

User's Manual

Technical Support System

(for Male and Female Students)



بسم الله الرحمن الرحيم

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1. Introduction

The Student Technical Support System (STS) is a comprehensive IT service management software that integrates and monitors applications for all IT users at the University.

To make it easier to report problems to the technical support department, the student technical support system provides you with a self-service portal where you can register your complaints and problems online with the help of an online form. Once you have registered the problem your application is listed on your requests page, where you can Track the problem and you can also update your personal information using our student technical support system.

2. Overview

Through this system the following work is done

- Submit technical support requests
- Track orders

2.1 Tagged

- Technician: The user who is authorized to provide the service
- User: A user with permission to submit technical support requests

2.2 Usage Recommendations

For best use and system design, **Google Chrome** is recommended to be up-to-date.

3.Beginning

3.1 User Access Considerations

Access to the student technical support system through the link <https://sts.uhb.edu.sa>

3.2 Login to the system

The user can access the main page of the student technical support system by entering the username and password

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KINGDOM OF SAUDI ARABIA

جامعة حفر الباطن
University of Hafr Al Batin

نظام الدعم الفني
(للطلاب و الطالبات)

اسم المستخدم
S220XXXXXX

كلمة المرور

تسجيل الدخول

لمشاكل الدخول على النظام الرجاء التواصل على
it@uhb.edu.sa

username:
s + university ID

Password:
The same in the university
email and Blackboard

Any problems logging in,
please contact the technical
support email:
it@uhb.edu.sa

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After entering the username and password, a verification code will be sent to your phone number. Please check your phone number before entering the system. If you encounter any problem with the phone number, please reach the technical support email it@uhb.edu.sa to solve the problem.

رؤية 2030

التمويل 100%

يرجى استخدام الرمز 961596 لتسجيل الدخول

نظام الدعم الفني (للطلاب و الطالبات)

الرجاء إدخال رمز التحقق الذي تم إرساله على هاتف جوال

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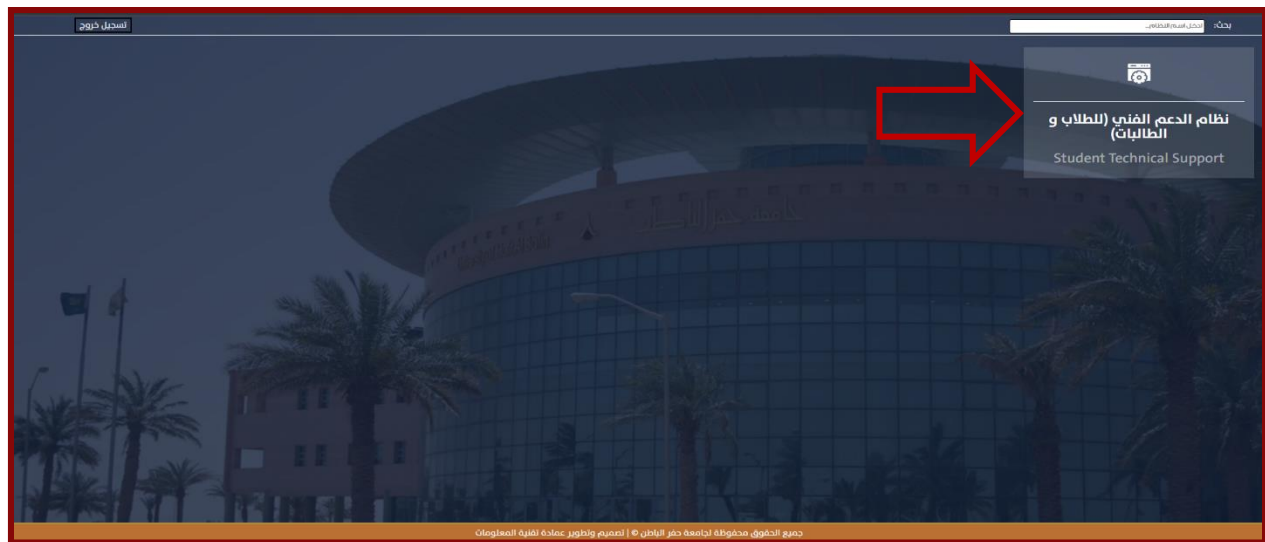
تسجيل الدخول

