



USER MANUAL

PUERTO GALERA NATIONAL HIGH SCHOOL
STUDENT SERVICES SYSTEM

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PUERTO GALERA NATIONAL HIGH SCHOOL STUDENT SERVICES SYSTEM

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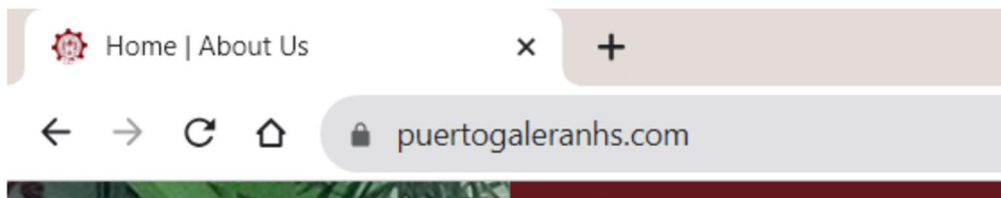
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STUDENT MANUAL

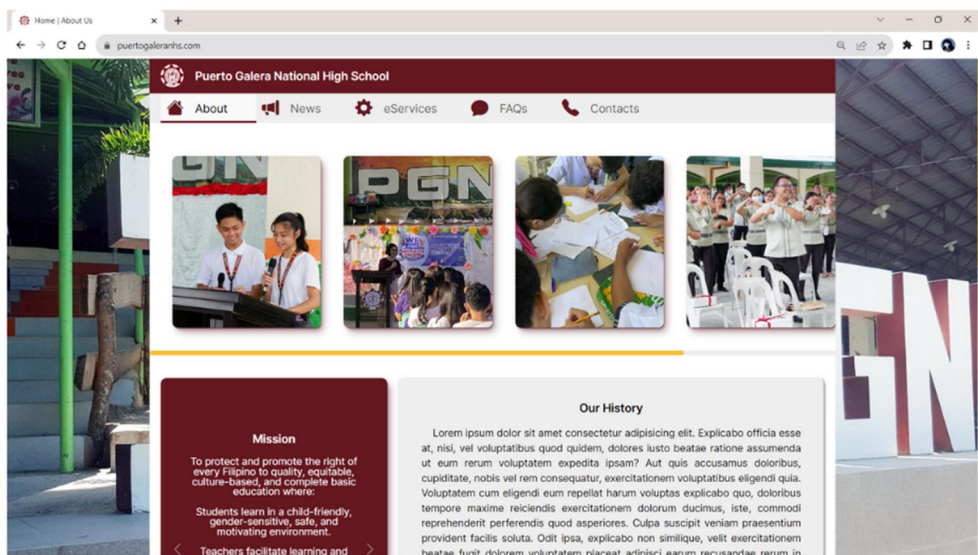
PUERTO GALERA NATIONAL HIGH SCHOOL STUDENT SERVICES SYSTEM

Desktop

1. Go to your browser and type puertogaleranhs.com

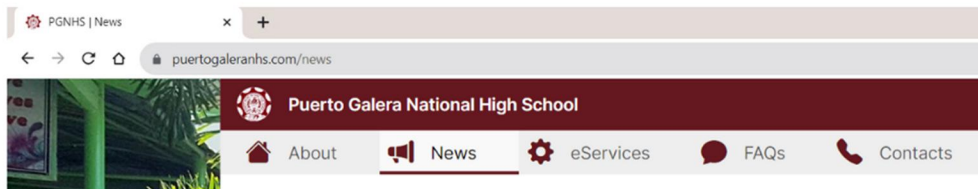


2. This landing page serves as the “Home” and “About” page of the website.

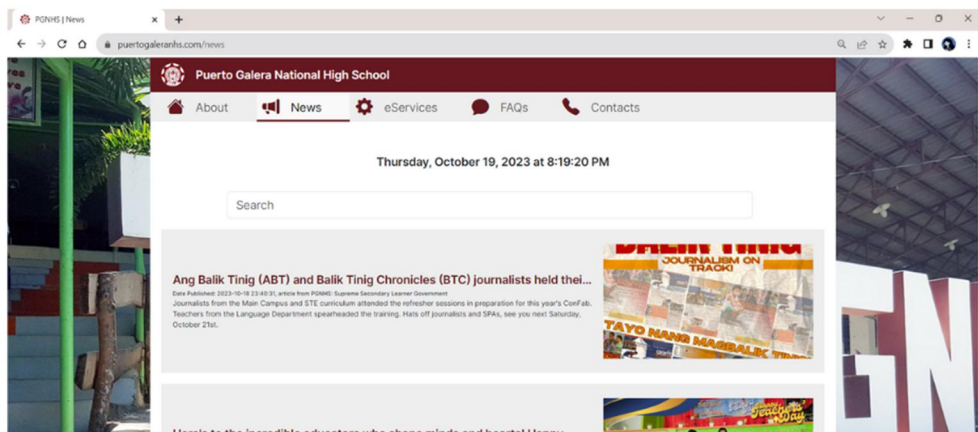


School News

1. Navigate to “News” to view information uploaded by the school.



2. This page has two parts: the search container and the news feed.

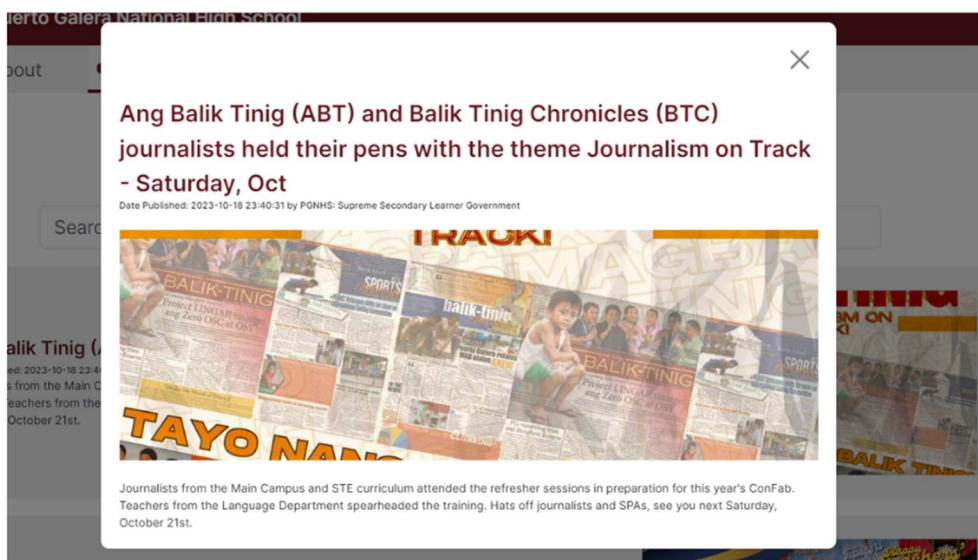


3. Type in the search box to filter news.

4. Click on the headline to view more information about the news.

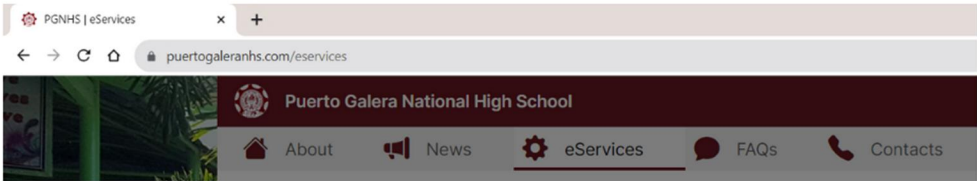


5. A modal will appear containing the headline, thumbnail, body, date posted, and author.

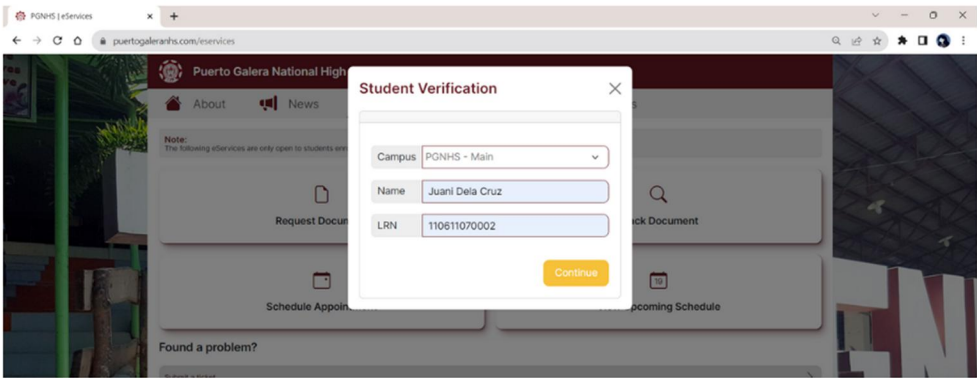


eServices offered

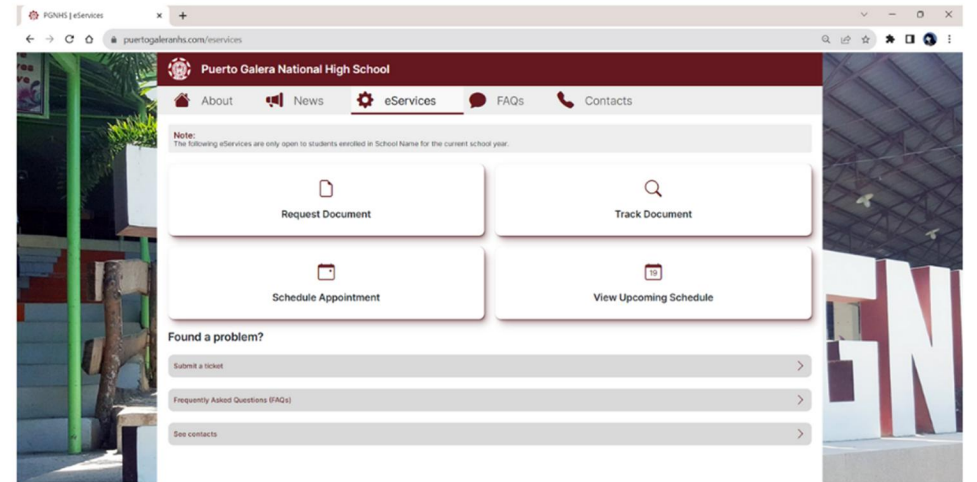
1. Navigate to eServices to view offers.



