

Dow University of Health Sciences



User Manual

Student Facilitation System (SFS v1.0)

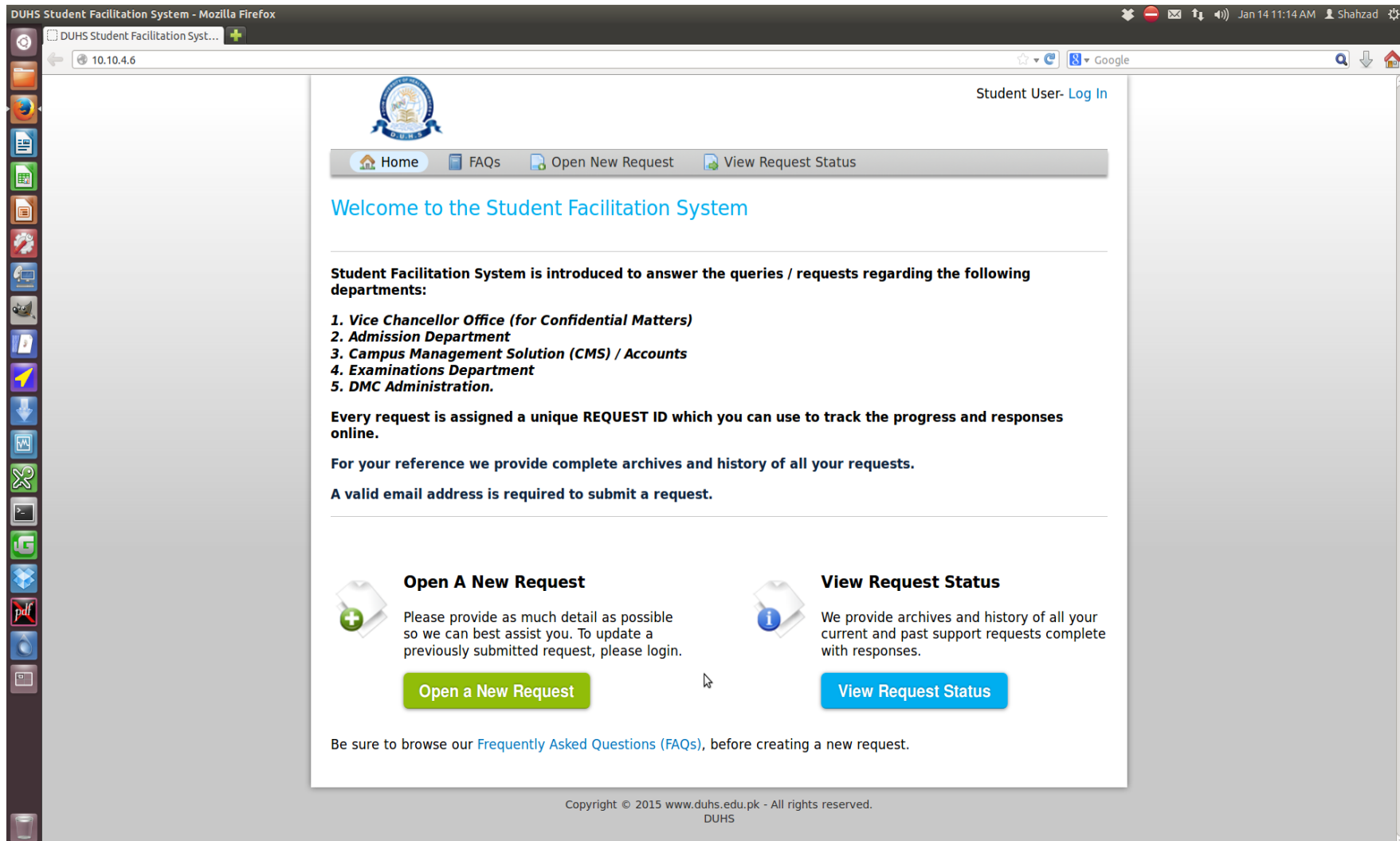
Under the Supervision of

Prof. Fauzia Imtiaz

Head Department of Biochemistry
DUHS

Step1. How to create your Query / Request?

- Open browser (IE, FF, GC)
- Type 10.10.4.6 in the address bar and press enter key to load web page.
- Following web page will appear and click on OPEN NEW REQUEST button.



