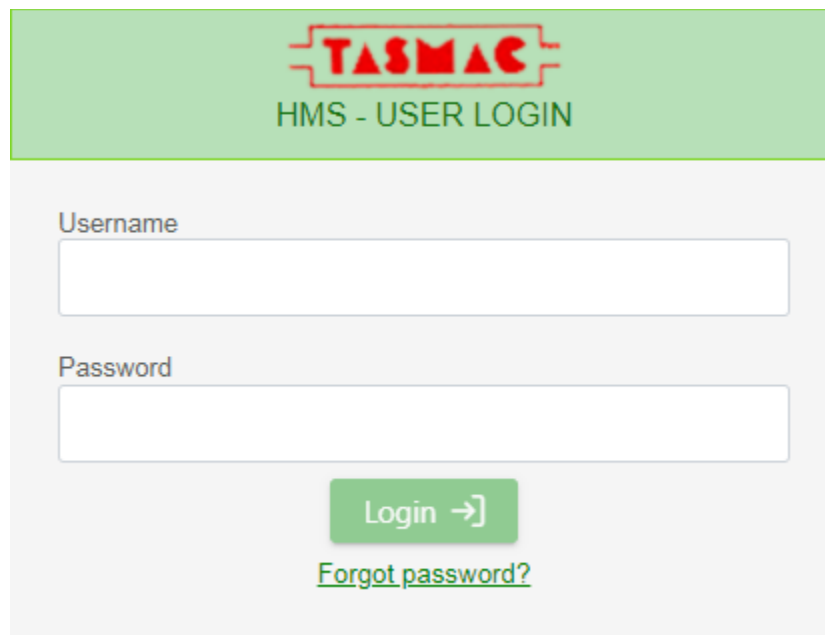


HMS Application User Manual Details

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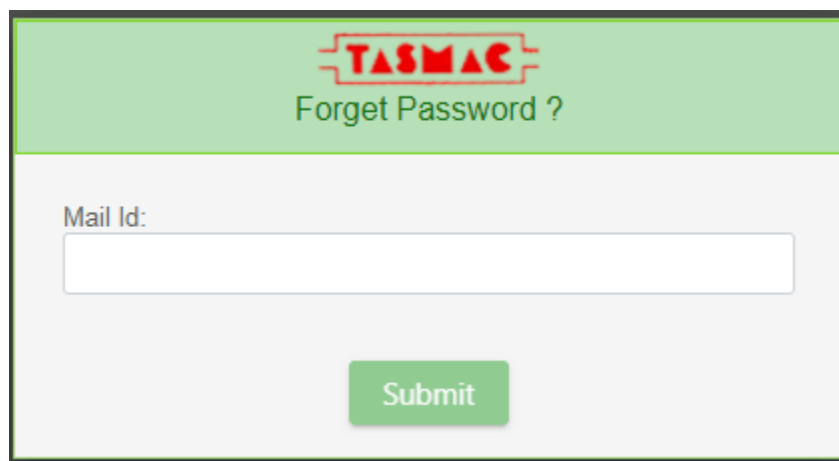
Login Page



The login page features a green header with the TASMAC logo and the text "HMS - USER LOGIN". Below the header, there is a light gray box containing two input fields: "Username" and "Password". A green "Login →" button is positioned below the password field, and a green link "Forgot password?" is located below the login button.

- User has to enter the valid Email Address which we have provided to you as a username
- User has to enter the valid password
- After Enter those values click Login button this will be redirected to HMS Dashboard

