



# QUALITY MANAGEMENT SYSTEM USER MANUAL

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VERSION 1.0

REGIONAL OFFICE IX AND  
BASULTA



**DICT**  
DEPARTMENT OF INFORMATION AND  
COMMUNICATIONS TECHNOLOGY

# DOCUMENT VERSION HISTORY

VERSION	REMARKS	DATE CREATED	DATE MODIFIED	AUTHOR
1.0	Laravel	JUNE 6, 2024		ADZU

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# Definition of Terms

<b>Administrator</b>	Individuals with elevated privileges who manage the main system of the website, including adding, editing, and removing documents, as well as overseeing user accounts and system security.
<b>Data Accessing</b>	The process of retrieving and viewing documents within the QMS Portal, including downloading and viewing document details.
<b>Division</b>	A specific department, unit, or area within an organization that may have its own set of documents and resources within the QMS Portal.
<b>Document Management Team (DMT):</b>	The team responsible for managing and maintaining the documents within the QMS Portal, including uploading, editing, and organizing documents.
<b>Metadata</b>	Descriptive information about a document, such as its title, author, date created, file format, or keywords, that helps with organizing and categorizing documents.
<b>Project/Unit</b>	A specific project or unit within an organization that may be assigned its own set of documents and resources within the QMS Portal.
<b>Public User</b>	Individuals granted access to the system for specific purposes, such as viewing and downloading documents within their division or area of interest.
<b>Quality Management System (QMS)</b>	A systematic approach to managing quality processes and procedures within an organization to meet quality standards and improve efficiency.
<b>Query</b>	A request or inquiry made by a user within the QMS Portal, typically related to accessing or retrieving specific documents or information.
<b>Search Function</b>	The feature that allows users to search for specific documents based on user type or keywords within the system.
<b>Uniform Resource Locator (URL)</b>	A web address that specifies the location of a specific resource or webpage on the internet.
<b>User Access Control</b>	The module that manages user registration, verification, and login processes, ensuring authorized access to the system.

## **System Overview:**

The Quality Management System (QMS) Portal for the DICT Regional Office IX & BASULTA is designed to provide a secure and efficient way of managing and accessibility of documented information for the agency. It offers a digitized solution that ensures the integrity and control of all documented information, as well as provides logs of all revision history of each documented information registered in the portal.

With the QMS Portal, the Document Management Team of the agency can register, manage and control all documented information in a centralized database. This eliminates the need for manual tracking and reduces the risk of data loss or utilization of uncontrolled documented information.

The QMS Portal incorporates security measures to control the integrity of the documented information by ensuring that only authorized users have access to the masterlist.

Furthermore, the QMS Portal provides an avenue for accessibility of all active and controlled documented information such as, Procedure Manuals, Forms, Templates, Guidelines and other ISO QMS Document and information with just one click.

## Quality Management System (QMS) Portal End user

The figure below illustrates the responsibility of Quality Management System (QMS) Portal End Users.

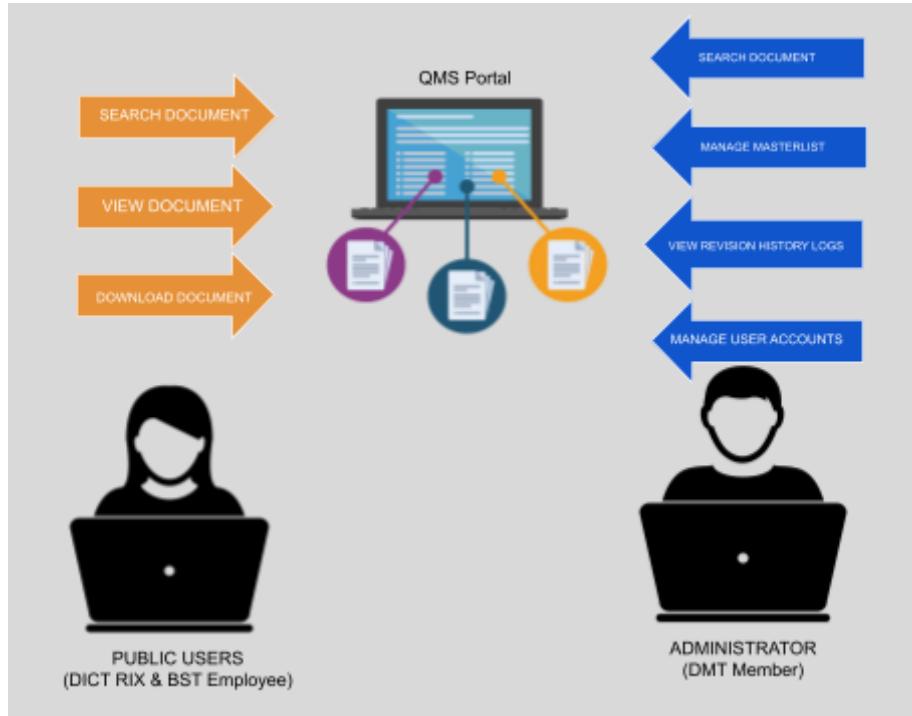


Figure 1. QMS User Overview

## Quality Management System Portal Modules:

The Quality Management System Portal is comprised of four (4) modules and fifteen (15) sub-modules:

### Module 1 Search Document:

Module 1 covers the search feature of the QMS Portal that enables all users to search for their needed documented information in the Masterlist.

