Contents

About this Guide

Purpose of this Guide

This guide familiarises users to WSS. It explains the step-by-step procedures for all options involved in using the application.

Who Should Read This Guide

This guide is for the Administrators and Users of WSS.

Typographical Conventions

It is important to understand the typographical conventions used in this guide prior to using WSS.

This	Represents
Bold	Menus, menu option, radio button, check boxes, command buttons or a link.
CAPS	Keys on the keyboard and buttons on screens.
NOTE	A Note, providing additional information about a certain section/topic.
⚠	An Important message not to be ignored.
*	Mandatory fields.

Acronyms and Definitions

It is also important to understand the acronyms and their definitions used in this guide.

Acronym	Definition
CAPTCHA	Completely Automated Public Turing Test to tell Computers and Humans Apart
CCDB	Commercial Consumer Database
CCC	Consumer Care Centre
GUI	Graphical User Interface.
R-APDRP	Restructured Accelerated Power Development Reforms Programme
SMS	Short Message Service
WSS	Web Self Service.

How to Get in Touch

This section provides information to obtain further support for documentation and the system.

Documentation Support

For any questions, comments or suggestions on the documentation, contact us via email at wss.docsupport@kseb.in.

Technical Support

In the event of any technical problems, questions or suggestions regarding this software, contact us via email at wss.techsupport@kseb.in. While contacting technical support, please have the following information ready:

- Name, e-mail address, telephone number

- The Operating System

- A description of the steps leading to the problem

- The exact message that appeared when the problem occurred or any other message that appeared on the screen

1

Introduction

Web Self Service provides the utility customers with a wide range of possibilities in regards to self-services and enhances customer's relationship with the utility by providing complete access to collaborative services with just an Internet connection. Web Self Service solution provides customers a user friendly interface to address their problems related to electricity supply and services.

As one of the modules under the R-APDRP solutions portfolio, WSS takes a holistic approach covering not just the software application such as usability, functionality, security etc., but the associated need to communicate and encourage self-service. This will facilitate a shift in consumer behaviour thereby delivering higher customer satisfaction

Salient Features

- Primary point of interface between the utility and its customers

- A self-service solution to manage customers through access to collaborative services

- Empowers the utility's customers by a simple registration to start availing services

Solution Benefits

- Enriching customers with high quality experience through a user friendly portal

- Significant features like Bill Payments, Complaints Registration and New Connection requests are just a click away

- Reduced the response time of complaints through relevant workflows

Getting Started

Logging on to the WSS application as an authorised user provides access to relevant menus and options. For the relevant Login ID and Password, users are expected to register with the service.

Starting WSS

This section provides detailed information on how to start the WSS application.

To start WSS

1   In the web browser, type the KSEB URL (http://www.kseb.in) and click the Web Self Services link or type the WSS URL (http://wss.kseb.in/selfservices) and press **ENTER**.

2   WSS displays the login page as shown in the figure hereunder.

Figure 1 : WSS login page

Understanding the WSS interface

WSS is designed for extreme ease-of-use. The GUI is simple and offers a seamless navigation experience.
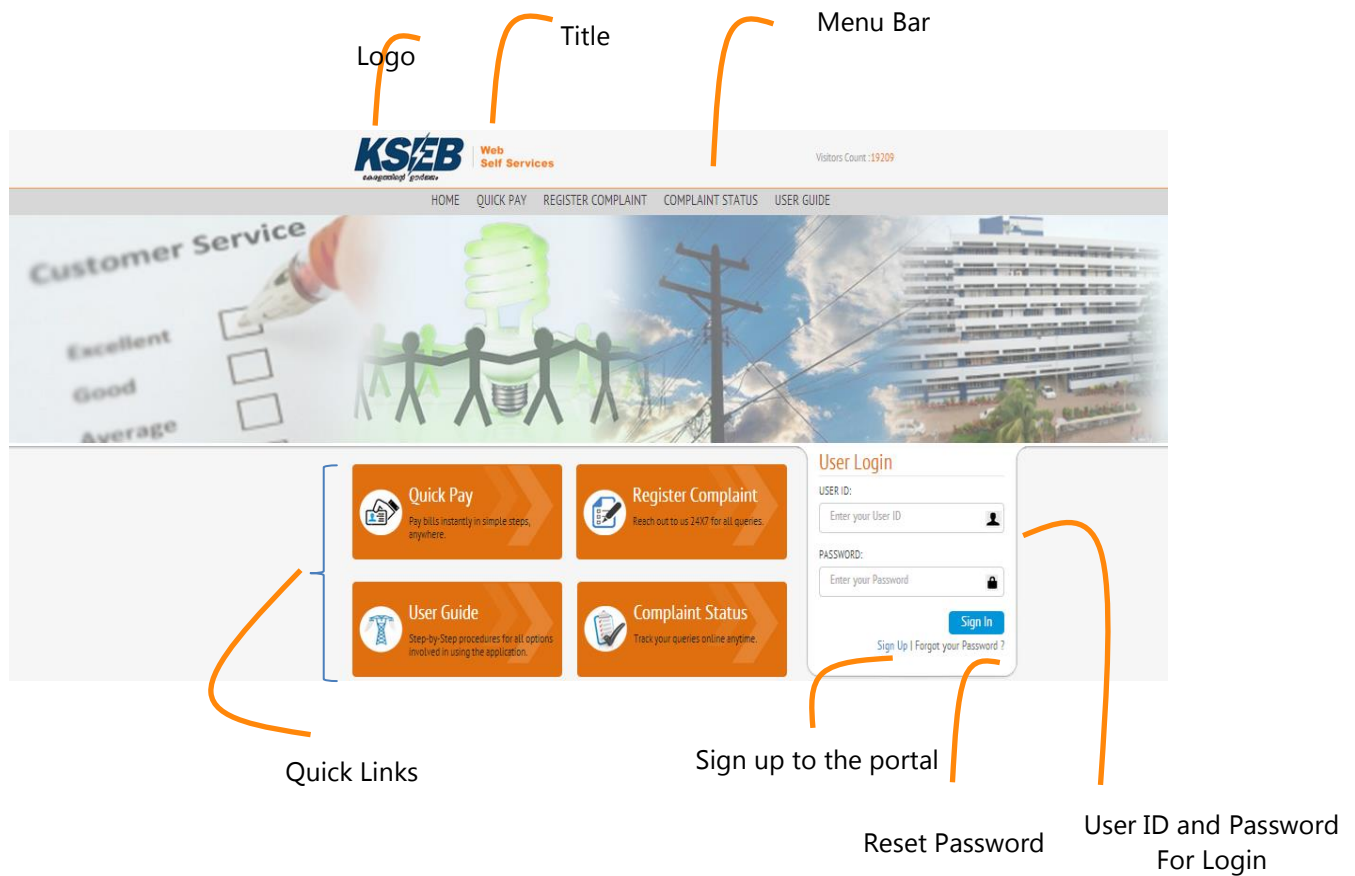
Figure 2 : WSS interface

3   Type the **UserID** and **Password** and click the **Sign In** button

4   WSS displays the home page as shown in the following figure

5   Logged in User name will appear as shown in the following figure

Web Self Service Guide

Figure 3 : WSS Home page

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Register New User

Users are expected to register with WSS prior to avail a plethora of services.

 Clicking **Sign Up** on the login page opens the Register New User page as displayed in the figure hereunder:

Figure 4 :Register new user

The Register New User page comprises of three sections; Consumer Details, Login Details and User Details.

In the Consumer Details section

Field	Description
Consumer Number	Must be a valid Consumer
Bill Number	Must be a valid Bill pertaining to the Consumer number entered above

> **NOTE** *Consumer Number and Bill Number can be obtained from any bill. A sample bill indicating where to look for Consumer Number and Bill Number within a valid bill is as shown in the following figure*

Figure 5

Figure 5: Sample Bill

In the Login Details section

Field	Description
UserId	Enter the UserID
Password	Password
Confirm Password	Confirm Password

> **NOTE** *UserID must be between 6 and 40 characters in length. UserID can contain [a-z], [A-Z], [0-9] and special characters [@, ., _]*

> **NOTE** *Password must be between 8 and 12 characters in length. Valid password is a combination of at least one uppercase, one special character and one number*

Password and Confirm Password fields must have the same password.

In the User Details section

Field	Description
Title	Select an applicable Title from the drop down
Address	3 Address lines are provided to hold the address of the Registering User
Date of Birth	Choose Date of Birth from the Calendar
Email ID	Enter a valid Email ID. All emails from WSS will be sent to this Email ID
City/Village	City or Village of the Registering User
Phone Number	Valid Phone number with STD Code
Mobile Number	Mobile number of the Registering User. This mobile number will be used for contacting the user and to send SMS
Secret Question	Provide a secret question to help the User recover password
Answer	Answer to the Secret Question
Verification Code	A CAPTCHA code for verification that the Registration is by humans

Click the **Register** button to proceed with Registration or **Reset** to clear the entered information.

