

User Guide

Kiosk



**GOVERNMENT
PORTAL**

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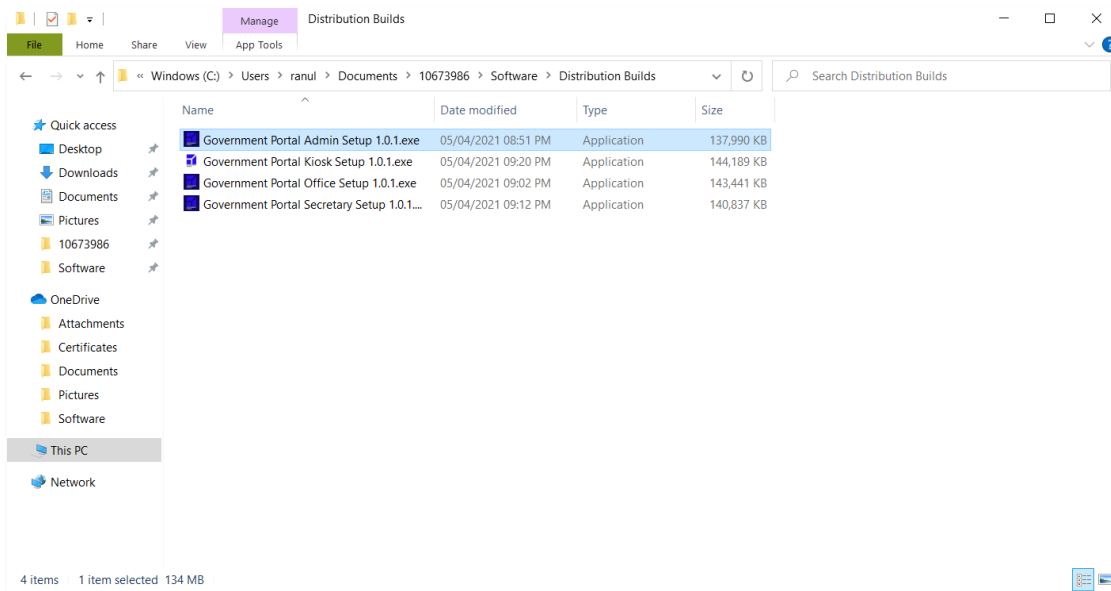
DISCLAIMER: PLEASE NOTE THAT SOME ILLUSTRATIONS MAY NOT REPRESENT THE CURRENT VERSION OF THE APPLICATION, YOU MAY NOTICE FEATURES MISSING OR NEWLY ADDED THAN WHAT IS SEEN IN THE USER GUIDE. HOWEVER, ALL FEATURES OF THE APPLICATION USAGE CAN BE FOUND ON THIS GUIDE.

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](#).



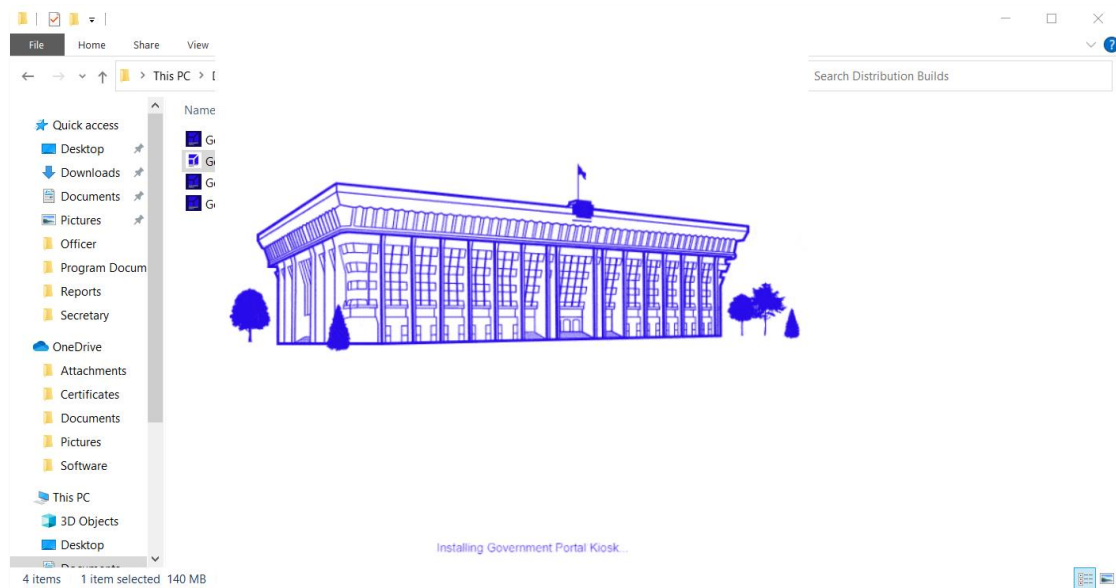
Step 2: Double-click the required setup installer. Unless for system upgrades, we recommended the installation of 'Government Portal Admin Setup x.x.x.exe' first. Please wait the setup should run on its own, follow the rest of guide for application use.



