

Mobile Seva Services Portal

(<http://services.mgov.gov.in>)

User Manual

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PREFACE

INTRODUCTION

This Manual is the primary reference for the Mobile Seva Services Portal. The purpose of this manual is to introduce the Services Portal and its usage and navigation to the new user and provide sufficient details so that as readers progress through the manual, they acquire a complete understanding of the site.

Services Portal is an integral component of the Mobile Seva initiative by the Govt. of India that provides mobile based services to various State and Central government department to offer and track departmental services over the mobile devices. The Services portal provides a useful interface to its users (mostly government departments) to create and manage accounts for sending out frequent and bulk messages to registered users in a faster, convenient and reliable manner.

AUDIENCE

The manual is a walkthrough to the Services Portal that will help its users in understanding the interface and its features to enhance and ease their experience. All features and components of the site have been vividly described in this manual with screenshots and examples to facilitate easier understanding. The manual attempts to capture and demonstrate all characteristics of the Services portal in a user-friendly manner. The manual is intended for use by:

- Central Government Officials
- State Government Officials

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1. NAVIGATING THE SERVICES PORTAL

In order for the user to access the Mobile Seva Services portal and its services, the user needs to create his account and sign into the portal using the same. Account creation, access as well as account management have been described in detail in this chapter. Snapshots of related screen have been provided for easier understanding.

1.1 ACCOUNT CREATION AND LOGIN

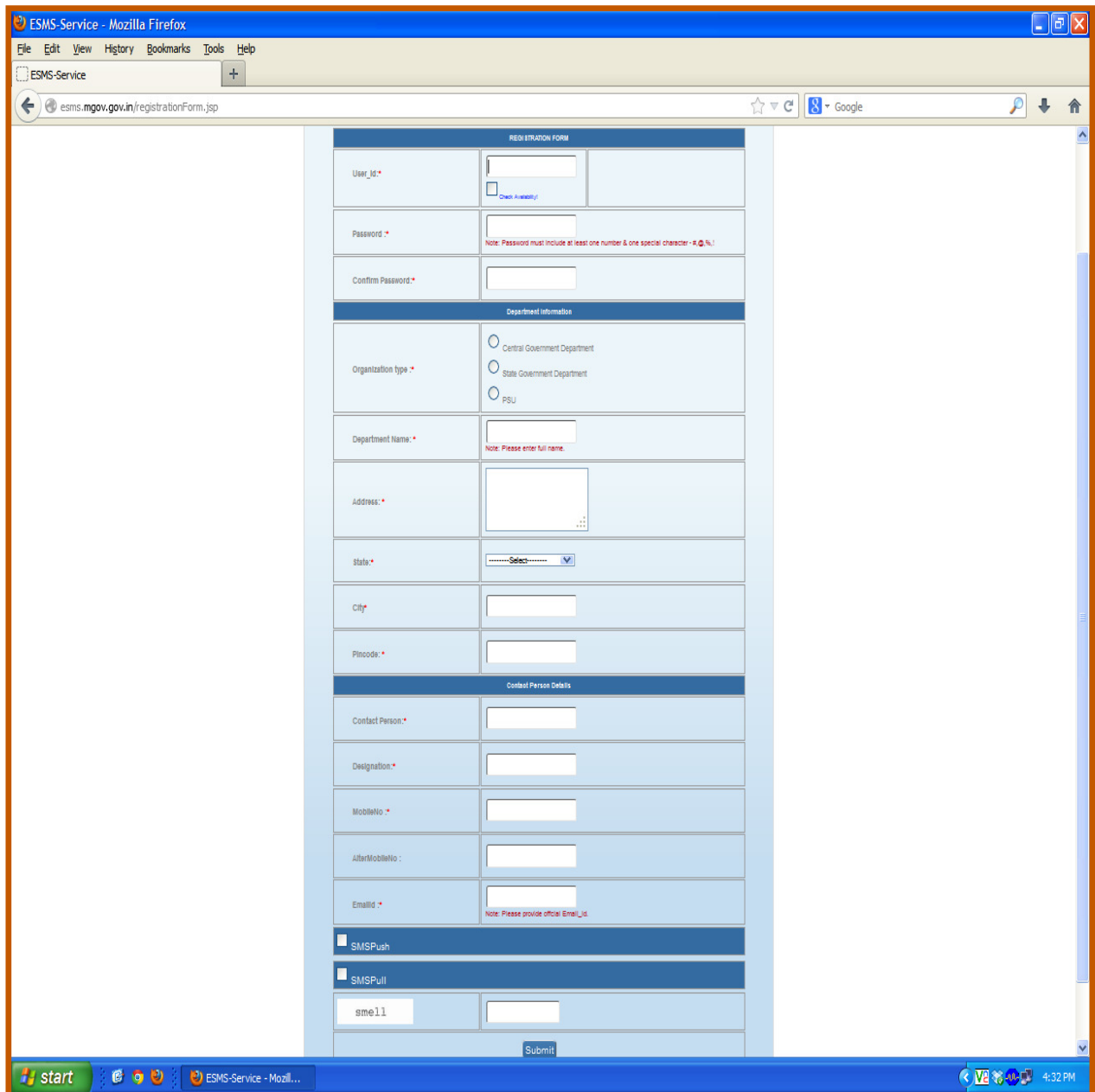
1.1.1 ACCOUNT CREATION

To create a new account, the user needs to visit the Services portal using the URL <http://services.mgov.gov.in/login.jsp> and click on Create New Account link. This will open up a Registration Form, which is required to be filled online by the user to create an account. Refer Figure 1 for a snapshot of the Registration Form. The user is required to fill up all the fields marked with a red asterisk (*) and click on **Submit** to create a new user account. The fields along with their description are provided in Table 1 below.

Table 1: Fields and Description for Registration Form

FIELD	DESCRIPTION
User_Id	The ID using which the user will log in
Password	Enter the password
Confirm Password	Enter the password again
Organization type	Type of organization to which the user belongs
Department Name	Department name of the user
Address	Address of the organization
State	State in which the organization is located

FIELD	DESCRIPTION
City	City of organization address
Pincode	Pincode of organization address
Contact Person	Name of organization personnel for contact purpose
Designation	Designation of the contact personnel
MobileNo	Mobile number of the contact personnel
AlterMobileNo	Alternate mobile number of the contact personnel
EmailId	E- mail id of the contact personnel
Image Text Box	Enter the text in the image box
Submit	Click on Submit to submit the form



The screenshot shows a web browser window titled "ESMS-Service - Mozilla Firefox" with the address bar displaying "esms.mgov.gov.in/registrationForm.jsp". The main content area contains a registration form with the following fields and sections:

- REGISTRATION FORM**
 - User Id: * (Text input field)
 - Check Availability: (Checkbox)
 - Password: * (Text input field, note: Password must include at least one number & one special character - #, @, % !)
 - Confirm Password: * (Text input field)
- Department Information**
 - Organization type: * (Radio buttons for Central Government Department, State Government Department, PSU)
 - Department Name: * (Text input field, note: Please enter full name)
 - Address: * (Text area)
 - State: * (Dropdown menu)
 - City: * (Text input field)
 - Pincode: * (Text input field)
- Contact Person Details**
 - Contact Person: * (Text input field)
 - Designation: * (Text input field)
 - MobileNo: * (Text input field)
 - AltMobileNo: (Text input field)
 - EmailId: * (Text input field, note: Please provide official Email Id)
- SMS Push/Pull**
 - SMSPush: (Checkbox)
 - SMSPull: (Checkbox)
 - smell: (Text input field)
- Submit: (Button)

Figure 1: New User Registration Form

1.1.2 ACCOUNT LOGIN

Once the registration process is complete, the user can log in to the portal using his credentials. Figure 2 illustrates the login screen and its required fields. The user needs to provide all the credentials and click on **Login** in order to successfully login.



Figure 2: User Login Screen

Table 2 below provides guidance on the fields needed to be provided on the login screen.

Table 2: Fields and Description for Login Form

FIELD	DESCRIPTION
User-Id	User id of the user
Password	Password of the user
Image Text Box	Enter the text in the image box
Login	Click on Login to login to the portal

Once the user is successfully logged in, he can access all features and services of the portal. Figure 3 depicts the screen that appears after successful login.









