

# User Manual for Admin Support System by

## 1. Introduction

**Overview of the Admin Support System:** The Admin Support System is designed to empower schools to report issues related to security, electrical, civil, housekeeping, and other activity areas. This platform facilitates effective communication between users and the dedicated Responsible Persons.

**Purpose of the Manual** This manual aims to guide users through the process of raising and tracking complaints efficiently.

## 2. Getting Started

### System Requirements

- Internet access
- Compatible web browser (Chrome, Firefox, etc.)

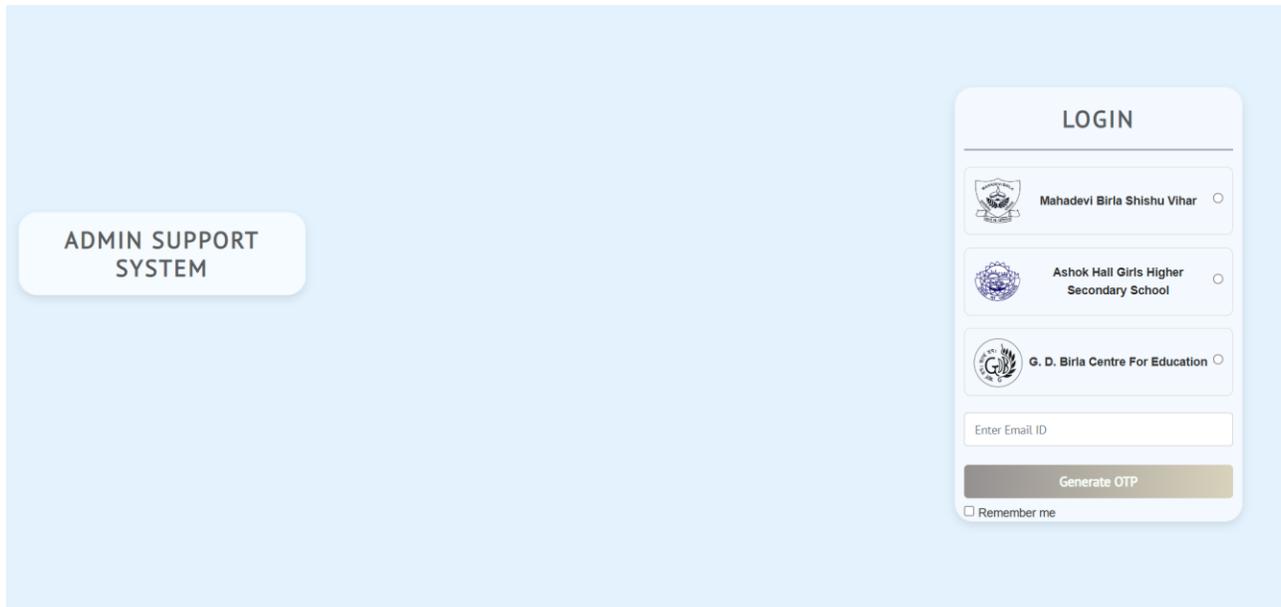
### Accessing the System

1. Open your web browser.
2. Enter the URL for the Admin Support System <https://ashokhall.co/gs>

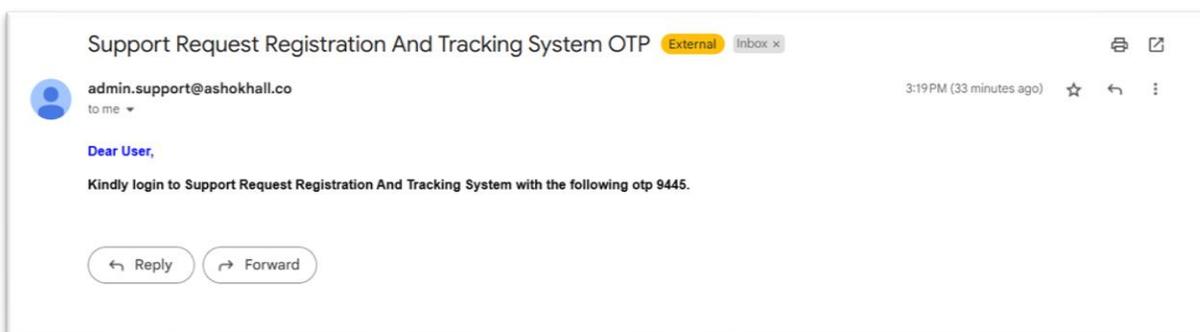
### 3. Getting Started

#### Step-by-Step Guide to Submit a Complaint and to Provide Resolution

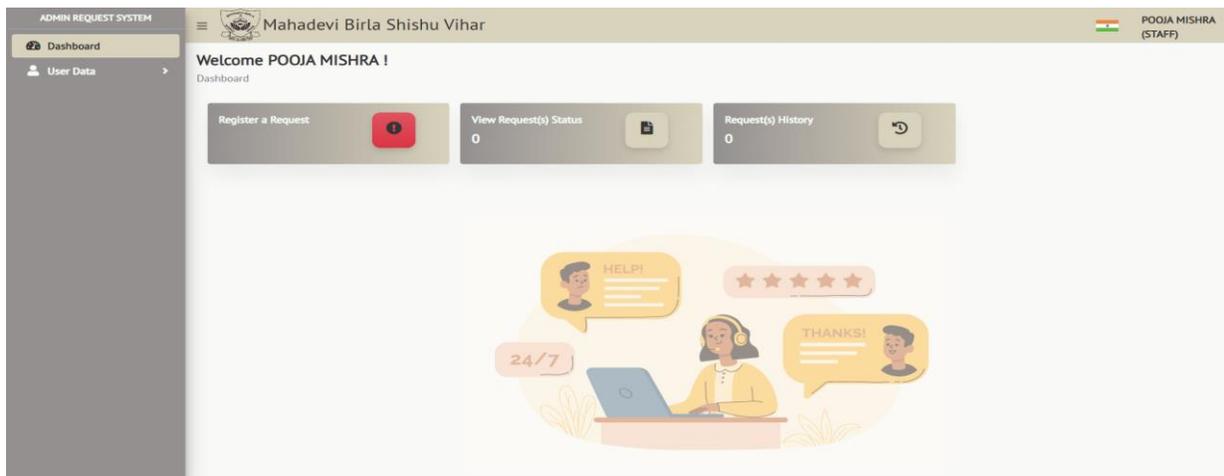
1. Login with Organization , Email ID and enter OTP received on Email ID.



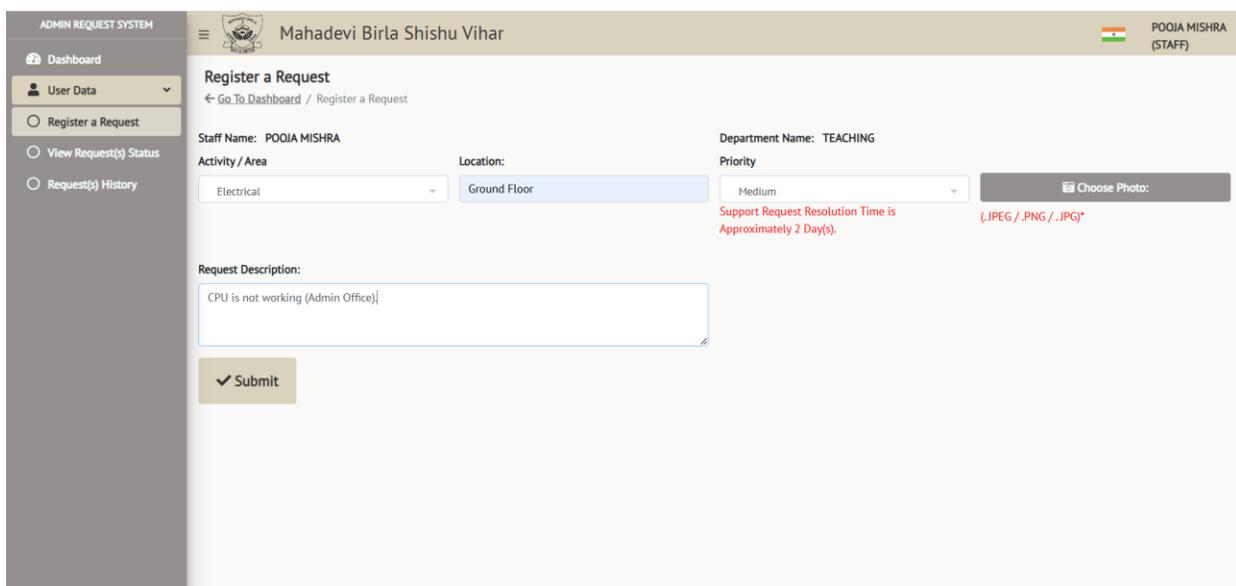
2. Example of OTP received by user:



