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1 Login

The NGO HelpDesk system is access controlled so each of the NGO's using the NGO HelpDesk system shall have a Username and Password through which he/she can login into the NGO HelpDesk system.

How to get a User Account?

The NGO's, who do not have any User account, may contact the district Admin to create a User account. The district level Admin, can contact their state headquarters to create a User account.

Instructions:

1. Open the NGO HelpDesk website (http://www.kgsc.kar.nic.in/ngohd_training). The NGO login page will be displayed (Refer Figure 1: NGO - Login page).

Figure 1: NGO - Login page

2. Enter your **Username** and **Password** in appropriate boxes and click the **Login** button. The NGO HelpDesk Main menu for NGO"S will be displayed (Refer Figure 2: NGO - Main Menu).

Figure 2: NGO - Main Menu

Note:
- All fields marked in***** are mandatory fields.
- To log out of the NGO HelpDesk system, click **Sign Out** at the top right hand side of any page.
- To go to the main page of the NGO HelpDesk System, click **Main Page** at the top left hand side of any page.
- Click the **Exit** button in any page to exit from the respective page.

Other Tips:

- Any user who has not got a Username and Password can contact the Head Quarters.
- Keep your Username and Password securely. Do not share it with anybody. Ensure that only authorized person uses this to work on the NGO HelpDesk system.
- Change your password regularly, at least once in 30-45 days and maintain/remember the password.
- In case the user forgets the Username and Password, contact the Head Quarters for a new Username and Password.
- Remember to Sign Out/logout from the system after completion of your work.

2 Service

2.1 Daily Report Entry:

This module can be accessed by the NGO's to enter the Daily Report Entry into the NGO HelpDesk system.

Instructions:

1. In the main menu, hover the cursor over **Services** menu and then select **Daily Report Entry** option from the drop down list (Refer Figure 3: NGO – Daily Report Entry). The NGO Daily Report entry form will be displayed (Refer Figure 4: NGO – Daily Report Entry Form).

Figure 3: NGO – Daily Report Entry

Figure 4: NGO – Daily Report Entry Form

Figure 5: NGO – Daily Report Entry Suitable help provided?

2. Enter all the citizen details like Name Of Citizen,address and Mobile Number then enter Helps provied details like Name of the Department,Reason for approching,Nature of Service provided by helpdesk, date of visited and Time Slot of visit.Whether Suitable help/information is not provided select radio button NO and Enter Reason in the text Box provided and then click the save button(Refer Figure 5: NGO – Daily Report Entry Suitable help Provided?)

2.2 Monthly Activity Entry:

This module can be accessed by the NGO's to enter the Monthly Activity Entry into the NGO HelpDesk system.

Instructions:

1 In the main menu, hover the cursor over **Services** menu and then select **Monthly Activity Entry** option from the drop down list (Refer Figure 6: NGO – Monthly Activity Entry Menu). The Monthly Activity Entry form will be displayed (Refer Figure 7: NGO – Monthly Activity Entry Form).
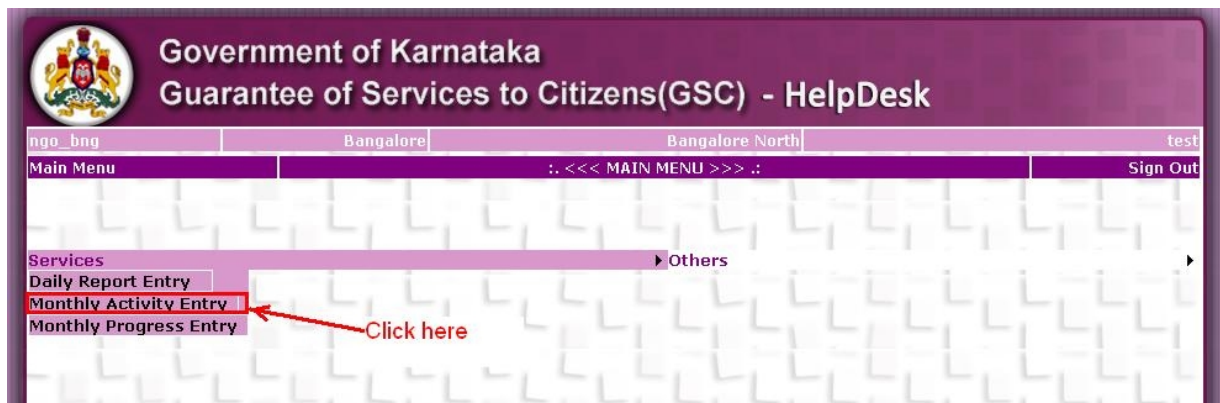

