

Board of Secondary Education, Manipur.

CLASS-IX REGISTRATION PORTAL

USER MANUAL

Version 1.0

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INTRODUCTION

The "Class-IX Online Registration Portal" is a comprehensive online platform developed and maintained by the Board of Secondary Education, Manipur (BSEM). This portal is designed to facilitate the registration process for students studying in IX Standards, in the schools recognized by BSEM. It streamlines the registration process, enables online submission of registration forms, facilitates payment of registration fees, and allows for the uploading of Continuous & Comprehensive Evaluation (CCE) marks.

OVERVIEW

1. Access and Login

Schools are provided with unique login credentials to access the portal via BSEM's "One Authentication System". One Authentication System is a concept derived from Single Sign-On (SSO), allowing access to multiple portals developed by the BSEM with a single set of login credentials for schools. Upon successful login, schools can access various features and functionalities of the portal.

2. Student Registration

Schools are required to fill out online registration forms for each student. This involves providing student details, along with uploading a passport photo, signature, and parent's signature for each student. Once the form is complete, it can be submitted online.

3. Registration Fee Payment

After submitting the registration form, schools can pay the prescribed fee individually or collectively. Secure and user-friendly payment methods like Net Banking (recommended for large amounts to save on transaction charges), UPI, credit/debit cards, and Wallet are available through integrated online payment gateways.

4. Discrepancy Management

BSEM reviews student registration forms for any discrepancies. If any are found, they are uploaded to the portal with remarks indicating the issue. Schools are then required to review these discrepancies, take necessary actions, and inform the board about the resolution within the portal. This process continues until all discrepancies are resolved.

5. Approval and Registration Number Assignment

After a thorough review of all submitted records and the resolution of any discrepancies, the Board of Secondary Education Manipur (BSEM) grants approval for the student's registration. Subsequently, a unique Permanent Registration Number is assigned to the student.

6. Continuous & Comprehensive Evaluation (CCE) Marks Submission

Schools are required to upload CCE marks for students whose registration has been confirmed. This is done using a preformatted Excel file that can be downloaded from the portal. In this Excel file, schools should enter the marks for each subject, including MIL, ENGLISH, MATHEMATICS, SCIENCE, SOCIAL SCIENCE, and any additional subjects. The marks should be provided for Periodic Test (PT), Term Test (TT), and Internal Assessment (IA). Additionally, schools must indicate the eligibility of each student by providing 'E' for Eligible and 'X' for Not Eligible in the "Remark" column.

GETTING STARTED

SYSTEM REQUIREMENTS

1. Web Browser Compatibility

- Ensure you have a modern web browser installed. Popular options include Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari.
- Keep your browser updated to the latest version for optimal performance and security.

2. Internet Connection

• You need an **active internet connection** to access websites. Whether via Wi-Fi, mobile data, or other means, a stable connection is essential.

3. Screen Size and Resolution

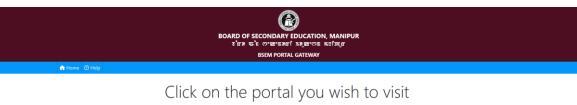
- Websites should be legible and usable across various screen sizes, including desktop monitors, laptops and tablets. However, desktop or laptop is highly recommended for better user experience.
- Responsive design ensures proper display on different devices.

4. JavaScript and Cookies

- The portal relies on **JavaScript** for interactive features. Ensure that JavaScript is **enabled** in your browser settings.
- The portal uses Cookies for several purposes. Therefore, it needs be allowed.

ACCESSING THE PORTAL

- 1. Visit the URL (link): https://portals.bosem.in
- 2. Click on CLASS-IX REGISTRATION PORTAL



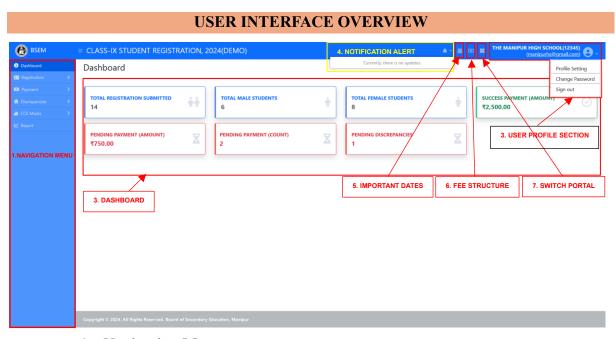


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Board of Secondary Eduration, Manipur.

Getting Started



1. Navigation Menu:

The navigation menu is located on the left-hand side of the screen and provides access to all the main sections and features of the portal. It is organized into categories for easy navigation.

2. Dashboard:

The dashboard is the main landing page of the portal and provides a summary of key information and metrics. It includes widgets and charts that display data in a visually appealing and easy-to-understand format. It also displays **Important Dates & Fee Structure** current registration session.

3. User Profile Section:

The user profile section allows the users to view and manage their school information and account settings. Here's an overview of the main features and functionalities available in the user profile section:

Profile Setting:

The Profile Settings section allows the user to update his/ her school's information such as Primary mobile no., Alternate Mobile no., Address, HoD's Name & Signature, School's Seal etc.

Change Password:

The Change Password section allows the user to change his account password.

Sign out:

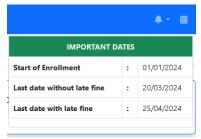
Signs the user out of the portal and takes to the Login Page.

4. Notification & Alert:

The application uses notifications and alerts to notify users about any update or response from the admin. Notifications appear at the top of the screen and alert users to important information or events, while alerts appear as pop-up messages and require user action.

5. Important Dates:

This section displays important dates such as the start date of registration, the last date without late fine, and the last date with late fine. These dates are crucial for users to stay informed about registration deadlines and potential late fees.



Note: The dates shown in the image above are for informational purposes only.

6. Fee Structure:

This section displays the structure for prescribed fees pertaining to the current registration session, including registration fees, late fees, and any other applicable charges. It provides users with a comprehensive overview of the financial requirements associated with the registration process for the current session.



Note: The Fee amount shown in the image above are for informational purposes only.

7. Switch Portal:

This section contains a list of web portals maintained by the BSEM other than the current portal. Users can switch between these portals by clicking on the corresponding tab or link. This feature enables users to seamlessly access different BSEM portals based on their specific needs and requirements.



FUNCTIONALITIES/ MODULES

The Functionalities/Modules section describes all the main features and functionalities of the portal.

LOGIN PAGE

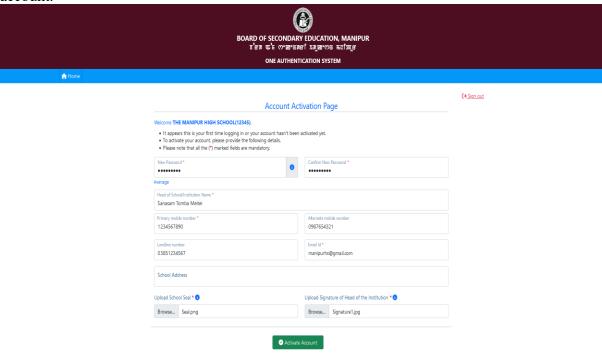




- 1. Visit portal by typing https://ixregistration.bosem.in or https://ixregistration.bosem.in</a
- 2. Enter your login credentials (registered Email Address/ School Code and Password).
- 3. Hit enter or click on Login button.

ACCOUNT ACTIVATION PAGE

Upon successful login, you will be redirected to **Account Activation Page** to activate your account.



- 2. Enter the all the information properly (specifically the mandatory fields that are marked with *), following the instructions provided. Do not forget to select image of School Seal & HoD's Signature
- 3. Click on the "Activate Account" button to complete the activation process.

