Department of Information &
Communication Technology
Govt. of Mizoram

सत्यमेव जयते

User Manual
for
Government of Mizoram

C M S

Content Management System

Version - 2 (Senhri)

Table of Contents

1. INTRODUCTION

Government of Mizoram, Content Management System (CMS) Version – 2 (Senhri) is a State initiative project taken up by Mizoram State e-Governance Society under the Department of Information & Communication Technology (ICT), Govt. of Mizoram. Its envisage is coherent with the NeGP / Digital India vision and is believed that it will lay a strong backbone foundation for other projects under the NeGP. There are various components that are part of the CMS that leverage standard consortium for differently abled accessibility. This project is of paramount importance to the State as it would create an automated workflow system for the web administrator and also helps in providing efficient individual services through their websites.

The SENHRI – e-Governance Enterprise Application is developed in-house by the technical team of the Mizoram State e-Governance Society under ICT Department, as per the Government of India Website Guidelines (GIGW). The system is based on FOSS (Free Open Source Software System).

This system is user friendly and employees without IT background in will also be able to create the departmental website using SENHRI – e-Governance Enterprise Application. This CMS is cost effective in a sense that recruitment of new employees specialized in information technology for creation of the departmental website is not required anymore. However, the Web Administrator will be given hands-on training for a period of three days for CMS.

2. GENERAL INFORMATION

Government of Mizoram Content Management System (CMS) Version – 2 (Senhri) also known as Senhri e-Governance Framework is a centralized control framework for managing contents of websites or web application under Government of Mizoram. This system will provide quality of services to the citizen for information dissemination, interaction, transaction, and transformation.

2.1. SYSTEM OVERVIEW

The framework has the following functionalities:

1. User Account Management
2. Access Control Level
3. Media Manager
4. Content Manager
5. Database Interface
6. Grievance System (Forms or Chat)
7. User Interface
8. Third Party Integration

The SENHRI – e-Governance Enterprise Application is also incorporated with various modules as below:

A. Management Modules
  1. Access Control Manager
  2. Modules Manager
  3. Template Manager
  4. User Manager
  5. Block Manager
  6. Post Manager
  7. Pages Manager
  8. Menu Manager

B. Government-to-Citizen (G2C) Modules
  1. Public Grievances
  2. CSC GIS Mapping
  3. PHE SMS Blasts
  4. Citizen Online Support System
  5. Digital Document Distribution Manager
  6. Photo Gallery Manager
  7. Press Release
  8. Government News
  9. Notice Board

C. Government-to-Business (G2B) Modules
  1. E-Tender
  2. Mizoram House Booking
  3. Cyber Café Registration

D. Government-to-Government (G2G) Modules
  1. Quality Management System (QMS)
  2. E-Gazettes
  3. Forensic Laboratory Module
  4. Notification
  5. Circular & Order
  6. Event Module

E. Advisory Modules
  1. SMS Module
  2. E-Mail Module

2.2. USER ACCESS LEVELS

1. **Root User**: Root Users have access to all the Settings other features of the website.

2. **Administrator**: Administrator is the technical in-charge for management of Departments who has a role to create page, post, scroll, arrange Menu, upload media, etc. Administrators can also have the permission to send SMS and E-mail for notification and alert. Within the framework, Administrators can also create and manage Forms by using Form Builder for collect information and data from user and other stakeholders.

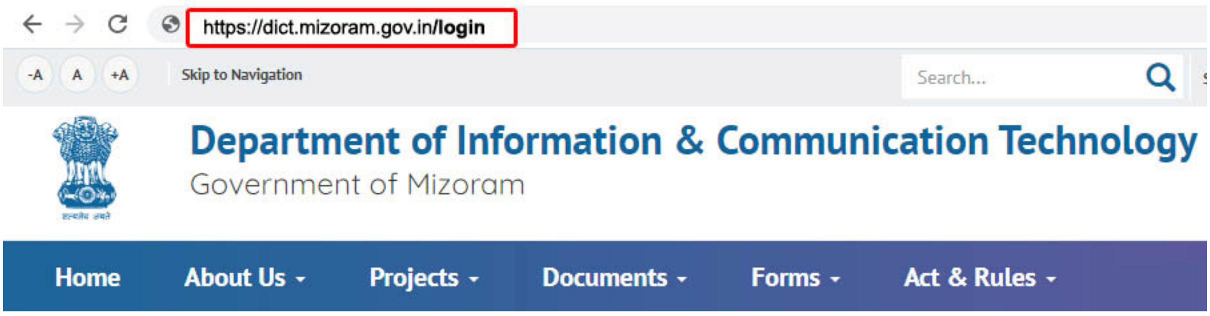
3. **Visitors**: Visitors are unregistered users that have access to front end of the website for acquiring information; they can interact with Web Manager for suggestion and complaints through a feedback form in the site.

4. **Employees**: Employees are the assigned users who have permission to manage transaction of file submitted through citizen charter services of the website. Access is granted only to Citizen Charter Services of the website.

3. GETTING STARTED

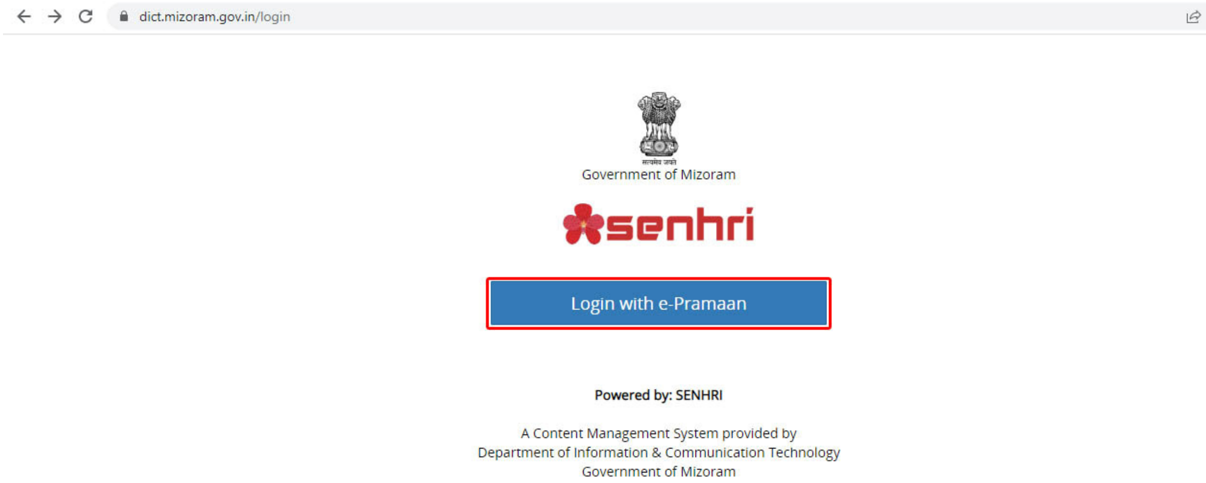
3.1. LOGIN

To Login to the Administrator Panel; type "**/login** or **/admin**" at the end of the website URL as shown in Figure 3.1(a).

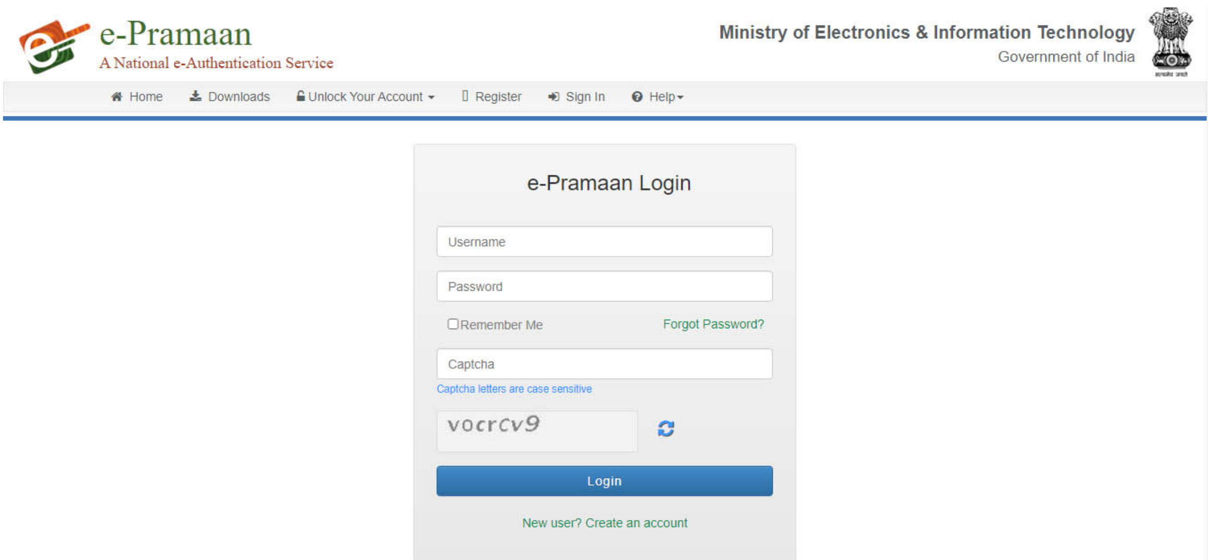


"**/login** or **/admin**"*Fig: 3.1(a)*

After entering the Login page, the User Administrator have to click **"Login with e-Pramaan"** (*Figure 3.1(b)*) and will be redirected to e-Pramaan Login page where he/she need to enter e-Pramaan Username and Password (Figure 3.1(c)).

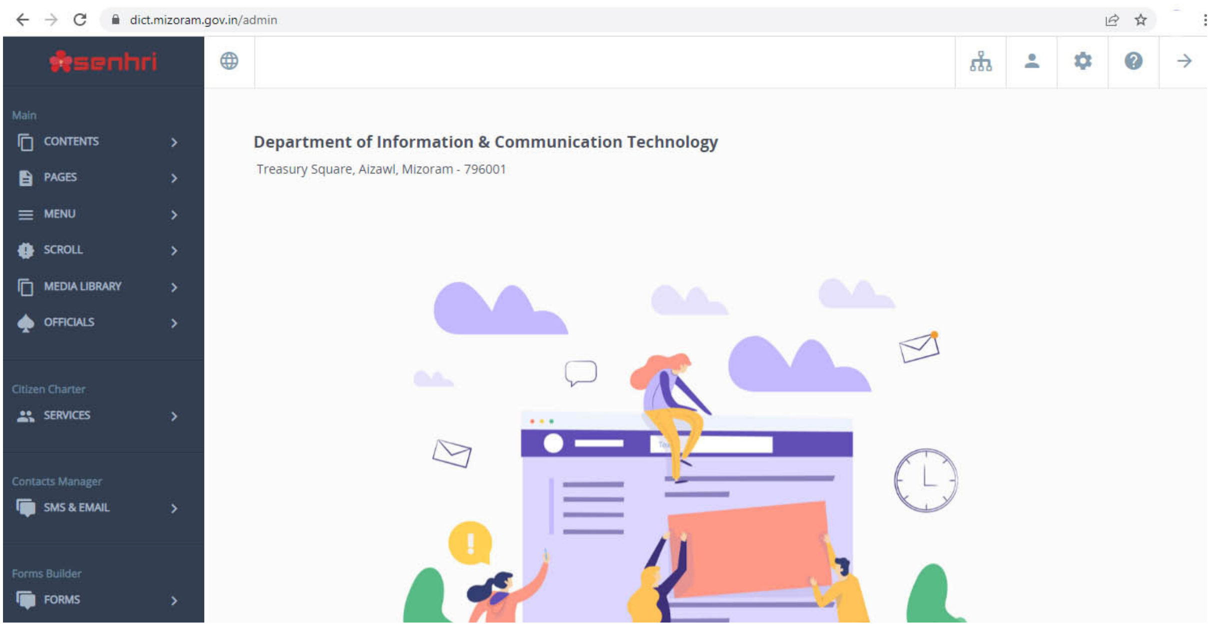


Click **"Login with e-Pramaan"** *Fig: 3.1(b)*



Enter ***e-Pramaan Username and Password - Fig: 3.1(c)***

After entering your **Username, Password** and **Captcha**, the page will redirect back to the Back end Administrator Home Page (Figure 3.1(d).



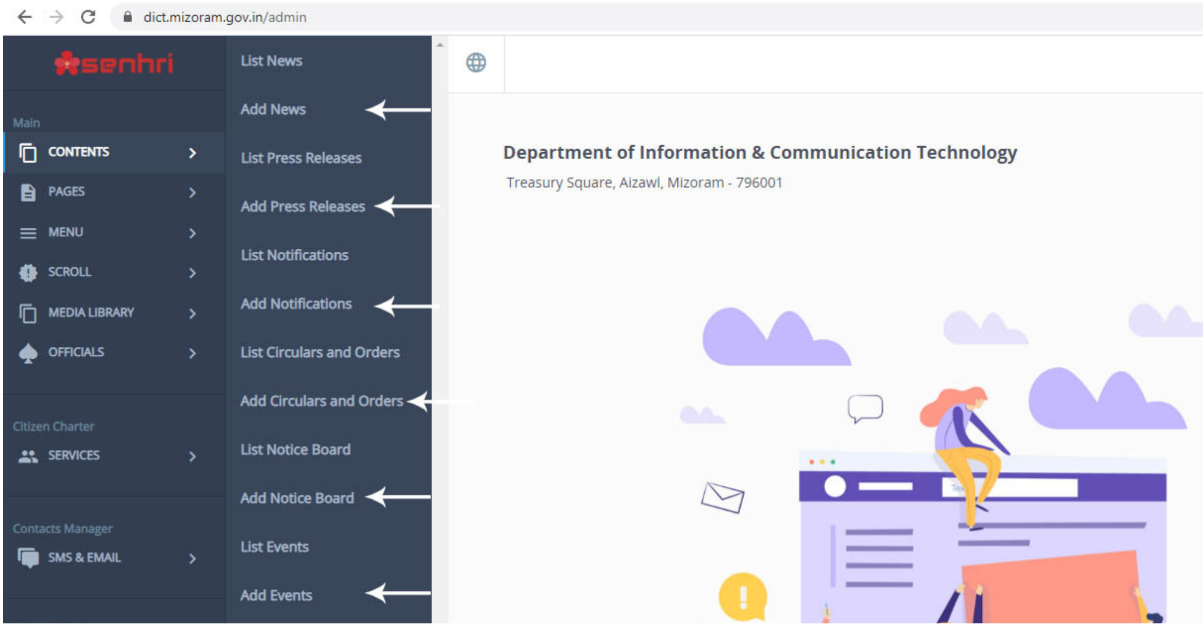
Back end Administrator Home Page - Fig: 3.1(d)

3.2. POST

Post are dynamic page and are displayed in reverse-chronological order with the most recent post at the top of the page

