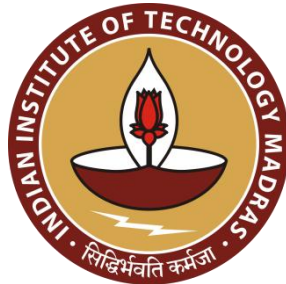# Indian Institute of Technology Madras



# Student/Staff Services Portal

# Academic Services User Manual

## Student Login

## Version 1.0

## By

# Table of Content

## 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.
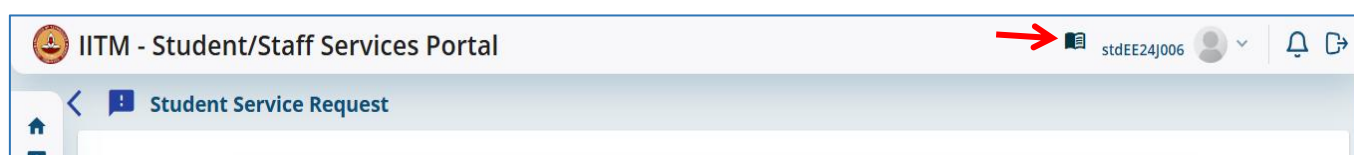


Figure 1.0

## 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

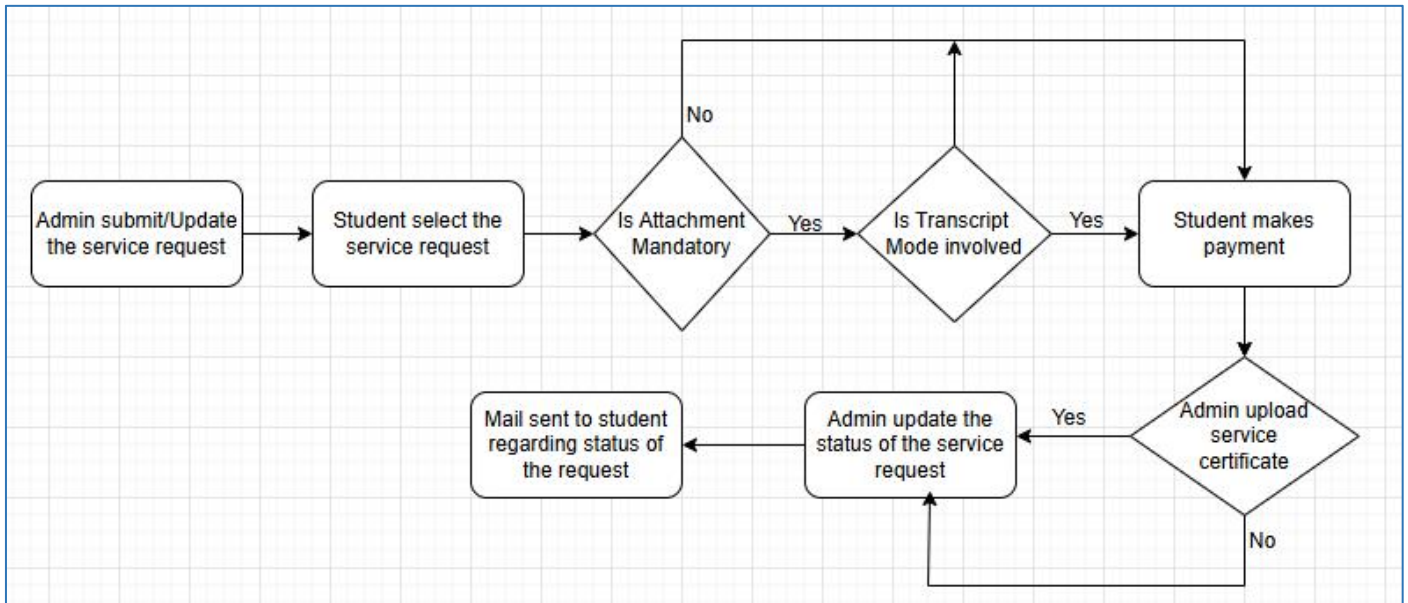Following flow chart will explain the flow as in Figure 2.0.



