

MARYGROVE COLLEGE STUDENT COMPLAINT PORTAL

LOGGING IN:

YOU MUST ENTER `yourusername@prod.marygrove.edu`



The image shows a login interface for the Marygrove College Student Complaint Portal. At the top, the logo 'G|pi' is displayed in white on a dark blue background. Below the logo, there are two input fields. The first field contains the email address 'yourusername@prod.marygrove.edu'. The second field contains a password, represented by a series of black dots. Below the password field is a yellow button with the text 'Submit' in black.

Once successfully logged in you will see a welcome screen with various options:

Complaints	Number
New	4
Processing (assigned)	0
Processing (planned)	0
Pending	0
Solved	1
Closed	0
Deleted	0

From this screen you can file complaints, view current complaint statuses, and look over old complaints that have been resolved.

To file a complaint simply click on any “file a complaint” link.

When filing a complaint please make sure all the follow fields are filled out:

Describe the incident or request

Type: Incident

Category: -----

Urgency: Medium

Student Type: -----

Title: _____

Description*

File (2 MB max)

Drag and drop your file here, or
Browse... No file selected.

Submit message

You can also attach documents that pertain to your complaint.

To view currently open complaints click on the Complaints link which will redirect you to a screen like this:

Home

Characteristics - Status Not closed

Display (number of items) 15 From 1 to 5 on 5

ID	Title	Status	Last update	Opening date	Priority	Requester - Requester	Assigned to - Technician	Category	Due date
5	Testing out attachments	New	2016-05-04 19:50	2016-05-04 19:50	Low	test-student		Academic	
4	Test ticket	New	2016-04-27 16:58	2016-04-27 16:12	Medium	test-student	normal	Academic	
3	test3	New	2016-04-25 22:00	2016-04-25 22:00	Medium	test-student			
2	test ticket 2	New	2016-04-25 18:53	2016-04-25 18:53	Medium	test-student			
1	test ticket	Solved	2016-04-22 17:55	2016-04-22 16:38	Low	test-student	glpi		

ID Title Status Last update Opening date Priority Requester - Requester Assigned to - Technician Category Due date

This will give you an overview on the status of your complaints. For more details simply click on the title of the complaint.

K < List **Complaint - new external field test 2 - ID 9** 2/6 > |

Complaint

- Communication 0
- Statistics
- Items
- Historical 2
- All

Complaint - ID: 9

Opening date	2016-07-06 16:16	Due date	
By	test-student	Last update	2016-07-06 16:16 by test-student
Type	Request	Category	Assault
Status	New	Request source	Helpdesk
Urgency	Medium <input type="text"/>	Approval	Not subject to approval
Impact	Medium	Location	Undergraduate
Priority	Medium	Associated elements	

Actor	Requester	Watcher	Assigned to
	test-student		

Title

Description *

new external field test 2

Linked tickets

File (2 MB max)

Drag and drop your file here, or No file selected.

This page will allow you to view important information on the status of your complaint as well as respond to actions taken by whoever is assigned the complaint. By clicking on the communication tab you will then see a screen like this:

The screenshot displays a user interface for managing a complaint. On the left is a vertical sidebar with menu items: 'Complaint', 'Communication 1', 'Statistics', 'Items', 'Historical 5', and 'All'. The main area is titled 'Add :' and contains two buttons: 'Followup' and 'Document'. Below this is a section for 'Actions historical :'. The history shows two entries. The first entry, dated '2016-08-03 19:54', shows a message bubble containing 'A sample follow up....' and is associated with a user icon labeled 'Gipi'. The second entry, dated '2016-07-06 16:16', shows a green message bubble with the text 'new external field test 2' and 'new external field test 2', with a 'Ticket recall' label on the right. This entry is associated with a user icon labeled 'Test-student'.

By clicking the Follow-up button you can then respond to the last action/communication from the staff member who is assigned to your complaint.

If a decision is reached you will see a section that resembles:

Add :

 Followup  Document

Acknowledgement of the decision

Comments (Optional when acknowledged)

Acknowledge the decision

Please check if you will be taking external actions. For example EEOC,lawsuit,etc.

Actions historical :



This is the resolution to the complaint.

🕒 2016-08-03 19:57



Glpi

A sample follow up....

🕒 2016-08-03 19:54

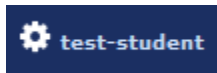


Glpi

At this point you will need to acknowledge the decision reached by the complaint assignee. You can leave comments if you wish. You can also include any external actions you will take by clicking on the check box and filling out a textbox.

PERSONALIZATION:

You also have the option to personalize your information. On the upper right hand side of the screen you will see your name next to an icon that looks like a gear:



Click that and you will be redirected to this screen:



A screenshot of a web application's "Personalization" settings page. The page has a header with "Main" and "Personalization" tabs. Below the header is a grey bar with "Login: test-student". The form contains several fields: Surname (Student), First name (Test), Language (English), Password, Password confirmation, Phone (123-456-7890), Mobile phone, Phone 2, Administrative number, and Student Type (Undergraduate). There is also a "Picture" section with a placeholder image, a "Browse..." button, and a "Clear" button. A "Password security policy" section indicates a minimum length of 8 characters and requires digits, lowercase, uppercase, and symbols. An "Emails +" section shows one email address: test-student@marygrove.edu. A yellow "Save" button is at the bottom center.

It is strongly recommended that you enter the appropriate contact information in order to insure speedier service.

There is also the Personalization screen which will allow you to choose things like font and color (this really shouldn't be necessary to change)

Main **Personalization**




Personalization

Language	English ▾	Date format	YYYY-MM-DD ▾
Name display order	Surname, First name ▾	Number format	1 234.56 ▾
Results to display per page	15 ▾	Go to created item after creation	No ▾
		Display counts in tabs	Yes ▾
		Keep devices when purging an item	No ▾
Notifications for my changes	Yes ▾		
PDF export font	Helvetica ▾	CSV delimiter	; ▾
Colour palette	 Auror ▾	Layout	 Tabs on left ▾

Remote access key

Remote access key Regenerate

Due date progression

OK state color	 ▾		
Warning state color	 ▾	Warning state threshold	20 ▾ % ▾
Critical state color	 ▾	Critical state threshold	5 ▾ % ▾