



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

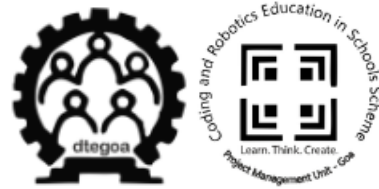
Alto-Porvorim, Goa



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.)



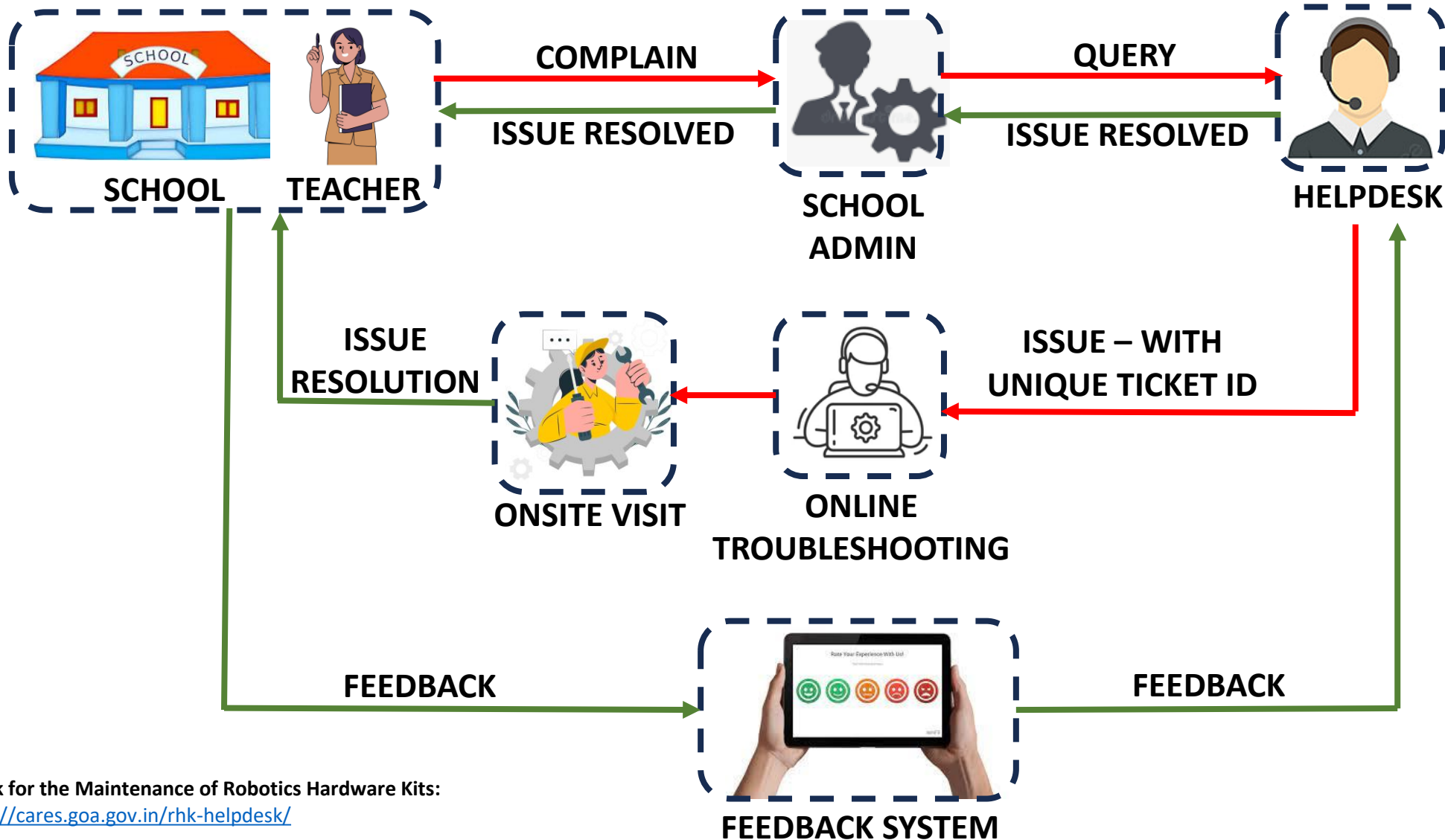


Warranty for Robotics Hardware Kit Components

- **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 keys to 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/>



