



National Pharmaceutical Regulatory Agency
Ministry of Health Malaysia

USER MANUAL
QUEST 3+ System
Module: **HELPDESK**
(Front-End)

Document No.: Q3+/User Manual/M8/1

Version 1.0

Published by

PersadaDIGITAL

PERSADA DIGITAL SDN BHD
B-15-2, BLOCK B, BISTARI DE KOTA
JALAN TEKNOLOGI 3/9, KOTA DAMANSARA,
47810 PETALING JAYA,
SELANGOR

Pengemaskinian Dokumen

Versi	Tarikh	Dikemaskini oleh	Ringkasan Perubahan	Senarai Edaran
1.0	15/07/2016	Saiful Bahar Baharuddin	Final	Pasukan Projek, Jawatankuasa Teknikal Projek, Jawatankuasa Pemandu Projek

Table of Content

1.0	INTRODUCTION	5
2.0	COMPLAINT AND ENQUIRY	7

1.0 INTRODUCTION

Helpdesk module is to record complaints and general inquiries about QUEST 3+ System. All complaints and general inquiries will be escalated to the designated helpdesk officers for further action. An email notification will be sent to user every time the complaints are made in the system.

All other complaints and inquiries received via telephone, email, fax and verbal also will be recorded in the system.

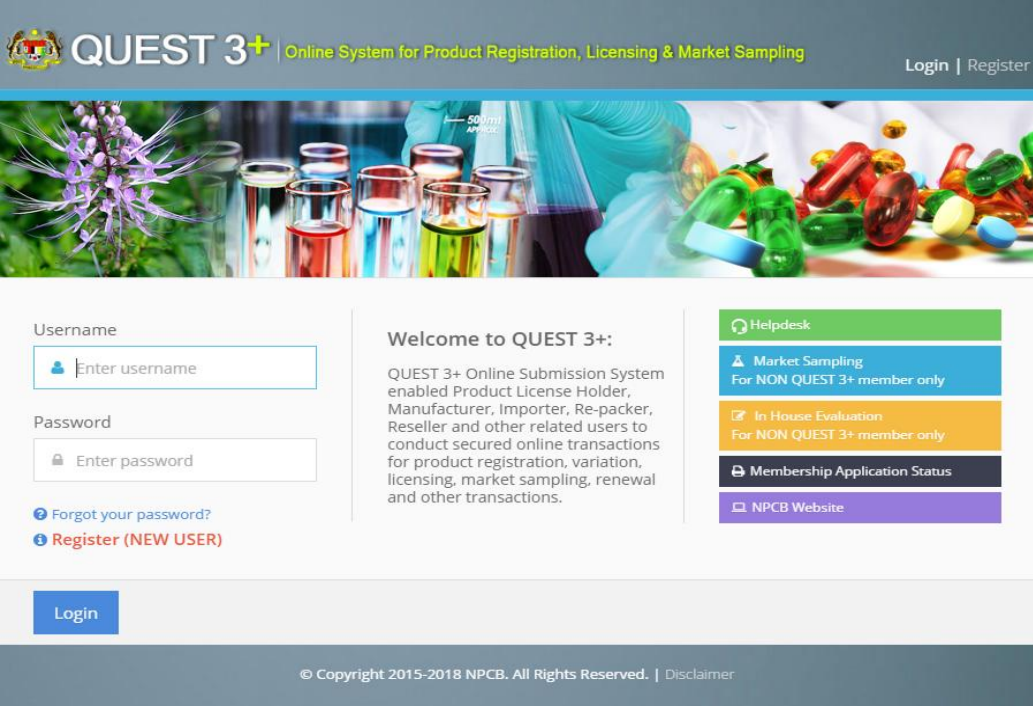
Reports on helpdesk also can be generated from the system.

Pre-requisite:

The application / registration process by the applicants will be conducted completely online including payments. The following are the pre-requisites before conducting the transactions in QUEST 3+:

1. Internet Ready PC
2. Broadband Internet connection
3. Internet Explorer 9.0 and above
4. Valid Digital Certificate (USB Token) – To be purchased online during Membership Application
5. Scanner
6. PDF Reader/Writer Software
7. Photo editor to edit (crop, resize or other editing functions) your attachments in jpg format
8. Valid email account for correspondences and system notifications
9. Online banking account (Personal or Business) or credit card to conduct payment transactions via FPX (Financial Process Exchange). FPX is a payment channel that allows you to make payment via online real-time through your current or savings account. All you need is an Internet banking account with any of FPX participating banks.

