User Guide
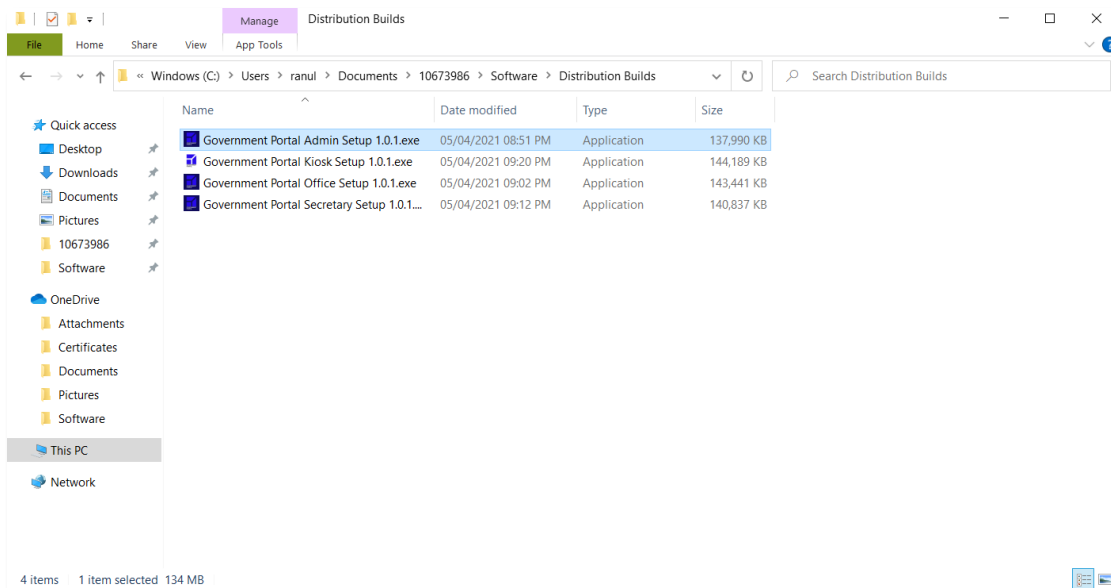
Administrator

GOVERNMENT PORTAL

CONTENTS

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 ADMINISTRATOR

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.
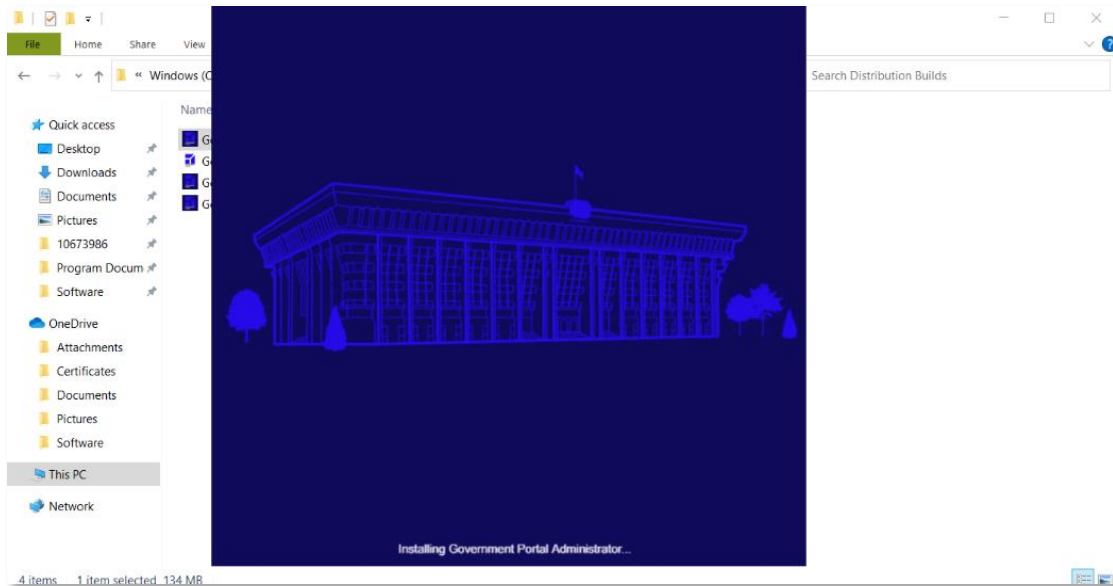

