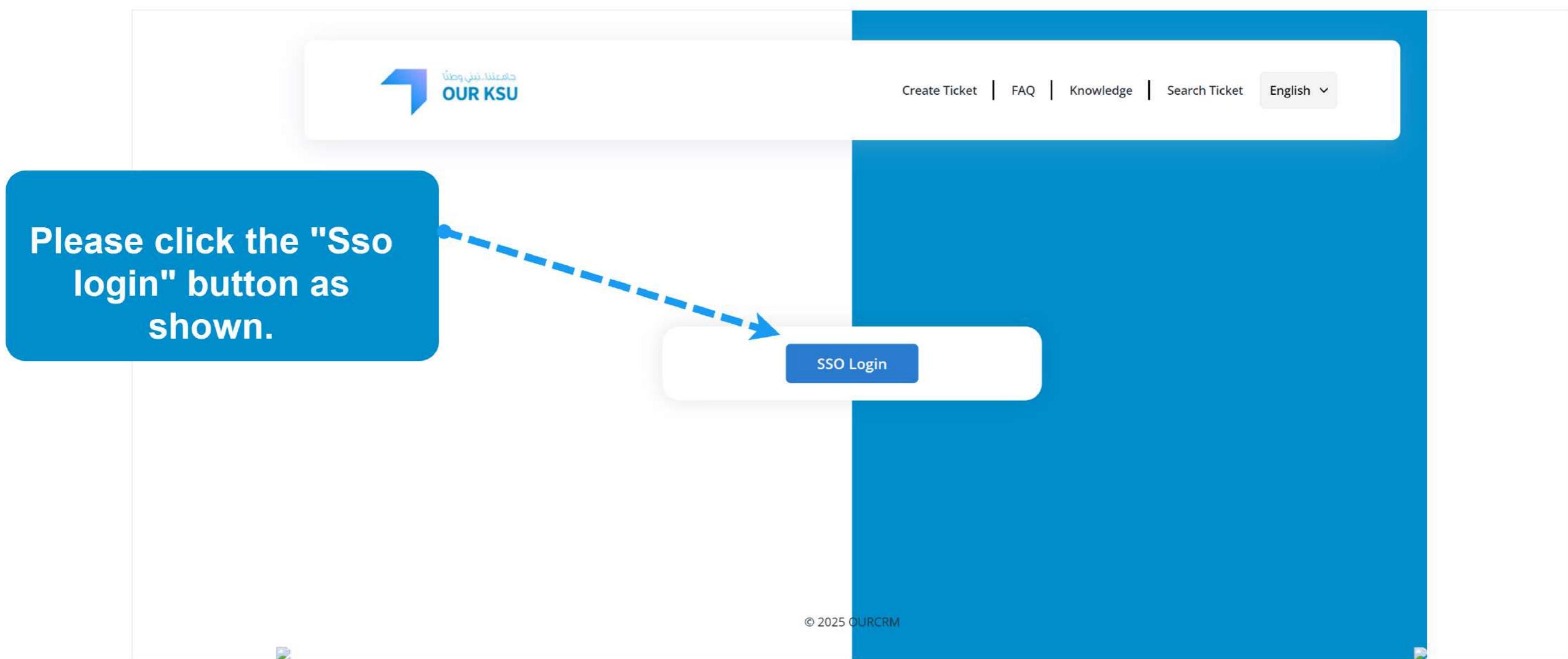


User Guide for the Beneficiary Service System

Your voice is heard

How to log in to the system

After logging in to the Beneficiary Services System, the homepage will appear.



You will be redirected to the unified login page. Please enter your login credentials and then click the Sign On button

How to log in to the system

After entering your information through the unified login system.

Please click the Sign On button to access the Beneficiary Service System

USERNAME

thakami

PASSWORD

.....

