

# User Guide

Web



**GOVERNMENT  
PORTAL**



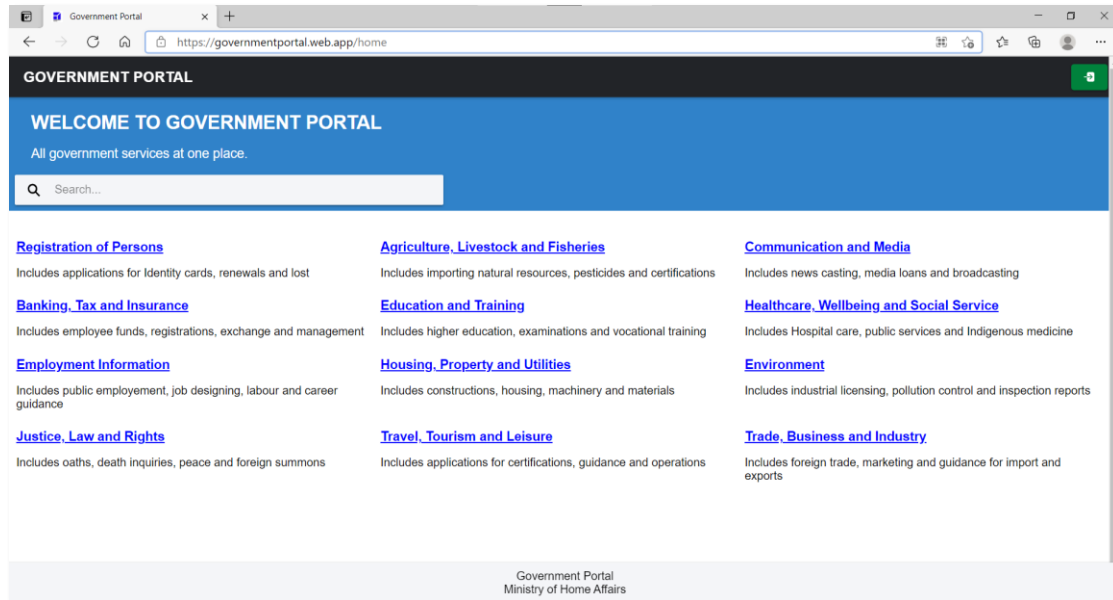
## CONTENTS

1.1	Government Portal Web.....	2
1.1.1	Available Services & Search .....	2
1.1.1.1	Errors and Difficulties.....	3
1.1.1.2	Broken Links .....	4
1.1.2	Register with Government Portal .....	4
1.1.2.1	Signing In .....	5
1.1.3	NIC Application .....	5
1.1.4	Support Services and Application Tracking.....	6
1.1.5	Government ID .....	6
1.1.5.1	Update Credentials .....	7