2 APPLICATION USER GUIDE

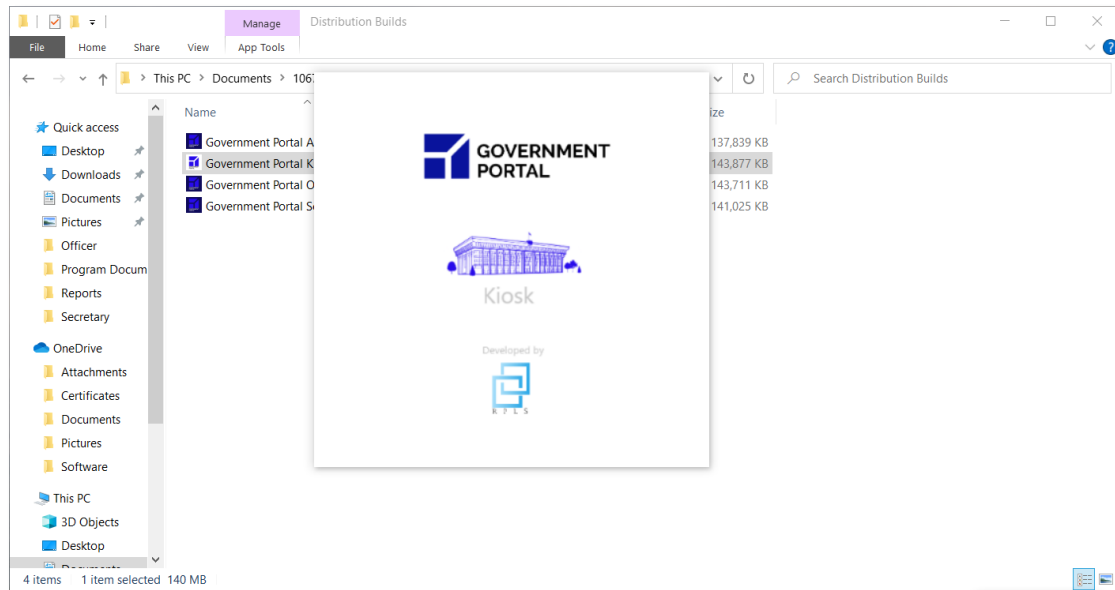
2.1 GOVERNMENT PORTAL KIOSK

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. Configure you Windows OS to run in Kiosk mode (Below guide was presented while Kiosk mode was off)