### Module 2 View Document:

Module 2 covers the accessibility and viewing of documents available in the QMS Portal Masterlist by DICT RIX & BASULTA Employees

## **Module 3 Download Document**

Module 4 covers the downloading of uncontrolled documents available in the QMS Portal Masterlist by DICT RIX & BASULTA Employees

## **Module 4 Manage Masterlist**

Module 4 covers the management of the masterlist. This includes the registering of new documents or revisions of documented information, updating details of documented information, making documents obsolete , viewing of documents and making them obsolete as needed. This module is only accessible to admins users of the QMS Portal.

## **Module 5 View Revision History Logs**

Module 5 covers the process of viewing all revision History details of specific documented information. This feature will only have data once the document has already undergone at least one revision process. This module is only vision to Admin Users.

## **Module 6 Manage User Accounts**

Module 6 covers the process of User Registration, User Verification and Promoting users to Admin Accounts. This module is only accessible by Admin users.

## ***User accounts***

There are two (2) types of user privileges in the QMS Portal: (1) DICT RIX & BST Employees and Administrator (Document Management Team Member .

**Public users** are individuals who have been granted access to the system for specific purposes. They are typically employees of Region IX & BASULTA who need to search, view and download documents within their respective division or area of interest.

When public users log into the system, they are able to access a range of documents that are active and available in the masterlist. These documents may include Quality Manual, Quality Procedures, Procedural Manuals, Forms, Templates & Guidelines they deem necessary.

The system ensures that public users can only view and download documents available in the masterlist and nothing more. This helps to maintain accessibility while maintaining control & integrity of the documented information, as it prevents unauthorized manipulation to the documents that are stored within the portal.

By providing public users with access to the system, organizations can facilitate accessible and efficient documented information sharing. Public users can stay up-to-date with the latest revisions of documents, allowing them to perform their tasks more effectively.

The **Administrator**, specifically the individuals from the DMT, are responsible for managing the masterlist of the portal. They have elevated privileges that allow them to perform various tasks beyond what a public user can do.

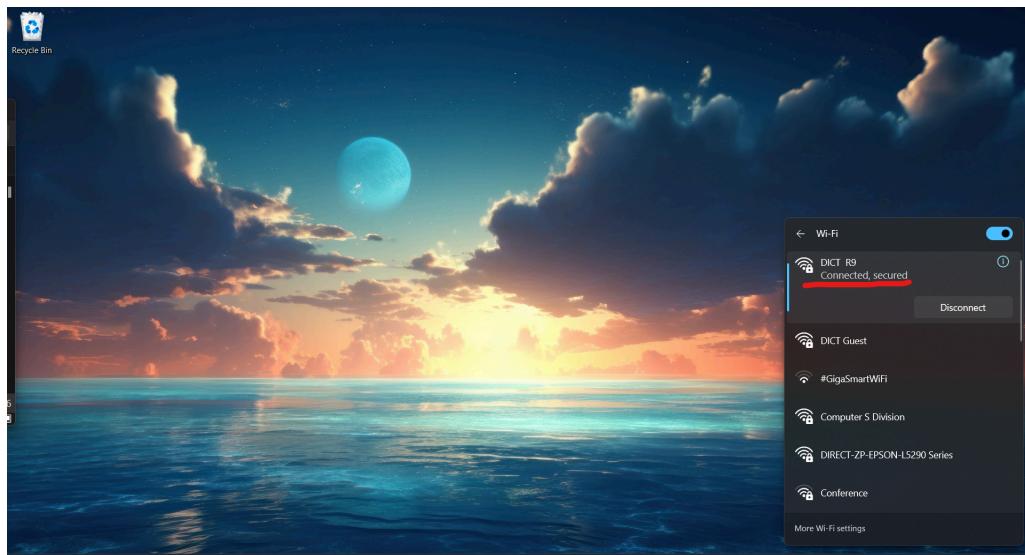
In addition to having the same capabilities as a public user, such as viewing and downloading documents, administrators can also register, edit, and remove documents from the portal. The ability to register documents enables administrators to ensure that the portal has updated documented information to their latest revision number.

Administrators can also edit details of documented information when necessary. By having this capability, administrators can ensure that the information available to public users remains up-to-date and relevant. Furthermore, administrators have the ability to deem documents obsolete from the masterlist.

Apart from document management, administrators may also have additional responsibilities related to system maintenance, user management, and security. They might oversee user account registration, verification, and promote public users to admin accounts, ensuring that the system remains secure and only authorized individuals have the appropriate level of access.

## Getting Started:

Before accessing the QMS portal, you must first make sure that your device is connected to the DICT R9 Network. To check, click on the wifi icon located on the lower right of your screen



Once you are connected to the DICT R9 Network, open a browser of your choice and access the QMS Portal through this url: <http://172.16.24.24:4403/login>

## Logging In

Logging into the QMS Portal requires the user to supply necessary information throughout the empty panels shown below:

A placeholder image of a login panel. It features a light gray background with a white rectangular form in the center. The form contains fields for 'Email' (with a blue outline) and 'Password' (with a gray outline). Below these is a 'Remember me' checkbox. At the bottom left is a link 'Not registered?'. On the right side is a dark blue 'LOG IN' button.

Figure 2: Login Panel

Please note that public users with DICT GOVMAIL are the only emails accepted to log in in the QMS Portal. Unregistered users may create their own account by pressing the underlined “Not registered” button right next to the “LOGIN” button.