SMS Details	
SMS Balance:-	99665
Total Sent Sms:-	Success SMS: 28067
	Failed SMS: 50015
	Total: 78082

Sender ID	
1. BSNLTT	Total Sent SMS :794
2. CDACMM	Total Sent SMS :27889
3. MBTEAM	Total Sent SMS :28
4. MCLOUD	Total Sent SMS :5
5. MSDGTM	Total Sent SMS :18
6. MTNLTT	Total Sent SMS :33
7. TATATT	Total Sent SMS :259

Figure 3: Welcome Screen on Successful Login

Once the user logs in, he may choose to do either or all of the following:

-  Manage his account and sub accounts
-  Add and manage groups
-  Manage sender IDs
-  Enhance SMS limits
-  Change Profile Settings
-  Generate various reports.

Account and sub account management will be discussed in the following section while the remaining will be discussed respectively in the later sections

1.1.3 ACCOUNT MANAGEMENT

Account management entails making modifications in the account, viewing the account details, adding sub accounts, modifying the sub accounts as well as deleting the sender id.

1.1.3.1 Viewing Account Details

The user can view his account details that he had filled up while registering for the account anytime by clicking on the **View Account Detail** link under the **Manage Account** tab. This will open the page as illustrated in Figure 4. On this page, the user can view the details of the account through which he has logged in.



Figure 4: View Account Details Screen

Table 3 describes the fields and their description enlisted on the view account detail page.

Table 3: Fields and Description for View Account Details

FIELD	DESCRIPTION
User Id	User id of the user
Sender Id	Sender ID of the user
Department Name	Department name of the user
Address	Address of the user's organization
Email_Id	E- mail id of the contact personnel
Mobile Number	Mobile number of the contact personnel
Alter Mobile Number	Alternate mobile number of the contact personnel
Contact Person	Name of organization personnel for contact purpose
Designation	Designation of the contact personnel
Number of Sub Accounts	Indicates the number of sub accounts linked to the user's account
Update	Provides option to update the account details
Cancel	Takes the user back to home page

The Sender Id and the Number of Sub Accounts fields are worth a mention here. Addition of Sender ID is described in section 1.1.5.1.

The Sender Id is the id created for the purpose of sending messages using the Mobile Seva platform. Individuals receiving the messages sent using the Services portal will be able to see this sender id as the sender of the message rather than the mobile number from which the message is sent.

The Number of Sub Accounts shows the number of sub accounts created for and linked with the user's account. It also contains a link to view and edit the sub accounts linked to the user account. Addition of sub accounts will be discussed in the later sections. Here, we will see what details are displayed on clicking the **Number of Sub Accounts** text. Clicking the text will open a page depicted in Figure 5. The fields displayed on the page and their description is enlisted in Table 4.

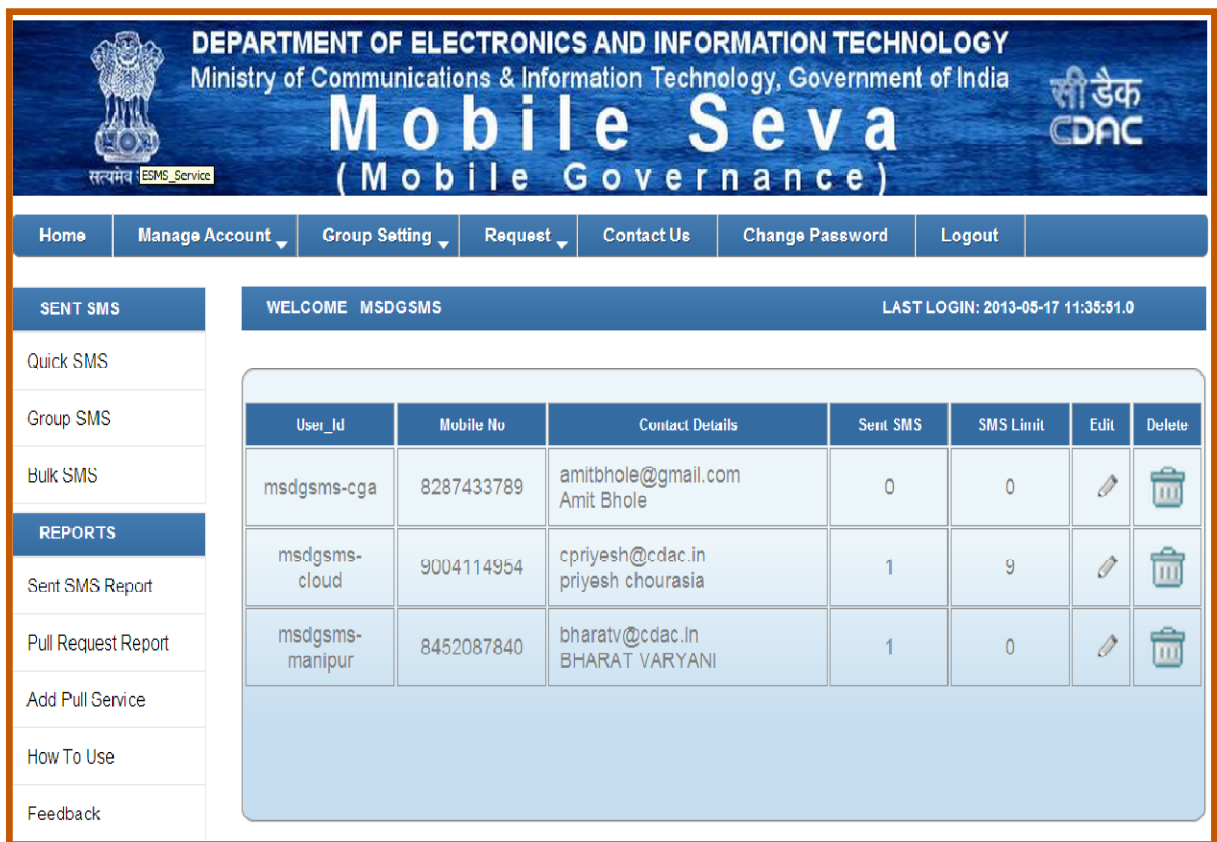




Figure 5: View Sub Account Details Screen

Table 4: Fields and Description for View Sub Account Details

FIELD	DESCRIPTION
User_Id	User id of the user
Mobile No	Mobile number of contact person of the user's organization
Contact Details	Email id and contact person name of the user's organization
Sent SMS	Total number of sms sent using the sub account
SMS Limit	Number of sms permissible to be sent for the sub account
Edit 	Button to edit the sub account
Delete 	Button to delete the sub account

The update and delete sub accounts will be discussed in detail in sections 1.1.3.4.1 and 1.1.3.4.2 respectively explaining sub account management.

1.1.3.2 Updating Account Details

The user can edit the account details that he had filled up while registering for the account anytime by clicking on the **Update Account** link under the **Manage Account** tab. This will open the page as illustrated in Figure 6.



Figure 6: Update Account Screen

The user can view the existing account details in the form. He can change or edit the details as per the requirement and click on **Update** button to save the changes. User can now view the updated details by clicking on **View Account Detail** link under the **Manage Account** tab. **A word of caution** – The user cannot leave the fields marked with asterisk (*) empty. These are required fields and the user can either enter new values in these fields or keep the original values. Table 5 describes the fields and their description enlisted on the update account page.

Table 5: Fields and Description for Updating Account Details Form

FIELD	DESCRIPTION
User_Id	User id of the user
Department_Name	Department name of the user
Address	Address of the user's organization
State	State in which the organization is located
City	City of organization address
Pincode	Pincode of organization address
Email_Id	E- mail id of the contact personnel
Mobile Number	Mobile number of the contact personnel
Alter Mobile Number	Alternate mobile number of the contact personnel
Contact Person	Name of organization personnel for contact purpose
Designation	Designation of the contact personnel
Update	Click on Update to update the form
Cancel	Takes the user back to home page

1.1.3.3 Adding Sub Accounts

Sub account can be created by the user under his/her main user account. Multiple sub accounts can be created only by the main account. These sub accounts can be assigned to different departments or even to a group of individuals to facilitate a unique identity while sending sms either to the citizens or to its registered users. Main account can manage and track push SMS usage of sub-accounts.

The user can add a sub account by clicking on the **Add Sub Account** link under the **Manage Account** tab. This will open the page as illustrated in Figure 7. The user needs to fill up the required fields and click on Add to create a new sub account. Table 6 describes the fields and their description enlisted on the add sub account page.



