User Manual for Admin and Counsellors

This is an internal documentation, a user manual for Admin and Counsellors for RDSO's Traffic and Psychotechnical Directorate. Here, we look at the activities of super admins, admins, and counsellors, to manage the various functions of the Salahkaar App.

Let's start with the first step which is logging in to the website

1. Getting started: Logging in to the website

The website is compatible with any browser and has strong data and access security protocols in place. To login to the website all users will need a user ID and password using the below mentioned URL to sign in.

URL: https://admin.ptdrdso.com/

There are three roles available and all users have to be classified under one of them which are Super Admin, Admin and Counsellor. We will talk about each role and their roles and responsibilities in detail during the course of this manual.

2. How to make a new Admin user

Upon logging in with a Super Admin's ID and password, we get to the following screen.
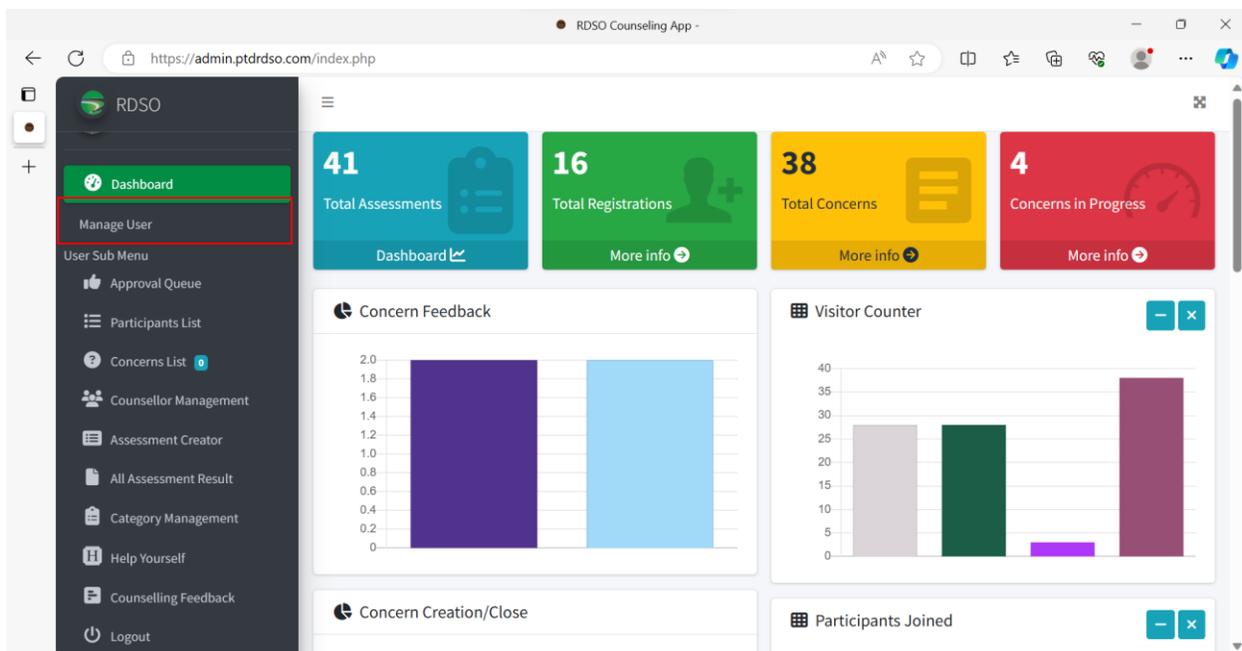
Let us now consider how a Super Admin will add new users. Start by clicking on *Manage User*, which is right below the *Dashboard* tab marked in red. Here, we will first consider how a Super Admin adds a user.

Clicking on *Manage User* will take you to the following screen.

In the Add New User section, enter the user's name, phone no and email address as their primary information along with the desired password. Next select the user type (Admin User or Counsellor User)

and click on the button "Add User" at the bottom of the page. The system will generate a user ID and the same along with the password entered by the Super Admin will be mailed to the new admin in the welcome email.

The new user (admin) has now been successfully added. You can come back to the *Manage User* section to check if the new user has been added successfully or not.

Note: The rights of the Super Admin and Admin are different, the super admin has an added right to add new users as admin or counsellor.

The below mentioned screenshot is of the page that an Admin will see.
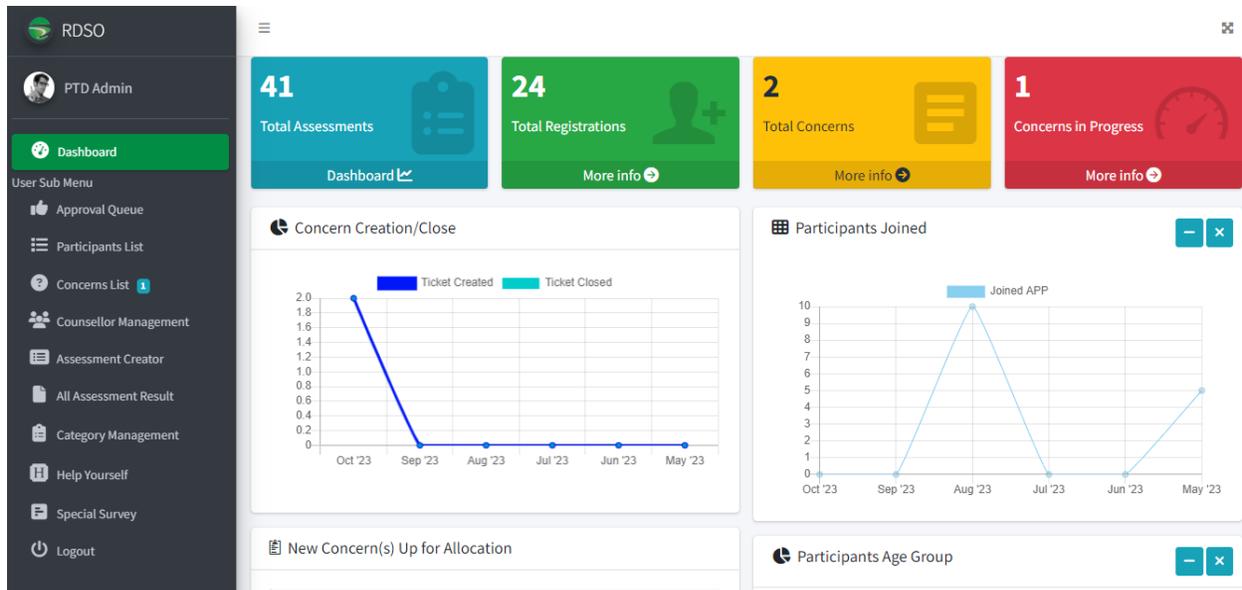
3. **How to make a new Counsellor User**

In the next section we will see how a Super Admin/ Admin can create a new counsellor user. For the same, first login with your Super Admin/ Admin credentials and click on *Counsellor Management*.
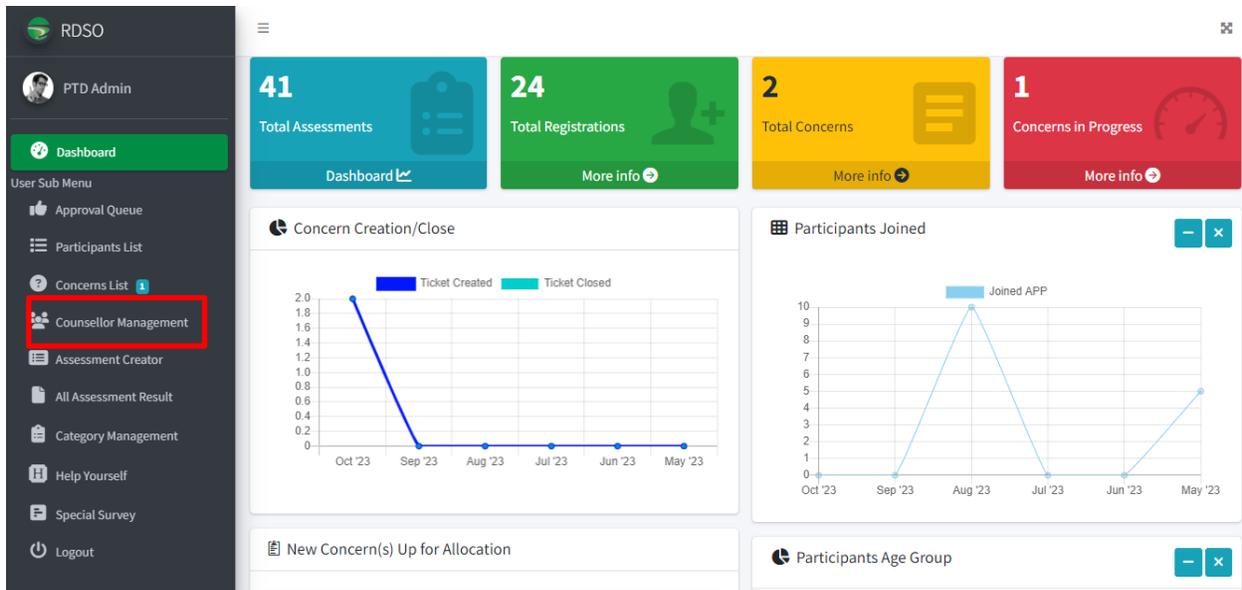
The following list is displayed which lists the counsellors and their contact information.

