JanSamadhan – Authority Portal User Manual

1. Introduction

This manual is intended for government authorities using the JanSamadhan Authority Portal to manage and resolve civic issues efficiently.

2. Login & Security

- Secure login via Clerk authentication
- Do not share credentials with others
- Always logout after completing work

3. Assigned Issues

- View issues assigned by Admin
- Understand issue lifecycle: ASSIGNED → IN_PROGRESS → RESOLVED
- Upload resolution proof before closing an issue

4. Map View

Authorities can view issues geographically to plan efficient field operations.

5. Notifications

Email, Push, and SMS notifications can be managed from the Settings page.

6. Support & Escalation

Use the Support page to raise IT tickets or escalate administrative issues.

7. Best Practices

Follow SLA timelines and maintain clear communication while resolving issues.