



Air University Facilitation Portal User Manual

<https://portals.au.edu.pk/aufp>

AIR UNIVERSITY FACILITATION PORTAL

USER MANUAL

Portal Link: <https://portals.au.edu.pk/aufp>

Air University Facilitation portal is a responsive and device oriented online application that eliminate the communication barrier and facilitate the users to perform reliable and fast interaction to Air University departments as well as it makes easiness in one to one verbal communication.

HOW THE USERS CAN SIGN IN?

1. **AU EMPLOYEE LOGIN:** The **Employees** can access the AU Facilitation Portal by visiting <https://portals.au.edu.pk/austaff> as well as <https://portals.au.edu.pk/aufp>. The employees can use AU-Staff portal credentials to make login for both screen as shown in [Figure 1](#) and [2](#). If an employee has forgotten his password, then click on Forgot Password and provide essential information to set new password.

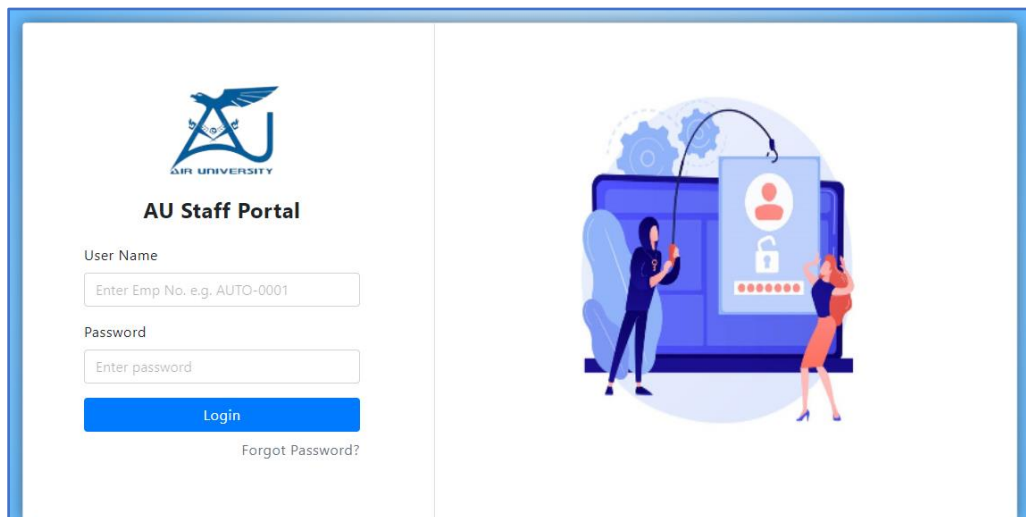


Figure 1

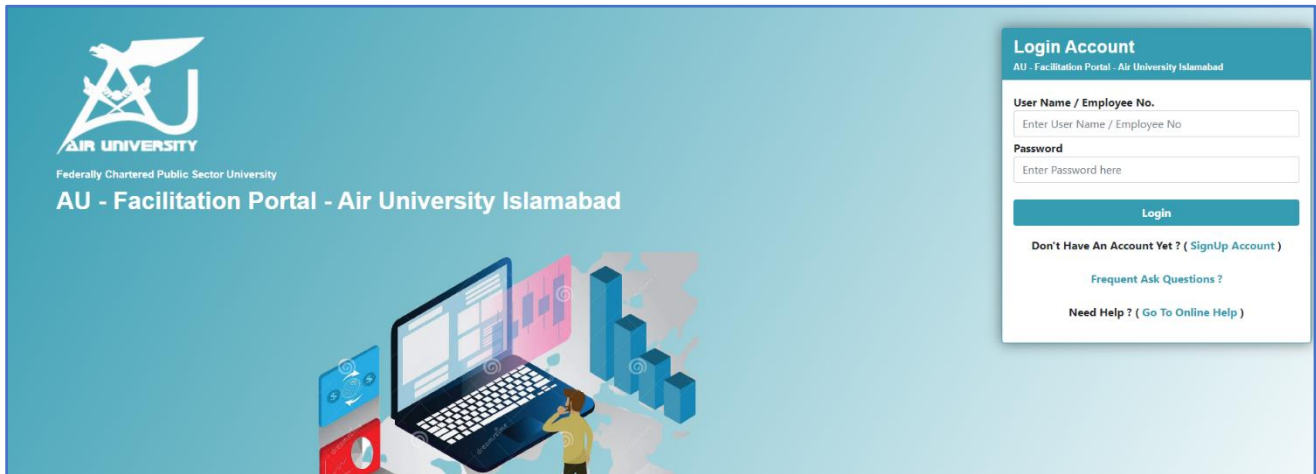


Figure 2

1.1 When user can successfully sign in then login in AU-Staff portal dashboard will be shown, the employee can access the AU Facilitation Portal by using the link as mentioned on left side of Figure 3.

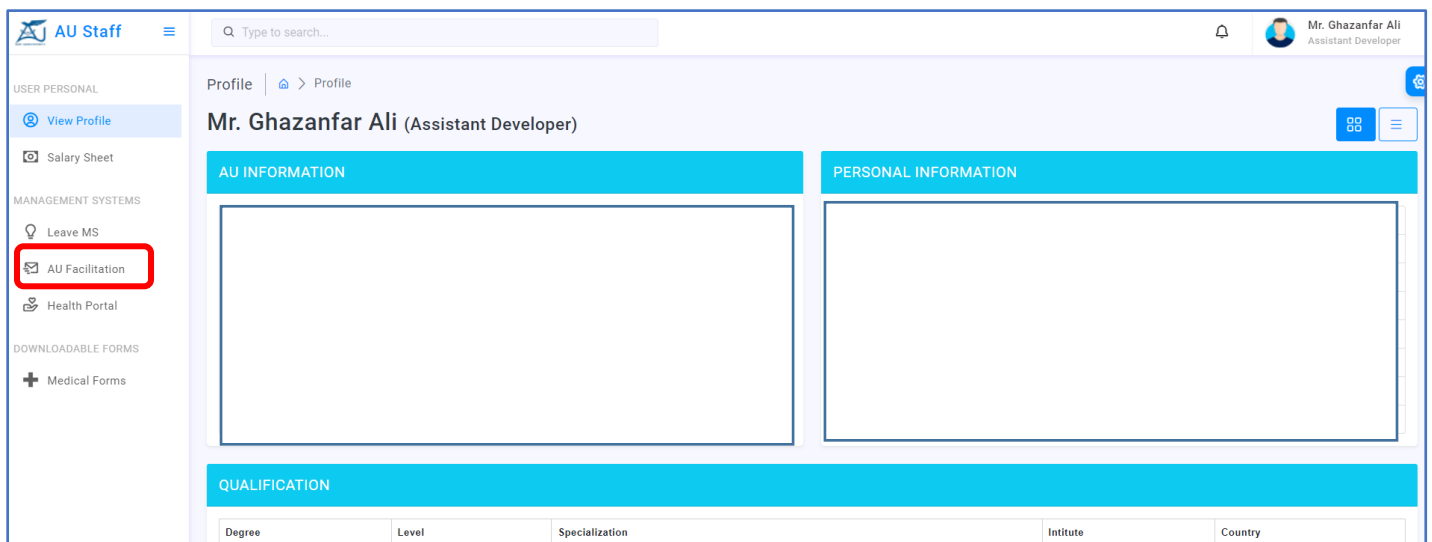


Figure 3

1.2 When user click on Facilitation portal then it's switching towards AU Facilitation Portal, some essential detail of employee profile and his queries will show in small sections as highlighted in **Figure 4**. The Employee can see the list of **Pending Queries**, **Processing Queries** and **Completed Queries** in particular tabs.

The notifications option showing the number of pending queries and it will be updated whenever new query is added as shown on the right side of Figure 5. A user can initiate a new query, by click on the “**Add New Query**” button and input some essential details as shown in Figure 5.

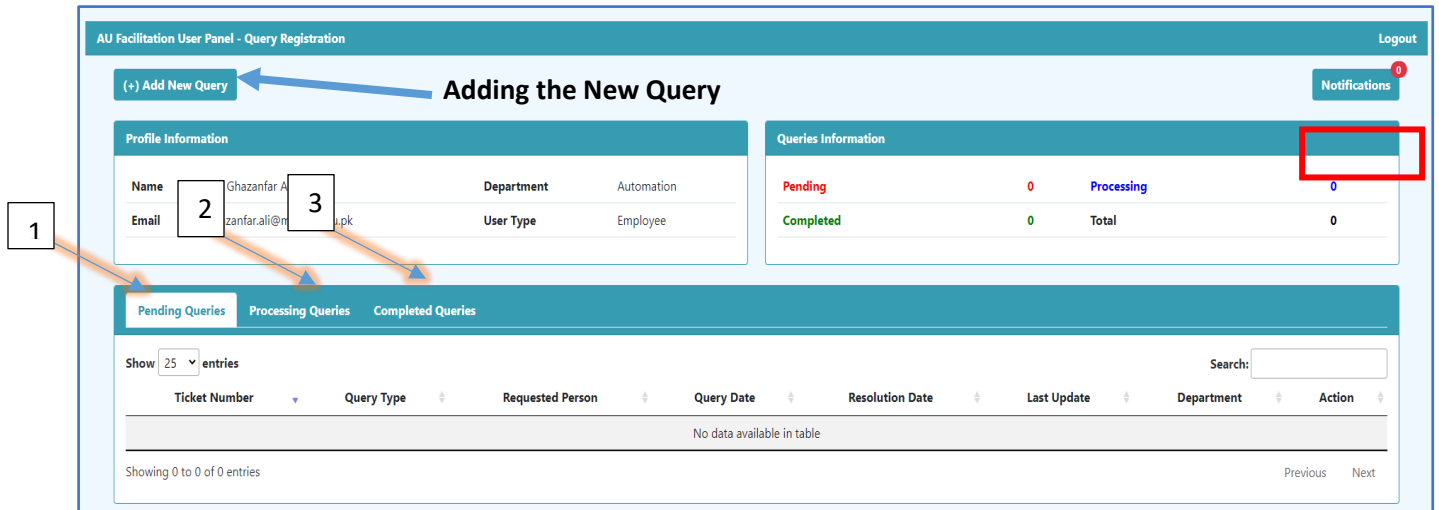


Figure 4

1.3 To add a new query, user will input the following essential information as shown in Figure 5 and 6

- Select the desired department from dropdown list.
- Select query type according the selected department from dropdown list.
- Input query description in detailed manners.
- Upload a file (Optional)
- Select Urgent option for urgent type of queries otherwise choose normal type.

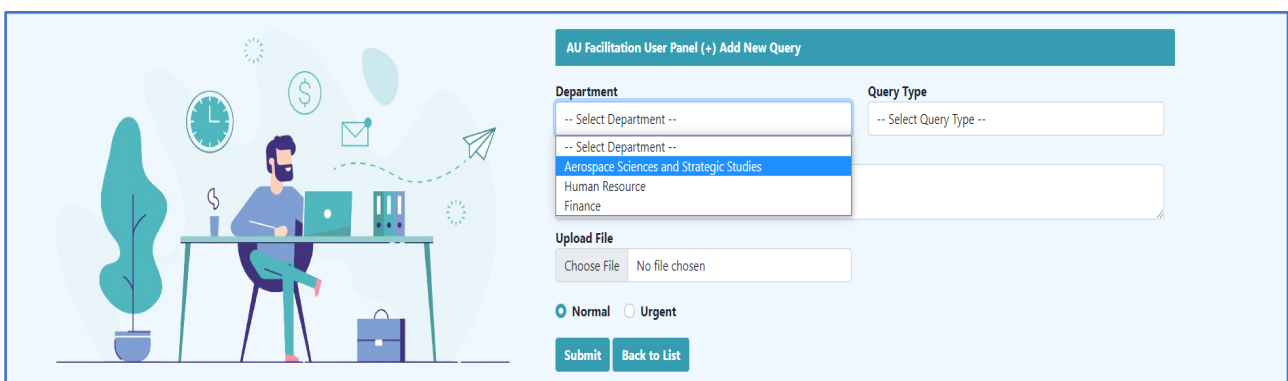


Figure 5

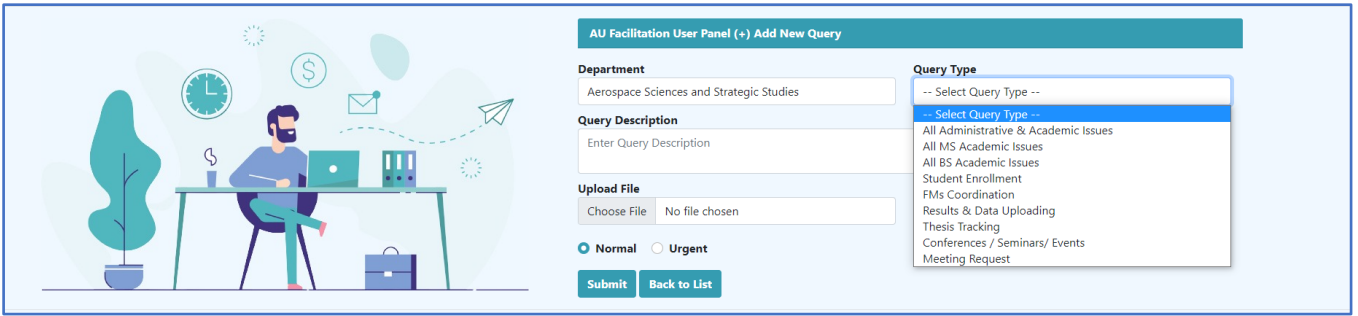


Figure 6

1.4 The user can see the list of submitted/new queries in Pending Queries tab and processing/completed queries in respective tab. Each query can view in detailed manner by clicking on eye button as shown in Figure 7.

