**System features**

*Extract a paper*

Student can create order to extract any paper from

***student affairs*** online. He/she needs just to fill the ordering form with his/her information.

The system arranges all orders by time and the say to user what is the expected time to receive your paper.

*Document progress*

Student can easily track and follow the request step by step through all the procedures to get frequent feedback and updated time estimation.

*Online payment*

Student can pay online with ***fawry or bank masr***. He /she will take message on his/her email to confirm the order.

The time of extract the paper will start just after payment. Student cannot change his/her order after payment.

# *Enquiries and FAQs*

our system provides answers for all student’s questions either through direct messaging connection with affairs expert employees or recoded answers for frequently asked questions System will take the common queries which has to be approved by the admin and put it public to every student.

Students can search in these questions maybe they find what they want to know.

*User Management*

Users must register to the system before they can order any paper from the site. Students can order any number of papers they want.

Employees can request additional identification from participants like student id or army information. Those

identifiers are important to map users to their real identity inside the organization.

*User Profile*

Users are either employees or student. Employees contribute to the system by adding the forms of required information to each document and answering the students question.

Students participate in ordering their papers and ask questions.

Users profile show all orders or student activities and their private information. Employee can view all requests and student information’s.

# *Requests Management*

All requests are managed online as students can easily fill all required data fields in specially prepared forms to record all needed information (national ID, Student code).

*Mail Notification*

To save more time and effort student will receive a mail notification informs the time of receiving the document, when the request is finished or there is a missing data.

Complains

If the student faces any delaying in document receiving (without mentioning a reason ) or request progress through complains section communicate with the chiefs to solve this situation .