



USER'S MANUAL (version 3.0)

IHIP-IDSP WEB PORTAL (Software Version 10.0 Last Updated On: 11/02/2020)

For State Surveillance Officer / State Admin user

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Introduction

State level user has 2 important tasks to do in relation with IDSP

1. Monitor disease trend and
2. Monitor reporting status to ensure timely reporting by all the Reporting Units

The “**Reports**” and “**View Map**” will help state level user to pursue both of the above tasks easily.

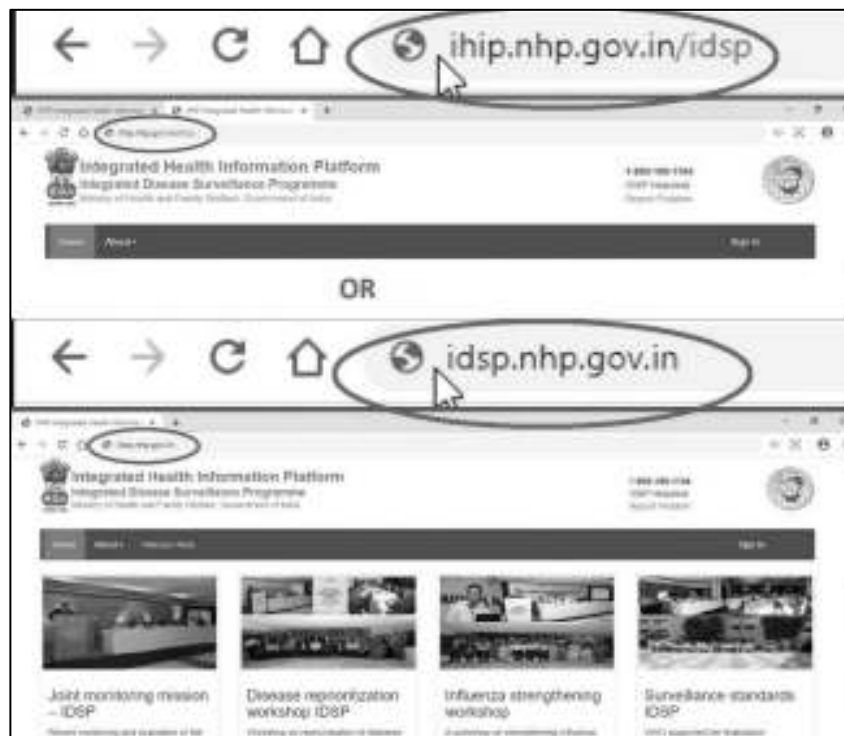
In addition, IHIP web portal has data of all the Reporting Units (S form user Health Facilities, P form user Health Facilities and L form user Laboratories). Management of these data is also necessary to ensure that IHIP web portal helps the Program Managers at district and state level at its best. For this, “**Administration**” menu has been provided to complete all these tasks.

Moreover, state level user can flag an event using **Event Alert Form** and can also convert an Event Alert to an Outbreak and can select RRT Members for the **Outbreaks** to be investigated and has the authority to change the outbreak status.

Let’s see the above functions one by one.

1. Log in IHIP web portal using Health Facility user ID and password

- i. Open any browser and go to IHIP web portal (<https://ihip.nhp.gov.in/#!/>) and then click on “Integrated Disease Surveillance Programme” in the left box or simply type “**ihip.nhp.gov.in/idsp**” or “**idsp.nhp.gov.in**” URL in address bar of the browser and click enter.



- ii. Type the **Username, Password** given for the State level user; then enter 4-digit **captcha** as shown and click on **“Sign In”** button



Log in ID of State level user account looks like is sso28, where “sso” stands for **“State Surveillance Officer”**; “28” is the two digit **state specific code**; another Log in ID of State level user account looks like stateadmin28, where “stateadmin” stands for “State Administration” & “28” is the two digit **state specific code**. **Stateadmin log in ID has been given specifically for administration part of IHIP web portal**

2. Data Entry in **Event Alert form**: Now we will see **how State level Officer can flag an event** through “Event Alert Form”

- i. Click on **“Forms”** menu and then click on **“Event Alert Form”**



- ii. Fill in the “**Event Occurred Date**”, select the District, Sub District and Village, Select the “**Health condition**” (syndrome or disease) and “**Source**” which provided the information about the event and provide some details about the event in the “**Message**” text box; you may also upload any photo or document by clicking on “**Choose Files**”. Click “**Submit**” to share the event data on server. Event Alert ID would be generated automatically.

The screenshot shows a web form titled "Event Alert". The form contains the following fields and elements:

- Event ID:** A text input field containing the value "20231201015001-FA".
- Event Occurred Date:** A date picker field showing "10/04/2019".
- State:** A dropdown menu with "Karnataka" selected.
- District:** A dropdown menu with "Chamara Nagar" selected.
- Sub District:** A dropdown menu with "Gandhinagar" selected.
- Village:** A dropdown menu with "Madalur" selected.
- Health Condition:** A dropdown menu with "Acute Diarrhoeal Disease" selected.
- Source:** A dropdown menu with "Media-TV" selected.
- Message:** A text area containing the text: "approximately 50 cases of Diarrhoea in a primary school in Madalur village".
- Document:** A file upload section with a "Choose Files" button and the text "No file chosen".
- Submit:** A button at the bottom of the form.

3. Understand and use **Outbreaks** menu:

Outbreaks Menu will help to **monitor and respond to various Event alerts and Health Conditions alerts.**

- i. On clicking the Outbreak menu, the first page will show **District wise numbers of Ongoing and Completed Outbreaks.** There is filter on that page to select any particular district. The page also has the checks for 3 types of duration: Last 3 months, Last 6 months and Last 1 year. On clicking the **“View”** in front of a particular district, you will be directed to the Outbreak page of that district.

State	District	Ongoing Outbreak	Completed Outbreak	Event Alerts Pending Actions	Health Condition Alerts Pending Actions	Action
Karnataka	Alappuzha	1	0	0	0	View
Karnataka	Anantapur	1	0	0	0	View
Karnataka	Bagalkot	2	0	2	9	View
Karnataka	Balari	0	0	0	9	View
Karnataka	Belagavi	0	0	0	5	View

- ii. “Outbreaks” page of the selected district has 3 parts: **a) Event Alerts, b) Health Condition Alerts and c) EWS Outbreak Summary.** One can click on “Show More.....” to get the whole list of alerts/outbreaks summary. Health Workers / Medical Officer / IDSP Nodal Officer of the Health Facility / District / State / National level users can raise an Event Alert using Event Alert form from IHIP web portal. Health conditions alerts are generated depending upon the threshold set for each disease and when number of Laboratory confirmed cases for a particular disease cross threshold, Health Condition Alert is generated automatically. **Each Event Alert and Health Condition Alert has unique ID ending with EA and HA respectively.** (please see screenshot on next page)

Home About Forms Outbreaks Reports View Map IIR Administration Downloads

Event Alerts

Alert Date	Syndromes/Disease	Source	Action Update
02/04/2018	Acute Diarrhoeal Disease	Media-TV	Update Action
02/08/2018	Malaria	Health workers	25431201831173-ID
02/08/2018	Dengue	Health workers	Update Action
02/08/2018	Chikungunya	Health workers	Update Action
02/08/2018	Chikungunya	Health	Update Action

Show More

Health Condition Alerts

Alert Date	Disease Condition	Sub-District	View Details	Action Update
Show More				

EWS Outbreak Summary

Outbreak ID	Status	Syndromes/Disease	Health Facilities	Preliminary Information	Initiated Date
25431201831173-O	Outbreak Under Surveillance	Malaria	SANTEMARAHALLI PRD	AND of CHC Santhomarahalli reported suspected cases of malaria	04/08/2018
25431201831173-O	Outbreak Under Surveillance	Chikungunya	KOTTALAWADI (24X7), BISALAWADI	tgjg	30/07/2018
25431201831173-O	Outbreak Under Surveillance	Chikungunya	KOTTALAWADI (24X7), BISALAWADI	tgjg	30/07/2018

- iii. Click on **“Update Action”** button in front of the Event Alert or Health Condition Alert. Fill in the details like **“Preliminary Information”**, select the **“Health Condition”** and select **“Yes”** or **“No”** under **“Outbreak Investigation Required”**. As soon as **“Yes”** is selected, an **“Outbreak ID”** will be generated, which is similar to Event Alert or Health Condition Alert except that the last 2 letter EA or HA will be replaced by **“O”**. After that state level user need to **select RRT members** to be deployed for outbreak investigation and also need to **select the Health Facility / Facilities**, the areas of which are likely to be involved in the outbreak and they need to provide logistics and manpower support to RRT members for outbreak investigation and response. Click on **“Submit”**. If one selects **“No”** for **“Outbreak Investigation Required”** then EA or HA will close here itself. (please see screenshot on next page)

Action Update

Source of Information: Multi-TI Alert ID: 2051201915001-54

Event Occurred Date: 12/04/2019

Preliminary Information*
 approximately 55 cases of acute diarrhea from a single school, probably due to contaminated food

Health Condition*
 Acute Diarrhoeal Disease

Outbreak Investigation Required * Event Outbreak ID
 Yes 2051201915001-0

RRT Details:

Date RRT constituted*
 12/04/2019

RRT Member Type RRT Member Mobile Number
 State/District RRT Member Dr. Bala - Epidemiologist 9000000001

Date of Deployment:
 12/04/2019

Facility Covered:

District Sub District* Health Facility
 Chamara Nagar Gundlupet Panchajanya Primary Health C.

