



SOFTWARE USER MANUAL

STUDENT SUPPORT SYSTEM

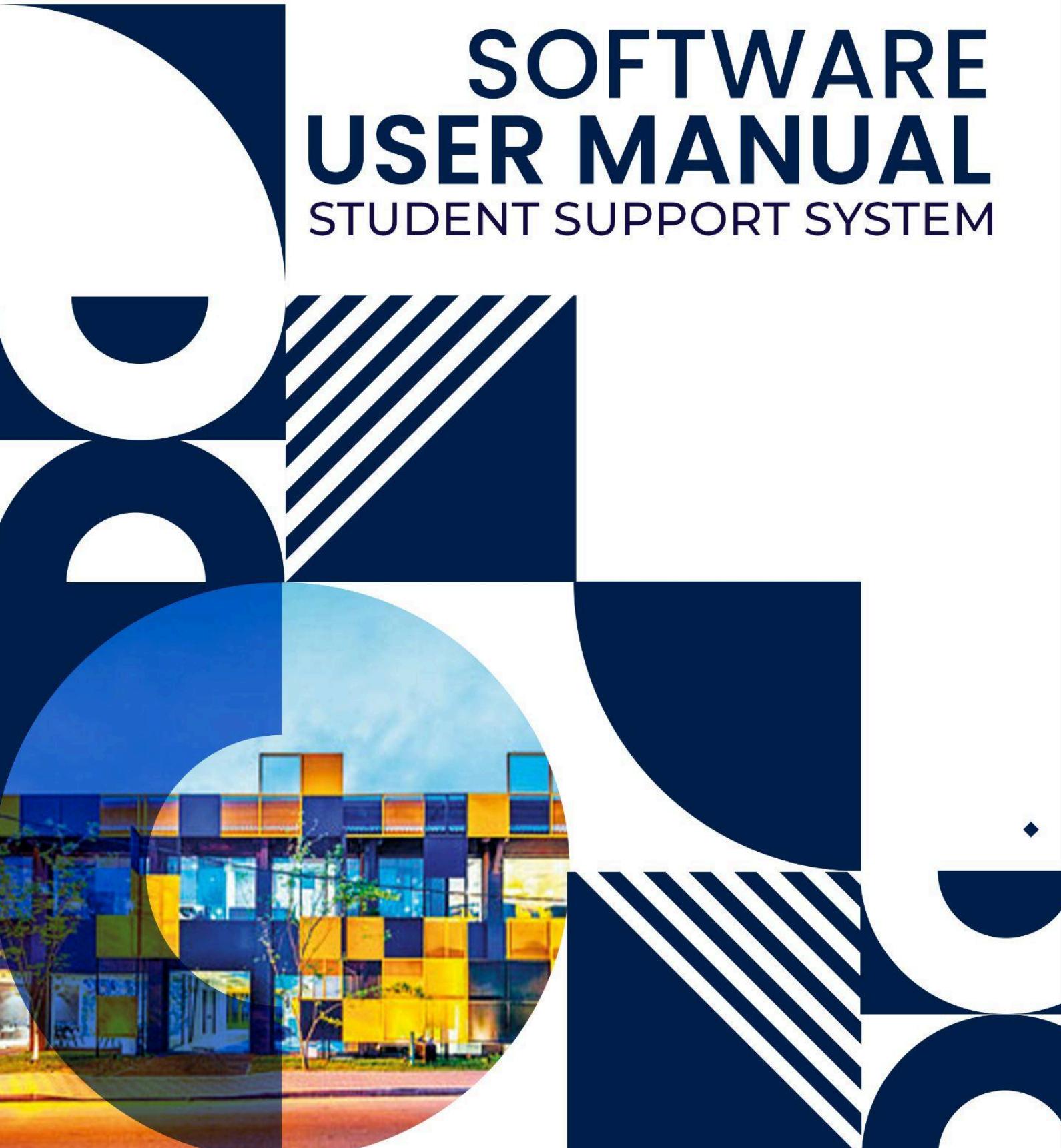


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Introduction

Welcome to Curtin Assist, a comprehensive support system designed to enhance the academic journey of students. Curtin Assist serves as a centralised platform, providing students with seamless communication channels, access to essential resources, and assistance for navigating various aspects of their education. Whether they are seeking course updates, scheduling appointments with lecturers, or submitting queries, Curtin Assist is here to streamline the experience and support their success.

System requirements

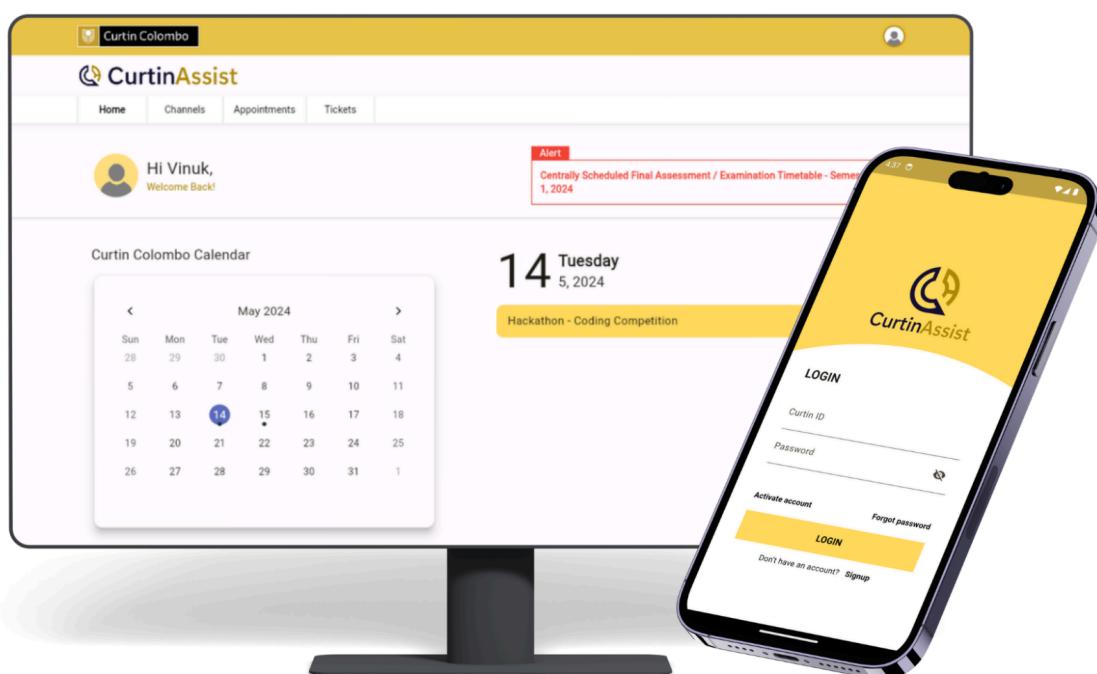
Curtin Assist can be accessed via any Personal Computer (PC) or mobile device with internet connectivity.

Installation instructions

For PC Users: Simply open your preferred web browser and navigate to the Curtin Assist website.

For Mobile Users: Visit the [App Store \(for iOS devices\)](#) or [Google Play Store \(for Android devices\)](#) and search for "Curtin Assist"

Download and install the app on your device.



Features of the software

Announcements

Our system empowers administrators to effortlessly share updates on both Academic and Non-academic matters. They have the ability to seamlessly add or remove events which will be showcased on an event calendar accessible to all students.

Channels

Engagement is fostered through dedicated channels tailored to individual needs, whether it's academic modules, sports, activities, or clubs and societies. This serves as a convenient alternative to utilising Whatsapp for official communications.

Appointments

Students can easily schedule appointments with their lecturers, offering flexibility in meeting times. Lecturers, in turn, have the autonomy to accept or decline these appointments and can conveniently set available time slots for specific days of the week.

Tickets

We provide a streamlined process for students to address any inquiries they may have, spanning academic, non-academic, payment, or system-related concerns. Administrators manage these tickets efficiently, providing prompt responses or escalating to relevant parties until resolution, at which point tickets can be closed. This serves as a convenient alternative to utilising e-mail for official communications.

Chat Bot

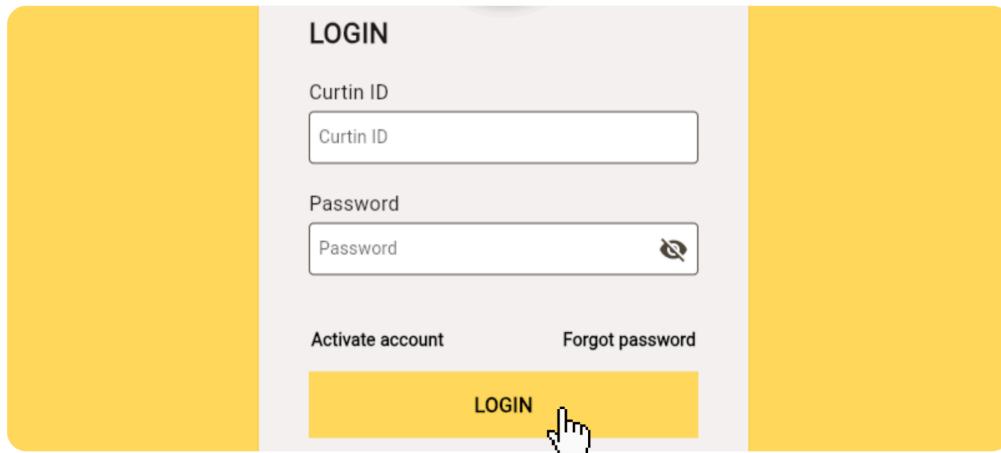
Our intelligent chat bot serves as a helpful resource for accessing fundamental information such as Module Details, Lecturer profiles, Sports updates, event details, and extracurricular activities. Additionally, it provides insights into non-academic initiatives like the Student Guild and Student Ambassadorship program.

