



Treasury Service Center Mobile Application

| User Guide |

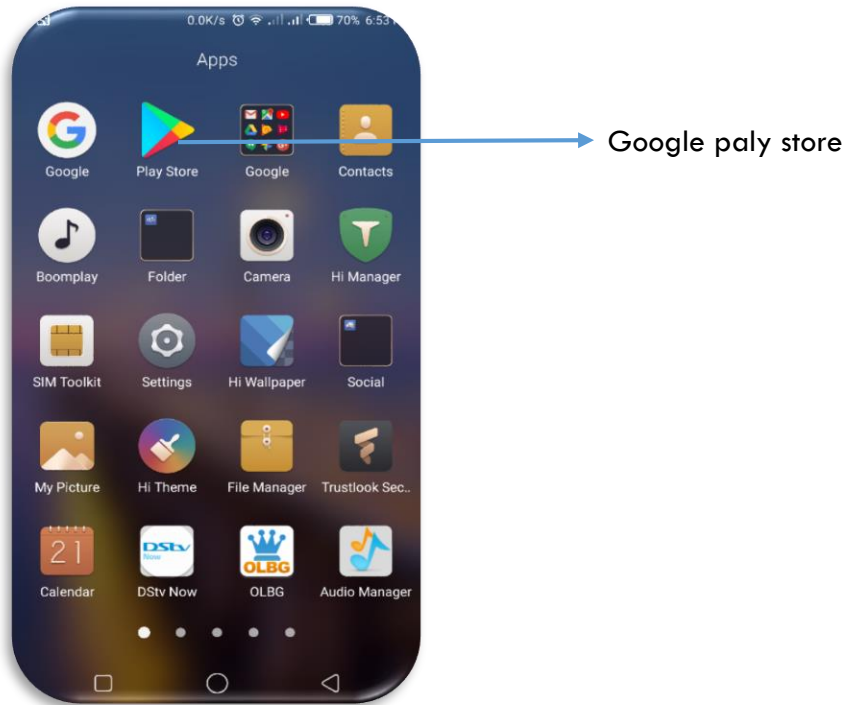
TREASURY SERVICE CENTER USER GUIDE

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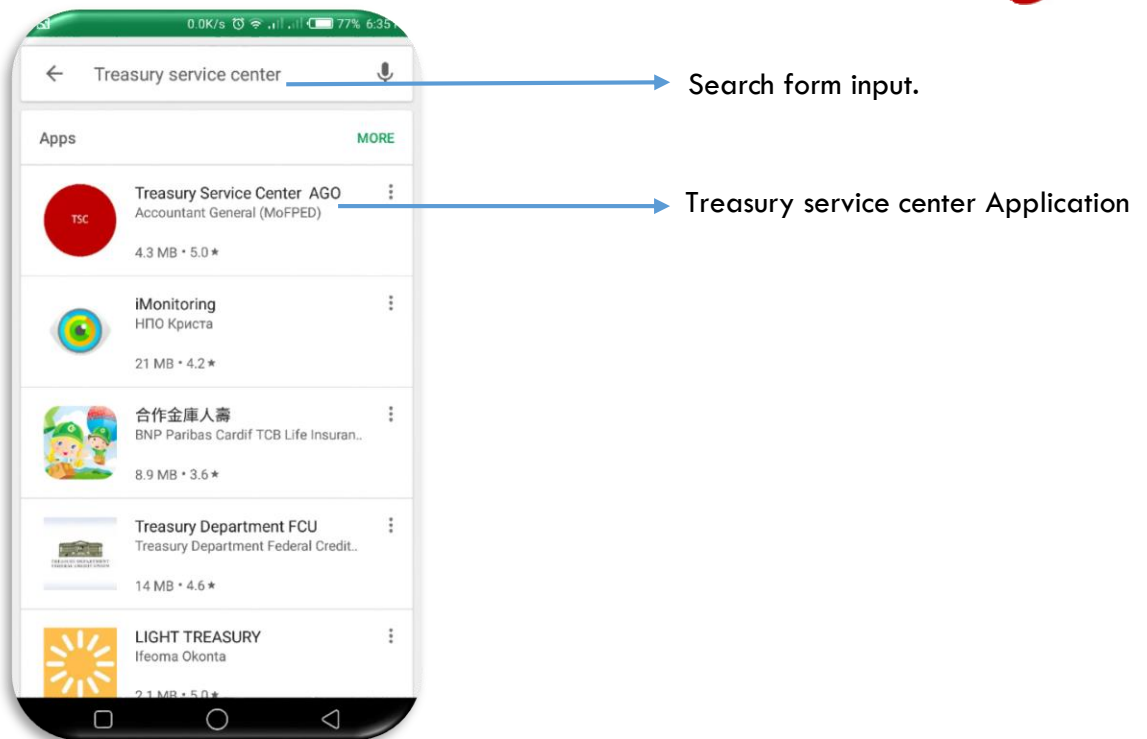
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1. Download and Installation of the Treasury Service Center (TSC) Mobile Application.

- i. Go to the **Google Play Store** Mobile Application within the phone Application menu after activating mobile internet data.



