

# 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

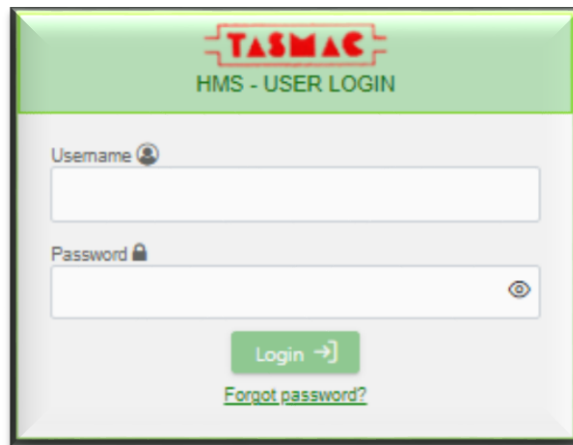
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## Version control

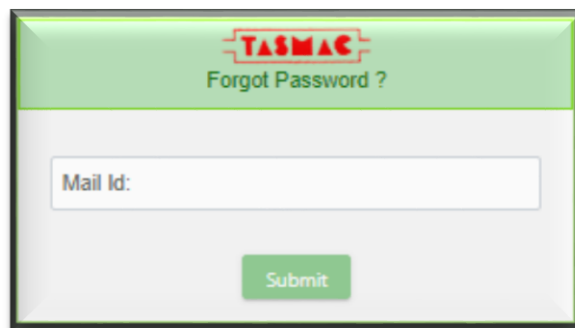
S.No	Date	Prepared by	Reviewed By	Version
1.	13 <sup>th</sup> Feb 2021	Pavithra	Dulasiyya K	V 1.0

## 1. User Login

The screenshot shows a web form titled "TASMAC HMS - USER LOGIN". It features a green header bar with the "TASMAC" logo in red. Below the header, there are two input fields: "Username" with a user icon and "Password" with a lock icon and a toggle eye icon. A green "Login" button with a right arrow is positioned below the password field. At the bottom, there is a green link labeled "Forgot password?".

- 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

The screenshot shows a web form titled "TASMAC Forgot Password ?". It features a green header bar with the "TASMAC" logo in red. Below the header, there is a single input field labeled "Mail Id:". A green "Submit" button is located at the bottom of the form.

- 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

Before reporting a Ticket, Please read the User manual document, Page No.6, Index: 4.1

Location\* Regional Office\* District Office\* Shop Number\* Component\*

Assignee\* Default To\* CC (optional) Status UN - ASSIGNED

Component Description Subject\*

Ticket Description\*

Submit Cancel

- 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

**Update Ticket**

**\*\*Please select the ticket to update\*\***

**\*\* search any ticket by entering Ticket id / Component / Status / Assignee in search box \*\***

Search keyword

S.No	Ticket ID T↓	Ticket Date T↓	Modified Date T↓	Status T↓	Location T↓	Component Name T↓	Subject T↓	Assignee T↓	DefaultCC T↓	URL T↓	Reporter T↓	Region T↓	District T↓	Shop Number T↓
1	196	2021-02-09T16:20:34	2021-02-10T14:44:26	OPEN	Shops	Battery	testing 123	tasmaccctv@gmail.com	test123@gmail.com		SI TNCS			2410
2	195	2021-02-09T16:16:37	2021-02-09T19:53:05	IN_PROGRESS	Regional Office	Server	test	tasmaccctv@gmail.com	test@qjd.in		SI TNCS			0
3	194	2021-02-09T16:02:29	2021-02-09T16:02:29	UN-ASSIGNED	Head Office	DSS Server	test	Vijay@eihilaris.in			SI TNCS			0
4	193	2021-02-09T15:36:03	2021-02-09T18:47:17	IN_PROGRESS	District Office	Internet	Test	tasmaccctv@gmail.com	paviguru00@gmail.com		SI TNCS			0
5	192	2021-02-09T15:34:57	2021-02-09T15:34:57	UN-ASSIGNED	Shops	CCTV Camera	camera1 (xxxx) not working	Vijay@eihilaris.in	xyz@gmail.com		SI TNCS			1738
6	191	2021-02-09T15:19:30	2021-02-09T15:19:30	UN-ASSIGNED	Head Office	VMS	Test	Vijay@eihilaris.in			SI TNCS			0
7	190	2021-02-09T15:10:49	2021-02-09T15:10:49	UN-ASSIGNED	Shops	UPS	UPS power on issue.	Vijay@eihilaris.in			SI TNCS			1714
8	184	2021-02-06T15:34:13	2021-02-09T18:43:29	ASSIGNED	Head Office	VMS	DevTest	tasmaccctv@gmail.com	Dulasimca@gmail.com		SI TNCS			0

