

User Guide

Secretary



**GOVERNMENT
PORTAL**

CONTENTS

1	Software Installation.....	1
2	Application User guide.....	2
2.1	Government Portal Secretary	2
2.1.1	Application Startup and Access	2
2.1.1.1	Errors or misconfigurations.....	3
2.1.1.1.1	Network Issues	3
2.1.2	Process New Applications.....	4
2.1.2.1	Declining New Applications.....	4
2.1.3	Find Applications Status.....	5
2.1.4	Divisional Support Services	5
2.1.5	Account Services And Applications.....	6
2.1.5.1	Apply for Citizen	6
2.1.6	Settings	7

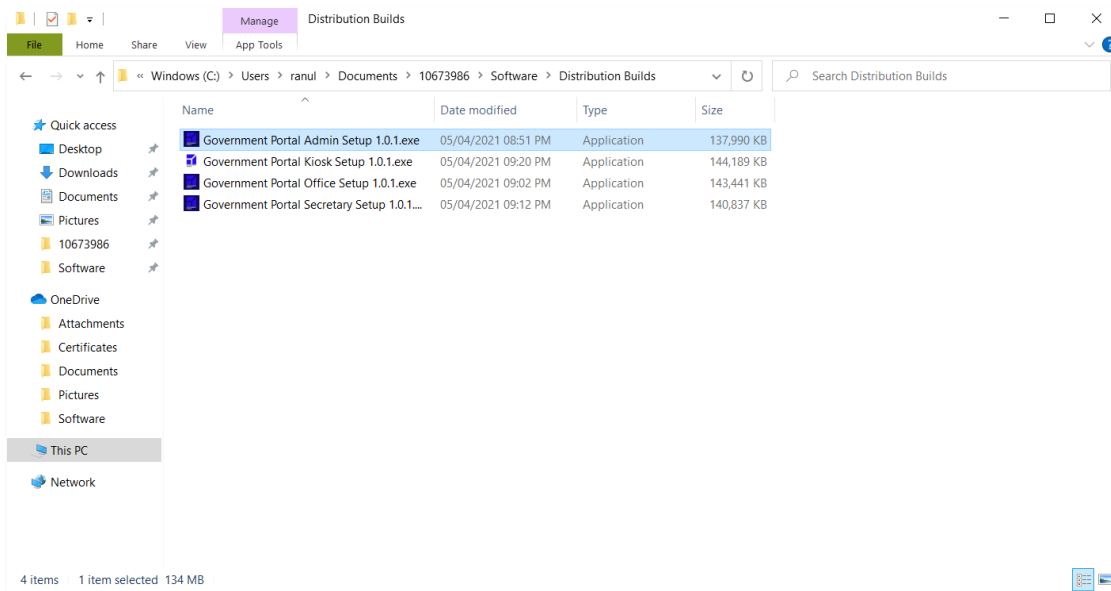
DISCLAIMER: PLEASE NOTE THAT SOME ILLUSTRATIONS MAY NOT REPRESENT THE CURRENT VERSION OF THE APPLICATION, YOU MAY NOTICE FEATURES MISSING OR NEWLY ADDED THAN WHAT IS SEEN IN THE USER GUIDE. HOWEVER, ALL FEATURES OF THE APPLICATION USAGE CAN BE FOUND ON THIS GUIDE.

1 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](#).



