

Sandes

FAQ

(Version 2.0)

Release Date: 04th May 2021

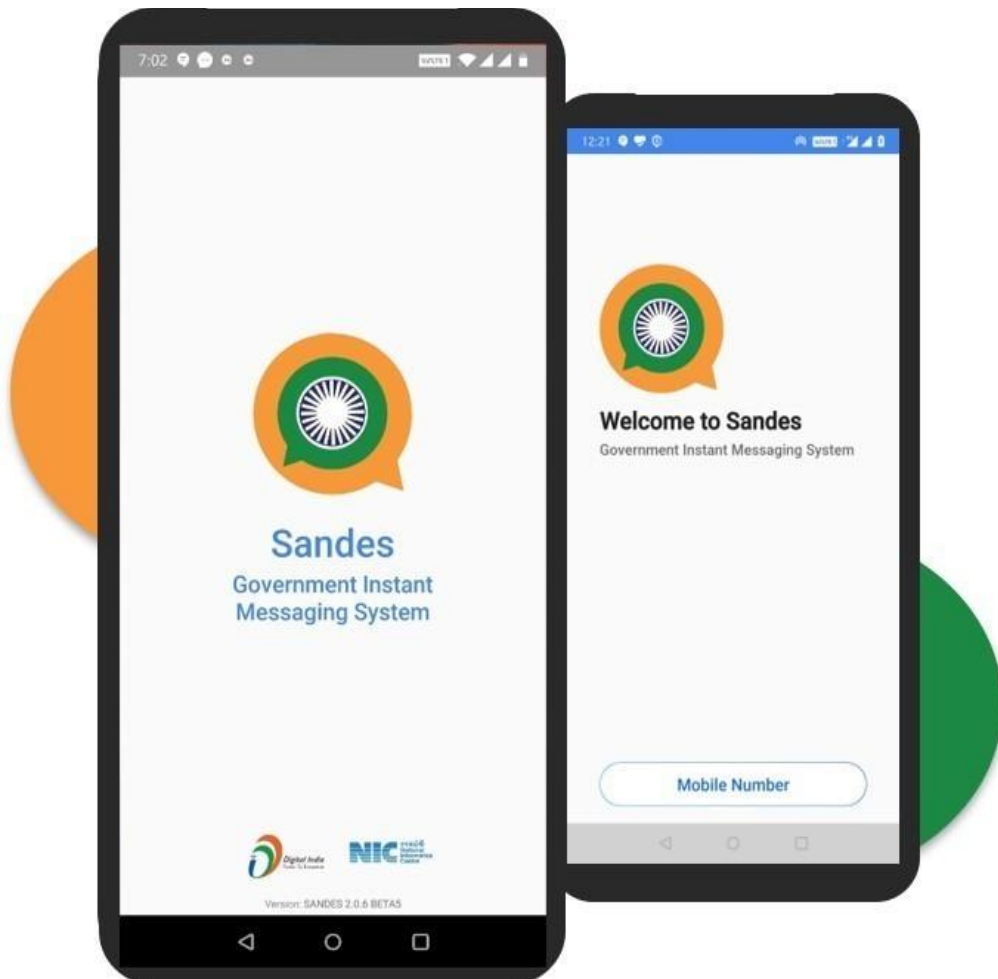


Table of Contents

General	1
Filling/Updating Profile.....	2
Instant Messaging	3
File Sharing/deleting media file	4
Group Creation, Messaging and dispersal.....	5
Audio & Video Calling.....	6
Contact	6
Account tab.....	7
Invite Contacts to Sandes	9
Sandes Chatbot/Info Service Chatbot	10
Help section	12
Sandes Web	12
Miscellaneous	12

General

1. What is Sandes?

Sandes is a Government Instant Messaging System developed by National Informatics Centre (NIC), Ministry of Electronics and Information Technology (MeitY).

2. On how many platforms Sandes is available?

Sandes is available on:

- Android
- iOS
- Web version (Desktop)

3. Can I transfer my chat history from iOS to Android device or vice versa?

Currently, there's no option to transfer your chat history between iOS and Android. However, Backup option is there in 'Account' tab to save and restore your chats.

4. Who is an Organisation verified user?

Organisation verified users are those Government users who has been verified by their respective Organisation.

5. I have registered on Sandes, but I am not able to view group chatting option or Audio/Video calling on Sandes platform?

The group chatting and audio/video calling features on Sandes platform are available to all organization verified users and to those users who have been invited to Sandes by any organisation verified user.

