



MLGCDA · FMTS

FMTS Staff Guide

How to register, move, treat and track files; manage correspondence and the public website; and configure the system — for every role, from Desk Officer to Permanent Secretary.

- Ministry for Local Government, Community Development & Chieftaincy Affairs, Nasarawa State
- File Management & Tracking System
- Revision 2026-09-12

Contents

GETTING STARTED

- 1** Before you start
- 2** Signing in
- 3** How the system works
- 4** Finding your way around
- 5** Your dashboard

FILES & CORRESPONDENCE

- 6** Registering a new file
- 7** Finding & bulk-archiving files
- 8** Moving a file
- 9** QR codes, labels & bulk import
- 10** Assigning, treating & watching
- 11** Archiving & reopening
- 12** Lost files
- 13** Matters
- 14** Digital records
- 15** Correspondence & approvals

STAYING INFORMED

- 16** Notifications

THE PUBLIC WEBSITE

- 17** News, announcements & events
- 18** Chieftaincy, LGAs & documents
- 19** Gallery, team & subscribers
- 20** Sending a broadcast

REPORTS & CONFIGURATION

- 21** System Configuration
- 22** Organisation & staff
- 23** Roles & permissions
- 24** Workflows
- 25** File vocabulary & custom fields
- 26** Notification rules & escalation
- 27** Site profile
- 28** Audit log
- 29** Reports

REFERENCE

- 30** When something looks wrong
- 31** What only developers can change

PART ONE — GETTING STARTED

CHAPTER 1

Before you start

FMTS is two systems joined at the hip: an internal **file tracking and workflow** system for Ministry staff, and the **public website** (news, chieftaincy register, LGA directory) that anyone can read. This guide covers both, plus the configuration screens that let the Ministry reshape either one without a developer.

Who this guide is for

Every member of staff with a portal account, whatever their role — Desk Officer, Head of Department, Director, Permanent Secretary, Registry Officer, Dispatch Clerk, or IT Admin. Chapters that only some roles can act on say so up front, like this:

• Registry Officer

• Permanent Secretary

The golden rule

Nothing in FMTS is ever silently destroyed. A file is archived, not deleted. A department is deactivated, not erased. A role is revoked, not forgotten. If a change turns out to be wrong, there is almost always a way back — see each chapter's own notes.

What is genuinely irreversible

A small number of actions cannot be undone from within FMTS, because undoing them would falsify history:

- Every file movement, once acknowledged, is a permanent line in that file's history — corrections are made by recording a further movement, never by editing or removing the old one.
- A correspondence approval decision (approve or reject) is final for that version — a rejected item is corrected and resubmitted as a new version, not un-rejected.
- Entries in the Audit Log cannot be edited or removed by anyone, including the Permanent Secretary and IT Admin.

About the pictures in this guide

Most panels shown throughout — labelled " **On screen**" — are real screenshots captured from the live system, logged in as the role each chapter is written for. A small number that show a *process* rather than one screen (the content-approval path in Chapter 17, and the overdue escalation ladder in Chapter 26) stay as simplified diagrams instead, since they summarise several screens and moments in time rather than depict one.

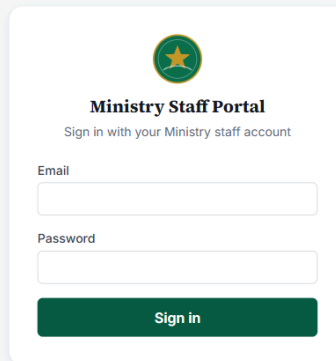
In one guide, two systems (file tracking + website), and a working assumption that **short:** almost everything can be reversed except the historical record itself.

CHAPTER 2

Signing in

Every user has their own account — never share a login. Every sign-in, sign-out, and failed attempt is written to the Audit Log against your name.

- 1 Go to the portal's **Login** page.
- 2 Enter your work email address.
- 3 Enter your password and choose **Login**.

 ON SCREEN — LOGIN

The login form is centered on a light gray background. It features a green circular logo with a yellow star at the top. Below the logo, the text "Ministry Staff Portal" is displayed in bold, followed by "Sign in with your Ministry staff account" in a smaller font. There are two input fields: "Email" and "Password". Below these fields is a green "Sign in" button.

If you are locked out

Repeated wrong passwords from the same connection temporarily lock further attempts. Wait a few minutes and try again, or ask your IT Admin to check your account under **Staff Accounts**.

Your session and what it remembers

Signing in fixes your roles, department, unit and permissions for that session, for up to 12 hours. If your role or department changes while you are signed in, sign out and back in to pick up the change immediately rather than waiting for the session to expire on its own.

In one account per person, sign out when a colleague changes your role or department,
short: and a lockout clears itself after a short wait.

CHAPTER 3**How the system works**

Read this chapter once and the rest of the guide makes sense. FMTS separates four ideas that paper registries usually blur together: who *owns* a file, who is *holding* it right now, who has been asked to *treat* it, and the permanent record of everywhere it has been.

Custody is not the same as ownership or treatment

File Owner	the department that registered the file — this never changes
Current Holder	whoever the file is physically or digitally with right now — changes every time it moves
Assignee	a staff member asked to treat the file on the holder's behalf — recorded separately, see Chapter 10

A movement always goes through two steps

Dispatching a file does not hand it over immediately. It goes **in transit** until the recipient acknowledges it — this is what stops a file being credited to someone who never actually received it.

ON SCREEN — A FILE'S MOVEMENT HISTORY, FOUR HOPS

MLGCDA Staff Portal

Malam Sani Kutigi

Dashboard

FILE TRACKING

My Inbox

Scan QR Code

Files

Matters

Lost Files

File Types

Correspondence

Approval Templates

ADMINISTRATION

PREFERENCES

View public site

Sign out

CHF / 2026/0002

Petition — Nasarawa Eggon Stool Succession

Print QR Label

ACTIVE

URGENT PRIORITY

CATEGORYCase

FILE TYPEChieftaincy Petition (5-day SLA)

ORIGINATING DEPARTMENTChieftaincy Affairs

CURRENT LOCATIONWith Malam Sani Kutigi

RETENTION CATEGORYPERMANENT

DESCRIPTIONSuccession dispute petition following the passing of the district head.

REGISTERED3 September 2026

Send to a Colleague

Recipient

Select a staff member

Minute (optional)

Dispatch

Send to a Department Queue

Use this when you don't know who specifically should handle it — any eligible officer can claim it.

Department

Select a department

Role (optional)

Any role

Unit (optional)

No specific unit

Zonal Office (optional)

No specific zonal office

Minute (optional)

Dispatch to Queue

Return to Registry

Assignment & Treatment

Assign To

Select a staff member

Deadline (optional)

dd/mm/yyyy

Instruction (optional)

Assign File

Add a remark

e.g. Reviewed and forwarded with comments

Recommendation

Add

Watchers

Watch This File

Nobody is watching this file yet.

Add a watcher...

Add

Matter

Not linked to any matter yet.

Create a new matter

Movement History

Dispatched

ACKNOWLEDGED

Hauwa Bello → Malam Sani Kutigi

Findings attached — recommending recognition of the senior claimant, for your decision.

20 Sept 2026, 11:05 · due back 25 Sept 2026

Dispatched

ACKNOWLEDGED

Registry → Hauwa Bello

Please review and advise on the succession claim.

20 Sept 2026, 11:04 · due back 25 Sept 2026

This history is permanent and shown on every file's detail page — never edited, only added to.

Status versus location

IDEA	VALUES	MEANING
File status	ACTIVE ARCHIVED UNDER INVESTIGATION	Is the file part of ongoing work?
Current location	Registry / With Staff / In Transit / Archive Store / Lost	Where is it right now?

Configure rather than hard-code

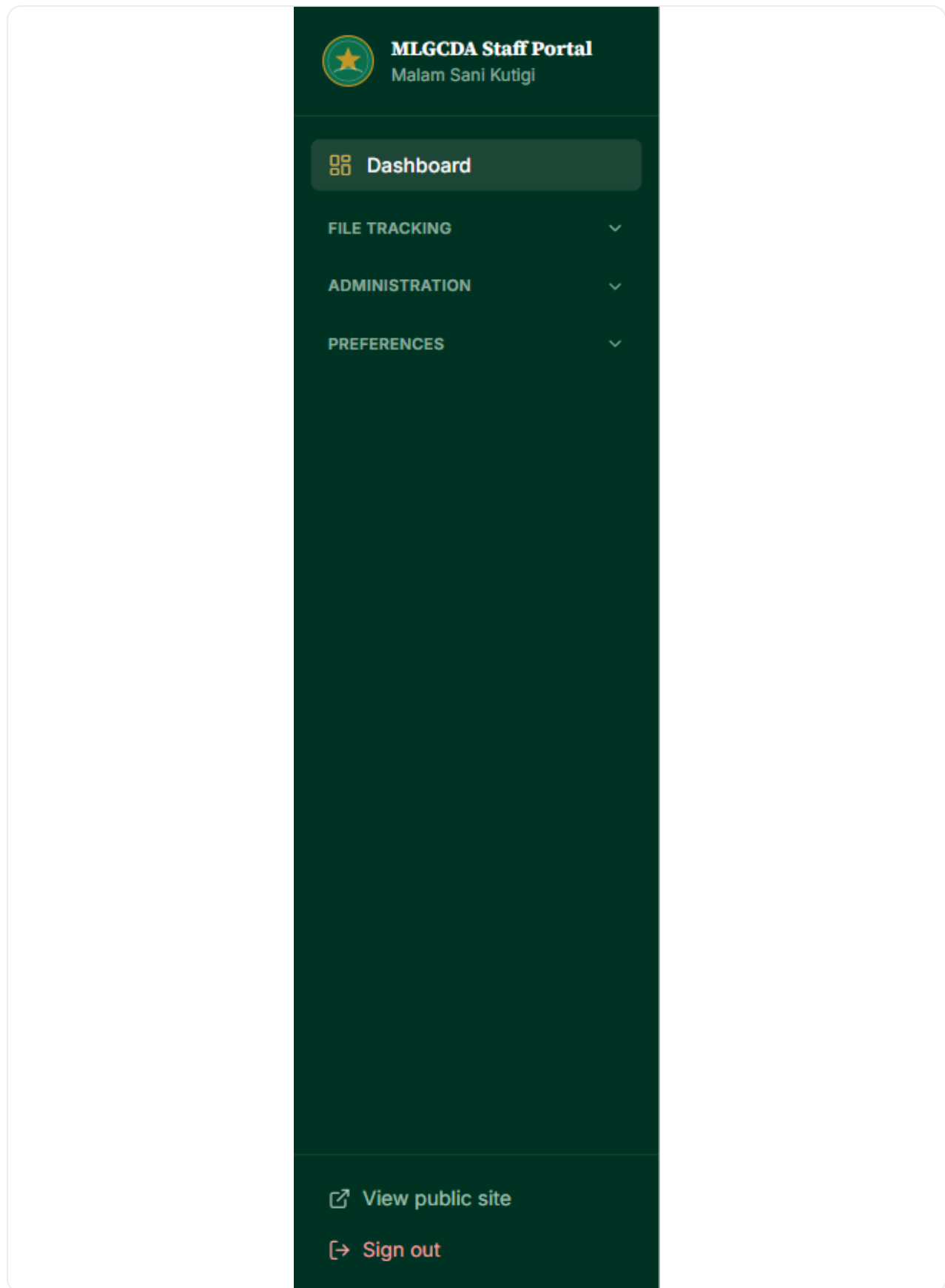
Departments, roles, permissions, workflows, file categories, priorities, confidentiality levels and numbering formats are all data the Ministry can change from the admin screens in Part Five — not things wired into the code. If the Ministry's structure changes, FMTS follows without a developer.

In owner never changes, holder changes on every acknowledged movement, assignee
short: is a separate note about who's actually treating it, and every hop is permanently recorded.

CHAPTER 4

Finding your way around

The sidebar is grouped into three sections. What you see depends on your permissions — the System group in particular is mostly invisible unless you are a Permanent Secretary or IT Admin.

 ON SCREEN — THE SIDEBAR

File Tracking

MENU ITEM	WHAT IT'S FOR
My Inbox	Files dispatched to you by name, awaiting your acknowledgement
Scan QR Code	Look up a physical file instantly by scanning its printed label
Files	Every file you're entitled to see — register, search, open
Matters	Cross-department groupings of related files
Lost Files	Open and resolved lost-file investigations
Digital Records	The scanned/born-digital document repository
File Types	The catalogue of file types and their default holding periods
Correspondence	Incoming, outgoing and internal memos, with approval chains
Approval Templates	Reusable correspondence approval chains

Website CMS

Management Team, News & Announcements, Events, Chieftaincy Register, LGA Directory, Documents, Gallery, and Newsletter Subscribers — everything shown on the public site. Covered in Part Four.

