

Introduction

The CRMS is the public-facing component of the SSMIS hence all requests, applications and payments will be routed via CRMS for the respective public/members' service interface.

Who Benefits From The Human Resource Management System

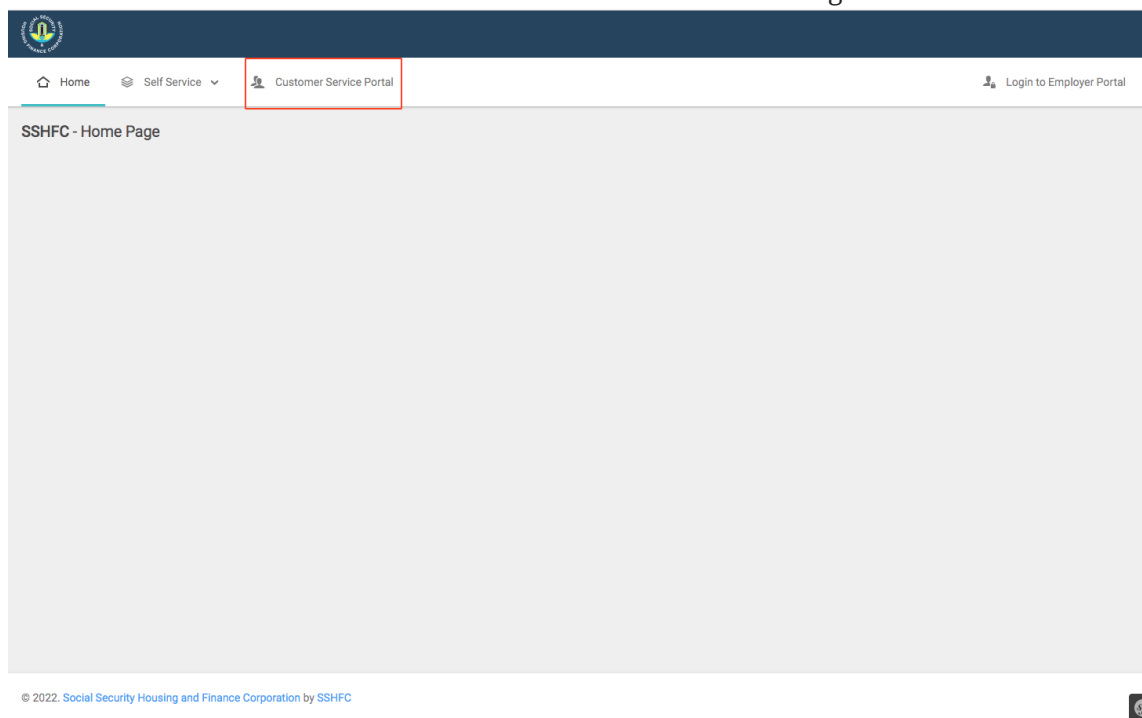
- The general public
- Members of Management
- Information Technology Officials

System Input

- Requests for Information
- Requests to Book Appointment
- Submissions of Complaints

External Users

This whole process begins when an external user, visits the public-facing website of SSHFC. Click on **Customer Service Portal**. As shown in the image below.