Organisation verified users

Users who have been verified by their Organisation Admin will have access to all features of the App.

Public /Government users invited to Sandes

Users who have been invited to Sandes by any Organisation verified user will have access to all features of the App except sending invitation to Sandes.

Public /Government users not invited to Sandes

Users self-registered on Sandes but have not been invited to Sandes by any Organisation verified user will have access to all features of the App except Audio/Video calling, Group chatting and sending invitation to Sandes.

6. I am a Government employee. Why am I not able to view feature of group chatting or audio/video calling?

For a Government user to access group chatting or audio/video calling option, they should have been invited by an Organisation verified user or they need to be verified by their respective Organisation Admin. Please contact the nodal officer of your respective Organisation for verification. In case your organisation has not yet been onboarded on the Sandes platform, kindly ask the competent authority from your organisation to request for the same by sending an email at support-sandes@nic.in.

7. I am a Government employee and I don't know the details of the nodal officer from my Organisation. What should I do?

In case you don't know the details of your nodal officer, kindly send an email at support-sandes@nic.in for the same.

8. Can I verify a user on Sandes platform?

Only Nodal officer or admin of their respective organisation can verify a user belonging to their respective organisation.

Filling/Updating Profile

1. I am unable to change my mobile number in the Sandes platform.



If you have registered on the Sandes platform using your mobile number, you will not be able to change your mobile number on the Sandes platform. It is recommended that you delete your previous account and create a new profile with the latest mobile number on the Sandes platform again.

2. When I select 'Government' under Occupation details, I am shown the message "Please contact your Organisation for verification." Why is this happening?

If you are a Government employee, then you need to contact the nodal officer of your Organisation for verifying and updating your Occupation details. In case an Organisation verified user sends you an invite to Sandes App (as a Government user), then updating your Occupation details. will be enabled on the App.

3. I am a Government employee. Which all details shall I be required to fill in Occupation details?


If you are a Government employee, then you need to contact the nodal officer of your Organisation for verifying and updating your Occupation details. In case, an Organisation verified user has sent you an invite to Sandes App (as a Government user) or you have been verified by your respective Organisation Admin, then you may follow these steps to update organisation details.

- Go to 'Account' tab and tap on your display picture
- Tap on  [Edit Profile](#) and tap on [Update](#) near the Occupation Details field
- Select the radio button in front of Government (Indian Government) from the list.
- Depending on your employment, select one of the options from Central, State, Panchayat, ULB and Judiciary.
- Select the right option from the drop-down list for each of the details like Ministry, Name of Organisation, Department and their Designation.
- Fill in Remarks (optional)
- Tap  on the top right corner to update one's occupation details.


Note: For a verified Government employee, any change in profile will change their account status to 'Unverified' and a reverification by their respective Organisation Admin would be required to get back the 'Verified' status.

4. How many types of users are there on Sandes platform?


There are majorly two types of users:


- a) Verified Users are those Government users whose occupation details have been verified by their respective Organisation Admin. Such users will have a tick symbol  visible on their profile.
- b) Public Users are the users who are either Citizens or Government users who are not yet verified.

5. My profile shows a tick symbol. What does this mean?

The tick symbol  indicates that you are a verified user.

6. I want to link my Aadhaar number to my profile. How can I do so?

- Tap on display picture in Accounts Tab and then tap on  **Link Aadhaar** option.
- Enter your Aadhaar number and then follow the instructions
- Enter your OTP received on mobile number associated with your Aadhaar number.

On successful Aadhaar validation, the user's profile will display  **Aadhaar Linked** on left side.

Instant Messaging

1. Are my messages in Sandes encrypted?

Individual chat messages and group chat messages are end-to-end encrypted.

2. What is Gimoji and how can I send them?

Gimoji are special stickers/images designed for communication between Government entities/ officials or Government related matters. This feature is available both in individual and group chat.

- Press on the message window and tap on Gimoji to view the list of available Gimoji.
- Tap on any of them to send it

3. What all options are available to tag a special message

The Sandes platform provides the functionality to mark a message as [Confidential](#), on [Priority](#) or as [Auto Delete](#).

4. What is a Confidential tag?

If a user wants to differentiate between messages to show that the message is Confidential, he can use the [Confidential Tag](#) both in individual and group chat. This is just for display purpose and will indicate to the recipient(s) to keep this as confidential matter.

5. What is a Priority tag?





[Priority Tag](#) is used to differentiate between messages in individual and group chat to show the recipient that the message is to be considered on priority basis.

