MyCert.com.my

INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
يونيۏرسيتى إسلام انتاربغشيا مليسيا
Garden of Knowledge and Virtue

INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM) MYCERT SYSTEM

[USER MANUAL – V1.0]

ROLE: UNIVERSITY ADMIN

UPDATED DATE: 5 AUGUST 2024

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1.0 APPLICATION ACTIVATION

1.1 Log In

1. The user will get an email from postmaster@digitalcenter.com.my confirming the creation of their account (Figure 1.1-1).

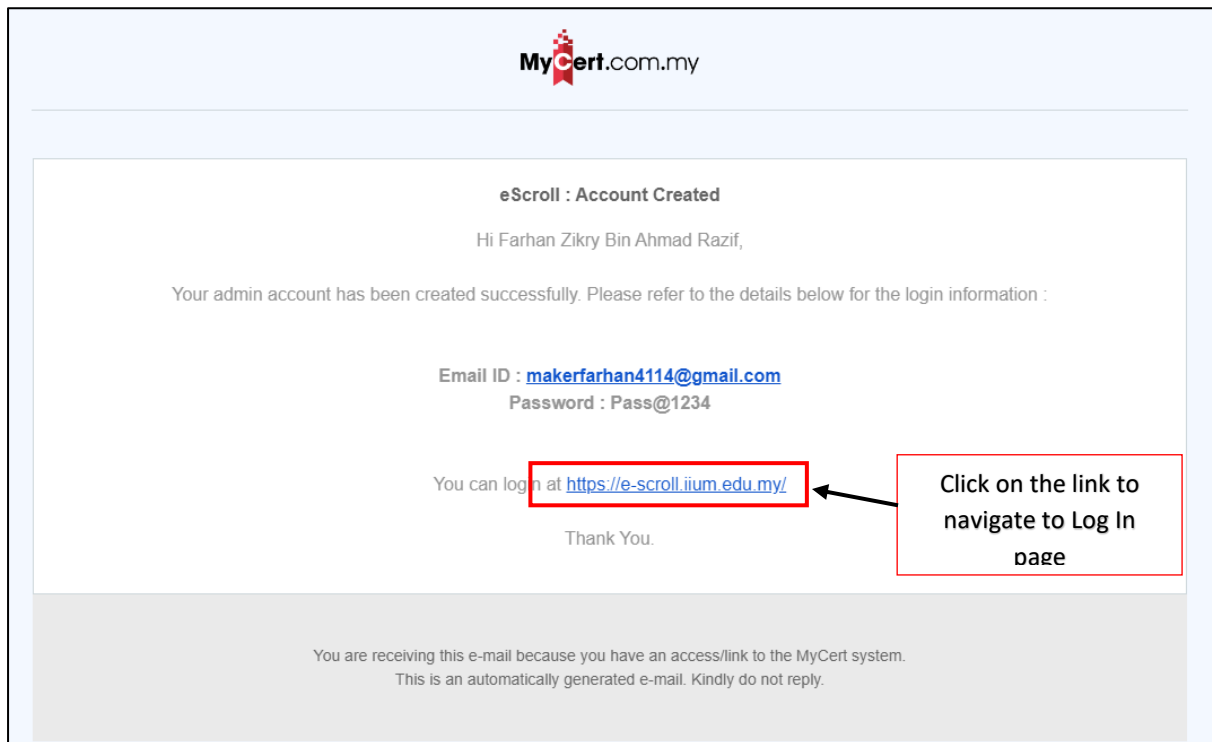*Figure 1.1-1: Account Created Notification E-mail*

2. To log in to the system, click on the link provided or browse the E-Scroll IIUM website at https://e-scroll.iium.edu.my and the Log In page will be displayed (Figure 1.1-2).
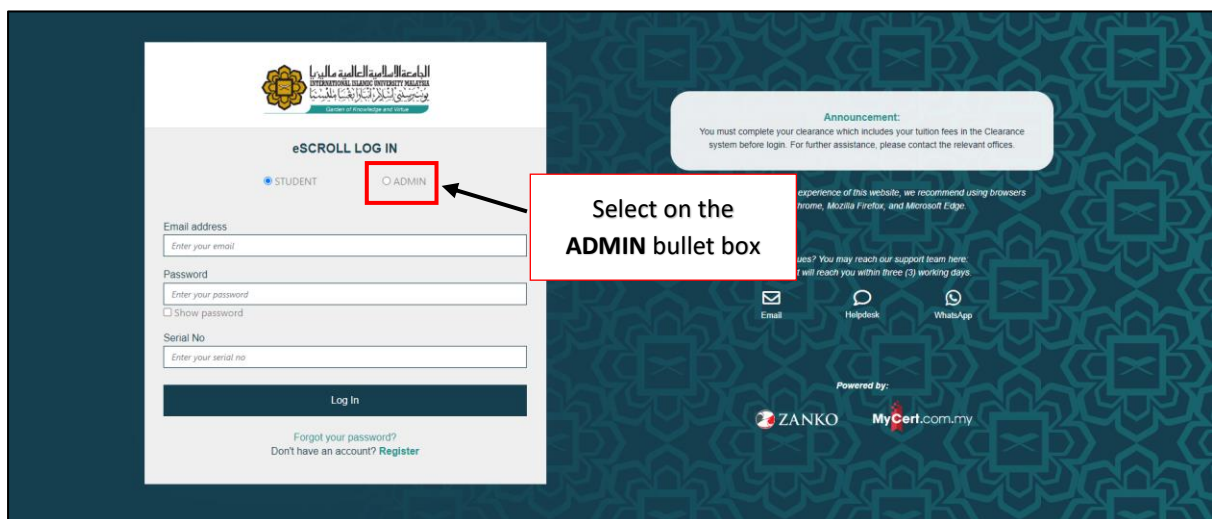

Figure 1.1-2: E-Scroll IIUM Log In Page

3. Select on the **ADMIN** radio button and the system will display the Log In page of University Admin as shown in Figure 1.1-3.
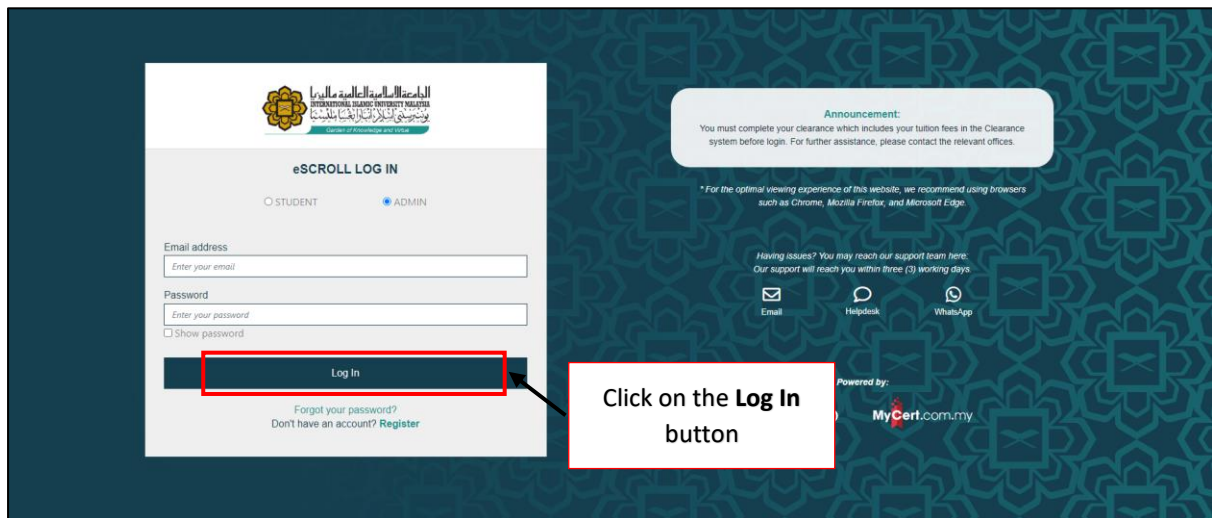

Figure 1.1-3: Log In Page of University Admin

    i.   Fill in your registered **Email Address** and **Password** to log in to the system.

    ii.   Tick on the **Show Password** check box to view the password entered.

4. Click on the **Log In** button.

    i.   If the information entered is incorrect, an error message will be displayed as shown in Figure 1.1-4.
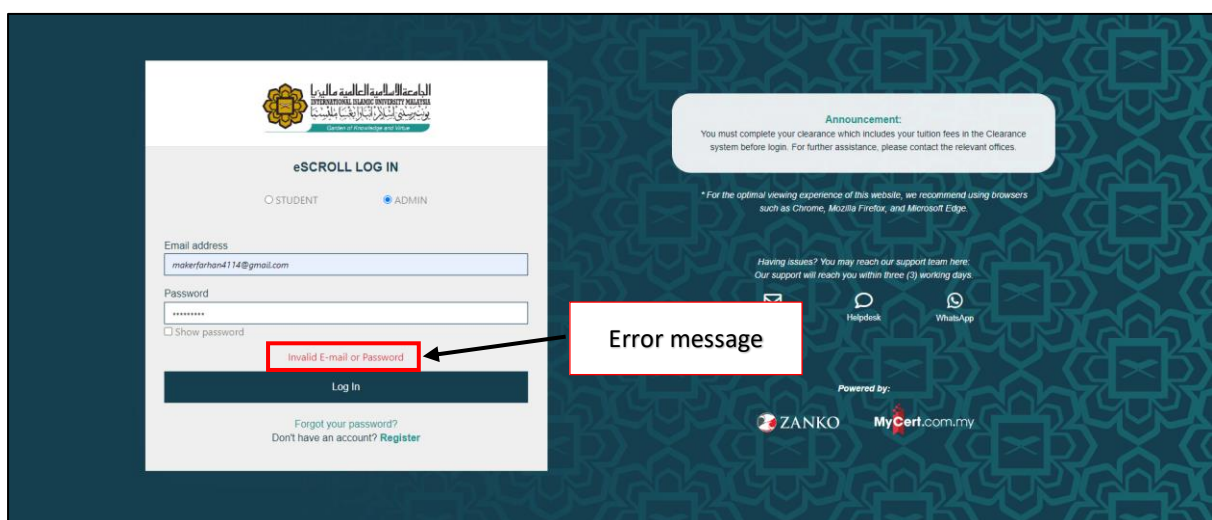

Figure 1.1-4: Error Message of Invalid Information Entered

    ii.   If the information entered is correct, the user will be logged in to the system.

        a.   For first time University Admin log in, the system will display the First Time Login - Change Password page as shown in Figure 1.1-5.

Figure 1.1-5: First Time Login - Change Password Page

i. Click on the **Edit** button and the system will display an editable **Password** and **Confirm Password** field as shown in Figure 1.1-6.
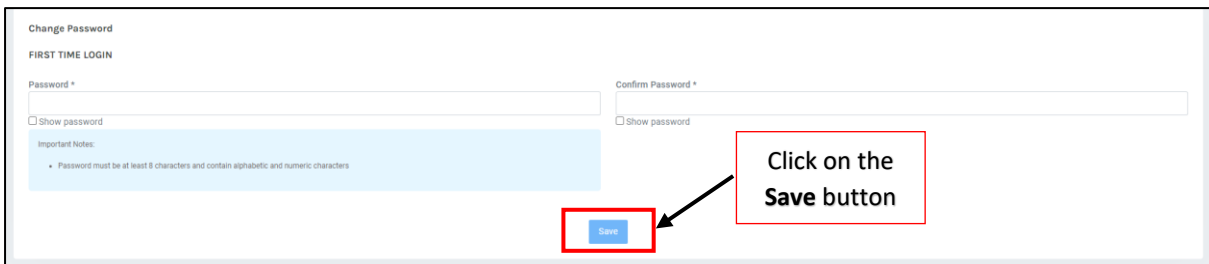
Figure 1.1-6: Editable Password and Confirm Password Field

a. Fill in your new password in **Password** and **Confirm Password** field.

b. Tick on the **Show Password** check box to view the password entered.

ii. Click on the **Save** button to save the password.

a. If the password entered does not meet the criteria, the system will display an error notification message as shown in Figure 1.1-7.
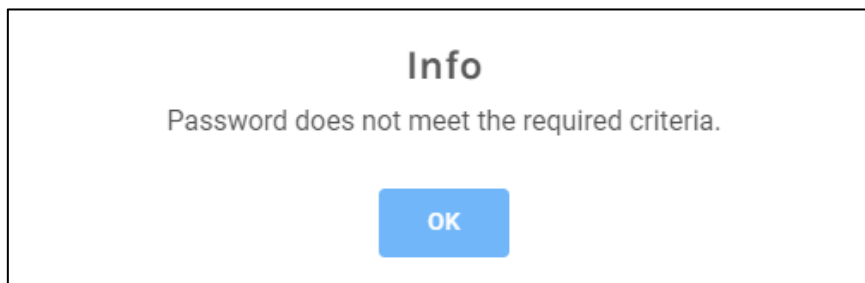
Figure 1.1-7: Error Notification Message

b. If the password entered in **Password** and **Confirm Password** field does not match, the system will display an error notification message as shown in Figure 1.1-8.
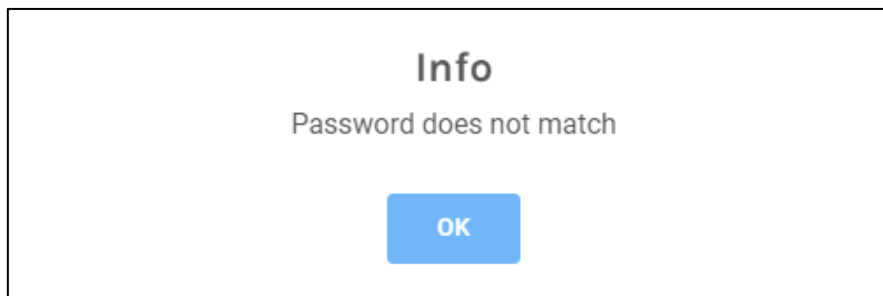

Figure 1.1-8: Error Notification Message

c. If the password entered meet the criteria and match on both fields, the system will display a successful notification message as shown in Figure 1.1-9.
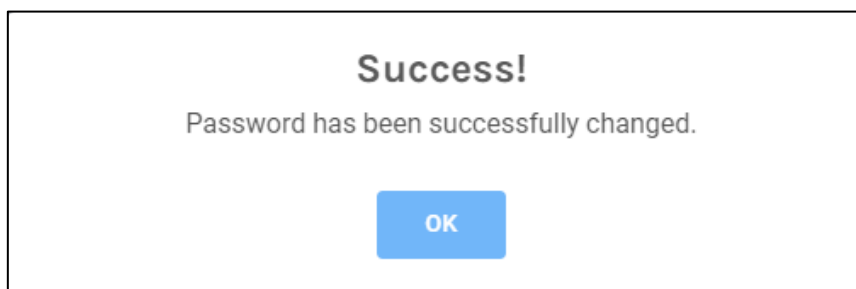

Figure 1.1-9: Successful Notification Message

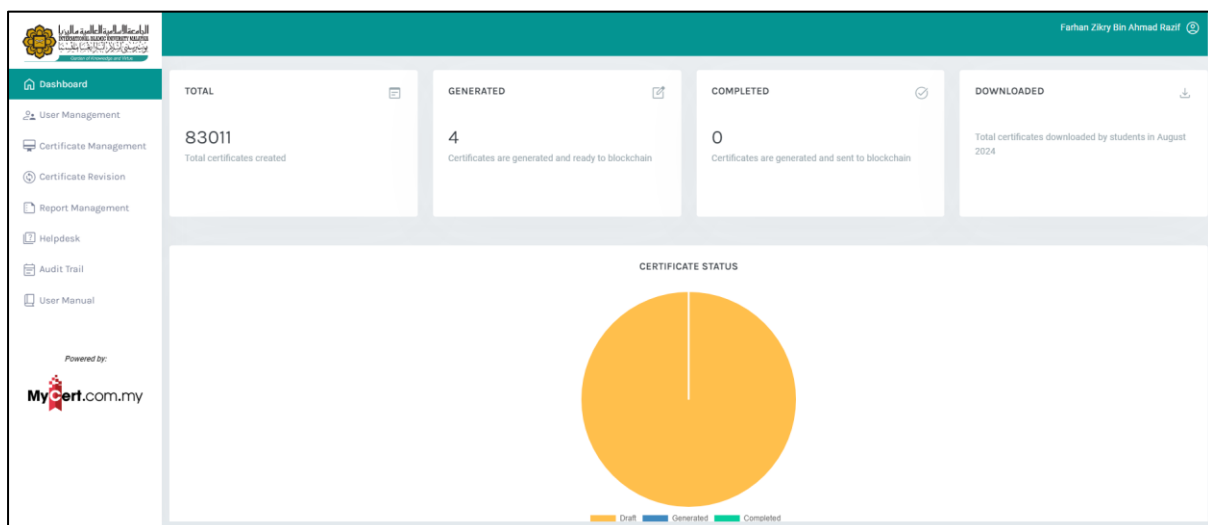iii. Click on the **OK** button and the system will redirect to Dashboard page as shown in Figure 1.1-10.

Figure 1.1-10: Dashboard Page

b. For usual University Admin log in, the system will directly display the Dashboard page as shown in Figure 1.1-11.
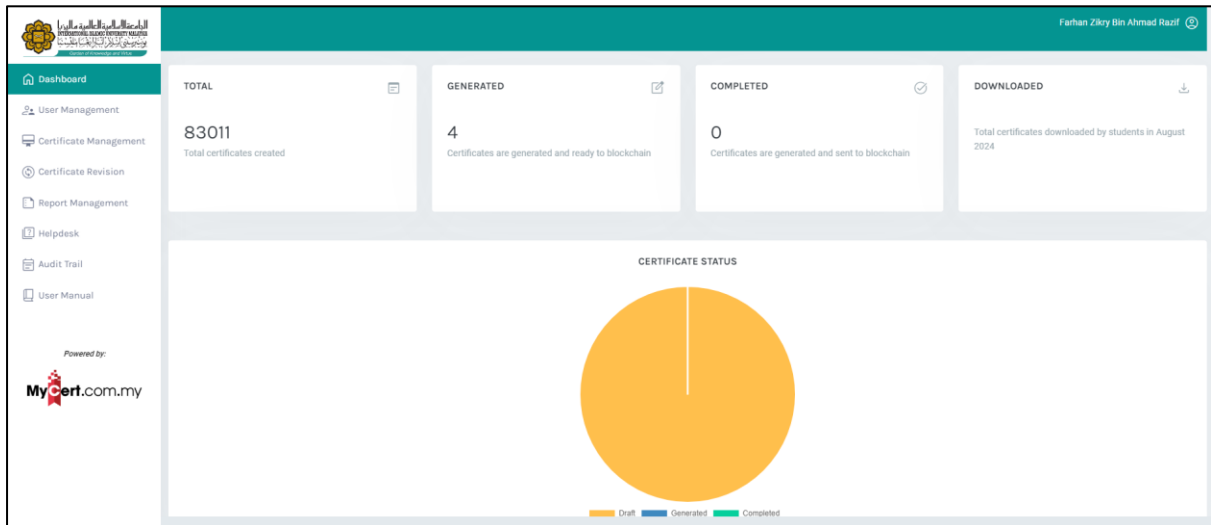

Figure 1.1-11: Dashboard Page

1.2 Log Out

1. Click on the **Profile** icon at the top right of the page and the system will display a dropdown menu of **My Profile** and **Logout** (Figure 1.2-1).
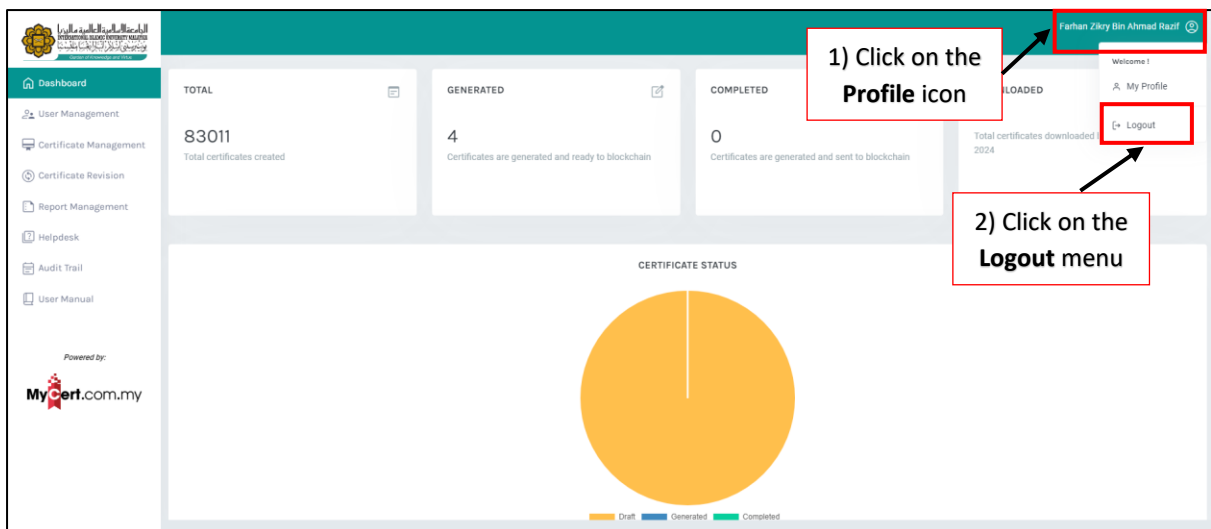

Figure 1.2-1: Profile Icon

2. Click on the **Logout** menu. The user will be logged out of the system and the system will redirect to Log In page (Figure 1.2-2).
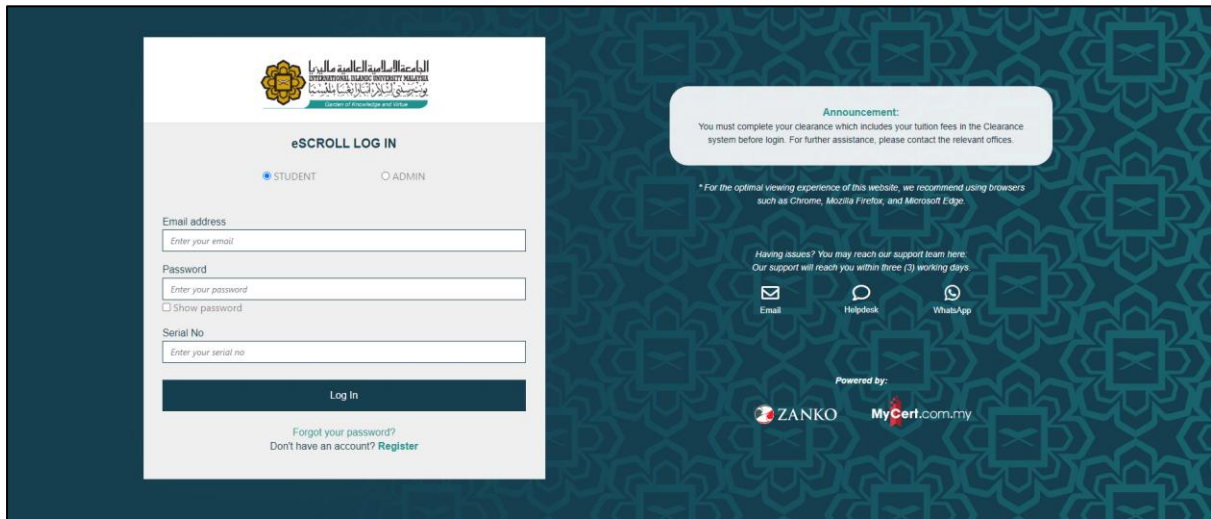

Figure 1.2-2: Log In Page

1.3 Forgot Password

1. Browse the E-Scroll IIUM website at https://e-scroll.iium.edu.my and the system will display the home page of E-Scroll IIUM as shown in Figure 1.3-1.
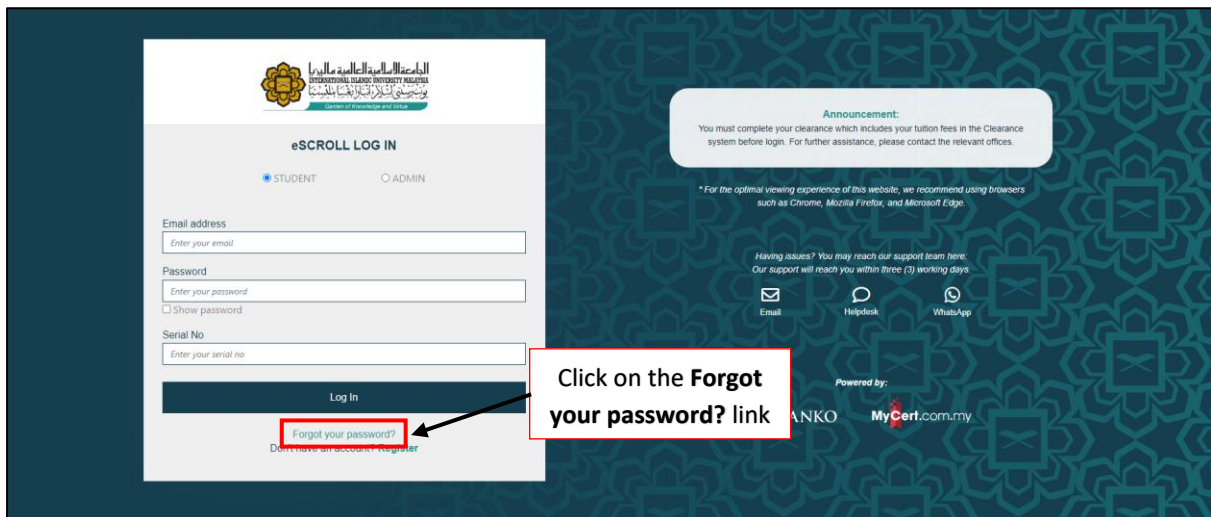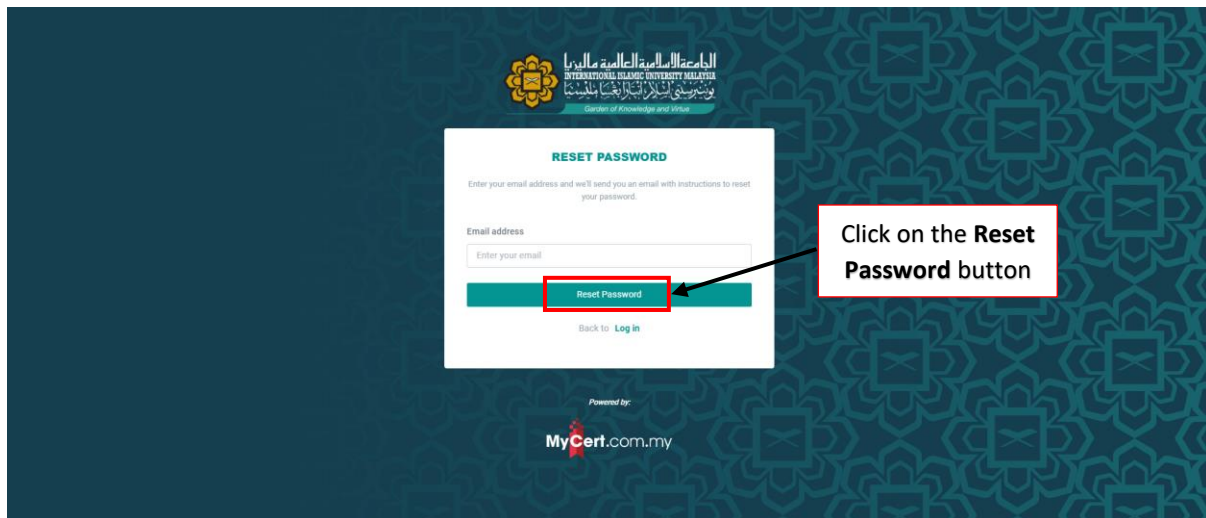

Figure 1.3-1: Home Page

2. Click on the **Forgot your password?** link and the system will display the Reset Password page as shown in Figure 1.3-2.


Figure 1.3-2: Reset Password Page

i.   Enter the registered **Email Address**.

ii. Click on the **Log in** link if user want to go back to the Home page.

3. Click on the **Reset Password** button.

i.   If the **Email Address** entered is not registered in the system, an error notification message will be displayed as shown in Figure 1.3-3.
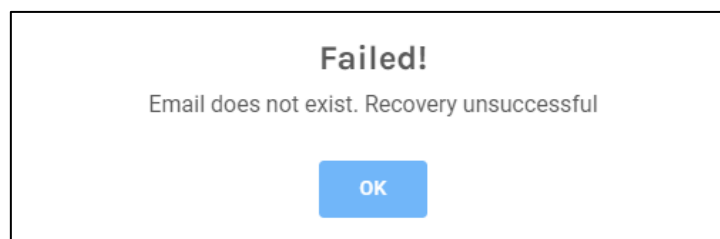
Figure 1.3-3: Error Notification Message

ii. If the **Email Address** entered is registered in the system, a successful notification message will be displayed as shown in Figure 1.3-4.
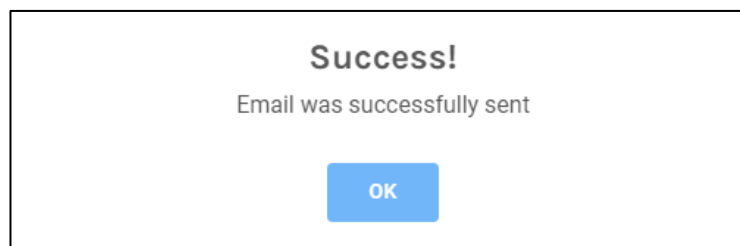
Figure 1.3-4: Successful Notification Message

4. A temporary password has been sent out through email from postmaster02@digitalcenter.com.my as shown in Figure 1.3-5. Check the email address that the user has entered to get access to the system.
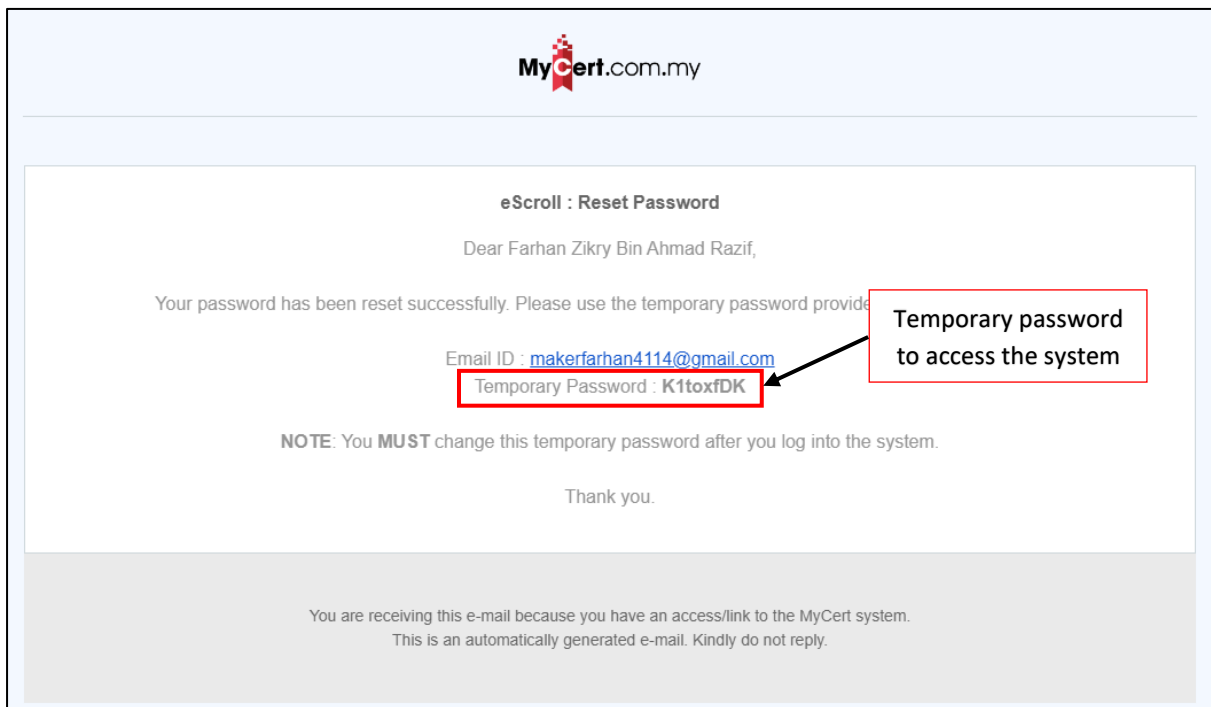

Figure 1.3-5: Reset Password Email Containing Temporary Password

5. Access the system using the temporary password provided and the system will display the Change Password page as shown in Figure 1.3-6.

Figure 1.3-6: Change Password Page

6. Click on the **Edit** button and the system will display an editable **Password** and **Confirm Password** field as shown in Figure 1.3-7.
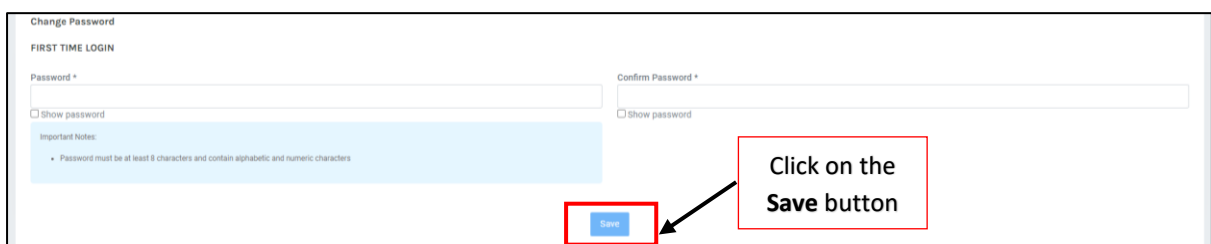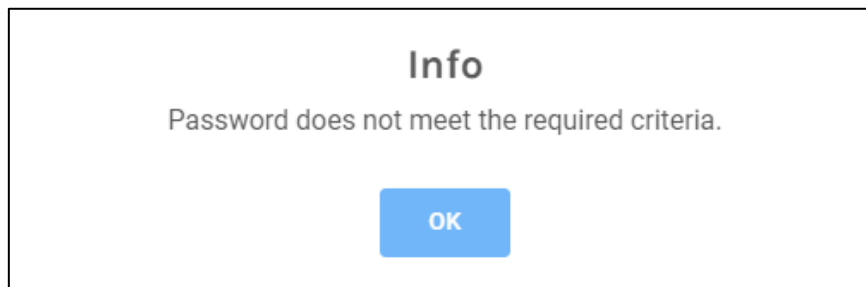

Figure 1.3-7: Editable Password and Confirm Password Field

i.   Fill in your new password in **Password** and **Confirm Password** field.

ii. Tick on the **Show Password** check box to view the password entered.

7. Click on the **Save** button to save the password.

i.   If the password entered does not meet the criteria, the system will display an error notification message as shown in Figure 1.3-8.

