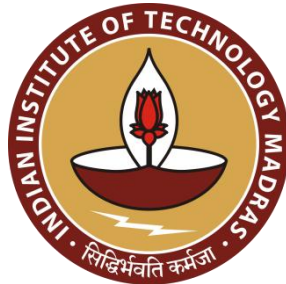


Indian Institute of Technology Madras



Student/Staff Services Portal Academic Services User Manual

Student Login

Version 1.0

By





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Acronym


UI - User Identification

URL - Uniform Resource Locator

SSP - Student/Staff Services Portal

1.0. Help to the Student

1.1. User Manual

The User Manual is provided for your help to work in SSP portal. You may view the user manual in the login header by choosing **"book"**  icon as described below in Figure 1.0.

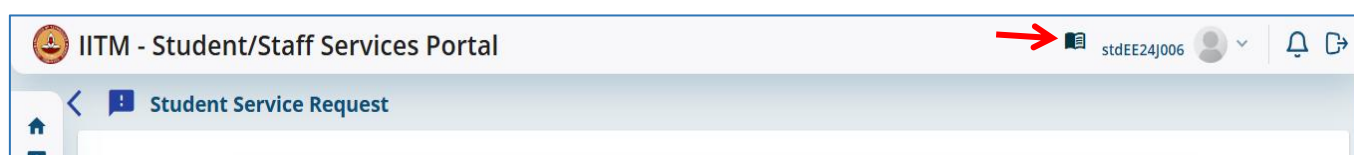


Figure 1.0

2.0. Over all Flow

The overall flow is as follow:

Admin submit/update the service request → Student select the service request & make Payment → Admin uploads the service certificate & update the status of the document → student receives the status mail.

The flow is explained in detail:

The flow starts with admin submit /update the various service request and the same will get reflected in student login .Student will login into the portal and select the respective service request and upload the attachment and select the transcript mode to receive the service if applicable for the selected service request. After filling the mandatory details student need to make the payment through the various payment options provided in UI. After making the payment the details of the same will get displayed in the UI. Admin may upload the service certificate if required for the requested service and select the transcript mode selected by the student for receiving the service to update the status. Once the status is submitted mail will be triggered to the student confirming the status of the service.

Notes:

1. M.S & Ph.D students may select New student ID card service request to enter the details for generating ID cards.
2. Students can select multiple request at a time.
3. Student may view the service certificate uploaded by the admin in UI.
4. Admin may return /reject the attachment uploaded by the student for the service request where attachment is mandatory.
5. Admin when update the status as return then student can re-upload the file once again in the portal

Following flow chart will explain the flow as in Figure 2.0.

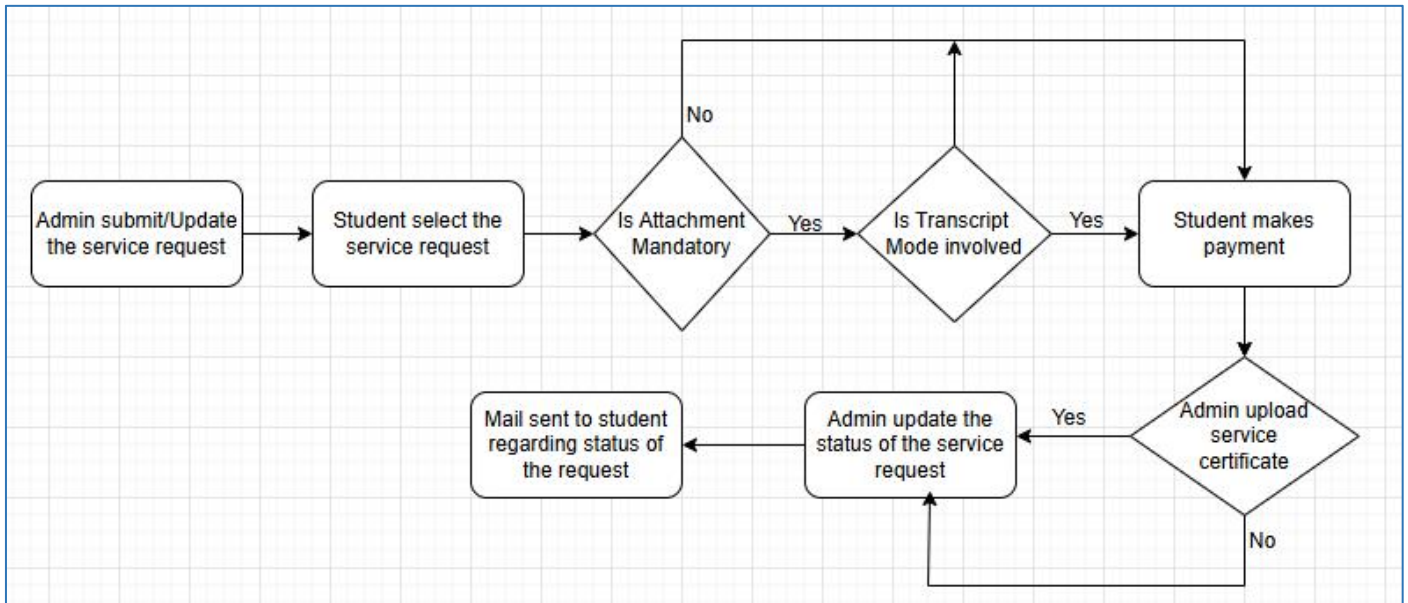


Figure 2.0

3.0.Student Login

By using the URL <https://ssp.iitm.ac.in> you may login into the portal and choose “**Student Login (Idap)**” as described in Figure 3.0.