Sign Up

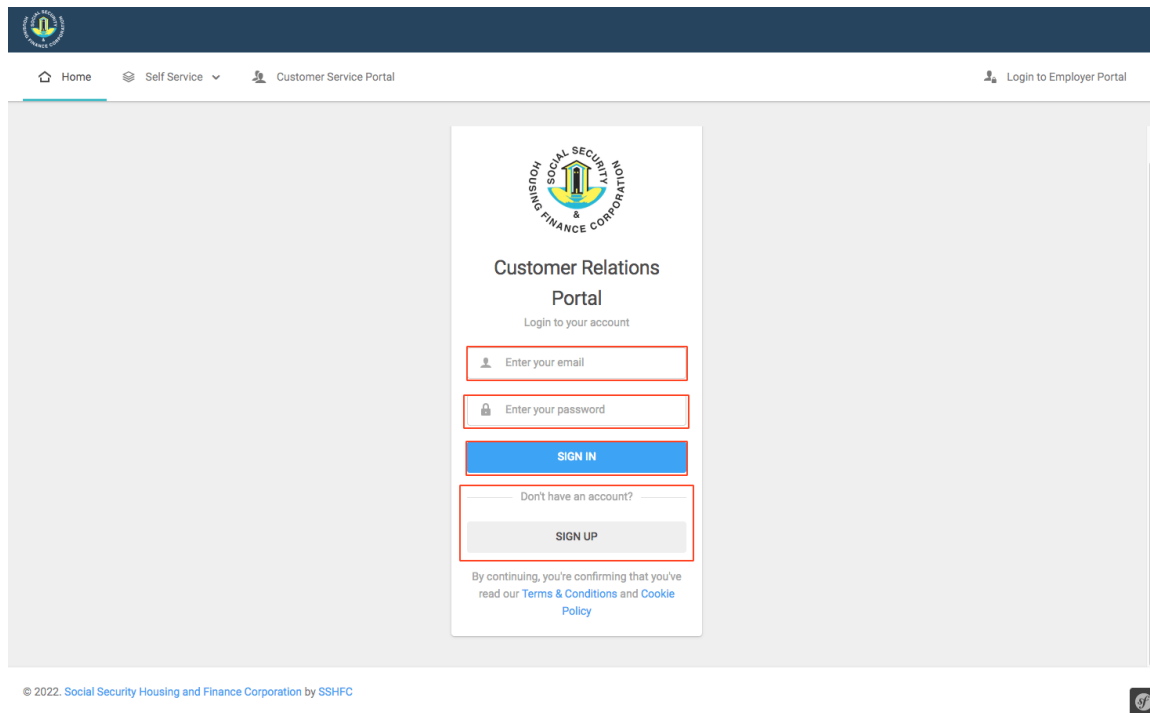
To take advantage of the CRMS the general public will first need to sign up for the platform. This requires a username, email, phone number and password.

A screenshot of the SSHFC 'Create account' form. The form is centered on a light gray background. At the top of the form is the SSHFC logo. Below the logo, the title 'Create account' is displayed, followed by the text 'All fields are required'. The form contains several input fields: 'First name' and 'Last name' (both with person icons), 'Enter phone number' (with a person icon), 'Your email' (with a person icon), 'Confirm Email' (with an '@' icon), 'Password' (with an '@' icon and a tooltip that says 'Please fill out this field.'), and 'Confirm Password' (with an '@' icon'). At the bottom right of the form, there is a green button labeled 'CREATE ACCOUNT' with a plus sign icon. The button is highlighted with a red rectangular box. The background of the page is the same as the previous screenshot, showing the navigation bar and the main content area.

Sign In

To log, into the system, one will need to be authenticated, via a username and password. After providing these details, the system grants you access to your portal where you will be allowed to submit various requests.

