جامعة الملك سعود
King Saud University

# User Manual

# Dewan Plus

**Note:**
The information displayed in this guide appears in Arabic because it has been entered in Arabic. Data entered in English will be displayed in English accordingly.

Deanship of e-Transaction and Communication

# Table of Contents

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# Introduction

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Administrative correspondence is the cornerstone of any organizational workflow, as it provides the structured framework needed to enhance the efficiency of processing and tracking official transactions. *Dewan* Administrative Correspondence System was developed to meet this need, enabling streamlined management of incoming and outgoing transactions, storing and routing them in a manner that ensures easy access and continuous tracking throughout all stages.

Administrative operations fundamentally rely on the exchange of data and information to establish a shared understanding among stakeholders. The more accurate and clear this information is, the more efficient and effective administrative performance becomes in achieving organizational goals. For this reason, organizing administrative correspondence and developing effective operational mechanisms are essential to ensure the continuous and systematic flow of information across organizational levels.

Based on this vital role, *Dewan* provides a unified environment for managing administrative correspondence that supports institutional performance improvement and facilitates task completion, contributing to achieving the organization's objectives with greater efficiency and effectiveness.

# Overall Objective of the Dewan System

Dewan system aims to achieve the following:

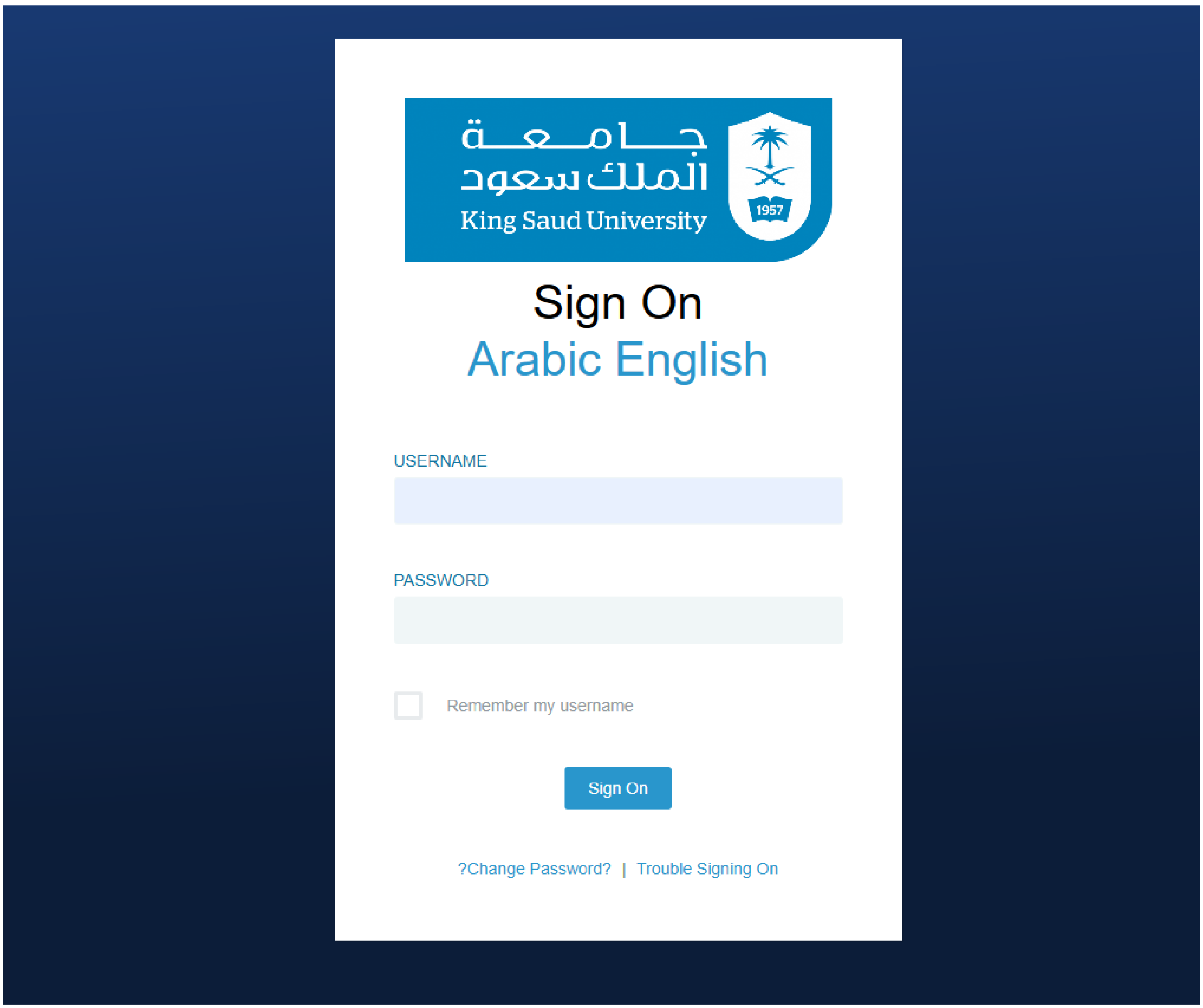
- Electronic preservation of documents to protect them from damage or loss.
- Reducing the time required to transfer transactions between university departments.
- Ensuring secure transfer of administrative documents and correspondence.
- Enhancing administrative efficiency by improving the accuracy and speed of information exchange.
- Maintaining confidentiality and privacy of transactions.
- Automating letter preparation and fully transitioning to electronic correspondence
- Flexibility in handling files and documents
- Multiple access methods to the system to ensure ease of use across different environments

# Login to Dewan Plus

# Login to Dewan

Dewan system username is the same as your King Saud University email username. Therefore, it must be kept secure and not shared with anyone. This approach allows a large number of users to be added to the system while maintaining secure access.

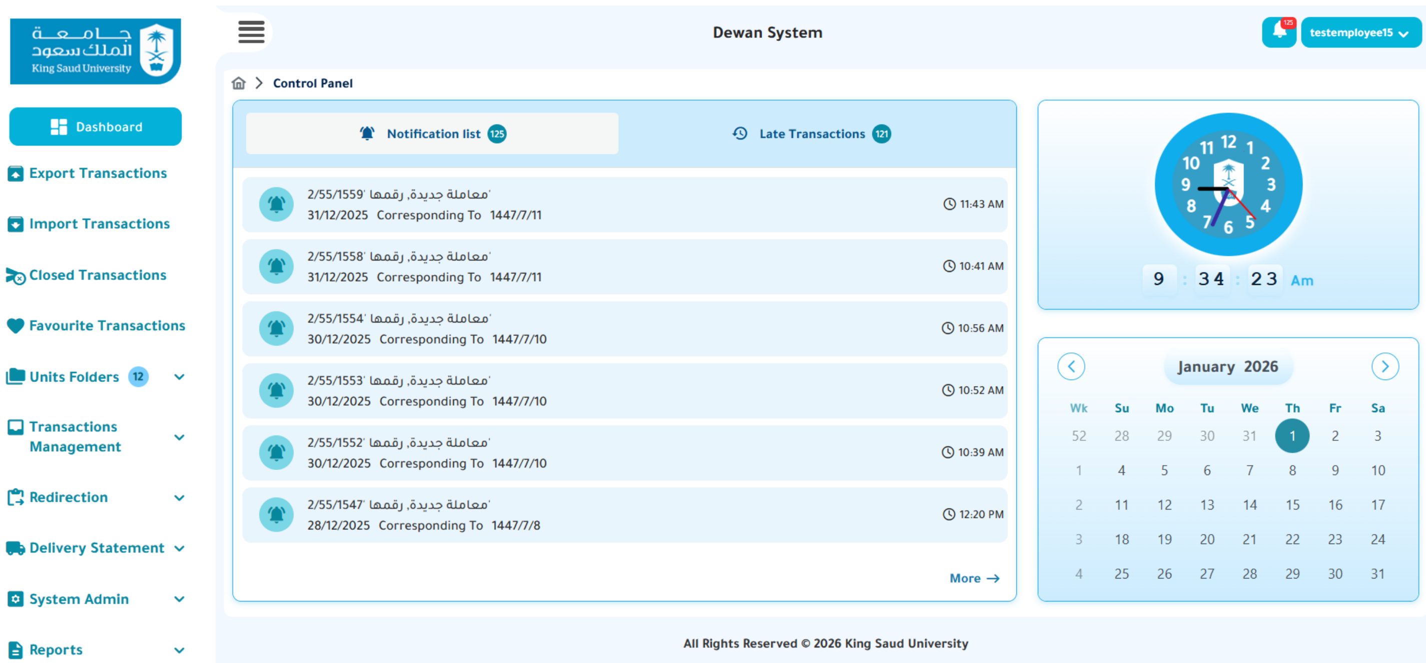
The login link is available on the Administrative Communications Center page on the university's website.



# Home Page

# Home Page (Control Panel)

The dashboard is the main page displayed once the user logs into the Dewan System. It provides a quick overview of key information and shortcuts to essential system functions.




## 1. Sidebar Menu (Left Panel)

This panel contains the primary navigation links to all system features:

- **Dashboard:** Returns to the main dashboard page.
- **Export Transactions:** View and manage outgoing transactions.
- **Import Transactions:** View and manage incoming transactions.
- **Closed Transactions:** Access transactions that have been completed or archived.
- **Favorite Transactions:** Quickly access transactions marked as favorites.
- **Units Folders:** View folders assigned to different university units or departments.
- **Transactions Management:** Tools and actions related to handling transactions.
- **Redirection:** Manage routing and forwarding of transactions.
- **Delivery Statement:** View or prepare delivery confirmation records.
- **System Admin:** Administrative configuration and settings (available for authorized users).

- **Reports:** Access reports generated by the system.

### 2. Notifications & Late Transactions (Center Panel)

- **Notification List:**
  Displays all recent alerts related to newly received transactions. Each row contains:
    - Transaction number
    - Creation date (Gregorian and Hijri format)
    - Time of receipt

Clicking **"More"** shows additional notifications.

- **Late Transactions:**
  Displays transactions that have exceeded the designated processing time and require action or follow-up.

### 3. User Info & Alerts (Top-Right Corner)

- Shows the logged-in username.
- Displays the number of unread system notifications.

### 4. Clock (Right Panel)

Shows the current time in analog and digital format to help users track submission and due times accurately.

### 5. Calendar (Bottom-Right Panel)

Displays the current month and highlights the current date, helping users refer to transaction due dates or processing periods.

# General Outbound Recording and Recording

# General Outbound Recording and Recording

**Control Panel → Sidebar → Transactions Management → General Outbound Recording and Recording**

## Main Fields

- **Registration Type:** Type of outgoing registration.
- **Record Number / Year:** Automatically generated based on the system sequence.
- **Record Name & Date of Issue:** Transaction title and issuance date.

## Issued by Unit

- Select the unit issuing the transaction.
- **Sent By:** Name of the user sending the transaction.
- **Reserved Export Number (optional):** Enter a number if the transaction has a pre-assigned outgoing reference.

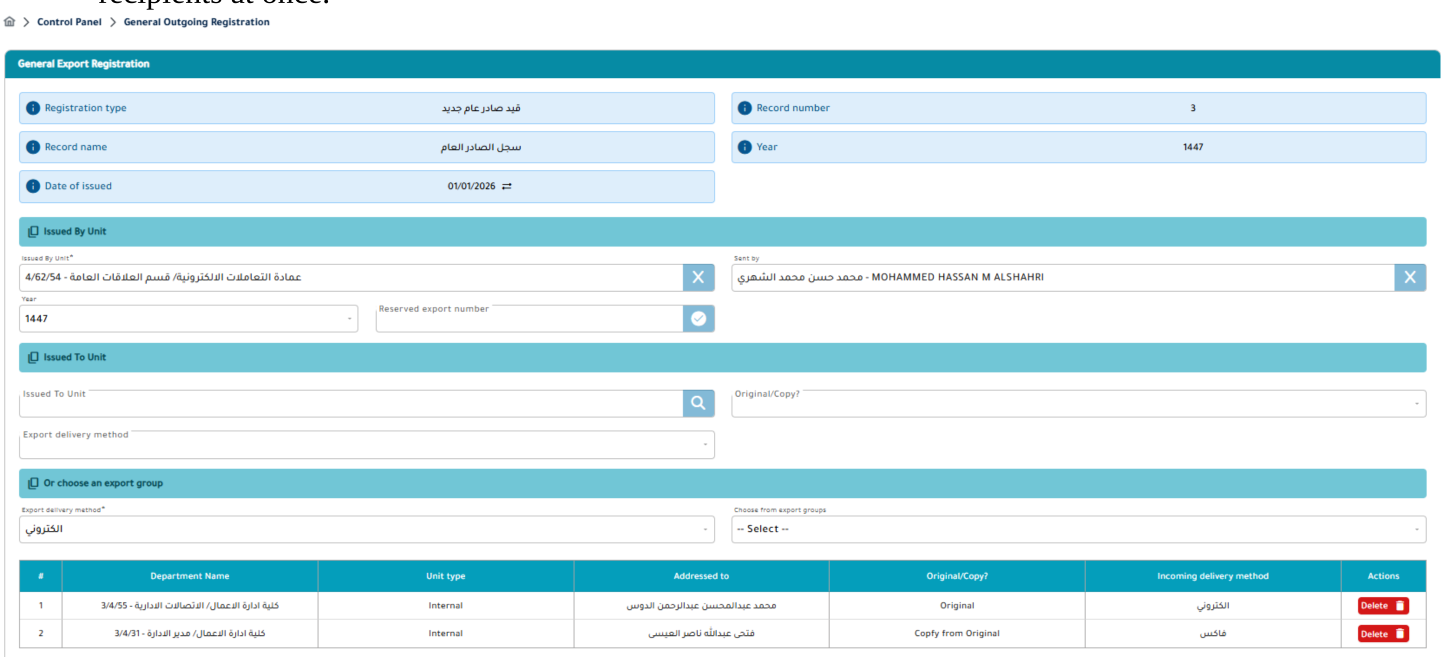
## Issued to Unit

Use this section to select the receiving unit(s):

1. **Search for the target unit** using the search field.
2. **Choose Original / Copy** as required.
3. **Select the export delivery method** (e.g., electronic, fax, etc.).
4. **Press *Enter* after selecting the user** to add it to the table below.
    - Repeat the search and press **Enter** again to add additional units as needed.

## Export Groups

- Instead of selecting units individually, you may select a predefined export group to add multiple recipients at once.




## Recipients Table

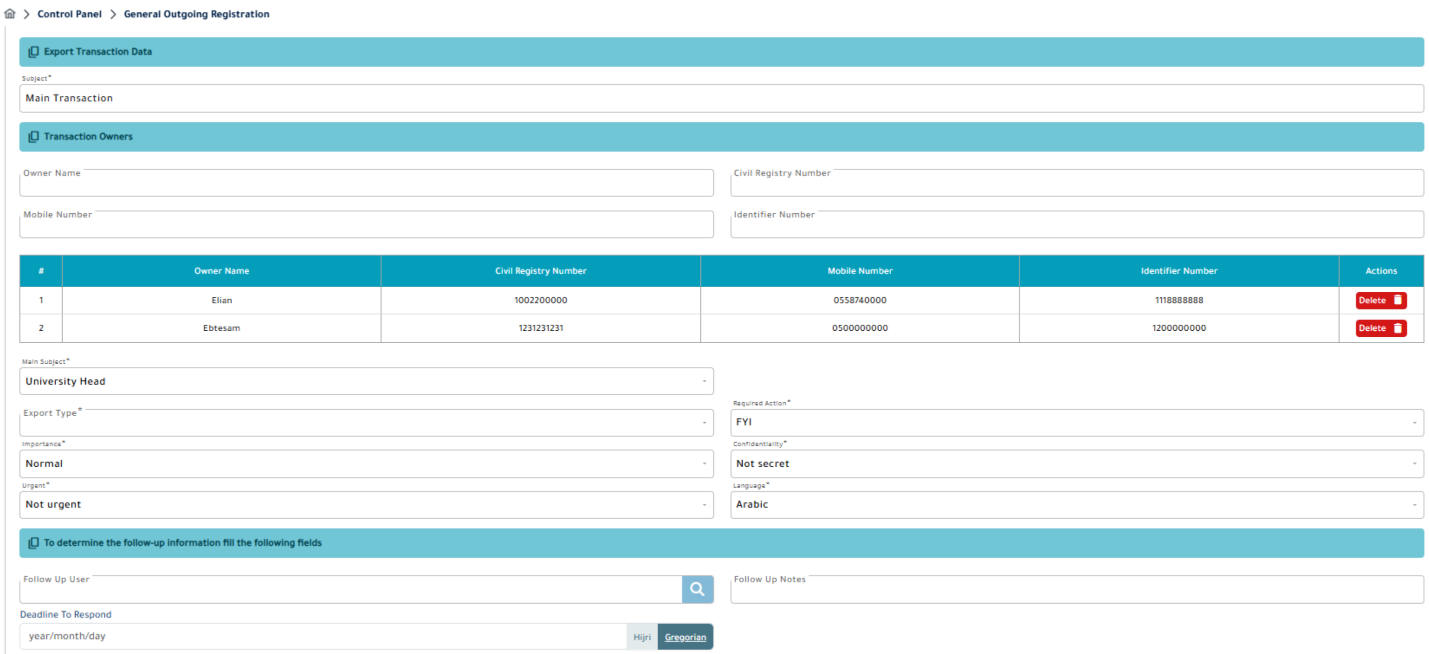
Displays all added recipients with **Actions:** Delete a recipient if added by mistake

## Export Transaction Data

- **Subject:** Title or summary of the transaction.

## Transaction Owners

- Enter the owner's information (Name, Civil Registry Number, Mobile Number, Identifier Number).
- **Press *Enter* after filling the fields to add the owner to the table below.**
- Repeat the process to add multiple owners as needed.
- The **Delete** button allows removing an owner from the list.




## Additional Transaction Details

- **Main Subject:** The primary category or topic of the transaction.
- **Export Type**.
- **Importance:** Priority level of the transaction.
- **Urgent:** Whether the transaction requires urgent handling.
- **Required Action:** The expected action from the receiving party (e.g., FYI, response needed).
- **Confidentiality:** Defines the sensitivity level of the transaction.
- **Language:** The language used in the transaction.

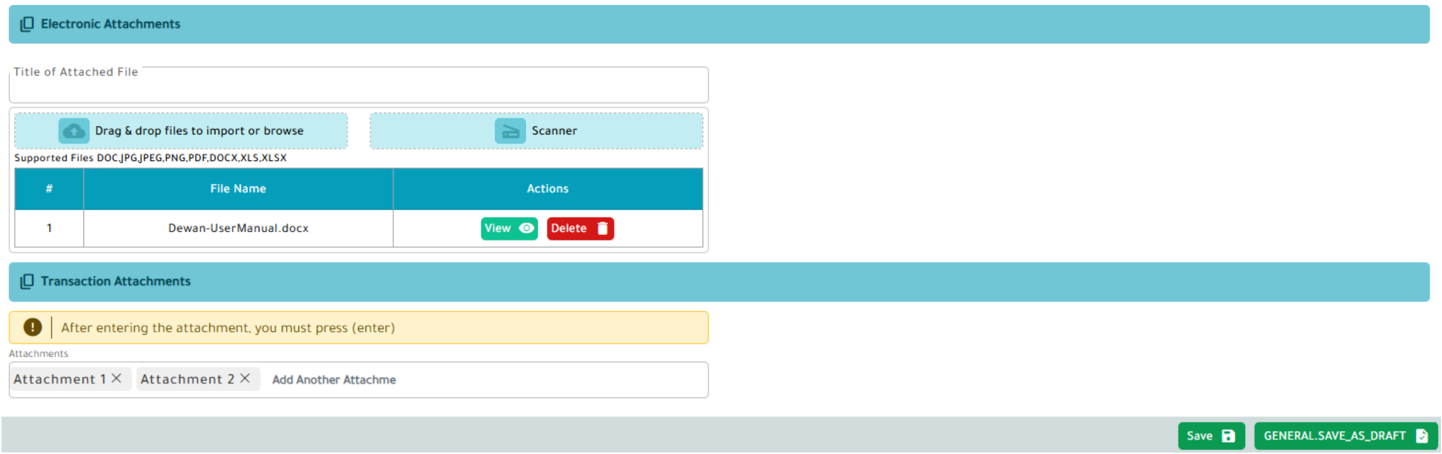
## Follow-Up Information

- **Follow-Up User:** Select a user responsible for following up on the transaction.
  *(Type the first two letters to display matching results, then select and press Enter.)*
- **Deadline to Respond:** Set the response deadline using the calendar (Gregorian or Hijri).
- **Follow-Up Notes:** Add any relevant follow-up instructions.

## Electronic Attachments

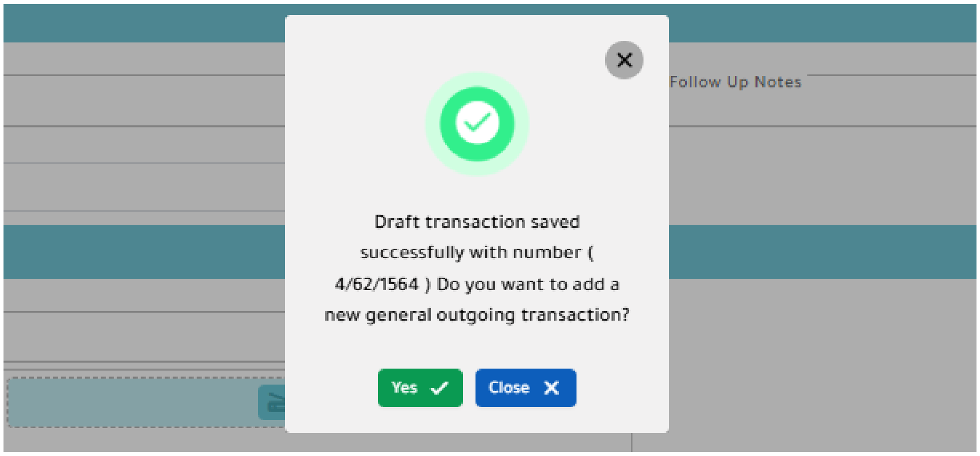
- **Title of Attached File:** The primary category or topic of the transaction.
- **Add Attachments:** Drag & Drop files or browse Supported Files DOC, JPG, JPEG, PNG, PDF, DOCX, XLS, XLSX

**In Transaction Attachments Section Add Attachment Name Press Enter and you can add more than one attachment**




You can save the transaction as a **draft** to record its reference number or print its barcode, with the option to edit it later before final save.

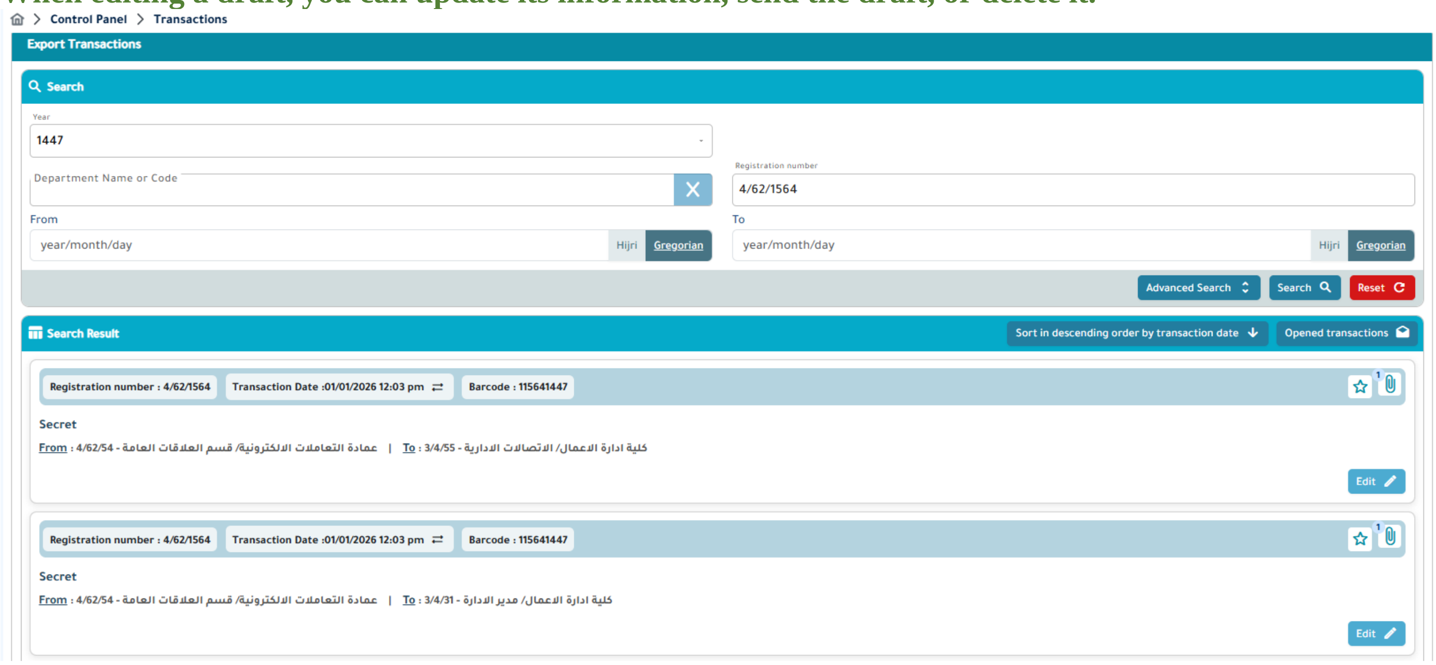
Alternatively, you may **save** it directly as a final transaction by clicking the **Save** icon.



## Edit Transaction after save As Draft

To view or edit a transaction saved as a draft, go to **Dashboard → Sidebar → Outgoing Transactions**. Search for the transaction using any of its details or the registration number shown in the previous image. The list of sent copies to different entities will appear. Click **Edit** to open the transaction.

### When editing a draft, you can update its information, send the draft, or delete it.




The transaction details will be displayed, including who created it.
From this screen, you can edit the information, attach electronic files, or print the barcode.


After completing the required actions, click **Save and Send** to send the transaction as a final submission.
Or You Can Delete It By clicking on **Delete** button.

# General Inbound Recording and Recording

# General Inbound Recording and Recording

**Control Panel → Sidebar → Transactions → Incoming Transactions Registration**

## Source of Incoming Correspondence

• **Source of Incoming Correspondence *:** Enter part of the entity name; a list of matching entities will appear. If the required entity does not appear, search for **88 (Other Entity)**, then manually enter the entity name.
• **Sent By:** Enter the name of the department or entity that sent the correspondence.

## Destinations of Incoming Correspondence

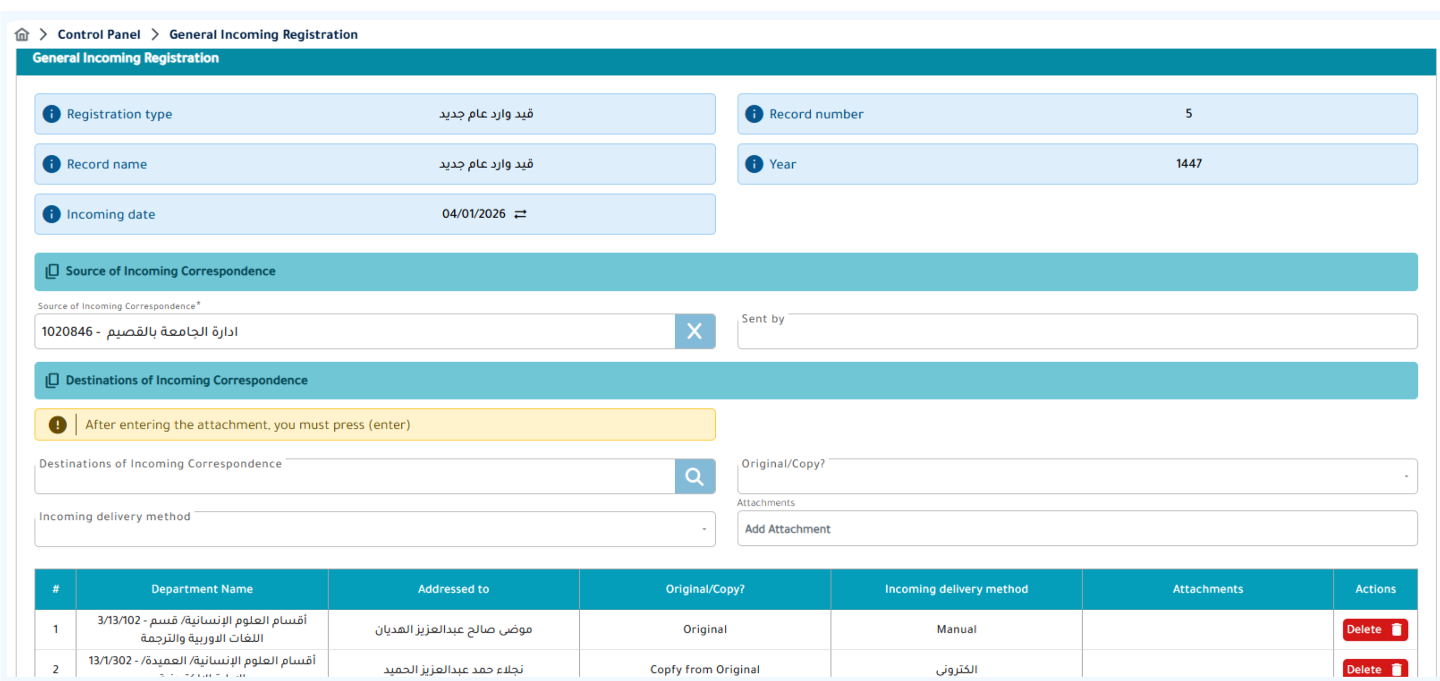
Use this section to define the receiving entities and delivery details:

1. Search for the destination entity using the search field.
2. Select **Original / Copy** as required.
3. Select the **Incoming Delivery Method** (e.g., Manual, Electronic).
4. Add attachments if required.
5. Press **Enter** after completing the data to add it to the table below.
   o Repeat the same steps and press **Enter** to add additional destinations.

