

Sandes Portal

Manual for Ministry Admin, Organisation Admin and OU Admin

(Version 2.0)

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1 Overview

1.1 Types of Users

The different types of users on the Sandes portal and their responsibilities are listed below:

a) Ministry Admin

Every Ministry will have a designated administrator known as Ministry Admin having primary responsibility as below:

- creating a new Organisation, updating its profile and deleting it from system (if required).
- making Organisation Admin, i.e., onboarding an employee of Organisation and granting him Organisation Admin rights.

b) Organisation Administrator (O Admin)

Every Organisation will have a designated administrator known as Organisation Admin (O Admin) having primary responsibility as below:

- creating a new Organisation Unit, updating its profile, setting profile visibility at Organisation level and deleting Organisation from system (if required).
- making Organisation Unit Admin, i.e., onboarding an employee of Organisation Unit and granting him Organisation Unit Admin rights.

c) Organisation Unit Administrator (OU Admin)

Every OU will have a designated moderator/administrator known as OU Admin who will have the primary responsibility as below:

- onboarding of the users on the platform (individually or in bulk).
- profile management of employees including editing profile, editing photo, transfer and offboarding.
- verification of employees of the respective OU who are self-registered on Sandes App.
- role allocation to employees (access management).
- official group management (group creation, adding/removing members, dispersal).

Note 1: The onboarding of a new Ministry, updating its profile and deleting Ministry from the system on request basis will be done by the System Administrator.

Note 2: Making Ministry Admin, i.e., for onboarding an employee of Ministry and granting him Ministry Admin rights/revoking his Ministry admin rights will also be done by the System Administrator.


1.2 Scope of the document

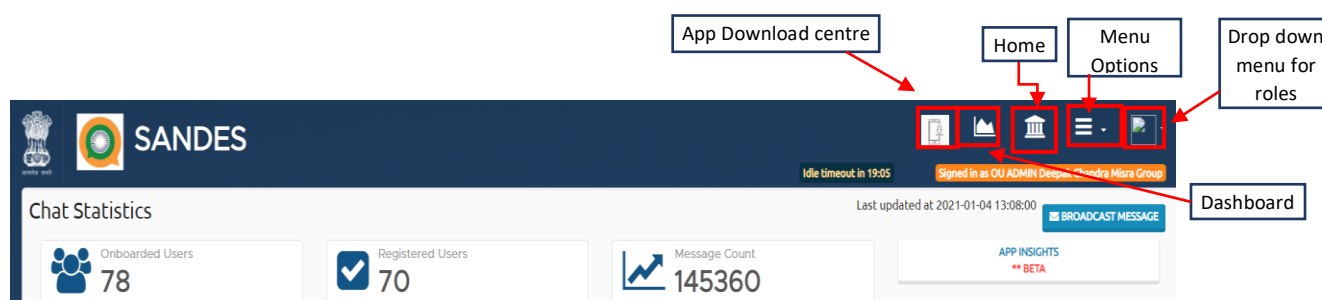
This document deals with the various functionalities available in Sandes Portal to Ministry Admin, O Admin and OU Admin and detailed instructions for the user on how to navigate through them.

2 Functionalities available to Ministry Admin, O Admin and OU Admin

The features mentioned in this section are available on the portal to Ministry Admin, O Admin as well as OU Admin.



2.1 Accessing the application and User Login

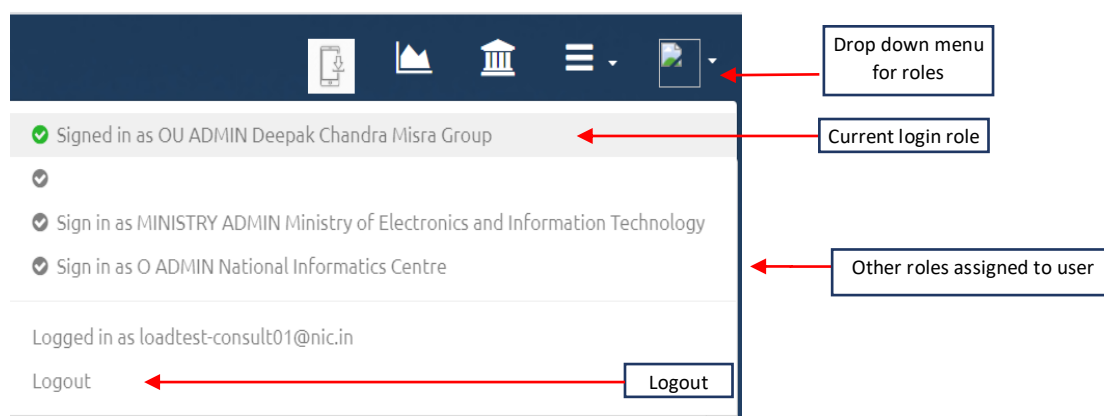
- To access the Sandes Portal, type in the web browser <https://gims.gov.in/>
- Click on **SIGN IN - SANDES OTP** to login using the credentials and OTP received on Sandes App or click on **SIGN IN - LDAP** to login using the LDAP credentials.
- On successful login, the Home page will be displayed to the user as shown below.
- The user can click on  to get list of various functionalities available to him.




2.2 Current Role and switching between roles

Current logged in role

- Click on 
- The list of all roles which are assigned to the user is displayed
- The role from which user is currently logged in the portal is highlighted with a 



Switching between roles

- Click on 
- The list of all roles which are assigned to the user is displayed
- User should click on the role from which they want to login to the portal
- User would be redirected to the login page

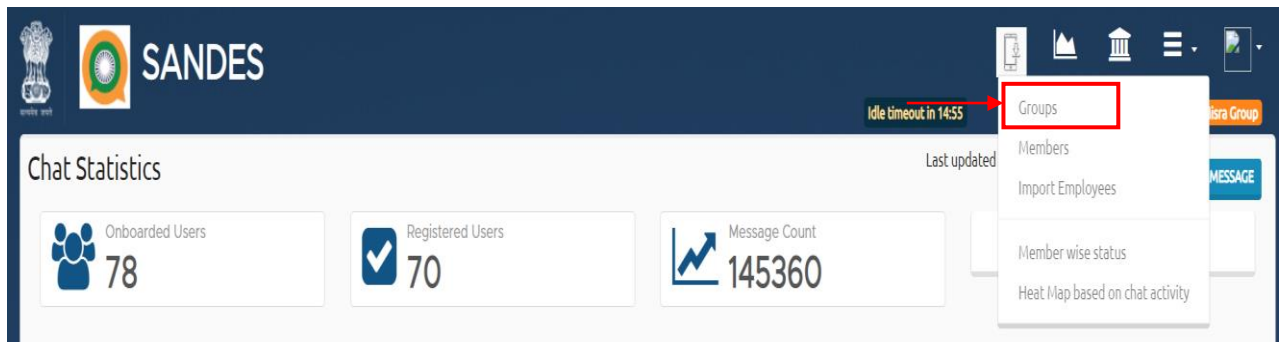
- Click on **SIGN IN - SANDES OTP** to login using the credentials and OTP received on Sandes App or click on **SIGN IN - LDAP** to login using the LDAP credentials.

For security reasons, user is required to provide their credentials again while switching roles.

