Emitra Plus CRN Module

Menu Hierarchy definition for CRN

Complainer: Only the Kiosk operator of the machine and associated IA of that machine can register CRN.

Attender: Hardware and Software attender users can be attenders.

Verifier: An authorized person of the district/department can verify whether the registered CRN is valid or not.

Approver: District Administrator can Re-Open or Close.

CRN Process

CRN (Complaint Registration Number) Process Module contains the following

a. User Login
b. CRN register/Cancel: For Complainer User
c. CRN Hold/Forward/Resolve: For Attender
d. CRN Re-Open/Approve and dispose of: For Approver
e. CRN verify: For verifier

Who can Access CRN module?

You have to fulfill the following condition to enter the system:

1. The user must have an SSO id.
2. To log in as a complainer, the user should have the machine mapped with his ssoid in emitra.
3. To log in as an attendee, the user should be mapped in the CRN module. For mapping in CRN module as attender you have to share the following details with us:
    a. SSO ID
    b. District
    c. Vendor Type
    d. Name
    e. Contact Number
    f. E-mail Id (not mandatory)
4. To log in as an verifier, the User must have to update his role in his SSO profile.
5. To log in as a approver, the User must have to update his role in his SSO profile as either

a. SYSTEM ANALYST(JOINT DIRECTOR)
b. ACP (DY. DIR.)

Or he/she must be registered in the CRN system by requesting via authorized mail.

CRN Process Explanation:

1. **Login**: The user has a login on "https://sso.rajasthan.gov.in/signin" with his SSO ID and password.
   a. Select the **EmitraPlus** application from the SSO dashboard.
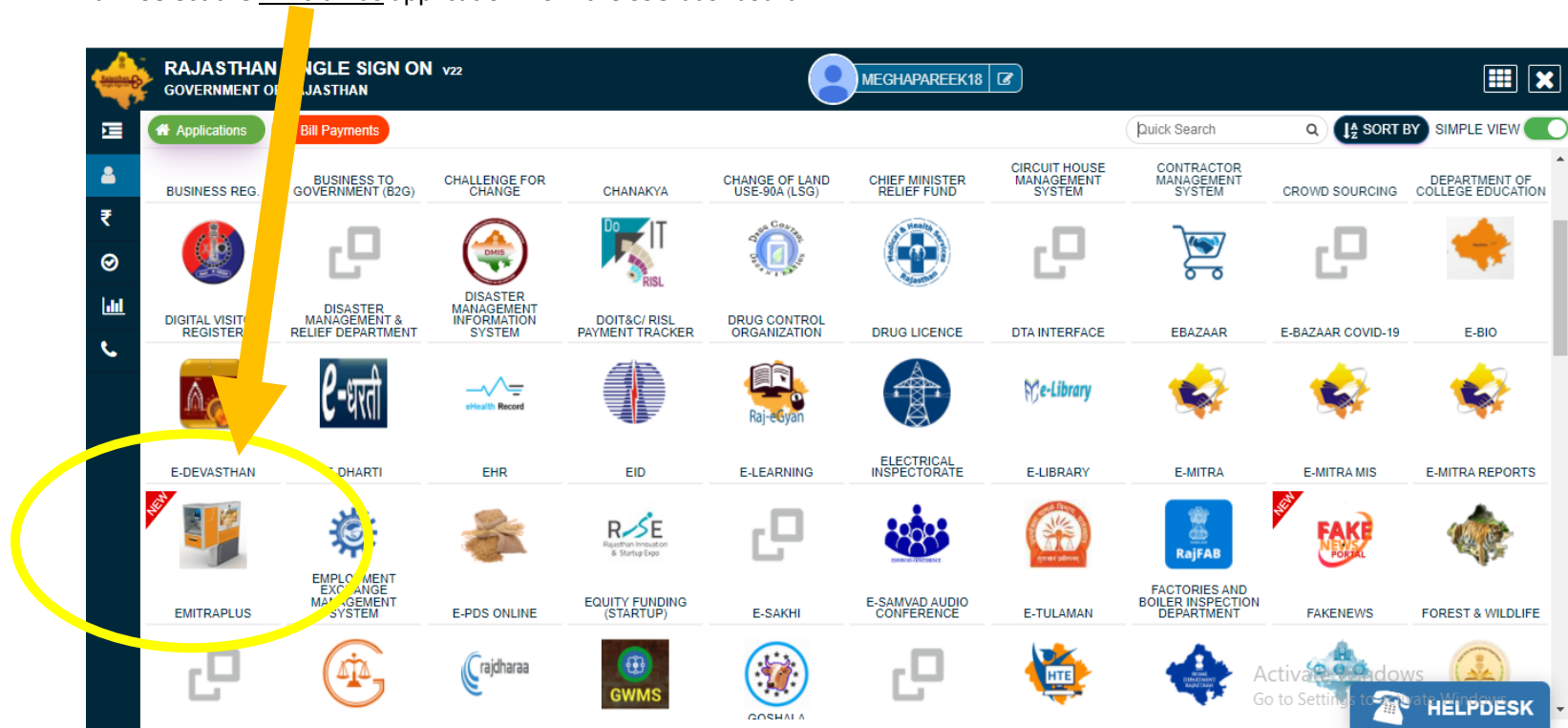
   b. You will be redirected to the CRN application.

