Service Portal v 1.0.0

USER MANUAL

SELENIUM

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1 Login

To be able to use the **Service Portal platform** , the user must be registered with the institution's AD . Access to the web application is via the following address: 10.1.13.180:8440

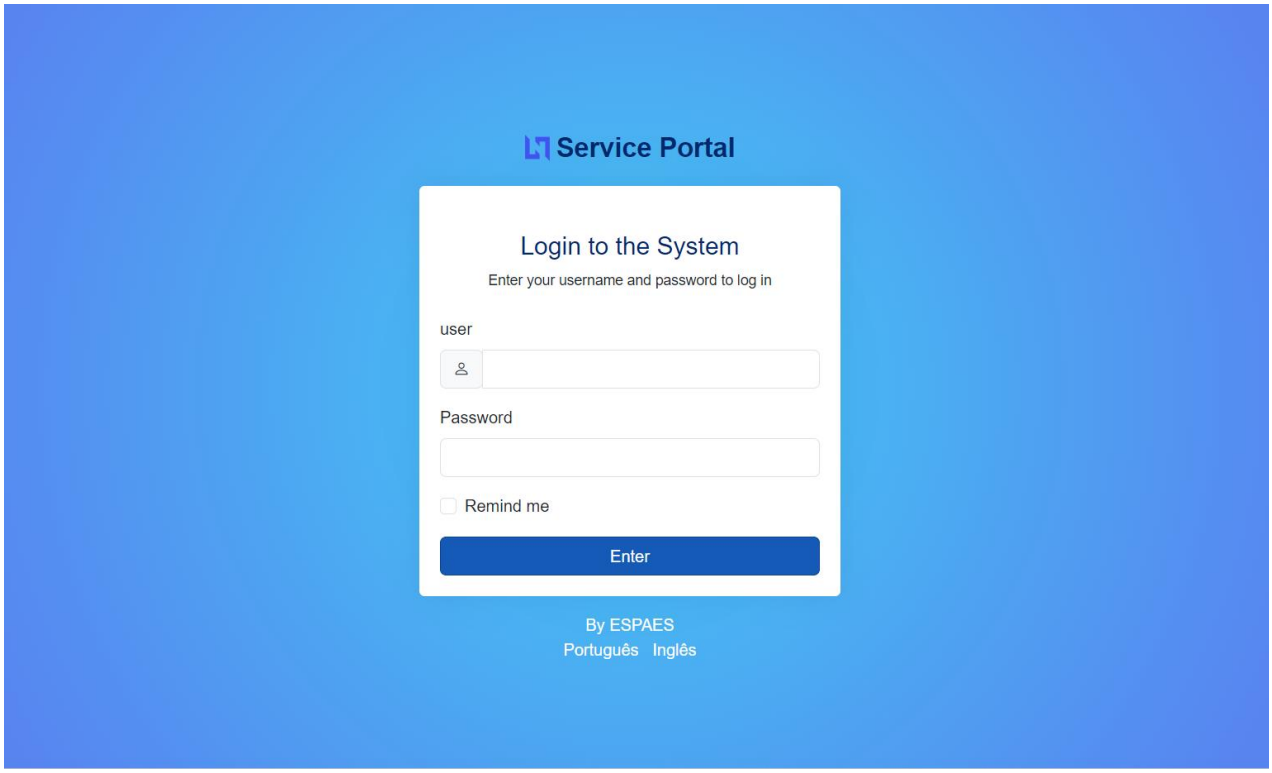


Figure 1 - Login Page

AD access credentials :

- Email
- Password

2 Application Structure

Structurally, the application is organized in order to simplify the visualization of information and make it easier for the user to perform tasks.

The page is divided into three main sections:

1. Tab :
   Access to user-related information, the user manual, translation of the platform into other languages and logout of the application . This menu is located in the top bar of the page and is always visible to the user.

2. Filter Panel :
   Panel with possible filter fields, which include date range, payment status, agent name, agent number and assistant name.

3. Information Section:
   Place where you can start a new payment and where all information is presented. The statuses displayed in this section change depending on updates. It is also possible to view payment details, cancel operations in the started status or complete incomplete processes.

