



CITIZEN
SUPPORT

User Guide

Citizen sign in

Citizen account registration

For best browsing experience, please use latest version of Google Chrome, Mozilla Firefox, Internet Explorer



Citizen Support

Citizen Support Home

Share your concern

Check Status

Testimonials

Information

Sign In

1. Citizen access portal via <https://csu.mu>

2. Citizen clicks on Sign In on top right of page



Share your concern

Share your concern



Check Ticket Status

Check Status

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Citizen creates an account



Citizen Support

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[Sign In](#)

1. First time citizen users create an account

Sign in to Citizen Support

Email or Username

Password

Sign In

Not yet registered? [Create an account](#)

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

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Account Registration

Use the forms below to create or update the information we have on file for your account

1

2. Contact Information

Ensure all details are filled so that the team can contact you

Title

— Select —

Full Name *

Surname, Name

National ID Number *

eg. J1807893036490

Contact Number *

Alternate Contact Number

Full Address

Street, Town/Village

Email Address *

Required if you want to track online

Date & Time

Asia / Dubai

✖

Auto Detect

Access Credentials

Create a Password:Confirm Password:

2

3

[Register](#) [Reset](#) [Cancel](#)

- 1. Citizen user fills contact information
- 2. Citizen user creates password
- 3. Citizen click on Register



Account registration

Thanks for registering for an account.

We've just sent you an email to the address you entered. Please follow the link in the email to confirm your account and gain access to your tickets.

1. Citizen user is sent a confirmation email

Citizen account registration confirmation email

Welcome to Citizen Support



Inbox x



? Contact <contact@csu.mu>

12:47 PM (33 minutes ago) ☆



Hi,

We've created an account for you

Please follow the link below to confirm your account and gain access to your tickets.

<http://pwreset.php?token=pSDD1R3nh0Zx5n3DFxFNTbku6MeHiQQC2qGLhRdJWIW0Ei6g>

Your friendly Customer Support System
Citizen Support

1 Citizen user need to click on link in email to activate account.

1



Account Confirmed!

Thanks for registering for an account.

You've confirmed your email address and successfully activated your account. You may proceed to open a new ticket or manage existing tickets.

Your friendly support center
Citizen Support

1. Citizen user account is confirmed.

Citizen profile update



[Citizen Support Home](#) [New Request](#) [Tickets \(0\)](#) [Testimonials](#) [Information](#) [BEEDASY shyama](#)

1

2. Contact Information

Ensure all details are filled so that the team can contact you

Title

Full Name *

National ID Number *

Contact Number *

Alternate Contact Number

Full Address

Email Address *

Date & Time

Asia / Dubai

Preferred Language

— Use Browser Preference —

Access Credentials

Current Password:

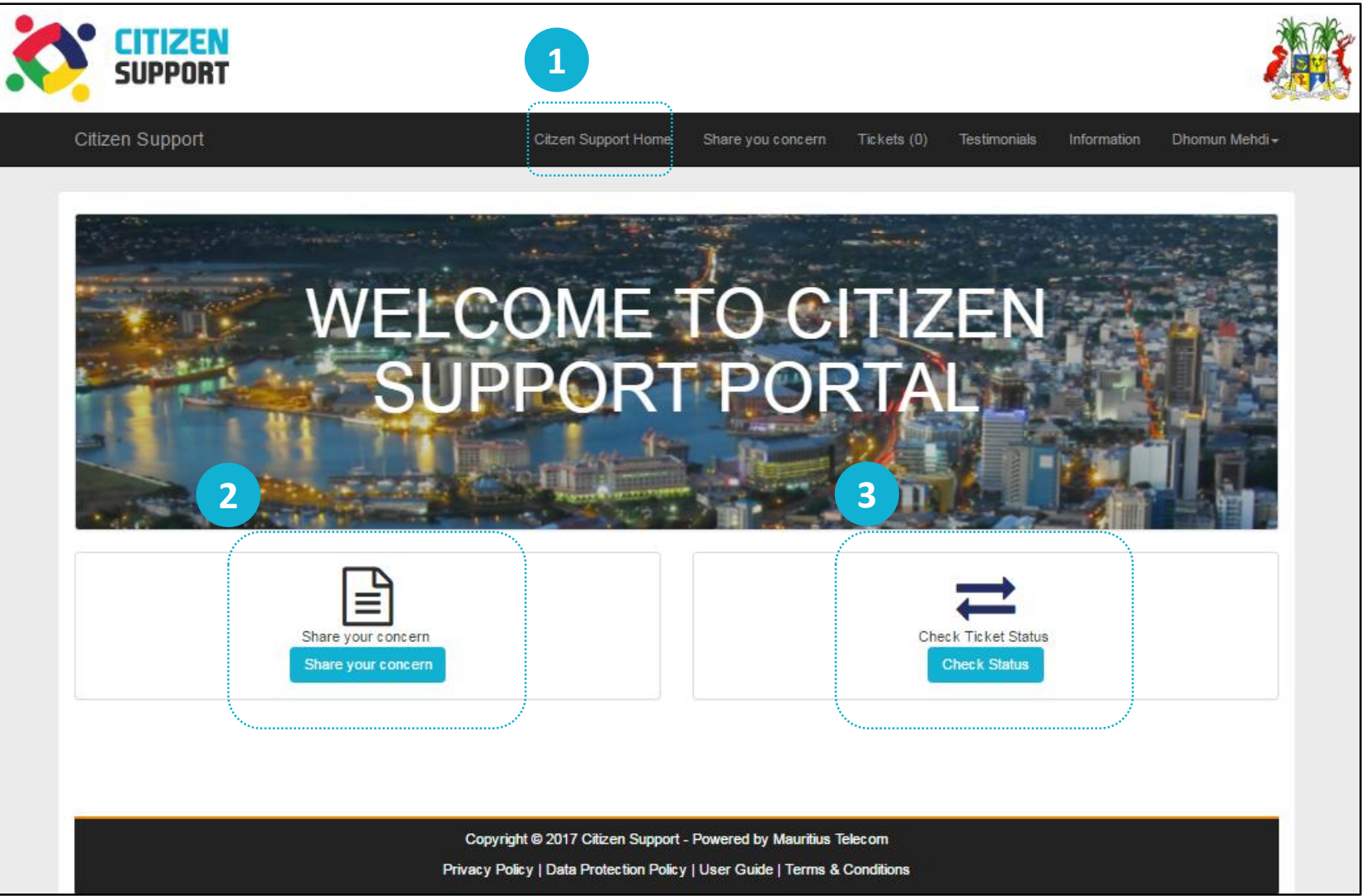
New Password:

Confirm New Password:

2

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1. Citizen user can update profile information through Profile tab as shown.
2. Citizen user clicks on Submit



1. In Citizen Support Home page, **1**
2. Citizen user can open a new ticket **2**
3. or check the status of an existing ticket said user has raised. **3**



CITIZEN
SUPPORT

User Guide

Citizen shares a concern

Citizen shares concern



Citizen checks status

For best browsing experience, please use latest version of Google Chrome, Mozilla Firefox, Internet Explorer





