



One Stop Service

User Manual

Version 1.0

04/10/2023

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1. Introduction

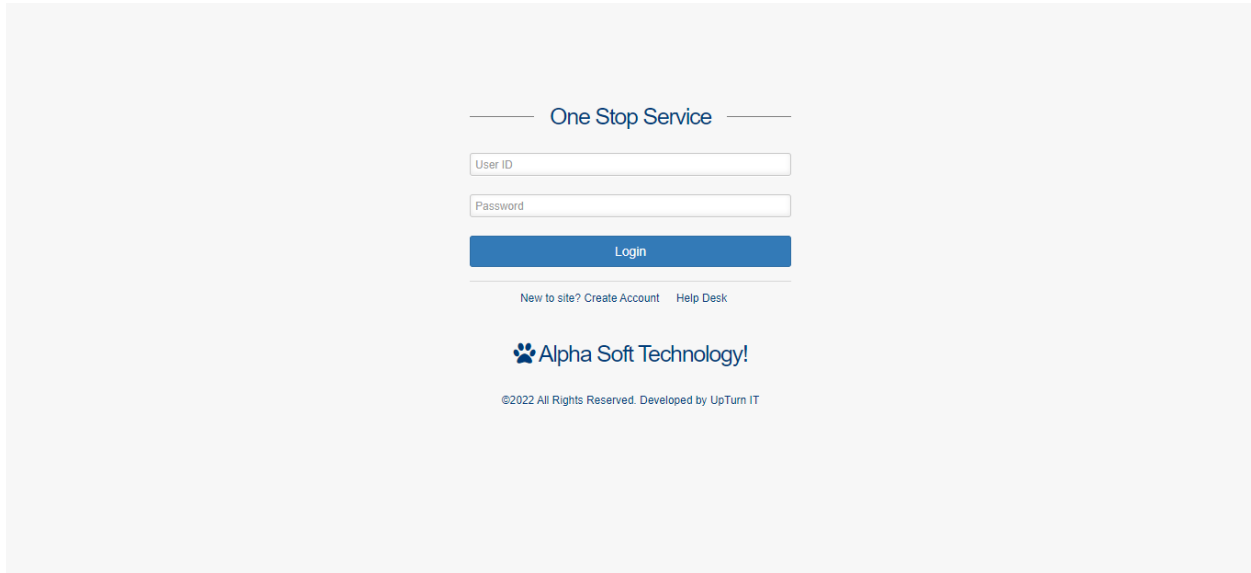
Instructions: This is one stop service software. From this software customer can apply for their requirements to BGDCL.

