

The 'Query Portal' option has been introduced for an efficient communication, in a transparent step by step process. This facility is only accessible via Parent ID.

Filing a Query

Step 1. Log on to Parent Portal (parent_id) and click the 'Query' tab on the left panel

< → C ≞ ⊧	oisjes.onl	line/parent/parents/dashboard
<u> </u>		Pakistan International So
Current Session: 2020	- <mark>21</mark>	📽 My Children
😁 My Children		
» Rumaisa Jawad M	Nasir	22
» Huzaifa Huzaifa		NO IMAGE
Image: Tees	<	Rumaina lawad
😤 Homework	<	
🛓 Download Center	<	
D Examinations	¢	Admission Number
- Nation David		Roll Number
Notice Board		Class
Library Books		Section
» Query <	$\langle \cdot \rangle$	BIE
		Ms Url https
		Ms Username

Step 2. A form will open up for the parents to fill in.

2.1. Make sure to fill in ALL the fields including the mobile number. Select 'General' if the issue does not fit in any of given query types.

0		Pakistan International School Jeddah - English Sect	tion		
Current Session: 2020-	21	Front Office			
My Children	<	Add Query		Ouerv List	
I Fees	٢	Query Type		Search	
1 Homework	<	Select	~	Quenut	Current Status
Download Center	<	Select General		Query #	
① Examinations	<	School Facilities		Records: 1 to 1 of 1	
Notice Board		Academic Issues Administrative Issues Finance Issues			
Library Books		Technical Issues Phone			
Query					
		Description			
			11		
		Attach Document			
		trag and drop a file here or click			
		Saw	e		
		301			



2.2. It is mandatory to select an 'Assigned' department for further processing. If you are not sure of which department to refer to, please select the 'Student Affairs' department.

← → C							
<u>@</u>	Pakistan International School Jeddah - English Section						
Current Session: 2020-21							
😁 My Children	Add Query	Query List					
🗊 Fees 🧹	Query Type	Search					
Homework <	Select 🗸	Query # - Current Statu:					
🕹 Download Center 🤇	Assigned						
D Examinations	Select V Select	Records: 1 to 1 of 1					
Notice Board	Student Artains Senior School Middle School						
Library Books	Junior School IT Support						
» Query	Admissions Department Admisistation Accounts Department						
	Drag and drop a file here or click Save						

2.3 OPTIONAL: Any document or assignment which needs to be shown to the concerned department can be uploaded or dragged and dropped, using the 'Attach Document' option.

(a screen shot, showing time and date, always gives a clearer view of the problem faced. If a screen shot is available, make sure to upload it)

2.4 Click the button 'Save'. The query status will be visible as 'Registered'. A message will also be sent at the given email address as a receipt of query.

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sh Section							ii 🗹 😑
	Query List						
	Search	-				<i>4</i> o 🗈	
*	Query # 👻 Current Status 👻	Assigned 👻	Query Type 👻	Name 👻	Phone -	Date 👻	Action
	239 registered	IT Support	Administrative	J N	9665	22/12/2020	≡ ≛
~	Records: 1 to 1 of 1	3					< 1 >

The query can be viewed by the parent by clicking on these action buttons. Keeping in mind the query details and the evidence screen shot will be viewed separately.

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earch						4 1	₿₿₽
)uery # 👻	Current Status 👻	Assigned 👻	Query Type 👻	Name 👻	Phone 👻	Date – Details	Action
39	registered	IT Support	Administrative	J 'N	96654	22/12,2020	
cords: 1 to 1 of 1							< 1 >

QUERY PORTAL: USER GUIDE

Query Processing

Once the concerned department starts resolving the query, the status will immediately change to 'In Process'.

Query List							
Search						4 1	₿₿₿₪
Query # 👻	Current Status 👻	Assigned 👻	Query Type 👻	Name 👻	Phone -	Date -	Action
239	in-process	IT Support	Administrative	J N	9665 4	22/12/2020	≡ ≛
Records: 1 to 1 of 1							< 1 →

After the query has been resolved, the Parent Portal account will show a 'Complete' status of that query and an email notification will be sent to the given email address informing of the resolution.

Query List							
Search						42 🗴	₿₿₽₽
Query # 👻	Current Status 👻	Assigned -	Query Type 📼	Name 👻	Phone -	Date -	Action
239	completed	Student Affairs	Administrative	J N	9665 4	22/12/2020	
Records: 1 to 1 of 1							< 1 →

To see the detail view of the process, please click on the same detail icon and a pop-up window will show any comments inserted by the concerned departments.

Details				×
Query #	239	Query Type	Administrative	
Source	Parent Portal	Name	Xxxxx Xxxxx	
Parent Id	8 xxxx	Email	xxxxxxx_x@xxxxx.com	
Phone	9665- xxxxxxx	Date	22/12/2020	
Description	This is a testing.	Is Closed	no	
Assigned To	Student Affairs			
Current Status	completed			
Notes IT Support: Your quer Accounts Departmen 8 xxxx: This is Testin Student Affairs: Thar	ry was forwarded to Accounts do t: Your test issue has been resol g please see comments of Acc ik You	epartment Ived Thanks for contactin ounts Deptt. and do nothir	ıg us. ıg.	
Re-open Ticl	ket			
Assigned To	Select	✓ S1	tatus 🔘 In Process 🔘 Com	pleted
Notes				
				submit

Parents who wish to leave a closing comment can type their comments in the 'Notes' section and then click the 'Submit' button.

Click the 'Close' button for to complete the query and close the ticket.



Re-opening Query

In case a parent isn't satisfied resolved, they have the option to re-lodge the same query for further enquiring. For that, please click and check the 'In Process' radio button, and add the concern comments in the 'Notes' section.

Details			×						
Query #	239	Query Type	Administrative						
Source	Parent Portal	Name	Xxxxx Xxxxx						
Parent Id	8 xxxx	Email	xxxxxxx_x@xxxxx.com						
Phone	9665- xxxxxxx	Date	22/12/2020						
Description	This is a testing.	Is Closed	no						
Assigned To	Student Affairs								
Current Status	completed								
IT Support: Your query Accounts Department 8 xxxx: This is Testing Student Affairs: Thank Re-open Tick	was forwarded to Accounts d Your test issue has been reso please see comments of Acc : You et	epartment lived Thanks for contactin counts Deptt. and do nothin	ig us. ng.						
Assigned To	Select	∽ St	tatus O In Process Completed						
Notes Step 2	Notes								
			Step 3 Step 3						

DO NOT click the 'Close' button. To re-open the query, click the button 'Submit'.

Refresh the page and the status of the query will again change to 'In Process'. This will regenerate the same query with all the previous comments thread.