



గ్రామ-వార్డు సచివాలయము

ఆంధ్రప్రదేశ్ ప్రభుత్వం

Raising of Tickets Regarding TABLETS Given
to School Students by School Education
Department

User Manual

A module Developed by BeyondScale Technologies Pvt Ltd

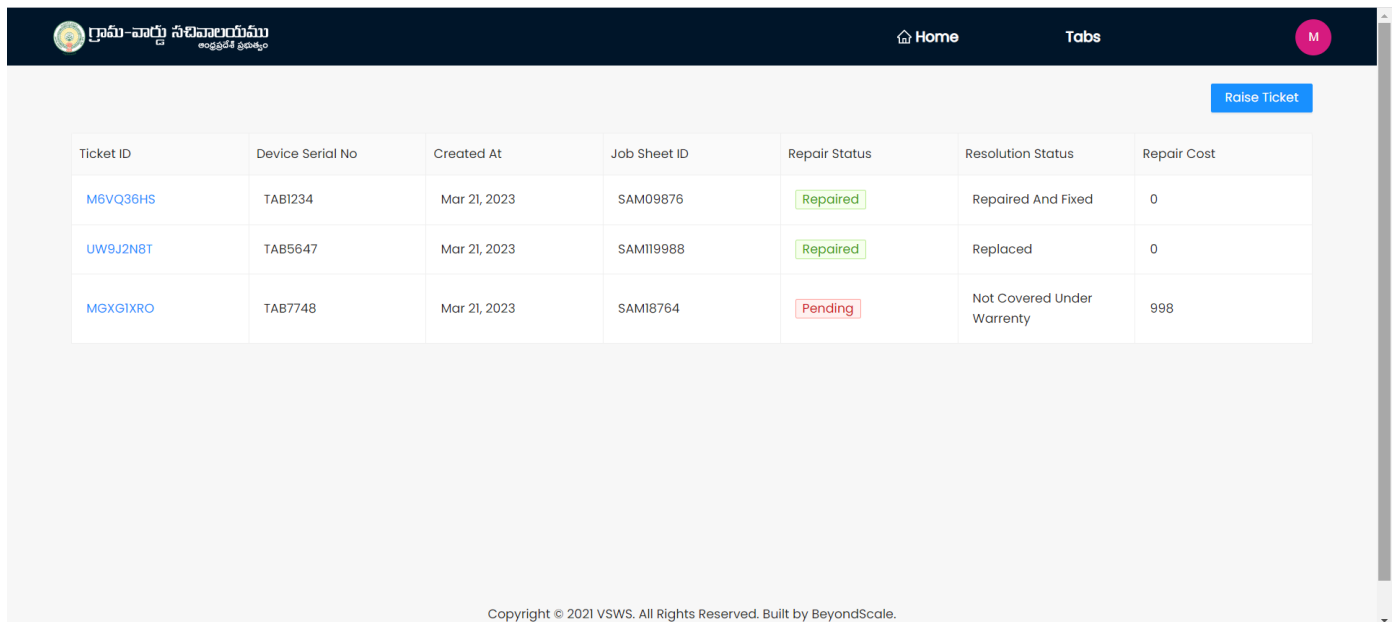
Introduction:

The School Education Department has supplied Tablets to Class 8 students across 9,000 Schools in the State. Further, the Government has decided that the Village/ Ward Secretariats will function as Single Point of Contact for Service - Related issues for these tabs.

In this view, the **Welfare & Education Assistant (WEA)** and **Ward Education and Data Processing Secretary (WEDPS)** will act as the Nodal Officers in **Rural and Urban** Secretariats respectively.

Note: All WEAs/ WEDPSs will use their existing logins to Consistent Rhythms to logon to the TABS module in Hardware Management Portal (<https://vsws.co.in/>)

- Accordingly, the Department has developed a module, in the Hardware Management Portal for the above said Functionaries to raise service requests by following the below flow upon receiving a non-functional Tablet from a Student/ Parent/ Teacher/ Headmaster,



The screenshot displays the Hardware Management Portal interface. At the top, there is a dark blue header with the logo of the Government of Andhra Pradesh on the left, and navigation links for 'Home' and 'Tabs' on the right. A user profile icon with the letter 'M' is also visible. Below the header, there is a 'Raise Ticket' button. The main content area features a table with the following data:

Ticket ID	Device Serial No	Created At	Job Sheet ID	Repair Status	Resolution Status	Repair Cost
M6VQ36HS	TAB1234	Mar 21, 2023	SAM09876	Repaired	Repaired And Fixed	0
UW9J2N8T	TAB5647	Mar 21, 2023	SAM119988	Repaired	Replaced	0
MGXGIXRO	TAB7748	Mar 21, 2023	SAM18764	Pending	Not Covered Under Warranty	998

At the bottom of the page, there is a footer with the text: Copyright © 2021 VSWS. All Rights Reserved. Built by BeyondScale.

