POSHAN Abhiyaan
PM's Overarching Scheme for Holistic Nourishment
सही पोषण – देश रोशन

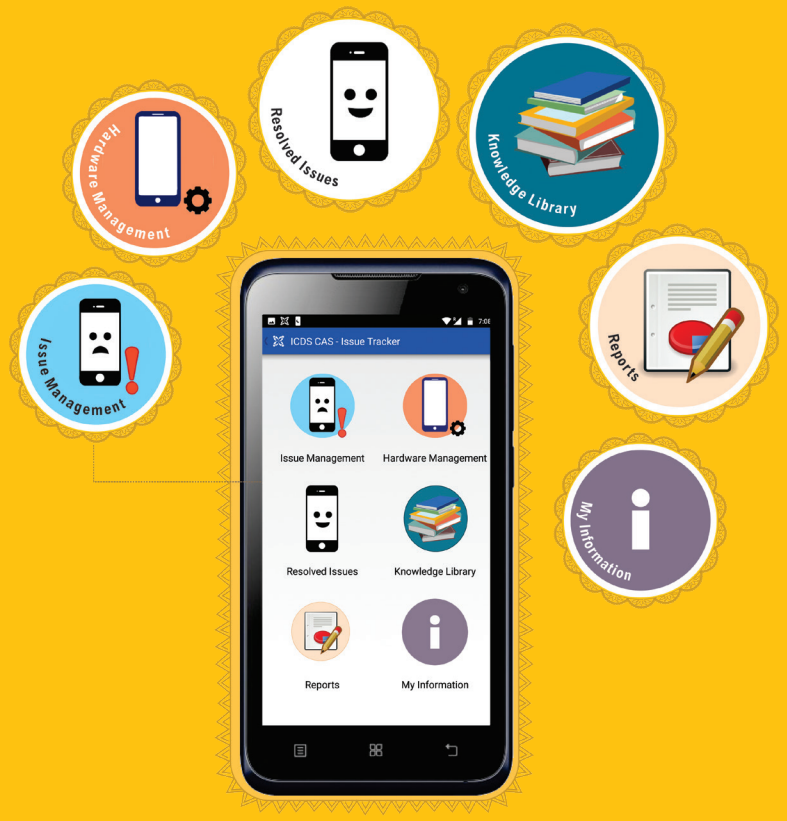
सत्यमेव जयते

नए समाज की ओर
Towards a new dawn

ICDS CAS

TROUBLESHOOTING MANUAL

DISTRICT LEVEL



POSHAN *Abhiyaan*
Ministry of Women and Child Development
Government of India

NATIONAL HEALTH MISSION
राष्ट्रीय स्वास्थ्य मिशन

प्रधानमंत्री मातृ वंदना योजना
माँ शक्ति, राष्ट्र शक्ति

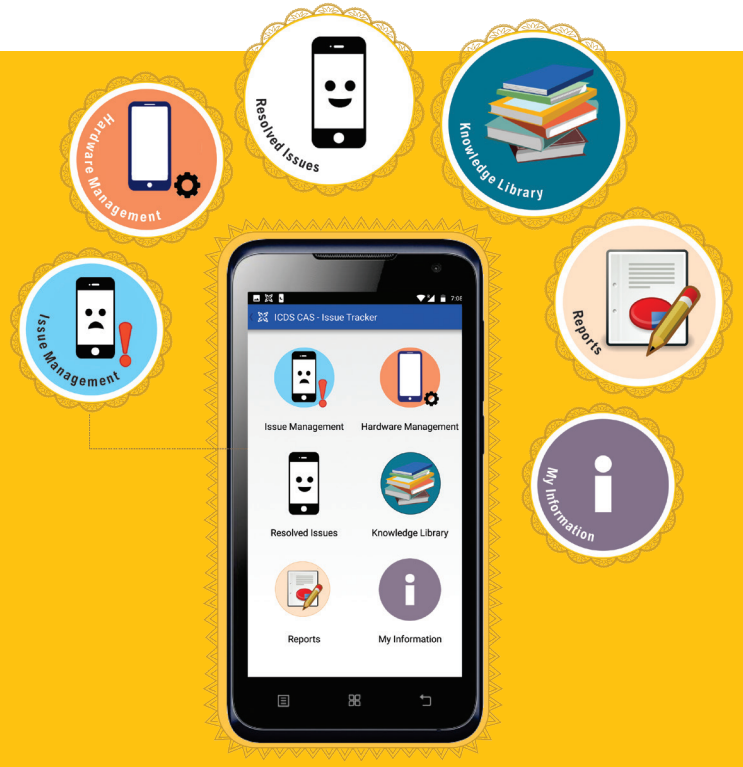
बेटी बचाओ बेटी पढ़ाओ

स्वच्छ भारत
एक कदम स्वच्छता की ओर

ICDS CAS

TROUBLESHOOTING MANUAL

DISTRICT LEVEL



CONTENTS

1 Introduction **12**

1.1 Roles and responsibilities for District Helpdesk 13

2 Common troubleshooting guide **14**

2.1 User forgets ICDS-CAS Dashboard/mobile application password 15

2.2 User damages/loses device 17

2.3 User's app needs to be updated 18

2.3.1 How auto updates work 18

2.3.2 How manual updates work (remotely) 18

2.3.3 How manual updates work (in person) 19

2.4 A new dashboard user needs to be created 19

2.5 When a Block Helpdesk user leaves and a new Block Helpdesk user joins 23

2.5.1 Steps for handover of dashboard 23

2.5.2 Steps for handover of Issue Tracker application 23

2.6 When a District Anganwadi Services official leaves and a new District Anganwadi Services official joins 24

2.7 Verify user friendly settings on devices 25

2.8 While using the app, the AWW receives a message saying, 'ICDS-CAS has stopped working' or the ICDS-CAS application shuts down 26

2.9 The AWW enters a form or a module and receives an error message or is redirected to the login screen 28

2.10 The Lady Supervisor (LS) receives an error message while attempting to sync her phone 30

2.11 The ICDS-CAS application freezes while the LS is using it or it takes several seconds to swipe between screens 31

2.12 The AWW is unable to remove a beneficiary from a household 32

CONTENTS

3 User management **34**

3.1 Types of users 35

3.2 Mobile and dashboard users – username and password overview 35

4 District level IssueTracker user manual **38**

4.1 Objectives of the IssueTracker manual 39

4.2 How to start 39

4.3 Modules 41

4.3.1 Issue management 42

4.3.2 Resolved issues 50

4.3.3 Knowledge library 52

4.3.4 Reports 53

4.3.5 My information 54

4.4 Escalation matrix 55

4.5 Issue Tracker reports 55

4.5.1 Issue Tracker - individual issues 55

4.5.2 Issue Tracker - issues (block) 56

4.5.3 Issue Tracker - issue by type 57

LIST OF FIGURES

Figure 1: Selecting mobile workers 15
Figure 2: Searching for a username 16
Figure 3: User details 16
Figure 4: Password tab 16
Figure 5: Selecting mobile workers 20
Figure 6: Creating new dashboard user 20
Figure 7: Assigning user roles 21
Figure 8: Account settings 22
Figure 9: Changing password 22
Figure 10: Login screen 39
Figure 11: Home screen 40
Figure 12: Issue management module 42
Figure 13: List of issues 42
Figure 14: Ticket information, issue information and notes 43
Figure 15: Selecting a ticket 44
Figure 16: Moving forward to update or resolve the ticket 44
Figure 17: ‘Follow up with issue’ module 44
Figure 18: Information about the issue 45

LIST OF FIGURES

Figure 19: Select ‘New information/other details’ 45
Figure 20: Enter information in notes 46
Figure 21: Escalate/de-escalate the issue 46
Figure 22: Select ‘Unsuccessful attempt at fixing the phone’ 46
Figure 23: Enter date and other details 46
Figure 24: Escalate/de-escalate the issue 46
Figure 25: Select ‘Issue resolved/close issue’ 47
Figure 26: Enter date and other details 47
Figure 27: Report a new issue 47
Figure 28: Fill details about new issue 48
Figure 29: Identifying the issue 48
Figure 30: Troubleshooting steps for issue resolution 49
Figure 31: Escalation 50
Figure 32: Resolved issues 51
Figure 33: Knowledge library 53
Figure 34: Reports 54
Figure 35: My information 54
Figure 36: Apply filters 56

LIST OF FIGURES

Figure 37: View individual IssueTracker reports 56
Figure 38: Apply filters 56
Figure 39: View block-wise Issue Tracker report 57
Figure 40: Apply filters 57
Figure 41: Bar chart representation of issues 57

LIST OF TABLE

Table 1: List of roles for dashboard users 37

ABBREVIATIONS

AWC	Anganwadi Centre
AWW	Anganwadi Worker
APK	Android Application Package
BHD	Block Helpdesk
CDPO	Child Development Project Officer
DHD	District Helpdesk
DPO	District Programme Officer
GPS	Global Positioning System
GoI	Government of India
ICDS	Integrated Child Development Services
ICDS-CAS	Integrated Child Development Services-Common Application Software
ICT	Information and Communication Technology
ICT-RTM	Information and Communication Technology enabled Real Time Monitoring
LS	Lady Supervisor
MWCD	Ministry of Women and Child Development
PIN	Personal Identification Number
POSHAN	PM's Overarching Scheme for Holistic Nourishment
SDA	Software Development Agency
RTM	Real Time Monitoring
URL	Uniform Resource Locator

1

INTRODUCTION

POSHAN *Abhiyaan* is a multi-ministerial convergence mission with the vision to ensure attainment of malnutrition free India by 2022. The objective of POSHAN *Abhiyaan* is to reduce stunting in identified districts of India with the highest malnutrition burden by improving utilization of key Anganwadi Services and improving the quality of Anganwadi Services delivery.

Information and Communication Technology enabled Real Time Monitoring (ICT-RTM) is one of the key activities in POSHAN *Abhiyaan*. It will leverage a mobile solution, called ICDS-Common Application Software (ICDS-CAS) for improving the service delivery and ensuring better supervision of Anganwadi Services Scheme. ICDS-CAS is designed to be a beneficial job aid for Anganwadi Workers (AWWs) and Supervisors that will assist them in catering to the needs of women and children more efficiently through mobile device based application. The ICDS-CAS solution will also allow automation of 10 out of 11 ICDS registers, thus giving the Anganwadi Services Workers more time to focus on the service delivery.

The troubleshooting manual has been developed to guide the District Helpdesk in providing general application support, identifying, troubleshooting and resolving issues escalated by Block Helpdesk through the Issue Tracker application.

It will also assist the District Helpdesk through common troubleshooting scenarios related to inventory, username management and providing reports with real time information collected by Anganwadi Workers on their phones.

1.1 Roles and responsibilities for District Helpdesk

The troubleshooting manual is designed to assist the District Helpdesk to cover their scope of work which will include the following tasks:

1. Providing application support by solving issues escalated from Block Helpdesk in regards to Anganwadi Worker (AWW) and Lady Supervisor (LS) mobile application. Resolving issues faced by Block Helpdesk and District Anganwadi Services officials while accessing ICDS-CAS Dashboard and Issue Tracker application.
2. Assist the Block Helpdesk in inventory management (reporting loss of devices, facilitate repair of devices at authorized service centers).
3. Supervise and monitor the Block Helpdesk's tasks.
4. Coordination with Block Helpdesk to manage usernames and passwords of block level ICDS-CAS Dashboard and Issue Tracker application users, Anganwadi Workers (AWWs) and Sector Supervisors.
5. Monitoring and follow-up on the usage of the application from 'worker activity reports' generated on the ICDS-CAS Dashboard.
6. Escalating unresolved issues to the State/UT Helpdesk via the Issue Tracker application.
7. Regularly following up on tickets in the Issue Tracker application, making sure they are resolved and closed.
8. Regularly following up with the Block Helpdesk and ensuring that unresolved issues for the block level are followed up with accordingly.
9. Support District Anganwadi Services officials on usage of CAS system.
10. Ensure in person updating of the ICDS-CAS application for Anganwadi Worker (AWW) and Lady Supervisor (LS) is being carried out by the Block Helpdesk.
11. Ensure reinstallation of ICDS-CAS mobile application is being done by the Block Helpdesk in cases where the application has become corrupt.

2

COMMON TROUBLESHOOTING GUIDE

This section contains common issues that may be faced by users (like Block Helpdesk etc.) while using the ICDS-CAS mobile application or the ICDS-CAS Dashboard along-with detailed troubleshooting steps for District Helpdesk.

2.1 User forgets ICDS-CAS Dashboard/mobile application password

The District Helpdesk can follow the steps below for resetting Block Helpdesk's Issue Tracker mobile application password and Block Helpdesk's/ District Anganwadi Services official's ICDS-CAS Dashboard password:

1. Open the browser on your computer and navigate to ICDS–CAS Dashboard: **www.icds-cas.gov.in/a/icds-cas.**
2. Login using your username and password.
3. Click on the Users tab and select 'Mobile Workers' (see Figure 1).

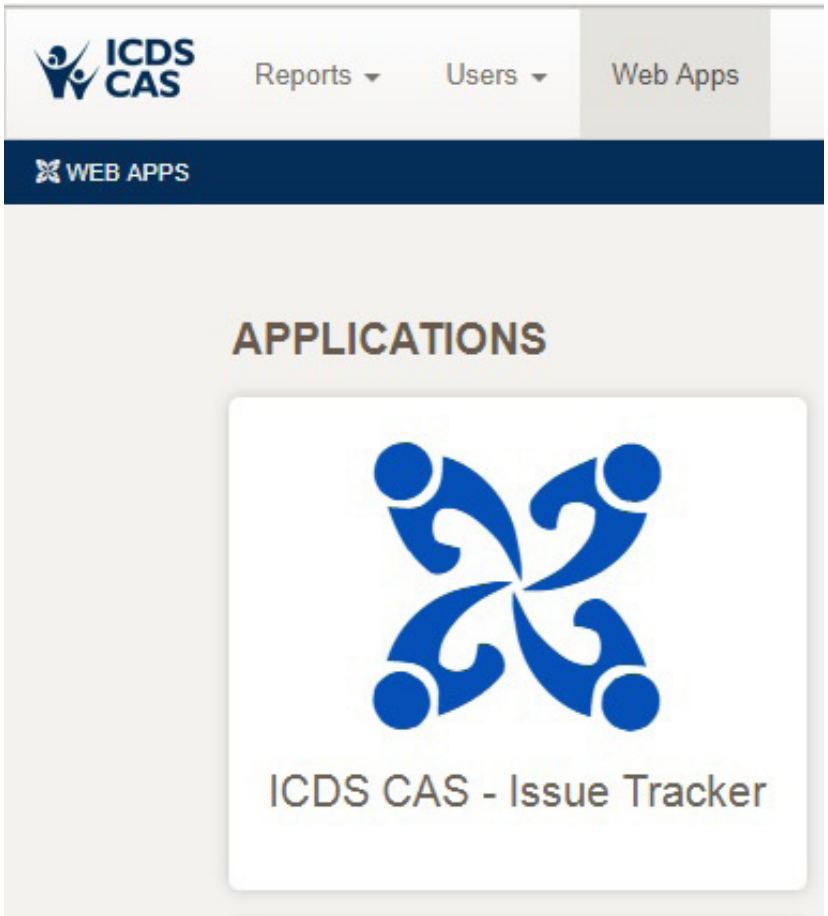


Figure 1: Selecting mobile workers

4. You will see a list of usernames created for your district. Find the required username. To make it easy to find the username, you can type the username in the search box (see Figure 2).

