



User Manual & User Guide
NHSRC



User Manual & User Guide
National Health System Resource Centre
SaQsham

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1. Purpose of the Manual

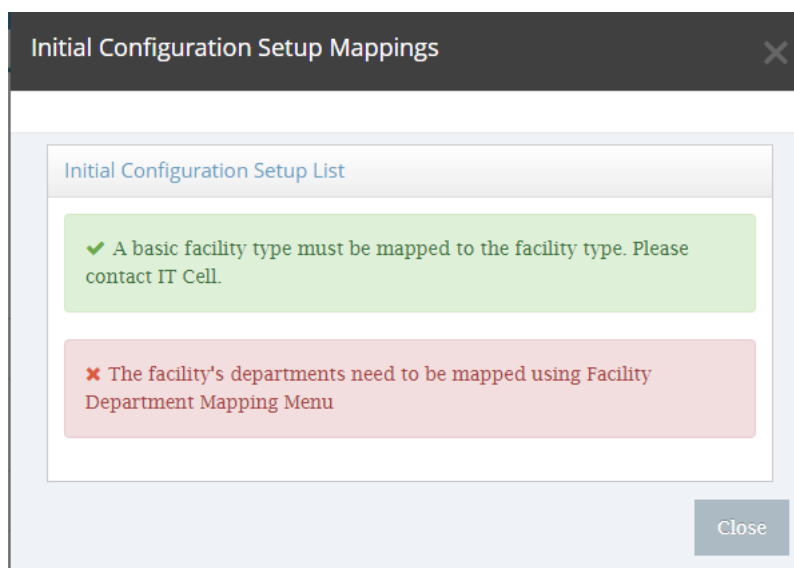
The User Manual contains all essential information for the users to make full use of the SaQsham Application. This manual includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and systematic procedures for application access and use.

With the help of this User Manual, the “**Facility Users**” will be able update the basic information about the facility such as Facility In charge details, the facility bed details, its reports, KPIs, etc. Along with that, the user will be able to generate the application for the assessment, submit all the documents for the same and accept or re-schedule the assessment with the help of the manual.

2. Facility Desk

On logging in with the credentials, the first thing that the Facility User will see will be the “**Initial Configuration Setup List**”. The are the basic configurations that needs to be completed before submitting and assessment.

2.1 Initial Configuration Setup Mappings



The facility needs to close the initial Configuration Setup Mappings before proceeding for the Facility setup and after closing the initial Configuration Setup Mappings, a home screen will appear with the following facility details –

- NIN ID
- In- Charge Name
- In- Charge Email ID
- Address
- Contact No.



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Dashboard

Badaka
(Primary Health Centre)

NIN ID

8376136449

Address

null , badka , ,

InCharge Name

Bittu Kumar

Contact No.

8268926983

InCharge Email ID

uic678@gmail.com

Total Assessments
0

Total No. of filled KPIs
0

Total No. of Departments
0

Total No. of Assessment Reports
0

No Assessment
0/100

Badaka Other Details

DQAU Consultant

dqau

817340970

--

--

RQAU Consultant

--

--

--

SQAU Consultant

bittu kumar

9318649861

--

--

Nodal Officer

Name

Bittu Kumar

Contact No.

7341398649

Email ID

uicnodal@gmail.com

The User will be able to setup the facility details and the assessment creation from the menu's available on the left of the screen.

SaQsham

Facility Setup

Update Facility Incharge Profile

Facility Department Mapping Master

Department Bed Details

Report Management

Previous Assessment Details

Update KPI Details

Services

2.2 Facility Setup

The first step, after logging in to the application, the User will have to **setup the facility details**. The user will enter the basic details such as demographic details, departments, functional & sanctioned beds and service details for that particular facility before creating the application for assessment.



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To do so, the user have the following available under the “**Facility Setup**” Menu -

1. Update facility In-charge Details
2. Facility Department Mapping Master
3. Department Beds Details Master
4. Report Management
5. Previous Assessment Details
6. Update KPI Details

2.2.1 Update Facility In-charge Details

Here, the user will be able to update the demographic details of the facility in charge.

Step – 1 – The user will click on the “**Update Facility In-Charge Details**” under the “Facility Setup” Menu. The following screen will be displayed –

Dashboard | Update Facility Incharge Profile »

Update Facility Incharge Details »

Facility Type Primary Health Centre State Rajasthan

Region/Zone - District Alwar

Facility Name Badaka

* Mobile No. 8268926983 * Incharge Name Bittu Kumar

* Address noida * Email ID uic678@gmail.com

* Designation Select Value

✓ Update ↺ Reset

Step – 2 – The user will add or update the Facility In-Charge details.

The user will enter the following details –

- Mobile
- Address
- Designation
- In-charge name
- Email ID

From the above fields, the mandatory fields are marked with a red asterisk sign. Here, mandatory fields are mobile, in-charge name and email id.

Step – 3 – Once the user has entered the details, the user will click on the “**Update**” button to save the details.

✓ Update ↺ Reset

Step – 4 – Along with Update, there is another option available “Reset”. By clicking on the “**Reset**” button, if there is any pre-existing information available for the facility in-charge then that will be removed from the fields. The text boxes will become blank and the user will have to enter the demographic details.

To save the details, the user has to click on the “**Update**” button.



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2.2.2 Facility Department Mapping Master

Here, the user will be able to map the existing departments of the facility.

Step – 1 – The user will click on the “**Facility Department Mapping Master**” under the “**Facility Setup**” Menu. The following screen will be displayed –

If there are any already mapped departments, they will be shown on the above list page.

Step – 2 – The user will click on the “**Map/UnMap**” button, on the top-right, to add or remove departments of the facility. The following screen will be displayed –

The user will be able to see the “**Facility Name**” on the top. Under the “**Select Department Name**”, all the departments are in the left list.