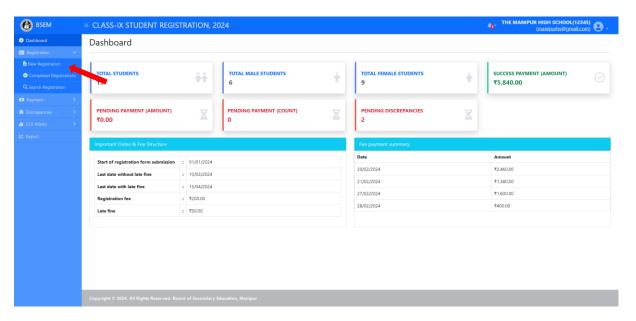


4. If everything goes well, you will see the message as shown in the image above. You will also receive an email regarding the same. Now you are all set for accessing the portal and its functionalities/ modules.

STUDENT REGISTRATION SECTION

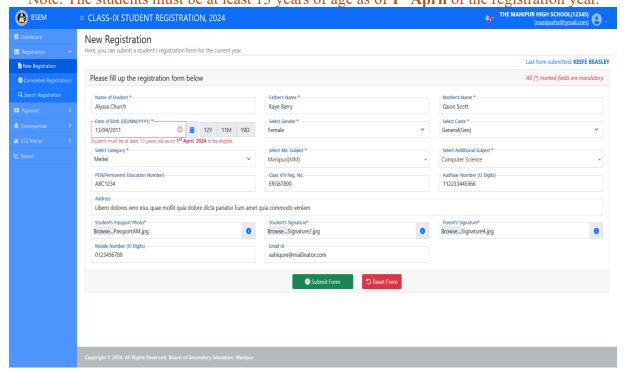
When you Sign-in after successful activation of your account, you will be redirected to the **Dashboard page**. Then:

1. Under the click on the **Registration** menu to expand and reveal the sub-menus then Click on the **New Registration** sub-menu. You will be redirected to **New Registration Page** as below.

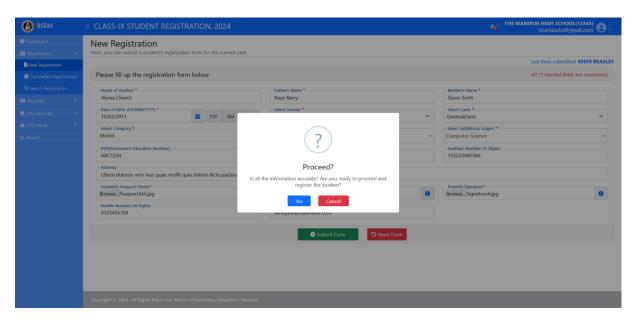


2. Enter all the details of the student, select Student's passport photo, Signature and Parent's Signature (*Please check the* icon for instructions about the image files).

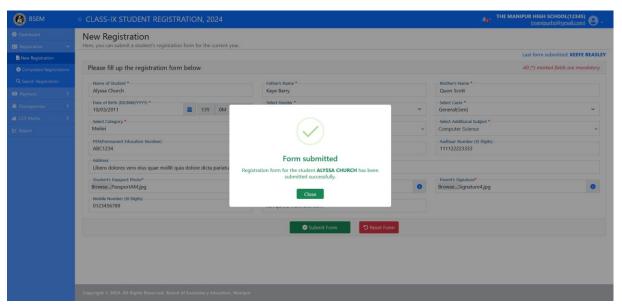
Note: The students must be at least 13 years of age as of 1st April of the registration year.



3. Once all the information has been entered or selected correctly, click the 'Submit Form' button to submit the registration form. You will then be prompted to confirm the submission; click 'Yes' to proceed.



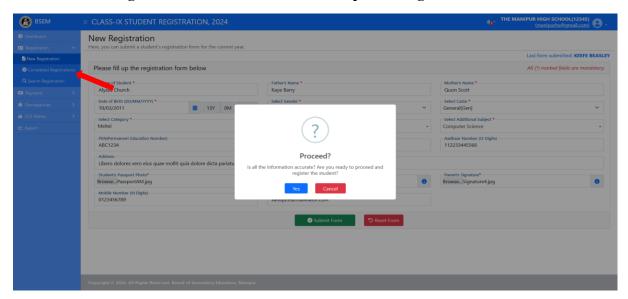
4. After submitting the form, you will receive a success or failure message based on the information provided.



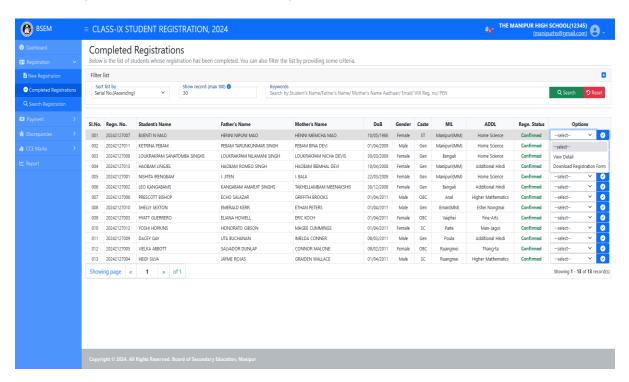
COMPLETED REGISTRATION PAGE

This page displays the list of all the students whose registration has been approved and confirmed by the BSEM.

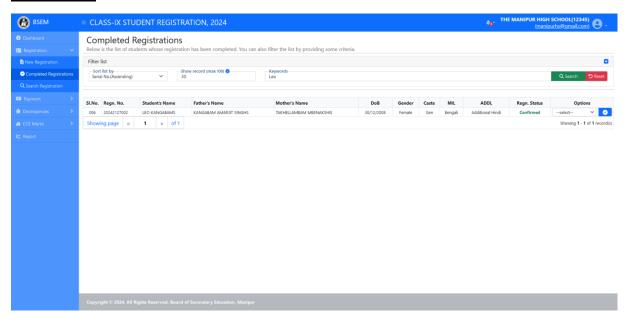
1. Under the Registration menu, click on the Completed Registration sub-menu.



2. The list can be filtered based on different criteria such as Registration Number, Student's name (no need to enter the entire name), Father's name, Mother's name, Aadhaar, PEN etc.



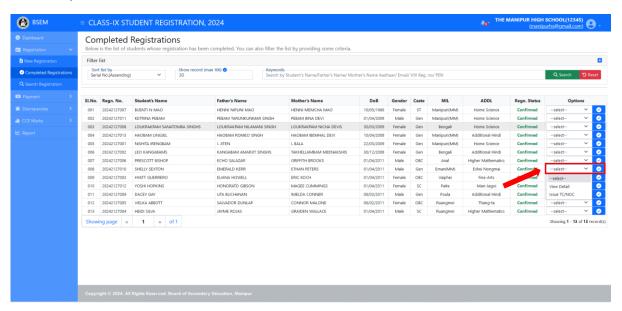
Filtered List



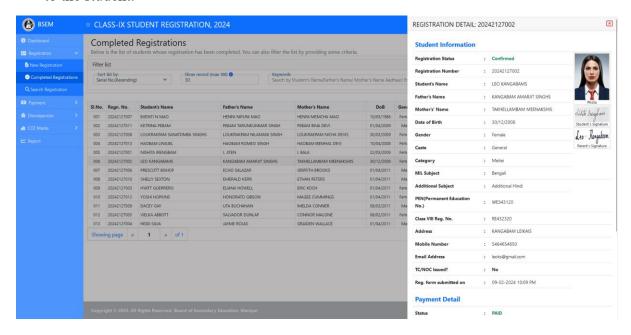
View Detail

This can be done from either the Search Registration Page or the Completed Registration Page.

