



**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 users will be able register on the application and will get a set of login credentials to access the portal.

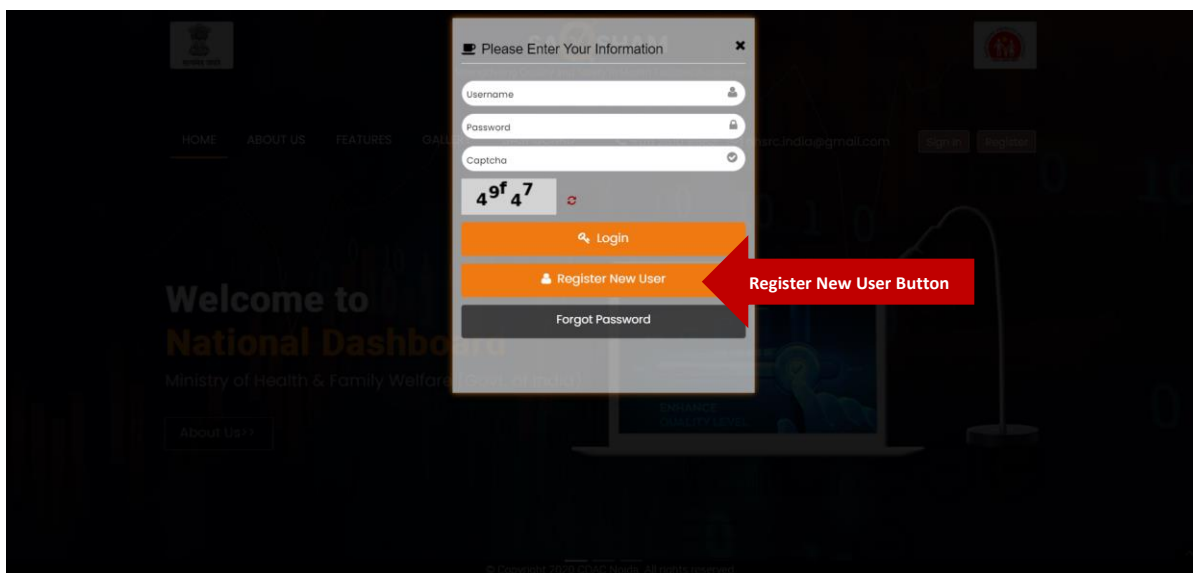
## 2. Registration Desk

An individual User Name and Password will be given to each facility user. The User will begin by registering himself using the “**Register New User**” button.

### 2.1 New User Registration

To start using the application, the user will have to register first.

**Step – 1** – The user will click on the “**Register New User**” button on the below screen.



**Step – 2** – Once the user clicks on “Register New User”, the **Registration Form** will open. The following screen will be displayed.



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Registration Form

Select Type Select State

User Full Name User Mobile Number

User Email Id User Address

Captcha

4<sup>9f</sup>4<sup>7</sup>

Register

National Dashboard

Ministry of Health & Family Welfare (Govt. of India)

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The registration functionality is based on the “**User Role Types**”. The user can choose from the following user role types –

- Advisor
- Assessor
- CU2
- CU1
- DQAU
- Facility Incharge
- RQAU
- SQUAU
- State Nodal office
- Secretarial Assistant



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**Step – 3** – The user will have to select the role type in the “**Select Type**” and accordingly he will have to enter the details.

**a) Select Type: Facility User**

If the user selects the role of “**Facility Incharge**”, the user will have to enter the following details in the form.

The screenshot shows a 'Registration Form' with the following fields:

- Facility Incharge** (dropdown menu, highlighted by a red arrow)
- Select State** (dropdown menu)
- Select District** (dropdown menu)
- Select Facility Type** (dropdown menu)
- Select Facility** (dropdown menu)
- NIN ID** (text input field)
- User Full Name** (text input field)
- User Mobile Number** (text input field)
- User Email Id** (text input field)
- User Address** (text input field)
- Captcha** (text input field)

At the bottom, there is a 'Register' button and a captcha image.

Out of the above details, the following details are mandatory –

- User State
- User District
- Facility Type
- Facility Name
- Full Name
- Valid Phone No.
- Valid Email ID
- Captcha

User will enter the above details. Also, the **NIN ID** will be auto populated according to the facility selected but the user can still modify if needed. Enter the valid Captcha to register.

If the Captcha is entered incorrectly, a message will be displayed as “**Invalid Captcha**”.



