

Offline GRS – User Guide

Field Office XII

Getting Started

The **Offline GRS System (OGRS)** aims to capture and resolve grievances effectively and expeditiously in a transparent manner. It is intended to provide a venue for beneficiaries and the public at large to air their concerns, complaints and suggestions to improve the program. Their queries and complaints will be responded appropriately.

ICTMS Contact Information

Cres Ocso

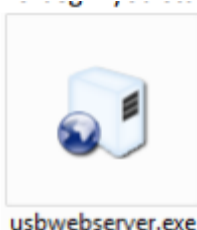
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Alden A. Quinones

Pantawid RITO I / Offline GRS System Developer
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HOW TO RUN THE APPLICATION

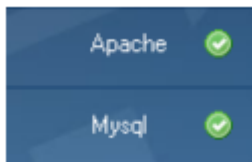
- ☐ 1. To begin you startusbwebserver.exe





- ☐ 2. The main screen of USBWebserver 8.0 appears.



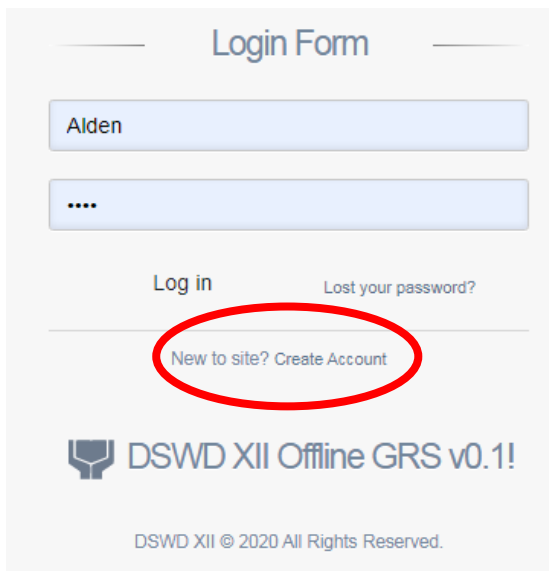
- ☐ 3. When the green sign appears by [Apache] en [MySQL], USBWebserver with his components are fully.



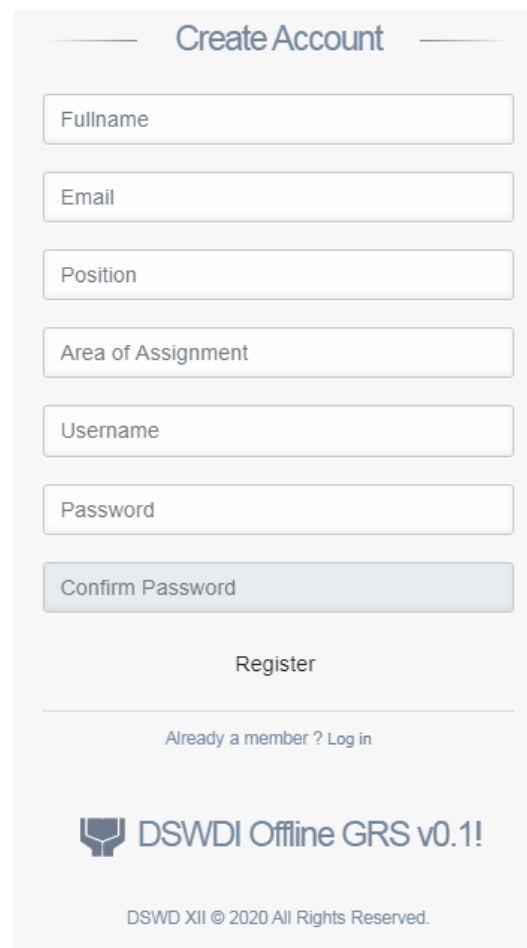
4. USBWebserver will be visible in the taskbar. With the symbols in the upper corner you can place USBWebserver in the taskbar () or in the system tray ().

