# UBD ehelp User Guidelines

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## INTRODUCTION

**1.1    About**

 is an online system for Universiti Brunei Darussalam's (hereinafter referred to as the "University or UBD") stakeholders to provide feedback to the university.

**1.2    Purpose**

The university values feedback to improve the university's governance and services as whole. The main purpose of  is to provide a transparent procedure for an individual or an organisation to express their feedback on an action or standard and quality of services provided by the university. It also ensures that negative feedback is being investigated accordingly.

**1.3    Objectives**

The main objectives of  are:
- To ensure that the university meets the expectations of its stakeholders;
- To recognise stakeholders' feedback or complaints and to improve the quality of services in accordance with the standard procedures; and
- To record any complaints or feedback to prevent any recurrence of problems in the future.

## ABOUT THE GUIDELINES

**2.1    Target Group**

This document is for all UBD stakeholders that are categorised as below:

   i.    **Students**
         Students include registered UBD students and non-graduating students registered in UBD.

   ii.   **Staff**
         Staff includes all UBD staff under the payroll of The Government of His Majesty Sultan and Yang Di Pertuan of Negara Brunei Darussalam and Tabung Universiti Brunei Darussalam (Tabung UBD).

   iii.  **Friends of UBD (Local)**
         Friends of UBD (local) include UBD's local partners through Memorandum of Understanding, Government agencies and others whom have had collaboration with UBD (through research or event).

   iv.   **Friends of UBD (International)**
         Friends of UBD (international) include UBD's international partners through Memorandum of

Understanding and whom have had collaboration with UBD (through research or event).

v.  **Public (Corporate or Individuals)**
    General public (Corporate or individuals) that do not fall under any of the listed categories and requires UBD Services.

**2.2    Definition of Feedback**
Feedback can be defined as any input given to a person or item based on its actions or performance, which can be negative or positive. The university values feedback from its stakeholders, whether it is negative or positive, as the university is committed to providing excellent services to everyone as well as enhancing students' experiences in the University.

**2.3    Scope**
This guideline is designed to provide **e help** users with instructions on how to use **e help** and its general work process.

## INFORMATION ON HOW TO USE THE GUIDELINE
**3.1    Read and Understand**
The guideline incorporates information such as detailed instructions on how to register to **e help** and guideline for all stakeholders on the stages involved in giving feedback through **e help** . It is important for all users to read all the information in this guideline prior to giving feedback via **e help** in order to understand the requirements that would be applicable to them.

**3.2    Completing information**
Users are required to identify and complete every information that is applicable (with attached documents if necessary) prior to issuing a complaint ticket.

## USER GUIDE
**4.1    Instructions to users (stakeholders)**
**4.1.1   New Users:**
- ❖ Step 1: Create an account
- o  Visit http://e-help.ubd.edu.bn/
- o  Click on create an account
- o  Fill in the required details
- o  Auto email received from your registered email
- o  Account created

- ❖ Step 2: Create a ticket
- o  Visit http://e-help.ubd.edu.bn/
- o  Click on 'open a new ticket'
- o  Fill in all details

- o Ticket created

- ❖ Step 3: Feedback resolved
- o Once the feedback is resolved, the ticket will be closed and users will receive an email notification
- o Users may visit http://e-help.ubd.edu.bn/ to check on the action taken if they wish to do so

- ❖ Step 4: Reopen ticket
- o In the event that the user is not satisfied with the action taken or response given, the user may reopen the ticket by clicking the 'reopen ticket' option

### 4.1.1 Existing users:
- ❖ Step 1: Create a ticket
- o Visit http://e-help.ubd.edu.bn/
- o Click on 'open a new ticket'
- o Fill in all details
- o Ticket created

- ❖ Step 2: Feedback resolved
- o Once the feedback is resolved, the ticket will be closed and users will receive an email notification
- o Users may visit http://e-help.ubd.edu.bn/ to check on the action taken if they wish to do so

- ❖ Step 3: Reopen ticket
- o In the event that the user is not satisfied with the action taken or response given, the user may reopen the ticket by clicking the 'reopen ticket' option

### 4.2 Instructions to the appointed agent / sub-agent
- ❖ Step 1: Sign in
- o Visit http://e-help.ubd.edu.bn/
- o Click on 'Sign in I'm an Agent'

*Note: All nominated agents and sub-agents' email addresses are automatically registered in the system*

- ❖ Step 2: Receiving a ticket
- o Visit http://e-help.ubd.edu.bn/
- o Agent will receive a ticket and email notification
- o Agent has to respond not more than five (5) working days

