



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.)





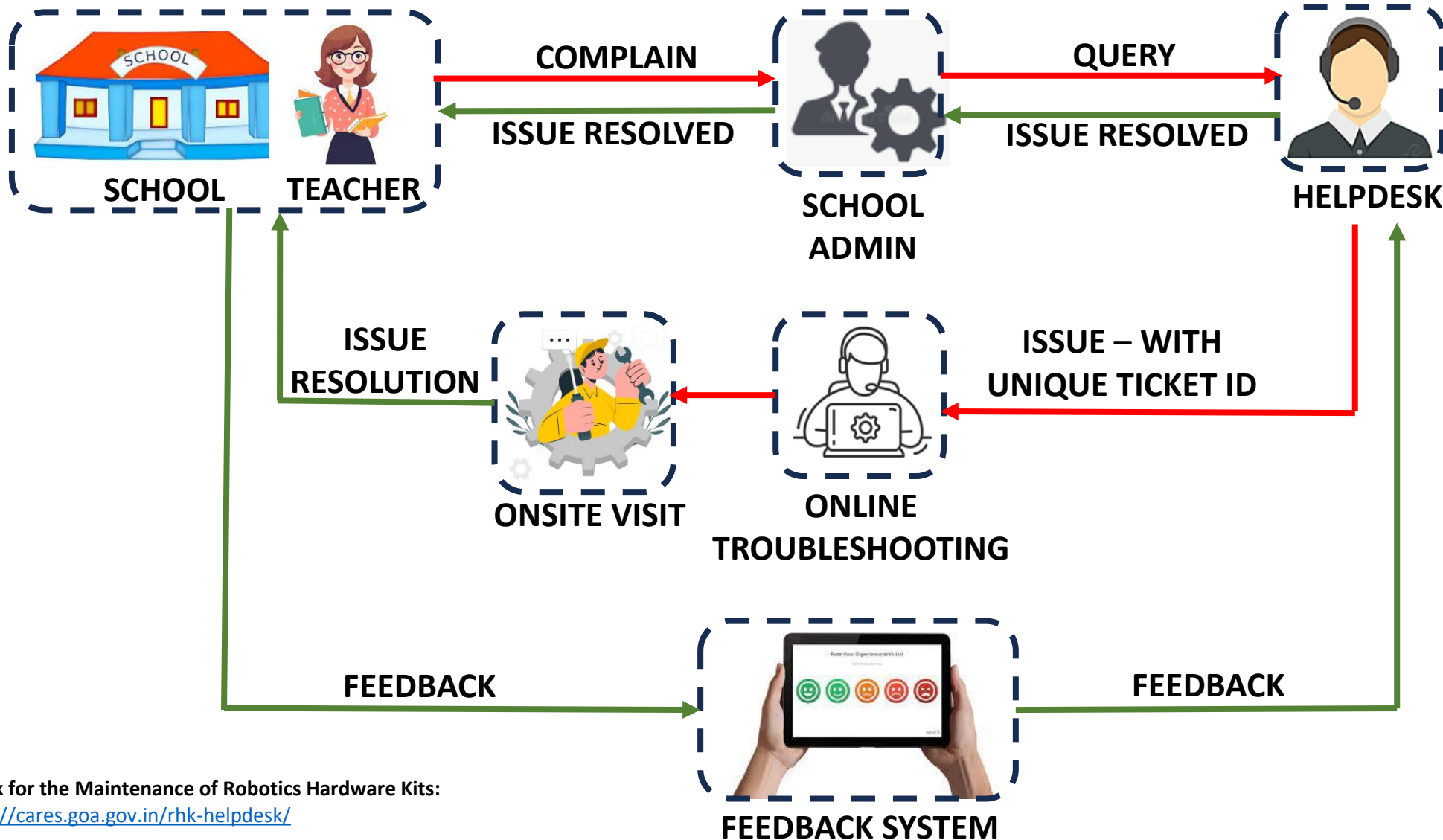
Warranty for Robotics Hardware Kit Components



- **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>

cares.goa.gov.in

Coding And Robotics Education in Schools Scheme
Directorate of Technical Education
Government of Goa

Home About Us Resources Recruitment Circulars & Orders FAQ Help Desk Contact Us

Help Desk

- Help Desk User Guide
- Help Desk User Video
- ICT Equipment Maintenance
- Robotics Hardware Kit Maintenance

"Persistent questioning and healthy inquisitiveness are the acquiring learning of any kind"
-Mahatma Gandhi

Coding And Robotics Education in Schools Scheme

Mission to develop Computational & Design Thinking skills along with programming integrated into the school level education for the State of Goa.

