CCTV - HELPDESK MANAGEMENT SYSTEM

HMS USER MANUAL

TamilNadu State Marketing Corporation Ltd.
(A Government of TamilNadu Undertaking)

BonTon Softwares
Win in Style
An ISO 9001:2000 certified company

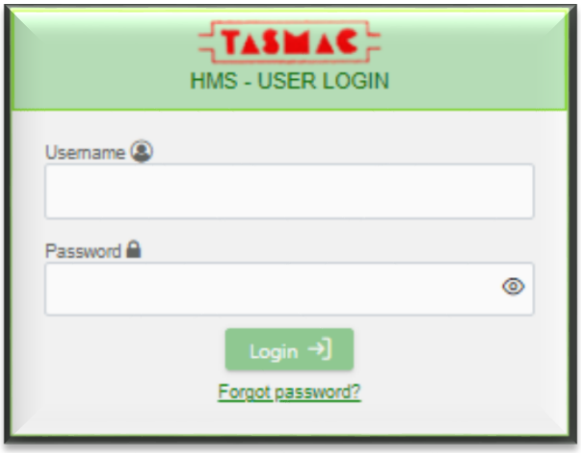
Table of Contents

Version control 3
1. User Login 4
2. Forgot Password 4
3. Dash Board 5
4. Ticket 7
New Ticket 7
Update Ticket 8
5. Relocation Form 9
RO/DO/Shop 9
6. Incidents 9
Theft 9
Riot 10
Natural Calamities 11
7. Reports 12
All Tickets 12
Excel Output 12
My Tickets 13
Excel Output 13
Tickets by Date 14
Excel Output 14
Relocation 14
Theft 15
Excel Output 15
Riots 15
Excel Output 16
Natural Calamity 16
Excel Output 16
8. User 17
User Profile 17
Change Password 17

Version control

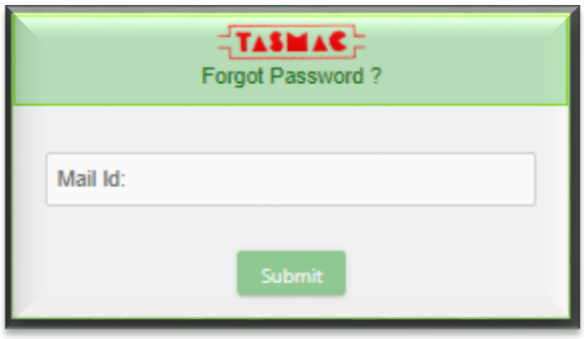
S.No	Date	Prepared by	Reviewed By	Version
1.	13th Feb 2021	Pavithra	Dulasiayya K	V 1.0

1. User Login



- User name- Enter valid Email Address which we have provided to you as username.
- Password- Enter valid password.
- After entering credential, click Login button. This will be redirected to HMS Dashboard.

2. Forgot Password



- User should enter valid mail id to reset password.

3. Dash Board

Dashboard Contains:

- Menu Bar
  - Home
  - Ticket
  - Relocation
  - Incident
  - Reports
  - User

- Tickets Counts
  - All Tickets
  - My Tickets
  - Head Office Tickets
  - Regional Office Tickets
  - District Office Tickets
  - Shop Tickets

- Pie Chart
  - Overall SLA chart
  - Head office SLA
  - Regional Office SLA
  - District Office SLA
  - Shop SLA
- User Manual Document download
  - Network and Camera User Manual
  - Network Video Recorder
  - KVMS Pro User Manual
  - HMS User Manual

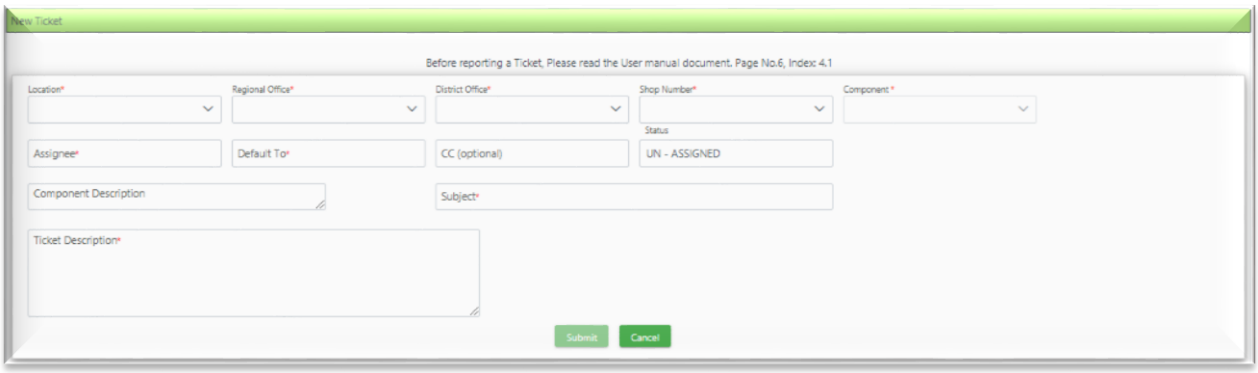
Menu Bar Contains:

- Home
- Ticket
  - New Ticket
  - Update Ticket
  - Search Ticket
- Relocation
  - RO/DO/Shops
- Incident
  - Theft
  - Riot
  - Natural Calamities
- Reports
  - My Tickets
  - All Tickets
  - Tickets By Date
  - Theft
  - Relocation
  - Riots
  - Natural Calamity
- User
  - Profile
  - Change Password

4. Ticket

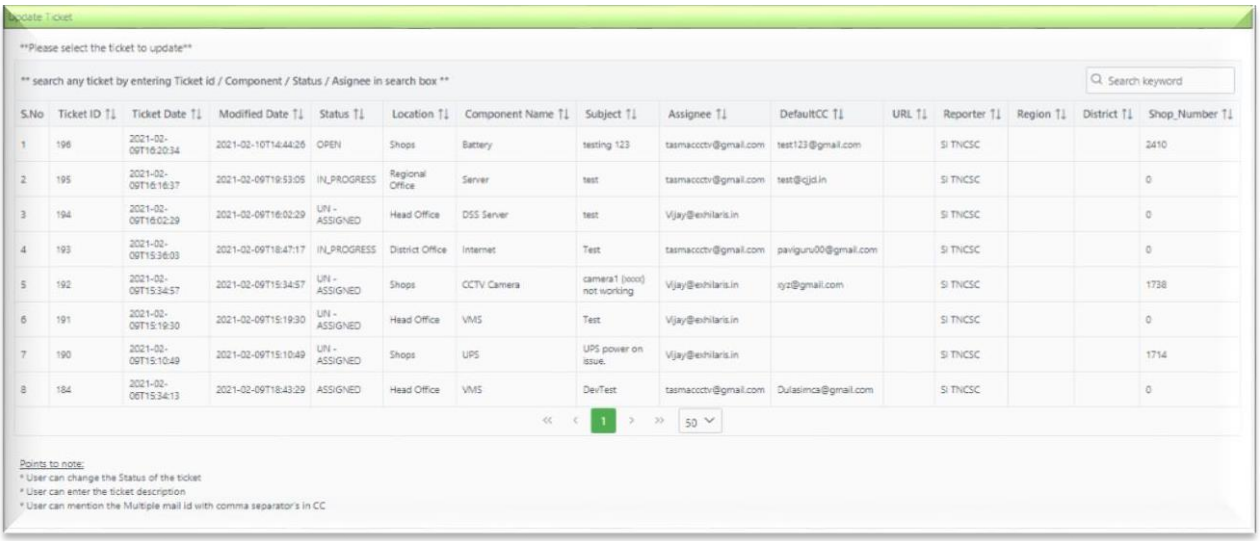
This option enables user to Create, Update and Search tickets.

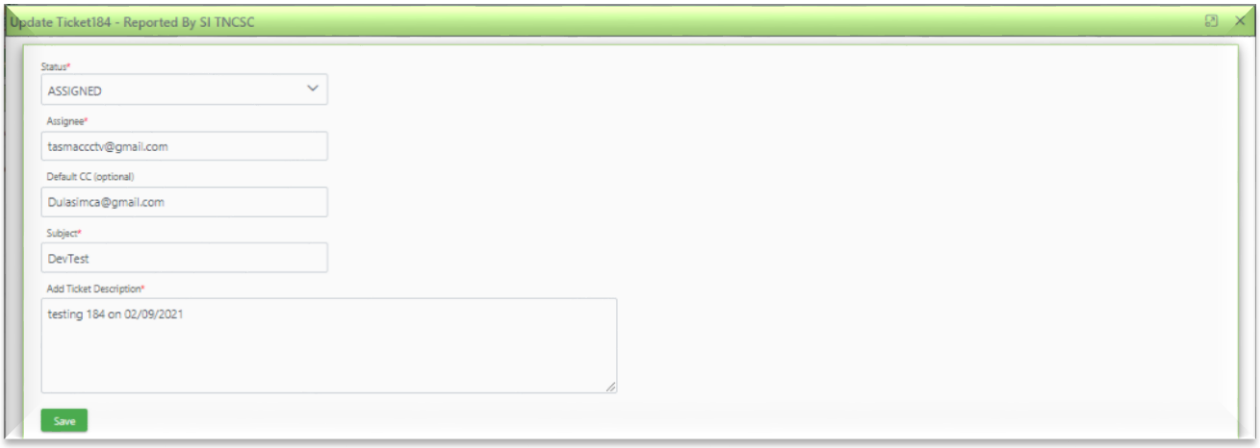
New Ticket



- User should fill all the mandatory fields to submit the ticket.
- Location- Under this we have three options, i.e., Head office, Regional office, District office and Shops. User should select respective location according to the ticket received.
- Regional Office- User should select respective Regional Office of received ticket, i.e., Chennai, Coimbatore, Madurai, Salem, Trichy.
- District Office- User should select respective District of received ticket.
- Shop Number- As per request user should select respective shop number.
- Component- User should select the particular Component, i.e., VMS, Connectivity, DSS Server, TV, CCTV Camera, UPS, Battery, 4G Network.
- User can also mention multiple e-mail address with comma separator's in CC column.
- Subject should be a short.
- Ticket Description should be detailed about the issue.