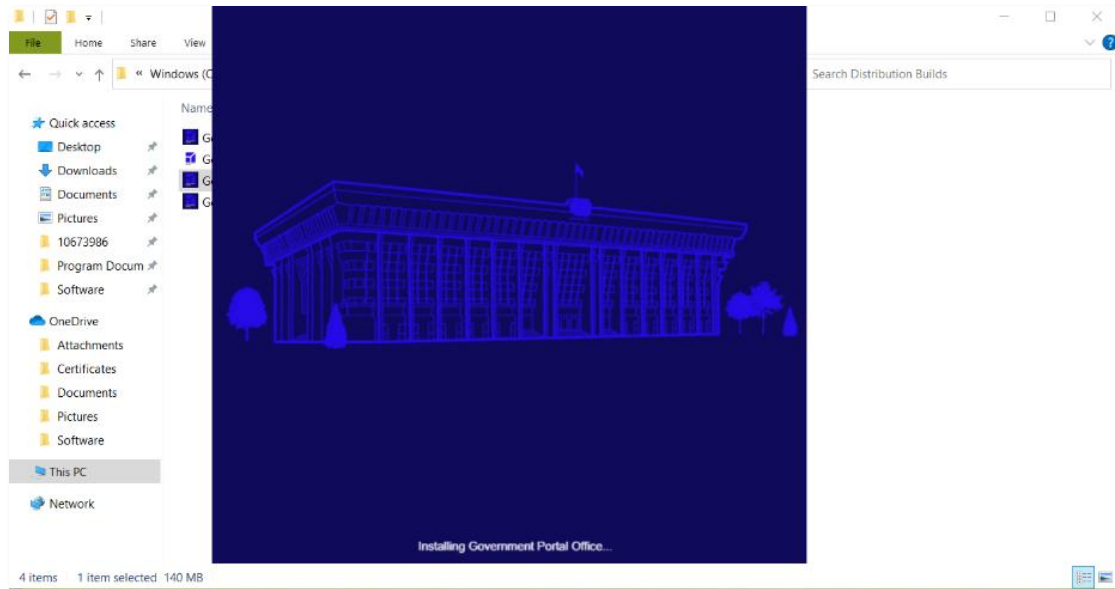
Step 2: Double-click the required setup installer. Unless for system upgrades, we recommended the installation of 'Government Portal Admin Setup x.x.x.exe' first. Please wait the setup should run on its own, follow the rest of guide for application use.



2 APPLICATION USER GUIDE

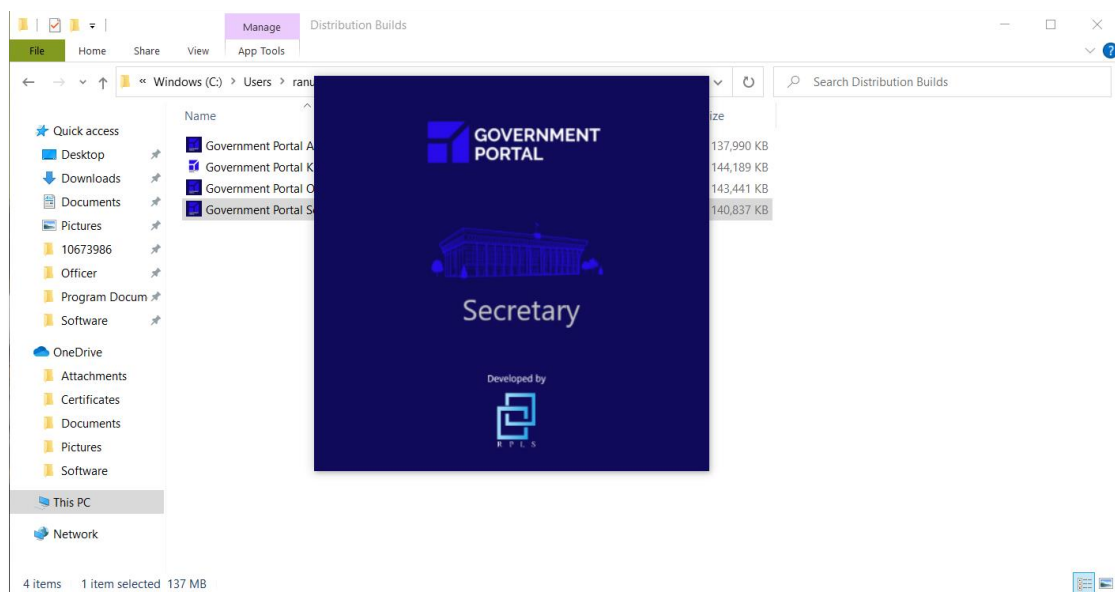
2.1 GOVERNMENT PORTAL SECRETARY

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.