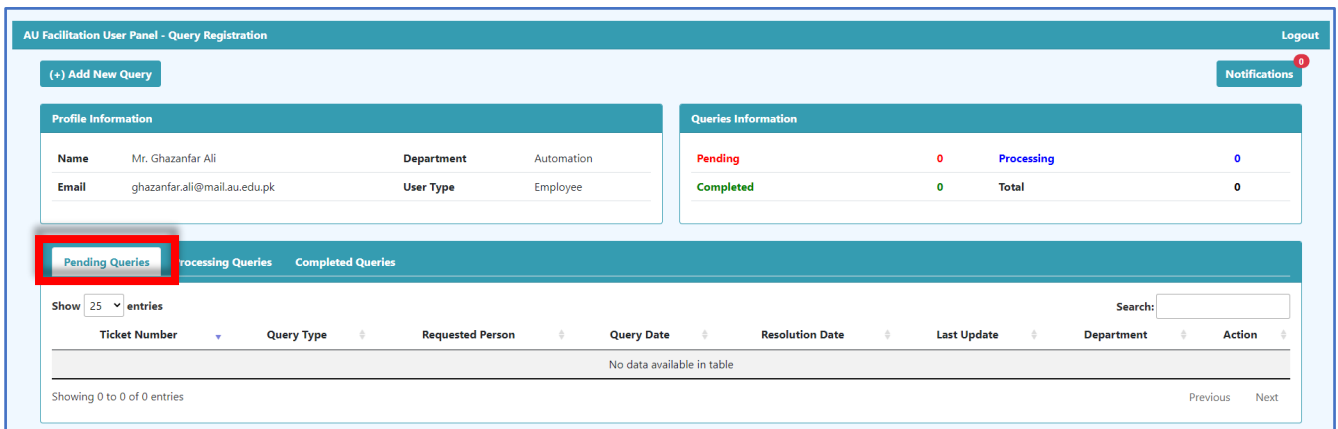


Figure 7

1.5 In query detail panel, user can view the current status and ticket number of particular query as well as the admin reply will be visible against query description.

User can also make query extension or input some more detail regarding its query by simple click on **ADD** button. After adding, a new query thread will generate immediately and user can see the entire log of its particular query.

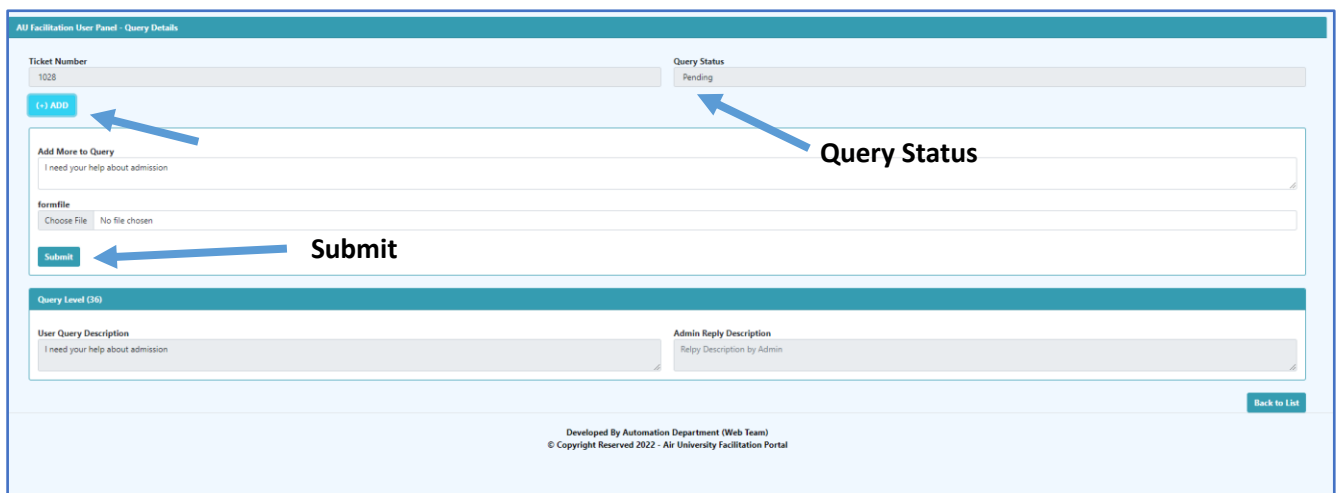


Figure 8

2. **AU STUDENT LOGIN:** Student can access the AU Facilitation Portal by visiting <https://portals.au.edu.pk/STDTEST> as well as <https://portals.au.edu.pk/aufp>. The students can use **Student Portal credentials** to make login for both screen as shown in [Figure 9](#) and [10](#). If student has forgotten his password, then click on **Forgot Password** and provide essential information to set new password.

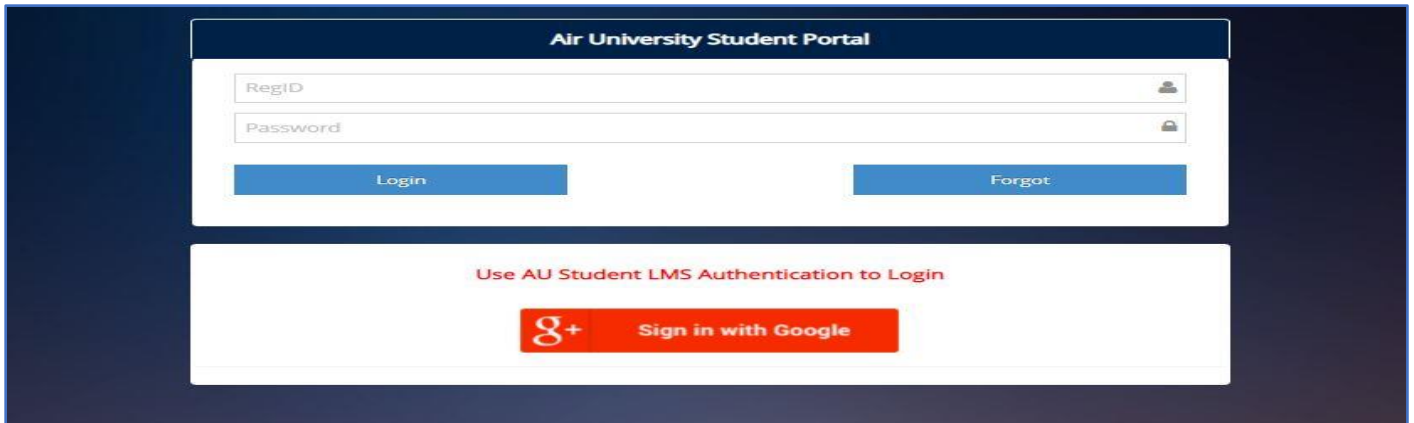


Figure 9

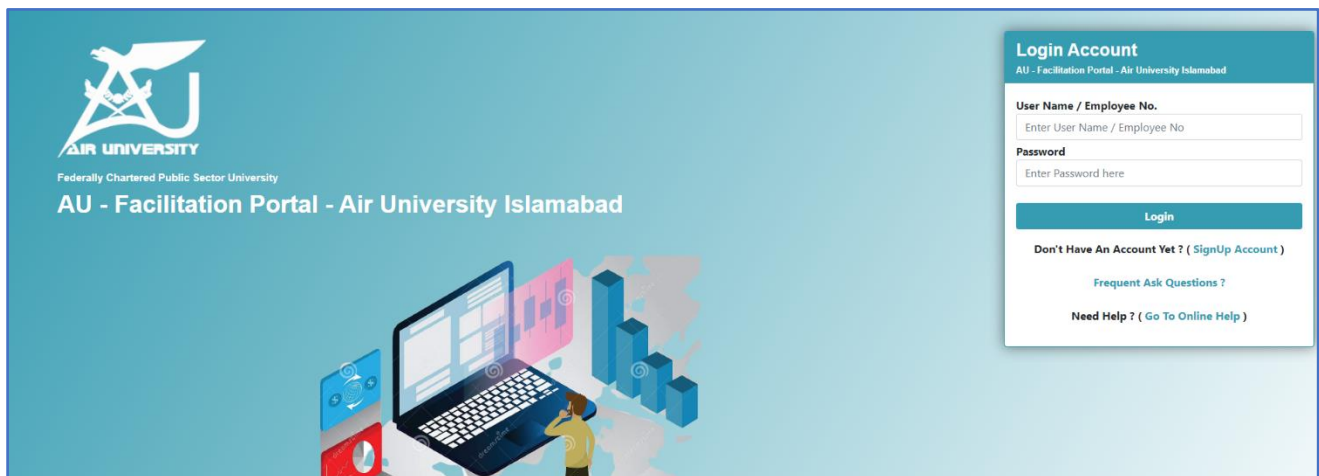


Figure 10

2.1 When user can successfully sign in then Student portal dashboard will be shown, the student can access the AU Facilitation Portal by using the link as mentioned on left side of Figure 12.

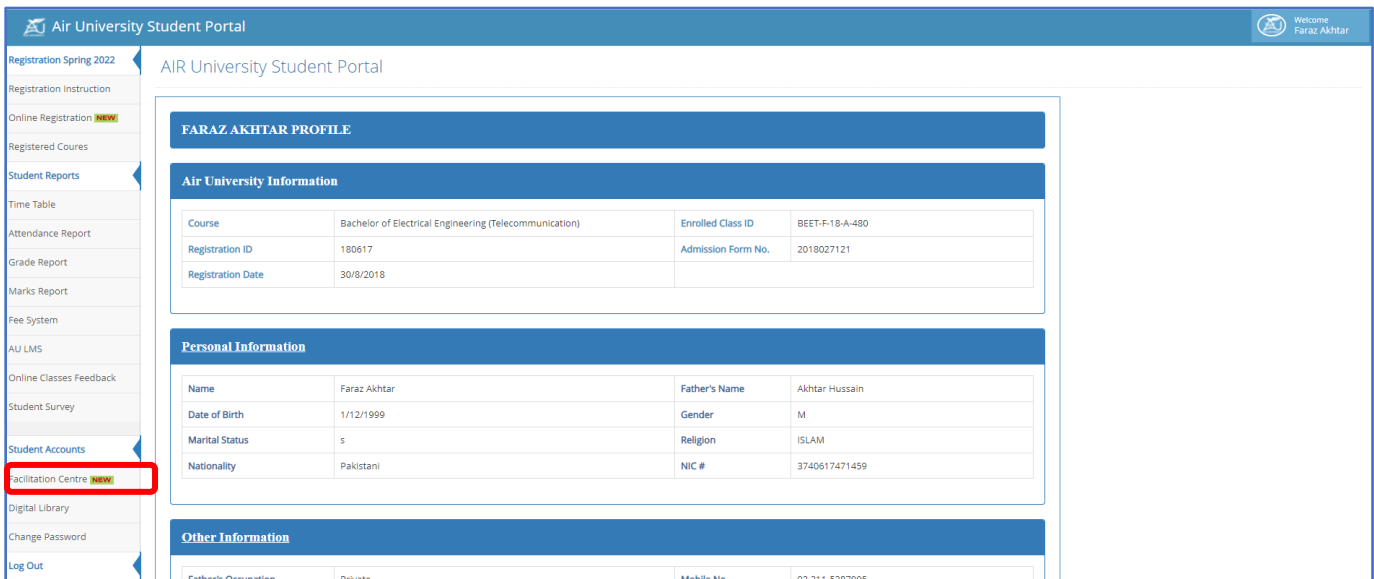


Figure 12

2.2 When user click on Facilitation portal then switching towards AU Facilitation Portal, some essential detail of student profile and his queries will show in small sections as highlighted in Figure 4. The Student can see the list of **Pending Queries**, **Processing Queries** and **Completed Queries** in particular tabs.

