



User Manual
MoH Dispatch System
Version-v1.0

Background

Bhutan is in

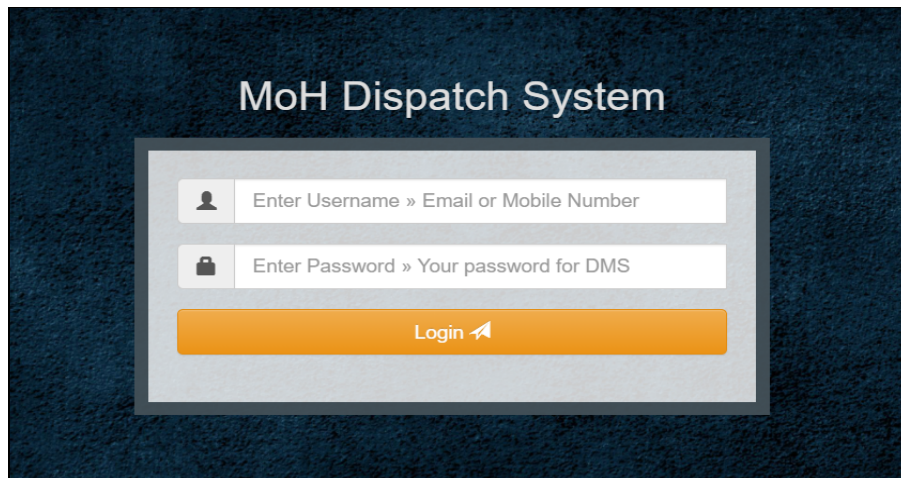
Step1:

Please click on the link (<http://dispatch.health.gov.bt>)



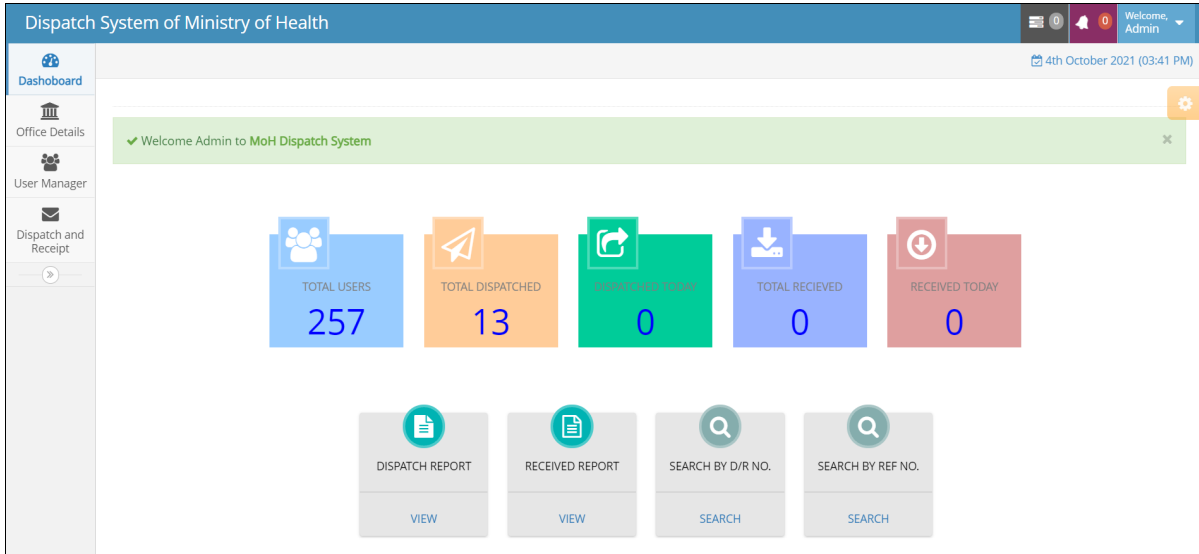
Step 2:

Enter your User credentials and password. Your default username is your email address and password is 'moh2021'. You can Reset Your password later.

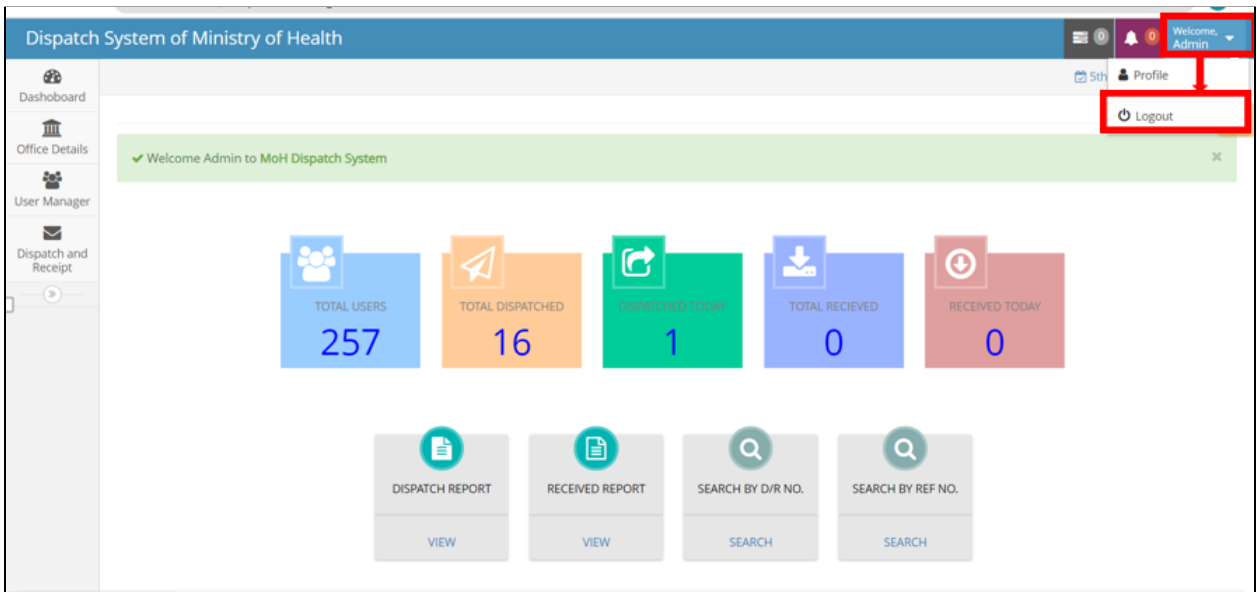


Step 3: This is the dashboard with a quick summary of:

- Total user
- Total letter dispatched and Total letter received ,
- Total letter dispatched and received on a particular day.
- You can also view dispatch and receive reports.
- Quick search by either dispatch/received number.
- Quick search by Reference number.