2. **Register CRN** :
   i. Login Complainer User: Menus will be displayed according to your role mapped in our system. Only Registered KIOSK operators and IA, who are associated with any machine, can register a complaint in the system.
   ii. Select Machine Number for which you want to register a complaint, and click on the **Get Machine Details** button.
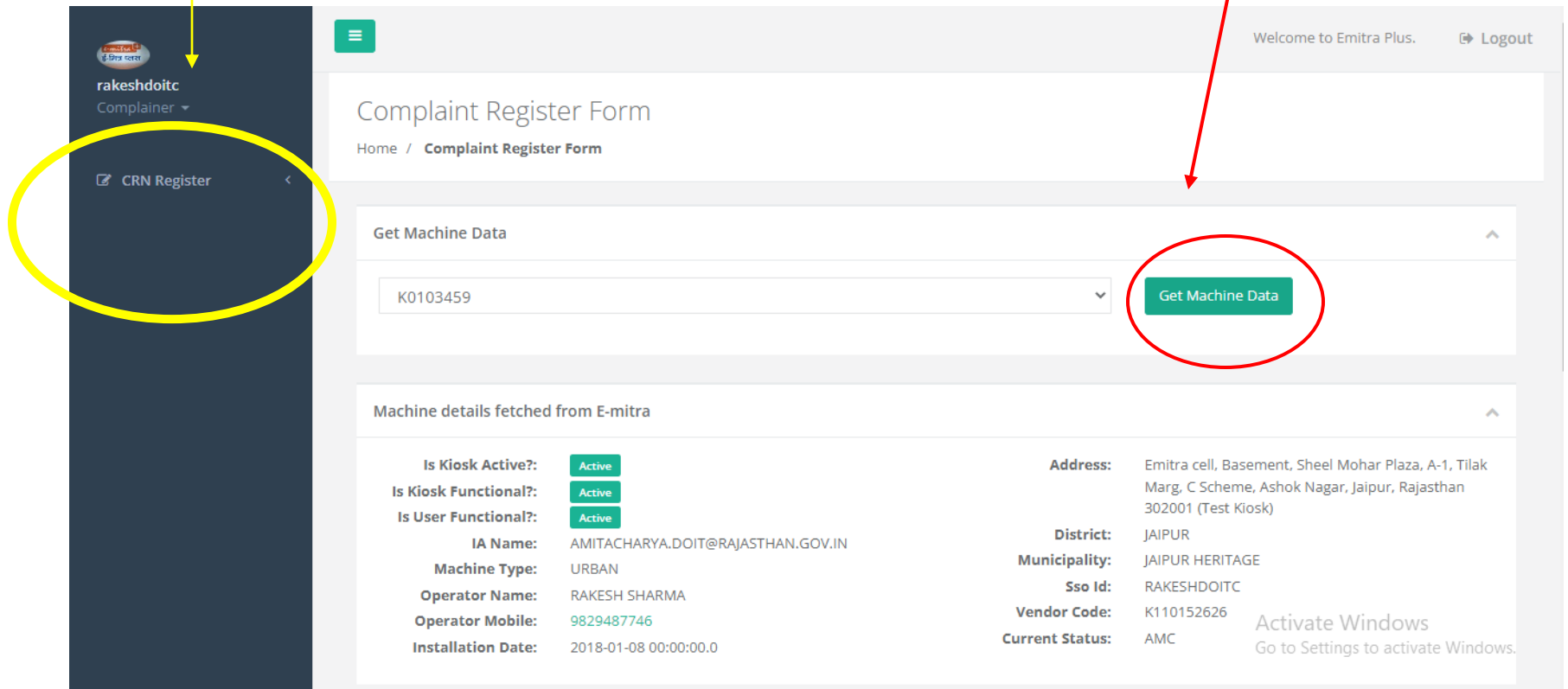
   iii. After clicking on getting machine details, you can see the latest machine status.
   iv. If your Kiosk is active and the Kiosk + user is functional, only then you can register CRN.
   v.   Fill Register Complaint form.
   vi. If required, then attach a file in jpg/png or jpeg format.
   vii. And click on the **Register Complaint** button.

