



User Manual & User Guide  
**NHSRC**



**User Manual & User Guide**  
**National Health System Resource Centre**  
**SaQsham**

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# User Manual & User Guide **NHSRC**



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### **Document Release History**

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## 1. Purpose of the Manual

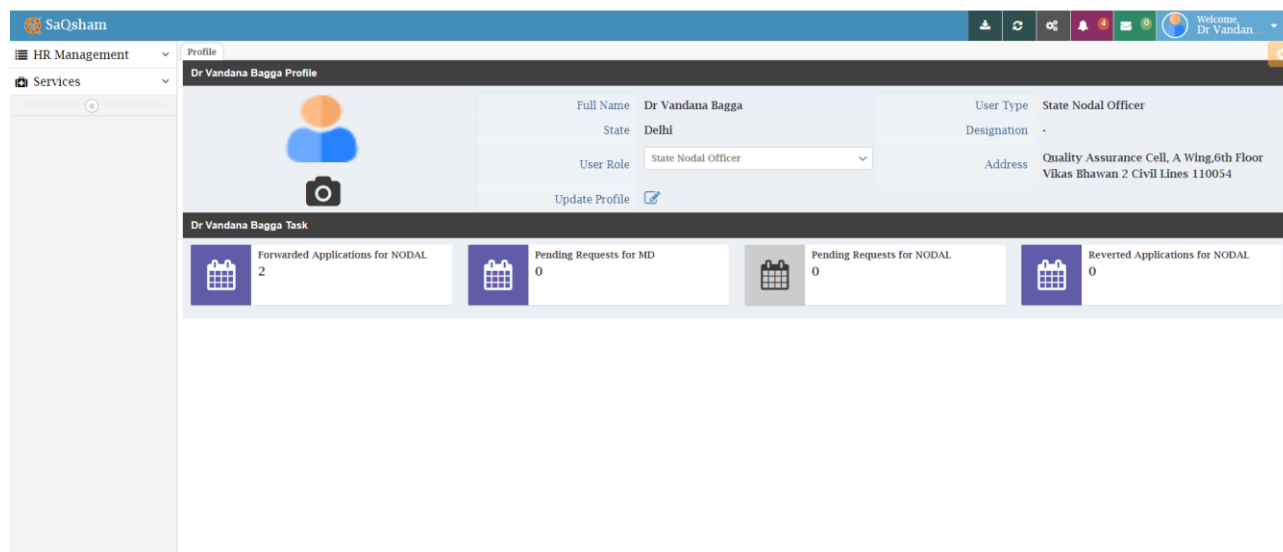
The User Manual contains all essential information for the users to make full use of the SaQsham Application. This manual includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and systematic procedures for application access and use.

With the help of this User Manual, the “**State Nodal Users**” will be able to provide the state nodal level approvals along with the MD approvals for the application submitted by the various facilities for the assessment. Along with that, the user will also be able to provide the user registration approvals for their state.

## 2. Nodal Officer Desk

On SaQsham portal, the State Nodal officer will be able to perform the following –

- Modify the details of the SQAU user
- Enter or modify the Mission Director details
- Provide approval for user registration for all SQAU user of that particular state
- Provide the approval for the application approved by the SQAU users of that state



The following are the menus available in this Desk –

1. HR Management
2. Services
3. Reports

### 2.1 HR Management

Through the menus given under HR management, the user will be able to modify the details of the already existing set of credentials of the SQAU user and will be able to approve the user registration for the SQAU Users of that state.



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In the HR Management Menu, there are the following options –

1. SQAU Master
2. Mission Director Master
3. Provisional User List

### 3.1.1 SQAU Master

In this section, the user will have the authority to modify the details of the SQAU user.

To do so, the user will have to follow the following steps –

**Step – 1 –** The user will click on the “SQAU Master” Menu under the “HR Management” Menu. The following screen will be displayed –

Select	State	Name	Mobile No.	Email	Mapped Login Id	Action
<input type="checkbox"/>	Delhi	Dr Renuka Walla	9650296850	shrutitest@gmail.com	SQAU_DL_U068	
<input type="checkbox"/>	Delhi	DEEPTI BHATT	8376050463	shrutitest@gmail.com	SQAU_DL_U069	

There will be a list of SQAU users already existing in the system.

#### **Modify SQAU User –**

**Step – 2 –** To modify the SQAU user, click on the checkbox. The following buttons will be activated.

Select	State	Name	Mobile No.	Email	Mapped Login Id	Action
<input checked="" type="checkbox"/>	Delhi	Dr Renuka Walla	9650296850	shrutitest@gmail.com	SQAU_DL_U068	
<input type="checkbox"/>	Delhi	DEEPTI BHATT	8376050463	shrutitest@gmail.com	SQAU_DL_U069	

To modify the details, click on “**Modify**” button.