Upon successful validation of the provided information, WSS will display the Registration confirmation as shown in the following figure:
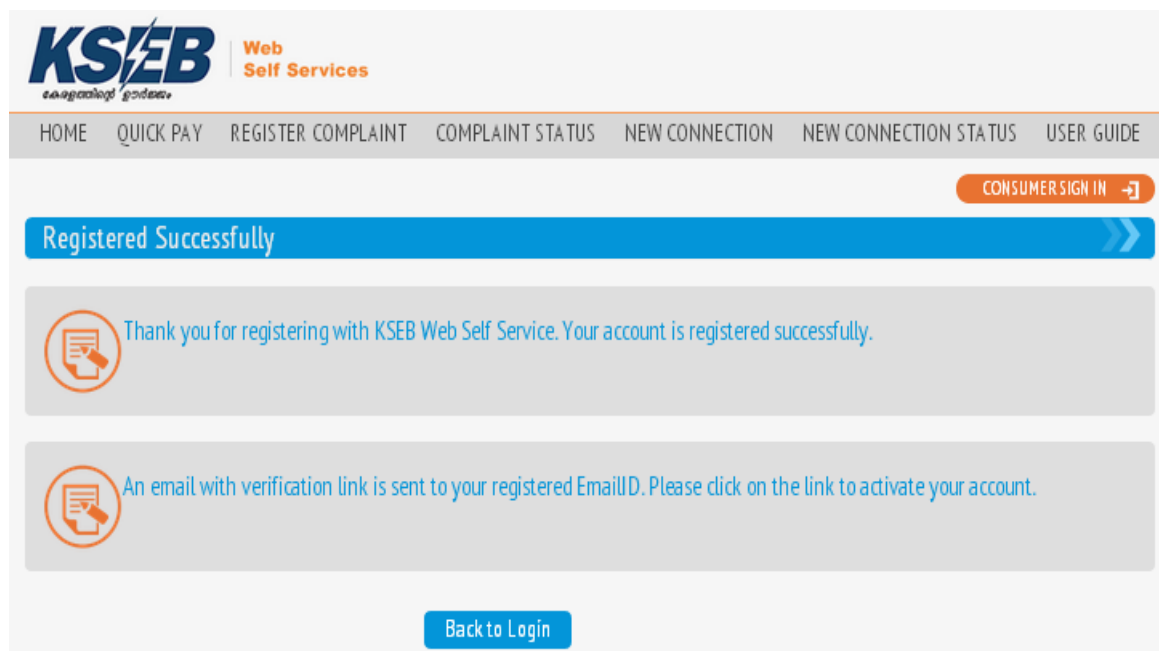
Figure 6: **Registration Confirmation**

At this stage, the user is created with WSS but is still "Inactive". WSS sends an email to the email ID provided during registration. To activate the user:

1 Open the email sent from WSS

2 Follow the instructions – either click on the link or copy and paste the URL in your browser

3 On doing so, WSS will activate the user. User Activation message will be displayed as showed in the following figure
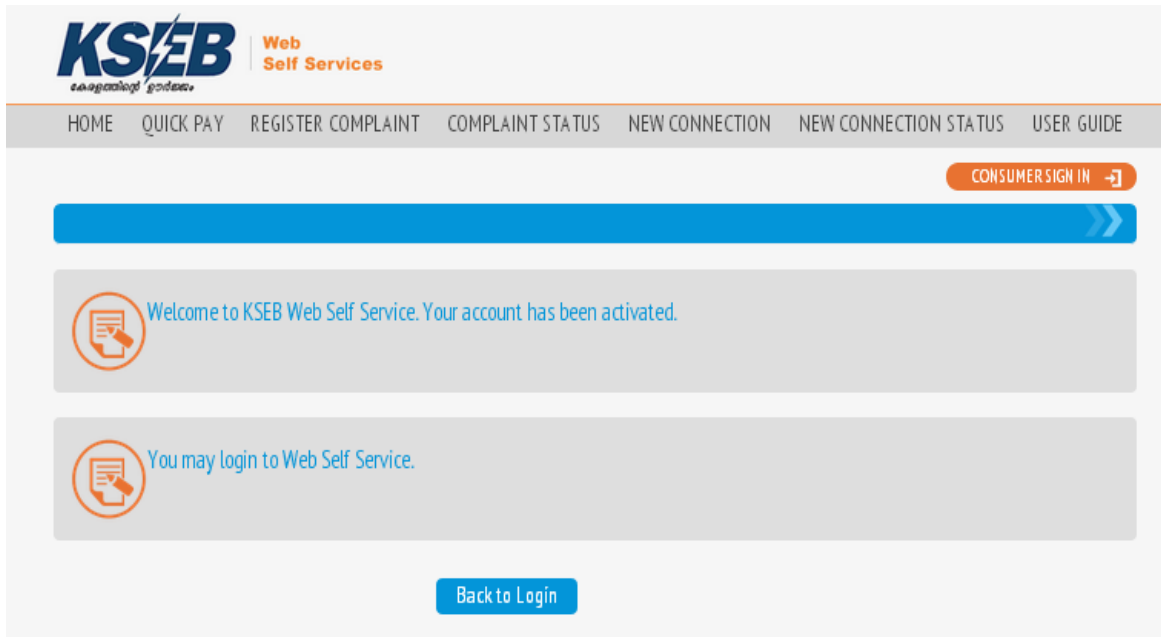
Figure 7: User Account activation

The registered user will now be able to login to WSS from the Login Page (Figure 1) using the User ID and Password

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Forgot password

A registered User will reset his/her password by providing email id and answer to the secret question. .

Enter the User ID & click **forgot your password** in the login page

Figure 8 : Login Page

It opens the Forgot Password page as displayed in the figure hereunder:

Figure 9 : Forgot Password

Enter the following & click on **submit.**

Field	Description
User ID	The User ID for the WSS account.
E- mail ID	The E-mail ID registered at the time of creating the account

On doing so, WSS will send a **Password Change Notification** mail with a link to the E mail ID mentioned. User can click on the link to change the password. The message will be displayed as showed in the following figure
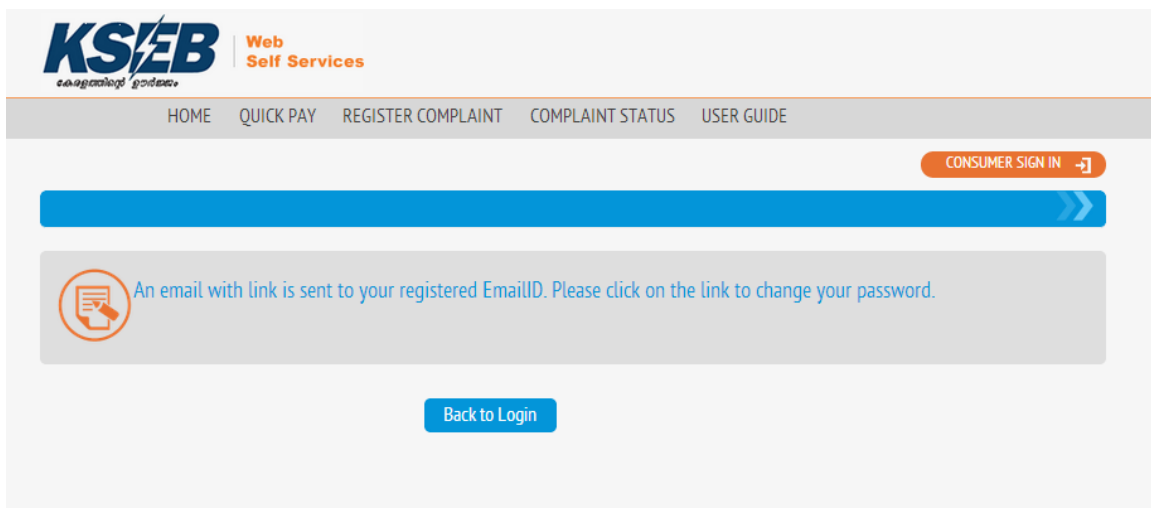
Figure 10 : Email notification

1   Open the email sent from WSS

Password change notification !

Hello, Guest

To complete your change password request, please click on the link provided below

Confirm to change your account password

OR copy and paste the following into your browser:

http://wsstest.kseb.in/selfservices/changepassCon?sessionId=c3eb24e5-070a-4c15-9db2-e29fe544ccfa
Regards,
KSEB WSS Team

This is an autogenerated email. Do not reply.

Figure 11 : Email for Forgot Password

2   Either click on the link or copy and paste the URL in your browser

3   Follow the instructions & verify the password link

4   On doing so, WSS will reset the password

The registered user will now be able to login to WSS from the Login Page (Figure 1) using the User ID and the new Password

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Register & Unregister Consumers

A registered WSS User can add / delete multiple accounts (consumers) to his/her existing account.

