Annexure - I

User Guide for FRMU Web Portal

Logging in to FRMU Web Portal

- The URL for opening the FRMU Web Portal is: http://cept.gov.in/FRMU/Login.aspx
- The authorized official shall open the above said URL in a browser and type in the assigned User Id and Password for accessing the FRMU Web Application.
- The URL and the process of logging into FRMU Web Application is same for all the Level of Users (Circles/Regions).
Circle Users Login

- The Circle users will have the access to menus associated with circle level login once the user is logged in.
- The Welcome screen/ Circle Dashboard is as shown below:

- In Circle Dashboard, the user will be able to view the statistics of the alerts associated to their circle based on the status of alerts viz., Number of alerts Assigned, Closed and Reported to Investigation.
- The above said statistics can be filtered based on the various parameters viz., Date, Region, Report type and Risk Category.
- By default, on login, the Circle dashboard will show statistics pertaining to Current date, All Regions, All Report types and All Risk categories.
- The Reports can also be fetched by selecting the required Date range, Region, Report type and Risk Category to get the desired result.
The Region wise statistics can be obtained by selecting the required Region in Circle Dashboard as shown below:

The statistics can also be filtered based on the type of Alert generated by selecting the required Report type as shown below:
The option is available for filtering out the Alerts based on the type of Risk associated with it. The same can be done as shown below:

The Region wise segregation with different types of Alerts generated pertaining to the Regions is also available in Circle Dashboard in tabular format as shown below:
The list of filtered Alerts – Assigned/ Closed/ Reported to Investigation can directly be accessed by clicking the link: View Assigned/ Closed/ Reported alerts respectively. The same is as shown below:

- The Alerts assigned can be viewed by clicking View Alerts > Assigned alerts or by directly clicking the View Assigned Alerts in the Dashboard.
- The Assigned alerts page will show the list of assigned alerts based on the selected parameters viz., Date Range, Region, Report type and Risk Category.
- The list of assigned Alerts can also be Exported to Excel by clicking on Export to Excel option for further segregation of alerts.
- The complete Details of any Assigned Alert can be viewed by clicking on eye symbol in Details Column.
- The procedure for performing the above action is illustrated below:
On clicking the Details column, the Alert details will be displayed in the new window as shown below:
The Closed Alerts can be viewed by clicking View Alerts > Closed alerts or by directly clicking the View Closed Alerts in the Dashboard.

The Details of any Closed Alert can be viewed by clicking on eye symbol in Details Column in Closed Alerts page. The Details will be opened in new window as shown below:
Similarly, the Alerts reported to Investigation can be viewed by clicking View Alerts > Reported alerts or by directly clicking the View Reported Alerts in the Dashboard and the Details of any Reported Alert can be viewed by clicking on the eye symbol in Details Column in Reported Alerts page.
The Alerts can be Searched by clicking Search Alerts link in left side Menu bar.

Searching of Assigned Alerts can be done by selecting various parameters in Search By dropdown menu viz., Alert Id, SOL Id, Txn Id and Account Number
And by texting in the required Search input.

The Details of any Alert can be viewed by clicking on eye symbol in Details Column in Search Alerts page.
- Region Pendency Report can be viewed by clicking MIS Reports > Region Pendency report.
- The Report can be filtered by selecting the required Date range, Region, Division and report will show Pendency statistics accordingly.

The statistics will show count of Assigned, Closed, Reported Alerts and total count of Pendency as on date.
Regional users can be created by clicking on **Create User** link in the Menu bar.

In the Create User page, Regions under the circle will appear, the Region can be selected, and Email Id of region can be typed in for Creation of Regional User.

The same is as shown below:
- On successful Creation of user, the below screen will appear showing default password as ‘indiapost’, The same can be changed after first login.

- The password can be changed by clicking Change Password in the Menu bar and by texting in the Current and New Password.
Region Users Login

- The Region users will have the access to menus associated with region level login once the user is logged in.
- The Welcome screen/ Region Dashboard is as shown below:

The Alerts assigned can be viewed by clicking View Alerts > Assigned alerts or by directly clicking the View Assigned Alerts in the Dashboard.
- The list of assigned Alerts can also be Exported to Excel by clicking on Export to Excel option for further segregation of alerts.
The complete Details of any Assigned Alert can be viewed by clicking on eye symbol in Details Column.

