



VEGU RESPONDER PORTAL USER GUIDE Version 2.1

Go to <https://responder.vegu.me>

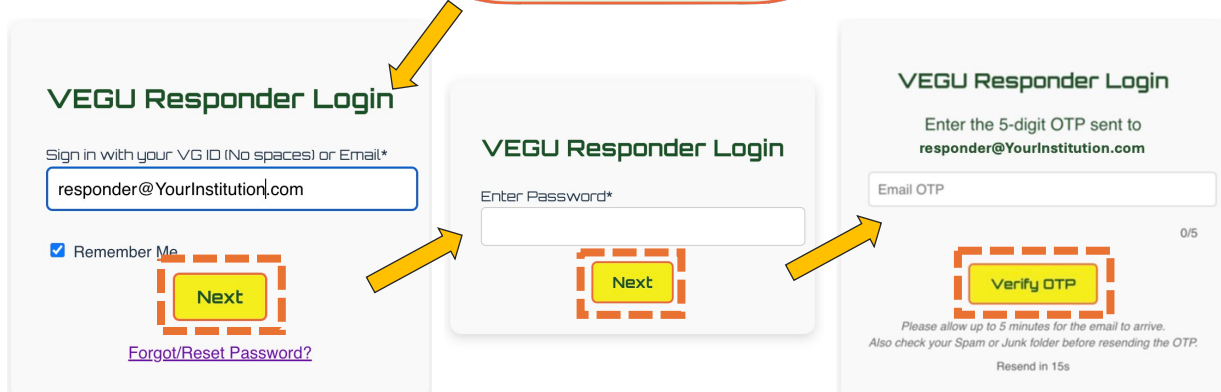
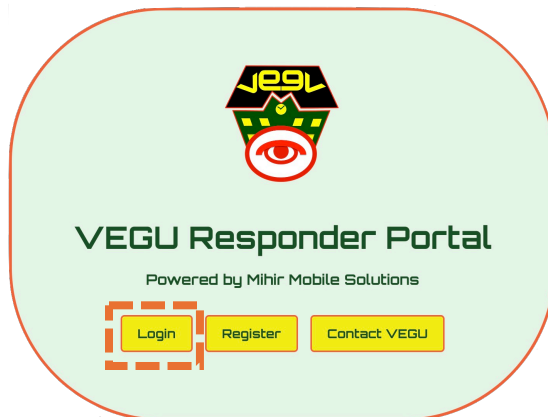
Please note that detailed instructions for Registration are provided in the [Registration Instructions](#) (Link:

https://vegu.me/Registration/Workplaces/VEGU_Workplaces_Registration_Instructions.pdf) guide.

This user guide provides information on how to use other features of the Responder Portal.



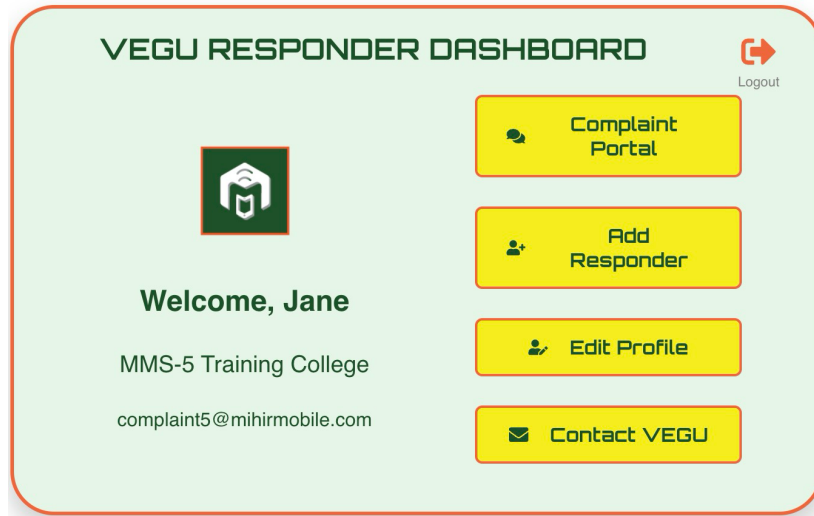
Login to Responder Portal. Please note that VEGU uses MFA (Multi-factor Authentication) to login to the portal. It needs your login/password and OTP to authenticate your login.