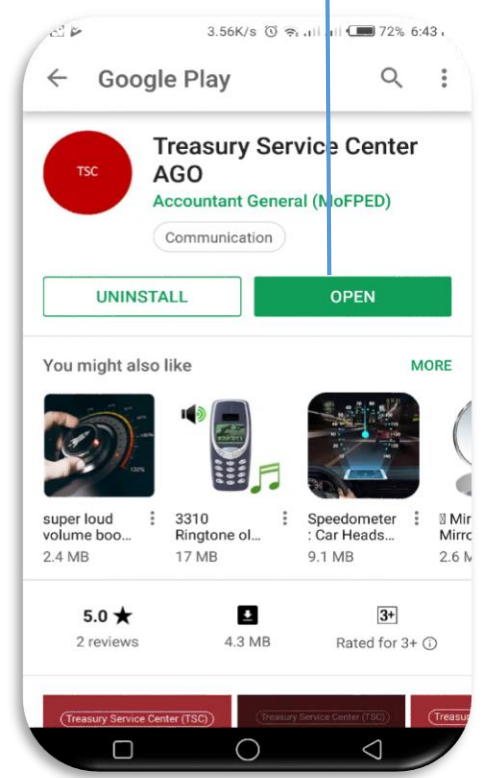
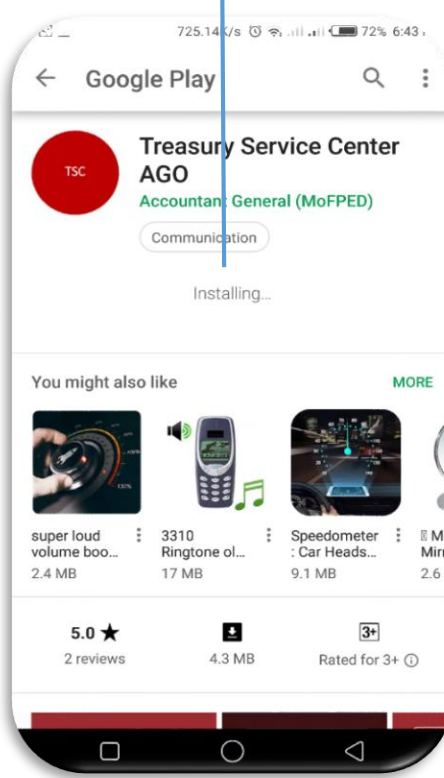
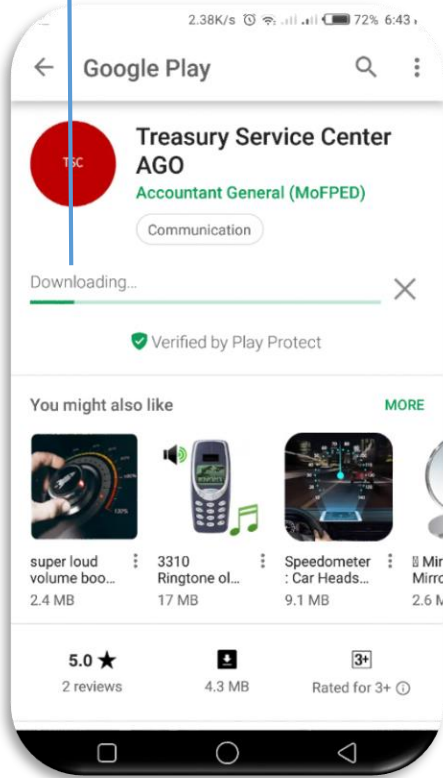
- ii. Search for **treasury service center** and tap on the icon, download and install the app.




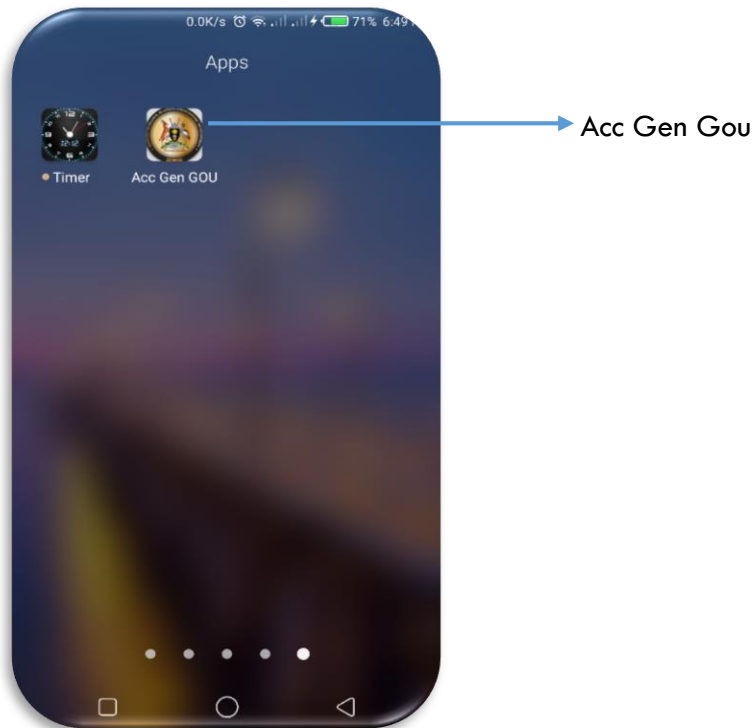
Downloading the Application.

Installing the Application

Tap on the **“open”** button



- iii. Alternatively, When the installation of the Application is completed, Browse through the Phone Menu,  locate the **TSC app** appearing as **“Acc Gen Gou”** and tap on it.