<https://cares.goa.gov.in/helpdesk/>

Privacy - Terms



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

2. Click on
'Help Desk' tab

The screenshot shows the CARES website interface. The browser's address bar contains [cares.goa.gov.in](https://www.cares.goa.gov.in). The website header includes the logo for 'Coding And Robotics Education in Schools Scheme' and the Directorate of Technical Education, Government of Goa. The navigation menu contains 'Home', 'About Us', 'Resources', 'Recruitment', 'Circulars & Orders', 'FAQ', 'Help Desk', and 'Contact Us'. The 'Help Desk' dropdown menu is open, listing the following options: 'Help Desk User Guide', 'Help Desk User Video', 'ICT Equipment Maintenance', and 'Robotics Hardware Kit Maintenance'. A quote by Mahatma Gandhi is displayed: "Persistent questioning and healthy inquisitiveness are the acquiring learning of any kind". The main content area features the title 'Coding And Robotics Education in Schools Scheme' and the mission statement: 'Mission to develop Computational & Design Thinking skills along with programming integrated into the school level education for the State of Goa.' There are also images of a group of people and a student working at a computer. A 'Privacy - Terms' link is visible in the bottom right corner.



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

2. Click on
'Help Desk' tab

The screenshot shows the CARES website interface. The browser address bar displays [cares.goa.gov.in](https://www.cares.goa.gov.in). The navigation menu includes Home, About Us, Resources, Recruitment, Circulars & Orders, FAQ, Help Desk, and Contact Us. The 'Help Desk' menu is open, showing options: Help Desk User Guide, Help Desk User Video, ICT Equipment Maintenance, and Robotics Hardware Kit Maintenance. The 'Robotics Hardware Kit Maintenance' option is highlighted with a red box. The main content area features the title 'Coding And Robotics Education in Schools Scheme' and a mission statement: 'Mission to develop Computational & Design Thinking skills along with programming integrated into the school level education for the State of Goa.' There is also a quote by Mahatma Gandhi: 'Persistent questioning and healthy inquisitiveness are the acquiring learning of any kind'.

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/>



The screenshot shows a web browser window with the address bar containing the URL <https://cares.goa.gov.in/rhk-helpdesk/>. The page header includes the logo for Coding and Robotics Education in Schools Scheme, Directorate of Technical Education, Government of Goa, and a navigation menu with links for Home, About Us, Resources, Recruitment, Circulars & Orders, FAQ, Help Desk, and Contact Us. The main heading is "Robotics Hardware Kit Maintenance". Below the heading is a list of links: Help Desk User Guide, Help Desk User Video, Standard Operating Procedures (SOPs) for Usage of Helpdesk, and Maintenance of ICT & Robotics Laboratories in Schools. A green button labeled "HelpDesk Login - for Maintainance of Robotics Hardware Kit" is positioned below the list. At the bottom right, there is a "Privacy - Terms" link.



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

The screenshot shows a web browser at the URL cares.goa.gov.in/rhk-helpdesk/. The page header includes the logo for 'Coding and Robotics Education in Schools Scheme' and the text 'Coding And Robotics Education in Schools Scheme', 'Directorate of Technical Education', and 'Government of Goa'. The navigation menu contains: Home, About Us, Resources, Recruitment, Circulars & Orders, FAQ, Help Desk, and Contact Us. The main heading is 'Robotics Hardware Kit Maintenance'. Below it is a list of resources:

- Help Desk User Guide
- Help Desk User Video
- Standard Operating Procedures (SOPs) for Usage of Helpdesk
- Maintenance of ICT & Robotics Laboratories in Schools

A green button below the list says 'HelpDesk Login - for Maintainance of Robotics Hardware Kit'. A footer at the bottom right contains a circular arrow icon and the text 'Privacy - Terms'.

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/>

The screenshot shows a web browser at the URL cares.goa.gov.in/rhk-helpdesk/. The page header includes the logo for 'Coding and Robotics Education in Schools Scheme' and the text 'Coding And Robotics Education in Schools Scheme', 'Directorate of Technical Education', and 'Government of Goa'. The navigation menu contains: Home, About Us, Resources, Recruitment, Circulars & Orders, FAQ, Help Desk, and Contact Us. The main heading is 'Robotics Hardware Kit Maintenance'. Below it is a list of resources:

- Help Desk User Guide
- Help Desk User Video
- Standard Operating Procedures (SOPs) for Usage of Helpdesk
- Maintenance of ICT & Robotics Laboratories in Schools

At the bottom of the list is a green button labeled 'HelpDesk Login - for Maintainance of Robotics Hardware Kit'. A footer at the bottom right contains a 'Privacy - Terms' link.

