

User Guide

Officer



**GOVERNMENT
PORTAL**

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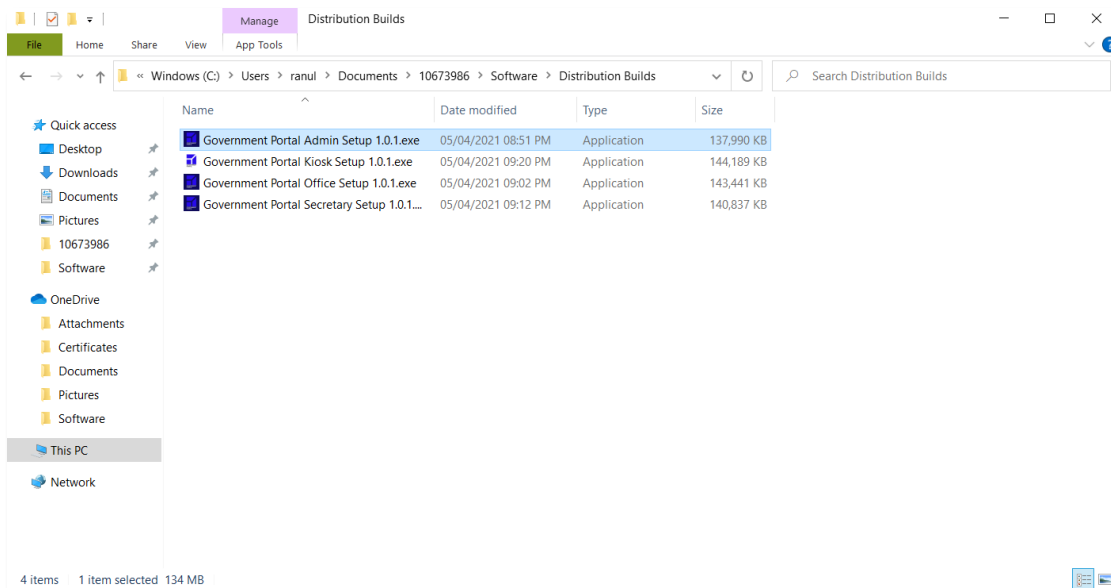
DISCLAIMER: PLEASE NOTE THAT SOME ILLUSTRATIONS MAY NOT REPRESENT THE CURRENT VERSION OF THE APPLICATION, YOU MAY NOTICE FEATURES MISSING OR NEWLY ADDED THAN WHAT IS SEEN IN THE USER GUIDE. HOWEVER, ALL FEATURES OF THE APPLICATION USAGE CAN BE FOUND ON THIS GUIDE.

1 SOFTWARE INSTALLATION

Step 1: Insert the Government Portal Suite DVD Disc to your Windows PC, software package allows network wide installation. You may also get a copy of the latest online from [here](#).



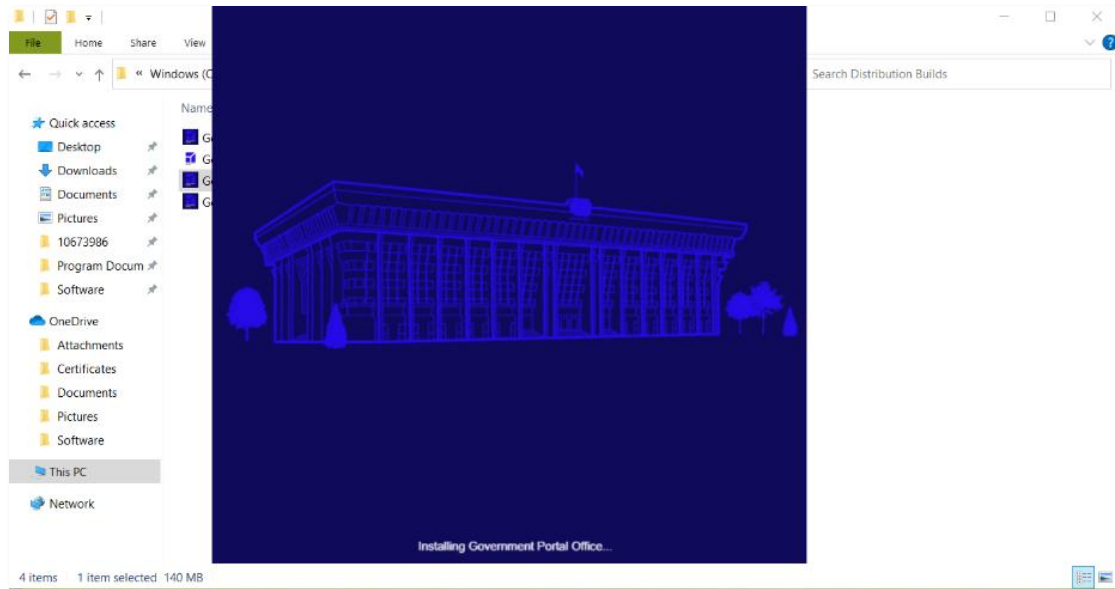
Step 2: Double-click the required setup installer. Unless for system upgrades, we recommended the installation of 'Government Portal Admin Setup x.x.x.exe' first. Please wait the setup should run on its own, follow the rest of guide for application use.