If you intend to add a new counsellor user, fill in the new counsellor's details like Name, phone no and email address and click on *Add User*.

Once a new counsellor user is added, they will receive the system generated user ID and password in their email.

To check whether the new counsellor user has been added successfully or not, we can come back to the Counsellor Management section and see the list of active counsellors where you will find the new user.

4. New participant user registration approval

In this section, we will look at new participant user on-boarding approval process for registrations done through the Salahkaar app.

All new users have to download the app from the Google Play store and register for using the app. The users will have to fill in their information on the following given page to send an approval request to the Salahkaar Admin

Once a user registers through the app, the admins will receive an SMS and email notification informing about the same. Log on from the super admin/ admin user ID to complete the procedure as defined below.

To begin the approval process, we will first click on the **Approval Queue**.

As seen in the image below, we see the participant's details up for review towards the right of the page along with some action buttons.

Among the action buttons, we have the option to view participant details as given in the image below.

The Super Admin/ Admin can approve or reject the application by clicking on the approve/ reject buttons under the action section. In either case the participant user will be informed via app based notification or an email.

5. Assessment Creation

As a next step we now talk about how to create new assessments and publish them in the public domain on the app. To begin, we login with the super admin/ admin profile and tap on *Assessment Creator*
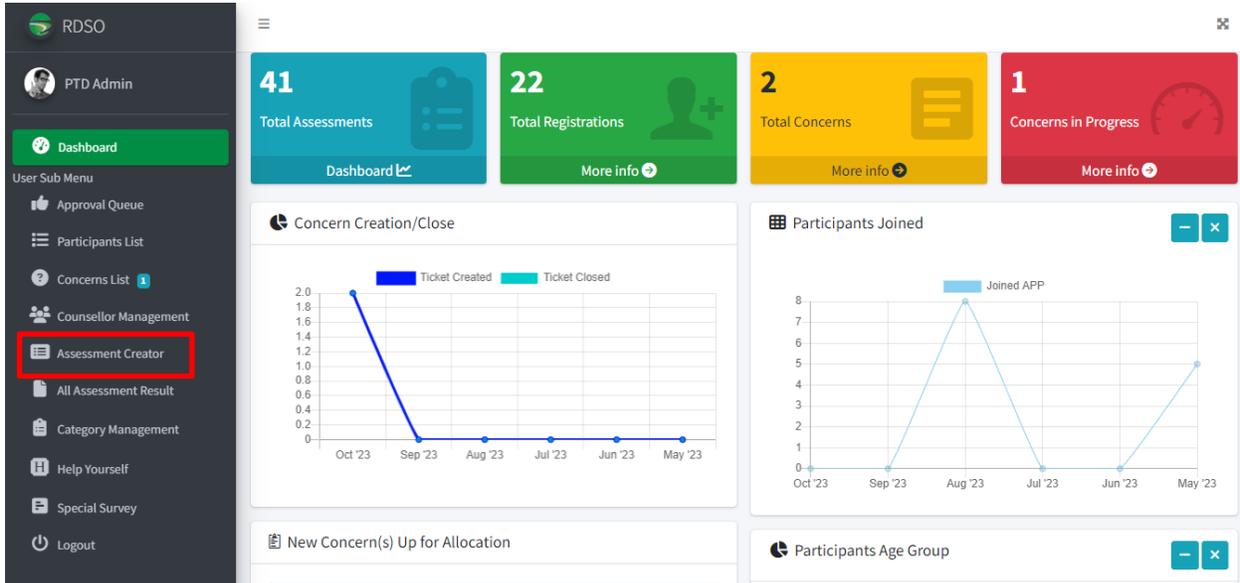
The following screen is displayed which shows a list of all the assessments along with their categories and the number of questions in the assessment. There are a number of action buttons available under the action column which we'll discuss later in the document.

To begin creating a new assessment, click on *Create New Assessment Test*. Browse down and select the categories under which you would like the assessment to be placed on the app. If the desired category is not available, we can create a new one by clicking on **Add New Category** (this section is covered later in the document)

We have the option to select between three Assessment and Grade Scale types which tells the system what type of assessment to expect and how to calculate the interpretation.

> **5.1 General Assessment and Sum Grade Type-** The assessments uploaded under this grade scale calculates the interpretation by adding the marks obtained for each answer and the sum is then used to find out the interpretation as per the norms table
>
> **5.2 General Assessment and Count Grade Type -** The assessments uploaded under this grade scale calculates the interpretation by first determining the predominant factor (which factor has the maximum count) and then finds out the interpretation based on the factor's norms table.
>
> **5.3 Customized Assessment and Sum Grade Type –** Under this assessment type we can upload a mix of question type like MCQ + Range (Slider) + DDL (drop down list) etc., and the interpretation is calculated by adding the marks obtained for each answer and the sum is then used to find out the interpretation as per the norms table

Type in the test title

And the assessment instructions.

Please remember, English and Hindi text is supported in both the Title and Instructions. Lastly, click on *Create Assessment*.

7	Brief Substance Craving Scale	Substance abuse/नशा,	8	
8	Burnout Self Test	Burnout/बर्न आउट,	22	
9	Do You Experience Moments of Joy? (For Men)	Wellbeing Assessment / कुशलक्षेम आंकलन	70	
10	Do You Experience Moments of Joy? (For Women)	Wellbeing Assessment / कुशलक्षेम आंकलन	70	

Previous 1 2 3 4 5 Next

Create New Assessment Test

Assessment Creator **Select Category**

Depression/अवसाद
Anxiety/चिंता
Stress/तनाव
Concentration Issues/एकाग्रता की समस्या ▼

Add New Category

Grade Scale Type
- ● General Grade Scale
- ○ Customize Grade Scale
- ○ Customize Grade Option Count Scale

Test Title
Test Assessments

Assessment Instruction
Test Discerption

Create Assessment   **Close**

At this point an assessment has been created and we are taken to the next page to continue.

Test Management - ADD Questions

Test Title   Test Assessments
Test Description   Test Discerption
Test Category(s)   Stress/तनाव,
Grade Scale Type   General Grade Scale

Edit Assessment Basic Information

Assessment Criteria

Factor	Sub Factor	
Test Assessments	Default	

Add Factor/Sub Factor Of This Assessment Test

Add More Question
Question Factor/Sub Factor   **Answer Option**

Test Assessments - Default   ♦   Multiple Choice   ♦   ☑ Required

Question Text

↶ ↷ Paragraph ∨   **B** *I* U̲ S̶   𝒮 🖼 ▶

6. **Adding details to the Assessment**

On this page we can edit an assessment's basic information, add/edit questions, their options, evaluation marks for each option, Sub factors and their norms table.

