المؤسسة العامة للتدريب التقني والمهني

Technical and Vocational Training Corporation

User manual of Technical Support Portal

Introduction:

Remedy Technical Support Portal system provides users (TVTC Employees) with an easy and smooth way to submit technical tickets, as the system allows them to send, follow up, and manage requests related to the Information Technology department at TVTC
With these features, the applicant will be able to:

1. Manage and follow-up on the requested services.
2. Request and update the requested services
3. Keep track of the requested services from sending the request to the implementation and closure.
4. View the status of requested service (Approved or Rejected)
5. Update comments on the requested service.

Note:

- Log into the Technical Support Portal is done through the username and password of the Employee Portal at TVTC website, as it is not possible to login through Nafath or any other way.
- Admission and Registration officials can submit requests to resolve trainees' problems in Qaboli portal (Unified Admission), such as (modifying registration data, etc.)
- Trainers can submit requests to resolve trainees' problems in Rayat , such as (blackboard problems - trainees schedules, etc.)
- The requested services displayed on the portal varies based on the user's permissions, thus it may differ from one employee to another

1. Open your browser.

2.Enter the following URL link:

http://tvtcservices.tvtc.gov.sa/
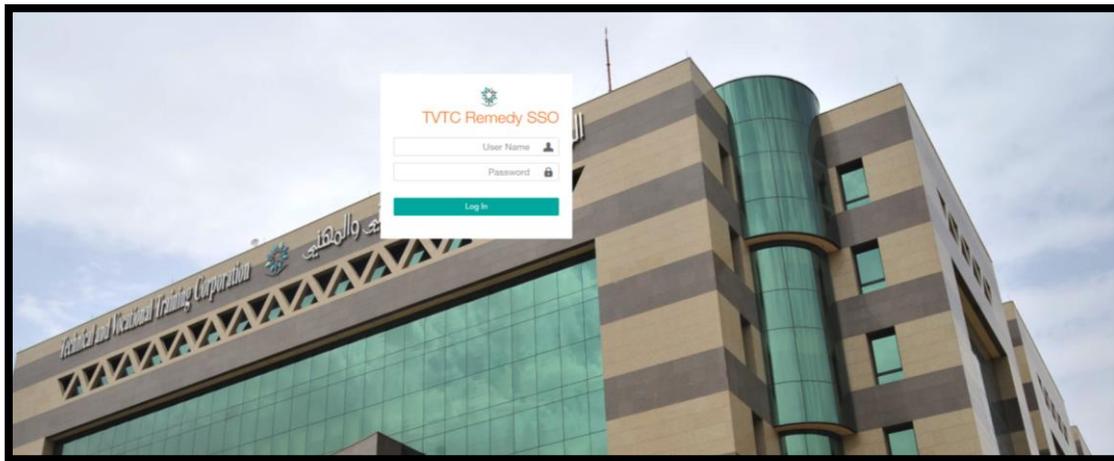
Based on the user's permissions, the user's available service requests will be shown as below:
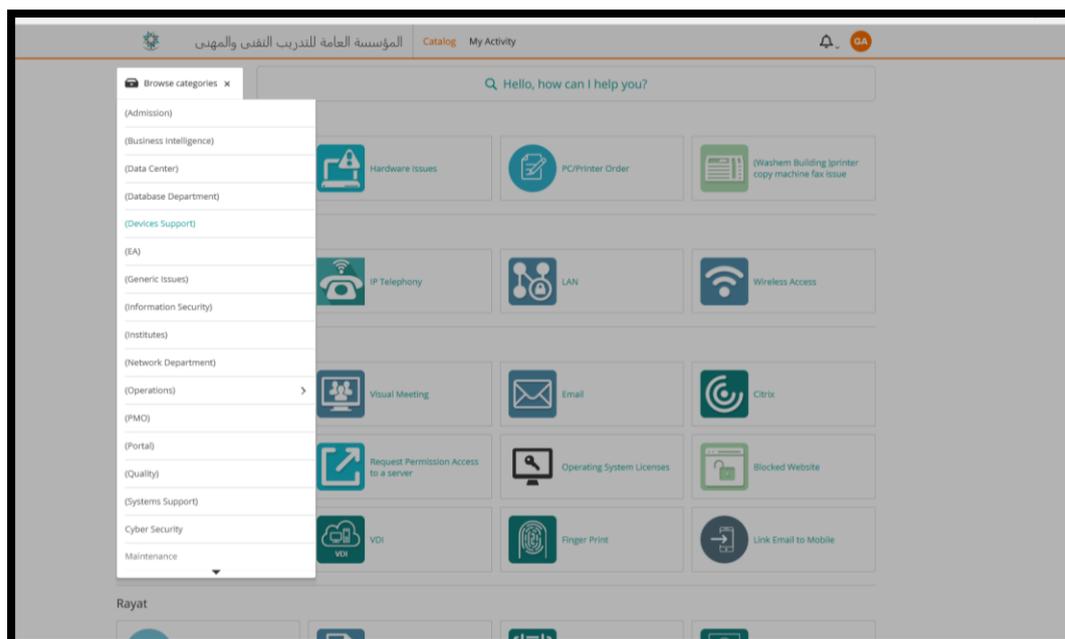
A description on the categories and sections of services in the Technical Support Portal, for example:

-Rayat:
Equivalence of reliable standard certificates issued by international organizations that contain the skills necessary to pass TVTC training courses, grades and GPA, monthly payment slips and stipends, sections schedules , collective registration, equivalent courses between the old and new curriculum plans or similar disciplines, attendance and absence, tuition fees, electronic applications (self-service), following-up trainees general status, trainee general record, logging in problem, Rayat reports, trainee general information, request to change the system administrator in the facility.

-Admission and Registration:
for requests related to admission and registration

-Other:
To submit a complaint or a request that was not listed under any of the previous requests categories on the Technical Support Portal

• To show notifications: Click on the bell 🔔 icon in the top bar.
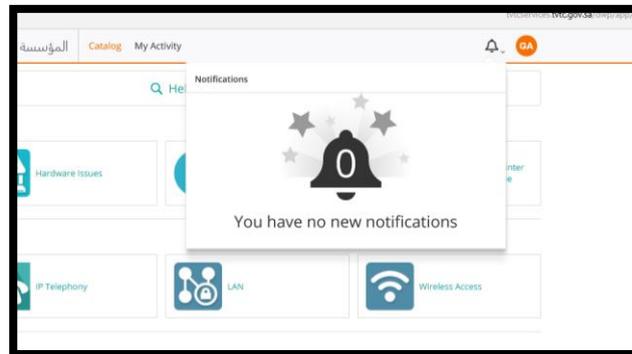
• This feature allows the user to view the profile as well as logging out.
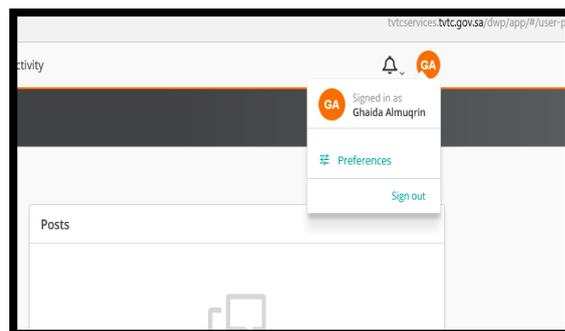
• To submit a New Service Request:

1. Choose the required "Operation" systems service, for example: "Email".
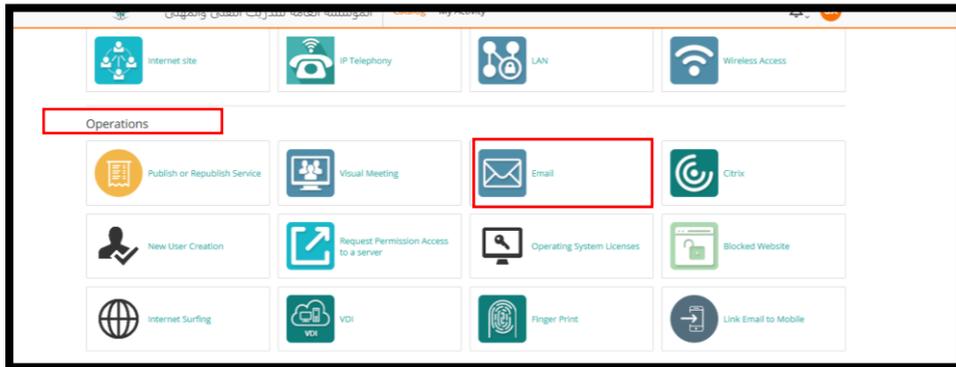
2. A New Service Request window will appear to be filled out.
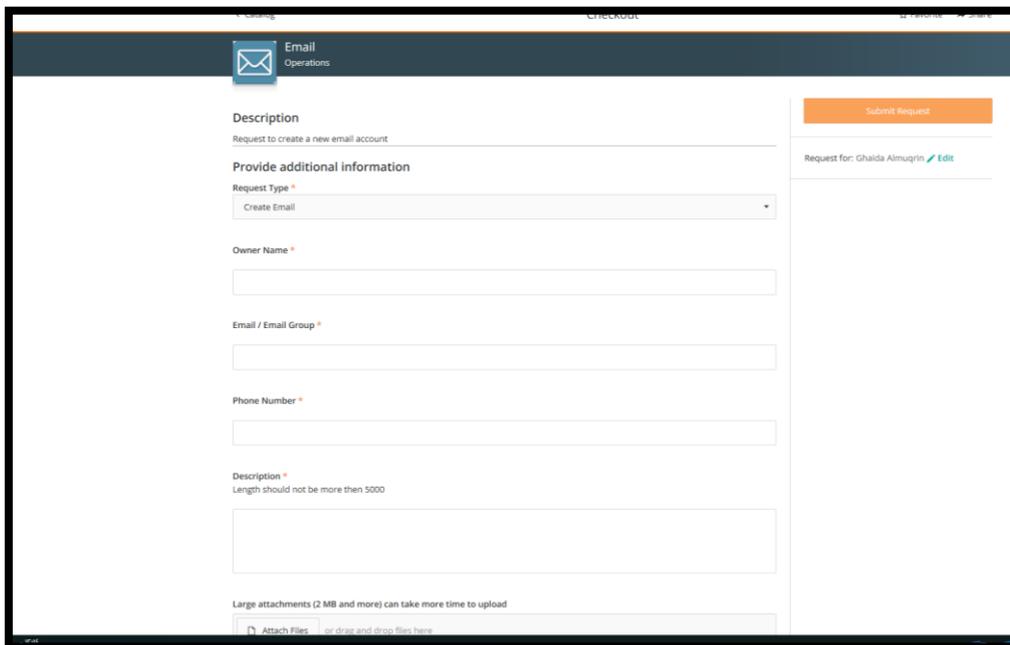
3. Fill in all the requested service information, then click on "Submit Request". Note that fields marked by an asterisk are required. You must verify all information provided as you cannot change the application afterwards.

Note: The required fields may change depending on the type of service, as in the following picture:

A confirmation message will appear on the screen
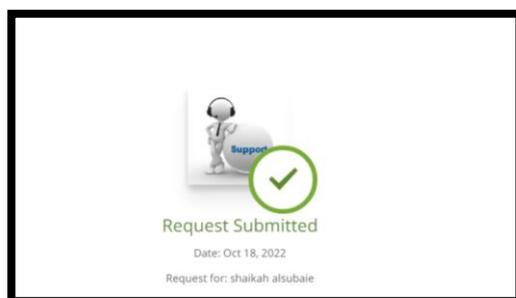
Then , A text message will be sent from TVTC and an email from the Technical Support Helpdesk with the order number and details
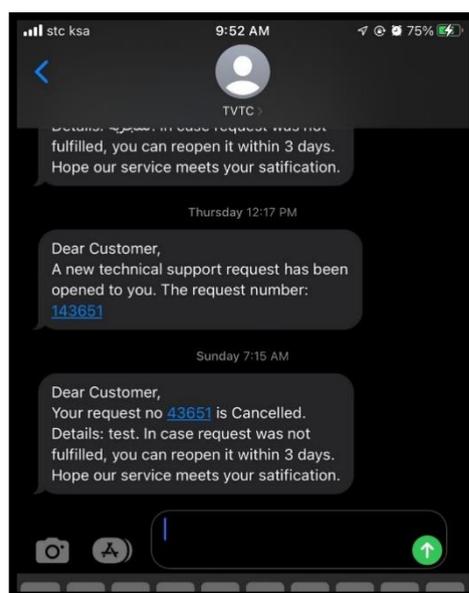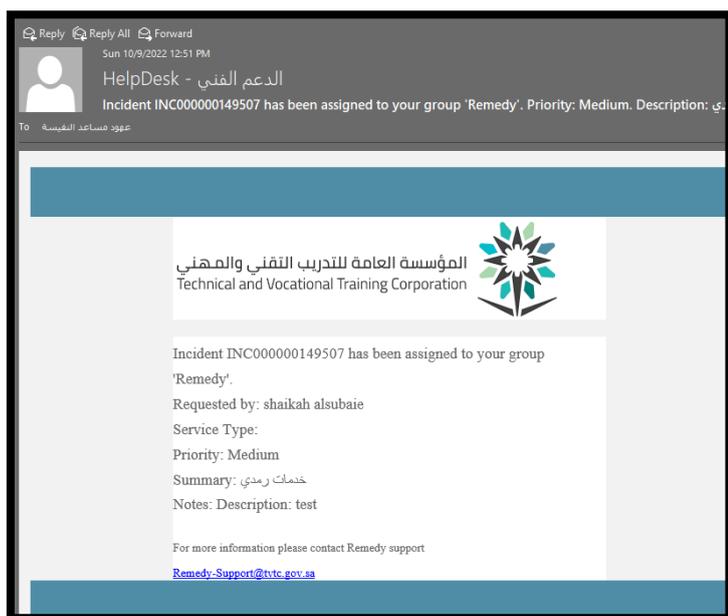
*All submitted requests are displayed in the "My Activity" section.
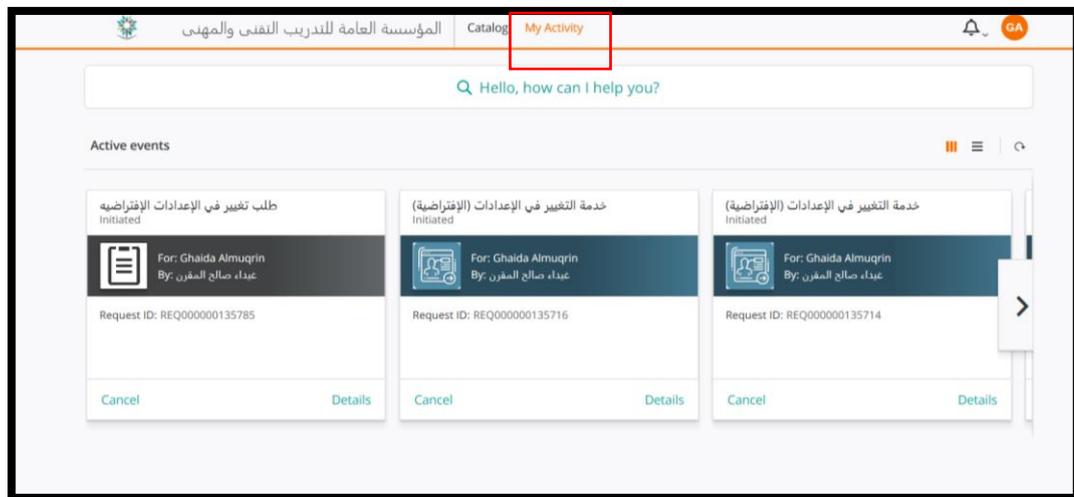
Click on "Details" to view the details as shown in the image below:
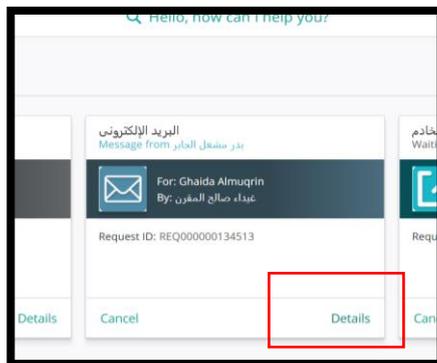
Click on "Add Comment" if you want to add any notes or attachments related to the request
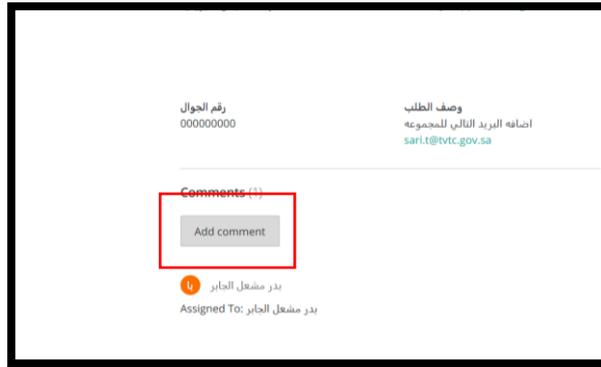
To re-submit the request click on "Request Again".