THE INSTITUTE OF FINANCE MANAGEMENT DIRECTORATE OF COMPUTER SERVICES



IFM EMS STUDENT USER MANUAL

March 2023

VERSION 1.2

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Note: We suggest you read the entire manual at least once. This document is updated regularly, remember to check for latest version.

1. Desktop Version

1.1 Sign In

To sign In, open any browser (Mozilla, Edge, Chrome, Safari etc.), open the IFM website, go to ICT Services, and open EMS.

The sign in page will open.

If you are using the system for the first time, put your Registration Number as Username and Registration Number as password.

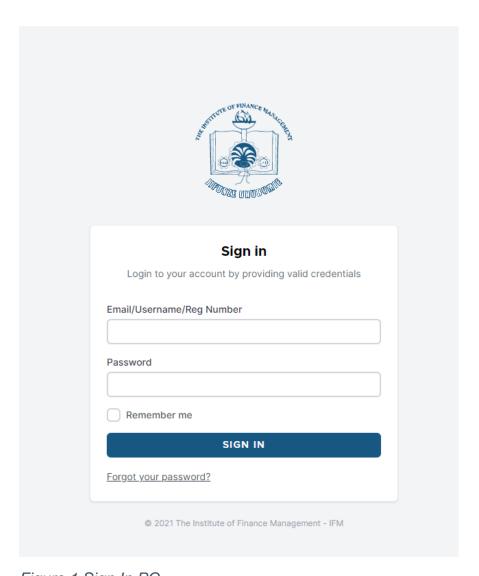


Figure 1 Sign In PC

1.2 Navigating Around (Basics)

After Signing in, one will be welcomed by a dashboard.

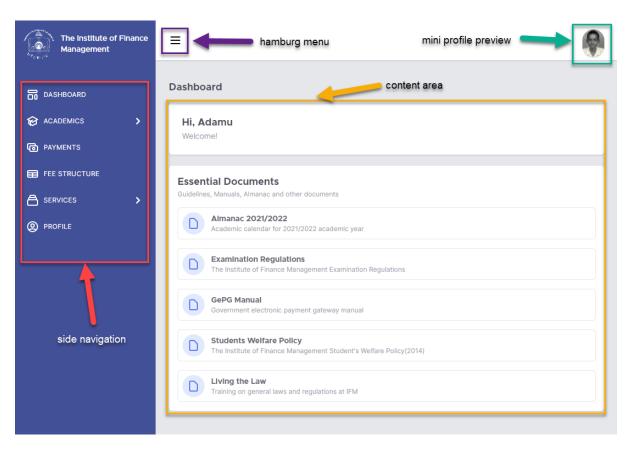


Figure 2 Getting around

The system window is divided into three parts. The side navigation on the left, the top bar, which contains hamburg menu and mini profile preview photo and content area.

Side Navigation contains menu of items related to a student. Dashboard, Registration, Payments, and Profile are menu items. Click any of this item and the contents of that item will be displayed on the content area. Example, when you click Payments, information related to payment will be displayed on the content area.

Hamburg menu is used to open and close side navigation when a device with small display is used, example mobile phone.

Mini profile preview photo is a link (clickable) that opens a mini profile preview. It is explained in the coming sections.

1.3 Dashboard

Dashboard is the main window which opens after successful sign in. It welcomes you by name and it contain essential documents. The current Almanac, and Examination Regulations are among the documents found in the Dashboard.

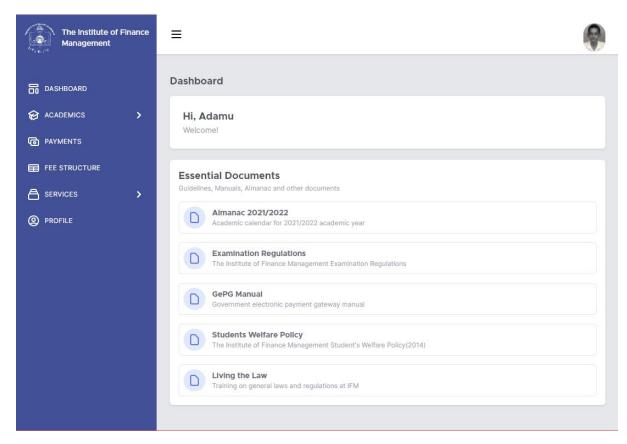


Figure 3 Dashboard

1.4 Mini Profile Preview

Mini Profile Preview provides a preview of your (student) profile. It is accessed by clicking the mini photo on the top right corner. Once that is done, the mini window will open and provide profile information like name, email address, registration number, programme of study etc.

Logout button is found on this window. When you have finished using the system, use this button to safely logout of the system.

Note: It is important to remember to logout to avoid other users using your account.

Update basic info button is used to update basic information and update the password. Figure 5 shows the information that can be update.

Note: Immediately after signing in for first time, use this feature to update your password. Make sure you remember your new password. It is important to do this to avoid other users using your account.

