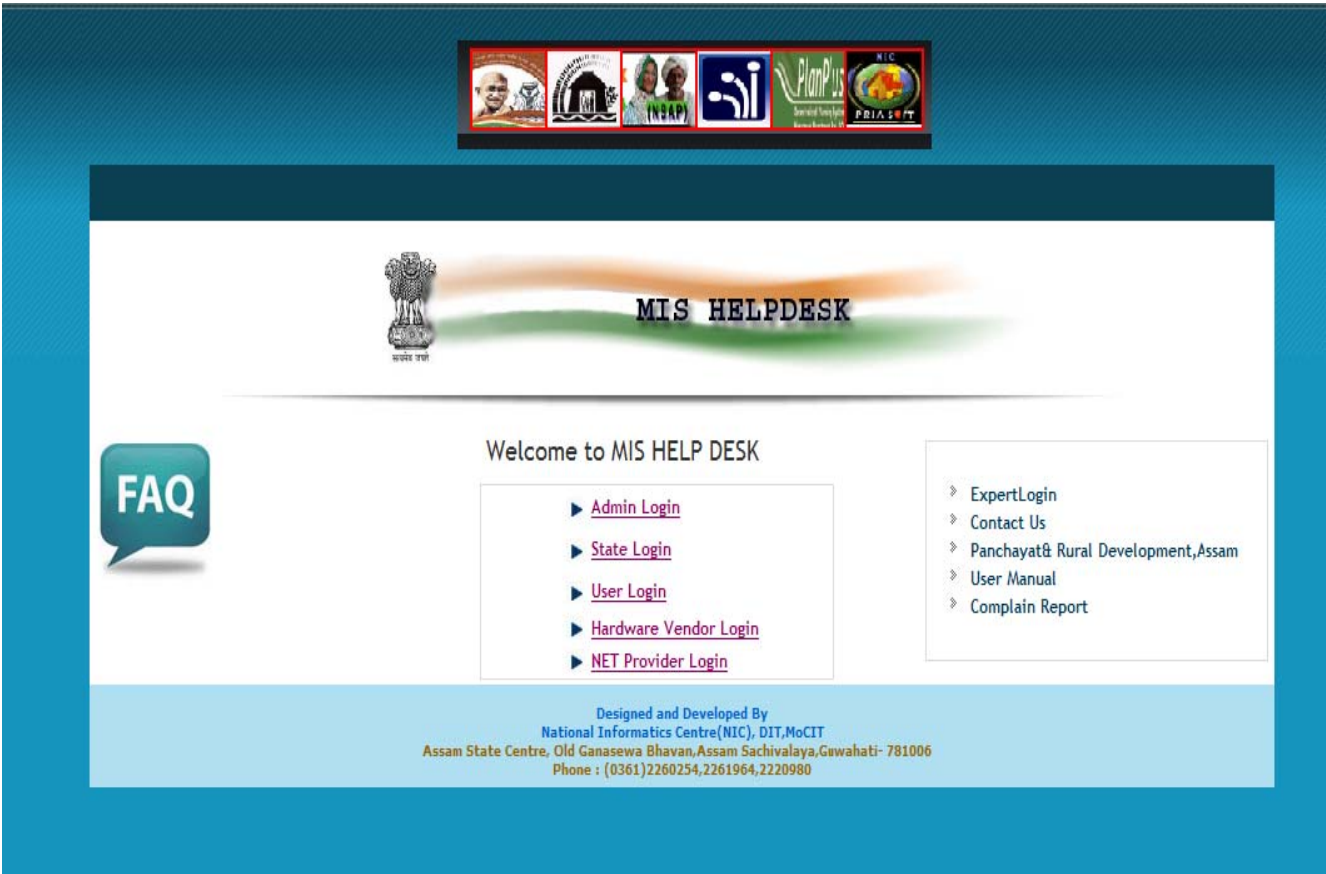


User Manual For MIS Helpdesk



INDEX

1. About MIS Help Desk	4
2. Details operation of different Module	
2.1 User Login	5
2.1.1 Login Screen	6
2.1.2 Hardware Master Entry Screen	9
2.1.3 Launch Complain	12
2.1.4 View Status	15
2.2 Hardware Vendor Module	17
2.2.1 Hard Ware Vendor Login	18
2.2.2 Action on Issue	20
2.2.3 Change Password	23
2.3 Network Provider Module	26
2.3.1 Network Provider Login	27
2.3.2 Action on Issue	28
2.3.3 Change Password	29



