User Guide

Secretary

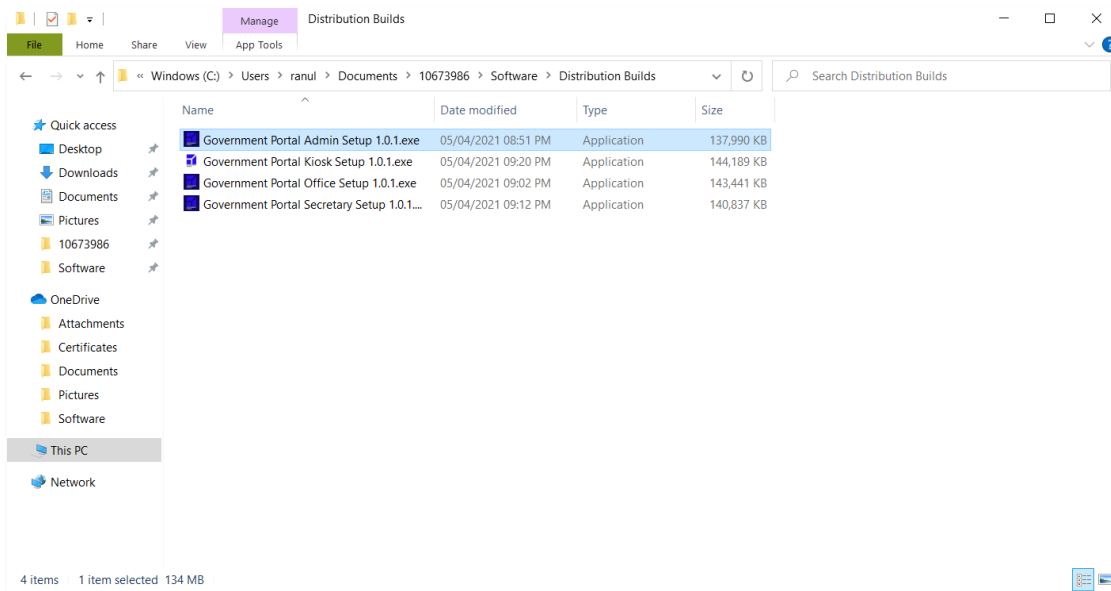**GOVERNMENT PORTAL**

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.

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 SECRETARY

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.
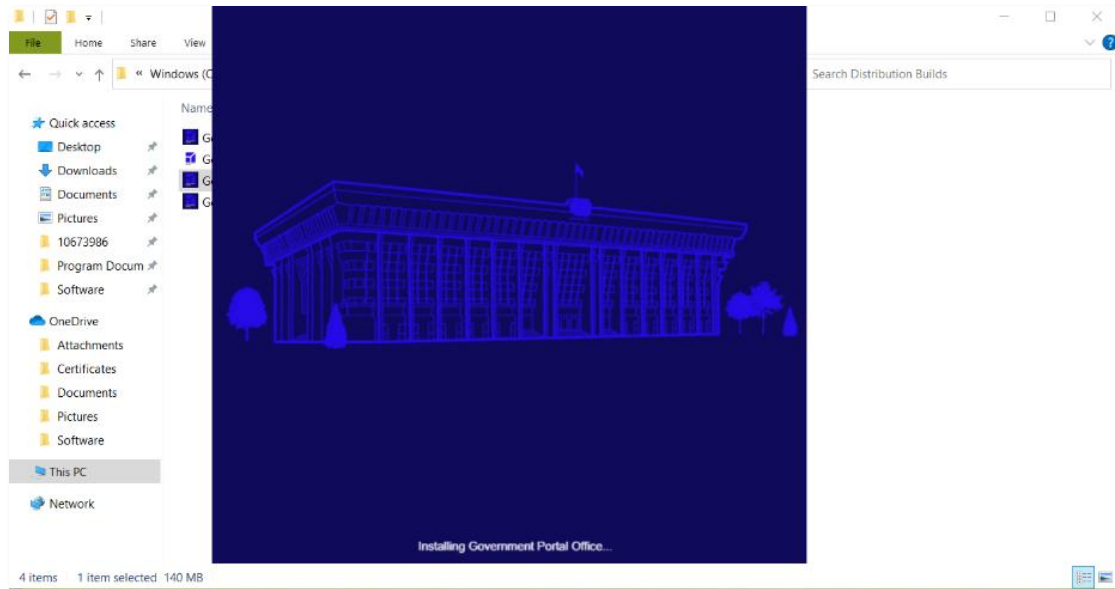

