وزارة التعليم
Ministry of Education
043

المملكة العربية السعودية
Kingdom of Saudi Arabia

جامعة الإمام عبدالرحمن بن فيصل
IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY

FAQ for Morasalat Plus platform

Ministry of education 043   **Kingdom of Saudi arabia**

Question (1)

Q1\ I can't log in to Morasalat Plus platform?

The Answer\ Only the username should be typed when you logged into Morasalat Plus platform portal without including the email extension, for example: 'moraslat' should be typed without adding '@iau.edu.sa'.

Question (2)

Q2\ How can I log in to Morasalat Plus platform?

The Answer\ the user can log in to Morasalat Plus platform by using his username and password.

Question (3)

Q3\ I need access because of an issue with Morasalat Plus platform. Who can I connect with?

The Answer\ We're pleased to inform you that you can reach out to the Department of Administrative Communications Systems Technologies for support regarding the Morasalat Plus platform. You can contact them via email at: Cm.dacst@iau.edu.sa or by phone extension 30030, or through supporting correspondence.

Question (4)

Q4\ How can I add an explanation or respond to the transaction?

The Answer\ By clicking on the icon (explanations), you'll find three types of explanations: (uploading a PDF letter), adding textual explanation, or attaching a file in the same format (PowerPoint-Excel-PDF).

Question (5)

Q5\ Why does my explanation not saved and automatically deleted from the transaction?

The Answer\ When adding an explanation to the transaction, make sure to choose the "Insert Explanation" icon instead of the "Save" icon.

وزارة التعليم
Ministry of Education
043

المملكة العربية السعودية
Kingdom of Saudi Arabia

جامعة الإمام عبدالرحمن بن فيصل
IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY

Question (6)

Q6\ Why is it that when I try to search for a transaction, either by its number or its topic, I can't find it?

The Answer\ It is necessary to ascertain the type of transaction, whether it is internal or external, and whether the transaction was initiated by the department itself or by another department.