

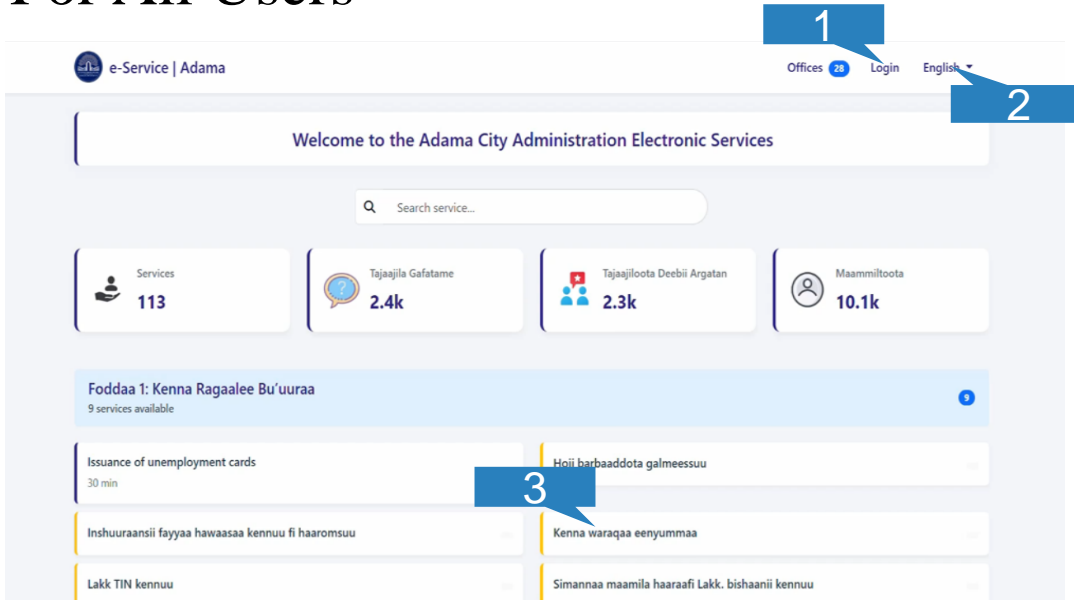


Eservice Portal User Manual

This user manual is used to guide the users to use the system efficiently.

1. Prepared for **customers** , **Agents** ,**officers**,
Goa Admin and **Super Admin**
2. to use it navigate to your role page.
3. Read each guidance step by step by following the assigned number.

For All Users



How To use

1. Click login button to navigate in to log in page if you are not logged in.
2. Hit the language button to switch between the language.
3. Scroll the page and hit the service you want to apply if you are logged in.

Login Page



For users those have an account

1. Enter your **phone number** or **email**
2. Enter your **password**
3. Hit the **login** button then the system will redirect you to your dashboard
4. Hit **forget password** button if you forget your credential
5. If you have registered with the national id hit **sign with fayda**

For users those have no account

6. If you have no account hit **create account** for registration

Customer Side

This document is the Central entry point for Customers, Agents, Officers, goa Admin and super admin to access the Adama City E-Service System.

Customer Registration Page

The image shows a 'Customer Registration' form with the following fields and steps:

- 1** points to the 'Full Name' input field.
- 2** points to the 'Gender' dropdown menu.
- 3** points to the 'Password' input field.
- 4** points to the 'Confirm Password' input field.
- 5** points to the 'Phone Number' input field.
- 6** points to the 'Submit' button.

The form is titled 'Customer Registration' and is divided into two sections: '1. Personal Information' and '2. Security'. The 'Full Name' field is a text input. The 'Gender' field is a dropdown menu with the text 'Select Gender'. The 'Password' and 'Confirm Password' fields are text inputs. The 'Phone Number' field is a text input with a placeholder 'e.g. +251910101010'. The 'Submit' button is a purple button with white text.