2.3 Groups

2.3.1 Viewing and filtering groups list

Click on Groups tab as shown below



Filter

User can filter the list of groups:

- Click on **FILTER**
- Select filter parameter as group title
- Fill in the name of group
- Click on **+ ADD&APPLY**



2.3.2 Creating a new Group

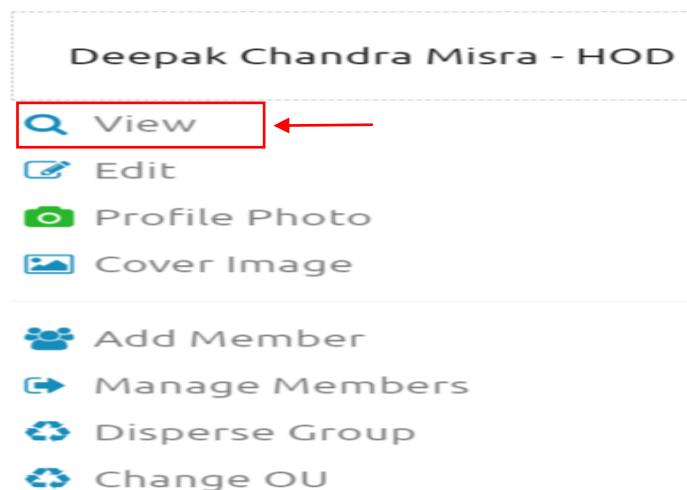
- Click on **+ NEW** to open a new screen for creating a group.
- Fill in the group title, group description for the new group and click Save button.

The group will be created and available in groups list for user to view.

2.3.3 Managing a Group

2.3.3.1 Viewing the group profile

Step 1: From the group listing, click on **⌵ MENU** located on the right-hand side of the particular group to open the menu bar. Click on **🔍 View** from the menu bar to view the group profile.



The details of the group will be displayed as shown below.

Group Profile

Deepak Chandra Misra - HOD

Hidden Member Only Moderated Password Protected (Type of group)

Organization: National Informatics Centre
 Organization Unit: Deepak Chandra Misra Group (Organisation and OU of group)

Group Title: Deepak Chandra Misra - HOD
 Group Description: Deepak Chandra Misra - Group of all HODs (Title and description as displayed on Sandes App)

Group Type: Permanent Group
 Group Purpose: Team

Group Creation Mode: Planned
 Host Name: conference.gimkerala.nic.in

Group created on 28-08-2019
 Group created by Sushila Girish Naidu (Group creation details)

CLOSE

2.3.3.2 Editing group profile

- From the group listing, click on **⌵ MENU** located on right hand side to open the menu bar for the particular group.
- Click on **Edit** from the menu bar to view the group profile.
- The edit group screen will be displayed to the Admin. Change these details as required and click on Update button to save the new details.

2.3.3.3 Adding/Changing group photo/Cover Image

- From the group listing, click on **⌵ MENU** located on right hand side to open the menu bar for the particular group.
- To change Group Image, click on **Profile Photo**. To change Cover Image of group, click on **Cover Image** from the menu bar.
- Click on **Choose File**. This will open the File upload control window.
- Choose an image from the system using this window
- Click on Open button to select the file. The file must be of jpg, jpeg or png file type.

A snapshot of the image will be displayed

- Adjust zoom (optional step): Move the image in the image circle to adjust it so as to display a portion of it. Use to adjust the Zoom for focussing on a particular portion of the selected image. The Zoom control increases from left to right with minimum zoom/normal size at and maximum zoom at

- Click on **UPLOAD** to upload the file. To select another photo, click the **Change** button.

This image will be displayed as group image/Cover image (as selected by Admin) in Sandes App for this group.

2.3.3.4 Adding members to group

a) Adding members from OU employee list to a group

- From the group listing, click on **⌵ MENU** located on right hand side of the particular group
- Click on **➕ Add Member** from the menu bar to display list of all employees of the OU (for which the group has been created).
- Click on **GROUP MEMBER** located on the right-hand side of the employee whom the Admin wants to add to the group.
- The system will prompt to confirm Yes or No. Click on Yes to add the employee to the group.

The added group member will be assigned role of group member and will be displayed in the list of group members.

Note 1: The **➕ Add Member** option displays only those members who are employees of the OU (for which the group was created). If Admin wants to add any outside person who is not employee of OU, he needs to use the [Manage member option](#)

Note 2: Only users who are registered on Sandes App can be added

b) Adding any user as members through Manage member

- From the group listing, click on **⌵ MENU** located on right hand side to open the menu bar for the particular group.
- Click on **➡ Manage Members** from the menu bar to open the manage members screen.
- Type the email address (of only one person at a time) in the text box provided and then click on **ADD MEMBER**

The group member will be added and displayed in the group member list.

Note 1: To add multiple users, the above steps need to be repeated again. User should not put all email addresses as a string in one single attempt.

Note 2: The **➡ Manage Members** option can be used to add any outside person (who is not employee of OU) to the group.

Note 3: Only users who are registered on Sandes App can be added

c) [Adding members to group by using members tab](#)

2.3.3.5 Removing members from the group

a) Removing members from group through Manage Members option

- From the group listing, click on **⌵ MENU** located on right hand side to open the menu bar for the particular group.
- Click on **➡ Manage Members** from the menu bar to open the manage members screen.

Members in Group test group 26 aug X

Organization: National Informatics Centre	Organization Unit: Deepak Chandra Misra Group
Group Title: test group 26 aug	Group Description: test group 26 aug
Group Type: Permanent Group	Group Purpose: Team
Group Creation Mode: Planned	Host Name: conference.gimkerala.nic.in
<input type="checkbox"/> Hidden <input checked="" type="checkbox"/> Member Only <input type="checkbox"/> Moderated <input type="checkbox"/> Password Protected	Enter E-Mail: <input type="text"/> ADD MEMBER


** Accepts any onboarded user's email irrespective of OU, one email address at a time

#	Member Name	Jabber Name	Role	Set as
1	Pramod Kumar	pkmalik-nic.in	Participant	REMOVE

CLOSE

- Click on Remove button **REMOVE** against the employee whom you want to remove from the group.
- Click on Yes button to give confirmation when prompted.

b) Removing members from group through employee listing


- From the group listing, click on **← MENU** located on right hand side to open the menu bar for the particular group.
- Click on  **Add Member** from the menu bar to display list of all employees.
- The employee who are members of the group will be displayed as depicted below

#	Member Name	Jabber Name	Role	Set as
1	Aarsha Bharathi	loadtest-design01-nic.in	Participant	Already added REMOVE MEMBER


- Click on **REMOVE MEMBER** to remove the member from the group.

c) Removing members from group by using members tab

2.3.4 Dispersing group

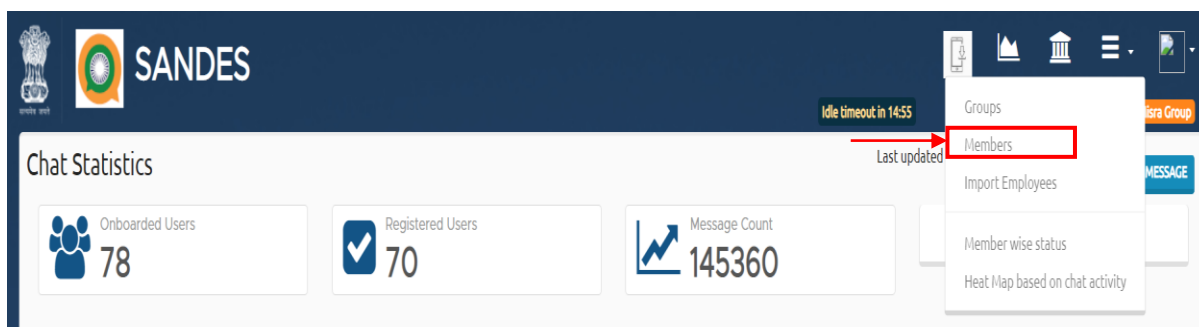
- From the group listing, click on **← MENU** located on right hand side to open the menu bar for the particular group.
- Click on  **Disperse Group** from the menu bar to display window for dispersing the group.
- Click on **DISPERSE GROUP** button to disperse the group. A message will be displayed confirming the dispersal of the group.