   • **Add Attachment:** Used to attach related files to the incoming correspondence.

## Destinations Table

The table displays the following details for each added destination:
• Department Name
• Addressed To
• Original / Copy
• Incoming Delivery Method
• Attachments
• Actions (Delete destination if needed)



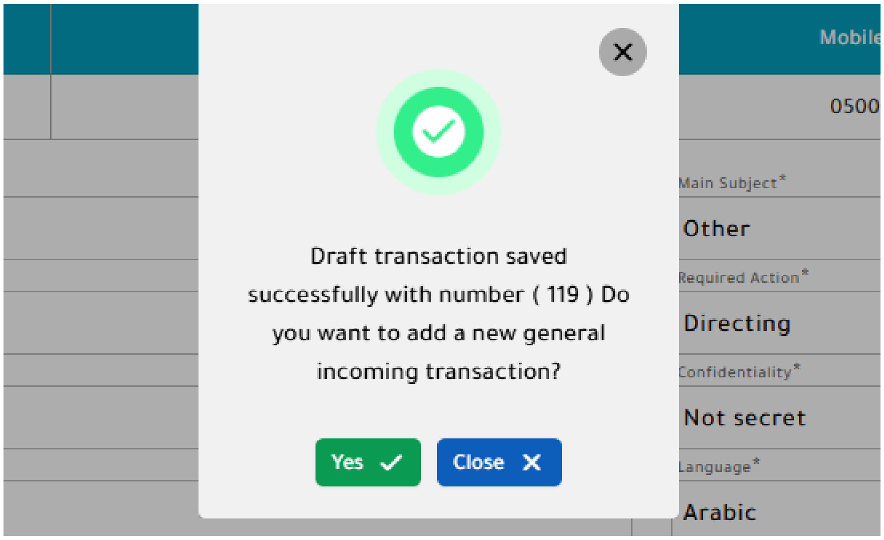

**Note:** After entering destination and attachment details, pressing **Enter** is mandatory to register the entry in the table.

## Transaction Details

• **Entity Transaction Number:** Enter the transaction number as stated in the incoming document, or enter **"None"** if not available.
• **Entity Transaction Date:** Select the date the transaction was registered by the sending entity.
• **Subject:** Enter a brief and clear subject to facilitate future search and retrieval.
• **Registering Entity:** Displayed automatically based on the entity the user is authorized to work on.

## Classification Data

Select the following from the available lists:
• Main Subject
• Incoming Type
• Confidentiality
• Language
• Required Action
• Priority




## Save Options

• **Save as Draft:** Allows you to add attachments later, record the transaction number, or print the barcode. You may also modify the transaction details, send the transaction, or delete it.
• The transaction may also be saved directly with attachments before sending.

A dialog box will appear showing the registration number. Record it on the transaction if a barcode printer is not available, then click **OK**.

## Follow-up

Home Page → Transactions → Incoming Transactions
• The transaction will appear at the top of the list.
• **Edit:** Open the transaction for editing with the ability to attach files electronically.

Electronic attachments follow the same process used for General Outbound registration.
After attaching the incoming document and saving, the transaction will be officially registered under Incoming Transactions.

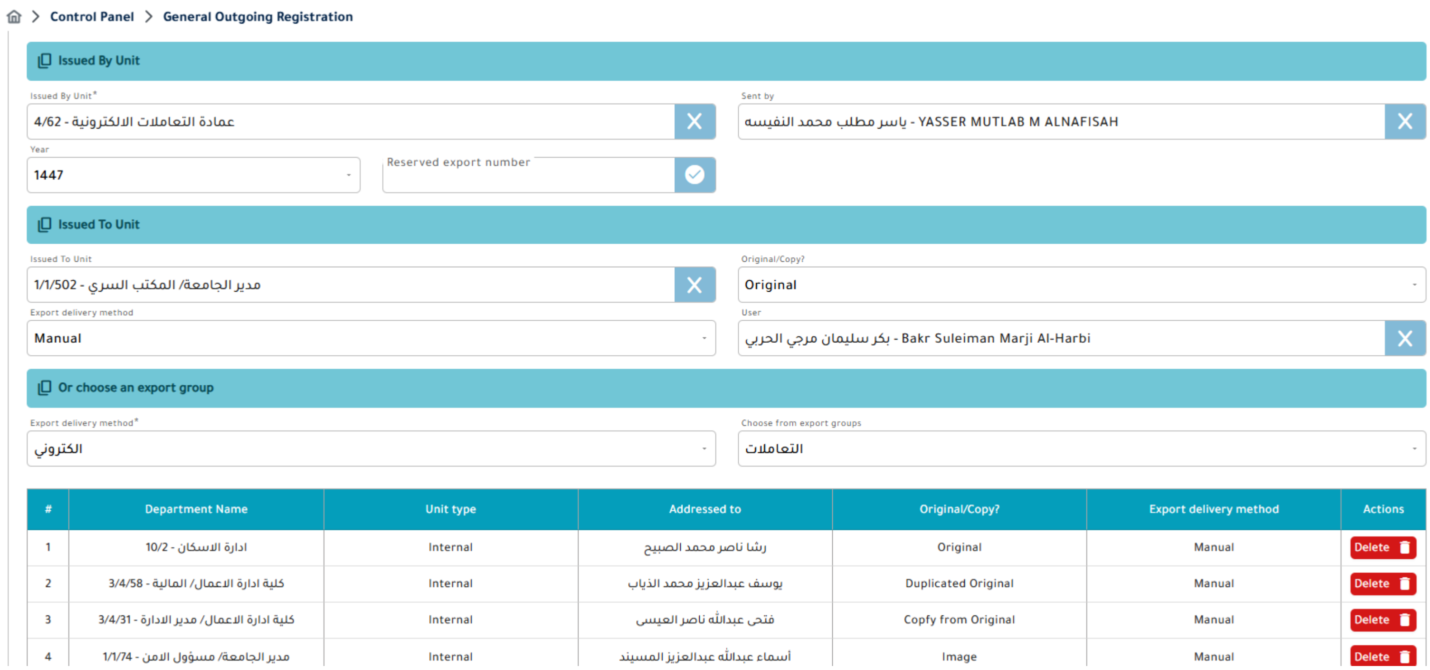
# Exporting to Multiple Entities

# Exporting to Multiple Entities Using the same Reference Number

If there is a need to send copies or duplicate originals of the same letter to more than one entity, this can be done during the **Outgoing Registration** process after registering the original transaction for the concerned entity.

## Registering the Outgoing for the First Entity

After registering the original transaction for the relevant entity, select the delivery method and then press **Enter** to generate the export table.




## Adding Additional Entities

To send the same transaction to additional entities, repeat the process by:

- Selecting the Export delivery method
- Choosing from the export groups, then pressing **Enter**

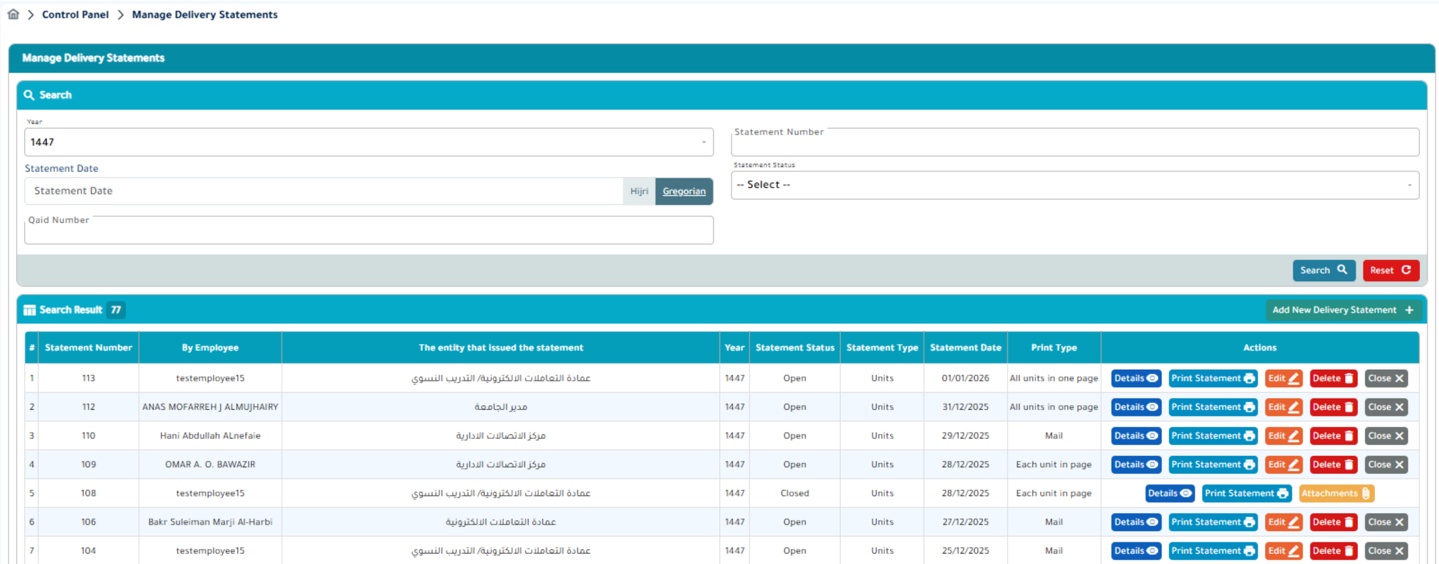
These steps are repeated until the export table includes all entities to which the transaction will be sent, as shown in the illustrative image.

To delete an entity, choose Action (**Delete**)

# Delivery Data Management

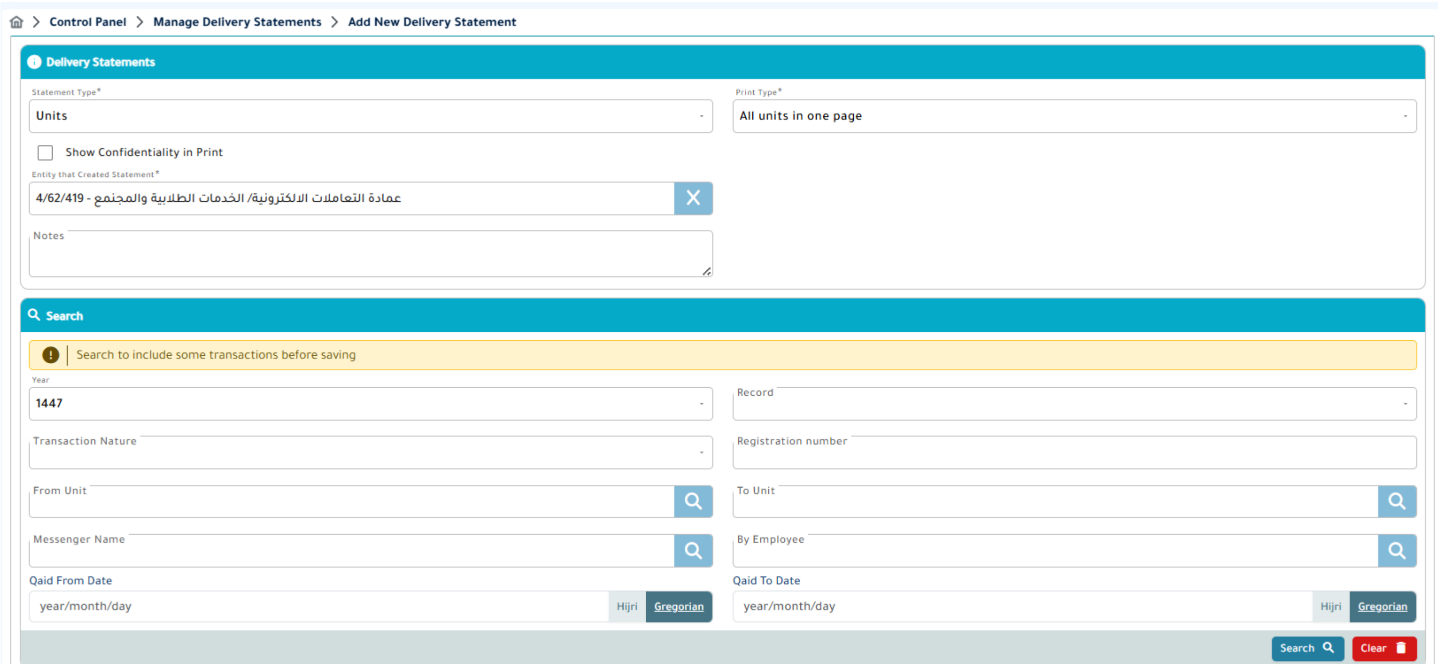
# Delivery Data Management

**Sidebar → Delivery Statement → Delivery Statement Management**




- **Search Options:** You can search for delivery statements using criteria such as the statement number or statement date.
- **Add New Delivery Statement:** To add a new delivery statement, click the **“Add New Delivery Statement”** button at the bottom of the page.
- **View Data:** The table displays delivery statement details for each record, such as the statement type, statement status, and statement date.
- **Control Options:** Next to each statement, several icons are available to edit the data, delete, or print the details.

## Add New Delivery Statement




## Statement Type

- Units or Employees

## Print Type

- Each unit on a separate page
- All units on one page
- Mail

## Statement Issuing Entity

Select the entity that created the statement by typing the first two letters of the entity name or the entity number.

## Important Notes

- Only transactions for which the delivery method **(Delivery Statement)** was selected during export or referral will appear.
- The same transaction cannot be added to more than one delivery statement.

## View Transactions

All transactions that were assigned the **Delivery Statement** delivery method will appear at the bottom of the screen.

## Including a Transaction in the Statement

If you wish to select **specific transactions**, you can click the checkbox next to each transaction to include it. You may also **include all transactions** from the search results.


Please note that not selecting a transaction does **not** mean it is deleted; it will simply not appear in the statement to be printed, and it can be printed later if needed.

### Save Statement

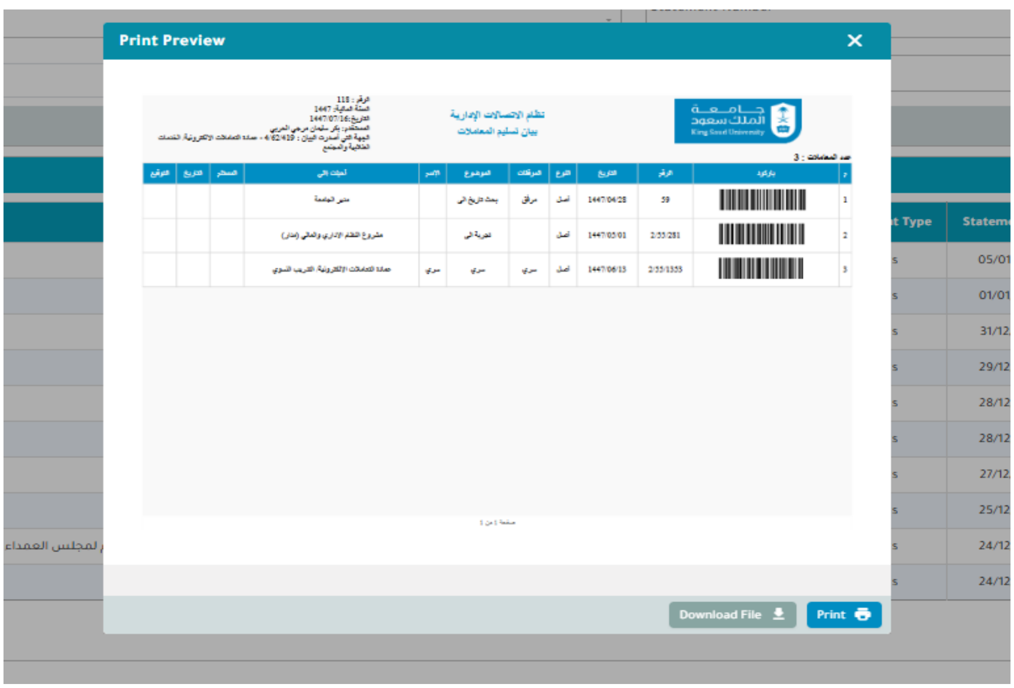
After completing the selection, click the **Save** button at the bottom of the screen. The statement will be saved successfully.

### Printing the Delivery Statement

When you navigate again to **Delivery Statement Management** from the sidebar, the delivery statement table will appear, offering several actions.

### Printing the Register

By clicking the **Print Statement** field, the statement will appear in its final format.
Click the **Print** icon to print the statement. You can also download the file using the **Download** icon.



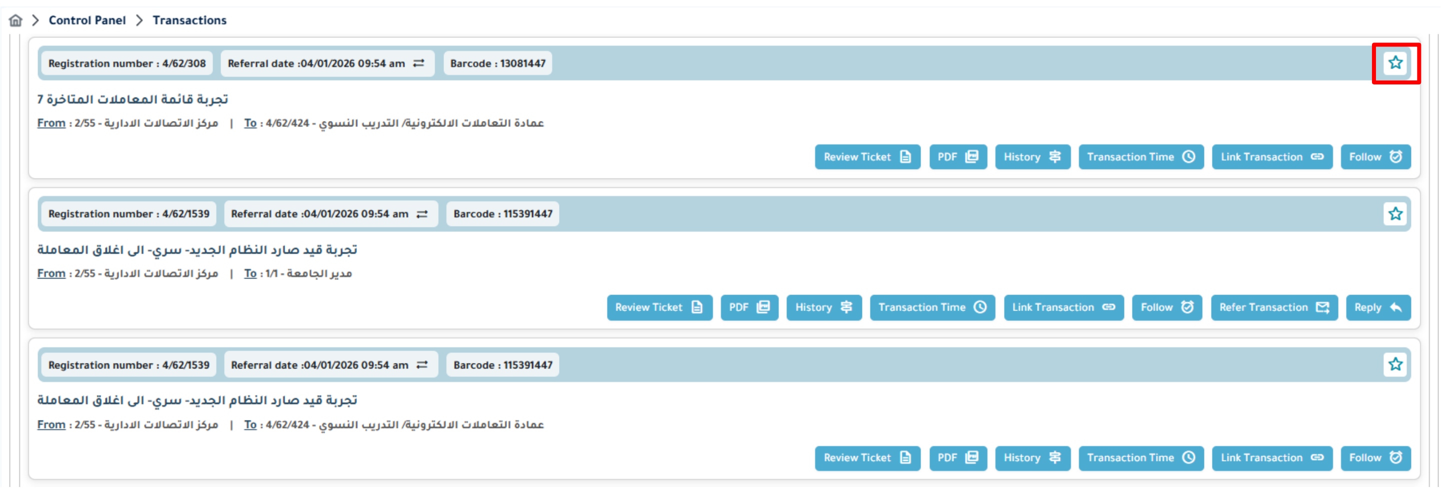
# Transactions

# Transactions

For quick search, you can look for outgoing or incoming transactions by their **reference number**, **date**, **entity name**, or **entity code**.

Transactions can be accessed by selecting the type from the sidebar (**Outgoing Transactions, Incoming Transactions, Closed Transactions, Favorite Transactions**):

- **Outgoing Transactions**: These are transactions that have been processed either by registering an outgoing number or referring them with a previous number. They represent all transactions sent from the authorized entity.
- **Incoming Transactions**: These are transactions received by the entity and need to be processed according to the required action, such as directing, receiving, referring, filing, or any other required procedure.
- **Closed Transactions**: These are transactions that have been closed.
- **Favorite Transactions**: These are transactions added to the user's favorites by clicking the **star icon** shown to the left of the transaction.



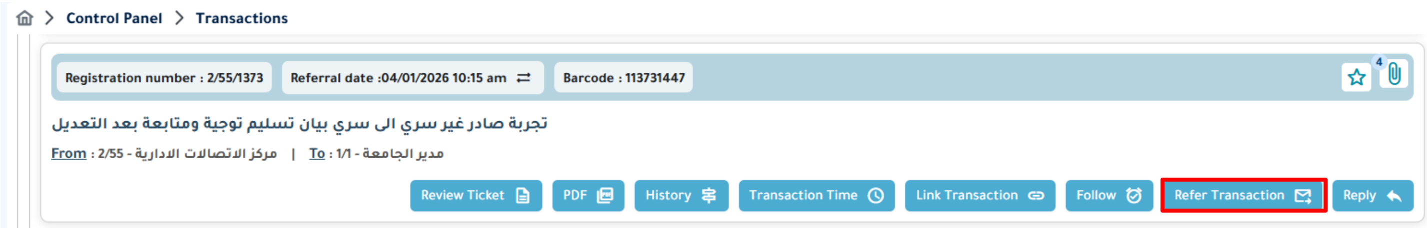

## Important Notes

-Transactions for which the **Electronic Delivery** method is selected must include an attachment. If not, the transaction will be returned to the sending entity with an explanation for the return (e.g., missing electronic attachment, incomplete attachment, or incorrect routing). If the attachments are correct, the transaction will be processed according to the routing instructions.

-Transactions for which the **Delivery Statement** method is selected cannot be received until the corresponding delivery statement is available. The value and signature must be received on the delivery statement first, and only then can the transaction be marked as received in the system.

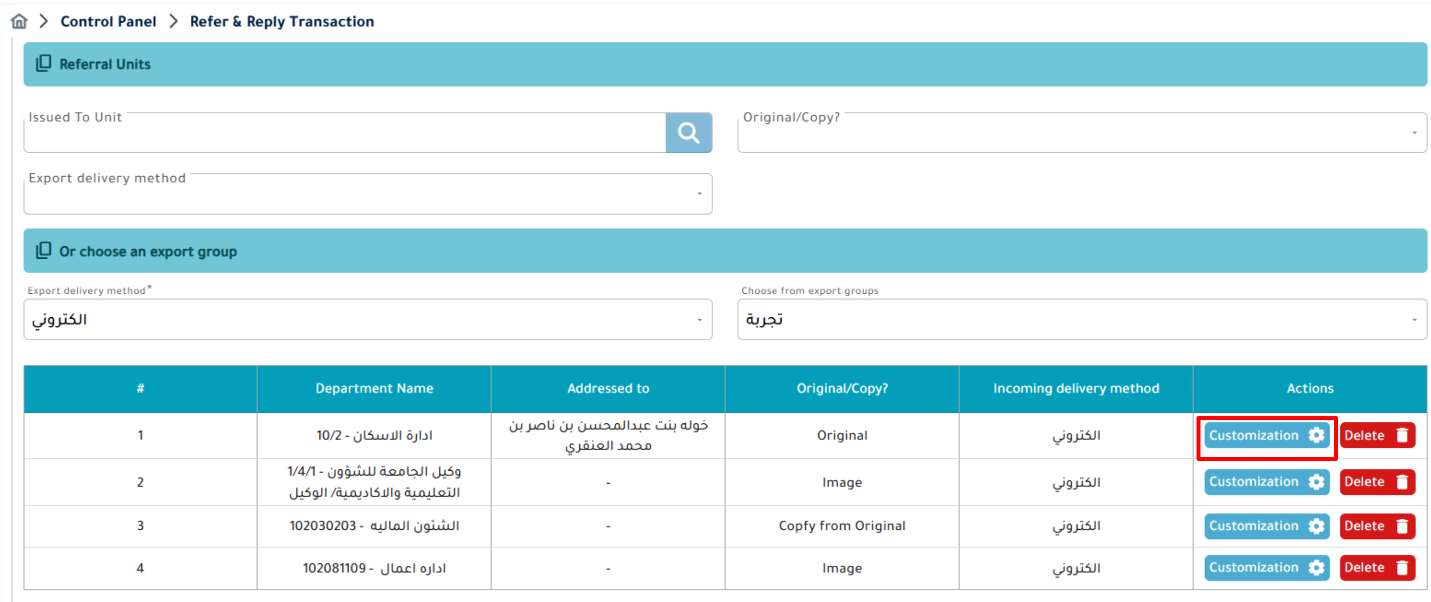
# Refer Transactions

# Refer Transactions




When clicking **Refer Transaction**, as shown in the previous image, the following screen appears.

The required information: **Issued to Unit**, **outgoing type**, **delivery method**, and **User**.
Then click the **Enter** button to generate the referral table *(similar to registering and recording general outgoing transactions)*

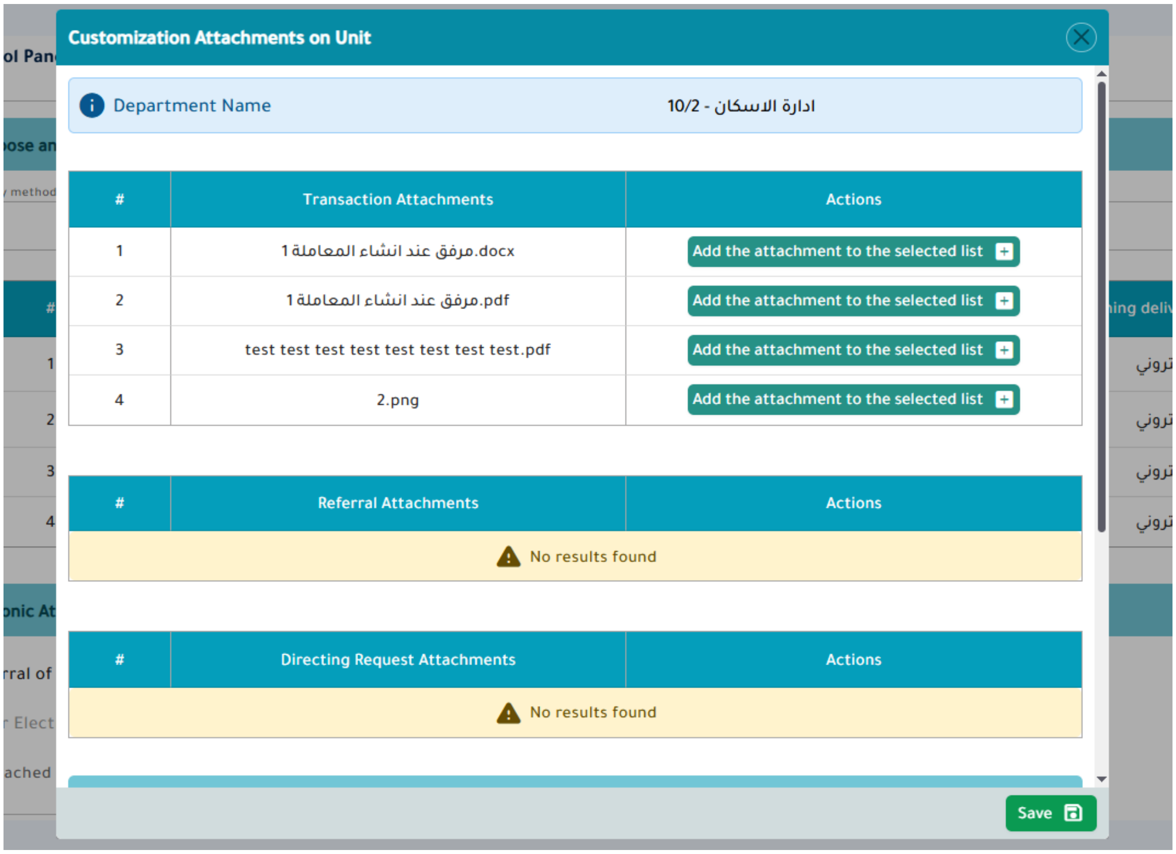



Once the **Referral Table** is created, one of the available actions can be selected:
either **Delete** to remove the entry from the table, or **Customize**, which opens the **Referral Attachments Customization** screen.

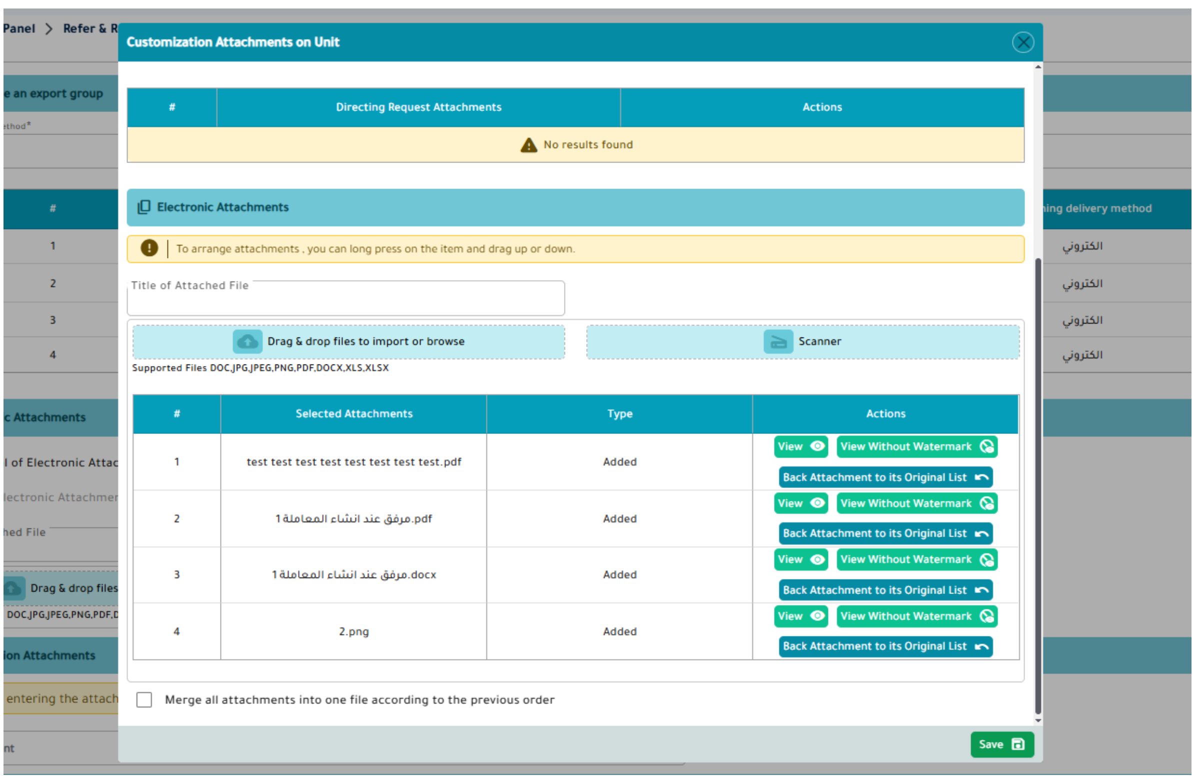
This screen allows you to manage all types of attachments related to the selected transaction. whether they are:

- Attachments associated with creating the transaction,
- Referral attachments, or
- Direction Request attachments.