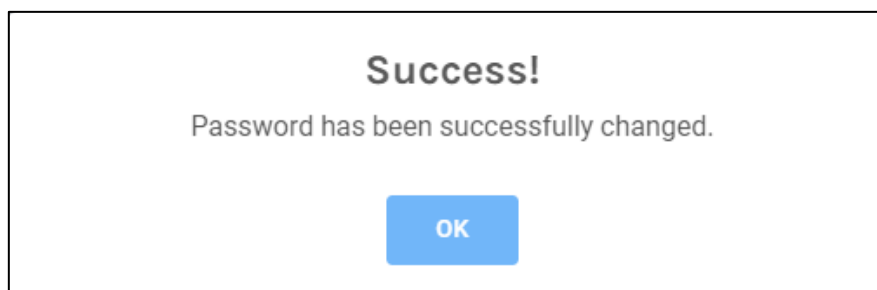
Figure 1.3-8: Error Notification Message

ii. If the password entered in **Password** and **Confirm Password** field does not match, the system will display an error notification message as shown in Figure 1.3-9.
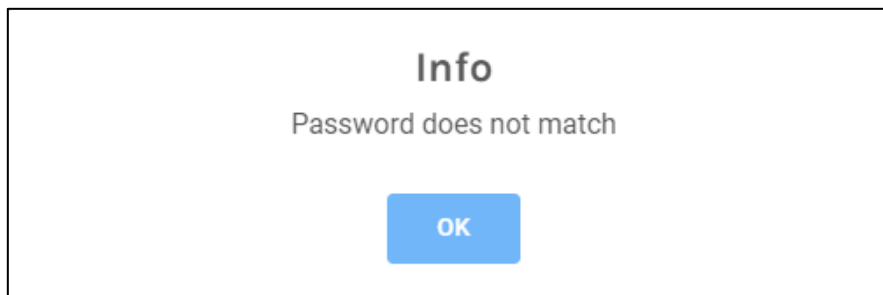
Figure 1.3-9: Error Notification Message

iii. If the password entered meet the criteria and match on both fields, the system will display a successful notification message as shown in Figure 1.3-10.

Figure 1.3-10: Successful Notification Message

8. Click on the **OK** button and the system will redirect to Dashboard page as shown in Figure 1.3-11.
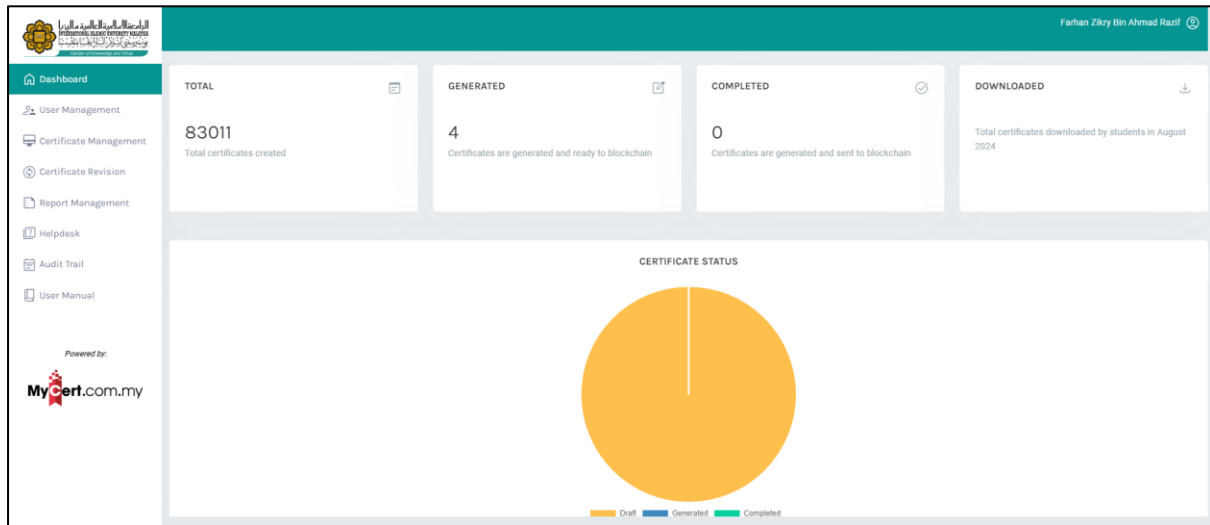

Figure 1.3-11: Dashboard Page

2.0   PROFILE

2.1   Update Profile

1. Click on the **Profile** icon at the top right of the page and the system will display a dropdown menu of **My Profile** and **Logout** (Figure 2.1-1).
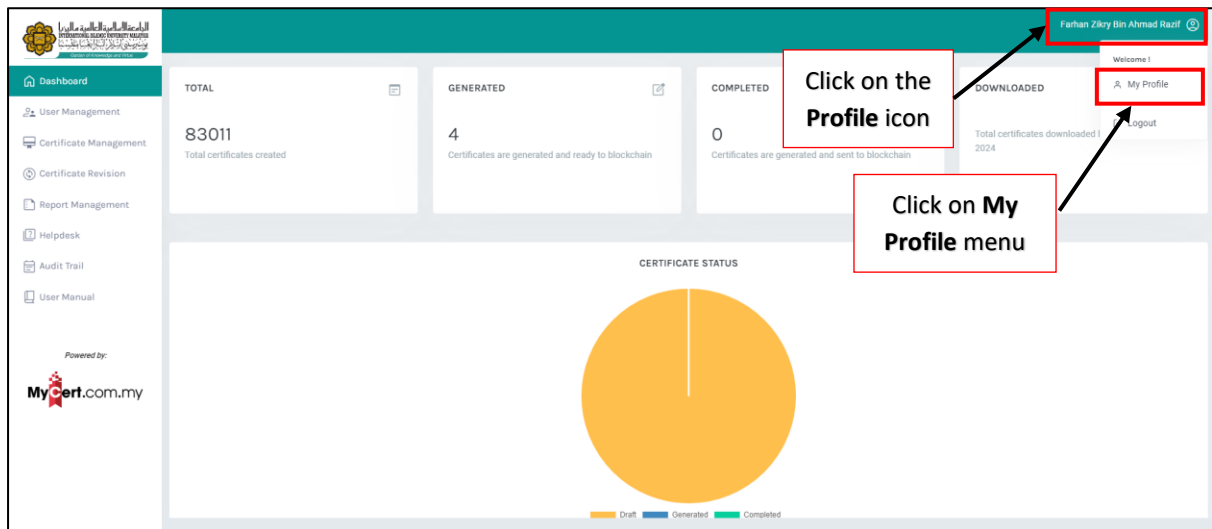

Figure 2.1-1: Profile Icon

2. Click on **My Profile** menu and the system will display the Profile Detail page as shown in Figure 2.1-2.
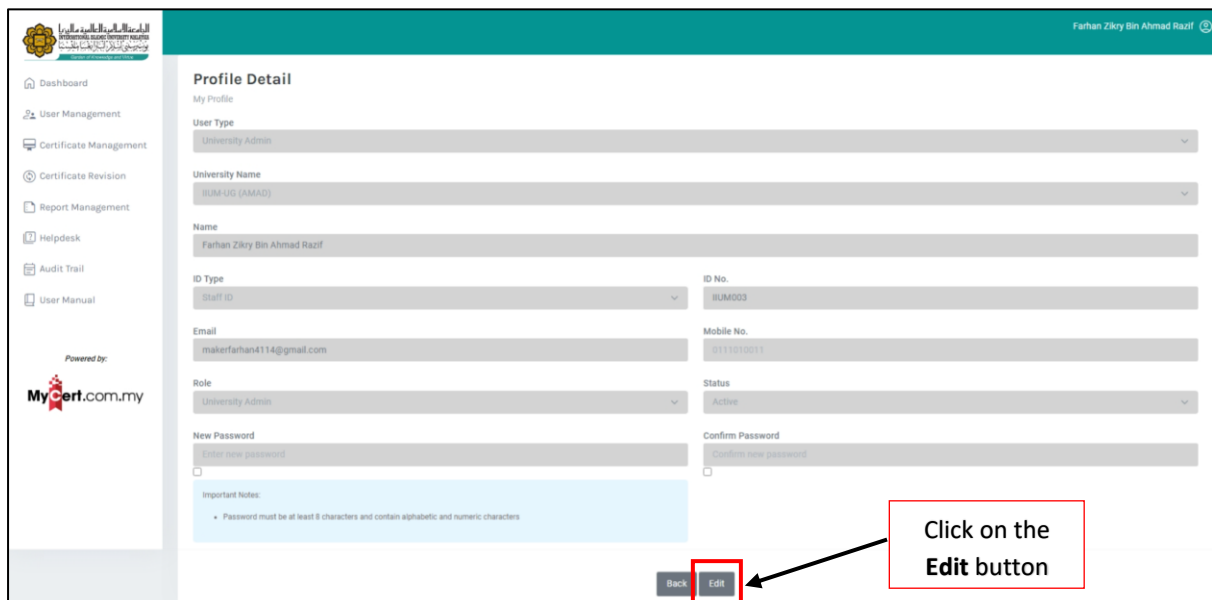

Figure 2.1-2: Profile Detail Page

      i.   Click on the **Back** button to exit the Profile Detail page and the system will direct the user to Dashboard page.

3. Click on the **Edit** button and the system will display an editable Profile Detail page to update the user's information as shown in Figure 2.1-3.

Figure 2.1-3: Editable Profile Detail Page

i. User are only allowed to edit:

a. **Name**

b. **ID No.**

c. **Mobile No.**

d. **New Password and Confirm Password**

    i. Password must be at least 8 characters long and contain alphabetic, numeric and special characters (example: Password@1234).

    ii. Password entered in **New Password** field and **Confirm Password** field must be identical.

    iii. Tick on the **Show Password** check box to view the password entered.

ii. Click on the **Back** button to exit the Profile Detail page and the system will direct the user to Dashboard page.

iii. Click on the **Cancel** button to cancel editing the profile details and the system will display the noneditable Profile Detail page.

4. Click on the **Save** button after updating the user information.

    i. If no changes were made on the user information, the system will display an error notification message as shown in Figure 2.1-4.
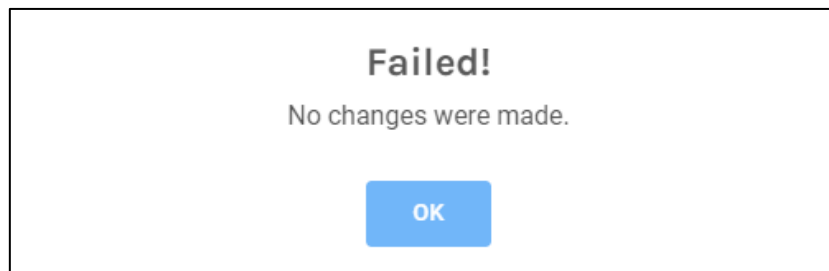

Figure 2.1-4: Error Notification Message

    ii. If changes have been made on the user information, the system will display a successful notification message as shown in Figure 2.1-5.
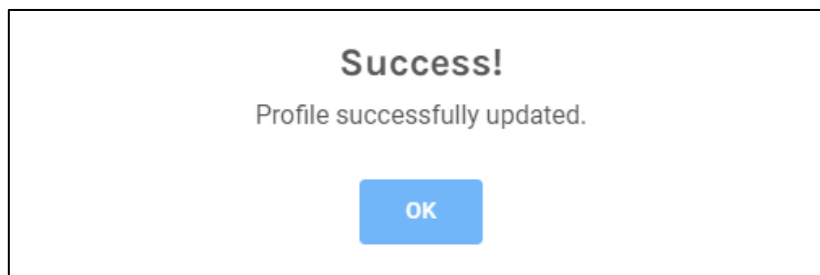

Figure 2.1-5: Successful Notification Message

5. Click on the **OK** button and the system will display the noneditable Profile Detail page with updated information as shown in Figure 2.1-6.
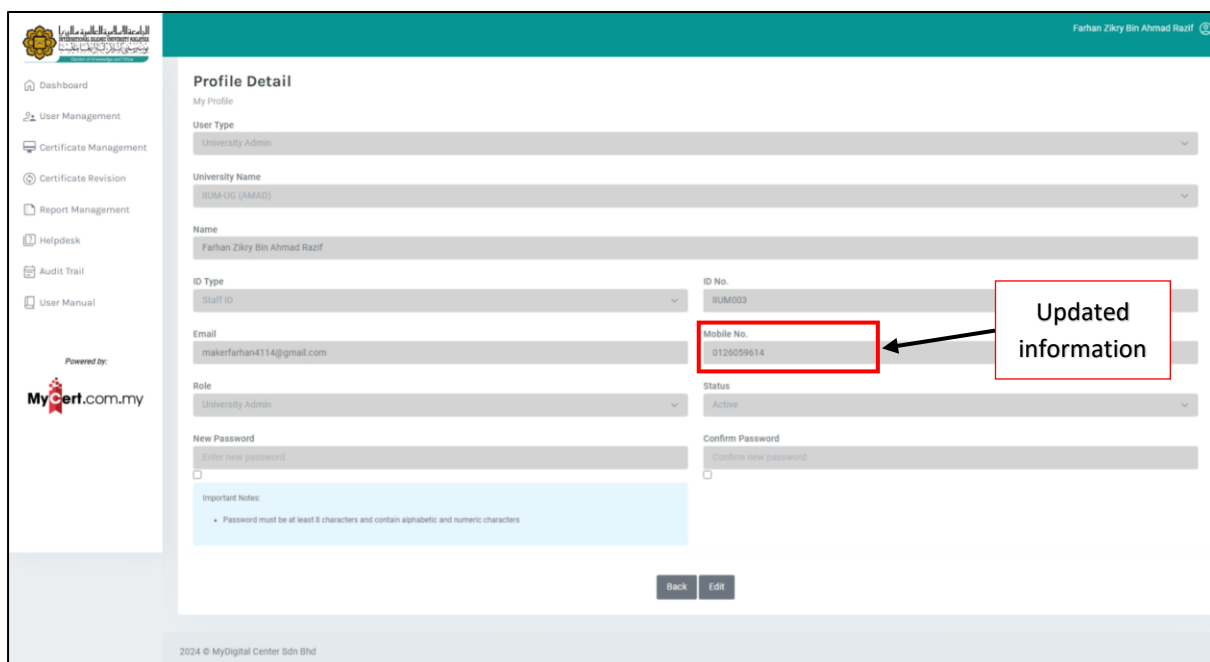

Figure 2.1-6: Profile Detail Page with Updated Information

2.2   Change Password

1. Click on the **Profile** icon at the top right of the page and the system will display a dropdown menu of **My Profile** and **Logout** (Figure 2.2-1).
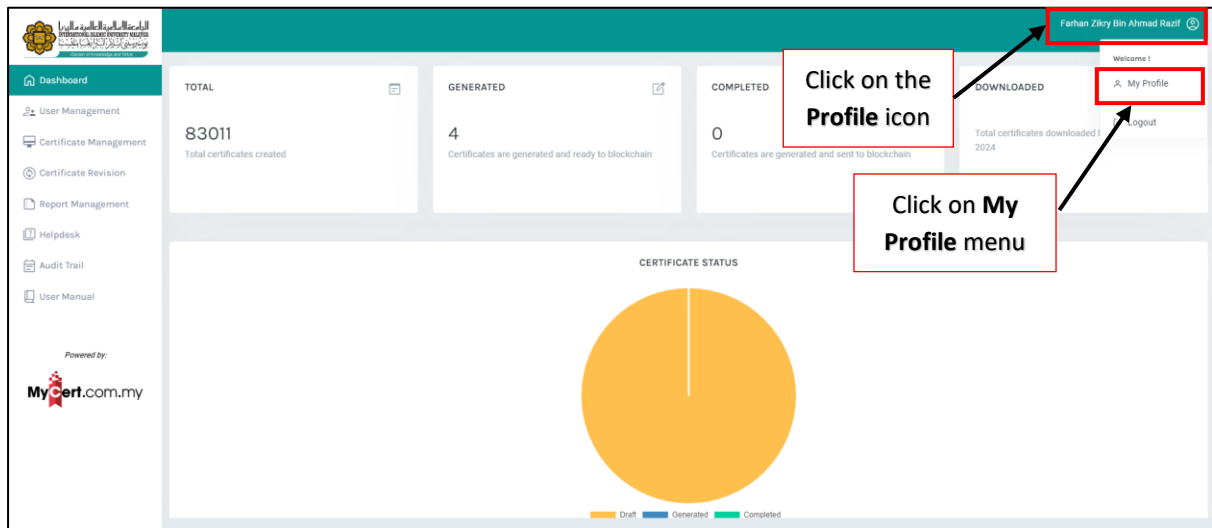

Figure 2.2-1: Profile Icon

2. Click on **My Profile** menu and the system will display the Profile Detail page as shown in Figure 2.2-2.
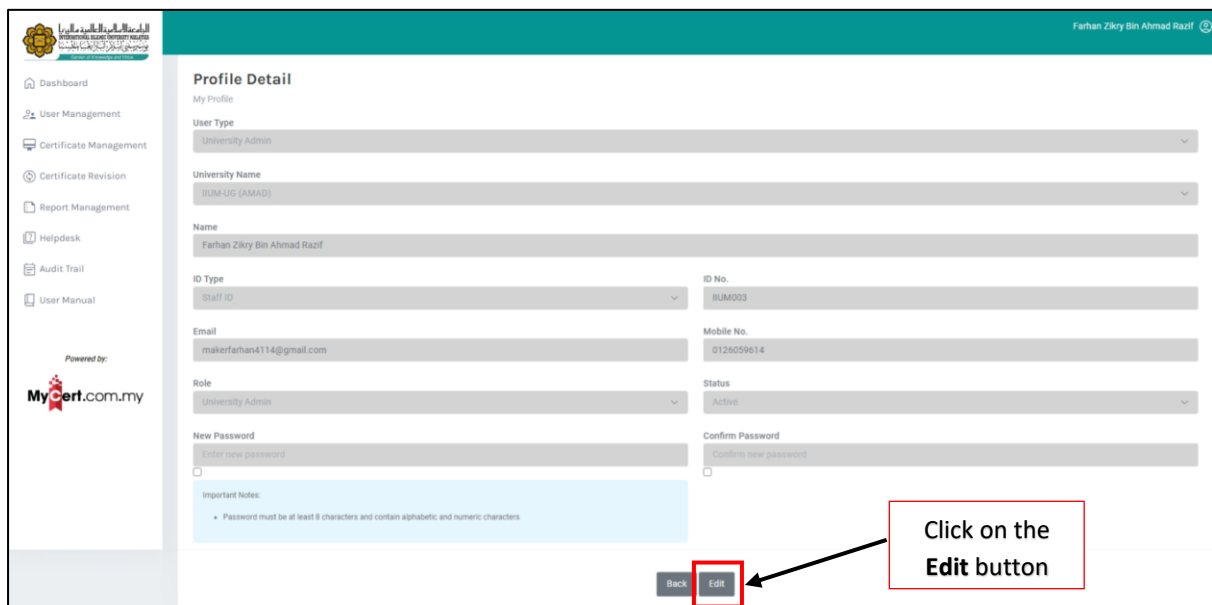

Figure 2.2-2: Profile Detail Page

    i.   Click on the **Back** button to exit the Profile Detail page and the system will direct the user to Dashboard page.
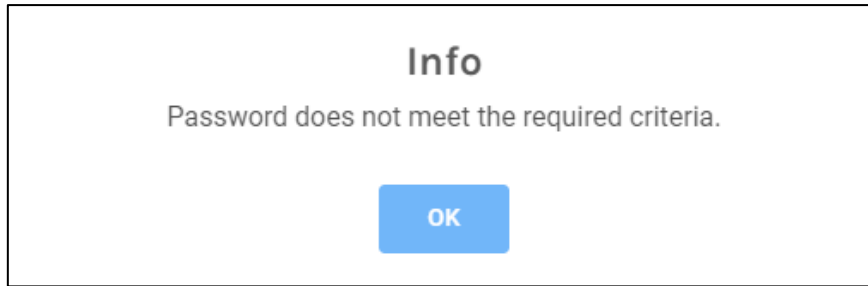
3. Click on the **Edit** button and the system will display an editable Profile Detail page to change the password as shown in Figure 2.2-3.

*Figure 2.2-3: Editable Profile Detail Page*

    i.   Enter a new password at the **New Password** and **Confirm Password** field.

        a.   Password must be at least 8 characters long and contain alphabetic, numeric and special characters (example: Password@1234).

        b.   Password entered in **New Password** field and **Confirm Password** field must be identical.

        c.   Tick on the **Show Password** check box to view the password entered.

    ii.   Click on the **Back** button to exit the Profile Detail page and the system will direct the user to Dashboard page.

    iii.   Click on the **Cancel** button to cancel changing the password and the system will display the noneditable Profile Detail page.

4. Click on the **Save** button after updating the password.

    i.   If the password entered does not meet the criteria, the system will display an error notification message as shown in Figure 2.2-4.
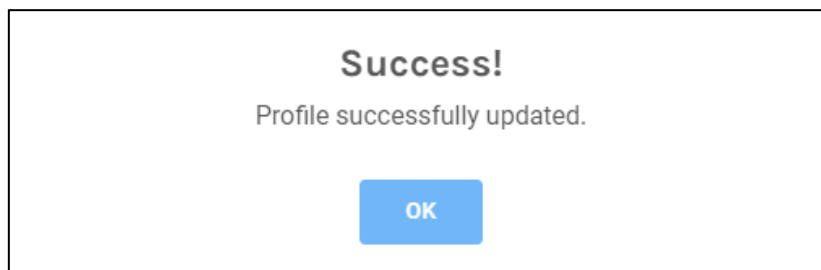
Figure 2.2-4: Error Notification Message

ii.   If the password entered in **Password** and **Confirm Password** field does not match, the system will display an error notification message as shown in Figure 2.2-5.
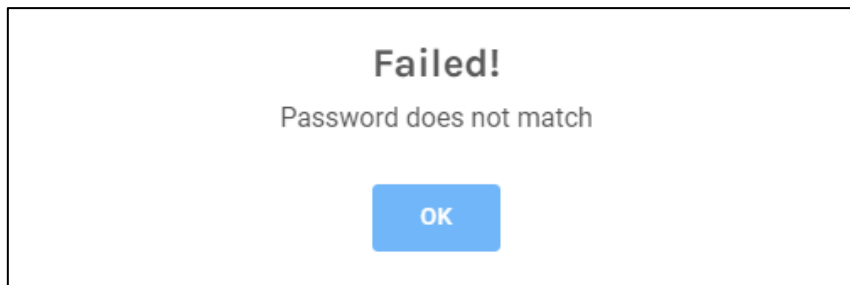
Figure 2.2-5: Error Notification Message

iii. If the password entered meet the criteria and match on both fields, the system will display a successful notification message as shown in Figure 2.2-6.

Figure 2.2-6: Successful Notification Message

5. Click on the **OK** button and the system will display the noneditable Profile Detail page as shown in Figure 2.2-7.

Figure 2.2-7: Profile Detail Page with Updated Password

3.0 DASHBOARD

1. Log in to E-Scroll IIUM and the system will redirect to Dashboard page which serve as the main page (Figure 3.0-1).
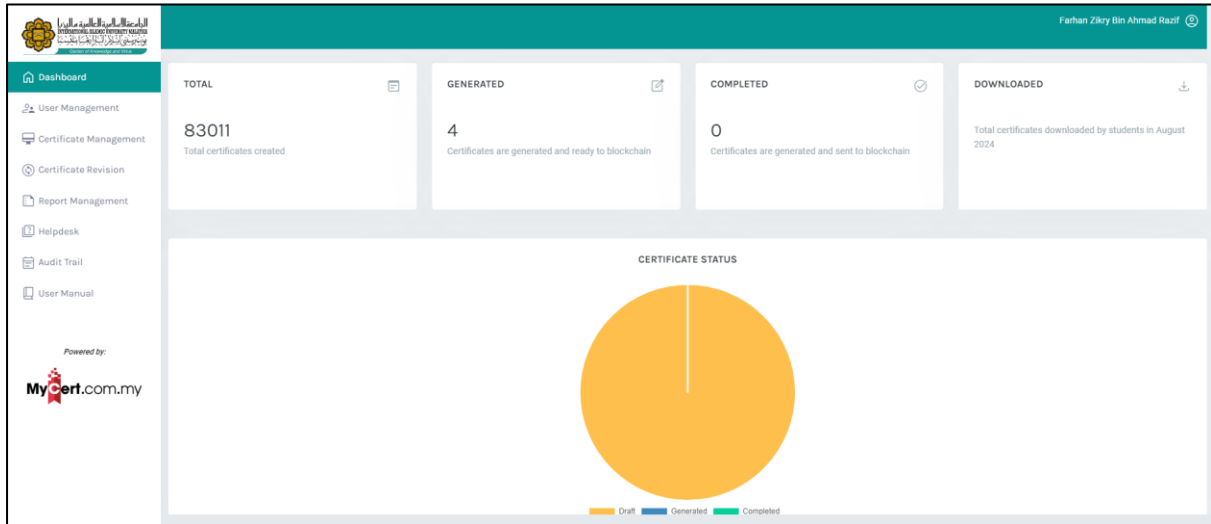

Figure 3.0-1: Dashboard Page

2. On Dashboard page, user is provided with the following insights:

    i. **Total:** Displays the total number of certificates created within the system (Figure 3.0-2).

Figure 3.0-2: Total Section

    a. Click on the ⊟ icon to view more details and the system will direct the user to Batch Listing page (Figure 3.0-3).

Figure 3.0-3: Batch Listing Page

    ii.   **Generated**: Display the number of certificates that have been generated and are ready for signing (Figure 3.0-4).
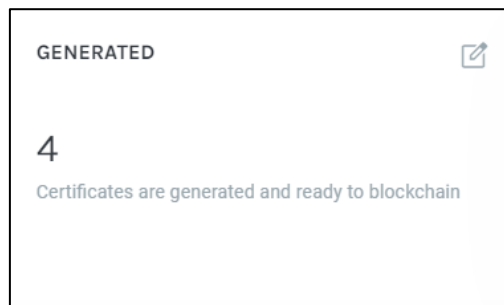

Figure 3.0-4: Generated Section

    iii.   **Completed:** Display the total number of certificates that have been digitally signed and sent to the blockchain (Figure 3.0-5).
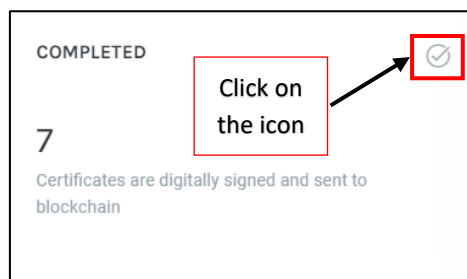

Figure 3.0-5: Completed Section

    iv.   **Downloaded**: Display the total number of certificates downloaded by students for the current month (Figure 3.0-6).
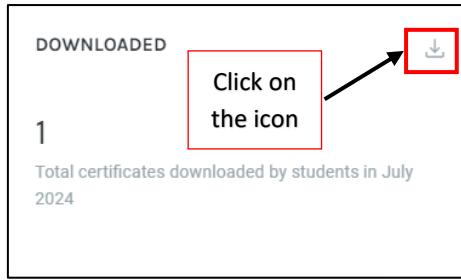
Figure 3.0-6: Downloaded Section

a. Click on the ⬇ icon to view more details and the system will direct the user to Certificates Downloaded page (Figure 3.0-7).
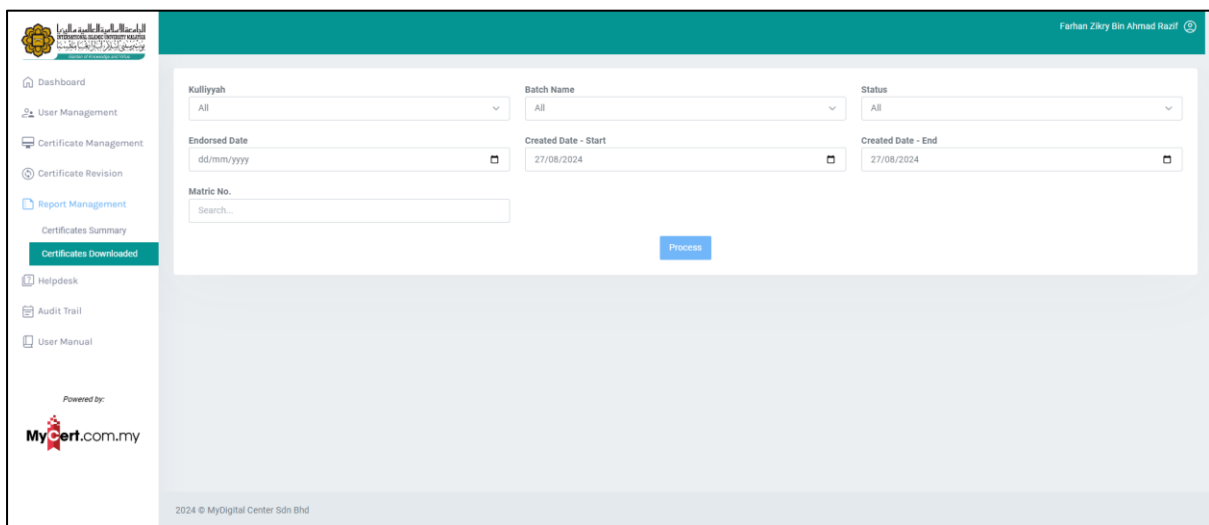

Figure 3.0-7: Certificates Downloaded Page

v. **Certificate Status**: Visual representation showing the distribution of total certificates across different status categories (Figure 3.0-8).
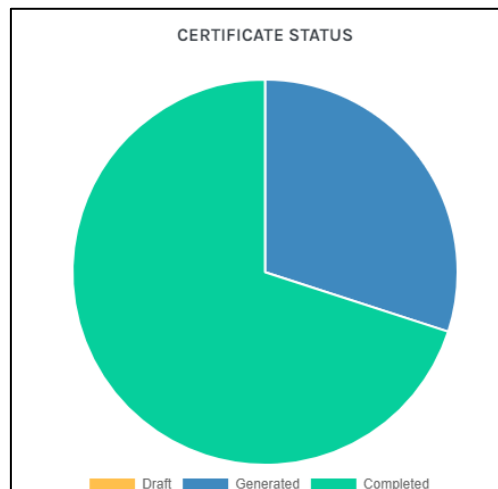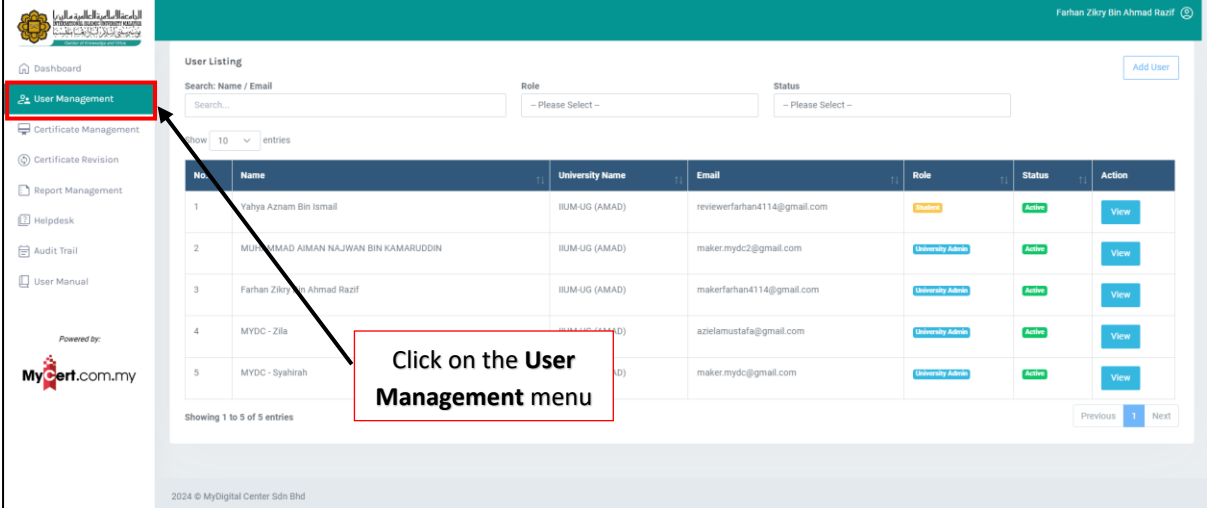

Figure 3.0-8: Certificate Status Pie Chart

4.0 USER MANAGEMENT

1. Click on the **User Management** menu and the system will display the User Listing page as shown in Figure 4.0-1.

Figure 4.0-1: User Listing Page

2. On the User Listing page, user is provided with the following tools:

    i. **Search: Name / Email**: Enter a name or email address in the search bar to quickly find specific user within the system.

    ii. **Role**: Choose the role from dropdown provided to filter displayed user based on role.

    iii. **Status:** Choose the status from dropdown provided to filter displayed user based on status.

4.1   Add User

1. Click on the **User Management** menu and the system will display the User Listing page as shown in Figure 4.1-1.
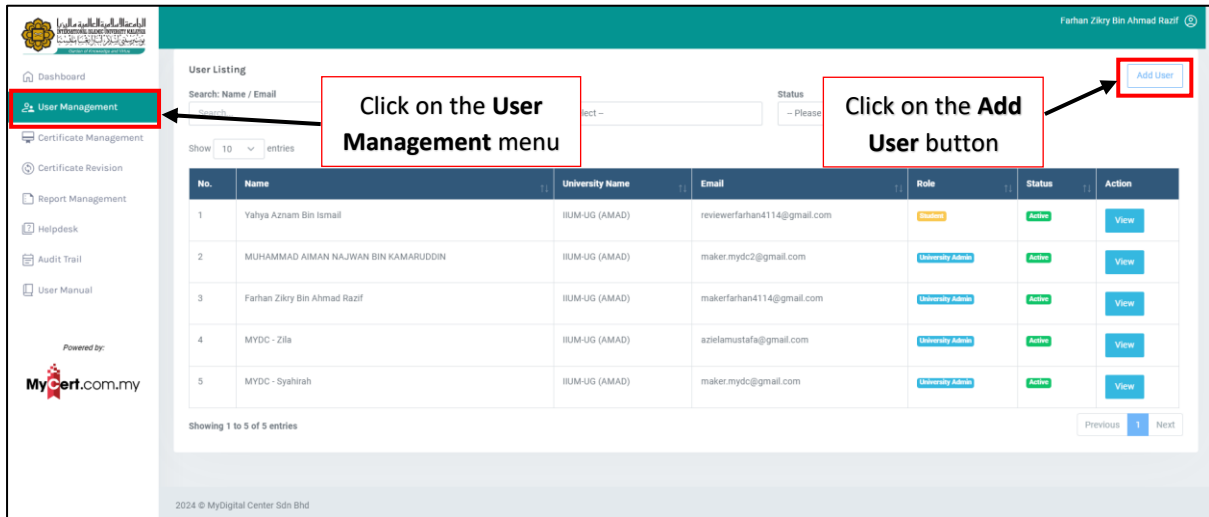

Figure 4.1-1: User Listing Page

2. Click on the **Add User** button and the system will display the Add User page as shown in Figure 4.1-2.
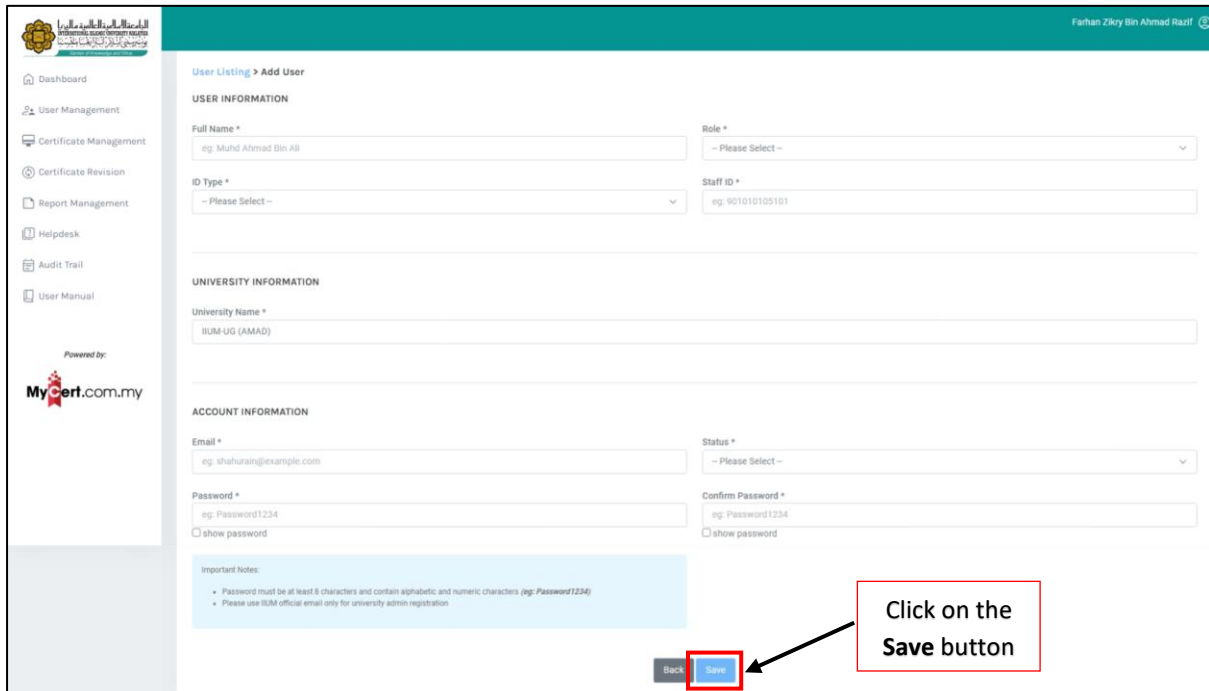

Figure 4.1-2: Add User Page

i.   Complete all of the fields in the User Information section:
a.   **Full Name**

b. **Role**

c. **ID Type**

d. **Staff ID / ID No.**

ii. The **University Name** in the University Information section is **IIUM-UG** or **IIUM-PG** by default.

iii. Complete all of the fields in the Account Information section:

a. **Email** (must be active and valid)

b. **Status**

c. **Password and Confirm Password**

    i. Password must be at least 8 characters long and contain alphabetic, numeric and special characters (example: Password@1234).

    ii. Password entered in **New Password** field and **Confirm Password** field must be identical.

    iii. Tick on the **Show Password** check box to view the password entered.

iv. Click on the **Back** button to exit the Add User page and the system will direct to User Listing page.