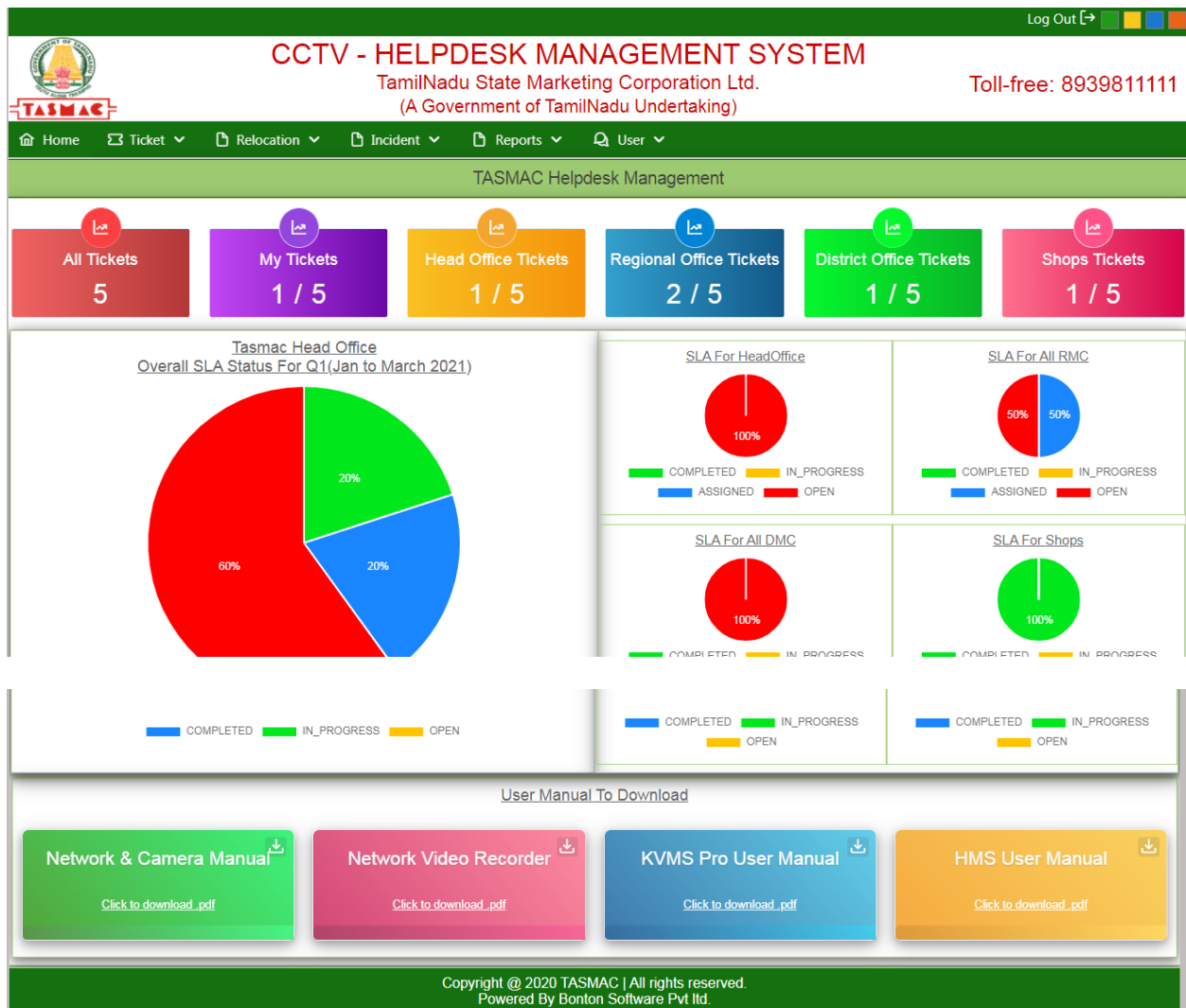
Forgot Password



The forgot password page features a green header with the TASMAC logo and the text "Forget Password ?". Below the header, there is a light gray box containing a single input field labeled "Mail Id:". A green "Submit" button is positioned below the input field.

- User has to enter the mail id to get the password.

