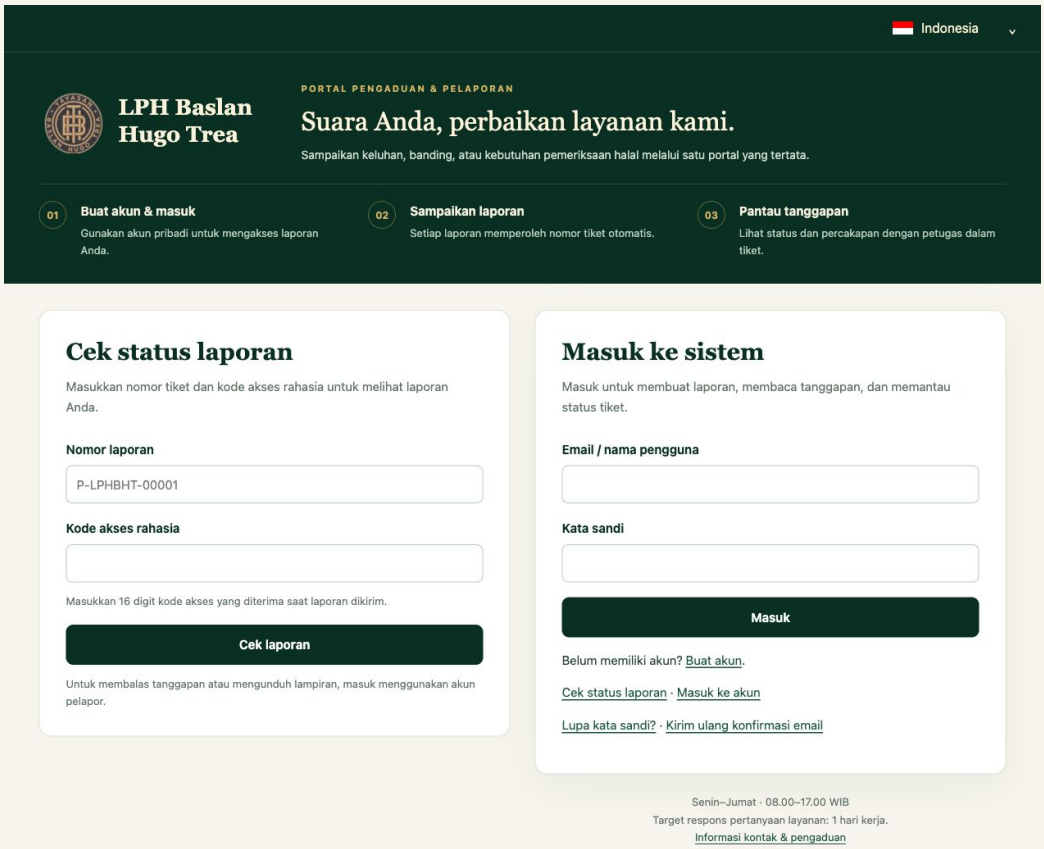
Using the complaint portal

A guide for reporters, administrators and superadministrators. Use a computer, tablet or phone.



The public page has **Check report status** on the left and **Sign in** on the right. On smaller screens, these sections stack vertically. The logo returns to the portal. The screenshot shows the Indonesian interface; select English with the flag button.

Overview: Create an account → Confirm email → Sign in → Create a report → Save the number and code → Read and reply to messages.

Open: pengaduan.lphbaslanhugotrea.id

1. Register and confirm email

Choose Create account on the sign-in page to register your personal account.



Interface illustration; all example names and numbers are fictional.

