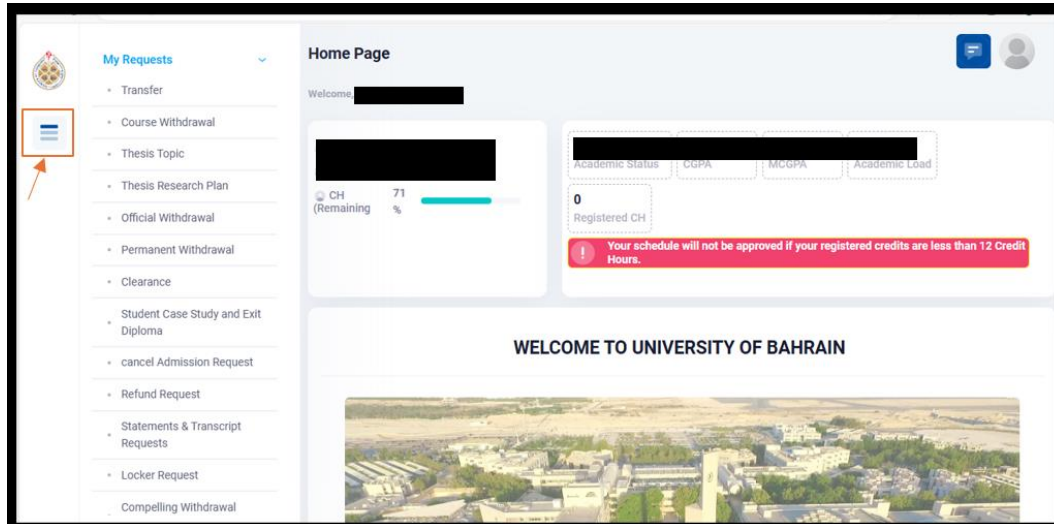




New Student Information System User Manual

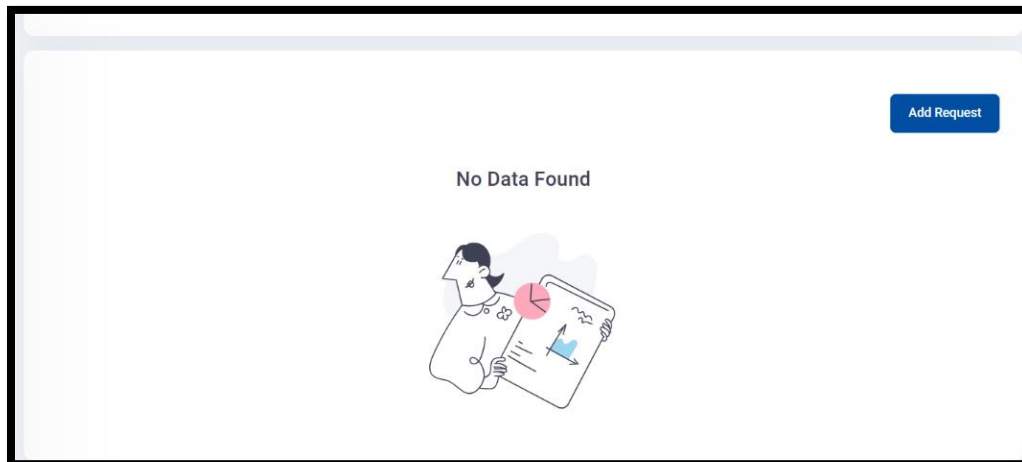
User Account: Student
Request: Refund Requests

Steps to make the request:



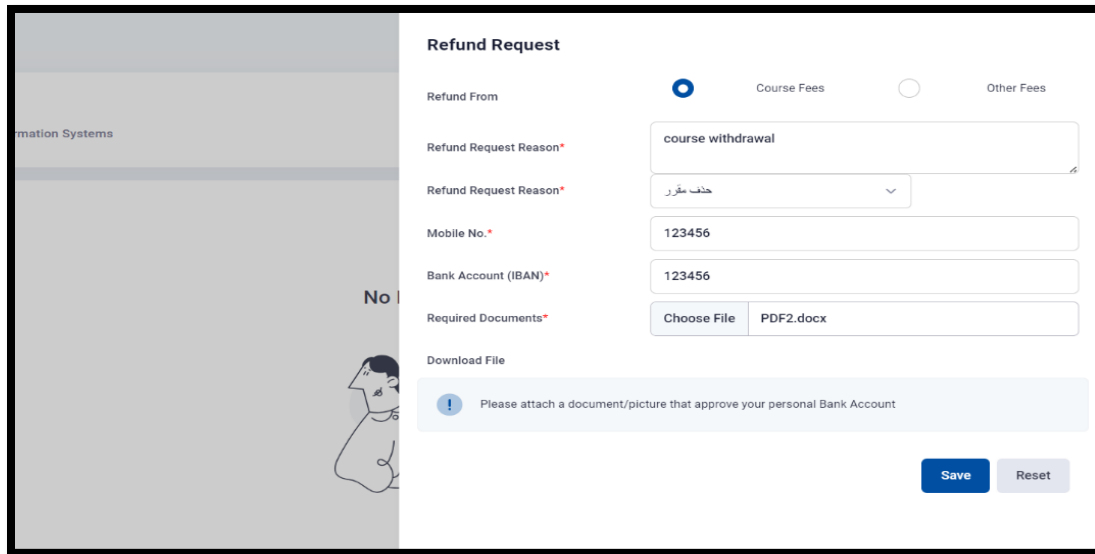
1. Accessing the Refund Request Function

- Navigate to the system's home page.
- Locate the menu icon on the left side of the page.
- Select "My Requests" from the displayed menu.
- Choose "Refund Request" from the subsequent submenu.



2. Initiating a New Refund Request

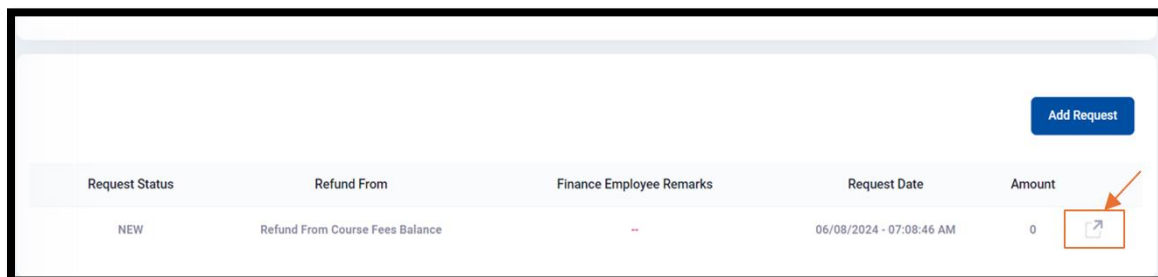
- Upon entering the Refund Request screen, identify the "Add Request" button.



The screenshot shows a web form titled "Refund Request". It has two radio buttons at the top: "Course Fees" (selected) and "Other Fees". Below are several input fields: "Refund Request Reason*" with the text "course withdrawal", a dropdown menu showing "حذف مقرّر", "Mobile No.*" with "123456", "Bank Account (IBAN)*" with "123456", and "Required Documents*" with a "Choose File" button and a file named "PDF2.docx". At the bottom, there is a "Download File" section with a warning icon and the text "Please attach a document/picture that approve your personal Bank Account". There are "Save" and "Reset" buttons at the bottom right.

3. Completing the Refund Request Form

- Select the appropriate refund category: Course Fees OR Other Fees
- Fill in all mandatory fields in the provided form.
- Upload the required verification document ,Acceptable file formats: PDF or JPG.
- After ensuring all information is correct and complete, click the "Save" button to submit the request.



The screenshot shows a table with a header row and one data row. The header row has columns: "Request Status", "Refund From", "Finance Employee Remarks", "Request Date", and "Amount". The data row has values: "NEW", "Refund From Course Fees Balance", "--", "06/08/2024 - 07:08:46 AM", and "0". There is an "Add Request" button in the top right corner. An arrow points to a small icon in the "Amount" column of the data row.

Request Status	Refund From	Finance Employee Remarks	Request Date	Amount
NEW	Refund From Course Fees Balance	--	06/08/2024 - 07:08:46 AM	0

4. Monitoring and Modifying the Request

- Upon successful submission, a confirmation line will appear, displaying the request details.
- To track the progress of your request, refer to the "Request Status"
- For request modifications: locate the arrow icon adjacent to your request.