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

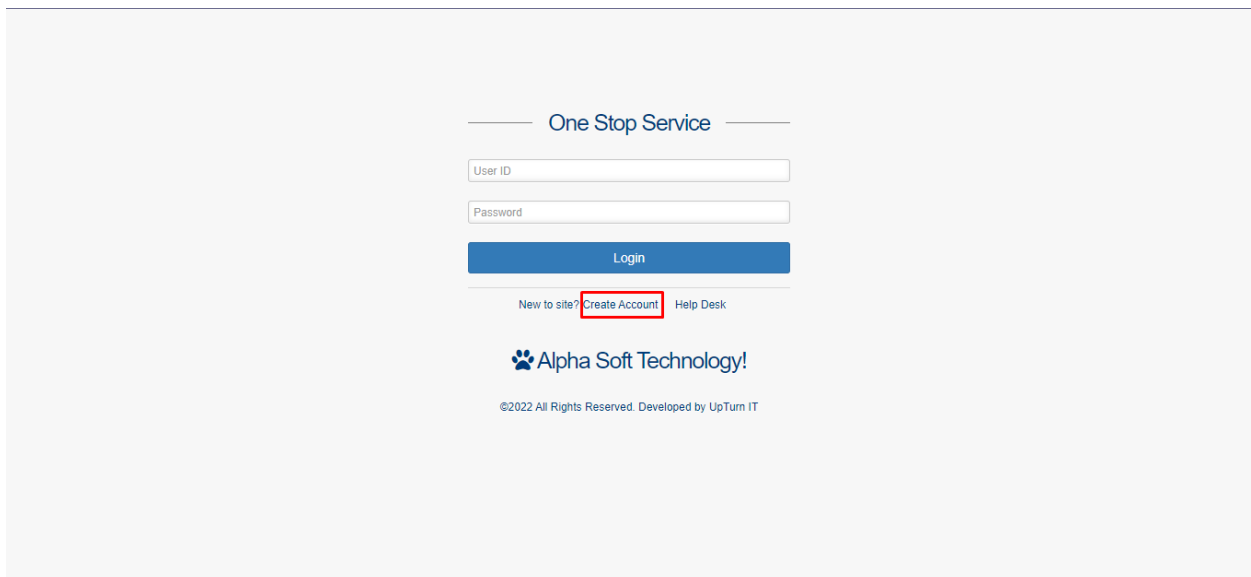
Login

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

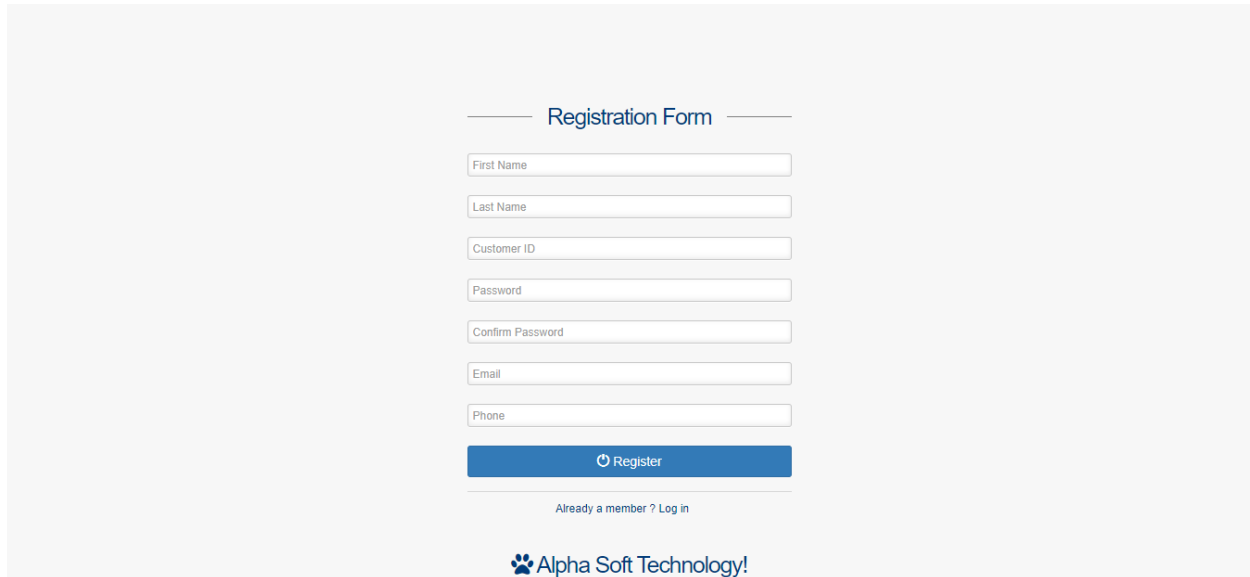
New to site? [Create Account](#) [Help Desk](#)

