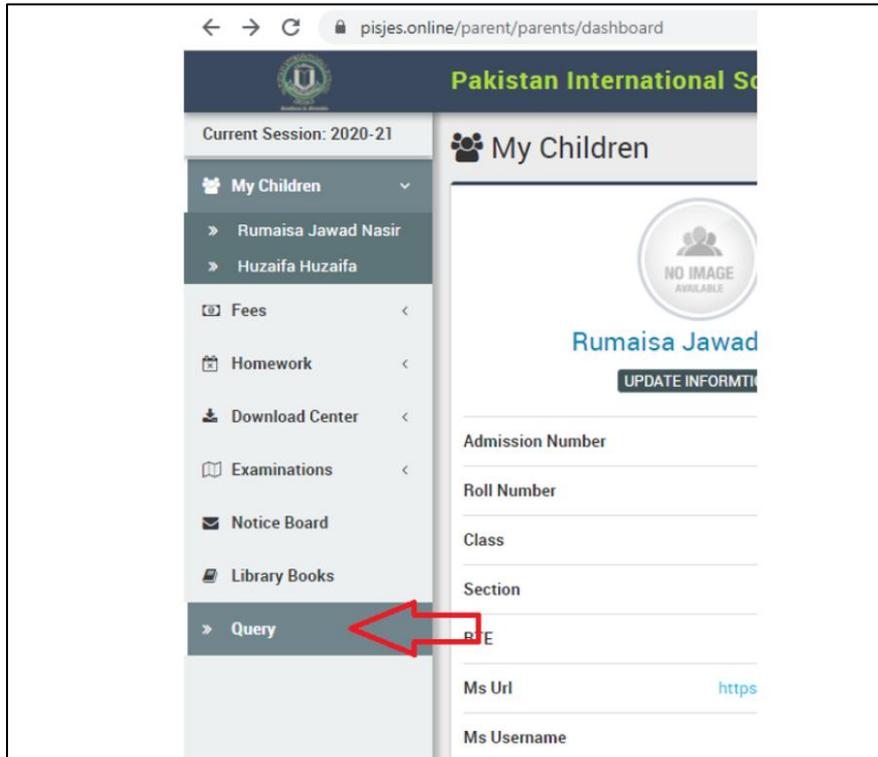


The ‘Query Portal’ option has been introduced for an efficient communication, in a transparent step by step process. This facility is only accessible via Parent ID.