2.1.1 APPLICATION STARTUP AND ACCESS

Step 1: Please wait till the application completely opens on the computer, depending on system configuration startup time may differ from 3-10s.
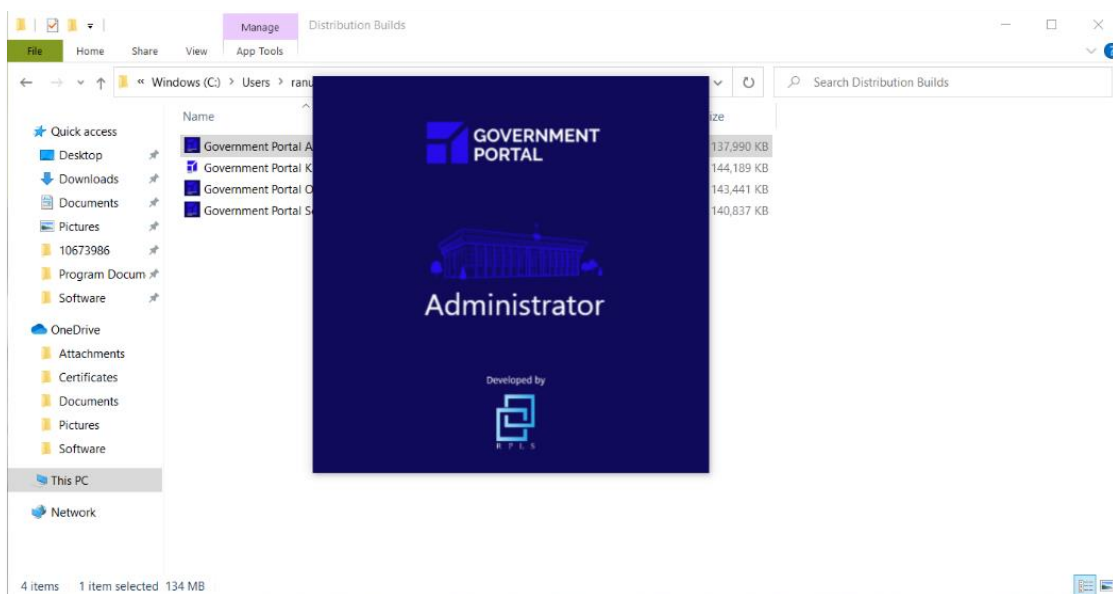
Step 2: Once the application opens, the login screen would be seen use the provided credentials by the Home Affairs secretary in a production environment. For testing / demonstration purpose use the credentials **email: john@admin.gov.lk** with **password: longpassword123** this will provide access to the system depending on network availability.
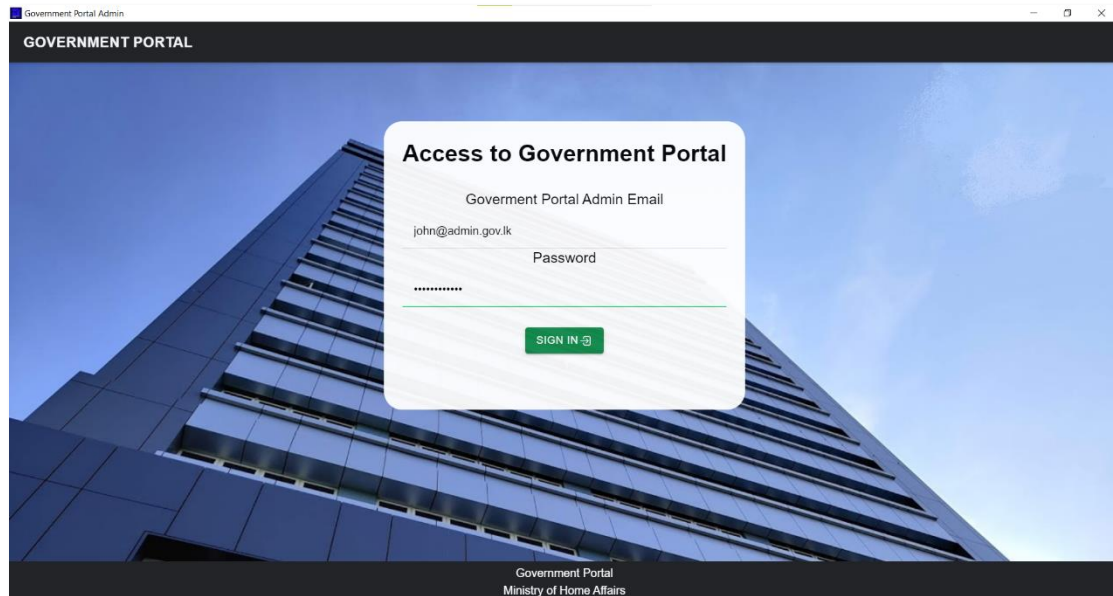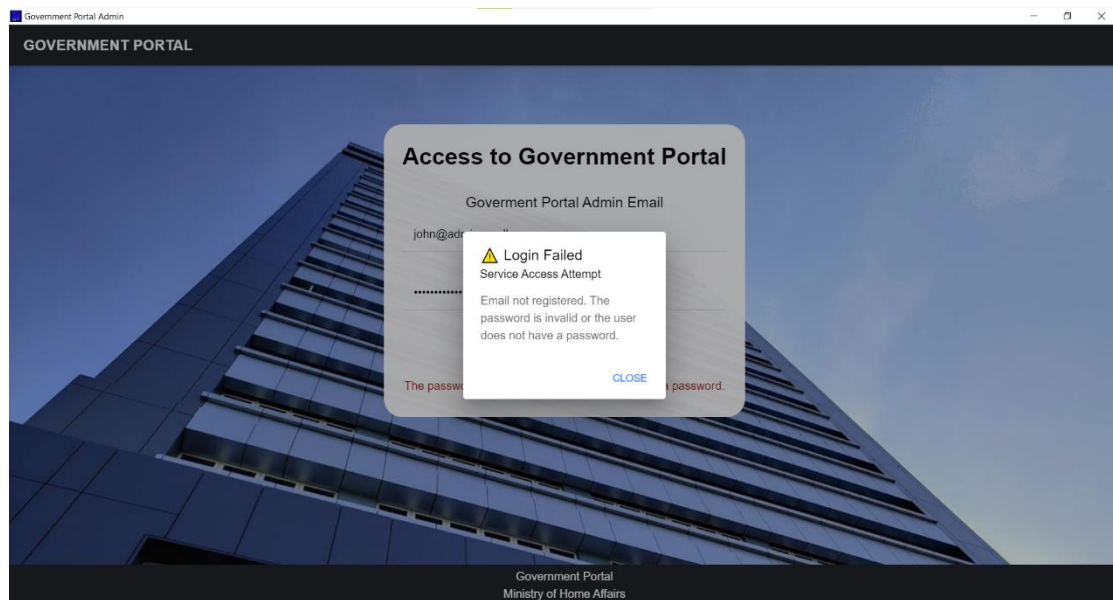

