User Guide towards ‘Usage of Helpdesk for the Maintenance of Robotics Hardware Kits’ supplied under Coding And Robotics Education in Schools (CARES) Scheme in the State of Goa

Project Management Unit

Coding and Robotics Education in Schools (CARES) Scheme

Directorate of Technical Education

Alto-Porvorim, Goa

PMU – CARES - Procurement of Robotics Kit

- **Tender:** Supply, Delivery and Maintenance of Robotics Hardware Kits for implementation of Coding and Robotics Education in Schools (CARES) Scheme in the State of Goa.

- **Tender No:** ITG-IT/1007/CARES-PROJECT/2023-24/2737

- **Date of Issue:** 20/12/2023

- **Implementing Nodal Agency:**

  ITG (Info Tech Corporation of Goa Ltd.

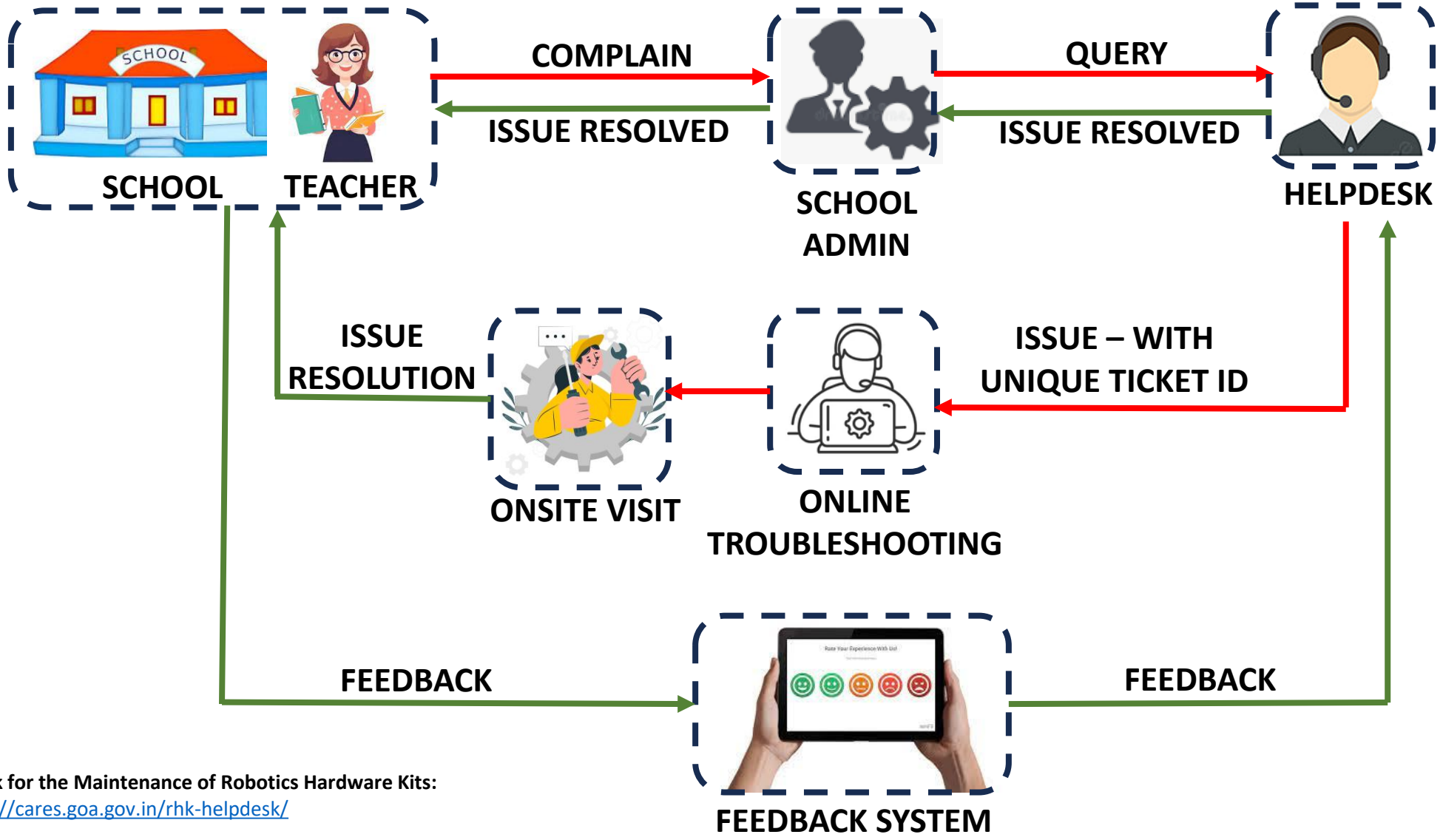
Warranty for Robotics Hardware Kit Components

- **03 years On-site Comprehensive Warranty & Maintenance Support** for the Robotics Hardware Kit – from the Date of Delivery of kits.
  (**Ref.:** Chapter 12**,** Point d, Pg. 46, Tender Document)

- **Technical Support/ Assistance Centers** - available on all Working Days – during the warranty period.
  (**Ref.:** Annexure-II, Point 5, Pg. 85, Tender Document)

- **Response Time to resolve issues** – within **48 hrs**.
  Penalty = **Rs. 500/Device** (Imposed if issue is NOT resolved.)
  (**Ref.:** Chapter 12, Point d, Pg. 50, Tender Document)

Support & Maintenance Scenario for Maintenance of Robotics Hardware Kits



Helpdesk for the Maintenance of Robotics Hardware Kits:
https://cares.goa.gov.in/rhk-helpdesk/

Helpdesk integrated on CARES Portal

- **Helpdesk for the Maintenance of Robotics Hardware Kits:**
  https://cares.goa.gov.in/rhk-helpdesk/

  - **Login ID: School UDISE No.**
  - **Default password:** ***(sent to school email ID by PMU-CARES)****

- **Schools should report the Issues only via HelpDesk.**

- **No other means of communication** – other than HelpDesk **shall be entertained.**

User guide towards ‘Usage of HelpDesk’ for the Maintenance of Robotics Hardware Kit

- ***This user guide consists of ‘5 Sections’ as follows:***

  (a) To Login to HelpDesk via CARES Portal

  (b) To report an Issue via HelpDesk

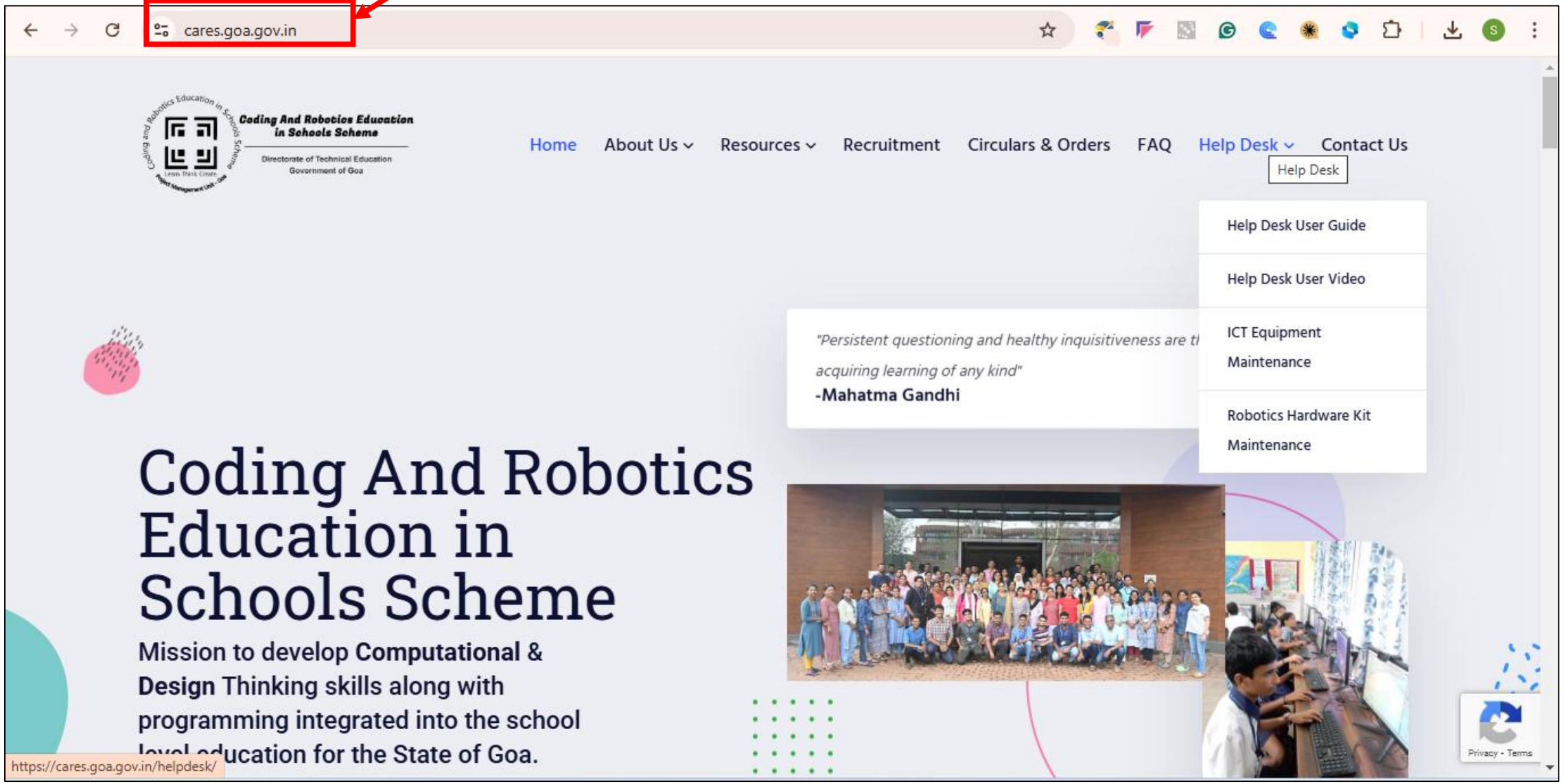
  (c) To Check the Status of the Ticket

  (d) To Reset/ Change the Password

  (e) To Reset Password in case of ‘Forgot password’

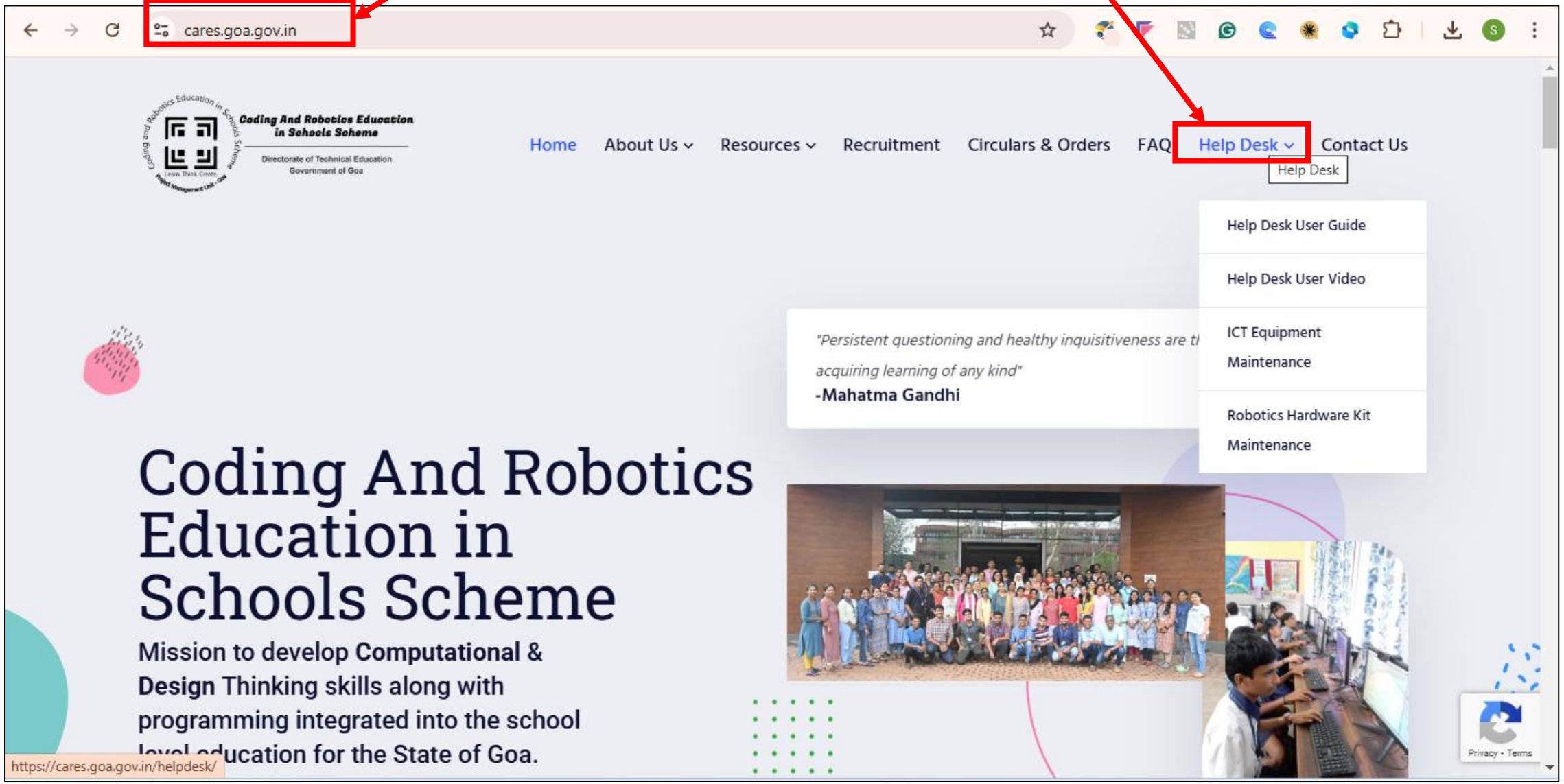
(a) To Login to HelpDesk via CARES Portal

