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Azadi Ka
Amrit Mahotsav



केन्द्रीय भण्डारण निगम
(भारत सरकार का उपक्रम)

CENTRAL WAREHOUSING CORPORATION

(A Govt. of India Undertaking)

जन-जन के लिए भण्डारण/Warehousing for Everyone



भारत 2023



CWC CO-PDOHRMS/2/2020-PERS

दिनांक/Dated: 08.05.2024

परिपत्र/Circular

विषय: कार्य-कुशल आईटी सहायता के लिए एचआरएमएस हेल्पडेस्क पोर्टल के उपयोग से संबंधित।

Subject: Utilizing the HRMS Helpdesk Portal for Efficient IT Support—regd.

इस परिपत्र का उद्देश्य सभी कर्मचारियों को हमारे हेल्पडेस्क पोर्टल के उचित उपयोग के बारे में सूचित करना है, जो एचआरएमएस से संबंधित मुद्दों के समाधान और सहायता के लिए अनुरोध सबमिट करने हेतु समर्पित ऑनलाइन मंच है।

This circular aims to inform all employees about the proper use of our Helpdesk Portal, a dedicated online platform for resolving HRMS-related issues and submitting support requests.

HRMS हेल्पडेस्क पोर्टल के लाभ

हेल्पडेस्क पोर्टल कर्मचारियों और आईटी टीम दोनों के लिए अनेक प्रकार से लाभदायक है:

Benefits of the HRMS Helpdesk Portal

The Helpdesk Portal offers several advantages for both employees and the IT team:

- **तीव्रतर समाधान** : पोर्टल के माध्यम से प्राप्त टिकटों को उपयुक्त टीम को रूट किया जाता है, जिससे त्वरित रिस्पॉन्स टाइम मिलता है।

Faster Resolution: Tickets raised through the portal are routed to the appropriate team, leading to quicker response times.

- **बेहतर ट्रैकिंग:** प्रत्येक अनुरोध को एक विशेष टिकट नंबर दिया जाता है, जिससे आप इसकी प्रगति को ट्रैक कर सकते हैं और पोर्टल पर रीयल-टाइम में अपडेट प्राप्त कर सकते हैं।

Improved Tracking: Each request is assigned a unique ticket number, allowing you to track its progress and receive updates in real-time on the portal.

- **दोहराव में कमी:** पोर्टल के माध्यम से अनुरोध सबमिट करने से डुप्लिकेट रिपोर्ट में कमी आती है जिससे आईटी टीम के लिए समस्या निवारण प्रक्रिया सुव्यवस्थित हो जाती है।

निगमित का0: 4/1, सीरी इंस्टीट्यूशनल एरिया, अगस्त क्रांति मार्ग, हौज़ खास, नई दिल्ली-110016

4/1, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016 ई-मेल: ggmpers@cewacor.nic.in

Reduced Duplication: Submitting requests through the portal prevents duplicate reports, streamlining the troubleshooting process for the IT team.

संपर्क के अन्य माध्यमों का प्रयोग करने से बचें

कार्य-कुशल संसाधन आबंटन तथा कार्मिकों के सहयोग हेतु अनुकूल वातावरण सुनिश्चित करने के लिए, हम कर्मचारियों से अनुरोध करते हैं कि वे निम्नलिखित माध्यमों से आईटी संबंधी समस्याओं को सबमिट करने से बचें:

Discouraging Other Communication Channels

To optimize support and ensure efficient resource allocation, we kindly request employees to refrain from raising IT concerns through:

- **व्यक्तिगत ईमेल:** ईमेल में अक्सर महत्वपूर्ण विवरण नहीं दिए जाते और मेल इनबॉक्स में खो सकती हैं, जिससे मुद्दों का समाधान करने में देरी होती है।

Personal Emails: Emails often lack critical details and can get lost in inboxes, leading to delays in addressing issues.