2 APPLICATION USER GUIDE

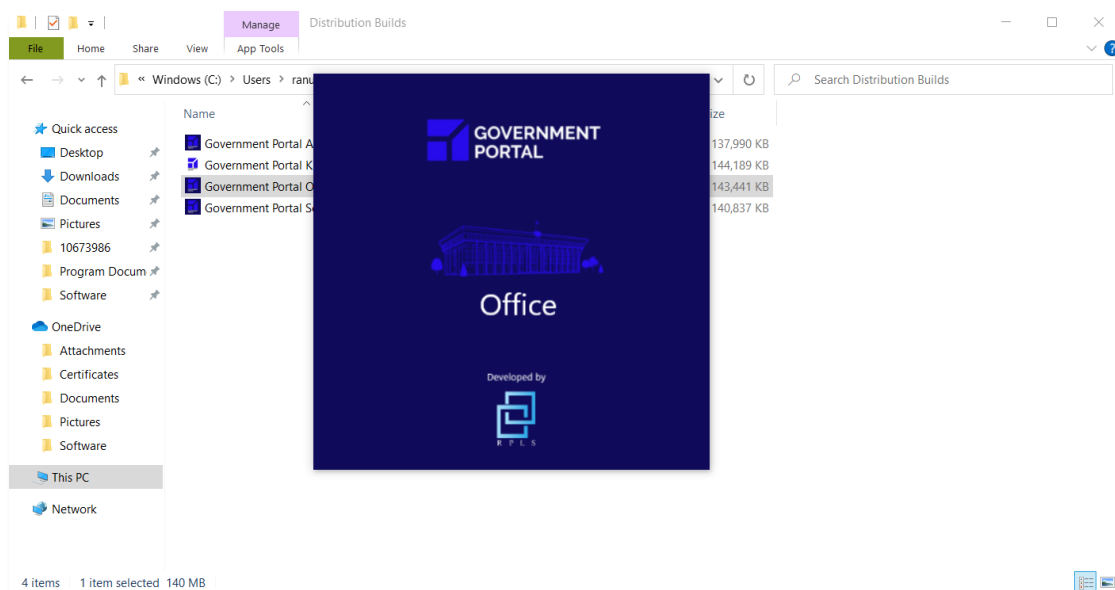
2.1 GOVERNMENT PORTAL OFFICER

Please wait till the installation is completed, the below screen represents the application is in installing state. Do not interrupt the process, once the applications get installed a desktop icon should be added to the system and application would start up automatically.

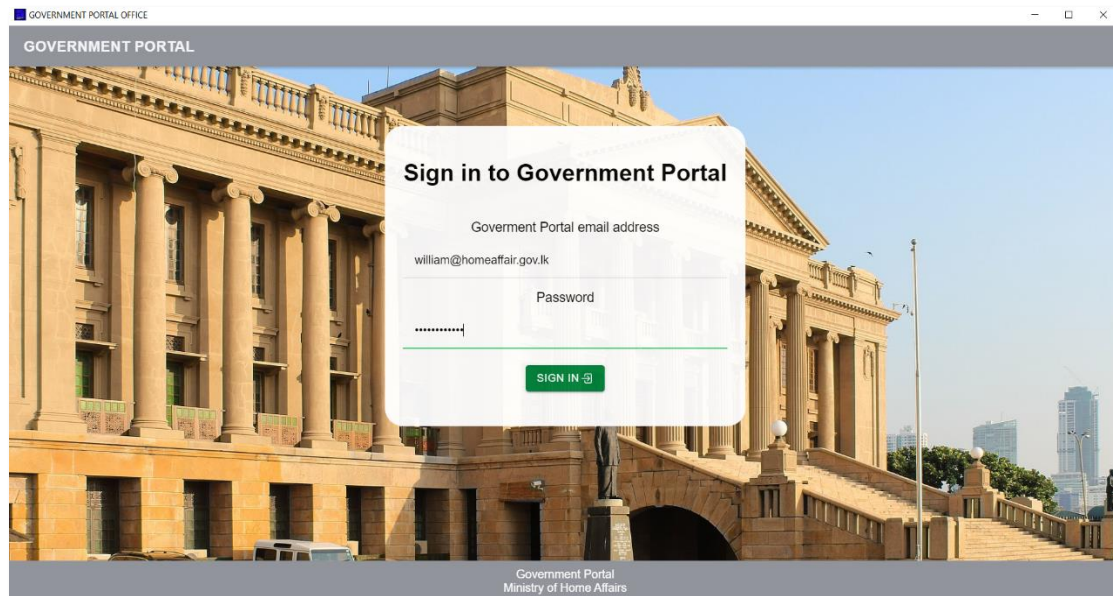


2.1.1 APPLICATION STARTUP AND ACCESS

Step 1: Please wait till the application completely opens on the computer, depending on system configuration startup time may differ from 3-10s.



