Dow University of Health Sciences

User Manual

Student Facilitation System (SFS v1.0)

Under the Supervision of

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Step1. How to create your Query / Request?

- Open browser (IE, FF, GC)
- Type 10.10.4.6 in the address bar and press enter key to load web page.
- Following web page will appear and click on OPEN NEW REQUEST button.
Step 2. Open New Request

- Click on Open New Request button, following web page will appear
- Select Request Department from drop down and fill-in the web form with your valid email address. (Don’t enter incorrect information)
- After completion of the web form click on **CREATE REQUEST** button to send request to the concerned department. (Goto next page)
Step 3. Successfully Created Request Response

Following web page will appear after successful creation of your request.

- A random number **REQUEST ID** (e.g. 385309) will be sent to your email address. Open your email account and check received email in your JUNK / SPAM (Its Safe Message) folder and change its Spam or Junk status to move this email into your In-box. (Goto next page)
Step 4. Open Email Account

Open your email account and read message and remember REQUEST ID (e.g. 385309) to view your Request Status and future correspondence regarding this request /query.

![Image of email account with request ID](image)
Step 5. View Request Status

- Click on **View Request Status** button to view your request status or archive / history answered by the concerned department.
- Following web page will appear, type your registered Email address and Request ID and press view status button. (Goto next page)
Step 6. View / Reply Request

Following web page shows complete archive or history of your created request. If you are satisfied with the answer let the concerned department to close this request otherwise post a reply in the blank box and logout from your account. (Don't forget to logout)
For more details:
Contact

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