## 2.1.1.1   ERRORS OR MISCONFIGURATIONS

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.

2.1.1.1.2   NETWORK PROBLEMS

In an event if the screen backouts at any moment saying you are disconnected, please check your network configuration and ISP based firewall rules. Please note that an internet connection is a mandatory requirement for system functioning. The application should allow you to work again after network is restored if not restart the application.
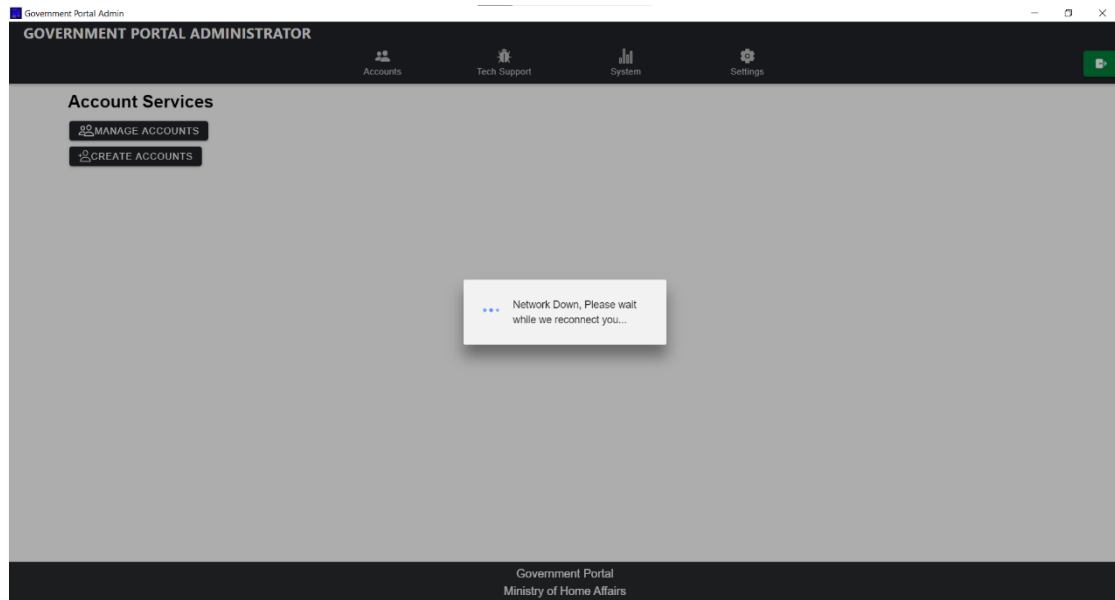
## 2.1.2   SYSTEM ACCOUNT MANAGEMENT

