Perkhidmatan Peningkatan Portal Knowledge Management (KM), Portal Akruan dan Portal Intranet JANM di Jabatan Akauntan Negara Malaysia (JANM)

Portal Administrator Training Manual
iKnowledge Portal

Reference: JANM.07.04.01

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1 Portal Administrator Training Manual for Admin/Content Owner/Bahagian/Cawangan Negeri

iKnowledge Admin, iKnowledge Content Owner, iKnowledge Bahagian Admin and iKnowledge Cawangan Negeri Admin are able to sign in and sign out iKnowledge, view logo, view Portal Rasmi JANM, View Log Masuk, view W3S – Text Size, perform search, manage announcement, manage activity, manage AGD PEDIA (Article) and view quicklinks.

1.1 iKnowledge Portal Authentication
This section describe the iKnowledge user authentication through Sign In iKnowledge Portal and Sign Out iKnowledge Portal.

1.1.1 Sign In iKnowledge Portal
Portal Administrator, Content Owner including JANM Staff need credentials such as valid username and password to sign in iKnowledge Portal. Please follow the steps below to Sign In iKnowledge Portal. Note: Please contact your Admin if you are unable to Sign In iKnowledge Portal.

1. Open any browser. E.g. Chrome/Mozilla/Internet Explorer/Microsoft Edge.
2. Enter URL in the web address bar on top of the browser.
3. Press Enter from keyboard.
4. SharePoint Sign In pop-up form will be displayed.
5. Enter valid username. (E.g. anm\sp.user)
6. Enter valid password. (E.g. p@ssw0rd)
7. Click on **Sign In** button.
8. iKnowledge main page is displayed to indicate you are successfully Sign In iKnowledge Portal. Note: Your username should be displayed in the top right corner of the main page.
1.1.2 Sign Out iKnowledge Portal

Portal Administrator, Content Owner including JANM Staff need to Sign Out from iKnowledge Portal to ensure that any people who have access either to their computer or notebook cannot use their account. Please follow the steps below to Sign Out iKnowledge Portal.

1. Click the [your name] link at the top right of the page to open a drop-down menu.

2. A drop down menu is displayed

3. Click Sign Out from the drop down list.

4. The window shows a message that user have been signed out, and it closes itself if your browser allows it to. **Note: It is recommended to close all your browser once you have Sign Out iKnowledge Portal.**
1.2 Logo
In header section of iKnowledge Portal, there are two logos which are Jata Negara logo and iKnowledge logo. User able to click on Jata Negara logo to navigate back main page of iKnowledge.

1.3 Portal Rasmi JANM
In header section, user is able to navigate to JANM Official Portal by clicking on the hyperlink displayed as PORTAL RASMI JANM.

1.4 Log Masuk
LOG MASUK hyperlink is for external user to sign in iKnowledge Portal. Upon click LOG MASUK, SharePoint default Sign In form will be displayed. Note: The use of Log Masuk hyperlink is for external users accessibility.

1.5 W3S – Text Size
User is able to increase or decrease text size in iKnowledge main page by clicking on either A+ or A-. 
1.6 Search

Search engines enables users including Portal Administrator and Content Owner to easily search for specific information in iKnowledge. Please follow the steps below to perform search in iKnowledge Portal.

1. Sign in iKnowledge Portal. **Note: Please refer section 1.1.1 for more details.**
2. Navigate to search box displayed in main page.

3. Enter any keyword and click **Search** icon.
4. Result page is displayed based on the keyword entered.

5. Use Filter based on Result type from the left section to specify your search result.
   a) **Result type** – Specify result based on type available such as html and png.
   b) **Modified Date** – Specified result based on modified date.

6. Use search experience that are available on a default results page.
   a) **Everything** – Specify based on Local SharePoint Results.
   b) **People** – Specify based on Local People Result.
   c) **Conversations** – Specify based on Conversations.
   d) **Video** – Specify Local Video Results.
1.7 Announcement

iKnowledge Admin, iKnowledge Content Owner, iKnowledge Web Bahagian or iKnowledge Cawangan Negeri is able to manage Announcement in iKnowledge Portal. Please follow the steps below to manage Announcement. **Note: Contact your administrator if you are unable to manage the Announcement in iKnowledge Portal.**

1.7.1 Add Announcement

Please follow the steps below to add announcement in iKnowledge.

