

User Manual

FCI HRMS

Module Name: Employee Self Services

Version: 2.2



| | |
|-------------------------|---------------------------|
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1 Introduction

An HRMS (Human Resource Management System) is a type of HR software that enables the management of several HR functions through the use of information technology. An HRMS aims to improve the productivity and efficiency of the business through the automation of manual and repetitive tasks. This, in turn, also frees up the time which can then be used to address more strategic, business-critical tasks. This document is intent to contain the working and usability descriptions related to the Employee Self Service processes identified and documented in System Requirement Specification document in the form of a user manual.

1.1 Objective

The following objectives shall be fulfilled with the user manual

- Serve as a standard document for FCI employees to gain experience in adopting the HRMS
- Provide comprehensive details about working on different Employee Self Service processes and managing exceptions and alerts as per different processes.
- Reveal the user experience for working with the HRMS and act as a reference for users to reinforce working tactics with the HRMS as per requirement.

1.2 Target Audience

- FCI Officers and FCI Employees

2 Overview

The Employee Self Service (ESS) will serve as employee service portal allowing foremost collaboration among FCI employees to initiate, track and monitor various service requests. ESS shall serve as one stop workspace for intercommunication of various other process areas in HRMS, providing an impression of seamless business transaction management with high degree of usability to FCI employees.

3 Get Started

3.1 Set Up Consideration

OS Compatibility: Microsoft Windows 7 and above

Browsers Supported: IE 9, 10+, Firefox 3.6+, Chrome 12+ on Windows, Firefox 3.6+, and Safari 4+ on Mac 10.5.7+

Minimum Software Requirements: IE 9, 10+ Firefox 3.6+, Chrome 12+ on Windows, Firefox 3.6+, Safari 4+ on Mac 10.5.7+

Minimum Hardware Requirements: CPUs- Intel i3, RAM- 8GB, Disk Storage- 164GB (64GB for File Storage, 100GB for database storage)

3.2 Know Your Icons

Table 3-1 reflects the set of icons that have been used in HRMS application

| Icons | Descriptions |
|-------|------------------------|
| | Dashboard |
| | Attendance |
| | Leave |
| | Reimbursement |
| | Directory |
| | Training |
| | Reports |
| | Policies and Circulars |
| | Connect + |
| | Survey |
| | Performance |
| | Help |

Table 3-1: Icons

3.3 User Access and Permissions

HRMS user access and permissions is managed by a specialized workflow management system that is further supplemented with roles and permissions. The User Management Process has been coined as the centralized access manager where employees are provided various roles and permissions to access different set of features. Table 3-2 showcases the permission and user access provisions in general to HRMS Processes.

| User Profile | Employee Self Service | | Manager Self Service | | |
|---------------------|-----------------------|------|----------------------|----------|----------|
| | View | Add* | View | Add/Edit | Approval |
| HRMS Admin | Yes | Yes | Yes | Yes | No |
| Employee (ESS) | Yes | Yes | No | No | No |
| Manager (MSS) | No | No | Yes | Yes | Yes** |
| Competent Authority | No | No | Yes | No | Yes |

Table 3-2: User Profile and Permissions

*(Add permission also provides an additional permission of Edit to update records by resubmission)

** (A manager who is a part of the reviewing or approving authority shall be able to perform approvals)

Table 3-3 defines the provision of different roles assigned as per the permissible architecture of HRMS application. A user role basically describes the user access of what the user can navigate around in the HRMS application. The user permissions as described in Table 3-2 combines with user roles to allow the user to “navigate” and “perform” the nature of processes as per the delegated power.

| User Profile | Employee Self Service | | | Manager Self Service | | |
|--------------|-----------------------|----------|----------|----------------------|----------|----------|
| | Initiator | Reviewer | Approver | Initiator | Reviewer | Approver |
| Roles | | | | | | |

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| | | | | | | |
|---------------------|-----|----|----|-----|-----|-----|
| HRMS Admin | Yes | NA | NA | Yes | No | No |
| Employee (ESS) | Yes | NA | NA | No | No | No |
| Manager (MSS) | No | NA | NA | Yes | Yes | No |
| Competent Authority | No | NA | NA | No | Yes | Yes |

Table 3-3: User Profile and Roles

*(For some process, the manager can initiate a transaction from the MSS on behalf of the employee but not based on grounds of request)

3.4 Accessing the system / System Organization and Navigation (Login, ESS and MSS)

- User shall access the HRMS application as per the shared website address (<https://www.hrmsfci.in/login>) and provide the credentials in the form Login ID (Employee Number) and Password as shared by FCI Computer/IT section as shown in Figure 3-1.

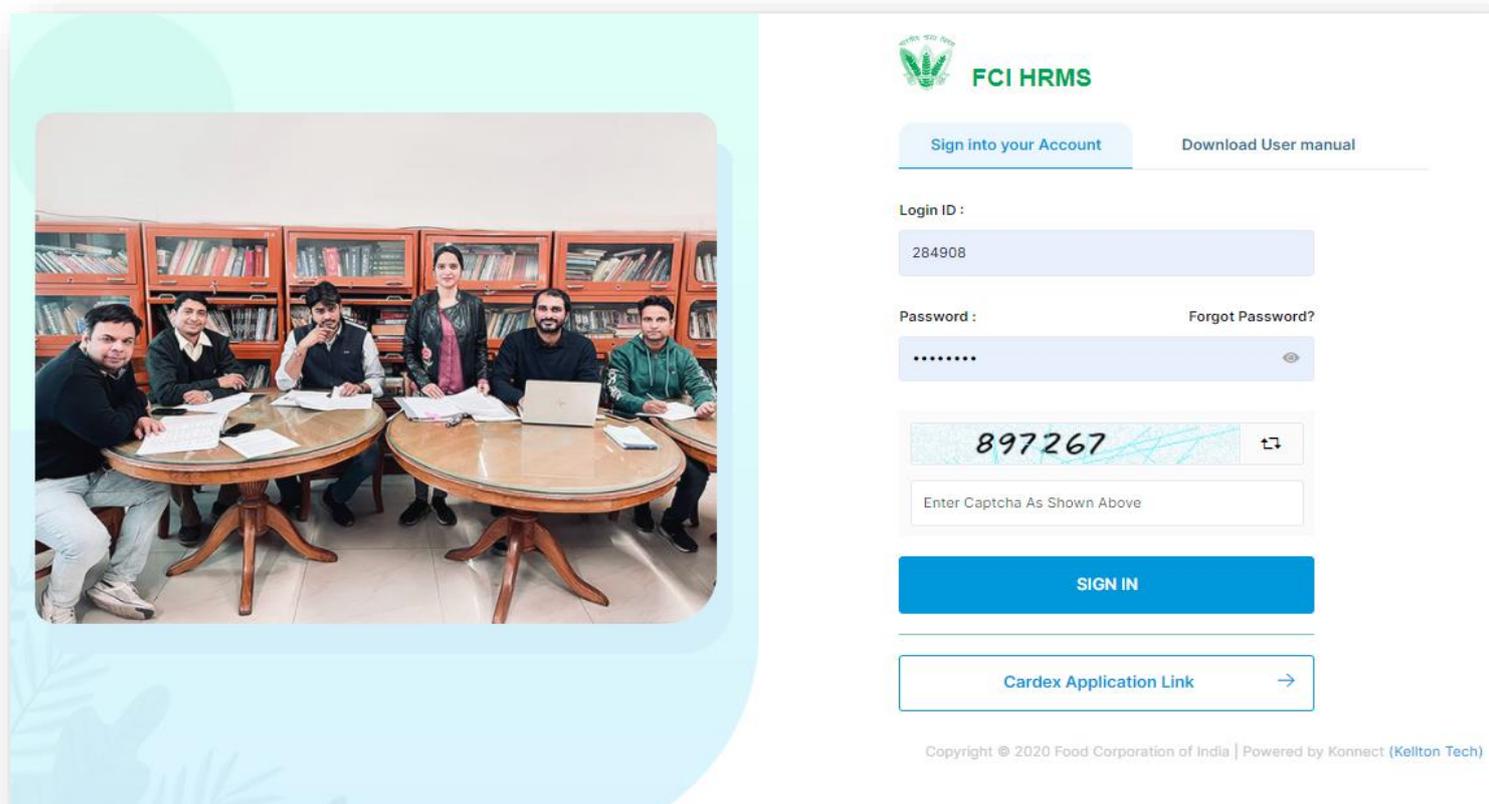


Figure 3-1 Login Screen

- Enter Login credentials, Captcha (Enter number here as shown in Figure 3-1) and Click on **SIGN IN** to Log in to the system.
- Post Login, employee will land on the Home Page as shown in Figure 3-2