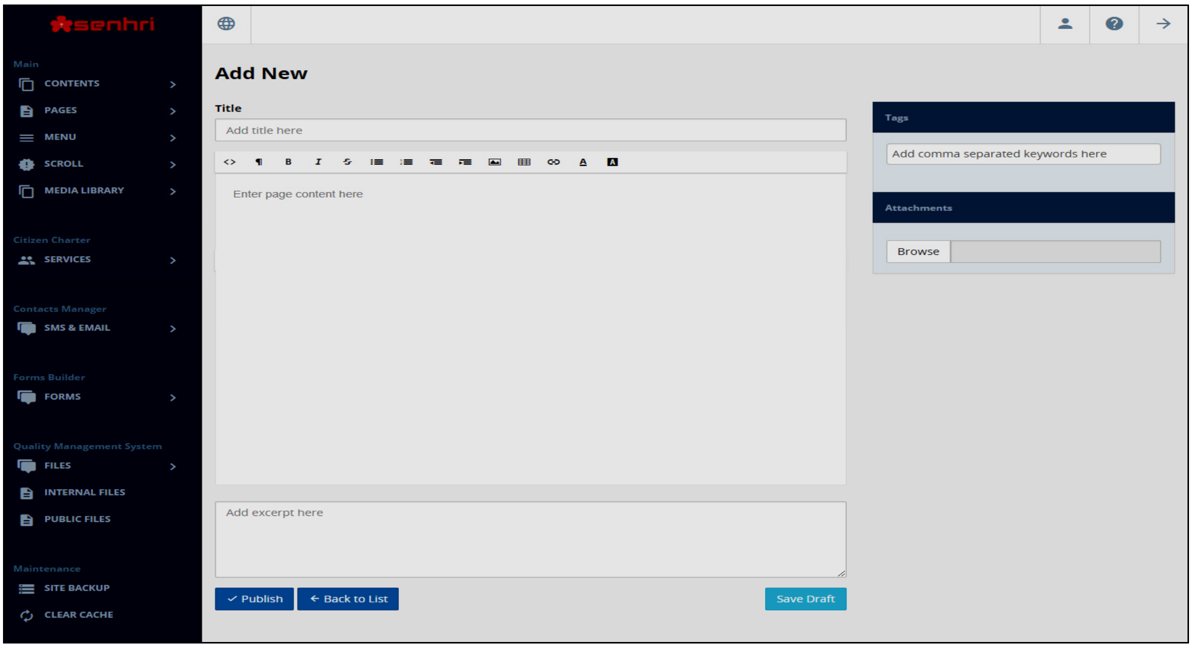
3.2.1. CREATING POST

To create a Post, click **CONTENTS** from the Left Menu and select the desired Post to create by clicking **Add [Post Name]**. (Figure 3.2.1(a))



Add [Post Name] - Fig: 3.2.1(a)

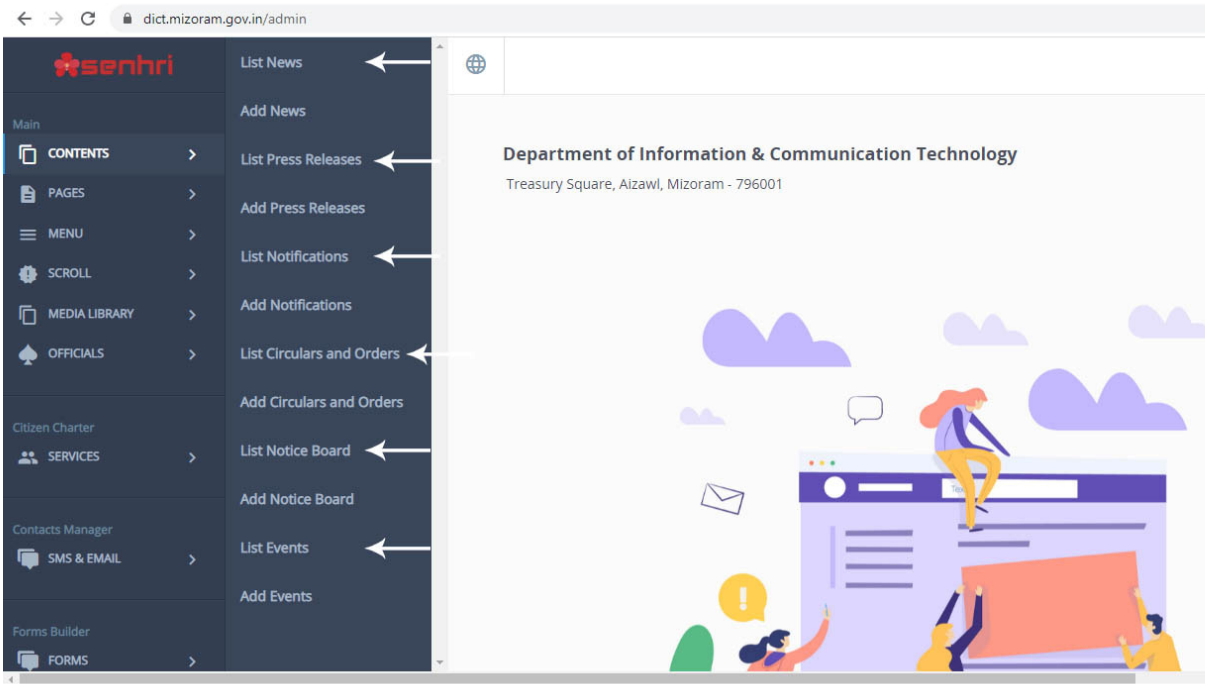
In '**Add New post**', Enter Post **Title**, **Content** of the post, **Excerpt** (optional) and click Publish. You can also save the Post as Draft by selecting "**Save Draft**" button. You can also add **Tags** by entering the tags name separated by comma and **Attachment** by browsing and select from your system.



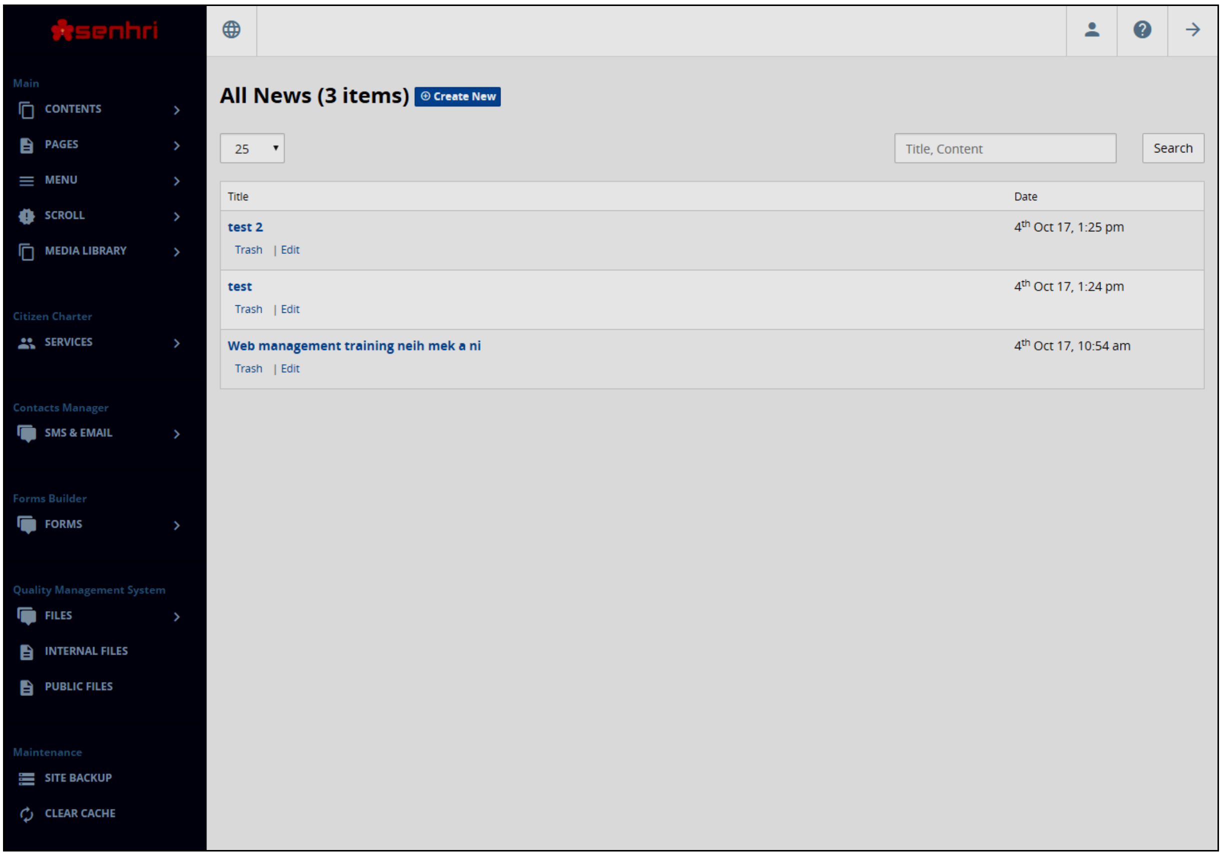
'Add new post/page' Fig: 3.2.1 (b)

3.2.2. LIST POST

To view all the post created click **Content** from the Left Menu (Figure 3.2.2(a)) and select **List [Post Name]**, all Posts created will be displayed (Figure 3.2.2(b)).



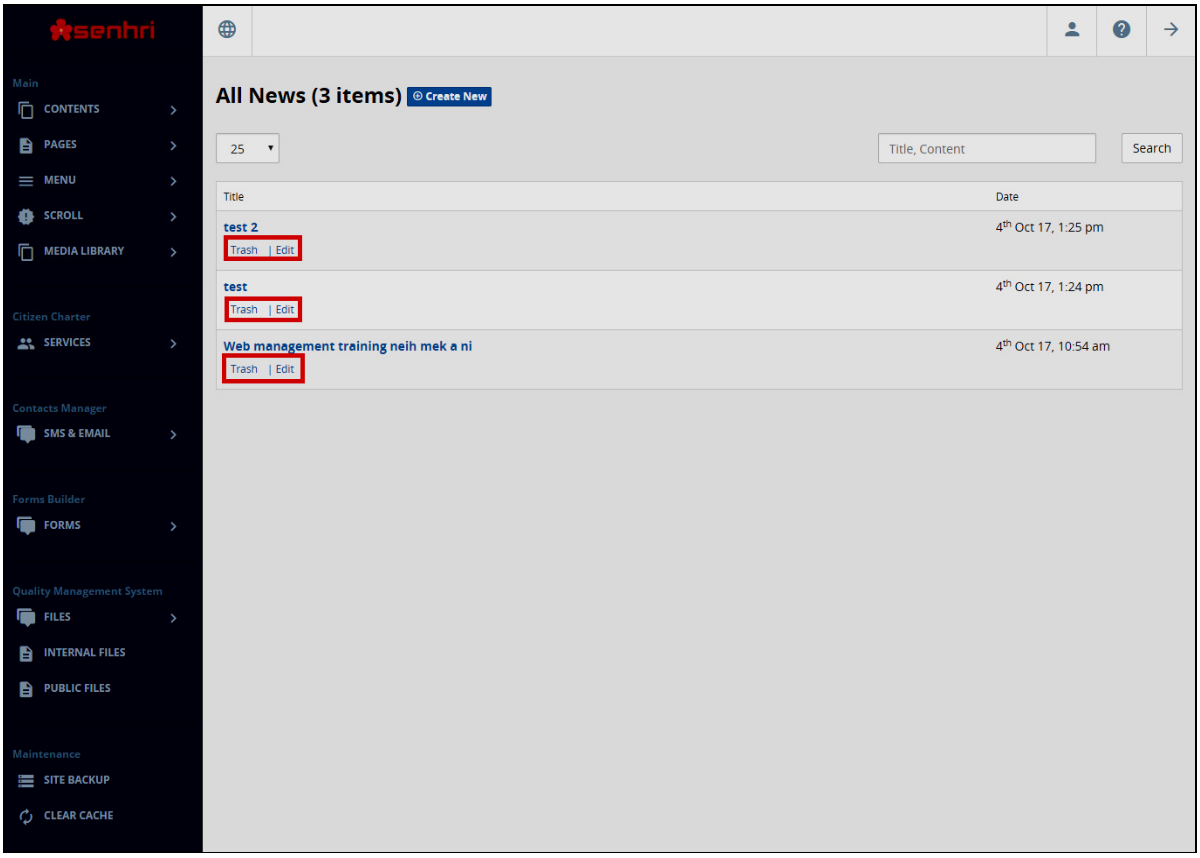
List [Post Name]- Fig: 3.2.2(a)



All Posts created are displayed - Fig: 3.2.2(b)

3.2.3. EDIT/DELETE POST

In order to **Delete** or **Edit** a Post, click List of Post as shown in Figure 3.2.1(a) and select the Post to be deleted. To delete the post click **"Trash"** and to edit the post click **"Edit"** button (Figure 3.2.3) and **Save** after edit.