The notifications option showing the number of pending queries and it will be updated whenever new query is added as shown on the right side of Figure 13. A user can initiate a new query, by click on the “Add New Query” button and input some essential details as shown in Figure 13.

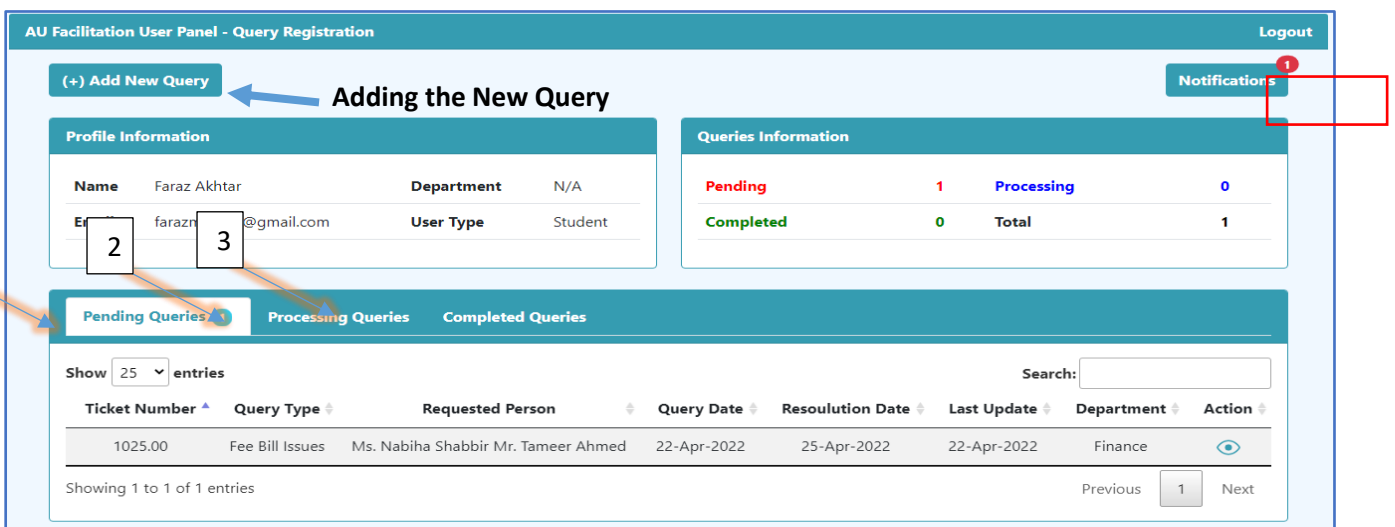
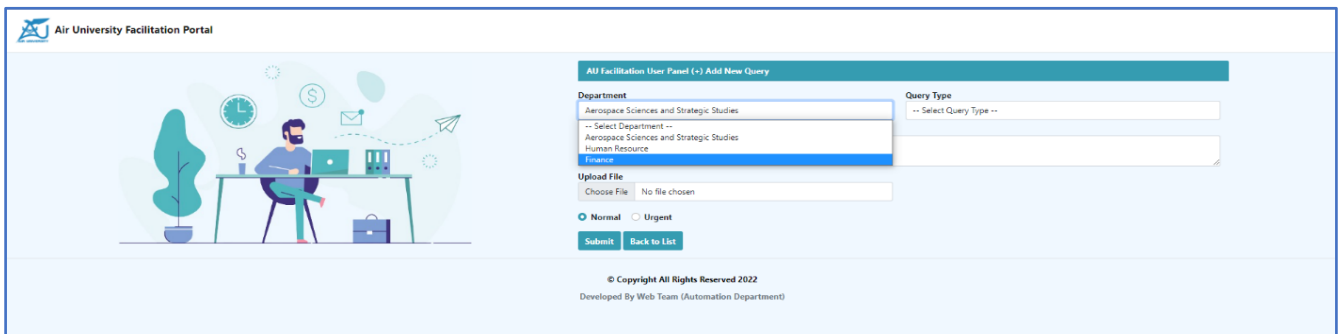


Figure 13

2.3 To add a new query, user will input the following essential information as shown in Figure 14 and 15

- Select the desired department from dropdown list.
- Select query type according the selected department from dropdown list.
- Input query description in detailed manners.
- Upload a file (Optional)
- Select Urgent option for urgent type of queries otherwise choose normal type.



Air University Facilitation Portal

AIU Facilitation User Panel (+) Add New Query

Department

Aerospace Sciences and Strategic Studies

-- Select Department --

Aerospace Sciences and Strategic Studies

Inhuman Resource

Query Type

-- Select Query Type --

Upload File

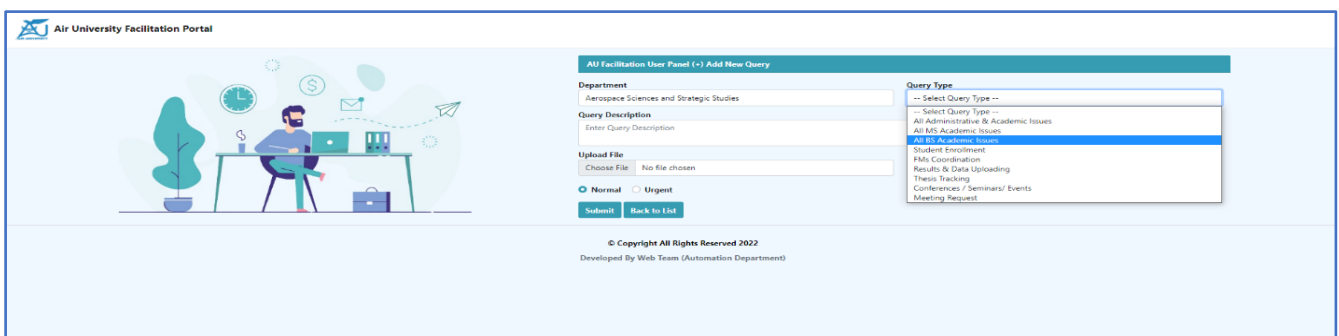
Choose File No file chosen

Normal Urgent

Submit Back to List

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Developed By Web Team (Automation Department)

Figure 14



Air University Facilitation Portal

AIU Facilitation User Panel (+) Add New Query

Department

Aerospace Sciences and Strategic Studies

Query Description

Enter Query Description

Upload File

Choose File No file chosen

Normal Urgent

Submit Back to List

Query Type

-- Select Query Type --

-- Select Query Type --

All Administrative & Academic Issues

All MS Academic Issues

All MS Academic Issues

Student Enrollment

FMS Coordination

Results & Data Uploading

Thesis Tracking

Conferences / Seminars/ Events

Meeting Request

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Figure 15

2.4 The user can see the list of submitted/new queries in Pending Queries tab and processing/completed queries in respective tab. Each query can view in detailed manner by clicking on eye button as shown in **Figure 16**.

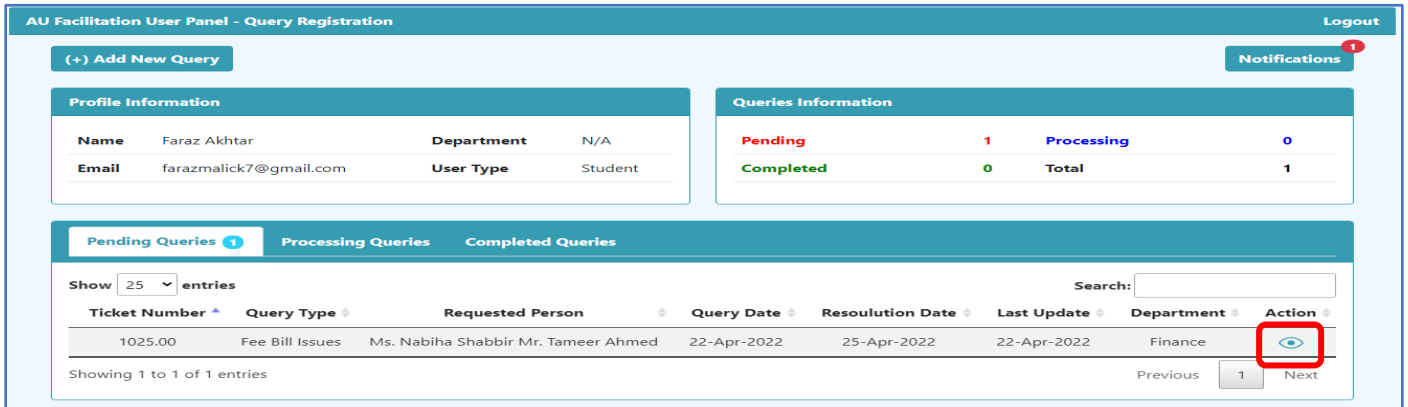


Figure 16

2.5 In query detail panel, user can view the current status and ticket number of particular query.

User can also make query extension or input some more detail regarding its query by simple click on ADD button. After adding, a new query thread will generate immediately and user can see the entire log of its particular query.

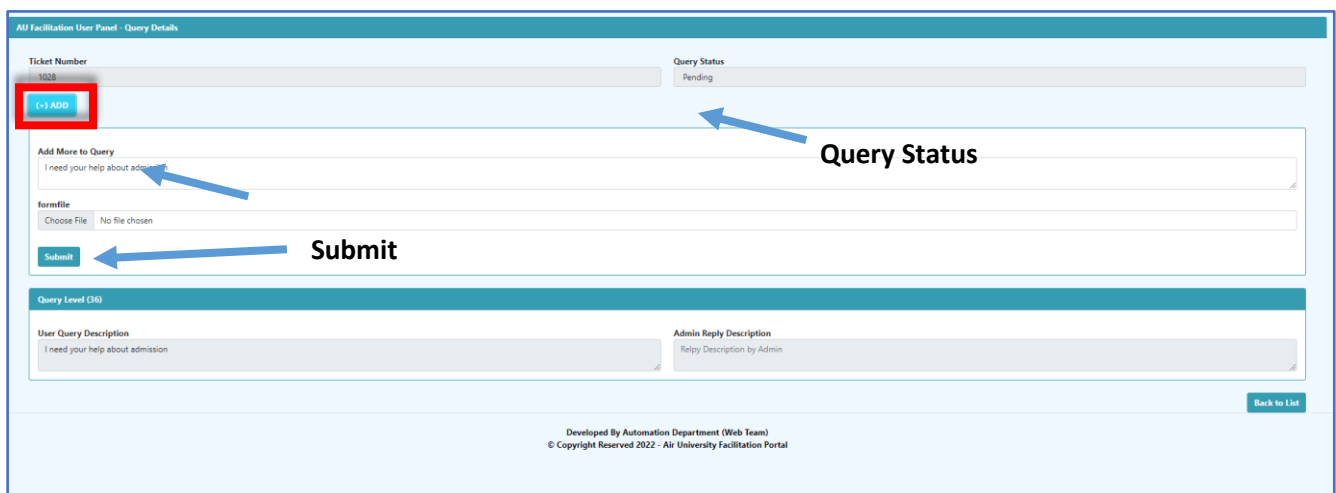


Figure 17

3. **OUTSIDER LOGIN: OUTSIDER** can access the AU Facilitation Portal by visiting <https://portals.au.edu.pk/aufp>. The outsider can use **registration** to make login for screen as shown in **Figure 18**. If outsider has forgotten his password, then click on Forgot Password and provide essential information to set new password.

