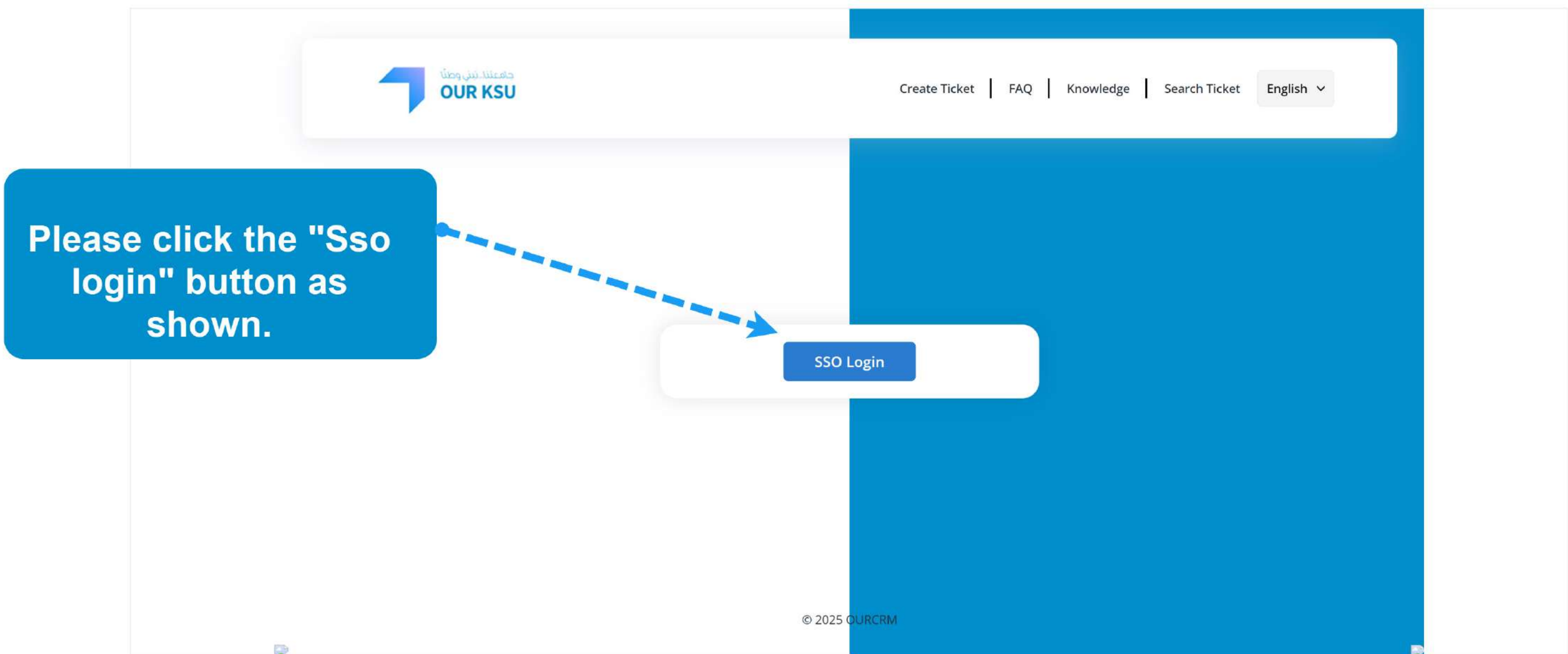


User Guide for the Beneficiary Service System

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

The screenshot shows the King Saud University login interface. At the top, there is a blue header with the university's logo and name in Arabic and English, along with language selection buttons for 'عربي' and 'English'. Below the header, there are two input fields: 'USERNAME' with the value 'thakami' and 'PASSWORD' with masked characters. A blue arrow points from the 'Sign On' button to a text box on the left that says 'Please click the Sign On button to access the Beneficiary Service System'. Another blue arrow points from the 'USERNAME' field to a text box on the right that says 'Please enter the username associated with your university email.' A third blue arrow points from the 'PASSWORD' field to a text box on the right that says 'Please enter the password associated with your university email.' Below the input fields, there is a 'Sign On' button and links for 'Change Password' and 'Reset Password'. At the bottom, there is a message box stating: '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>'.