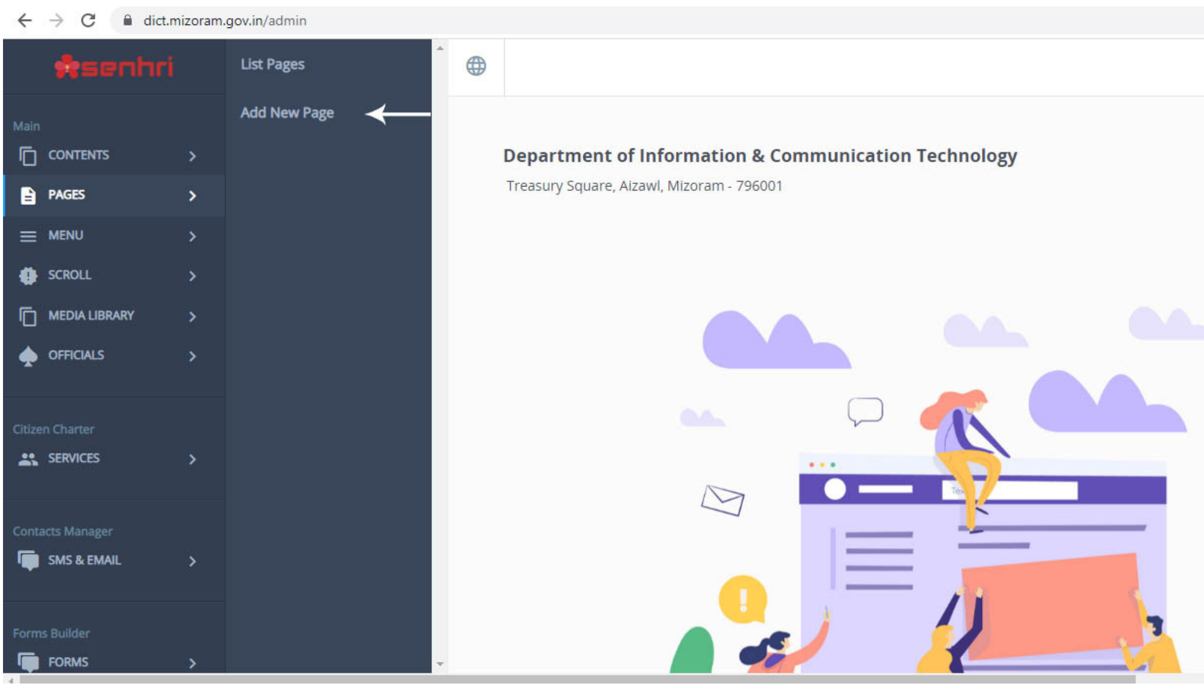


Delete** or **Edit** a Post* ***- Fig: 3.2.3

3.3. PAGES

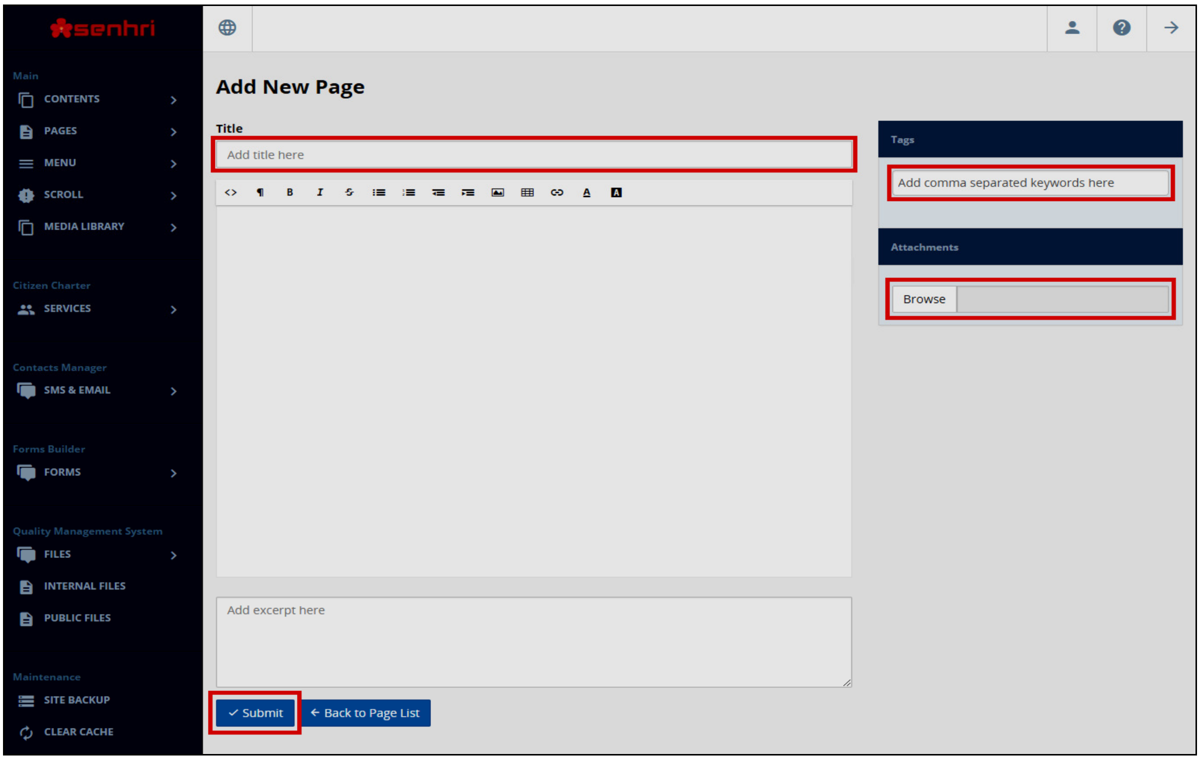
3.3.1. CREATE PAGE

To create Page, select **Pages** from the left menu and click **Add New Page** (Figure 3.3.1(a)).



Add New Page - Fig: 3.3.1(a)

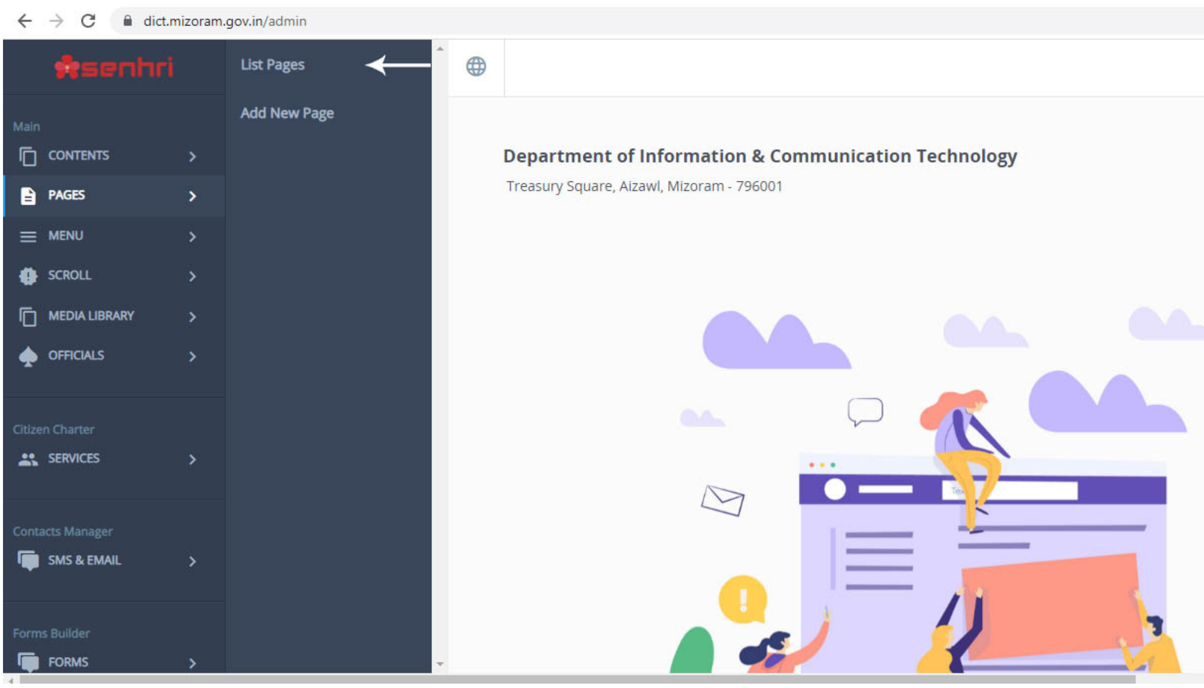
In '**Add New page'**, write Post **Title**, **Content** of the post, **Excerpt** (optional) and click **Submit** (Figure 3.3.1(b)). You can also add **Tags** by entering the tags name separated by comma and **Attachment** by browsing and select from your system.



Title, Content, and Submit - Fig: 3.3.1(b)

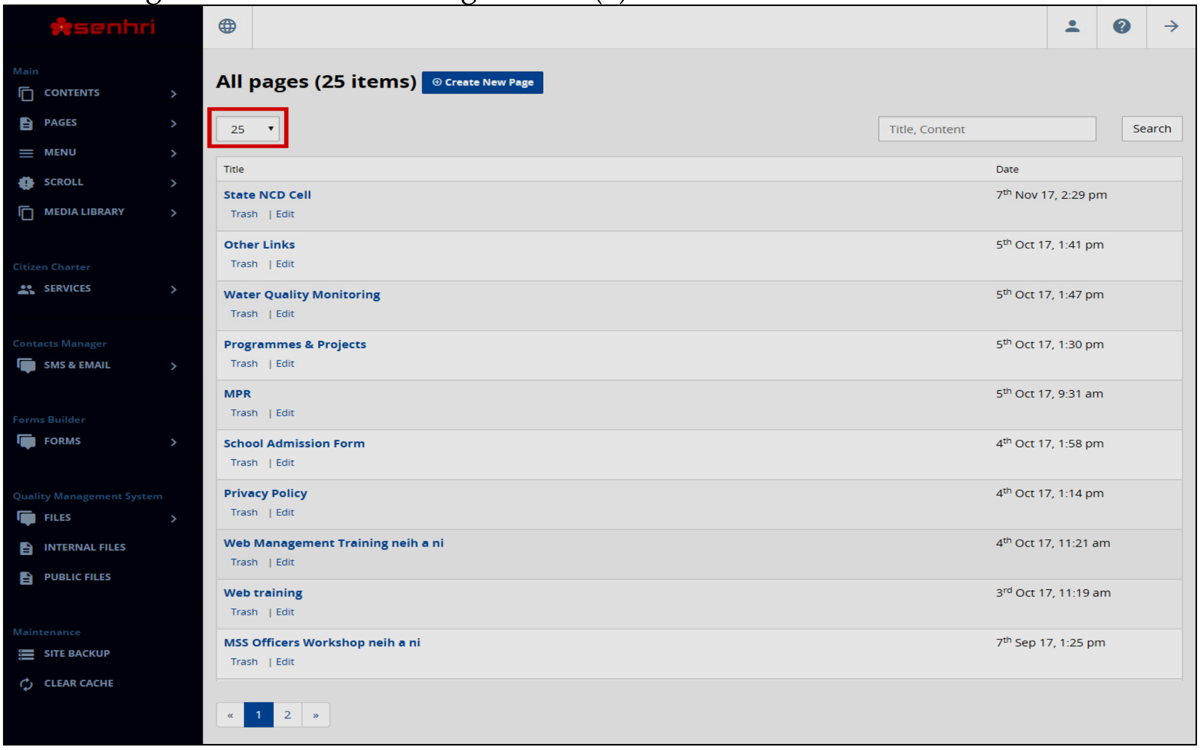
3.3.2. LIST PAGES

To view all the created pages, click **Pages** from the Left Menu (Figure 3.3.2(a)) and select **List Pages**, and all Pages created will be displayed. (Figure 3.3.2(b)).



List Pages - Fig: 3.3.2(a)

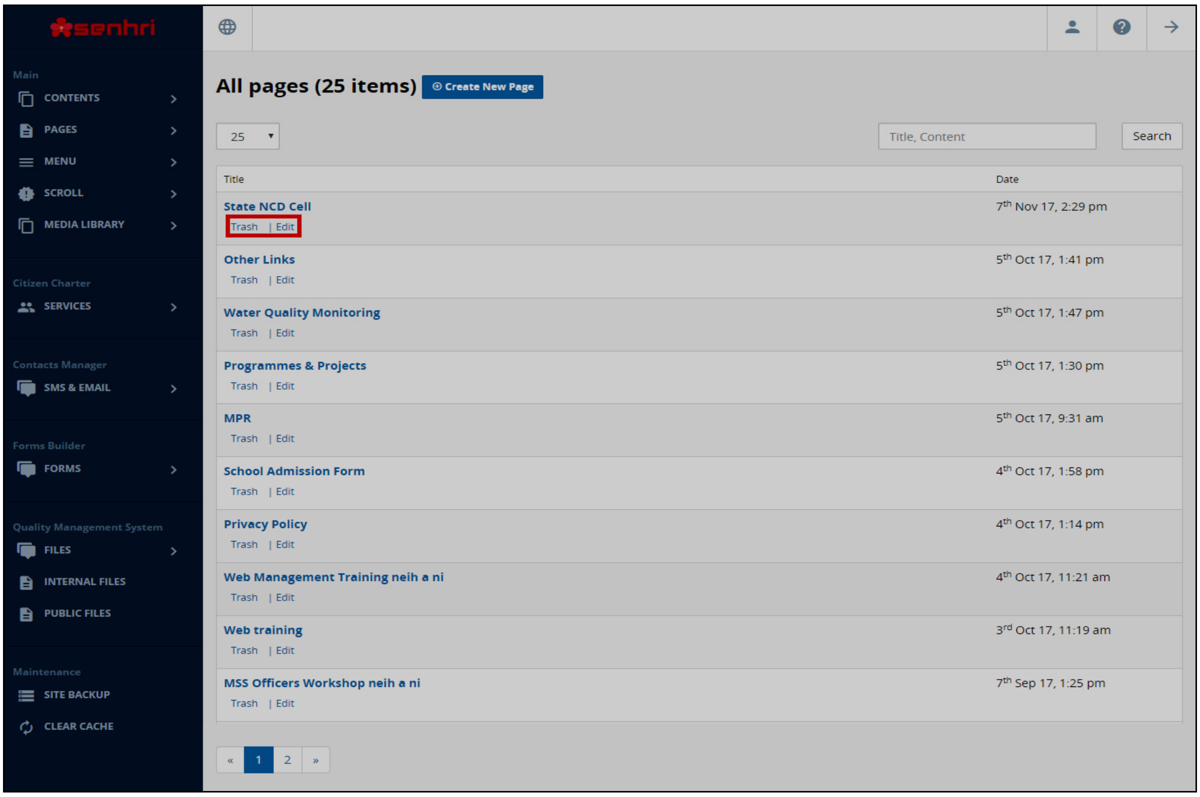
Moreover, you can also select the numbers of Pages to be displayed using the Pagination as shown in Figure 3.3.2(b).



Set numbers of pages to show - Fig. 3.3.2(b)

3.3.3. EDIT/DELETE POST

To **Delete** or **Edit** a Page, click **List of Pages** (Figure 3.3.2(a)), and select a Page to delete or edit. To delete a page click "**Trash**" and select "**Yes**" in a confirmation pop-up. To edit a page click "**Edit**" button (Figure 3.3.3) and **Save** after editing.



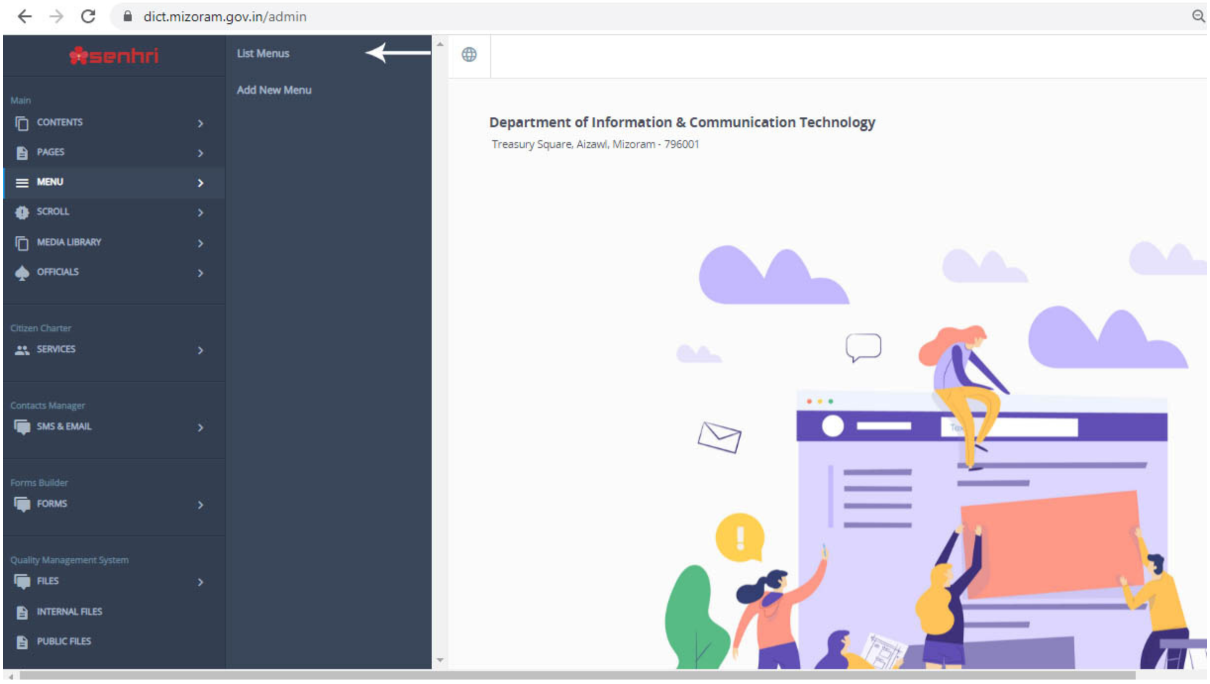
Delete or *Edit* a *Page* **- *Fig: 3.3.3***

