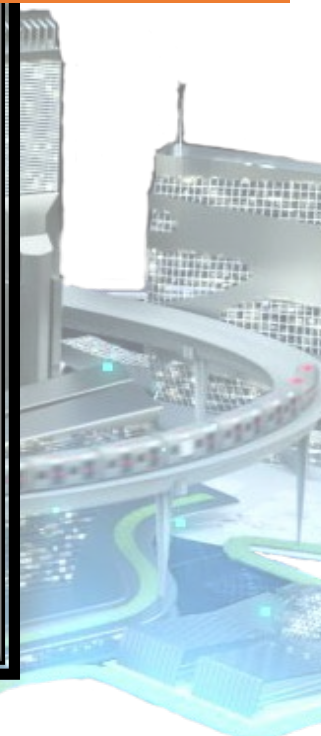


Filling up CPD

- Click CPD Records --> Update Activities
- Please press Submit Records once complete filling up the CPD for that year

Summary of My CPD Records

#	CPD Year	Registration Type	Discipline	CPD Hour (Actual Target)	Status	Action
1	2020	Professional Engineer with Practising Certificate	CIVIL	Click to Show	Open	Action
2	2019	Professional Engineer with Practising Certificate	CIVIL	114 50	Completed	Update Activities Submit Record
3	2018	Professional Engineer with Practising Certificate	CIVIL	104 50	Completed	Action



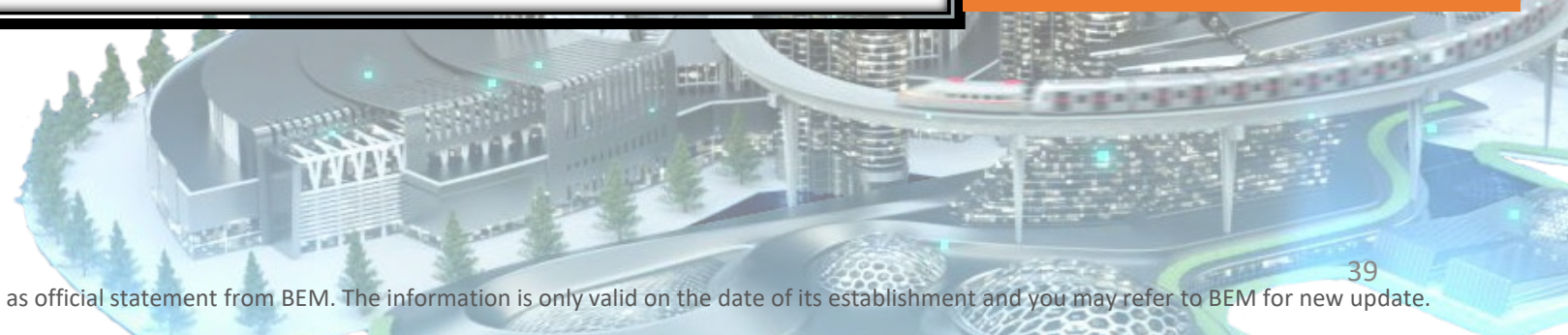


Renewing Registration 1/2

The screenshot shows the 'Applications' page with a sidebar on the left containing 'Home', 'Applications', 'Pending Individual Renewals', and 'My Invoices'. The main content area is titled 'Applications' and shows a breadcrumb trail: 'Home - Applications - List of Applications'. Below this is a 'List of Applications' section with a 'View Payment History' button. A table displays application details for a Professional Engineer. The 'App. Status' is 'Approved' and the 'Ref. Status' is 'Active'. An 'Action' menu is open, with 'Renewal' highlighted by a red circle. Other options include 'Voluntary De-Register', 'Convert', 'Certificate', 'Stamp', 'Approval Letter', and 'Appendix B - Payment Guideline'.