2. This page requires authentication to proceed. Make sure to put correct information.

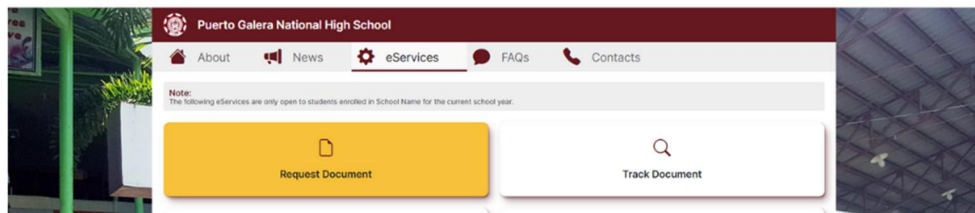


3. After authentication, different eServices can be accessed such as Request Document, Track Document, Schedule Appointment, and View Appointment Schedule.



eServices: Request of Document

1. Click “Request Document” to trigger the request form.



2. The request form has three parts: Personal Information, Contact Details, Document Information.

Request document

Personal Information

Name

Campus

Grade Level

Section

Learning Reference Number (LRN)

Contact Details

Email

Contact Number (optional)

Document Information

Choose the document you want to request below.

What is your reason for requesting this document?

120/120

Verify your number to let us know it's you:

3. Student Information section will require name, campus, grade level, section, and learning reference number (LRN).

4. Contact Details section will require an active email and an optional mobile number. Make sure that the email inputted is accessible as it will be verified at the end of the form.

5. Document Information section will require a document type, reason, and an OTP.

Note: The button to send an OTP will only be clickable after all required fields are filled. Similarly, the submit button will only be clickable once the OTP is entered.

6. Once the “send OTP” is clicked, this message will appear. Navigate to your email inbox and spam folder to access the OTP.

The screenshot shows a web form with two main sections. On the left, under the heading "Learning Reference Number (LRN)", there is a text input field containing the value "110611070002". On the right, under the heading "Verify your email to let us know it's you:", there is a text input field labeled "Enter code" and a button labeled "Resend Code". Below these sections is a green message box that says "An OTP is sent to your email." At the bottom right of the form is a yellow "Submit" button. The footer of the page reads "Puerto Gallera National High School".

7. After verifying the OTP and the system validated the inputs. This message will display.

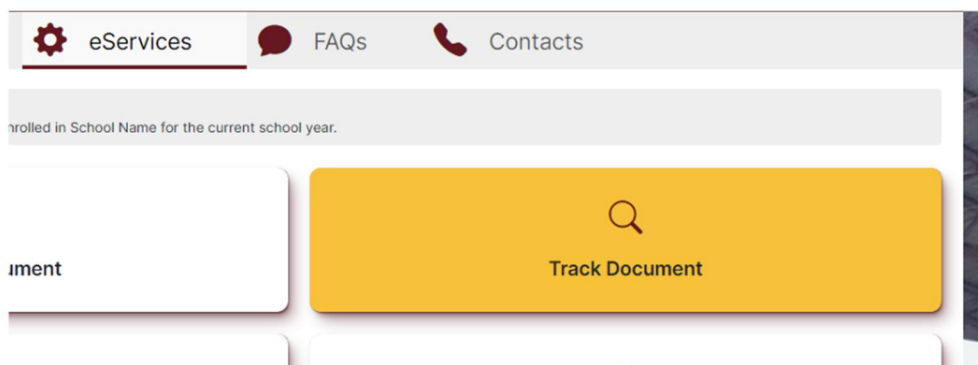
This screenshot shows the same registration form as before, but with a green message box at the top that says "Request sent successfully." The "Enter code" input field is now empty, and the "Resend Code" button is still present. The yellow "Submit" button remains at the bottom right. The footer still reads "Puerto Gallera National High School".

8. The “tracking number” can be seen from the confirmation email that will be sent after submitting the form.

The screenshot shows an email interface. The subject line is "Registration Form Document Request" followed by an "Inbox x" button. The email is from "PGNHS Student Services <pgnhs.student.services@gmail.com>" and is addressed "to me". The body of the email contains the text: "Request has been sent successfully." followed by "Please patiently wait for an email from us to let you know if your request is approved." and "Here is your tracking number: 0C97F807-A576-44A6".

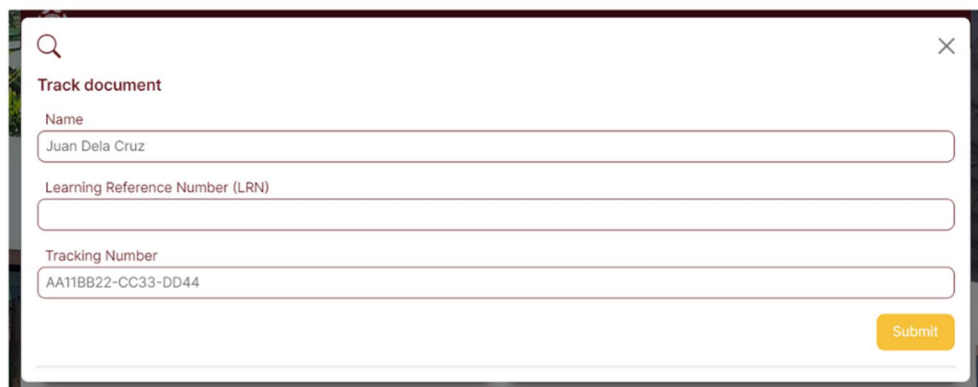
eServices: Tracking of Document

1. Click “Track Document” in the eServices page.



The screenshot shows the top navigation bar of the eServices page. It includes links for 'eServices' (with a gear icon), 'FAQs' (with a speech bubble icon), and 'Contacts' (with a phone icon). Below the navigation bar, there is a search bar with a magnifying glass icon and a yellow button labeled 'Track Document'. The search bar contains the text 'ment'.

2. Upon click, this dialogue will display. This will require name, LRN, and tracking number.



The screenshot shows a dialog box titled 'Track document' with a close button (X) in the top right corner. The dialog box contains three input fields: 'Name' with the value 'Juan Dela Cruz', 'Learning Reference Number (LRN)' which is empty, and 'Tracking Number' with the value 'AA11BB22-CC33-DD44'. A yellow 'Submit' button is located at the bottom right of the dialog box.

Note: The tracking number is sent to you in your confirmation email. Use this to track the status of your document via this website.

Question: Do I need to constantly check the website to know the status of my document request?

Answer: No. Even without visiting the website, the system's emailing system will automatically send you updates about its changes. Make sure to turn on your notification to not miss your pick-up date.

3. Completing the tracking form will display this modal. that has three categories: Pending, Completed, and Rejected. Details about the tracked document will also be displayed.

Track document

Pending (3)Completed (0)Rejected (0)

For Approval

Processing

For Pick-up

Document Type: Registration Form

Name: Juani Dela Cruz

LRN: 110611070002

Date Requested: Thu, 19 Oct 2023 09:17:14 GMT

Estimated Availability: Thu, 19 Oct 2023 09:17:14 GMT

Other pending documents:

eServices: Appointment Schedule Request

1. Click on “Schedule Appointment” in the eServices page.

Schedule Appointment

2. This will trigger the appointment request form that has four parts.: Appointment Scheduler, Personal Information, Appointment Office, and Verification.

3. The calendar on the top left of the form displays the dates with reservations. Use this as reference in choosing the request date.

<>October 2023week day

15 Sun	16 Mon	17 Tue	18 Wed	19 Thu	20 Fri	21 Sat
		Reserved	Reserved	Reserved	Reserved	Reserved
		Reserved	Reserved	Reserved	Reserved	Reserved
		Reserved	Reserved	Reserved	Reserved	Reserved

Personal Information

Name

Juan Dela Cruz

Learner's Reference Number (L)