- 1. In either of the page, click on the **dropdown menu** in the **Options** column.
- 2. Next, select the 'View Detail' menu and click on the blue button next to it.



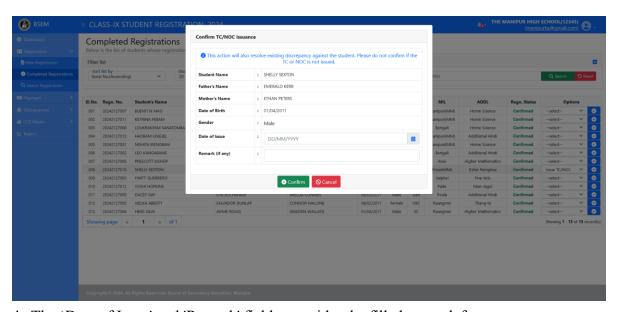
3. A window containing the student's details will slide in from the right side of the screen. This window will also display the student's payment details and any discrepancies related to the student.



Issue TC/NOC

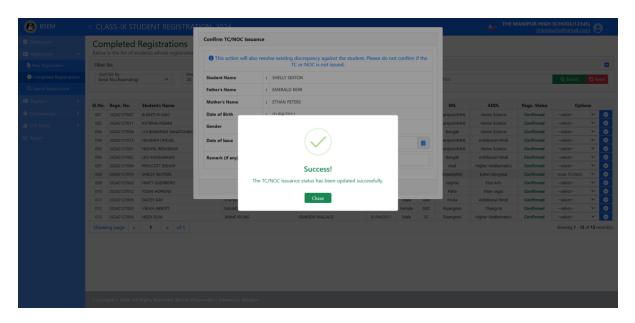
In the event of issuing a Transfer Certificate (TC) or No Objection Certificate (NOC) for a particular student, it is essential to update the portal accordingly. This can be done from either the **Search Registration Page** or the **Completed Registration Page**.

- 1. In either of the page, click on the dropdown menu in the Options column.
- 2. Choose the Issue TC/ NOC menu and click on the blue button next to it.
- 3. A popup window will appear.



- 4. The 'Date of Issue' and 'Remark' fields can either be filled out or left empty.
- 5. After entering the necessary information, click on the 'Confirm' button.

6. When prompted, click 'Yes' to proceed. You will then receive a success or failure message.



Download Registration Form

This option allows the schools to download the 'Computer Generated Registration Form'. This form can be useful for verifying the student's information by showing it to the students themselves before the completion of the registration fee payment.

To download the form, click on the **dropdown menu** in the **Options** column; then choose the **Download Registration Form** menu and click on the button next to it. The form will now be downloaded.

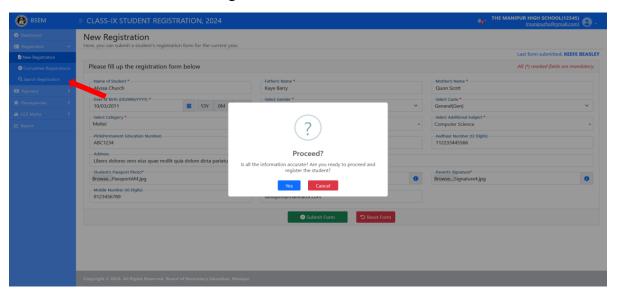


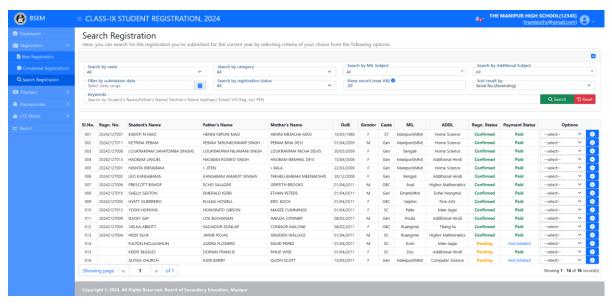
Computer Generated Registration Form Sample.

SEARCH REGISTRATION

This page enables the school to search all submitted registration forms for the current registration session. Multiple criteria are provided to enhance the flexibility of searching records.

1. To access the Search Registration Page, navigate to the 'Registration' menu in the Navigation Menu and select the 'Search Registration' sub-menu.





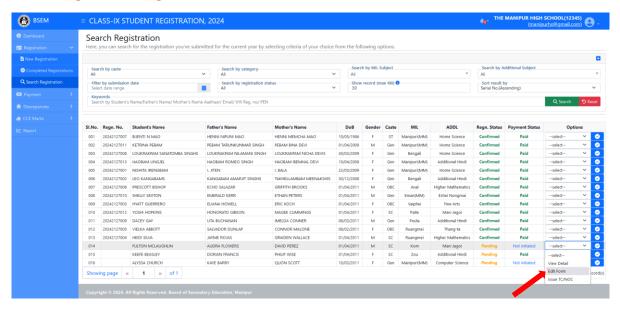
Search Registration Page

To search the registration record, select your desire criteria and click on "Search" button.

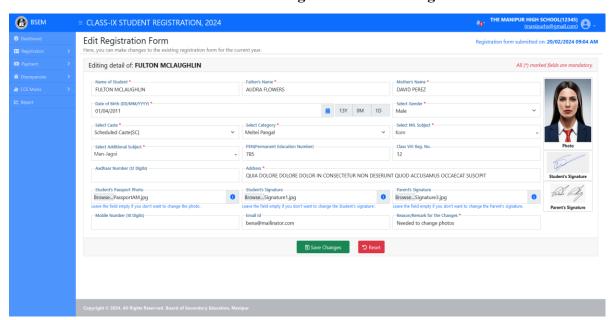
Update/ Edit Registration Detail

Note:

- 1. Once the payment of the registration fee is completed or the registration is confirmed by the BSEM, updating or editing is no longer allowed.
- 2. To update or edit registration details, you must first search for the registration in Search Registration Page.



- 1. Click on the dropdown menu in the Options column and choose Edit Form menu.
- 2. You will then be redirected to the Edit Registration Form Page.

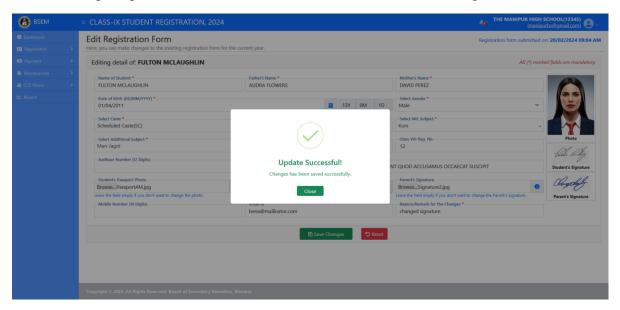


3. Enter the information you want to update.

Note: In case of files/images

- If you do not need to change the images, such as the passport photo or either of the signature, please do not select any and leave the field empty.
- Please select only the field you want to change.

4. Enter remark or reason for making the changes and click on the **Save Changes** button. Click **Yes** when prompted. You will then receive a success or failure message.



***To view the Registration Detail or update the issuance of TC/NOC from the Search Registration Page, please refer to the steps provided in the Completed Registration section.

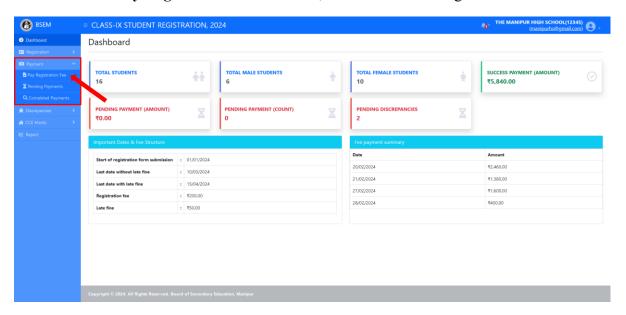
PAYMENT SECTION

(Attention: Please double-check the accuracy of all student information before making payment. Once payment is completed, editing or updating the information will not be possible.)

