

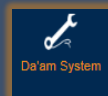
# Report an issue

Students User Guide

## How to report an issue through Da'am system:

### Description

The user can report an issue by logging on to the main page of the website >> students services>> Da'am system



<https://sd.seu.edu.sa/>

A screenshot of the login form for the Da'am system. It features the Saudi Electronic University logo at the top. Below the logo are four input fields: "Username" with a person icon, "Password" with a lock icon, a dropdown menu for "SEU.NET", and another dropdown menu for "Local Authentication". There is a checkbox labeled "Keep me signed in" and a blue "Log in" button at the bottom.

### Steps

- 1- After signing in, you can report an issue by clicking "create an issue".

A screenshot of the Da'am system dashboard. The top navigation bar includes "Requests", "Solutions", and "My Details". Below the navigation bar is a search bar and a "My Requests Summary" section with tabs for "Pending", "Awaiting Approval", and "Waiting Update". A blue arrow points to the "I am facing an Issue" button, which has a red warning icon and a "Create an Issue" sub-button. Other buttons include "I need something New" (green plus icon, "Request a Service" sub-button) and "I am looking for Solution" (grey lightbulb icon, "View All Solutions" sub-button). The background of the dashboard is a blurred image of people working at computers.

2- Choose the type of your issue.

Template Categories

Q Type here to search..

- مشاكل تقنية المعلومات / IT Issues
- مشاكل الأكاديمية / Academic Issues
- مشاكل المصادر المعرفية / Knowledge Resources Issues

مشاكل الدخول للحساب / Login Issues  
Template used for new issue creation

مشاكل البرامج، التطبيقات والخدمات / Program , Application & Services Issues  
Template used for new issue creation

3- Select the issue, fill out the required field, then attach an image about the issue.

New Issue

Template: مشاكل الدخول للحساب / Login Issues

Name

Asset(s) Search and associate assets here

Site: Not associated to any site

Category: مشاكل الدخول للحساب / Login Issues

Subcategory: مشاكل الدخول للحساب / Login Issues

Item: -- Select Item --

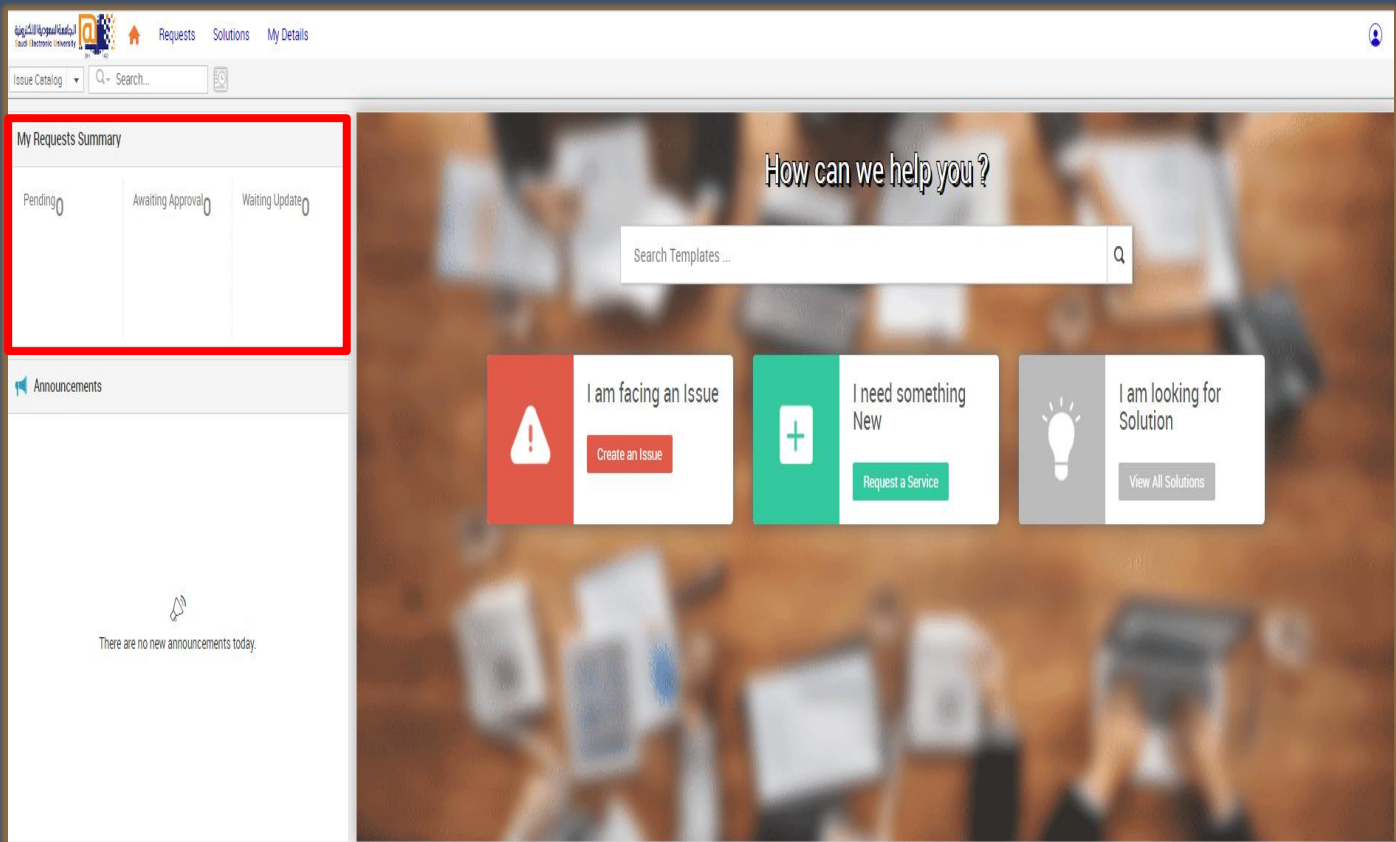
Subject

Description

Attachments: Attach file

Add request Reset Cancel

4- You can track your order by returning to the main page from “My Requests Summary”.



5- You can see the solutions provided by the technician by clicking on Requests >> My completed Requests.