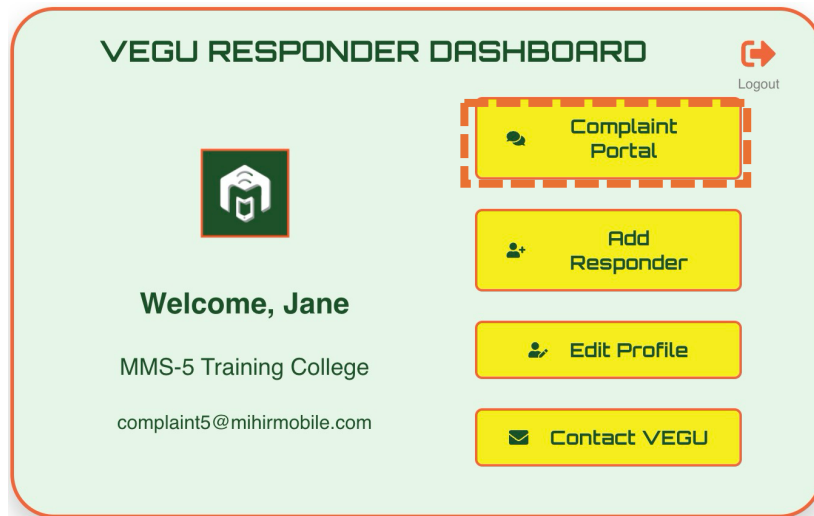
Enter the login credentials (Responder's email address or their VG ID). Upon prompted, enter the password. *[Please note that wrong passwords entered 3 times in a row, will lock the account (from login) for 24-hours].*

Next, Enter the OTP sent to the Responder's login email address. Please note that the OTP expires in 5 minutes.

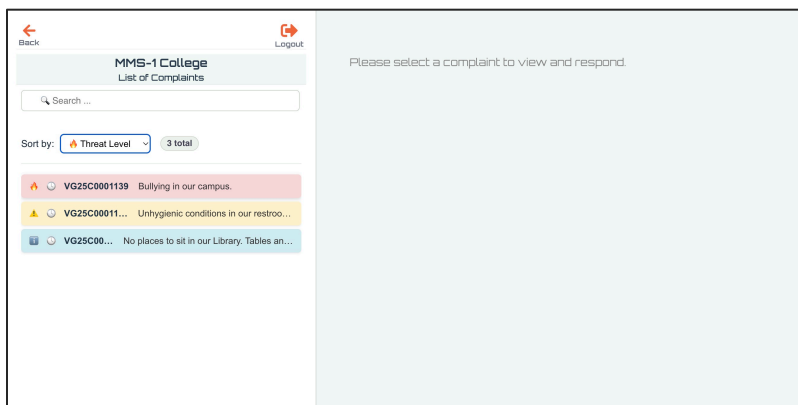
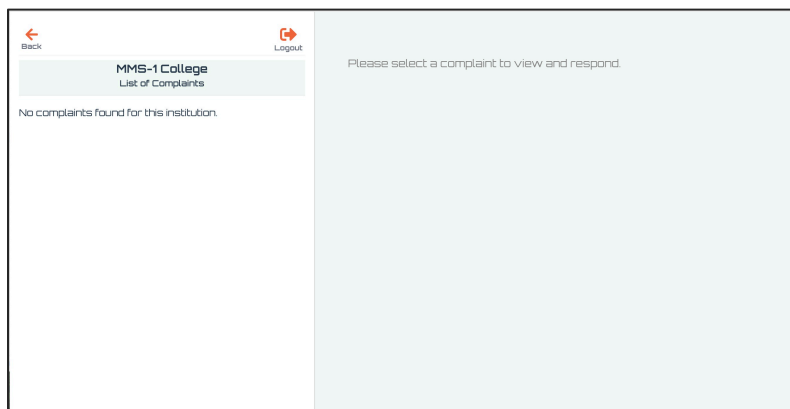
Upon successful login, the Responder is taken to VEGU Responder Dashboard.