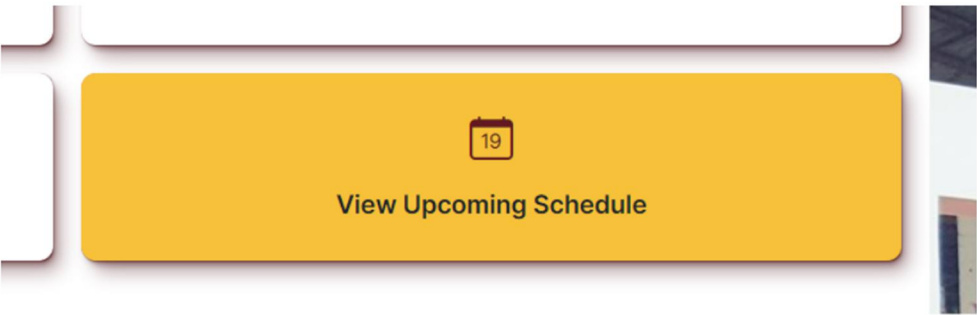
000000000000

4. Upon submission, a confirmation email will be sent.

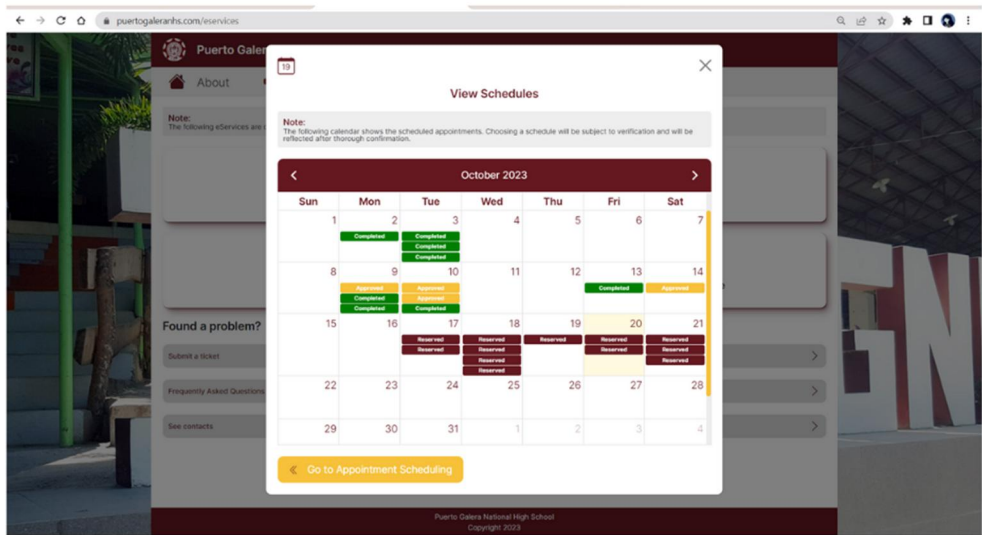
Note: The schedule that you chose is subject to change upon review of the office heads. Make sure to wait for the final schedule that will be emailed to you.

eServices: View Appointment Schedule

1. Click on “View Upcoming Schedule” to see all scheduled appointments.

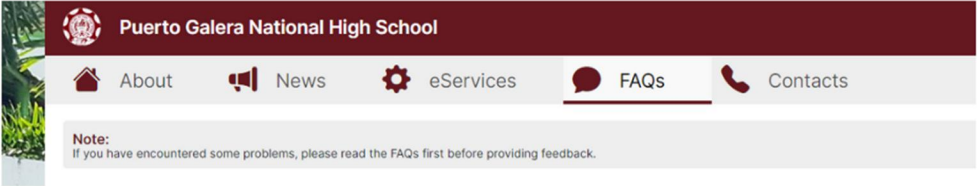


2. This will open the calendar with dates “Approved”, “Reserved”, and “Completed.”

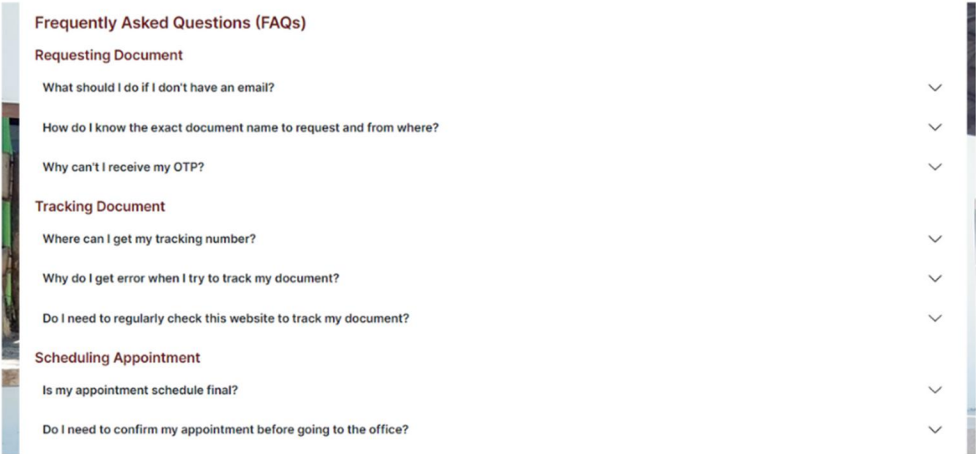


FAQs and Feedback

1. Navigate to FAQs in top bar.



2. The FAQs have three sections: Requesting Document, Tracking Document, and Scheduling Appointment. Click on the questions to see its answers.

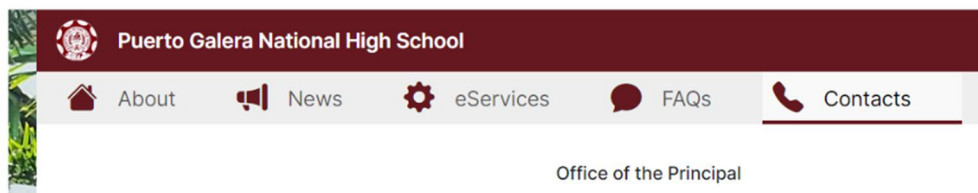


3. Below the FAQs is the feedback form. Use this to send website tickets or feedbacks.

The screenshot shows a feedback form on a website. At the top, there is a dark red banner with the text: 'Haven't found what you're looking for? Try giving us feedback.' Below this, the form consists of several input fields: 'Name', 'Email', 'Contact Number', and 'LRN'. The 'Message ...' field is a larger text area. At the bottom right of the form, there is a yellow 'Submit' button. In the bottom right corner of the form area, the text '200/200' is visible.

School Contacts

1. Navigate to Contacts in the top bar.



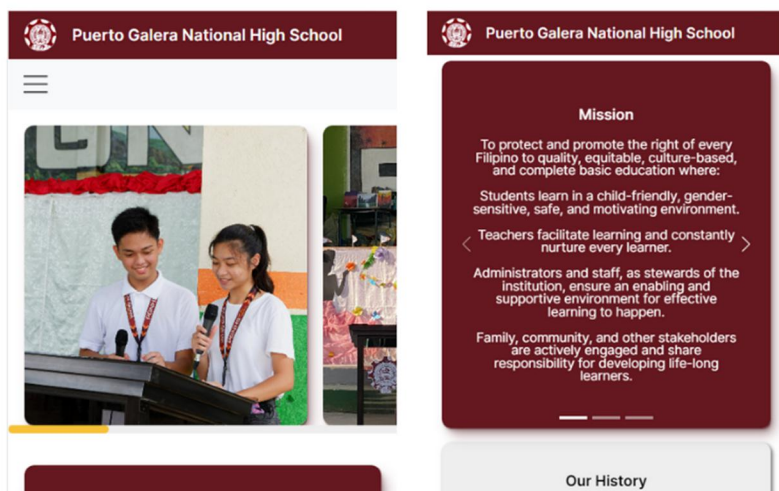
Use this page to view contact numbers and emails of different offices. Make sure to only send them message with urgent matters.

Mobile

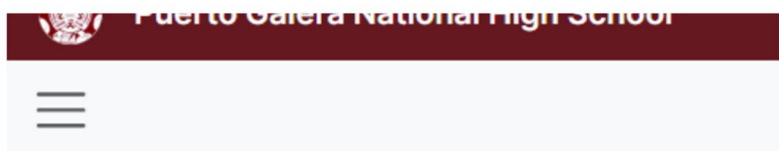
This section contains the interface for mobile browsers. The functions of the website will remain the same.

Landing Page

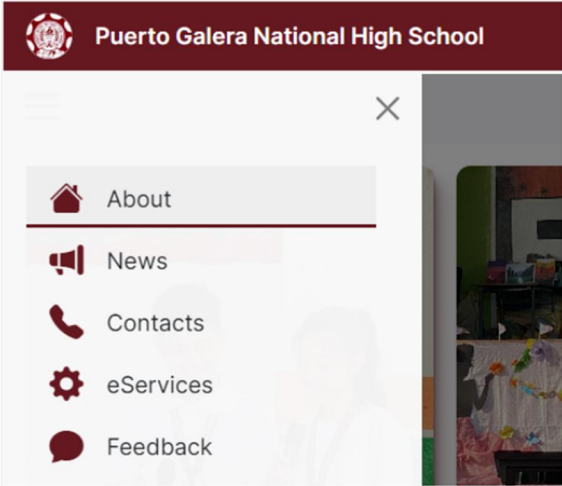
1. This page will be the “Home” and “About” page of the website.



2. The navigation panel at top of the screen is moved on the burger menu or the three horizontal lines. Click on it to view other pages.

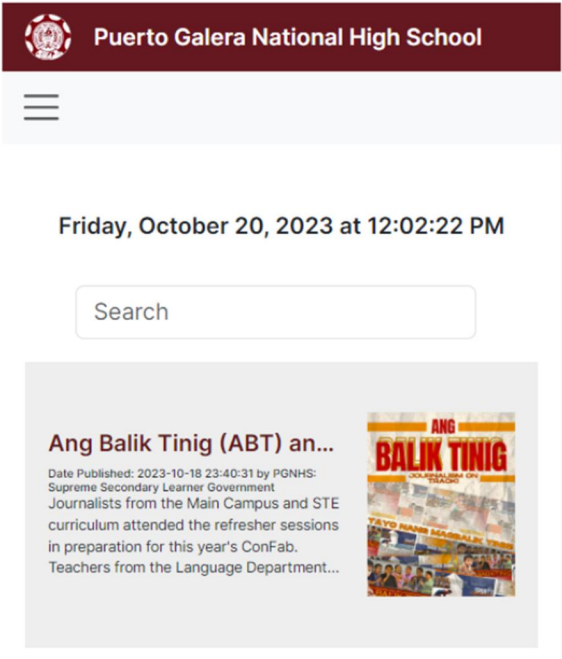


3. Clicking the burger menu will open this sidebar. Use this to navigate to all pages.



School News

1. News page will look like this. It has the search bar to filter news and the news feed.





2. Click on the headline to view article information.



Ang Balik Tinig (ABT) and Balik Tinig Chronicles (BTC) journalists held their pens with the theme Journalism on Track - Saturday, Oct

Date Published: 2023-10-18 23:40:31 by PGNHS: Supreme Secondary Learner Government





Journalists from the Main Campus and STE curriculum attended the refresher sessions in preparation for this year's ConFab. Teachers from the Language Department spearheaded the training. Hats off journalists and SPAs, see you next Saturday, October 21st.

our lives, shaping futures one lesson at a...


eServices


1. Upon login in eServices, this will be what it will look like.


**Puerto Galera National High School**




Note:
The following eServices are only open to students enrolled in School Name for the current school year.


