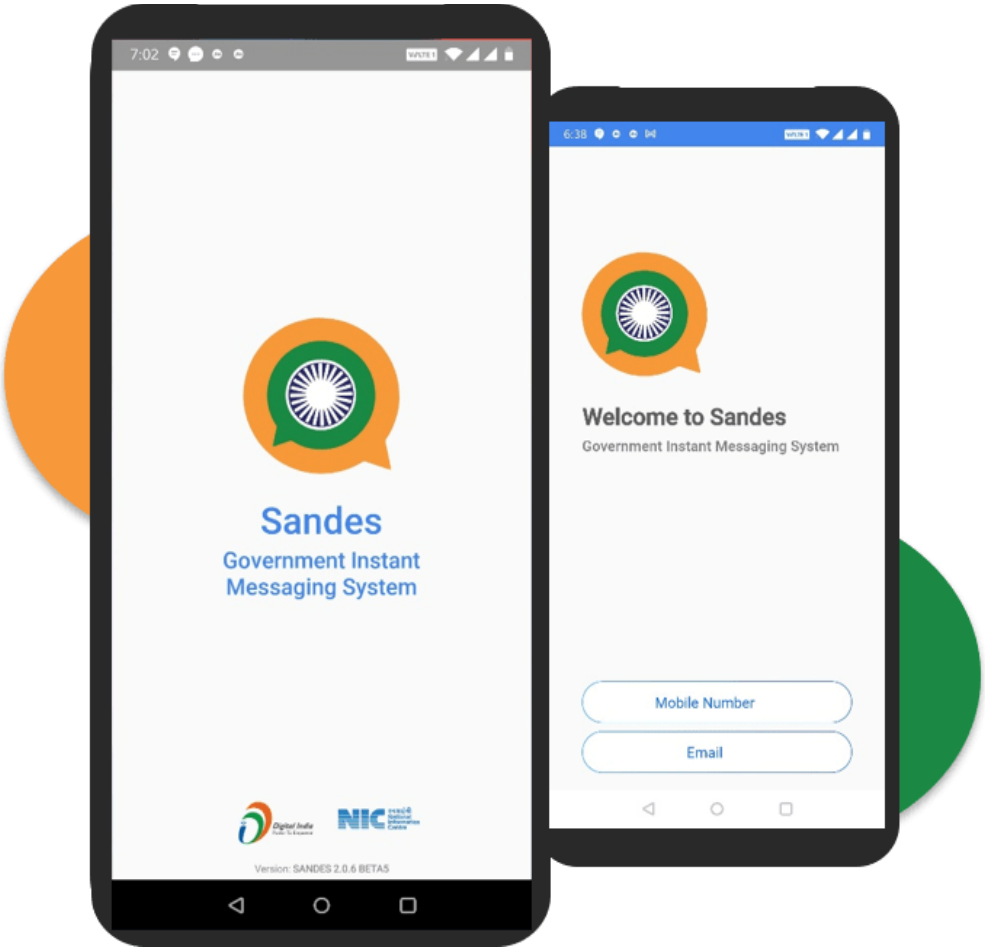
Sandes

Quick Reference Guide-Android

(Version 2.0.X)

Release Date: 20th January 2021



National Informatics Centre

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1 About Sandes

Sandes is a messaging platform for Instant Communication for Government users. Public users may also be able to use the App on invitation. Sandes platform provides a Mobile App for Instant Messaging, a Portal for Administration and Dashboard services as well as Sandes Web for accessing the features on desktop or laptop.

Sandes can be customized to manage the various types of messaging and other forms of communications in different Government Organizations. Sandes can be adapted by both Central and State Government Organizations for intra and inter organization communication.

Sandes Mobile App can be downloaded from the Download Centre of Sandes Portal (https://gims.gov.in).

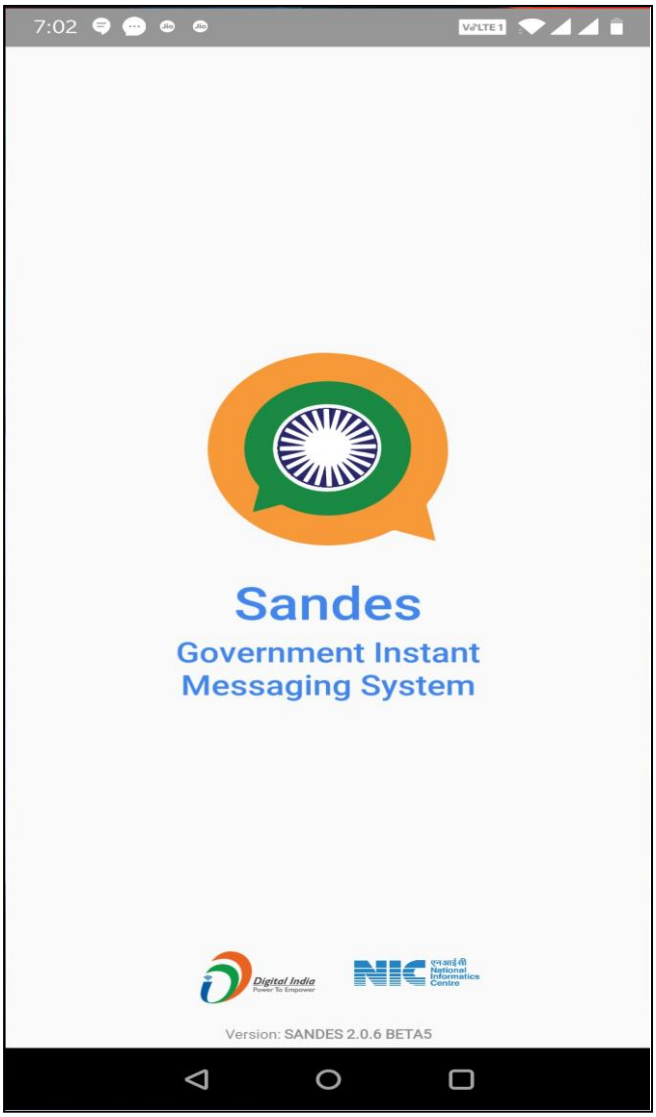
2 Installation

Open https://www.gims.gov.in/dash/dlink on the mobile browser.

Android User:

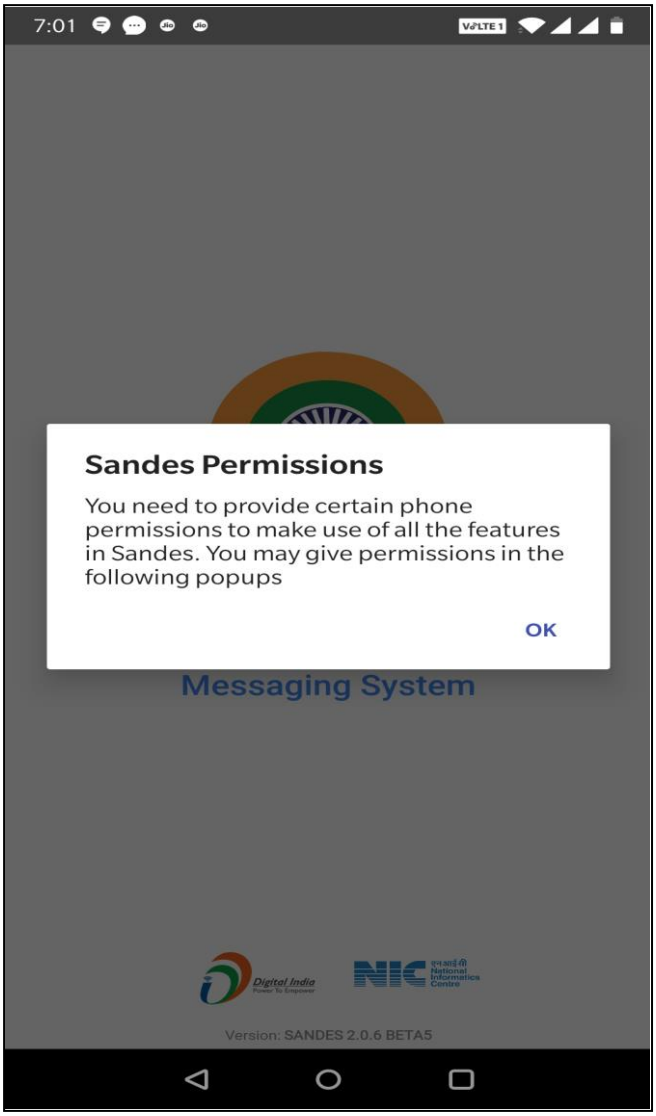
Tap to Download App for Android Device

3 Splash Screen



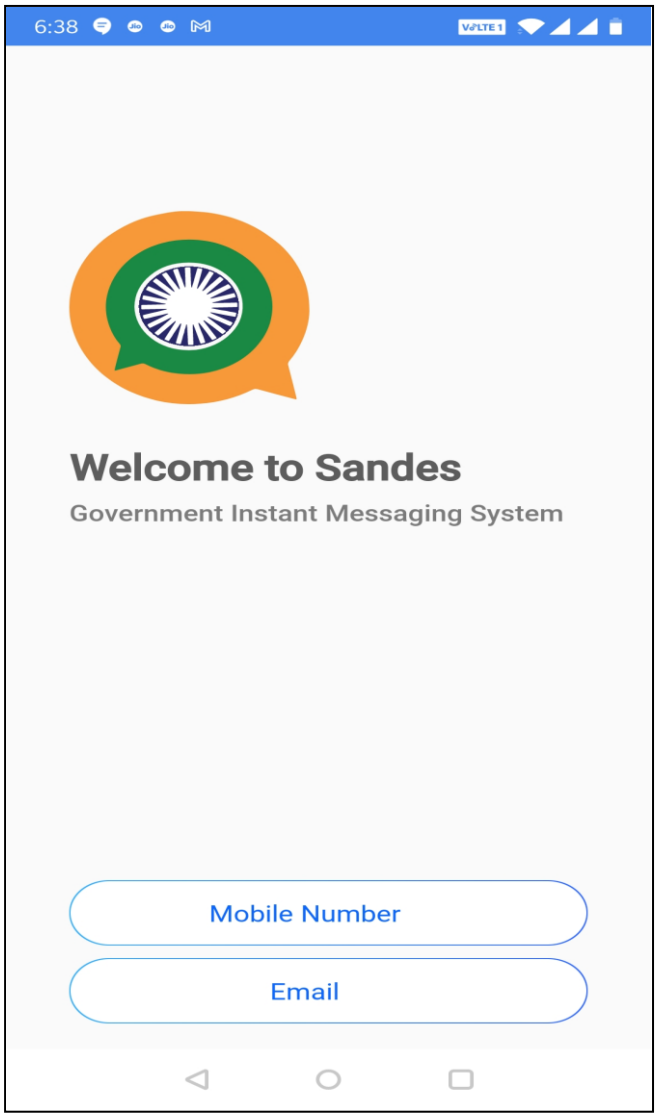
Application launcher splash screen will be displayed when user opens the application

4 Phone Permissions



After login, user needs to allow phone permissions for Sandes to access functionalities such as taking picture and recording the video, recording the audio, accessing the contacts, making and managing phone calls, accessing photos, media and files on user's device

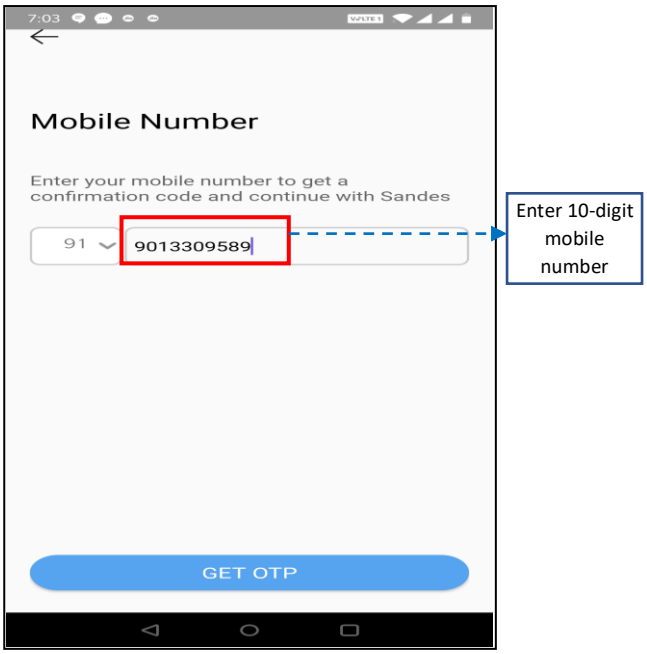
5 Login Screens



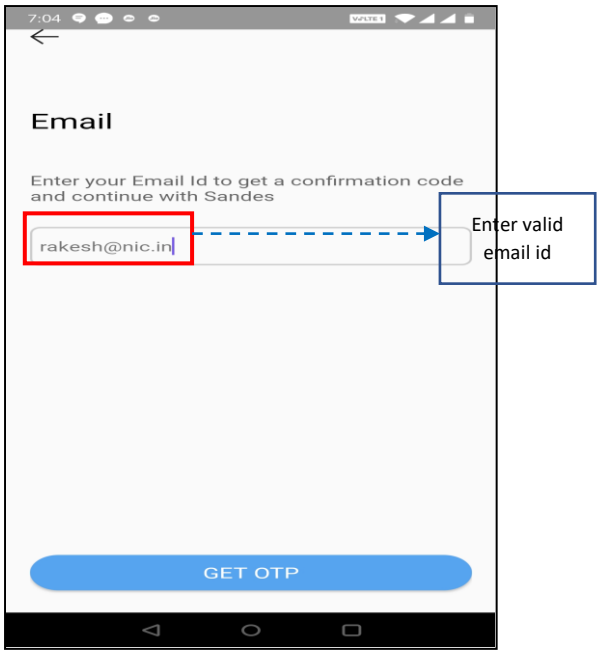
User has to login using Email/Mobile credentials and the OTP generated.