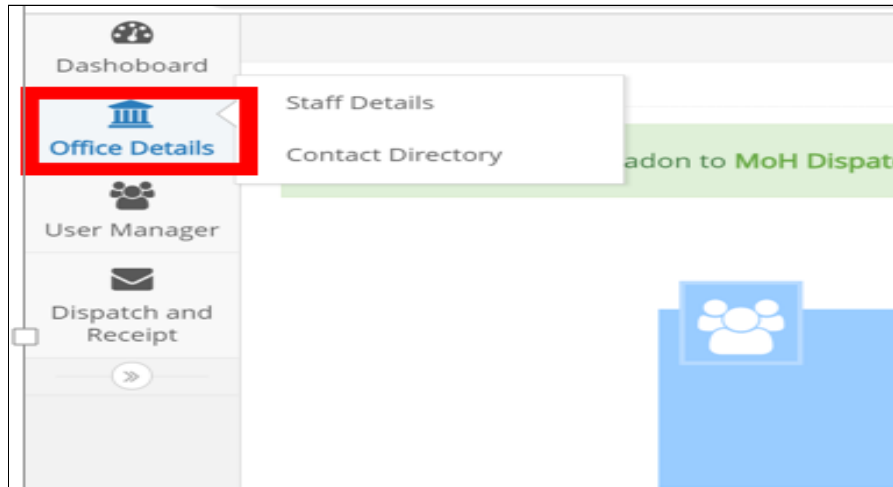


3.1: To logout form the system:
>> Click on the (Right Side)Top >> Logout



Step 4:

click on 'Office Detail' on the side bar to view Staff Details and Contact Directory.



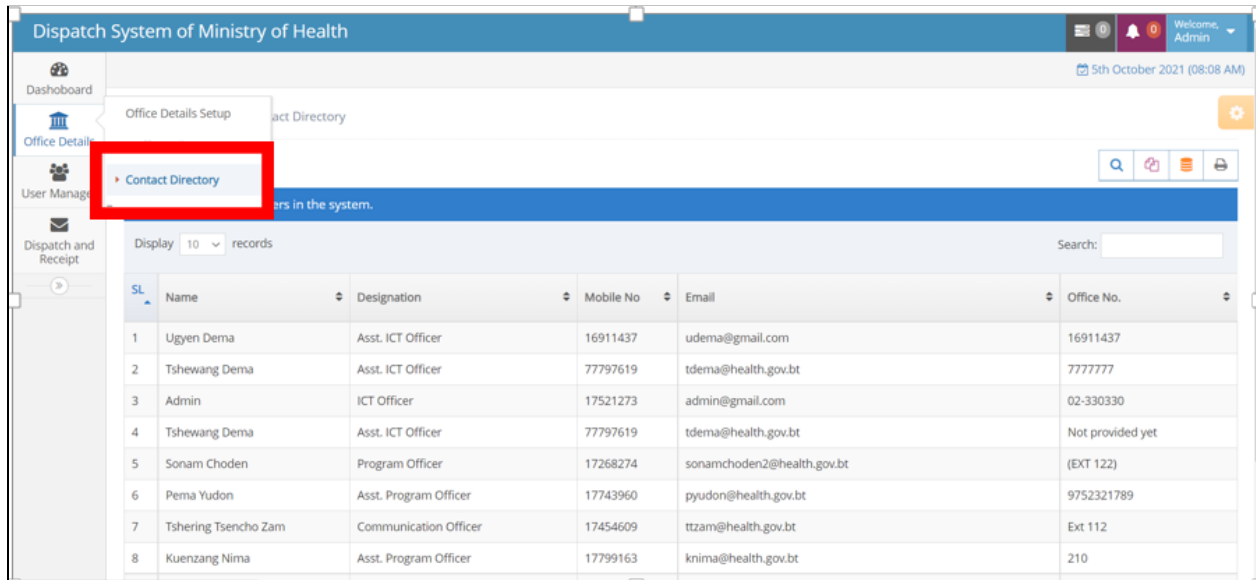
4.1 Click on the Staff detail to view Staff Details registered in the system

>>User Manager >> Staff Detail

The image shows the 'Staff Details' page. The sidebar menu has 'Staff Details' highlighted with a red box. The main content area displays a table titled 'Official Details for Registered Users'. The table has columns for SL, CID No., Name, Mobile No., Email, Employee ID, Designation, Office Phone No., Office, Department, and Division. There are 6 rows of data.

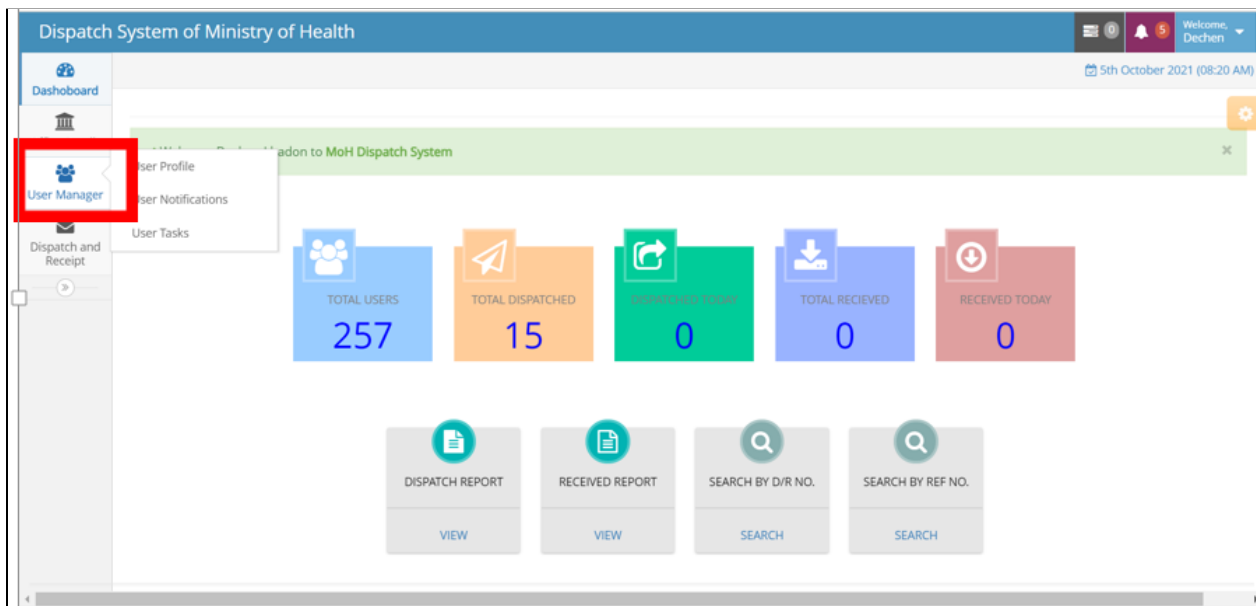
SL	CID No.	Name	Mobile No.	Email	Employee ID	Designation	Office Phone No.	Office	Department	Division
1	10203002051	Ugyen Dema	16911437	udem@gmail.com	202105918622	Asst. ICT Officer	16911437	MoH	Directorate of Services	ICT Division
2	11904000862	Tshewang Dema	77797619	tdema@health.gov.bt	202107918947	Asst. ICT Officer	7777777	MoH	Directorate of Services	ICT Division
3	11705001649	Admin	17521273	admin@gmail.com	2014	ICT Officer	02-330330	MoH	Directorate of Services	ICT Division
4	11904000862	Tshewang Dema	77797619	tdema@health.gov.bt	202107918947	Asst. ICT Officer	Not provided yet	MoH	Directorate of Services	ICT Division
5	11203001447	Sonam Choden	17268274	sonamchoden2@health.gov.bt	202107919156	Program Officer	(EXT 122)	MoH	Department of Public Health	Non Communicable Disease Division
6	11602002484	Pema Yudon	17743960	pyudon@health.gov.bt	202107919157	Asst. Program Officer	9752321789	MoH	Department of Public Health	Health Promotion Division