To **Map** the departments, the user will select the departments in the left list. By clicking on a particular department name, that department will move to the right list. If the user wants to select all the departments in the left list, click on the double arrow on top of the list. By doing this, all the department will move to the right list.

To **Unmap** the departments, the user will select departments in the right list. By clicking on a particular department name, that department will move to the left list. If the user wants to select all the departments in the right list, click on the double arrow on top of the list. By doing this, all the department will move to the left list.

The total of departments selected is displayed on top of both the lists.



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Facility Department Mapping » Add

Facility Name: Mandava

Select Department Name: Showing all 27

Showing all 6

Filter

→

←

Auxiliary Services

Blood Bank

Communicable Disease

Family Planning

General Clinic

Immunization

Labour Room

Maternity Health

Filter

←

→

Accident and Emergency

General Administration

ICU

IPD

Laboratory

OPD

Step – 3 – Once the user has mapped or unmapped the departments, the user will click on the “**Submit**” button to save or update the details.

Step – 4 – Along with Submit, there is another option available “Reset”. By clicking on the “**Reset**” button, all the departments will be removed from the right list. The user can again select from the left list and Submit to save.

Once mapped, the departments will be displayed as follows –

Facility Department Mapping List		Map/Unmap
Status : Active		
Search: <input type="text"/>		
Department Name		
Accident and Emergency		
IPD		
ICU		
Operation Theatre		
Laboratory		
General Clinic		
Showing 1 to 6 of 6 entries		Previous 1 Next

2.2.3 Departments Beds Details

Here, the user will be able to enter the Bed Details such as sanctioned beds and functional beds along with the Service Details of the departments in the facility, within a particular financial year.

Step – 1 – The user will click on the “**Departments Bed Details**” under the “**Facility Setup**” Menu. The following screen will be displayed –

Departments Beds Details List		+ Add
Status : Active		
<input type="checkbox"/>	Year	Action
No Record Found		

Add Button

If there are any already existing details, they will be shown on the above list page.



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Step – 2 – The user will click on the “Add” button on the top-right corner to add or update bed details and service details of the facility. The following screen will be displayed –

Departments Beds Details » Add

*Select Financial Year 2021 - 2022 **Financial Year Dropdown**

Beds Details In Departments

S.No	Department Name	Sanctioned Beds	Functional in patient Beds
1	ENT	0	0
2	Gynae	0	0
3	ICU	0	0
4	Maternity	0	0

Bed Details in Departments

Service Details

S.No	Service and Parameter Name	Value
1	Maternal Health Services	
1.1	Average Number of Caesarean Section in a Month	
1.2	Average Number of deliveries in a month	
1.3	Average Percentage of deliveries(Normal/Caesarean) conducted during night-time	

Services and Parameter Details

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)

On the top, there is an option to “Select Financial Year”. The user will select the financial year for which he is going to enter the details.

*Select Financial Year 2021 - 2022

2021 - 2022

2022 - 2023

After that, the user will enter the bed details for each department and the service details in the text boxes provided.

Step – 3 – Once the user has entered the details, the user will click on the “Submit” button to save or update the details.

Submit Reset Back

Step – 4 – Along with Submit, there is another option available “Reset”. By clicking on the “Reset” button, all the details will be removed. The user can again enter the details and submit to save.

Once the details are entered, they will be displayed as follows on the list page –

Departments Beds Details List

Status : Active

Search:

	Year	Action
<input type="checkbox"/>	2021 - 2022	

Showing 1 to 1 of 1 entries

Previous 1 Next

Added details year wise



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If the user wants to “**Modify**” the details, the user will click on the check box for whichever year he wants to modify, and the “**Modify**” button will appear on top-right of the screen.

The user can modify the details and submit to save.

2.2.4 Report Management

Here, the user will be able to upload the reports like SQUA Assessment Report, DQUA Assessment Report, Internal Assessment, etc.

Step – 1 – The user will click on the “**Report Management**” under the “**Facility Setup**” Menu. The following screen will be displayed –

If there are any already existing reports, they will be shown on the above list page.

Step – 2 – The user will click on the “**Add**” button on the top-right corner to add any report. The following screen will be displayed –

The user will enter the following details –

- Facility Report Type
- Report Valid From
- Score (%)
- Select Report Date
- Report Valid To

In the **Upload Report File**, the user will upload the file.

From the above fields, the mandatory fields are marked with a red asterisk sign. Here, mandatory fields are facility report type, report date, report valid from and report valid to.

Step – 3 – Once the user has entered the details, the user will click on the “**Submit**” button to save the details.



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✓ Submit

↺ Reset

← Back

Step – 4 – Along with Submit, there is another option available “Reset”. By clicking on the “Reset” button, all the details will be removed. The user can again enter the details and submit to save.

Once the reports are uploaded, they will be displayed as follows on the list page –

Report Management List							+ Add
Status : Valid							
Search: <input type="text"/>							
<input type="checkbox"/>	Facility Report	Report Date	Report Valid From	Report Valid To	Score (%)	Report File	
<input type="checkbox"/>	Internal Assessment Report	03-Mar-2022	NA	NA	67.0	file_nhsrcc-logo_24Mar2022-14:19:03.png	
Showing 1 to 1 of 1 entries							Previous 1 Next

Added Reports

If the user wants to “Modify” the details of the report, the user will click on the check box for whichever report he wants to modify, and the “Modify” button will appear on top-right of the screen.