User interface overview

For Browser Users:

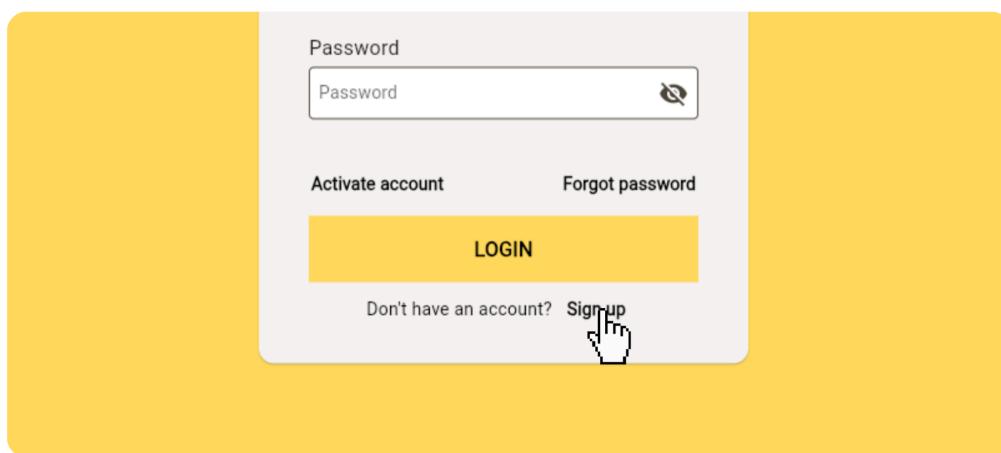
Login

If you are an existing user, trying to access Curtin Assist, you can
→ Log in by entering your *Curtin ID and Password*

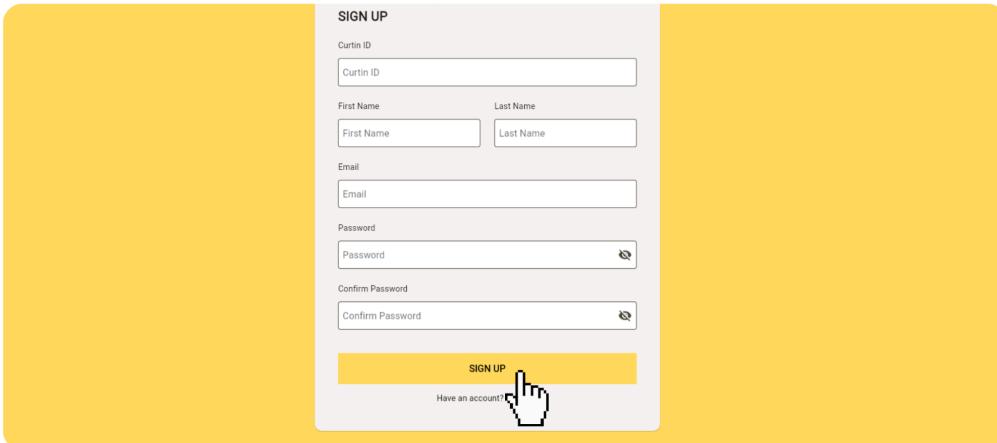


Sign Up

If you are a new user, trying to access Curtin Assist, you can
→ Sign up by clicking on the "Sign Up" text-link at the bottom of the white card



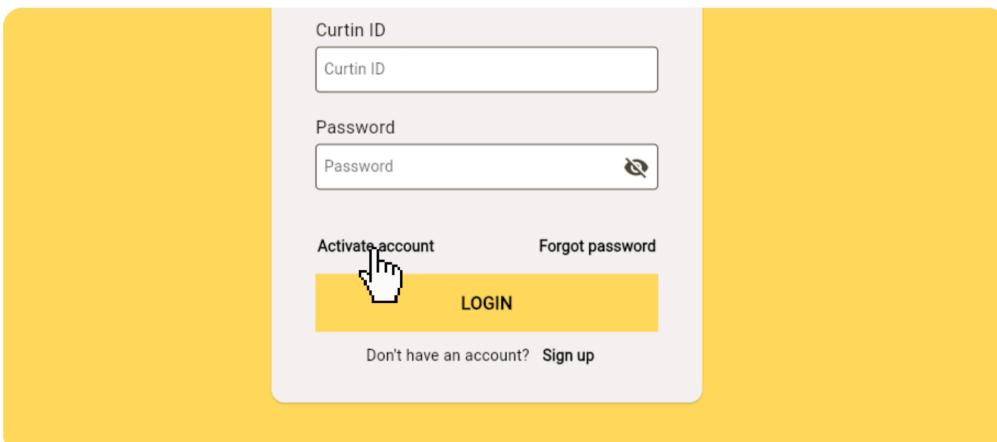
- Provide your **Curtin ID, First Name, Last Name, Email, Password, and re-enter your password to Confirm Password**
- Next, click on "Sign Up"



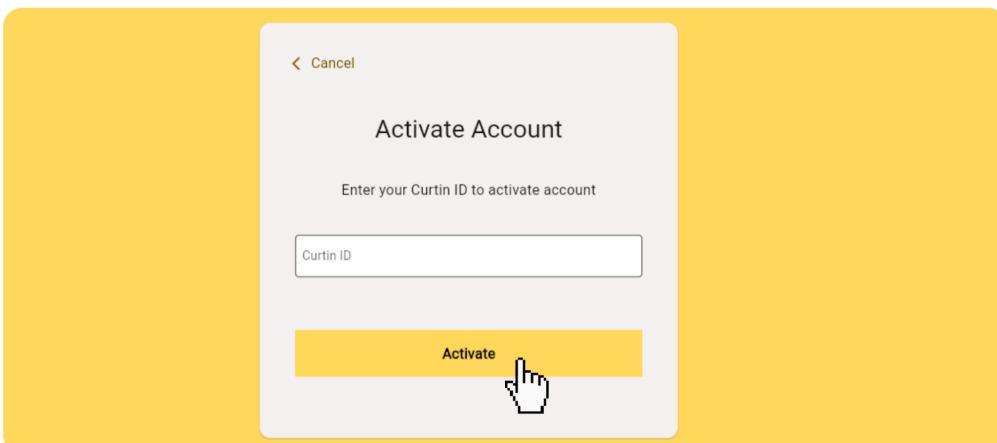
Account Activation

If you have already signed up, but need to activate your account, you can

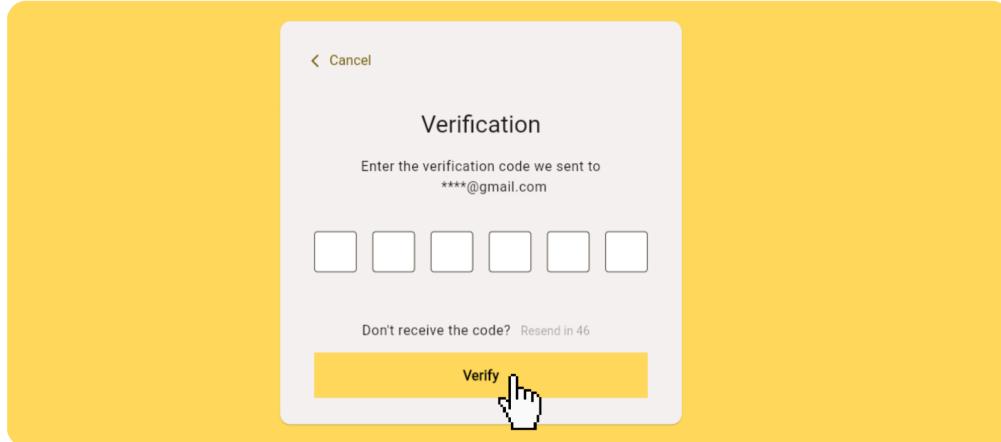
- simply click on "Activate Account"



- Enter your **Curtin ID** and click "Activate"



- An **OTP (One-Time Password)** will be sent to your email for verification.
- Enter the OTP in the field provided
- Next, click "Verify"



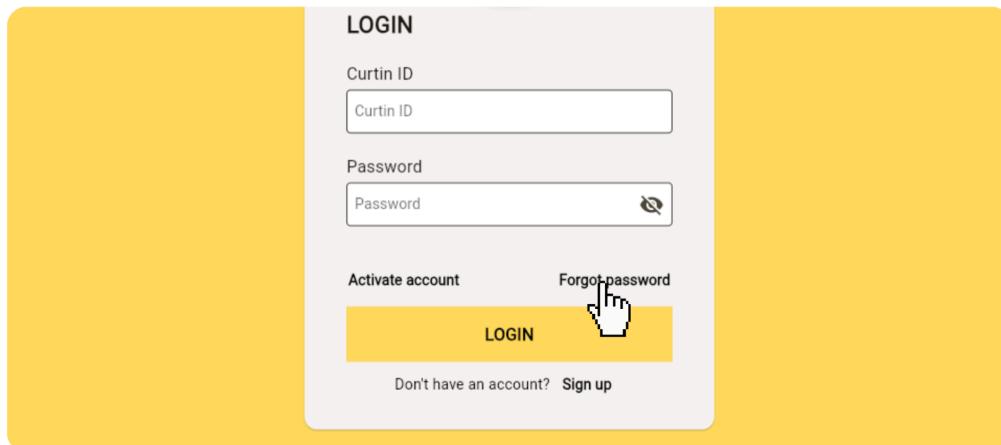
Once your account is **activated**, you can