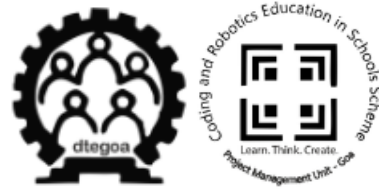
Privacy - Terms



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 displays [cares.goa.gov.in](https://www.cares.goa.gov.in), which is highlighted with a red box and an arrow pointing to it from the first instruction. The website header includes the logo for the Coding and Robotics Education in Schools Scheme, the text "Coding And Robotics Education in Schools Scheme", "Directorate of Technical Education", and "Government of Goa". The navigation menu contains links for Home, About Us, Resources, Recruitment, Circulars & Orders, FAQ, Help Desk, and Contact Us. The "Help Desk" link is highlighted with a red box and an arrow pointing to it from the second instruction. A dropdown menu is open under "Help Desk", listing the following options: Help Desk User Guide, Help Desk User Video, ICT Equipment Maintenance, and Robotics Hardware Kit Maintenance. The main content area features a quote by Mahatma Gandhi: "Persistent questioning and healthy inquisitiveness are the keys to acquiring learning of any kind". Below the quote is a large group photo of students and staff. The footer includes a link to <https://cares.goa.gov.in/helpdesk/> and a Privacy - Terms link.



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

2. Click on
'Help Desk' tab

cars.goa.gov.in

Coding And Robotics Education in Schools Scheme
Learn. Think. Create.
Project Management Unit - 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 keys to acquiring learning of any kind"
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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/>





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 displaying cares.goa.gov.in/rhk-helpdesk/. The page header includes the logo for the Coding and Robotics Education in Schools Scheme, the text "Coding And Robotics Education in Schools Scheme", "Directorate of Technical Education", and "Government of Goa". The navigation menu contains links for Home, About Us, Resources, Recruitment, Circulars & Orders, FAQ, Help Desk, and Contact Us. The main heading is "Robotics Hardware Kit Maintenance". Below this, there 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 prominently displayed. The footer contains 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 window with the address bar displaying `cares.goa.gov.in/rhk-helpdesk/`. The page header includes the Government of Goa logo, the Coding And Robotics Education in Schools Scheme logo, and the Directorate of Technical Education Government of Goa. The navigation menu contains links for Home, About Us, Resources, Recruitment, Circulars & Orders, FAQ, Help Desk, and Contact Us. The main heading is "Robotics Hardware Kit Maintenance". Below it, a list of resources is provided: 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 located below the list. A red box highlights the list of resources, and a red arrow points from a text box to it.

Robotics Hardware Kit Maintenance

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

HelpDesk Login - for Maintainance of Robotics Hardware Kit

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

8. Enter School Login Credentials:

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

← → ↻ caresgoa.robokitsupport.co.in 🔑 ☆ 🌐 📄 📧 📅 📌 📁 📎 📥 📦 ⋮

ManageEngine ServiceDesk Plus

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☐ Keep me signed in

Log in

[Forgot Password?](#)