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**Registration Form** [X]

Facility Incharge [v] Madhya Pradesh [v]

Jabalpur [v] District Hospital [v]

District Hospital (Victoria) Jabalpur [v] 6877341450 [person icon]

3456723457 [phone icon] DH Jabalpur [person icon]

dhjabalpur@gmail.com@

Madhya Pradesh [person icon]

(E50f [checkmark icon]

6F6B d [refresh icon]

**Register** [person icon]

Invalid captcha

**b) User Role Type: DQAU/ SQUA/ RQUA/ CU1/ CU2/ Advisor/ Assessor**

If the user selects any of the above mentioned roles i.e. / SQUA/ RQUA/ CU1/ CU2/ Advisor/ Assessor, the user will have to enter the following details in the form.



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The screenshot shows a 'Registration Form' with the following fields and annotations:

- DQAU**: A dropdown menu with a red arrow pointing to it from the text 'DQAU/ SQUU/ RQAU/ Certification Cell/ Advisor/ Assessor/ QPS Division'.
- Select State**: A dropdown menu.
- Select District**: A dropdown menu.
- User Full Name**: A text input field with a user icon.
- User Mobile Number**: A text input field with a mobile phone icon.
- User Email Id**: A text input field with an '@' icon.
- User Address**: A text input field with a user icon.
- Captcha**: A text input field with a checkmark icon.
- 6F6Bd**: A captcha image with a refresh icon.
- Register**: An orange button with a user icon and the text 'Register'. A red arrow points to it from the text 'Register New User Button'.

Out of the above details, the following details are mandatory –

- User State
- User District
- Full Name
- Valid Phone No.
- Valid Email ID
- Captcha

The user should make sure that he enters a valid mobile number and email address, as OTP will be sent on the provided details for validation.

Once the user has entered the above details, the user will click on the “**Register**” button.

**Step – 4** – Next, the OTP will be sent to the Mobile No. and Email ID entered by the user. The following screen will open.



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Verify Email and Mobile Number

Email ID \*\*\*\*\*user@gmail.com

Enter OTP from email

Verify Email OTP

Mobile Number \*\*\*\*\*9384

Enter OTP from phone

Verify Mobile OTP

Resend OTP in 97 Seconds

Submit Resend

NOTE:- Please check OTP Mail in primary/updates/spam section

Here, the user will enter the OTP sent on the mobile no. and on the email for verification. It is mandatory for the user to enter both the OTP, only then he will be able to move ahead.

The user will click on the “**Verify**” button next to the text box provided to enter the OTPs.

Once the user has verified both the OTPs, the following screen is displayed.

Verify Email and Mobile Number

Email ID \*\*\*\*\*user@gmail.com

Verified

Mobile Number \*\*\*\*\*9384

Verified

Resend OTP in 52 Seconds

Submit Resend

NOTE:- Please check OTP Mail in primary/updates/spam section



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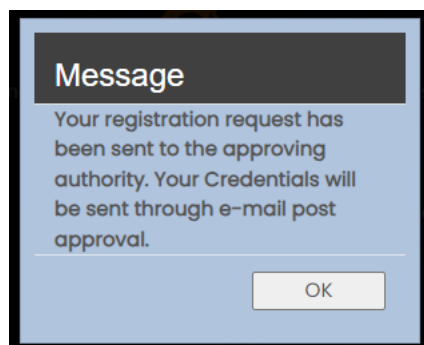


If any of the OTPs entered is incorrect, the following screen will be displayed.

The user will not be able to move ahead, without verifying both the OTPs.

Once both the OTPs are verified, the user will click on the “**Submit**” button. In case, the user wants to change any details, he can click on the “**Back**” button. And in case, the user wants to again send the OTP, he can click on the “**Resend**” button.

**Step – 5 –** After clicking on the “**Submit**” button, the following screen will be displayed.



A message will be displayed, stating, “**Your registration request has been sent to the approving authority. Your credentials will be sent through e-mail post approval**”.



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After the details are submitted, the details will be forwarded to their respective “**approving authorities**”. Once they approve it, the login credentials will be provided to the user through an email.

### **2.2 Login Process**

Once the request is approved by the respective Approving Authorities, the user will receive a PDF on the registered email ID with the login credentials.

An individual Login ID and Password will be given to each user. The User will login from their credentials. The user should follow the following steps to login –

Enter the ‘**Username**’, ‘**Password**’ provided along with the ‘**Captcha**’ shown and then click on the ‘**Login**’ button.

The image shows a mobile application login screen. At the top, there is a title bar that says "Please Enter Your Information" with a close button (X). Below the title bar, there are three input fields: "Username" with a user icon, "Password" with a lock icon, and "Captcha" with a checkmark icon. Below the "Captcha" field, there is a captcha image showing the text "3B 63c" and a refresh button. At the bottom, there are three buttons: an orange "Login" button with a magnifying glass icon, an orange "Register New User" button with a user icon, and a dark grey "Forgot Password" button.