- [log in](#) by entering your **Student ID and Password**

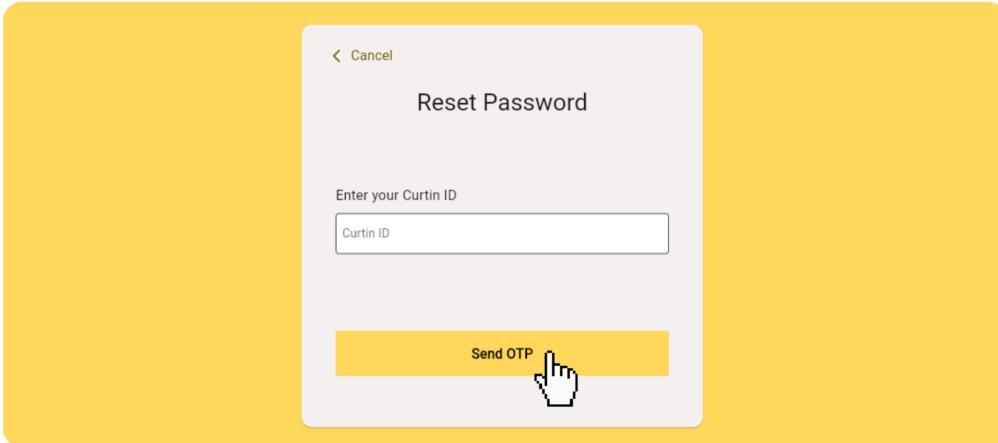
Forgotten Password

If you have forgotten your password,

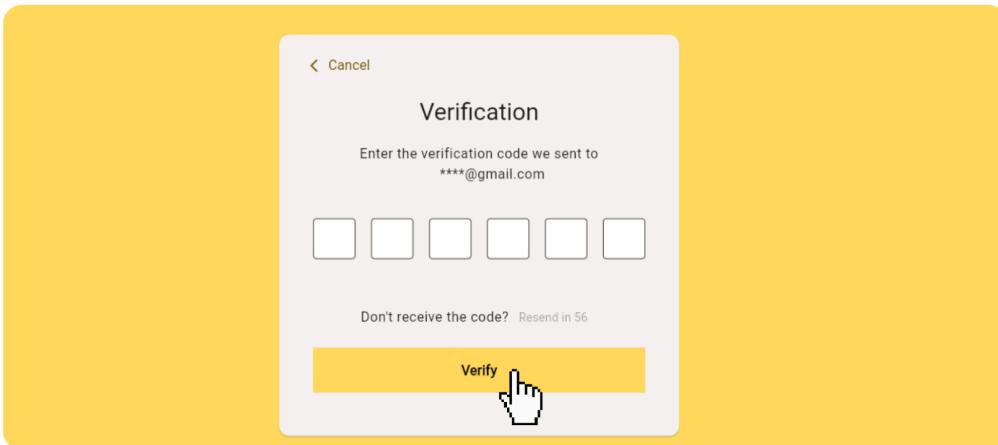
- click on "Forgot Password"



- Enter your *Curtin ID* and click "Send OTP"



- An *OTP (One-Time Password)* will be sent to your email for verification.
→ Enter the OTP in the field provided and click "Verify"



- Next, type in your *new password and confirm new password*
→ Click on "Reset Password"



Home Page

Once logged in, you'll be directed to the Home Page

- Here, you can see a greeting with your name and any important notices.
- The Event Calendar displays upcoming events and activities. Use the date picker on the left and view event details on the right. If there are no scheduled events, it will display "No events"

The screenshot shows the Curtin Assist interface. At the top, there's a yellow header bar with the logo and the text 'Curtin Colombo'. Below it is a navigation bar with tabs: Home, Channels, Appointments, and Tickets. On the left, a sidebar displays a welcome message 'Hi Vinuk, Welcome Back!' next to a user icon. In the center, there's a 'Curtin Colombo Calendar' for May 2024. A specific date, '13 Monday 5, 2024', is highlighted with a yellow box containing the text 'Hackathon - Coding Competition' and the time '9:30 AM'. To the right of the calendar, there's an 'Alert' box with the text 'Centrally Scheduled Final Assessment / Examination Timetable - Semester 1, 2024'. A hand cursor is shown pointing at this alert box.

- Announcements are categorised as "Important", "Alert" and "Unimportant"

The screenshot shows the 'Announcements' section of the Curtin Assist interface. It displays a grid of four cards, each featuring a colorful background image of shipping containers. The first card is labeled 'ALERT' and contains the text 'Centrally Scheduled Final Assessment / Examination Ti...'. The second card is labeled 'IMPORTANT' and contains the text 'Welcome to the Curtin Colombo Student Support App!'. The third and fourth cards both contain the text 'Welcome to the Curtin Colombo Student Support App!'. Above the grid, there's a header 'Announcements' and a page number '1 of 7' with navigation arrows. The 'IMPORTANT' card has a hand cursor pointing at its label.

- Find assistance and information about *campus activities, events, and navigation* using the "floating chatbot icon"  in the bottom right corner.

Profile Customization

If you would like to change any account details,

- Click on your **profile picture thumbnail** at the top right corner of the page

The screenshot shows the Curtin Assist dashboard. At the top right, there is a yellow profile picture thumbnail. A hand cursor is pointing directly at it. The dashboard includes a navigation bar with 'Home', 'Channels', 'Appointments', and 'Tickets' tabs. Below the navigation is a greeting 'Hi Vinuk, Welcome Back!' and an 'Alert' box stating 'Centrally Scheduled Final Assessment / Examination Timetable - Semester 1, 2024'. The main area features a 'Curtin Colombo Calendar' for May 2024, showing the date 13 Monday 5, 2024. A yellow event box for 'Hackathon - Coding Competition' is scheduled for 9:30 AM.

- Choose "My Account"

This screenshot is identical to the previous one, but the 'My Account' button in the top right corner of the dashboard has been highlighted with a yellow box and a hand cursor pointing at it. All other elements, including the calendar and alert message, remain the same.

- This allows you to update your **Profile Picture, First Name, Last Name, Email Address, and Password**

If you would like to log out,

- Click on your **profile picture thumbnail** at the top right corner of the page
- Choose "Log Out"

This screenshot is identical to the previous ones, but the 'Logout' button in the top right corner of the 'My Account' menu has been highlighted with a yellow box and a hand cursor pointing at it. The rest of the dashboard, including the calendar and alert message, remains visible.

Communication Channels

→ Navigate to the Channels page

The screenshot shows the CurtinColombo logo at the top left. Below it, the CurtinAssist logo is displayed with a yellow 'C' icon. A navigation bar with tabs for Home, Channels (which is highlighted with a yellow background), Appointments, and Tickets is visible. On the left, a user profile shows a yellow circular icon with a person silhouette and the text 'Hi Vinuk, Welcome Back!'. To the right, there is an 'Alert' box with a red border containing the text 'Centrally Scheduled Final Assessment / Examination Timetable - Semester 1, 2024'. At the bottom, a calendar for May 2024 is shown, with the date '13 Monday' highlighted in yellow. A specific event 'Hackathon - Coding Competition' is listed for that day at 9:30 AM.

→ Use the plus(+) icon to add a channel

This screenshot shows the 'Channels' page. The top navigation bar includes the CurtinColombo logo, CurtinAssist logo, and the 'Channels' tab which is currently active. Below the navigation, there is a search bar with a magnifying glass icon and a yellow '+' icon with a hand cursor pointing at it, indicating where to click to add a new channel. The main area is labeled 'Channels'.

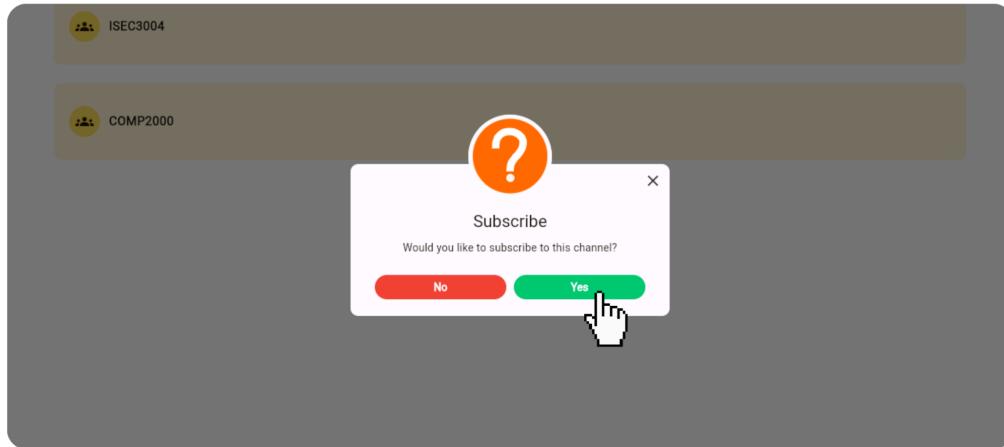
→ select a category from **Modules, Sports, Clubs and Societies, Events, Academic, or Staff**

This screenshot shows the 'Subscribe Channels' page. It features a grid of six categories: 'Modules' (with a book icon), 'Sports' (with a soccer ball icon), 'Clubs & Societies' (with a people icon), 'Events' (with a calendar icon), 'Academic' (with a graduation cap icon), and 'Staff' (with a person icon). A hand cursor is shown clicking on the 'Modules' icon.