Click on **Register & Unregister Consumers** from the links

Figure 12 : WSS Home Page

A page will be displayed as hereunder

Figure 13 : New Consumer Register / Unregister

It has the following two sections:

Register Consumers

A registered User can add / delete multiple accounts (consumers) to his/her existing account by providing the following particulars for the account to be added

Figure 14 : Register New Consumer

Field	Description
Consumer number	Must be a valid/active consumer number
Bill number	Must be a valid Bill pertaining to the Consumer number entered above
Consumer nickname	Nickname of the consumer if any

Consumer number & Bill number are mandatory fields to be entered.

After entering above details, click on **Register**. The message for successful registration is displayed as hereunder

Figure 15 :" New Consumer Added "message

The new consumer is added in the **Registered Consumers** list

If the consumer number or bill number is wrong, the following message will be displayed

Figure 16 : "Invalid Consumer Number or Bill Number "message

If the consumer number is already registered, the following message will be displayed

Figure 17:" Already Registered Consumer "message

If the maximum number of consumers to be added is reached , it will show the following message

Figure 18 : Consumer Registration Maximum Limit message

Unregister Consumers

1   Select the consumers to be unregistered from the registered consumers list

Figure 19 : List of Registered Consumers

2 Click on **Unregister Selected Consumer**.

If the selected consumer is removed successfully from the account, a message displayed as hereunder

Figure 20 : Unregister Consumer

NOTE *If all the registered consumers are removed, then the following message will be displayed after log in.At least one consumer has to be added to the account to keep it active.*
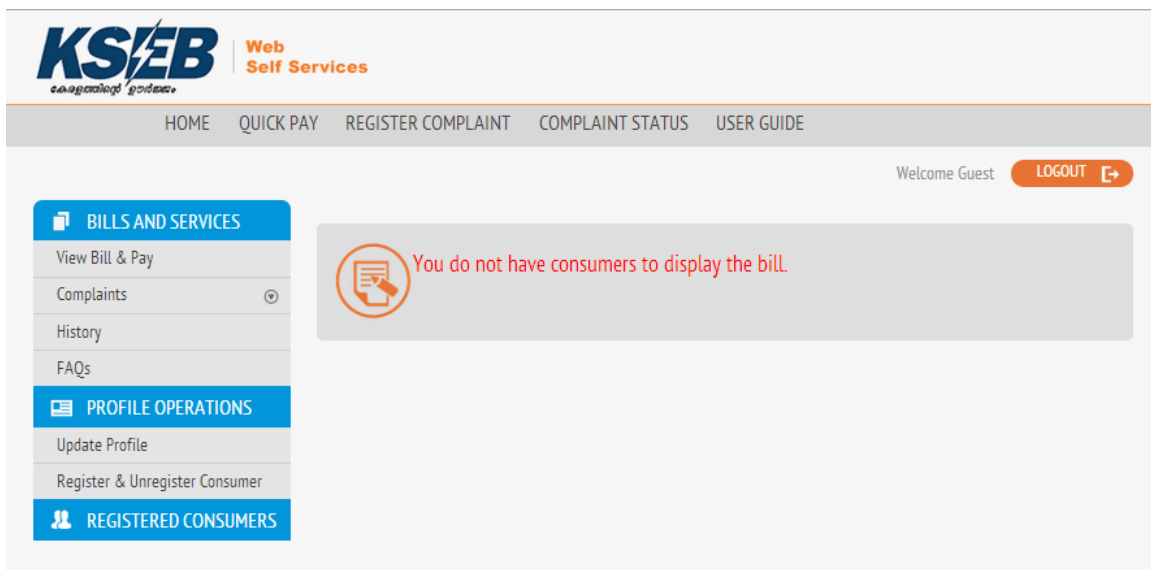
Figure 21 : Login Page when there is no Consumer Registered

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Update Profile

Here a registered user can update his profiles / preferences & can change his password. It has following three tabs for updating different set of information

Update Profile

A user can update his personal information here.Click on the **Update Profile** in the **PROFILE OPERATIONS** section from the links.

It opens a page as displayed hereunder

Figure 22 : Update Profile

The **Update Profile** tab, there are three sections as mentioned below. Updates can be made by entering / changing the particulars for the three sections.

User Details

Field	Description
UserId	User ID will be displayed which is non-editable
Name	Enter the name of the User

Field	Description
Date of birth	Select date of birth from the calendar

Contact Details

Field	Description
Email	Enter the User ID
Name	Enter the name of the User
Date of birth	Date of birth of the user
Email ID	Enter a valid Email ID. All emails from WSS will be sent to this Email ID
Phone Number	Valid Phone number with STD Code
Mobile Number	Mobile number of the Registering User. This mobile number will be used for contacting the user and to send SMS
Plot/Flat Number	Plot / Flat number of the communication address of the User
Street No.	Street number of the communication address of the User
Area/Locality	Area / locality name of the communication address of the User
City/Village	City or Village of the communication address of the User
Pincode	Pin code of the communication address of the User

Security Question

Field	Description
Secret Question	Select a secret question to help the User recover password
Answer	Answer to the Secret Question

Click on **Update Status** to save the updated information. It will give the following message if updated successfully
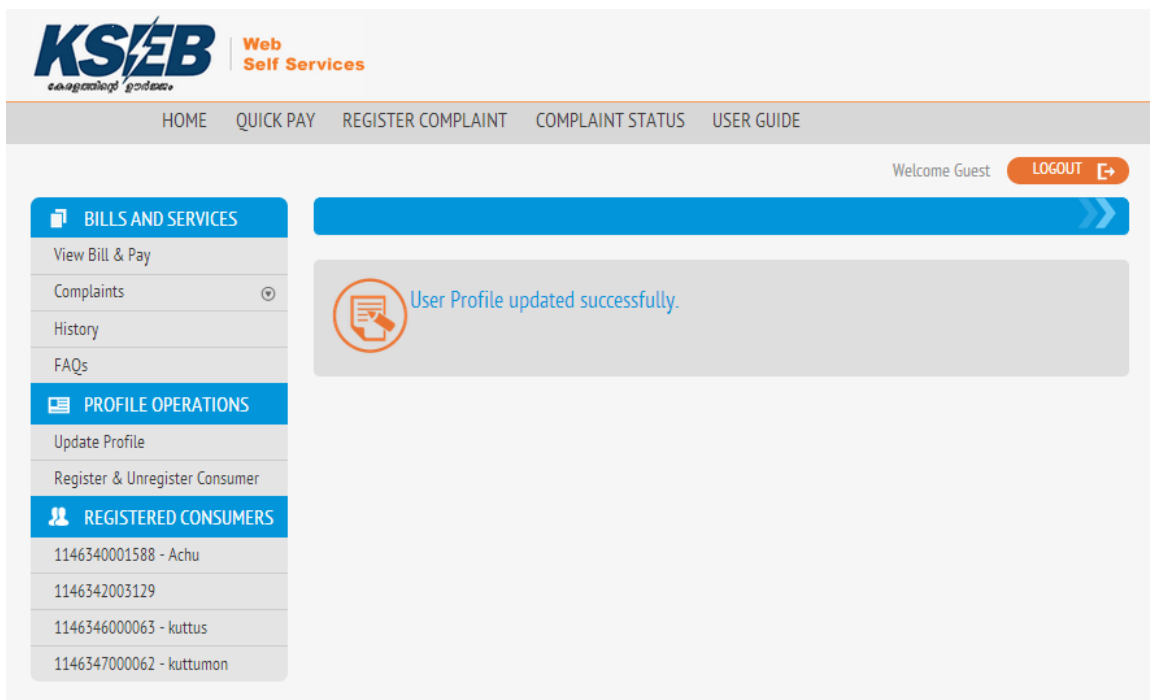
Figure 23 : Message on Successfully Updating Profile