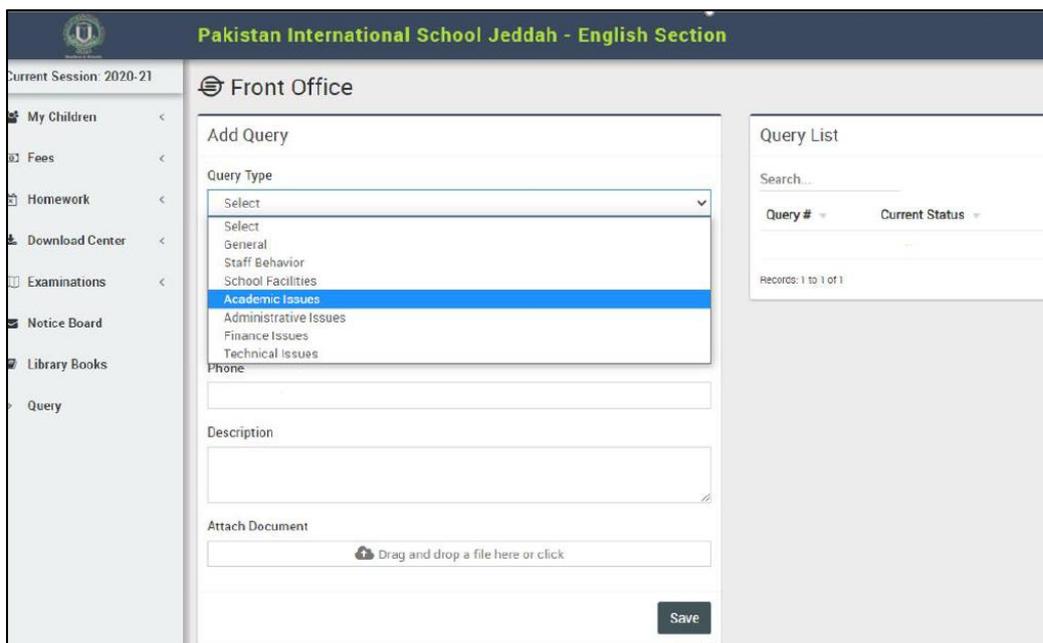
## Filing a Query

Step 1. Log on to Parent Portal (**parent\_id**) and click the ‘Query’ tab on the left panel

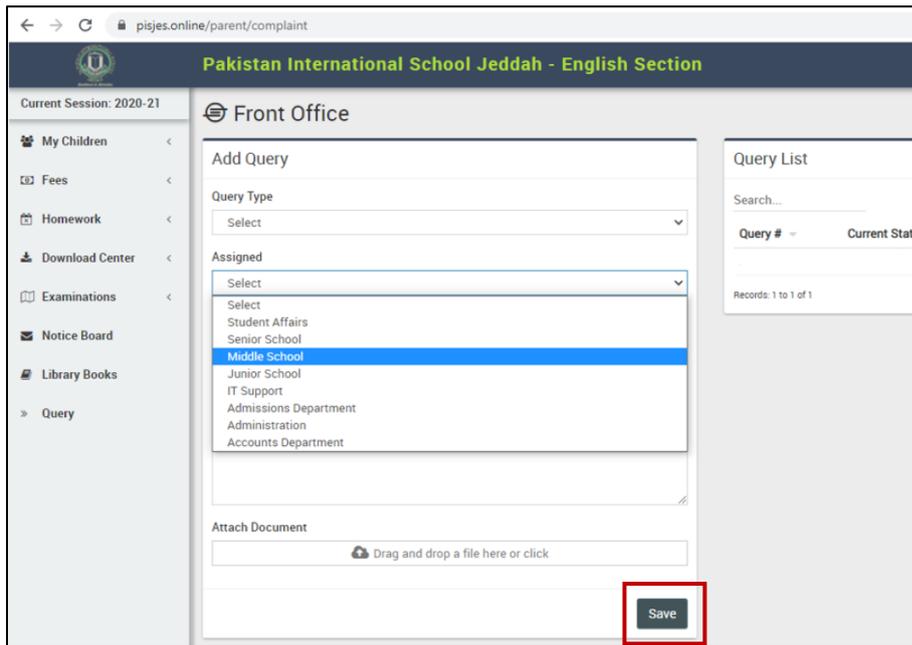


Step 2. A form will open up for the parents to fill in.

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.



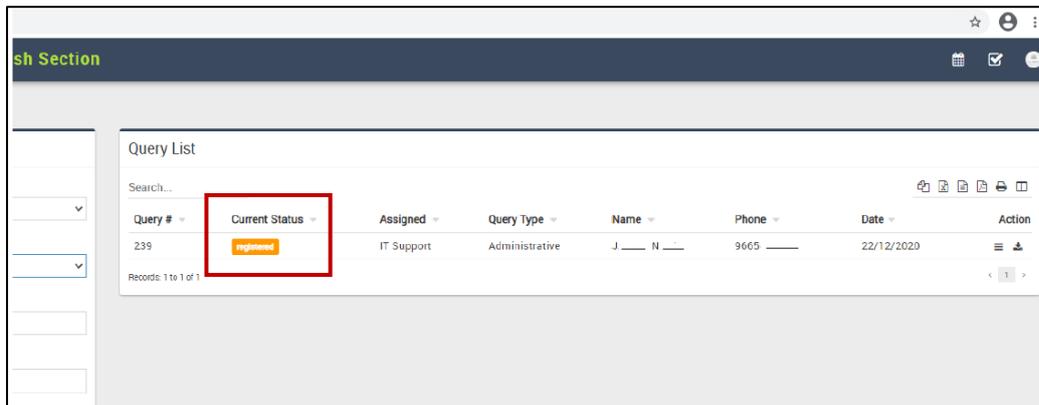
2.2. It is mandatory to select an 'Assigned' department for further processing. If you are not sure of which department to refer to, please select the 'Student Affairs' department.