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)*

ManageEngine ServiceDesk Plus

3001XXXXXX

.....

Keep me signed in

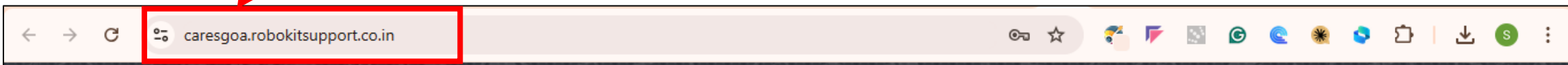
Log in

[Forgot Password?](#)

Help Desk Software by ManageEngine ServiceDesk Plus | 14.8
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7. User will be re-directed to 'Login Page'



8. Enter School Login Credentials:

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

ManageEngine ServiceDesk Plus

3001XXXXXX

.....

Keep me signed in

Log in

[Forgot Password?](#)

9. Click on 'Log in' Button



(b) To report an Issue via HelpDesk



To report an Issue via Help Desk



caresgoa.robokitssupport.co.in/HomePage.do

ServiceDesk Plus Home Requests Solutions

Search for help

I am facing an Issue
Report an Issue

I am looking for Solutions
View solutions

1. Click on 'Report an Issue' Button

2 Pending Requests

0 Awaited Request

Channels



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



The screenshot shows the ServiceDesk Plus web interface. The browser address bar displays the URL: `caresgoa.robokitsupport.co.in/Templates.do?module=incident`. The page header includes the ServiceDesk Plus logo and navigation tabs for Home, Requests, and Solutions. A search bar labeled "Search templates" is positioned above the incident catalog. The catalog displays two incident templates: "Robotics Hardware Kit" (with a wrench and screwdriver icon) and "Others" (with a document icon). A red box highlights the "Robotics Hardware Kit" template, and a red arrow points from a text box to it. The text box contains the instruction: "2. Click on 'Report an Issue' Button".

2. Click on 'Report an Issue' Button

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

The screenshot shows a web browser window with the URL `caresgoa.robotkitsupport.co.in/Templates.do?module=incident`. The page title is "ServiceDesk Plus" and the navigation menu includes "Home", "Requests", and "Solutions". The breadcrumb trail is "Incident Catalog > Robotics Hardware Kit". A search bar labeled "Search templates" is present. A red callout box with the text "3. Select Appropriate Option based on type of issue with the component" points to a grid of four options:

- Component Broken/Damaged**
Report issues for damaged/broken component during usage.
- Component Not Working**
Report issues for components stopped working during usage (which were working earlier).
- Component Powering on, but No/Wrong Readings**
Report issues for malfunctioning component.
- Manufacturing Defect**
Report issues for cases like component not working since delivery.



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



caresgoa.roboticsupport.co.in/Templates.do?module=incident

ServiceDesk Plus Home Requests Solutions

Incident Catalog > Robotics Hardware Kit

Search templates

Component Broken/Damaged
Report issues for damaged/broken component during usage.

Component Not Working
Report issues for components stopped working during usage (which were working earlier).

Component Powering on, but No/Wrong Readings
Report issues for malfunctioning component.

Manufacturing Defect
Report issues for cases like component not working since delivery.

For example, Component is not working – then select the 2nd Option

Channels



To report an Issue via Help Desk (cont...)



caresgoa.robokitssupport.co.in/WorkOrder.do?woMode=newWO&from=Templates&module=inciden

ServiceDesk Plus Home Requests Solutions

← Add request Template Component Not Working

* Requester PMU Account - Helpdesk Compla...

* Asset(s) --Select--

* Component Name

* Subject

Description

Add request Reset Cancel

4. Add Request by filling the appropriate details

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...)

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

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

ServiceDesk Plus Home Requests Solutions

Add request

Requester PMU Account Helpdesk Compla...

Asset(s)

Show all assets

RHK-0001

RHK-0002

RHK-0003

RHK-0004

RHK-0005

RHK-0006

RHK-0007

Component Name

Subject

Description

Add request Reset Cancel





To report an Issue via Help Desk (cont...)



ServiceDesk Plus Home Requests Solutions

Template Component Not Working

Add request

Requester PMU Account - Helpdesk Compla...

Asset(s) RHK-0001 x

(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.

IR Sensor Module



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 x

Component Name R3.1 IR Sensor Module x R3.8 Push Button Switch Module x

Subject Subject cannot be empty.

Description

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.

(iii) Enter 'Subject' in brief.



Subject Subject cannot be empty.