3. Click on the **Save** button to register the user.

    i. If the password entered does not meet the criteria, the system will display an error notification message as shown in Figure 4.1-3.
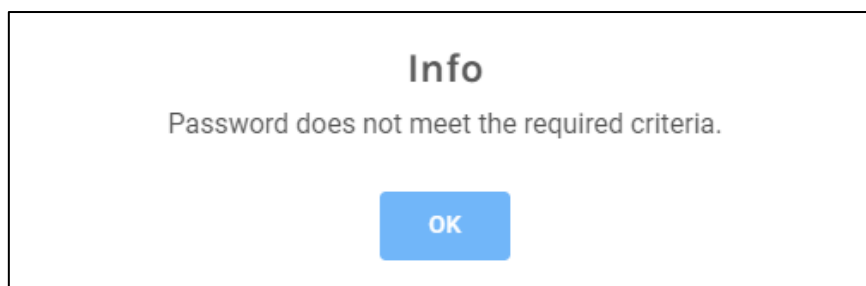
Figure 4.1-3: Error Notification Message

    ii. If the password entered in **Password** and **Confirm Password** field does not match, the system will display an error notification message as shown in Figure 4.1-4.
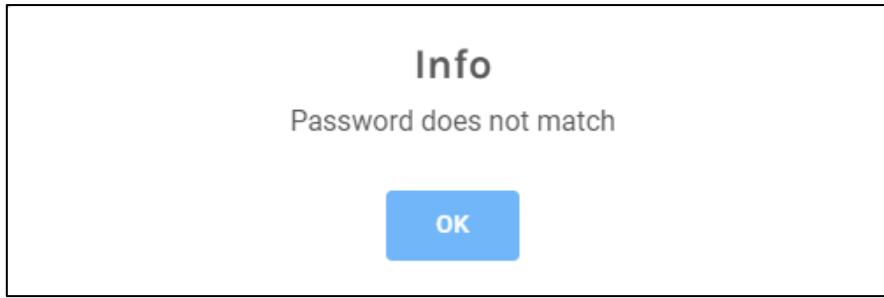
Figure 4.1-4: Error Notification Message

iii.   If all the information entered is correct, the system will display a successful
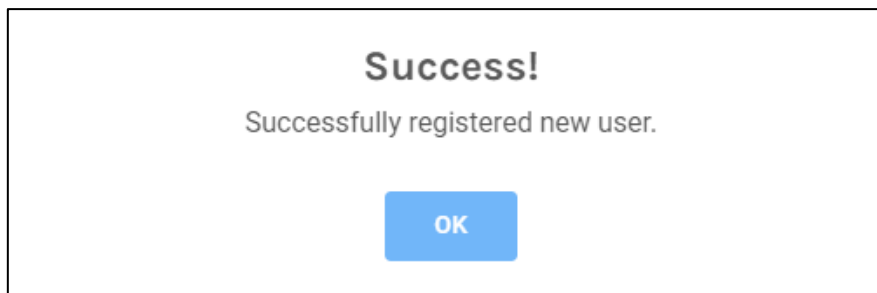notification message as shown in Figure 4.1-5.

Figure 4.1-5: Successful Notification Message

4. Click on the **OK** button and the system will redirect to the User Listing page with the new
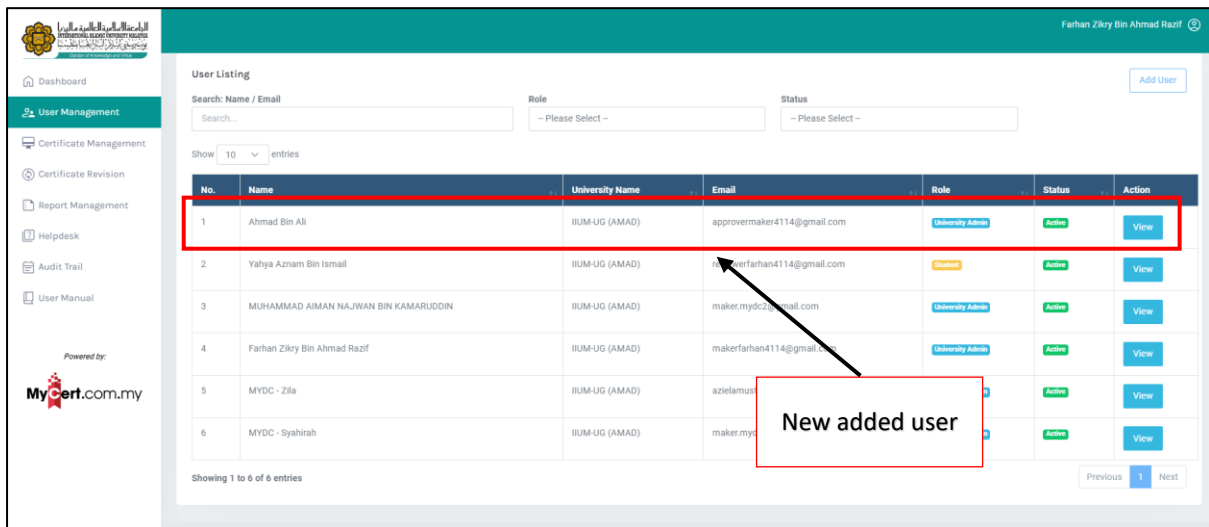registered user added to the list as shown in Figure 4.1-6.

Figure 4.1-6: User Listing Page with New Registered User Added

5. The new registered user will get an email from postmaster@digitalcenter.com.my notifying the creation of their account as shown in Figure 4.1-7.
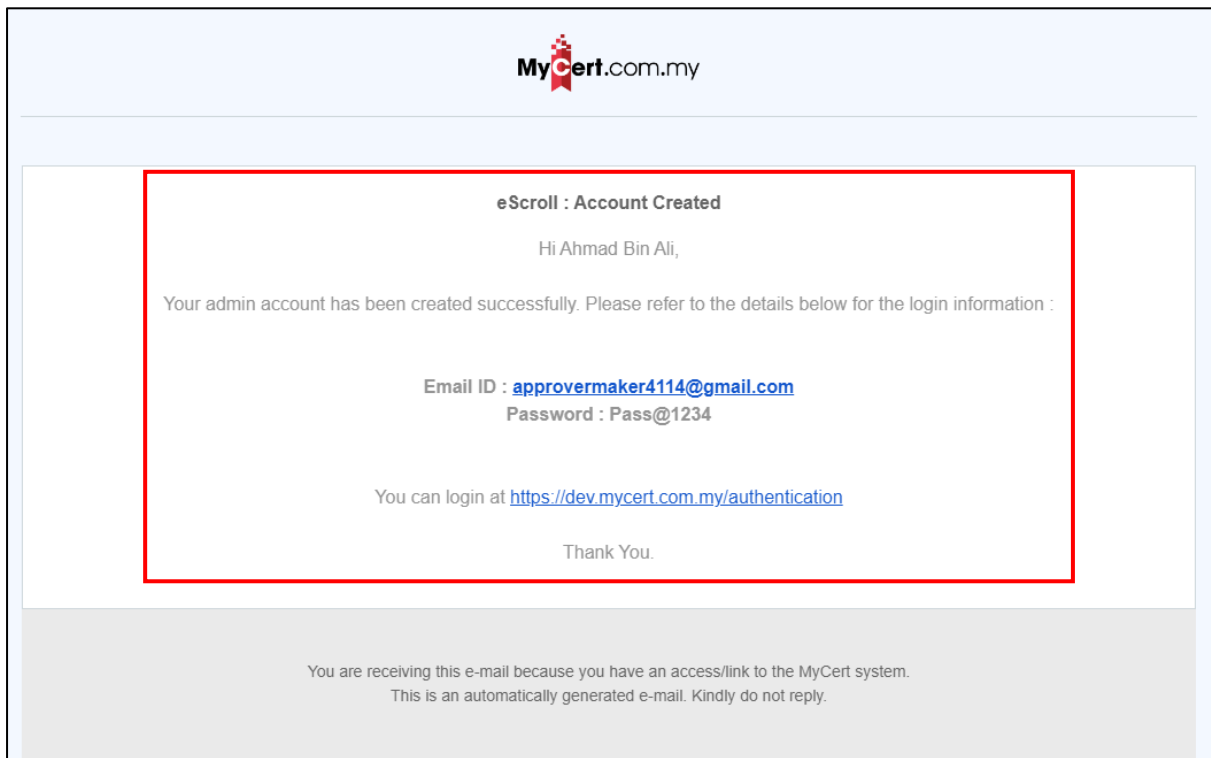

Figure 4.1-7: Notification Email of Account Creation

4.2 Update User Information

1. Click on the **User Management** menu and the system will display the User Listing page as shown in Figure 4.2-1.
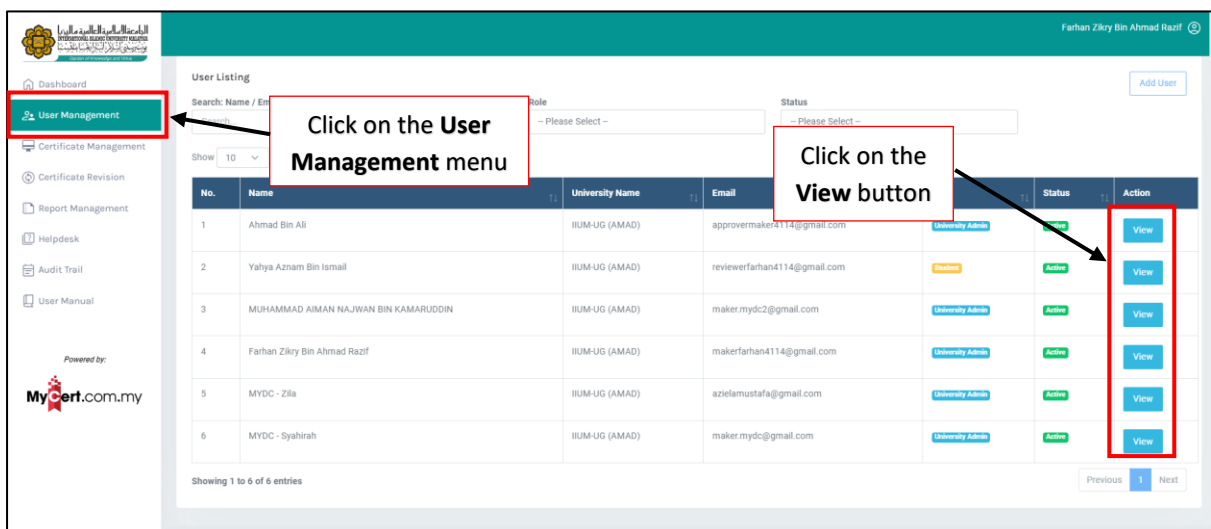

Figure 4.2-1: User Listing Page

2. Click on the **View** button and the system will display the User Information page as shown in Figure 4.2-2.
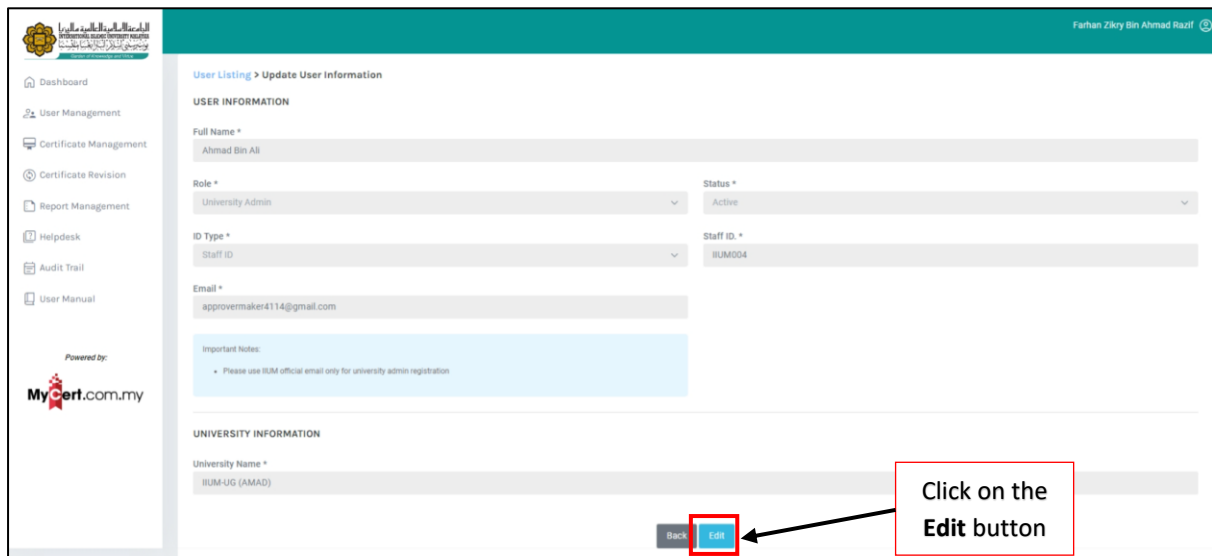

Figure 4.2-2: User Information Page

    i.   Click on the **Back** button to exit the User Information page and the system will direct to User Listing page.

3. Click on the **Edit** button and the system will display the Update User Information page as shown in Figure 4.2-3.
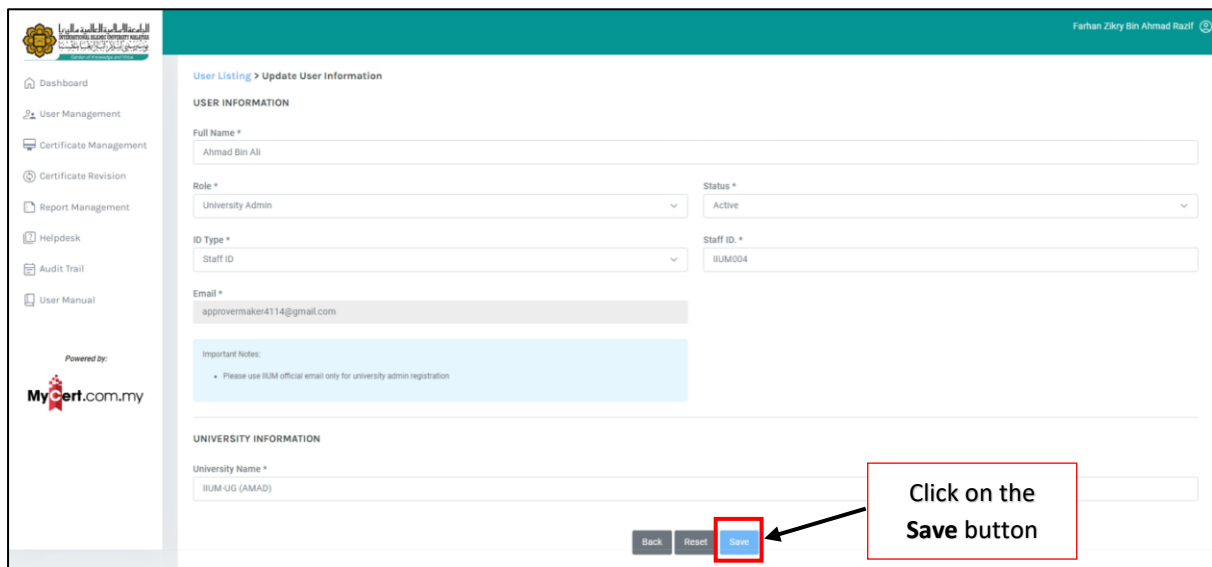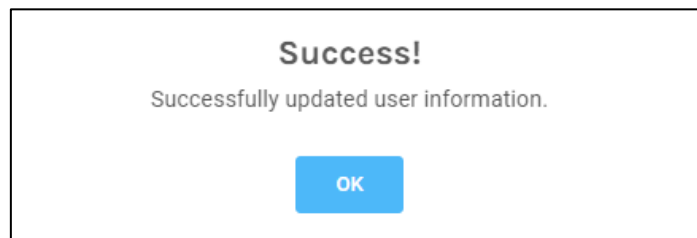

Figure 4.2-3: Update User Information Page

    i.   Admin are only allowed to edit:

        a. **Full Name**

b. **Role**

c. **Status**

d. **ID Type**

    i. If the role is **University Admin**, the **ID Type** would be **Staff ID** by default.

    ii. If the role is **Student**, the **ID Type** would be **MyKad** or **Passport** by default.

e. **Staff ID / ID No.**

f. **University Name**

  ii. Click on the **Back** button to exit the Update User Information page and the system will direct to User Listing page.

  iii. Click on the **Reset** button to cancel updating the user information and the system will display the User Information page with the original user information.

4. Click on the **Save** button after updating the user information.

  i. If no changes were made on the user information, the system will display an info notification message as shown in Figure 4.2-4.
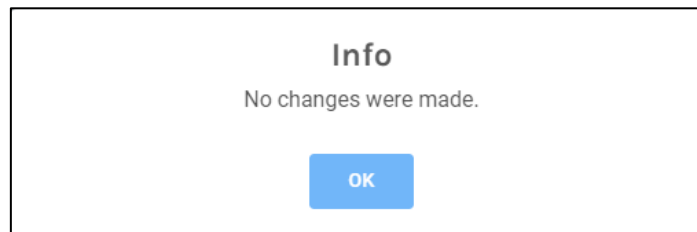
Figure 4.2-4: Info Notification Message

  ii. If changes have been made on the user information, the system will display a successful notification message as shown in Figure 4.2-5.

Figure 4.2-5: Successful Notification Message

5. Click on the **OK** button and the system will redirect to the User Listing page with updated user information as shown in Figure 4.2-6.
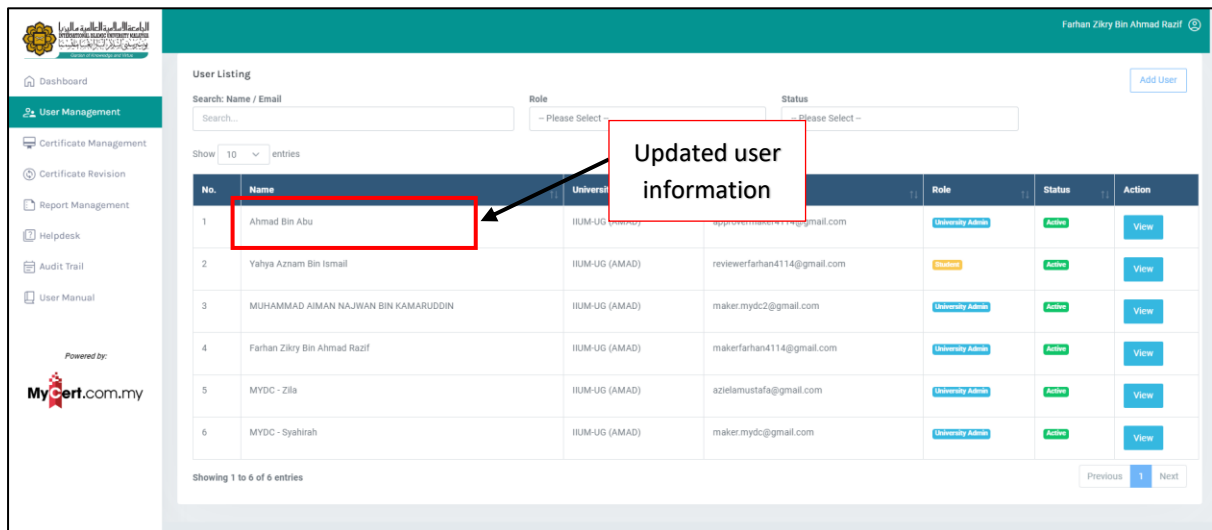

Figure 4.2-6: User Listing Page with Updated User Information

4.3   Delete User Information

1. Click on the **User Management** menu and the system will display the User Listing page as shown in Figure 4.3-1.
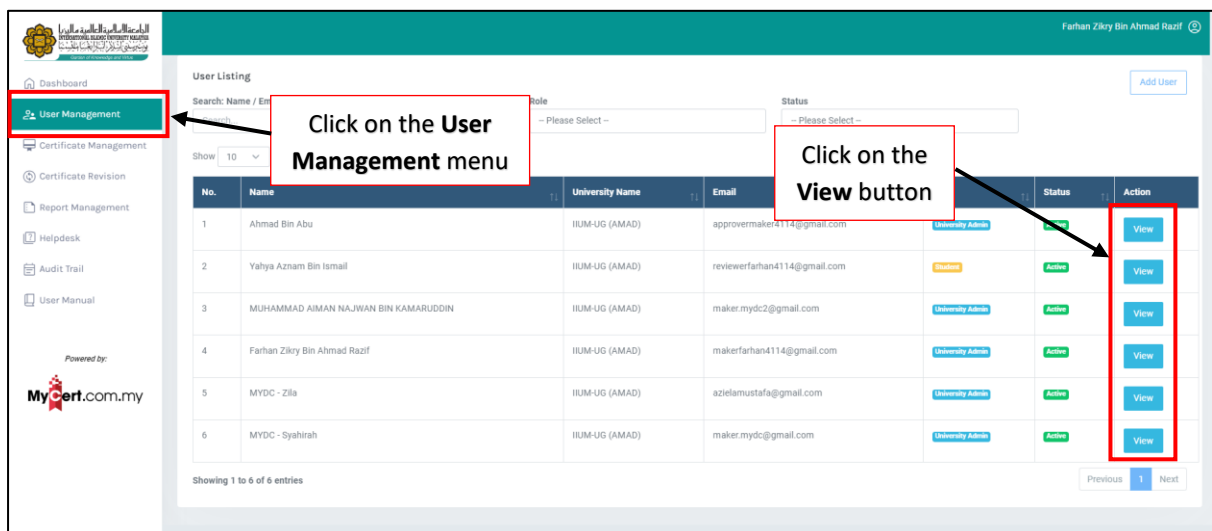

Figure 4.3-1: User Listing Page

2. Click on the **View** button and the system will display the User Information page as shown in Figure 4.3-2.
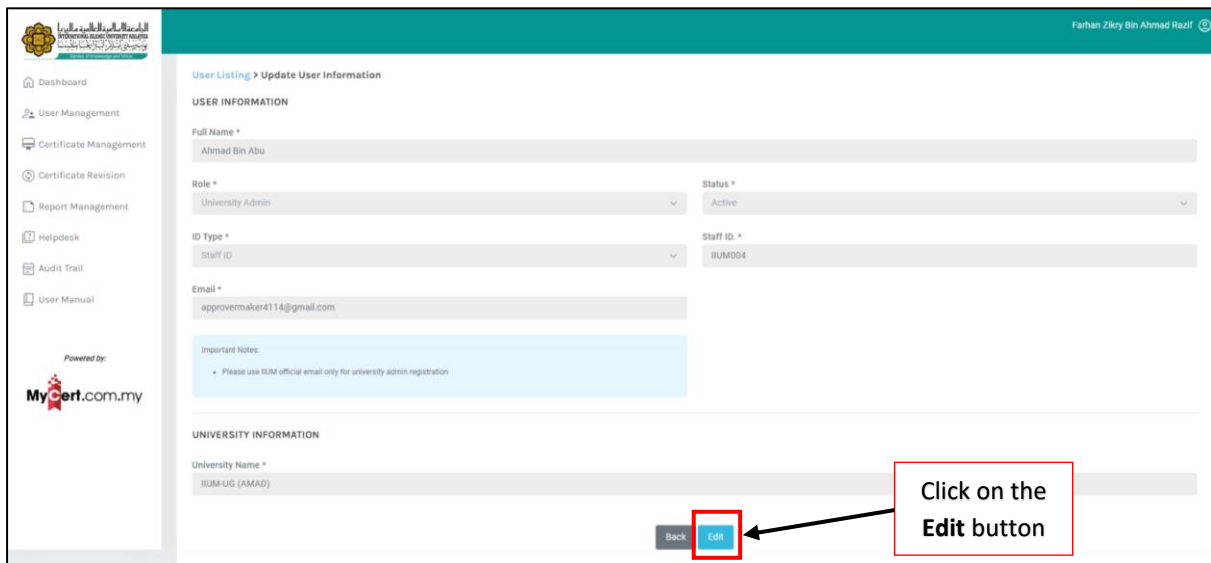

Figure 4.3-2: User Information Page

   i. Click on the **Back** button to exit the User Information page and the system will direct to User Listing page.

3. Click on the **Edit** button and the system will display the Update User Information page as shown in Figure 4.3-3.
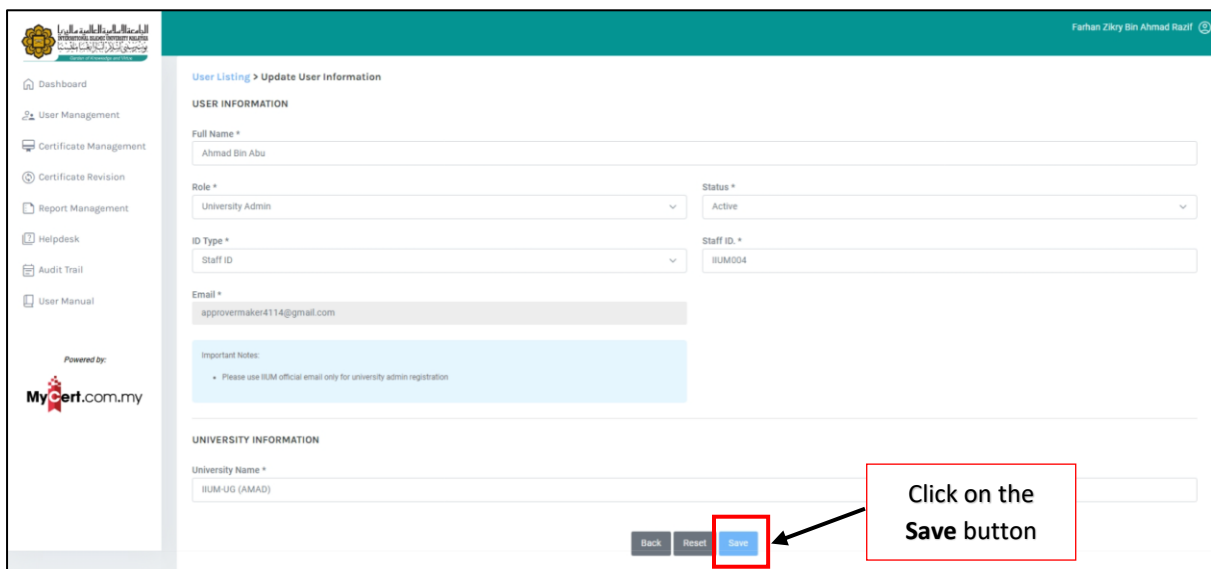

Figure 4.3-3: Update User Information Page

   i. Change the status from **Active** to **Inactive** in **Status** field.

ii. Click on the **Back** button to exit the Update User Information page and the system will direct to User Listing page.

iii. Click on the **Reset** button to cancel deleting the user and the system will display the User Information page with the original status.

4. Click on the **Save** button and the system will display a successful notification message as shown in Figure 4.3-4.
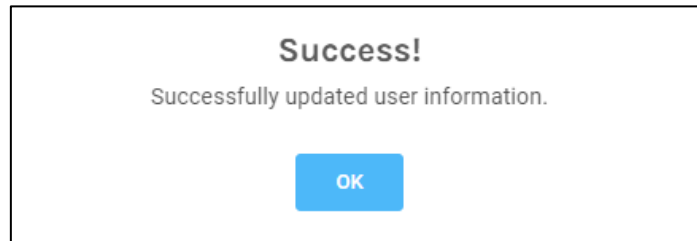

Figure 4.3-4: Successful Notification Message

5. Click on the **OK** button and the system will redirect to User Listing page with user's status has changed to **Inactive** as shown in Figure 4.3-5.
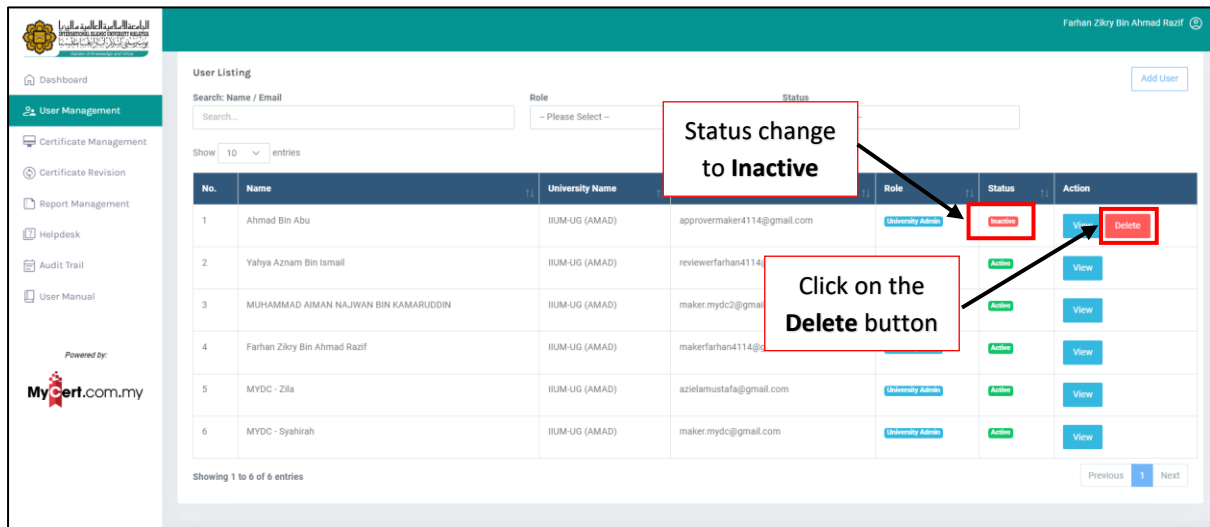

Figure 4.3-5: User Listing with Inactive User's Status

6. Click on the **Delete** button and the system will display a confirmation notification message as shown in Figure 4.3-6.
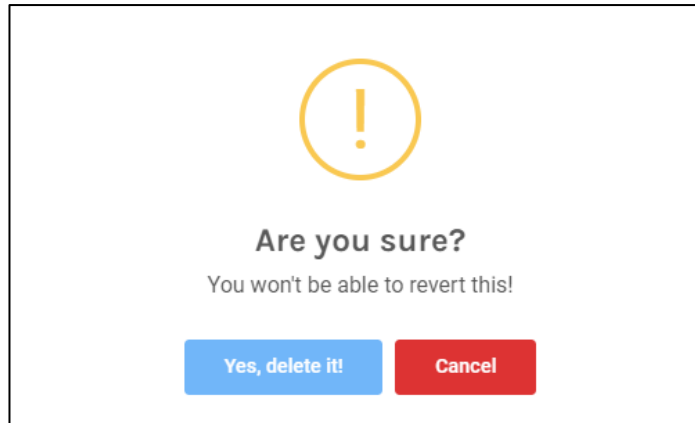
Figure 4.3-6: Confirmation Notification Message

7. Click on **Yes, delete it!** button and the system will display a successful notification message as shown in Figure 4.3-7.
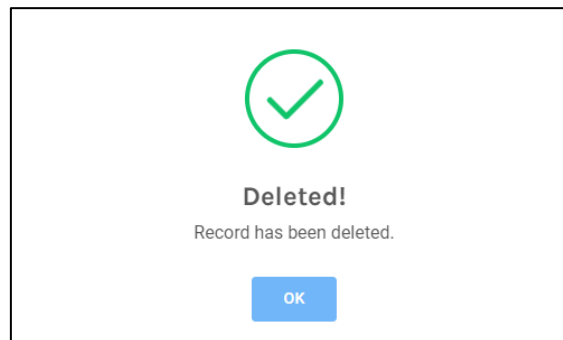

Figure 4.3.7: Successful Notification Message

8. Click on the **OK** button and the system will display the User Listing page with the user have been removed from the listing as shown in Figure 4.3-8.

Figure 4.3-8: User Listing Page with Removed User

5.0 CERTIFICATE MANAGEMENT

5.1 Template Listing

1. Click on the **Template Listing** sub-menu on the **Certificate Management** menu and the system will display the Template Listing page as shown in Figure 5.1-1.

Figure 5.1-1: Template Listing Page

2. On the User Listing page, user is provided with searching tool:

     i. **Search: Template Ref No. / Template Name**: Enter template reference number or template name in the search bar to quickly find specific user within the system.