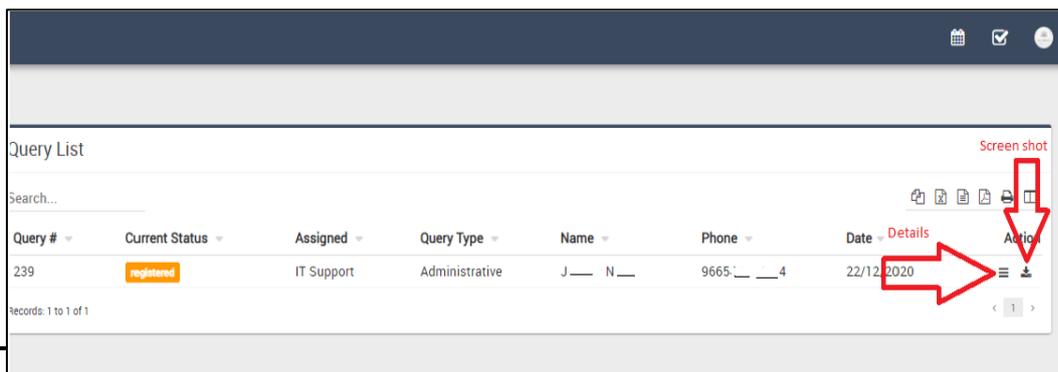
**2.3 OPTIONAL:** Any document or assignment which needs to be shown to the concerned department can be uploaded or dragged and dropped, using the 'Attach Document' option.

(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.

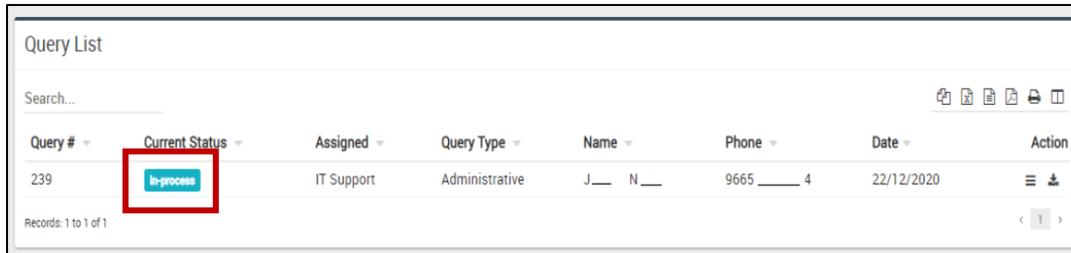


The query can be viewed by the parent by clicking on these action buttons. Keeping in mind the query details and the evidence screen shot will be viewed separately.



## Query Processing

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

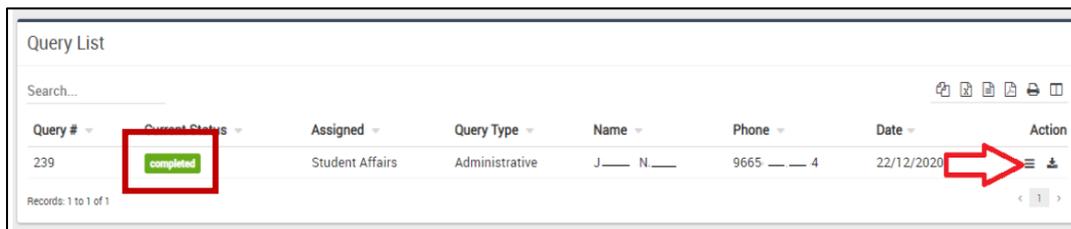


The screenshot shows a 'Query List' table with the following data:

Query #	Current Status	Assigned	Query Type	Name	Phone	Date	Action
239	In-process	IT Support	Administrative	J____ N____	9665 ____ 4	22/12/2020	[Menu] [Download]

The 'In-process' status is highlighted with a red box.