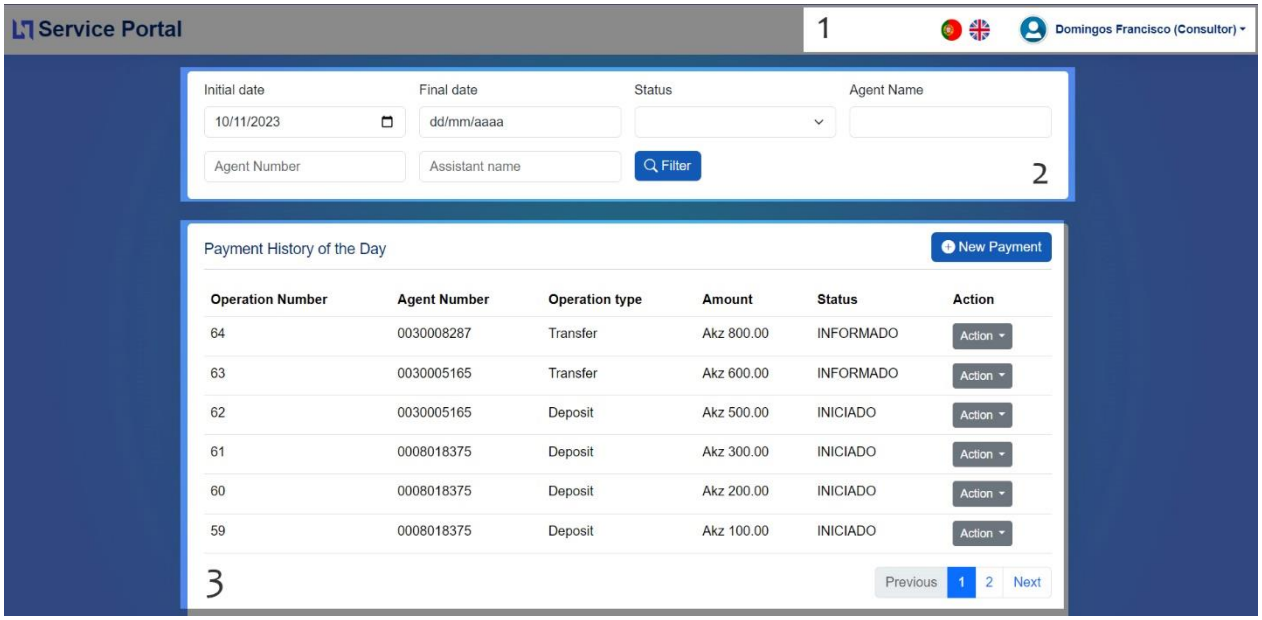


Figure 2 – Application Structure

3 New Payment

In the information session, when clicking on the **New Payment button** , the user is directed to the new payment screen.

In this section of the application, the user can pay agents:

