



EGS SYSTEM USER GUIDE

| How to use

[Abstract](#)

The User manual of EGS system

IT CIM

IT_CIM@korektel.com

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Table of Contents

Getting Started.....	2
Open EGS system	2
Forms Application	3
Visa form application	3
Residency form application	5
Travel authorization form application	6
Expats flight ticket.....	7
Follow up the request.....	8
Follow up.....	8

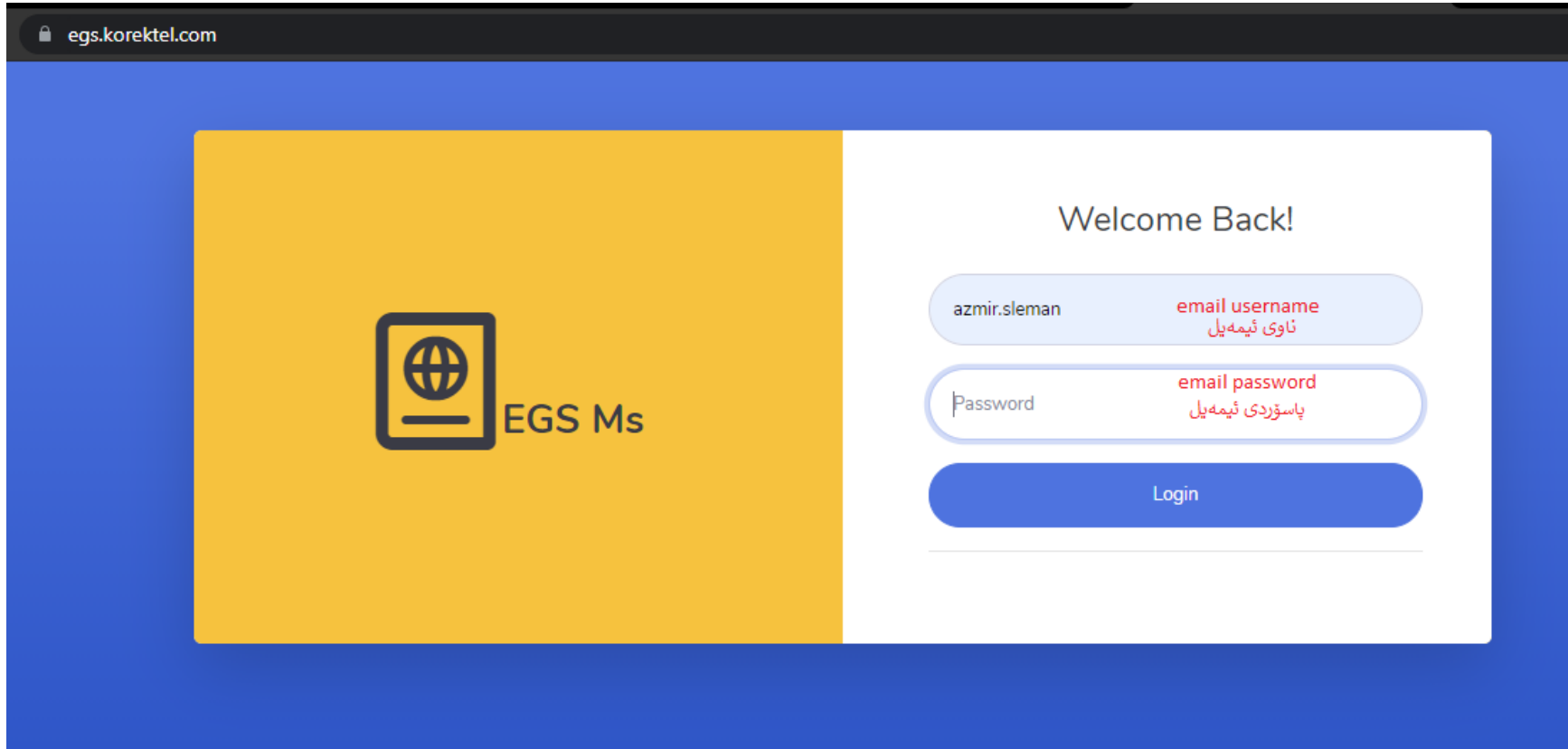
Figures

<i>Figure 1 : user login</i>	2
<i>Figure 2 : Visa Form</i>	4
<i>Figure 3 : Residency Card request form</i>	5
<i>Figure 4 : Travel Authorization Form</i>	6
<i>Figure 5 : Expats Flight ticket</i>	7
<i>Figure 6: request follow up</i>	8

Getting Started

Open EGS system

System URL: open <https://egs.korektel.com> in the browser. Google chrome is recommended.



