

LSJSC Portal — Knowledge Base

Getting Started: Step-by-Step Guides for All Roles

Lagos State Judicial Service Commission Portal: *lagosjsc.ng* | Powered by CLIMAX TECH Dev Team

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1. System Overview

The **Lagos State Judicial Service Commission (LSJSC) Portal** is a secure, role-based web application that streamlines court operations, case management, remand tracking, warrant management, and administrative processes across all Lagos State Magistrate and Customary Courts.

Key Capabilities

Feature	Description
Role-Based Access	8 distinct user roles, each with tailored dashboards and permissions
Case Management	End-to-end case registration, assignment, and tracking
Warrant Management	Full warrant lifecycle from issuance to execution
Document Management	Secure file uploads and PDF viewing with base64 encoding

Feature	Description
Biometric Authentication	Optional face-recognition login via webcam
Remand Tracking	Daily remand entries, adjournment dates, and bail conditions
Reports & Analytics	Role-specific charts, performance metrics, and CSV/PDF exports
Cause-List Generation	Court-specific cause-lists generated by Registrars

User Roles

Role	Primary Function
Admin	Full system access and administration
Magistrate	Court-specific case management and judicial decisions
Chief Magistrate Admin	All magistrate duties plus supervisory functions
Sheriff	Warrant execution and tracking
Registrar	Court filings, records, and calendar management
Case Manager	System-wide initial case registration only
Staff	Assessor assignment and file management
Assessor	Magistrate performance evaluation and assessment

2. Accessing the Portal

Public Website

The public website at <https://lagosjsc.ng> requires no login. It includes:

- **Home** — Welcome message, cause-list viewer, and Commission highlights
- **About** — Commission Members and Principal Officers profiles
- **Courts** — Magistrate and Customary Courts directory
- **Gallery** — Official photo gallery
- **Publications** — Downloadable PDF publications
- **Contact** — Office location, map, and contact form
- **Help Desk** — FAQs and support ticket submission

Accessing the Secured Portal

1. From any public page, click **Portal** in the top navigation menu.
 2. You will be directed to the portal login/registration page at `portal.php`.
 3. All communication is secured over **HTTPS**. Do not proceed if your browser shows a certificate warning.
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3. Registration Guide

Note: All newly registered accounts (except Admin) must be **activated by the Administrator** before you can log in.

Step-by-Step Registration

Step 1 — Open the Registration Form Navigate to the Portal page and click **Register**.

Step 2 — Fill in Your Personal Details

- Full Name
- Email Address
- Phone Number
- Desired Username
- Password (and confirmation)

Step 3 — Select Your Role Choose your role from the dropdown. The form adapts based on your selection:

Role Selected	Court Field	Secret Code Field
Magistrate, Sheriff, Registrar, Chief Magistrate Admin	Required — select your assigned court	Not required
Admin	Disabled	Required — enter the Admin secret code
Staff	Disabled	Required — enter the Staff secret code
Assessor	Disabled	Required — enter the Assessor secret code
Case Manager	Disabled	Required — enter the Case Manager secret code

Secret codes are issued by the Commission. Contact your department head or the Admin if you have not received yours. Enter the code in **password format** (characters are hidden).

Step 4 — Upload Your Profile Picture (Optional)

- Click **Start Camera** to capture a live photo using your webcam.
- Or click **Upload Photo** to select an image from your device.
- Click **Capture** to take the photo, then **Stop Camera** when done.
- This step is optional.

Step 5 — Biometric Face Registration (Optional)

- Toggle the **Biometric Registration** switch to enable face capture.
- Click **Start Camera**, position your face in the frame, then click **Capture Face**.
- Your facial descriptor will be saved for future biometric logins.
- You may skip this step and enable it later from your Profile Settings.

Step 6 — Submit Registration Click **Register**. A confirmation message will appear. Wait for the Administrator to activate your account before attempting to log in.