Click the Manage Accounts button on the application, this is accessible on the accounts tab which will open first as the application start. List of 1000 users will be retrieved, accounts can be deleted or disabled from here.
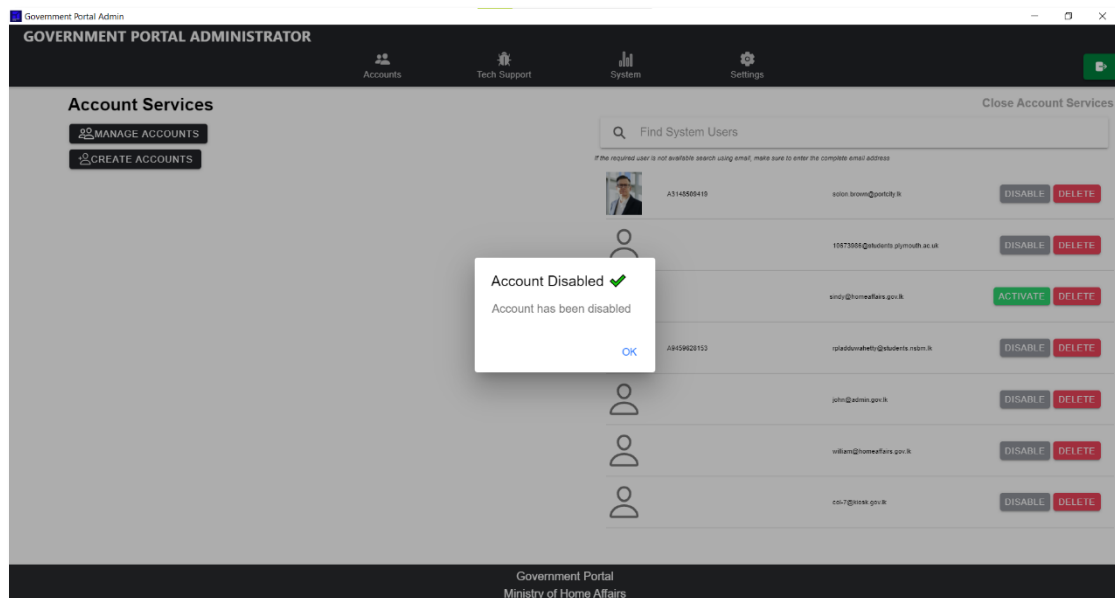
2.1.2.1   ERRORS ON MANAGEMENT

If an alert pops up with 'Out of Service' this means the Administrator Server is down, this server provides secure access to system users for management, this will show till the server becomes active again. Contact system administrator for server status.
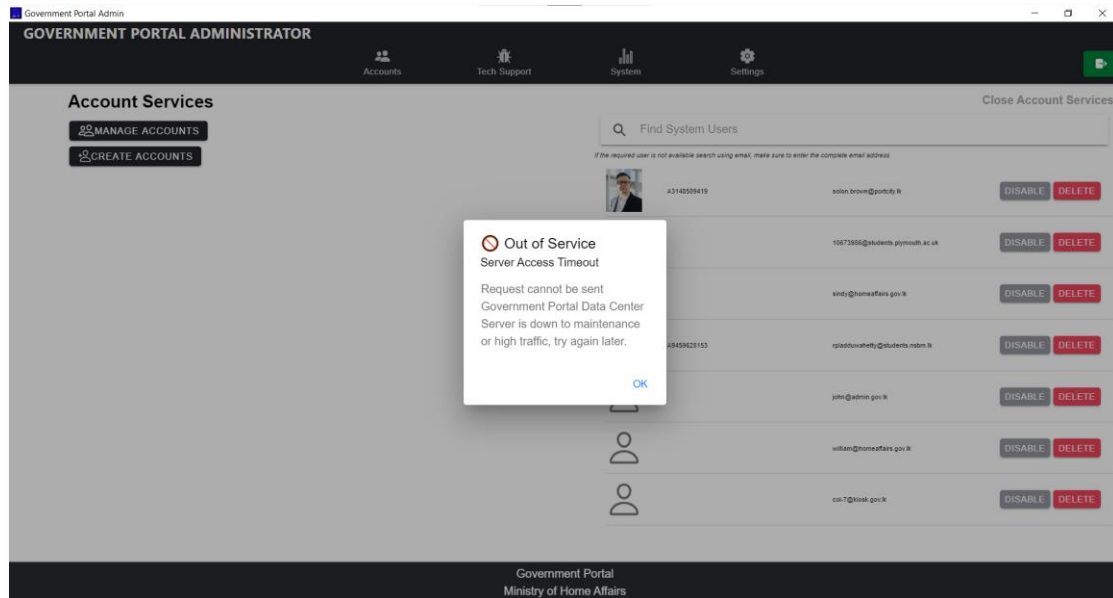
2.1.3   REGISTER OFFICERS/SECRETARIES

