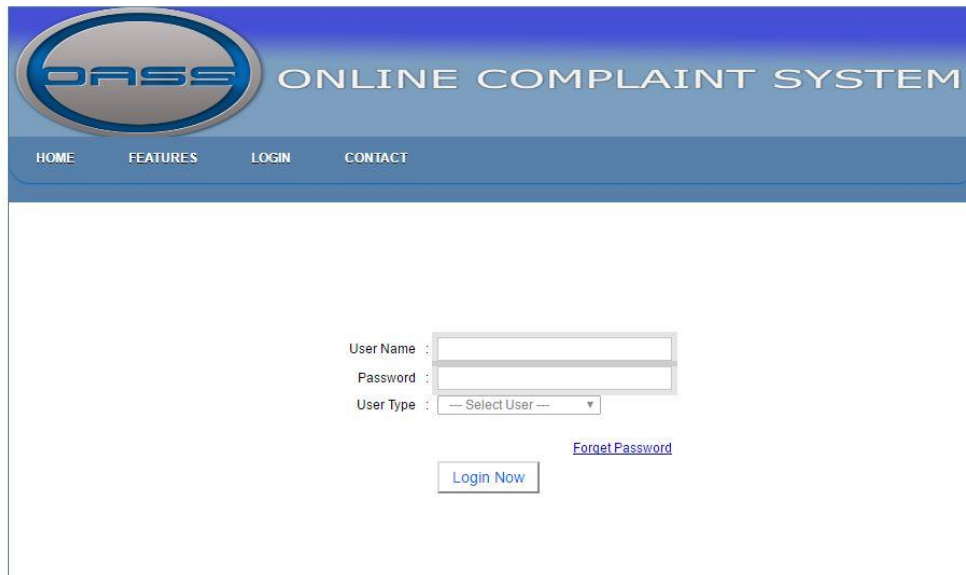


Users who have an Account on the OASS Web Application must login by:  
Entering their **User Name**.  
Entering their **Password**.  
Select their **User Type**  
Selecting **Login** to advance to the next screen and begin using the application.

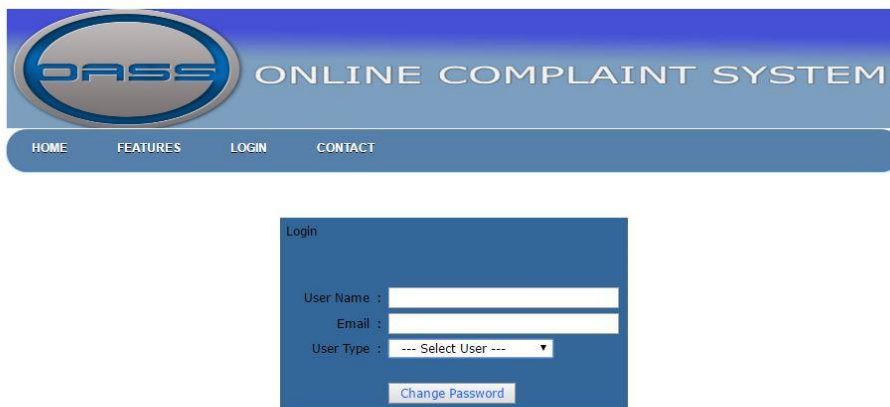
### Forgotten Passwords

If a user forgets his or her password, he or she must select “Forgot password.”



The screenshot shows the OASS Online Complaint System login page. At the top is a blue header with the OASS logo and the text "ONLINE COMPLAINT SYSTEM". Below the header is a navigation bar with links: HOME, FEATURES, LOGIN, and CONTACT. The main content area is white and contains a login form with the following fields: "User Name" (text input), "Password" (password input), and "User Type" (dropdown menu with "-- Select User --"). Below the form is a "Login Now" button and a "Forgot Password" link.

Users who have forgotten their password may request that it be e-mailed to them by:  
Entering their **User Name**.  
Entering their **E-mail** address.  
Selecting **Change Password** to change their password.



The screenshot shows the OASS Online Complaint System Change Password page. At the top is a blue header with the OASS logo and the text "ONLINE COMPLAINT SYSTEM". Below the header is a navigation bar with links: HOME, FEATURES, LOGIN, and CONTACT. The main content area is white and contains a "Login" section with the following fields: "User Name" (text input), "Email" (text input), and "User Type" (dropdown menu with "-- Select User --"). Below the form is a "Change Password" button.

After logging into the **OASS** Web Application, the Admin will advance to the **OASS** Admin-Homepage.  
To perform the activities set up there.

The admin has the privileges to

- ♦ Add complainant
- ♦ View complainant
- ♦ Delete complainant
- ♦ Update complainant
- ♦ Add Mofficer (add maintenance officer)
- ♦ View Mofficer
- ♦ Delete Moffier
- ♦ Update Mofficer
- ♦ Add category Admin
- ♦ View category Admin
- ♦ Delete category Admin
- ♦ Update category Admin
- ♦ Add Category
- ♦ Manage Category
- ♦ Add Location
- ♦ Manage Location
- ♦ View Complain
- ♦ Assign Complain / view assigned Complain
- ♦ Close Complain / view Closed Complain



The ADMIN will have to also logout when done on the system

