CIRCULAR

Government of Goa had supplied ICT Equipments; comprising of Single Board Computing (SBC) Devices and Wi-Fi routers; with 03-Years Warranty through Info Tech Corporation of Goa Ltd. (ITG), under Coding And Robotics Education in Schools (CARES) Scheme, vide tender titled "Supply, Installation, Testing and Commissioning of Equipments for implementation of Coding & Robotics Education in Schools (CARES) in the State of Goa" (Tender No. ITG-IT/0887/Proc.-CompDev-CAREs/2022/190 dated 29/04/2022) in 443 Government and Government-aided schools from A.Y. 2022-23.

The helpdesk for the maintenance of these ICT Equipments is available since then on CARES Portal at https://cares.goa.gov.in/helpdesk/ .

The Standard Operating Procedures (SOPs) towards the usage of the HelpDesk by the School Authorities; for reporting the issues pertaining to the maintenance of ICT Equipments; **is attached herewith.**

Heads/Incharge of Government and Government Aided Schools in Goa are directed to follow the set Standard Operating Procedures (SOPs) **to raise all the complaints/ queries ONLY through the HelpDesk** and **no other means of communication** such as emails, phone calls, WhatsApp should be used for resolution of any complaints/queries.
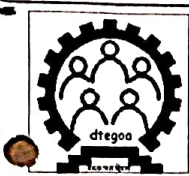
(Shailesh R. Sinai Zingde)
Director of Education

Encl: as above

To,
The Heads/Incharge of Govt./Govt.Aided, Middle/High schools in the State of Goa.

Copy to:
1. The Director, Directorate of Technical Education.
2. The Dy. Director of Education, North/South/Central Educational Zone, Mapusa/Margao/Panaji-Goa.
3. The Project Director - PMU, CARES.

Standard Operating Procedures (SOP's) for usage of Helpdesk - for the maintenance of ICT Equipments supplied under Coding And Robotics Education in Schools (CARES) Scheme

The Helpdesk portal/ website provides IT support to teachers and users assisting with various functions related to computer hardware and software under the Coding and Robotics Education in Schools Scheme (CARES) in the state of Goa, in line with the approved list of schools.

➢ Accessing the Helpdesk Portal

- **Portal URL:** https://cares.goa.gov.in/helpdesk
- **Communication Method:** All complaints and queries must be directed ONLY through the Helpdesk web portal. Phone calls from school representatives will not be entertained.
- **Support Service Hours:** Monday to Saturday, 09:00 AM to 05:00 PM local time (GMT+5:30), excluding local public holidays and mutually agreed service downtime.
- **Login Credentials:** All authorized users/ teachers/ POCs will have individual logins. The username for login to the helpdesk portal is the school UDISE number.

➢ Types of Approach Programs

1. **Issue:** Report a problem or issue.
2. **Service Request:** Submit a request to add a feature or acquire information/ knowledge.
3. **Solutions:** Self-help using knowledge guides, previously performed troubleshooting steps, and access to the knowledge base.

08/01/2025

➤ Complaint Resolutions

1. **Login:** Users must log in to the helpdesk portal using the school UDISE number as the username.
2. **Report an Issue:** Select the "Report an Issue" tab for new issues.
3. **Raise a Ticket:** Select the type of issue from the incident catalogue, fill in all mandatory fields, describe the issue in the description field, and click on the "Add Request" button to submit a new request. A Ticket ID will be generated.
4. **Track Status:** Use the "Request" tab on the dashboard homepage to track the status of the raised ticket.

➤ To reset Password

To Reset Password: Click on "Forgot Password" on the login page, enter the UDISE number as the username, select "Not in Domain" option, and click "Send Mail".

This request will be received by support.pl.goa@chromatic.co.in, pmu.admin@goa.gov.in, itgcaresgoa@gmail.com. The following notification message will be displayed to the user:

✓ The password reset link will be sent to your primary email address. In order to access your primary email address, please contact your School Administration/ Head of Institute.