Update Ticket



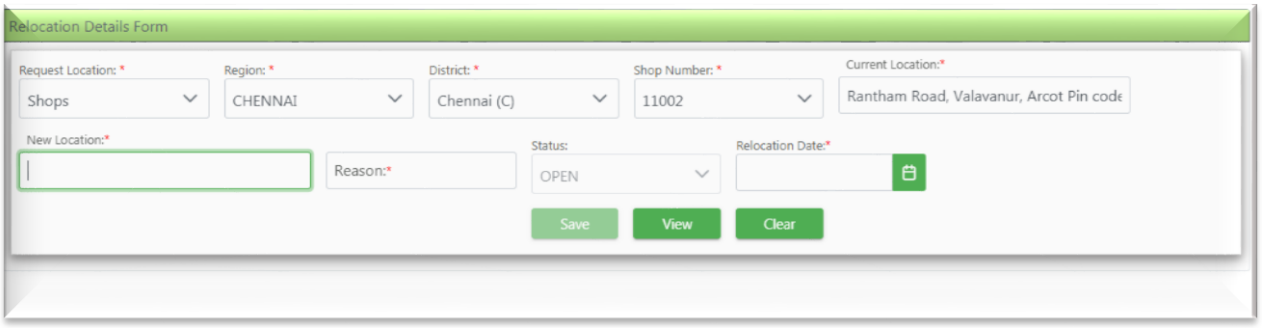


- Select respective ticket which needs to update.
- Status- User can change the Status of the ticket, i.e., Un-Assigned, Open, Assigned, In Progress, Complete, Resolved, Un-Confirmed.
- Default CC (optional) - User can mention multiple mail id with comma separator's in CC column.
- User can enter the ticket description of status changed.
- User can filter the tickets based on the key word using search box.
    - Ticket Id
    - Component
    - Status
    - Assignee

5. Relocation Form

This form is used to maintain the Relocation details of shops. So that we can come to know the request date and completion date of relocation.

5.1 RO/DO/Shop

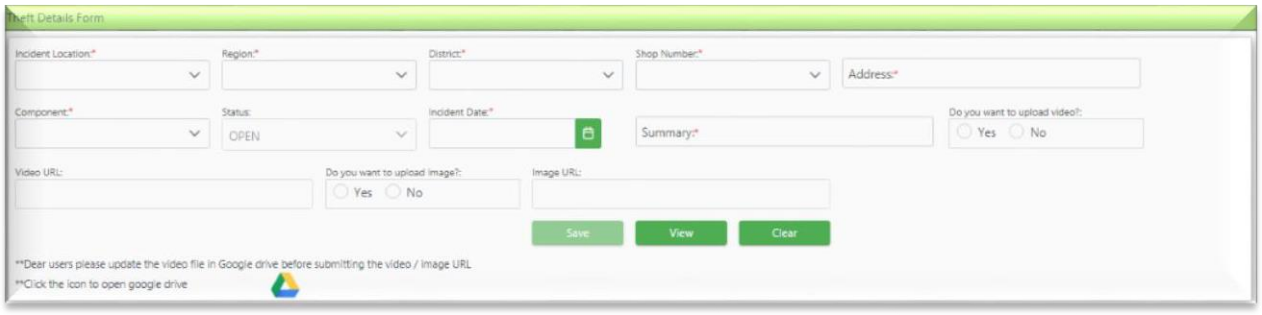


- Request Location- Under this we have three options i.e., Regional office, District office and Shops.
- Regional Office- User should select respective Regional Office of received ticket, i.e., Chennai, Coimbatore, Madurai, Salem, Trichy.
- User should enter Address, Reason and Relocation date to process the ticket.

6. Incidents

Based on incidents we have three forms under this option such as Theft, Riot and Natural Calamities.