3.4. MENU

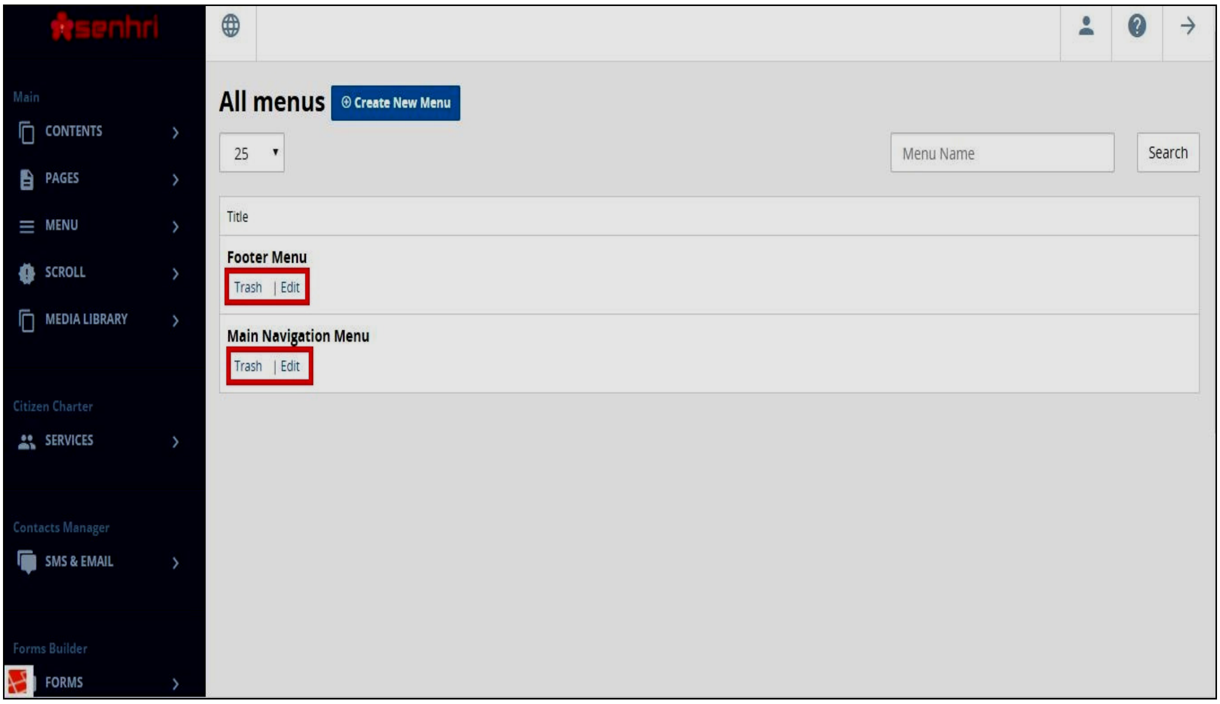
There are two types of Menu i.e. **Main Navigation Menu** and **Footer Menu**, following are the operations of menus.

3.4.1. MANAGE MENU

To manage and arrange a Menu, click **Menu** from the left pane and select **List Menus** (Figure 3.4.1(a)). From the listed menu i.e. Main Navigation Menu and Footer Menu, Click "**Edit**" on the appropriate menu to be edited (Figure 3.4.1(b)).

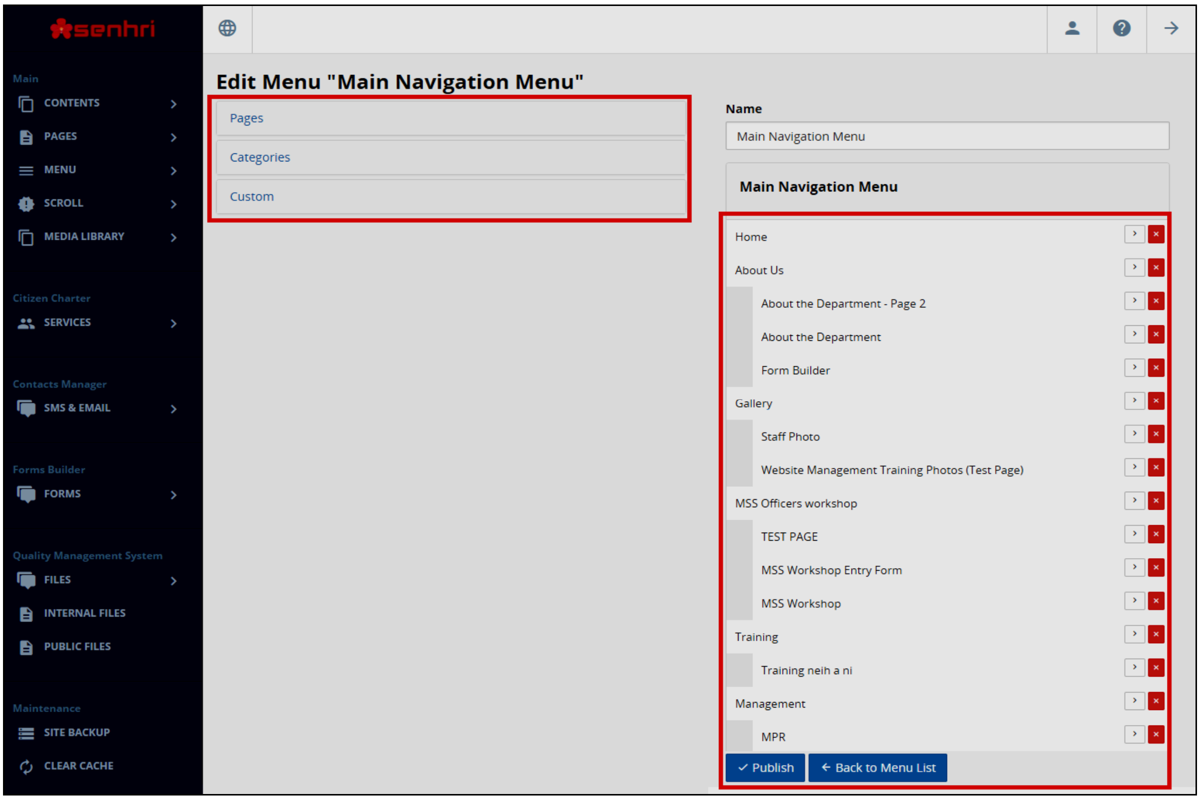


List Menus - Fig: 3.4.1(a)



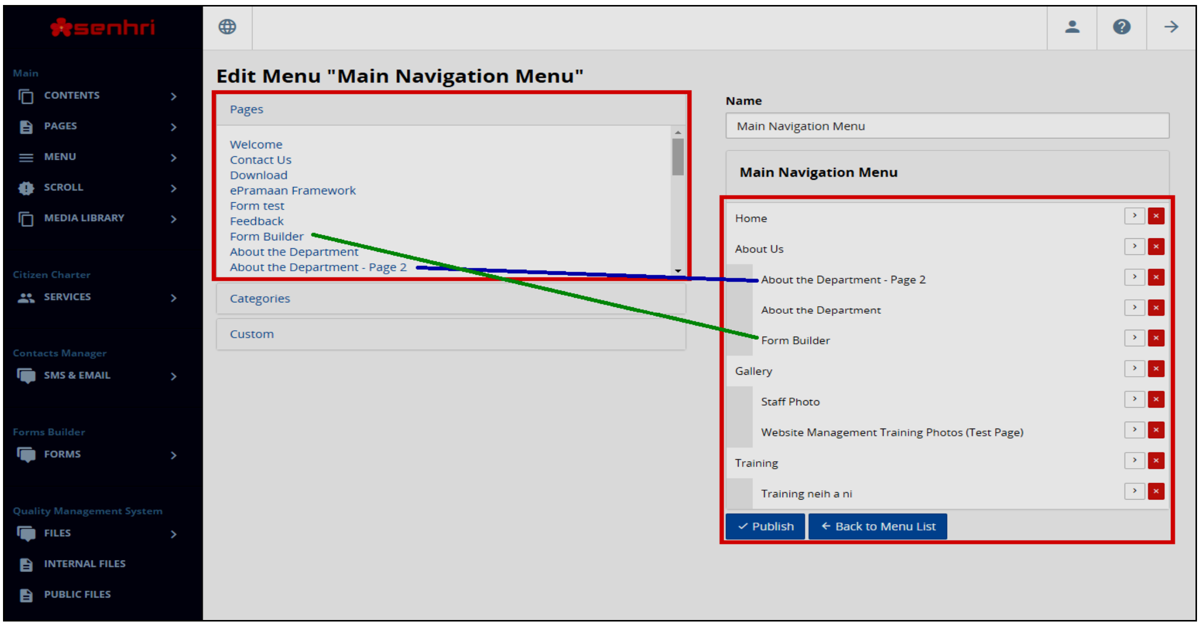
"Edit/Trash"- Fig: 3.4.1(b)

Under the **Edit Menu "Main Navigation Menu"** 3 Sub menus i.e. **Pages, Categories** and **Custom** are shown on the left side. On the right side, list of **Sub Menu Items** under Main navigation are also displayed and we can change the order as desired, (Figure 3.4.1(c)).



"Main Navigation Menu" & List of Sub Menu Items - Fig: 3.4.1(c)

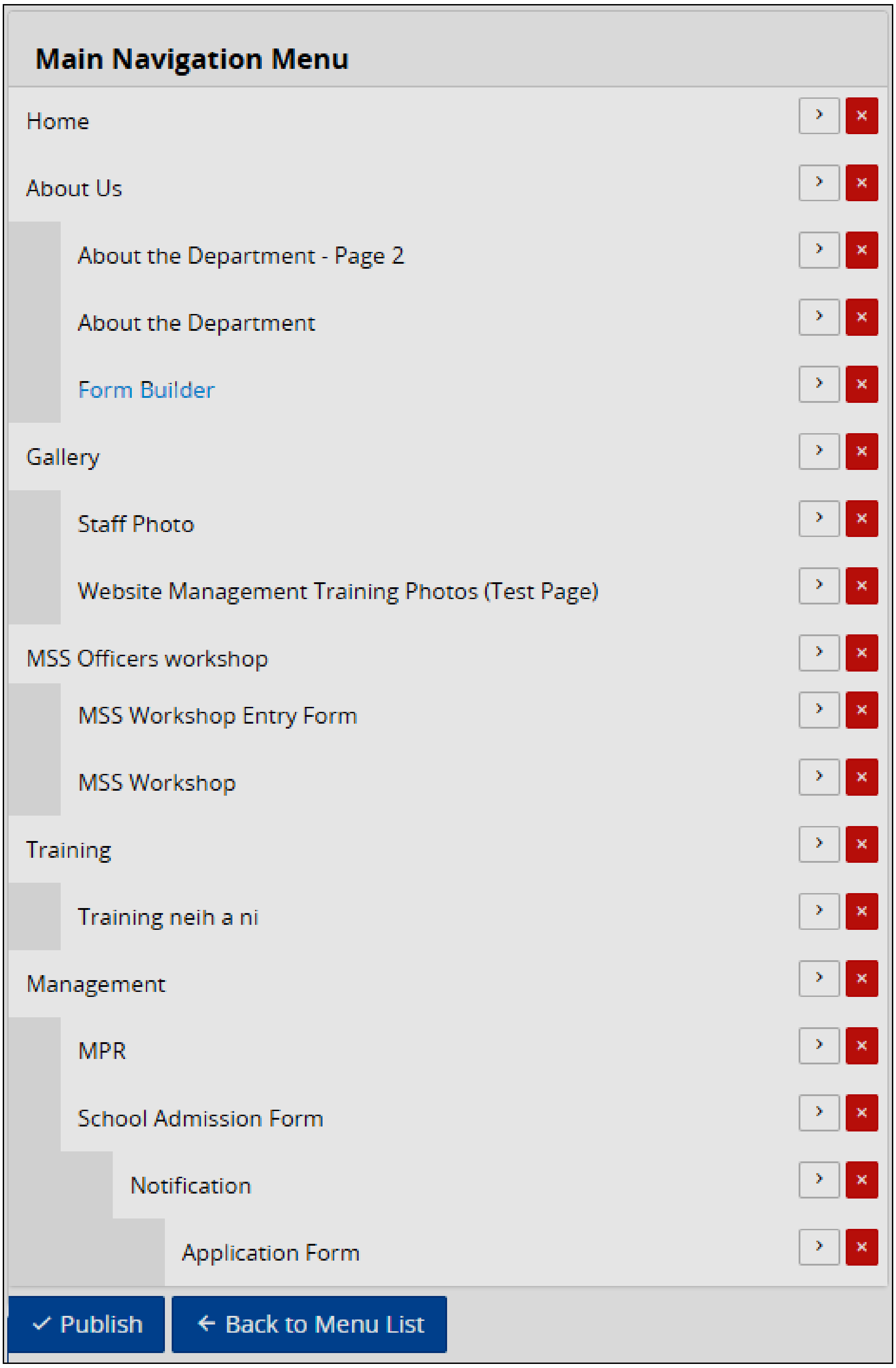
To add **Sub Menu Item** for Main navigation click or select any one of the option i.e. **Pages / Categories / Custom**. If we select **Pages,** all the pages created will be displayed under **'Pages'** and select a page you wanted to insert as **Sub Menu Item** by just clicking it, the Page will then appeared on the Right Sub Menu list (Figure 3.4.1(d)).



Create Sub Menu Items - Fig: 3.4.1(d)

To arrange the Menu Items, you can drag, drop and place it anywhere you like. To move a menu around, move the cursor over the item and when a hand icon appears on the cursor, click the item and move it anywhere.

To create a dropdown, nested menu or sub > [sub menu], move the sub menu item under the desired parent Menu and drag to the right side slowly and release it. To create another nested item you may do the same way. (Figure 3.4.1(e)).
Note: Footer Menu cannot have drop down/nested menu.