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 (ldap)"* as described in Figure 3.0.
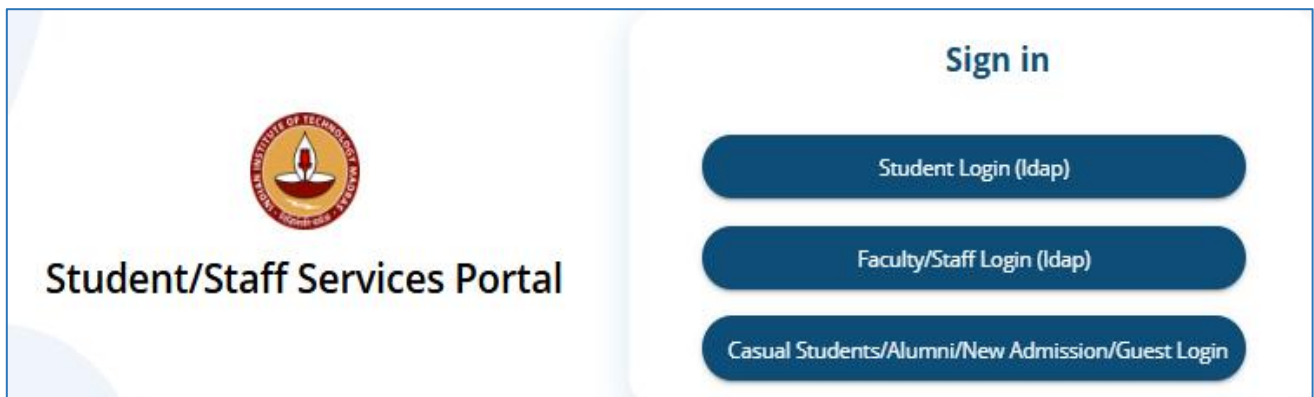


Figure 3.0

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.

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.
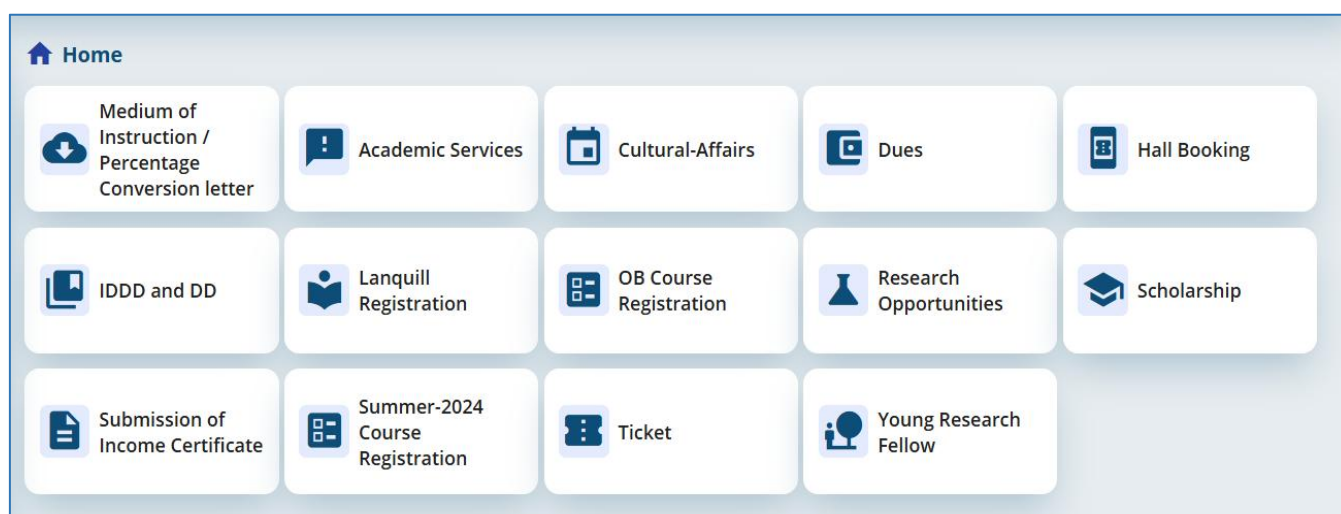