- ❖ Step 3: Forwarding to sub-agent(s) within the office or other agents outside the agent's office
- o If the agent cannot respond to the feedback given, the agent may forward it to other nominated sub-agent(s) or other agents
- o Agent has to update the user on the action(s) taken whenever he or she thinks it is deemed necessary to do so

- o Agent has to inform the user when the feedback has been resolved

- ❖ Step 4: Closing a resolved ticket
- o Once the feedback has been responded to or necessary action has been taken, agents / sub agents may close the ticket by clicking on the 'close ticket' option

### 4.3 Instructions to administrator
- ❖ Step 1: Sign in
- o Visit http://e-help.ubd.edu.bn/
- o Click on 'Sign in I'm an Agent'

*Note: All nominated administrators' email addresses are automatically registered in the system*

- ❖ Step 2: Receiving a ticket
- o Visit http://e-help.ubd.edu.bn/
- o Administrator will receive a ticket and email notification at e-help@ubd.edu.bn
- o Administrator has to forward the ticket to relevant agent(s) not more than two (2) working days

- ❖ Step 3: Reopen a resolved ticket
- o If the user is not satisfied with the response received, the administrator can reopen the resolved ticket and request for further action to be taken

- ❖ Step 4: Closing a resolved ticket
- o Once the feedback has been responded or necessary action has been taken, the administrator may close the ticket by clicking on the 'close ticket' option

- ❖ Step 5: Monthly report
- o Administrator(s) may generate report by clicking on 'generate report'

## TYPES OF FEEDBACK
### 5.1 Feedback categories

**e help** aims to ease UBD Stakeholders in providing any feedback – whether it is positive or negative. As the range of feedback is broad, it can be categorised as below:
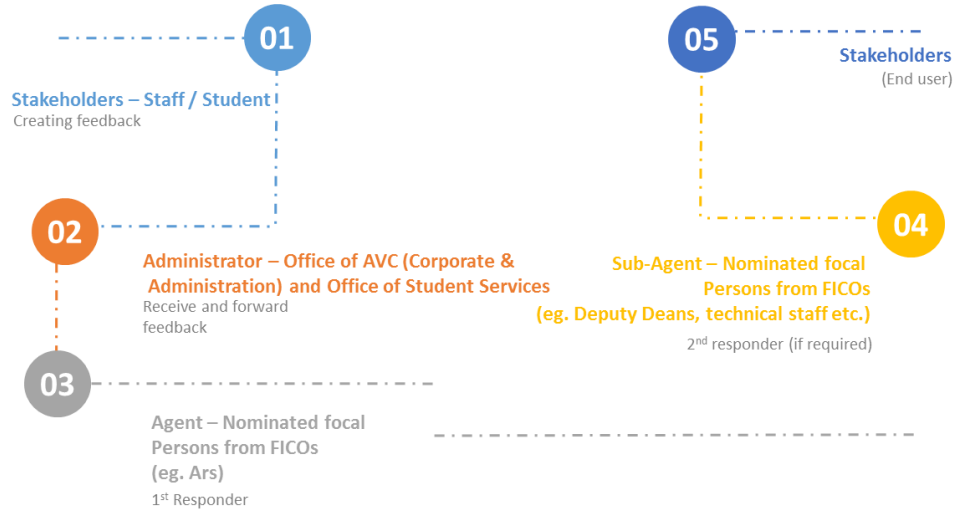
1. General Feedback – this includes, but not limited to, positive feedback on the university in general or specific, university's staff, and constructive feedback to help the university improve; and
2. Complaints – this includes dissatisfaction towards the university's quality of services.

## WORKFLOW

**5.1**  **Work Flow**

The workflow of  is as follows:



**01**

**Stakeholders – Staff / Student**
Creating feedback

**02**

**Administrator – Office of AVC (Corporate & Administration) and Office of Student Services**
Receive and forward feedback

**03**

**Agent – Nominated focal Persons from FICOs (eg. Ars)**
1st Responder

**05**

**Stakeholders**
(End user)

**04**

**Sub-Agent – Nominated focal Persons from FICOs (eg. Deputy Deans, technical staff etc.)**
2nd responder (if required)

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## DISCLAIMER

**6.1** The Office of Assistant Vice Chancellor (Corporate and Administration) reserves the right to amend or make changes to this document if and when it is deemed fit and necessary without prior notice.

## CONTACT US

**7.1** **Contact Information**

For any inquiries regarding , users may contact the Administrator at:



Office of Assistant Vice Chancellor
(Corporate and Administration)
Level 1, Administration Building
Or
Office of Student Services
Ground Floor, Student Affairs Section Building
Contact no: 2463001 ext 2777
Email address: e-help@ubd.edu.bn