Step 2. Open New Request

- Click on Open New Request button, following web page will appear
- Select Request Department from drop down and fill-in the web form with your valid email address. (Don't enter incorrect information)
- After completion of the web form click on **CREATE REQUEST** button to send request to the concerned department. (Goto next page)

The screenshot shows a web browser window with the address bar displaying '10.10.4.6/open.php'. The page title is 'DUHS Student Facilitation System - Mozilla Firefox'. The browser's address bar shows '10.10.4.6/open.php'. The page content includes a navigation bar with links: Home, FAQs, Open New Request, and View Request Status. The main heading is 'Open a New Request'. Below this, there is a section for 'Request Department' with a dropdown menu set to 'General Administration Issues'. The 'Your Information' section contains fields for 'Email Address' (shahzadsep27@gmail.com), 'Full Name' (Shahzad Ahmed), and 'Phone Number' (99215754). The 'Request Details' section has a 'Subject' field (Online Lecture) and a 'Compose' area with a text editor. The 'Attachments' section shows 'No file selected'. The 'Student Details' section includes fields for 'Roll No.' (452), 'Class' (First Year), 'Institute' (DMC), 'Mobile' (03009377492), and a CAPTCHA field. At the bottom, there are buttons for 'Create Request', 'Reset', and 'Cancel'. The footer of the page reads 'Copyright © 2015 www.duhs.edu.pk - All rights reserved. DUHS'.

DUHS Student Facilitation System - Mozilla Firefox

10.10.4.6/open.php

Student User- Log In

Home FAQs Open New Request View Request Status

Open a New Request

Please fill in the form below to open a new request.

Request Department: General Administration Issues

Your Information

Email Address: shahzadsep27@gmail.com

Full Name: Shahzad Ahmed

Phone Number: 99215754

Request Details

Subject: Online Lecture

Compose: Draft Saved

Dear sir

Online lectures are uploaded.

Attachments: No file selected.