4.2 To view Contact Directory click on the contact directory
>>User Manager >> Contact Directory



SL	Name	Designation	Mobile No	Email	Office No.
1	Ugyen Dema	Asst. ICT Officer	16911437	udem@gmail.com	16911437
2	Tshewang Dema	Asst. ICT Officer	77797619	tdema@health.gov.bt	7777777
3	Admin	ICT Officer	17521273	admin@gmail.com	02-330330
4	Tshewang Dema	Asst. ICT Officer	77797619	tdema@health.gov.bt	Not provided yet
5	Sonam Choden	Program Officer	17268274	sonamchoden2@health.gov.bt	(EXT 122)
6	Pema Yudon	Asst. Program Officer	17743960	pyudon@health.gov.bt	9752321789
7	Tshering Tsencho Zam	Communication Officer	17454609	ttzam@health.gov.bt	Ext 112
8	Kuenzang Nima	Asst. Program Officer	17799163	knima@health.gov.bt	210

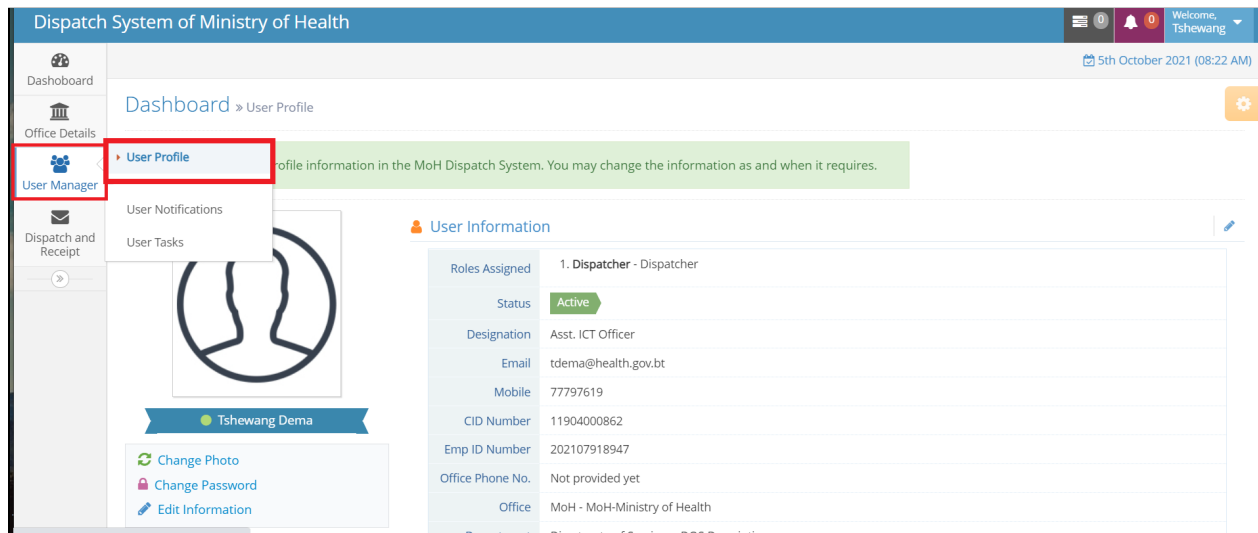
Step 5: Click on User manager to view User Profile, User notifications and user Tasks



5.1 To view User Profile i.e your profile

>>Go to User Manager on the side bar >>Select User Profile.

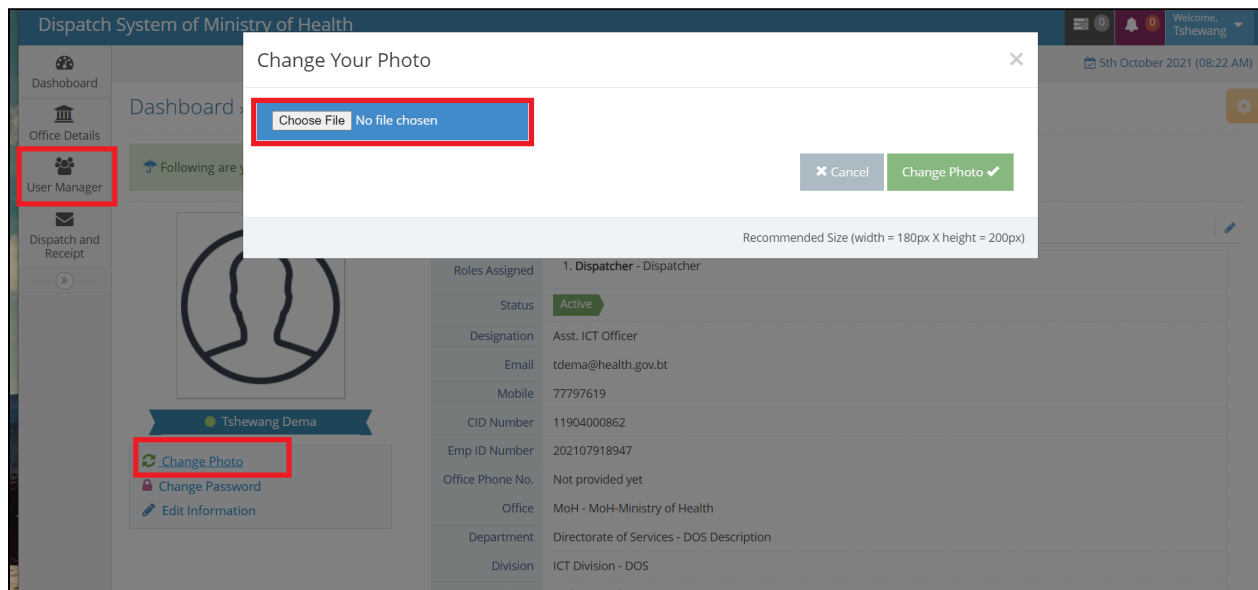
The user details or information will be displayed as follows.