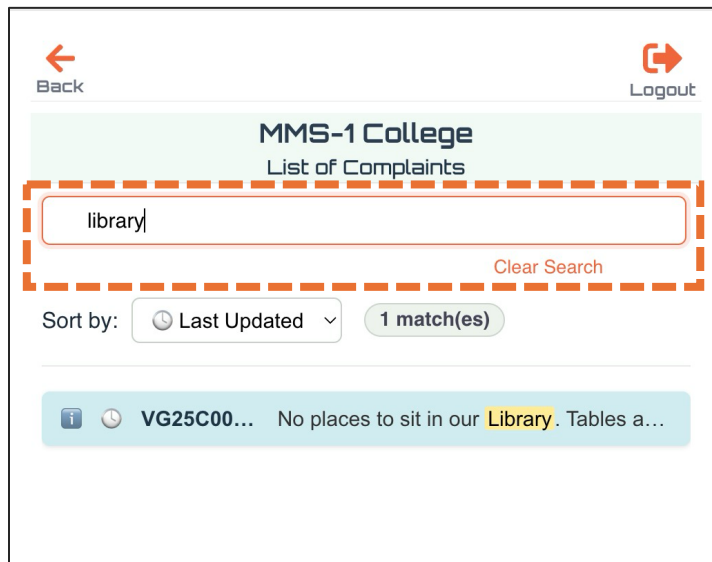
Access "Complaint Portal" to view and respond to complaints from your users (Employees and/or other Staff Members)



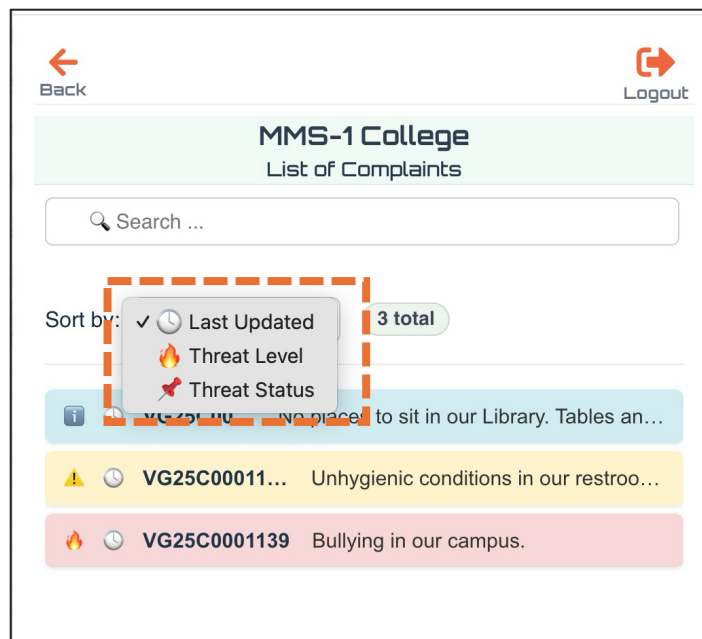
Complaint Portal has two panes. The left pane shows the list of complaints, and the right pane shows the detailed chat of a selected complaint. An empty list is shown if there are no complaints to view.



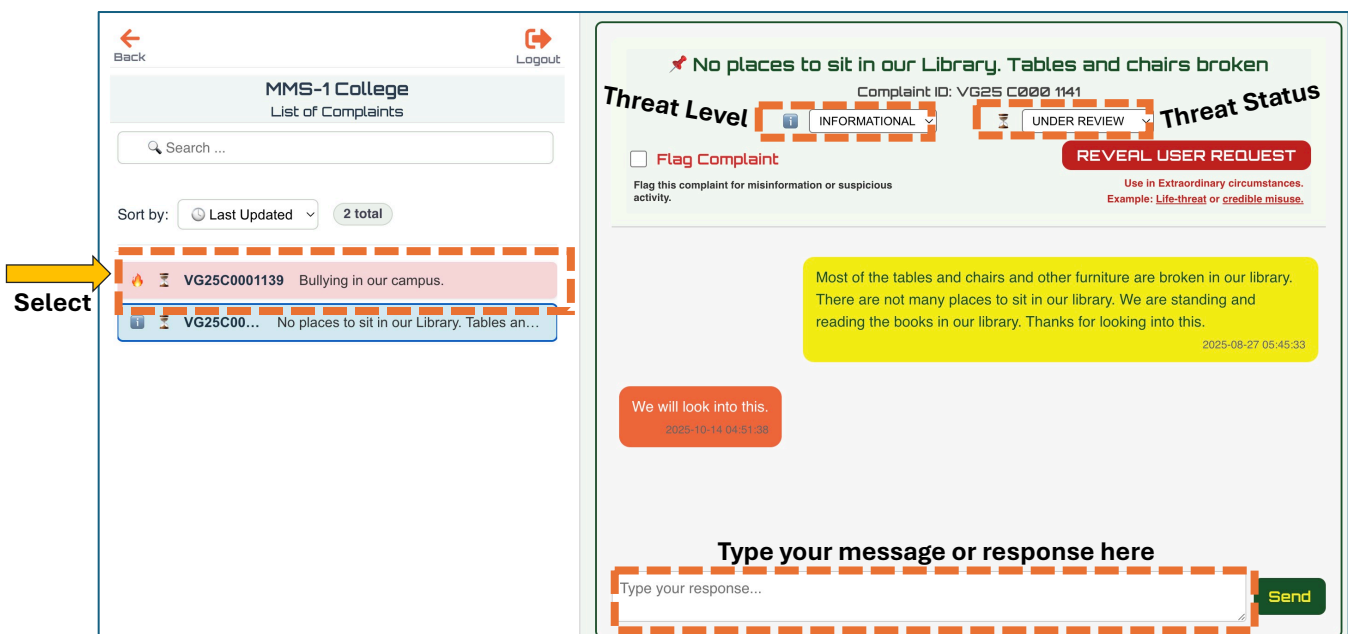
The "Search" feature may be used to search/filter the list of complaints with keywords. Current search may be cleared by clicking on "Clear Search" or using the "Esc" key.