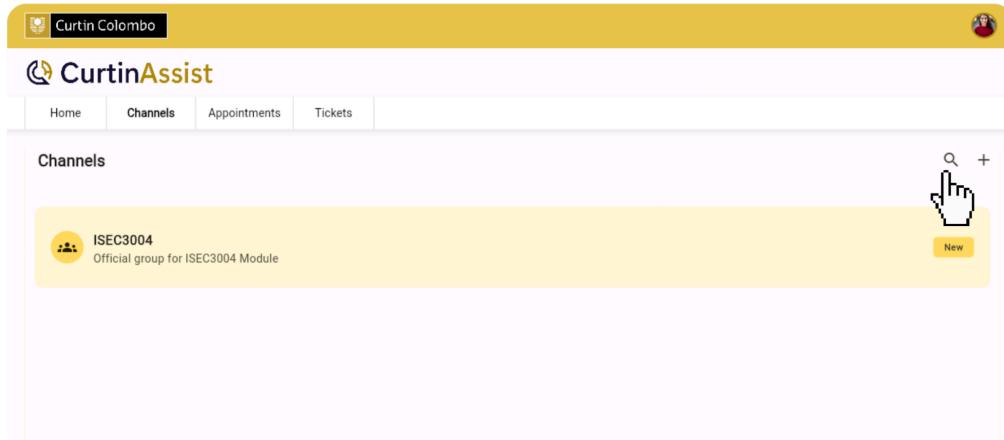
→ Choose your desired channel and click on it.

This screenshot shows the 'Channels' page again. A single channel card is displayed, featuring a yellow circular icon with a person silhouette and the text 'ISEC3004'. A hand cursor is shown clicking on this channel card.

→ Confirm your subscription when prompted.

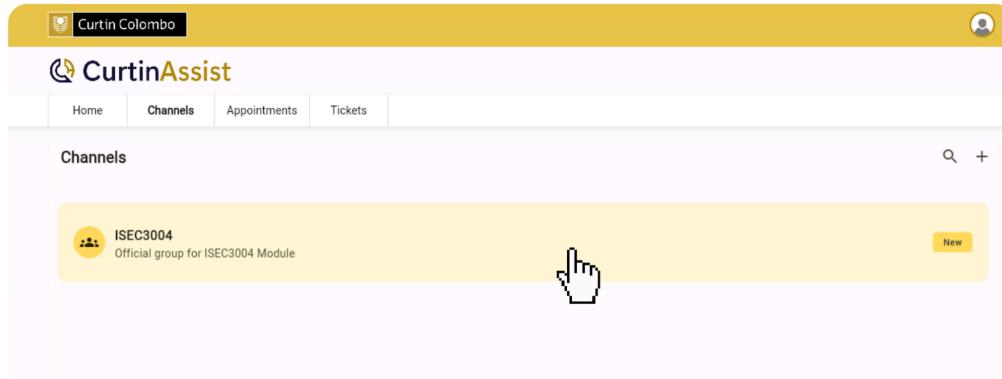


→ Click on the search icon to find specific modules, clubs, or activities.

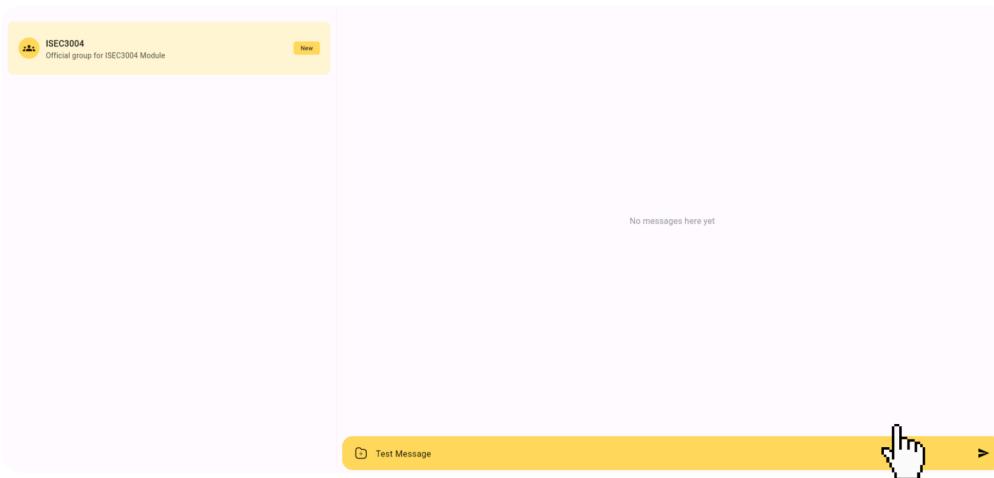


Navigating a Channel

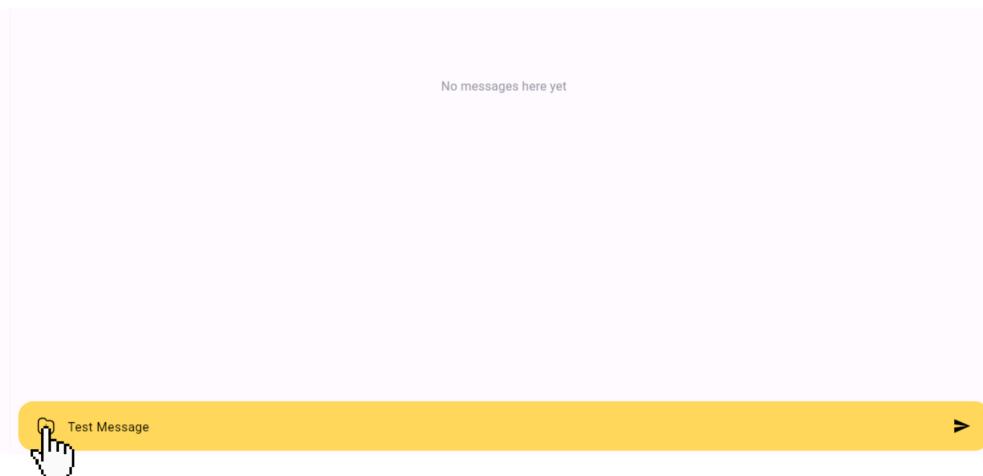
→ Click on a channel to open it



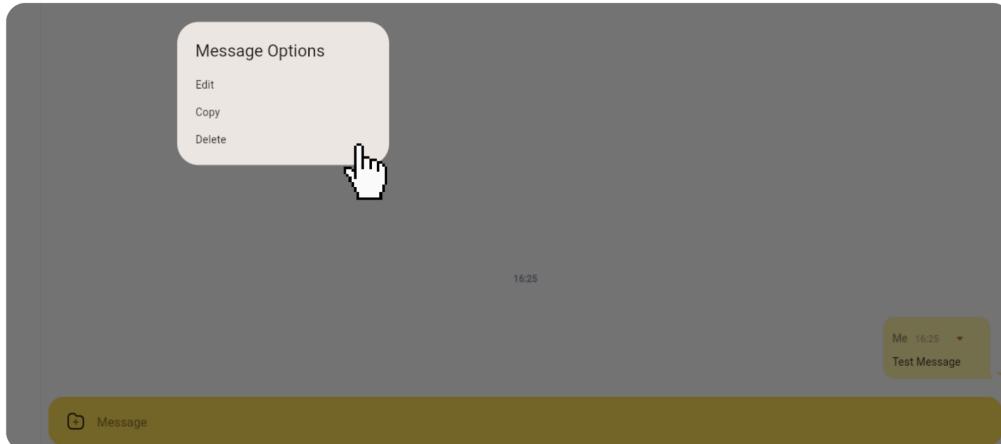
→ Type your message here and click the arrow to send



→ Click the folder icon to send any media



- To Edit, copy or Delete a message, Click on the arrow next to the message and a prompt will appear



- Click the information (i) icon to view group details



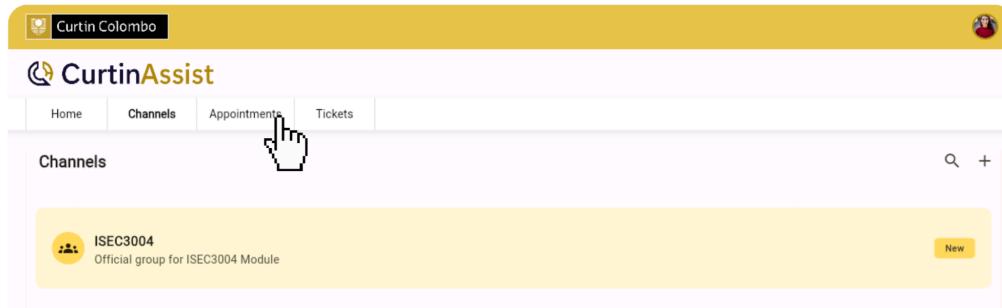
- To leave the channel, click on the "Leave Channel" Button