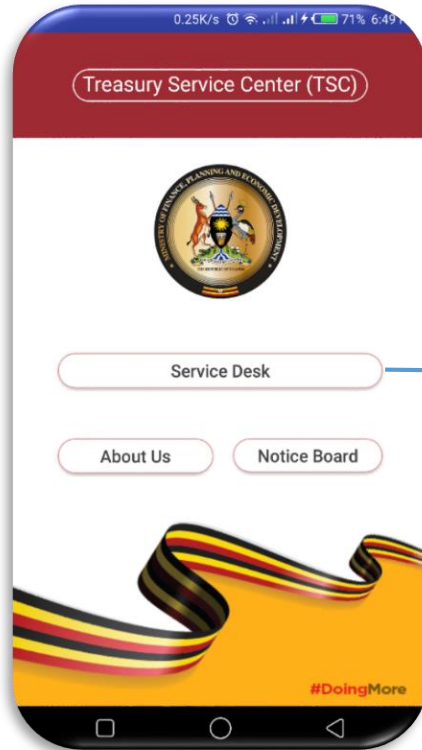


2. How to use the Treasury Service Center Mobile Application.



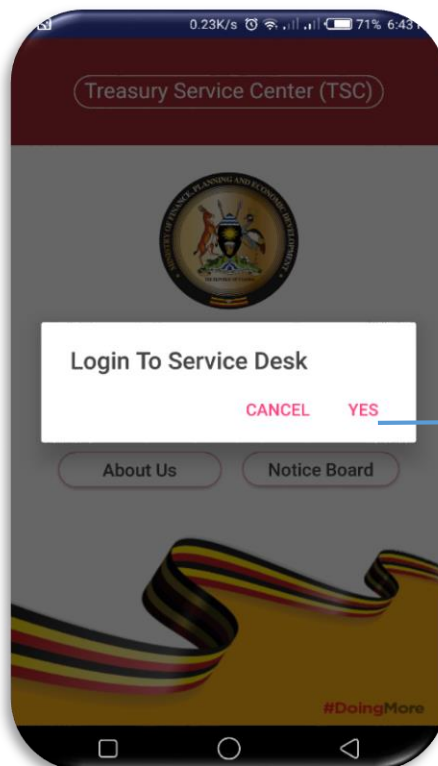
a) Logging into the App

- i. Login into the Application by Tapping on “**service desk**” button.



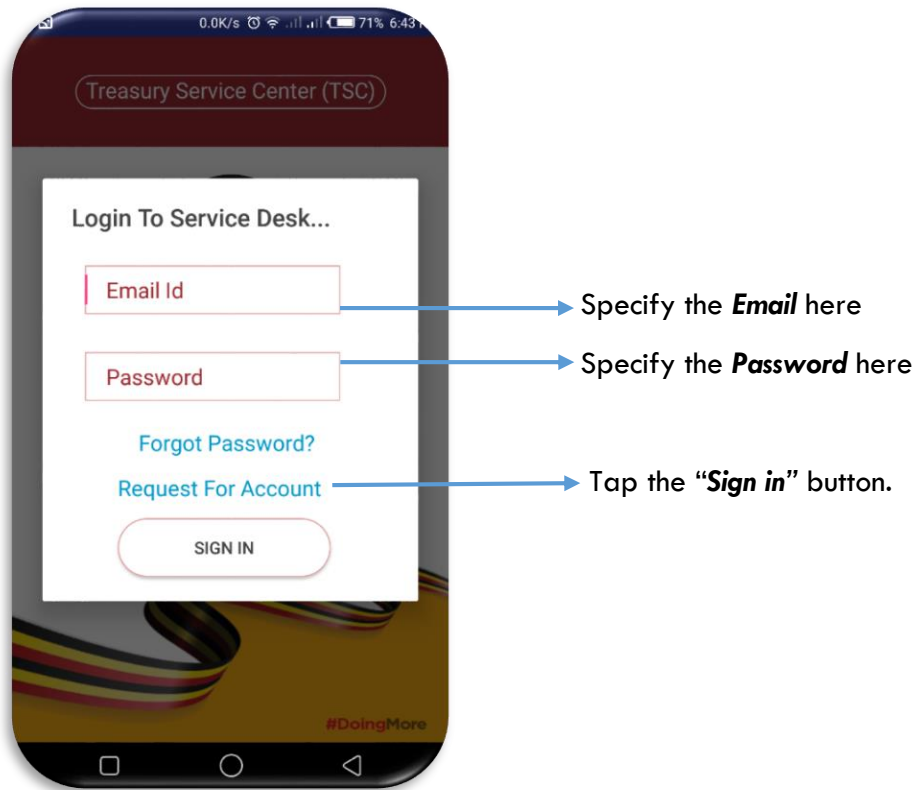
Tap the Service desk button.

- ii. A prompt of “**login to service desk**” will pop-out, then select “**Yes**”




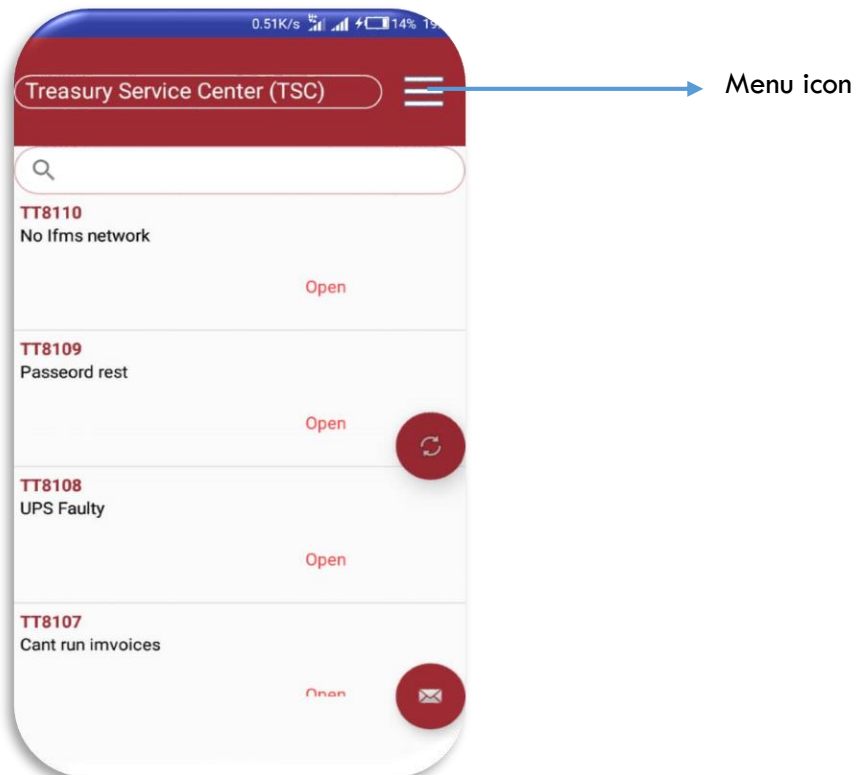
Tap the “**Yes**” option

- iii. Type your **Treasury Service Center** registered **email ID/username** and the **password** in the email ID and password field respectively.