The list of complaints may also be sorted using the dropdown settings.



Selecting a complaint on the left pane will load its current chat messages into the right pane.



No places to sit in our Library. Tables and chairs broken
Complaint ID: VG25 C000 1141

INFORMATIONAL | UNDER REVIEW

Flag Complaint
Flag this complaint for misinformation or suspicious activity.

REVEAL USER REQUEST
Use in Extraordinary circumstances.
Example: [Life-threat](#) or [credible misuse](#).

Flag a Complaint: You may use this feature to highlight a complaint with any questionable or suspicious activity either by the User or within the complaint. This flag serves as a reminder or an additional warning to pay extra attention to a specific complaint. This checkbox can be toggled anytime.

No places to sit in our Library. Tables and chairs broken
Complaint ID: VG25 C000 1141

INFORMATIONAL | UNDER REVIEW

Flag Complaint
Flag this complaint for misinformation or suspicious activity.

REVEAL USER REQUEST
Use in Extraordinary circumstances.
Example: [Life-threat](#) or [credible misuse](#).

Unmask the User/Reveal User: Please be familiarized with the Extraordinary Circumstances of requesting to unmask the identity of a user. Refer to the details from Section 6-A in the [Responder EULA](#) for more details.

User identity may be revealed only in documented Extraordinary Circumstances, specifically when:

- *There is a life-threatening risk to the User or others in the institution; or*
- *There is credible evidence of deliberate misuse of the platform by the User.*

Click on the “REVEAL USER REQUEST” once a decision is made to request the unmasking of the user’s identity.

Extraordinary Circumstances!

By default, user identities are protected by VEGU. You may submit a *Reveal User Request* for life-threatening risk or credible misuse, as defined in the [VEGU EULA](#).

Your request will be logged and reviewed by VEGU User Unmasking Team.

Cancel | Continue

Click on Continue to the request form.

Reveal User Request

Complaint VGID
VG25C0001141

Complaint Subject
No places to sit in our Library. Tables and chairs broken

Responder Name | Responder VGID
John | VG25R0001099

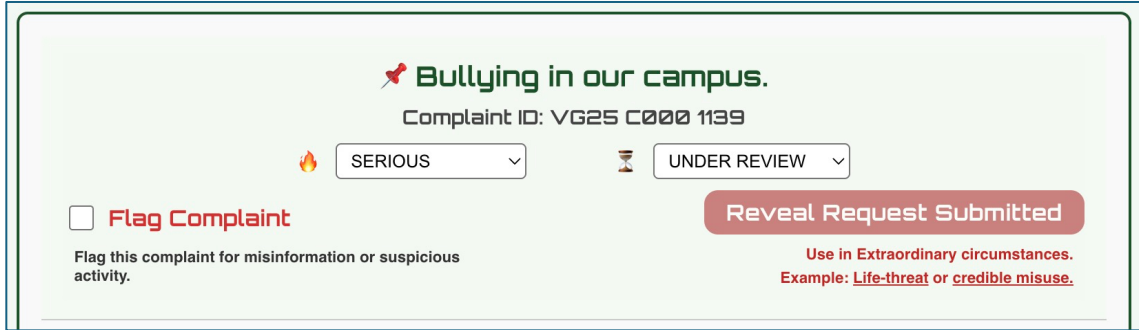
Institution Name | Institution VGID
MMS-1 College | VG25001055

Reason for Request to Reveal User's Identity*
Describe the extraordinary circumstances (life-threat, credible misuse, etc.) behind this request, in detail..