Report Management List							[X] Modify	Delete	View
Status : Valid									
Search: <input type="text"/>									
<input type="checkbox"/>	Facility Report	Report Date	Report Valid From	Report Valid To	Score (%)	Report File			
<input checked="" type="checkbox"/>	Internal Assessment Report	03-Mar-2022	NA	NA	67.0	file_nhsrcc-logo_24Mar2022-14:19:03.png			
Showing 1 to 1 of 1 entries							Previous 1 Next		

Checkbox
to select
entry

Modify Button

The user can modify the details and submit to save.

2.2.5 Previous Assessment Details

Here, the user will be able to add or update any previous assessment details against a program type and certification type.

Step – 1 – The user will click on the “Previous Assessment Details” under the “Facility Setup” Menu. The following screen will be displayed –

Previous Assessment Details List								+ Add
Status : Active								
<input type="checkbox"/>	Program Mode	Program Name	Certification Type	Upload Document File	Application Received Date	Certification Date	Certification Valid UpTo	Overall Score(%)
No Record Found								

Add Button

If there are any already existing reports, they will be shown on the above list page.

Step – 2 – The user will click on the “Add” button on the top-right corner to add any report. The following screen will be displayed –



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Previous Assessment Details » Add

*Program Mode	- Please select Program Mode -	*Select Program Name	Select Value
Application Received Date	dd-Mmm-yyyy	Document Verification Date	dd-Mmm-yyyy
Date of Assessment	dd-Mmm-yyyy	*Certification Status	- Please select Certification Status -
*Certification Type	Select Value	*Certification Date	dd-Mmm-yyyy
Certification Valid upto	dd-Mmm-yyyy	OverAll score(%)	Enter OverAll Score
* Upload Document	No File ...	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)	

Submit Reset Back

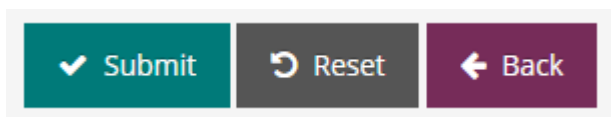
The user will enter the following details –

- Program Mode
- Application Received Date
- Date of Assessment
- Certification Type
- Certification Valid upto
- Select Program Name
- Document Verification Date
- Certification Status
- Certification Date
- Overall Score

In the **Upload Document**, the user will upload the file.

From the above fields, the mandatory fields are marked with a red asterisk sign. Here, mandatory fields are facility program mode, program name, certification status, certification type, certification date and upload document.

Step – 3 – Once the user has entered the details, the user will click on the “**Submit**” button to save the details.



Step – 4 – Along with Submit, there is another option available “Reset”. By clicking on the “**Reset**” button, all the details will be removed. The user can again enter the details and submit to save.

Once the reports are uploaded, they will be displayed as follows on the list page –

Previous Assessment Details List									+ Add
Status : Active									
Search:									
<input type="checkbox"/>	Program Mode	Program Name	Certification Type	Upload Document File	Application Received Date	Certification Date	Certification Valid Up To	Overall Score(%)	
<input type="checkbox"/>	Physical	NQAS	Deferred	file_sharc-logo_24Mar2022-14:33:16.png	08-Mar-2022	-	-	23	
Showing 1 to 1 of 1 entries									Previous 1 Next

Added Reports

If the user wants to “**Modify**” the details of the report, the user will click on the check box for whichever report he wants to modify, and the “**Modify**” button will appear on top-right of the screen.



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Previous Assessment Details List								
Status : Active								
Search: <input type="text"/>								
<input type="checkbox"/>	Program Mode	Program Name	Certification Type	Upload Document File	Application Received Date	Certification Date	Certification Valid UpTo	Overall Score(%)
<input checked="" type="checkbox"/>	Physical	NQAS	Deferred	_file_nhsr-jpg_24Mar2022_14:33:16.png	08-Mar-2022	-	-	23
Showing 1 to 1 of 1 entries								
Previous 1 Next								

Checkbox
to select
entry

Modify Button

The user can modify the details and submit to save.

Along with that, the user can also delete the report by clicking on the “Delete” button.

2.2.6 Update KPI Details

KPI (Key Performance Indicators) is the measurable value that demonstrates how effectively a facility is achieving its key objectives. Here, the application allows the user to enter or modify these Key Performance Indicators of the facility.

Step – 1 – The user will click on the “Update KPI Details” under the “Facility Setup” Menu. The following screen will be displayed –

Update KPI Details »

*Program Name *Financial Year *Select Month

Enter KPI Details		Parameters			
S.No.	KPI Description	July	August	September	October
1	Productivity	-	-	-	
1.1	Bed Occupancy Rate	-	-	-	<input type="text"/>
1.2	Lab test done per thousand Patients	-	-	-	<input type="text"/>
1.3	Percentage of cases of high risk pregnancy/ obstetric complications treated out of total registered pregnancies at FRU	-	-	-	<input type="text"/>
1.4	Percentage of surgeries done at night (8PM to 8AM)	-	-	-	<input type="text"/>
1.5	LSCS Rate	-	-	-	<input type="text"/>
1.6	Blood transfusion rate	-	-	-	<input type="text"/>

Total KPIs: 32

The user will be able to update the KPIs **program-wise**, **year-wise** and **month-wise**. The user can do so by selecting the values for the drop downs available on top of the page.

*Program Name *Financial Year *Select Month

Step – 2 – The user will select the values from the drop-downs for which he wishes to update the KPI values.

On the top of the page, there is the option to select “Program Name”, “Financial Year” and “Select Month”. From this option, the user will select the program, year and month for which it is going to update the KPIs.



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*Program Name

Enter KPI Details

LaQshya
MusQan
NQAS

*Financial Year

2022 - 2023
2023 - 2024

*Select Month

1-January
2-February
3-March
4-April
5-May
6-June
7-July
8-August
9-September
10-October
11-November
12-December

Along with this, the user will be able to see the KPI values for the past 3-months as well on the page.