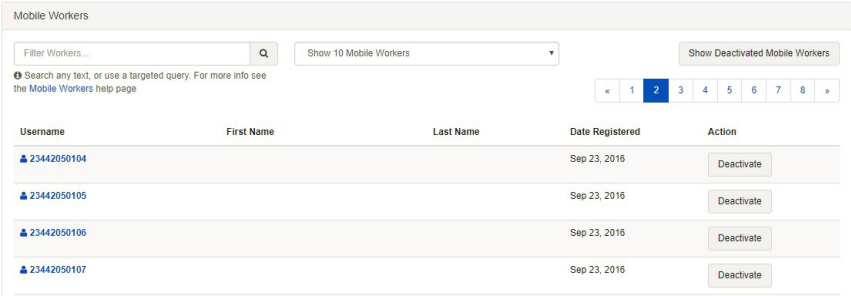


Figure 2: Searching for a username

5. Click on the Username and it should open a window with more details (see Figure 3).

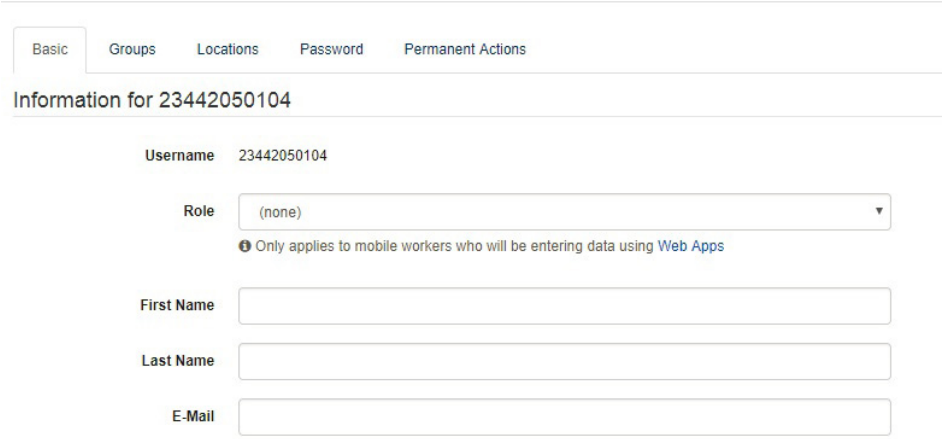


Figure 3: User details

6. Select the password tab (see Figure 4).

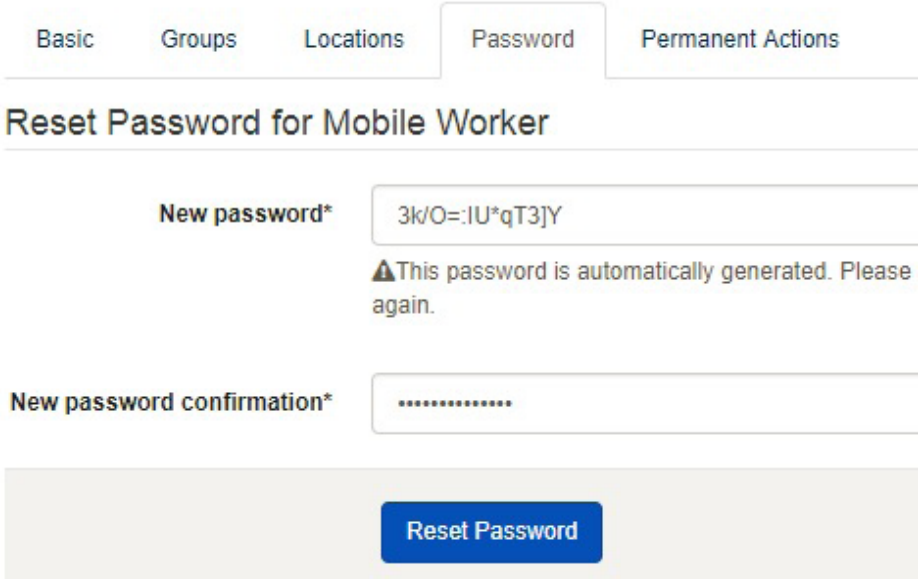


Figure 4: Password tab

7. A new password will be auto-generated by ICDS-CAS. Note down this password mentioned against the new password.
8. Click on the 'Reset Password' button and the new password will be set.
9. Communicate the new password to the Block Helpdesk/District Anganwadi Services official.

After the new password has been communicated to the Block Helpdesk for Issue Tracker mobile application, make sure you supervise them to follow the steps below:

1. The Block Helpdesk inputs the new password in the Issue Tracker application provided by District Helpdesk and clicks on Log in.
2. A window should open asking the Block Helpdesk to set a PIN.

3. Block Helpdesk chooses a 4-digit PIN and enters it in the application.
4. Log out of Issue Tracker application.
5. Log in again to the Issue Tracker application with the username and 4-digit PIN.

In case the Block Helpdesk/District Anganwadi Services official had forgotten their ICDS–CAS Dashboard password, make sure you supervise them to follow the steps below after resetting the dashboard password:

1. Block Helpdesk/District Anganwadi Services official inputs new password on the ICDS-CAS Dashboard and clicks on Log in.
2. Block Helpdesk/District Anganwadi Services official navigates to the settings button and selects 'My Account Settings'.
3. The Block Helpdesk/District Anganwadi Services official then selects 'Change My Password'.
4. The Block Helpdesk/District Anganwadi Services official will enter the password communicated to them and then enter the new desired password. The password must contain a capital letter, a number, a special character and must be at least 10 characters. Then click on 'Change Password'.
5. Log out of ICDS–CAS Dashboard.
6. Log in to ICDS-CAS Dashboard with the new password.

2.2 User damages/loses device

A device may be lost or damaged by an Anganwadi Worker, Lady Supervisor or Block Helpdesk and a device may require repairing at an authorized service center.

If an authorized service center is available at the block level, the Block Helpdesk will be responsible for submitting the device to the service center within a day. The Block Helpdesk will also be responsible for getting the device repaired and returned to the respective user.

However, if an authorized service center is not available at the block level, the Block Helpdesk will transport the device to the District Helpdesk and it will be the responsibility of the District Helpdesk to get the device repaired through an authorized service center.

Once the device is repaired, the District Helpdesk should coordinate transportation with the Block Helpdesk and ensure the device is returned back to the respective user. During this period of repairing of the device, AWW, LS or Block Helpdesk will use a device from the contingency lot.

If a Block Helpdesk reports that the device is lost, the District Helpdesk should verify if the claim is real and follow the government procedures for replacing the device from the surplus inventory. The Block Helpdesk will update the inventory accordingly in the Issue Tracker application.

When a device from the inventory will be allocated to a user, the District Helpdesk would be required to follow the below mentioned steps on the device:

1. Unbox the device and verify the device settings (refer Section 2.7– Verify user friendly settings on devices for detailed steps).
2. First time login for Username and Password to the ICDS-CAS mobile application.

Note: First login requires more bandwidth than regular usage of the ICDS-CAS application. Hence, it is recommended that the device set-up take place in a room with good Wi-Fi connection.

i. Reset the password of the user to whom the device is to be allocated (refer Section 2.1 – User forgets ICDS-CAS Dashboard/ mobile application password for detailed steps)
ii. Open Commcare LTS application on the device
iii. Login using the username of the user and the password generated after resetting

iv. The screen will ask to create a PIN

v. Select 'Yes' and input a PIN of '1234'

vi. Logout of the application

vii. Now, login again and configure demo username and password on the device according to the below steps:

- For an AWW device, input username 'aww.test'
- For a Supervisor device input username 'test.supervisor'
- For a Block Helpdesk device, input username 'block.support.test'

viii. Enter password '123'

ix. Logout of the application

x. Switch off the device and label the device with AWC/LS/block code (depending upon the user), AWC/sector/block name and IMEI number

xi. Pack the device for delivery to the Block Helpdesk and ensure Block Helpdesk sets up Google account and registers the allocation of the device in the Issue Tracker application

2.3 User's app needs to be updated

The ICDS-CAS application will often need to be updated after it has already been provided and used by Anganwadi Workers, Lady Supervisors and block level helpdesks. These updates could include smaller bug fixes or larger changes to the ICDS-CAS application. The following is a summary of how updates are structured and how the application will be updated.

The application is comprised of two major pieces:

- **CommCare LTS APK:** This is the CommCare mobile application framework that is installed through the Google Play Store. This is shared between the AWW, Supervisor and Issue Tracker application.
- **Application files (CCZ):** This is the specific ICDS-CAS AWW, ICDS-CAS Supervisor or ICDS-CAS Issue Tracker application and includes the forms and multimedia.

2.3.1 How auto updates work

For updates to the CommCare LTS APK, the phone will automatically download the update from the Google Play Store if the phone has a Google account set-up and is connected to the network. Once the update is downloaded, the phone will automatically install the update. This will cause the application to restart and the user will be required to login again.

For updates to the CCZ, the phone will download the update in the background from the ICDS-CAS server. Once the update is downloaded, it will be installed the next time the user logs in. This process could take up to one hour so users should be informed in advance that this could happen.

2.3.2 How manual updates work (remotely)

If the user does not auto-update to the latest APK and CCZ, it is possible to manually update the application by following the steps below:

For the APK, the user should navigate to the Google Play Store and search for CommCare LTS. They will get an option to 'Update' from the Google Play Store. If they have network connectivity, they can click on Update and download/install the latest version of the APK.

For the CCZ, the user can choose the 'Update ICDS-CAS' option from the settings menu of the mobile application. They will then be required to wait while the update downloads (between 30 minutes and one hour depending on the Internet speed). Once the update has downloaded, the user can then choose the 'Install Update' button to install the update (which may again take up to one hour).

It is best for the user to download/install the updates at night while the phone is charging.

2.3.3 How manual updates work (in person)

In person updates should be carried out by the Block Helpdesk person and it is the responsibility of the District Helpdesk to ensure that the Block Helpdesk follows the steps below while performing in person updates.

For the APK:

1. Ensure that the phone has network connection.
2. Login to the application.
3. Sync the phone so that all forms are submitted.
4. If there is good Internet connectivity on the device, navigate to the Google Play Store and search for CommCare LTS. You will get an option to 'Update' from the Google Play Store.
5. If there is low/no internet connectivity, copy the latest APK that you have received from the State/UT helpdesk to the phone and open it.
6. This should prompt the phone to update the new version of the APK.
7. Confirm and update the application.

For the CCZ:

1. Ensure that the phone has network connection and login to the application.
2. Sync the phone so that all forms are submitted.
3. Ensure that the APK is updated to the latest version.
4. Copy the latest CCZ to the phone.
5. On the phone, clear CommCare LTS data by navigating to the phone's applications management menu: Settings -> Applications -> Manage Applications. Navigate to CommCare LTS and press Clear Data and Confirm.
6. Manually install the latest CCZ on the phone (could take up to one hour).
7. Login using the user's full password and give them the phone back to set-up a PIN.

2.4 A new dashboard user needs to be created

Note: This section is to be followed only when a new dashboard user for the Block Helpdesk/District ICDS official needs to be created under the ICT-RTM. Do not create new users who are not part of ICT-RTM.

The District Helpdesk will follow the following steps to create a new dashboard user for the Block Helpdesk/District Anganwadi Services official:

1. Open the browser on your computer and navigate to: www.icds-cas.gov.in/a/icds-cas.
2. Login using your username and password.

3. Click on the Users tab and select ‘Mobile Workers’ (see Figure 5).
4. Click on ‘Create New Mobile Worker’.

Figure 5: Selecting mobile workers

5. Input the username based on the format mentioned in Section 3.2-Mobile and dashboard users - username and password overview (see also Figure 6).

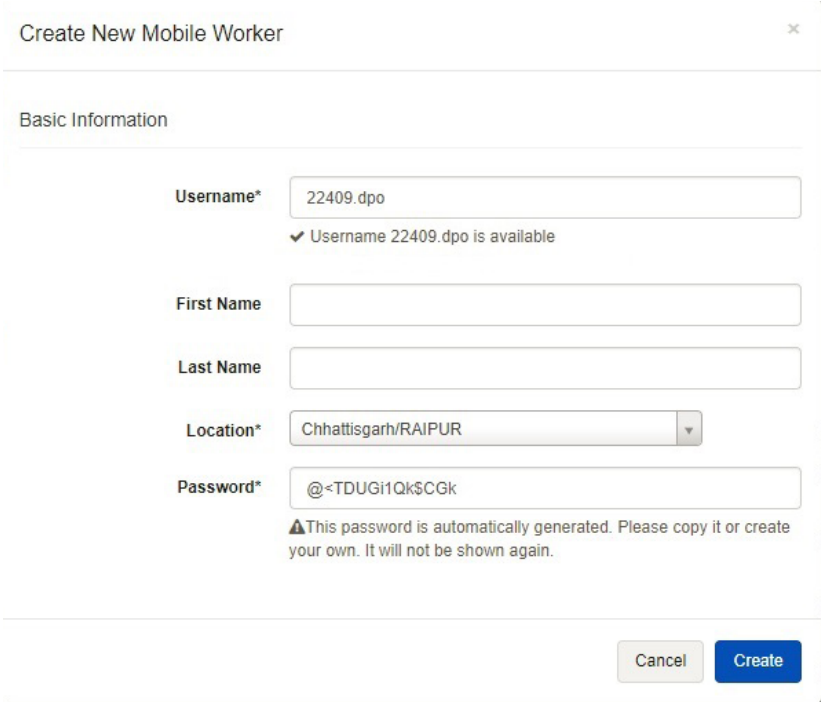


Figure 6: Creating new dashboard user

6. Find the title abbreviation and location code (e.g. 23423.dpo where 23423 is the location/district code and dpo is the title abbreviation; for more information on title abbreviation and location codes refer Table 1: List of roles for dashboard users) of the individual who needs access to the dashboard and set-up the username accordingly.
7. Choose the location (block name/district name) of this user.

Note: This is an important step as choosing the wrong location will sync another user's data.

8. Note down the password displayed and click on 'Create'.
9. After you have created the user, click on the Username just created. You need to assign a role from the dropdown menu (See Figure 7) to this user (refer Table 1: List of roles for dashboard users, for more information on user roles).

Note: Assigning the correct roles is important as it ensures that the users are able to perform their responsibilities correctly.

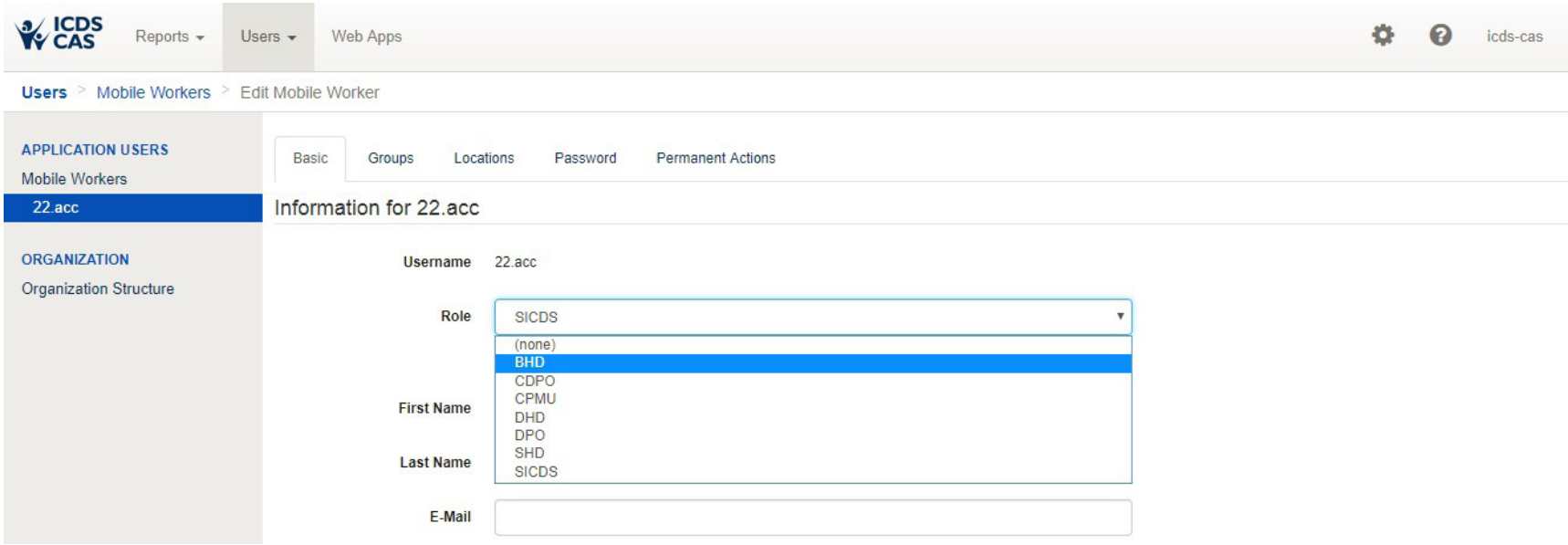


Figure 7: Assigning user roles

10. Scroll down and click on 'Update Information' to save the user role.
11. Communicate the username and password to the intended user and ensure they login and perform the below mentioned steps.