1. Complete every required field in the registration form, then select **Create account**.

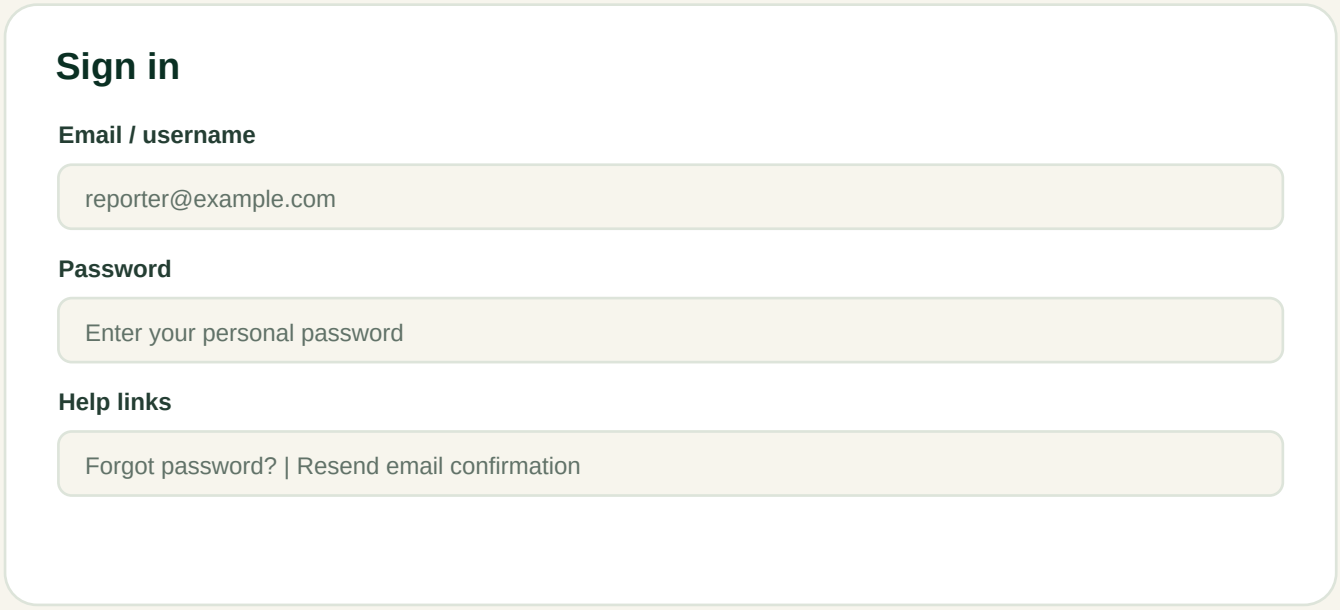
2. Open the confirmation email sent by the portal. Check your spam folder if it is not visible.

3. Click the confirmation link within **24 hours**. It can be used only once. New accounts must confirm their email before signing in.

4. If the link expires, choose **Resend email confirmation**. A superadministrator can also resend the link.

2. Sign in and recover access

Use your registered email or username and your portal password.



Interface illustration; all example names and numbers are fictional.

1. Select **Sign in**. The portal opens the dashboard assigned to your account role.

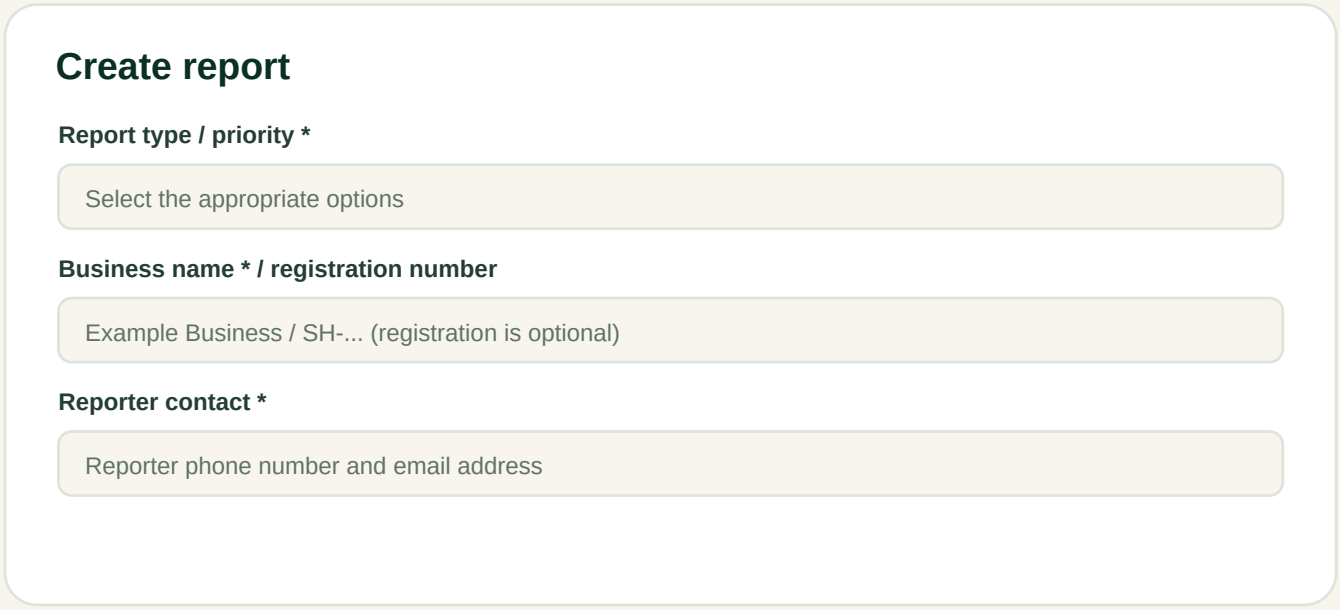
2. Accounts created by staff may require an initial password change. Follow the form under **My account**.