1. Goto CARES Website using URL:
https://www.cares.goa.gov.in



1. Goto CARES Website using URL: https://www.cares.goa.gov.in

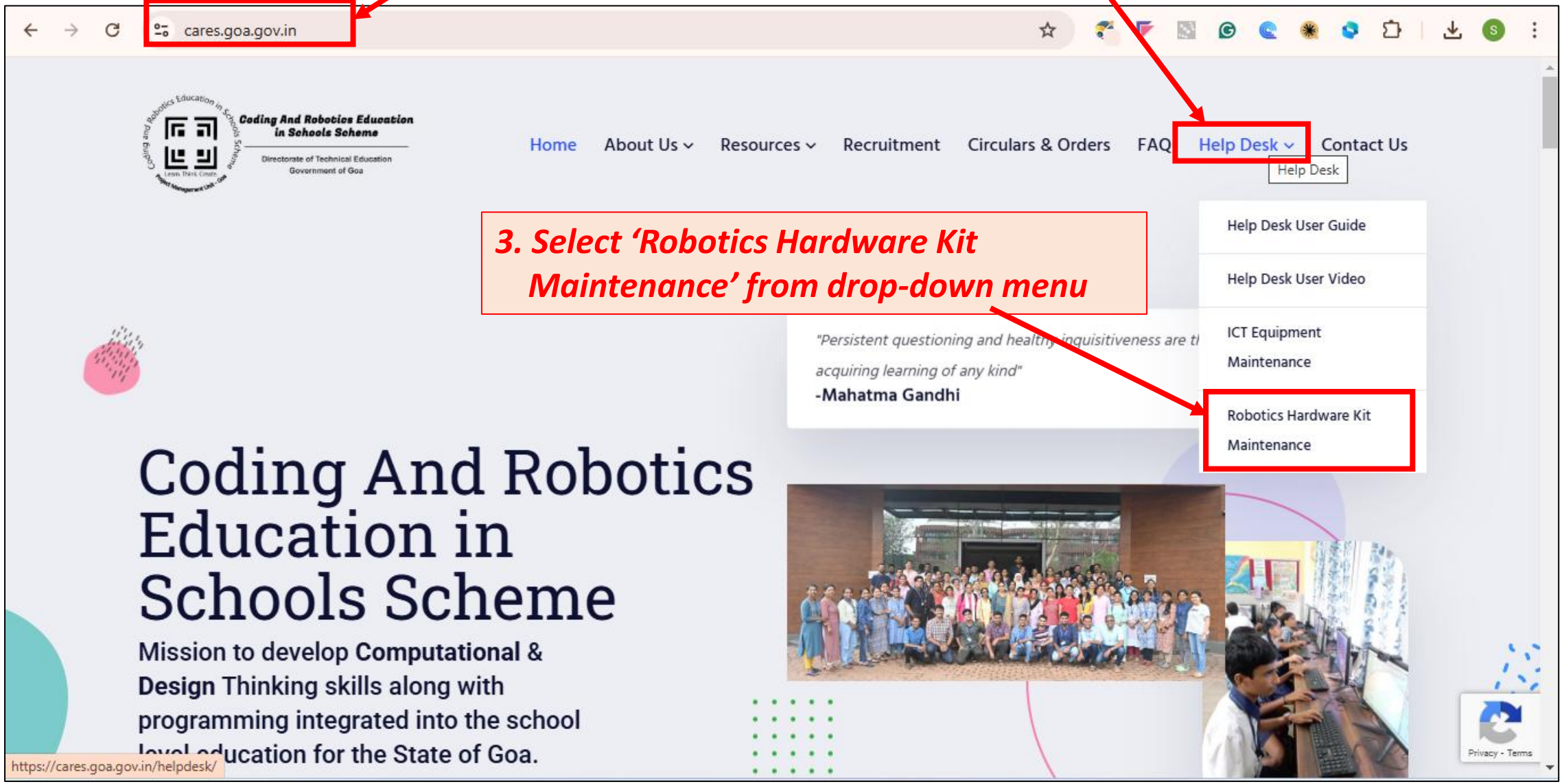
2. Click on 'Help Desk' tab



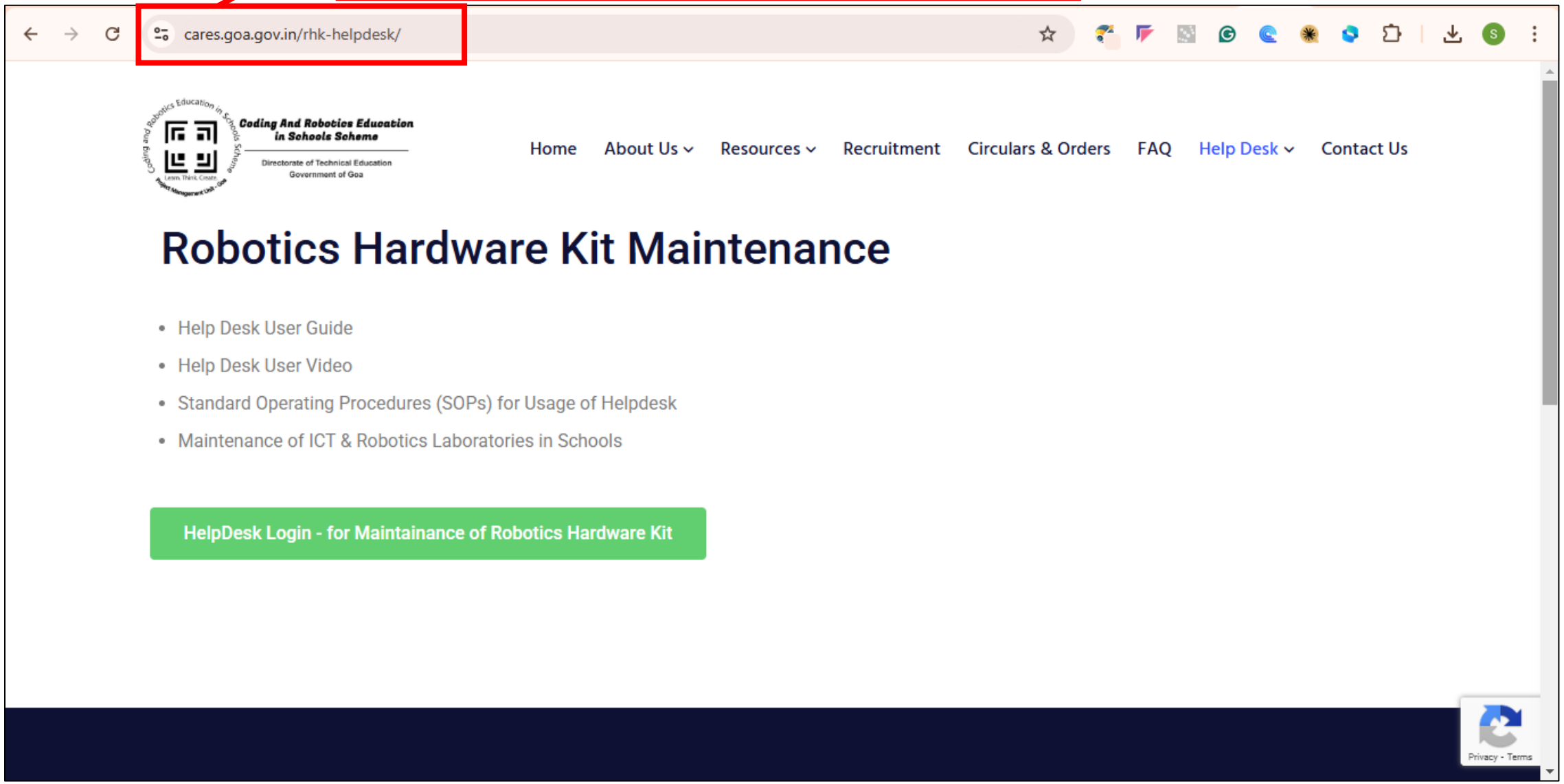
1. Goto CARES Website using URL: https://www.cares.goa.gov.in

2. Click on 'Help Desk' tab

3. Select 'Robotics Hardware Kit Maintenance' from drop-down menu



4. User will be re-directed to following URL: https://cares.goa.gov.in/rhk-helpdesk/



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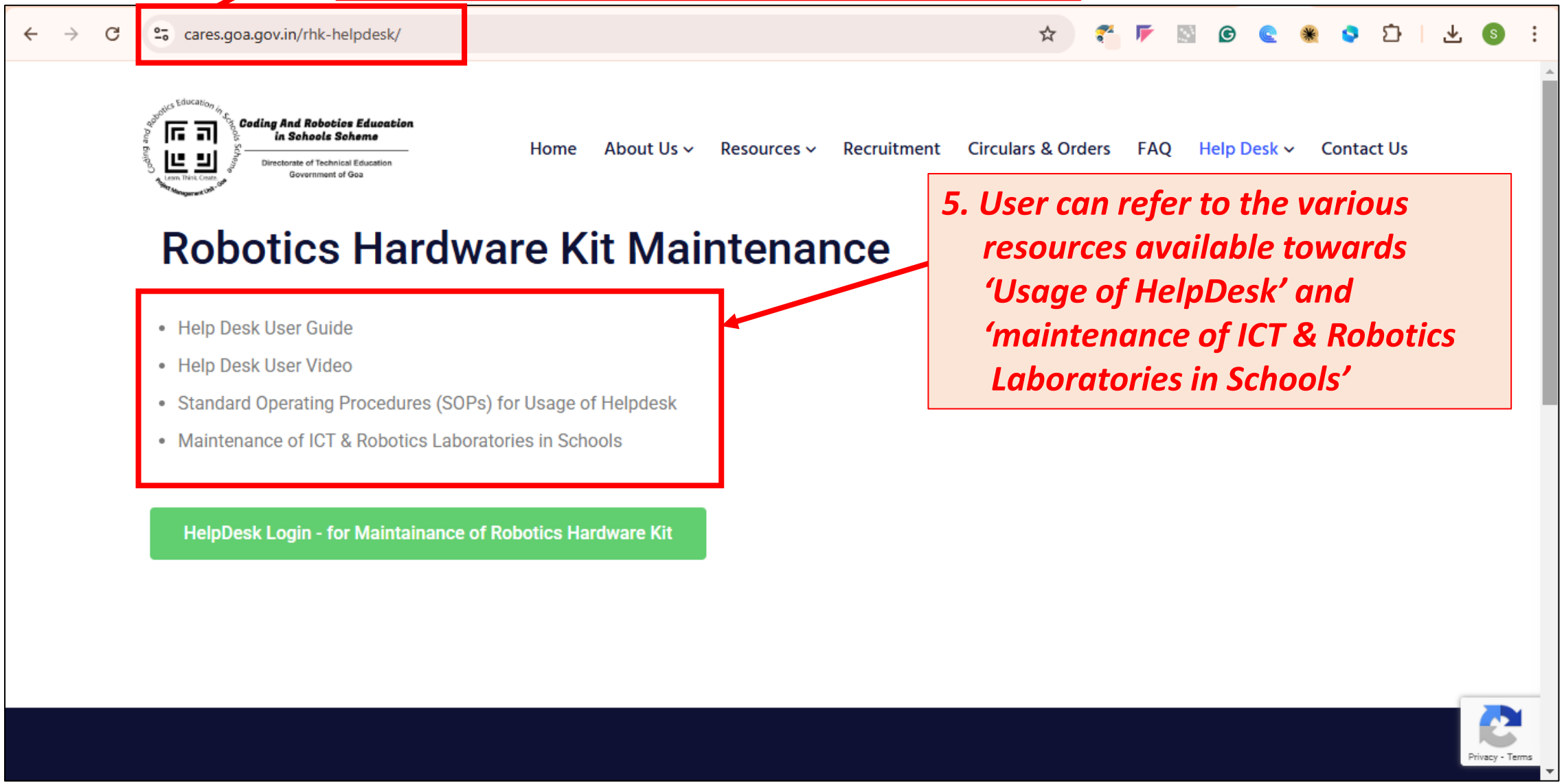
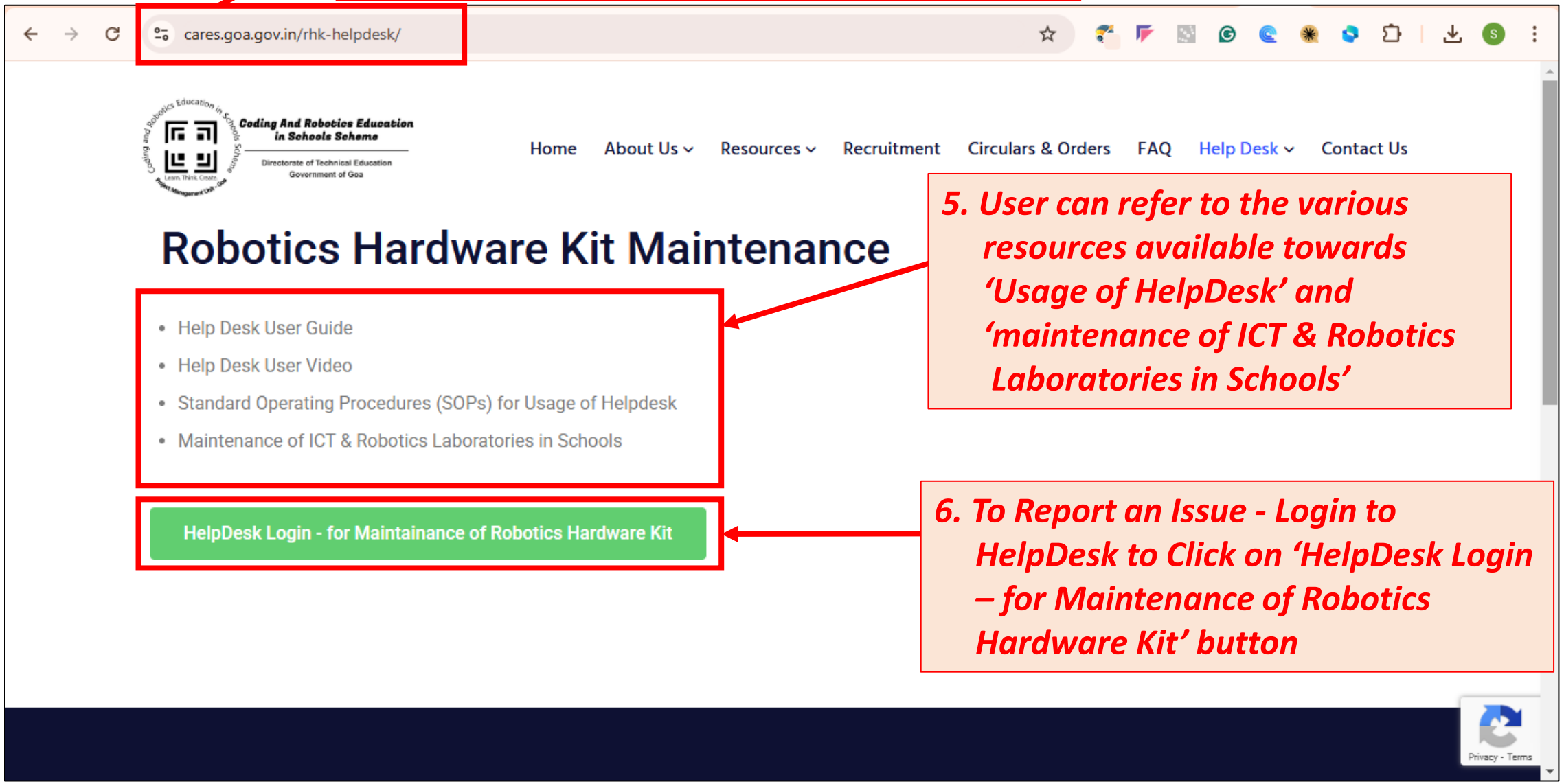


5. User can refer to the various resources available towards 'Usage of HelpDesk' and 'maintenance of ICT & Robotics Laboratories in Schools'