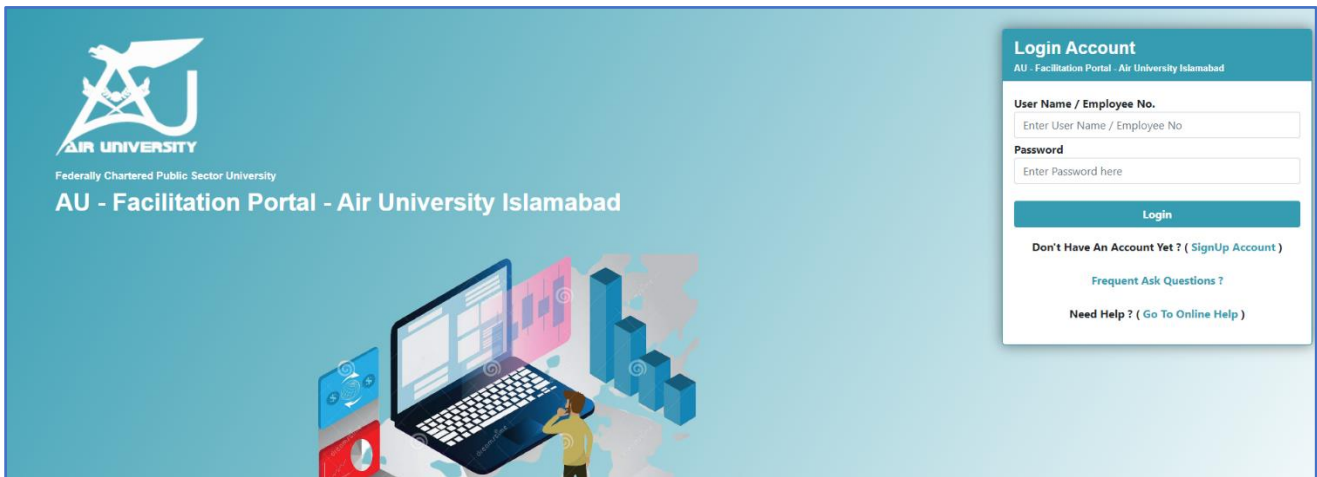


Figure 18

3.1 The outsider users will register through the **Signup Account** in **Figure 19** and Users will see **Frequently Ask Questions (FAQs)** for more Info about **Admission Department** and **Registration Department** in **Figure 20** and **21**.



Figure 19

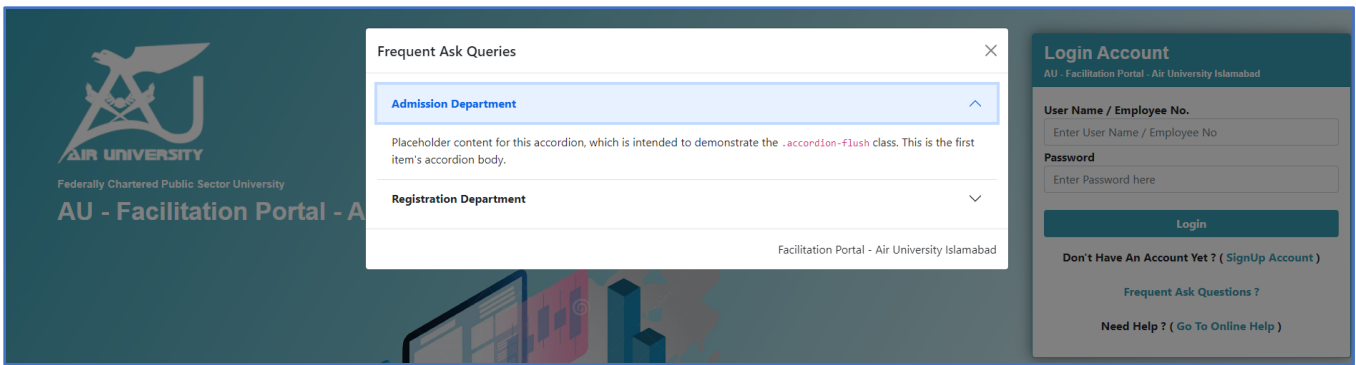


Figure 20

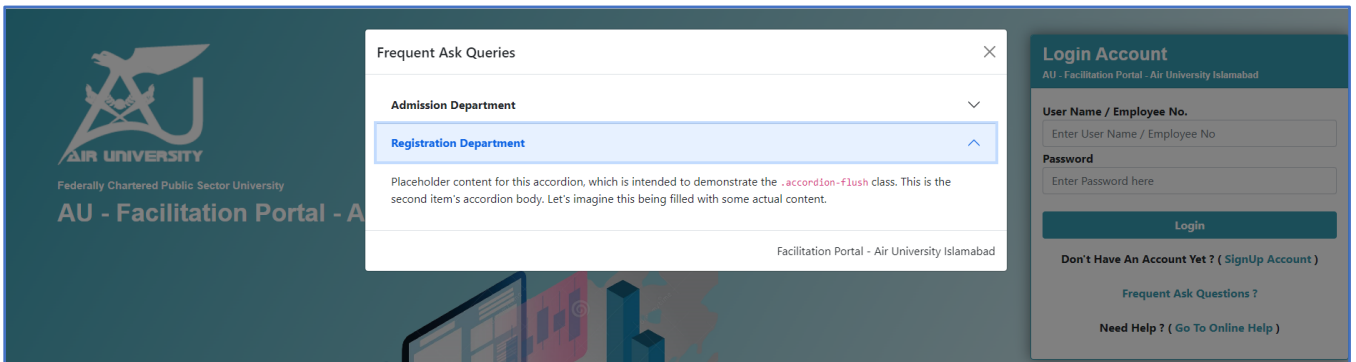


Figure 21

3.2 The outsider will click in **Signup** Button then registration page will open in new window in Figure 22. Some essential detail will provide the information like **Full name, Email, CNIC, Cell Number, City**. The Outsider can use **Email as User** and **CNIC as Password** and after successfully create of login account then User can put their **Email Address** and **Password** as shown in the figure 22.

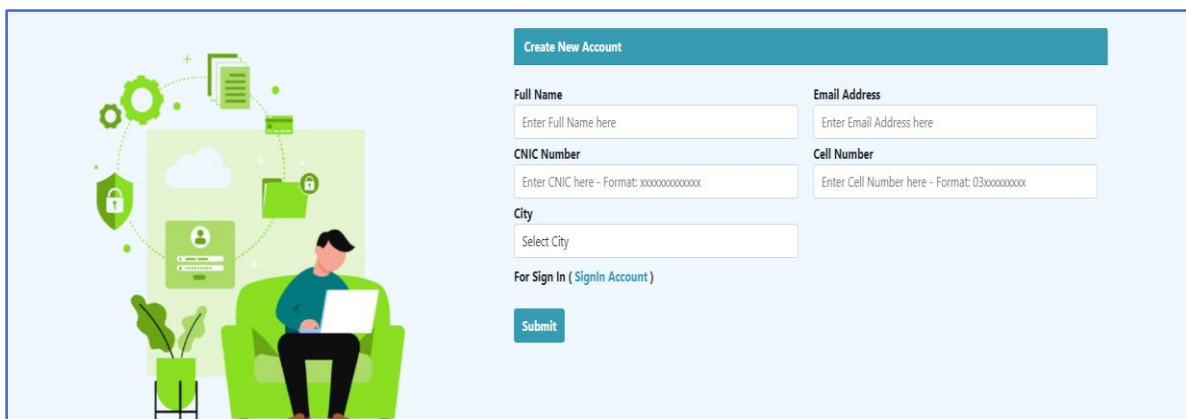


Figure 22

3.3 The outsider can see some essential detail of student profile and his queries will show in small sections as highlighted in **Figure 23**. The Student can see the list of **Pending Queries, Processing Queries and Completed Queries** in particular tabs.

The notifications option showing the number of pending queries and it will be updated whenever new query is added and user can initiate a new query, by click on the “**Add New Query**” button and input some essential details as shown in **Figure 23**.

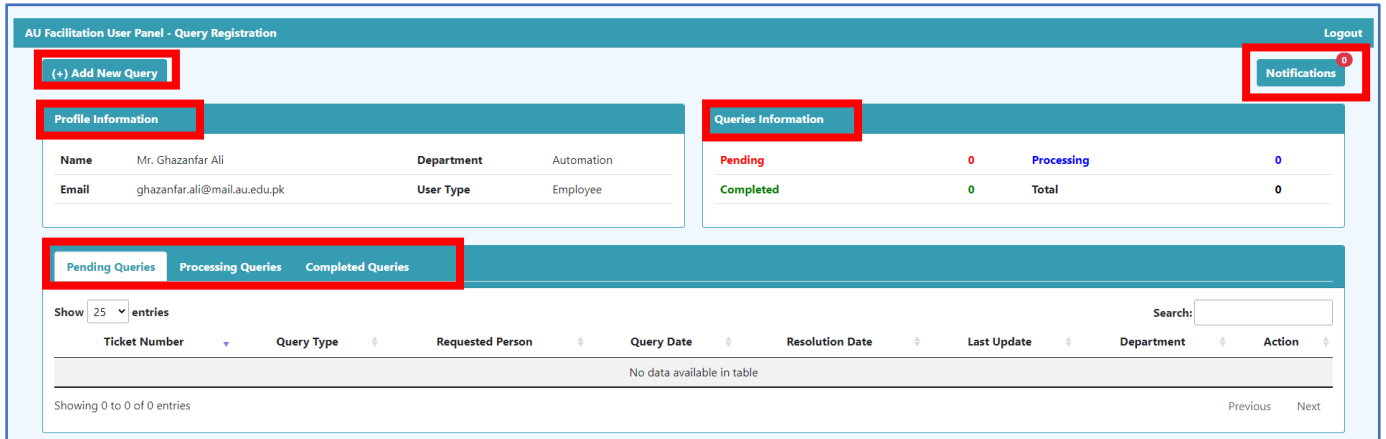


Figure 23

3.4 To add a new query, user will input the following essential information as shown in **Figure 24 and 25**

- Select the desired department from dropdown list.
- Select query type according the selected department from dropdown list.
- Input query description in detailed manners.
- Upload a file (Optional)
- Select Urgent option for urgent type of queries otherwise choose normal type.

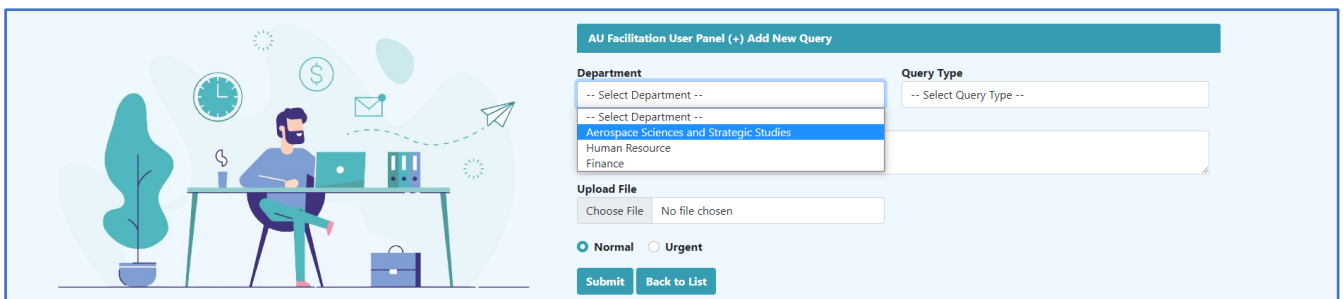


Figure 24

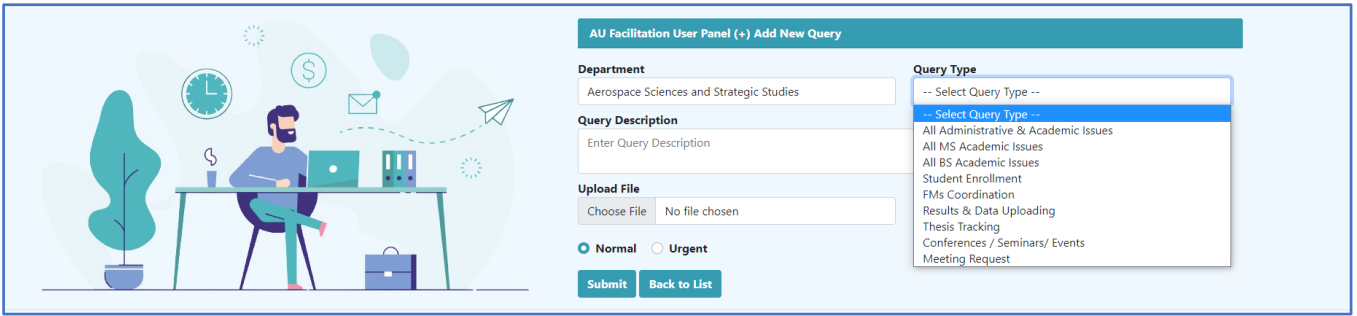


Figure 25

3.5 The user can see the list of submitted/new queries in Pending Queries tab and processing/completed queries in respective tab. Each query can view in detailed manner by clicking on eye button as shown in Figure 26.

