

Dow University of Health Sciences



Student Facilitation System User Manual

How to create your Query / Request?

Created by ICT Department
VERSION 1.0

Open the Dow Connect website <http://dc.duhs.edu.pk>.

Dow Connect is user friendly, compatible to open with any browser and device (mobile, computer, laptops, PDA, Android, Apple IOS etc)

You need internet connection, student can avail free internet via Dow Smart University wifi available throughout the Dow University of Health Sciences.

In order to streamline requests and better serve you, we utilize a Dow Connect System. Every request is assigned a unique number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your requests. A valid email address is required to submit a request.

The screenshot shows the Dow Connect website interface. At the top, there is a dark blue navigation bar with the university logo on the left and the Dow Connect logo on the right. The navigation bar contains the following links: Home, New Request, Request Status, and Sign In (with a user icon). Below the navigation bar is a large banner image of a university building. Overlaid on the banner is a semi-transparent box with the text: "Welcome to Dow Connect", "Connecting with our people", and a paragraph: "In order to streamline requests and better serve you, we utilize a Dow Connect System. Every request is assigned a unique number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your requests. A valid email address is required to submit a request." Below the banner are two main content boxes. The left box is titled "New Request" and contains the text: "Please provide as much detail as possible so we can best assist you. To update a previously submitted request, please login." and a green button labeled "Submit a New Request". The right box is titled "Request Status" and contains the text: "We provide archives and history of all your current and past requests complete with responses." and a green button labeled "Check Request Status". At the bottom of the page, there is a small copyright notice: "Copyright © 2018 DUHS- All rights reserved."

Click on New Request Button; please provide as much detail as possible so we can best assist you. To update a previously submitted request, please login.



Submit a New Request

Please fill in the form below to open a new request.

Contact Information

Email Address *

test@email.com

Full Name *

Test Student

Mobile Number *

03001234567

Department/Section *

— Select a Department/Section —

CAPTCHA Text: *

1E0F5

Enter the text shown on the image.

Submit Request

Reset

Cancel

- Dow University Hospital / DUH DOW MAIN LAB
- Dow University Hospital / DUH Eye OPD (Ophthalmology)
- Dow University Hospital / DUH NIDE
- Dow University Hospital / DUH NILGID OPD
- Dow University Hospital / DUH OT
- Dow University Hospital / DUH PHARMACY
- Dow University Hospital / DUH RTU
- Dow University Hospital / DUH/DCOB
- Dow University Hospital / Human Resource
- Dow University Hospital / MAIN OPD ADMIN
- Dow University Hospital / Maintenance
- Dow University Hospital / Nursing
- Dow University Hospital / Radiology Examination
- Fee Section (CMS)**
- Girls Hostel - OJHA Campus
- HIMS (DUH)
- HR Connect
- ICT Directorate
- ICT Directorate / Dow Software Support Team (BADA)

— Select a Department/Section —

Select the Department, after selection it will show relevant form for required data. Kindly filled as much as possible.

TEST STUDENT

Mobile Number *

03001234567

Department/Section *

Examination

Request Details

Subject *

Examination Subject write here

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Examination Query Write here, or you can take image via mobile or attach images

📎 Drop files here or choose them

Student Details

You may share more information if you want

Father's Name *

Please write your father's name here

Father's Name

Roll No *

Please enter Roll No to verify your details

nn/yyyy/nnn

Class *

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Examination Query Write here, or you can take image via mobile or attach images

📎 Drop files here or choose them

Student Details

You may share more information if you want

Father's Name *

Please write your father's name here

Roll No *

Please enter Roll No to verify your details

Class *

Please select your class name

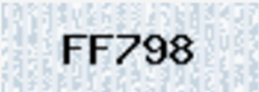
Institute *

Please select your institute name

Copy of ID Card (Both Sides)

📎 Drop files here or choose them

CAPTCHA Text: *



Enter the text shown on the image.

Submit Request

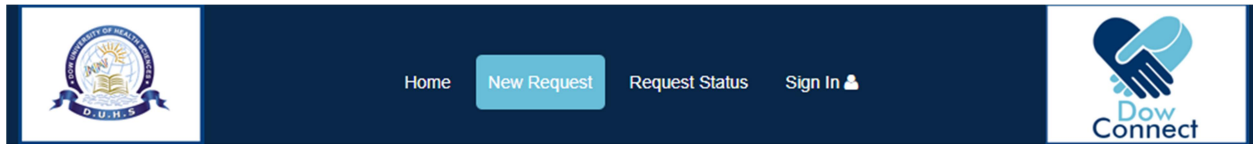
Reset

Cancel

Kindly enter CAPTCHA Text and submit the request.

Red * means mandatory field.

After successful submission following screen will be displayed.



Test Student,

Thank you for contacting us.

A support ticket request has been created and a representative will be getting back to you shortly if necessary.

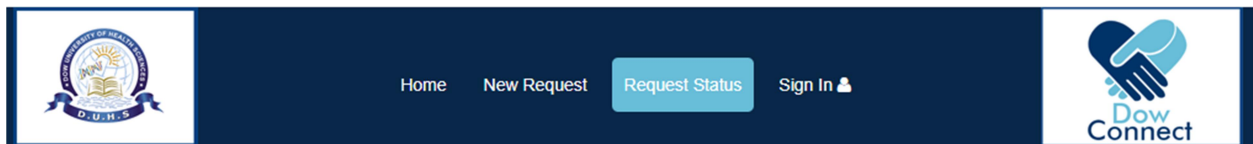
Support Team

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Open your email account and read message and remember REQUEST ID (e.g. 385309) to view your Request Status and future correspondence regarding this request /query.

**** Kindly check your spam/junk folder in case email not received.**

You can also check your request status by clicking “Request Status” button and inputting Request number send to you via email.



Check request Status

Please provide your email address and a request number. An access link will be emailed to you.

Have an account with us? [Sign In](#) or [register for an account](#) to access all your requests.
If this is your first time contacting us or you've lost the request number, please [submit a new request](#)