Enter the mobile number/email id and Tap on GET OTP located at the bottom of screen to receive the One Time Password (OTP)

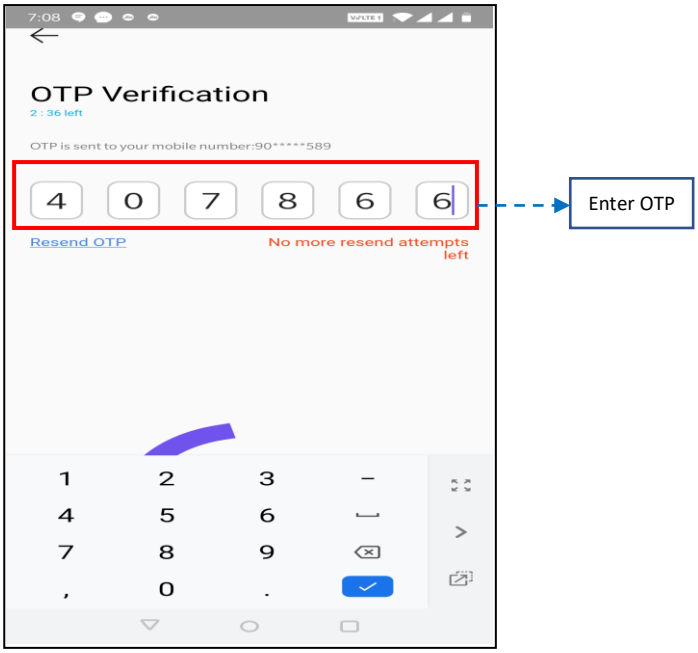
Option 1: Using mobile number to register



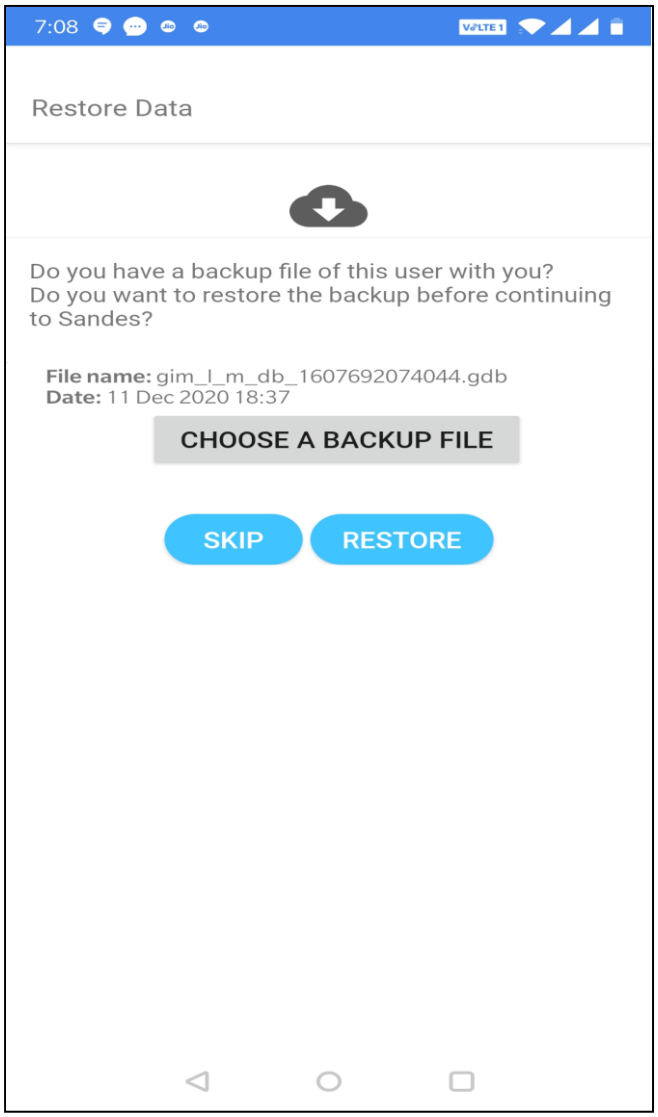
Option 2: Using email id to register



Enter the OTP

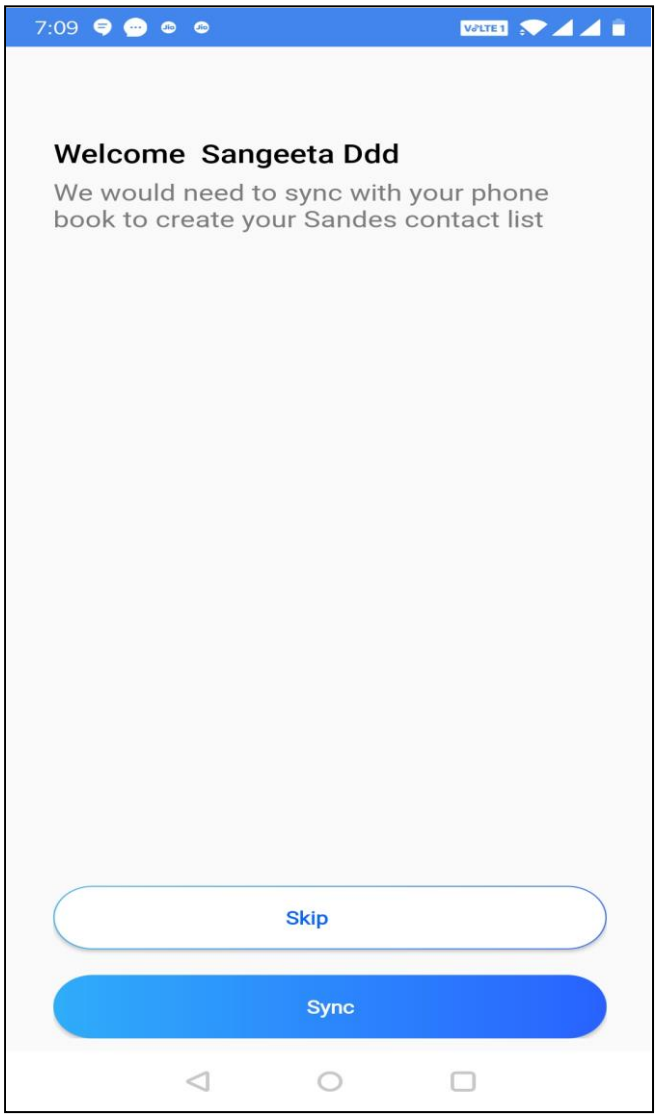


If user has used the App before and already has a backup, then user can restore using the backup file otherwise may



User can Tap on Skip if user doesn't want to take backup or is freshly registered

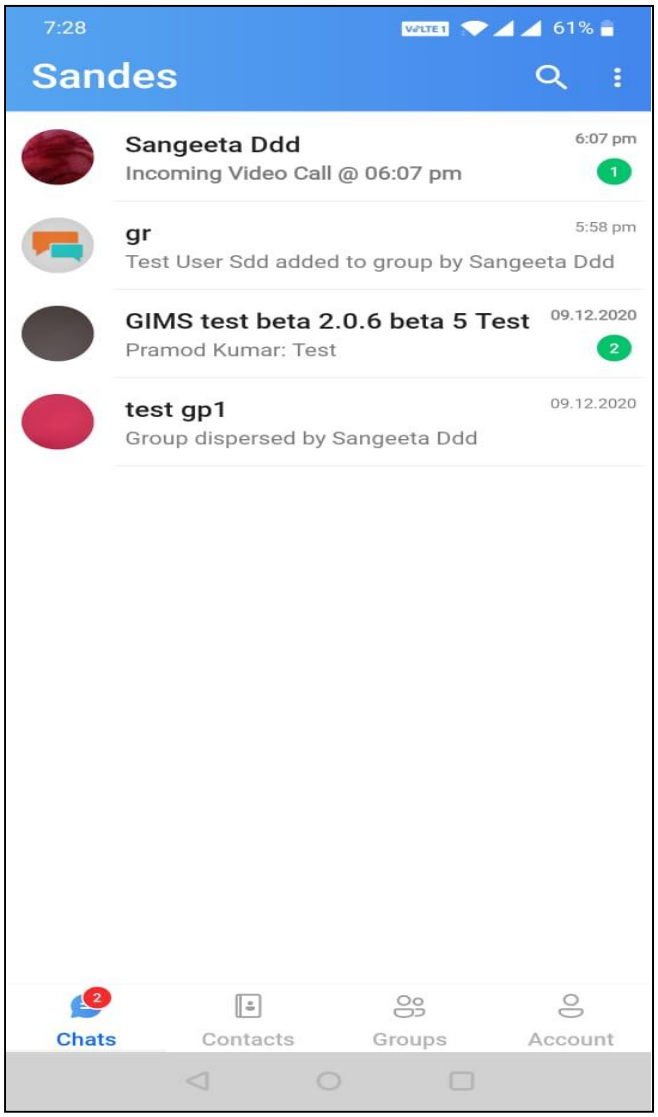
6 Phonebook Sync



User can add the phone book contacts in Sandes by tapping Sync

User may also sync the phone book again periodically to sync any newly registered contacts from Account>Manage Contact. Option is also provided to add a contact using email id/mobile number.

7 Home Dashboard



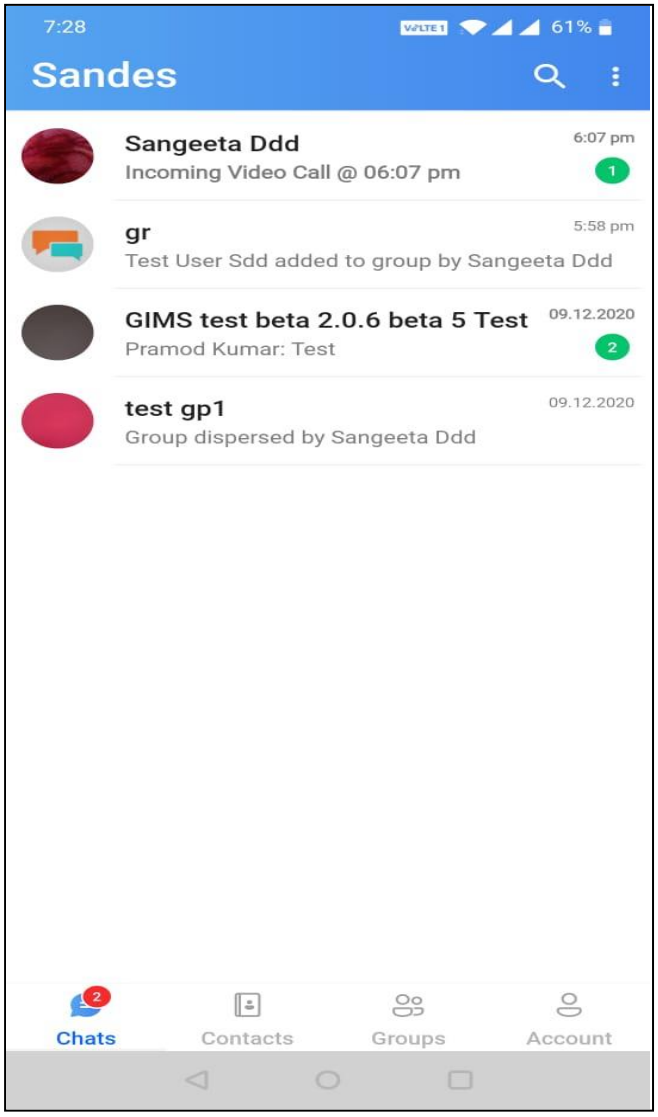
After login, user will be navigated to the main screen.

