



國立東華大學

溝通平台操作說明

1. 以教職員生個人帳號及密碼登入，

網址：<http://web.ndhu.edu.tw/SCR/pprz/Login.aspx>。

The screenshot shows the login interface of the National Dong Hwa University Communication Platform. At the top, there is a dark blue header with the university's name in Chinese and English. Below the header, a message informs users that the platform is for reporting issues not covered by the network repair or maintenance systems. It provides a login form with fields for 'E-mail帳號' (Email Account) and 'E-mail密碼' (Email Password). A '登入' (Login) button is at the bottom. Below the login fields, there are two paragraphs of text: the first paragraph states that the platform is for reporting issues not covered by the network repair or maintenance systems, and the second paragraph states that the platform is for reporting issues not covered by the network repair or maintenance systems.

2. 登入後，按「問題反應」鍵，進行反應問題。

The screenshot shows the dashboard of the National Dong Hwa University Communication Platform after login. The top navigation bar includes a '+ 問題反應' (Report Issue) button on the left, the platform's name '東華溝通平台' in the center, and a '登出' (Logout) button on the right. The main content area is mostly blank, with a small rectangular box at the top left.

3. 填寫反應意見表(反應對象、主旨、內容等)。



單位承辦人沒收到E-MAIL通知

填寫反應意見

反應對象

請選擇...

主旨

內容

送出後，還可繼續留言、上傳圖片

送出

4. 依問題內容選取反應對象(依事件或單位選取)。



新聞稿寫的真好~

填寫反應意見

反應對象

請選擇...

請選擇...

- 校園犬隻問題
- 交通事件及車輛違規
- 系統組
- 教務處
- 學務處
- 總務處
- 秘書室
- 人事室
- 主計室
- 研發處
- 國際事務處
- 圖書資訊中心
- 共同教育委員會

5. 填寫反應對象、主旨及內容後，接「送出」鍵。

The screenshot shows the '東華溝通平台' (Donghua Communication Platform) interface. At the top, there is a dark blue header with a '+ 問題反應' (Problem Response) button on the left and a '登出' (Logout) button on the right. Below the header, a modal window titled '填寫反應意見' (Fill in response opinion) is open. The modal has three sections: '反應對象' (Response Object) with a dropdown menu showing '秘書室' (Secretariat), '主旨' (Subject) with a text input field containing '本溝通平台可附加照片' (This communication platform can attach photos), and '內容' (Content) with a larger text input field containing '本溝通平台除文字說明外，也可附加照片。' (This communication platform, in addition to text explanation, can also attach photos). Below the content field, there is a note '送出後，還可繼續留言、上傳圖片' (After sending, you can continue to leave messages and upload pictures) and a '送出' (Send) button. The background of the page shows a sidebar with icons for '新聞稿寫的真好~' (News稿寫的真好~), '留言' (Leave a message), and '問題反應' (Problem Response).