- iv. **Once the event is converted to an Outbreak**, it will appear under “EWS Outbreak Summary” with status as “Ongoing - Under Surveillance”. The same outbreak details will also be visible under the EWS Outbreak Summary of the selected Health Facilities (P form Users).

Home | Alerts | Events | Outbreaks | Reports | Settings | RRT | Alerts & Events | Dashboard

Event Alerts

Alert ID	Sync/Unsync/Status	Source	Action Update
12042019	View	Multi-TI Acute Diarrhoeal Disease	2051201915001-0
10000000	View	Multi-TI Malaria	1001201911111111
0000020	View	Dengue	<input type="button" value="Update Now"/>
0000000	View	Chikungunya	<input type="button" value="Update Now"/>
0000020	View	Chikungunya	<input type="button" value="Update Now"/>

Display All...

EWS Outbreak Summary

Outbreak ID	Status	Sync/Unsync/Status	Health Facility	Preliminary Information	Event Date
2051201915001-0	Ongoing - Under Surveillance	Acute Diarrhoeal Disease	Panchajanya	approximately 55 cases of acute diarrhea from a single school, probably due to contaminated food	12/04/2019
1001201911111111	Ongoing - Under Surveillance	Malaria	PANCHAJANYA (PT)	500 of 1000 cases of malaria from a school of 1000	12/04/2019
0000000	Ongoing - Under Surveillance	Chikungunya	RRT (MALARIA) (0001) (BHALAKA)	5000	12/04/2019
0000000	Ongoing - Under Surveillance	Chikungunya	PANCHAJANYA (0001) (BHALAKA)	5000	12/04/2019

- v. Once the initiation of Outbreak investigation has been flagged by state level user, **the health facility users and RRT member users need to update the details of Outbreak including the line listing of the cases / deaths and how they responded to control the outbreak.** Once this is done and outbreak is under control, the status of the outbreak can be changed to **“Ongoing-Contained”** by state level user. And when no more ‘New’ cases are coming up after twice the duration of incubation period of the disease since the date of onset of the last case, then the status of the outbreak can be changed to **“Completed”** in which case, the Date on which RRT completed the investigation need to be mentioned. In addition to this, state level user also needs to select one or more out of the 4 conditions listed under **IHR** if relevant to the outbreak. State level user can also put his or her remarks and can attach any important document. State level user **can also see the line listing** of the affected cases/deaths uploaded by the health facility user or RRT member user. Click on **“Save”**.

The screenshot shows a web form titled 'Action Update' with a 'Save' button at the top left. The form is divided into several sections:

- Outbreak Details:** Contains fields for Outbreak ID (25531201915001-0), Source of Information (Media-TV), Health Condition Name (Acute Diarrhoeal Disease), RRT Concluded Date (12/04/2019), Primary Information (approximately 65 cases of acute diarrhea from a single school, probably due to contaminated food), and Health Facility (Pedaguru).
- RRT Members:** A table with columns: Name, Mobile Number, Speciality, and Deployment Date. The entry is: Dr. Bala, 9000000001, Epidemiologist, 13/04/2019.
- IHR Risk Assessment:** Includes a 'GSO Update' section with four checkboxes: Serious Public Health Impact, Unusual or unexpected, International disease spread, and Interference with international travel or trade. Below this is an 'Outbreak Status' dropdown menu set to 'Completed' and a 'Date RRT investigation completed' field set to '12/04/2019'. There is also a 'Remarks' text area containing the text 'outbreak contained, no more new cases'.
- Additional Document:** A section with a 'Choose File' button and a 'No file chosen' message.
- Affected Cases:** A section with a button labeled 'Line Listing Of Cases - Pending Submission (Click to View)'.

A 'Save' button is located at the bottom left of the form.

Once you click on “Save”, the outbreak status of the selected outbreak will be changed to “Completed” with green color background under EWS Outbreak Summary. *Once the outbreak is “Completed” and the “Save” button is clicked, no changes can be made after that.*

4. Understand and use various Reports: Now we will see the “**Reports**” section which can be used to generate various reports for analysis and monitoring

Various reports available under “Reports” menu are:

- i. Main Dashboard
- ii. Disease Summary
- iii. Reporting Summary Dashboard
- iv. S Form Reporting Status
- v. Disease Summary Dashboard
- vi. State Implementation Status
- vii. Suspected Cases Form Summary
- viii. Presumptive Cases Form Summary
- ix. Laboratory Cases Form Summary
- x. Patient History Report
- xi. Lab Performance Report

Integrated Health Information Platform
Integrated Disease Surveillance Programme
Ministry of Health and Family Welfare, Government of India

1-800-100-1104
IDSP Helpdesk
Report Problem

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Main Dashboard
Disease Summary
Reporting Summary Dashboard
S Form Reporting Status
Disease Summary Dashboard
State Implementation Status
Suspected Cases Form Summary
Presumptive Cases Form Summary
Laboratory Cases Form Summary
Patient History Report
Lab Performance Report

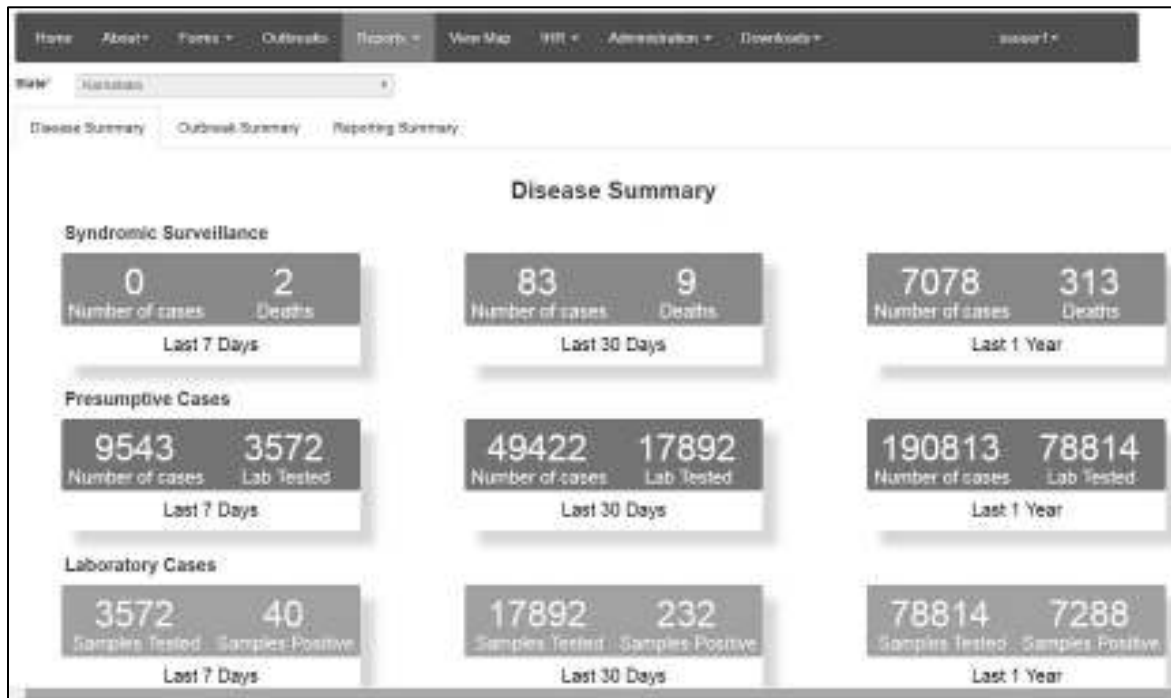
Joint monitoring mission – IDSP
Recent monitoring and evaluation of the national disease surveillance programmes, IDSP has highlighted that investment into surveillance, laboratory, data analysis and information systems

Disease reporting works
Workshop on reprimatization of diseases under IDSP was organized in collaboration with MoHFW, NCDC and CDC, India Office from 8-7 December 2016 in New Delhi.
Read more

Surveillance standards IDSP
WHO supported the finalization surveillance standards (Minimum Datasets) for diseases under IDSP which were organized in collaboration with NCDC
Read more

i. Main Dashboard: it has 3 components

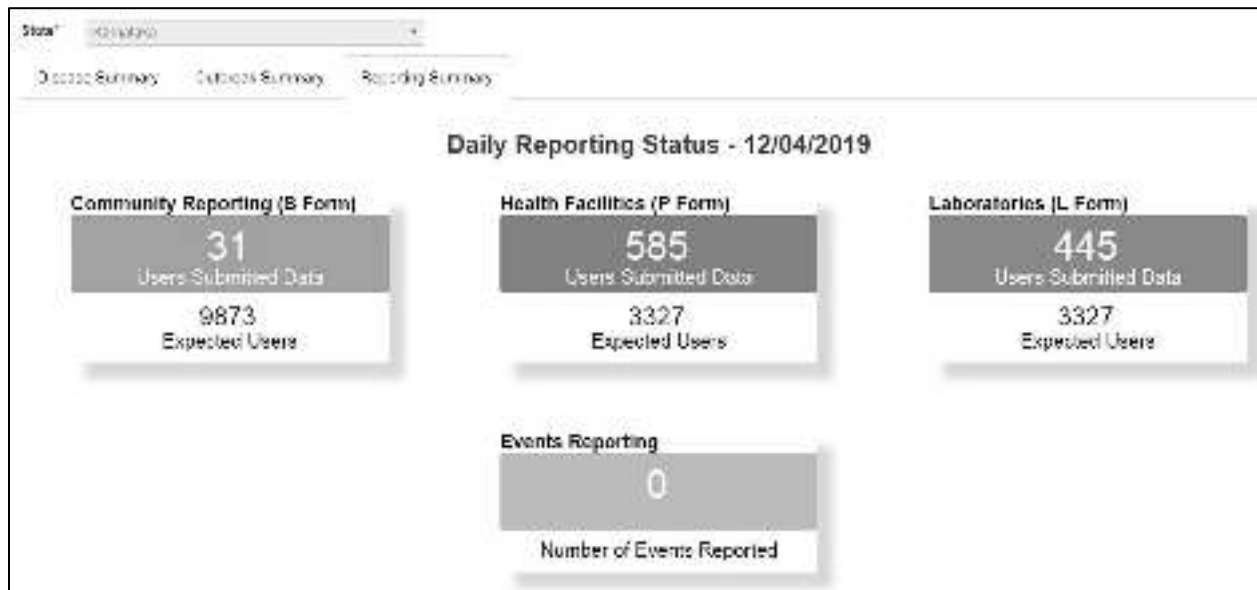
a. **Disease summary page** will show number of cases / deaths entered through Syndromic, Presumptive and Laboratory surveillance systems for 3 time periods: last 7 days, last 30 days and last 1 year. On clicking on the particular tab, you will be redirected to the page of “Cases Summary” for the selected Surveillance system for the selected time period.