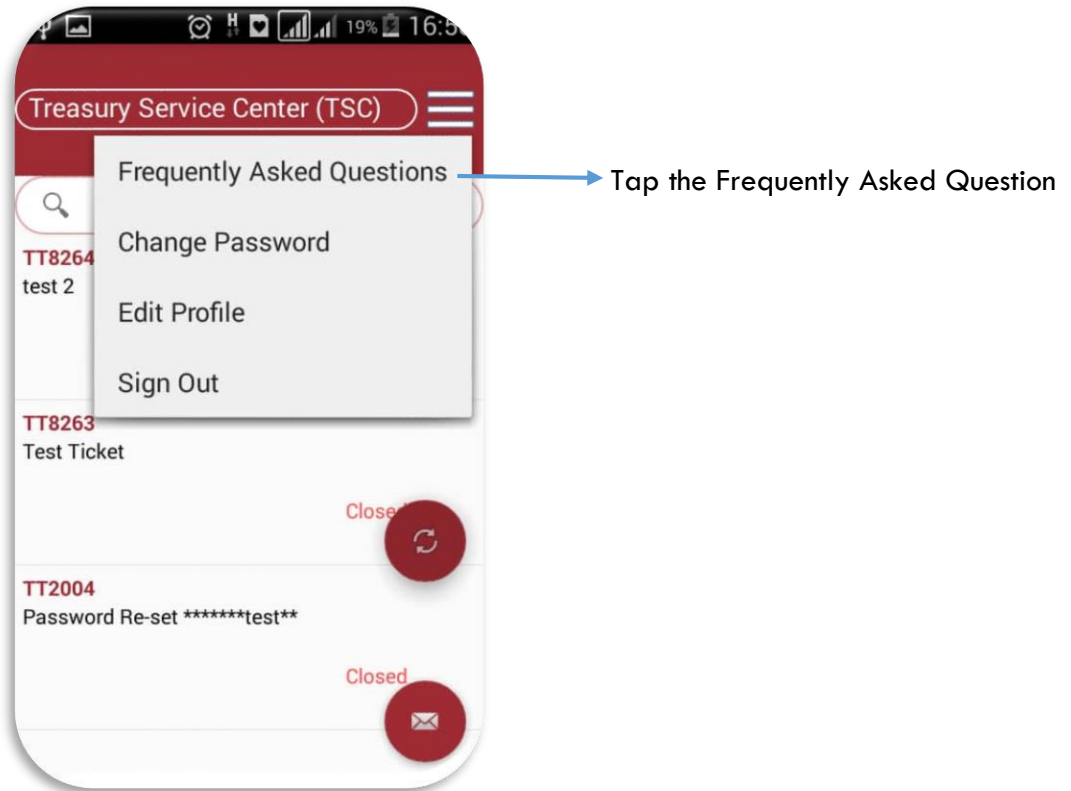


b) Downloading the Frequently Asked Questions.

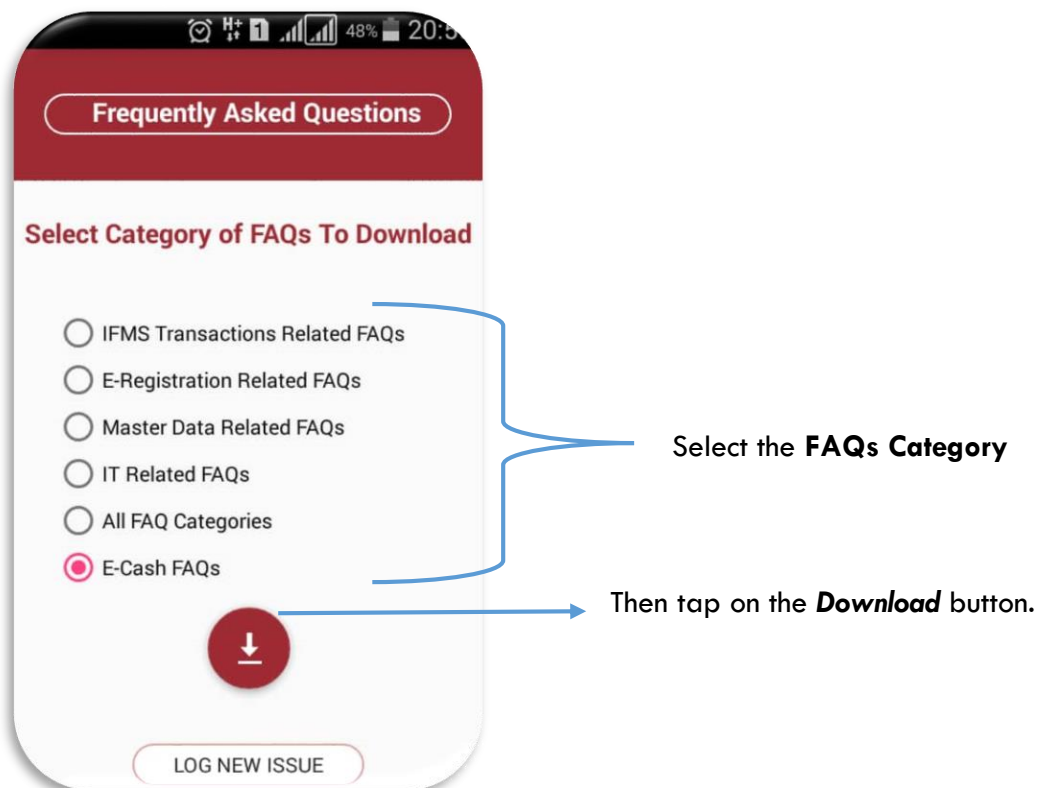
- i) Tap the menu  option on the top right of the application from the tickets home page.