To report an Issue via Help Desk (cont...)

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

← Add request Template Component Not Working

* Requester PMU Account - Helpdesk Compla...

* Asset(s) RHK-0001 x

* Component Name R3.1 IR Sensor Module x R3.8 Push Button Switch Module x

* Subject IR Sensor MModule and Push Button Button Switch Module are not working.

Description

(iv) Enter 'Description' in brief. (Optional)

Add request Reset Cancel

Channels 2/4

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...)

The screenshot shows a web browser window with the URL `caresgoa.robokitsupport.co.in/WorkOrder.do?woMode=newWO&from=Templates&module=incident&reqTempl...`. The form contains the following fields:

- Component Name:** A multi-select dropdown menu with two items selected: "R3.1 IR Sensor Module" and "R3.8 Push Button Switch Module".
- Subject:** A text field containing "IR Sensor MModule and Push Button Button Switch Module are not working."
- Description:** A rich text editor with a toolbar (Bold, Italic, Underline, etc.) and a text area.
- Attachments:** A section with a dashed border and a "Browse Files or Drag files here [Max size: 30 MB.]" prompt.
- Buttons:** "Add request", "Reset", and "Cancel" buttons at the bottom.

Annotations on the screenshot:

- A red box highlights the "Attachments" section with the text: **(v) Add Attachments (Images/ Videos/ Voice Recordings) (Max. Size 30MB). (Optional)**. A red arrow points from this box to the "Browse Files" area.
- Another red box highlights the "Add request" button with the text: **(vi) Click on 'Add Request' button to submit the request.** A red arrow points from this box to the "Add request" button.

On the right side of the form, there is a note: "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...)



caresgoa.robokitsupport.co.in/WorkOrder.do?woMode=viewWO&woID=24

ServiceDesk Plus Home Requests Solutions

Add request Template Component Not Working

Requester PMU Account - Helpdesk Compla...

Asset(s) RHK-0001

Component Name R3.1 IR Sensor Module R3.8 Push Button Switch Module

Subject IR Sensor Module and Push Button Switch Module are not working

Description

Request Added

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

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...)



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

The screenshot shows the ServiceDesk Plus interface. At the top, there are navigation tabs for 'Home', 'Requests', and 'Solutions'. The main content area displays a ticket with the following details:

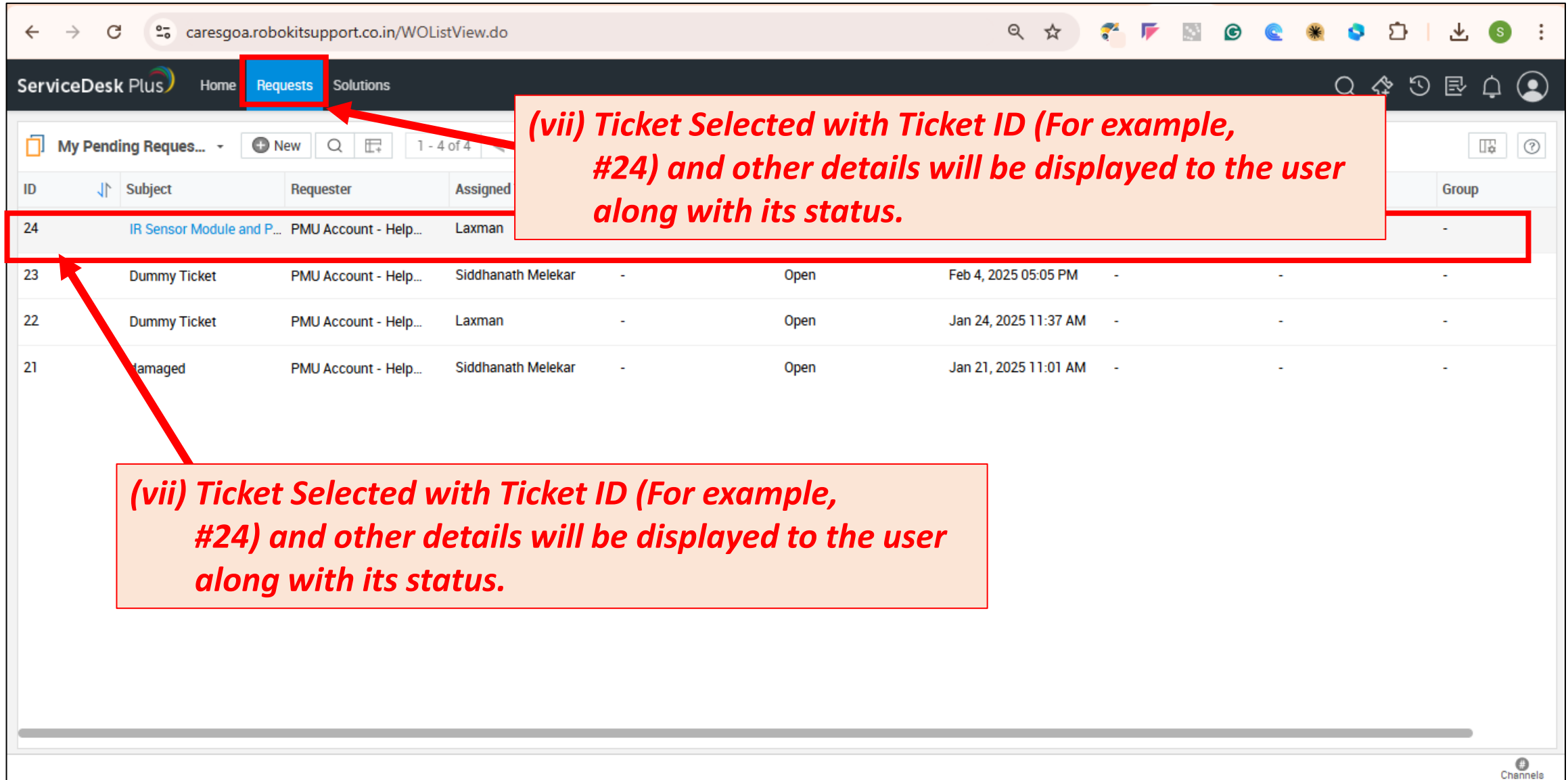
- Ticket ID:** #24
- Title:** IR Sensor Module and Push Button Switch Module are not working
- Created by:** PMU Account - Helpdesk Complaints
- Created on:** Feb 4, 2025 05:07 PM
- DueBy:** N/A

