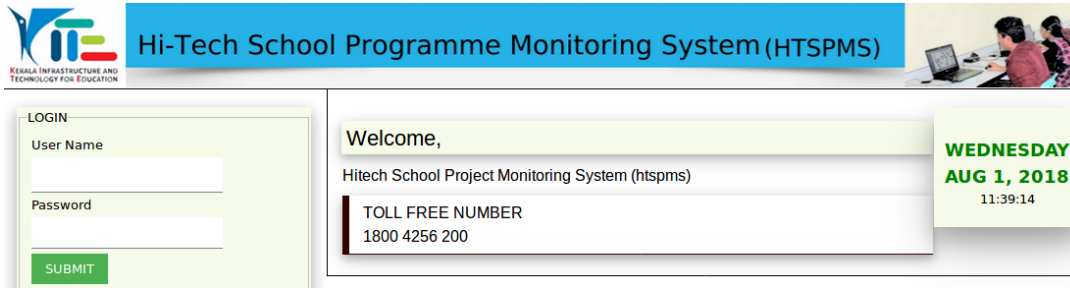


Hi-Tech School Project Management System (*htspms*)

User manual for Online Complaint Registration

SCHOOL LOGIN

- Open **kite.kerala.gov.in/support** in webbrowser
 For login enter username & password (Schooltype-SchoolCode , eg: hs-5001)
 * Once you login you have to change your password
 * In case you forgot the password you can reset the same using forgot password button which will change the default password to (Schooltype-SchoolCode , eg: hs-5001)



- After login you will get home screen with summary of Complaints & Product List.

School hss-5001		HOME	COMPLAINTS
COMPLAINTS		PRODUCT LIST	
TOTAL COMPLAINTS	5	Total Items	56
PENDING	2	PRODUCT	TOTAL
CALL REGISTERED	0	CEILING MOUNT KIT, GMPL	8
PARTIALLY SOLVED	0	FACE PLATE, GMPL	8
RESOLVED	0	HDMI CABLE, ANTRAX	8
RE ASSIGNED	0	LAPTOP, ACER	8
CLOSED	3	LAPTOP (FOR LAB), ACER	4
		PROJECTION SCREEN, LIBERTY LITE	4

- Select Complaints from top navigation, you will get a screen as given below;

There are 6 options;

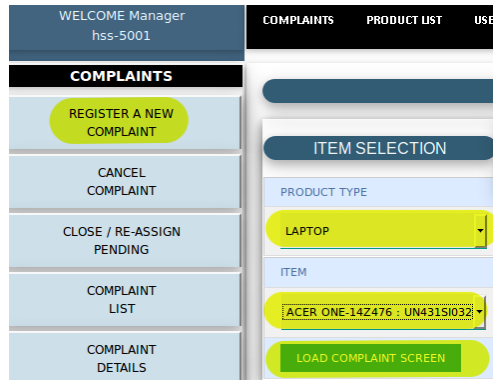
- To Register a new complaint
- To Close / Reassign a solved Complaint
- To View the List of Complaints
- To View the details of a Complaint
- To View summary of complaints
- To Cancel a false complaint

School hss-5003	HOME	COMPLAINTS
REGISTER COMPLAINT	COMPLAINTS SUMMARY	
CLOSE / RE-ASSIGN COMPLAINTS	STATUS	TOTAL
COMPLAINTS LIST	PENDING	1
COMPLAINT DETAILS	CALL REGISTERED	1
COMPLAINTS SUMMARY	PARTIALLY SOLVED	0
CANCEL COMPLAINT	RESOLVED	1
	RE ASSIGNED	0
	CLOSED	1
	TOTAL COMPLAINTS	4
	Click on Status rows to	

(1) REGISTER A NEW COMPLAINT

School can register the complaints of products supplied under Hitech school programme.