- 2.4 State Login-----30
 - 2.4.1 Login Screen-----30
 - 2.4.2 Action On Complain-----31
 - 2.4.3 View Status -----32

- 2.5 Software Expert -----33
 - 2.5.1 Login Screen-----34
 - 2.5.2 Action On Complain-----35

- 3. Complain Report -----36

- 4. FAQ -----40



About MIS Help Desk

The **MIS_HelpDesk** software is designed to help the users using MIS software and facing problems in different areas like software, hardware, manpower and networking. Only the user of government offices like P&RD (Panchayat and Rural Development), PRI (Panchayati Raj Institution), and NIC (National Informatics Center) can use this software and register different problems. Solutions to these problems can be provided by NIC, H/W vendors and P & RD, State Govt. officials.

This project has been developed keeping its main objective of being a help desk to help users by giving solutions to their problems where all the information related to the vendor, NIC coordinator, P & RD officials, and all the information of the PRI users may be stored and accessed from anywhere on the internet and by all the authorized personals. It would have easy to understand user interface and convenient to use especially for less experienced users.

It would be a multi user system i.e. many users can simultaneously access the system on the internet. It would be secure as it is integrated in MIS that has a user id and password entry and security audited by competent authority. Only concerned officials would be authorized to make changes in the database while all the others can view the reports generated. There is an option to change the password in MIS and also the administrator can register new users and restrict their access to certain sections only.

This system provides users with an up to date and uniform data that makes the analysis and decision making easier. The data entry operators also save a lot of time and effort as they have to enter data once and then all the reports in different formats can be generated using the same data.



2. Details operation of different Module

Home page for MIS Help desk



After clicking the User Login link following screen will be appeared



Assam State Center

2.1.1

User Login



MIS HELPDESK

User Level ZP DRDA BLOCK/AP PANCHAYAT

District: Block:

User Name:

Password:

Designed and Developed By
National Informatics Centre(NIC), DIT,MoCIT
Assam State Centre, Old Ganasewa Bhavan, Assam Sachivalaya, Guwahati- 781006
Phone : (0361)2260254,2261964,2220980

- If some district does not have Panchayat, then though we have selected the Panchayat level radio button. It will automatically select the radio button of block level after selecting block in the dropdown list