For registration new officers at the headquarters or for divisional centers, click Create Accounts button and fill the form accurately and press register. Please note that an active server should be available for registrations, this is not possible during maintenance down and server is out of service due to traffic.
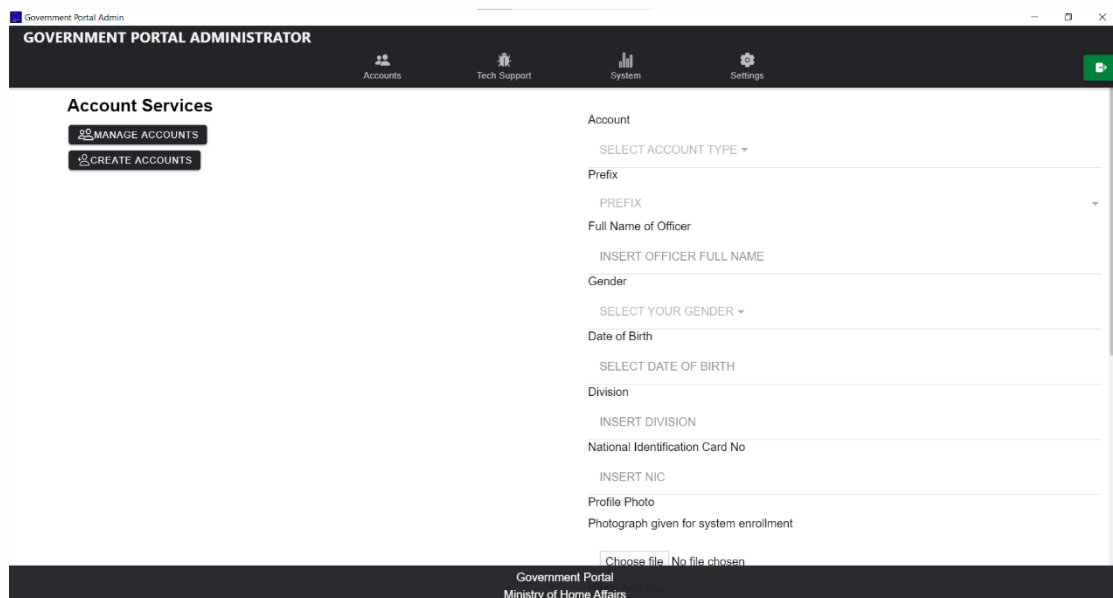
2.1.4 REGISTER KIOSK

For registration new kiosks at the headquarters or for divisional centers, click Create Kiosk button and fill the form accurately and press register. Please note that an active server should be available for registrations, this is not possible during maintenance down and server is out of service due to traffic.


2.1.5 TECHINCAL SUPPORT SERVICES

The administrator application allows system administrators to communicate and support officers who need help, any customer related technical issues also would be forwarded via officer as report for technical support. Any new messages would show up as badge notifying the active administrator, system allows multiple administrators to use the system.

