CONTESSA

User Manual
For
Visitor Management System

Office Only

প্রধান বিদ্যুৎ পরিদর্শকের দপ্তর
বিদ্যুৎ বিভাগ, বিদ্যুৎ জ্বালানি ও খনিজ সম্পদ মন্ত্রণালয়

Office of The Chief Electric Inspector
Government of The People's Republic of Bangladesh
Ministry of Power Energy and Mineral Resources
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CONTESSA

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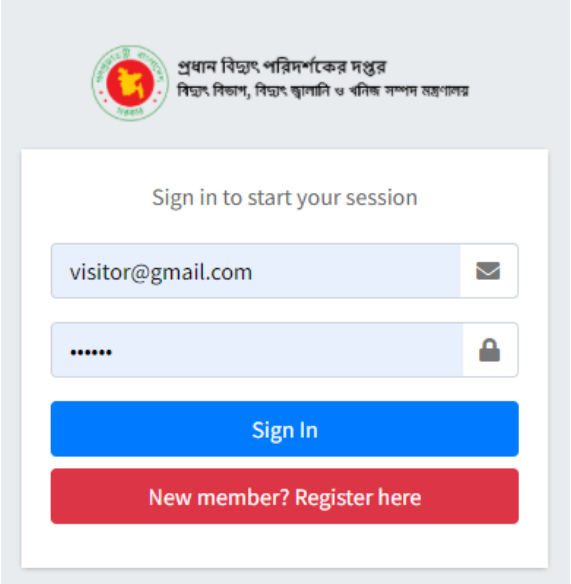
How to Login:

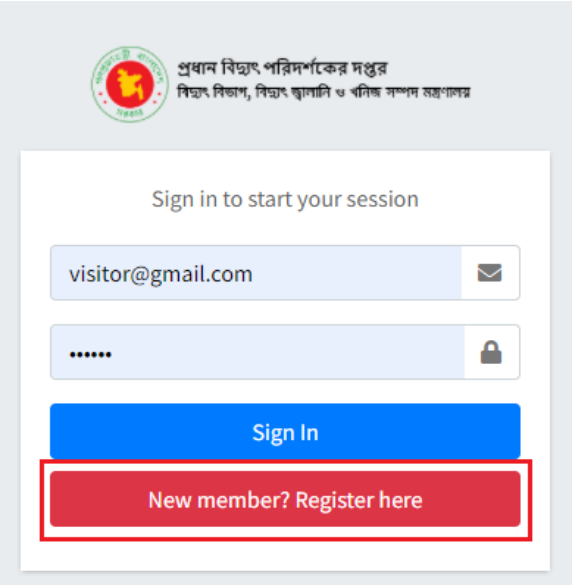
Please go to the Visitor Management System link below:

https://visitor.ocei.gov.bd/

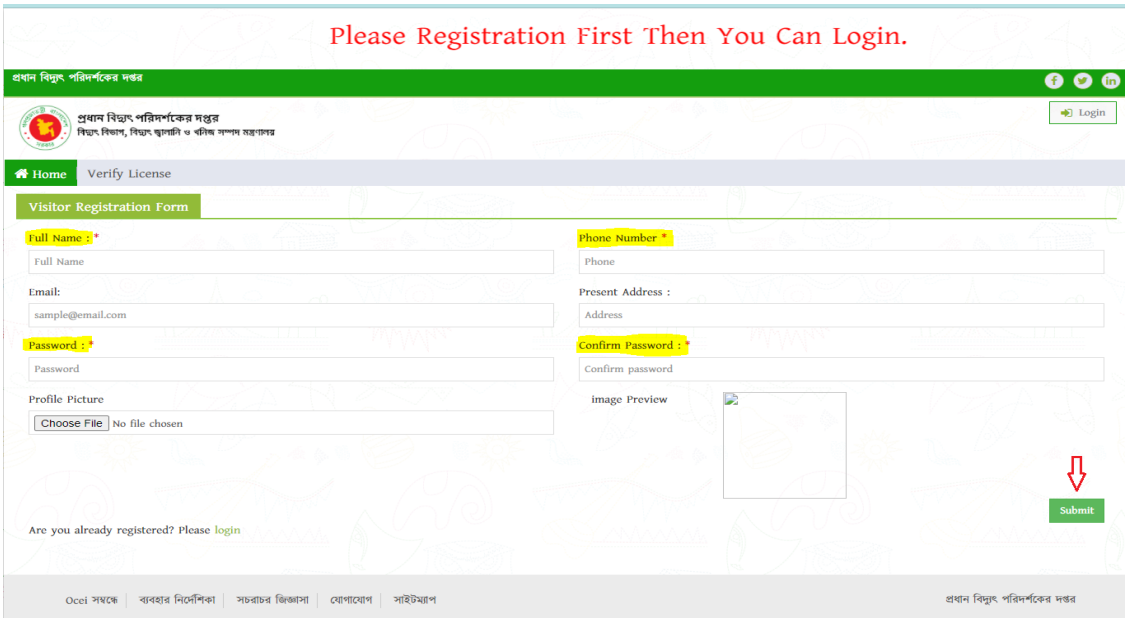


How to Register:

1. If you are not registered please click on Register here. after clicking on Register here, you will find a visitor Registration Form.

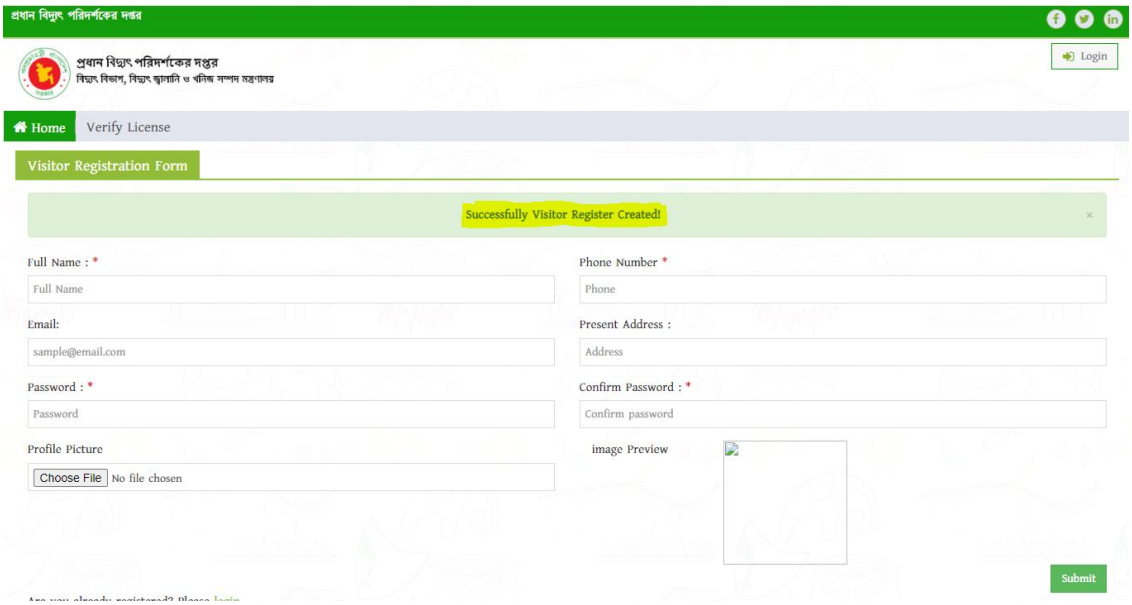


a) All the Visitor have to fill up all the mandatory fields highlighted below, to complete a successful registration.