- **फोन कॉल:** यद्यपि अत्यावश्यक मामलों में फोन कॉल की आवश्यकता हो सकती है, तथापि, हेल्पडेस्क पोर्टल दोनों पक्षों के लिए और अधिक डॉक्यूमेंटेड एप्रोच प्रदान करता है।

Phone Calls: While urgent matters may warrant a phone call, the Helpdesk Portal offers a more documented approach for both parties.

- **अनेक बार संपर्क करना:** किसी एक मुद्दे के लिए बार-बार संपर्क करने से बचना चाहिए।
Repeated communication: Repeated communication for a single issue be avoided.

हेल्पडेस्क पोर्टल का उपयोग करना

हेल्पडेस्क पोर्टल से एक्सेस करना आसान है:

Using the Helpdesk Portal

Accessing the Helpdesk Portal is easy:

1. <https://ind.megasoftsol.com/eHRMS/CWC/Login.aspx?cmp=CWC> पर जाएँ
2. अपने कर्मचारी क्रेडेंशियल्स का उपयोग करके लॉग-इन करें।
3. HRMS पोर्टल के हेल्पडेस्क टैब के तहत "क्वेरी रिक्वेस्ट" पर क्लिक करें।

4. किसी भी प्रकार की संबद्ध जानकारी या स्क्रीनशॉट सहित अपनी समस्या का स्पष्ट और संक्षिप्त विवरण दें।

5. सबमिट बटन पर क्लिक करें और आपको एक विशिष्ट टिकट नंबर के साथ पॉप-अप संदेश प्राप्त होगा।

1. Visit <https://ind.megasoftsol.com/eHRMS/CWC/Login.aspx?cmp=CWC>
2. Log in using your employee credentials.
3. Click on "Query request" under Helpdesk tab of the HRMS Portal.
4. Provide a clear and concise description of your issue, including any relevant information or screenshots.
5. Click on submit button and you will receive a pop-up message with a unique ticket number.

तत्काल संदर्भ के लिए, HRMS सिस्टम के हेल्पडेस्क मॉड्यूल का यूजर मैनुअल संलग्न है।

For ready reference, User manual for the helpdesk module of the HRMS system is enclosed herewith.

संलग्न : उपर्युक्तानुसार

Encl: - As above

(नमता बजाज/ Namrata Bajaj)

एजीएम/AGM (एचआरएमएस/HRMS)

वितरण/ Distribution :

1. सभी विभागाध्यक्ष, केंद्रीय भंडारण निगम, निगमित कार्यालय, नई दिल्ली
All HoDs, CWC, CO, New Delhi.
2. सभी क्षेत्रीय प्रबंधक, केंद्रीय भंडारण निगम, क्षेत्रीय कार्यालय
All RMs, CWC, Regional Offices.
3. अध्यक्ष के प्रधान निजी सचिव, प्रबंध निदेशक के प्रधान निजी सचिव, निदेशक (वित्त) के वरिष्ठ निजी सचिव, निदेशक(कार्मिक) की प्रधान निजी सचिव, मुख्य सतर्कता अधिकारी की प्रधान निजी सचिव, केंद्रीय भंडारण निगम, निगमित कार्यालय, नई दिल्ली।
PPS to Chairman, PPS to MD, SPA to Dir. (Fin.), PPS to Dir. (Pers), PPS to CVO, CWC, CO, New Delhi.

Megasoft Solutions India

MANAGING HUMAN RESOURCE “FROM COST TO ASSET”

User Manual: HELPDESK

CWC



Employee Self-Service Portal For Payroll And CPF



Welcome to **CWC HRMS**

HRMS is our endeavour to bring to you a new age and one stop solution for personal & organization information, faster communication, real time HR processes to resolve your queries.

HRMS Login

User ID :

Password :

Login

[Forgot Password](#)



Welcome to CWC HRMS

HRMS is our endeavour to bring to you a new age and one stop solution for personal & organization information, faster communication, real time HR processes to resolve your queries.

