

Online Management System

Helpdesk registration

User Manual

Prepared by



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Login:

Login Screen



Screen Description:

This screen is used to Authenticate and Authorize for accessing and using different features and functionalities in Online Management System. You can Login to the application by providing your User Credentials like User Name and Password.

| SI.No | Input Type | Description in English | Mandatory (Yes/No/NA) |
|-------|------------|--|-----------------------|
| 1 | User Name | Enter the User name | Yes |
| 2 | Password | Enter the Password | Yes |
| 3 | Login | Click on Login button to log into the MIS | Yes |
| 4 | Cancel | Click on Cancel to clear the columns in the Login Page | NA |

Once you Login below screen will be displayed:

In the above screen you need to click on Helpdesk for registering your issue / new requirements / technical problems etc. Once you click on Help desk below screen will be displayed:

Helpdesk Registration screen

HELP DESK

| | | | |
|-------------------|---|-----------------|--|
| PIA Name : | | Feedback Type : | <input type="text" value="--Select--"/> |
| User Name : | | Upload : | <input type="button" value="Choose File"/> <input type="button" value="No file chosen"/> |
| Officer Mail Id : | <input type="text"/> | | [HypScanLetter] |
| Subject/Comments | <input style="width: 100%; height: 30px;" type="text"/> | | |

Screen Description:

When you click on Registrations under Help Desk above screen will be displayed. This screen is used to upload your new requirements / support you need from us.

| S. No | Input Type | Description | Mandatory (Yes/No/NA) |
|-------|-----------------|--|-----------------------|
| 1 | User Id | Basis your log in user name will be displayed Automatically | No |
| 2 | User Name | Basis your log in will be displayed Automatically | No |
| 3 | Officer Maid Id | Enter your Email Id | Yes |
| 4 | Feedback type | <p>Select the one of the following type of the feedback from the dropdown list i.e. Data Correction, Data Deletion, Technical Issues, New Requirement, Change Request & Others</p> <p>Data Correction: If you need any corrections in existed data, select this feedback type.</p> <p>Data Deletion: If you need any deletions in the existed data, select this feedback type.</p> <p>Technical issues: if you need any support / technical assistance from us regarding MIS, select this feedback type.</p> <p>New Requirement: If you have any</p> | Yes |

| | | | |
|---|--------------------|---|------------|
| | | <p>new requirement in the MIS, select this feedback type.</p> <p>Change Request: If you want any changes in the MIS, select this feedback type.</p> <p>Others: If your requirement is not in the above category then select this feedback type.</p> | |
| 5 | Upload | You can upload screenshots for our easy understanding regarding the problem can upload same by clicking upload | No |
| 6 | Subject / Comments | Enter your comments | Yes |
| 7 | Submit | Click on submit then your request will be sent to us. | Yes |

Helpdesk Summary screen

HELP DESK SUMMARY

From date (YYYY-MM-DD) : To date (YYYY-MM-DD) :

PIAs

| SNO | Feedback Type | Total | Open | Closed | Rejected |
|-------------|---------------|-------|------|--------|----------|
| Sub Total | | 0 | 0 | 0 | 0 |
| Grand Total | | 0 | 0 | 0 | 0 |

Screen Description:

When you click on Summary under Help Desk above screen will be displayed. This screen

is used to view the total summary of requests i.e. how many requests had been made by you under that how many issues were open or closed or rejected will be displayed.

| S. No | Input Type | Description | Mandatory (Yes/No/NA) |
|-------|------------|--|-----------------------|
| 1 | From Date | Enter the date from when you want to see the request summary | Yes |
| 2 | To Date | Enter the date till when you want to see the requests summary | Yes |
| 3 | Search | After entering the dates click on search then details will be displayed below. | Yes |

Helpdesk Status screen

HELP DESK STATUS

| | |
|--|--|
| Feedback Type : <input type="text" value="--Select--"/> | Status : <input type="text" value="Open"/> |
| NAME : <input type="text" value="Orion Edutech-Orione"/> | Reference No : <input type="text"/> |

No Records Found

Screen Description:

When you click on Status under Help Desk above screen will be displayed. This screen is used to view the status of the requirements sent to us. You can view the status either by selecting feedback type or status.

| S. No | Input Type | Description | Mandatory (Yes/No/NA) |
|--------------|-------------------|---|------------------------------|
| 1 | Feedback Type | Select the one of the following type of the feedback from the dropdown list i.e. Data Correction, Data Deletion, Technical Issues, New Requirement, Change Request & Others enable to view the status of feedback selected by you | Yes |
| 2 | Status | You can also see the status of all the request under status open or closed or rejected | Yes |

Once you select either feedback type or status or both then the details under that status will be displayed.