The screenshot shows a web browser window with the address bar displaying "egs.korektel.com". The page has a blue header and a yellow sidebar on the left. The sidebar contains a globe icon and the text "EGS Ms". The main content area is white and contains a "Welcome Back!" message. Below the message are two input fields: "email username" with the value "azmir.sleman" and "email password" with the value "Password". Both fields have red text labels above them. Below the input fields is a blue "Login" button.

Figure 1 : user login

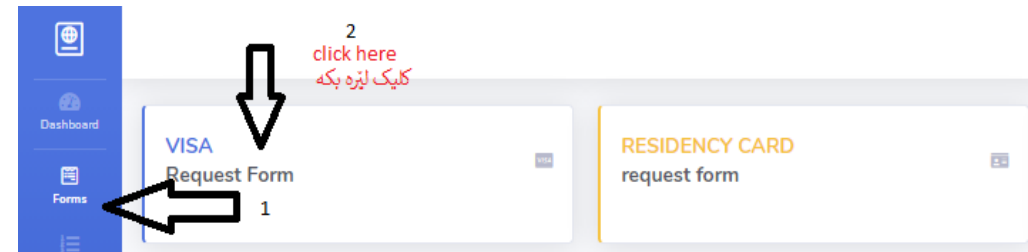
Note: fill username and password and hit login then page home page will open.

Forms Application

Visa form application

Used when an employee wants to apply for visa card.

- How to apply :
 1. Click Forms.
 2. Click Visa Request Form
 3. Fill the mandatory fields and click Save as shown in below



زخیره کړدن  Save

REQUESTER

Full Name	Azmir Sleman	Job title	Customer Interaction Management Developer
Department	IT	Workplace	HQ-EMC
Contact Number	0750 770 1676		

VISITOR

Full Name	Enter Value	ناوی سهردانکەر	Job Title	Enter Value	ناونیشانی کار
Expected Arrival Date	mm/dd/yyyy	بەروراری چاوهروانکراوی گه‌شتن	Visit Duration	Enter Value	ماوه‌ی سهردانیکردن
Objective	Enter Value	هۆکاری سهردانیکردن	Workplace	Enter Value	شوێنی کاری سهردانکەر
Visa Type	Choose	جۆری فیزه			

  click here to add a new row

کلیک لپږه بڼه بڼه بڼه زیاده‌کړدنی خزم که له‌گه‌ل سهردانیکه‌رن

Name	Kind of Relative	Contact	
ناوی خزم	Choose	ژماره‌ی په‌یوه‌ندیکردنی خزم	






ATTACHMENTS only Image and Pdf files are allowed to attach		تانها فایلی وینه و پی دی ٹیف ریگه پیدراوه		
Passport پاسپورت	Photo وینه	Certificate پروانامه	Invitation letter نامه ی بانگیشتر کردن	Form1or32 فۆرمی ۱ یان ۳۲
				

Figure 2 : Visa Form

Note: fill all mandatory fields then hit save button.

Residency form application

Used when an employee wants to apply for residency card.

- How to apply :
 1. Click Forms.
 2. Click Residency Card request Form
 3. Fill the mandatory fields and click Save as shown in below

The screenshot shows a web form for applying for a residency card. It is divided into two main sections: REQUESTER and VISITOR.

REQUESTER Section:

- Full Name: Azmir Sleman
- Department: IT
- Contact Number: 0750 770 1676
- Job title: Customer Interaction Management Developer
- Workplace: HQ-EMC

SAVE Button: A blue button labeled "Save" with a disk icon. An arrow points to it with the text "پاشه كه ونگردن" (Click to save).

VISITOR Section:

- Full Name: Enter Value (ناوی سەردانیكەر)
- Full address: Enter Value (ناونیشانی سەردانیكەر)
- Residence duration: Choose (ماوەی ئیقامەتە)
- Job Title: Enter Value (ناونیشانی کاری سەردانیكەر)
- Residence type: Choose (جۆری ئیقامەتە)

Relatives Table:

A plus sign (+) button is shown with an arrow pointing to it and the text "click here for adding more relatives" and "گەیەك لەسەر ئەمە بكە بۆ زیادکردنی كەسێكی تر".

Name	Kind of Relative	Contact
ناوی كەسوگەر	Choose جۆری كەسوگەر	ژمارەى پەیوەندىكردن

SAVE Button: A blue button labeled "Save" with a disk icon. An arrow points to it with the text "سڕینهوه" (Save).

Figure 3 : Residency Card request form

Note: fill all mandatory fields then hit save button.

Travel authorization form application

Used when an employee wants to apply for travel authorization, local ticket and hotel.