Student Details

Roll No: 452

Class: First Year

Institute: DMC

Mobile: 03009377492

CAPTCHA Text: EC07E

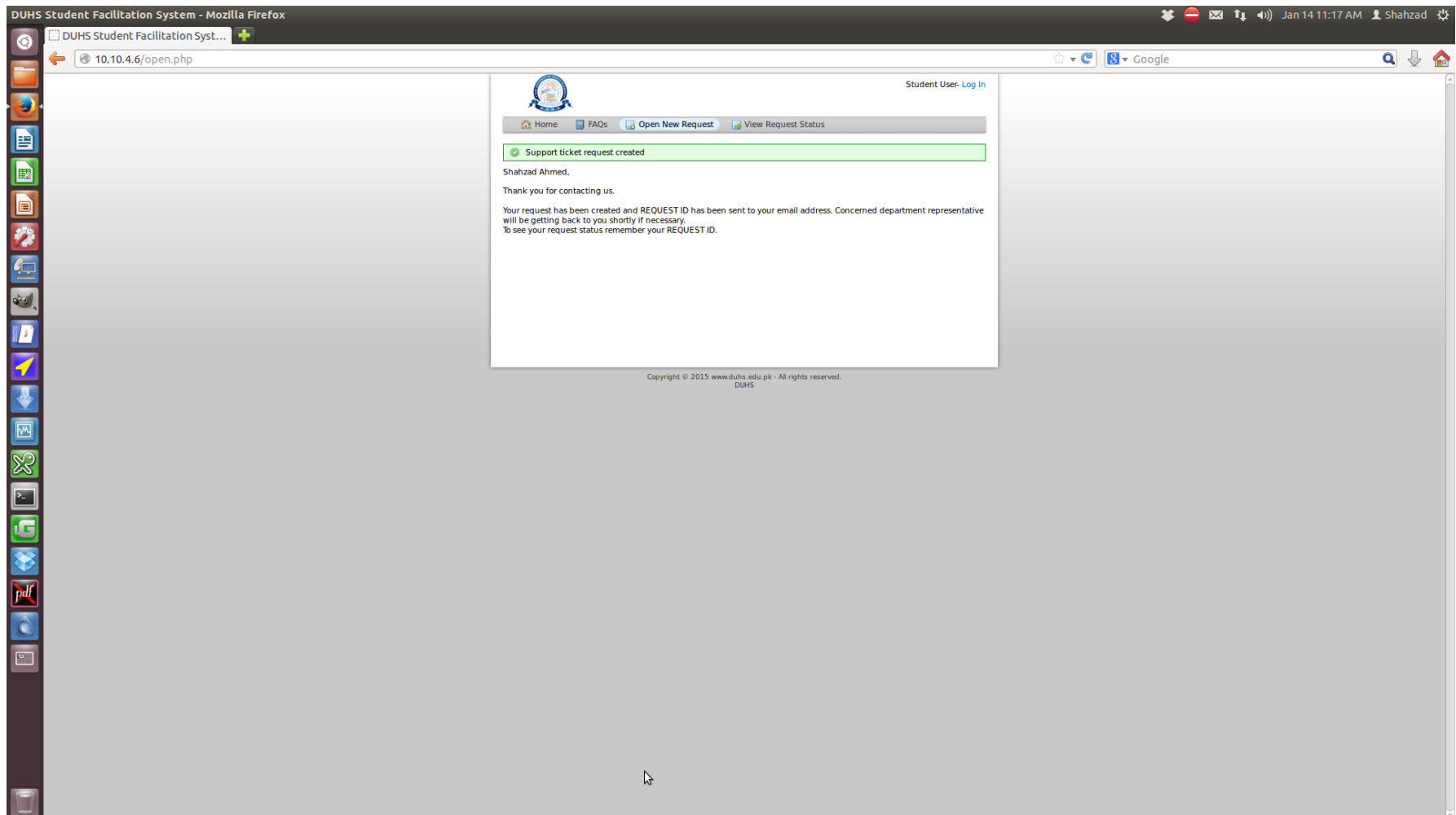
Create Request Reset Cancel

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Step 3. Successfully Created Request Response

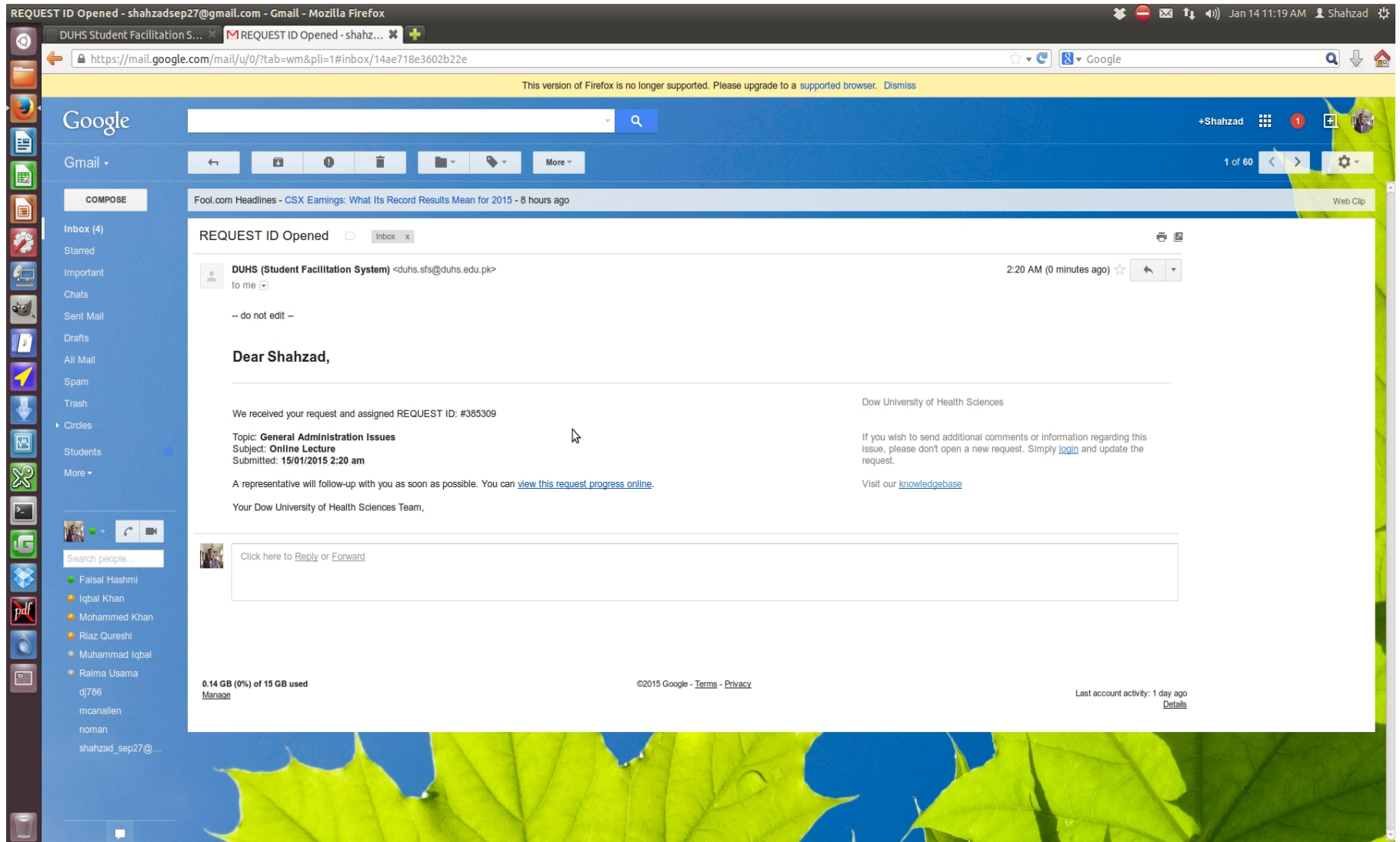
Following web page will appear after successful creation of your request.