viii. After registering a complaint you can see your complaint number in the popup.

ix. Click on ok.

x. Now, you will be redirected to the View CRN Status page, where you can see all registered complaints by your SSO ID.

xi. Users can also cancel CRN within one day or status is not changed, under CRN Status Menu.

b. **Hold and Resolve CRN**: If generated CRN is for the hardware category then only the hardware helpdesk user will be able to see the request and if generated CRN is for the software category then only the software helpdesk user will able to see the request. For now, this request is for the hardware category, so we are proceeding with hardware helpdesk users.

i. Go to notification menu -> Select Pending CRN

My Notification

Home / **Pending CRN**

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Machine Number ⇅	Priority ⇅	Status ⇅	Request ID ⇅	Category ⇅	Service Name ⇅	CreatedOn ⇅	Action ⇅
K0103459	**Immediate/Critical**	Request Generated	CRN1K0103459	Hardware Issue	Aadhar E-Card Printing	7/27/2021 5:26:10 PM	Hold CRN Forward Stand By View Details

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ii. You can see all CRN that is registered in your account and all those newly added.
iii. The hardware helpdesk can see 4 options under the action column
    1. Hold CRN
    2. Forward
    3. Stand By
    4. View Details
iv. Software Helpdesk User can see 3 options under the action column
    1. Hold CRN
    2. Forward
    3. View Details
v. To hold CRN you can click on the Hold CRN button.
vi. After clicking the Hold CRN button the CRN will mark in your account.
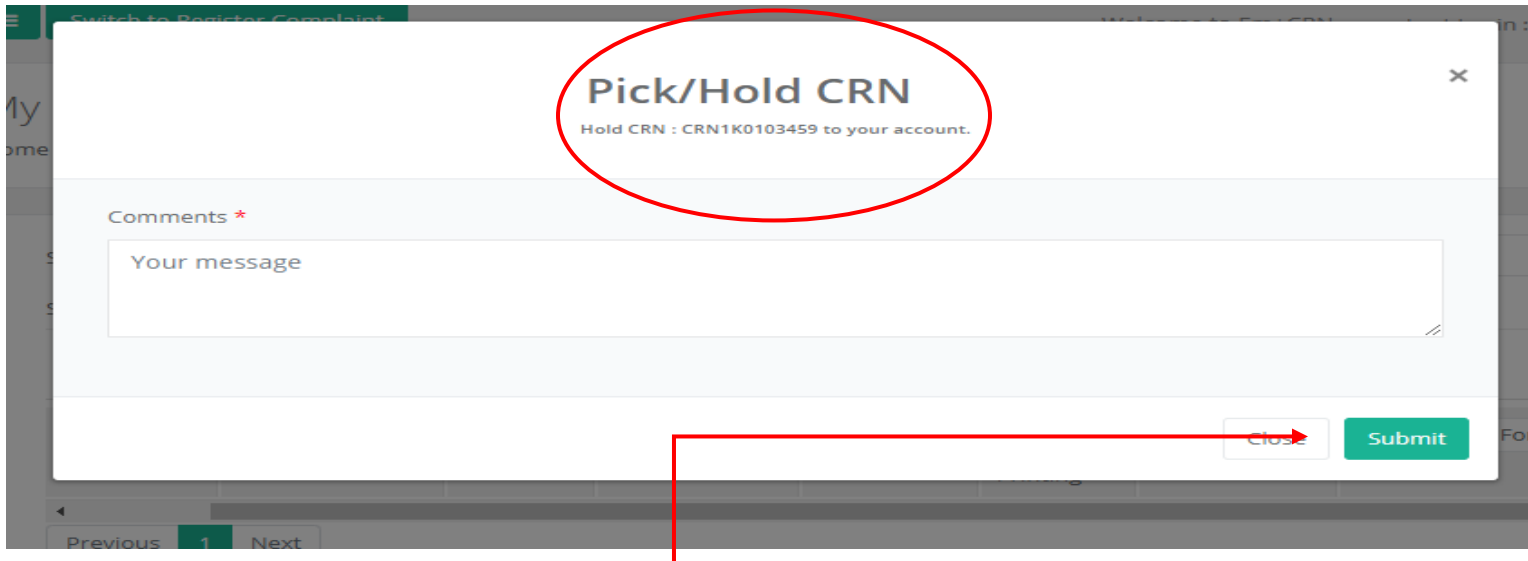
vii. Add your message. And click on submit button
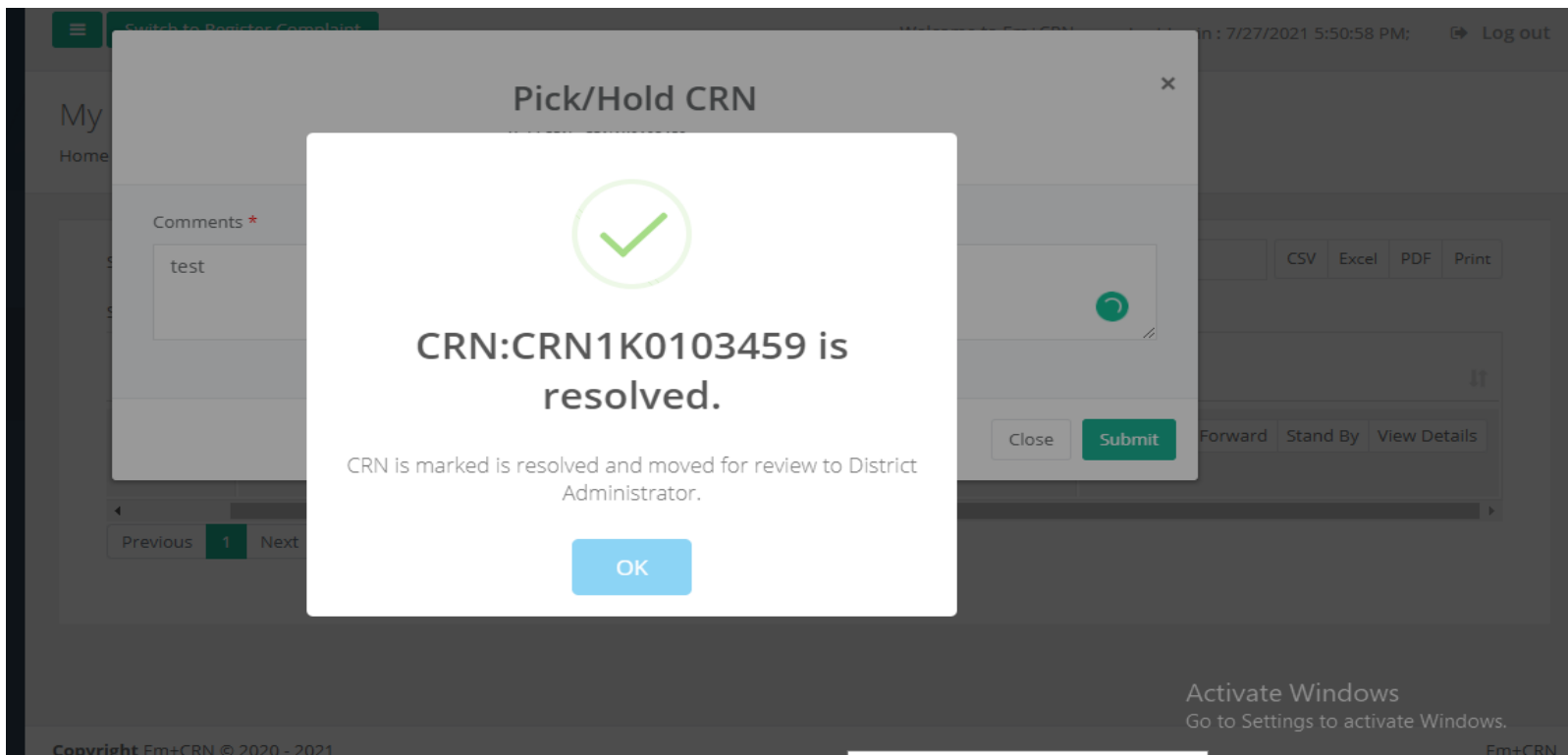
viii. Then CRN will be marked as resolved and moved to District Administrator.