Appointments Page

If you would like to make an appointment with a lecturer, you should

- Go to the Appointments Page



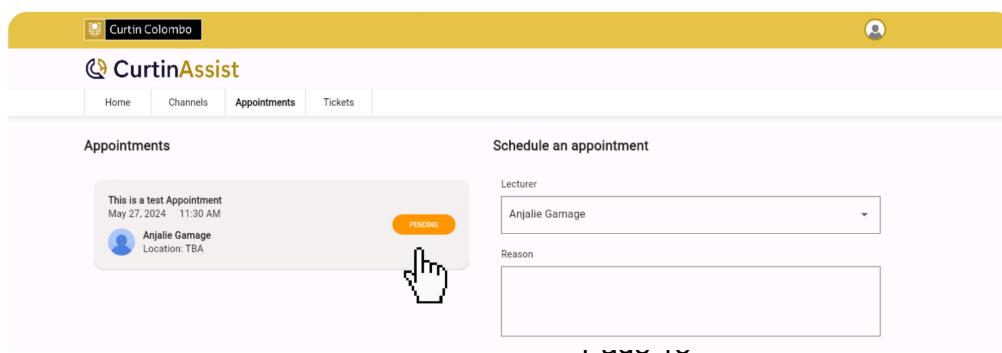
- Fill in the form on the right hand side:

- Select a lecturer from the dropdown list
- Enter the reason for the appointment
- Pick a suitable date from the calendar
- Pick a time slot from the options provided
- Click "Request" to submit the appointment

A screenshot of the 'Schedule an appointment' form. On the left, there's a sidebar with the heading 'Appointments' and a message 'No appointments found'. On the right, the main form has a title 'Schedule an appointment'. It contains three input fields: 'Lecturer' (a dropdown menu), 'Reason' (a text area), and 'Date' (a date picker with a placeholder 'Please select a date'). Below the date picker is a note: 'Choose a time slot (Represents a 30-minute slot.)'. At the bottom right of the form is a yellow 'Request' button with a white arrow icon, which has a hand cursor pointing at it.

To view the updates of an appointment you have placed,

- Go to the Appointments Page
→ You will find a card on the left hand side with all the appointment details



Tickets Page

If you would like to raise a ticket, you should

→ Go to the Tickets Page

The screenshot shows the Curtin Assist interface. At the top, there's a yellow header bar with the logo and navigation tabs: Home, Channels, Appointments, and Tickets. The Tickets tab is active. Below the header, there are two main sections: 'Appointments' on the left and 'Schedule an appointment' on the right. The 'Appointments' section displays a card for a test appointment on May 27, 2024, at 11:30 AM, with Anjali Gamage as the lecturer and 'TBA' as the location. A 'PENDING' button is visible. The 'Schedule an appointment' section contains fields for 'Lecturer' (dropdown menu with 'Anjali Gamage'), 'Reason' (text area), and 'Date' (date picker). A large hand cursor icon is positioned over the 'PENDING' button.

→ Fill in the form on the right hand side:

- Go to the Tickets page
- Select the category from the dropdown list.
- Enter a subject and summary for the ticket.
- Click "Submit" to submit the ticket.

The screenshot shows the 'Submit a ticket' form. On the left, there's a sidebar titled 'My Tickets' which says 'No tickets found'. On the right, the 'Submit a ticket' form has fields for 'Category' (dropdown menu with 'Academic'), 'Subject' (text area), and 'Summary' (large text area). A 'Submit' button is at the bottom. A large hand cursor icon is positioned over the 'Submit' button.

To view the updates of an tickets you have raised,

→ Go to the Tickets Page

→ You will find a card on the left hand side with all the appointment details

The screenshot shows the 'Submit a ticket' form again. On the left, there's a card for a test ticket from May 14, 2024, at 12:48 PM, with the subject 'About a late payment fee' and a 'PENDING' status. On the right, the 'Submit a ticket' form has fields for 'Category' (dropdown menu with 'Payments'), 'Subject' (text area), and 'Summary' (large text area). A 'Submit' button is at the bottom. A large hand cursor icon is positioned over the 'PENDING' button on the ticket card.

For Mobile Users:

Login

If you are an existing user, trying to access Curtin Assist, you can

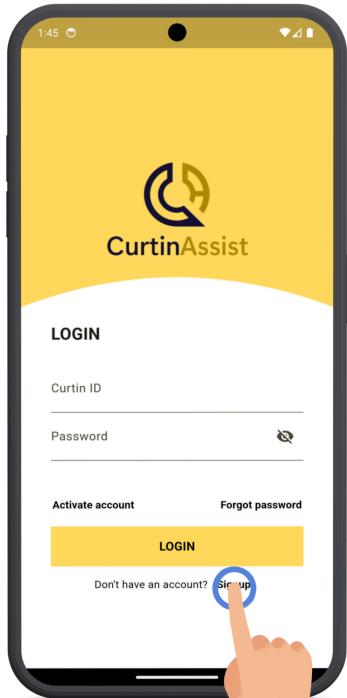
- Log in by entering your *Curtin ID and Password*



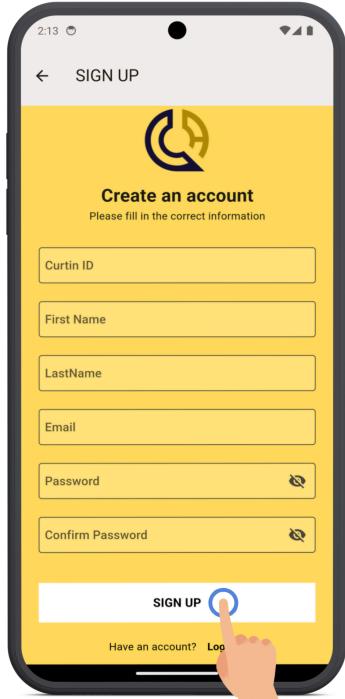
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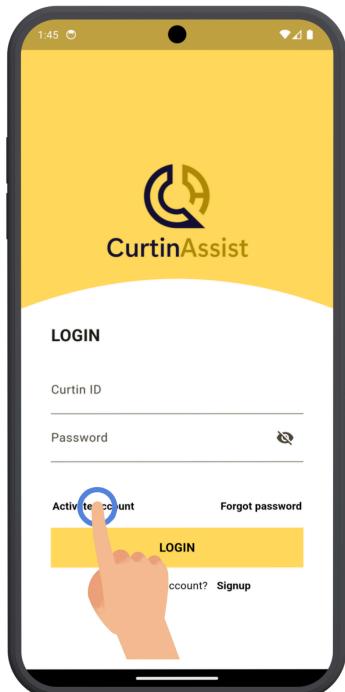
- Provide your **Curtin ID, First Name, Last Name, Email, Password, and re-enter your password to Confirm Password**
- Next, click on "Sign Up"



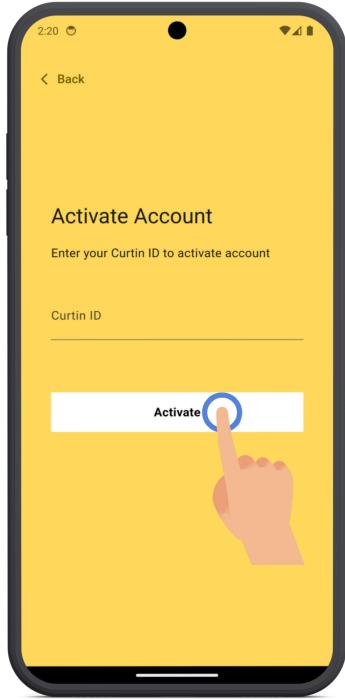
Account Activation

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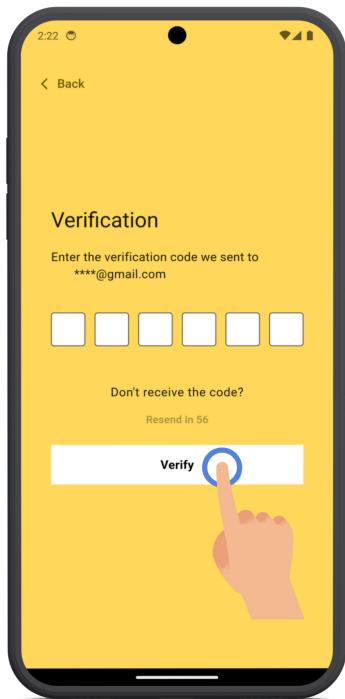
- simply click on "Activate Account"



→ Enter your *Curtin ID* and click "Activate"



- An *OTP (One-Time Password)* will be sent to your email for verification.
- Enter the OTP in the field provided
- Next, click "Verify"