2.3.5 Change OU of a group

- From the group listing, click on **← MENU** located on right hand side to open the menu bar for the particular group.
- Click on  **Change OU** to display window for changing the OU of group.
- Fill in the new Ministry, Organisation and Organisation Unit from the window.
- Click on **UPDATE** button.


2.4 Members

Click on Members tab from the home page. The portal displays a screen featuring various options related to Members.



2.4.1 View and Download list of members










2.4.1.1 View Member list

- Click on 
- Click on Members tab to view list of members

Ministry Admin, O Admin and OU Admin will be shown the list of those members only who belong to their respective Ministry, Organisation or OU.


Icons and their meaning

The members list also shows icons for each of the members in the Action column. The meanings of these icons are given in table below.

S. No	Icon	Meaning
1.		Verified User
2.		OU Admin
3.		Beta User
4.		Phone number not available
5.		Employee is Deceased RIP
6.		Absconding from service
7.		Suspended from service
8.		Retired from service
9.		Voluntary retirement from service

Verified users are those Govt. users whose Occupation details have been verified by their Organisation Admin or OU Admin.

2.4.1.2 Download list of Members

- Click on 
- Click on Members tab which will display list of members
- Click on **DOWNLOAD**
- Set the password for the file and confirm the password
- Click on Submit
- A zipped folder will be downloaded on user's device containing the excel file.
- User can unzip and extract the csv file using the password as set above

2.4.2 Members Onboarding

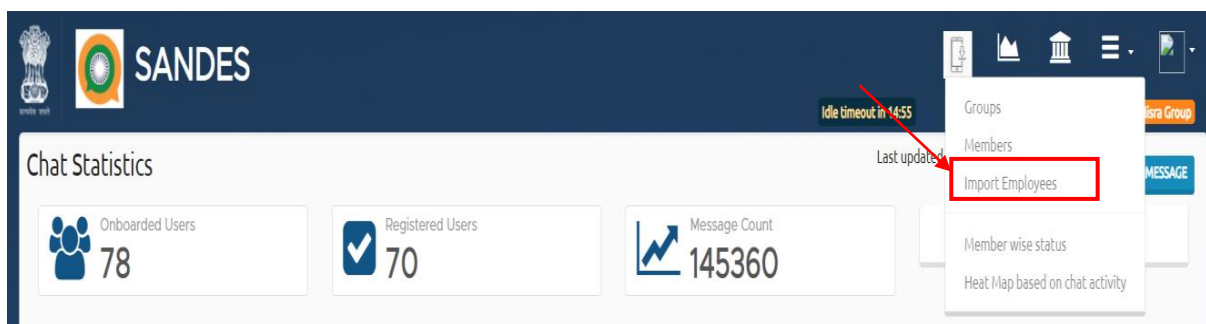
2.4.2.1 Individual Onboarding

- From the members listing, click on **+ NEW** from the top of the list. The Employee onboarding form will be displayed.

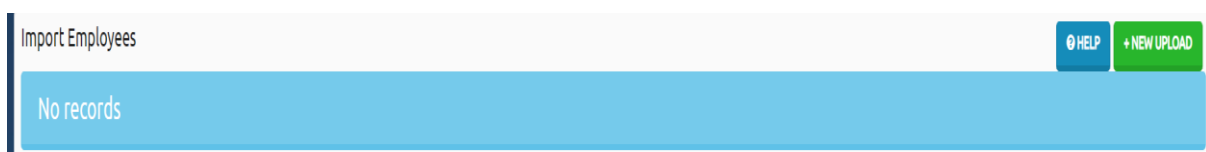
- Fill in all the fields and click on **SAVE** button to onboard the employee.

2.4.2.2 Bulk Onboarding

Step 1: User should click on Import Employees



The portal displays a screen as depicted below.



Step 2: Click on **HELP** to view the instructions for bulk onboarding

Step 3: Click on **DOWNLOAD CSV FORMAT** to download the standard template of CSV file to be filled for bulk on-boarding.

Step 4: Fill in the details of all the employees to be on-boarded on the CSV file and Save it on your system. A sample entry for Test Employee is shown below

ename	gender	designation	ecode	email	alternateemail	mobile	isocountrycode	superannuationDate
Test Employee	Male	External App	1234	testemp@gmail.com		9999999991	India	30/01/2030

Step 5: Click on **+ NEW UPLOAD** to display the Import Employees screen.

Import Employees

Organization Unit

Deepak Chandra Misra Group

Choose File

No file chosen

CLOSE

Step 6: Click on Choose File button, select the CSV file with all the details of the employees to be onboarded and click on Open. After uploading, a screen will be displayed to user as shown below:

Import Employees

HELP

+ NEW UPLOAD

#	OU Name	Batch Code	Upload Date	No. Of Records	Inserted Count	Duplicate Count	Status	Action
1	Deepak Chandra Misra Group	21019482	26-08-2020	1	-	-	Uploaded	<div>VIEW & PROCESS</div> <div>DELETE</div>

Step 7: Click on **VIEW & PROCESS**, the user will be shown a screen to verify the details as shown below. The current status of the file is 'In Queue'. Click on **DELETE** to delete the file.

Uploaded Employee List

Organization Unit: Deepak Chandra Misra Group | Organization: National Informatics Centre

#	Employee Name	Employee Code	Gender	Designation	Email	AlternateEmail	Mobile	Superannuation	Country	Import Status
1	Test Employee	1234	Male	External App	testemp@gmail.com		9999999991	01/30/2030	INDIA	In Queue

Showing page 1/1 of 1 results

CLOSE

PROCESS

Step 8: Click on **PROCESS** and provide confirmation as Yes. The portal will display the below screen to the user.

Import Employees

HELP

+ NEW UPLOAD

#	OU Name	Batch Code	Upload Date	No. Of Records	Inserted Count	Duplicate Count	Status	Action
1	Deepak Chandra Misra Group	21019482	26-08-2020	1	-	-	Processed	<div>VIEW & SCHEDULE</div>

Step 9: Click on **VIEW & SCHEDULE**, to view the uploaded employee list

Uploaded Employee List

Organization Unit : Deepak Chandra Misra Group | Organization : National Informatics Centre

#	Employee Name	Employee Code	Gender	Designation	Email	AlternateEmail	Mobile	Superannuation	Country	Import Status
1	Test Employee	1234	Male	External App	testemp@gmail.com		9999999991	01/30/2030	INDIA	✗ In Queue

Showing page 1/1 of 1 results

CLOSE

SCHEDULE

Step 10: Click on **SCHEDULE** for scheduling the upload and provide confirmation as Yes. The portal will display a message “Scheduled records Successful” and display the below screen to the user.

Import Employees

HELP

+ NEW UPLOAD

#	OU Name	Batch Code	Upload Date	No. Of Records	Inserted Count	Duplicate Count	Status	Action
1	Deepak Chandra Misra Group	21019482	26-08-2020	1	-	-	Scheduled	SCHEDULED

The Status has now changed to ‘Scheduled’. The members as provided in the CSV file will be onboarded as per the schedule of onboarding on portal.