HRMS Login

User ID : 12345678

Password :

Login

Forgot Password



LOGIN PAGE

- Login securely using the URL <https://ind.megasoftsol.com/eHRMS/CWC/Login.aspx?cmp=CWC>
- Please note, password field is case sensitive. Remember to turn off CAPS LOCK before proceeding
- Click on “**Forgot Password**” link in case your password is lost or expired
- Your new password will be sent to your registered e-mail address
- Your account will be locked if incorrect password is entered more than three times
- For any related queries, you may contact Personnel Department for quick assistance

The screenshot displays the HRMS Home Page. At the top, a green navigation bar contains links for Profile, Leave, e-APAR, Payroll, Medical, Request Manager, Helpdesk, Policies & Forms, Tools, and User Manual. A mouse cursor is pointing at the Helpdesk link. Below the navigation bar is a search bar with 'Employee' entered. The main content area features a large photo of an award ceremony. To the left is a sidebar with 'HRMS' and a list of modules: Profile, Leave, e-APAR, Payroll, Medical, Request Manager, Helpdesk, Policies & Forms, Tools, and User Manual. To the right are sections for 'Birthday', 'Wedding Anniversary', and 'Service Anniversary'. Below the photo is a 'News / Events' section.

HOME PAGE

- At the home page, you can view and access multiple modules as shown above
- Change password of your account using the link provided at the top right corner of the screen
- For each day, birthdays, wedding and service anniversary will auto-reflect at the home page
- List of recently joined employees will appear at the bottom of the screen
- To select a different authorization role, click on the drop down menu at top left corner of the screen

HOW TO USE EMPLOYEE HELPDESK MODULE ?





HELPDESK MODULE


- To use helpdesk, click on “**Helpdesk**” tab at the menu bar
- The below mentioned sub-tabs will be visible to you on the screen as:
 - ✓ Query Request
 - ✓ Query History

Profile ▾ Leave ▾ e-APAR ▾ Payroll ▾ Medical ▾ Request Manager ▾ Helpdesk ▾ Policies & Forms ▾ Tools ▾ User Manual ▾

Employee ▾

Query Request

Ticket No.	From	To	Type	Status	
<input type="text"/>	22/06/2019	22/06/2019	All ▾	All ▾	<input type="button" value="Refresh"/>
There is no record found					
<input type="button" value="New"/> <input type="button" value="Export"/> <input type="button" value="Back"/>					



QUERY REQUEST

- Once you click on “**Query Request**”, a new window will appear on the screen as shown above
- To create a new query request, click on “**New**” button present at the bottom end of the screen

Profile ▾ Leave ▾ e-APAR ▾ Payroll ▾ Medical ▾ Request Manager ▾ Helpdesk ▾ Policies & Forms ▾ Tools ▾ User Manual ▾

Employee

▶ Query Request
▶ Query History

Query Details

Ticket No. Date

Requester

Category Status

Subject

Query Details

- 02 e-APAR
- 03 Leave
- 04 Data Correction
- 05 Others
- 06 CPF related issues

Attachments

1.	<input type="button" value="Choose File"/>	No file chosen
2.	<input type="button" value="Choose File"/>	No file chosen
3.	<input type="button" value="Choose File"/>	No file chosen
4.	<input type="button" value="Choose File"/>	No file chosen
5.	<input type="button" value="Choose File"/>	No file chosen

CREATE A NEW QUERY REQUEST

- Once you click on **“New”** button, the above shown pop-up window will appear on the screen
- From the **Category** option, you can select the type of query for which you wish to create a request
- For demo purpose, we have selected query category as **01 Payroll**
- Any query with wrong category will be treated as invalid and would not be responded

Profile ▾ Leave ▾ e-APAR ▾ Payroll ▾ Medical ▾ Request Manager ▾ Helpdesk ▾ Policies & Forms ▾ Tools ▾ User Manual ▾