Communication Preference

Clicking the **Communication Preference** tab will open a page as displayed hereunder
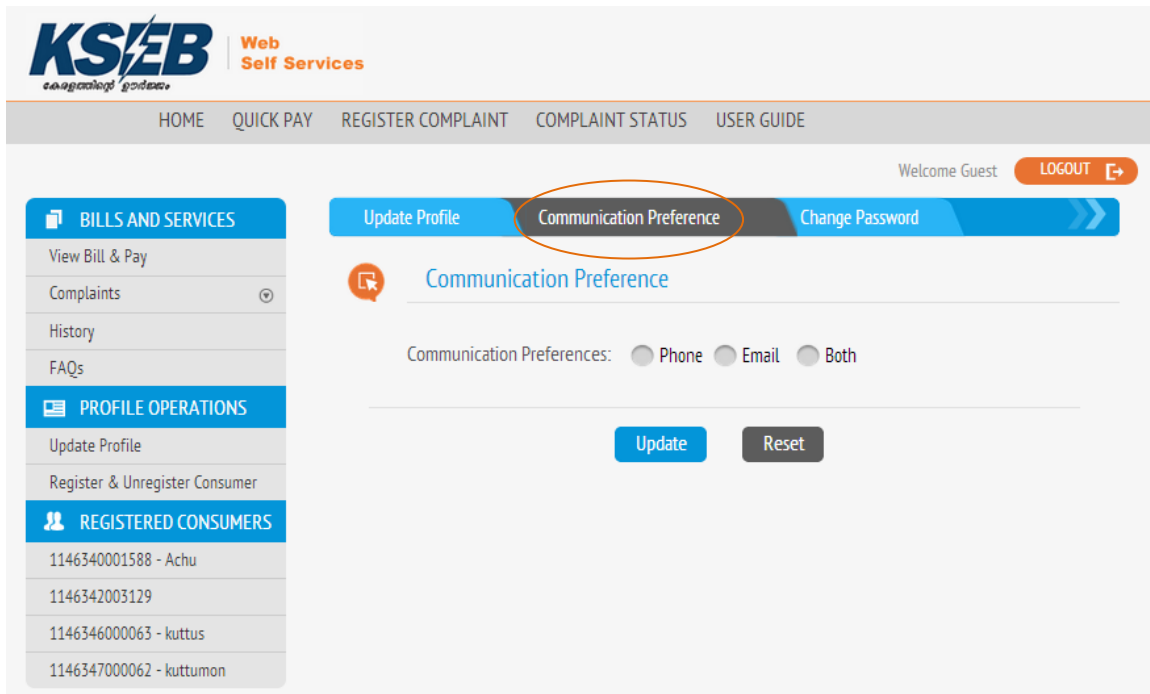
Figure 24 : Communication Preference

User can select the type of communication he prefers by selecting one of the following

1 Phone

2 Mobile

3 Both (phone & mobile)

Future communication to the User will be made according to the mode selected

Select **Update** to save the updated information. It will give the following message if updated successfully
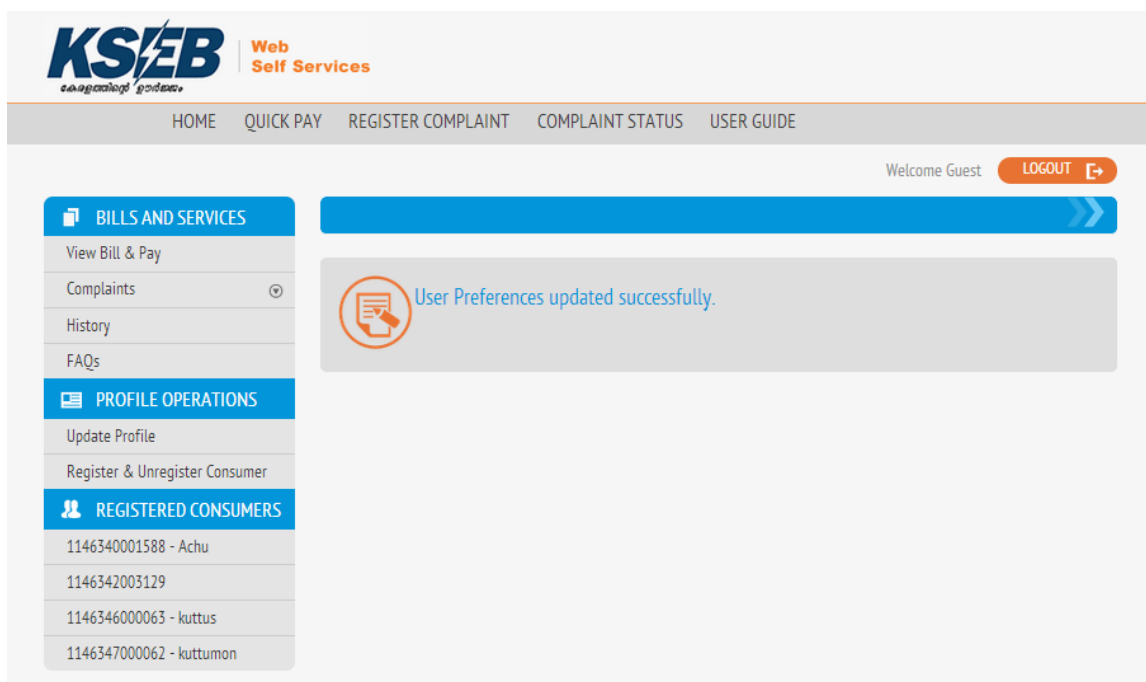
Figure 25 : Message for Successfully Updating Preference

Change Password

Clicking the **Change Password** tab will open a page as displayed hereunder
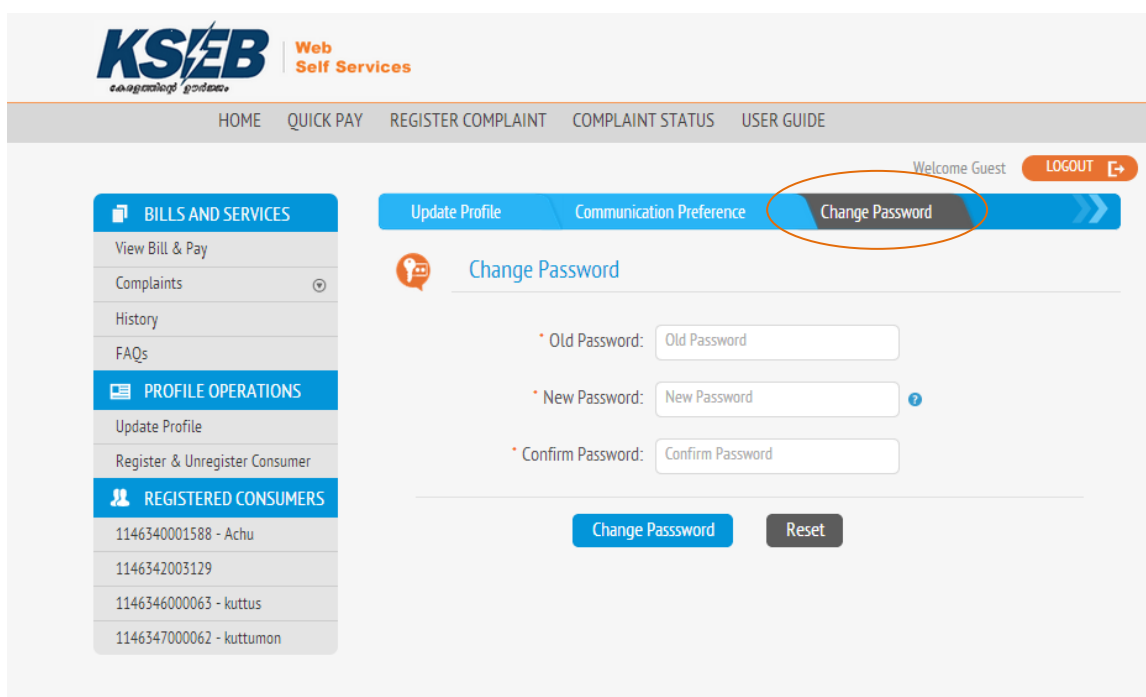
Figure 26 : Change Password

User can change the password by giving the following information

Field	Description
Old Password	Enter the existing password
New Password	New password
Confirm Password	Confirm the new password by re-entering

Password must be between 8 and 12 characters in length. Valid password is a combination of at least one uppercase, one special character and one number

Select **Change Password** to save the updated information. It will give the following message if updated successfully

Figure 27 : Message for Successfully Changing Password

User can log in to his account the next time with the new password

Update Consumer Profile

This feature enables the Registered User updating the profile of the consumers registered with his account.

Click on the registered consumer numbers from the list as highlighted

It will display the following page .It has two sections. **Consumer Preference & Consumer Details** can be updated as given in the screen.

Click on **Update** after entering all the details to be updated.Succesful update will give the following message

Consumer Preferences updated successfully.
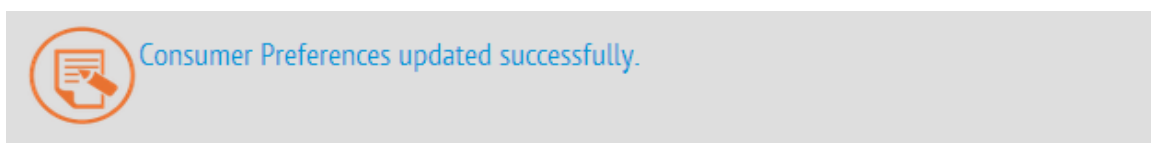
Consumer Details updated successfully.

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View Bill & Pay

This feature enables the Registered User for the online payment of the outstanding bills of all / any of consumer numbers registered with his/her account .Consumer number wise consolidated view of the due & payable amounts of the outstanding bills is provided here. Selection can be made for the bills with the respective amount to pay.