   Note: For now Hold and resolve CRN are merged under the same action.

c. Forward CRN: To forward CRN to any specific user.

   i. Click on the Forward CRN button.

ii. Select user's sso id from the drop-down to send CRN in his account.

iii. Add comments

iv. Click on the Forward button.

Forward CRN

Forward CRN to another user

Select user to forw...

Software

Message *

test

CRN:CRN2SST1VEFDU1468 is forwarded.

CRN is marked is forwarded.

OK

Close   Forward
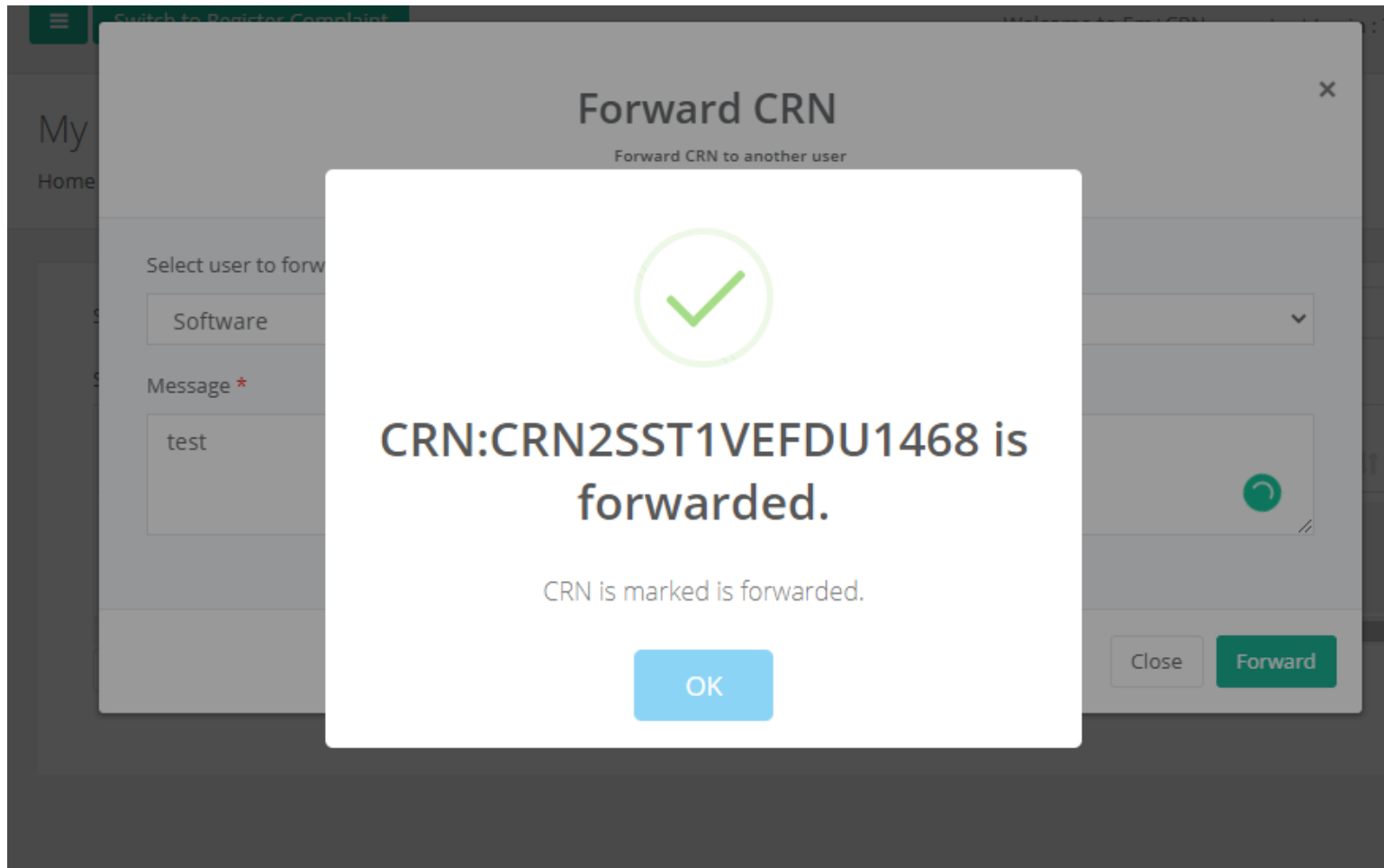
    v.   Now forward user can see this forwarded CRN and he will hold the CRN and resolve it.