The image shows a login interface with the following fields:

- Email: An input field containing a placeholder character '|'. It is outlined in blue.
- Password: An input field for entering a password.
- Remember me: A checkbox labeled "Remember me".
- Buttons: Two buttons at the bottom right: "Not registered?" (highlighted with an orange border) and "LOG IN".

Figure 3: Highlighted Registration button

Upon clicking, a new page will appear showing the necessary information needed to fill up.

The image shows an account registration form with the following fields:

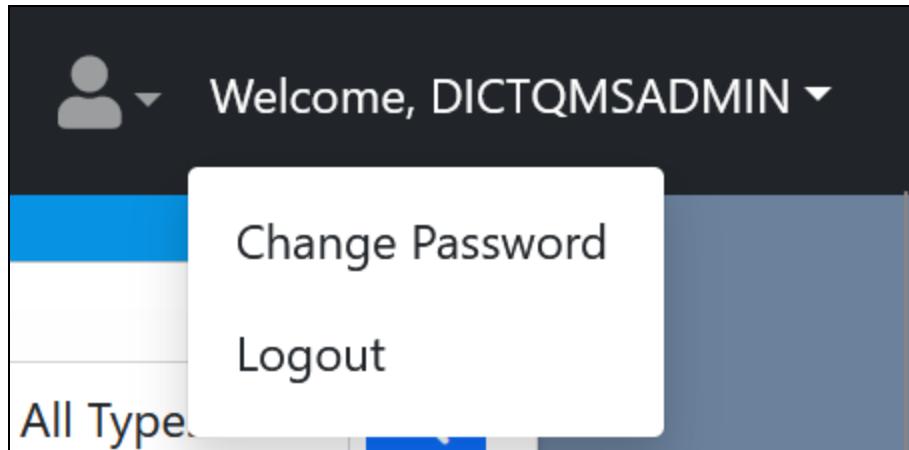
- Name: An input field.
- Email: An input field.
- Password: An input field.
- Confirm Password: An input field.
- Designation: An input field.
- Division: A dropdown menu currently set to "N/A".
- Project/Unit: A dropdown menu currently set to "N/A".
- Buttons: "Already registered?" and "REGISTER" at the bottom.

Figure 4: Account Registration Panel

To access the website, an administrator must verify the account within the User access control panel.

## ***Changing of Password & Logging Out***

Users can change the passwords of their accounts by pressing the user's name present on the upper right hand corner. Users can also logout by clicking on the dropdown button.

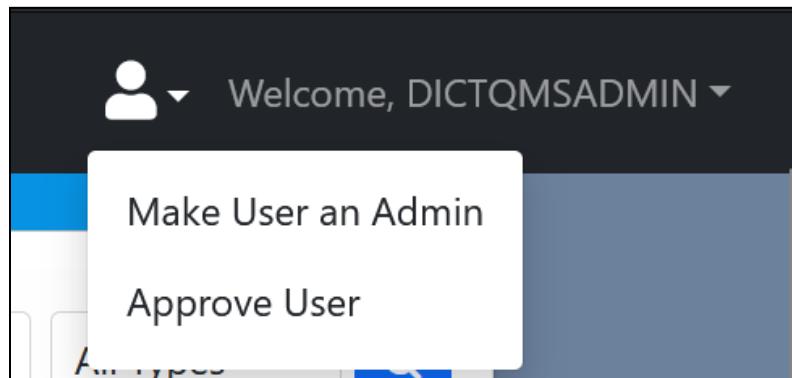


*Figure 5: Change Password & Logout button in the Dropdown*

## ***Manage User Accounts***

*Status change:*

**Administrators** are the only ones able to set changes of user status by going to the upper right corner and clicking the user icon and choose on the following options: (1) Make User an Admin or (2) Approve user



*Figure 6: Manage User Options*

When clicking the “Make User an Admin” option the following will appear:

The screenshot shows a user management interface titled "Users". At the top, there is a search bar and a blue magnifying glass icon. Below the search bar is a table with columns: Name, Email, Designation, Role, and Actions. The table contains three rows:

Name	Email	Designation	Role	Actions
Aris Austria	aris.austria@dict.gov.ph	Chief Admin & Finance Division	User	<button>Promote to Admin</button>
DICTQMSADMIN	dictqmsadmin@dict.gov.ph	admin	Admin	<button>Demote to User</button>
Kryztle Love Evangelista	kryztle.evangelista@dict.gov.ph	AA III	Admin	<button>Demote to User</button>

Figure 7: Make User an Admin Tab

This module allows the admins users to prompt public users to Admin users.

When clicking the “Approve User” option the following will appear:

The screenshot shows a user verification interface titled "Unverified Users". At the top, there is a search bar and a blue magnifying glass icon. Below the search bar is a table with columns: Name, Email, Designation, and Action. The table contains one row:

Name	Email	Designation	Action
Tes User	test.user@dict.gov.ph	Test	<button>Verify</button>

Figure 8: Approve User Tab

This module allows the admins users to prompt public users to Admin users.