Employee

▶ Query Request
▶ Query History

Query Details

Ticket No. Date

Requester

Category Status

Subject

Query Details

Attachments

1.	<input type="button" value="Choose File"/>	No file chosen
2.	<input type="button" value="Choose File"/>	No file chosen
3.	<input type="button" value="Choose File"/>	No file chosen
4.	<input type="button" value="Choose File"/>	No file chosen
5.	<input type="button" value="Choose File"/>	No file chosen

FURNISH QUERY DETAILS

- After selecting the category for your request, enter the query subject and details in the following fields
- In case you wish to attach the screenshot of an error with respect to your query, click on **Choose File** option under the attachments section
- You can add your file from your computer in PDF, JPG or PNG format as required
- After furnishing all the required details, click on **Submit** button present at the bottom end of screen
- Your query will be submitted successfully and the respondent will be notified by email for quick action

Profile ▾ Leave ▾ e-APAR ▾ Payroll ▾ Medical ▾ Mediclaim ▾ Recruitment ▾ Leaving Us? ▾ Training ▾ Health & Safety ▾ Request Manager ▾ Helpdesk ▾

> Helpdesk > Query Response

Helpdesk

- Query Request
- **Query Response**
- Query Delegate
- Query History
- Query Category

Query Response

Ticket No. From To Type Status Refresh

22/06/2019 22/06/2019 All All

S.No.	Action	Ticket No.	Requester Name	Query Category	Subject	Status	Created On
1.	Reply	100	PRIYA GUPTA	02 e-APAR	DEMO	New	22.Jun.2019 04:24

New Export Back

QUERY RESPONSE

- Once an employee has raised a query, respondent will be notified through email for query closure
- Click on **Query Request** tab to view the query that has been raised
- Click on **Reply** button present against the said query for responding
- Please note that for each query, respondents are automatically mapped in the system for smooth flow of queries

Query Details

Ticket No.*: 11 Created On*: 12.May.2022 10:04:44

Requester*: [REDACTED]

Category*: 01 Payroll Status*: Responded

Subject*: leave module regarding

Query Details*: employee leave change request,

Response*: [Empty text area]

Attachments

1.	Choose file	No file chosen
2.	Choose file	No file chosen
3.	Choose file	No file chosen
4.	Choose file	No file chosen
5.	Choose file	No file chosen

