



# *Limpopo Incident Management Website Manual*



## Introduction

The website is a tool whereby authorised staff, within the Limpopo Provincial & Municipal structure as well as at National level, is able to overview incidents and assign tasks to personnel to facilitate the resolution of an incident.

Limpopo Provincial Government

Mowaneng Building

40 Hans Van Rensburg Street

Polokwane

March 2011

# LIMPOPO INCIDENT MANAGEMENT WEBSITE (LIMC) - USER MANUAL

## INTRODUCTION

The Premier of the Limpopo Province is implementing a Premier's hotline for citizens of the Limpopo Province to report service complaints, with a view to improve the delivery of public services. The Office of the Premier, Limpopo Province ("LPA") has appointed Deloitte to provide a fully outsourced customer contact centre solution which hosts all infrastructure and systems required for the establishment of the Premier's hotline.

## OBJECTIVES

The objectives of the LPA for implementing a Premier's hotline are as follows:

- To increase the operational efficiency of the LPA by providing a single toll-free contact point for members of the public and by employing more efficient methods of handling significant levels of customer interactions.
- To consolidate and reduce the cost of monitoring and tracking service complaints.
- To improve customer access and choice of access whilst reducing the cost of customer interaction management.
- To improve customer service delivery outcomes.
- To reduce complainant or caller run-around incidences and times.
- To allow, through data, pattern and trend analyses, early identification of customer service trouble spots and problem issues.

The Limpopo Incident Management Database is a tool whereby the authorised staff members of the Limpopo Incident Management Centre (LIMC) are able to process incidents that are submitted either by:

- Toll free telephone: 0800 864 729
- Email: [talk2me@premier.limpopo.gov.za](mailto:talk2me@premier.limpopo.gov.za)
- Website: [www.limpopo.gov.za](http://www.limpopo.gov.za)
- Free Fax: 0800 867 451
- Letter: Free Post, KZN 138, Umhlanga Rocks, 4320
- In person: Office of the Premier, Limpopo

Although most of the incidents will be received by the LIMC from the contact centre, the system does allow for incidents to be captured manually by LIMC staff.

## **LIMPOPO INCIDENT MANAGEMENT WEBSITE**

This website is a tool whereby authorised staff within the Limpopo Provincial & Municipal structure, as well as officials at National Level are able to overview incidents and assign tasks to personnel to facilitate the resolution of the incident. The website comprises of three different user types:

1. **Modifier**  
A Modifier manages an incident and assigns tasks to investigators.
2. **Investigator**  
The Investigator receives tasks from modifiers and in turn can create tasks for other investigators or their own contacts (service providers).
3. **Service Provider**  
The service provider has the same task as an investigator.

## **PURPOSE OF THE USER MANUAL**

This user manual has been prepared as a guideline for modifiers and investigators. A separate user manual has been prepared as a guideline for the members of the LIMC.

## TERMINOLOGY

The following terminology is used in the Limpopo Incident Management Website.

Agent	The agent at the Deloitte Contact Centre who answers the customer's call.
Customer	The citizen who reported an incident.
Deloitte Contact Centre	The Deloitte Contact Centre where incidents are reported.
Incident	A complaint received from a customer.
Investigator	The modifier assigns tasks to the investigator. The investigator is then responsible for ensuring that these tasks are executed within the set time frames.
Limpopo Incident Management Centre (LIMC)	The centre at the Office of the Premier that manages all incidents reported by customers. Members of the team based at the Limpopo Incident Management Centre will be responsible for assigning incidents received to modifiers. They will also be responsible for acknowledging receipt of an incident, closing of incidents reported and the providing of feedback to the customer.
Modifier	The person at a department or municipality to whom an incident is assigned. The modifier will be responsible for assigning tasks to investigators and for ensuring that the incident is resolved within the set time frame.
Project Manager	The person in charge of the Limpopo Incident Management Centre. At present this position is held by Ms. Adelaide Phukubye.

## USER/TECHICAL ASSISTANCE

For any assistance required when using the Incident Management Website, contact 031-560 7384 or alternatively [pi@toanon.co.za](mailto:pi@toanon.co.za).

## ACCESSING THE SYSTEM

### Logging into the System:

- 1) Enter Website URL (www.LIMC.co.za)
- 2) Enter your login username (email address)
- 3) Enter your password
- 4) Click “Login”



The screenshot shows the login interface for the LIMPOPO Provincial Government. At the top center is the provincial coat of arms, followed by the text "LIMPOPO PROVINCIAL GOVERNMENT REPUBLIC OF SOUTH AFRICA". Below this is a "Login" form. The form has a title "Login" and a message "All form fields are required." Below the message are two input fields: "Email" and "Password". At the bottom of the form are two buttons: "Forgot Password" and "Login".

- 5) Navigates to the Modifiers home screen

## OPERATING GUIDE

### Modifiers Home Screen

This is the modifier home screen, which is displayed once you have successfully logged into the system. You can manage incidents, assign tasks, set reminders, create contacts and manage your own details.

Please refer to the operating instructions below:

- a) Managing an incident
- b) Creating and managing tasks
- c) Creating a reminder
- d) Adding new contacts
- e) Setting up an "out of office" notice

The screenshot shows the user interface for the Limpopo Incident Management Website. At the top left is the Limpopo Provincial Government logo. The main header area displays a welcome message for Tyrone Hofland and three summary boxes: Incidents (0 New, 2 Accepted, 0 Expired, 0 Completed), My Tasks (0 New, 0 Accepted, 0 Expired, 0 Completed), and Assigned Tasks (0 New, 0 Accepted, 0 Expired, 0 Completed). Below these are buttons for 'New Incident' and 'Log Off'. A navigation bar contains tabs for Incidents, Tasks, Reminders, Contacts, and My Account. The 'Incidents' tab is active, showing a table of 'New Incidents' with columns for Due Date, Incident No, Status, Department, Agent, and Village. Two incidents are listed, both with a status of 'In Progress'. At the bottom, there are filter buttons for 'All Current Incidents', 'In Progress Incidents', 'New Incidents', and 'Completed Incidents'. A pagination bar shows 'Page 1 of 1' and 'View 1 - 2 of 2'.

Due Date	Incident No	Status	Department	Agent	Village
8 May 2011	LIM-2011-01DD-12346	In Progress	Other Department/Agency	Brandina	Bokomo
15 Jun 2011	LIM-2011-01-SD-12345	In Progress	Other Department/Agency	Brandina	Bokomo

## Investigator/Service Provider Home Screen

This is the home screen that is displayed once you have successfully logged into the system, from where you can assign tasks, set reminders, create contacts and manage your own details.