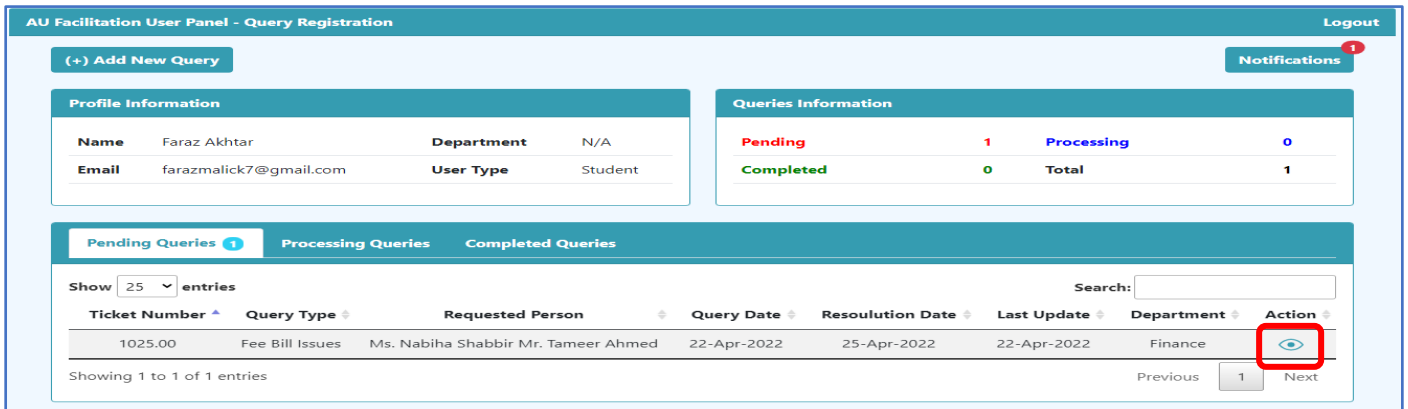


Figure 26

3.6 In query detail panel, user can view the current status and ticket number of particular query.

User can also make query extension or input some more detail regarding its query by simple click on ADD button. After adding, a new query thread will generate immediately and user can see the entire log of its particular query.

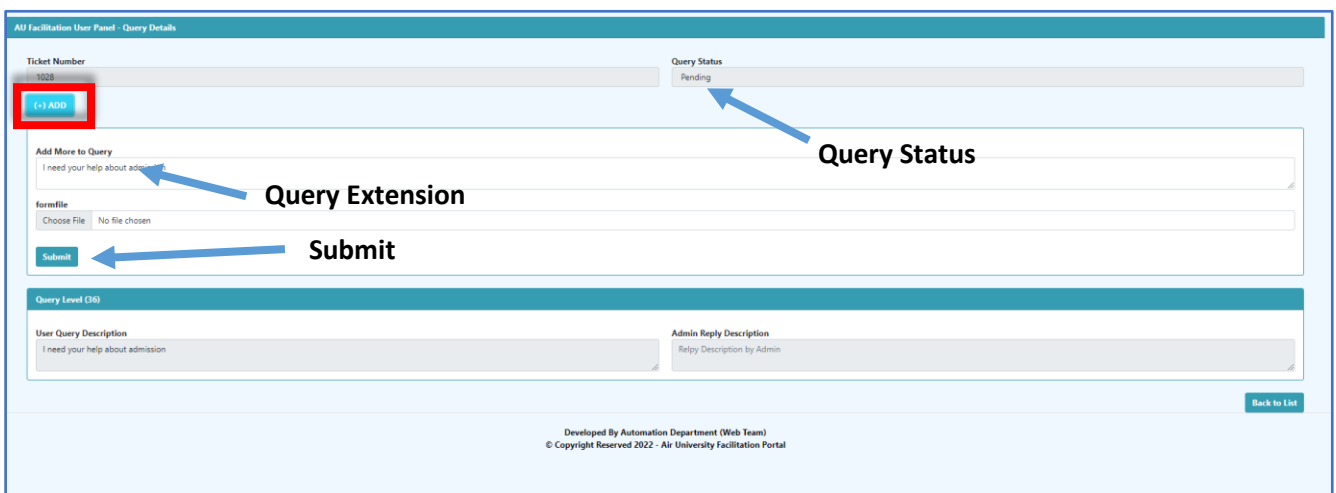


Figure 27

4. **AU QUERY HANDLER LOGIN:** The Query Handler can access the AU Facilitation Portal by visiting <https://portals.au.edu.pk/austaff> as well as <https://portals.au.edu.pk/aufp>. The employees can use AU-Staff portal credentials to make login for both screen as shown in Figure 1 and 2. If an employee has forgotten his password, then click on Forgot Password and provide essential information to set new password.

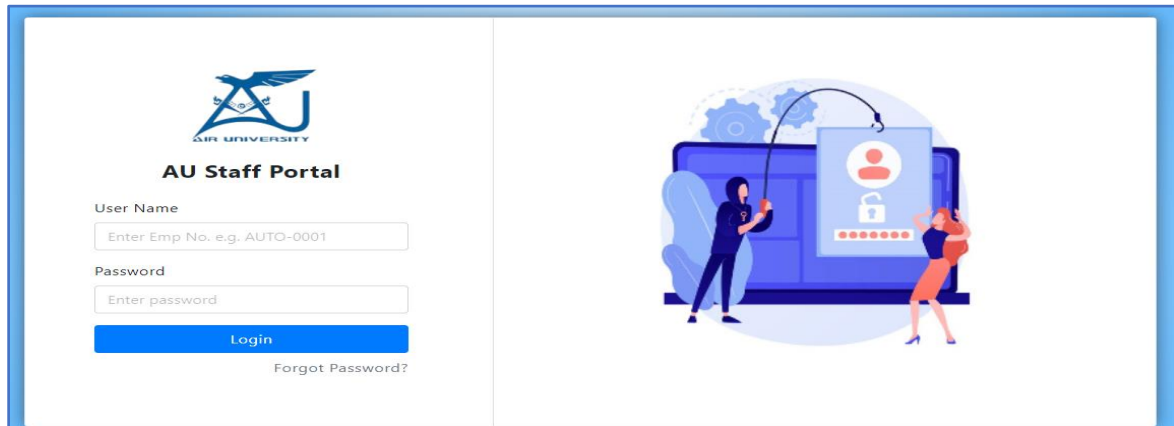


Figure 28

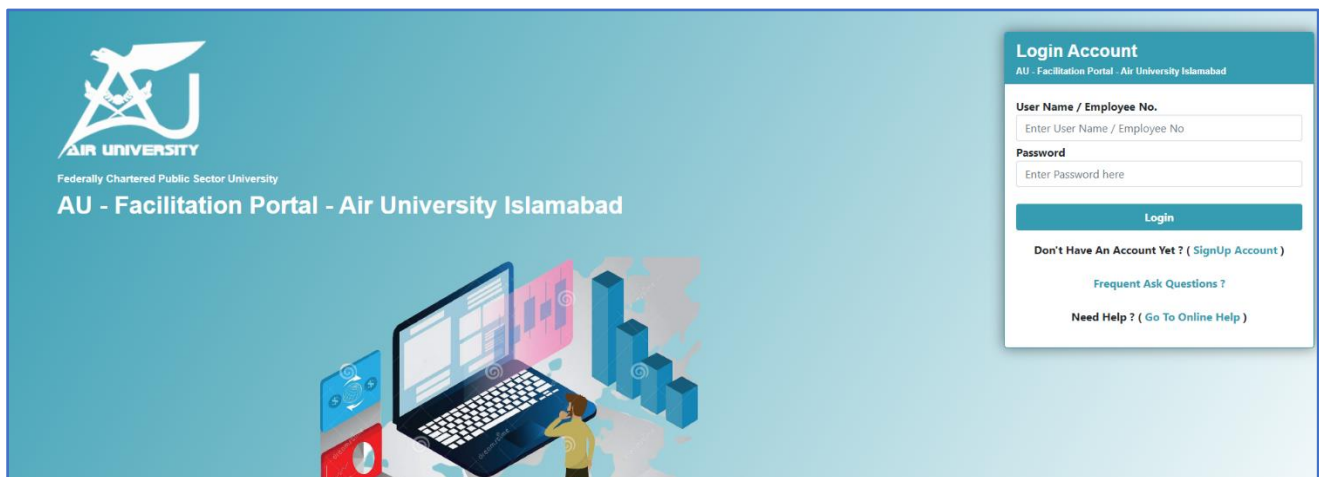


Figure 29

4.1 When user can successfully sign in then login in AU-Staff portal, employee can access the AU Facilitation Portal by using the link as mentioned on left side of Figure 30.

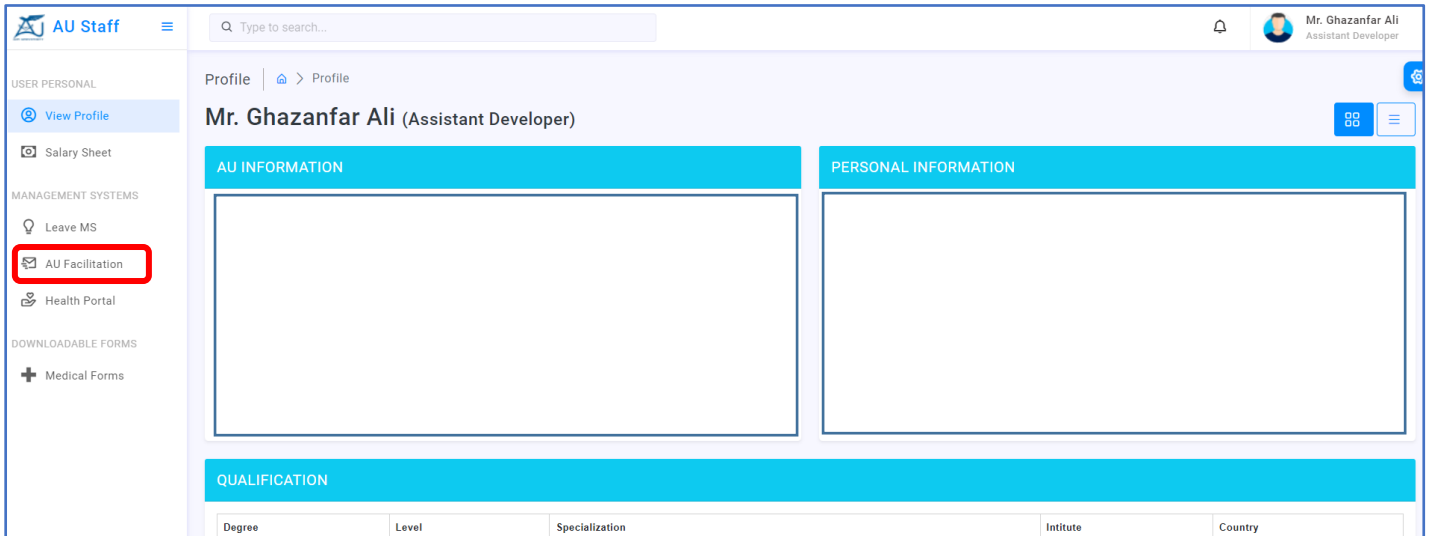


Figure 30

4.2 When user click on Facilitation then switching towards AU Facilitation Portal Dashboard will be shown, some essential detail of employee profile and his queries will show in small sections as highlighted. The Employee can see the list of **Pending Queries, Processing Queries and Completed Queries** in particular tabs.

The notifications option showing the number of pending queries and it will be updated whenever new query is added as shown on the right side of **Figure 31**. A user can initiate a new query, by click on the “**Add New Query**” button and input some essential details as shown in **Figure 31**.