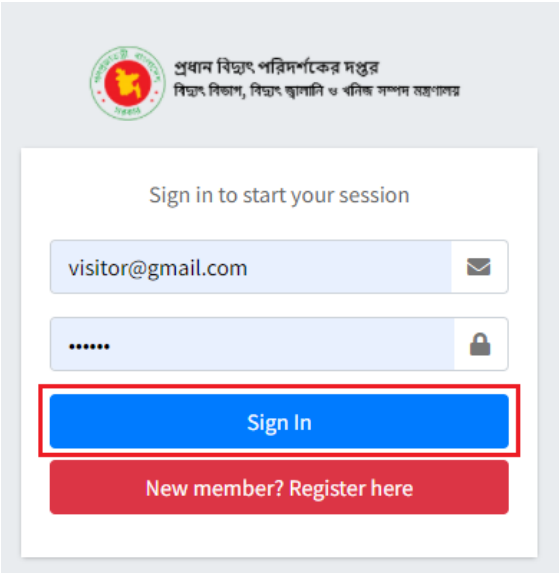
b) After fill up all the mandatory fields User have to click on 'Submit' button to complete the registration showing on the picture below.

c) After clicking on 'Submit' button user have to verify his/her email address. after completing email verification user will get a confirmation message shown below.

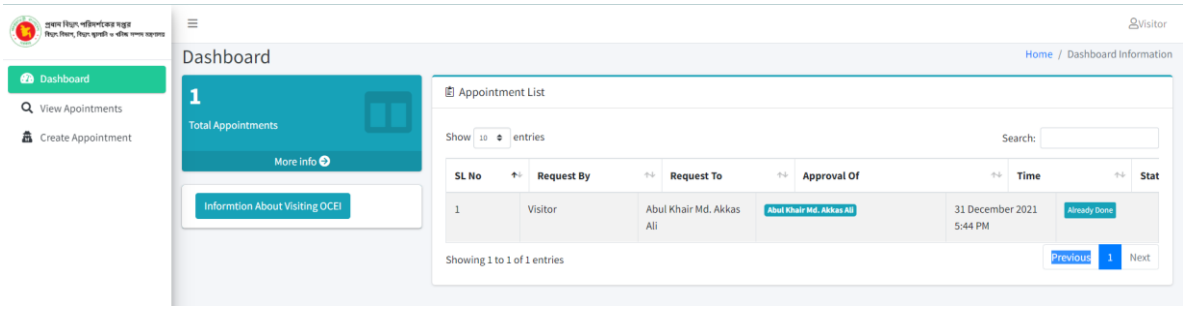


How to Login as a Visitor:

3. If you are already registered, please type your User ID/Email address and Password. Then click Sign in.

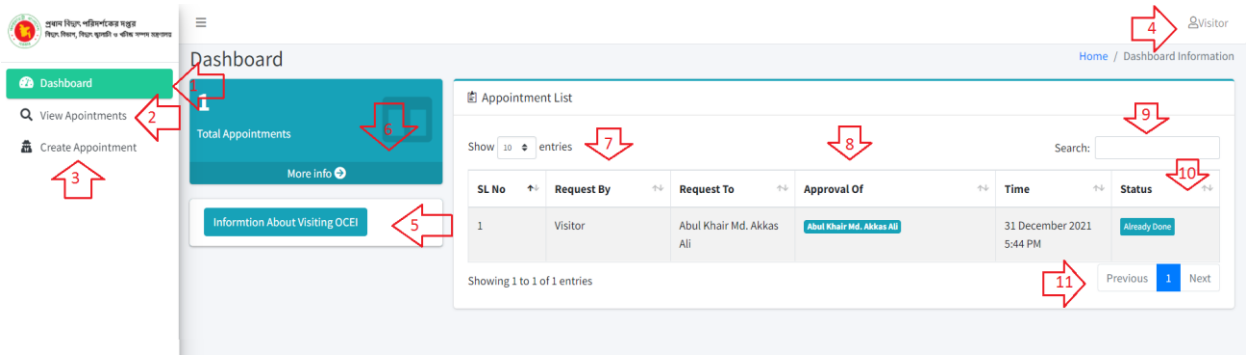


a) User will redirect to His/her Visitor Management System Home Page/Dashboard. Picture is shown below:



Visitor - Introducing Visitor Management System

- Dashboard:



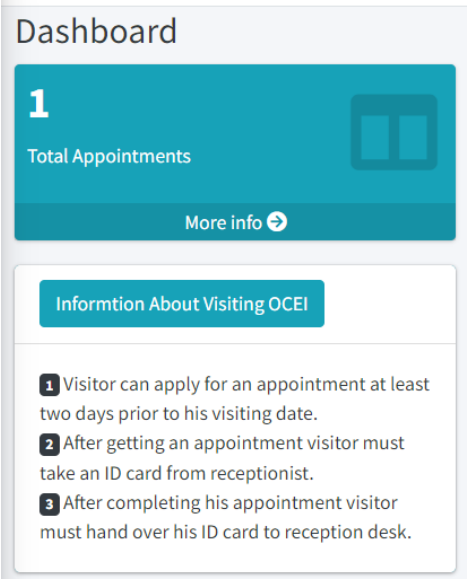
1. Click here to view individuals Dashboard.

2. Click here to Search & View all Appointments including Pending, Approved, Rejected and past completed appointments.

3. Click here to create a fresh/new appointment.

4. Click here to log out/log in into individual user's account.

5. Click here to see more information/rules about visiting OCEI office.



6. User can see his/her all appointments.

7. To see who is applying for an appointment.

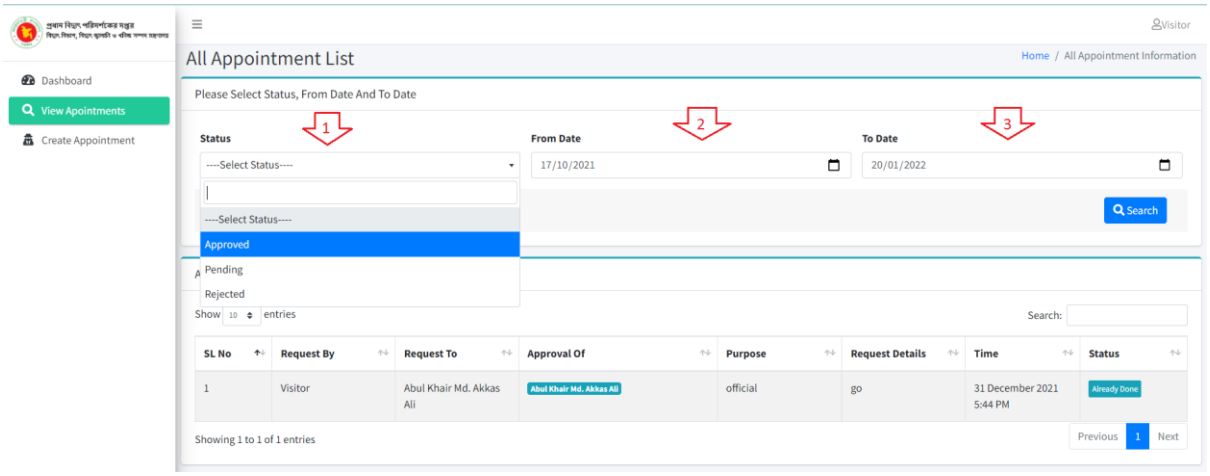
8. To see with whom you want to get an appointment.