When clicking the **Add Attachment to Selected List** button, the attachment is moved to the **Selected Attachments** list at the bottom.

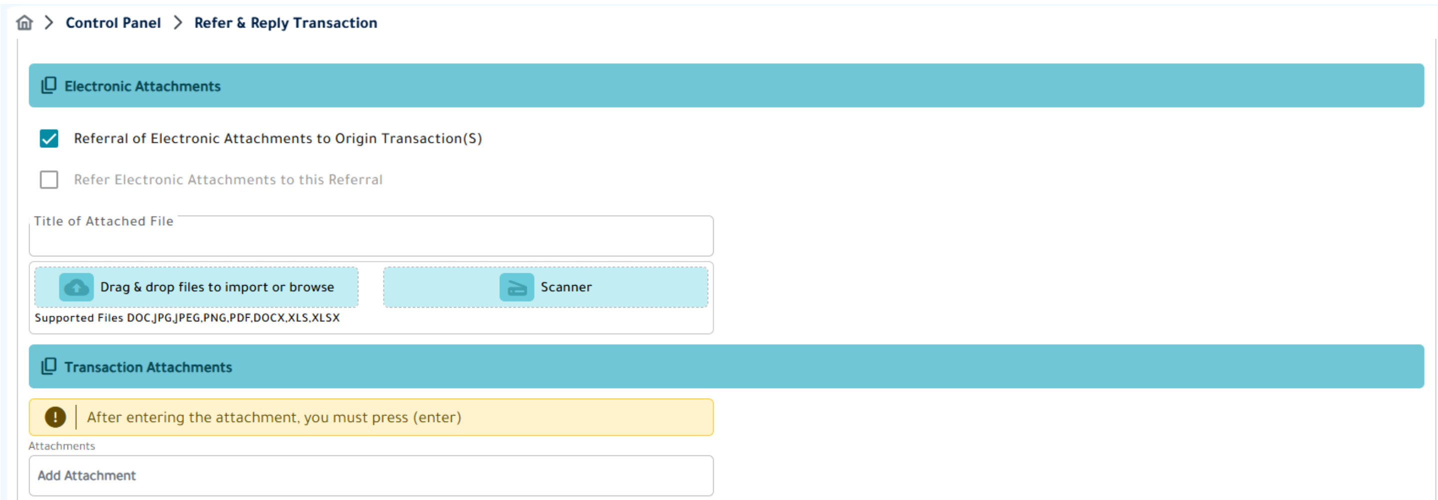


You can also preview the attachment **with a watermark or without a watermark**, or return it to the **original list**. Additionally, all selected attachments can be **merged into a single attachment according to the specified order**, noting that the order can be changed using **drag and drop**, then saved.



## Electronic Attachments Section

1. **Referral of Electronic Attachments to Origin Transaction(s)**
   - If checked, the electronic attachments from the original transaction will be included in the referral.
2. **Refer Electronic Attachments to this Referral**
   - This option is currently unchecked in the screenshot. Selecting it would allow attachments to be specifically added to this referral transaction rather than the origin transaction.
3. **Title of Attached File**
   - A field to enter a title for the attachment you are about to upload.
4. **Drag & Drop / Browse Files**
   - You can drag and drop files here or browse your computer to upload.
   - Supported file types: **DOC, JPG, JPEG, PNG, PDF, DOCX, XLS, XLSX**.
5. **Scanner**
   - Allows scanning documents directly and attaching them electronically.



# Group Referral

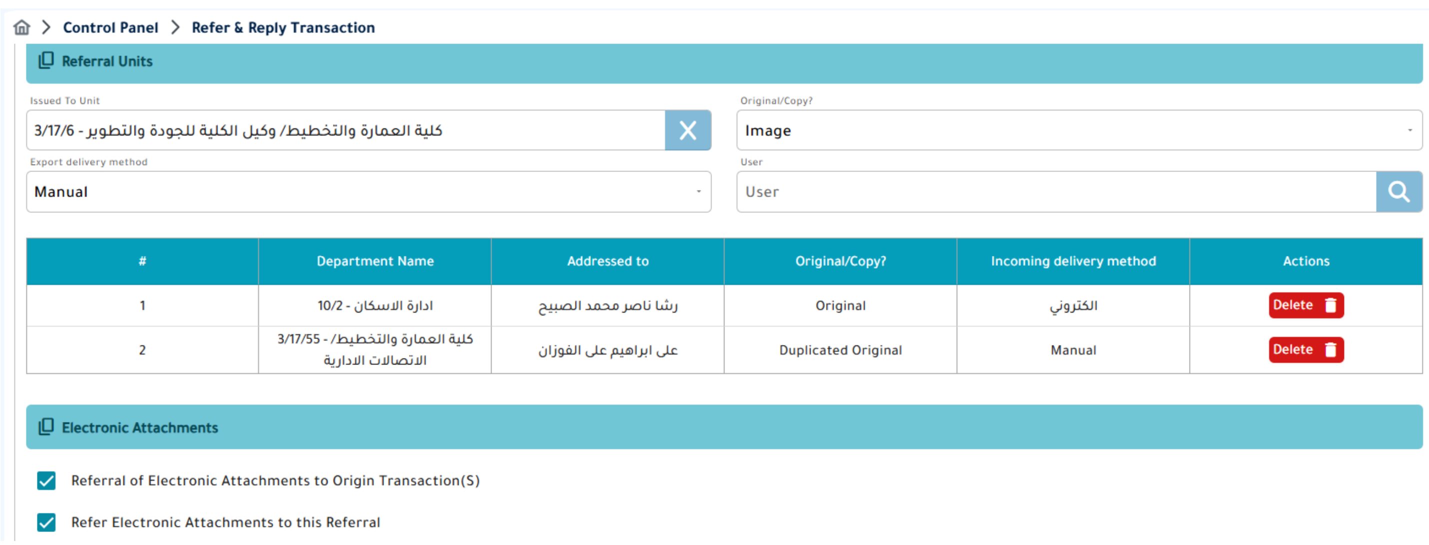
# Group Referral

**Sidebar → Transactions Management → Group Referral**

You can search for all the transactions you need based on the available search criteria. Then, select the transactions you want to refer by clicking the **checkbox** to mark them.


click **Refer Transactions**.

Then fill in the fields: **Issued to Unit**, **Original/Copy**, **Delivery Method**, **User** and click the **Enter** button. A table of units for referral will appear.




Next, select the desired option for **electronic attachments**:

- **Referral of Electronic attachments to Origin transaction**
- **Refer Electronic attachments to this referral**

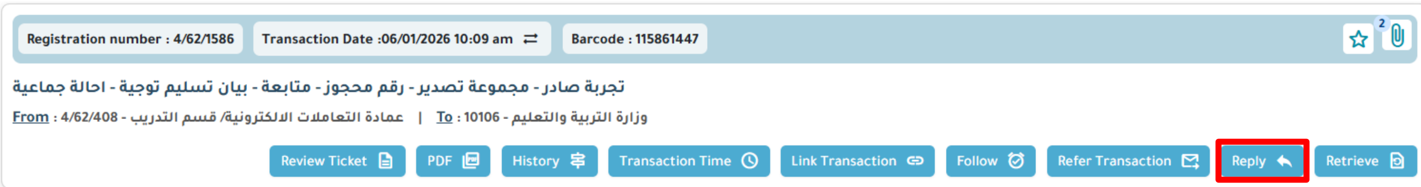
## Important Note:

- If you want to send the same attachments that were referred with the transaction to your unit, check the box **Referral of Electronic attachments to Origin transaction**
- If you want to replace the attachment referred with the transaction and attach a new file, check the box **Refer Electronic attachments to this referral**

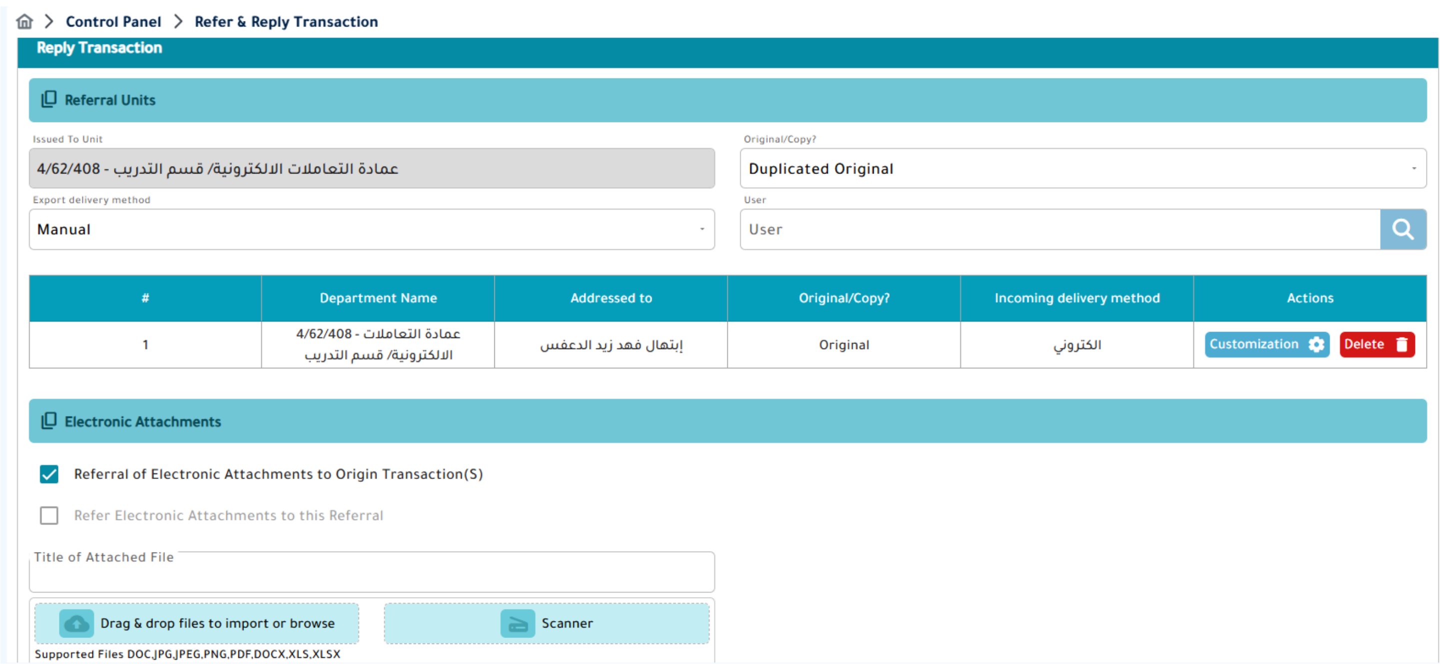
# Reply Transactions

# Reply Transactions

You can search for all the transactions you need based on the available search criteria. Then, select the transactions you want to **reply**




When clicking **Reply Transaction**, as shown in the previous image, the following screen appears.

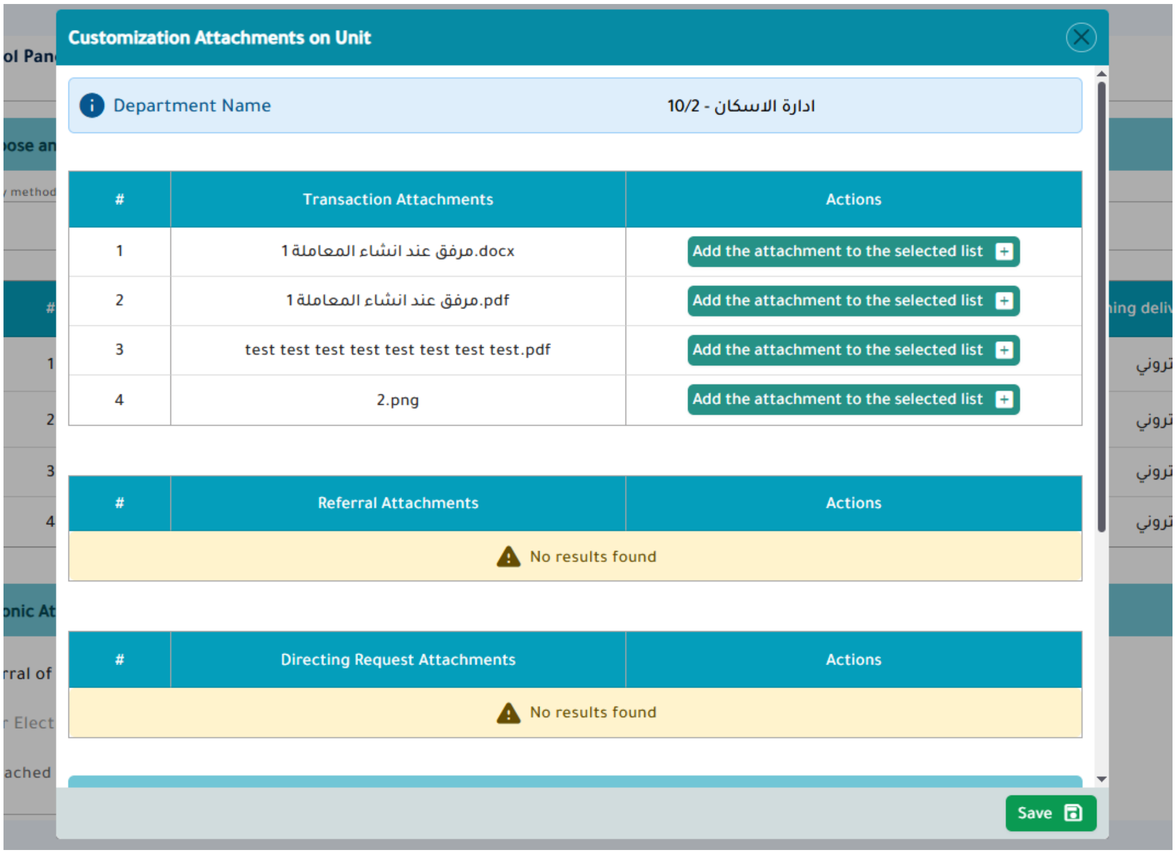



**Fill in the required information:**

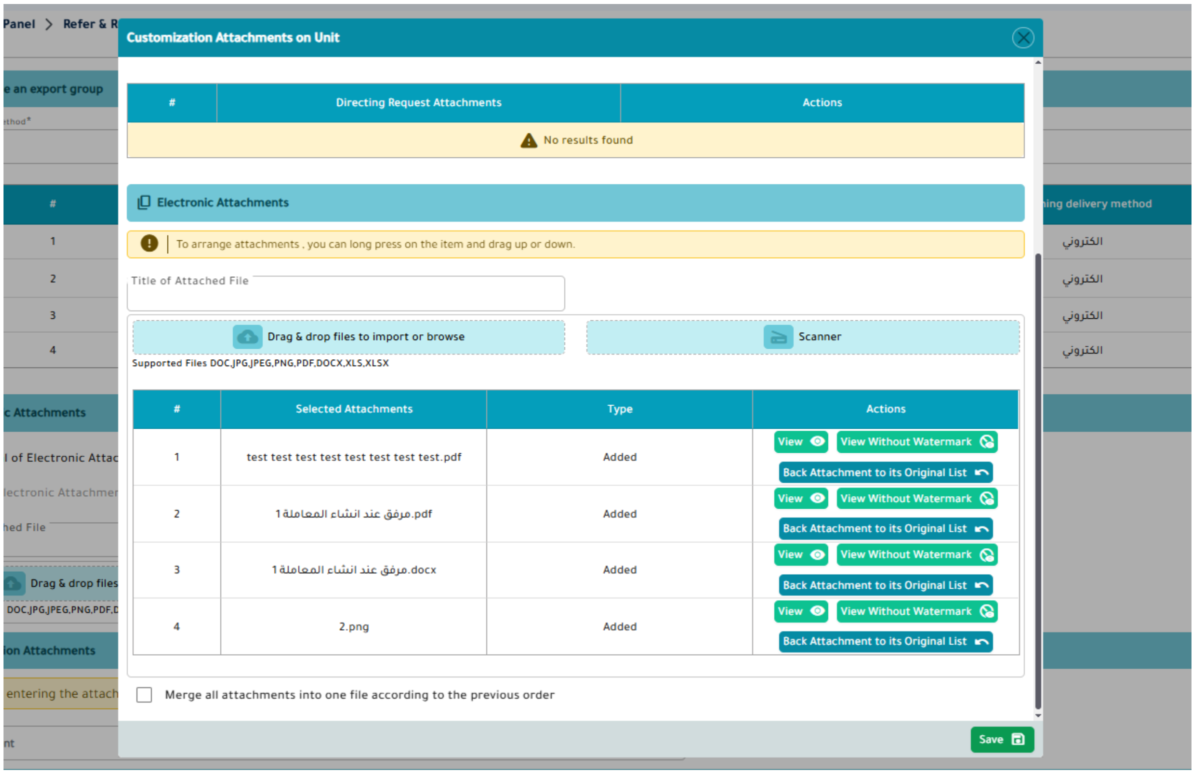
- **Transaction Type:** Original / Copy
- **Delivery Method**
- **User Name**

2. **Click Enter button**
   - The entry will appear in the table, where it can be **customized** or **deleted**.

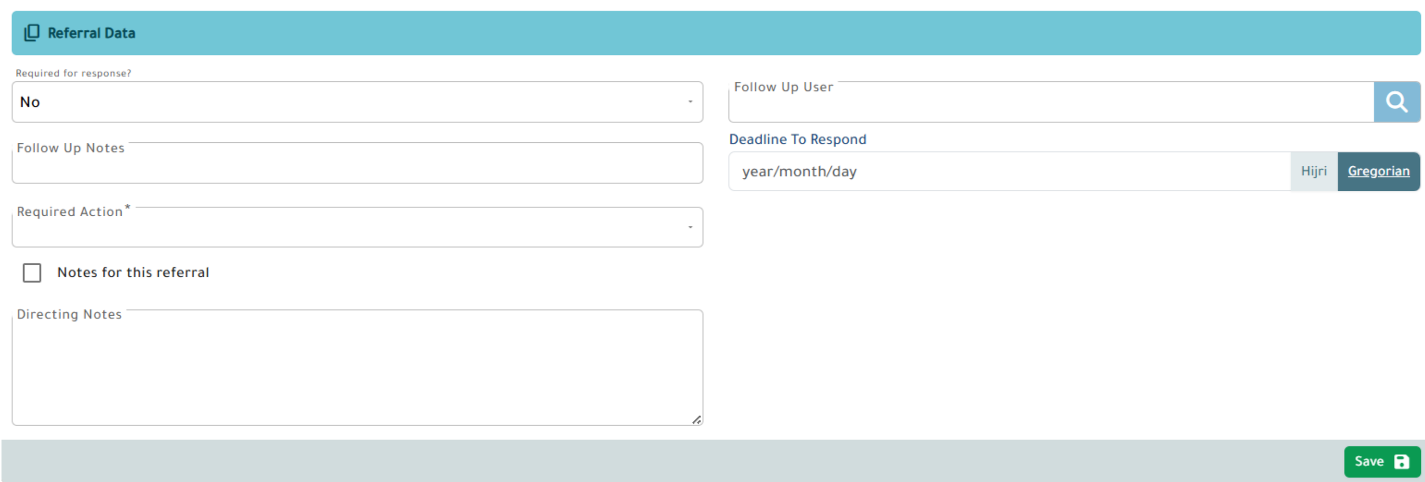
3. When clicking Customization, then **Add Attachment to Selected List** button, the attachment is moved to the **Selected Attachments** list at the bottom.




You can also preview the attachment **with a watermark or without a watermark**, or return it to the **original list**. Additionally, all selected attachments can be **merged into a single attachment according to the specified order**, noting that the order can be changed using **drag and drop**, then saved.



4. **Attach required files** (if any)
    - This will allow you to **set the options for referring electronic attachments**.
5. **Complete the remaining referral details and save to send the response**
   Fill in the following fields:



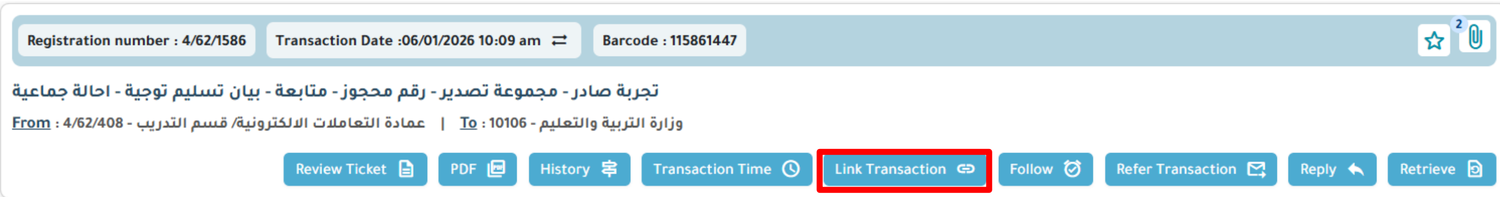

- **Response Required:** Specify if a response is needed.
- **Follow Up User**
- **Follow Up Notes**
- **Deadline to Respond**
- **Notes:** Any additional remarks regarding the referral.
- **Required Action:** The required step or process to be taken.

Then click Save to **reply**

# Link Transactions

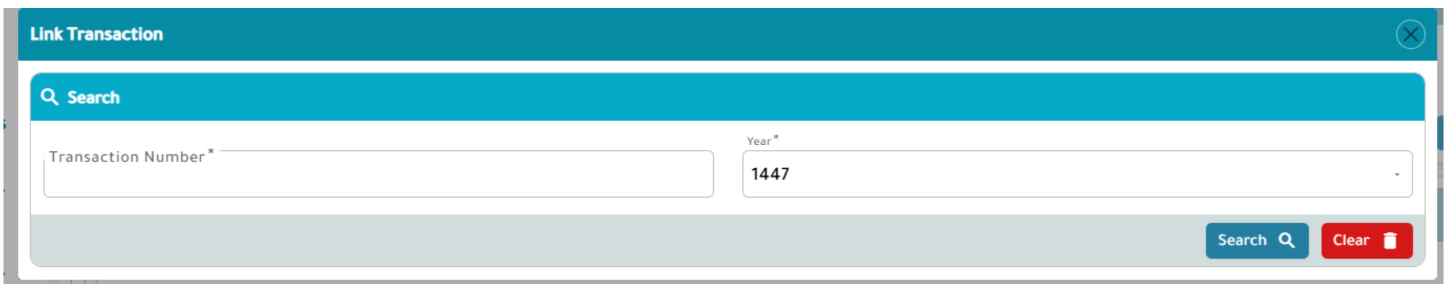
# Link Transactions

You can search for all the transactions you need based on the available search criteria. Then, select the transactions you want to **Link**

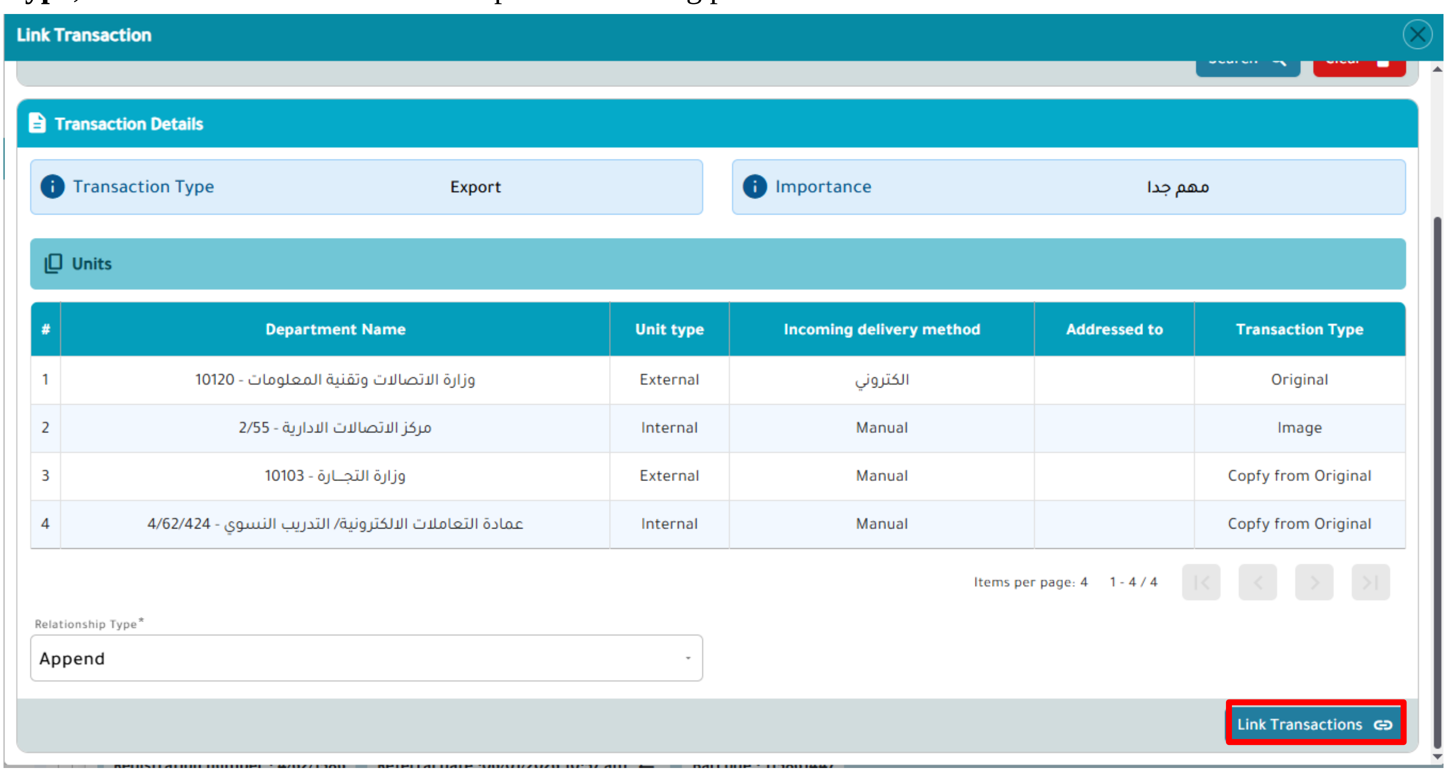



The **Link Transaction** is used when there are two transactions registered under different numbers but with the same content or subject, and there is a relationship between them. The system allows linking the transactions with a specified relationship type: **Append** , **Commentary**, or **Settlement**.

When clicking **Link**, a search box appears to find the transaction to be linked with the selected one by entering the **Transaction Number** and **Year**.



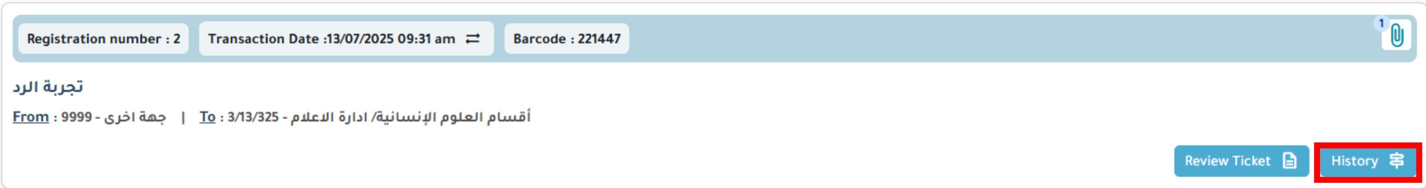

After searching, the details of the found transaction are displayed, after selecting the desired **Relationship Type**, click **Link Transaction** to complete the linking process.



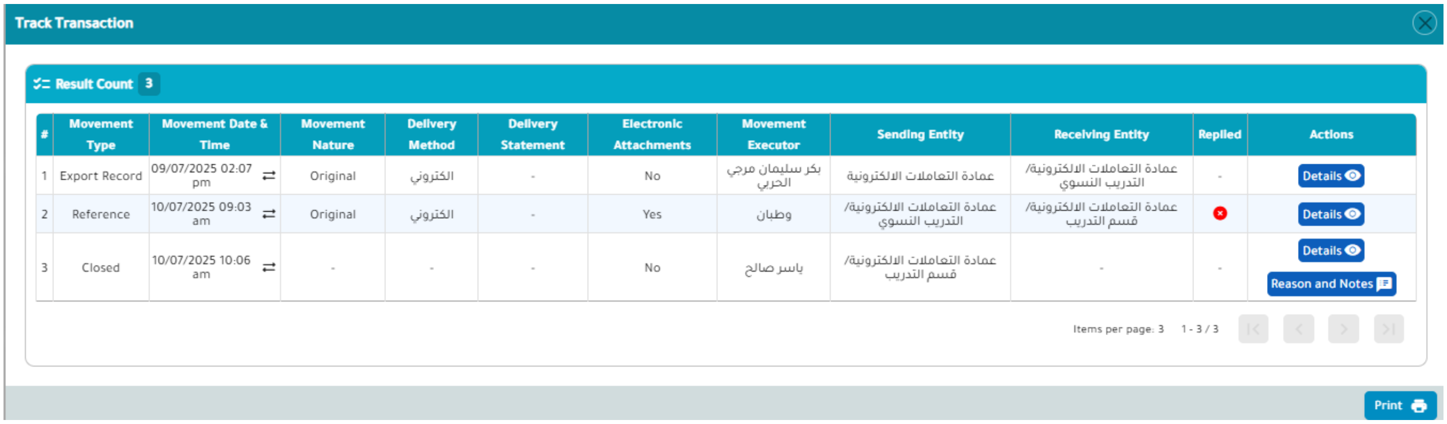
# Track Transactions

# Track Transactions

You can track a transaction through the **Transaction Search** screen by searching for the required transaction using its details. A **History** option will appear next to the transaction; click it to proceed.