Approved Date	Ref No.	Reg.	Disciplines	App. Status	Ref. Status
26 April 1996	P12345 PE2345	Professional Engineer	Approved: CIVIL	Approved	Active Expiry Date: 31 Dec 2020

- Please make sure that you have **sufficient CPD hours** and had **Submitted** the records
- Please navigate to **Applications -> Blue Action Button -> Renewal**





Renewing Registration 2/2

2 Renewal Form

3 Employments

4 Payment

* I declare that I am,

Not a bankrupt
 A bankrupt

Residing in Malaysia for NOT less than 6-month prior to date to renewal
 Residing in Malaysia for less than 6-month prior to date to renewal

Employments

No.	Date	Company	Position	Professional Qualifications	
1	1 Jan 2019 to 31 Dec 2021	ABC CONSULTING	PROJECT MANAGER		Edit Delete

[Add Experience](#)

- Fill up the declaration and update your information and employment
- Once complete, please proceed to payment



How to Self-print Certificate

Applications

Home - Applications - List of Applications

List of Applications View Payment History

Show 10 entries Search:

Approved Date	Ref No.	Reg.	Disciplines	App. Status	Ref. Status
26 April 1996	P12345 PE2345	Professional Engineer	Approved: CIVIL	Approved	Active Expiry Date: 31 Dec 2020

- Renewal
- Voluntary De-Register
- Convert
- Certificate**
- Stamp
- Approval Letter
- Appendix B - Payment Guideline

Action

Please navigate to **Applications** --> **Blue Action Button** --> **Certificate**



How to Self-print Receipt 1/2

Applications

Home - Applications - List of Applications

List of Applications **View Payment History** Apply As <

Show 10 entries Search:

Approved Date	Ref No.	Reg.	Disciplines	App. Status	Ref. Status	Actions
26 April 1996	P12345 PE2345	Professional Engineer	Approved: CIVIL	Approved	Active Expiry Date: 31 Dec 2020	Action

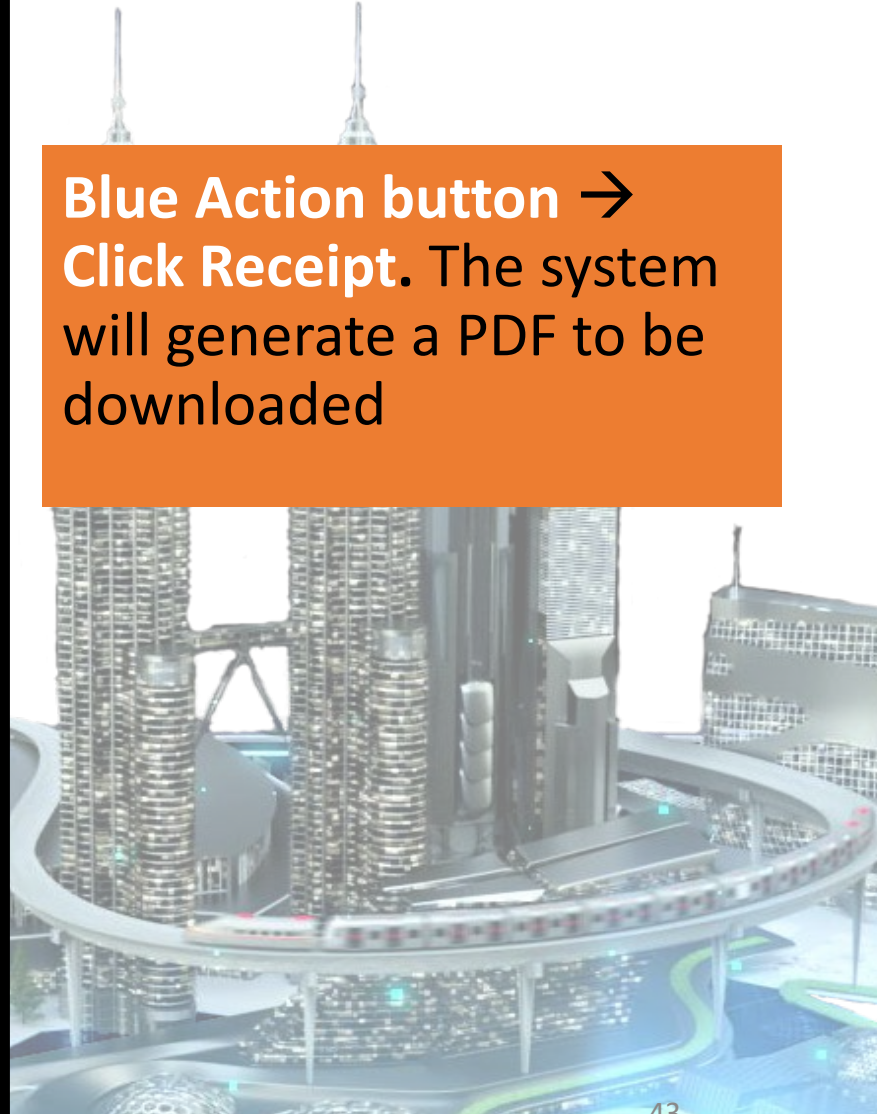
Please navigate to **Applications --> View Payment History**



