



Student Support System (SSS)



USER'S MANUAL (STAFF)

Student Support System - Staff Manual

STEP 1: HOW TO ACCESS THE SYSTEM

1. To access the login page, use any browser (e.g., Google Chrome, Microsoft Edge, etc.) and type <https://sss.sct.edu.om>. (See Figure 1)

Staff Username → Alfred.hk

Password → xyh3456#2

Login Cancel

Forgot password?

Note: Automatic logout will take effect during 20 minutes of idle.

Figure 1. Log-in Window

2. To log in (Figure 1), enter your University **Login Username** and **Password** and then click Login. After successfully logging in, Staff Dashboard window will appear (Figure 2)

University of Technology and Applied Sciences - Salalah
Student Support System

HOME DEPARTMENT STATISTICS SUBJECT WISE REPORT STUDENT STATISTICS SEARCH LOGOUT

Academic Year : 2020-2021 Semester : II

Request Status

Available menu based on privileges

REQUEST_NO	DATE	SUBJECT	REQUEST	FROM	TO	ATTACHMENT	STATUS
SRS-2020-2021-111	06/29/2021/8:46AM	Request - ????	Services - الخدمات	46S1839/MADIHA SUHAIL MOHAMMED AL MASHAIKH/I/T	Mr JUNN ERIC TOMAS TIMOTEO / Educational Technology Center		New

Requests No

Student Requests

Student Support System developed by Educational Technology Center (ETC) for University of Technology and Applied Sciences - Salalah. For technical issues and assistance: Call ETC Help desk at 111 or send an E-mail to helpdesk@sct.edu.om.

Figure 2. Request Window

3. The dashboard Window (Figure 2) has different parts:

- Menus, this menu differ by staff, it depends on their user privileges
- Request Status, Staff can view all request by status (New Request, Pending Request, Completed Request)
- Request Details, this displays student request details

STEP 2: VIEW REQUEST

1. Click Request No (Figure 2) To View Request Details
2. Request Details Display (Figure 3)

University of Technology and Applied Sciences-Salah
Student Support System

HOME DEPARTMENT STATISTICS SUBJECT WISE REPORT STUDENT STATISTICS SEARCH LOGOUT

Academic Year : 2020-2021 Semester : II Request No : SRS-2020-2021-III request Date : 06/29/2021/8:46AM Subject :Request - ??? / Services - الخدمات

Request Details : 4651839/MADIHA SUHAIL MOHAMMED AL MASHAIKHI/IT/Diploma Second Year

DATE	FROM	TO	DESCRIPTION	ATTACHMENT	STATUS
06/29/2021/8:46AM	MADIHA SUHAIL MOHAMMED AL MASHAIKHI	Mr JUNN ERIC TOMAS TIMOTEO / Educational Technology Center	test		New

Forward To :

Dean / Asst Deans HODs / HOSs Staff Adviser Counselor Department Registrar OJT Coordinator Timetable Committee

COMMENT

DATE & TIME

01-Jul-2021 8:20 AM

ATTACHMENT

Choose file | No file chosen

Reply To Student (Request Remain Pending) Reply To Student and Close Forward Back To the List

Figure 3. Request Details Window

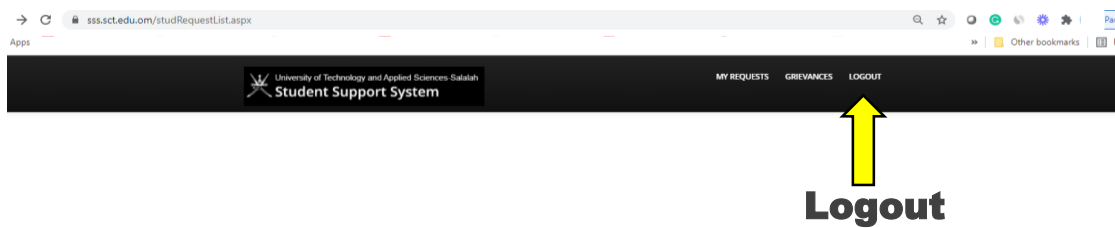
STEP 3: PROCESS THE REQUEST

1. Select options to Forward the request (Figure 3)
 - a. Dean/Asst Dean
 - b. HODs / HOSs
 - c. Staff
 - d. Adviser
 - e. Counselor
 - f. Department Registrar
 - g. OJT Coordinator

- h. Time Table Committee
- 2. Select the staff name from the dropdown menu (Figure 3)
- 3. Type Details /Comments (Figure 3)
- 4. Choose options
 - a. Reply to student (Pending)
 - b. Reply to Student (Close/Resolved)
 - c. Forward

STEP 4: HOW TO LOG OUT

To exit the system, click the **LOGOUT** button in the upper right corner of the screen.



For any technical issues of the system,
please email us at helpdesk@sct.edu.om