

GOVERNMENT OF RIVERS STATE



USER MANUAL FOR THE  
RIVERS STATE PUBLIC  
SERVICE MANAGEMENT  
INFORMATION SYSTEM  
(RIVPUSMIS)

**A USER GUIDE**

## TABLE OF CONTENTS

<b>STAFF PROFILE.....</b>	<b>3</b>
<b>HOME PAGE AND LOGIN PARAMETERS.....</b>	<b>3</b>
Action: Log on to the Portal.....	3
Action: Reset Password on First Time Log In.....	5
Action: Reset Password at any time while logged on to the Portal .....	5
<b>STAFF: KEY MENUS.....</b>	<b>6</b>
Action: View Staff Profile .....	6
<b>MANDATORY DOCUMENTS FOR UPLOAD.....</b>	<b>7</b>
Action: Upload New Document .....	8
Action: View Uploaded Documents.....	8
Action: Update Staff Profile .....	9
Action: Log out of Staff Profile .....	11

# USER GUIDE FOR THE RIVERS STATE PUBLIC SERVICE MANAGEMENT INFORMATION SYSTEM (RivPUSMiS)

## Staff Profile

---

### **HOME PAGE AND LOGIN PARAMETERS**

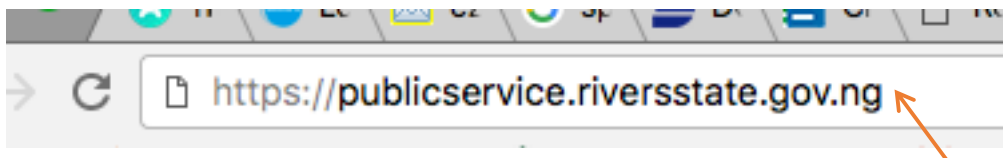
All staff will be required to log on to the portal to view their respective profiles.

*Action: Log on to the Portal*

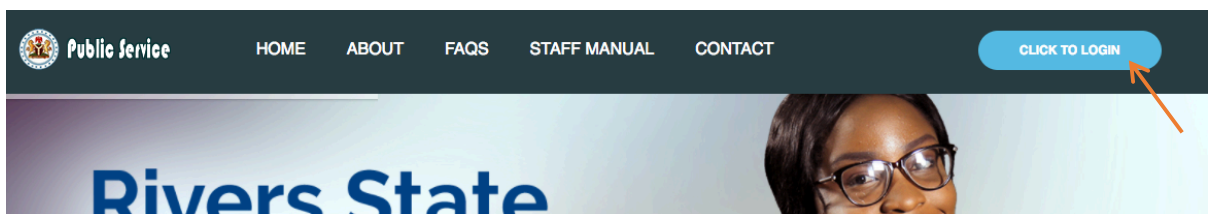
To log on to the portal, take the following steps:

- a. Open a web browser on a computer with Internet access and type the following address/url:

<https://publicservice.riversstate.gov.ng>

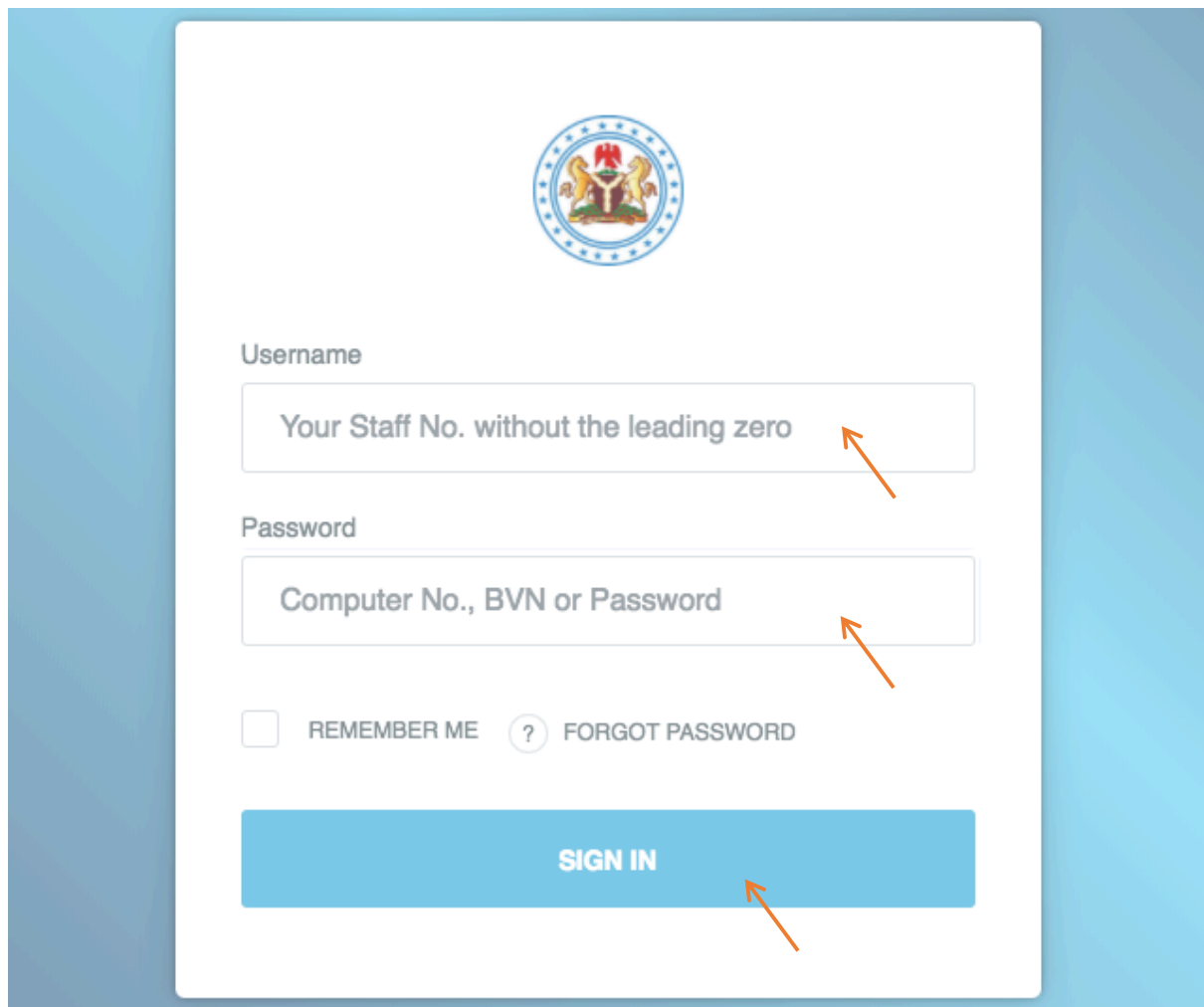


- b. You will be taken to the home page of the civil service portal. Click on the **Click to Login** button at the top right hand corner of the page:



- c. On the login page displayed, enter your username and password:

- i. Your username is your Staff Number without the leading zero. For example, a staff member with Staff Number 012345 will log in with username 12345.
- ii. Your password is your valid 11-digit Bank Verification Number (BVN) or your computer number. For example, BVN 12345678901 or computer number.
- iii. Click on the **Sign In** button to logon to your profile.