Tap on **Chats** to view recent chats of the user

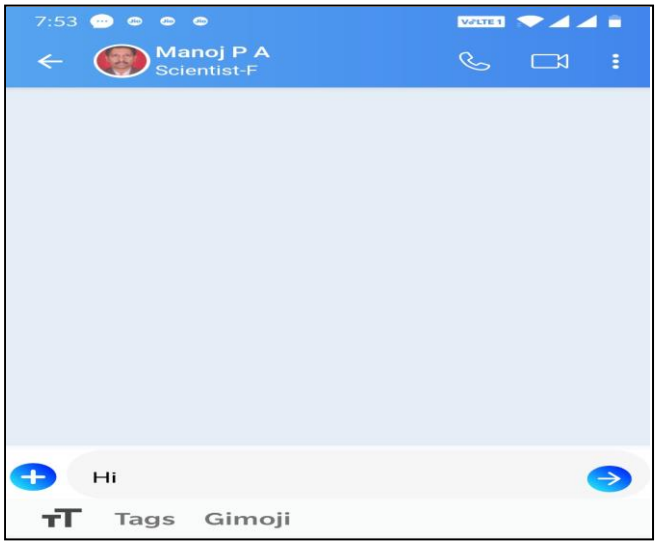
Tap on **Groups** to view group list of the user

Tap on **Contacts** to view Sandes contact list of the user

7.1 Chats



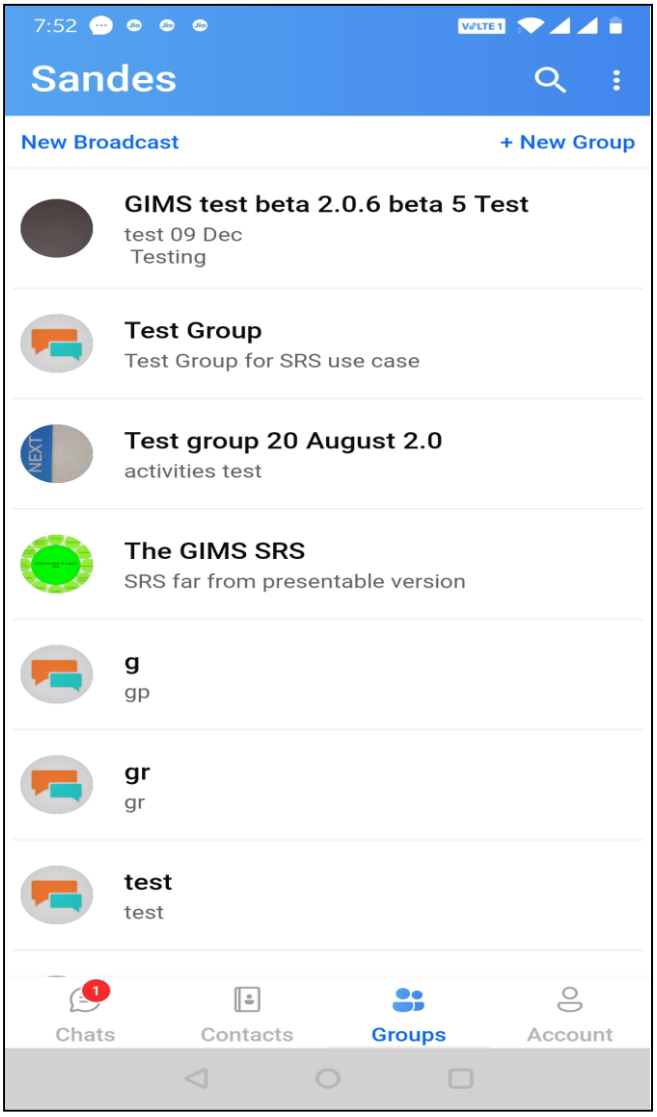
The Chats tab displays user's recent chat conversations. Start an individual conversation by tapping on a chat thread.



All the chats are End-to-End Encrypted.

Type a message and tap to send it

7.2 Groups



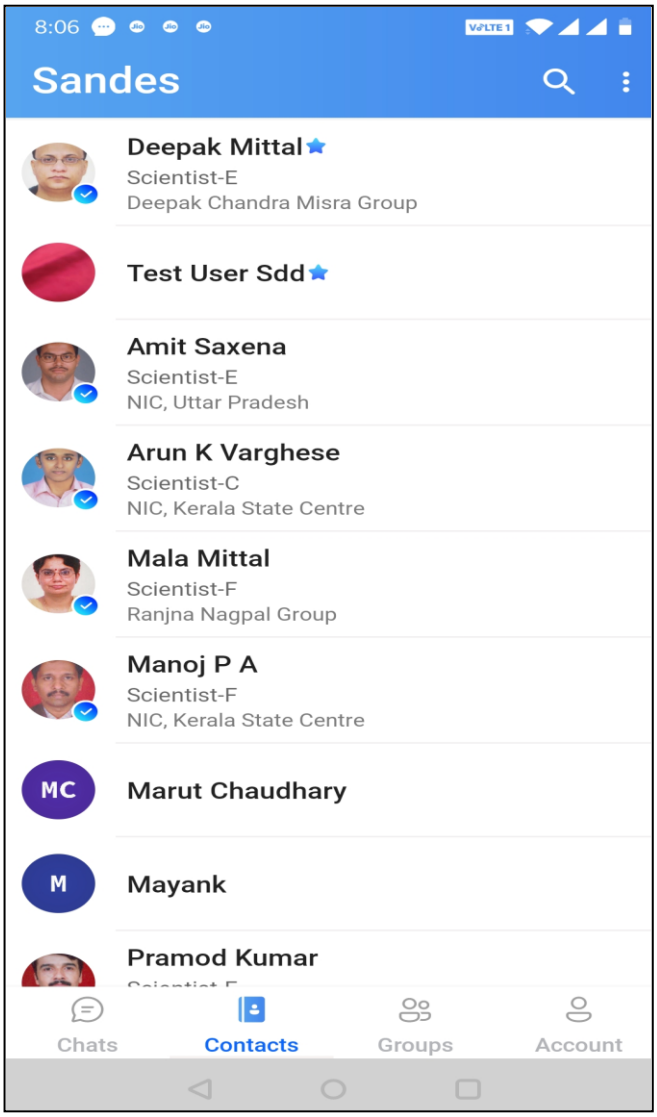
The Groups tab will display user's groups and list groups. Start group conversations by tapping on a group. Lists are special types of groups where user can send messages without being a member of that group. Sender will not be able to see the list group conversations. All such messages would be delivered successfully to the corresponding list group members.

7.3 Contacts

The Contacts tab will display Contacts of the user who are registered on Sandes. Search for a contact by name using the search option provided.

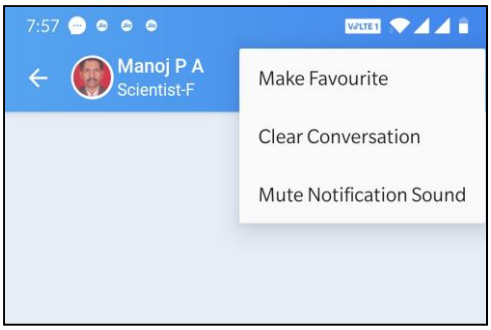
Tap on a contact to start a one-to-one personal chat.

Favourite contacts are displayed on the top of other contacts with a star indication.



7.3.1 View Contact Profile

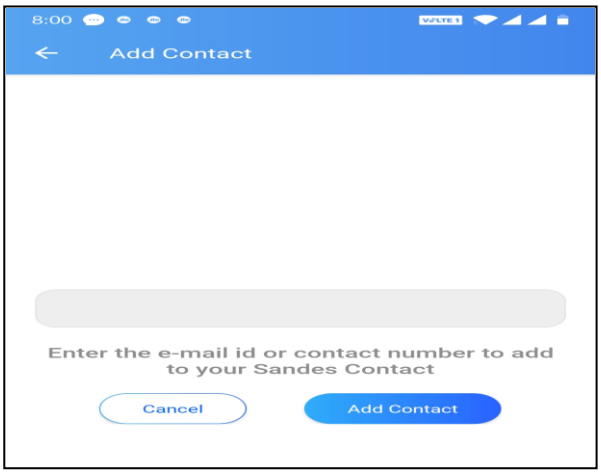
By soft pressing on a contact name or profile image in the chat window, user will be able to see the user profile. Profile shows the user's primary information along with user's online status or last presence.



Right side menu ⋮ in the chat window is having the option to mark a contact as favourite, clear conversation or to mute the notification sound of messages from the contact.

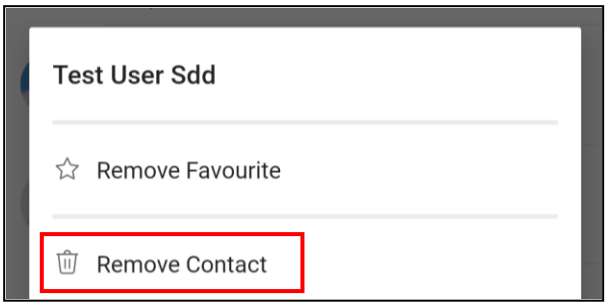
7.3.2 Adding Contact

A user can add a contact to the Sandes Contact list by tapping on Manage Contact option under the Account tab and then tapping on Add Contact option. Provide email id/mobile number of the contact to be added.



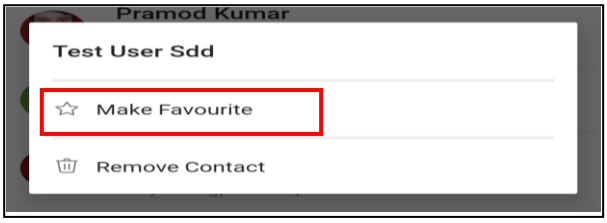
7.3.3 Removing Contact

A user can be removed from the contact list by hard pressing on the contact



7.3.4 Favourite Contact

Favourite contacts are displayed on the top of other contacts with a star indication. User can hard press on the Contact and choose 'Make Favourite' to mark contact as favourite

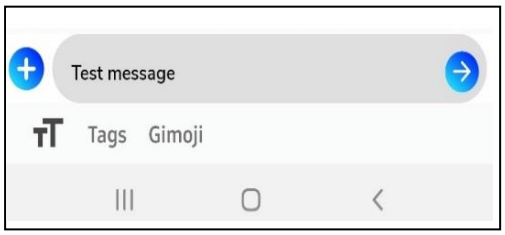


7.3.5 Remove from Favourite

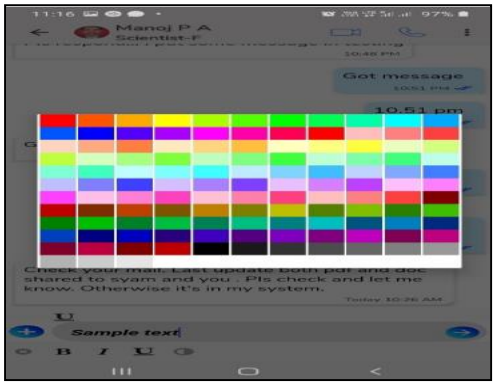
User can hard press on the Contact and choose 'Remove Favourite' to remove contact from favourite.

8 Message Style, Colour, Tagging, Gimoji

8.1 Message Style and Colour

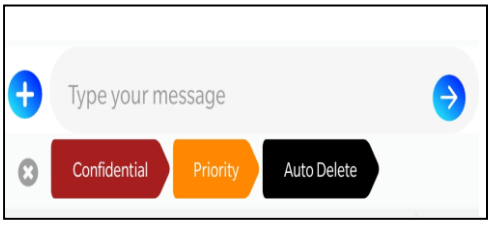


After typing in text input area, selecting shows advanced text styling options like Bold, Italic, Coloured text etc.

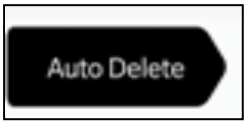


Colour palette for user to type messages in different colours

8.2 Message Tags



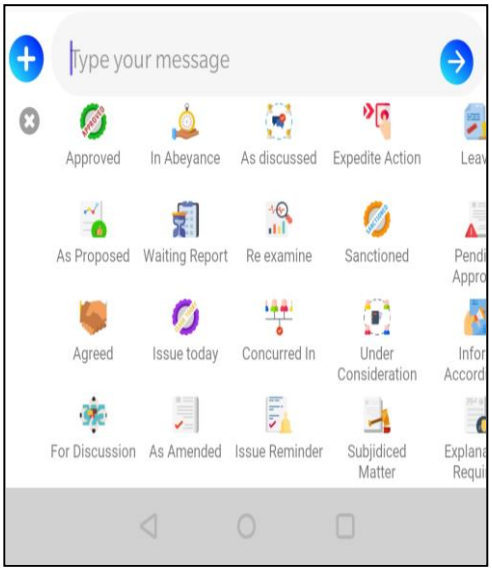
A message may be tagged before sending. Any of the tags can be selected from the tag section.