The **Transaction Tracking** screen will appear, displaying details of the transaction movement, such as: movement type, movement date and time, nature of the movement, delivery method, delivery details, availability of electronic attachments, performed by, sending entity, receiving entity, whether a response has been made or not, **actions including a Details icon to view full transaction details, a Reason icon, and a Notes icon, with the ability to print the transaction**.

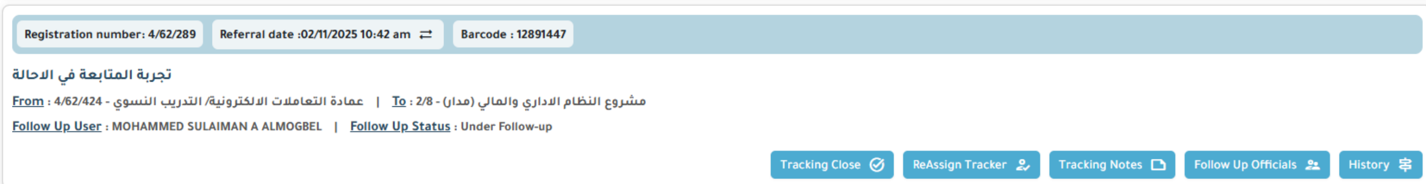



| # | Movement Type | Movement Date & Time | Movement Nature | Delivery Method | Delivery Statement | Electronic Attachments | Movement Executor | Sending Entity | Receiving Entity | Replied | Actions |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Export Record | 09/07/2025 02:07 pm | Original | الكتروني | - | No | بكر سليمان مرجي الحربي | عمادة التعاملات الالكترونية | عمادة التعاملات الالكترونية/ التدريب النسوي | - | Details |
| 2 | Reference | 10/07/2025 09:03 am | Original | الكتروني | - | Yes | وطبان | عمادة التعاملات الالكترونية/ التدريب النسوي | عمادة التعاملات الالكترونية/ قسم التدريب | | Details |
| 3 | Closed | 10/07/2025 10:06 am | - | - | - | No | ياسر صالح | عمادة التعاملات الالكترونية/ قسم التدريب | - | - | Details<br>Reason and Notes |

# Follow-up Transactions

# Follow-up Transactions

You can Follow-up transactions by navigating to:
**Home Page → Sidebar → Transaction Management → Transaction Follow-up**
where the available actions for following up on the transaction will be displayed.

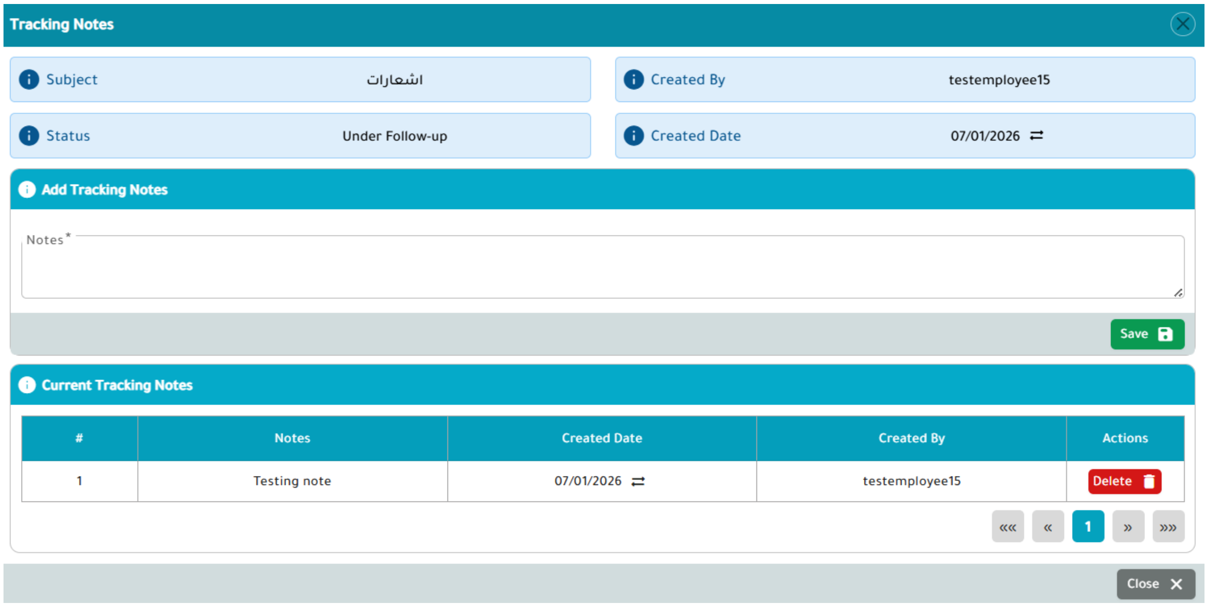



**History**
The transaction movement is displayed as shown in the previous example, with the ability to view detailed information for each action by clicking the **Details** option within the actions.

**Follow-up Officers**
The subject name, entity name, and the names of the follow-up officers in the entity are displayed.


**Tracking Notes**

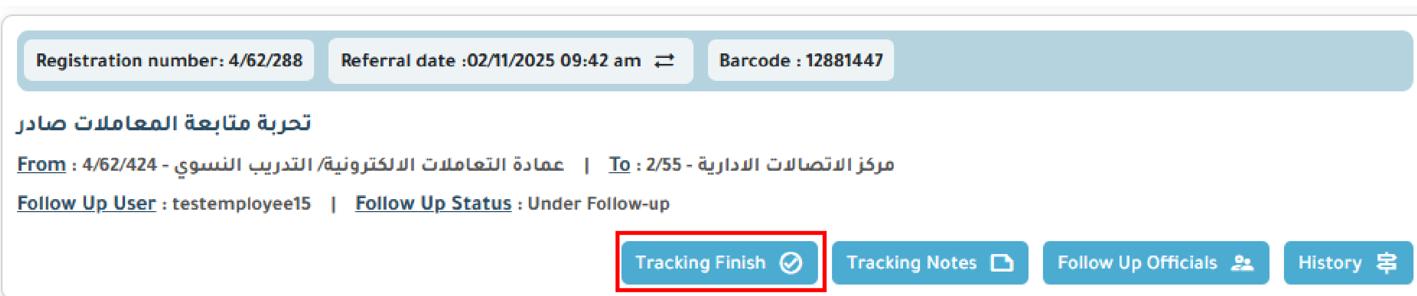
The current status of the transaction and its creation details are displayed, with the ability to add new follow-up notes and view the existing follow-up notes recorded on the transaction.




**ReAssign Tracker**

The Follow-up Administrator may change the assigned Follow-up Officer for a transaction that has already been assigned during the creation of the transaction.


## Tracking Finish Option (Follow-up Officer Screen)




The Follow-up Officer is provided with an **Tracking Finish** option, which indicates that the follow-up process for the transaction has been completed by this officer. Once this option is selected, the request status is classified as **Followed**.

The Follow-up Administrator retains the ability to add or change the Follow-up Officer for this transaction.

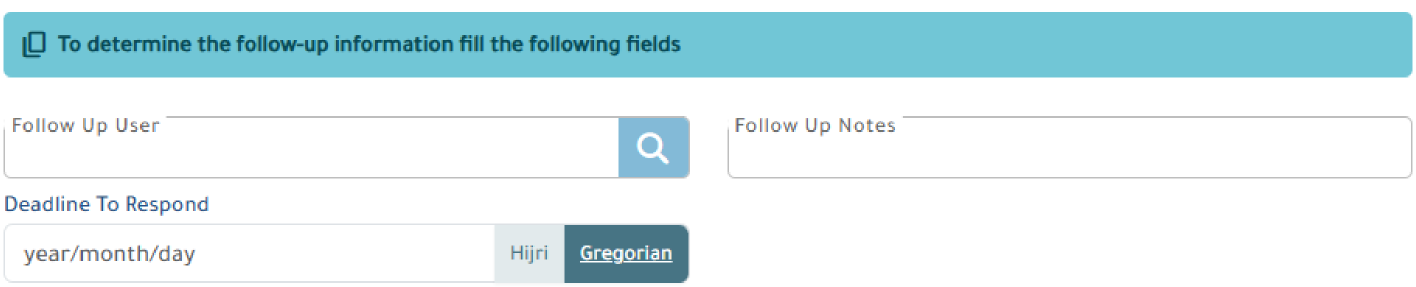
## Tracking Close Option (Follow-up Administrator Screen)


The Follow-up Administrator is provided with a **Tracking Close** option, which indicates that the follow-up process for the transaction has been officially closed by the responsible authority. Once this option is selected, the request status is classified as **Close Follow-up**.

After closing the follow-up, the administrator is no longer able to add or change the Follow-up Officer for this transaction.


## Assignment of the Follow-up Officer

The Follow-up User is assigned during the creation and registration of a **General Outbound Recording and Recording** or a **General Inbound Recording and Recording** through this section. The assigned Follow-up Officer can later be modified by the Follow-up Administrator if required.



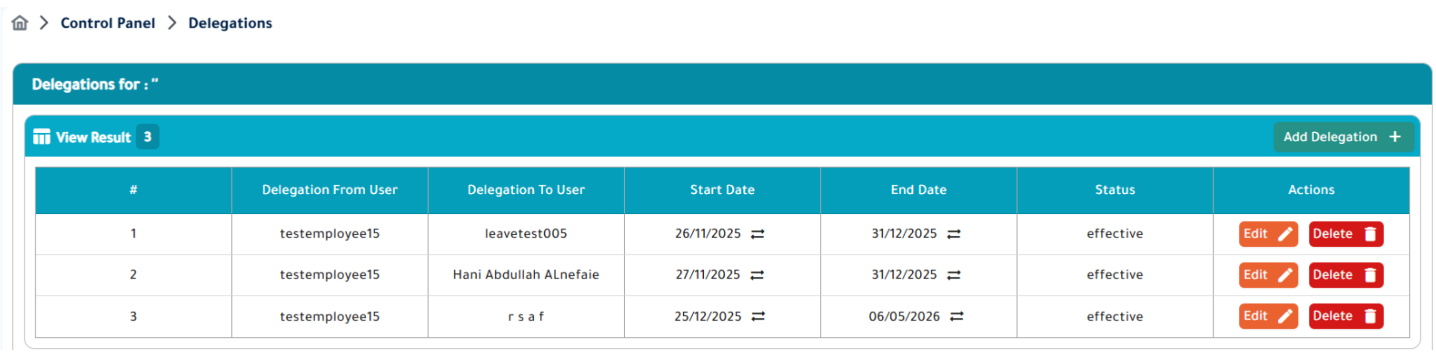
# Delegations

# Delegation Management

This feature allows the user to delegate another person to perform specific tasks on their behalf, granting them the necessary permissions to carry out those tasks within the system.

From the main screen, navigate to:
**Username (top right of the screen) → Delegation Management**

This screen displays a list of all delegations created by the user.




| # | Delegation From User | Delegation To User | Start Date | End Date | Status | Actions |
|---|---|---|---|---|---|---|
| 1 | testemployee15 | leavetest005 | 26/11/2025 | 31/12/2025 | effective | Edit Delete |
| 2 | testemployee15 | Hani Abdullah ALnefaie | 27/11/2025 | 31/12/2025 | effective | Edit Delete |
| 3 | testemployee15 | r s a f | 25/12/2025 | 06/05/2026 | effective | Edit Delete |

Through this screen, the user can add a new delegation, edit an existing delegation, or delete a delegation that is no longer required. The screen also allows the user to track the status of each delegation and its validity period.

## Edit Delegation

# Add Delegation

This window enables the user to create a new delegation and grant another person the authority to perform specific tasks on their behalf for a defined period. The required fields must be completed and the data saved to activate the delegation.


• Delegation **from User**: This field is automatically filled by the system and refers to the current user who is creating the delegation.

• Delegation **To**: The person who will be granted the delegation to perform the assigned tasks.

• Start **Date**: Specifies the start date of the delegation's validity. It can be entered using either the Hijri or Gregorian calendar.

• End **Date**: Specifies the end date of the delegation's validity. It can be entered using either the Hijri or Gregorian calendar.

• Active **(checkbox)**: When this option is enabled, the delegation becomes active immediately after saving, allowing the delegated person to perform the tasks within the specified period.

# Accept Delegation

When logging in to the system, if there are any tasks or permissions delegated to you by other users, the **Delegation Management** screen will appear automatically

This screen displays a list of users who have delegated their tasks to you, along with the delegation start and end dates.

**How to Accept a Delegation:**

1. From the displayed list of delegations, click the **Select** button next to the name of the delegator you wish to work on behalf of.
2. Once the delegation is selected, it becomes active immediately. Your name will appear at the top right of the page followed by the phrase **"Delegated to"** and the delegator's name, indicating that you are currently working with the permissions of the user who delegated the tasks to you.

# Routing Requests

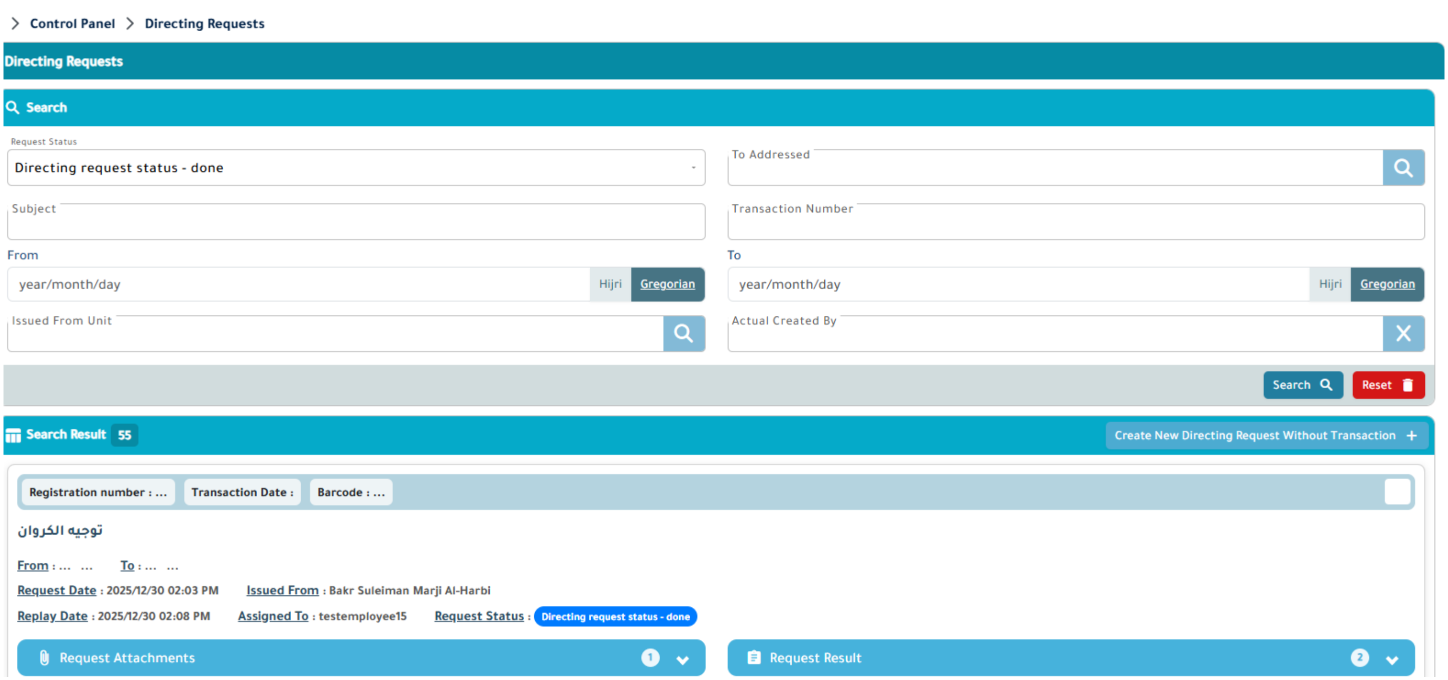
# Routing Requests

**Home Page → Sidebar → Redirection → Routing Requests**

**Search for a Direction Request:**
You can search for a specific direction request using the following fields:

- **Request Status**
- **Directed To**
- **Transaction Number**
- **Subject**
- **From / To**
- **Incoming Entity**
- **Created By**

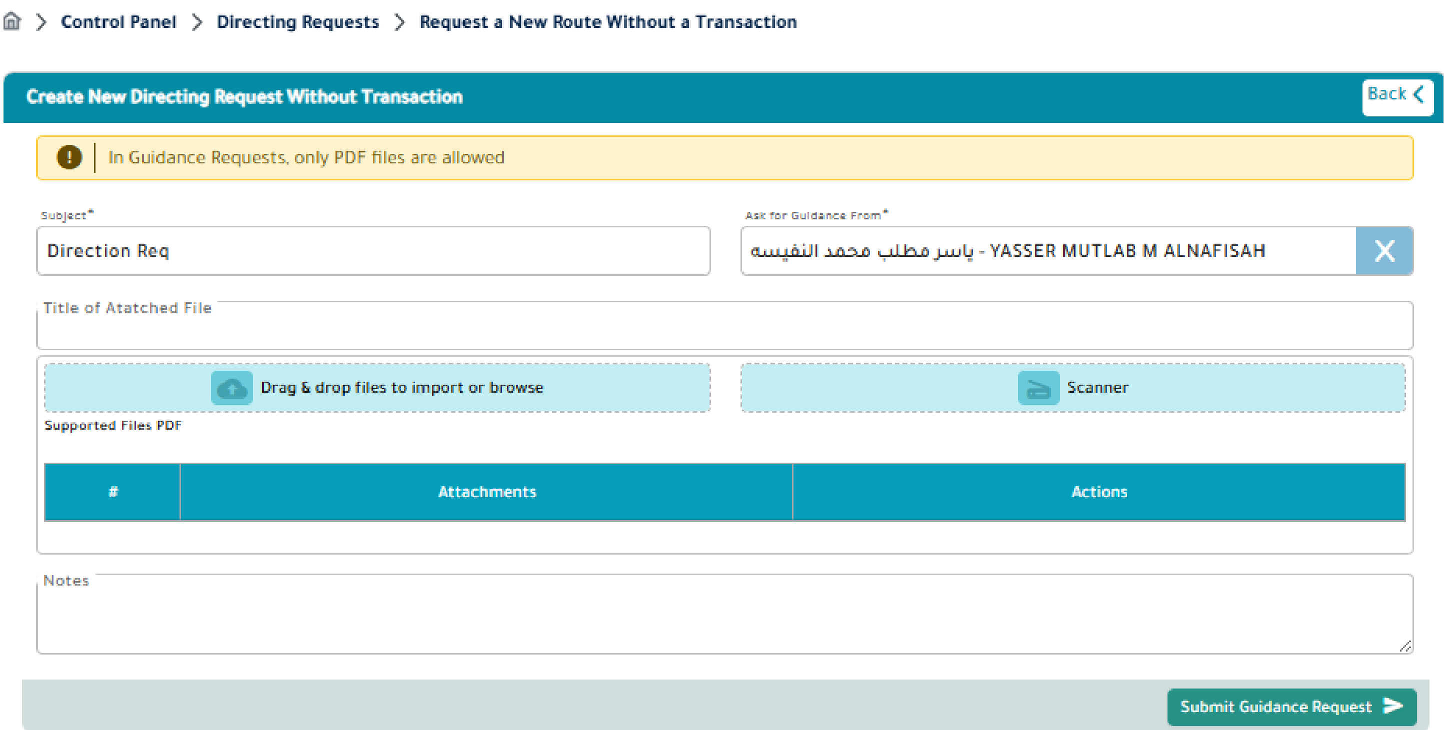
After selecting the required criteria, click **Search** to display the results, or **Clear** to reset the fields.



## Create a New Redirection Request:

You can create a new request by clicking **Create New Direction Request (Without Transaction)**, then filling in the following fields:

- **Subject**
- **Ask for guidance from**
- **Attached File Title**
- **Notes**




Then, submit the direction request.

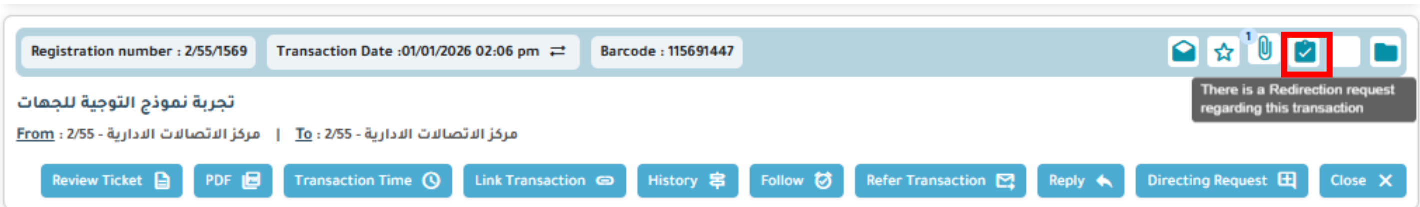
You can also send a direction request by searching for transactions or selecting the required transaction. The **“Directing Request”** option will then appear.


Fill in the required information as in the **Direction Request Without Transaction**, then click **Save** to send the request.

You may also reply the directed transaction by following the forwarding steps on **page 17**,
or close it by clicking **Close**, selecting one of the three available closing reasons, entering the notes, and then closing the transaction.

# Directing Approval Requests

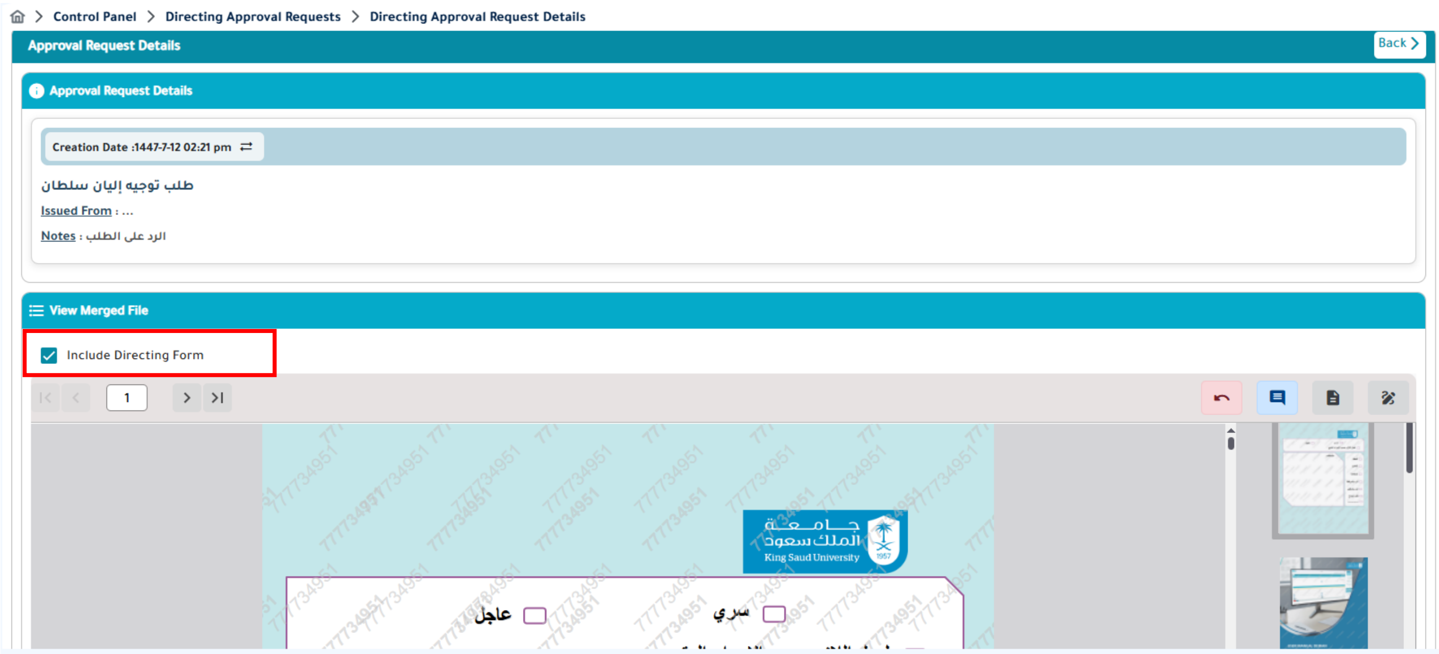
Through the transaction search, you can access transactions that have a direction request, where they appear in the following format.




Or by navigating to:
**Home Page → Sidebar → Routing Requests → Direction Request Approval**

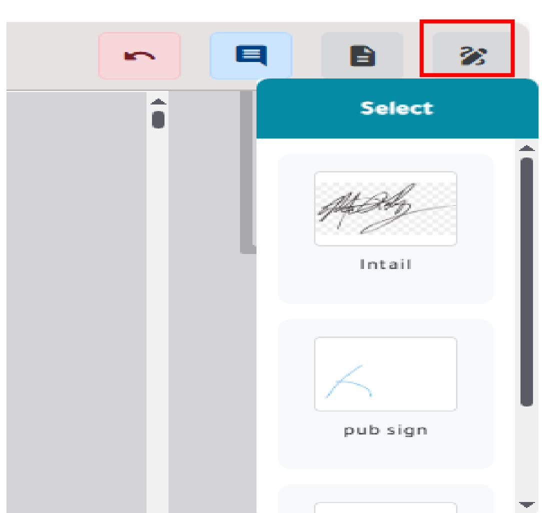
You can search for a specific direction request to approve it, or filter and view all new direction requests.

When clicking on the required direction request, the approval request details are displayed, with the option to include the direction form along with the attached file.

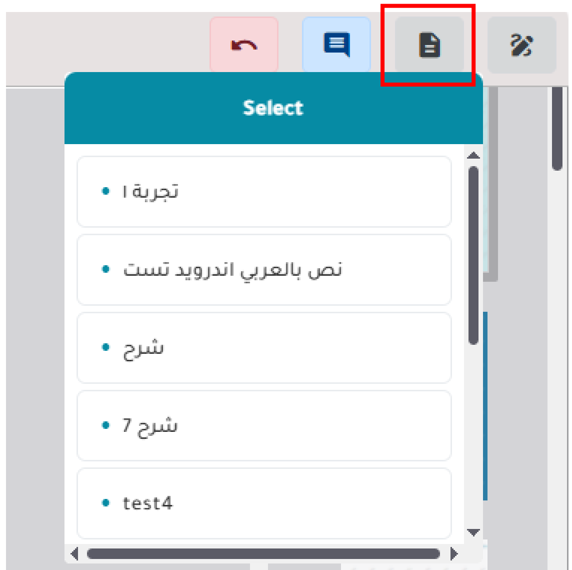


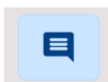

There are several actions a user can perform on the file:

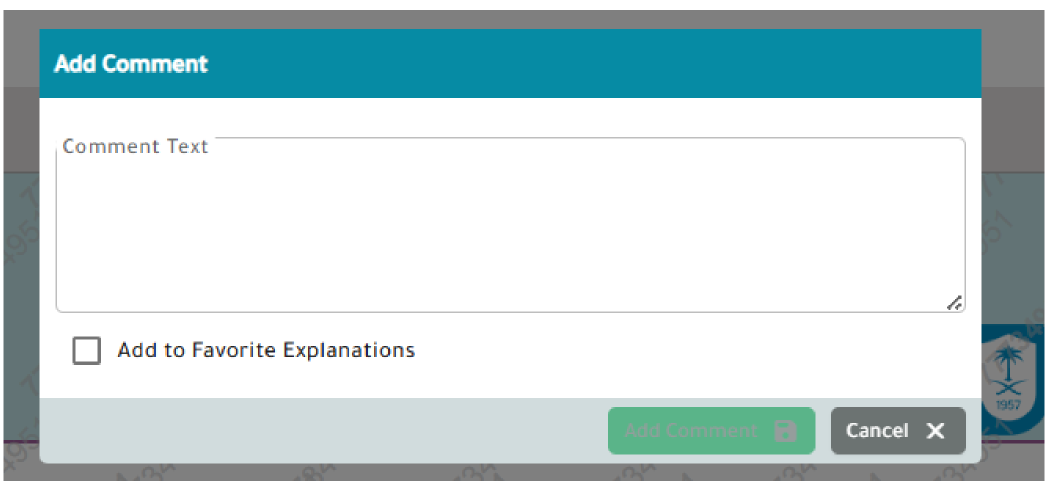
1. **Add a Signature or Stamp:** Choose from the signatures that have been created and saved in the user account settings.



2. **Add a Saved Note:** Insert and edit notes that have been saved in the user account settings.