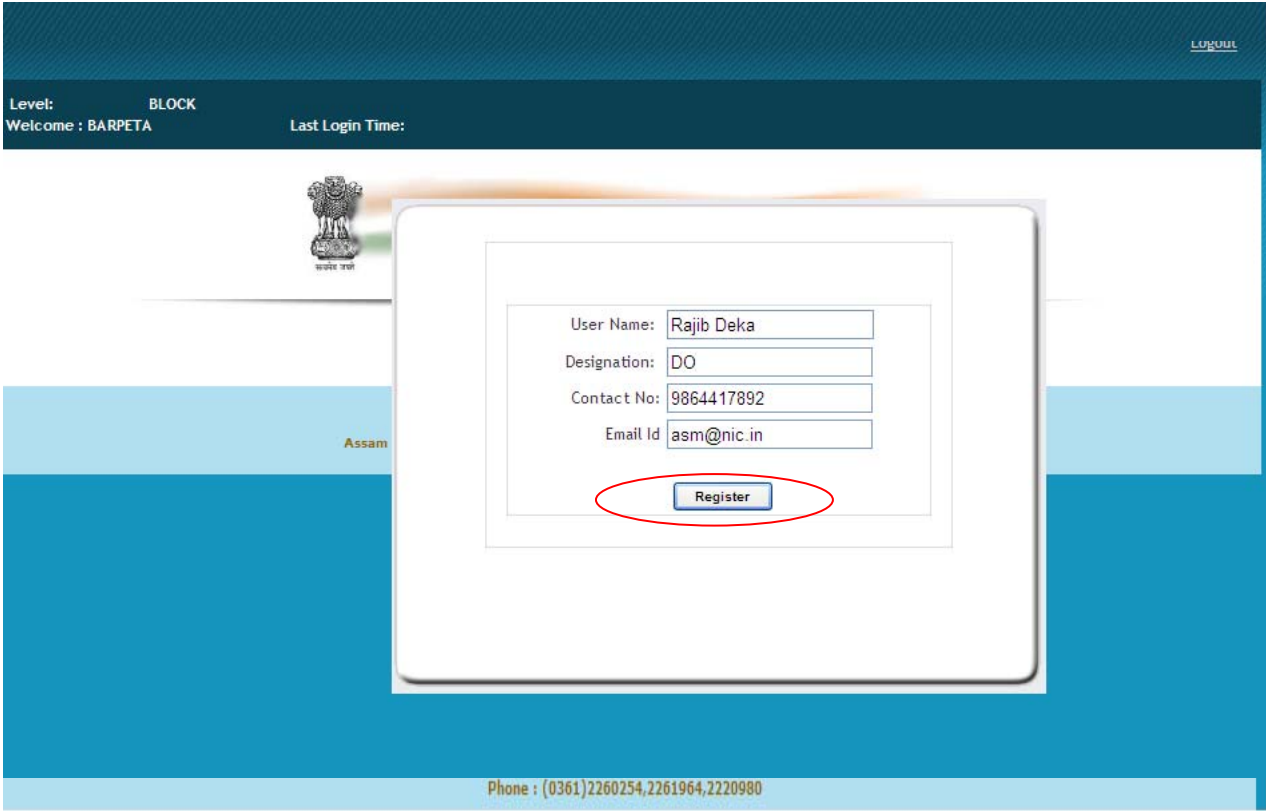


Now Following step need to follow for User Login

1. Select User Level from the Radio Button
2. Select District, Block etc from the dropdown list accordingly
3. User Name will be automatically fill up after selection from the dropdown list
4. Enter the correct password which is provided to you.
5. After Clicking the Submit button it will take to the welcome Screen.



User Welcome Screen



For the first time login, user will view the above screen.



Now Following step need to follow for User Registration

1. Enter the Username
2. Enter the designation of the User
3. Enter The Contact No of the User.
4. Enter the Email Id

After clicking the Register Button Screen will be look like below.

Level: ZP

Hardware Master Entry Launch Complain View Complain Status

Welcome : DIBRUGARH Last Login Time: 5/24/2011 11:08:45 PM

 MIS HELPDESK

Welcome you are login as :DIBRUGARH


Designed and Developed By
National Informatics Centre(NIC), DIT,MoCIT
Assam State Centre, Old Ganasewa Bhavan, Assam Sachivalaya, Guwahati- 781006
Phone : (0361)2260254,2261964,2220980



2.1.2 Hardware Master Entry Screen

After Clicking the **Hardware Master Entry menu** item following Screen will be appeared

Welcome : DIBRUGARH Last Login Time: 5/24/2011 11:08:45 PM

 MIS HELPDESK

HardWare Detail

District Name	DIBRUGARH		
Vendor Name	---Select One---	Hardware Type	CPU
Model No	<input type="text"/>	Machine Code	<input type="text"/>
AMC	Yes	File Attachment	<input type="text"/> Browse...
Purchase Date	27-Jul-2010	Warranty Upto	27-Jul-2010

Save

- Special characters are not allowed in the input forms.
- jpg, png, gif,pdf,doc and docx these file extension are only allowed to upload.



The above entry form is for Hardware Master Entry. In this screen all the hardware available in the respective office should be enter

Field	Description
Vendor Name	Vendor Name should be selected from the Dropdown list
Hardware Type	Hardware Type should be selected from the dropdown list
Model No	Model No must be entered into the respective Text Box
Machine Code	Machine Code must be entered into the respective Text Box
AMC	AMC should be select from the dropdown list
File Attachment	Is an optional field. If any document exist against that particular hardware then we can browse that scan document and upload .
Purchase Date	Purchase date should be picked up from the data picker.
WarrantyUpto	Warranty date should be picked up from the date picker.
Save	After Clicking the Save button data will be inserted in to the database.



2.1.3. Launch Complain

After clicking the **Launch Complain** menu the following screen will be appeared

The screenshot displays a web application interface. At the top, a dark blue header bar contains the text "Level: ZP" on the left. Below this, a horizontal menu bar features three items: "Hardware Master Entry", "Launch Complain" (which is circled in red), and "View Complain Status". Below the menu bar, the text "Welcome : DIBRUGARH" and "Last Login Time: 5/24/2011 11:08:45 PM" is visible. The main content area features the Indian national emblem on the left and the text "MIS HELPDESK" in the center, set against a background of the Indian national flag. Below this, a white box contains the message "Welcome you are login as :DIBRUGARH". At the bottom, a light blue footer bar contains the text: "Designed and Developed By National Informatics Centre(NIC), DIT,MoCIT Assam State Centre, Old Ganasewa Bhavan, Assam Sachivalaya, Guwahati- 781006 Phone : (0361)2260254,2261964,2220980".