Figure 3.2

## 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

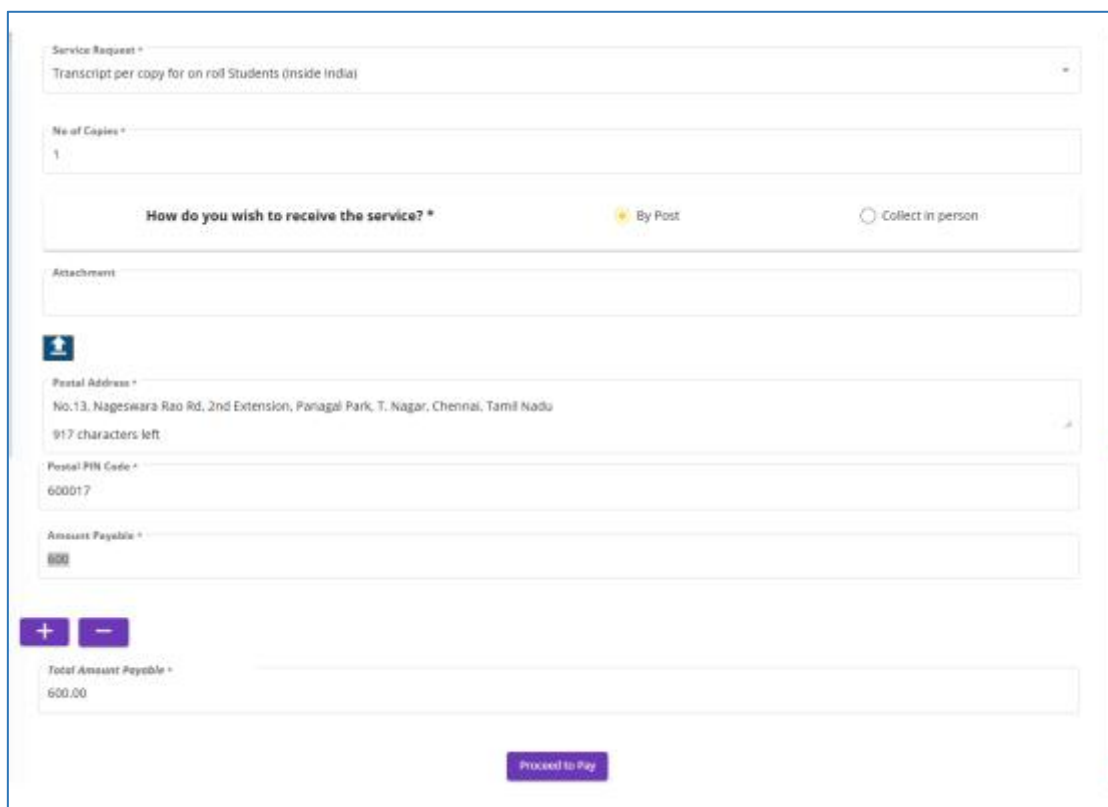### 3.1.4.Student Login - How do you wish to receive the service?