3. After logging in, navigate to the "Register a Request" section.



After Navigate to the "Register a Request".

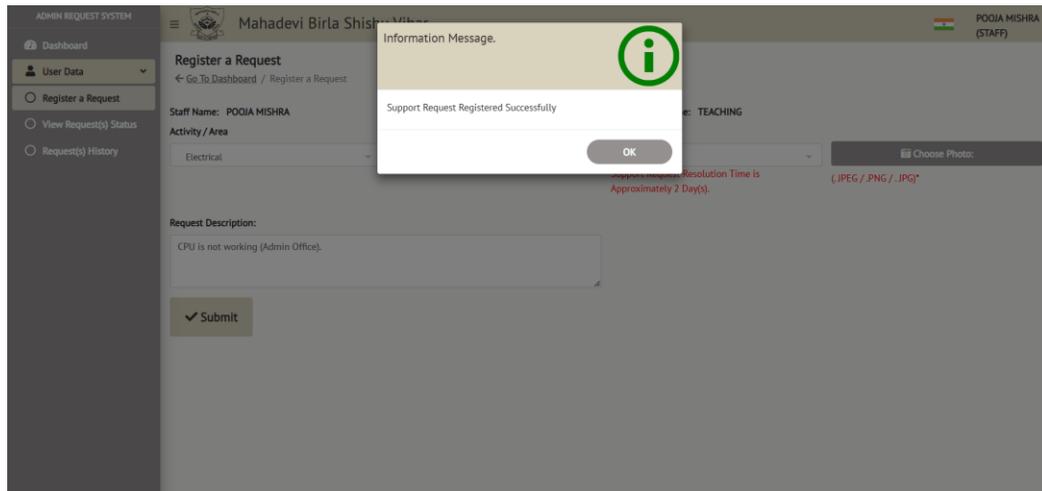


3.1. Fill in the required details, including the description of the complaint and

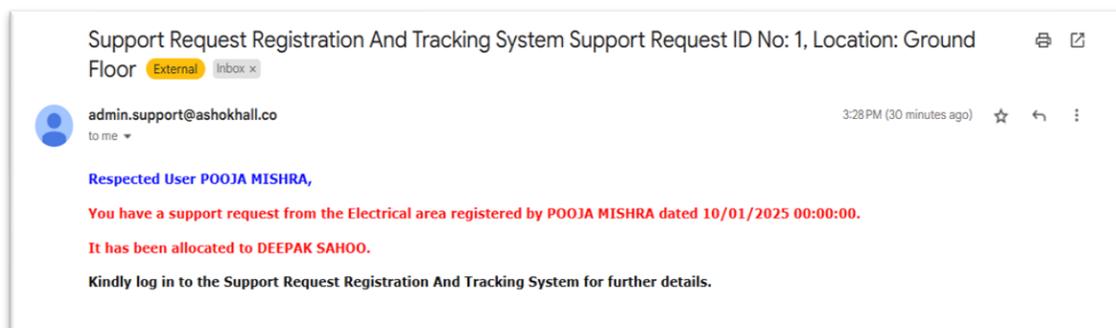
the Priority of your complaint.

3.2. Select the relevant activity area (e.g., security, electrical).

3.3. Click "Submit" to raise your complaint.



3.4. You will receive a confirmation email that your complaint has been successfully submitted.



**Selecting the Activity Area** Choose the appropriate category for your complaint to ensure it is directed to the right Responsible Person.