Clicking on **View Bill & pay** in the **Bills & Services** section from the links, displays the following page

Figure 28 : WSS Home Page

	*Partial payment (less or more than the specified) of the payment amount is possible where the **amount to pay** is editable*

The details of the bills can be obtained by clicking on the consumer number.It will display all the bills pending under the selected consumer number.

Figure 29 : View & Pay Bill Details

Click on **Proceed to Pay**

If there are no outstanding bills against the consumer number, it will show the following message

Figure 30 : "No Outstanding Bills" message

How to do the online payment ?

1 Select the bills with the respective amount to pay. Clicking on **Proceed to Pay** will take the User to a page for payment options as mentioned below ,also showing the Consumer wise details

- Credit card

- Debit card

- Net banking

Figure 31: Select Mode

2   According to the payment option selected, details are to be entered. If Credit Card or Debit card option is selected , the following screen will open

Welcome to Eazy2Pay

IDBI BANK

Secure Payment Gateway

We accept credit and debit cards from VISA and MasterCard.

Card Number* [ ] [ ] [ ] [ ] [?] [re-type]

Expiry Date * [MM ▼] [YYYY ▼] [?] [re-type]

CVV2/CVC2 Number [ ] [?]

Name On Card * [ ] [?]

E-Mail [ ] [?]

Mobile Number + [ ] - [ ] [?]

Merchant Name KERALA ELECTRICITY BOARD

Amount ₹ 6.06

Word Verification* [2pc83] [change]

[ ] [?]

[Pay] [Cancel]

Verified by VISA

MasterCard SecureCode.

A one time password will be sent according to the mode selected

Confirm Your OTP Destination

We will send an OTP (one time password) to your registered email/mobile to confirm you are indeed the cardholder. Your OTP will be sent to the following email/mobile.

E-Mail: jXXXXXs@gmail.com
Mobile Number: X9XXXX5XX4

Please select a method of choice to receive a new One Time Password (OTP), which you can use during new 3D Secure PIN creation.

- ⦿ Mobile Number & Email Address
- ○ Email Address
- ○ Mobile Number
- ○ I have an unused OTP, received within the last 24 hours
- ○ My details do not match

Submit   **Cancel**

This page will automatically timeout after 180 seconds.

Enter the 3D Secure pin

If **Net Banking** option is selected, the system will open a list of Banks. System will be redirected to the Net banking option of the bank selected. After providing all the details the bank will get response to the transaction

3 If the response is successful, the following page will be displayed with the transaction details

Figure 32 : Receipt number

4 If the transaction fails / cancelled, a page will be displayed as shown hereunder. It won't have any receipt number with a total paid amount mentioned as 0.

Figure 33 : Payment Failed

5 **Print** option is also provided to print the payments details

6 The user will receive a receipt number generated against the bills paid. This receipt number will be used for any further communication/enquiries with KSEB regarding the bills paid.

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Quick Pay

This is one of the exclusive features for the unregistered Users of WSS. Here the User will be able to pay his/her outstanding energy bill without log in

Select the **QUICK PAY** from the KSEB Web Self-Services homepage menu bar

Figure 34 : WSS Interface
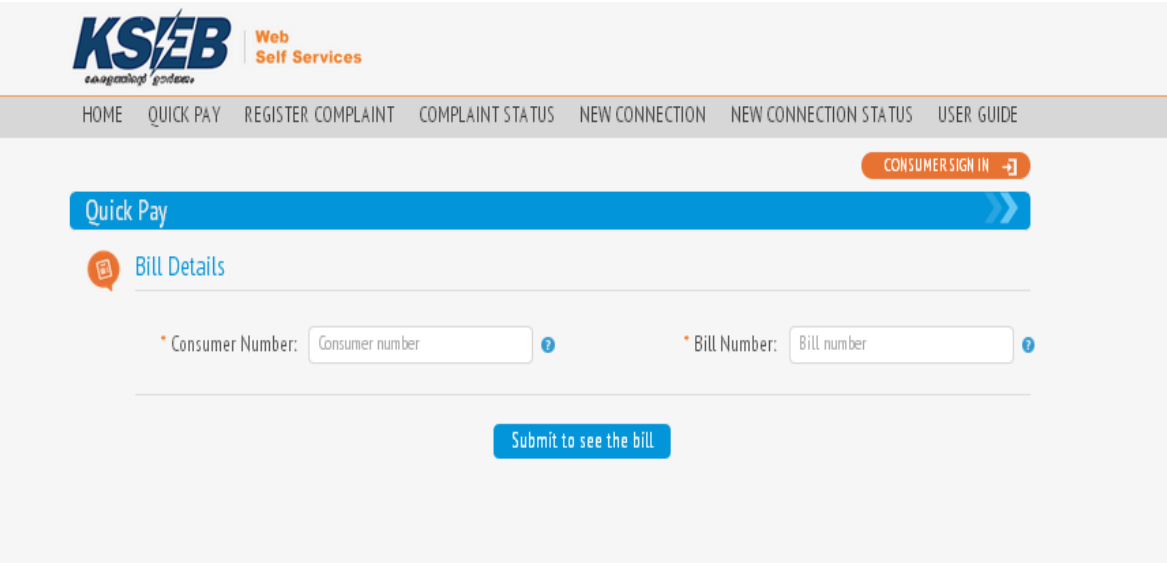
The page will be as displayed hereunder

Figure 35 : Quick Pay

Enter the **Bill Details** for the following parameters

Field	Description
Consumer Number	Must be a valid / active consumer number
Bill Number	Must be a valid bill number for energy

Only outstanding Energy bills can be paid through **Quick Pay**

Click on **Submit to see the bill**. The details of the bills selected will be shown. **Bill details** page will be displayed as hereunder

Mobile number or the Email Id of the User should be entered. If not it will show the following message

Click on **Proceed to payment** to pay the bill. It will open the following page

Figure 38 : Quick Pay – Bill Payment Details

How to do the online payment ?

1   Select the bills with the respective amount to pay. Clicking on **Proceed to Pay** will take the User to a page for payment options as mentioned below

- Credit card

- Debit card

- Net banking

2   According to the payment option selected, details are to be entered. If Credit Card or Debit card option is selected , the following screen will open

Welcome to Eazy2Pay

IDBI BANK

Secure Payment Gateway

We accept credit and debit cards from VISA and MasterCard.

Card Number* [ ] [ ] [ ] [ ] [?] [re-type]

Expiry Date * [MM ▼] [YYYY ▼] [?] [re-type]

CVV2/CVC2 Number [ ] [?]

Name On Card * [ ] [?]

E-Mail [ ] [?]

Mobile Number + [ ] - [ ] [?]

Merchant Name   KERALA ELECTRICITY BOARD

Amount   ₹ 6.06

Word Verification* [2pc83] [change]

[ ] [?]

[Pay]   [Cancel]

Verified by VISA   **MasterCard. SecureCode.**

Enter the 3D Secure pin

MasterCard. SecureCode.   **ICICI Bank**

Enter Your 3D Secure PIN

Please enter your MasterCard® SecureCode™ 3D Secure PIN in the field below to confirm your identity for this purchase. This information is not shared with the merchant.

Merchant Name: KERALA ELECTRICITY BOARD
Date: Feb 06, 2014

Total Charge: Rs 6.06
Card Number: XXXX XXXX XXXX 2000
Personal Message: 3D Secure Authentication
Name: JOJI JOHNSON

3D Secure PIN: [ ] [?]

Do you wish to convert this transaction into EMI? If yes, please select the tenure (customer will receive a call within 2 working days for placing an EMI request), if no, please leave this blank and proceed with the payment:

EMI Tenure(Months): [SELECT ▼] [*]

(Authenticate using OTP)   (forgot 3D Secure PIN?)

[Submit]   [Cancel]

This page will automatically timeout after 180 seconds.

If **Net Banking** option is selected, the system will open a list of Banks. System will be redirected to the Net banking option of the bank selected. After providing all the details the bank will get response to the transaction

3 If the response is successful, the following page will be displayed with the transaction details

4 **Print** option is also provided to print the payments details

5 If the transaction fails, a page will be displayed with an error message. As displayed below

6 The user will receive a receipt number generated against the bills paid. This receipt number will be used for any further communication/enquiries with KSEB regarding the bills paid.