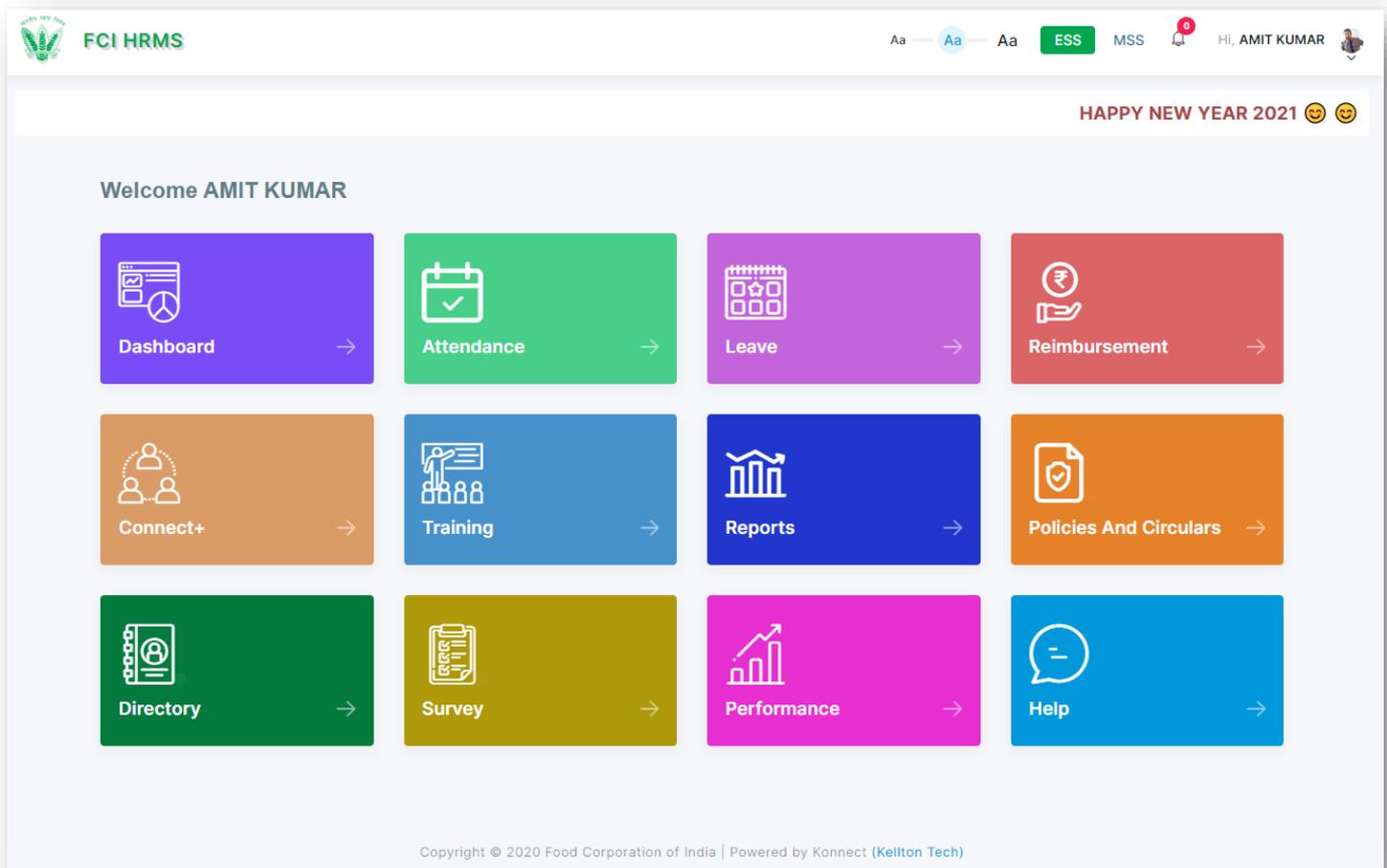


Figure 3-2 Home Page

3.5 Exiting the System

When the employee would like to exit from the HRMS application, then employee shall click on **Sign Out** to log out of the system as shown in Figure 3-3

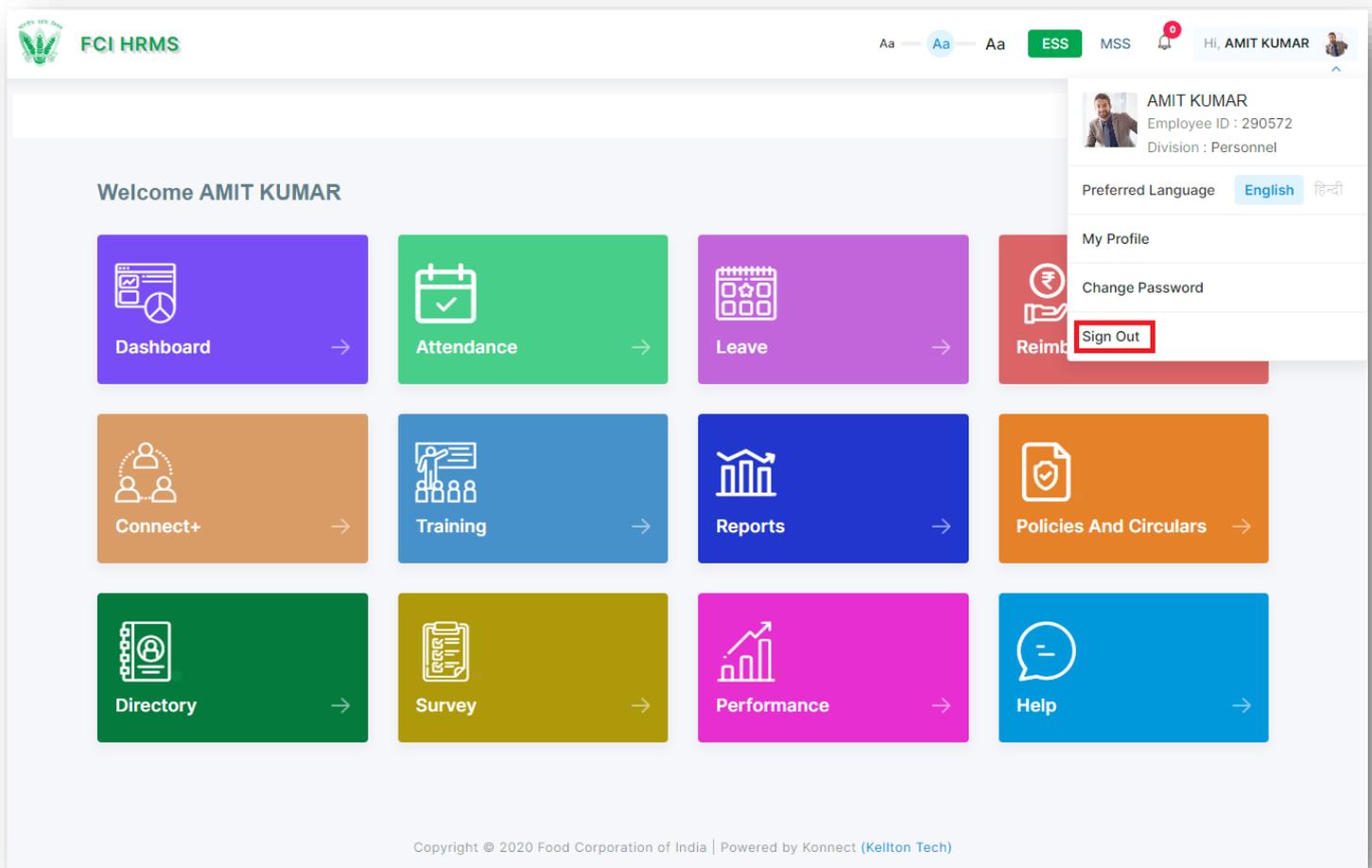


Figure 3-3 Home Page – Sign Out

- The user shall navigate to Login Page as shown in Figure 3-1 on successful log out.
- An employee shall automatically logout from the application if it remains idle due to inactivity for a longer period of time (approx. 1 Hour)

3.6 HRMS Login Configuration

HRMS Login are handled using OAuth 2.0 protocol. The user credentials entered by user is passed on internet to HRMS System for validation and after successful validation a token is generated and shared to the application to use it at the time of every new server interaction to validate the user credentials. The login activity has few timeout settings as illustrated below.

- **Access token Lifespan** – This is the setting for capturing the lifespan of Access token before it gets expired. Before access token gets expired a refresh process is triggered to get the new access token to keep the session alive until user logout of the session. Default is set to 1 hour.
- **SSO Session Idle** - These is the setting for time a user session can be idle before it gets expired. Default is set to 1 hour.



These are timeout settings done at Key cloak IAM interface.