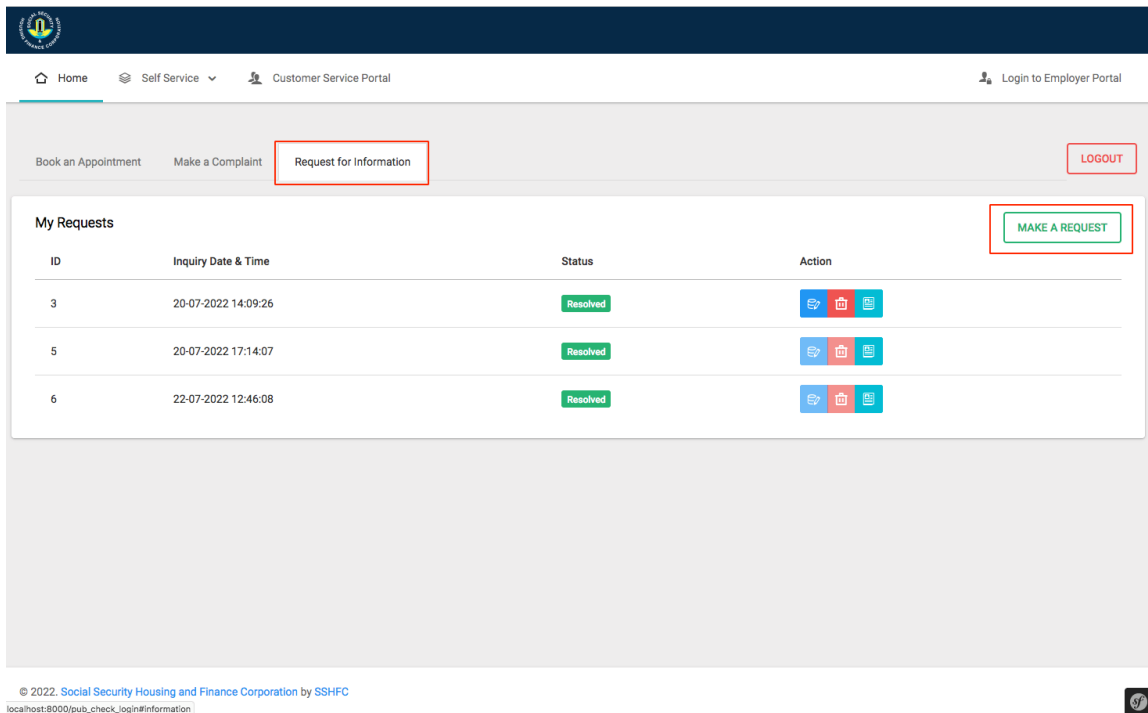
- Requests for Information
- Requests to Book Appointment
- Submissions of Complaints



The screenshot displays the login interface for the SSHFC Customer Relations Portal. At the top, a dark blue navigation bar contains the SSHFC logo on the left and a 'Login to Employer Portal' link on the right. Below this, a light gray header bar features a 'Home' link, a 'Self Service' dropdown menu, and a 'Customer Service Portal' link. The main content area is a light gray rectangle with a white login form centered within it. The form includes the SSHFC logo, the title 'Customer Relations Portal', and the instruction 'Login to your account'. It contains two input fields: 'Enter your email' and 'Enter your password', both with red borders. Below these is a blue 'SIGN IN' button. A link 'Don't have an account?' is positioned above a gray 'SIGN UP' button. At the bottom of the form, a disclaimer states: 'By continuing, you're confirming that you've read our [Terms & Conditions](#) and [Cookie Policy](#)'. The footer of the page shows the copyright notice '© 2022. Social Security Housing and Finance Corporation by SSHFC' on the left and a small SSHFC logo on the right.

Request for Information










Under this tab, a user can request information. Here, the customer is given the opportunity to submit his question or request for information.