How to Self-print Receipt 2/2

No. ↑↓	No	Date issued	Name	Amount	Status	Action ↑↓
1.	344534	7 Dec 2018 12:00 AM	PE - Renewal Fee	RM 100.00	Verified	Action
2.	319348	14 Dec 2017 12:00 AM	PE - Renewal Fee	RM 100.00	Verified	Action
3.	298977	18 Jan 2017 12:00 AM	PE - Renewal Fee	RM 100.00	Verified	Action
4.	287910	24 Aug 2016 12:00 AM	PE - Reinstatement Fee	RM 1150.00	Verified	Action
5.	203408	11 Jan 2013 12:00 AM	PE - Renewal Fee	RM 200.00	Verified	Receipt
6.	181056	5 Jan 2012 12:00 AM	PE - Renewal Fee	RM 200.00	Verified	Action
7.	163213	25 Jan 2011 12:00 AM	PE - Renewal Fee	RM 200.00	Verified	Action
8.	149615	20 Jan 2010 12:00 AM	PE - Renewal Fee	RM 200.00	Verified	Action
9.	135948	14 Jan 2009 12:00 AM	PE - Renewal Fee	RM 200.00	Verified	Action
10.	123654	16 Jan 2008 12:00 AM	PE - Renewal Fee	RM 200.00	Verified	Action

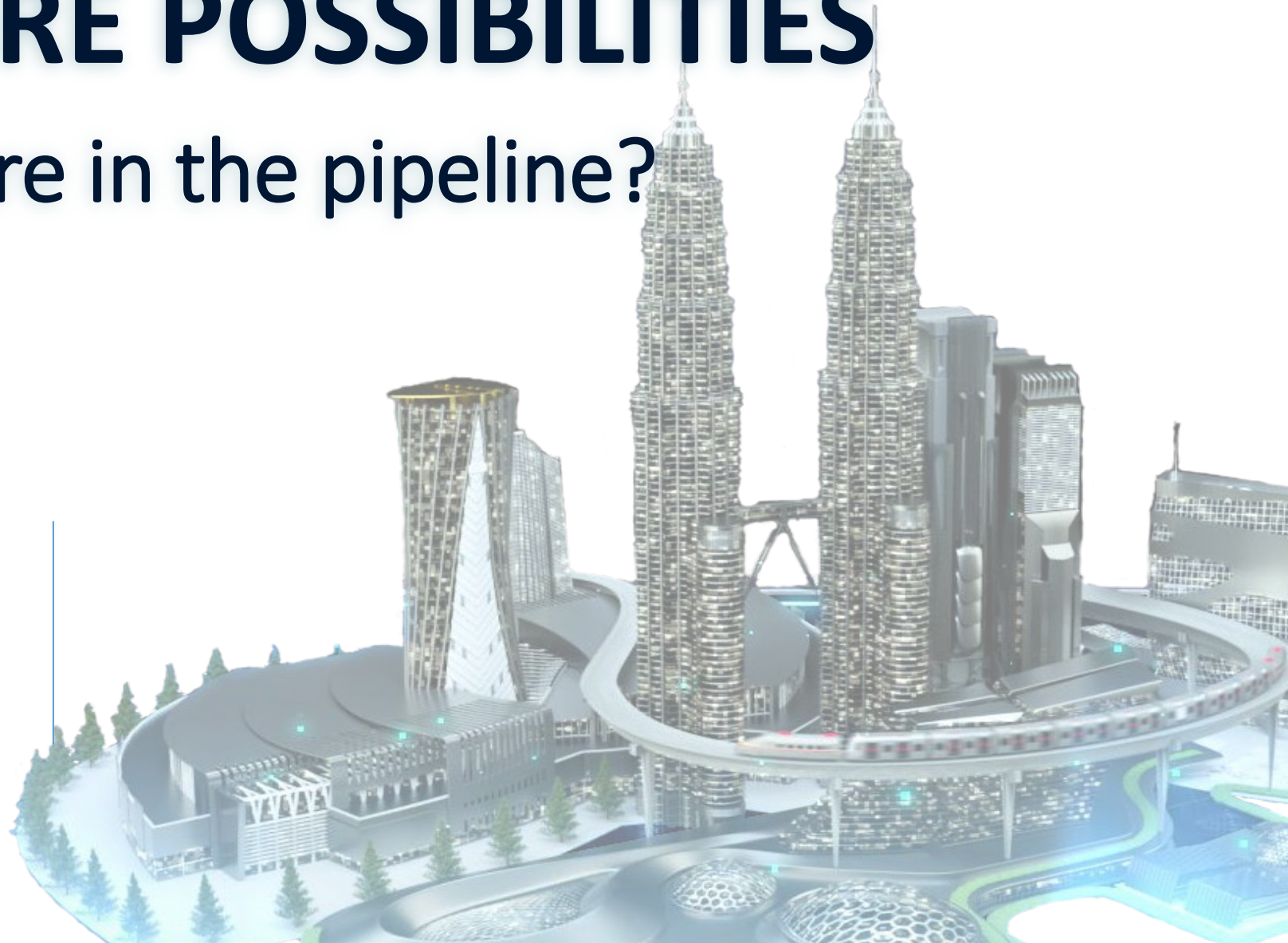
Blue Action button → Click Receipt. The system will generate a PDF to be downloaded