3. If you forget your password, choose **Forgot password?**, enter your registered email and open the emailed link. Password-reset links are valid for **1 hour**.

4. Use the flag button at the top right to select a language. Report content and conversations remain in the language used by their authors.

3. Create a new report

Choose Create report in your dashboard. A ticket number is assigned after the report is saved.



Interface illustration; all example names and numbers are fictional.

1. Complete the type, priority, business name, phone, email, subject and description. **All fields are required** except the registration number and attachments.

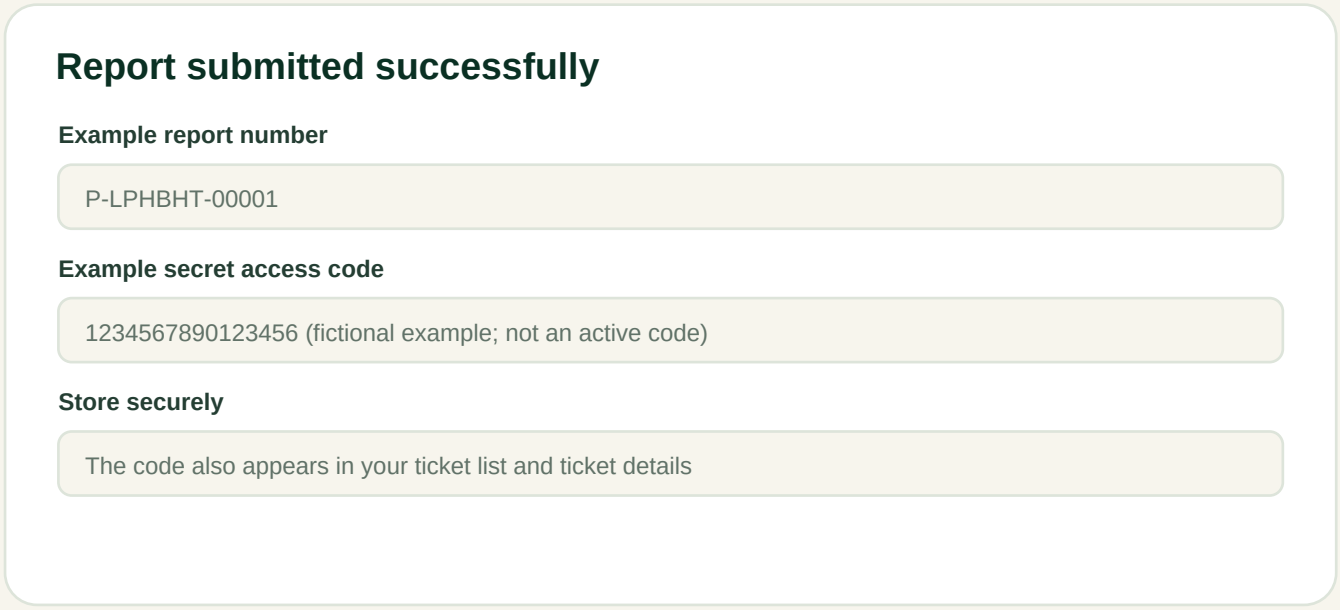
2. If supplied, the registration number must begin with **SH-**. Describe the events, dates and request clearly.

3. Attachments are optional: up to **3 files**, each no larger than **10 MB**, in **PDF, JPEG or PNG** format.

4. Select **Submit report**. A user may create one new ticket per **24 hours** after their previous submission. Earlier attempts display the previous ticket number.

4. Save the number and code

You need both details to check a report without signing in.



Interface illustration; all example names and numbers are fictional.

1. Save the automatically generated **P-LPHBHT-** ticket number and the **16-digit** secret access code. Do not share the code.

