

HARDWARE COMPLAINT REGISTRATION PROCESS

After finding any sort of Hardware problem, School user need to register the Call at HCL's PES dedicated Call Board. Below is the detailed process to register any Hardware related complaint by EDUSAT user. User can choose any of the below mentioned two options to register their complaint/call with HCL.

OPTION – 1 : Thru Telephone

Step – 1 : Before registering the call, user just need to note the following items. These will be asked by HCL Executive while registering the call.

- a) PES Asset code as mentioned on the Sticker pasted by the HCL engineer on that hardware unit.
- b) In case of any call related to UPS or Stabilizer, user also required to note the Machine Serial number of the faulty UPS or stabilizer as mentioned on the sticker pasted on the UPS/Stabilizer or mentioned on the backside of that hardware.

Step – 2 : Call HCL's Executive at any of the below mentioned HCL's Call Board numbers and provide the problem details :-

0172- 2240120,
0172-2240150,
0172- 2240157

Step – 3 : After registering the complaint, HCL executive will provide a System generated Call Ticket Number to the caller for future reference.

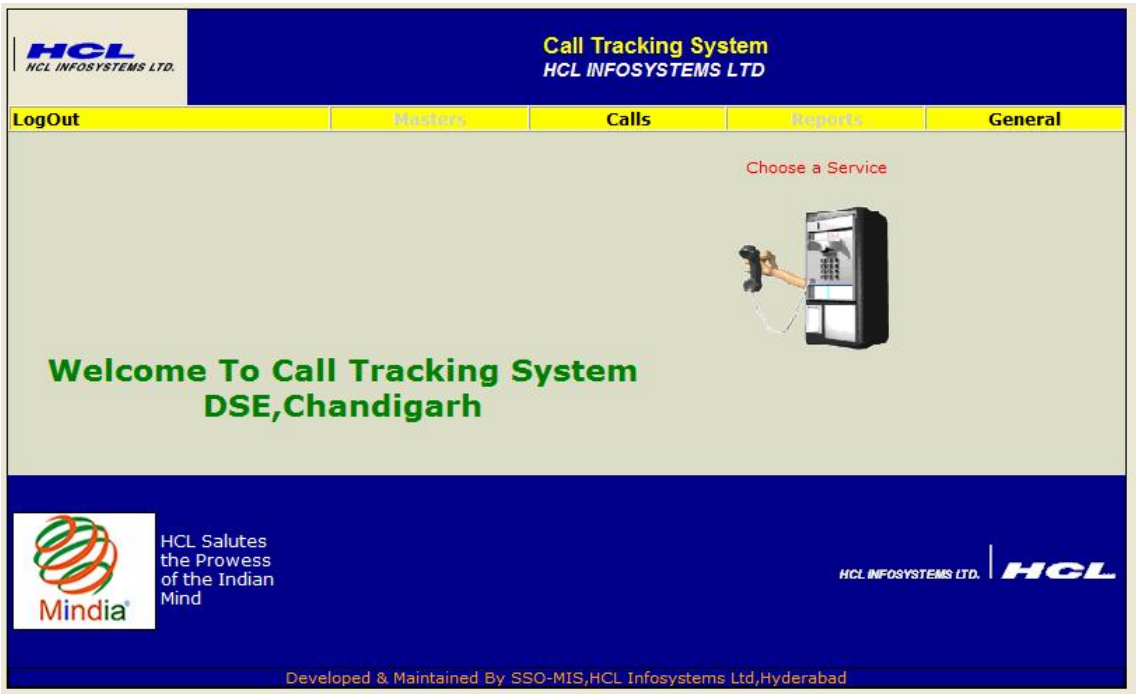
OPTION – 2 : Thru Internet

Procedure for LOGIN Complaint via Internet.