The District Helpdesk should facilitate logging into ICDS-CAS Dashboard by asking their respective officials to follow these steps:

1. The URL for accessing ICDS-CAS Dashboard is: **www.icds-cas.gov.in/a/icds-cas.** Navigate to this URL on your web browser.
2. Enter the username and password as communicated by the District Helpdesk and click on Sign in.
3. Each user can change their password according to their choice. Once logged in, the user can navigate to 'My Account Settings' by clicking on the Settings icon (see Figure 8).

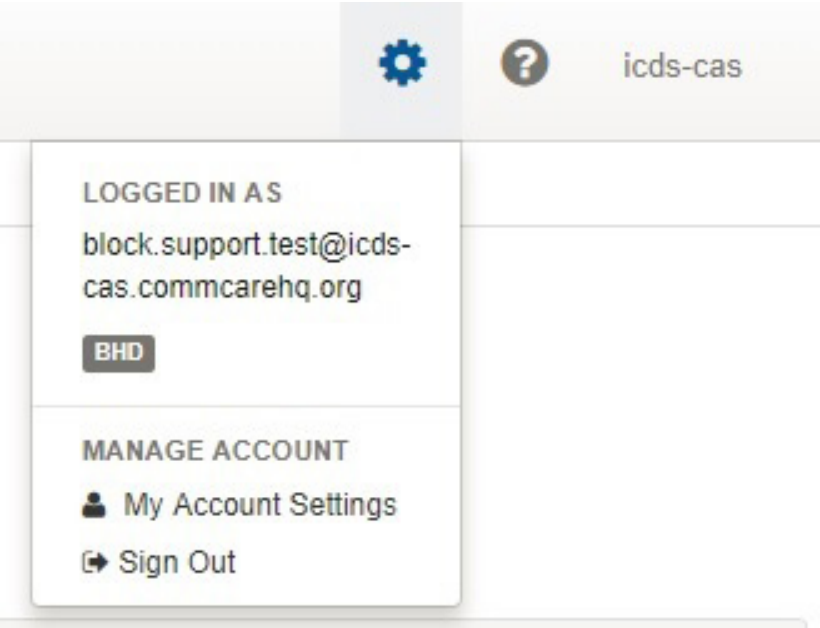


Figure 8: Account settings

4. The user will then select 'Change My Password' and input the old password and a desired new password. Please ensure that the user chooses a strong password (combination of special characters, numbers and a length of at least 10 characters). Click on 'Change Password' (see Figure 9).

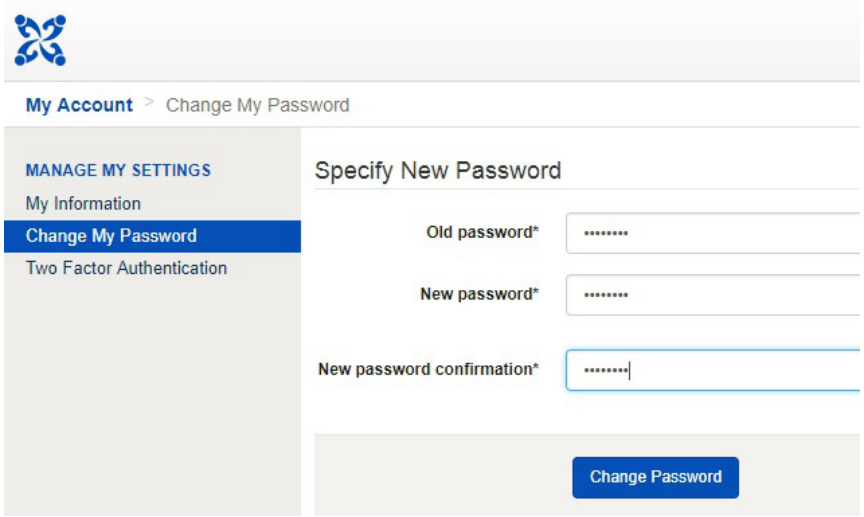


Figure 9: Changing password

5. Logout of ICDS-CAS Dashboard.
6. Log in with the new password.

2.5 When a Block Helpdesk user leaves and a new Block Helpdesk user joins

It may be a common scenario where an existing Block Helpdesk user leaves and a new person replaces him/her. In this scenario, it is important for the District Helpdesk to communicate a new password to the new user for accessing both ICDS-CAS Dashboard and the Issue Tracker application on the phone, so the District Helpdesk has to follow both Sections–2.5.1 and 2.5.2 given below.

2.5.1 Steps for handover of dashboard

Important: This activity can only be performed when a new Block Helpdesk user is replacing the old user for the same dashboard username and role.

The District Helpdesk would need to follow the steps to reset the password for the dashboard username of the Block Helpdesk user who is leaving the project (refer Section 2.1–User forgets ICDS-CAS Dashboard/mobile application password, for detailed steps).

After resetting of the password, there could be two cases that might be presented to the District Helpdesk:

Case 1 - If a new Block Helpdesk user is already identified:

The District Helpdesk will guide the new Block Helpdesk user to follow the following steps:

1. Block Helpdesk navigates to www.icds-cas.gov.in/a/icds-cas.
2. Block Helpdesk inputs dashboard username and new password as communicated by the District Helpdesk and clicks on Log in.
3. Block Helpdesk navigates to the ‘Settings’ button and selects ‘My Account Settings’.
4. The Block Helpdesk then selects ‘Change My Password’.
5. The Block Helpdesk will enter the password communicated to them and then enter the new desired password. The password must contain a capital letter, a number, a special character and must be at least 10 characters. Then click on ‘Change Password’.
6. Log out of ICDS–CAS Dashboard.
7. Log in to ICDS-CAS Dashboard with the new password.

Case 2 - If a new user is not yet identified:

The District Helpdesk will follow the following steps:

1. Navigate to www.icds-cas.gov.in/a/icds-cas, click on the ‘Users tab’. Select ‘Mobile Workers’.
2. Search for the dashboard username (see step 4 in Section 2.1-user forgets ICDS-CAS Dashboard/mobile application password of this document for more information) and then click on ‘Deactivate User’ (this will ensure that the user is not counted towards active users).
3. When a new user is identified, follow step 1 above and click on ‘Show Deactivated Mobile Workers’ and then find the user that was deactivated. Search using dashboard username or name.
4. Click on the User and then click on ‘Reactivate User’. The dashboard username will disappear from this section and will now be among active users.
5. Follow all steps given in case 1.

2.5.2 Steps for handover of Issue Tracker application

Important: This activity can only be performed when a new Block Helpdesk user is replacing the old user for the same block and mobile username. The block code must match.

In this case, the District Helpdesk should carry out the following steps to ensure all the data is secured and the new Block Helpdesk user has the most up-to-date data and a secure password:

1. Before a Block Helpdesk user leaves, they must report to the District Helpdesk and deposit the phone in person.
2. The District Helpdesk will then reset the password for the mobile username on the ICDS-CAS website (see Section 2.1-User forgets ICDS-CAS Dashboard/mobile application password of this document for detailed steps on how to reset user password).
3. Open Issue Tracker application on the phone and enter the new password.
4. When asked if you want to set a PIN, select 'Yes' and enter '1234' as the PIN.
5. Click on 'Sync Data' and wait till the syncing finishes.
6. Log out of the application.

After logging out there could be two cases that may be presented to the District Helpdesk:

Case 1 - If a new user is already identified:

1. Assist the user to log in to the Issue Tracker application on the phone. Enter the mobile username and PIN (1234).
2. Assist the user to set their own 4-digit PIN.

Case 2 - If a new user is not yet identified:

The District Helpdesk will follow the following steps:

1. Navigate to www.icds-cas.gov.in/a/icds-cas, click on the 'Users' tab. Select 'Mobile Workers'.
2. Search for the mobile username (see step 4 in section 2.1-User forgets ICDS-CAS Dashboard/mobile application password of this document for more information) and then click on 'Deactivate User' (this will ensure that the user is not counted towards active users).
3. When a new user is identified, follow step 1 above and click on 'Show Deactivated Mobile Workers' and then find the user that was deactivated. Search using mobile username or name.
4. Click on the User and then click on 'Reactivate User'. The mobile username will disappear from this section and will now be among active users.
5. Follow all steps given in case 1.

2.6 When a District Anganwadi Services official leaves and a new District Anganwadi Services official joins

It may be a common scenario where an existing District Anganwadi Services official leaves the programme and a new person joins in place of him. In this scenario, it is important for the District Helpdesk to communicate a new password to the new user for accessing the ICDS-CAS Dashboard.

Important: This activity can only be performed when a new District Anganwadi Services official is replacing the old user for the same username and role.

The steps for handover of dashboard account to a new District Anganwadi Services official are exactly similar to the steps for handover of a dashboard account when a new Block Helpdesk user joins in place of an existing one (refer Section 2.5.1–Steps for handover of dashboard, for detailed steps).

2.7 Verify user-friendly settings on devices

There can be scenarios like device settings being altered by the user, a new device to be set-up etc. During this time, the District Helpdesk would need to make sure that the user-friendly settings are set-up on the device for Anganwadi Workers/Lady Supervisors/Block Helpdesks to be able to use the phone easily. Follow the steps below to achieve this:

Step 1: Remove all extra home screens if there is more than one by default. For some devices, pinching the screen does this, for other remove all icons from the screen.

Step 2: Set wallpaper and lock screen to a simple theme: tap and hold background.

Step 3: Update device firmware: Settings > About Device > System Update. Verify system is up-to-date, otherwise update.

Step 4: Update existing apps: Play Store > Top Menu > All Apps > Update All

Step 5: Create CommCare LTS shortcut on each home screen:

a. Go to applications
b. Press and hold CommCare LTS to create a shortcut on the home screen
c. Remove all other shortcuts from the home screen
d. If there are multiple home screens, make sure you have added 'CommCare LTS' shortcut to each screen

Step 6: Increase the display time out

a. Go to Settings > Display
b. Set screen timeout or sleep to 2 minutes

Step 7: Turn off screen auto-rotate

a. Go to Settings > Display
b. Uncheck auto-rotate screen

Step 8: Set the display brightness

a. Go to Settings > Display
b. Set the brightness to auto if available (recommended for battery savings)
c. If auto is not available, set brightness to high level

Step 9: Disable notifications for extraneous apps:

a. On older devices, go to Settings > Apps. Select the relevant apps, and for each one, disable the 'Show Notifications'
b. On newer devices, go to Settings > Sounds and Notifications > App Notifications. Select the relevant apps and enable 'Block Notifications'

Step 10: Set device to local language

a. Go to Settings > Locale and Text or Settings > Language and Input
b. Change the Language to the local language depending on the State/UT of the purchase order e.g.
   i. Andhra Pradesh > Telugu
   ii. Maharashtra > Marathi

Step 11: Set-up the keyboard

a. Settings > Language and Input > Current Keyboard
b. Make sure 'English and Indic Languages' is listed.
   i. If not, select 'Choose Keyboards' and enable 'Google Indic Keyboard'
c. Select 'English and Indic Languages'
d. Open up a text message or a browser in order to access a keyboard

e. Click the keyboard tab with the Devanagari symbol twice and select the keyboard with no symbols (bottom left)

f. Click the symbol at right and select the language depending on the State/UT of the purchase order e.g.

   i. Andhra Pradesh > Telugu

   ii. Maharashtra > Marathi

Step 12: Set-up GPS

a. Go to Settings > Location and Security or Settings > Location Access

b. Make sure access to 'My Location' is on (if setting is available)

c. Check GPS satellites

d. Check Wi-Fi and mobile network location or use wireless networks

Step 13: Double confirm - Disassociate or remove any/all Google account from the device by going to Settings -> Accounts -> Google -> Select Account -> Options (three dots) -> Remove Account

Verification and set-up is complete at this point.

2.8 While using the app, the AWW receives a message saying, 'ICDS-CAS has stopped working' or the ICDS-CAS application shuts down

The helpdesk should take the following steps:

1. Click on 'Report a New Issue' in the Issue Tracker application
2. Who is facing the issue?
   a. Select AWW
3. Select the district/block/supervisor of the Anganwadi Centre (AWC) facing the issue

Note: District Helpdesk users will select the block/supervisor

4. Name of AWC facing the issue
   a. Select the name of the relevant AWC facing the issue
5. Date when the issue was experienced by the user
   a. Select the date when the issue was observed by the AWW
6. Does AWW have a phone number?
   a. Select 'Yes'
7. Phone number to call back the user
   a. Enter the AWW's 10-digit phone number
8. ICDS-CAS username
   a. Enter the 11-digit username of the AWW facing the issue
9. Ask the user to describe the problem to you. What is the problem being faced?
   a. This is a problem with the ICDS-CAS application so the helpdesk will select 'Problem with ICDS-CAS'
10. What is the problem with 'ICDS-CAS'?
   a. This problem of ICDS-CAS crashing during use is not listed, so the helpdesk will select 'Other ICDS-CAS problem'

Note: Users should only select 'ICDS-CAS crashes upon logging in' when the app stops working at the login screen. If the app stops working when the user is inside of a form or a module, the helpdesk should select 'Other ICDS-CAS problem'.

11. Please explain the problem in detail/provide notes here:
    a. Provide a detailed description of the problem along with steps to replicate the issue. Remember to ask the user relevant questions like, “When did you start facing this problem?”
    b. Write down all the steps you took to troubleshoot/replicate the issue:
        i. Sample notes:

        “The app is crashing while the AWW is using ___ form. We closed all background apps, restarted the phone, synced with the server and cleared user data but the issue is still occurring.” See the replication steps below:

        1. Log in as ___ user
        2. Click on ‘Home Visit Module’
        3. Click on ‘Beneficiary’ ___

Note: Helpdesk should be as descriptive as possible so that other users can easily replicate the issue.

    c. Attach any image for the issue if applicable

12. Was this issue completely resolved?
    a. Select ‘No’
13. Do you want to escalate/de-escalate this issue?
    a. If this issue requires another level’s support, select ‘Yes’
14. Which level do you want to take this issue to?
    a. Select the level above

Note: District Helpdesk users will select ‘State/UT’

15. Submit the form and sync with server

Note: Helpdesk users should sync with the server after they login every day and each time they escalate/de-escalate an issue.