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2.1 Registration

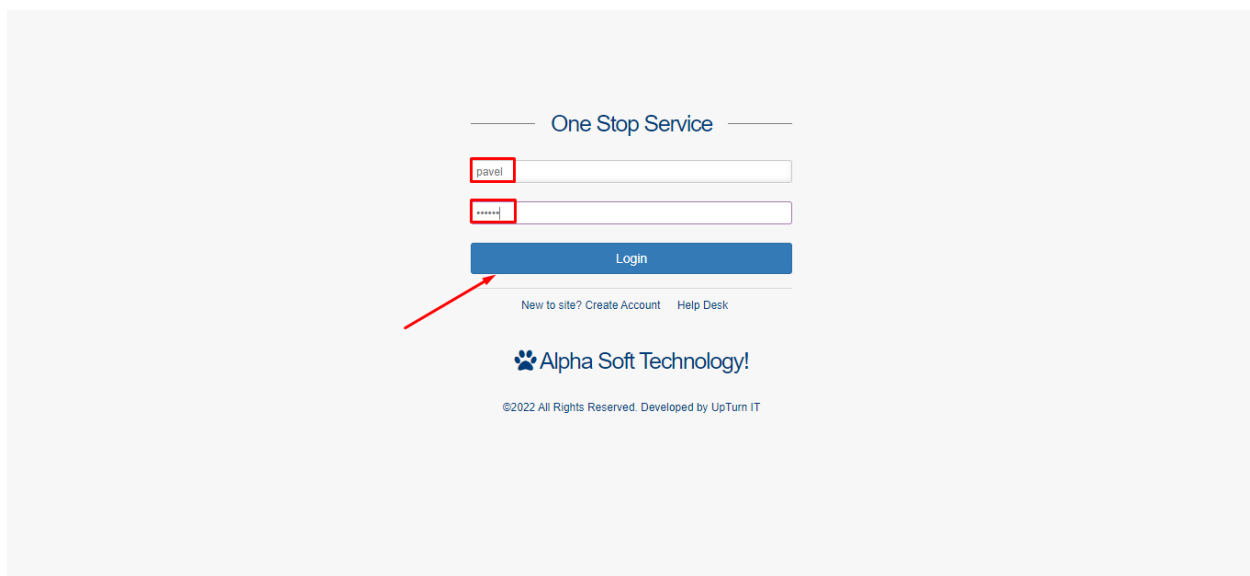
Instructions: For application, at first customer will register from this software to fill up specific data:-



The screenshot shows a registration form titled "Registration Form" with the following fields: First Name, Last Name, Customer ID, Password, Confirm Password, Email, and Phone. Below the fields is a blue "Register" button with a right-pointing arrow. Underneath the button is the text "Already a member? Log in". At the bottom of the form is the "Alpha Soft Technology!" logo.

2.2 Login

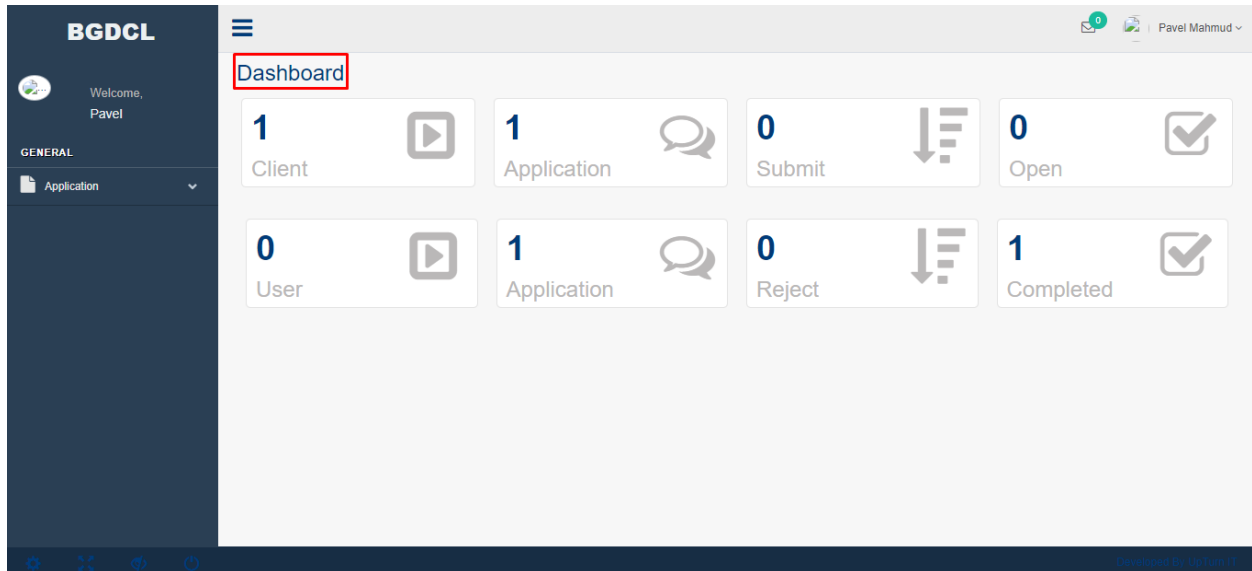
Instructions: After complete registration from customer end then customer will login by customer id and password. Such as:-



The screenshot shows a login form titled "One Stop Service" with the following fields: a text input field containing "pavel" and a password input field containing "*****". Below the fields is a blue "Login" button with a right-pointing arrow. A red arrow points to the "Login" button. Underneath the button is the text "New to site? Create Account Help Desk". At the bottom of the form is the "Alpha Soft Technology!" logo and the copyright notice "©2022 All Rights Reserved. Developed by UpTurn IT".