Clicking on **SCHEDULED** button will display the details of employees to be on-boarded as shown below

Uploaded Employee List

Organization Unit : Deepak Chandra Misra Group | Organization : National Informatics Centre

#	Employee Name	Employee Code	Gender	Designation	Email	AlternateEmail	Mobile	Superannuation	Country	Import Status
1	Test Employee	1234	Male	External App	testemp@gmail.com		9999999991	01/30/2030	INDIA	✓






Showing page 1/1 of 1 results





CLOSE

2.4.3 Managing Members

- From the members listing, click on **⌵ MENU** located on the right side of a particular member (whom Admin wants to manage) to open the menu bar for this member.
- A menu bar for the member will be opened as displayed below

Naveen Agrawal Verified

-  Send Sandes Message
-  Change Profile Photo
-  View Details
-  Edit Details
-  Delete Member

-  Manage Roles/Privileges
-  Manage Groups
-  Transfer Member
-  Offboard Member


2.4.3.1 Viewing the member profile

- From the member listing, click on **⌵ MENU** located on right-hand side to open the menu bar for the particular member.
- Click on **🔍 View Details** from the menu bar to view the member profile.

This member as depicted below is Registered and Active since both 'Registered' and 'Active' are highlighted in green colour. The Username field refers to the username as displayed on the Sandes App.

Note: Here, Registered means those who are registered on Sandes App. Active members are those members who have sent messages in last 7 days or as per policy.

Employee Profile



Pramod Kumar

Scientist-E

Registered Active

Username

Designation

Type of member

Employee Code	5108	Organization	National Informatics Centre	Organization Unit	Deepak Chandra Misra Group	Gender	Male	E-Mail	pkmalik@nic.in / pkmalik1973@gmail.com
Mobile Number	(+33) 9811704332	Portal User Name	pkmalik@nic.in	Jabber ID	pkmalik-nic.in@gimkerala.nic.in	Jabber Name	pkmalik-nic.in	Portal Roles	ROLE_MEMBER ROLE_SUPER_ADMIN
Host Name	gimkerala.nic.in	Superannuation							

CLOSE






2.4.3.2 Editing member profile

- From the member listing, click on **⌵ MENU** located on right hand side to open the menu bar for the particular member.
- Click on **✎ Edit Details** from the menu bar to view the member profile.
- The Update Employee details screen will be displayed to the user. User can change these details and click on Update button to save the new details.

Note: If the member has logged in on the Sandes App using his mobile number, then the mobile number field cannot be changed on portal or App. Similarly, if user has logged in using email, then the email field cannot be changed on portal or App.

2.4.3.3 Add/Changing member photo

- From the member listing, click on **⌵ MENU** located on right hand side to open the menu bar for the particular member.
- Click on **📷 Change Profile Photo** from the menu bar to open the update photo screen.
- Click on **📁 CHANGE**. This will open the File upload control window.
- Choose an image from this window and click on Open button to select the file. The file must be of jpg, jpeg or png file type. A snapshot of the image will be displayed in file upload control window

- This is optional step. User can move the image in the circle as depicted on screen to adjust it so as to display a portion of it. Use    to adjust the Zoom for focussing on a particular portion of the selected image. The Zoom control increases from left to right with minimum zoom/normal size at  and maximum zoom at 
- Click on **UPLOAD** to upload the file. To select another photo, click the **CHANGE** button.

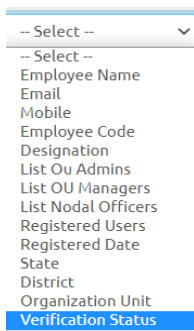
This image will be displayed as profile photo in Sandes App for this member.

2.4.3.4 Verification of Member

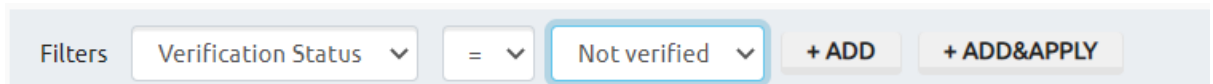
Sandes allows self-registration of users on the Sandes App. Through Verification Process, an Admin can verify a Sandes user who claims to belong to an Organisation of which the Admin has administrative rights of managing on Sandes portal. Unverified users are those users whose Occupation details have not yet been verified by their Admin.

View list of all unverified members

- From the member listing, click on **FILTER**
- Select Verification Status from Filter drop-down menu




- Select "Not Verified" in the filters drop down list as shown below



- Click on **+ ADD&APPLY** to view list of all members who are not verified

Verify a member

- To verify an employee, from the list of unverified members displayed, click on **⌵ MENU** located on right hand side to open the menu bar for the particular member.
- Click on  **Verify Member** from the menu options as shown below

Test User Sdd

Send Sandes Message

Change Profile Photo

View Details

Edit Details

Delete Member

Manage Roles/Privileges

Manage Groups

Transfer Member

Offboard Member

Verify Member

- Click on **CONFIRM VERIFICATION** from the screen displayed as below to confirm verification of the member

User Profile

Sangeeta dddd

Female

Organization	Organization Unit
Mobile Number	E-Mail
9013309589	sangeetadua5@gmail.com /
Jabber ID	Jabber Name
a0a033fcbdd0cce2@gimkerala.nic.in	a0a033fcbdd0cce2

Remarks

OK Verified

The mobile 9013309589 was used by the user for registration and the same has been verified using OTP

Verified that the mobile 9013309589 belongs to the official

CONFIRM VERIFICATION

REJECT

CLOSE

Note: OU Admin will continue receiving intimation mails to inform him/her about the number of requests pending for verification until these members are verified.

2.4.3.5 Assigning/revoking role from member

Assigning role to member

- From the member listing, click on **⌵ MENU** located on right hand side to open the menu bar for the particular member.
- Click on **Manage Roles/Privileges** from the menu bar to open the manage employee role screen as given below.

Manage Employee Roles

Choose OU and Role

Current Organization Unit : Deepak Chandra Misra Group

Roles Available

+ Assign ROLE_OU_MANAGER

+ Assign ROLE_MEMBER

Roles Assigned

ID	Ministry	Organization	Organization Unit	Role	Action
1	Ministry of Electronics and Information Technology	National Informatics Centre	Deepak Chandra Misra Group	ROLE_NODAL_OFFICER	Remove
2	Ministry of Electronics and Information Technology	National Informatics Centre	Deepak Chandra Misra Group	ROLE_OU_SUPERVISOR	Remove
3	Government of Tripura	Health and Family Welfare Department	Health and Family Welfare Department	ROLE_SUPERVISOR	Remove
4	Ministry of Electronics and Information Technology	National Informatics Centre	NIC, Head Quarters	ROLE_O_ADMIN	Remove
5	Ministry of Electronics and Information Technology	National Informatics Centre	NIC, Head Quarters	ROLE_MINISTRY_ADMIN	Remove
6	Ministry of Electronics and Information Technology	National Informatics Centre	Deepak Chandra Misra Group	ROLE_OU_ADMIN	Remove
7	Ministry of Jal Shakti	Dept of Drinking Water and Sanitation-Swachhagrahi	Swachh Bharat Mission - Gramin	ROLE_OU_ADMIN	Remove
8	Ministry of External Affairs	MEA	MEA-ISRAEL	ROLE_SUPER_ADMIN	Remove

CLOSE

- The screen displays all the roles currently assigned to the member as well as the available roles currently not assigned to user.
- Click on +sign provided near the role you want to assign to the member.