**Confirmation of Complaint Submission** Upon submission, a unique complaint ID will be generated, which you can use for tracking

4. The dashboard/ menu provides the current status of all your complaints.

4.1. Go to the "Dashboard" or click on "View Support Request(s) Status".

4.2. Locate your complaint using the unique complaint ID or by browsing through the list.

4.3. The status column will indicate the current status of the complaint.

**Understanding Escalation Process** If the Responsible Person -1 does not resolve your complaint within the stipulated time, it will be automatically escalated to the Responsible Person -2. Notifications will be sent via email regarding the escalation.

The screenshot displays the 'ADMIN REQUEST SYSTEM' interface for Mahadevi Birla Shishu Vihar. The user is identified as POOJA MISHRA (STAFF). The 'Request Status' page shows a list of requests with the following details:

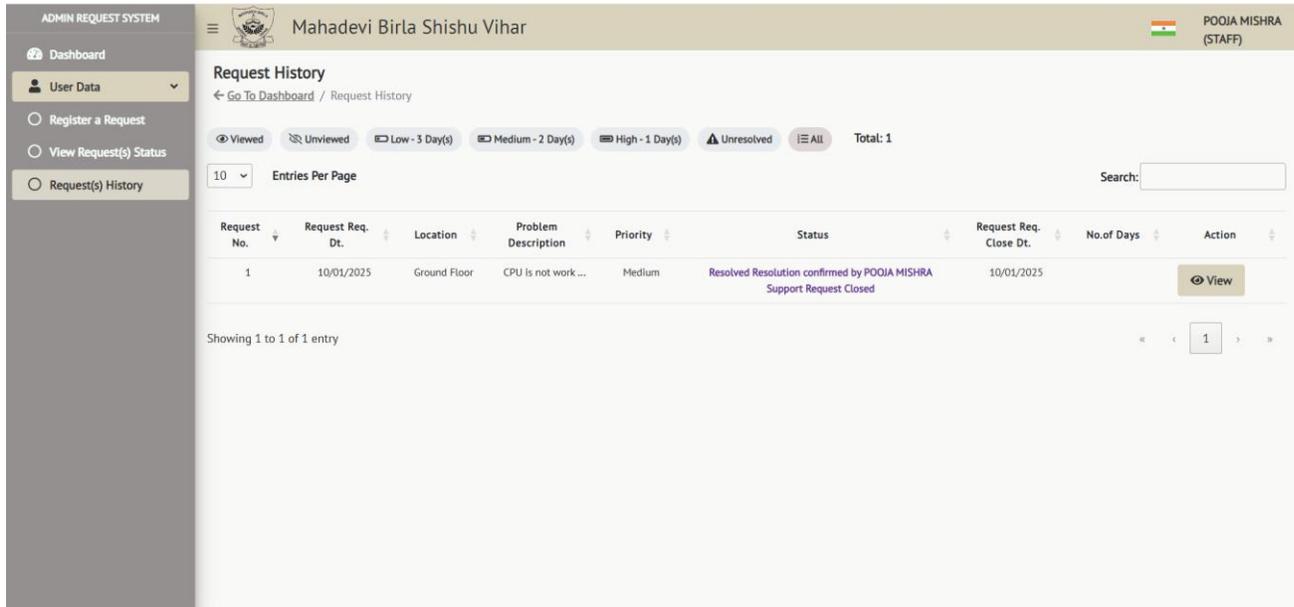
Request No.	Request Dt.	Location	Priority	Problem Description	Status	Request Close Dt.	No.of Days	Action
1	10/01/2025	Ground Floor	Medium	CPU is not work ...	Support Request Registered Successfully!! Waiting for Response.		0	View

The interface includes a sidebar with navigation options: Dashboard, User Data, Register a Request, View Request(s) Status, and Request(s) History. Filter buttons for 'Viewed', 'Unviewed', 'Low - 3 Day(s)', 'Medium - 2 Day(s)', 'High - 1 Day(s)', and 'Unresolved' are visible. The status of the request is 'Support Request Registered Successfully!! Waiting for Response.'

## 5. Accessing the Complaint History Page

- 5.1. Click on the "Support Request History" tab in the main menu.
- 5.2. You will see a list of all your past complaints along with their statuses.

**How to View Past Complaints** Go to any complaint ID and click on "View" to see detailed information, including the resolution comments.