**Step – 4 –** Once the user clicks on the “**Modify**” button, the following screen is displayed –



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**SaQsham** HR Management Profile SQU Master » Modify

State: Delhi

\* Consultant Name: Dr Renuka Walia

\* Email Id: shrutitest@gmail.com

Designation: Select Value

\* Map User: SQUA\_DL\_U068

\* Mobile No.: 9650296850

Address: QA Cell, DSHM, 6th floor, Civil lines, Delhi 54

\* Status: ☒ Active ☐ InActive

**Note:**  
1. \* - Mandatory Field.

This will have all the existing information of the existing user.

The user will be able to modify the **Consultant Name, Mobile No., Email ID, Address, and Designation.**

**Step – 5** – Click on “**Submit**” button once the details to be modified are updated.

The details will be updated.

## 3.1.2 Mission Director Master

In this section, the user will have the authority to modify the Mission Director details.

To do so, the user will have to follow the following steps –

**Step – 1** – The user will click on the “**Mission Director Master**” Menu under the “**HR Management**” Menu. The following screen will be displayed –

**SaQsham** HR Management Profile SQU Master » Mission Director Master

Mission Director Master List

Status: Active

Search:

Select	State	Mission Director Name	Mobile No.	Email	MD From Date
<input type="checkbox"/>	Delhi	Shri Vijendra Singh Rawat	9193591939	shrutitest@gmail.com	-

Showing 1 to 1 of 1 entries

Previous 1 Next

**Add Button**

There will be a list of user already existing in the system. The user either can either “**Modify**” or “**Add**” users.

### Add New User –

**Step – 2** – The user will click on the “**Add**” button, to add a new user. The following screen will be displayed –



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Mission Director Master » Add

*Select State	Select Value	* Mission Director Name	Enter Mission Director Name
* Mobile No.	Enter Mobile No	* Phone No.	Enter Phone No
* Fax No.	Enter Fax No	*Email Id	Enter Email Id
Designation	Select Value	Address	Enter Address

The user can add the details and click on “Submit” button to save.

## Modify Existing User –

**Step – 3 –** To map with the already existing user, click on the checkbox. The following buttons will be activated.

SaQsham

HR Management | Profile | SQU Master | Mission Director Master

Mission Director Master List

Status : Active

Search:

Select	State	Mission Director Name	Mobile No.	Email	MD From Date
<input checked="" type="checkbox"/>	Delhi	Shri Vijendra Singh Rawat	9193591939	shrutitest@gmail.com	-

Showing 1 to 1 of 1 entries

Previous 1 Next

To modify the details of the Mission Director, click on “Modify” button.

**Step – 4 –** Once the user clicks on the “Modify” button, the following screen is displayed –

SaQsham

HR Management | Profile | SQU Master | Mission Director Master

Mission Director Master » Modify

*State	Delhi	* Mission Director Name	Shri Vijendra Singh Rawat
Mobile No.	9193591939	Phone No.	011-23392018
Fax No.	011-23392018	*Email Id	shrutitest@gmail.com
Designation	Select Value	*Select From Date	dd-mm-yyyy
Address	Special Secretary (H&FW) &Department of (H&FW)Government of NCT of Delhi Room No. 1005 , 10th		
*Status	<input checked="" type="radio"/> Active <input type="radio"/> InActive		

**Note:**  
1. \* - Mandatory Field

The user can modify the details and click on the “Submit” button to save.



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### 3.1.3 Provisional User List

To approve the request for new user, the approving authority will have to approve it. For each user, the request will be sent to their immediate higher approving authority.

The following will be the hierarchy for the approvals –

- **Facility** – For PHCs, UPHCs and HWCs, the approval request will go to the DQAUs, and for all the remaining types, it will go to SQAUs.
- **DQAUs** – For DQAUs, the approval request will go to the SQAUs.
- **SQAUs** – For SQAUs, the approval request will go to the State Nodal Officers.
- **State Nodal Officers** - For State Nodal Officers, the approval request will go to CU1 consultants.
- For remaining all other levels, the request will go to the CU2 consultants.

**Step – 1** – To approve the request, the user will click on “**Provisional User List**” under the “HR Management” menu.