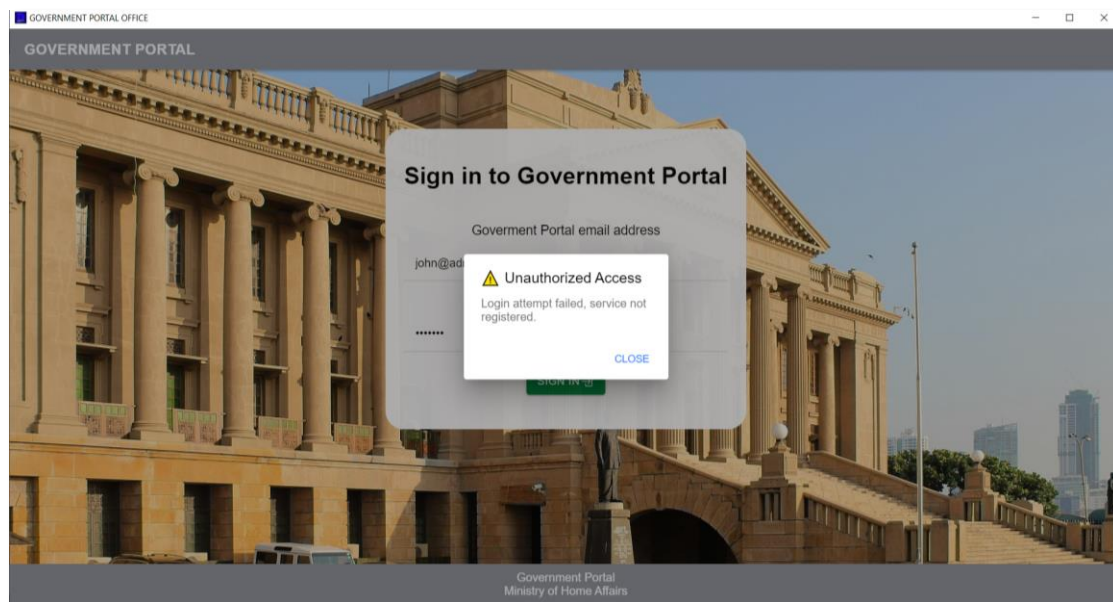
Step 2: Once the application opens, the login screen would be seen use the provided credentials by the Home Affairs secretary in a production environment. For testing / demonstration purpose use the credentials **email: william@homeaffairs.gov.lk** with **password: longpassword123** this will provide access to the system depending on network availability.




2.1.1.1 ERRORS OR MISCONFIGURATIONS

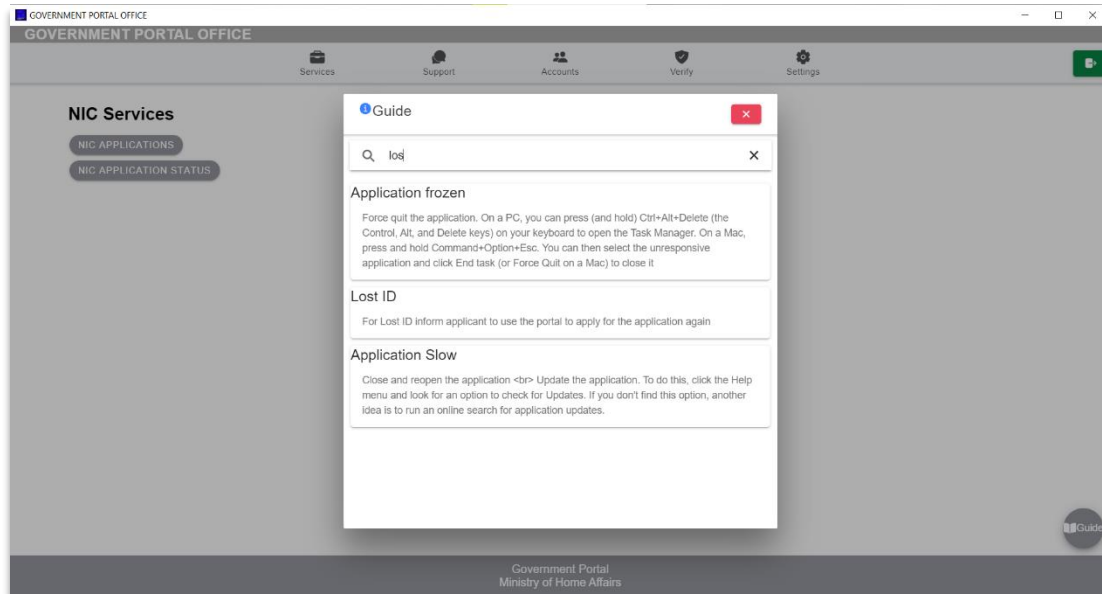
2.1.1.1.1 WRONG CREDENTIALS

If the credentials are incorrect an alert would popup information the user of this, please recheck your credentials and try again. If the issue persists a manual database check by a cloud certificate administrator would be required.