1. Sign In iKnowledge Portal. **Note: Please refer section 1.1.1 for more details.**
2. Mouse hover on AGD ONLINEKR from the global navigation, and click Pengumuman from the dropdown list.
3. Announcement list is displayed.
4. Click on **new item**.
5. (Optional)Click on **New Item icon** in the ITEMS tab. **Tips: Click on ITEMS tab on the top to expand the ribbon.**
6. (Optional)Click on **New Item dropdown arrow** in the ITEMS tab and click **New Item.**
7. **Add a new announcement form** will be displayed. Enter all the information.

![New Announcement Form]

- **Title** – Represent the title of announcement. Enter your announcement title.
- **Description** – Represent the description of announcement. Enter your announcement description.
- **Publish Date** – Represent the publish date of announcement. Enter your announcement publish date. **Note:** Ensure the publish date is not same as expiry date.
- **Expiry Date** – Represent the expiry date of announcement. Enter your announcement expiry date. **Note:** Ensure the expiry date is not same or less than publish date.
- **Attachments** – Please follow the steps below to add attachment in announcement. 
  - **Note:** The default limit file size is 2 gigabytes (GB) (2,047 MB).  
  - i. From EDIT tab, click Attach file at the top ribbon.

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ii. Click Choose File to add attachment file and select a file from the list.

![Attachment File Selection]

iii. Selected file attachment that previously select is displayed.

![Attachment File Displayed]

iv. Click OK to proceed.

v. A File attachment is successfully attached. **Note: Repeat steps (i) to (iv) if you need to attach more attachment. To delete attachment, click Delete beside the attachment file displayed.**

![Attachment Form]

8. Once you have completed the Add new announcement form, click on **Save**.
1.7.2 Update Announcement Details

Please follow the steps below to update announcement detail in iKnowledge.

1. Sign In iKnowledge Portal. **Note: Please refer section 1.1.1 for more details.**

2. Mouse hover on AGD ONLINEKR from the global navigation, and click Pengumuman from the dropdown list.

3. Announcement list is displayed.

4. Click on the announcement title in the announcement list to update the announcement details.

5. Click on **Edit Item** in the **VIEW** tab on the top ribbon displayed.
6. (Optional) Select an announcement from the list you want update by clicking on.

   **Tips:** Mouse hover on which announcement you want to update and the tick icon will be displayed on the left side.

7. (Optional) Selected announcement is highlighted in the announcement list.

8. (Optional) Click **Edit Item** in the **ITEMS** tab on the top ribbon displayed. **Tips:** Click on **ITEMS** tab to expand the top ribbon.
9. (Optional) Select which announcement to be updated and click on the Ellipses (…) displayed; then choose Edit Item from the dropdown list.

10. Edit Announcement form is displayed. Update all the information if required.

- **Title** – Represent the title of announcement. Update your announcement title if required.
• **Description** – Represent the description of announcement. Update your announcement description.

• **Publish Date** – Represent the publish date of announcement. Update your banner publish date. **Note: Ensure the publish date is not same as expiry date.**

• **Expiry Date** – Represent the expiry date of announcement. Update your announcement expiry date. **Note: Ensure the expiry date is not same or less than publish date.**

• **Attachments** – Please follow the steps below to add attachment in announcement.

  **Note:** The default limit file size is 2 gigabytes (GB) (2,047 MB).

  i. From EDIT tab, click Attach file at the top ribbon.

  ![Attach file icon](image)

  ii. Click Choose File to add attachment file and select a file from the list.

  ![Choose file](image)

  iii. Selected file attachment that previously select is displayed.

  ![Selected file attachment](image)

  iv. Click OK to proceed.

  v. A File attachment is successfully attached. **Note: Repeat steps (i) to (iv) if you need to attach more attachment. To delete attachment, click Delete beside the attachment file displayed.**
11. Once you have completed the **Edit announcement form**, click on **Save**.
1.7.3  Delete Announcement

Please follow the steps below to delete announcement in iKnowledge.

1. Sign In iKnowledge Portal. **Note: Please refer section 1.1.1 for more details.**

2. Click **Settings**.

3. Mouse hover on AGD ONLINEKR from the global navigation, and click Pengumuman from the dropdown list.

4. Click **Announcement** from the Site contents page.

5. Announcement list is displayed.

6. Click on the **announcement title** in the announcement list to delete the announcement.

7. Click on **Delete Item** in the **VIEW** tab on the top ribbon displayed.

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**DATE** | **VERSION** | **REFERENCE NO.** | **PAGE**
--- | --- | --- | ---
10 NOVEMBER 2021 | V1.0 | JANM.07.04.01 | 18

**FILENAME** | Portal Administrator Training Manual for iKnowledge  v1.0
8. (Optional) Select an announcement from the list you want to delete by clicking on.

Tips: Mouse hover on which announcement you want to delete and the tick icon will be displayed on the left side.