4 Using the System

The Employee Self Service (ESS) will serve as employee service portal allowing foremost collaboration among FCI employees to initiate, track and monitor various service requests. ESS shall serve as one stop workspace for intercommunication of various other process areas in HRMS, providing an impression of seamless business transaction management with high degree of usability to FCI employees.

4.1 Employee Dashboard

Dashboards shall serve as a common workspace to track and carry out approval actions. FCI employees can access the Dashboard after login. It shows the employee's planned leaves and Holidays, attendance, Trainings, etc. records in a glance. Based on the user credentials and permissions assigned to the employee, an employee shall be able to access the Employee Self Service by clicking the **Dashboard** link as shown in Figure 3-2 to land on the ESS – Employee Dashboard as shown in Figure 3-3.

4.1.1.1 Navigation

Left Navigation: Home Page >> Dashboard

4.1.1.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.1.1 to reach the Employee Dashboard as shown in Figure 4-1

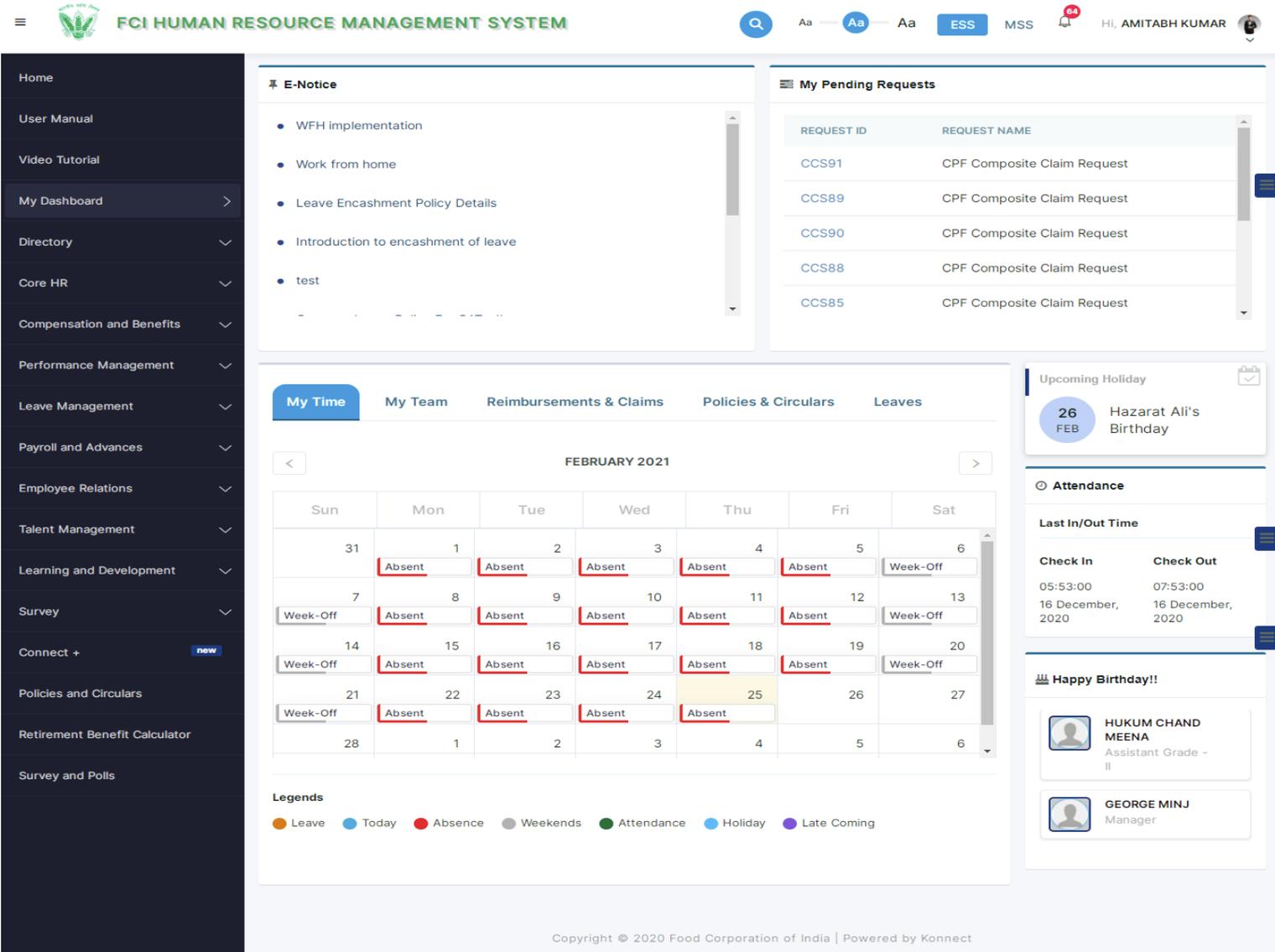


Figure 4-1: Employee Dashboard

User shall be able to perform the following activities from the landing page:

4.2 Manager Dashboard

Dashboards shall serve as a common workspace to track and carry out approval actions. After login, FCI managers can access the Dashboard based on access rights. It shows the pending requests to be approved by Manager, Team Attendance, Trainings, etc. records in a glance. If an employee has been assigned the roles and responsibilities of a manager or competent authority, then by clicking the **MSS** link on the top right corner of the HRMS application as shown in Figure 4-1, the employee with the permissions of a manager shall navigate to the MSS – Manager Dashboard as shown in Figure 4-2.

4.2.1.1 Navigation

Left Navigation: Home Page >> Dashboard >> MSS

4.2.1.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.2.1.1 to reach the Manager Dashboard as shown in Figure 4-2

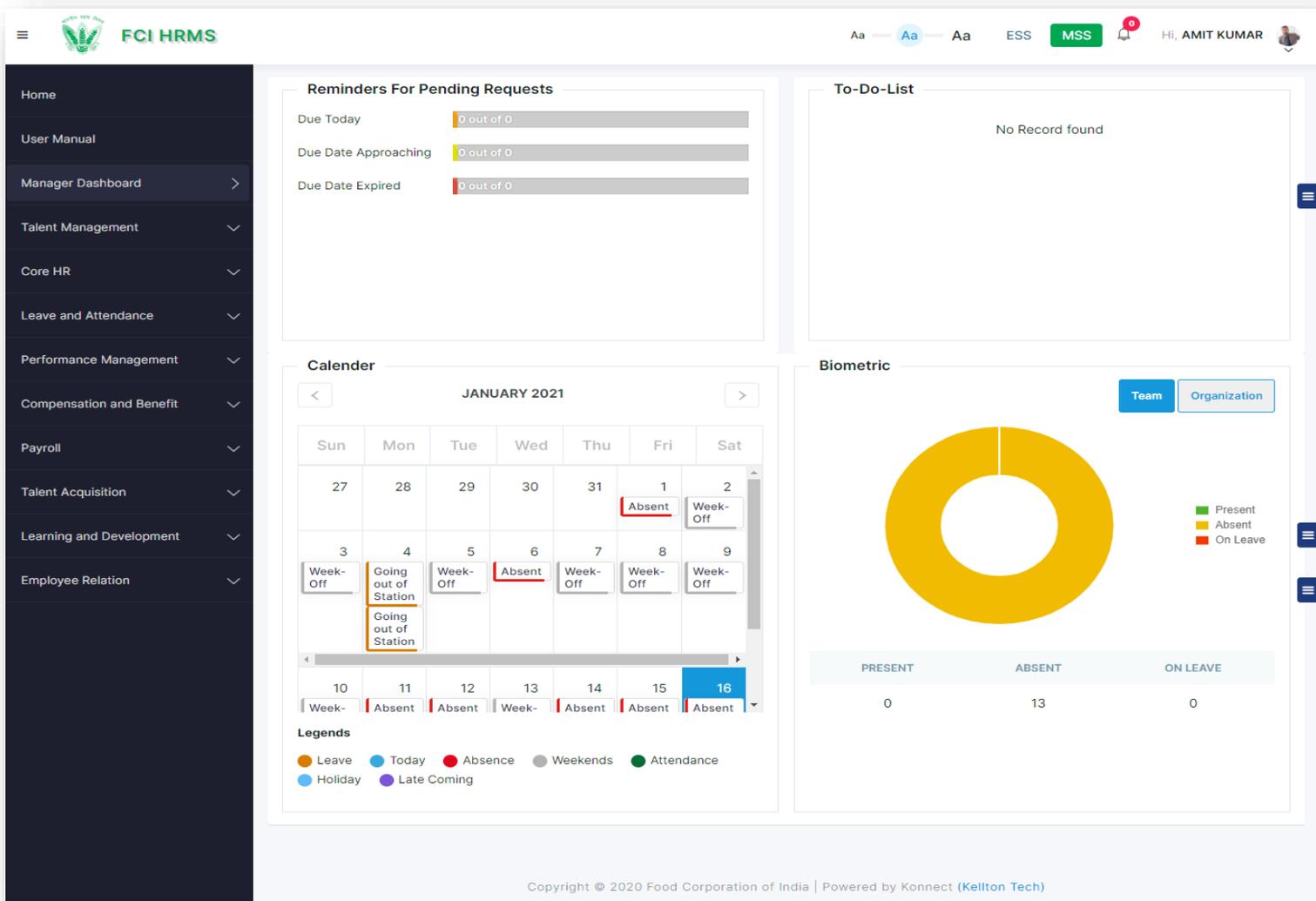


Figure 4-2: Manager Dashboard

4.3 Directory

Directory shall allow an employee to view the organization chart and fetch the job description, and career path of an employee based on the designation. The following features are included in the scope of the Directory:

- Employee Hierarchy- Employee can view employee details such as Name, Email, Designation, Division, Location and Employee Number.
- Organizational Hierarchy- Employee can view organization chart of complete FCI

4.3.1.1 Navigation

Left Navigation:

Directory >> Organizational Hierarchy

Directory >> Employee Hierarchy

4.3.1.2 Landing Page

HRMS administrator shall traverse the navigation as mentioned in Section 4.3.1.1 to reach the Directory Page as shown in Figure 4-3

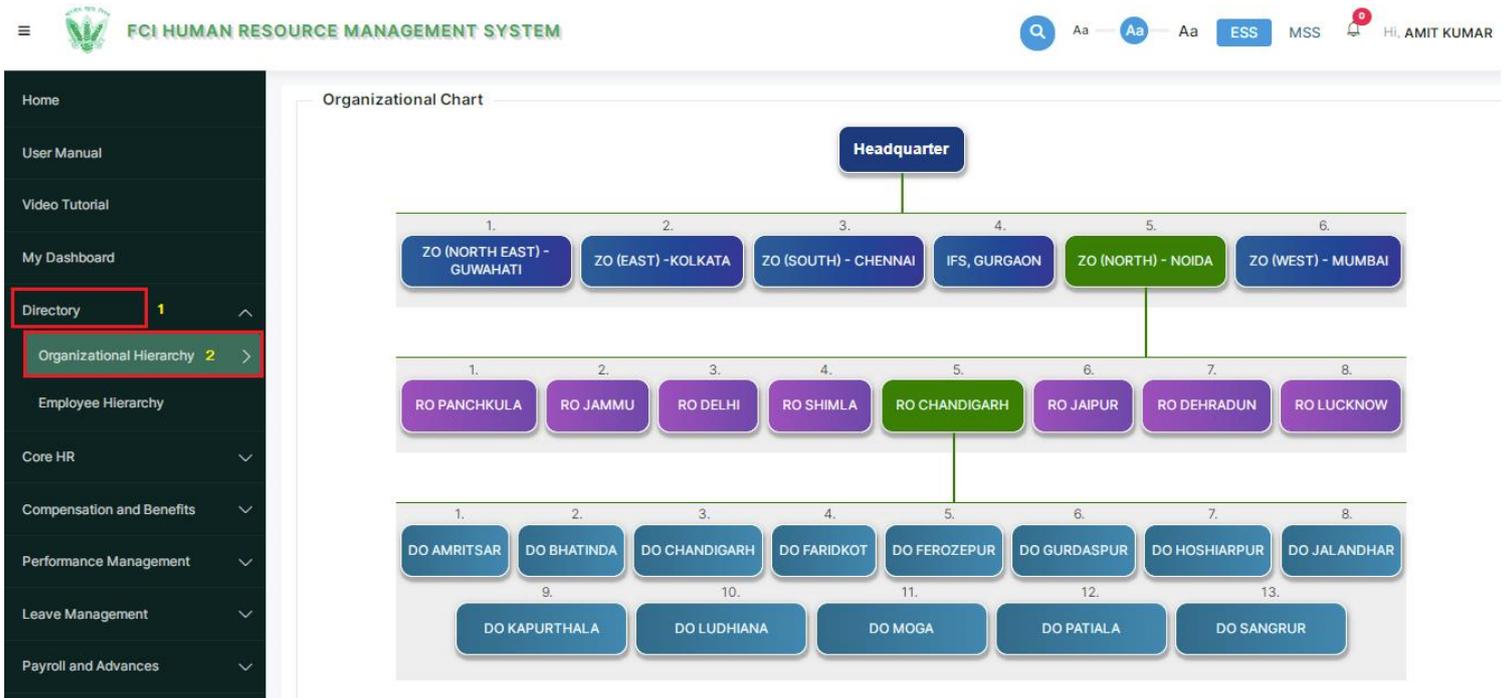


Figure 4-3: Organizational Hierarchy

Figure 4-4: Employee Hierarchy

User will be able to search the employee via two options:

1. Entering the Employee ID/Name and clicking on **Get Details** button.
2. Selecting the Office Type, Zone, Region, Office, Division and clicking on **Get Details** button.

4.4 Retirement Benefit Calculator

Retirement Benefit Calculator shall showcase the retirement benefits to employees with an active employment status to reflect the changing gratuity and leave encashment based on current date.

The following features are included in the scope of the Retirement Benefit Calculator:

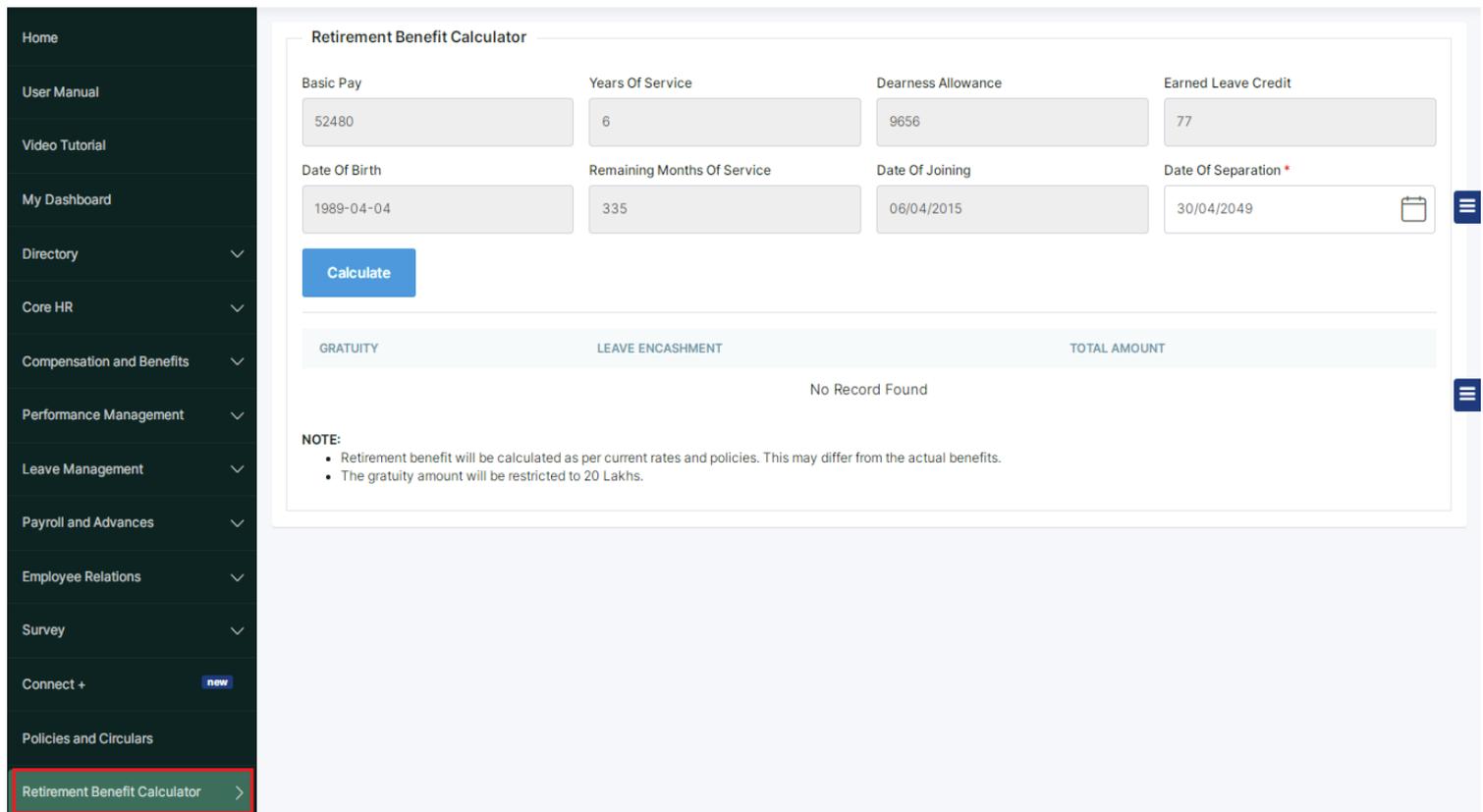
- Employee shall be able to see the retirement benefits based on current date.
- Employee salary and leave details shall be fetched automatically and processed by the system as per the business rules governed by gratuity scheme for government employees.