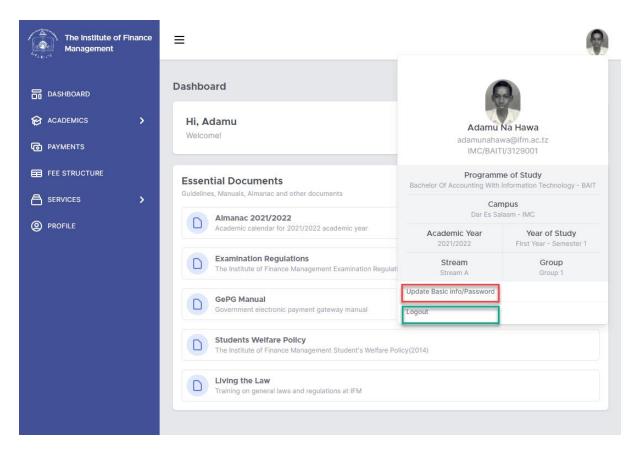


Figure 4 Mini profile

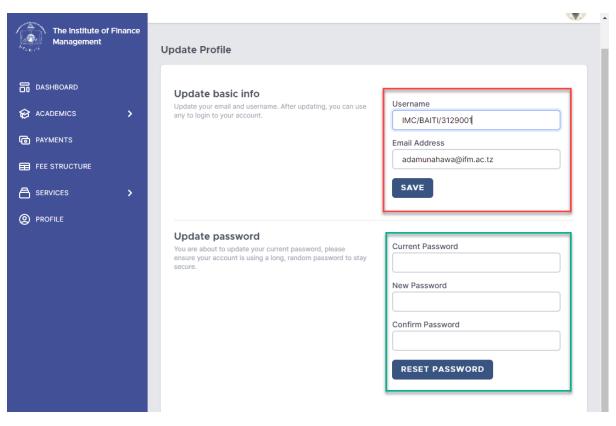


Figure 5 Update details

1.5 Academics

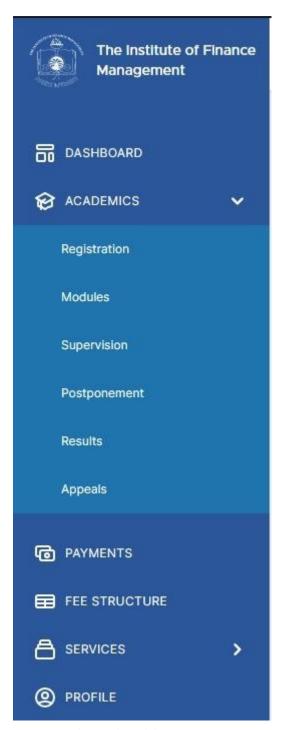


Figure 6 Academic sub modules

Academics Module contains several sub modules. These sub modules might increase as the needs grow.

The current sub modules are registration, modules (courses), supervision, postponement, (module) results and (examination) appeals.

1.5.1 Registration

Registration section gives the registration status of a given semester in an academic year.

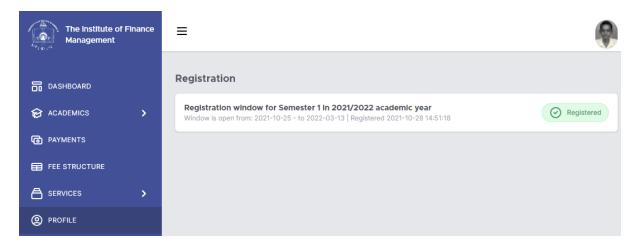


Figure 7 Registration

This section also allows a student to register for a specific semester when the registration window is open.

1.5.2 Modules

Programs are comprised of modules or courses. The modules section provides a window for students to view their associated modules.

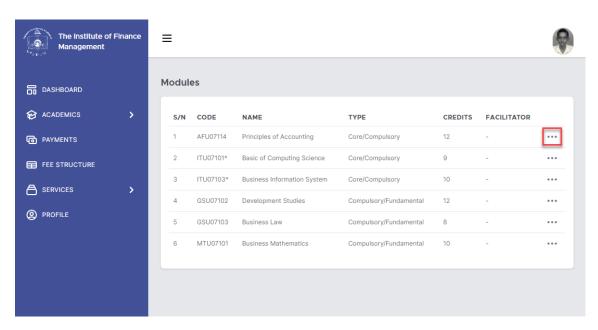


Figure 8 Modules

The three dot ellipses allow student to click and view the module contents.

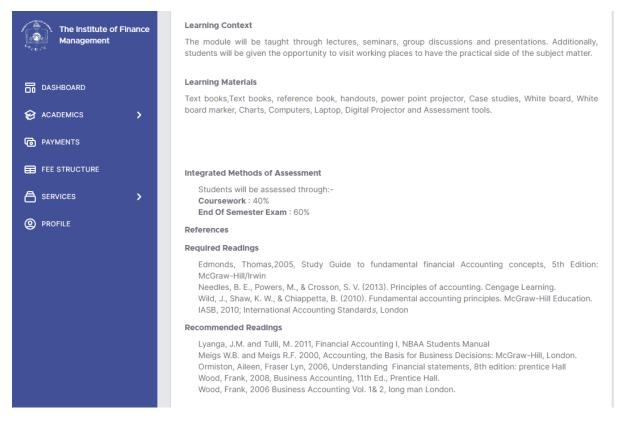


Figure 9 Module contents

1.5.3 Supervision

Supervision section shows all the supervisors you have been assigned to. It can be Final Year Project, Field Report supervision or Research supervision.

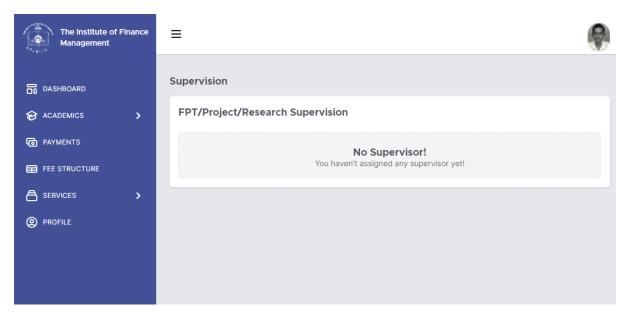


Figure 10 Supervision

1.5.4 Postponement

Studying duration ranges between a year up to three (or sometimes more) years. There are times student wish to postpone for whatever reason.

