

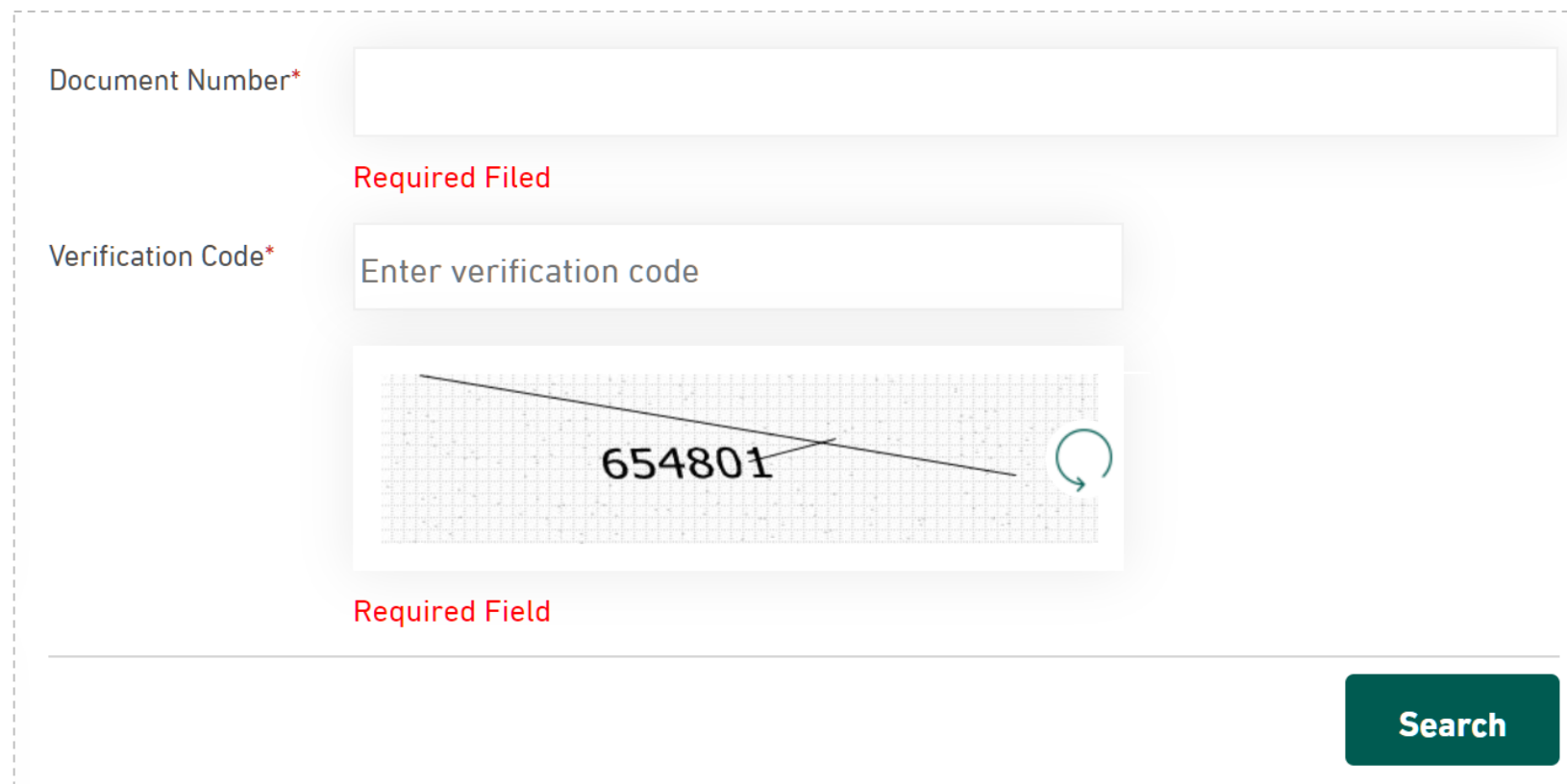


Troubleshooting Guide

Verifying Employees Documents

Problems and error messages that the user may encounter

First, you must enter all the required fields in the query form, if the field has no value entered; a message appears next to it **"Required Field"**:



The screenshot shows a web form with the following elements:

- Document Number***: A text input field that is empty. Below it, the error message **Required Filed** is displayed in red.
- Verification Code***: A text input field containing the text "Enter verification code". Below it, the error message **Required Field** is displayed in red.
- Image Verification**: A grid of characters with the code "654801" highlighted. A diagonal line is drawn across the grid, and a circular refresh icon is on the right.
- Search Button**: A dark green button with the text "Search" in white, located at the bottom right of the form.

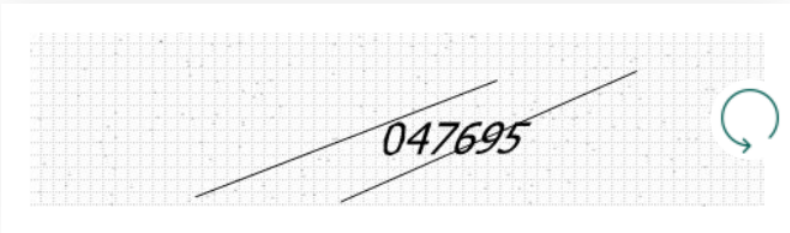
Problems and error messages that the user may encounter

If you enter a non-matching verification code, a message appears informing the user “Security code must be entered correctly”:

Security code must be entered correctly

Document Number*
11145

Verification Code*
Enter verification code



Search

Problems and error messages that the user may encounter

When entering unregistered data in the ministry database, this page appears:

Document Number*

1114566

Verification Code*

Enter verification code

549782

Search

Employee Name:

لا يوجد بيانات

Document Type:

لا يوجد بيانات

Document Date :

لا يوجد بيانات

How to resolve the problem / error:



Make sure that the inquiry data is entered correctly.