2000 characters left

Close | Submit Request

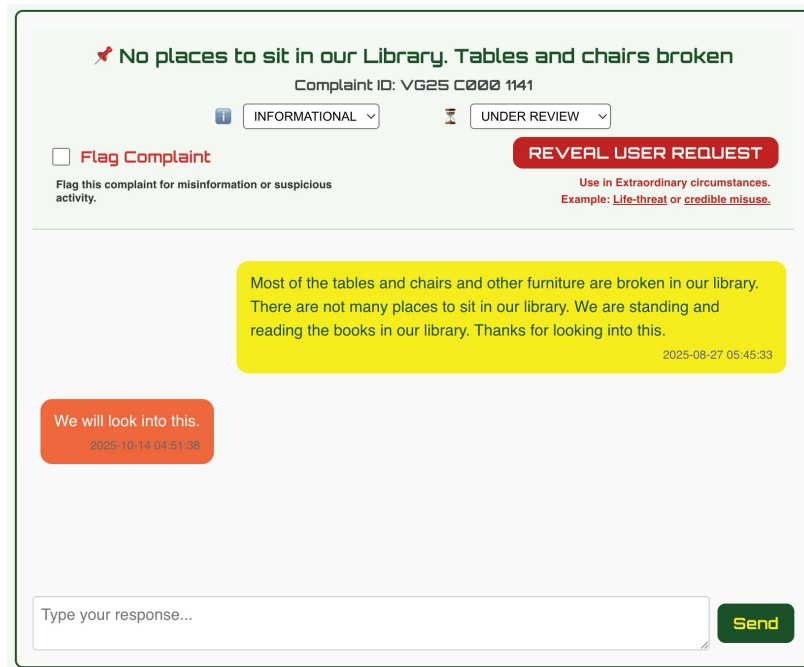
Please note that submitting the request does not automatically reveal nor does it guarantee the unmasking of the user's identity. The VEGU team will assess each complaint on a case-by-case basis before making a decision on whether or not to reveal the identity of the User. They may also request additional information from the Responder.



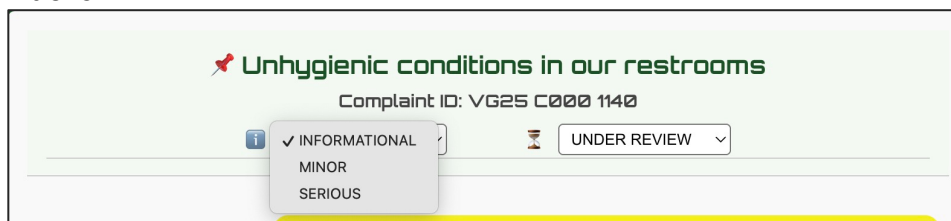
Only one Reveal Request may be submitted per complaint. The Reveal button will be deactivated after a request is submitted.

Right-aligned text in the Yellow boxes are the messages from the users/reporters.

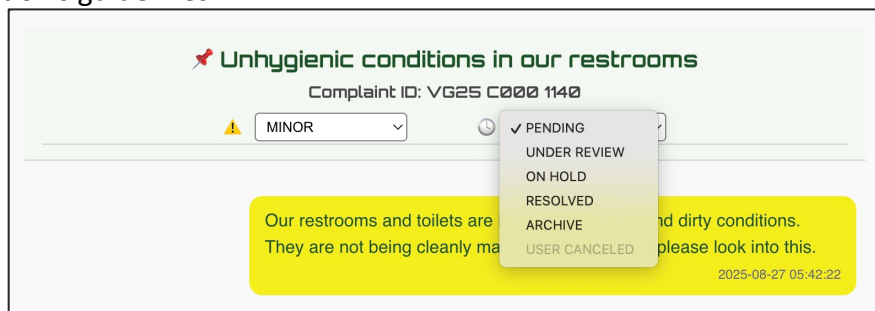
Left-aligned text in the Red boxes are the messages from you/responder.