**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.**

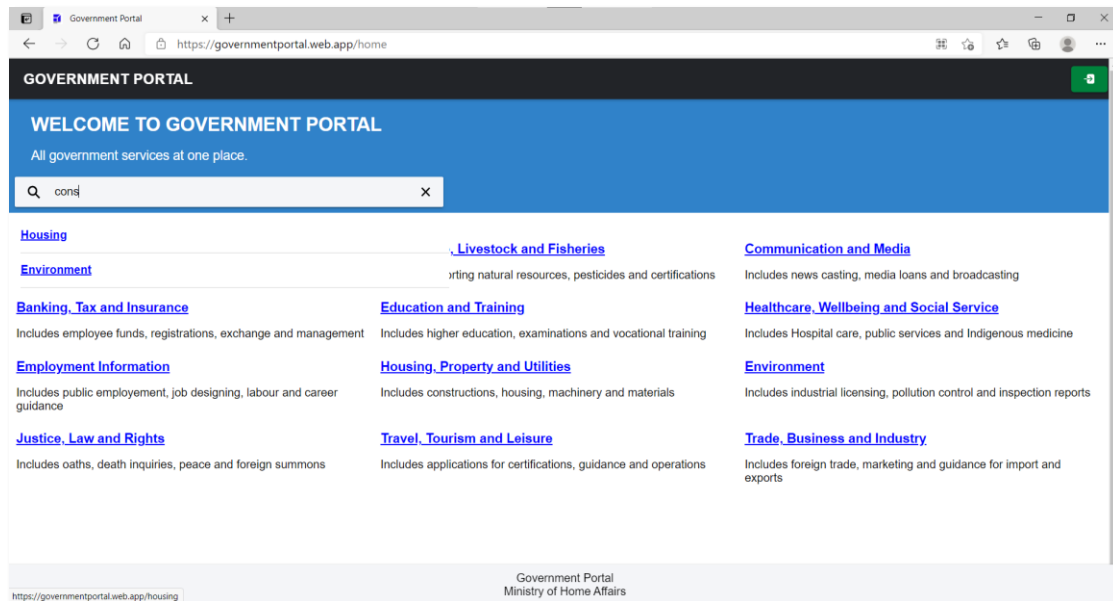
## 1.1 GOVERNMENT PORTAL WEB

Please wait till the loading is completed, visit [Government Portal Web](https://governmentportal.web.app/). The Home page will provide links to several services the government offers.