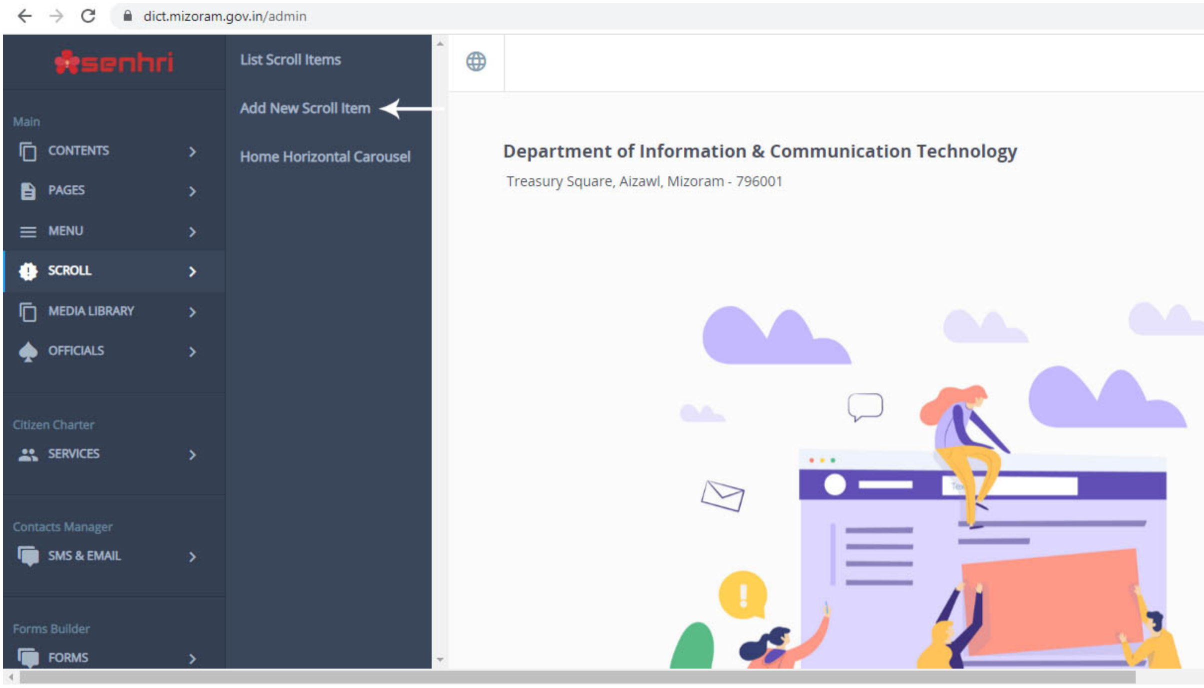


Create a dropdown, nested menus or sub menus - Fig: 3.4.1(e)

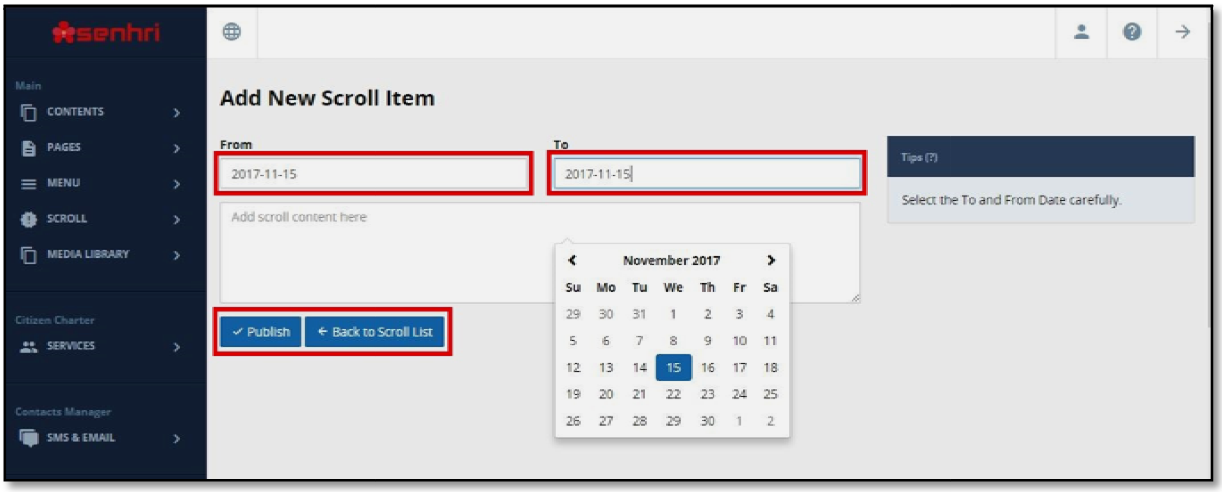
3.5. SCROLL

3.5.1. CREATE SCROLL

Click **Scroll** on the Left Menu and select "**Add New Scroll Item**" (Figure 3.5.1(a)). In new Scroll page, set the duration for the Scroll to appear by selecting the date **"From" and "To"** as shown in the figure (Figure 3.5.1(b)) and write the content for the scroll and click **Publish**.



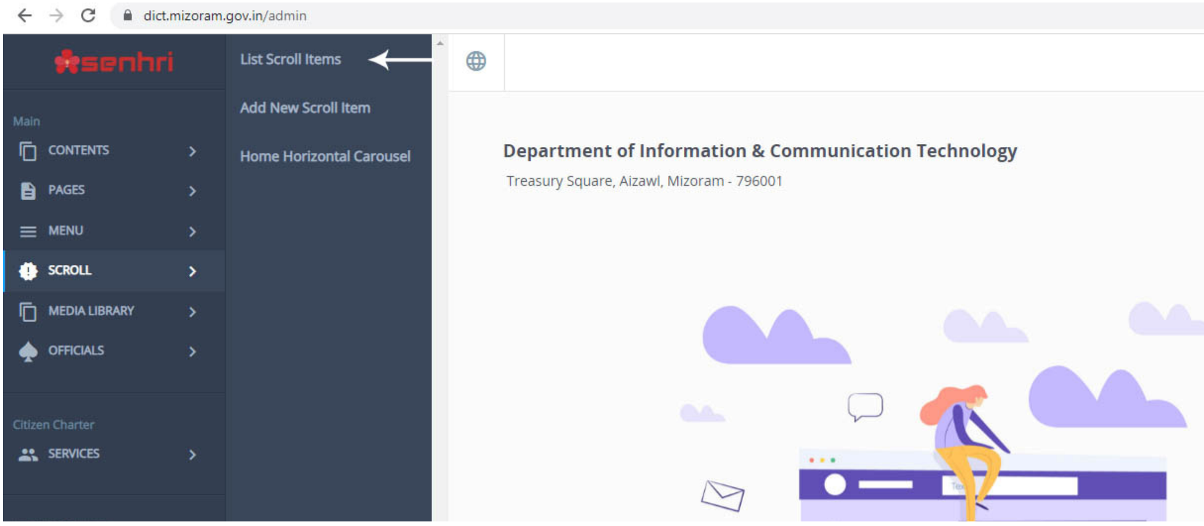
Add New Scroll Item - Fig: 3.5.1(a)



Set date "From" and "To" - Fig: 3.5.1(b)

3.5.2. LIST / EDIT / DELETE SCROLL ITEMS

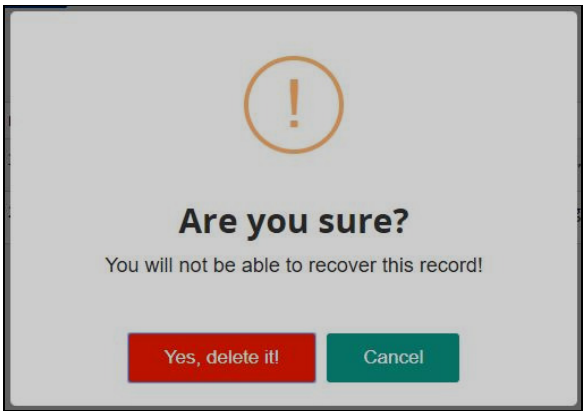
You can **view**, **edit** and **delete** scroll items by clicking '**List Scroll Items**' from **Scroll menu**, (Figure 3.5.2(a)).



List Scroll Items - Fig: 3.5.2(a)

To edit the scroll items, click **Edit** (Figure 3.5.2(b)) on the item and after modify the contents or duration of the scroll, click **Publish** to complete edit. To delete a scroll, click Trash and select Yes in the confirmation pop-up (Figure 3.5.2(c)). You can also search the Scroll content from Search box. (Figure 3.5.2(b))

Edit scroll items - Fig: 3.5.2(b)

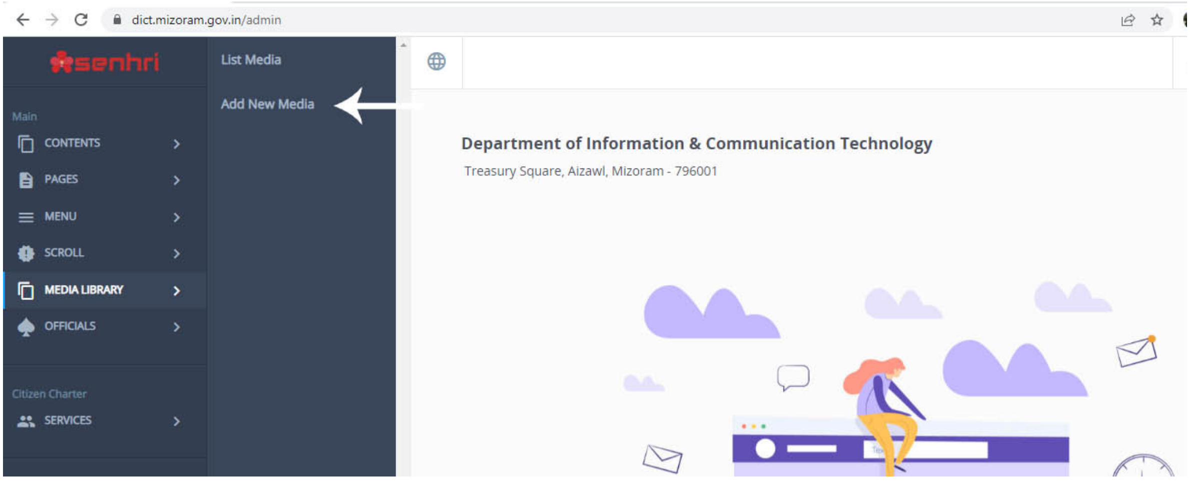


Click Trash and select yes in the confirmation pop-up - Fig: 3.5.2(c)

3.6. MEDIA LIBRARY

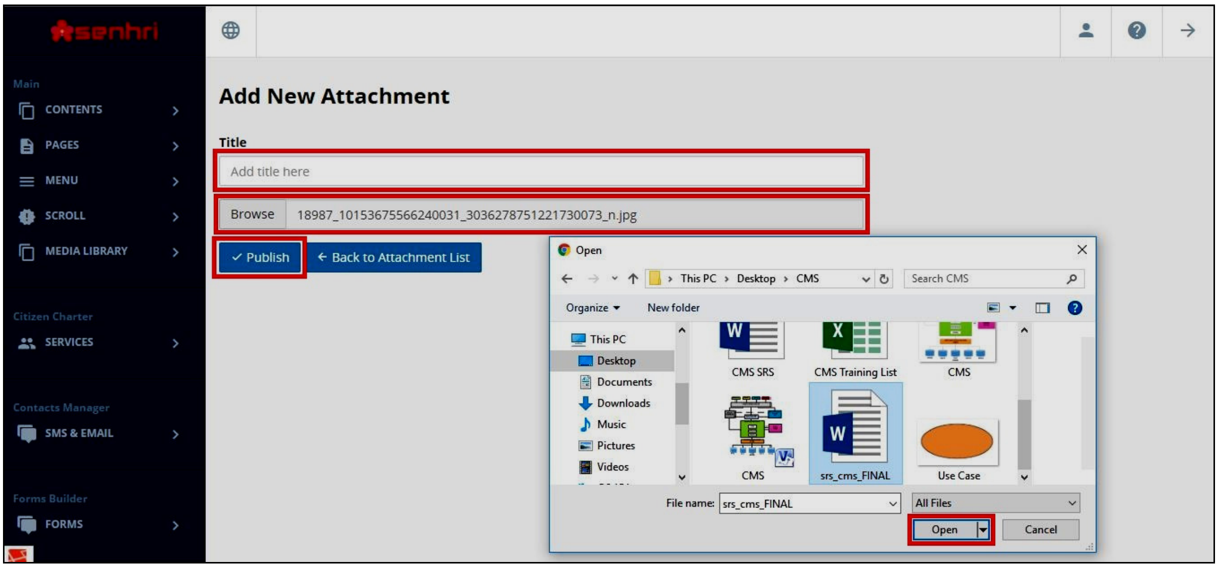
3.6.1. ADD NEW MEDIA

On the left menu click **Media Library**, select **Add New Media** (Figure 3.6.1(a)).



Add New Media - Fig: 3.6.1(a)

In **Add New Attachment** page, **add the title** for the file to be uploaded and click Browse, a pop-up window will appear to navigate your file, select a file and click open to upload. **Click publish** to upload you file.

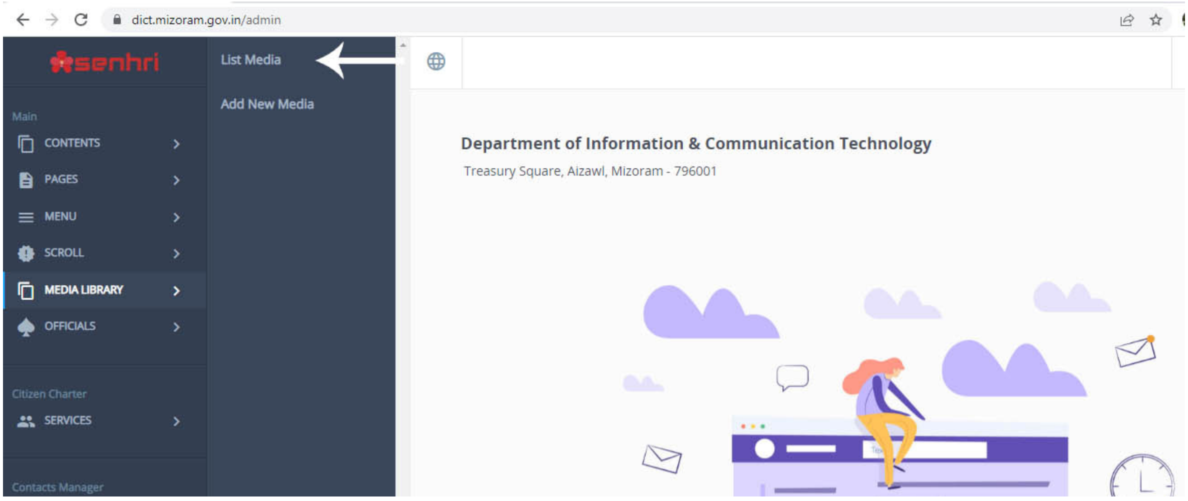


Add New Attachment - Fig: 3.5.1(b)

***Note**: Media files such as Video, Music, Document, etc. not more than 10 Mb per file can be uploaded.*

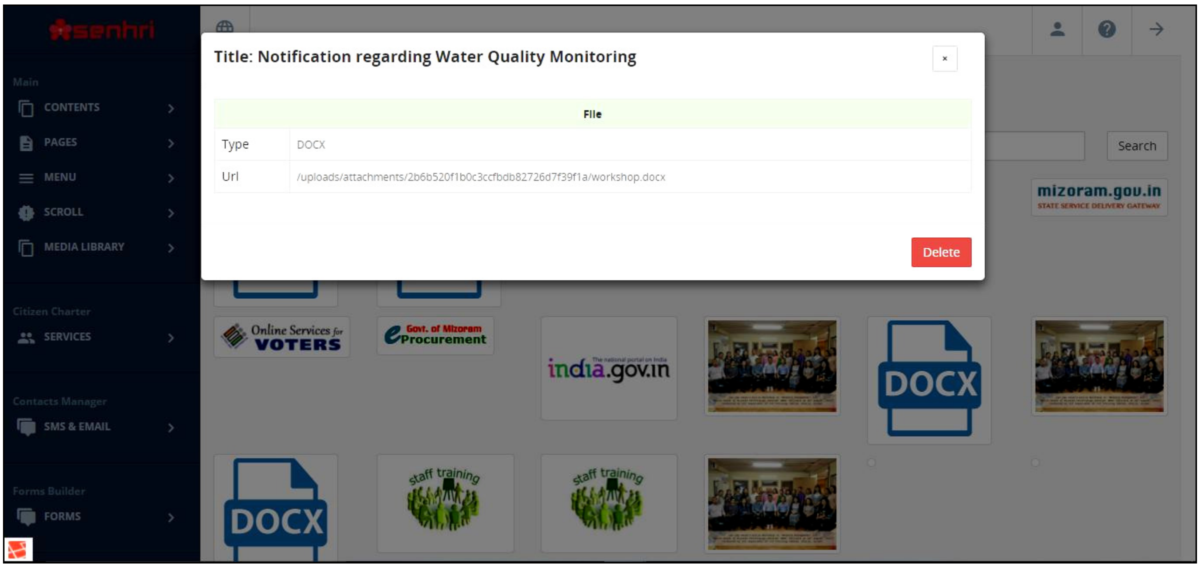
3.6.2. LIST/DELETE MEDIA

To **view** or **delete** the media, click Media Library and select **List Media** (Figure 3.5.2(a)). The Attachment page will show all the uploaded media file. (Figure 3.5.2(b)).