Customer self registration guidance

1. Enter your **full name**
2. Enter your **Gender**
3. Enter new password **password**
4. Reenter your new **password** for conformation
5. Enter you **phone number** to accept your credential information
6. Finally hit the submit button for registration

Login Page



For users those have an account

1. Enter your **phone number** or **email**
2. Enter your **password**
3. Hit the **login** button then the system will redirect you to your dashboard
4. Hit **forget password** button if you forget your credential

Customer Dashboard

The screenshot shows the 'Customer Dashboard' interface. On the left is a sidebar with 'GOA e-Services' and a list of services with status indicators. The main area has a header with 'Electronic Services for GOA' and a language selector. Below the header is a blue bar with 'Customer Dashboard' and a 'Browse Service' button. Three summary cards show 'Total Applications: 1', 'Answered: 0', and 'Pending: 1'. Below these is an 'Application Status Overview' section. At the bottom is a 'Recent Applications' table.

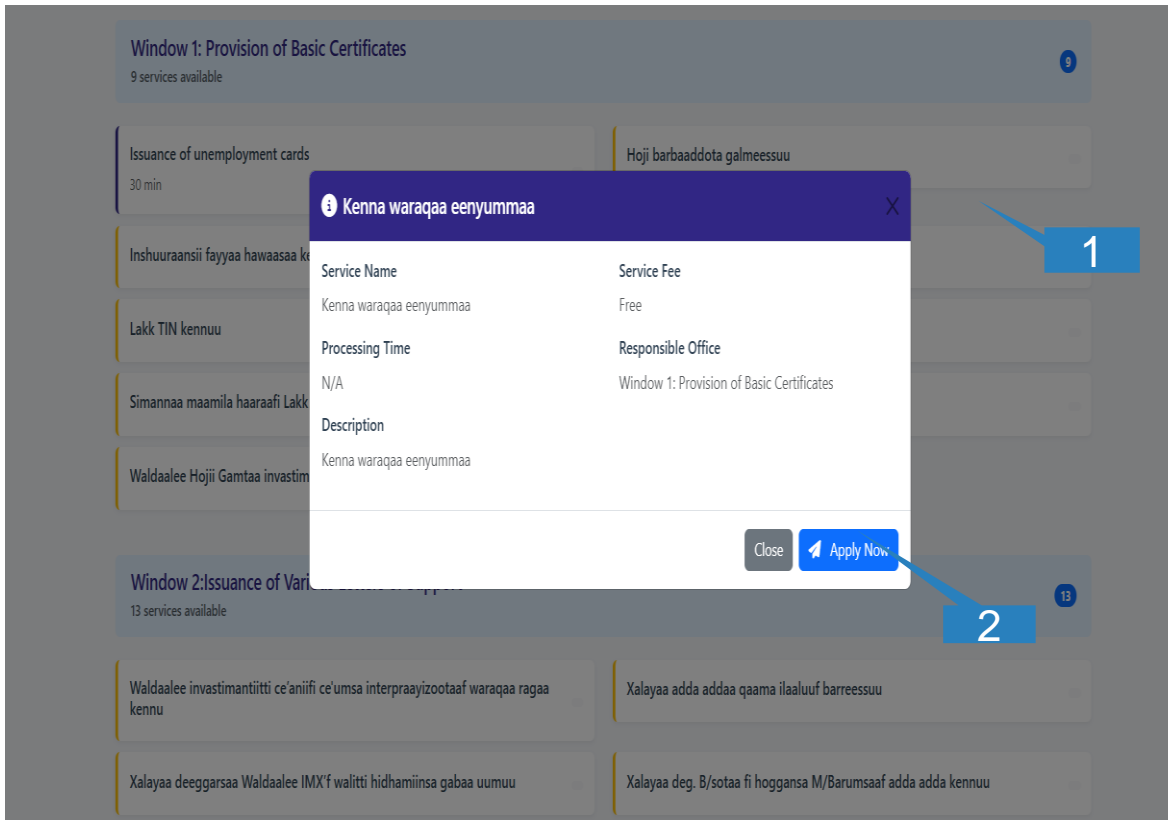
#	SERVICE NAME	STATUS	SUBMITTED ON
1	Lakk TIN kennuu	REQUEST	2025-07-28

How to use

1. Hit **browse service** button to redirect to the service page.
2. Check your request status
3. Use to edit your profile
4. Hit **logout** To leave the system

This document is the Central entry point for Customers, Agents, Officers, goa Admin and super admin to access the Adama City E-Service System.