System

Notification Preferences is visible to everyone. Everything else — System Configuration, Departments & Units, Offices & Zonal Offices, Roles & Permissions, Workflows, Staff Accounts, Audit Log, Reports and Send Broadcast — only appears for the Permanent Secretary or IT Admin. Covered in Part Five.

In short: File Tracking is your daily work, Website CMS is the public site, System is Ministry-wide configuration most staff never need to open.

CHAPTER 5

Your dashboard

The first screen after signing in. The top of the page is personal to you — built from your own permissions, not a fixed layout everyone sees the same way — and the bottom is a shared overview of the whole system.

ON SCREEN — DASHBOARD (EXAMPLE: A HEAD OF DEPARTMENT)

**MLGCDA Staff Portal**
Malam Sani Kutigi

Dashboard

FILE TRACKING

ADMINISTRATION

PREFERENCES

[View public site](#)
[Sign out](#)

Dashboard

Ministry file tracking and public website content, in one place.

FILE TRACKING

**10**
Files

**6**
Correspondence

WEBSITE CONTENT

**1**
Management Team

**10**
News & Announcements

**7**
Events

**15**
Chieftaincy Records

**13**
LGAs

**6**
Documents

**8**
Gallery Items

**0**
Newsletter Subscribers

RECENT ACTIVITY

**Ibrahim Musa** uploaded "Chieftaincy Recognition Policy"
3 Sept 2026, 9:59

**Ibrahim Musa** uploaded "Ministry Annual Activity Report 2025"
3 Sept 2026, 9:59

**Ibrahim Musa** uploaded "Community Development Grant Circular 2026"
3 Sept 2026, 9:59

**Ibrahim Musa** uploaded "Registry Opening Hours Memo"
3 Sept 2026, 9:59

**Hauwa Bello** filed correspondence on CHF/2026/0001
3 Sept 2026, 7:26

**Malam Sani Kutigi** rejected COR/CHF/2026/0002
2 Sept 2026, 7:26

**Yakubu Danladi** approved COR/CDD/2026/0001
2 Sept 2026, 7:26

**Malam Sani Kutigi** approved COR/REG/2026/0001
1 Sept 2026, 7:26

**Malam Sani Kutigi** approved COR/CHF/2026/0003
31 Aug 2026, 7:26

The permission-driven widgets

WIDGET	APPEARS FOR
Files Assigned to You	Anyone with an open assignment (Chapter 10)
Pending Your Approval	Anyone with a correspondence step waiting on them
Overdue Files	Department-scoped for HOD/Director; ministry-wide for Registry/PS
Staff Workload	Ministry-wide only — Registry staff and the Permanent Secretary

file:///C:/Users/ibrah/Documents/projects/sideworks/fmts/guide/fmts-staff-guide.html

11/49

Below that, every signed-in user sees the same two stat-card rows — **File Tracking** (Files, Correspondence, Digital Records) and **Website Content** (Management Team, News & Announcements, Events, Chieftaincy Records, LGAs, Documents, Gallery Items, Newsletter Subscribers) — and a shared **Recent Activity** feed of movements, approvals and uploads across the system.

In the top of your dashboard is what needs your attention personally; the bottom is **short:** what's happening ministry-wide.

PART TWO — FILES & CORRESPONDENCE

CHAPTER 6

Registering a new file

A registered file gets a unique file number, a QR code, and its history begins the moment you save it.

- 1 In **Files**, choose **Register New File**.
- 2 Write the **Subject** and, optionally, a longer **Description**.
- 3 Choose the **File Type** — this sets its category and default holding period (SLA).
- 4 Choose the **Originating Department**.
- 5 Set **Priority**, and tick **Confidential** if it should be restricted.
- 6 Fill in any additional fields the Ministry has added for this department (see Chapter 25).
- 7 Choose **Register File**.

ON SCREEN — REGISTER NEW FILE

MLG CDA Staff Portal
Ministry IT Coordinator

Dashboard

FILE TRACKING

My Inbox

Scan QR Code

Files

Matters

Lost Files

File Types

Correspondence

Approval Templates

Digital Records

WEBSITE CONTENT

ADMINISTRATION

PREFERENCES

View public site

Sign out

Register New File

Subject
ICT Equipment Procurement — 2026 Budget Line

Description

File Type
General Administrative — Subject (10d)

Originating Department
ICT

Personal file types can only be registered by Registry staff, the PS, or Admin and Supplies' Staff Officer unit.

Related Staff Member (optional)
Not applicable

Set this for a Personal/Personnel file — links the file to the employee it is about.

Priority
Normal

☐ Mark as confidential (restricted visibility)

Register File

Desk Officers need a Director's name

Everyone from Head of Department upward, plus Registry staff and IT Admin, can register a file freely. A Desk Officer must additionally name the Director in their own department who authorised it — the form only lists that department's active Directors, and the file records who was named.

Personal (staff) files are gated separately

Registering a Personal/Personnel file — an Official Personnel Folder about a specific employee — is restricted to Registry staff, the Permanent Secretary, or Admin and Supplies' Staff Officer unit, regardless of who's registering other files. This protects personnel records specifically.

If your subject looks like something registered recently in the same department, FMTS warns you before saving — check the match, then either adjust your subject or choose **Register Anyway** if it's genuinely a separate file.

How the file number is built

By default: `{deptCode}/{year}/{seq}` — for example `CHF/2026/0004`. Personal files get an extra `PF` segment and their own independent sequence. The Ministry can change this format entirely; see Chapter 25.

File Types — the catalogue behind registration

• Anyone with File Types access

Every file registered picks a **File Type** — Chieftaincy Petition, Community Development Grant, Personal File, and so on — from a catalogue you manage under **File Types**.

- 1 Choose **New File Type**.
- 2 Set its **Name**, **Category** (Subject, Personal, Case, Project or Financial), **Default SLA (business days)** — the maximum holding period before a file of this type is flagged overdue — and a **Retention Category** (free text, e.g. `PERMANENT` or `7_YEARS`).
- 3 Choose **Create File Type**.

In most roles can register freely; Desk Officers name their authorising Director; Personal **short:** files need Registry-level access either way.

CHAPTER 7

Finding & bulk-archiving files

The Files list combines a keyword search with seven independent filters, and — for Registry staff and the Permanent Secretary — a bulk-select mode for archiving several files at once.

ON SCREEN — FILES, FILTER BAR

MLGCDA Staff Portal

Malam Sani Kutigi

Dashboard

FILE TRACKING

My Inbox

Scan QR Code

Files

Matters

Lost Files

File Types

Correspondence

Approval Templates

ADMINISTRATION

PREFERENCES

View public site

Sign out

Files

Registry of all files — subject, personal, case, project and financial.

Search by file number or subject...

All categories

All statuses

All priorities

All departments

Any current holder

dd/mm/yyyy

dd/mm/yyyy

Filter

FILE NUMBER	SUBJECT	CATEGORY	DEPARTMENT	TYPE	PRIORITY	LOCATION	STATUS
FIN/2026/0001	Community Development Grant Disbursement Ledger 2026	FINANCIAL	Account	Financial / Budget File	NORMAL	Registry	ACTIVE
CD0/2026/0004	Doma Rural Roads Rehabilitation Project	PROJECT	Community Development	Project File	NORMAL	Registry	ACTIVE
CD0/2026/0003	Personal File — Blessing Okon Personal file — Blessing Okon	PERSONAL	Community Development	Personal File	NORMAL	Registry	ACTIVE
CHF/2026/0003	Personal File — Hauwa Bello Personal file — Hauwa Bello	PERSONAL	Chieftaincy Affairs	Personal File	NORMAL	Registry	ACTIVE
CHF/2026/0002	Petition — Nasarawa Eggon Stool Succession	CASE	Chieftaincy Affairs	Chieftaincy Petition	URGENT	Registry	ACTIVE
CD0/2026/0002	Annual Report Compilation — Community Development	SUBJECT	Community Development	General Administrative	NORMAL	Registry	ACTIVE
LEG/2026/0001	Ward Boundaries Review — Legal Opinion Request	CASE	Office of the Permanent Secretary	Legal Matter	HIGH	Registry	ACTIVE
REF/2026/0001	Staff Transfer Request —	SUBJECT	Admin and	Staff	LOW	Registry	ACTIVE

FILTER	NARROWS BY
Search	File number or subject, partial match
Category / Status / Priority	Subject·Personal·Case·Project·Financial / Active·Archived·Under Investigation / Low·Normal·High·Urgent
Department	Originating department
Current holder	Whoever the file is physically with right now
Registered from / to	A date range on when the file was registered

file:///C:/Users/ibrah/Documents/projects/sideworks/fmts/guide/fmts-staff-guide.html

15/49

Bulk-archiving several at once

- Registry Officer
- Permanent Secretary

- 1 Tick the files you want to archive using the checkbox column.
- 2 Choose **Archive {'{n}'}** in the bar that appears above the list.
- 3 Confirm — each file is independently checked for eligibility (in the Registry, still Active); anything that isn't is skipped and reported, not silently failed.

In narrow the list with any combination of the seven filters; only eligible files are ever
short: actually archived in bulk.

CHAPTER 8

Moving a file

Moving is always a two-step handshake: dispatch, then acknowledge. Only the file's current holder — or their active delegate while they're on leave — can dispatch it.

Sending to a named person

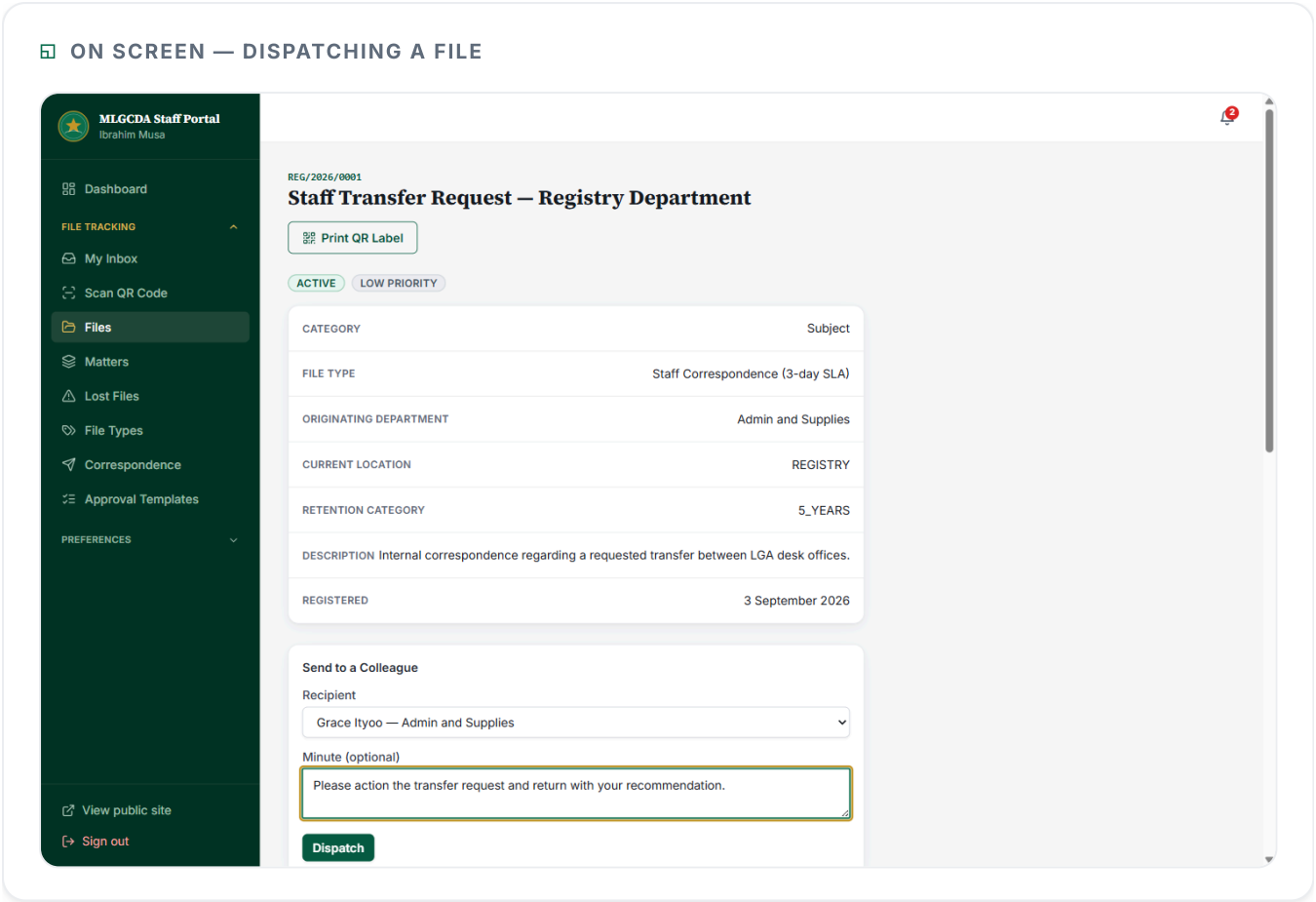
- 1 Open the file, and under **Dispatch** choose a specific staff member.
- 2 Add a **Minute** — the note explaining why, exactly like a paper minute sheet.
- 3 Choose **Dispatch**.

