

# How to send complaint request

SiS Team

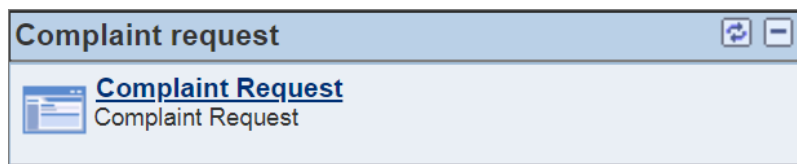
Corporate Educational Technology



- Login into : <https://user-eservices.ksau-hs.edu.sa:8443/psp/ps/?cmd=login>   
Enter your KSAU-HS username & Password then click Sign in.



- 2- Click on the **complaint Request**





Click on **Add a New Form** to add a new request

### Search/Fill a Form

Enter any information you have and click Search. Leave fields blank for a list of all values.

**Find an Existing Value** **Add a New Value** ← **2**

**Search Criteria**

Sequence Number: [=] [ ]  
Subject: [begins with] [ ]  
Document Key String: [begins with] [ ]  
Priority: [=] [ ]  
Due Date: [=] [ ] [31]  
Approval Status: [=] [ ]

Case Sensitive

**Search** **Clear** [Basic Search](#) [Save Search Criteria](#)

→ Fill the requesting form with the required information then click on **Save**

**Form** **Instructions** **Attachments**

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### Complaint Request

Status: Initial

\*Complain Type: [ ]

\*Complaint description: [ ]

More information: [ ]

**Save**



After clicking on **Save** you will have the Seq # , now Click on Submit button to send the request and wait for the approval .

Navigation tabs: Home, My Account, My Dashboard, My Requests, My Attachments

Seq #: 4028

### Complaint Request

Status: Initial

Preview Approval

Submit

\*Complain Type:

Faculty Complaint

\*Complaint description:

More information:

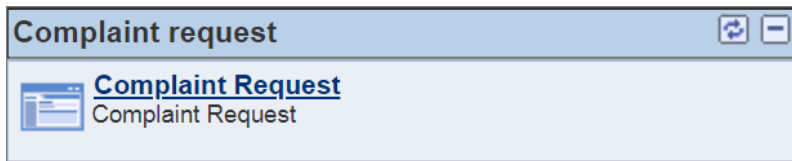
Save



**Note:** you will be notified via email with the approval/deny.

CC: [Form Approval] Form 155 (REFLECTM) has been Approved  
Subject: [Form Approval] Form 155 (REFLECTM) has been Approved. Details are shown below:  
Form 155 (REFLECTM) has been approved. Details are shown below:  
Subject: Request for Reference Letter  
Priority: 3  
Due Date: 2015-12-23  
Requester: Alqabhtania012  
Click on the URL to access the form: [http://83.101.152.19:83/psp/ps/EMPLOYEE/CRM/C/MPLOYEE\\_FORM\\_ADD\\_GBL?page=FORM&Action=URSEQ\\_NBR-155](http://83.101.152.19:83/psp/ps/EMPLOYEE/CRM/C/MPLOYEE_FORM_ADD_GBL?page=FORM&Action=URSEQ_NBR-155)  
(This message was automatically generated by Form and Approval Builder on 2015-12-23 at 14:14:47.000000. Please do not reply to this email.)

After receiving the email, login into the system again and click on **complaint request**



➔ Then click in **Search** Button and Select your form by looking for Sequence number.(for our example our Seq)



### Search Criteria

Sequence Number: =

Subject: begins with

Document Key String: begins with

Priority: =

Due Date: =

Approval Status: =

Case Sensitive

[Basic Search](#) [Save Search Criteria](#)

### Search Results

View All First 1-4 of 4 Last

Sequence Number	Subject	Form	Document Key String	Priority	Due Date	Approval Status	Created Datetime
<a href="#">021</a>	(blank)	COMPLAIN	(blank)	3-Standard	(blank)	Pending	04/23/2018 11:28AM
<a href="#">022</a>	(blank)	COMPLAIN	(blank)	3-Standard	(blank)	Pending	04/23/2018 11:29AM
<a href="#">023</a>	(blank)	COMPLAIN	(blank)	3-Standard	04/23/2018	Approved	04/23/2018 11:34AM
<a href="#">028</a>	(blank)	COMPLAIN	(blank)	3-Standard	(blank)	Initial	04/23/2018 3:02PM

Then click on **Approval status** to view the status (Approved or denied).

[Form](#) [Instructions](#) [Attachments](#)  Print

Seq #: 4028 **Complaint Request**

Status: Initial

\*Complain Type:

\*Complaint description:

More information:



**Complaint Request**

Subject

**Review/Edit Approvers**

Complaint Request: 4023: **Approved** [View/Hide Comments](#)

1

**Approved**

✓ [Redacted] Complaint request approval  
04/23/18 - 11:38 AM

**Comments**

[Redacted] 04/23/18 - 11:38 AM  
in process

OK

➔ Read the comment then go back by clicking on **Ok** button

Good Luck