Step – 3 – The user will update the KPI values in the corresponding text boxes provided with the KPIs.

Enter KPI Details						Total KPIs: 32
S.No.	KPI Description	Parameters				
		July	August	September	October	
1	Productivity	-	-	-		
1.1	Bed Occupancy Rate	-	-	-	8.9	
1.2	Lab test done per thousand Patients	-	-	-	8.3	
1.3	Percentage of cases of high risk pregnancy/ obstetric complications treated out of total registered pregnancies at FRU	-	-	-	45.3	
1.4	Percentage of surgeries done at night (8PM to 8AM)	-	-	-	19.4	
1.5	LSCS Rate	-	-	-	10	
1.6	Blood transfusion rate	-	-	-	10	
1.7	Percentage of NCD cases managed in OPD					

Step – 4 – Once the user has entered the details in the KPIs, the user will click on the “Update KPI Details” button to save the details.



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 Update KPI Details

2.2 Assessment Application

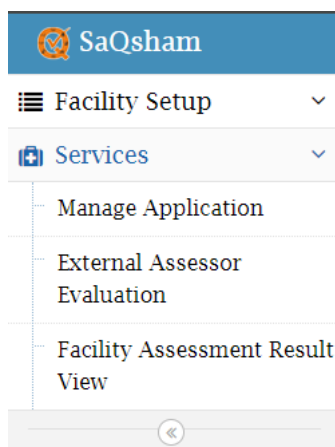
The next step, after setting up the facility, the user will have to **create the assessment application**. The user here will create the application with all the facility details along with all the previously existing reports.

Along with that, the user will also be able to view the application he has submitted for assessment with the status for the same.

Also, once the application gets approved, the user will be able to accept or reschedule the assessment dates from here as well.

To do so, the user have the following options available under the “**Services**” Menu -

1. Manage Application
2. External Assessor Evaluation
3. Facility Assessment Result View



2.3.1 Manage Assessment

Here, the user will be able to create its assessment application, which will further go to other approving authorities for approvals.

2.3.1.1 Create New Assessment

The user has to follow the following steps to create a new application for the assessment –

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

Assessment List							+ Create New Assessment
Status : Active							
Application No	Program Mode / Program	Applied No. of Departments	Creation Date /Submitted Date	Last Update	Status	Action	
No Record Found							

Create New Assessment



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If there is any already existing assessment application, they will be shown on the above list page along with its status and actions that can be performed on it.

Step – 2 – The user will click on the “**Create New Assessment**” button on the top-right corner to create an assessment application. The following screen will be displayed –

Currently, there are no departments being displayed in the left list.

The user will first select the “Program Mode” for the assessment. The options from which the user can choose are as follows –

- Physical
- Virtual

Next, the user will choose the “Certification for Program” i.e. choose the certification program it is applying for. The options from which the user can choose are as follows –

- NQAS
- LaQshya
- MusQan

Once the user selects the program mode and certificate program, the department will come in the left list.



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The user here will select the department for which he is applying the certification for. The user can choose the departments by clicking on it and sending to the right list or by clicking on the double arrow sign on the top.

Create Assessment » Add

*Select Program Mode: *Certification For Program:

Select Department Name *

Empty List

Filter

→

Showing all 6

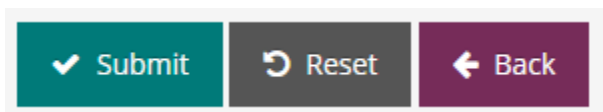
Filter

←

Accident and Emergency
General Clinic
ICU
IPD
Laboratory
Operation Theatre

*Only facility mapped departments will be displayed in left box (Use Facility Setup -> Facility Department Mapping)

Step – 3 – Once the user has selected, the user will click on the “**Submit**” button to save or update the details.



Step – 4 – Along with Submit, there is another option available “Reset”. By clicking on the “**Reset**” button, all the departments will be removed from the right list. The user can again select from the left list and Submit to save.

Step – 5 – Once the user has selected the departments and submitted, the application will be created and will be shown on the list page as follows –

Assessment List							+ Create New Assessment
Status : Active							
Search: <input type="text"/>							
Application No	Program Mode / Program	Applied No. of Departments	Creation Date / Submitted Date	Last Update	Status	Action	
SC2203446001_01	Physical/NQAS	6	24-Mar-2022	24-Mar-2022	Assessment In-Complete for version 1	Proceed Delete	
Showing 1 to 1 of 1 entries							Previous 1 Next

Proceed/Delete Button

The status of the application will be “**Assessment In-Complete for version 1**”. Also, the current actions available for the user are “**Proceed**” and “**Delete**”.

If the user clicks on “**Delete**” button, a pop up will be displayed confirming the action. The user can click on “**OK**” to delete the application.

You are going to delete the assessment. Are you sure?

Cancel

OK



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2.3.1.2 Department Selection/Modification

The user will follow the following steps to proceed with the application created in the previous step–

Step – 1 – To proceed with the application, the user will click on “**Proceed**”. The following screen will be displayed –

Here, the user has the option to add or remove any department from the application list. Once the departments are final, the user will click on “**Save & Proceed**” to move ahead with the application.

2.3.1.3 Upload Reports & Scores

Step – 1 – Once the user has clicked on **save & proceed** on the Department Selection/Modification page, the following screen will be displayed –

In the “**Upload Reports & Scores**”, the user will upload reports he wants to submit with the assessment application.

The user will be able to add reports by clicking on “**Add More**”. The following screen will be displayed –

Report Management Master » Add

* Facility Report Type

Select Value

*Report Valid From

dd-Mmm-yyyy

Score (%)

Enter Score

*Select Report Date

dd-Mmm-yyyy

*Report Valid To

dd-Mmm-yyyy

Upload Report File

No File ...