5.1.1 View Template

1. Click on the **Template Listing** sub-menu on the **Certificate Management** menu and the system will display the Template Listing page as shown in Figure 5.1-1.
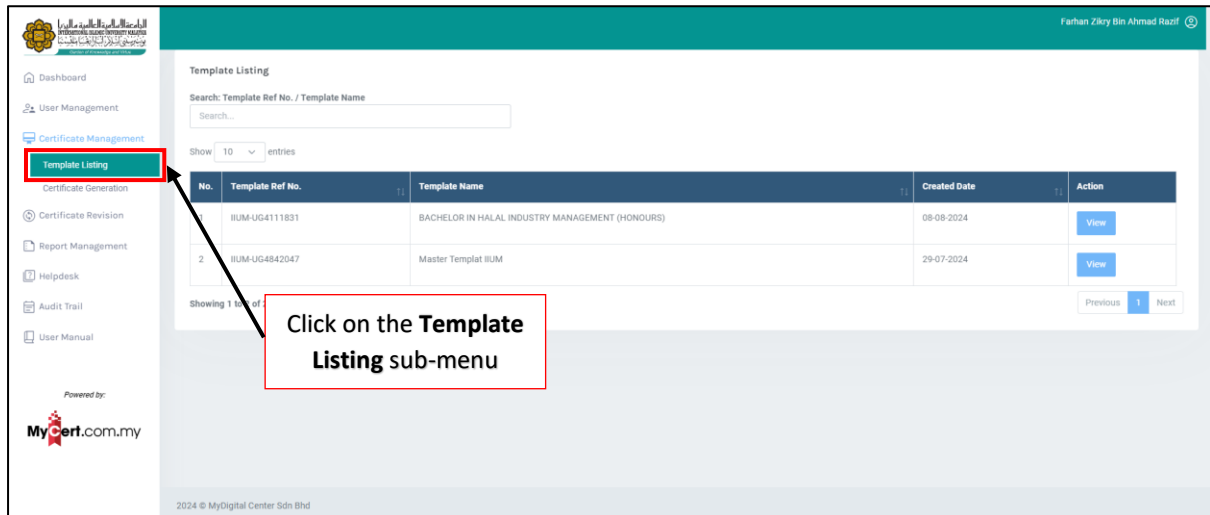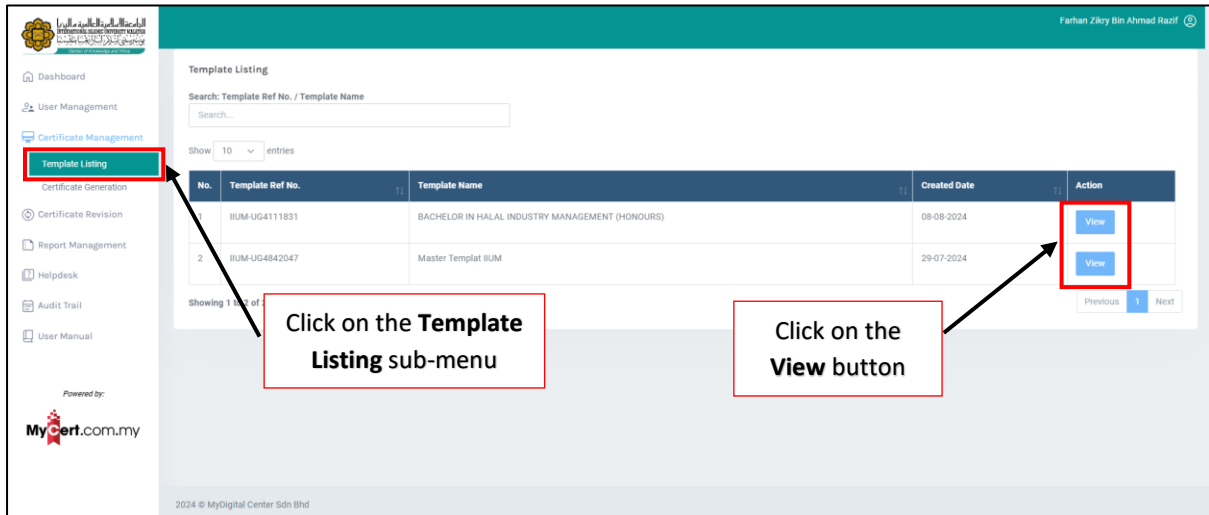

Figure 5.1.1-1: Template Listing Page

2. Click on the **View** button to view the template and the system will display the template that have been designed on View Template page as shown in Figure 5.1-2.
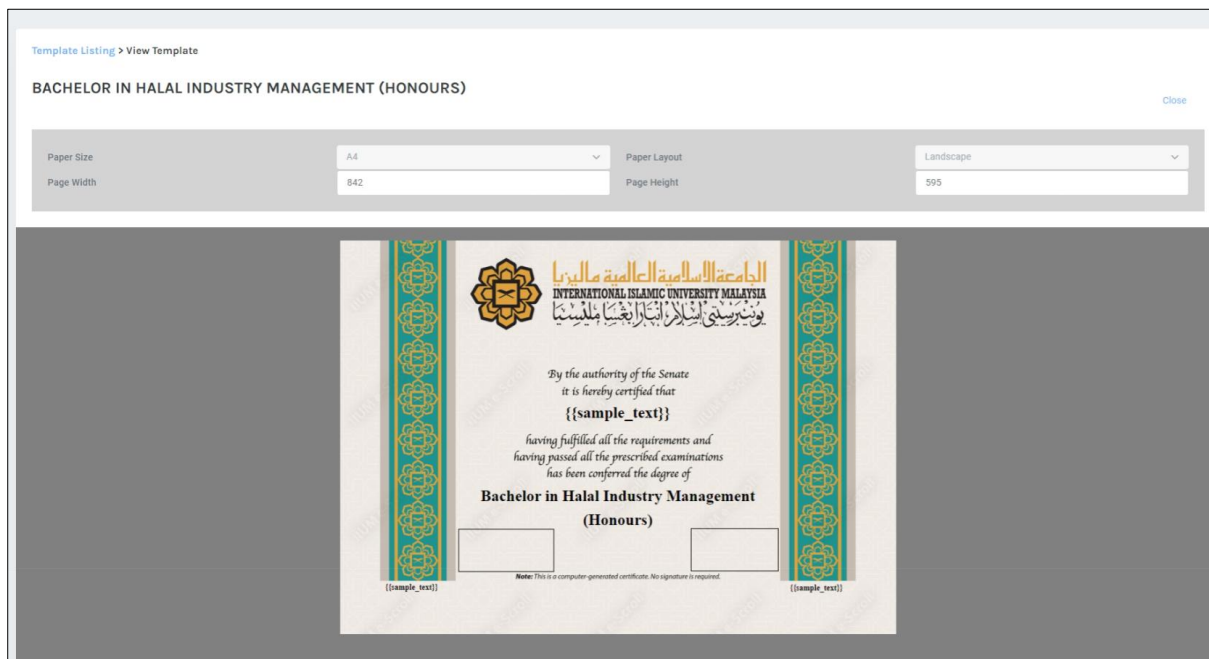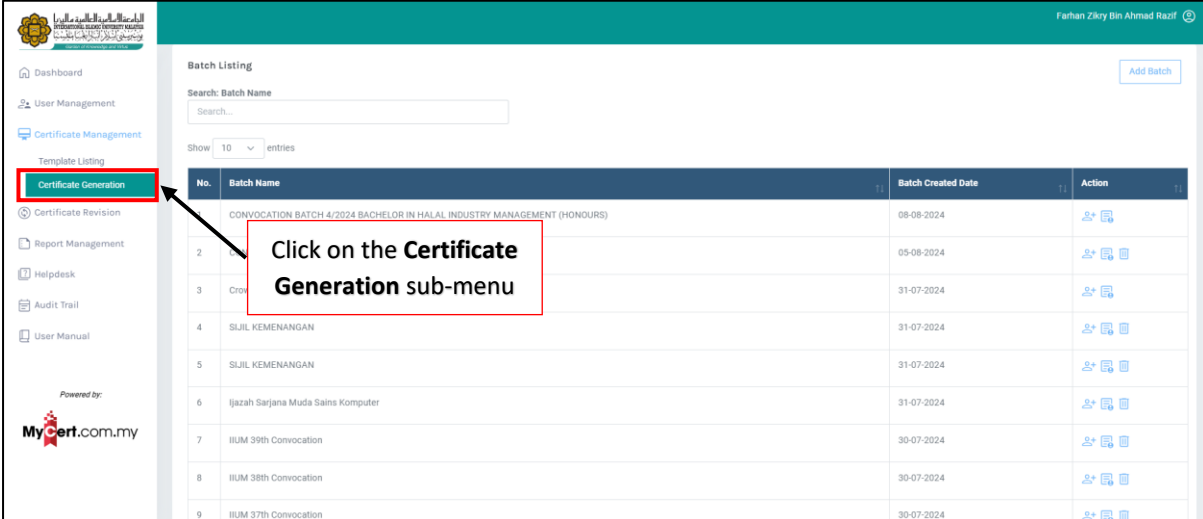

Figure 5.1-1-2: View Template Page

      i.   Click on the **Close** button to exit the View Template page and the system will redirect to Template Listing page.

5.2   Certificate Generation

1. Click on the **Certificate Generation** sub-menu on the **Certificate Management** menu and

    the system will display the Batch Listing page as shown in Figure 5.2-1.

Figure 5.2-1: Batch Listing Page

2. On the Batch Listing page, user is provided with the following tools:

    i.   **Search: Batch Name**: Enter batch name in the search bar to quickly find specific

         batch within the system.

5.2.1 Batch Listing

5.2.1.1 Add Batch

1. Click on the **Certificate Generation** sub-menu on the **Certificate Management** menu and the system will display the Batch Listing page as shown in Figure 5.2.1.1-1.
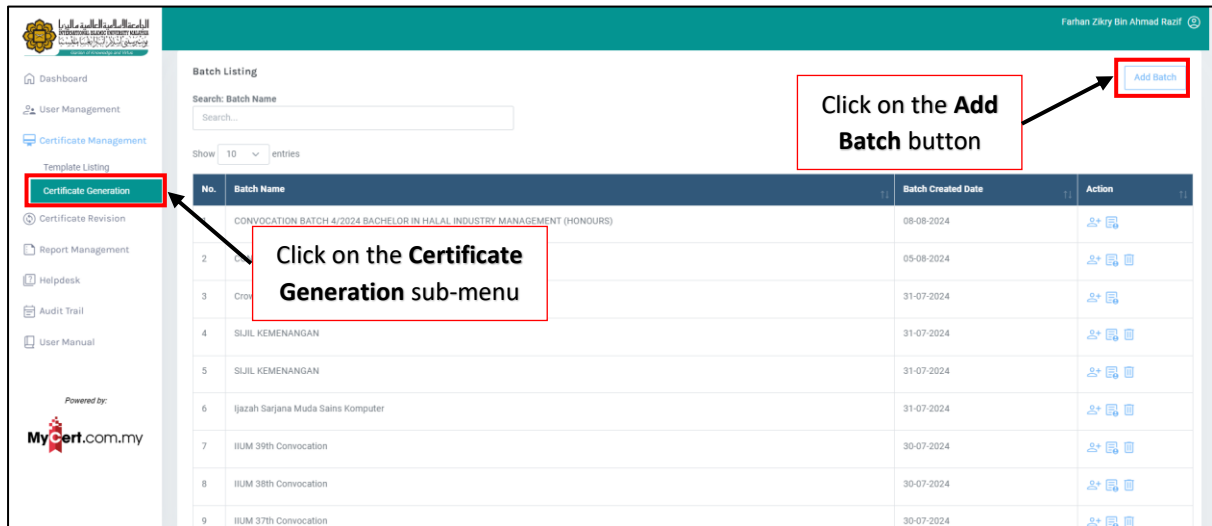

Figure 5.2.1.1-1: Batch Listing Page

2. Click on the **Add Batch** button and the system will display the Add Batch page as shown in Figure 5.2.1.1-2.
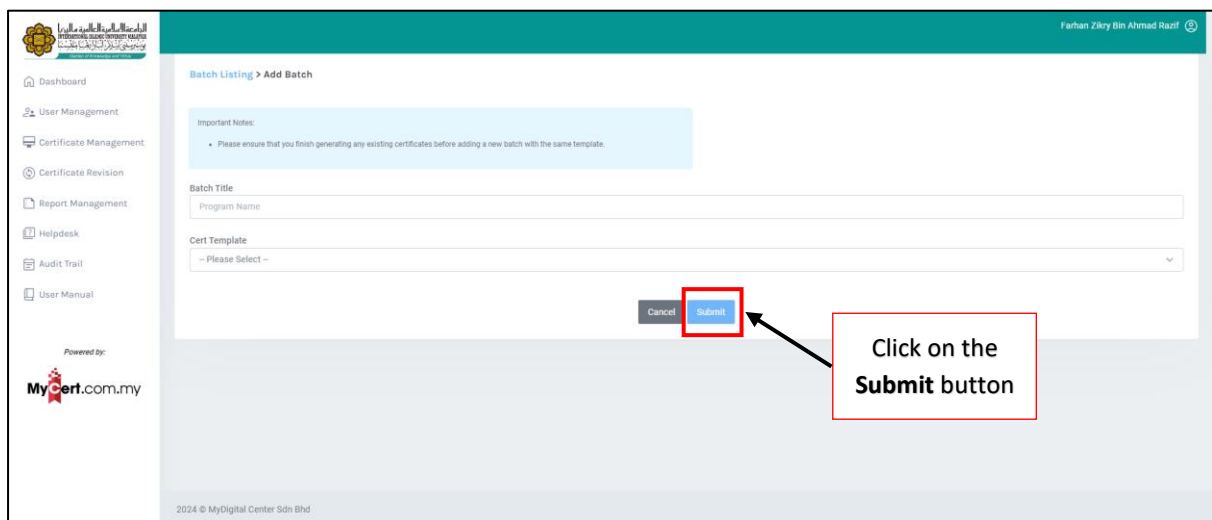

Figure 5.2.1.1-2: Add Batch Page

       i.   Complete all of the fields in the Add Batch page:

          a. **Batch Title**

          b. **Cert Template**

ii. Click on the **Cancel** button to cancel adding new batch and the system will redirect to Batch Listing page.

3. Click on the **Submit** button and the system will display a successful notification message as shown in Figure 5.2.1.1-3.
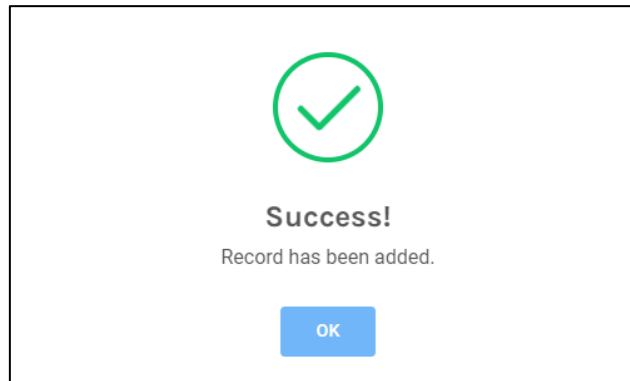

Figure 5.2.1.1-3: Successful Notification Message

4. Click on the **OK** button and the system will redirect to Student List page to add student details as shown in Figure 5.2.1.1-4.
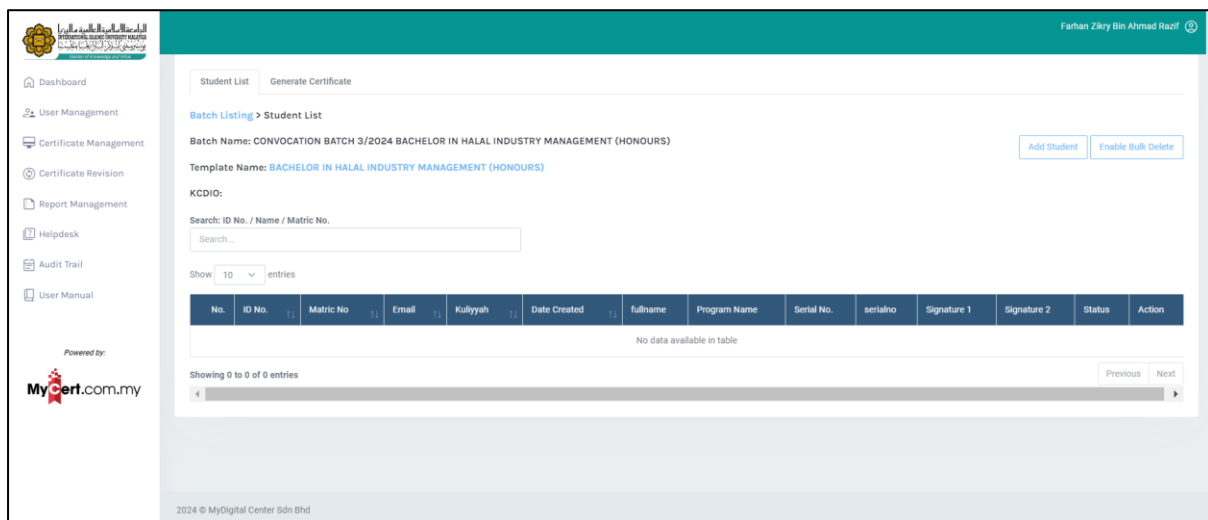

Figure 5.2.1.1-4: Student List Page

5.2.1.2   Delete Batch

1. On the Batch Listing page, click on the 🗑 icon on the Action column and the system will display a confirmation notification message as shown in Figure 5.2.1.2-1. A batch can only be deleted if it does not contain any students. If students have already been added to the batch, it cannot be deleted.
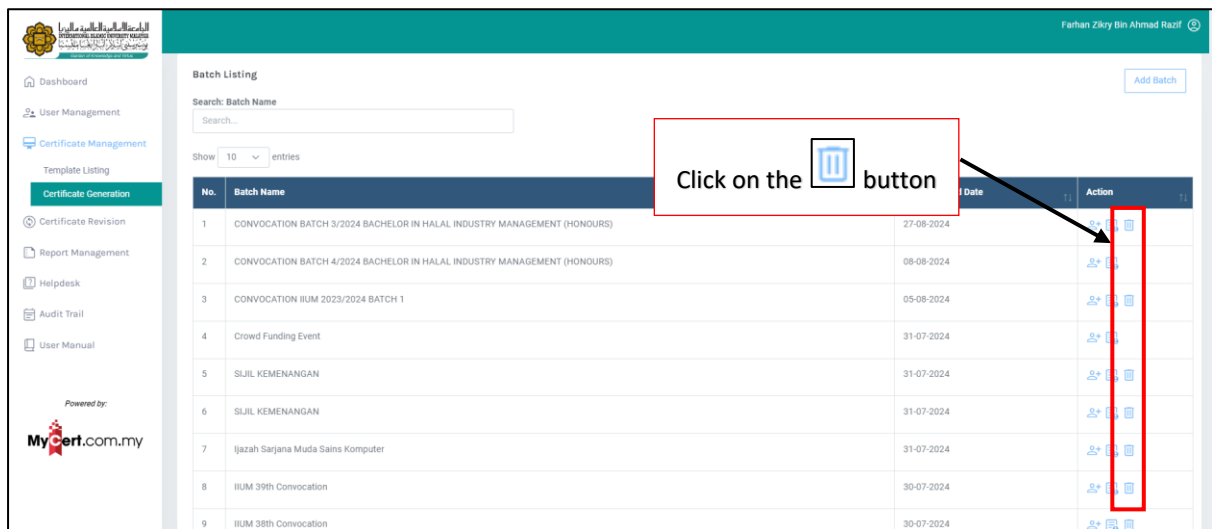

Figure 5.2.1.2-1: Batch Listing Page

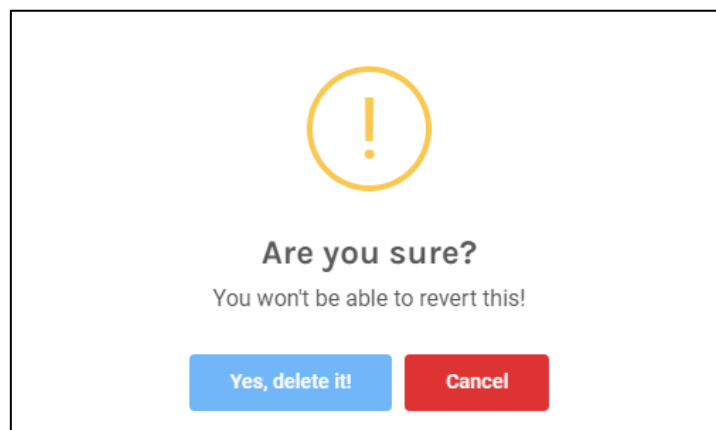2. The system will display a confirmation notification message as shown in Figure 5.2.1.2-2.

Figure 5.2.1.2-2: Confirmation Notification Message

    i.   Click on the **Cancel** button to cancel deleting the batch.

3. Click on the **Yes, delete it!** button and the system will display a successful notification message as shown in Figure 5.2.1.2-3.
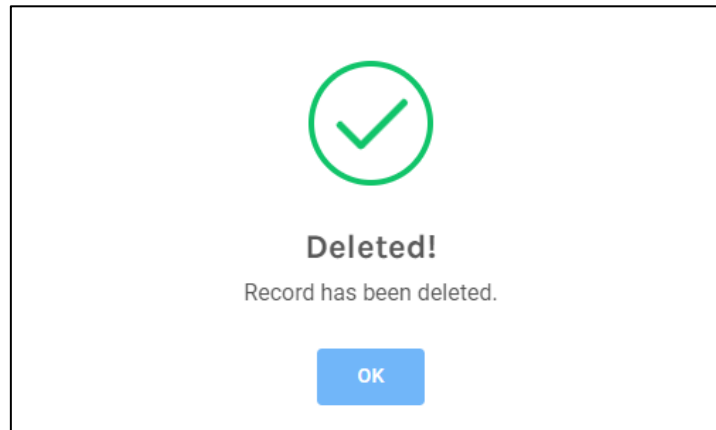

Figure 5.2.1.2-3: Successful Notification Message

5.2.2 Student Listing

5.2.2.1 Add Student

1. To add students to the batch, user must navigate to the Student List page. There are 2 ways to navigate to Student List page which are:

    i. **Automatic Redirection**: After adding new batch User will automatically be redirected to the Student List Page after adding new batch. (Refer chapter 5.2.1).

    ii. **Manual Navigation:** On the Batch Listing Page, click on the [icon] icon at the Action column as shown in Figure 5.2.2.1-1 and the system will direct to Student List page.
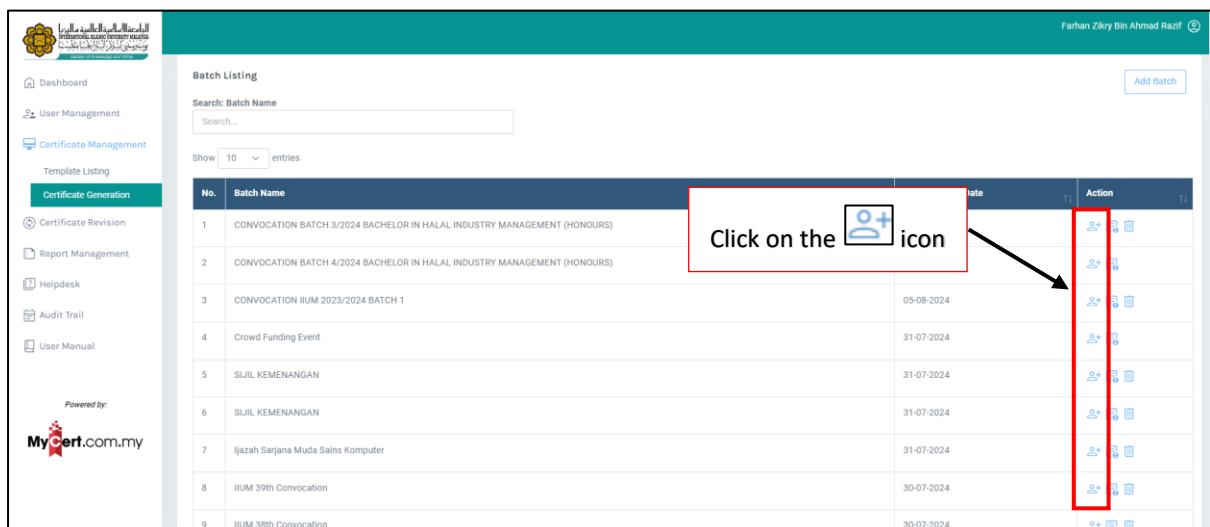

Figure 5.2.2.1-1: Individual Listing Page

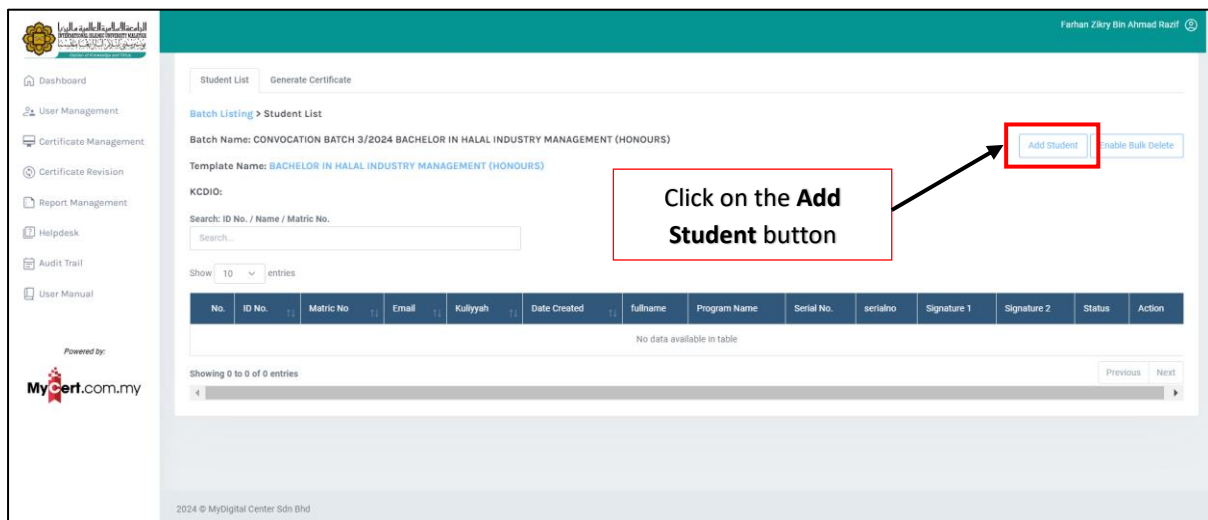2. Figure 5.2.2.1-2 shown below is the Student List page.

Figure 5.2.2.1-2: Student List Page

3. On the Student List page, click on the **Add Student** button to add student to the batch and the system will display an Add Student pop-up as shown in Figure 5.2.2.1-3.

Figure 5.2.2.1-3: Add Student Pop-up

i. Click on the **CSV Upload Guidelines** button to get guidance on how to fill in student details and the system will display a PDF file.

4. Click on the **Download sample input CSV** to obtain a formatted CSV template for adding student details. The downloaded CSV file is shown in Figure 5.2.2.1-4.
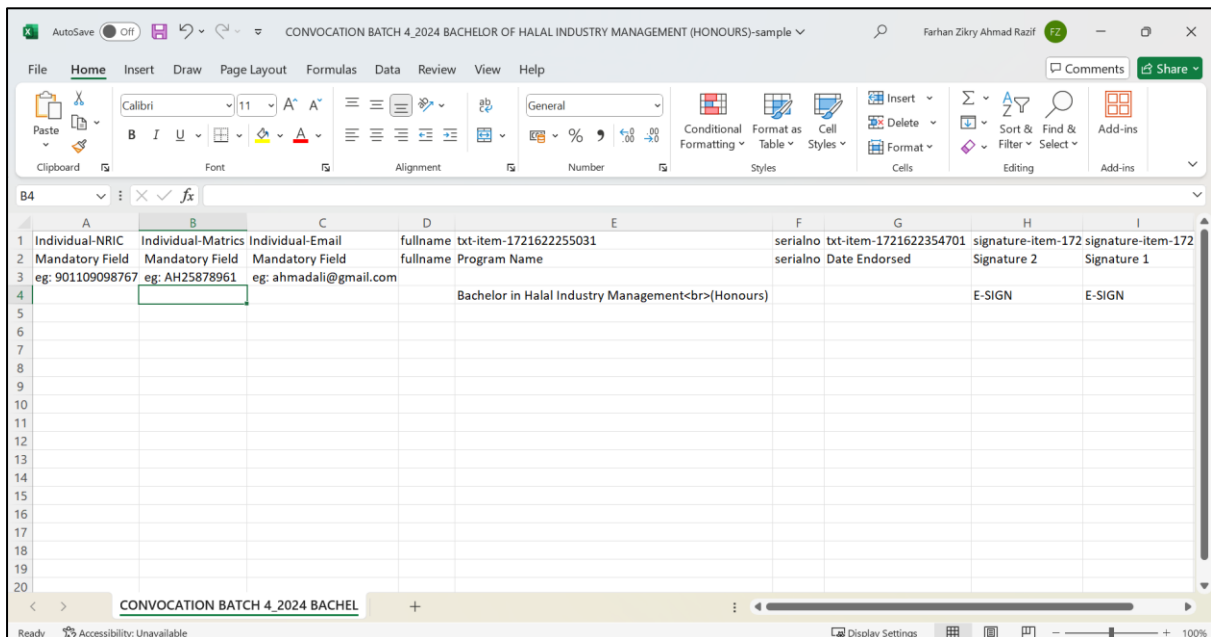

Figure 5.2.2.1-4: CSV Template

i. Complete all the fields in the CSV template. (Refer CSV Upload Guidelines)

5. After completing and saving the student details in CSV file, go back to the Add Student pop-up. Click on the **Choose File** button to upload the CSV file and the system will display the upload preview of student added on the Add Student pop-up as shown in Figure 5.2.2.1-5.
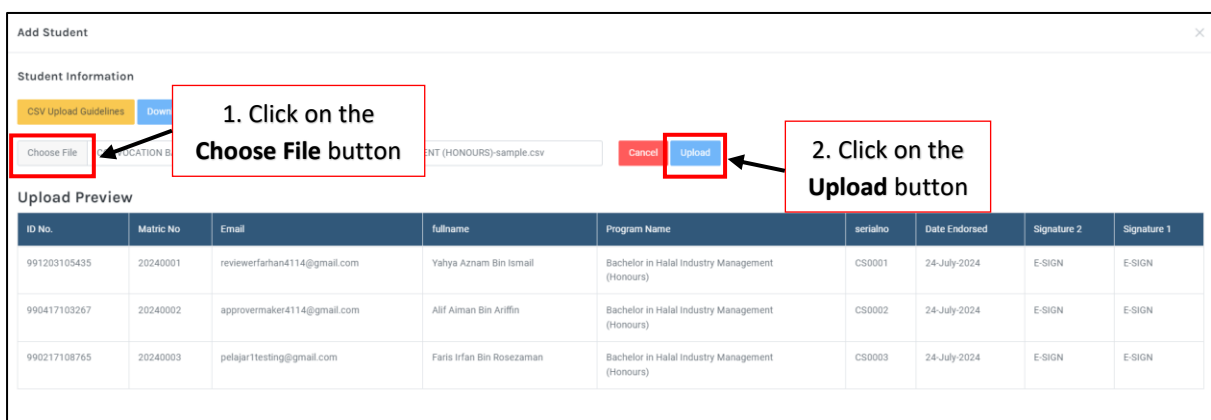

Figure 5.2.2.1-5: Upload Preview of Student Added

i. Click on the **Cancel** button to cancel uploading the CSV file.

6. Click on the **Upload** button and the system will display a successful notification message as shown in Figure 5.2.2.1-6.
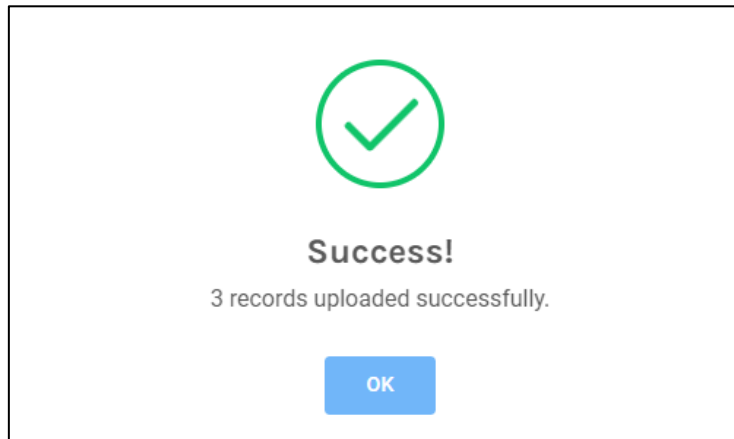

Figure 5.2.2.1-6: Successful Notification Message

7. Click on the **OK** button and the system will display the list of students on the Student List page as shown in Figure 5.2.2.1-7.
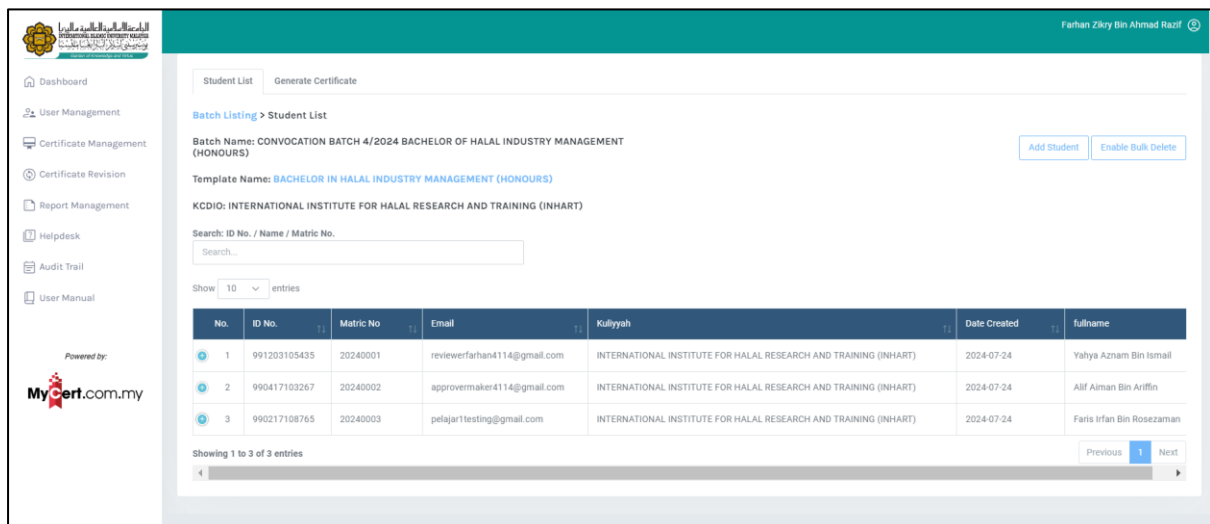

Figure 5.2.2.1-7: List of Student on Student List Page

5.2.2.2 Edit Student Details

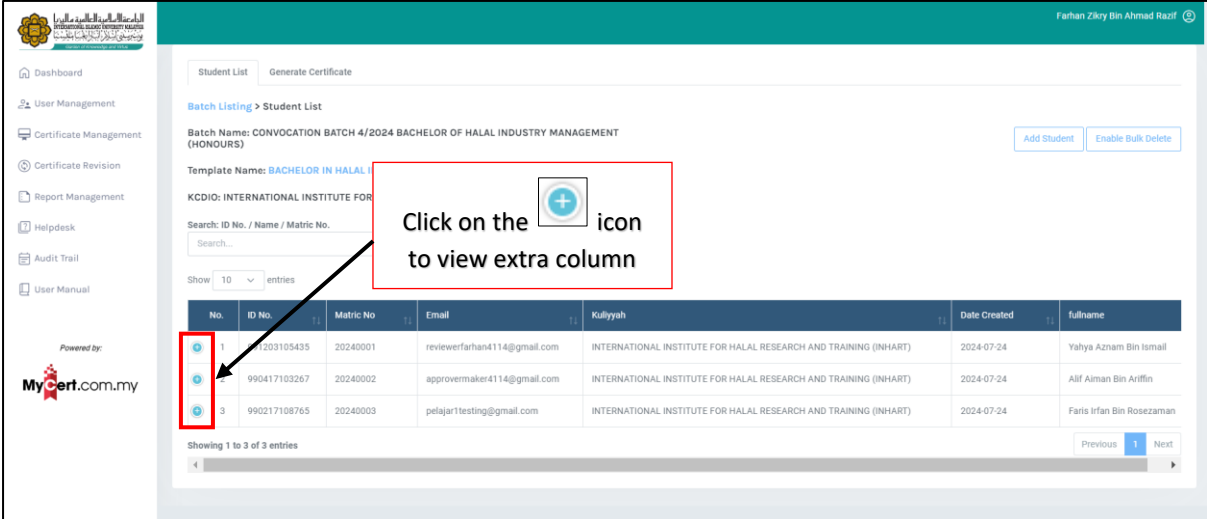1. On the Student List page, click on the [+] icon as shown in Figure 5.2.2.2-1.