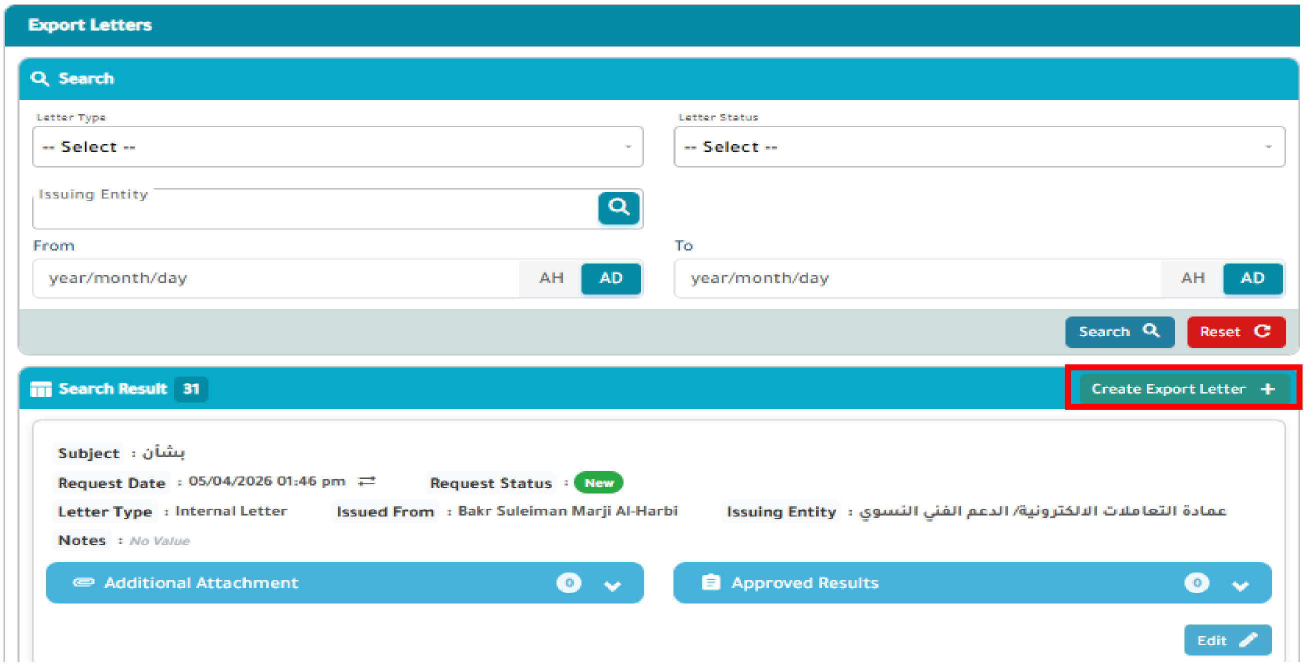

3. **Add a Comment**  **:** Add a comment with the option to include it in the list of favorite notes.



# Export Letters

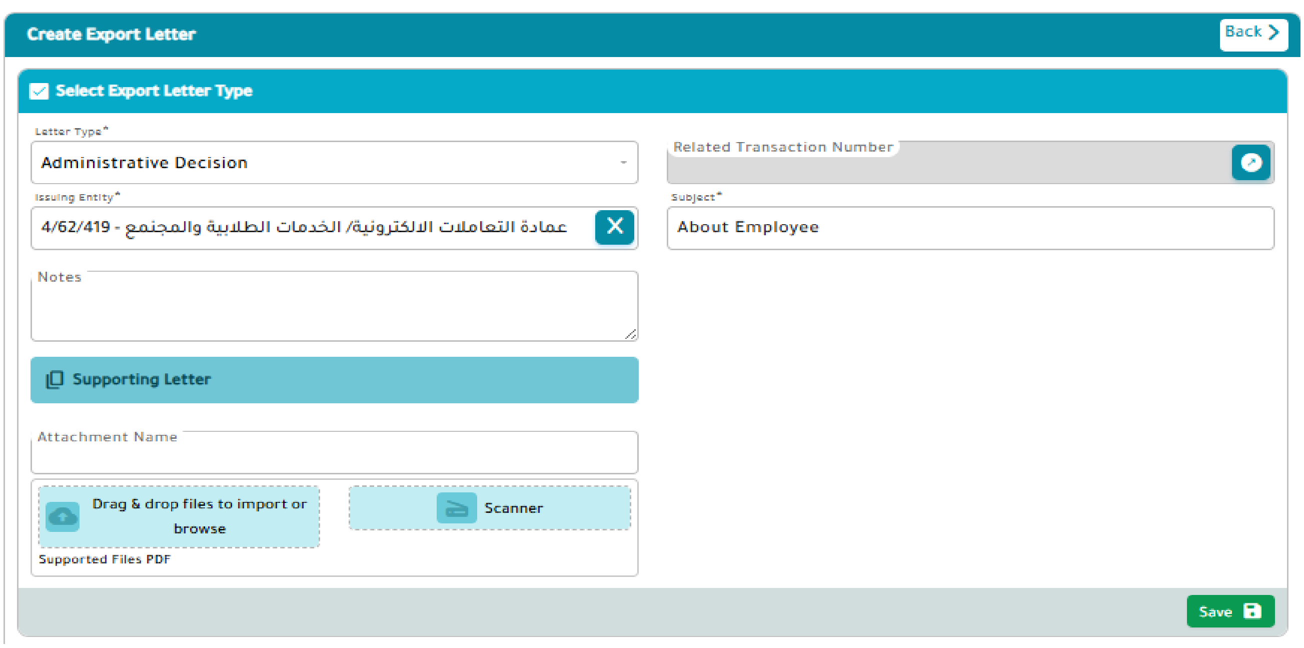
# Export Letters

The user can create, send and approve outgoing letters from the routing sidebar and then select outgoing letters. With the ability to search for a specific letter using any of the following information: letter type, letter status, letter destination or date.



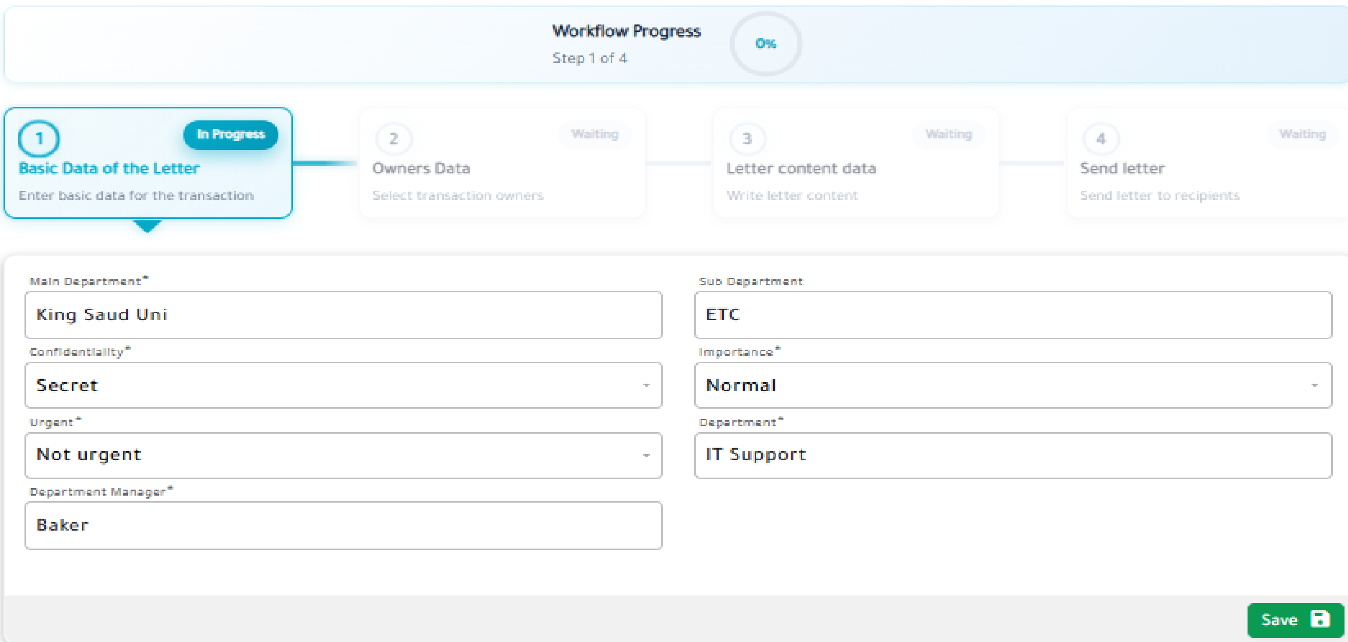

- ### Create an Export letter (administrative decision):

The user can create an export letter by clicking on **Create Export Letter** as in the image above Then specify the type of letter (**administrative decision, internal letter, external letter, proposal, circular, pre-prepared letter**) Related transaction number, if any, letter type, issuing entity, subject of letter, attach supporting letter.
Then **save**

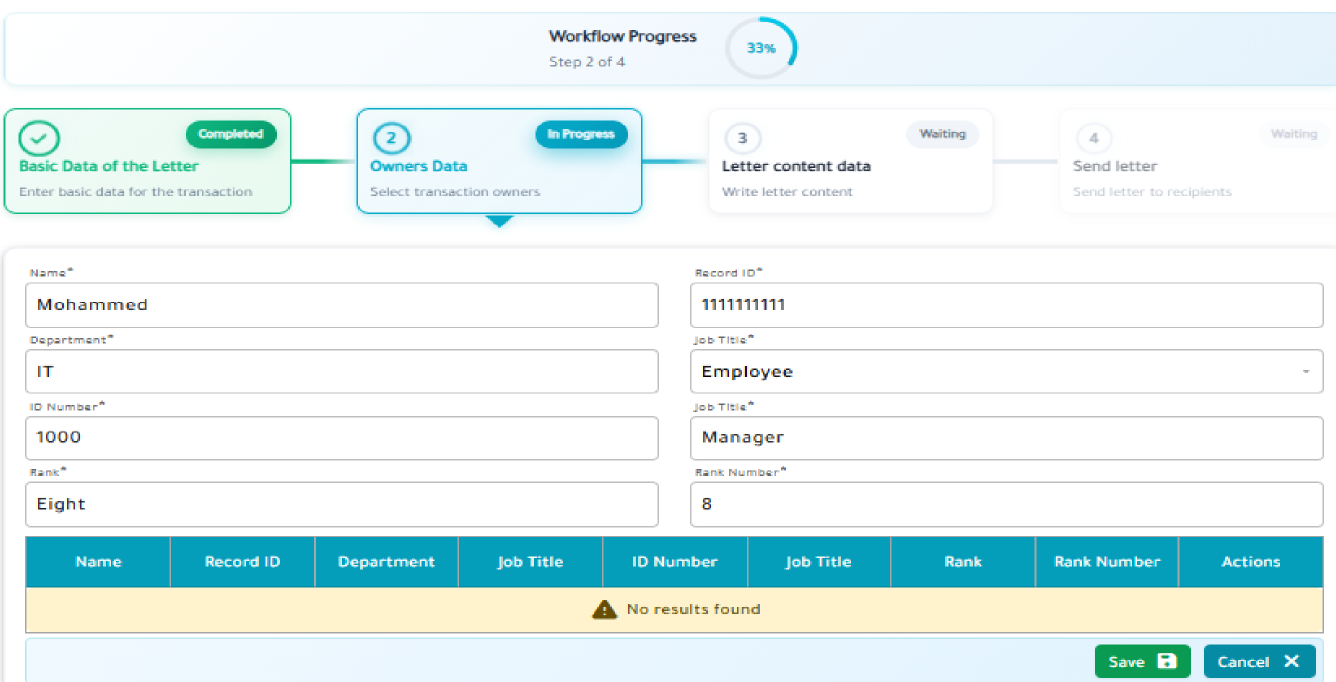


After saving, the process of completing the letter data will begin

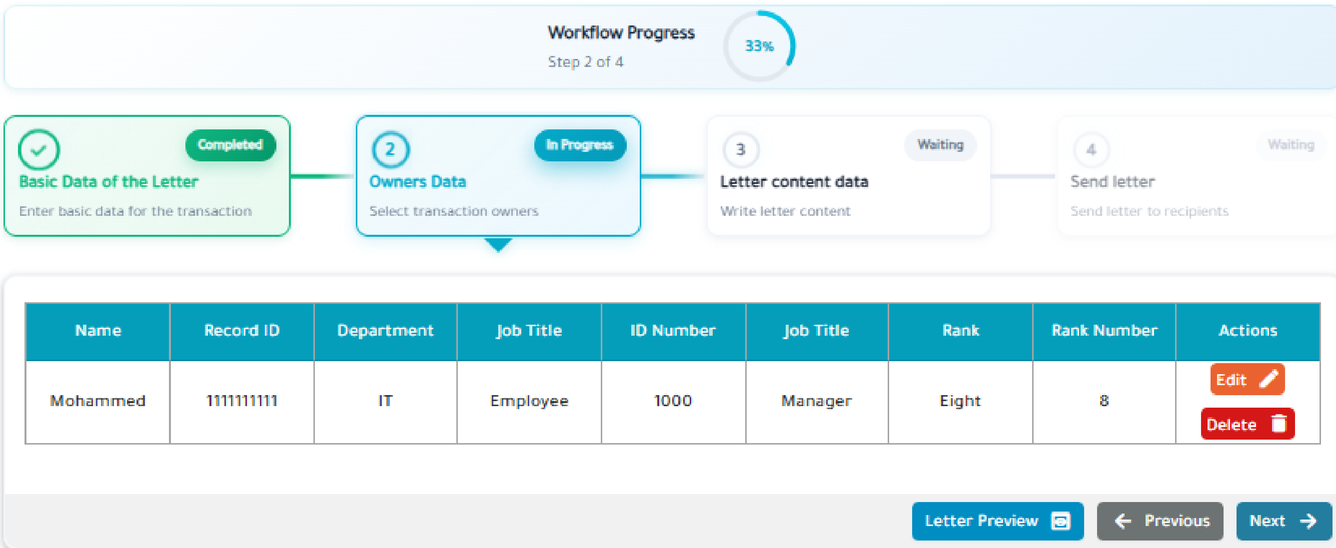
## 1. Basic data of the Letter



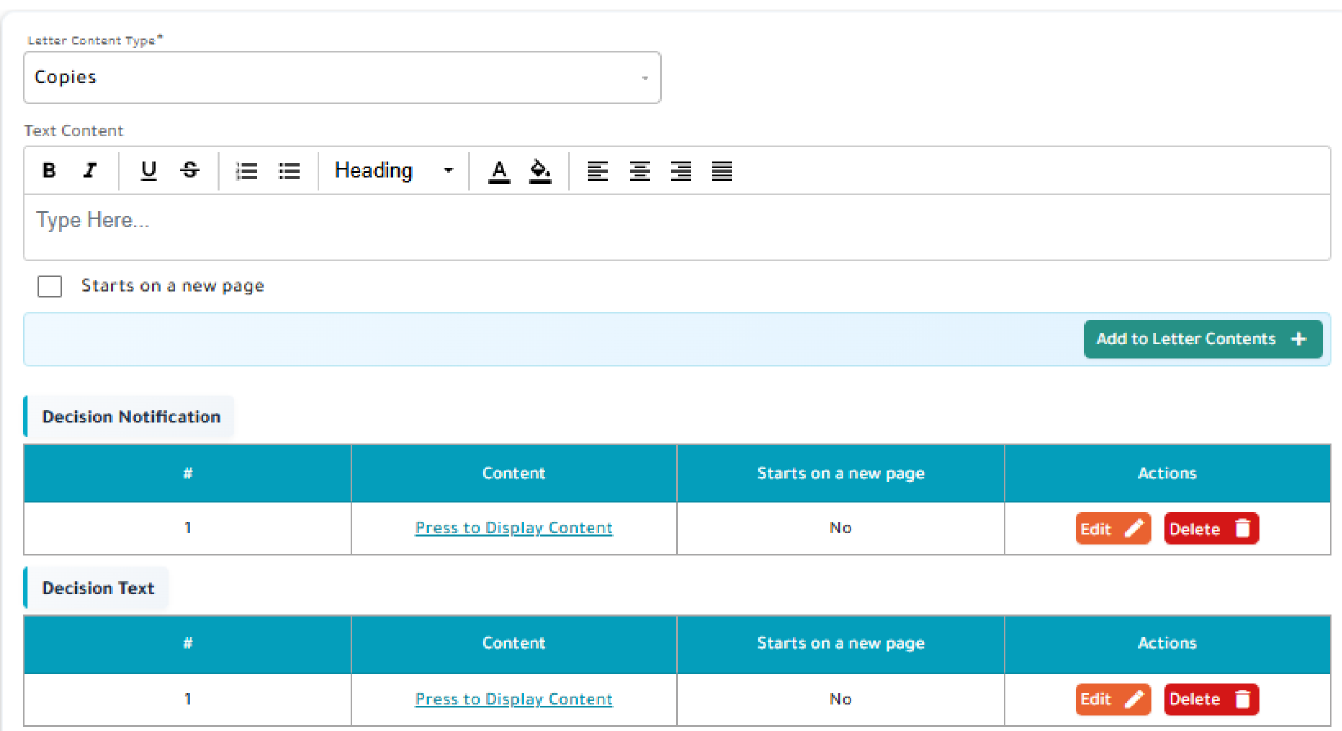

**2. Transaction Owners data** Fill in their data and then click **Save** to add them to the table



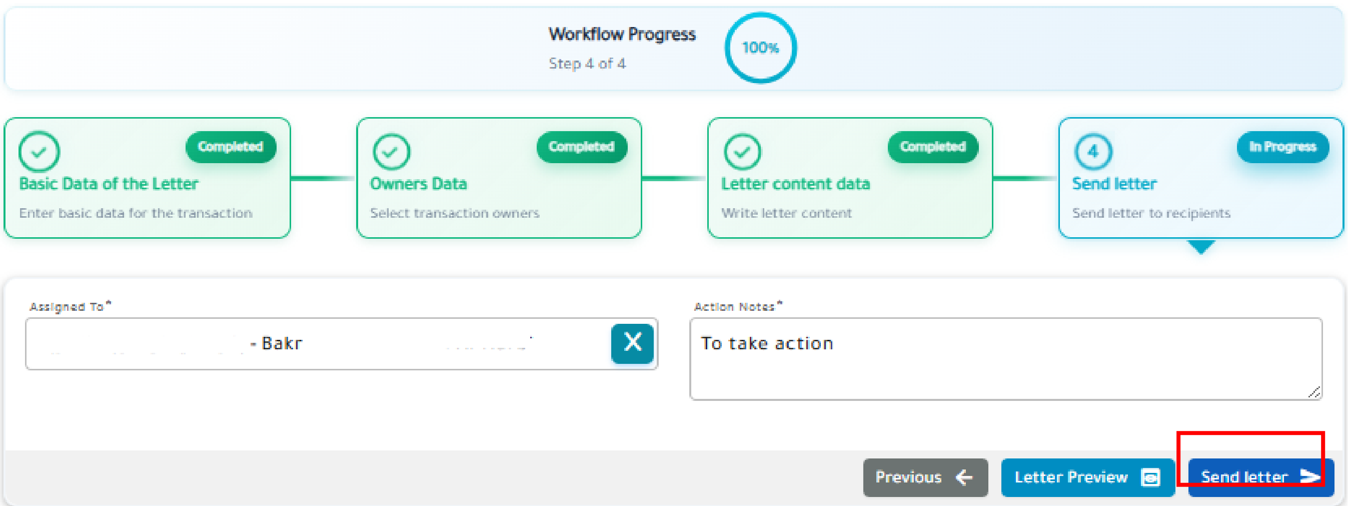
3. **The transaction owner's data** will appear as follows, with the possibility of **Edit** or **Delete**:




4. **Letter Content Data** First select The **Letter content type** (Copies, Decision rationale, decision text, decision notification) then write the textual content of each option and add it to the contents of the letter.

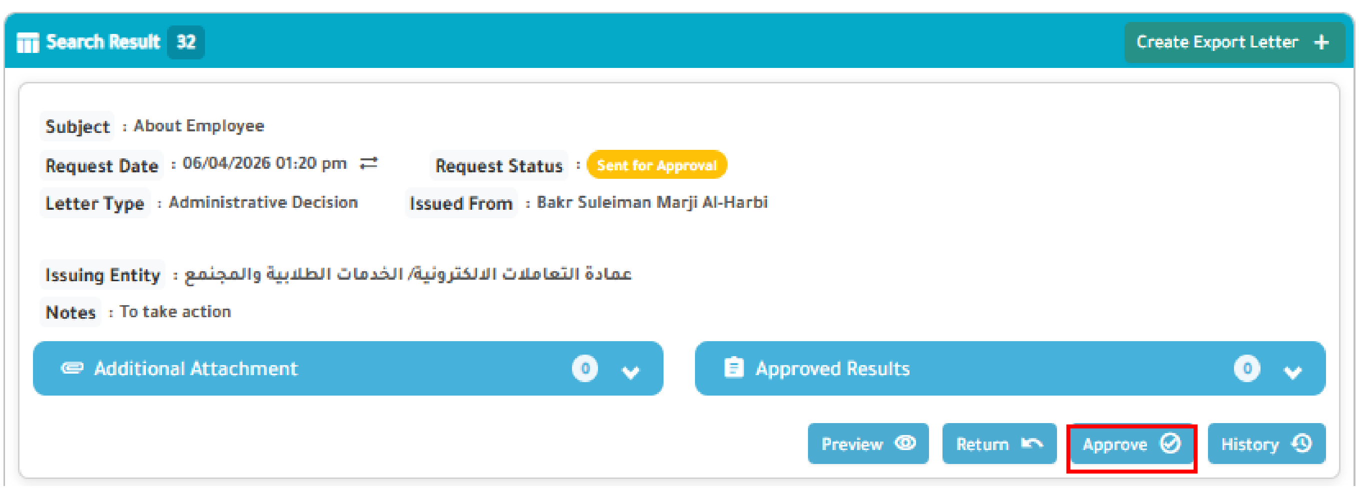


5. **Sending the letter** to the concerned parties, the name of the employee to whom the letter is attributed is determined, the notes are written, and then the letter is sent



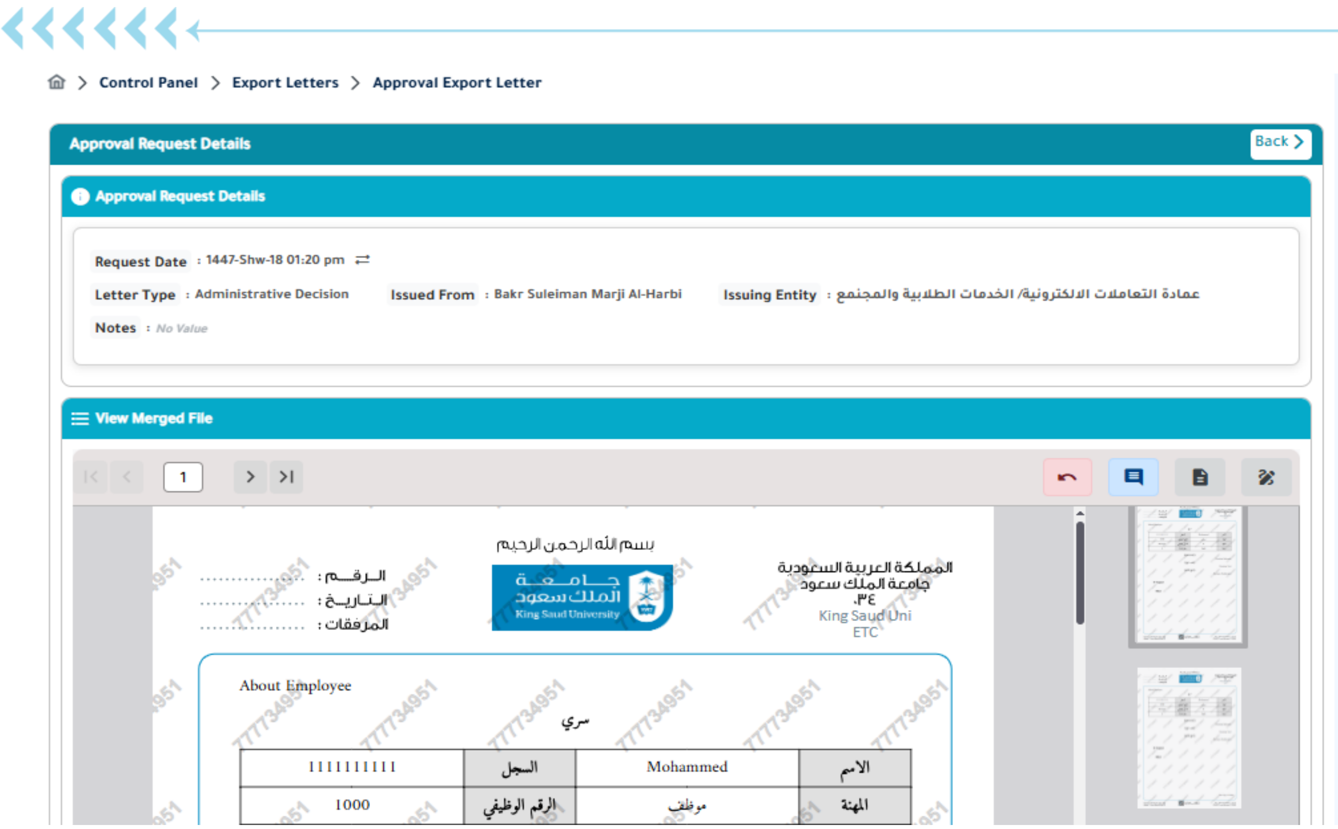

- ## Approval of an Export letter:

The user can approve an outgoing letter from the routing sidebar and then select Outgoing Letters. The sent letter appears in the previous step, in the case of "Sent for approval", with the ability to preview the letter, return it for editing, approve it, or track the progress

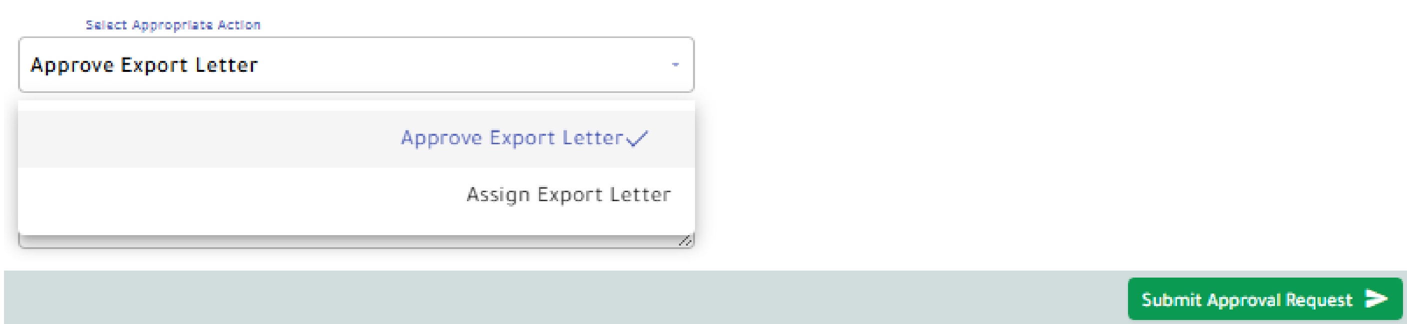



**NOTE**: we will explain **Return** on **Page 43**

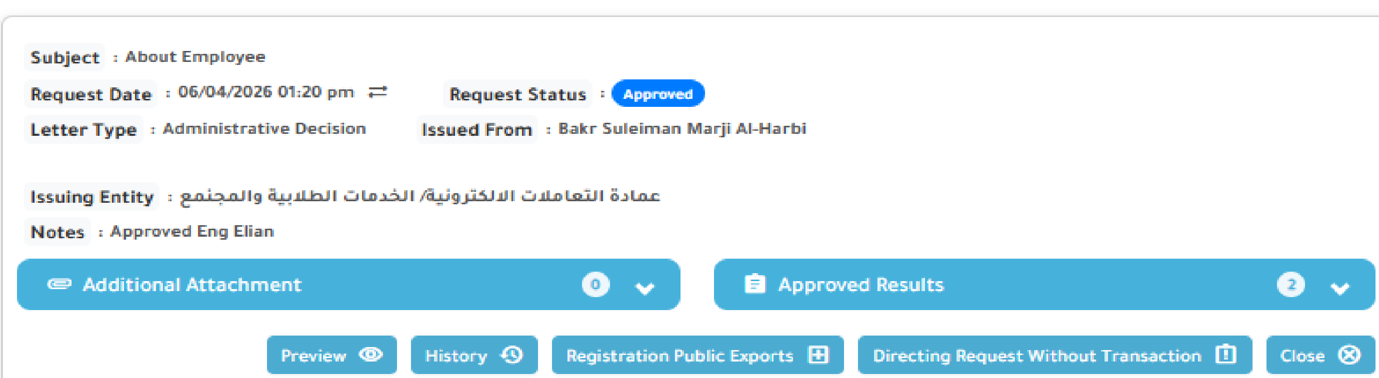
When you click on **Approve**, the details appear as in the following image ...




The user can choose the appropriate action (Approval **Export Letter**, **Assign Export Letter**)

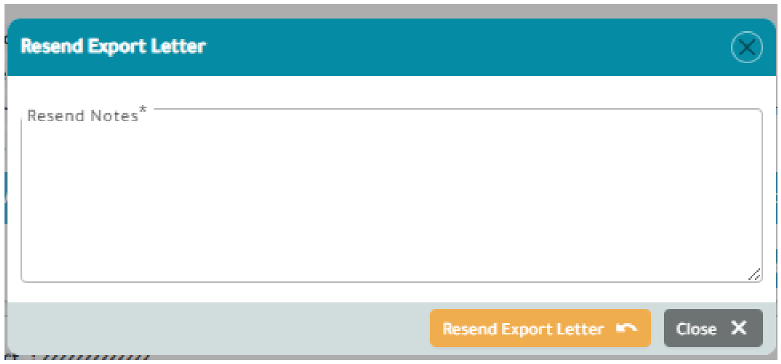



Write approval notes and then **submit** the request.