The EMS system allows students to postpone a semester or an examination if there is (are) concrete reason(s) to do so. Postponement sections allow a student to postpone. Evidence for requesting postponement based on type of postponement component (semester/ final exam) is required.

Note: This is action has profound consequences. Make sure no one else can use your account. Make sure only you can request for a postponement.

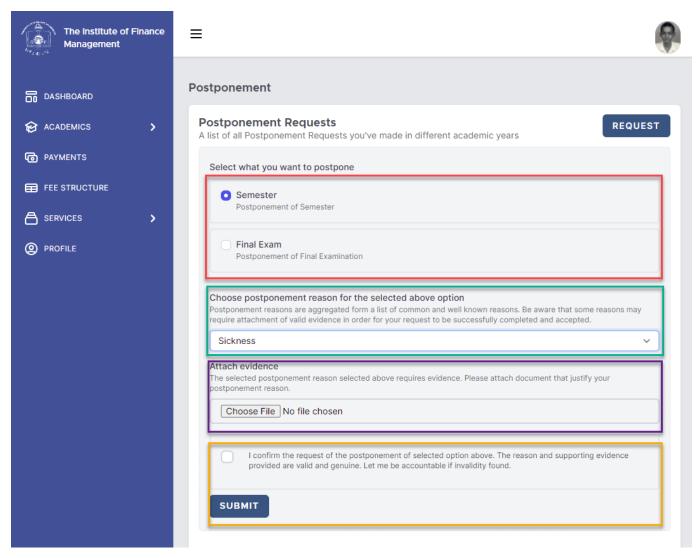


Figure 11 Postponement

After requesting a postponement, the process will proceed, and you will be notified of the decision.

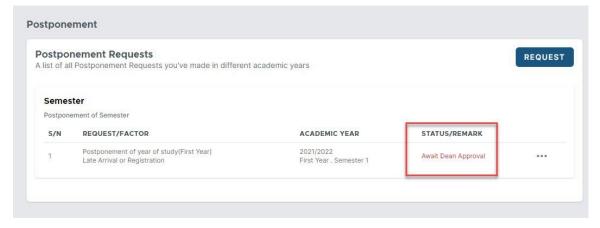


Figure 12 Postponement approval

1.5.5 Results

Results section gives the results of each module you are enrolled on. The first page will list all the module, and the ellipses will provide a way to view individual assessment.

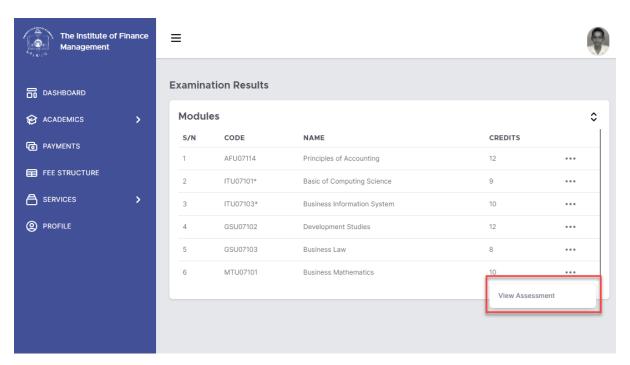


Figure 13 Results

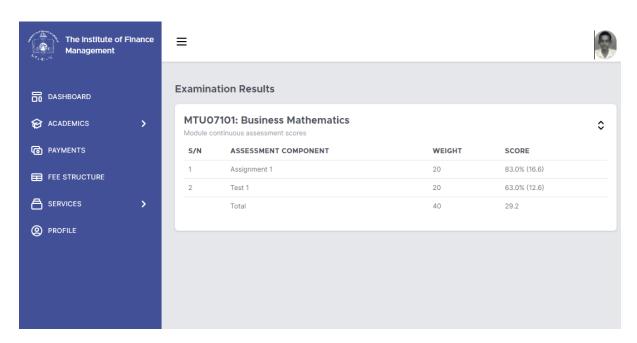


Figure 14 Assessment component

1.5.6 Appeals

Appeal window is opened after examination results are out. The aim is to allow students to appeal for results which they believe are not correct. Appeal processes give room for appeal cases to be reviewed by a higher authority.

In EMS system, appeal, from the student point of view involves the following steps.

- i. Generate bill for number of modules (subject) one wish to appeal for (this is done in Payment section)
- ii. Confirm bill generation (this is done in Payment section)
- iii. Confirm appeal window is open (this is done in Academic>Appeal section)
- iv. Select the module(s) one wish to appeal for (this is done in Academic>Appeal section)
- v. Confirm appeal submission (this is done in Academic>Appeal section)

Congratulations! The appeal process has started.

Once the appeal is done, notification will be generated, and you will be informed.