*Verification:*

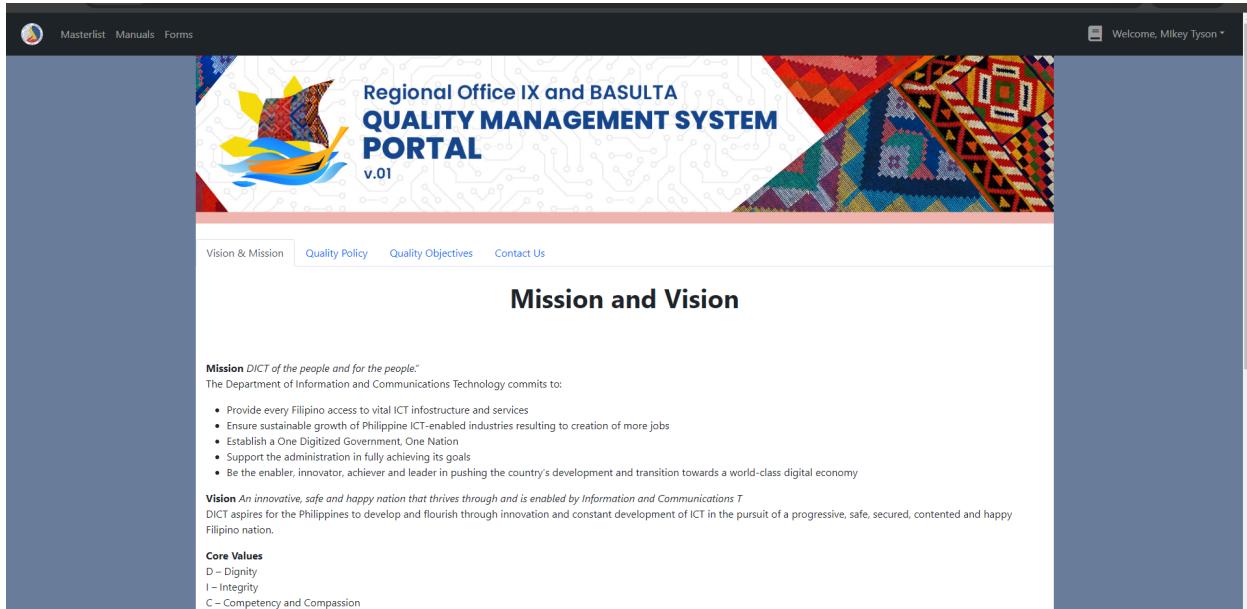
Account verification is done by the **Administrators**.

Unverified Users			
Search			
Name	Email	Designation	Action
JOHN 22	123@gmail.com	HR	<button>Verify</button>
whoami	idk@gmail.com	1337	<button>Verify</button>

*Figure 9: Verification of user Account*

## ***Navigating Home Page***

Upon Login the user will be brought to the home page. They are given the opportunity to choose where they want to proceed.



*Figure 10: Home Page(Public User)*

### Tabs Available for **Public User**:

- Vision & Mission
- Quality Policy
- Quality Objectives
- Contact Us

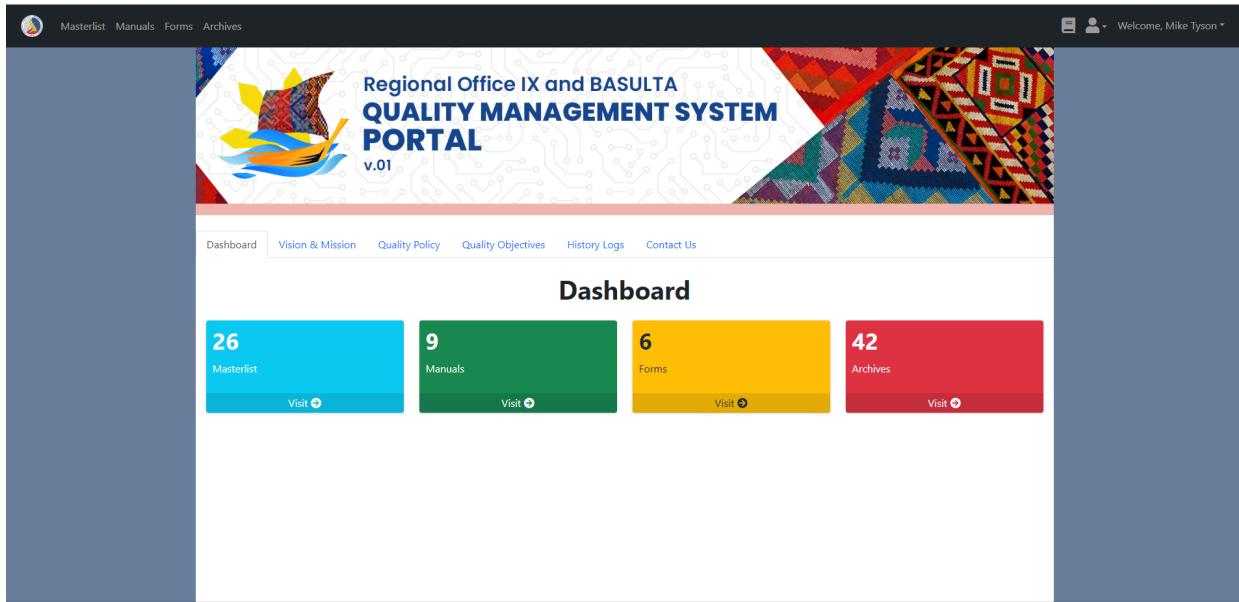


Figure 11: Home Page(Administrator)