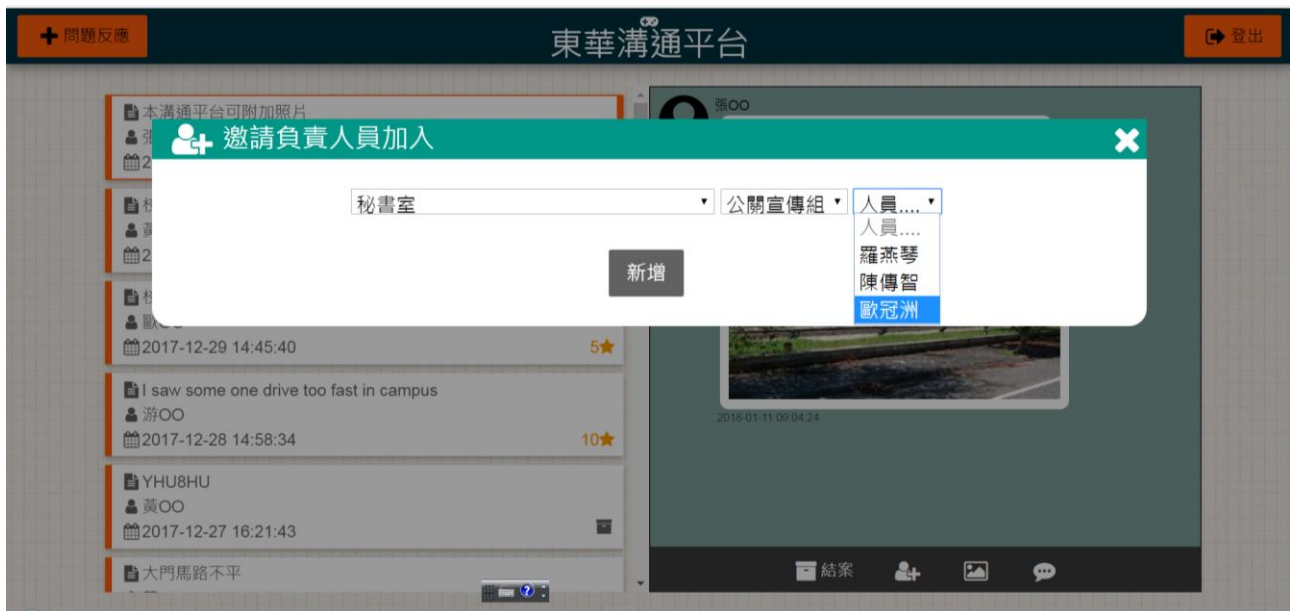
6. 如有圖片佐證，請按下方「新增照片鍵」加入照片檔。



7. 被反應單位承辦人會收到電子郵件，請登入處理。



8. 各單位負責人使用「新增負責人」鍵，「邀請負責人員加入」處理案件。



9. 已經邀請負責人處理本案。



10. 案件負責人電子郵件收到通知。



11. 案件負責人登入東華溝通平台。



The screenshot shows the login page of the East China Communication Platform (東華溝通平台) in a web browser. The browser's address bar shows the URL `web.ndhu.edu.tw/pprz/Login.aspx`. The page has a dark blue header with the platform's name. Below the header, there is a white box containing the login instructions and fields. The instructions state that the platform is for reporting network issues or submitting maintenance requests. The login fields include an email address (E-mail帳號) and a password (E-mail密碼). The email address field contains the text `liyu1564141`. Below the password field, there are two paragraphs of text: (一) 為有效運用本校之行政資源，凡不確定之檢舉事項、惡意攻訐謾罵、網路流傳訊息或相關不明網址請勿反應；若反應內容如涉及違反相關法律者，請自負法律責任。 (二) 依據行政院暨所屬各機關處理人民案件要點第十八點規定：人民陳情案件有保密之必要者，受理機關應予保密。 At the bottom of the white box is a blue button labeled "登入" (Login).

東華溝通平台

校內已有  網路報修系統、 總務處維修申請，若非上述類型之問題抑或問題無法妥善處理，歡迎進入本平台反應。

E-mail帳號 (無須輸入@gms.ndhu.edu.tw)