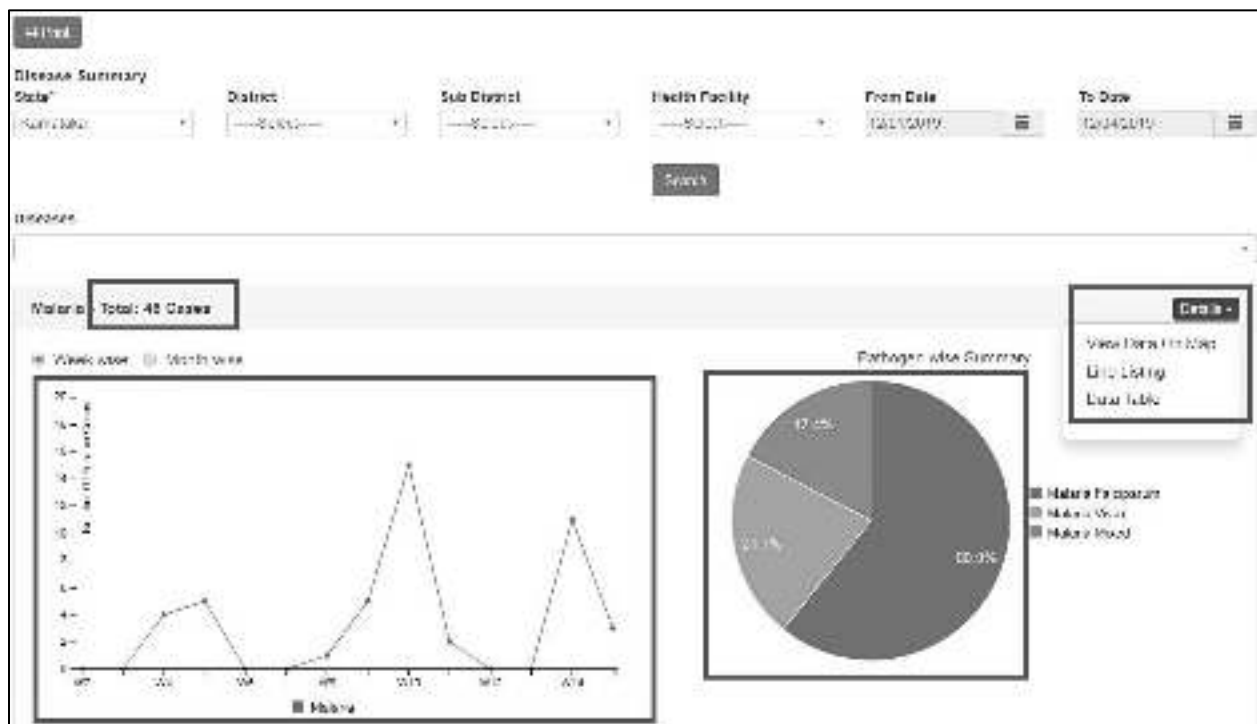
b. **Outbreak summary** will give summary about the number of outbreaks being flagged for 3 time periods: last 7 days, last 30 days and last 1 year. On clicking any of the 4 tabs, you will be redirected to the “Outbreaks” page.



c. **Reporting Status Summary** shows the daily reporting status for 'today' specifically mentioning today's date. It shows how many reporting units are reporting out of total number of reporting units separately for S, P and L form users. It also shows how many events flagged 'today'.



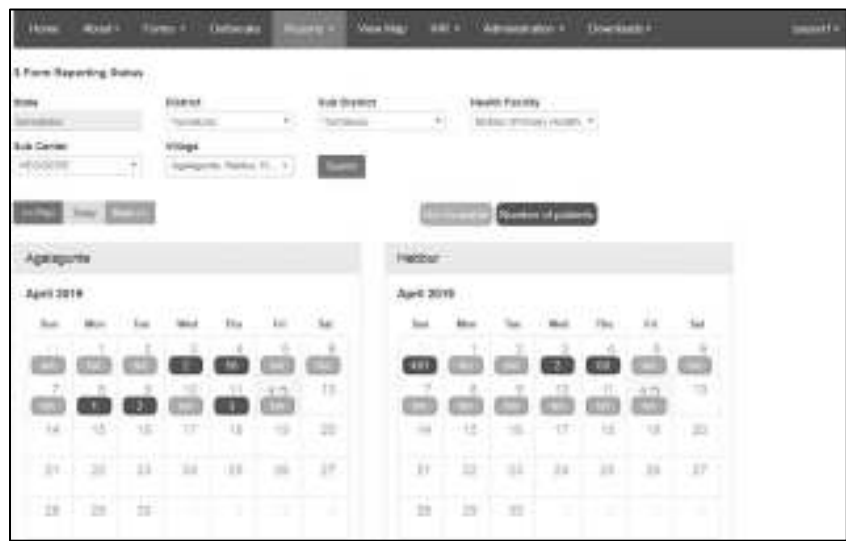
ii. **Disease Summary** report provides disease wise summary of laboratory confirmed cases in the form of Numbers, **Epidemic Curve** and **pathogen wise distribution of cases** in the form of Pie diagram. One can also **locate the cases on map**; one can get the **line list** of the cases and **week wise case numbers** in the form of Data Table.



iii. Reporting Summary Dashboard provides district wise report of number of Reporting Units reporting out of total number of reporting units in the district with flexibility of selection of 4 different time periods: last 2 weeks, last 3 months, last 6 months and last 1 year. One can also select the “By Date Range” option if one wants to get the report for a particular time period. For “Last 2 weeks” time period, the report shows Day wise reporting status and for higher time periods, the report shows Week wise reporting status. State user can dig down in to a particular district to get the sub district wise reporting status of the selected district. The report can be generated for all 3 form types: S form, P form and L form separately.

District Name	No. of S Form	No. of P Form	No. of L Form	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
District	176	2226	438	686	714	423	838	962	887	888	127	107	107	107	107	107	107	107	107	107	107
Bagselot	5	75	10	0	0	14	15	5	10	0	0	0	0	0	0	0	0	0	0	0	0
Daksh	6	124	18	10	0	28	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
Dharwad	180	12	11	7	0	10	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hassan	10	180	10	21	0	11	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
Belgaum District	4	20	17	10	4	22	0	10	10	10	10	10	10	10	10	10	10	10	10	10	10
Belgaum District	4	140	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Daksh	0	24	1	0	0	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1
Dharwad	4	72	0	0	4	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chikmagalur	4	68	10	20	10	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20
Chikmagalur	7	180	20	20	4	22	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20

iv. S Form Reporting Status provides date wise and village wise summary of reporting of S form users (Health Sub Center’s Users) of the selected health facility. This report **helps in monitoring whether the S form users of the selected health facility have submitted their report on a particular date or not**. If submitted then it will show a Number in Green color cell on that particular date; clicking on that Number will give you a pdf which provides syndrome wise summary (in numbers) of case details entered through S form on that date. If the user has not submitted even a single case on that day then it will show “NA”.



- v. Disease Summary Dashboard shows disease wise summary of Laboratory Confirmed cases out of total samples tested. It also shows age wise and gender wise distribution of these cases and curve of week wise positive cases. There are 3 types of filters which can be changed by the user: Disease conditions, Time periods and Districts.



- vi. State Implementation Status gives information regarding important contact details of state and district and district wise total number of users and data entry status, training status and infrastructure status.

The screenshot shows a report titled "Medical Center For Disease Control Karnataka Districts Implementation Status - 2018". It includes a summary table for State and Districts, and a detailed table for Districts.

State	Users	Data Entry Status	Training Status	Infrastructure Status
Karnataka	1000	100%	100%	100%

District	Users	Data Entry Status	Training Status	Infrastructure Status
D. Dharwad	100	100%	100%	100%
D. Hubli-Dharwad	200	100%	100%	100%
D. Belagavi	150	100%	100%	100%
D. Gadag	80	100%	100%	100%
D. Haveri	60	100%	100%	100%

vii. Suspected Cases Form Summary shows the **data in aggregate i.e. number of cases entered through S form** (desktop &/or mobile app depending upon check box selected). The table also shows distribution of the numbers in age and in gender. On clicking the number you can get the **complete line list (only the cases entered through mobile app)** and you can also get the **distribution of the cases on map** by clicking on the marker just besides the number. One can also see the **aggregate of deaths** with gender wise distribution on right side of table. **Line list of the reported deaths** can be seen at the bottom of the page (not shown in the screen shot).