Please refer to the operation instructions below

- a) Managing an incident
- b) Creating and managing tasks
- c) Creating a reminder
- d) Adding new contacts
- e) Setting up an “out of office” notice

The screenshot shows the home screen of the LIMPOPO Provincial Government Incident Management Website. The page features the LIMPOPO logo and a navigation menu with tabs for Tasks, Reminders, Contacts, and My Account. A 'Welcome Josh Smith' panel displays statistics for 'My Tasks' and 'Assigned Tasks'. Below this, there are buttons for 'My Tasks' and 'Assigned Tasks'. The main content area shows a table of tasks with columns for Due Date, Incident No, Task, Status, Issued To, and Issued By. The table contains two rows of tasks. At the bottom, there is a pagination control showing 'Page 1 of 1' and 'View 1 - 2 of 2'.

**WELCOME JOSH SMITH**

**My Tasks**  
2 : New  
0 : Accepted  
0 : Expired  
0 : Completed

**Assigned Tasks**  
0 : New  
0 : Accepted  
0 : Expired  
0 : Completed

[New Incident](#) [Log Off](#)

Tasks Reminders Contacts My Account

My Tasks Assigned Tasks

Due Date	Incident No	Task	Status	Issued To	Issued By	
15 Jun 2011	LIM-2011-01-SD-12345	Potholes	New Task (Unaccepted)	Josh Smith	Tyronne Hofland	
15 Jun 2011	LIM-2011-01-SD-12345	Test Task	New Task (Unaccepted)	Josh Smith	Tyronne Hofland	

Page 1 of 1 15 View 1 - 2 of 2

## Using the System

### Incidents

Incidents will be assigned to a modifier. When the modifier logs in, all of their assigned incidents will be available in the listing.

New Incidents							
Due Date	Incident No	Status	Department	Agent	Village		
8 May 2011	LIM-2011-01DD-12346	In Progress	Other Department/Agency	Brandina	Bokomo		
15 Jun 2011	LIM-2011-01-SD-12345	In Progress	Other Department/Agency	Brandina	Bokomo		

Page 1 of 1 15 View 1 - 2 of 2

All Current Incidents In Progress Incidents New Incidents Completed Incidents

### Managing a new Incident

Click on the icon  to open the incident file. After reviewing the incident you can either accept, request an extension, or decline.

**Case Details : LIM-2011-01-SD-12345** Due On : 15 Jun 2011 Status : Reported to Department

Incident Details Tasks Incident Activity Log

 Accept  Request an Extension  Decline

**Personal Details**

**Name:** Alan Longhurst **ID Number:** 5608295126085 **Birthdate:** 29/08/56  
**Tel/Cell:** 0824530022 **Email:** alan@drix.co.za **Contact Method:**  
**Pension No:** **Address:**  
**Pension Type:** 24 Houlake Drive  
**Service No:** Durban North

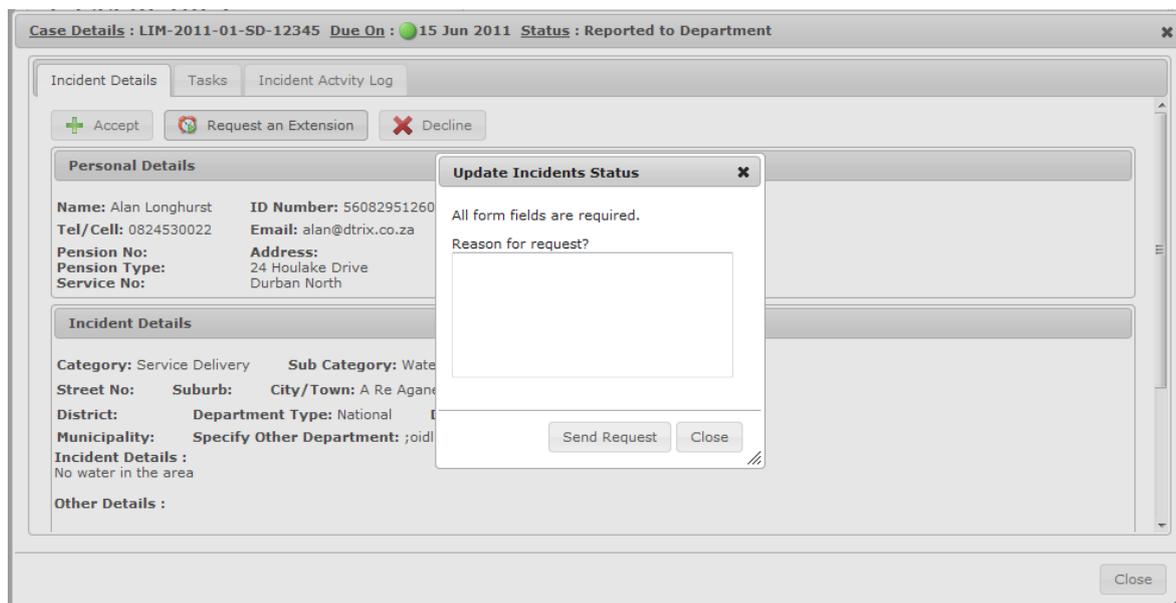
**Incident Details**

**Category:** Service Delivery **Sub Category:** Water **Village:** Abel **Ward:** 17  
**Street No:** **Suburb:** **City/Town:** A Re Aganeng  
**District:** **Department Type:** National **Department:** Other Department/Agency  
**Municipality:** **Specify Other Department:** ;oidlksdi alsdh alisdh lisdh li  
**Incident Details :**  
No water in the area  
**Other Details :**

Close

## Managing a new Incident - continue

If you request an extension or decline the incident, you will be prompted to provide your reasons why.



The screenshot shows a web application window titled "Case Details : LIM-2011-01-SD-12345". The window has tabs for "Incident Details", "Tasks", and "Incident Activity Log". Below the tabs are three buttons: "Accept", "Request an Extension", and "Decline". The main content area is divided into two sections: "Personal Details" and "Incident Details".