#### Tabs Available for Administrator.

- Dashboard
- Vision & Mission
- Quality Policy
- Quality Objectives
- History Logs
- Contact Us

Navigation tabs are presented on the upper left of the home page, with the option of accessing the Masterlist, the Manuals, or the Forms. Archives are only available for Administrators

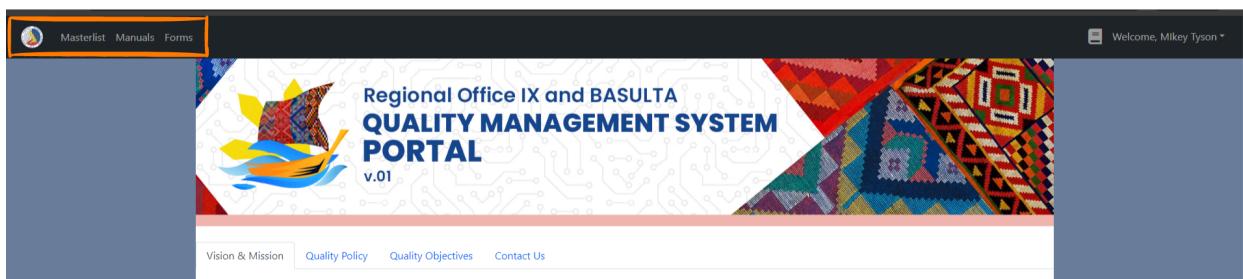


Figure 12: Highlighted Navigation Tabs(Public User)

*Search*

*Sorting:*

Clicking each title row may enable the sorting of the said column chronologically.

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## **Document Reference**

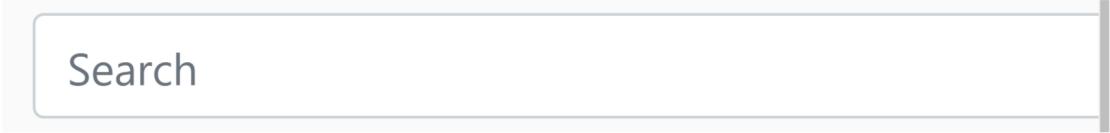
### **Code**

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*Figure 13: Sample Sorting button by column*

*Search:*

Entering a word or a phrase of the file may trigger the search engine to filter the necessary files presented.

A screenshot of a search bar. It is a rectangular input field with a light gray background and a thin gray border. The word "Search" is centered inside the field in a black, sans-serif font.

Search

*Figure 14: System's Search Bar*

## ***Navigating MASTERLIST:***

Possible things to do	Actual Results
Select the view document details.	 Shows document details as well as the preview of the file.
Click Download document	 Download the file requested.
Click Edit button option	 Enables the editing of files.
Click Add New Button	 Enables the user to register documented information
Click the sorting of files by column	 Chronologically sort the documents available in the Masterlist
Click Trash Button	 Deem documents as obsolete

## Document Viewing

Clicking the icon to  access the details of the file.

View Document X

<b>Document Reference Code:</b> QP05	<b>Request Type:</b> Creation
<b>Document Title:</b> Management Review	<b>Type:</b> Internal
<b>Division:</b> ORD	<b>Request Date:</b> 2024-02-01
<b>Project/Unit:</b> ORD	<b>Revision Number:</b> 0
<b>Process Owner:</b> Kryztle Love Evangelista	<b>Effectivity Date:</b> 2024-02-01
<b>Status:</b> Active	<b>File:</b> QP05 Management Meetings_V2.docx.pdf_1718108931.pdf
<b>Document Type:</b> Quality Procedure	<b>Created at:</b> 2024-06-11T12:28:51.000000Z
<b>Request Reason:</b> This is the initial registration of the document. No Revisions have been made.	

**Republic of the Philippines  
DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY  
REGIONAL OFFICE IX & BASULTA  
QUALITY PROCEDURE ON  
MANAGEMENT REVIEW**

**I. OBJECTIVE**  
This procedure institutionalizes the periodic review of the Top Management of the organization's Quality Management System (QMS) to ensure its adequacy, effectiveness, and sustainability with its organizational and process objectives, quality policy, and strategic directions.

Figure 15: Sample Documentation Information

## ACCESSING REVISION HISTORY TRACKING LOG

**Administrator** are capable of accessing Revision History Logs by viewing a document and

clicking the history button  , located on the lower right of the view panel :

