

Tawasul System User Manual



بيت الحكيم

No.	Contents
1	Introduction
2	Overview
*	tagged
*	Recommendations for Use
3	The Beginning
*	User Access Considerations
*	System Login
*	Screens Organize and Navigation
*	System Logging out
4	Screens and System Use Explanation
*	Home Page
*	Screen for a New Request
*	Screen for Tracking Requests
5	Technical Support
*	Error Messages
*	Technical Support

Introduction

A system that aims to enhance beneficiary care by enabling speedy communication between beneficiaries and university officials and the submission of recommendations. 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:

Using this system, the following is accomplished:

- Submit a new Request
- Continue to handle the Request

Tagged

System Administrator: He is the one who replies to any inquiries made by the Tawasul System and is given complete access to the control panel.

User: A control panel user with restricted access.

The applicant: assesses the need for communication with various university officials.

Suggestions for Use

Google Chrome for optimal system usability and design, Google advises using a contemporary browser.

The Beginning

User Access consideration

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.

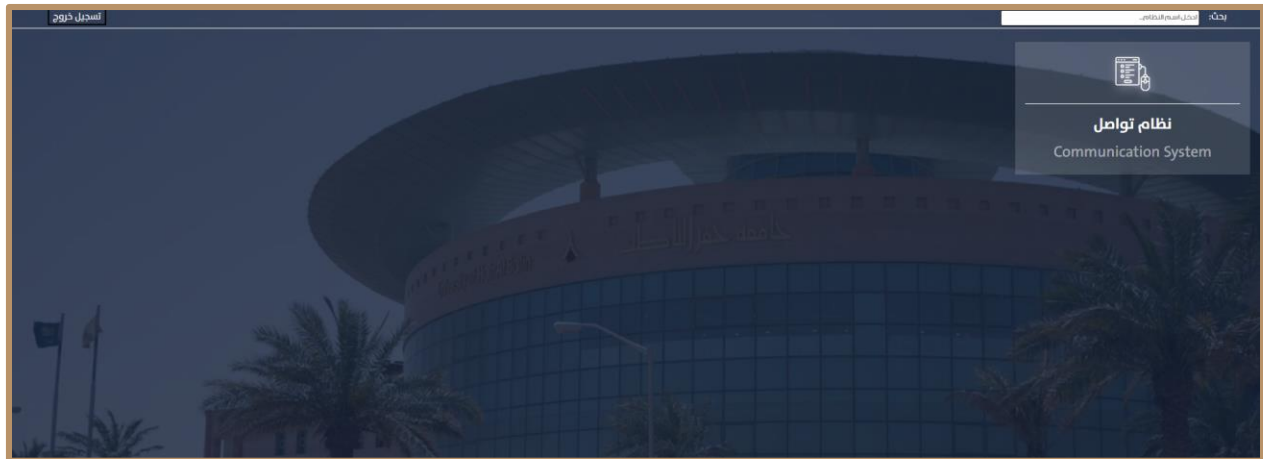
System Login

By using the system URL

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 Organize 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

In order to exit the system, the user logs out and closes the system.

Screens and System Use Explanation

In the sections that follow, every screen of the (Communication System Management) system, together with all of its parts and functions, is explained in **detail**.

Home Page

The control panel's primary screen, which contains a new Request and follow-up Request, displays when signing in directly and looks like the figure below:



Screen for a New Request

As shown in the following image, 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.

Form fields and labels:

- الاسم (Name): 500072
- رقم الهوية (ID): 1099520387
- البريد الإلكتروني (Email): email@domain.com
- رقم الهاتف (Phone): 0537012542
- الجهة التي تريد التواصل معها (Entity to contact): [Dropdown menu]
- العنوان (Address): [Text area]
- الموضوع (Subject): [Text area]
- الترشيح (Pledge): [Text area]
- إرسال (Send)