The user may be unable to login due to following errors and exceptions -

**Incorrect Username or password** – In this case, the facility user will coordinate with the higher authority to reset the password.

**Captcha validation failed** – In this case, the user will have to re- enters the details.

In all cases of errors, the system will display relevant error messages.

Also, **in case the user wants to get the password “Reset”, he should directly contact the higher approving authority.** The higher approving authority has the facility to reset the password.



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## 3. Higher Authority Approval Desk

### 3.1 Assessment Applications

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 the CU1.
- For remaining all other levels, the request will go to the Certification Unit.

**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 –

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	Mobile No	EmailId	Entry Date	Approval Date	Status	Action
<input type="checkbox"/>	Facility Incharge	Pentamed Hospital	Pentamed Hospital/Sub-District Hospital/mull	Delhi	Central	8989898989	anishasharma@cdac.in	22-Aug-2022	22-Aug-2022	Approved	-
<input type="checkbox"/>	Facility Incharge	vinod singh	Dr Baba Saheb Ambedkar Hospital Rohini District Hospital/8787878787	Delhi	North West	9958096383	vinodsengar2002@gmail.com	12-Jul-2022	-	Pending for approve	Approve
<input type="checkbox"/>	Facility Incharge	DH_Kiran	A and U Tibbia College District Hospital/5646788907	Delhi	Central	7689767687	kiran@gmail.com	08-Jul-2022	-	Pending for approve	Approve
<input type="checkbox"/>	Facility Incharge	bali	Bali Nursing Home/Sub-District Hospital/mull	Delhi	Central	1111111111	uic.17mca8342@gmail.com	07-Jul-2022	-	Pending for approve	Approve
<input type="checkbox"/>	Facility Incharge	Bali Nursing Home	Bali Nursing Home/Sub-District Hospital/mull	Delhi	Central	9971070669	anishasharma@cdac.in	07-Jul-2022	07-Jul-2022	Approved	-
Showing 6 to 10 of 10 entries											
										Previous	1 2 Next

Approve Button

Here, the user can see the details for which the users have registered along with their 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.



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**Approval/Rejection** ✕

Remarks :

Confirm Reject

Confirm/Reject  
Button

The user will have 2 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.

Provisional User Master List											
Status : Active											
Search: central tihar											
<input type="checkbox"/>	User Type	User Name	Facility /Facility Type /Nin Id	State	Region /District	Mobile No	EmailId	Entry Date	Approval Date	Status	Action
<input type="checkbox"/>	Facility Incharge	Tihar Jail	Central Tihar Jail Hospital District Hospital/1114123589	Delhi	West	8989898989	anishasharma@cdac.in	12-Sep-2022	12-Sep-2022	Approved	
Showing 1 to 1 of 1 entries (filtered from 11 total entries)											
Previous 1 Next											

Updated Status

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

### 3. Forgot Password

In this section, to user will be able to get a new password in case they forget their password.

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

**Step – 1** – The user will click on the “**Forgot Password**” button on the SaQsham portal page.



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The screenshot shows a mobile application interface for login. At the top, there is a header "Please Enter Your Information" with a close button (X). Below the header are three input fields: "Username", "Password", and "Captcha". The Captcha field displays "81 2 F4". Below the input fields are three buttons: "Login" (orange), "Register New User" (orange), and "Forgot Password" (dark grey). A red arrow points to the "Forgot Password" button with the label "Forgot Password Button".

