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**6. System Usage and Access**

* **6.1 User Account Management**
  + **Q1:** How can faculty reset their system passwords?  
    **A:** Passwords can be reset through the "Forgot Password" option or by contacting IT support.
  + **Q2:** What should faculty do if their account is locked?  
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    **A:** Yes, accounts are monitored to ensure security and compliance.
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  + **Q1:** What reports can faculty generate from the system?  
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    **A:** Yes, dashboards provide insights into student progress and teaching effectiveness.
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    **A:** Yes, authorized faculty can download data in approved formats.

**About the System**

**1. System Overview**

* **1.1 Purpose and Functionality**
  + **Q1:** What is the primary purpose of the system?  
    **A:** The system is designed to streamline faculty management processes, including approvals, evaluations, and workload distribution.
  + **Q2:** What functionalities does the system offer?  
    **A:** The system offers features like attendance tracking, course scheduling, research management, and performance evaluations.
  + **Q3:** Who can access the system?  
    **A:** Faculty, administrators, and authorized personnel can access the system based on assigned roles.
* **1.2 System Access**
  + **Q1:** How can faculty log into the system?  
    **A:** Faculty can log in using their credentials provided during onboarding.
  + **Q2:** Can the system be accessed off-campus?  
    **A:** Yes, the system can be accessed remotely via a secure internet connection.
  + **Q3:** Are there restrictions on access times?  
    **A:** No, the system is available 24/7, but specific features may have time restrictions based on administrative policies.

**2. Features and Capabilities**

* **2.1 Academic Management**
  + **Q1:** Can faculty manage their course schedules on the system?  
    **A:** Yes, faculty can view and adjust their schedules within the system.
  + **Q2:** Does the system allow uploading of study materials?  
    **A:** Yes, faculty can upload lecture notes, assignments, and other resources for students.
  + **Q3:** Can faculty track student attendance using the system?  
    **A:** Yes, attendance can be marked and tracked directly through the system.
* **2.2 Research Management**
  + **Q1:** Can the system be used to manage research projects?  
    **A:** Yes, the system includes features to track project progress, funding, and collaborations.
  + **Q2:** Does the system allow uploading research publications?  
    **A:** Yes, faculty can upload and maintain a repository of their publications.
  + **Q3:** Can patents and intellectual property be tracked in the system?  
    **A:** Yes, the system provides tools to manage and monitor intellectual property submissions.

**3. Security and Data Privacy**

* **3.1 Data Protection**
  + **Q1:** How secure is the system?  
    **A:** The system employs encryption, secure authentication protocols, and regular audits to ensure data protection.
  + **Q2:** What happens if unauthorized access is detected?  
    **A:** The system triggers alerts and restricts access until the issue is resolved by IT.
  + **Q3:** Are backups of data maintained?  
    **A:** Yes, regular backups are maintained to prevent data loss.
* **3.2 User Privacy**
  + **Q1:** How is user data protected?  
    **A:** User data is encrypted and stored securely with access restricted to authorized personnel only.
  + **Q2:** Can faculty view who has accessed their data?  
    **A:** Yes, audit logs are available to track data access.
  + **Q3:** Does the system comply with data protection regulations?  
    **A:** Yes, the system adheres to relevant laws like GDPR, HIPAA, or local data privacy acts.

**4. Troubleshooting and Support**

* **4.1 Common Issues**
  + **Q1:** What should I do if the system doesn’t load?  
    **A:** Check your internet connection and browser compatibility, or contact IT support.
  + **Q2:** What should I do if I forget my password?  
    **A:** Use the "Forgot Password" option on the login page or contact IT support.
  + **Q3:** How do I report a system bug?  
    **A:** Bugs can be reported through the support ticket system or directly to the IT department.
* **4.2 Support Services**
  + **Q1:** Who should I contact for system-related issues?  
    **A:** The IT support team is the first point of contact for system-related issues.
  + **Q2:** Is there a user manual for the system?  
    **A:** Yes, a comprehensive user manual is available on the system portal.
  + **Q3:** Are training sessions available for system usage?  
    **A:** Yes, regular training sessions are organized to help users understand system features.

**5. Updates and Enhancements**

* **5.1 System Upgrades**
  + **Q1:** How often is the system updated?  
    **A:** Updates are rolled out periodically to include new features and security enhancements.
  + **Q2:** Will I be notified of upcoming system maintenance?  
    **A:** Yes, notifications about maintenance or downtime are sent via email and system alerts.
  + **Q3:** Can faculty suggest new features for the system?  
    **A:** Yes, suggestions can be submitted through the feedback portal.
* **5.2 New Features**
  + **Q1:** How are new features communicated to users?  
    **A:** New features are announced through email, system notifications, or training sessions.
  + **Q2:** Is there a beta testing program for new features?  
    **A:** Yes, selected users can participate in beta testing for upcoming features.
  + **Q3:** Can I opt out of new features if I prefer the old system?  
    **A:** No, all users are automatically migrated to the upgraded system for consistency.

**6. Customization and Accessibility**

* **6.1 User Preferences**
  + **Q1:** Can faculty customize the system interface?  
    **A:** Yes, the system allows customization of themes, dashboards, and notifications.
  + **Q2:** How can I enable or disable system notifications?  
    **A:** Notifications can be managed in the system settings under the "Preferences" tab.
  + **Q3:** Can I set up quick access shortcuts for frequently used features?  
    **A:** Yes, the system provides an option to create shortcuts for quick navigation.
* **6.2 Accessibility**
  + **Q1:** Is the system accessible for users with disabilities?  
    **A:** Yes, the system adheres to accessibility standards like WCAG and provides features like screen readers.
  + **Q2:** Can the system be used in multiple languages?  
    **A:** Yes, the system supports multiple languages, which can be selected from the settings menu.
  + **Q3:** Is there a mobile app for the system?  
    **A:** Yes, the system has a mobile app for both Android and iOS devices.

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