Select Product Type & Serial Number, click on 'LOAD COMPLAINT SCREEN' button,



It will open a data entry form like below;

ITEM DETAILS			
TYPE	LAPTOP	MAKE	ACER
MODEL	ONE-14Z476	SLNO	UN431S1032H5300011
D.DATE	31-01-2018	WARRANTY	5
SUPPLIER	ACS TECHNOLOGIES		
SERVICE PROVIDER	ACER		
COMPLAINT TYPE			
<input type="checkbox"/>	NOT GETTING ON		
<input type="checkbox"/>	SYSTEM HANGING		
<input type="checkbox"/>	DISPLAY COMPLAINT		
<input type="checkbox"/>	KEY PAD NOT WORKING		
<input type="checkbox"/>	CD/DVD DRIVE NOT WORKING		
<input type="checkbox"/>	OPERATING SYSTEM ERROR		
<input type="checkbox"/>	SYSTEM SLOW & VIRUS		
<input type="checkbox"/>	OTHERS, Please Specify in the below box		
COMPLAINT DESCRIPTION			
CONTACT DETAILS			
OFFICER NAME	Manager		
OFFICER PHONE	000-000-00		
OFFICER EMAIL	Enter Email Address...		
<input type="button" value="REGISTER COMPLAINT"/>		<input type="button" value="CANCEL COMPLAINT"/>	

Follow the below steps;

- (1) Select Complaint Type.
- (2) Enter Complaint Description - in the case of "OTHERS".
- (3) Update Contact Details
- (4) Click on 'REGISTER COMPLAINT' button

Once the complaint is registered an acknowledgement will be generated like below;

COMPLAINT ACKNOWLEDGMENT	
COMPLAINT ID	S1/18/C277
SCHOOL	HSS-5001, GOVT. HSS, ERATTUPETTAH , KOTTAYAM, 686122, KOTTAYAM Dt
DATE	30/07/18 06:09:44pm
PRODUCT	LAPTOP,ACER, ONE-14Z476
ITEM	UN431SI032H5300011
COMPLAINT	Not Getting ON.
SERVICE BY	ACER, ACER SERVICE PROVIDER, DELHI 9388956895 acersp@gmail.com

Your complaint has been registered. Kindly check this URL for further update.

* keep the Complaint ID for future reference.

(2) CLOSE / REASSIGN COMPLAINT

The School officials can select the complaint to be closed / re-assign from the list of complaints resolved. They can close a complaint if a complaint lodged is fully rectified. If it is not fully rectified, the complaint can be re-assigned .

(3) COMPLAINTS LIST

The user can view list of complaints lodged by the school, using this option. The complaint list contains complaint number & date, product details, complaint details, details of Service Provider and status of complaint.

(4) COMPLAINT DETAILS

To view the complete details of a complaint, with time line, select the particular complaint from the list of complaints and click GO button.

COMPLAINT DETAILS	
COMPLAINT ID	S1/18/C20
SCHOOL	HSS-5003, GOVT. HSS, KARAPPUZHA, KOTTAYAM
DATE	2018-06-30 15:50:28
PRODUCT, SLNO	LAPTOP-ACER MODEL- ONE-14Z476 UN4315I028805003E9CL10
LODGED BY	Manager, 0
COMPLAINT	1] Operating System Error 2] System Slow & Virus
DESCRIPTION	Urgent
STATUS	CLOSED
SERVICE BY	ACER, ACER SERVICE PROVIDER, DELHI, 9388956895 acersp@gmail.com
TIMELINE	1] Complaint Created on: 2018-06-30 15:50:28

(5) COMPLAINTS SUMMARY

User can view a summary of all complaints already registered.

STATUS	TOTAL
PENDING	1
CALL REGISTERED	1
PARTIALY SOLVED	0
RESOLVED	1
RE ASSIGNED	0
CLOSED	1
TOTAL COMPLAINTS	4

(6) CANCEL COMPLAINT

This option is for cancelling a complaint lodged by mistake.

School authorities can cancel a complaint, if it is registered wrongly. To cancel a complaint, select the pending complaint from the list and click CANCEL button.

NO	COMPLAINT	SERVICE BY
1	C2018/HSS-5001/3 2018-06-29 11:29:58	GMP
2	S1/18/C277 2018-07-30 18:09:44	ACER

COMPLAINT DETAILS	
NUMBER	C2018/HSS-5001/3
DATE	2018-06-29 11:29:58
PRODUCT	USB SPEAKER-IBall MODEL- IBALL DECOR 9
ITEM SLNO	5001-HSS/IBALL DECOR 9/1/P1/P1
SERVICE BY	GMP, .
COMPLAINTS	1] OTHERS, Refer Descriptions dstdsfsgf
TIMELINE	1] Complaint Created on: 2018-06-29 11:29:58

MARK DETAILS	
REMARKS	
CANCEL COMPLAINT	QUIT

PRODUCT LIST

User can view the total list of products supplied to their school under HiTech school programme.

