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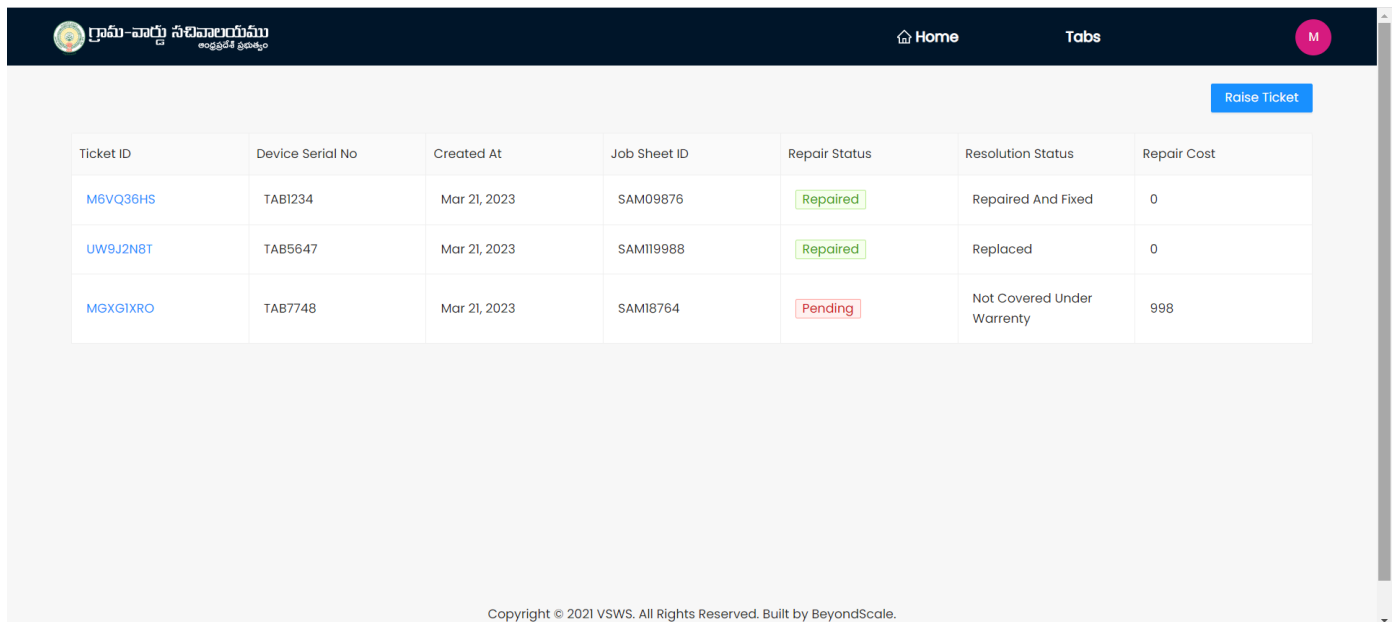
User Manual

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,

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
MGXG1XRO	TAB7748	Mar 21, 2023	SAM18764	Pending	Not Covered Under Warrenty	998