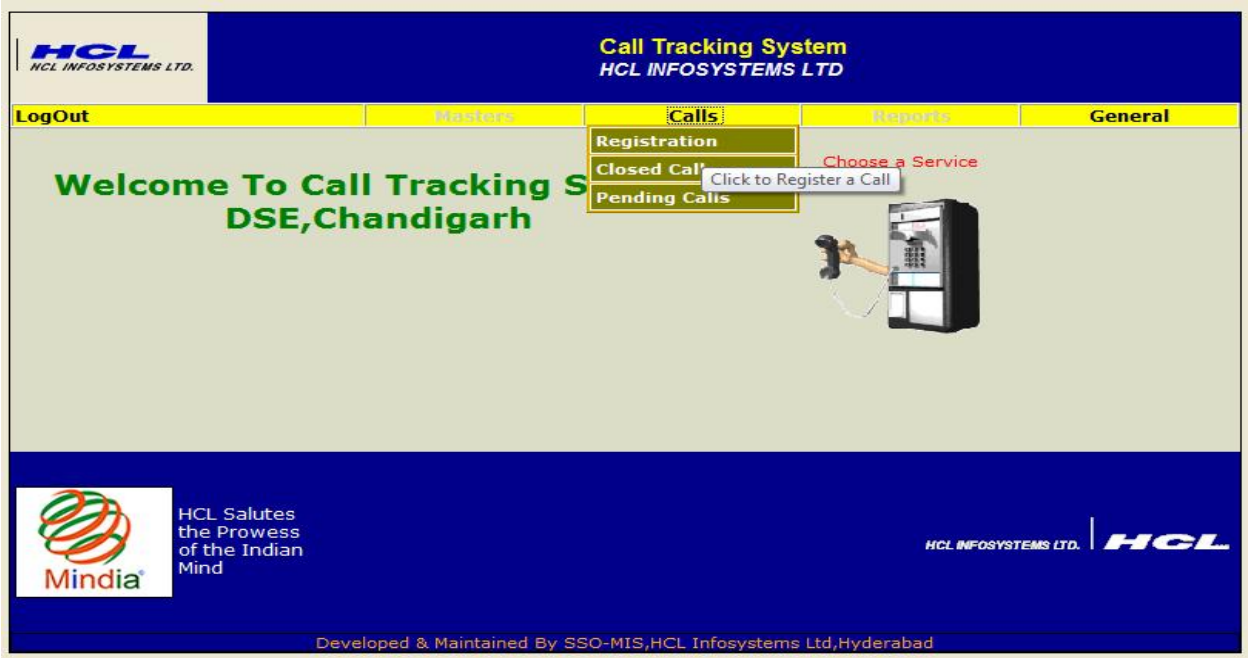
1.Type address <http://psp.hclinsys.com/pes> in Internet Explorer and press enter.



2. Login Id. : PES01001 (school PES code mention on the stickers pasted on top of all PCs)
- Password: same as user name (provided by HCL)
- Click on GO.



3. In Calls Menu : Click on Calls → Registration



4. On call Registration Screen Lab Code & Asset Code Mentioned.

Click on Asset Code and Select Asset Code

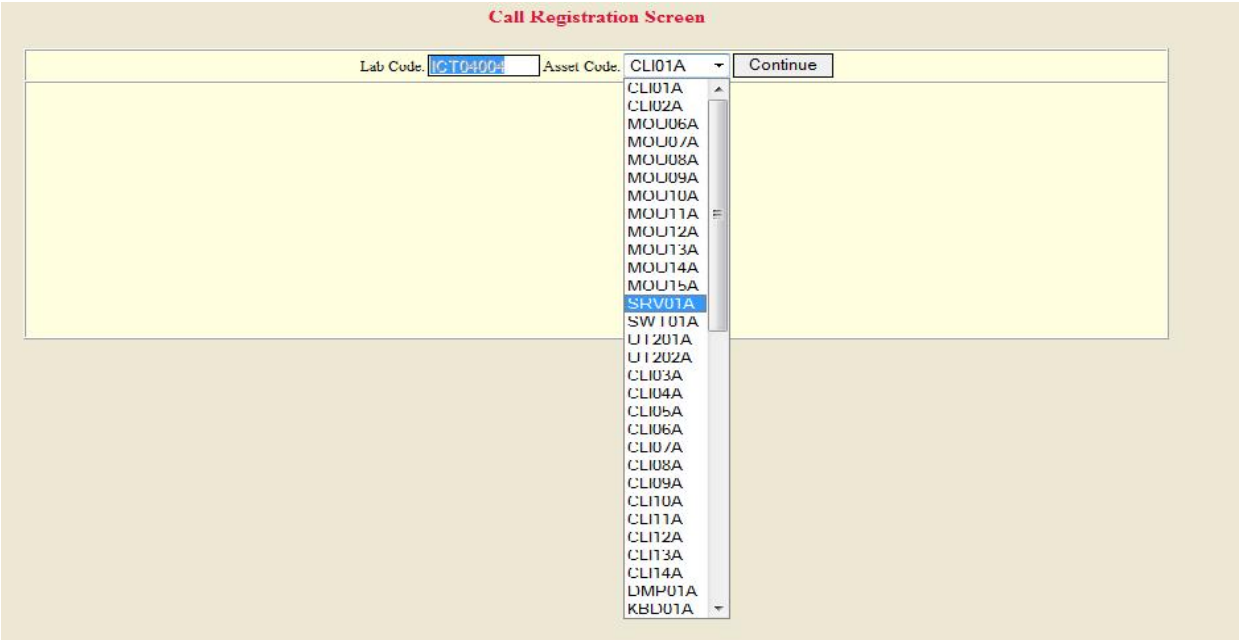
Asset Code for Server is SRV01D,SRV02D,SRV03D,SRV04D (Select Server in which problem Persists))