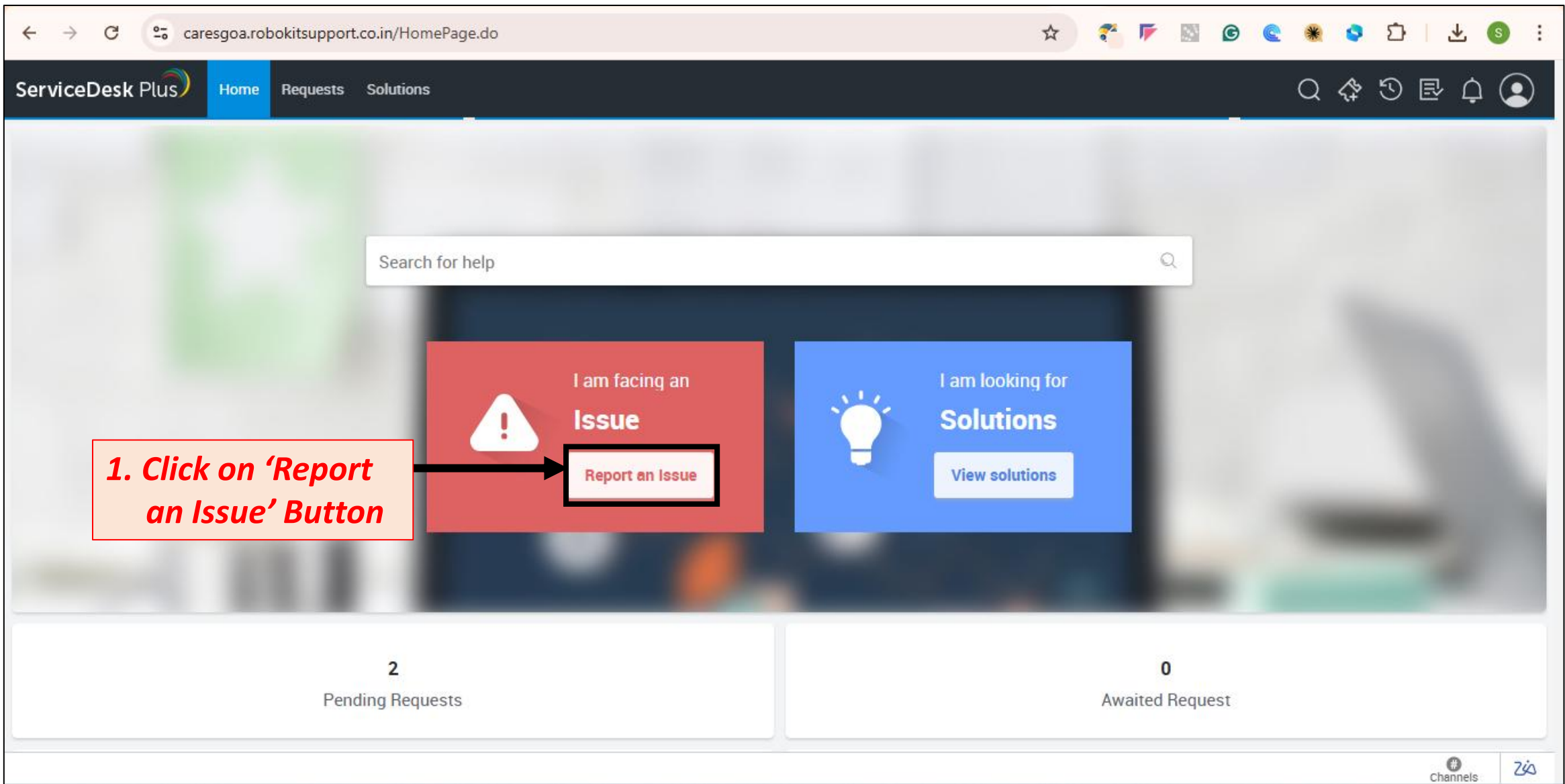
Help Desk Software by ManageEngine ServiceDesk Plus | 14.8
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(b) To report an Issue via HelpDesk



To report an Issue via Help Desk





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

ServiceDesk Plus | Home | Requests | Solutions

Incident Catalog > Robotics Hardware Kit

Search templates

3. Select Appropriate Option based on type of issue with the component



Component Broken/Damaged

Report issues for damaged/broken component during usage.



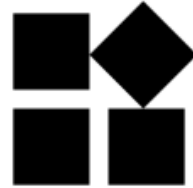
Component Not Working

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.

Channels



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

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).



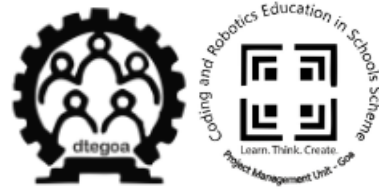
Component Powering on, but No/Wrong Readings
Report issues for malfunctioning component.



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

Channels

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



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

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

ServiceDesk Plus Home Requests Solutions

← Add request Template Component Not Working

* Requester PMU Account - Helpdesk Compla...

* Asset(s) --Select--

* Component Name

* Subject

Description

B I U Roboto 10 A x² [List Icons]

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...*)

caresgoa.robokitsupport.co.in/WorkOrder.do

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

(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.