Figure 7: Add Sub Account Screen

Table 6: Fields and Description for Add Sub Account Form

FIELD	DESCRIPTION
User Id	User id of the user
Department_Name	Department name of the user
Password	Password for the sub account
Confirm Password	Confirm Password for the sub account
Sender Id	Sender ID to be assigned to the sub account
MobileNo	Mobile number of the contact personnel
EmailId	E- mail id of the contact personnel

FIELD	DESCRIPTION
Contact Person	Name of organization personnel for contact purpose
Designation	Designation of the contact personnel
SMS Limit	Number of sms permissible to be sent for the sub account
Add	Click on Add to create the sub account

Two fields are worth a mention here. The first is the user id field. It contains two sections. The first section is pre-populated with the user id of the account from which the sub account is being created. The second section is empty, which will be filled up by the user to provide an appropriate name for the sub – account. The sub account thus will be a combination of the main account name and sub account name, which will facilitate easier identification and tracking of sub accounts.

Another noteworthy field is the sender id, which is a combo-box. It allows the user to assign any of the existing sender IDs associated with the main account. Note that new sender ids cannot be created for sub accounts.

Once the sub account is created, any authorised user can log into the sub account by accessing the URL <http://services.mgov.gov.in/login.jsp> and providing the sub account credentials. Once created, the authorised personnel of the department or group can log into these sub accounts using the valid credentials and send messages and access various features of the portal. However, certain features of the portal such as modification of main account creation of sub accounts, sender id creation and deletion as well as certain reporting features are not available to sub account user.

1.1.3.4 Managing Sub Accounts



The user can edit the sub account details that were filled up during sub account registration anytime by clicking on the **Manage Sub Account** link under the **Manage Account** tab. This will open the page as illustrated in Figure 8. The page enlists the various sub accounts created for the main account. The user can review the sub accounts and choose to edit or delete the sub accounts as required. Edit and Delete buttons provided beside every sub

account facilitate the editing and deletion of sub accounts. A description of all fields appearing on the manage sub accounts page and their significance is provided in Table 7.




Figure 8: Update Sub Account Screen

Table 7: Fields and Description for Manage Sub Accounts

FIELD	DESCRIPTION
User_Id	User id of the user
Mobile No	Mobile number of contact person of the user’s organization
Contact Details	Email id and contact person name of the user’s organization
Sent SMS	Total number of sms sent using the sub account
SMS Limit	Number of sms permissible to be sent for the sub account
Edit 	Button to edit the sub account
Delete 	Button to delete the sub account

1.1.3.4.1 Editing Sub Accounts

The user can edit the sub account by clicking the edit button  provided beside every enlisted sub account. On clicking this button, a page opens displaying the details of that sub account. Figure 9 illustrates the Edit Sub Account page.



The screenshot shows the 'Edit Sub Account' form within the Mobile Seva (Mobile Governance) portal. The form is titled 'Edit Sub Account' and contains the following fields:

Field	Value
User Id *	msdgsms- cga
Department Name *	Controller General of Acc
Password *
Confirm Password *
Sender Id *	BSNL I
MobileNo *	8287433789
EmailId *	amitbhole@gmail.com
Contact Person *	Amit Bhole
Designation *	Sr AO
SMS Limit *	0

An 'Update' button is located at the bottom of the form.

Figure 9: Edit Sub Account Form

User can change any or all of the details of the sub account and click on the **Update** button to save the changes. User can now view the updated details by logging into the sub account and clicking on **View Account Detail** link under the **Manage Account** tab. **A word of caution** – The user cannot leave the fields marked with asterisk (*) empty. These are required fields and the user can either enter new values in these fields or keep the original values. Table 8 describes the fields and their description enlisted on the **Edit Sub Account** page.

Table 8: Fields and Description for Edit Sub Account Form

FIELD	DESCRIPTION
User Id	User id of the user
Department_Name	Department name of the user
Password	Password for the sub account
Confirm Password	Confirm Password for the sub account
Sender Id	Sender ID to be assigned to the sub account
MobileNo	Mobile number of the contact personnel
EmailId	E- mail id of the contact personnel
Contact Person	Name of organization personnel for contact purpose
Designation	Designation of the contact personnel
SMS Limit	Number of sms permissible to be sent for the sub account
Update	Click on Update to update sub account changes

1.1.3.4.2 Deleting Sub Accounts


The user can delete a sub account by clicking the delete button  provided beside every enlisted sub account. On clicking this button, a dialog box appears and asks for confirmation regarding the deletion of the sub account. If the user clicks on Yes, the sub account is deleted. However, if the user clicks on Cancel, the sub account is not deleted.

Figure 10 illustrates this.



Figure 10: Delete Sub Account

1.1.3.5 Deleting Sender ID

Sender ID is the id under which messages are sent to individuals or groups from a user account. Multiple sender ids can exist for a single user account. Creation of sender id will be discussed in section ____.

In this section the deletion of sender id is discussed. In order to delete the sender id, the user has to click on the **Delete Sender Id** link under the **Manage Account** tab. The screen illustrated in Figure 11 is displayed. The user can then choose the sender id, which he chooses to delete and click on **Delete** button. This will permanently delete the sender id from the user account. A message will be displayed on screen confirming the deletion of the sender id.



Figure 11: Delete Sender ID

Table 9 enlists the fields associated with the sender id deletion.

Table 9: Fields and Description for Sender ID Deletion

FIELD	DESCRIPTION
Delete Sender_Id	Sender id to be deleted
Delete	Click on delete to delete the selected sender id
Cancel	Click on cancel to cancel the deletion

1.1.4 GROUP MANAGEMENT

Groups are created to ease the manageability of the user account being used by numerous departments and individuals of an organization and for sending bulk messages to several individuals at a time. At times, communication can be inter-departmental, inter-organizational, where bulk messages need to be sent to several individuals or departments at once. There are also scenarios wherein citizens opting for a particular service need to be intimated or updated about certain common information at once. Groups are extremely helpful during such scenarios.

Group are comprised of members, the members being individuals whose mobile numbers are enlisted with the group. When a message is sent to a group, all members of the group receive the same message. This solves all the issues mentioned above. In the following sections, all information pertaining to group creation, group management, member addition and member management is discussed.

1.1.4.1 Adding a Group

Adding a group means creating a group and providing a suitable name to it for easier identification and manageability of that group. Multiple groups can be created for a user account as per the need and use. User can add a new group by clicking on the **Add Group** link under **Group Setting** tab. This will open a page as illustrated in Figure 12. Once the user, fills up all the fields and clicks on **Add**, the member is added to the group.



Figure 12: Add a New Group

Table 10 enlists the fields associated with the new group creation.

Table 10: Fields and Description for Adding a New Group

FIELD	DESCRIPTION
Enter Group Name	Enter the group name to be created
Add	Click on add to add the new group
Cancel	Click on cancel to cancel group creation

1.1.4.2 Adding Members to a Group

Once the group is created, the user needs to add members to that group. These members will be receiving the sms sent to the group in which they are added.

Members can be added in either of the following ways:

- i.) During group creation
- ii.) Using insert new member link
- iii.) Using add group (via Excel)

1.1.4.2.1 Adding Members during Group Creation

Once the group is created using the Add Group option, users are prompted to enter member details for that group by displaying the screen depicted in Figure 13. Multiple members can be added to the group in this way. Table 11 enlists the fields associated with member addition for a group during group creation.



Figure 13: Add a Member to a Group

Table 11: Fields and Description for Adding a New Member to a Group during Group Creation

FIELD	DESCRIPTION
Name	Enter the name of the member to be added
Mobile Number	Enter the mobile number of the member
Email Id	Enter the email id of the member
Add	Click on add to add the add a new member
Cancel	Click on cancel to cancel member addition

1.1.4.2.2 Adding Members using Insert New Member Link

Members can be also be added to groups after group creation by clicking on **Insert New Member** under the **Group Setting** tab. If the user chooses to add members using this option, the page illustrated in Figure 14 is displayed.



Figure 14: Add Member using Insert New Member Link

Table 12 enlists the fields associated with member addition to a group using insert new member link.