4. Login Guide

Standard Login (Username & Password)

1. Go to `portal.php` and click **Login**.
2. Enter your **Username** and **Password**.
3. Click **Login**.
4. You will be redirected to your role-specific dashboard.

Biometric Login (Face Recognition)

1. On the Login page, toggle **Enable Biometric Login**.
2. Enter your **Username**.
3. Click **Start Camera** — position your face clearly in the frame.
4. Click **Verify Face**. The system will compare your face against your registered descriptor.
5. If the match is successful, you will be logged in automatically.

Tip: Ensure good lighting when using biometric login. If face recognition fails, use the standard username/password method.

Account Not Activating?

Your account must first be approved by the Administrator. If you have been waiting more than 24 hours, contact the Admin at **info@lagosjsc.ng** or call **+234 7035176336**.

5. Role Guides

5.1 Administrator (Admin)

Secret Code Required at Registration: Yes (Admin code — do not share) **Account Activation:** Admin accounts are pre-activated. **Access Level:** Full system-wide access.

Dashboard Overview

Upon login, the Admin dashboard displays live summary cards:

- Total registered users
- Pending/unassigned cases
- Total court cases
- Active warrants
- Unread contact messages

Charts show monthly case statistics, case type breakdown, and system activity.

User Management

Activating a New User

1. Click **User Management** in the sidebar.
2. Find the user in the **Pending Users** table.
3. Click **Activate** in the Actions column.
4. The user will receive access to the portal immediately.

Deactivating a User

1. Go to **User Management**.
2. Search for the user by name, role, or court.
3. Click **Deactivate**. The user's session will be terminated and they cannot log in until reactivated.

Editing a User Account

1. Click the **Edit** button next to a user.
 2. Update the required fields (name, role, court, status).
 3. Click **Save Changes**.
-

Case Management

- View **all cases** across all courts system-wide.
 - Filter cases by court, magistrate, status (active, adjourned, disposed, pending), or date range.
 - Download case reports as **CSV** or **PDF**.
-

Warrant Management

- View all warrants (arrest, bench, search, commitment, execution) across all courts.
 - Monitor pending applications, active warrants, and overdue returns.
 - Export warrant reports.
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Court Management

- View court directory (Magistrate and Customary Courts).
 - Court records are permanent and cannot be modified once entered.
-

Reports & Analytics

1. Click **Reports & Analytics** in the sidebar.
2. Select a **Measurable Variable** from the dropdown (e.g., Cases by Status, Warrant Execution Rate).
3. Select one or more **Chart Types** (Bar, Column, Line, Pie, Doughnut, Table).
4. Click **Generate**.
5. Each chart/table supports live search, column sorting, filtering, pagination, and export (CSV, PDF, PNG).

Available Reports:

- Case Status Report
 - Case Type Breakdown
 - Workload by Magistrate
 - Warrant Execution Status
 - Court Performance Metrics
 - Monthly Case Filing
 - User Activity Audit
 - Assessor Progress
 - Case Duration Analysis
 - Public Record Requests
 - Sheriff Execution Efficiency
 - Case Backlog Report
 - Role-Specific Dashboards
-

Audit Logs

- Click **Audit Logs** in the sidebar.
 - View a searchable, paginated table of all user actions: logins, data changes, file access, and failed attempts.
 - Each entry shows: User, Role, Action, Details, Timestamp.
 - Filter by date range, user, or action type.
-

System Settings

- Configure global system parameters.
- Manage announcements displayed to all portal users.

Messages

- Click **Messages** in the sidebar.
- View all contact form submissions from the public website.
- Messages are searchable and paginated via DataTables.
- Mark messages as read/unread.

Announcements

- Post system-wide announcements visible to all logged-in users on their dashboards.

Courts Cause-Lists

- View and search cause-lists generated by all Registrars across all courts.

Help Desk Management

- Review and respond to support tickets submitted by portal users and the public.
- Manage the FAQ section.