6. What is an Auto-delete tag?

[Auto delete tag](#) is used in individual and group chat when a user wants to send a message such that it gets deleted automatically once the recipient has read it.

7. How can I mark/tag a message?

- Tap on the message window and tap on Tags

- Type your message
 - a) To mark message as confidential, tap on 
 - b) To mark message as priority, tap on 
 - c) To mark message as Auto-delete, tap on 
- Tap the Send icon 

The message will appear to the recipient marked with the selected tag. Message marked as Auto-delete will get deleted automatically from both the sender and receiver's chat window once the recipient(s) have read the message.


8. How to un-tag/remove tag from a message?

Tap again on the tag you applied such as Confidential, Priority or Auto-delete to un-tag the message.


9. Will I be able to receive messages when I am logged out?

The system server will store messages/files as per the policy sent by other users to you during the time that you are logged out of the Sandes platform. The Sandes chat window will display single tick to the sender. Once you login back again, these messages/files will be delivered to you.



10. How can I archive my messages?

- Long press on the messages you want to archive and tap on 
 - Tap on 'Archive' to select the Archive option.
- The Archived messages will be deleted from the chat window and sent to the email address that the user has provided in his profile. User can view these messages anytime from his/her email.

11. How can I send my messages to my email address?

- Long press on the messages you want to send to email and tap on 
- The messages will be sent to the email address that the user has provided in his profile.

12. How can I search using a text/ keyword in all my messages?

- Tap on Chats/Groups tab.
- Tap on the  icon on top of window. List of all contacts and groups will be displayed
- Type the keyword text you want to search in the textbox provided on top of window
- Tap on the  icon to view results.

The text will be searched in all Individual/Group Chat windows/Contact list. The contacts having the keyword text in their Sandes profile name will also be displayed


File Sharing/deleting media file

1. Can I share APK files through Sandes?

No. APK is a compiled executable file and sharing of such files is not supported through Sandes.

2. How to upload a document to DigiLocker?

- Select the PDF document received in a message by long pressing on it.

- Tap the  icon for DigiLocker
- You can provide your DigiLocker login credentials and login
- Upload the document on DigiLocker

3. What different types of files can be shared?

Any images, media files and documents can be shared except executable files. This includes doc, docx, xls, xlsx, ppt, pptx, pdf, images (jpeg, jpg, png), audio (mp3, m4a), video (mp4).

4. What is the maximum size of files that can be shared?

Maximum size of a file which can be shared is 15 MB.

Group Creation, Messaging and dispersal

1. What are the different types of groups available in Sandes?

- Official – Created by admin through portal (created and moderated by Organisational Unit only)
- Casual- Created by anyone on application (created and moderated by any user)
- List Groups- Feedback Group (created and moderated by Sandes team)

2. How many users can be added in one group?

At present, an official group created at Portal by Admin can have a maximum of 200 members and a casual group created on Mobile Sandes platform can have a maximum of 50 members.

3. Why can't I add some people in my group?

If the person you are trying to add in group is not registered on Sandes platform, then they cannot be added in group.

4. How can I make a user as admin in a group?

- From the group chat window, soft press on the group name at the top.
- From the group member list, select the member whom you want to make admin of a group by long pressing on their name.
- Tap on Action dropdown, select the option 'Grant Admin Right' and give confirmation by pressing 'OK'.

Repeat the steps for all such members to whom you want to grant admin rights. This will make these members as admin of the group, and they will be able to exercise admin rights such as adding or removing members from the group, editing group details etc. The members will be notified on the group message window of the grant of admin rights to them.

5. What is a Feedback List Group?

A Feedback list group is the default group available on your groups tab where you can share your feedback, queries or suggestions. You will not be able to see group conversations on the list group. Any message sent by you to the list group will be visible to the admins of the list group. You will not be listed as a member of this group.

6. Whether a message can be sent to a group in which I am not a member?

No. Except the default feedback list group, user can send messages to only those groups in which the user is a member.

7. Why are some of the groups being shown in red colour? Why are some of the group members shown in red colour?



In an official group, the red colour in the group title indicates that an unverified user is a member of this group. Unverified members are shown in red colour in the group member listing.

8. Why there is no option to exit from some groups?

One cannot exit from an official group created by the office management. Also, if you are the only admin of a casual group, then you cannot exit from this group unless you make some other member as admin.