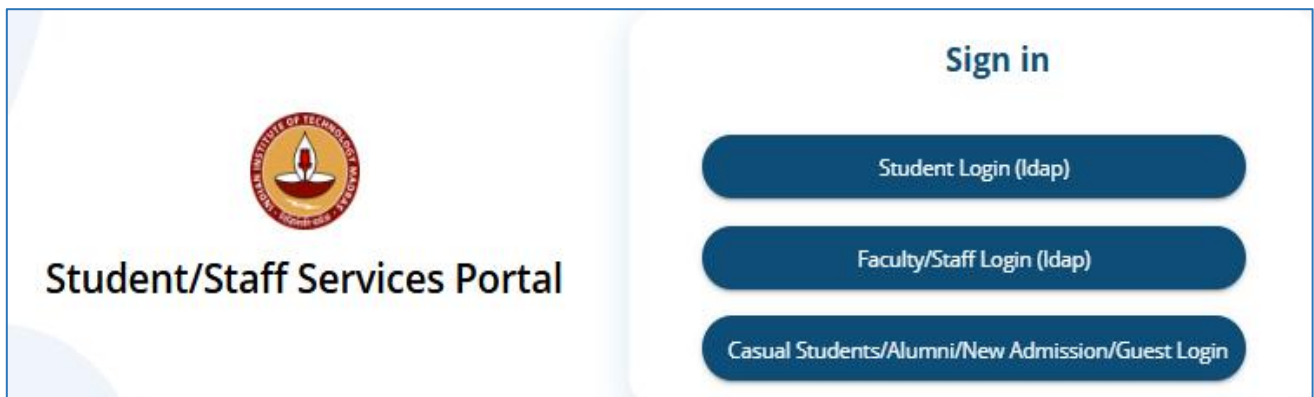



Figure 3.0


User may enter with your valid Ldap ID as **User id** and Ldap Password as **Password** and click “**Sign in**” as in Figure 3.1.to login to the application.




Student/Staff Services Portal


[Back](#)

User Id

 EE24B004

Password





Sign in

Figure 3.1

3.1.Student Login - Home Page

On successful login you will land on the home page and you may choose **Academic Services** mat card described as in Figure 3.2.

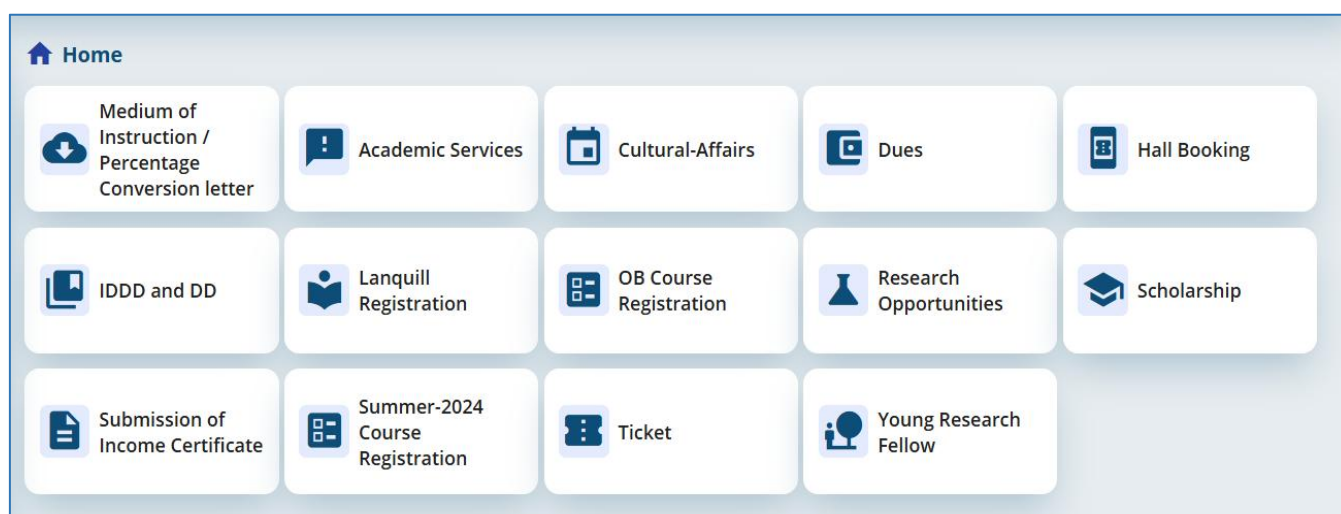


Figure 3.2

3.1.1.Student Login - Student Service Request

You may view the service request details along with the amount payable and mandatory documents to be uploaded for certain service request under service list box as in Figure 3.3.

Student Service Request		
Service	Amount	Mandatory Document Details
Late Enrollment	INR.200	NA
Re-admission	INR.300	Letter through Faculty Advisor & HOD
Registration Kept Alive Fee per semester	INR.400	NA
Registration Continuance Fee for revocation scholars per Semester	INR.500	NA
Project Extension	INR.600	Letter through Project Guide
Transcript per copy for on roll Students(Inside India)	INR.800	NA
Transcript per copy for on roll Students(Outside India)	\$1	NA
Transcript to be sent as e-copy per University	INR.700	NA
Transcript to be uploaded in WES portal	\$2	WES Form
Duplicate Institute ID Card	INR.850	ID Form Signed by Warden & CSO
Replacement of ID Card #	INR.900	ID Form
New Student ID Card	INR.0	Admission Letter

Figure 3.3

3.1.2.Student Login - Selecting Service Request

You may select the various of type service request from the drop down provided as in Figure 3.4. to proceed further.