How to access the system

- ❑ 1. Open “Goodle Chrome” web browser then navigate to <http://localhost:8080>
- ❑ 2. Create a user account for new user.



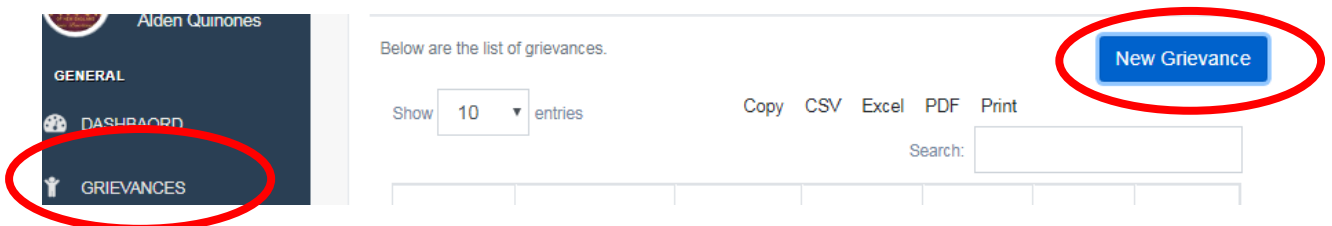
The screenshot shows the 'Login Form' interface. It has two input fields: the first contains the text 'Alden' and the second contains four dots '....'. Below these fields are two links: 'Log in' and 'Lost your password?'. A red circle highlights the text 'New to site? Create Account' located below the links. At the bottom of the form, there is a logo and the text 'DSWD XII Offline GRS v0.1!' and 'DSWD XII © 2020 All Rights Reserved.'



The screenshot shows the 'Create Account' form. It contains several input fields: 'Fullname', 'Email', 'Position', 'Area of Assignment', 'Username', 'Password', and 'Confirm Password'. Below the 'Confirm Password' field is a 'Register' button. At the bottom, there is a link 'Already a member ? Log in' and a logo with the text 'DSWDI Offline GRS v0.1!' and 'DSWD XII © 2020 All Rights Reserved.'

How to encode new grievance

- ❑ 1. Click Grievance Menu at the left pane of the page. The click New Grievance Button



The screenshot shows a dashboard interface. On the left sidebar, the 'GRIEVANCES' menu item is circled in red. The main content area shows a list of grievances. At the top right of the main content area, a blue button labeled 'New Grievance' is circled in red. The dashboard also includes a user profile 'Alden Quinones', a 'GENERAL' section, a 'DASHBOARD' section, and a 'GRIEVANCES' section. The main content area has a heading 'Below are the list of grievances.' and a 'Show 10 entries' dropdown. There are also links for 'Copy', 'CSV', 'Excel', 'PDF', and 'Print'. A search bar is located at the bottom right of the main content area.

OFFLINE GRS – USER GUIDE

Field Office XII

- ☐ 2. Encode compliant information once the “New Grievance” modal appears.

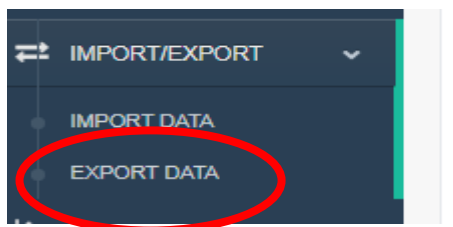
Note: Entries with asterisk(*) are required fields

- ☐ 3. Click save button.