The ticket status is 'Open' and the asset is 'RHK-0001'. The description field is currently empty, showing '[No Description]'. There is a 'Reply' button and a file upload section with the text 'Browse Files or Drag files here [Max size: 30 MB.]'. The 'Conversations' section shows a system message from 'System' on Feb 4, 2025 05:07 PM. The 'Properties' section at the bottom shows a table with columns for 'Component Name' and 'R2.1 IR Sensor Module'.



(c) To Check the Status of the Ticket

(c) Check the Status of the Ticket



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

ID	Subject	Requester	Assigned	Group
24	IR Sensor Module and P...	PMU Account - Help...	Laxman	-
23	Dummy Ticket	PMU Account - Help...	Siddhanath Melekar	-
22	Dummy Ticket	PMU Account - Help...	Laxman	-
21	Damaged	PMU Account - Help...	Siddhanath Melekar	-

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



(c) Check the Status of the Ticket (cont...)



caresgoa.robokitsupport.co.in/HomePage.do

Pending Requests

Reply

#24 IR Sensor Module and Push Button Switch Module are not working [View Details](#)

by PMU Account - Helpdesk Complaints on Feb 4, 2025 05:07 PM | DueBy : N/A

Priority : -

Open

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

Details Resolution History

Description

[Browse Files](#) or Drag files here [Max size: 30 MB.]

Reply

Conversations

Add Notes

System Feb 4, 2025 05:07 PM

Properties

Component Name	R3.1 IR Sensor Module
----------------	-----------------------



(d) To Reset/ Change the Password

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



(d) To reset/ change the password

caresgoa.robokitsupport.co.in/HomePage.do?view_type=my_view

ServiceDesk Plus Home Requests Solutions

Search for help

I am facing an Issue
Report an Issue

I am looking for Solutions
View solutions

4 Pending Requests

0 Awaited Request

0 On Hold Requests

0 Closed Requests

javascript:void(0)

Channels

User profile

(i) Click on 'User Profile' Icon



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



The screenshot shows the ServiceDesk Plus user profile menu. The 'Change Password' option is highlighted with a red box. A red arrow points from a text box to this option. The text box contains the instruction: **(ii) Click on 'Change Password'**. The background shows the main dashboard with a search bar and two buttons: 'I am facing an Issue' and 'I am looking for Solutions'. At the bottom, there are statistics for '4 Pending Requests' and '0 On Hold Requests'. The browser address bar shows the URL: `caresgoa.robokitsupport.co.in/HomePage.do?view_type=my_view`.