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Home

Suspected Case Form Summary

Include data from mobile app
 Include data from desktop

State: District: Sub District: Health Facility:

Sub Center: Village: From Date: To Date:

	Number of cases of illness						Number of cases of deaths			
	Male			Female			Grand Total	Male	Female	Total Death
	<= 5 Yr	> 5 Yr	Total	<= 5 Yr	> 5 Yr	Total				
2.1.1 Only Fever <= 7 days	194	194	388	195	144	339	887	10	2	12
2.1.2 Only Fever < 7 days	58	32	91	2	5	7	98			
2.1.3 Fever with Rash	15	25	38	17	7	24	62	5		3
2.1.4 Fever with Bleeding		8	8		1	1	7	3	3	6
2.1.5 Fever with Altered sensorium	1	4	5				6	1		1
2.2.1 Cough <= 2 weeks with fever	65	22	107				107	1	1	2
2.2.2 Cough <= 2 weeks without fever		1	1		21	21	22			
2.2.3 Cough > 2 weeks with fever	5	3	8	3	2	5	14			

viii. Presumptive Cases Form Summary shows the **data in aggregate i.e. number of cases entered through P form users**. The upper part shows **syndrome wise** aggregate numbers. The lower part shows the **disease wise** aggregate numbers (not shown in the screen shot below). The table also shows distribution of the numbers in age and in gender. On clicking the number you can get the **complete line list (only the cases entered through “Add Patient Record” of P form)** & you can also get the **distribution of the cases on map** by clicking on the marker just besides the number. One can also see the **aggregate of deaths with gender wise distribution** on right side of table. Similarly, you can click on death numbers to get their line list.

Syndromes	Number of cases						Grand Total	Number of cases of Deaths		
	Male			Female				Male	Female	Total Death
	<= 5 Yr	> 5 Yr	Total	<= 5 Yr	> 5 Yr	Total				
Acute Distal Dementia	433	185	617	155	215	371	396	21	13	33
Acute Encephalic Syndrome								1		1
Acute Flaccid Paralysis	1	1	2				3	2	3	5
Acute Hepatitis		3	3				3	10	4	14
Animal Bite - Dog Bite	1	1	2		1	1	1	5		5
Animal Bite - Monkey Bite		1	1				1	1	2	3

- ix. Laboratory Cases Form Summary shows the **data in aggregate i.e. number of cases (disease wise) entered L for users**. The report show the number of test/s performed for a particular disease (with the type/s of the test/s performed) along with number of positive samples (and distribution of the positive cases in Age and Gender). On clicking the number, you can get the **complete line list** of the positive cases and you can also get the **distribution of the cases on map** by clicking on the marker just besides the number.

Home About Forms Database Reports View Map Help Administration Downloads report

Print

Laboratory Cases Form Summary

state: Karnataka District: Sidda Sub District: Sidda Health Facility: Sidda From Date: 12/01/2019 To Date: 12/04/2019

Search

Diseases	Test Performed	Total Number of Samples Tested	Number of Positive Cases:						Total Number of Positive Cases
			Male			Female			
			<= 5 Yr	> 5 Yr	Total	<= 5 Yr	> 5 Yr	Total	
Anthrax	Culture	5		1	1		1	1	2
	PCR	4		4	4				4
Chikungunya	Clinical	11	3	7	10		1	1	11
Chikungunya	IgM ELISA	12		3	3		2	2	5
	PCR	4		3	3	1		1	4
	Culture	4		1	1		1	1	2
Dengue	Any others	3		1	1		1	1	2
	Culture	10	3	10	12	2	4	6	18
Dengue Chikungunya Hemorrhagic Fever	PCR	5		2	2				2
	Culture	1							

x. Patient History Report lists the cases entered through P form or L form for the selected dates for the selected facility or lab. User can find the history of a particular patient or group of patients by one of the 3 identification data fields like 'Mobile Number' or 'First Name' or 'ID Type' & 'Identification Number'. By clicking on the Name of the patient (under 'Person Name' column), user can get patient's history in PDF. One can also 'export' the listed case/s displayed on the page. This report is more useful to user of the Health Facility or Laboratory.

Patient History Report

State: Karnataka District: Tumakuru Sub District: Talur Facility Type: Primary Health Ctr Health Facility: S.R.D.Pava

Mobile Number: First Name: ID Type: Identification Number: From Date: 01/02/20 To Date: 07/02/20 Search

100 Total

Records: 1 to 10 of 19

Person Name →	Provisional Diagnosis	Date of Onset	Type Of Sample	Date Of Sample Collection	Test Performed	Results	Pathogen	Date of Test Performed →
suresh kumar chandhan	Dengue	Jan 1, 2020	Blood	Jan 1, 2020	Culture	Positive	Dengue	Feb 1, 2020
sham thori	Chikungunya	Feb 1, 2020	Blood	Feb 1, 2020	gM ELISA			
Gita	Dengue	Jan 29, 2020	Serum	Feb 1, 2020	NS1 by ELISA	Positive	Dengue 1	Feb 1, 2020

xi. Lab Performance Report displays the table showing the summary of number of tests done for a particular disease and number of positive cases for the selected lab for selected dates. On clicking the numbers, user can get the line list of those cases. By clicking on the Name of the patient (under 'Person Name' column), user can get patient's history along with the result of the test in PDF. One can also 'export' the listed case/s displayed on the page. This report is more useful to user of the Health Facility or Laboratory.

Lab Performance Report

State: Karnataka District: Tumakuru Sub District: Talur Facility Type: Primary Health Center Health Facility: S.R.D.Pava Time Code: 202002