5.1.1: To change your profile photo:

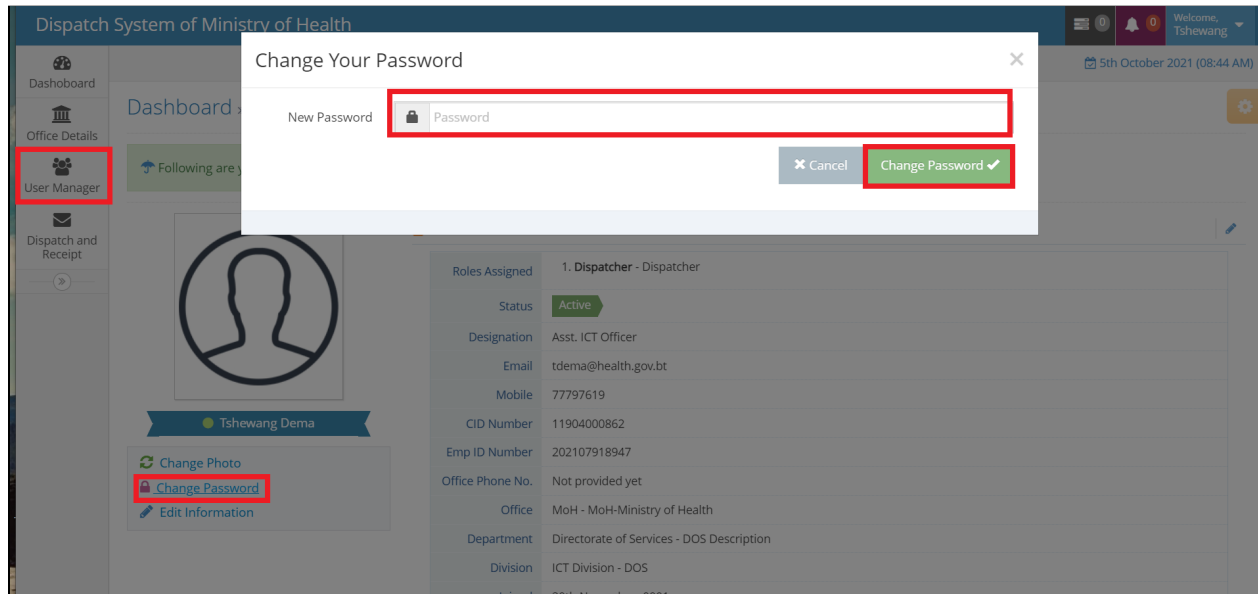
>>Go to User Manager >>Select User Profile >>Click on Change Photo >>Choose File and finally click on to Change Photo.

Please take note that the required file extension for the photo is either in JPG or PNG.



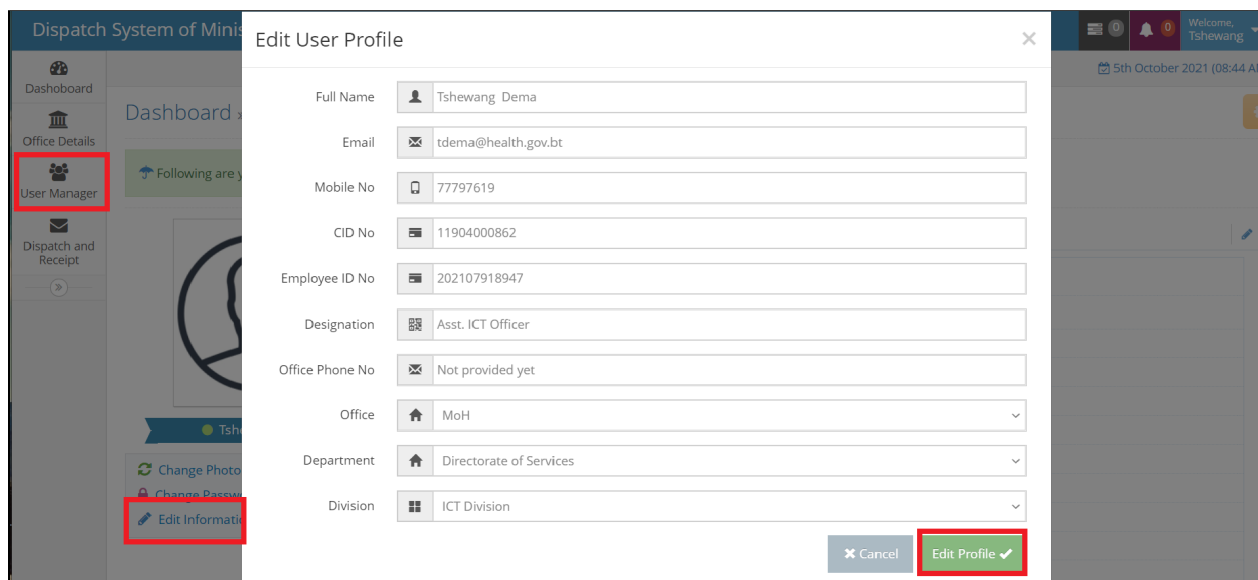
5.1.2: To change password

>>Go to User Manager >> User Profile >> Click on Change Password >> Enter New Password
>>Click on Change Password.



5.1.3: To Edit your Information

>>Go to User Manager >>User Profile >>Click on Edit Information >>Make required changes in the displayed fields >>click Edit Profile to save the changes.



Step 5.2: To check notifications:

>>Go to User Manager >>User Notifications >>Click on Check Notification

Dispatch System of Ministry of Health

Dashboard » User Notifications

Notification	Sent on	Status	Action
...	1st October, 2021 3:13 PM	Seen	Check Notification
...	1st October, 2021 3:11 PM	Seen	Check Notification
...	1st October, 2021 3:11 PM	Seen	Check Notification
4 check	1st October, 2021 3:11 PM	Seen	Check Notification
5 I got you	1st October, 2021 3:07 PM	Seen	Check Notification

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OR

>>Directly click on the BELL ICON on the top right side of the dashboard.

Dispatch System of Ministry of Health

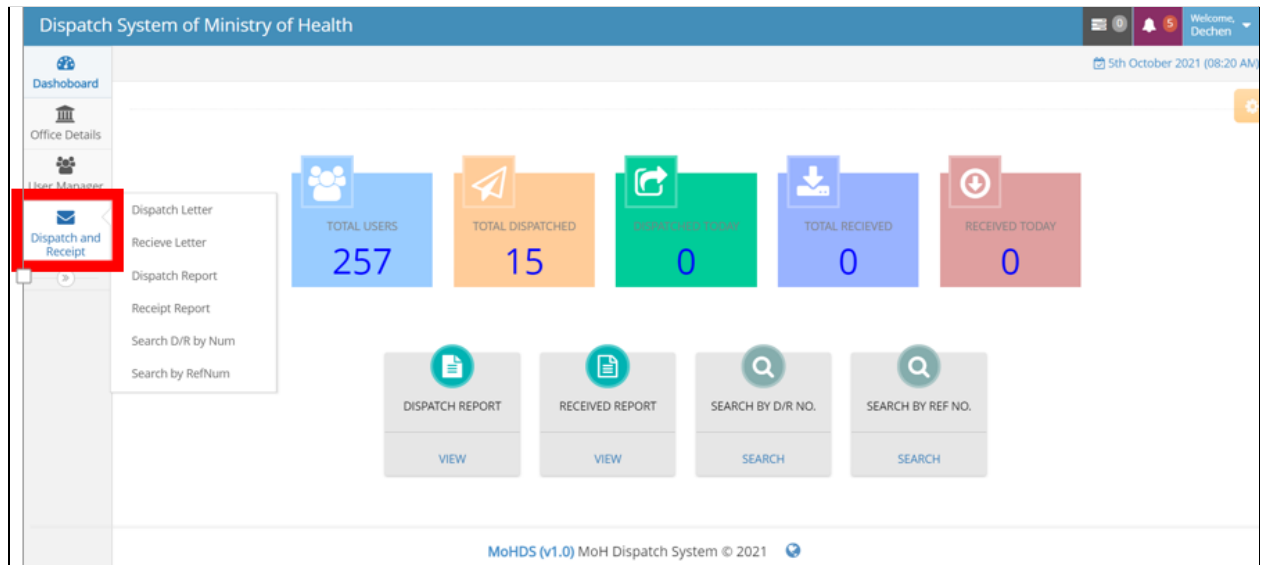
No Notifications
See all notifications →