MIS HELPDESK

Launch Issue

User Name admin
District Name BARPETA

Issue Type Hardware **Select MIS** MGNREGA

VendorName	HCL	Hardware Type	CPU
Model No	123	Machine Code	332211

Issue Detail
cdrom is not working

File Attachment

- Special characters are not allowed in the input forms.
- jpg, png, gif,pdf,doc and docx these file extension are only allowed to upload.

If we will select the Issue Type Hardware then red boundary panel will be visible.



Field	Description
Select MIS	Select MIS should be selected from the Dropdown list
Vendor Name	Vendor Name should be selected from the Dropdown list
Hardware Type	Hardware Type should be selected from the dropdown list
Model No	Model No must be entered into the respective Text Box
Machine Code	Machine Code must be entered into the respective Text Box
Issue Detail	Issue Detail should be entered in to the text area.
File Attachment	File attachment is an optional field .If any document exists against that particular hardware then we browse the scan document and upload it.
SAVE	After clicking the Save button Issue will be registered.



2.1.4. View Status

Level: ZP

Hardware Master Entry	Launch Complain	View Complain Status
-----------------------	-----------------	----------------------

Welcome : DIBRUGARH Last Login Time: 5/24/2011 11:08:45 PM



MIS HELPDESK

Welcome you are login as :DIBRUGARH

Designed and Developed By
National Informatics Centre(NIC), DIT,MoCIT
Assam State Centre, Old Ganasewa Bhavan, Assam Sachivalaya, Guwahati- 781006
Phone : (0361)2260254,2261964,2220980

After Clicking the **View Status** following screen will be appeared





Assam State Center

view status

District Name **BARPETA**

Default
 Search by Datewise
 Search by Issue Id

From Date 
 To Date 

Issued	IssueType	Status	Solution
104/BARPETA/	Software	Completed	<input type="button" value="Select"/>
105/BARPETA/	Software	Completed	<input type="button" value="Select"/>
107/BARPETA/	Hardware	Completed	<input type="button" value="Select"/>

123

Solution:

aaaaaaaaa

Field	Description
From Date	From Date should be picked from the date picker
To Date	To Date should be picked from the date picker
Search	After clicking the search button following screen will be appeared.

In the above Screen all complain will be appeared within that selected date range.

After clicking the Select button in the grid view we can see the status in the text box.



2.2 Hardware Vendor Module:

2.2.1 Hardware Vendor Login

After clicking the **Hardware Vendor Login** following screen will be appeared

VendorName HCL

User Id admin

Password ●●●●●●

Login

[New User Registration](#)

Designed and Developed By
National Informatics Centre(NIC), DIT, MoCIT
Assam State Unit, Block- F, Assam Sachivalaya, Guwahati- 781006
Phone : (0361)2260254,2261964,2220980

1. First user need to select their Vendor Name from the dropdown list.
2. Then enter the user Id and Password in the respective fields.
3. Click in the Sign In button for Login



User Welcome Screen

After Login as User the following screen will be appeared.



After clicking the **Action on Issue** following screen will be appeared.



2.2.2 Action on Issue



The screenshot shows the MGNREGS HELPDESK interface. At the top, there is a logo on the left and the text "MGNREGS HELPDESK" in the center. Below this, there is a search form with the following fields:

Search Complain :
From Date : 1-Jul-2010 [calendar icon] To 28-Aug-2010 [calendar icon]
[Search button]

The search results are displayed in a table with the following columns: Complain Id, Complain Name, Complain Date, Complain Level, and a Select button.

Complain Id	Complain Name	Complain Date	Complain Level	Select
118/BARPETA/		8/12/2010 12:00:00 AM	D	Select

A red circle highlights the "Search" button, and a red arrow points from a red circle containing the word "Click" to the "Search" button.

After entering the **From Date and to Date** for complain then click the **search** button. After that following list of complain within that selected date range will be shown in a grid view





Search Complian :

From Date : 1-Jul-2010 To 28-Aug-2010

Search

Complain Id	Compliner Name	Complain Date	Complain Level	
118/BARPETA/		8/12/2010 12:00:00 AM	D	Select

Click

We have to Select the particular complain then screen will be look like below.