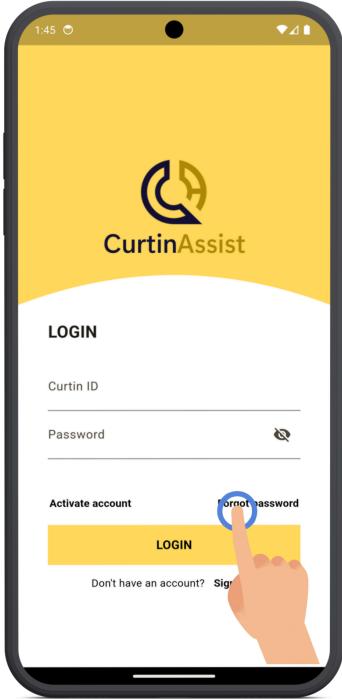
Once your account is **activated**, you can

→ [log in](#) by entering your *Student ID and Password*

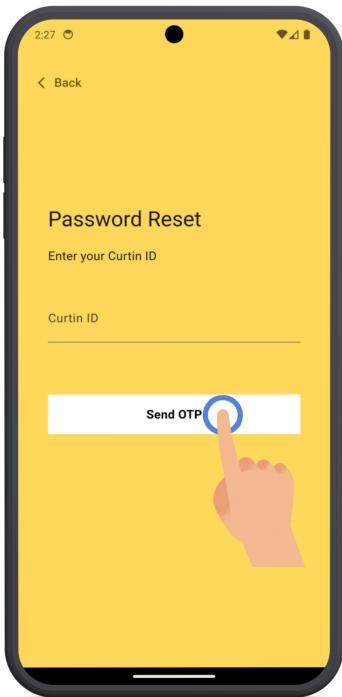
Forgotten Password

If you have forgotten your password,

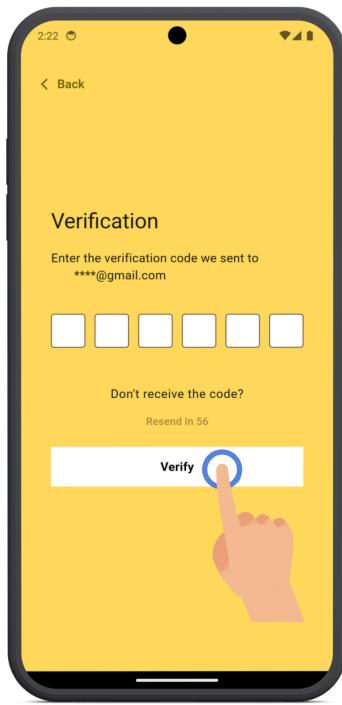
- click on "Forgot Password"



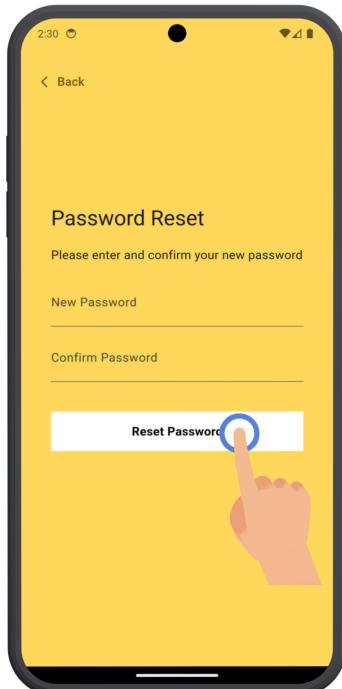
- Enter your *Curtin ID* and click "Send OTP"



- An **OTP (One-Time Password)** will be sent to your email for verification.
- Enter the OTP in the field provided



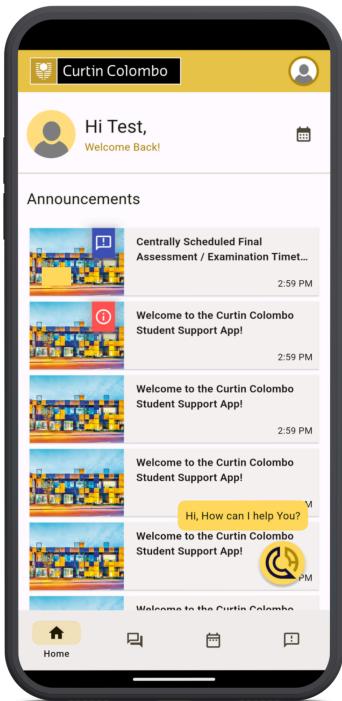
- Next, type in your **new password and Confirm Password**
- Click on "Reset Password"



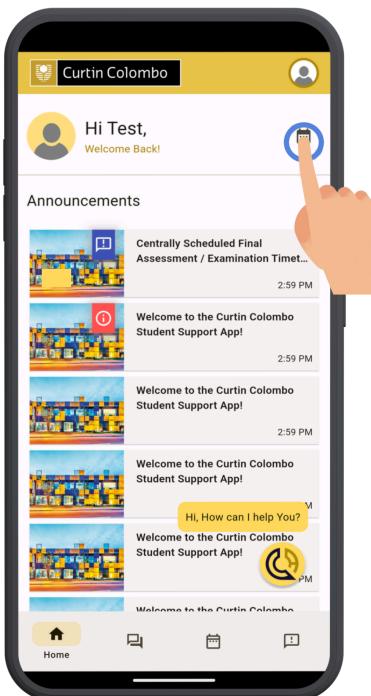
Home Page

Once logged in, you'll be directed to the Home Page

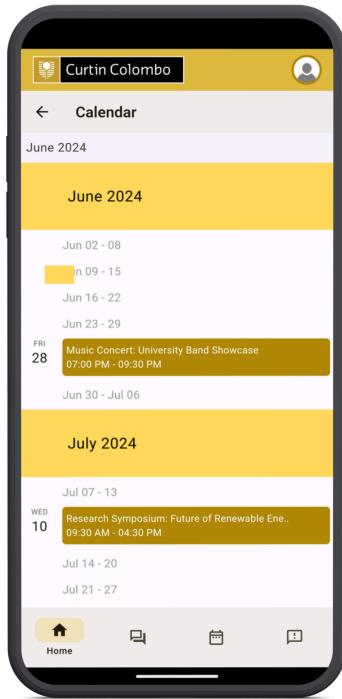
- Here, you can see a greeting with your name and Announcements.



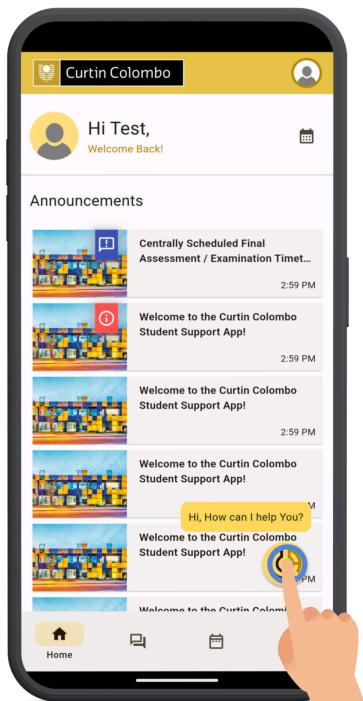
- On the top right, you can click the calendar icon to open the event calendar.



- The events calendar displays all events that are associated with the university



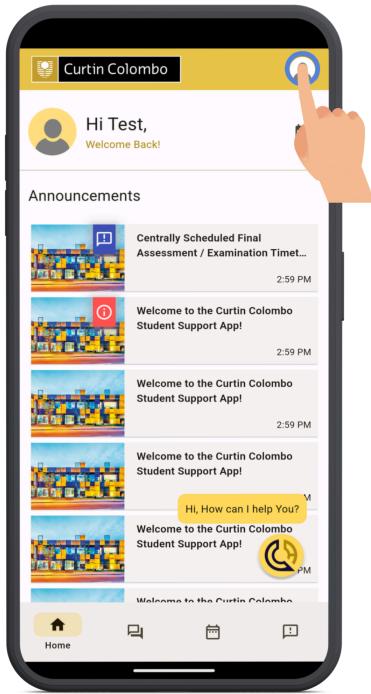
- Find assistance and information about *campus activities, events, and navigation* using the “floating chatbot icon”  in the bottom right corner.



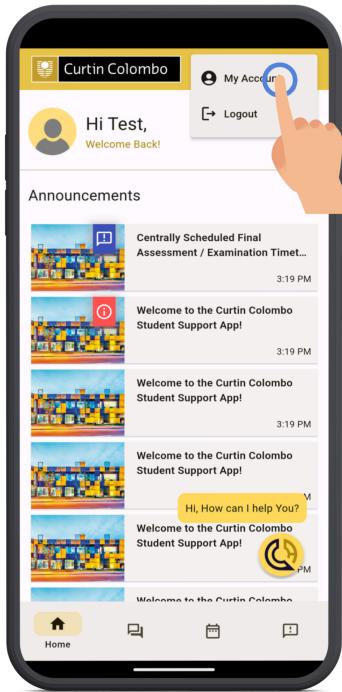
Profile Customization

If you would like to change any account details,

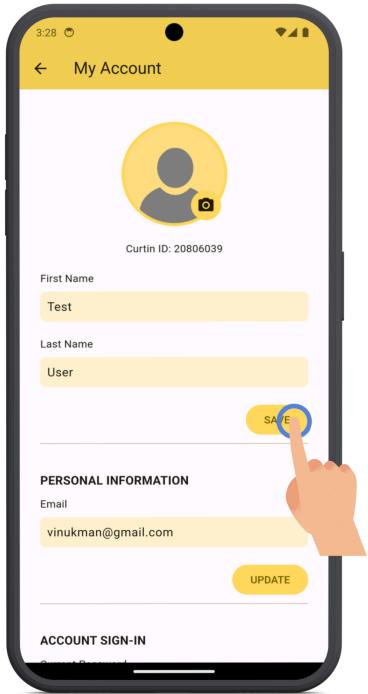
- Click on your *profile picture thumbnail* at the top right corner of the page