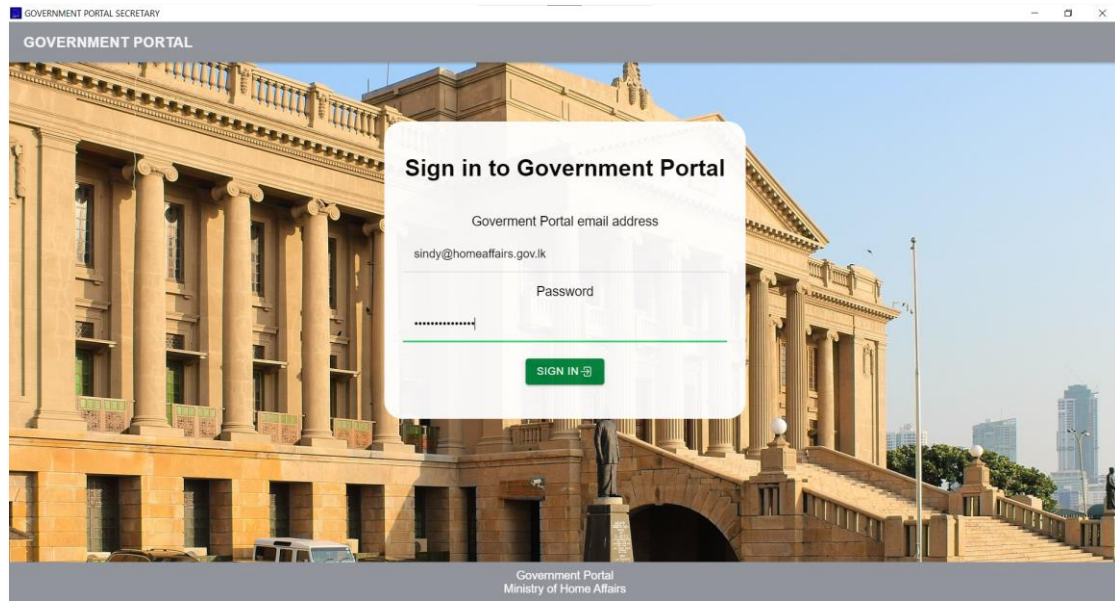


2.1.1 APPLICATION STARTUP AND ACCESS

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



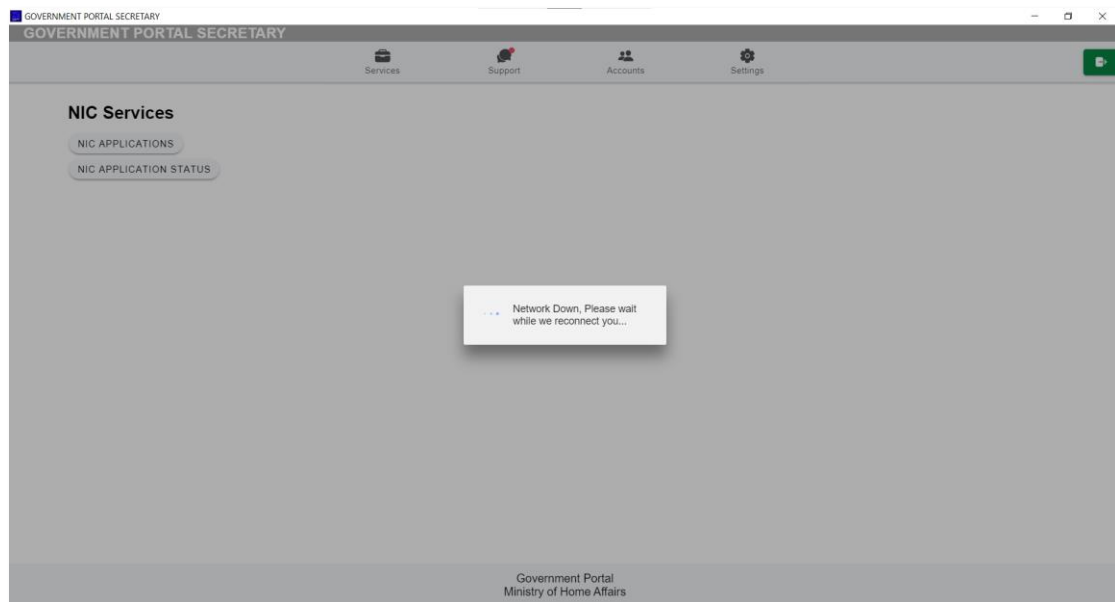
Step 2: Once the application opens, the login screen would be seen use the provided credentials by the Home Affairs secretary in a production environment. For testing / demonstration purpose use the credentials **email: sindy@homeaffairs.gov.lk** with **password: longpassword123** this will provide access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