Sign On

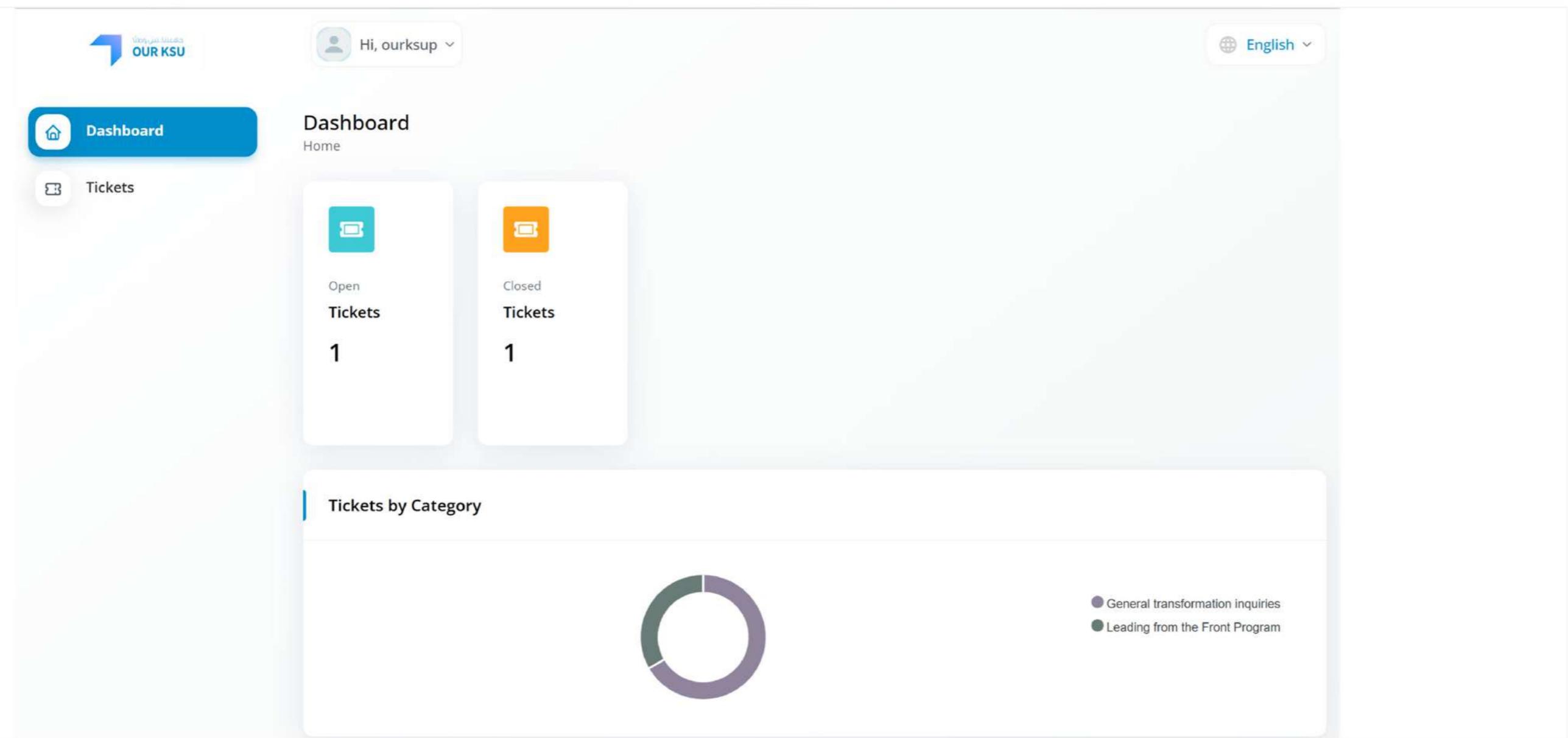
Change Password | Reset Password

You should activate the new two-factor authentication app to continue using the KSU systems ; for more details, please visit: <https://mfa.ksu.edu.sa>

A notification will be sent through the two-factor authentication app. Please click Approve, and you will be redirected to your dashboard.