Messages tagged as Auto Delete tag are deleted as soon as recipient reads such messages.

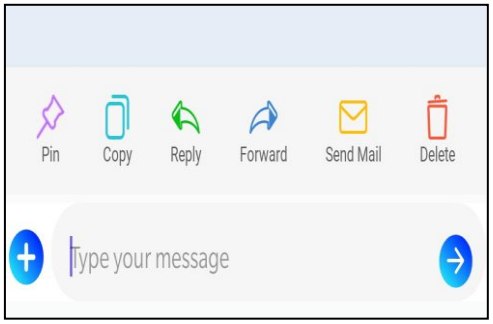
Messages can also be tagged as Confidential or Priority

8.3 Gimoji



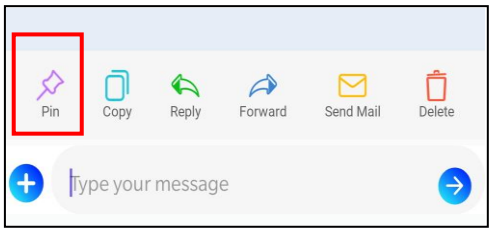
Gimojis are stickers or images useful in official chat conversations. To send a Gimoji, tap on a sticker in the GIMOJI section in the message options.

9 Option Menu for Messages/Files



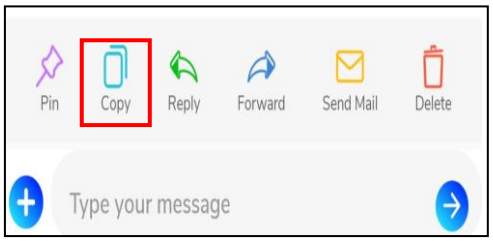
The user can select a conversation by a long press on it to reveal actions like Pin, Copy, Reply, Forward, Send Email, Delete or Archive chat

9.1 Pinning a Message



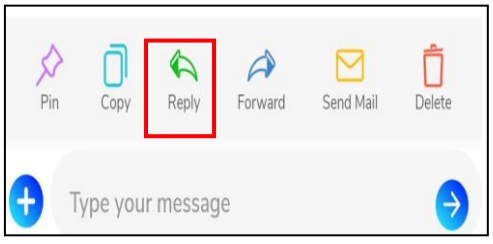
Messages can be pinned to the top of chat window using this option.

9.2 Copying a Message



Message may be copied using this option. User can then paste these messages in any chat window.

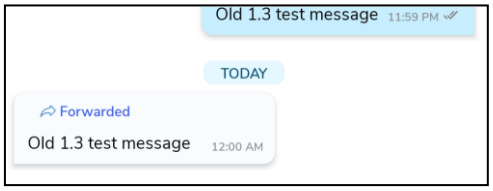
9.3 Replying to a Message



Use Reply option to reply to a message from the chat screen.

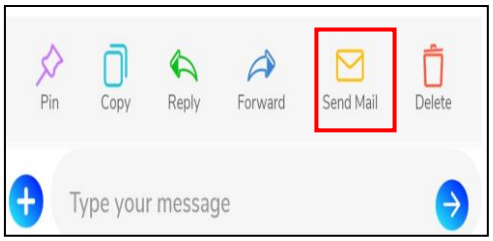
9.4 Forwarding a Message

Use Forward option to forward a message from the chat screen to a user/group.



Forwarded messages will be displayed with a "Forwarded" tag.

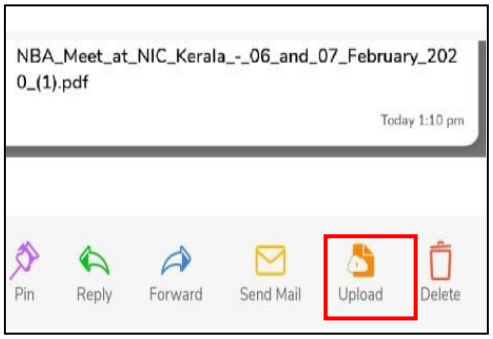
9.5 Sending Messages to Email



Click on the Send Mail icon to send the selected messages to the email Id provided in user's Sandes profile.

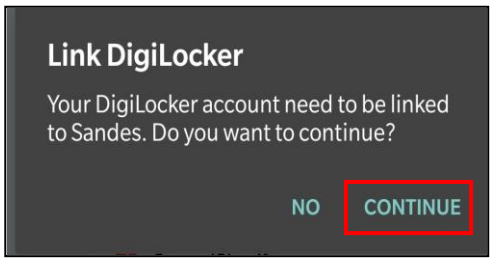
9.6 Upload PDF documents to Digilocker

Sandes Application allows a user to upload PDF documents shared in Sandes to the personal DigiLocker accounts. Following steps demonstrates the procedure for uploading a document to DigiLocker.



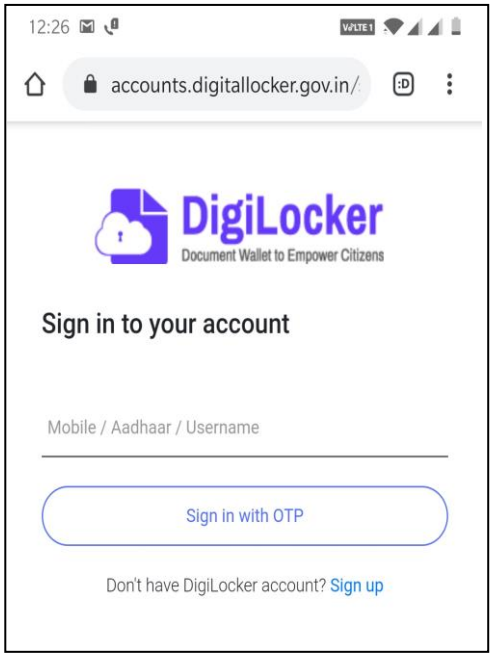
1. Select the PDF document in the chat window

Click on the Upload icon in the control panel. This will open a new window in user's default browser



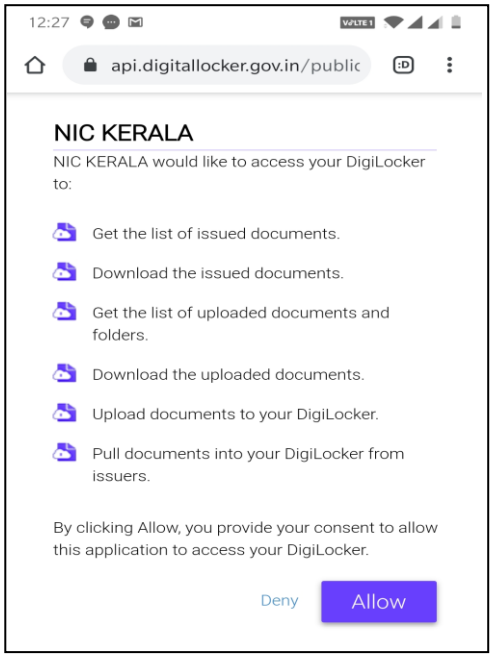
2. Link to Digilocker

Click on Continue to link Digilocker account with Sandes.



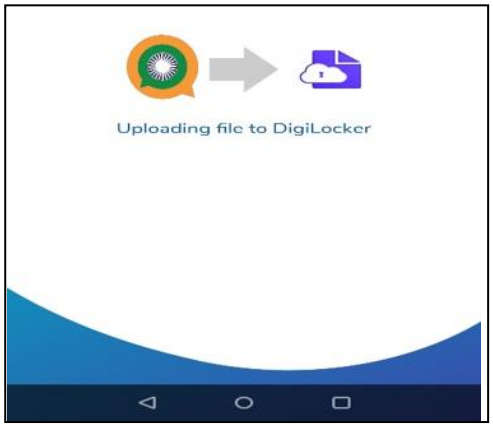
3. Login to Digilocker

Next, user will be redirected to the Digilocker portal. Sign in to Digilocker using credentials or by entering user's Aadhaar number/Mobile number.



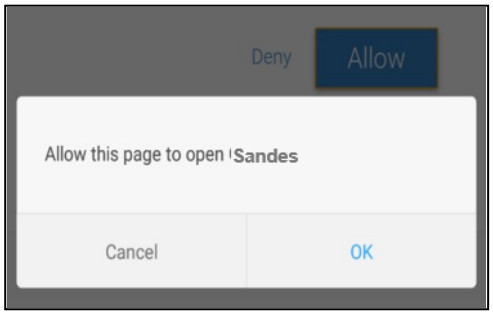
4. Grant Permissions for Sandes Account

Click on the Allow button. User will be redirected back to Sandes Application after completing Upload.



5. Uploading file

User will be displayed the screen on the left while File is being uploaded on Digilocker



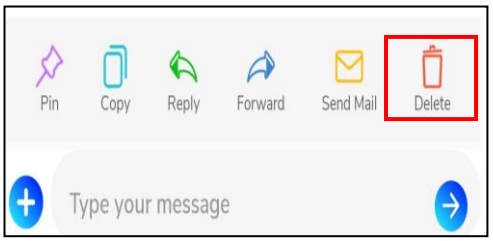
Confirm

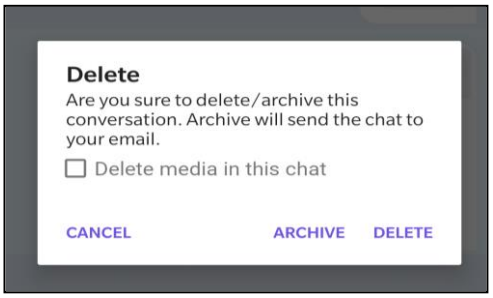
Android phones by certain manufacturers/OS versions will ask permission from user to move back to Sandes application.
Click on OK

6. Uploading complete

On successful uploading of file on Digilocker, user will get a notification

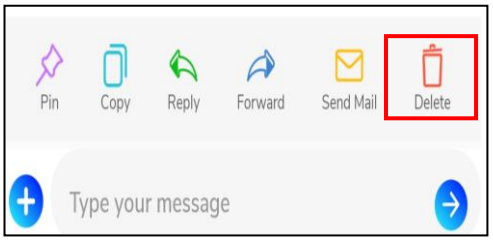
9.7 Deleting a Chat

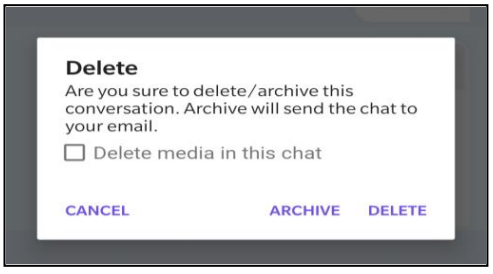




User can delete message from the chat window. Tapping on Delete, user has 2 options: Deleting from chat window and Archiving the message to the email provided in the user's profile. In both the options, the message will be deleted from the chat window.

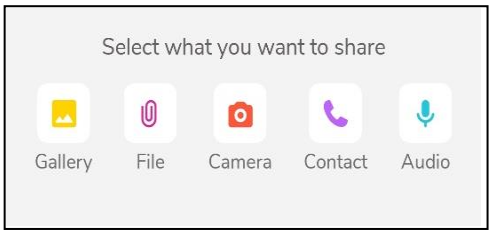
9.8 Deleting a media file from user's device





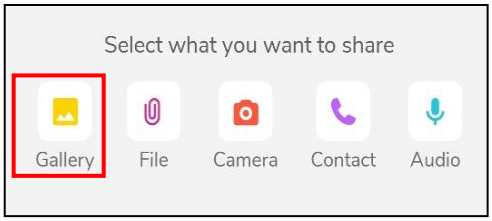
Long press on the media file in individual/group chat window and tap on Delete. Check the checkbox displayed to delete the media file from chat window of individual/group chat as well the user's device.