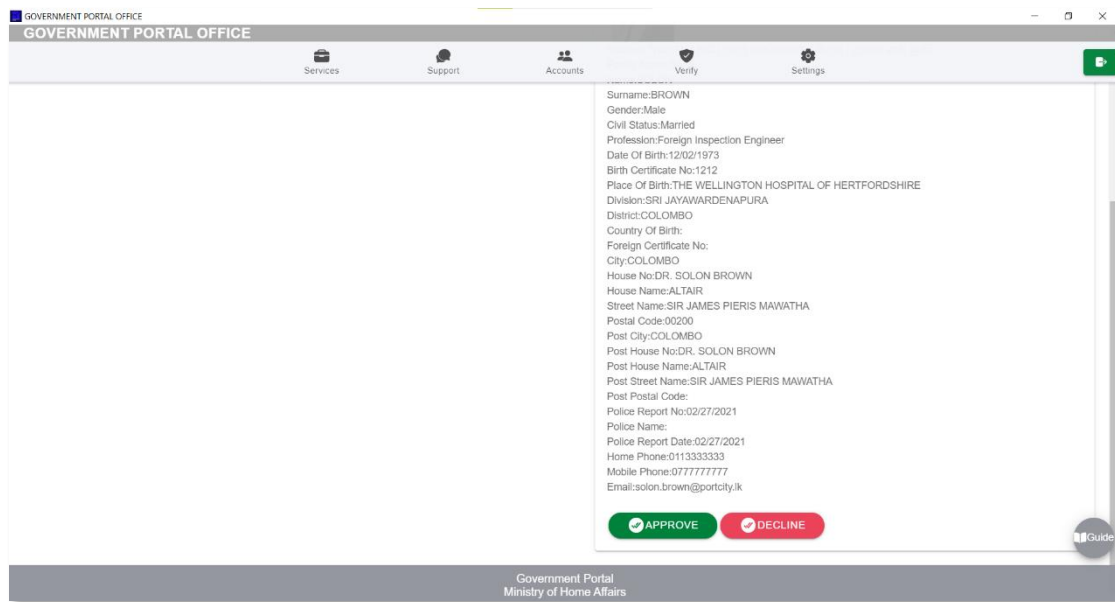
2.1.2 SUPPORT GUIDE FOR OFFICERS

The officer application comes with a system support guide to help secretaries and citizens who may face trouble using the application. The feature can be accessed at any time by pressing the  **Guide** button on the lower right corner.



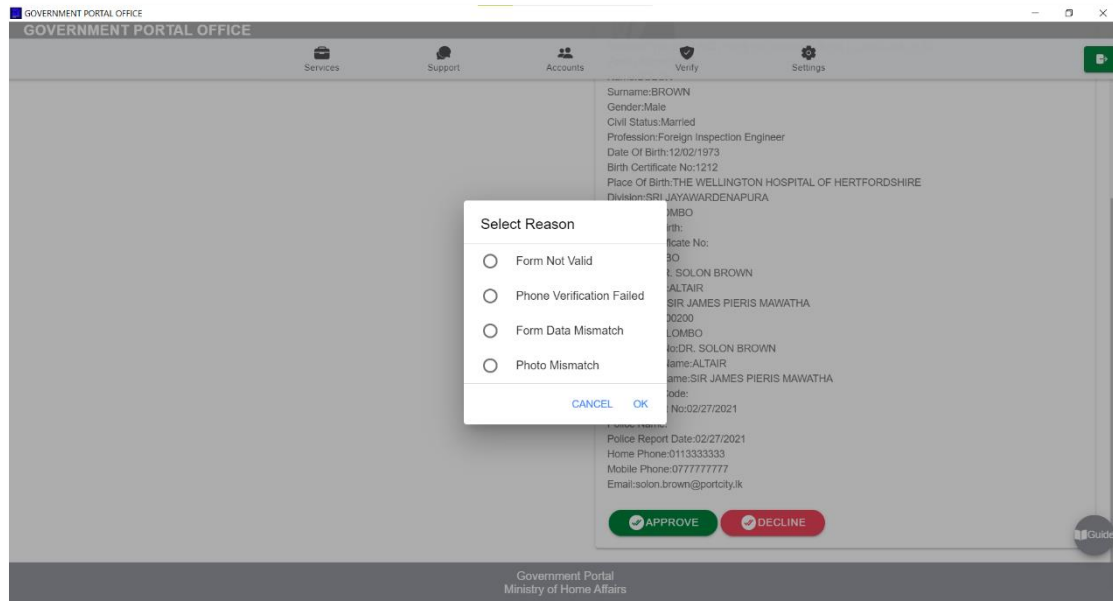
2.1.3 PROCESS STAGE 1 APPLICATIONS

For processing verified NIC applications by a certified public officer, press **NIC APPLICATIONS** button under the NIC Services section, this will show all approved applications. Here an authorized officer at the NIC Office can approved an application to Stage 2 or decline an application for not meeting government requirements.