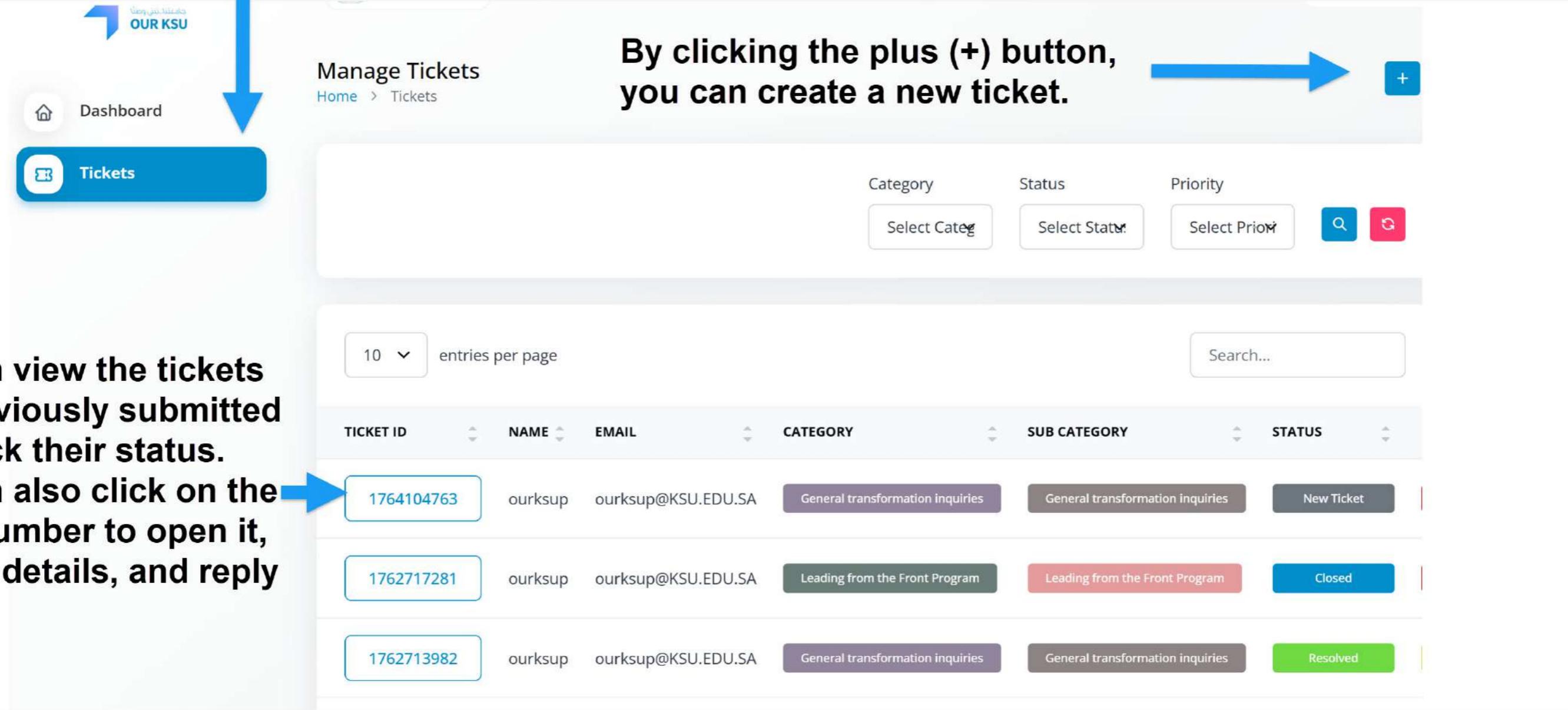
Explore Your Dashboard

In your dashboard, you will see an interactive personal statistics section, such as the number of open and closed tickets, the number of tickets by category, the number of tickets by priority, and the monthly ticket count throughout the year.



How to create a ticket

By clicking on the Tickets menu, you will be redirected to a page that contains your tickets, and you can also submit a new ticket.



The screenshot shows the 'Manage Tickets' page. At the top, there are navigation links: 'Dashboard' and 'Tickets' (which is highlighted in blue). The main title is 'Manage Tickets' with a subtitle 'Home > Tickets'. Below the title, there are search filters for 'Category', 'Status', and 'Priority', and search buttons. A search bar with the placeholder 'Search...' is also present. The main content area displays a table of submitted tickets with columns: 'TICKET ID', 'NAME', 'EMAIL', 'CATEGORY', 'SUB CATEGORY', and 'STATUS'. The table contains three rows of data. A large blue arrow points from the 'Tickets' menu on the left to the 'Tickets' section of the page. Another blue arrow points from the 'Tickets' section to the 'New Ticket' button on the right.

TICKET ID	NAME	EMAIL	CATEGORY	SUB CATEGORY	STATUS
1764104763	ourksup	ourksup@KSU.EDU.SA	General transformation inquiries	General transformation inquiries	New Ticket
1762717281	ourksup	ourksup@KSU.EDU.SA	Leading from the Front Program	Leading from the Front Program	Closed
1762713982	ourksup	ourksup@KSU.EDU.SA	General transformation inquiries	General transformation inquiries	Resolved

How to create a ticket

To submit a ticket, please follow the steps below:

Create Ticket

Home > Tickets > Create

Ticket Information

Name*

Email*

Role*

Category*

sub category*

Subject*

Attachments (You can select multiple files)

Choose Files No file chosen

You can upload attachments such as images or PDF files

Priority*

Description

Please write an appropriate description for the ticket

Note: Fields marked with an asterisk must be filled out in order to submit your ticket

1 To cancel sending the ticket, click the "Cancel Ticket" button

2 Click the "Submit" button to submit the ticket

1

2

How to Evaluate a Ticket

The option to evaluate the ticket will appear when the ticket status is "**Resolved**"

Add Reply

G Grammar check with AI | Generate With AI

Description

Write your opinion about the service provided to you

Attachments (You can select multiple files)

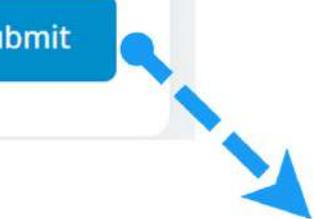
Choose File Here

Choose Files No file chosen

Rate the resolution

★★★★★ **Select the rating you find suitable**

Submit



Please click the "Submit" button to send your rating

Thank YOU