    vi.   Otherwise, he can also forward the CRN to another user.

d.   Re-Open CRN: This option is visible to verifier users only.

    i.   The user will see all pending documents in his list.

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| e r	Priority	Status	Request ID	Category	Service Name	CreatedOn	Action
59	Immediate/Critical	User Resolved	CRN1K0103459	Hardware Issue	Aadhar E-Card Printing	7/27/2021 5:26:10 PM	Reopen CRN Approve CRN View Details
DU1468	High	User Resolved	CRN2SST1VEFDU1468	Hardware Issue	Bsnl Prepaid Recharge	7/28/2021 11:23:30 AM	Reopen CRN Approve CRN View Details

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ii.   To reopen CRN click on Reopen CRN button.

  iii. Add comments and click on submit button.

  iv. Then the CRN will move the last user (who resolved the CRN)

 e. Close CRN: If CRN seems correct to the user then he will approve and close the CRN. Once the CRN is closed no user can reopen the CRN.

  i. Click on Approve CRN button.
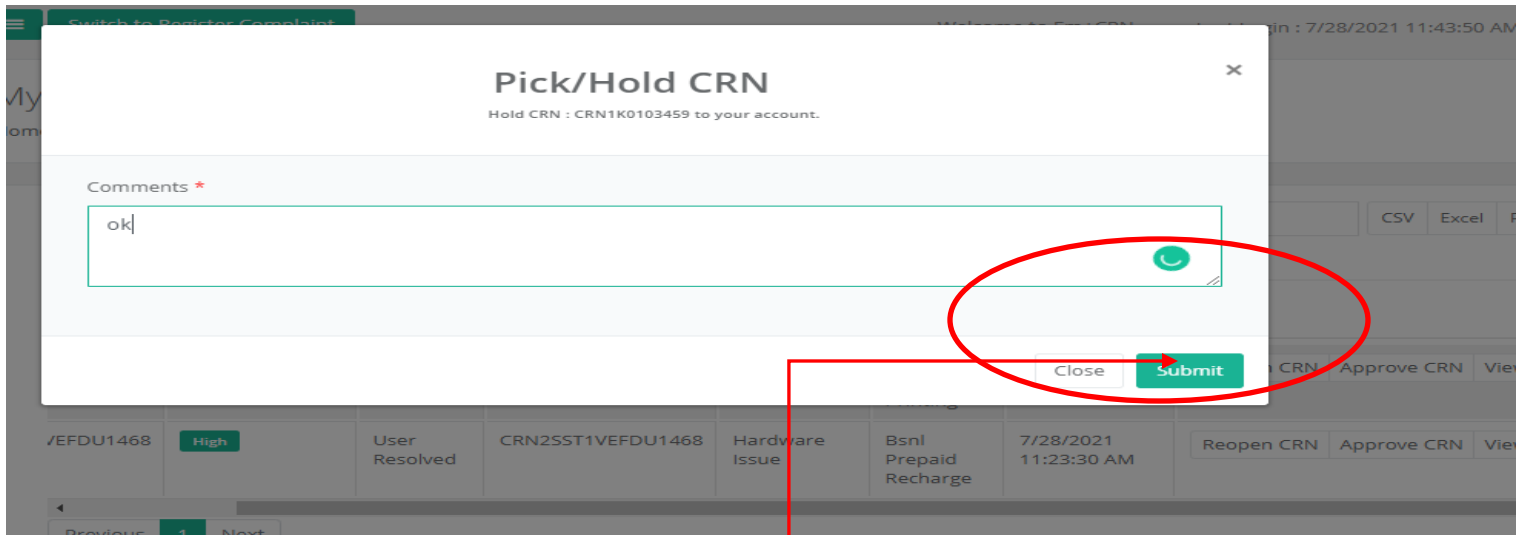
ii. Add comments.

