

# **One Stop Service**

## **User Manual**

Version 1.0 04/10/2023

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## 1. Introduction

Instructions: This is one stop service software. From this software customer can apply for their requirements to BGDCL.

#### 1.1 Overview

Instructions: From this user manual user can follow this step for application.

## 2. Getting Started

Instructions: For application, at first customer will register from this software to fill up specific data. When customer will enter this site then will be login page Such as:

One Stop Service
User ID
Password
New to site? Create Account Help Desk
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If customer not registered previous then at first will registered then will be login. For registration customer will click create account button.

One Stop Service
User ID
Password
Login
New to site? Create Account Help Desk
Alpha Soft Technology!
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#### 2.1 Registration

Instructions: For application, at first customer will register from this software to fill up specific data:-

Registration Form	
First Name	
Last Name	
Customer ID	
Password	
Confirm Password	
Email	
Phone	
O Register	
Already a member ? Log in	
😤 Alpha Soft Technology!	

#### 2.2 Login

Instructions: After complete registration from customer end then customer will login by customer id and password. Such as:-

One Stop Service
pavel
New to site? Create Account Help Desk
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#### 2.3 Client Dashboard

Instructions: After Successfully logic client will see client dashboard. For Exp:-



#### 2.4 Customer Application

Instructions: After successfully login. Customer will see client dashboard and also will get client responsibility menu. Then customer will apply for necessary service:

	BGDCL	≡		🧐 👼   Pavel Mahmud 🗸
		Dashboard / Customer Application		
<b>e</b>	Welcome, Pavel	Apply Application		~
GF	NERAL	Applicant's Name *	Pavel Mahmud	
_		Customer Code		
	Application 🗸	Customer Type	Select Customer Type 💌	
Г	Application	Phone *	01736110558	
	Application List (Rupping)	Application To	Select Department v	
Ī	replication List (realining)	Subject *		
•	Application List (Completed)	Filename	Choose File No file chosen	
		Description		
			Reset Submit	
back		nlication create form nhn		Developed By UpTurn IT
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#### **2.5** Application Overview

Instructions: After successfully application customer can overview this application which already applied.Such as:-

	:										E	o 🔊	Pavel Mahmud ~
		Dashboar	rd / Applicatio	n List									
Welcome, Pavel		Applicat	tion List										~
GENERAL		Show 1	10 🗸 entrie	s			Copy CSV Print Search:						
Application	~	SI (11	Track ID 1	Submitter 1	Code 1	Phone 1	Department 1	Subject 1	Description 1	Application Date	Day Passed ↓↑	Status ↓↑	Action 1
Application		1	202304100012	Pavel Mahmud	BG101	01736110558		For New Connection	This is new connection		0 Days	Submitted	
Application List (Ru	inning)	Chowing	1 to 1 of 1 optrios									Desuisus	d Maud
Application List (Co	ompleted)	Showing	1 to 1 of 1 entries									Previous	INEXL
<b>\$</b> 22 <b>\$</b>	5 0	_						_				Develop	ed By UpTurn IT

Customer will see running application from application list (running). And completed application from application list (completed) menu.

BGDCL	≡		2 📓 - Pavel Mahmud ~
	Dashboard / Application List		
Welcome, Pavel	Application List		^
0515011	client		Search
GENERAL	Snow 10 V entries	Copy CSV Print	Jeaitii.
Application V	SI 1 Track ID 11 Submitter 11 Code 11 Phone	Department 11 Subject 11 Date 11	Day Passed it Status it Remarks it Action it
<ul> <li>Application</li> </ul>	1 202304100012 Pavel BG101 0173611055	8 For New	0 Days Completed
Application List (Running)	Mahmud	Connection	
Application List (Completed)	Showing 1 to 1 of 1 entries		Previous 1 Next
24 5.3 als (1)			Developed By HoTure IT

BGDCL	=		🔎 👼   Pavel Mahmud ~
	Dashboard / Application List		
Welcome, Pavel	Application List		~
GENERAL	client Show 10 V entries	Copy CSV Print	Search:
Application V	SI 11 Track ID 11 Submitter 11 Code 11 Phone 11	Department 11 Subject 11 Application Day Passed	d [] Status [] Remarks [] View []
Application Application List (Running)	1 202304100012 Pavel BG101 01736110558 Mahmud	For New 0 D Connection	ays Completed
Application List (Completed)	Showing 1 to 1 of 1 entries		Client can view Previous 1 Next
			this application
¢ 11 ¢ O			Developed By UpTurn IT

Client also monitoring application status from bellow this button.

After Click View Button Client will see Process Hierarchy and also process progress bar of client application.

BGDCL	≡		🔮 🕞   Pavel Mahmud ~
Welcome, Pavel	Dashboard / Process Progressbar Process Hierarchy		^
GENERAL	1	2	3
Application V	Application Completed	Delivery Report Completed	File Collection Completed
	Show 10 v entries	Copy CSV Print	Search:
	SI JE Process Name J1	Process Status 11 Completed By	11 Completion Date
	Application     Delivery Report	Completed	
	3 File Collection	Completed	
	Showing 1 to 3 of 3 entries		Previous i Next
🗢 🐹 🚸 O			Developed By UpTurn IT

## **Appendix : Glossary**

Instructions: Following those step customer can give service from BGDCL.