Home Self Service Customer Service Portal Login to Employer Portal

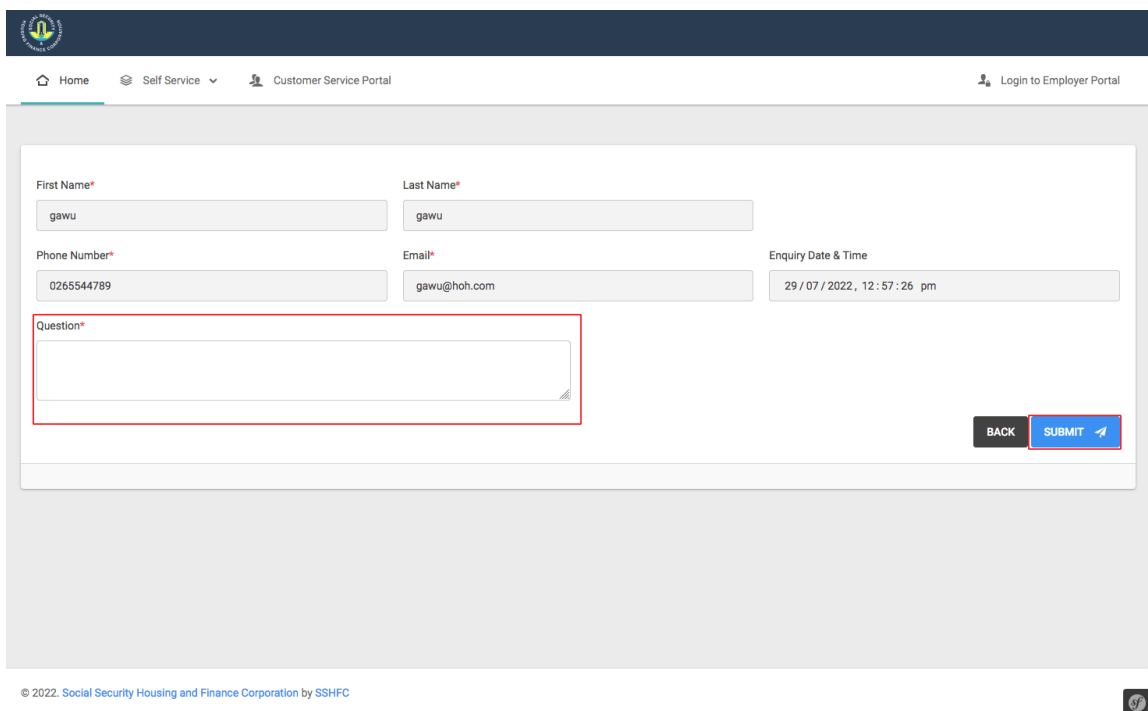
Book an Appointment Make a Complaint **Request for Information** LOGOUT

My Requests MAKE A REQUEST

ID	Inquiry Date & Time	Status	Action
3	20-07-2022 14:09:26	Resolved	  
5	20-07-2022 17:14:07	Resolved	  
6	22-07-2022 12:46:08	Resolved	  

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localhost:8000/pub_check_login#information

On the Tab - Request for information, click on the **Make a Request** button. This action opens up the page you see below:



Home Self Service Customer Service Portal Login to Employer Portal

First Name* Last Name*

gawu gawu

Phone Number* Email* Enquiry Date & Time

0265544789 gawu@hoh.com 29 / 07 / 2022, 12 : 57 : 26 pm

Question*

BACK SUBMIT

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Book Appointment

























Under this tab, a user can book an appointment. A range of dates and times are available for the user to select. However, an approved date will be communicated when the request is officially acknowledged.

Home Self Service Customer Service Portal Login to Employer Portal

Book an Appointment Make a Complaint Request for Information LOGOUT

My Appointments

REQUEST APPOINTMENT

Appointment Date	Appointment Time	Approved Date	Approved Time	Status	Action
29-07-2022	10:00:00	29-07-2022	10:30:00	Approved	  
26-07-2022	09:30:00	26-07-2022	09:30:00	Approved	  
25-07-2022	09:00:00	25-07-2022	09:30:00	Approved	  
29-07-2022	09:00:00	28-07-2022	09:00:00	Approved	  
29-07-2022	10:00:00	29-07-2022	10:30:00	Approved	  
29-07-2022	12:00:00	05-08-2022	08:30:00	Approved	  
22-07-2022	14:00:00	29-07-2022	15:00:00	Approved	  
29-07-2022	09:00:00	04-08-2022	08:30:00	Approved	  

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Clicking on the **Request an Appointment** Button opens up a page that allows you to select possible dates and times for an appointment. See below:

Home Self Service Customer Service Portal Login to Employer Portal

First Name: *
gawu

Last Name: *
gawu

Phone Number: *
0265544789

Email: *
gawu@hoh.com

Message: *

Select Appointment Date: Select Appointment Time:

BACK SUBMIT

July 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16

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Submit a Complaint

Users of this portal are given the chance to also submit complaints they might have about SSHFC.