Service Request +

Late Enrollment

Re-admission

Registration Kept Alive Fee per semester

Registration Continuance Fee for revocation scholars per Semester

Project Extension

Figure 3.4

3.1.3.Student Login - Add/Delete of Service Request

You may add/delete the service request by clicking **+** **"Add button"** for adding multiple request (or)delete the service request added by clicking **-** **"Delete button"** as in Figure 3.5.

Service Request +

Late Enrollment

Attachment

Amount Payable +

200

+

-

Figure 3.5

3.1.4.Student Login - How do you wish to receive the service?

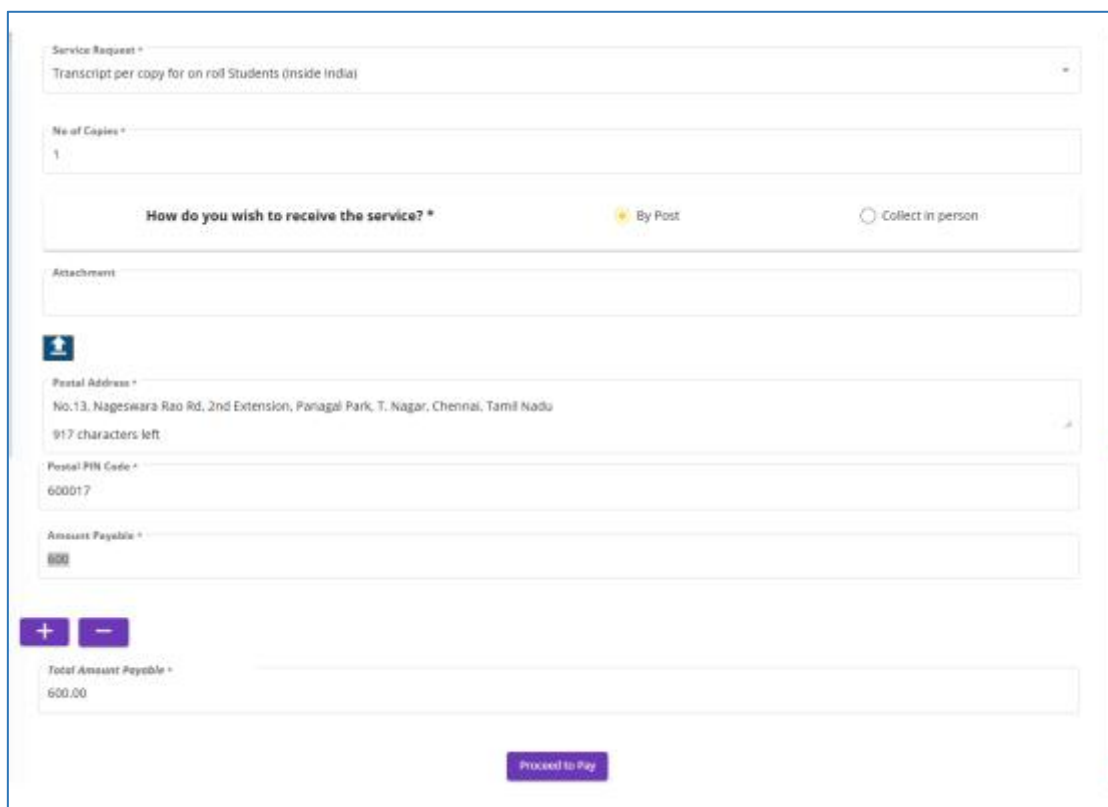
You need to select the transcript mode option only if the service request involves a transcript related service. Following are the service request which involves a transcript mode as mentioned below.

- Transcript per copy for on roll Students (Inside India)
- Transcript per copy for on roll Students (Outside India)
- Transcript to be sent as e-copy per University
- Transcript to be uploaded in WES portal

i.By Post

If you select the below request you can opt to receive the transcript by post. You need to enter the **No of copies, Postal address & Pincode** and click **"Proceed to Pay"** as in Figure 3.6.

- Transcript per copy for on roll Students (Inside India)
- Transcript per copy for on roll Students (Outside India)



The screenshot shows a web form for requesting a transcript. The 'Service Request' dropdown is set to 'Transcript per copy for on roll Students (inside India)'. The 'No of Copies' is 1. Under 'How do you wish to receive the service?', 'By Post' is selected. There is an 'Attachment' field. The 'Postal Address' field contains 'No.13, Nageswara Rao Rd, 2nd Extension, Ponagal Park, T. Nagar, Chennai, Tamil Nadu' with 917 characters left. The 'Postal PIN Code' is 600017. The 'Amount Payable' is 600. At the bottom, there are '+' and '-' buttons, and the 'Total Amount Payable' is 600.00. A 'Proceed to Pay' button is at the bottom right.

Figure 3.6

If you select **Transcript per copy for on roll Students (Outside India)** or **Transcript to be uploaded in WES portal** the amount will be displaying in USD in the service request card as in Figure 3.7 and the amount payable will get displayed in Indian rupees (INR) as in Figure 3.8.

