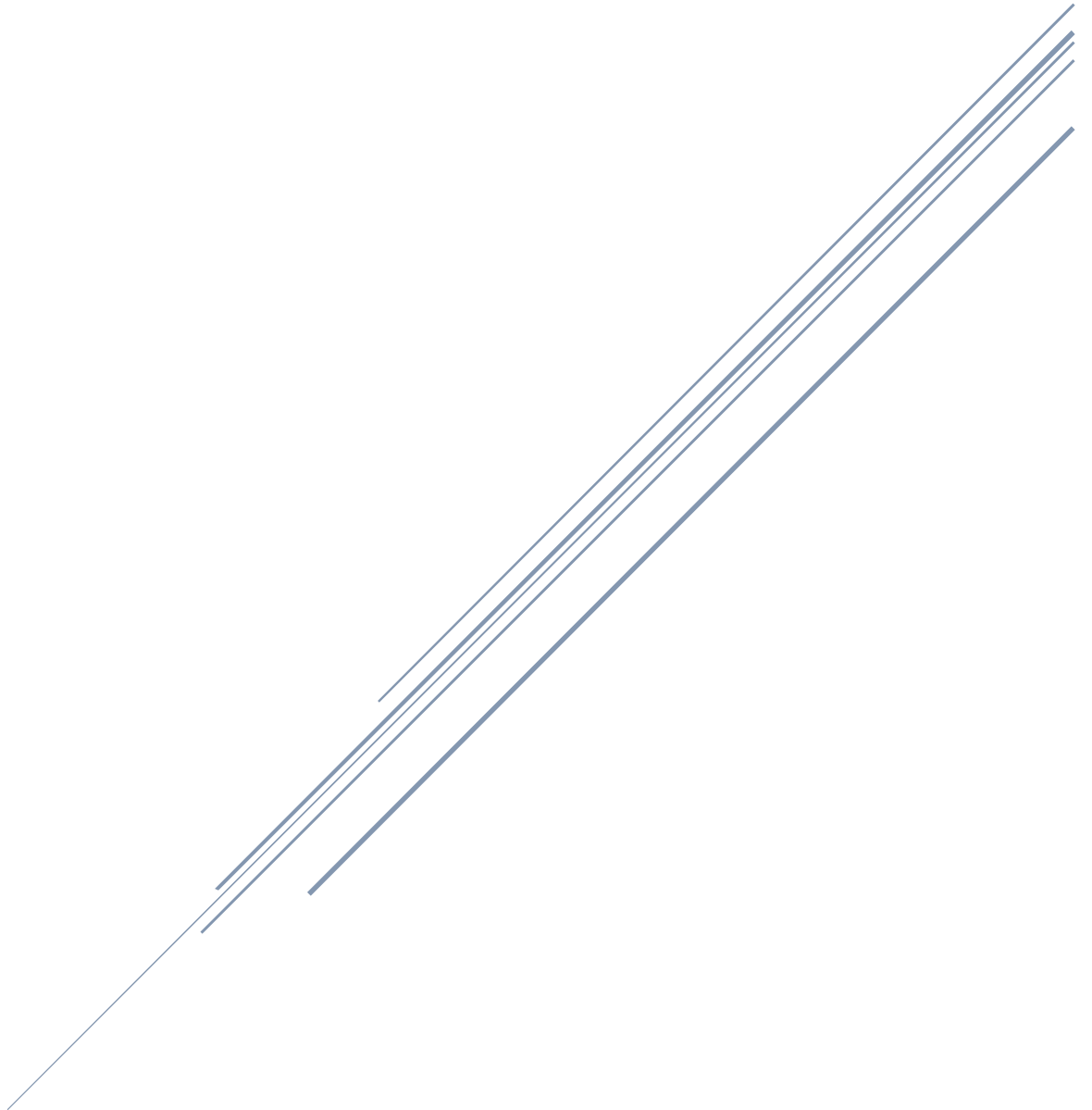




AUDIT AND CONTROL



I.T. Department,

EXCEPTION PORTAL HELPDESK APPLICATION USER GUIDE

1. Login to IRS.
2. Click Helpdesk menu on IRS.
3. Click Exceptions Menu

HOW TO RAISE AN EXCEPTION

1. Click Exceptions Menu
2. Click “Raise an Exception”
3. Select the Processor, Team Lead (optional) and Supervisor.
4. Enter the Subject and Description
5. Attach file (if necessary)
6. Click Submit

Exceptions

3
All

3
Pending

0
Closed

0
Supervisor Exceptions

+ Raise an exception

Show all Exceptions

Download Report

Filter

All

Newest

October 17, 2019 - November 15, 2019

Filter

#	Exception ID	Title	Created By	Assigned To	Created at	Status
1	131120190001	Demo Issue	DEMO INTERNAL CONTROL	Yomi Omotoso	2 days ago	+ OPEN
2	71120190005	Demo	DEMO INTERNAL CONTROL	Yomi Omotoso	1 week ago	+ OPEN
3	71120190002	Attend to this	DEMO INTERNAL CONTROL	Yomi Omotoso	1 week ago	+ OPEN

Raise a new Exception

Select concerned processor

SELECT PROCESSOR

Select Option ▼

Select team lead (optional)

SELECT TEAM LEAD (OPTIONAL)

Select Option ▼

Select Supervisor

SELECT SUPERVISOR

Select Option ▼

Enter subject

SUBJECT

Title

Details of exception

LOG EXCEPTION

Enter your message

Attach file, if necessary

Choose File No file chosen

Submit exception

Submit Exception

A mail notification is sent immediately to the concerned party once the exception is submitted.