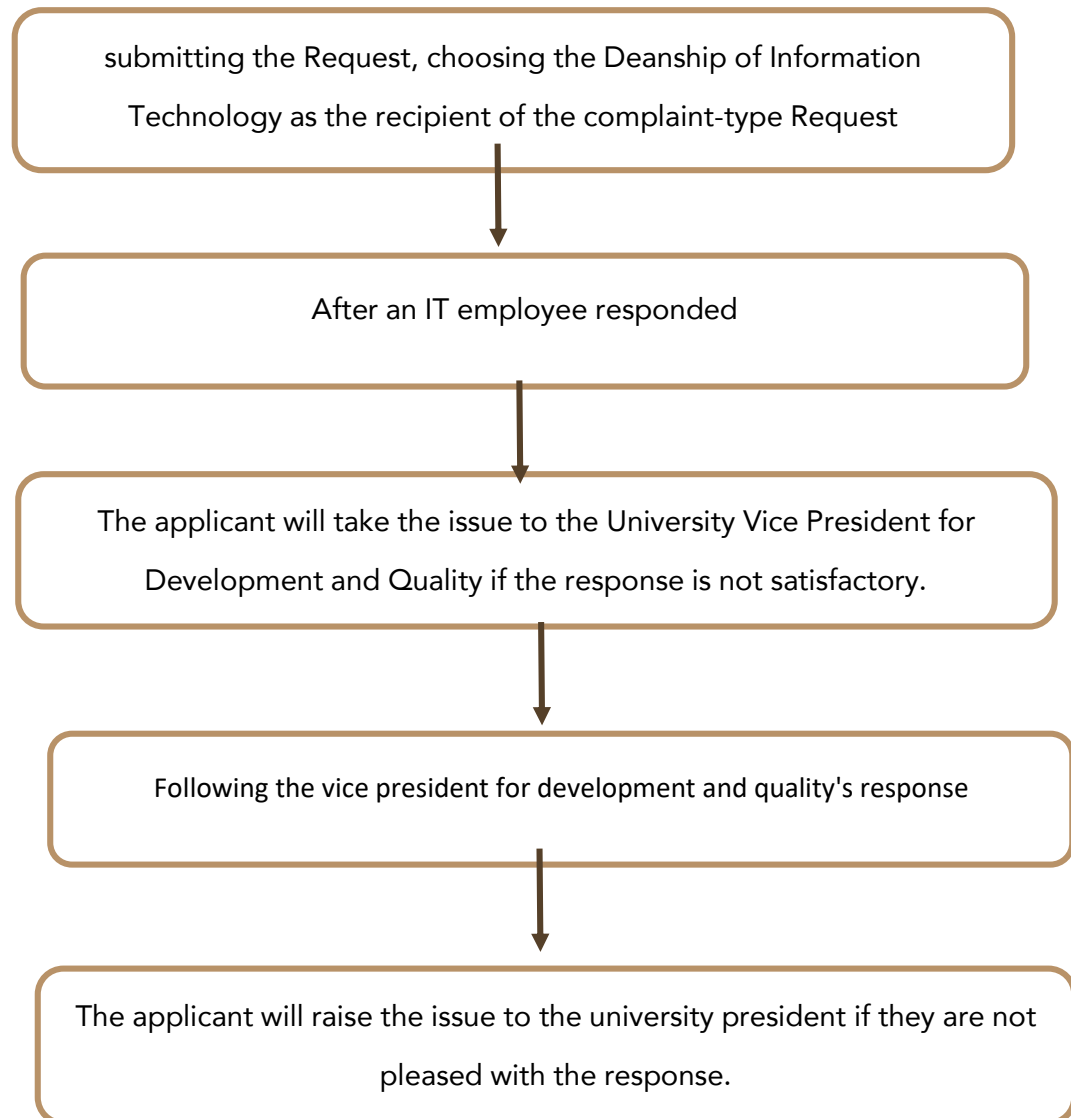
Screen for Tracking Requests

The Request follow-up screen, as shown in the figure, shows the Request data and status as well as giving the applicant the option to check the status of his request, follow up on it, and reply if his Request has been replied.

رقم الطلب	صاحب الاستفسار	تاريخ الطلب	الحالة	تفاصيل
3560	صاحبة افراتيم شروق	AM 8:49:00 12/15/2022	تحت الإجراء	تتبع رد

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	it@uhb.edu.sa