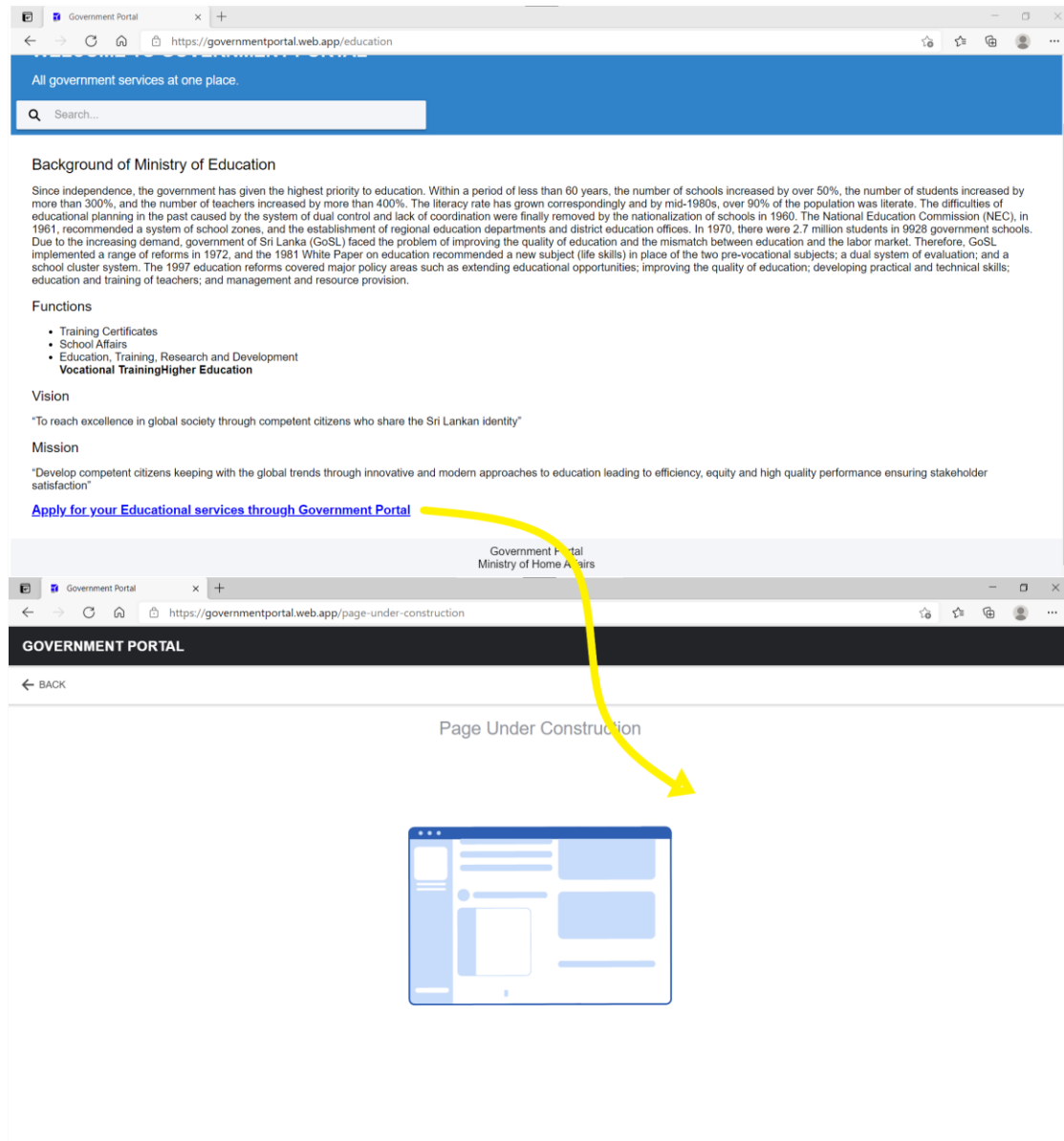
### 1.1.1 AVAILABLE SERVICES & SEARCH

Citizens can select a service from the links quickly or search for more information.



### 1.1.1.1 ERRORS AND DIFFICULTIES

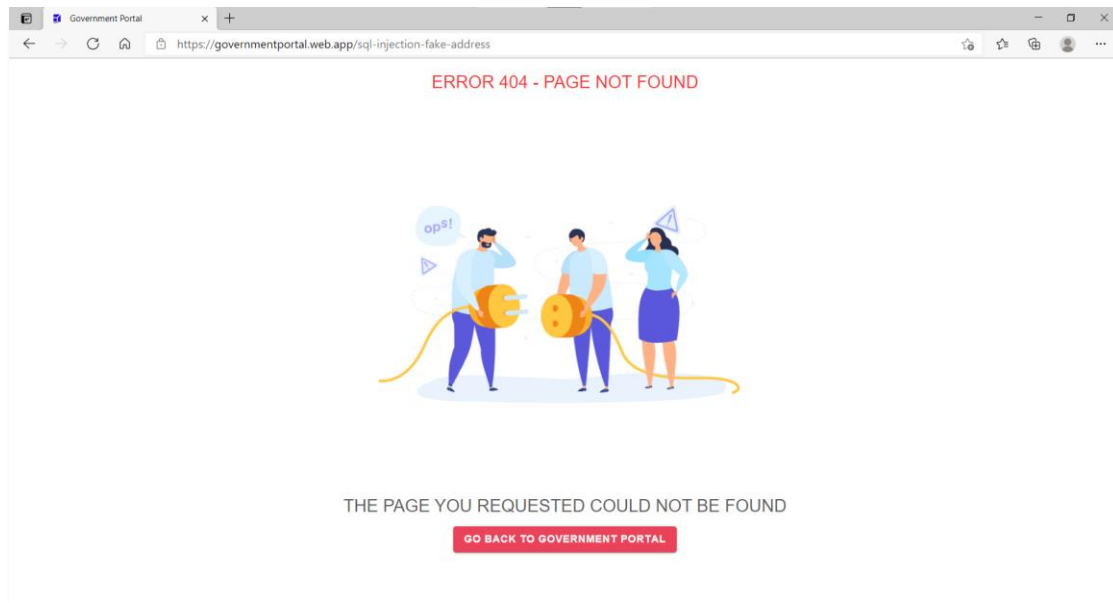
All services allow citizens to transaction digital government services, if a service is not still digitalized the citizen will be notified of it.