**Personal Details:**

<b>Name:</b> Alan Longhurst	<b>ID Number:</b> 56082951260
<b>Tel/Cell:</b> 0824530022	<b>Email:</b> alan@dtrix.co.za
<b>Pension No:</b>	<b>Address:</b>
<b>Service No:</b>	24 Houlake Drive
	Durban North

**Incident Details:**

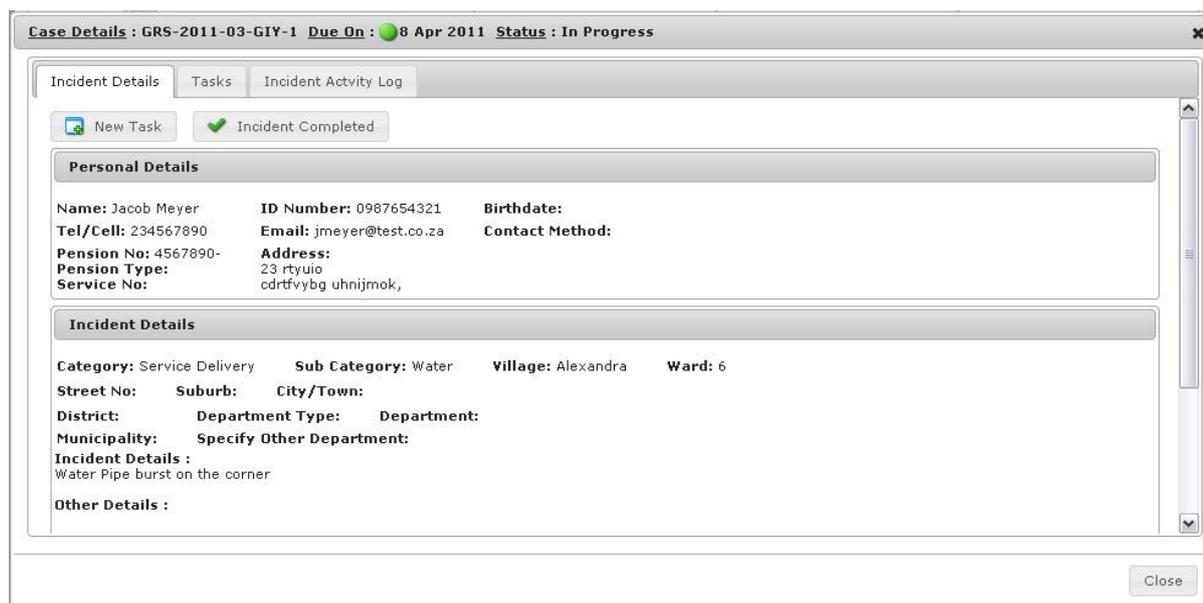
<b>Category:</b> Service Delivery	<b>Sub Category:</b> Water	
<b>Street No:</b>	<b>Suburb:</b>	<b>City/Town:</b> A Re Agane
<b>District:</b>	<b>Department Type:</b> National	
<b>Municipality:</b>	<b>Specify Other Department:</b> ;oid	

**Incident Details :**  
No water in the area

**Other Details :**

An "Update Incidents Status" modal dialog is open over the "Incident Details" section. The dialog has a title bar with a close button (X). The main content of the dialog says "All form fields are required." and "Reason for request?" followed by a text input field. At the bottom of the dialog are two buttons: "Send Request" and "Close".

After clicking "send request" the incident will be removed from your incidents list and sent back to the LIMC.



The screenshot shows a web application window titled "Case Details : GRS-2011-03-GIY-1". The window has tabs for "Incident Details", "Tasks", and "Incident Activity Log". Below the tabs are two buttons: "New Task" and "Incident Completed". The main content area is divided into two sections: "Personal Details" and "Incident Details".

**Personal Details:**

<b>Name:</b> Jacob Meyer	<b>ID Number:</b> 0987654321	<b>Birthdate:</b>
<b>Tel/Cell:</b> 234567890	<b>Email:</b> jmeyer@test.co.za	<b>Contact Method:</b>
<b>Pension No:</b> 4567890-	<b>Address:</b>	
<b>Service No:</b>	23 rtyuio	
	cdrtfvybg uhniymok,	

**Incident Details:**

<b>Category:</b> Service Delivery	<b>Sub Category:</b> Water	<b>Village:</b> Alexandra	<b>Ward:</b> 6
<b>Street No:</b>	<b>Suburb:</b>	<b>City/Town:</b>	
<b>District:</b>	<b>Department Type:</b>	<b>Department:</b>	
<b>Municipality:</b>	<b>Specify Other Department:</b>		

**Incident Details :**  
Water Pipe burst on the corner

**Other Details :**

Upon accepting the incident, the relevant user who is logged in will then be able to assign tasks to investigators or service providers.

Once the investigator or service provider has completed the task/s, the Modifier will then be able to indicate that the task has been completed by clicking the "incident completed" button.

If an incident expires before it has been marked as completed, an email will be sent to you as a reminder and the LIMC will be notified of this. Expired incidents will not be removed from your incidents list but will be highlighted by a red icon which will appear next to the date.

## Managing Tasks

My Tasks    Assigned Tasks

Due Date	Incident No	Task	Status	Issued To	Issued By	
15 Jun 2011	LIM-2011-01-SD-12345	Potholes	New Task (Unaccepted)	Josh Smith	Tyrone Hofland	
15 Jun 2011	LIM-2011-01-SD-12345	Test Task	New Task (Unaccepted)	Josh Smith	Tyrone Hofland	

Page 1 of 1    15    View 1 - 2 of 2

By clicking on the tasks tab on your welcome screen, you will be presented with a list of tasks assigned to you. If you wish to see the tasks that you have created and assigned to others, click on the “assigned tasks” button.

### Viewing a task

In the task list, click on the icon next to the task that you wish to view. This will open your task details, the incident file and the task log.

### Accepting a task

After reviewing the new task you can either accept, request an extension, or decline.