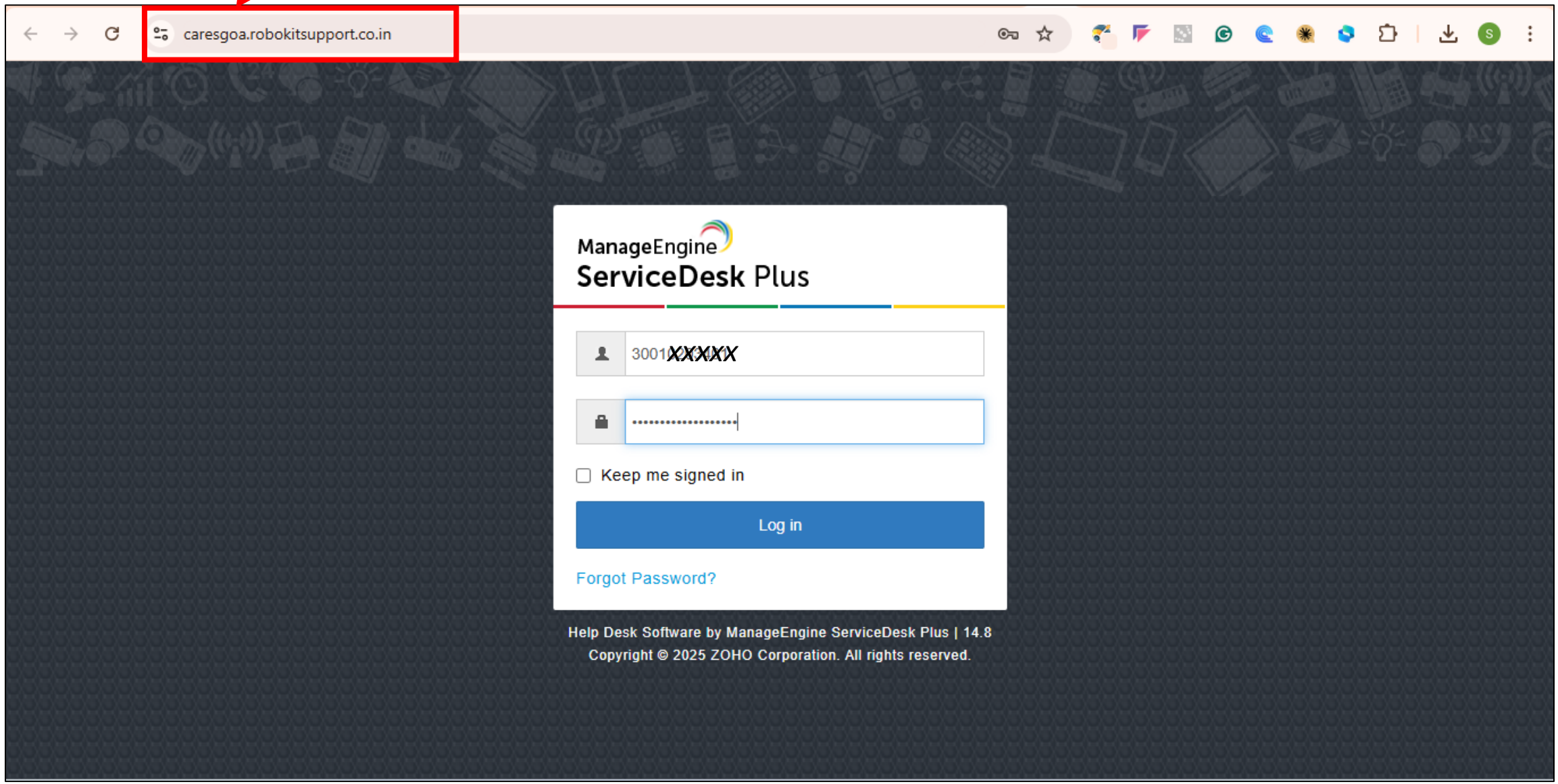
4. User will be re-directed to following URL: https://cares.goa.gov.in/rhk-helpdesk/



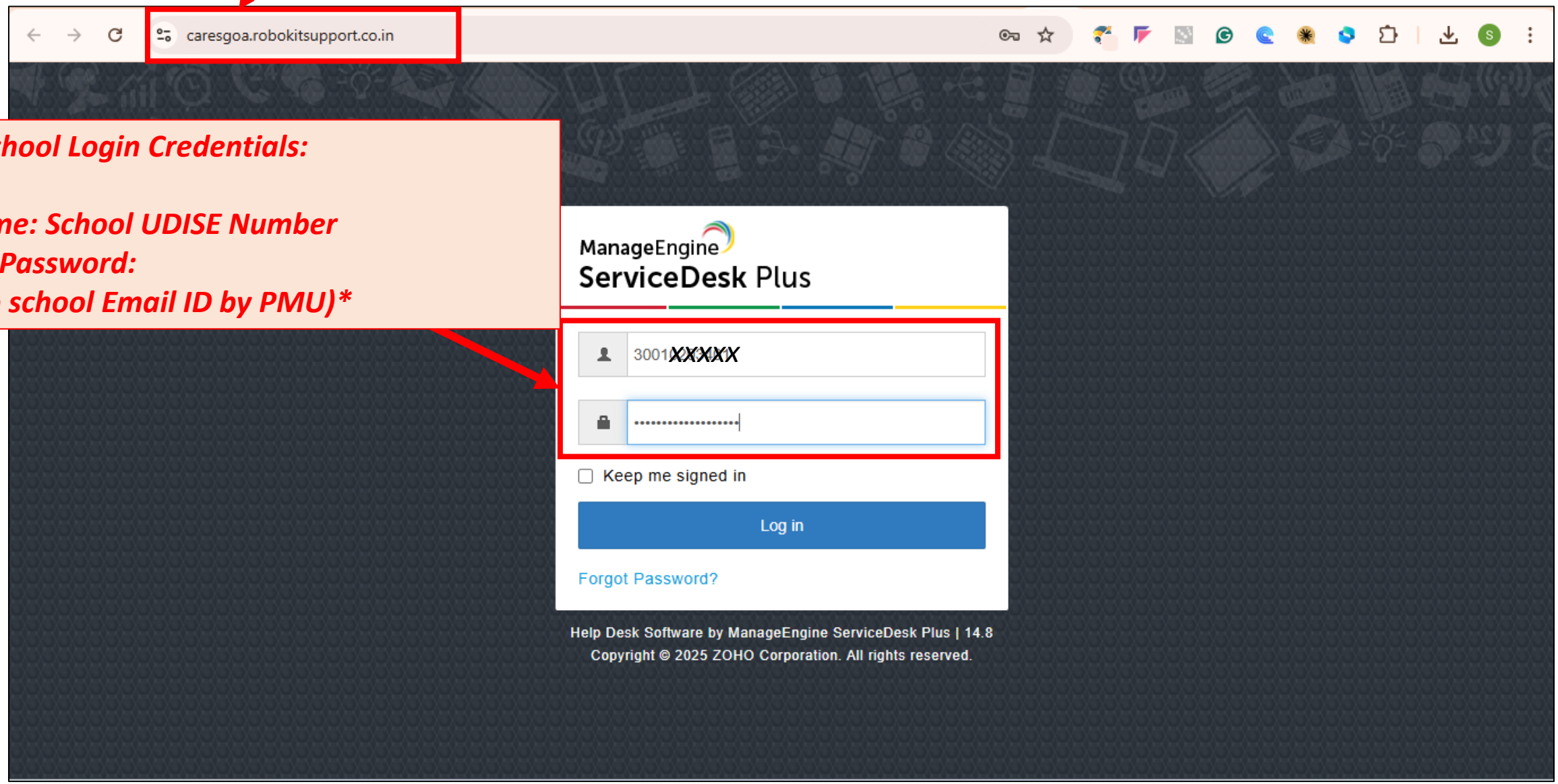
5. User can refer to the various resources available towards 'Usage of HelpDesk' and 'maintenance of ICT & Robotics Laboratories in Schools'

6. To Report an Issue - Login to HelpDesk to Click on 'HelpDesk Login – for Maintenance of Robotics Hardware Kit' button

7. User will be re-directed to 'Login Page'



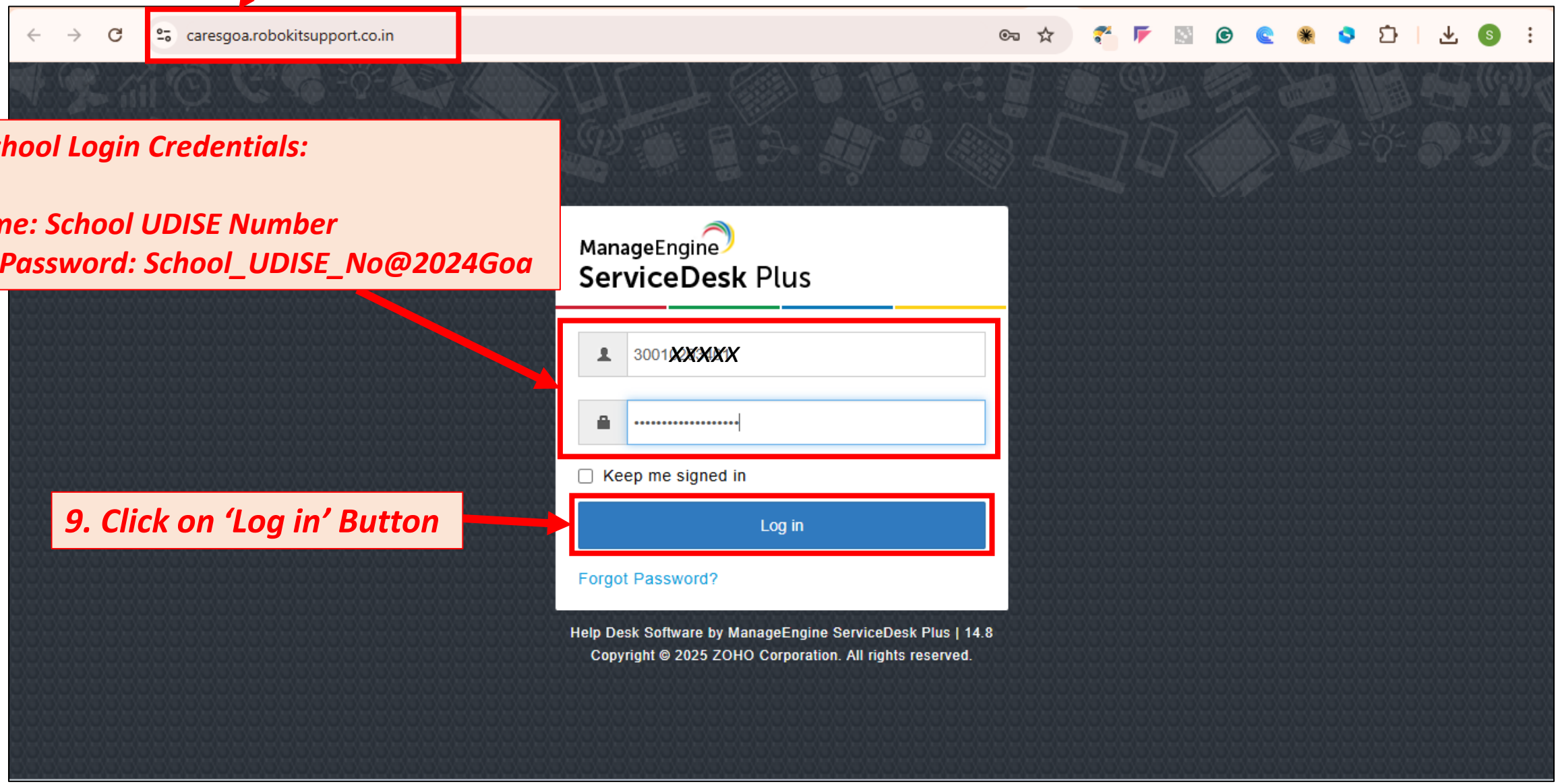
7. User will be re-directed to 'Login Page'



8. Enter School Login Credentials:

Username: School UDISE Number
Default Password:
(sent to school Email ID by PMU)*

7. User will be re-directed to 'Login Page'



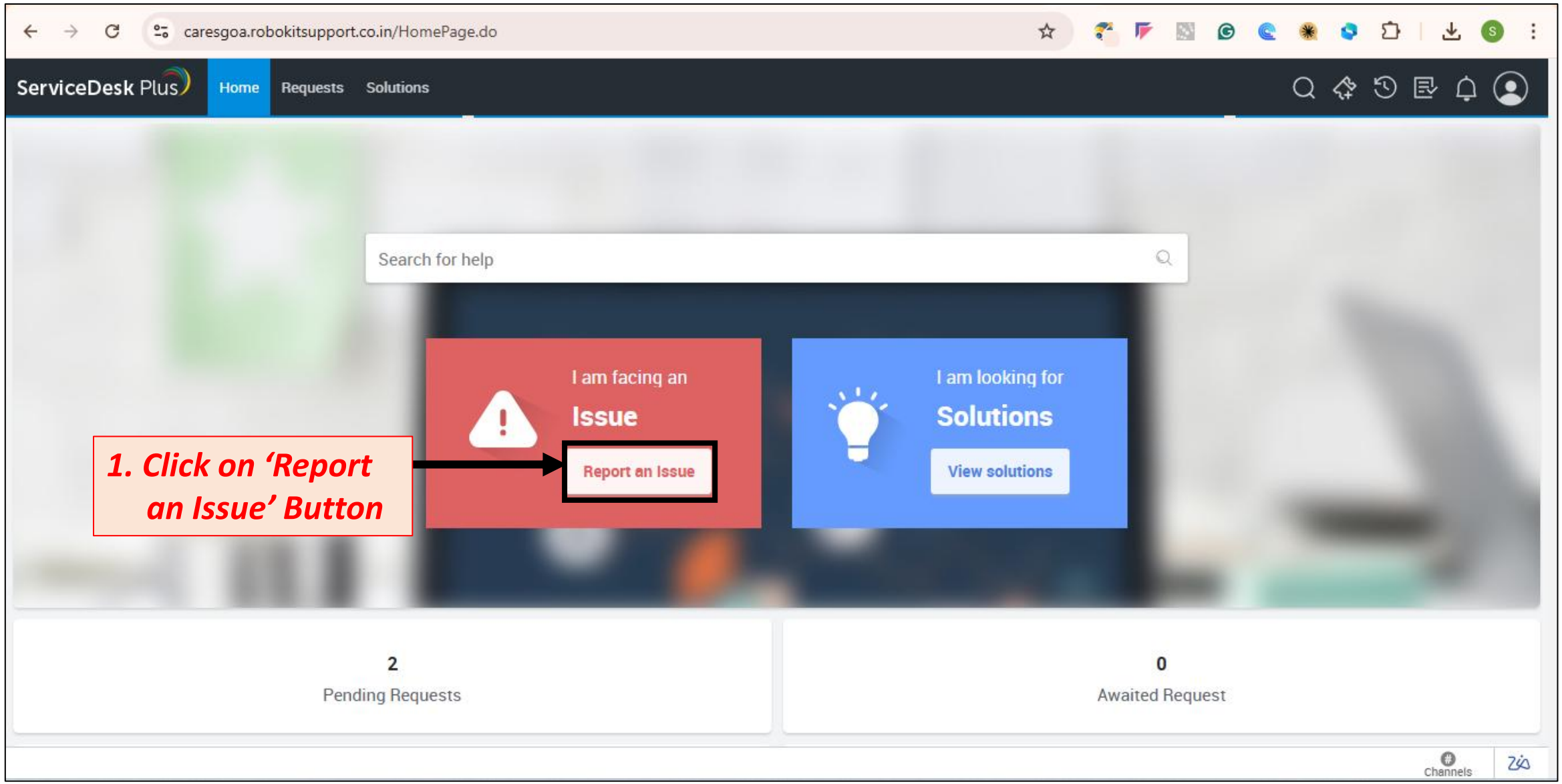
8. Enter School Login Credentials:

Username: School UDISE Number
Default Password: School_UDISE_No@2024Goa

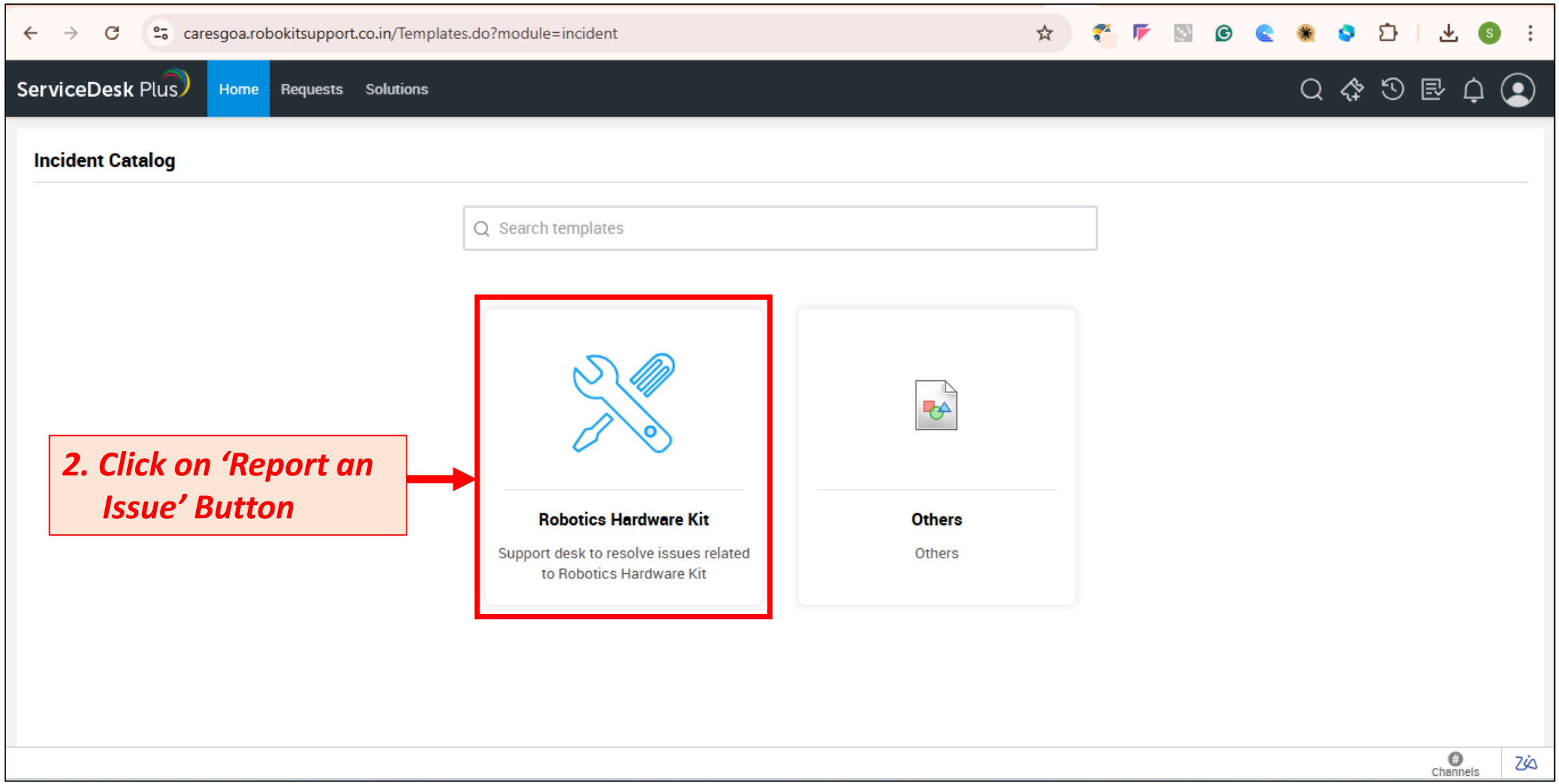
9. Click on 'Log in' Button

(b) To report an Issue via HelpDesk

To report an Issue via Help Desk

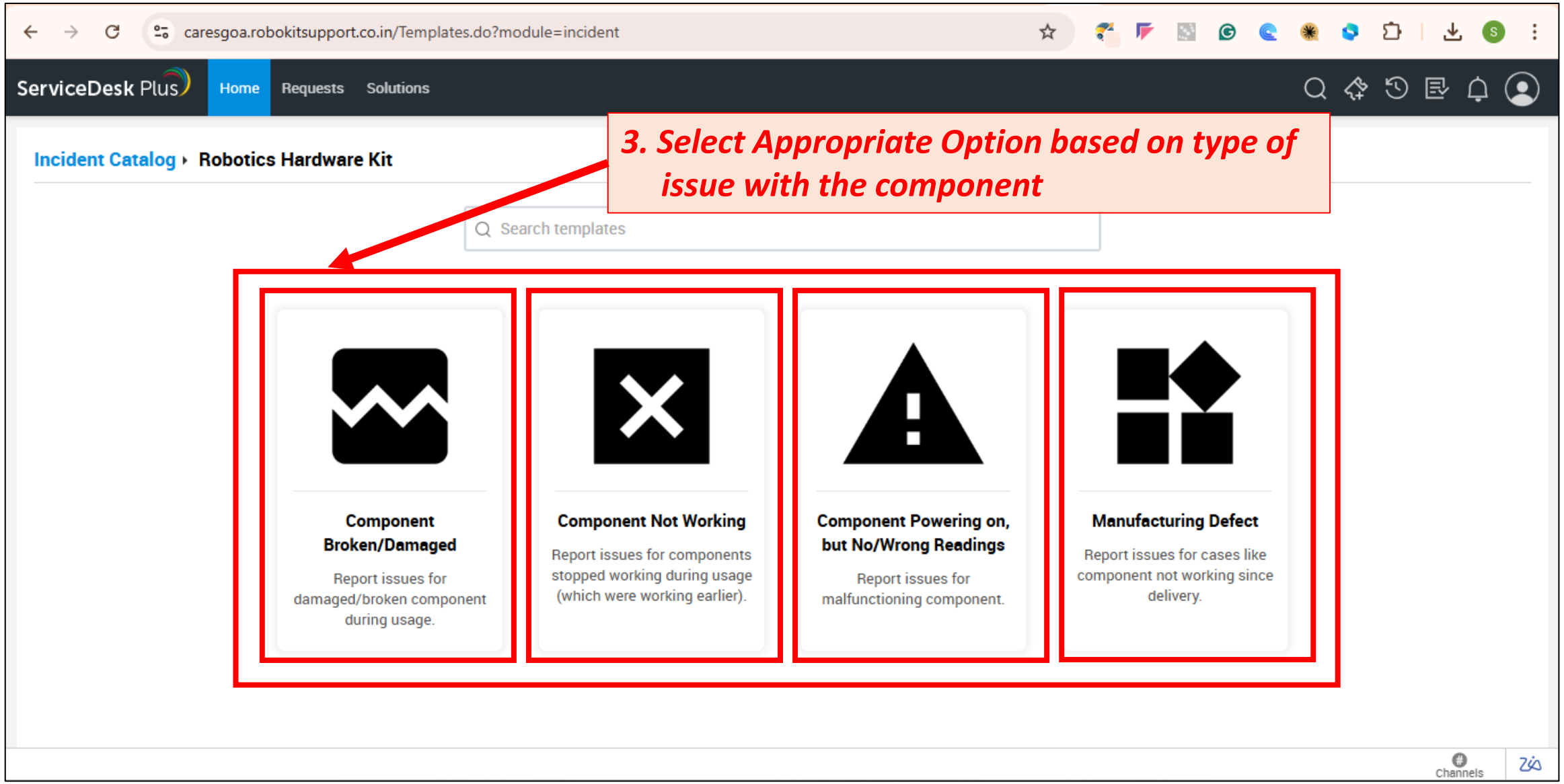


To report an Issue via Help Desk *(cont…)*

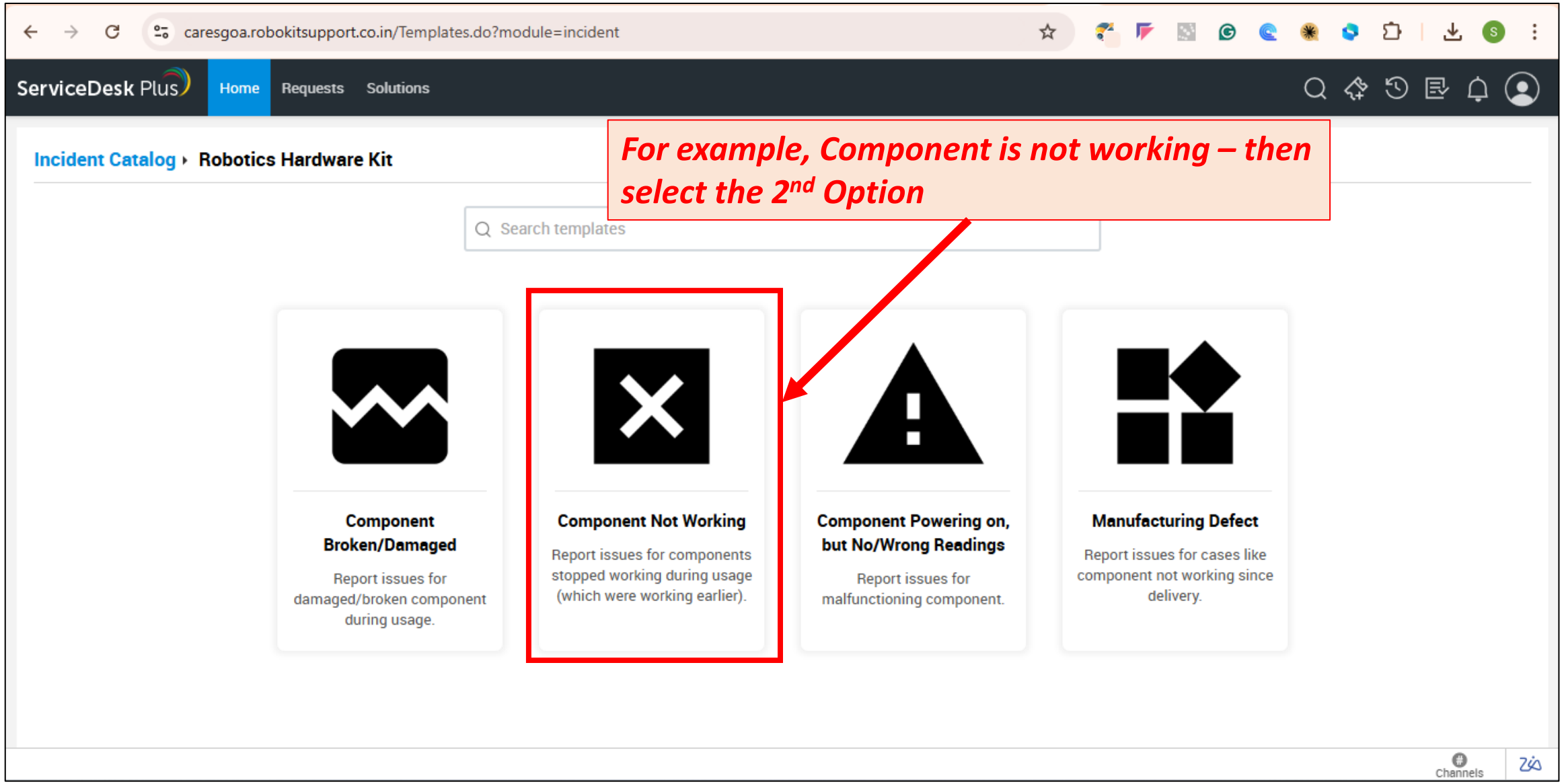


2. Click on 'Report an Issue' Button

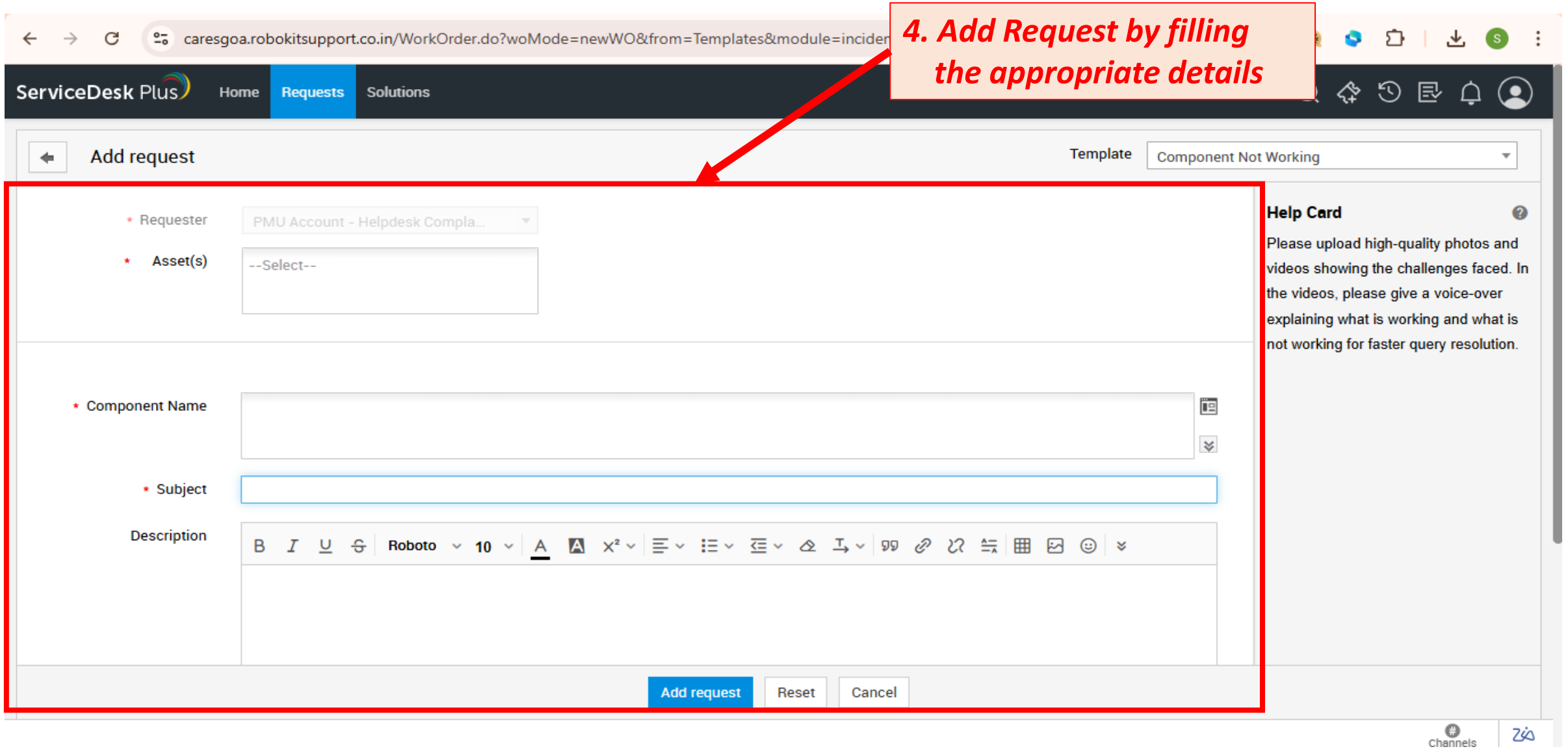
To report an Issue via Help Desk *(cont…)*