2.1.1   APPLICATION STARTUP AND ACCESS

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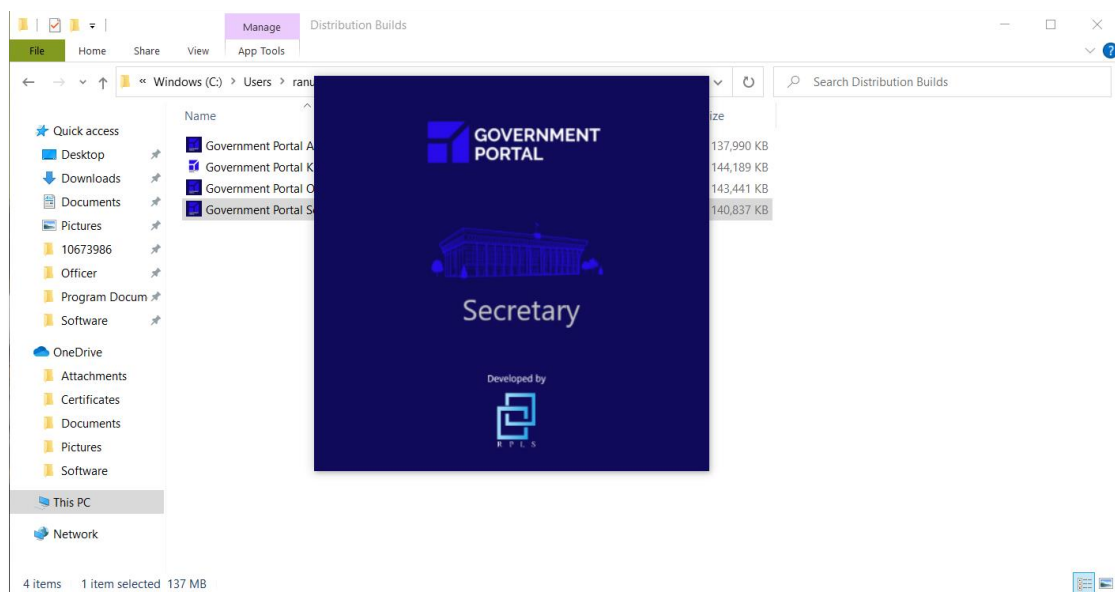
Step 2: Once the application opens, the login screen would be seen use the provided credentials by the Home Affairs secretary in a production environment. For testing / demonstration purpose use the credentials **email: sindy@homeaffairs.gov.lk** with **password: longpassword123** this will provide access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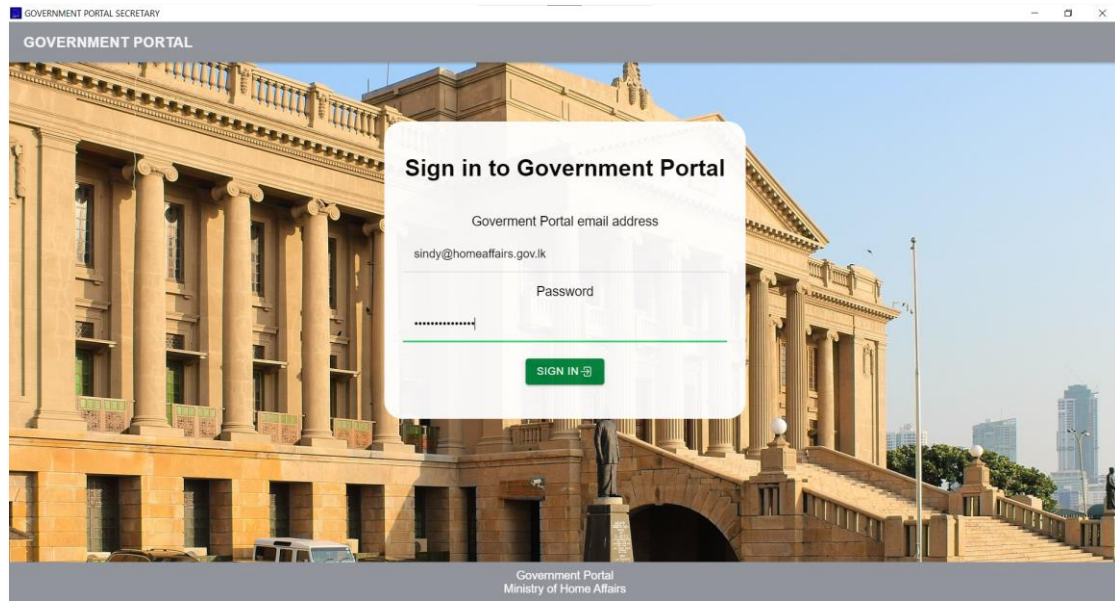
2.1.1.1   ERRORS OR MISCONFIGURATIONS