Audio & Video Calling

1. How can I audio or video call a user?

- Go to the chat window
- Select the user with whom you want to make the call by soft pressing on their chat thread
- On top right corner there are two options – Audio call, Video call. Tap on  for audio call and  for video call

Contact

1. How can I add a contact to my contact list?

You can only add those contacts to your Sandes contact list who are using the Sandes platform.

Adding contacts by Phone Book Sync option

- Go to Account tab, tap on Manage Contact and then tap on Phone Book Sync option.
- Select the Sync option when prompted to sync the contacts on your phone book who are also Sandes users. These contacts will be added on your Sandes Contact list after the syncing is complete.

Adding contacts by Add Contact option

- Go to Account tab, press on Manage Contact and then on Add Contact option.
- Enter the email id or contact number of the person you want to add. Confirm 'Yes' when prompted by the system to add the user.

2. I am not able to see the Contact in Sandes Contact list who is there in my Phonebook even after Phonebook Sync. Why is this happening?

Phonebook Sync option will add only those contacts from your phonebook who are registered on Sandes.

3. Can I add any contact in my Sandes contact list?

No. Only users who are on-boarded and registered on Sandes platform can be added.

4. How can I mark a contact as favourite?




- Select the contact by long pressing on the username.
- A drop-down menu will appear wherein you can select the 'Make Favourite' option
- Confirm 'Yes' when prompted by Sandes.

This contact will be marked as favourite contact and will appear at top of the contact list with a star* sign after their name. To remove them from favourite list, long press on the username again and then tap 'Remove Favourite'

5. Some of my contacts on Sandes show a star * mark after their name. What does this mean?


This indicates that these contacts have been marked as favourite by you. You also have option to remove them from your favourite list using the Remove Favourite feature.

6. I want to share a contact with another contact/ group. How can I do so?

- Tap on  located on the left side of the text box in individual/group chat window.
- A menu of options will be displayed to you. Select the Contact  option.
- List of all the contacts will be displayed. Select the Contact and then press on  to share the contact.

The recipient will be able to add the shared contact to their Sandes contact list or their mobile Phone Book by choosing the appropriate option.

7. How can I search a Sandes contact using a text keyword?

- Tap on Contacts tab and then type the keyword text you want to search in the textbox provided on top of window
- Tap on the  icon on top of window to view results.
- The contacts having the keyword text in their Sandes profile name will be displayed



8. How can I remove a contact from Sandes Contact list?

- From the contacts tab, select the contact you want to remove by long pressing on the username.
- A drop-down menu will appear wherein you can select the 'Remove Contact' option
- Confirm 'Yes' when prompted by the Sandes platform.

This contact will be removed from the Sandes Contact list.

Account tab



1. How can I prevent auto download of media files?

- Tap on Account tab and then tap on App Settings
- Tap on Auto Download media file option towards the left  to turn them off. User will need to download a file individually from the chat window.
- To turn auto download on again, tap on the right side of the slider  on the same option.

2. How can I enable/disable my read receipt and what does it mean?



When the read receipt is enabled, the sender will be able to view if you have read their message in individual or group chat window. When the read receipt is disabled, your read receipt will not be sent to other users nor received from other users. This means, neither the

sender will not be able to view if you have read their message/file in individual or group chat window nor will you be able to view if other users have read the messages/files sent by you.

- Tap on Account tab and then tap on App Settings
- Tap on 'Send read receipts' option towards the left  to turn them off.
- To turn 'Send read receipts' on again, tap on the right side of the slider  on the same option.

3. How can I enable/disable Automatic Backup and what does it mean?

When the Automatic Backup is enabled, all the messages/files on your Sandes App will be automatically be backed up on your mobile device once on a daily basis. When the Automatic Backup is disabled, user needs to take back-up himself/herself using the 'Backup' option in Account Tab.



- Tap on Account tab and then tap on App Settings
- Tap on 'Automatic Backup' option towards the left  to turn them off.
- To turn on 'Automatic Backup' again, tap on the right side of the slider  on the same option.

4. How can I backup the messages/contacts on Sandes App?

Backup option is given in the Account tab. Backup will be taken on your device. User has option to take only message backup or full backup. While reinstalling the Sandes platform, it will prompt user to restore from the backup. User can select the backup file and restore to restore the previous chat messages.