Service	Amount	Mandatory Document Details
Late Enrollment	INR.1000	NA
Re-admission	INR.2000	Letter through Faculty Advisor & HOD
Registration Kept Alive Fee per semester	INR.3000	NA
Registration Continuance Fee for revocation scholars per Semester	INR.3500	NA
Project Extension	INR.1500	Letter through Project Guide
Transcript per copy for on roll Students(Inside India)	INR.300	NA
Transcript per copy for on roll Students (Outside India)	\$2	NA
Transcript to be sent as e-copy per University	INR.500	NA
Transcript to be uploaded in WES portal	\$10	WES Form
Duplicate Institute ID Card	INR.600	ID Form Signed by Warden & CSO
Replacement of ID Card #	INR.900	ID Form

Figure 3.7



Figure 3.8

Note: For any service request Inside India and if you select the transcript mode as By Post then Pincode to be entered in six digits & for Outside India Pincode to be entered in five digits

ii. Collect in Person

You may select **“Collect in person”** radio button for collecting the transcript in person as in Figure 3.9 for the below request

- Transcript per copy for on roll Students (Inside India)
- Transcript per copy for on roll Students (Outside India)

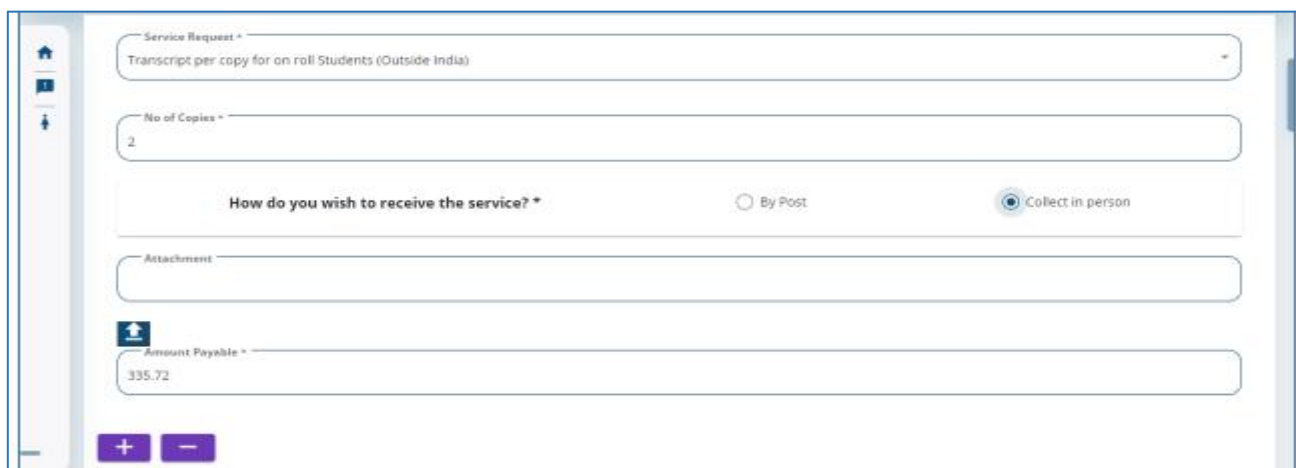


Figure 3.9

When you click **Collect in Person** you need to confirm that you don't require the document requested by you in post by clicking **"OK"** in the confirmation dialog box as in Figure 3.10.

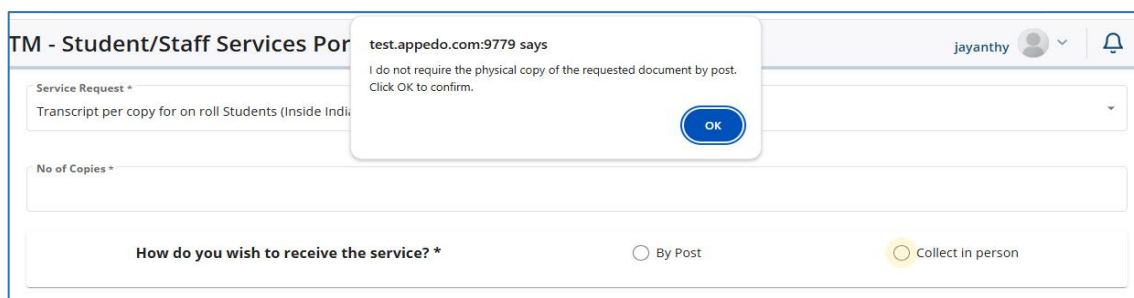
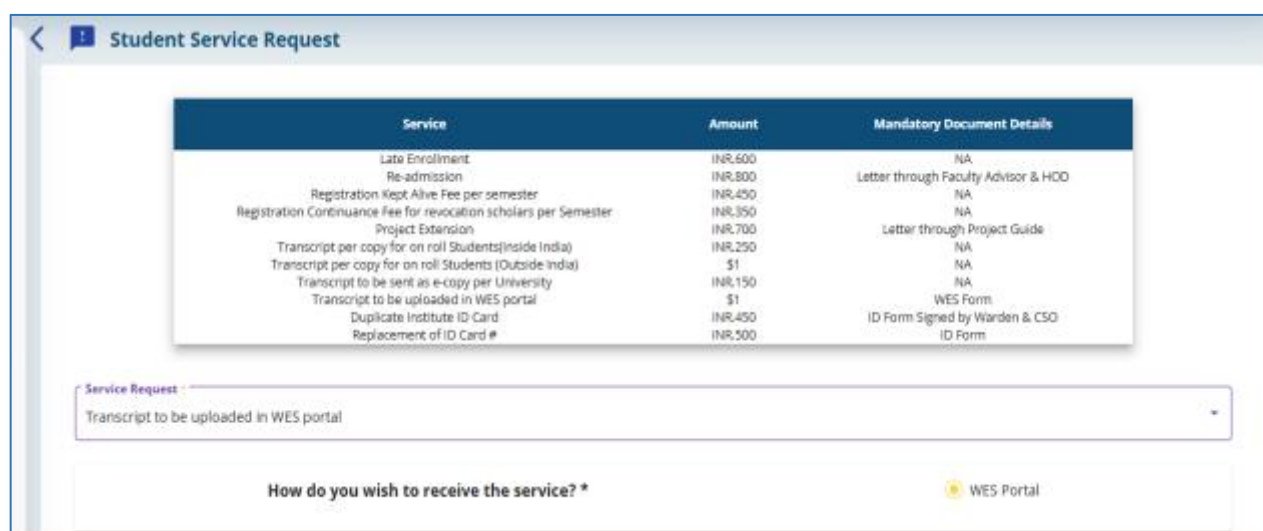