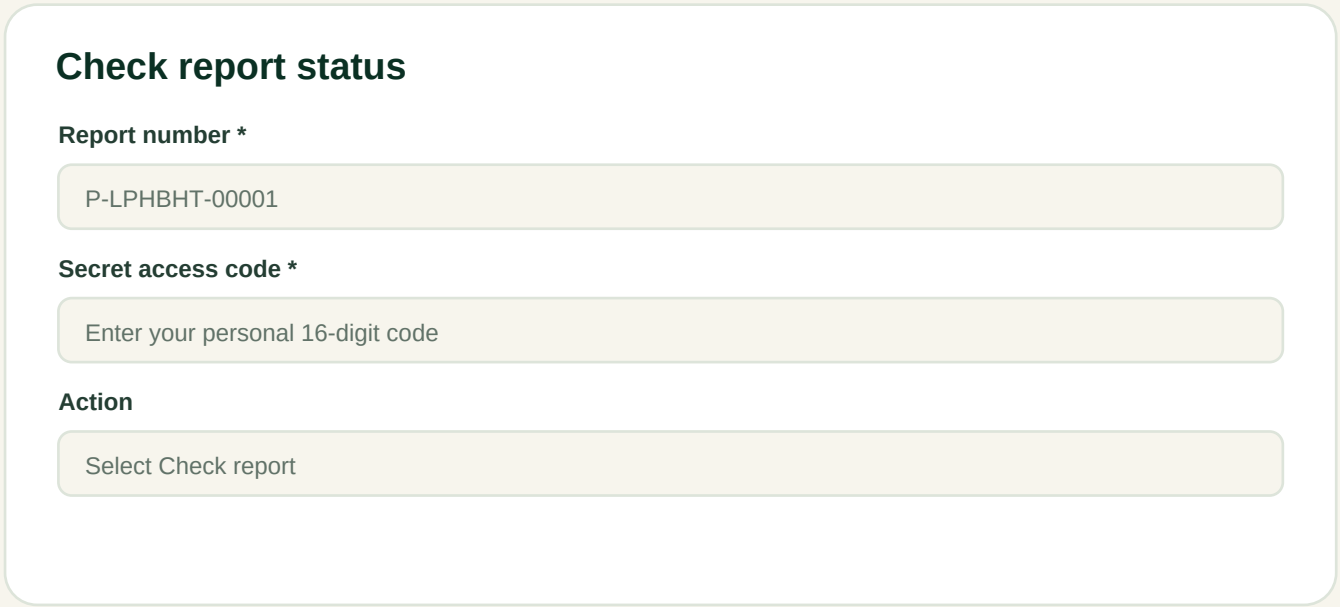
2. The account owner and management receive email notifications for relevant ticket events. The new-ticket email containing the access code is sent only to the owner.

3. Open **Ticket list** or **Overview** and click the ticket number to read its details and replies.

4. If an older code cannot be displayed, the owner or superadministrator can use the available regeneration button. This replaces the previous code.

5. Check status without signing in

The public lookup form is shown before login. After login, use the ticket list in your dashboard.



Interface illustration; all example names and numbers are fictional.

1. Enter the report number and secret access code exactly, then select **Check report**.

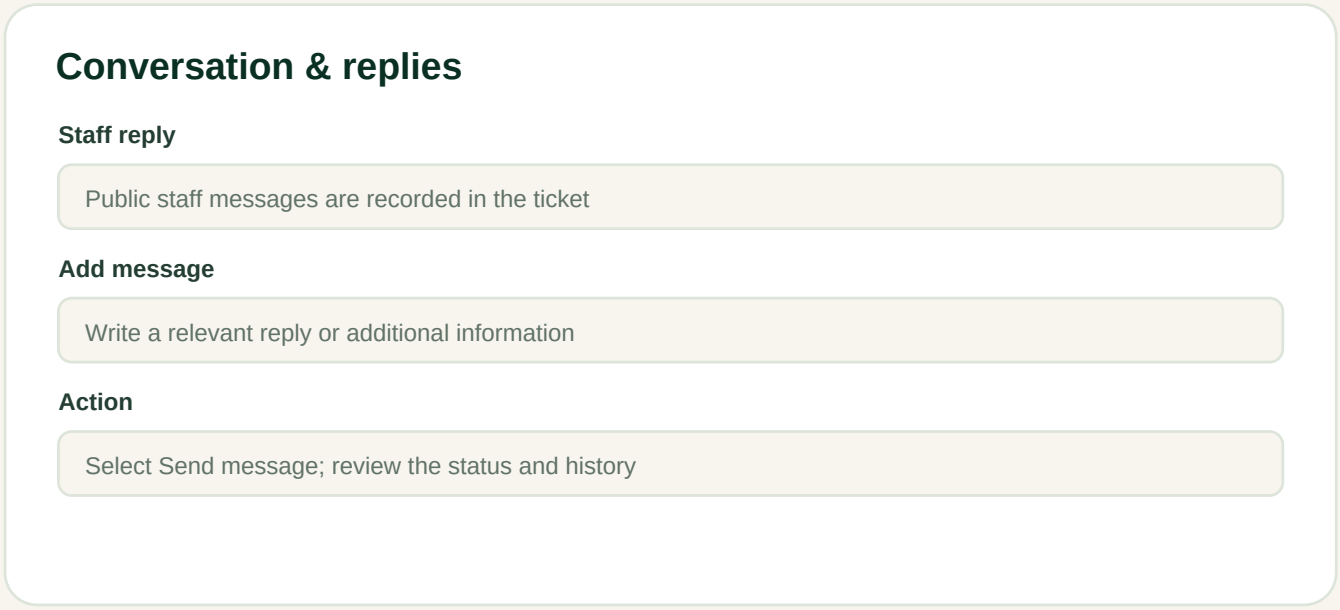
2. After successful verification, the portal shows the subject, status, full report description, public replies and status history.