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



SD ManageEngine ServiceDesk Plus - Personalize - Google Chrome

caresgoa.robokitsupport.co.in/Language.do#password

Personalize Change Password Generate Authtoken

Local Authentication Login Password

* Current Password

* New Password

* Confirm New Password

(iii) Enter:

- **Current Password**
- **New Password**
- **Confirm New Password**

Save

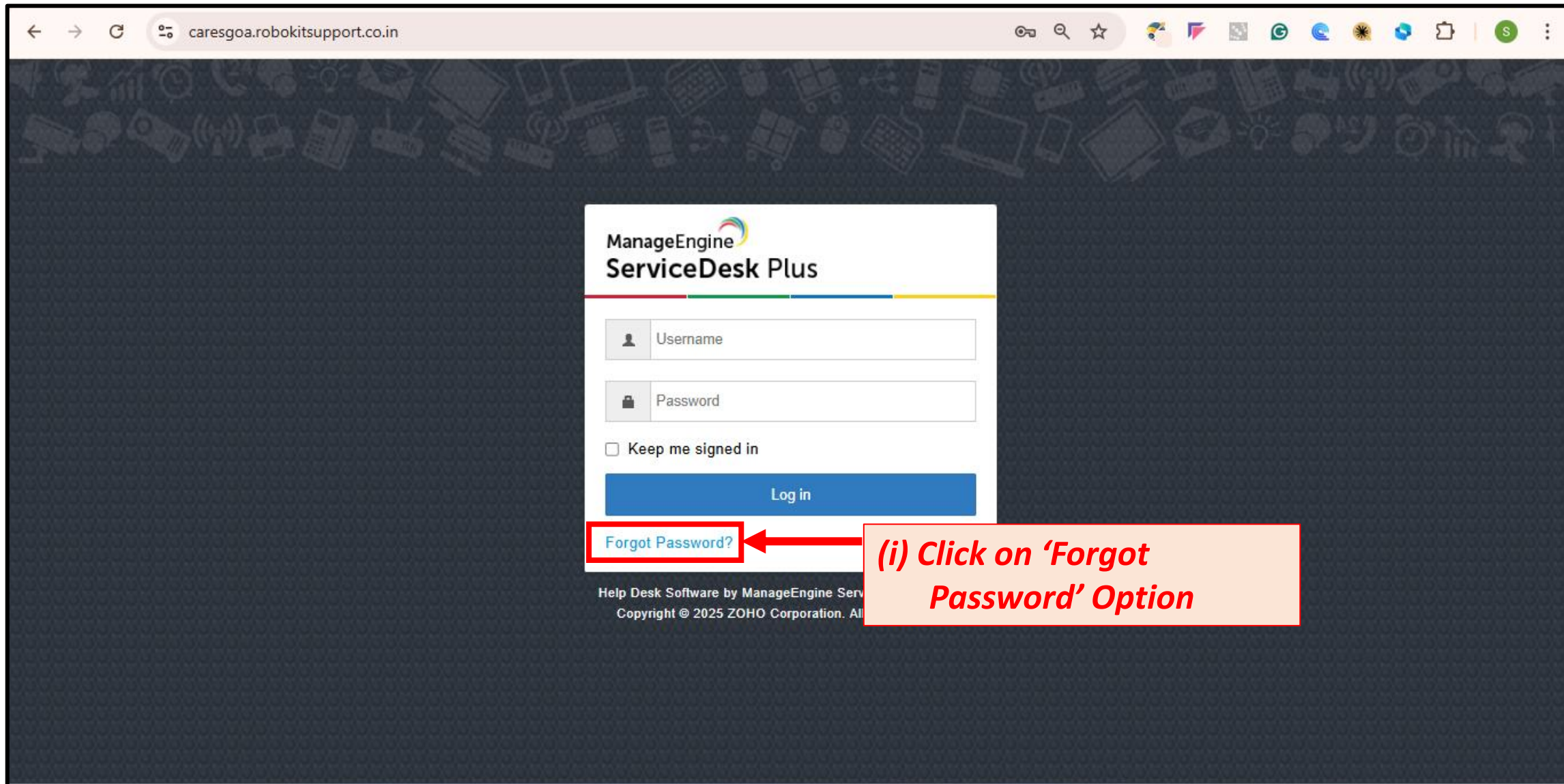
(iv) Click on 'Save' Button – to reset/ change the password



(e) Forgot password ?

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

(e) Forgot password ?



ManageEngine
ServiceDesk Plus

Username

Password

Keep me signed in

Log in

[Forgot Password?](#)

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(i) Click on 'Forgot Password' Option

(e) Forgot password ? (cont...)

ManageEngine ServiceDesk Plus

Forgot Password?

Enter your details to receive reset link.