---

### 1.1.1.2 BROKEN LINKS

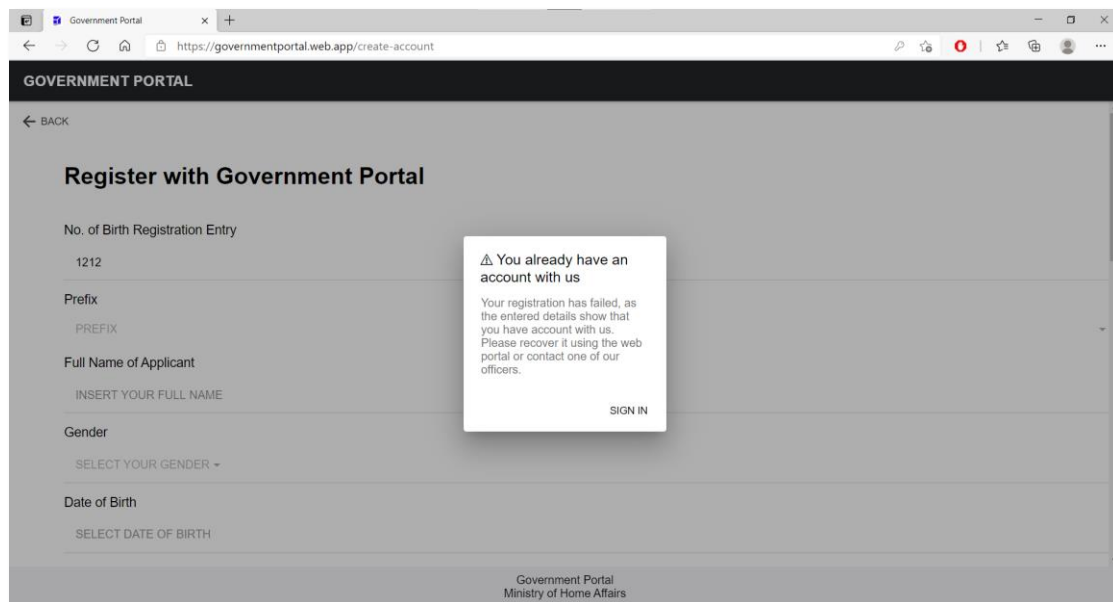
If you entered a URL to access a page, in an event if the page is removed or the link is unauthorized you will be redirected to the Home Page.



---

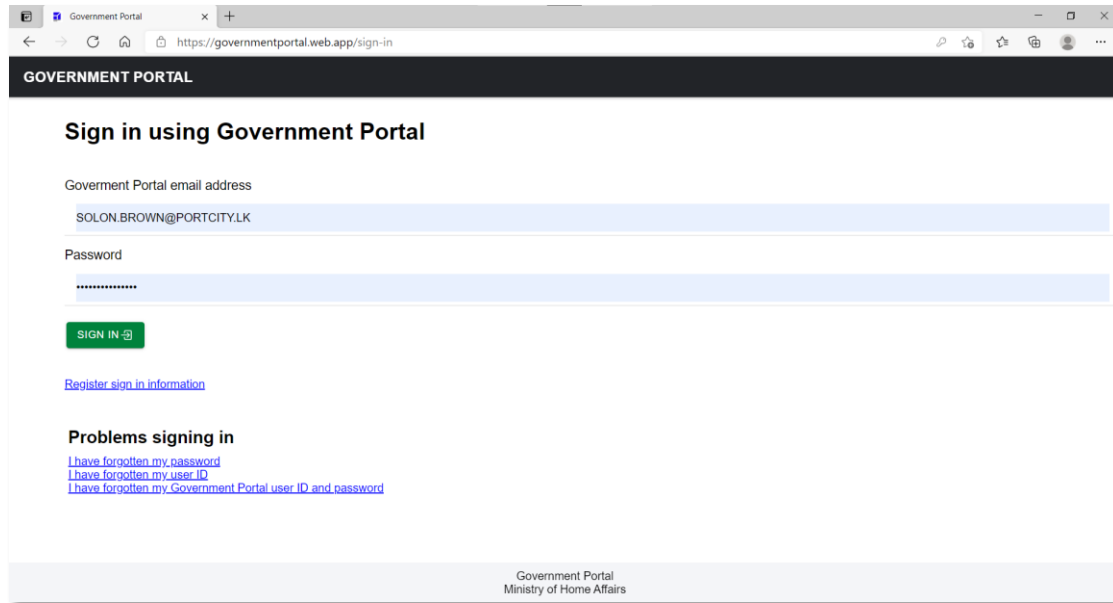
### 1.1.2 REGISTER WITH GOVERNMENT PORTAL

If you do not have account with Government Portal, you must provide personal information to get registered. If you have already registered, you will not be allowed to create another account. Follow guidance on the page to recover if required. New citizens will have to upload a clear photograph and accurate details otherwise the registration will fail.



