User Manual of Issue Tracking System

Step 1: Please go to the Home Page of Kanyashree Portal and click on the Issue Tracking button at the right side of the home page

Step 2: This is the Login page of Issue Tracking System
Step 3: Please give kanyshree login credentials

- Please select your Designation from the dropdown
- Please select your Sub Designation from the dropdown
- Please give your Kanyashree Id / DISE code
- Please give your Kanyashree password
- Please give the captcha and click on Login button for login

Step 4: After login, a Dashboard will appear like this

- Dashboard with widgets for issue registration, issue replied, re-open issues, and closed or solved issues.
Step 5: In the left side of the Dashboard, Click on “Issue Tracking”, then you will get 2 options

A. New Issue: To register a new issue
B. Existing Issue: From this option you can view the details of all registered issue

Step 6: **New Issue** - Click on “New issue” to register a new issue
Step 7: Select category regarding your Issue, give details of your issue, and attach screenshot of your problem.

- You can add maximum 5 photos here
- Maximum file size 1MB
- Only gif/jpg/png/jpeg format is acceptable

Step 8: After successfully register the issue, you will get an Issue Id for further tracking
Step 9: **Existing Issue**

![Existing Issue Image]

Step 10:

- **View Reply** - View details of the issue
- **Reply** - Reply against the issue
- **Satisfy & Close** - If the issue has been solved, or if there is no issue exists then the user can close the call on click the button “Satisfy and close”
- **Reopen** - You can re-open the issue, if you are not satisfied with the reply against the issue by clicking “Re-open” button in action button.