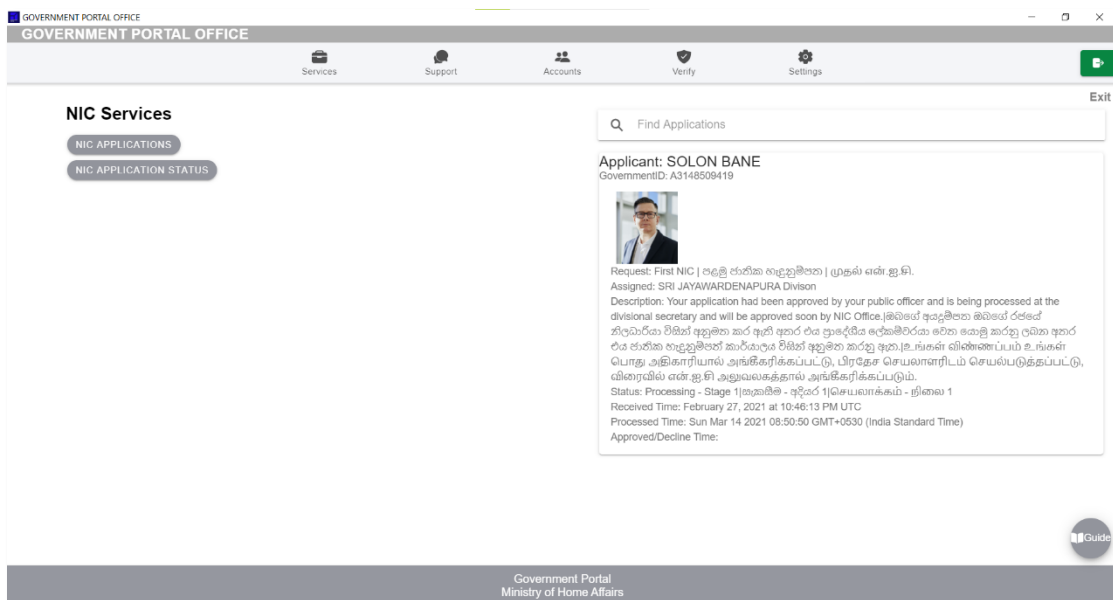
2.1.3.1 DECLINING STAGE 1 APPLICATIONS

When declining an application, officer should verify with supervision and select a reason for declining an application. This will not refund service fees but will inform the applicant about the reason of decline.