9. User can search for any previous appointment.

10. User can see his application Status.

11. View/Change page.

- [View Appointments:](#)

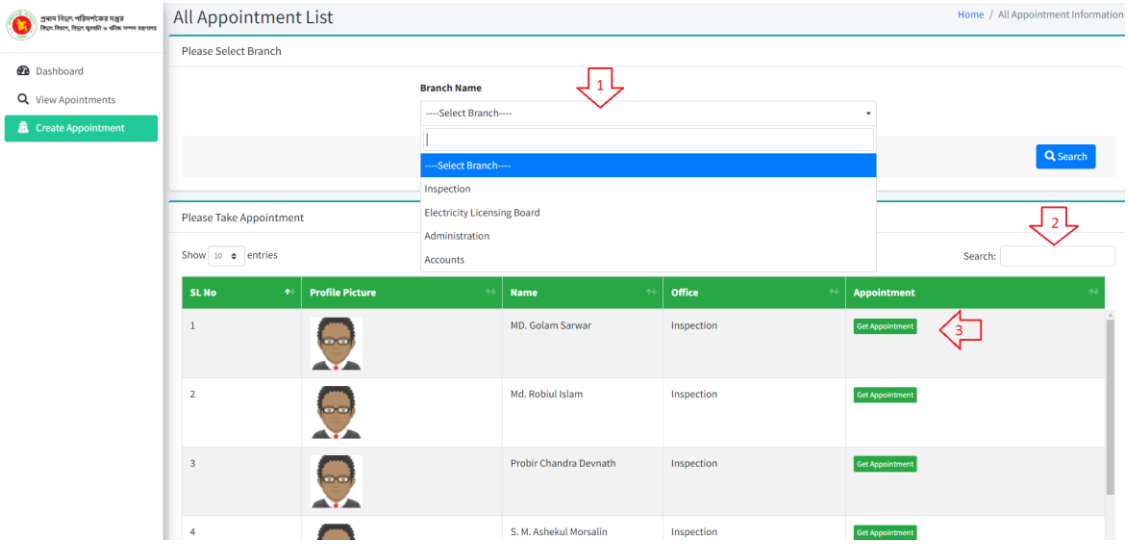


1. Click here to search with individual appointment status.

2. Search your past appointments by date.

3. Search your past appointments by date.

- Create Appointments:



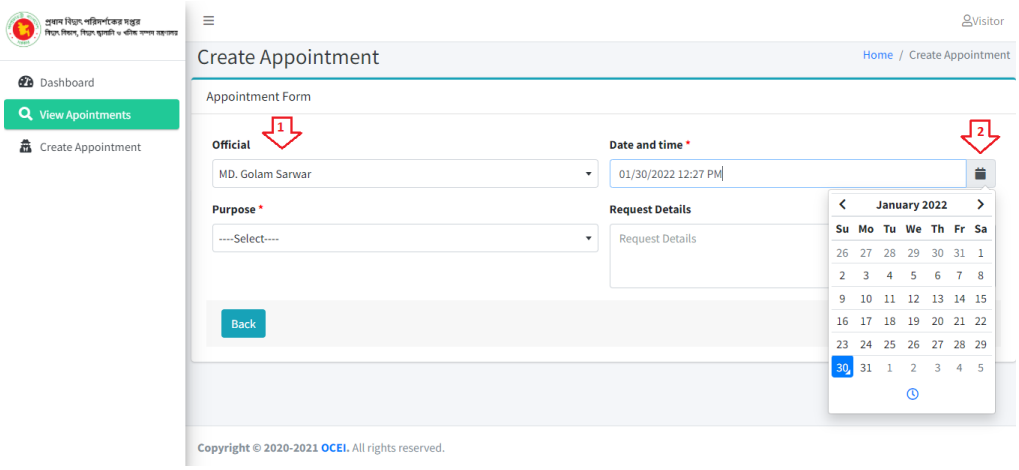
1. When user want to get an appointment he/she have to select a Branch from the drop down menu. Then he/she can find all the individual persons working in that specific branch.

2. User can search any individual persons by typing his/her name in this search menu.

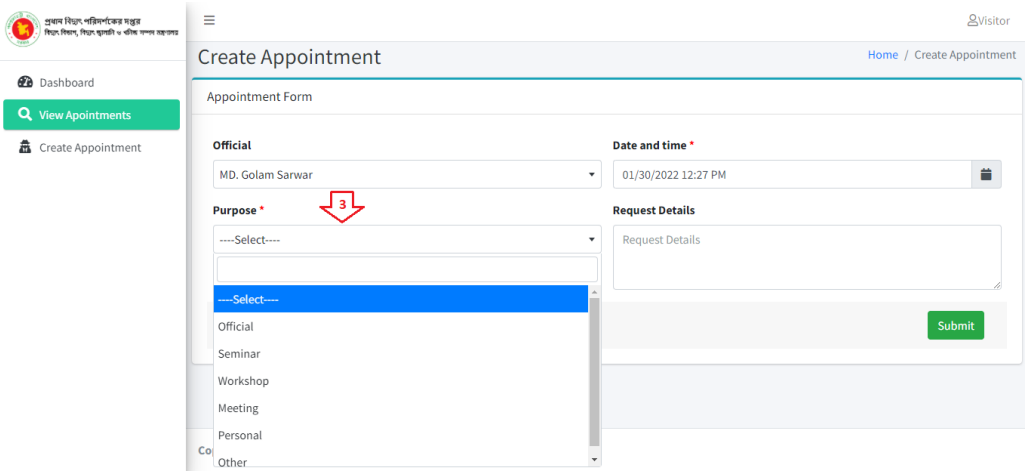
3. When user finds desired individual person to get an appointment, he/she need to click on 'Get Appointment'.

How to Create Appointments:

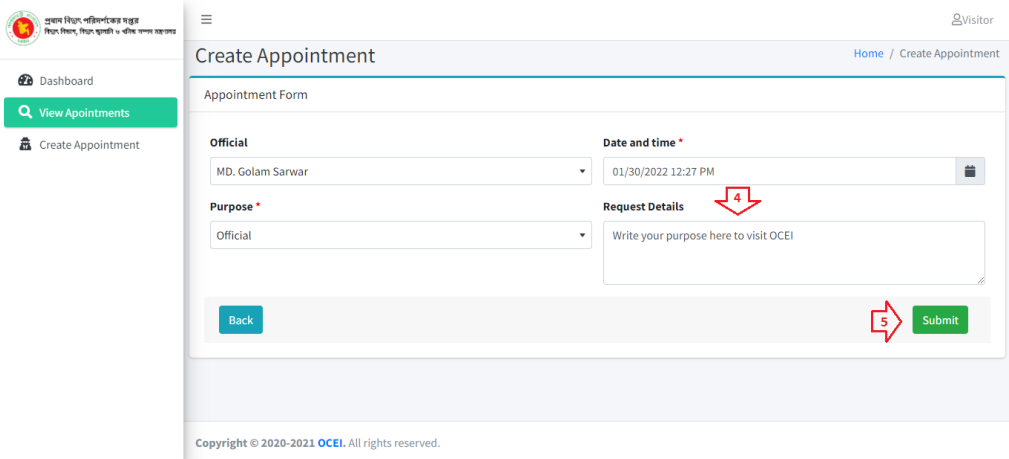
After click on 'Get Appointment' user will see a new appointment form showing below step by step.



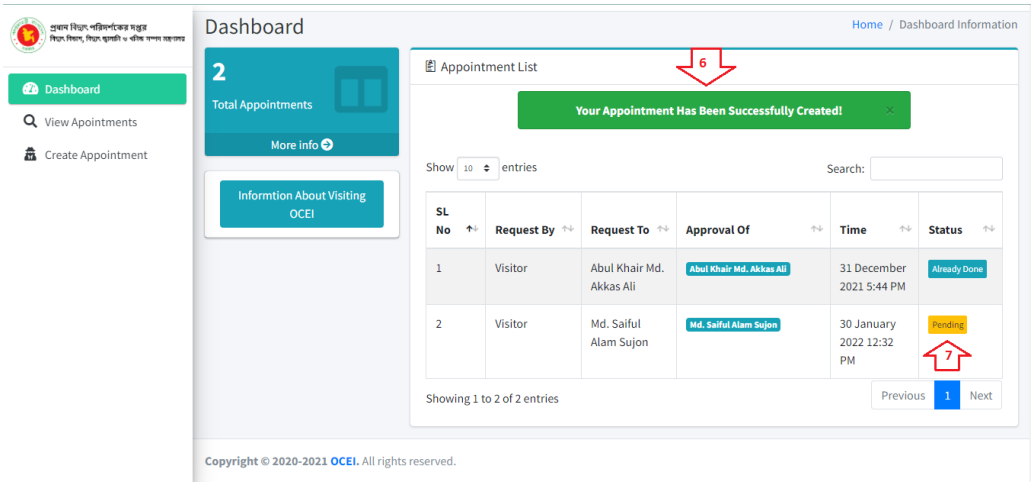
1. Visitor will see his desired OCEI Officials here to create an appointment.
2. Then Visitor has to select a specific time and date to visit OCEI Officials.