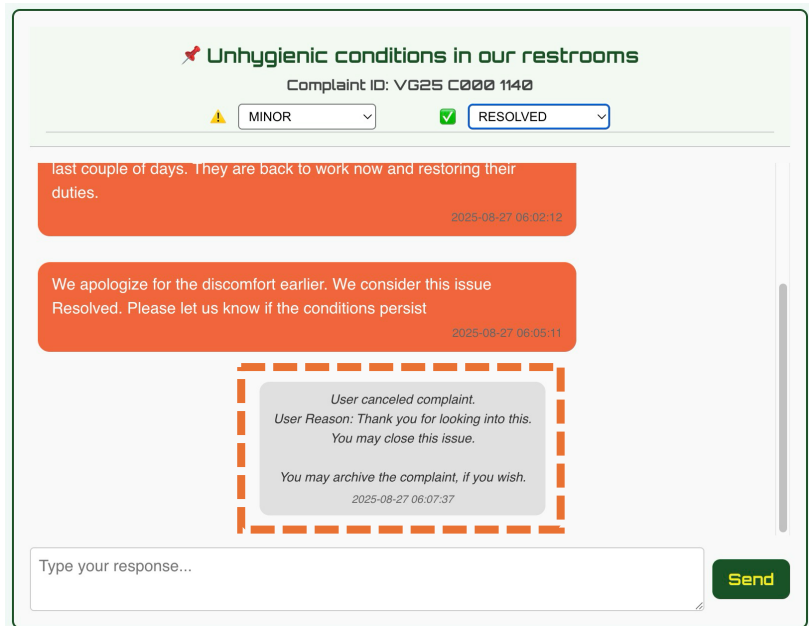
Manage the Threat Level as per the complaint and your institution's policies and definitions.



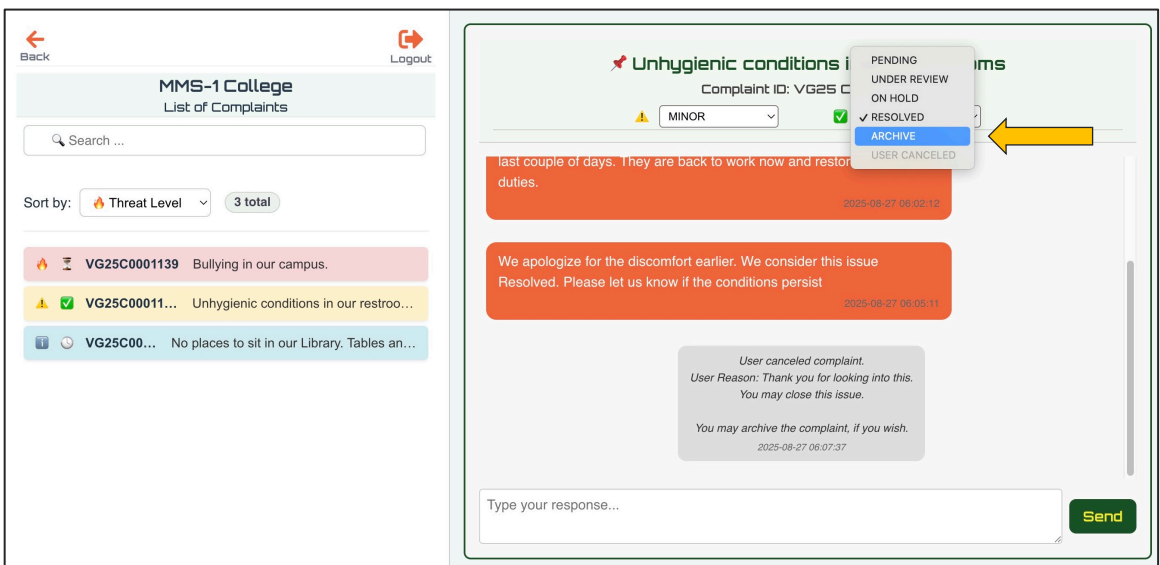
Manage the Threat Status as per progress of the resolution of the complaint and your institution's guidelines.