iii. Click on submit.
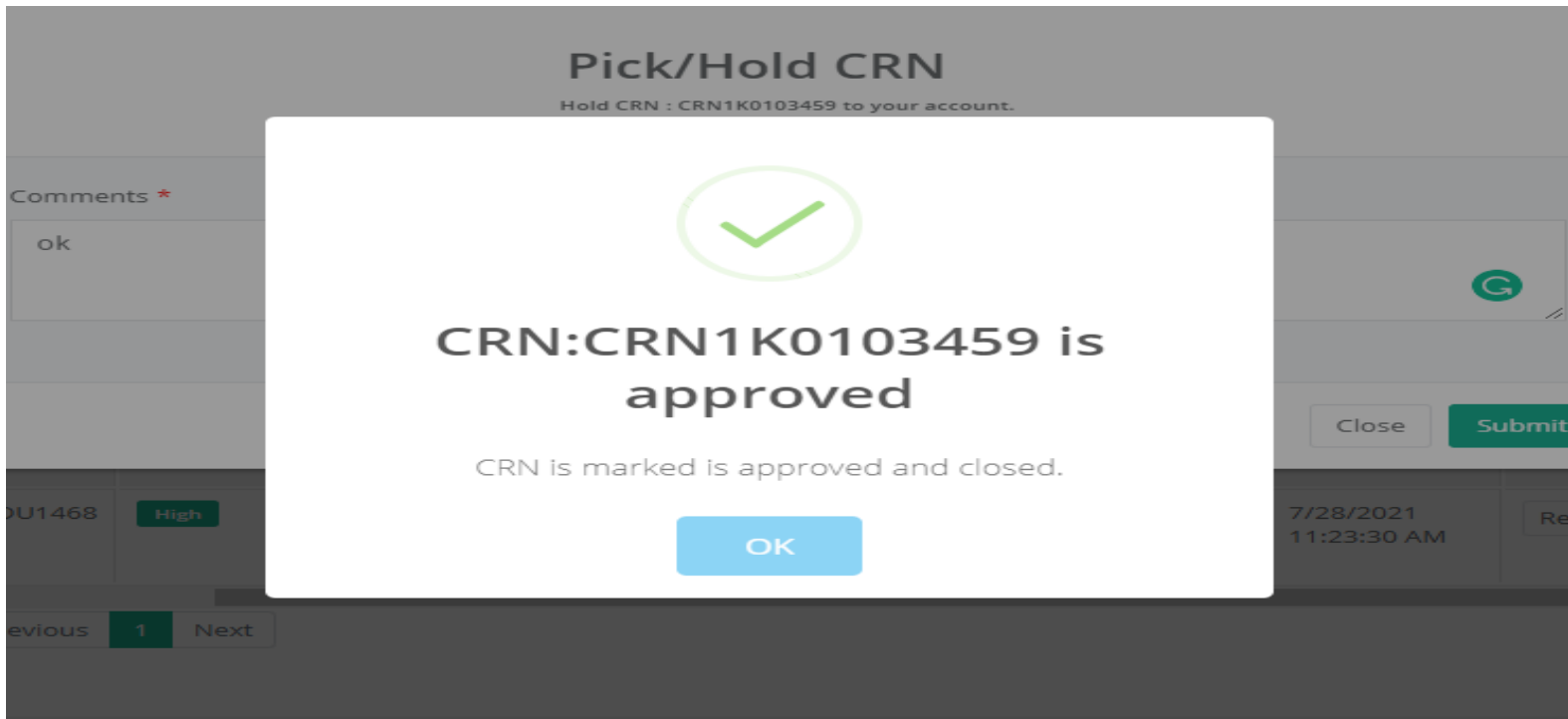
3. SLA
    a. SLA Report :
        i. For now, all users can see SLA Report.
        ii. SLA report is not showing data for CRN which are marked as (User Resolved or Close)

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Sr.No.	SLA Days	Machine Number	Request ID	Category	CRN Status	Created On
1	0	SST1WGFCU3967	CRN3SST1WGFCU3967	Hardware Issue	Request Generated	7/28/2021 11:58:11 AM

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