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.

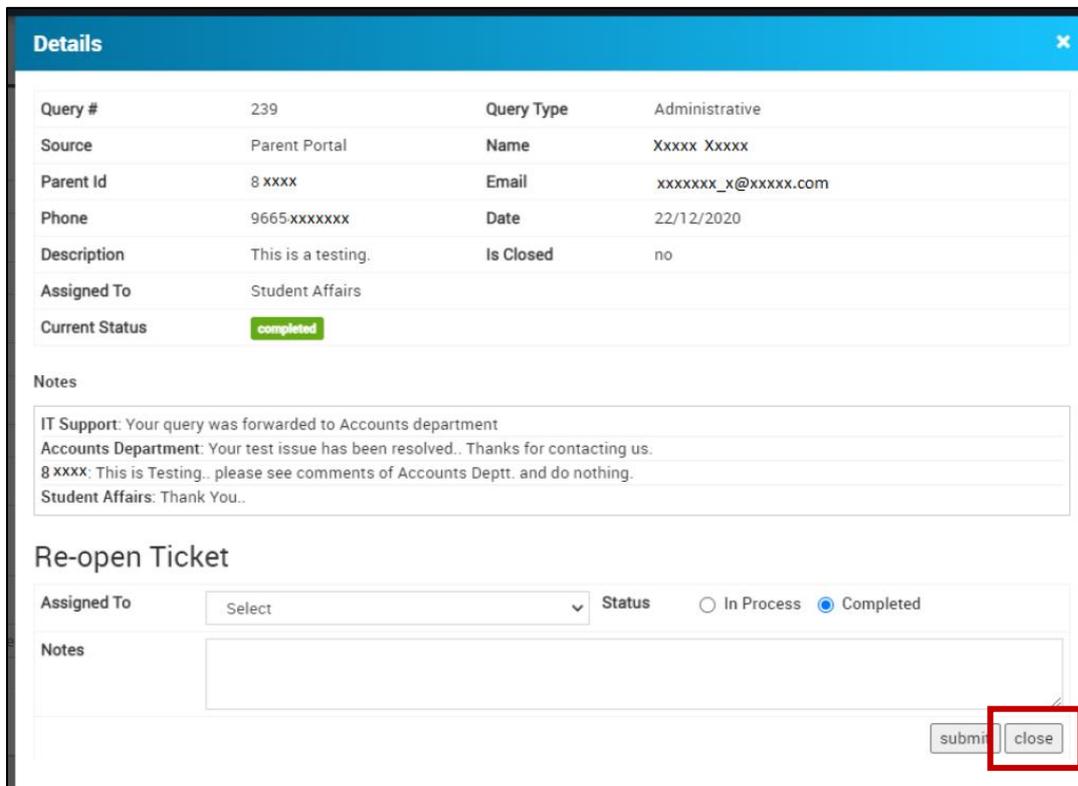


The screenshot shows the 'Query List' table with the status updated to 'Completed':

Query #	Current Status	Assigned	Query Type	Name	Phone	Date	Action
239	Completed	Student Affairs	Administrative	J____ N____	9665 ____ 4	22/12/2020	[Menu] [Download]

The 'Completed' status is highlighted with a red box, and a red arrow points to the 'Action' column.

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.



The 'Details' pop-up window displays the following information:

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 query was forwarded to Accounts department  
 Accounts Department: Your test issue has been resolved.. Thanks for contacting us.  
 8 xxxx: This is Testing.. please see comments of Accounts Deptt. and do nothing.  
 Student Affairs: Thank You..