Points to note:  
 \* User can change the Status of the ticket  
 \* User can enter the ticket description  
 \* User can mention the Multiple mail Id with comma separator's in CC

**Update Ticket184 - Reported By SI TNCS**

Status\*  
 ASSIGNED

Assignee\*  
 tasmaccctv@gmail.com

Default CC (optional)  
 Dulasimca@gmail.com

Subject\*  
 DevTest

Add Ticket Description\*  
 testing 184 on 02/09/2021

Save

- 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

Riot Details Form

Incident Location\* Region\* District\* Shop Number\* Address\*

Component\* Status: OPEN Incident Date\* Summary\*

Do you want to upload video? ☐ Yes ☐ No

Video URL: Do you want to upload image? ☐ Yes ☐ No Image URL:

Save View Clear

\*\*Dear users please update the video file in Google drive before submitting the video / Image URL  
\*\*Click the icon to open google drive

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

Natural Calamities Details Form

Incident Location:\* Region:\* District:\* Shop Number:\* Address:\*

Component:\* Status: OPEN Incident Date:\* Summary:\* Do you want to upload video?: ☐ Yes ☐ No

Video URL: Do you want to upload image?: ☐ Yes ☐ No Image URL:

Save View Clear

\*\*Dear users please update the video file in Google drive before submitting the video / image URL.  
\*\*Click the icon to open google drive.

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

**All Location Ticket Report**

**\*\* Location wise tickets report \*\***

Location:  Regional Office:  District Office:  Shop Number:  Component:

From Date:  To Date:

S.No	Ticket_ID ↑↓	Location ↑↓	Component_Name ↑↓	Status ↑↓	Subject ↑↓	Assignee ↑↓	Reporter ↑↓	Ticket_Date ↑↓	Modified_Date ↑↓	URL ↑↓	R
1	188	Shops	4G Network	COMPLETED	test shops	Chennai (Central)	Chennai (Central)	2021-02-06T16:26:15	2021-02-06T16:26:15		CI (C

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- 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 TNCS	SI TNCS	2021-02-09T15:10:49	2021-02-09T15:10:49		SI TNCS	COIMBATORE	Coimbatore (North)	All
192	Shops	CCTV Camera	UN-ASSIGNED	camera1 (xxxx) not working	SI TNCS	SI TNCS	2021-02-09T15:34:57	2021-02-09T15:34:57		SI TNCS	COIMBATORE	Coimbatore (North)	All
196	Shops	Battery	OPEN	testing 123	SI TNCS	SI TNCS	2021-02-09T16:20:34	2021-02-10T14:44:26		SI TNCS	TRICHY	Cuddalore	All

## My Tickets

S.No	Ticket ID	Ticket Date	Modified Date	Status	Location	Component Name	Subject	Assignee	DefaultCC	URL
1	184	2021-02-06T15:34:13	2021-02-06T15:34:13	UN - ASSIGNED	Head Office	VMS	DevTest	SI TNCSC	Dulasimca@gmail.com	

- 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

**Ticket-Date-Wise Report**

\*\* view all tickets by selecting date period \*\*

From Date:  To Date:

Search keyword

S.No	Ticket_ID	Location	Component	Status	Subject	Assignee	Reporter	Ticket_Date	Modified_Date	Region	District	Shop_Number
<<	<	1	>	>>	50							

- 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

**Relocation-Date-Wise Report**

\*\* Relocation details by date wise \*\*

From Date:  To Date:

Search keyword

S.No	Region Name	District Name	Shop Code	Reason	From Address	To Address	Status	Doc.Date	Completed Date	Created Date
<<	<	1	>	>>	50					

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

## Theft

**Theft-Date-Wise Report**

**\*\* Theft details by date wise \*\***

From Date: 01/02/2021 To Date: 08/02/2021 View Excel

Search keyword

S.No	Region Name ↑↓	District Name ↑↓	Shop Code ↑↓	Reason ↑↓	Issue Type ↑↓	Status ↑↓	Doc.Date. ↑↓	Address ↑↓	Video URL ↑↓	Completed Date
1	SALEM	Dharmapuri	0		UPS	OPEN	2021-02-07T18:30:00.000Z	no1,dharmapuri		-
2	SALEM	Dharmapuri		-	Battery	OPEN	2021-02-07T18:30:00.000Z	No.5, Main Street, Dharmapuri		-

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- 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

**Riot-Date-Wise Report**

**\*\* Riot details by date wise \*\***

From Date: To Date: View Excel

Search keyword

S.No	Location ↑↓	Region Name ↑↓	District Name ↑↓	Shop Code ↑↓	Reason ↑↓	Issue Type ↑↓	Status ↑↓	Doc.Date. ↑↓	Address ↑↓	Video URL ↑↓	Image URL ↑↓	Completed Date ↑↓	Created Date ↑↓
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- 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