2.0 COMPLAINT AND ENQUIRY

#	SCREENSHOTS/EXPLANATION
FG1	 <p style="text-align: center;">Figure 1</p>
EX1	<p>Explanation: To access the QUEST 3+ system, user need to use the URL as below:</p> <p>https://quest3plus.bpfk.gov.my</p> <p>Figure 1 as the above will appear and the user needs to click on the Helpdesk menu to access into the helpdesk page as Figure 2 below.</p>

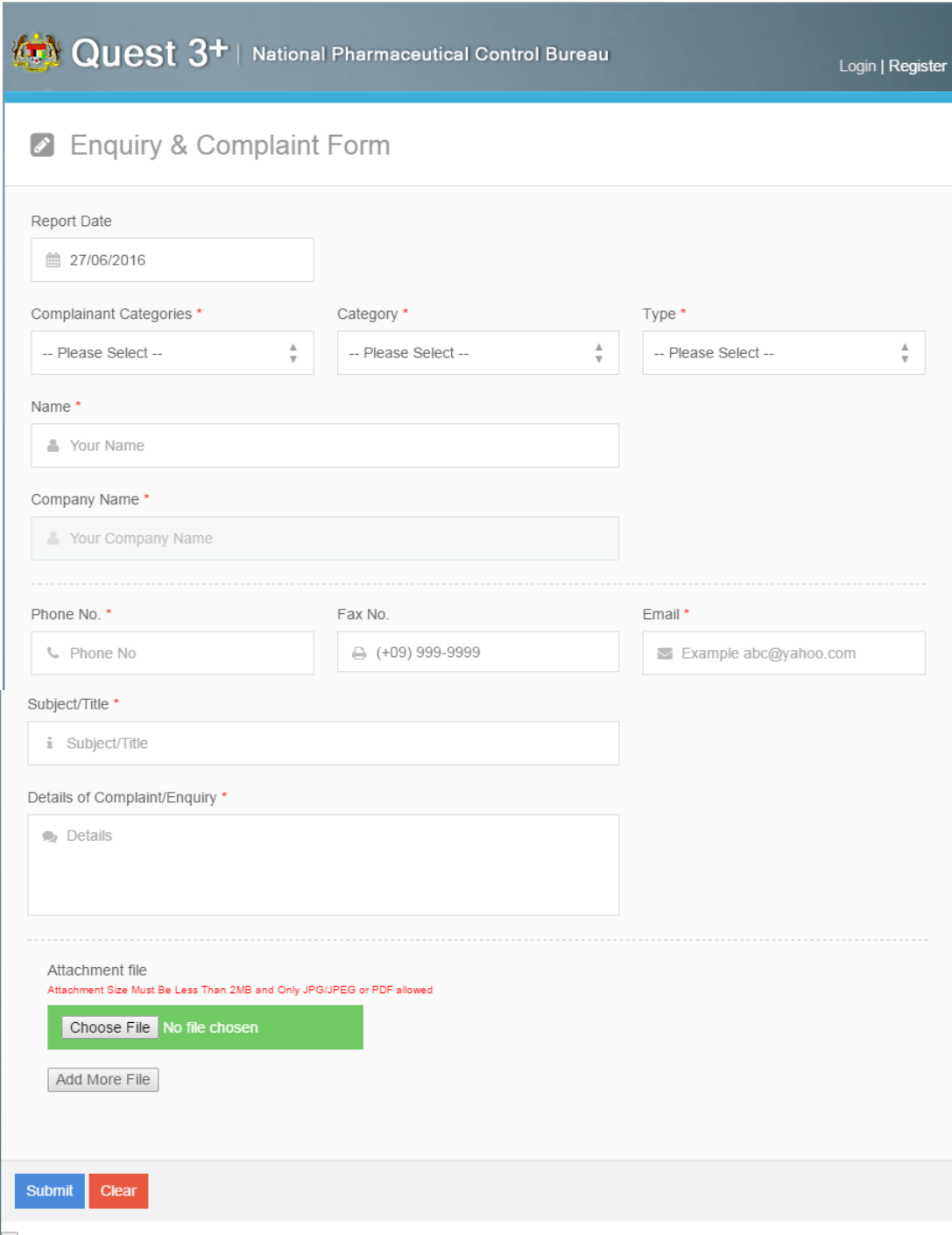
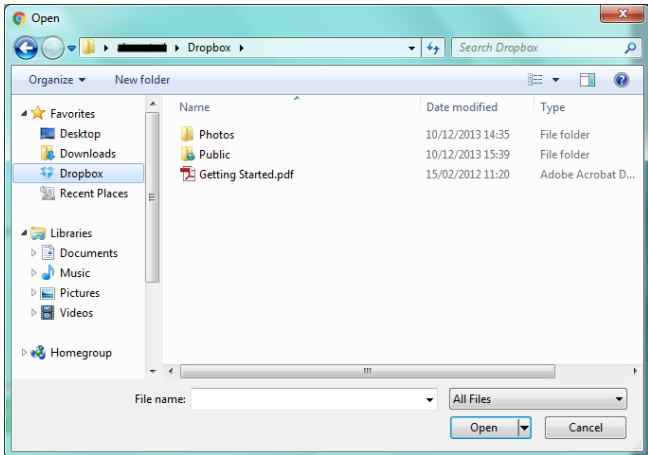
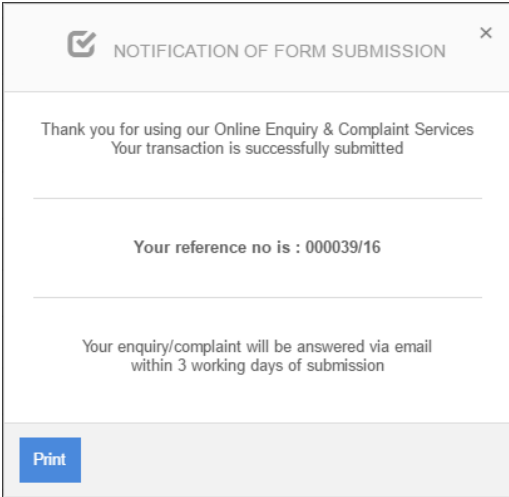
#	SCREENSHOTS/EXPLANATION
FG2	 <p>The screenshot displays the 'Enquiry & Complaint Form' on the Quest 3+ National Pharmaceutical Control Bureau website. The form is structured as follows:</p> <ul style="list-style-type: none">Header: Quest 3+ National Pharmaceutical Control Bureau. Includes 'Login Register' links.Title: Enquiry & Complaint Form.Report Date: A date picker showing 27/06/2016.Complainant Categories: A dropdown menu with '-- Please Select --'.Category: A dropdown menu with '-- Please Select --'.Type: A dropdown menu with '-- Please Select --'.Name: A text input field with a user icon and placeholder 'Your Name'.Company Name: A text input field with a user icon and placeholder 'Your Company Name'.Phone No.: A text input field with a phone icon and placeholder 'Phone No'.Fax No.: A text input field with a fax icon and placeholder '(+09) 999-9999'.Email: A text input field with an email icon and placeholder 'Example abc@yahoo.com'.Subject/Title: A text input field with an information icon and placeholder 'Subject/Title'.Details of Complaint/Enquiry: A large text area with a speech bubble icon and placeholder 'Details'.Attachment file: A section with a red warning: 'Attachment Size Must Be Less Than 2MB and Only JPG/JPEG or PDF allowed'. It contains a green 'Choose File' button (showing 'No file chosen') and a grey 'Add More File' button.Buttons: A blue 'Submit' button and a red 'Clear' button at the bottom.