Figure 3.10

iii.WES Portal

If you select the below service request the transcript mode will be automatically selected, as it is the only available option as in Figure 3.11.

- **Transcript to be uploaded in WES portal**



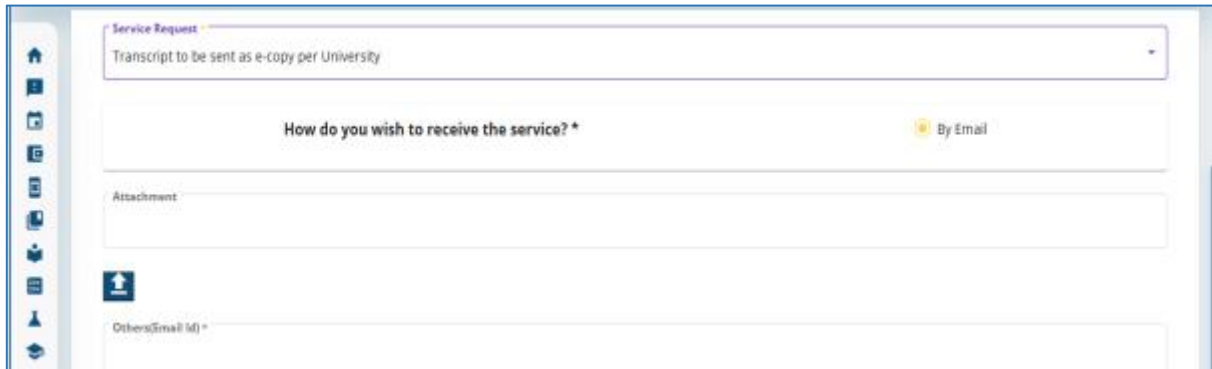
Service	Amount	Mandatory Document Details
Late Enrollment	INR,600	NA
Re-admission	INR,800	Letter through Faculty Advisor & HOD
Registration Kept Alive Fee per semester	INR,450	NA
Registration Continuance Fee for revocation scholars per Semester	INR,350	NA
Project Extension	INR,700	Letter through Project Guide
Transcript per copy for on roll Students(Inside India)	INR,250	NA
Transcript per copy for on roll Students (Outside India)	\$1	NA
Transcript to be sent as e-copy per University	INR,150	NA
Transcript to be uploaded in WES portal	\$1	WES Form
Duplicate Institute ID Card	INR,450	ID Form Signed by Warden & CSO
Replacement of ID Card #	INR,500	ID Form

Figure 3.11

iv.By Email

If you select the below service request the transcript mode will be automatically selected, as it is the only available option as in Figure 3.12.where you need to provide the alternate Email id.

- **Transcript to be sent as e-copy per University**



Service Request

Transcript to be sent as e-copy per University

How do you wish to receive the service? *

By Email

Attachment

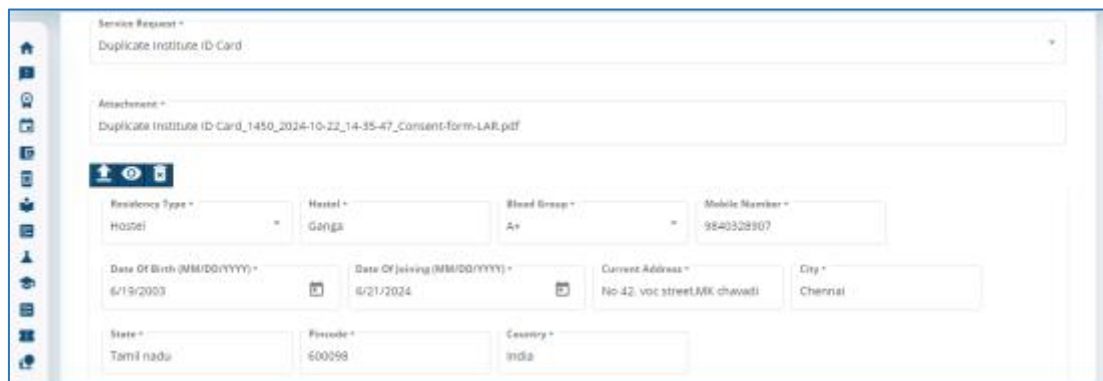
Others(Small Id) *

Figure 3.12

3.1.5.Duplicate/Replacement ID Card

When you select the below service request you need to fill the additional details before proceeding for payment as in Figure 3.13.