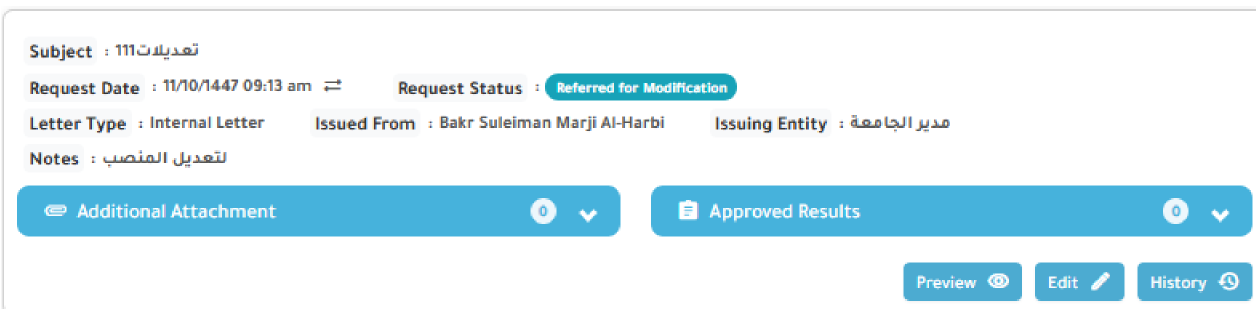



The letter will then appear on the sender's screen under the status: **Approved**

With possibility of Preview the letter , track History ,Registration Public Exports , Directing Request Without Transaction or Close it.



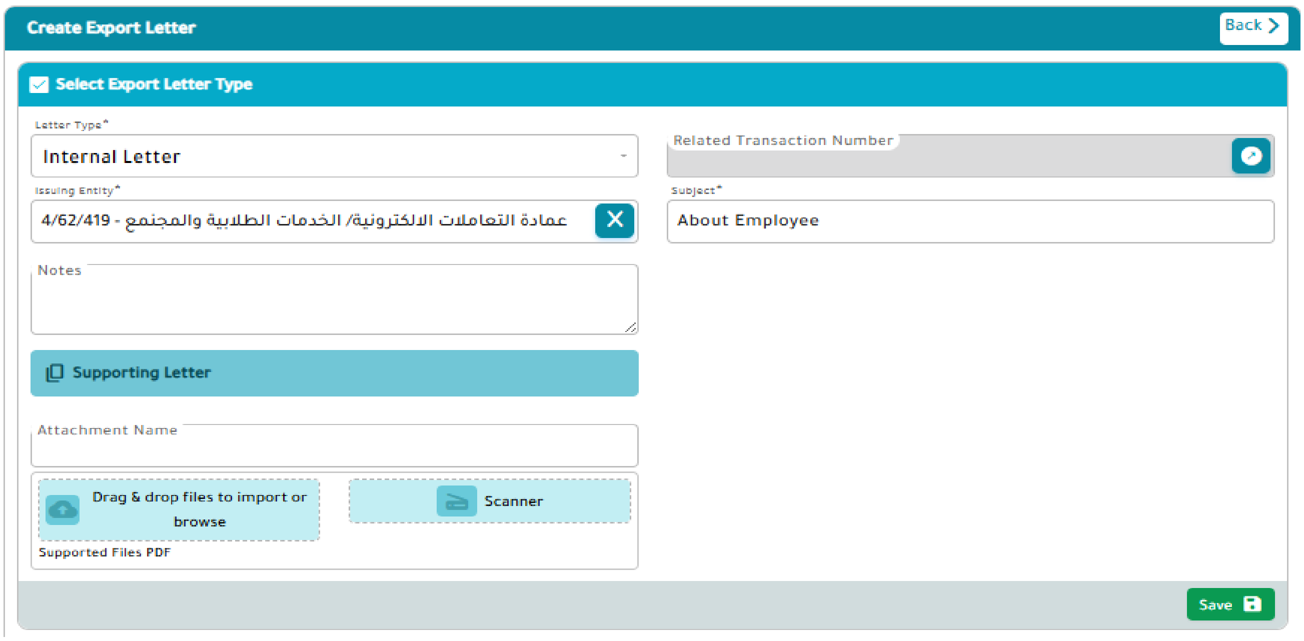

When click **Return** to return the export letter for modification the return notes will appear to resend the export letter for modification, as in the following image




The letter then appears in the export letters as **Referred for Modification**

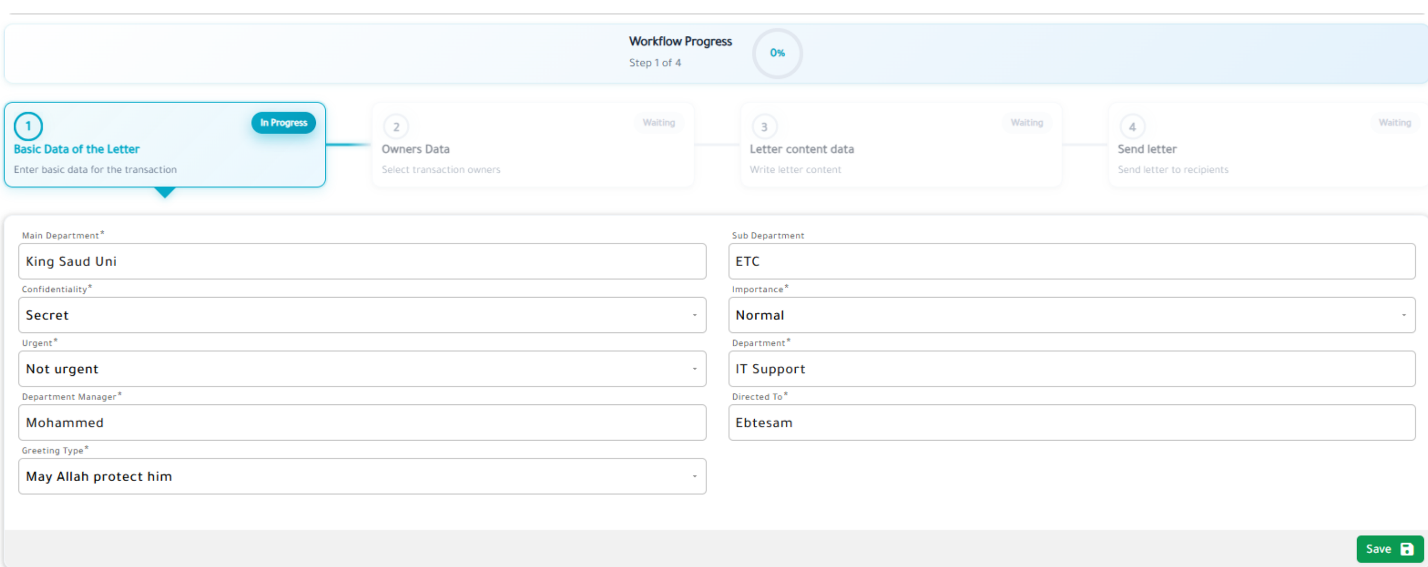
- ## Create an Export letter (Internal Letter):

The user can create an export letter by clicking on **Create Export Letter** as in the image above Then specify the type of letter (**administrative decision, internal letter, external letter, proposal, circular, pre-prepared letter**) Related transaction number, if any, letter type, issuing entity, subject of letter, attach supporting letter.
Then **save**

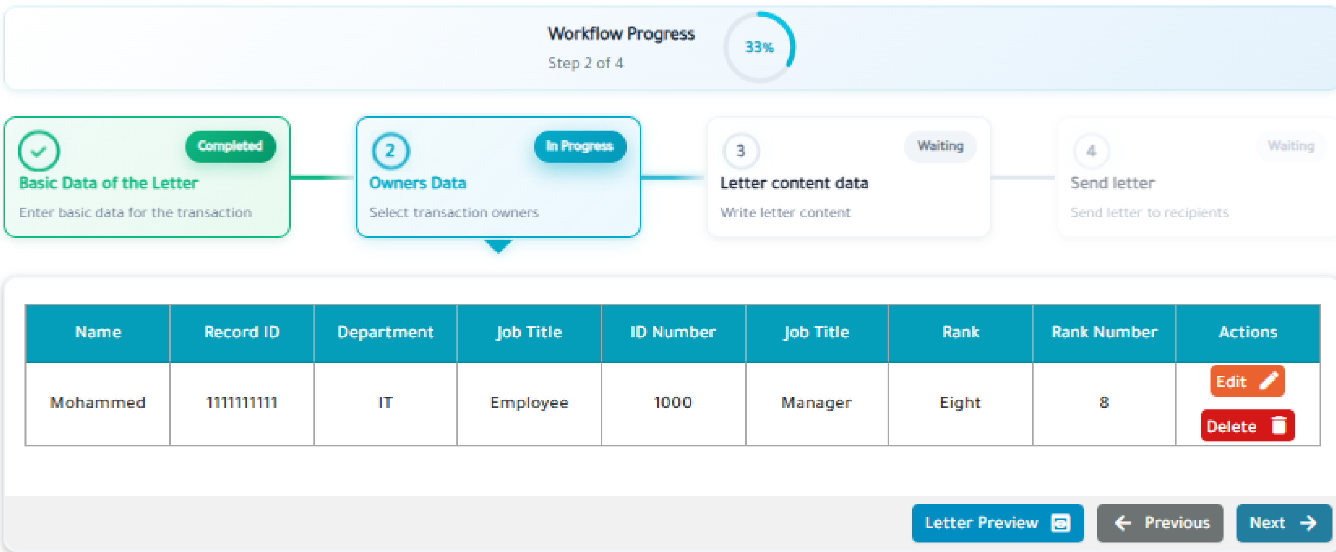



After saving, the process of completing the letter data will begin

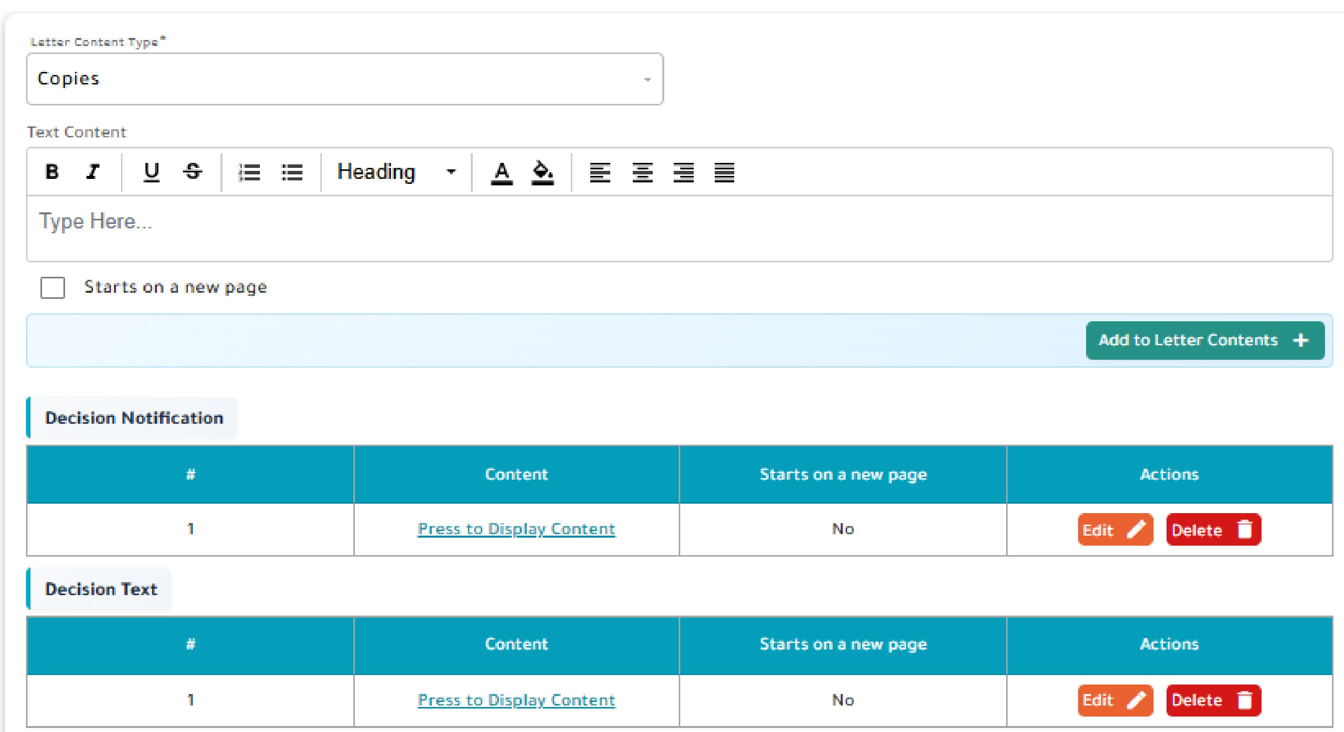
## 1. Basic data of the Letter



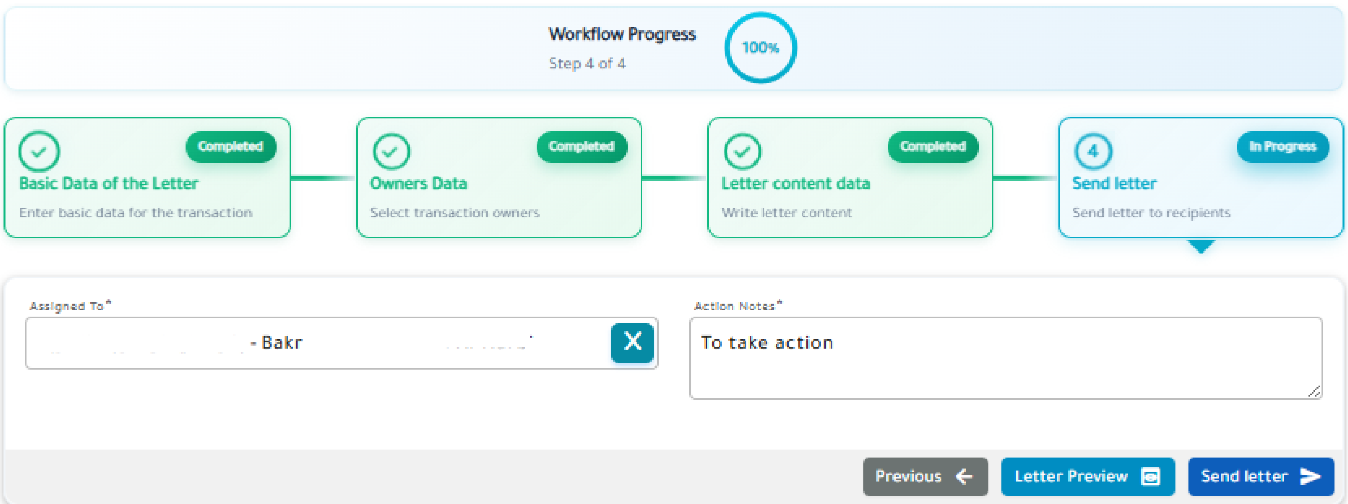
**2. Transaction Owners data** Fill in their data and then click **Save** to add them to the table will appear as follows, with the possibility of **Edit** or **Delete**:




**3. Letter Content Data** First select The **Letter content type** (Copies, Decision rationale, decision text, decision notification) then write the textual content of each option and add it to the contents of the letter

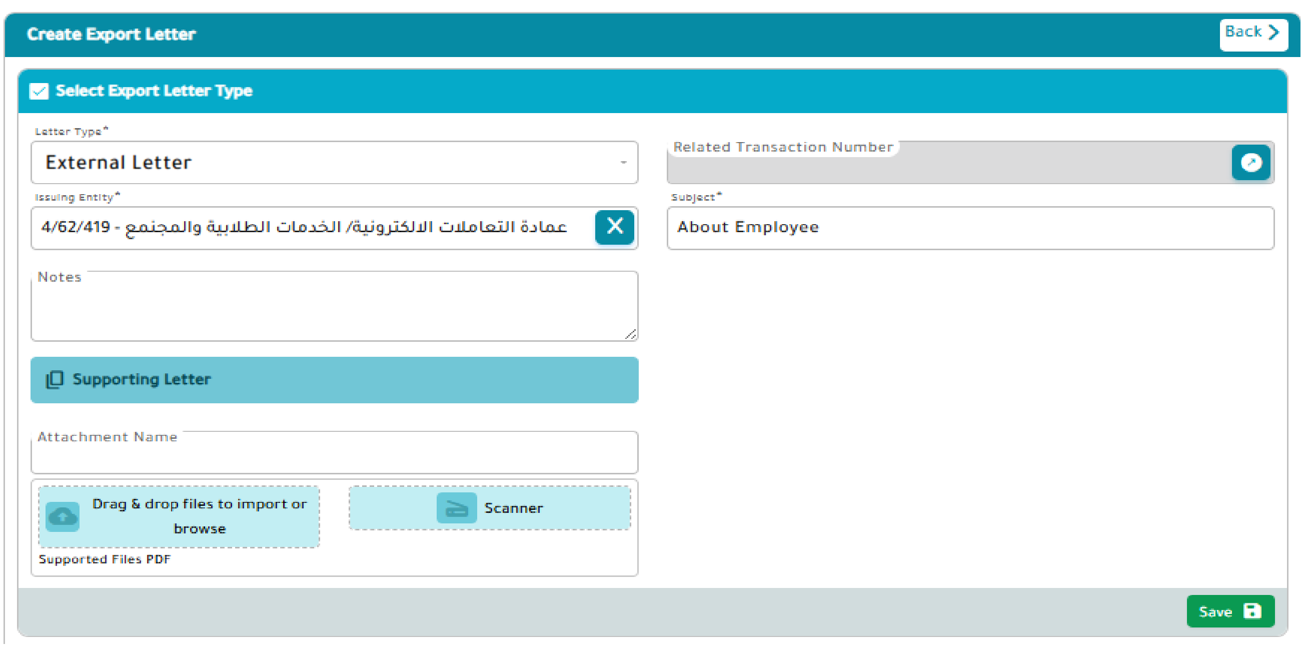


4. **Sending the letter** to the concerned parties, the name of the employee to whom the letter is attributed is determined, the notes are written, and then the letter is sent



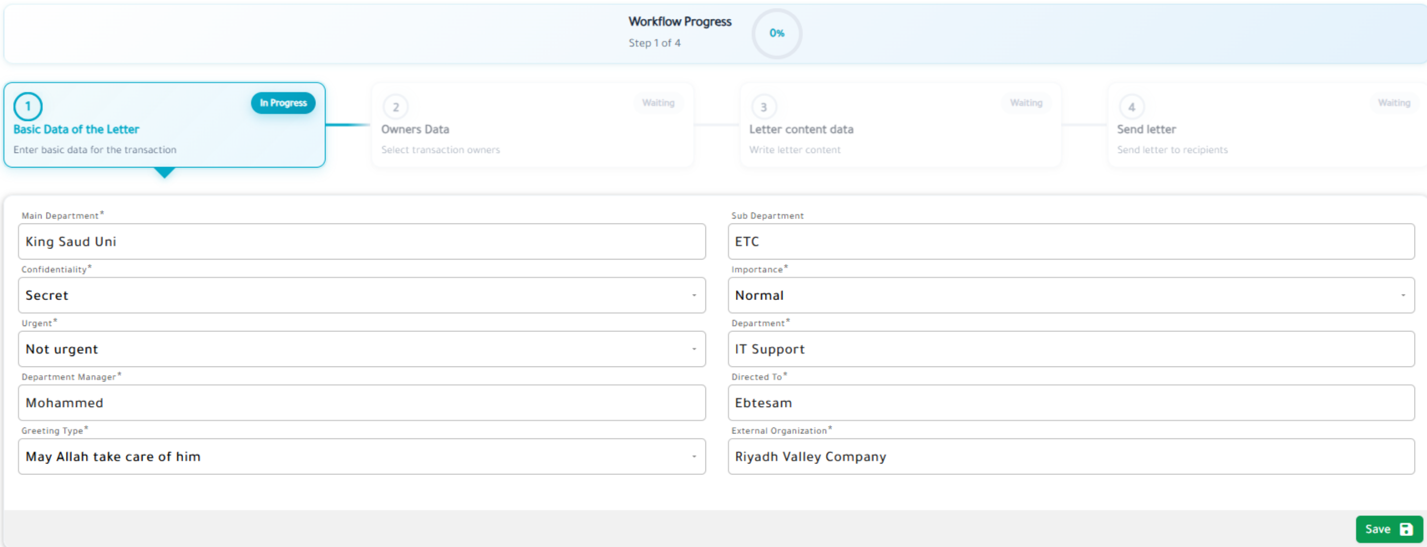

- ## Create an Export letter (External Letter):

The user can create an export letter by clicking on **Create Export Letter** as in the image above Then specify the type of letter (**administrative decision, internal letter, external letter, proposal, circular, pre-prepared letter**) Related transaction number, if any, letter type, issuing entity, subject of letter, attach supporting letter.
Then **save**

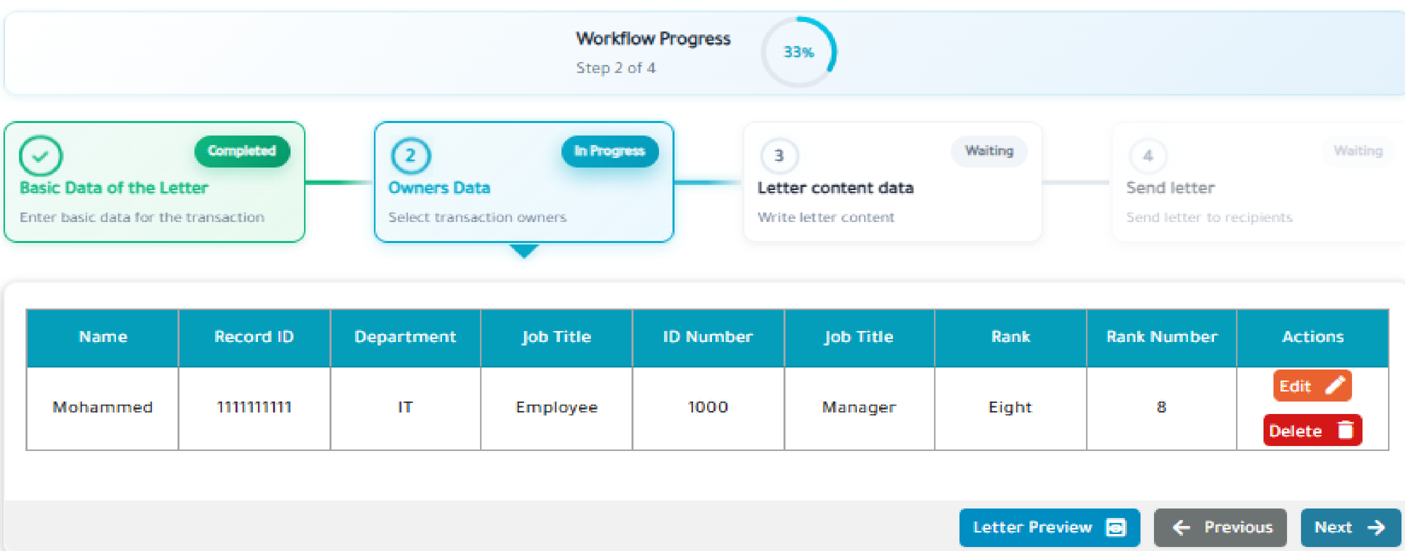



After saving, the process of completing the letter data will begin

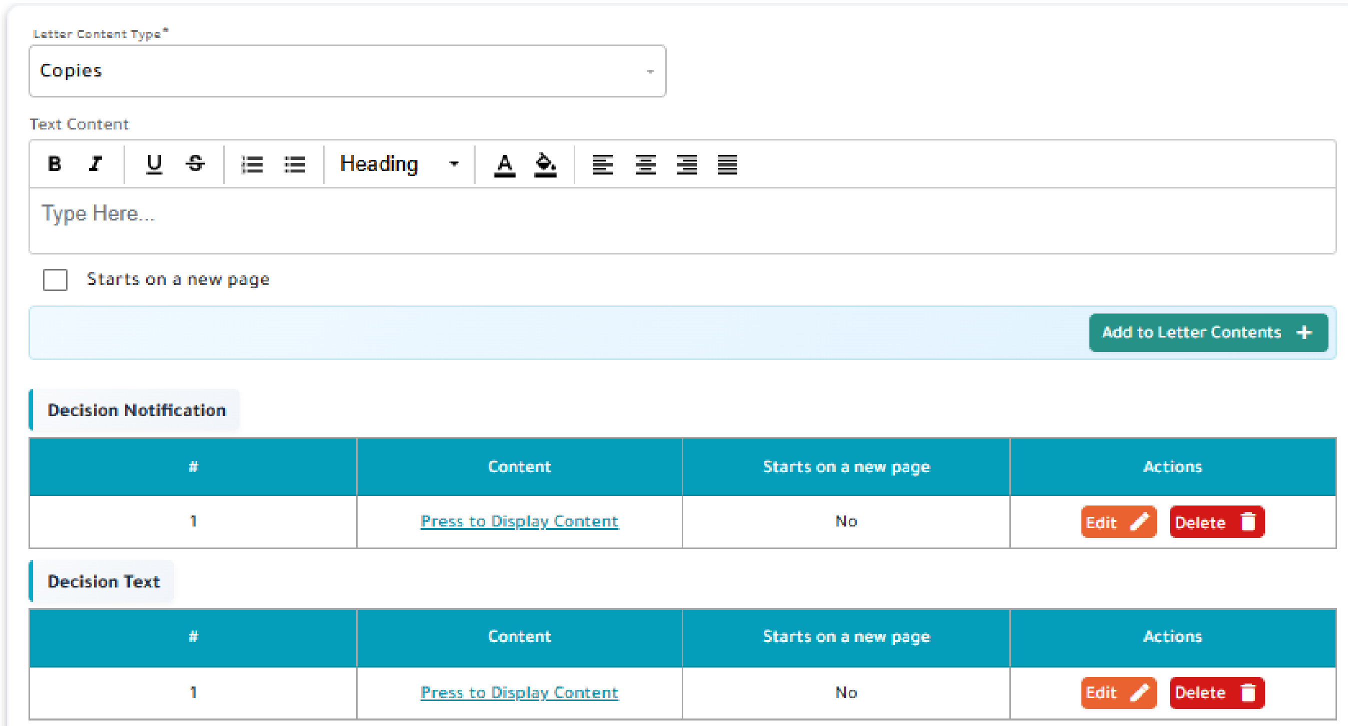
# 1. Basic data of the Letter



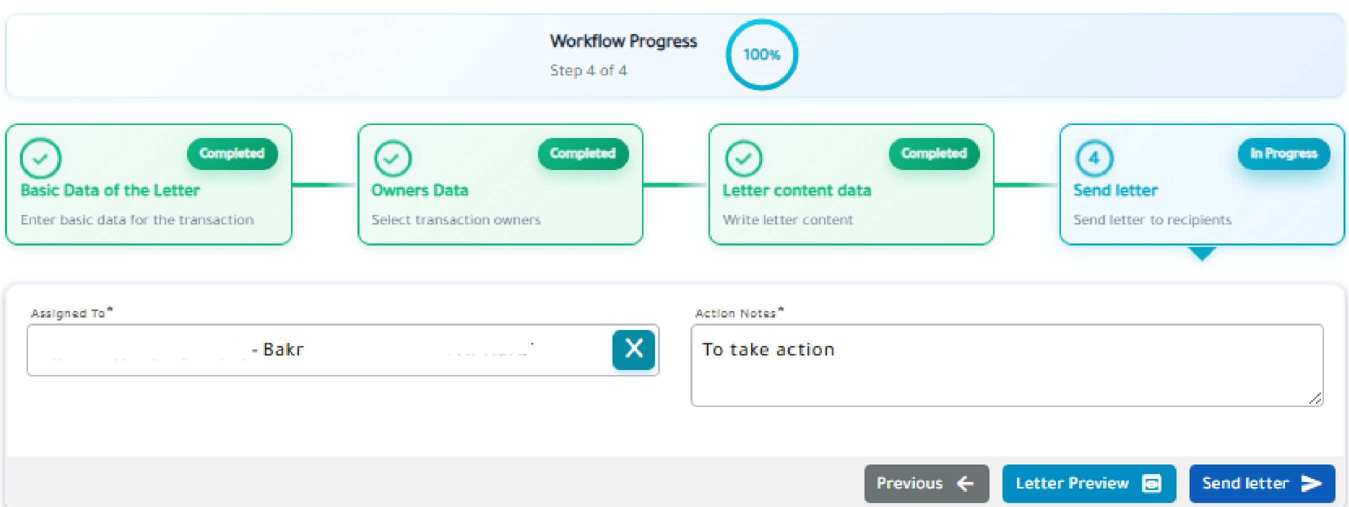

**2. Transaction Owners data** Fill in their data and then click **Save** to add them to the table will appear as follows, with the possibility of **Edit** or **Delete**:



**3. Letter Content Data** First select The **Letter content type** (Copies, Decision rationale, decision text, decision notification) then write the textual content of each option and add it to the contents of the letter