The screenshot shows the 'Request History' page in the Admin Request System. The page header includes the school name 'Mahadevi Birla Shishu Vihar' and the user 'POOJA MISHRA (STAFF)'. The left sidebar contains navigation options: Dashboard, User Data, Register a Request, View Request(s) Status, and Request(s) History. The main content area shows a table of request history with the following data:

Request No.	Request Req. Dt.	Location	Problem Description	Priority	Status	Request Req. Close Dt.	No. of Days	Action
1	10/01/2025	Ground Floor	CPU is not work ...	Medium	Resolved Resolution confirmed by POOJA MISHRA Support Request Closed	10/01/2025		<a href="#">View</a>

Below the table, it indicates 'Showing 1 to 1 of 1 entry' and a pagination control showing '1'.

## Responsible Person Login.

6. After logging in, navigate to the "Pending Support Request(s)" section and click on the "View" button to see complaint details.

The screenshot shows the 'ADMIN REQUEST SYSTEM' interface for Mahadevi Birla Shishu Vihar. The user is DEEPAK SAHOO (STAFF). The main section is titled 'Pending Request' and shows a table with one entry:

Request No.	Request Dt.	Location	Priority	Problem Description	Status	Request Close Dt.	No. of Days	Action
1	10/01/2025	Ground Floor	Medium	CPU is not work...	Support Request by POOJA MISHRA Waiting for Response.		0	<a href="#">View</a>

Showing 1 to 1 of 1 entry

- If the responsible person does not have any resolution for now, then they can select days on "Time Period Extension" and extend the resolution time by no(s) of days. OR Enter a comment and click on "Close Support Request".

The screenshot shows the 'Support Detail Screen' for the same request. The details are as follows:

- Staff Name:** POOJA MISHRA
- Support No.:** 1
- Activity/ Area:** Electrical
- Support Request Description:** CPU is not working (Admin Office).
- Priority:** Medium (Complaint expected to be resolved in 2 Day(s)).
- Time Period Extension:** Support Request Resolution Time Extended for  day(1st time).
- Department Name:** TEACHING
- Support Date:** 10/01/2025
- Location:** Ground Floor
- Photo:** (Choose Photo button)

The 'Responsible Person Comment' field contains the text 'Solved'. A 'Close Support Request' button is visible at the bottom right.

After Resolution is resolved:



8. The status of Request is changed and next action is to be taken by the complainant.

ADMIN REQUEST SYSTEM

Mahadevi Birla Shishu Vihar

DEEPAK SAHOO (STAFF)

Pending Request

← Go To Dashboard / Pending Request

Viewed
  Unviewed
  Low - 3 Day(s)
  Medium - 2 Day(s)
  High - 1 Day(s)
  Unresolved
  My Complaints
  ALL
 Total: 1

10 Entries Per Page

Search:

Request No.	Request Dt.	Location	Priority	Problem Description	Status	Request Close Dt.	No.of Days	Action
1	10/01/2025	Ground Floor	Medium	CPU is not work...	Resolved by DEEPAK SAHOO Waiting for User Confirmation.	10/01/2025	0	<input type="button" value="View"/>