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>

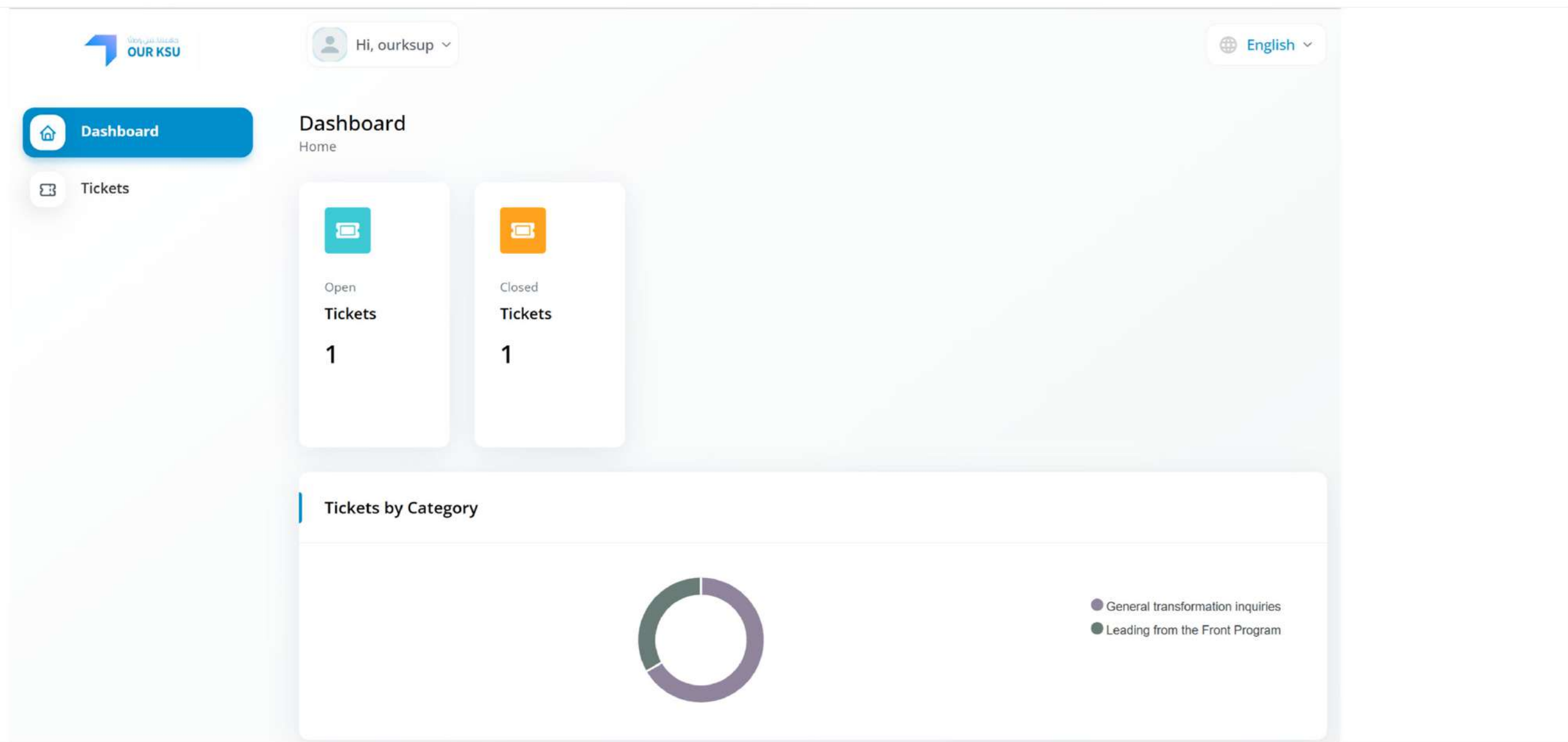
Please enter the username associated with your university email.

Please enter the password associated with your university email.

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.

Manage Tickets
Home > Tickets

By clicking the plus (+) button, you can create a new ticket.

Category: Select Category | Status: Select Status | Priority: Select Priority | Search: [Search...] | Refresh: [Refresh]

10 entries per page

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

You can view the tickets you previously submitted and track their status. You can also click on the ticket number to open it, read its details, and reply to it.

How to create a ticket

To submit a ticket, please follow the steps below:

Create Ticket

Home > Tickets > Create

Ticket Information

Name*

ourksup

Email*

ourksup@KSU.EDU.SA

Role*

User

Category*

Select Category

Please select the main category

sub category*

Select sub category

Please select the main category

Subject*

Subject

Please enter an appropriate title for the ticket

Attachments (You can select multiple files)

Choose Files

No file chosen

Priority*

Select Priority

Select the priority level

Description

B

I

U

S

Please write an appropriate description for the ticket

1

2

Cancel

Submit

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

How to Evaluate a Ticket

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

Add Reply

Grammar check with AIGenerate 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

First Edition

Please click the "Submit" button to send your rating

Thank YOU