Asset Code for Client is CLI01D,CLI02D,CLI03D..... , CLI20D.

Asset Code for UPS/Stablizer is UT301D/ST501D.

Asset Code for Keyboard is KBD01D,KBD02D,KBD03D,.....,KBD20.

Asset Code for Keyboard is MOU01D,MOU02D,MOU03D,.....,MOU20.



5. Call Registration Screen Appears on Screen

Select Category (Hardware/Software)

Sub Category (Problem in which part e.g DVD Writer , SMPS, MotherBoard, Keyboard, Mouse)

6. Select the Problem from the list or type the New problem in the Text Box .

Enter Detail in “Any Message” Text box (Machine Serial Number & Contact Details are must)

For UPS/Stabilizer - Serial Number and Model number is must to mention in Message.

Call Registration Screen

Lab Code:ICT04004

Asset Code:SRV01

Model:HCL INFINITI PRO

Lab Name:Govt Sr.Sec School-B

Contact Person:Ravinder Singh

Phone No:9688497209

Service Level:GL1

Category:Hardware

Sub-Category:ICD

Enter the Reported Date and Reported Time in the Prescribed Format.Enter hours according to 24 Hours Clock

Problem:SERVER NOT POWERING ON

Any Message:

CONTACT DETAIL
HARDEEP SINGH
(8054499132)

Reported Date:DDMMYYYY
12032012

Reported Time:HHMM
1036

Select the Problem from the List or Type the New Problem in the Textbox.Enter the Remarks if any in the Message.

Service Provider:HCL

Asset Type:SERVER

Serial No:8C43A1165202

Repeat Calls:N

Location:FGS

Entered By:ICT04004

Register

Cancel

7. Click on Register Button

8. Call registration Number Displayed on Screen .

Note the Call Registration Number:-

CALL REGN NO: ICT12030381

Next Call

Exit

9. Note Call Registration Number for future reference and Press Exit .

ਦਫਤਰ ਜ਼ਿਲਾ ਸਿੱਖਿਆ ਅਫਸਰ (ਸੈ.ਸਿ.) ਮਾਨਸਾ

ਪਿ;ਅੰ: ਐਜੂਸੈੱਟ-12 (ਹਦਾਇਤਾਂ)/

ਮਿਤੀ ਮਾਨਸਾ 04.05.12

ਉਪਰੋਕਤ ਦਾ ਉਤਾਰਾ ਜਿਲੇ ਦੇ ਸਮੂਹ ਸਬੰਧਤ ਸਕੂਲ ਮੁੱਖੀ SIT/ROT ਨੂੰ ਭੇਜ ਕੇ ਲਿਖਿਆ ਜਾਂਦਾ ਹੈ ਕਿ SIT/ROT ਦੇ ਹਾਰਡਵੇਅਰ ਦੀ ਕਿਸੇ ਸ਼ਿਕਾਇਤ ਸਬੰਧੀ ਉਕਤ ਹਦਾਇਤਾਂ ਅਨੁਸਾਰ ਸ਼ਿਕਾਇਤ ਦਰਜ ਕਰਵਾਉਣੀ ਯਕੀਨੀ ਬਣਾਈ ਜਾਵੇ। ਕਿਸੇ ਕਿਸਮ ਦੀ ਅਣਗਹਿਲੀ ਜਾਂ ਦੇਰੀ ਲਈ ਸਬੰਧਤ ਸਕੂਲ ਮੁੱਖੀ ਜ਼ਿੰਮੇਵਾਰ ਹੋਣਗੇ।

ਸਹੀ/-

ਜ਼ਿਲਾ ਸਿੱਖਿਆ ਅਫਸਰ (ਸੈ.ਸਿ)

ਮਾਨਸਾ