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.

a) **Transcript per copy for on roll Students (Inside India)**

b) **Transcript per copy for on roll Students (Outside India)**

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

d) **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)**

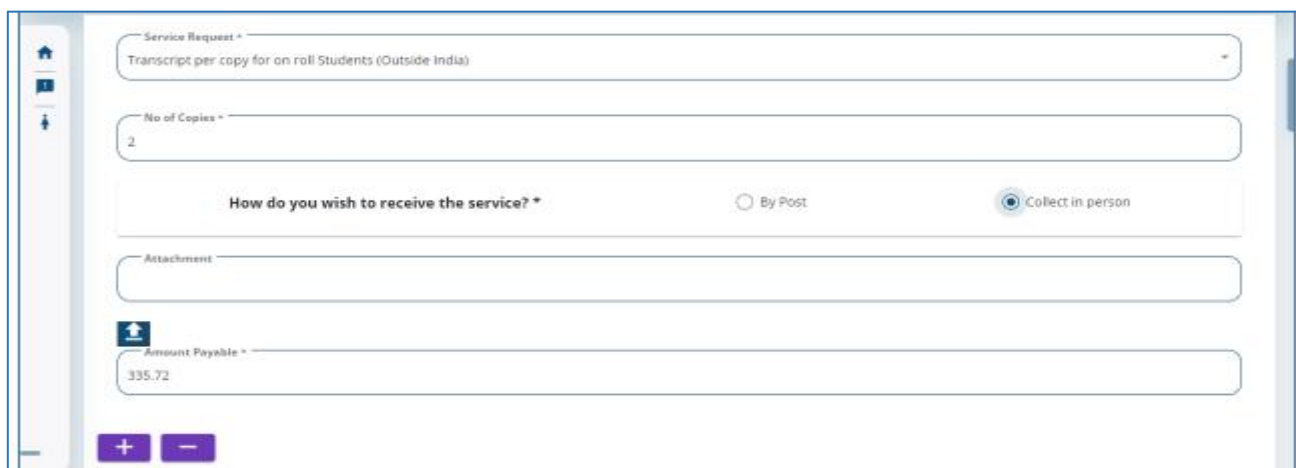● **Transcript per copy for on roll Students (Outside India**)



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 s3.8.

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| 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

8

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.
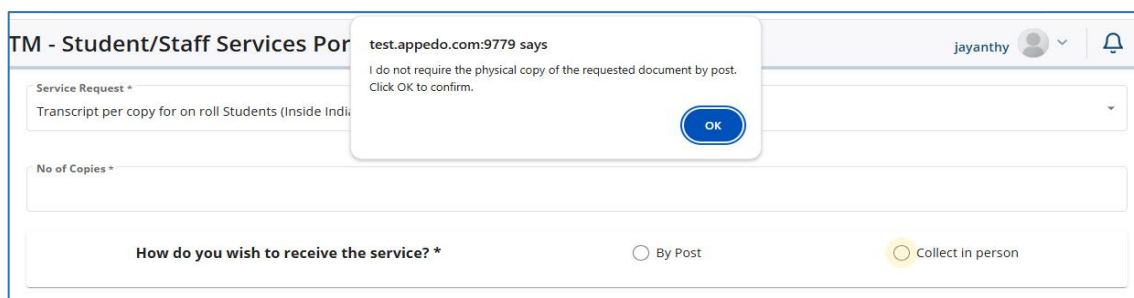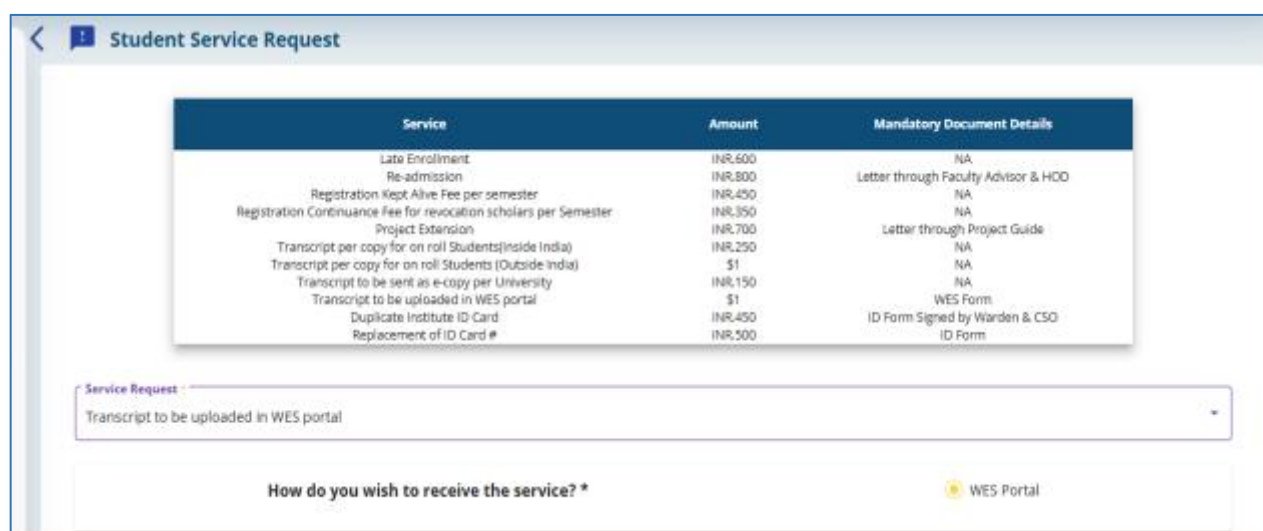