Steps for web users (District/State/UT/CPMU) following up with the above escalated issue:

1. Log into ‘Web Apps’
    a. District/State/UT/CPMU will use their respective login credentials to login to the Web Apps
2. Click on Web Apps and sync with server
3. Click on the Issue Tracker application and go to the Issue Management module
4. Look for the issue that was just escalated. It should appear as name of the AWC facing the issue
5. Click on the Issue, view the issue information and understand the issue
6. Click on Continue and then follow up with issues
7. Check the screenshot to see the exact problem (refer to the State/UT/District troubleshooting manual – Issue Tracker manual to see how to do this)
8. Carry out some basic troubleshooting to ensure that the issue is reproducible
9. Make sure the user is on the correct application version

10. Coordinate with the user who created the ticket to reproduce the problem
11. If the issue is not reproducible and the app does not crash, mark the issue as 'resolved', enter the 'date of resolution', select the reason for closing the issue as 'issue resolved', provide resolution steps (enter the steps that you took to resolve the issue) and submit the form
12. Sync with the server after you submit the form
13. If the issue is unresolved, proceed to step 14 below
14. Enter the 'date of follow-up'
15. Select 'new information/other details'
    a. Please provide any new information/notes
    b. Enter the exact steps that you took above while troubleshooting
16. Do you want to escalate/de-escalate the issue?
    a. Select 'Yes', and select State/UT/CPMU to escalate the issue to State/UT/CPMU level
17. Submit form and sync with the server

2.9 The AWW enters a form or a module and receives an error message or is redirected to the login screen

The helpdesk should take the following steps:

1. Click on 'Report a New Issue' in the Issue Tracker application
2. Who is facing the issue?
    a. Select AWW
3. Select the district/block/supervisor of the AWC facing the issue

Note: District Helpdesk users will select the block/supervisor

4. Name of AWC facing the issue
    a. Select the name of the relevant AWC facing the issue
5. Date when the issue was experienced by the user
    a. Select the date when the issue was observed by the AWW
6. Does the AWW have a phone number?
    a. Select Yes
7. Phone number to call back the user
    a. Enter the AWW's 10-digit phone number
8. ICDS-CAS username
    a. Enter the 11-digit username of the AWW facing the issue
9. Ask the user to describe the problem to you. What is the problem being faced?
    a. This is a problem with the ICDS-CAS application so the helpdesk will select 'Problem with ICDS-CAS'

10. What is the problem with ICDS-CAS?
    a. This problem is occurring inside a form or a module, so the helpdesk will select 'Problem inside a form' followed by 'Form gives an error message'
11. Provide answers to the following questions:
    a. What is the name of the form experiencing the issue?
        i. Give the name of the module and the form in which the error has occurred
            1. E.g. Home Visit Scheduler + Complimentary Feeding.
            2. If the error occurred at the module level, give the module name. E.g. THR, Growth Monitoring, etc.
    b. What are the steps taken to replicate the error?
        i. Example-
            1. Log in as user ___
            2. Go to the 'Home Visit Scheduler' module
            3. Observe that the user is directed to the login screen
    c. Provide a detailed description of the problem along with steps to replicate the issue. Remember to ask the user relevant questions like, "When did you start facing this problem?"
    d. Write down all of the steps you took to troubleshoot/replicate the issue:
        i. Sample notes:

        "The app is crashing while the AWW is using ___ form. We closed all background apps, restarted the phone, synced with the server and cleared user data but the issue is still occurring." See the replication steps below:

            1. Log in as ___ user
            2. Click on 'Home Visit Module'
            3. Click on 'Beneficiary' ___
            4. Observe the 'error'

Note: Helpdesk should provide the name of the form and the module in which the error occurred along with the replication steps and be as descriptive as possible so that other users can easily reproduce the issue and resolve it.

    e. Attach any image for the issue, if applicable
12. Was this issue completely resolved?
    a. Select 'No'
13. Do you want to escalate/de-escalate this issue?
    a. If this issue requires another level's support, select 'Yes'
14. Which level do you want to take this issue to?
    a. Select the level above

Note: District users will select 'State/UT'

15. Submit the form and sync with server

Note: Helpdesk users should sync with the server after they login every day and each time they escalate/de-escalate an issue.

2.10 The Lady Supervisor (LS) receives an error message while attempting to sync her phone

The helpdesk should take the following steps:

1. Click on 'Report a New Issue' in the Issue Tracker application
2. Who is facing the issue?
   a. Select LS
3. Select the district/block/supervisor of the sector supervisor facing the issue

Note: District Helpdesk users will select the block/supervisor

4. Date when the issue was experienced by the user
   a. Select the date when the issue was observed by the AWW
5. Does the Supervisor have a phone number?
   a. Select 'Yes'
6. Phone number to call back the user
   a. Enter the Supervisor's 10-digit phone number
7. ICDS-CAS username
   a. Enter the 9-digit username of the Supervisor facing the issue
8. Ask the user to describe the problem to you. What is the problem being faced?
   a. This is a problem with the ICDS-CAS application so the helpdesk will select 'Problem with ICDS-CAS'
9. What is the problem with ICDS-CAS?
   a. The user is receiving an error messaging while syncing, so the helpdesk will select 'Error message upon login or sync'

Note: The Helpdesk should not select 'CommCare is crashing' for an example like this.

10. Provide answers to the following questions:
    a. Provide a detailed description of the problem along with steps to replicate the issue. Remember to ask the user relevant questions like, "When did you start facing this problem?"
    b. Write down all of the steps you took to troubleshoot/replicate the issue:
       i. Sample notes:

       "The LS is unable to sync with the server. We closed all background apps, restarted the phone, confirmed that the Supervisor has signal and her data is activated and attempted to sync with the server but the issue is still occurring. The error message says (Server is taking too long to respond)"

Note: Helpdesk should write the exact text of the error message and be as descriptive as possible so that other users can easily reproduce the issue and resolve it.

    c. Attach any image for the issue if applicable
11. Was this issue completely resolved?
    a. Select 'No'
12. Do you want to escalate/de-escalate this issue?
    a. If this issue requires another level's support, so select 'Yes'
13. Which level do you want to take this issue to?
    a. Select the level above

Note: District users will select 'State/UT'

14. Submit the form and sync with server

2.11 The ICDS-CAS application freezes while the LS is using it or it takes several seconds to swipe between screens

The helpdesk should take the following steps:

1. Click on 'Report a New Issue' in the Issue Tracker application
2. Who is facing the issue?
   a. Select LS
3. Select the district/block/supervisor of the sector supervisor facing the issue

Note: District Helpdesk users will select the block/supervisor

4. Date when the issue was experienced by the user
   a. Select the date when the issue was observed by the AWW
5. Does the Supervisor have a phone number?
   a. Select 'Yes'
6. Phone number to call back the user
   a. Enter the Supervisor's 10-digit phone number
7. ICDS-CAS username
   a. Enter the 9-digit username of the Supervisor facing the issue
8. Ask the user to describe the problem to you. What is the problem being faced?
   a. This is a problem with the ICDS-CAS application so the helpdesk will select 'Problem with ICDS-CAS'
9. What is the problem with ICDS-CAS?
   a. The application is working slowly or freezing, so the helpdesk will select 'ICDS-CAS is slow'

Note: The Helpdesk should not select 'CommCare is crashing' for an example like this.

10. Provide answers to the following questions:
    a. Provide a detailed description of the problem along with steps to replicate the issue. Remember to ask the user relevant questions like, "When did you start facing this problem?"
    b. Write down all of the steps you took to troubleshoot/replicate the issue:
       i. Sample notes:

       "The app is slow. We closed all background apps, restarted the phone, and force quit the ICDS-CAS app but the issue is still occurring. The app is freezing in the Growth Monitoring module."

    c. Attach any image for the issue if applicable.

Note: Helpdesk should confirm that all background apps have been shut down and be as descriptive as possible when entering notes so that other users can easily reproduce the issue and resolve it. Helpdesk should add details of the module/form name in which the error is occurring.

11. Was this issue completely resolved?
    a. Select 'No'
12. Do you want to escalate/de-escalate this issue?
    a. If this issue requires another level's support, select 'Yes'
13. Which level do you want to take this issue to?
    a. Select the level above

Note: District users will select 'State/UT'

14. Submit the form and sync with server

Note: Helpdesk users should sync with the server after they login everyday and each time they escalate/de-escalate an issue.

2.12 The AWW is unable to remove a beneficiary from a household

The helpdesk should take the following steps:

1. Click on 'Report a New Issue' in the Issue Tracker application
2. Who is facing the issue?
    a. Select AWW
3. Select the district/block/supervisor of the AWC facing the issue

Note: District Helpdesk users will select the block/supervisor

4. Name of the AWC facing the issue
    a. Select the name of the relevant AWC facing the issue
5. Date when the issue was experienced by the user
    a. Select the date when the issue was observed by the AWW
6. Does AWW have a phone number?
    a. Select 'Yes'
7. Phone number to call back the user
    a. Enter the AWW's 10-digit phone number
8. ICDS-CAS username
    a. Enter the 11-digit username of the AWW facing the issue
9. Ask the user to describe the problem to you. What is the problem being faced?
    a. This is a problem with the ICDS-CAS application so the helpdesk will select 'Problem with ICDS-CAS'

10. What is the problem with ICDS-CAS?
    a. This is a problem with a beneficiary/form, so the helpdesk will select 'Problem inside a form' followed by 'Form gives an error message'
11. Provide answers to the following questions:
    a. What is the name of the form experiencing the issue?
        i. Give the name of the module and the form in which the error has occurred.
            1. E.g. Household Registration + Add/Remove Member
            2. If the error occurred at the module level, give the module name. E.g. THR, Growth Monitoring, etc.
    b. What are the steps taken to replicate the error?
        i. Sample steps:
            1. Log in as user ___
            2. Go to the Household Management module
            3. Select ___ family from the case list
            4. Select ___ beneficiary
            5. Select 'Yes' to remove beneficiary, submit the form and observe the 'error message'
    c. Provide a detailed description of the problem along with steps to replicate the issue. Remember to ask the user relevant questions like, "When did you start facing this problem?"
    d. Write down all of the steps you took to troubleshoot/replicate the issue

Note: District users will select 'State/UT'

    e. Attach any image for the issue if applicable
12. Was this issue completely resolved?
    a. Select 'No'
13. Do you want to escalate/de-escalate this issue?
    a. If this issue requires another level's support, so select 'Yes'
14. Which level do you want to take this issue to?
    a. Select the level above

Note: Helpdesk users should sync with the server after they login every day and each time they escalate/de-escalate an issue.

15. Submit the form and sync with server

Note: District Helpdesk users will select the block/supervisor

3

USER MANAGEMENT

The user management section covers the process of managing usernames and passwords for the long-term maintenance of Information and Communication Technology enabled Real Time Monitoring (ICT-RTM).

User management includes creation and maintenance of usernames and passwords for accessing the ICDS–CAS Dashboard and the mobile applications. All usernames should be created online on ICDS-CAS Dashboard, two weeks before the expected delivery of devices. The CPMU will also provide a detailed document titled: **ICT-RTM–User Management Guidelines** on username and password management for ICT-RTM closer to the delivery of phones. The document will describe in detail the roles and responsibilities at the State/UT, district and block level.

Each type of web user will have their own set of permissions to ensure that they only access data for their geography and are able to perform functions based on their responsibility. E.g. a DPO can only access data for his/her district, and can drill-down to each AWC and beneficiary in the district. The State/UT and District Helpdesk staff will also use the ICDS–CAS Dashboard for accessing the Issue Tracker application as well as for executing administrative tasks like user management.

3.1 Types of users

For ICDS-CAS there are primarily two types of users:

1. **Mobile users:** AWWs, Supervisors and Block Helpdesk users who will be using either a phone or a tablet.
2. **Dashboard users:** Anganwadi Services officials and Helpdesk personnel at various administrative levels who will be using a computer.

3.2 Mobile and dashboard users – username and password overview

Having a secure username and password is essential for the functioning of ICDS-CAS. The mobile application captures sensitive information about households, their health and nutrition status and ensure Anganwadi Workers and Lady Supervisors are keeping the information safe.

Since each Anganwadi Worker belongs to a particular Anganwadi Center and a Lady Supervisor belongs to a sector, usernames are associated with their location for ease of set-up and long-term maintenance.

Usernames must be unique and passwords must be strong. For dashboards, since there can be many users at the State/UT, district or block level, usernames will have to be developed according to their role/title abbreviation along with the location.

Usernames must be unique and passwords need to have the following format - 1 special character, 1 number, 1 capital letter and a minimum length of 10 characters.

Examples of usernames for mobile users and dashboard users:

- AWW usernames will be the same as the 11-digit Anganwadi Center code (E.g.: 10224020101).
- Supervisor usernames will be the same as their 9-digit code for the sector (E.g.:102240201).
- Block Helpdesk usernames (for Issue Tracker app in mobile devices) will be the same as their 7-digit block code (Example. 1022402).
- Dashboard usernames (for State/UT, district and Block Helpdesk) will be a combination of location code and title abbreviation. For example, a username for Block Helpdesk personnel of Madhya Pradesh will be 2341910.bhd (2341910 being the block code and bhd the title abbreviation for Block Helpdesk). For more details on title abbreviations, please refer Table 1: List of roles for dashboard users.

In addition to the 10-character long password, mobile users will have the functionality to update their password on first login. This ensures each mobile worker can create their own password so it can be easy to remember and is more secure. Dashboard users can also manually change their password any time after their first login.

Usernames will be of two categories based on the user type:

a. For mobile users

b. For dashboard users

a. **For mobile users**

For mobile users, the username format will be as described above i.e. 11-digit Anganwadi Center code for AWW, 9-digit Sector code for Supervisors and 7-digit Block code for Block Helpdesk.

b. **For dashboard users**

For dashboard users, the username format will be as described above (Example. 2341910.bhd etc.). They will also have appropriate roles assigned to them. The list of roles, title abbreviations and sample usernames are detailed below (see Table 1).

Table 1: List of roles for dashboard users			
Title	**Title abbreviation**	**Example username**	**Role (for dashboard users)**
Child Development Project Officer (CDPO)	cdpo	2341910.cdpo	CDPO
District Programme Officer (DPO)	dpo	23435.dpo	DPO
Block Project Assistant	bpa	2341910.bpa	BHD
Block Coordinator (Block Helpdesk)	bhd	2341910.bhd	BHD
District Project Assistant	dpa	23435.dpa	DHD
District Coordinator (District Helpdesk)	dhd	23435.dhd	DHD

4

DISTRICT LEVEL ISSUE TRACKER USER MANUAL

4.1 Objectives of the Issue Tracker manual

- The Issue Tracker web application will assist District Helpdesk in troubleshooting and resolving issues that have been escalated to the district level by the Block Helpdesk.
- The Issue Tracker web application will also be used by the District Helpdesk to escalate unresolvable issues reported by the Block Helpdesk, to the State/UT level.

4.2 How to start

Log in to the Issue Tracker web application by navigating to the ICDS–CAS Dashboard (www.icds-cas.gov.in/a/icds-cas) and then clicking on Web Apps to view the home screen.

