



System Features

Navigating System Features

The External Portal provides a modern, responsive interface compatible with desktop and mobile browsers.

Main Features and Descriptions:

Feature	Descriptions
Login / Registration	Secure access control with email verification and 2FA
Dashboard	Displays submitted incidents, notifications, and quick actions
Incident Report Submission	Submit and track new incidents with attachments
Notifications	Email and in-app alerts for report updates and system changes
Audit Trail	Logs user actions (login, submissions, updates) for transparency
Profile Management	Manage personal and organizational information
Help Desk	Request technical assistance or report portal issues
FAQ / Knowledge Base	Access guides, troubleshooting tips, and system FAQs
Contact Form	Submit technical support or system-related concerns