Health Facilities: Chikungunya Dengue

Samples Tested: Positive Cases

Health Facilities	Samples Tested	Positive Cases
Chikungunya	1	1
Dengue	1	2

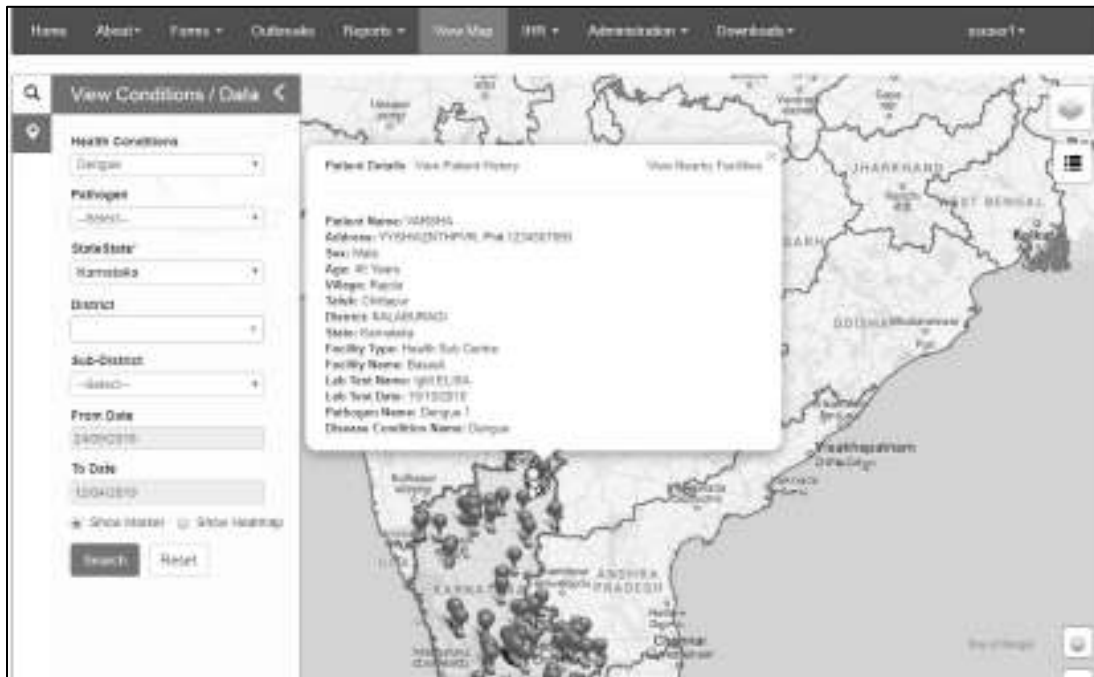
100 Total

Records: 1 to 2 of 2

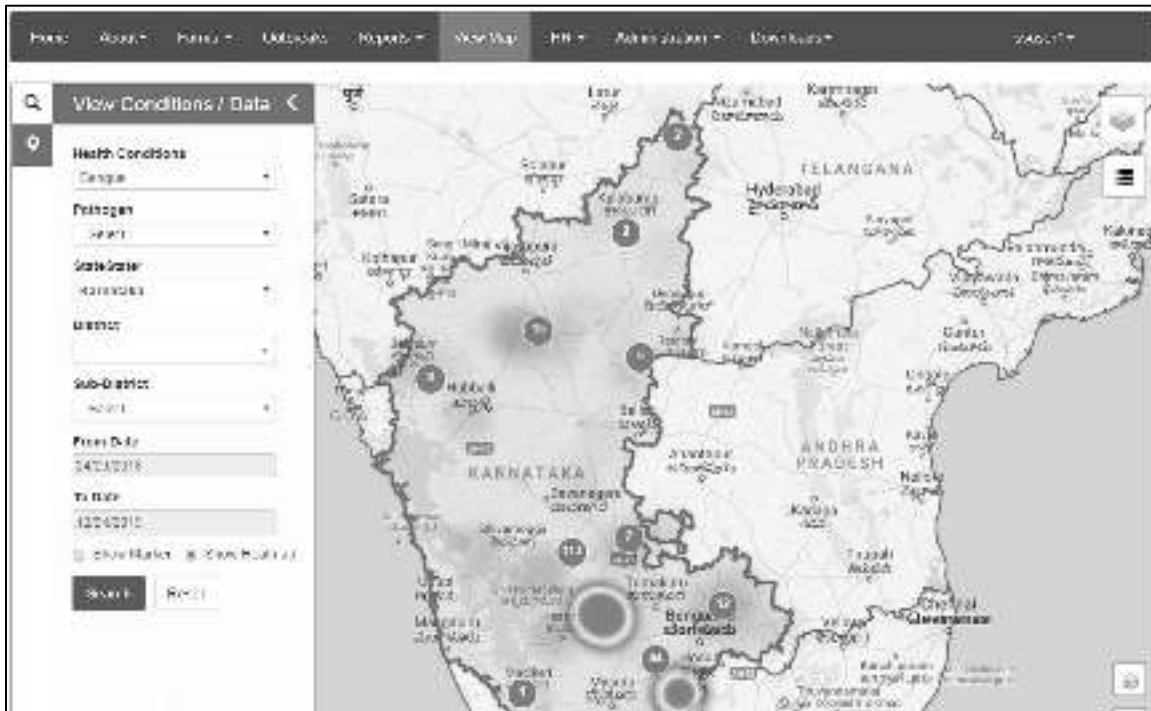
Person Name →	Provisional Diagnosis	Date of Onset	Type Of Sample	Date Of Sample Collection	Test Performed	Results	Pathogen	Date of Test Performed →
Gita	Dengue	Feb 01, 2020	Blood	Feb 13, 2020	NS1 by ELISA	Positive	Dengue 1	Feb 13, 2020
sham thori	Dengue	Feb 01, 2020	Blood	Feb 13, 2020	NS1 by ELISA	Positive	Dengue 1	Feb 13, 2020

5. Use and understand **View Map**:

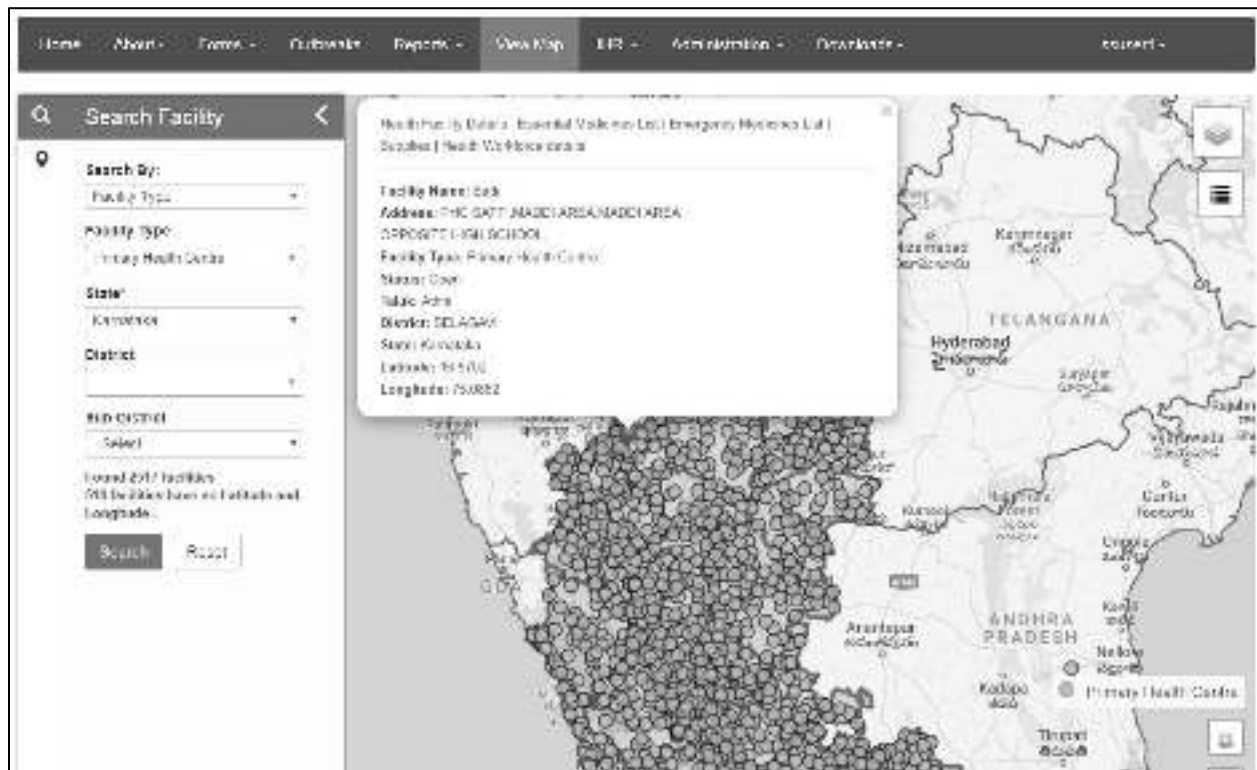
- i. "View Map" will help to get the **disease/pathogen wise distribution of cases on Map**; one can get the details of the patient by clicking on a particular marker; one can also **locate the health facilities near to the selected case/marker**.



- ii. "Heat Map" will help the state user to identify the areas where disease cases have been clustered.



- iii. **“Search Facility”** can help to locate different health facilities on map. One can click on the spot of the health facility to get more details of the health facilities like Essential and Emergency Medicines List, Supplies, Health Workforce Details etc.



Please note:

- In **“Reports”** and **“View Map”**, **you can change the “From Date”** and **“To Date”** depending upon your requirement of report or map for a particular time period. You can also change different other filters like **“District”**, **“Sub District”**, **“Health Facility”**.
- In **“Reports”** menu, each report has **“Print”** button in left upper side. You can click the same **to print or download the pdf of the data you are seeing on the Report page** after clicking on search.

6. Understand and use **Administration** menu:

Administration menu has 10 submenus:



- i. Staff Summary
- ii. Equipment Summary
- iii. Essential Medical Supplies Summary
- iv. Manage User Accounts
- v. Manage health Facilities
 - a. Request for New RRT User
 - b. Using various Filters and Facility Count under “Search Facilities”
 - c. Actions [Edit Facility Details, Essential Medicines List, Emergency Medicines List, Supplies, Health Workforce Details and Health Facility Delete Request]
- vi. Login History
- vii. Usage Summary
- viii. List of Health Facility Update Request
- ix. Profile Update Status
- x. Sub Center Village Mapping

some of the above submenus represent functionality (# iv, v, viii, x) and some of them just serve as Admin type of reports (# i, ii, iii, vi, vii, ix) that the state admin should know.

- i. **Staff Summary:** State user can see the state total of “Sanctioned Count” and “Working Count” of different “Staff Type”. State user can select a specific district from district filter.

Staff Summary		
District:		
ALL		
Staff Type	Sanctioned Count	Working Count
Hotel Clean/Line Worker	240	151
Sanitary worker (Nachtman)	200	100
Medical Officer (MHS)	147	141
Pharmacist	175	158
Cold Chain (Vaccine Logistic Aid)	24	4
Nurse midwife (Staff Nurse)	270	248
Health Worker (ASH)	807	484
Health Asst. II	304	120
Public Health Accountants Clerk	125	75
Health Educator	25	0
Lab Tech	165	148
Health Asst. III/IV	602	51

- ii. **Equipment Summary:** State user can see the state total of “Sanctioned Count” and “Available Count” of different “Equipment Type”. State user can select a specific district from district filter.

Equipment Summary		
District:		
ALL		
Equipment Type	Sanctioned Count	Available Count
Cabinet cooler Table	110	750
Autoclave	74	55
UVGI-1	15	10
Explosion	10	0
Weighing Scale	175	140
PCR Machine	14	30
ENT	30	0
Laminar	240	622
Oral rehydrat	75	7
Dressing material	507	800
Other 1	17	0
III Apparatus	200	160
Gloves	24	16
Udd	50	32
Other 2	10	0
Patient Examination Table	100	100

- iii. **Essential Medical Supplies Summary:** State user can see summary count of the Essential Medical Supplies available in the state. State user can select a specific district from district filter.

Essential Medical Supplies	Total
Medicines	2011
Balansey	6
Medical Devices (equipment)	16

- iv. **Manage User Accounts:** State user can manage the user account of any user of any health facility / officer or admin user. Different filters can be used to list the specific users. State admin can change the details of any user by 'Edit → Edit User Details'; State admin can change the password of any user by 'Edit → Reset Password'. State admin can also add new user by 'Add New User'.

Actions	Name	Username	Enabled	Designation	Email	MobileNo	Role Assigned	State	District	HR District	Health Facility
Edit	Rajesh Kumar	rajesh	Yes	Team Health Officer	rajesh@ngn.com	984421988	HR	Tanzania	Tanga	---	---
Edit	Rajesh Kumar	rajesh	Yes	Team Manager	rajesh@ngn.com	984421988	HR	Tanzania	Tanga	---	---
Edit	Rajesh Kumar	rajesh	Yes	Team Manager	rajesh@ngn.com	984421988	HR	Tanzania	Tanga	---	---

v. Manage Health Facilities:

- a. State User can **Request for New RRT User**. As the state admin has the sole authority of approving or rejecting various requests from district, request generated by state admin gets approved automatically as soon as they generate the request.