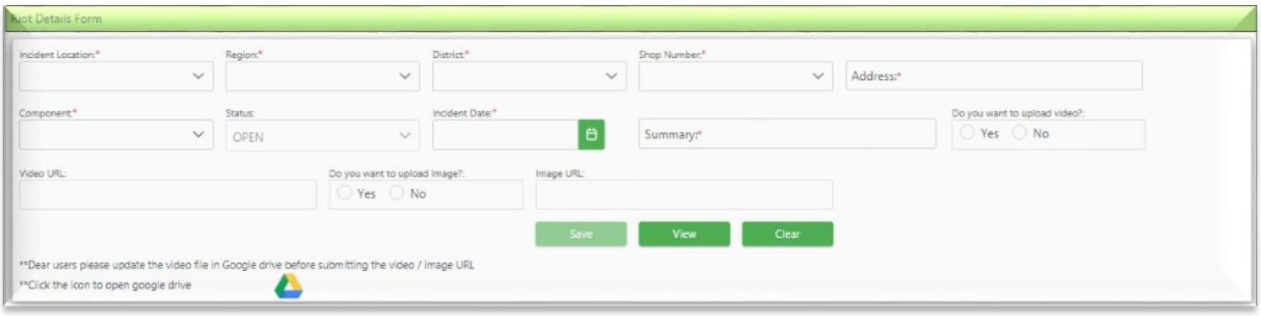
Theft



This form will help you to enter the theft information.

- Incident Location- Under this we have two options i.e., District office and Shops.
- Regional- User should select respective Regional Office of received ticket, i.e., Chennai, Coimbatore, Madurai, Salem, Trichy.
- District Office- User should select respective District of received ticket.
- Component- User should select the particular Component, i.e., CCTV Camera, UPS, Battery, Others, All.
- Incident Date- User should mention the date of theft happened.
- Summary- It should be about the theft information.
- User should upload video file or Image from Google Drive before submitting the form.
- User should select video or image upload ration button whether yes or no.
- If it is yes, user should mention the Google Drive video or image URL in Video URL or image URL column

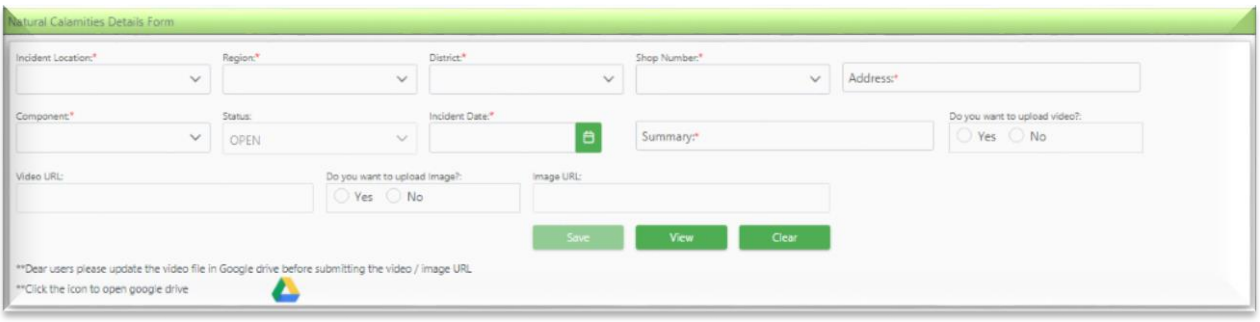
Riot



This form will help to enter the riots information.

- Incident Location- Under this we have two options i.e., District office and Shops.
- Regional- User should select respective Regional Office of received ticket, i.e., Chennai, Coimbatore, Madurai, Salem, Trichy.
- District Office - User should select respective District of received ticket.
- Component- User should select the particular Component, i.e., CCTV Camera, UPS, Battery, Others, All.
- Incident Date- User should mention the date of Riot.
- User should upload the video file or Image in Google Drive before submitting the form.
- User should select video or image upload ration button whether yes or no.
- If it is yes, user should mention the Google Drive video or image URL in Video URL or image URL column.
- Summary should be about the riot information.

Natural Calamities



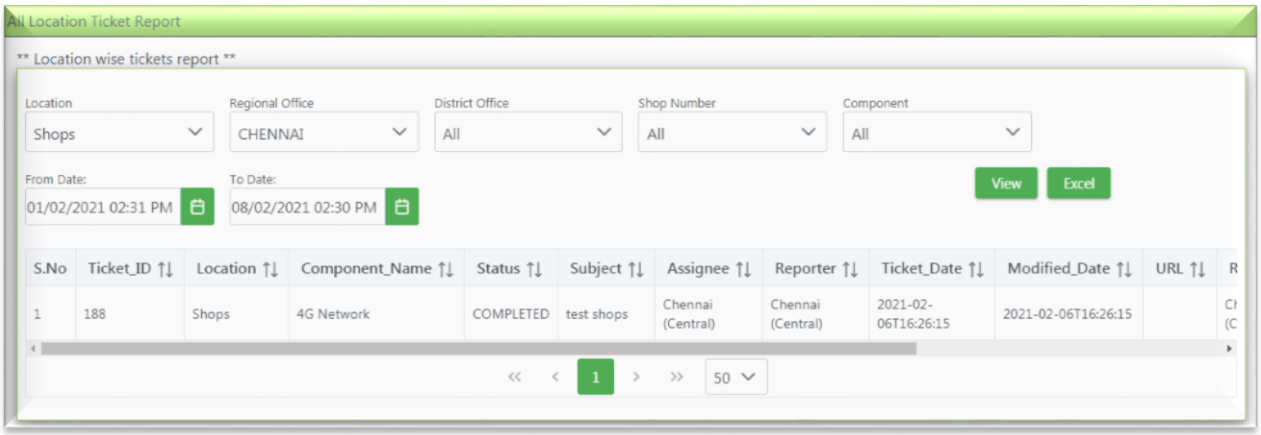
This form will help to enter the Natural Calamities information.