From Date : 1-Dec-2010 To 21-May-2011

Search

Complain Id	Complainer Name	Complain Date	Complain Level	MIS	
104/KARIMGANJ/	KARIMGANJ	5/10/2011 9:37:39 AM	ZP	MGNREGA	Select

District Name: KARIMGANJ
 Block Name:
 Panchayat name:
 Compliner Name:KARIMGANJ
 Complain Date : 10/5/2011
 Vendor Name : HCL
 Hardware Name MONITOR
 ModelNo 123
 Machine Code 123
 AMC Yes
 PurchaseDate 31/03/2011
 Warranty Date 30/04/2011

Download attachment

Complain Descr: 6546

Action date :

Action Taken:

Action Status: Please Select

Update

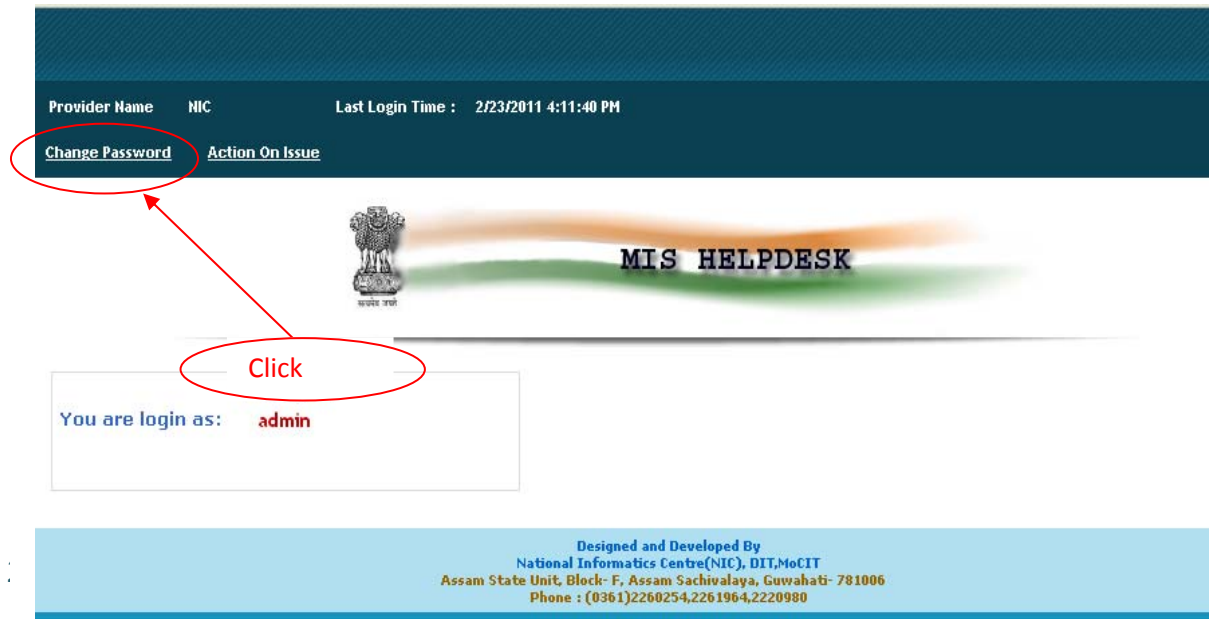
- Special characters are not allowed in the input forms.
- jpg, png, gif,pdf,doc and docx these file extension are only allowed to upload.



Field	Description
Action Date	Action Date should be picked from the date picker
Action Taken	Action Taken must be entered into the respective text box.
Action Status	Action Status should be picked from the drop down list.
Update	Update button will update the complain status in the data base.