**Task Details for Incident : LIM-2011-01-SD-12345**    Due On : 15 Jun 2011    Status : In Progress

Task    Incident File    Reminders    Task Log

Accept    Decline    Request Extension

<b>Task Details</b> <b>Assigned To</b> Josh Smith <b>Assigned By</b> Tyrone Hofland <b>Subject</b> Potholes <b>Task Details</b> Please attend to potholes on main road <b>Due Date</b> 15 Jun 2011	<b>Task Status</b> <b>Current Status</b> New Task (Unaccepted) <b>Status Log</b> Updated Set by Tyrone Hofland on 16 Mar 2011 <b>Response</b> Re Assigned Josh Smith
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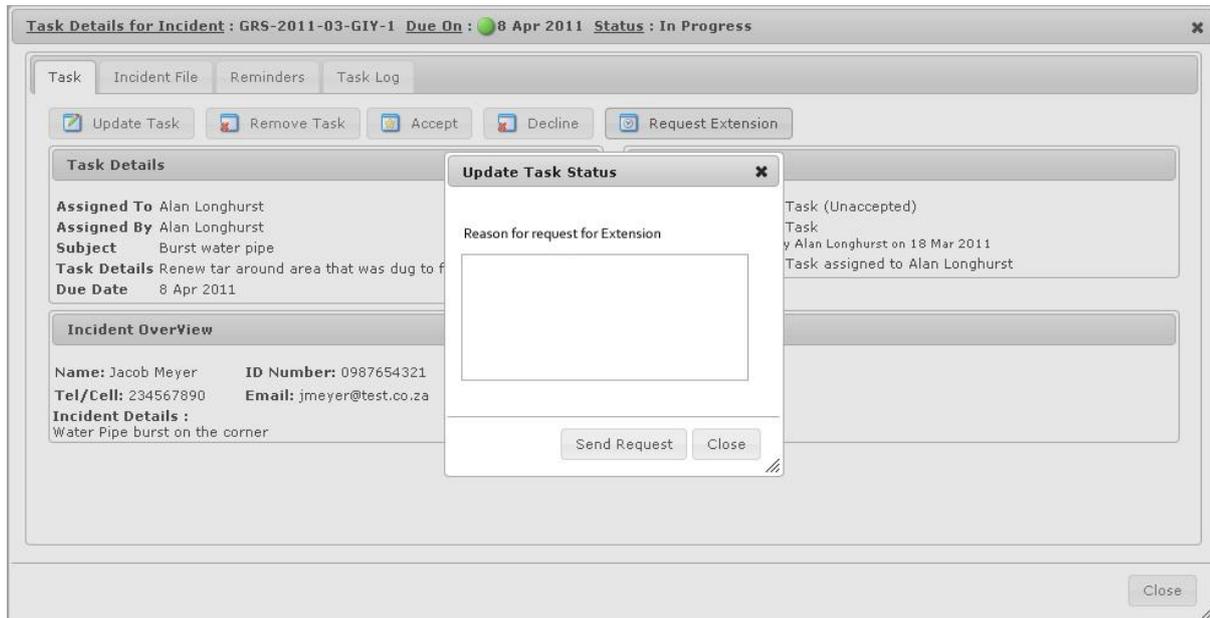
**Incident Overview**

**Name:** Alan Longhurst    **ID Number:** 5608295126085    **Birthdate:** 29/08/56  
**Tel/Cell:** 0824530022    **Email:** alan@dtrix.co.za  
**Incident Details :**  
No water in the area

Close

## Declining a task or requesting an extension

If you request an extension or decline the task, you will be prompted to provide the appropriate reasons.



After clicking on the “send request” button, the task will be removed from your tasks list and sent back to the person who issued you the task. Upon accepting the task, the relevant user who is logged in will then be able to assign tasks to investigators or complete the task. If a task expires before it has been marked as completed, an email will be sent to yourself as a reminder and the Task Owner will be notified of this. The Expired task will not be removed from your task list but will be highlighted by a red icon, which will appear next to the date.

## Creating a Task

If you are a modifier and an incident has been assigned to you, you will be able to add a task on the incidents details screen. Alternatively, you can add new tasks from the task details screen.

- 1) Click “new task”
- 2) Enter fields as required, shown below

The screenshot shows a web application interface for creating a new task. The main window is titled 'Case Details : LIM-2011-01-SD-12345 Due On : 15 Jun 2011 Status : In Progress'. A modal window titled 'New Task for Incident : LIM-2011-01-SD-12345' is open, displaying a form with the following fields:

- Department Type: Municipality (dropdown)
- Department: Roads & Transport (dropdown)
- Division: Select (dropdown)
- Municipality: Aganang (dropdown)
- District: Capricorn (dropdown)
- Contacts: Josh Smith (dropdown with user icon)
- Subject: Potholes (text input)
- Task Details: Please attend to potholes on main road (text area)
- Due Date: 15 June 2011 (calendar icon)

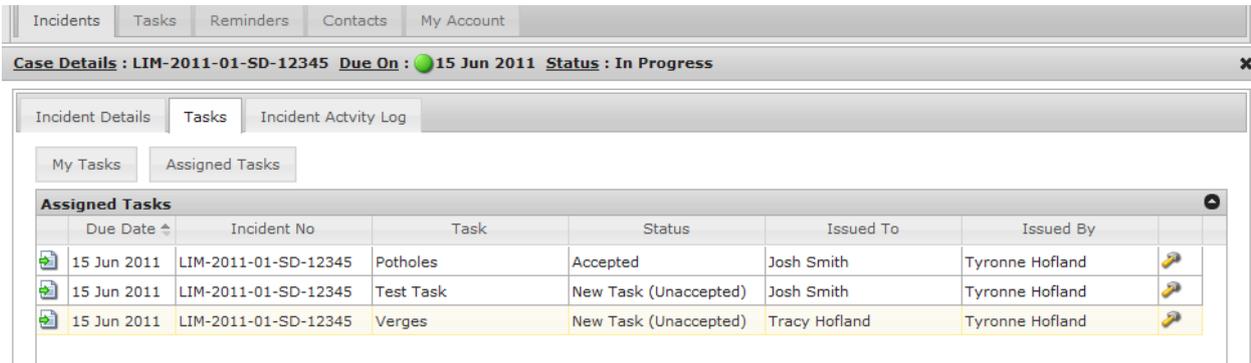
Buttons for 'Save' and 'Close' are located at the bottom right of the modal. The background shows the 'Incident Details' tab with personal and incident information.

- 3) Click “save”
- 4) Click “ok”

The task is then assigned to the person that you have specified. An email is sent to the person informing them of the new task and requesting that they log in to check.