Request Document


Track Document


Schedule Appointment


View Upcoming Schedule

Found a problem?

Submit a ticket >

Frequently Asked Questions (FAQs) >

See contacts >

eServices: Request Document

1. Click on Request Document to open the request form.

Request document

Personal Information

Name

Campus

PGNHS - Main Campus

Grade Level

Grade 7

Section

SSC

Learning Reference Number (LRN)

Contact Details

Email

your_email@gmail.com

Contact Number (optional)

09123456789

Document Information

Choose the document you want to request below.

Form 137 CTC

What is your reason for requesting this document?

Write your reason here...

120/120

Verify your email to let us know it's you:

Enter code

Send code

Submit

2. Fill out all required information. Make sure to put your active and valid email address as it will be verified by an OTP.

Note: Did not receive the OTP? Make sure to refresh your inbox, check your internet connection, and check spam folder.

3. After submitting, wait for the tracking number that will be sent via email. Use this to track the status of your document by clicking "Track Document".

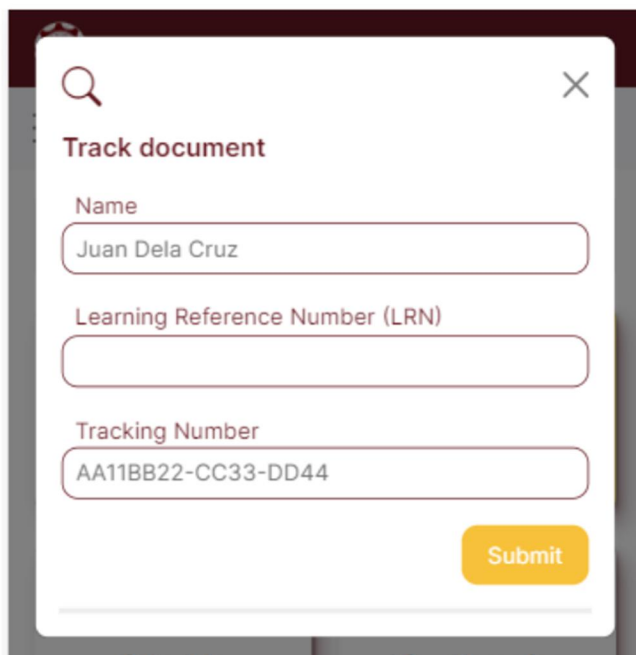
Request Document

Track Document

13

eServices: Track Document

1. Click on “Track Document” to open the tracking form. Make sure to input correct information with no extra characters, especially the tracking number. Copy & paste is recommended.



A screenshot of a web application showing a 'Track document' form. The form has a title bar with a magnifying glass icon and a close button. It contains three input fields: 'Name' with the value 'Juan Dela Cruz', 'Learning Reference Number (LRN)' which is empty, and 'Tracking Number' with the value 'AA11BB22-CC33-DD44'. A yellow 'Submit' button is at the bottom right.

Track document

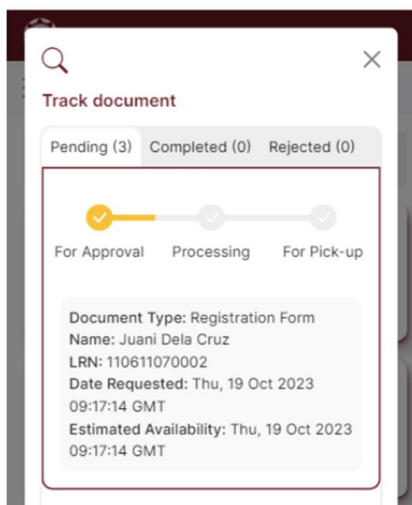
Name
Juan Dela Cruz

Learning Reference Number (LRN)

Tracking Number
AA11BB22-CC33-DD44

Submit

2. This dialogue will display once the system verified that your inputs are correct and existing.



A screenshot of a 'Track document' progress dialog. It shows a progress bar with three steps: 'For Approval' (checked), 'Processing' (unchecked), and 'For Pick-up' (unchecked). Below the progress bar, it lists document details: Document Type: Registration Form, Name: Juani Dela Cruz, LRN: 110611070002, Date Requested: Thu, 19 Oct 2023 09:17:14 GMT, and Estimated Availability: Thu, 19 Oct 2023 09:17:14 GMT.

Track document

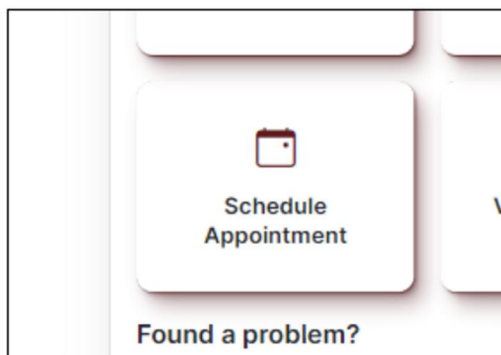
Pending (3) Completed (0) Rejected (0)

For Approval Processing For Pick-up

Document Type: Registration Form
Name: Juani Dela Cruz
LRN: 110611070002
Date Requested: Thu, 19 Oct 2023 09:17:14 GMT
Estimated Availability: Thu, 19 Oct 2023 09:17:14 GMT

eServices: Appointment Schedule Request

1. Click on Schedule Appointment to open the appointment request form.



2. Complete the form with valid information. Use the calendar as reference in choosing your desired date.

Appointment Scheduling

Note:

The following calendar shows the scheduled appointments. Choosing a schedule will be subject to verification and will be reflected after thorough confirmation.

< > October 2023 week day

15 Sun	16 Mon	17 Tue	18 Wed	19 Thu	20 Fri	21 Sat
	Reserved	Reserved	Reserved	Reserved	Reserved	Reserved
		Reserved	Reserved		Reserved	Reserved
			Reserved			Reserved

Appointment Scheduler

Choose a date to schedule your appointment:

dd/mm/yyyy

Personal Information

Name

Juan Dela Cruz

Learner's Reference Number (LRN)

000000000000

Contact Details

Email

your_email@gmail.com

Contact Number (optional)

09123456789

Appointment Office

Select the office you want to make an appointment to:

Registrar

What is your reason for appointing?

120/120

Appointment Verification

Verify your email to let us know it's you:

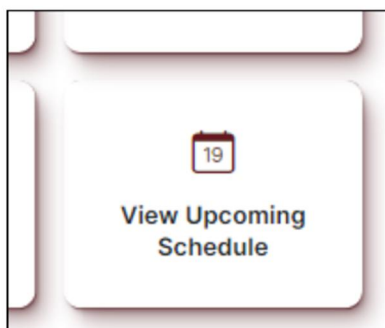
Enter code

Send code

15

eServices: View Upcoming Schedule

1. Click on “View Upcoming Schedule” to open the calendar with all upcoming schedules. Use this as reference if you are visiting the offices.





2. The calendar will consist of Completed appointments, Approved appointments, and Reserved appointments.



FAQs and Feedback

1. Use this page to answer common questions asked about the website. Three categories were enumerated. Click on the questions to view its answer.

**Puerto Galera National High School**



Note:
If you have encountered some problems, please read the FAQs first before providing feedback.

Frequently Asked Questions (FAQs)

Requesting Document

What should I do if I don't have an email?

How do I know the exact document name to request and from where?

Why can't I receive my OTP?

Tracking Document

Tracking Document

Where can I get my tracking number?

Why do I get error when I try to track my document?

Do I need to regularly check this website to track my document?

Scheduling Appointment

Is my appointment schedule final?

Do I need to confirm my appointment before going to the office?

Haven't found what you're looking for? Try giving us feedback.

2. Below the FAQs is the Feedback form. Use this to ask questions or send report that are not answered in the FAQs.

Haven't found what you're looking for? Try giving us feedback.

Name

Email

Contact Number

LRN


Message ...

200/200

Submit

Contacts and emails

1. Navigate to Contacts page to view mobile numbers and emails of different offices. Remember to only contact them with urgent matters.