Username

Your Staff No. without the leading zero

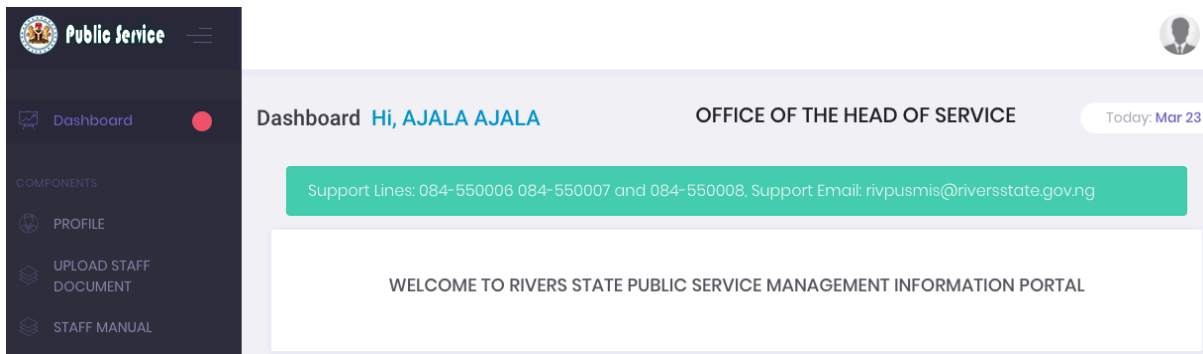
Password

Computer No., BVN or Password

REMEMBER ME [? FORGOT PASSWORD](#)

**SIGN IN**

- d. If your login details were entered correctly, you will be successfully logged on to the portal and taken to your **Dashboard**:



*Action: Reset Password on First Time Log In*

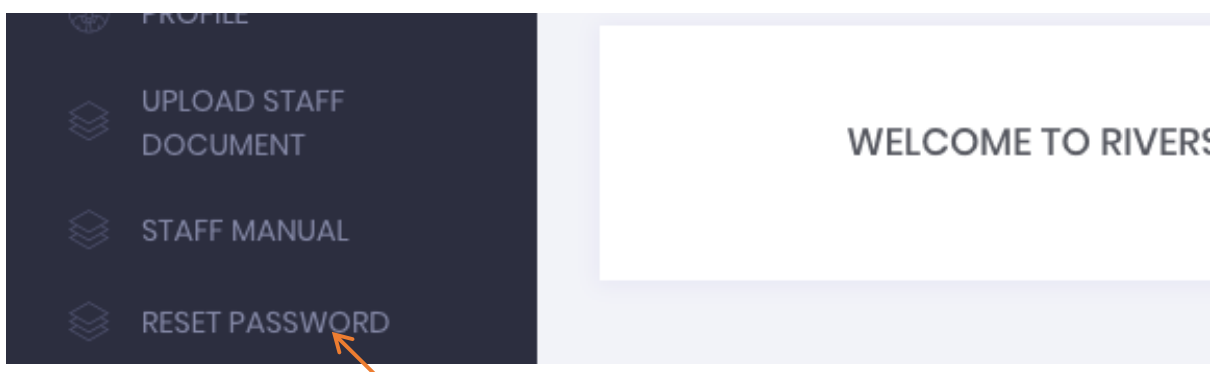
If you are attempting to log on to the portal for the very first time, your log in attempt will fail and the following page will be displayed:

To reset your password on first time log in, do the following step:

- a. Enter and confirm a new password of your choice and click the **Reset** button to successfully complete the login process.

*Action: Reset Password at any time while logged on to the Portal*

- a. To reset your password at any time while logged on to the portal, click on the **RESET PASSWORD** menu item left of the screen.



b. Enter and confirm new password of your choice in the Reset Password page that is displayed:

RESET PASSWORD

Enter Your Staff No  
12345

New Password  
.....

Confirm New Password  
.....

Reset Password Cancel

c. Click the **Reset Password** button to save changes made.