## Viewing Tasks

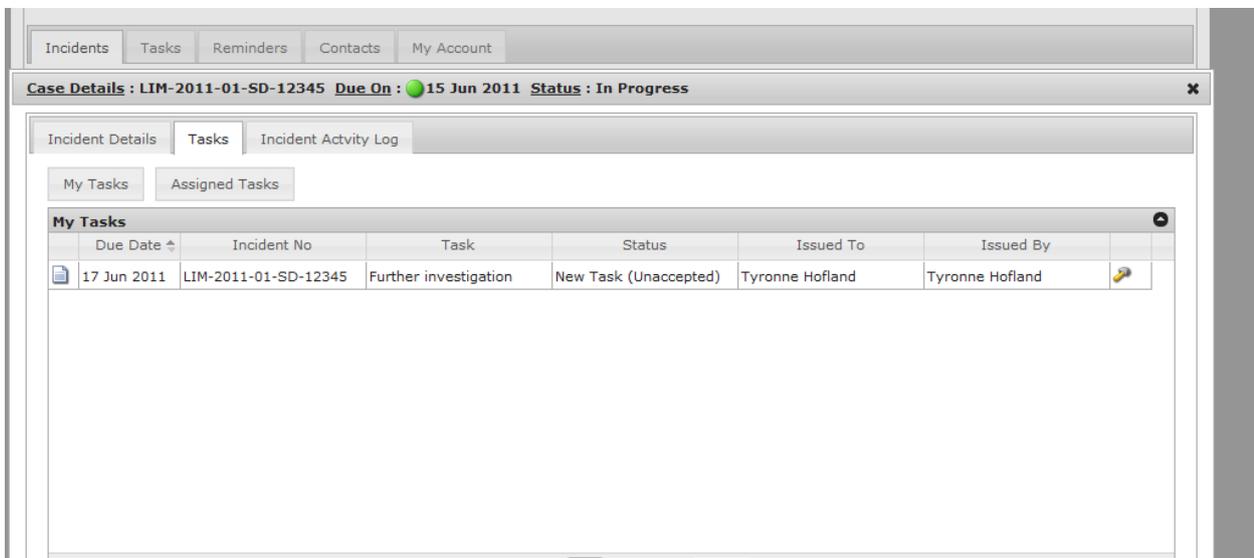
To view the tasks you have assigned to others click on the Assigned Tasks tab as shown below



The screenshot shows the 'Assigned Tasks' tab selected. The interface includes a top navigation bar with 'Incidents', 'Tasks', 'Reminders', 'Contacts', and 'My Account'. Below this is a case header for 'Case Details : LIM-2011-01-SD-12345' with a 'Due On' date of '15 Jun 2011' and a status of 'In Progress'. The main content area has tabs for 'Incident Details', 'Tasks', and 'Incident Activity Log'. Under the 'Tasks' tab, there are sub-tabs for 'My Tasks' and 'Assigned Tasks'. The 'Assigned Tasks' sub-tab is active, displaying a table with the following data:

	Due Date	Incident No	Task	Status	Issued To	Issued By	
	15 Jun 2011	LIM-2011-01-SD-12345	Potholes	Accepted	Josh Smith	Tyronne Hofland	
	15 Jun 2011	LIM-2011-01-SD-12345	Test Task	New Task (Unaccepted)	Josh Smith	Tyronne Hofland	
	15 Jun 2011	LIM-2011-01-SD-12345	Verges	New Task (Unaccepted)	Tracy Hofland	Tyronne Hofland	

To view tasks that are assigned to you, click the My Tasks tab as shown below.

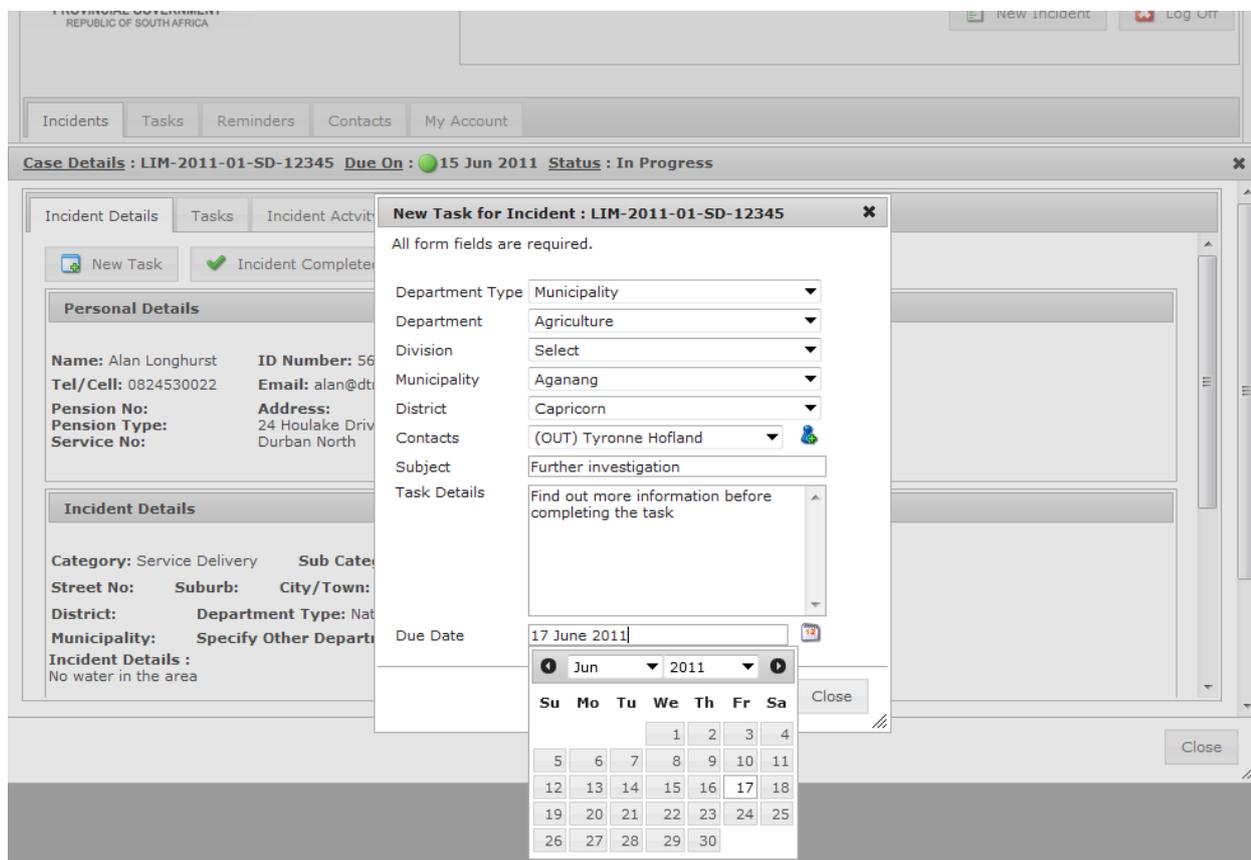


The screenshot shows the 'My Tasks' tab selected. The interface is identical to the previous screenshot, but the 'My Tasks' sub-tab is active. It displays a table with the following data:

	Due Date	Incident No	Task	Status	Issued To	Issued By	
	17 Jun 2011	LIM-2011-01-SD-12345	Further investigation	New Task (Unaccepted)	Tyronne Hofland	Tyronne Hofland	