Choose

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)

Submit

Reset

Close

The user will enter the following details –

- Facility Report Type
- Report Valid From
- Score (%)
- Select Report Date
- Report Valid To

In the **Upload Report File**, the user will upload the file.

From the above fields, the mandatory fields are marked with a red asterisk sign. Here, mandatory fields are facility report type, report date, report valid from and report valid to.

Click on the **“Submit”** button to save the details with the report.

Finally, click on **“Save & Proceed”** once all the reports are uploaded.

2.3.1.4 Bed & Service Details

Step – 1 – Once the user has clicked on **save & proceed** on the Upload Reports & Scores page, the following screen will be displayed –



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Upload Documents for Applying Certification



Financial Year 2021 - 2022

Beds Details In Departments

S.No	Department Name	Sanctioned Beds	Functional In patient Beds
1	Medical	<input type="text" value="0"/>	<input type="text" value="0"/>
2	Surgical	<input type="text" value="0"/>	<input type="text" value="0"/>
3	Gynae	<input type="text" value="0"/>	<input type="text" value="0"/>
4	Maternity	<input type="text" value="0"/>	<input type="text" value="0"/>

Department Bed Details

Service Details

S.No	Service and Parameters Name	Value
1	Maternal Health Services	<input type="text"/>
1.1	Average Number of Caesarean Section in a Month	<input type="text"/>
1.2	Average Number of deliveries in a month	<input type="text"/>

Services Details

On the top, the “Financial Year” is displayed. The user will enter the bed details for each department and the service details in the text boxes provided.

Click on “Save & Proceed” to save the bed details and service details.

2.3.1.5 Document Verification Checklist

Step – 1 – Once the user has clicked on **save & proceed** on the Bed & Service Details page, the following screen will be displayed –

Upload Documents for Applying Certification

1

2

3

4

5

Department Selection/Modification

Upload Reports & Scores

Bed & Service Details

Document Verification Checklist

Generate Application

Document Verification Checklist

Final Remarks: -

S.No	Name of Document	Document Parameters	History	Remarks
1	Evidence for compliance against Statutory/ Regulatory Compliance:	<input checked="" type="radio"/> Yes <input type="radio"/> No		<input type="text"/>
1.1	Authorization for handling Bio Medical Waste from Pollution Control Board (mandatory)	No File ... <input type="button" value="Choose"/>		<input type="text"/>
1.2	*NoC from Fire Safety.	<input checked="" type="radio"/> Yes <input type="radio"/> No No File ... <input type="button" value="Choose"/>		<input type="text"/>
1.3	Certificate of inspection of electrical installation	<input checked="" type="radio"/> Yes <input type="radio"/> No No File ... <input type="button" value="Choose"/>		<input type="text"/>
1.4	Pre-authorization of deep burial pits in remote PHCs. (if applicable)	<input checked="" type="radio"/> Yes <input type="radio"/> No No File ... <input type="button" value="Choose"/>		<input type="text"/>
2	Filled application form along with the Hospital data sheet	<input checked="" type="radio"/> Yes <input type="radio"/> No		<input type="text"/>
3	*State Certification Report duly signed by the assessors.	<input checked="" type="radio"/> Yes <input type="radio"/> No No File ... <input type="button" value="Choose"/>		<input type="text"/>

DVR Document Uploads along with any remarks



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Here, the “**Document Verification Checklist**” will open. Facility will upload their documents against the checklists with remarks if required. From the above fields, the mandatory fields are marked with a red asterisk sign.

Note – The facility user should make sure to enter separate PSS score according to the program they are applying in the ‘**Remarks**’ column. If the facility has included the ‘**LaQshya**’ program, they should include separate **PSS score for both departments under the LaQshya program i.e. Labour Room and Maternity OT**. If the facility is applying for 2 programs like ‘**NQAS & LaQshya**’, they should include **PSS score for NQAS and LaQshya(department wise for Labour Room & Maternity OT) separately**.

6	*SOP of LR & MNT	<input checked="" type="radio"/> Yes <input type="radio"/> No	Document_CHCVERKA...		
7	*LaQshya Indicators - As per Annexure C (Last 3 months)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Document_CHCVERKA...		
8	*OSCE Report of Assessment done in last one year	<input checked="" type="radio"/> Yes <input type="radio"/> No	Document_CHCVERKA...		
9	*Documents in respect of 6 Rapid Improvement Cycle	<input checked="" type="radio"/> Yes <input type="radio"/> No	Document_CHCVERKA...		
10	*Last 3 month record of Patient Satisfaction Survey (PSS) & subsequent Action plan ⓘ	79.22			
11	*Statutory and Regulatory Compliance	<input checked="" type="radio"/> Yes <input type="radio"/> No	No File ... Choose		

PSS Score to be entered
Program wise in the
Remarks column

Click on “**Save & Proceed**” to save checklist.

2.3.1.6 Generate Application

Step – 1 – Once the user has clicked on **save & proceed** on the Document Verification Checklist page, the following screen will be displayed –

Preview Hospital DataSheet

Preview Document Check List

Preview Report

Submit Application

The description of the above buttons is as follows –

- **Preview Hospital Data Sheet**

This sheet will show the facility details submitted by the facility in-charge in the assessment application.