- A random number **REQUEST ID** (e.g. 385309) will be sent to your email address. Open your email account and check received email in your JUNK / SPAM (Its Safe Message) folder and change its Spam or Junk status to move this email into your In-box. (Goto next page)



Step 4. Open Email Account

Open your email account and read message and remember **REQUEST ID** (e.g. 385309) to view your Request Status and future correspondence regarding this request /query.



Step 5. View Request Status

- Click on **View Request Status** button to view your request status or archive / history answered by the concerned department.
- Following web page will appear, type your registered Email address and Request ID and press view status button. (Goto next page)

DUHS Student Affairs - Mozilla Firefox

DUHS Student Affairs

10.10.4.6/view.php

Student User- [Log In](#)

[Home](#) [FAQs](#) [Open New Request](#) [View Request Status](#)

Check Request Status

To view the status of a request, provide us with the login details below.

E-Mail Address:

Request ID:

[View Status](#)

If this is your first time contacting us or you've lost the Request ID, please [open a new request](#).

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Step 6. View / Reply Request

Following web page shows complete archive or history of your created request. If you are satisfied with the answer let the concerned department to close this request otherwise post a reply in the blank box and logout from your account. (Don't forget to logout)

The screenshot displays the DUHS Student Facilitation System interface in a Mozilla Firefox browser. The page title is "DUHS Student Facilitation System - My Requests (1) - Log Out". The user is logged in as "Shahzad Ahmed". The interface includes a navigation bar with links for Home, FAQs, Open New Request, and My Requests (1). The main content area shows the details of a request with ID 385309, which is currently "Open". The request was created on 15/01/2015 at 2:20 am. The user's details are listed: Name: Shahzad Ahmed, Email: shahzadsep27@gmail.com, Phone: 99215754, Roll No: 452, Class: First Year, Institute: DMC, and Mobile: 3009377492. The subject of the request is "Online Lecture". Below the request details, there is a "Request History" section showing the request was made on 15/01/2015 at 2:20 am. The message content is "Dear sir" and "Online lectures are uploaded." At the bottom, there is a "Post a Reply" section with a text area for the reply, a "Draft Saved" status, and buttons for "Post Reply", "Reset", and "Cancel". The footer of the page contains the copyright information: "Copyright © 2015 www.duhs.edu.pk - All rights reserved. DUHS".

DUHS Student Facilitation System - Mozilla Firefox

10.10.4.6/tickets.php?id=385309

Shahzad Ahmed - My Requests (1) - Log Out

Home FAQs Open New Request My Requests (1)

Request ID:385309

Request Status:	Open	Name:	Shahzad Ahmed
Department:	Administration DMC	Email:	shahzadsep27@gmail.com
Create Date:	15/01/2015 2:20 am	Phone:	99215754
		Roll No:	452
		Class:	First Year
		Institute:	DMC
		Mobile:	3009377492

Subject:Online Lecture

Request History

15/01/2015 2:20 am

Dear sir

Online lectures are uploaded.

Post a Reply

To best assist you, please be specific and detailed *

Draft Saved

Attachments: No file selected.

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