To report an Issue via Help Desk *(cont…)*



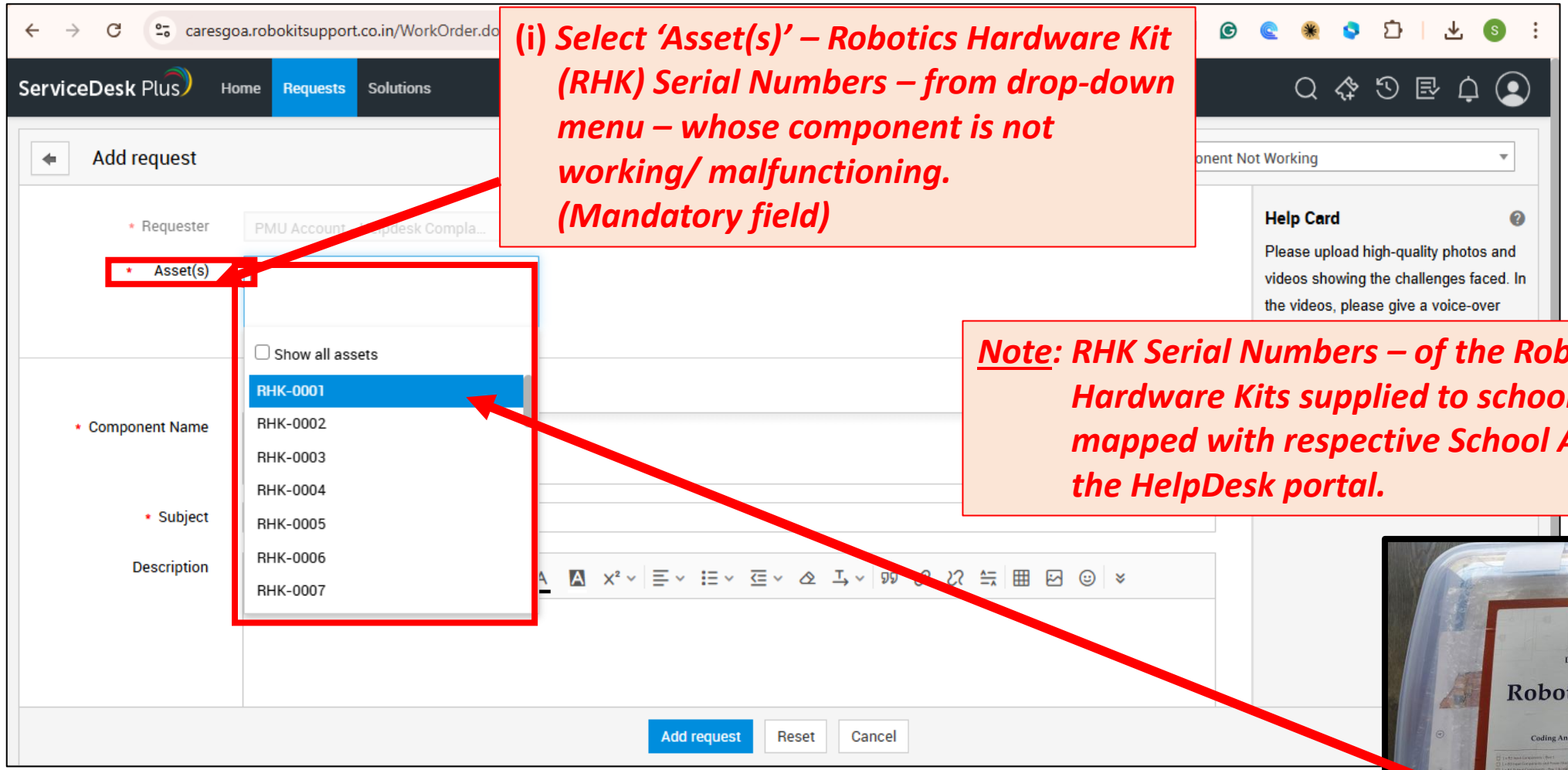
To report an Issue via Help Desk *(cont…)*



To report an Issue via Help Desk *(cont…)*

(i) ***Select 'Asset(s)' – Robotics Hardware Kit (RHK) Serial Numbers – from drop-down menu – whose component is not working/ malfunctioning. (Mandatory field)***

<u>Note</u>: RHK Serial Numbers – of the Robotics Hardware Kits supplied to schools – are mapped with respective School Accounts on the HelpDesk portal.



To report an Issue via Help Desk *(cont…)*

caresgoa.robokitsupport.co.in/WorkOrder.do?woMode=newWO&from=Templates&module=incident&reqTemplate=...

ServiceDesk Plus | Home | Requests | Solutions

Add request

Template: Component Not Working

* Requester: PMU Account - Helpdesk Compla...

* Asset(s): RHK-0001

(ii) *Select 'Component Name' – from drop-down menu –which is not working/ malfunctioning. (Mandatory field)*

* Component Name

* Subject

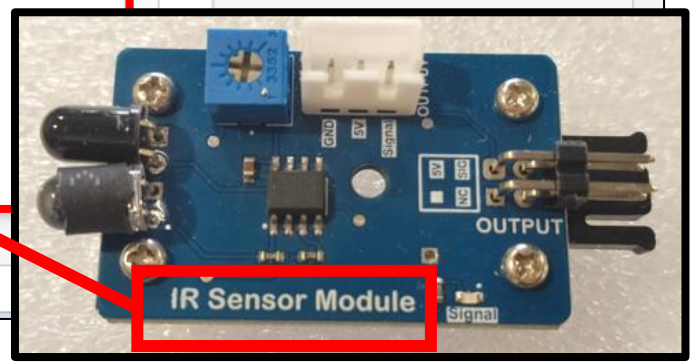
Description

- R3.1 IR Sensor Module
- R3.2 Ultrasonic Sensor Module
- R3.7 Potentiometer Module
- R3.8 Push Button Switch Module
- R3.9 Slide Switch Module
- R3.10 Limit Switch Module
- R3.18 Radar (Motion Sensor) Module

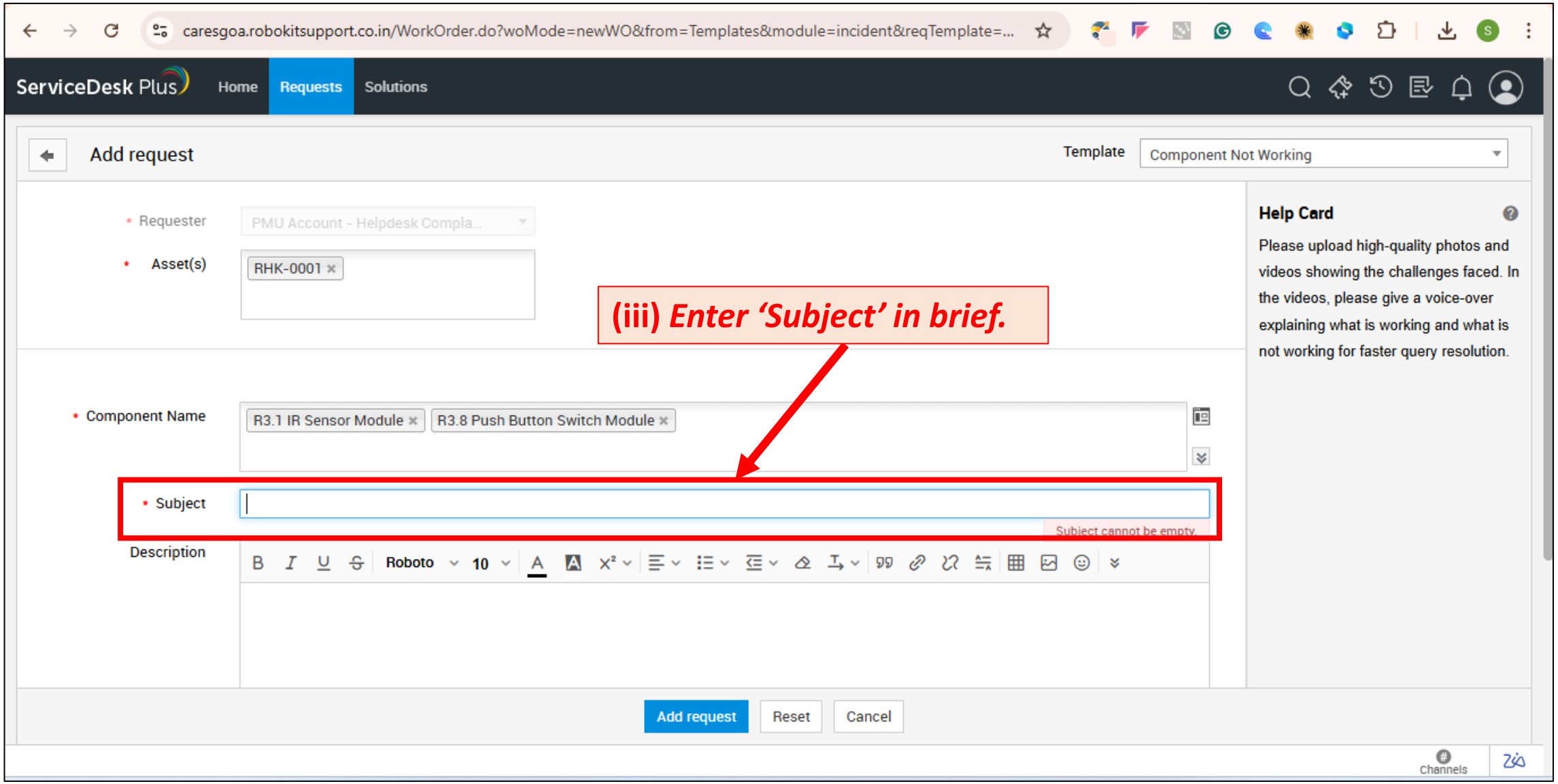
Add request | Reset | Cancel

Help Card

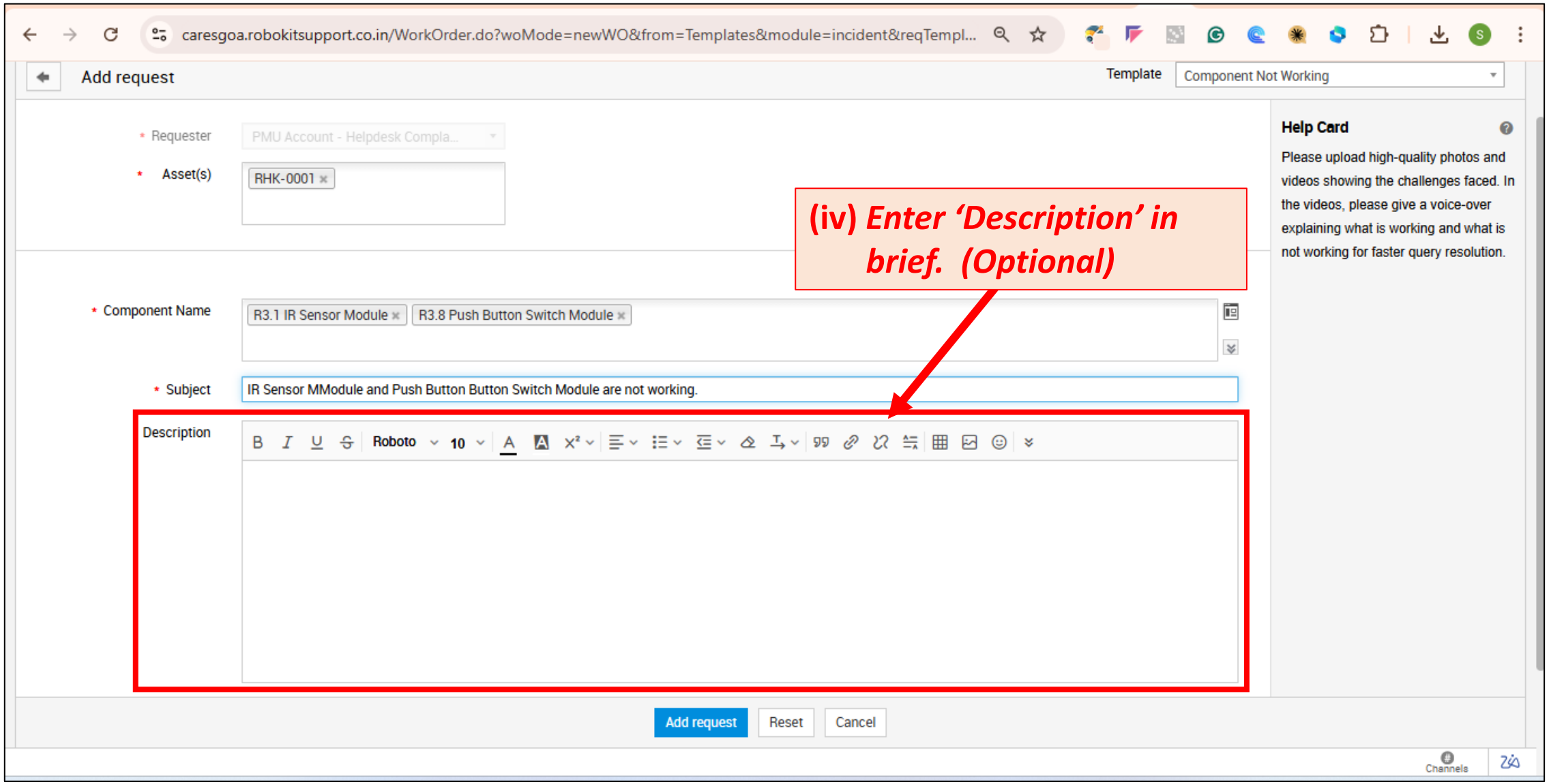
Please upload high-quality photos and videos showing the challenges faced. In the videos, please give a voice-over explaining what is working and what is not working for faster query resolution.



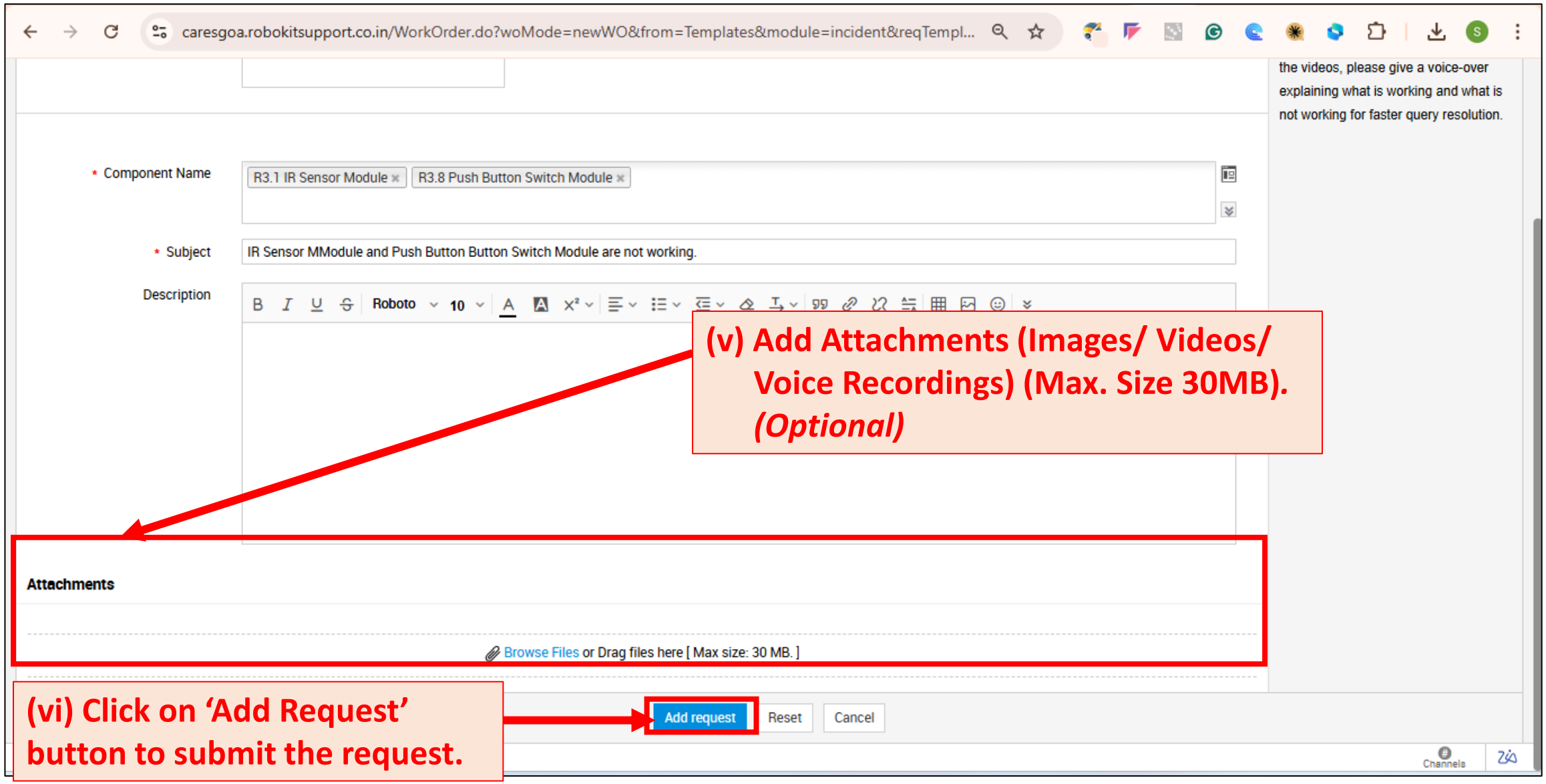
To report an Issue via Help Desk *(cont…)*