5.2 Magistrate

Court Required at Registration: Yes **Account Activation:** Required (by Admin) **Access Level:** Your assigned court only.

Dashboard Overview

Your dashboard shows:

- Active cases assigned to you
- Adjourned cases
- Cases disposed this month
- Today's hearings
- Total magistrate returns submitted

My Cases — Managing Assigned Cases

1. Click **My Cases** in the sidebar.
 2. The table lists all cases assigned to your court by the Chief Magistrate Admin.
 3. Use the search bar, column filters, and pagination to navigate cases.
 4. Click **View** on any case to see full case details, parties, documents, and hearing history.
 5. Record judicial decisions, schedule next hearings, and update case status (Active → Adjourned → Disposed).
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Court Schedule — Hearing Calendar

1. Click **Court Schedule** in the sidebar.
 2. View your personal hearing calendar with upcoming dates.
 3. Add new hearing dates: select the case, set the date and time, and click **Schedule**.
 4. Edit or cancel existing hearings as needed.
-

Magistrate Returns — Uploading Period Returns

This is how you submit your official case return files to the Commission.

Step 1 — Fill the Upload Form

1. Click **Magistrate Returns** in the sidebar.
2. Complete the **Period Cover** fields:
 - Start Date (e.g., 1st January 2023)
 - End Date (e.g., 30th April 2023)

Step 2 — Select Files

1. Click **Select Files** and choose up to **20 files** at a time.
2. If you select more than 20, only the first 20 will be uploaded — the rest are skipped automatically (no loss of other files).
3. Accepted format: PDF.

Step 3 — Upload

1. Click **Upload**.
2. A **progress bar** appears for each file, showing upload success or failure individually.
3. On completion, a folder named {Your Name} – {Period Cover} is automatically created on the server.

Important: You cannot create a duplicate folder for the same period. The system will alert you and prevent re-upload.

Step 4 — Viewing Uploaded Returns

1. Your uploaded folders are listed in a DataTable (searchable, sortable, paginated).

2. Click **View** on a folder to list all files inside it.
 3. Click **View** on a file to open it in the PDF viewer (base64-encoded, works on Chrome, Edge, Firefox, Safari).
 4. Click **Delete** to remove a folder or individual file (with confirmation prompt).
-

Remand Tracking

1. Click **Remand Tracking** in the sidebar.
 2. Click **New Remand Entry**.
 3. Fill in:
 - Defendant name and information
 - Case details
 - Remand date (defaults to today)
 - Next adjournment date
 - Bail conditions
 4. Upload any supporting documents.
 5. Click **Save Entry**.
 6. The dashboard shows daily remand counts, upcoming adjournments, and pending cases.
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Warrants

1. Click **Warrants** in the sidebar.
2. Review warrant applications submitted by Sheriffs/Registrars for your court.
3. For each application:
 - Review the application form and uploaded supporting documents.
 - If more information is required, note it in the comments field.
 - Click **Approve** or **Deny** with reasons.
4. Approved warrants are assigned a unique warrant number and forwarded to the Sheriff.

Warrant Types You Can Issue:

- Arrest Warrant
 - Bench Warrant (can be auto-triggered by missed court dates)
 - Search Warrant
 - Commitment Warrant
 - Execution Warrant
-

My Reports

- View personal case clearance rates, adjournment rates, disposal volumes, and monthly trends.
- Export as CSV or PDF.

5.3 Chief Magistrate Admin (CMA)

Court Required at Registration: Yes **Account Activation:** Required (by Admin) **Access Level:** Your assigned court + supervised magistrates in your jurisdiction.

Note: The Chief Magistrate Admin retains all Magistrate functions. All steps in **Section 5.2 (Magistrate)** apply equally to this role. Only the additional CMA-exclusive functions are described here.

Case Assignment — Assigning Cases to Magistrates

Cases registered by the Case Manager arrive here as **unassigned**. You are the only role that can assign them to specific magistrates.