Application Page (after the browse service button is clicked)



How to use

1. Hit **service you want to apply** the you will get the popup page for application
2. Hit **Apply Now** button for application then you will get success message

Agent Side

This Page is the Central entry point for Customers, Agents, Officers , goa Admin and supper admin to access the Adama City E-Service System.

Login Page



For users those have an account

1. Enter your **phone number** or **email**
2. Enter your **password**
3. Hit the **login** button then the system will redirect you to your dashboard
4. Hit **forget password** button if you forget your credential

Agent Dashboard

GOA e-Services

Electronic Services for GOA

English

Dashboard

Customer Management

- New Customer
- Customer List

Agent Dashboard

Add Customer

1 Today's Activity

2

Total Customers

1

Service Requests

1

Total Commission

Customers: 5 ETB Services: 10 ETB

15 ETB

3 Application Status Overview

Recent Applications

+ Add Service Request

#	CUSTOMER SERVICE ID	SERVICE NAME	STATUS	COMMISSION	SUBMITTED ON
1		Kenna waraqaa eenyummaa	REQUEST	10 ETB	2025-07-28

English

Izubeedaa Waliyyii
Agent

4 My Profile

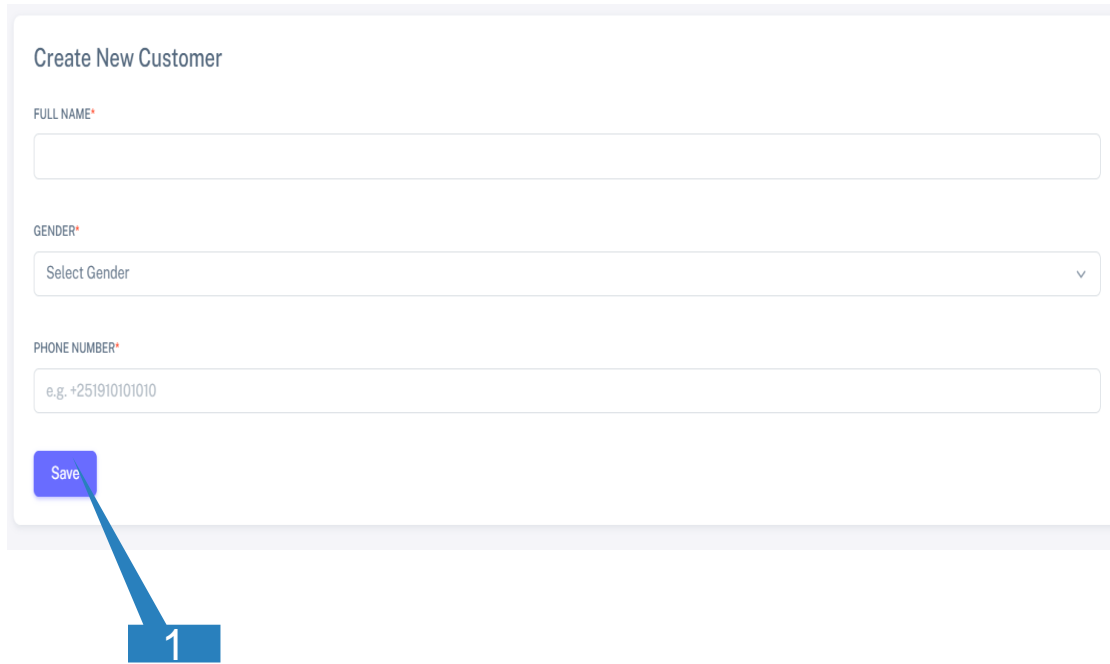
Settings

5 Log Out

How to use

1. Hit **New customer** to add customer
2. Then hit **add customer** button to add new customer
3. Hit **customer list** to show customers
4. Hit **my profile** To edit your profile
5. Finally hit **logout** to leave the system

