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| SAP 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

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# HOW TO RUN THE APPLICATION

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|  | 1. To begin you startusbwebserver.exe |

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|  | 1. The main screen of USBWebserver 8.0 appears. |
|  | 1. When the green sign appears by [Apache] en [MySQL], USBWebserver with his components are fully.      1. 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

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|  | 1. Open “Goodle Chrome” web browser then navidate to http://localhost:8080 |
|  | 1. Create a user account for new user. |

# How to encode new grievance

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

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|  | 1. Encode compliant information once the “New Grievance” modal appears.   **Note:** Entries with asterisk(\*) are required fields |
|  | 1. Click save button. |

# How to submit encoded grievances to RPMO

# (*For field workers only*)

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|  | 1. Click **export button** at the left pane of the page under **import/export** menu |
|  | 1. 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)

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

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|  | 1. Click the **reports button** at the left pane. |
|  | 1. Filter your data. |
|  | 1. Select the type report |
|  |  |

# How to view grievance inforamtion

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|  | 1. Go to Grievances menu      1. Click the green button at the rightmost of the list      1. The grievance information modal appears. |
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# How to change profile photos

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|  | 1. Click the name of the user at the upper right corner of the page. Then select **change photo** button. | |
|  | 1. Browse for photo then click **upload** button.   **Note:** *use small picture not larger than 300x300px.* | |
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# How to change Password

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|  | 1. Click the name of the user at the upper right corner of the page. Then select **change password** button. |
|  | 1. Type-in the **current password**, **new password**, and **verification of the new password**. |
|  | 1. Click Save button. |