5. How can I enable/disable the visibility of my status on Sandes App to other users?

When the 'Show my status to contacts' is enabled, the current user's status as well as any update in user's status will be visible to the user's contacts on Sandes App. When the 'Show my status to contacts' is disabled, the current user's status as well as any update in user's status will not be visible to any other Sandes App user

- Tap on Account tab and then tap on App Settings
- Tap on 'Show my status to contacts' option towards the left  to turn them off.
- To turn on 'Show my status to contacts' again, tap on the right side of the slider  on the same option.

6. How can I see the same name of my contact as stored in my mobile phonebook in Sandes App?



When the 'Show phone book name in contact list' is enabled, the Sandes App will display the name of the contact as stored in the user's phonebook.

- Tap on Account tab and then tap on App Settings
- To turn on 'Show phone book name in contact list', tap on the right side of the slider  on the same option.
- Tap on 'Show phone book name in contact list' option towards the left  to turn them off again.

7. I am seeing the same name of my contact as stored in my mobile phonebook in Sandes App. How can I remove this? Or



How can I see the actual username of my contacts with which they are registered on Sandes App?

When the 'Show phone book name in contact list' is disabled, the Sandes App will display the name of the contact as the username with which this contact is registered on Sandes.

- Tap on Account tab and then tap on App Settings
- Tap on 'Show phone book name in contact list' option towards the left  to turn them off.
- To turn on 'Show phone book name in contact list' again, tap on the right side of the slider  on the same option.

8. Does Sandes App have a dark mode? How can I enable/disable the dark mode?

Yes, Sandes App has option to enable or disable dark mode for display purpose.



- Tap on Account tab and then tap on App Settings
- Tap on 'Dark Mode' option towards the left  to turn them off.
- To turn on 'Dark Mode' again, tap on the right side of the slider  on the same option.

9. What does Optimise Notification feature mean?

This feature allows timely receipt of notification for Sandes platform. It consists of 2 steps:

- a) Enable Auto Start for Sandes: This allows Sandes platform to auto start once phone is switched on
- b) Ignore battery optimisation: This feature allows users to regularly receive notifications from Sandes.

10. How can I delete my account?



- a) Tap on Account tab and then tap on  Delete Account option
- b) Select the reason from drop-down
- c) Tap on 

The user's account will be deleted, and user will not be able to access the Sandes platform. If the user wishes to use the Sandes platform again, user has to register again on the Sandes platform and provide their details at the time of registration.

Invite Contacts to Sandes

1. How can I invite someone to Sandes platform?

Organisation verified users have the option to invite anyone to Sandes platform using their mobile number.

- Tap on  from the top right-hand side and then tap on 'Invite Contacts' option
- A list of contacts available on the user's Phonebook is displayed.
- Tap on  against the contact to be invited.

The user can be invited by choosing one of the following categories:

- a) Government (Indian Govt.)
- b) Hired manpower
- c) Public

2. Which user has the option to invite someone to Sandes platform?

Only those users who have been verified by their respective Organisation have the option to invite anyone to Sandes platform using their mobile number.

3. Can I invite an already existing user to Sandes platform?

An Organisation verified user may invite an already existing user to Sandes platform. The invited user will then be able to access Audio/Video calling and Group chatting option.

4. Can I invite any user to Sandes platform?

An Organisation verified user may invite a user as a Government user or as a public user to the Sandes platform. They can also invite an already existing user to Sandes platform. The invited user will then be able to access Audio/Video calling and Group chatting option.

5. What does it mean if I invite a user to Sandes platform as a Government user?

When a user is invited to Sandes as a 'Government' user, then the invited user will be able to update their occupation details in the profile to 'Government' as well as access Audio/Video calling and Group chatting option.

6. What does it mean if I invite a user to Sandes platform as a public user?

When a user is invited to Sandes as a 'Public' user, then the invited user will be able to access Audio/Video calling and Group chatting option.

7. I invited someone to Sandes platform by mistake. Can I revoke the invite?

The sender of the invitation has the option to revoke the invite by tapping on button provided on the right side of the invited contact.

A red pill-shaped button with the word "REVOKE" in white capital letters.

8. What happens if I revoke an invite to a user?

Invited user who has become organisation verified user will not be affected and will continue to access full features of the App. If the invited user is not yet Organisationally verified, then he/she will not be able to access full features of the App such as Audio/Video calling and Group chatting.


9. What happens if the user who has sent the invite to Sandes App retires or is transferred or becomes an unverified user himself/herself due to any other reason?

Invited user who has become organisation verified user will not be affected and will continue to access full features of the App. If the invited user is not yet Organisationally verified, then he/she will not be able to access full features of the App such as Audio/Video calling and Group chatting.