The role will be assigned to the member and available in the currently assigned roles list

Revoking/removing role from member

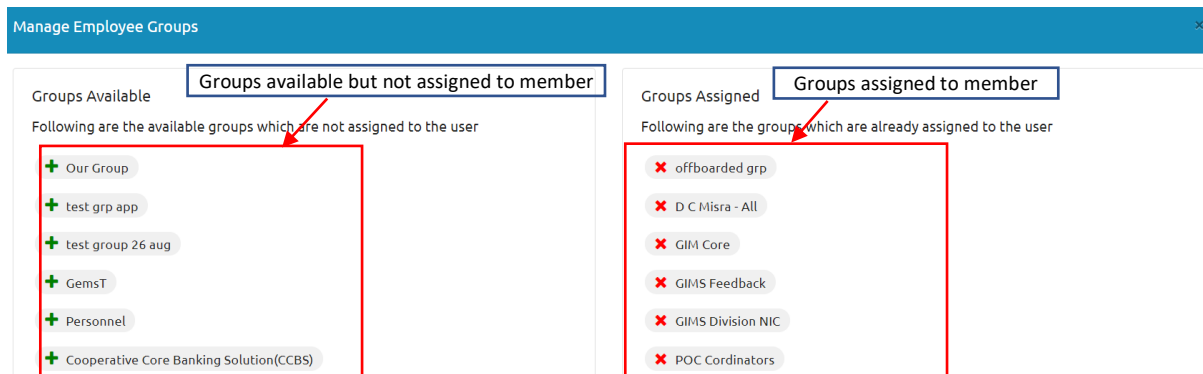
- From the member listing, click on MENU located on right hand side to open the menu bar for the particular member.
- Click on Manage Roles/Privileges from the menu bar to open the manage employee role screen. The screen displays all the roles currently assigned to the member as well as the available roles currently not assigned to user
- Click on Remove sign provided near the role you want to remove/revoke from the member.

The role will be removed from the member and member will no longer be able to exercise the rights associated with this role.

2.4.3.6 Adding member to group/Removing members from group

Adding member to group

- From the member listing, click on MENU located on right hand side to open the menu bar for the particular member.
- Click on Manage Groups from the menu bar to open the manage employee groups screen as given below.



The screen displays all the groups of which the user is currently a group member as well as the available groups of which the user is not a member of.

- Click on + sign provided near the group in which you want to make the user as member.

Outcome

- The user will become member of this group.
- This group will be removed from the left side of the screen on the portal under the 'Groups available' category and now be available on the right side of the screen on the portal under the 'Groups assigned'.
- The user will be able to view this group in his group listing on Sandes App/Sandes Web and send messages/file in this group on the Sandes App/Sandes Web.

Removing member from group

- From the member listing, click on < MENU located on right hand side to open the menu bar for the particular member.
- Click on Manage Groups from the menu bar to open the manage employee groups screen. The screen displays all the groups of which the user is currently a group member as well as the available groups of which the user is not a member of.
- Click on X sign provided near the group from which you to remove the user.

Outcome

- The user will be removed from the group.
- This group will be removed from the right side of the screen on the portal under the 'Groups assigned' and now be available on the left side of the screen on the portal under the 'Groups available' category.
- The user will no longer be able to send/receive messages and files from this group on the Sandes App/Sandes Web.

2.4.3.7 Transferring member

- From the member listing, click on < MENU located on right hand side to open the menu bar for the particular member.
- Click on Transfer Member from the menu bar to open the transfer employee screen.
- Remove the employee from all the official groups of which he/she is currently member of as shown on the left-hand side of the screen by clicking on X sign against each group one by one and giving confirmation 'Yes'

- Fill in the details of the new OU such as Ministry, Organisation and Organisation unit from the drop downs available as seen on the right-hand side of the screen.
- Click on **APPLY TRANSFER** button to transfer this member from one organisation to another or within same organisation from one OU to another OU.

The change will be available when Admin checks the profile of this member using the View feature from the Menu bar.

2.4.3.8 Sending message to member


- From the member listing, click on **⏮ MENU** located on right hand side to open the menu bar for the particular member.
- Click on **✉ Send Sandes Message** from the menu bar to open the send message screen
- Type the message in the message textbox and click **📧 SEND GIMS**

Message will be sent to the particular member.

2.4.4 Offboarding member

- From the member listing, click on **⏮ MENU** located on right hand side to open the menu bar for the particular member.
- Click on **➡ Offboard Member** from the menu bar to open the offboard employee screen as given below.

Offboard Pramod Kumar



Pramod Kumar
Scientist-C
Ministry of Electronics and Information Technology
National Informatics Centre, Deepak Chandra Misra Group
5993
pramodk.yadav@nic.in

Member of following groups
Please click on the groups if any, to remove the membership

- ☒ D C Misra - All
- ☒ Drinking Water/Sanitation Informatics

Offboarding of Employee
Please choose the reason for offboarding

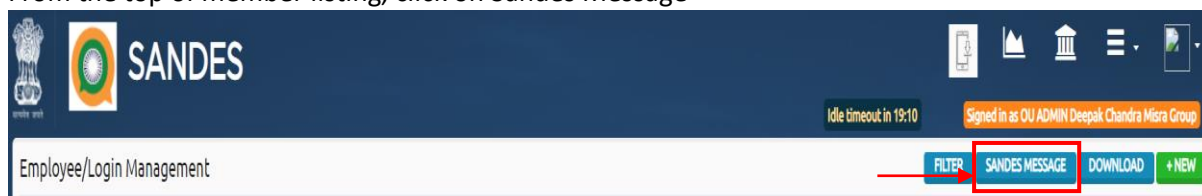
- ☒ DECEASED
- ☒ TERMINATION
- ☒ RESIGNATION
- ☒ VRS
- ☒ ABSCONDING
- ☒ SUSPENSION
- ☒ SUPERANNUATION
- ☒ NOPHONE

- Remove the employee from all the official groups of which he is currently member of as shown on the left-hand side of the screen by clicking on **X** sign against each group one by one and giving confirmation 'Yes'
- Choose reason of offboarding by clicking on **X** sign against the relevant reason as shown on the right-hand side of the screen and give confirmation 'Yes'
- Click on X from top or Close button to close the screen.

After offboarding, the offboarded user will be able to use the Sandes App just like a public user.

2.4.5 Send Message to Selected Member List


- From the top of member listing, click on Sandes Message



- Type the message in the message textbox and Click **SEND GIMS**

The message will be sent to all members present in the Selected Member list

2.5 Broadcast Message

- Click on  from the home page.
- Click on **BROADCAST MESSAGE** to open the Send message window
- Type the message in the message textbox and Click **SEND GIMS**

The message will be sent to all members of the OU

2.6 Member wise Status


Depending on the type of user, the steps to access this functionality are different.

For Ministry Admin: Refer to [section 3.1.5.3](#)

For O Admin: Refer to [section 5.2](#)

For OU Admin: Refer to [section 6.1](#)

After completing the steps given in the respective section as mentioned above, follow the below steps:

- The member wise status of various members is displayed with options to sort the list on Employee name and message count by clicking on 



- Admin can also filter the list based on Member name by filling the name of Member in textbox and clicking on **FILTER**



2.7 Heat Map based on chat activity

Depending on the type of user, the steps to access this functionality are different.