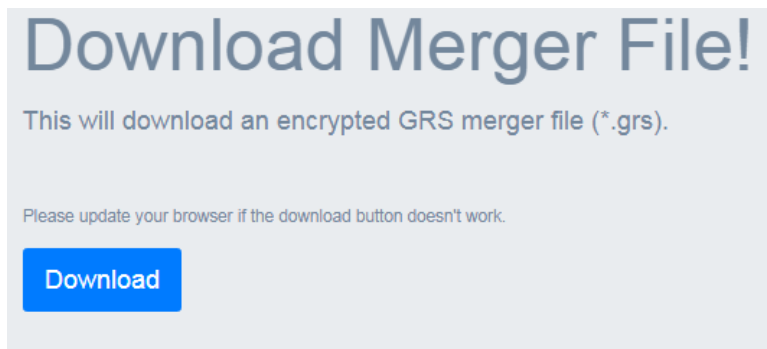
How to submit encoded grievances to RPMO

(For field workers only)

- ☐ 1. Click export button at the left pane of the page under import/export menu



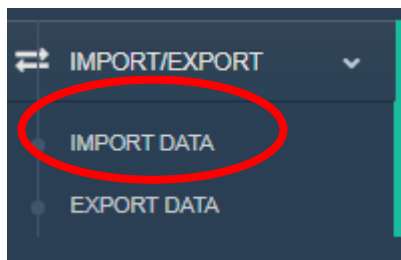
- ☐ 2. Click the download button to start downloading



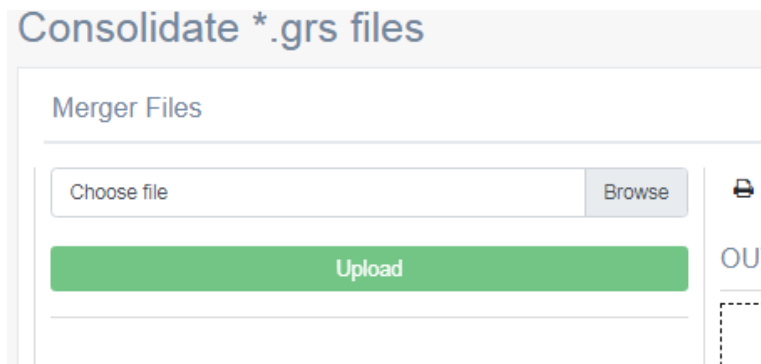
- ☐ **Note:** the system will download a GRS File (*.grs). Send the file via email for consolidation.

How to consolidate grievance file (*.grs)

- 1. Click import button at the left pane of the page under import/export menu



- 2. Browse for the files (*.grs) to consolidate then click upload button to start.



Note: (1) you can select multiple files at once; (2) Select only GRS Files.

How to generate reports

- 1. Click the reports button at the left pane.



- 2. Filter your data.

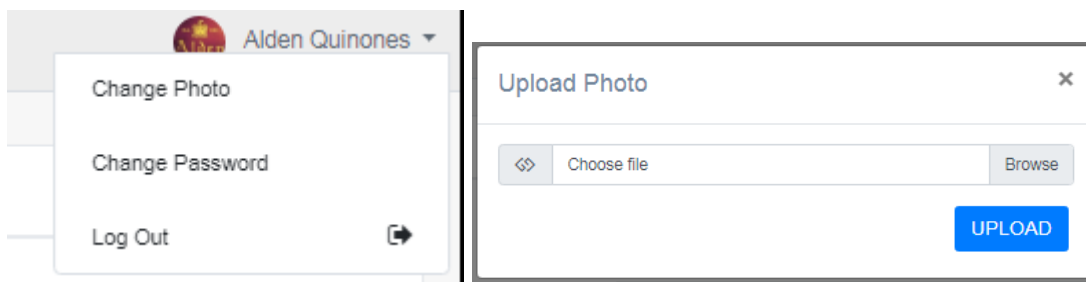
REGION	Select
PROVINCE	Select
MUNICIPALITY	Select
BARANGAY	Select

- 3. Select the type report

TYPE OF REPORTS	List of captured grievances
	Masterlists
	List of captured grievances
	List of ongoing grievances
	List of resolved grievances
	Pivot
	Summary of grievances by classification

How to change profile photos

- 1. Click the name of the user at the upper right corner of the page. Then select **change photo** button.