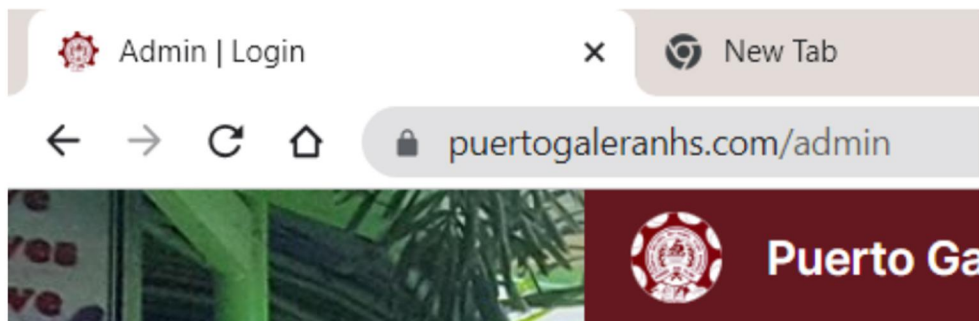
Puerto Galera National High School		
		
Office of the Principal		
Campus 1	000-000-000 000-000-000	email1@gmail.com email2@gmail.com
Campus 2	000-000-000 000-000-000	email1@gmail.com email2@gmail.com
Campus 3	000-000-000 000-000-000	email1@gmail.com email2@gmail.com
Office of the Registrar		
Campus 1	000-000-000 000-000-000	email1@gmail.com email2@gmail.com
Campus 2	000-000-000 000-000-000	email1@gmail.com email2@gmail.com
Campus 3	000-000-000 000-000-000	email1@gmail.com email2@gmail.com
Disciplinary Office		
Campus 1	000-000-000 000-000-000	email1@gmail.com email2@gmail.com
Campus 2	000-000-000 000-000-000	email1@gmail.com email2@gmail.com
Campus 3	000-000-000 000-000-000	email1@gmail.com email2@gmail.com

ADMINISTRATOR MANUAL

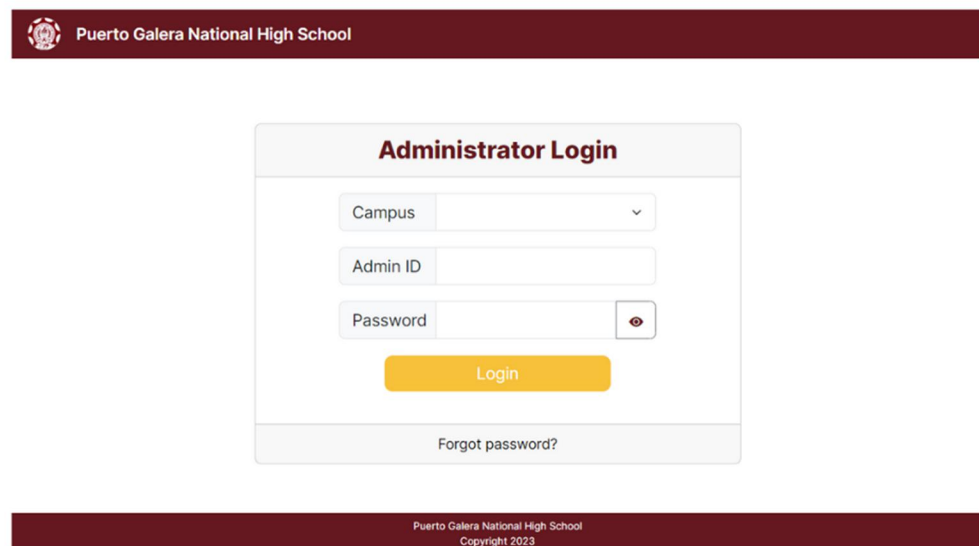
PUERTO GALERA NATIONAL HIGH SCHOOL STUDENT SERVICES SYSTEM

Landing Page

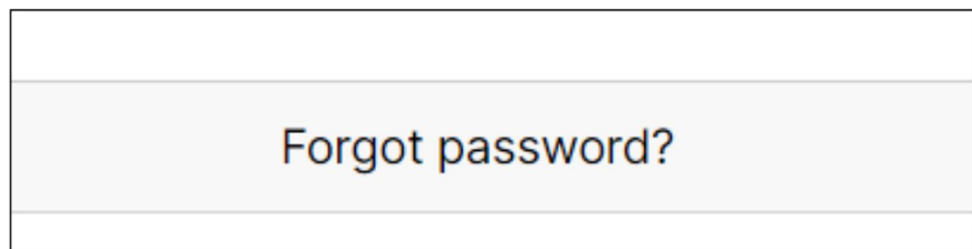
1. Go to your browser and type `puertogaleranhs.com/admin`



2. This will reveal the admin login page.



3. If password is lost, click on "Forgot password?".



4. This will open the form to reset the password.

Reset password

Enter your credentials to validate change of password

Campus

Admin ID

Email

Send OTP

New password:

Password must contain at least 8 characters with uppercase, numbers, and special characters (@\$!%*?&)*

Retype new password:

Update

Make sure to enter correct information and register a valid password by following the requirement below the field.

Dashboard

1. After successful login, your will see the admin dashboard.

Puerto Galera National High School

Home

News

Document Request

Calendar

Feedback and Reports

Administrator Access

News, Update, Advisories

View Uploads

Upcoming Events (6)

2023-09-08 12:00:00
Guidance's Office

2023-09-26 12:00:00
Office of the Registrar

Document Requests

4

NEW REQUESTS

7

COMPLETED REQUEST

8

PENDING REQUESTS

24H

AVERAGE HANDLING TIME

Graphs and Reports

Request Status Breakdown

User Feedback and Rating

★★★★★

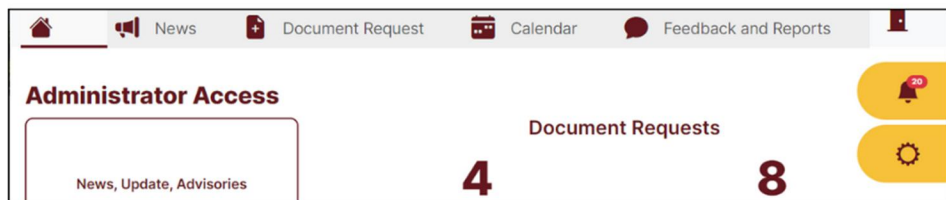
12 out of 12 feels very satisfied.

The dashboard contains four categories: News uploads, Upcoming Events Summary, Document Requests Summary, and Graphs.

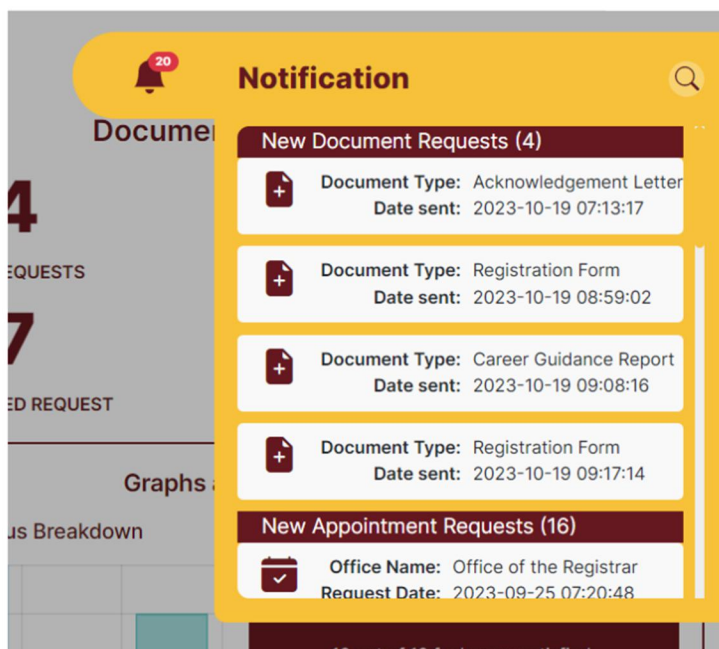
These will serve as summaries of numbers to keep track in a single page.

Dashboard: Notification

1. Click on the bell icon at the right side of the screen.



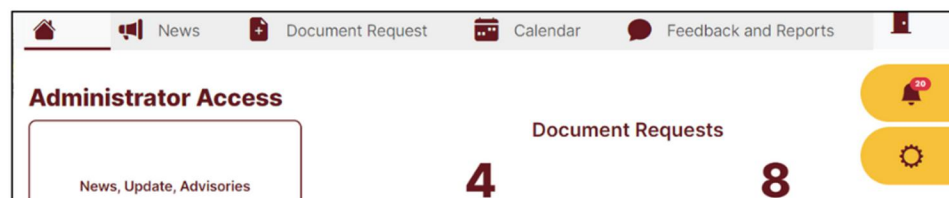
2. This will open the notifications panel where New Requests and New Appointments were listed.



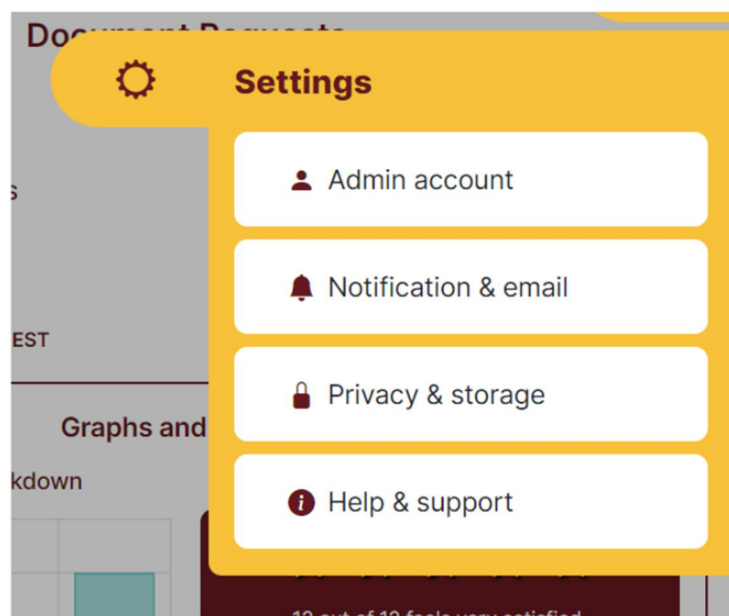
All requests will be counted to appear as badge on the bell icon. While inside, the count will be separated into its category. A search function can also be used to search for a specific request.