For Ministry Admin: Refer to [section 3.1.5.3](#)

For O Admin: Refer to [section 5.2](#)

For OU Admin: Refer to [section 6.1](#)

After completing the steps given in the respective section as mentioned above, follow the below steps:

- Select date range and click on Generate button
- The member heat map is displayed, where shade of colour represents the activity status (darkest shade of red colour represents maximum activity).

Employee wise message statistics - NIC, Goa (Top 1000)							10/09/2020 - 17/09/2020	GENERATE
Employee	Day	09-10	09-14	09-15	09-16	09-17	INACTIVE	Totals
Priyanka Salkar					35			35
Shonet Dias					35			35
Prashant K.Thebe		2	5	10		1		18

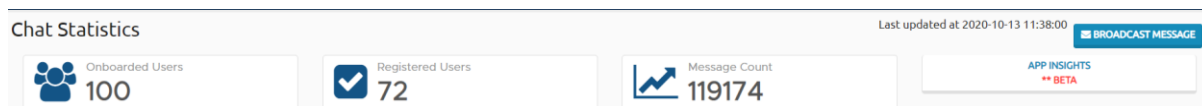
2.8 Dashboard

This section details the common features in dashboard visible to Ministry Admin, O Admin and OU admin. However, Ministry Admin and O Admin will be shown additional statistics of portal as detailed in section [3.2](#) and [5.3](#) respectively.

- Clicking on  from the home page will open the Dashboard.



- The screen displays various graphs to the user on both hourly basis and date wise basis such as the message activity, online user count, active user count (for users who have sent at least one message) etc.




Onboarded Users: Those users who have been onboarded through Sandes Portal.

Registered Users: Users who were onboarded through Sandes Portal and have installed and logged in on the Sandes App at least once.




- Click on App Insights as given in screen shot above to view information related to usage of App such as Total users for Android and iOS respectively, Current version of App available for both Android and iOS, count of users for each device type, OS and App version respectively.

2.9 Support and App Download Centre

- Click on  from the home page to view the Support and App Download Centre.
- The latest downloadable versions of Sandes App for both Android and iOS are available.
- Click on Download button for downloading the latest version of App.
- User can also download the FAQ, Release notes and QRG by clicking on the appropriate button.

2.10 Sandes Web

Accessing Sandes Web

- Click on  from the home page
- Click on 
- Go to Sandes App and tap on  when prompted
- Scan the QR code as displayed on the desktop screen with the Sandes App to connect to Sandes Web.

Functionalities available on Sandes Web

The following features are available to user on Sandes Web

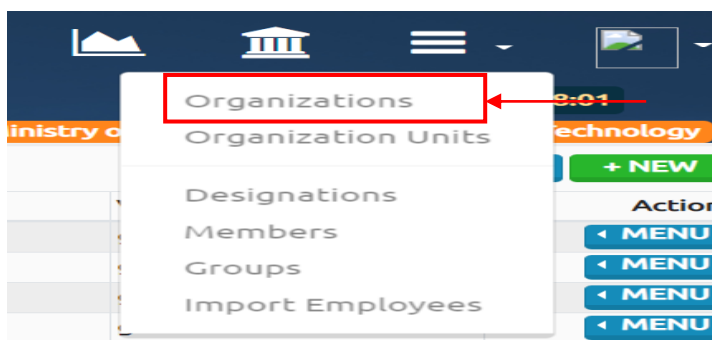
- View Chats, Contacts and Groups
- Send messages and word, pdf, excel, image files
- Receive messages and files (Audio/Video/Image/Word/PDF/Excel/Contacts)
- Pin/ Unpin a message

3 Functionalities only available to Ministry Admin

3.1 Organisations

3.1.1 View and filter Organisation List

Click on Organisations tab as shown below



Filter

User can filter the list of organisations:

- Click on **FILTER**
- Select filter parameter as organisation type, code or organisation
- Fill in the value of parameter on which list is to be filtered.
- Click on **+ ADD**
- Repeat the above steps to add more filter parameters . Once all filter parameters are specified, click on **APPLY**

For Instance, to view list of organisations with organisation type as 'Central Office':

Select parameter as Organisation Type, fill in Central Office in the Text box, click on **+ ADD** and then **APPLY** to view list of organisations which are central offices.

Manage Organization

Filters	Organization Type	contains	central office	+ ADD	+ ADD&APPLY
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3.1.2 Creating a new Organisation

- Click on **+ NEW** to open the screen for creating a new Organisation on portal.
- Fill in the Organisation type, code, name, Organisation visibility, public visibility and select the Vhost for the new Organisation
- Click Save button.

The Organisation will be created and available in Organisations list for user to view.

Organisation Visibility and Public Visibility

- At organisational level, Ministry Admin may configure to hide certain Profile Details (Organization Name, Email and designation) from all Sandes users, or all users except organisational users. Ministry Admin may also configure to show Profile details to all Sandes users. This profile visibility setting will be applicable for all Sandes users belonging to this Organisation.
- Based on expected output, Ministry Admin may choose setting in the Organisational Visibility and Public Visibility drop-down as depicted below:

Expected Visibility Output	Organisational Visibility dropdown	Public Visibility dropdown
Make Organisation visible to all public Sandes users	Visible	Visible
Make Organisation visible to only Organisational users	Visible	Invisible
Make Organisation invisible to all Sandes users	Invisible	Invisible

- Click on **UPDATE**

Explanatory Note:

- For Instance, in case of a Sandes user X belonging to an Organisation with Organisational Visibility as “Visible” and Public Visibility as “Invisible”, only an employee of this Organisation can view the Organization Name, Email and designation of user X using Sandes App/Web.
- Similarly, in case of a Sandes user Y belonging to an Organisation with Organisational Visibility as “Invisible” and Public Visibility as “Invisible”, no user can view the Organization Name, Email and designation of user Y using Sandes App/Web.

3.1.3 Editing Organisation Profile

- From the Organisation listing, click on **⌵ MENU** located on the right-hand side of the particular Organisation to open the menu bar.
- Click on **Edit** from the menu bar to view the Organisation profile.
- The Update Organisation screen will be displayed to the Ministry Admin with existing details of the Organisation. Change these details as required and click on Update button to save the new details.

3.1.4 Deleting Organisation

- From the Organisation listing, click on **⌵ MENU** located on right hand side to open the menu bar for the particular Organisation.
- Click on **Delete** from the menu bar to open the delete Organisation screen.
- Click **DELETE CONFIRM** to delete the Organisation.



3.1.5 Statistics for Organisation and OU

3.1.5.1 Daily Chat Statistics

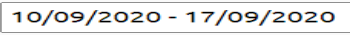


- From the Organisation listing, click on **⌵ MENU** located on right hand side to open the menu bar for the particular Organisation
- Click on **✓ Daily Chat Statistics** to view the daily chat Statistics for all the Organisation Units under this Organisation.

- Statistics include number of Onboarded, Registered, Active users, number of groups, count of total messages and messages on current date.



3.1.5.2 Per-Capita Statistics

- From the Organisation listing, click on  located on right hand side to open the menu bar for the particular Organisation
- Click on  **Percapita Statistics** to view the weekly chat Statistics (last 1 week from current date) for all the Organisation Units under this Organisation.
- Per-Capita message count is calculated as Total Messages/Number of Registered Users.
- Statistics include number of Onboarded, Registered, Active users, number of groups, count of total messages, messages on current date and per-capita message count.