04

FUTURE POSSIBILITIES

What are in the pipeline?

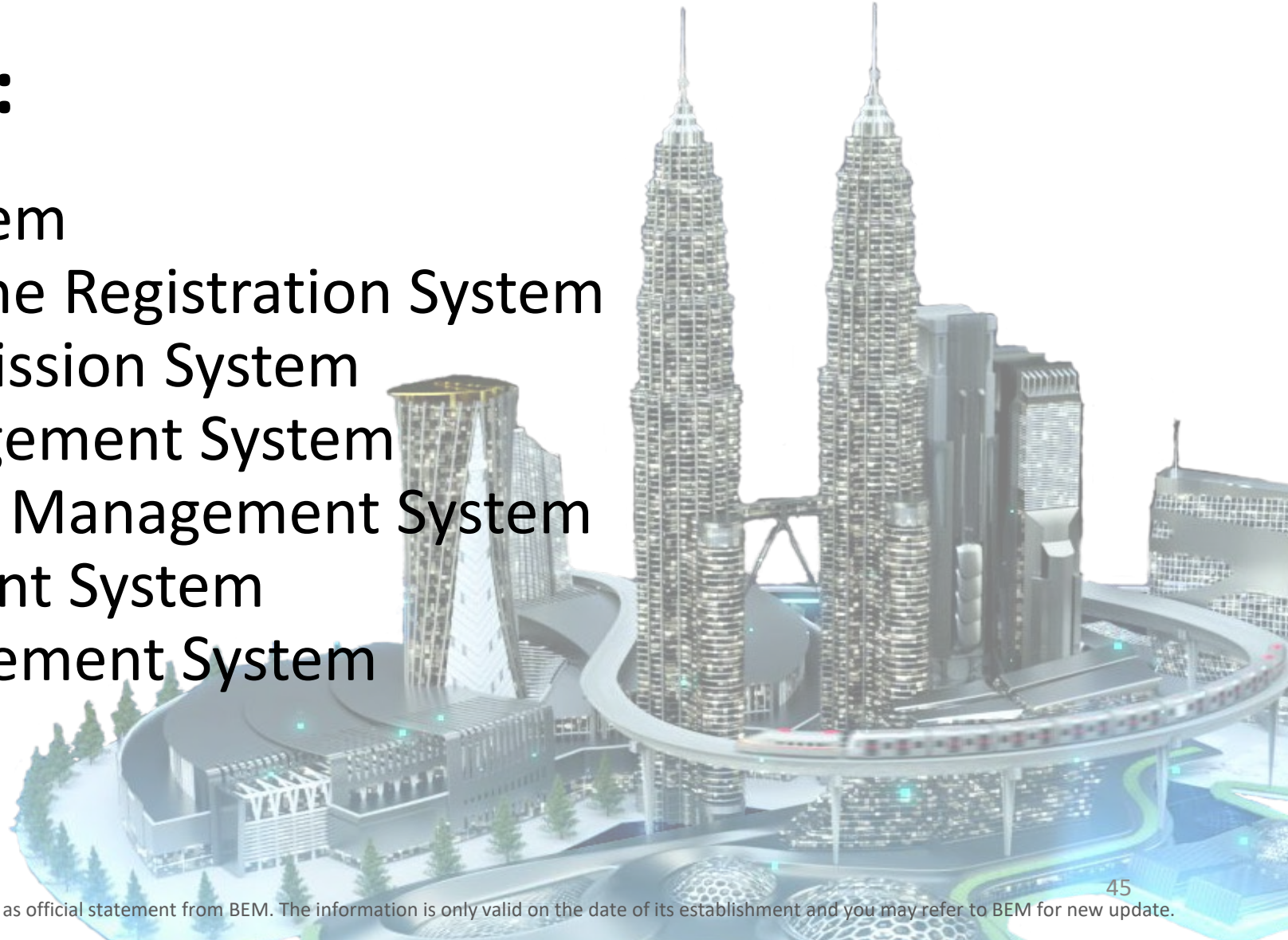




Advanced Function of MyBEM

7 New Modules:

- Examination System
- ACPE / RFPE Online Registration System
- CCC Online Submission System
- Complaint Management System
- Customer Service Management System
- Event Management System
- Magazine Management System





New Module – Examination System

- Ability to apply **PAE** or **PCE** online
- Track your exam results online

Examination



Available Exams

Exam	Eligibility
PAE 2020	

History

Show entries

Search:

Exam	Eligibility	Payment	Result
------	-------------	---------	--------



New Module – ASEAN Chartered Professional Engineer (ACPE) Online Registration

- Apply for **ACPE** online

View as User ? Welcome, DEMO [Logout](#)

ASEAN Chartered Professional Engineer

[Home](#) - ASEAN Chartered Professional Engineer - Applications - Apply

Registration

[← Back](#) [× Delete](#)

1. Application Form
2. Qualifications
3. Working Experience
4. Working Experience Confirmation
5. Checklist
6. Payment



New Module – CCC Online

View as User ▼

Welcome, DEMO

[Logout](#)



Certificate of Completion & Compliance (CCC)

[Home](#) - Certificate of Completion & Compliance (CCC)

- **CCC Online Submission for PSP and SP**
- **Form H is Free of charge**

List of My Certificate of Completion & Compliance (CCC)

[+ Initiate CCC](#)

Show entries

Search:

Serial No	Project Title	Plan No	Owner	Local Authority	Status
No data available in table					

Showing 0 to 0 of 0 entries





New Module – Complaint Management System

View My Enquiry and Complaint

Submit Enquiry / Complaint

Submit Professional Practice Complaint

KNOWLEDGE BASES

Explore FAQ

Create Professional Practice Complaint

[← Back to List](#) [✓ Submit](#)

Information on Registered Person / Engineering Consultancy Practice Information Complained

Complaint against: Individual Engineer Engineer Consultancy Practice

* Engineer:

* Address:

* Your Relationship with Registered Person / Engineering Consultancy Practice:

Ability to Lodge Complaint against Registered Persons & ECP via Online



New Module – Customer Service Management System

CUSTOMER SUPPORT CENTER

Customer Service Management System

Home - Support Ticket Management

My Enquiry and Complaint

Show: 10 entries

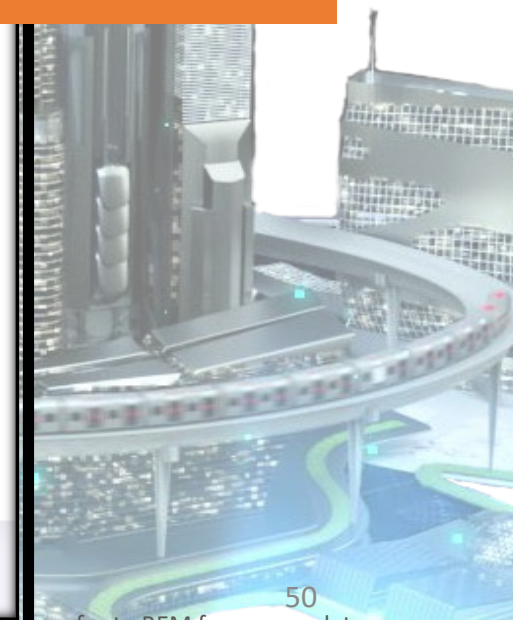
Search:

Tickets	Information
No data available in table	

Showing 0 to 0 of 0 entries

Previous Next

- Ability to Submit enquiry, suggestion, complaints & feedback
- Online Knowledge Base
- Ticketing system





New Module – Event Management System

Events

🏠 - Events - Calendar

📍 Events

< > today SEPTEMBER 2020 month week day list

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19

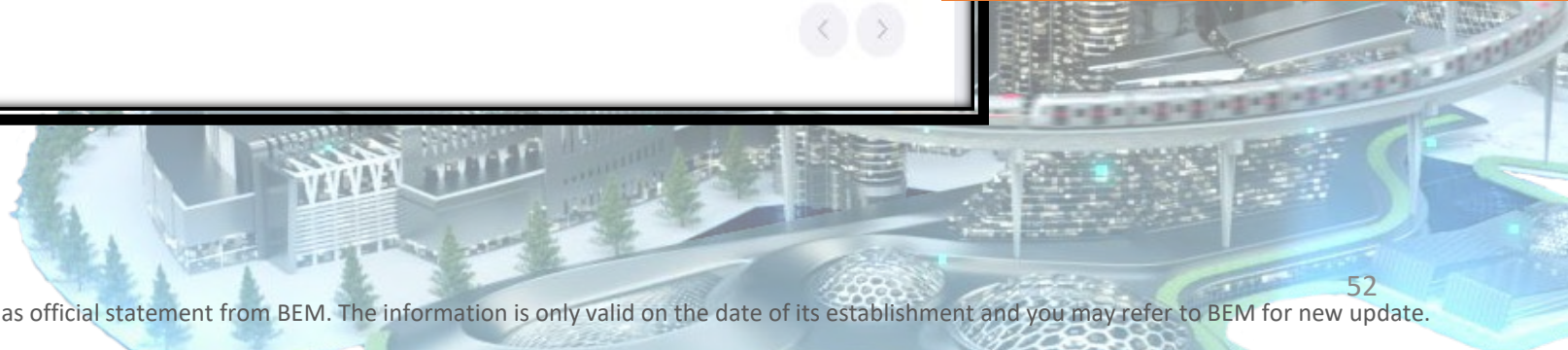
- Ability to **check latest event** (*courses, training, seminar*) via **BEM Event Calendar**.
- Online application.
- **QR Code** attendance feature.
- **CPD Hours** will be **auto-recorded** in each individual CPD record/account.
- **Self-print certificate of attendance**.



New Module – The Ingenieur Magazine System

The screenshot shows a web interface for the 'Ingenieur Magazine System'. At the top, there is a header with 'Welcome, DEMO' and a 'Logout' link. Below the header, the page is titled 'Subscriber' with a breadcrumb '- Magazine'. A 'List of Magazine' section features a '+ Subscribe Magazine' button. Below this, there is a 'Show 10 entries' dropdown and a search box. The main content is a table with the following columns: Ref No., Full Name, Contact, Subscription Details, Delivery Status, and Actions. The table is currently empty, displaying 'No data available in table'. At the bottom, it shows 'Showing 0 to 0 of 0 entries' and navigation arrows.

- Online Subscription (hardcopy)
- View & download digital magazine
- Online advertisement form



05

DEMO & Q&A

Short demo on system



THANK YOU



Committed To Engineering Excellence

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