## STAFF: KEY MENUS

Once logged on to the portal, you are taken to the **Dashboard** which displays staff name and department / parastatal thus:

Public Service

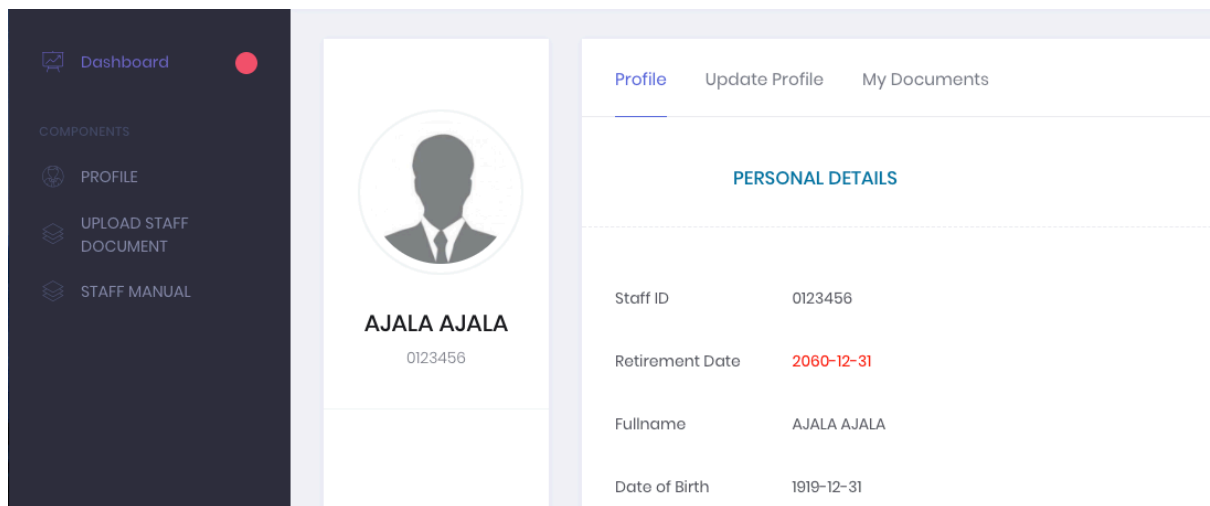
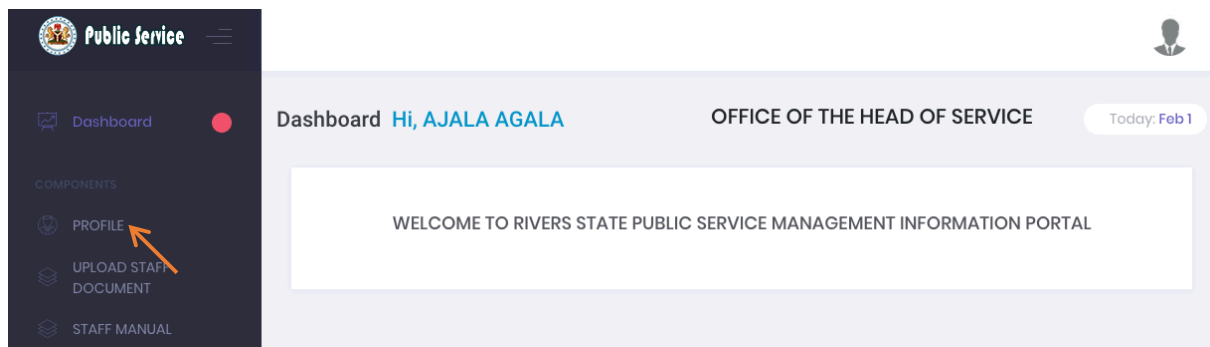
Dashboard

Dashboard Hi, AJALA AGALA OFFICE OF THE HEAD OF SERVICE Today: Feb 1

WELCOME TO RIVERS STATE PUBLIC SERVICE MANAGEMENT INFORMATION PORTAL

*Action: View Staff Profile*

Click on the **PROFILE** menu on the left to make visible your Staff Profile page which displays staff personal details, grade information, employment details and bank details:



### **MANDATORY DOCUMENTS FOR UPLOAD**

The following documents are mandatory for upload to the portal failing which may result in non-confirmation of staff profile:

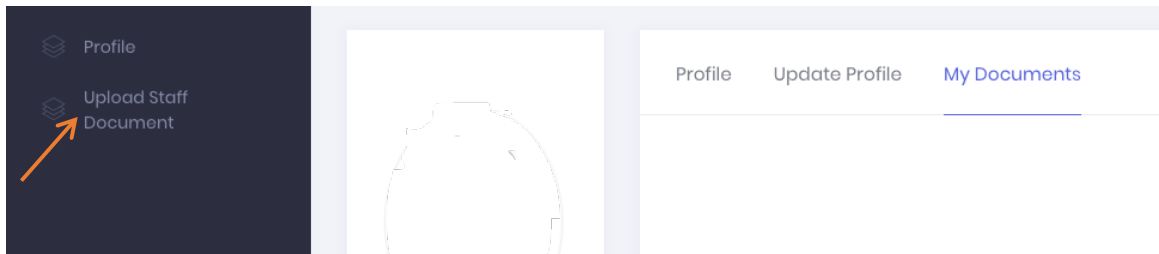
- i. Letter of First Appointment
- ii. Letter of Confirmation of First Appointment
- iii. Letter of Last Promotion
- iv. Letter of Present Posting
- v. First School Leaving Certificate
- vi. Birth Certificate or Birth Declaration

***Note, however, that the staff document upload page will only be accessible after staff profile information has been updated as detailed in page 4 of this document.***

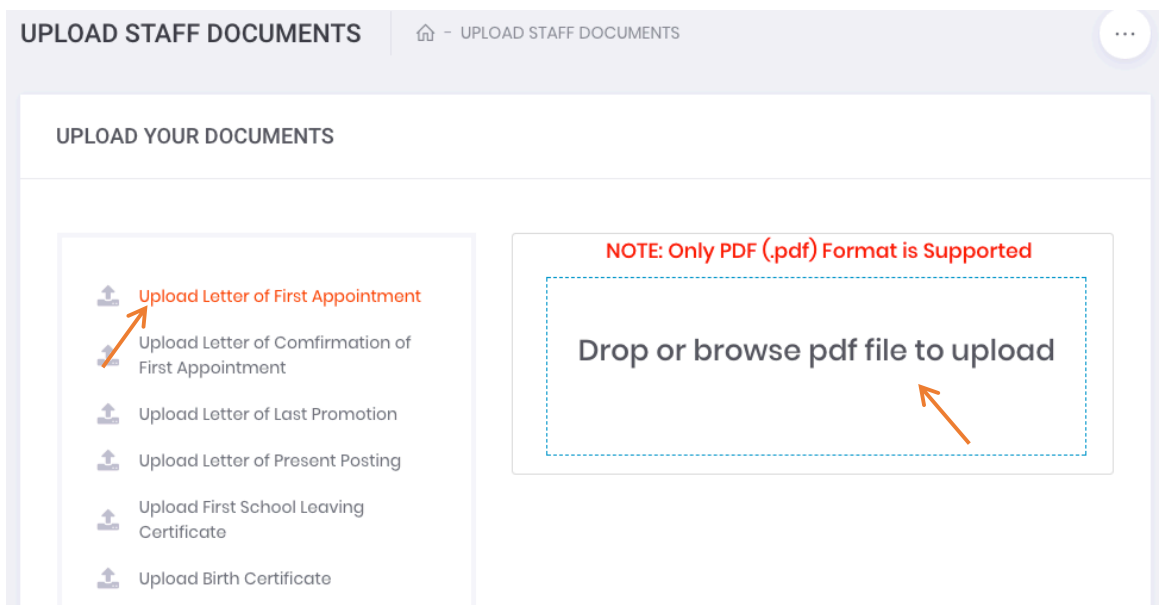
*Action: Upload New Document*

To upload a new document, take the following steps:

- a. Click on the **Upload Staff Document** menu on the left hand side of the screen.