### 1.1.2.1 SIGNING IN

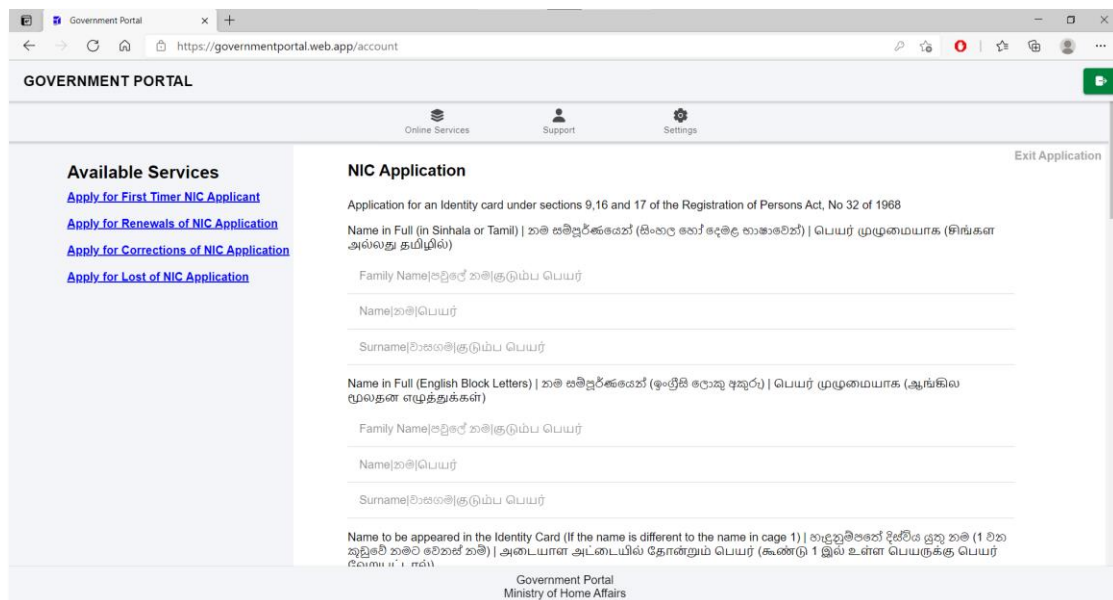
Enter the credentials used during registration and click sign in, if you have lost credentials follow the support links provided on the page.



The screenshot shows the 'Sign in using Government Portal' page. It features a header with the portal name, a title, and input fields for 'Government Portal email address' (containing 'SOLON.BROWN@PORTCITY.LK') and 'Password'. A green 'SIGN IN' button is present. Below the button are links for 'Register sign in information' and 'Problems signing in', which include links for forgotten passwords, user IDs, and both. The footer identifies the 'Government Portal Ministry of Home Affairs'.

### 1.1.3 NIC APPLICATION

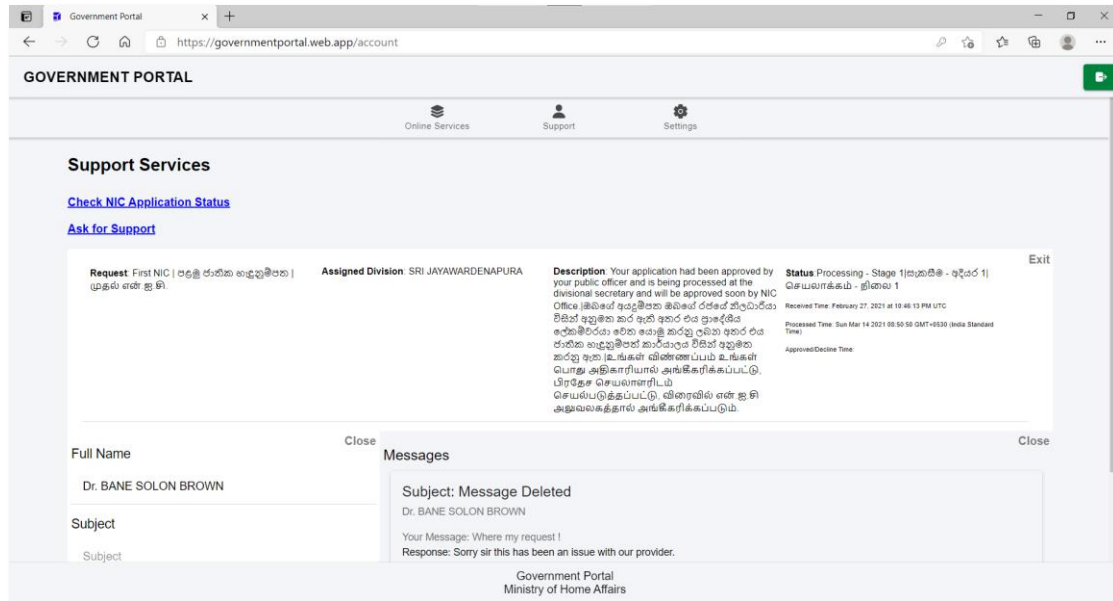
Citizens can fill and submit their applications from this dashboard after logging in to the platform.