Table 12: Fields and Description for Adding a New Member to a Group using Insert New Member Link

FIELD	DESCRIPTION
Name	Enter the name of the member to be added
Mobile Number	Enter the mobile number of the member
Email Id	Enter the email id of the member
Select Group	Select the group for which member needs to be added
Add	Click on add to add the add a new member
Cancel	Click on cancel to cancel member addition

1.1.4.2.3 Adding Members using Add Group (via Excel)

Using this option, user can add a group by clicking on the **Add Group (via excel)** link under **Group Setting** tab. This will open a page as illustrated in Figure 14.



Figure 15: Add Member via Excel File

Here, the user is prompted to upload an excel file containing a list of member names and their mobile numbers. The user can upload the file by clicking on the **Choose File** button. Once the user selects the .xls file to be uploaded and clicks on **Save File**, the page depicted in Figure 16 appears prompting the user to select a group to which the list is to be assigned. Once the user selects the group and clicks on **Save**, the member list is successfully assigned to that group.



Figure 16: Add Members using Excel File

1.1.4.3 Manage a Group

Group management allows the modification and deletion of existing groups. The user can edit the group details anytime by clicking on the **Manage Group** link under the **Group Setting** tab. This will open the page as illustrated in Figure 14.

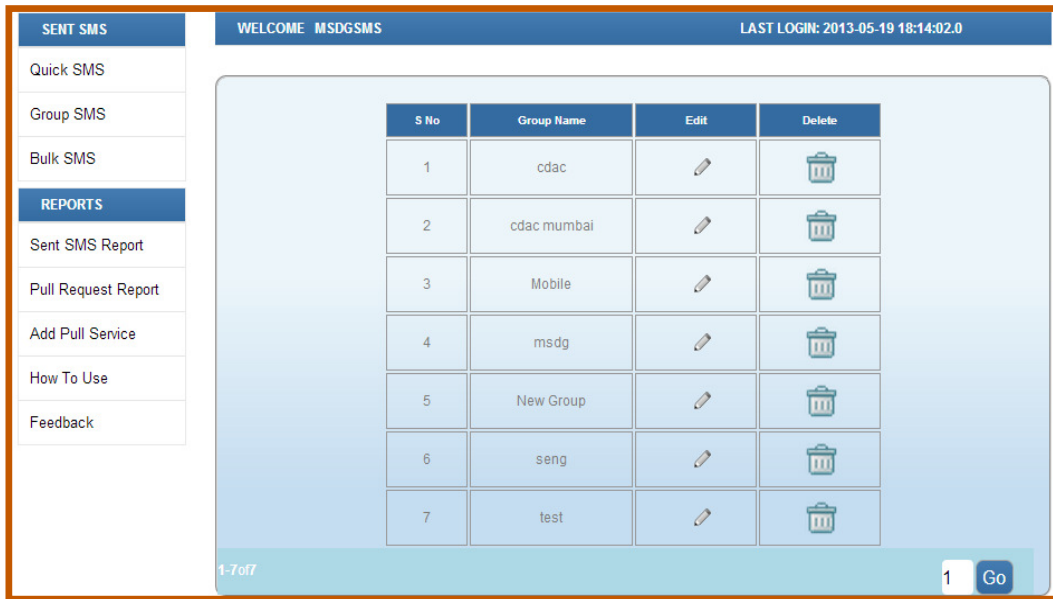




Figure 17: Manage Groups

The page enlists the various groups created for the existing account. The user can review the group and choose to edit or delete the groups as required. Edit and Delete buttons provided beside every group facilitate the editing and deletion of group. A description of all fields appearing on the manage groups page and their significance is provided in Table 12.

Table 13: Fields and Description for Adding a New Member to a Group

FIELD	DESCRIPTION
Group Name	Name of the Group
	Button to edit the group
	Button to delete the group

1.1.4.3.1 Editing a Group


The user can edit the group by clicking the edit button  provided beside every enlisted group. On clicking this button, a page opens displaying the details of that group. Figure 15 illustrates the Edit Group page.




Figure 18: Edit Group

The user can change the name of the group and click on **Add** to confirm the changes. Table 14 enlists the fields associated with the group editing.

Table 14: Fields and Description for Editing a Group

FIELD	DESCRIPTION
Group Name	Name of the Group
Add	Click on add button to update group name
Cancel	Click on cancel button to cancel the group editing

1.1.4.3.2 Deleting Groups

The user can delete a group by clicking the delete button  provided beside every enlisted group. On clicking this button, a dialog box appears and asks for confirmation

regarding the deletion of the group. If the user clicks on Yes, the group is deleted. However, if the user clicks on Cancel, the group is not deleted. Figure 19 illustrates this.

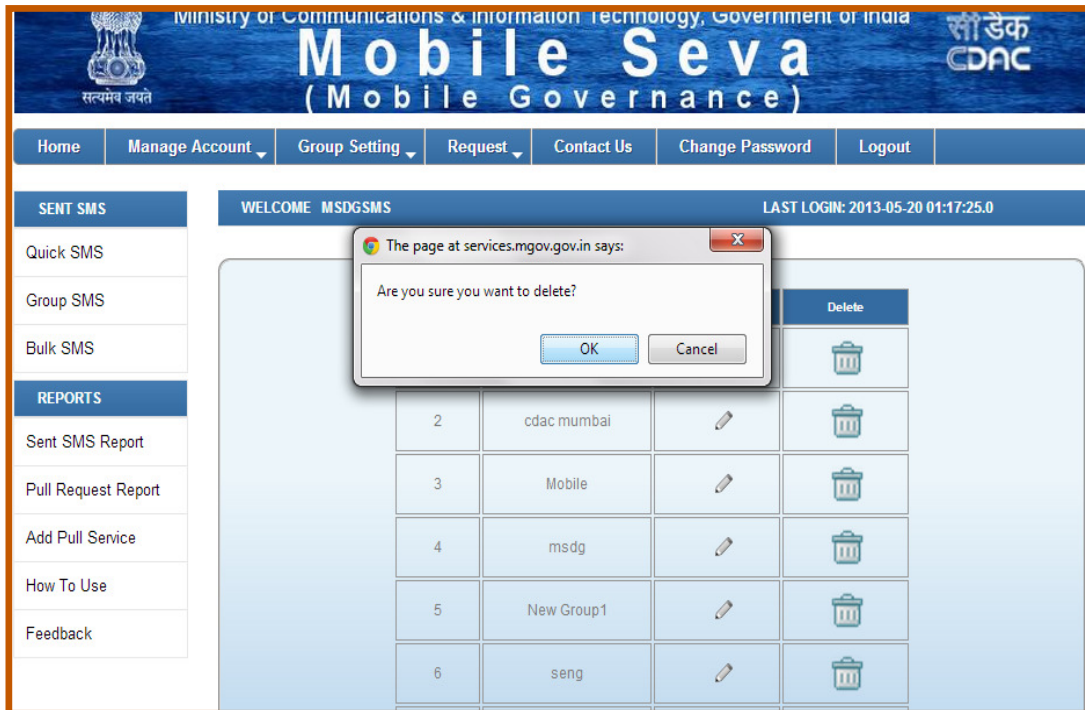


Figure 19: Deleting a Group

1.1.5 SENDER ID CREATION AND SMS LIMIT REQUEST

The Sender Id is the id created for the purpose of sending messages using the Mobile Seva platform. Individuals receiving the messages sent using the Services portal will be able to see this sender id as the sender of the message rather than the mobile number from which the message is sent.

1.1.5.1 Adding Sender ID

User can add sender id by clicking on **Add Sender ID** link under **Request** tab. This will display the page illustrated in Figure 20.