4.4.1.1 Navigation

Left Navigation: Retirement Benefit Calculator

4.4.1.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.4.1.1 to reach the Retirement Benefit Calculator as shown in Figure 4-5.



| GRATUITY | LEAVE ENCASHMENT | TOTAL AMOUNT |
|-----------------|------------------|--------------|
| No Record Found | | |

NOTE:

- Retirement benefit will be calculated as per current rates and policies. This may differ from the actual benefits.
- The gratuity amount will be restricted to 20 Lakhs.

Figure 4-5: Retirement Benefit Calculator

- Enter the Date of Separation and click on **Calculate** to get the Gratuity, Leave Encashment and Total Amount.

4.5 Connect+

Connect+ will allow employees to search and initiate conversations with respective employees of interest and shall serve as a provision for open communication within the HRMS application. Employee shall be able to search an employee across any office and initiate conversation. The system shall be capable to identify each conversation uniquely based on Message ID. The subject line shall be permanently stored as a record against which new conversations related to the subject will be initiated with any other FCI employee(s).

4.5.1.1 Navigation

Left Navigation: Connect+

4.5.1.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.5.1.1 to reach the Connect+ as shown in Figure 4-6

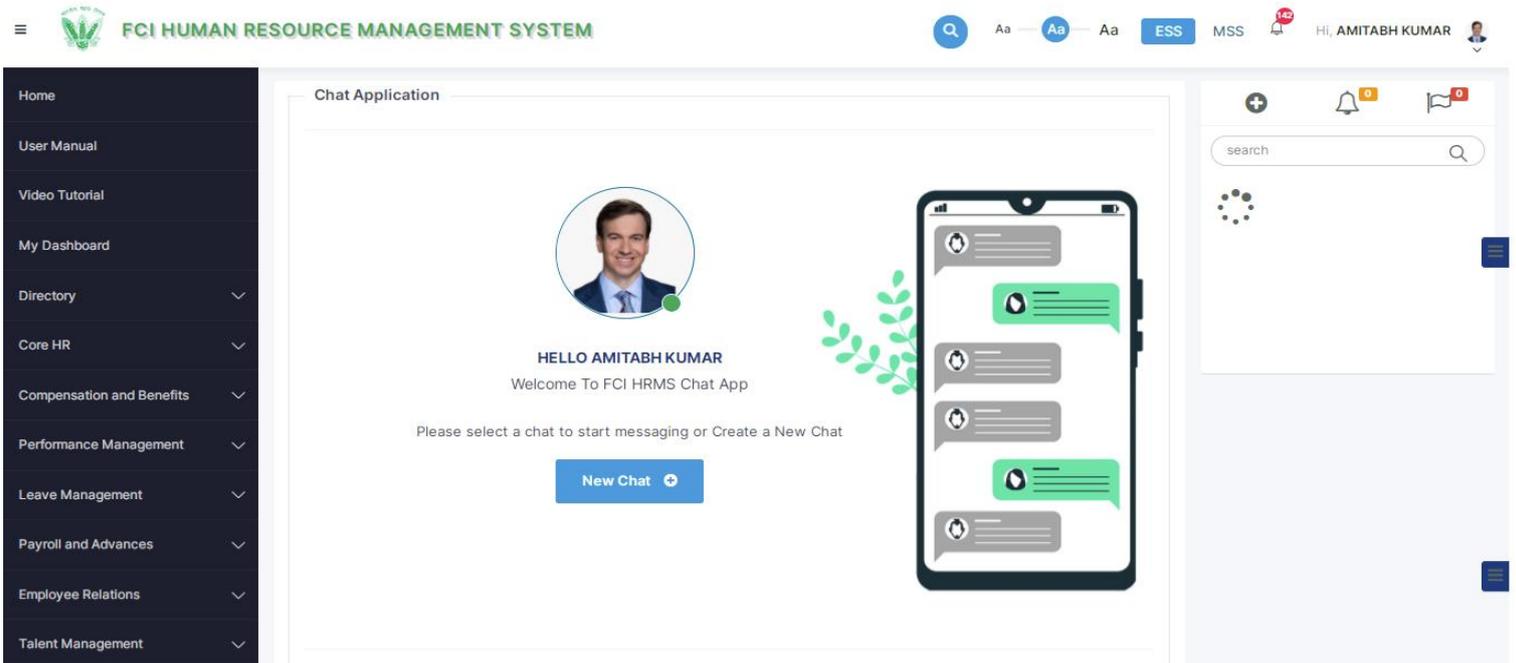


Figure 4-6: Connect+

Employee will be able to do the following activities from the Connect+ landing page:

1. To initiate a new chat, user needs to click on  or  as shown in Figure 4-7.
2.  The bell icon denotes the new chats requests as shown in the Figure 4-8. The count over the bell icon represents the number of new requests received.
3.  The flag icon denotes the recent messages received by the user as shown in Figure 4-9. The count over the flag icon denotes the number of recent unseen messages.

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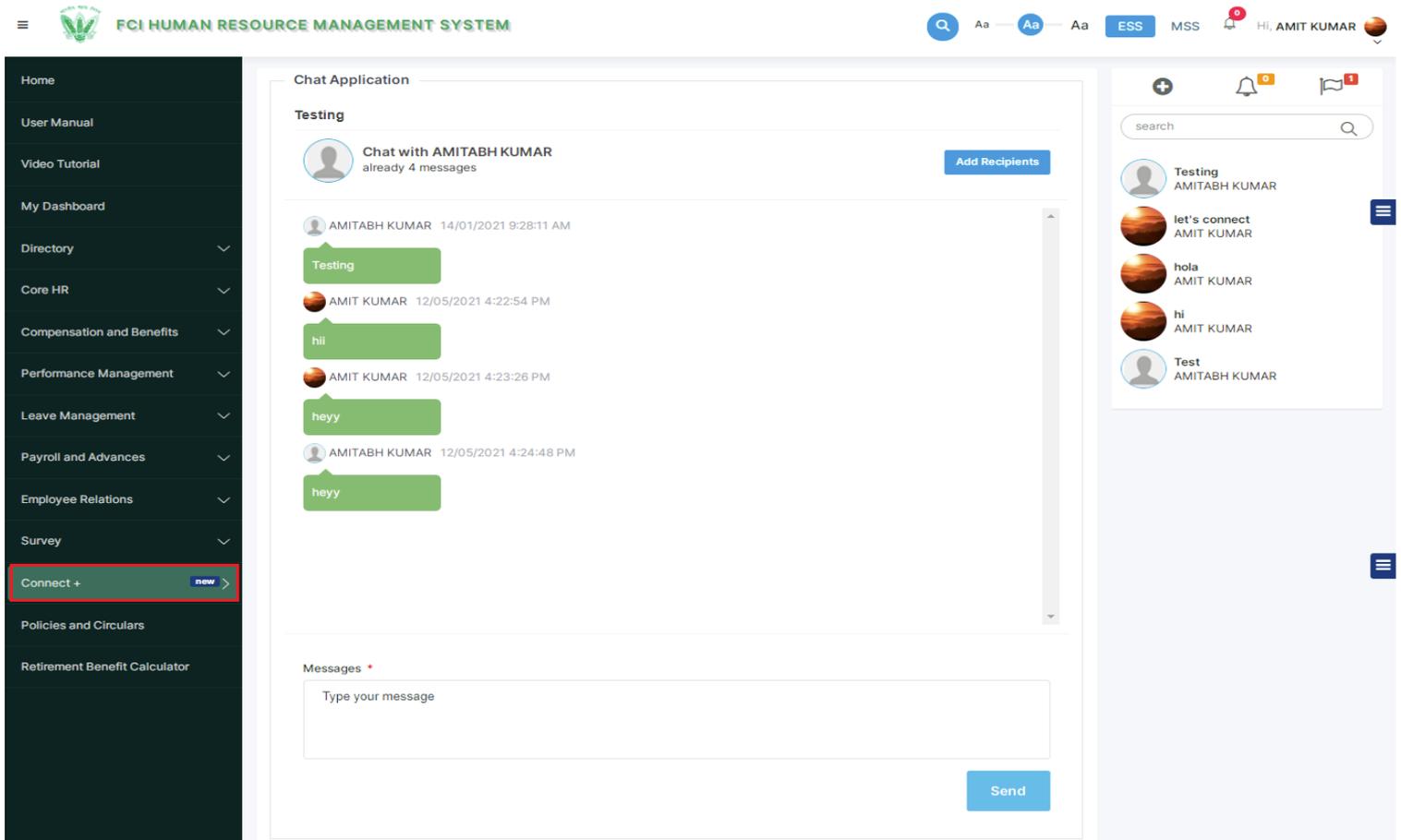