**Natural Calamity-Date-Wise Report**

\*\* Calamity details by date wise \*\*

From Date:  To Date:

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

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

## Excel Output

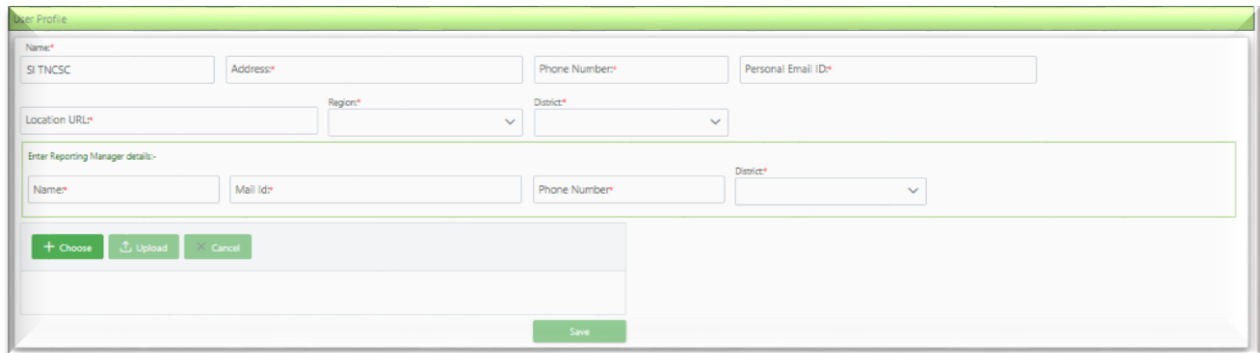
Location	Region Name	District Name	Shop Code	Reason	Issue Type	Status	Doc.Date.	Address	Video URL	Image URL	Completed Date	Created Date
District Office	SALEM	Dharmapuri	0		UPS	OPEN	2021-02-07T18:30:00.000Z	no1,dharmapuri		http://yt.gahdjh.in/	-	2/8/2021 11:23
District Office	SALEM	Dharmapuri		-	Battery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



## 8. User

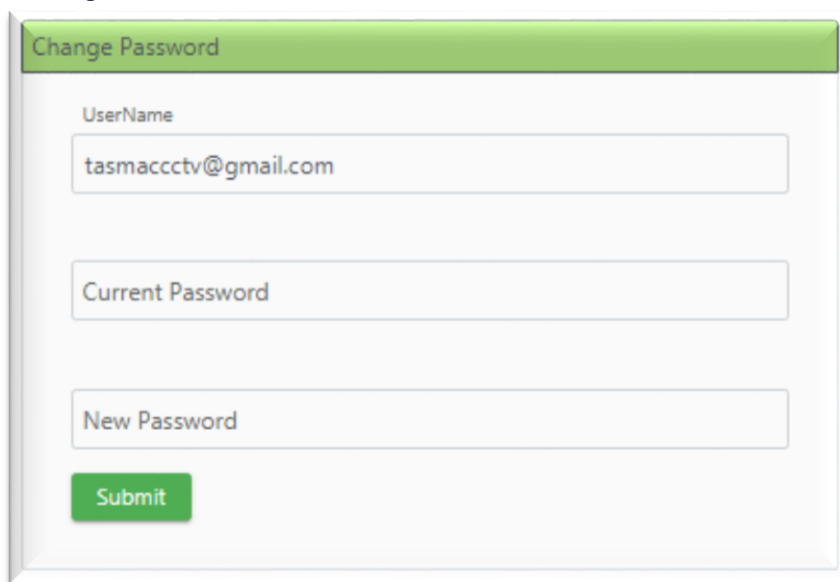
This option enables user to view and edit their profile and change password.

### User Profile

A screenshot of the 'User Profile' form. It has a green header bar with the title 'User Profile'. The form contains several input fields: 'Name\*' (with 'SI THCSC' entered), 'Address\*', 'Phone Number\*', 'Personal Email ID\*', 'Location URL\*', 'Region\*' (a dropdown menu), and 'District\*' (a dropdown menu). Below these is a section titled 'Enter Reporting Manager details:-' containing 'Name\*', 'Mail ID\*', 'Phone Number\*', and 'District\*' (a dropdown menu). At the bottom left are three buttons: '+ Choose', 'Upload', and 'Cancel'. At the bottom right is a 'Save' button.

- 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

A screenshot of the 'Change Password' form. It has a green header bar with the title 'Change Password'. The form contains three input fields: 'UserName' (with 'tasmaccctv@gmail.com' entered), 'Current Password', and 'New Password'. At the bottom left is a green 'Submit' button.

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



Thank You