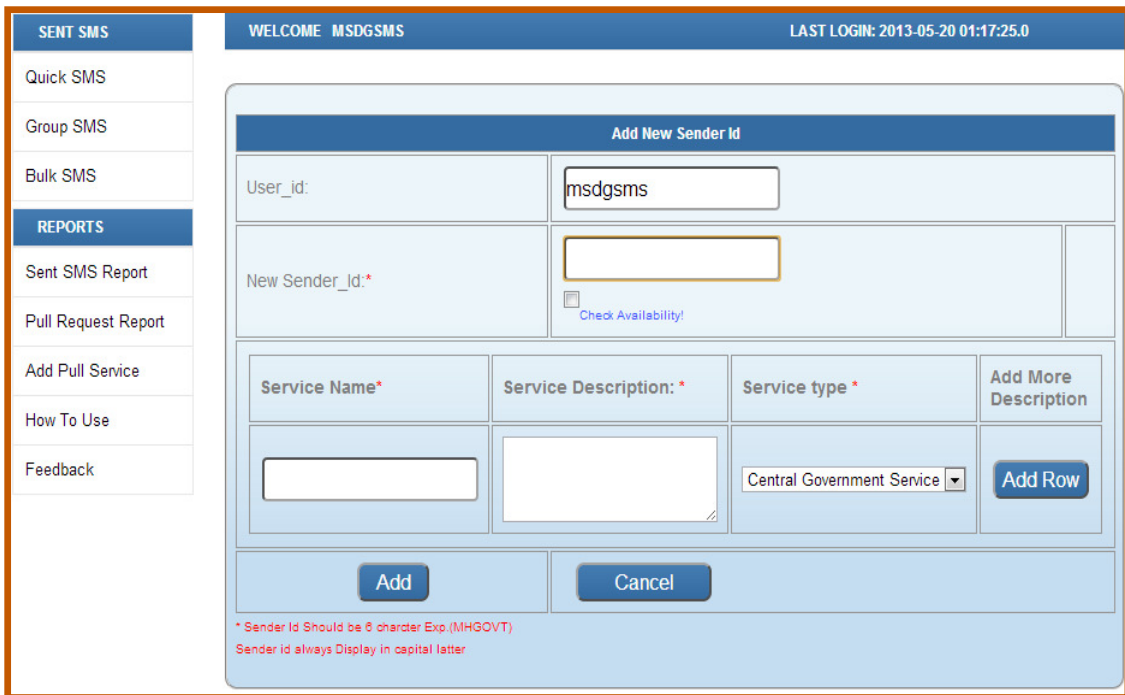


Figure 20: Add Sender ID

The fields and field description for the creation of sender id are enlisted in Table 15. After the user fills up the relevant fields and clicks on **Add**, the sender id is created. The user can choose to can this action by clicking on **Cancel** button.

Table 15: Fields and Description for Adding Sender ID

FIELD	DESCRIPTION
User_id	User id of the user
New Sender_id	Sender id name
Service Name	Name of the service with which the sender id will be associated
Service Description	Description of the service
Service Type	Select the type of the service from the provided options
Add More Description	Provide extended description of the service
Add Row	This option allows for adding of multiple services for a sender id

FIELD	DESCRIPTION
Add	Click on add button to add sender id
Cancel	Click on cancel button to cancel sender adding

1.1.5.2 Request SMS Limit

User can set required sms limit for the user account by clicking on **Request SMS Limit** link under **Request** tab. This option helps in extending the sms limit for the user account as per the usage and requirement. Clicking on **Request SMS Limit** will display the page illustrated in Figure 21. Table 16 illustrates enlists the fields associated with the sms limit change.



Figure 21: Request SMS Limit

Table 16: Fields and Description for Requesting SMS Limit

FIELD	DESCRIPTION
User_id	User id of the user
Required SMS	Enter the number of sms limit require for the account
Submit	Click on submit to confirm changes
Cancel	Click on cancel button to cancel sms limit changes

1.1.6 CHANGE USER PASSWORD

As a security measure user can change the password at regular intervals so the security of the account is not compromised. The changed password should meet the same requirements as those met during account creation. The user can change password by clicking on **Change Password** tab and entering the old password and thereafter filling up the new password twice for confirmation. After that, once the user clicks on **Save**, the user account password is changed successfully. Figure 22 depicts the change password page.

The screenshot shows the 'Change Password' page of the Mobile Seva portal. The page has a blue header with the 'Mobile Seva (Mobile Governance)' logo and the CDAC logo. Below the header is a navigation bar with links: Home, Manage Account, Group Setting, Request, Contact Us, Change Password, and Logout. On the left, there is a sidebar menu with 'SENT SMS' (Quick SMS, Group SMS, Bulk SMS) and 'REPORTS' (Sent SMS Report, Pull Request Report, Add Pull Service, How To Use, Feedback). The main content area is titled 'Change Password' and contains three input fields: 'Old Password', 'New Password', and 'Retype Password'. Each field has a masked input field with dots. Below the fields are two buttons: 'Save' and 'Cancel'. The page also displays 'WELCOME MSDGSMS' and 'LAST LOGIN: 2013-05-20 01:17:25.0'.

Figure 22: Change Password Page

1.1.7 FEEDBACK

Feedback provides a platform for users to convey their experience, issues, suggestions, queries etc to the help desk team. The users need to fill up a simple form as illustrated in Figure 23 to pass across their message to the help desk team.



Figure 23: Feedback Form

Table 17 enlists the fields and field description of the feedback form.

Table 17: Fields and Description for Feedback Form

FIELD	DESCRIPTION
User_id	User id of the user
Department Name	Department of the user
Email Id	Email id of the user
Mobile Number	Mobile number of the user
Subject	Subject of the feedback
Message	Detailed message related to the nature of feedback

2.SMS SERVICE AND REPORTS

This chapter provides instructions on sending sms through various modes and a quick guide on various reports generated using the Services portal. User can use these reports come to analyse the usage of the account as well as various groups and sub accounts.

2.1 SENDING SMS THROUGH VARIOUS MODES

The basic utility of the Services portal is its usage in sending quick, reliable and bulk messages with ease and convenience. For the sake of users' convenience and needs, Services Portal provides three modes of sending SMS depending on the user's needs. These modes are enlisted below.

- i.) Quick SMS
- ii.) Group SMS
- iii.) Bulk SMS

Each of these is discussed in the following sections.

2.1.1 QUICK SMS

The quick sms facility is used while sending messages to a limited number of persons. Using this facility, sms can be sent to individuals by entering their mobile numbers separate by commas. To use the quick sms facility, click on **Quick SMS** on the vertical bar on the left. The page illustrated in Figure 24 is displayed. Table 18 enlists the fields required to be filled for sending a quick sms.

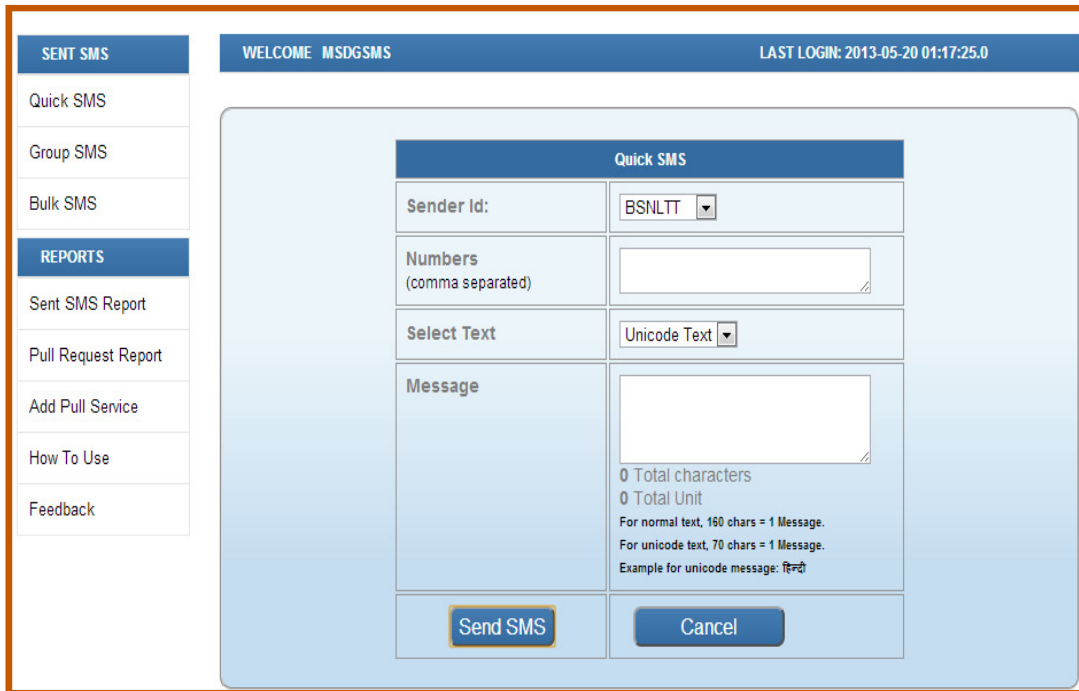


Figure 24: Send Quick SMS

Table 18: Fields and Description for sending Quick SMS

FIELD	DESCRIPTION
Sender Id	Sender id of the sender
Numbers	Enter numbers separated by comma
Select Text	Select either Unicode or normal text
Message	Key in the message that is to be sent.
Send SMS	Click on Send SMS to send the message
Cancel	Click on cancel button to cancel sms sending

Here a significant point is the option of providing text type to user. The user can select the text to be either normal text or Unicode text. If the user selects the Unicode text, the page depicted in Figure 25 opens and provides the option of selection from amongst 10 languages for sending the message. This is highly useful while sending messages in regional languages to citizens who are not well versed in English or Hindi but their own regional languages.