Figure 4-7: Connect+ Chat

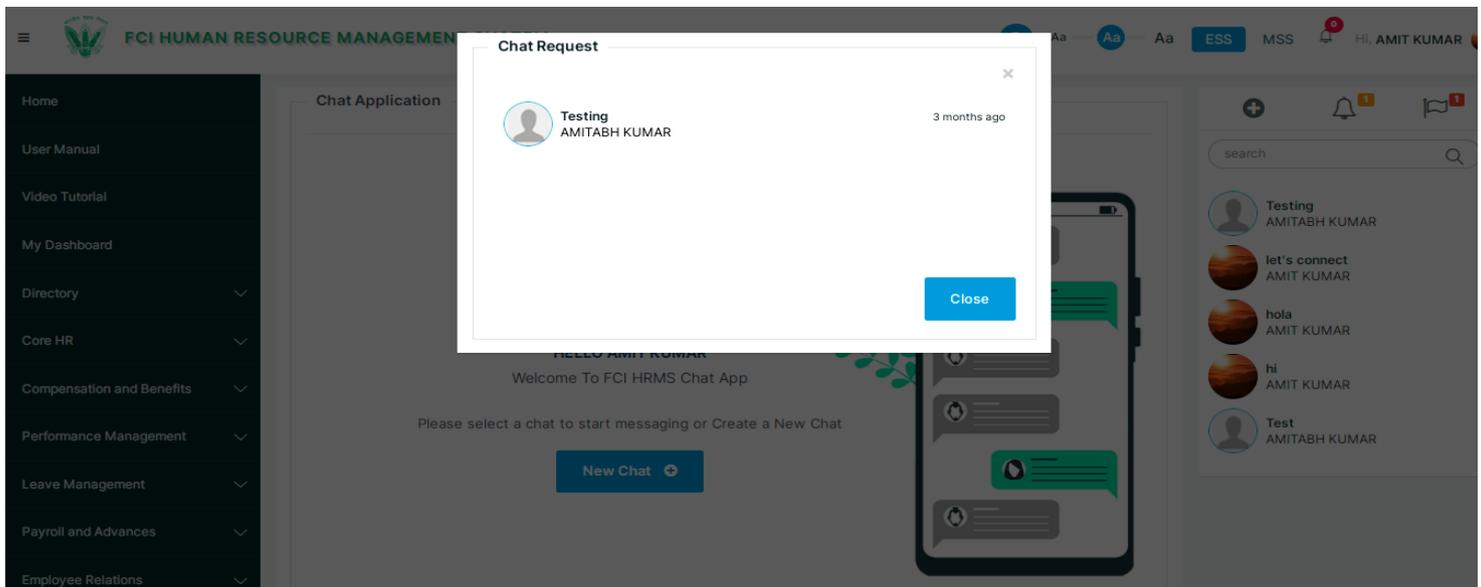


Figure 4-8: Connect+ Chat Request

1. On clicking any chat request, the user will redirect to that chat window and can continue messaging.

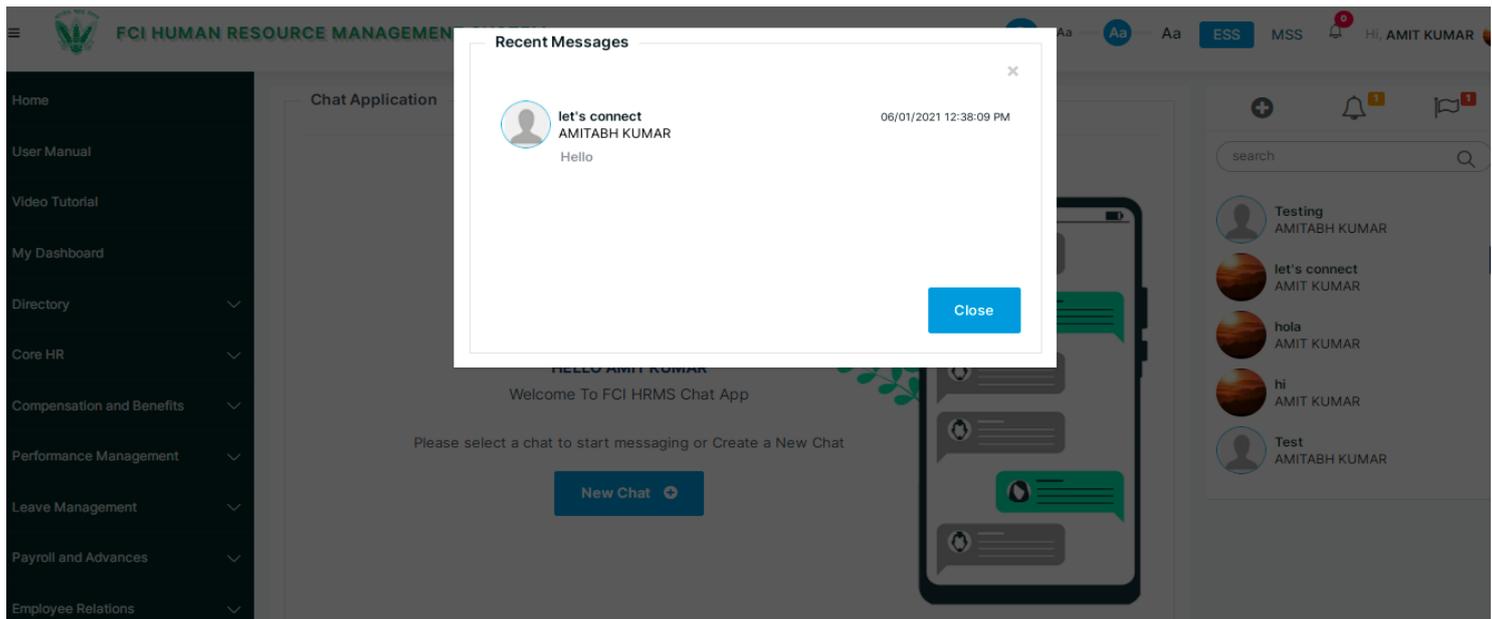


Figure 4-8: Connect+ Recent Messages

1. On clicking any recent message, the user will redirect to the selected chat window.

4.6 My Profile

Employee Self Service enables employees to manage everything from profiles- including skills, work experience, academic records, qualification details, bank details, etc. Employee shall be able to view and modify the employee related details like Work Information, Personal Information, Nominee Details and Emergency Details. Profile Edit Request shall be used to raise request to admin for profile update.

4.6.1.1 Navigation

Profile Icon on top right

4.6.1.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.6.1.1 to reach the Profile as shown in Figure 4-10

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- Home
- User Manual
- My Dashboard
- Directory
- Core HR
- Compensation and Benefits
- Performance Management
- Leave Management
- Payroll
- Employee Relations
- Talent Management
- Learning and Development
- Connect +
- Policies and Circulars
- Retirement Benefit Calculator

Basic Information

First Name : AMIT
Last Name : KUMAR

Work Information

Employee Number : 290572 **Office :** HQ-Delhi
Section : General **Cadre :** General
Designation : Manager **Mode of Joining :** Direct Recruitment
Staff Code : SN129950C **CPF Number :** 129950
Employee Status : Permanent **Salary Type :** IDA

Division : Personnel
Category : CAT-II
Date of Joining : 06/04/2015
Reporting Manager : AMITABH KUMAR
Official Email ID : na@na.com

Personal Information

| | | |
|---|--|--|
| First Name : AMIT | Middle Name : | Former Name : |
| Father Name/Husband Name : MAHENDRA SINGH | DOB : 04/04/1989 | Age : 31 |
| Blood Group : O+ | Gender : Male | Hometown : 0 |
| Marital Status : Single | Mother Tongue : Hindi | Present Address Line 1 : 1ST FLOOR, F-623 |
| Present Address Line 2 : LADO SARAI | Present Address Line 3 : | Present State : Delhi |
| Present District : South Delhi | Present City : Aali | Present Pin : 110030 |
| Permanent Address Line 1 : H, NO-108 NAUKAPURA COLONY, LANKA | Permanent Address Line 2 : GHAZIPUR | Permanent Address Line 3 : |
| Permanent State : Uttar Pradesh | Permanent District : Ghazipur | Permanent City : Ghazipur |
| Permanent Pin : 233001 | Nationality : India | Aadhaar Number : 334357910413 |
| PAN : BKYPK3984N | Personal Email ID : personal@na.com | Mobile No. : 8800559165 |
| Driving Licence Number : | Passport No. : R1058594 | |