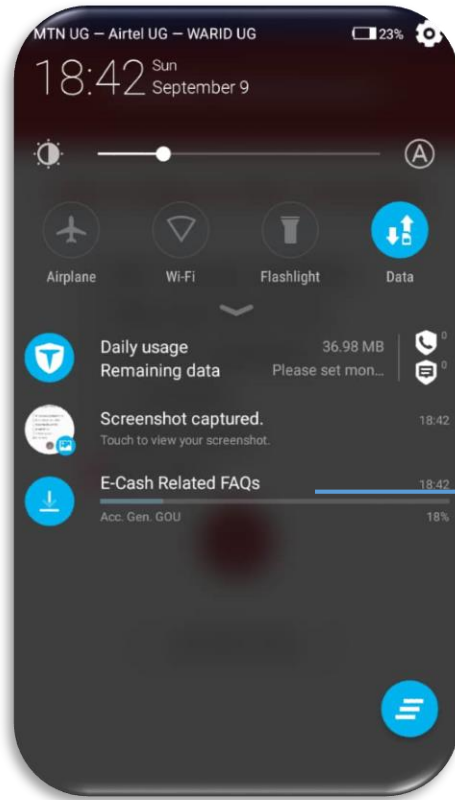
ii) Select "**Frequently asked questions**" under options.



iii) Select the category of "**Frequently Asked Question**" of your choice.



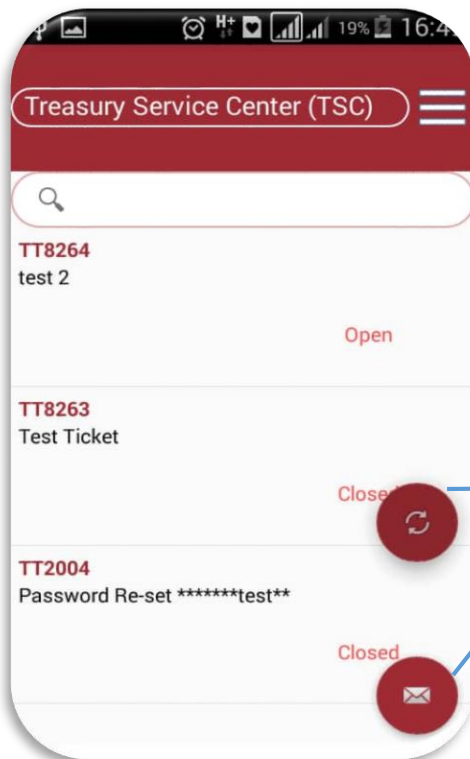
- iv) Tap on the download button and at this point, the FAQ document is downloaded. Check in the download history to locate the document



FAQs Download notification

c) Logging a new issue.

- i. After you have signed-in, tap on the  **“Message”** icon to create a new ticket.

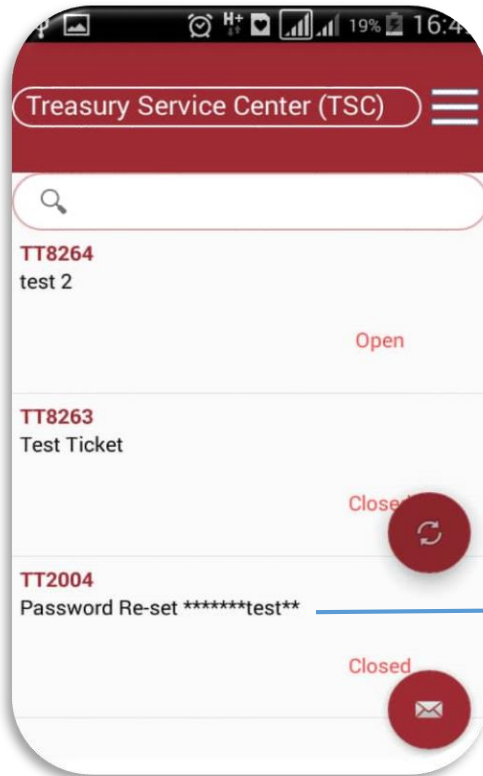


Refresh button to reload page data

Tap on the **“Message”** icon.

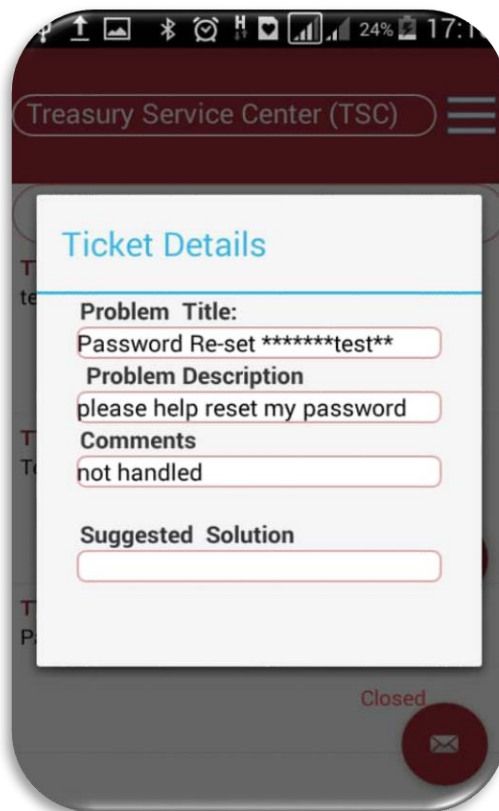
ii. Viewing tickets details

Select by tapping the ticket number from the tickets list.



Ticket list or history.

Ticket number for viewing



Selected ticket with details.

- iii. Fill all the fields appropriately and click on the drop down to “select” the relevant **ticket category** of the issue at hand.

The screenshot shows a mobile application interface for creating a new ticket. The form has a red header with the text 'New Ticket'. Below the header are four main sections: 'Problem Title', 'Problem Description', 'TicketCategories', and a 'Create' button. Blue arrows point from text labels to each of these elements.

- Problem Title → Specify the **problem title**
- Problem Description → Specify the **problem description**
- TicketCategories (with 'Voiding' selected) → **Ticket category** drop down.
- Create → Tap on “**create**” button to send

- iv. At this point, wait for the feedback.

d) Request for Treasury Service Center Account (TSC)


- i. Tap on the service desk.