After **Add Customer** Button Is Clicked



The screenshot shows a web form titled "Create New Customer". It contains three input fields: "FULL NAME*" (a text box), "GENDER*" (a dropdown menu with "Select Gender" and a downward arrow), and "PHONE NUMBER*" (a text box with the placeholder "e.g. +251910101010"). At the bottom left of the form is a blue "Save" button. A blue arrow points from the "Save" button to a blue square containing the number "1".

How to use

1. Fill all information and then hit **save** button to save the customer in customer list

Officer Side

Login Page



For Agents those have an account

1. Enter your **phone number** or **email**
2. Enter your **password**
3. Hit the **login** button then the system will redirect you to your dashboard
4. Hit **forget password** button if you forget your credential

Officer Dashboard

The screenshot shows the Officer Dashboard interface. The top navigation bar includes 'GOA e-Services', 'Electronic Services for GOA', and 'English'. The left sidebar contains 'Dashboard', 'Gaaffiwwan 8', and 'Officer Customer List' with a sub-item 'Customer'. The main dashboard area features a header 'Officer Dashboard' with filters for '2017' and 'All Month'. Below the header are three summary cards: 'Tajaajila Gafatamee' (8), 'Tajaajila Deebii Argatee' (0), and 'Tajaajila Didaame' (0). A 'Today's Summary' card shows 'Today is: Adooleessa 21, 2017' and 'Today's Applications: 3'. The bottom section includes 'My Assigned Services' (Lakk TIN kennuu, 8) and a 'Tajaajiloorta' pie chart showing the distribution of services. A large blue circle with the number '5' is overlaid on the bottom left of the dashboard.

How to use

1. Hit **customer** to add customer
2. Hit **my profile** To edit your profile
3. Finally hit **logout** to leave the system

This document is the Central entry point for Customers, Agents, Officers, goa Admin and super admin to access the Adama City E-Service System.

Officer Dashboard

The screenshot shows the Officer Dashboard interface. At the top, there is a header with "GOA e-Services" on the left, "Electronic Services for GOA" in the center, and "English" with a language selector on the right. Below the header is a navigation sidebar with "Dashboard", "Gaaffiwwan 8", "Officer Customer List", and "Customer". The main content area features a search bar with two input fields: one containing "06830099" and another labeled "Phone Number". To the right of the search bar are "Search" and "Reset" buttons. Below the search bar is a table titled "Customers (1)" with the following data:

NAME	PHONE	SERVICE ID	ACTION
Malesa Abera	+251910497809	06830099	Apply Service

How to use

1. Search by service id or phone number
2. Then **Search** To to filter specific customer
3. Then hit **Apply service** button to apply as a customer
4. Finally you will get the next page

Application Page on Officer Dashboard

The screenshot displays the GOA e-Service Officer Dashboard. A modal window titled "Apply Service for Malesa Abera" is open, containing the following fields:

- SELECT SERVICE:** A dropdown menu with "-- Select Service --" selected.
- DESCRIPTION:** A text input field with the placeholder "Enter description...".
- UPLOAD FILE (OPTIONAL):** A file upload area with a "Choose File" button and the text "No file chosen".

At the bottom of the modal, there are two buttons: "Cancel" and "Submit Application". A blue callout box with the number "1" points to the "Submit Application" button. The background dashboard shows a sidebar with "Dashboard", "Gaaffiwwan", and "Officer Customer List". The main content area shows a search bar, a "Reset" button, and a table with one row for "Malesa Abera" and an "Apply Service" button. The footer contains "About GOA eService", "Quick Links", "Resources", and "Contact & Connect" information.