HOME	COMPLAINTS	PRODUCT LIST	USER SETTINGS	LOGOUT	
LIST OF PRODUCTS AVAILABLE AT SCHOOL					
5001-HSS, GOVT. HSS, ERATTUPETTAH , KOTTAYAM, POONJAR DT					
Show	25	entries	Search:	<input type="text"/>	
NO	TYPE	PRODUCT DETAILS	D.DATE	WARRANTY	SERVICE
1	CEILING MOUNT KIT	GMPL-LG PCM-3F 5001-HSS/LG PCM-3F/2/P1	28-03-2018	5 Yrs	GMPL
2	CEILING MOUNT KIT	GMPL-LG PCM-3F 5001-HSS/LG PCM-3F/3/P1	28-03-2018	5 Yrs	GMPL

SCHOOL PROFILE

School authorities can View / Edit the school details by clicking School Profile

HOME	COMPLAINTS	PRODUCT LIST	SCHOOL PROFILE
VIEW SCHOOL PROFILE			
SCHOOL DETAILS			
TYPE	HSS		
CODE	5003		
NAME	GOVT. HSS,		
PLACE			
POST			
PIN			
PHONE			
EMAIL			
ED. DISTRICT	KOTTAYAM		
LAC	KOTTAYAM		
DISTRICT	KOTTAYAM		
OFFICER DETAILS			
NAME			
DESIGNATION	HM		
MOBILE			
E-MAIL			

USER SETTINGS

School authorities can view personal details

School hss-5003	HOME	COMPLAINTS	PRODUCT LIST	SCHOOL PROFILE	USER SETTINGS
VIEW PROFILE	VIEW SCHOOL OFFICER PROFILE				SCHO
CHANGE PASSWORD	PERSONAL DETAILS				HSS-5003
EDIT DETAILS	FULL NAME	:			GOVT. HSS, KA
	DESIGNATION	:	HM		KOTTAYAM LAC
	PHONE	:			KOTTAYAM DT
	E MAIL	:			LOG
	USER DETAILS				TOTAL
	USERNAME	:	hss-5003		1 2018-C
	USER TYPE	:	Schools		2 2018-C
					3 2018-C

CHANGE PASSWORD

User can change their login password by clicking CHANGE PASSWORD

The screenshot shows the 'CHANGE PASSWORD' form within the 'USER SETTINGS' section. The form includes three input fields: 'CURRENT PASSWORD', 'NEW PASSWORD', and 'CONFIRM NEW PASSWORD'. Below the fields are two buttons: 'CHANGE PASSWORD' (highlighted in green) and 'CLEAR' (black). The left sidebar contains navigation options: 'VIEW PROFILE', 'CHANGE PASSWORD' (highlighted), and 'EDIT DETAILS'. The top navigation bar includes 'HOME', 'COMPLAINTS', 'PRODUCT LIST', 'SCHOOL PROFILE', and 'USER SETTINGS' (highlighted). The right sidebar shows school details: 'HSS-5003', 'GOVT. HSS, KA', 'KOTTAYAM LAC', 'KOTTAYAM DT', and a 'LOG' button.

EDIT DETAILS

User can edit their profile by clicking EDIT DETAILS

The screenshot shows the 'EDIT USER PROFILE' form within the 'USER SETTINGS' section. The form includes four input fields: 'FULL NAME', 'DESIGNATION' (pre-filled with 'HM'), 'PHONE', and 'E MAIL'. Below the fields are two buttons: 'SAVE' (green) and 'CLEAR CHANGES' (black). The left sidebar contains navigation options: 'VIEW PROFILE', 'CHANGE PASSWORD', and 'EDIT DETAILS' (highlighted). The top navigation bar includes 'HOME', 'COMPLAINTS', 'PRODUCT LIST', 'SCHOOL PROFILE', and 'USER SETTINGS' (highlighted). The right sidebar shows school details: 'HSS-5003', 'GOVT. HSS, KA', 'KOTTAYAM LAC', 'KOTTAYAM DT', and a 'LOG' button.



Toll Free Number : **1800 425 6200**

Email : support@kite.kerala.gov.in