3. Now select your purpose to visit OCEI. You can select any purpose from the list.



4. Now write your request details here, why you want to visit OCEI officials.
5. After fill up the appointment form, user should click on submit button to finish an appointment.



6. After clicking on submit button user will see a notification shown on the picture.
7. After creating a successful appointment user can find his/her appointment status as pending showing on the picture here. After approving/rejecting the visitor request by the OCEI official appointment status will change immediately.

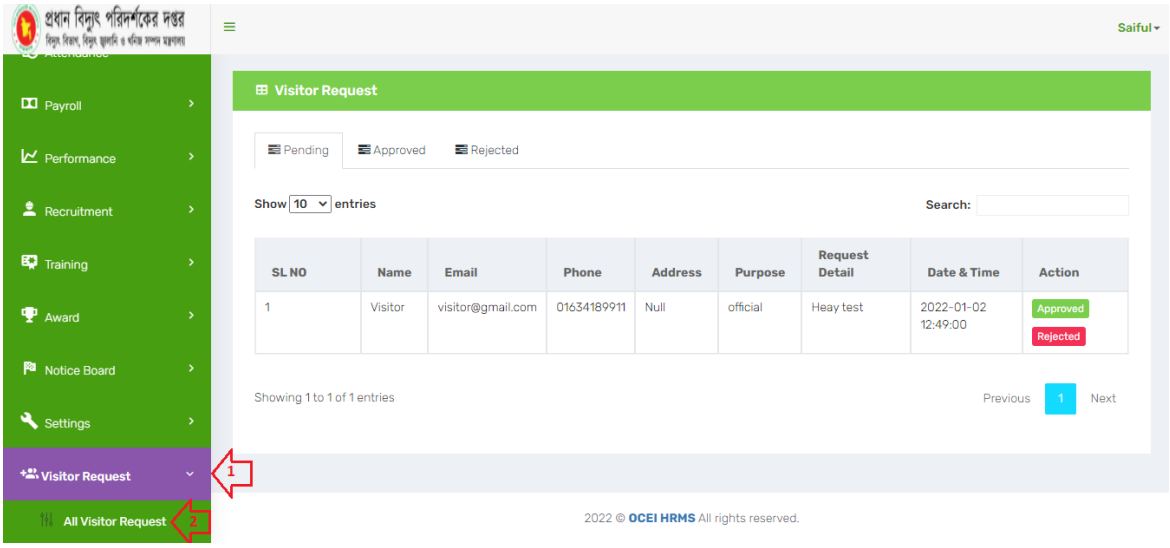
What To Do, When Your Appointment Is Approved:

When your appointment is approved by the OCEI office, please go to OCEI office in the specific date and half an hour prior to your appointment time. Then please go to the reception desk and ask him/her to arrange a visitor appointment with the specific OCEI Official. Then the Receptionist will provide a visitor ID card and arrange an appointment.

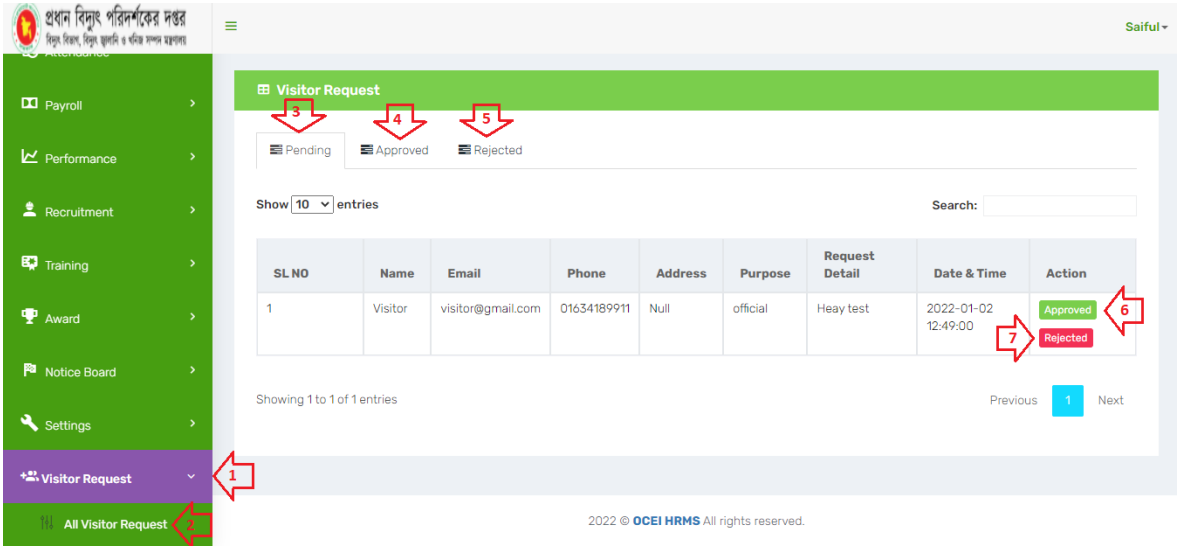
If You have any query about visiting OCEI, please contact OCEI New Eskaton Road office, Dhaka.

Admin Panel – How to find Visitor Appointments

Please log-in/sign-in into your OCEI HR Management System to see all visitor appointments.

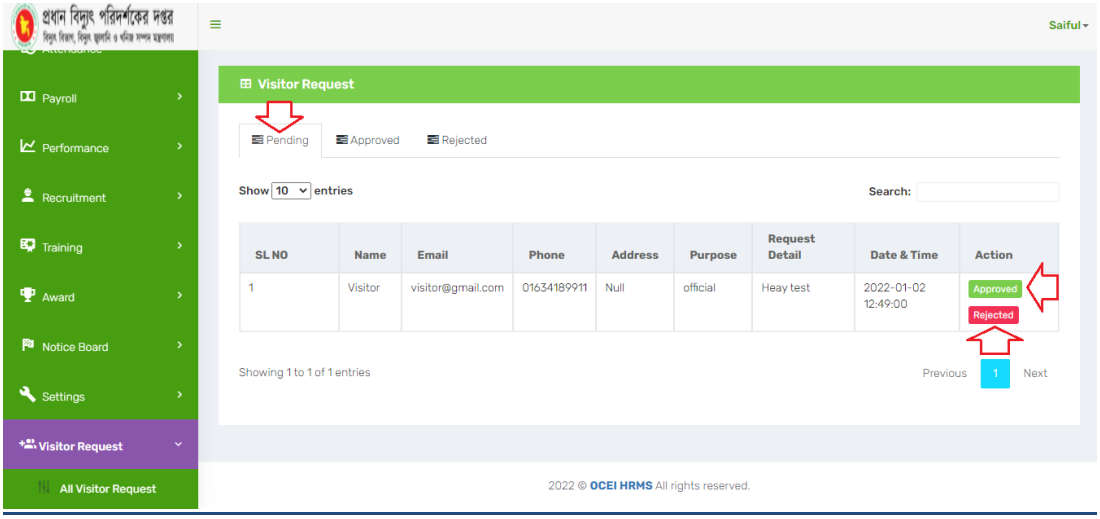


1. Than scroll down in the menu to find 'Visitor Request' and click on 'Visitor Request'.
2. Then Click on 'All Visitor Request' to see pending request/new visitor request.