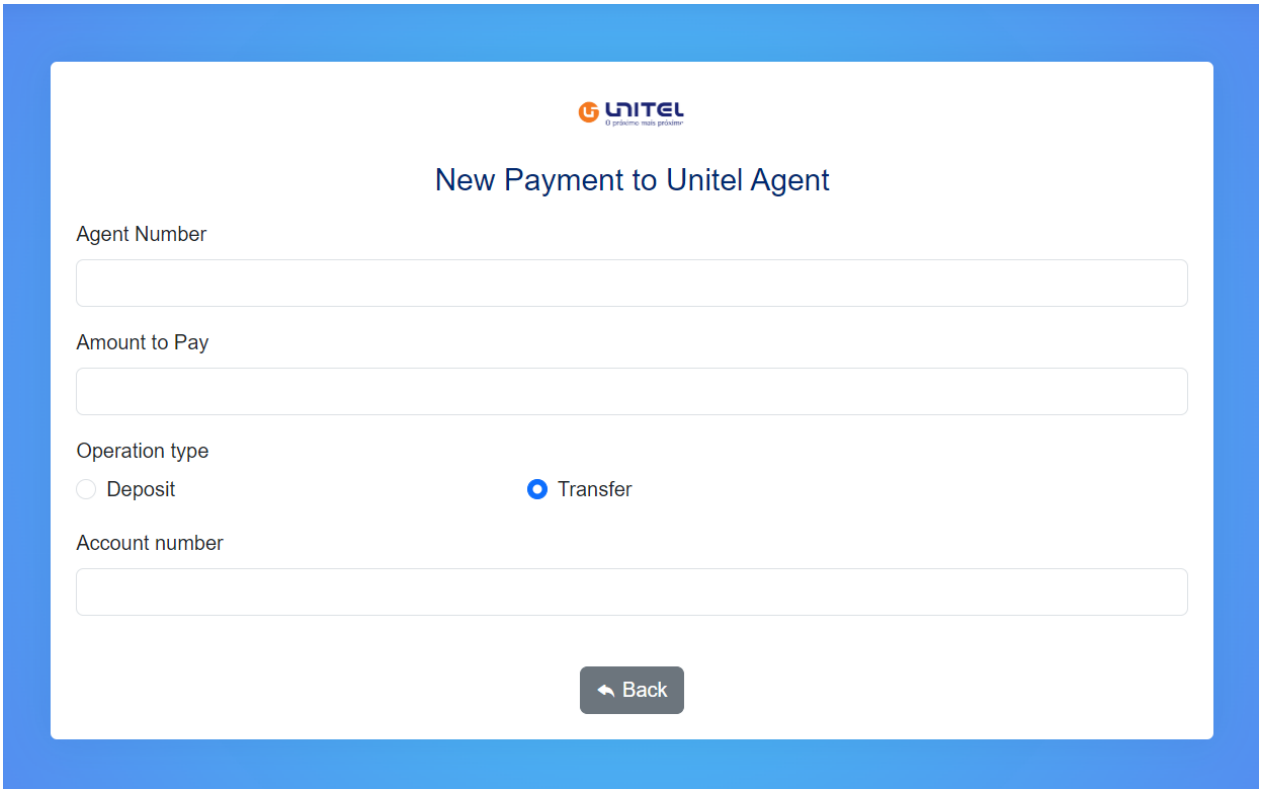


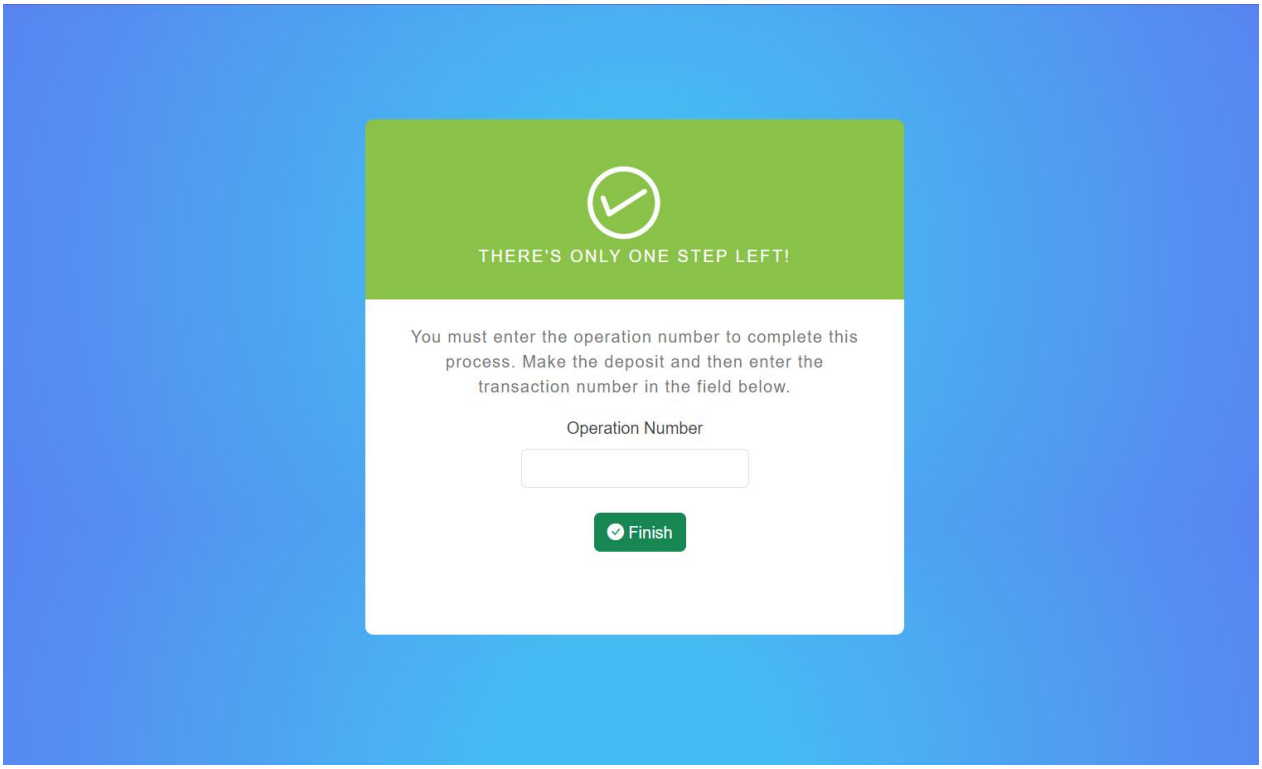
Figure 3 – New Payment Section

After the user enters the agent number, the system will perform an evaluation of the entered agent number in order to check whether it is blocked or not by the UNITEL agent system. **If** the agent is not blocked, its name will be returned with the status verified, if it is blocked, the status of unverified will be returned.

Having all fields duly filled out. The next button will appear, if it is a transfer and there are no communication failures, the process will be terminated, if any failure occurs then, subsequently, the user must return to the information session and continue the process. If it is a deposit, the user will be directed to the **deposit confirmation screen** and from there, they must continue the operation.

4 Deposit Confirmation

On this screen, after making the deposit, the user must therefore enter the operation number in the blank field and click finish. This time, payment is finalized regarding human intervention.



SERVICE PORTAL v1.0.0

SELENIUM

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