Sending to a department queue

Use this when you don't know exactly who should handle it. Choose a **Department** and, optionally, a **Role**, **Unit** or **Zonal Office** to narrow it — the first eligible person to open it can choose **Claim This File**.

Where a configured workflow exists

This constraint only applies here — when you pick a **Role** while sending to a department queue. If the Ministry has set up a Workflow for this department or file type (Chapter 24), FMTS only lets you pick the role immediately above or below yours in that chain. Naming a specific colleague above is never restricted this way, and where no workflow is configured, queue routing by role stays open too, as it always has.



Responding to a dispatch

BUTTON	WHAT HAPPENS
Acknowledge Receipt	You accept custody — the file is now officially with you
Reject	Sends it back to whoever dispatched it, with your reason
Recall Dispatch	The sender takes back a dispatch nobody has acted on yet
I Never Received This	Opens a lost-file investigation — see Chapter 12
Return to Registry	Sends an active file back to the Registry's shared pool

In short: dispatch, then someone must acknowledge — nothing changes custody until they do.

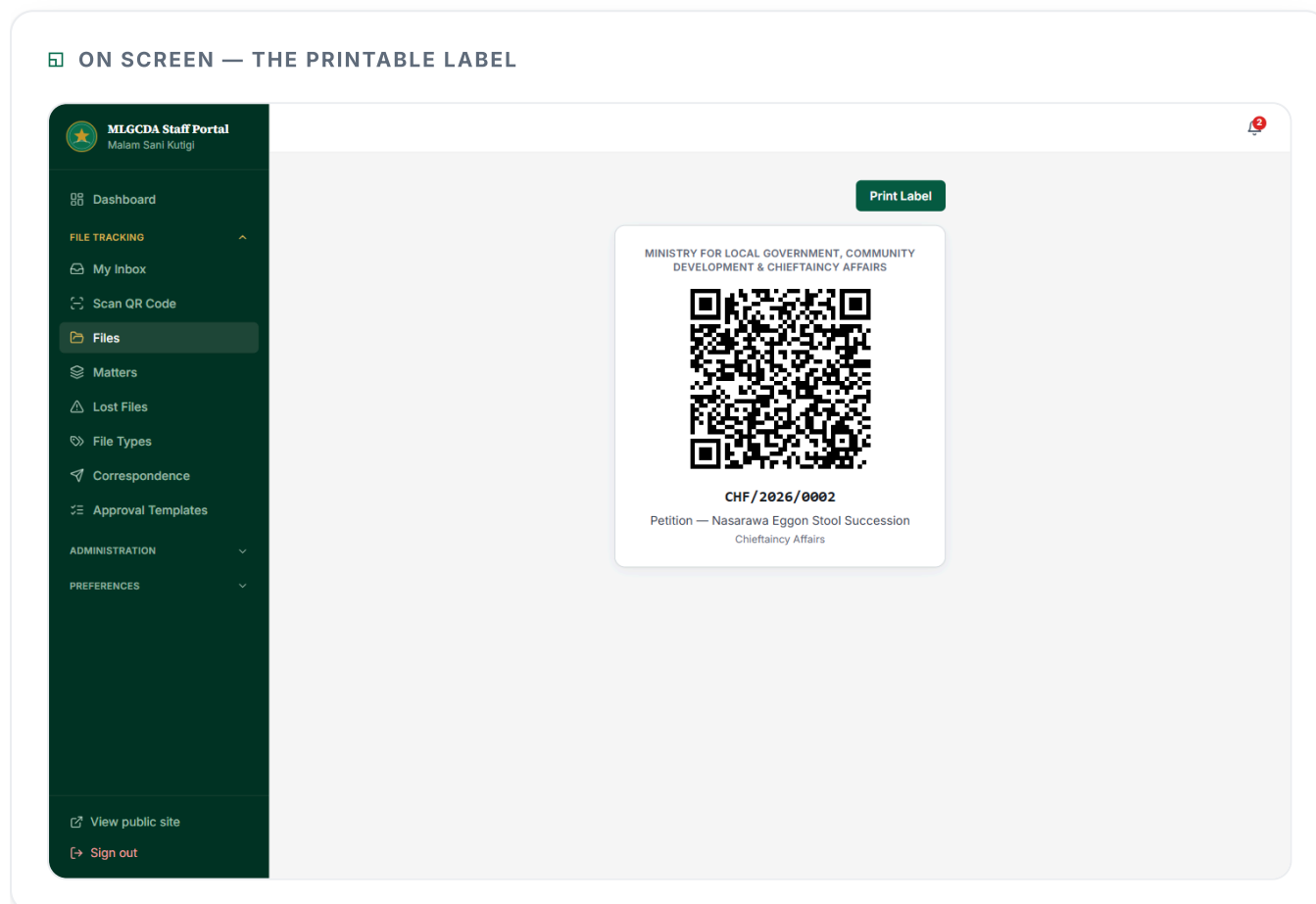
CHAPTER 9

QR codes, labels & bulk import

Every file gets a unique QR code the moment it's registered — this is what ties the physical folder to its digital record.

Printing a label

- 1 Open the file and choose **Print QR Label**.
- 2 Choose **Print Label** — your browser's print dialog opens with a label-sized layout (Ministry name, the QR code, file number and subject, originating department).



Scanning a label

- 1 Choose **Scan QR Code** in the sidebar.
- 2 Point your device's camera at a file's printed label — no separate app needed.

Scanning takes you straight to that file's detail page — there's nothing else to configure.

Bulk import

- Anyone with Files access

Registering many files at once from a spreadsheet, rather than one at a time.

- 1 Under **Bulk Import Files**, choose the **Originating Department** and a **Default Priority** to use for any row that doesn't specify one.
- 2 Choose your **CSV File** with columns `subject` and `fileType` (required — the type name must match an existing File Type exactly), plus optional `description`, `priority` and `confidential` columns.
- 3 Choose **Import Files**.

Plain comma-separated only

A subject or description containing a comma will split incorrectly. Keep values simple, or quote fields that contain one, before importing.

In the QR label is generated automatically at registration; scanning is a one-step lookup;
short: bulk import is for registering many files from one spreadsheet.

CHAPTER 10

Assigning, treating & watching a file

When a Director wants a staff member to treat a file on their behalf, that's an **assignment** — separate from dispatching the file itself. Custody doesn't move; a note is added recording who's meant to act on it.

- 1 On a file you currently hold, open **Assign File**.
- 2 Choose who to assign it to, and optionally a **Deadline**, **Priority** and written **Instruction**.
- 3 Choose **Assign File**.

The assignee adds **remarks** as they work — tick **Recommendation** for a formal recommendation rather than a passing note — then chooses **Mark Treatment Complete** with an optional written response. A file can only have one open assignment at a time.

Marking treatment complete doesn't return the file

Completing an assignment is a separate action from dispatching the file back to whoever assigned it. Do both — mark the treatment complete, and dispatch the file onward.

Watching a file

If you want to be kept aware of a file without holding or being assigned to it — a Director following a sensitive matter their department is handling, say — choose **Watch This File** on its detail page (the button becomes **Stop Watching** once you have). A separate form on the same page lets you add another named colleague as a watcher, and remove one.

ON SCREEN — ASSIGNING A FILE TO TREAT

Send to a Colleague

Recipient
Select a staff member

Minute (optional)

Dispatch

Send to a Department Queue

Use this when you don't know who specifically should handle it — any eligible officer can claim it.

Department
Select a department

Role (optional)
Any role

Unit (optional)
No specific unit

Zonal Office (optional)
No specific zonal office

Minute (optional)

Dispatch to Queue

[Return to Registry](#)

Assignment & Treatment

Assign To
Hauwa Bello — Chieftaincy Affairs

Deadline (optional)
dd/mm/yyyy

Instruction (optional)
Draft the recognition letter for the senior claimant and route back to me for signature.

In assignment tracks who's supposed to treat a file, watching is a lighter-weight "keep short: me informed," and dispatch is still what actually moves it.

CHAPTER 11

Archiving & reopening a file

- Registry Officer
- Permanent Secretary

Archiving takes a file off the active list without deleting anything — its full history stays intact and it can always be reopened.

- 1 A file must be sitting in the **Registry** (returned there first if it isn't) and marked **Active**.
- 2 Choose **Archive File** and confirm.

ON SCREEN — ARCHIVING A FILE

The screenshot shows the MLG/CDA Staff Portal interface. On the left is a dark sidebar with navigation links: Dashboard, My Inbox, Scan QR Code, Files (selected), Matters, Lost Files, File Types, Correspondence, Approval Templates, and Preferences. The main content area is titled 'Dispatch' and contains several sections: 'Send to a Department Queue' with dropdowns for Department, Role (optional), Unit (optional), Zonal Office (optional), and Minute (optional); an 'Archive File' button; 'Assignment & Treatment' with a text input for remarks and a checkbox for 'Recommendation'; 'Watchers' with a 'Watch This File' button and an 'Add a watcher...' input; and 'Matter' with a note 'Not linked to any matter yet.' A modal dialog box titled 'Archive this file?' is centered on the screen, containing the text: 'The file moves to Archive Store and drops off the active list. It can be reopened later with a reason.' and two buttons: 'Cancel' and 'Archive File'.

To reopen: open the archived file and choose **Reopen**, giving a reason. Registry staff and the Permanent Secretary can reopen any file; a Head of Department or Director can reopen one belonging to their own department. Every reopening is counted and dated on the file.

In archive from the Registry, reopen with a reason — the count of reopenings is itself short: part of the record.

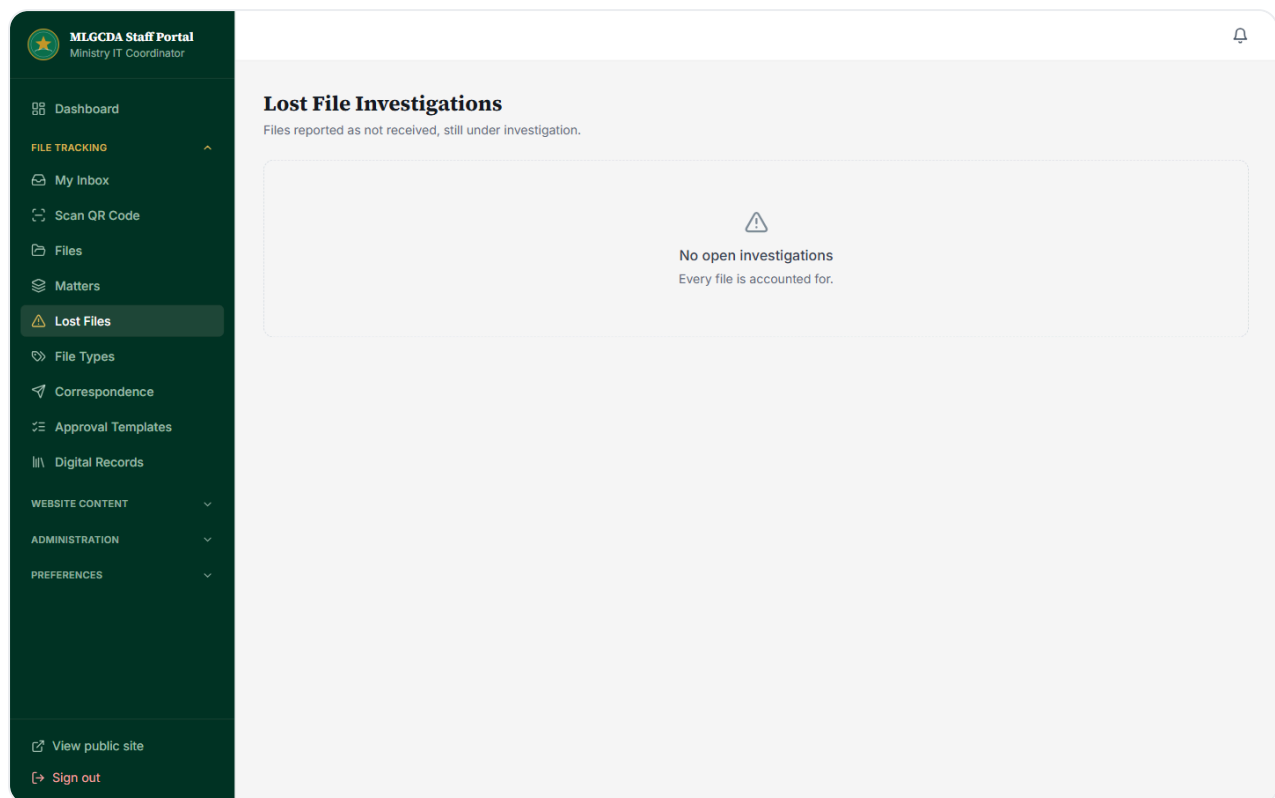
CHAPTER 12

Lost files

If a dispatch never arrives, choose **I Never Received This** on the pending movement rather than leaving it hanging — this opens a formal investigation and flags the file's location as **Lost** until it's resolved.