Manage Health Facilities

Search Facilities:

State: District: Sub District: Facility Name:

Facility Summary

Facility Type	Facility Count	Facility Type	Facility Count	Facility Type	Facility Count
Administrative Office	31	Govt Medical College Hospital	25	Private Medical College Hospital	39
Community Health Centre	201	HMIS DMC	1	Regional Hospital	5
Depot/Shop	15	Health Sub Centre	9875	State Referral Laboratory	10
District Hospital	7	Health Care Laboratory	2	Sub District Hospital	1
District Public Health Laboratory	32	Maternity Home	25	Urban Community Health Centre	14
District Hospital	71	Primary Health Centre	2517		

Request for New RRT User By State : Karnataka

User Details:

First Name* Middle Name Last Name

Date Of Birth Age

Gender: Male Female Transgender

ID Type* Identification Number* Email*

MobileNo* Landline # Designation*

Specialty*

Remarks*

b.State user can **search for a particular facility** or a **group of facilities** by using various filters of District, Sub District and Facility Name. On clicking the "Facility Count" number against any "Facility Type", list of all the health facilities of this Type will appear below.

The screenshot shows the 'Manage Health Facilities' interface. At the top, there are search filters for State (Tamil Nadu), District (Tamil Nadu), Sub District (Tamil Nadu), and Facility Name. Below this is a 'Facility Summary' section with three tables showing counts for different facility types: District Public Health Laboratory (2), Health Sub Centres (24), Network Hospital (22), Primary Health Centre (22), and Private Medical College Hospital (3). A 'Display All Health Facilities' button is located below the summary.

Facility Type	Facility Count
District Public Health Laboratory	2
Health Sub Centres	24
Network Hospital	22
Primary Health Centre	22
Private Medical College Hospital	3

c. Each listed health facility has "Actions" button to the left of their names. "Actions" button has 6 functions to do in relation with that health facility, which are: "Edit Facility Details", "Essential Medicines List", "Emergency Medicines List", "Supplies", "Health Workforce Details" and "Health Facility Delete Request". We'll see them once by one. Usually, all of these functions will be administered by District Admin & / or Health Facility user. State Admin has a supervisory role in it, but all the same functionalities have been given to state admin as well.

This screenshot shows the same interface as above, but with the 'Actions' dropdown menu open for the second facility (Sulur). The menu options are: Edit Facility Details, Essential Medicines List, Emergency Medicines List, Supplies, Health Workforce Details, and Health Facility Delete Request.

ID	Actions	Facility Name	Facility Type	Sub-District	Address	Contact Person
1	Actions	Agathara	Primary Health Centre	Tamil Nadu	Agathara	
2	Actions	Sulur	Primary Health Centre	Tamil Nadu	Chelva Road	MO
3	Actions	Sulur	Primary Health Centre	Tamil Nadu	Kungal Road	MO
4	Actions	Perbar	Primary Health Centre	Tamil Nadu	Kungal Road	MO
5	Actions	Honnadka	Primary Health Centre	Tamil Nadu		MO
6	Actions	Keshar	Primary Health Centre	Tamil Nadu	Keshar	MO
7	Actions	Kasa	Primary Health Centre	Tamil Nadu	(SRM HEALTH ROAD)	MO

c1. **“Edit Facility Details”** under **“Actions”** button will help the state user to update Address of the facility, Name and contact details of Officer In charge of the Facility, mapping of the health facility with sub health facility / village (Mapping of PHC to Sub Centers & Mapping of Sub Centers to Villages) and validate location of the facility in Map. State user can also **“Request for new user id”** for the health facility selected.

Records : 1 to 20 of 22

Sr.	Actions	Facility Name	Facility Type	Sub-District	Address	Contact Person
1	View	Agarhara	Primary Health Centre	Tamkuru	Agarhara	
2	Action	Falaha	Primary Health Centre	Tamkuru	Chakra Road	N.T.

Facility type	Facility name	State or treatment	Status	Request for new user id
Primary Health Centre	Subha	24032010	Open	
Ownership	Urban/Rural	Facility MM	Facility Website	
U	U	U		
Block	Block	Sub District	Village	
Subha	Subha	Tamkuru		
Internal Laboratory	Building #	Address 1	Address 2	
Travels		Chakra Road		
<input type="radio"/> Yes <input type="radio"/> No				
Pincode	Landmark			
352127	Subha			
View location on the Map				
Officer Incharge	Mobile #	Landline #	Email id	
U.S.	977927104		landha.mh@nphc.gov.in	
Sub-District/Block				
Chakra Road, Subha, Falaha, Subha, Tamkuru, Subha, Agarhara				

Update Cancel

c2. **“Essential Medicines List”** under **“Actions”** button will help the state user to update the types and quantity of various Essential Medicines available at the Health Facility. This function is basically more concerned with the health facility itself as the health facility has to update it on regular basis.

Records : 1 to 13 of 13

Essential Medicines List

Last Updated on: 25/04/2019 10:43 PM

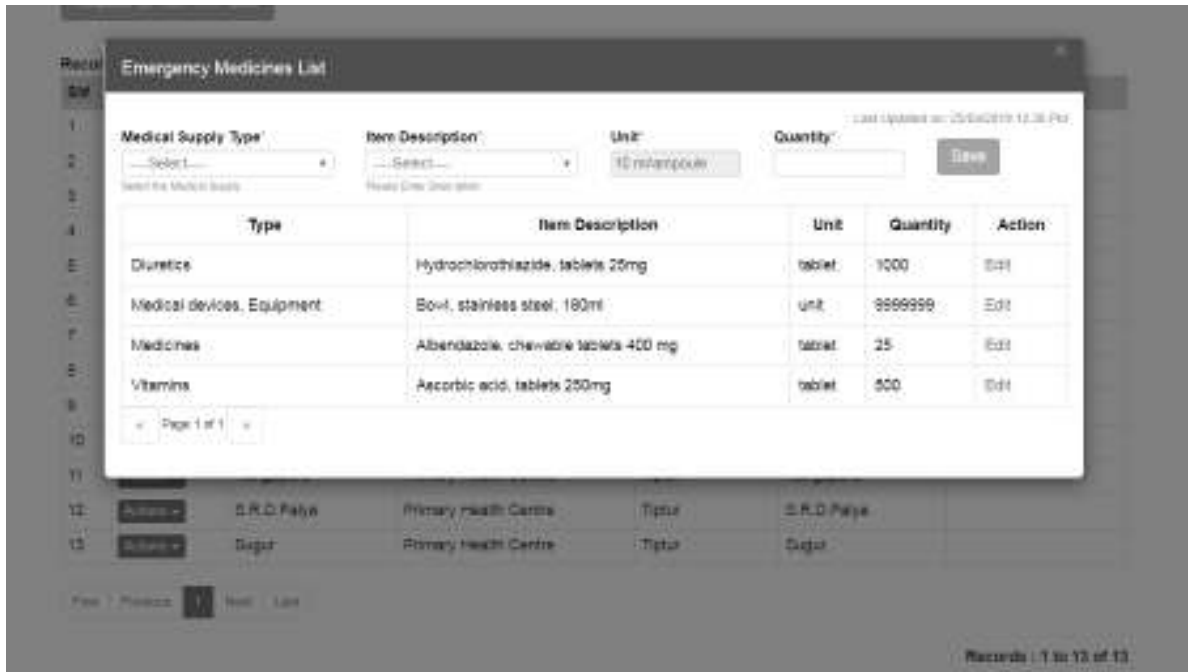
Essential Medicines List: Item Description: Unit: Quantity: [Save](#)

Select the Medical Supply Please Enter Description

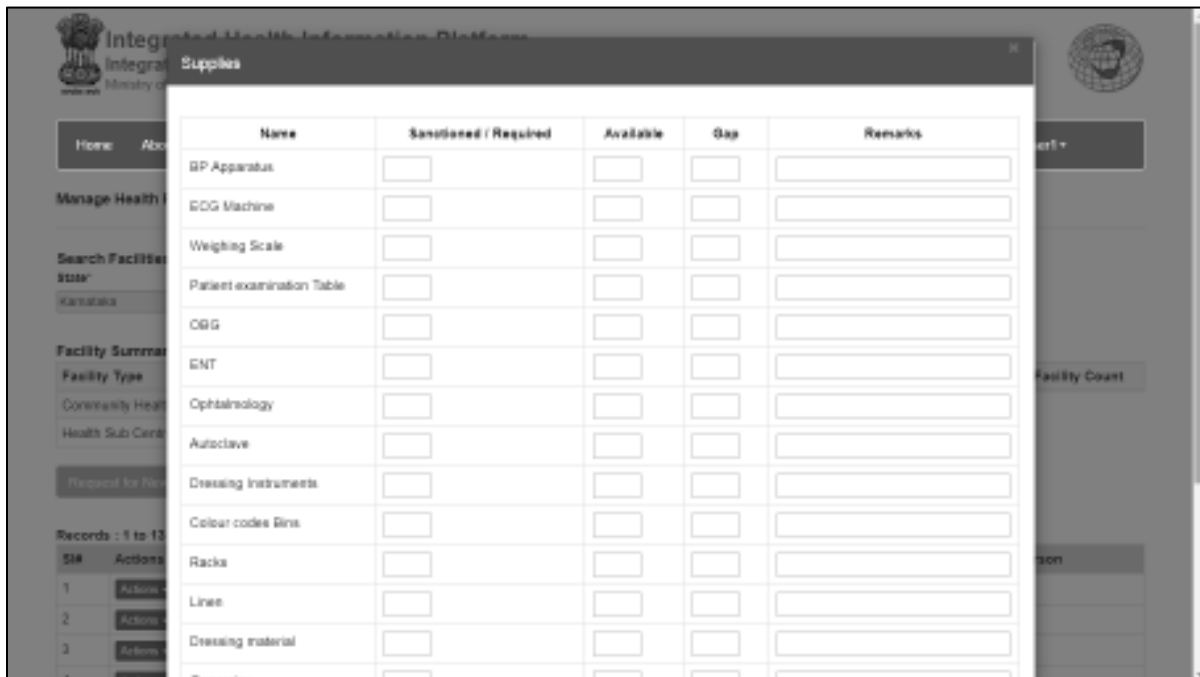
Essential Medicines List	Item Description	Unit	Quantity	Action
Antiflarial (Anthelmintics)	Diethylcarbamazine	10	70	Edit
Anti-inflammatory and antipruritic medicines	Colamine	1	100	Edit
Diuretics	Furosemide	1	100	Edit
General Anesthetics and oxygen	Halothane	5	12	Edit
Intestinal anthelmintics(Anthelmintics)	Albendazole	52	1000	Edit
Intestinal anthelmintics(Anthelmintics)	Albendazole	400	2000	Edit
Opioid analgesics	Tramadol	1	100	Edit
Other antibacterials	Azithromycin	10	1000	Edit