Welcome Admin to MoH Dispatch System

Metric	Value
TOTAL USERS	257
TOTAL DISPATCHED	16
DISPATCHED TODAY	1
TOTAL RECEIVED	1
RECEIVED TODAY	1

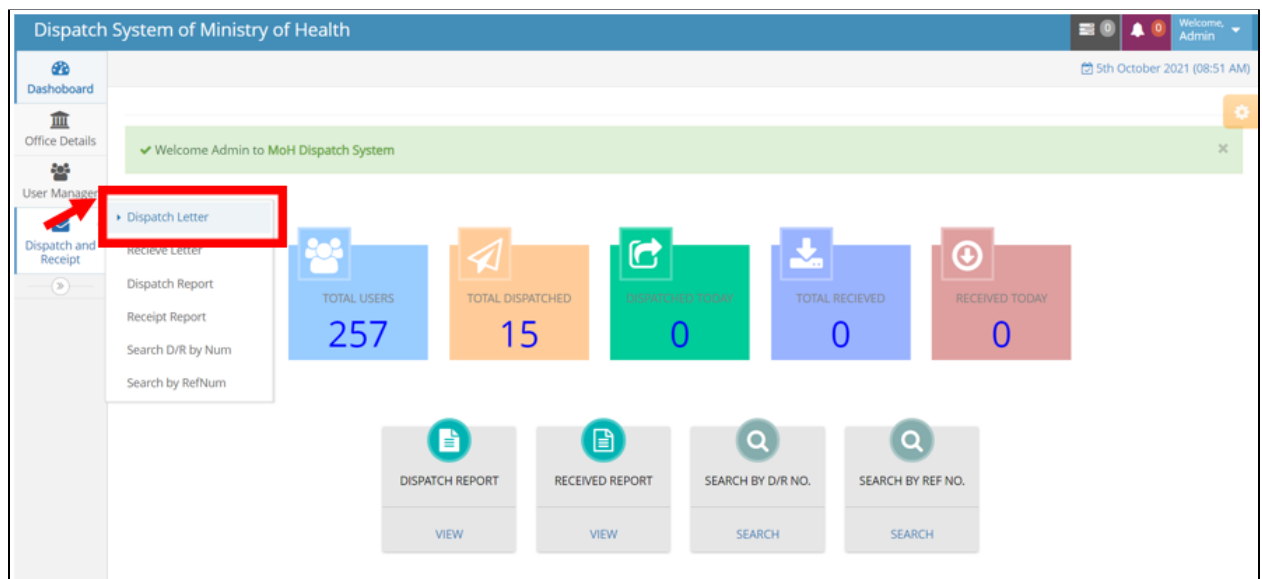
Report/Action	Button
DISPATCH REPORT	VIEW
RECEIVED REPORT	VIEW
SEARCH BY D/R NO.	SEARCH
SEARCH BY REF NO.	SEARCH

Step 6.: Click on the Dispatch and Receipt on the side bar.



6.1 To Dispatch a letter.

>> Dispatch and Receipt >> Dispatch Letter >> Dispatch letter form will be displayed.



Dispatch » Dispatch Official Letters

From Address

Department:

Division:

Date of Dispatch:

Letter Copy: No file chosen

File Number:

Following fields are auto generated

Dispatch Number:

Time:

Fiscal Year:

Recipient Address

Address To:

Division/Department/Ministry:

Destination (Place):

Subject of Letter:

Reference Number:

Copy To:

Figure: Dispatch Letter form

6.2: To transfer a letter which has been received by the agency
 >> Dispatch and Receipt >> Receive Letter >> Receipt form will be displayed.

Dispatch System of Ministry of Health

Welcome Admin to MoH Dispatch System

5th October 2021 (09:12 AM)

- Dashboard
- Office Details
- User Manager
- Dispatch and Receipt
 - Dispatch Letter
 - Receive Letter
 - Dispatch Report
 - Receipt Report
 - Search D/R by Num
 - Search by RefNum

TOTAL USERS	TOTAL DISPATCHED	DISPATCHED TODAY	TOTAL RECEIVED	RECEIVED TODAY
257	15	0	0	0

DISPATCH REPORT

VIEW

RECEIVED REPORT

VIEW

SEARCH BY D/R NO.

SEARCH

SEARCH BY REF NO.

SEARCH

Recieve » Receipt Official Letters

From Address

Ministry/Agency/Office

Dept/Agency/Office

Division/Agency/Office

Source (Place)

Subject of Letter

Reference Number

Letter Copy No file chosen

Recipient Address

Letter Address To

Department

Division

Fiscal Year

Dak Number

Date of Receipt

Time

File Number

Figure: Receipt Letter form

6.3: To view the Dispatched Reports:

>>Go to Dispatch and Receipt on the sidebar >>click on Dispatch Report

OR

>>Click on the VIEW of DISPATCH REPORT on the dashboard. The list of dispatched reports will be displayed.

>>Click on the EYE ICON to view the details of the report with the action taken remarks and to view or download the report.

>> Click on the SEARCH ICON to view just the details of the report.

Dispatch System of Ministry of Health

Welcome, Tshewang

5th October 2021 (09:03 AM)

Dispatch Report » Official Letters Dispatched Report

Dispatch and Receipt

Dispatch Report

Dispatch Letter



Recieve Letter

Dispatch Report

Receipt Report

Search D/R by Num

Search by RefNum

To	Subject	Reference Number.	Dispatched On	Fiscal Year / Dispatch No	Action
Director, DoS, MoH	TADA	2021/10/01 ICTD	1st October 2021	2021-2022 / 000001	 

Previous 1 Next

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6.3.1: To write the remarks

>> View the Dispatch report >> Click on the Take Action dropdown >> click on the Write Remarks.

>> Click on the Change Status to change the status to receive and acknowledge or to complete the receipt.

The screenshot shows the 'Dispatch Letter Actions' page. On the left, there are navigation tabs: 'Office Details', 'User Manager', and 'Dispatch and Receipt'. The main content area is divided into 'From Details (Letter Source)', 'To Details (Destination)', and 'Letter Details'. The 'Letter Details' section includes fields for 'Addressed To', 'Letter Subject', 'Copy To', 'Letter Number', 'Date of Issue', 'Time of Issue', 'Fiscal Year', and 'Letter Copy'. The 'Letter Copy' field has 'DOWNLOAD FILE' and 'VIEW FILE' links. On the right, there is a 'Take Action' dropdown menu with options: 'Write remarks', 'Change Status', 'Send Copy', and 'Send copy to All Staff'. The 'Write remarks' and 'Change Status' options are highlighted with red boxes.