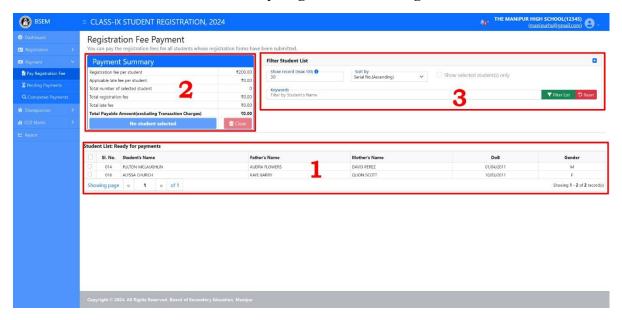
After submitting the registration form, schools can proceed to pay the registration fee for their students via the Payment Section.

> Pay Registration Fee:

- 1. Click on the "Payment" menu to expand it under the Navigation Menu on the left side.
- 2. Click on the Pay Registration Fee submenu, as shown in the image below.



3. You will then be redirected to the Pay Registration Fee Page.



Understanding different sections of the Payment Page:

1. Student List:

By default, a total of 30 students (if available) will be displayed in this section. These are the students whose registration forms have been submitted and are ready for paying the registration fee. The number of students displayed can be adjusted for user convenience by entering a desired number, up to a maximum of 100, in the "Show record" field and clicking on the "Filter" button in section 2.

- The registration fee can be paid in groups (recommended to save transaction charges) or individually.
- To proceed with the payment, the user must select the student(s) for which the registration fee is going to be paid by checking the corresponding **Checkbox** in the first column.
- To select/unselect all the students visible in the list, check the **Checkbox** in the **header** of the table.

2. Payment Summary:

This section provides a comprehensive overview of the prescribed registration fee and late fine, the total number of students selected for payment, the calculated fees and fines for each selected student, and the final payable amounts.

- The **Payment button** & the **Clear button** will be enabled once one or more students is/are selected in the list.
- Total Registration fee, late fine and final payable amount will also be a calculated once the selection is made.
- The **Clear button** deselects all the selected students and resets the fee calculation.

3. Filter Section:

This section allows users to filter the list of students in **section 1** based on their desired criteria.

- The "**Show record**" field allows the user to adjust the total number of students displayed in the list.
- "**Sort by**" sorts the list by the selected option.
- "**Keyword**" allows the user to filter the list based on the student's name. The user does not need to enter the full name of the student; entering only a part of the student's name will display all students with matching names.

Show selected student(s) only:

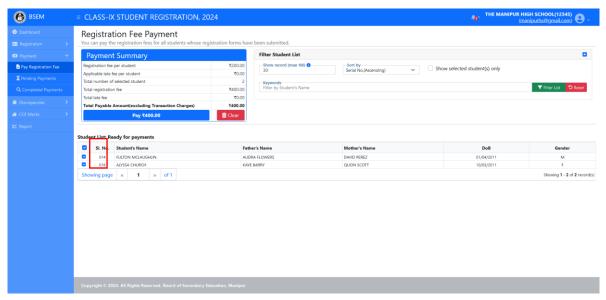
This option is disabled by default and will be enabled once a student is selected in the list. It is particularly useful in scenarios where the list of students spans multiple pages, and the user selects students from different pages for payment. In such cases, not all the selected students will be visible on the current page. Checking this option will display only the selected students from all pages.

Note: Users will still be able to make payments for selected students, even if the student(s) are not visible in the list.

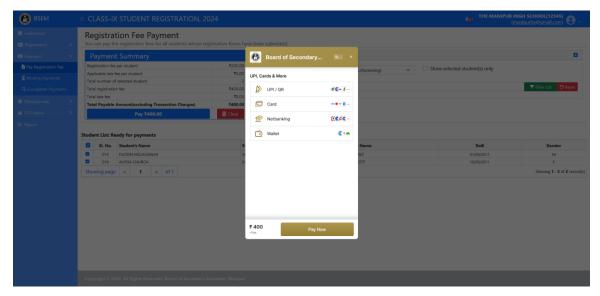
PAY REGISTRATION FEE

To pay registration fees, please follow the steps below:

1. Select the student for which you wish to pay the registration fee.

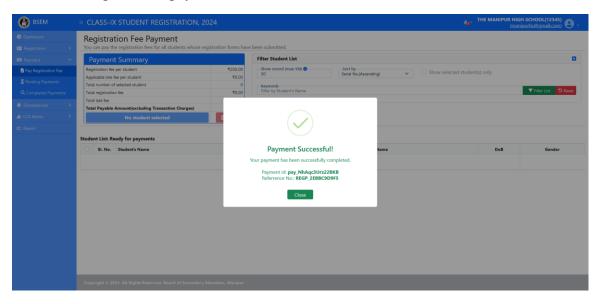


- 2. Once the students are selected, the **Payment Button** will be enabled immediately with the total payment amount as its label.
- 3. Click on the **Pay button** and the payment window will be popped up.



- 4. Select your prefer **Payment Method** from the list and click on **Pay Now**. (NetBanking is recommended for transactions greater than Rs. 1500 and up to 15 Lacs, as the transaction charge will be Rs. 30 + GST only per transaction. For amounts less than Rs. 1500, you can choose from any of the other available payment methods.)
- 5. Click Continue and Pay in the next page.

6. The payment is now completed and message containing Payment ID & Reference will be displayed. A payment confirmation email will be sent to the registered email address of the user, along with the payment details.

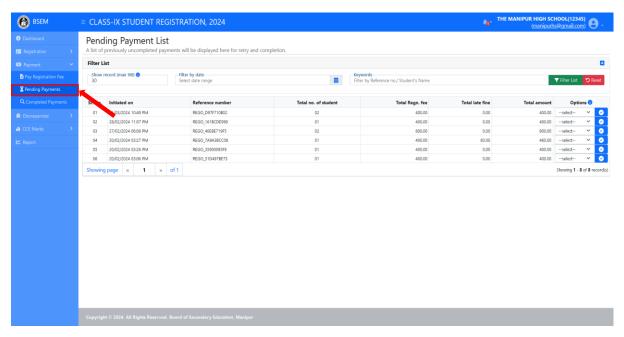


Note:

- If the amount of a payment was deducted but the payment could not be confirmed, it can be verified later on the **Pending Payment Page** (steps will be explained in the subsequent section) using the **Verify Payment Option.**
- If a payment fails for any reason, it can be re-attempted and completed later on the **Pending Payment Page** using the **Complete Payment Option**.

PENDING PAYMENT PAGE

In case of a failed or incomplete payment on the **Pay Registration Fee Page**, the students included in the payment will no longer be visible in the student list. The incomplete payments will be visible in the **Pending Payment Page**, where users can reattempt to complete it. The pending payment list can be filtered based on certain criteria and as per the users' requirements



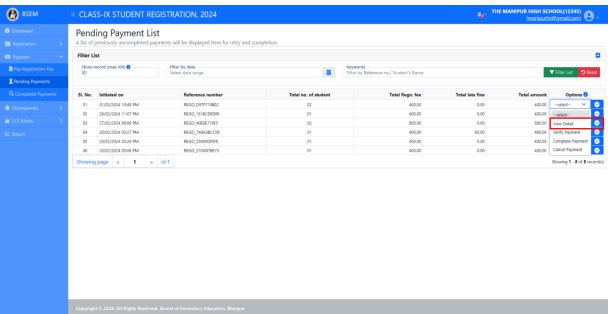
Understanding different options in Pending Payment Page

Click on the **Dropdown** menu in the **Options** Column.