- b. The **Upload Staff Document** page is displayed. Select from the displayed list of documents. For example, click **Upload Letter of First Appointment**.



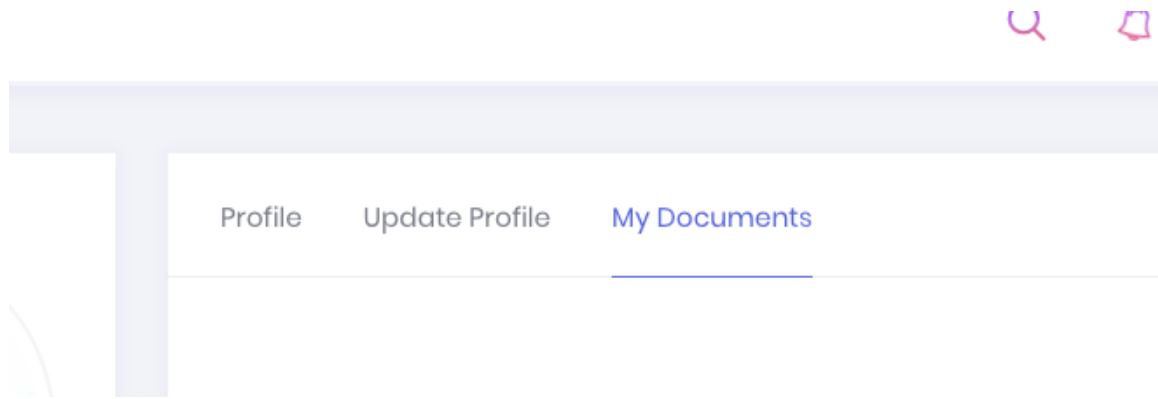
- c. Then click **Drop or Browse pdf file to upload** to upload the relevant document. Note that all files uploaded must be in pdf format else the upload will fail.
- d. Repeat until you have uploaded all six (6) mandatory documents listed.

*Action: View Uploaded Documents*

To view all your uploaded documents, click on the **My Documents** tab in your profile page and all your uploaded documents will be displayed. Click each



one to expand and view to confirm upload success.



*Action: Update Staff Profile*

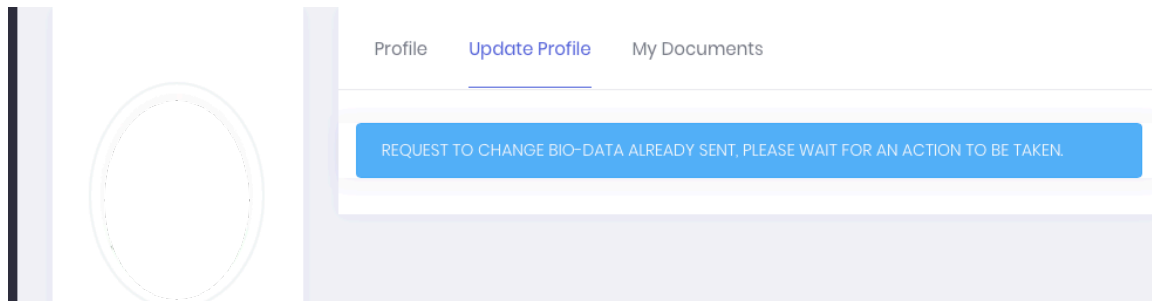
- a. To update profile, click on the **Update Profile** tab in your profile page. You will be provided with options to edit selected fields in your staff profile such as:
  - i. **Personal Details** (name, phone number, email, sex, state, LGA and hometown).
  - ii. **Grade** (grade and grade step).
  - iii. **Employment Details** (qualification, MDA type, MDA, department, unit and rank).
  - iv. **Bank Details** (bank, BVN and account number).