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

(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

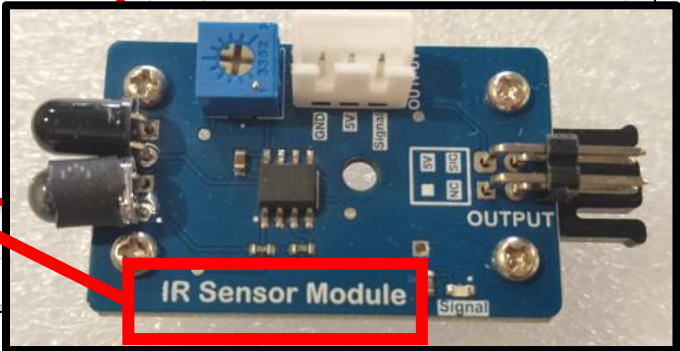
R3.10 Limit Switch Module

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...)

ServiceDesk Plus Home Requests Solutions

Template Component Not Working

← Add request

* 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

Description

(iii) Enter 'Subject' in brief.

Subject cannot be empty.

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...)

caresgoa.robokitsupport.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 ✕

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

* 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

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...)

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

the videos, please give a voice-over explaining what is working and what is not working for faster query resolution.

* 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

B I U Roboto 10 A x² [Rich text editor toolbar]

(v) Add Attachments (Images/ Videos/ Voice Recordings) (Max. Size 30MB). (Optional)

Attachments

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

(vi) Click on 'Add Request' button to submit the request.

Add request Reset Cancel



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.

Channels 24



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.

ServiceDesk Plus Home Requests Solutions

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

Status : **Open**

Assets
RHK-0001

More Properties

PMU Account - Helpdesk Complaints
pmu.admin@goa.gov.in

Employee ID	-
Department Name	-
Phone	-
Job title	-
Reporting To	-
Mobile	-

Description

[No 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 R2-1 IR Sensor Module



(c) To Check the Status of the Ticket

(c) Check the Status of the Ticket

ServiceDesk Plus Home **Requests** Solutions

My Pending Reques... + New 1 - 4 of 4

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.

(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

Open

#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 : -

Details Resolution History

Description

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

[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...)



ServiceDesk Plus

Home Requests Solutions

Search for help

I am facing an Issue
Report an Issue

I am looking for Solutions

99730656697
pmu.admin@goa.gov.in

Log out Last successful login : Feb 4, 2025 10:30 AM
Last failed login : Nov 13, 2024 03:19 PM

Personalize

Change Password

Notification Tones

Generate Authtoken

Layout Personalization

Navigation Menu
Topbar Sidebar Sidebar Lite

Preferred Font
Roboto

Preferred Color
Reset

Night Mode

STAY CONNECTED TO STAY PRODUCTIVE

Download on the App Store GET IT ON Google Play

4 Pending Requests

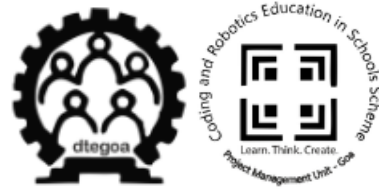
0 On Hold Requests

javascriptvoid(0);

(ii) Click on 'Change Password'



(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

Save

(iii) Enter:

- Current Password
- New Password
- Confirm New Password

(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 ?

← → ↻ 🔍 ☆ 🌐 📄 📧 📅 📌 📁 📂 📅 📆 📇 📈 📉 📊 📋 📌 📍 📎 📏 📐 📑 📔 📕 📖 📗 📙 📚 📛 📞 📟 📠 📡 📢 📣 📤 📥 📦 📧 📨 📩 📪 📫 📬 📭 📮 📯 📰 📱 📲 📳 📴 📵 📶 📷 📸 📹 📺 📻 📼 📽 📾 📿 📠 📡 📢 📣 📤 📥 📦 📧 📨 📩 📪 📫 📬 📭 📮 📯 📰 📱 📲 📳 📴 📵 📶 📷 📸 📹 📺 📻 📼 📽 📾 📿

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**ManageEngine
ServiceDesk Plus**

☐ Keep me signed in

Log in

[Forgot Password?](#)

Help Desk Software by ManageEngine Services
Copyright © 2025 Zoho Corporation. All rights reserved.

(i) Click on 'Forgot Password' Option

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

caresgoa.robokitsupport.co.in/jsp/ForgotPassword.jsp?username=99730656697

ManageEngine ServiceDesk Plus

✓ 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.