- Duplicate ID Card
- Replacement of ID Card #



Service Request

Duplicate Institute ID Card

Attachment

Duplicate Institute ID Card_1450_2024-10-22_14-35-47_Consent-form-LAR.pdf

Residency Type *

Hostel

Hostel *

Ganga

Blood Group *

A+

Mobile Number *

9840328907

Date Of Birth (MM/DD/YYYY) *

6/19/2003

Date Of Joining (MM/DD/YYYY) *

6/21/2024

Current Address *

No 42, voc street,MK chavadi

City *

Chennai

State *

Tamil nadu

Pincode *

600098

Country *

India

Figure 3.13

You need to upload your **Photo & Image** before making the payment as in Figure 3.14.



format(PG/JPEG) (mandatory) **

format(PG/JPEG) (mandatory) **

Amount Payable *

600

Total Amount Payable *

600.00

Proceed to Pay

Note:

1. At least One Service request is mandatory
2. In-person copies will be retained only up to 30 days from the date of request.
3. Damaged ID card must be surrendered at the time of collecting the duplicate ID card.

Figure 3.14

If you are a M.S. (or) Ph.D student you may select **New Student ID card** service request and fill the mandatory fields and click **“Request Service”** to proceed for ID card generation as in Figure 3.15.

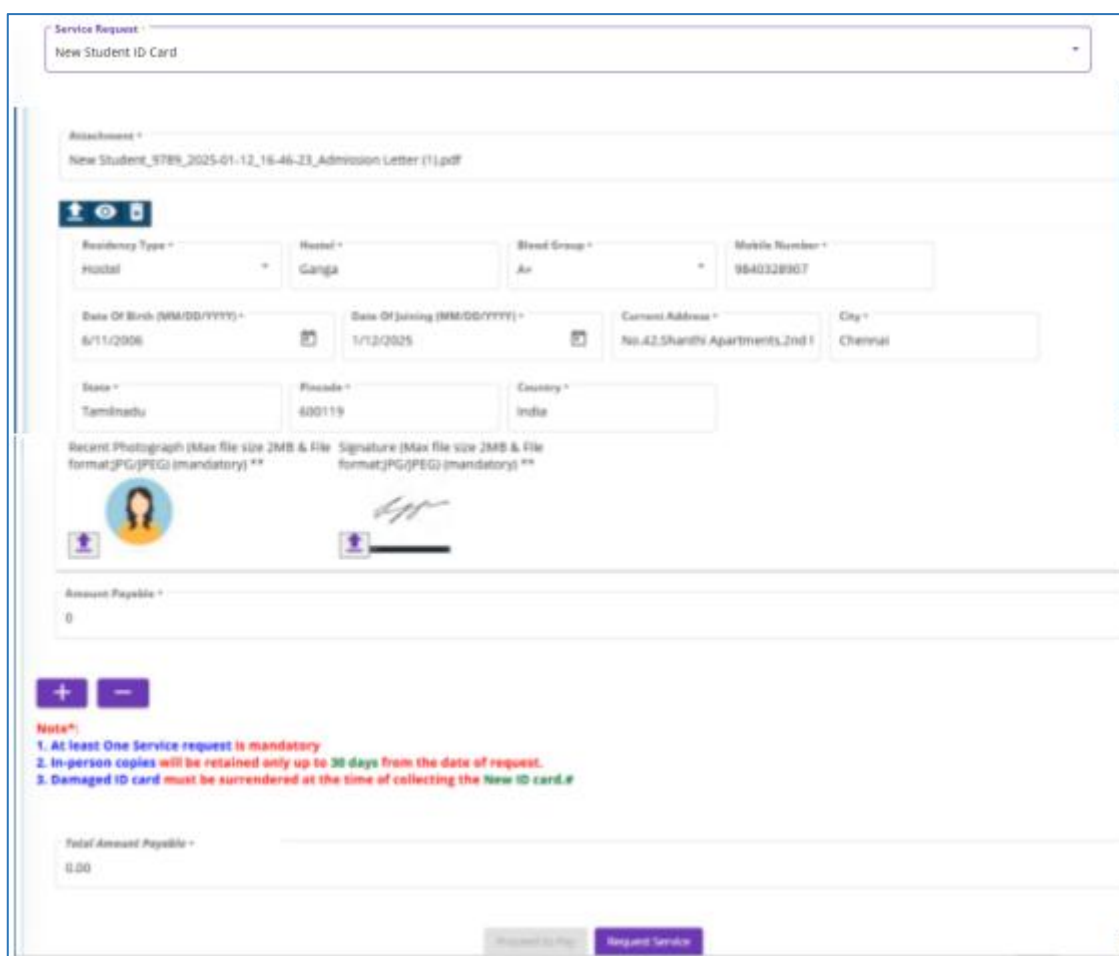
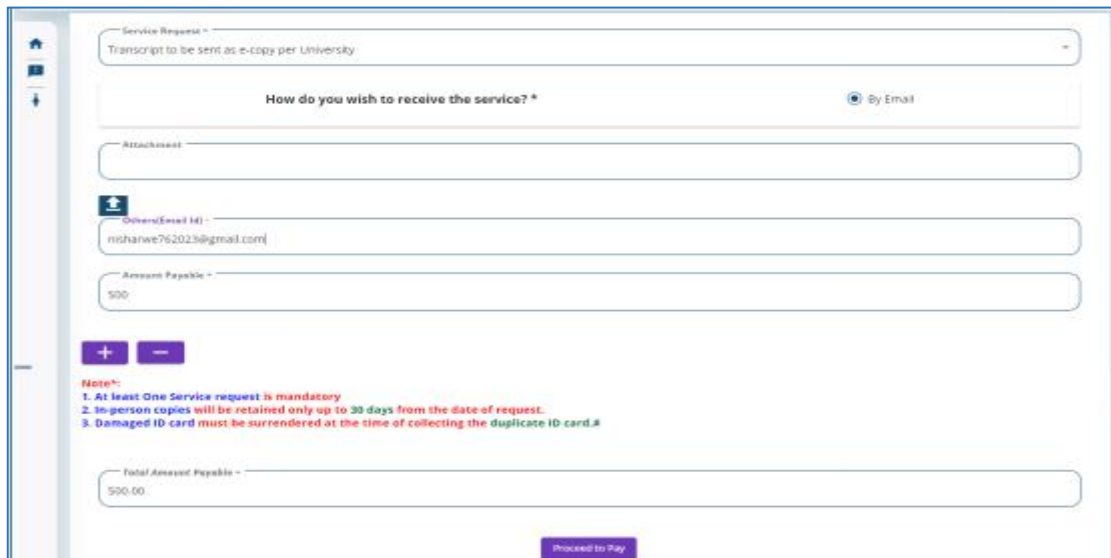