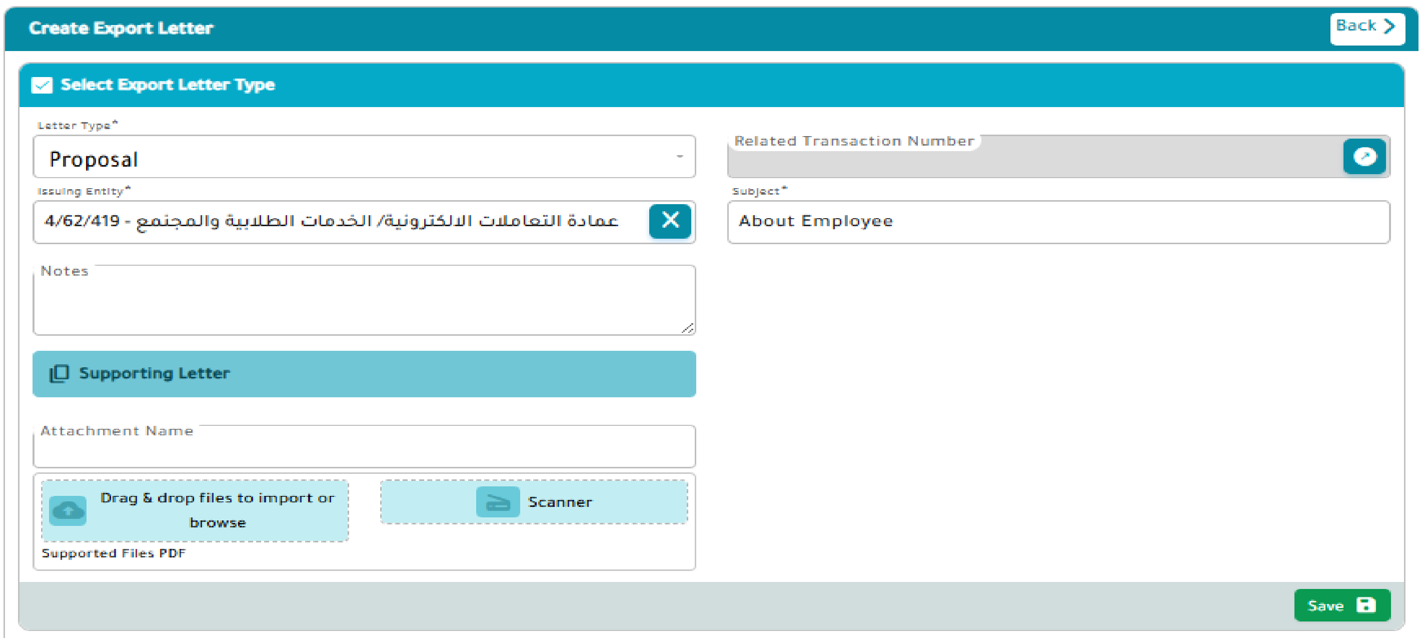



**4. Sending the letter** to the concerned parties, the name of the employee to whom the letter is attributed is determined, the notes are written, and then the letter is sent



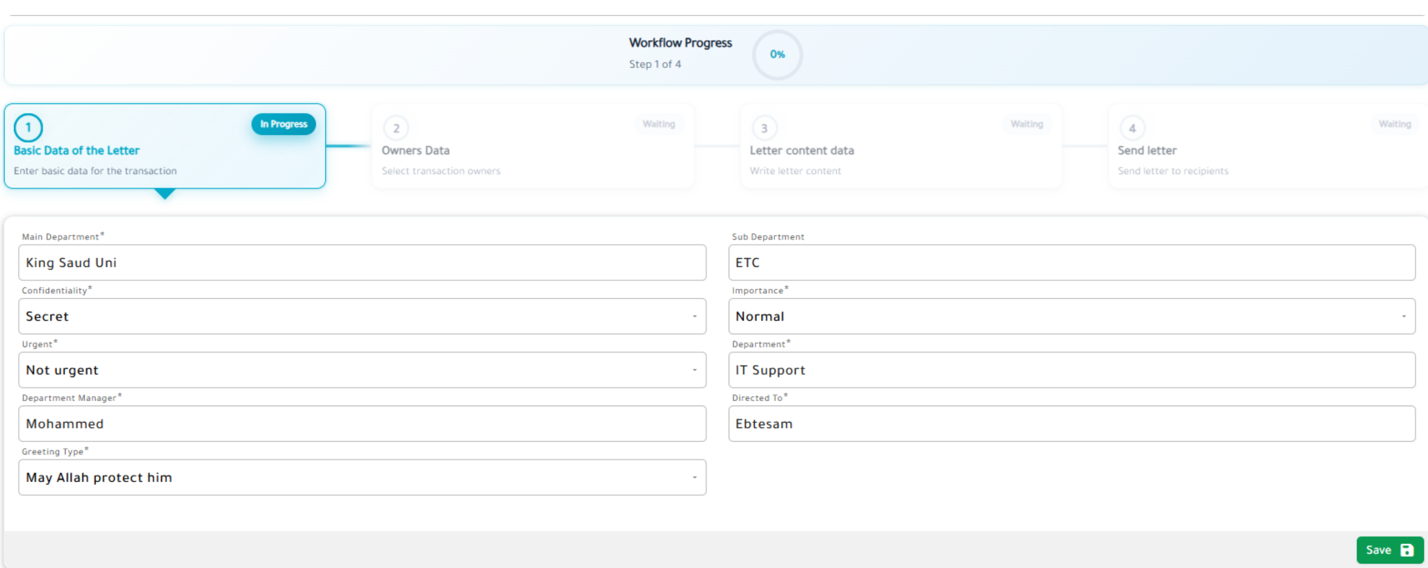
- ### Create an Export letter (Proposal):

The user can create an export letter by clicking on **Create Export Letter** as in the image above Then specify the type of letter (**administrative decision, internal letter, external letter, proposal, circular, pre-prepared letter**) Related transaction number, if any, letter type, issuing entity, subject of letter, attach supporting letter.
Then **save**

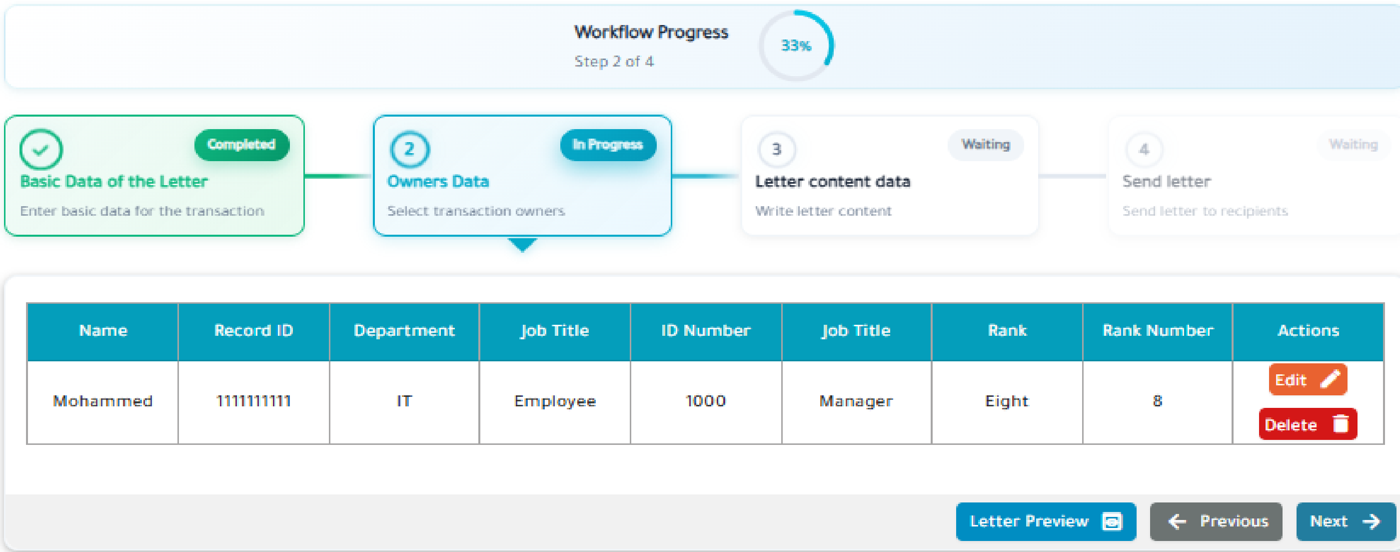



After saving, the process of completing the letter data will begin

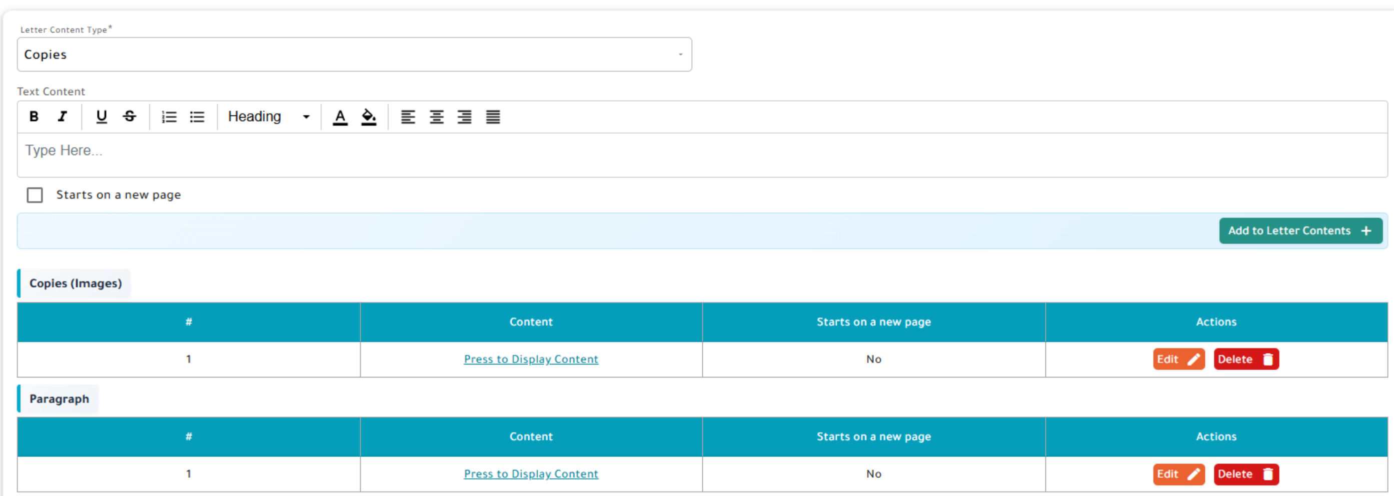
## 1. Basic data of the Letter



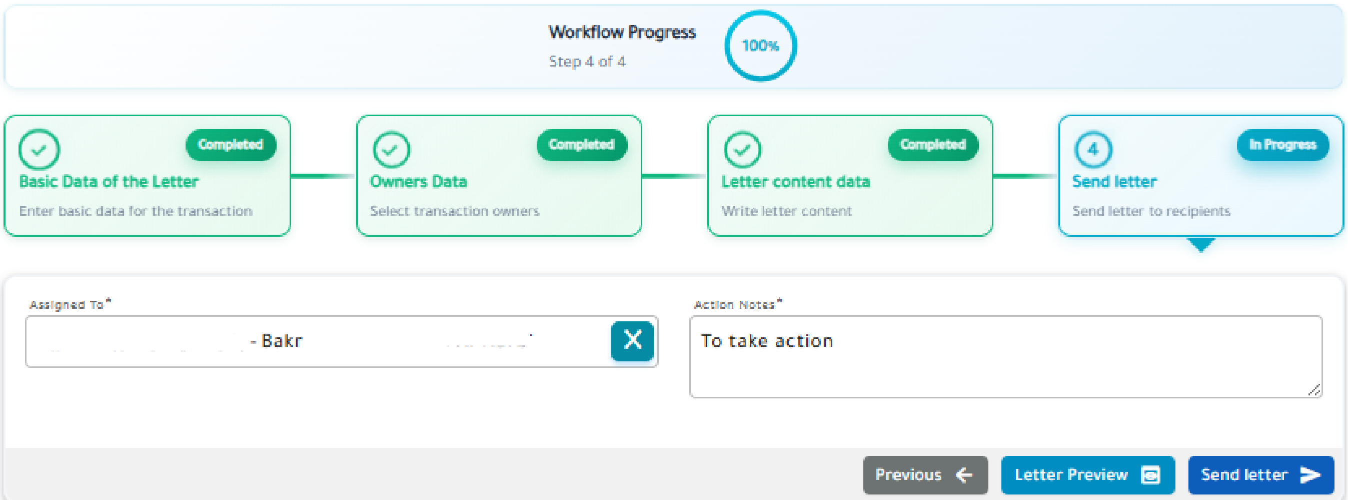
**2. Transaction Owners data** Fill in their data and then click **Save** to add them to the table will appear as follows, with the possibility of **Edit** or **Delete**:




**3. Letter Content Data** First select The **Letter content type** (Paragraph, Copies) then write the textual content of each option and add it to the contents of the letter

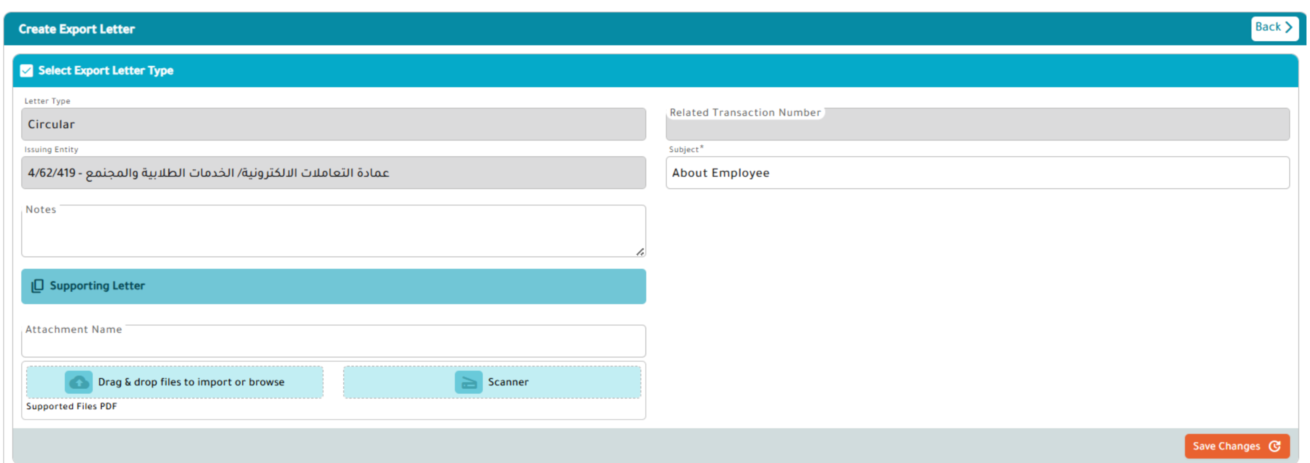


**4. Sending the letter** to the concerned parties, the name of the employee to whom the letter is attributed is determined, the notes are written, and then the letter is sent

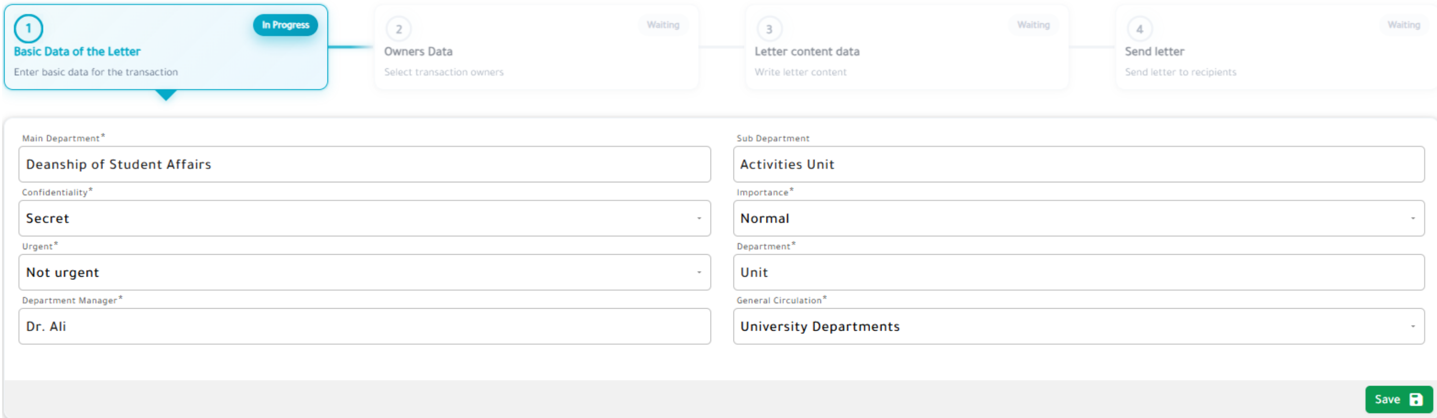



- ## Create an Export letter (Circular):

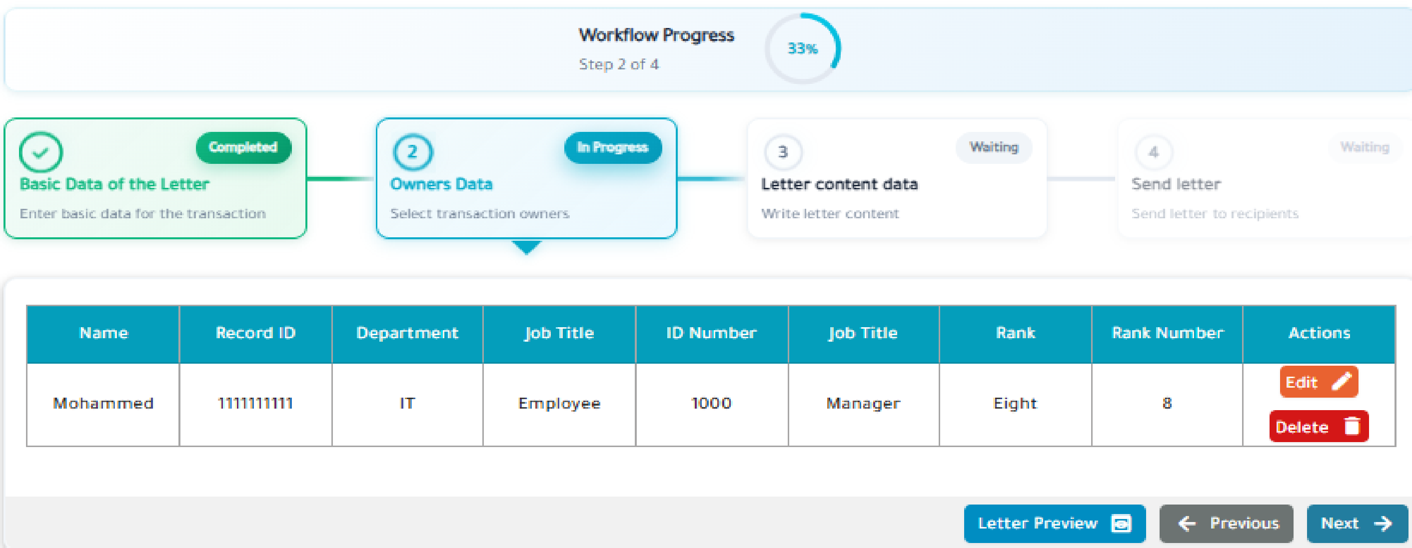
The user can create an export letter by clicking on **Create Export Letter** as in the image above Then specify the type of letter (**administrative decision, internal letter, external letter, proposal, circular, pre-prepared letter**) Related transaction number, if any, letter type, issuing entity, subject of letter, attach supporting letter.
Then **save**



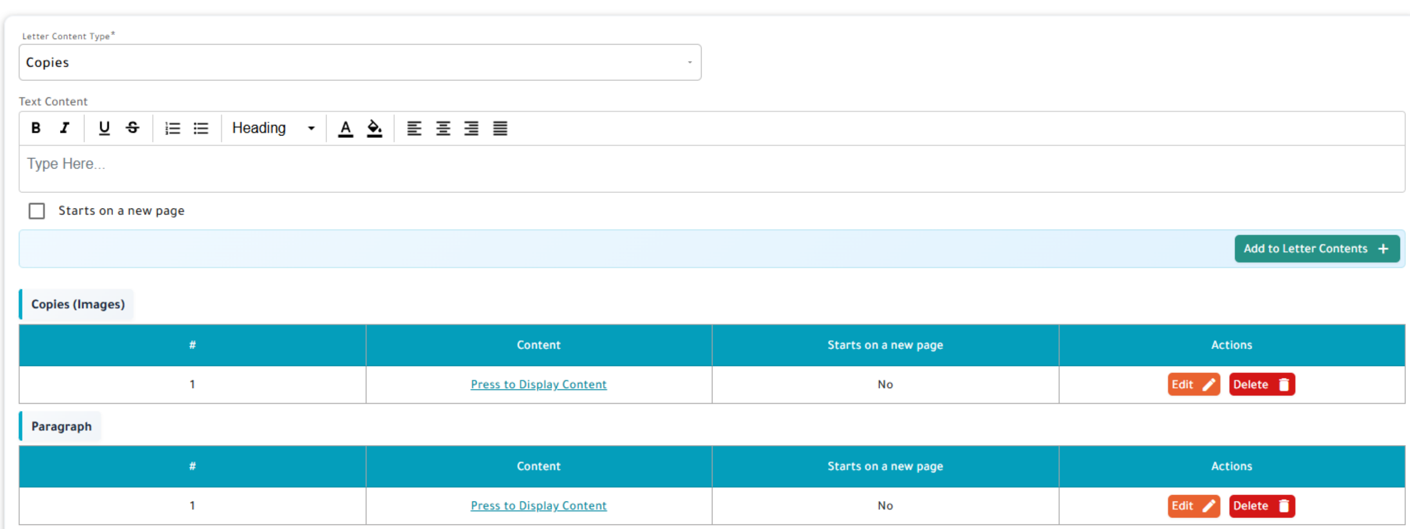
## 1. Basic data of the Letter



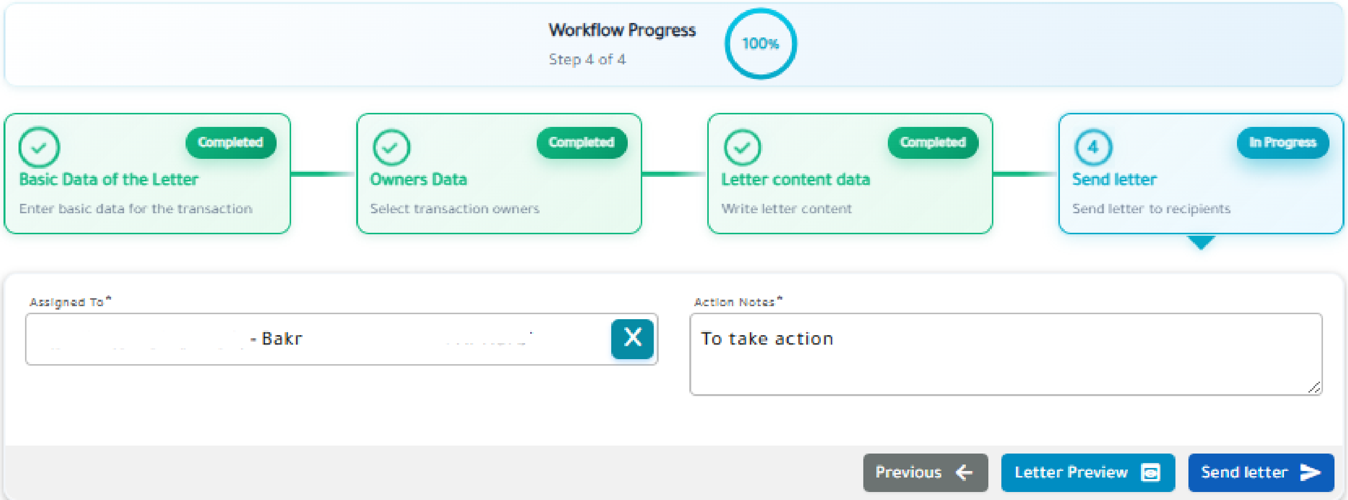

**2. Transaction Owners data** Fill in their data and then click **Save** to add them to the table will appear as follows, with the possibility of **Edit** or **Delete**:




**3. Letter Content Data** First select The **Letter content type** (Paragraph, Copies) then write the textual content of each option and add it to the contents of the letter

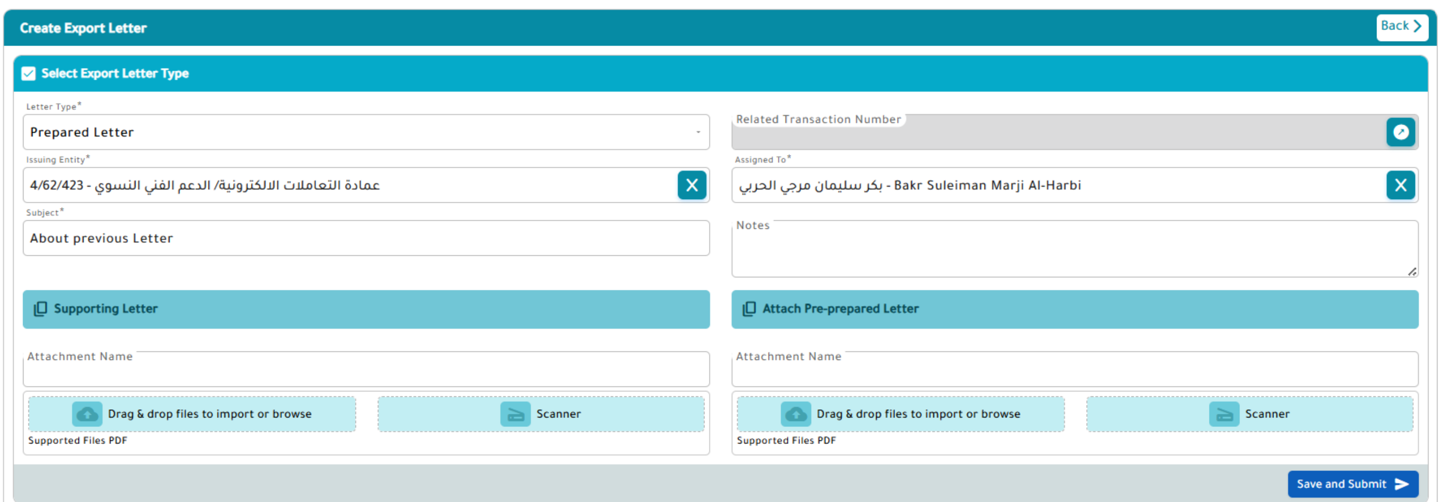


**4. Sending the letter** to the concerned parties, the name of the employee to whom the letter is attributed is determined, the notes are written, and then the letter is sent



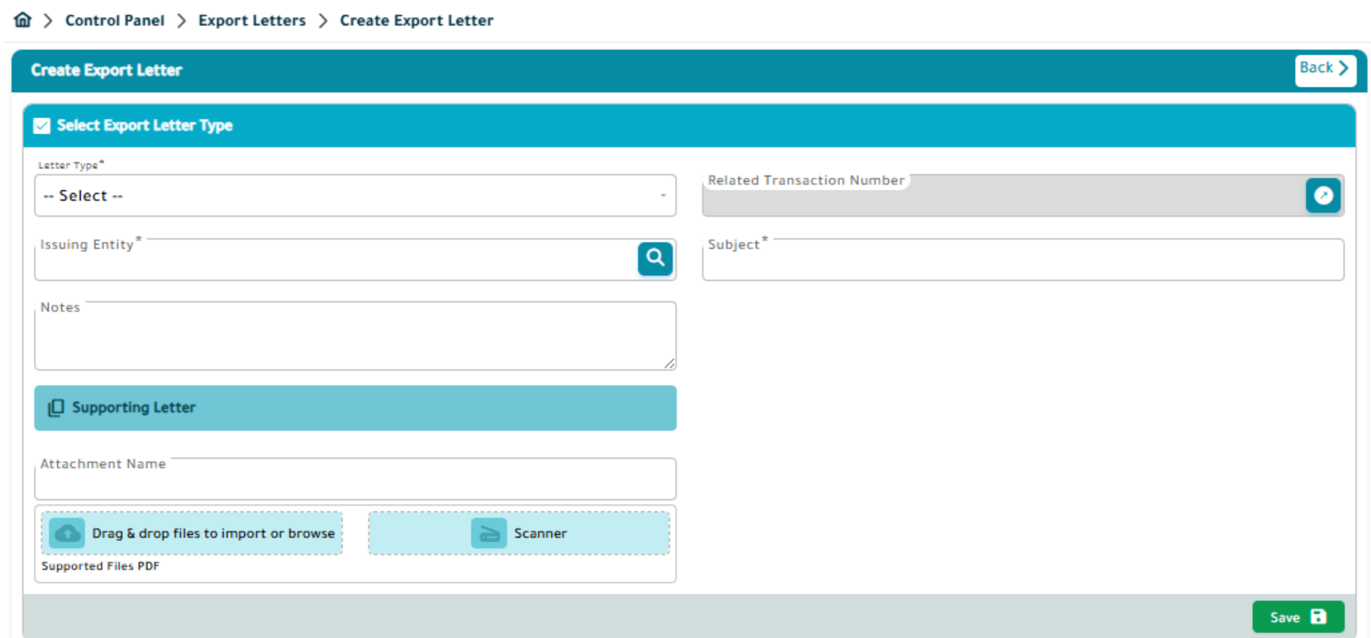

- ### Create an Export letter (Pre-pared):

The user can create an export letter by clicking on **Create Export Letter** as in the image above Then specify the type of letter (**administrative decision, internal letter, external letter, proposal, circular, pre-prepared letter**) Related transaction number, if any, letter type, issuing entity, subject of letter, assigned to, attach supporting letter and prepared letter. Then **save**