9. (Optional) Selected announcement is highlighted in the announcement list.

10. (Optional) Click Delete Item in the ITEMS tab on the top ribbon displayed. Tips: Click on ITEMS tab to expand the top ribbon.

11. (Optional) Select which announcement to be deleted and click on the Ellipses (…) displayed; then choose Delete Item from the dropdown list.
12. (Optional) Press on the keyboard shortcut Delete to delete the announcement.

13. Delete confirmation message is displayed.

```
  uatkm.anm.gov.my says
  Are you sure you want to send the item(s) to the site Recycle Bin?

  OK     Cancel
```

14. Click on **OK** to proceed with deletion. Delete verification message will be closed. Selected announcement is successfully deleted and no longer displayed in the announcement list.
1.7.4 View Announcement

Please follow the steps below to view announcement in iKnowledge.

1. Sign In iKnowledge Portal. **Note: Please refer section 1.1.1 for more details.**

2. Click on either left or right indicator in the Announcement section to view latest announcement.

3. Click **Lihat Sepenuhnya** to view announcement detail with attachment.

4. Announcement detail is displayed. **Note: To view the attachment, click on the attachment file.**

5. Click Lihat Senarai Pengumuman to view all announcement.
1.8 Activity

iKnowledge Admin, iKnowledge Content Owner, iKnowledge Web Bahagian or iKnowledge Cawangan Negeri is able to manage Activity in iKnowledge Portal. Please follow the steps below to manage Activity. Note: Contact your administrator if you are unable to manage the Activity Portal.

Note: For Activity image, it is recommended to use image that are 627 x 420 pixels for display at iKnowledge main page. It is also recommended that all images be either in JPEG or JPG format.

1.8.1 Add Activity

Please follow the steps below to add activity in iKnowledge.

1. Sign In iKnowledge Portal. Note: Please refer section 1.1.1 for more details.

2. Mouse hover on AGD ONLINEKR from the global navigation, and click Aktiviti Terkini from the dropdown list.

3. Activity list is displayed.

4. Click on new item.

5. (Optional)Click on New Item icon in the ITEMS tab. Tips: Click on ITEMS tab on the top to expand the ribbon.
6. (Optional) Click on **New Item dropdown arrow** in the **ITEMS** tab and click **New Item**.

7. **Add a new activity form** will be displayed. Enter all the information.

   - **Title** – Represent the title of activity. Enter your activity title.
   - **Image** – Represent the Image URL. Enter the copied URL by following steps in Section 1.8.2.
   - **Description** – Represent the description of activity. Enter your activity description.
   - **Publish Date** – Represent the publish date of activity. Enter your activity publish date.

   **Note:** Ensure the publish date is not same as expiry date.
**Expiry Date** – Represent the expiry date of activity. Enter your activity expiry date. 
*Note: Ensure the expiry date is not same or less than publish date.*

**Highlight Option** – Represent the option to display activity image at main page. Tick on Highlight option if you plan to display the activity image at main page. **Note:** Ensure the highlight option for previous activity is unticked.

**Attachments** – Please follow the steps below to add attachment in activity. **Note:** The default limit file size is 2 gigabytes (GB) (2,047 MB).

i. From EDIT tab, click Attach file at the top ribbon.

![Attach File](image)

ii. Click Choose File to add attachment file and select a file from the list.

![Choose File](image)

iii. Selected file attachment that previously select is displayed.

![Selected Attachment](image)

iv. Click OK to proceed.

v. A File attachment is successfully attached. **Note:** Repeat steps (i) to (iv) if you need to attach more attachment. To delete attachment, click Delete beside the attachment file displayed.
8. Once you have completed the Add new activity form, click on **Save**.
1.8.2 Copy Image URL

Please follow the steps below to copy URL Image for activity in Classic SharePoint list.

1. Sign In iKnowledge. **Note: Please refer section 1.1.1 for more details.**

2. Click **Settings**.

3. Dropdown list is displayed. **Note: Items in dropdown list is based on user permission level.**

   ![SharePoint settings](image-url)

   - Show Ribbon
   - Shared with...
   - Edit page
   - Add a page
   - Add an app
   - Site contents
   - Design Manager
   - Site settings
   - Getting started

4. Click **Site contents** from the dropdown list.

5. **iKnowledge** Site contents page is displayed. **Note: By Default, the site contents page is displayed in Modern SharePoint.**

   ![Site contents page](image-url)

6. (Optional) At the bottom left corner of the screen, click **Return to classic SharePoint**.