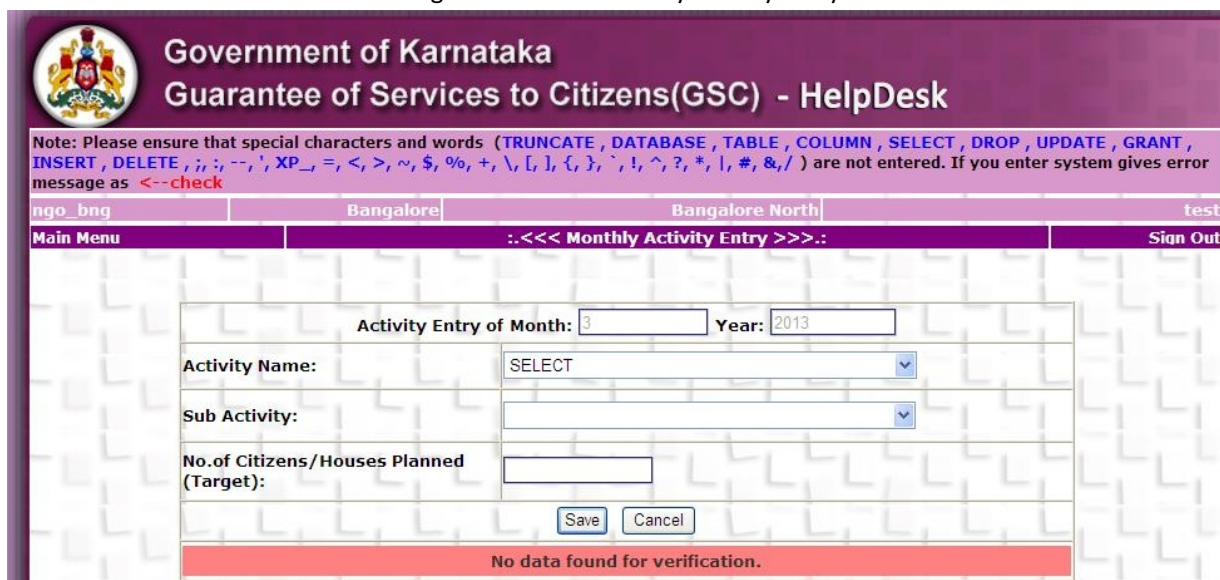Figure 6: NGO – Monthly Activity Entry Menu

Figure 7: NGO – Monthly Activity Entry Form

2 Select the Activity from the **Activity name** drop down list ,select the subactivity from Sub Activity and enter Number of Citizens/Houses Planned(Target) for Particular Month(Refer Figure 8: NGO – Monthly Activity Entry) . This Form Entry is Avialable between current month of 1 to 10.

Figure 8: NGO – Monthly Activity Entry

3   NGO's having provision to update and delete a Monthly Activity Entry. These provision will provided upto current month 10th (Refer Figure 9: NGO – Monthly Activity Entry Update and Delete)

Figure 9: NGO – Monthly Activity Entry Update and Delete

2.3 Monthly Progress Entry:

This module can be accessed by the NGO's to enter the Monthly Progress Entry into the NGO HelpDesk system.

Instructions:

1. In the main menu, hover the cursor over **Services** menu and then select **Monthly Progress Entry** option from the drop down list (Refer Figure 10: NGO – Monthly Progress Entry). The Monthly Progress Entry form will be displayed (Refer Figure 11: NGO – Monthly Progress Entry Form).

Figure 10: NGO – Monthly Progress Entry

Figure 11: NGO – Monthly Progress Entry Form

2. For update Monthly Progress Entry **Click on Edit** link the corresponding activity's Achieved Text Box will Provided enter the achieved and the update. These option is aviaable till current month of 10th .After updating all Activities Achieved then click on save Button(Refer Figure 12: NGO – Monthly Progress Entry Update Achieved).