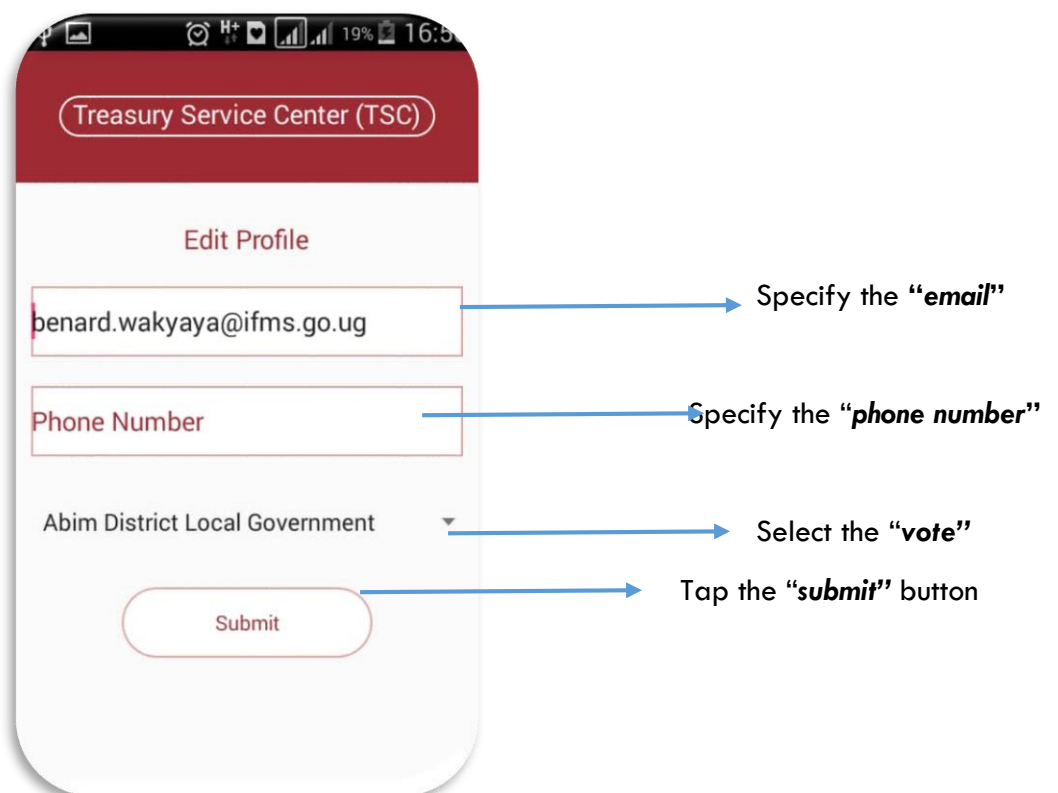
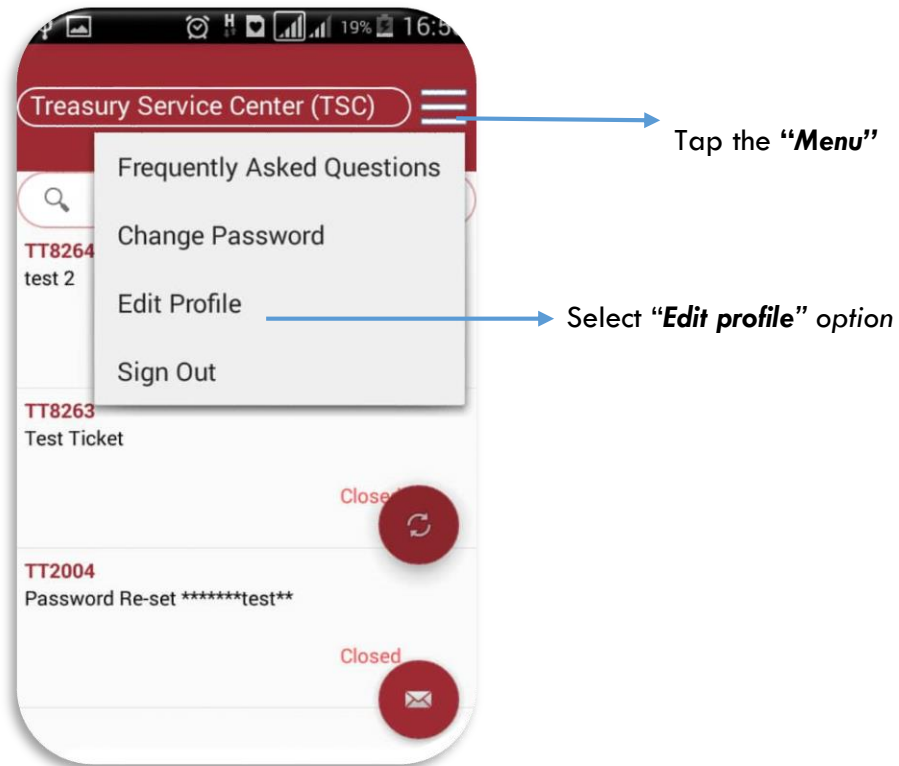
The screenshot shows a mobile application interface for requesting a new account. The form has a red header with the text 'Treasury Service Center (TSC)'. Below the header is a section titled 'Request For New Account' containing five input fields: 'First Name', 'Second Name', 'Phone Number', a radio button selection for 'Vote' (IFMS, E-Registration, PBS), and a 'SEND REQUEST' button. Blue arrows point from text labels to each of these elements.