The following list page will be displayed –

User Type	User Name	Facility / Facility Type / NIN ID	State	Region / District	Mobile No	Email ID	Entry Date	Approval Date	Status	Action
SQAU	SQAU User	-	Delhi	-	9834579824	sqauser@gmail.com	21-Feb-2024	-	Pending for approval	Approve/Reject

Here, the user can see the details for which the user will be created along with the status.

**Step – 2** – The user will click on the “**Approve**” button in the “Action” column to proceed ahead. The following pop up screen will be displayed.

Approval/Rejection

Remarks :

Confirm Reject

The user will have two options, either “**Confirm**” or “**Reject**” the request. Along with that, the user has the provision to enter any message in the text box as well.

If the user “**Confirms**” the request, the status will change to “**Approved**” on the list page. The requests will be approved.



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Provisional User Master List											
Status : Active											
Search: <input type="text"/>											
<input type="checkbox"/>	User Type	User Name	Facility /Facility Type /Nin Id	State	Region /District	Mobi leNo	EmailId	Entry Date	Approval Date	Status	Action
<input type="checkbox"/>	SQAU	SQAU MP	-	Madhya Pradesh	-	8976543567	anishasharma@cdac.in	10-Oct-2022	10-Oct-2022	Approved	Updated Status
Showing 1 to 1 of 1 entries											
Previous 1 Next											

If the user “**Rejects**” the request, the status will change to “**Rejected**” on the list page. The requests will be rejected.

### 3.2 Services

Through the menus given under the Services Menu, the user will be able to receive the applications approved by the SQAUs in that state, review the documents for the same and will have the provision to change any document/report that he wished to change. Along with that, the user will have the option to approve the application and send to the next level or to revert the application and send it back to the facility. Also, the user will be responsible for uploading the MD approval for the applications.


In the Services Menu, there are the following options –

1. Manage Application
2. MD Approval
3. Assessment Schedule
4. Facility Assessment Result View
5. Change Password
6. Help Desk

#### 3.2.1 Manage Application

In this section, the user will be able to view the applied applications for certification by various facilities and their approvals, if any exists.

**Step – 1 –** The user will click on the “**Manage Application**” Menu under the “**Services**” Menu. The following screen will be displayed –

Pending Request List									
Status : Active									
Search: <input type="text"/>									
Application No.	Facility Name /Basic Type	Program Mode / Program	District	Applied No. of Departments	Applied Date	Status	Last Update Details	Action	
DH221010000001_04 	DH VIDISHA /District Hospital	Physical/NQAS & LaQshya (Both)	Vidisha	8	10-Oct-2022	Assessment Approved by SQAUs & Pending for Receive by Nodal Officer	-	Receive Request	Receive Request Button

On the above list page, the user can click on the **arrow icon** besides the application no., to see the **application details** such as Application Pending Since, Days Remaining for Submission and facility details.



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SaQsham

HR Management

Services

Manage Application

Assessment Schedule

MD Approval

Facility Assessment Result View

ProfileManage Application

Assessment List

Status

Pending

Search:

Application No.	Facility Name /Category	Assessment Mode / Program	State	District	Applied Departments	Applied Date	Status	Last Update Details	Action
100-500BHL2402210000002.01	Acharya Shree Bhikshu Hospital /District Hospital(District Hospital)	Physical/LaQshya	Delhi	West	2	21-Feb-2024	Assessment Pulled Up	State Nodal Officer (21-Feb-2024)	Process

Application Pending Since0 day(s)Days remaining for Approval30 day(s)

Showing 1 to 1 of 1 entries

Note:  
1. For DQAU User/ SQAU User/ State Nodal User/ CU1 User, if the application has been approved/reverted, it will be show under the 'Other' Status.  
2. The last assessment that is being worked on.

On the above list page, the user can click on the **chain icon** besides the application no., to view the **chain of events**.

Chain of Events		
10-Oct-2022 13:20	Assessment Request Accepted by sqau_mp	
10-Oct-2022 13:20	Assessment Document Verification Done by sqau_mp	
10-Oct-2022 13:20	Assessment Pulled Up by sqau_mp	
10-Oct-2022 13:20	Assessment Submitted by DH Vidisha	
10-Oct-2022 13:19	Assessment Review Request Accepted by DH Vidisha	
10-Oct-2022 13:18		

Initially, the status of the application on the list page will be “**Assessment Approved by SQAU & Pending for Receive by Nodal Officer**”. Along with this, in the “**Action**” column, the option will show “**Receive Request**”.

**Step – 2 –** Next, the user will click on the “**Receive Request**” in the “**Action**” column for the application the user wants to proceed ahead.

Once the user will click on “**Receive Request**”, a pop-up will appear to confirm. Click on “**Ok**” button.