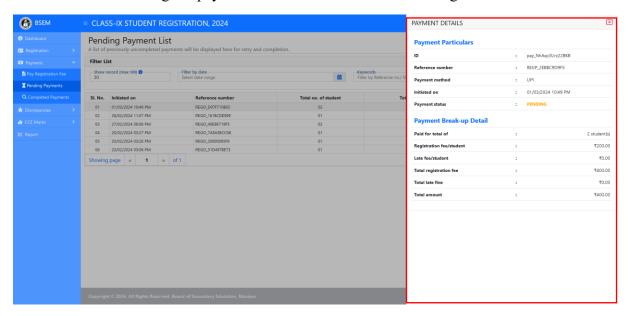
• View Detail Option:

This option show detail information of the selected payment. To view the detail:

1. Click on the View Detail menu from the dropdown and then click on action button next to it.

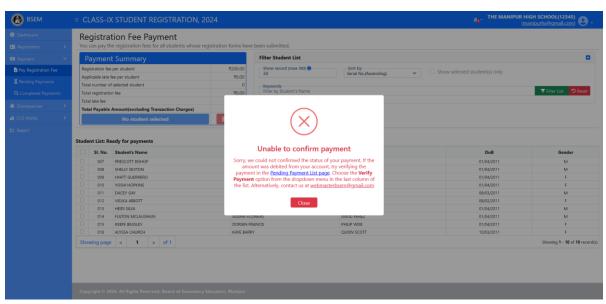


2. A window containing the payment details will slide in from the right side of the screen.



• Verify Payment Option:

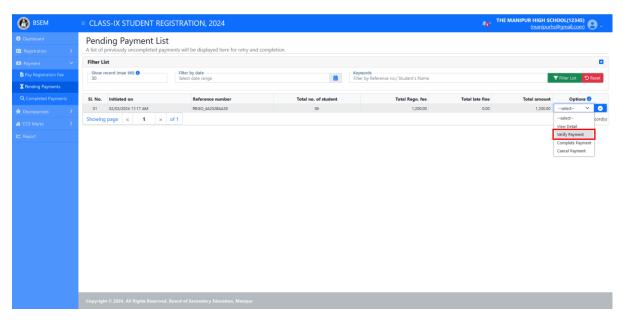
In some cases, the amount may be deducted from the user's account, but the payment cannot be confirmed due to issues such as network problems, payment gateway issues, closing or refreshing the page before confirmation, or other technical issues while paying the registration fee. These payments will also be listed as pending on the Pending Payment Page. The **Verify Payment** option attempts to process and confirm the payment if the amount was received in the Payment Gateway.



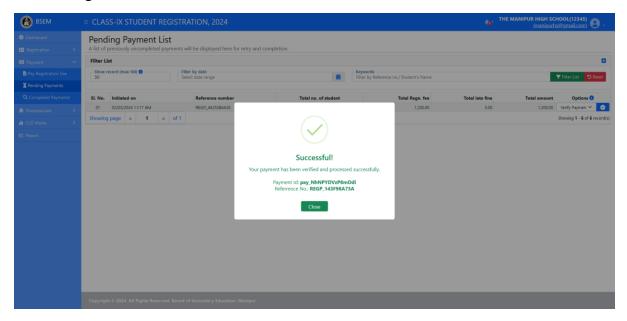
Case where amount was deducted from user's account, but payment could not be confirmed.

To verify a payment:

1. Click on the **Dropdown Menu** in the **Options** column of the payment you want to verify, then select the **Verify Payment** option.



2. The payment will be processed and confirmed if it was received by the Payment Gateway, and a successful message will pop up. Additionally, a confirmation email will be sent to the user's registered email address.

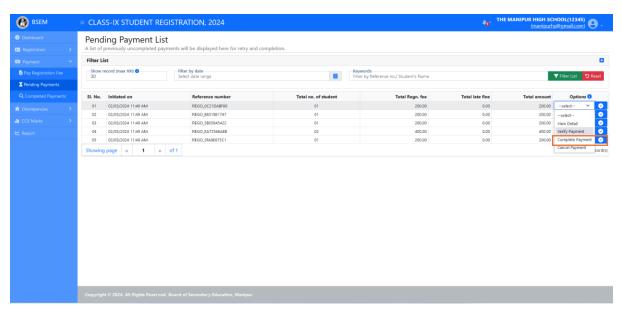


Complete Payment Option:

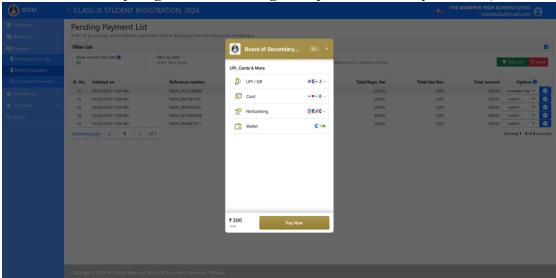
This option enables users to reattempt payments that were unable to complete on the **Pay Registration Fee** page due to technical issues. It first checks whether the payment was received by the Payment Gateway but was unable to be confirmed. If this is the case, the payment will be automatically processed and verified, similar to the **Verify Payment** option. If the Payment Gateway did not receive the payment, the payment window/page will pop up so the user can complete the payment.

To re-attempt a failed/incomplete payment, follow the steps:

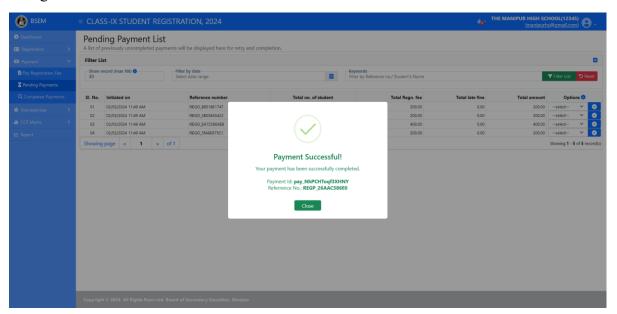
1. Click on the **Dropdown Menu** in the **Options** column of the payment you want to verify, then select the **Complete Payment** option.



2. The system will attempt to verify the payment if the amount was received; otherwise, the payment window will pop up so the user can complete the payment. Follow the instructions on the payment window to complete the payment (refer to the payment process explained earlier in the **Pay Registration Fee Page**; the process is exactly the same)

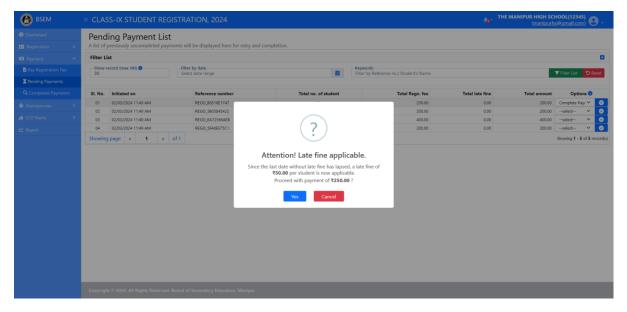


3. A payment successful message will be displayed, and the user will also be notified via the registered email address.



Note:

- If the payment was initiated on or before the **last date without a late fine**, and the same is reattempted to complete after the said date, the user will be notified about the inclusion of a late fine in the total amount. The user will be prompted to proceed with the payment of the newly calculated amount (as shown in the image below).