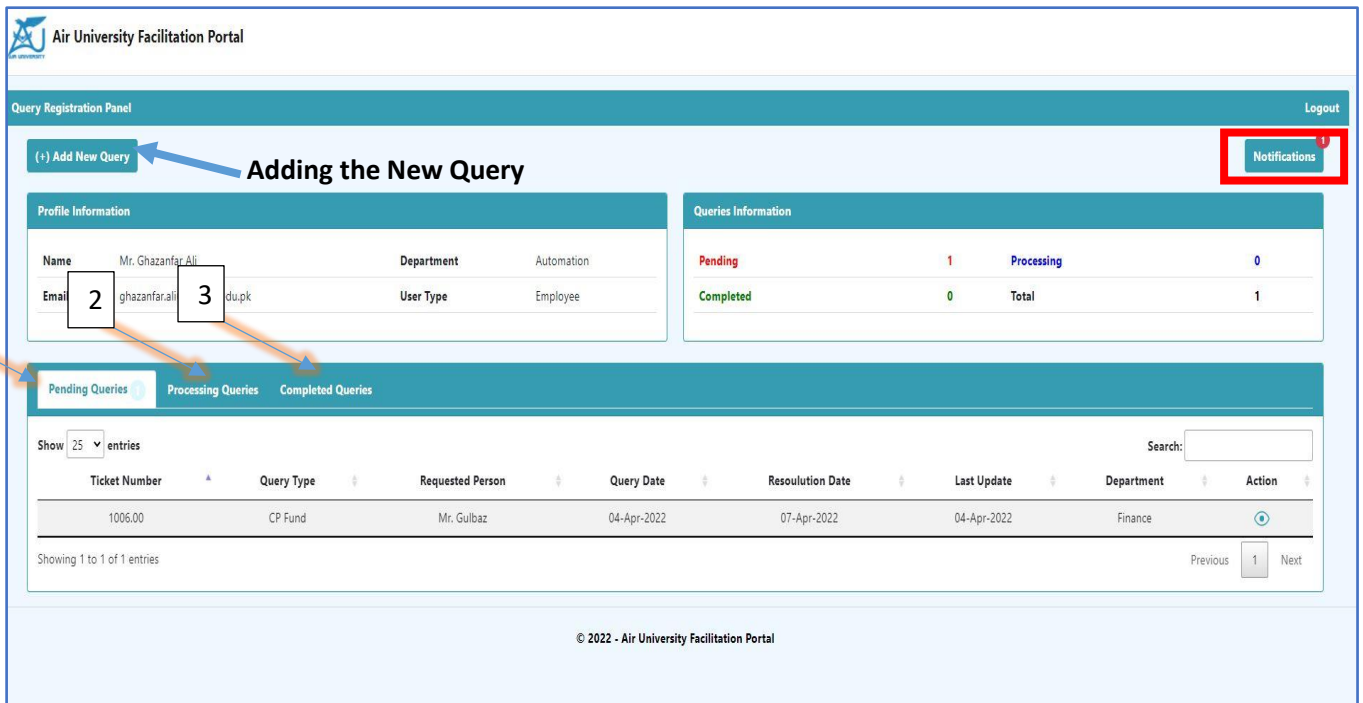


Figure 31

4.3 To add a new query, user will input the following essential information as shown in Figure 32 and 33

- Select the desired department from dropdown list.
- Select query type according the selected department from dropdown list.
- Input query description in detailed manners.
- Upload a file (Optional)
- Select Urgent option for urgent type of queries otherwise choose normal type.

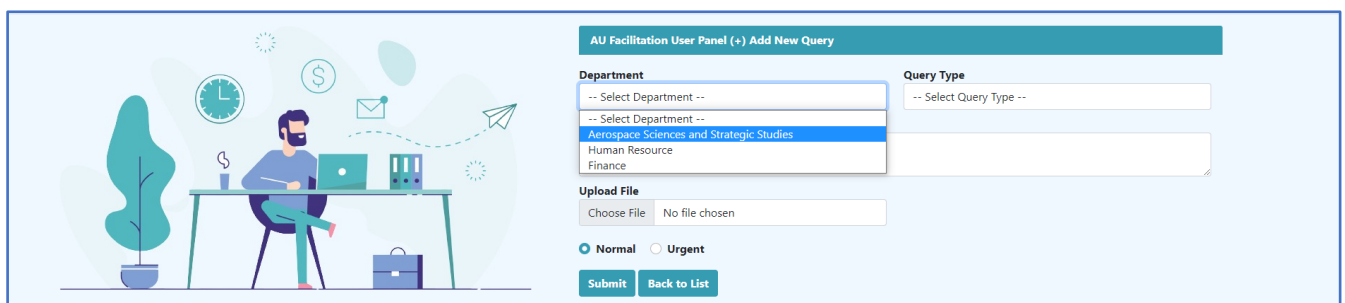


Figure 32

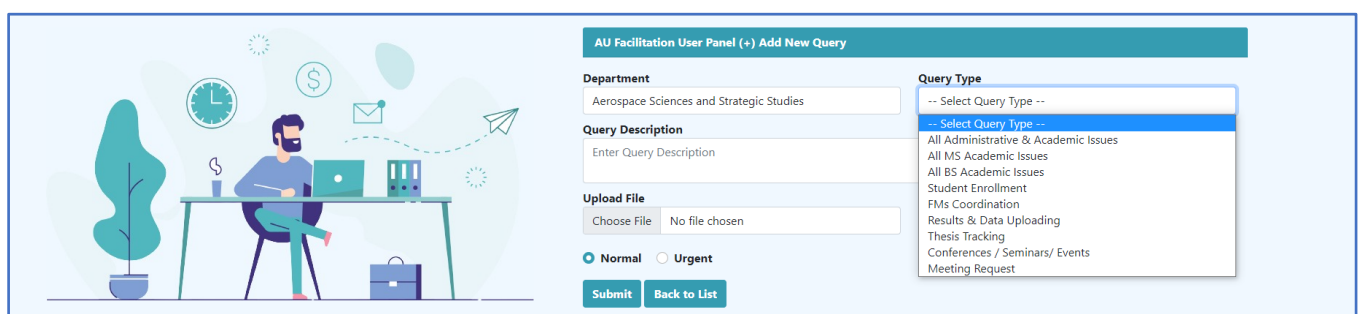


Figure 33

4.4. The user can see the list of submitted/new queries in Pending Queries tab and processing/completed queries in respective tab. Each query can view in detailed manner by clicking on eye button as shown in **Figure 34**.

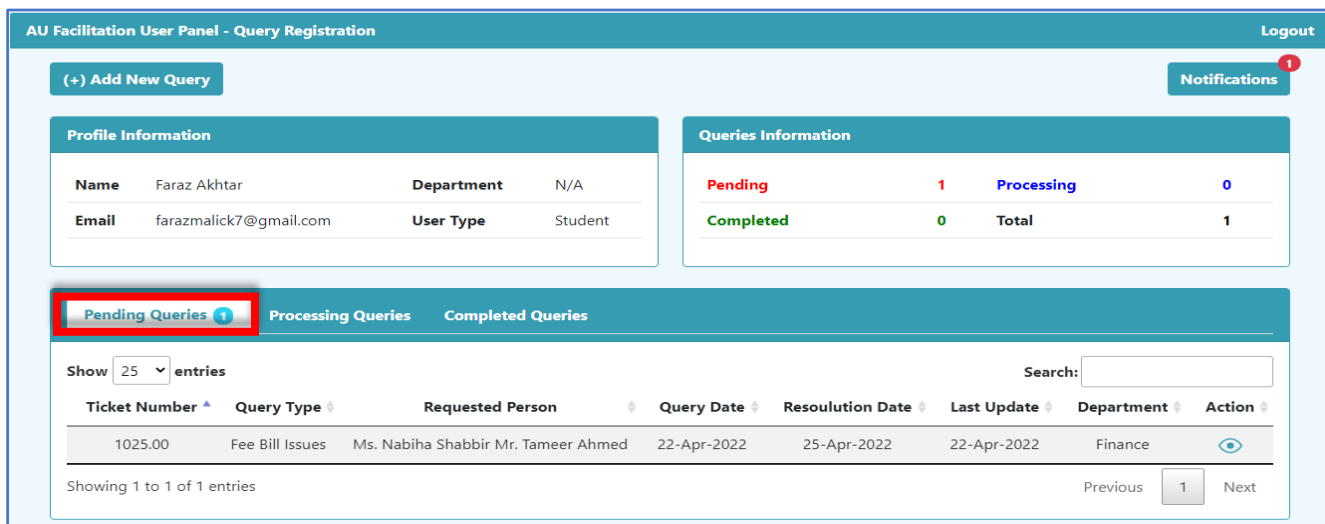


Figure 34

4.5 In query detail panel, user can view the current status and ticket number of particular query as well as the admin reply will be visible against query description.

User can also make query extension or input some more detail regarding its query by simple click on ADD button. After adding, a new query thread will generate immediately and user can see the entire log of its particular query.

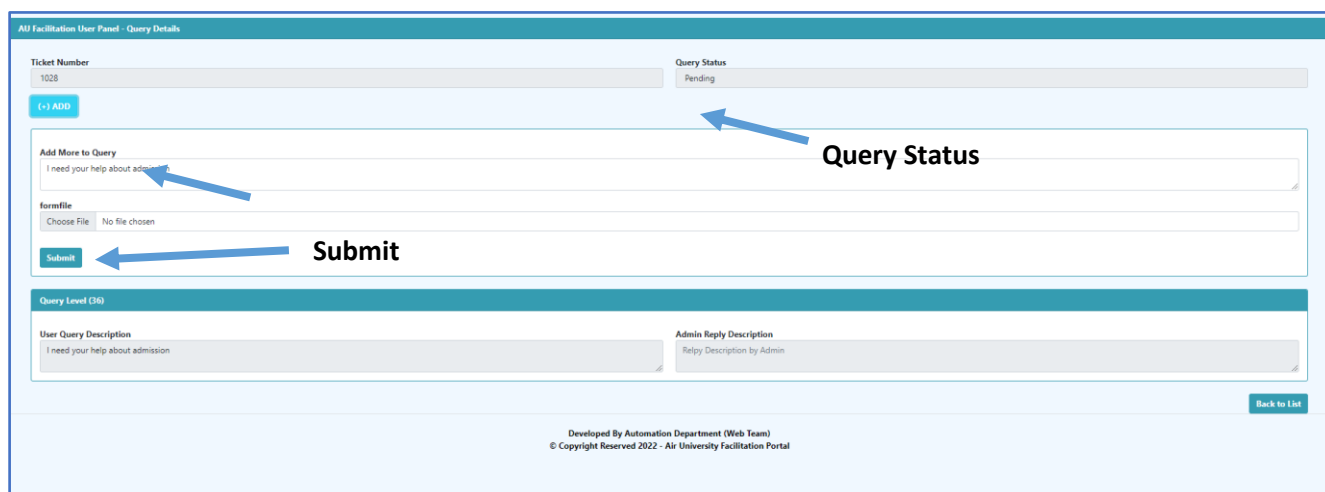


Figure 35

5. AU QUERY HANDLER FUNCTION: Each department has a Query handler that will handle the query received from *the Employees/ Student /Outsider* email as an alert. The query handler cannot see the report query report in form of a Graph as shown below in **Figure 36**

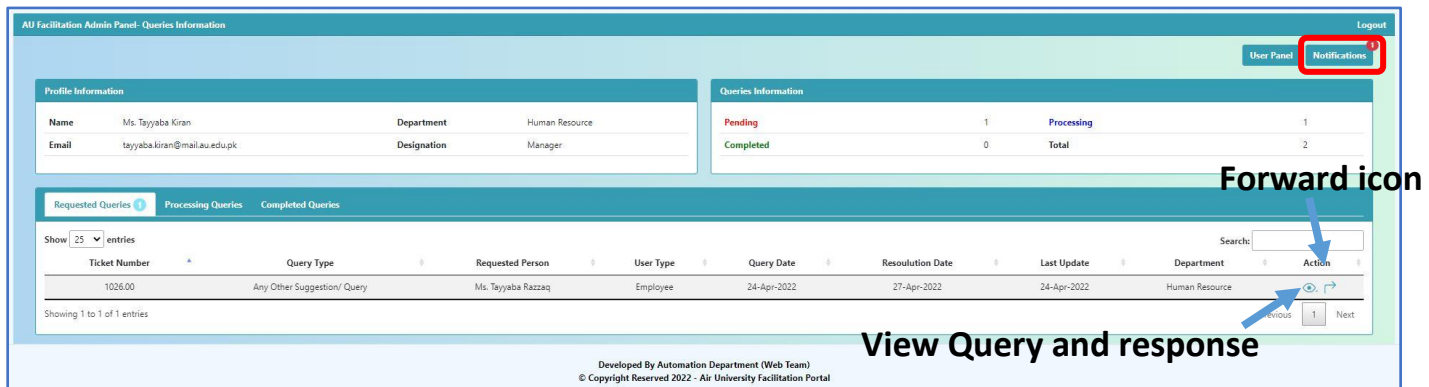


Figure 36

5.1 The Query Handler will click on the “**Eye Icon**” button to view the detail of the query applied from the **User side** and click on the “**Reply**” Button to respond to query application related to the query situation as shown in figure 36.