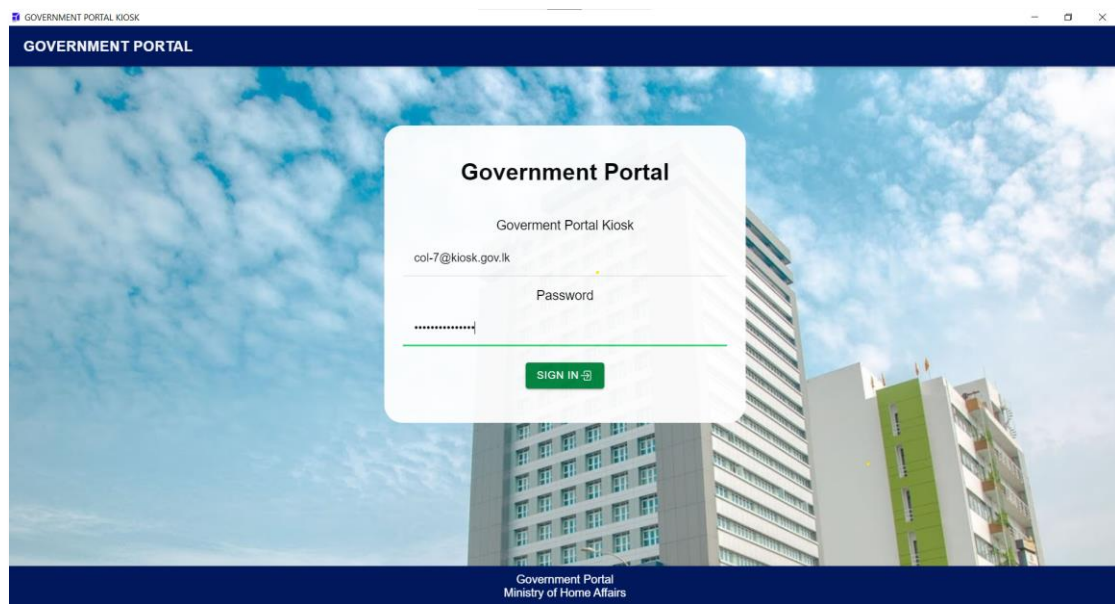


2.1.1 APPLICATION STARTUP AND ACCESS

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



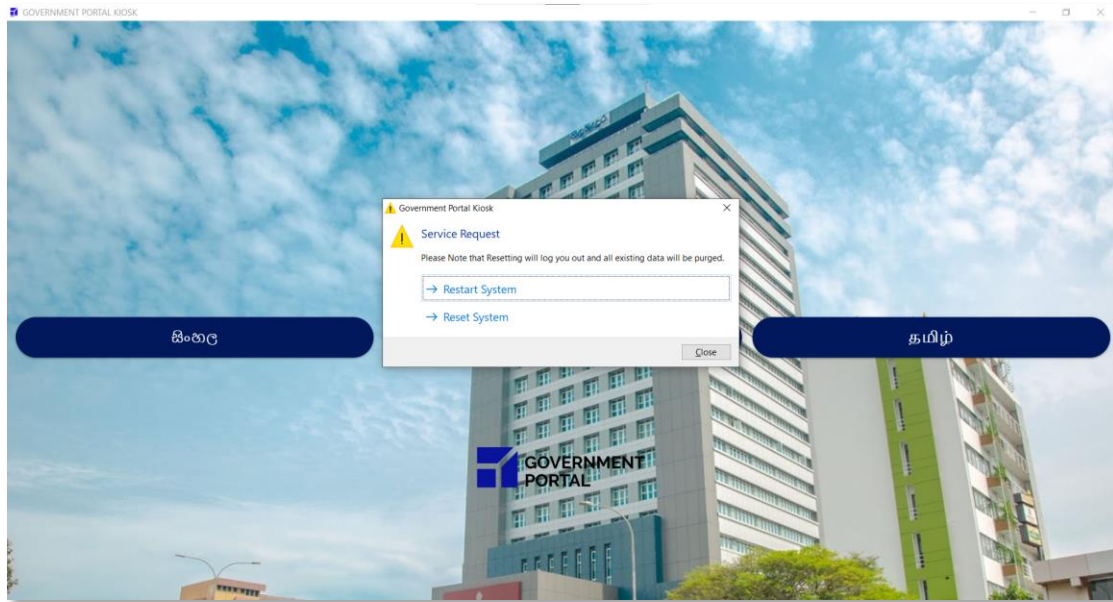
Step 2: Once the application opens, the login screen would be seen use the provided credentials by the Home Affairs secretary in a production environment. For testing / demonstration purpose use the credentials **email: col-7@kiosk.gov.lk** with **password: longpassword123** this will provide access to the system depending on network availability.