10 Sharing files/Contacts/voice messages



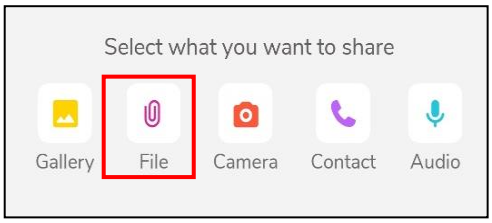
Tap on + icon to enable share options. User can share files/contacts or voice messages

10.1 Sharing from Gallery



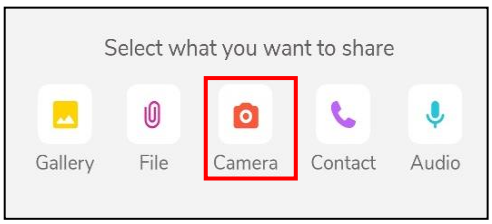
User can use this option to share any file from Gallery

10.2 Sharing file



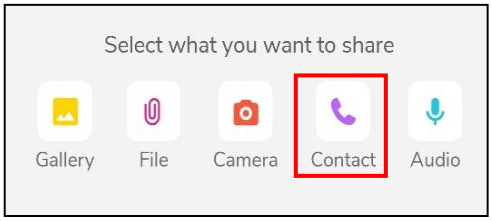
User can use this option to share any Excel, Word, PowerPoint Presentation, Image, Audio or Video file

10.3 Using Camera

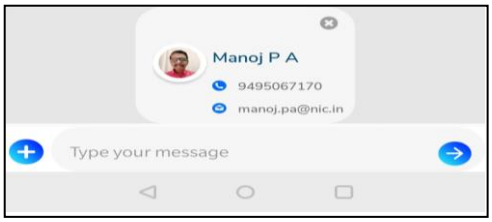


Tap on Camera Option to capture an Image and then share it

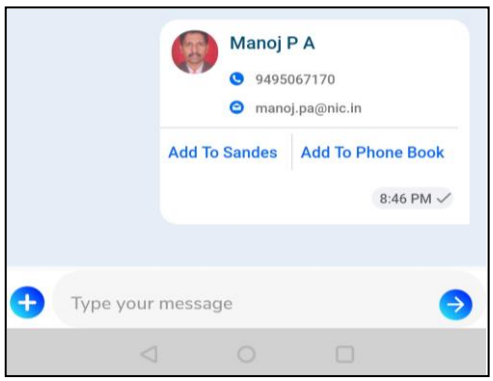
10.4 Sharing a Contact



Contact button in the filesharing control can be used to select and share contact. Tapping on the Contact icon will open the contact list.

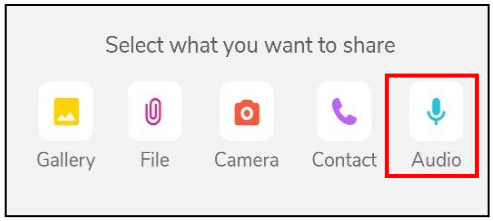


By selecting the contact from the list, a preview will be displayed to the user.

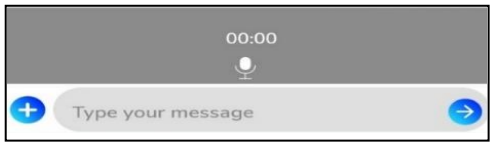


User can then send that contact by tapping the send button . Recipient can add this contact to his mobile Phonebook or Sandes contact list

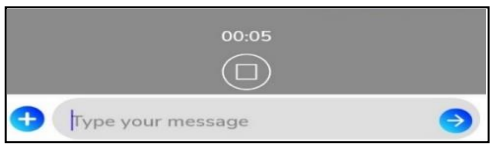
10.5 Sending a Voice Message

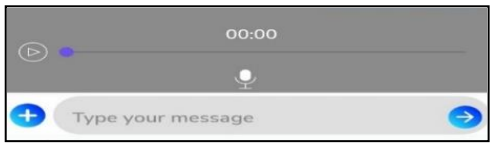


Audio button in the filesharing control can be used to record and share audio messages. Clicking on the audio icon will open the audio record controls.



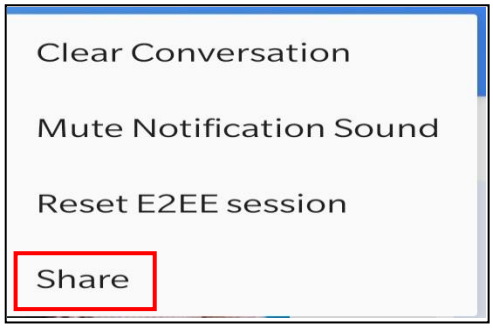
Soft Pressing the mic icon will start recording audio.





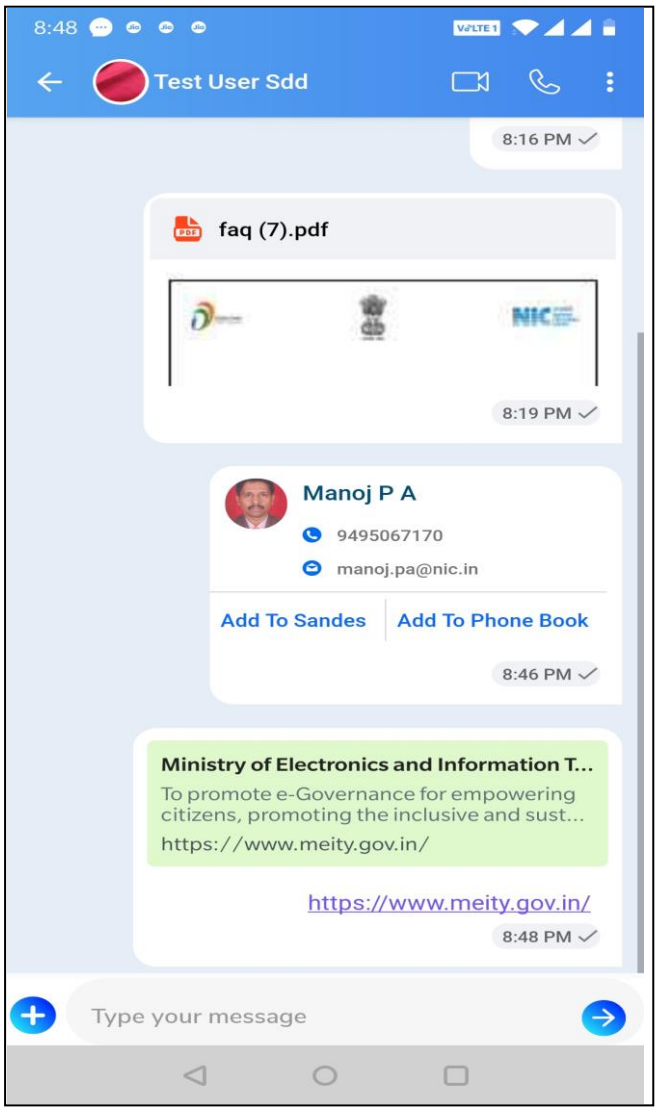
On completing the recording, the media player control displayed can be used to preview the audio message before sending to other users/groups

10.6 Sharing a file on Sandes with other Apps



User can share a file on Sandes with other Apps. Go to individual or group chat window and hard press the file. Tap on ⋮ from the top right-hand side and then tap on Share. Select the App you want to share this file with.

11 Link Preview

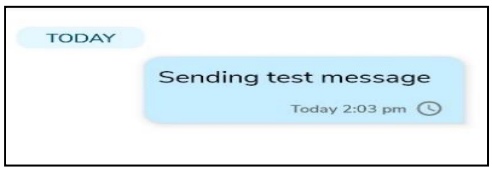


There is a feature named link preview, which helps the user to preview the meta data information of a web hyperlink being shared. Same preview will appear in the chat conversation as well.

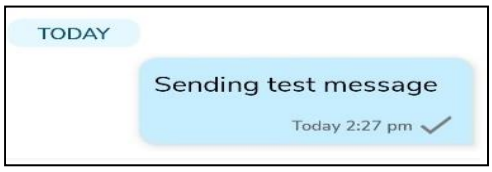
12 Message Indicators

Message indications are provided to the sender to know the status of the messages.

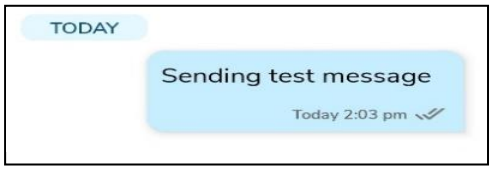
12.1 One to One Message Indicators



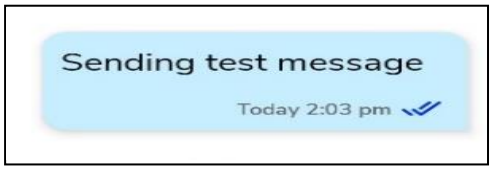
Pending for sending to server



Reached Server

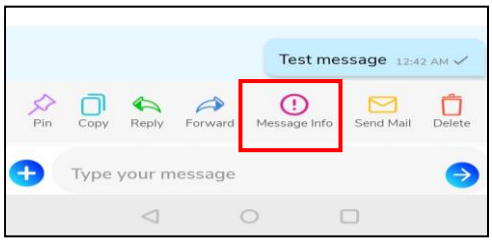


Delivered to Recipient

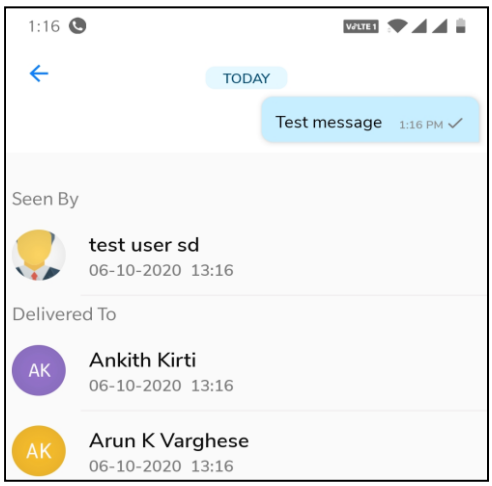


Seen by Recipient

12.2 Group Message Indicators

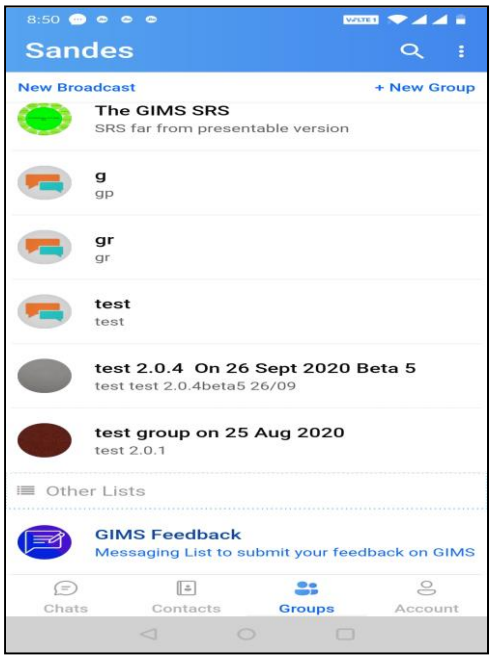


Tapping on Message Info icon gives the relevant information (delivered/read) to the sender of the message



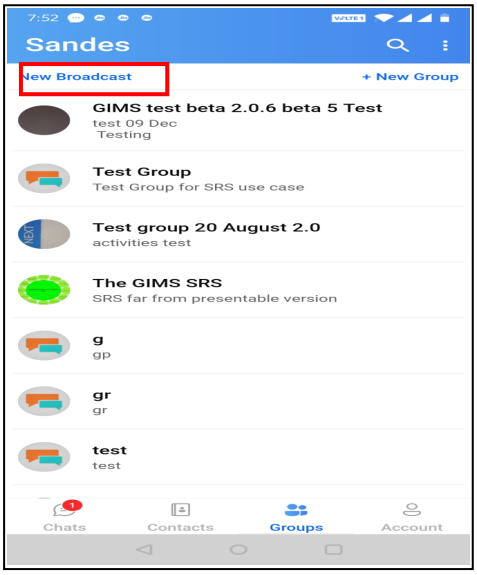
Shows list of users who have seen the message and those to who have received the message

13 List Messaging

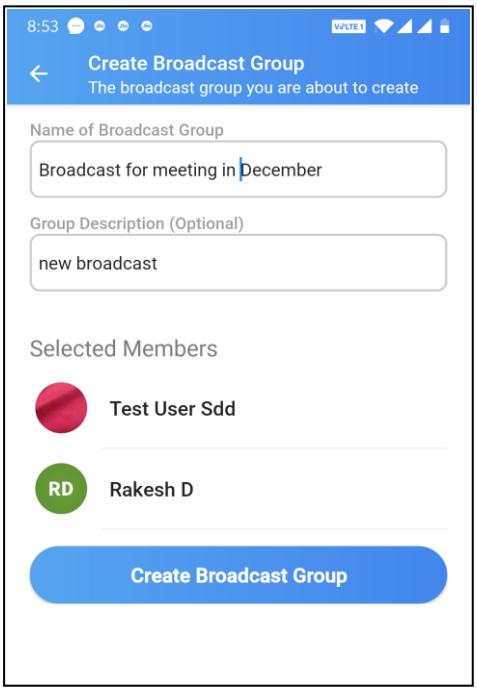


Send messages to public groups without being a member. Sender will not be able to see the group conversations. The messages will be delivered to the corresponding list group members.