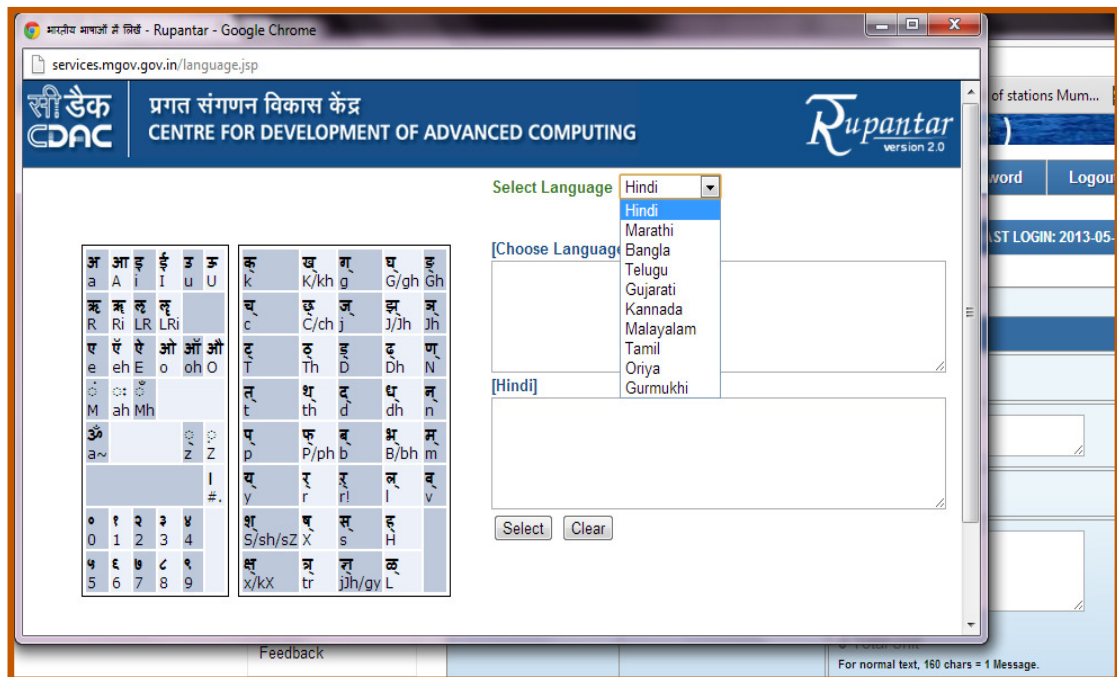


Figure 25: Select Language for sending SMS

2.1.2 GROUP SMS

The group sms facility is used while sending messages to a group or groups of persons. Using this facility, sms can also be sent to individuals by entering their mobile numbers separate by commas. To use the group sms facility, click on **Group SMS** on the vertical bar on the left. The page illustrated in Figure 26 is displayed. Table 19 enlists the fields required to be filled for sending a group sms. While sending group sms, the user needs to select at least one group from the list of groups provided. User can also select all groups from the list. Apart from selecting the groups, user can also send messages to numbers which are not in the list. This can be accomplished by entering comma separated mobile numbers in the Quick Add text box.

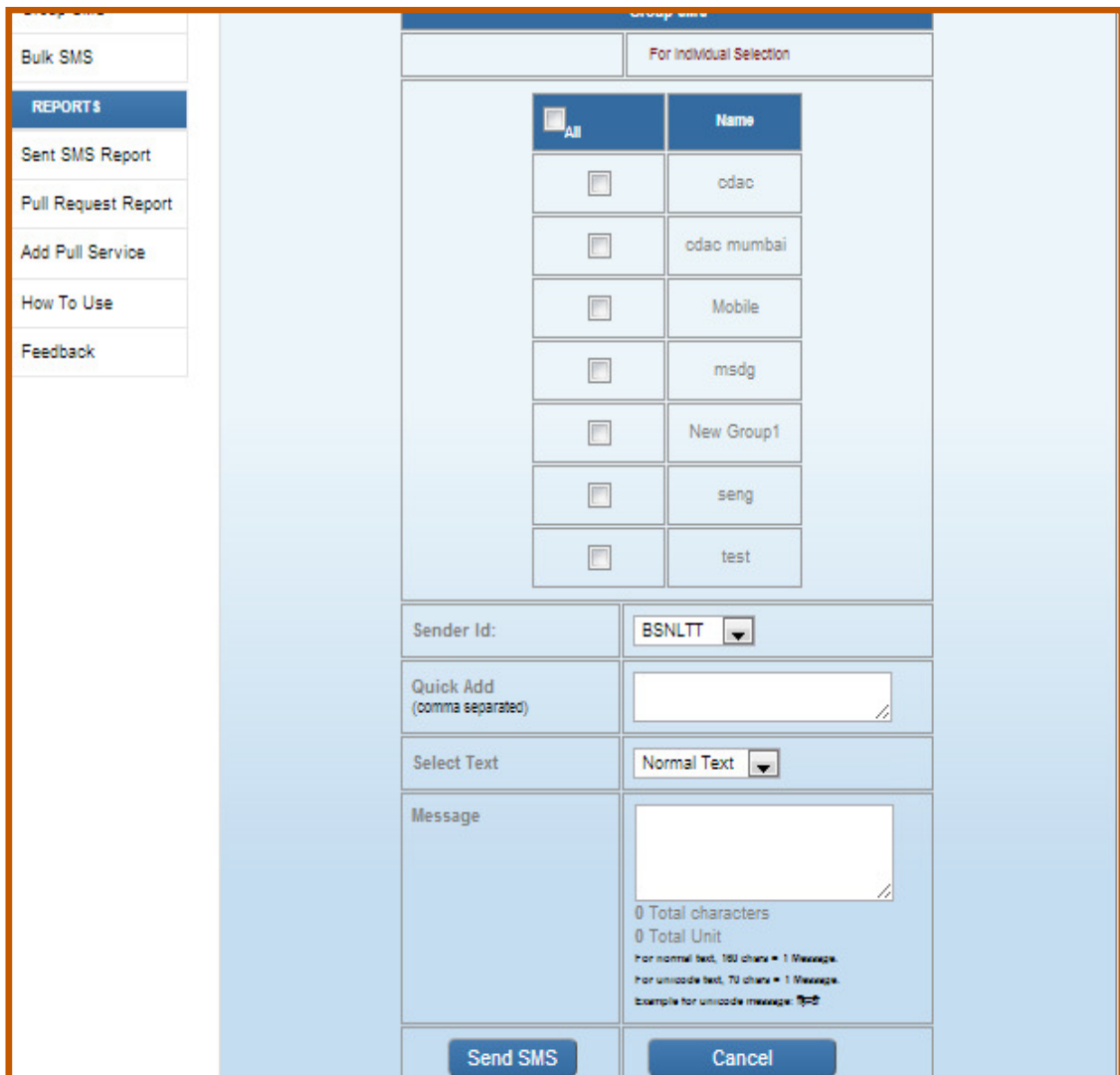


Figure 26: Sending Group SMS

Table 19: Fields and Description for sending Group SMS

FIELD	DESCRIPTION
Sender Id	Sender id of the sender
Quick Add	Enter mobile numbers separated by comma
Select Text	Select either Unicode or normal text
Message	Key in the message that is to be sent.
Send SMS	Click on Send SMS to send the message
Cancel	Click on cancel button to cancel sms sending

2.1.3 BULK SMS

Bulk sms is a fast and convenient way to send different messages to different individuals. In Quick and group sms, the message being sent to the persons is the same while in bulk sms, different messages can be sent to a large number of people. Bulk sms makes this possible by using an excel file, which contains fields for name, mobile number and message. This file can be uploaded to the portal and the messages are sent to the respective recipients as specified in the excel sheet. To use the bulk sms facility, click on **Bulk SMS** on the vertical bar on the left. The page illustrated in Figure 27 is displayed.