2.1.1.1.1 ERRORS OR INFORMATION

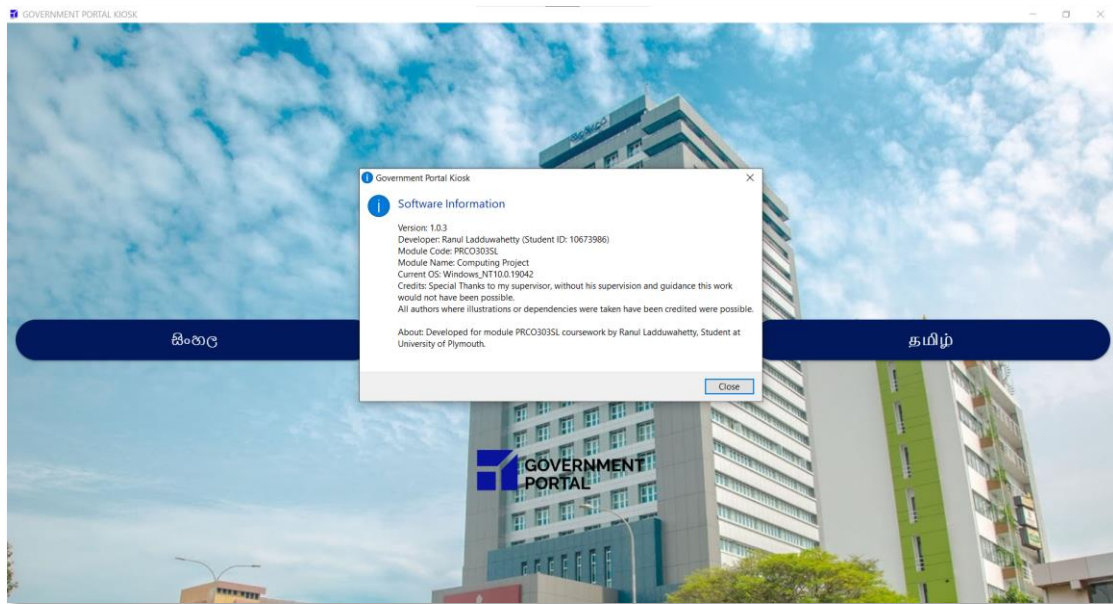
2.1.1.1.1.1 RESET APPLICATION

If the kiosk needs to be serviced or shows errors use **alt+shift+s** this will open service windows to reset or restart the application.



2.1.1.1.2 APPLICATION INFORMATION

If the administrator needs kiosk version details to be checked use **alt+shift+i** this will open information windows of the application.



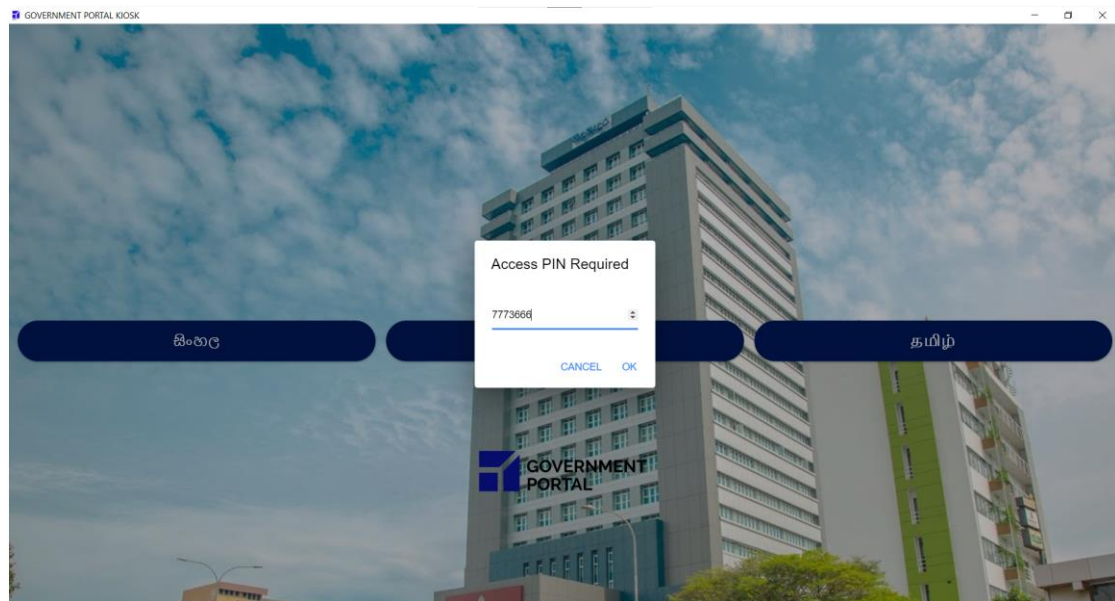
2.1.2 CARD SCAN (MULTIPLE LANGUAGE SUPPORT)