Dash Board

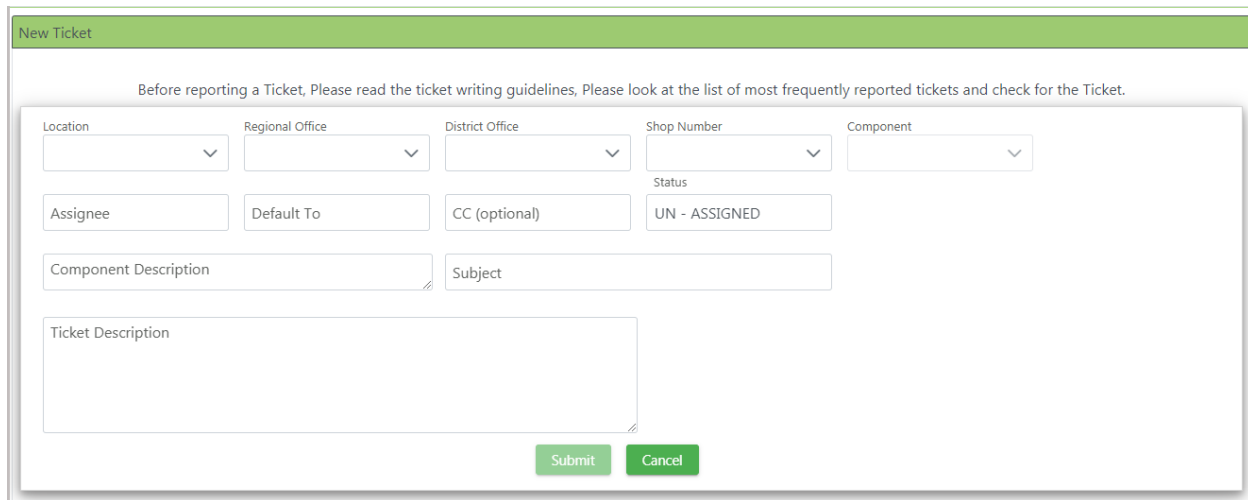


- Dashboard contains
 - Tickets Counts
 - All Tickets
 - My Tickets
 - Head Office Tickets
 - Regional Office Tickets
 - District Office Tickets
 - Shop Tickets
- Pie Chart
 - Overall SLA chart
 - Head office SLA
 - Regional Office SLA
 - District Office SLA
 - Shop SLA

- User Manual Document download
 - Network and Camera user manual
 - Network Video Recorder user manual
 - KVMS pro user manual
 - HMS user manual

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

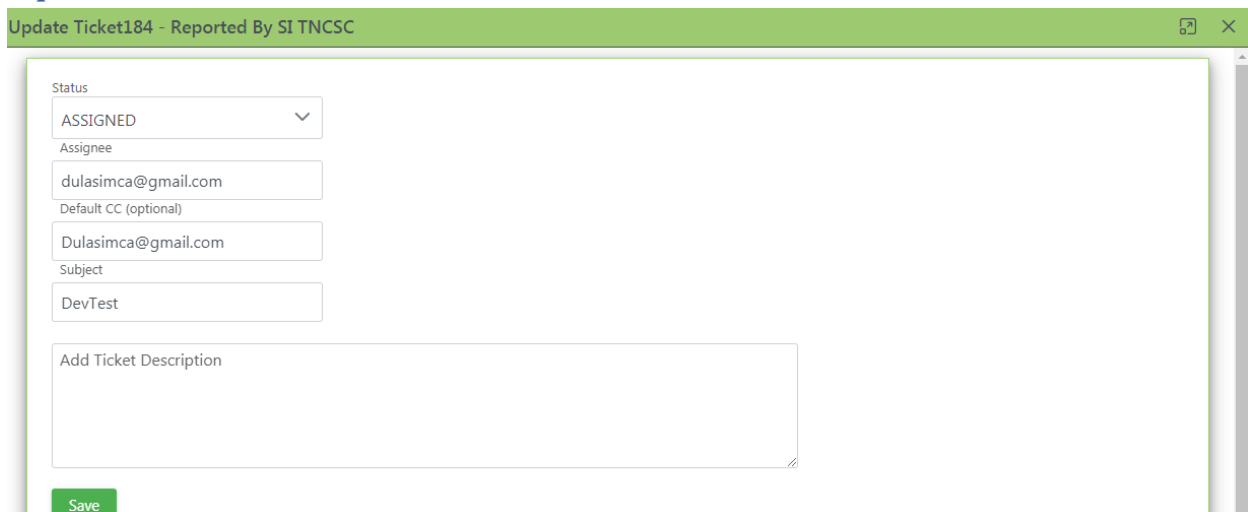
New Ticket Creation



The 'New Ticket' form is displayed within a green header bar. Below the header, a message states: 'Before reporting a Ticket, Please read the ticket writing guidelines, Please look at the list of most frequently reported tickets and check for the Ticket.' The form contains several input fields: 'Location', 'Regional Office', 'District Office', 'Shop Number', and 'Component' are all dropdown menus. Below these, there are fields for 'Assignee', 'Default To', 'CC (optional)', and 'Status' (which is pre-filled with 'UN - ASSIGNED'). There are also text areas for 'Component Description', 'Subject', and a larger 'Ticket Description' area. At the bottom right, there are 'Submit' and 'Cancel' buttons.