- Incident Location- Under this we have three options i.e., District office and Shops.
- Regional- User should select respective Regional Office of received ticket, i.e., Chennai, Coimbatore, Madurai, Salem, Trichy.
- District Office- User should select respective District of received ticket.
- Component- User should select the particular Component, i.e., CCTV Camera, UPS, Battery, Others, All.
- Incident Date- User should mention the date of Natural calamity.
- User should upload the video file or Image in Google Drive before submitting the form.
- User should select video or image upload ration button whether yes or no.
- If it is yes, user should mention the Google Drive video or image URL in Video URL or image URL column.
- Summary should be about the Natural calamities.

7. Reports

Reports option enables user to track tickets based on date, location, and user can take the report for Relocation, Riots, Theft, Natural Calamities.

All Tickets

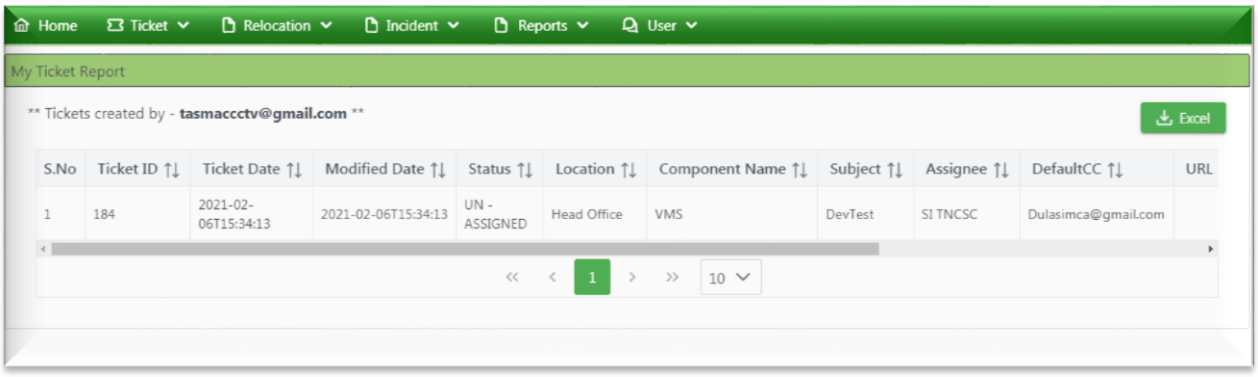


- User can track the Ticket's information on the basis of location.
- Location- Under this we have four options, i.e., Head office, Regional office, District office and Shops. User should select respective option according to the ticket received.
- Regional Office- User should select respective Regional Office of received ticket, i.e., Chennai, Coimbatore, Madurai, Salem, Trichy.
- District Office - User should select respective District of received ticket.
- Shop Number- As per request user should select respective shop number.
- Component- User should select the particular Component, i.e., VMS, Connectivity, DSS Server, TV, CCTV Camera, UPS, Battery, 4G Network.
- User can download the report in excel format also.

Excel Output

Ticket_ID	Location	Component_Name	Status	Subject	Assignee	Reporter	Ticket_Date	Modified_Date	URL	Reporter	Region	District	Shop_Number
188	Shops	4G Network	COMPLETED	test shops	Chennai (Central)	Chennai (Central)	2021-02-06T16:26:15	2021-02-06T16:26:15		Chennai (Central)	CHENNAI	Chennai (C)	All
190	Shops	UPS	UN - ASSIGNED	UPS power on issue.	SI TNCSC	SI TNCSC	2021-02-09T15:10:49	2021-02-09T15:10:49		SI TNCSC	COIMBATORE	Coimbatore (North)	All
192	Shops	CCTV Camera	UN - ASSIGNED	camera1 (xxxx) not working	SI TNCSC	SI TNCSC	2021-02-09T15:34:57	2021-02-09T15:34:57		SI TNCSC	COIMBATORE	Coimbatore (North)	All
196	Shops	Battery	OPEN	testing 123	SI TNCSC	SI TNCSC	2021-02-09T16:20:34	2021-02-10T14:44:26		SI TNCSC	TRICHY	Cuddalore	All