1. Click **Case Assignment** in the sidebar.
 2. The **Unassigned Cases** table lists all cases pending assignment.
 3. Click **Assign** on a case.
 4. In the assignment form:
 - **Select Magistrate** — choose from the dropdown (populated from registered Magistrates in your jurisdiction).
 - **Select Cases** — the current case is pre-selected; you may also multi-select additional cases to assign in one action.
 5. Click **Assign Cases**.
 6. The case immediately appears in the selected Magistrate's **My Cases** dashboard.
-

Performance Monitoring — Supervised Magistrates

1. Click **Performance Monitoring** in the sidebar.
 2. The table lists all magistrates under your supervision.
 3. Click **View Performance** on any magistrate to see:
 - Case clearance rate
 - Average time to disposition
 - Adjournment rate
 - Backlog reduction trend
 4. Charts are rendered as Bar, Line, or Pie — select from the chart type dropdown.
-

Supervisory Reports

- Generate jurisdiction-wide analytical reports covering all supervised magistrates.
- Compare magistrate workloads side-by-side.
- Export reports as CSV or PDF.

Workload Distribution

- View a real-time distribution chart of cases per magistrate in your jurisdiction.
- Identify over-loaded magistrates and redistribute workload via Case Assignment.

Manage Supervised Magistrates

1. Click **Manage Supervised Magistrates** in the sidebar.
2. Select magistrates from the list of all registered Magistrates.
3. Add them to your supervision list.
4. Once added, their performance data appears in your Performance Monitoring module.

5.4 Sheriff

Court Required at Registration: Yes **Account Activation:** Required (by Admin) **Access Level:** Your assigned court — warrant assignments only.

Dashboard Overview

Your dashboard shows:

- Assigned warrants (pending execution)
- In-progress warrants
- Executed warrants
- Overdue warrants (past deadline)

My Warrants — Viewing Assigned Warrants

1. Click **My Warrants** in the sidebar.
2. The DataTable lists all warrants assigned to you, sorted by priority and deadline.
3. Each row shows: Warrant Type, Defendant, Offense, Issue Date, Deadline, Status.
4. Click **View** to open full warrant details and supporting documents.

Updating Warrant Execution Status

After executing a warrant, you must file your return in the system.

1. Find the warrant in **My Warrants** or **Warrant Queue**.

2. Click **Update Status**.
 3. Choose the new status:
 - **In Progress** — execution underway
 - **Executed** — warrant served successfully
 - **Returned Unserved** — subject not found or other obstacle
 - **Cancelled** — warrant recalled by magistrate
 4. Add execution notes (date, location, outcome).
 5. Upload supporting documents (photos, signed return-of-service form).
 6. Click **Save Update**.
-

Warrant Queue — Prioritized Execution List

- View all active warrants in priority order (overdue first, then by deadline).
 - Filter by warrant type: Arrest, Bench, Search, Commitment, Execution.
-

New Warrant Application

If you need to apply for a new warrant on behalf of a complainant:

1. Click **My Warrants** → **New Application**.
 2. Select **Warrant Type**.
 3. Fill in the application form:
 - Court selection
 - Defendant/subject information
 - Offense details and charges
 - Probable cause statement
 4. Upload supporting documents (sworn affidavit, evidence).
 5. Click **Submit for Magistrate Review**.
 6. Track the status in **My Warrants** — it will show as **Pending Review** until the Magistrate acts.
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Schedule

- View your warrant execution calendar.
 - Add planned execution dates.
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Activity Log

- A daily log of all your warrant actions: views, status updates, and uploads.
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Execution Reports

- Generate reports on your warrant service rates, average execution time, and overdue rates.
 - Export as CSV or PDF.
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5.5 Registrar

Court Required at Registration: Yes **Account Activation:** Required (by Admin) **Access Level:** Your assigned court only.