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Hospital Data Sheet

1(a). Name of DH as per official records 1(b). NIN ID	DH Dhar 5421715250
2. Complete Postal Address with PIN	District Bhoj Hospital, Dhar (M.P.) , Mandu Road, Dahr , NEAR GHODA CHOPATI , DHAR Dhar 454001
3. Contact Details	Phone: 07292-222219 Mobile No.: 9425075517 Email: civilsurgeondhar@gmail.com
a. SQAU	i. Nodal Officer- Dr. Pankaj Shukla ii. Email - drpankaj123@rediffmail.com iii. Mobile No.- 9425148700 iv. Score of the Facility on SQAU Assessment- 67.9
b. DQAU	i. Nodal Officer- Dr. Pankaj Shukla ii. Email - drpankaj123@rediffmail.com iii. Mobile No.- 9425148700 iv. Score of the Facility on DQAU Assessment- 56.9
c. Facility Incharge	i. Incharge Name- ii. Email- iii. Mobile No.- iv. Score of the Facility on Internal Assessment- 67.9
4. Nearest Railway Station	
5. Nearest Airport	

- Preview Document Checklist**

This sheet will show the details submitted by the facility in-charge in the checklist along with the documents uploaded.

Filled Document Verification List

S.No	Name of Document	Document Parameters	History	Remarks
1	Filled application form along with the Hospital data sheet	Yes	file_document_30Sep...	✓
2	No. and Name of the Departments to be assessed	Yes	All	✓ 67
3	Latest State Assessment Report and scores (Excel Sheet)	56	file_document_30Sep...	✓
4	Minutes of last Quality Team meeting (MOM)	Yes	file_document_30Sep...	✓
5	Departmental SOPs	Yes	file_document_30Sep...	✓
6	Quality Improvement Manual	Yes	file_document_30Sep...	✓
7	Copy of Hospital Wide Policies/ Procedures. (Government Order/ Single Pager Policy / Procedures)		file_document_30Sep...	✓
7.1	Vision, Mission, Values, Strategic Plan and Quality Policy	Yes	file_document_30Sep...	✓
7.2	Condemnation Policy	Yes	file_document_30Sep...	✓
7.3	Antibiotic Policy	Yes	file_document_30Sep...	✓
7.4	End of Life care policy	Yes	file_document_30Sep...	✓



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From the history column, the user can check the “**History**” and the “**Corrected/Reference Document History**” from the **tick icon**.

- **Preview Report**

This sheet will show the reports submitted by the facility in-charge in assessment application

Reports						
SNo.	Report Type	Report Date	Report From Date	Report To Date	Score (%)	File
1	Internal Assessment Report	03-Mar-2022	NA	NA	67.0	file_nhsrc-logo_24Mar2022-14:19:03.png

- **Submit Application**

Once the user has completed the application, he can submit the application by clicking on “**Submit Application**”. Once the user clicks on submit application, the following pop-up is displayed –

Assessment Submit?

Do you want to submit Assesment?

Click on “**Confirm**” to submit.

There will be another pop-up that will re-confirm submission.

Are you sure?

Once, the user clicks on “**OK**”, the assessment application is finally submitted and it will further go the approving authorities. Post this, the user can only “**View Application**”.

Assessment List						
Status : Active						
Search: <input type="text"/>						
Application No	Program Mode / Program	Applied No. of Departments	Creation Date /Submitted Date	Last Update	Status	Action
SC2203449001_01	Physical/NQAS	6	24-Mar-2022 24-Mar-2022	24-Mar-2022	Assessment Submitted by Facility & Pending for Receive by DQAU for version 1	View Application



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2.3.2 Schedule Acceptance

Here, the user will be able to view the proposed dates for the assessment sent by the certification cell and accept the same. The NHSRC Certification Cell will propose some dates and the facility will have the option to either accept those proposed dates or can ask for rescheduling the assessment in case of any issue.

2.3.2.1 Review Assessment Schedule

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

Application No.	Assessment Mode / Program	Applied Departments	Creation Date /Submitted Date	Last Update	Status	Action
PHCN2402190000001_01	Physical/NQAS	6	19-Feb-2024 /19-Feb-2024	20-Feb-2024	Dates Proposed for Assessment & Sent to Facility . Receive Pending at Facility for Cycle 1 and Iteration 1	Review Assessment Schedule

Review Assessment
Schedule Button

Once the NHSRC Certification Cell proposes the dates for the assessment, the status of the application on the list page will change to “**Dates Proposed for Assessment & Sent to Facility, Receive Pending at Facility for Cycle 1 and Iteration 1**”. Along with this, now in the “**Action**” column, the option will show “**Review Assessment Schedule**”.

Step – 2 – The user will click on “**Review Assessment Schedule**” in the “**Action**” column. The following screen will be displayed –

Application Details

Facility Details

Name of Health Facility/Age, Alwar

Full Address : null , null , , Thanagazi
Pin Code : 301027
District: Alwar
State: Rajasthan,India
Nearest Railway Station : NA
Nearest Airport : NA
Facility Type : Primary Health Centre (Primary Health Centre
SQA/Shruti kumar /9318649861
DQAU: dqau/817340970

Application Details

Application Request No. : PHCN2402190000001_01
Applied for : Physical / NQAS
Applied Date : 19-Feb-2024
State MD Approved Date : 19-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

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

Current
Proposed Dates

The “**Application Details**” page will open.

Here, in the top section, the user will be able to view facility details and application details.

Under it, the user will be able to view the “**Proposed Date Previous Details**” section. Here, the user will see the proposed dates for the assessment by the NHSRC Certification Cell. Along with that, the user can view who has proposed the dates and on which date.

Step – 3 – If the facility is fine with the proposed dates, the user will click on “**I Agree**” button.

I Agree →

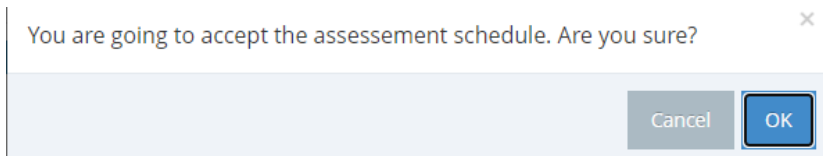
← Back



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After clicking on the “I Agree” button, a pop-up will be displayed on the screen.



