



COMPLAINT MANAGEMENT SYSTEM

Manual for User (Complainant)

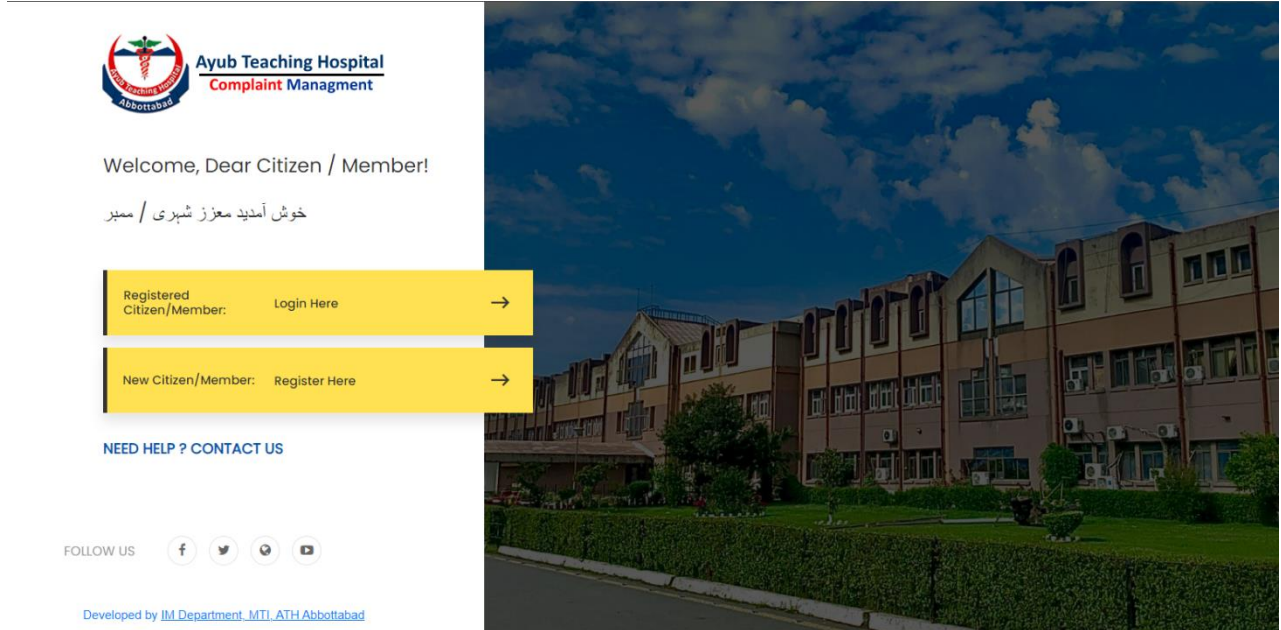


MEDICAL TEACHING INSTITUTION
AYUB TEACHING HOSPITAL
ABBOTTABAD

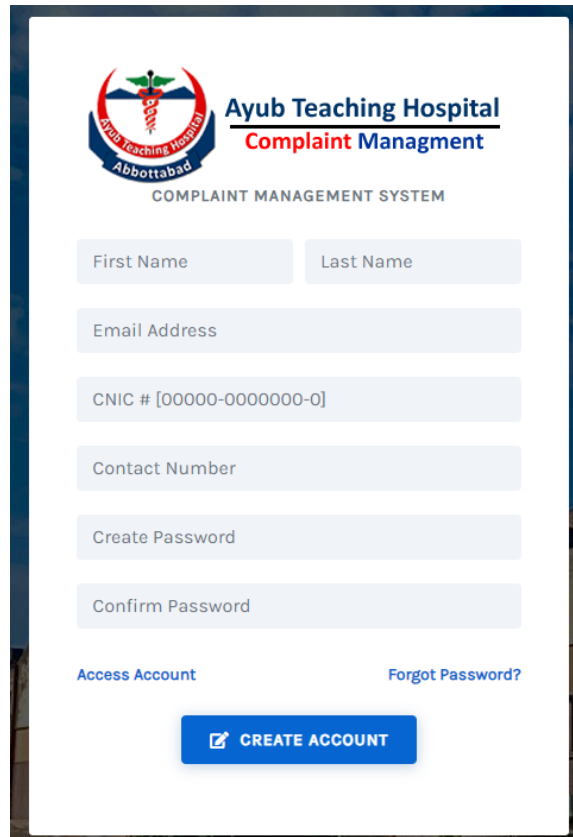
User Manual Regarding Complaint Management System MTI, ATH Abbottabad

How Users can access CMS Portal?