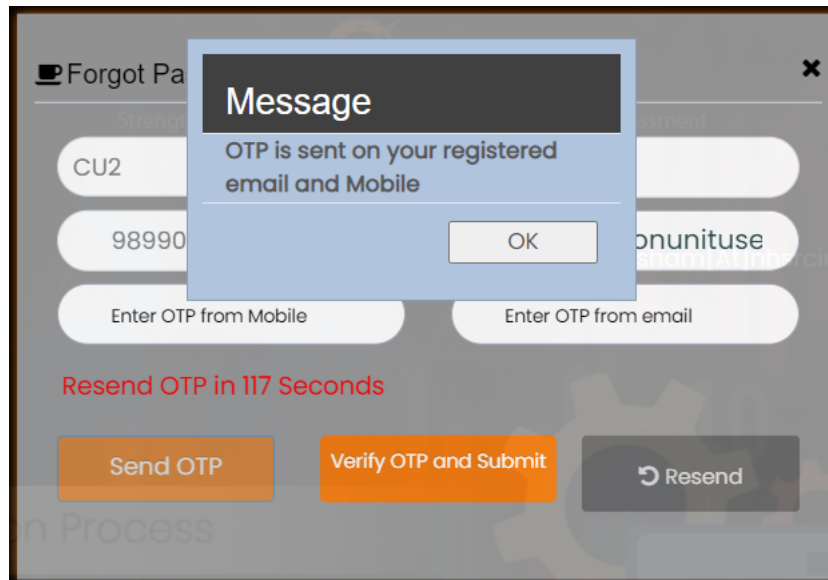
The following will open –

The screenshot shows the "Forgot Password Screen" of the application. At the top, there is a header "Forgot Password Screen" with a close button (X). Below the header are four input fields: "Select Type" (dropdown menu), "Enter User ID", "User Mobile Number", and "User Email Id". Below the input fields are three buttons: "Send OTP" (orange), "Verify OTP and Submit" (orange), and "Resend" (grey).

The user will require the “**User Type**”, “**Login ID**”, “**Mobile Number**” and the “**email ID**” used at the time of registration to get the credentials.

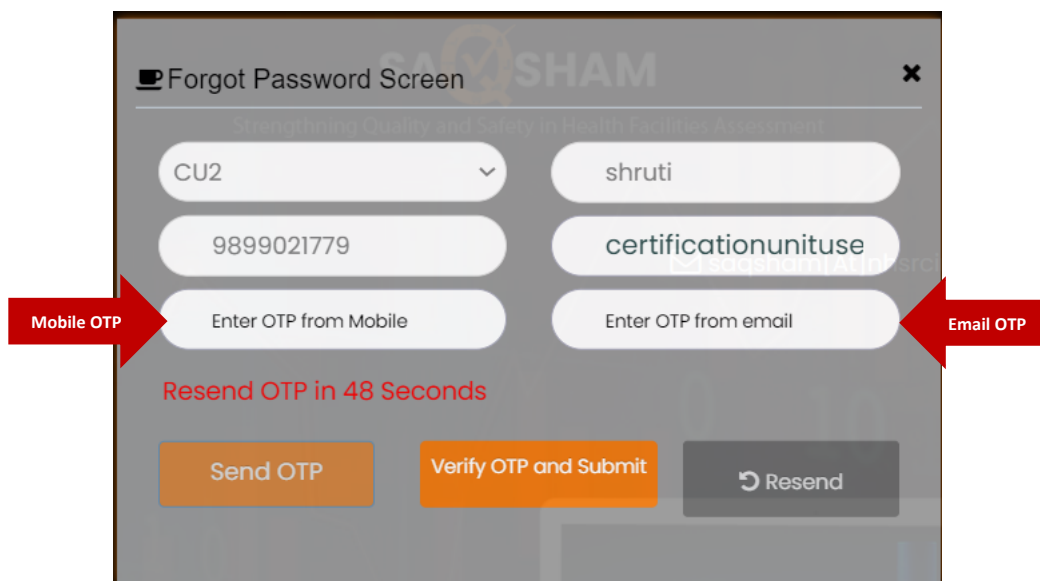
The user will enter all the details in the provided text box.

**Step – 2 –** The user will click on the “**Send OTP**” button.



The screenshot shows the 'Forgot Password' screen. A blue dialog box titled 'Message' is centered on the screen, displaying the text: 'OTP is sent on your registered email and Mobile'. Below the message is an 'OK' button. The background screen is dimmed but shows input fields for 'CU2' (dropdown), '98990' (text), and 'certificationunituse' (text). There are buttons for 'Enter OTP from Mobile', 'Enter OTP from email', 'Send OTP', 'Verify OTP and Submit', and 'Resend'. A red timer indicates 'Resend OTP in 117 Seconds'.

**Step – 3** – The text box for entering OTP will be activated.

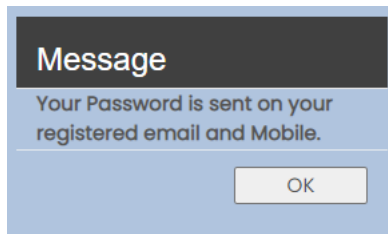


The screenshot shows the 'Forgot Password Screen'. It features a dropdown menu for 'CU2' and text input fields for 'shruti', '9899021779', and 'certificationunituse'. Below these are buttons for 'Enter OTP from Mobile' and 'Enter OTP from email'. Red arrows point from the left and right sides of the screen to these two buttons, labeled 'Mobile OTP' and 'Email OTP' respectively. At the bottom, there are buttons for 'Send OTP', 'Verify OTP and Submit', and 'Resend'. A red timer indicates 'Resend OTP in 48 Seconds'.

The user will enter both **“OTP from Mobile”** and **“OTP from Email”**.  
Now, click on the **“Verify OTP and send Password”** button to submit.



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**Step – 4 –** The user will finally receive an email with the PDF containing the new password for login.