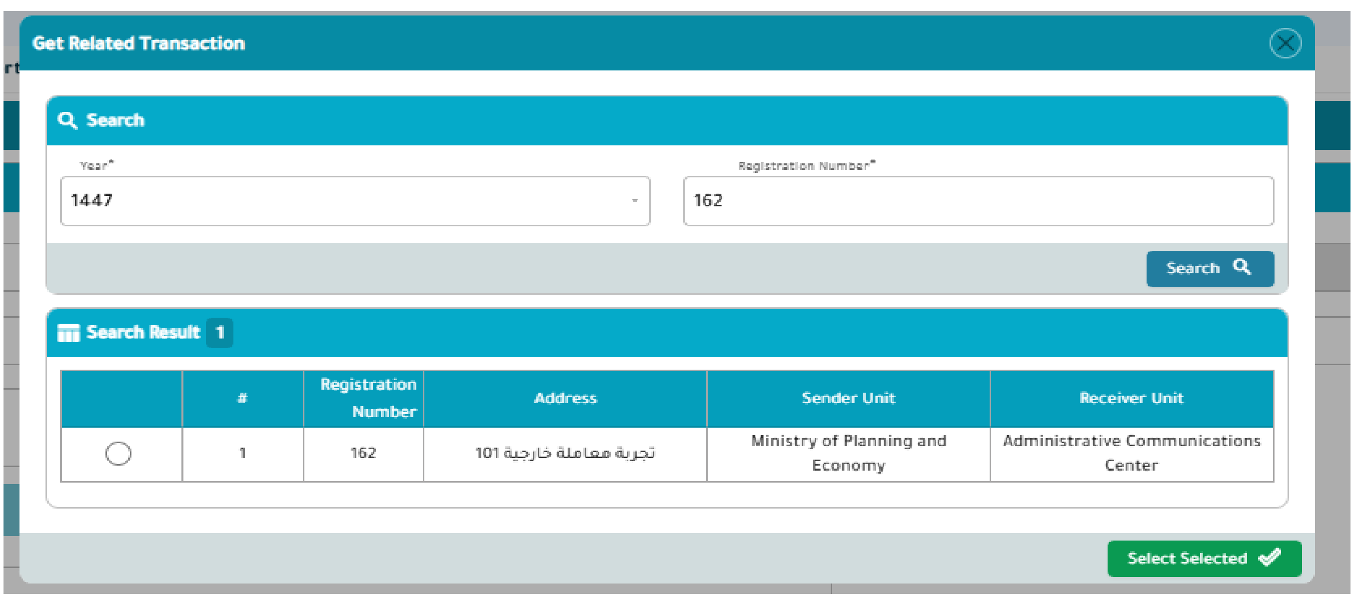


## Create an Export letter with Related Transaction Number

The user can create a letter using the transaction number by clicking on **“Get Related Transaction”** icon**.**



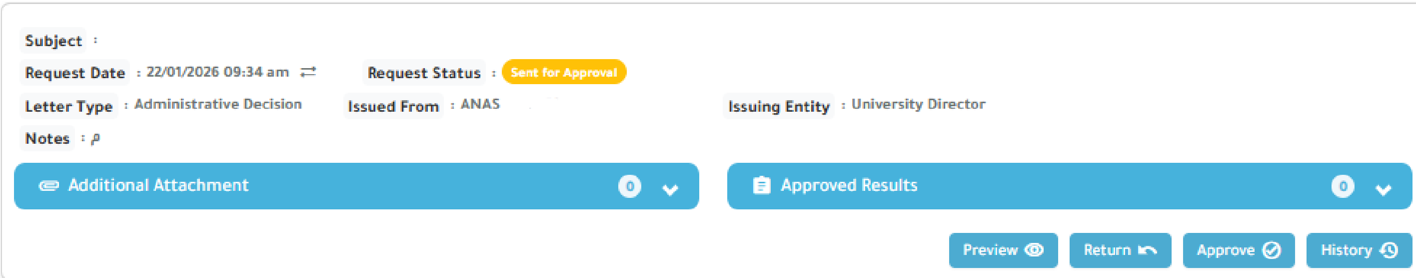

Then, search for the transaction using the **Year** and **Registration Number**. Select the transaction and click **“Select Selected”**




After saving, the process of completing the letter details will begin, similar to previous letters:

1. Basic letter information
2. Transaction parties’ details
3. Letter content details
4. Sending the letter to the concerned parties

After sending, the letter will appear in the recipient's screen with the status: **"Sent for Approval."**




At this stage, the recipient can perform several actions:

1. Preview the letter
2. Return the letter for modification
3. Approve / Assign the letter
4. Track the letter procedures

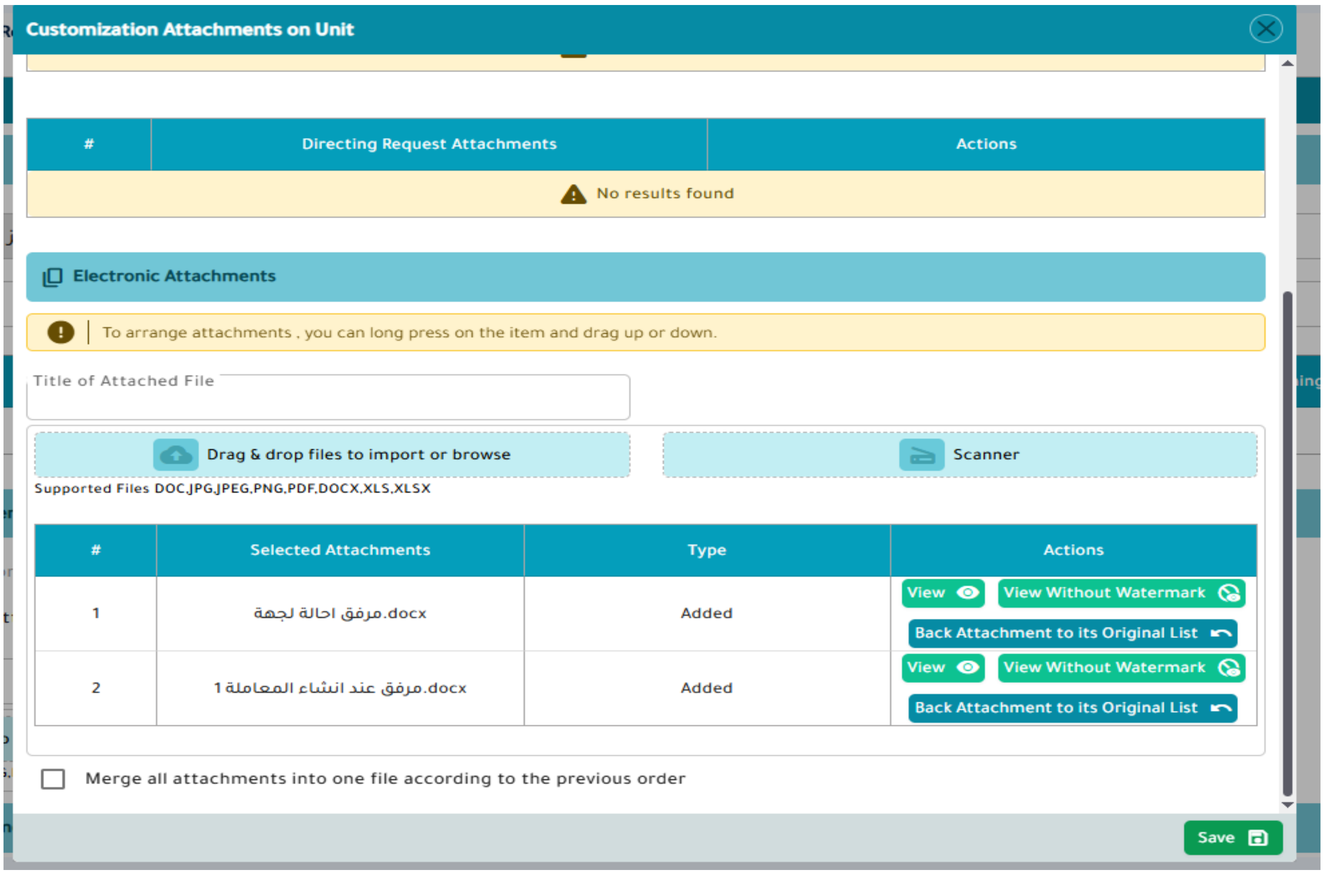
# Files Merging

## Files Merging

The system provides a feature to merge transaction-related files into a single document, ensuring that the transaction reaches the responsible party in an organized and formatted manner without the need for manual sorting, thereby reducing the need for printing.

This feature is available within:

- **Transaction Forwarding**
- **Transactions reply**




Users can:

1. Select the attachments to be merged.
2. Reorder them using drag and drop.
3. Merge them into a single file according to the specified order.
4. Save the merged attachment and send it with the transaction.

This feature can be accessed from the **Forwarding** or **Responding to Transactions** screens when assigning attachments to the recipient.

# Units Folders

# Units Folders

A user with **Entity Administrator** privileges can access **Entity Folders Management** via:
**Home Page → Sidebar → System Management → Entities Folders**

From this screen, the user can **add a new folder**, **edit an existing folder**, or **delete a folder**.


## To add a folder:

- Click the **Add Folder** icon.
- Enter the folder name.
- Select the entity to which this folder belongs.

# Account Settings

# Account Settings

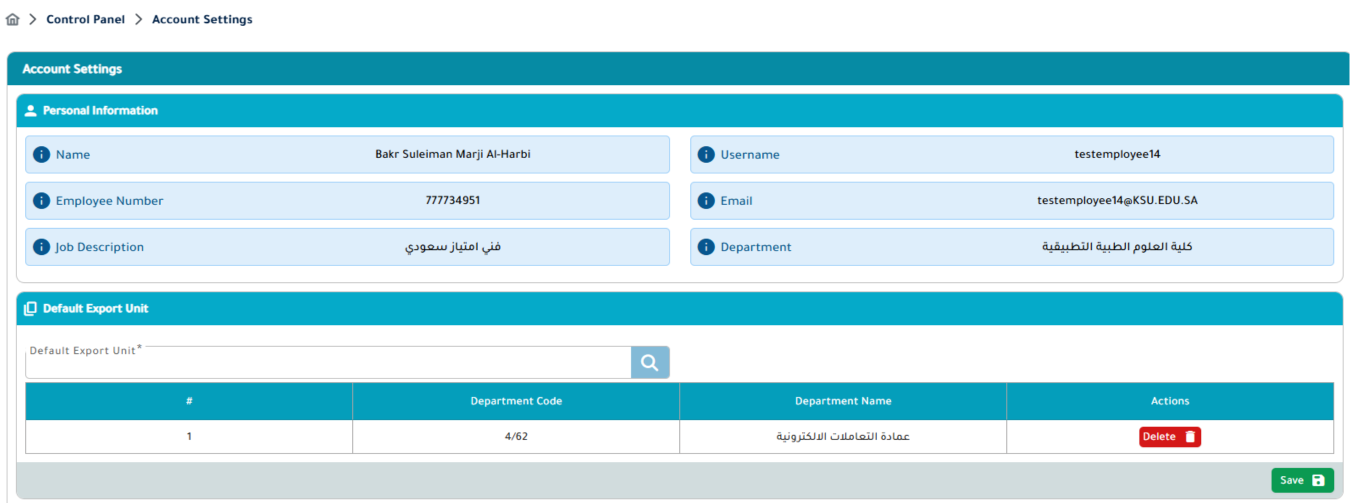
You can access **Account Settings** in two ways:

- **From the top-right of the main screen:**
  Click on the **user name**, and a services menu will appear containing:
    - Delegation Management
    - Account Settings
    - Change Language
    - Logout

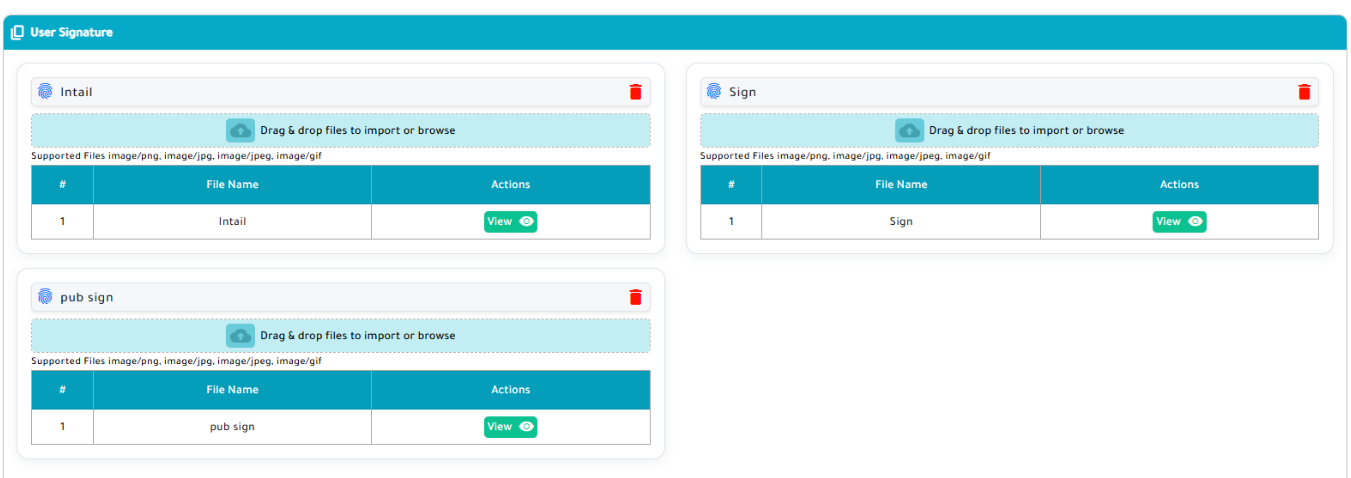
- **From the sidebar in the dashboard:**
  **System Admin → Account Settings**

Through **Account Settings**, you can:

- **View the user's personal information**, including: Name, Username, Employee Number, Email address, Job Description, and Department.
- **Set the default exporting unit** by searching for the name and then clicking **Save**.




- **Attach multiple user signature options:** including *Annotation*, *Signature*, and *pub Signature*, to enable easy use within transactions.



- **Add user notes:** multiple notes can be added for the user, with the ability to **edit**, **delete**, or **reorder** them

**User Explanations** Add Explanation +

| # | Text | Actions |
|---|---|---|
| 1 | تجربة ا | Edit Delete |
| 2 | نص بالعربي اندرويد تست | Edit Delete |
| 3 | شرح | Edit Delete |
| 4 | شرح 7 | Edit Delete |
| 5 | test4 | Edit Delete |
| 6 | شرح10 | Edit Delete |
| 7 | tttt | Edit Delete |
| 8 | حسب المتبع | Edit Delete |
| 9 | اعتماد الجديد ويب | Edit Delete |
| 10 | My Note for the second transaction | Edit Delete |

# Edit Secret

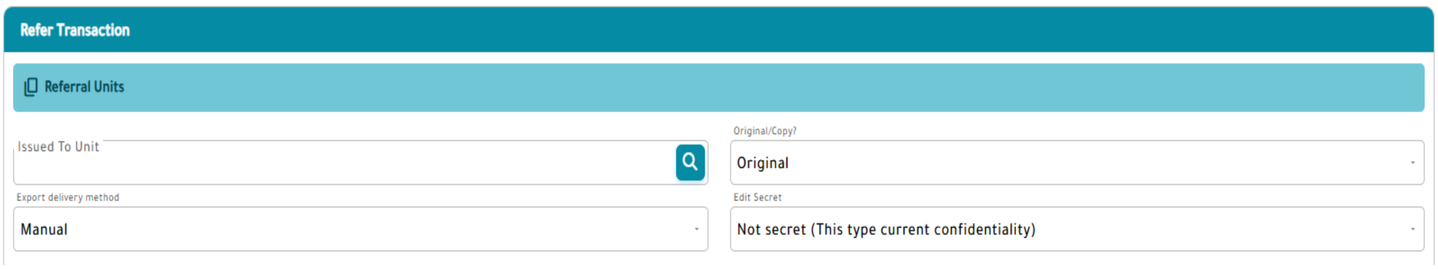
## Edit Secret

The user can modify the degree of confidentiality of the transaction only when the transaction is referred, through the "Edit Secret" field that appears in Referral screen.

Available degrees of confidentiality include:

- **Not Secret**
- **Secret**
- **Top Secret**

The current degree of confidentiality is clearly marked within the list




**Note:** The Edit Confidentiality feature is a privilege granted by the system administrator. If you do not see this option, please contact System Admin to activate the validity.

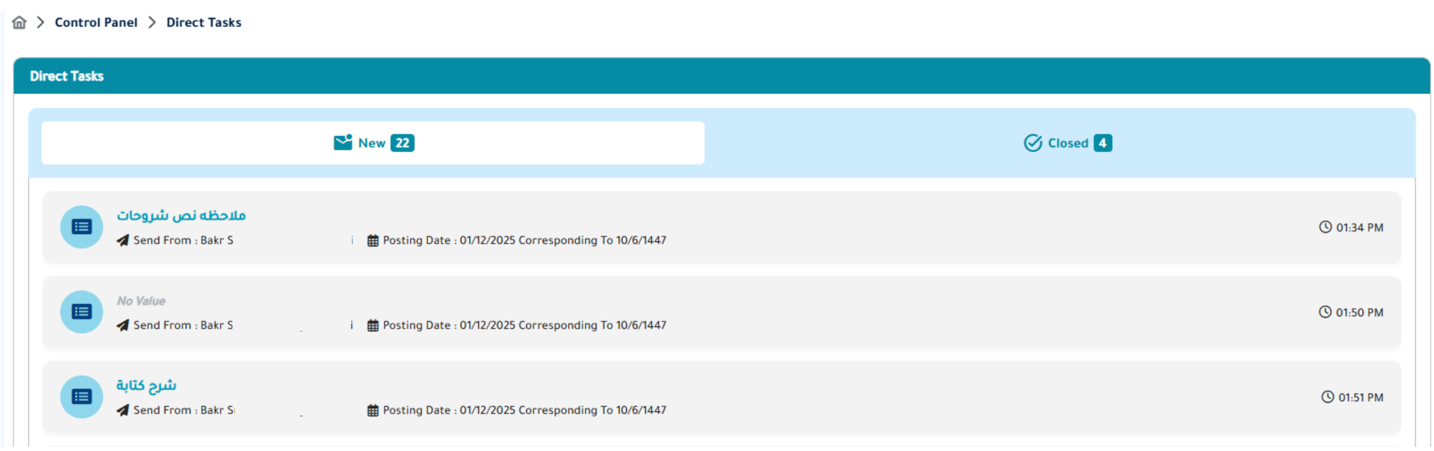
# Direct Tasks

# Direct Tasks

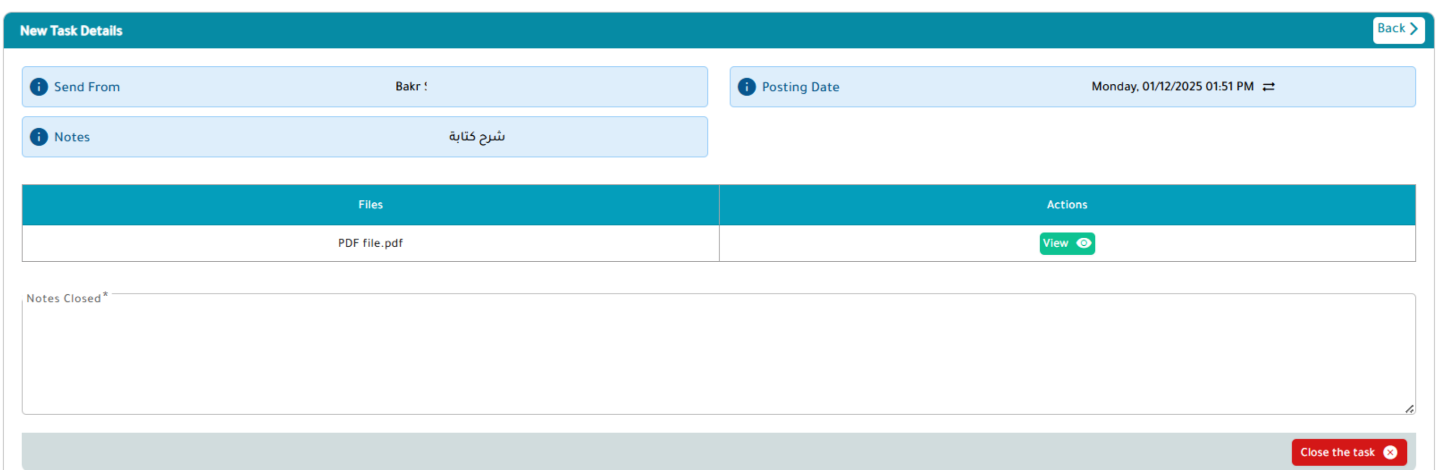
The Direct Tasks feature is used to send tasks from the iPad directly to the employee, as these tasks appear within the system So that the employee can view it and take appropriate action. Direct tasks can be accessed through: Redirection > Direct Tasks

Tasks are divided into:

- **New Tasks**
- **Closed Tasks**




When you open the task, its details appear with the ability to view/print its attachments, and the Closing Notes field is also available for writing notes when you close the task.



# Install the Application

# Install the Application

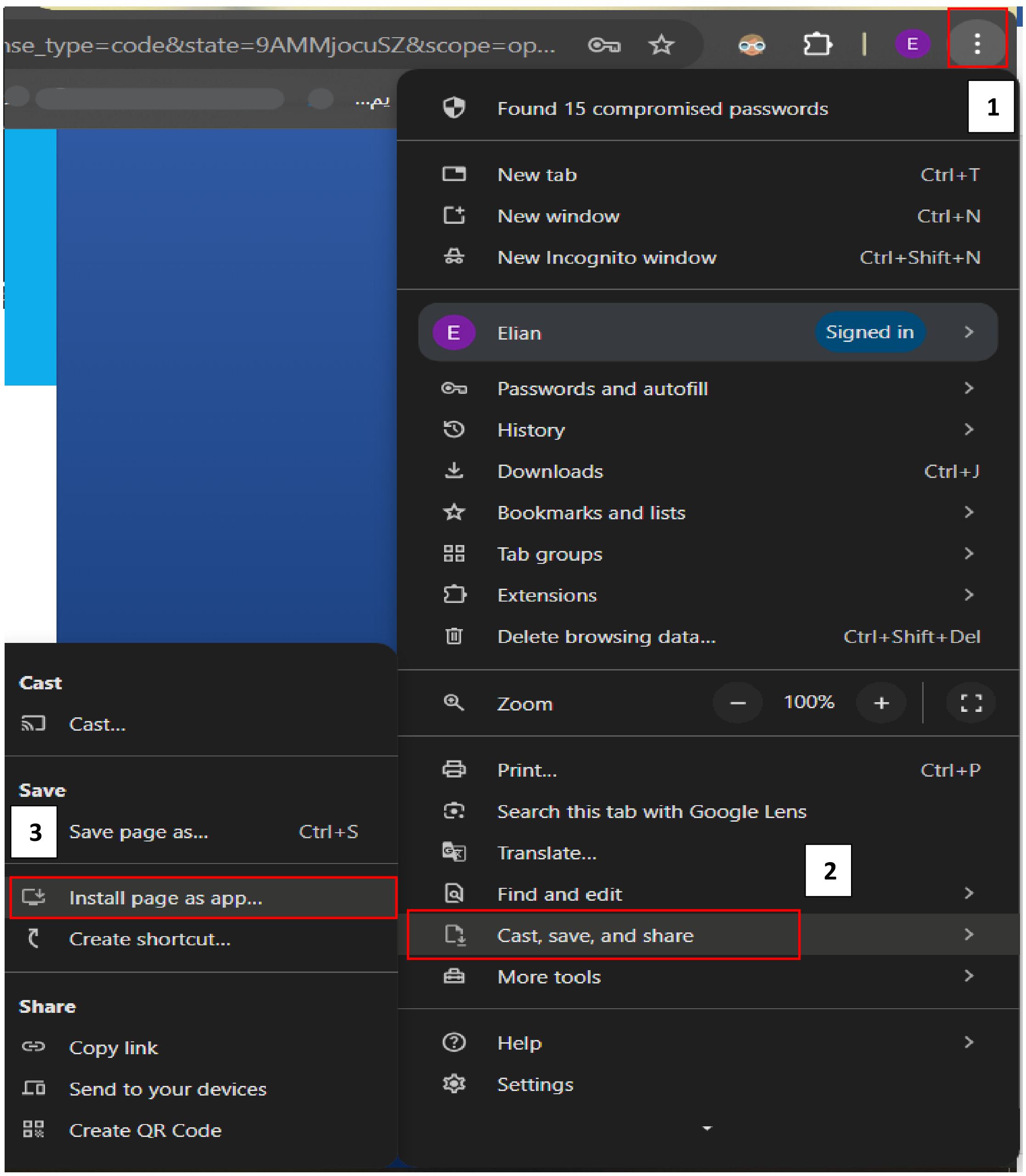
- ## Desktop Computer – Google Chrome Browser

1. Open **Dewan Plus System** using the provided link.
2. The install icon ( + ) will appear in the address bar at the top (right side).
3. Click the install icon, then click **“Install”** in the pop-up window.
4. The application will appear on your desktop, and you can open it directly.

**Alternative Method:**

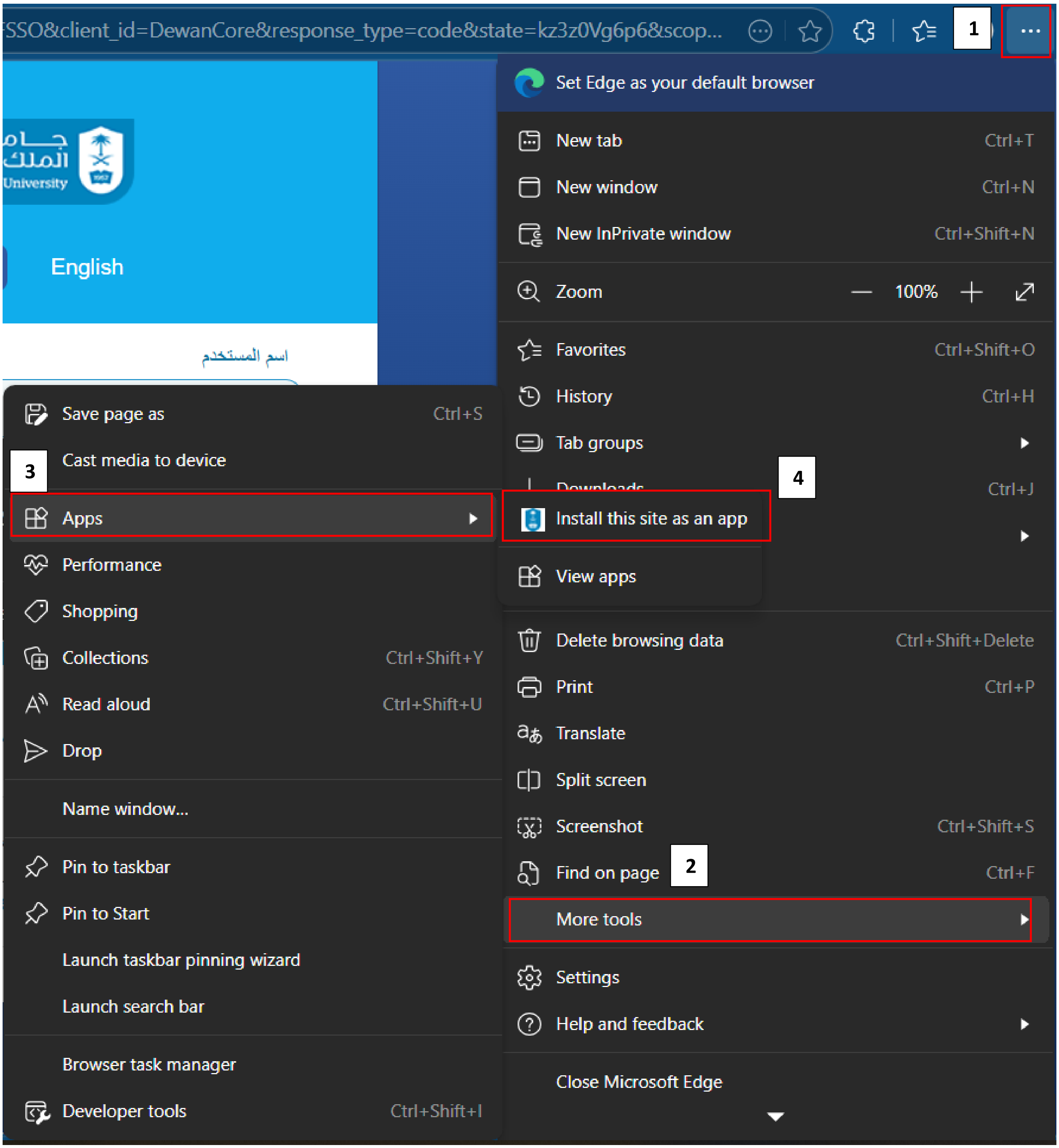
5. Click the ( ⋮ ) icon at the top-left of the browser.

6. Then select **Cast, Save, and Share → Install Page as App**.



- ## Desktop Computer – Microsoft Edge Browser

1. Open **Dewan Plus System** using the provided link.
2. Click the (···) icon at the top-right of the browser.
3. Then select **More Tools > Apps > Install this site as an App**



- **Android – Google Chrome Browser**

1. Open **Dewan Plus System** using the link in the browser.
2. A prompt will appear at the bottom of the screen: **“Add Dewan Plus to Home Screen.”**
3. Click **“Install”**, and the application will appear on your phone’s home screen.

**If the prompt does not appear:**

1. Tap the menu (⋮) at the top of the browser.
2. Select **“Add to Home Screen”** or **“Install App.”**

- **Android / IOS – Microsoft Edge Browser**

1. Open **Dewan Plus System** using the link in the browser.
2. Tap the menu (☰) at the bottom of the screen.
3. Tap **“Add to Phone.”**
4. A confirmation window will appear—tap **“Install.”**

**If the prompt does not appear:**

1. Tap the menu (☰), then scroll down through the options.
2. Look for **“Add to Home Screen.”**

**Note:** On iOS devices, Microsoft Edge uses the **Safari** (WebKit) engine internally, so installation works the same way.

- **IOS – Safari Browser**

1. Open **Dewan Plus System** using the link in the browser.
2. Tap the **Share** icon (square with an upward arrow) at the bottom of the screen.
3. Scroll down and select **“Add to Home Screen,”** then tap **“Add.”**

**Note:** On iOS devices, you must use Safari to install the application.