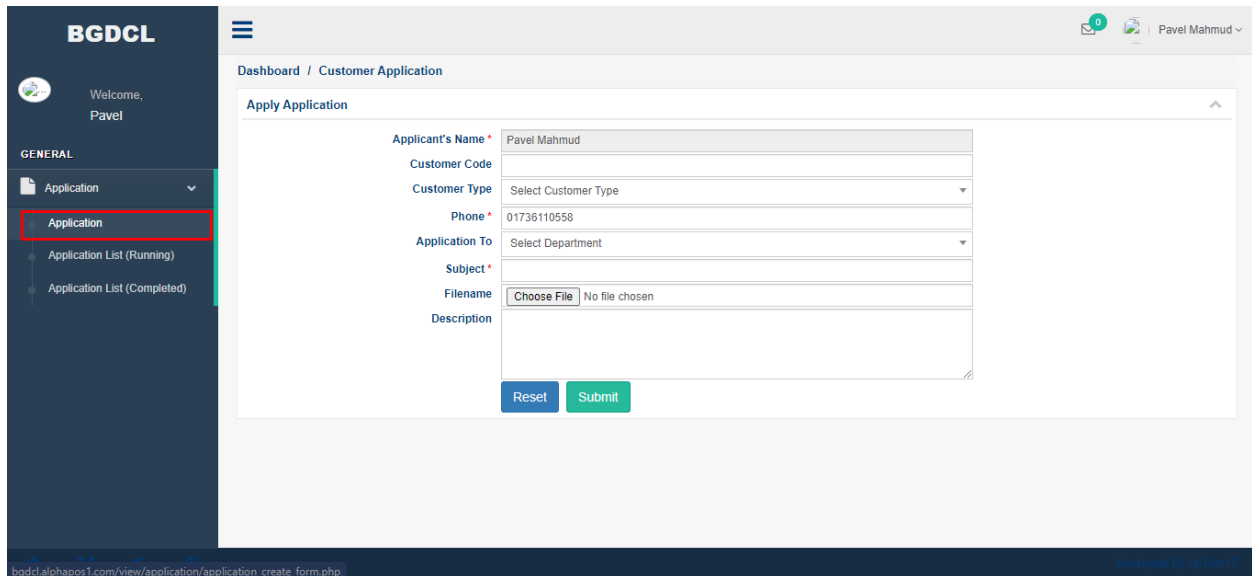
2.3 Client Dashboard

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



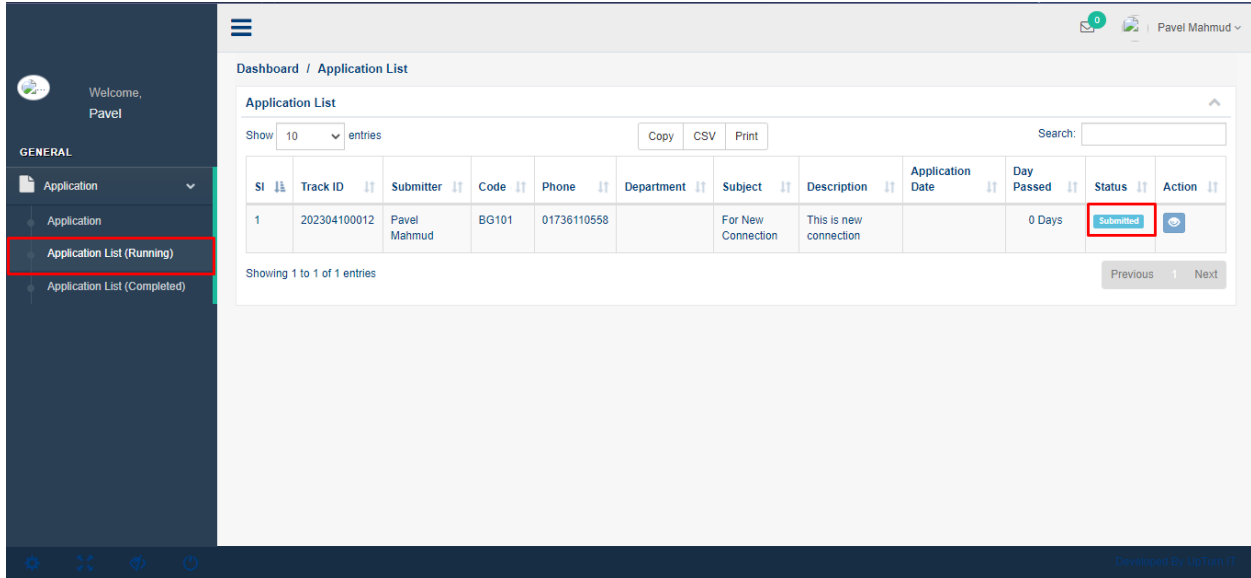
2.4 Customer Application

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

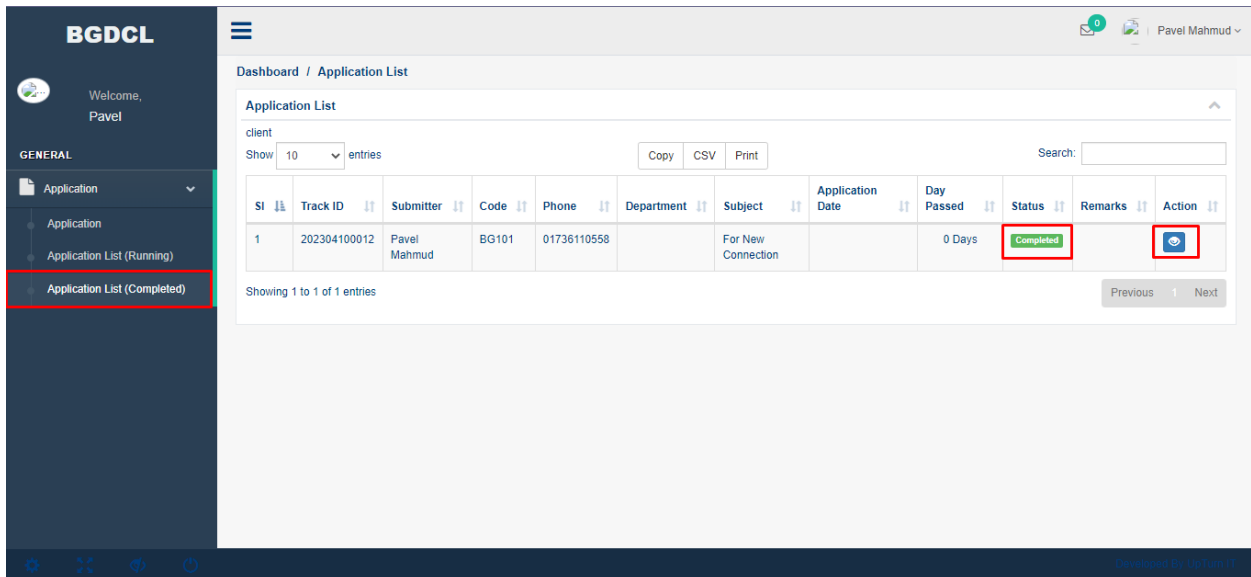


2.5 Application Overview

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



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



Client also monitoring application status from bellow this button.

The screenshot shows the BGDCL dashboard with the 'Application List' section. A table lists application details, and a red arrow points to the 'View' button in the 'Remarks' column of the first row.

Sl	Track ID	Submitter	Code	Phone	Department	Subject	Application Date	Day Passed	Status	Remarks
1	202304100012	Pavel Mahmud	BG101	01736110558		For New Connection		0 Days	Completed	View

Client can view this application

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

The screenshot shows the BGDCL dashboard with the 'Process Progressbar' section. It features a process hierarchy diagram with three steps: 1. Application Completed, 2. Delivery Report Completed, and 3. File Collection Completed. Below the diagram is a table listing the process steps.

Sl	Process Name	Process Status	Completed By	Completion Date
1	Application	Completed		
2	Delivery Report	Completed		
3	File Collection	Completed		

Appendix : Glossary

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