- User has to fill the all required fields to submit the ticket.
 - User should select the Location to create the ticket
 - User has to select the particular Component
 - Subject should be a short description.
 - Ticket Description should be detail information about the issues.
 - User can mention the Multiple mail id with comma separator's in CC

Update Tickets

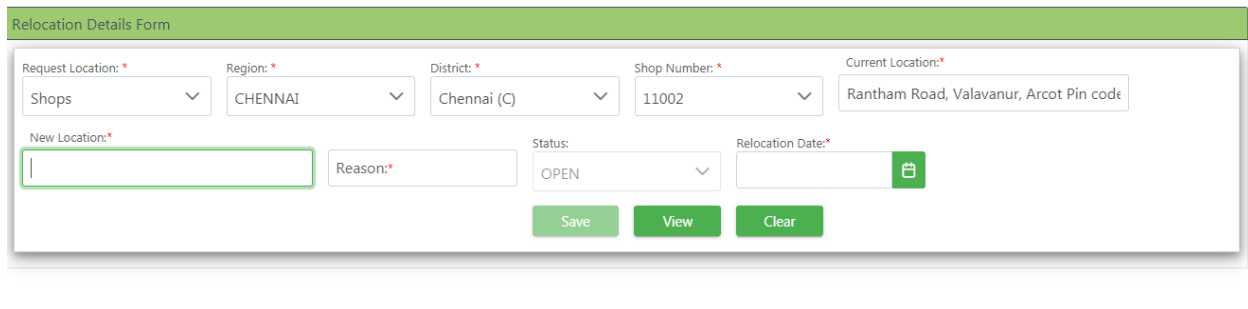


The 'Update Ticket184 - Reported By SI TNCSC' form is shown within a green header bar. The form fields are: 'Status' (dropdown menu showing 'ASSIGNED'), 'Assignee' (text field with 'dulasimca@gmail.com'), 'Default CC (optional)' (text field with 'Dulasimca@gmail.com'), 'Subject' (text field with 'DevTest'), and a large text area for 'Add Ticket Description'. A 'Save' button is located at the bottom left of the form.

- 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

Relocation Form

Ro/Do/Shop



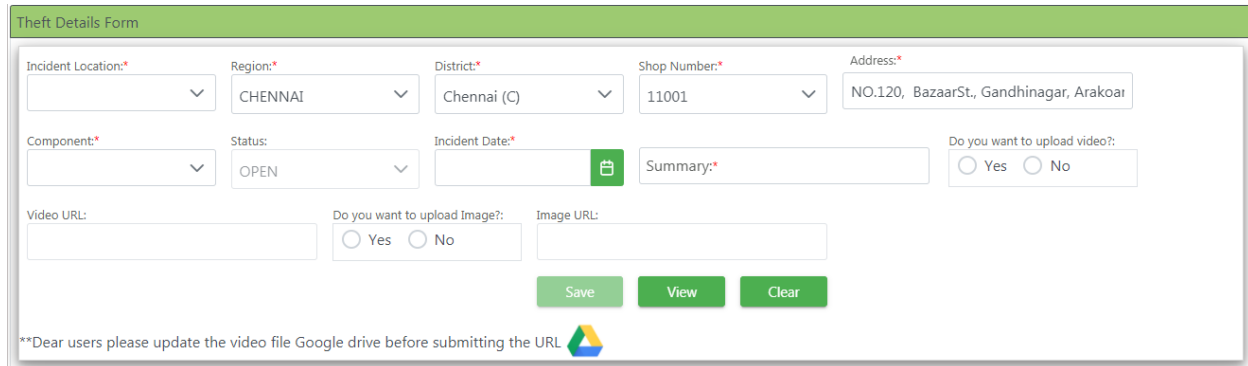
The screenshot shows the 'Relocation Details Form' with a green header. It contains several input fields: 'Request Location:' with a dropdown menu showing 'Shops'; 'Region:' with a dropdown menu showing 'CHENNAI'; 'District:' with a dropdown menu showing 'Chennai (C)'; 'Shop Number:' with a dropdown menu showing '11002'; and 'Current Location:' with a text box containing 'Rantham Road, Valavanur, Arcot Pin code'. Below these are 'New Location:' (empty text box), 'Reason:' (empty text box), 'Status:' with a dropdown menu showing 'OPEN', and 'Relocation Date:' (empty text box with a calendar icon). At the bottom are three buttons: 'Save', 'View', and 'Clear'.

This Form will be used to maintain the Relocation details. So that we can come to know the request date and completion date of relocation.

