

# Tawasul System User Manual

## Communication System Management



# بيت الحكيم

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## Introduction

A system that aims to enhance the beneficiary care process by enabling beneficiaries to submit proposals and engage with university officials in a timely manner.

Inquiries and complaints are automatically followed up on. The recipients of the service will be surveyed on their degree of satisfaction after the conclusion of the program.

## Overview

The following things happen thanks to this system:

- Submit a fresh Request
- Track down the order

## Tagged

**System Administrator:** The individual who replies to all Tawasul system queries and has full access to the control panel is known.

**User:** A control panel user with constrained permissions.

**The applicant:** evaluates the need to speak with various university officials.

## Recommendations for Use

Utilizing the most recent Google Chrome browser version is advised for optimal system performance and design.

## The Beginning

### User Access Considerations

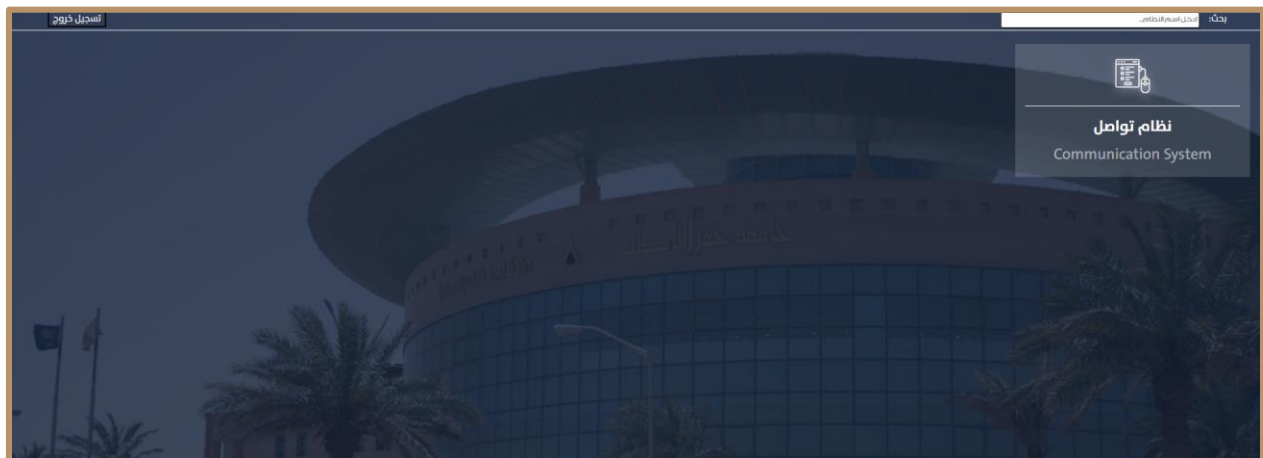
The system administrator assigns permissions to users so that when they log in, only the screens and features they are authorized to use are displayed to them.

### System Logging in

By using the system URL [https://communication.uhb.edu.sa/Communication\\_Login](https://communication.uhb.edu.sa/Communication_Login)

the user can access the control panel (Tawasul system administration).

As soon as you log in, the system's main screen, which includes the administration of the communication system and the communication system, displays. This is seen in the figure:



## Screens Organization and Navigation

As soon as you log in, the system's main screen, which includes a new Request and follow-up Request, displays. This is seen in the figure:



## System Logging out

logging off the system Logging out and closing off the system.

## System Use and Screens Explanation

The (Communication System Management) system's components and features are thoroughly discussed in the sections that follow, covering every screen.

### Home Page

When logging in directly, the main screen of the control panel, which includes a new Request and follow-up Request, appears as shown in the figure:



### Screen for New Request

As shown in the following figure, the new Request page comprises the applicant's personal information. The applicant may input the Request, choose the entity with whom he wants to interact, add the address and the subject, click on the pledge, and then send the Request to the selected business.