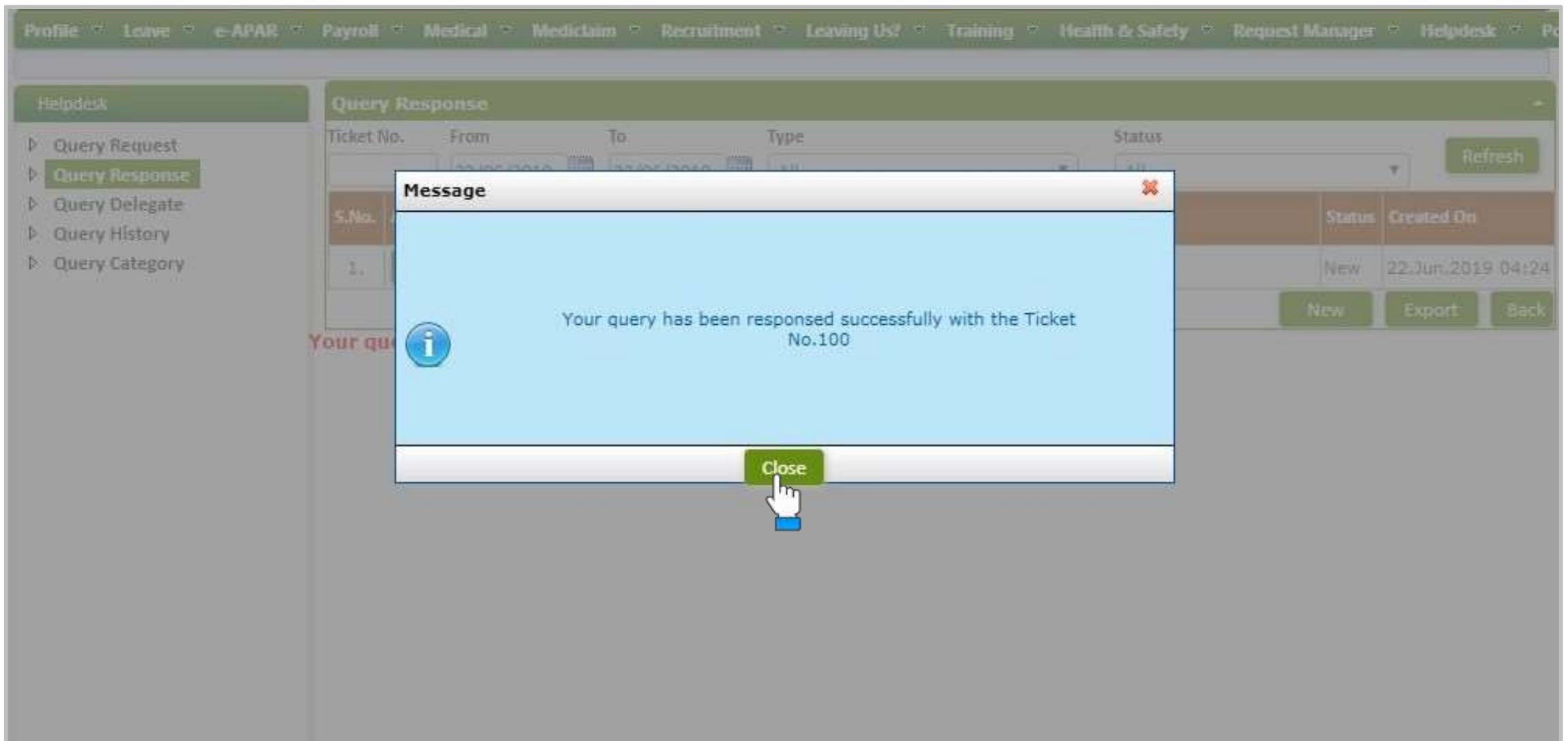
Submit **Cancel**

Query History

[REDACTED] please update the status	08 May 2024 12:44:18
[REDACTED] employee leave change request,	12 May 2022 10:04:44

REPLY TO QUERY

- Once you click on the **Edit** button under query request tab, the above shown pop-up window will appear on the screen
- Any attachments with the query will be visible at the bottom end of the screen
- Enter your response in the **Query request** section explaining all the details for query resolution
- In case you wish to attach an attachment along with your response click in **Choose File** option
- After furnishing all the required details, you have to choose the status of the said query from the status option as explained on the next slide



QUERY SUBMITTED SUCCESSFULLY

- Once you click on the **Submit** button, your query response will be successfully submitted and above shown message will appear on the screen
- Both the employee and respondent can view the status and history of their query using the **Query History** tab as shown on the next slide

Profile ▾ Leave ▾ e-APAR ▾ Payroll ▾ Medical ▾ Request Manager ▾ Helpdesk ▾ Policies & Forms ▾ Tools ▾ User Manual ▾

Employee ▾ > Helpdesk > Query History

Helpdesk

- Query Request
- **Query History**

Query History

Ticket No. From To Type Status Refresh

22/06/2019 22/06/2019 All ▾ All ▾

S.No.	Action	Ticket No.	Query Category	Subject	Status	Created On
1.	Edit	100	02 e-APAR	DEMO	New	22.Jun.2019 04:24
2.	Edit	99	04 Data Correction	TO CHANGE THE LEAVE MODULE REPORTING OFFICER	New	22.Jun.2019 11:28
3.	Edit	11	01 Payroll	Showing wrong DOJ	Responded	23.May.2019 11:32

[New](#) [Export](#) [Back](#)

QUERY HISTORY

- You can easily check your past queries and their status using **Query History** tab as shown above
- Queries can be sorted using Ticket No. or the reference dates from the calendar option
- You can also sort your queries using **Query Type** and **Query Status** option present above
- The status of your query will be visible on the screen as shown above
- To edit your query, click on **Edit** button present against each request