1. WEA/ WEDPS receives the non-functional Tablet from the student
2. A Student/ Parent/ Teacher/ Headmaster can submit a non-functional TAB to the WEA/ WEDPS of any Village/ Ward Secretariat across the State
3. WEA/ WEDPS raises a service request on the portal by selecting the **District, Mandal/ ULB, School Name (pre-populated), Student Name, Child ID, Device Serial Number and the Service Center (pre-populated based on Secretariat location)**

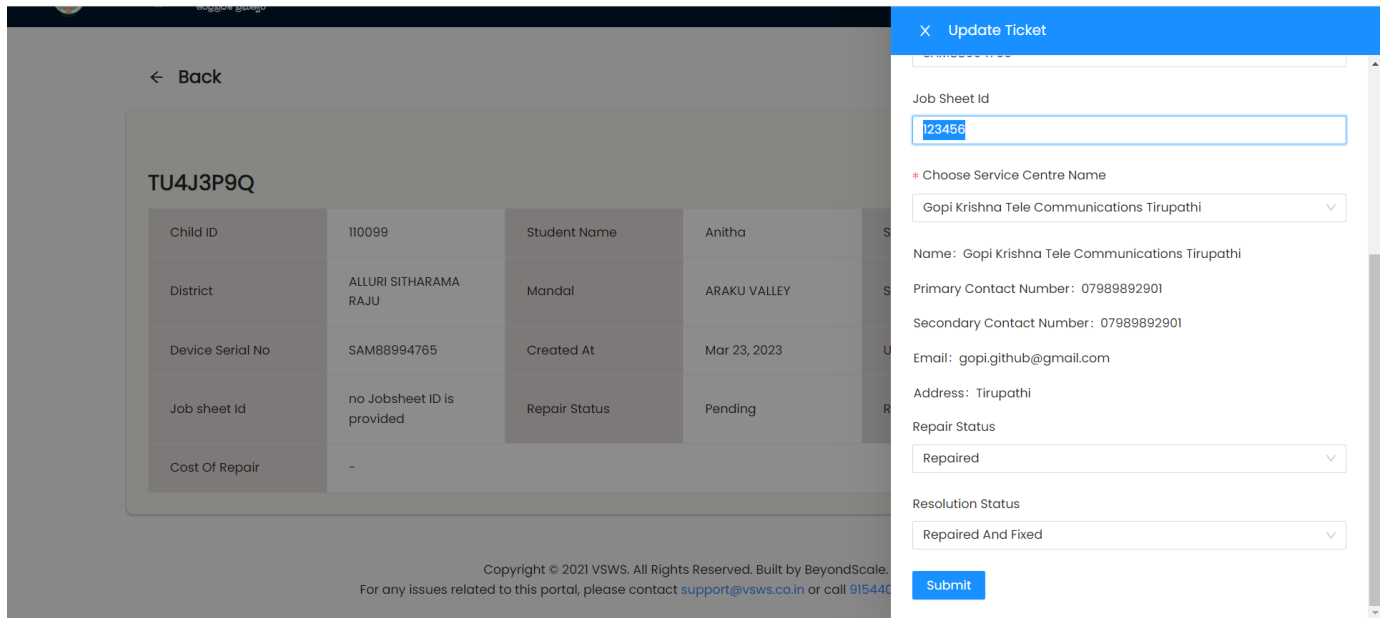
Note: If a School is not listed in the given drop-down, the WEA/ WEDPS will have to select 'Others' option and enter the School Name manually

The screenshot displays the WEA/WEDPS portal interface. On the left, there is a table with the following columns: Ticket ID, Device Serial No, Created At, Job Sheet ID, and Repair Status. The table contains seven rows of data. On the right, there is a 'Raise Ticket' form with the following fields:

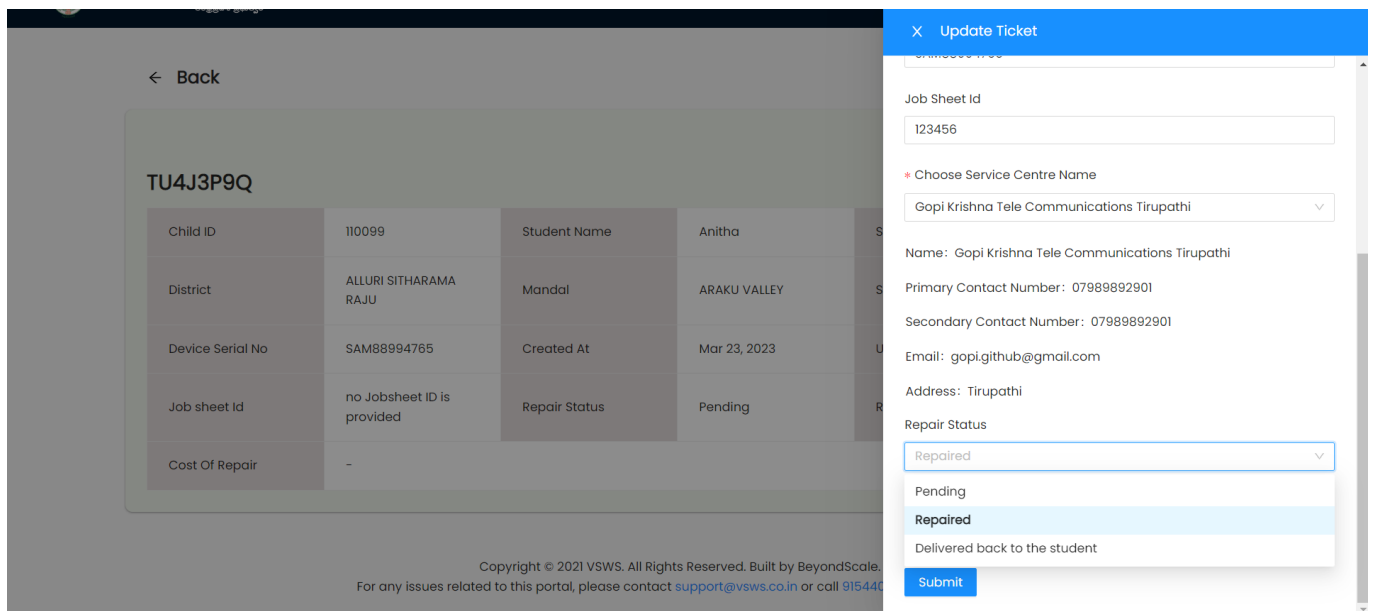
- * Choose District: ALL
- * Choose Mandal: ALL
- * Choose School Name: Select School
- * Student Name: [Text Input]
- * Child ID: [Text Input]
- * Device Serial No: [Text Input]
- * Choose Service Centre Name: Select Service Centre
- Submit

Ticket ID	Device Serial No	Created At	Job Sheet ID	Repair Status
VB9KRD6B	fafa	Mar 23, 2023	no Jobsheet ID is provided	Pending
N6OHGANN	dffafa	Mar 23, 2023	no Jobsheet ID is provided	Pending
STMLSTMF	gfh65647	Mar 23, 2023	no Jobsheet ID is provided	Pending
M6VQ36HS	TAB1234	Mar 21, 2023	SAM09876	Repaired
31OR78T4	fdfeds	Mar 23, 2023	no Jobsheet ID is provided	Pending
2J8QHA27	l2seaf	Mar 23, 2023	no Jobsheet ID is provided	Pending
6TZPR349	SAM99739	Mar 23, 2023	no Jobsheet ID is provided	Pending

4. The WEA/ WEDPS submits the defective device to the selected service center and updates the status in the portal by providing the **Job Sheet Number** given by the Service Center.
5. WEA/ WEDPS has to provide his/ her mobile number to the Service Center to receive further updates and communication



6. Upon receiving a resolution message from the Service Center, WEA/ WEDPS collects the Tablet and delivers it back to the school
7. The WEA/ WEDPS then closes the service request by selecting the appropriate option (**Repaired and Fixed, Replaced, or Out of Warranty**)
8. Upon delivering the Tablet back to the Student, the WEA/ WEDPS will have to update the ticket status as '**Delivered Back to the Student**'.



9. There is a common dashboard in all WEA/ WWEDPS logins with summary of Tab related tickets, drilled down from District to Mandal/ ULB level.

District name	Total no of tabs collected by WEA / WEDPS	Tabs taken to repair center	Tickets Closed	Resolution		
				Repaired And Fixed	Replaced	Not Covered Under Warranty
ALLURI SITHARAMA RAJU	0	0	0	0	0	0
ANAKAPALLI	0	0	0	0	0	0
ANANTHAPUR	0	0	0	0	0	0
ANNAMAYYA	0	0	0	0	0	0
BAPATLA	0	0	0	0	0	0
CHITTOOR	0	0	0	0	0	0
EAST GODAVARI	0	0	0	0	0	0
ELURU	0	0	0	0	0	0
GUNTUR	0	0	0	0	0	0

Technical Support

In the event of encountering any technical issues and other application errors, Users are instructed to contact our Support team for resolution. The Support team's contact information are as follows:

Email: support@vsws.co.in

Or contact at

+91 9154409886

+91 9154409884

+91 9154409663

+91 9154372353

THANK YOU