If there is no outstanding balance against the specified bill, the following message will be displayed showing the due amount as 0

**Figure 39 : Quick Pay - No Outstanding Payment Pending**

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History

A registered User can see the Billing, Payment & Consumption history for the consumer numbers registered with the User account

Billing History

The **Billing History** comprises of all the bill related details of the selected consumer over the span of 3 months, 6 months & 12 months
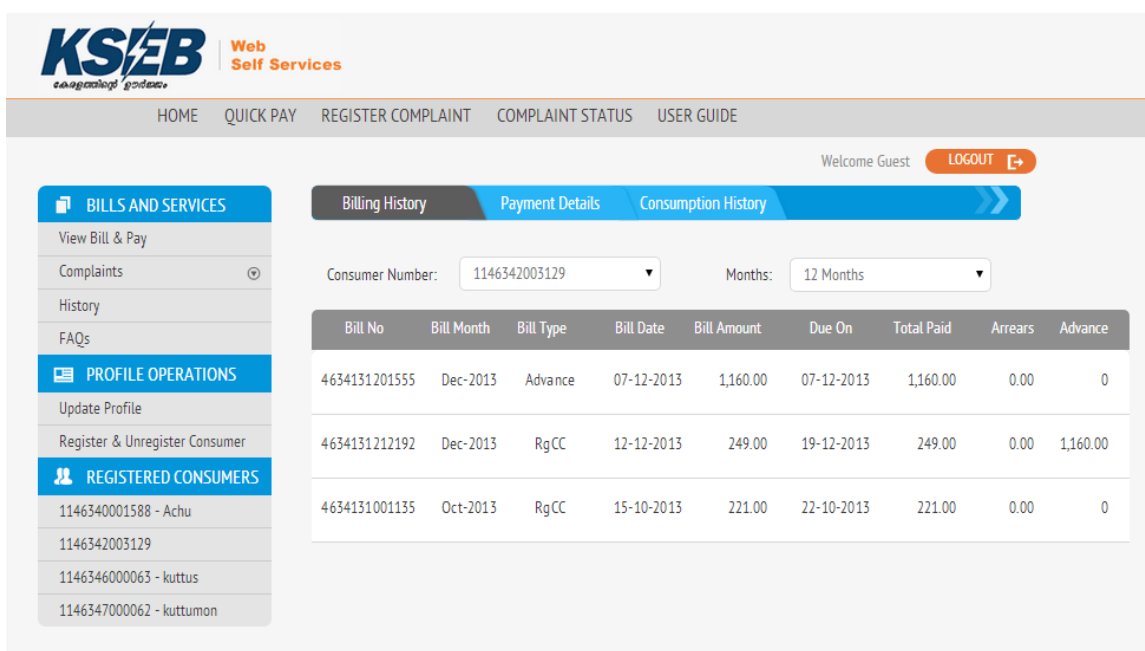Click on **History** from the links
The first page of **History** will be opened under the **Billing History** tab as displayed hereunder
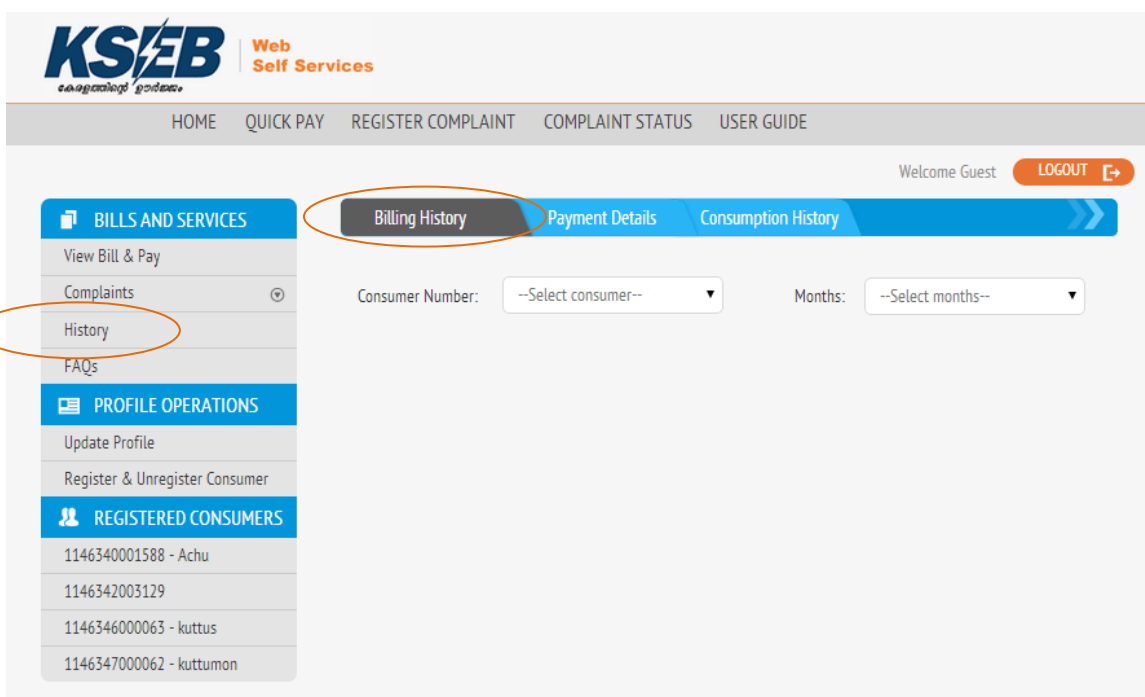
Figure 40 : Billing History

1   Select the consumer number from the list

1   Select the duration in months

Billing history of the consumer is displayed as hereunder

Figure 41 : Billing History Details

Payment Details

The **Payment Details** comprises of all the payment related details of the selected consumer over the span of 3 months, 6 months & 12 months

Click on **Payment Details** tab in **History** from the links

Figure 42 : Payment Details

1 Select the consumer number from the list

2 Select the duration in months

Payment details of the consumer for the selected duration is displayed as hereunder
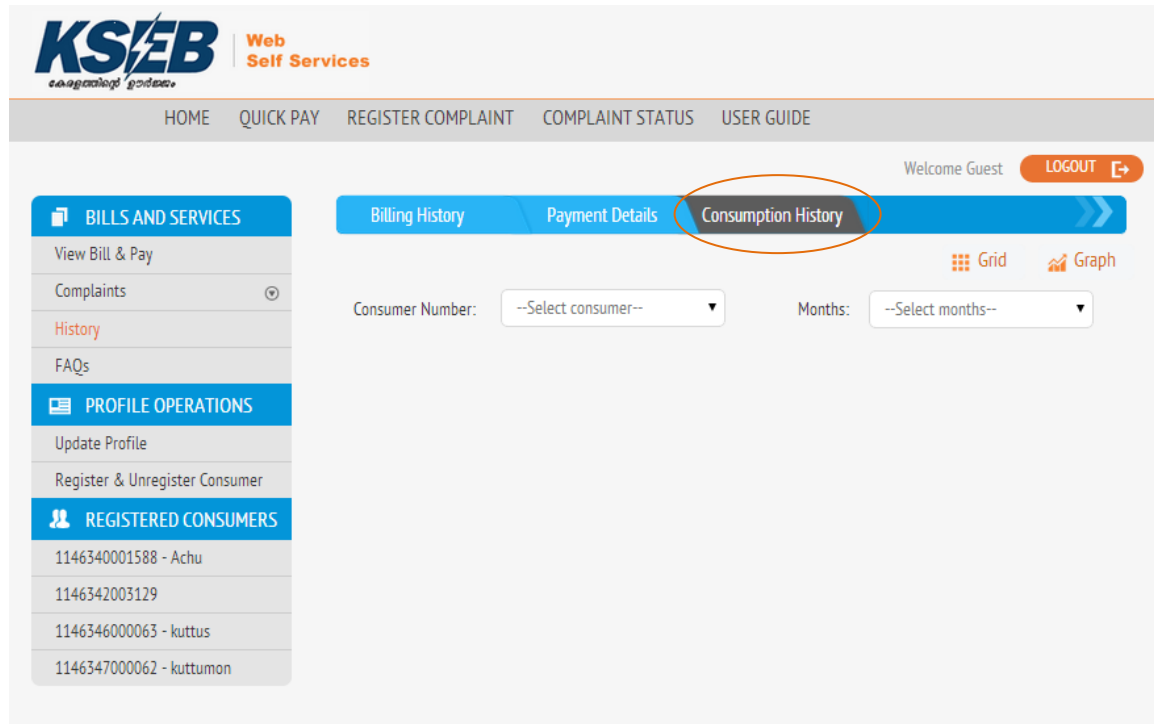
Figure 43 : Payment History

Consumption History

The **Consumption History** shows the units consumed by the selected consumer over the span of 3 months, 6 months & 12 months