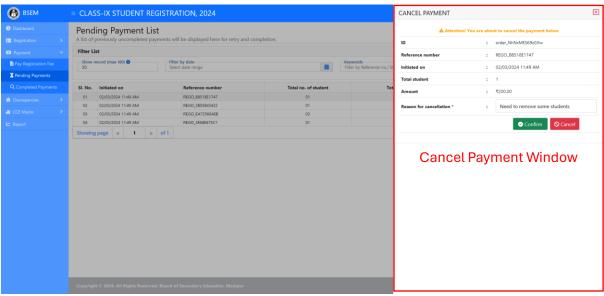


• Cancel Payment Option:

This option first checks whether the payment was received by the Payment Gateway but was unable to be confirmed, if so the payment will be verified and processed automatically. Otherwise, it cancels or resets the existing payment record and the students included in the payment will reappear on the **Pay Registration Fee** page, and the user will be able to re-initiate a new payment.

To cancel a pending payment, follow the steps:

1. Click on the **Dropdown Menu** in the **Options** column of the payment you want to verify, then select the **Cancel Payment** option. The cancellation window will slide in from the right side of the screen.



2. Enter the reason for cancellation and click on the **Confirm Button**. Click **Yes** when prompted, and the payment will now be cancelled. A relevant message will pop up.

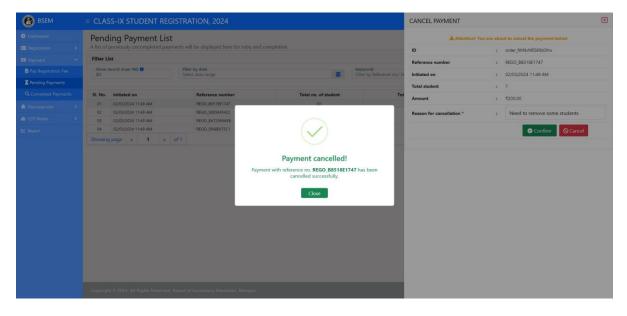


Figure: After the payment has been cancelled, all the students under the cancelled payment will re-appear in the **Pay Registration Fee Page.**

• View Students Option:

This option displays a list of all the students included in the corresponding payment.

COMPLETED PAYMENT PAGE

This page displays all the completed payments of the current registration session. The list can be filtered using the criteria options provided.

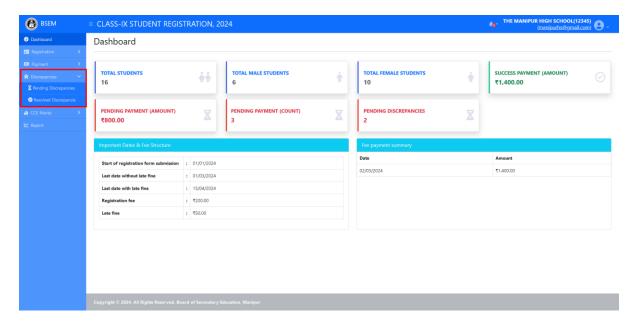
The options (**View Detail & View Students**) on this page are similar to those on the **Pending Payment Page.**

DISCREPANCY SECTION

The discrepancy section helps identify and fix any mistakes or issues that come up during the registration process.

Here's how it works:

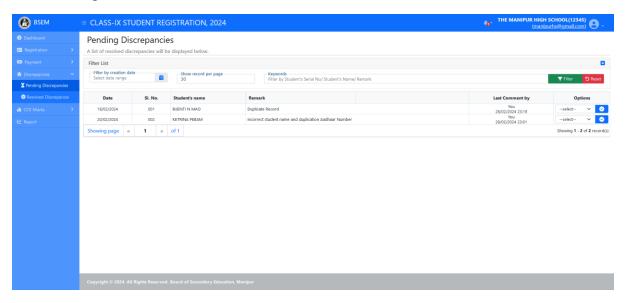
- 1. The admin (BSEM) examines the registration forms submitted by the schools. If any inconsistencies are found, a discrepancy record per student is created along with remarks specifying the inconsistencies.
- 2. Schools then review the problem and make necessary corrections. They inform the admin when the corrections are made by adding a comment.
- 3. If the admin approves of the corrections, the discrepancy is marked as resolved. Otherwise, the admin adds a comment requesting further action. This process continues until all discrepancies are resolved.



Discrepancy Section

PENDING DISCREPANCY PAGE

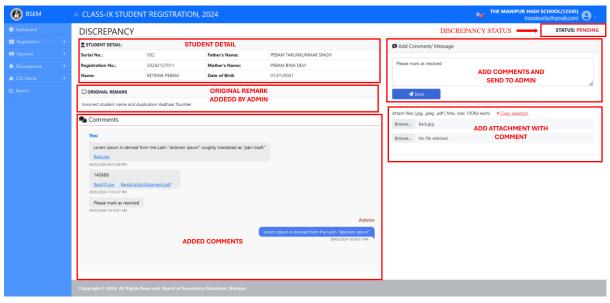
All unresolved discrepancies are displayed here. Similar to other pages, the list can be filtered by creation date, student's name, student's Aadhaar number, email address, or with a few matching words from the remark.



View Detail/ Read Comment Option:

With this option, the user can view details of the discrepancy and add comments to it.

1. Click on the **Dropdown Menu** in the **Options** column of the discrepancy you want to view detail or add comment to, then select the **View Detail/ Read Comment** option. And you will be redirected to the Discrepancy detail page.

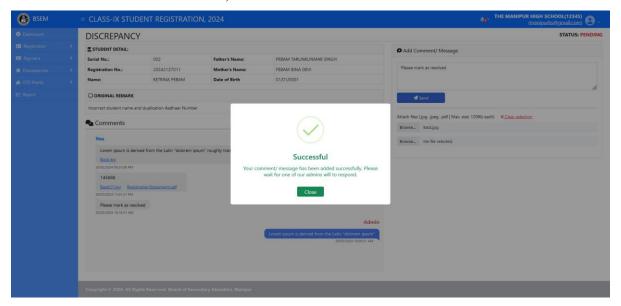


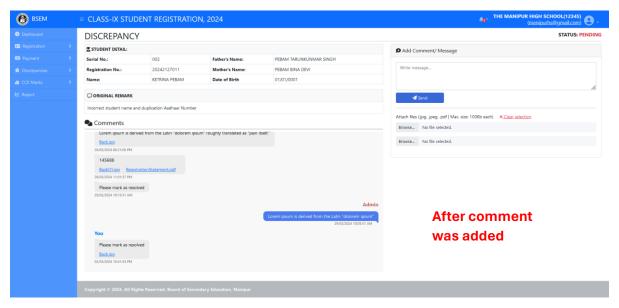
Discrepancy detail page

2. You can read the comments in Comment Section in the bottom left.

Discrepancy Section

3. To add a comment, enter your comment in the textbox t in the **Add Comment/Message** section located on the right side of the page. You can also add Attachments (up to 2 with a maximum size of 100 Kb each) and click on the **Send button**.