Dashboard Overview

Your dashboard shows:

- Active cases in your court
 - Case filings made today
 - Pending public record requests
 - Cases disposed this month
-

Case Filings — Processing New Filings

Note: Registrars manage case details for cases already assigned to their court by the Chief Magistrate Admin. Initial case creation is handled by the Case Manager.

1. Click **Case Filings** in the sidebar.
2. Click **New Filing** for a case that has been assigned to your court.
3. Fill in:
 - Full case details (parties, counsel, offense/claim)
 - Case type and category
 - Filing date (defaults to today)
 - Attachments (legal documents, charges)
4. Click **File Case**.

Processing Amendments:

1. Find the case in the filings table.
 2. Click **Amend**.
 3. Update the relevant fields and provide a reason for the amendment.
 4. Click **Save Amendment**. An audit trail entry is automatically created.
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Court Records — Maintaining Official Archives

1. Click **Court Records** in the sidebar.
 2. Search the archive by case number, party name, or date range.
 3. View, download, or flag records for review.
 4. Upload archived physical documents (scan and upload as PDF).
-

Court Calendar — Managing Hearing Schedules

1. Click **Court Calendar** in the sidebar.
 2. View all scheduled hearings for your court.
 3. Add a new hearing:
 - Select the case
 - Set date and time
 - Add hearing notes
 4. Detect and resolve scheduling conflicts — the system will alert you if two hearings overlap.
 5. Edit or cancel hearings with reason documentation.
-

Generate Cause-List

The cause-list is the official daily schedule of court matters.

1. Click **Generate Cause-List** in the sidebar.
 2. Select the **Date** for the cause-list.
 3. The system auto-populates all hearings scheduled for that date in your court.
 4. Review and make adjustments if needed.
 5. Click **Generate**. The cause-list is saved and made available:
 - On the public portal (Courts page → Cause-List section)
 - To the Admin (visible in the system-wide cause-list viewer)
 6. Export as PDF for printing and display in the court premises.
-

Public Records — Handling Record Requests

1. Click **Public Records** in the sidebar.
 2. Review incoming public record requests (submitted via the Help Desk or contact form).
 3. For each request:
 - Click **View Request** to read the details.
 - Locate the relevant record.
 - Mark the request as **Fulfilled** and upload the document, or **Denied** with a reason.
 4. All actions are logged in the audit trail.
-

Filing Reports

- Generate monthly and annual filing statistics for your court.
 - Charts show filing trends, case type distribution, and disposal rates.
 - Export as CSV or PDF.
-

5.6 Case Manager

Secret Code Required at Registration: Yes (Case Manager code) **Account Activation:** Required (by Admin) **Access Level:** System-wide case registration only. Cannot assign cases to courts or magistrates.

Dashboard Overview

Your dashboard shows:

- Total pending unassigned cases
 - Cases under review
 - Cases already assigned (by CMA)
 - Your case registrations this month
-

Register Case — Creating a New Case Record

This is your primary function. All new cases entering the system are registered here before being assigned by the Chief Magistrate Admin.

Step 1 — Open the Registration Form

1. Click **Register Case** in the sidebar.
2. Click **New Case**.

Step 2 — Fill in Case Details

- Case title / description
- Complainant information
- Defendant/Respondent information
- Case type (Criminal / Civil / Family / Traffic / Other)
- Case category
- Date of incident
- Brief facts of the case

Step 3 — Upload Initial Documents

1. Click **Attach Documents**.

2. Select relevant files (charge sheets, affidavits, supporting evidence) — PDF format.
3. Upload. Each file shows an individual progress bar.

Step 4 — Submit

1. Click **Register Case**.
2. The case is saved with status **Unassigned** and a unique Case Registration Number is generated.
3. A confirmation message displays the case number for your records.

What happens next: The case sits in the unassigned queue. The Chief Magistrate Admin will review it and assign it to a specific magistrate/court. You will be able to track this in **Unassigned Cases**.