Forgot Password?
Enter your details to receive reset link.

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

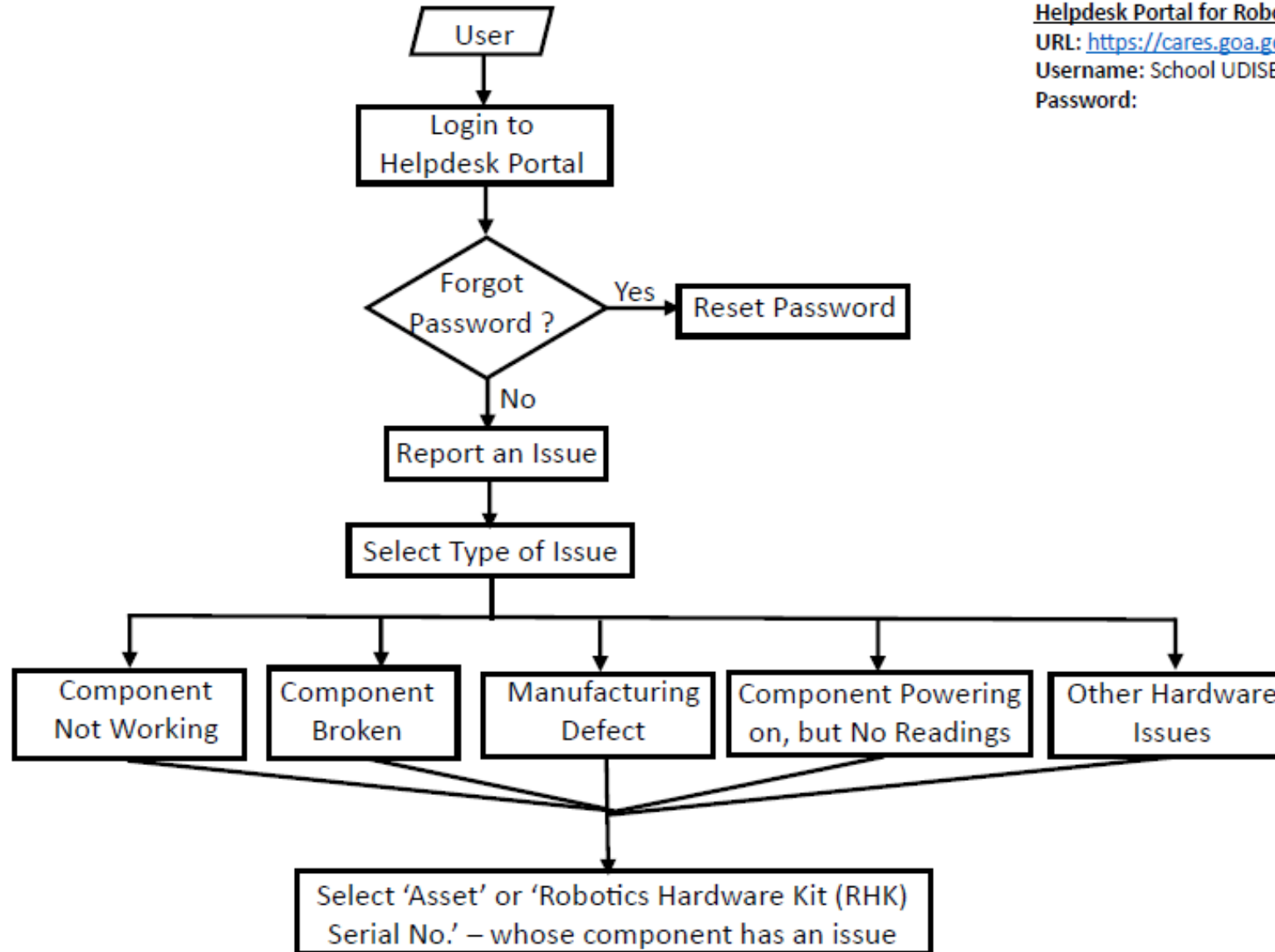
Use this link to reset the password and Login again with 'New Password'.