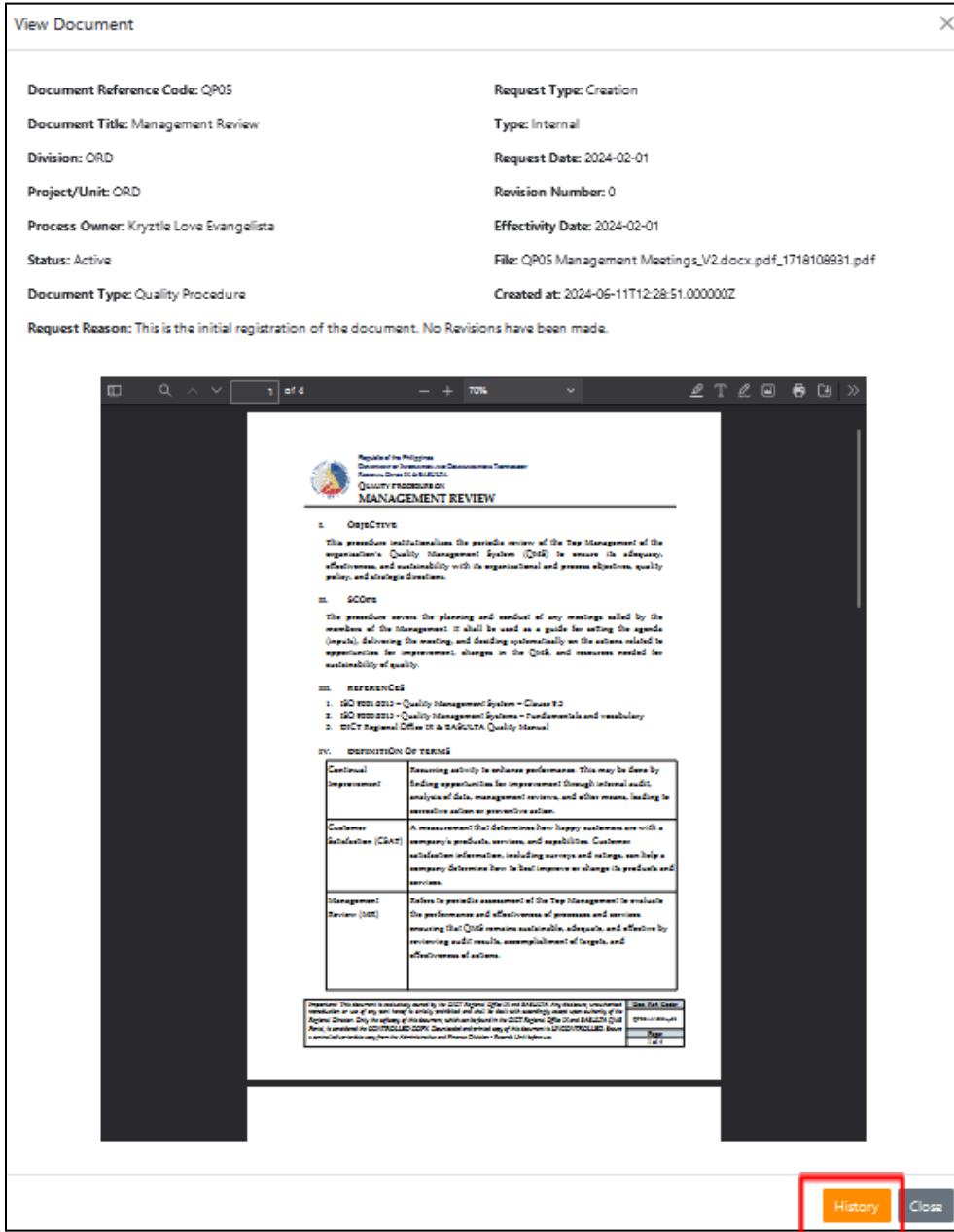
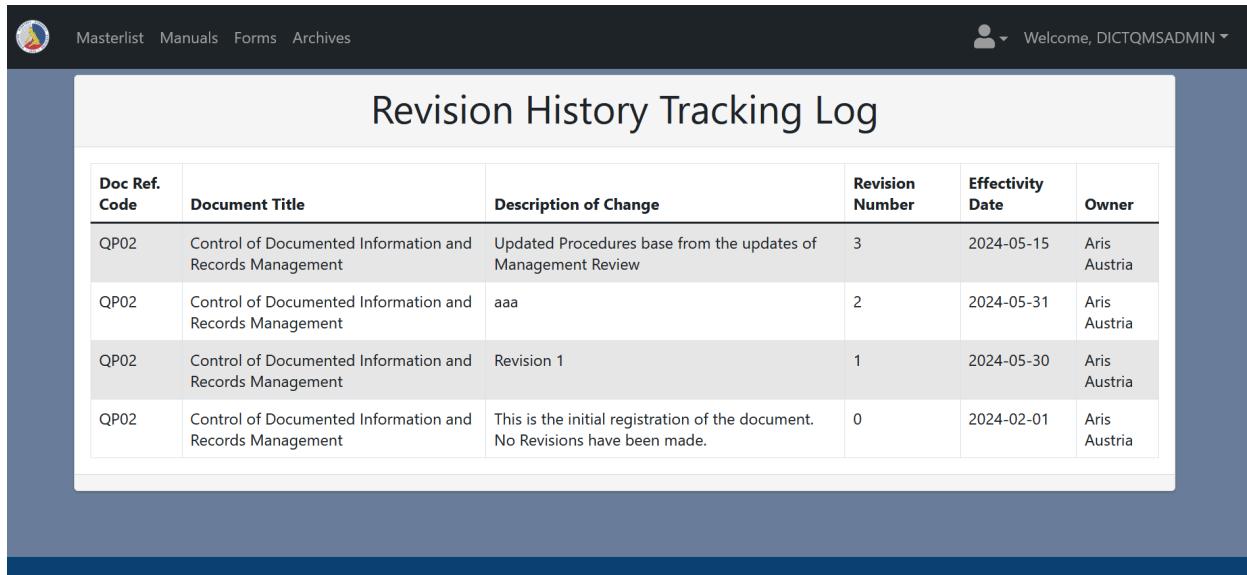


Figure 16: Accessing The Revision History Logs

Upon clicking the History button, the Revision History Tracking Log will appear detailing the history of the different instances of revision of the selected document.