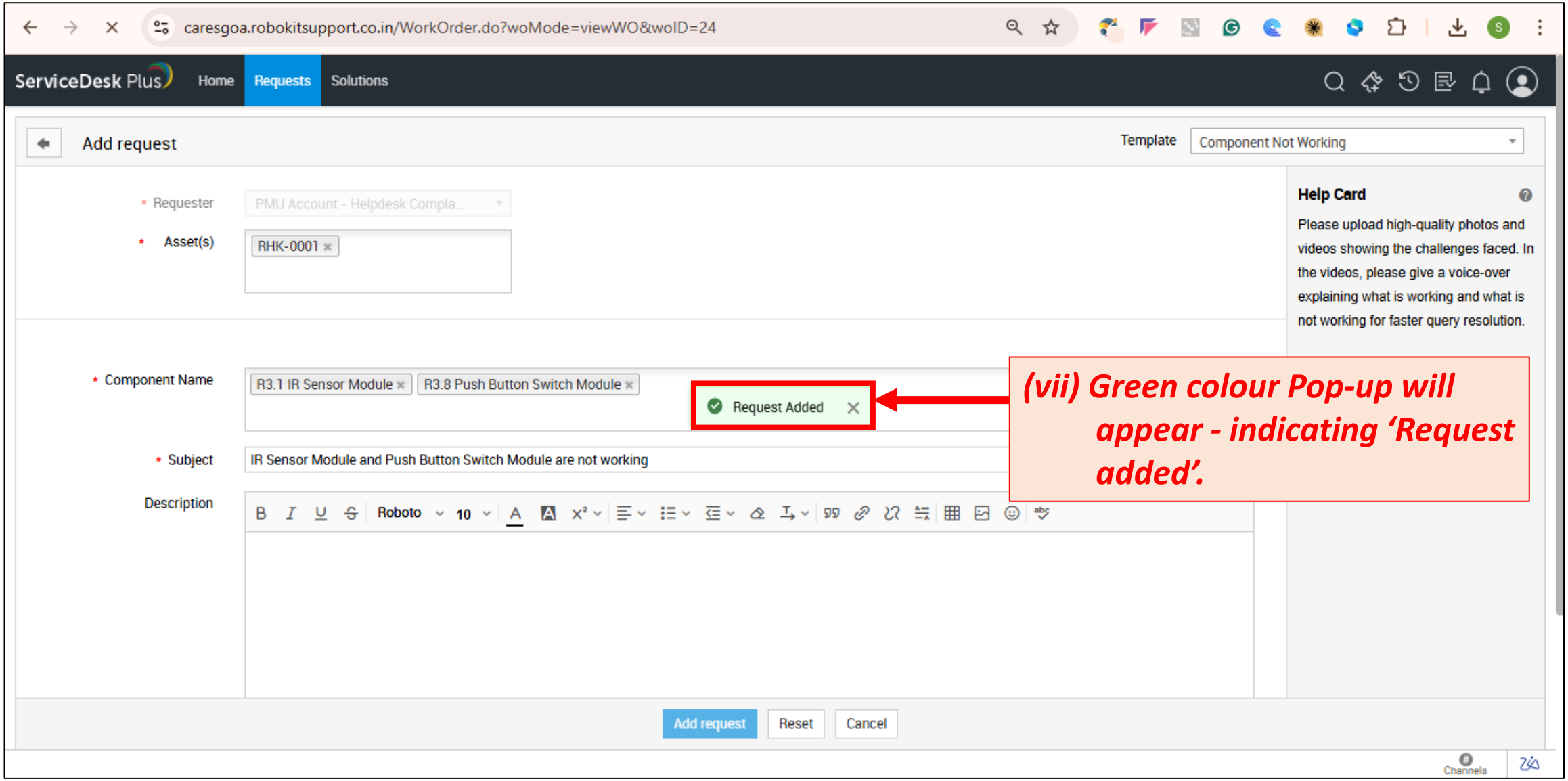
To report an Issue via Help Desk *(cont…)*



To report an Issue via Help Desk *(cont…)*



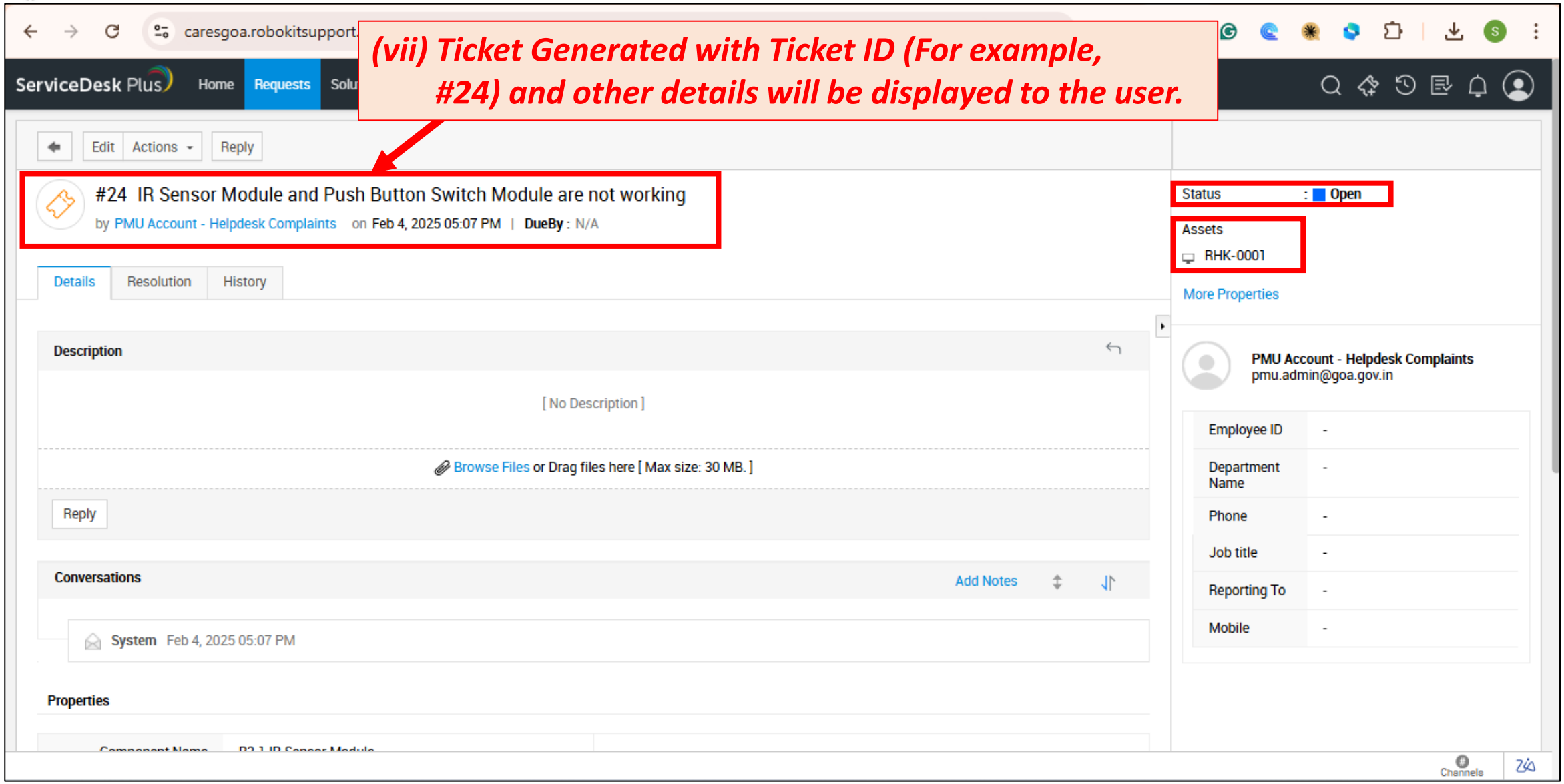
To report an Issue via Help Desk *(cont…)*



(vii) Green colour Pop-up will appear - indicating 'Request added'.

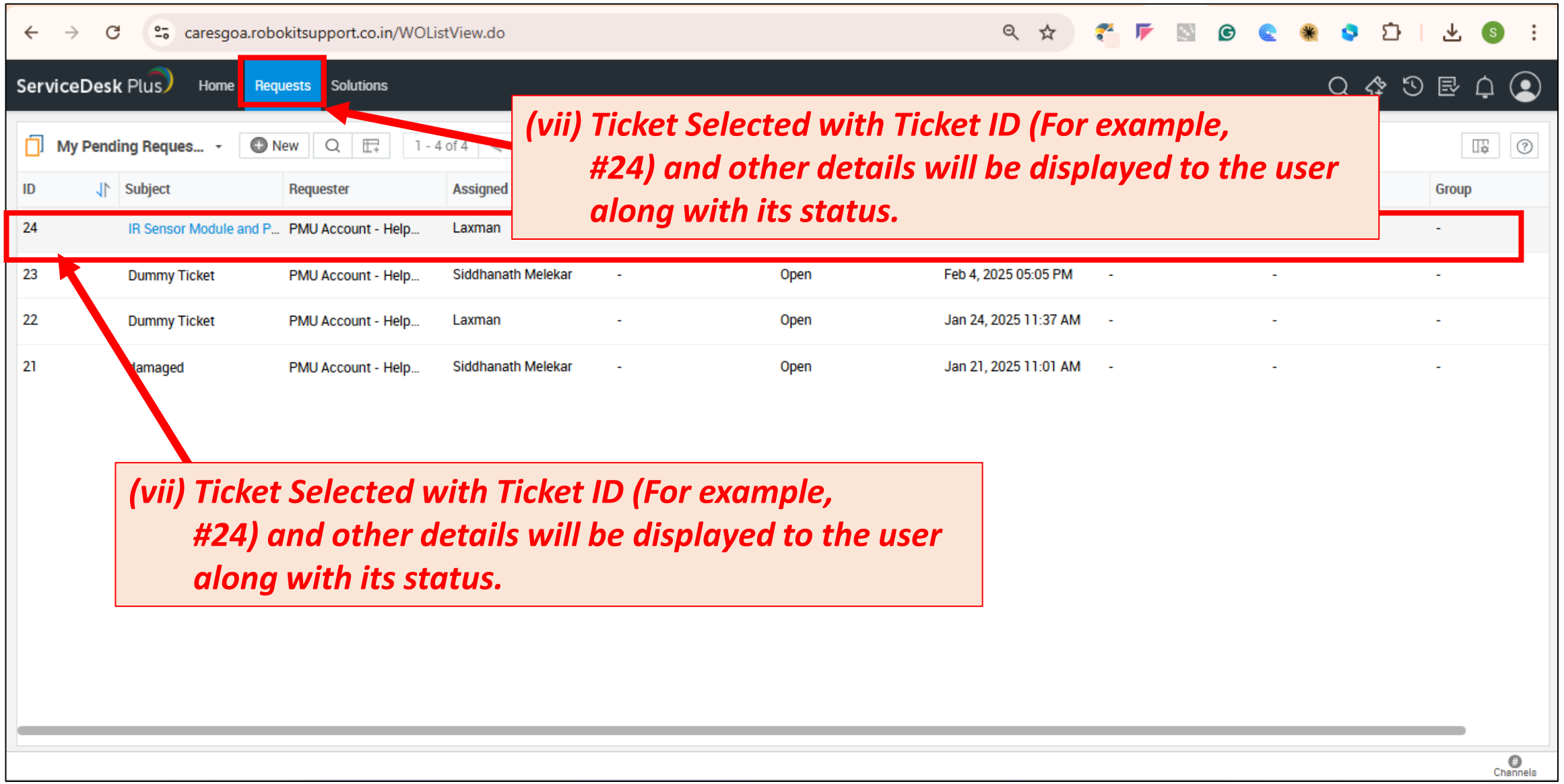
To report an Issue via Help Desk *(cont…)*

(vii) Ticket Generated with Ticket ID (For example, #24) and other details will be displayed to the user.