The Details page will open in new window as shown below:

The Closed Alerts can be viewed by clicking View Alerts > Closed alerts or by directly clicking the View Closed Alerts in the Dashboard.
The Details of any Closed Alert can be viewed by clicking on eye symbol in Details Column in Closed Alerts page or it can be Exported to Excel for a date range.

The Details will be opened in new window as shown below:

Similarly, The Alerts reported to Investigation can be viewed by clicking View Alerts > Reported alerts or by directly clicking the View Reported Alerts in the Dashboard and the Details of any Reported Alert can be viewed by clicking on eye symbol in Details Column in Reported Alerts page or it can be Exported to Excel for a date range.
The Alerts can be searched by clicking Search Alerts link in the left side Menu bar. Searching of Assigned Alerts can be done by selecting various parameters in Search By dropdown menu viz., Alert Id, SOL Id, Txn Id and Account Number. And by texting in the required Search input.
Region Pendency Report can be viewed by clicking MIS Reports > Pendency report.

The Report can be filtered by selecting the required Date range and report will show Region Pendency statistics.
Divisional users can be created by clicking on Create User link in the Menu bar.

In the Create User page, Divisions under the Region will appear, the Division can be selected, and Email Id of Division can be typed in for Creation of Divisional User.

The same is as shown below:
On successful Creation of user, the below screen will appear showing default password as ‘indiapost’, The same can be changed after first login.

The password can be changed by clicking Change Password in the Menu bar and by texting in the Current and New Password.
Division Users Login

- The Division users will have the access to menus associated with division level login once the user is logged in.
- The Welcome screen/ Division Dashboard is as shown below:

![Division Dashboard](image1)

- The Alerts assigned can be viewed by clicking View & Reply > Assigned alerts or by directly clicking the View Assigned Alerts in the Dashboard.
- The list of assigned Alerts can also be Exported to Excel by clicking on Export to Excel option for further segregation of alerts.

![Assigned Alerts](image2)
The complete Details of any Assigned Alert can be viewed by clicking on eye symbol in Details Column.

The Details page will open in new window as shown below:

- The Alerts can be Closed/ Reported to Investigation by providing the appropriate comments in the Details page.
 Alerts can be Closed after providing appropriate comments in the Details page as shown below:

Similarly, any Alert can be Reported to Investigation by providing appropriate comments in the Details page as shown below:
Bulk Closure/ Reporting of Alerts can be done by navigating to View & Reply > Bulk – Close/Report Alerts.

In the Bulk – Close/Report Assigned Alerts page, the Alerts can be Closed/Reported to Investigation by selecting any Alert or all the Alerts at a time and by clicking the Bulk – Close/Report button.
Bulk Closure can be done by providing one appropriate comment in the Bulk Closure Reply page for multiple selected Alerts in the Bulk – Close/Report Assigned Alerts page as shown below:

Similarly, Bulk Reporting to Investigation can be done by providing one appropriate comment in the Bulk Closure Reply page for multiple selected Alerts in the Bulk – Close/Report Assigned Alerts page as shown below:
The Closed Alerts can be viewed by clicking View Replied Alerts > Closed alerts or by directly clicking the View Closed Alerts in the Dashboard.

The Details of any Closed Alert can be viewed by clicking on eye symbol in Details Column in Closed Alerts page or it can be Exported to Excel for a particular date range.

The Details will be opened in new window as shown below:
Similarly, The Alerts reported to Investigation can be viewed by clicking View Replied Alerts > Reported alerts or by directly clicking the View Reported Alerts in the Dashboard and the Details of any Reported Alert can be viewed by clicking on eye symbol in Details Column in Reported Alerts page.
The Alerts can be searched by clicking **Search Alerts** link in the left side Menu bar. Searching of Assigned Alerts can be done by selecting various parameters in **Search By** dropdown menu viz., Alert Id, SOL Id, Txn Id and Account Number And by texting in the required Search input.
In Search Alerts page, the Alerts can also be Closed/Reported to Investigation by selecting any alert or multiple alerts at a time.

Bulk Closing/Reporting can be done by selecting any Alert or all the Alerts at a time and by clicking the **Bulk – Close/Report** button as shown below:
- Bulk Closure/Reporting can be done by providing one appropriate comment in the Bulk Closure Reply page for multiple selected Alerts in the Search Alerts page as shown below:
- Region Pendency Report can be viewed by clicking MIS Reports > Pendency report.
- The Report can be filtered by selecting the required Date range and report will show Region Pendency statistics.

- The password can be changed by clicking Change Password in the Menu bar and by texting in the Current and New Password.
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