Figure 3.10

## 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.

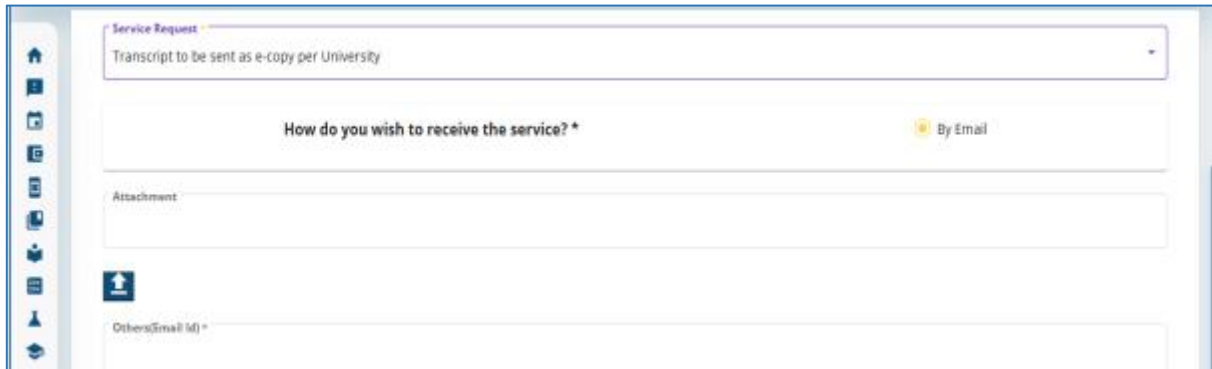● **Transcript to be uploaded in WES portal**



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**
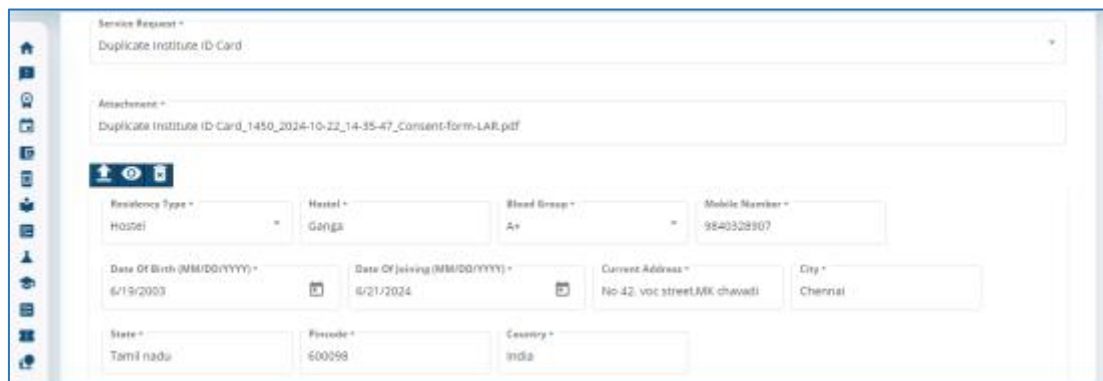
Figure 3.12