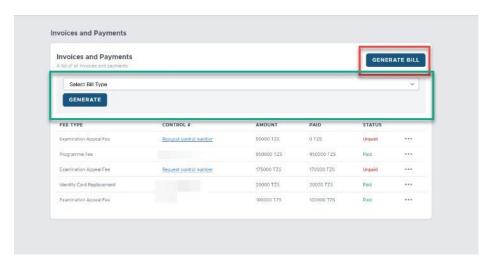


Figure 15 Generate bill

Generate bill for number of modules (subject) one wish to appeal for (this is done in Payment section)

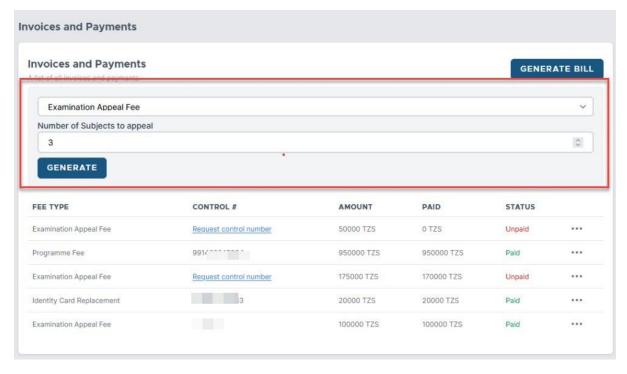


Figure 16 Number of subjects

Confirm bill generation (this is done in Payment section)

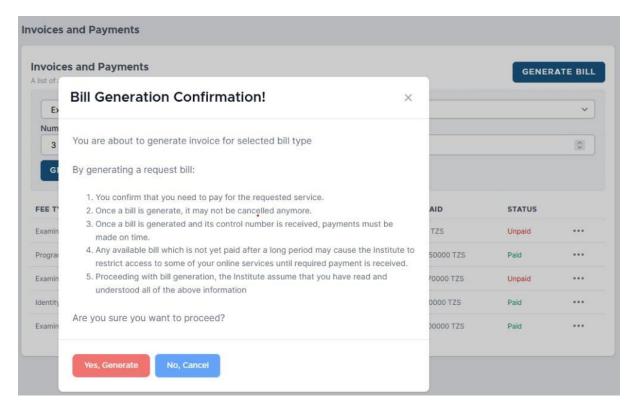


Figure 17 Confirm bill

Confirm appeal window is open (this is done in Academic>Appeal section)

Click appeal



Figure 18 Appeal

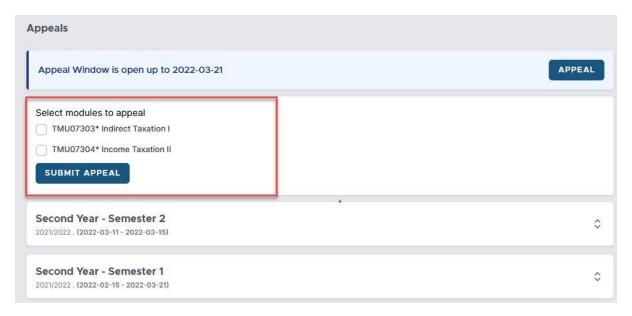


Figure 19 Choose subject to appeal

Select the module(s) one wish to appeal for (this is done in Academic>Appeal section)

Make sure the number of module(s) selected match the bill generated. Confirm appeal submission (this is done in Academic>Appeal section)

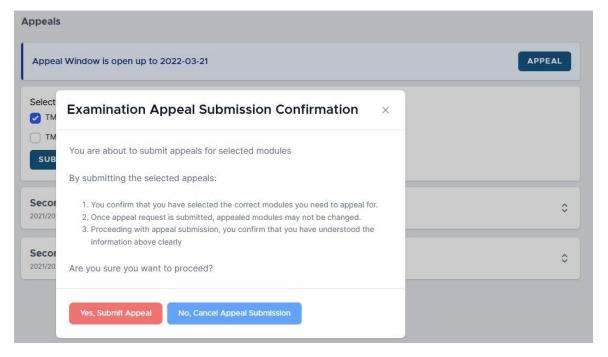


Figure 20 Appeal confirmation



Figure 21 Appealed subjects

Congratulations! The appeal process has started.

1.6 Payments

Payment's section allows you to do four (4) things.

View your Invoices, their control number, amount, and payment statuses. View individual payment and their transaction number, reference number amount and date paid, and get Receipt of that payment. Also, one can generate bill for a particular payment, example lost ID, hostel fees etc.

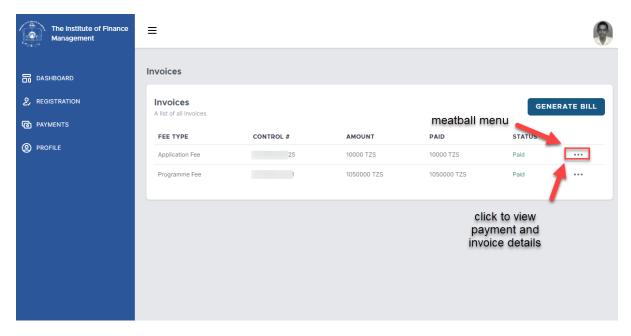


Figure 22 Invoices

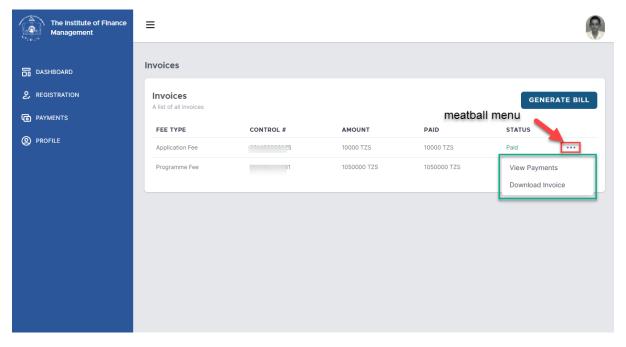


Figure 23 View payment

Meatball menu allows one to click to reveal more menu items. In this case, when a meatball menu in the Invoices section is clicked, it reveals 'View Payments' and 'Download Invoice'.