- 1 Under **Lost Files**, open the investigation.
- 2 Once found or written off, choose **Resolve Investigation** and record the outcome.

ON SCREEN — LOST FILE INVESTIGATIONS



MLG CDA Staff Portal
Ministry IT Coordinator

Dashboard

FILE TRACKING

My Inbox

Scan QR Code

Files

Matters

Lost Files

File Types

Correspondence

Approval Templates

Digital Records

WEBSITE CONTENT

ADMINISTRATION

PREFERENCES

View public site

Sign out

Lost File Investigations

Files reported as not received, still under investigation.

No open investigations
Every file is accounted for.

Who can resolve one

Registry staff and the Permanent Secretary can resolve any investigation; a Head of Department or Director can resolve one for their own department's file.

In report it the moment it doesn't arrive — an unresolved dispatch is worse than a
short: logged investigation.

CHAPTER 13

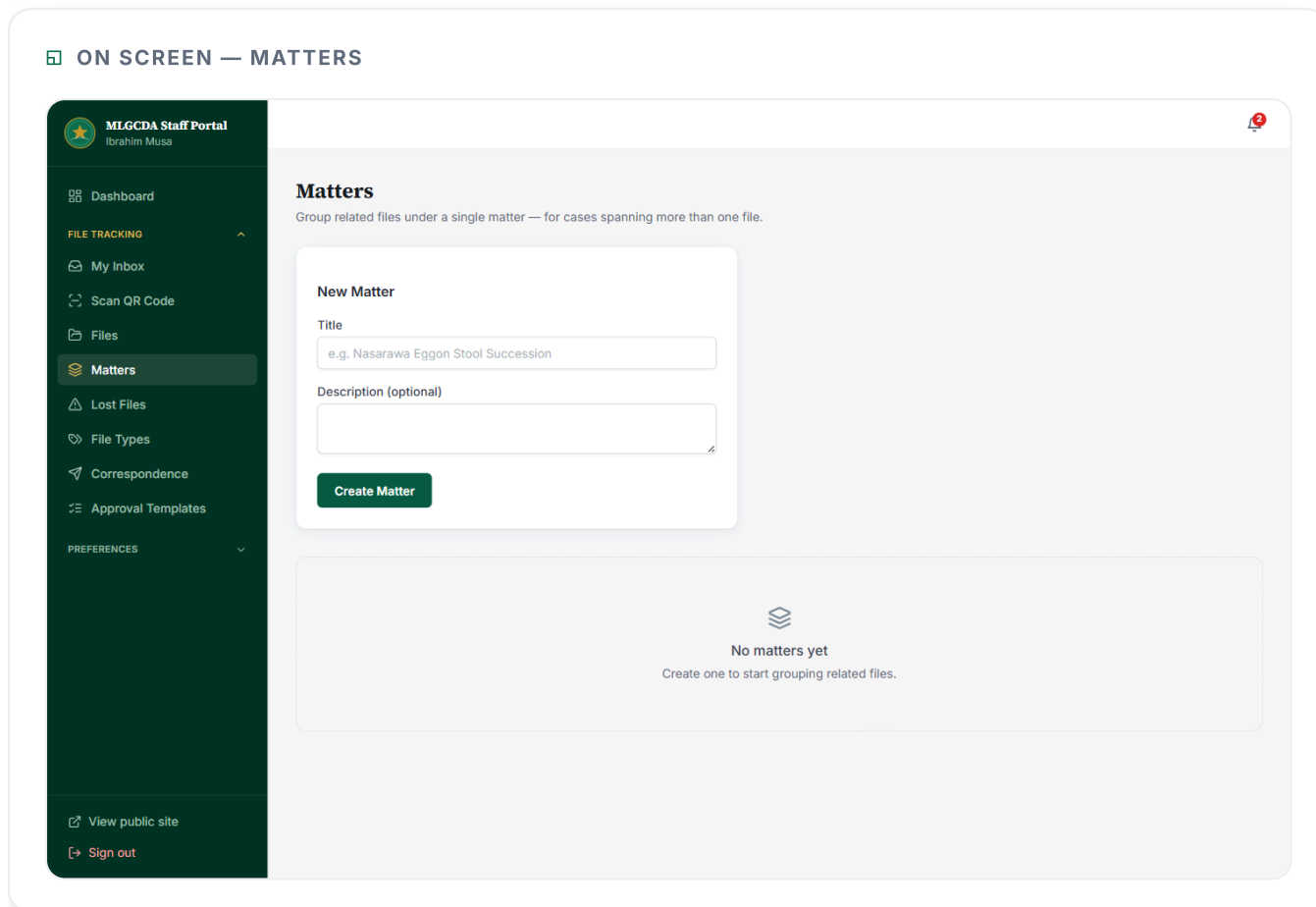
Matters

- Registry Officer
- Permanent Secretary

A Matter groups files that belong to one case or project even when they were registered in different departments — useful when, say, a single dispute touches both Chieftaincy Affairs and Legal.

- 1 Under **Matters**, choose **Create Matter** and give it a title.

- 2 Open it, then **Link** any file to add it — from any department.
- 3 **Unlink** removes a file from the Matter without touching the file itself.



Why this is Registry-gated

Creating and linking Matters is restricted to Registry staff and the Permanent Secretary — the same accountability already required for registering a file in the first place. Everyone can still see and open the Matters they're entitled to view the underlying files for.

In Matters are a saved grouping across departments — deleting one never deletes the
short: files inside it.

CHAPTER 14

Digital records

- Digital Records permission

The repository is a searchable digital filing cabinet — scanned copies and born-digital documents, organised by department and category, and optionally linked to a physical file.

Not yet part of the Ministry's contracted scope

Digital Records is fully built and ready, but isn't switched on for regular staff yet — only the Permanent Secretary and IT Admin can see it by default, for demonstration purposes. If you can't find **Digital Records** in your sidebar, that's why, not a fault: ask your Permanent Secretary or IT Admin, who can extend access to your role under **Roles & Permissions** (Chapter 23) once the Ministry decides to take it up.

- 1 Under **Digital Records**, choose a department, then **Upload**.
- 2 Choose a **Category**, and link a physical file if this document belongs to one.
- 3 Mark it **Confidential** if needed.

ON SCREEN — UPLOADING A DOCUMENT

The screenshot shows the MILGDA Staff Portal interface. The left sidebar contains the following menu items: Dashboard, FILE TRACKING (expanded), My Inbox, Scan QR Code, Files, Matters, Lost Files, File Types, Correspondence, Approval Templates, Digital Records (highlighted), WEBSITE CONTENT, ADMINISTRATION, and PREFERENCES. The main content area is titled 'Upload to ICT' and contains a form with the following fields:

- Files:** A 'Choose files' button and the text 'No file chosen'. Below it, a note says 'Select one or more files — each becomes its own document, titled from its filename.'
- Description (optional, applied to all):** A text box containing 'Network infrastructure upgrade specification for the ICT unit.'
- Category:** A dropdown menu with 'Memo (3y)' selected.
- Link to Physical File (optional):** A dropdown menu with 'Not linked' selected.
- Mark as confidential (restricted visibility):** An unchecked checkbox.
- Upload:** A green button at the bottom of the form.

Versions

Uploading a replacement never overwrites the original — it adds a new version, and any earlier one can be restored.

Checking a document out while you edit it

Choose **Check Out to Edit** before working on a document elsewhere, so nobody else changes it at the same time — it then shows "**Checked out by {'{'}your name{'}'}**". Choose **Check In** when you're done.

If someone forgets to check a document back in

There's no separate "force unlock" button — instead, anyone who already holds management-level access to that document (Registry staff and the Permanent Secretary ministry-wide; a Head of Department or Director for their own department) can choose **Check In** on the locked document themselves, the same way the original locker would.

Collections — grouping documents across departments

A **Collection** (under **Digital Records** → **Collections**) is a named, cross-department grouping — everything relating to one project, regardless of which department's folder each document actually lives in.

- 1 Choose **Create Collection**, name it.
- 2 Open it and search for documents by title across every department — choose **Add** next to any match.
- 3 Choose **Download ZIP ({'{'n'}{'}'})** to download every document you're cleared to see as one ZIP file — anything confidential you don't have access to is quietly skipped, not blocked.

Removing a document from a Collection, or deleting the Collection itself, never touches the underlying documents.

In nothing is overwritten, checked-out documents stay recoverable, and Collections are **short:** a saved grouping — never a second copy.

CHAPTER 15

Correspondence & approvals

Correspondence — incoming and outgoing letters, and internal memos — carries its own approval chain, separate from physical file custody.

- 1 Under **Correspondence**, choose **New Correspondence**.
- 2 Set the **Direction**, **Subject**, originating department, and optionally link it to a file.
- 3 Attach a document if one exists, and set a **Response Deadline** if there is one.
- 4 Choose **Register Correspondence**.

ON SCREEN — CORRESPONDENCE

Correspondence
Incoming letters, outgoing replies, and internal memos.

[+ New Correspondence](#)

REFERENCE	SUBJECT	DIRECTION	DEPARTMENT	STATUS
COR/REG/2026/0002	Circular from Office of the Head of Civil Service	Incoming	Admin and Supplies	ACKNOWLEDGED
COR/CHF/2026/0003	Acknowledgement — Keffi Chieftaincy Petition Received	Outgoing	Chieftaincy Affairs	DISPATCHED
COR/CHF/2026/0002	Reply — Nasarawa Eggon Succession Acknowledgement	Outgoing	Chieftaincy Affairs	REJECTED
COR/REG/2026/0001	Memo — Revised Registry Opening Hours	Internal Memo	Admin and Supplies	APPROVED
COR/CDO/2026/0001	Reply — Doma CDA Borehole Grant Approval Letter	Outgoing	Community Development	PENDING APPROVAL
COR/CHF/2026/0001	Complaint Letter — Delayed Chieftaincy Gazette Publication	Incoming	Chieftaincy Affairs	DRAFT

Submitting for approval

Open the correspondence and choose **Submit for Approval** with one of the Ministry's **Approval Templates**. Each step resolves to a real person holding that role in the right department — if that seat is currently vacant, FMTS automatically escalates one rank up rather than stalling the chain, and says so on the step.

ACTION	WHO	EFFECT
Approve	The step's resolved approver, or their delegate	Moves to the next step, or finishes the chain
Reject	Same as above	Sends it back to Draft with a reason — resubmitting starts a new version
Dispatch / Acknowledge	Registry staff, the PS, the creator, or senior staff in the department	Moves a fully-approved item to Dispatched, then Acknowledged

Building an Approval Template

- Anyone with Approval Templates access

- 1 Under **Approval Templates**, choose **New Template**.
- 2 Name it, and optionally scope it to one **Department** — leave blank for a ministry-wide default.
- 3 Choose up to four roles for its first steps (Desk Officer, HOD, Director or Permanent Secretary) — leave any step blank to skip it.
- 4 Choose **Create Template**.
- 5 To add more steps later, open the template's **Steps** screen, choose a role and **Add** — each is appended to the end of the chain. Remove a step with its **x**.

In approval steps track the role, not a fixed person — a vacant seat escalates rather **short:** than blocking everything behind it.