## 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 #**



Figure 3.13

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



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.
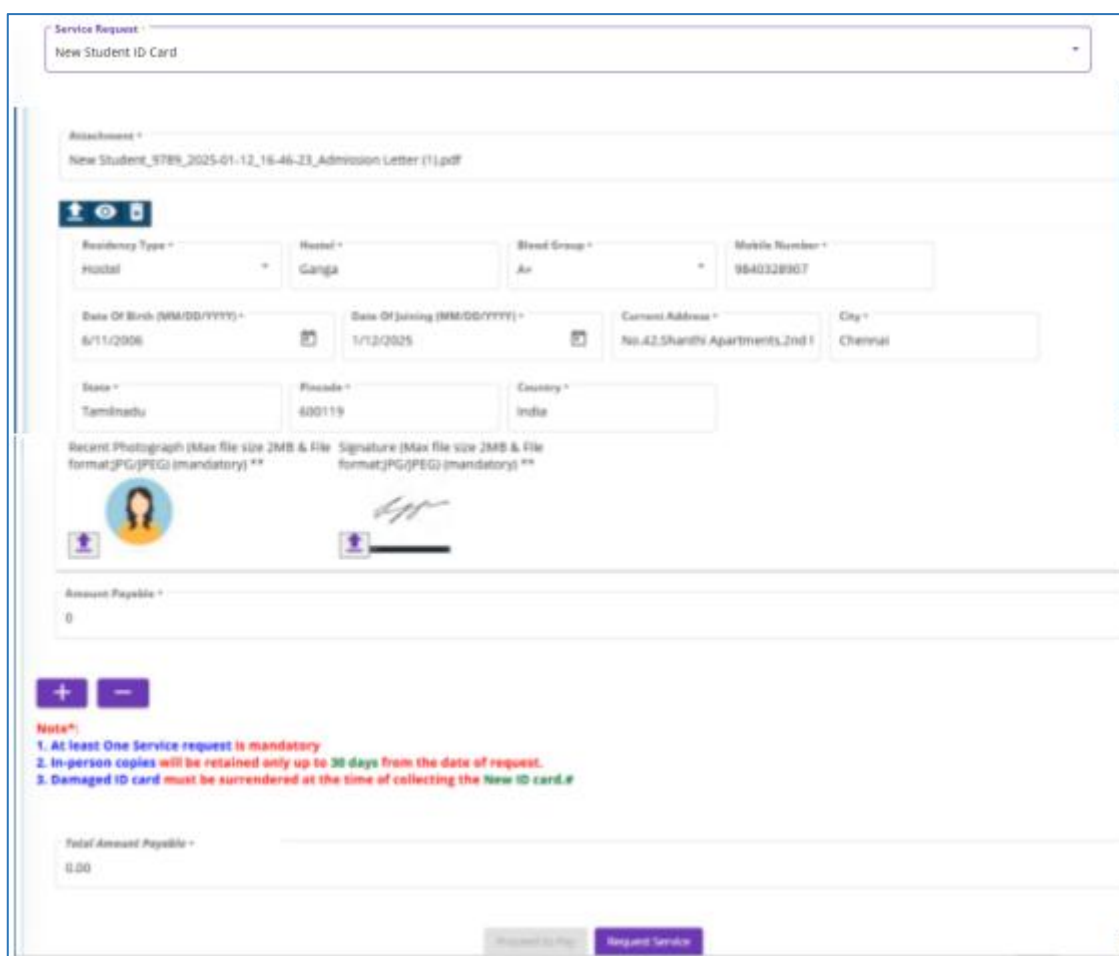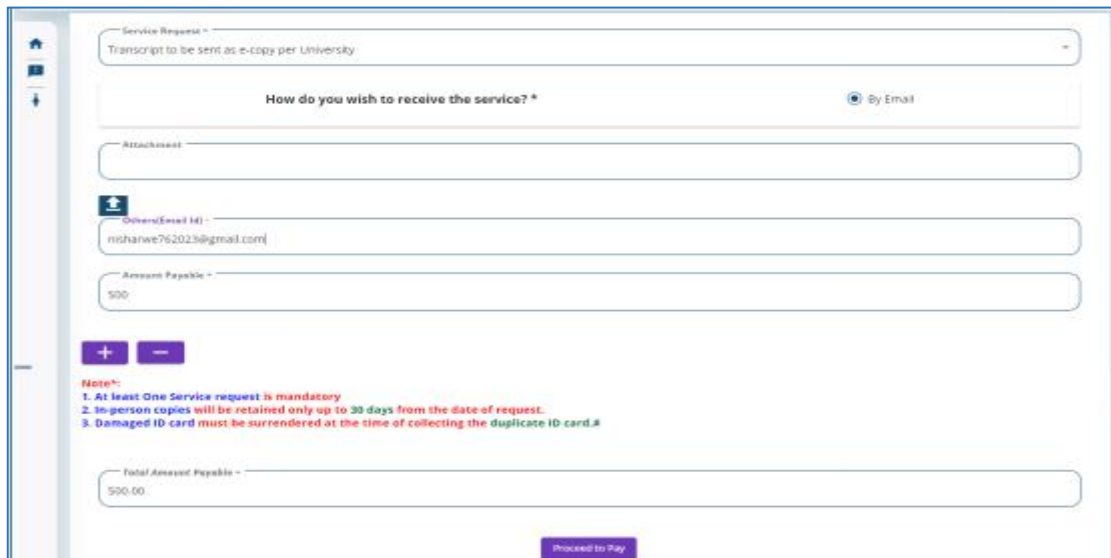