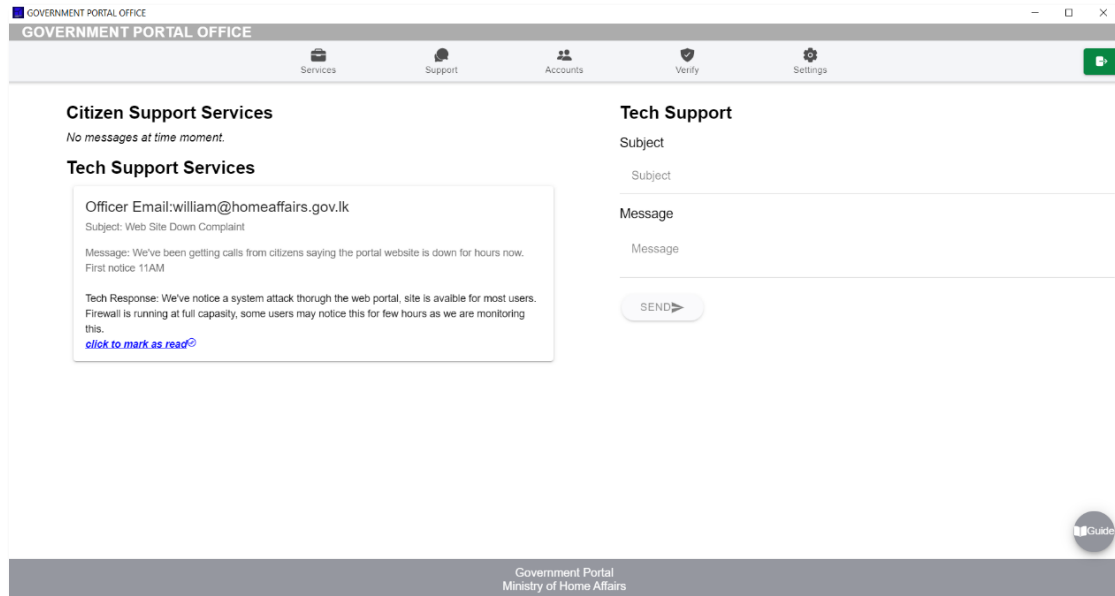
2.1.4 FIND APPLICATIONS STATUS

The officer application comes with an applicant tracker, allowing to search any application. These include Unverified Applications, Stage 1 Applications, Stage 2 Applications, and any Unpaid Applications. This feature helps officers easily support any concerned citizen about their applications status.



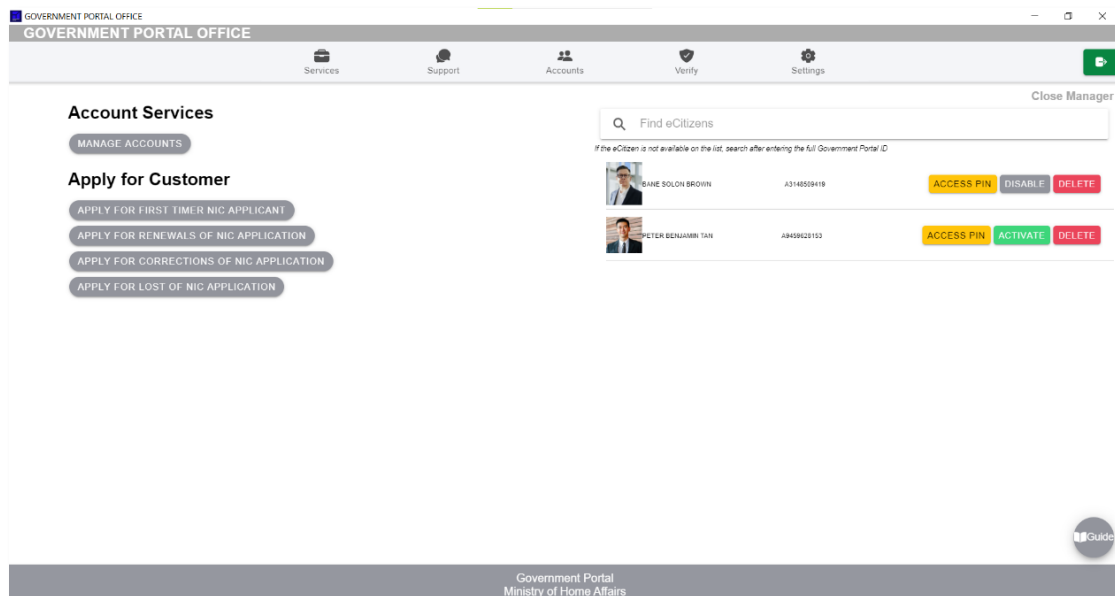
2.1.5 CUSTOMER/TECHNICAL SUPPORT SERVICES

The support section contains support requests send from citizens to the Home Affairs Headquarters, officers can respond to them from the same window. In a technical fault or complaint to system services, an officer can write to technical support, these would be read by Administrators and responded back to requested officer.