Click on **Consumption History** tab in **History** from the links
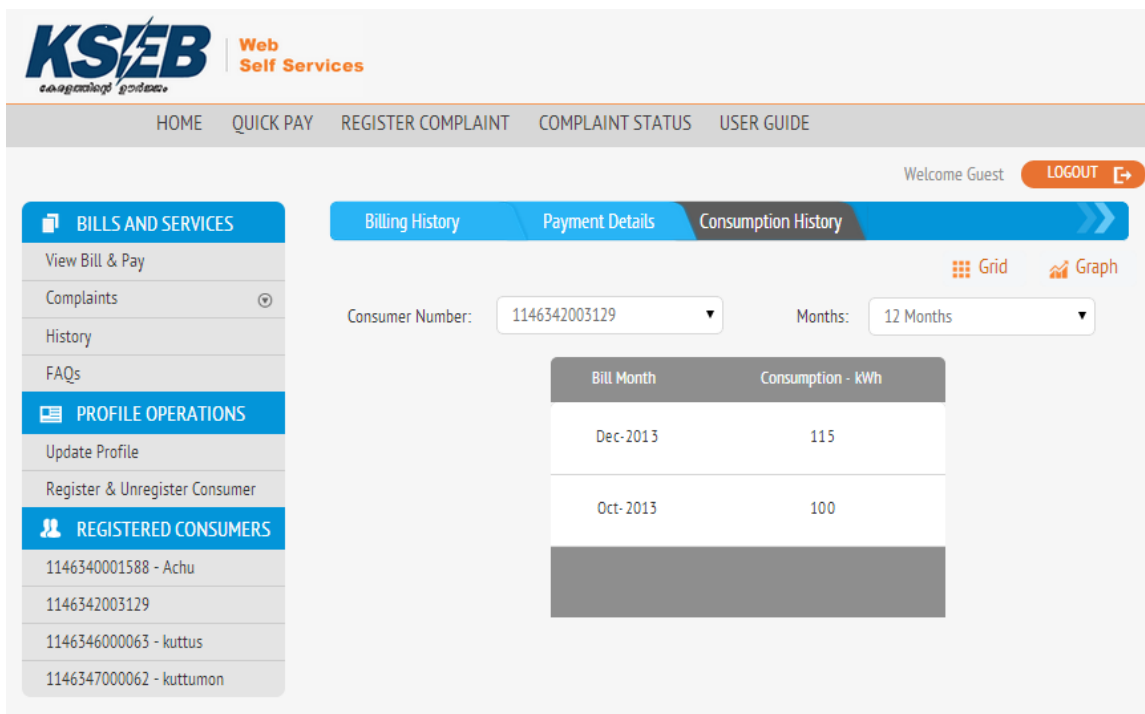

Figure 44 : Consumption History

1   Select the consumer number from the list

2   Select the duration in months

Consumption History of the consumer for the selected duration is displayed in two ways

Grid

The consumption history is displayed in the Grid form by default. The consumption units in kWh are given against the corresponding month. The page is displayed as hereunder
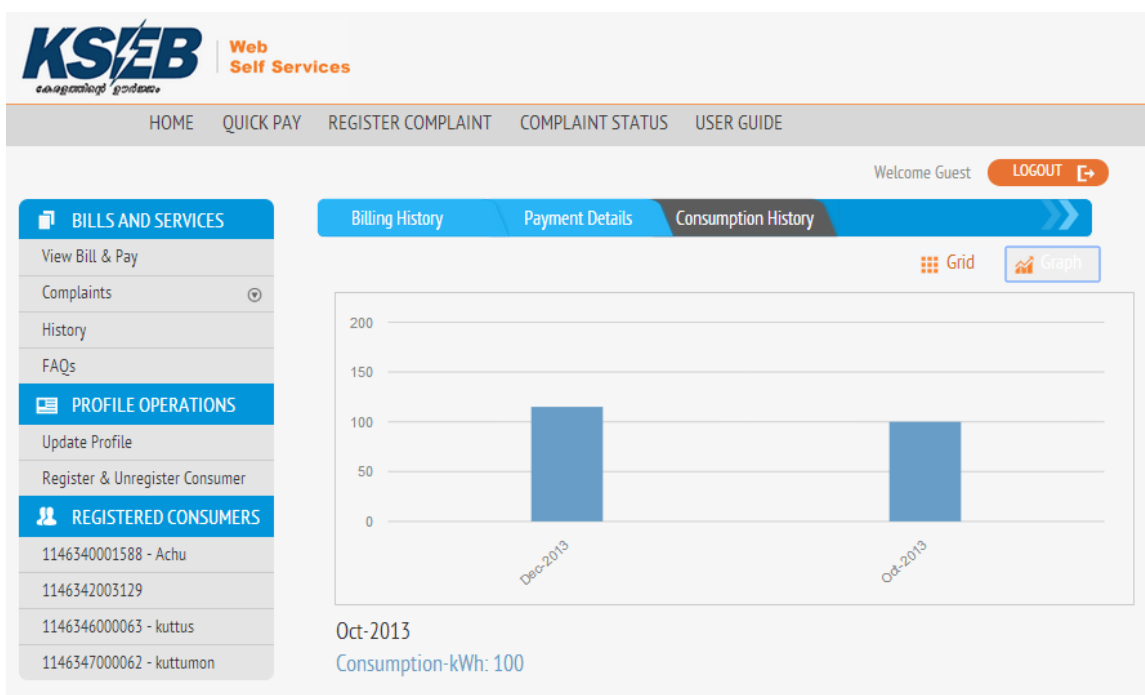
Figure 45 : Consumption History – Grid View

Graph

The Grid display can be changed to Graph display by selecting **Graph** at the top right side of the page

The Graph display for the same data is as displayed hereunder

Figure 46 : Consumption History – Graph View

Complaints: Unregistered Users

Using this feature, any user can register complaints in WSS as well as check the status of the complaints already registered

Register Complaint

Click on **REGISTER COMPLAINT** from the KSEB Web Self Services quick links.

Figure 47 : WSS Interface

A page will be displayed as hereunder

Figure 48 : New Complaint Registration

Enter the following complaint details

Field	Description
Complaint Type	Select the type of complaint from the drop down list
Complaint category	Select the category of the complaint from the drop down list
Contact Person	Name of the person to be contacted for details
Mobile Number	Mobile number of the contact person mentioned
Landmark	Landmark of the site of the complaint
Consumer Number	If the complaint is related to any consumer number
Problem description	Description of the complaint
Address	Address of the site of complaint
Enter verification code	Enter the CAPTCHA code for verification that the Registration is by humans

Click the **Submit Complaint** button to proceed with complaint Registration or **Cancel** to cancel the complaint information entered.

Successful registration will display the following message showing the complaint number generated for the complaint.
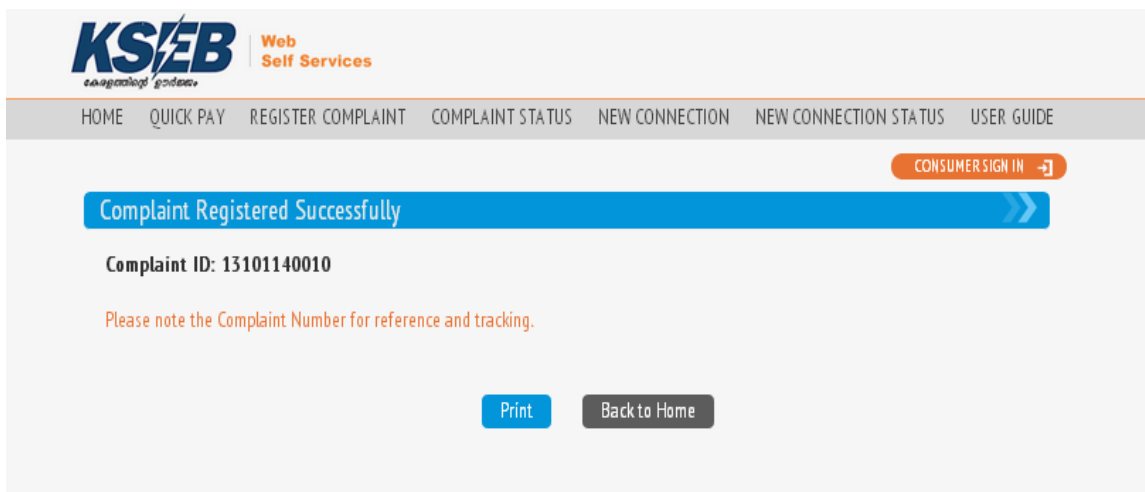
Figure 49 : "Complaint Successfully Registered" message

Click the **Print** button to take a print of the complaint number or go **back to the homepage**

> *This complaint number is to be used for the further enquiries related to the complaint*

Complaint Status

Click on **COMPLAINT STATUS** from the KSEB Web Self Services quick links.