Qualification Detail

| QUALIFICATION | UNIVERSITY NAME | MARKS %GPA | PASSING YEAR | EFFECTIVE DATE |
|-------------------|-----------------------------------|------------|--------------|----------------|
| Graduation Degree | GAUTAM BUDDH TECHNICAL UNIVERSITY | 70.77 | 2010 | 01/01/2020 |

Competency Detail

| COMPETENCY NAME | INSTITUTE NAME | HANDS ON EXPERIENCE | EFFECTIVE DATE |
|----------------------------|----------------|---------------------|----------------|
| No data available in table | | | |

Dependent Detail

| FAMILY MEMBER NAME | DEPENDENT | DATE OF BIRTH | MEMBER AGE | RELATIONSHIP WITH MEMBER |
|--------------------|-----------|---------------|------------|--------------------------|
| AMIT KUMAR | Yes | 04/04/1989 | 31 | Self |
| Rakni | Yes | 01/01/1990 | 31 | Spouse |

Nominee Detail

| NOMINEE NAME | DOB | RELATIONSHIP WITH EMPLOYEE | SHARE % | MINOR (Y/N) | GUARDIAN DETAIL | ACTION |
|----------------|------------|----------------------------|---------|-------------|-----------------|-------------------|
| MAHENDRA SINGH | 1966-07-02 | Father | 100 | No | | ✎ |
| Rahi Test | 1991-01-01 | Spouse | 100 | No | | ✎ |
| Rakhi | 2012-01-01 | Child | 50 | Yes | Amit | ✎ |

Bank Detail

| BANK NAME | BANK ACCOUNT NO. | BANK BRANCH | BANK IFSC CODE |
|----------------|------------------|--------------------|----------------|
| ICICI Bank Ltd | 625501521466 | MYSORE MAIN BRANCH | 0 |

Emergency Details

Show 10 entries

| PERSON NAME | CONTACT NUMBER | RELATIONSHIP WITH PERSON | ADDRESS | ACTION |
|-------------|----------------|--------------------------|------------|-------------------|
| AJEET | 8130550735 | Brother | LADO SARAI | ✎ |

Showing 1 to 1 of 1 entries

Profile Edit Request

Show 10 entries Export to: [Excel](#) [PDF](#) [Print](#)

| REQUEST ID | REQUEST DATE | TITLE | STATUS | ACTION |
|------------|--------------|-------------------|-----------|-------------------|
| - | 31/12/2020 | Test | Completed | ↔ |
| - | 01/01/2021 | Dependent Details | Completed | ↔ |
| EPR1 | 03/01/2021 | Mobile Number | Completed | ↔ |
| EPR3 | 13/01/2021 | Test2 | Pending | ↔ |

Showing 1 to 4 of 4 entries

Figure 4-10: My Profile

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1. User has the rights to edit only few details in Personal Information, Work Information, Nominee Details and Emergency Details as shown in Figure 4-11.

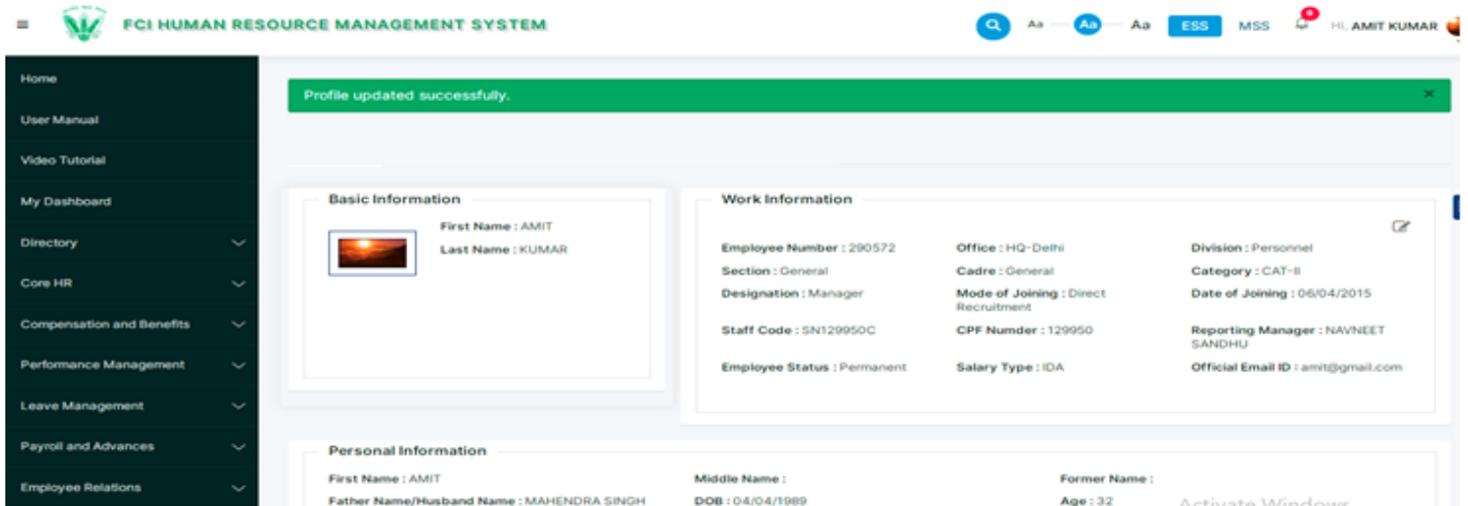


Figure 4-11: Profile Update successful

2. To edit other details, user needs to click on **Add** button under Profile Edit Request section.
3. User needs to fill the details to be updated and click on **Submit** to add the request as shown in Figure 4-12.

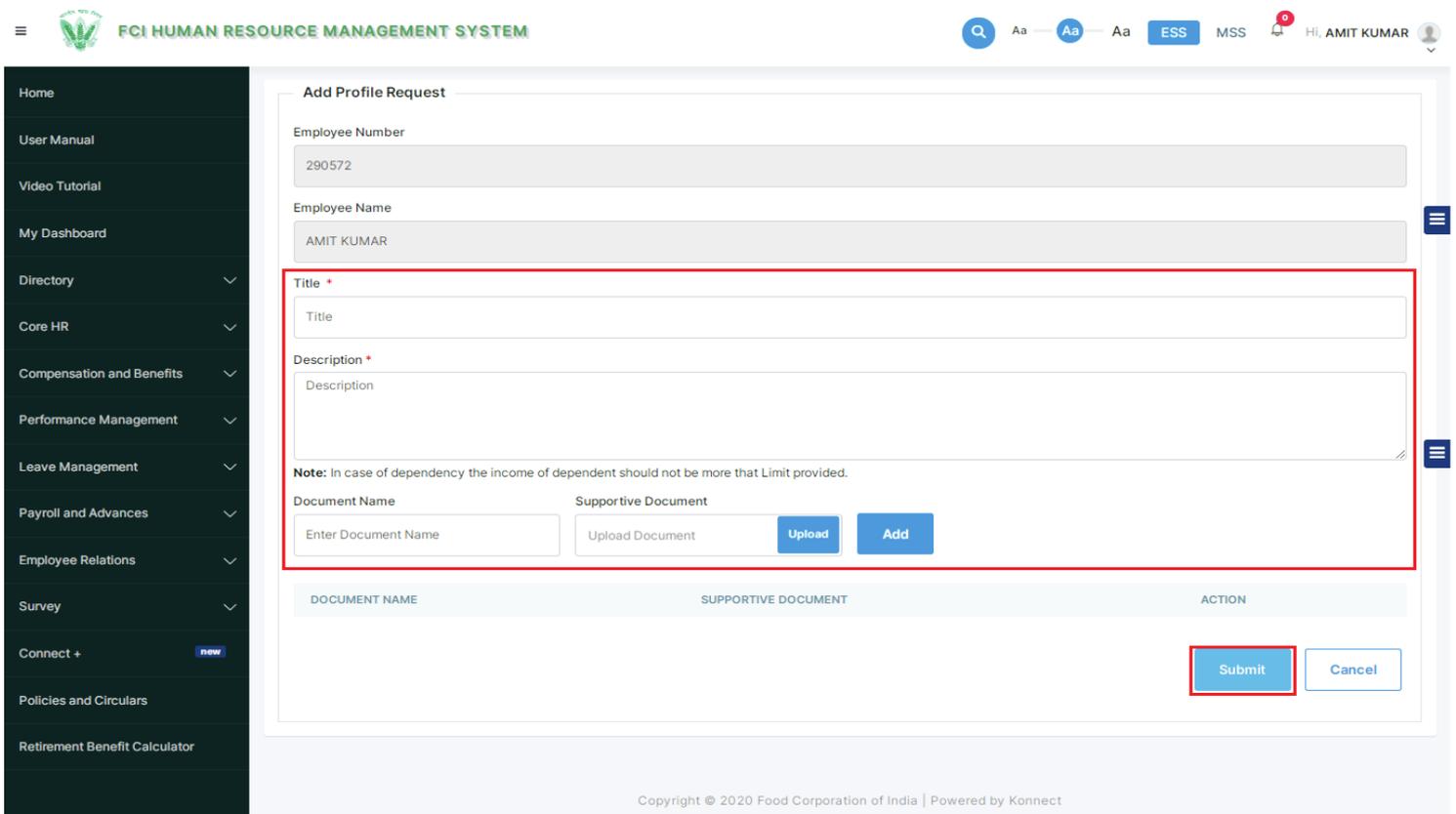


Figure 4-12: Add Profile Request

4. On clicking  button, the request then proceeds to the Nodal Officer and the details are updated by the nodal officer.

5 Troubleshooting and Support

5.1.1 Error Messages

In reference to standard error messages that may appear in the application with respect to user and internet settings, the following status codes may reflect:

| S.No. | Status Code | Description |
|-------|-----------------------------------|---|
| 1 | 100 Continue | Only a part of the request has been received by the server, but as long as it has not been rejected, the client should continue with the request. |
| 2 | 200 OK | The request is OK. |
| 3 | 201 Created | The request is complete, and a new resource is created |
| 4 | 202 Accepted | The request is accepted for processing, but the processing is not complete. |
| 5 | 203 Non-authoritative Information | The information in the entity header is from a local or third-party copy, not from the original server. |
| 6 | 204 No Content | A status code and a header are given in the response, but there is no entity-body in the reply. |
| 7 | 205 Reset Content | The browser should clear the form used for this transaction for additional input. |
| 8 | 206 Partial Content | The server is returning partial data of the size requested. |
| 9 | 301 Moved Permanently | The requested page has moved to a new URL. |
| 10 | 307 Temporary Redirect | The requested page has moved temporarily to a new URL. |
| 11 | 400 Bad Request | The server did not understand the request. |
| 12 | 401 Unauthorized | The requested page needs a username and a password. |
| 13 | 403 Forbidden | Access is forbidden to the requested page. |
| 14 | 404 Not Found | The server cannot find the requested page. |
| 15 | 405 Method Not Allowed | The method specified in the request is not allowed. |



| | | |
|----|--------------------------------|--|
| 16 | 406 Not Acceptable | The server can only generate a response that is not accepted by the client. |
| 17 | 408 Request Timeout | The request took longer than the server was prepared to wait. |
| 18 | 409 Conflict | The request could not be completed because of a conflict. |
| 19 | 410 Gone | The requested page is no longer available. |
| 20 | 415 Unsupported Media Type | The server will not accept the request, because the media type is not supported. |
| 21 | 500 Internal Server Error | The request was not completed. The server met an unexpected condition. |
| 22 | 501 Not Implemented | The request was not completed. The server did not support the functionality required. |
| 23 | 502 Bad Gateway | The request was not completed. The server received an invalid response from the upstream server. |
| 24 | 503 Service Unavailable | The request was not completed. The server is temporarily overloading or down. |
| 25 | 504 Gateway Timeout | The gateway has timed out. |
| 26 | 505 HTTP Version Not Supported | The server does not support the "http protocol" version. |

Table 5-1: HTTP Status Error Codes

5.1.2 Frequently Asked Question

This section shall address some of the frequently asked questions which may arise in the HRMS application under different circumstances as mentioned in Table 5-2

| S.No | Circumstance | Next Step |
|------|---|--|
| 1 | Unable to Login to HRMS application | Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 2 | I am able to access the HRMS application but unable to access respective menu links | Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 3 | I am unable to see my profile information in HRMS application | Please contact the nodal officer, whether the data for the concerned employee has been migrated to HRMS application or not. If the data has not been migrated, then kindly fill the required form and submit. The information for the employee shall be visible in the HRMS within 2 working days. In case the issue persists then please drop an email along with the |



| | | |
|----|--|---|
| | | employee number, employee name and office to hrmssupport.fci@gov.in |
| 4 | I am unable to submit a request due to “Bad API Error” | Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 5 | I am unable to submit a request due to “Unauthorized Access Error” | Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 6 | I am unable to open the HRMS application in my web browser | Go to browser settings and clear the cache. Also to ensure the issue is resolved, please type %TEMP% using the run command to delete all cookies permanently. If the issue persists, then contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 7 | I am unable to upload the documents in the HRMS application | Kindly check the file size as the HRMS application restricts document attachment till 5 MB (Except for Service Book). Also ensure that either .pdf or .jpeg files are uploaded as these are only supported. If the issue still persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 8 | I am a competent authority but unable to see the review or approval icon in my listing | Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions along with the process workflow assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 9 | Unable to open HRMS application in web browser | Please note that the HRMS application is compatible with the following browsers only: <ul style="list-style-type: none"> • Internet Explorer 11 and above • Google Chrome ver. 44 and above • Mozilla Firefox ver. 48 and above • Safari Browser ver. 5.1.7 and above In case the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 10 | Unable to install the HRMS mobile application in Android/iOS mobile | Please note that the HRMS application is compatible with the following mobile OS versions: <ul style="list-style-type: none"> • Android KitKat (Ver. 4.4) and above • IOS 12 and above In case the issue persists then please drop an email along with the employee |



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| | | number, employee name and office to hrmssupport.fci@gov.in |
| 11 | I am unable to see the required information in the dropdowns and filters of HRMS application | <p>The issue that the intended information is not available for data entry might be because:</p> <ul style="list-style-type: none"> • Permission or Role not assigned for the employee. • Information has not been migrated into the HRMS application • Information has been modified after scheduled maintenance of HRMS application <p>Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions along with the process workflow assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in</p> |
| 12 | Information visibility as per organization hierarchy | <p>Employee posted in HQ shall be able to view the information of all employees posted in different FCI offices till DO level. However an employee posted in a ZO would only be able to view the details of all ROs and Dos falling within that zone. Similarly an employee posted in the RO office would only be able to access the information of all Dos falling within that RO. Finally a specific DO employee would only be able to see the information pertaining to the respective DO itself.</p> <p>Please crosscheck with the nodal officer in the HRMS application who shall crosscheck the roles and permissions along with the process workflow assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in</p> |
| 13 | I am unable to generate an eSign or apply digital signature as a competent authority | Please send an email along with the employee number, employee name and office to hrmssupport.fci@gov.in as eSign/Digital Signature credentials and any technical discrepancies related to the same shall be fixed. |
| 14 | Unable to export or print the information in the HRMS Application | Please ensure that MS Office with latest updates is installed in the system and print settings are set to "Default". In case the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 15 | Biometric device is unable to recognize employee fingerprint. | To ensure that the employee does not lose any attendance, the HRMS application provides the "Attendance Regularization" feature via which attendance can be modified to "Present Status" based on the request made by the employee. However, in case the issue persists, then kindly contact the nodal officer for resetting the fingerprint and initiate a fresh fingerprint registration using the biometric device w.r.t. the employee number. In case the approach does not work, then kindly drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 16 | The leave details in the HRMS application is incorrect | There can be circumstances that the migrated information from Service Book to HRMS application might be incorrect or undefined under rare circumstances. However, in such cases the "Leave Updation" process provided by the HRMS application shall allow the Personnel Division to |



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| | | update the Leave balance of the employee. In case the approach does not work, then kindly drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 17 | Unable to generate MPIN for HRMS Mobile Application | Please crosscheck your mobile number that has been provided during the migration of information as the HRMS mobile application would verify the user based on SMS using OTP. In case the details are correct and the issue persists, then kindly drop an email along with the employee number, employee name, mobile number and office to hrmssupport.fci@gov.in |
| 18 | Unable to view my scanned service book in HRMS application | There can be circumstances that the migrated information and the scanned service book have not been linked in the HRMS during data migration. If so then kindly drop an email along with the employee number, employee name, mobile number and office to hrmssupport.fci@gov.in |
| 19 | I have setup a new DOP, but it is not reflecting in the system. | Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 20 | I have lost/damaged my mobile or PC. | In the event an employee has lost his mobile or damaged the PC, then the event is to be immediately informed to hrmssupport.fci@gov.in , so that the user profile could be made inactive preventing unauthorized access and protect sensitive information related to FCI work procedures. |

Table 5-2: Troubleshooting and Next Steps

- Issues identified and formally received shall be addressed swiftly as per the support matrix.
- Corrections and improvements to the HRMS application shall be disbursed based on application updates which shall be performed during system maintenance, to ensure employees can work during the operating hours.
- HRMS mobile application shall receive regular updates only in the event of any reported issues which have been fixed.

6 Helpdesk

Please contact us on: support-hrms@kelltontech.com for more information/help.

During operation and maintenance phase, we will update the customer care number.