2.1.1.1.1   NETWORK ISSUES

If a network drop is detected, this would halt operations to maintain integrity and availability of data. Once a stable network is detected system would allow operations.
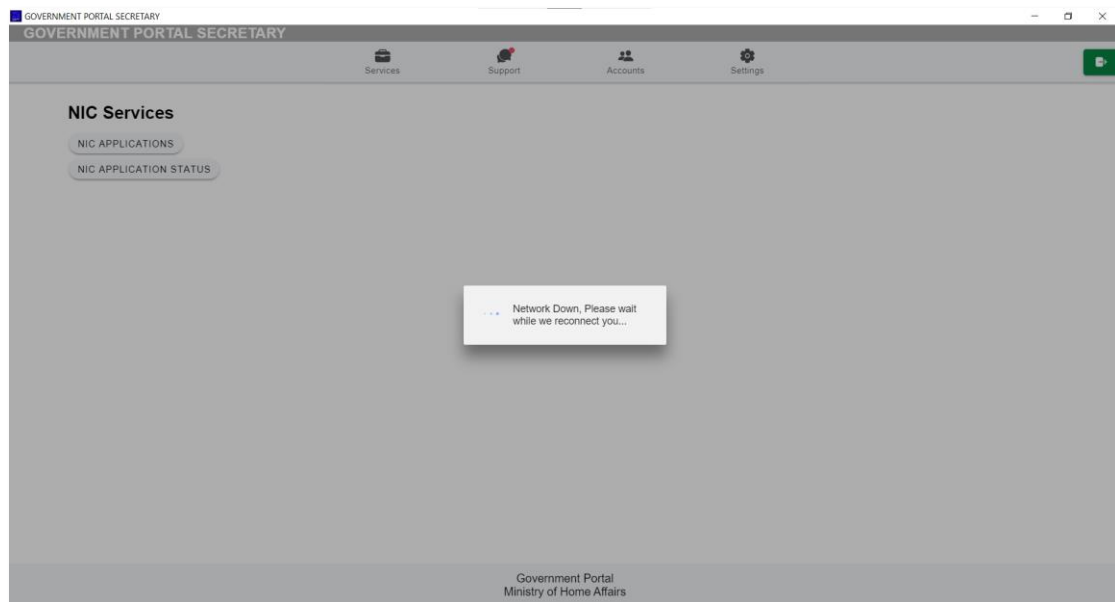
2.1.2 PROCESS NEW APPLICATIONS

For processing new NIC applications, press **NIC APPLICATIONS** button under the NIC Services section, this will show all new applications. Here an authorized public officer at a divisional officer can approved an application to Stage 1 or decline an application for not meeting government requirements.

2.1.2.1 DECLINING NEW APPLICATIONS

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

2.1.3 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 public officers easily support any concerned divisional citizen about their applications status.

2.1.4 DIVISIONAL SUPPORT SERVICES

The support section contains support requests send from citizens to the Divisional Public Officers, officers can respond to them from the same window. Only citizens of a division can send and received support from a public officer at a sector.