Figure 50 : WSS Interface

A page will be displayed as hereunder

Figure 51 : Complaint Status

Enter the complaint number

Click the **Get Complaint Status** button to get the complaint status or **Cancel** to clear the entered information

Complaint status will be displayed as hereunder

Figure 52 : Complaint Status Details

To come back to the home page click the **Back to Home** button

NOTE	*For temporary unavailable service, it will display the following message*
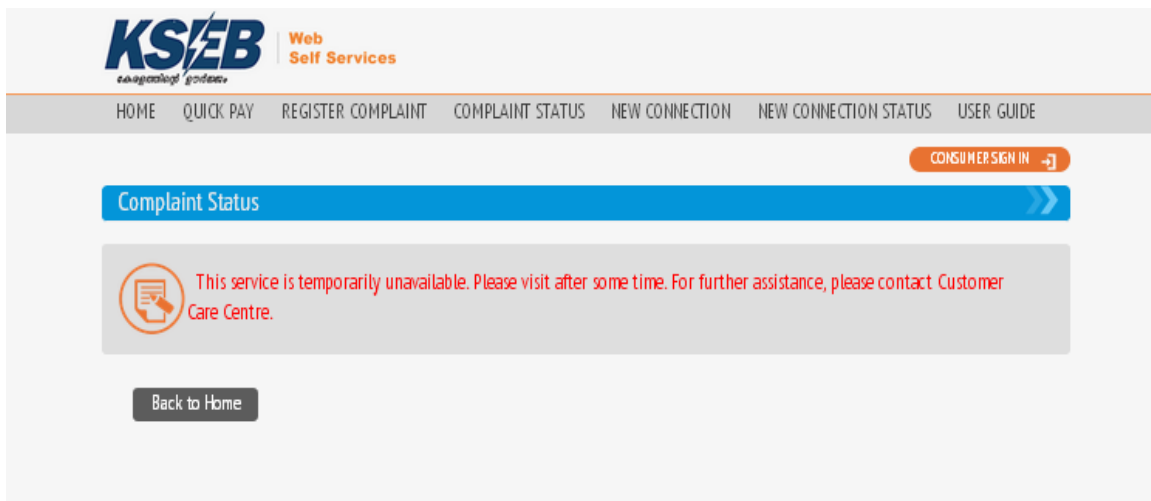
Figure 53 : Service Down

> For wrong complaint number, following message will be displayed
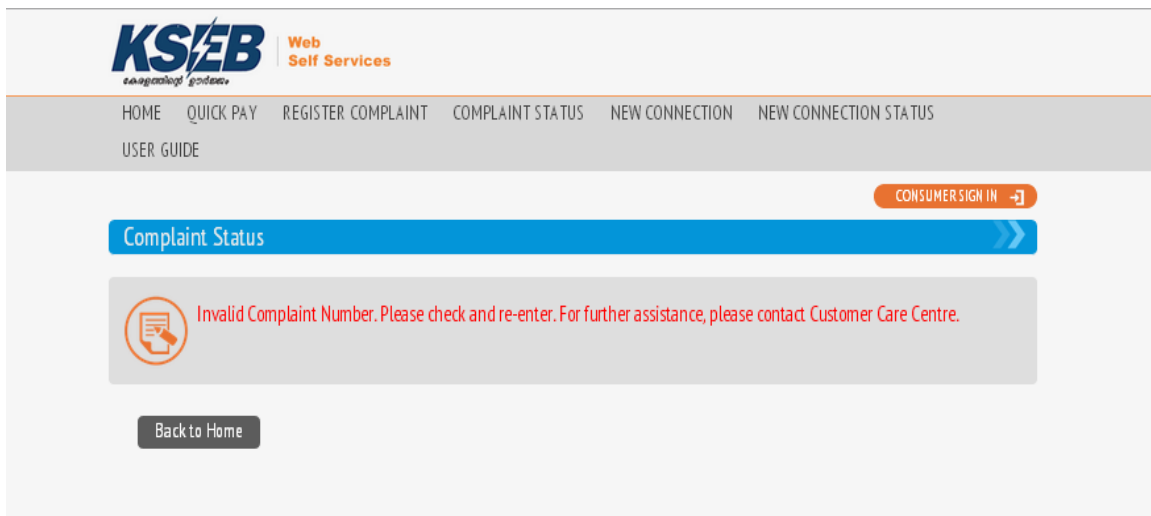
Figure 54 : "Invalid Complaint Number" message

Complaints: Registered Users

Using this feature, a registered user can register complaints in WSS as well as check the status of the complaints already registered

Register Complaint

To register a new complaint, click on **New Complaint** in **Complaints** from links after log in.

Figure 55 : WSS Home Page

 A page will be displayed as hereunder

Figure 56 : New Complaint

New Complaint registration page is divided into two sections

Complaint Details

Enter the following complaint details

Field	Description
Complaint Type	Select the type of complaint from the drop down list
Complaint category	Select the category of the complaint from the drop down list
Consumer Number	Select the consumer number from the list
Problem description	Description of the complaint
Address	Address of the site of complaint

Field	Description
Landmark	Landmark of the site of the complaint

Contact Details

Enter the following details of the person to be contacted

Field	Description
Consumer Person	Name of the person to be contacted for details
Mobile Number	Mobile number of the contact person

> *Address, Consumer name, phone number & mobile number will be displayed right after selecting the consumer number. Address & Mobile number can be edited for any change*

Click the **Submit Complaint** button to proceed with complaint Registration or **Cancel** to clear the complaint information entered.

Successful registration will display the following message showing the complaint number generated for the complaint.

Figure 57 : Complaint Registration Successful

Click the **Print** button to take a print of the complaint number or click **back** to go back to the home page

	The complaint number is to be used for the further enquiries related to the complaint

NOTE

If the same complaint is already registered, it will display the following message

Figure 58 : Complaint Already Registered

Complaint Status

To check the status of the registered complaints, click on **Complaint Status** in **Complaints** from the links after log in.

Figure 59 : WSS Interface

A page will be displayed as hereunder

Figure 60 : Consumer Number Wise Complaint

Complaint Status page is divided into following two categories:

1   User Specific complaints: complaints related to the User.

2   Consumer specific complaints : complaints related to the consumer numbers in the User account

Click on the User name to get the complaint status of the User specific complaints registered

Click on the consumer number to get the complaint status of consumer specific complaints \

If there are no complaints , it will show the following screen
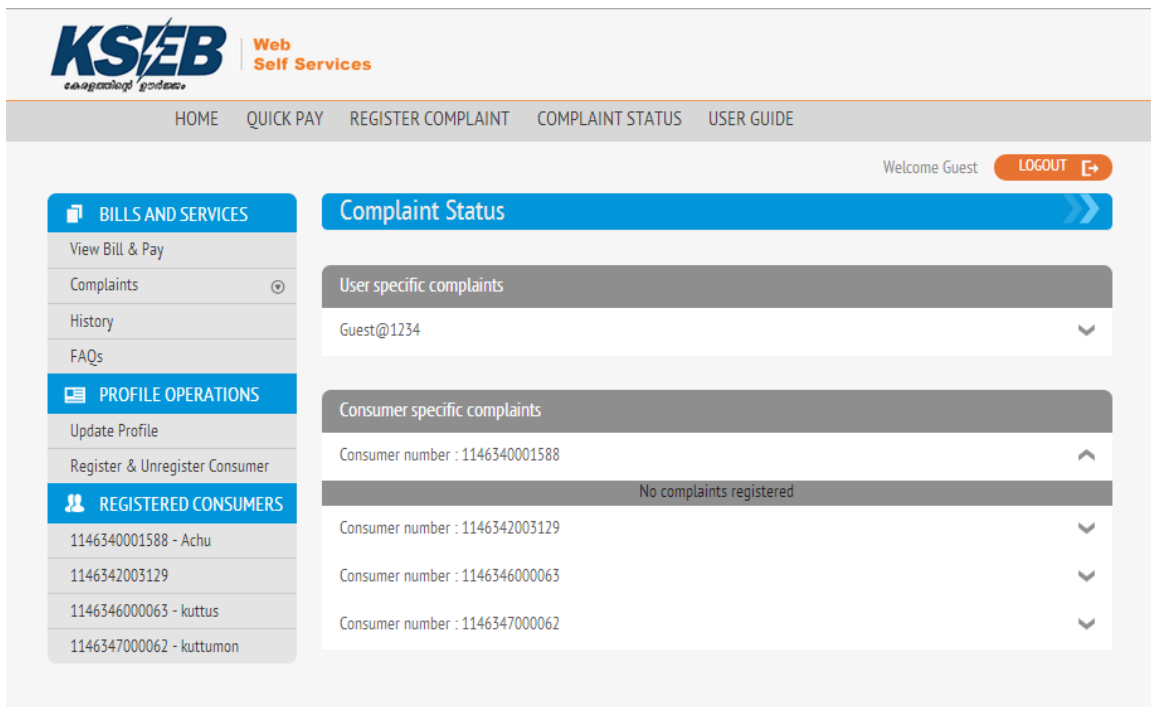
Figure 61 : No Complaint Status

<div style="text-align: right">

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</div>

Frequently Asked Questions

WSS gives a set of FAQs (frequently asked questions) from the User's perspective with their answers & relevant guidelines

Click on **FAQs** from the links. The screen will be displayed as hereunder:

Figure 62 : WSS Interface

The FAQ covers the following sections.

1   Available services

2   User registration

3   Bill payment

4   Billing history

5   File complaint

6   New connection application

7   General

8   Common errors

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Figure 63 : FAQs Sections

Click on any of these to get a set of information pertaining to that section.

Figure 64 : FAQs