3. Public lookup does not show internal staff notes or attachments. **Sign in** to reply or download attachments.

4. If the number or code is incorrect, check your saved details. Do not guess codes; the system limits repeated attempts.

6. Reply and track resolution

Open ticket details to read replies. Access is limited to the owner and authorised staff.



Interface illustration; all example names and numbers are fictional.

1. Open the ticket from your dashboard. Read the report and replies, enter your response under **Add message** and choose **Send message**.

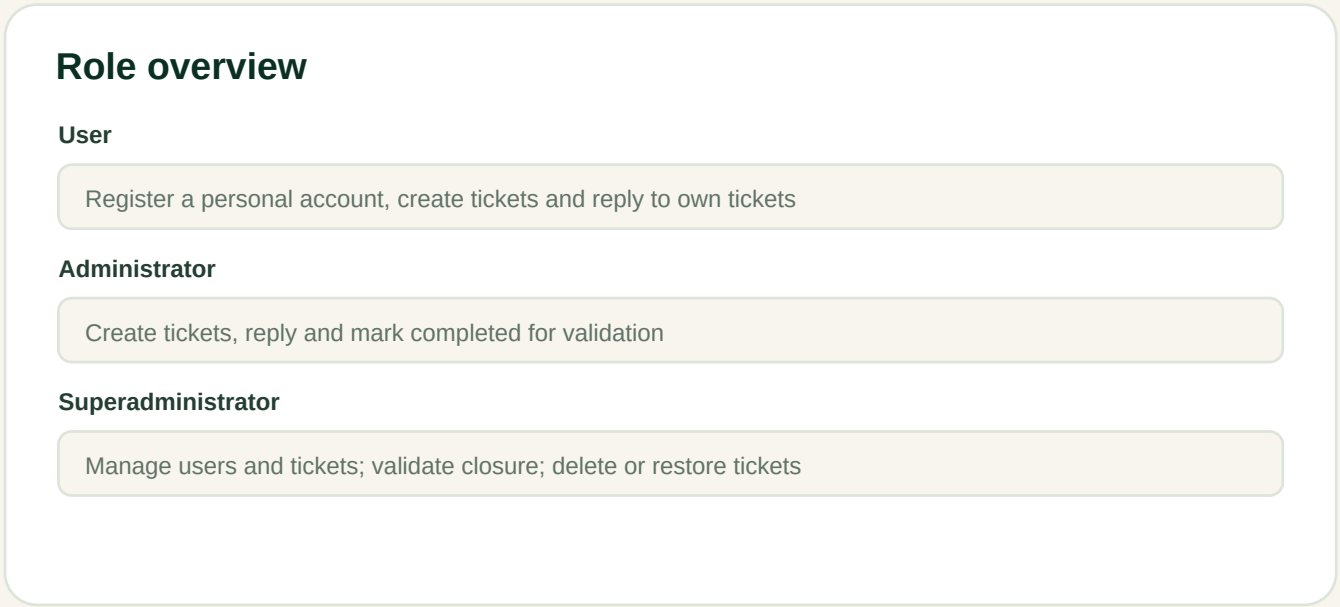
2. A ticket marked **Completed** by an administrator still awaits superadministrator validation. The reporter may continue replying at this stage.

3. After validation, the superadministrator marks it **Complaint closed**. Closed tickets cannot receive replies or be reopened.

4. Internal notes are visible only to staff. Superadministrator replies use the identity **Petugas Divisi Sekretariat dan Humas** (Secretariat and Public Relations Officer).

7. Staff roles and assistance

Access depends on the account role. The contact details below are the official LPH service channels.



Interface illustration; all example names and numbers are fictional.

1. Superadministrators can create administrator/user accounts, request email changes and resend confirmation to a pending new address. The active email changes only after confirmation.

2. Deleted tickets move to **Deleted tickets** and can be restored by a superadministrator.

3. Choose **Sign out** when using a shared device. Never include passwords or access codes in a report description.

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Monday-Friday, 08:00-17:00 Western Indonesia Time. Service enquiry response target: 1 working day.