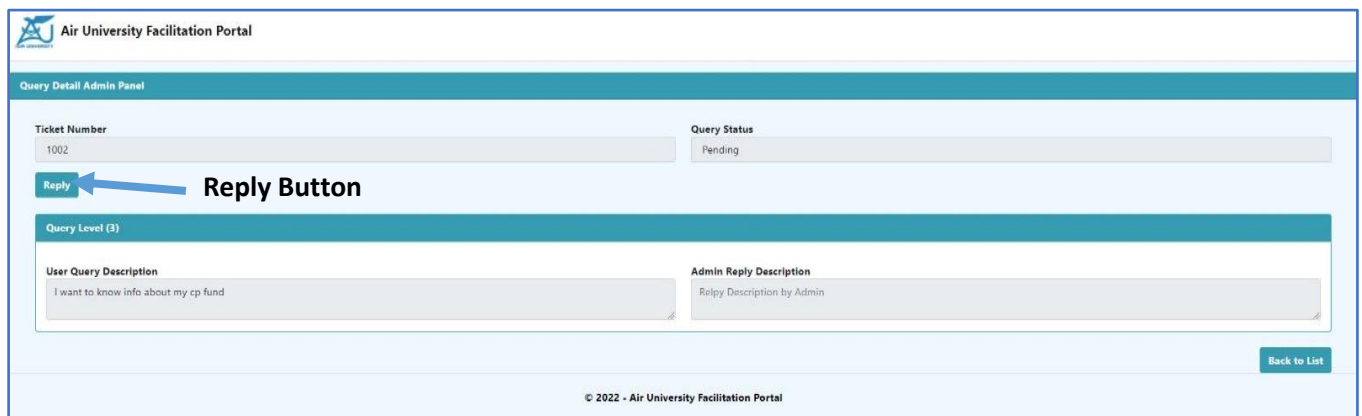


Figure 38

5.2 The Query Handler can respond to the reply in “Add Replay Description” section and select the “Query Status” of the query application and **upload file(optional)** then click on” **Submit**”.

There are three type of query status is:

- Pending Queries
- Processing Queries
- Completed Queries

The screenshot shows the 'Query Detail Admin Panel' interface. At the top, there are fields for 'Ticket Number' (1002) and 'Query Status' (Pending). Below this is a 'Reply' section containing three main components: a text input field labeled 'Add Reply Description' with a blue arrow pointing to it, a dropdown menu for 'Query Status' (currently set to 'Pending') with a blue arrow pointing to it, and an 'Upload File' section with a 'Choose File' button and the text 'No file chosen'. A green 'Submit' button is located at the bottom of the 'Reply' section, also indicated by a blue arrow. Below the 'Reply' section is a 'Query Level (3)' section with two text areas: 'User Query Description' (containing 'I want to know info about my cp fund') and 'Admin Reply Description' (containing 'Reply Description by Admin'). A 'Back to List' button is in the bottom right corner. The footer contains the text '© 2022 - Air University Facilitation Portal'.

Figure 39

6. SUPER ADMIN USER(Controller)

6.1 The Super Admin can access the AU Facilitation Portal by visiting <https://portals.au.edu.pk/austaff> as well as <https://portals.au.edu.pk/aufp>. The Super Admin can use AU-Staff portal credentials to make login for both screen as shown in Figure 40 and 41. If an employee has forgotten his password, then click on Forgot Password and provide essential information to set new password.

The screenshot shows the 'AU Staff Portal' login page. On the left, there is the Air University logo and the text 'AU Staff Portal'. Below this is a login form with two input fields: 'User Name' (with a placeholder 'Enter Emp No. e.g. AUTO-0001') and 'Password' (with a placeholder 'Enter password'). A blue 'Login' button is positioned below the password field, and a link for 'Forgot Password?' is located below the button. On the right side of the page, there is an illustration of a person standing next to a large screen displaying a user profile and a lock icon, with another person standing nearby.

Figure 40

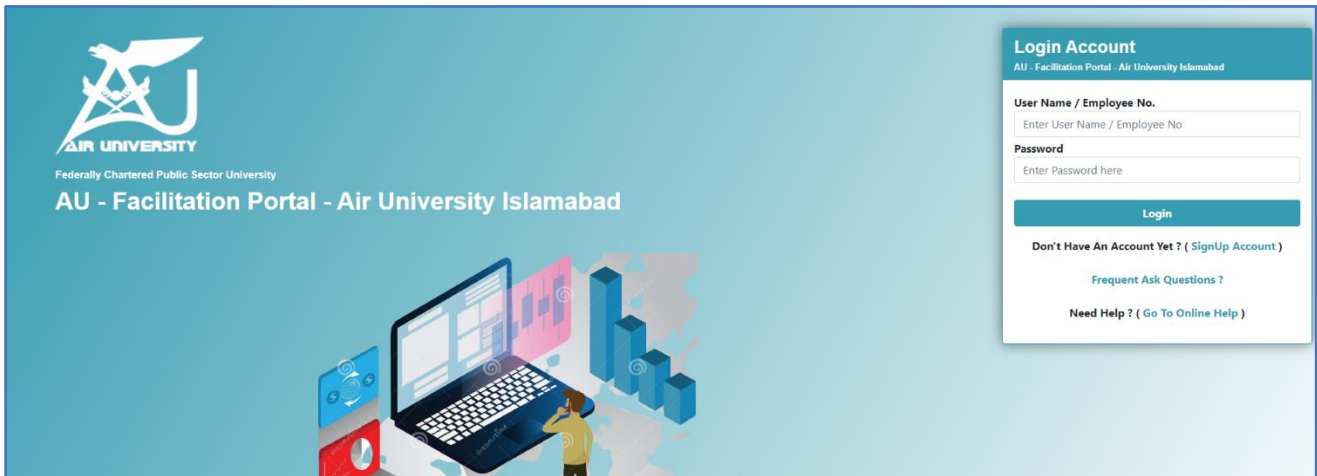


Figure 41

6.2 After login in AU-Staff portal, the Super Admin can access the AU Facilitation Portal by using the link as mentioned on left side of Figure 42.

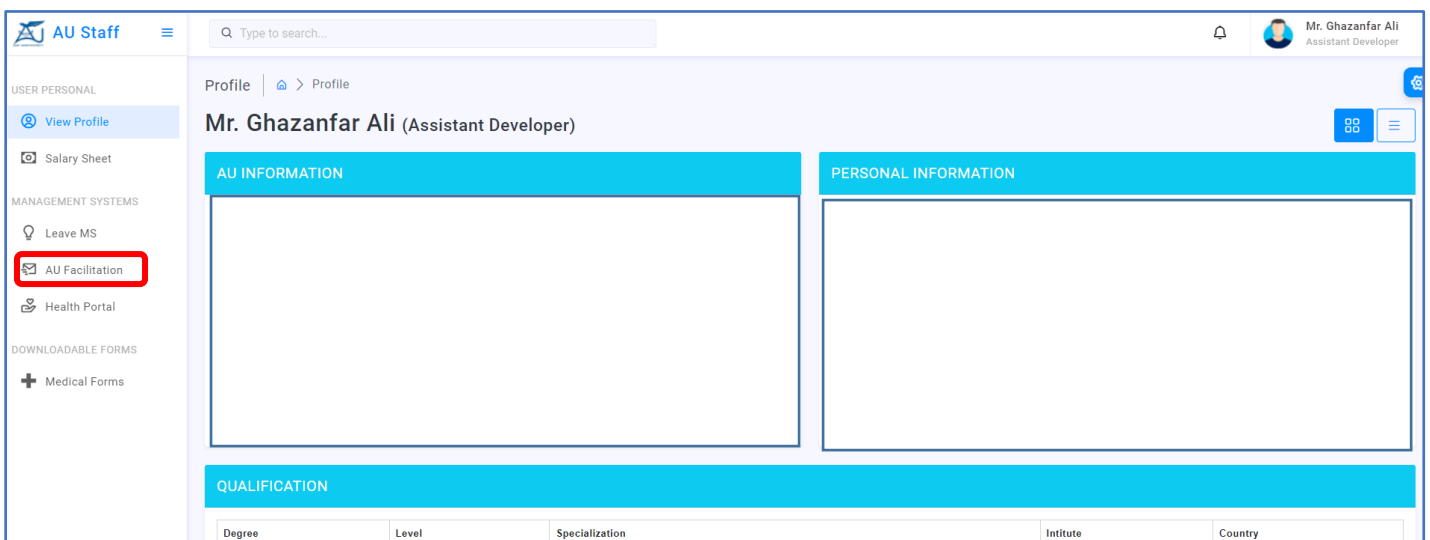


Figure 42

6.3 After switching towards AU Facilitation Portal, some essential detail of employee profile and his queries will show in small sections as highlighted in **Figure 43**. User can see the list of **Pending Queries, Processing Queries and Completed Queries** in particular tabs.

The notifications option showing the number of pending queries and it will be updated whenever new query is added as shown on the right side of Figure 43. A user can initiate a new query, by click on the “**Add New Query**” button and input some essential details as shown in Figure 43.

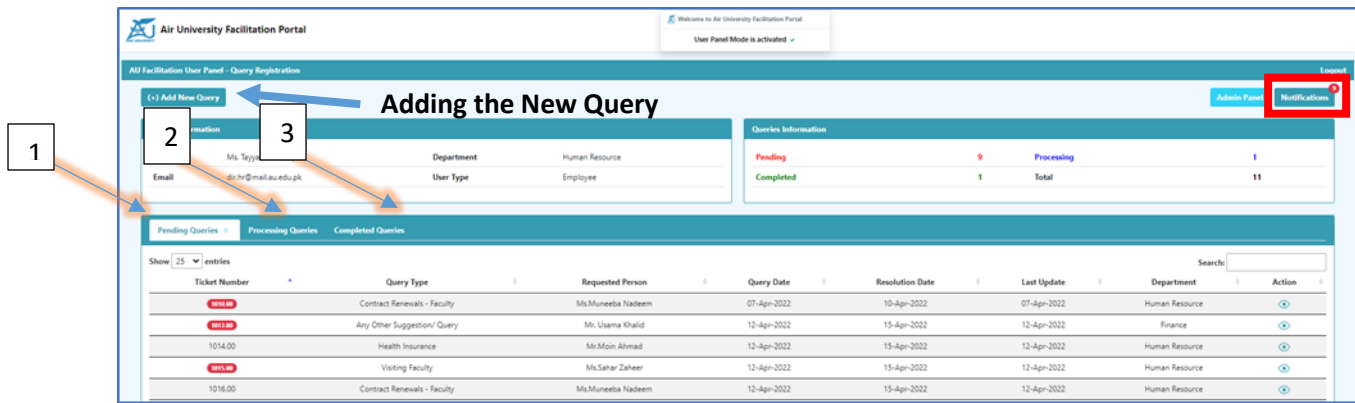


Figure 43

6.4 To add a new query, Super Admin can input the following essential information as shown in Figure 44 and 45

- Select the desired department from dropdown list.
- Select query type according the selected department from dropdown list.
- Input query description in detailed manners.
- Upload a file (Optional)
- Select Urgent option for urgent type of queries otherwise choose normal type.