Figure 3.15

Note: M.S & Ph.D students of current year can request for New student ID card.

3.1.6. Student Login - Payment of Fees

You can make the payment for the service request added by clicking **“Proceed to Pay”** button as in Figure 3.16.



Service Request - Transcript to be sent as e-copy per University

How do you wish to receive the service? * ☒ By Email

Attachment

Student Email ID - mohanee762023@gmail.com

Amount Payable - 500

+ -

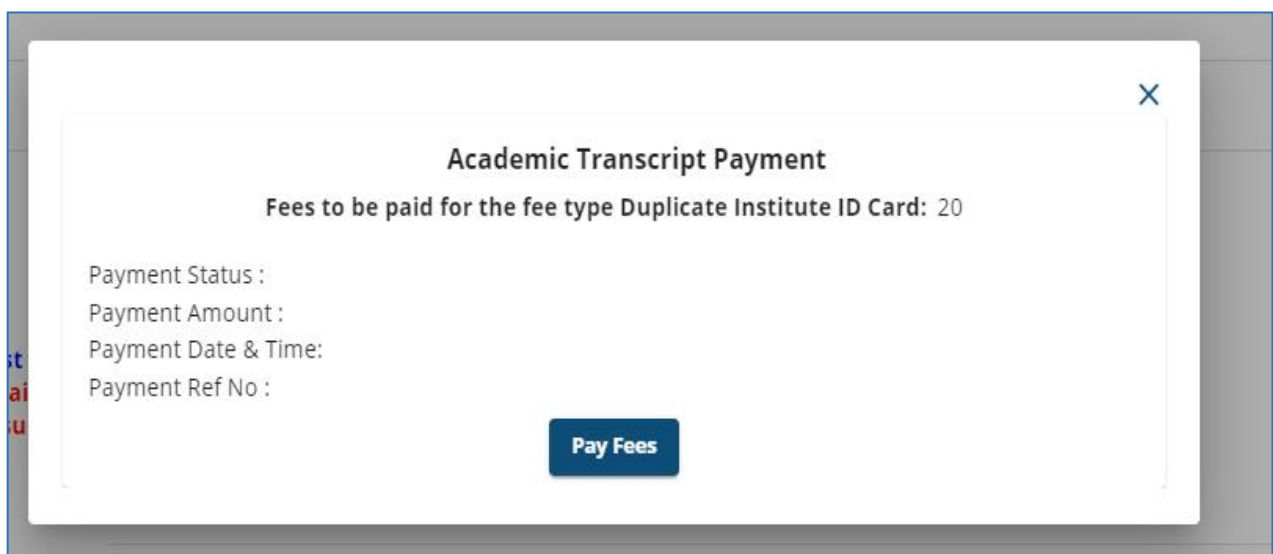
Note:-
 1. At least One Service request is mandatory
 2. In-person copies will be retained only up to 30 days from the date of request.
 3. Damaged ID card must be surrendered at the time of collecting the duplicate ID card.#

Total Amount Payable - 500.00

Proceed to Pay

Figure 3.16

Following dialog box will get displayed as in Figure 3.17 and you need to click **"Pay Fees"** to proceed for payment.



Academic Transcript Payment

Fees to be paid for the fee type Duplicate Institute ID Card: 20

Payment Status :
 Payment Amount :
 Payment Date & Time:
 Payment Ref No :

Pay Fees

Figure 3.17

After successful payment a feedback form will be auto populated for you to choose the feedback and submit the same by clicking **"Submit Feedback"** as in Figure 3.18.

Feedback Form

Kindly include this feedback form against the services we provide through the SSP portal.

Please rate your overall experience about the service(s) availed through the portal:

▼ Academic Services


Provide feedback for this module:

☐ Excellent
☒ Good
☐ Satisfactory
☐ Poor
☐ Very Poor

Submit Feedback

Figure 3.18

3.1.7.Student Login - Paid List

After making successful payment the details will get displayed under paid list grid .You may also view the service certificate uploaded by admin ,attachments uploaded by you in the  Eye icon and the mode of transcript details selected by you at the time of adding the request as in Figure 3.19.