Step 1: Select your preferred language from the screen, the scanner will start. Take out your ID and hold it near the scanner area. Once scan completes in less than 10 seconds, the Kiosk will notify the status. Rescan if card not found and once recognized enter your Access PIN and press okay to login.



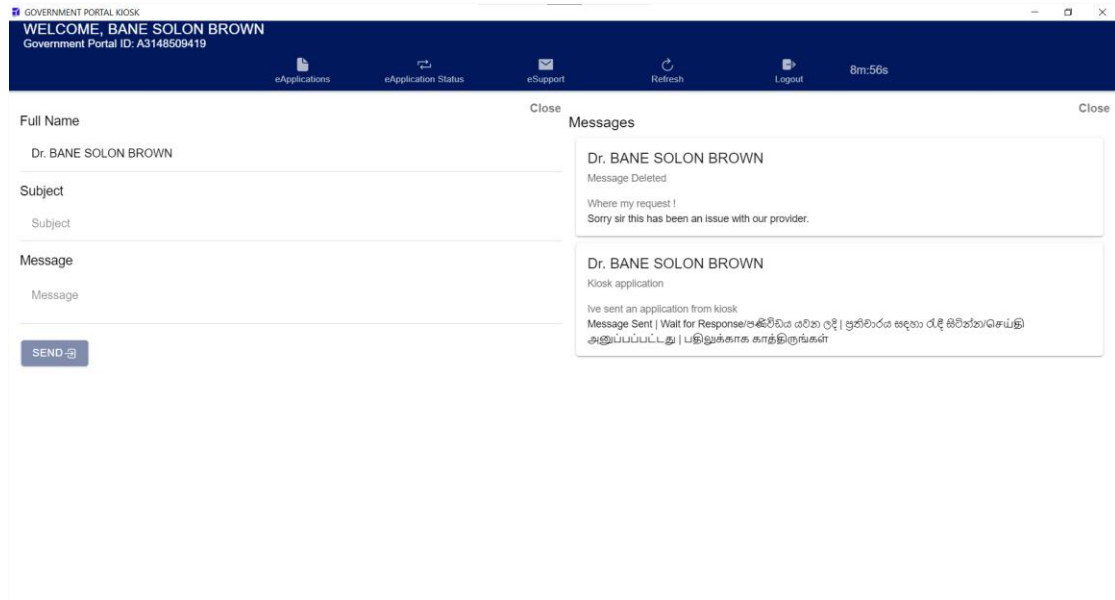
2.1.2.1 ACCESS PIN

Once prompted enter the Access PIN to login, entering a wrong PIN more than 3 times will lock the card, only an administrator can unlock the same card again. Changing the Access PIN will not bypass this locked process.



2.1.3 KIOSK NIC APPLICATION

Select your preferred application from the screen, the form will open. Enter details and payments, once processed the application would be send for reviewing to the appropriate public officers document collection.



2.1.6 SAFE EXITING

System allows to refresh content and to exit the Kiosk after finished using it, if left unused the Kiosk will logout the user automatically after the timer runs out.