Share your concern

Share your concern



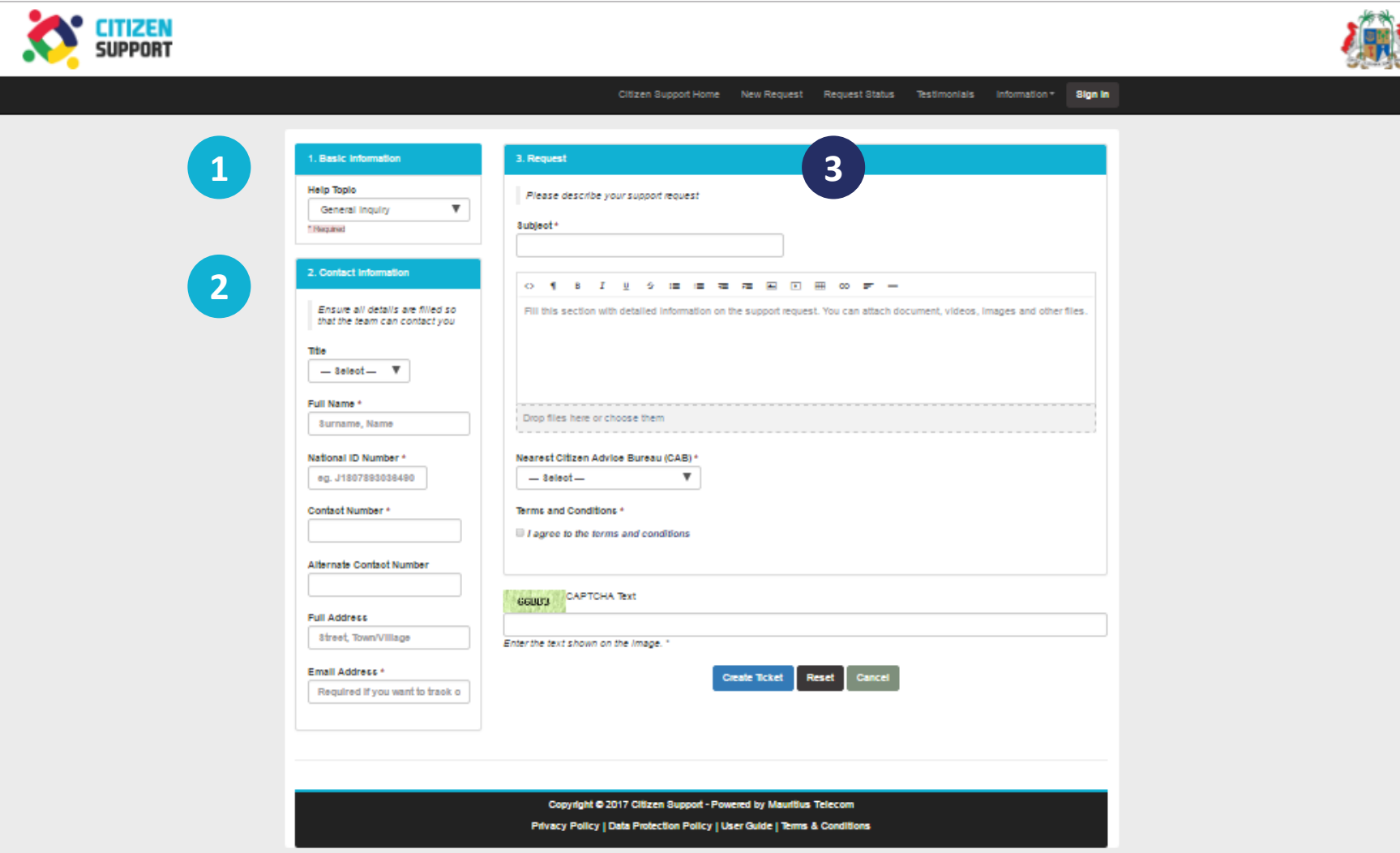
Check Ticket Status

Check Status

1

- 1.Citizen access portal via <https://csu.mu>
- 2.Citizen user can either:
 - 1. Sign In to share concern
 - 2.Share concern directly without Sign In

Citizen shares a concern – form to fill to share a concern (1/2)



The screenshot shows the 'Citizen Support' web application. At the top, there is a navigation bar with links: 'Citizen Support Home', 'New Request', 'Request Status', 'Testimonials', 'Information', and a 'Sign In' button. The main content area is divided into three sections, each highlighted with a blue header and a corresponding numbered circle (1, 2, or 3) on the left side of the form.

1. Basic Information: This section contains a 'Help Topic' dropdown menu with 'General Inquiry' selected. Below it is a '2. Contact Information' section with fields for 'Title' (a dropdown menu), 'Full Name *' (with a hint 'Surname, Name'), 'National ID Number *' (with a hint 'eg. J1807880038480'), 'Contact Number *', 'Alternate Contact Number', 'Full Address' (with a hint 'Street, Town/Village'), and 'Email Address *' (with a hint 'Required if you want to track').