Figure 12: NGO – Monthly Progress Entry Update Achieved

3 Change Password

The Change Password option facilitates you to change the password of your user account. **All users should change their password regularly, at least once in 30-45 days.**

Instructions:

1. In the main menu, hover the cursor over **Others** menu and then select **Change Password** option from the drop down list (Refer Figure 13: Change Password). The Change Password page will be displayed (Refer Figure 14: Change Password page).

Figure 13: Change Password

Figure 14: Change Password page

1. In the screen as shown in Figure: Change Password page, enter all the relevant details inappropriate fields and click the **Change** button. The password will be changed accordingly.

Note:
- The password should be of a minimum of 8 characters.
- Always use a unique password when you change your password to a new password. The new password field will not accept the password which has been used any time before.

4 DC Login

Instructions:

1. Open the NGO HelpDesk website (http://www.kgsc.kar.nic.in/ngohd_training). The DC login page will be displayed (Refer Figure 1: NGO - Login page).

2. Enter your **Username** and **Password** in appropriate boxes and click the **Login** button. The NGO HelpDesk Main menu for DC will be displayed (Refer Figure 15: NGO –DC Main Menu).

Figure 15: NGO –DC Main Menu

4.1 DC Ratings And Comments

This module can be accessed by the DC to enter the DC Ratings and comments into the NGO HelpDesk system.

Instructions:

1. In the main menu, hover the cursor over **Services** menu and then select **DC Comments** option from the drop down list (Refer Figure 16: NGO – DC Comments). The DC Comments form will be displayed (Refer Figure 17: NGO – DC Comments Form).

Figure 16: NGO – DC Comments

Figure 17: NGO – DC Comments Form

2   To Rating the NGO **Click on Edit** link the corresponding Taluk NGO's select rating from Ratings Dropdown list and then put Remarks. These option is aviable till current month of 10th .After rating of all Taluk NGO's click save Button.(Refer Figure 18: NGO – DC Comments Rating and Remarks).

Figure 18: NGO – DC Comments Rating and Remarks

5 Reports

The Reports option enables the DC to view various reports like the reports on Monthly Progress Activity,Monthly HelpDesk Reports ,Citizen Wise Report etc. This enables the higher officials to view Monthly Progress and Monthly Planned Activities.

5.1 Monthly HelpDesk Reports:

This option enables you to view the Monthly HelpDesk Report of NGO.

Instructions:

1. In the main menu, hover the cursor over **MISReports** menu and on **Monthly HelpDesk Report** option from the drop down list (Refer Figure 19: NGO Reports). The screen as shown in Figure 20: NGO Monthly HelpDesk Report page will be displayed.

Figure 19: NGO Reports

Figure 20: NGO Monthly HelpDesk Report Page

2. Select District,Month and Year from dropdown list and click the Process Button (Refer Figure 20: NGO Monthly HelpDesk Report Page). The details of that particular District NGO Monthly Details will be displayed accordingly (Refer Figure 21: NGO Monthly HelpDesk Report).

Figure 21: NGO Monthly HelpDesk Report

3. NO of Citizens Serviced Hyperlink is Provided Click on link you will get Number of citizens Seviced during the month(Refer Figure 22: NGO NO of Citizens Serviced) and No of Citizens Unable to Help Click on link you will get Number of citizens Unable to Get Help from Helpdesk during the month(Refer Figure 23: NGO NO of Citizens Unable to Serviced)

Figure 22: NGO NO of Citizens Serviced

Figure 23: NGO NO of Citizens Unable to Serviced

5.2 Monthly Progress Report:

Instructions:

1. In the main menu, hover the cursor over **MISReports** menu and on **Monthly Progress Report** option from the drop down list (Refer Figure 19: NGO Reports). The screen as shown in Figure 24: NGO Monthly Progress Report Page will be displayed.

Figure 24: NGO Monthly Progress Report Page

2. Select District,Month and Year from dropdown list and click the Process Button (Refer Figure 24: NGO Monthly Progress Report Page). The details of that particular District NGO Monthly Details will be displayed accordingly (Refer Figure 25: NGO Monthly Progress Report).

Figure 25: NGO Monthly Progress Report