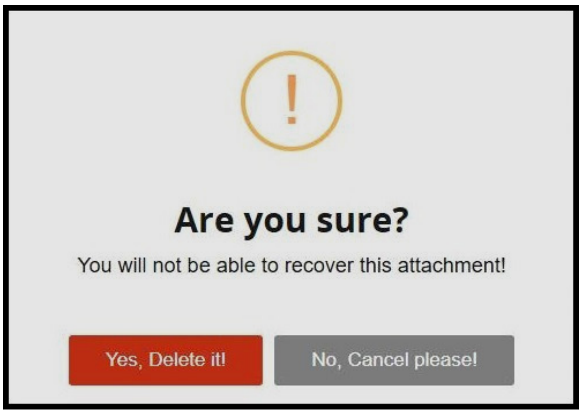


List Media - Fig: 3.5.2(a)

Select the media to be deleted (Figure 3.5.2(b)), and click the **Delete** button and select '**Yes**' in the confirmation pop up. (Figure 3.5.2(c)).



Delete Media file - Fig: 3.5.2(b)



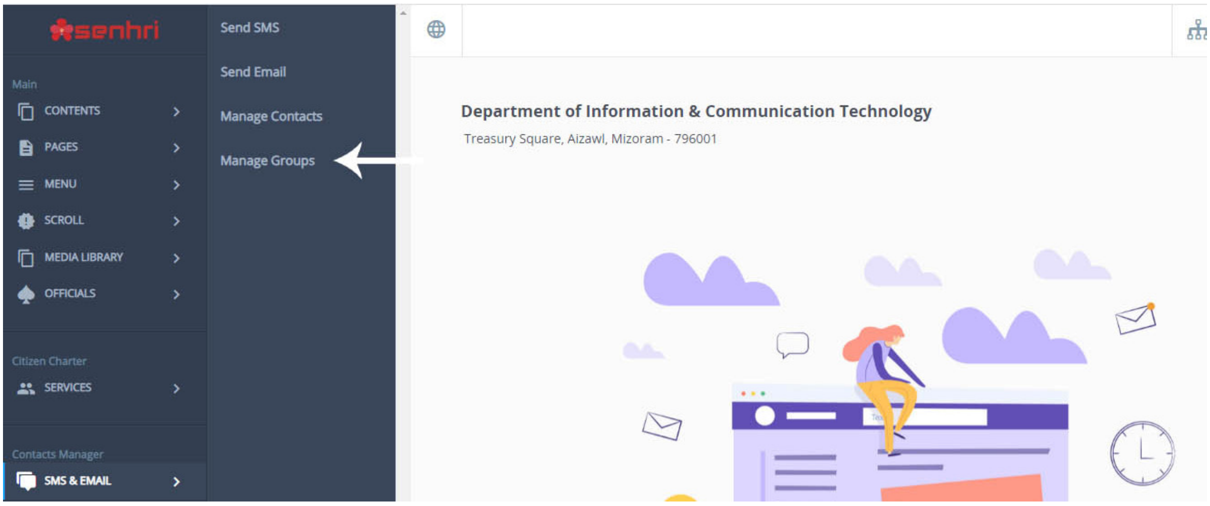
Conformation pop-up - Fig: 3.5.2(c)

3.7. SMS AND EMAIL

Using this CMS you can send bulk **SMS** and **e-Mail**. To send an SMS and e-mail we have to select Contact Number/e-Mail from Contact List, otherwise you can enter contact number and e-mail address manually.

3.7.1. MANAGE GROUPS

To manage groups click **SMS & Email** from the left menu and select **Manage Groups** (Figure 3.6.1(a)).

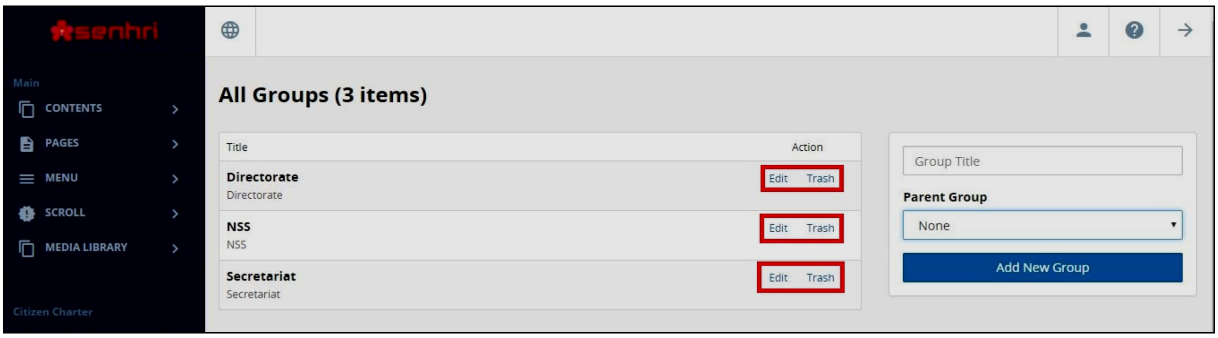


Manage Groups - Fig: 3.6.1(a)

In **Manage Groups** - you can create New Group of contact by entering the Group title on the right side of the page (Figure 3.6.1(b)). You can also assign the Parent Group (You need to first create at least one group). After you enter the **Group Title** and parent group(if any), click "**Add New Group**" button.

Add New Group - Fig: 3.6.1(b)

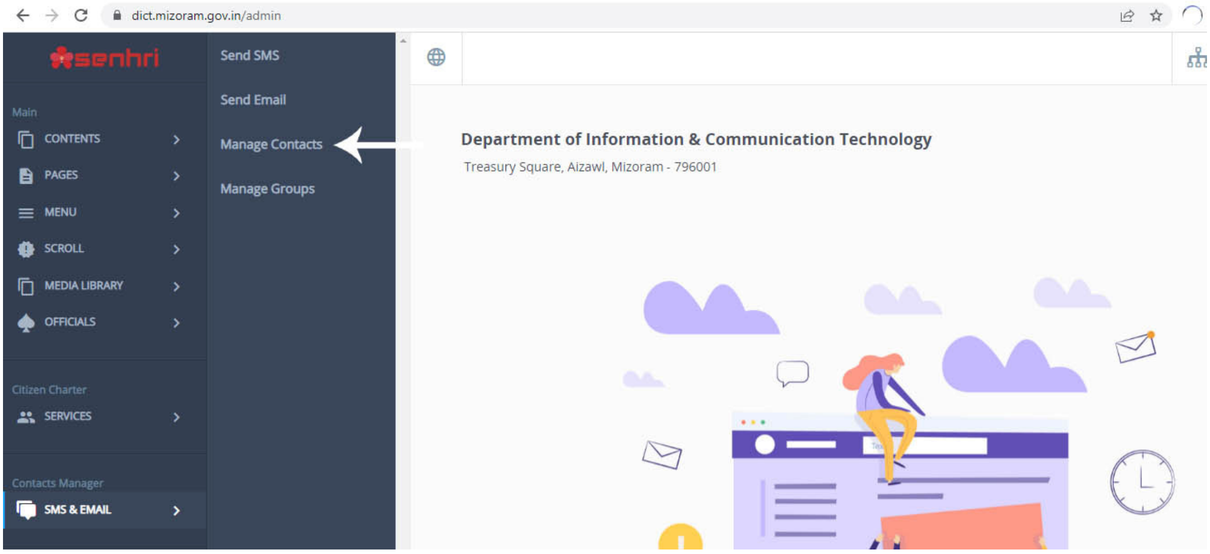
You can also **Edit** and **Delete** the Group by clicking "**Edit**" and "**Trash**" button (Figure 3.6.1(c)).



Edit and Delete Group - Fig: 3.6.1(c)

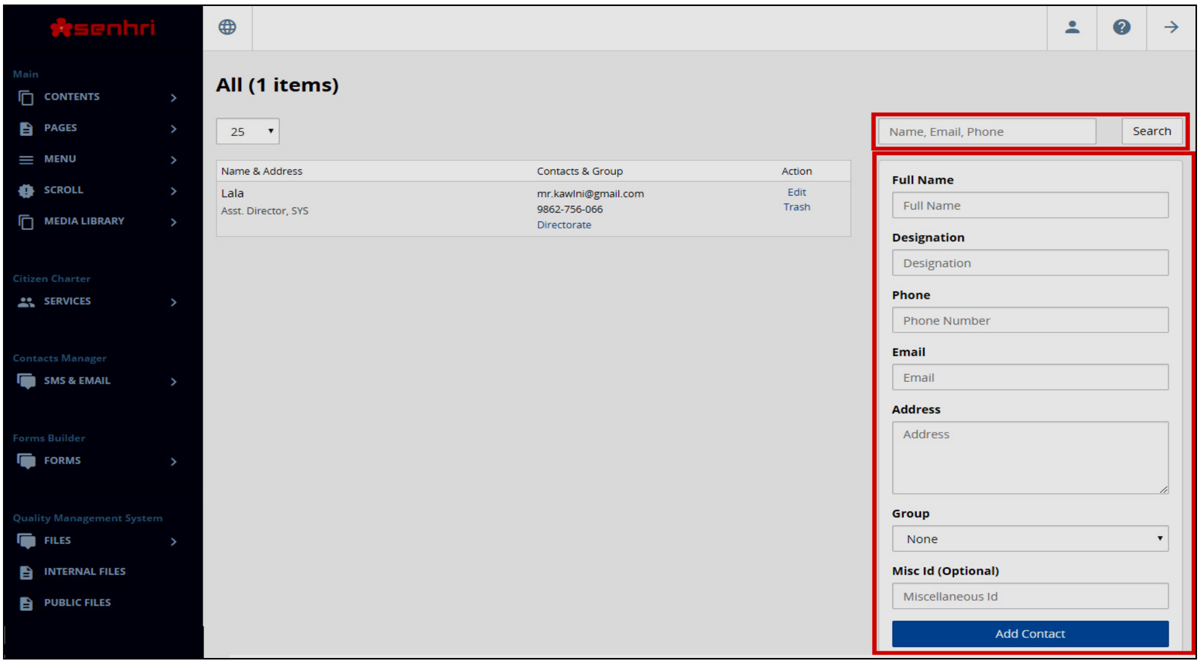
3.7.2. MANAGE CONTACT

To manage Contact click **SMS & Email** from the left Menu and select **Manage Contact** (Figure 3.6.2(a))



Manage Contact - Fig: 3.6.2(a)

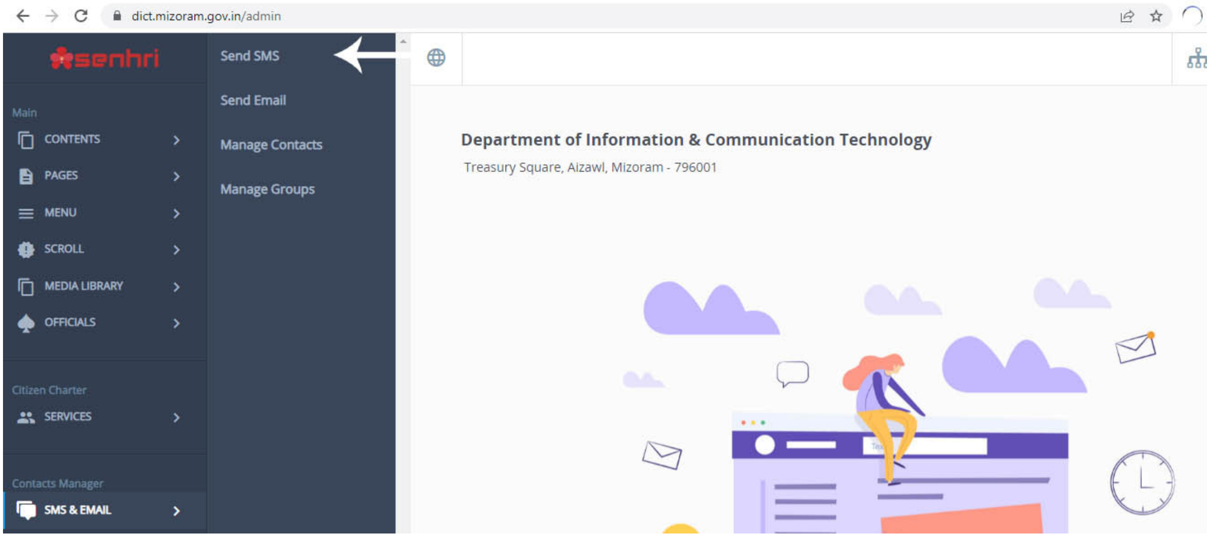
In **Manage Contact** page you can view all the contacts saved and Search box is also provided. On the right pane you can **add new contact** by filling up the form. (Figure 3.6.2(b)). From the same page, you can also edit or delete a contact by clicking "**Edit**" and "**Trash**" button in the contact.



Add new contact - Fig: 3.6.2(b))

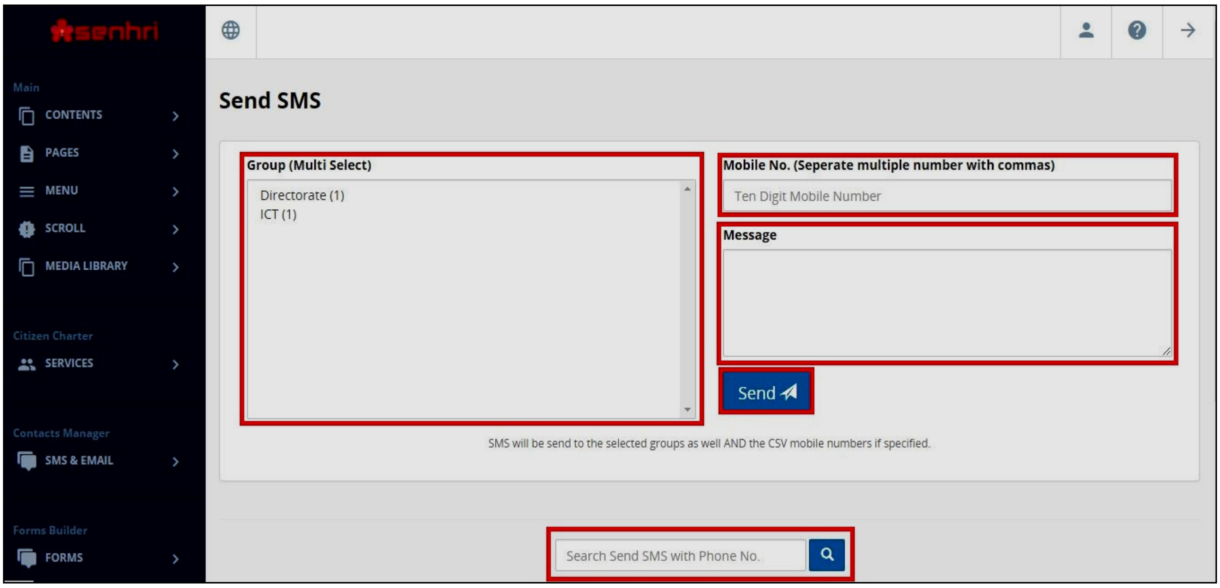
3.7.3. SEND SMS

Click **SMS & Email** from the left Menu and select **Send SMS** (Figure 3.7.3(a)).