Showing 1 to 1 of 1 entry

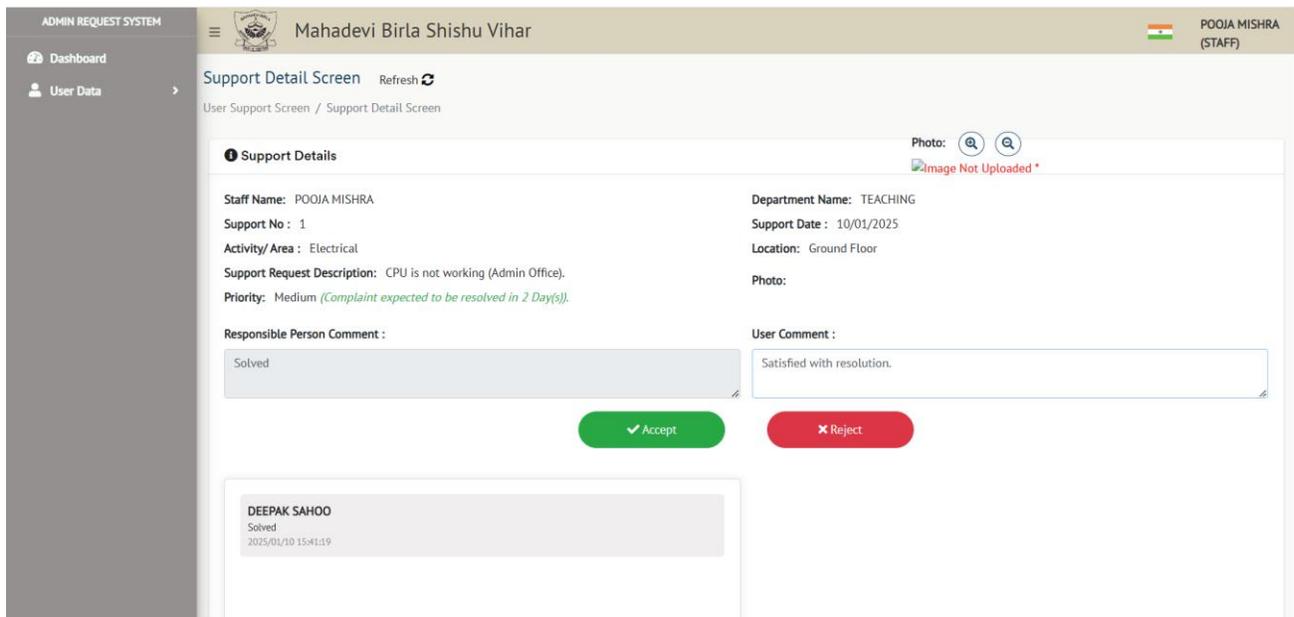
« < 1 > »

Note - Further communication will be done between the complainant and the responsible person through comments until the complainant is satisfied.

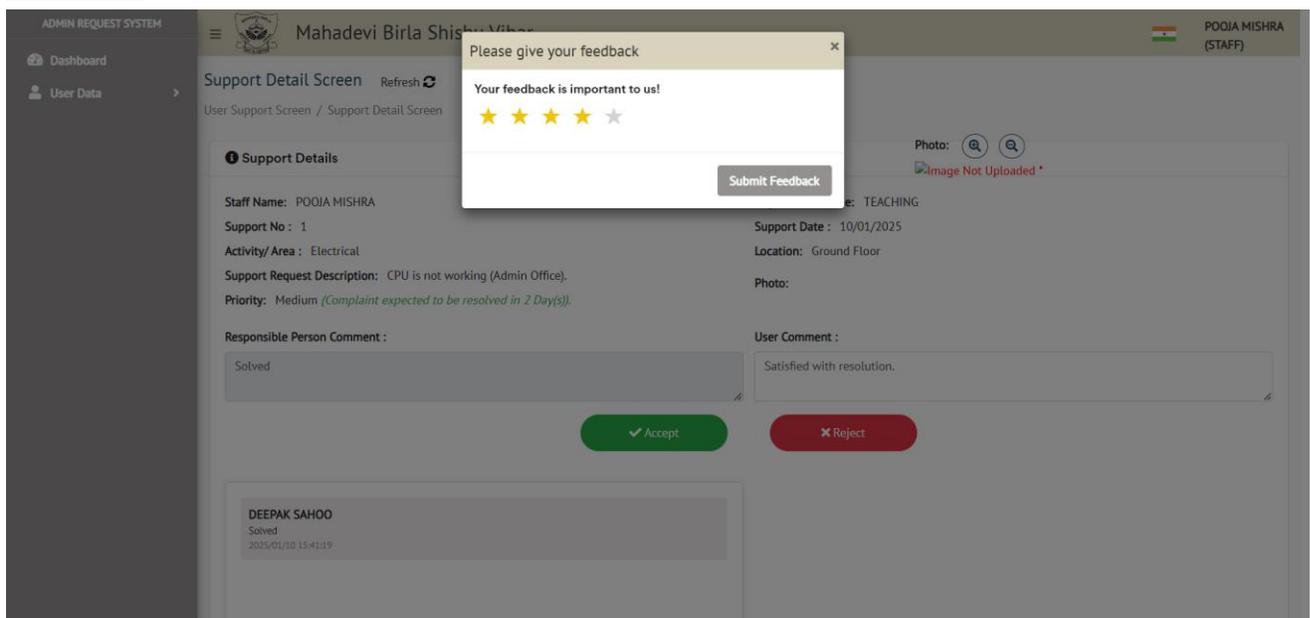
9. The complainant has to Accept/ Reject the resolution provided by the responsible person.