Support and Maintenance Scenario

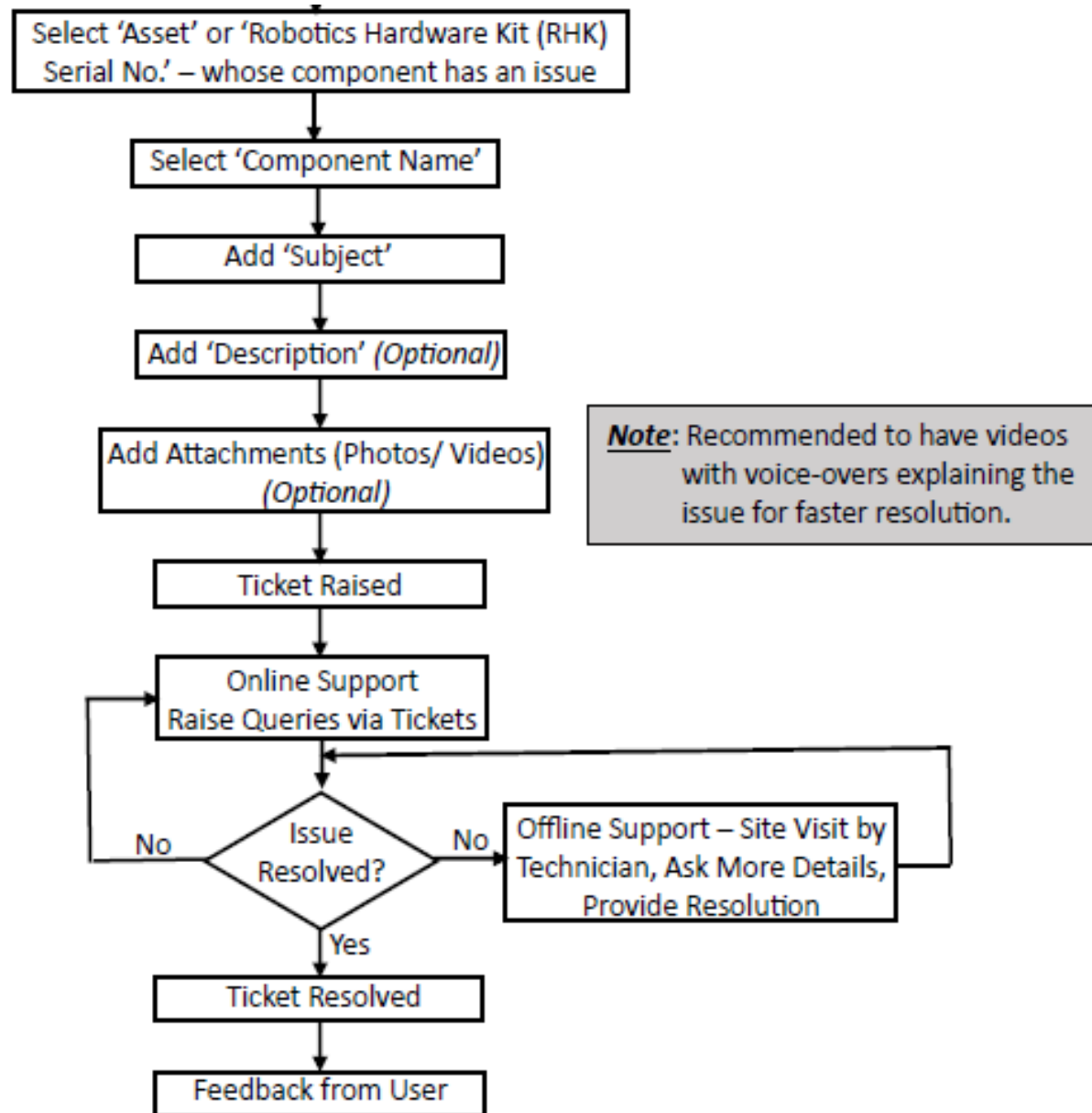
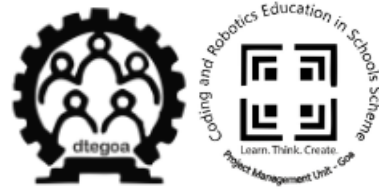


Helpdesk Portal for Robotics Hardware Kit
URL: <https://cares.goa.gov.in/rhk-helpdesk/>
Username: School UDISE No.
Password:





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.:

+91 97306 56697

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



*Thank
You*