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You are going to receive the assessment request. Are you sure?



Cancel

OK

After clicking on “Ok”, the status of the application on the list page will be “**Assessment Received by Nodal Officer & In-Process**”. Along with this, in the “Action” column, the option will now show “**Proceed**”.

**Step – 3** – The user will click on the “**Proceed**” button in the “**Action**” column for the application the user wants to proceed ahead. The following screen will be displayed –

The user will be able to see the Program and the departments for which the facility has applied. The user will have the option to modify these (if required) and proceed ahead.

**Step – 4** – The user will click on the “**Save & Proceed**” button to proceed ahead with the application. The following screen will appear.



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S.No.	Report Type	Report Date	Report From Date	Report To Date	Score (%)	File
1	DQAU Assessment Report	05-Feb-2024	05-Feb-2024	04-Feb-2025	76.0	<a href="#">Document_1708509491377.docx</a>
2	SQAU Assessment Report	09-Feb-2024	09-Feb-2024	08-Feb-2025	88.0	<a href="#">Document_1708509505712.pdf</a>

**Note:**  
1. \* Mandatory Field  
2. The file size allowed is 10MB and valid file extensions are ( pdf / png / jpeg / doc / docx / zip / xls / xlsx )  
3. The file name should be in proper format, and only certain special characters are allowed. (i.e. - and \_).  
4. Only PDF files and image (png/jpeg) files will open in the popup window. All other files will not open in a pop-up window, but will be downloaded directly.

Here, the user will be able to view the reports submitted by the facility. The user can modify these/ delete them/ add a new report (if required).

**Step – 5 –** The user will click on the “**Save & Proceed**” button to proceed ahead with the application. The following screen will appear.

S.No.	Department Name	Sanctioned Beds	Functional In patient Beds
1	Medical	10	9
2	Surgical	10	6
3	Gynae	10	6
4	Maternity	0	0
	Total	30	21

Here, the user can view/modify the Bed Details and the Services details submitted by the facility.

**Step – 6 –** The user will click on the “**Save & Proceed**” button to proceed ahead with the application. The following screen will appear.



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Services

Manage Application

Assessment Schedule

MD Approval

Facility Assessment Result View

Profile

Manage Application

Facility/Application Details

Upload Documents for Applying Certification

Department Selection/Modification

Upload Reports & Scores

Bed & Service Details

Document Verification Checklist

Submit Application

Document Verification Checklist

Final Remarks:

S.No.	Name of Document	Document Parameters	Version	Remarks
1	*Application Form	<input checked="" type="radio"/> Yes <input type="radio"/> No	127234_AcharyaSh.1708508 - X	
2	Name of the department to be assessed (LR/MOT/Both)	No. : 2 , Names: Labour Room, Maternity OT		
3	*Office Order of Quality Circle Formation of LR and MOT	<input checked="" type="radio"/> Yes <input type="radio"/> No	127234_AcharyaSh.1708508 - X	
4	*Quality Policy & Departmental Objective	<input checked="" type="radio"/> Yes <input type="radio"/> No	127234_AcharyaSh.1708508 - X	
5	*Latest LaQshya Assessment Checklist	<input checked="" type="radio"/> Yes <input type="radio"/> No	127234_AcharyaSh.1708508 - X	

Document Upload

History

**Step – 7** – The user will click on the “Save & Proceed” button to proceed ahead with the application. The following screen will appear.

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HR Management

Services

Manage Application

Assessment Schedule

MD Approval

Facility Assessment Result View

Profile

Manage Application

Facility/Application Details

Upload Documents for Applying Certification

Department Selection/Modification

Upload Reports & Scores

Bed & Service Details

Document Verification Checklist

Submit Application

Upload Scan Copy

Application for External Certification for Quality of Services

Letter No.

Date: 21-Feb-2024

To,  
Joint Secretary (Policy)  
Ministry of Health & Family Welfare  
Government of India  
Nirman Bhawan, Maulana Azad Road  
New Delhi-110011

REQUEST FOR ASSESSMENT OF HEALTH FACILITY FOR QUALITY CERTIFICATION

All the details will automatically populate.