The screenshot shows a user profile page for 'EBERE AMBROSE' with ID '13278'. The 'Update Profile' tab is active, indicated by an orange arrow. Below the profile information is a section titled 'PERSONAL DETAILS' containing a table with three columns: 'Bio-Data', 'Existing Staff Record', and 'Staff Correction Request'. The table has rows for 'Staff ID', 'Computer No', 'Retirement Date', 'Firstname', and 'Othername'. The 'Staff ID' and 'Computer No' rows have input fields in the 'Existing Staff Record' column. The 'Retirement Date' row has a date input field in the 'Existing Staff Record' column and a date input field in the 'Staff Correction Request' column. The 'Firstname' and 'Othername' rows have input fields in the 'Staff Correction Request' column.

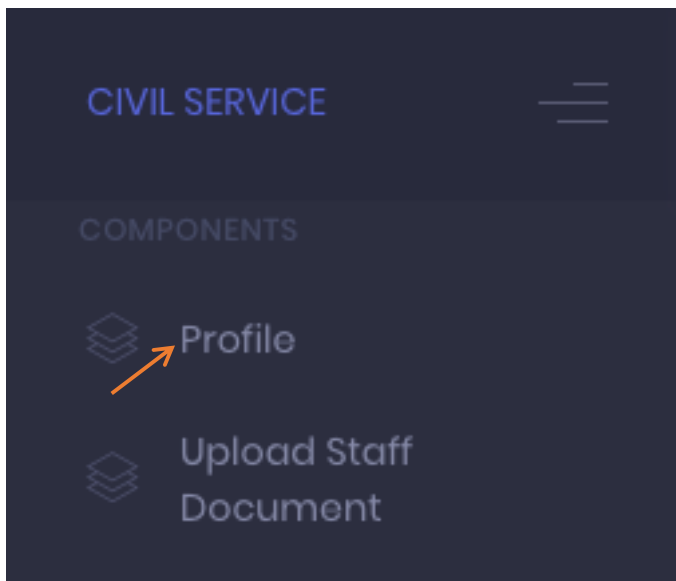
b. Once done, click the **Send Change Request** button to save the changes made, as shown below:

The screenshot shows a form for sending a change request. It includes fields for 'Bank' (a dropdown menu), 'BVN' (input field with value '12345678901'), and 'Account No' (input field with value '0123456789'). Below these is a 'Remarks' section with a text area containing a sample remark: 'Sample Remark: I have changed accounts from BankX to BankY because they offer better interest rates. However, my BVN is the same.' At the bottom of the form are two buttons: 'Send Change Request' (highlighted with an orange arrow) and 'Cancel'.

After your change request has been sent, a status message will be displayed on your **Update Profile** tab, indicating that the relevant admins are assessing and treating your request.

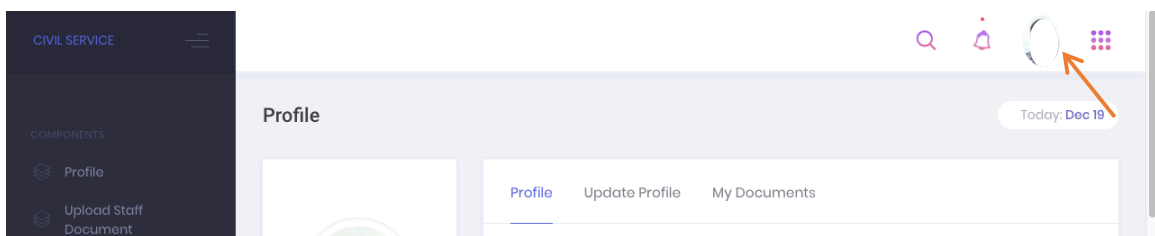


- c. To go back to your staff profile page, click on the **Profile** menu item on the left hand side of the screen as shown below:



*Action: Log out of Staff Profile*

- a. To log out of staff profile, click on the account/user image at the top right hand corner of the screen.



It then displays a dropdown window with a **logout** button.

b. Click the **logout** button to sign out of the portal.