Home Self Service Customer Service Portal Login to Employer Portal

Book an Appointment **Make a Complaint** Request for Information **LOGOUT**

My Complaints **MAKE A COMPLAINT**

Filter: Type to filter... Show: 10 COPY EXCEL CSV PDF

Ticket Number	Complaint Date & Time	Status	Action
1658326270	20-07-2022 14:11:00	Resolved	
1658337757	20-07-2022 17:13:47	Resolved	
1658494096	22-07-2022 12:41:21	Resolved	
1658494612	22-07-2022 12:45:47	Resolved	

Showing 1 to 4 of 4 entries

Complaints are captured in the text field highlighted.

Home Self Service Customer Service Portal Login to Employer Portal

Ticket Number
1659099604

First Name* Last Name*
gawu gawu

Phone Number* Email* Complaint Date & Time
0265544789 gawu@hoh.com 29 / 07 / 2022, 12: 56: 32 pm

Complaint*

BACK SUBMIT

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Track your Submissions

Also on this portal, is the ability to view the outcome of your submissions once they have been worked on. This is indicated by the status message on the dashboard.

My Complaints

Filter:

Show: 10

COPY EXCEL CSV PDF

Ticket Number	Complaint Date & Time	Status	Action
1658326270	20-07-2022 14:11:00	Resolved	
1658337757	20-07-2022 17:13:47	Resolved	
1658494096	22-07-2022 12:41:21	Resolved	
1658494612	22-07-2022 12:45:47	Resolved	

Showing 1 to 4 of 4 entries


1

Highlighted in the image above are:

- Status: Tracks the state of your submission
- Filter: This allows you to search and filter from your list of submissions
- Action: Allows you to perform actions like edit, delete, and view your submissions
- Exports: This allows you to export your data in any of the listed formats
- Show: This allows you to determine the number of rows visible at any one time.

Internal Users / Members

Internal users and Members also have the ability to Book Appointments, Submit requests for Information & Make Complaints. The process to do these are similar to the processes outlined above.



John Awotwi
johnawotwi@gmail.com

My account

USER

SETUP

DASHBOARD

AACMS

AACMS

CRMS

CRMS

Complaint

Information Request

Request Appointment

DEPARTMENT

HELPPDESK

REPORTS

SETUP

Search


CRMS - Make a Complaint

MAKE A COMPLAINT

First Name	Last Name	Phone Number	Email	Complaint Date & Time	Ticket Number	Status	Actions
John	Awotwi	6575676	john@hj.com	19-07-2022 14:40:52	1658242137	Resolved	<div></div> <div></div> <div></div>
John	Awotwi	11212445	john@hj.com	22-07-2022 12:43:24	1658494065	Resolved	<div></div> <div></div> <div></div>
John	Awotwi	76888876	john@hj.com	22-07-2022 13:09:03	1658495971	Pending	<div></div> <div></div> <div></div>

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Complaint Page



John Awotwi
johnawotwi@gmail.com

My account

USER

SETUP

DASHBOARD

AACMS

AACMS

CRMS

CRMS

Complaint

Information Request

Request Appointment

DEPARTMENT

HELPPDESK

REPORTS

SETUP

Search

CRMS - Make an Enquiry

MAKE AN ENQUIRY

First Name	Last Name	Phone Number	Email	Enquiry Date & Time	Status	Actions
John	Awotwi	767667676	john@gmail.com	13-07-2022 13:04:30	Resolved	<div></div> <div></div> <div></div>
John	Awotwi	767667676	john@gmail.com	22-07-2022 12:44:03	Resolved	<div></div> <div></div> <div></div>

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Enquiry Page

The screenshot shows the 'CRMS - Make an Appointment' page. The sidebar on the left contains the following menu items: USER, SETUP, DASHBOARD, AACMS, CRMS (expanded), Complaint, Information Request, Request Appointment (highlighted), DEPARTMENT, HELPDISK, REPORTS, and SETUP. The main content area has a header 'CRMS - Make an Appointment' and a 'REQUEST APPOINTMENT' button in the top right corner. Below the header is a filter input field and a 'Show: 10' dropdown. The table displays three entries:

First Name	Last Name	Phone Number	Email	Appointment Date	Appointment Time	Status	Actions
John	Awotwi	78676999	john@kjsd.ckn	14-07-2022	10:50:00	Approved	[Icons]
John	Awotwi	5686558685	john@kjsd.ckn	22-07-2022	10:00:00	Approved	[Icons]
John	Awotwi	78676999	jamesg@gmail.com	25-07-2022	10:00:00	Approved	[Icons]

Showing 1 to 3 of 3 entries

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Appointment page

However, Internal users have the ability only limited by the permission and role granted, to coordinate and approve requests that come through the system.