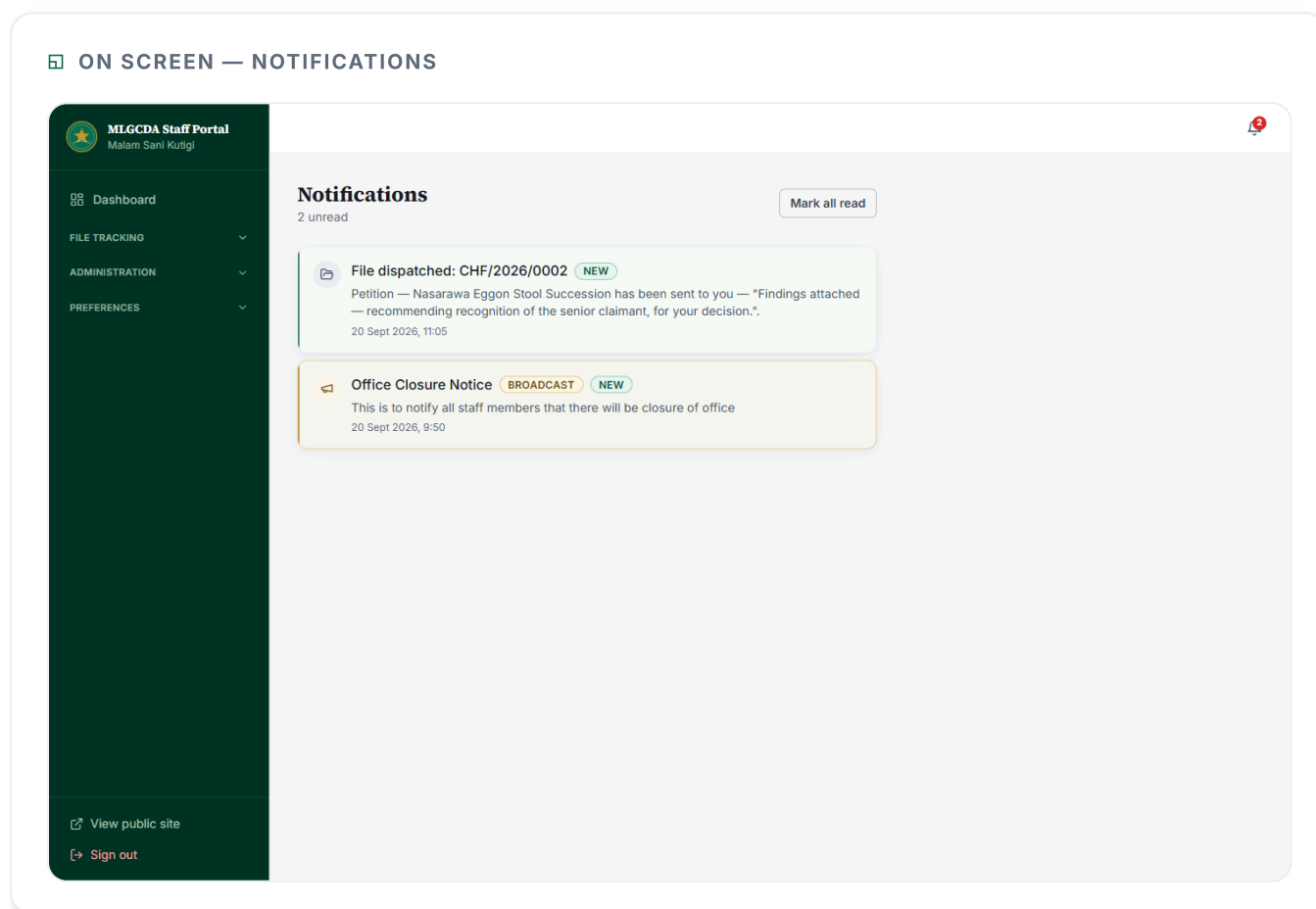
PART THREE — STAYING INFORMED

CHAPTER 16

Notifications

The bell icon in the header shows what needs your attention: a file dispatched to you, a correspondence step awaiting your approval, an overdue file, a reply deadline approaching, and more.

- 1 Choose the **bell** to see recent notifications; each links straight to the record it's about.
- 2 Under **Notification Preferences**, toggle push, SMS and email delivery per notification type.



In-app notifications always happen

The toggles under Notification Preferences only govern SMS/email/push delivery. The bell itself, and the notification list, always reflect everything relevant to you regardless of those settings.

In the bell is the one place to check what's waiting on you; the preferences page only
short: tunes how loudly you're told about it elsewhere.

PART FOUR — THE PUBLIC WEBSITE

CHAPTER 17

News, announcements & events

• CMS access

Both go through the same editorial workflow — a draft is never visible to the public until someone with approval authority publishes it.

ON SCREEN — CONTENT APPROVAL, ONE ITEM'S PATH TO THE PUBLIC SITE

-  **Draft** **DRAFT**
created, not yet visible to anyone outside the portal
-  **Submitted for review** **PENDING REVIEW**
waiting on an approver
-  **Approved & published** **PUBLISHED**
now live on the public site

- 1 Under **Posts** (or **Events**), choose **New** and write the content.
- 2 If you hold approval authority, tick **Published** and save — it goes live immediately.
- 3 If not, save it as a draft, then choose **Submit for Review**.
- 4 An approver reviews it from the list and chooses **Approve & Publish**, or **Reject** to send it back to Draft.

ON SCREEN — POSTS, NEW POST FORM

MLGCDA Staff Portal
Ministry IT Coordinator

Dashboard

FILE TRACKING

WEBSITE CONTENT

Management Team

News & Announcements

Events

Chieftaincy Register

LGA Directory

Documents

Gallery

Newsletter Subscribers

Site Profile

ADMINISTRATION

PREFERENCES

View public site

Sign out

New Post

Type
News

Title
Ministry Launches 2026 Community Development Grant Cycle

Excerpt (shown in listings)
Applications open this week for community-led development projects across all fourteen Local Government Areas.

Body
The Ministry for Local Government, Community Development and Chieftaincy Affairs today announced the opening of the 2026 Community Development Grant application cycle.

☐ Publish immediately

Create Post

Not every CMS account can publish directly

Publishing outright is a separate permission from editing content. Most CMS accounts can create and edit freely but must route through review — this is deliberate, so no single staff member is the only check on what goes public.

In anyone with CMS access can draft; only an approver's tick actually makes
short: something public.

CHAPTER 18**Chieftaincy, LGAs & documents**

Three straightforward registers, each its own menu item.

SCREEN	WHAT IT HOLDS	NOTABLE FIELD
Chieftaincy Register	Gazetted stools/titles, one per traditional institution	Leave Current Holder blank for a vacant stool — it displays as "Vacant," not an empty field
LGA Directory	The State's Local Government Areas	Chairman, headquarters, description and cover image per LGA
Documents	Public documents — gazettes, circulars, notices, reports	Categorised on upload; downloadable straight from the public site

ON SCREEN — CHIEFTAINCY REGISTER

MLGCDA Staff Portal

Ministry IT Coordinator

Dashboard

FILE TRACKING

WEBSITE CONTENT

Management Team

News & Announcements

Events

Chieftaincy Register

LGA Directory

Documents

Gallery

Newsletter Subscribers

Site Profile

ADMINISTRATION

PREFERENCES

View public site

Sign out

Chieftaincy Register

+ New Record

STOOL TITLE	LGA	HOLDER	STATUS	ACTIONS
District Head of Akwanga	Akwanga	Alhaji Garba Akwanga	ACTIVE	 
District Head of Awe	Awe	Alhaji Yakubu Awe	ACTIVE	 
District Head of Doma	Doma	Alhaji Umar Doma	ACTIVE	 
District Head of Garaku	Kokona	Alhaji Bello Garaku	ACTIVE	 
District Head of Karu	Karu	Chief Emmanuel Karu	ACTIVE	 
District Head of Keana	Keana	Alhaji Danlami Keana	ACTIVE	 
District Head of Keffi	Keffi	Alhaji Ahmadu Bello Jnr	ACTIVE	 
District Head of Lafia	Lafia	Alhaji Musa Adamu	ACTIVE	 
District Head of Nasarawa	Nasarawa	Alhaji Ibrahim Nasarawa	ACTIVE	 
District Head of Nasarawa Eggon	Nasarawa Egon	Chief Danjuma Eggon	ACTIVE	 
District Head of Obi	Obi	Vacant	VACANT	 
District Head of Toto	Toto	Alhaji Haruna Toto	DISPUTED	 
District Head of Wamba	Wamba	Chief Loto Wamba	ACTIVE	 

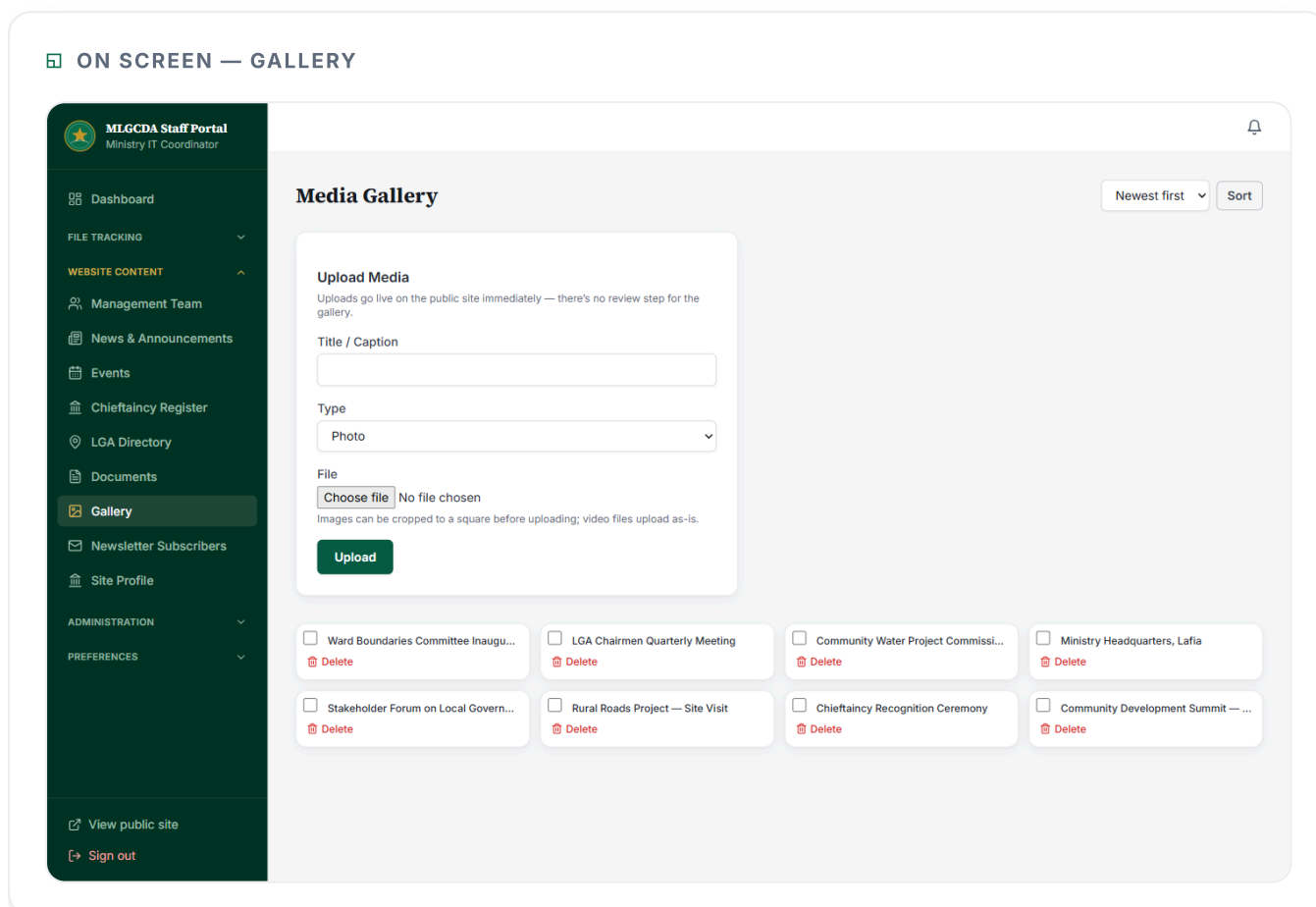
In short: a vacant stool is recorded as vacant on purpose — never guess a name to fill the field.

CHAPTER 19

Gallery, team & subscribers

Rounding out the public site's content.

- **Gallery** — photos and videos. Uploading a photo here, on the Management Team form, or on the Chieftaincy form, opens a crop tool — drag to reposition, use the zoom slider to scale — before it saves.
- **Management Team** — the leadership roster shown on the public About pages; independent of portal staff accounts, since not every public leader has a login and not every staff account belongs on the public page.
- **Newsletter Subscribers** — everyone who has signed up on the public site; export or review from here.



In short: the public leadership page and portal staff accounts are two separate lists on purpose.

