# **How to use the Results Complaint Management System (RCMS).**

**SAMPLE ACCOUNT**

HOD- username: [evelynkahiigi@cit.mak.ac.ug](mailto:evelynkahiigi@cit.mak.ac.ug) Pass:SCIT01

Lecturer – username: [flashina7@gmail.com](mailto:flashina7@gmail.com) Pass: SCIT02

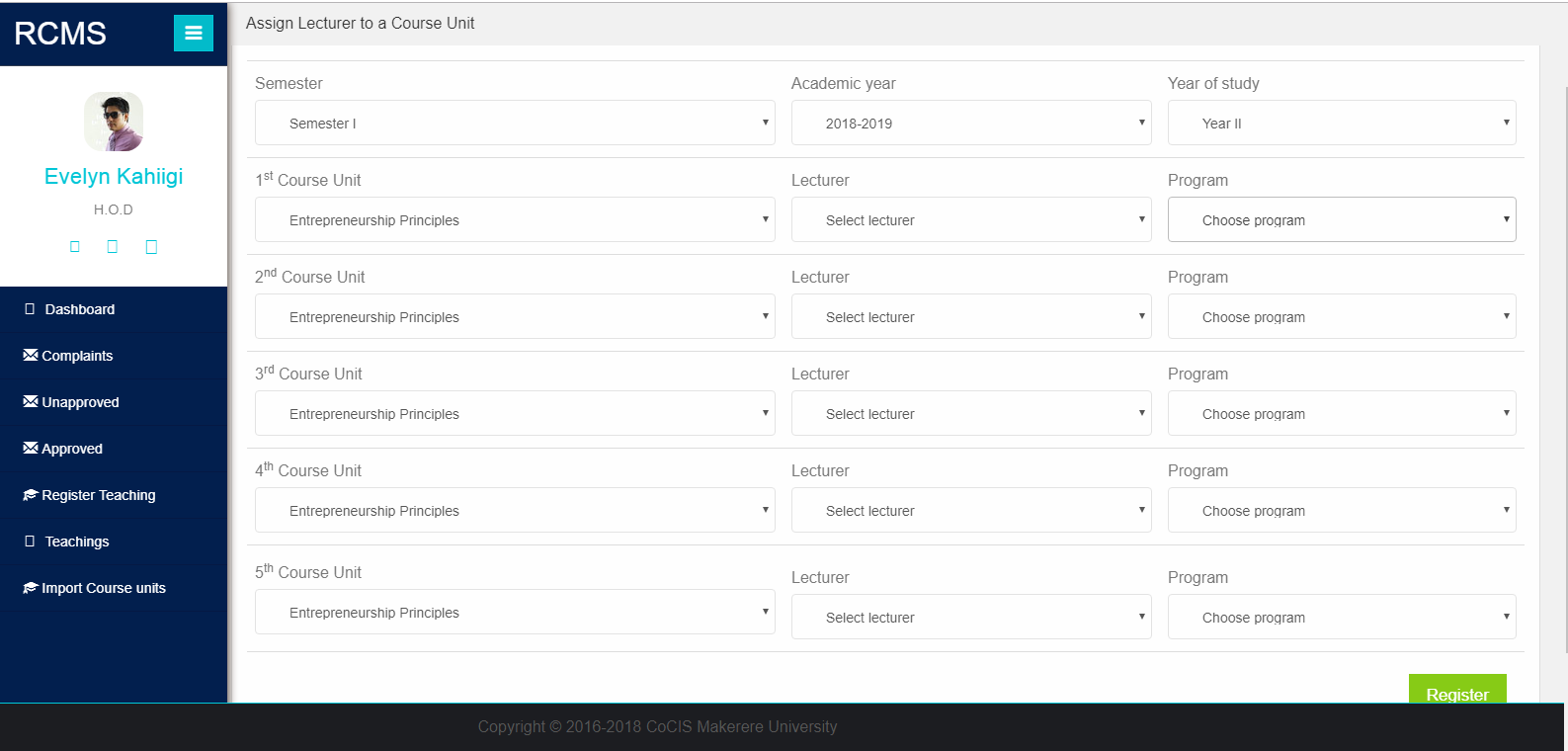
Admin – username: [edithnaluyimba@cis.mak.ac.ug](mailto:edithnaluyimba@cis.mak.ac.ug) Pass: SCIT06

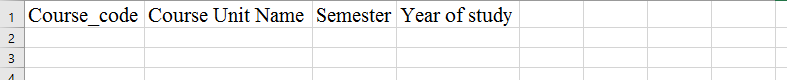
Student – username: 14/U/375 pass: 214000120

The Normal follow is this.

**HEAD OF DEPARTMENTS**

Th Heads of department are required to enter the details of which lecturer is teaching, which course unit, which semester, which academic year and for which Year of study. This is done by using the Register Course unit page.

Make sure you select the Semester, Academic Year and Year of study for the fields below to have the data for selecting.

Incase there are no course units, make use of the Import course unit page and prepare your excel sheet in this format and remember to save it with the extension of csv

After setting all that the students can now be able to register the courseunits they have done in that academic year and be able to complain.

After the complaint reaching the Head of department, s/he will be required to use the approve function in the system to approve the mark given by the Lecturer if the complaint necessitated giving a new mark.

This functionality is found under Unapproved menu. Each head of department must a secret code to be able to approve.