How to use

1. Fill the form and hit **submit application** button
2. Then you will get the submitted application in the next page

Application list

The screenshot shows the GOA e-Services interface. On the left, a sidebar menu is highlighted with a red box, containing 'GOA e-Services', 'Dashboard', 'Gaaffiwwan 8', 'Tajaajila Gafatame 8', 'Tajaajila milka'e 0', 'Tajaajila didame 0', and 'Officer Customer List >'. A blue callout '1' points to the 'Tajaajila Gafatame' button. The main content area has a blue header with 'Iyyannoo Seeraan Dhiyaatan' and a 'Fayyadami' button. Below the header are filters for 'TAJAJIILA FILADHU', 'GUYYAA JALQABAA', and 'GUYYAA XUMURAA'. A blue callout '3' points to the 'Fayyadami' button. Below the filters is a table with columns: '#', 'MAQAA MAAMILAA', '# LAKKOOFSA IYYANNOO', 'TAJAJIILA', 'IBSA', 'HAALA', and 'GOCHA'. The table contains 6 rows of data. A blue callout '4' points to the 'View' button in the first row.

#	MAQAA MAAMILAA	# LAKKOOFSA IYYANNOO	TAJAJIILA	IBSA	HAALA	GOCHA
1	Temam Aman	GOA-68873E5A1DA95	Lakk TIN kennuu	yui Read More	REQUEST	View
2	Ayyantuu Dhufeera	GOA-68873E587ED67	Lakk TIN kennuu	sada'sa Read More	REQUEST	View
3	FOZIYA ALI	GOA-68873E4AA342D	Lakk TIN kennuu	naaf ha hojjetamu Read More	REQUEST	View
4	Unknown	GOA-6881CC870BB9C	Lakk TIN kennuu	THESE IS FOR TESTING Read More	REQUEST	View
5	Helen	GOA-686B74B21CA91	Lakk TIN kennuu	Read More	REQUEST	View
6	Helen	GOA-686B7465CAB33	Lakk TIN kennuu	Read More	REQUEST	View

How to use

1. Hit **Tajaajila Gaafatame** button
2. Then **Search** To to filter specific Application
3. Then hit **View** to show all officer action page
4. Finally you will get the next page

Application Page on Officer Dashboard

The screenshot displays the 'Application Details' modal window for application GOA-68873E5AIDA95. The modal includes fields for Application Number, Service Type (Lakk TIN kennuu), Current Status (REQUEST), and Description (yui). Below the description is an 'Attached Documents' section with a message 'No documents uploaded.' At the bottom of the modal are four buttons: 'Approve with File' (green), 'Appoint' (blue), 'Reject' (red), and 'X Close' (grey). Three blue callout boxes with numbers 1, 2, and 3 point to the 'Approve with File', 'Appoint', and 'Reject' buttons respectively. The background shows a table of application records with columns for ID, Name, Application Number, Service Type, Status, and Action.

ID	Name	Application Number	Service Type	Status	Action
3	FOZIYA ALI	GOA-68873E4AA342D	Lakk TIN kennuu	REQUEST	View
4	Unknown	GOA-68873E4C870BB9C	Lakk TIN kennuu	REQUEST	View
5	Helen	GOA-686B74B21CA91	Lakk TIN kennuu	REQUEST	View
6	Helen	GOA-686B7465CAB33	Lakk TIN kennuu	REQUEST	View
7	Jibril Mohamed Ahmed	GOA-68697A96EBCAD	Lakk TIN kennuu	REQUEST	View

How to use

1. Hit **approve** button to complete the application
2. If you want to make appointment hit **appointment** button
3. Otherwise you can **reject** the application with reason

Thank you!!