The screenshot displays the 'NIC Application' dashboard. It includes a top navigation bar with 'Online Services', 'Support', and 'Settings'. The main content area is divided into two sections: 'Available Services' on the left with links for first-time applications, renewals, corrections, and lost applications; and 'NIC Application' on the right. The 'NIC Application' section contains a description of the application and form fields for 'Name in Full' in Sinhala/Tamil and English Block Letters, each with family, name, and surname sub-fields. It also includes a field for the name to appear on the ID card. An 'Exit Application' link is in the top right. The footer identifies the 'Government Portal Ministry of Home Affairs'.

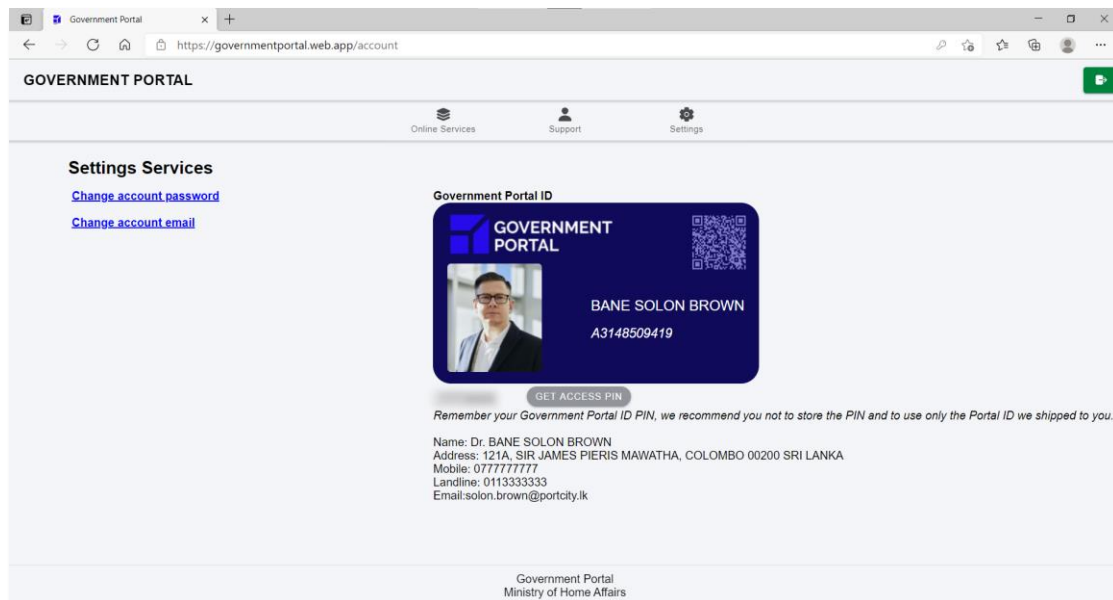
### 1.1.4 SUPPORT SERVICES AND APPLICATION TRACKING

Citizens can contact support for help and track their application status from this window, this window allows customization to user preferences. The application tracker will update automatically as the application is processed.



### 1.1.5 GOVERNMENT ID

Citizens can check their Government ID before getting the card mailed and use the given PIN to use services connected to government services, if compromised update the PIN early as possible by contacting support.



---

### 1.1.5.1 UPDATE CREDENTIALS

Citizens may update their access credentials if required. However, for Kiosk usage they have to use the provided PIN number tallied their Government ID. **The generate Government Portal ID will exist permanently on system including your biometric data provided to the system.**