Figure 27: Sending Bulk SMS Step 1

The user can choose the excel file prepared by him with names, mobile numbers and messages and upload the same using the Choose File button. The user can then save the excel sheet by clicking on the Save File button. Multiple files can be uploaded in this manner for sending bulk sms. These files can then be used to send sms. Once the files are uploaded, the page illustrated in Figure 28 appears.

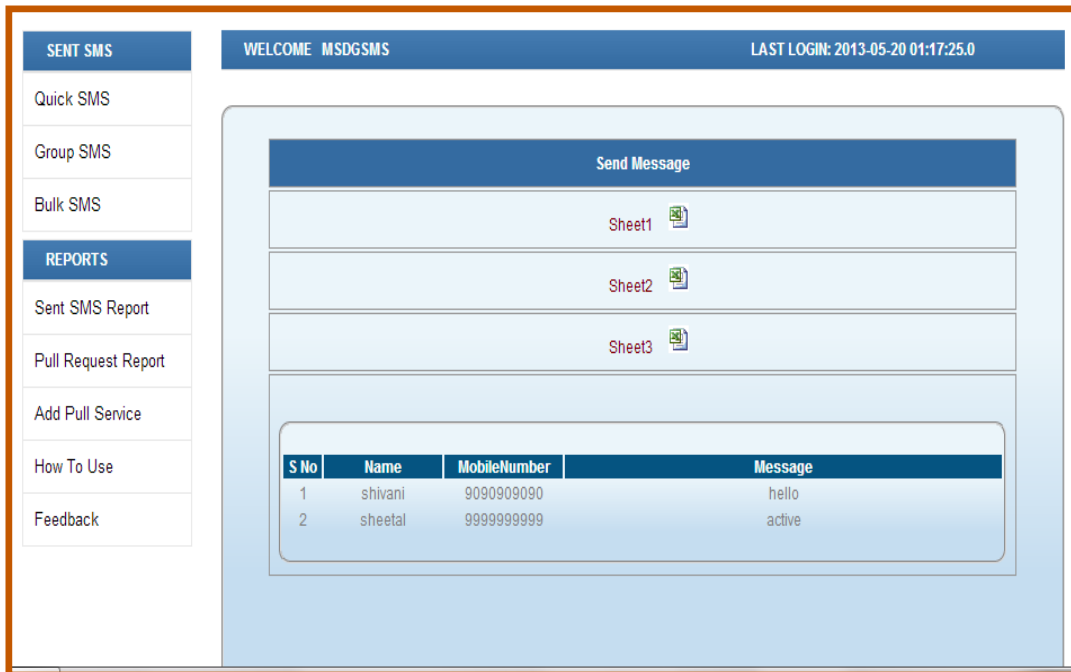


Figure 28: Sending Bulk SMS Step 2

Clicking on the excel sheet icon will display the contents of the excel file and clicking on either or all of Sheet1, Sheet2 or Sheet3 will display the page as depicted in Figure 29.

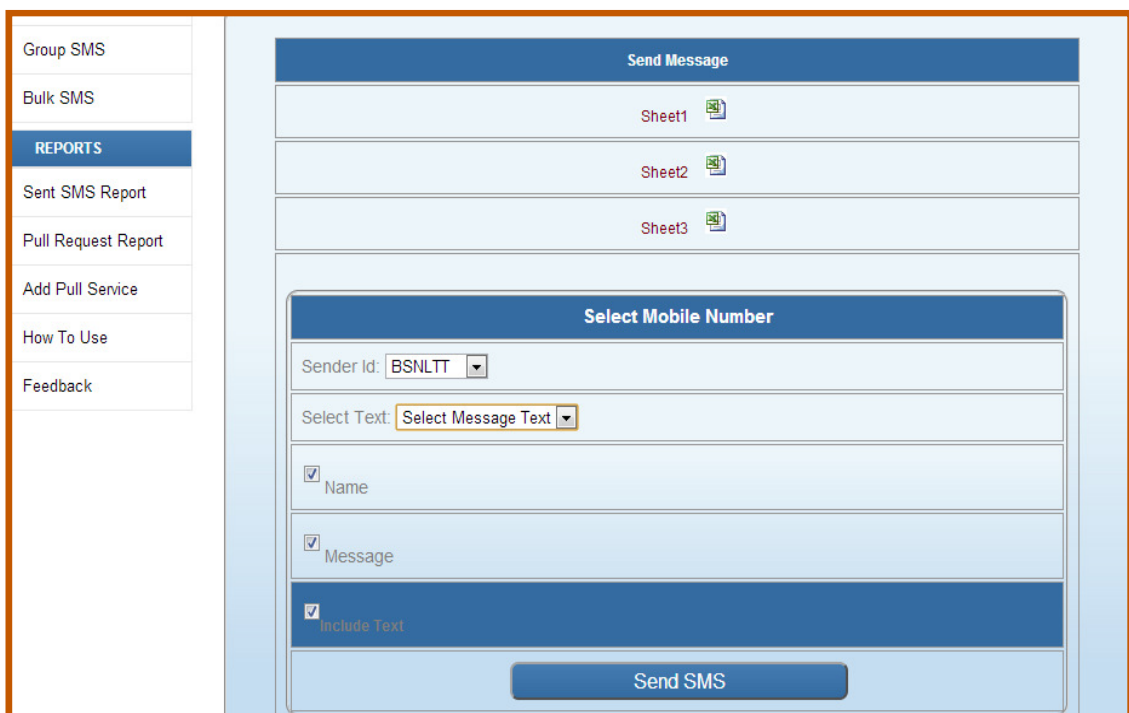


Figure 29: Sending Bulk SMS Step 3

Table 20 enlists the fields and their description for sending bulk sms.

Table 20: Fields and Description for sending Bulk SMS

FIELD	DESCRIPTION
Sender Id	Sender id of the sender
Select Text	Select either Unicode or normal text
Name	The Name of the recipient as typed in the excel sheet
Message	The message as typed in the excel sheet
Include Text	Choose whether or not to include text
Send SMS	Click on send sms to send bulk sms

2.2 REPORTS

Three types of reports are available on the portal. These are as enlisted below.

- i.) Sent SMS Report
- ii.) Pull Request Report
- iii.) Add Pull Service

Each will be discussed in the following sections.

2.2.1 SENT SMS REPORT

This report displays the data for the number of sms sent during a specified period for all or specified accounts. It provides a summary of the push services availed by the citizens. The period of the report can be a month selected from the provided options or it may be for a given date in a month. The report may be generated for a single account or all the accounts. The user can select the account from the options provided. The report can be downloaded as well in either pdf format or excel format. User can chose either of the options. The report can be accessed by clicking on **Sent SMS Report** on the vertical bar on the left. The page illustrated in Figure 30 is displayed. The input criteria for the report are illustrated in Figure 31.

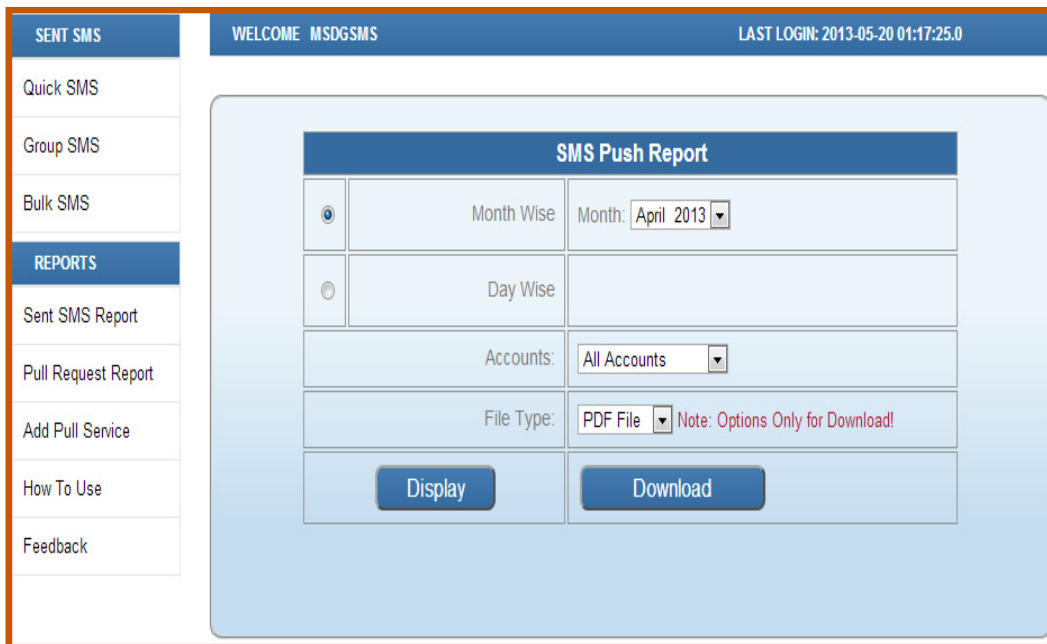


Figure 30: Sent SMS Report Input Fields

Figure 30 illustrates a report generate for the user msdgsms-cga for the date 19/05/2013.