Figure 2

#	SCREENSHOTS/EXPLANATION
EX2	<p>Explanation: Users must fill out the Enquiry & Complaint form in which the fields marked * are mandatory. Details are as follows:</p> <ol style="list-style-type: none"> 1. Complainant Categories*: Select category of complainant / requester 2. Category*: Select complaints or request category 3. Type*: Select the type of system you want to make complaints / inquiries 4. Name*: Enter the name of the complainant / requester 5. Company Name*: Enter the company name of the complainant / requester 6. Phone No*: Enter the phone no of the complainant / requester 7. Fax No: Enter the fax no of the complainant / requester 8. Email*: Enter the email of the complainant / requester 9. Subject/Title*: Enter the title of the complaints / inquiries 10. Details of Complaint/Enquiry*: Enter the details of the complaints / inquiries 11. Attachment File: Attach supporting documents relating to complaints / inquiries. Click the Choose File button and a screen like Figure 3 below will be displayed. 12. Add More File (button): Click if you want to attach more than one supporting documents relating to complaints / inquiries 13. Submit (button): Click to submit the complaint / enquiry. After delivered successfully, the screen will display as Figure 4. Notifications email related to complaints / inquiries will be sent to the complainant / requester. 14. Clear (button): Click to clear the form
FG3	 <p style="text-align: center;">Figure 3</p>
EX3	<p>Explanation: Select the document you want to attach and click Open</p>

#	SCREENSHOTS/EXPLANATION
FG4	 <p style="text-align: center;">Figure 4</p>
EX4	<p>Explanation: The information contains in Figure 4 are as below:</p> <ol style="list-style-type: none"> 1. Complaints / Inquiries Reference No 2. Print (button): Click to print complaints / inquiries