My Tickets

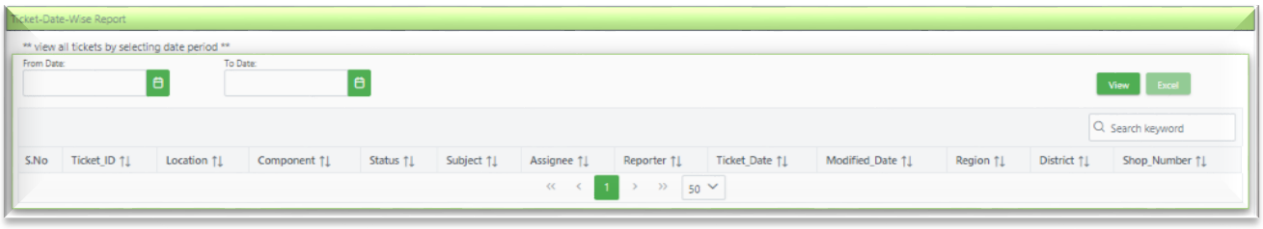


- This report will display the data of particular user who logged in. All those tickets created by user will be displayed here.
- Location- Under this we have four options, i.e., Head office, Regional office, District office and Shops. User should select respective option according to the ticket received.
- Regional Office- User should select respective Regional Office of received ticket, i.e., Chennai, Coimbatore, Madurai, Salem, Trichy.
- District Office - User should select respective District of received ticket.
- Shop Number- As per request user should select respective shop number.
- Component- User should select the particular Component, i.e., VMS, Connectivity, DSS Server, TV, CCTV Camera, UPS, Battery, 4G Network.

Excel Output

Ticket_ID	Location	Component_Name	Status	Subject	Assignee	Reporter	Ticket_Date	Modified_Date	URL	Reporter	Region	District	Shop_Number
188	Shops	4G Network	COMPLETED	test shops	Chennai (Central)	Chennai (Central)	2021-02-06T16:26:15	2021-02-06T16:26:15		Chennai (Central)	CHENNAI	Chennai (C)	All
190	Shops	UPS	UN - ASSIGNED	UPS power on issue.	SI TNCSC	SI TNCSC	2021-02-09T15:10:49	2021-02-09T15:10:49		SI TNCSC	COIMBATORE	Coimbatore (North)	All
192	Shops	CCTV Camera	UN - ASSIGNED	camera1 (xxxx) not working	SI TNCSC	SI TNCSC	2021-02-09T15:34:57	2021-02-09T15:34:57		SI TNCSC	COIMBATORE	Coimbatore (North)	All
196	Shops	Battery	OPEN	testing 123	SI TNCSC	SI TNCSC	2021-02-09T16:20:34	2021-02-10T14:44:26		SI TNCSC	TRICHY	Cuddalore	All

Tickets by Date

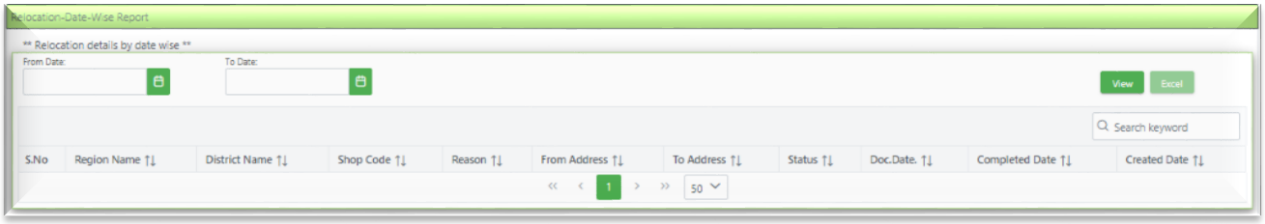


- User can track ticket's information on the basis of date.
- User can minimize all the columns.
- User can download the report in excel format also.