14 Broadcast Message



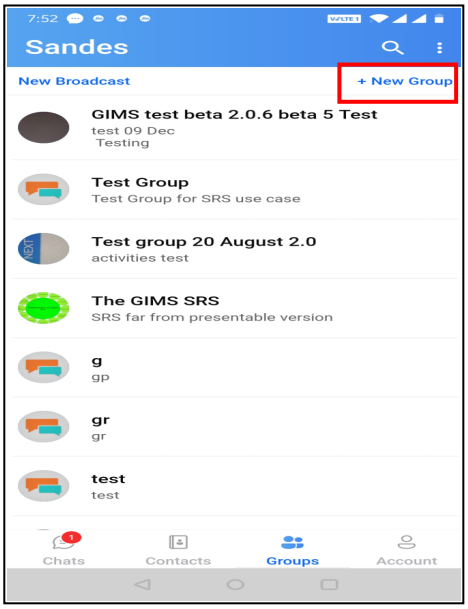
Broadcast messaging can be used to deliver information to multiple recipients at once. By clicking on the New Broadcast icon from the Groups tab, user can select the contacts to whom user wants to broadcast the message.



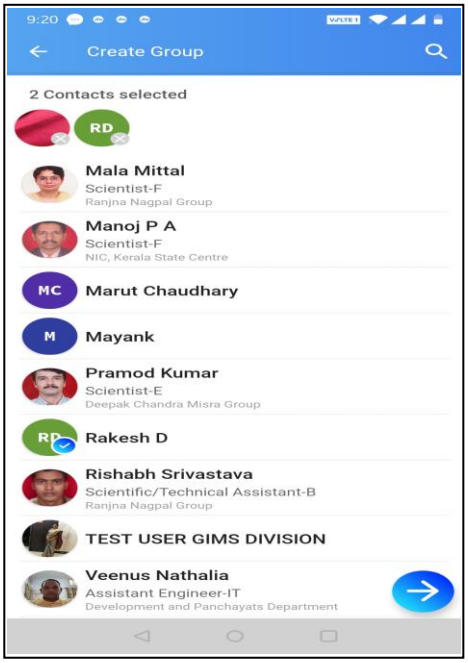
After selecting the contacts, click the → and then give name and description (optional) to Broadcast list. Click on 'Create Broadcast Group' to open the chat window for Broadcast message. By sending a message, the broadcast list will be created. User can use this list in future to communicate with the users in this list.

15 Groups

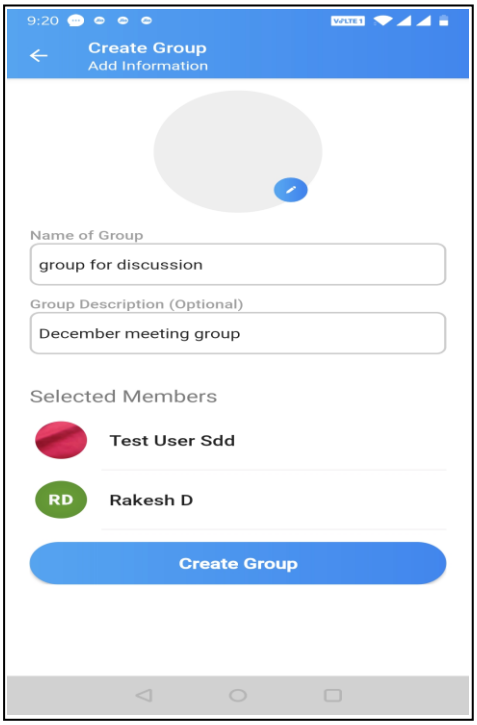
15.1 Creating Groups



A new group can be created in the Sandes application by selecting New Group option from menu available in the groups tab. A new popup window will appear with list of the Sandes contacts of the user.



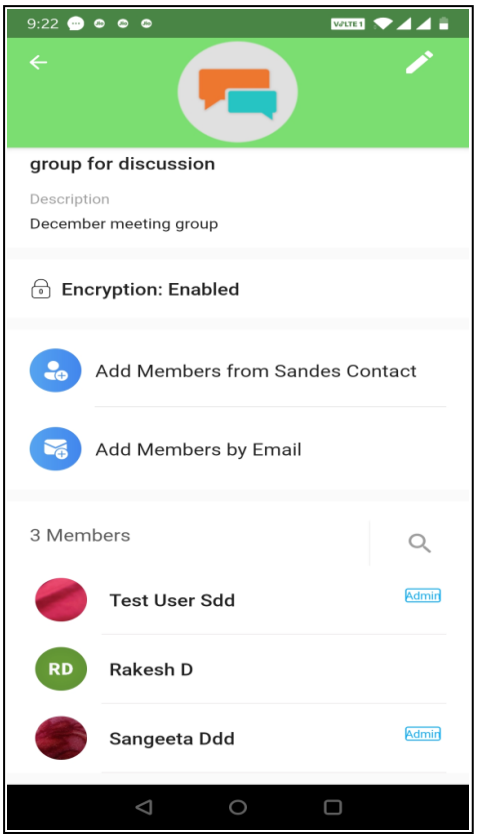
Select multiple contacts from the Sandes contact list, for adding to the group. Once the members are selected, tap on the TICK button available in the bottom of the screen.



After selecting members, the user needs to provide a group name and a description (optional) for the group to be created. Tap on 'Create Group' By default, the creator of group becomes Admin of group and others will be members.

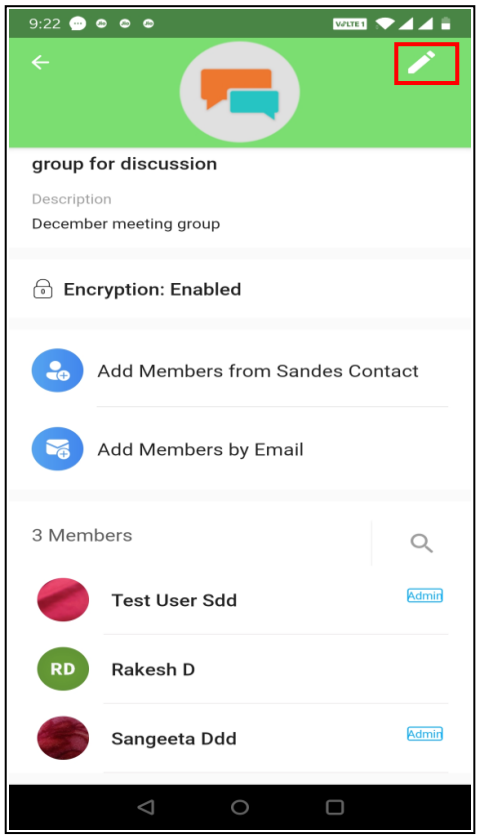
After successful creation of group, user will be navigated to the chat screen of the newly created group.

15.2 View Group details

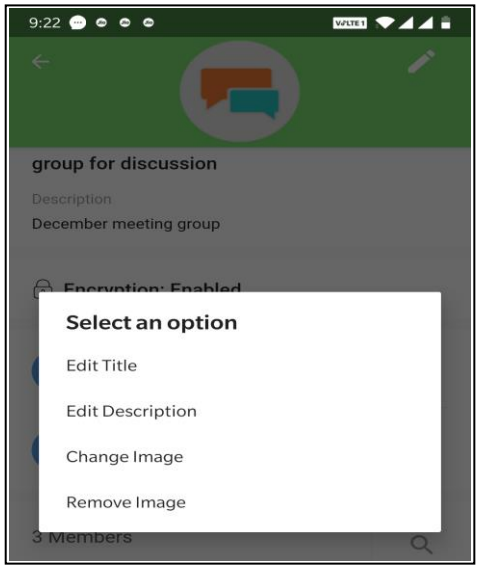


From the group tab, tap on group name to open group chat window. Soft press on group name from the top to display the details of group along with list of group members as shown. Members who have Admin marked next to their name are Group Admins. By tapping on a group member name, user can start personal chat with that

15.3 Editing Group details



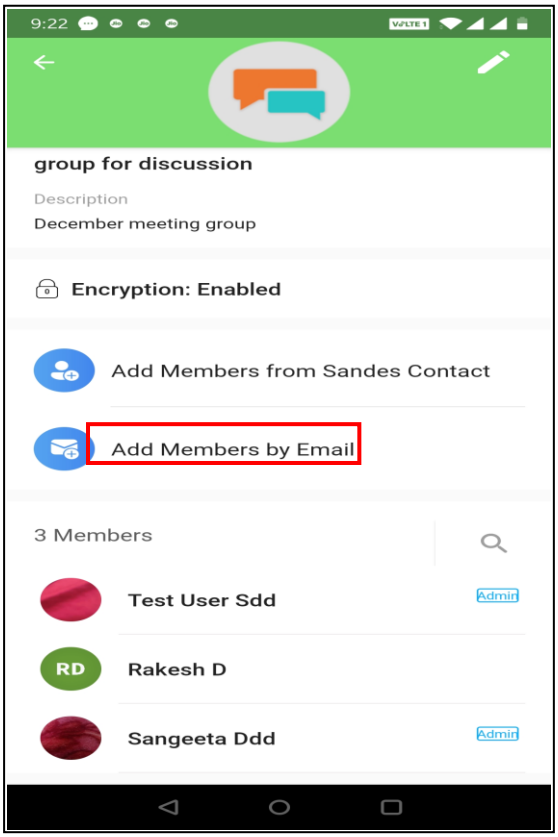
Only Group Admin can edit name and description of group, change or delete image or cover image of the group and manage members. Soft press on group name from the top of group chat window to display the details



Tap on icon to open the action menu as shown to make the changes in group details

.

15.4 Adding Member



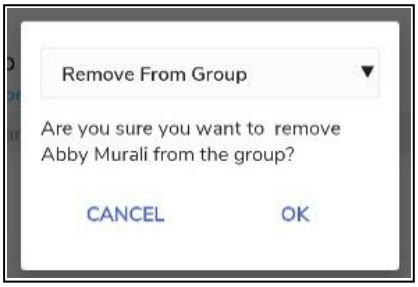
Admin of a group can select members from the Sandes contacts to add to the group

New members can also be added to the group using their email id. Use the Add Members by Email option.

A pop-up window is opened on which the email ID of the Sandes registered user can be entered. On clicking OK, the user will be added to the group

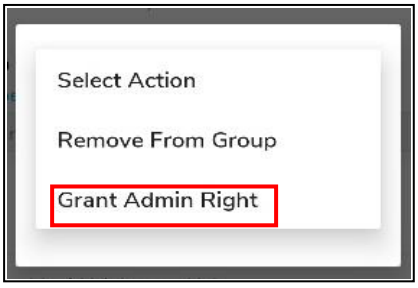
15.5 Removing Member

Long press on the member from the group member list to view the Action drop-down menu.



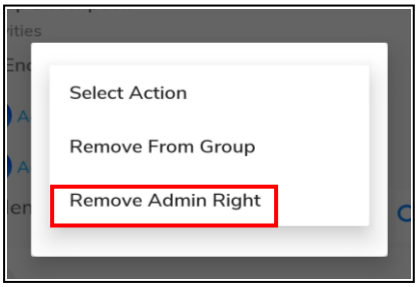
On Tapping 'Remove from Group', a pop message as shown is displayed. Click on Ok to remove the member from the group

15.6 Making Admin



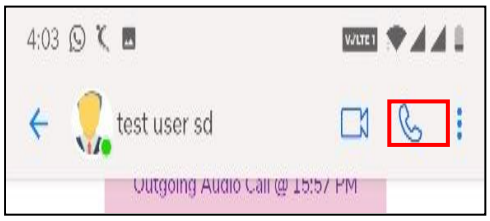
Tap on Grant Admin Right to make member as Admin of group

15.7 Removing from Admin

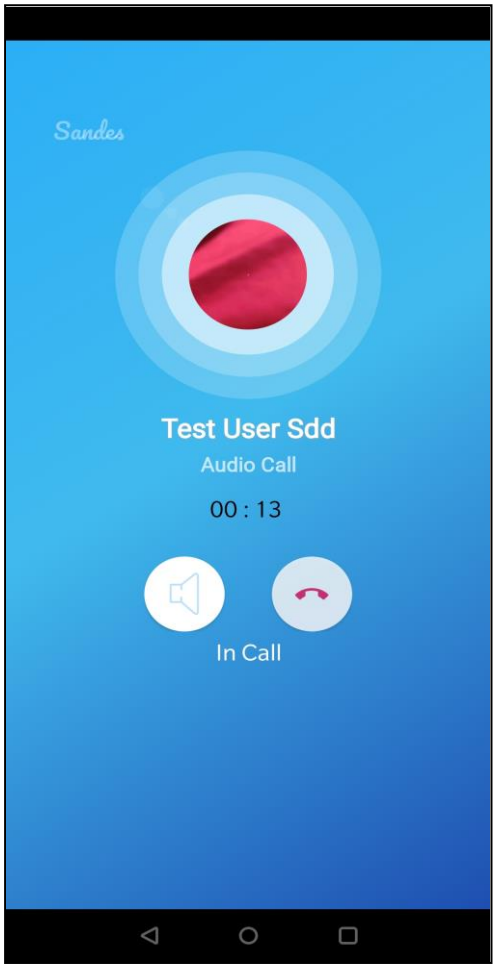


Tap on 'Remove Admin Right' to remove Group Admin rights of user. Now this user will be able to chat as a member of group

16 Audio Call



Tap the audio call icon to initiate the audio call.