Figure 5.2.2.2-1: Student List Page

2. The system will display the extra column as shown in Figure 5.2.2.2-2.
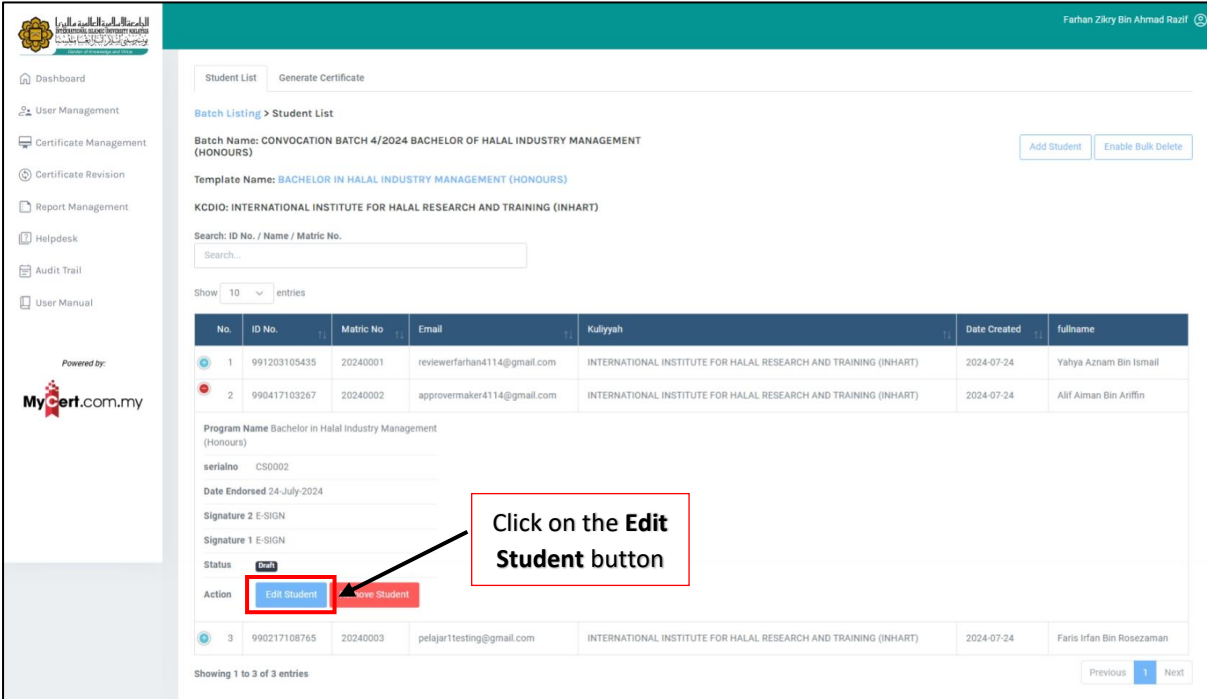

Figure 5.2.2.2-2: Extra Column

3. Click on the **Edit Student** button to edit the student's detail and the system will display an Edit Student pop-up as shown in Figure 5.2.2.2-3.

Figure 5.2.2.2-3: Edit Student Pop-up

    i. User are only allowed to edit all field except for:

        a. **Kuliyyah**

        b. **Date Created**

    ii. Click on the ☒ icon to cancel editing the student's detail and the system will redirect to Student List page.

4. Click on the **Save** button.

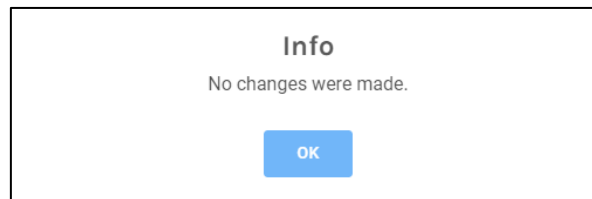   i. If no changes were made, the system will display an info notification message as shown in Figure 5.2.2.2-4.

Figure 5.2.2.2-4: Info Notification Message

    ii. If no changes were made, the system will display a successful notification message as shown in Figure 5.2.2.2-5.
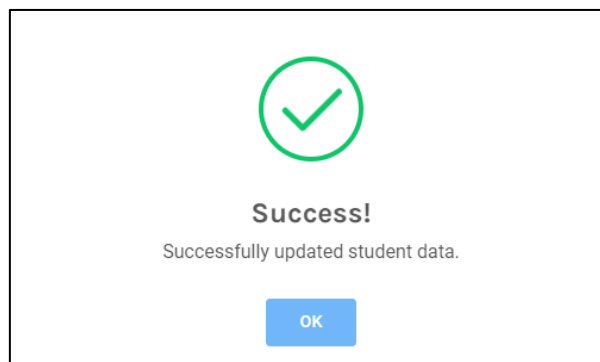

Figure 5.2.2.2-5: Successful Notification Message

5. Click on the **OK** button and the system will display the Student List page with updated student information as shown in Figure 5.2.2.2-6.
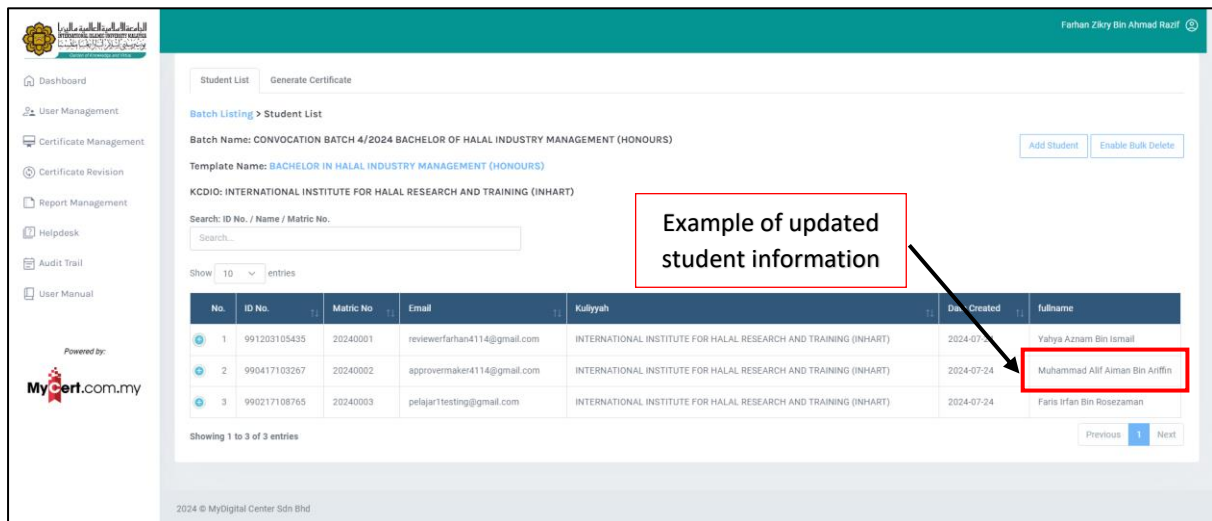

Figure 5.2.2.2-6: Student List Page with Updated Student Information

5.2.2.3   Delete Student

1. User is allowed to delete student in two ways: **Single** or **Bulk**.

   i.   **Single** delete:

   a.   On the Student List page, click on the ⊕ icon on the row of student that wanted to be deleted as shown in Figure 5.2.2.3-1.
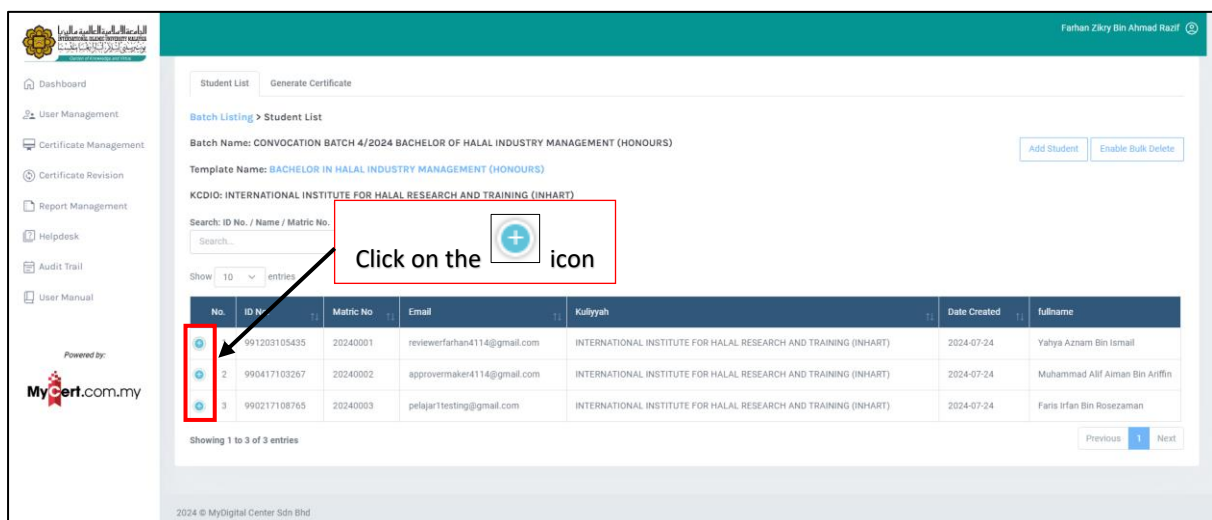

Figure 5.2.2.3-1: Student List Page

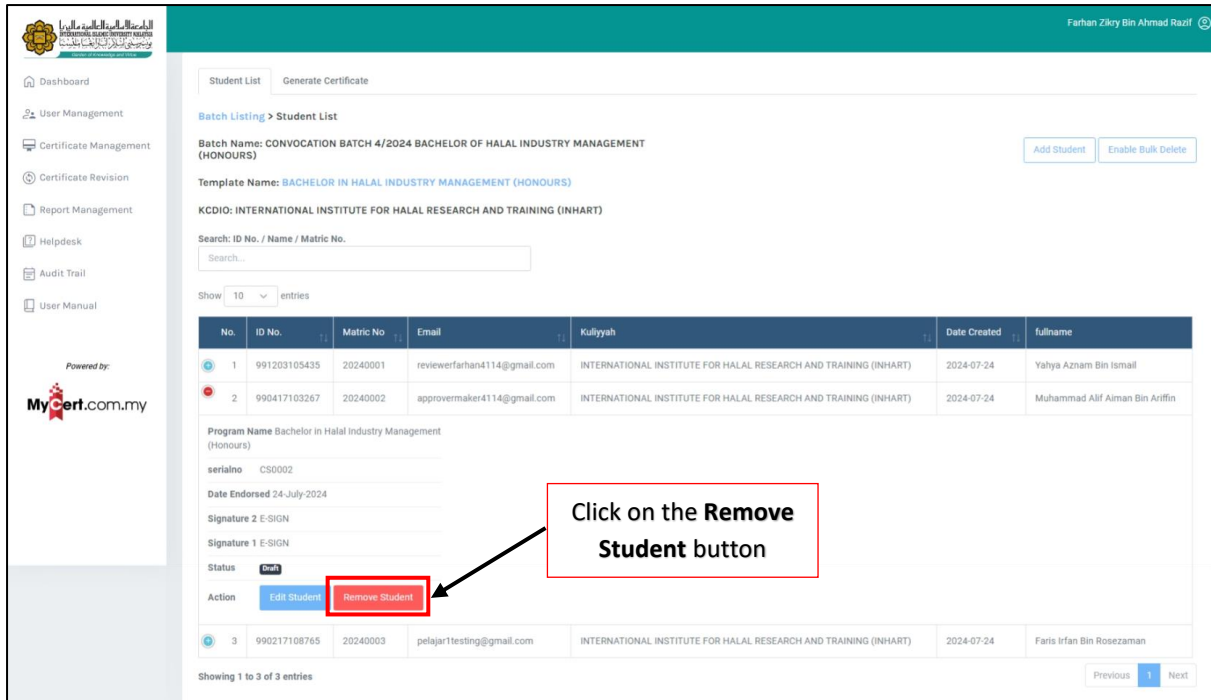   b.   The system will display the extra column as shown in Figure 5.2.2.3-2.

Figure 5.2.2.3-2: Extra Column

c. Click on the **Remove Student** button and the system will display the confirmation notification message as shown in Figure 5.2.2.3-3.
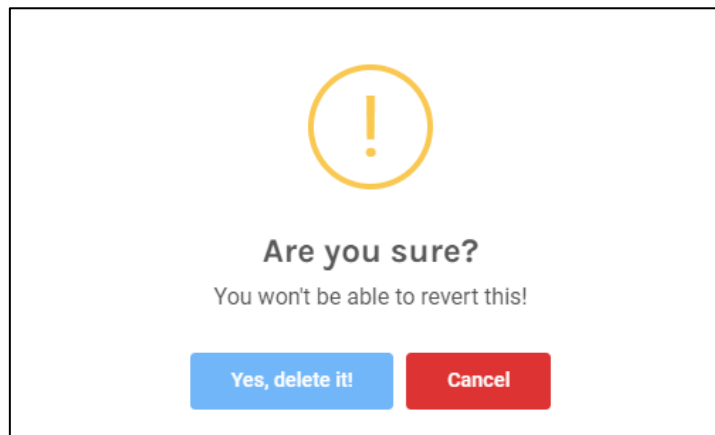

Figure 5.2.2.3-3: Confirmation Notification Message

I. Click on the **Cancel** button to cancel deleting the student and the system redirect to Student List page.

d. Click on the **Yes, delete it!** button and the system will display a successful notification message as shown in Figure 5.2.2.3-4.
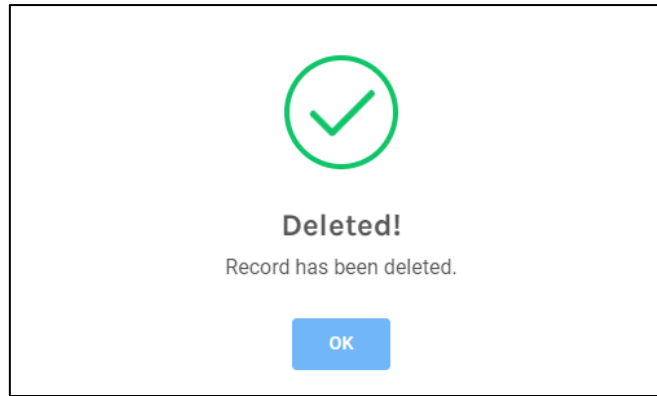
Figure 5.2.2.3-4: Successful Notification Message

e. Click on the **OK** button and the system will display the Student List page with the chosen student has been removed from the student list as shown in Figure 5.2.2.3-5.
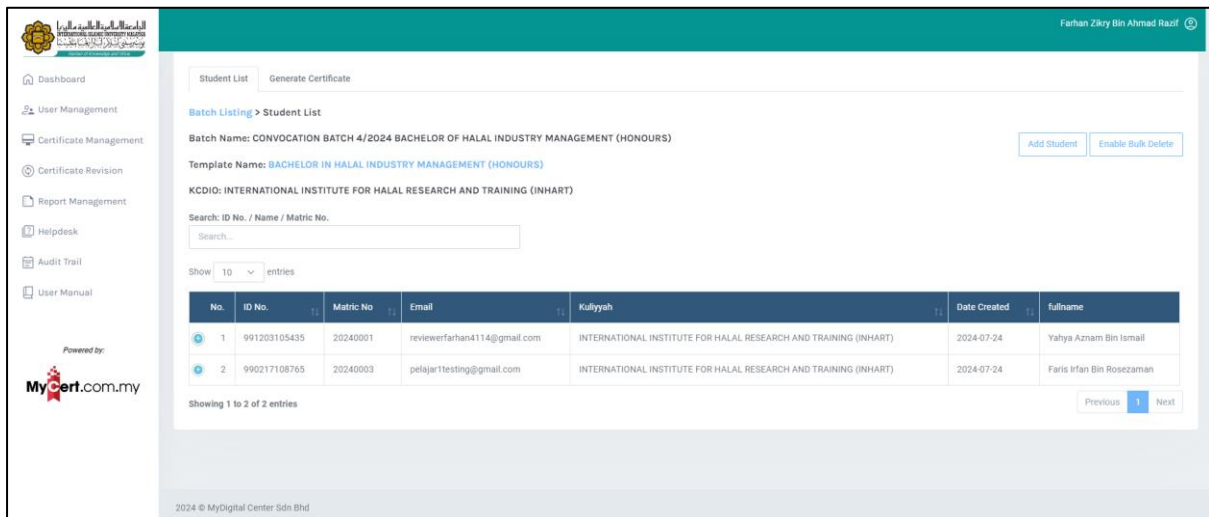

Figure 5.2.2.3-5: Student List Page with Chosen Student has been Removed

ii. **Bulk** delete:

a. On the Student List page, click on the **Enable Bulk Delete** button as shown in Figure 5.2.2.3-6.
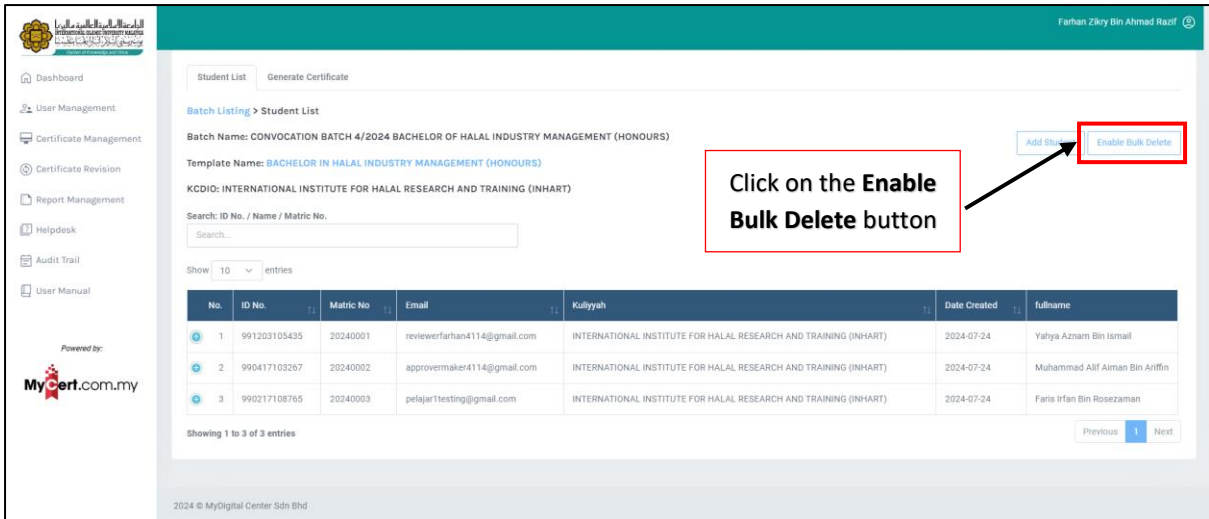
Figure 5.2.2.3-6: Student List Page

b. The system will display the Student List page with option to select student as shown in Figure 5.2.2.3-7.
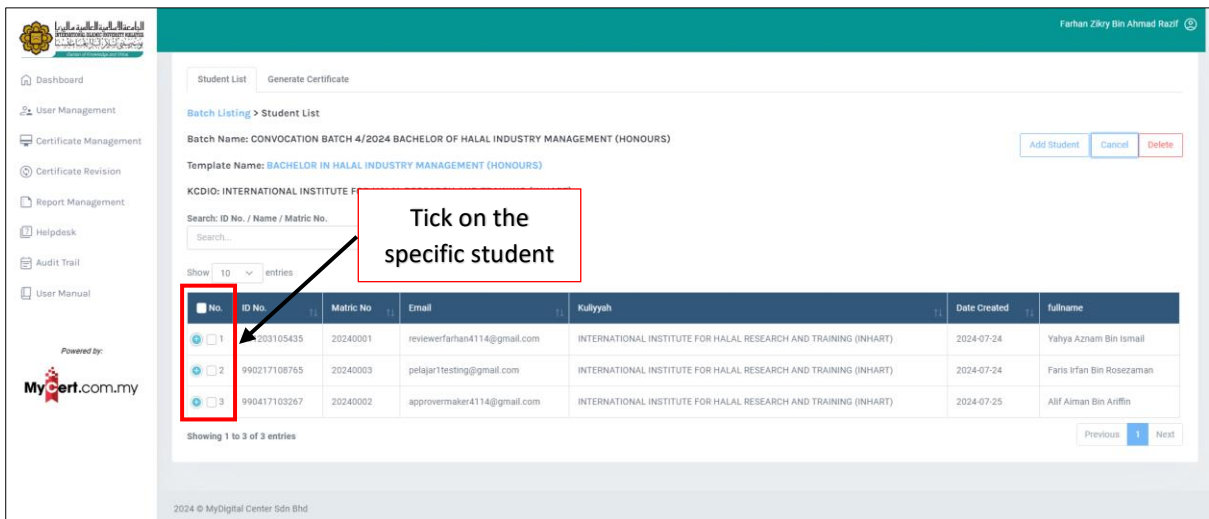

Figure 5.2.2.3-7: Student List Page with Option to Select Student

I. Tick the checkbox on the specific student to select student for deletion.

II. Tick the checkbox on the heading column to select all student for deletion.

III. Click on the **Cancel** button to cancel deleting the student and the system will disable the tick box to select student.

c. Click on the **Delete** button and the system will display a confirmation notification message as shown in Figure 5.2.2.3-8.
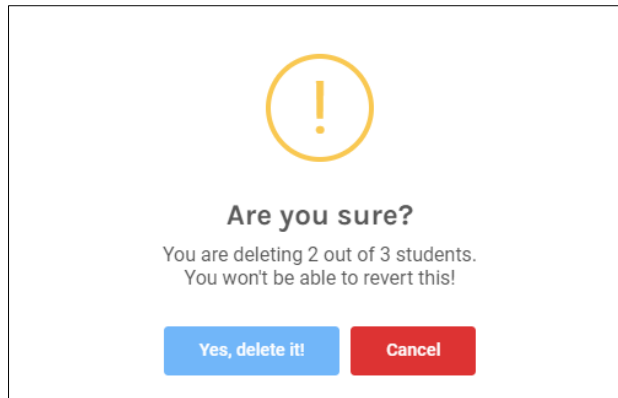
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Figure 5.2.2.3-8: Confirmation Notification Message

d. Click on **Yes, delete it!** button and the system will display a successful notification message as shown in Figure 5.2.2.3-9.
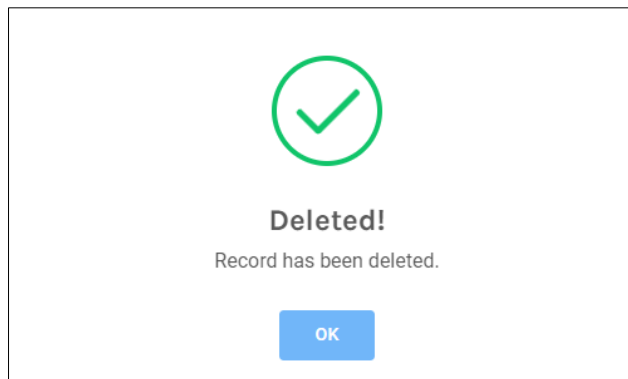

Figure 5.2.2.3-9: Successful Notification Message

e. Click on the **OK** button and the system will redirect to Student List page with the chosen student has been removed from the student list as shown in Figure 5.2.2.3-10.
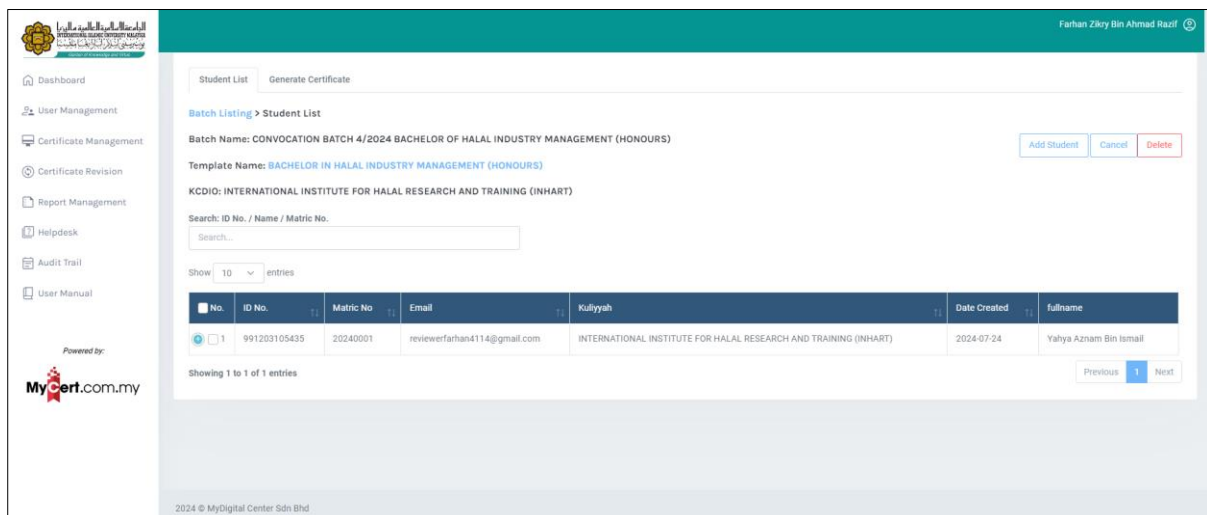

Figure 5.2.2.3-10: Student List Page with Chosen Student has been Removed

5.2.3 Generate Certificate

1. To generate certificate, user must navigate to the Generate Certificate page. as shown in Figure 5.2.3-1. There are 2 ways to navigate to Generate Certificate page which are:

   i. **Using the Generate Certificate tab**: After adding students to the batch, the user can click on the Generate Certificate tab as shown in Figure 5.2.3-1 and the system will direct to Generate Certificate page.
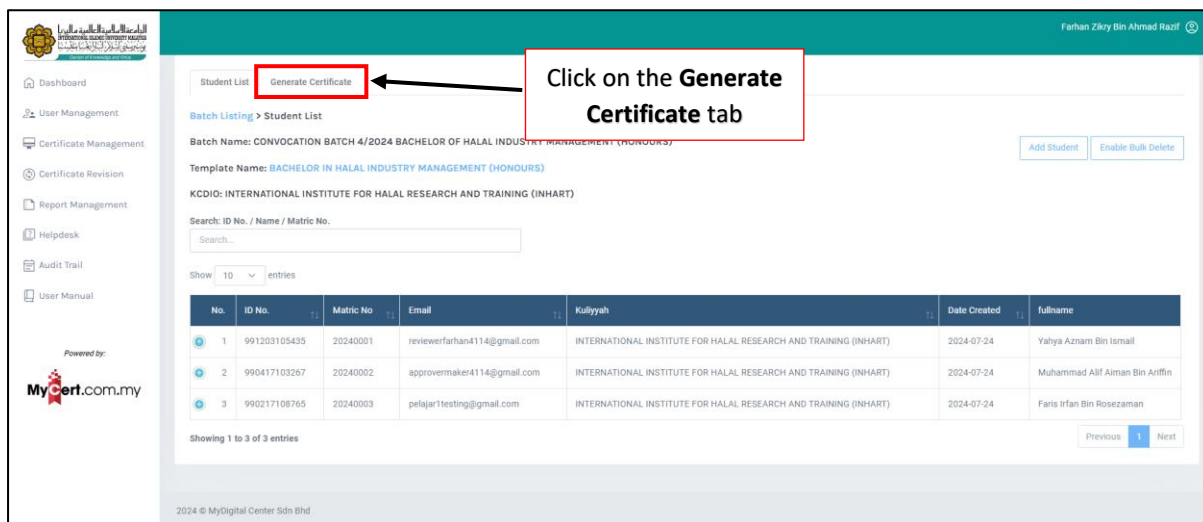

Figure 5.2.3-1: Generate Certificate Tab on Student List Page

   ii. **Using the 🖥 icon:** On the Batch Listing Page, click on the 🖥 icon at the **Action** column as shown in Figure 5.2.3-2 and the system will direct to Generate Certificate page.
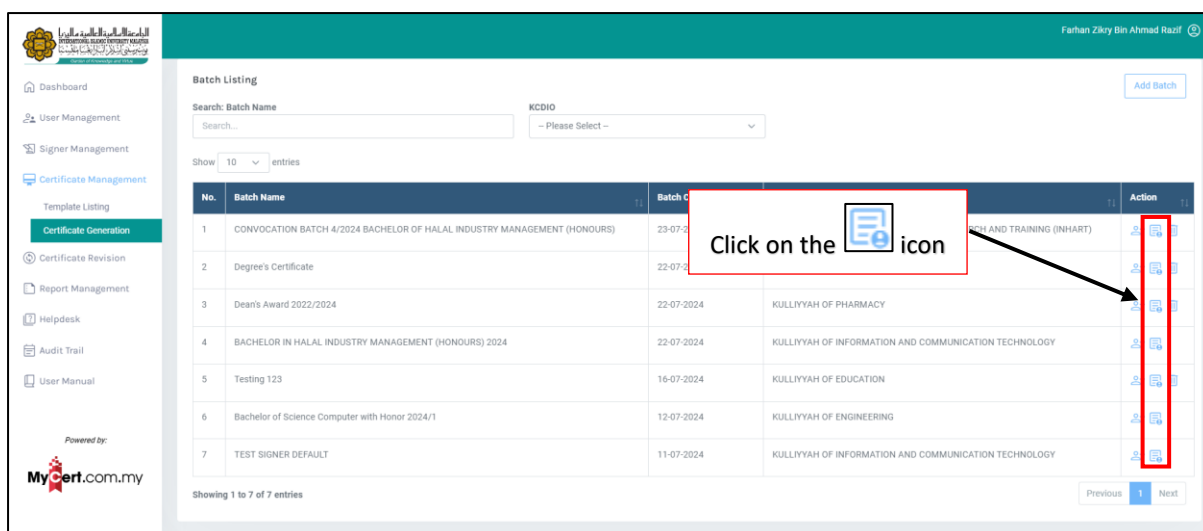

Figure 5.2.3-2: Icon on Batch Listing Page

2. Figure 5.2.3-3 shown below is the Generate Certificate page.

Figure 5.2.3-3: Generate Certificate Page

2. Certificates can be generated in two ways: ***Individual*** or in ***Bulk***.

    i. **Individual:** This option allows user to generate a certificate for a single student.

        a. Click on the [+] icon to show extra column information as shown in Figure 5.2.3-4.

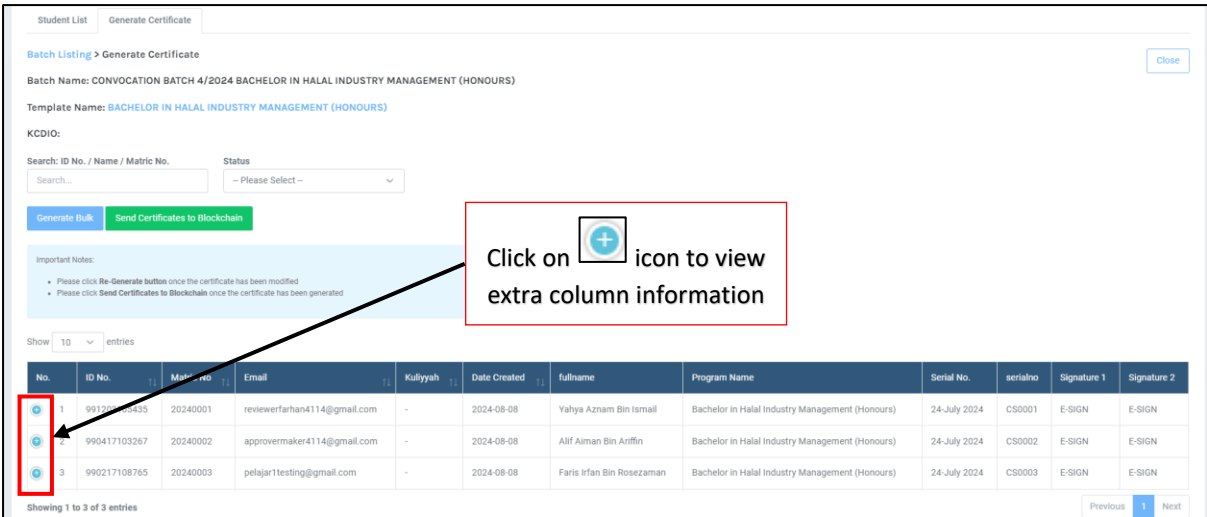*Figure 5.2.3-4: Icon on Generate Certificate Page*

b. The system will display the extra column information as shown in Figure 5.2.3-5.
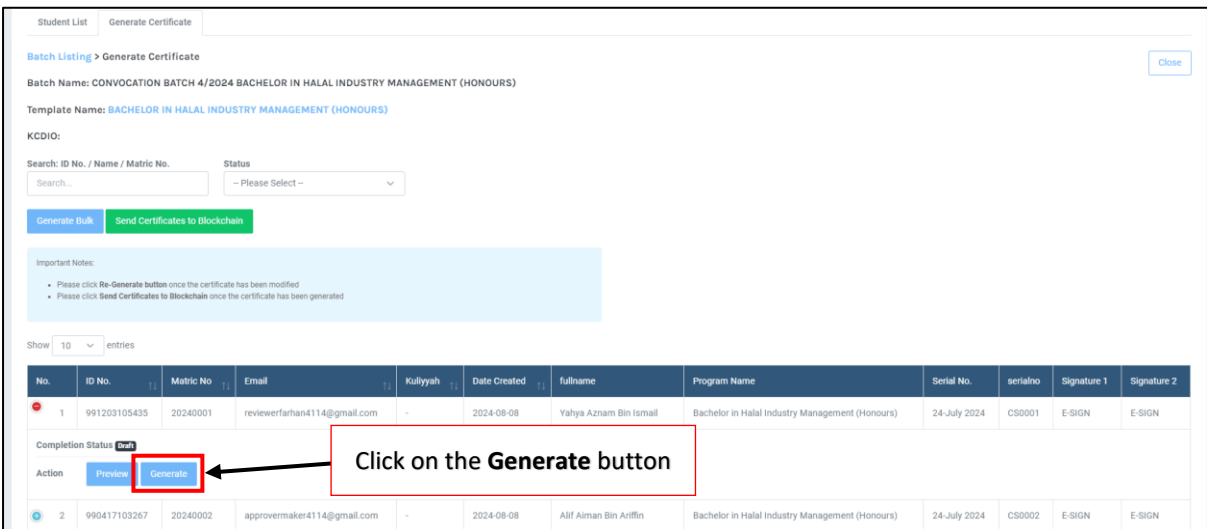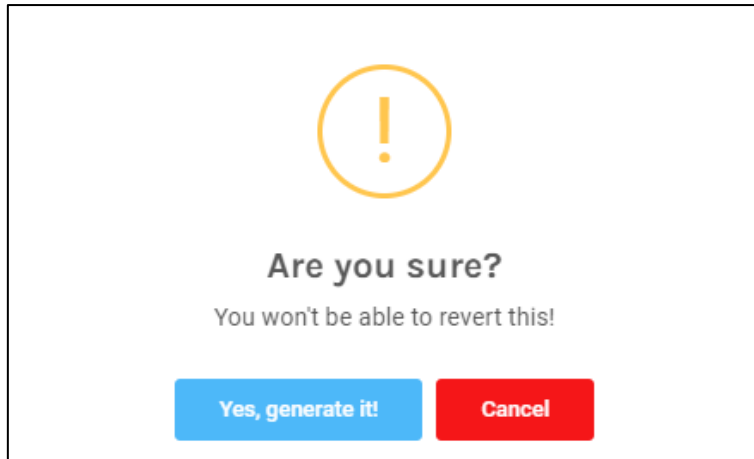

Figure 5.2.3-5: Display of additional Information

I. Click on the **Preview** button in order to view the certificates.

c. Click on the **Generate** button and the system will display a confirmation message as shown in Figure 5.2.3-6.