Page 1 of 1

c3. “Emergency Medicines List” under “Actions” button will help the state user to update the types and quantity of various Emergency Medicines available at the Health Facility. This function is basically more concerned with the health facility itself as the health facility has to update it on regular basis.



c4. “Supplies” under “Actions” button will help the state user to update Sanctioned / Required quantity of the equipment and Available quantity of the same at the Health Facility. This function is basically more concerned with the health facility itself as the health facility has to update it. It’s usually a one-time process but it might need an update whenever there is any change.



c5. “**Health Workforce Details**” under “Actions” button will help the state user to update Sanctioned / Required number of Health Staff and Available number of the same at the Health Facility. This function is basically more concerned with the health facility itself as the health facility has to update it. It’s usually a one-time process but it might need an update whenever there is any change.

Designation	Sanctioned/Required	Working	Vacant	Remarks
Medical Officer (MO)	<input type="text" value="4"/>	<input type="text" value="4"/>	<input type="text" value="0"/>	
Data Entry cum Assessment Clerk	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	
Pharmacist	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	
Nurse in-charge (Staff Nurse)	<input type="text" value="10"/>	<input type="text" value="3"/>	<input type="text" value="0"/>	
Health Worker (HW)	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	
Health Assistant	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	
Health Assistant (H)	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	
Health Practitioner	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	
Lab In-charge	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	
Sub Centre Health Worker	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	
Health Worker (HW)	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	
Sanitary Worker (SW)	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	

c6. One can also request for “**Health Facility Delete Request**” if a particular facility is duplicated on IHP web portal or the facility is not a reporting unit under the program or it does not exist at all. Basically, it’s function of district admin to identify such facilities and raise deletion requests to be approved by state admin.

Health Facility Delete Request

Facility Details:

Facility Type:	Primary Health Centre	Ownership:	Public
Facility Name:	Aralaguppe	Urban/Rural:	1
Date of Enrollment:	Aug 24, 2018 10:15:17 AM	Facility NIN:	4417707754
Status:	Open	Facility Website:	
Officer Incharge:		State:	Karnataka
Mobile:	8277507117	District:	TUMAKURU
Landline #:	08184261298	Sub District:	Tptu
Email Id:	phc.aralaguppe@gmail.com	Village:	ARALAGUPPE

Reason for deletion:

Duplication

- vi. Login History: State user can monitor and export “Login History” of all listed portal users under the state.

District	Sub District	Facility Type	Health Facility Name	User Name	Login Public IP	Login Private IP	Login Date	Platform
Ramanagara	Magadi	Primary Health Centre	Sankagata	HO5ann0210	157.45.239.243		12/04/2019	Browser: Chrome 70.035388_OS: Android 5.11_Platform:Linux armv7l
Ramanagara	Magadi	Primary Health Centre	Sankagata	HO5ann0307	157.45.239.243		12/04/2019	Browser: Chrome 70.035388_OS: Android 5.11_Platform:Linux armv7l
Bengaluru Rural	Hosakote	Primary Health Centre	HOSAKOTE UHC	HO5ann0001	157.45.234.200		12/04/2019	Browser: Chrome 54.0284083_OS: Android 6.01_Platform:Linux armv8
Chikabalgala	Chikabalgala	Primary Health Centre	Karapeta	HO5ann0008	225.168.212.206		12/04/2019	Browser: Chrome 70.035388_OS: Android 6.01_Platform:Linux armv8
Chikabalgala	Chikabalgala	Primary Health Centre	Dibbur	HO5ann0022	157.45.61.22		12/04/2019	Browser: Chrome 70.035388_OS: Android 6.1_Platform:Linux armv8
Vijayanagara	Vijayanagara	Primary Health Centre	Hannavada	HO5ann0017	203.207.101.20		12/04/2019	Browser: Chrome 50.0302583_OS: Android 7_Platform:Linux armv7l
Shivamogga	Hosangola	Primary Health Centre	YADUR	HO5ann0058	203.168.212.93		12/04/2019	Browser: Chrome 71.0367889_OS: Android 6_Platform:Linux armv8
Bagalakot	Bagalakot	Primary Health Centre	Subagunda	HO5ann0052	117.233.89.99		12/04/2019	Browser: Chrome 73.0368193_OS: Windows 10_Platform:Win32
Shivamogga	Shivamogga	District Public Health Laboratory	VOL ShivamoggaPHC	HO5ann0127	117.243.84.15		12/04/2019	Browser: Chrome 70.0353883_OS: Windows 8.1_Platform:Win32
Davangere	Honnai	Primary Health Centre	Kubanda	HO5ann0085	100.193.14.100		12/04/2019	Browser: Chrome 64.0328137_OS: Android 5_Platform:Linux armv6

- vii. Usage Summary: it provides date wise and user type (P form user / L form user / S form-desktop user / S form-Mobile user etc.) wise summary of number of users doing the entries and number of entries done by these users.

From Date: 05/12/2019 To Date: 12/12/2019

Usage Summary from 05/12/2019 to 12/12/2019

Scheduled Date	P Form		L Form		S Form (Desktop)		S Form (Mobile)		L Form (All)		S Form (Mobile)	
	Users	Entries	Users	Entries	Users	Entries	Users	Entries	Users	Entries	Users	Entries
05/12/2019	129	2433	99	624	44	125	437	500	7	9	1	1
06/12/2019	50	218	19	50	17	23	124	492	0	0	0	0
08/12/2019	20	72	5	12	3	4	39	276	1	1	1	1
09/12/2019	15	72	1	7	1	2	19	222	4	5	0	0
04/12/2019	75	401	25	50	10	25	177	1557	1	1	0	0
04/12/2019	25	585	20	144	14	24	111	940	0	0	0	0
14/12/2019	51	409	24	70	9	17	140	575	1	1	0	0
11/12/2019	22	179	7	27	4	5	48	757	0	0	0	0
12/12/2019	05	505	20	131	0	74	0	104	1	1	0	0

viii. List of Health Facility Update Request: List of 4 types of Health Facility Update Requests is visible on this page. “New Facility Request List”, “Update Facility Request List”, “User ID Request List” and “Health Facility Deletion Request List”. State user can see the whole list and can also see their status. State admin user has the authority to Approve or Reject the request generated by health facility user or district admin. District and Status filters can be used to shortlist the requests.

Home About Forms Outbreaks Reports View Map IHR Administration Downloads Support

Search Facilities

District: Status:

[New Facility Request List \(Click to view\)](#)

[Update Facility Request List \(Click to view\)](#)

[User ID Request List \(Click to view\)](#)

[Health Facility Deletion Request List \(Click to view\)](#)

New Facility Request List (Click to view)

ID	Facility	Status	Facility Name	Facility Type	District	Address	Contact Person
1	10000000	View	WDA	WDA	WDA	WDA	WDA
2	10000000	View	WDA	WDA	WDA	WDA	WDA
3	10000000	View	WDA	WDA	WDA	WDA	WDA
4	10000000	View	WDA	WDA	WDA	WDA	WDA
5	10000000	View	WDA	WDA	WDA	WDA	WDA

[Full Name](#) [View](#) [Close](#)

Update Facility Request List (Click to view)

ID	Facility	Status	Facility Name	Facility Type	District	Address	Contact Person
1	10000000	View	WDA	WDA	WDA	WDA	WDA
2	10000000	View	WDA	WDA	WDA	WDA	WDA
3	10000000	View	WDA	WDA	WDA	WDA	WDA
4	10000000	View	WDA	WDA	WDA	WDA	WDA

[Full Name](#) [View](#) [Close](#)

User ID Request List (Click to view)

ID	Facility	Status	Facility Name	Facility Type	District	Address	Contact Person
1	10000000	View	WDA	WDA	WDA	WDA	WDA

[Full Name](#) [View](#) [Close](#)

Health Facility Deletion Request List (Click to view)

ID	Facility	Status	Facility Name	Facility Type	District	Address	Contact Person
1	10000000	View	WDA	WDA	WDA	WDA	WDA