Excel Output

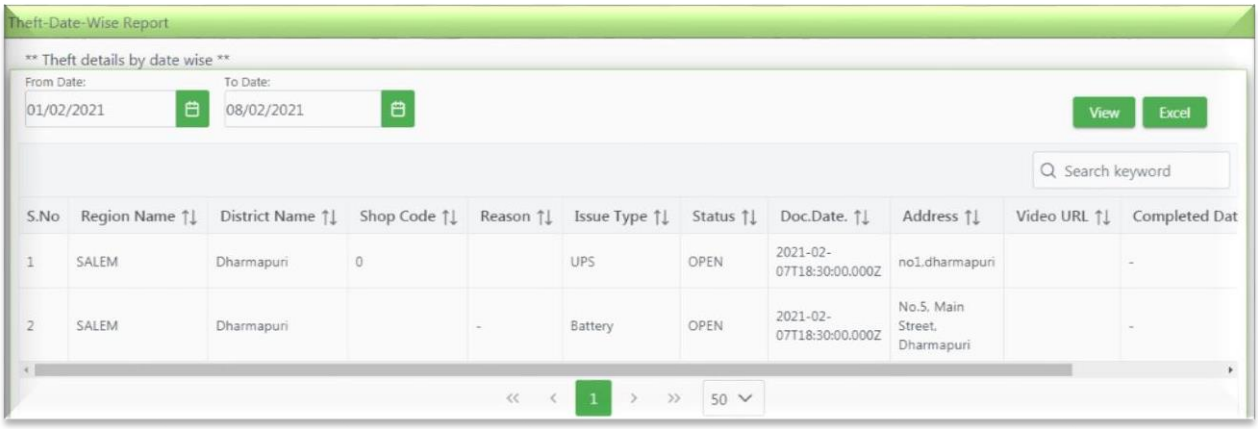
Ticket_ID	Location	Component	Status	Subject	Assignee	Reporter	Ticket_Date	Modified_Date	Region	District	Shop_Number
184	Head Office	VMS	ASSIGNED	DevTest	SI TNCSC	SI TNCSC	2021-02-06T15:34:13	2021-02-09T18:43:29			0
185	Regional Office	Server	ASSIGNED	Tasmac Region test	Chennai Region	Chennai Region	2021-02-06T16:03:48	2021-02-06T16:03:48			0
186	Regional Office	Server	UN - ASSIGNED	Tasmac Region test	Chennai Region	Chennai Region	2021-02-06T16:03:51	2021-02-06T16:03:51			0
187	District Office	UPS	UN - ASSIGNED	UPS is not working - Dev testing	Chennai (Central)	Chennai (Central)	2021-02-06T16:25:31	2021-02-06T16:25:31			0
188	Shops	4G Network	COMPLETED	test shops	Chennai (Central)	Chennai (Central)	2021-02-06T16:26:15	2021-02-06T16:26:15			D0001
189	Regional Office	Server	UN - ASSIGNED	server problem	Trichy Region	Trichy Region	2021-02-08T16:08:28	2021-02-08T16:08:28			0

Relocation



- User can track Relocation information on the basis of date.
- User can download the report in excel format also.

Theft

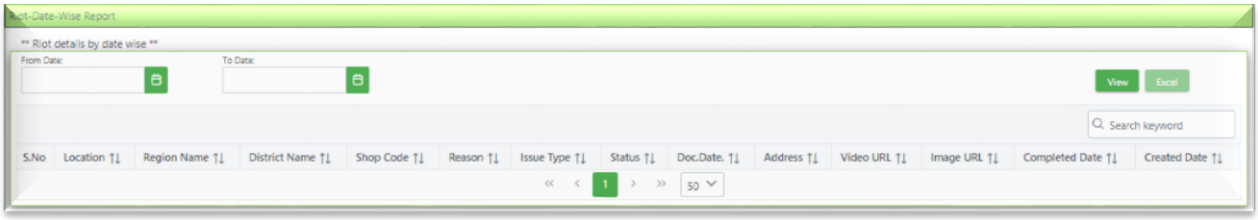


- User can track theft ticket's information on the basis of date.
- User can download the report in excel format also.

Excel Output

Location	Region Name	District Name	Shop Code	Reason	Issue Type	Status	Doc.Date.	Address	Video URL	Image URL	Completed Date	Created Date
District Office	SALEM	Dharmapuri	0		UPS	OPEN	2021-02-07T18:30:00.000Z	no1,dharmapuri		http://yt.gahdjh.in/	-	2/8/2021 11:23
District Office	SALEM	Dharmapuri		-	Battery	OPEN	2021-02-07T18:30:00.000Z	No.5, Main Street, Dharmapuri		http://dsfuuu.in/	-	2/8/2021 12:52

Riots

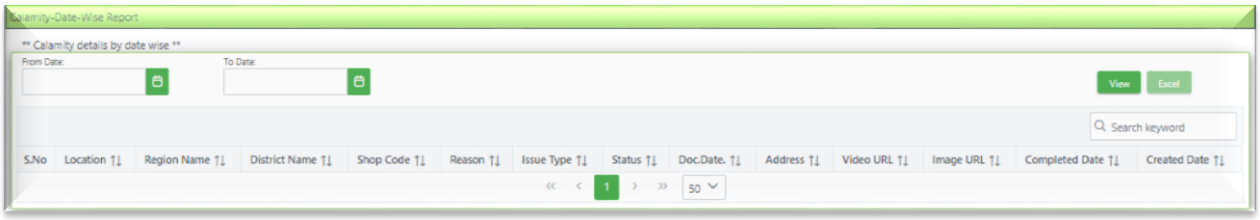


- User can track Riot ticket's information on the basis of date.
- User can download the report in excel format also.