Figure 5.2.3-6: Confirmation Notification Message

       I.   Click on the **Cancel** button to cancel generating the certificate.

d. Click on the **Yes, generate it!** button and the system will display a successful notification message as shown in Figure 5.2.3-7.
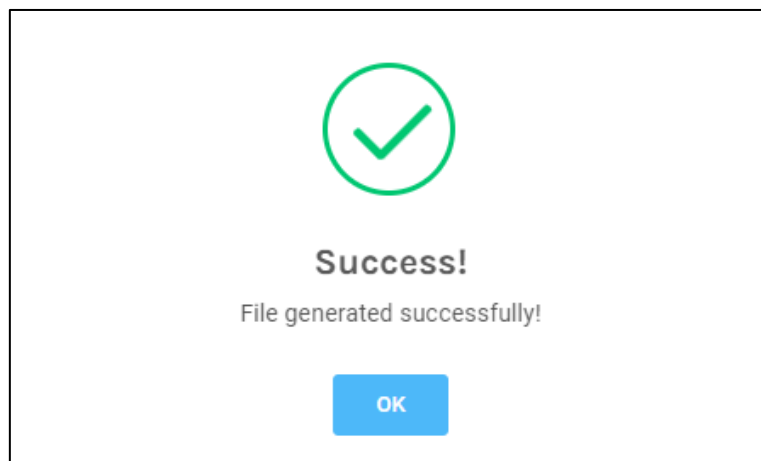
Figure 5.2.3-7: Successful Notification Message

e. Click on the **OK** button and the system will display the Generate Certificate page with the selected student status has changed to **Generated** as shown in Figure 5.2.3-8.
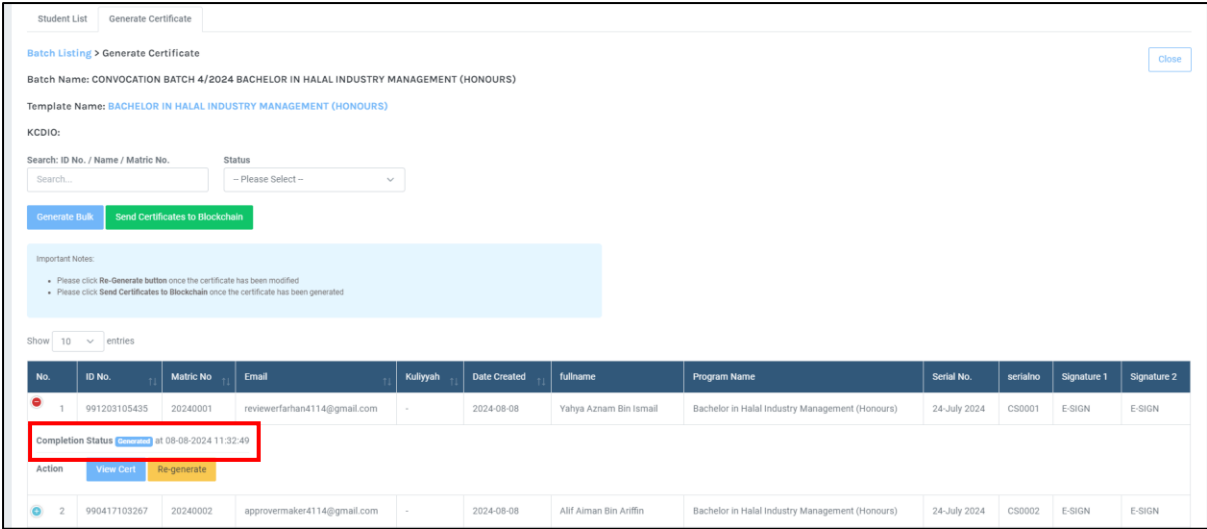
Figure 5.2.3-8: Generate Certificate Page with 'Generated' Status

ii. **Bulk**: This option enables user to generate certificates for multiple students simultaneously.

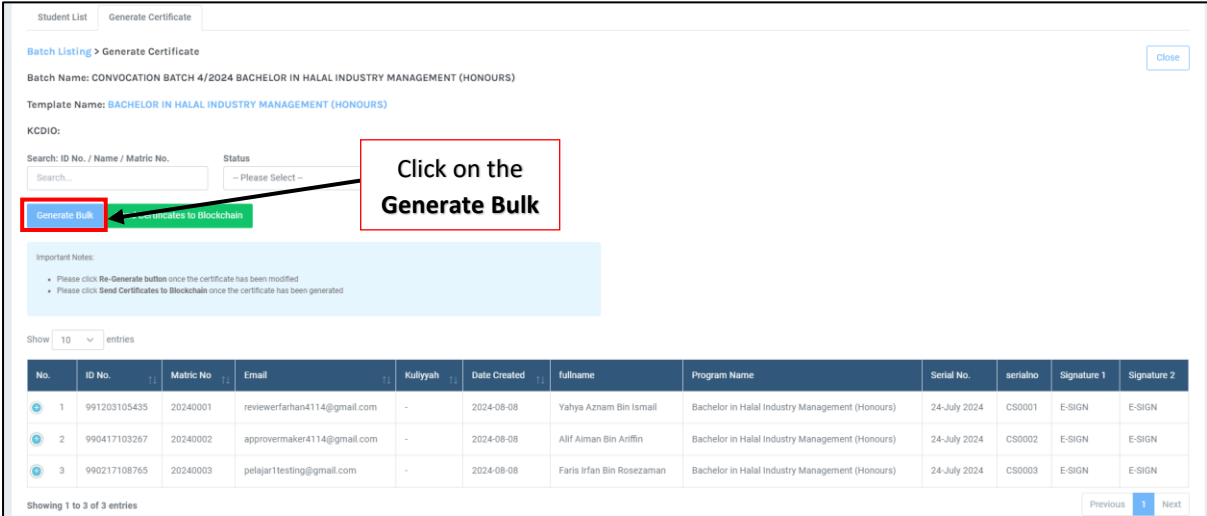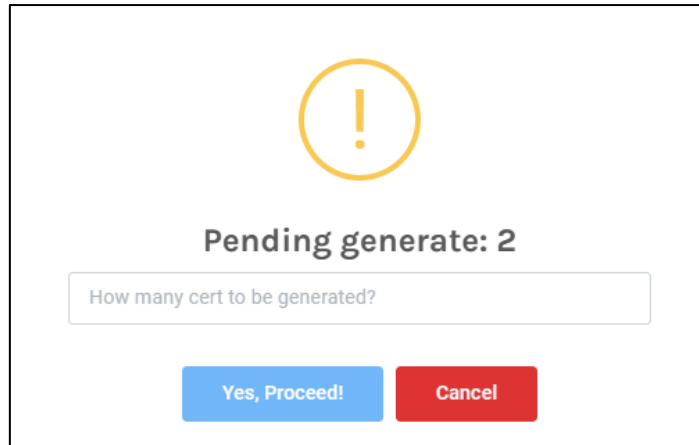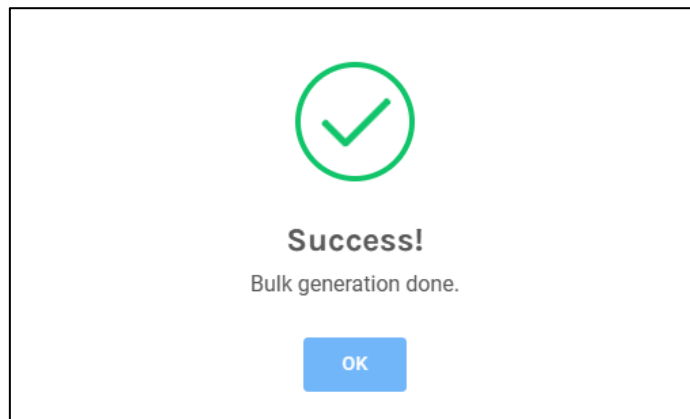a. Click on the **Generate Bulk** button as shown in Figure 5.2.3-9.

Figure 5.2.3-9: Bulk Generation Button on Generate Certificate Page

b. The system will display a confirmation notification message of pending generation as shown in Figure 5.2.3-10.

Figure 5.2.3-10: Confirmation Notification Message of Pending Generation

     I.   Enter the number of certificates that wanted to be generated.

    II.   Click on the **Cancel** button to cancel generating certificates.

c.   Click on the **Yes, Proceed!** button and wait until the generation process complete. The system will then display the notification of a successful message as shown in Figure 5.2.3-11.

Figure 5.2.3-11: Successful Notification Message

d.   Click on the **OK** button and the system will display the Student List page with **Generated** status as shown in figure 5.2.3-12.

Figure 5.2.3-12: Generate Certificate Page with 'Generated' Status

iii.   Click on the **View Cert** button in order to view the certificates.

iv.   Click on the **Re-Generate** button to generate a new certificate with an updated template.

5.2.4   Send Certificates to Blockchain

1. On the Generate Certificate page, click on the **Send Certificates to Blockchain** as shown in Figure 5.2.4-1. Make sure all the certificates have been generated before sending the certificates to blockchain.
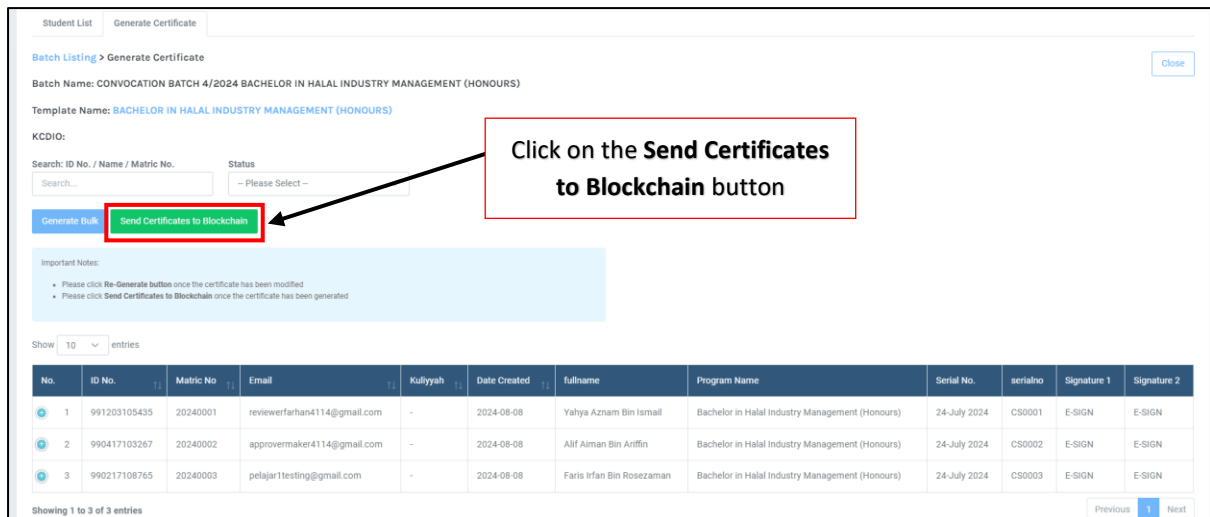
Figure 5.2.4-1: Send Certificate to Blockchain Button on Generate Certificate Page

2. The system will display a confirmation notification message of pending to blockchain as shown in Figure 5.2.4-2.
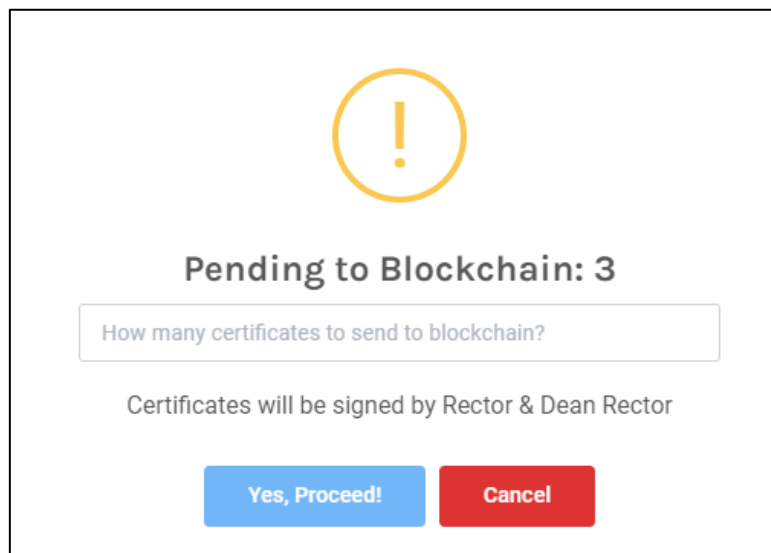
Figure 5.2.4-2: Confirmation Notification Message of Pending to Blockchain

   i.   Enter the number of certificates that wanted to be send to blockchain.
   ii.   Click on the **Cancel** button to cancel sending certificates to blockchain.

3. Click on the **Yes, Proceed!** button and the system will display a successful notification message as shown in Figure 5.2.4.3.
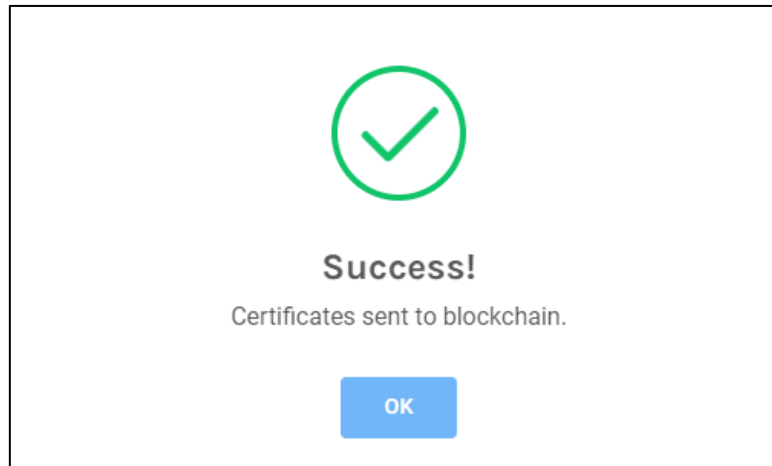
Figure 5.2.4-3: Successful Notification Message

4. Click on the **OK** button and the system will display the individual listing page as shown in Figure 5.2.4-4.

Figure 5.2.4-4: Generate Certificate Page with 'Completed' Status

i. Click on the **View Certificate** button to view the certificate.

ii.   Click on the **Download** button to download the certificate and the certificate will be shown in PDF format.

iii. Click on the **Resend Certificate** button in order to notify again the individual via email that the certificate has been completed.

6.0   CERTIFICATE REVISION

6.1   Amendment

1. Click on the **Amendment** sub-menu under the **Certificate Revision** menu and the system will display the Certificate Amendment page as shown in Figure 6.1-1.
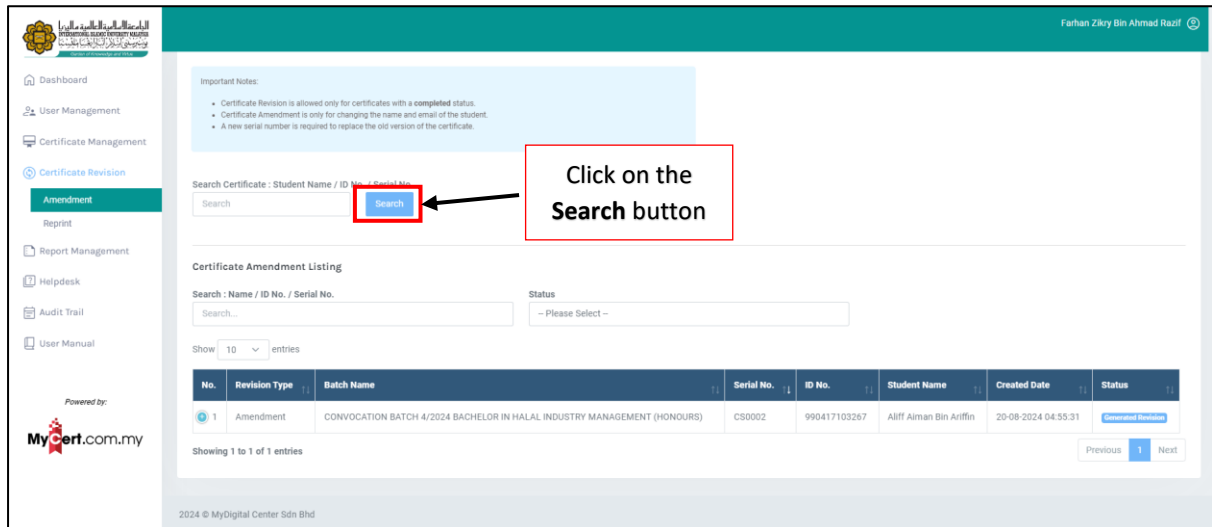
Figure 6.1-1: Certificate Amendment Page

    i.   To make amendment on specific student certificate, enter either one of the following information on the search field provided:

        a. **Student Name**

        b. **ID No.**

        c. **Serial No.**

2. Click on the **Search** button and the system will display the specific student certificate information on Search Certificate Listing page as shown in Figure 6.1-2.
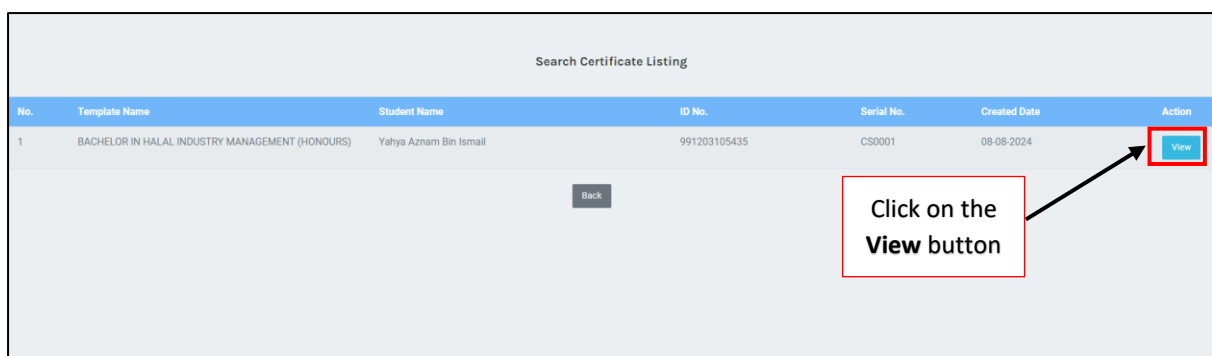
Figure 6.1-2: Search Certificate Listing Page

i. Click on the **Back** button to go back to previous page and the system will display the Certificate Amendment page.

3. Click on the **View** button and the system will direct to Certificate Revision Detail page as shown in Figure 6.1-3.

Figure 6.1-3: Certificate Revision Detail Page

i. Click on the **Back** button to go back to previous page and the system will display the Search Certificate Listing page.

4. Click on the **Edit** button and the system will display an editable Certificate Revision Detail page as shown in Figure 6.1-4.
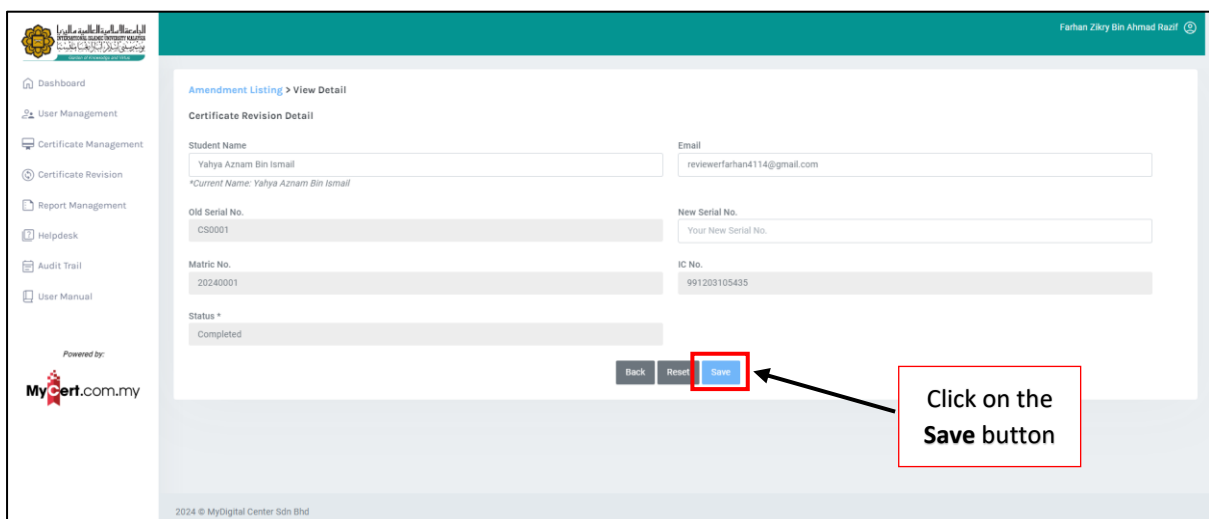
Figure 6.1-4: Editable Certificate Revision Detail Page
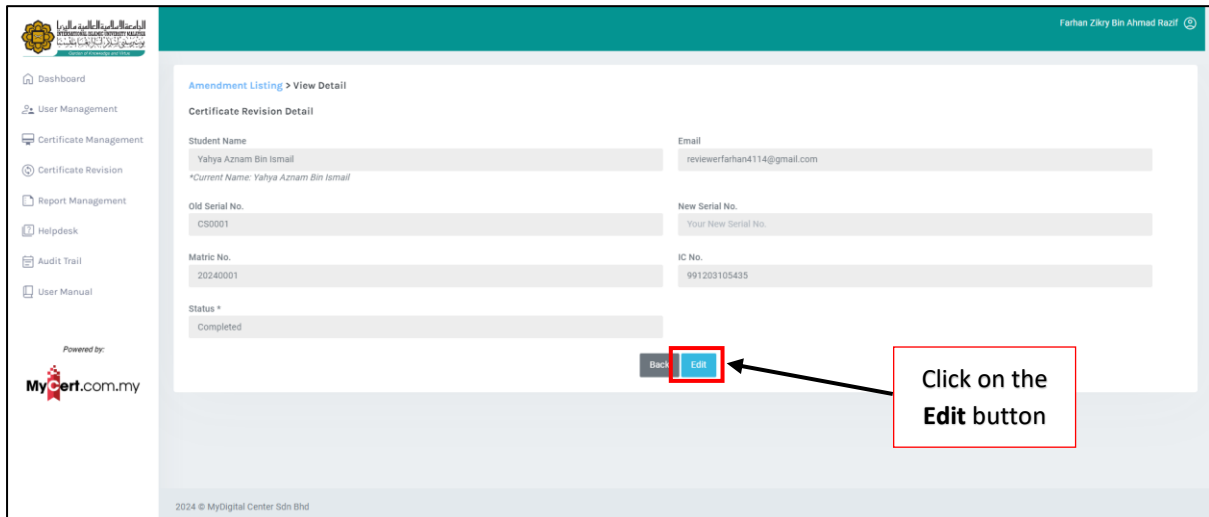
  i. Admin are only allowed to make changes on the following field:

    a. **Student Name**

    b. **Email**

  ii. Enter a new serial number for the student certificate on the **New Serial No.** field.

  iii. Click on the **Back** button to go back to previous page and the system will display the Non-editable Certificate Revision Detail page.

  iv. Click on the **Reset** button to cancel updating the student details and the system will display the Editable Certificate Revision Detail page with the original student details.

5. Click on the **Save** button and the system will display a confirmation notification message as shown in Figure 6.1-5.
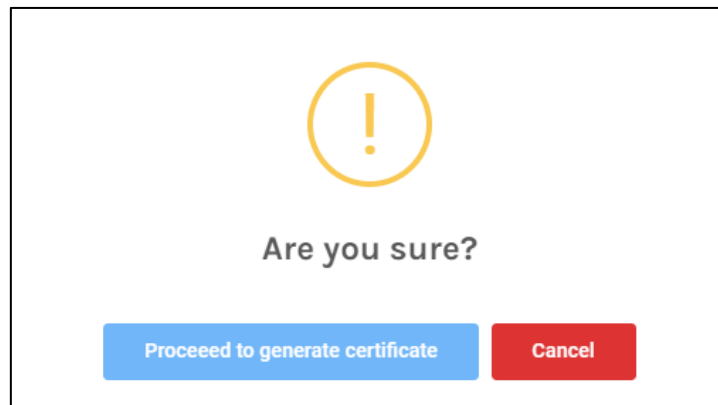
Figure 6.1-5: Confirmation Notification Message

  i. Click on the **Cancel** button to cancel proceeding to generate certificate and the system will display the Certificate Revision Detail page.

6. Click on the **Proceed to Generate certificate** button and the system will display a successful notification message as shown in Figure 6.1-6.

Figure 6.1-6: Successful Notification Message

7. Click on the **OK** button and the system will direct to Generate Certificate Revision page as shown in Figure 6.1-7.
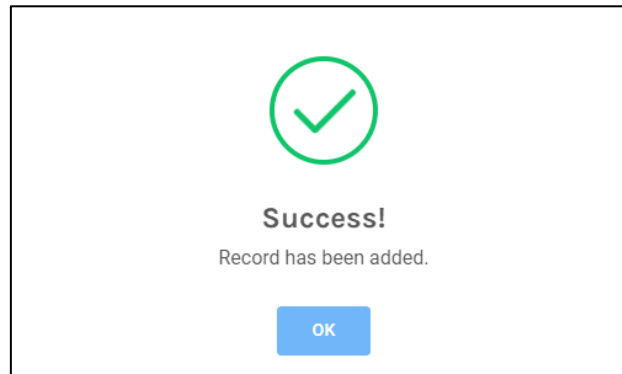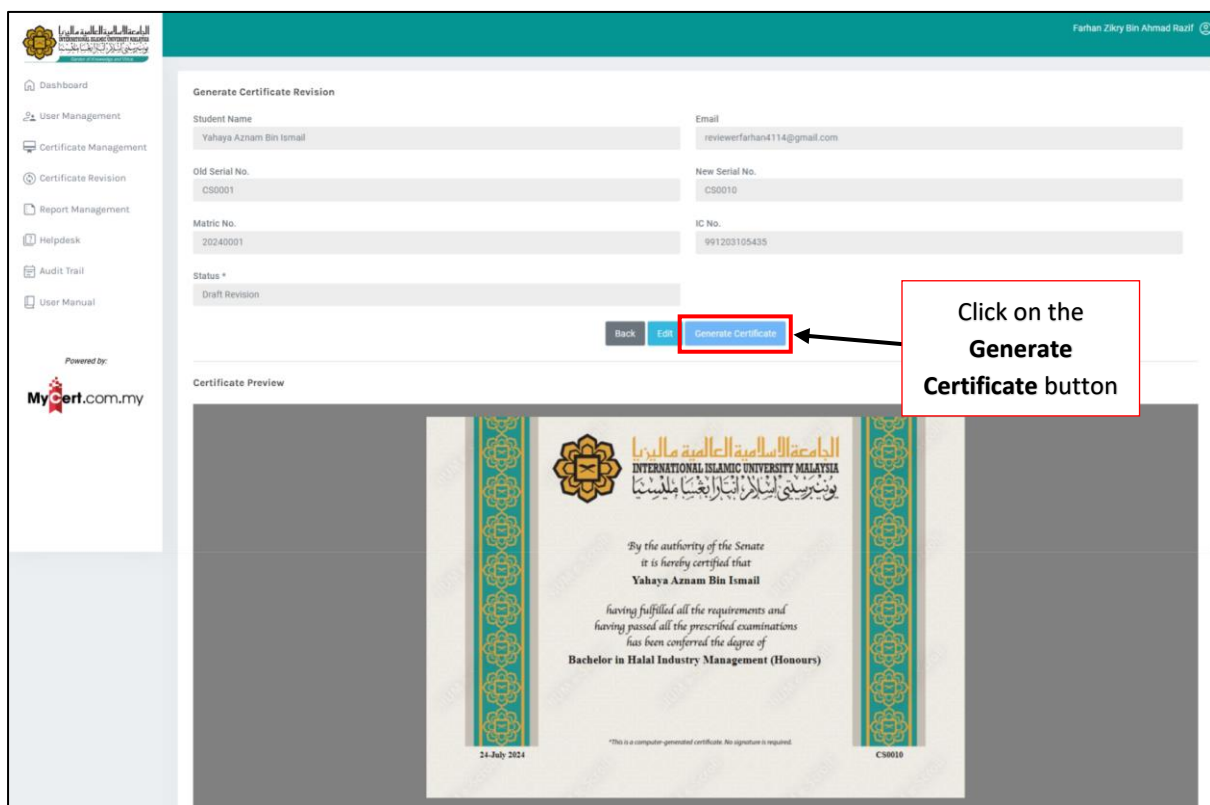

Figure 6.1-7: Generate Certificate Revision Page

i. Click on the **Back** button to go back to previous page and the system will display the Certificate Revision Detail page.

ii. Click on the **Edit** button to update the student details and the system will display the Generate Certificate Revision page.

8. Click on the **Generate Certificate** button and the system display a confirmation notification message as shown in Figure 6.1-8.

Figure 6.1-8: Confirmation Notification Message

i. Click on the **Cancel** button to cancel generating the certificate and the system will display the Certificate Revision Detail page.

9. Click on the **Yes, generate it!** button and the system will display a successful notification message as shown in Figure 6.1-9.

Figure 6.1-9: Successful Notification Message

10. Click on the **OK** button and the system will direct to Generate Certificate Revision page with Send Certificate to Blockchain option as shown in Figure 6.1-10.
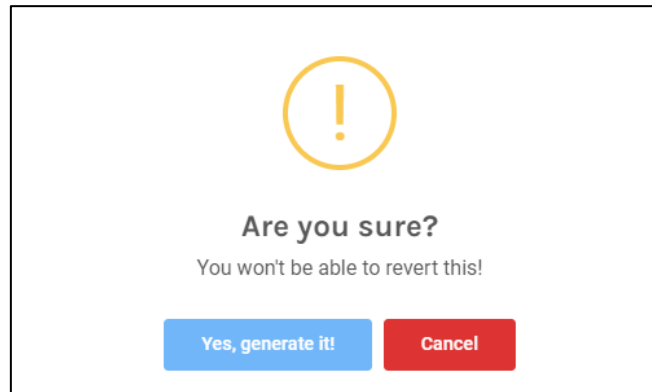

Figure 6.1-10: Generate Certificate Revision Page

i.   Click on the **Back** button to go back to previous page and the system will display the Certificate Revision Detail page.
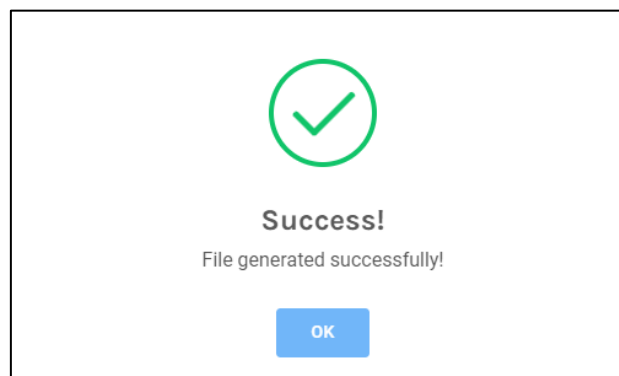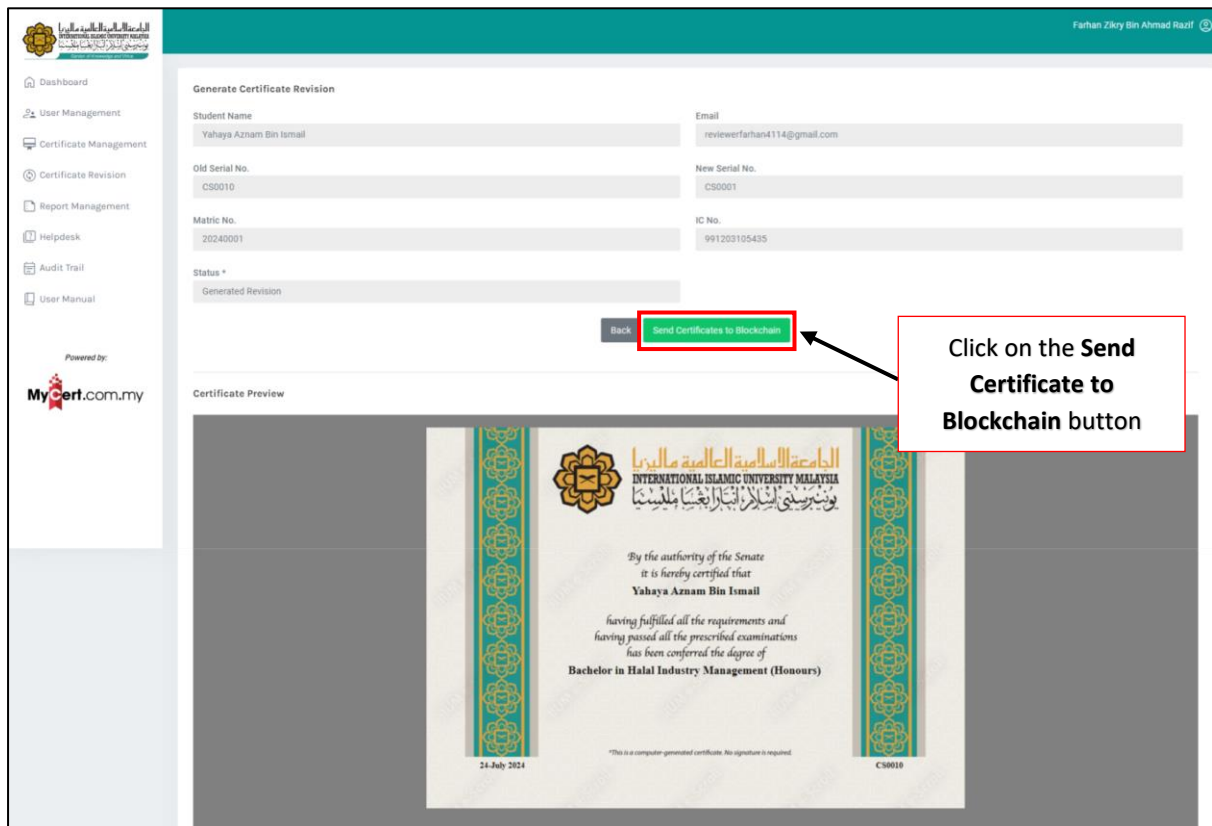
11. Click on the **Send Certificates to Blockchain** button and the system will display a confirmation notification message as shown in Figure 6.1-11.
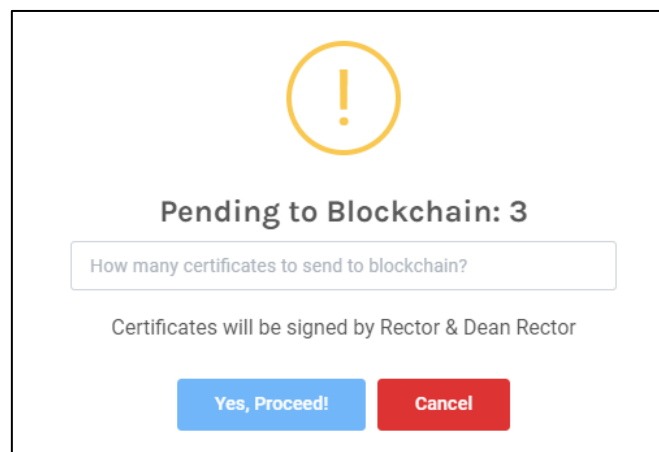

Figure 6.1-11: Confirmation Notification Message

  i. Enter the number of certificate that wanted to be send to blockchain.

  ii. Click on the **Cancel** button to cancel sending certificate to blockchain.

12. Click on the **Yes, Proceed!** button and the system will display a successful notification message as shown in Figure 6.1-12.