Unassigned Cases — Tracking Registered Cases

1. Click **Unassigned Cases** in the sidebar.
2. The DataTable shows all cases pending CMA assignment.
3. Filter by status:
 - **Pending** — awaiting CMA review
 - **Under Review** — CMA has opened the case
 - **Assigned** — case has been assigned to a magistrate

Once a case is assigned by the CMA, you **cannot modify** it.

Initial Documents

- Upload or re-upload initial case documents before a case is assigned.
 - Once assigned, document management moves to the Registrar.
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Case Categories

- View and reference the official list of case types and categories used in the system.
-

Registration Reports

- View statistics on your case registrations: by type, status, and month.
 - Export as CSV or PDF.
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5.7 Staff

Secret Code Required at Registration: Yes (Staff secret code) **Account Activation:** Required (by Admin) **Access Level:** Assessor assignment and file management across all uploaded magistrate returns.

Dashboard Overview

Your dashboard shows:

- Pending assessor assignments
 - In-progress assignments
 - Completed assessments
 - Your assignments made this month
-

Assessor Assignment — Assigning Folders to Assessors

Your primary responsibility is distributing magistrate return folders to Assessors for evaluation.

Step 1 — Open the Assignment Form

1. Click **Assessor Assignment** in the sidebar.
2. The assignment form displays two fields:
 - **Select Subfolder(s)** — auto-populated from `uploads/magistrate/` directory. Only **unassigned** folders appear here. Once assigned, a folder disappears from this list.
 - **Select Assessor** — populated from registered Assessors in the database.

Step 2 — Assign Multiple Folders

1. Select one or more subfolders from the dropdown (multi-select supported).
2. Select the Assessor to assign them to.
3. Click **Assign**.
4. A success message confirms the assignment.
5. The assigned folders are immediately visible in the selected Assessor's dashboard.

Step 3 — Review Recent Assignments

- The **Recent Assignments** table shows all current assessor-folder assignments.
 - Each row has a **Delete (Trash)** button with confirmation prompt.
 - Deleting an assignment returns the folder to the unassigned pool and removes it from the Assessor's view.
-

File Management — Browsing All Uploaded Files

1. Click **File Management** in the sidebar.
 2. All subfolders under `uploads/magistrate/` are listed in a tree structure with folder icons.
 3. Click a folder to expand it and list its files.
 4. Click **View** on any file to open it in the PDF viewer (base64-encoded).
-

Assignment Tracking

- Monitor the progress of all active assessor assignments.
 - See which assignments are pending, in-progress, or completed.
-

Staff Reports

- Assignment completion rates
 - Assessor workload distribution
 - Monthly assignment volumes
 - Export as CSV or PDF
-

5.8 Assessor

Secret Code Required at Registration: Yes (Assessor secret code) **Account Activation:** Required (by Admin) **Access Level:** Only folders explicitly assigned to you by Staff.

Dashboard Overview

Your dashboard shows:

- Folders assigned to you for evaluation
 - Files reviewed
 - Assessments completed
 - Assessments pending
-

My Assignments — Accessing Assigned Folders

1. Click **My Assignments** in the sidebar.
2. The DataTable lists all folders assigned to you by Staff.
3. Each row shows: Folder Name, Magistrate, Period Cover, Assignment Date, Status.

Viewing Files in an Assigned Folder:

1. Click **View** on a folder.
2. A new table loads below, listing all PDF files in that folder.
3. Each file has a **View** button.
4. Click **View** to open the file in the integrated PDF viewer (base64-encoded, full navigation, zoom, keyboard shortcuts).

You cannot access any folder that has not been assigned to you.