We start by first discussing how to edit the assessment basic information. We click on the button **Edit Assessment Basic Information** to edit details like Test title, description or category
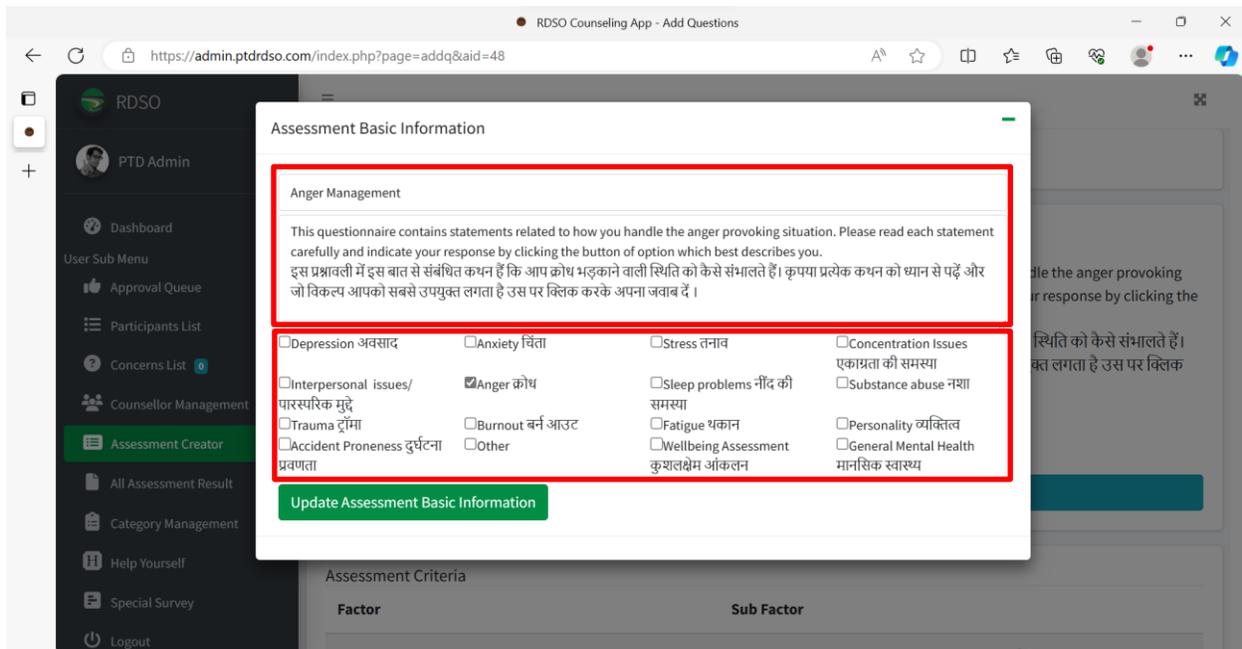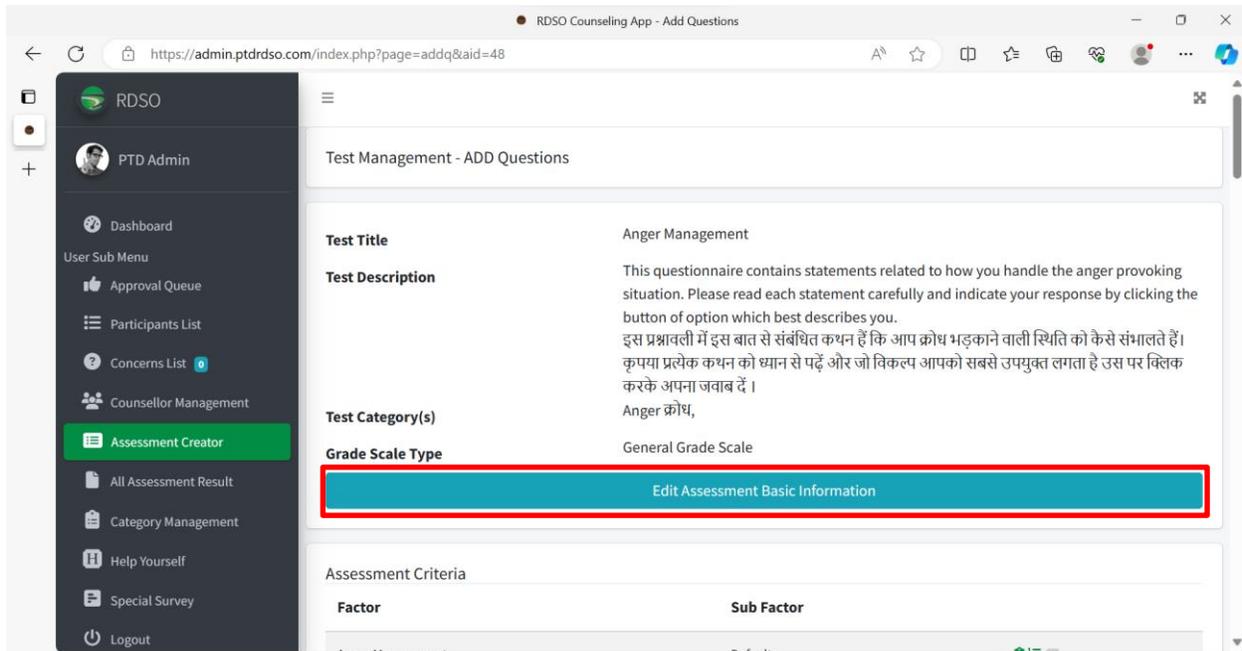
Once the Assessment Basic Information popup is open, we can edit the details and click on the update button to save changes