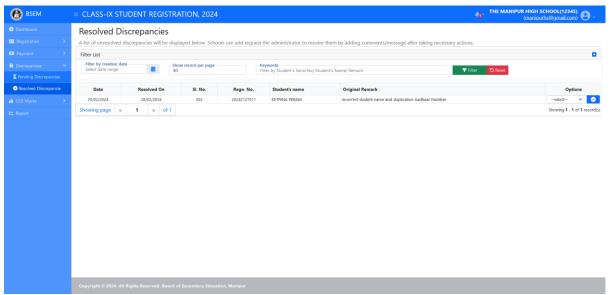




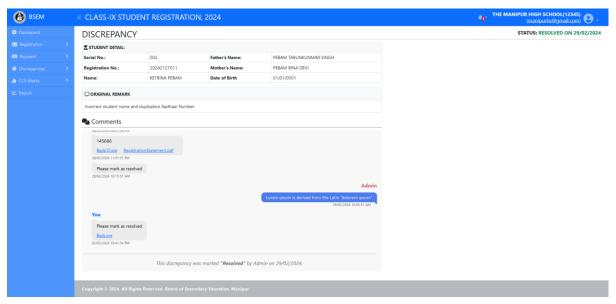
Discrepancy Section

RESOLVED DISCREPANCY PAGE

Similar to the **Pending Discrepancy Page**, this page shows all the resolved discrepancies.



Resolved Discrepancy Page



Resolved Discrepancy Detail Page.

Add comment option is no longer available as the discrepancy has been marked Resolved.

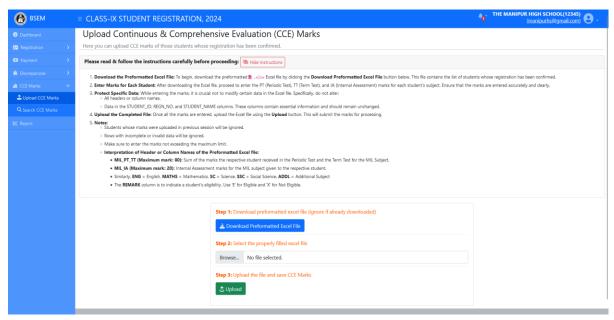
CCE Mark Section

CONTINUOUS & COMPREHENSIVE EVALUATION MARK SECTION

Schools are required to upload the CCE marks of their registered students annually, and this section facilitates that process.

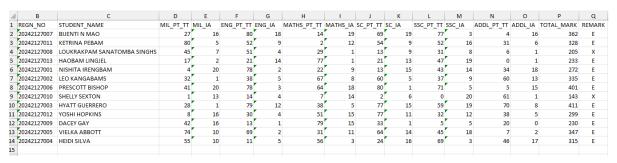
UPLOAD CCE MARK PAGE

Schools can upload CCE marks of their registered student through this page.



***Please read the instructions provided in the page carefully.

1. Download the pre-formatted Excel file that contains the list of students whose registration has been confirmed.

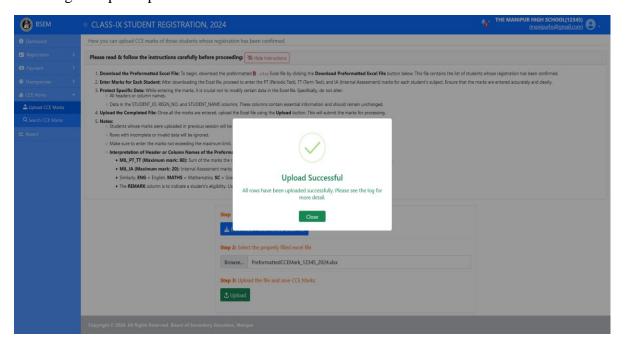


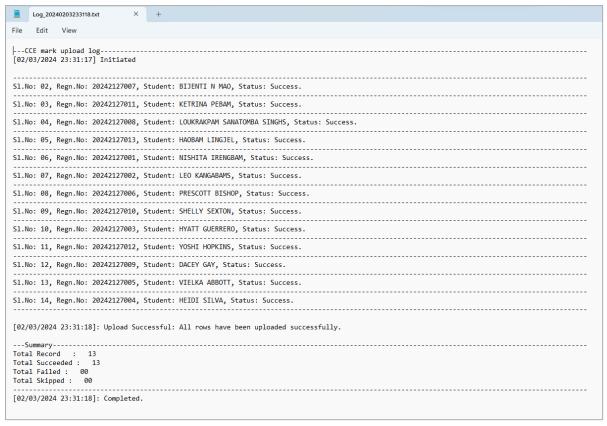
Sample of pre-formatted Excel file that contains the list of registered students.

2. Enter the marks, remark (E for Eligible & X for Not Eligible) for each student. Once the marks for all the students are entered, save the file.

CCE Mark Section

3. Upload the file by selecting it through the "Select File" input on the page and clicking on the "Upload" button. Click Yes when prompted, and the marks will be uploaded if no mistakes were found. A text (.txt) file containing the log of the mark upload will be downloaded for review. This log file also contains the error message if any errors occurred during the upload process.



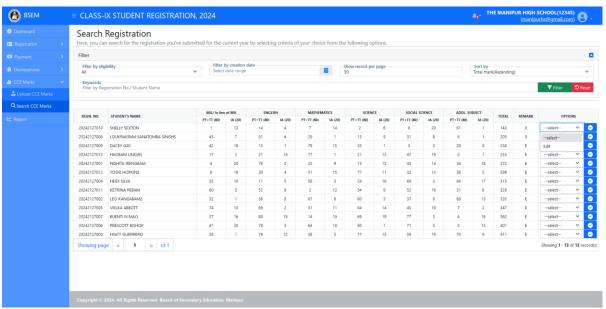


Sample of the downloaded log (.txt) file containing the progress of the upload.

CCE Mark Section

SEARCH CCE MARK PAGE

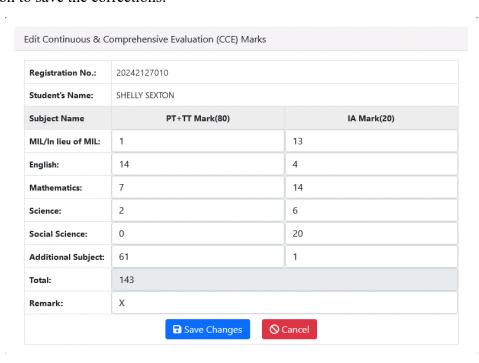
The Search CCE Mark page allows users to search for specific CCE marks by entering relevant criteria. Users can search by student name or registration number. The search results will display the CCE marks for the selected student(s), along with any additional information that may be available. This page is useful for quickly accessing and reviewing CCE marks for individual students or groups of students.



Search CCE Mark Page

Update/ Edit CCE mark of a student:

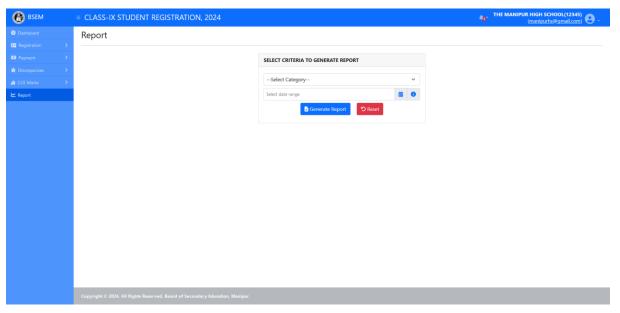
- 1. Choose the "Edit" option from the **Dropdown menu** in the **Option** column and click on the button next to it.
- 2. The Edit CCE mark window will pop up. Make the necessary corrections and click on the "d" button to save the corrections.



Report Section

REPORT SECTION

The Report Page allows users to generate various statements and forms, including the Registration Statement, Payment Statement, and FORM-9. These documents provide detailed information about student registrations, payments, and other relevant data. Users can customize the reports by selecting specific criteria, such as date range. The generated reports can be exported or printed for further analysis or documentation purposes.



Report Page

Generate Report:

- 1. Select **Report Category** from the **Dropdown**.
- 2. Choose "a Date or Date range" if you wish to generate a report for a specific date or period. If no date is selected, the registration statement for all registered students will be generated.
- 3. Click on "Generate Report" button.