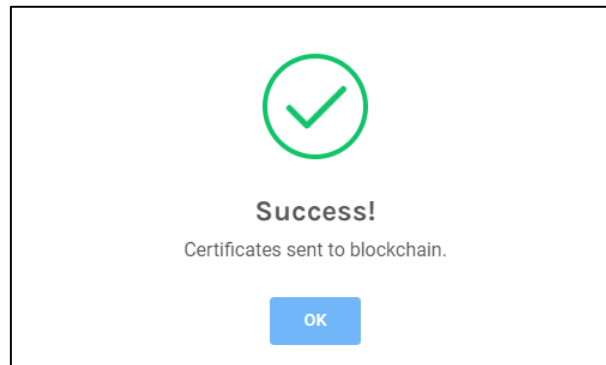*Figure 6.1-12: Successful Notification Message*

6.2 Reprint

1. Click on the **Reprint** sub-menu under the **Certificate Revision** menu and the system will display the Certificate Reprint page as shown in Figure 6.2-1.
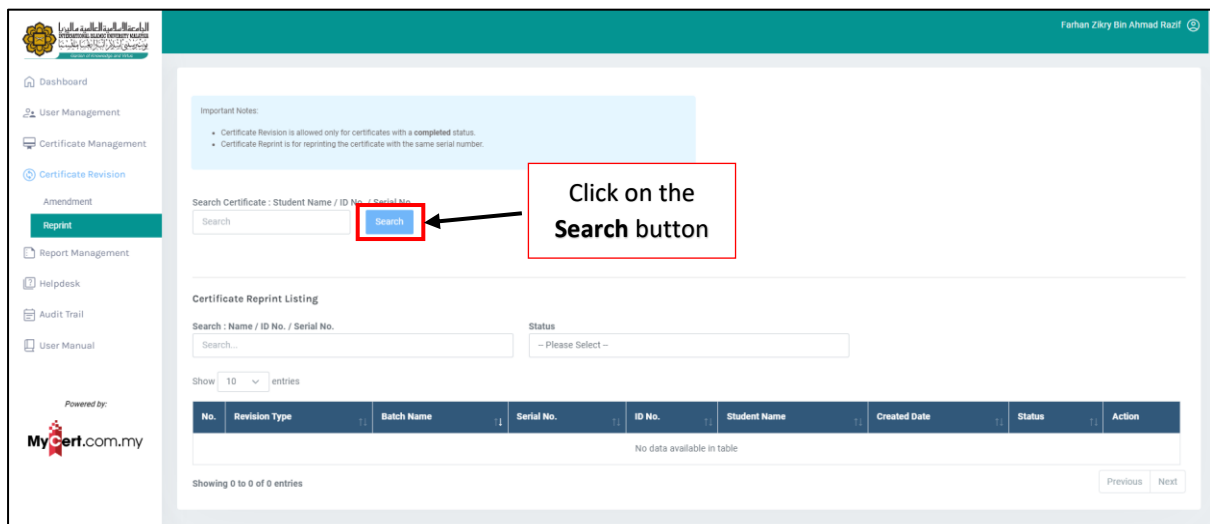

Figure 6.2-1: Certificate Reprint Page

  i. To generate a new copy of specific student certificate, enter either one of the following information on the search field provided:

a. **Student Name**

b. **ID No.**

c. **Serial No.**

2. Click on the **Search** button and the system will display the specific student certificate information on Search Certificate Listing page as shown in Figure 6.2-2.
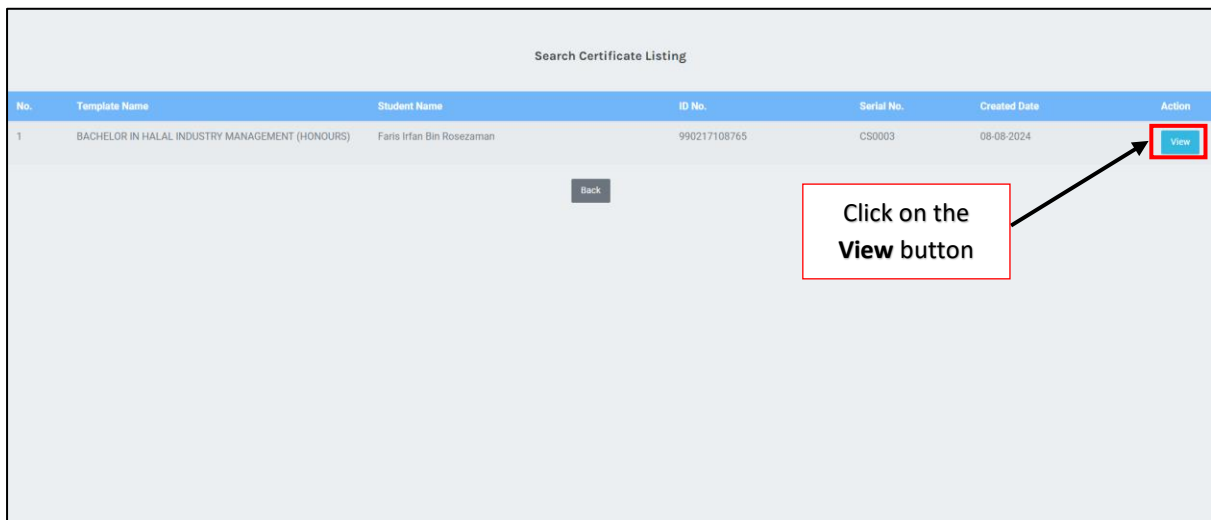

Figure 6.2-2: Search Certificate Listing Page

i. Click on the **Back** button to go back to previous page and the system will display the Certificate Reprint page.

3. Click on the **View** button and the system will direct to Certificate Revision Detail page as shown in Figure 6.2-3.
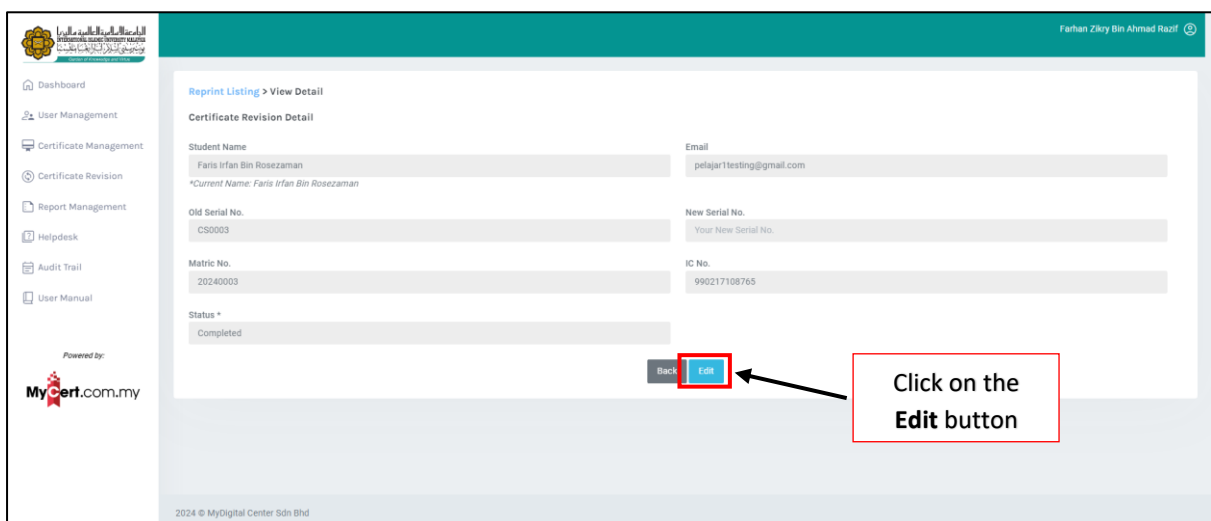

Figure 6.2-3: Certificate Revision Detail Page

i. Click on the **Back** button to go back to previous page and the system will display the Search Certificate Listing page.

4. Click on the **Edit** button and the system will display an editable Certificate Revision Detail page as shown in Figure 6.2-4.
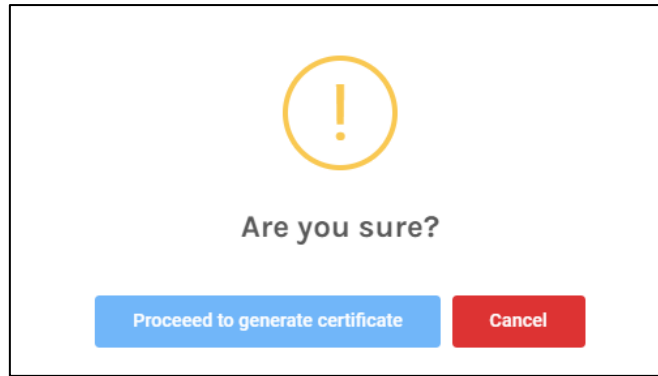

Figure 6.2-4: Editable Certificate Revision Detail Page

i. Enter a new serial number for the new student certificate on the **New Serial No.** field.
ii. Click on the **Back** button to go back to previous page and the system will display the Non-editable Certificate Revision Detail page.
iii. Click on the **Reset** button to cancel reset the **New Serial No.** field and the system will display the Editable Certificate Revision Detail page with a blank New Serial No. field.

5. Click on the **Save** button and the system will display a confirmation notification message as shown in Figure 6.2-5.

Figure 6.2-5: Confirmation Notification Message

      i.   Click on the **Cancel** button to cancel proceeding to generate certificate and the system will display the Certificate Revision Detail page.

6. Click on the **Proceed to Generate certificate** button and the system will display a successful notification message as shown in Figure 6.2-6.
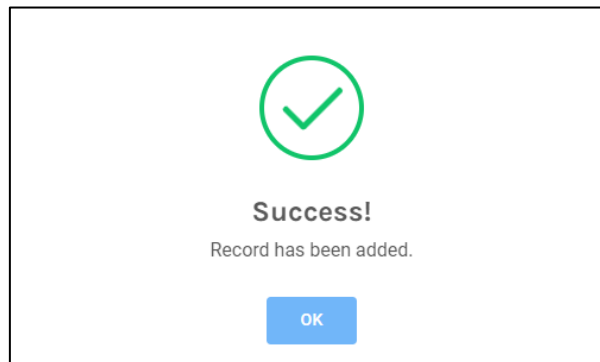
Figure 6.2-6: Successful Notification Message

7. Click on the **OK** button and the system will direct to Generate Certificate Revision page as shown in Figure 6.2-7.
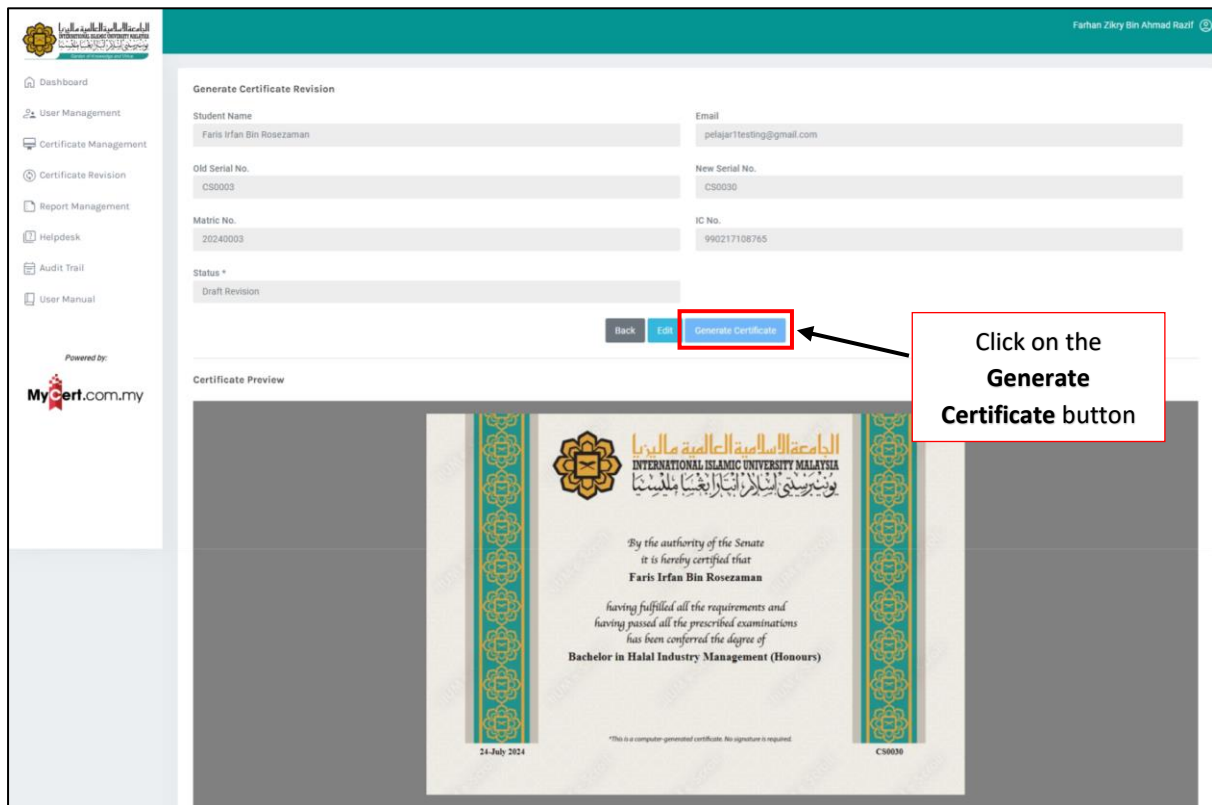

Figure 6.2-7: Generate Certificate Revision Page

    i.   Click on the **Back** button to go back to previous page and the system will display the Certificate Revision Detail page.

    ii.   Click on the **Edit** button to update the student details and the system will display the editable Generate Certificate Revision page.

8. Click on the **Generate Certificate** button and the system display a confirmation notification message as shown in Figure 6.2-8.
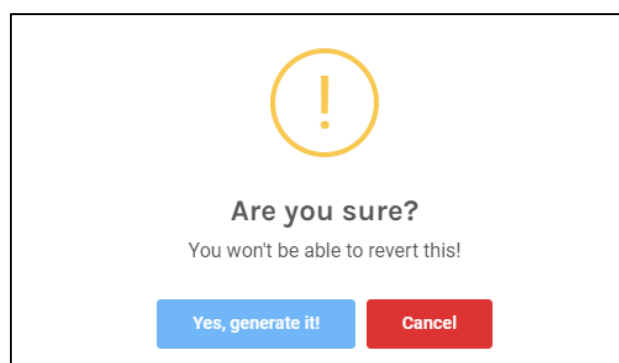

Figure 6.2-8: Confirmation Notification Message

i. Click on the **Cancel** button to cancel generating the certificate and the system will display the Certificate Revision Detail page.

9. Click on the **Yes, generate it!** button and the system will display a successful notification message as shown in Figure 6.2-9.
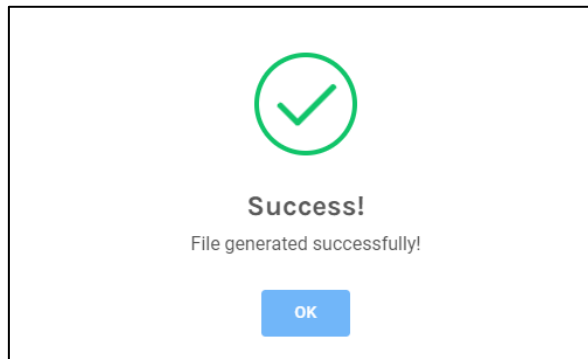

Figure 6.2-9: Successful Notification Message

10. Click on the **OK** button and the system will direct to Generate Certificate Revision page as shown in Figure 6.2-10.
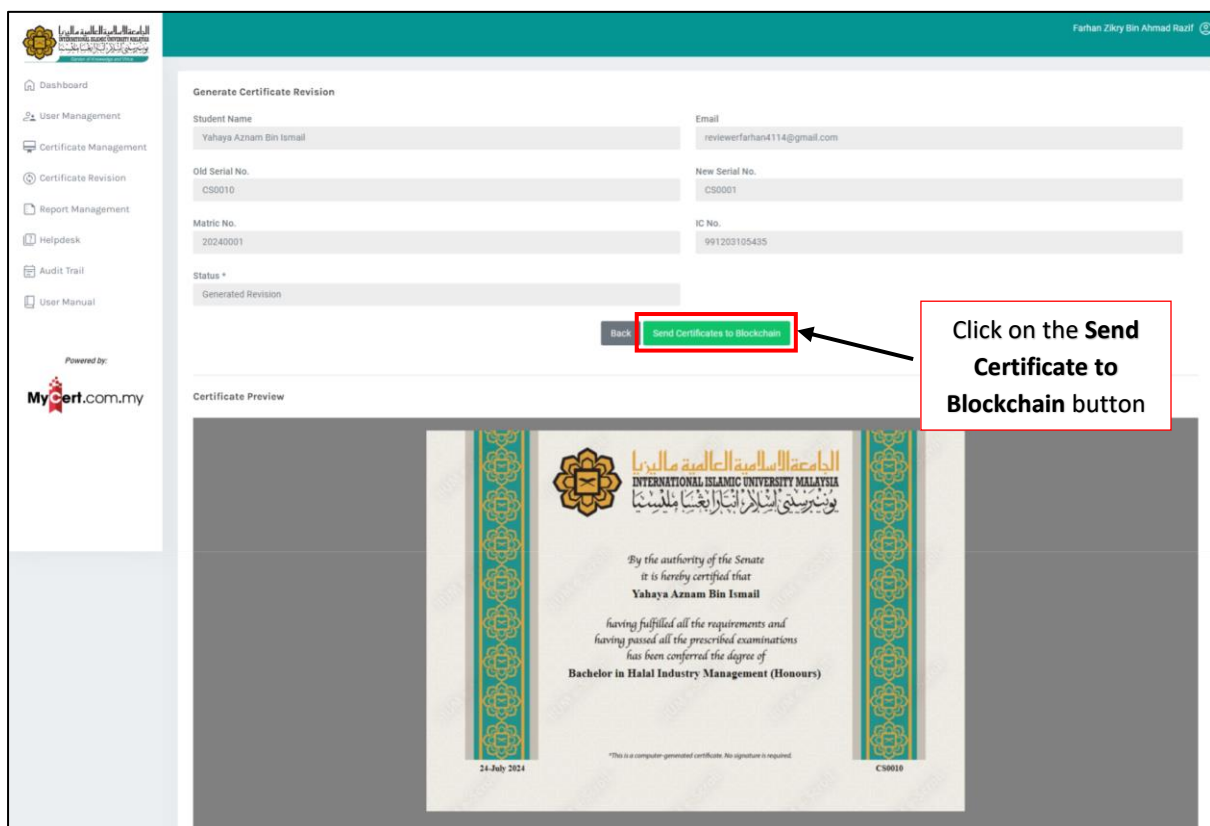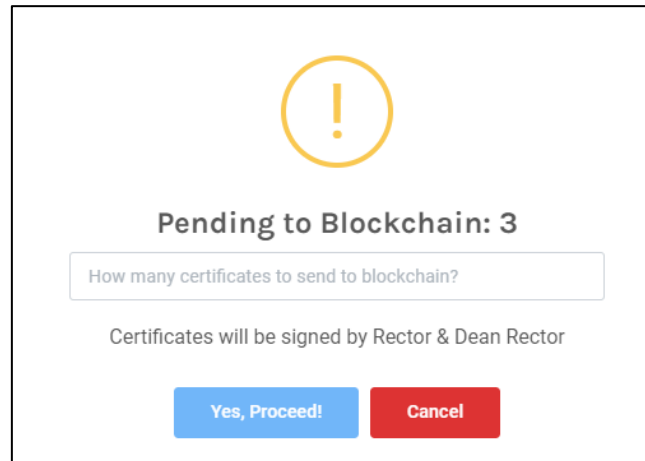

Figure 6.2-10: Generate Certificate Revision Page

i. Click on the **Back** button to go back to previous page and the system will display the Certificate Revision Detail page.

11. Click on the **Send Certificates to Blockchain** button and the system will display a confirmation notification message as shown in Figure 6.2-11.

Figure 6.2-11: Confirmation Notification Message

i. Enter the number of certificate that wanted to be send to blockchain.
ii. Click on the **Cancel** button to cancel sending certificate to blockchain.

12. Click on the **Yes, Proceed!** button and the system will display a successful notification message as shown in Figure 6.2-12.
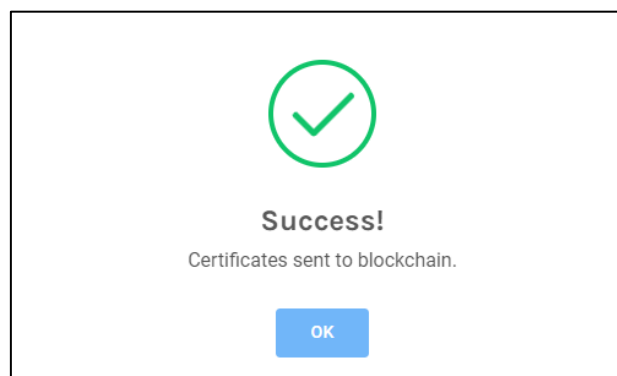
Figure 6.2-12: Successful Notification Message

7.0   REPORT MANAGEMENT

7.1   Certificates Summary

1. Click on the **Certificates Summary** sub-menu under the **Report Management** menu and the system will display the Certificates Summar page as shown in Figure 7.1-1.
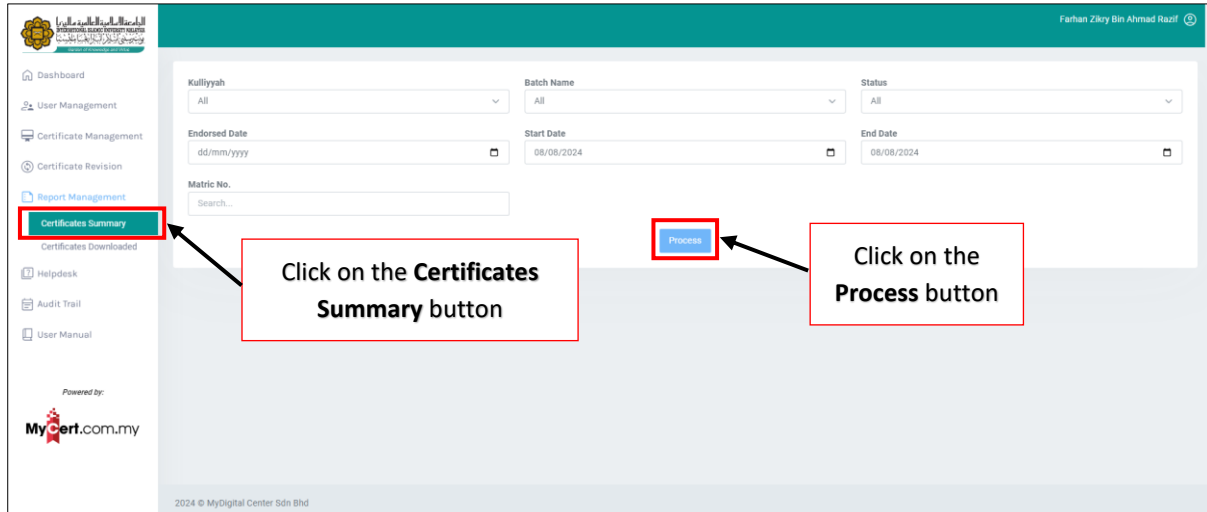

Figure 7.1-1: Certificates Summary Page

    i.   User are provided with the following filter to generate the certificate summary report:

        a. **Kulliyyah**

        b. **Batch Name**

        c. **Status**

        d. **Endorsed Date**

        e. **Start Date**

        f. **End Date**

2. After done filtering for report generation, click on the **Process** button and the system will display the Report Generated page as shown in Figure 7.1-2.
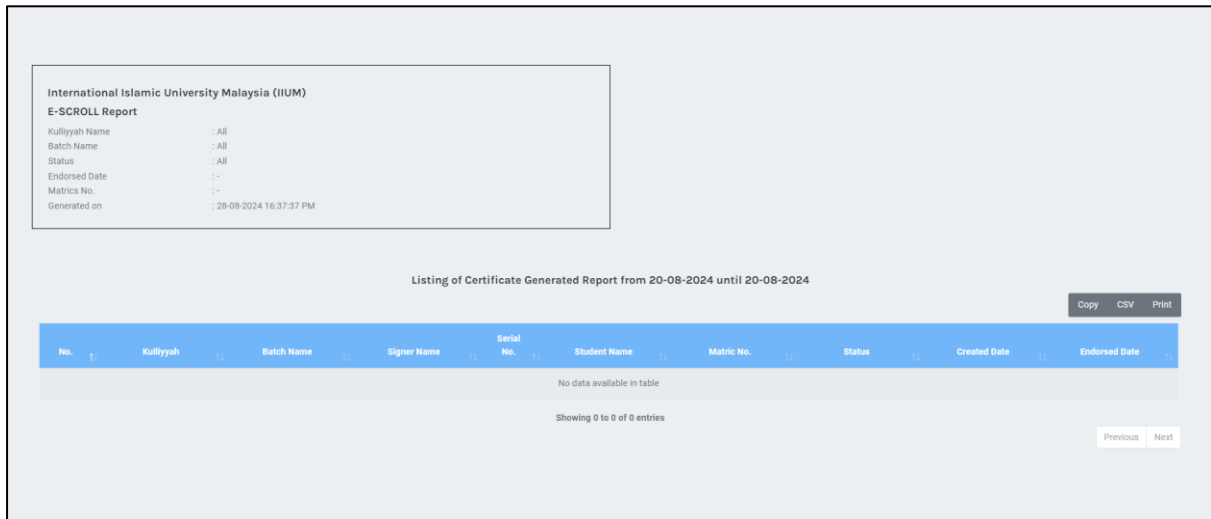

Figure 7.1-2: Report Generated Page

     i. Click on the Copy button to copy the data of the listing from the report.

     ii. Click on the CSV button to download the report in CSV format.

     iii. Click on the Print button to print the report or download the report in PDF format.

7.2 Certificates Downloaded

1. Click on the **Certificates Downloaded** sub-menu under the **Report Management** menu and the system will display the Certificates Summary page as shown in Figure 7.2-1.
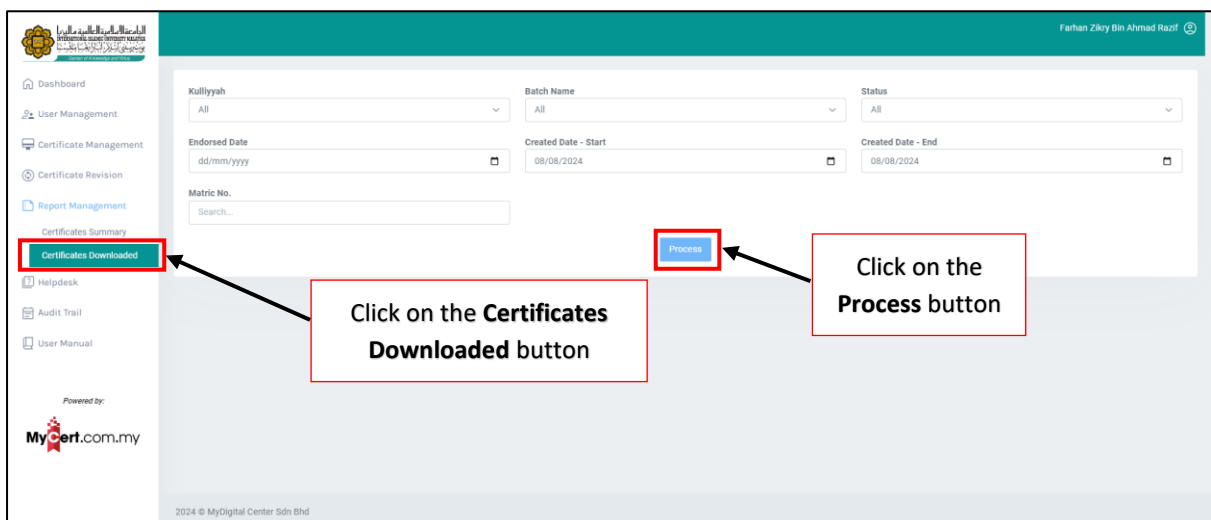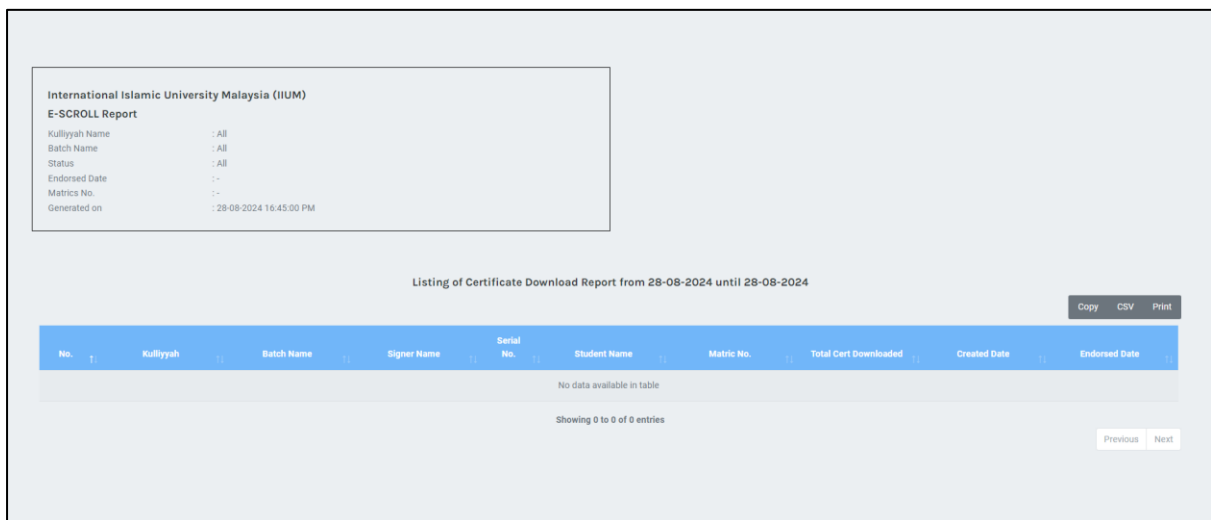

Figure 7.2-1: Certificates Downloaded Page

    i.   User are provided with the following filter to generate the certificate downloaded report:

        a. **Kulliyyah**

        b. **Batch Name**

        c. **Status**

        d. **Endorsed Date**

        e. **Start Date**

        f. **End Date**

2.   After done filtering for report generation, click on the **Process** button and the system will display the Report Generated page as shown in Figure 7.2-2.

Figure 7.2-2: Report Generated Page

    iv.   Click on the Copy button to copy the data of the listing from the report.

    v.   Click on the CSV button to download the report in CSV format.

    vi.   Click on the Print button to print the report or download the report in PDF format.

8.0 HELPDESK

1. Click on the **Helpdesk** menu and the system will display the Helpdesk Listing page as shown in Figure 8.0-1.
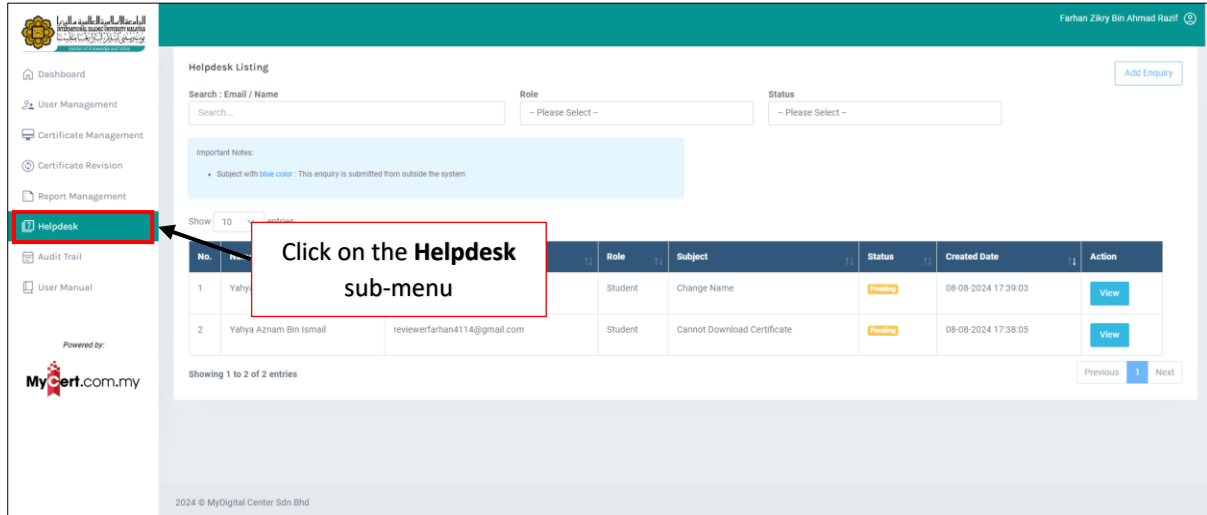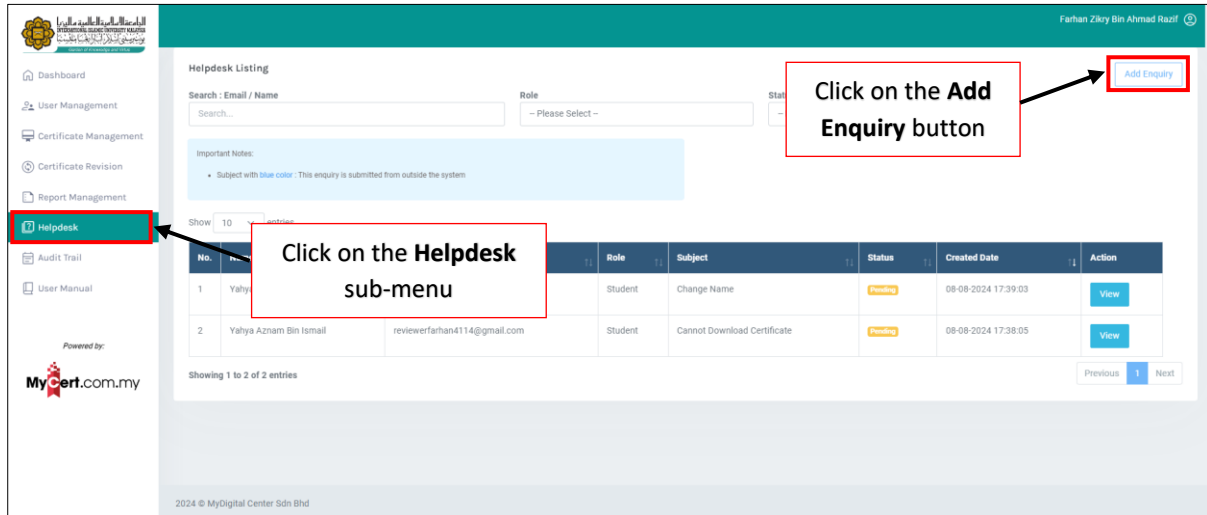

Figure 8.0-1: Helpdesk Listing Page

2. On the Helpdesk Listing page, user is provided with the following tools:

   i. **Search: Email / Name**: Enter Email or Name in the search bar to quickly find specific enquiry within the system.

   ii. **Role**: Choose the Role from dropdown provided to filter displayed enquiry based on role.

   iii. **Status:** Choose the Status from dropdown provided to filter displayed enquiry based on status.