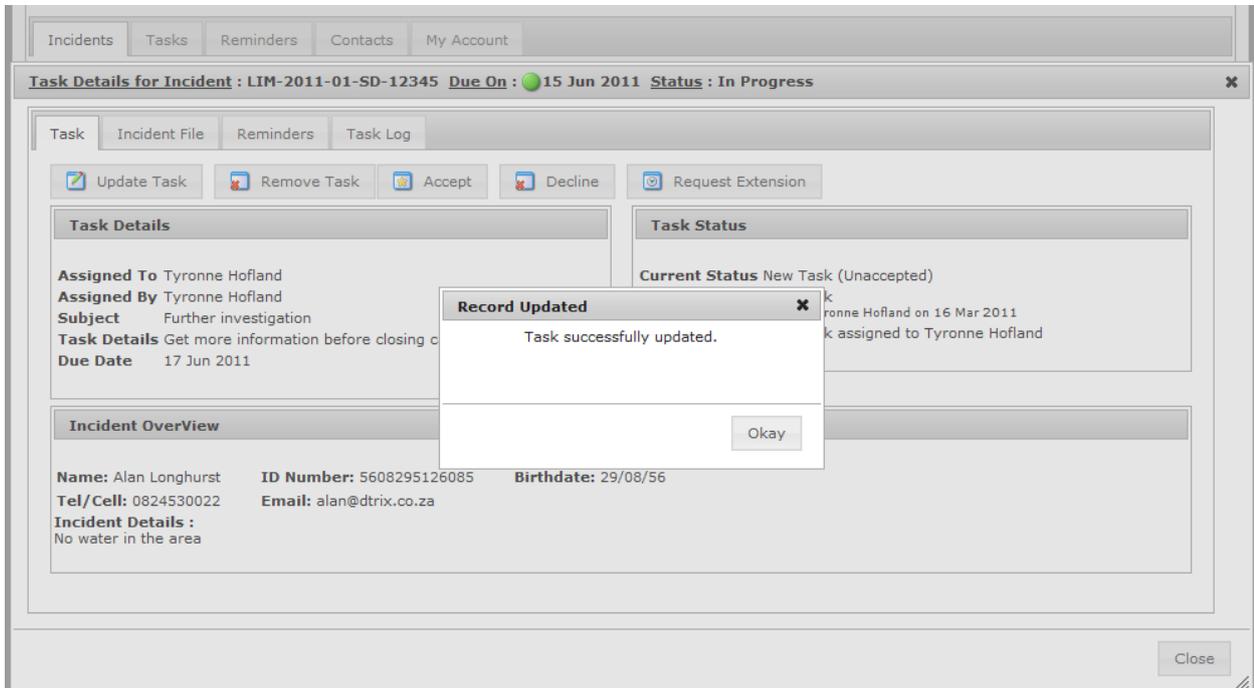
## Creating a new task for yourself – shown below

- 1) Click “New Task”
- 2) Enter info as required in fields
- 3) Assign the due date by clicking on the calendar and selecting the date
- 4) Click “save”
- 5) Click “OK”



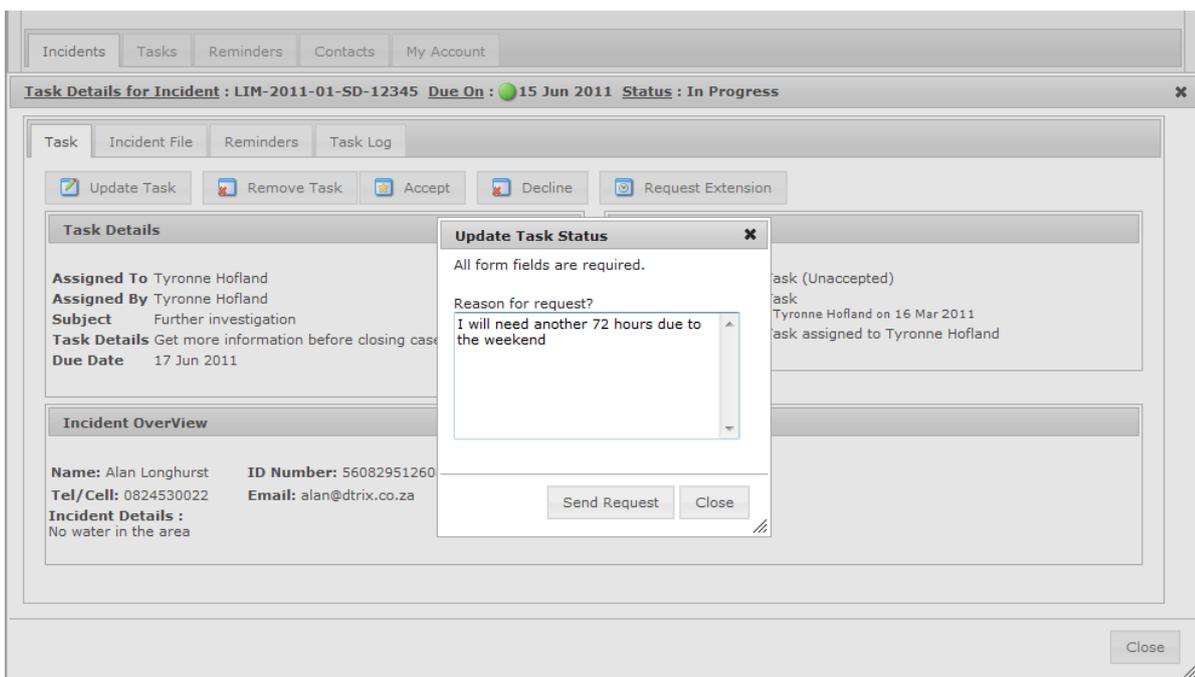
## Creating a new task for yourself – continue

Once a task is assigned to you, you can accept or decline the task by clicking the Accept tab (shown below) or decline it, by clicking the Decline tab. Then click “ok”.



## Requesting an extension on a task

- 1) Click “Request Extension” and enter reason as shown below
- 2) Click “Send Request” and this will be sent for approval to the moderator



## Viewing the Incident File:

1) Click on the Incident file tab to review the info

The screenshot shows the 'Task Details for Incident : LIM-2011-01-SD-12345' window. The 'Incident File' tab is selected. The window contains two main sections: 'Personal Details' and 'Incident Details'. The 'Personal Details' section includes fields for Name, ID Number, Birthdate, Tel/Cell, Email, Pension No., Pension Type, Service No., and Address. The 'Incident Details' section includes fields for Category, Sub Category, Village, Ward, Street No., Suburb, City/Town, District, Department Type, Department, Municipality, and Specify Other Department. A 'Close' button is located at the bottom right of the window.