Excel Output

Location	Region Name	District Name	Shop Code	Reason	Issue Type	Status	Doc.Date.	Address	Video URL	Image URL	Completed Date	Created Date
District Office	SALEM	Dharmapuri	0		UPS	OPEN	2021-02-07T18:30:00.000Z	no1,dharmapuri		http://yt.gahdjh.in/	-	2/8/2021 11:23
District Office	SALEM	Dharmapuri		-	Battery	OPEN	2021-02-07T18:30:00.000Z	No.5, Main Street, Dharmapuri		http://dsfuuu.in/	-	2/8/2021 12:52

Natural Calamity



- User can track Natural Calamity ticket's information on the basis of date.
- User can download the report in excel format also.

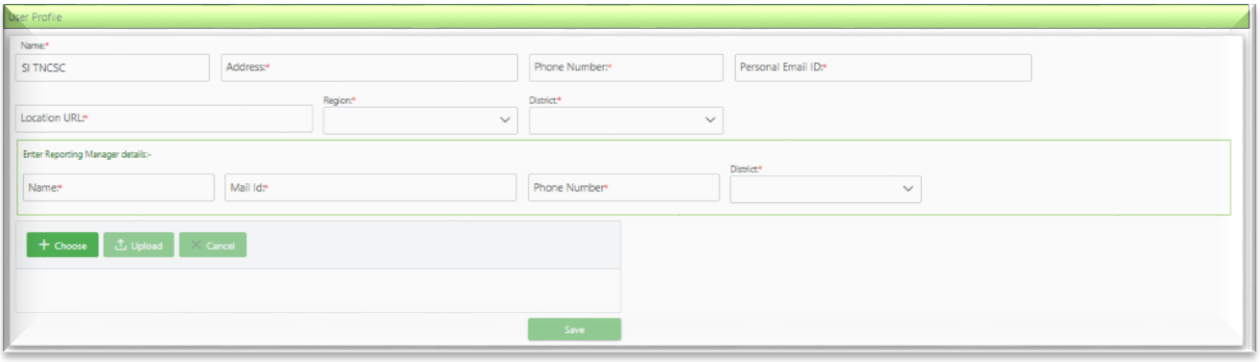
Excel Output

Location	Region Name	District Name	Shop Code	Reason	Issue Type	Status	Doc.Date.	Address	Video URL	Image URL	Completed Date	Created Date
District Office	SALEM	Dharmapuri	0		UPS	OPEN	2021-02-07T18:30:00.000Z	no1,dharmapuri		http://yt.gahdjh.in/	-	2/8/2021 11:23
District Office	SALEM	Dharmapuri		-	Battery	OPEN	2021-02-07T18:30:00.000Z	No.5, Main Street, Dharmapuri		http://dsfuuu.in/	-	2/8/2021 12:52

8. User

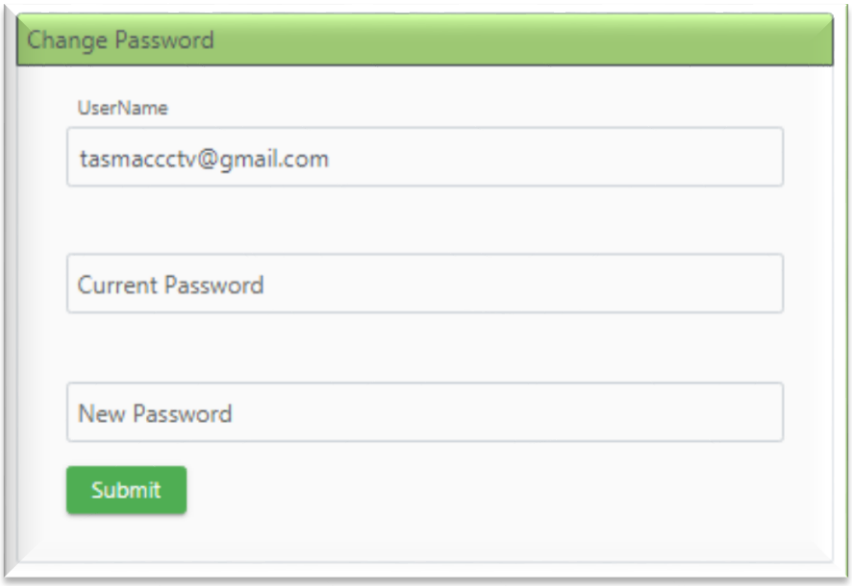
This option enables user to view and edit their profile and change password.

User Profile



- User can view and edit their profile details.
- User's personal details such as Name, Address, Phone number and personal Email ID will be displayed. This information can be updated.
- Location URL- User's location URL will be displayed on this option.
- Region- Based on user location Region will be displayed.
- District- Based on user location District will be displayed.
- Reporting Manager details- User's Respective manager details will be displayed.

Change Password



User should enter current password to create a new password to access the account.

Thank You