Click on “OK” button to confirm.

Step – 4 – Once the schedule for the assessment is accepted, the status of the application will change on the list page. The following screen will be displayed –

Application No.	Assessment Mode / Program	Applied Departments	Creation Date /Submitted Date	Last Update	Status	Action
PHCN2402190000001_01	Physical/NQAS	6	19-Feb-2024 /19-Feb-2024	20-Feb-2024	Proposed Dates Accepted by Facility & Pending at CU2 for Receiving for Cycle 1 and Iteration 1	Modify Assessment Schedule
Showing 1 to 1 of 1 entries						Previous 1 Next

The status of the application on the list page will change to “**Proposed Dates Accepted by Facility & Pending at CU2 for Receiving for Cycle 1 and Iteration 1**”.

Along with this, now in the “**Action**” column, the option will show “**Modify Assessment Schedule**”. This option will allow the user to modify the assessment schedule till it is accepted by the NHSRC Certification Cell.

2.3.2.2. Modify Assessment Schedule

Here, the user will be able to view the proposed dates for the assessment sent by the certification cell and also, accept the same. The NHSRC Certification Cell will propose some dates and the facility will have the option to ask for rescheduling the assessment in case of any issue.

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

Assessment List

Create New Assessment

Search:

Application No.	Assessment Mode / Program	Applied Departments	Creation Date /Submitted Date	Last Update	Status	Action
PHCN2402190000001_01	Physical/NQAS	6	19-Feb-2024 /19-Feb-2024	20-Feb-2024	Proposed Dates Viewed by Facility & In-Process for Cycle 1 and Iteration 1	Review Assessment Schedule

Showing 1 to 1 of 1 entries

Previous1Next

Once the NHSRC Certification Cell proposes the dates for the assessment, the status of the application on the list page will change to “**Dates Proposed for Assessment & Sent to Facility, Receive Pending at Facility for Cycle 1 and Iteration 1**”. Along with this, now in the “**Action**” column, the option will show “**Modify Assessment Schedule**”.

Step – 2 – The user will click on “**Modify Assessment Schedule**” in the “**Action**” column. The following screen will be displayed –



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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)

[Back](#)

The “**Application Details**” page will open.

Here, in the top section, the user will be able to view facility details and application details.

Under it, the user will be able to view the “**Proposed Date Previous Details**” section. Here, the user will see the proposed dates for the assessment by the NHSRC Certification Cell. Along with that, the user can view who has proposed the dates and on which date.

Step – 3 – The user will click on check-box “**Re-Schedule Dates**” under the “**Proposed Date Previous Details**” section to re-schedule the dates.

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

☐ Option 1

☐ Option 2

dd-Mmm-yyyy

dd-Mmm-yyyy

dd-Mmm-yyyy

dd-Mmm-yyyy

Remarks:

[I Want To Re-Schedule](#) [Back](#)

Current Proposed Dates

Current Proposed Dates

Here, the user has the option to enter 2 set of possible dates on which the facility is ok having the assessment.

Step – 4 – The user will click on check-box besides “**Option 1**” and “**Option 2**” to propose new dates.



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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)

Select Option

Select Re-Schedule Dates From & To

☒ *Option 1

☒ *Option 2

* Remarks:

Here, the user will enter the possible set of dates. The user will have to give 2 options for the NHSRC Certification Cell to choose from. It is mandatory to give 2 options for the dates.

“Remarks” is a mandatory column.

Step – 5 – The user will click on “I Want to Re-Schedule” to submit the options.

A pop-up will be displayed on the screen to confirm.

You are going to request for Re-Scheduling of assesement. Are you sure? ✕

Click on “OK” to confirm.

Step – 6 – Once the assessment dates are re-proposed, the status of the application on the list page will change. The following screen will be displayed –

Assessment List							Create New Assessment
Search: <input type="text"/>							
Application No.	Assessment Mode / Program	Applied Departments	Creation Date /Submitted Date	Last Update	Status	Action	
PHCN2402190000001_01	Physical/NQAS	6	19-Feb-2024 /19-Feb-2024	20-Feb-2024	Proposed Dates Rejected & Rescheduled by Facility, Pending at CU2 for Receiving for Cycle 1 and Iteration 1	Modify Assessment Schedule	

The status of the application on the list page will change to “Proposed Dates Rejected & Rescheduled by Facility, Pending at CU2 for Receiving for Cycle 1 and Iteration 1”.

Once the dates are finalized between the Facility and NHSRC Certification Cell, the status of the application will change to following –



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Assessment List							+ Create New Assessment
Search: <input type="text"/>							
Application No.	Assessment Mode / Program	Applied Departments	Creation Date /Submitted Date	Last Update	Status	Action	
PHCN2402190000001_01	Physical/NQAS	6	19-Feb-2024 /19-Feb-2024	20-Feb-2024	Proposed Dates Response Accepted by CU2 & Pending for Assessor Selection	View Application	

Updated Status once the dates are accepted

The status of the application on the list page will change to **“Proposed Dates Response Accepted by CU2 & Pending for Assessor Selection”**. Along with this, now in the **“Action”** column, the option will only show **“View Application”** i.e. the user will only be able to view the application.

2.3.3 Revert of the Application

Here, the user will be able to view the application for the assessment if the application has been reverted at any higher level.

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

Assessment List							+ Create New Assessment
Status : Active							
Search: <input type="text"/>							
Application No.	Program Mode / Program	Applied No. of Departments	Creation Date /Submitted Date	Last Update	Status	Action	
DHN2210100000001_01	Physical/NQAS	6	10-Oct-2022 /10-Oct-2022	10-Oct-2022	Assessment Reverted- Need Correction for version 1	Review Assessment	
Showing 1 to 1 of 1 entries							Previous 1 Next

Review Assessment Button

Step – 2 – To review the revert case; the user will click on the **“Review Assessment”** under the **“Action”** column. The following pop-up will be displayed.