Download Invoice menu download a given invoice, and you can keep it safe in your computer or for reference and View Payments opens a Payments page as shown in figure 23. In this section, you can download a receipt for a given payment.

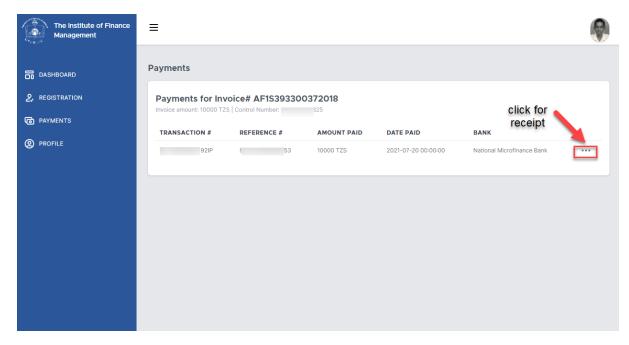


Figure 24 Payments

1.7 Fee Structure

Fee Structure section provide a holistic view of all fees required to be paid by the student. The fees contain fee components, example caution money, identity card free, IFMSO fee etc. and they are for each given year of study.

Fee structure provide a transparent way to view the breakdown of individual fee.

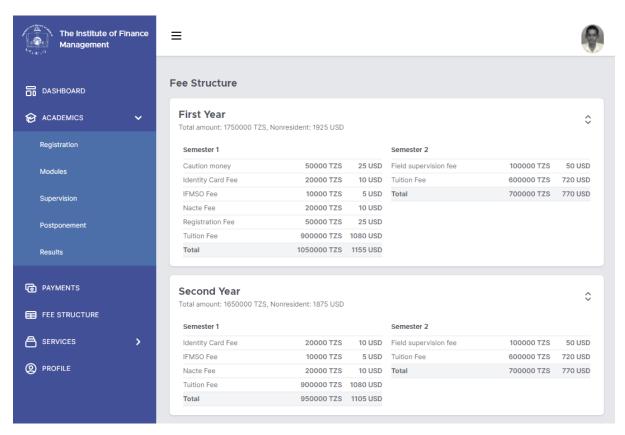
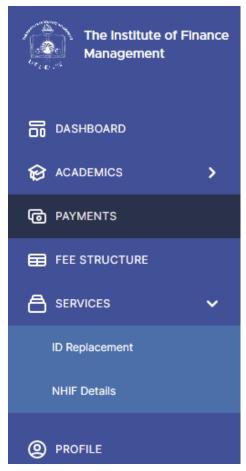


Figure 25 Fee structure

1.8 Services



Services module now is made up of ID replacement and NHIF details sub modules. This section will grow as the needs continue to grow.

Figure 26 Services

1.8.1 ID Card Replacement

Before requesting for ID card replacement, please give yourself time to ensure that you really need ID card replacement.

ID replacement section allows student to request a new ID card and view the status of the lodged request. Certain request will require one to have attach evidence, example a police loss report, and each request must have a request reason.

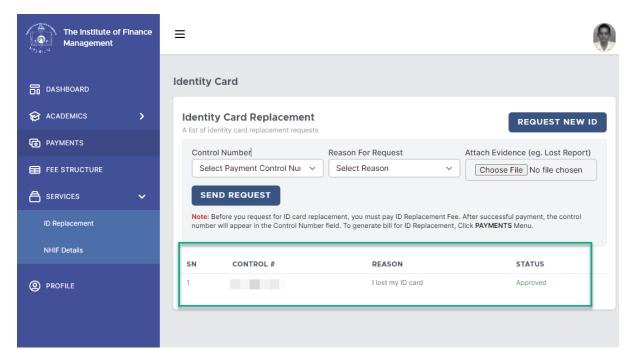


Figure 27 ID Replacement

1.8.2 NHIF Details

NHIF Details shows the details of NHIF card.

1.9 Help Desk

A help desk (eHelp) allows a student to seek assistance without the need of physically going to the 'help' office, for example head of department.

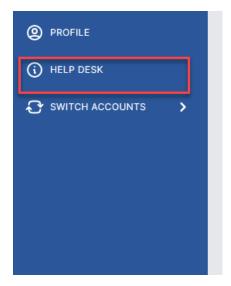


Figure 28 Help desk.

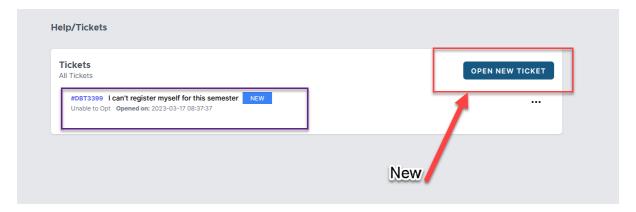


Figure 29 Open new ticket

To start using, create a new ticket by clicking the 'Open New Ticket' button.

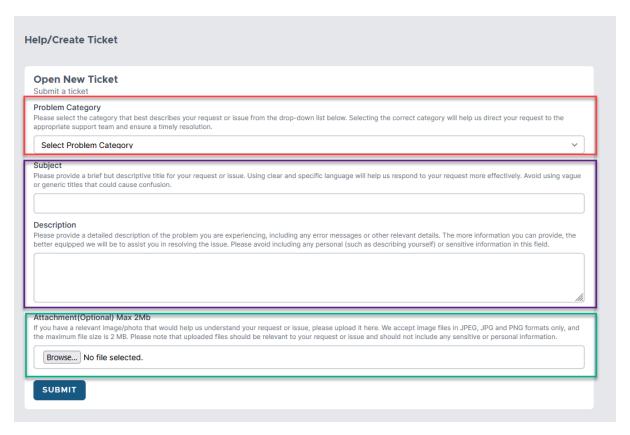


Figure 30 Ticket sections

Once that button is clicked, a window opens with Problem Category (select from drop down), Subject, Description and Attachment area appears.