8.1 Add Enquiry

1. Click on the **Helpdesk** menu and the system will display the Helpdesk Listing page as shown in Figure 8.1-1.

Figure 8.1-1: Helpdesk Listing Page

2. Click on the **Add Enquiry** button to add new enquiry and the system will display the Add Enquiry page as shown in Figure 8.1-2.
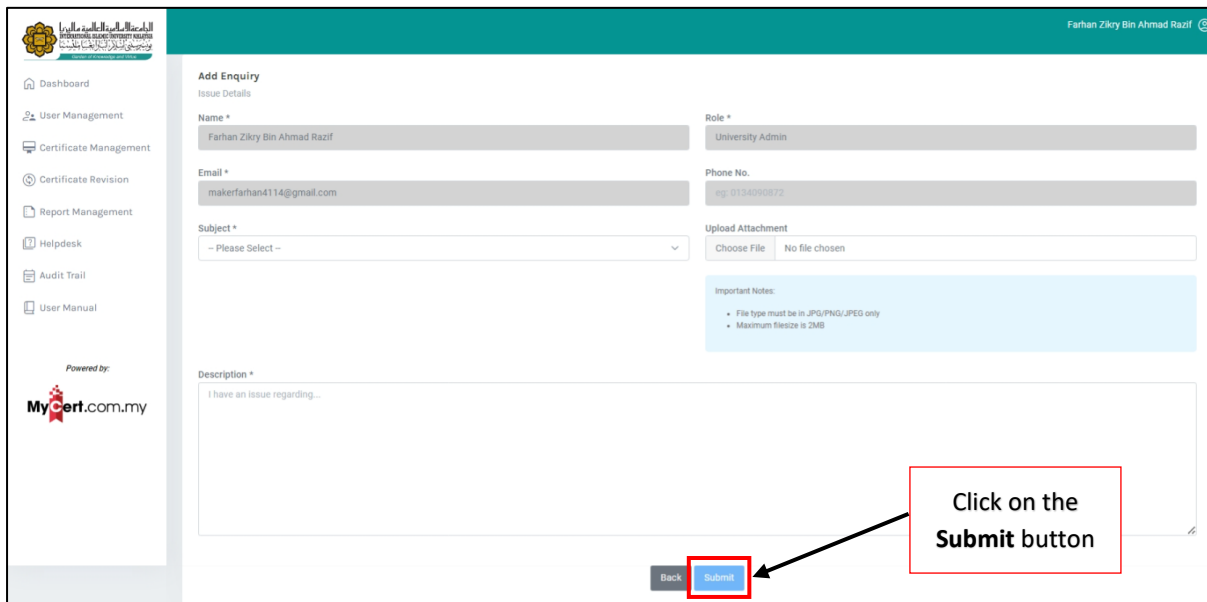
Figure 8.1-2: Add Enquiry Page

    i. Fill in the enquiry on the form provided:

        a. **Subject**

        b. **Upload Attachment (optional)**

c. **Description**

ii. Click on the **Back** button to go back or cancel adding new enquiry.

3. Click on the **Submit** button to send the enquiry to Support for review and the system will display a successful notification message as shown in Figure 8.1-3.
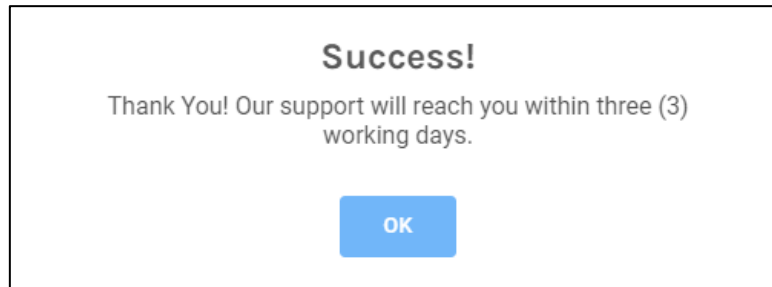
Figure 8.1-3: Successful Notification Message

4. Click on the **OK** button and the system will redirect to Helpdesk Listing page with the added enquiry status set to **Pending** as shown in Figure 8.1-4.
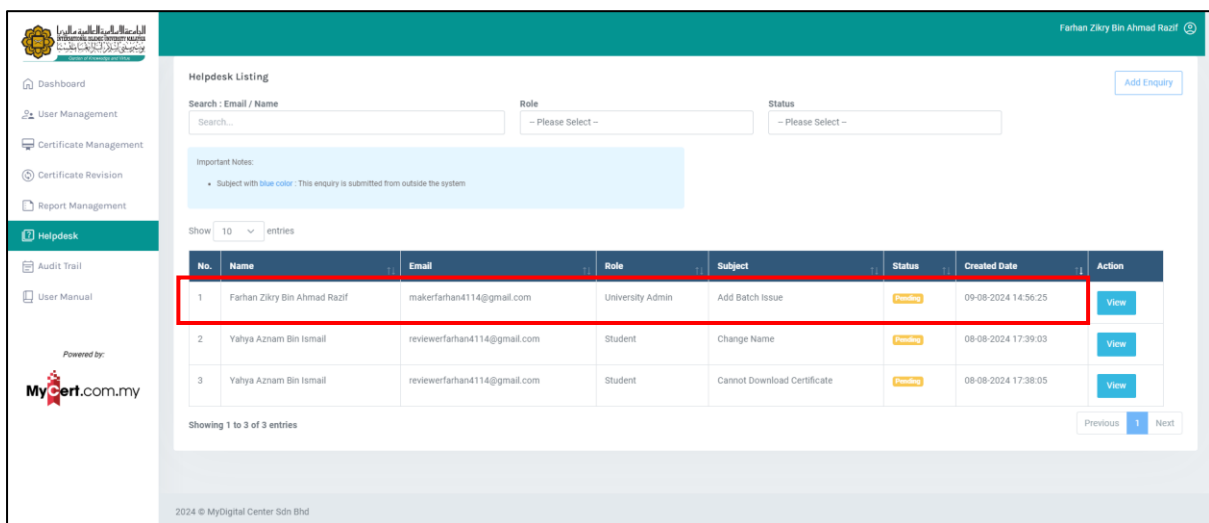
Figure 8.1-4: Helpdesk Listing Page with Newly Added Enquiry

5. If the user's inquiry is being reviewed and handled by Helpdesk, the inquiry status will be changed to **In Progress** as shown in Figure 8.1-5.

Figure 8.1-5: Helpdesk Listing Page with In Progress Enquiry Status

6. The user will also receive an email from postmaster@digitalcenter.com.my alerting them that their inquiry is currently in progress and being processed as shown in Figure 8.1-6.
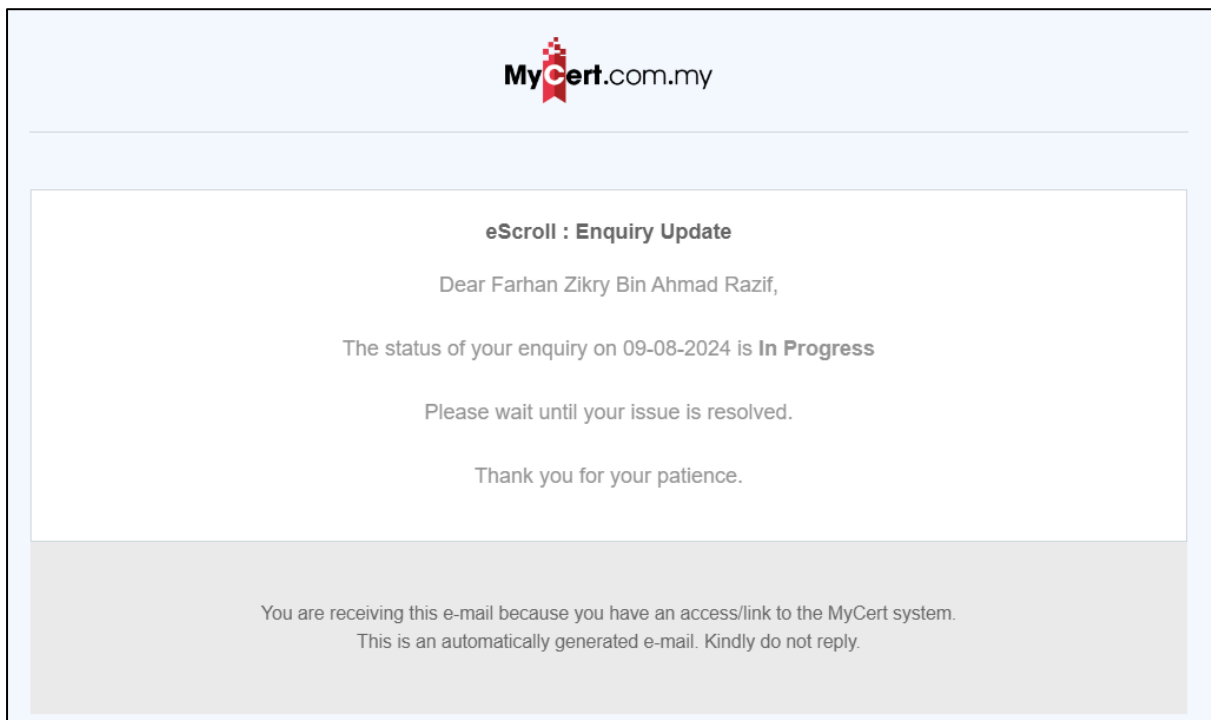

Figure 8.1-6: Email of Enquiry Update

7. If the enquiry has been resolved by Support, the enquiry status will be updated to **Resolved** as shown in Figure 8.1-7.
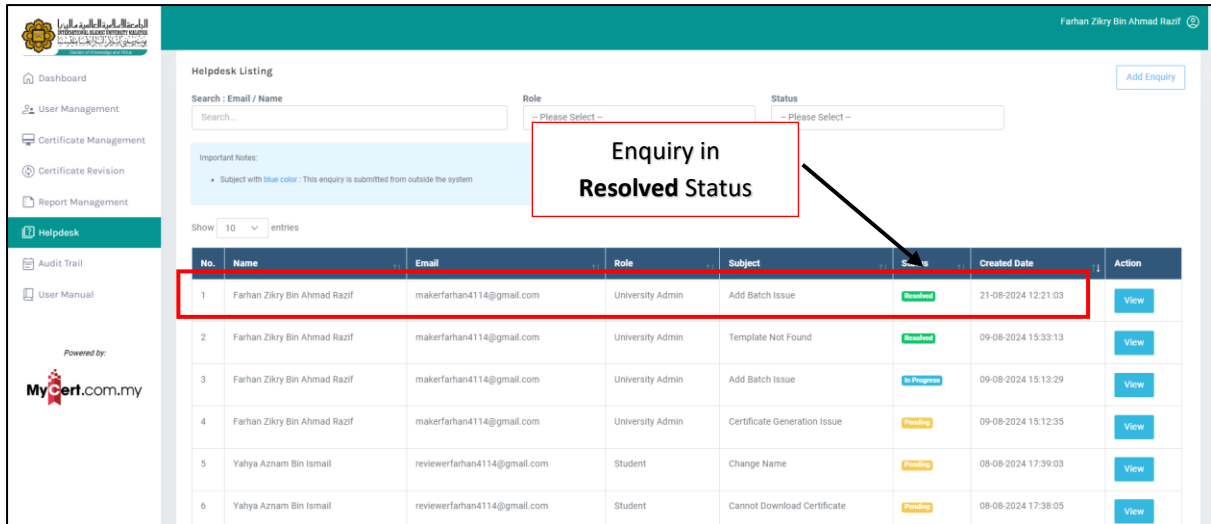
Figure 8.1-7: Helpdesk Listing Page with Resolved Enquiry Status

8. Click on the **View** button to acknowledge the feedback from Support team and the system will direct to View Enquiry page as shown in Figure 8.1-8.
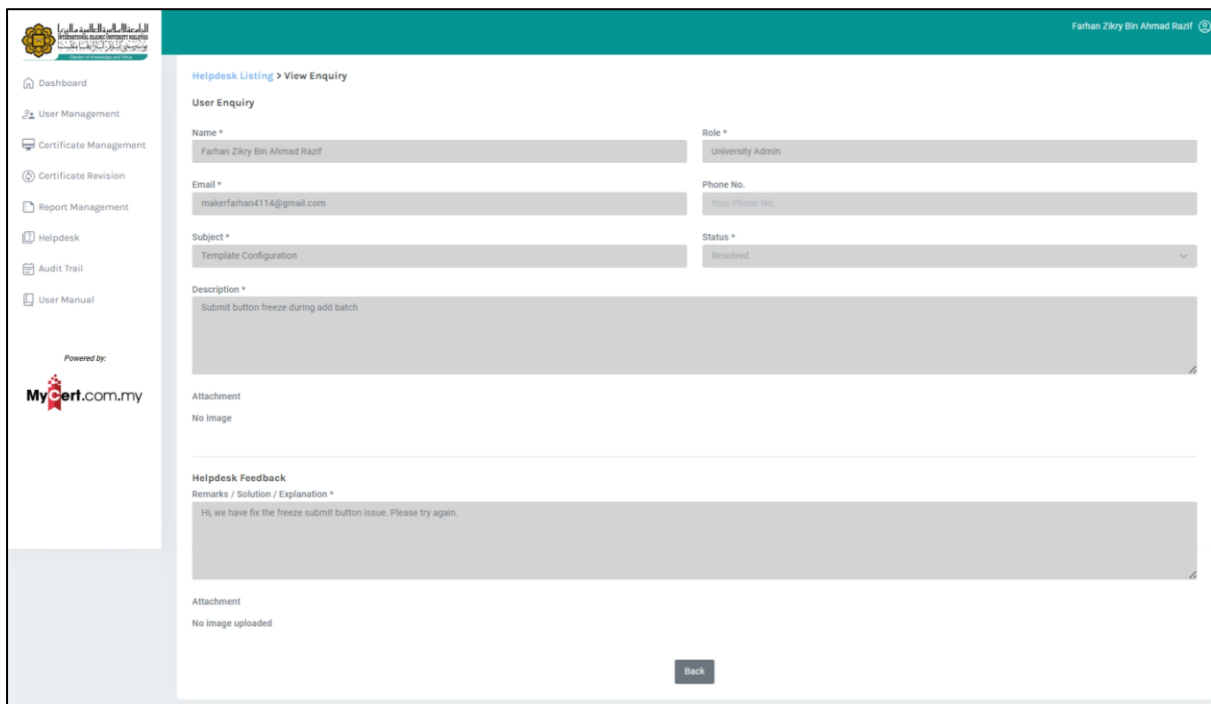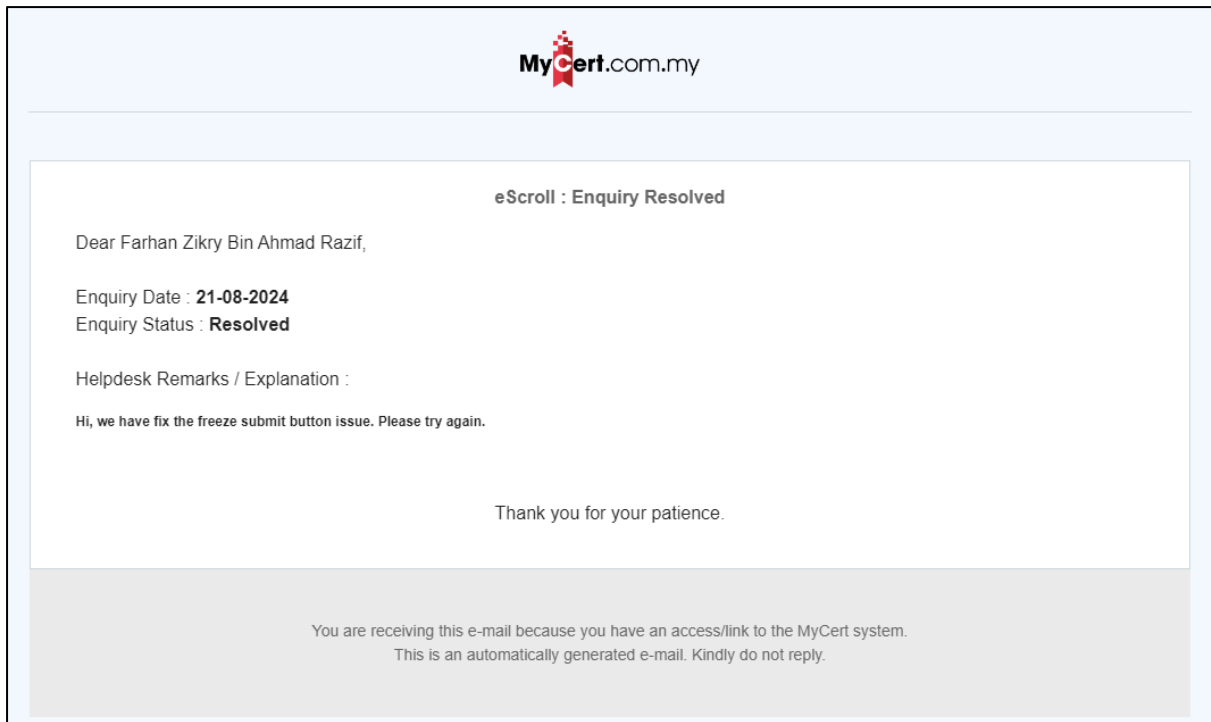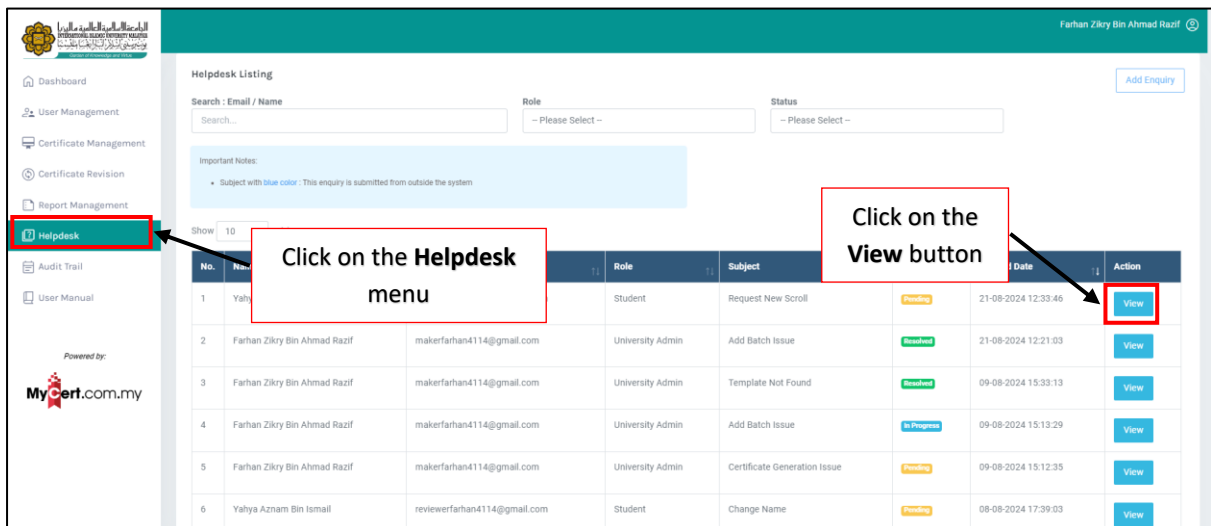

Figure 8.1-8: View Enquiry Page

    i.   Click on the **Back** button to go back to Helpdesk Listing page.

9. The user will also receive an email from postmaster@digitalcenter.com.my alerting them that their enquiry has been resolved by Support as shown in Figure 8.1-9.

Figure 8.1-9: Email of Enquiry Resolved

8.2 Student Enquiry Management

1. Click on the **Helpdesk** menu and the system will display the Helpdesk Listing page as shown in Figure 8.2-1.

Figure 8.2-1: Helpdesk Listing Page

2. Click on the **View** button on Student role with Pending status to configure enquiry by student and the system will direct to View Enquiry page as shown in Figure 8.2-2.
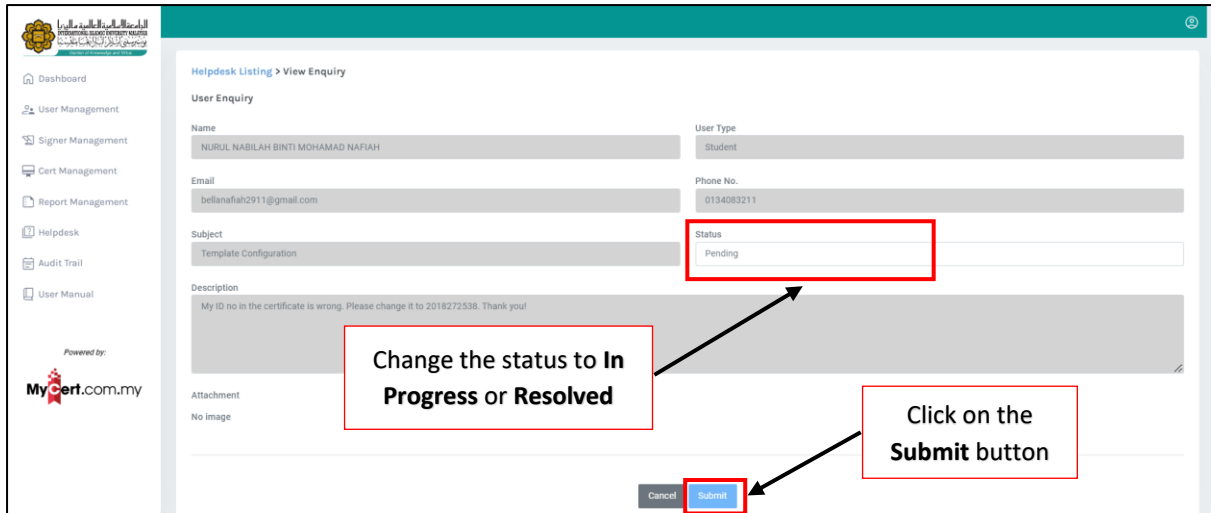
Figure 8.2-2: View Enquiry Page

i. If the student's enquiry is being reviewed and currently in progress, the admin can change the Status from **Pending** to **In Progress**.

 a. Click on the **Submit** button and the system will display a successful notification message as shown in Figure 8.2-3.
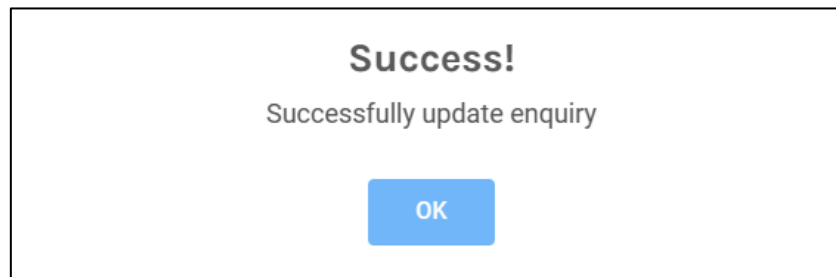
Figure 8.2-3: Successful Notification Message

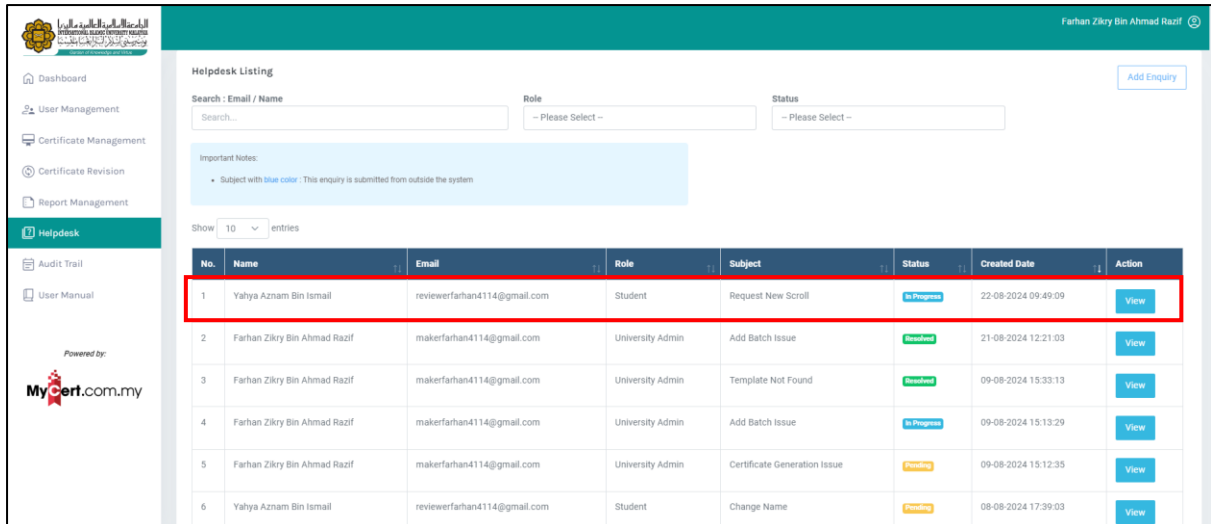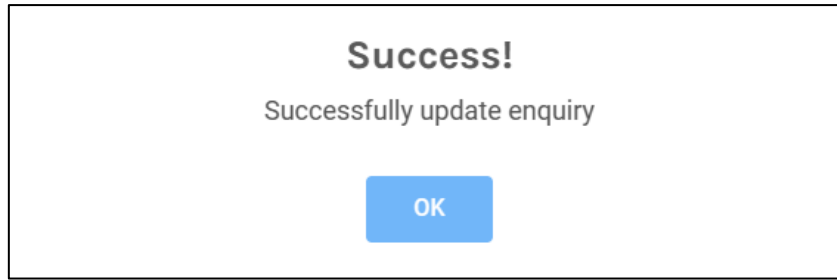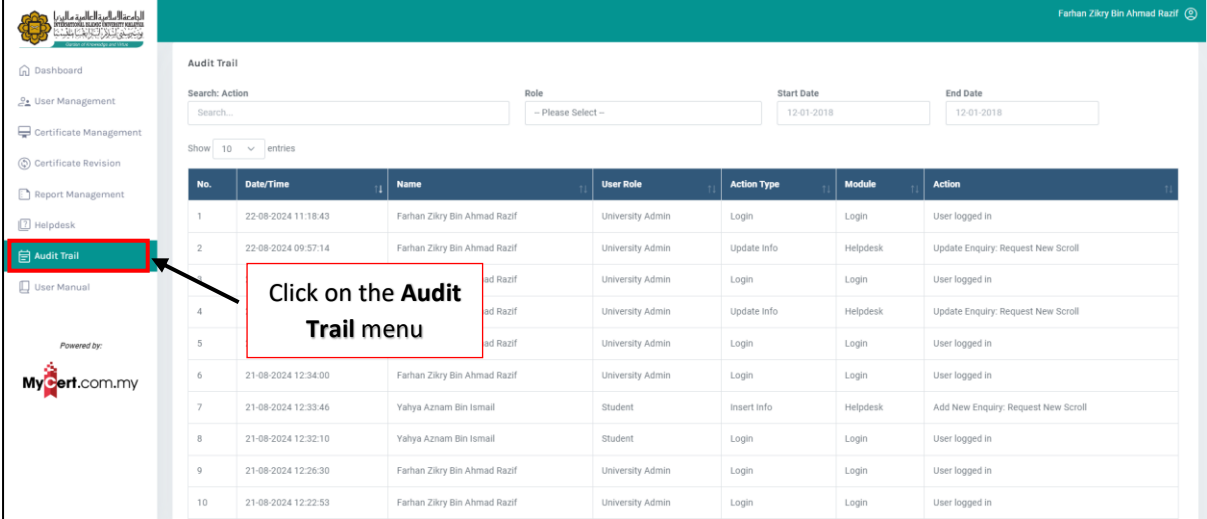 b. Click on the **OK** button, and the system will return to the Helpdesk Listing page with the enquiry status set to **In Progress** as shown in Figure 8.2-4.

Figure 8.2-4: Helpdesk Listing Page with In Progress Enquiry Status

    ii.   If the student's enquiry has been resolved, the admin can change the Status from **Pending** to **Resolved** and the system will display an additional section for Helpdesk Feedback as shown in Figure 8.2-5.
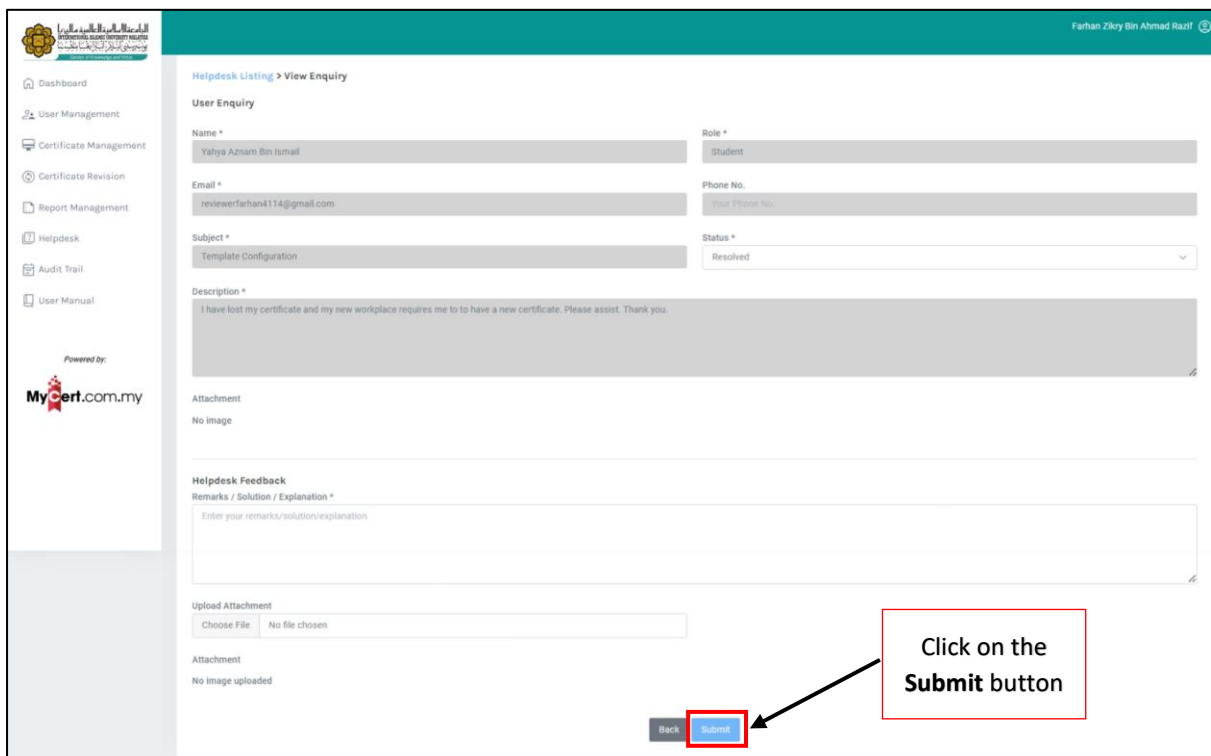
Figure 8.2-5: View Enquiry Page

    a.   Fill in the necessary information for the Helpdesk Feedback section.

    b.   Click on the **Submit** button and the system will display a successful notification message as shown in Figure 8.2-6.

Figure 8.2-6: Successful Notification Message

c. Click on the **OK** button and the system will return to the Helpdesk Listing page with the enquiry status set to **Resolved** as shown in Figure 8.2-7.

Figure 8.2-7: Helpdesk Listing Page with Resolved Enquiry Status

9.0   AUDIT TRAIL

1. Click on the **Audit Trail** menu and the system will display the Audit Trail page as shown in Figure 9.0-1.

Figure 9.0-1: Audit Trail Page

2. On the Audit Trail page, user is provided with the following tools:

    i. **Search: Action**: Enter Action in the search bar to quickly find specific activity within the system.

    ii. **Role**: Choose the Role from dropdown provided to filter displayed enquiry based on role.

    iii. **Start Date and End Date**: Enter the Start Date and End Date Status to filter displayed enquiry based on the time range.

10.0 USER MANUAL

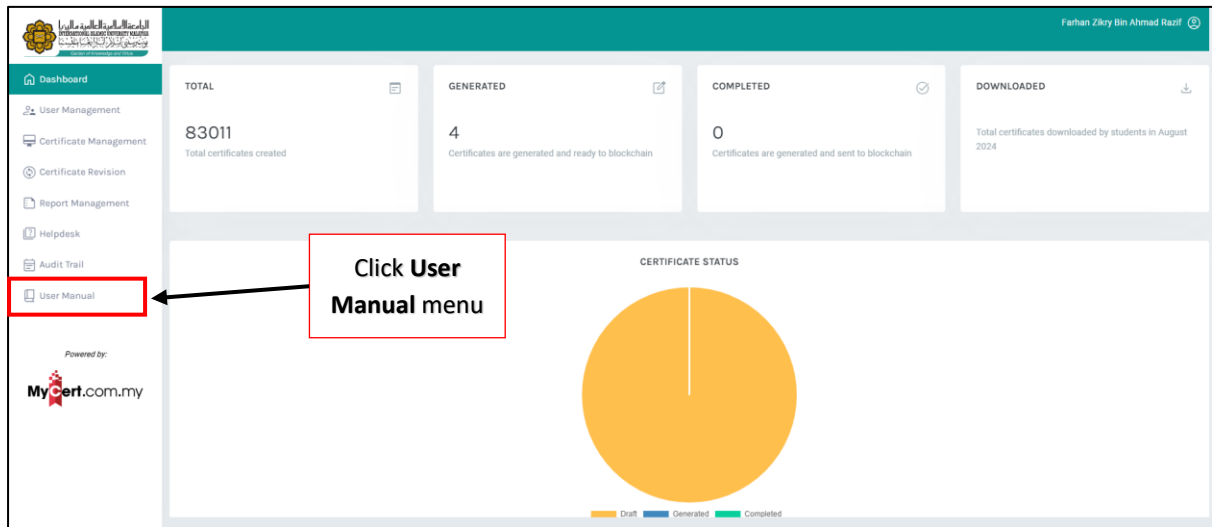1. Click the **User Manual** menu as shown in Figure 10.0-1.

Figure 10.0-1: Dashboard Page
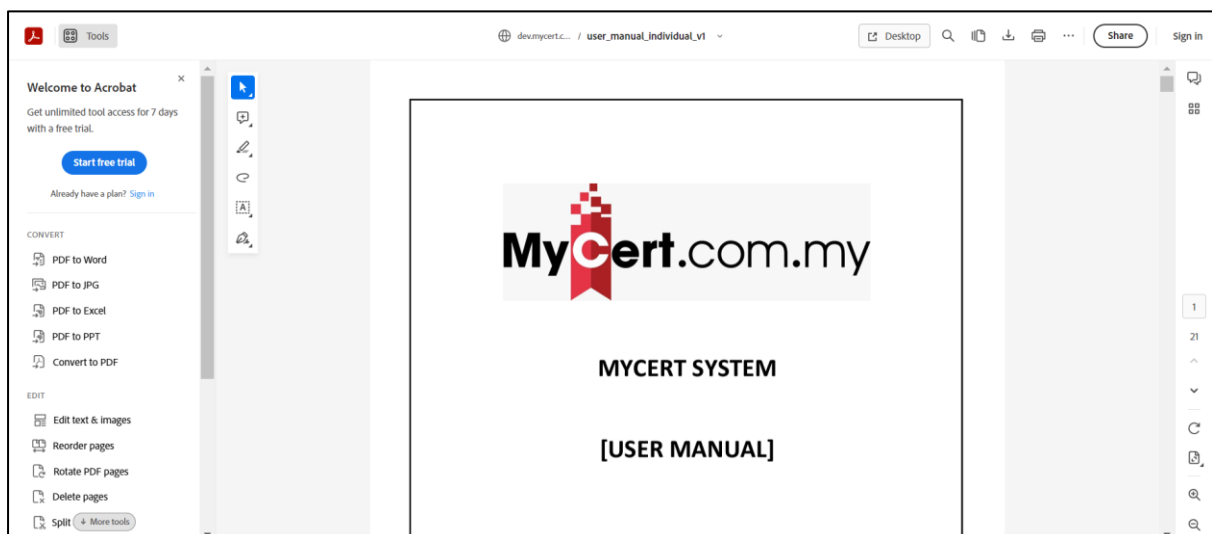
2. The system will display the user manual in PDF format as shown in Figure 10.0-2.

Figure 10.0-2: User Manual in PDF Format