1. Login Screen

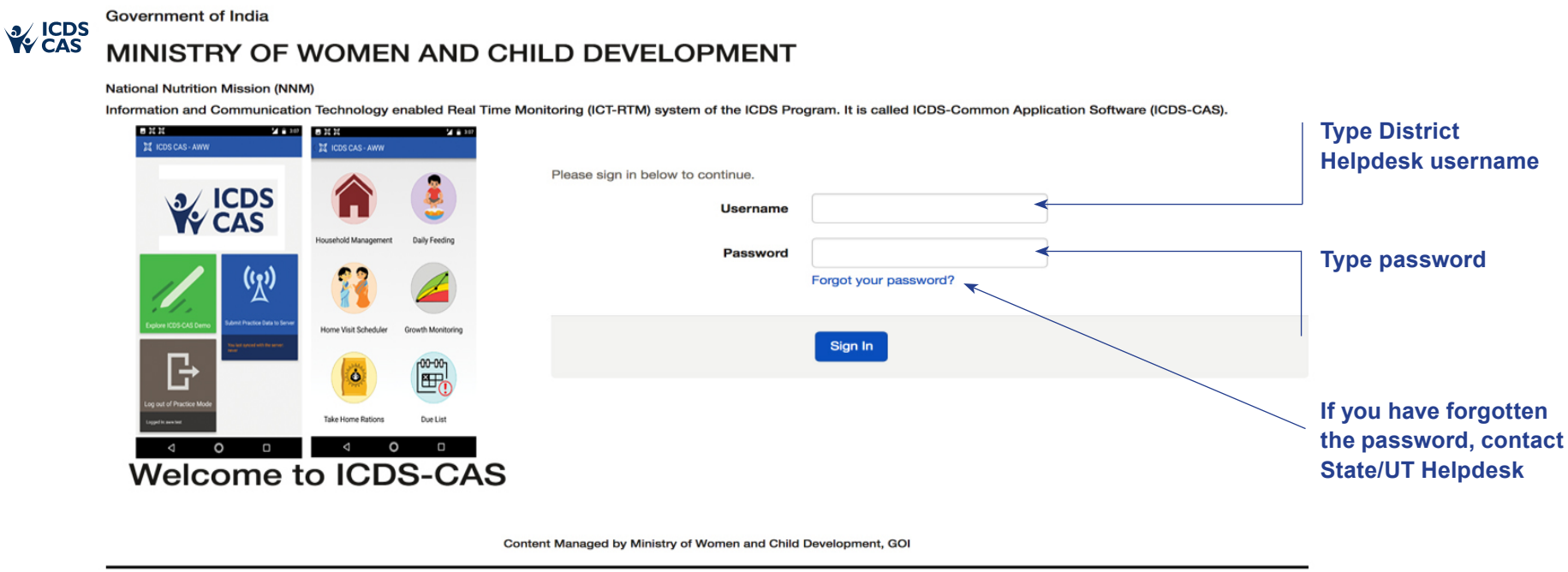
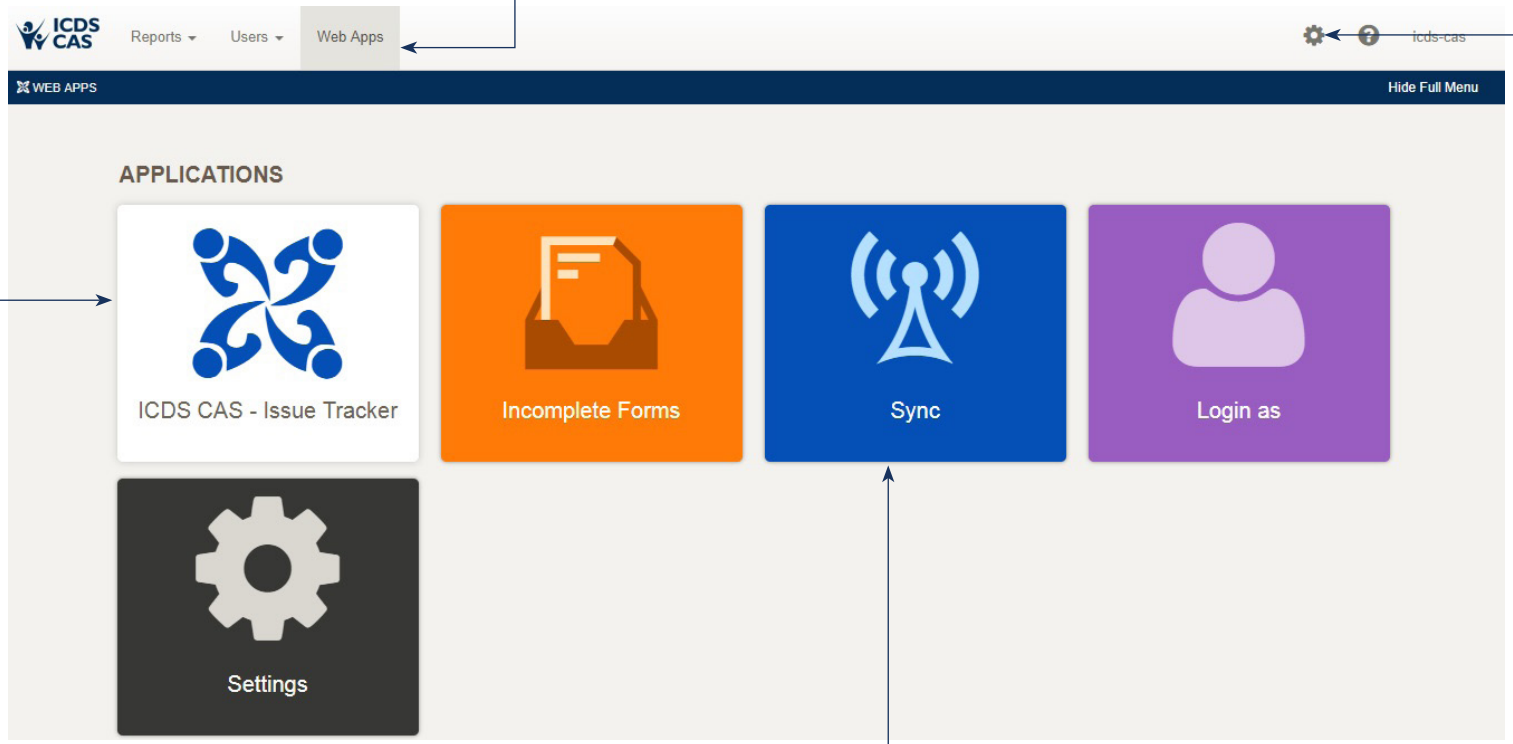


Figure 10: Login screen

2. Home Screen

Click on Web Apps to view the home screen



Enter the Issue Tracker application from this screen by clicking on the ICDS CAS – Issue Tracker icon

syncing with the server updates your information

Every time you log in, make sure you sync with server to see updated information.

Exit the application by clicking on the gear icon and clicking on 'Sign out'

NOTE: Whenever you escalate/de-escalate an issue, make sure you have synced with the server to complete escalation/de-escalation.

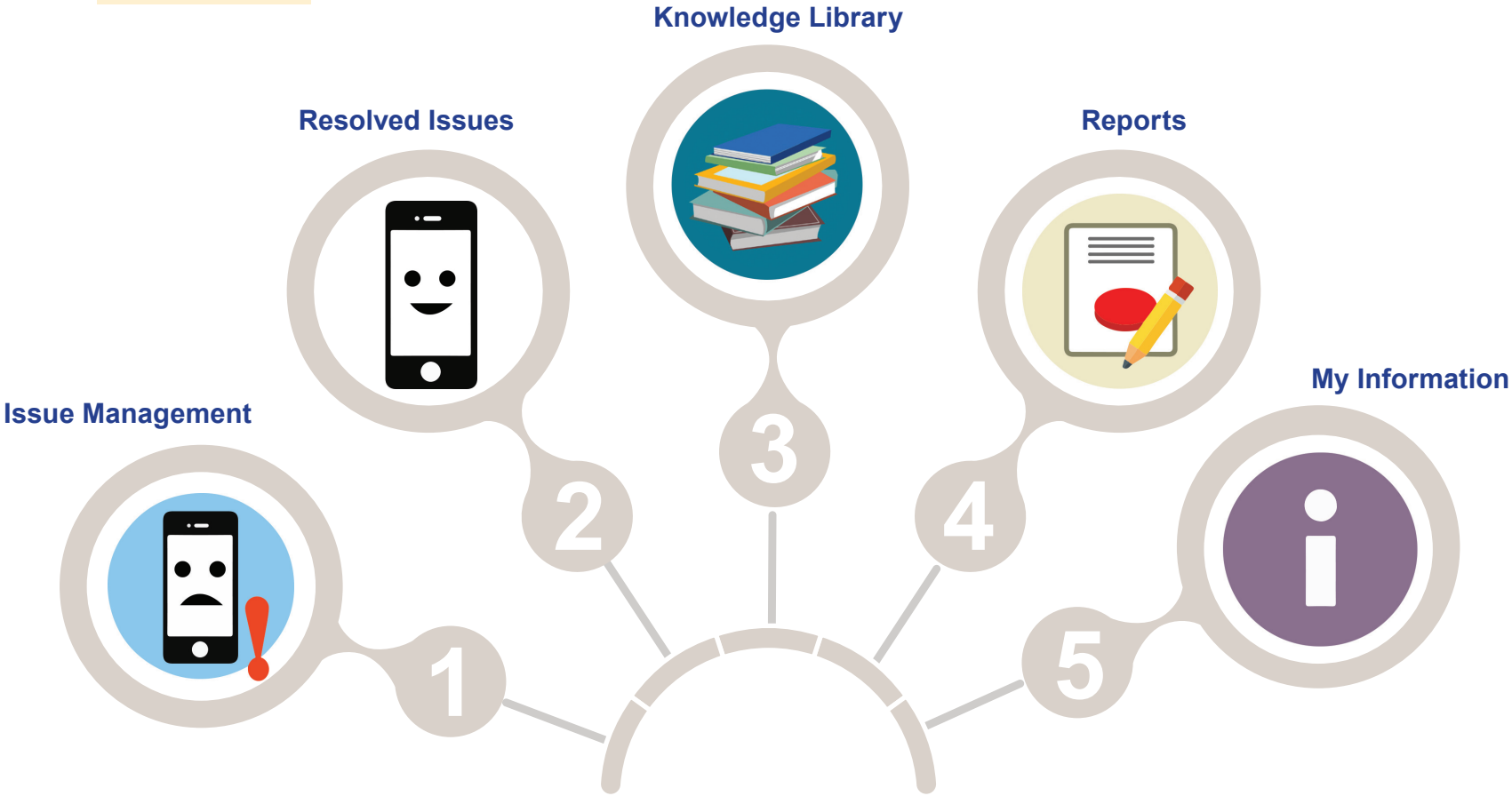
Figure 11: Home screen

4.3 Modules

What is a module?

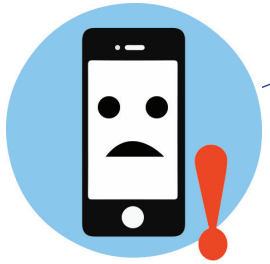
A module is a part of an application. Inside each module, there are forms to fill in about specific subject area. The District Helpdesk will use

5 modules



4.3.1 Issue management

In the Issue Management module, you can view/ search for existing issues and follow up on them or report a new issue.



Issue Management

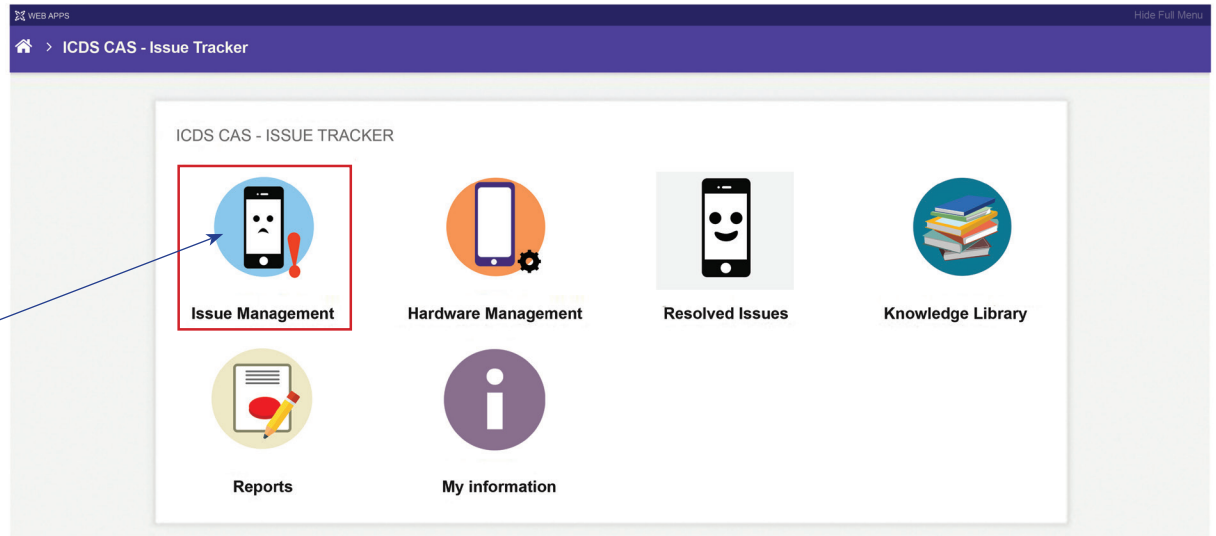
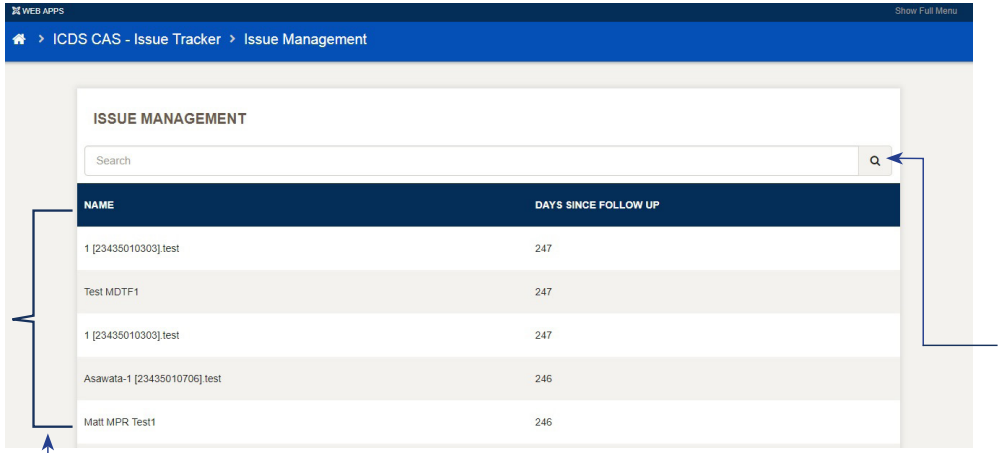


Figure 12: Issue management module



View the list of issues logged in the Issue Tracker

Use the search functionality to search for an issue assigned to the district level

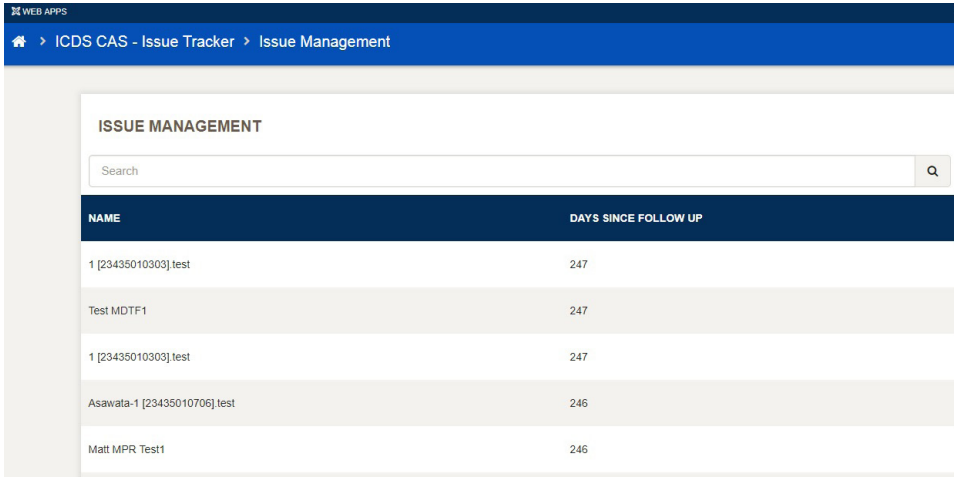
Figure 13: List of issues

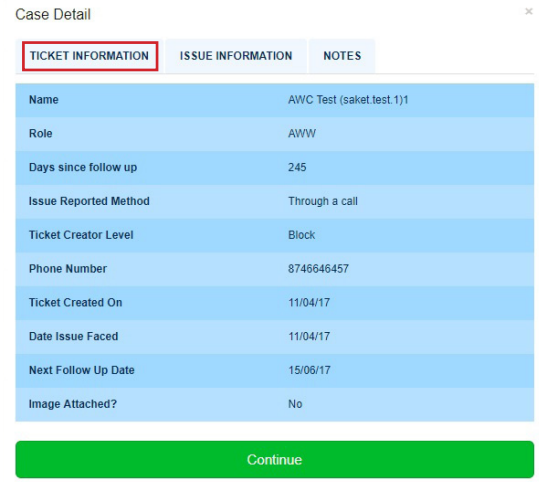
4.3.1.1 Ticket information and issue information and notes

You can view information about a ticket by selecting it from the list of issues.

After selecting the ticket, you will be able to see details such as ticket information and more information on the issue.

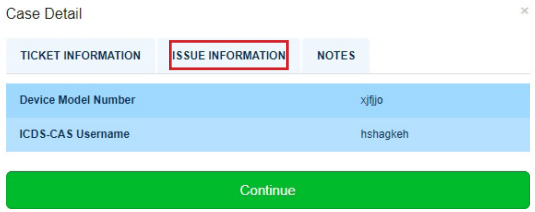
1. List of Tickets





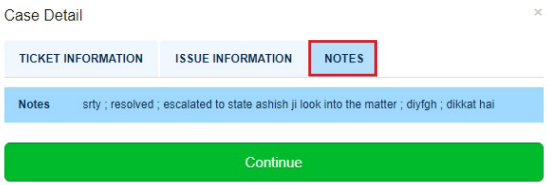
2

Ticket information: Details of who is facing the problem, who created the ticket, current ticket level, when it was last followed up on, etc.



3

Issue information: Details of the username of user who is facing the problem and device model number.