The screenshot displays the 'GOVERNMENT PORTAL SECRETARY' interface. On the left, under 'NIC Services', there are buttons for 'NIC APPLICATIONS' and 'NIC APPLICATION STATUS'. The main area shows details for application A3148509419. The application status is 'Processing - Stage 1' with a Sinhala label. The applicant's name is SOLON BANE. A photo of the applicant is shown. Below the photo, the request type is 'First NIC' with a Sinhala label. The family name is BANE, and the name is SOLON. The surname is BROWN, gender is Male, and civil status is Married. The profession is Foreign Inspection Engineer, and the date of birth is 12/02/1973. The birth certificate number is 1212. The place of birth is THE WELLINGTON HOSPITAL OF HERTFORDSHIRE, Division is SRI JAYAWARDENAPURA, District is COLOMBO, and the country of birth is Sri Lanka. The foreign certificate number is blank. The city is COLOMBO, house number is DR. SOLON BROWN, house name is ALTAIR, and the street name is SIR JAMES PIERIS MAWATHA. The postal code is 10200. At the bottom, it says 'Government Portal Ministry of Home Affairs'.

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.

The screenshot shows the same application details as before, but with a 'Select Reason' dialog box open in the center. The dialog box has four radio button options: 'Form Not Valid', 'Phone Verification Failed', 'Form Data Mismatch', and 'Photo Mismatch'. At the bottom of the dialog are 'CANCEL' and 'OK' buttons. In the background, the application details are visible, including the applicant's name (SOLON BANE), surname (BROWN), gender (Male), civil status (Married), profession (Foreign Inspection Engineer), date of birth (12/02/1973), birth certificate number (1212), place of birth (THE WELLINGTON HOSPITAL OF HERTFORDSHIRE), division (SRI JAYAWARDENAPURA), district (COLOMBO), country of birth (Sri Lanka), foreign certificate number (blank), city (COLOMBO), house number (DR. SOLON BROWN), house name (ALTAIR), street name (SIR JAMES PIERIS MAWATHA), postal code (10200), police report date (02/27/2021), home phone (0113333333), mobile phone (0777777777), and email (solon.brown@portcity.lk). At the bottom of the application details, there are 'APPROVE' and 'DECLINE' buttons. The footer says 'Government Portal Ministry of Home Affairs'.

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.