PDF Viewer Controls

Control	Action
← / → Arrow Keys	Previous / Next page
Page Up / Page Down	Previous / Next page
+ or =	Zoom in
-	Zoom out
Zoom dropdown	Select preset zoom (50% to 200%) or Auto/Page Fit/Page Width
Previous / Next buttons	Navigate pages

Commenting on Files

After viewing a file:

1. Scroll below the PDF viewer to the **File Comment** section.
 2. Type your observations and findings.
 3. Click **Save Comment**. The comment is stored in the database and linked to the specific file.
-

Commenting on Folders (Overall Assessment Notes)

1. In the **My Assignments** table, click the **Folder Comment** button on any row.
 2. Enter your overall notes on the entire folder/return period.
 3. Click **Save**. This is separate from individual file comments.
-

Performance Evaluation — Structured Assessment

This is your core evaluation function. You perform Parts A–D of the Judicial Performance Evaluation for each assigned magistrate.

To begin an evaluation:

1. Click **Performance Evaluation** in the sidebar.

2. Select the assigned magistrate folder.
3. The evaluation form is divided into four parts:

Part A — Summary Assessment (Confidential Evaluation Header)

Fill in:

- Magistrate Name
- Evaluation Period
- Court
- Assessor Name and Date

Part B — Quantitative Performance Metrics

Enter calculated figures for each metric:

Metric	Formula	Benchmark
Case Clearance Rate	$(\text{Cases Disposed} \div \text{Cases Filed}) \times 100$	> 95%
Case Disposal Volume	Total cases disposed	Peer average
Average Time to Disposition	Total days $\div$ Number of dispositions	< 180 days
Backlog Reduction	Pending cases start – Pending cases end	Reduction target
Adjournment Rate	$(\text{Hearings Adjourned} \div \text{Total Hearings}) \times 100$	< 15%

Add context and findings in the Comments field for each metric.

Part C — Qualitative Assessment

Rate the magistrate on five dimensions by selecting:

- ☐ Exceptional
- ☐ Competent
- ☐ Needs Development

Dimensions:

1. Legal Knowledge & Application
2. Judicial Temperament & Demeanor
3. Diligence & Case Management
4. Fairness & Impartiality
5. Quality of Judgments & Rulings

Add supporting observations and evidence in the Comments field for each dimension.

Part D — Overall Summary & Development Plan

Complete:

- **Key Strengths** (at least two)
 - **Areas for Development** (specific, actionable items)
 - **Recommendations:**
 - ☐ Continue Current Performance
 - ☐ Specific Training: _____
 - ☐ Mentoring/Coaching: _____
 - ☐ Follow-up Review in: _____
-

Finalising the Evaluation:

1. Review all four parts.
 2. Click **Generate Report**. A confidential PDF report is produced.
 3. You can **Download** the PDF or **Upload** it directly to the magistrate's folder from the report page.
 4. The system records your digital signature and the evaluation date.
-

Assessment Reports — Generating Individual Reports

1. Click **Assessment Reports** in the sidebar.
 2. Select the folder/magistrate.
 3. Select the report period.
 4. Click **Generate Report**.
 5. Download as PDF or upload directly to the assigned folder.
-

Evaluation History

- View all previously submitted evaluations.
 - Search by magistrate name, period, or date.
 - Re-open past reports for reference (read-only after submission).
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6. Common Features

These features are available to all roles.

Profile Settings

1. Click your **Profile Picture** or name at the top of the sidebar.
2. Select **Profile Settings**.
3. Update your name, email, or phone number.
4. Change your password.
5. Enable or complete biometric (face) registration if you skipped it during sign-up.
6. Upload a new profile picture (camera capture or file upload).
7. Click **Save Changes**.

Personal Settings

- Choose notification preferences.
- Set dashboard display preferences.

Help & Support

- Access the **FAQ** section for quick answers.
- Click **Submit Support Ticket** to raise a technical or procedural issue.
- Track the status of your submitted tickets.

Logout

- Click **Logout** at the bottom of the sidebar.
- Your session is immediately terminated and you are redirected to the portal login page.
- Always log out when using shared computers.