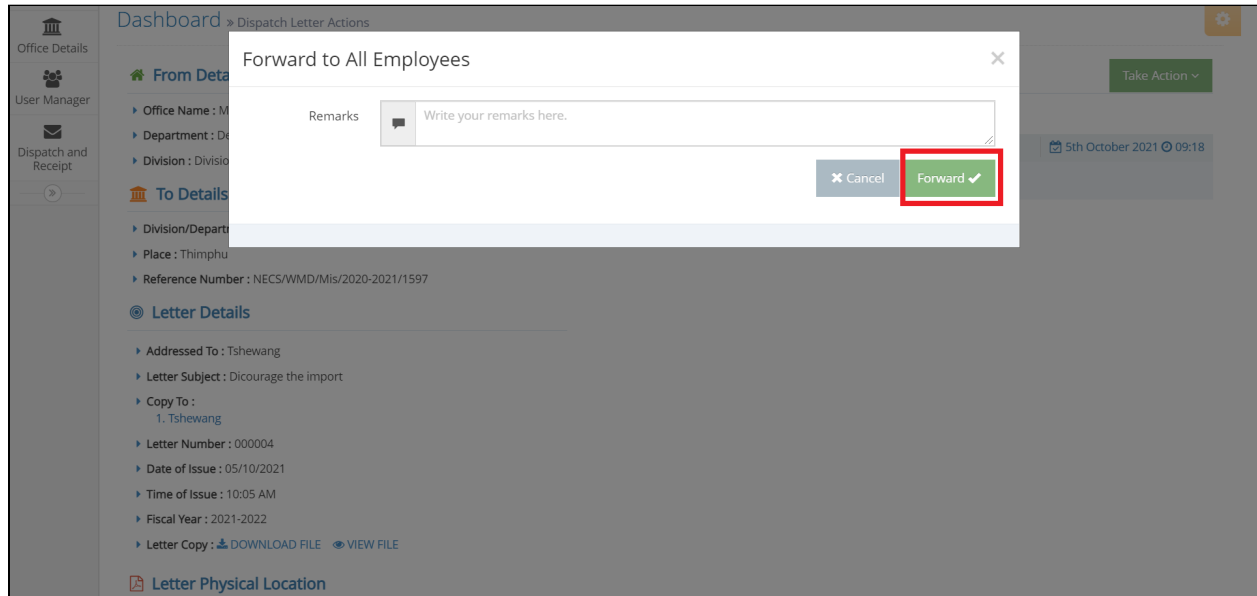
6.3.2: To Send Copy:

>> View Dispatch Report >> Click on the Take Action >> Select Send Copy >> select department >> select division >> select official to whom the copy to be sent >> write a remark (optional) >> click on Forward.

The screenshot shows a dialog box titled 'Forward dispatched copy to another official'. The dialog has four input fields: 'Department' (with a house icon), 'Division' (with a grid icon), 'Official' (with a person icon), and 'Remarks' (with a speech bubble icon). Below the fields are 'Cancel' and 'Forward' buttons. The 'Forward' button is highlighted with a red box. In the background, the 'Take Action' dropdown menu is visible, also highlighted with a red box.

6.3.3: To send copy to all the staff / users

>> View Dispatch Report >> Click on the Take Action >> select send copy to all staff >> write remarks and click on Forward.



6.4: To view the Receipt Reports:

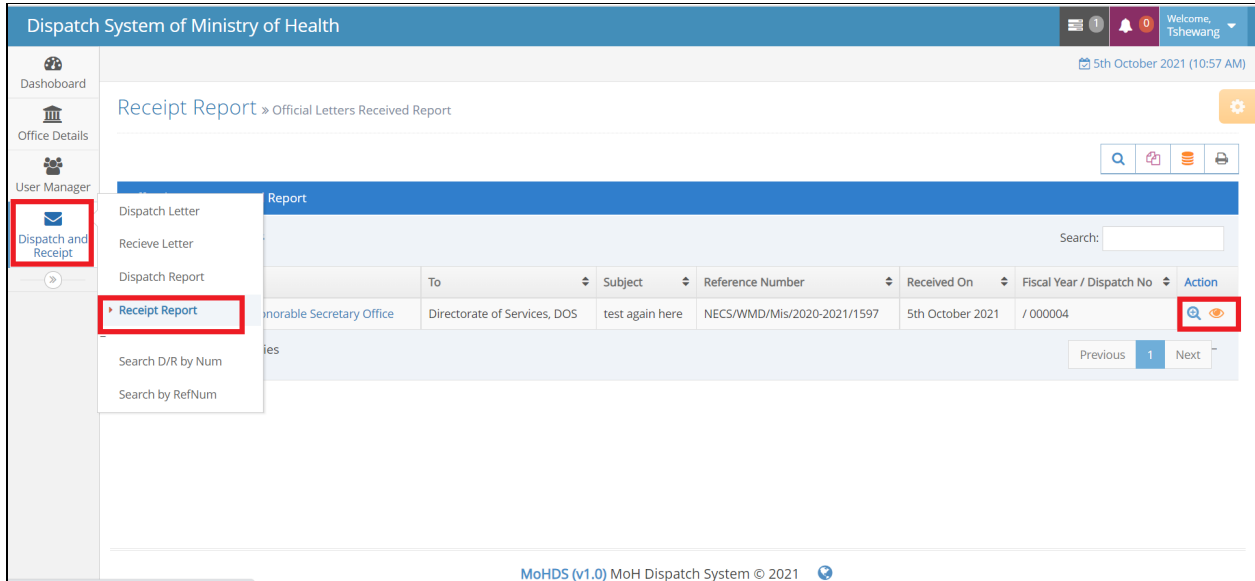
>>Go to Dispatch and Receipt on the sidebar >> click on Receipt Report

OR

>>Click on the VIEW of RECEIVED REPORT on the dashboard. The list of received reports will be displayed.

>>Click on the EYE ICON to view the details of the report with the action taken remarks and to view or download or even upload the report.

>> Click on the SEARCH ICON to view just the details of the report.

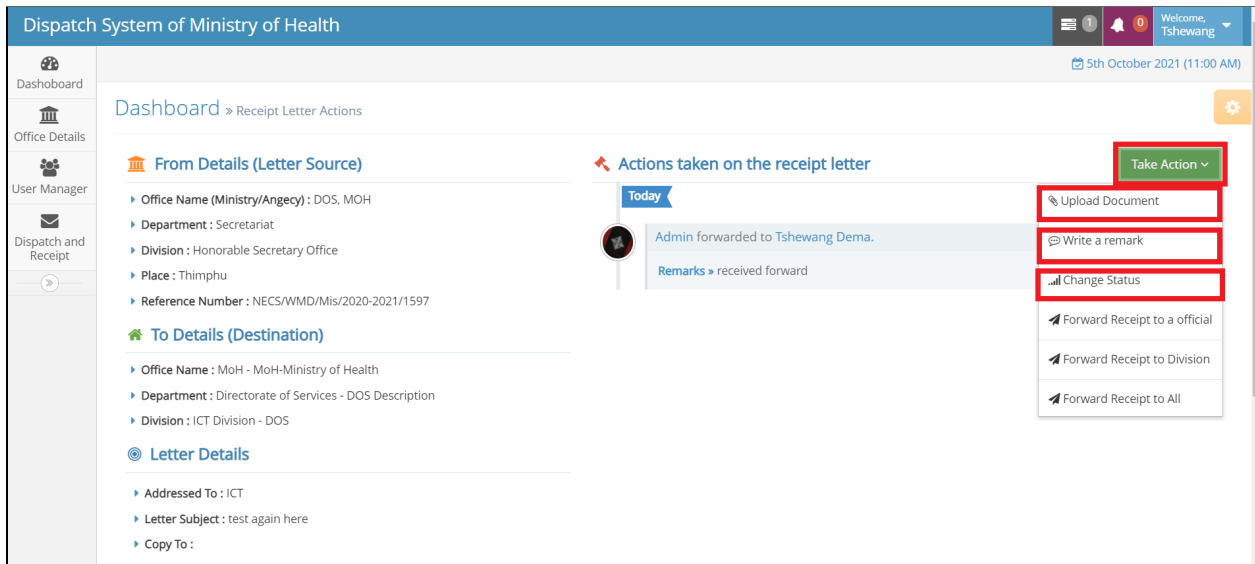


6.4.1: To Upload Document:

>> View Receipt Report >> Click on the Take Action >> Select Upload Document >> Choose File and Click on Upload File.

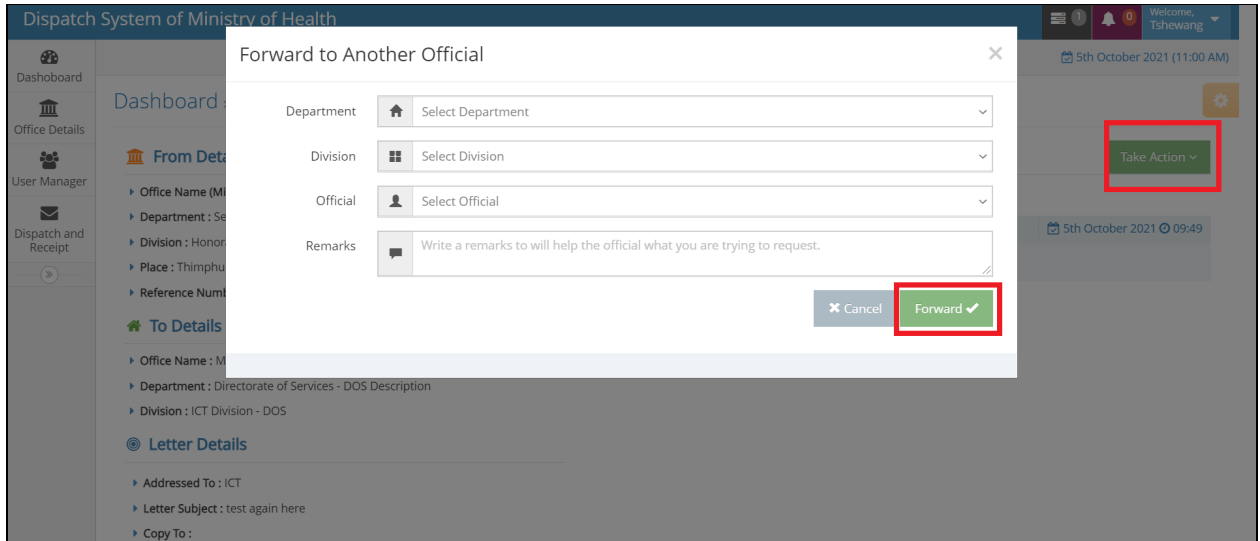
To write a remark: >> Click on the Take Action >> select Write a remark

To change status: >> Click on the Take Action >> Select Change Status



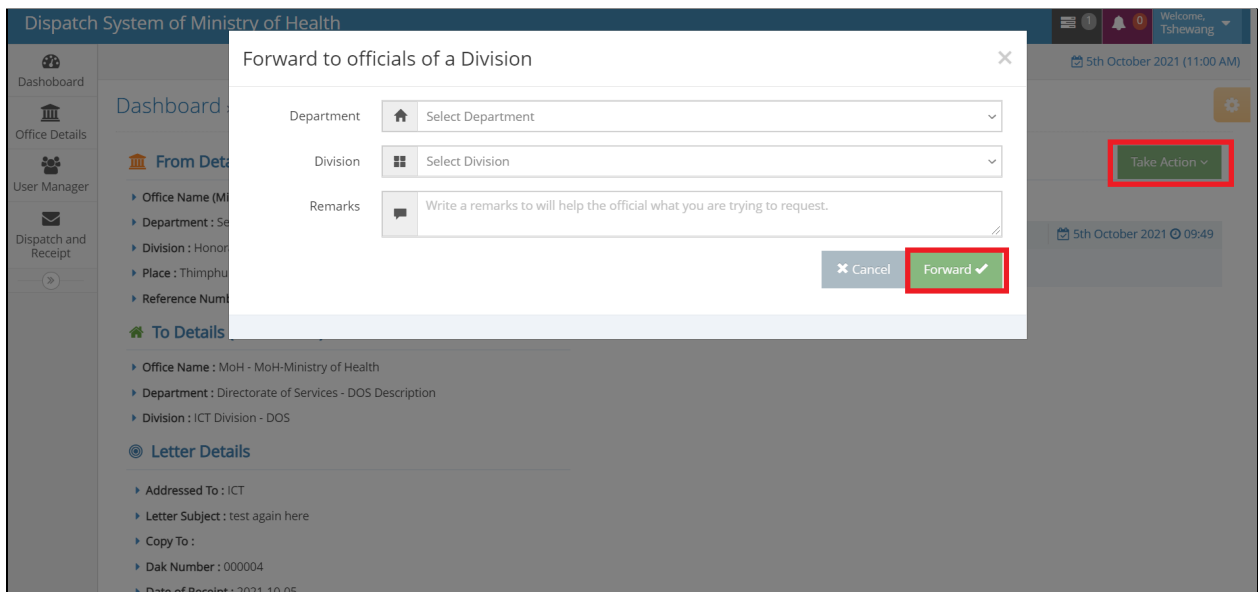
6.4.2: To Forward Receipt report to a official:

>> View Receipt Report >> Click on the Take Action >> select Forward Receipt to an official >> select department >> select division >> select official >> write remarks (optional) >> click on Forward.