HelpDesk

This role is the glue that binds requests and bookings that come in with the responsible party or department qualified to manage such a task. The person or department assigned these tasks, will have the opportunity to work on all complaints, booking and information requests that come into SSHFC through the system. These are grouped into external and internal requests, to differentiate requests that come in through the public interface and those that are generated from within.

CRMS - Help Desk Notes (Appointments)

Filter: Show: 10 [EXCEL](#) [PDF](#) [COLUMN VISIBILITY](#)

First Name	Last Name	Phone Number	Email	Appointment Date	Appointment Time	Registered?	Actions
John	Awotwi	78676999	john@kjad.ckn	14-07-2022	10:50:00	Yes	View Edit
John	Awotwi	5686558685	john@kjad.ckn	22-07-2022	10:00:00	Yes	View Edit
John	Awotwi	78676999	jamesg@gmail.com	25-07-2022	10:00:00	Yes	View Edit
Technical	Administrator	9098798	john@kjad.ckn	22-06-2022	09:00:00	Yes	View Edit

Showing 1 to 4 of 4 entries

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In the HelpDesk portal, you can review requests, assign responsible departments meant to take care of the issue and determine the level of urgency.

CRMS - Help Desk Notes (Appointments)

Filter: Show: 10 [EXCEL](#) [PDF](#) [COLUMN VISIBILITY](#)

First Name	Last Name	Phone Number	Email	Appointment Date	Appointment Time	Registered?	Actions
John	Awotwi	78676999	john@kjad.ckn	14-07-2022	10:50:00	Yes	View Edit
John	Awotwi	5686558685	john@kjad.ckn	22-07-2022	10:00:00	Yes	View Edit
John	Awotwi	78676999	jamesg@gmail.com	25-07-2022	10:00:00	Yes	View Edit
Technical	Administrator	9098798	john@kjad.ckn	22-06-2022	09:00:00	Yes	View Edit

Showing 1 to 4 of 4 entries

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Above is an image showing the appointments, under the HelpDesk section. Below is the snapshot of External Appointments, Highlighted are the registered columns, and action column that mark if a job has been seen and attended to and the various actions that

can be taken.

CRMS - Help Desk Notes (External Appointments)

Filter: Type to filter... Q

Show: 10 EXCEL PDF COLUMN VISIBILITY

First Name	Last Name	Phone Number	Email	Appointment Date	Appointment Time	Registered?	Actions
mama	deoe	131313455	mdoe@gmail.com	06-07-2022	10:30:00	No	 
gawu	gawu	0265544789	gawu@hoh.com	29-07-2022	10:00:00	Yes	 
gawu	gawu	0265544789	gawu@hoh.com	26-07-2022	09:30:00	Yes	 
gawu	gawu	0265544789	gawu@hoh.com	25-07-2022	09:00:00	Yes	 
gawu	gawu	0265544789	gawu@hoh.com	29-07-2022	09:00:00	Yes	 
gawu	gawu	0265544789	gawu@hoh.com	29-07-2022	10:00:00	Yes	 
gawu	gawu	0265544789	gawu@hoh.com	29-07-2022	12:00:00	Yes	 
gawu	gawu	0265544789	gawu@hoh.com	22-07-2022	14:00:00	Yes	 

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Help Desk Notes (Update External Appointments)

First Name:*
mama

Last Name:*
deoe

Phone Number:*
131313455

Email:*
mdoe@gmail.com

Message:*
ulam bator

Select Appointment Date:
2022-07-06

Select Appointment Time:
10:30

Notes

Escalation Status:
Urgent

Department Assigned:
Not Available

Registered:
Yes

BACK UPDATE

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Above are highlights showing what fields are available to the help desk personnel. These allow the helpdesk to submit extra details and information to the responsible department. Issues worked upon are then redirected to the department assigned to resolve said tasks.