3. Click here to see Pending Appointments.
4. Click here to see Approved Appointments.
5. Click here to see Rejected Appointments.
6. Click on 'Approve' button to Approve any appointment.
7. To reject any appointment, click on 'Reject' button shown in picture.

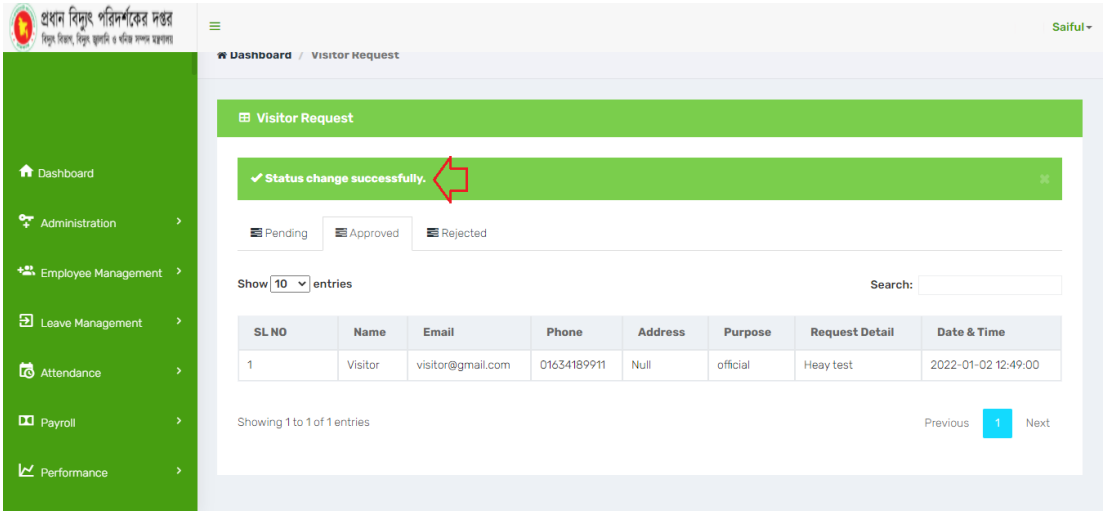
Admin Panel - How to Approve/Reject an Appointment



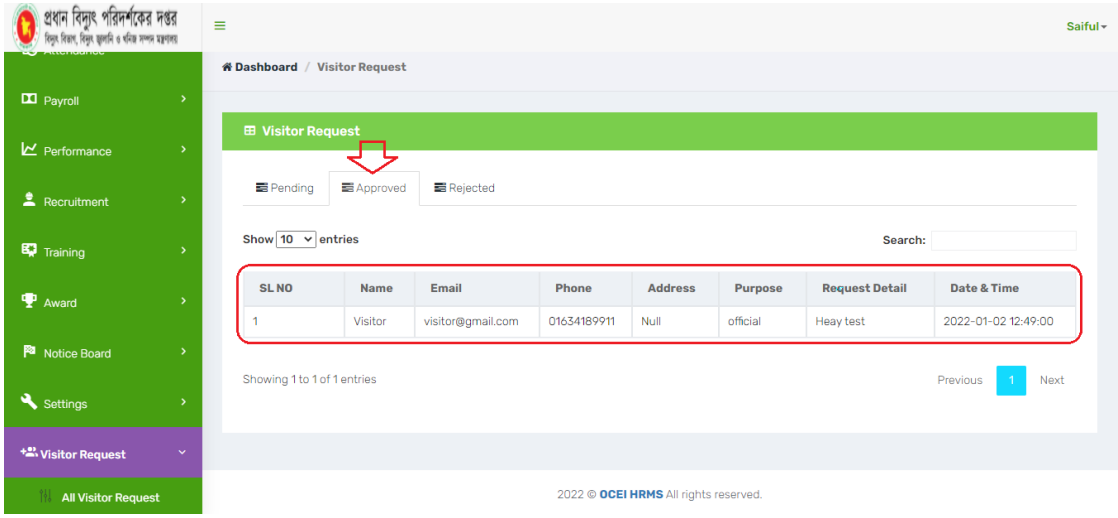
Click on 'Pending' to see all pending visitor requests. Now you can see all visitor details, purpose and specific visiting time and date. From each pending requests admin will find two Action button.

1. Approve:

If the admin approves any appointment by clicking ‘Approve’ button, it will show a message ‘Status Changed Successfully’.

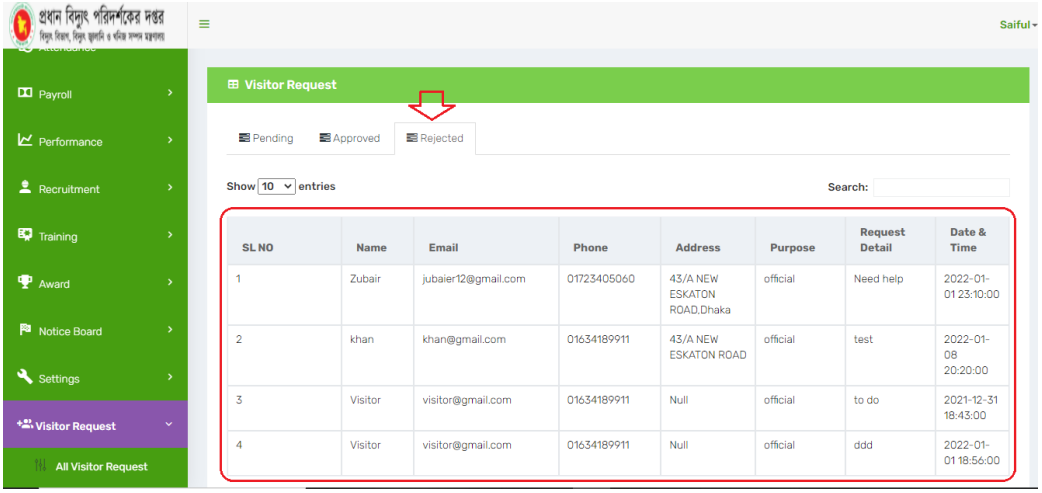


After the approval of the visitor appointment, the appointment will be listed in the Approved category as shown below:



2. Reject:

If the office admin rejects any appointment by clicking ‘reject’ button, the appointment will be listed as a ‘rejected’ appointment in the ‘rejected’ category as shown below:



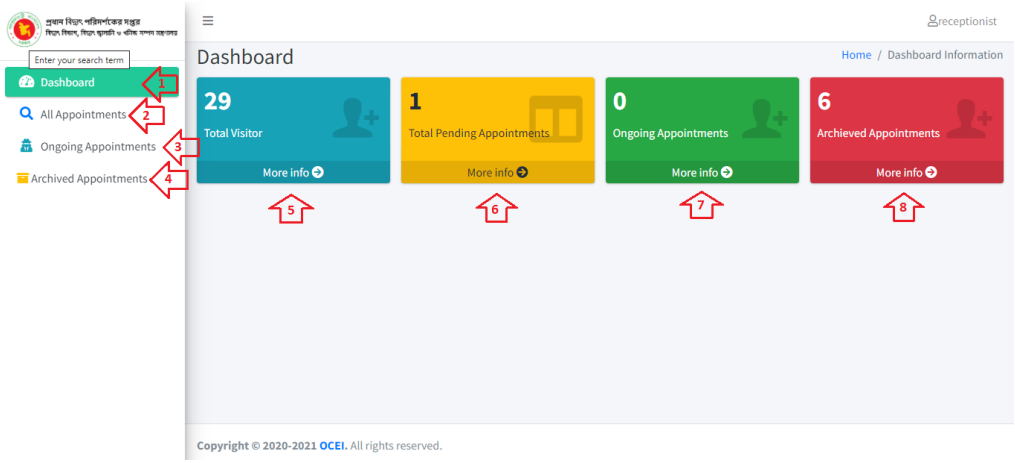
Receptionist - Introducing Visitor Management System