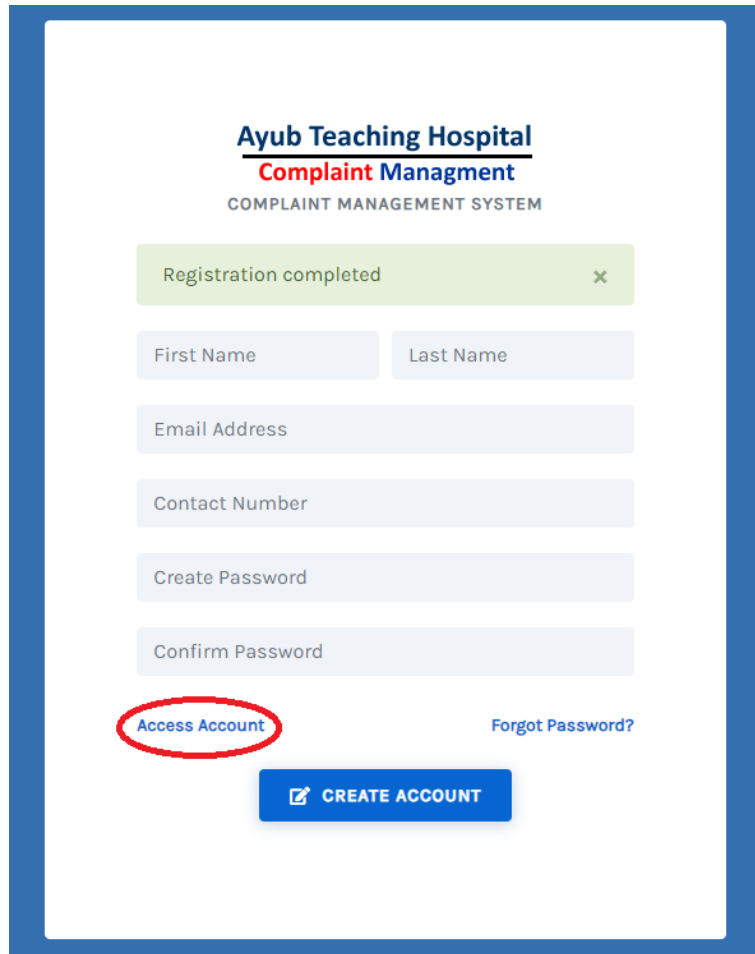
- a) First of all user will access CMS portal from browser of system or smart phone by putting <https://ath.gov.pk/complaint/> in address bar. The following screen will appear.



- b) For logging user will click on **Login Here** Arrow Button. If the user is new and first time visiting CMS, then he has to create his account and for this he has to click on **Register Here** Arrow Button. The following will appear on screen.

The image shows the registration form for the Ayub Teaching Hospital Complaint Management System. The form is titled 'COMPLAINT MANAGEMENT SYSTEM' and includes the following fields: First Name, Last Name, Email Address, CNIC # [00000-0000000-0], Contact Number, Create Password, and Confirm Password. At the bottom, there are links for 'Access Account' and 'Forgot Password?', and a prominent blue button labeled 'CREATE ACCOUNT'.

- c) The user will fill the above form and after filling all fields will click on 'CREATE ACCOUNT' button. The Registration Completed message will appear on screen and after that user will click on [Access Account](#) button as shown in following figure.



Ayub Teaching Hospital
Complaint Management
COMPLAINT MANAGEMENT SYSTEM

Registration completed ×

First Name Last Name

Email Address

Contact Number

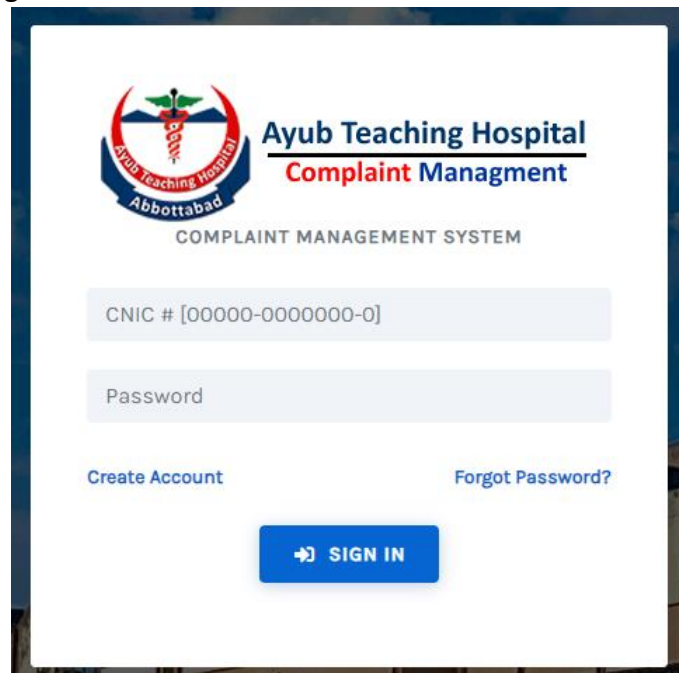
Create Password


Confirm Password

[Access Account](#) [Forgot Password?](#)

