



---

**FDE ONLINE COMPLAINTS & TRACKING SYSTEM**  
**USER MANUAL**

---

## How to register a complaint

---

<b>User Manual</b> [FDE ONLINE COMPLAINTS & TRACKING SYSTEM]			
Last modification	<b>31 May 2016</b>		
Author	<b>AD-IT</b>	Version :	<b>1.0</b>



In order to Timely entertain the complaint and queries of its subscribers and general users, Federal Directorate of Education Islamabad have launched an online complaint cell where anyone can lodge complaints regarding any service of the FDE or any kind of hardness being faced by the users. The aim of providing online complaint service is to provide the better care and get satisfaction in response. FDE offering the online complaint service in order to get the objectives of resolving the issues of its customers on the timely basis and eliminate the customer wait time at the call centers or helpline calls for complaint registration.

### Method to Place an Online Complaint Ticket

**Step 1:** Go to the [FDE Online Complaint Registration Platform from here](#)

The screenshot shows the FDE Help Desk website interface. At the top left is the FDE Help Desk logo. Below it is a navigation bar with 'Home' and 'Submit a Ticket' links. The main content area is titled 'Welcome to FDE online Support Center'. On the left, there is an 'Account Login' form with fields for 'Your email address' and 'Your password', a 'Remember me' checkbox, and a 'Login' button. Below the login form is a 'Lost password' link. To the right of the login form, there are two sections: 'New to FDE online Support Center?' and 'Do you need help?'. The 'New to FDE online Support Center?' section contains two bullet points: 'If you have login ID, then you can login to our support center using the same login details that you use in your FDE Support Panel.' and 'If you have no login ID, then you can submit a ticket, after this process you will receive a password to login to our support center.' The 'Do you need help?' section contains two bullet points: 'Visit our website at [www.fde.gov.pk](http://www.fde.gov.pk)' and 'Submit a support ticket.' At the bottom of the page, there is a footer that reads: 'FDE Online Support System designed and developed by Talat Saeed, Assistant Director(IT), Federal Directorate of Education, Islamabad'.

<b>User Manual</b> [FDE ONLINE COMPLAINTS & TRACKING SYSTEM]			
Last modification	<b>31 May 2016</b>		
Author	<b>AD-IT</b>	Version :	<b>1.0</b>



## Step 2: click on Submit a ticket.



Account Login

Your email address

Your password

Remember me

Lost password

### Welcome to FDE online Support Center

#### New to FDE online Support Center?

- If you have login ID, then you can login to our support center using the same login details that you use in your FDE Support Panel.
- If you have no login ID, then you can submit a ticket, after this process you will receive a password to login to our support center.

#### Do you need help?

- Visit our website at [www.fde.gov.pk](http://www.fde.gov.pk)
- Submit a [support ticket](#).



<b>User Manual</b> [FDE ONLINE COMPLAINTS & TRACKING SYSTEM]			
Last modification	<b>31 May 2016</b>		
Author	<b>AD-IT</b>	Version :	<b>1.0</b>



**Step 3: Select the appropriate department like General , Administration, FG Colleges, Model Colleges...etc.**

Account Login

Your email address

Your password

Remember me

Lost password

Submit a Ticket

If you can't find a solution to your problem, you can submit a ticket by selecting the appropriate department below.

Departments

- General
- Administration
- FG Colleges
- Model Colleges
- Planning & Development (P&D)
- Schools(Male)
- Coordination
- Estate Management/Hiring
- Schools(Female)
- Pension

<b>User Manual</b> [FDE ONLINE COMPLAINTS & TRACKING SYSTEM]			
Last modification	<b>31 May 2016</b>		
Author	<b>AD-IT</b>	Version :	<b>1.0</b>



## Step 4: Click Next button

### Account Login

Your email address

Your password

Remember me

Lost password

### Submit a Ticket

If you can't find a solution to your problem, you can submit a ticket by selecting the appropriate department below.

#### Departments

- General
- Administration
- FG Colleges
- Model Colleges
- Planning & Development (P&D)
- Schools(Male)
- Coordination
- Estate Management/Hiring
- Schools(Female)
- Pension
- Training
- Physical Education
- Examination
- IT/EMIS
- Transport/Technical
- ACR
- R&I
- Legal
- Academics
- Budget
- AEO-Urban
- AEO-Sihala
- AEO-Bhara Kau
- AEO-Nilore
- AEO-Tarnol

FDE Online Support System designed and developed by Talat Saad, Assistant Director(IT), Federal Directorate of Education, Islamabad

<b>User Manual</b> [FDE ONLINE COMPLAINTS & TRACKING SYSTEM]			
Last modification	<b>31 May 2016</b>		
Author	<b>AD-IT</b>	Version :	<b>1.0</b>



**Step 4:** Enter yours Basic information/details, Subject and Message and click Submitted.



Home **Submit a Ticket**

Account Login

Your email address

Your password

Remember me

Lost password

#### Your ticket details

Enter your ticket details below. If you are reporting a problem, please remember to provide as much relevant information as possible.

#### General Information

Full name: *	<input type="text" value="abdullah qamar"/>
E-mail: *	<input type="text" value="qamarabdullah@gmail.com"/>
Priority:	<input type="text" value="High"/>
Father Name *	<input type="text" value="qamar ellahi"/>
Designation	<input type="text" value="Testing"/>
CNIC No. *	<input type="text" value="3740196134111"/>
Address *	<input type="text" value="FDE G9 Islamabad"/>
Contact No	<input type="text" value="03315314636"/>
Mobible No.	<input type="text" value="03315314636"/>

#### Your Message

Subject \*

#### Attachments

No file chosen

#### CAPTCHA Verification

Please enter the text you see in the image into the textbox below (we use this to prevent automated submissions).

Y R VRC



<b>User Manual</b> [FDE ONLINE COMPLAINTS & TRACKING SYSTEM]			
Last modification	<b>31 May 2016</b>		
Author	<b>AD-IT</b>	Version :	<b>1.0</b>



You have successfully registered a complaint; please check your email id for conformation and save your complaint ID For further sport.

Home **Submit a Ticket**

Account Login

Your email address

Your password

Remember me

[Lost password](#)

Your request has been received

We have received your request and our team will get back to you shortly. You can log in to the helpdesk to review the status of your request, or check your email for further updates.

**General Information**

Ticket ID: 941-117-3C913

Full name: abdullah qamar

E-mail: qamarabdullaha@gmail.com

Priority: Low

Subject: TEST2

test

FDE Online Support System desinged and developed by Talat Saeed, Assistant Director(IT), Federal Directorate of Education, Islamabad

<b>User Manual</b> [FDE ONLINE COMPLAINTS & TRACKING SYSTEM]			
Last modification	<b>31 May 2016</b>		
Author	<b>AD-IT</b>	Version :	<b>1.0</b>