1. Click here to view Receptionist Dashboard.

2. Click here to Search & View appointments including Pending and Approved appointments.

3. Click here to see on going appointments.

4. Click here to see all archived appointments.



5. Receptionist can see total number of visitors using this app.

6. Receptionist can see how many new appointments are pending.

7. Receptionist can see all the on-going appointments.

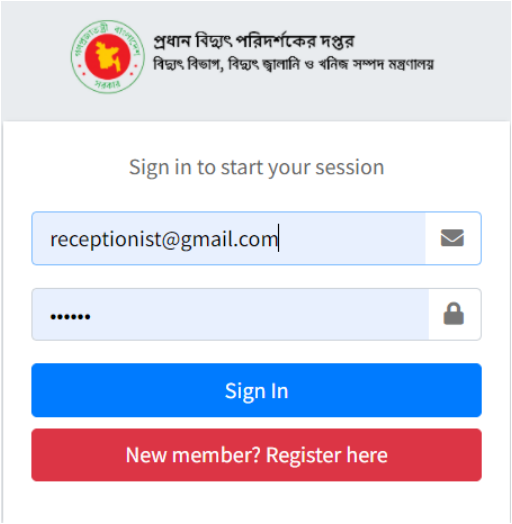
8. Receptionist can see all the archived appointments here.

Login as a Receptionist:

1. Please go to the Visitor Management System link below:

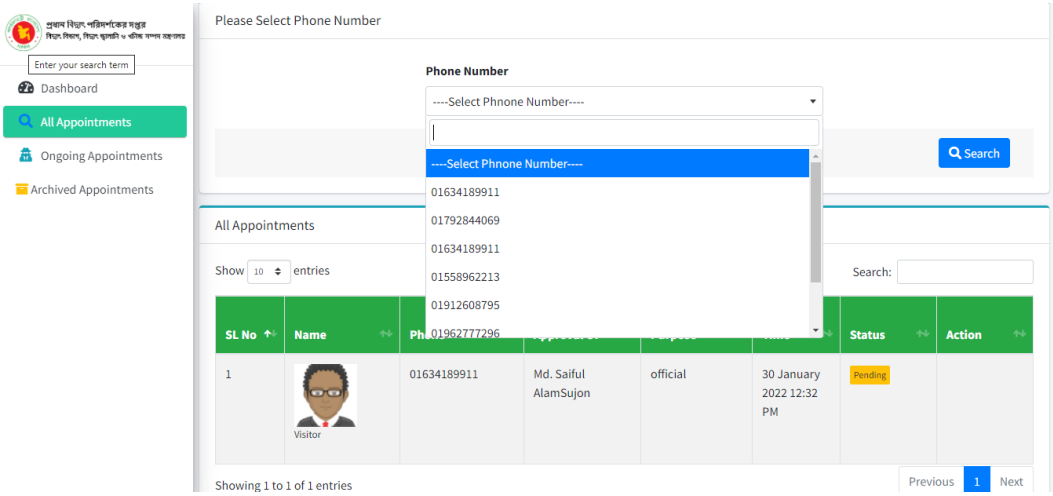
   https://visitor.ocei.gov.bd/

2. Please type your User ID/Email address and Password. Then click Sign in.

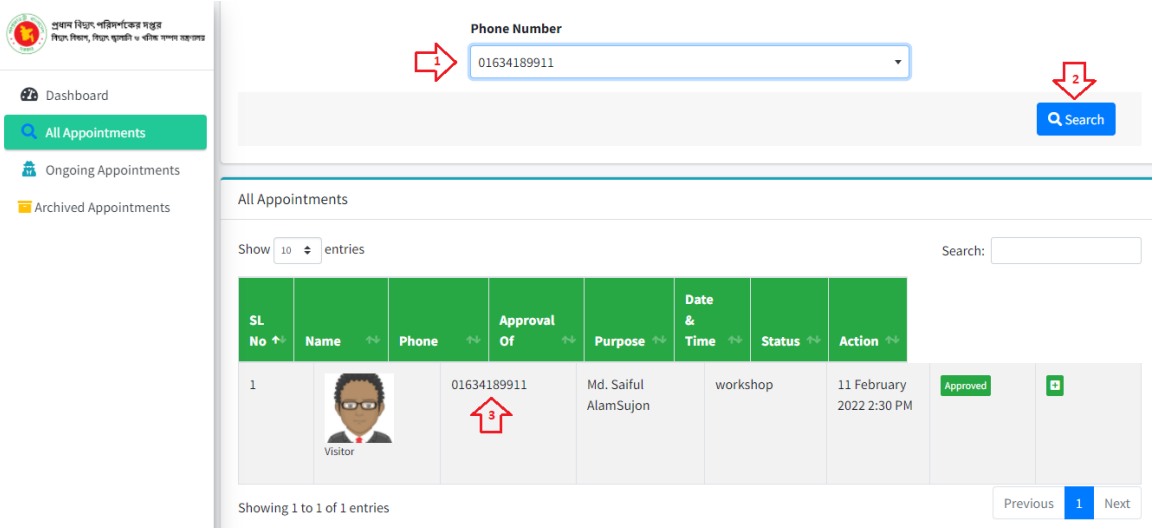


Receptionist – How to Find an Appointment

After successfully, login Receptionist will redirect to His/her Visitor Management System Home Page/Dashboard. Than please go to All Appointment to see all appointments, including Pending and Approved appointments.



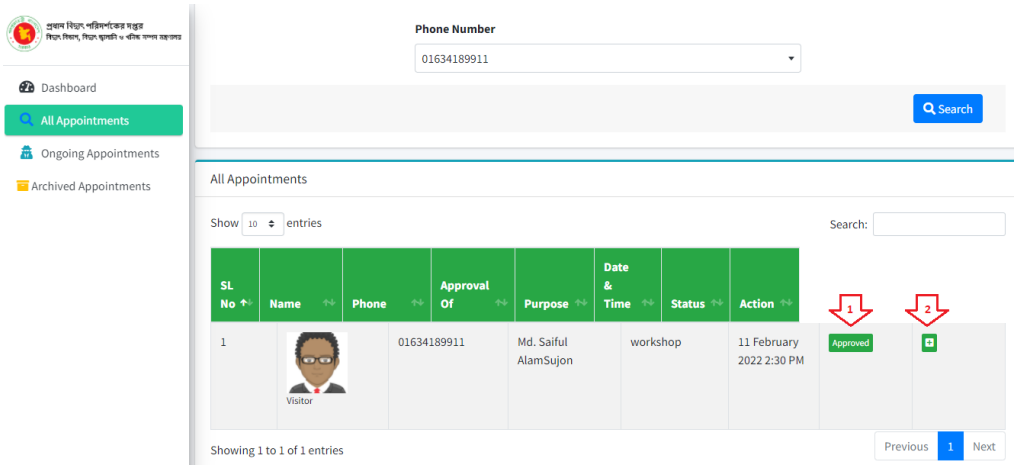
Receptionist can search any application using visitor's phone number or name showed in the picture below:



1. Type specefic visitor phone number to find his/her appointment here showed in the picture.
2. After typing specefic visitor phone number click on the search button.
3. After clicking on the search button receiptionist will see the specefic Appointment.