Browse down on the screen displayed and select *Add Factor/ Sub Factor of this Assessment Test*.
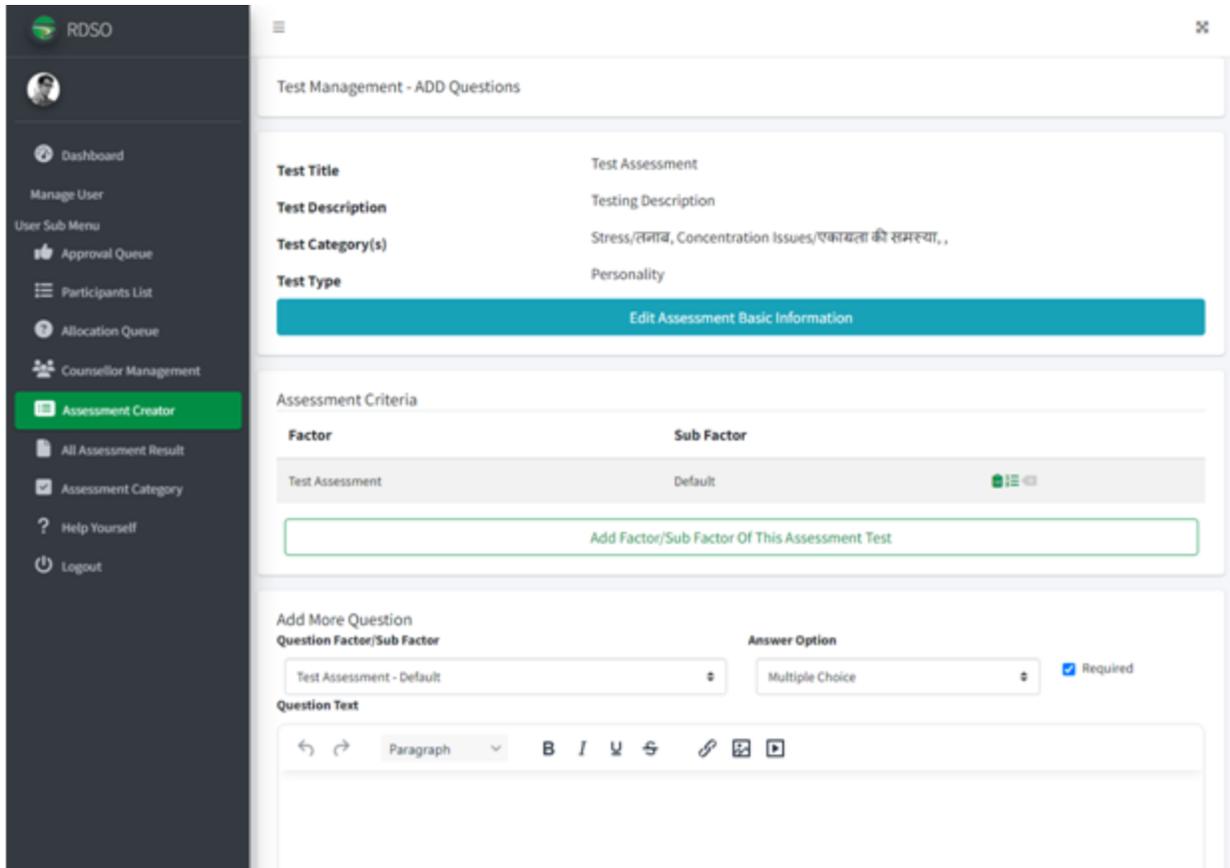
The following popup is displayed.
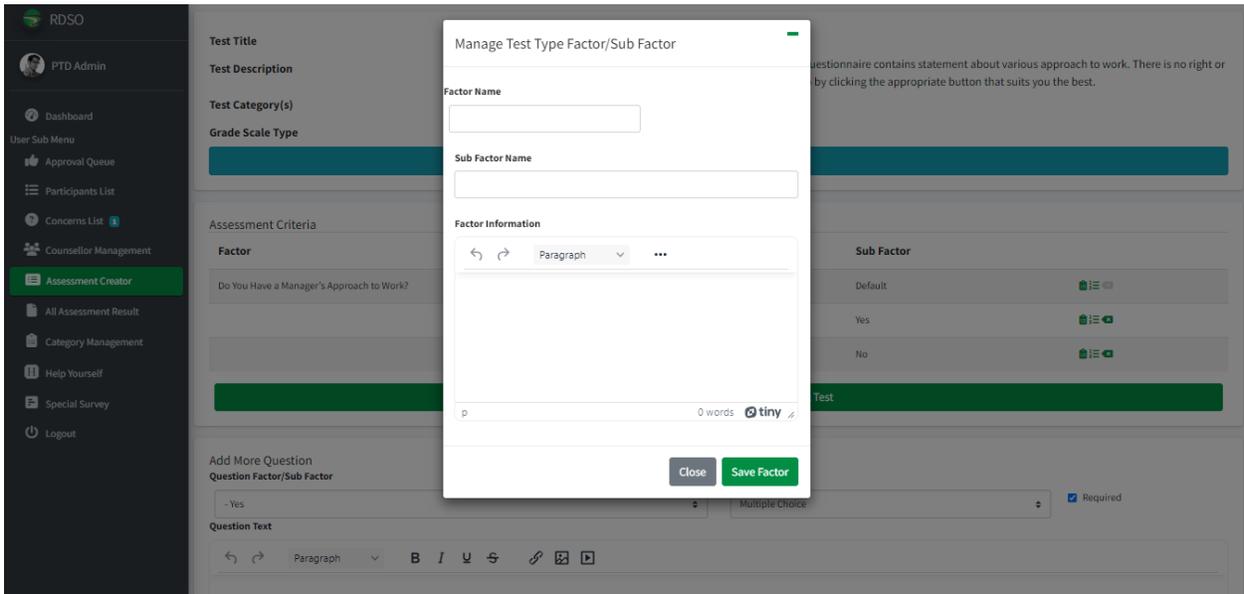
Now fill in the fields *Factor Name*, *Sub Factor Name*, and *Factor Information*, and click on *Save Factor*.
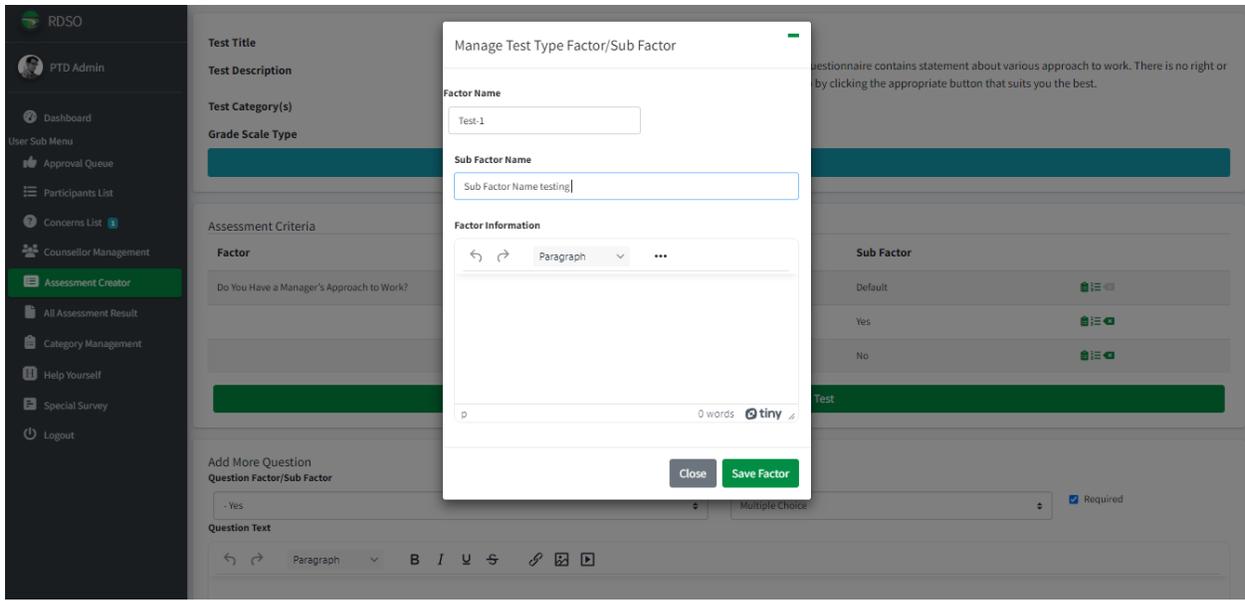
The screen that appears will have your test listed in the *Assessment Criteria*.
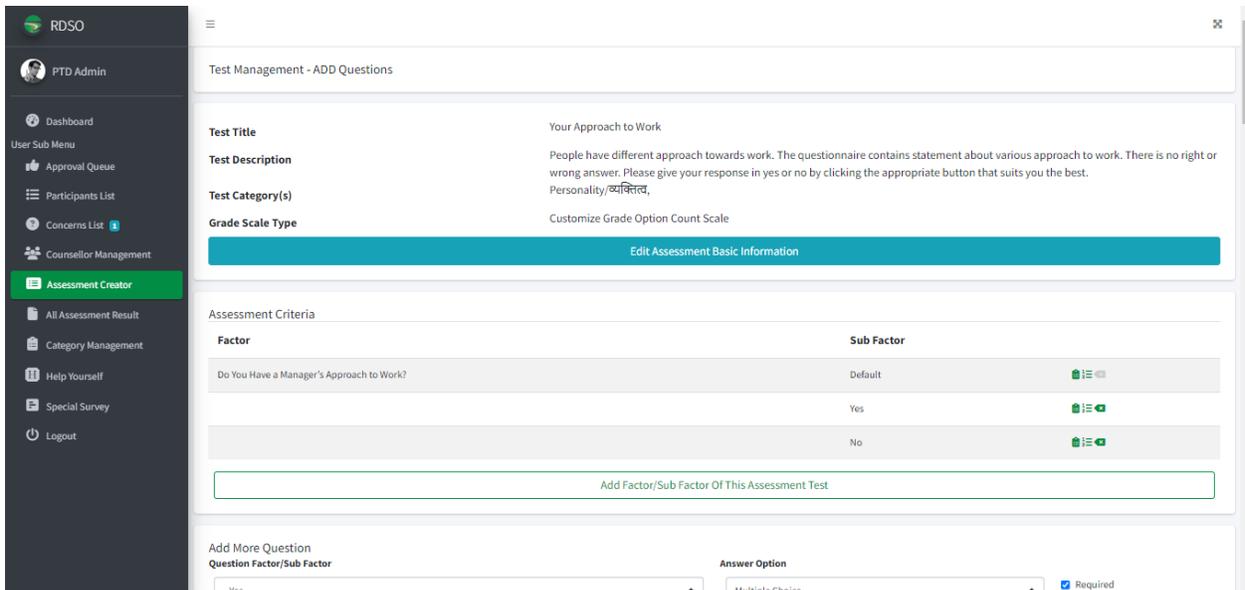
Browse down and type in the question text.

Now, fill in the options and choices and click on *Add Next Option*. Note that the *Answer Option* says *Multiple Choice*.

You can add as many options or choices as you intend. Now click on *Add/Update Question*.

Browse down to see a preview of the question.

You can add further questions based on test requirements.

7. Evaluation Criteria Creation

Log in as an admin and click on *Assessment Creator*.
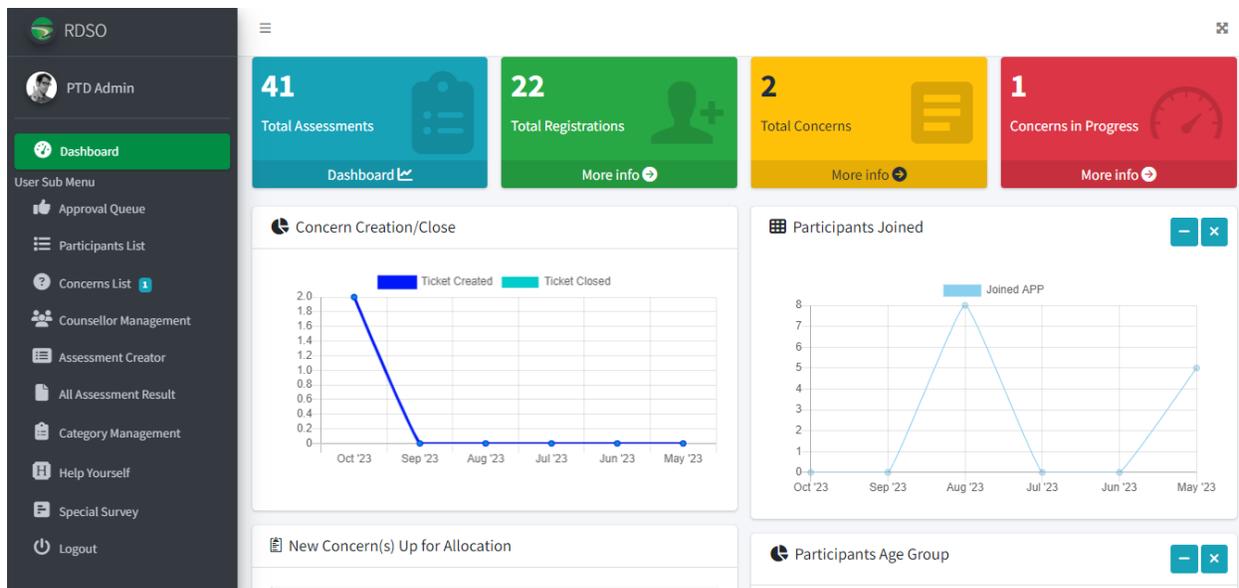
Select the Add/Edit Assessment icon next to the concerned test.