If no response within 4 hours, the exception is escalated to the supervisor/team lead. Then in another 4 hours of no response, the GMD receives a notification of escalation.

HOW TO REPLY AN EXCEPTION

1. If user is a team member of the Internal control unit, click on “Show all exceptions button”
2. Click on the title of the ticket to view
3. Enter the message
4. Attach file (if necessary)
4. Click on “Mark as closed” (if necessary and a member of the Internal control unit)
4. Click submit

Exceptions

3

All



3

Pending

0

Closed



0

Supervisor Exceptions



+ Raise an exception

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#	Exception ID	Title	Created By	Assigned To	Created at	Status
1	131120190001	Demo Issue	DEMO INTERNAL CONTROL	Yomi Omotoso	2 days ago	OPEN
2	71120190005	Demo	DEMO INTERNAL CONTROL	Yomi Omotoso	1 week ago	OPEN
3	71120190002	Attend to this	DEMO INTERNAL CONTROL	Yomi Omotoso	1 week ago	OPEN

Exception #131120190001 Demo Issue

Wed, Nov 13, 2019 1:08 PM

Exception Processor: Yomi Omotoso

Team Lead: KINGSLEY CHUKWUEMEKA

Supervisor: Demo Supervisor

Current escalation level: GMD

OPEN

Mark ticket as closed

Respond to Exception

Mark as Closed

Go back to Exceptions

By: DEMO INTERNAL CONTROL

Wed, Nov 13, 2019 1:08 PM

Kindly attend to this

DEMO INTERNAL CONTROL

Fri, Nov 15, 2019 2:38 PM

My I know why this issue is yet to be responded to?

KINGSLEY CHUKWUEMEKA

Fri, Nov 15, 2019 2:37 PM

Hello. I am not privy to this

Kindly attend to this

DEMO INTERNAL CONTROL

Fri, Nov 15, 2019 2:38 PM

My I know why this issue is yet to be responded to?

KINGSLEY CHUKWUEMEKA

Fri, Nov 15, 2019 2:37 PM

Hello. I am not privy to this

RESPOND TO EXCEPTION

Enter your message



Respond to exception

Choose File

No file chosen



Attach any file related to the raised exception

☐ Mark as closed



Automatically close ticket upon response?

RESPOND AND SUBMIT

Exception conversations between concerned parties:

1. Processor
2. Team Lead (if assigned)
3. Supervisor
4. GMD

Please note: Replying a closed exception automatically reopens the exception itself.

HOW TO DOWNLOAD REPORTS

1. From the Exceptions page, click on “Display all exceptions”
2. Filter by date range if needed
3. Click on the “Download Report” button

The screenshot shows the top section of the Exceptions page. It features four filter cards: 'All' (0), 'Pending' (0), 'Closed' (0), and 'Supervisor Exceptions' (0). Below these is a navigation bar with three buttons: '+ Raise an exception', 'Show all Exceptions', and 'Download Report'. A red arrow points to the 'Show all Exceptions' button with the text 'Click here'. Below the buttons is a table titled 'Recently created exceptions' with columns: #, Exception ID, Title, Created By, Assigned To, Created at, and Status. The table is currently empty, showing 'No record found.' and a 'View All' link.

The screenshot shows the full Exceptions page. It features the same four filter cards as the previous screenshot. Below these is a navigation bar with three buttons: '+ Raise an exception', 'Show all Exceptions', and 'Download Report'. A red arrow points to the 'Download Report' button with the text 'Click here to download report'. To the right of the navigation bar is a 'Filter' section with a date range selector set to 'October 17, 2019 - November 15, 2019' and a 'Filter' button. A red arrow points to the 'Filter' button with the text 'Click here to filter by date range. Then click the "filter" button'. Below the filter section is a table with columns: #, Exception ID, Title, Created By, Assigned To, Created at, and Status. The table contains three rows of data:

#	Exception ID	Title	Created By	Assigned To	Created at	Status
1	131120190001	Demo Issue	DEMO INTERNAL CONTROL	Yomi Omotoso	2 days ago	+ OPEN
2	71120190005	Demo	DEMO INTERNAL CONTROL	Yomi Omotoso	1 week ago	+ OPEN
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