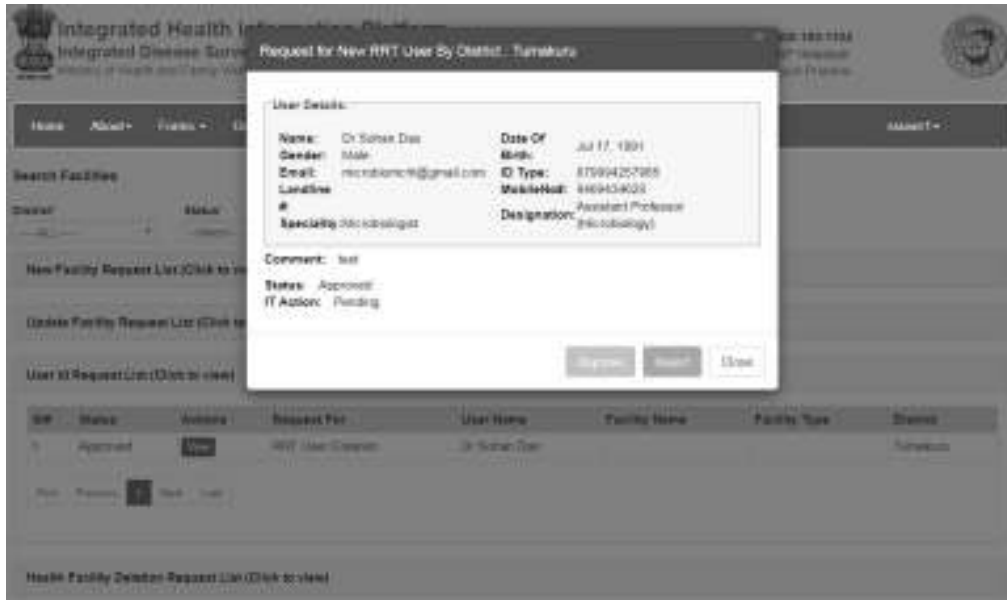
a. After clicking on **“New Facility Request List”**, state admin can see the list of requests for creating New Health Facilities in the IHIP-IDSP web portal data base, the requests being raised by district admins of various districts. State admin can click on **“View”** button to see the details of the request (Details of the proposed New Health Facility) and can **“Approve”** or **“Reject”** the request using buttons of the same names.



b. After clicking on **“Update Facility Request List”**, state admin can see the list of requests for updating the details of the Health Facilities in the IHIP-IDSP web portal data base, the requests being raised by district admins of various districts. State admin can click on **“View”** button to see the details of the request (Details of the Health Facility along with changes / update required; changes requested are in Red Text) and can **“Approve”** or **“Reject”** the request using buttons of the same names.



c. After clicking on **“User ID Request List”**, state admin can see the list of requests for creating New User IDs in the IHIP-IDSP web portal data base, the requests being raised by district admins of various districts. State admin can click on **“View”** button to see the details of the request (Details of the Users for whom the request is generated) and can **“Approve”** or **“Reject”** the request using buttons of the same names. The new user IDs can be for health facilities or it can be for RRT members as well.



d. After clicking on **“Health Facility Deletion Request List”**, state admin can see the list of requests for deleting the Health Facilities from the IHIP-IDSP web portal data base, the requests being raised by the health facility user or district admins of various districts. State admin can click on **“View”** button to see the details of the request (Details of the Health Facility proposed for deletion along with reason for deletion) and can **“Approve”** or **“Reject”** the request using buttons of the same names.



- ix. Profile Update Status provides district wise report of number of users who have updated their Name & / or Mobile Number & / or Email ID out of total number of user in the district. State user can dig down to a particular district to get the sub district wise reporting status of the selected district. The report can be generated for S form, P form, L form users and for others separately.

Home

Form Type
P Form Users

Apply Filter

Reset

Profile update status for P Form Users from 26/11/2018 to 12/04/2019

District	District Name	Total Users	Name Updated	Mobile Update	Email Update
	Overall	2206	2041	2064	2000
	Bogor	92	87	87	88
	Bekas	121	51	57	57
	Bojonegara	140	55	66	137
	Bogor	179	98	101	162
	Muncibi Liris	57	41	45	42
	Bekas Liris	151	50	58	57
	Bekas	79	60	67	68
	Bojonegara	71	48	52	64
	Bojonegara	68	35	40	61
	Bojonegara	100	40	70	65
	Bojonegara	100	48	77	78

- x. **Subcenter Village Mapping:** On first look, it serves as a report, but on second look it gives the user functionality of cross validating the quantity and quality of Subcenter to Village Mapping. This report lists all the subcenters which have been mapped with one or more village: state admin can cross validate this mapping and correct the same if required by simply clicking on name of that subcenter and correcting the mapping. Report also lists the subcenters which have not been mapped with any village: state admin can directly complete their mapping with village/s simply by clicking on name of subcenter and then selecting the villages under it or can direct district admin user to do the same.

Sub District Name	Number of Health Sub Centers	Sub Centers with Village Mapping	Sub Centers with No Village Mapping	Sub District Name	Number of Villages	Number of Villages Mapped to Sub Center	Number of Villages Not Mapped to Sub Center
Chikmagalur	35	13	22	Chikmagalur	238	38	300
Gubbi	72	22	50	Gubbi	252	51	255
Kudalige	42	2	40	Kudalige	225	14	200
Kunipal	63	11	52	Kunipal	288	30	258
Maddur	07	0	07	Maddur	250	33	277
Purupura	02	2	00	Purupura	140	7	133
Sira	01	0	01	Sira	220	14	216
Talur	03	04	01	Talur	247	51	196
Tumkur	00	0	00	Tumkur	240	18	222
Turuvekere	40	4	36	Turuvekere	230	15	215
Sl#	Sub District name	Sub Center Name	Village Covered Name				
1	Turuvekere	Adinavathi	Adinava, Adinavathi, Aranjik, Kandi, Allipavathi, Arinavathi				
2	Turuvekere	Jucotte	Ajandalli, Anabagi, A. J. Coodali, Abadokalle				
3	Turuvekere	Avinavathi					
4	Turuvekere	Saravalli					

7. User Profile Menu / User Menu

The user menu will be represented by the user ID of the user. This menu has various sub menus like My Profile, View Facility Information, Update Facility Details, Change Password and Logout.



- i. On **My Profile / Update Profile** page, the user can update his or her profile. [this is the 1st thing that the user needs to do on very first log in]. The personnel who is going to manage this user account will fill in his or her details on this page. The user needs to fill in at least mandatory data fields (marked with red asterisk *) and then click on 'Update' button to update the profile. If there is any change in User in future, then the new user needs to use 'My Profile' to update his or her profile.

Update Profile

User Details:

First Name*	Middle Name	Last Name	Date Of Birth	Age *
<input type="text" value="Durga"/>	<input type="text" value=""/>	<input type="text" value="Mhalora"/>	<input type="text" value="36"/>	<input type="text" value="Months"/> <input type="text" value="Days"/>
Gender:	ID Type:			
<input type="radio"/> Male <input checked="" type="radio"/> Female <input type="radio"/> Transgender	<input type="text" value="Not Available"/>			
Email*	MobileNo*	Landline *	Designation*	
<input type="text" value="sanketkumarjone@i"/>	<input type="text" value="1034607859"/>	<input type="text" value=""/>	<input type="text" value="DCO, State Surveillance Unit"/>	

Facility Mapping:

Username*	Enabled *	State
<input type="text" value="suser1"/>	<input type="checkbox"/>	<input type="text" value="Karnataka"/>
District	Sub District	Village
<input type="text"/>	<input type="text"/>	<input type="text"/>
Facility Search	Assign Role	
<input type="text"/>	<input type="text" value="SSU"/>	

- ii. **View Facility Information** is not relevant for admin user, so it won't show anything more than user details and name of the state etc.

Facility Information			
1.1 Facility Name:	Not Available	1.8 Village:	Not Available
1.2 Facility Type:	Not Available	1.9 Sub District:	Not Available
1.3 Facility MIN:	Not Available	1.10 District:	Not Available
1.4 Personnel in Charge:	Not Available	1.11 State:	Madhya Pradesh
1.5 Contact Number:	Not Available	1.12 Reporting Date:	15/04/2020
1.6 Data Entry Personnel:	Durga D. S. Chauhan	1.13 Reporting Time:	4:07:10 AM on 15/04/2020
1.7 Contact Number:	+91-10594511994		

- iii. **Update Facility Details** will divert you to 'Manage Health Facilities' only which have already been discussed under 'Administration Menu' section.
- iv. With '**Change Password**', user can change the password to log in this web portal.

- v. By clicking '**Logout**', user will come of the user account of his or her facility.
 - **Reset Password:** In case the user forgets the password then the user can click on "Reset Password" link on Sign In page, which will direct the user to enter his or her username. Once the user enters the correct Username, he or she will receive a One Time Password (OTP) on his or her registered mobile number [the mobile number updated on 'My Profile' or "Update Profile" page]. On entering the OTP, the user will be directed to change the password.

8. IDSP Helpdesk

- i. One toll free number (1-800-180-1104) is being displayed on the on the upper part of any page of this web portal. One can dial in this number directly in case the user faces any technical issue in relation with the web portal.
- ii. The user can also click on “Report Problem” which will open another form in which the user can describe the technical error or problem in details and can also upload any screenshot or photo or document to better describe the issue so that the programmers can understand the issue well to resolve it as soon as possible.



- iii. State admin can see any problem raised by any of the users of the state by ‘Dashboard’. They can also search a specific Problem by username or mobile number of user name registered in My Profile or by Docket Number using ‘Search Requests’. They can go through the detail of any problem by ‘Search Requests’ or by simply clicking on numbers in Dashboard Table and then clicking on Docket number of the problem. State admin has the authority to Reopen or Close a problem request. They can put their comments and attach any document or screenshot if they want.