Dashboard: Settings

1. Click on the cog icon below the notifications at the right side of the screen.

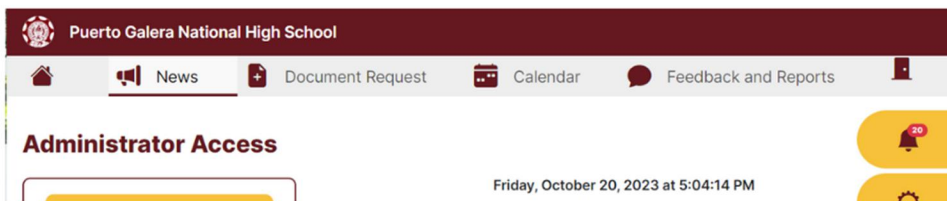


1. This will open the settings menu with different categories. Click on each open to expand its section.

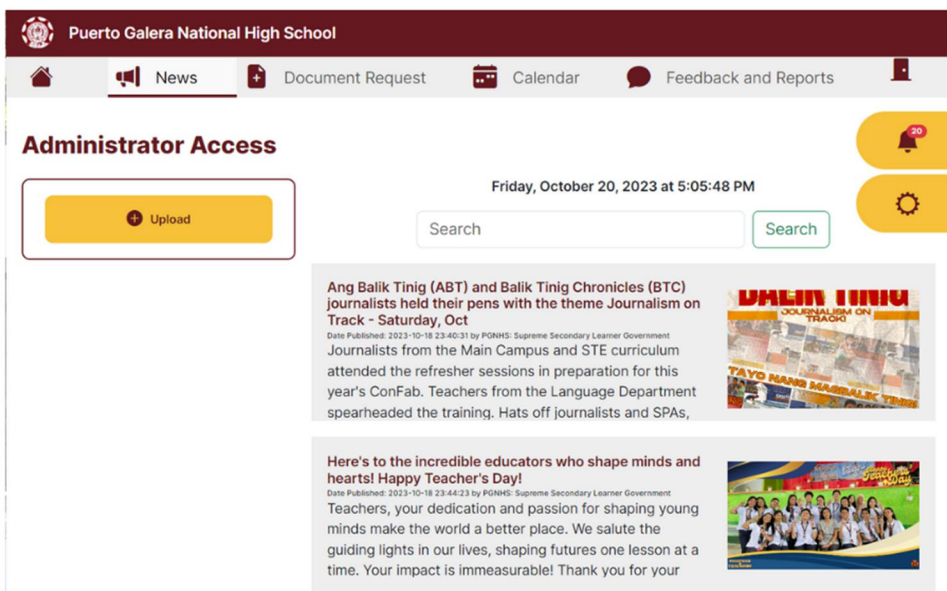


Admin News

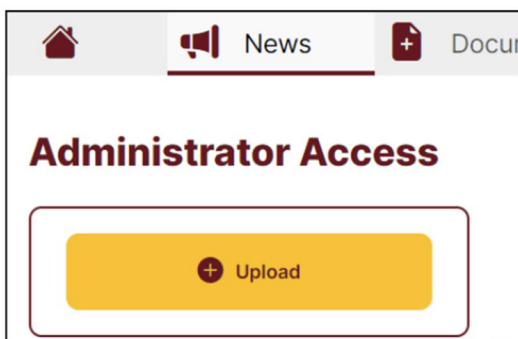
1. Navigate to News on the top bar panel.



2. This will redirect to the News page where admin can post, search, modify, and delete news.



3. Click on Upload to open upload form.



4. Fill up the upload form and attach required files.

News Information

Author:

Headline:

Content:

150/150

Attach image:

Choose File

No file chosen

Attach pdf (optional):

Choose File

No file chosen

Post


Make sure to follow correct character counts for the fields that require it, otherwise the post will not be published.

5. Click on a news headline to view its details.

Here's to the incredible educators who shape minds and hearts! Happy Teacher's Day!

Date Published: 2023-10-18 23:44:23 by PGNHS: Supreme Secondary Learner Government

Teachers, your dedication and passion for shaping young minds make the world a better place. We salute the guiding lights in our lives, shaping futures one lesson at a time. Your impact is immeasurable! Thank you for your



Note: Clicking the news container, body, and thumbnail will not trigger any event. The headline must be directly clicked to open the modal.

6. Details about the news will be displayed.

DeleteEdit

×

Here's to the incredible educators who shape minds and hearts! Happy Teacher's Day!

Date Published: 2023-10-18 23:44:23 by PGNHS: Supreme Secondary Learner Government



Teachers, your dedication and passion for shaping young minds make the world a better place. We salute the guiding lights in our lives, shaping futures one lesson at a time. Your impact is immeasurable! Thank you for your tireless efforts, wisdom, and love you invest in each student. Once again, Happy Teacher's Day!

7. Use the “Delete” and “Edit” buttons to trigger actions within the selected article.

Delete news

×


Are you sure you want to delete this news?


"Here's to the incredible educators who shape minds and hearts! Happy Teacher's Day! "


Yes


Admin Document Request


1. Navigate to Document Requests on the top panel.

 Puerto Galera National High School


 News

 Document Request


 Calendar


 Feedback and Reports


Administrator Access


 20


2. This page contains four parts: Status Breakdown, Offices Summary, Requests Categories, and Generate PDF.


 Puerto Galera National High School

 News

 Document Request

 Calendar

 Feedback and Reports



Administrator Access

Status Breakdown

4

NEW REQUESTS

8

PENDING REQUESTS

7

COMPLETED REQUEST

24H

AVERAGE HANDLING TIME

School Offices Summary

1

OFFICE OF THE PRINCIPAL

7

GUIDANCE OFFICE

11

REGISTRAR OFFICE

2

DISCIPLINARY OFFICE

Generate PDF

4

New

8

Pending

2

Ready

7

Completed

1

Rejected

The **Status Breakdown** presents the summary of numbers of requests in total. While, the **School Offices Summary** presents the summary of requests per office in the campus.

3. Click on one of the offices in the summary.

Request Information

Document Requests for the Guidance Office (7)

Search

LRN	Document Type	Reason	Request Date	Tracking Number	Status
222	Career Guidance Report	career	2023-10-08 08:24:41	B1815474-8085-40C7	Rejected
222	Counseling Record	zxc	2023-10-09 01:28:52	8ABEB7B2-F47A-4066	Completed
222	Certificate of Good Moral	asd	2023-10-09 01:39:08	7025F7B3-F6EA-49A5	Completed
222	Counseling Record	wq	2023-10-09 01:53:29	40ED34F7-C795-40CB	Completed
222	Recommendation Report	Reason	2023-10-12 10:34:10	22961562-F94B-49AB	Processing
222	Recommendation Report	Report	2023-10-12 20:33:39	A1AE5EEB-65FC-4F70	Processing
110611070002	Career Guidance Report	for release	2023-10-10 00:08:16	8762E8A1-714A-4227	For Approval

4. The right side of the page contains the requests sorted by status.

4 New

8 Pending

2 Ready

7 Completed

1 Rejected

Generate PDF

There are five categories: New, Pending, Ready, Completed, and Rejected. Each has a badge number to indicate its number.

- New** - Documents that are not yet approved.
- Pending** - Documents that are approved and on process.
- Ready** - Documents that are ready for pick-up.
- Completed** - Documents that has been picked-up.
- Rejected** - Documents that were not approved.

5. Click on one category to view all requests under it.

2 Ready

Document type: Disciplinary Record
LRN: 222

Status: For Pick-up

Document type: Disciplinary Record
LRN: 110611070002

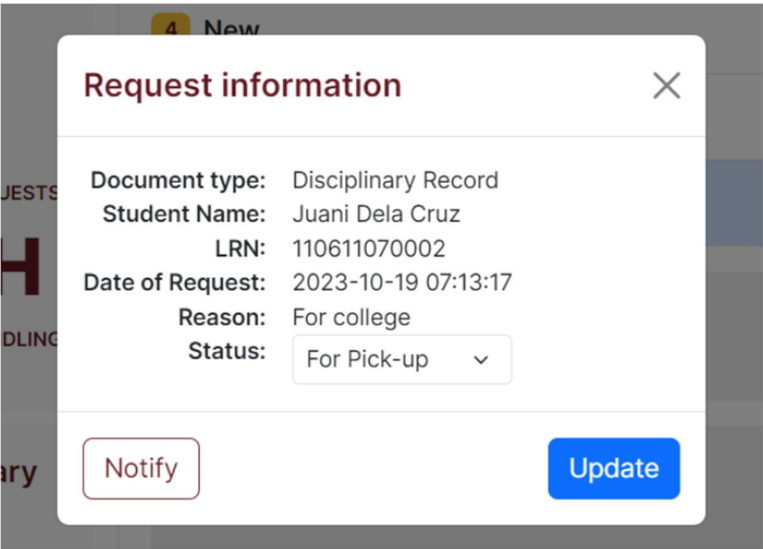
Status: For Pick-up

The preview contains two important detail: the document type and LRN of student.

6. Click on the “Document type” to view more details.



7. This will open more details about the request.



8. Open the dropdown menu to change the status of the request then click “Update”.

Note: Clicking the “Update” will automatically send an update of status email to the student who requested the document. However, you can click the “Notify” button to resend another email if necessary.