GOVERNMENT PORTAL SECRETARY

GOVERNMENT PORTAL SECRETARY

Services

Support

Accounts

Settings

Support Services

Government ID: A9459628153

Name: Mr. PETER BENJAMIN TAN

Subject: Lost Pin

Message: Help to recover lost PIN

Service response to customer

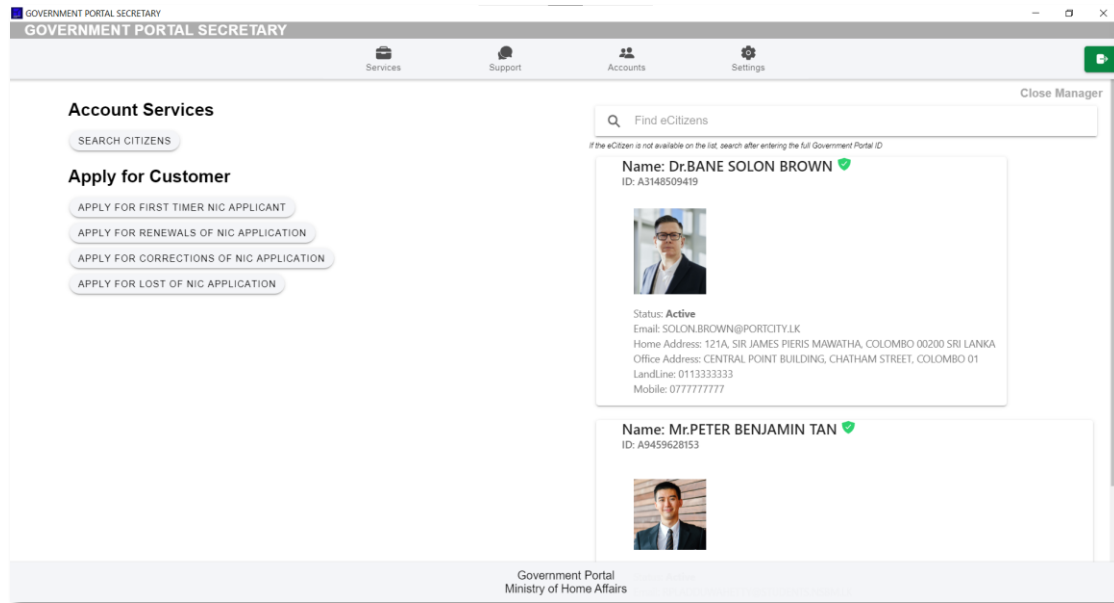
SEND➤

Government Portal

Ministry of Home Affairs

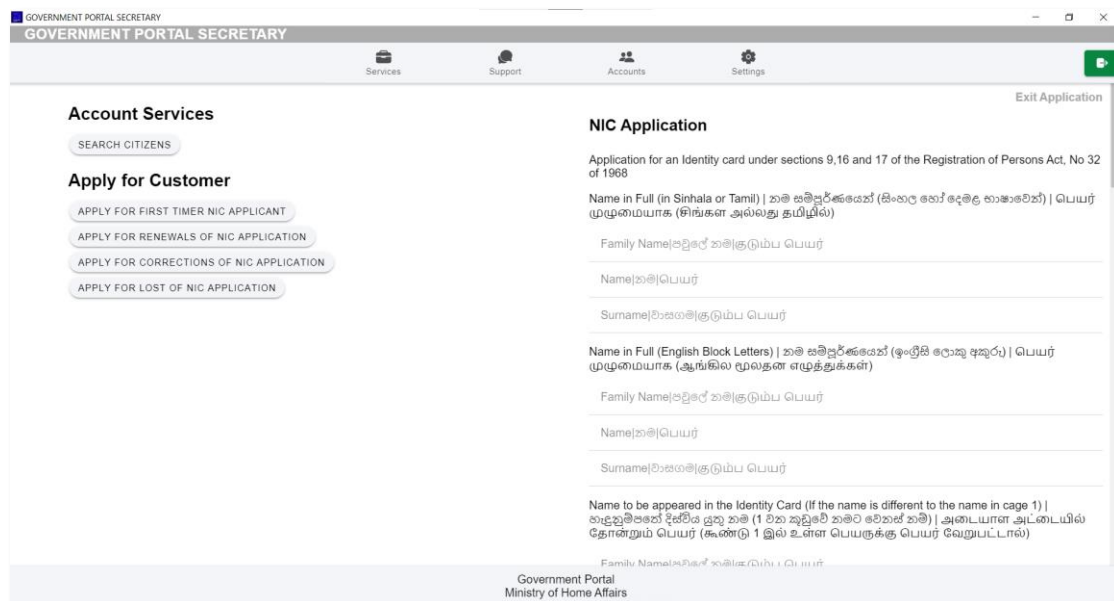
2.1.5 ACCOUNT SERVICES AND APPLICATIONS

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 Office 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**.

GOVERNMENT PORTAL SECRETARY

GOVERNMENT PORTAL SECRETARY

ServicesSupportAccountsSettings

Settings and Logging

Division: SRI JAYAWARDENAPURA
Name: Ms. Cindy Riisberg
Office Address: Ketnitharama Temple, Malignawatta, SRI JAYAWARDENAPURA
Mobile: 0712245123
Email: sindy@homeaffairs.gov.lk

SIGN IN TO WORK

SIGN OFF FROM WORK

ACTIVITY HISTORY

Signin Time	Signoff Time	Documents Handled	Supported Provided	Date
10:48:42 AM	11:01:39 AM	5	5	03-14-2021
10:02:38 AM	10:14:07 AM	0	0	03-19-2021
7:38:53 PM	7:58:56 PM	0	0	04-05-2021
	8:23:32 PM			04-27-2021
11:48:40 AM	11:02:19 PM	0	0	05-04-2021
10:39:14 AM		0	0	05-05-2021

Government Portal
Ministry of Home Affairs