2.2.3 Change Password :

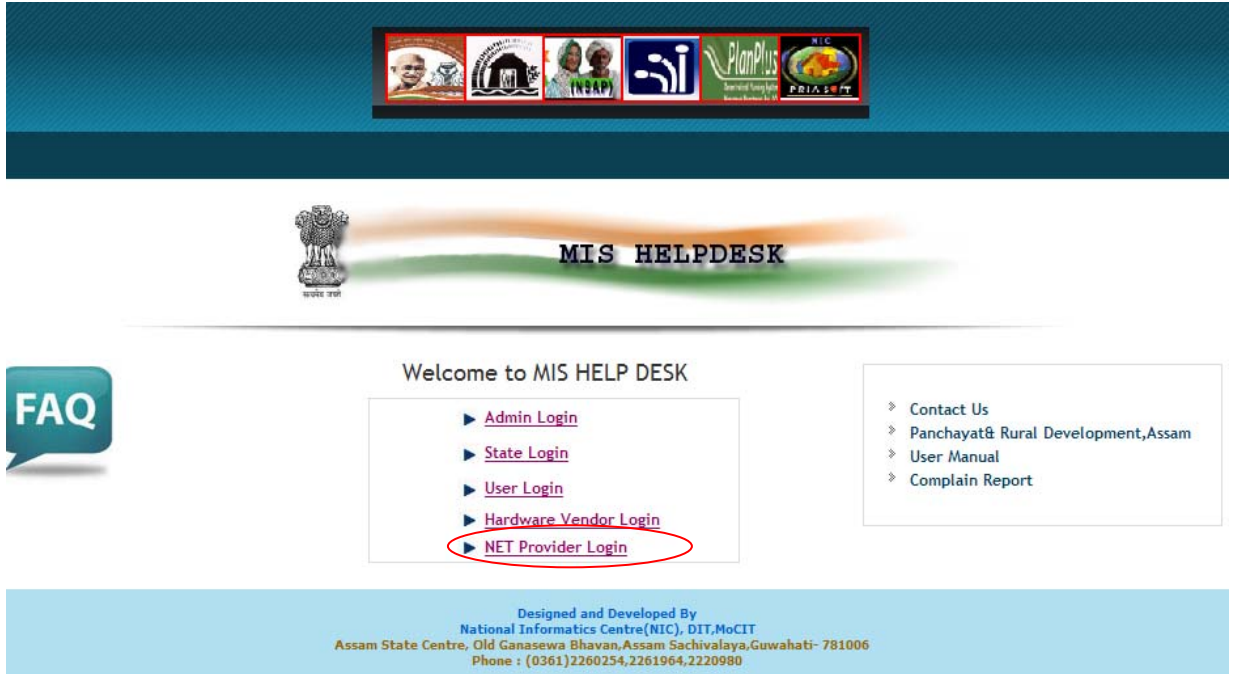


Above screen will show how to Change the password.

Field	Description
Old Password	Old Password should be entered in to the respective text area.
New Password	New password should be entered in to the respective area.
Confirm Password	Here new password has to be entered again.
Change Password	After clicking Change Password button old password will be changed.



2.3 Net Provider Module:



After Clicking the Net Provider Login Link Following screen will be appeared.



Assam State Center

2.3.1 Provider Login

Login Procedure will be same with the Vendor Module. After Clicking the Login button following screen will be appeared.



Action on Issue and Change Password will be Same with previous module.



2.4 State Module:



The screenshot shows the MIS HELPDESK website interface. At the top, there is a banner with logos for various government schemes including PM-KISAN, MGNREGS, NABARD, and others. Below the banner, the text "MIS HELPDESK" is displayed in a stylized font. A "Welcome to MIS HELPDESK" message is followed by a list of login options: Admin Login, State Login (circled in red), User Login, Hardware Vendor Login, and NET Provider Login. To the right, there is a "Contact Us" section with links for Panchayat & Rural Development, Assam, User Manual, and Complain Report. A "FAQ" button is visible on the left side. At the bottom, the website is credited to the National Informatics Centre (NIC), DIT, MoCIT, Assam State Centre, Old Ganasewa Bhavan, Assam Sachivalaya, Guwahati- 781006, with contact numbers (0361)2260254, 2261964, 2220980.

After Clicking the state login following screen will be appeared



Assam State Center



After entering the correct userId and Password it will take to following Screen.



Level: State
Action onComplain View Status

Welcome : asm_pnr2011 Last Login Time: 5/25/2011 4:03:55 AM



MIS HELPDESK

Welcome you are login as :asm_pnr2011

Designed and Developed By
National Informatics Centre(NIC), DIT,MoCIT
Assam State Centre, Old Ganasewa Bhavan, Assam Sachivalaya, Guwahati- 781006

The process of Action on Complain will be same with the previous module.



After Clicking the ViewSatus following screen will be appeared.