CHAPTER 20

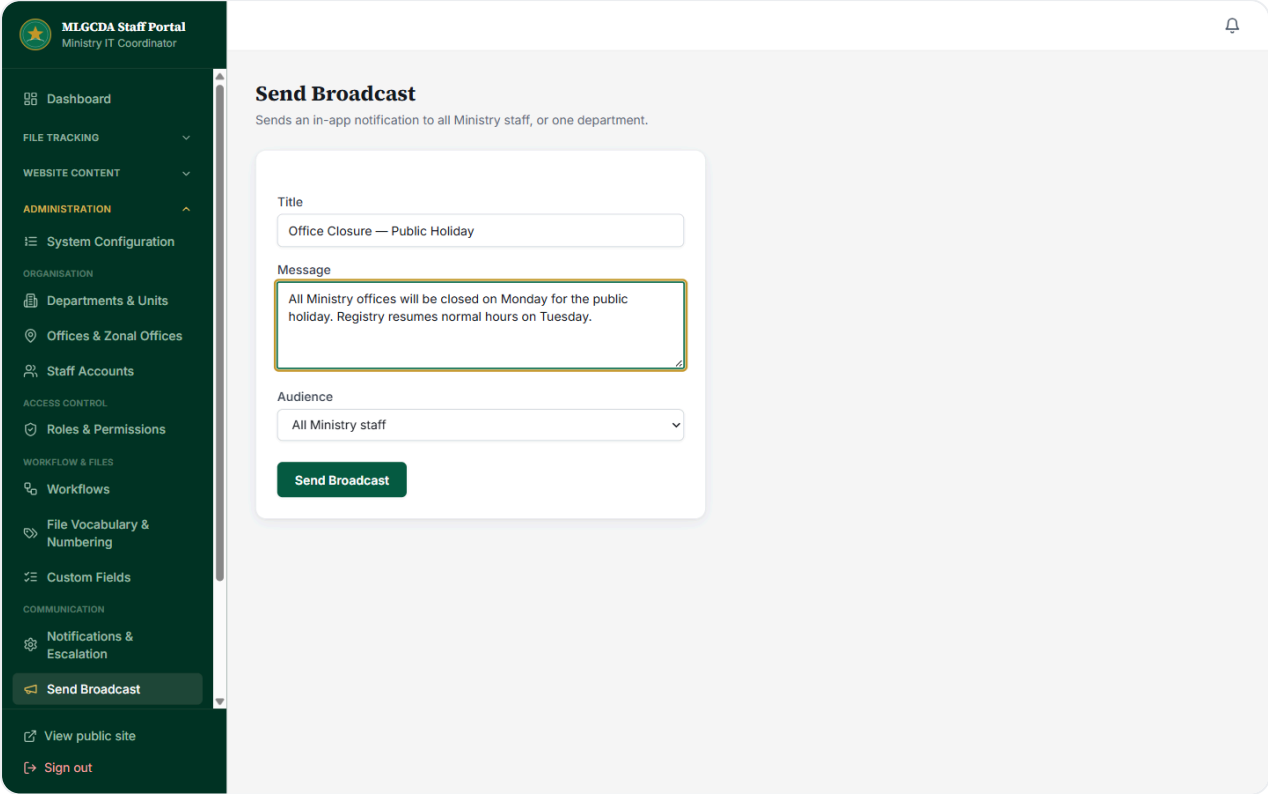
Sending a broadcast

- Permanent Secretary
- IT Admin

A Ministry-wide announcement delivered straight into every recipient's notification bell.

- 1 Under **Send Broadcast**, write the title and message.
- 2 Optionally target one department instead of the whole Ministry.
- 3 Choose **Send**.

ON SCREEN — SEND BROADCAST



The screenshot displays the 'Send Broadcast' interface within the MLGCD Staff Portal. The sidebar on the left contains the following navigation items: Dashboard, FILE TRACKING, WEBSITE CONTENT, ADMINISTRATION (expanded), System Configuration, ORGANISATION, Departments & Units, Offices & Zonal Offices, Staff Accounts, ACCESS CONTROL, Roles & Permissions, WORKFLOW & FILES, Workflows, File Vocabulary & Numbering, Custom Fields, COMMUNICATION, Notifications & Escalation, Send Broadcast (highlighted), View public site, and Sign out. The main content area is titled 'Send Broadcast' and includes a subtitle: 'Sends an in-app notification to all Ministry staff, or one department.' The form contains three fields: 'Title' with the value 'Office Closure — Public Holiday', 'Message' with the text 'All Ministry offices will be closed on Monday for the public holiday. Registry resumes normal hours on Tuesday.', and 'Audience' with a dropdown menu set to 'All Ministry staff'. A green 'Send Broadcast' button is located at the bottom of the form.

In reserved for genuinely Ministry-wide or department-wide messages, not routine
short: correspondence.

PART FIVE — REPORTS & SYSTEM CONFIGURATION

CHAPTER 21

System Configuration

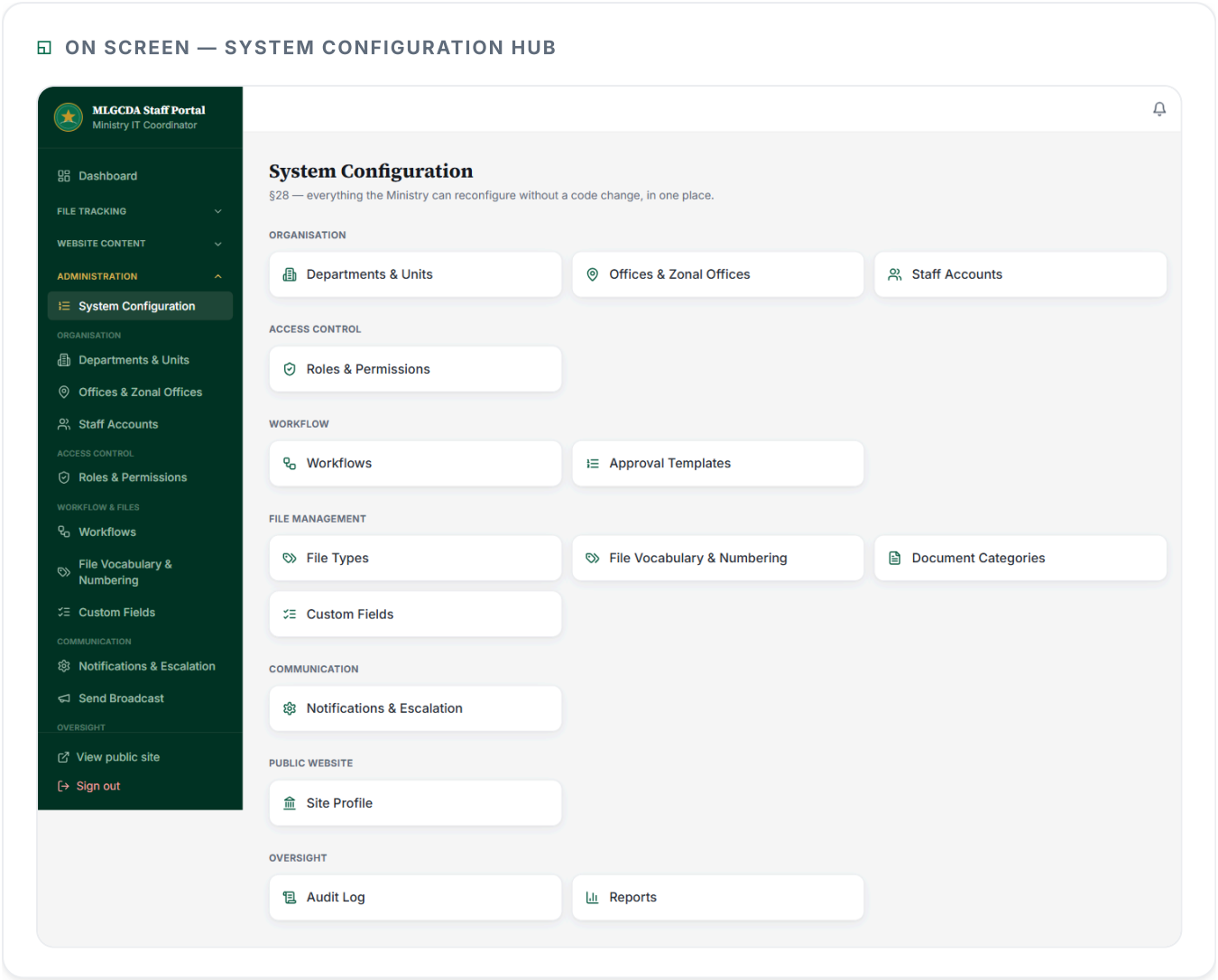
• Permanent Secretary

• IT Admin

One hub, under **System Configuration** in the sidebar, links every screen in this Part — organisation, access control, workflow, file management, communication, the public site's profile, and oversight. The chapters below cover each area; nothing here needs a developer.

The question worth asking before calling a developer

"Can this be changed from a screen in System Configuration?" is almost always yes. Departments, roles, permissions, workflows, file categories, priorities, confidentiality levels, numbering formats, notification rules, escalation timing and custom fields are all data here — not code.



In one landing page, grouped by concern, for everything the Ministry can reconfigure
short: itself.

CHAPTER 22

Organisation & staff

- Permanent Secretary
- IT Admin

The Ministry's real-world structure, entered as data rather than built into the code — so a reorganisation is a form, not a redeployment.

ON SCREEN — STRUCTURE: OFFICE, DEPARTMENT, UNIT, ZONAL OFFICE

MLG CDA Staff Portal
Dr. Amina Yusuf

Departments & Units
The Ministry's organizational structure — used for staff assignment, file routing, and the digital records repository.

[+ New Department](#)

NAME	CODE	UNITS	IN USE	STATUS	ACTIONS
Account	ACC	1 unit	0 staff · 1 file(s) · 0 correspondence · 0 record(s)	ACTIVE	Deactivate Edit Delete
Admin and Supplies	ADS	3 units	2 staff · 1 file(s) · 2 correspondence · 1 record(s)	ACTIVE	Deactivate Edit Delete
Audit	AUD	0 units	0 staff · 0 file(s) · 0 correspondence · 0 record(s)	ACTIVE	Deactivate Edit Delete
Chieftaincy Affairs	CHF	0 units	3 staff · 3 file(s) · 3 correspondence · 1 record(s)	ACTIVE	Deactivate Edit Delete
Community Development	CDD	0 units	3 staff · 4 file(s) · 1 correspondence · 1 record(s)	ACTIVE	Deactivate Edit Delete
ICT	ICT	0 units	1 staff · 0 file(s) · 0 correspondence · 0 record(s)	ACTIVE	Deactivate Edit Delete
Information	INF	0 units	0 staff · 0 file(s) · 0 correspondence · 0 record(s)	ACTIVE	Deactivate Edit Delete
Inspectorate	INS	0 units	1 staff · 0 file(s) · 0 correspondence · 0 record(s)	ACTIVE	Deactivate Edit Delete
Local Government Administration	LGAD	0 units	0 staff · 0 file(s) · 0 correspondence · 0 record(s)	ACTIVE	Deactivate Edit Delete
Office of the Commissioner	OC	0 units	0 staff · 0 file(s) · 0 correspondence · 0 record(s)	ACTIVE	Deactivate Edit Delete
Office of the Permanent Secretary	OPS	0 units	1 staff · 1 file(s) · 0 correspondence · 1 record(s)	ACTIVE	Deactivate Edit Delete

Departments & Units

Create, rename or deactivate a department under **Departments & Units**; add units beneath it the same way. Deactivating (not deleting) is the normal way to close one down — historical files and staff keep pointing at it correctly, it simply drops out of pickers for new work.

Offices & Zonal Offices

An **Office** is an optional grouping above Department — the Office of the Commissioner, or a Directorate. A **Zonal Office** is a department's presence in the field — Lafia, Akwanga, Keffi — and files can be routed to and from one exactly like a unit.

Staff Accounts

- 1 Under **Staff Accounts**, choose **New Staff Account**.
- 2 Fill in name, email, a temporary password, department, unit and role.
- 3 To move someone, open their account and change **Department / Unit** — FMTS closes out their old assignment and opens a new one automatically, so past file actions still correctly show which department they belonged to at the time.
- 4 **Disable** rather than delete an account when someone leaves.

In deactivate departments and staff, don't delete them — history stays accurate either short: way.

CHAPTER 23

Roles & permissions

- Permanent Secretary
- IT Admin

A role is a named bundle of permissions. A staff member can hold more than one role at once — useful for an acting appointment — with one marked **Primary** for routing purposes.

Scope: how far a permission reaches

Every permission granted to a role carries a scope, from narrowest to widest:

SCOPE	REACHES
Own	Only records you created or hold yourself
Unit	Your own unit
Department	Your own department, every unit
Assigned	Only what's been specifically assigned to you
All	Ministry-wide

-
- 1 Under **Roles & Permissions**, choose **New Role**, or open an existing one.
 - 2 For each permission it needs, choose **Grant** and pick a scope.
 - 3 **Revoke** removes a permission from a role instantly, for everyone holding it.
 - 4 Assign the role to staff from their account under **Staff Accounts**.

ON SCREEN — ROLES & PERMISSIONS

Roles & Permissions

Roles are database-driven, not fixed — create new ones, and grant each the granular permissions it needs, at the scope (own/unit/department/assigned/all) that applies.