9. Below the requests, there is a button “Generate PDF”.

The screenshot shows a web interface with a sidebar on the left containing the text 'AVERAGE HANDLING TIME' and a large number '7'. The main content area has a yellow badge with the number '1' and the word 'Rejected'. Below this is a light blue button labeled 'Generate PDF'.

10. Click this to open the range form.

The screenshot shows a modal window titled 'Download PDF for Document Requests' with a close button (X). Inside the modal, there are two date range selection fields: 'From:' and 'To:'. The 'From:' field is highlighted with a blue border. Below the 'To:' field is a 'Download' button. A calendar for October 2023 is open, showing dates from 1 to 31. The date 20 is circled. In the background, a sidebar shows a '7 Completed' badge and a '1 Rejected' badge.

11. Choose the desired range of date of requests to print then click download.

The PDF file will be categorized per office. After clicking download, you will be redirected to another page to preview the file before downloading or printing.

Sample PDF file:


2 / 4 | - 90% + | [] []







Document Requests for Registrar Office from October 15, 2023 to October 21, 2023

LRN	Document Type	Reason	Campus	Request Date	Tracking Number	Status
222	Form 137 CTC	qweqweqwe	PGNHS - Main Campus	2023-10-17 06:19:44	E84395C0-B6D9-4331	Processing
222	Form 137 CTC	qwe	PGNHS - Main Campus	2023-10-17 06:27:13	96A8821F-1E94-43C8	Processing
222	Form 137 CTC	qwe	PGNHS - Main Campus	2023-10-17 06:28:25	009CDA2-6D5E-41F1	Processing
110611070003	Registration Form	---	PGNHS - Main Campus	2023-10-19 08:59:02	B52C66B3-3D09-4057	For Approval
110611070003	Registration Form	---	PGNHS - Main Campus	2023-10-19 08:59:04	AAA81790-CD43-492E	Processing
110611070002	Registration Form	for college	PGNHS - Main Campus	2023-10-19 09:17:14	0C97F807-A576-44A6	For Approval

Admin Appointment Schedule Request

1. Navigate to Calendar on the top panel.

**Puerto Galera National High School**

  News  Document Request  **Calendar**  Feedback and Reports 


Administrator Access







Status Breakdown

October 2023

Sun Mon Tue Wed Thu Fri

2. This page contains four sections: Status Breakdown Summary, Offices Summary, Calendar, and Generate PDF

**Puerto Galera National High School**

  News  Document Request  **Calendar**  Feedback and Reports 

Administrator Access

Status Breakdown

16

PENDING APPOINTMENT

6

APPROVED APPOINTMENT

0

AVERAGE APPOINTMENT PER WEEK

0

AVERAGE APPOINTMENT PER MONTH

School Offices Summary

3

OFFICE OF THE PRINCIPAL

4

GUIDANCE OFFICE

20

REGISTRAR OFFICE

4

DISCIPLINARY OFFICE

October 2023

Sun Mon Tue Wed Thu Fri

1

Completed

2

Completed

3

Completed

4

5

6

7

8

Approved

9

Approved

10

Approved

11

12

Completed

13

Approved

14

15

Reserved

16

Reserved

17

Reserved

18

Reserved

19

Reserved

20

Reserved

21

Reserved

22

23

24

25

26

27

28

29

30

31

1

2

3

4

5

6

7

8

9

10

11

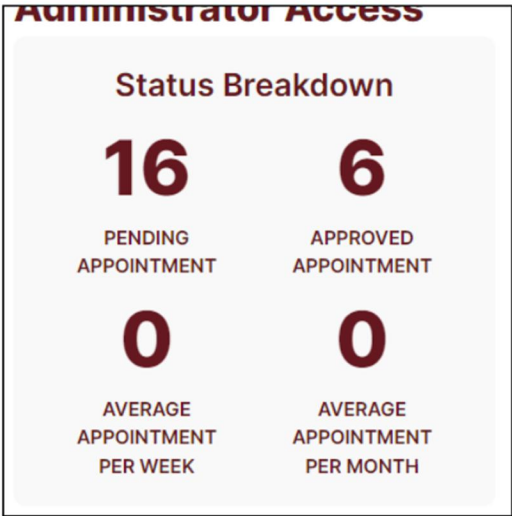
Generate PDF

Note:

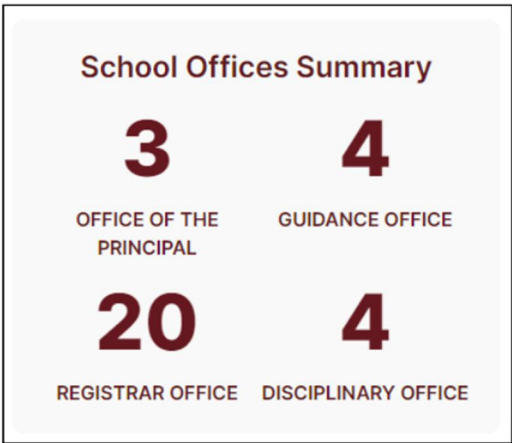
Click on office names to view information.

30

3. The Status Breakdown section displays the summary of number of appointment requests per category.



4. The School Offices Summary contains summary of numbers of appointment requests categorized by offices.



5. Click the office name.



6. This will open more details about the appointments scheduled in that office.

Puerto Galera National High School

Request Information

×

Document Requests for The Office of the Principal (3)

Search

Name	LRN	Reason	Request Date	Approved Date	Status
Gelo	111	Office of the Principal	2023-09-25 07:26:17	2023-09-27 12:00:00	Completed
emailTest	222	Office of the Principal	2023-10-08 23:39:39	2023-10-08 12:00:00	Approved
emailTest	222	princ	2023-10-16 20:42:30		For Approval

7. The center of the page contains the calendar that shows “Completed”, “Approved”, and “Reserved” appointments.

Completed - Appointments that are done.

Approved - Appointment schedules that are approved and upcoming.

Reserved - Appointment requests that are not yet approved.

<

October 2023

Sun	Mon	Tue	Wed	Thu	Fri	
1	2	3	4	5	6	7
	Completed	Completed Completed Completed				
8	9	10	11	12	13	14
	Approved Completed Completed	Approved Approved Completed			Completed	Approved
15	16	17	18	19	20	21
	Reserved	Reserved Reserved	Reserved Reserved Reserved Reserved	Reserved	Reserved Reserved	Reserved Reserved Reserved
22	23	24	25	26	27	28
29	30	31	1	2	3	4

8. Click on an event to view more details.



9. This will open more details about the event clicked. Use this to set the final date of appointment.

Note: Do not forget to change the status of the request into **“Approved”** before clicking **“Update”**.
This action will automatically send an email to the student.

10. Click on “Generate PDF” to open the selection of range.

Download PDF for Appointments

From:

To:

Download

11. Click on “Download” to be redirected to a printable and downloadable summary report categorized by office.

1 / 3 | 80% +

Appointments for Office of the Registrar from October 16, 2023 to October 20, 2023

Name	LRN	Reason	Campus	Request Date	Approved Date	Status
emailTest	222	qwewqewqew	PGNH5-Main	2023-10-16 23:48:57		For Approval
emailTest	222	qwewqewqew	PGNH5-Main	2023-10-16 23:49:44		For Approval
emailTest	222	qwewqew	PGNH5-Main	2023-10-16 23:50:50		For Approval
emailTest	222	qwewqew	PGNH5-Main	2023-10-16 23:50:36		For Approval
Sam Santos	110611070010	Register me pleaseeeee.	PGNH5-Main	2023-10-17 05:03:08		For Approval
Sam Santos	110611070010	ere	PGNH5-Main	2023-10-17 05:12:20		For Approval
Sam Santos	110611070010	ere	PGNH5-Main	2023-10-17 05:14:58		For Approval
Sam Santos	110611070010	qwe	PGNH5-Main	2023-10-17 05:27:02		For Approval
Sam Santos	110611070010	qwe	PGNH5-Main	2023-10-17 05:27:32		For Approval

Admin FAQs and Feedback

1. Navigate to Feedback on the top panel.


h School







Document Request Calendar Feedback and Reports

20



it existing FAQ items.

2. This will redirect to the FAQs page.

 **Puerto Galera National High School**




  News  Document Request  Calendar  Feedback and Reports 


Administrator Access


Note:
Click  to add new FAQ item, and click  to edit existing FAQ items.

Frequently Asked Questions (FAQs)




Requesting Document


What should I do if I don't have an email?   


How do I know the exact document name to request and from where? 

Why can't I receive my OTP? 




Tracking Document


Where can I get my tracking number?   

Why do I get error when I try to track my document? 

Do I need to regularly check this website to track my document? 

Scheduling Appointment

Is my appointment schedule final?   

Do I need to confirm my appointment before going to the office? 

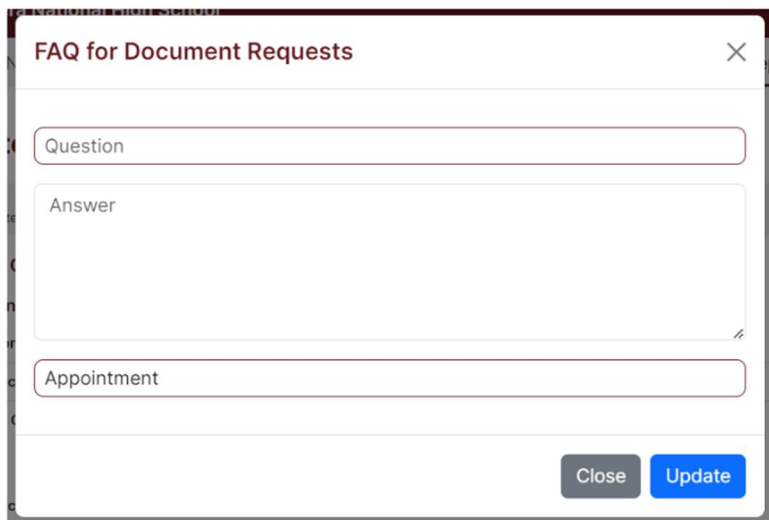
Feedback sent by students

There are three categories in the FAQ: Requesting Document, Tracking Document, and Scheduling Appointment. Each category has “add” and “edit” button that can be seen on its right-most line.