Department

This role handles the requests that are assigned on a department basis. As such only issues assigned to the department are seen in this portal. Approvals, answers to queries and complaints are submitted here, for onward submission to the user who initiated the process. The image below shows the Department's Interface for External Complaints.

The screenshot shows the 'CRMS - Department Help Desk Notes (External Complaints)' interface. The left sidebar contains a menu with 'DEPARTMENT' expanded, showing options like 'Appointments', 'Complaint', 'External Appointments', 'External Complaints' (highlighted), 'External Info. Requests', and 'Information Request'. The main content area displays a table of external complaints with columns: First Name, Last Name, Email, Complaint Date & Time, Ticket Number, Registered?, and Actions. The table shows three entries for 'gawu' with email 'gawu@hoh.com'. The interface includes a search bar, a filter dropdown, and buttons for 'EXCEL', 'PDF', and 'COLUMN VISIBILITY'. The footer indicates '© 2022. Social Security Housing and Finance Corporation by SSHFC'.

First Name	Last Name	Email	Complaint Date & Time	Ticket Number	Registered?	Actions
gawu	gawu	gawu@hoh.com	20-07-2022 17:13:47	1658337757	Yes	[Icons]
gawu	gawu	gawu@hoh.com	22-07-2022 12:41:21	1658494096	Yes	[Icons]
gawu	gawu	gawu@hoh.com	22-07-2022 12:45:47	1658494612	Yes	[Icons]

The image below shows the Department's Interface for Internal Enquiries.

The screenshot shows the 'CRMS - Department Help Desk Notes (Enquiries)' interface. The left sidebar contains a menu with 'DEPARTMENT' expanded, showing options like 'Appointments', 'Complaint', 'External Appointments', 'External Complaints', 'External Info. Requests', and 'Information Request' (highlighted). The main content area displays a table of internal enquiries with columns: First Name, Last Name, Phone Number, Enquiry Date & Time, Registered?, and Actions. The table shows two entries for 'John Awotwi' with phone number '767667676'. The interface includes a search bar, a filter dropdown, and buttons for 'EXCEL', 'PDF', and 'COLUMN VISIBILITY'. The footer indicates '© 2022. Social Security Housing and Finance Corporation by SSHFC'.

First Name	Last Name	Phone Number	Enquiry Date & Time	Registered?	Actions
John	Awotwi	767667676	13-07-2022 13:04:30	Yes	[Icons]
John	Awotwi	767667676	22-07-2022 12:44:03	Yes	[Icons]

What you see in the image below is the interface that allows Department personnel to manage resolutions.

Department Help Desk Notes (Updates Complaints)

Employee/Member ID: 22 Ticket Number: 1658495971

First Name*: John Last Name*: Awotwi

Phone Number*: 76888876 Email*: john@hj.com Complaint Date & Time: 22/07/2022, 01:09:03 pm

Complaint*: test

Notes: test list

Escalation Status: Urgent

Department Assigned: Information Technology

Resolution

BACK UPDATE

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The image below shows, the aspect of the Department Help Desk, that list out a completed submission. The view option gives you an uneditable list of transaction records.

Department Help Desk Notes (Show Appointments)

First Name	Technical
Last Name	Administrator
Phone Number	9098798
Email	john@kjesd.ckn
Message	appointment one
Appointment Date	22-06-2022
Appointment Time	09:00:00
Approved Date	27-07-2022
Approved Time	13:00:00
Notes	test
Escalation Status	Urgent
Department Assigned	Information Technology
Status	Approved

BACK EDIT

Track your Submissions

Also on this portal, is the ability of each role assigned to the task to track, search and filter through all submissions that come through the system.

Email Usage

The system is designed to send email prompts throughout the lifecycle of a request submitted through the portal.