**Re-open Ticket**

Assigned To: [Select] Status:  In Process  Completed

Notes: [Text Area]

Buttons: [submit] [close]

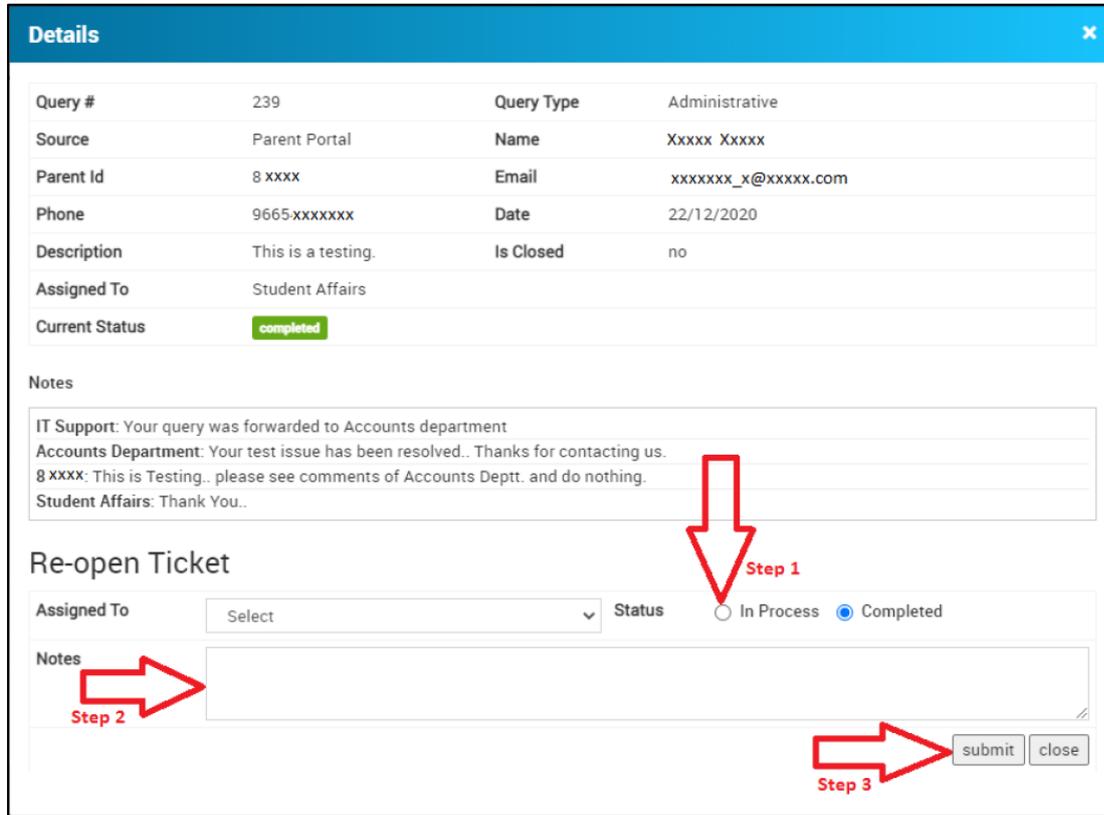
The 'close' button is highlighted with a red box.

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	9665xxxxxxx	Date	22/12/2020
Description	This is a testing.	Is Closed	no
Assigned To	Student Affairs		
Current Status	<span>completed</span>		

Notes

IT Support: Your query was forwarded to Accounts department  
Accounts Department: Your test issue has been resolved.. Thanks for contacting us.  
8 xxxx: This is Testing.. please see comments of Accounts Deptt. and do nothing.  
Student Affairs: Thank You..

**Re-open Ticket**

Assigned To: Select

Status:  In Process  Completed

Notes

submit close

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.