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**Step – 8** – The user now will have the following options –



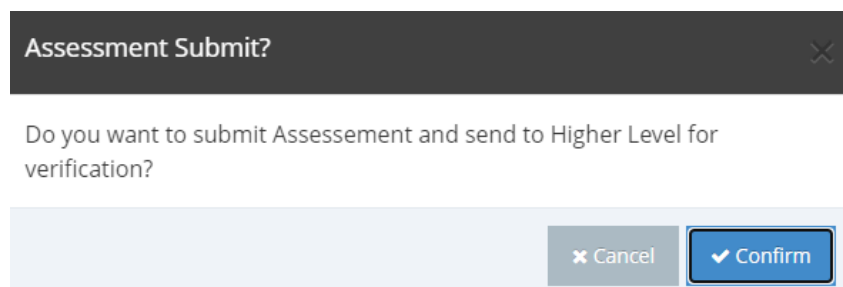
Following options are available –

- Draft Save
- Accept & Send to Next Level
- Revert Application
- Back

### **Accept & Send to Next Level –**

If the user wants to move ahead with the application, the user will click on “**Accept & Send to Next Level**”.

A pop-up will be displayed for Assessment Submit confirmation.



Click on the “**Confirm**” button.

Another pop-up will be displayed for re-confirmation. Click on “**Ok**” button.



Now, the status of the application on the list page will be updated to “**Assessment Approved by Nodal Officer & Pending for MD Approval**” and will be sent to the approving authority. Along with this, in the “Action” column, the option will now show “**View Application**”. Further, the user can make no changes and can only view the application.



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Pending Request List								
Status : Active								
Search: <input type="text"/>								
Application No.	Facility Name / Basic Type	Program Mode / Program	District	Applied No. of Departments	Applied Date	Status	Last Update Details	Action
DH2210100000001_04	DH VIDISHA / District Hospital	Physical/NQAS & LaQshya (Both)	Vidisha	8	10-Oct-2022	Assessment Approved by Nodal Officer & Pending for MD Approval		<a href="#">View Application</a>

Updated Status

### Revert Application –

If the user wants to revert the application, the user will click on “**Revert Application**”.

In case of reverting the application, the user can enter the remarks in the “Remarks” column provided besides the DVR points.

Once the user clicks on the “Revert Application” button, the following pop-up will be displayed.

**Revert Assessment?**

Do you want to revert Assessment and send it back to facility for correction?

Click on the “**Confirm**” button.

Another pop-up will be displayed for re-confirmation. Click on “**OK**” button.

Are you sure?

Now, the status of the application on the list page will be updated to “**Assessment Reverted – Need Correction**” and will be sent to the facility for changes. Along with this, in the “Action” column, the option will now show “**View Application**”. Further, the user can make no changes and can only view the application.

Pending Request List								
Status : Active								
Search: <input type="text"/>								
Application No.	Facility Name / Basic Type	Program Mode / Program	District	Applied No. of Departments	Applied Date	Status	Last Update Details	Action
DH2210100000001_03	DH VIDISHA / District Hospital	Physical/NQAS & LaQshya (Both)	Vidisha	8	10-Oct-2022	Assessment Reverted- Need Correction		<a href="#">View Application</a>

Updated Status



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### 3.2.2 MD Approval

In this section, the user will be able to view the applied applications and will be able to upload the respective MD's approval for the assessment applications as well.

To do so, the user will follow the following steps –

**Step – 1** – The user will click on the “MD Approval” menu under the “Services”. The following screen will be displayed –

MD Approval List									
Status : All									
Search: <input type="text"/>									
S.No.	Application No.	Facility Name /NIN ID /Basic Type	Program Mode / Program	District	Application Submit Date	MD Approval Date	Upload Copy	Remarks	Action
1	DH2210100000001_04	DH VIDISHA /District Hospital	Physical/NQAS & LaQshya (Both)	Vidisha	10-Oct-2022	dd-MMM-yyyy	No File ... <a href="#">Choose</a>		<a href="#">Upload Copy</a>

**Step – 2** – The user can upload the “MD Approval” copy under the “Upload Copy” column. To do so, the user can click on “Choose”, select the file and upload. Along with that, he can select the “MD Approval Date” and any “Remarks” he wishes to enter.

MD Approval List									
Status : All									
Search: <input type="text"/>									
S.No.	Application No.	Facility Name /NIN ID /Basic Type	Program Mode / Program	District	Application Submit Date	MD Approval Date	Upload Copy	Remarks	Action
1	DH2210100000001_04	DH VIDISHA /District Hospital	Physical/NQAS & LaQshya (Both)	Vidisha	10-Oct-2022	10-Oct-2022	Document_10Oct20... ✖	Approved	<a href="#">Approve</a>

**Step – 3** – Once the user has entered the information, he will click on the “Approve” button under the “Action” column. The following pop-up will be displayed.

MD approval Successfully save!!!



OK

Click on “Ok” to continue. The status will be updated under the “Action” column to “Approved”.

Once, the application is approved, the user can view the application history by clicking on the “View History” button. The following screen will be displayed.