3001XXXXX

Not in Domain

Send Mail Cancel

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(ii) Enter 'School UDISE No.' as 'Username'

(iii) Select 'Not in Domain' option

(iv) Click on 'Send Mail' Option

javascriptvoid(0)

(e) Forgot password ? (cont...)

The screenshot shows a web browser window with the URL `caresgoa.robokitsupport.co.in/jsp/ForgotPassword.jsp?username=99730656697`. The page displays the ManageEngine ServiceDesk Plus logo and a notification message: "The password reset link will be sent to your primary email address. If your email is not configured in this profile or is configured in multiple profiles, you will not receive the email. In that case, please contact your admin." Below the notification is a "Forgot Password?" form with a text input field containing "3001XXXXX", a dropdown menu set to "Not in Domain", and "Send Mail" and "Cancel" buttons. A red box highlights the notification message, and a red arrow points from a text box on the right to it.

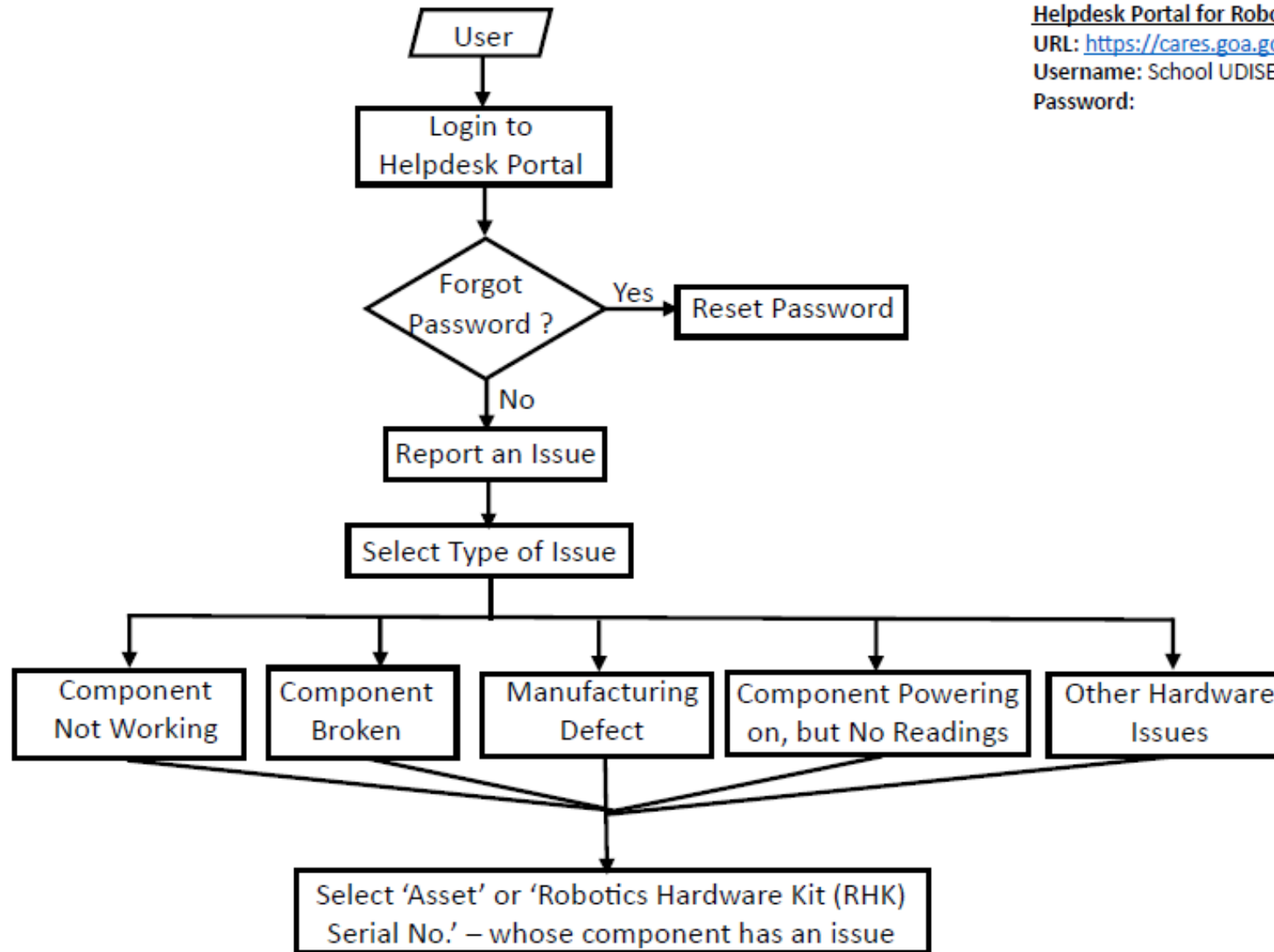
(v) the password reset link will be sent ONLY to registered school email ID

Use this link to reset the password and Login again with 'New Password'.