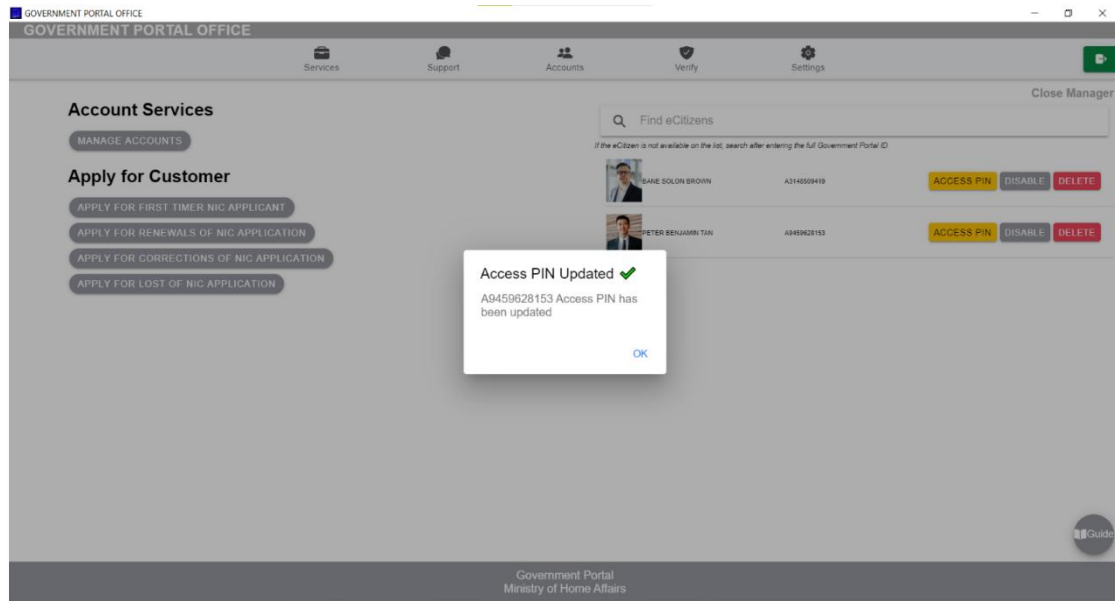
2.1.6 ACCOUNT SERVICES AND APPLICATIONS

The Manage Accounts section allows officer to activate, deactivate, delete citizen account and reset compromised citizen access PINs. Only the citizen will see the new PIN sent to them. If citizens visit to the Headquarters for applications, an officer could apply for them.



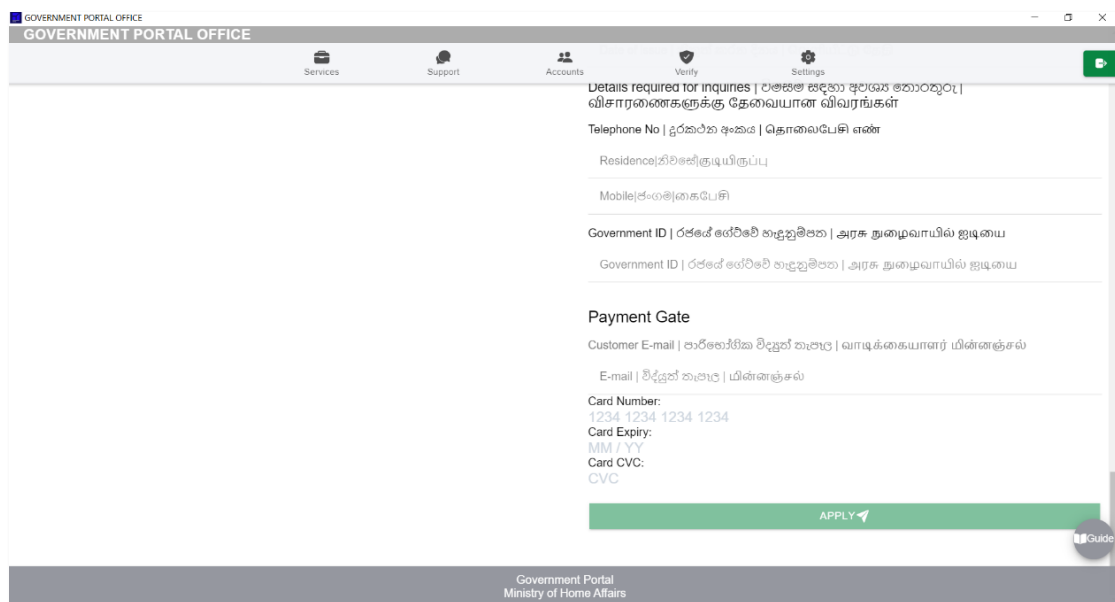
2.1.6.1 PROCESS NEW CITIZEN ACCESS PIN

If a citizen's Access PIN gets compromised, they will contact headquarters. This function will allow an officer to reset the Access PIN which could be checked by visiting the Government Portal Website.