You are going to accept the assessement revert and this assessment will continue with an updated version. Are you sure?

Cancel OK

Click on **“Ok”** button to continue. The status of the application will update to **“Assessment In-Complete for version 2”**.

Step – 3 – To proceed with the revert case; the user will click on the **“Proceed”** under the **“Action”** column. The following pop-up will be displayed.



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Upload Documents for Applying Certification



Department Selection/Modification

Program Mode: Certification For Program:

*Select Department Name

Showing all 12

Filter

Laboratory
Labour Room
Maternity Ward
Mortuary
NRC
OPD
Operation Theatre
Paediatrics Ward

Showing all 6

Filter

Accident and Emergency
Auxiliary Services
Blood Bank
General Administration
ICU
IPD

Back Save & Proceed

Here, the user will have the option to change the “**Program Mode**” and the “**Certification for Program**”.

If the user wishes to add or remove any program, the user can select it from the “**Certification for Program**” drop-down. The following screen will be displayed.

Department Selection/Modification

Program Mode: Certification For Program:

*Select Department Name

Showing all 13

Filter

Laboratory
Maternity Ward
Mortuary
NRC
OPD
Operation Theatre
Paediatrics Ward
Pharmacy

Showing all 6

Filter

Accident and Emergency
Auxiliary Services
Blood Bank
General Administration
ICU
IPD

Back Save & Proceed

The user can add the department from the left list to the right list, which he wishes to apply for the assessment.

Step – 4 – Once the user has updated the new program and departments, click on the “**Save & Proceed**” button to proceed with the application.

Back Save & Proceed

Once the user clicks on “**Save & Proceed**” button, a following pop-up will appear.



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Message

If you will change program, then checklist will be change according to program. Do you agree to change program?

✕ Cancel

✓ Confirm

The user will click on the “Confirm” button to confirm. The DVR checklist will be updated according to new program selected.

Further, the user will be able to continue with the application in the already explained way.

2.3.2 External Assessor Evaluation

The Facility user can fill the assessor feedback form after assessment. The user can give feedback of the assessor that has done the assessment of the facility.

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

External Assessor Evaluation List					
Status : Active					
Search: <input type="text"/>					
<input type="checkbox"/>	Application No	Program	Assessment Date	Assessor Name	Action
<input type="checkbox"/>	DHN2209090000001_01	NQAS	12-Sep-2022 To 13-Sep-2022	Dr. Rajesh Raju	Fill FeedBack
<input type="checkbox"/>	DHN2209090000001_01	NQAS	12-Sep-2022 To 13-Sep-2022	Ms. Vinny Arora	Fill FeedBack
Showing 1 to 2 of 2 entries					Previous 1 Next

Fill Feedback Button

Step – 2 – The user will click on “**Fill Feedback**” in the “**Action**” column. The following screen will be displayed –



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[External Assessor Evaluation form](#) » [Fill Feedback](#)

External Assessor Evaluation Form

As a part of evaluation, we request you to provide feedback of External Assessors who had conducted the External Assessment Process. Central Quality Supervisory Committee (CQSC) is interested in your views on the quality of service provided, independence, objectivity and professional scepticism demonstrated by the External Assessment team.

Please rate the Assessor's performance on each of the following attributes using a five-point scale, where 5 = Excellent, 4=Very Good, 3=Good, 2=Fair, 1=Poor.

One form should be completed for each member of the Assessment Team. The information provided by you would be kept confidential and would not influence the outcome/conclusion of the external assessment and would only be used for improving the assessment process.

ASSESSOR PERFORMANCE EVALUATION FORM						
Department's Assessed	Accident and Emergency, Auxiliary Services, Blood Bank, General Administration, ICU, IPD					
Assessment Date	12-Sep-2022 To 13-Sep-2022					
Assessor's Name	Dr. Rajesh Raju					

Sr.No	Attributes	Poor	Fair	Good	Very Good	Excellent
1	Assessment Plan and Schedule shared well in advance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Arrived at Facility/Department on time as per the schedule.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Presentation skills during Opening and Closing Meeting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The user will have the option to choose from the following attributes –

- Poor
- Fair
- Good
- Very Good
- Excellent

Step – 3 – Finally, to submit, the user has to click on the “**Submit**” button. Also, the user has the option to “**Reset**” or “**Back**”.

3. 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 –

[Change_Password](#) » [Change](#)

Old Password *	<input type="password"/>
New Password *	<input type="password"/>
Confirm Password *	<input type="password"/>

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.



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Save

Reset

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.

In addition, 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

OK

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

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

4. Helpdesk

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

4.1 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 –



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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 Menu: Select Value

Upload File

xls | xlsx | zip).Fi

- Select Value
- Change_Password
- Facility Assessment Report
- Facility Incharge Master
- Help Desk
- Messages
- Pending Request
- Provisional User List

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

*Select Subject: Select Value

*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 _)

- Select Value
- New Subject
- Design
- Functionality
- Issue with Pending request
- Problem

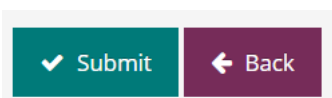


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Along with the above two, the user has the option to “**Upload**” a file that is related to the issue and the “**Description**” of the issue.

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



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	
Showing 1 to 1 of 1 entries								Previous 1 Next

Status of the Ticket

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”.

4.2 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

User Name : DQAU Panna
State Name: Madhya Pradesh
Contact Details : 7832642738/

Ticket Details

Menu Name : Facility Incharge Master
Subject :Functionality

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

User and Ticket Details

Problem

Solution



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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.