7. Success to switch from Modern SharePoint to Classic SharePoint.
8. Click on the site contents page.

9. List of Image is displayed. Mouse hover an image and click on Ellipses (...).

11. Open Menu dialog for selected image is displayed. Copy the URL displayed. **Note:** Paste the URL activity image in the add activity form. Refer step 7 in section 1.8.1.
1.8.3 Upload Image

Please follow the steps below to upload image for activity in classic SharePoint list.

1. Sign In iKnowledge. **Note: Please refer section 1.1.1 for more details.**

2. Click **Settings**

3. Dropdown list is displayed. **Note: Items in dropdown list is based on user permission level.**

   ![SharePoint settings](image)

   - Show Ribbon
   - Shared with...
   - Edit page
   - Add a page
   - Add an app
   - Site contents
   - Design Manager
   - Site settings
   - Getting started

4. Click **Site contents** from the dropdown list.

5. **iKnowledge** Site contents page is displayed. **Note: By Default, the site contents page is displayed in Modern SharePoint.**

6. (Optional) At the bottom left corner of the screen, click **Return to classic SharePoint**.

7. Success to switch from Modern SharePoint to Classic SharePoint.
8. Click on **Activity Library** from the site contents page.

9. List of Image and folder are displayed. Click on which folder you want to upload image.

   E.g. 2021.

10. Click on **Upload**. Note: Use Drag and drop features to upload multiple images in the activity library. The default limit file size is 2 gigabytes (GB) (2,047 MB). It is recommended the activity image format is in JPG or JPEG format.

11. **Add a picture** dialog box is displayed.
- **Choose Files** – Click on the Choose Files and choose a photo to upload.
- **Overwrite existing files** – (Optional) By default, the option for overwrite existing files is ticked. You may unticked if you do not want to overwrite the existing files.

12. Once you have finished select a photo, click **OK**.
1.8.4 Update Activity Details

Please follow the steps below to update activity detail in iKnowledge:

1. Sign In iKnowledge Portal. **Note: Please refer section 1.1.1 for more details.**

2. Mouse hover on AGD ONLINEKR from the global navigation, and click Aktiviti Terkini from the dropdown list.

3. Activity list is displayed.

4. Click on the **activity title** in the activity list to update the activity details.

5. Click on **Edit Item** in the **VIEW** tab on the top ribbon displayed.
6. (Optional) Select an activity from the list you want update by clicking on

**Tips:** Mouse hover on which activity you want to update and the tick icon will be displayed on the left side.

7. (Optional) Selected activity is highlighted in the activity list.

8. (Optional) Click **Edit Item** in the **ITEMS** tab on the top ribbon displayed. **Tips:** Click on **ITEMS** tab to expand the top ribbon.

9. (Optional) Select which activity to be updated and click on the **Ellipses (...)** displayed; then choose **Edit Item** from the dropdown list.
10. Edit Activity form is displayed. Update all the information if required.

- **Title** – Represent the title of activity. Update your activity title if required.
- **Image** – Represent the Image URL. Update the URL by removing the old URL and insert new URL by following steps in section 1.8.2.
- **Description** – Represent the description of activity. Update your activity description.
- **Publish Date** – Represent the publish date of activity. Update your activity publish date. **Note:** Ensure the publish date is not same as expiry date.
- **Expiry Date** – Represent the expiry date of activity. Update your activity expiry date. **Note:** Ensure the expiry date is not same or less than publish date.
- **Highlight Option** – Represent the option to display activity image at main page. Unticked the option if you do not want to display the activity image at main page.

- **Attachments** – Please follow the steps below to add attachment in activity. **Note:** The default limit file size is 2 gigabytes (GB) (2,047 MB).
  
  1. From EDIT tab, click Attach file at the top ribbon.

  ![Attach File Button](image)

  2. Click Choose File to add attachment file and select a file from the list.

  ![Choose File Window](image)

  3. Selected file attachment that previously select is displayed.

  ![Attachment Displayed](image)

  4. Click OK to proceed.

  5. A File attachment is successfully attached. **Note:** Repeat steps (i) to (iv) if you need to attach more attachment. To delete attachment, click Delete beside the attachment file displayed.
11. Once you have completed the **Edit activity form**, click on **Save**.
1.8.5 Delete Activity

Please follow the steps below to delete activity details in iKnowledge.

1. Sign In iKnowledge Portal. **Note: Please refer section 1.1.1 for more details.**

2. Mouse hover on AGD ONLINEKR from the global navigation, and click Aktiviti Terkini from the dropdown list.

3. Activity list is displayed.

4. Click on the **activity title** in the activity list to delete the activity.

5. Click on **Delete Item** in the **VIEW** tab on the top ribbon displayed.

6. (Optional) Select an activity from the list you want delete by clicking on ✅
Tips: Mouse hover on which activity you want to delete and the tick icon will be displayed on the left side.