CREATE ACCOUNT

- d) The user can login now. For this he has to enter his CNIC # and password in the form which is showing on the screen and after that click on 'SIGN IN' button.



 **Ayub Teaching Hospital**
Complaint Management
COMPLAINT MANAGEMENT SYSTEM

CNIC # [00000-0000000-0]

Password

[Create Account](#) [Forgot Password?](#)

SIGN IN

- e) After login the User Dashboard will appear on screen where user can edit his profile, change his password, create a complaint, check his complaint history, etc.

The screenshot shows the user dashboard for Ayub Teaching Hospital's Complaint Management system. The page has a header with the hospital name and a navigation menu on the left. The main content area contains five summary cards: 0 Complaint(s), 0 Pending Complaint(s), 0 In Process Complaint(s), 0 Closed Complaint(s), and 0 Unread Message(s). The navigation menu includes links for Dashboard, Create Complaint, Complaint History, Edit Profile, Change Password, Inbox, Outbox, and Logout.

- f) If user wants to edit his profile he will click on **Edit Profile** link. The following form will be shown on screen. The user can edit his name, email, CNIC #, phone and can add his address and can upload his Avatar.

The screenshot displays the 'Edit Profile' form. The form fields are: First Name (Umar), Last Name (Ali), Email Address (mani_pearl@yahoo.com), Phone Number (03465632654), Address (empty), Country (Select One dropdown), and Your Avatar (Maximum 1MB) with a 'Browse' button. A 'Save' button is located at the bottom left of the form area. The navigation menu on the left is the same as in the dashboard screenshot, with 'Edit Profile' highlighted.

g) The user can change his old password to new one by clicking on **Change Password** link.

The screenshot shows a 'Change Password' form with three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. A blue 'Submit' button is located at the bottom left of the form.

h) The user can Create New Complaint from **Create Complaint** link. Here user will have to type Subject of his complaint, set priority, select related category and sub category, add complaint details and can upload related documents if any. After filling all fields, the user will click on 'Submit' button and his complaint will have submitted. Email is generated to both Manager and User (Complainant) for information.

- Dashboard
- Create Complaint
- Complaint History
- Edit Profile
- Change Password
- Inbox
- Outbox
- Logout

The screenshot shows the 'Complaint Form #85691877-1'. It includes fields for 'Complaint Subject', 'Priority', 'Category', and 'Sub Category'. Below these is a 'Complaint Details' text area with a rich text editor toolbar. At the bottom is a 'Complaint Related Document' upload area with the text 'Drop files here to upload' and a 'Submit' button.

i) The user can check his complaints history from **Complaint History** link. Where user can check the details of his submitted complaints and can delete his complaint as well.

- Dashboard
- Create Complaint
- Complaint History
- Edit Profile
- Change Password
- Inbox
- Outbox
- Logout

The screenshot shows the 'Complaint History' table with one entry. The table has columns for '#', 'Subject', 'Creation Date', 'Status', and 'Action'. The entry shows a complaint with ID 85691877, created on 2023-10-23 04:06:12, with a status of 'Submitted'. The 'Action' column contains 'Delete' and 'Details' links.

#	Subject	Creation Date	Status	Action
1	Testing CMS (ID: 85691877)	2023-10-23 04:06:12	Submitted	Delete Details

- j) The Details page consist of details of complaint, status of complaint and if complaint is closed from CMS Manager the user can also give feedback regarding complaint solved or not solved.

- Dashboard
- Create Complaint
- Complaint History
- Edit Profile
- Change Password
- Inbox
- Outbox
- Logout

Complaint Details

Form #	856918771	Subject	Testing CMS
Category	Staff Behavior	Priority	High
Sub Category	Rude Or Unprofessional Staff Behavior	Registration Date	2023-10-23 04:06:12

Complaint Details
This complain is submitted for testing Complaint Management System.

Complaint Related Document(s)

Remarks By Admin

Remark Date	2023-10-24 04:07:11
Status	Closed

[Give Feedback](#)

Activate Windows