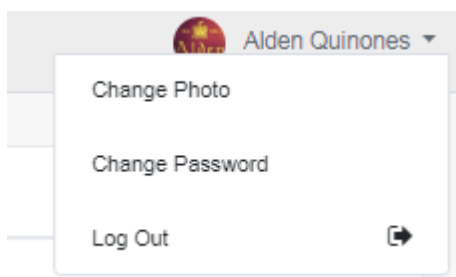
The screenshot shows a user profile dropdown menu for 'Alden Quinones' with options: 'Change Photo', 'Change Password', and 'Log Out'. To the right, the 'Upload Photo' dialog box is open, featuring a 'Choose file' button, a 'Browse' button, and a blue 'UPLOAD' button.

- 2. Browse for photo then click **upload** button.

Note: use small picture not larger than 300x300px.

How to change Password

- 1. Click the name of the user at the upper right corner of the page. Then select **change password** button.

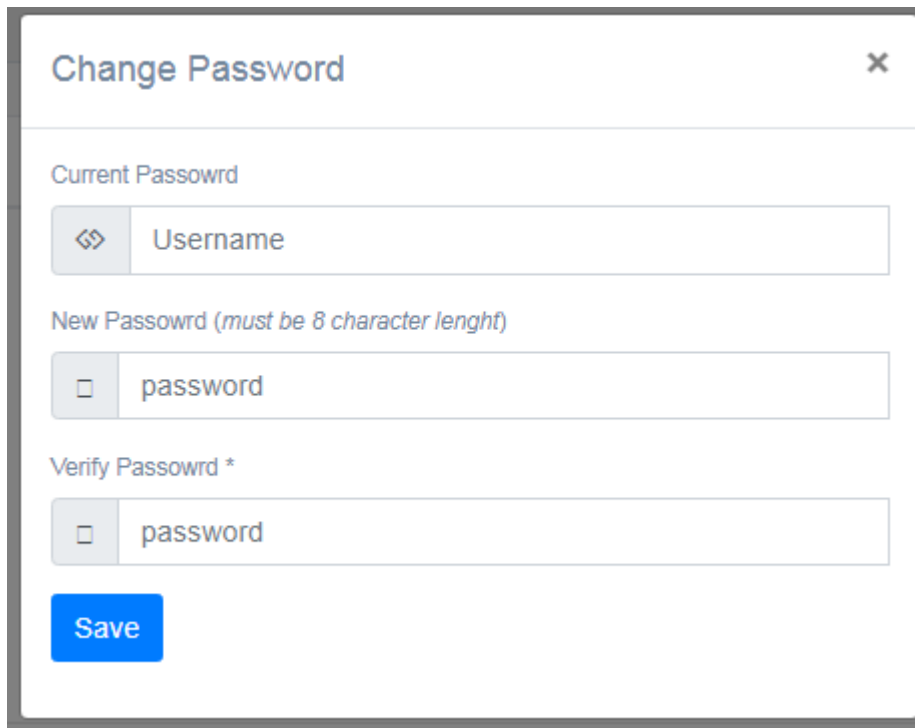


The screenshot shows the user profile dropdown menu for 'Alden Quinones' with options: 'Change Photo', 'Change Password', and 'Log Out'. The 'Change Password' option is highlighted.

OFFLINE GRS – USER GUIDE

Field Office XII

- **2.** Type-in the current password, new password, and verification of the new password.



The image shows a 'Change Password' dialog box with a close button (X) in the top right corner. It contains three input fields: 'Current Passowrd' (with a toggle icon), 'New Passowrd (must be 8 character lenght)' (with a toggle icon), and 'Verify Passowrd *' (with a toggle icon). Each field contains the placeholder text 'Username' or 'password'. A blue 'Save' button is located at the bottom left of the dialog.

Change Password

Current Passowrd

Username

New Passowrd (must be 8 character lenght)

password

Verify Passowrd *

password

Save

- **3.** Click Save button.