Select the numbered list next to the concerned test.

This delivers a popup where you can Add/Update evaluation criteria.

After filling in the evaluation criteria, click on *Add/Update Evaluation Criteria*.
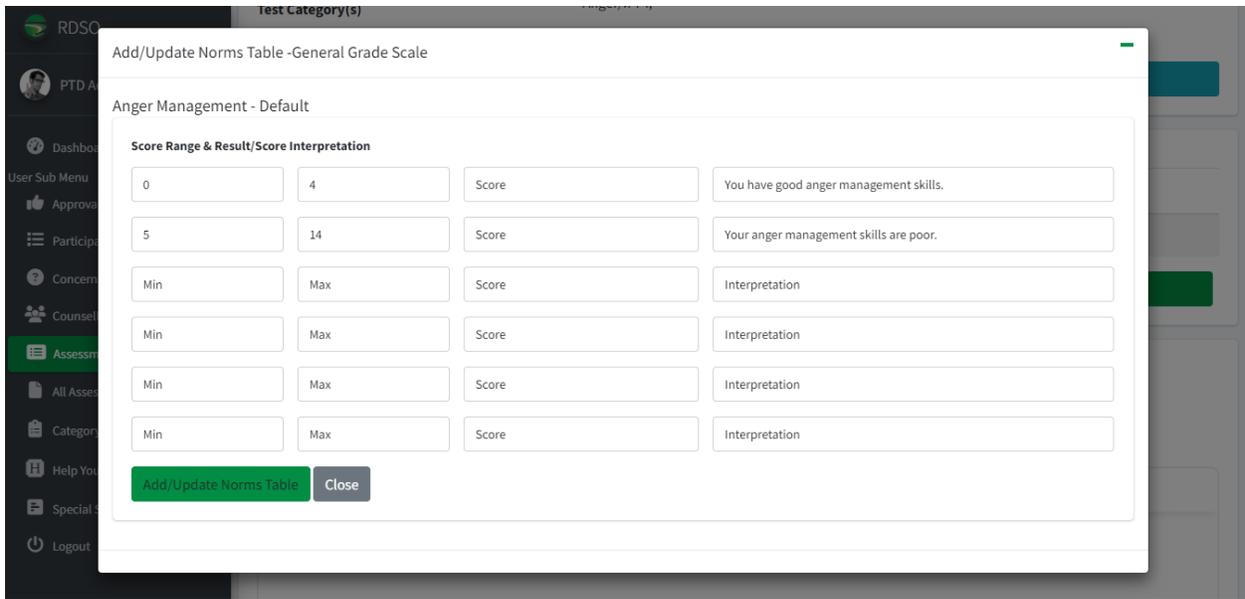
A message will tell you that the evaluation metric has been successfully saved.
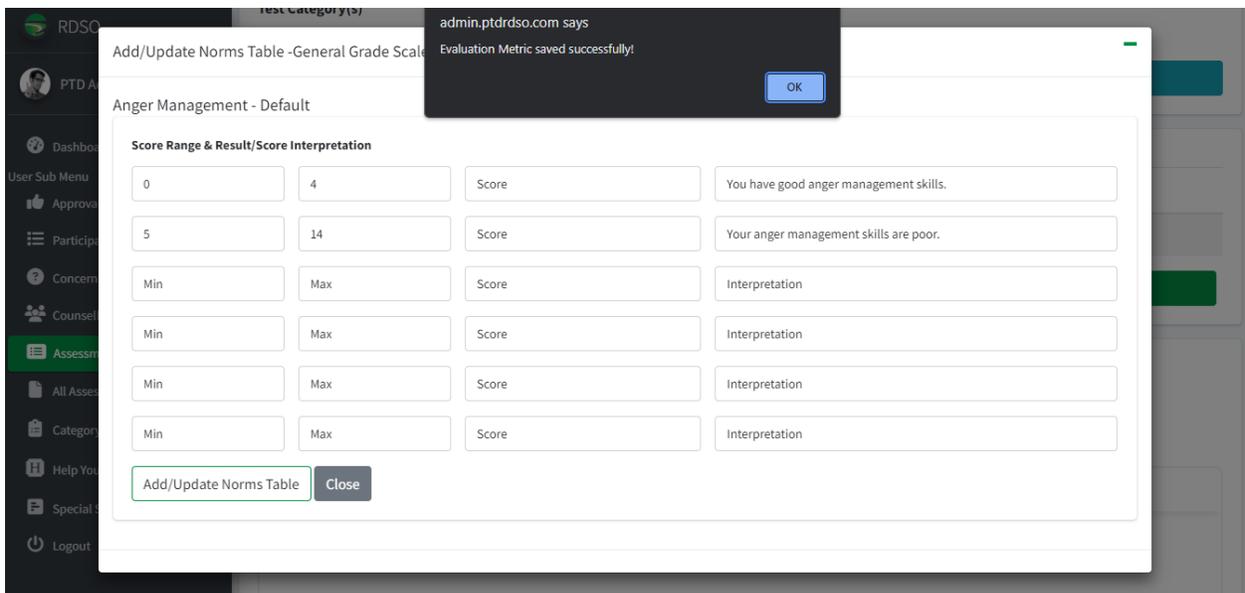
Now tap on Close.
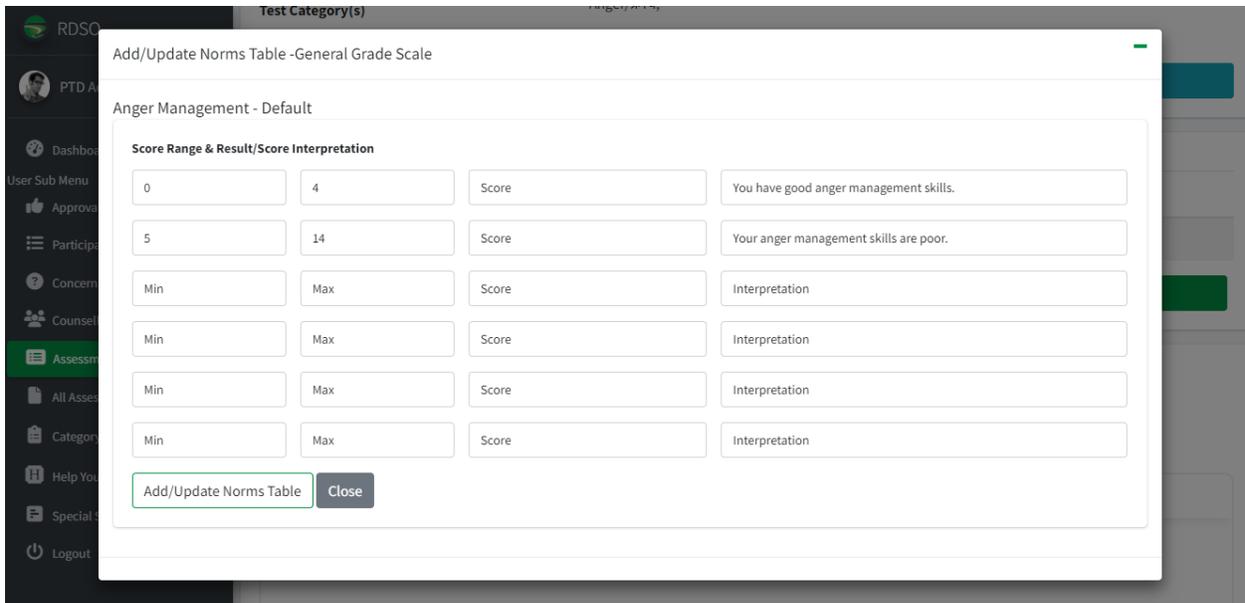
For viewing the assessment criteria, tap on the icon as shown in the image.
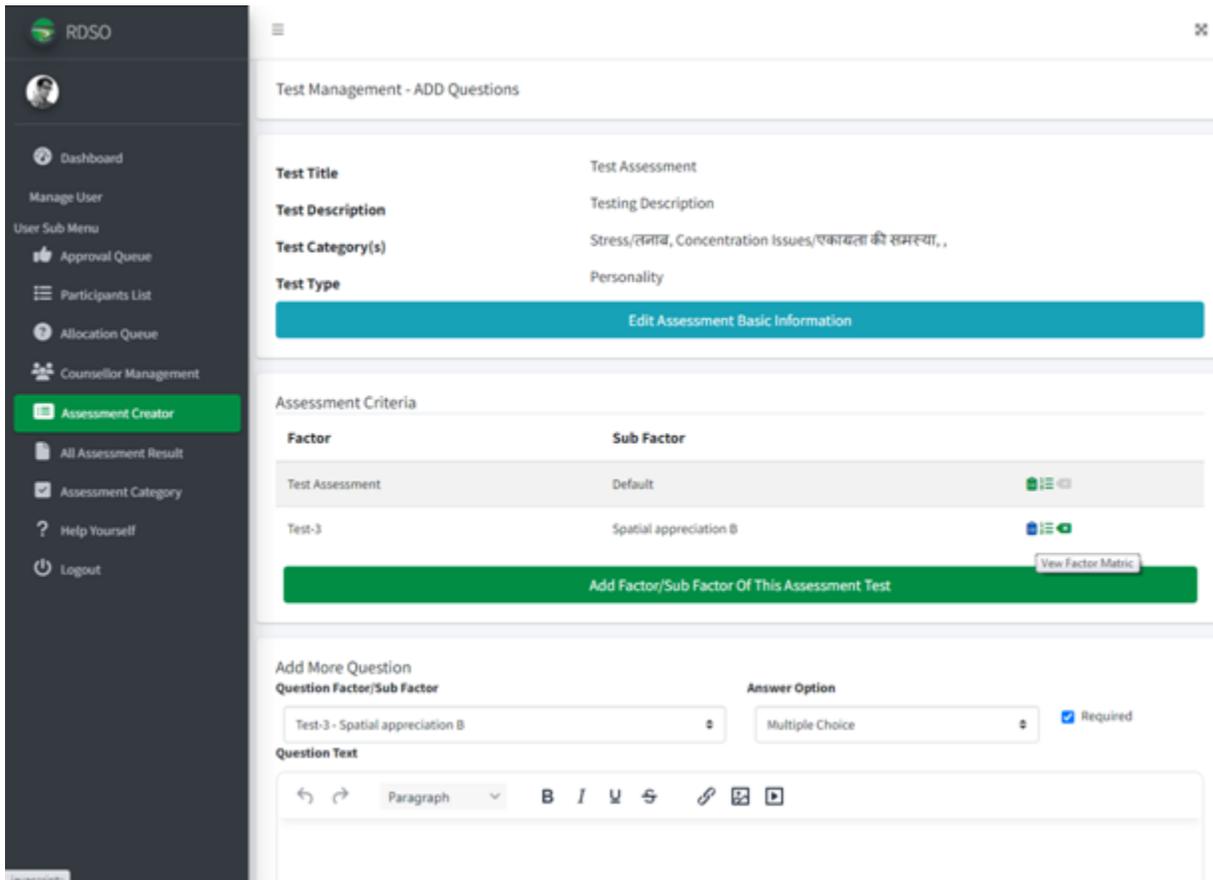
The following popup is displayed which shows the *Evaluation Criteria Matrix*.