- User has to select Request location
- User can select Request Region, District and Shops and current address will display automatically
- User have to enter "To Address" and reason and Relocation date

Incidents

Theft

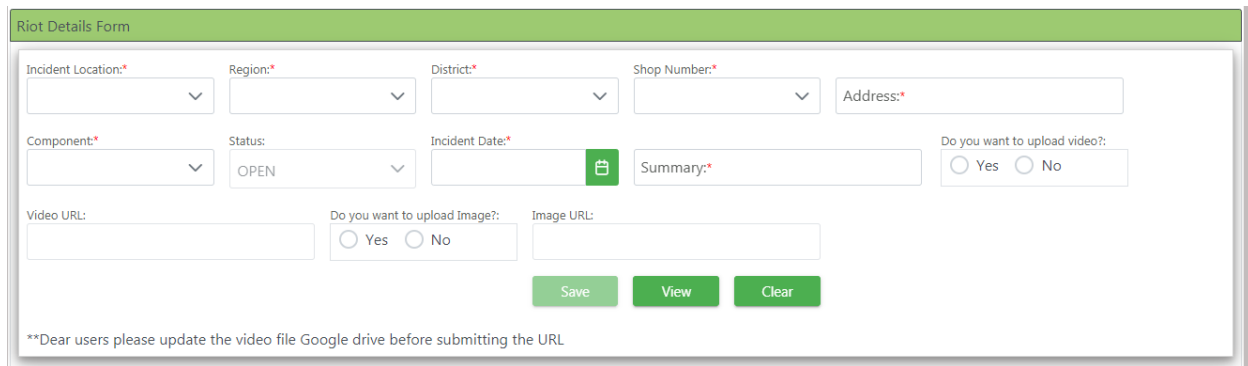


The screenshot shows the 'Theft Details Form' with a green header. It contains several input fields: 'Incident Location:' with a dropdown menu; 'Region:' with a dropdown menu showing 'CHENNAI'; 'District:' with a dropdown menu showing 'Chennai (C)'; 'Shop Number:' with a dropdown menu showing '11001'; and 'Address:' with a text box containing 'NO.120, BazaarSt., Gandhinagar, Arakoar'. Below these are 'Component:' with a dropdown menu, 'Status:' with a dropdown menu showing 'OPEN', 'Incident Date:' (empty text box with a calendar icon), 'Summary:' (empty text box), and 'Do you want to upload video?:' with radio buttons for 'Yes' and 'No'. At the bottom are three buttons: 'Save', 'View', and 'Clear'. A footer note says '**Dear users please update the video file Google drive before submitting the URL' with a Google Drive icon.

This form will help you to enter the theft information.

- User has to upload the video file or Image in Google Drive before submitting the form.
- User has to select the video upload ration button whether yes or no.
- If it is yes user have to mention the Google Drive video URL in Video URL textbox
- User have to select the image upload option button whether yes or no
- If it is yes user have to mention the Google Drive image URL in the Image URL textbox
- Summary should be a theft information

Riots

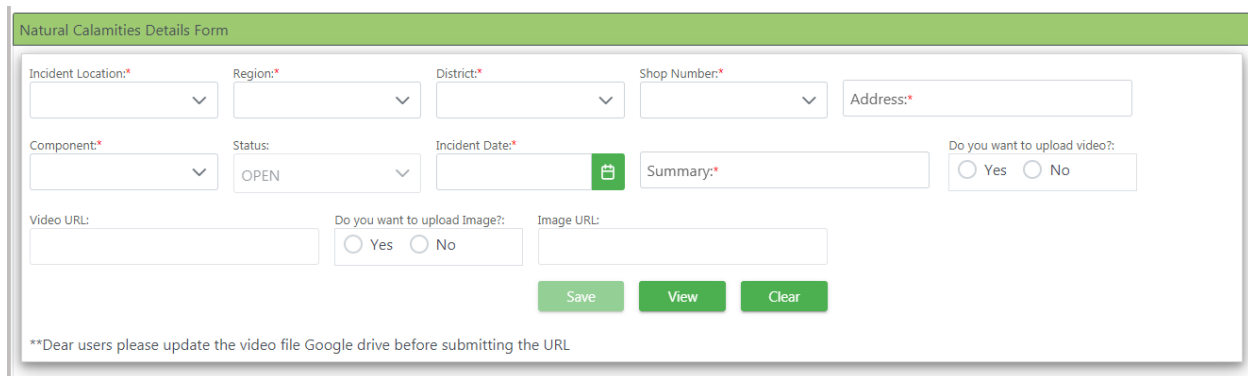


The screenshot shows a web form titled "Riot Details Form" with a green header bar. The form contains several input fields and buttons. At the top, there are dropdown menus for "Incident Location:", "Region:", "District:", and "Shop Number:", followed by a text field for "Address:". Below these are "Component:" (dropdown), "Status:" (dropdown with "OPEN" selected), "Incident Date:" (calendar icon), and a "Summary:" text field. To the right of the summary field are radio buttons for "Do you want to upload video?: Yes No". At the bottom, there are "Video URL:" and "Image URL:" text fields, each preceded by a "Do you want to upload Image?: Yes No" radio button set. Three green buttons labeled "Save", "View", and "Clear" are at the bottom center. A footer note reads: "**Dear users please update the video file Google drive before submitting the URL".