Service	Txn Id	Payment Date And Time	No Of Copies Transcript Inside India	No Of Copies Transcript Outside India	Payment Amount	Transcript Sent	Postal Address	Pin Code	Other Email	Attachment	Service Certificate	Admin Status	Reason For Reject/Return	I Don't Need The Document Sent By Post
Duplicate ID card (For lost ID card)	S250201073YK0P	01-02-2025 11:52:52	---	---	600	---	---	---	---				return	---
Late Enrollment	S250131073YJ5K	31-01-2025 19:51:40	---	---	200	---	---	---	---			Uploaded		---
Transcript per copy for on roll Students (Outside India)	S250131073YJ5K	31-01-2025 19:51:40	---	1	173.28	in person	---	---	---			Ready for pickup in-person		Yes
Transcript per copy for on roll Students (Inside India)	S250131073YJ7J	31-01-2025 14:50:30	1	---	500	by post	chennai	---	---					---
Transcript to be sent as e-copy per University	S250131073YJ7J	31-01-2025 14:50:30	---	---	450	by email	---	---	jaya@gmail.com					---
Transcript to be uploaded in WES portal	S250131073YJ7J	31-01-2025 14:50:30	---	---	173.28	WES portal	---	---	---			WES Portal		---
Project Extension	S250131073YJ6M	31-01-2025 14:36:14	---	---	400	---	---	---	---			WES Portal		---
Transcript per copy for on roll Students (Outside India)	S250131073YJ6M	31-01-2025 14:36:14	---	2	346.56	in person	---	---	---					Yes

Figure 3.19

Note:If you have selected the transcript mode other than post and given the confirmation for not requesting the document by post as in Figure 3.10 then in grid it will get displayed as Yes in I don't need the document sent by Post as in Figure 3.19

Once admin saves the transcript status mail will be received at your end as in Figure 3.20.

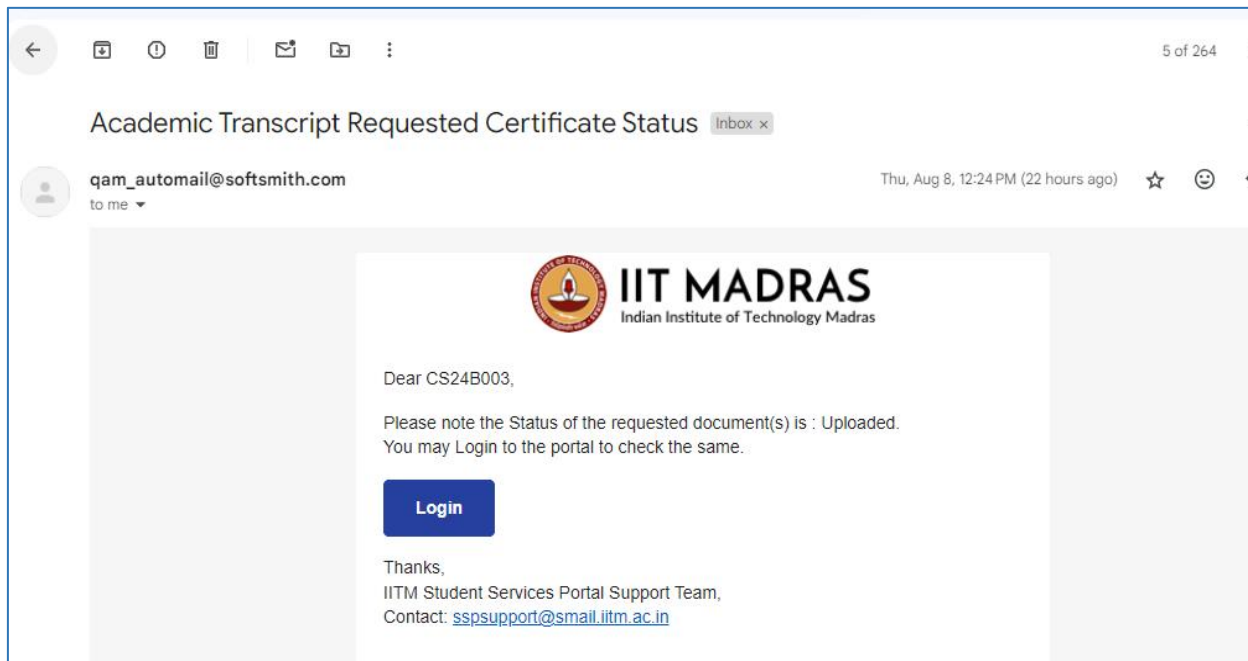


Figure 3.20

3.1.8.Reject /Return of Attachment By Admin

When you select the service request where the attachment is mandatory admin may return or reject the attachment uploaded by you. If admin returns the attachment then you may re-upload the attachment

again by clicking  **"Upload File"** as in Figure 3.21.

Project Extension	S250201073YK0Y	01-02-2025 11:58:04	---	---	450	---	---	---	---	Project Extension_1450_2025-02-01_06-26-51_offer-letter (1).pdf	Return	returned on 01-02-2025	Yes
-------------------	----------------	---------------------	-----	-----	-----	-----	-----	-----	-----	---	--------	------------------------	-----

Figure 3.21

If admin rejects the attachment then you cannot proceed further for that service request and you may view the status and reason for reject in paid list grid as in Figure 3.22.




Service	Txn Id	Payment Date And Time	No Of Copies Transcript Inside India	No Of Copies Transcript Outside India	Payment Amount	Transcript Sent	Postal Address	Pin Code	Other Email	Attachment	Service Certificate	Admin Status	Reason For Reject/Return	I Don't Need The Document Sent By Post
uplicate ID rd (For lost ID card)	S250221073ZKEH	21-02-2025 18:28:19	---	---	650	---	---	---	---					---
uplicate ID rd (For lost ID card)	S250221073ZKE4	21-02-2025 18:24:58	---	---	650	---	---	---	---					---
egistration pt Alive Fee r semester	S250219073ZE40	19-02-2025 17:02:10	---	---	400	---	---	---	---					---
-admission	S250219073ZE40	19-02-2025 17:02:10	---	---	350	---	---	---	---			Reject	rejected by admin	---

Figure 3.22

-----End of Document-----