- How to apply :
 1. Click Forms.
 2. Click Travel Authorization Form
 3. Fill the mandatory fields and click Save as shown in below

پاشه که تکردن  Save

REQUESTER

Full Name	Azmir Sleman	Job title	Customer Interaction Management Developer
Department	IT	Workplace	HQ-EMC
Contact Number	0750 770 1676		

VISITOR

Travel reason	Other هۆکاری گهشت	Reason	Enter Value هۆکاری گهشت
Travel justification	Enter Value پاساوی گهشتکردن	Travel method	Air Ticket ریگی گهشتکردن
Hotel accomodation	Yes هوتل پئویسته	Number of nights	Enter Value ژماره ی نهو شهوانه ی که ده مپنیه وه
Destination	Enter Value شوینی گهشتکردن	Additional Remarks	ناماژه ی زیاتر

ROUTE  click here to add more rows کلیل لیره بکه بۆ زیادکردنی ریزی زیاتر

From	To	Date	Note	
نهو شوینه ی گهشی لیوه ده که ی	نهو شوینه ی بۆی ده چی	mm/dd/yyyy بهروار 	تیبیی	سرینه وه 



Figure 4 : Travel Authorization Form

Note: fill all mandatory fields then hit save button.

Expats flight ticket

Used when an expat wants to apply for flight ticket.



- How to apply :
 - Click Forms.
 - Click Expats Flight request Form
 - Fill the mandatory fields and click Save as shown in below

پاشه كهوتكردن   Save



REQUESTER

Full Name	Azmir Sleman	Job title	Customer Interaction Management Developer
Department	IT	Workplace	HQ-EMC
Contact Number	0750 770 1676		

VISITOR

Ticket Class	Choose جۆرى تىكت	During Contract Period(1)	Choose
		Additional Remarks	تېبىي زىاده
	Passenger Name ناوى سەرنشېنان		

ROUTE click here for adding more rows.

  كليك لږه بكه بۇ زىادكردى بېزىكى تر



From	To	Date	Note	
ئەو شارهى كه لېوهى دەرۆى	ئەو شارهى كه بۆى دهچى	mm/dd/yyyy بهروار 	تېبىي	

Figure 5 : Expats Flight ticket

Note: fill all mandatory fields then hit save button.

Follow up the request

Follow up

You can follow up your request by opening **My request** page as showed in below screenshot:





The screenshot shows the 'My requests' page in a web application. The left sidebar has a menu with 'My requests' selected. The main area has a header 'Requests' and a sub-header 'Visa Requests'. Below the header, there are filters for 'Request type' (set to 'Visa Request'), 'Status' (set to 'Choose Status'), and 'Submitting date' (with 'From' and 'To' date pickers). A red arrow points to the 'My requests' menu item with the text 'you can filter your requests by request type, status, submitting date'. Another red arrow points to the 'Status' filter with the text 'گۆرانگاری کردن له داواکاری'. Below the filters, there is a table with 3 entries. The table has columns: 'Requester', 'Detail', 'Status', 'Submitted at', and 'Actions'. The first entry is 'Pending at Tivoli', the second is 'Pending at EGS', and the third is 'Finished'. A red arrow points to the 'Status' column with the text 'داونلۆدکردنی فۆرمی داواکاری'. Another red arrow points to the 'Actions' column with the text 'بۆزانه له کۆی داواکاریه کهت وهستاوه'. The table shows 1 to 3 of 3 entries. The footer of the page says 'Copyright © Korek - EGS 2021'.

Requester	Detail	Status	Submitted at	Actions
Name :Azmir Sleman Department : IT	Full Name : Azmir Visa Type : Training	Pending at Tivoli	2021-09-23 09:40:30	بینینی داواکاری
Name :Azmir Sleman Department : IT	Full Name : Ziad Sharo Visa Type : Training	Pending at EGS	2021-09-22 12:03:11	
Name :Azmir Sleman Department : IT	Full Name : Ziad Sharo Visa Type : Residence	Finished	2021-09-22 11:45:47	

Figure 6: request follow up

You can check status in the table.

- **Pending at EGS**: Means that your request still pending at EGS team.

- **Rejected by EGS** : Means that your request is rejected by EGS team, you receive an email that your request is rejected, in above screenshot you can click  to know reason of rejection, you can adjust it then save it, your request going to flow again.
- **Pending at Tivoli**: Your request still in the flow, you can check where is pending by clicking  next to  .
- **Rejected at Tivoli** : Your request is rejected. You receive an email that your request is rejected. Click  and adjust your request then click save your request is going to flow again.
- **Finished**: you already received an email, and your request is completely approved.