To choose a different date range

- Click anywhere on the date field textbox displayed as  10/09/2020 - 17/09/2020
- Select the date range
- Click  **APPLY**
- Click  **REFRESH** to view the statistics for the selected date range




3.1.5.3 OU wise Statistics

- From the Organisation listing, click on  located on right hand side to open the menu bar for the particular Organisation
- Click on  **Organization Unit wise statistics** to view the Statistics for all the Organisation Units under this Organisation
- Statistics include number of Onboarded, Registered, Active users, number of groups, count of total messages
- Option to view Member wise Status and Heat Map based on Chat activity is provided for each of the OUs:


a) Member wise Status

- Click on  **Organization Unit wise statistics** as indicated above
- Click on  located on right hand side to open the menu bar for the particular OU.
- Click on  **Member wise status**
- The member wise status is displayed as detailed in [section 2.6](#)

b) Heat Map based on chat activity

- Click on  **Organization Unit wise statistics** as indicated above.
- Click on  located on right hand side to open the menu bar for the particular OU.
- Click on  **Heat Map based on chat activity**
- The heat map based on chat activity is displayed as detailed in [section 2.7](#)

3.1.5.4 Top and Bottom wise Reports (single view)

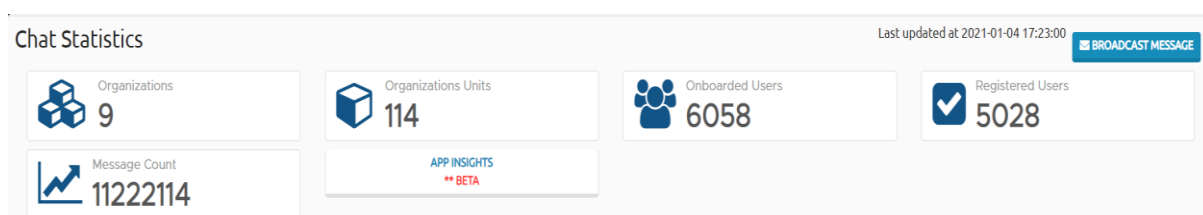
- From the Organisation listing, click on  located on right hand side to open the menu bar for the particular Organisation
- Click on  **TOP/BOTTOM Reports Single Page View** to view the top/bottom 5 statistics in a single page.
- Statistics are shown in terms of usage. Top and Bottom 5 states and HOGs as well as top 5 users are displayed.



3.2 Dashboard view for Ministry Admin

- Clicking on  from the home page will open the Dashboard.



- The screen displays chat statistics for Organisations under the Ministry Admin as well as various graphs on both hourly basis and date wise basis such as the message activity, online user count, active user count (for users who have sent at least one message) etc.



- Click on Organisations as given in screen shot above to view list of all organisations under the Ministry and the statistics of these organisations. From the Organisation listing displayed, click on  MENU located on the right-hand side of the particular Organisation to access the statistics of the Organisation and concerned OU under the organisation as detailed in [section 3.1.5](#)
- Click on Organisation Units as given in screen shot above to view list of all OU under the Ministry and the statistics of these OU. From the OU listing displayed, click on  MENU located on the right-hand side of the particular OU to access the member wise status and heat map based on activity as detailed in [section 2.6](#) and [section 2.7](#) respectively.
- Click on App Insights as given in screen shot above to view information related to usage of App such as
 - Total users for Android and iOS respectively
 - Current version of App available as well as how many users have updated their App version for both Android and iOS
 - Count of users for each device type, OS and App version respectively.

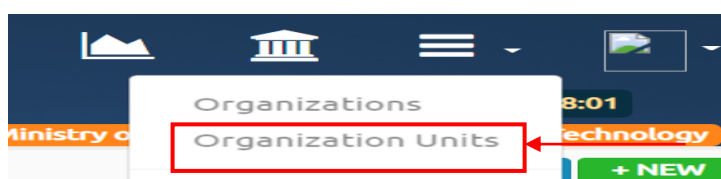
4 Functionalities only available to Ministry Admin and O Admin

4.1 Organisation Units

Ministry Admin and O Admin can access various functionalities related to OU as detailed in this section.

4.1.1 View and filter OU List

Click on Organisation Units tab as shown below:



Filter

User can filter the list of organisation units:


- Click on **FILTER**
- Select filter parameter as Organisation type, Organisation, OU code or OU name.
- Fill in the value of parameter on which list is to be filtered.
- Click on **+ ADD**
- Repeat the above steps to add more filter parameters . Once all filter parameters are specified, click on **APPLY**

4.1.2 Creating a new OU


- Click on **+ NEW** to open a new screen for creating a new Organisation Unit on portal.
- Fill in the parent organisation unit, organisation unit type, state, district, OU code, OU name, address and other non-mandatory details like website or landline number.
- Click Save button.

The OU will be created and available in OU list for user to view.

4.1.3 Editing OU Profile

- From the OU listing, click on **⌵ MENU** located on the right-hand side of the particular OU to open the menu bar.
- Click on  **Edit** from the menu bar to view the OU profile.
- The Update OU screen will be displayed with existing details of the OU. Change these details as required and click on Update button to save the new details.

4.1.4 Deleting OU

- From the OU listing, click on **⌵ MENU** located on right hand side to open the menu bar for the particular OU.
- Click on  **Delete** from the menu bar to open the delete OU screen.
- Click **DELETE CONFIRM** to delete the OU.

4.2 Designation

4.2.1 View and filter Designation List

Click on Designations tab as shown below



Filter

User can filter the list of Designations:

- Click on **FILTER**
- Select filter parameter as Designation
- Fill in the value of parameter on which list is to be filtered.

- Click on **+ ADD**
- Repeat the above steps to add more filter parameters . Once all filter parameters are specified, click on **APPLY**

For Instance, to view list of designations of type 'Scientist':

Select parameter as Designation, fill in Scientist in the Text box, click on **+ ADD** and then **APPLY** to view list of all designations of scientist category.

Filters Designation contains Scientist + ADD + ADD&APPLY

4.2.2 Creating a new Designation

- Click on **+ NEW** to open a new screen for creating a new Designation on portal.
- Fill in the Organisation name (if not pre-filled) and Designation name
- Click Save button.

The Designation will be created for the Ministry/Organisation and available in Designation list for user to view.

4.2.3 Editing Designation details

- From the Designation listing, click on **< MENU** located on the right-hand side of the particular Designation to open the menu bar.
- Click on **Edit** from the menu bar to view the Designation profile.
- The Update Designation screen will be displayed with existing details of the Designation. Change these details as required and click on Update button to save the new details.

4.2.4 Deleting Designation

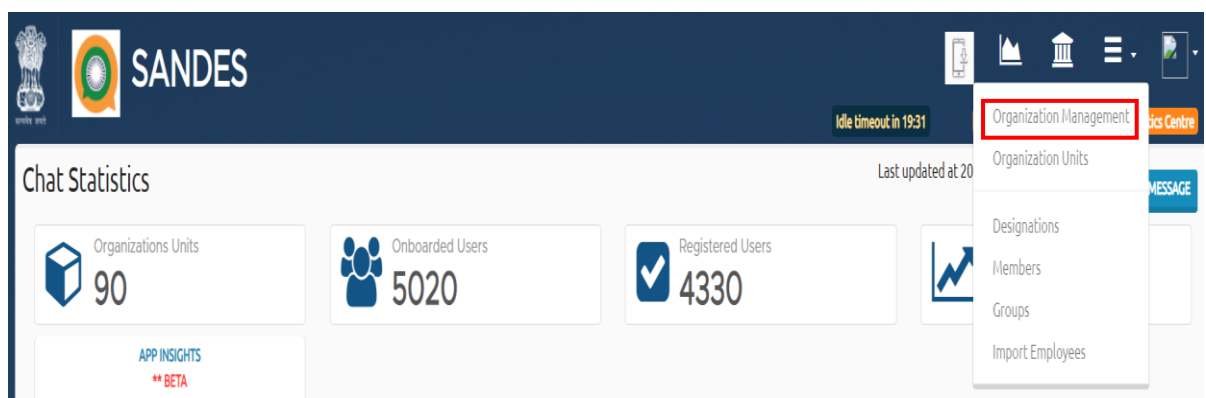
- From the Designation listing, click on **< MENU** located on right hand side to open the menu bar for the particular Designation.
- Click on **Delete** from the menu bar to open the delete Designation screen.
- Click **DELETE CONFIRM** to delete the Designation.