Receptionist – How to Execute a Visitor Appointments

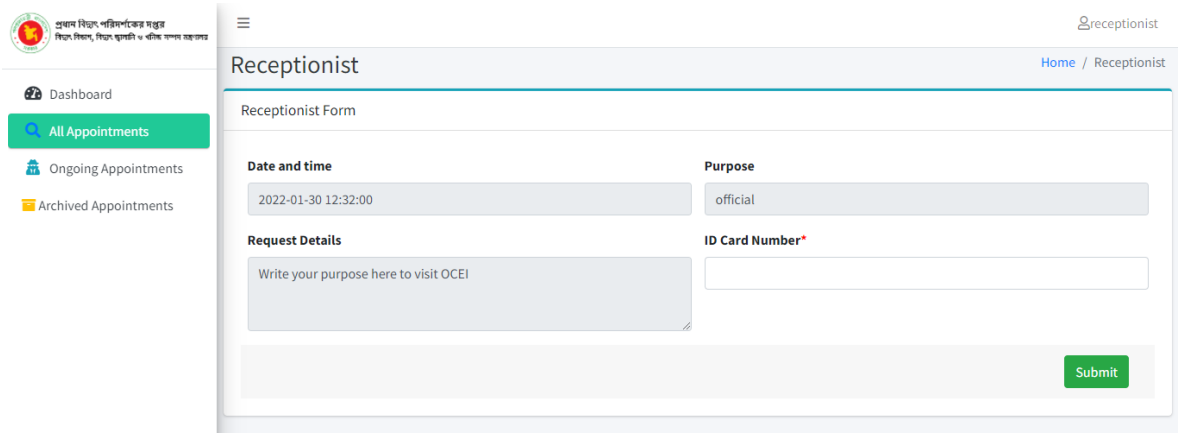
1. After finding a specefic appointment, receiptionist can see the status in the appointment showen in the picture below. If the appointment status is shown as 'Approved' Receptionist can take an action and generate an ID card number for further action.



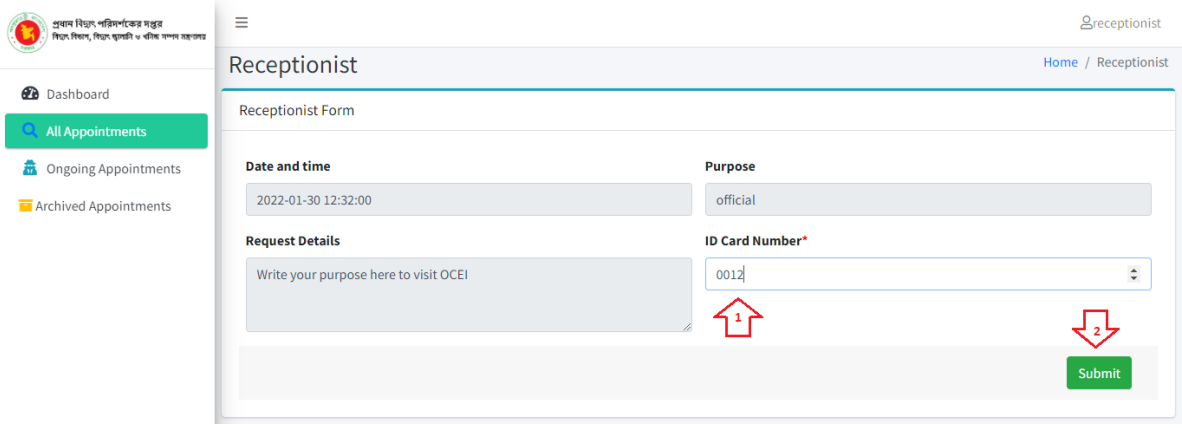
2. Receptionist can click on the action button shown in the picture to generate an ID card number to start the meeting.

How to Generate an ID Card for The Visitor

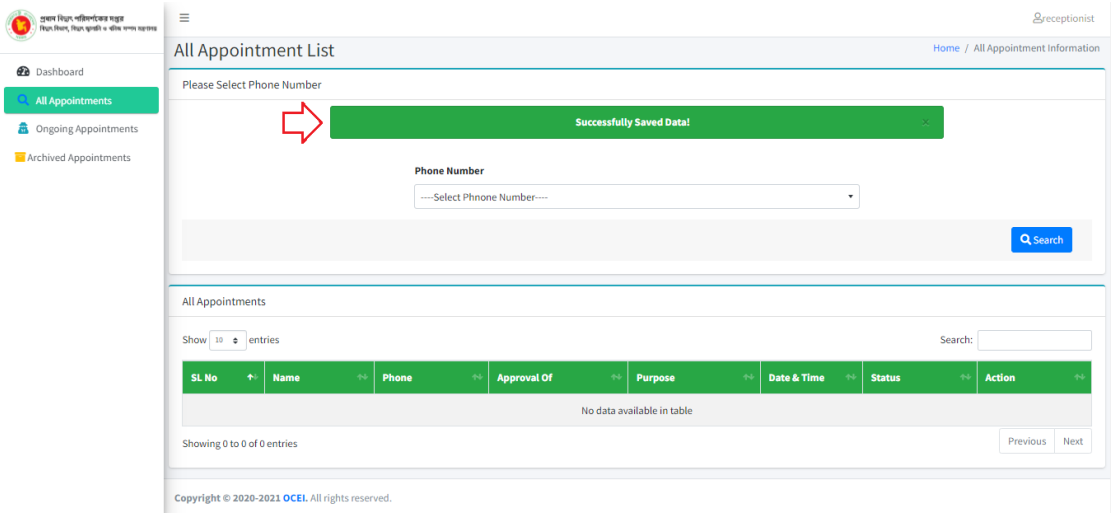
After clicking on the action button shown on the previous picture, receptionist will re-direct to a new window to generate an ID card number. Please check below:



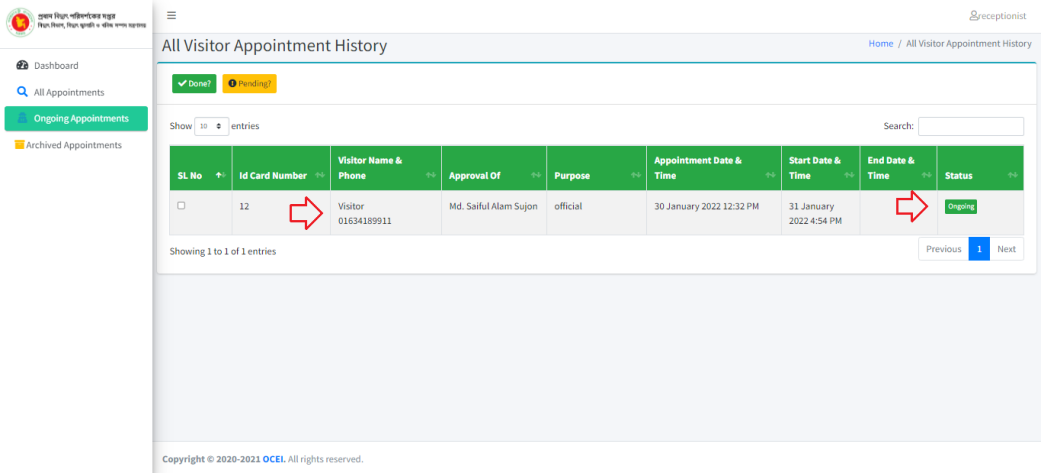
1. Now Receiptionist will have to select and provide an ID card for the visitor and carefully check and type the ID card number on the txt box shown below.