NAME	KEY	PERMISSIONS	STAFF	ACTIONS
Desk Officer	DESK_OFFICER	16 permissions	3 staff	Edit Delete
Director	DIRECTOR	22 permissions	2 staff	Edit Delete
Dispatch Clerk	DISPATCH_CLERK	19 permissions	1 staff	Edit Delete
Head of Department	HOD	22 permissions	2 staff	Edit Delete
IT Administrator	IT_ADMIN	12 permissions	1 staff	Edit Delete
Permanent Secretary	PERMANENT_SECRETARY	33 permissions	1 staff	Edit Delete
Registry Officer	REGISTRY_OFFICER	19 permissions	2 staff	Edit Delete

ON SCREEN — GRANTING A PERMISSION, GROUPED BY CATEGORY

Permissions — Permanent Secretary

Audit 1/1 granted

- audit.view View the audit log ALL [Update](#) [Revoke](#)

Correspondence 4/4 granted

- correspondence.approve Approve a correspondence step ALL [Update](#) [Revoke](#)
- correspondence.create Create correspondence ALL [Update](#) [Revoke](#)
- correspondence.manage Manage any department's correspondence ALL [Update](#) [Revoke](#)
- correspondence.review Review correspondence ALL [Update](#) [Revoke](#)

Digital Records 6/6 granted

- document.delete Delete/archive a digital repository document ALL [Update](#) [Revoke](#)

The Ministry's original roles

Permanent Secretary, Director, HOD, Desk Officer, Registry Officer, Dispatch Clerk and IT Admin are marked as the Ministry's original roles and can't be deleted outright — deactivate their permissions instead if one is genuinely no longer needed. A role still assigned to any staff member also can't be deleted until they're moved off it.

In a role is a name plus a set of scoped permissions — build a new one for a new
short: function rather than stretching an old one.

CHAPTER 24

Workflows

- Permanent Secretary
- IT Admin

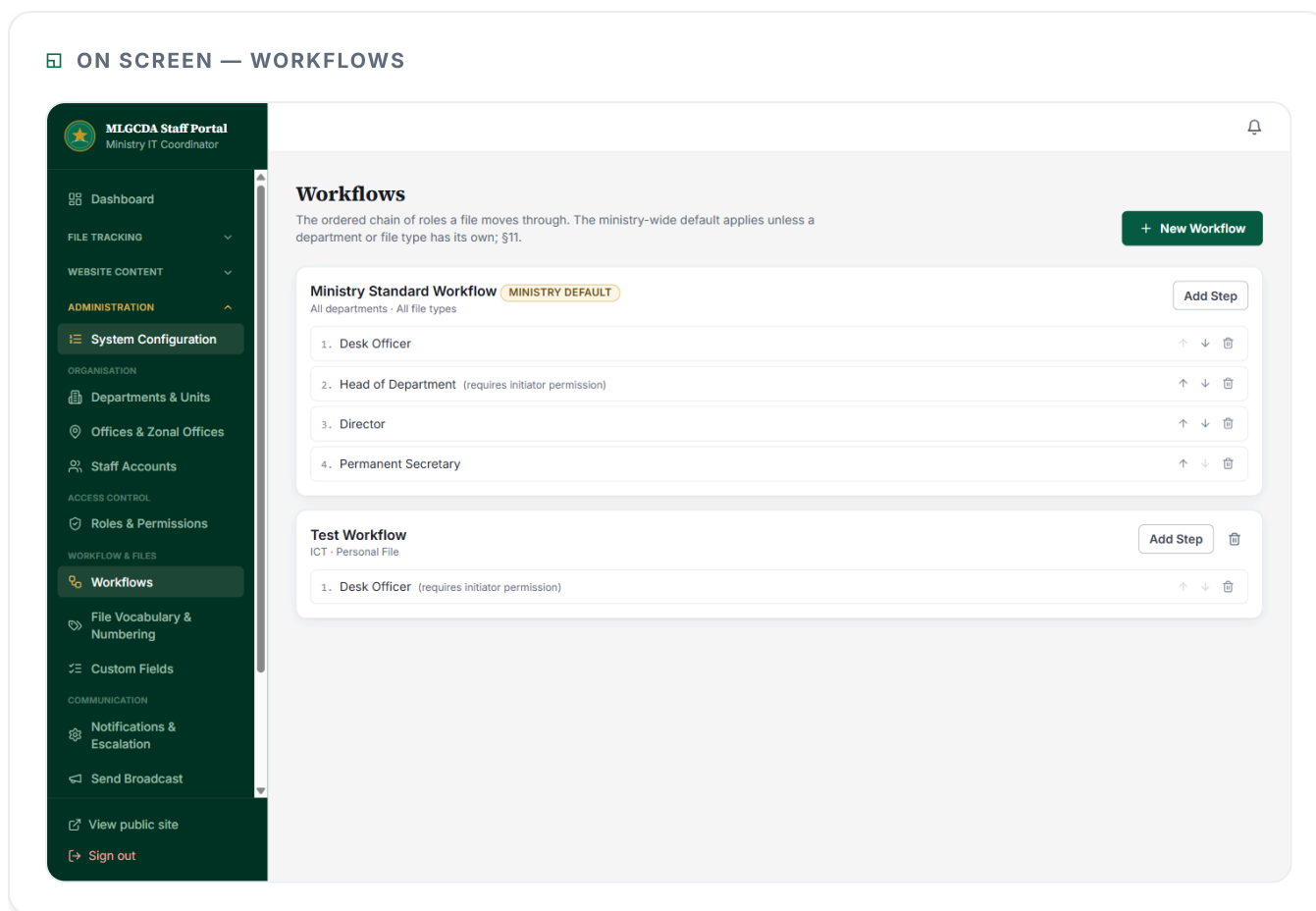
A Workflow is the ordered chain of roles a file moves through — the Ministry's own version of Desk Officer → HOD → Director → Permanent Secretary, or a shorter chain for a specific department or file type.

- 1 Under **Workflows**, choose **New Workflow**.
- 2 Optionally scope it to one department, one file type, or both — leave blank for ministry-wide.
- 3 Choose **Add Step** repeatedly to build the chain, one role per step, in order.
- 4 Use the up/down arrows beside a step to reorder it, or the bin icon to remove it.

The most specific workflow wins

A file's applicable workflow is chosen in order of specificity: one matching both its department and file type, then department-only, then file-type-only, then the Ministry Standard Workflow. A department can override the default for just one file type without touching anything else.

This is exactly what constrains routing in Chapter 8 — specifically when sending to a department queue *by role*: from any step, a sender may only pick the role immediately above or below them in the chain. Naming a specific colleague directly is never constrained by a Workflow.



In one ministry-wide default exists out of the box; override it per department or file type
short: only where the standard chain doesn't fit.

CHAPTER 25

File vocabulary & custom fields

- Permanent Secretary
- IT Admin

Categories, priorities, confidentiality levels, numbering formats and extra form fields — the vocabulary a file is described in — are all editable, under **File Vocabulary & Numbering** and **Custom Fields**.

Categories, priorities & confidentiality levels

Each is a simple named list with an active/inactive flag — add one, or deactivate one nobody should choose for new files any more (existing files keep it).

Numbering format

The template uses three tokens: `{deptCode}` , `{year}` and `{seq}` , plus a sequence length and whether the count resets each year. Set a ministry-wide default, or override it for one file type.

Custom fields

- 1 Under **Custom Fields**, choose **New Field**.
- 2 Choose whether it applies to **File Registration** or **Correspondence**.
- 3 Optionally scope it to one department — leave blank for ministry-wide.
- 4 Choose a field type — text, number, date, dropdown, checkbox, and several others — and mark it **Required** if needed.

ON SCREEN — NEW CUSTOM FIELD

The screenshot shows the 'New Custom Field' dialog box in the MLGCDA Staff Portal. The dialog is titled 'New Custom Field' and has a close button (X). It contains the following fields and options:

- Applies To:** A dropdown menu set to 'File Registration'.
- Department (optional):** A dropdown menu set to 'Ministry-wide'. Below it, a note says 'Leave blank to apply ministry-wide.'
- Label:** A text input field containing 'Contractor / Grantee Name'.
- Field Key (optional):** A text input field with a placeholder 'e.g. grant_amount'. Below it, a note says 'Derived from the label if left blank.'
- Field Type:** A dropdown menu set to 'TEXT'.
- Dropdown/Radio Options (optional):** A text input field with a placeholder 'e.g. Option A, Option B'. Below it, a note says 'Comma-separated, only used for Dropdown/Radio.'
- Required:** A checkbox that is currently unchecked.
- Buttons:** 'Cancel' and 'Create Field' (highlighted in green).

The background shows the 'Custom Fields' page with a sidebar menu on the left containing options like Dashboard, FILE TRACKING, WEBSITE CONTENT, ADMINISTRATION, and Custom Fields. The main content area has tabs for ENTITY and CORRESPONDENCE, and a table with columns REQUIRED, STATUS, and ACTIONS.

The new field appears on the relevant form immediately, no code change involved.

In when a department needs one more piece of information on every file, this is where
short: it's added — not a request to a developer.

CHAPTER 26

Notification rules & escalation

• Permanent Secretary

• IT Admin

Which events notify whom, and how an overdue file escalates the longer it stays overdue.

The escalation ladder

ON SCREEN — DEFAULT OVERDUE LADDER, MIN/HR/2026/00125

- **Due date passes**
 Day 0 — custodian notified
- **Overdue**
 Day 2 past due — supervisor notified
- **Escalated**
 Day 4 past due — Head of Department notified

Add, remove or retime stages under **Notifications & Escalation**, per file type or ministry-wide.

Notification types & event rules

Deactivate a notification type nobody should receive any more, or add a new one. Event rules document which event fires which type, to whom — useful as a reference when something isn't notifying the way you expect.

In the ladder is configurable in both timing and audience — the built-in default is day-short: 0, day-2, day-4.

CHAPTER 27

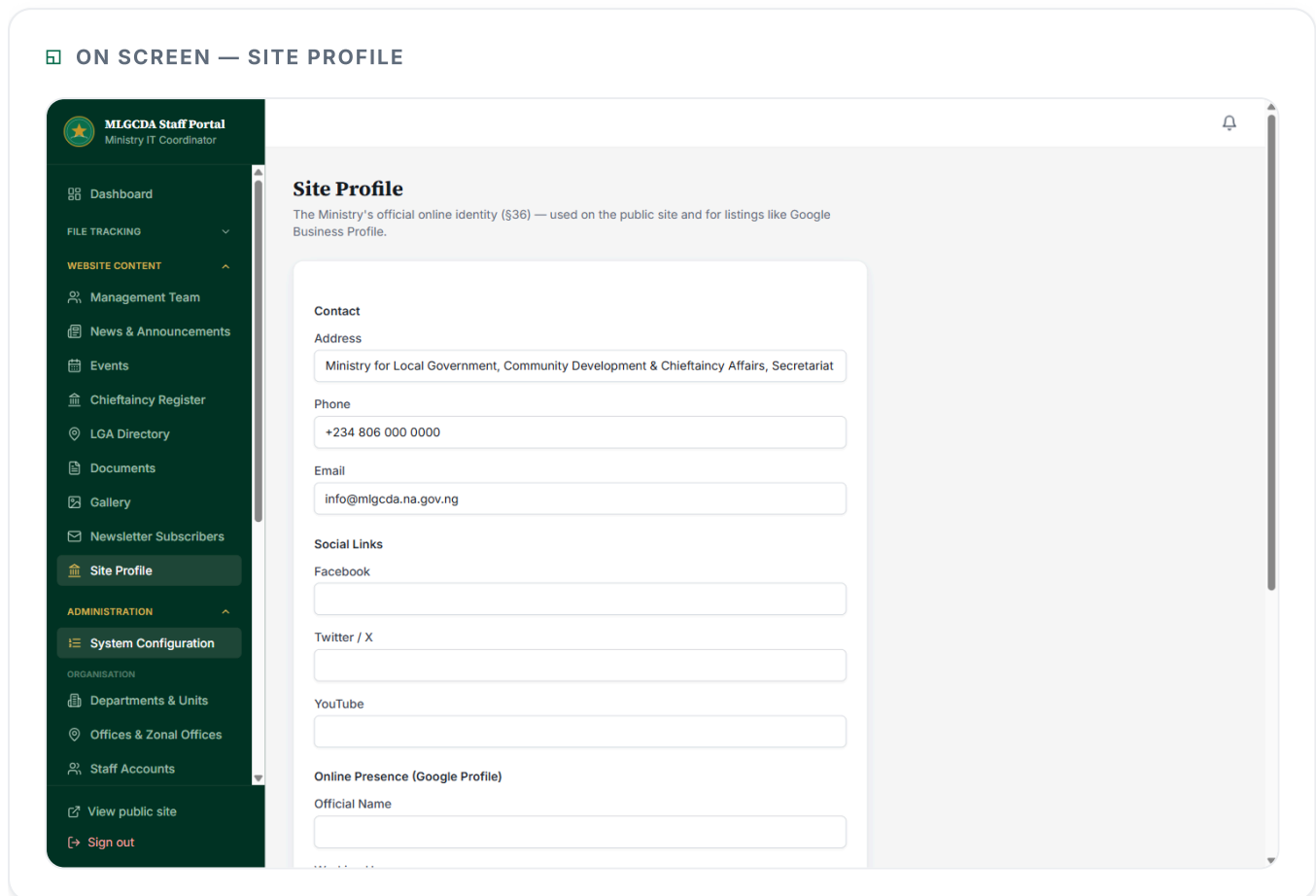
Site profile

• CMS access

The Ministry's official identity for the public site and for listings like Google Business Profile — one screen, three groups.