2.1.6   SYSTEM MAINTENANCE AND CONTROL

This window allows to control every subsystem of the Government Portal that is currently coupled. These include Government Portal Officer, Secretary, Kiosk and Web to controlled completely or individually. The switches allow to completely lock down the application from running during a system maintenance or security lockdown.
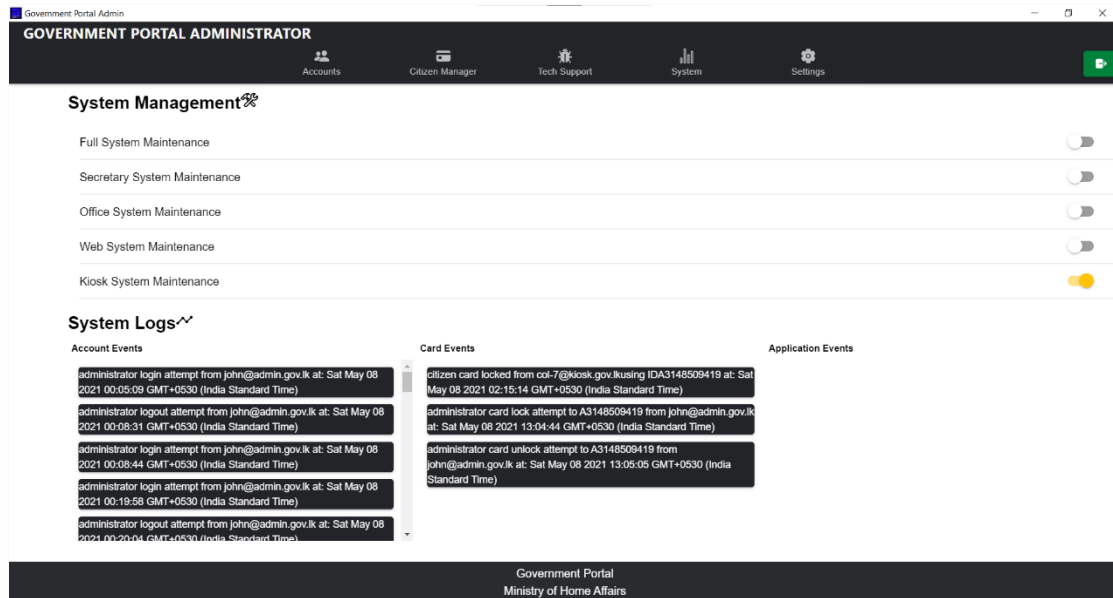
2.1.6.1   SYSTEM CONTROL RESULT

After activating the relevant function, all systems of the relevant category would go offline. This captured shot of the web portal is during System Maintenance (while maintenance users would be blocked from using the applications). System control is applicable for Officer, Secretary, Kiosk and Web systems.
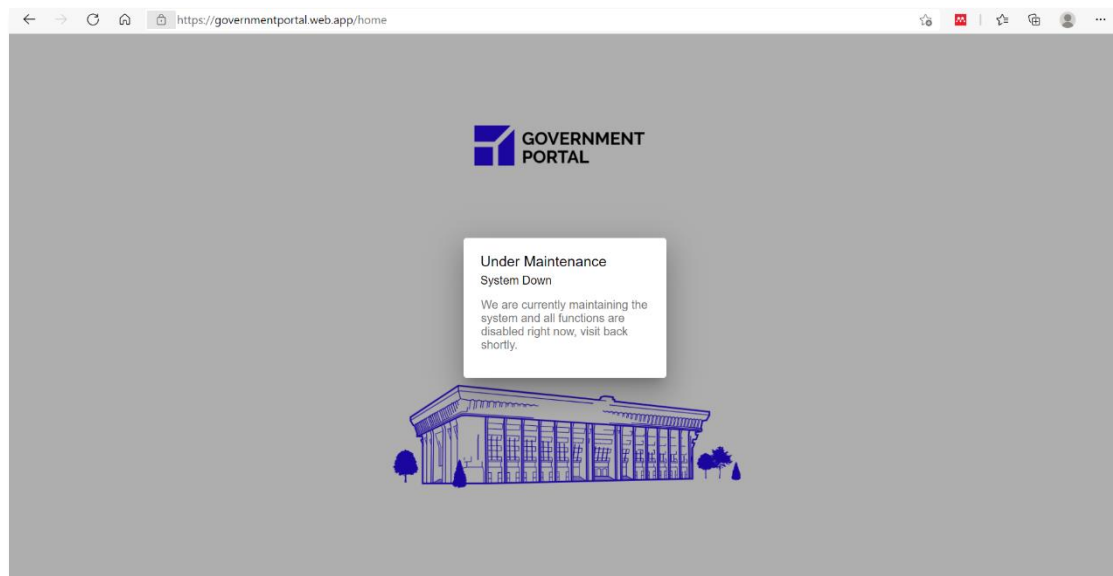
2.1.7 WORKLOG AND SETTINGS

The administrator application along with other applications keeps logs of activities, for government policy and work management employees must mark their work sign in and signoff times through the system.