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### View Edit MD Approval History

S.No.	Application No.	Version	Facility Name /Basic Type	Approved By	Approval Date	Upload Copy	Remarks
1	DH2210100000001_04	4	DH VIDISHA /District Hospital	Ms. Priyanka Das	11-Oct-2022	<a href="#">_file_Daily Report_10O...</a>	ok
2	DH2210100000001_04	4	DH VIDISHA /District Hospital	Ms. Priyanka Das	10-Oct-2022	<a href="#">_file_Document_10Oct2...</a>	Approved
3	DH2210100000001_04	4	DH VIDISHA /District Hospital	Ms. Priyanka Das	10-Oct-2022	<a href="#">_file_Document_10Oct2...</a>	Approved
4	DH2210100000001_04	4	DH VIDISHA /District Hospital	Nodal officer	10-Oct-2022	-	ok
5	DH2210100000001_04	4	DH VIDISHA /District Hospital	Sqau_mp	10-Oct-2022	-	ok
6	DH2210100000001_03	3	DH VIDISHA /District Hospital	Sqau_mp	10-Oct-2022	-	ok

### 3.2.3 Assessment Schedule

In this section, the user will be able to schedule the dates of a facility if the facility is not available for the acceptance and also the dates can be rescheduled accordingly.

**Step – 1 –** The user will click on the "Action" button and Assessment schedule button will be clicked.

Application No.	Facility Name	Facility Type	District	Assessment Mode / Program	Applied Date	Status	Action
PHCN2402200000002_01	Badaka	Primary Health Centre	Alwar	Physical/NQAS	20-Feb-2024	Proposed Dates Viewed by Facility & In-Process	Action

After the State Nodal Officer will click on the assessment schedule button the below scree will appear.



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### Application Details

#### Facility Details

#### Proposed Date Previous Details

#### Proposed Dates Current Details

Cycle No.	Iteration No.	Date	Proposed By	Proposed Date
1	1	20-Feb-2024	Shruti	21-Feb-2024 To 22-Feb-2024

☐ Re-Schedule Dates (Assessment Days : 2 )

I Agree →

← Back

Now, if you will click on the I agree button than you will be able to select the dates that has been provided by the CU2, but just in case if the dates need to be reschedule than the user will click on the Re- Schedule Dates and Select the Dates and will send the dates to CU2 for the Acceptance by clicking on the '**I want to Re-Schedule**' Button and after they will confirm the dates and the status of the application will change and it will again appear here in the same menu for the acceptance.

#### Proposed Dates Current Details

Cycle No.	Iteration No.	Date	Proposed By	Proposed Date
1	1	20-Feb-2024	Shruti	21-Feb-2024 To 22-Feb-2024

☒ Re-Schedule Dates (Assessment Days : 2 )

Select Option

Select Re-Schedule Dates From & To

☒ \*Option 1

22-Feb-2024

23-Feb-2024

☒ Option 2

23-Feb-2024

24-Feb-2024

\* Remarks:

Please re- schedule

✖ I Want To Re-Schedule

← Back

Also if you want to view the details of the facility you can see from the facility details on the top of the page and also the history of thee iterations that has took place for the facility from the options provided on the top of the "**Proposed date current Details**" that is "**Facility Details**" and "**Proposed Dates Previous Details**". For reference the screenshot is attached below.



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### Application Details

**Facility Details**

**Name of Health Facility:** Badaka, Alwar

- Full Address : null , badka , ,
- Pin Code : 301021
- District: Alwar
- State: Rajasthan, India
- Nearest Railway Station : NA
- Nearest Airport : NA
- Facility Type : Primary Health Centre (Primary Health Centre)
- SQAU: bittu kumar/9318649861
- DQAU: dqau/817340970

**Application Details**

- Application Request No. : PHCN2402200000002\_01
- Applied for : Physical / NQAS
- Applied Date: 20-Feb-2024
- State MD Approved Date : 20-Feb-2024
- Applied Department : General Administration, IPD, Laboratory, Labour Room, National Health Programme, OPD
- View Detail : [View](#)
- Status : Proposed Dates Viewed by Facility & In-Process

### Proposed Date Previous Details

Cycle No.	Iteration No.	Date	Proposed By	Proposed Date
1	1	20-Feb-2024 16:09:07	CU2	21-Feb-2024 To 22-Feb-2024

After the State Nodal Officer will forward the dates for re schedule the status of the application will get changed:

### Applied Certification Requests

Status : Schedule Acceptance Pending

Application No.	Facility Name	Facility Type	District	Assessment Mode / Program	Applied Date	Status	Action
PHCN2402200000002_01	Badaka	Primary Health Centre	Alwar	Physical/NQAS	20-Feb-2024	Proposed Dates Rejected & Rescheduled by Facility, Pending at CU2 for Receiving	<a href="#">Updated Status</a>

Now once the CU2 sends dates to the facility, the same process will repeat.