Contact	Address, phone, email
Social Links	Facebook, Twitter/X, YouTube

Online Presence	Official name, working hours, logo, map coordinates, description
Banco de la Nación Argentina Banco de la Provincia de Buenos Aires Banco de la Ciudad de Buenos Aires Banco de la Plata Banco de los Andes Banco de los Rios Banco de Mayaguez Banco de Montevideo Banco de Rosario Banco de Santa Fe Banco de Sudamerica Banco de Uruguay Banco de Valparaiso Banco de Venezuela Banco de Chile Banco de Colombia Banco de Ecuador Banco de El Salvador Banco de Guatemala Banco de Honduras Banco de Nicaragua Banco de Panama Banco de Paraguay Banco de Peru Banco de Uruguay Banco de Venezuela Banco de Chile Banco de Colombia Banco de Ecuador Banco de El Salvador Banco de Guatemala Banco de Honduras Banco de Nicaragua Banco de Panama Banco de Paraguay Banco de Peru	Official name, working hours, logo, map coordinates, description Banco de la Nación Argentina Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de la Provincia de Buenos Aires Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de la Ciudad de Buenos Aires Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de la Plata Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de los Andes Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de los Rios Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Mayaguez Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Montevideo Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Rosario Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Santa Fe Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Sudamerica Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Uruguay Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Valparaiso Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Venezuela Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Chile Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Colombia Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Ecuador Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de El Salvador Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Guatemala Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Honduras Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Nicaragua Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Panama Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Paraguay Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description Banco de Peru Working hours: 9:00 AM - 5:00 PM Logo:  Map coordinates: Map Description: Description



In change it once here rather than hunting it down across the header, footer and

short: Contact page separately.

CHAPTER 28

Audit log

- Permanent Secretary
- IT Admin

A comprehensive, permanent record: sign-ins and sign-outs, file creation and movement, role and permission changes, department changes, and more — who, what, when, and from which address.

- 1 Under **Audit Log**, filter by action if you're looking for something specific — for example `file.dispatched`.

ON SCREEN — AUDIT LOG

MLG CDA Staff Portal

Ministry IT Coordinator

Dashboard

FILE TRACKING

WEBSITE CONTENT

ADMINISTRATION

System Configuration

ORGANISATION

Departments & Units

Offices & Zonal Offices

Staff Accounts

ACCESS CONTROL

Roles & Permissions

WORKFLOW & FILES

Workflows

File Vocabulary & Numbering

Custom Fields

COMMUNICATION

Notifications & Escalation

Send Broadcast

View public site

Sign out

Audit Log

A comprehensive, append-only record of who did what and when (§29). Nothing here can be edited or deleted.

Filter by action, e.g. file.dispatched

Filter

WHEN	ACTOR	ACTION	OBJECT	IP
20 Sept 2026, 11:31	Ministry IT Coordinator	LOGIN.SUCCESS	StaffUser / cmt17at8...	102.212.210.194
20 Sept 2026, 11:08	Ministry IT Coordinator	LOGIN.SUCCESS	StaffUser / cmt17at8...	102.212.210.194
20 Sept 2026, 11:07	Dr. Amina Yusuf	LOGIN.SUCCESS	StaffUser / cmt17an5...	102.212.210.194
20 Sept 2026, 11:06	Malam Sani Kutigi	LOGIN.SUCCESS	StaffUser / cmt17aoo...	102.212.210.194
20 Sept 2026, 11:05	Hauwa Bello	FILE.DISPATCHED	RegistryFile / cmt17bhr...	102.212.210.194
20 Sept 2026, 11:04	Hauwa Bello	LOGIN.SUCCESS	StaffUser / cmt17apa...	102.212.210.194
20 Sept 2026, 11:04	Ibrahim Musa	FILE.DISPATCHED	RegistryFile / cmt17bhr...	102.212.210.194
20 Sept 2026, 11:03	Ibrahim Musa	LOGIN.SUCCESS	StaffUser / cmt17arp...	102.212.210.194
20 Sept 2026, 11:01	Malam Sani Kutigi	LOGIN.SUCCESS	StaffUser / cmt17aoo...	102.212.210.194
20 Sept 2026, 08:55	Ministry IT Coordinator	PERMISSION.GRANTED	Role / cmu164r4...	102.212.210.194
20 Sept 2026, 08:53	Ministry IT Coordinator	LOGIN.SUCCESS	StaffUser / cmt17at8...	102.212.210.194
20 Sept 2026, 08:53	Hauwa Bello	LOGOUT	StaffUser / cmt17apa...	102.212.210.194
20 Sept 2026, 08:53	Hauwa Bello	LOGIN.SUCCESS	StaffUser / cmt17apa...	102.212.210.194

Nobody can edit or delete an entry

Not the Permanent Secretary, not IT Admin — the audit log is append-only by design. That is what makes it trustworthy as a record.

In if you need to know who did something and when, this is the one place guaranteed short: not to have been edited afterward.

CHAPTER 29

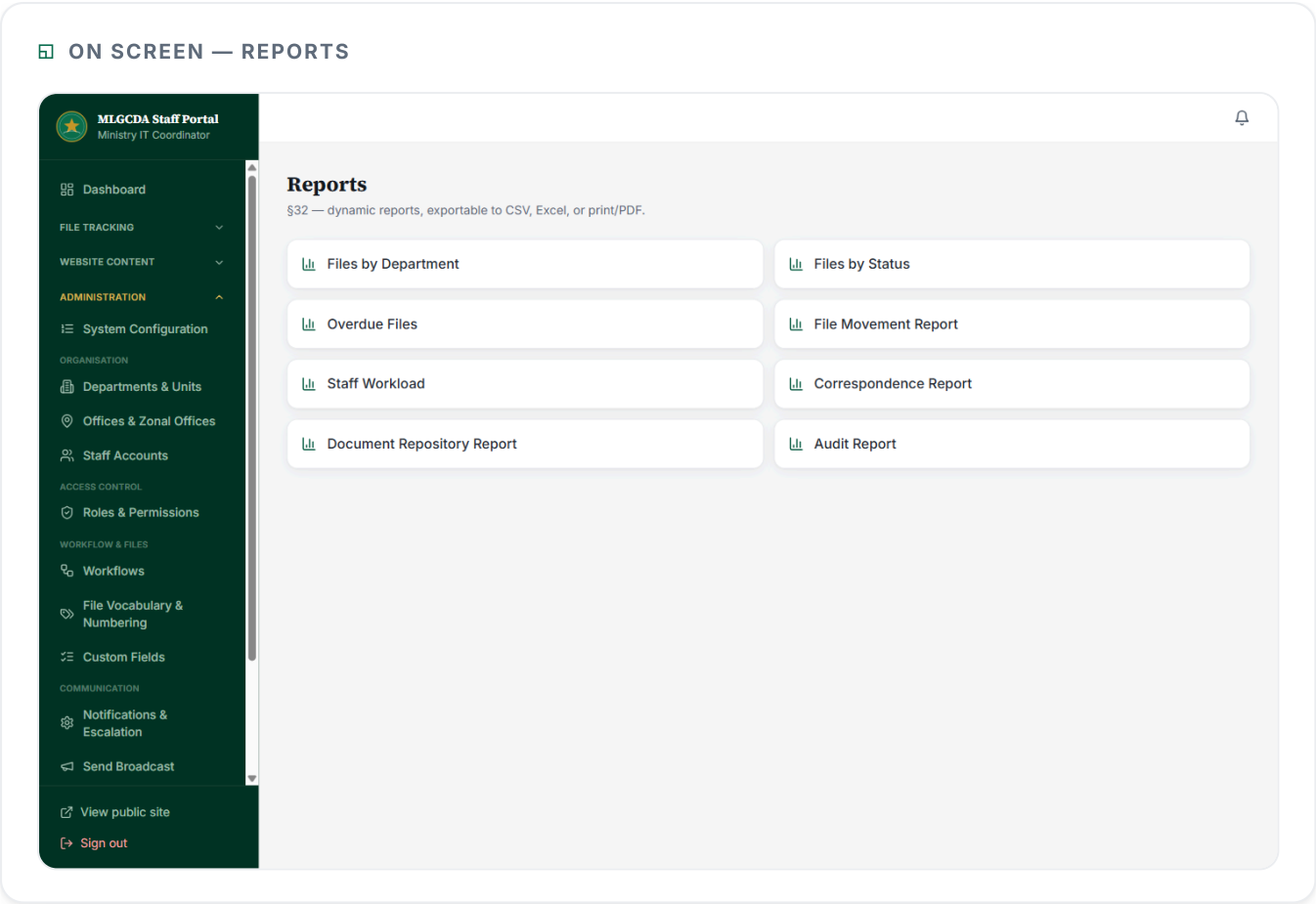
Reports

- report.view permission

Dynamic reports, each exportable rather than only viewable on screen.

file:///C:/Users/ibrah/Documents/projects/sideworks/fmts/guide/fmts-staff-guide.html

45/49



REPORT	SHOWS
Files by Department	File counts per department
Files by Status	Active / archived / under investigation counts
Overdue Files	Every file past its due-back date, with current holder
File Movement Report	Recent movements ministry-wide
Staff Workload	How many files each staff member currently holds
Correspondence Report	Every correspondence item, status and department
Document Repository Report	Digital records by category, department and status
Audit Report	A tabular view of recent audit log activity

- 1 Under **Reports**, choose the one you need.
- 2 Narrow it with the filter bar above the table — each report offers only the filters that make sense for it (a date range, department, status, priority and so on); leave any filter

blank to include everything.

- 3 Export as **CSV** or **Excel**, or choose **Print / PDF** to use your browser's print dialog — the export always reflects whatever filters are currently applied on screen.

ON SCREEN — A FILTERED REPORT, FILES BY DEPARTMENT

MIGCDA Staff Portal
Ministry IT Coordinator

Files by Department

Registered from: dd/mm/yyyy Registered to: dd/mm/yyyy Category: All Priority: NORMAL Status: All

Buttons: CSV, Excel, Print / PDF, Apply Filters, Clear filters

DEPARTMENT	FILE COUNT
Chieftaincy Affairs	1
Community Development	4
Account	1

Document Repository Report needs Digital Records access

This one report only appears if you also hold the Digital Records permission (Chapter 14) — Digital Records isn't part of the Ministry's contracted scope yet, so `report.view` alone isn't enough to see it.

In what you can view, you can also export, filtered exactly the way you're looking at it
short: — nothing here is screen-only.

REFERENCE

CHAPTER 30

When something looks wrong

WHAT YOU SEE	WHAT IT USUALLY MEANS
I can't pick the role I expected when sending to a queue	A Workflow is configured for this department/file type and only allows the step above or below yours — see Chapter 24. Naming a specific colleague instead is never restricted this way.
I can't register a Personal file	That's gated to Registry staff, the PS, or the Staff Officer unit — see Chapter 6
My Desk Officer can't register a file	They need to name an active Director in their own department first
A page in System Configuration redirects me away	You don't hold the permission it requires — ask your Permanent Secretary or IT Admin
My post isn't showing on the public site	It's still Draft or Pending Review — an approver needs to choose Approve & Publish
A correspondence step is stuck	Check whether the role is vacant — FMTS escalates automatically, but only if someone active holds the next rank up
An overdue file didn't notify anyone	Check the escalation stages configured for its file type — Chapter 26
A document I need to edit says "Checked out by ..."	Ask them to Check In, or — if you hold management-level access to that department's documents — check it in yourself
I moved someone to a new department and old files look wrong	They won't — historical movements always show who acted and which department they belonged to at that moment, never today's assignment

If in doubt

Nothing in FMTS can silently destroy a record — see Chapter 1. If something still looks wrong after checking this table, note the file or record's ID and what you did, and send it to your developer.

CHAPTER 31**What only developers can change**

Deliberately fixed in the code, so getting it wrong can't take the system down:

- The underlying database schema and the set of workflow-state values a record can be in (a file's Active/Archived/Under Investigation, a movement's Pending/Acknowledged/Rejected, and similar) — these are states the code branches on, not free-text vocabulary.
- File-upload validation rules (accepted formats, size limits).
- Storage and backup — configured at the hosting level, not from the admin.
- SMS and email provider wiring — the notification records and preferences exist, but connecting a live SMS/email/push provider is a one-time infrastructure task.

Ask, do not work around

If a configuration screen doesn't offer what you need, say so — most Ministry-facing behaviour in FMTS was deliberately built as data rather than code specifically so it wouldn't need a developer. Working around a missing option elsewhere is usually a sign it should be added properly instead.