3. Request: This section contains a 'Please describe your support request' text area, a 'Subject *' text field, a rich text editor for detailed information, a 'Drop files here or choose them' area for attachments, a 'Nearest Citizen Advice Bureau (CAB) *' dropdown menu, a 'Terms and Conditions *' checkbox labeled 'I agree to the terms and conditions', a CAPTCHA image showing the text 'GGUUJ', and a text input field for the CAPTCHA. At the bottom of this section are three buttons: 'Create Ticket', 'Reset', and 'Cancel'.

The footer of the page contains the text: 'Copyright © 2017 Citizen Support - Powered by Mautilus Telecom' and links to 'Privacy Policy', 'Data Protection Policy', 'User Guide', and 'Terms & Conditions'.

1. Basic Information:

I. Citizen user need to select the Help Topic from the drop down list

2. Contact Information:

I. Citizen user need to fill details for contact information including Full Name, National ID Number and contact Number.

3. Support Request:

I. Citizen user need to provide a Subject in
 II. Citizen user provides description in this section
 III. Citizen user can upload documents, videos, files

Citizen shares a concern – form to fill to share a concern (2/2)



Citizen Support

Citizen Support Home Share your concern Check Status Testimonials Information [Sign In](#)

Drop files here or choose them

1

Full Name *
Surname, Name

National ID Number *

Contact Number *

Alternate Contact Number

Full Address
Street, Town/Village

Email Address *
Required if you want to track

2

Which ministry/department did you contact previously?
— Select —

Last contact with ministry/department

Nearest Citizen Advice Bureau (CAB) *
— Select —

Terms and Conditions *
☐ I agree to the [terms and conditions](#)

3

078BC CAPTCHA Text

Enter the text shown on the image. *

3

Create Ticket Reset Cancel

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1 3. Support Request:

I. Citizen user can provide information if institutions were contacted previously.

II. Citizen user must select the Nearest CAB.

III. Citizen user must agree on Terms and Conditions.

IV. Citizen user must enter the CAPTCHA Text before Creating Ticket.

Citizen shares a concern – submission confirmation



Citizen Support

[Citizen Support Home](#) [Share you concern](#) [Check Status](#) [Testimonials](#) [Information](#) [Sign In](#)

Dear,

Thank you for contacting us.
Please find your unique ticket reference **916500** will be used for all communications

A support ticket request has been created and a representative will be getting back to you shortly if necessary.

Support Team

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1

3. Submission confirmation:
- I. Citizen user will be provided with a unique reference number once Citizen has created a ticket
 - II. An acknowledgement email will be sent to the Citizen user

Citizen checks status of submitted concern (1/4)



Citizen Support

Citizen Support HomeShare you concernCheck StatusTestimonialsInformationSign In

Check Ticket Status

Please provide your email address and a ticket number.
An access link will be emailed to you.

1

Email

Ticket Number

Submit

Have an account with us? [sign in here](#)

or [register for an account](#) to access all your tickets.

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

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Check status:

- I. Citizen user must enter email address and Ticket number then click on submit to retrieve status.

Citizen checks status of submitted concern (2/4)





1

INFO

- access link sent to your email!

Citizen Support

Testimonials Information Sign In

Check Ticket Status

Please provide your email address and a ticket number.
An access link will be emailed to you.

Email

Ticket Number

Submit

Have an account with us? [sign in here](#)

or [register for an account](#) to access all your tickets.

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

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Check status:

- 1

I. An access link will be sent to the email address

Citizen checks status of submitted concern (3/4)



Ticket [#916500] Access Link



Contact to me ↕

10:59 AM ⋮

Hi

An access link request for request#916500 has been submitted on your behalf at

Follow the link below to check the status of the request#916500.



<http://p?auth=o1xdqaaaacgaaaaJwzpE3PhWbZT5Q%3D%3D>

If you **did not** make the request, please delete and disregard this email. Your account is still secure and no one has been given access to the ticket. Someone could have mistakenly entered your email address.

--
Citizen Support

Check status:

- 1
- I. An access link will be sent to the email address



User Guide End