7. (Optional) Selected activity is highlighted in the activity list.

8. (Optional) Click Delete Item in the ITEMS tab on the top ribbon displayed. Tips: Click on ITEMS tab to expand the top ribbon.

9. (Optional) Select which activity to be deleted and click on the Ellipses (…) displayed; then choose Delete Item from the dropdown list.
10. (Optional) Press on the keyboard shortcut Delete to delete the announcement.

11. Delete confirmation message is displayed.

12. Click on OK to proceed with deletion. Delete verification message will be closed.

Selected activity is successfully deleted and no longer displayed in the activity list.
1.8.6 View Activity

Please follow the steps below to view activity in iKnowledge.

1. Sign In iKnowledge Portal. Note: Please refer section 1.1.1 for more details.
2. Click Lihat Selanjutnya to view activity details.

3. Activity detail is displayed. Note: To view the attachment, click on the attachment file

4. Click Lihat Senarai Activiti to view all activity.
2.8 AGD CAFE (Forum)

Portal Administrator is responsible to add forum discussion before display at the main page of iKnowledge Portal. He or She need to update forum discussion or even delete them if required. Please follow the steps below to manage video in iKnowledge Portal. Note: Contact your Administrator if you are unable to manage forum discussion in iKnowledge Portal.

2.8.1 Add Forum Discussion

Please follow the steps below to add forum discussion in iKnowledge Portal.

1. Sign in iKnowledge Portal. Note: Please refer section 1.1.1 for more details.
2. Click AGD CAFE from the global navigation.

3. Forum list is displayed.

4. Clicks ‘+ new discussion’ to add new forum discussion.
5. The portal displays Forum discussion form as followings:

- **Subject** – Represent the title of forum. Enter your forum title.
- **Body** – Represent the description of forum discussion. Enter your forum discussion.
- **Question** – Represent Question Option. (Optional) You may tick the option or keep it default as it is.

6. Fills in all required information and clicks ‘Save’ button to save the information entered

7. The portal displays the new discussion.
2.8.2 Update Forum Discussion

Please follow the steps below to update the forum discussion in iKnowledge Portal.

1. Sign in iKnowledge Portal. **Note: Please refer section 1.1.1 for more details.**
2. Click AGD CAFE from the global navigation.

3. Forum list is displayed.

   ![Forum List Screenshot](image)

4. Clicks on any existing forum discussion displayed to start update the forum discussion.
5. The detail forum discussion is displayed.

6. Click on Edit to edit the forum discussion. **Note:** Normal user can only edit their own forum discussion only.
7. **Topic** – Represent the forum title. Update the forum title if required.
• **Kandungan** – Represent the forum description. Update the forum description if required.

8. Updates the forum discussion details and clicks ‘Save’ button to save the information entered

9. The portal displays the updated forum discussion.
2.8.3 Delete Forum Discussion

Please follow the steps below to delete forum discussion in iKnowledge Portal.

1. Sign in iKnowledge Portal. **Note: Please refer section 1.1.1 for more details.**
2. Click AGD CAFE from the global navigation.

3. Forum list is displayed.

4. Clicks on any existing forum discussion displayed to start deleting the forum discussion.
5. The detail forum discussion is displayed.

6. Select on forum discussion to be delete by clicking on the Ellipses (…) .

7. Click ‘Delete’ from the dropdown list. **Note: Normal user can only delete their own forum discussion only.**
8. The portal displays message confirmation for delete option

9. Click ‘OK’ to confirm deletion

10. The deleted forum discussion is no longer displayed.
2.8.4 View Forum Discussion

Please follow the step below to view forum discussion in iKnowledge Portal.

1. Sign in iKnowledge Portal. **Note: Please refer 1.1.1 for more details.**

2. Click AGD CAFE from the global navigation.

3. Forum list is displayed.

4. Click on the forum title to view the forum details.
5. Forum details page is displayed. Use this page to view all the comment posted by other users. **Note: You can click on Oldest section to view the forum comment sorted by the oldest post or you can either click on Newest section to view the forum comment sorted by the newest.**

![Forum Details Page Screenshot](image)

9. To comment on the forum discussion displayed, click on Reply. Enter your comment and click Reply button.

![Comment Form Screenshot](image)

10. To comment on other user’s forum discussion post, click on Reply. Enter your comment and click Reply button.

![Reply Form Screenshot](image)