- Choose "My Account"

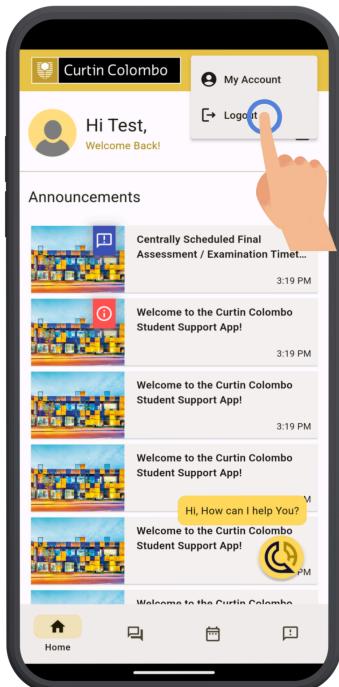


- This allows you to update your *Profile Picture, First Name, Last Name, Email Address, and Password*



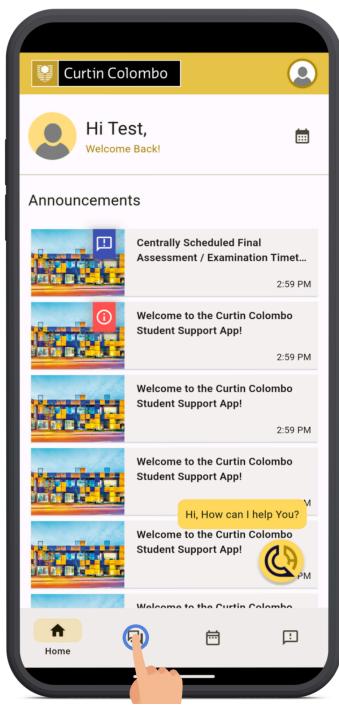
If you would like to log out,

- Click on your *profile picture thumbnail* at the top right corner of the page
- Choose "Log Out"

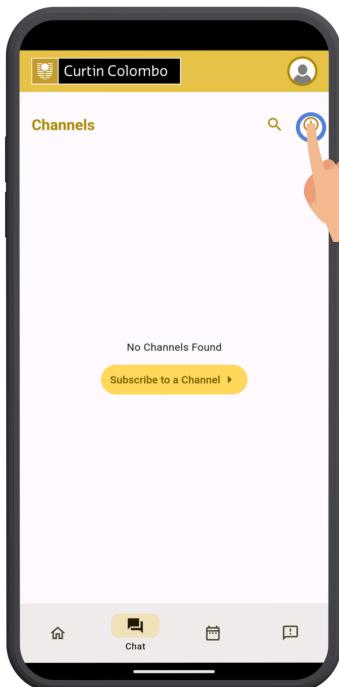


Communication Channels

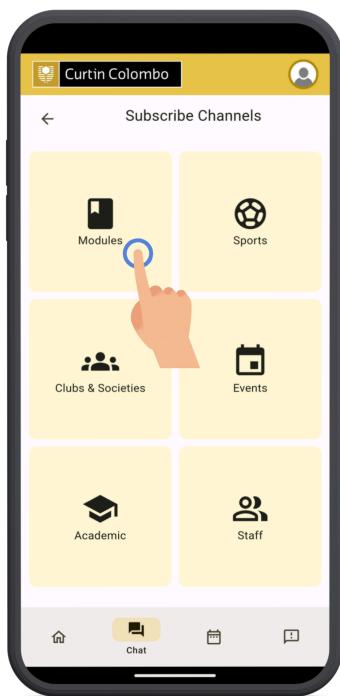
→ Navigate to the Channels page



→ Use the plus(+) icon to join a channel.



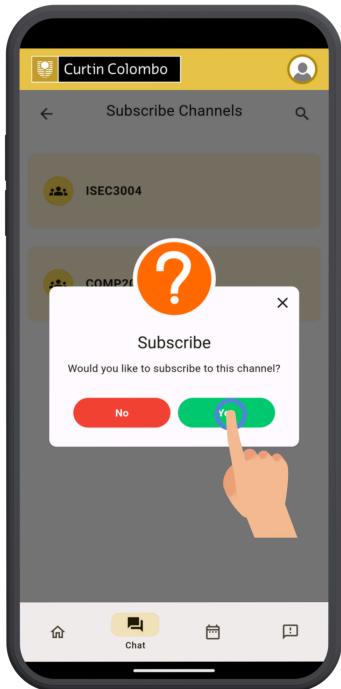
- Pick a category from **Modules, Sports, Clubs and Societies, Events, Academic, or Staff**



- Choose your desired channel and click on it.



→ Confirm your subscription when prompted.



→ Click on the search icon to find specific modules, clubs, or activities.

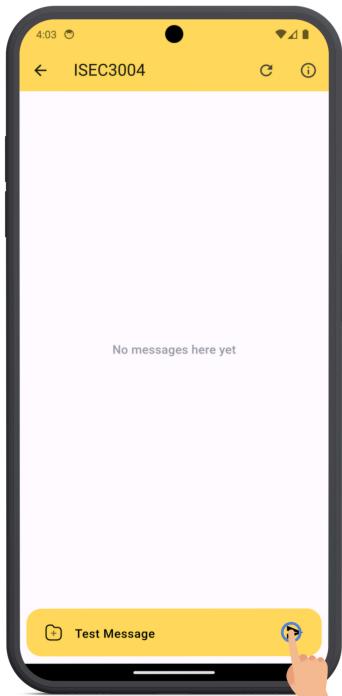


Navigating a Channel

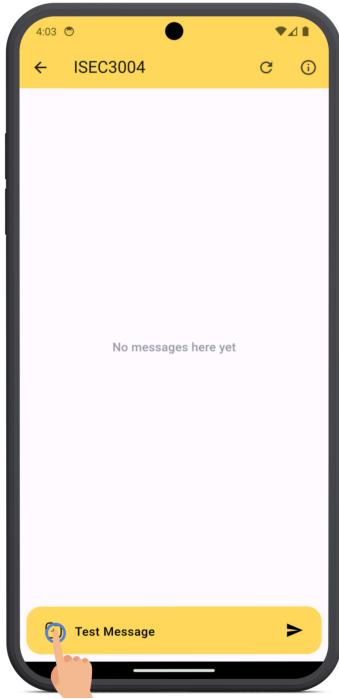
→ Click on a channel to open it



→ Type your message here and click the arrow to send



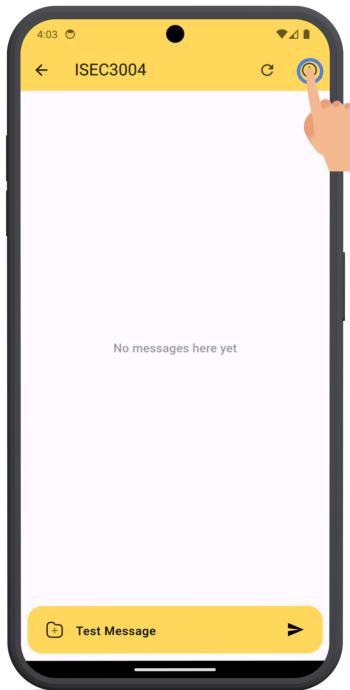
→ Click the folder icon to send any media



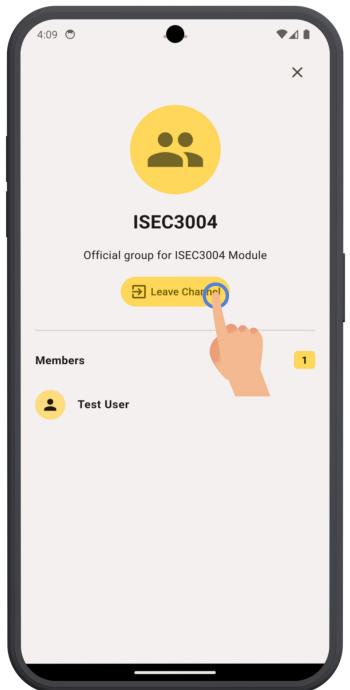
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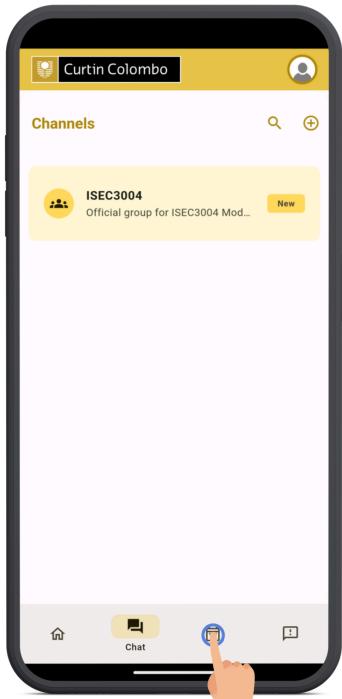
→ To leave the channel, click on the “Leave Channel” Button