5 Functionalities only available to O Admin

This section details the functionalities which are only available to O Admin.

5.1 Organisation Management with Profile Visibility

- Click on **☰** from the home page
- Click on Organisation Management



- Fill in the details in the screen displayed
- At organisational level, O Admin may configure to hide certain Profile Details (Organization Name, Email and designation) from all Sandes users, or all users except organisational users. O Admin may also configure to show Profile details to all Sandes users. This profile visibility setting will be applicable for all Sandes users belonging to this Organisation.
- Based on expected output, O Admin may choose setting in the Organisational Visibility and Public Visibility drop-down as depicted below:

Expected Visibility Output	Organisational Visibility dropdown	Public Visibility dropdown
Make Organisation visible to all public Sandes users	Visible	Visible
Make Organisation visible to only Organisational users	Visible	Invisible
Make Organisation invisible to all Sandes users	Invisible	Invisible

- Click on **UPDATE**

Explanatory Note:

- For Instance, in case of a Sandes user X belonging to an Organisation with Organisational Visibility as “Visible” and Public Visibility as “Invisible”, only an employee of this Organisation can view the Organization Name, Email and designation of user X using Sandes App/Web.
- Similarly, in case of a Sandes user Y belonging to an Organisation with Organisational Visibility as “Invisible” and Public Visibility as “Invisible”, no user can view the Organization Name, Email and designation of user Y using Sandes App/Web.

5.2 Accessing OU wise Statistics for O Admin

a) Member wise Status

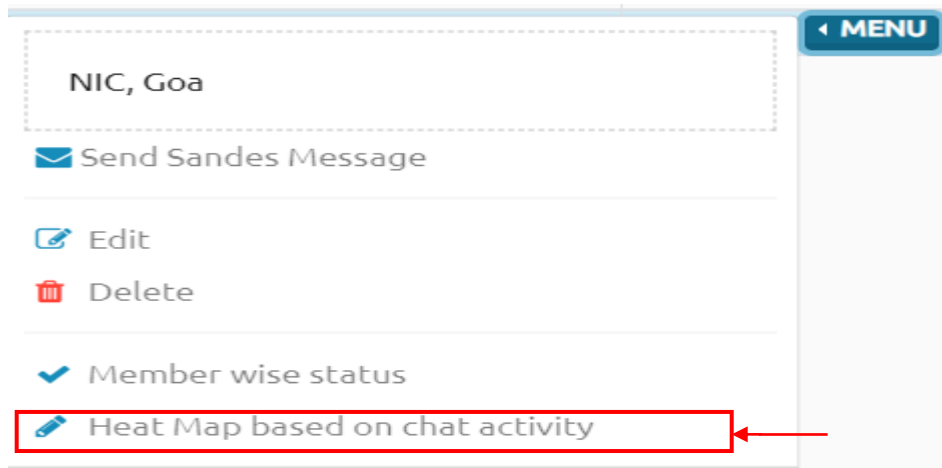
- From the OU listing, click on **⌵ MENU** located on the right-hand side of the particular OU to open the menu bar.
- Click on Member wise Status



- The member wise status is displayed as detailed in [section 2.6](#)


b) Heat Map based on chat activity

- From the OU listing, click on **⏮ MENU** located on the right-hand side of the particular OU to open the menu bar.
- Click on Heat Map based on chat activity



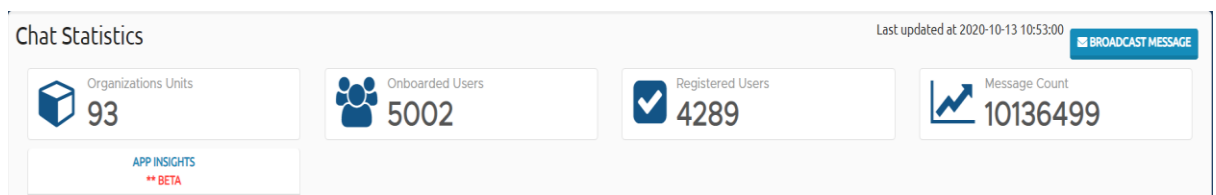
- The heat map is displayed as detailed in [section 2.7](#)

5.3 Dashboard view for O Admin

- Clicking on  from the home page will open the Dashboard.



- The screen displays various graphs to the user on both hourly basis and date wise basis such as the message activity, online user count, active user count (for users who have sent at least one message) etc.



- Click on Organisation Units as given in screen shot above to view the OU wise details.
 - From the OU listing, click on **⏮ MENU** located on the right-hand side of the particular OU to access the member wise status and heat map based on activity as detailed in [section 2.6](#) and [section 2.7](#) respectively.
- Click on App Insights as given in screen shot above to view information related to usage of App such as
 - Total users for Android and iOS respectively
 - Current version of App available as well as how many users have updated their App version for both Android and iOS

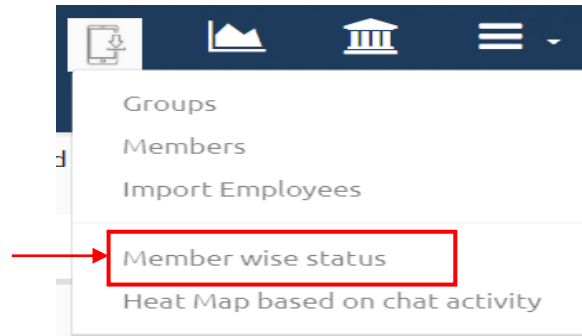
- Count of users for each device type, OS and App version respectively.

6 Accessing statistics of OU available to OU Admin

6.1 Accessing OU wise Statistics for OU Admin

a) Member wise Status

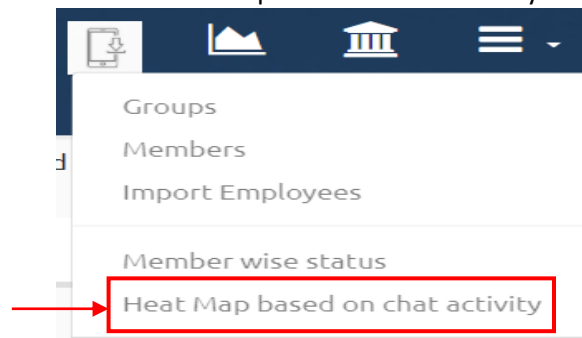
- Click on 
- Click on Member wise Status



- The member wise status is displayed as detailed in [section 2.6](#)


b) Heat Map based on chat activity

- Click on 
- Click on Heat Map based on chat activity



- The heat map is displayed as detailed in [section 2.7](#)

7 Logout

- Click on the down arrow icon 
- Click on Logout option as shown below to logout from the portal