4

Notes: Details regarding the issue being faced and any notes entered by the BI52 Block Helpdesk.

Figure 14: Ticket information, issue information and notes

4.3.1.2 Follow up with an issue

1 **Select the ticket which you would like to follow up on from the list of tickets.**

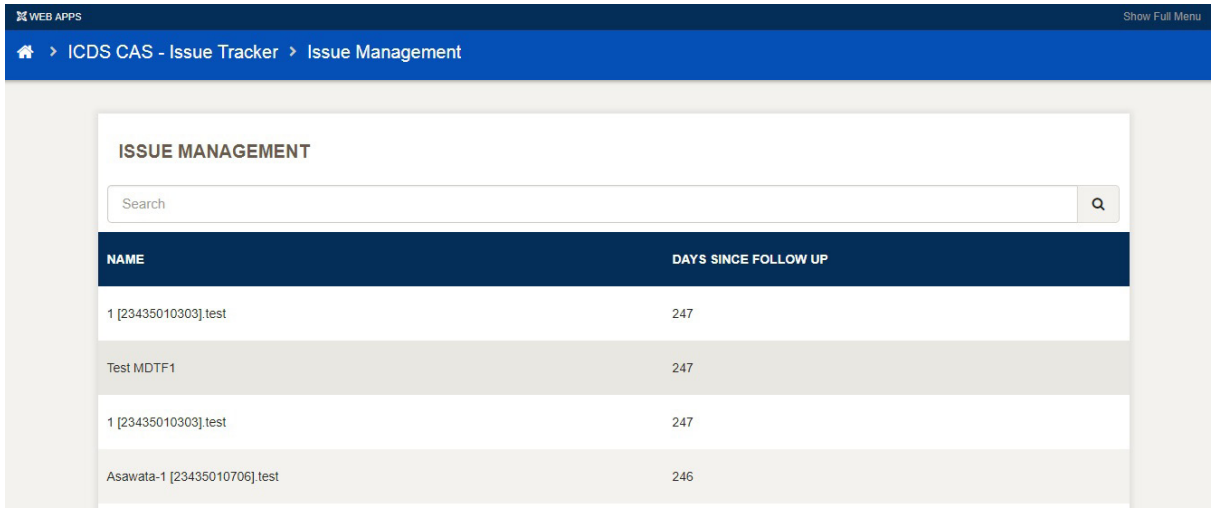


Figure 15: Selecting a ticket

2 **After viewing the ticket details, click on 'Continue' to update or resolve the ticket.**

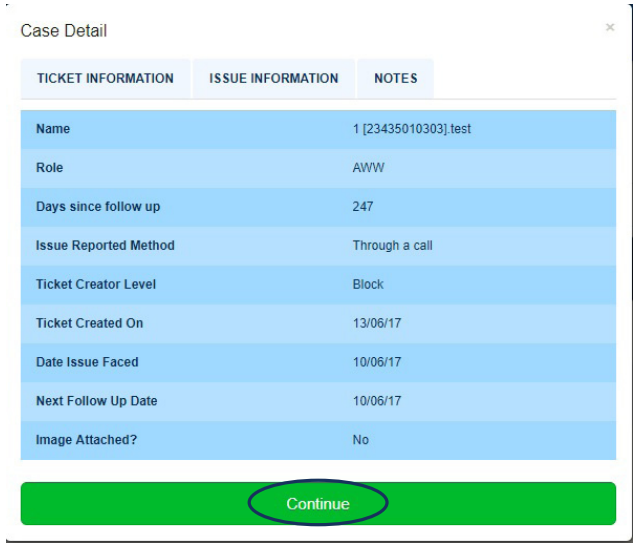


Figure 16: Moving forward to update or resolve the ticket

3 **Select the 'Follow Up with Issue' module to enter the follow up form.**

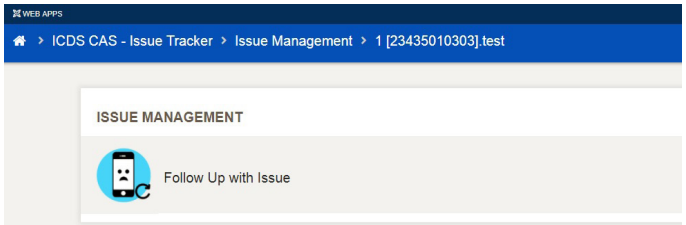


Figure 17: 'Follow up with issue' module

4 View information about the issue. If a screenshot has been attached in the ticket, it will be visible along-with other ticket details.

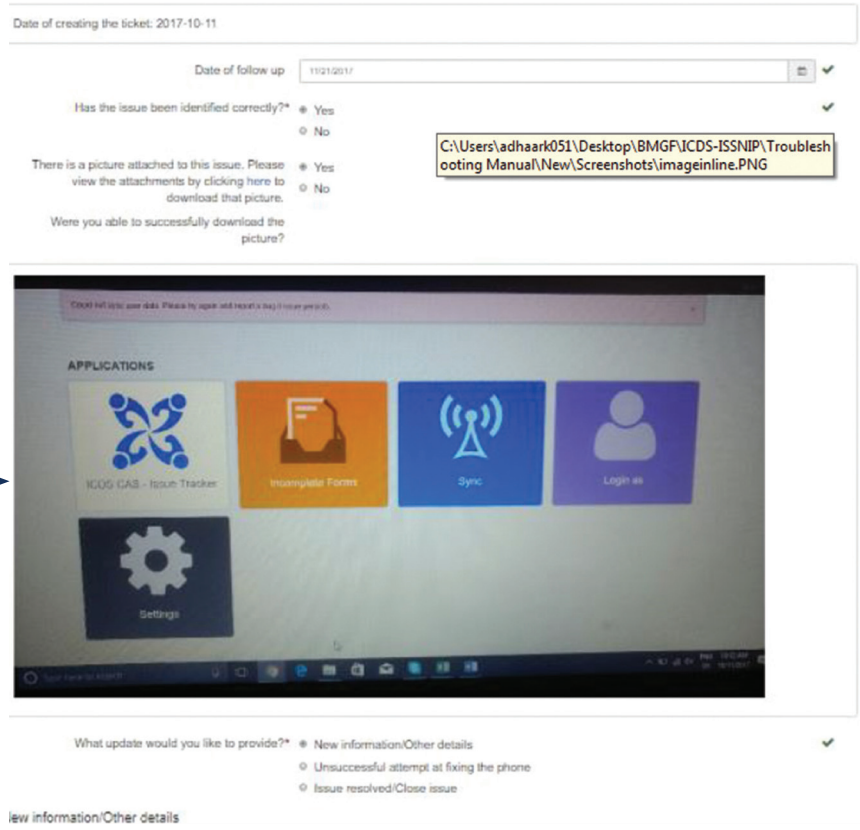


Figure 18: Information about the issue

5 Proceed with form by providing an update to the ticket. You will have three options when updating the ticket. These are explained below.

Option 1: New information/other details

1. **Enter the date of follow-up and select 'Unsuccessful attempt at fixing the phone'**

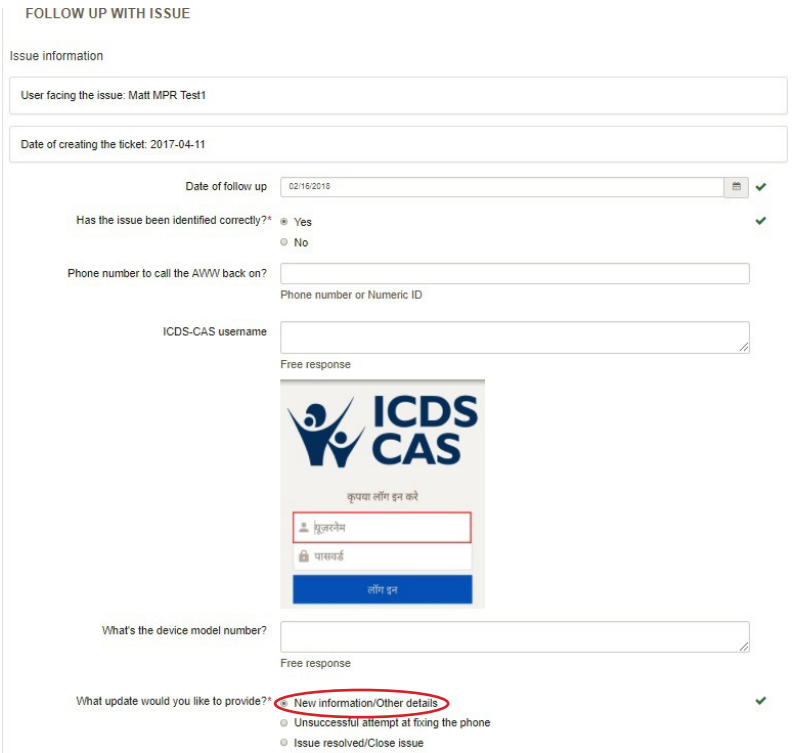


Figure 19: Select 'New information/other details'

2. Enter the complete information in the notes

Figure 20: Enter information in notes

3. Escalate/de-escalate the issue accordingly to the desired level

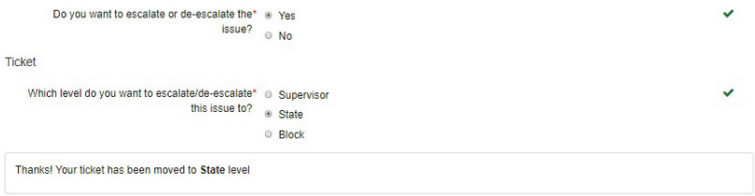


Figure 21: Escalate/de-escalate the issue

Option 2: Unsuccessful attempt at fixing the phone

1. Enter the date of follow up and select 'Unsuccessful attempt at fixing the phone'

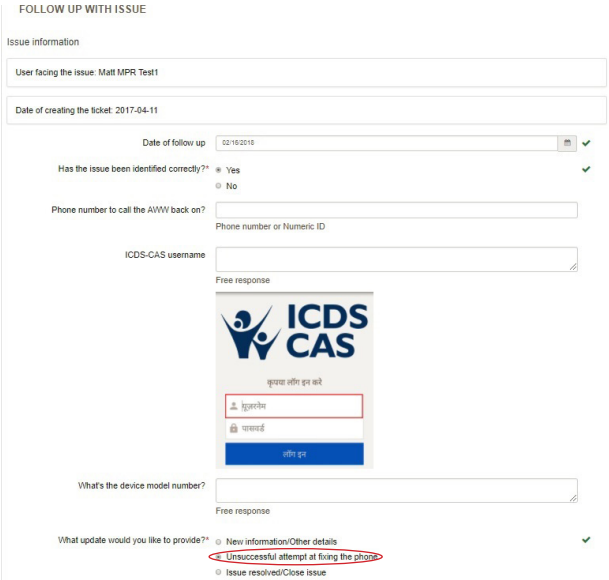


Figure 22: Select 'Unsuccessful attempt at fixing the phone'

2. Enter the date when you attempted to fix the phone and enter complete information in the notes

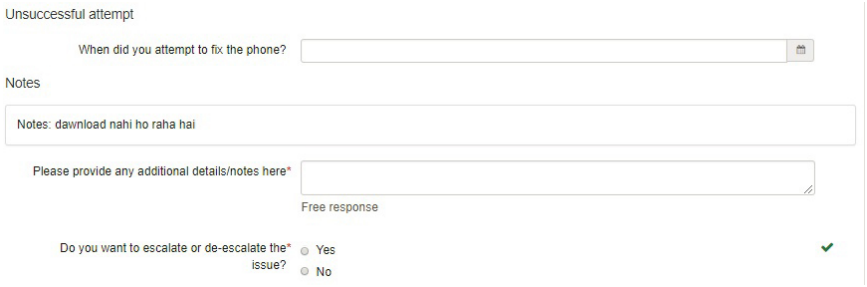


Figure 23: Enter date and other details

3. Escalate/de-escalate the issue accordingly to the desired level

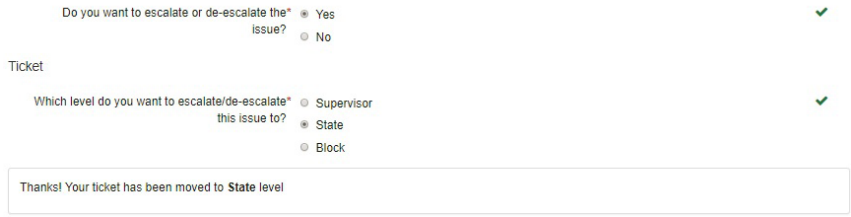


Figure 24: Escalate/de-escalate the issue

Option 3: Issue resolved/close issue

1. Enter the date of follow up and select 'Issue resolved/close issue'

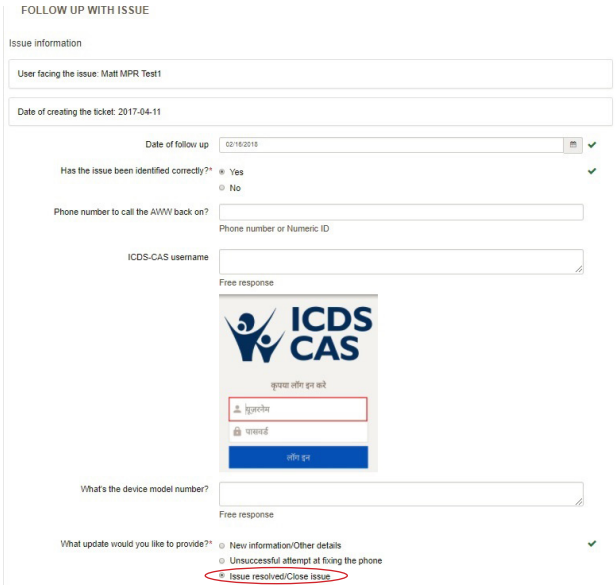


Figure 25: Select 'Issue resolved/close issue'

2. Select the date when the issue was resolved and note down steps taken to resolve the issue

Figure 26: Enter date and other details

4.3.1.3 Report a New Issue

The District Helpdesk can log issues faced by AWWs, Lady Supervisors and District/Block Helpdesk.

Every time an issue is reported, whether it was a quick minor resolution or an escalation, please make sure you log it as a NEW ISSUE.

1. Clicking on 'Report a New Issue' opens a form to fill in the details of the issue that is being faced by the Anganwadi Worker/Lady Supervisor/Helpdesk.

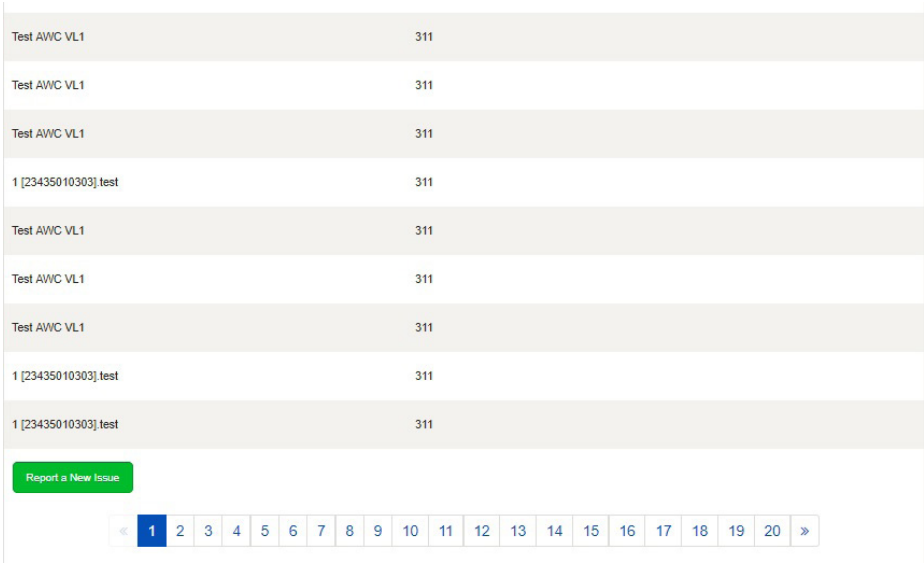


Figure 27: Report a new issue

2. **You can then fill in information such as name of the user facing the issue, date when the issue was experienced and contact details of the user facing the issue.**

Figure 28: Fill details about new issue

3. **Identify the problem that is being reported by the user. It is very important to correctly identify the issue and categorize it into one of the listed choices. If you are having trouble categorizing the issue, you can spend more time talking to the user to correctly identify the problem.**

   If you fail to identify the issue, you can then categorize it under 'Unknown/undiagnosed/other problems'.