Tap the end call button to disconnect the call.

Tap the icon to toggle between speaker mode and handset mode

17 Video Call

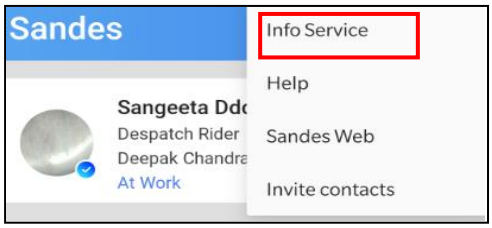
Tap the Video call icon to initiate the Video call.

In an ongoing call, tap the camera icon to toggle between front and back camera. Tap on the mic icon to mute the call.

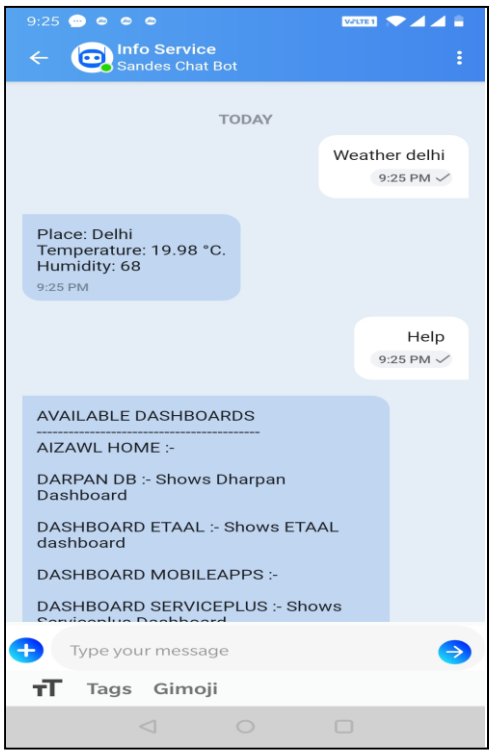
Tap the end call button to disconnect the call.

Tap the icon to toggle between speaker mode and handset mode

18 Info Services (Chatbot)



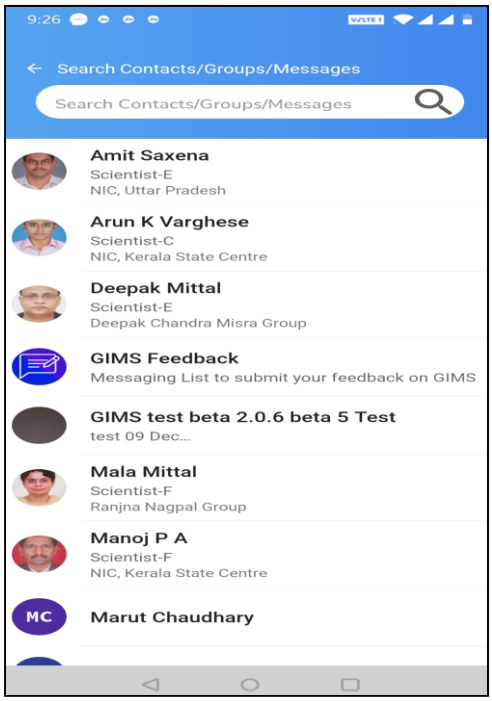
Tap on ⋮ and then tap on Info Service option to access the Chatbot window



User can use the Sandes Chat Bot service to View the Registered Dashboards, Register, Schedule, Unschedule any Dashboard URL and View Weather Information.

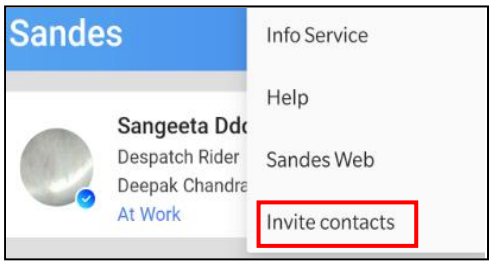
To see all valid commands, please type HELP in the Info Service Chat window.

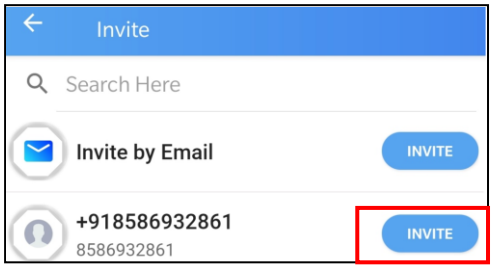
19 Search Facility

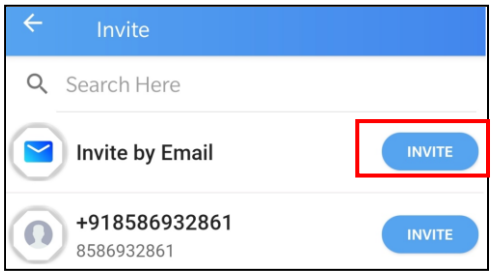


User can use Search option for searching a keyword from the Contact list/groups/ messages

20 Invite Contacts to Sandes





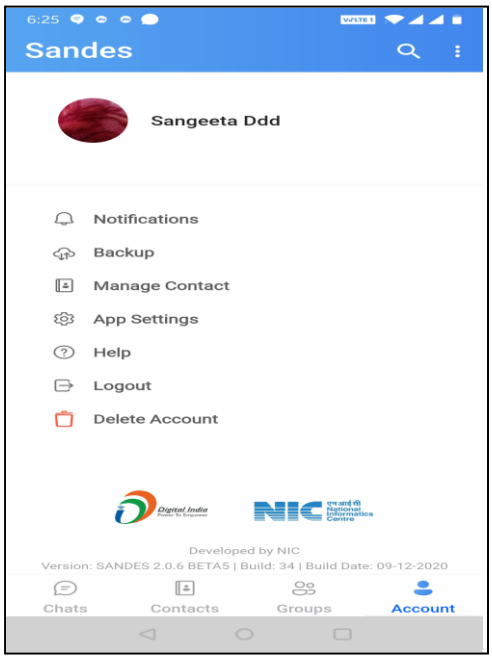


A verified user can now invite anyone to Sandes App. Tap on ⋮ from top-right corner and then tap on 'Invite Contacts' option.

A list of user's contacts on their Phonebook is displayed. Tap on INVITE against the contact to be invited.

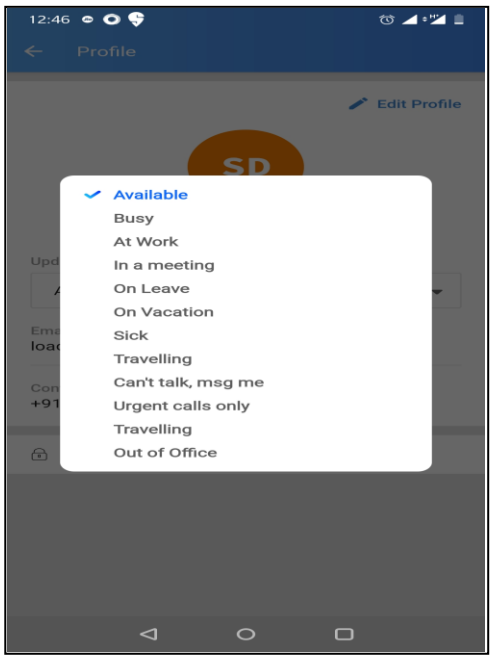
To invite a contact using their email id, tap on INVITE against the 'Invite by email', enter the email id when prompted and tap OK.

21 Account



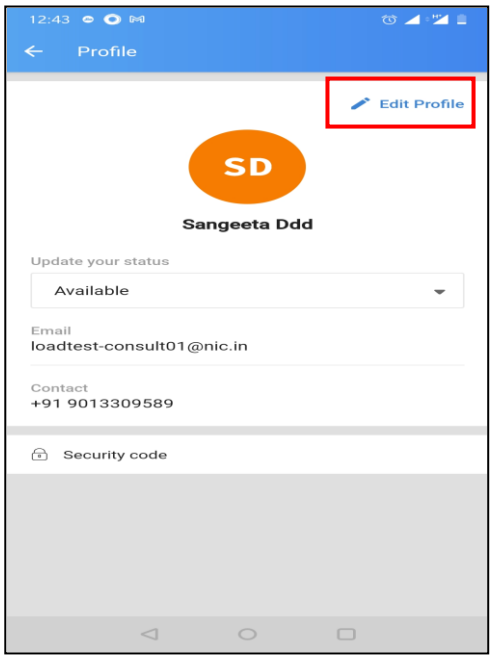
Account tab is used for editing profile details and customizing user settings such as Notifications, Backup, Manage Contact, App Settings, view Help section, Logout from App and Delete Account.

21.1 Edit Status



Tap on the display photo in the Account tab. Next tap on down-arrow near the Status field to open the status drop-down. Tap on the desired status to select and update it.

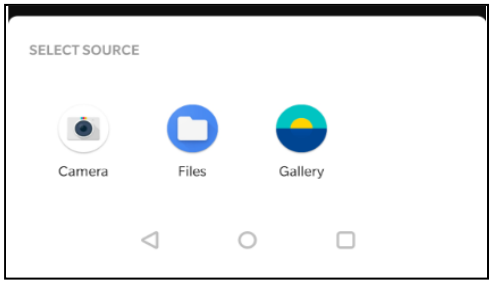
21.2 Edit Profile



Tap on the display photo given in Account tab and then tap on Edit Profile to open the Edit Profile tab.

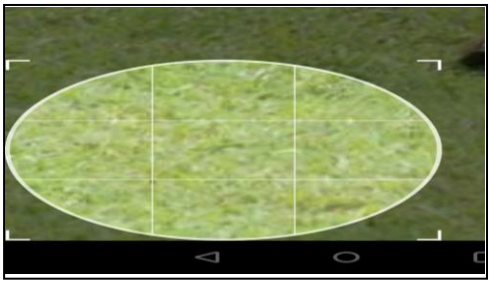
21.2.1 Edit Display Photo

Tap on near the display picture. User may select the image from Gallery or click a photo with phone Camera.

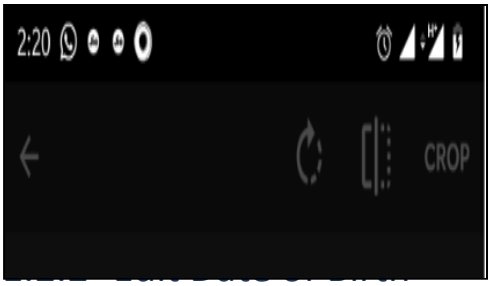


<u>For uploading through Camera</u>:

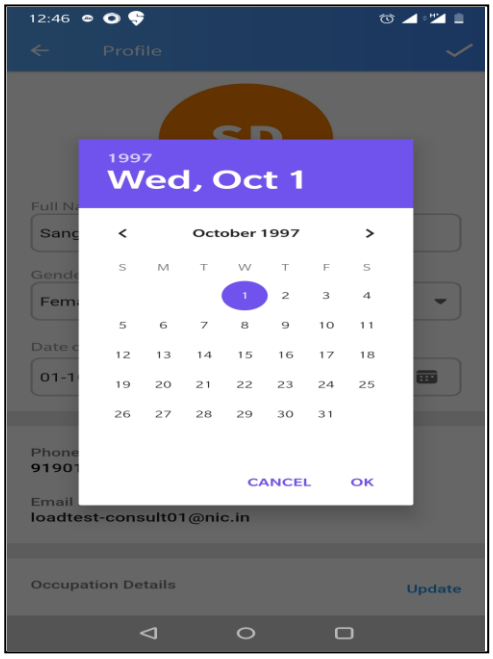
User may tap on and then click a photo from Camera. Next tap on and then on



After selecting the image from Gallery or clicking from Camera, user may crop the photo by first selecting the portion of image to be displayed by dragging the controls and then tapping on Crop option from the top. User may also flip the image horizontally or vertically by tapping on and selecting the appropriate option. Tap on to upload the image as display photo.