7. Troubleshooting

I cannot log in after registering

Your account has not yet been activated by the Administrator. Contact the Admin at **info@lagosjsc.ng** or call +234 7035176336.

I forgot my password

1. On the portal login page, click **Forgot Password**.
2. Enter your registered email address.
3. Check your inbox for a password reset link.
4. Click the link and set a new password.
5. If you do not receive the email within 5 minutes, check your spam/junk folder.

Biometric login is not working

- Ensure you registered your face during account setup. If not, log in with your password and enable it via **Profile Settings**.
- Check that your browser has permission to access your webcam.
- Ensure there is sufficient lighting for the camera.

- If the issue persists, use the standard username/password login method.

A table is not displaying correctly

- Refresh the page using **Ctrl+R** (Windows/Linux) or **Cmd+R** (Mac).
- Clear your browser cache: **Ctrl+Shift+Delete** → select "Cached images and files" → Clear.
- Try a different browser (Chrome, Edge, Firefox, Safari are all supported).

A PDF file is not opening

- The PDF viewer uses base64 encoding and works entirely in the browser without plugins.
- Ensure JavaScript is enabled in your browser.
- If using Safari, ensure you are on version 14.1 or later.
- Try opening the file in a different browser.

File upload is failing

- Maximum upload per session: **20 files**.
- Accepted format: **PDF only**.
- Each file must not exceed the server's maximum file size limit.
- Check the progress bar — individual file failures are shown per file, not as a global failure.
- Ensure your internet connection is stable during upload.

My uploaded folder is not appearing

- Refresh the Magistrate Returns page.
- Check that the upload completed successfully (all progress bars reached 100%).
- If the folder still does not appear, try uploading again. The system prevents duplicate folders for the same period, so if a duplicate is detected, an error message will be shown.

I see "Access Denied" or "403 Forbidden"

- You are attempting to access a page or feature not permitted for your role.
- Navigate back to your dashboard and use the sidebar menu to access permitted modules.
- If you believe this is an error, contact the Administrator.

Form submitted but nothing happened / data did not save

- The portal uses **POST-Redirect-GET** to prevent double submission. After submitting a form, you are automatically redirected.
- If the page appears blank or unchanged after submission, look for a success or error message at the top of the page.
- Do not press the browser Back button immediately after submitting a form.

8. Frequently Asked Questions (FAQs)

Q: Can I register with any role I choose? A: Yes, but roles requiring a secret code (Admin, Staff, Assessor, Case Manager) will not be activated without the correct code. Contact your department head for the code.

Q: Can I change my role after registration? A: No. Role changes must be made by the Administrator. Submit a support ticket if your role assignment is incorrect.

Q: Can more than one person share a portal login? A: No. Each user must have a separate account. Shared logins are a security violation and will be flagged by the audit system.

Q: Are my uploaded files secure? A: Yes. Files are stored server-side with organised folder structures, served via base64 encoding (not direct URLs), and access is strictly role-controlled. All connections use HTTPS.

Q: Who can see my magistrate return files? A: Only you (Magistrate), Staff (can browse all files), and Assessors assigned to your specific folder by Staff can view your files.

Q: Can I delete a case after filing it? A: Case deletion is restricted. Contact the Administrator for case record corrections. All modifications are logged in the audit trail.

Q: What browsers are supported? A: Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari. The portal is tested and optimised for all four. For best experience, keep your browser updated to the latest version.

Q: The portal says my session expired. What do I do? A: Your session automatically expires after a period of inactivity for security. Simply log in again. Unsaved form data may be lost — save your work regularly.

Q: Can I use the portal on my mobile phone? A: Yes. The portal is fully responsive, designed to work on all devices from 320px mobile screens to 4K desktops.

Q: How do I report a bug or system error? A: Use the **Help & Support** menu to submit a support ticket. Include a description of what you were doing, what you expected to happen, and what actually happened. Screenshots are helpful.