8. Assessment Preview

First, login as an admin, and then click on *Assessment Creator*.

Click on the preview Assessment icon as shown in the image.

A new tab open that shows test details

Browse down to take the test.

Default

Default Factor for the assessment;

1.   Some of my friends feel that I am irritable.
मेरे कुछ दोस्तों को लगता है कि मैं चिड़चिड़ा हूं।

○ Yes
   हाँ
○ No
   नहीं

2.   I can become violent also to get my rights.
मैं अपना हक पाने के लिए हिंसक भी हो सकता हूं।

○ Yes
   हाँ
○ No
   नहीं

3.   If things don't go according to my way, i get into an argument even against my will.
अगर चीजें मेरे हिसाब से नहीं चलती हैं, तो मैं अपनी इच्छा के विरुद्ध भी बहस में पड़ जाता हूं।

○ Yes
   हाँ

After you are through with the test, click on *Submit Answers*.

IRDS● IRCS Admin

○ sluggish, vimorous
● sluggish, vigorous(Correct)

Submit Answers

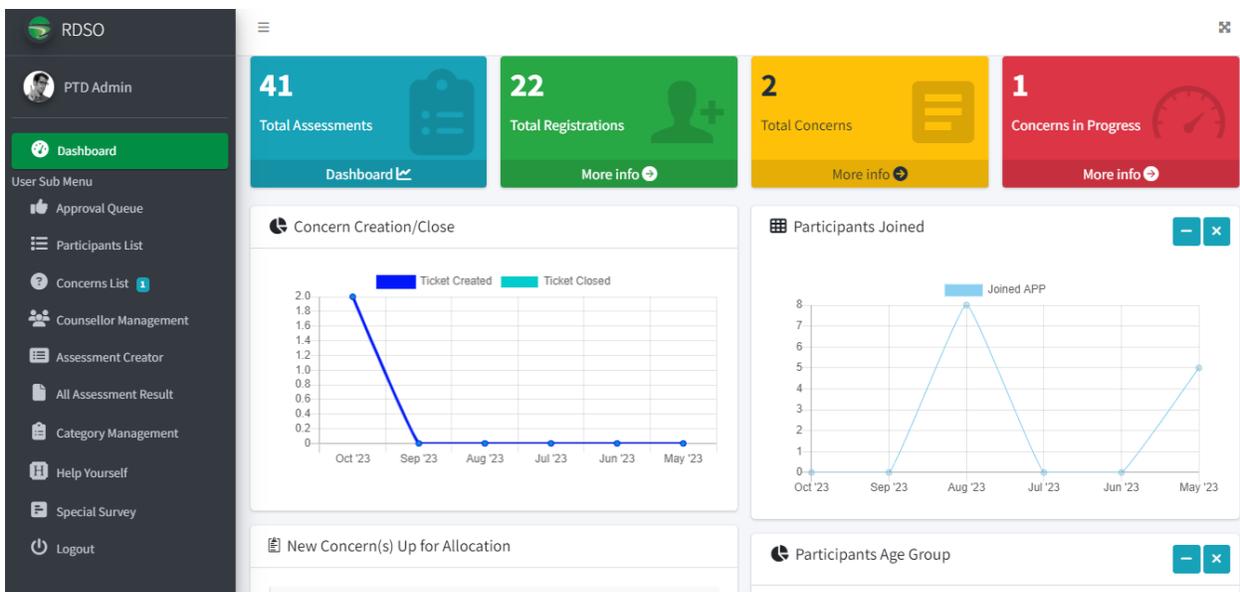The following screen is displayed

Thank You for participating! Please contact the administrator for the result!

9. Test battery creation

Login as an admin and click on *Counsellor Management*

The following screen is displayed.

Counsellor User(s)

Show 10 entries   Search:

Name	Login Code	Email	Phone	Password
couns4	COUNS4	couns4-D@ircsadmin.gamoft.com	7380447233	123456
COUNS3	COUNS3	couns3@ircsadmin.gamoft.com	9876543646	123456

Previous 1 Next

Add New User

Name

Phone

Email

User Type

Copy the user name of your preferred counsellor.