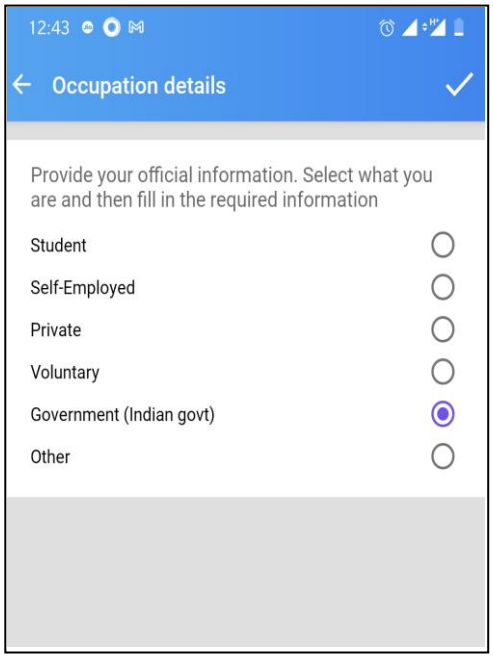


2



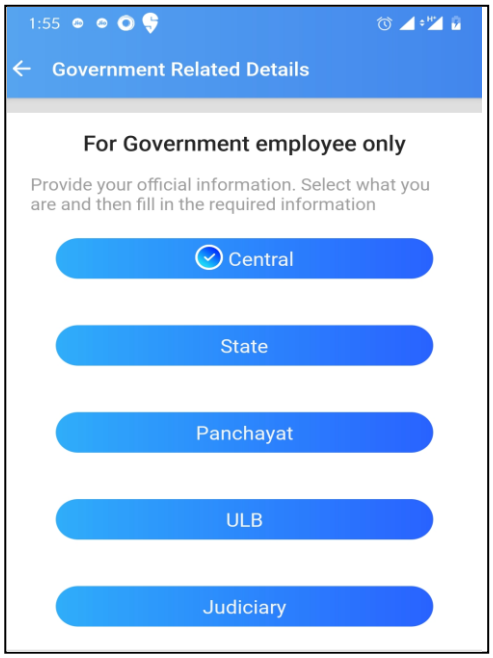
Tap on near the date of birth field to open the Calendar. The current date of birth as entered by user is highlighted. To change this field, tap on the year displayed to open the year drop-down and then select the desired year. Select the month by tapping on < or >. Then tap on the desired date from then calendar and tap OK. Tap on from the top right corner.

21.2.3 Edit Occupation Details

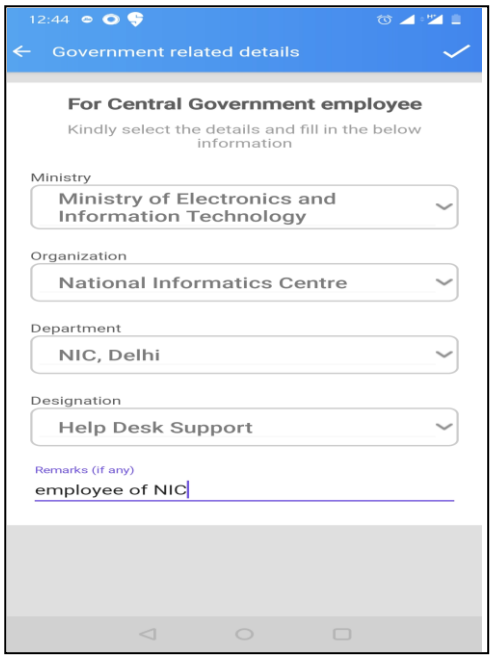


Tap on Update near the Occupation Details field to open the options. Select the radio button against the desired occupation. Tap on ✓ from the top right corner.

Government Employees

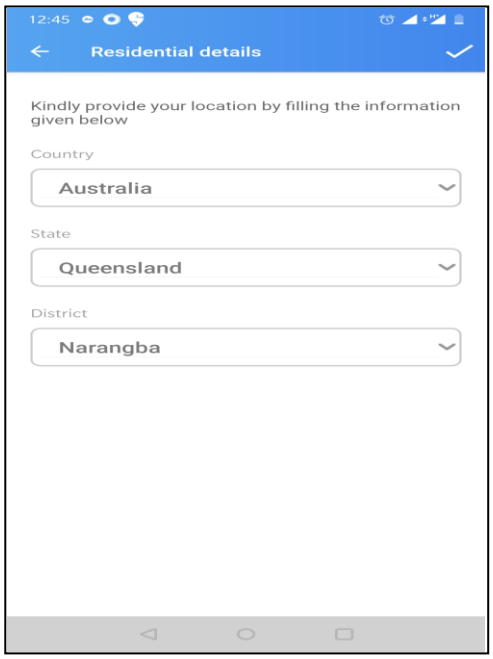


After selecting the "Government" radio button, Govt employees may select whether they are employees of Central or State Govt, Panchayat, ULB or Judiciary by tapping on the appropriate option.



Govt. employees need to provide further details of their employment such as Ministry, Organisation, Department and Designation. They may add any Remarks which is optional field. Next tap on ✓ from the top right corner.

21.2.4 Edit Residential Details



Tap on Update near the Residential Details field. Select the Country, State and District from the drop-down. Tap on ✓ from the top right corner.

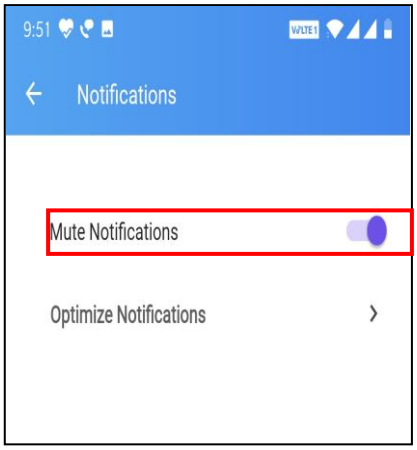
21.2.5 Edit Other Profile details

User may edit their other profile details such as their name, gender (using the drop-down). User can also change their mobile number and email id as well using the OTP received. To finally update the details, tap on ✓ from the top right corner.

Users registered with mobile number cannot change it and users registered with email-id cannot change it in their profile.

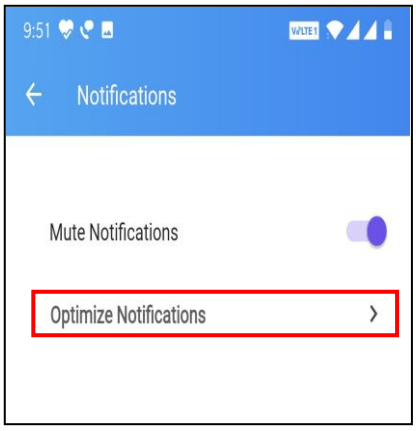
21.3 Notifications

21.3.1 Mute Notifications

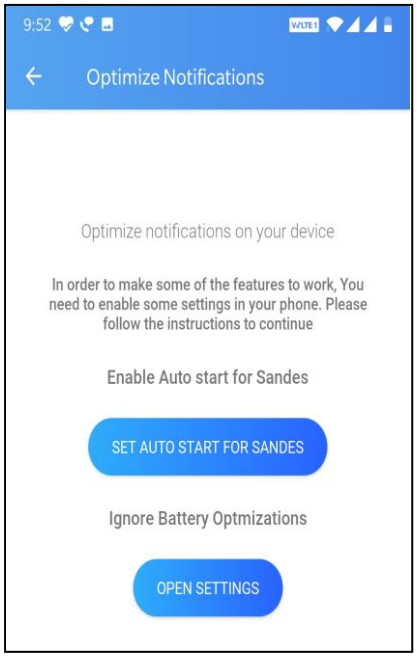


There is an option to mute notification from all Individual/ group chats by clicking the "Mute Notification" option provided under Notifications tab of Settings. This will mute the notification sound from all the chats.

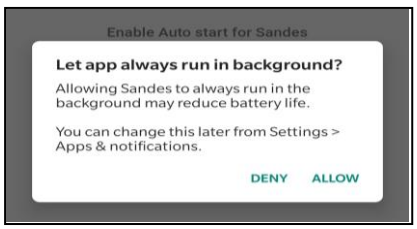
21.3.2 Optimise Notifications



Tap on 'Optimize Notifications' from Settings> Notifications option to open the settings to whitelist Sandes. This varies from manufacture to manufacturer and sometimes settings vary from model to model.



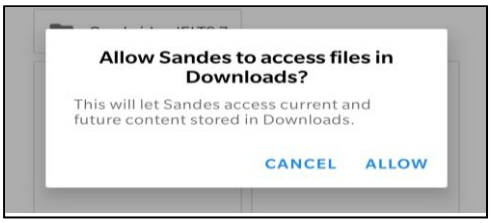
Sandes needs to be excluded from battery optimization settings of the phone to allow running in the background. Otherwise services will be killed by OS. Also, user needs to set Auto start permission for Sandes to run after a phone restart.



Tap on Allow on both screens to always let the App run in Background

Running App in Background and Battery Optimisation are phone specific settings so user may need to find out on the mobile device and configure accordingly.

21.4 Backup

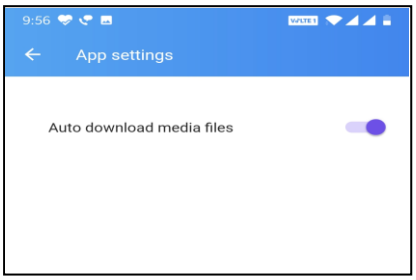


Backup can be sent to customized folder with permission.

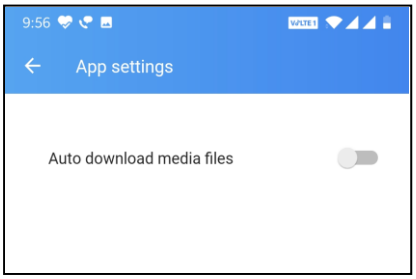
21.5 Manage Contact

User may use this option to Add a Contact to the Sandes Contact list or Sync the Sandes Contact list with the Contacts available on the Mobile Phonebook

21.6 App Settings

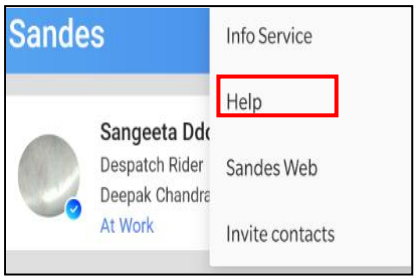


There is an option to enable or disable Auto-download of files in chat. Go to Settings and Tap on App Settings to view this option.

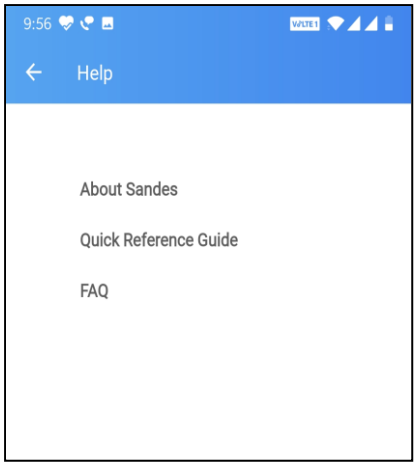


When Auto-download is disabled, then files received in Individual/ Group chats will not be automatically downloaded on the user's device. User can choose a file from the chat window and click on download icon displayed on it to downloaded it individually on the device.

21.7 Help



Tap on Help option from Account tab or tap on ⋮ from top of screen and then tap on Help option to view the various Help options available to user



About Sandes: Provide details on release notes and versions

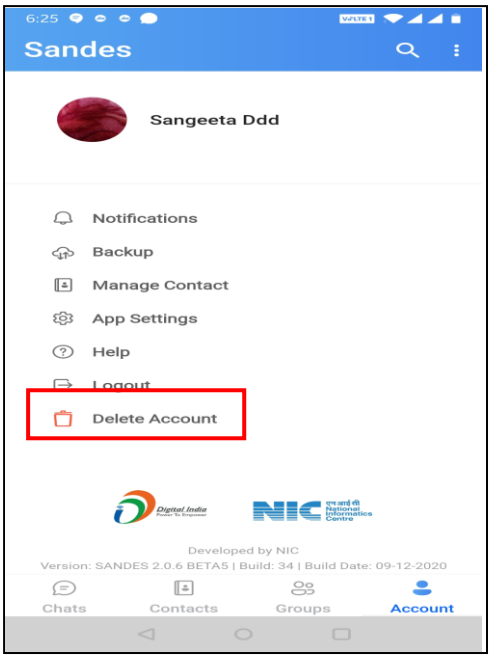
Quick Reference Guide: Provide a quick reference guide about the application

FAQ: Provide answers to frequently asked questions

21.8 Logout

User may use this option to Logout from the application.

21.9 Delete Account



User may use this option to delete the account from Sandes App. Tap on Account tab and then tap on Delete Account option.

Select the appropriate reason for deleting account and then tap on Delete Account. The user's account will be deleted, and user will not be able to access the Sandes App. If the user wishes to use the Sandes App again, user has to register again on the App and provide the details at the time of registration.