The screenshot shows a software interface titled "Revision History Tracking Log". At the top, there is a navigation bar with icons for "Masterlist", "Manuals", "Forms", and "Archives". On the right side of the top bar, it says "Welcome, DICTQMSADMIN" with a user icon. The main content area has a title "Revision History Tracking Log" and a table below it. The table has columns: "Doc Ref. Code", "Document Title", "Description of Change", "Revision Number", "Effectivity Date", and "Owner". There are four rows in the table, all corresponding to "QP02" and "Control of Documented Information and Records Management". The first row's "Description of Change" is "Updated Procedures base from the updates of Management Review", "Revision Number" is 3, "Effectivity Date" is 2024-05-15, and "Owner" is Aris Austria. The second row's "Description of Change" is "aaa", "Revision Number" is 2, "Effectivity Date" is 2024-05-31, and "Owner" is Aris Austria. The third row's "Description of Change" is "Revision 1", "Revision Number" is 1, "Effectivity Date" is 2024-05-30, and "Owner" is Aris Austria. The fourth row's "Description of Change" is "This is the initial registration of the document. No Revisions have been made.", "Revision Number" is 0, "Effectivity Date" is 2024-02-01, and "Owner" is Aris Austria.

Doc Ref. Code	Document Title	Description of Change	Revision Number	Effectivity Date	Owner
QP02	Control of Documented Information and Records Management	Updated Procedures base from the updates of Management Review	3	2024-05-15	Aris Austria
QP02	Control of Documented Information and Records Management	aaa	2	2024-05-31	Aris Austria
QP02	Control of Documented Information and Records Management	Revision 1	1	2024-05-30	Aris Austria
QP02	Control of Documented Information and Records Management	This is the initial registration of the document. No Revisions have been made.	0	2024-02-01	Aris Austria

Figure 17: Revision History Logs seen only by Administrators

## Downloading Document:

Clicking the download icon  prompts the user to a warning from the DMT, notifying users they are about to download an uncontrolled copy. If the user wishes to proceed, the file will be then downloaded to their respective computers.

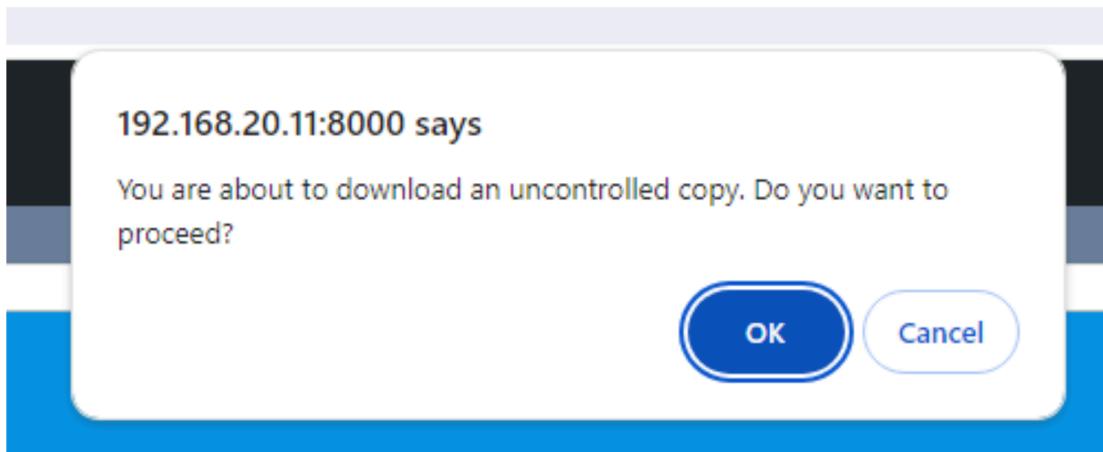
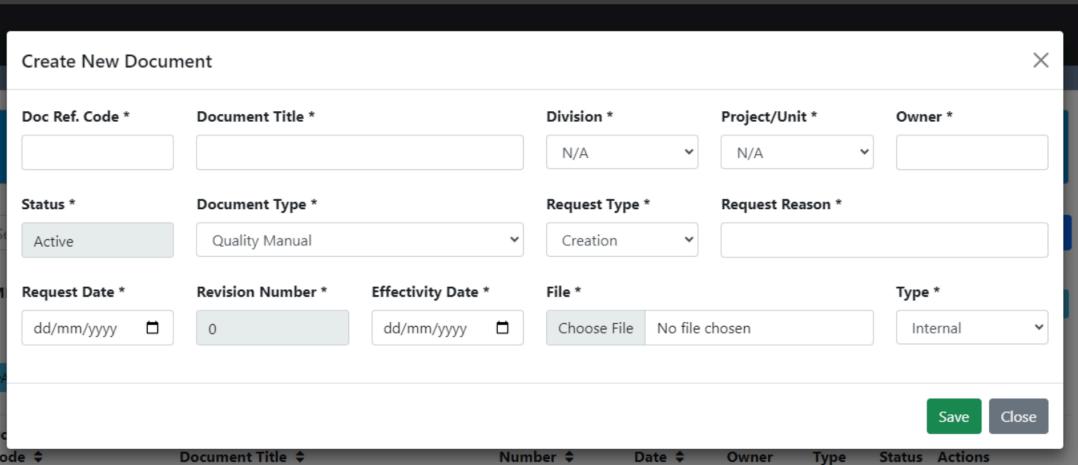


Figure 18: Download prompt notification

## **MANAGING THE MASTERLIST:**

### **REGISTERING DOCUMENTS:**

Clicking the icon  enables the administrator to add new files in the system.