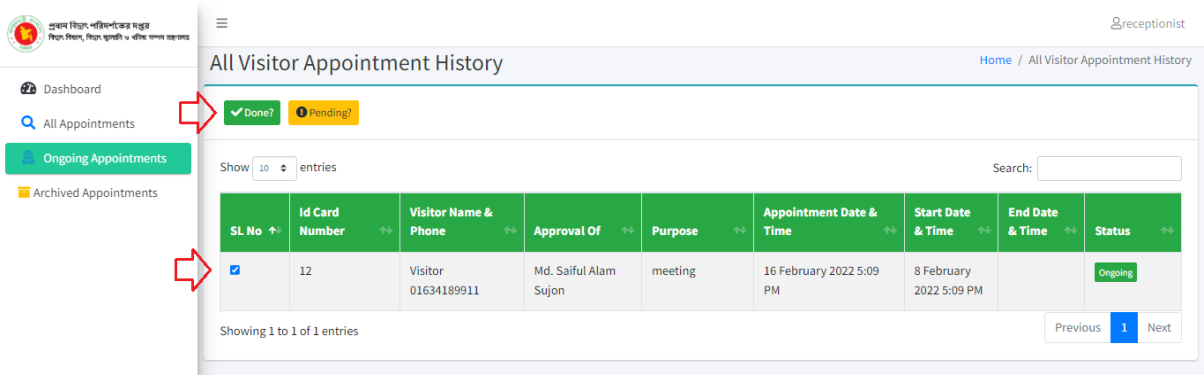
2. Please click on Submit button to start the Visitor meeting with the OCEI Official. After submit, Receiptionist will get a confirmation message shown below:



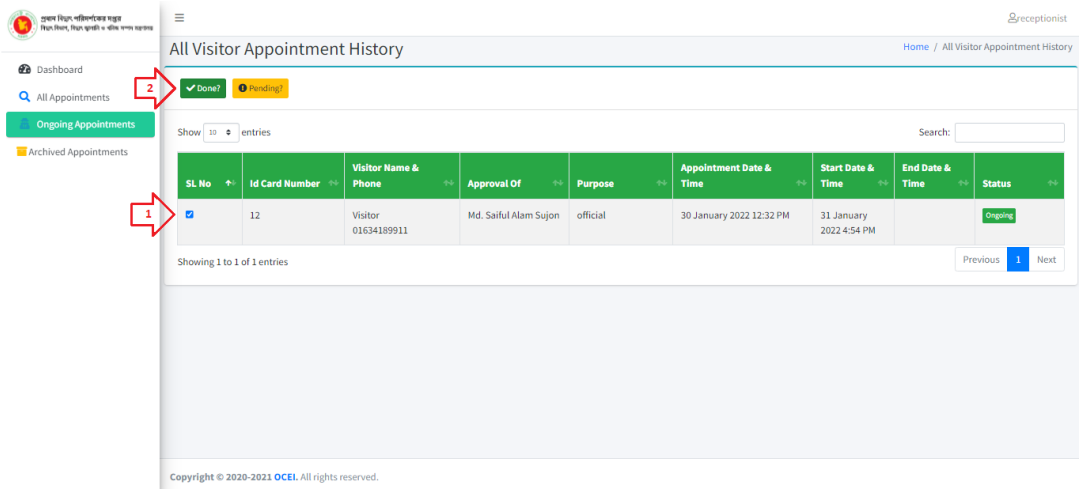
When an appointment is started successfully, receiptionist will find that appointment in 'Ongoing Appointment'. Please click on 'Ongoing Appointment' to see all 'Ongoing Appointment' there. Please check the photo below:



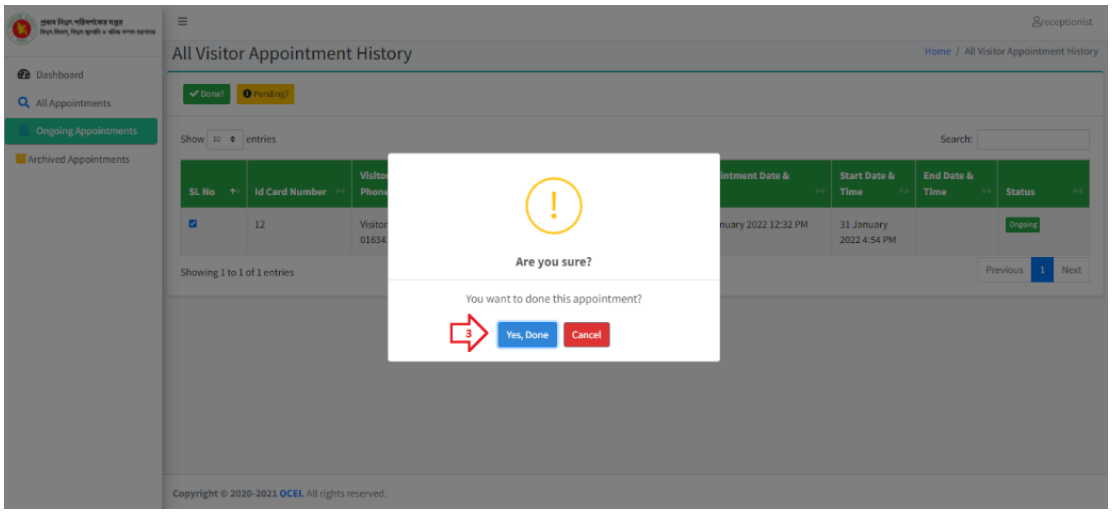
When the visitor meeting will finish, receiptionist have to collect the Visitor ID Card. Then receiptionist will have to go to visitor management system> Ongoing Appointment to end the specfic meeting. The picture is shown below:



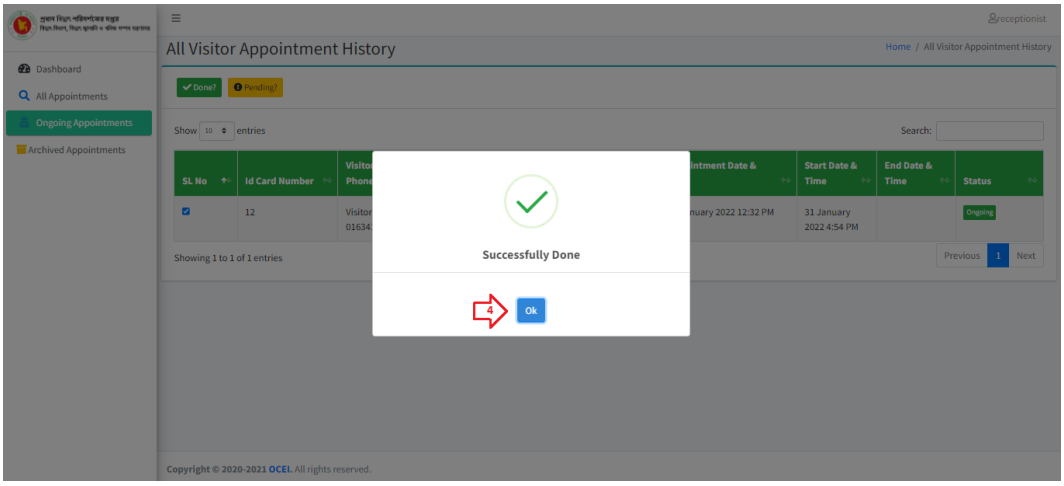
Receptionist – How to Archive Finished Appointment



1. To end the Ongoing Appointment, go to 'Ongoing Appointment'. Seclect the specefic Appointment.



2. Then click on Done button to end the specefic meeting and the appointment information will save in Archived Appointment.
3. Then a Pop-up massage will appear on the screen shown in the picture. Then click on 'Yes,Done' button.
4. Then a Massage will appear on the screen, shown on the picture below:



5. Click on ok button to confirm. Then the appointment will save in 'Archived Appointments'.
6. Go to archived Appointment to see all previously done appointments. Picture is shown below.

7. Receptionist can see the application status changed to 'Done'.
8. Receptionist can see the applicant appointment date & time.
9. Receptionist can see the appointments start date & time.
10. Receptionist can see the appointments end date & time.