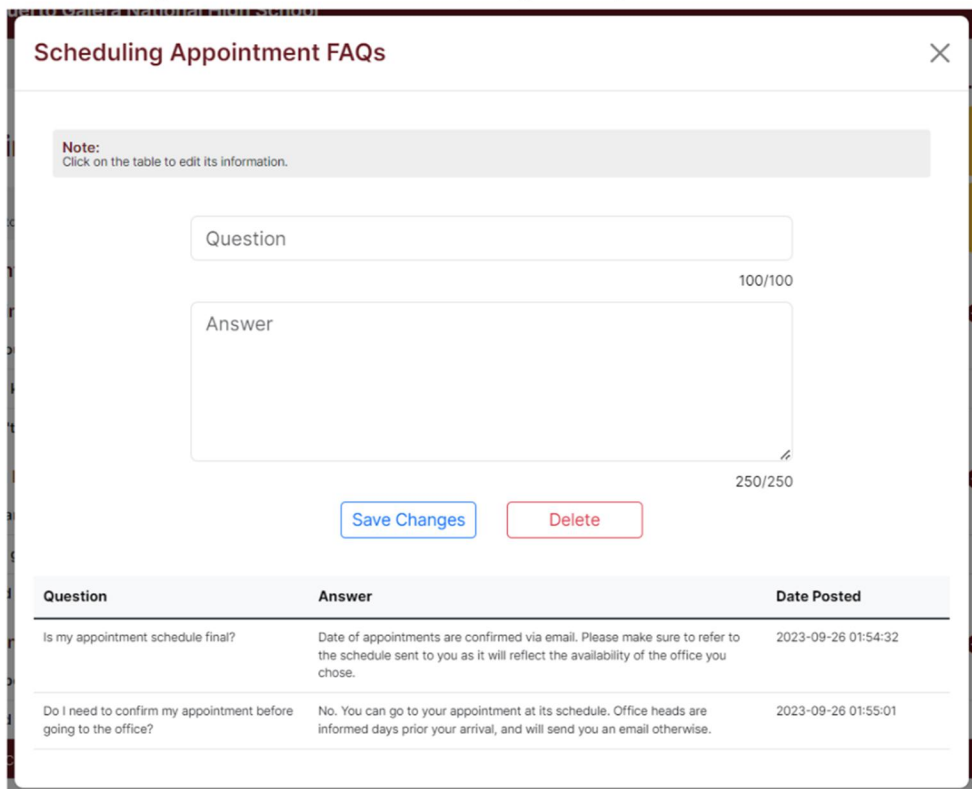
The answers to each question can be seen after clicking the question. There is no definite limit to how many question will be shown to the users. Modify or delete FAQs if necessary.

3. Clicking the “add” icon of the FAQ will open this form.



A modal form titled "FAQ for Document Requests" with a close button (X) in the top right corner. The form contains three input fields: "Question", "Answer", and "Appointment". At the bottom right, there are two buttons: "Close" and "Update".

4. Clicking the “edit” icon of the FAQ will open this form.



A modal form titled "Scheduling Appointment FAQs" with a close button (X) in the top right corner. The form includes a "Note" section, input fields for "Question" and "Answer", and buttons for "Save Changes" and "Delete". Below the form is a table of existing FAQs.

Note:
Click on the table to edit its information.

Question 100/100

Answer 250/250

[Save Changes](#) [Delete](#)

Question	Answer	Date Posted
Is my appointment schedule final?	Date of appointments are confirmed via email. Please make sure to refer to the schedule sent to you as it will reflect the availability of the office you chose.	2023-09-26 01:54:32
Do I need to confirm my appointment before going to the office?	No. You can go to your appointment at its schedule. Office heads are informed days prior your arrival, and will send you an email otherwise.	2023-09-26 01:55:01

In the edit form, clicking one of the questions will fill the center of the form enabling it to be modified or deleted.

Puerto Galera National High School

Scheduling Appointment FAQs

X

Note:

Click on the table to edit its information.

Is my appointment schedule final?

67/100

Date of appointments are confirmed via email. Please make sure to refer to the schedule sent to you as it will reflect the availability of the office you chose.

90/250

Save Changes

Delete

Question	Answer	Date Posted
Is my appointment schedule final?	Date of appointments are confirmed via email. Please make sure to refer to the schedule sent to you as it will reflect the availability of the office you chose.	2023-09-26 01:54:32
Do I need to confirm my appointment before going to the office?	No. You can go to your appointment at its schedule. Office heads are informed days prior your arrival, and will send you an email otherwise.	2023-09-26 01:55:01

Make sure to follow the character limit of each field to easily submit modifications or post new FAQ.

At the bottom of the FAQs page, the feedback of the students will be displayed.

Feedback sent by students

Message: qaqa

Email: gelo@gmail.com

LRN: 111

Name: Gelo

Message: qwx dwqxs...

Email: gelo@gmail.com

LRN: 111

Name: Gelo

Message: This will be my feedback

Email: juandelacruz@gmail.com

LRN: 110611070000

Name: Juan Dela Cruz

Each feedback can be clicked to view more about its details. The feedbacks can be used as reference in adding new or modifying existing FAQs.

ERROR CODES AND FIXES

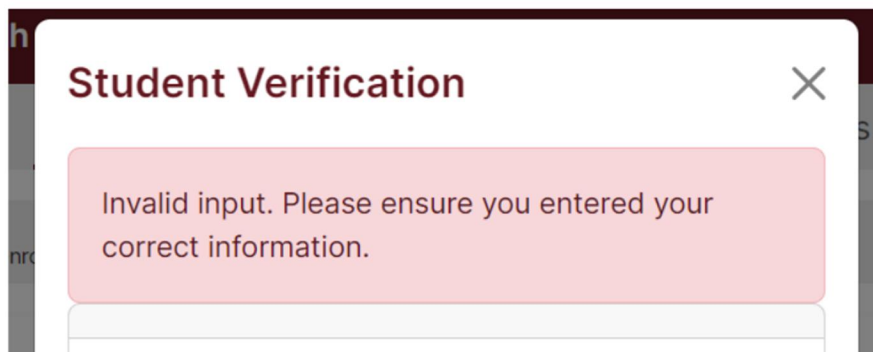
PUERTO GALERA NATIONAL HIGH SCHOOL STUDENT SERVICES SYSTEM

Student

Here are some of the error messages you might encounter in accessing the website. Corresponding error meanings will also be discussed.

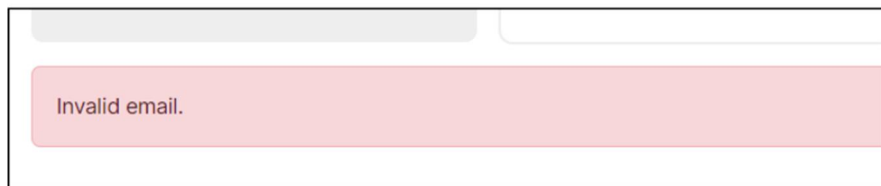
eServices Error Messages

1. Login Fail



This means that some of the information entered does not exist in the system. Make sure to type correct information with correct spelling, capitalization, and no extra spaces.

2. Invalid email message



This means that the email you entered does not match with the existing email registered to you in our system. Make sure to recheck your spelling and remove extra characters including blank spaces.

3. Tracking Document fail

Track document
Invalid input. Please ensure you entered your correct LRN and tracking number.
Name
Juani DelaCruz
Learning Reference Number (LRN)
11061107000
Tracking Number
0C97F807-A576-44A

This means that one or more entered data does not match with the information registered in the system. Make sure to input correct values with no extra characters or blank spaces.

ERROR CODES AND FIXES

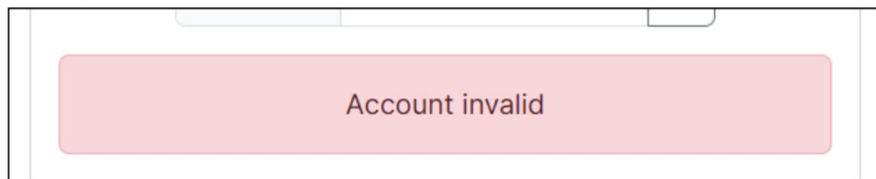
PUERTO GALERA NATIONAL HIGH SCHOOL STUDENT SERVICES SYSTEM

Administrator

Here are some of the error messages you might encounter in accessing the website. Corresponding error meanings will also be discussed.

Login Error Messages

1. Login Fail



This means that some of the information entered does not match in the system. Make sure to type correct information with correct spelling, capitalization, and no extra spaces.

If password is lost, you can opt to click "Forgot Password" and complete the process to reset your password in the system.

Note: Resetting your password requires an OTP from your email.

Uploading News Error Messages

1. Cannot click "Upload"



The "Upload" button will be disabled/unclickable if there is a field with exceeding character count than what is required.

In this example, the limit was 150 characters while the input is exceeding by a 900. Make sure to follow limits indicated in every field.

Puerto Galera National High School Student Services System

almamaearguelles23@gmail.com

zammarquez0@gmail.com

janecamasis12@gmail.com

2023