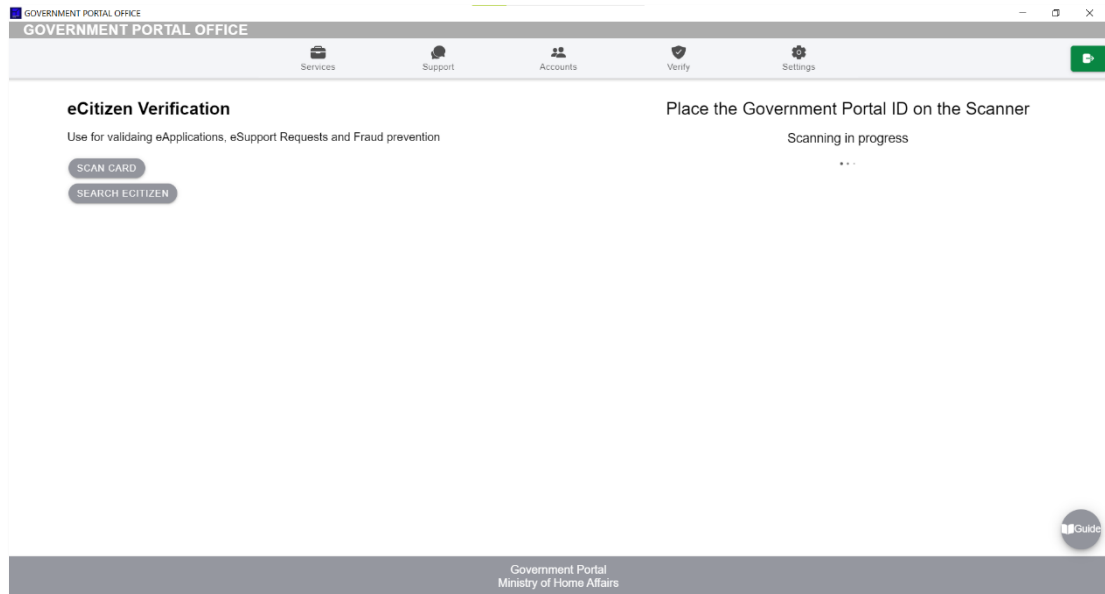
2.1.6.2 APPLY FOR CITIZEN

If citizens visit to the Headquarters for applications, an officer could apply for them. It is recommended that citizens apply directly from the Government Portal website or a public officer center. However, if citizens face technical difficulties, they can use this feature.



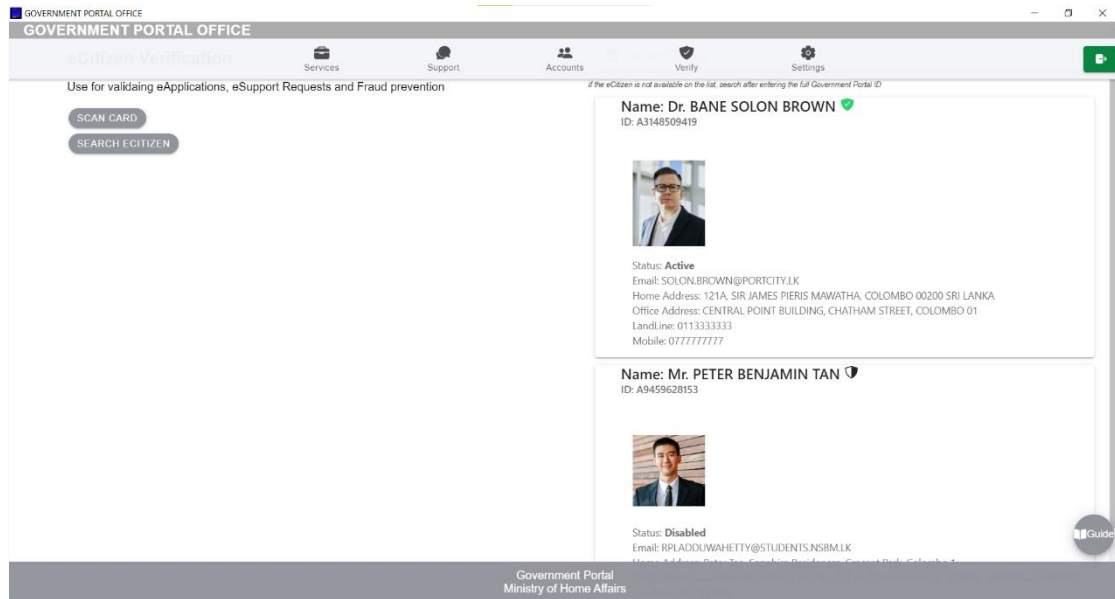
2.1.7 CITIZEN VERIFICATION

The verification section allows officers to scan cards or search for e-Citizens and find their genuine existence on the system. This addition allows to prevent fraud on the system.



2.1.7.1 IDENTIFYING ECITIZEN VALIDITY

The records retrieved after validation represents a  sign representing the account status, along with a status field for officers with disabilities to use the functionality.



2.1.8 SETTINGS

The settings section provides Officers to **Sign In** and **Sign Out** from the system, these track employee efficiency and activity records. Past activities can be retrieved from **Activity History**.

GOVERNMENT PORTAL OFFICE

Services Support Accounts Verify Settings

Settings and Logging

Division: Ministry of Home Affairs
Name: Mr. William Edward
Office Address: Nila Medura, Elvitigala Mawatha, Narahenpita, Colombo 05
Mobile: 0711234567
Email: william@homeaffairs.gov.lk

[SIGN IN TO WORK](#)
[SIGN OFF FROM WORK](#)
[ACTIVITY HISTORY](#)

Signin Time	Signoff Time	Documents Handled	Supported Provided	Date
9:48:44 AM	3:54:45 PM	2	16	02-25-2021
7:12:08 PM	7:33:14 PM			02-27-2021
9:37:44 PM	9:37:46 PM			02-28-2021
6:22:09 PM	11:05:19 PM	14	1	03-03-2021
9:27:34 AM				03-04-2021
8:53:51 AM	9:04:06 AM	1	0	03-14-2021
7:33:53 PM	7:33:56 PM	0	0	04-27-2021

Government Portal
Ministry of Home Affairs