



Frequently Asked Questions

Development & Maintenance of Web Based Portal and MIS for Monitoring & Evaluation of Vocational Training Improvement Project

Version 1.0

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Introduction

This FAQ document is prepared to provide one stop answers for most common queries from ITIs received at Help Desk. The document will be continuously revised and enhanced as per queries received and direction from DGET.

- When writing to help desk, please ensure you always mention your MIS ITI code and Login ID.
- Please write your queries in English Language.
- Please write your queries in details with relevant screenshots.

Any policy related matter can be enquired from DGET at pmu.dget@nic.in.

1. Where can I find instructions and User Manual for help?

For latest instructions from DGET you may **News and Updates** section on **Home Page** of [NCVT MIS portal](#).

All the latest material, news and updates from DGET are posted in this section.

Detailed User Manual are also available for both public portal and MIS for internal users. User Manual can be accessed from top right corner of both public portal and NCVT MIS for internal users.



Figure 1. NCVT MIS Home Page



Figure 2. Top Header of Public Portal

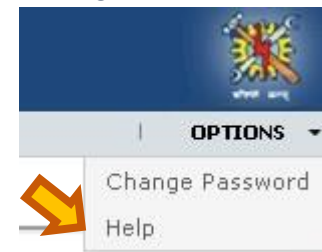


Figure 3. Top Header of MIS

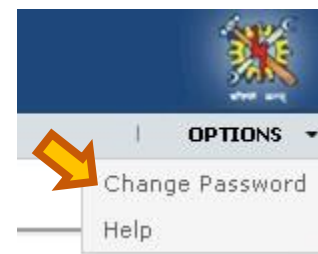


2. Why is my session signing out repeatedly?

NCVT MIS has default timeout of 30 min, which means your session will expire after 30 minutes of inactivity. However, it will not expire if you are working continuously.

If you session expires while you are working that means someone else has logged in from your user id. In this case you should:

- Change your password immediately.
- You should not share password for your account with anyone else.
- Make sure you are not trying to login from different browser using same login id.



3. I forgot my password, what to do?

If you have forgotten your password, you can change it through change password functionality on login page. System will ask you to answer security questions and password will be sent to your registered email id.

Security questions are typically set when login to system initially, if you want to change your security questions you can reach Help Desk, they will enable security password change on your profile.

If you want to change you email id, you can use Edit Profile feature on Home Page.

Sign In

Login ID :

Password :

Business Unit : --Select--

Remember Me [Forgot Password](#)

4. My account is locked what to do?

Typically more than 5 invalid login attempts with incorrect password can lock your account. In this case you should reach help desk to get your account unlocked.

5. When I enter my login id business unit drop down stays empty and I am not able to login?

Business Unit identifies to which ITI or ITIs you have access to. If your business unit is not populating that means your login Id is incorrect, please reach out to Help Desk or refer DGET's instructions to find out your login id.

6. When go to sessional marks edit screen, I fill criteria and hit search nothing happens. What to do?

When you hit search from sessional marks screen new window opens where you can enter the marks of trainees. However, your browser may have pop ups blocked, thus new window is not opening.

If you are using Google Chrome Browser?



- In the top-right corner of Chrome, click the Chrome menu > **Settings**.
- At the bottom of the page, click **Show advanced settings**.
- In the **Privacy** section, click the **Content settings** button.
- In the **Pop-ups** section, click **Manage Exception**.
- In the end enter website address (ncvmtmis.gov.in) in the text box select “Allow” and click on **done**.

If you are using Mozilla browser

- Click the **Menu** button on top right corner and choose Options.
- Select the **Content Tab > Exception**
- Put address of website (ncvmtmis.gov.in) and click **Add > Close > Ok**

If you are using Internet explorer browser

- Click the **Tools Menu** (Alt +T), and then tap or click **Internet options**.
- On the **Privacy** tab, under **Pop-up Blocker**, click **settings**.
- Put address of website (ncvmtmis.gov.in) and click **Add > Close > Ok**

7. When go to sessional marks edit screen, I fill criteria and hit search no records found appears. What to do?

Any workflow in MIS has three parts Create, Edit and Approve. Please note:

Create Page: Create Page is used when new record is created. On creation record will go for approval before being committed to system.

Edit Page: Edit Page is used to modify already created and approved records in system. This page can be used to make corrections if incorrect entry was approved by mistake.

Approve Page: All newly created records or “Edited” records comes for approval in this page. On Approval records are committed to system.

Thus, when looking for record you need to visit respective page to work on the record.

8. Father/Guardian name is missing or incorrect, how can I change it?

If Father/Guardian name is missing system allows you to make enter father/guardian name. However, if it's already there, system won't allow you to change it. In order to change Father/Guardian Name, you need to provide details as per template ([download template](#)), to your State Directorate.

State Directorate are requested to consolidate such changes and provide consolidated excel for required data collections.

Both State Directorate and DGET's approval will be required before changing these values.



9. I need to correct Name/Trade/Shift/Unit, what should I do?

Change of any of these values is not directly allowed in system, although you may request its change by providing details as per template ([download template](#)), to your State Directorate.

State Directorate are requested to consolidate such changes and provide consolidated excel for required data collections.

Both State Directorate and DGET's approval will be required before changing these values.

10. I want to delete trainees as they have been discharged, what to do?

Deletion of trainee is not directly allowed in system, although you may request its change by providing details as per template ([download template](#)), to your State Directorate.

State Directorate are requested to consolidate such changes and provide consolidated excel for required data collections.

Both State Directorate and DGET's approval will be required before changing these values.

11. AM I required to fill sessional marks for both Quarter 1 and Quarter 2?

Yes, as per NCVT guidelines sessional marks are required to be captured twice in a semester, thus 2 entries are required, one each for Quarter 1 and Quarter 2.

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