Now logout. Login to the portal again using the counsellor's credentials, whose username you had copied.
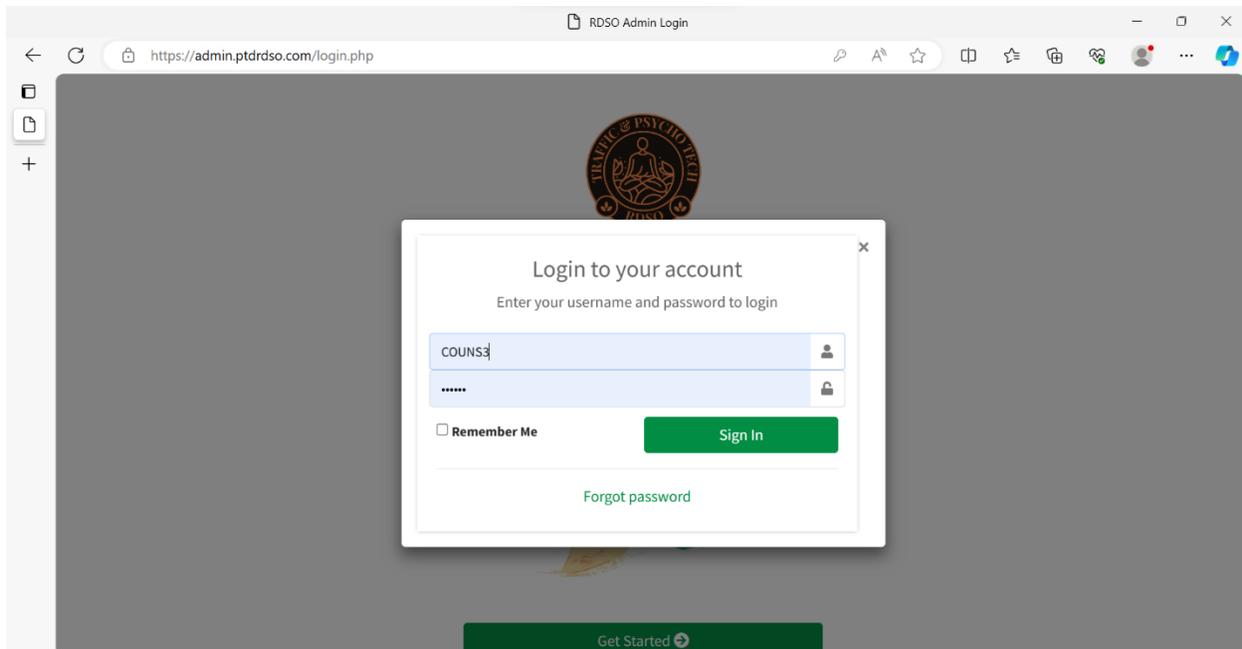
Welcome screen is displayed. Click on *Concerns List*
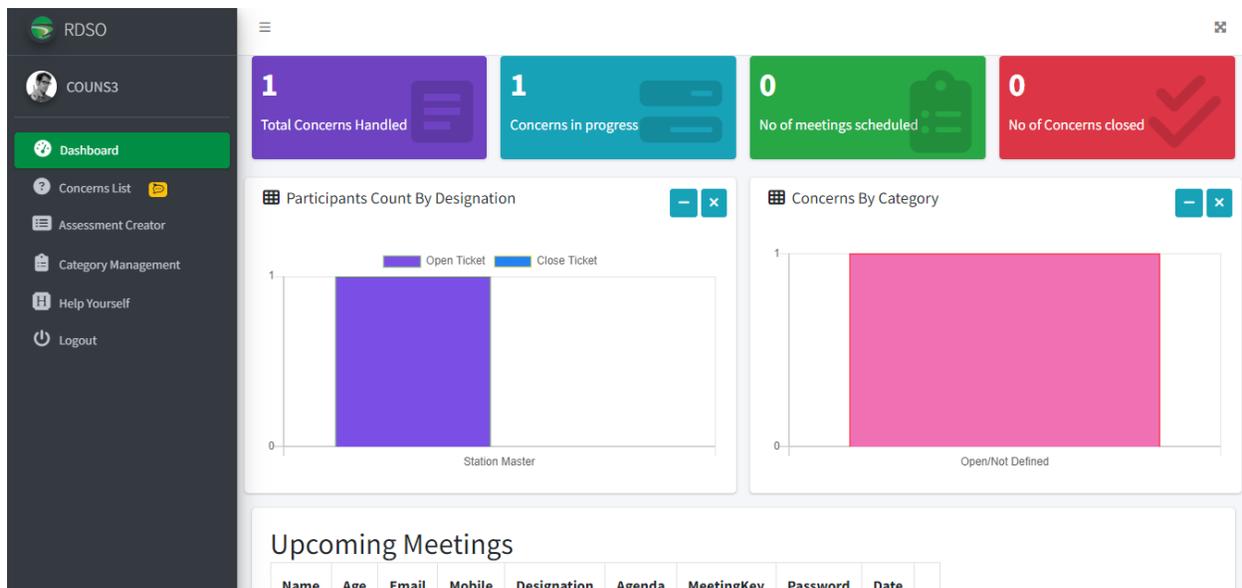
This brings us to the following screen.

Click on the battery icon as shown in the image below.

The following screen is displayed.

Now, select the titles that you intend to choose and type in the battery title.

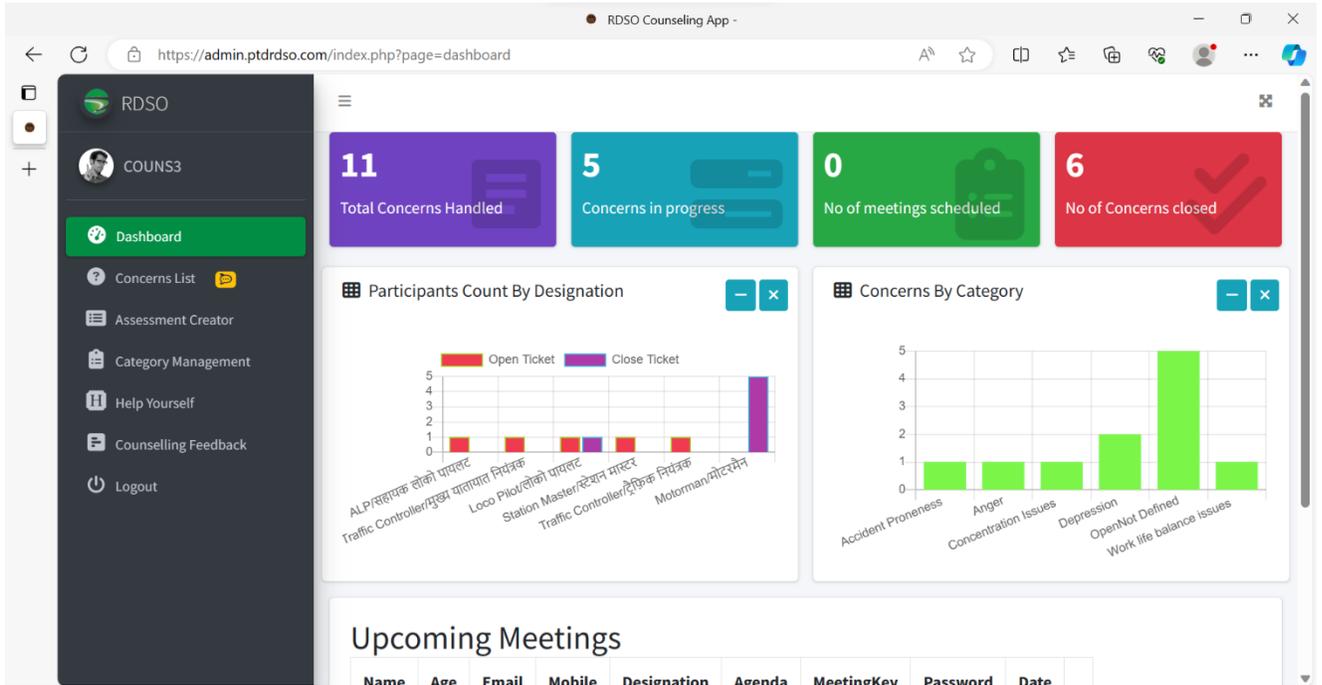|	Are Your Psychic Powers strong?	Personality	Personality/व्यक्तित्व, ,,
☐	Do You Get Embarrassed easily?	Personality	Personality/व्यक्तित्व, ,,
☐	How Do You Communicate?	Personality	Personality/व्यक्तित्व, ,,
☐	How Imaginative are you?	Personality	Personality/व्यक्तित्व, ,,
☐	How Versatile Are You?	Personality	Substance abuse/नशा, ,
☐	Intelligence test -non-verbal	Personality	Intelligence test -Non-verbal, ,
☑	Mental Ability	Psychometric	Intelligence Test -Verbal, ,
☐	Test Assessment	Personality	Stress/तनाव, Concentration Issues/एकाग्रता की समस्या, ,
☑	Test of cautiousness	Personality	Personality/व्यक्तित्व, ,,
☐	Test of Intelligence -Verbal	Psychometric	Concentration Issues/एकाग्रता की समस्या, ,
☐	Test of self-confidence	Personality	Personality/व्यक्तित्व, ,,
☐	Testing Uploading PDF	Personality	Personality/व्यक्तित्व, ,,
☐	What Class of Airplane Passenger Are You?	Personality	Accident Proneness/दुर्घटना प्रवणता, ,
☐	What Kind of a Friend Are You?	Personality	Stress/तनाव, Trauma/ट्रिमा , ,
☐	Your Approach to Work	Personality	Personality/व्यक्तित्व, ,,