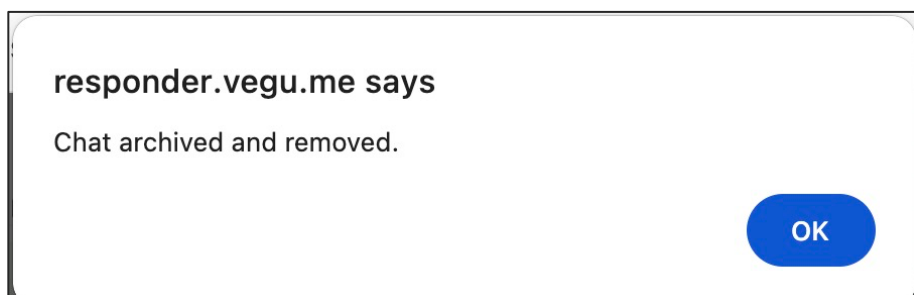
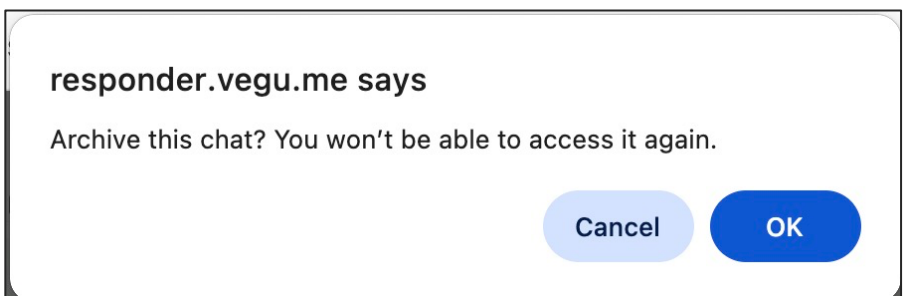
User may opt to cancel or close a complaint depending on the resolution status and/or the circumstances. User-canceled complaints will show a distinct message.



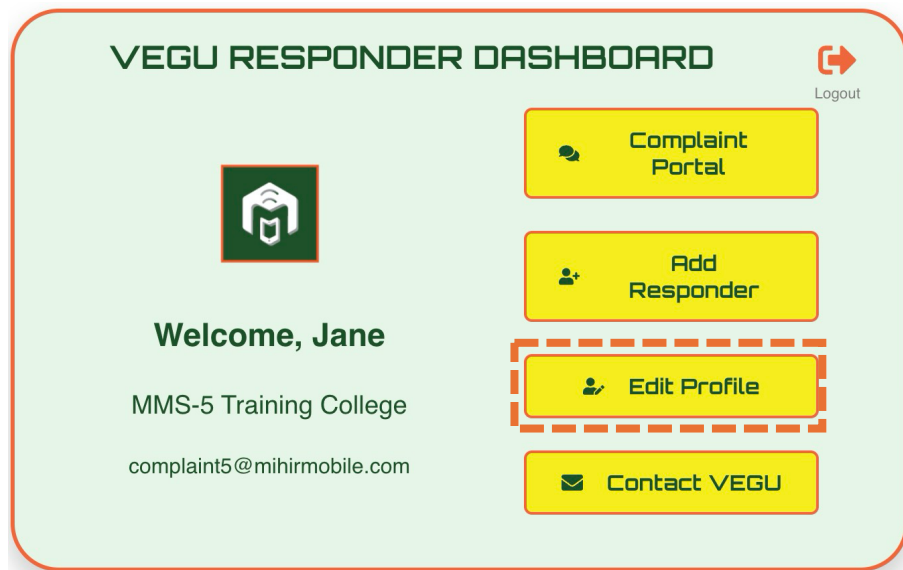
Responder may choose to Archive a chat, based on the resolution status and as per the institution’s guidelines.



Archived chats are removed from the active list of complaints in the Chat Portal. Review your institution’s guidelines and use your judgment to Archive any chats.



Edit Your Profile:
Click “Edit Profile” on the VEGU Responder Dashboard



Make sure the mandatory fields are filled with valid entries. Institution name and type are not editable. Institution type may be changed. Provide some instructional comments for any future edits.

Changing Password:

There are two ways to change the responder's password.

The password can be changed by clicking the "Change Password" link in the Edit Profile module.

Another way to change the password is through the Login module.



Click on “Forgot/Reset Password”

Both approaches will take the responder to the Change Password module.

Reset Responder Password

VG ID*

Email*

Send OTP

Both fields (Responder VG ID and Email address) need to be validated, and an OTP is needed for changing password.

Reset Responder Password

VG ID*

Email*

Send OTP

[Contact VEGU](#) with any questions.