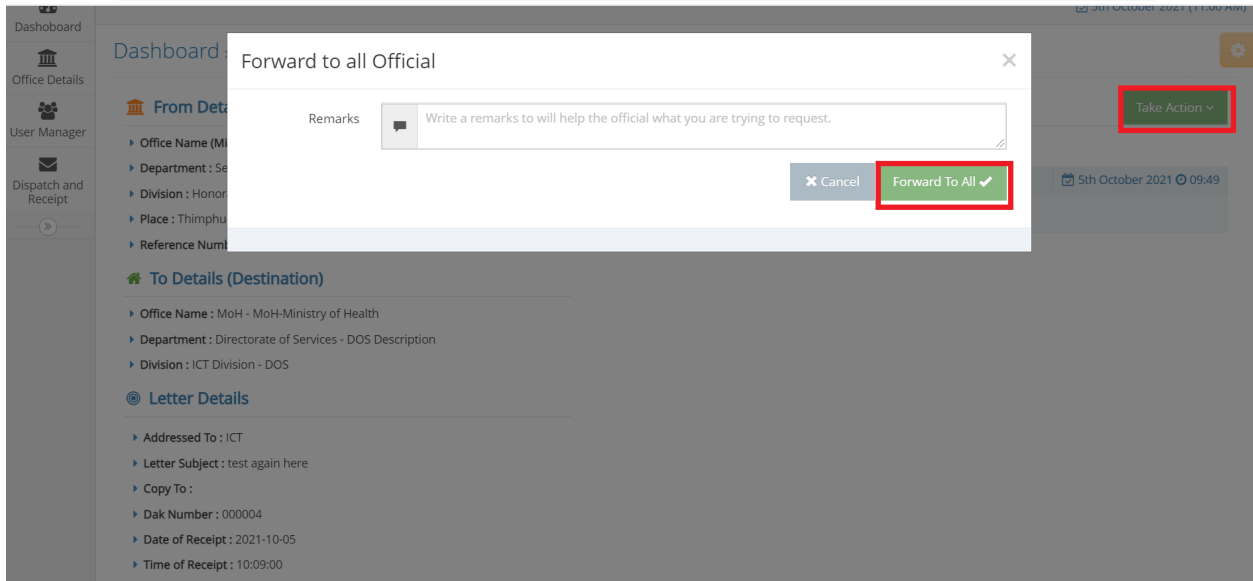
Step 6.4.3: To forward Receipt Report to Division:

>> View Receipt Report >> Click on the Take Action >> select Forward Receipt to Division>> select department >> select division >> write remarks (optional) >> click on Forward.



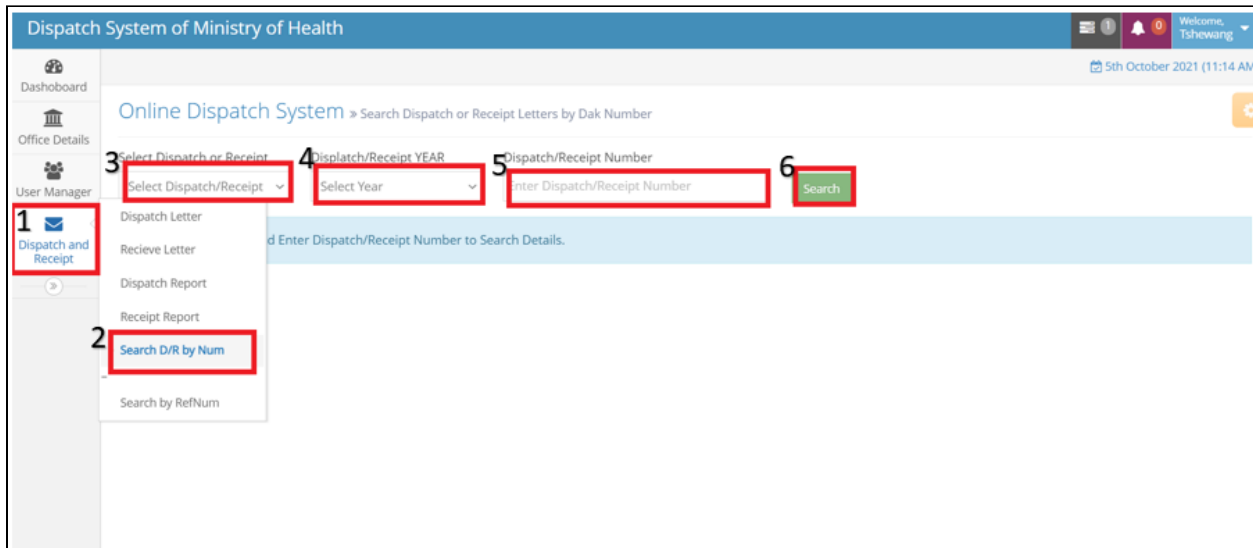
Step 6.4.4: To forward the receipt report to all the staff / users:

>> View Receipt Report >> Click on the Take Action >> select Forward Receipt to All>> write remarks >> click on Forward To All.



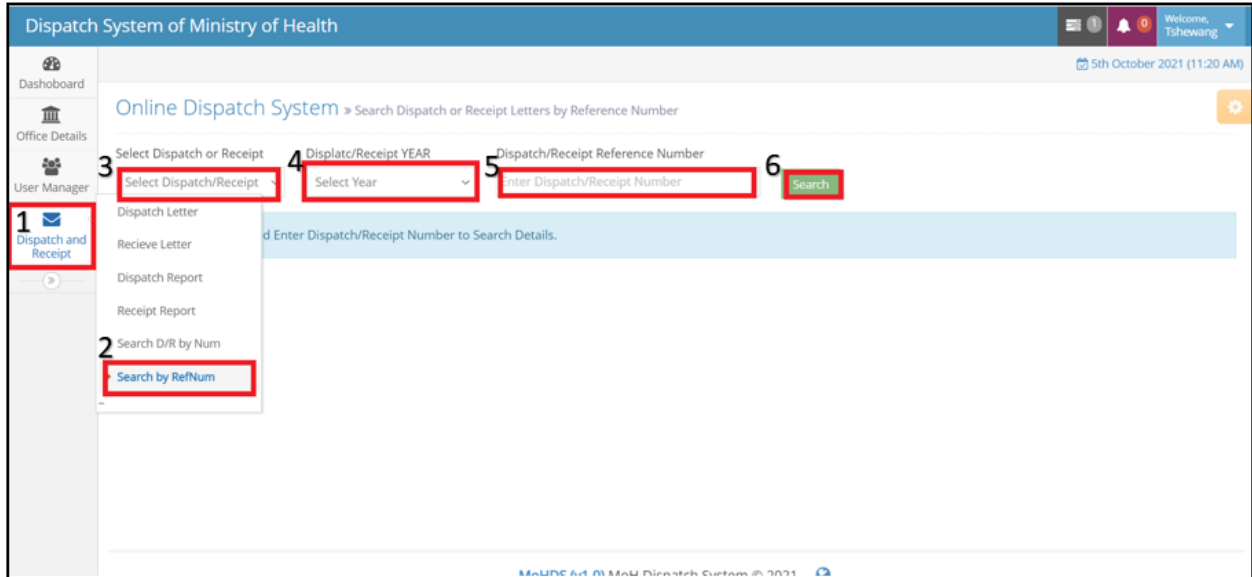
Step 7: To search dispatch/receipt report through dispatch or receipt number:

>> Go to Dispatch and Receipt >> Select Search D/R by Num >> Select Dispatch Search or Receipt Search from Select Dispatch or Receipt >> Select Year from Dispatch/Receipt Year drop down >> Enter Dispatch or Receipt number in the Dispatch/Receipt Number box >> click on the Search.



Step 8: To search dispatch/receipt report through reference number:

>> Go to Dispatch and Receipt >> Select Search by RefNum >> Select Dispatch Search or Receipt Search from Select Dispatch or Receipt dropdown >> Select Year from Dispatch/Receipt Year dropdown >> Enter Reference number in the Dispatch/Receipt Reference Number box >> click on the Search.



***** Thank You*****