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

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
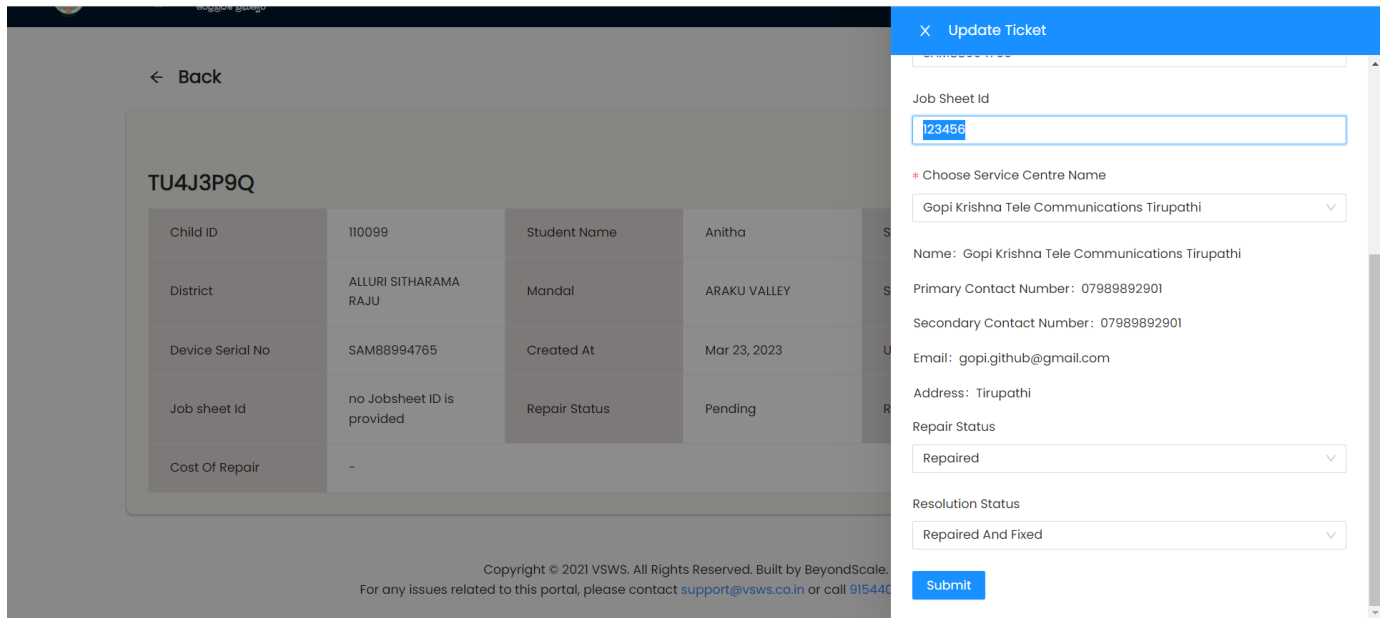
6. Upon receiving a resolution message from the Service Center, WEA/ WEDPS collects the Tablet and delivers it back to the school

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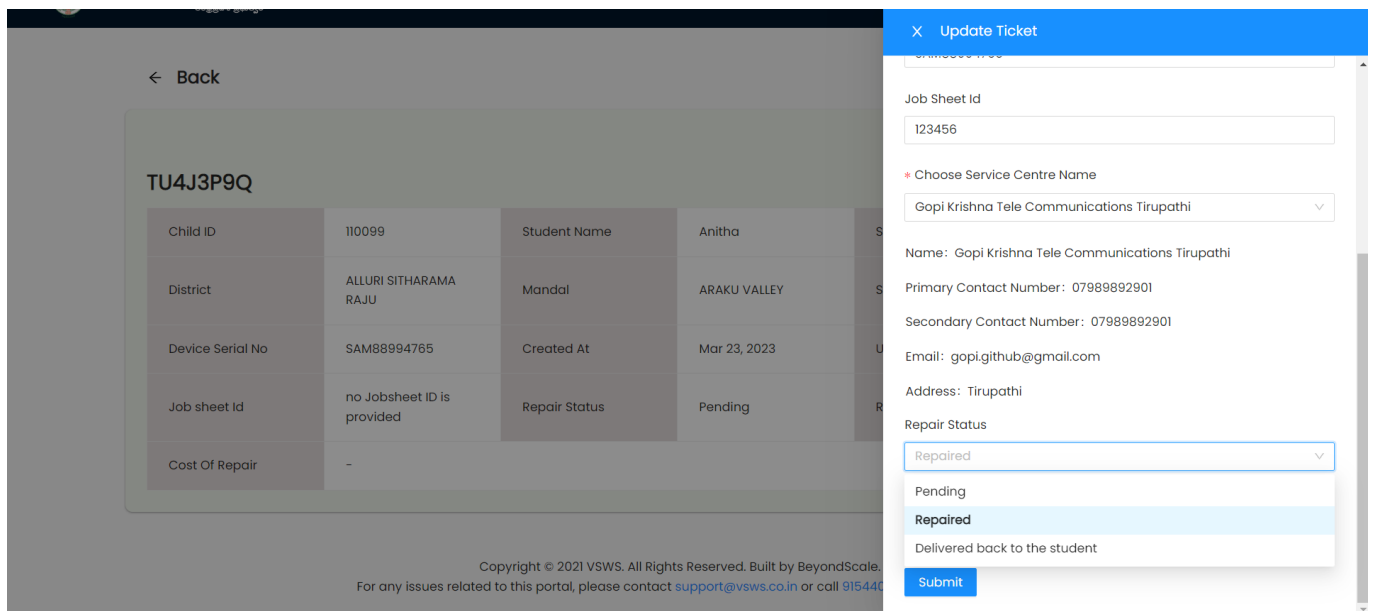
9. There is a common dashboard in all WEA/ WWEDPS logins with summary of Tab related tickets, drilled down from District to Mandal/ ULB level.

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 Warrenty
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