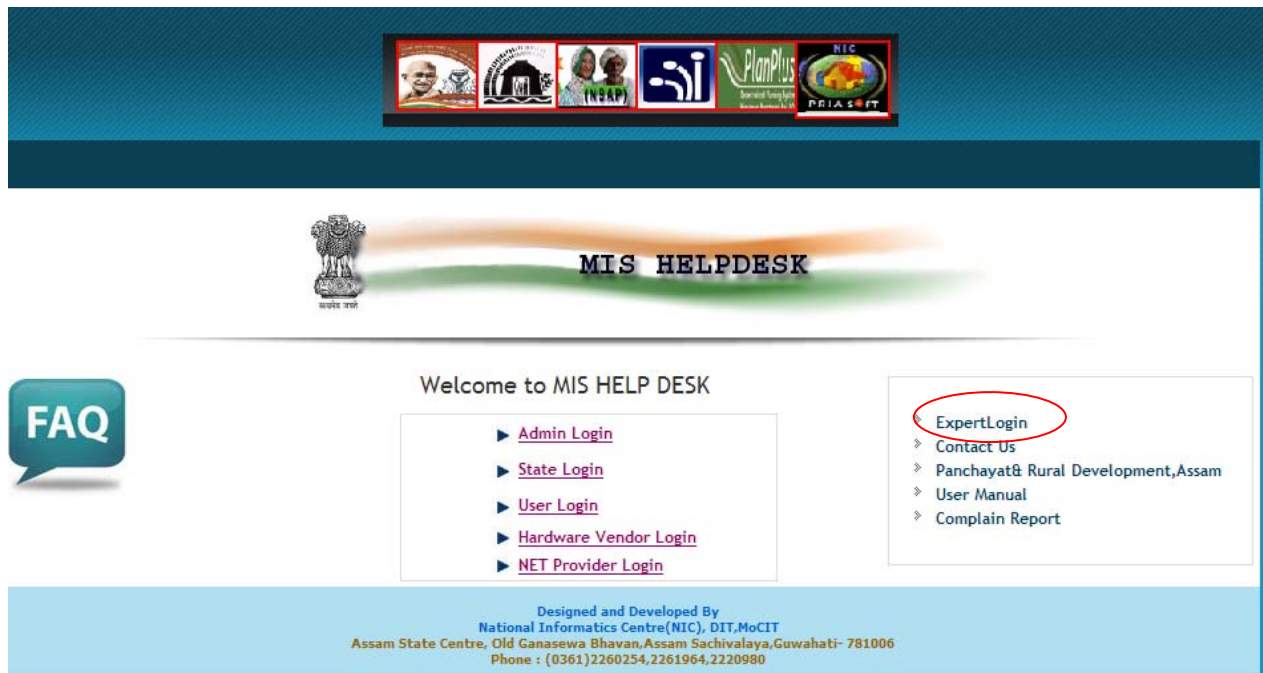
The screenshot displays the MIS HELPDESK interface. At the top, there is a navigation menu with options: Action on Complain, View Status (highlighted with a red circle), and Change Password. Below the menu, a user login bar shows 'Welcome : asm_pnr2011' and 'Last Login Time: 5/13/2011 2:14:20 AM'. The main header features the Indian national emblem and the text 'MIS HELPDESK'. The main content area includes a filter section with 'Level' (radio buttons for DISTRICT, ZP, BLOCK, PANCHAYAT) and 'District' (dropdown menu set to BARPETA). Below this, 'Issue Type' is set to 'Software' with a 'Go' button. A table displays the following data:

Issued	IssueType	Status	Solution
101/BARPETA/	Software	Completed	Select
102/BARPETA/	Software	On Process	Select

By selecting the respective level and Issue Type we will get the view of different action taken on different issues.



2.5 MIS Expert Module:



After clicking the Expert Login Link Following Screen will be appeared.



Assam State Center



The screenshot shows the login interface for the MIS HELPDESK. At the top, there is a dark blue header bar. Below it, the Indian national emblem is displayed on the left, and the text "MIS HELPDESK" is centered. The main content area contains a login form with the following fields:

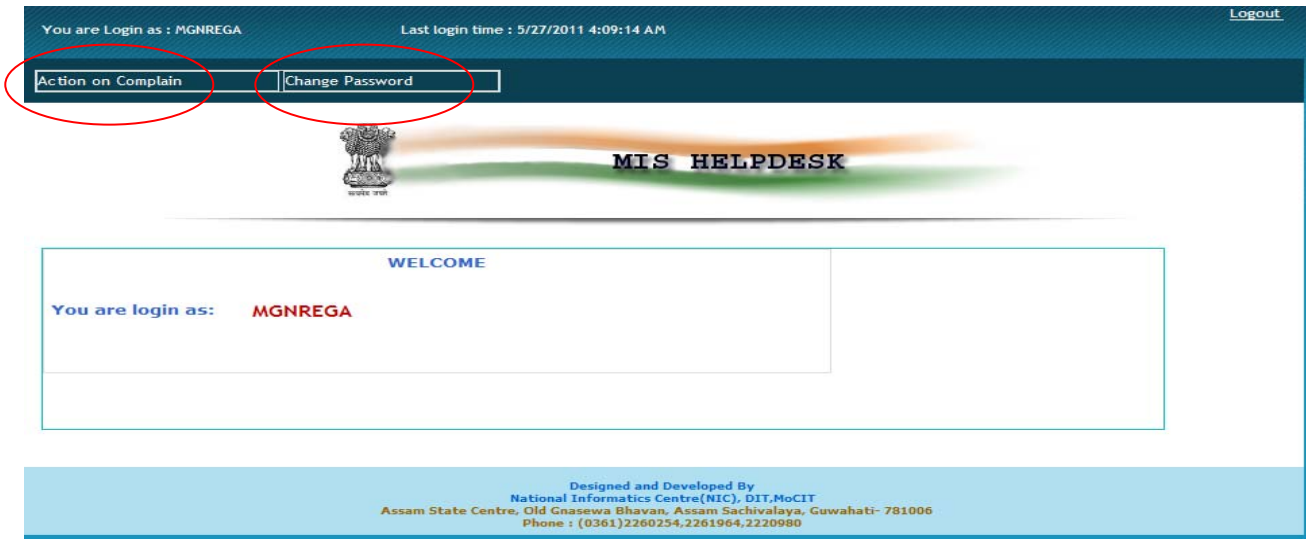
- MIS:** A dropdown menu with "MGNREGA" selected.
- User Id:** A text input field containing "MGNREGA".
- Password:** A text input field with masked characters (dots).

A "Login" button is located below the password field.

Steps For Login

1. First user need to select their MIS Name from the dropdown list.
2. Then enter the Password in the respective fields.
3. After Clicking Login button it will take to the welcome Screen





Action On Complain and Change password both has same Functionalities and process with the vendor module .



3. Complain Report

3.1 Complain Report



After clicking the Complain Report link on Index Screen following screen will be appeared



Level DISTRICT BLOCK PANCHAYAT

District: BARPETA Block: BAJALI Issue Type: Software

Go

Back

Designed and Developed By
National Informatics Centre(NIC), DIT, MoCIT
Assam State Unit, Block- F, Assam Sachivalaya, Guwahati- 781006
Phone : (0361)2260254,2261964,2220980

- If some district does not have Panchayat, then though we have selected the Panchayat level radio button. It will automatically select the radio button of block level after selecting block in the dropdown list

In the above screen we need to choose the respective level of

Report from the Radio Button. If we will select the level District then we need to select

The respective district from the Drop Down list and if we will select block then we need to

Select the respective district first thereafter we need to select the respective block under that

District from the dropdown list. Same Procedure we need to follow for Panchayat also.



Field	Description
Issue Type	Issue Type should be picked from the drop down list.
Go	After clicking Go button following gridview will be appeared.



MIS HELPDESK

Level DISTRICT BLOCK PANCHAYAT

District:

Issue Type:

Issued	Date of Issue	Status
1	7/23/2010	Pending
104/BARPETA/	7/26/2010	Completed
105/BARPETA/	7/27/2010	Completed
109/BARPETA/	7/30/2010	Pending
110/BARPETA/	7/30/2010	Pending
113/BARPETA/	7/30/2010	Completed



4. FAQ (Frequently Asked Question)



After clicking the FAQ link on Index Screen following screen will be appeared





After Selecting the MIS from the Drop down following Screen will be Appeared



Assam State Center



MIS HELPDESK

FAQ

Select MIS

MGNREGA

Q.inetpub folder is not in my XP machine ?

Solution: first install IIS from Xp disk.Then only you will see inetpub in your machine.

Q.How to start IIS ?

Solution: Goto ControlPanel then open admintrative tool.there after click service and there start the IISadmin Services.

Back

Designed and Developed By
National Informatics Centre(NIC), DIT,MoCIT
Assam State Centre, Old Ganasewa Bhavan, Assam Sachivalaya, Guwahati- 781006
Phone : (0361)2260254,2261964,2220980



**Thank
You**



Assam State Center