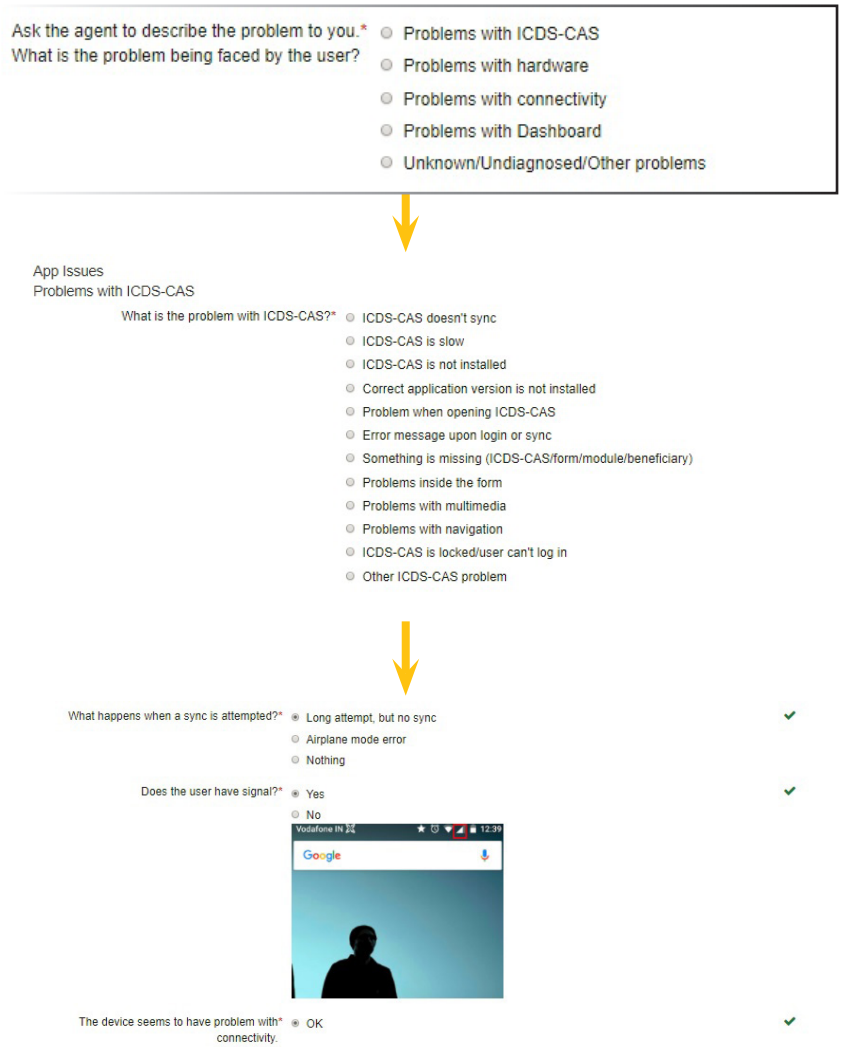


Figure 29: Identifying the issue

4. **After you select the issue reported, you will also be provided with step-by-step instructions to guide you through a solution.**

Figure 30: Troubleshooting steps for issue resolution

5. **In addition to providing basic troubleshooting and issue diagnosis, the application has the provision to escalate an issue to the State/ UT level with complete details about the issue faced and reason for escalation. Make sure to give a detailed explanation in the notes for the State/UT level to have complete information about the issue.**

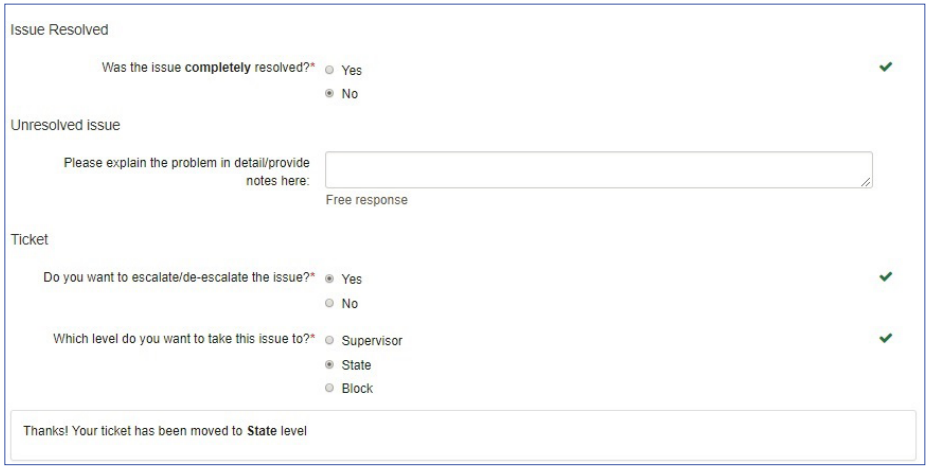


Figure 31: Escalation

Auto-escalation: Issues that are open and untouched for more than 5 days will automatically be escalated to higher level (Unresolved hardware-related issues will escalate after 14 days).

Once a helpdesk escalates an issue or an issue has been automatically escalated, it will disappear from the user's case list and appear only in the case list of the user the issue has been escalated to.

4.3.2 Resolved issues

This module displays all the issues registered/worked on by the District Helpdesk user. The user should have a regular practice to look at the resolved issue module in order to refer to past resolutions.

The module categorizes the issue into five categories.

ICDS-CAS related issue

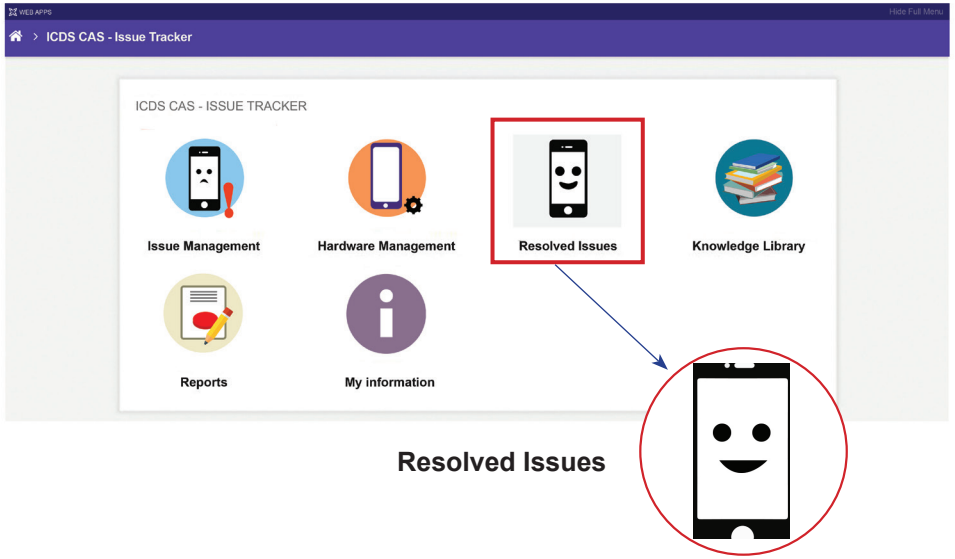
Network related issue

Unknown/undiagnosed/other issue

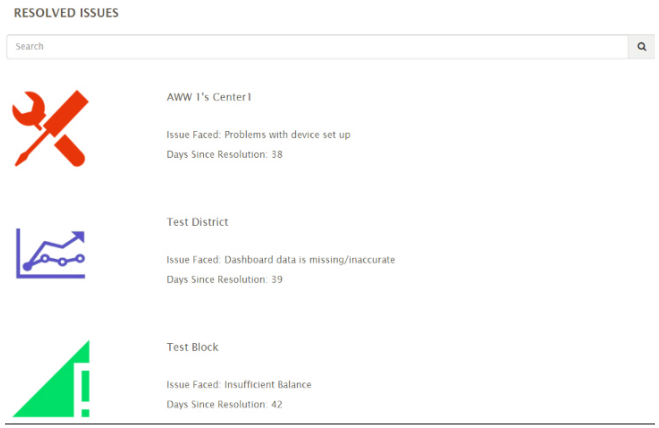
Hardware related issue

Dashboard related issue

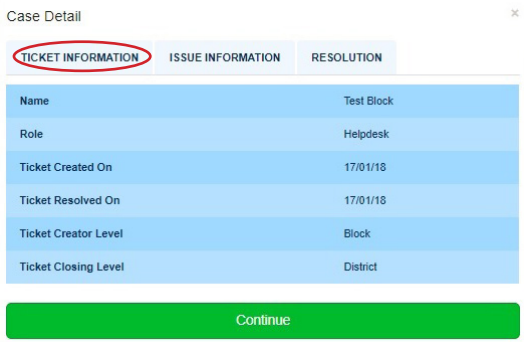
1 Select Resolved Issues module



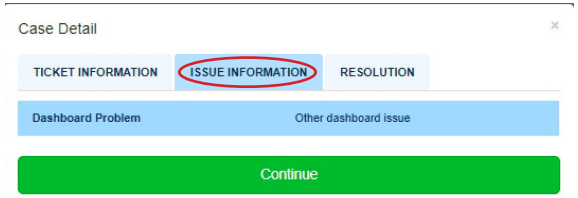
2 Select an Issue from the Case list



3 View Ticket Information



4 View Issue Details



5 View Issue Notes and Resolution steps

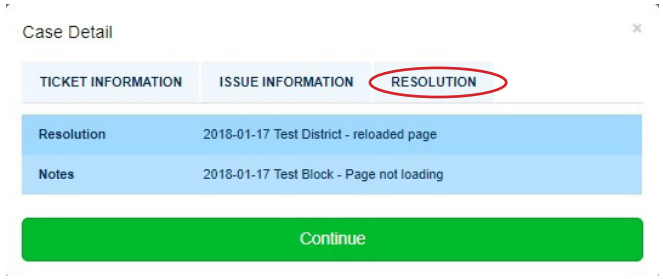
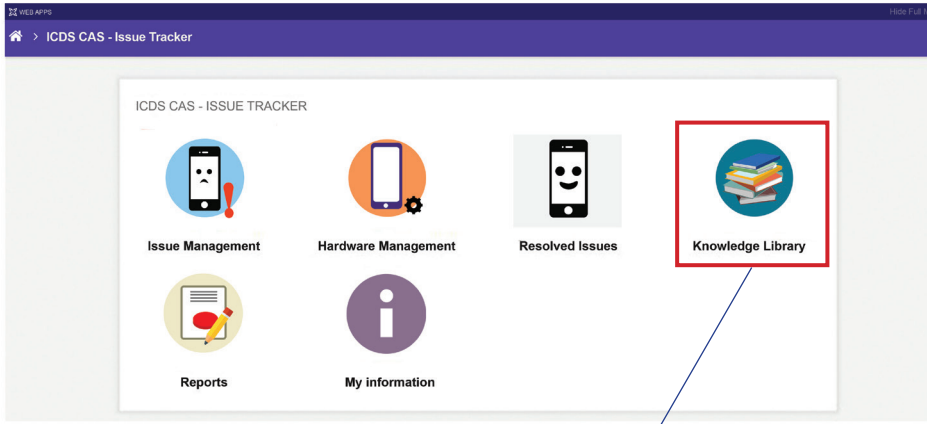


Figure 32: Resolved issues

4.3.3 Knowledge library

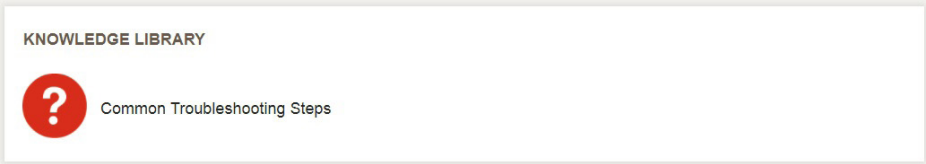
The District Helpdesk can refer to this module for information on resolution to L1 issues and common troubleshooting steps.

1 Select Knowledge Library module

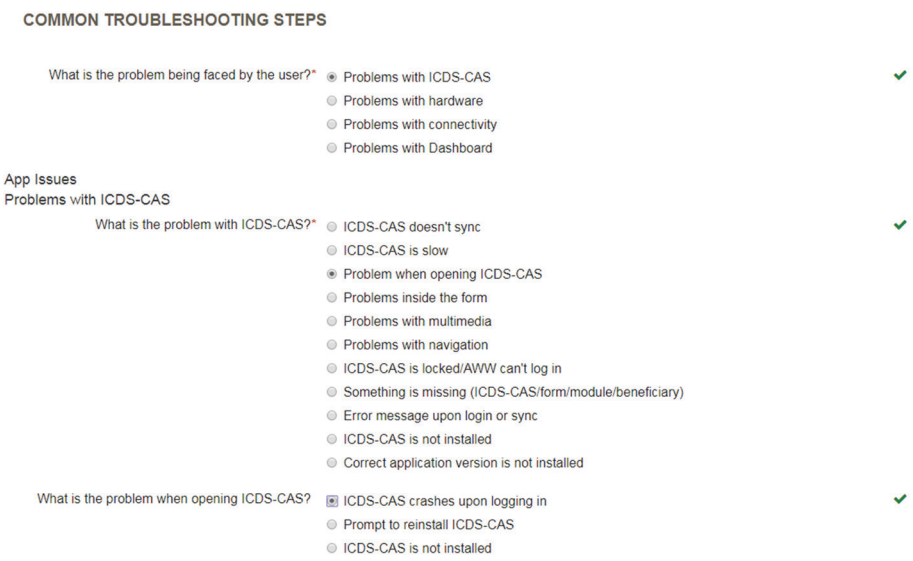


Knowledge Library

2 Select Common Troubleshooting steps



3 Select Relevant Issue being faced by user



4 Follow Troubleshooting steps

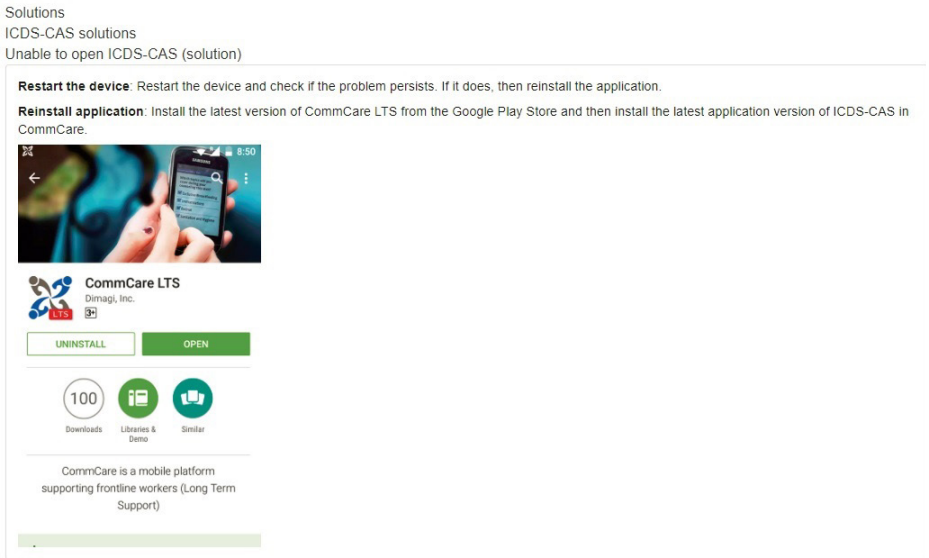


Figure 33: Knowledge library

4.3.4 Reports

This module provides information regarding status of issues and devices registered by the user. The following reports are generated in the Reports module.