9.1. If the complainant clicks on "Accept" and provides Feedback **the complaint is closed** and resolution complete email is triggered.

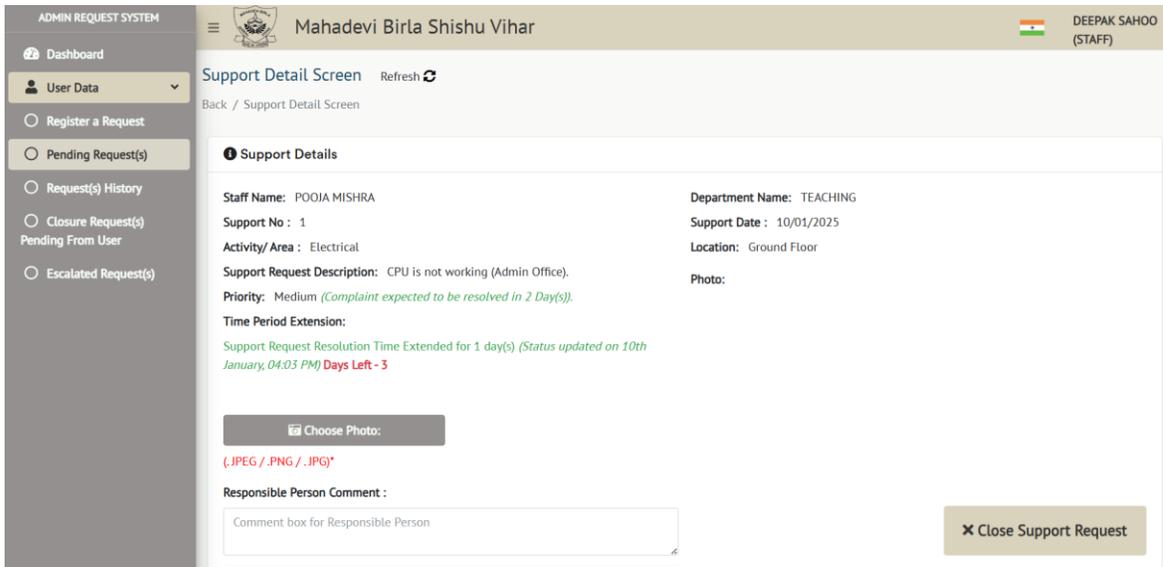
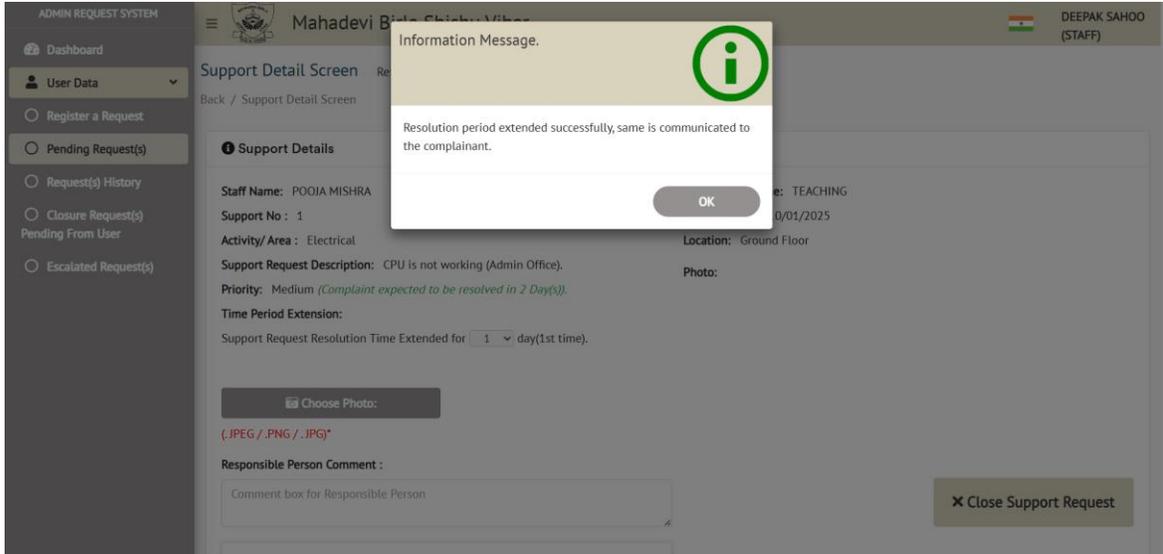
9.2. If the complainant clicks on "Reject", the responsible person has to provide another resolution.