Registration Statement Sample

Report Section



BOARD OF SECONDARY EDUCATION MANIPUR Class-IX Registration, 2024 FORM-9

School: THE MANIPUR HIGH SCHOOL (12345)

| | STUDENT BREAK-UP | | FEE BREAK-UP | | | |
|------------|------------------|-------|------------------------|-----------------|-----------|--|
| TOTAL MALE | TOTAL FEMALE | TOTAL | TOTAL REGISTRATION FEE | TOTAL LATE FINE | TOTAL | |
| 2 | 5 | 7 | ₹1,400.00 | ₹0.00 | ₹1,400.00 | |

Page: 1 of 1

Report generated on: 03/03/2024 12:03 AM

FORM-9 Sample



BOARD OF SECONDARY EDUCATION MANIPUR Class-IX Registration, 2024 PAYMENT STATEMENT

School: THE MANIPUR HIGH SCHOOL (12345)

| PAYMENT DATE | PAYMENT ID | REFERENCE NO. | TOTAL STUDENT | REGISTRATION FEE | LATE FINE | TOTAL |
|------------------------|--------------------|-----------------|---------------|------------------|-----------|-----------|
| 02/03/2024 11:17:43 AM | PAY_NHNPYDVZP8MDDI | REGP_143F98A73A | 6 | ₹1,200.00 | ₹0.00 | ₹1,200.00 |
| 02/03/2024 01:02:42 PM | PAY_NHPCHTOQF3XHNY | REGP_26AAC586E0 | 1 | ₹200.00 | ₹0.00 | ₹200.00 |
| | 7 | ₹1,400.00 | ₹0.00 | ₹1,400.00 | | |
| | | | | | | |

Page: 1 of 1

Report generated on: 03/03/2024 12:

Payment Statement Sample

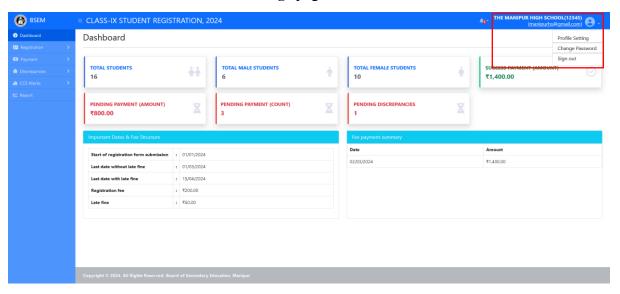
User Profile Section

USER PROFILE SECTION

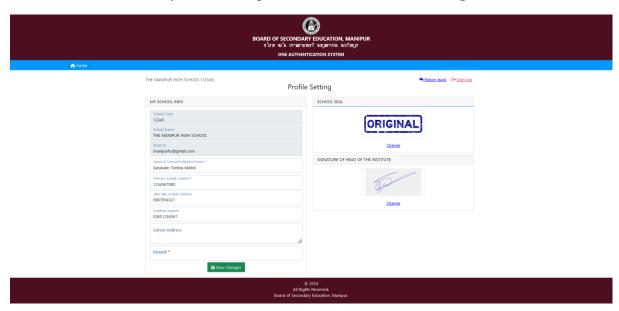
Profile Setting:

Here you can update information about your school including **Signature of Head of Institute** and **Seal**.

1. Click on the area where your school's name, school code, and email address are displayed at the top right corner of the screen. Then, click on the "**Profile Setting**" option, and you will be redirected to the "**Profile Setting**" page.



2. Enter the information you wish to update and click on "Save Changes" button.



User Profile Section

Note:

To change School Seal or Signature of Head of the Institute:

1. Click on the 'Change' link below each image.



2. A "Control Panel" will show.

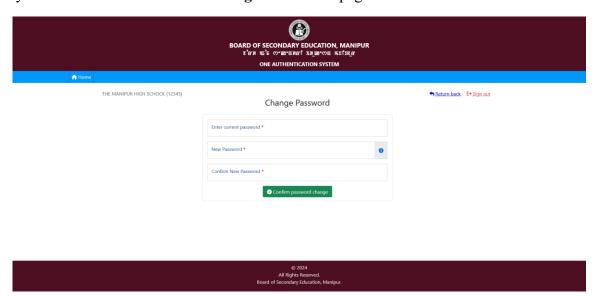


3. Select the desired image and click on the "Save" button. (As soon as a new image is selected, it will be visible in the above image. This is just a preview. The new image won't be saved until the "Save" button is clicked).

Change Password:

The Change Password page allows users to update their account passwords. It provides a secure and user-friendly interface for changing passwords, ensuring that users can easily maintain the security of their accounts.

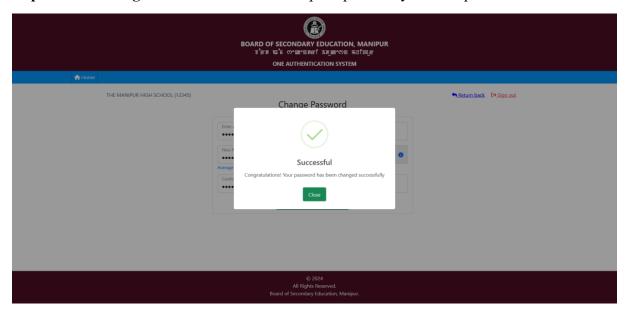
1. Click on the area where your school's name, school code, and email address are displayed at the top right corner of the screen. Then, click on the "Change Password" option, and you will be redirected to the "Change Password" page.



User Profile Section

Change Password (Contd.):

- 2. Enter your Current Password
- 3. Enter a strong password in the **New Password** field.
- 4. Re-enter New Password in the Confirm New Password field and click on "Confirm password change" button. Click Yes when prompted and your new password will be saved.



APPENDIX

FREQUENTLY ASKED QUESTIONS (FAQs)

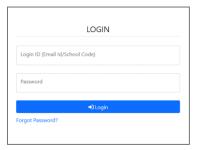
Q. What should I do if my account is locked?

Ans: Please contact your administration and he/she can assist you in unlocking your account.

Q. What should I do if I've forgotten my login password?

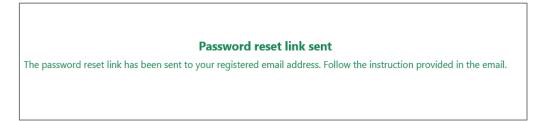
Ans: If you've forgotten your password, you can either:

- Contact your administrator and he/she will reset your password and provide a new one; or
- Follow the steps below to reset your password:
 - 1. Click on the "Forgot Password" link on the Login Page, and you will be redirected to the "Send Password Reset Link" Page.





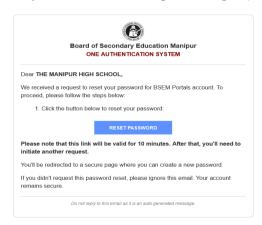
2. On the "Send Password Reset Link" Page, enter your registered email address or your school code and click on the "Send Link" button. An email containing a link to reset your password will be sent to your registered email address.



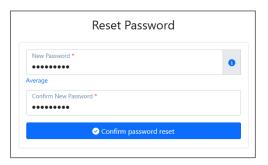
Appendix

3. Open the email and click on the link. You will be redirected to the "Reset Password" page.

(Note: The password reset link will be valid for only few minutes, after that it will be expired and you need restart the process again).



4. On the "Reset Password" page, enter a new strong Password. Re-enter the new password and click on "Confirm password reset" button.





HELP & SUPPORT

In case you need further assistance or have any questions related to the portal, kindly contact us at:

webmasterbsem@gmail.com

Our technical support team is available to assist you with any technical issues you may encounter while using the portal.