Sandes Chatbot/Info Service Chatbot

1. What is Sandes Chatbot and how can I use it?

User can use the Sandes Chatbot service to view the registered dashboards and get weather information.

- Tap on  from the top right-hand side
- Select Info Service to view the Chatbot window
- Type [HELP](#) in the Chatbot message window

2. What all features/commands can the Sandes Chatbot accept?

The Sandes Chatbot accepts commands such as:

- Dashboard: It is used for accessing Dashboard of various initiatives by Government. User can [Register a dashboard](#), [schedule a dashboard](#), [un-schedule a dashboard](#), [view list of available dashboard](#), [View a dashboard](#) and Remove a dashboard.
- [Help Command](#) to view list of available dashboard and available commands
- [Weather command](#) to view weather of a city.

3. How can I view list of available dashboards and commands?

- Type HELP on the Chatbot message window.
- This will display the list of available dashboard and available commands.

4. How can I view weather of a city?

- Type Weather followed by city name on the Chatbot message window.
- For instance, Weather Delhi will display the latest weather information for Delhi city.

5. How can I register a Dashboard?

- Type the command, Register DASHBOARD Parameter URL on the Chatbot message window. Parameter refers to name that you wish to keep for the dashboard
- For Instance, to register MeitY Dashboard with URL <https://dmdashboard.nic.in> with name of NEWDASH: type
Register DASHBOARD NEWDASH <https://dmdashboard.nic.in>
- This will register the dashboard with the name and source URL as mentioned in command.

To get more assistance type [HELP](#) on the chatbot window.

6. How can I schedule a Dashboard?

- Type Schedule Keyword Parameter Time on the Chatbot message window. Parameter refers to dashboard name.
- For Instance, to schedule the Sandes dashboard, type DASHBOARD Sandes 9AM. This will schedule the alert along with the display for Sandes dashboard on Chatbot on 9 AM every day.

To get more assistance type [HELP](#) on the chatbot window

7. How can I un-schedule a Dashboard?

- Type Unschedule Keyword Parameter on the Chatbot message window. Parameter refers to dashboard name.
- For Instance, Unschedule DASHBOARD Sandes. This will un-schedule the alert for the Sandes dashboard and user will no longer receive the alert as received earlier at the specified time.

To get more assistance type [HELP](#) on the chatbot window

8. Can I view list of all dashboards using the Chatbot? How can I do so?

- Type DASHBOARD on the Chatbot message window.
- This will display the list of registered dashboards on Sandes platform.

9. How can I view a particular dashboard?


- Type DASHBOARD Parameter on the Chatbot message window. Parameter refers to dashboard name.

- For Instance, typing DASHBOARD Sandes on Chatbot window will display the Sandes dashboard with the latest statistics.


To get more assistance type [HELP](#) on the chatbot window

Help section

1. How can I view the Help section?

User can tap on  from the top right-hand side and select Help to view the Help section. The help section has frequently asked questions, reference guide and information about Sandes platform.



2. Where can I view the contact details of Service desk/support centre?

- Tap on  from the top right-hand side or Tap on Account Tab
- Tap on 'Help'
- The toll-free number (1800111555) and website details (<https://servicedesk.nic.in>) of 24*7 service desk are mentioned on the Help screen

You may contact service desk or email on support-sandes@nic.in for any feedback/query/suggestion and complaints.

Sandes Web

1. How can I access the Sandes Web?

- Login on Sandes portal www.sandes.gov.in
- Tap on 'Sign In-Sandes OTP' and provide your registered mobile number, captcha and OTP received on Sandes App. Govt. users may login using their LDAP credentials.
- Click on  from the home page of portal and then tap on 
- Go to Sandes App and tap on Connect option when prompted
- Scan the QR code as displayed on the desktop screen with the Sandes App to connect to Sandes Web.

Miscellaneous

1. Why I am not getting notifications?

To regularly receive notifications from Sandes, go to Optimise Notifications under Account tab, select 'Ignore Battery Optimisation' and follow the instructions.

2. What is End to End Encryption?

In an End-to-end encryption (E2EE) session, only sender and receiver can read the messages exchanged. Nobody else can read these messages.

3. How can I report a bug or problem to the support team?

A feedback group is listed for all Sandes users. Users can post your feedback or problem in this group

4. What is dashboard service?

User can use the [Sandes Chat Bot](#) service which provides the dashboards of different Government entities / initiatives.