### 3.2.4. Assessment Result View

After the Result get declared for the facility, The SQAU will be able to view the result of any facility that exists under That state i.e. in the screenshot below you can see the result of a facility that appears to be Deferred and you will be able to download the attached result by clicking on the “**Deferred letter NQAS button**” similarly the other result can be downloaded depending on the result of the facility.

Facility Setup

Services

Manage Application

External Assessor Evaluation

Facility Assessment Result View

Dashboard

Facility Assessment Result View

Facility Assessment Result View

Status : Active

Search:

Application No.	Assessment Mode / Program	Applied Departments	Submitted Date	Status	Result
SC2308290000008_02	Physical/NQAS	7	29-Aug-2023	Result Declared	Deferred Letter NQAS



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### 3.2.4 Change Password

In this section, the user will be able to change his current password for his login credentials.

To change the password, the user should follow the following steps –

**Step – 1** – The user will click on the "**Change Password**" Menu under the "Services" Menu. The following screen will be displayed –

In the above screen, the user will enter the old password along with the new password.

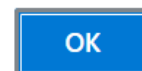
**Step – 2** – Once the passwords are entered on the above screen, the user has the following two options.

The user will click on the "**save**" button to save the password, or else he can click on "**reset**" to remove the entered passwords.

**Step – 3** – Once the user clicks on the "save" button, the new password details will be sent on the users Email ID provided.

Also, it is mandatory for the user after changing the password, the user should logout once and login with the new credentials. If the user does not logout, and tries to click on some menu, the following pop-up will be displayed.

You changed your Password recently, So Please Logout and Login again  
to continue



On the successful updation of password, the user will receive the following email on the email ID provided by him.



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Dear User,

Your Password is changed successfully.Following are your credentials:-

Login Id:-dqau\_panna\_1

Password:-123456aA@

Thanks and Regards

National Health Systems Resource Center (NHSRC),  
Ministry of Health & Family Welfare, Government of India,  
NIHFW Campus, Munirka, New Delhi.

For assimilation and dissemination of knowledge, visit cakes.cdac.in

### 3.2.5 Help Desk

In this section, the user will be able to create tickets for any issue he is facing while using the SaQsham portal.

#### 3.2.5.1 Raise a Ticket

To raise a ticket, the user will have to follow the following steps –

**Step – 1** – The user will click on the "**Help Desk**" Menu under the "Services" Menu. The following screen will be displayed –

Ticket Raised List							+ Add
Status : All							▼
Ticket No.	Ticket Date	User	State	Menu	Subject	Status	
No Record Found							

Add Button

It will show no records if no ticket has been raised previously.

**Step – 2** – The user will click on the "**Add**" button to raise a ticket. The following screen will be displayed –

New Ticket Raise >

\*Select State: Madhya Pradesh

\*Select Menu: Select Value

\*Select Subject: Select Value

Upload File: No File ... Choose

\*Description: Enter Problem Description

File Allowed Size is 10 MB and valid file extensions are ( pdf | jpg | png | jpeg | PNG | JPG | JPEG | PDF | doc | docx | gif | GIF | xls | xlsx | zip ).File name should be in proper format and only some special character are allowed.(i.e. - and \_)

Submit Back

**Select Menu** – In the "**Select Menu**" option, the user will be able to select the menu in which he is currently facing the issue.

**Select Subject** – In the “**Select Subject**” option, the user will be able to select the subject of the issue.

\*Select Subject

Select Value

Select Value

New Subject

Design

Functionality

Issue with Pending request


Problem

Along with the above 2, the user has the option to **“Upload”** a file that is related to the issue and the **“Description”** of the issue.

**Step – 3 –** Once the user has entered the information related to the issue, the user will have the following 2 options to choose from –

[✓ Submit](#)
[← Back](#)

Once the user clicks on the **submit** button, a ticket will be raised and the user will be able to view it in the list page.

Ticket Raised List								+ Add
Status : All								
Search: <input type="text"/>								
	Ticket No.	Ticket Date	User	State	Menu	Subject	Status	
<input type="checkbox"/>	122090002	29-Sep-2022	DQAU Panna	Madhya Pradesh	Facility Incharge Master	Functionality	Open	 <b>Status</b>
Showing 1 to 1 of 1 entries								
							Previous	1

The user can view the status of the ticket in the “**Status**” column of the list page. A new ticket will have the status “Open”.