2.1.5 ACCOUNT SERVICES AND APPLICATIONS

The Search Accounts section allows officer to search citizen for account status before providing support. This helps to prevent fraud and misuse of services.
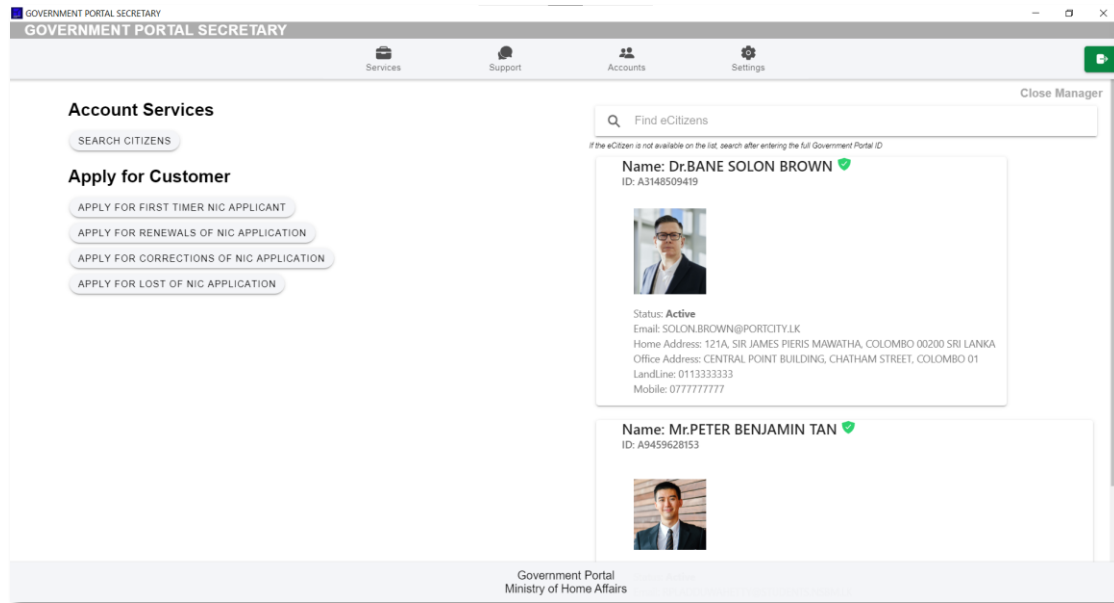
2.1.5.1 APPLY FOR CITIZEN

If citizens visit to the Public Officer's Officer 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.
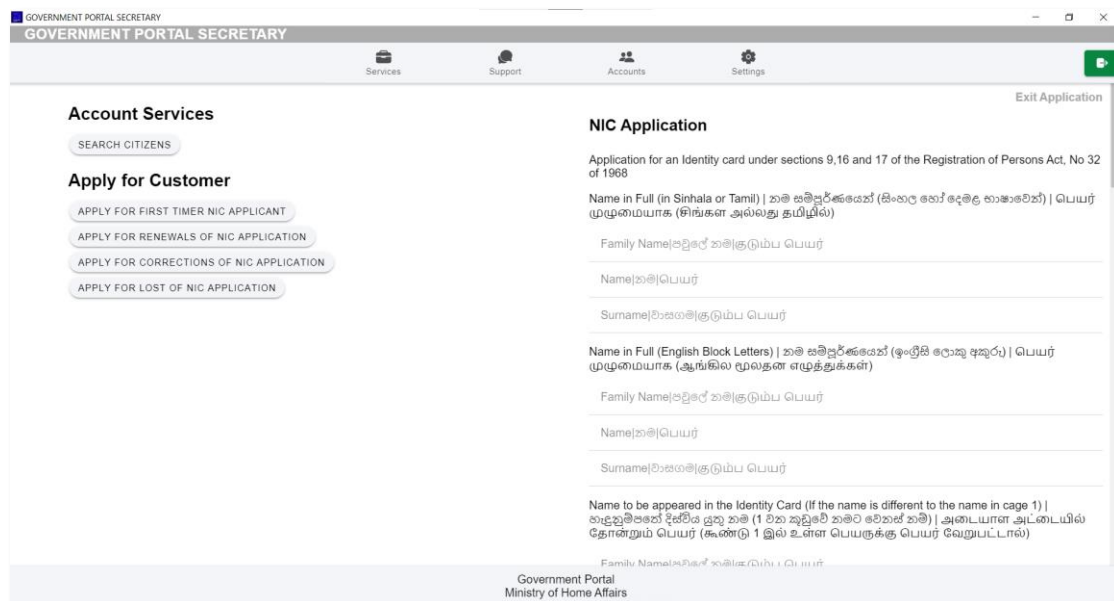
2.1.6 SETTINGS

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.**