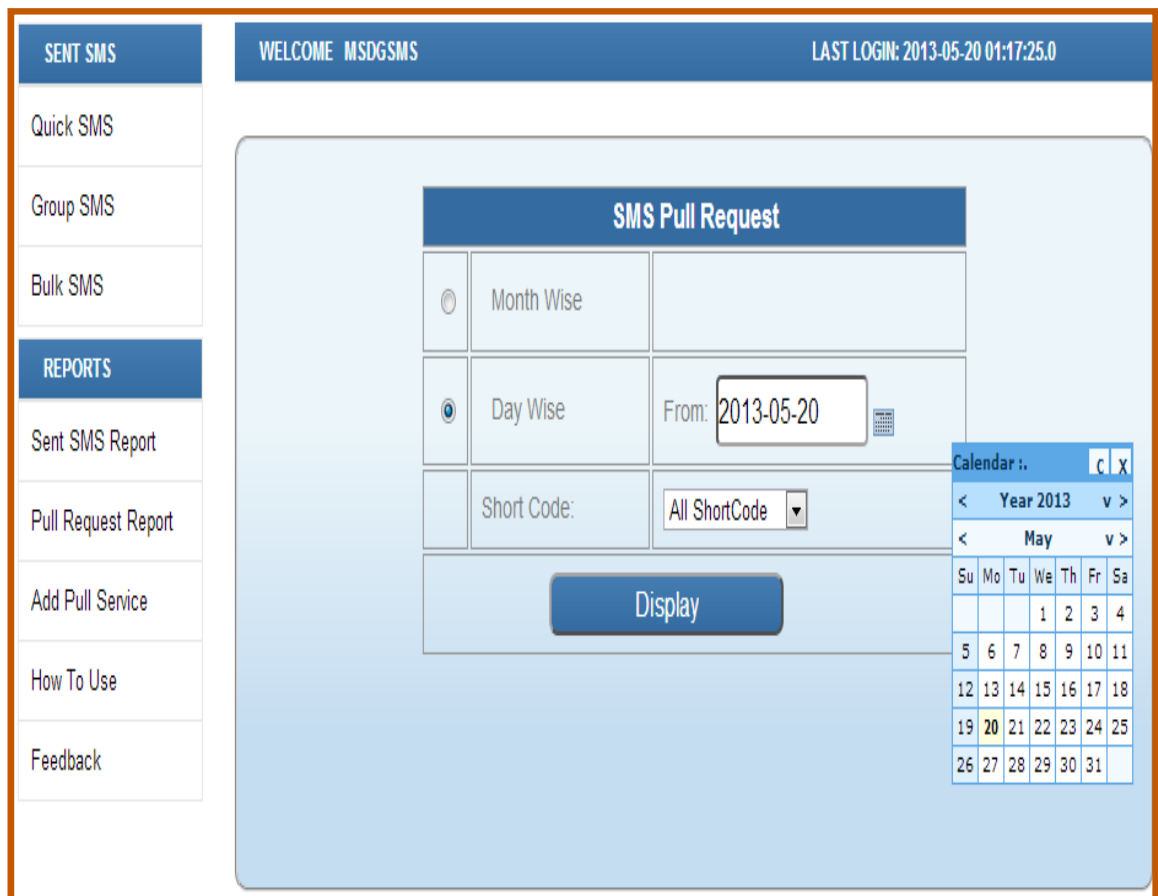
Account: msdgsms-cga						
SNo	Date	Delivered	UNDLRD/EXPIRD	SUBMITTED	Failed	Total
	TOTAL :	0	0	0	0	0

Note: 1. DELIVRD: Message Delivered to citizen.
 2. UNDELIV/EXPIRED: Telco failed to deliver SMS to user (Number not reachable/Network issue)
 3. Status Submitted: SMS Submitted to telco, waiting for delivery report
 4. Failed: SMS not delivered to user due to Invalid numbers/Invalid sender id/Insufficient SMS balance

Figure 31: Push SMS Report Display

2.2.2 PULL REQUEST REPORT

This report displays the data for the number of pull requests sent during a specified period for all or specified accounts. It provides a summary of the pull services availed by the user. The period of the report can be a month selected from the provided options or it may be for a given date in a month. The report may be generated for a single short code or all short codes. The user can select the short code from the options provided. User can chose either of the options. The report can be accessed by clicking on **Pull Request Report** on the vertical bar on the left. The input criteria for the report are illustrated in Figure 32.



The screenshot shows the 'SMS Pull Request' form with the following fields:

- Month Wise
- Day Wise
- From: 2013-05-20
- Short Code: All ShortCode
- Display button

A calendar widget is also visible, showing the month of May 2013. The date 20 is highlighted in the calendar.

Figure 32: Pull Request Report Input Fields

Figure 33 illustrates a report generate for the short code CDAC: LOCATE for the date 20/05/2013.



Figure 33: Pull SMS Report Display

2.2.3 ADD PULL SERVICE

Pull services can be added by clicking on **Add Pull Service** on the vertical bar on the left.

Figure 34 illustrates the add pull service page.

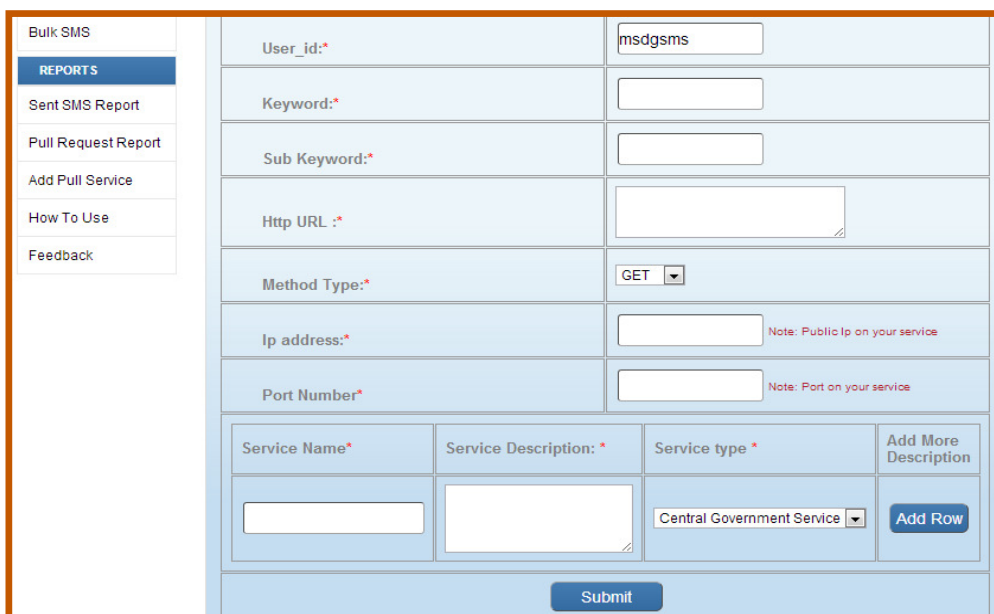


Figure 34: Add Pull Service Page

Table 21 illustrates enlists the fields associated add pull service.

Table 21: Fields and Description for Add Pull Service

FIELD	DESCRIPTION
User_id	User id of the user
Keyword	Enter the pull service keyword
Sub Keyword	Enter the pull service sub keyword
Http URL	Enter the URL at which the service is hosted
Method Type	Enter the method for accessing the service, GET or PUT
IP Address	IP address of the server hosting the service
Port Number	Port Number of the server hosting the service
Service Name	Name of the service
Service Description	Description of service
Service Type	Type of service
Add Row	Click on add row to add more services
Submit	Click on submit to add the pull service