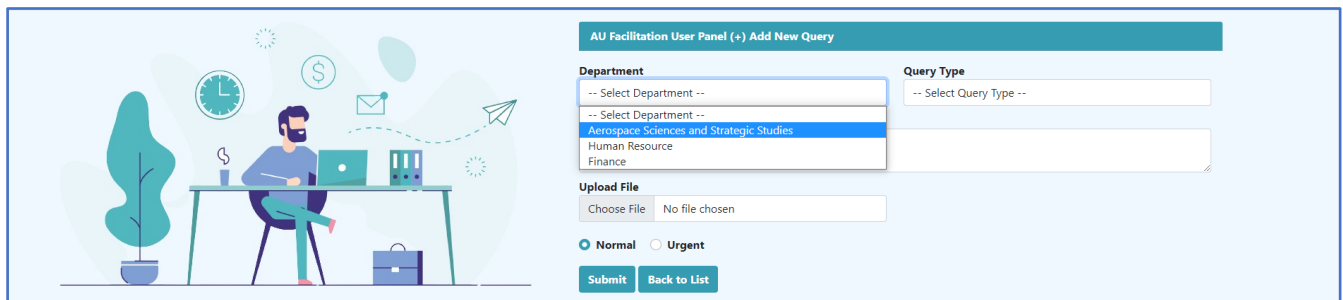


Figure 44

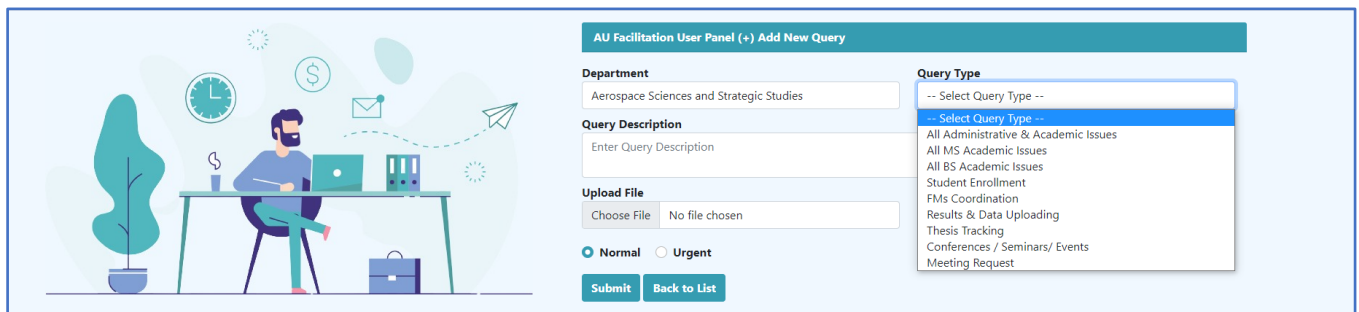


Figure 45

6.5 The user can see the list of submitted/new queries in Pending Queries tab and processing/completed queries in respective tab. Each query can view in detailed manner by clicking on eye button as shown in Figure 46.

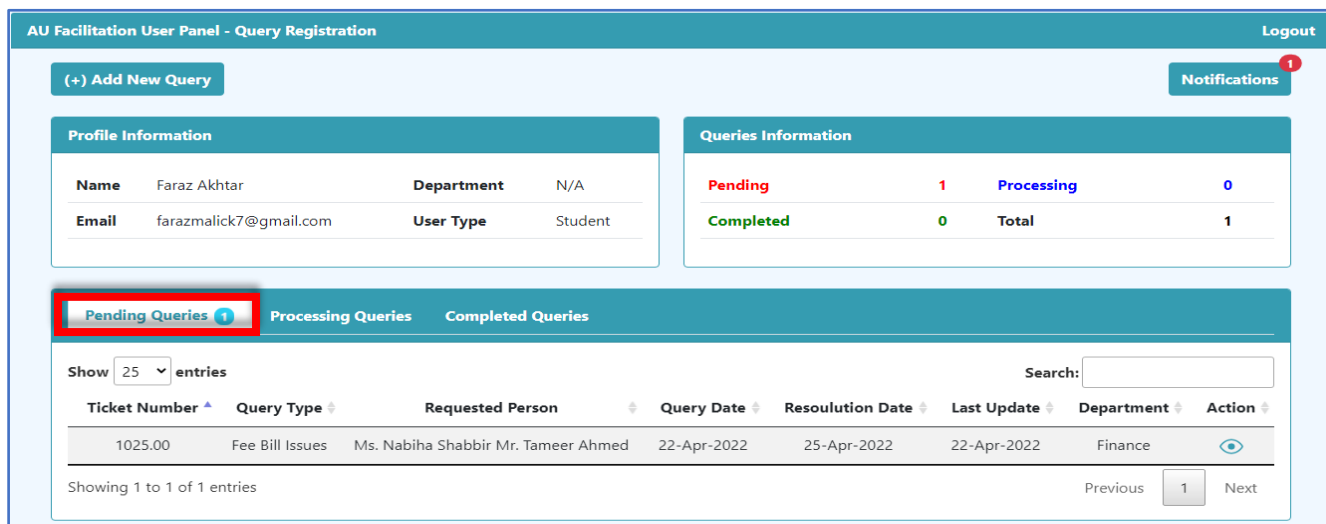


Figure 46

6.6 In query detail panel, user can view the current status and ticket number of particular query as well as the admin reply will be visible against query description.

User can also make query extension or input some more detail regarding its query by simple click on **ADD** button. After adding, a new query thread will generate immediately and user can see the entire log of its particular query.

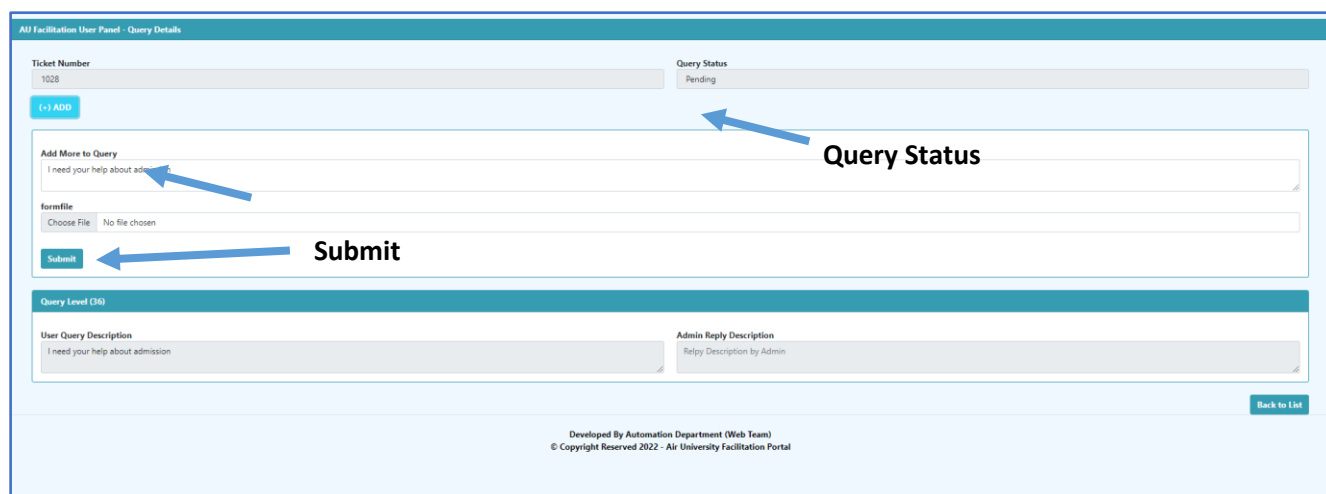


Figure 47

6.7 The Super Admin can see the reports about the Query of the Department in form of graphics like **Static**, **Pie**, **Bar Chart**. as shown below in **Figure 42**.

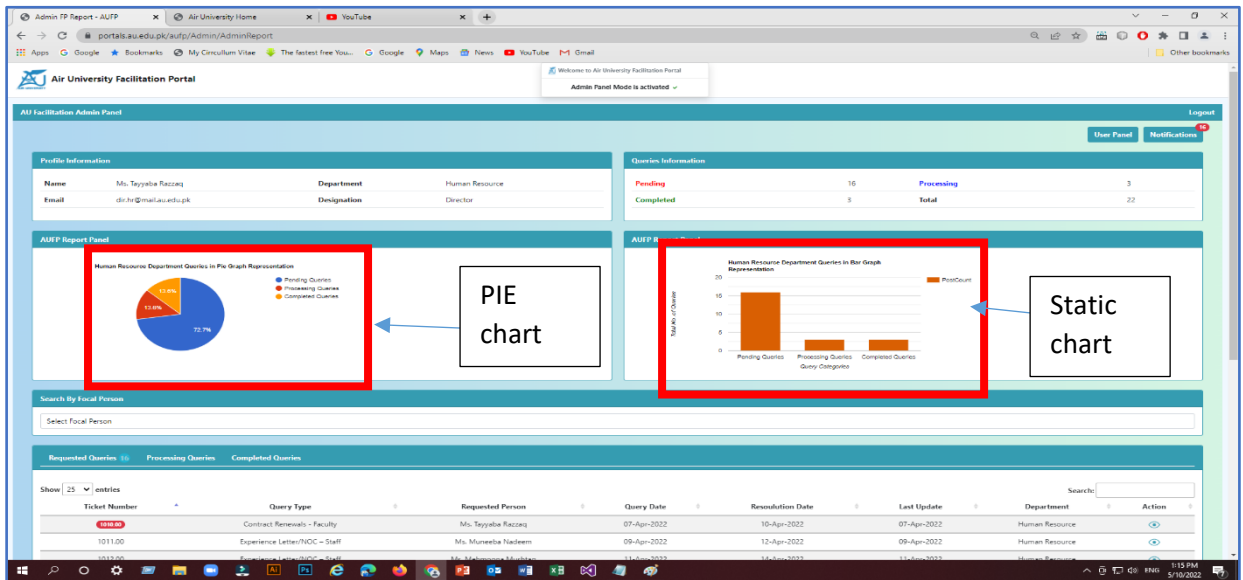


Figure 48

6.8 All the “**Pending, Processing, Completed queries for Approval**” are in the listed form that focuses the attention of the Manager that these applications need some action as show in **Figure 49**.

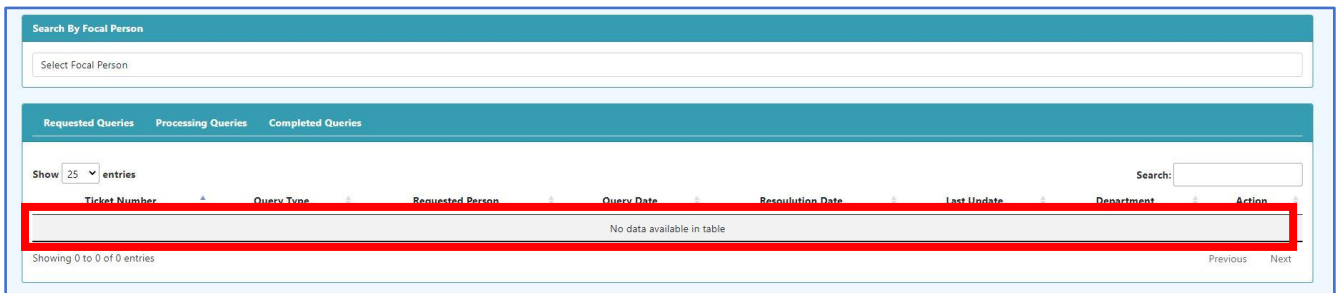


Figure 49

6.9 The Super Admin will only receive the “**Meeting Required**” query application from **Outsider, Employee, Student**. This type of query will only receive by director as email alert and only seen by director as shown in *Figure 44*.

The screenshot displays a web interface for managing queries. At the top, there is a section titled "Search By Focal Person" with a text input field labeled "Select Focal Person". Below this, there are three tabs: "Requested Queries", "Processing Queries", and "Completed Queries". The "Requested Queries" tab is active. On the left, there is a "Show" dropdown menu set to "25" and the text "entries". On the right, there is a "Search:" label followed by a text input field. Below these elements is a table with the following columns: "Ticket Number", "Query Type", "Requested Person", "Query Date", "Resolution Date", "Last Update", "Department", and "Action". The table body is empty, displaying the message "No data available in table". At the bottom left, it says "Showing 0 to 0 of 0 entries", and at the bottom right, there are "Previous" and "Next" navigation links.

Figure 50