Personal Details		
<b>Name:</b> Alan Longhurst	<b>ID Number:</b> 5608295126085	<b>Birthdate:</b> 29/08/56
<b>Tel/Cell:</b> 0824530022	<b>Email:</b> alan@dtrix.co.za	<b>Contact Method:</b>
<b>Pension No:</b>	<b>Address:</b>	
<b>Pension Type:</b>	24 Houlake Drive	
<b>Service No:</b>	Durban North	

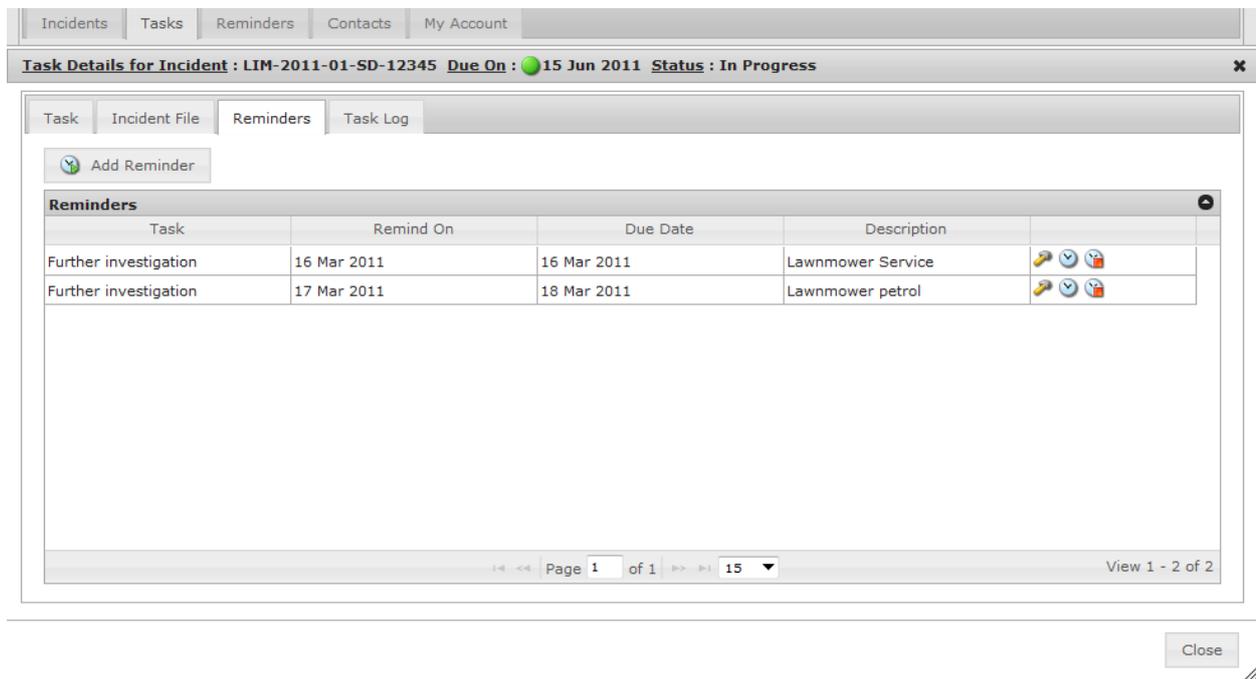
Incident Details			
<b>Category:</b> Service Delivery	<b>Sub Category:</b> Water	<b>Village:</b> Abel	<b>Ward:</b> 17
<b>Street No:</b>	<b>Suburb:</b>	<b>City/Town:</b> A Re Aganeng	
<b>District:</b>	<b>Department Type:</b> National	<b>Department:</b> Other Department/Agency	
<b>Municipality:</b>	<b>Specify Other Department:</b> ;oidlksdi alsdh alisdh lisdh li		
<b>Incident Details :</b> No water in the area			

## Setting a Reminder for your task:

- 1) Click the Reminders tab
- 2) Click "Add Reminder"
- 3) Enter details as required
- 4) Click "save"

The screenshot shows the 'Task Details for Incident : LIM-2011-01-SD-12345' window with the 'Reminders' tab selected. The 'Add Reminder' button is visible. A 'New Reminder' dialog box is open, displaying a message: 'All form fields are required.' The dialog box contains three input fields: 'Details', 'Remind On', and 'Due Date'. The 'Remind On' and 'Due Date' fields have calendar icons. 'Save' and 'Cancel' buttons are at the bottom of the dialog box. The background shows a table with columns for Task, Remind On, Due Date, and Description, and a message 'No Reminders Have Been Set'. A 'Close' button is at the bottom right of the window.

## Setting a Reminder for your task – continue



The screenshot displays the 'Task Details for Incident : LIM-2011-01-SD-12345' interface. The 'Reminders' tab is active, showing a table with two reminders. The table has columns for Task, Remind On, Due Date, and Description. The first reminder is for 'Further investigation' on 16 Mar 2011, due on 16 Mar 2011, with the description 'Lawnmower Service'. The second reminder is for 'Further investigation' on 17 Mar 2011, due on 18 Mar 2011, with the description 'Lawnmower petrol'. Each row has three icons: a key, a clock, and a trash can. The interface also includes a 'Close' button at the bottom right and a 'Page 1 of 1' indicator at the bottom.

Task	Remind On	Due Date	Description	
Further investigation	16 Mar 2011	16 Mar 2011	Lawnmower Service	  
Further investigation	17 Mar 2011	18 Mar 2011	Lawnmower petrol	  

By hovering over the icons  you will notice that you can:

- view the task
- view the reminder, or
- remove the reminder.

## Viewing the Task Log Summary

1) Click on the Task Log tab

**Task Details for Incident : LIM-2011-01-SD-12345** Due On : 15 Mar 2011 Status : Expired

Task Incident File Reminders Task Log

### Task Log

Date	Type	Message	Created By
17 Mar 2011	Expired	Task Expired	Tyronne Hofland
17 Mar 2011	Updated	New Due Date - 16 Mar 2011	Tyronne Hofland
17 Mar 2011	Updated	New Due Date - 16 Jun 2011	Tyronne Hofland
16 Mar 2011	Accept	Task Accepted	Tyronne Hofland
16 Mar 2011	Accept	Task Accepted	Tyronne Hofland
16 Mar 2011	Request Extension	I will need another 72 hours due to the weekend	Tyronne Hofland
16 Mar 2011	Accept	Task Accepted	Tyronne Hofland
16 Mar 2011	New Task	New Task assigned to Tyronne Hofland	Tyronne Hofland

Page 1 of 1 15 View 1 - 8 of 8

Close

## Adding a new Contact

- 1) Click on the Contacts tab
- 2) Click on “Add Contact”
- 3) Enter Details as required

If an email address is supplied, the option to specify a password will become available. On saving the contact, an email will be sent to the new contact with their login information and details in order to access the system.