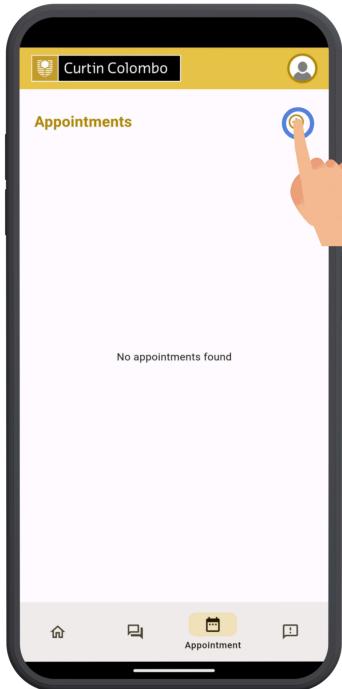
Appointments Page

If you would like to make an appointment with a lecturer, you should

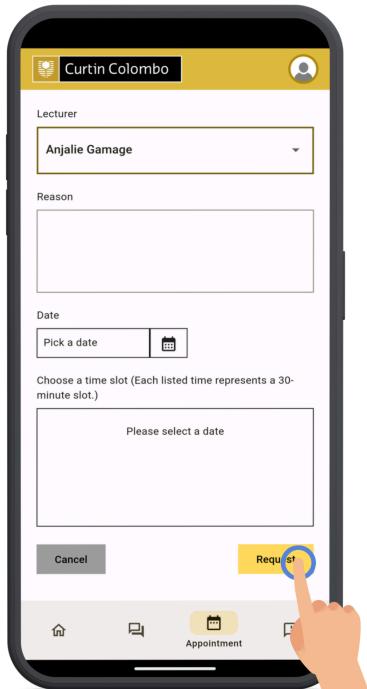
- Go to the Appointments Page



- Click on the plus (+) icon to make an appointment

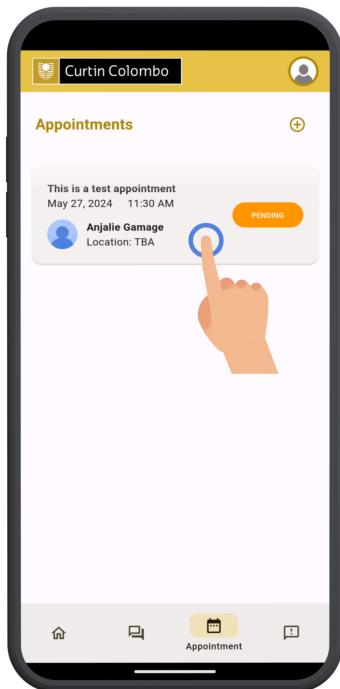


- Select a lecturer from the dropdown list
- Enter the reason for the appointment
- Pick a suitable date from the calendar
- Pick a time slot from the options provided
- Click “Request” to submit the appointment



To view the updates of an appointment you have placed,

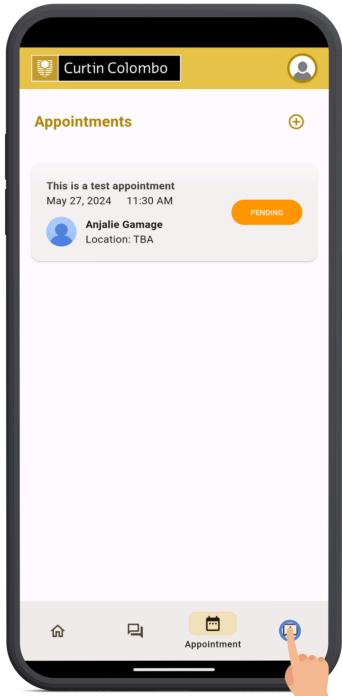
- Go to the Appointments Page
- You will find a card with all the appointment details



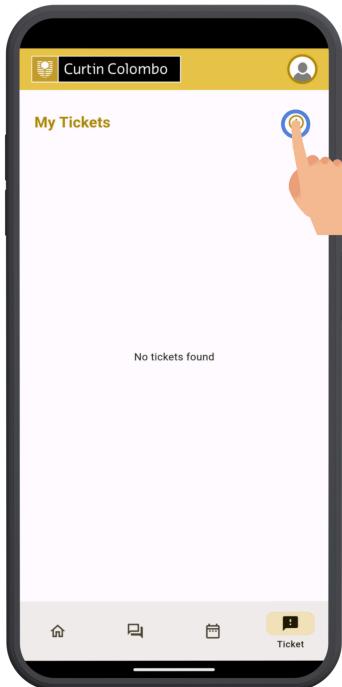
Tickets Page

If you would like to raise a ticket, you should

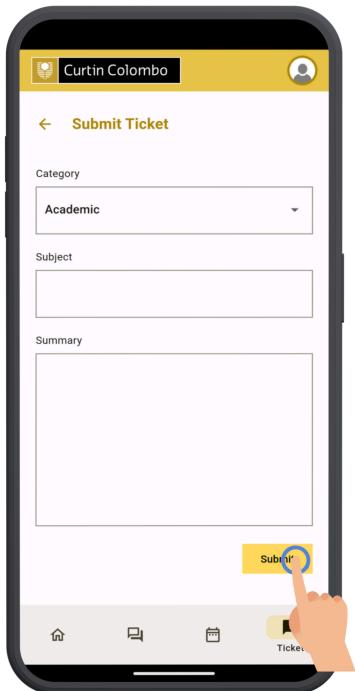
- Go to the Tickets page



- Click on the plus (+) icon to make an appointment

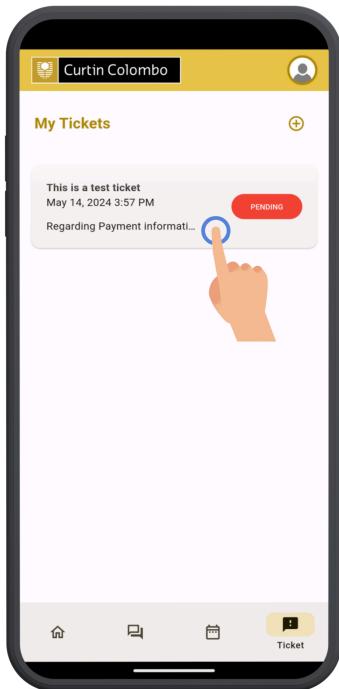


- Select the category from the dropdown list.
- Enter a subject and summary for the ticket.
- Click "Submit" to submit the ticket.



To view the updates of a ticket you have raised,

- Go to the Tickets Page
- You will find a card with all the ticket details



Frequently asked questions

1. How do I access Curtin Assist?

You can access the Student Support System via your PC's browser or by downloading the "Curtin Assist" app from the App Store or Google Play Store.

2. What features does the Student Support System offer for course materials and resources?

Our chatbot provides information on modules, course materials, exams, and grade requirements, but does not offer teaching assistance.

3. Can I track my progress and grades through Curtin Assist?

The system does not currently support grade tracking; its focus is on communication.

4. Is there technical support available if I encounter issues with the Student Support System?

Contact our technical support team at support@curtinassist.lk for assistance.

5. How do I communicate with instructors or fellow students through the Student Support System?

Utilise channels for module updates, appointments to schedule appointments with lecturers, and tickets to raise tickets for specific queries.

6. Can I customise my learning experience within the Student Support System?

Customization options are not available at this time.

7. How secure is Curtin Assist in terms of protecting my personal information and academic data?

Your data is securely encrypted and hosted in-house to global standards.

Troubleshooting

1. **Login Issues:** Check your credentials and internet connection. Reset your password if necessary.
2. **App Crashes:** Close and reopen the app. If it continues, reinstall it.
3. **Technical Errors:** Clear browser cache or update the app. Contact support if needed.
4. **Chatbot Assistance:** Try rephrasing queries. Contact support for further help.
5. **Mobile App Compatibility:** Ensure your device meets requirements. Contact support for assistance.
6. **Page Loading Delays:** Check internet speed. Contact support if delays persist.
7. **Feature Accessibility:** Check permissions. Contact support if you still can't access features.
8. **Data Syncing:** Ensure you're logged into the same account. Contact support if syncing issues continue.

Glossary

In the glossary section, we have included explanations for any technical terms, abbreviations, or specialised terminology used throughout the user manual.

1. **Curtin Assist:** The name of the Student Support System or Learning Management System (LMS) being referenced in this manual.
2. **OTP (One-Time Password):** A temporary password sent to the user's email for verification purposes.
3. **Event Calendar:** A feature displaying upcoming events and activities within the system.
4. **Announcements:** Notifications categorised as "Important", "Alert", or "Unimportant" to convey important information to users.
5. **Profile Customization:** The ability for users to modify their account details, including profile picture, name, email, and password.
6. **Channels:** Communication channels within the system where users can subscribe to specific modules, clubs, or activities.
7. **Appointments Page:** A section allowing users to schedule appointments with lecturers or staff members.
8. **Tickets Page:** A feature enabling users to raise tickets for specific queries or issues.
9. **Technical Support Team:** Dedicated support personnel available to assist users with technical issues or inquiries.
10. **Permissions:** User privileges determining access to specific features or functionalities within the system.
11. **Data Syncing:** Synchronisation of data across multiple devices or platforms within the system.

Support contact details

If further assistance is required, please contact us via email on
support@curtinassist.com

Address: No. 80, Nawam Mawatha, Colombo 02