Figure 3.15

**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.
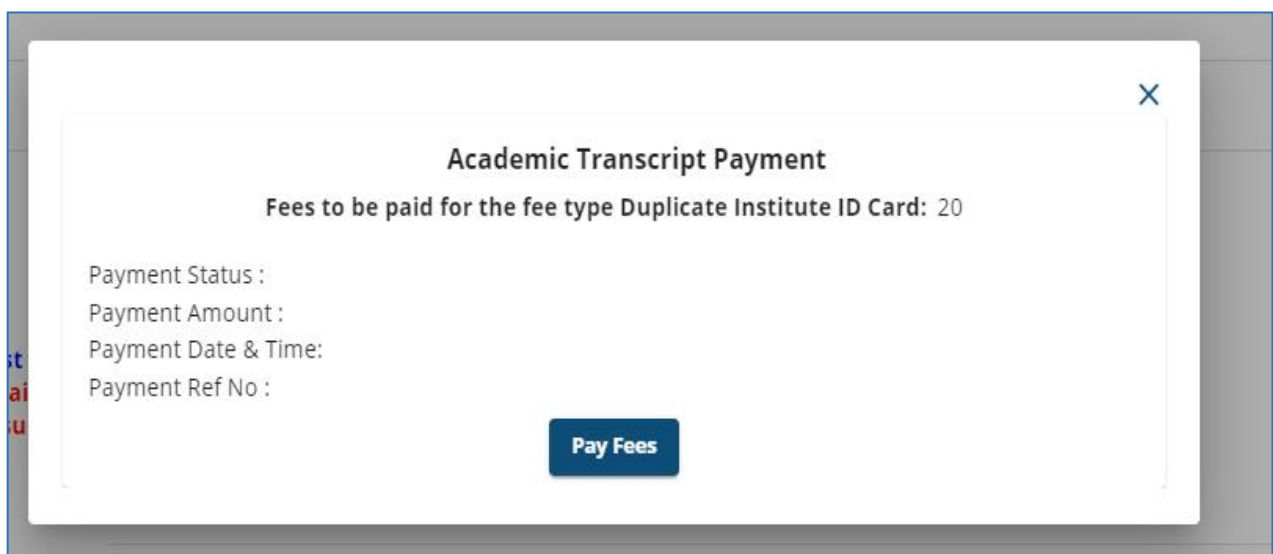
Figure 3.16

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



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.

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.



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.
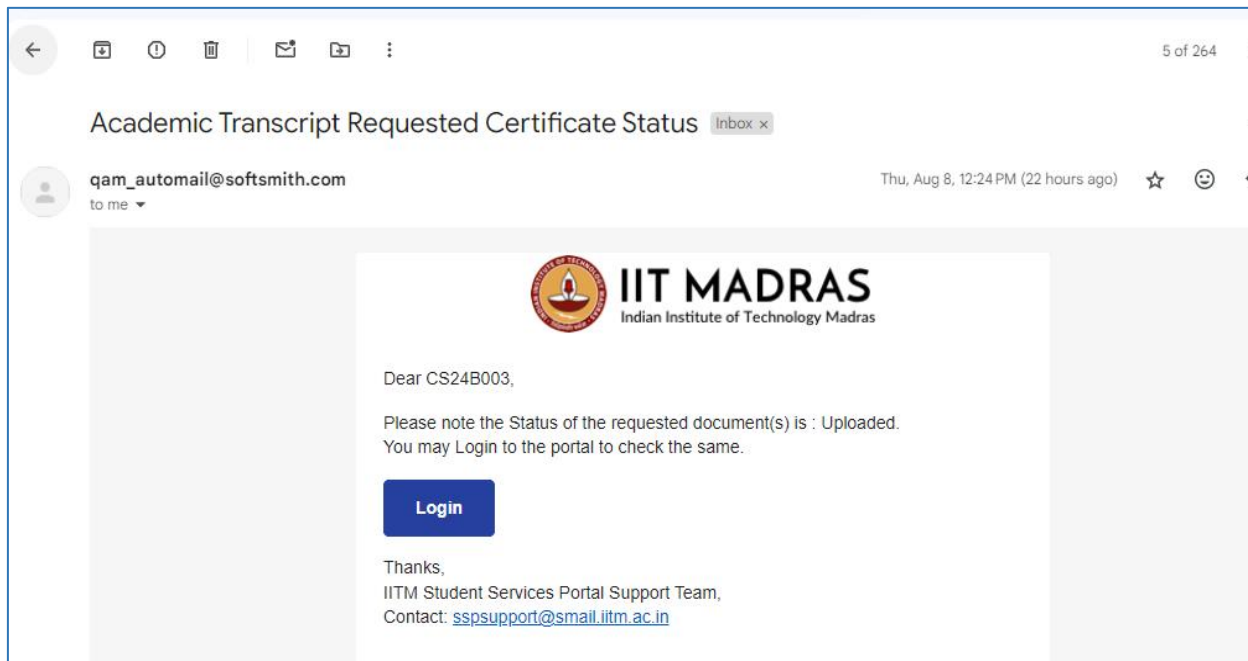


Figure 3.20

## 3.1.8.Reject /Return of Attachment By Admin

When you select the service request were the attachment is mandatory admin may return or reject the attachment uploaded by you.If admin Return the attachment then you may re-upload the attachment again by clicking ![upload icon] *"Upload File"* as in Figure 3.21.



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

Figure 3.21

If admin reject the attachment then you cannot proceed further for that service request and you may view the status and reason for reject in paid list gird 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 Documen 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 | --- | --- | --- | --- | View Uploaded file 👁 | | | | --- |
| egistration ot 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-----**