- First Name → Specify the “**First name**”
- Second Name → Specify the “**Second name**”
- Phone Number → Specify the “**Phone number**”
- Vote (radio buttons) → Specify the “**System to register for**”
- Vote (dropdown) → Specify the “**vote of appointment**”
- SEND REQUEST → Tap the send “**request button**”

ii. A pop will appear prompting you to specify the **email** you registered with the system. Then tap **“ok”**


e) Changing the Treasury Service Center Account (TSC)

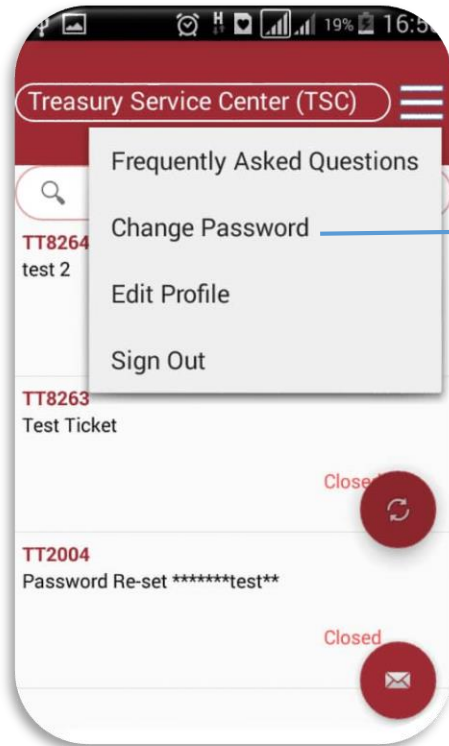
- i. Tap the menu  option on the top right of the application.
- ii. Select **“Edit Profile”** option.
- iii. Fill the filed appropriately
- iv. Tap on **“Submit”** button.



Note: that after tapping on the submit button, an email is sent to the service desk for validation of the record and amendment of the user account to the new vote selected.

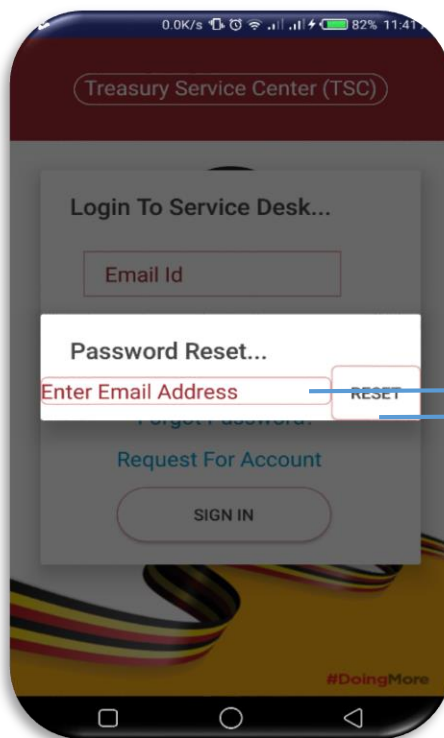
f) How to Reset Treasury Service Center forgotten user account passwords.

- i. Tap on the menu  at the top right of the application.
- ii. Tap on the “**forgot password**”.
- iii. Check your email for the new default login details.



Select “**Change Password**”

- i. Specify your email address (**Email ID**)
- ii. Tap on the reset button.

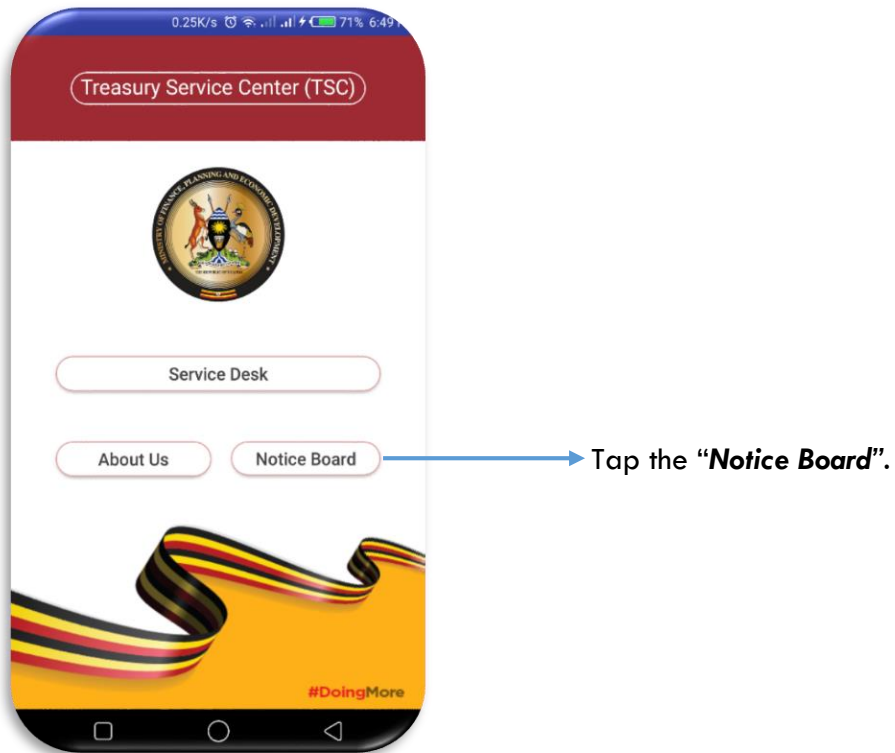


Specify the “**Email address**” here

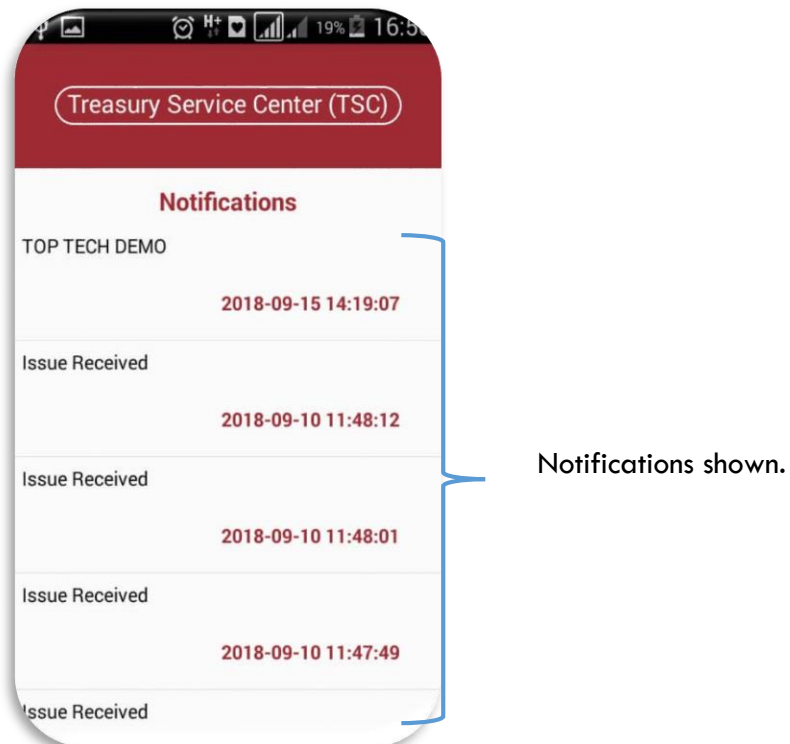
Tap the “**Reset**” button.

g) How to view announcements or notifications.