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### 3.2.5.2 View the Solution

Once the administrator provides the solution for the raised ticket, the status will change to “Solution Received”.

**Step – 1** – To view the solution, click on the checkbox, 2 buttons will get activated on top right.



The user can either “**Modify**” or “**View Ticket**”.

By clicking on “**Modify**” button, the user will be able to make any changes in the ticket if required.

**Step – 2** – The user will click on the “View Ticket” button, to view the solution provided. The following screen will be displayed –

User/Ticket Details	
User Details	Ticket Details
User Name : DQAU Panna	Menu Name : Facility Incharge Master
State Name: Madhya Pradesh	Subject :Functionality
Contact Details : 7832642738/	

Ticket History					
Iteration No. 1					
Problem	Unable to change facility incharge details.	Date	29-Sep-2022	Uploaded File	_file_Document_29Sep2022-17:28:20.docx
Solution	Solution	Date	29-Sep-2022	Uploaded File	Document_29Sep2022-17:34:29.docx

[← Back](#)

In the **top section**, the user can view the user details along with the ticket details.

In the **second section**, the user can view the problem raised along with the file that was uploaded. Under it, the user can view the solution.

### 3.3 Reports

In the Reports Menu, there are the following options –

1. View Scheduled Assessment

#### 3.3.1 View Scheduled Assessment

In this section, the user will be able to view the Assessments Schedule i.e. the dates on which assessments are scheduled for which facility for his particular state.



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### View Scheduled Assessment

\* State Name :  \* Facility Type :

\* Facility Name :

< > today

October 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1 Facility Name: CH B Facility Name: CH U Facility Name: DH M Facility Name: DH B
2 Dussehra Maha Navami Maharishi Valmiki	3 Facility Name: CH Hospital Facility Type Facility Name: DH Garoth Facility Type Facility Name: DH SIDH Facility Type Dussehra Maha Navami Facility Name: CHC	4 Dussehra	5 Dussehra	6 Facility Name: CHC Bichhua Facility Type Facility Name: DH Sambar Facility Type Facility Name: CH Garoth Facility Type Facility Name: CH Barud Facility Type	7 Facility Name: CHC KOTH Facility Type	8
9 U E Mised Maharishi Valmiki	10 Facility Name: CHC Koth Facility Type Facility Name: CHC Tamar Facility Type Facility Name: CHC Tamar Facility Type Facility Name: PHC Anor Facility Type Facility Name: CHC Garoth Facility Type Facility Name: DH Indore Facility Type Facility Name: DH UMARIA Facility Type	11 Facility Name: CHC Koth Facility Type Facility Name: CHC Tamar Facility Type Facility Name: CHC Tamar Facility Type Facility Name: PHC Anor Facility Type Facility Name: CHC Garoth Facility Type Facility Name: DH Indore Facility Type Facility Name: DH UMARIA Facility Type	12 Facility Name: CHC Koth Facility Type Facility Name: CHC Tamar Facility Type Facility Name: CHC Tamar Facility Type Facility Name: PHC Anor Facility Type Facility Name: CHC Garoth Facility Type Facility Name: DH Indore Facility Type Facility Name: DH UMARIA Facility Type	13 Karna Chauth	14 Facility Name: CHC KOTH Facility Type	15
16	17	18	19	20	21	22

November 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8 Guru Nanak Birthd	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24 Guru Tegh Bahadur M	25	26
27	28	29	30			

December 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10

January 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14

The user also has the option to see the Assessment Schedule for any specific “**Facility Type**” and “**Facility Name**”.

To do so, the user can select the particular values from the drop-downs given on top of the page. Details for the selection will be only displayed on the calendar, in that case.

### View Scheduled Assessment

\* State Name :  \* Facility Type :

\* Facility Name :

< > today

October 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2 Dussehra Maha Navami Maharishi Valmiki	3 Dussehra Maha Navami	4 Dussehra Maha Navami	5 Dussehra	6	7	8
9 U E Mised Maharishi Valmiki	10 Facility Name: DH UMARIA Facility Type	11 Facility Name: DH UMARIA Facility Type	12 Karna Chauth	13	14	15
16	17	18	19	20	21	22
23	24 Chhath Puja	25 Chhath Puja	26 Chhath Puja	27	28	29
30 Chhath Puja	31					

November 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8 Guru Nanak Birthd	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24 Guru Tegh Bahadur M	25	26
27	28	29	30			

December 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10

January 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14