Send SMS & Email - Fig: 3.7.3(a)

To **send SMS**, select **Group** of contact or enter 10 Digit mobile number; and type the message (160 characters per SMS) and click **Send**. You can also send to multiple contacts by entering the mobile number separated by commas. (Figure 3.7.3(b)).

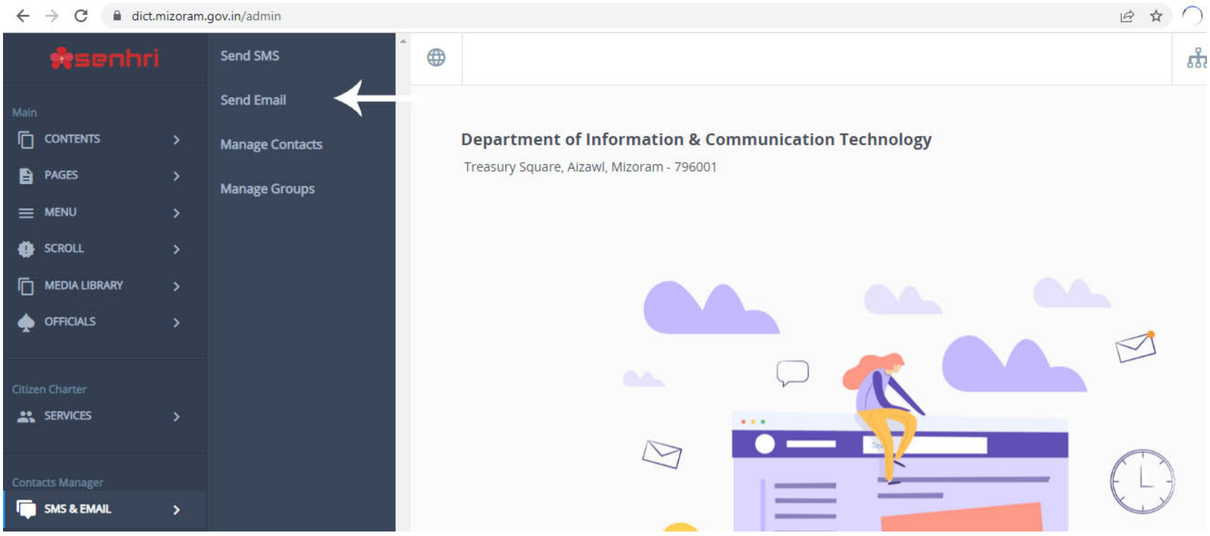


Send SMS - Fig: 3.7.3(b)

To search the sent SMS, enter the mobile number in the search box, the entire message sent will be displayed.

3.7.4. SEND EMAIL

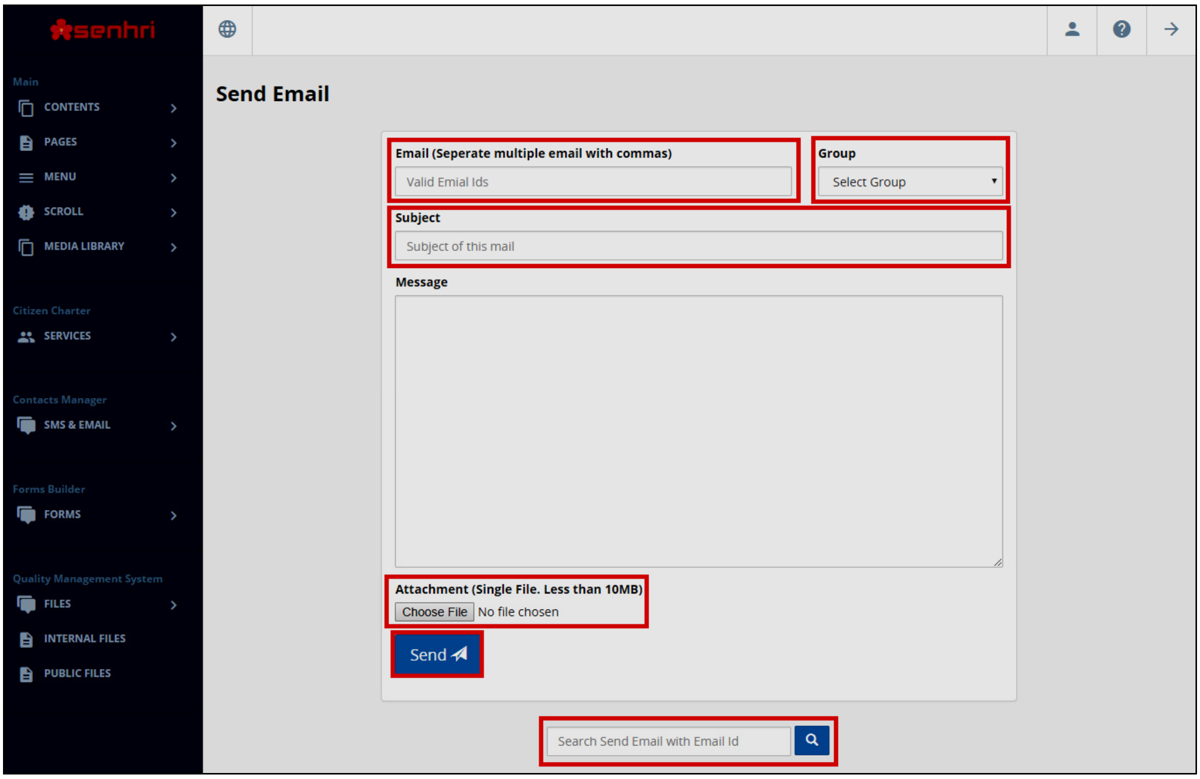
To send an Email, click **SMS & Email** from the left menu and select **Send Email**.



Send Email - Fig: 3.7.4(a)

In **Send Email** page, enter the recipient e-mail, Subject, Message and click Send. You can also attach a file less than 10MB (Figure 3.7.4(b)).

To send multiple e-mail, enter the e-mail address separated by commas or you can select Contact Group from the dropdown.



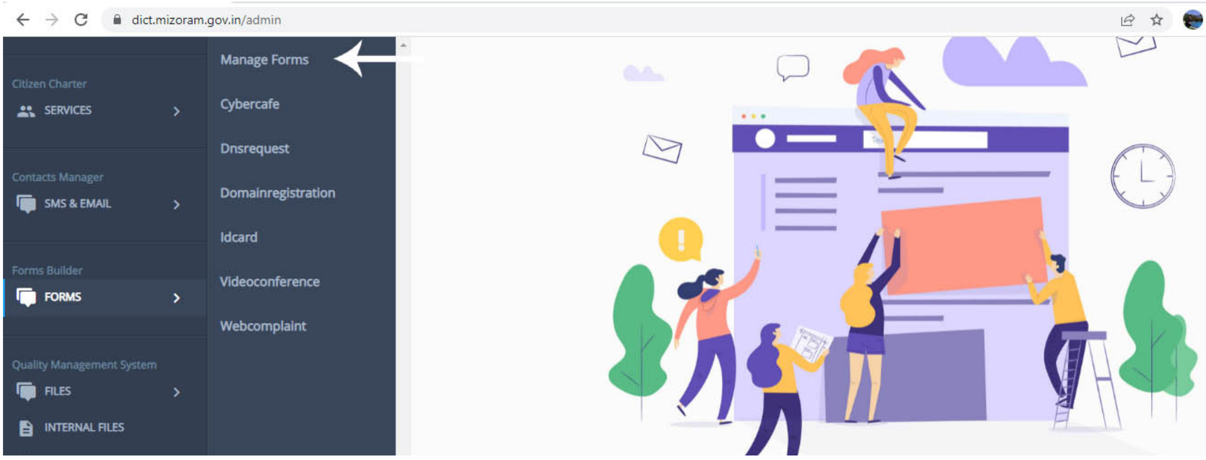
Send Email - Fig: 3.7.4(b)

To search the sent email, enter the email address in the search box and click the search button, all the mail sent to that address will be shown.

3.8. FORM BUILDER

3.8.1. CREATE FORM

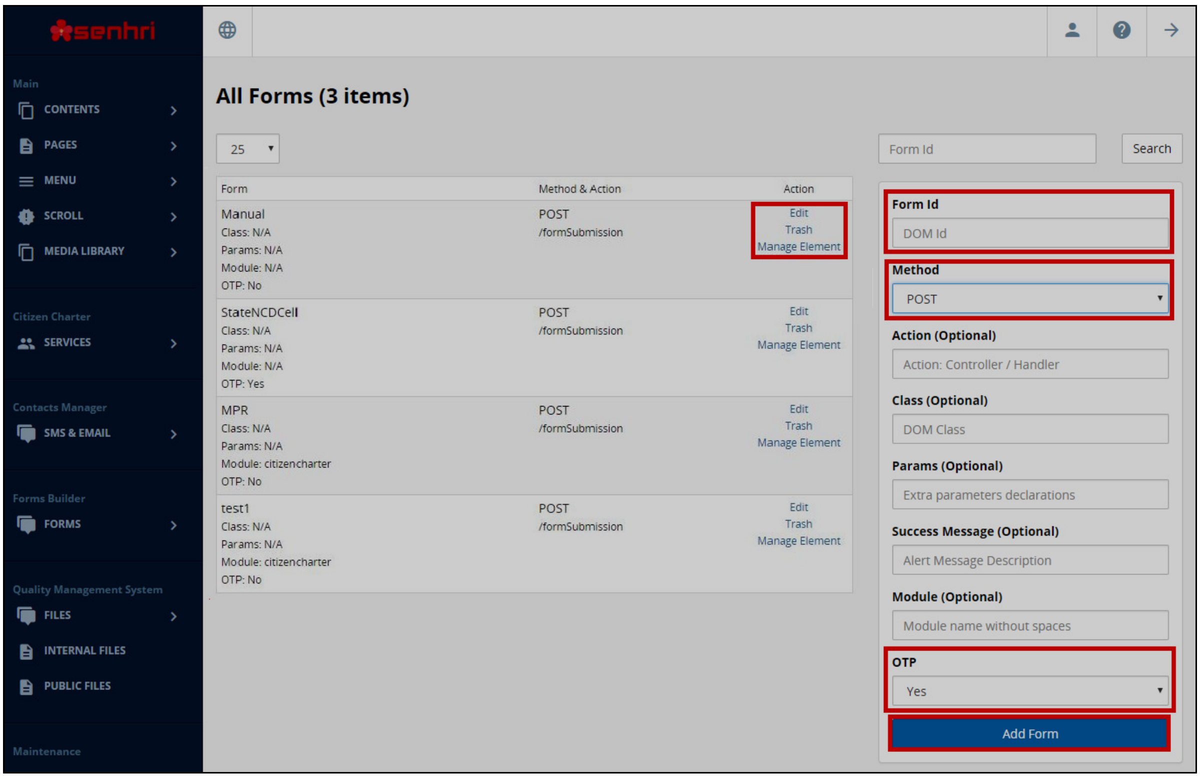
You can create different web form using the Form builder. To create a form click **Forms** under Form Builder from the left menu and select **Manage Forms** (Figure 3.8.1(a)).



Manage Forms - Fig: 3.8.1(a)

In **Manage Forms** page, you can create a new form on the left pane by entering **Form ID** (space not allowed) and select POST in the **Method** field from the dropdown. One time password verification can also be set for the form by selecting Yes/No in the OTP field and click **Add Form** to finish. All the forms created will be displayed on the main page as **All Forms**. (Figure 3.8.1(b)).

As shown in figure 3.8.1(b) you can **edit**, **delete** and **manage element** for each form.



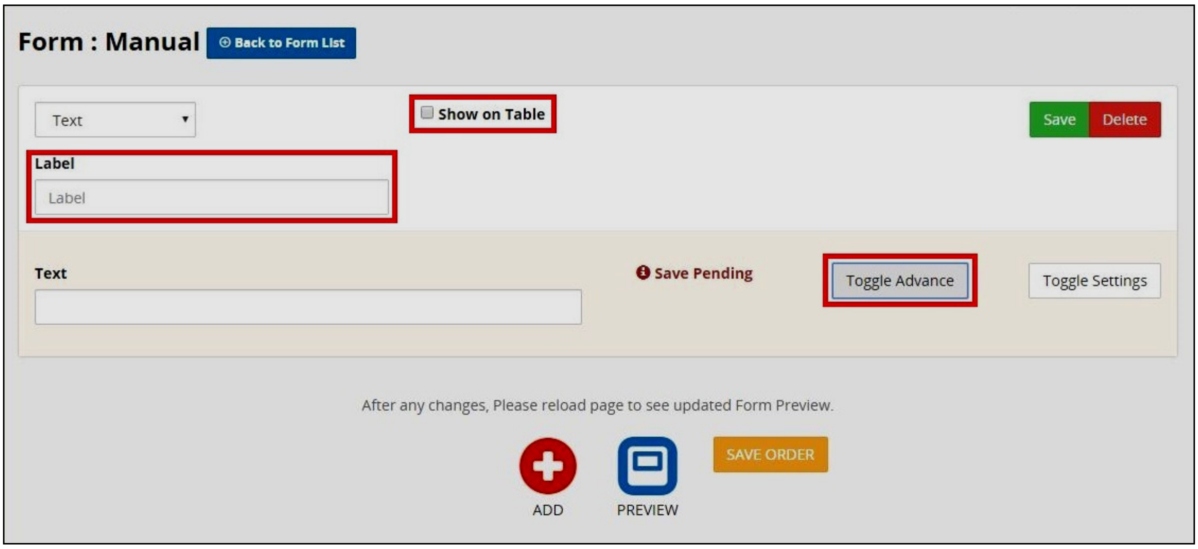
Edit, delete and manage element - Fig: 3.8.1(b)

3.8.2. MANAGE ELEMENT

To **manage** or **add element** click **Manage element** (Figure 3.8.1(b)) and a new page will open where you can add different **elements** *(Button, Checkbox, Date, Dropdown, Email, File, Number, Textbox, Text area, etc.)*(Figure 3.8.2(a))

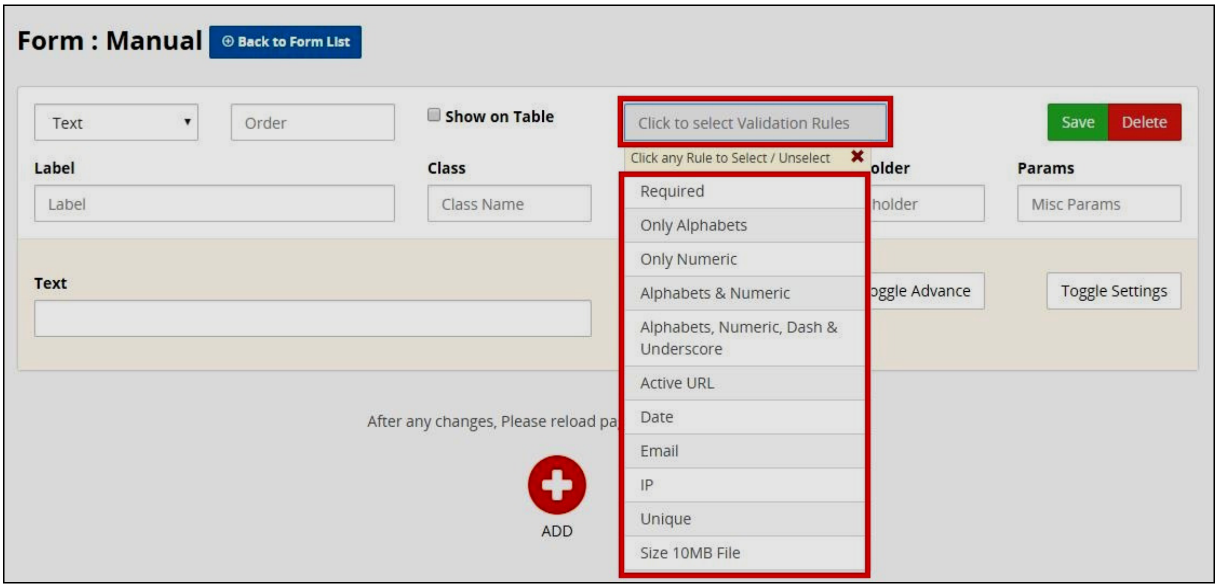
Manage or *add element* - *Fig: 3.8.2(a)*

Firstly, click **Add** and select the element you want to use in the form in the dropdown list. For example '**select Text**' and a **text field** element will be displayed for the **Form**. (Figure 3.8.2(b))



Manage or *add element* - *Fig: 3.8.2(b)*

Enter the **Label** i.e. title of the field e.g. Name, Father Name, etc., If you want the entered data to be shown in the backend click/check '**Show on Table**' checkbox, (Figure 3.8.2(b)).