Battery Title

New Test

Create and Assign New Test Battery

Click on *Create and Assign New Test Battery*

10. Create a new WebEx Meeting

Login with the counselor ID as shown in the previous section

Welcome screen is displayed. Click on *Concerns List*
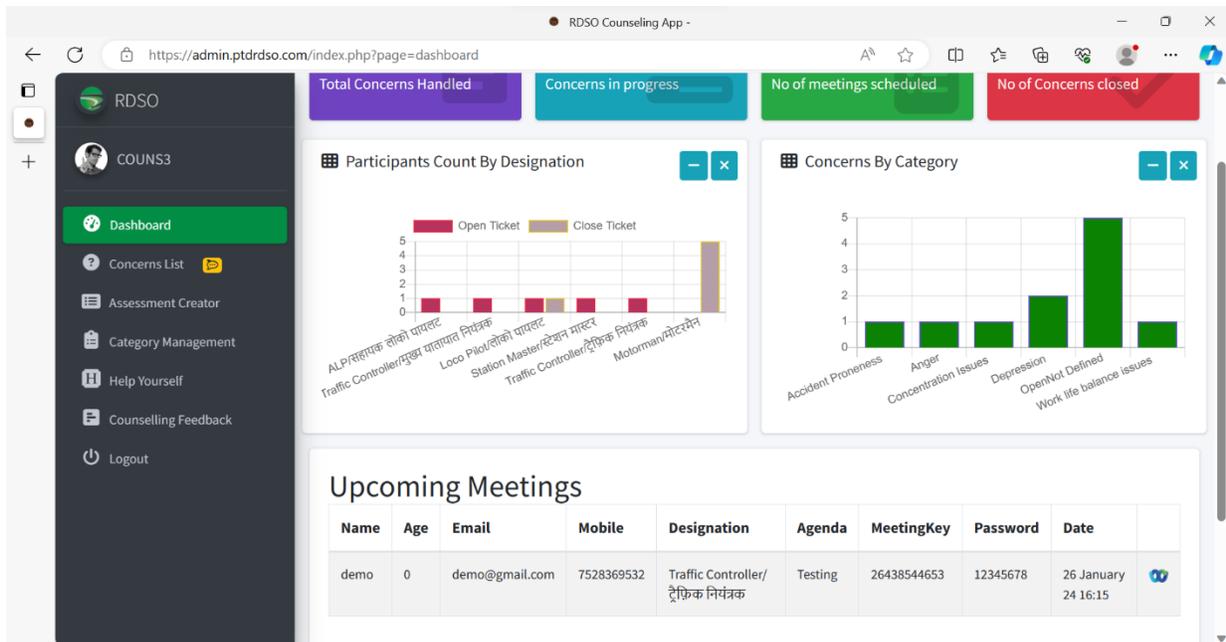

Click on the Create Meeting icon as shown in the image below.

Fill the form given below with all relevant details like Agenda of the meeting, date and time and a random meeting passcode.

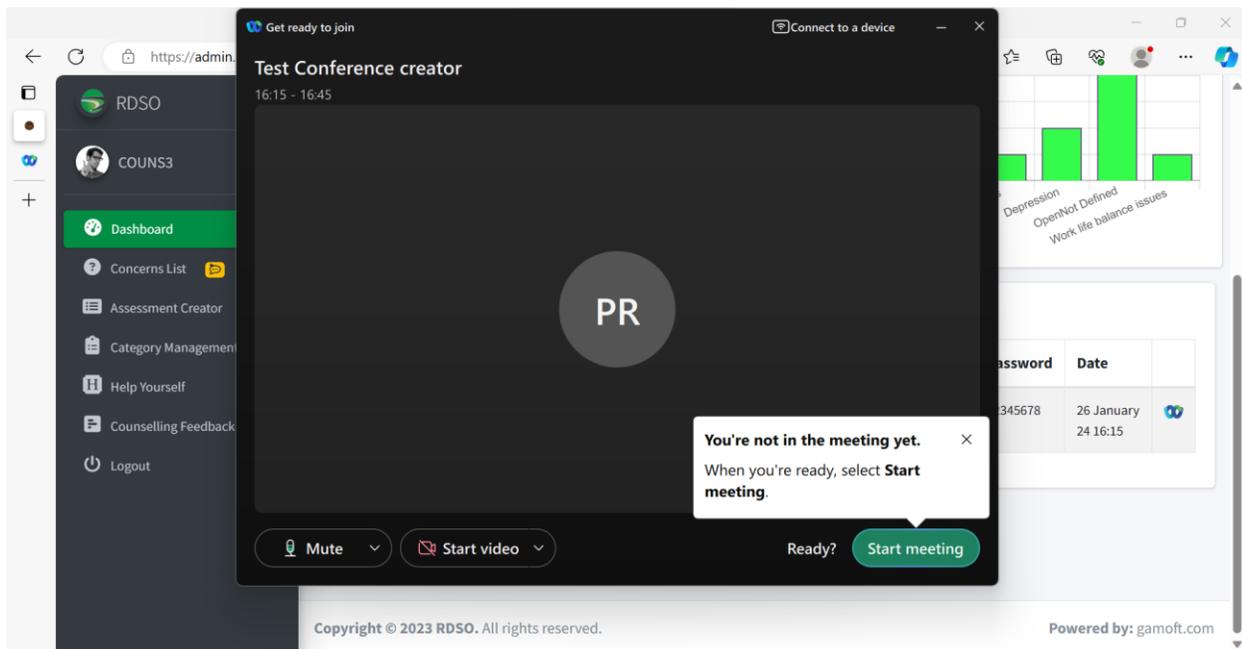One the details are created an a meeting setup it will show on the counsellor dashboard

Starting a WebEx Meeting

The counsellor has to make sure that the WebEx app is downloaded on the desktop and signed in (for user name and password, please contact the Admin)
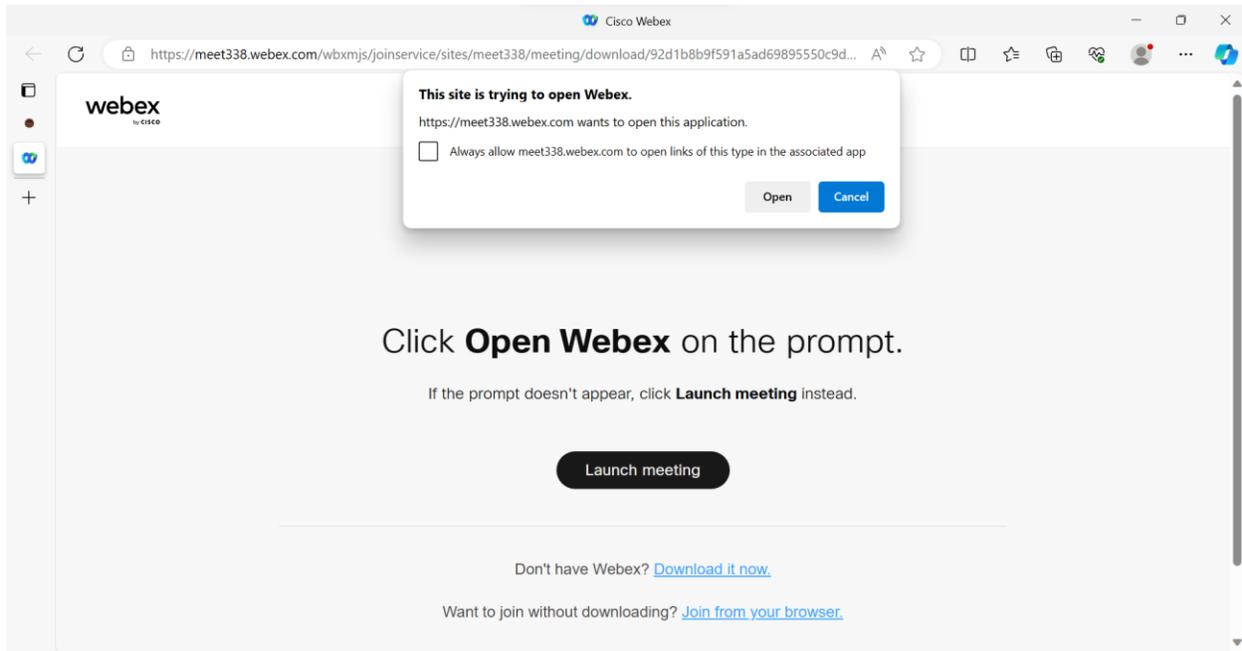
Click on Start meeting to join

11. Creating a new Category on the App – This option will be used when creating a new category to add content or assessments to

We start by entering the category name. Since all other categories are mentioned in Bilingual format so its advised to enter the category name in both English and Hindi. Along with the name, please select if the category will be used to upload Help Yourself content, Assessments or both along with a category image.

The Category created will show under this list

12. Help Your Self (Content Manager) – The dashboard show the Document/ Video title and the category it has been uploaded to.

The tiles on top also show the count of content under published and unpublished.

To Add new content under Help Your Self, we start by clicking on the Button Add New Help Yourself Content

To add new Text/ PDF/ Image/ Video we select the details like Content Type, Category Name and Title. Description can be added as an option that will show along with the PDF/ Video

One the content is added successfully, it will appear on the dashboard and will have to be published to be made available on the App

13. Counselling Feedback- This is a counselling feedback Dashboard for the Admin and Counsellors to look at the overall effectiveness of counselling