This form will help you to enter the riots information.

- User has to upload the video file or Image in Google Drive before submitting the form.
- User has to select the video upload ration button whether yes or no.
- If it is yes user have to mention the Google Drive video URL in Video URL textbox
- User has to select the image upload option button whether yes or no
- If it is yes user have to mention the Google Drive image URL in Image URL textbox
- Summary should be a theft information

Natural Calamities



The screenshot shows a web form titled "Natural Calamities Details Form" with a green header bar. The form contains several input fields and buttons. At the top, there are dropdown menus for "Incident Location:", "Region:", "District:", and "Shop Number:", followed by a text field for "Address:". Below these are "Component:" (dropdown), "Status:" (dropdown with "OPEN" selected), "Incident Date:" (calendar icon), and a "Summary:" text field. To the right of the summary field are radio buttons for "Do you want to upload video?: Yes No". At the bottom, there are "Video URL:" and "Image URL:" text fields, each preceded by a "Do you want to upload Image?: Yes No" radio button set. Three green buttons labeled "Save", "View", and "Clear" are at the bottom center. A footer note reads: "**Dear users please update the video file Google drive before submitting the URL".

This form will help you to enter the Natural Calamities information.

- User has to upload the video file or Image in Google Drive before submitting the form.
- User has to select the video upload ration button whether yes or no.
- If it is yes user have to mention the Google Drive video URL in Video URL textbox
- User have to select the image upload ration button whether yes or no
- If it is yes user have to mention the Google Drive image URL in Image URL textbox
- Summary should be a theft information

Reports

My Reports

My Ticket Report										
** Tickets created by - tasmaccctv@gmail.com **										Excel
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	
<< < 1 > >> 10										

- This report will display the data based on the login user. Whatever user has created the tickets those details will display
- User can sort the all columns ex. Ticket ID, Ticket Date and Status etc.,
- User can download the report in excel format.

All Tickets

User

All Location Ticket Report

** Location wise tickets report **

Location

Shops

Regional Office

CHENNAI

District Office

All

Shop Number

All

Component

All

From Date:

01/02/2021 02:31 PM

To Date:

08/02/2021 02:30 PM

View

Excel

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		Cl (C

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- User can get the Ticket information based on the location
- User have to select the all fields to get the result
- User can sort the all columns ex. Ticket ID, Ticket Date and Status etc.,
- User can download the report in excel format.
- User can take their corresponding Region and District data only.

Tickets by Date

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

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

Search keyword

S.No	Ticket_ID ↑↓	Location ↑↓	Component ↑↓	Status ↑↓	Subject ↑↓	Assignee ↑↓	Reporter ↑↓	Ticket_Date ↑↓	Modified_Date ↑↓	Region ↑↓	District
1	184	Head Office	VMS	UN - ASSIGNED	DevTest	SI TNCSC	SI TNCSC	2021-02-06T15:34:13	2021-02-06T15:34:13		
2	185	Regional Office	Server	ASSIGNED	Tasmac Region test	Chennai Region	Chennai Region	2021-02-06T16:03:48	2021-02-06T16:03:48		
3	186	Regional Office	Server	UN - ASSIGNED	Tasmac Region test	Chennai Region	Chennai Region	2021-02-06T16:03:51	2021-02-06T16:03:51		
4	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		
5	188	Shops	4G Network	COMPLETED	test shops	Chennai (Central)	Chennai (Central)	2021-02-06T16:26:15	2021-02-06T16:26:15		

<< < 1 > >> 50

- User can get the tickets information based on the date condition.
- User can sort the all columns ex. Ticket ID, Ticket Date and Status etc.,
- User can download the report in excel format.
- User can take their corresponding Region and District data only.

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 Dat
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		-

<< < 1 > >> 50

- User can get the theft information based on the date condition
- User can download the report in excel format.