Problems and related issues are predefined to allow the problem to be sent to the appropriate handlers, example, academic problem related to examination will be directed to the specific head of academic department.

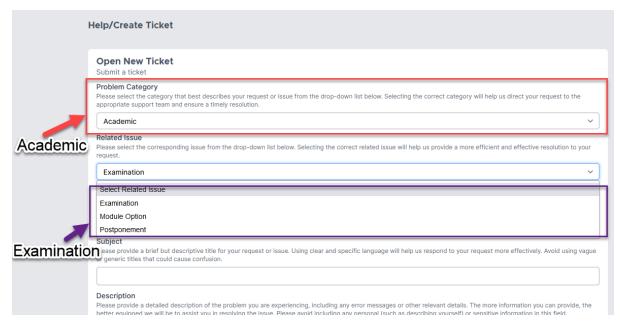


Figure 31 Academic Examination

If Academic is selected, issues related to academics are preloaded for one to select. Examination, Module Option or Postponement are part of academic related issues.

Once a related issue has been selected, then you have to write the subject and its description.

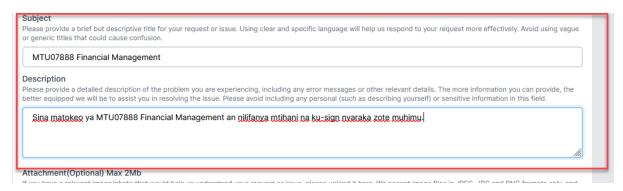


Figure 32 Subject Description

Note, it is important to be as concise as possible to allow the problem handler to solve the problem easily.

When everything is selected and written, then you create a ticket. Success feedback indicates the ticket has been created.



Figure 33 Success

Once successful created, the ticket will be displayed as new and it includes ticket number, ticket subject, related issue and date opened. When the ticket is opened by ticket handler, the new status will change to open.

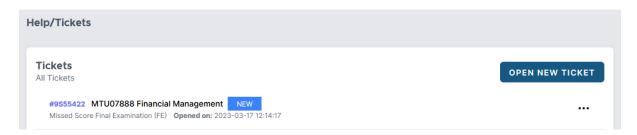


Figure 34 Ticket

The help desk system allows for communication between the ticket handler and you. This is a very important aspect if you wish to provide further information. When the ticket is handled to completion, the ticket handler will close the ticket.

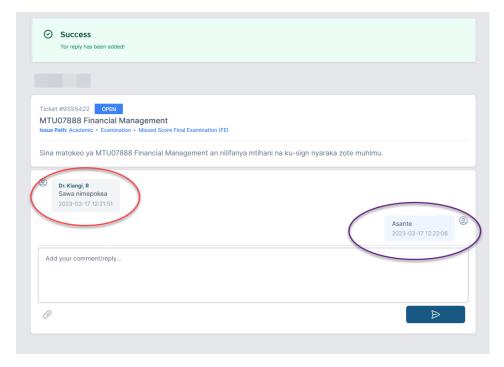


Figure 35 Communication

1.10 Profile

Profile page provides all the information about student as shown in figure 28.

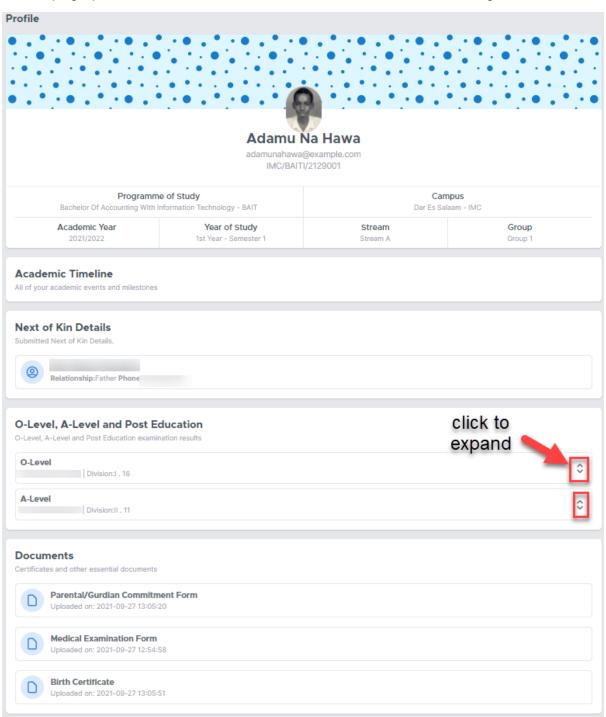


Figure 36 Profile

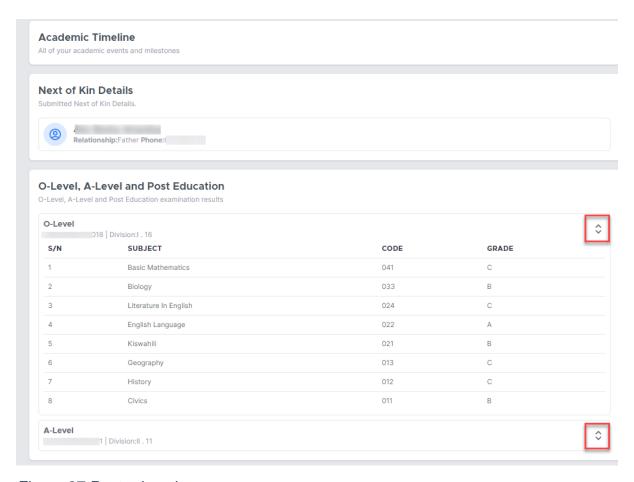


Figure 37 Past education

Academic Timeline provides the history of your academic information at IFM. Previous academics records are shown here.