liyu1564141

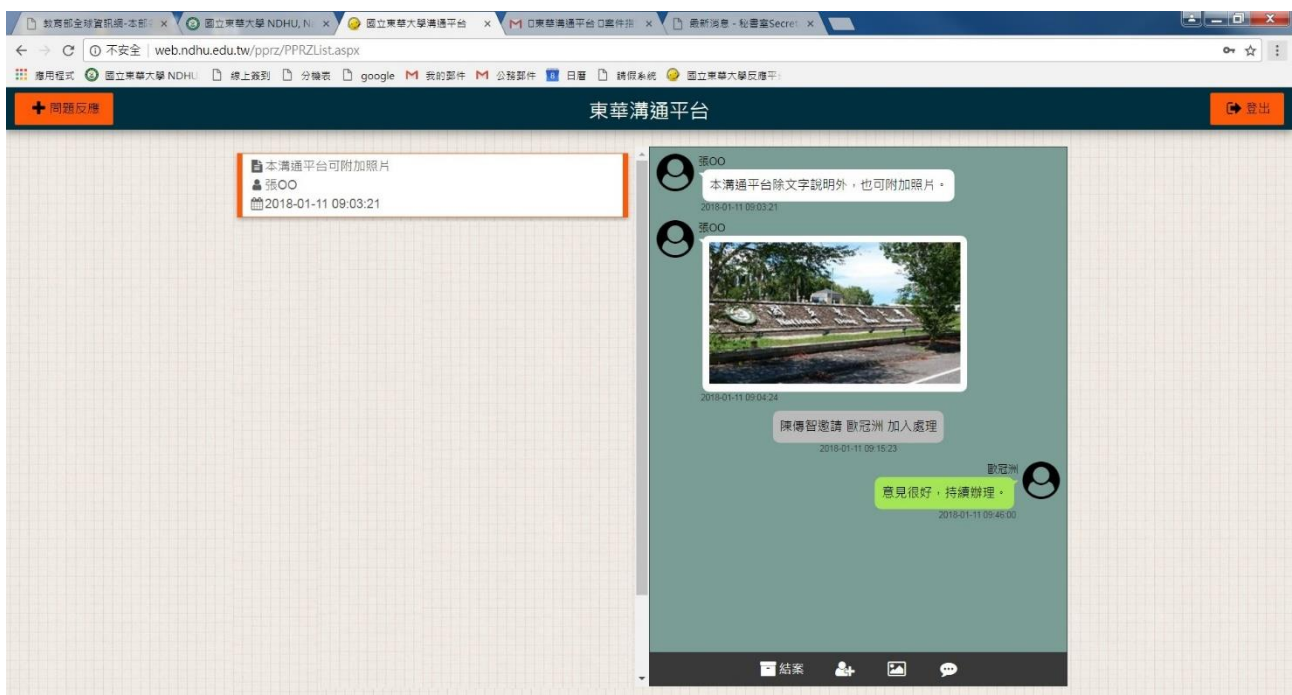
E-mail密碼

(一)為有效運用本校之行政資源，凡不確定之檢舉事項、惡意攻訐謾罵、網路流傳訊息或相關不明網址請勿反應；若反應內容如涉及違反相關法律者，請自負法律責任。

(二)依據行政院暨所屬各機關處理人民案件要點第十八點規定：人民陳情案件有保密之必要者，受理機關應予保密。

登入

12. 案件負責人登入平台處理案件。



The screenshot shows the case management interface of the East China Communication Platform (東華溝通平台) in a web browser. The browser's address bar shows the URL `web.ndhu.edu.tw/pprz/PPRZList.aspx`. The page has a dark blue header with the platform's name and a "登出" (Logout) button. Below the header, there is a white box containing a list of cases. The first case is titled "本溝通平台可附加照片" and is dated "2018-01-11 09:03:21". To the right of the case list is a large green box containing a chat conversation. The chat conversation is between a user named "張OO" and a user named "歐冠洲". The chat messages are: "本溝通平台除文字說明外，也可附加照片。" (2018-01-11 09:03:21), "陳傳智邀請 歐冠洲 加入處理" (2018-01-11 09:15:23), and "意見很好，持續辦理。" (2018-01-11 09:46:00). Below the chat conversation is a black bar with icons for "結束" (End), "加入" (Join), "圖片" (Image), and "聊天" (Chat).

東華溝通平台

本溝通平台可附加照片

張OO

2018-01-11 09:03:21

本溝通平台除文字說明外，也可附加照片。

2018-01-11 09:03:21

陳傳智邀請 歐冠洲 加入處理

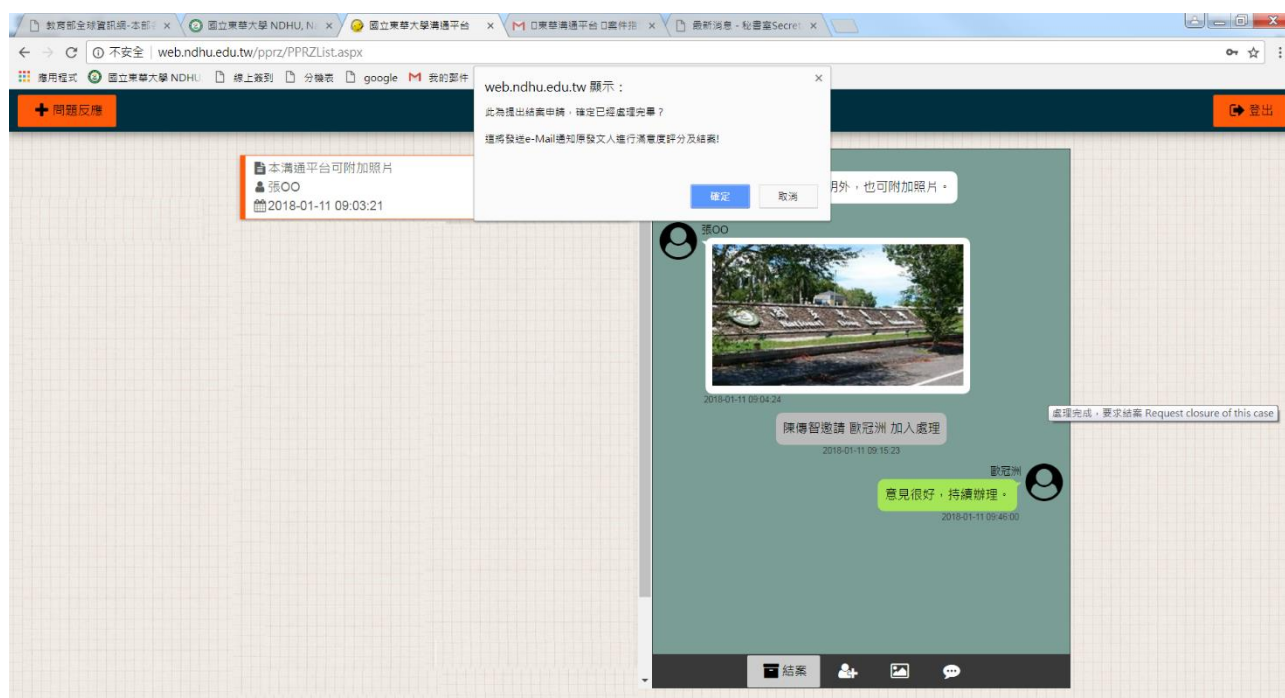
2018-01-11 09:15:23

意見很好，持續辦理。

2018-01-11 09:46:00

結束 加入 圖片 聊天

13. 負責人處理完畢，按「結案」鍵，請求結案。



14. 案件反應人員收到電子郵件通知：負責人請求結案。



15. 案件反應人員登入後，對案件處理結果評分，按「結案」鍵。



16. 案件負責人最後察看評分結果後，案件結案。