The screenshot shows the 'Create New Document' modal. It contains the following fields:

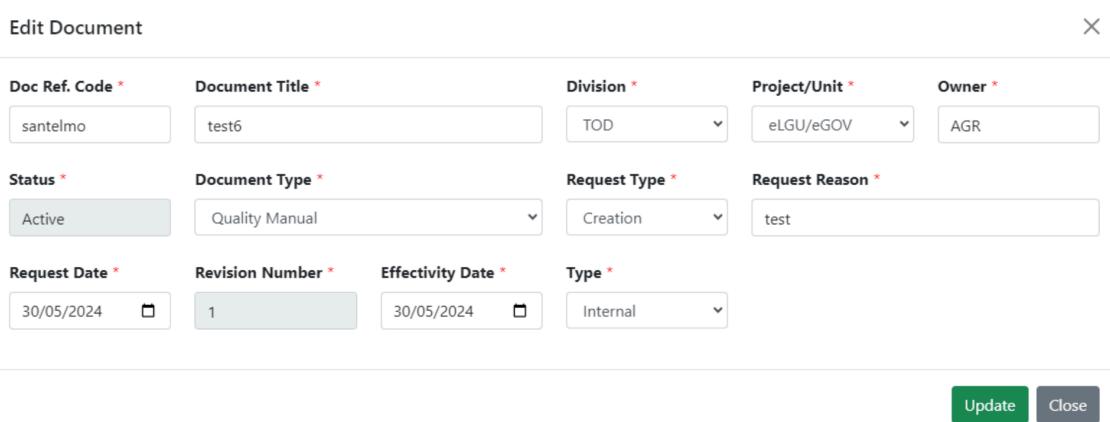
- Doc Ref. Code \*: Input field
- Document Title \*: Input field
- Division \*: Dropdown menu (N/A)
- Project/Unit \*: Dropdown menu (N/A)
- Owner \*: Input field
- Status \*: Dropdown menu (Active)
- Document Type \*: Dropdown menu (Quality Manual)
- Request Type \*: Dropdown menu (Creation)
- Request Reason \*: Input field
- Request Date \*: Date input field (dd/mm/yyyy)
- Revision Number \*: Input field (0)
- Effectivity Date \*: Date input field (dd/mm/yyyy)
- File \*: File upload button (Choose File) - No file chosen
- Type \*: Dropdown menu (Internal)

At the bottom right are 'Save' and 'Close' buttons.

Figure 19: Registering Documents Modal

### **Editing Document Details:**

Clicking the icon  enables the administrator to access the file details.



The screenshot shows the 'Edit Document' modal. It contains the following fields:

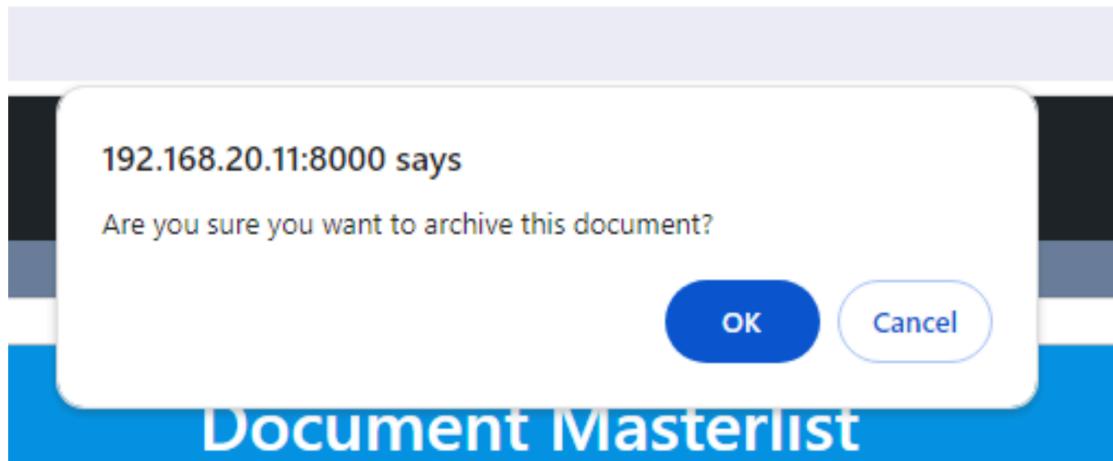
- Doc Ref. Code \*: Input field (santelmo)
- Document Title \*: Input field (test6)
- Division \*: Dropdown menu (TOD)
- Project/Unit \*: Dropdown menu (eLGU/eGOV)
- Owner \*: Input field (AGR)
- Status \*: Dropdown menu (Active)
- Document Type \*: Dropdown menu (Quality Manual)
- Request Type \*: Dropdown menu (Creation)
- Request Reason \*: Input field (test)
- Request Date \*: Date input field (30/05/2024)
- Revision Number \*: Input field (1)
- Effectivity Date \*: Date input field (30/05/2024)
- Type \*: Dropdown menu (Internal)

At the bottom right are 'Update' and 'Close' buttons.

Figure 20: Edit Documents Modal

## *Archiving Documents:*

Clicking the icon  will give the Administrator an option to remove the file



*Figure 21: Verifying Archiving of Document*