The screenshot shows a web application interface with a modal window titled "New Contact". The modal contains the following fields and options:

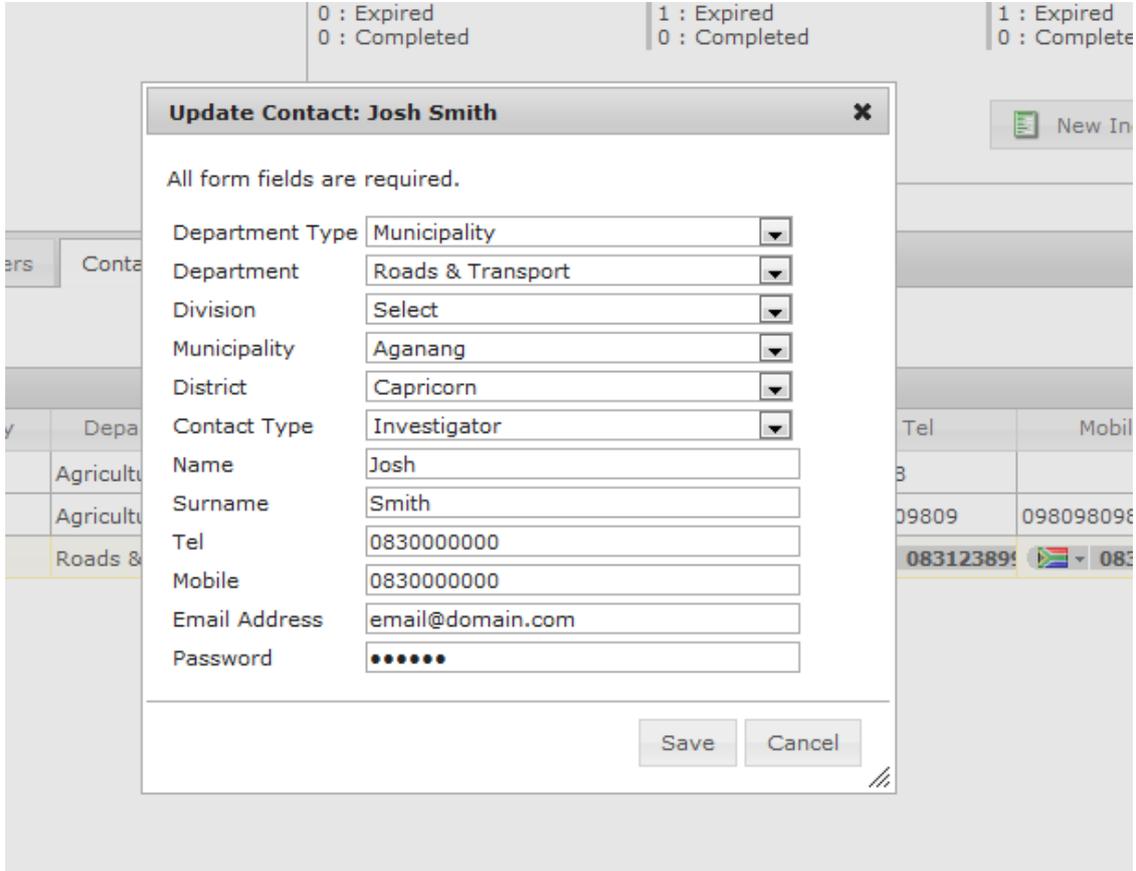
- Message: "All form fields are required."
- Department Type: Select (dropdown)
- Department: Select (dropdown)
- Division: Select (dropdown)
- Municipality: Select (dropdown)
- District: Select (dropdown)
- Contact Type: Investigator (dropdown)
- Name: Text input
- Surname: Text input
- Tel: Text input
- Mobile: Text input
- Email Address: Text input
- Buttons: Save, Cancel

The background interface includes a sidebar with a list of users (Account, Name, Tracy, Tyrone, Josh) and a "Log Off" button.

- 4) Click “Save”
- 5) Click “Ok”

## Editing a Contact

- 1) Click the contacts tab.
- 2) Click the  icon to open the edit screen



0 : Expired  
0 : Completed

1 : Expired  
0 : Completed

1 : Expired  
0 : Complete

New In

**Update Contact: Josh Smith** ✕

All form fields are required.

Department Type: Municipality

Department: Roads & Transport

Division: Select

Municipality: Aganang

District: Capricorn

Contact Type: Investigator

Name: Josh

Surname: Smith

Tel: 0830000000

Mobile: 0830000000

Email Address: email@domain.com

Password: ●●●●●●

Save Cancel

- 3) Edit the details
- 4) Click "Save"
- 5) Click "Ok"

## Deleting a Contact

- 1) Click the  icon next to the contact you wish to delete. You will be asked to confirm your selection before the contact will be deleted from the system.

## My Account

### Updating My Details.

- 1) Click on “Update Details”
- 2) Enter Details as required

0 : Accepted  
0 : Expired  
0 : Completed

0 : Accepted  
1 : Expired  
0 : Completed

1 : Accepted  
1 : Expired  
0 : Completed

ent 

Account

Name

Tracy

Yronne

osh

389

**New Contact** 

All form fields are required.

Department Type

Department

Division

Municipality

District

Contact Type

Name

Surname

Tel

Mobile

Email Address

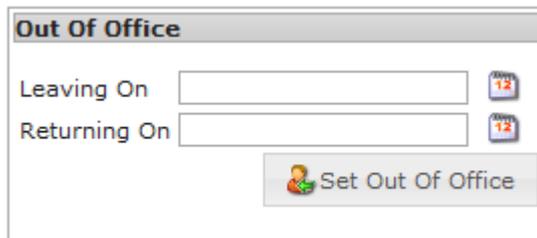
- 3) Click “Save”
- 4) Click “Ok”

## Setting up Out Of Office

By setting an Out of Office notice, any users attempting to assign tasks to you during this period will be informed by the word “(out)” appearing next to your name in the contact list.

To set an Out of Office notice

- 1) Click the My Account tab
- 2) Select the dates that you will be leaving and returning



The screenshot shows a web form titled "Out Of Office". It features two input fields: "Leaving On" and "Returning On". Each field is followed by a calendar icon. Below these fields is a button labeled "Set Out Of Office" with a small person icon to its left.

- 3) Click “Set Out Of Office” button to save the details.

## Removing Out Of Office

- 1) Click the My Account tab
- 2) Click the Clear Button
- 3) The dates will be removed from the range fields.