Enter the verification code sent to your phone

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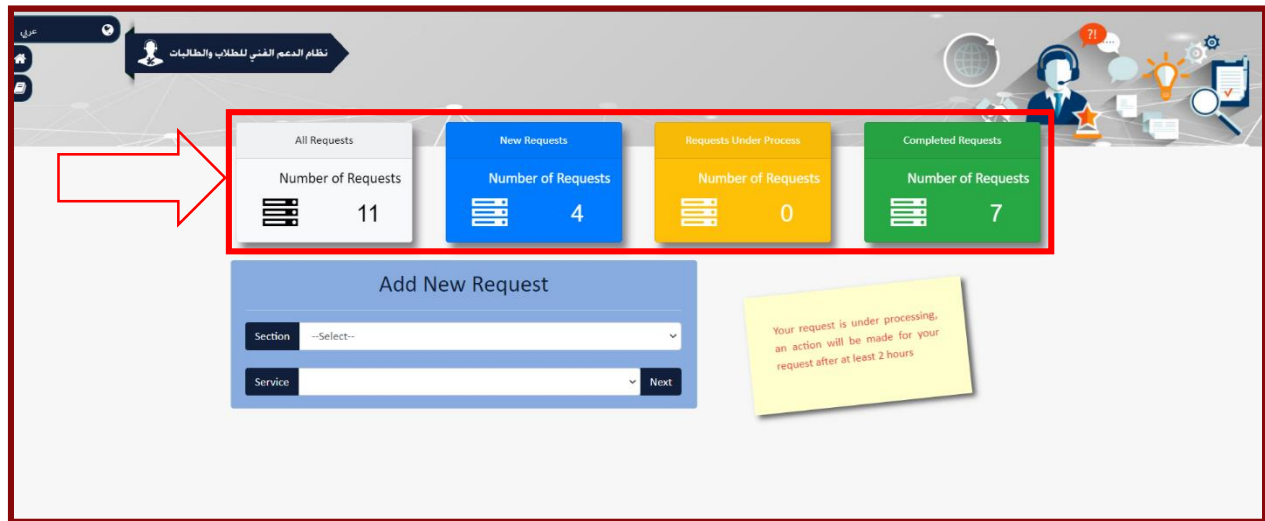
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To enter the system, please click on the student Technical Support System icon



3.3 Organize and navigate screens

Upon completion of the login process, the home screen of the system appears, which contains the lists of orders with their status: New Request Under Process and completed Request.



4. Use the system and explain the screens

The following sections provide a detailed explanation of all parts and functions of the student technical support system control panel so that each menu and its screens are explained.

4.1 Home

The main screen appears when you log in directly which contains pre-submitted applications and order statuses and contains sections and list of services.

نظام الدعم الفني للطلاب والطالبات

All Requests
Number of Requests
11

New Requests
Number of Requests
4

Requests Under Process
Number of Requests
0

Completed Requests
Number of Requests
7

Add New Request

Section: --Select--

Service: --Select--

Next

Your request is under processing, an action will be made for your request after at least 2 hours

نظام الدعم الفني للطلاب والطالبات

All Requests
Number of Requests
11

New Requests
Number of Requests
4

Requests Under Process
Number of Requests
0

Completed Requests
Number of Requests
7

Add New Request

Section: --Select--

Service: --Select--

Next

Your request is under processing, an action will be made for your request after at least 2 hours

نظام الدعم الفني للطلاب والطالبات

All Requests
Number of Requests
11

New Requests
Number of Requests
4

Requests Under Process
Number of Requests
0

Completed Requests
Number of Requests
7

Add New Request

Section: Email & Office Package

Service: --Select--

Next

Your request is under processing, an action will be made for your request after at least 2 hours

4.2 Section selection screen

To submit a new application, select the required section type from the list on the main screen

4.3 Service Selection Screen

After selecting the desired section type, the services available in the selected section will appear, choose the type of service on the main screen, and press the Next button.

4.4 Service Request Form Screen

This screen will fill in the form of the selected service and press the save button

4.5 Application Message Screen

After filling the application form and clicking on the save button, you will be transferred to the service request status page

4. 6Requests Follow up screen

To review applications, press the follow-up button on the home screen

4. 7Requests screen

From the requests screen, the status of the requests is tracked. For more details, click on the "Details" button.

S	Requests Number	Section	Service Type	Date of Request	Status	Details
1	5686	E-Learning System	Microsoft Authenticator	28/11/2022	New Order	Details
2	5685	University Wifi	other..	27/11/2022	Closed	Details
3	5684	Student Information System	other..	24/11/2022	Closed	Details
4	5683	University Wifi	Cannot access Wifi	24/11/2022	Closed	Details
5	5682	E-Learning System	Application Issue	24/11/2022	New Order	Details
6	5681	E-Learning System	Edit Name	16/11/2022	New Order	Details
7	5680	University Wifi	Wifi Issue	13/11/2022	Closed	Details

4. 8Request Details screen

On this screen, the order details and the data entered when the application is submitted are displayed

The screenshot displays the 'RequestDetails' screen. At the top, there is a header bar with a user profile icon and the text 'نظام الدعم الفني للطلاب والطالبات'. Below this, the main content area is titled 'RequestDetails' and contains the following information:

Requests Number	5686	Date of Request	28/11/2022
Service	Microsoft Authenticator	Status	New Order
Section	E-Learning System		

Below the table, there are several input fields for student information, each with a placeholder icon:

- Student No
- Full Name
- University Email
- Mobile
- College
- Major
- Issue Details
- Note

5.Student Technical Support System

The student technical support for the systems is an important part of the continuity and success of any system, so this part was added to introduce the user to the mechanism of technical support work and how to deal with the error messages that may appear while using the system.

5.1 Error messages

You may see some error messages or strange messages to the user while using the system or perform any of the functions or operations in one of the screens of the program.

When this happens, the user should know when the error occurred or what is the process that when the implementation of the error message or message indicating the existence of a technical defect and then must shoot the screen and send it to the officials with a description which is about in any screen the error occurred or when Any action he has taken to make it easier for technicians and technical support officials to find a quick solution to the problem.

5.2 Technical Support

The following table shows the contact details of the system's technical support personnel, who should be contacted in case of any of the problems mentioned in the previous paragraph.

Provider	E-mail
Deanship of Communications & Information Technology	it@uhb.edu.sa