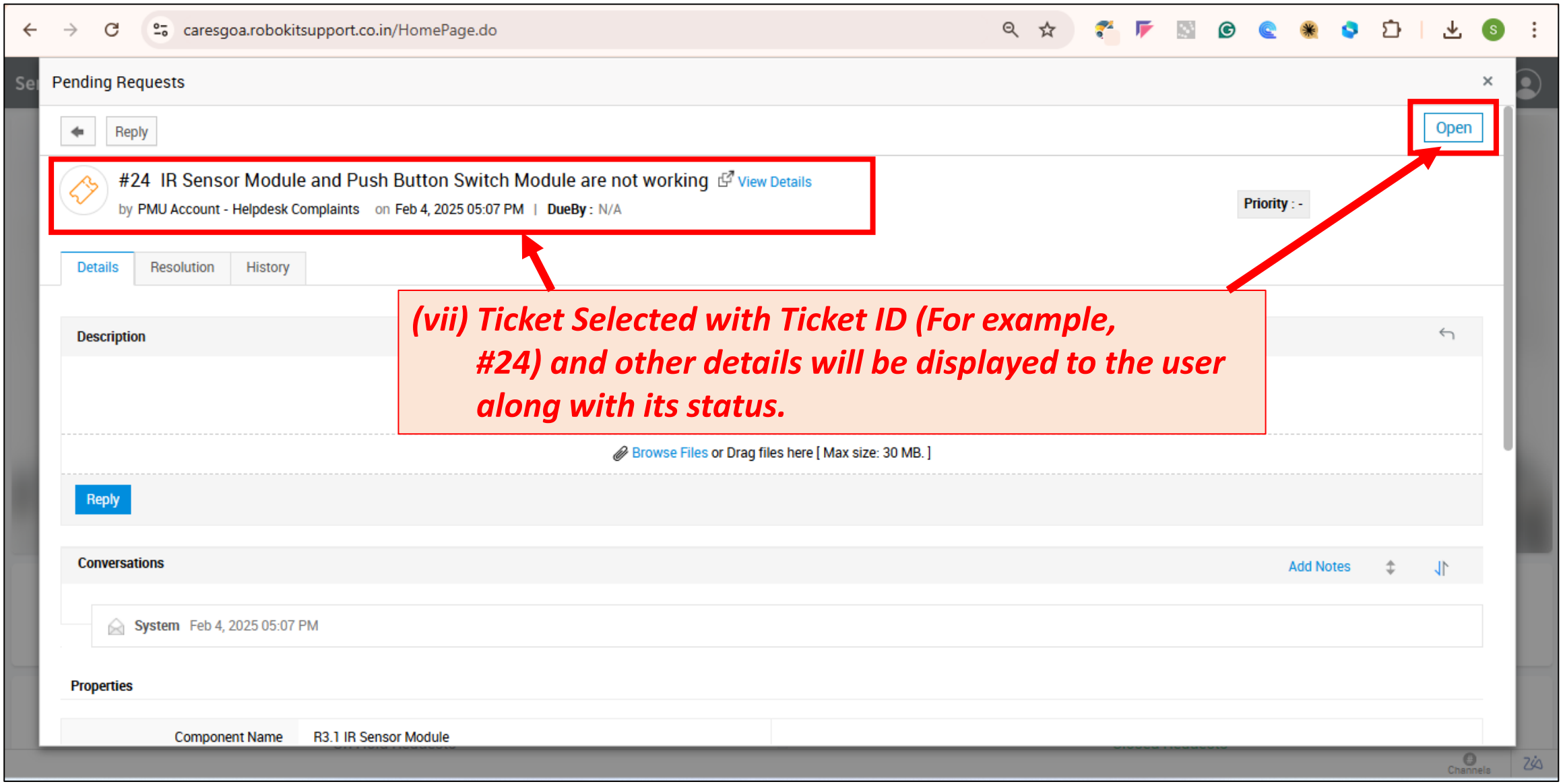


(c) To Check the Status of the Ticket

(c) Check the Status of the Ticket



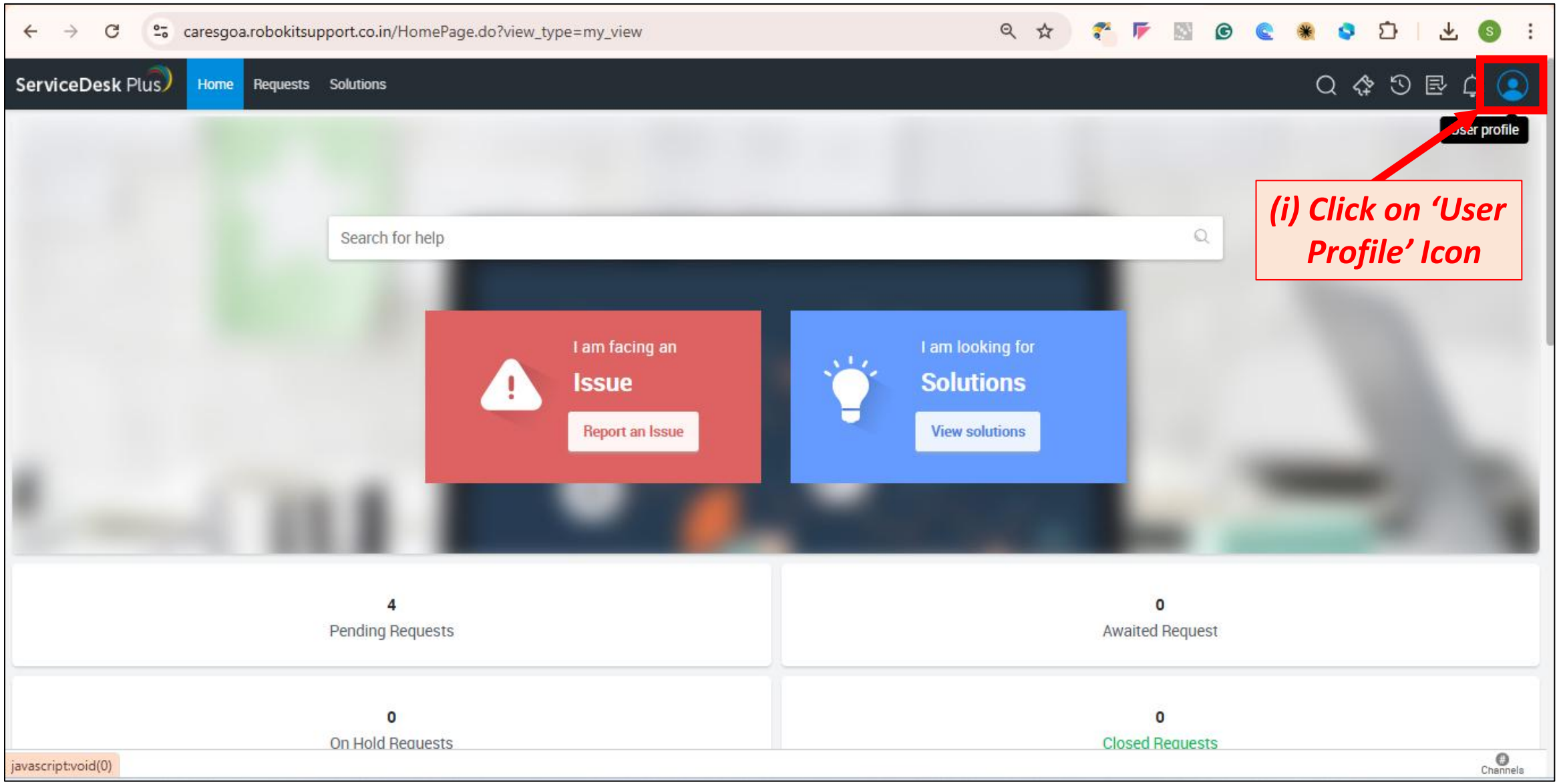
(c) Check the Status of the Ticket *(cont…)*



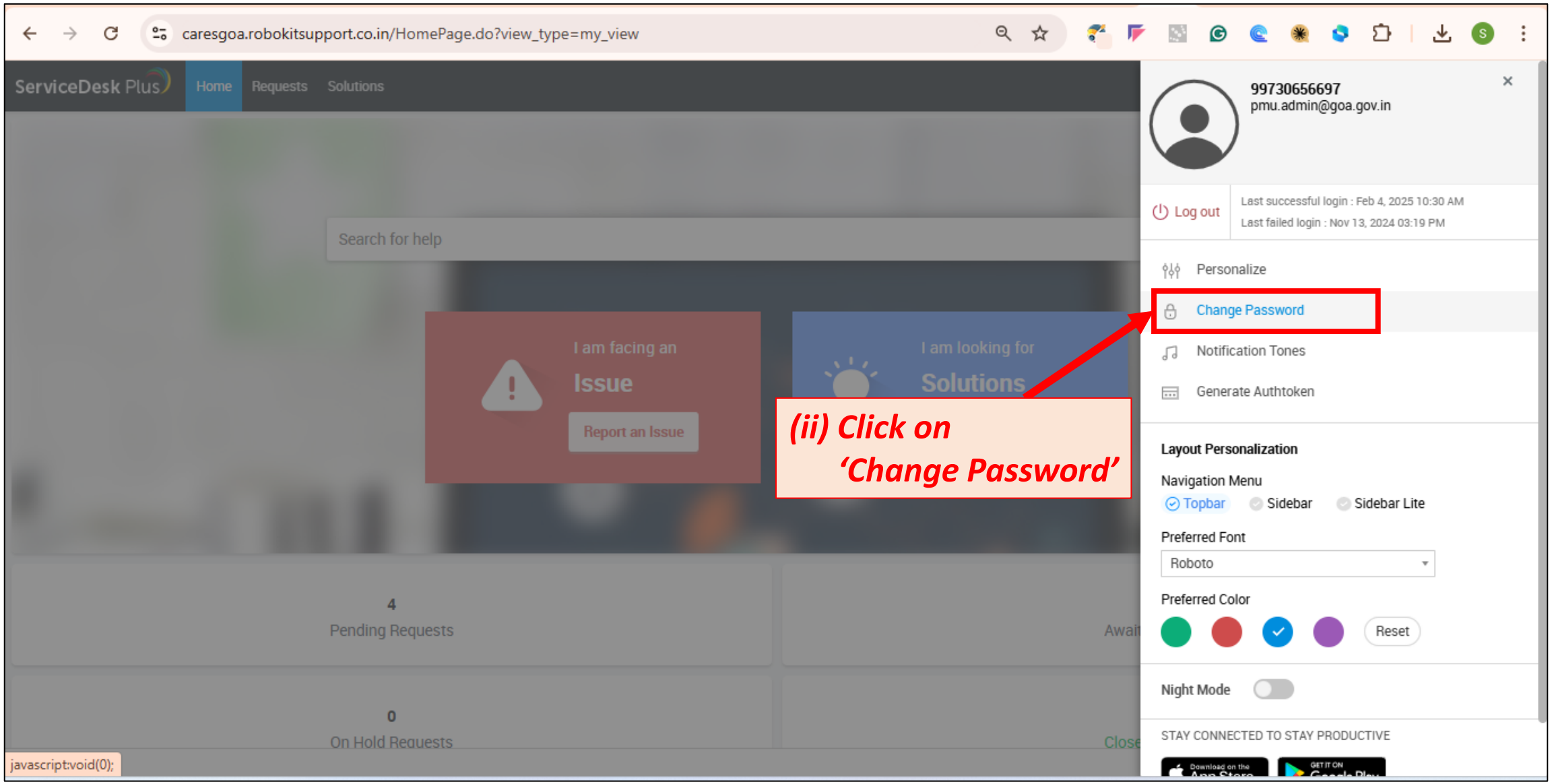
(d) To Reset/ Change the Password

*** **Provision for school admin to change the default password.**

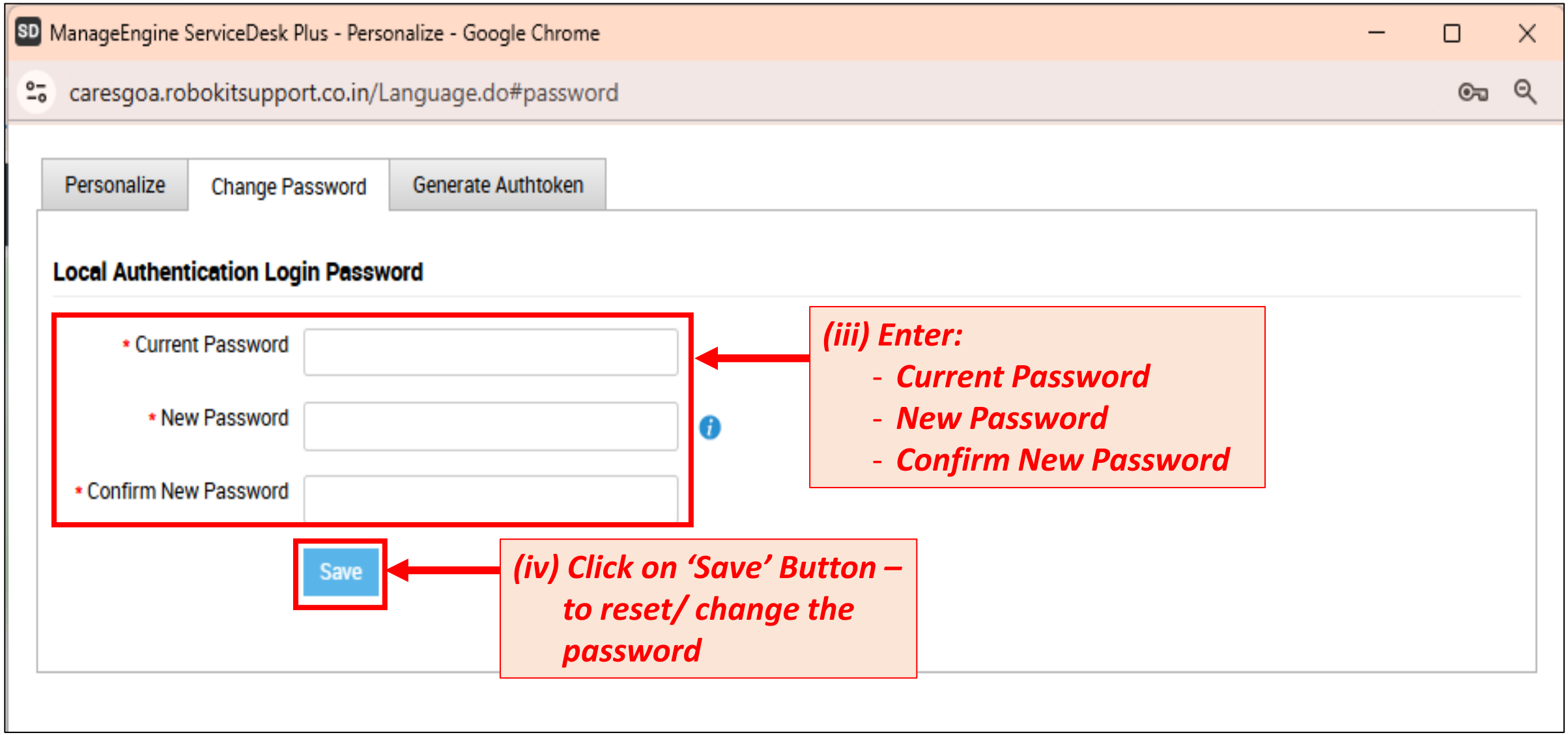
(d) To reset/ change the password



(d) To reset/ change the password (cont…)



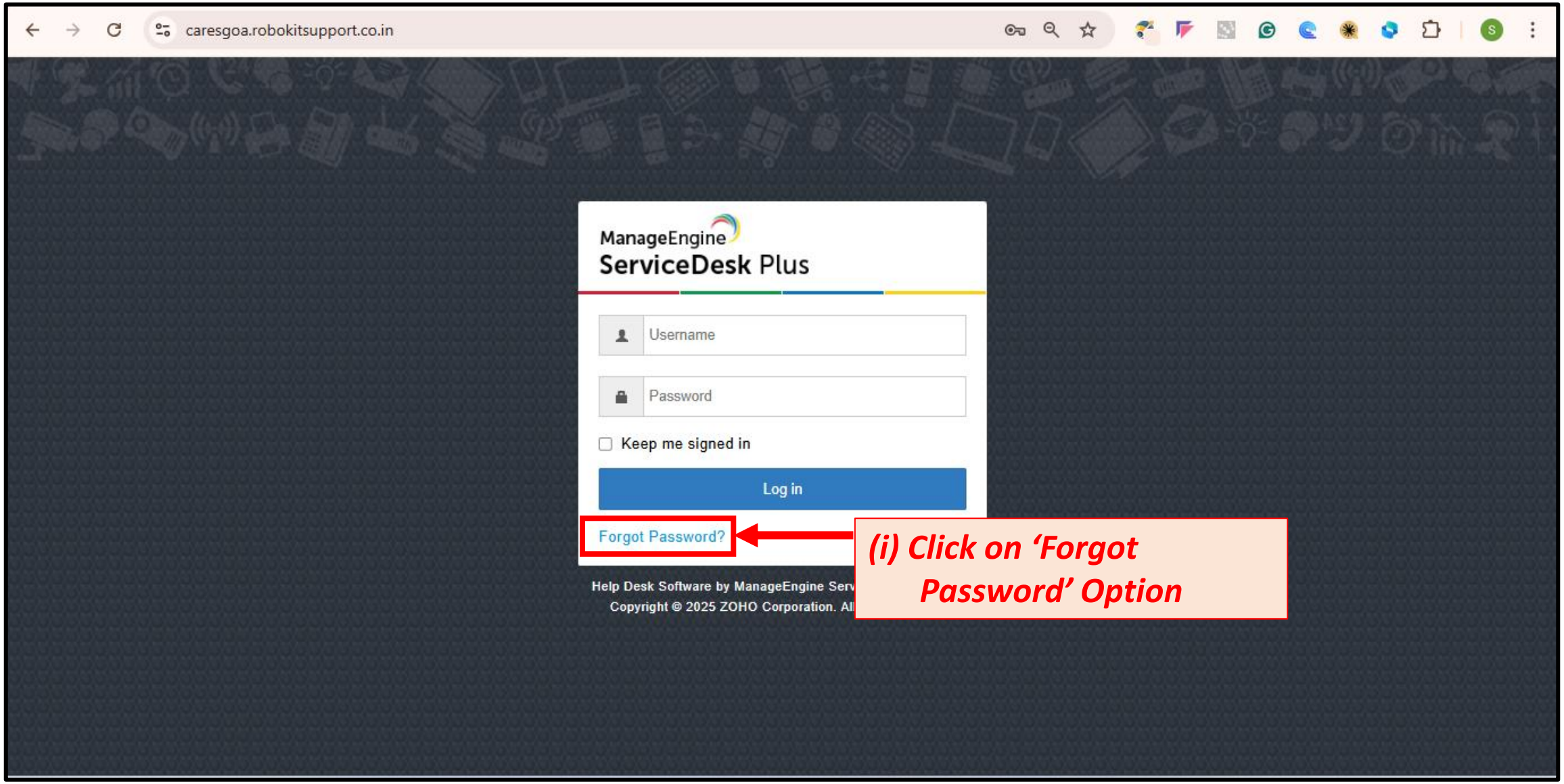
(d) To reset/ change the password (cont…)