### Feedback:



10. If the resolution is Rejected, the responsible person still has the option to provide some extension.



ADMIN REQUEST SYSTEM

Mahadevi Birla Shishu Vihar

DEEPAK SAHOO (STAFF)

### Pending Request

← [Go To Dashboard](#) / Pending Request

Viewed Unviewed Low - 3 Day(s) Medium - 2 Day(s) High - 1 Day(s) Unresolved My Complaints All Total: 1

10 Entries Per Page Search:

Request No.	Request Dt.	Location	Priority	Problem Description	Status	Request Close Dt.	No. of Days	Action
1	10/01/2025	Ground Floor	Medium	CPU is not work ...	Support Request by POOJA MISHRA Support Request Resolution Time Extended for 1 Day(s) (1st Time) by DEEPAK SAHOO.		0	<a href="#">View</a>

Showing 1 to 1 of 1 entry

Note- Likewise we can extend the resolution period **2 times**.

11. If the resolution is not provided or 2 times extension is expired then based on the priority of the complaint, the complaint is escalated to Responsible Person -2

The screenshot displays the 'Request Status' page of the Admin Request System. The page header includes the school name 'Mahadevi Birla Shishu Vihar' and the user 'POOJA MISHRA (STAFF)'. The left sidebar contains navigation options: Dashboard, User Data, Register a Request, View Request(s) Status, and Request(s) History. The main content area shows a table of request statuses with the following data:

Request No.	Request Dt.	Location	Priority	Problem Description	Status	Request Close Dt.	No.of Days	Action
1	10/01/2025	Ground Floor	Medium	CPU Is not work ...	Support Request Escalated to Saibal Ghosh		1	<a href="#">View</a>

Below the table, it indicates 'Showing 1 to 1 of 1 entry' and includes a pagination control showing '1'.

12. If Responsible Person -2 does not take any action in the time frame then a reminder email is triggered based on the priority of the complaint.

The screenshot displays the 'ADMIN REQUEST SYSTEM' interface for 'Mahadevi Birla Shishu Vihar'. The user is logged in as 'Saibal Ghosh (STAFF)'. The main section is titled 'Escalated Request' and shows a list of requests. The first request is highlighted, with a status message indicating that the support resolution has expired and a reminder has been sent.

Request No.	Request Dt.	Location	Priority	Problem Description	Status	Request Close Dt.	No. of Days	Action
1	10/01/2025	Ground Floor	Medium	CPU is not work ...	Support resolution expired, reminder sent. Please attend on priority.		2	<a href="#">View</a>

Showing 1 to 1 of 1 entry

## Conclusion

**Encouragement to Use the System** We encourage all users to actively participate in reporting issues to enhance the environment at your school. Your feedback is crucial in improving the overall experience.

**Commitment to Continuous Improvement** Our team is dedicated to continually improving the Admin Support System. We value your input and are always looking for ways to enhance functionality and user experience.

**Empowerment Through Feedback** By using this system, you play a vital role in fostering a safe and efficient learning environment. Every complaint raised contributes to making our schools better.

**Acknowledgment of Responsible Persons** We appreciate the efforts of our dedicated Responsible Persons who work diligently to address complaints. Your timely feedback helps us recognize and support their work.

**User Privacy and Data Security** We take user privacy seriously. All complaints and feedback are handled confidentially, ensuring your personal information remains secure.