Issues: (Report based on activity for last 30 days)

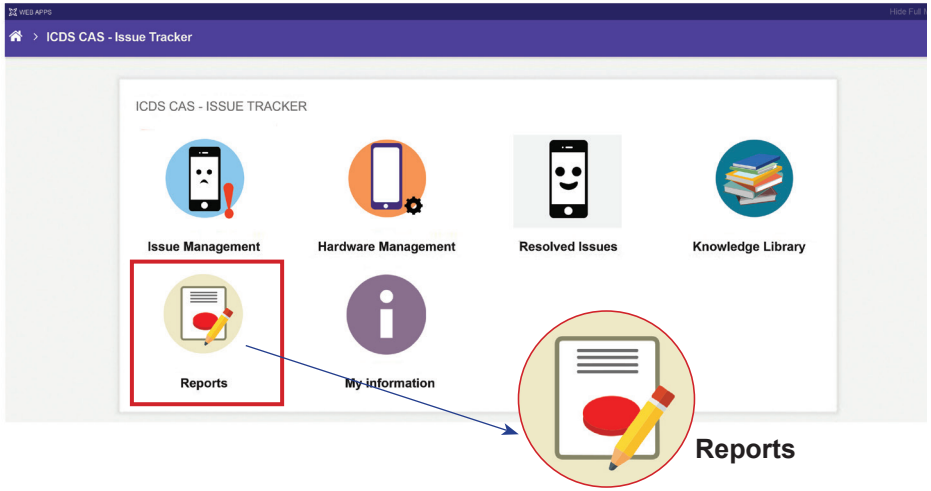
1. Total number of issues logged
2. Total number of issues open
3. Total number of resolved issues
4. Number of issues escalated/de-escalated
5. Number of issues open at district
6. Number of issues open at State/UT
7. Number of issues open at CPMU

Hardware:

1. Total hardware registered
2. Total hardware distributed
3. Number of device marked lost/stolen
4. Number of devices out of service

Remember to sync data before using the Reports module.

1 Select Reports module



2 View Report on issues and hardware

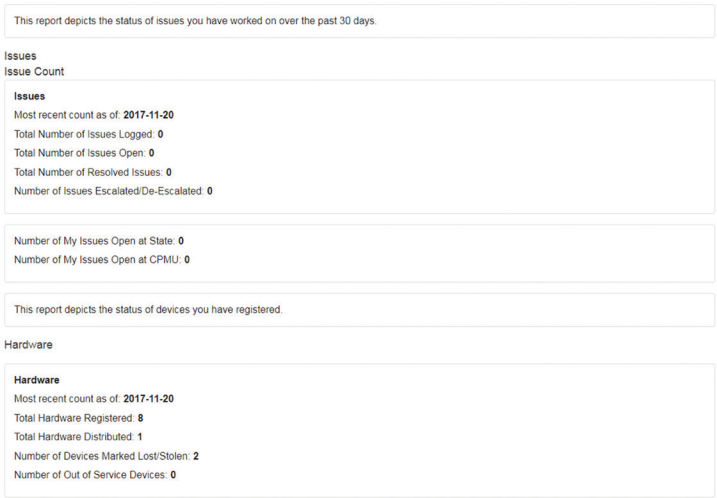
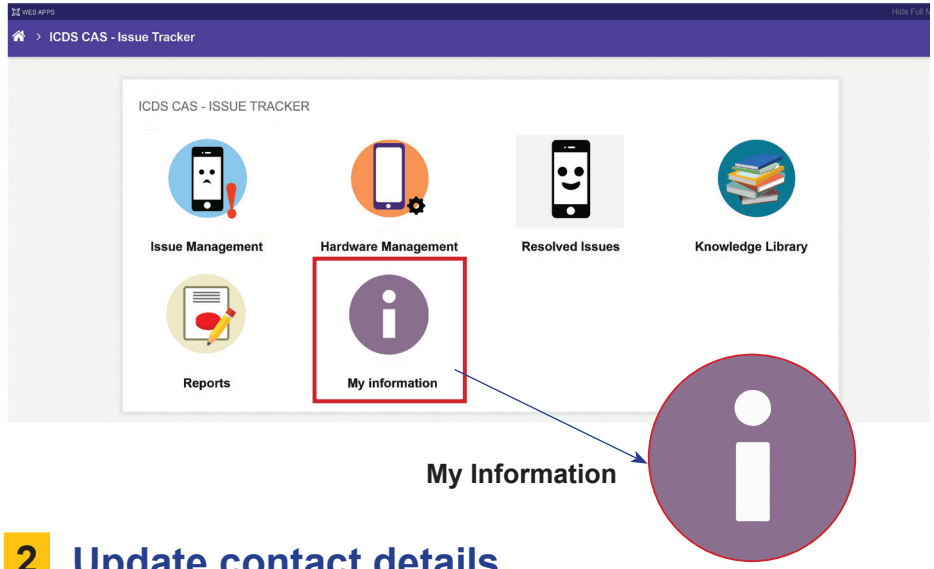


Figure 34: Reports

4.3.5 My information

This module is used to update the contact details of the helpdesk user in the application.

1 Select Reports module



2 Update contact details

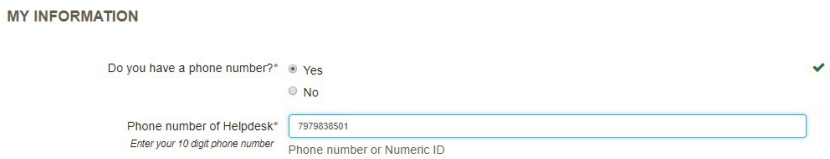
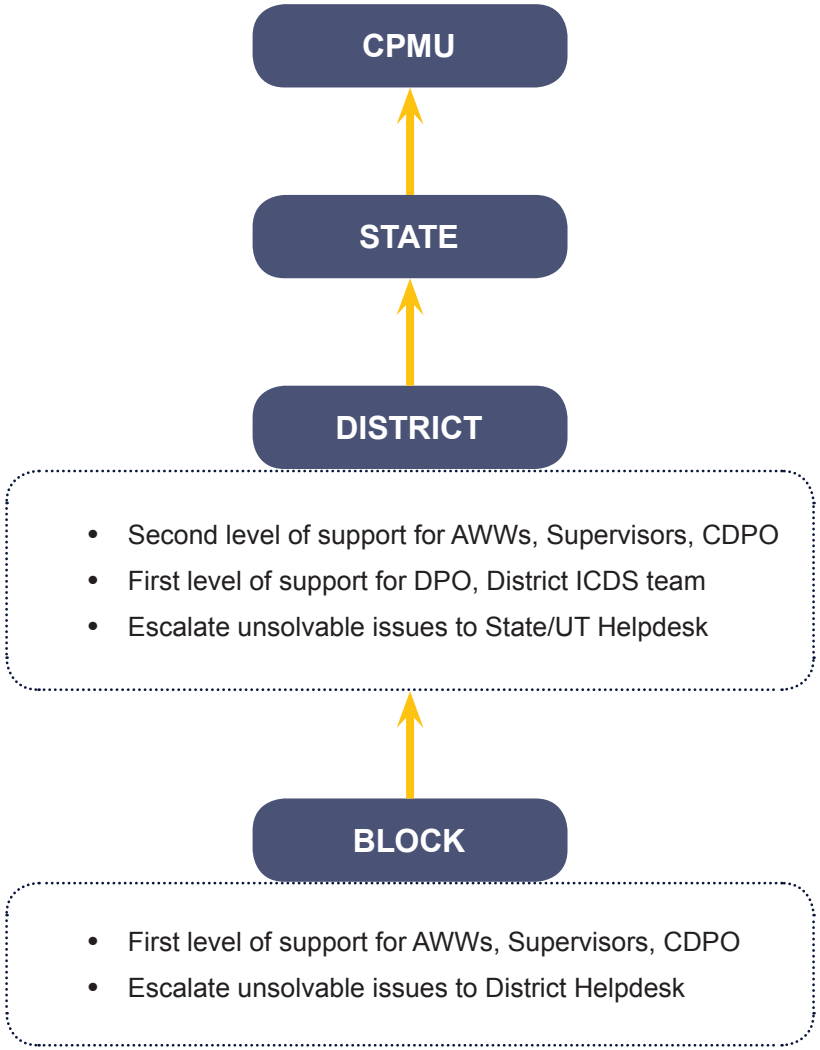


Figure 35: My information

4.4 Escalation matrix



4.5 Issue Tracker reports

Issue Tracker reports will provide the District Helpdesk with an insight into the performance of the block level helpdesk, as well as monitor the number of issues that are existing and need to be followed up.

4.5.1 Issue Tracker – individual issues

This report gives an overview of all the open tickets along with the following information:

- Which State/UT– district – block the ticket belongs to
- The name of the Anganwadi Worker/Lady Supervisor who is facing the issue
- Number of days this ticket has been open
- Current level that the ticket is assigned to (supervisor, block, district or State/UT)

To access the Issue Tracker – individual issues report, go to www.icds-cas.gov.in/a/icds-cas. Login if required, then select 'Reports' and then Issue Tracker – individual issues.

1. **To view the report, add the relevant filters accordingly and click on Apply**

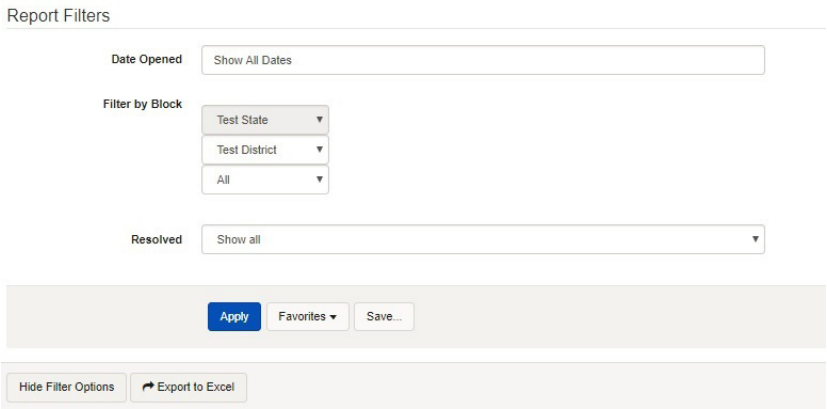
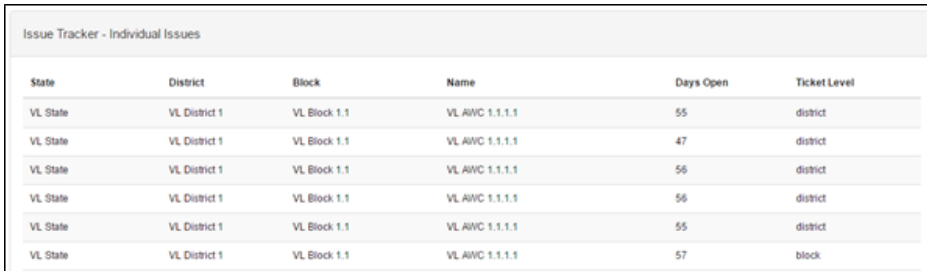


Figure 36: Apply filters

2. **You can now view each ticket that has been assigned to the relevant helpdesk**



State	District	Block	Name	Days Open	Ticket Level
VL State	VL District 1	VL Block 1.1	VL AWC 1.1.1.1	55	district
VL State	VL District 1	VL Block 1.1	VL AWC 1.1.1.1	47	district
VL State	VL District 1	VL Block 1.1	VL AWC 1.1.1.1	56	district
VL State	VL District 1	VL Block 1.1	VL AWC 1.1.1.1	56	district
VL State	VL District 1	VL Block 1.1	VL AWC 1.1.1.1	55	district
VL State	VL District 1	VL Block 1.1	VL AWC 1.1.1.1	57	block

Figure 37: View individual Issue Tracker reports

4.5.2 Issue Tracker - issues (block)

This report gives an insight into how many tickets each block has resolved or has opened. The district can then follow up with the Block Helpdesks regarding open tickets that need follow-up.

To access the Issue Tracker – issues (block), go to www.icds-cas.gov.in/a/icds-cas. Login if required, then select 'Reports' and then Issue Tracker – issues (block).

1. **To view the report, add the relevant filters accordingly and click on Apply**

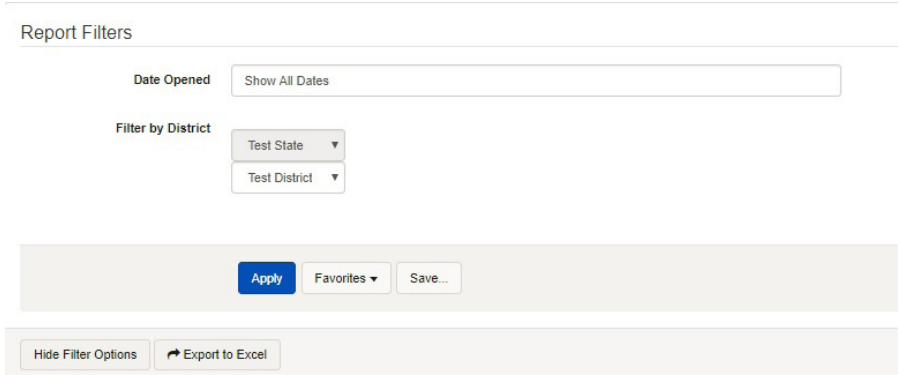


Figure 38: Apply filters

2. You can now view block-wise Issue Tracker report

Issue Tracker - Issues (Block)

State	District	Block	Open	Resolved
VL State	VL District 1	VL Block 1.1	36	6
Test State	Test District	Block MPR Test	2	0
Test State	Test District	Test Block	32	8
Uttar Pradesh	Ghaziabad	Loni	3	2

Figure 39: View block-wise Issue Tracker report

4.5.3 Issue Tracker – issue by type

This report provides a bar chart representation of the various categories of issues that have been registered in the Issue Tracker application.

To access the Issue Tracker – issue by type, go to www.icds-cas.gov.in/a/icds-cas. Login if required, then select 'Reports' and then Issue Tracker – issues by type.

1. To view the report, add the relevant filters accordingly and click on Apply

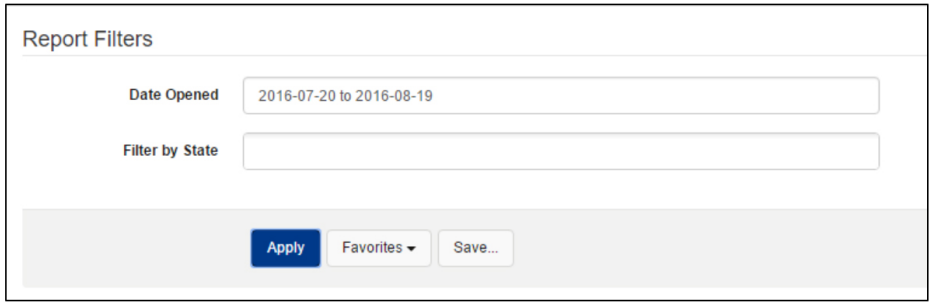


Figure 40: Apply filters

2. You can now view the bar chart representation of the issues in accordance with the filters applied

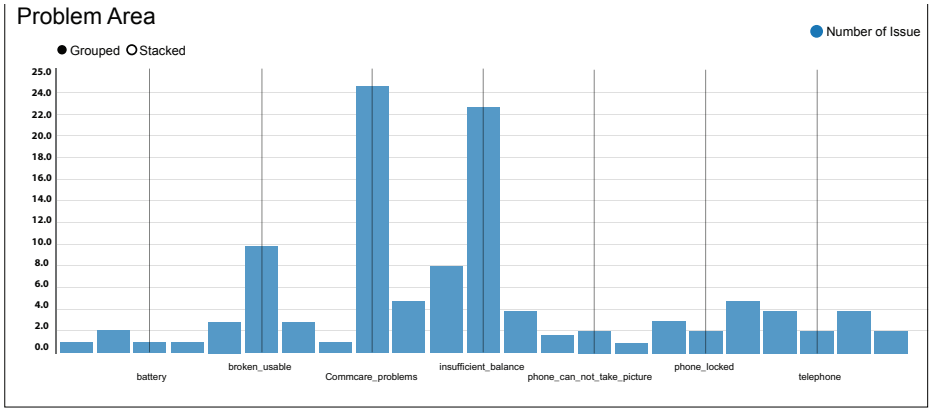


Figure 41: Bar chart representation of issues

NOTES