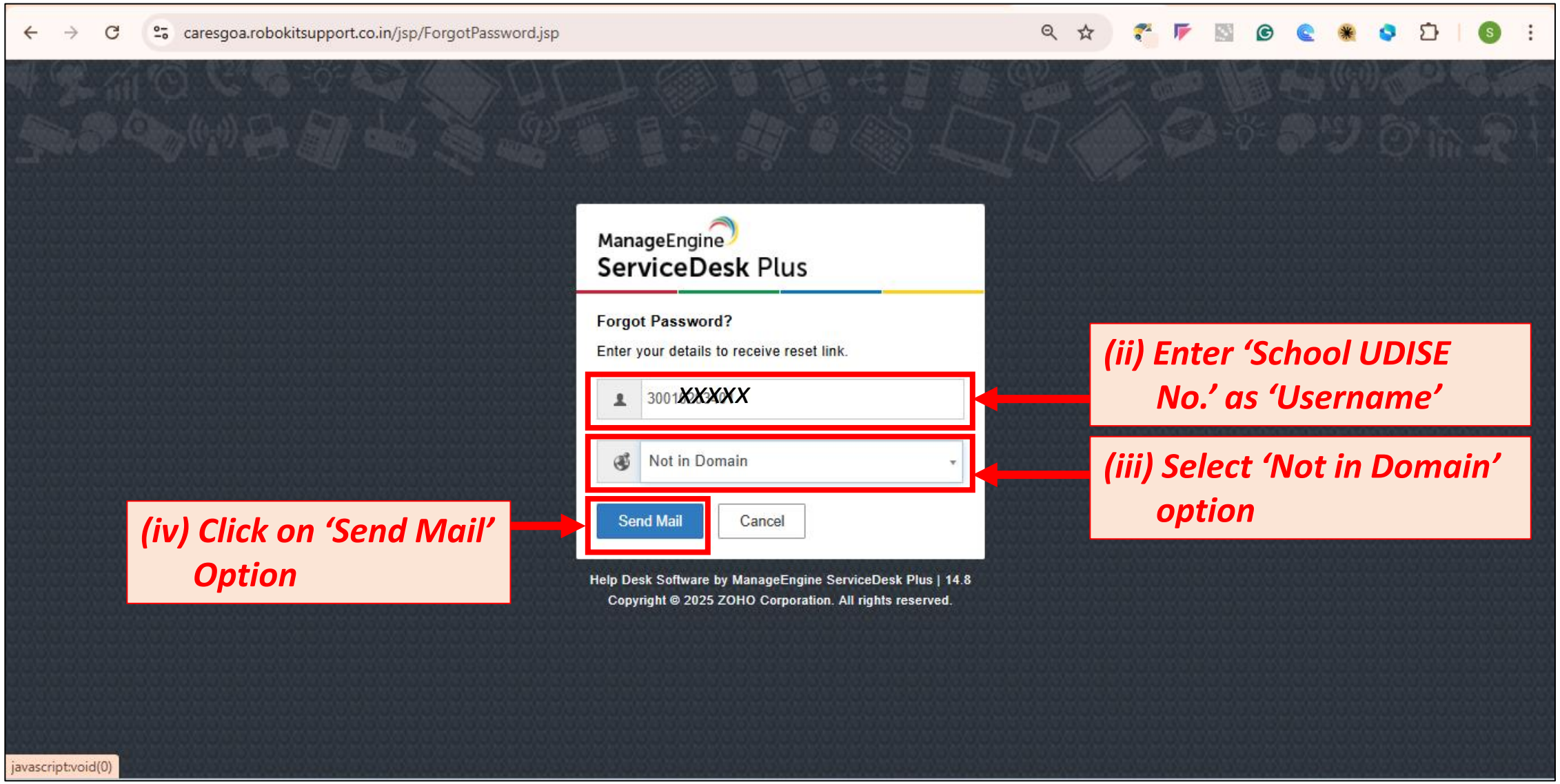
(e) Forgot password ?

*** In case of Forgot password, the password reset link will be sent ONLY to registered school email ID.

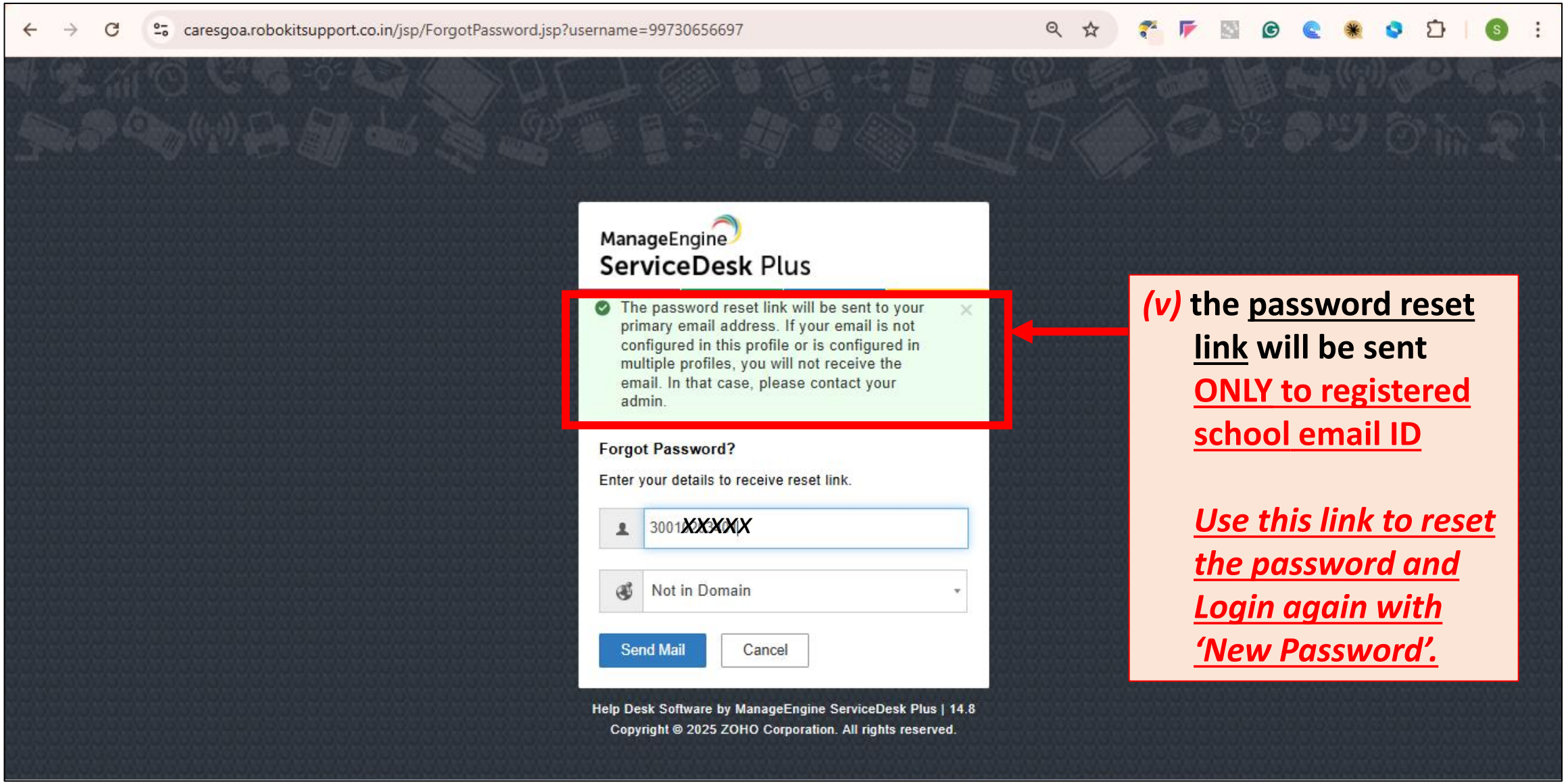
(e) Forgot password ?



(e) Forgot password ? *(cont…)*



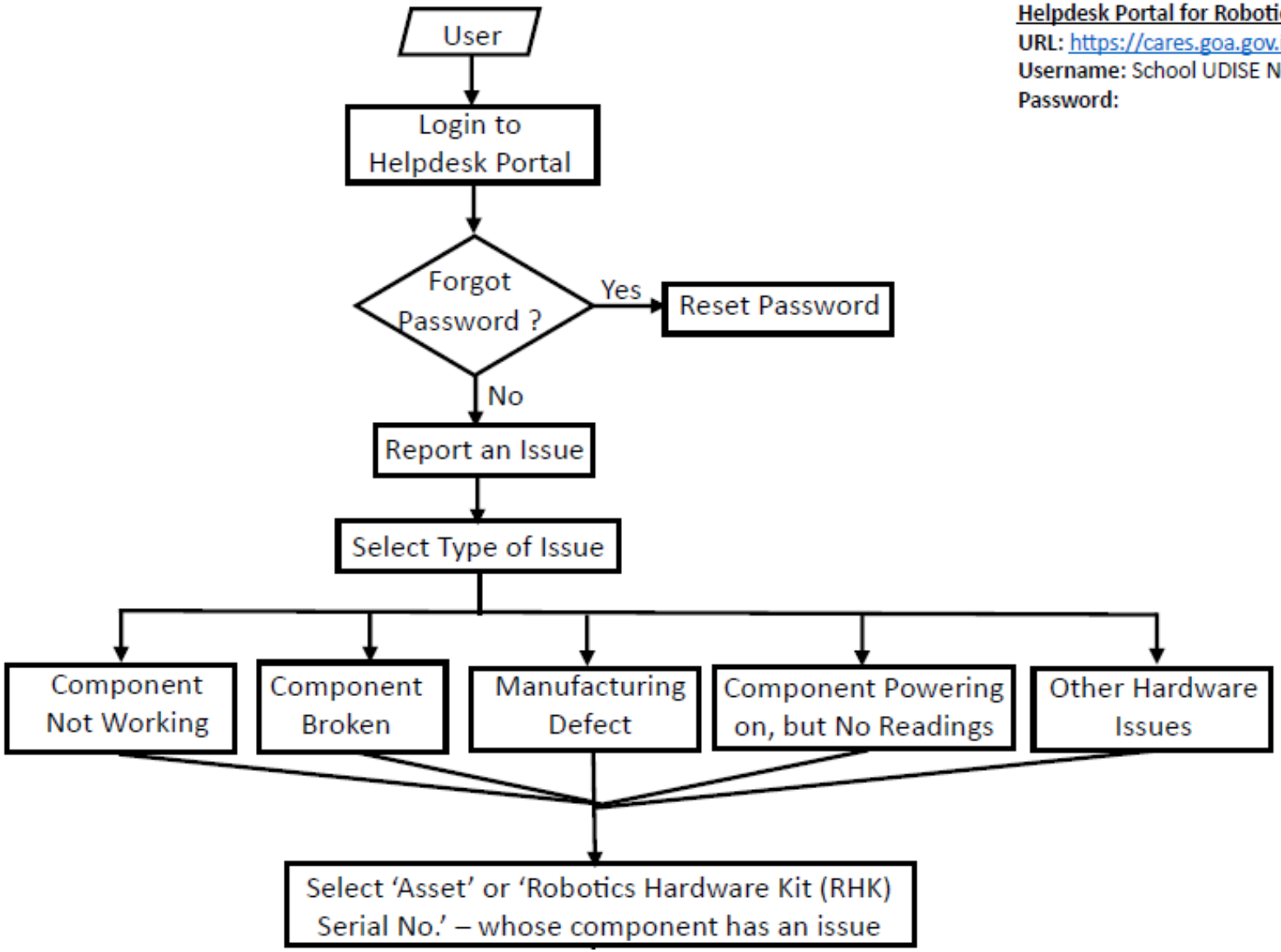
(e) Forgot password ? *(cont…)*



(v) **the <u>password reset link</u> will be sent <u>ONLY to registered school email ID</u>**

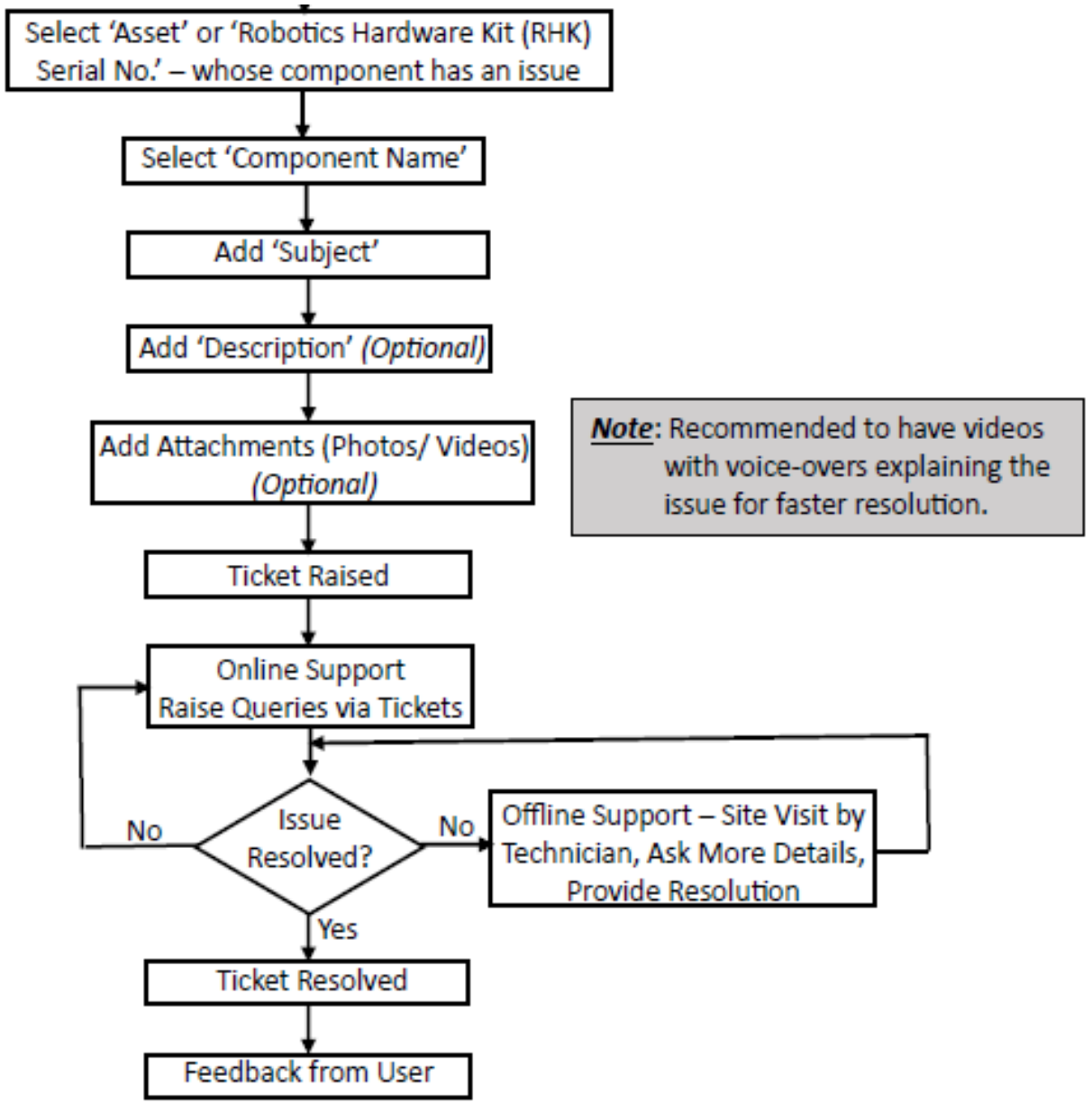
<u>Use this link to reset the password and Login again with 'New Password'.</u>

Support and Maintenance Scenario



Helpdesk Portal for Robotics Hardware Kit
URL: https://cares.goa.gov.in/rhk-helpdesk/
Username: School UDISE No.
Password:

Support and Maintenance Scenario



Note: Recommended to have videos with voice-overs explaining the issue for faster resolution.

Contact Us:

Main Office:

Project Management Unit (PMU),
Directorate of Technical Education,
Alto-Porvorim, Bardez, Goa, 403521

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cares-admin@goa.gov.in

Contact No.:
+91 97306 56697

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Thank You