Next of Kin Details provide information about next of kin.

Note: Make sure this information is always correct.

Past education section provides details of your past academic records. The arrows can be expanded to provide more information.

Documents section list the documents you have provided during registration.

2 Mobile Devices/ Small Screen Devices

EMS system is designed and developed to be responsive in all types of display sizes so at to ensure the user experience remains excellent across all devices.

2.1 Sign In

To sign In, open any browser (Mozilla, Edge, Chrome, Safari etc.), open the IFM website, go to ICT Services, and open EMS.

The sign in page will open.

If you are using the system for the first time, put your Registration Number as Username and Registration Number as password.

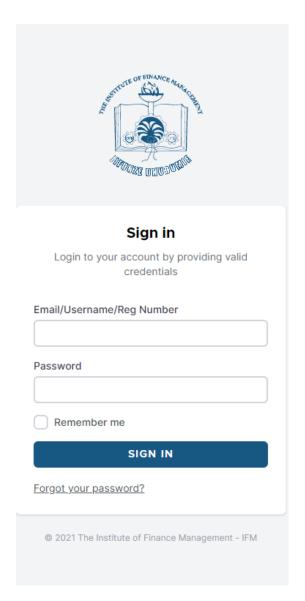


Figure 38 Mobile sign in

2.2 Navigating Around (Basics)

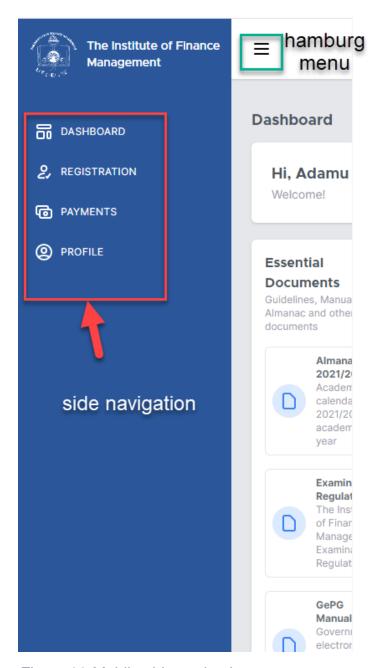


Figure 39 Mobile side navigation

In small screen devices, especially smart phones, hamburg menu is a very important menu. Use this to open or close side navigation as shown in figure 31.

Scrolling horizontally and vertically to see some content is a common in mobile devices. The system automatically will show scrolling bars both horizontally and vertically if they are required

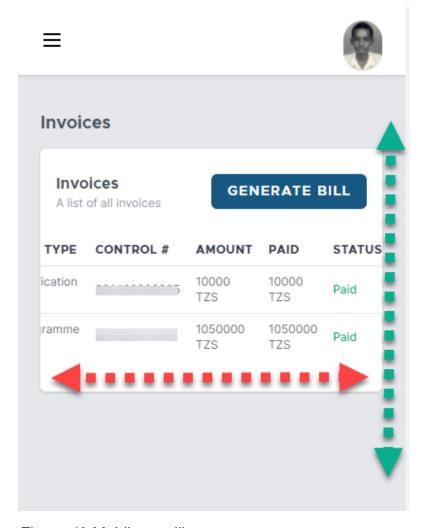


Figure 40 Mobile scrolling

They system allows you to scroll vertically and/or horizontally as desired.

2.3 Dashboard

Dashboard is the main window which opens after successful sign in. It welcomes you by name and it contain essential documents. The current Almanac, and Examination Regulations are among the documents found in the Dashboard.

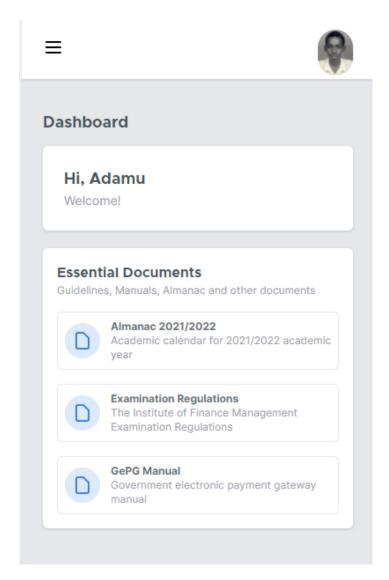


Figure 41 Mobile dashboard

2.4 Mini Profile Preview

Mini Profile Preview provides a preview of your (student) profile. It is accessed by clicking the mini photo on the top right corner. Once that is done, the mini window will open and provide profile information like name, email address, registration number, programme of study etc.

Logout button is found on this window. When you have finished using the system, use this button to safely logout of the system.

Note: It is important to remember to logout to avoid other users using your account.

Update basic info button is used to update basic information and update the password. Figure 5 shows the information that can be update.

Note: Immediately after signing in for first time, use this feature to update your password. Make sure you remember your new password. It is important to do this to avoid other users using your account.