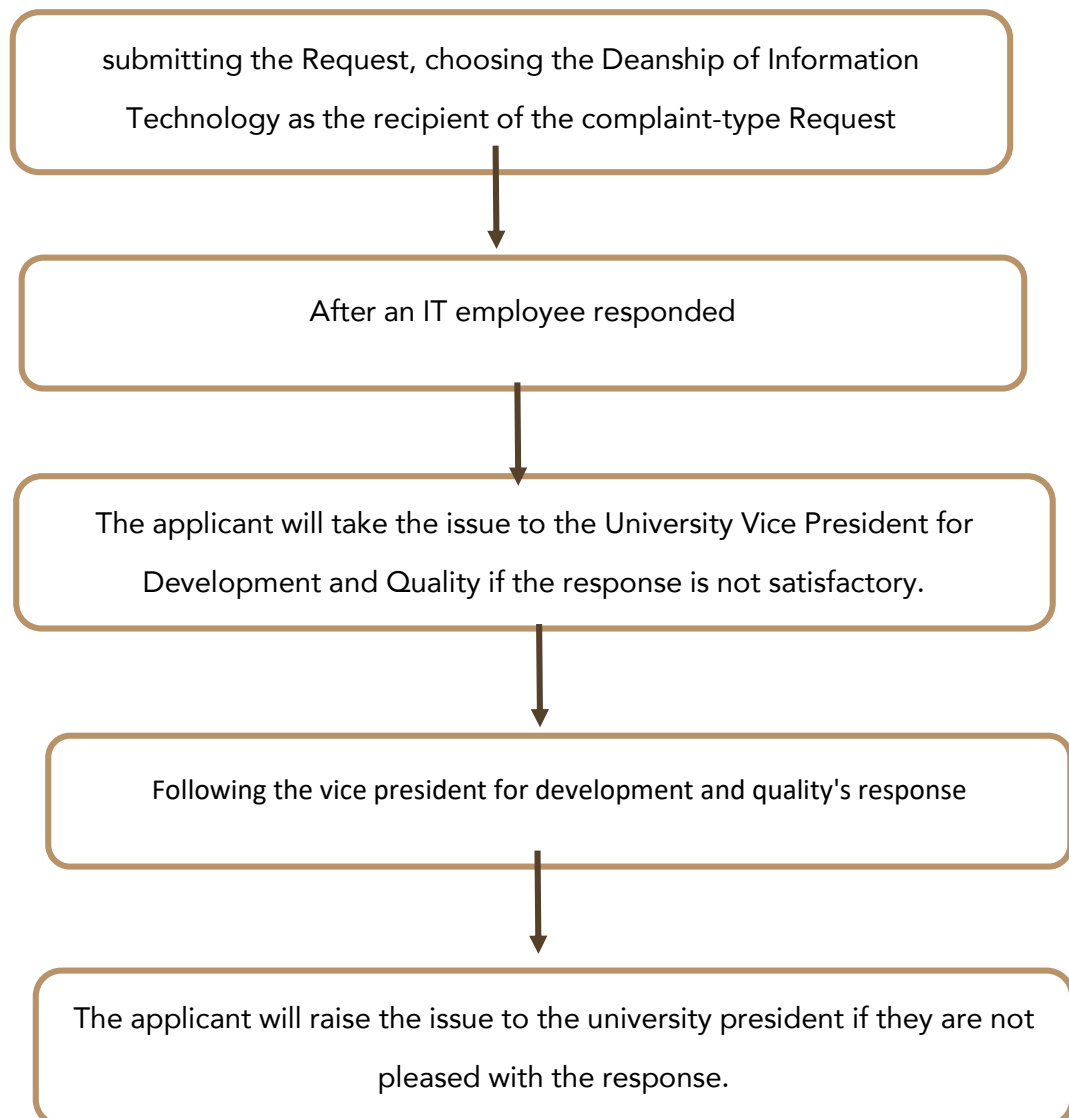
## Screen for Tracking Request

The applicant can follow up on his Request and react if it has been replied on the Request follow-up screen, which also displays the Request data and status, as illustrated in the figure:

| رقم الطلب | صاحب الاستفسار        | تاريخ الرد            | الحالة   | رد |
|-----------|-----------------------|-----------------------|----------|----|
| 2560      | محمّد بن زهير بن قريظ | AM 8:49:00 12/15/2022 | قيد الرد |    |

## Mechanism for Escalation

The applicant has the right to escalate a complaint when submitting an Request to the president of the university, who will then notify the Rector, and an example of that is shown below.



## Technical Support

This section was included to explain the workings of technical support as one of the crucial and critical components for the continuity and success of any system. It also explains how to handle any problem messages that may come up when using the system.

### Error messages:

While utilizing the system or carrying out any of the activities or actions in one of the program screens, the user may encounter certain error messages or unusual messages.

When this occurs, the user must be aware of when the error occurred or what action was taken during which an error message or message indicating a technical defect appeared. He must then take a picture of the screen and send it to the officials along with a description of where on the screen the error occurred or when it occurred.

Anything he does to facilitate technical support staff members and technicians finding a rapid fix for the issue

## Technical Support

In the event of a difficulty, kindly send a technical support Request via the Deanship of Communications and Information Technology email and provide a detailed description of the issue.

| Department                                            | E-mail                                           |
|-------------------------------------------------------|--------------------------------------------------|
| Deanship of Communications and Information Technology | <a href="mailto:it@uhb.edu.sa">it@uhb.edu.sa</a> |