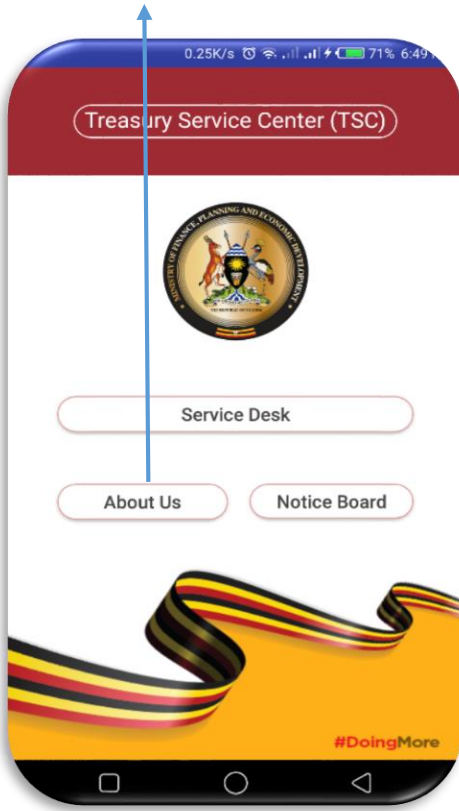
- i. Tap on the “**notice board**” at the login page of the application before the signing.



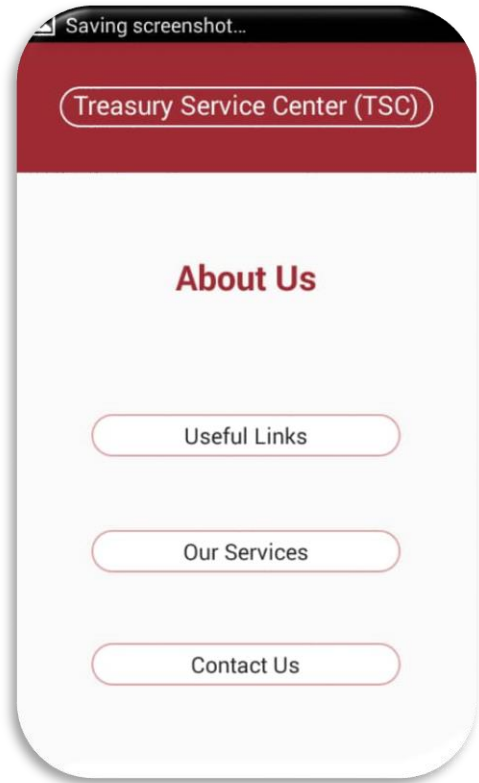
- ii. The notification board is launched as indicated below.



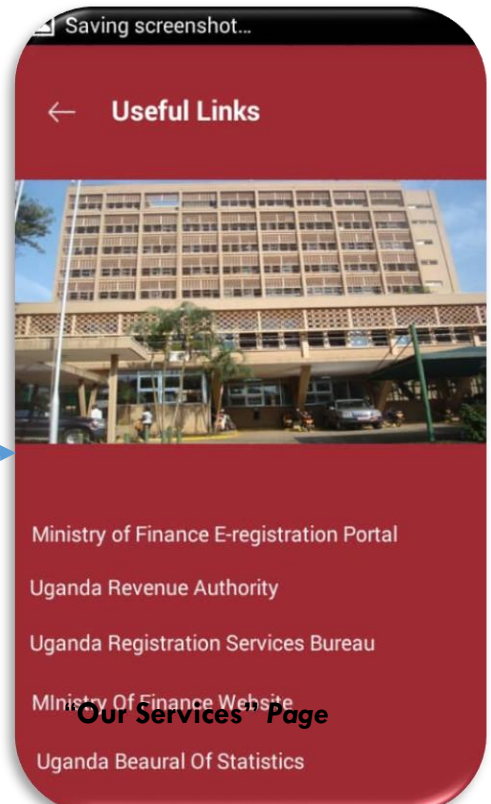
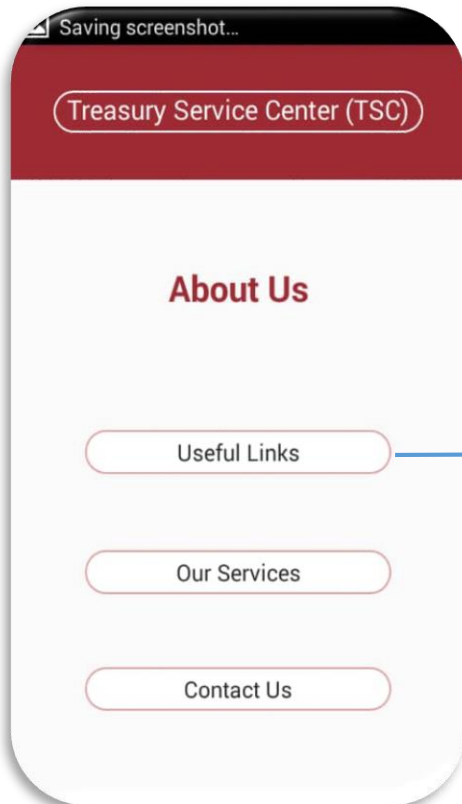
h) How to explore the "About us" menu
Tap the "About Us" button



"About Us" Page



"Useful links" page



"Our Services" Page