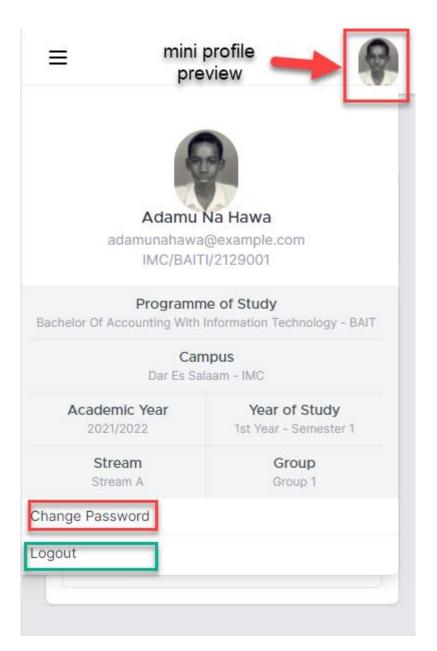
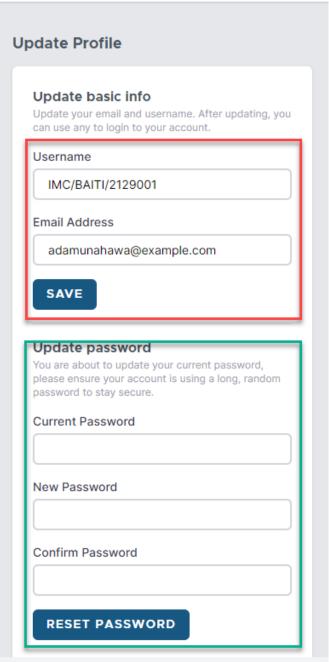


Figure 42 Mobile mini profile preview





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Figure 43 Mobile update details

2.5 Registration

Registration section gives the registration status of a given semester in an academic year.

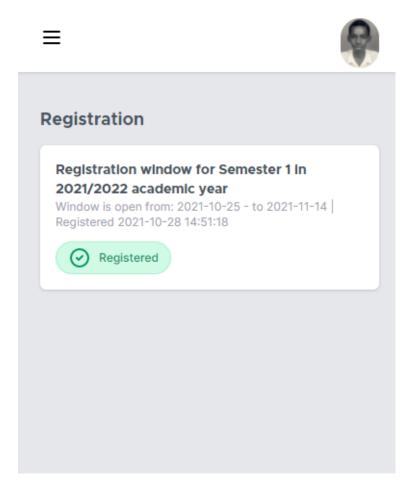


Figure 44 Mobile registration

2.6 Payments

Payment's section allows you to do four (4) things.

View your **Invoices**, their control number, amount, and payment statuses, view individual **Payment** and their transaction number, reference number amount and date paid, and get **Receipt** of that payment. Also, one can generate bill for a particular payment, example lost ID, hostel fees etc.





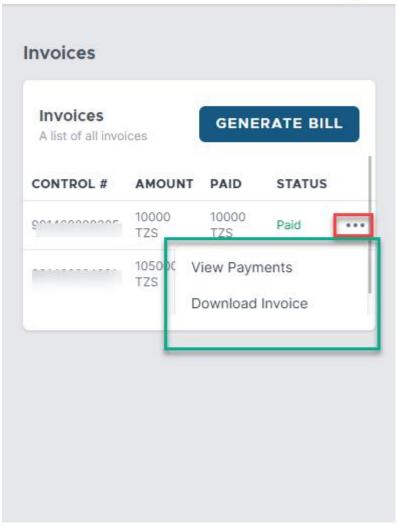


Figure 45 Mobile invoices

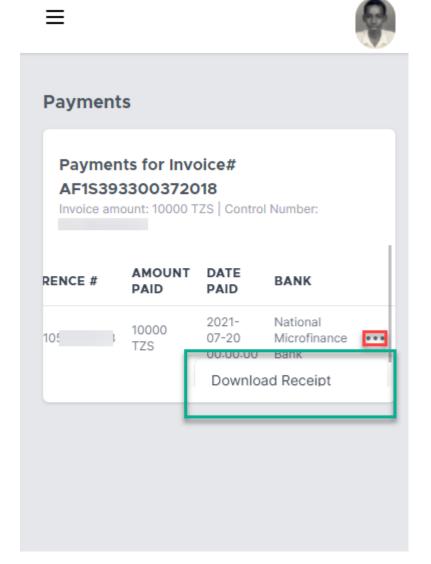


Figure 46 Mobile receipt

2.7 Profile

Profile page provides all the information about student as shown in figure 39 and figure 40.



Figure 47 Mobile profile

Academic Timeline provides the history of your academic information at IFM. Previous academics records are shown here.

Next of Kin Details provide information about next of kin.

Note: Make sure this information is always correct.

Past education section provides details of your past academic records. The arrows can be expanded to provide more information.

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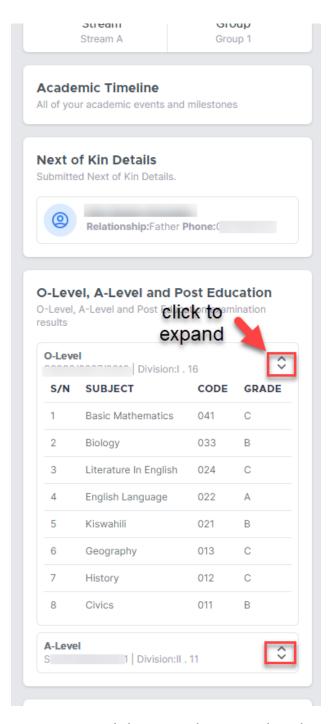


Figure 48 Mobile past education details