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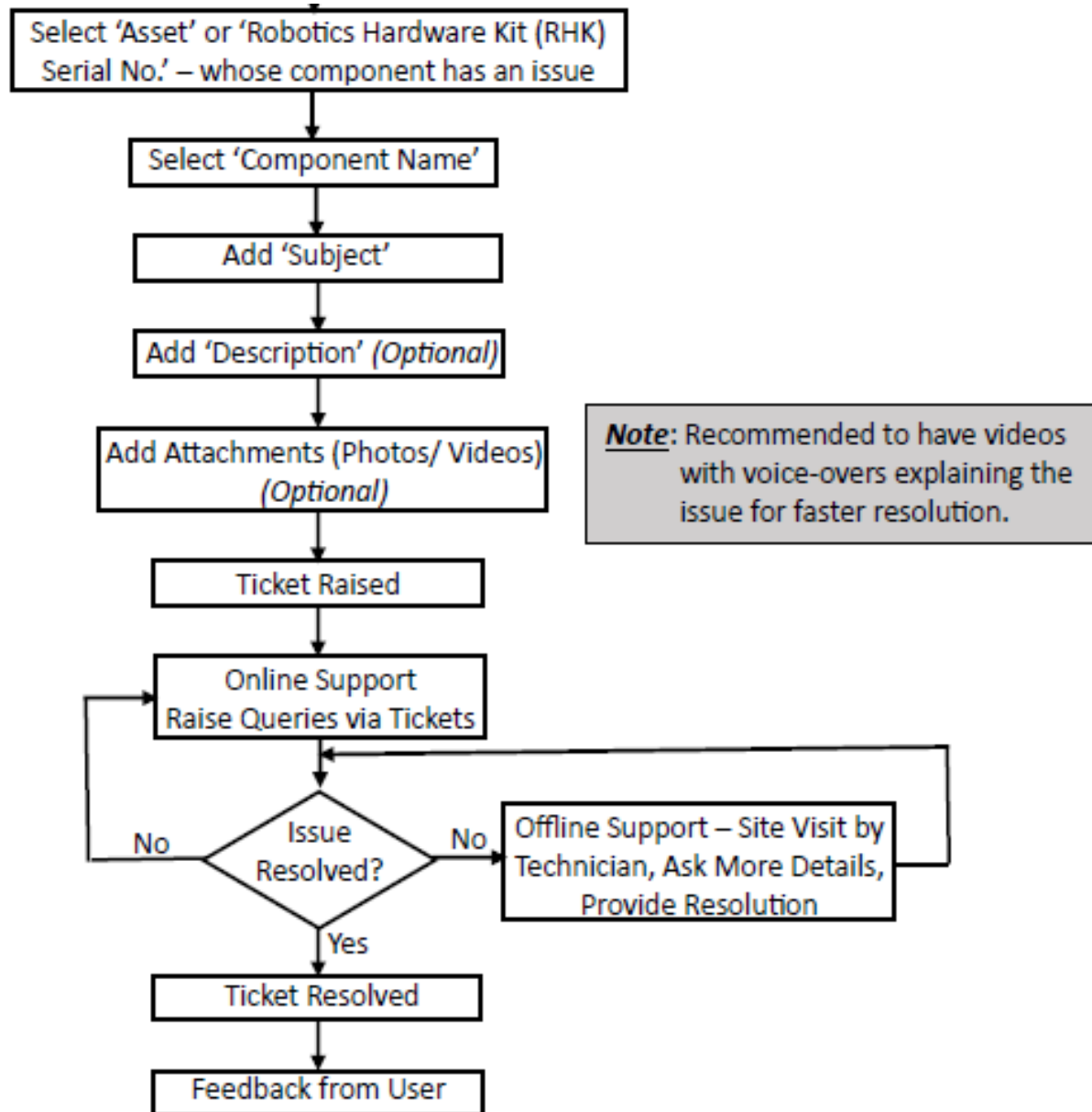
Support and Maintenance Scenario



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



Support and Maintenance Scenario





Contact Us:



Main Office:

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



Email ID:

cares-admin@goa.gov.in



Contact No.:

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Instagram: [@cares_goa](#)



Twitter (X): [CARES GOA \(@cares_goa\)](#)



*Thank
You*