Add Validation Rules - Fig: 3.8.2(c)

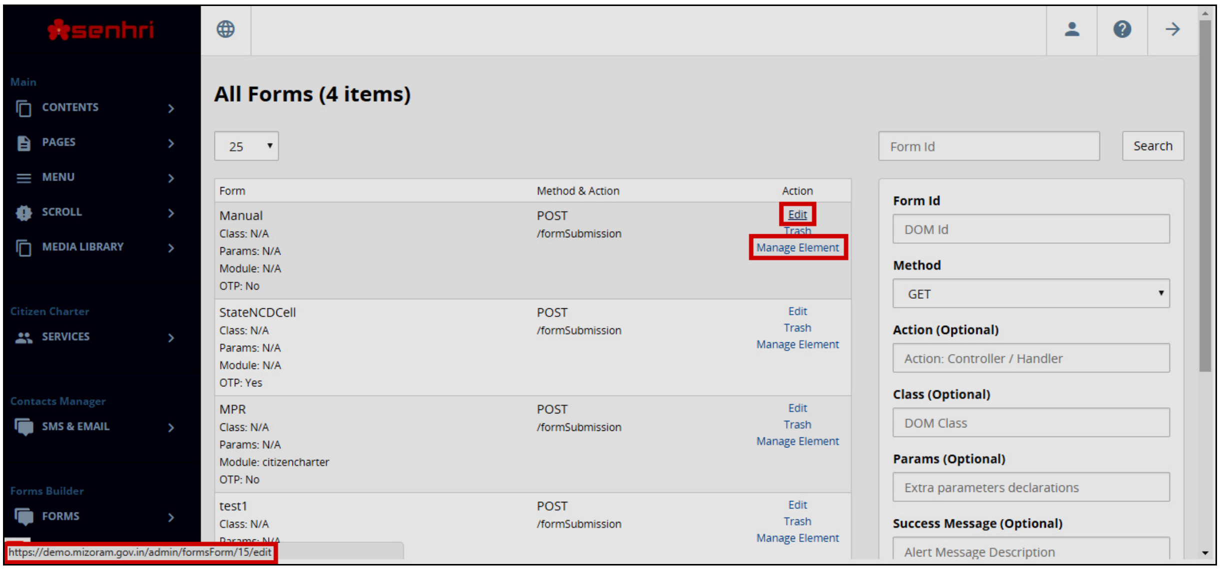
You can also add Validation Rules for each element in the Form by clicking the **Toggle Advance** button (Figure 3.8.2(c)) and from the list of Rules, select the appropriate **Rule** for the element and click **Save**. You can also select one or more rules for the element.

You can also re-arrange the position of each **element** by click and drag the element to any position and then click **Save Order**.

After creating the form, refresh the page and you can preview how it will be displayed on the frontend by selecting the **Preview** button. Therefore, click **ADD** button to submit the form for the website.

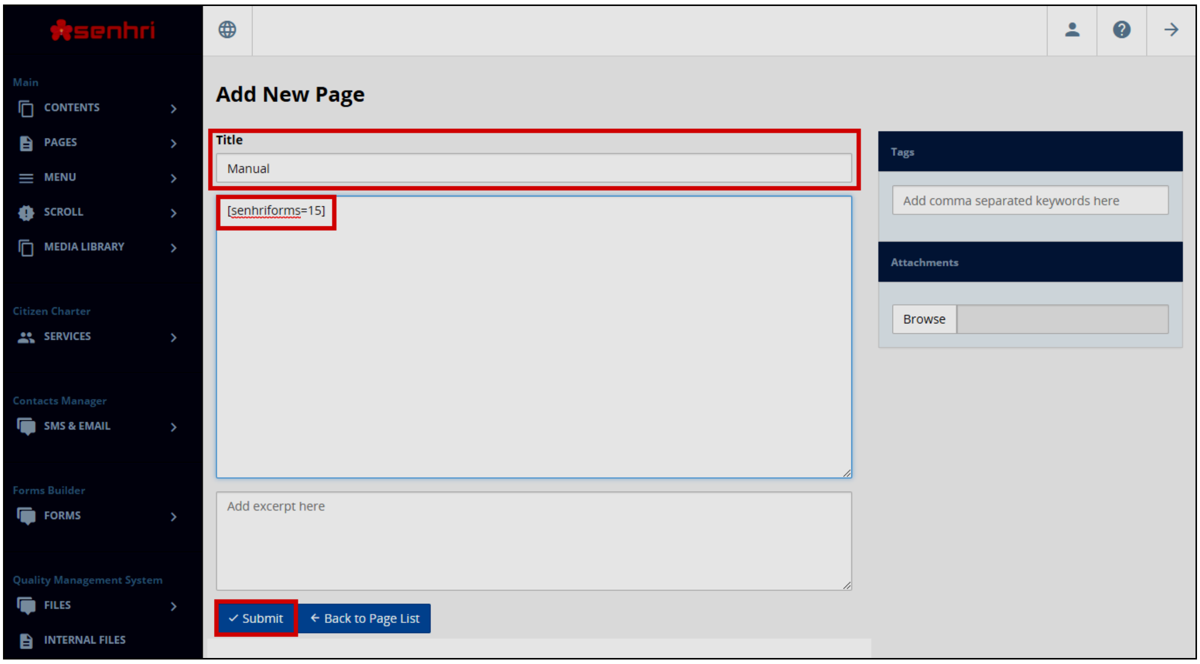
3.8.3. DISPLAY FORM TO WEB PAGE

To display the Form in the frontend, firstly, move the Mouse cursor over **Edit / Manage Element** link in the **Manage Form** page and the **Form Id** will be displayed at the bottom as in Figure 3.8.3(a) and remember the **Form Id**.



Copy Form Id - Fig: 3.8.3(a)

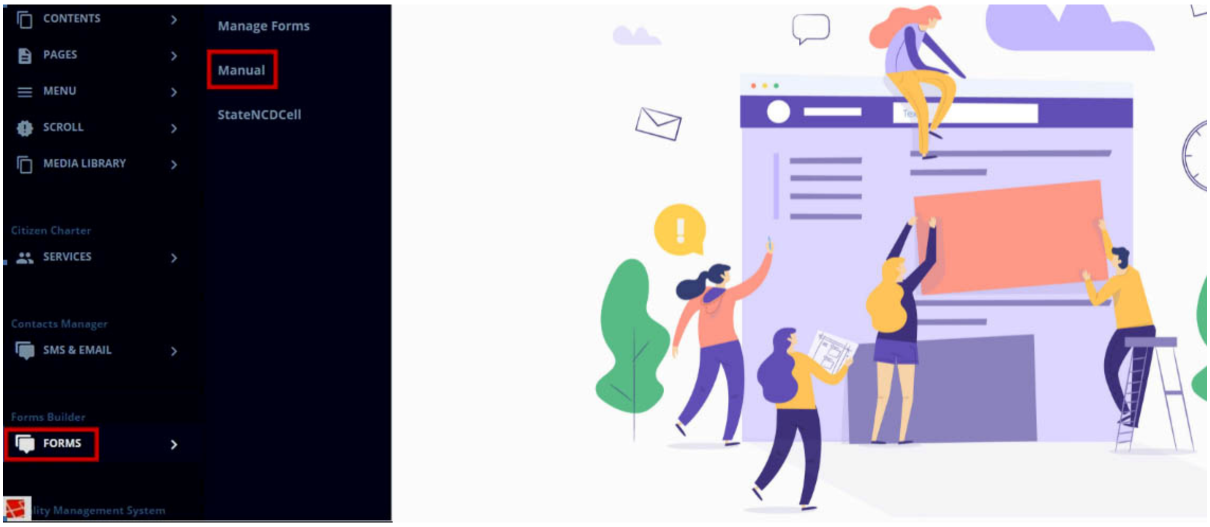
Secondly, create a **new page** (see 3.3.1) for the Form. In **Add New Page**, enter the Title (Form Name e.g. Admission Form) and in the content area enter this keyword **[senhriforms=(form id)]** and click **submit** (In Figure 3.8.3(b). Therefore, the link the page as in the appropriate menu item as usual.



Add New Page for Forms - Fig: 3.8.3(b)

3.8.4. VIEW FORM DATA

In order to view the data submitted through **Forms**, click **Forms** from the left menu and select any one of the created **Forms** from the list under **Manage Forms** (Figure 3.8.4(a)).

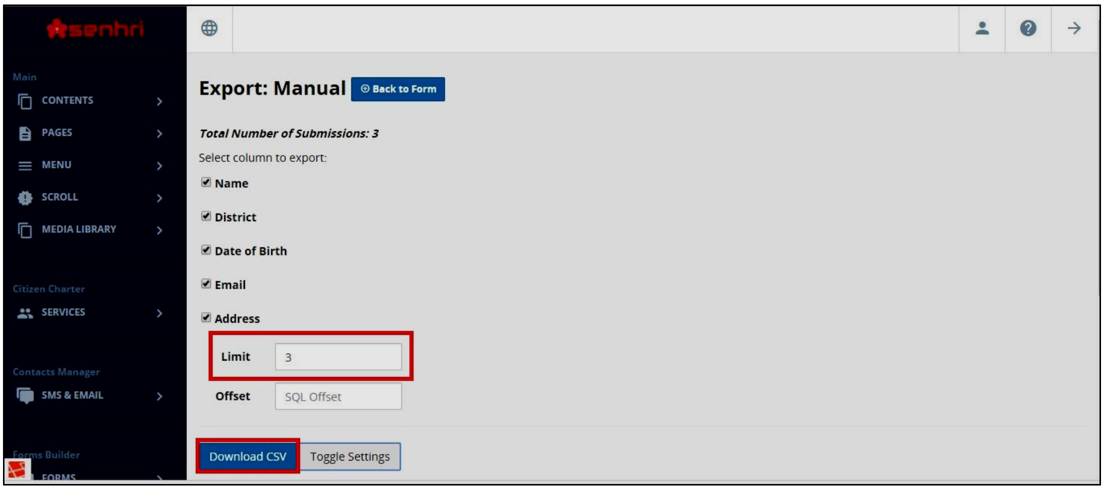


Manage Forms (view Form data from Manual) - Fig: 3.8.4(a)

All the data submitted through the **Form** e.g. 'Manual'will be displayed and you can also **Edit**, **Delete** or **View** the data by clicking the appropriate action link (Figure 3.8.4(b)).

Edit, Delete or View - Fig: 3.8.4(b)

You can also **Export** or **Import** data *to and from* the system (Figure 3.8.4(c)).



Export or Import data - Fig: 3.8.4(c)

To **Export** tdata Click **Export** and the export page will be displayed. Tick/Check the column you want to download, you can also manually select the number of record/data you wanted to download by set the number in the Limit textbox (Limit is automatically set to the maximum no. of data submitted). After selecting the **Column** and **No. of records** click "**Download CSV**"(Figure 3.8.4(c)).

To **Import** data click **Import** (Figure 3.8.4(b)) to see the **Import page**, you can Tick/Check the column you want to import by clicking the "Toggle Settings" and selecting the respective checkbox. Click "Choose File" to select the file from your system (***The file should be in CSV file format***). After selecting the file click "**Upload CSV**" (Figure 3.8.4(d)).

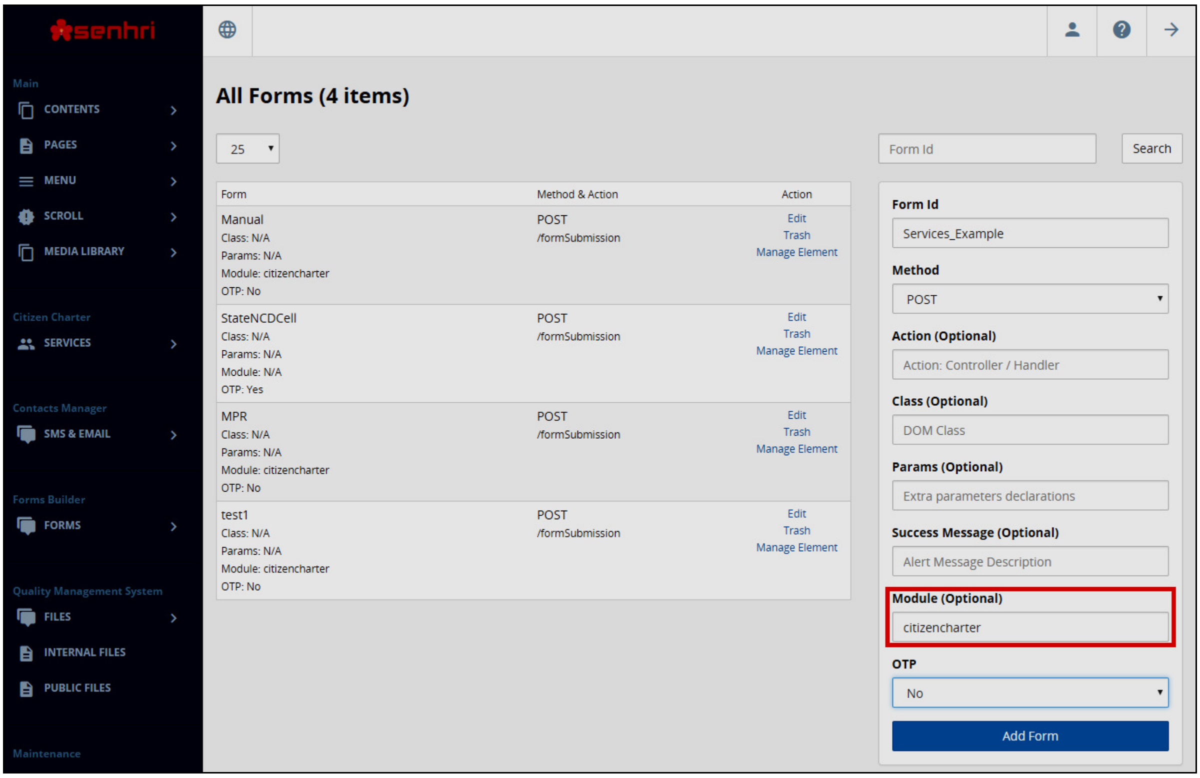
Import data - Fig: 3.8.4(d)

3.9. SERVICES

All the **services** provided by the department under **Citizen Charter** can be process internally. For this purpose, we need to add the service first, and unlike basic Form it provides tracking number after submitting the Form and you can track the status.

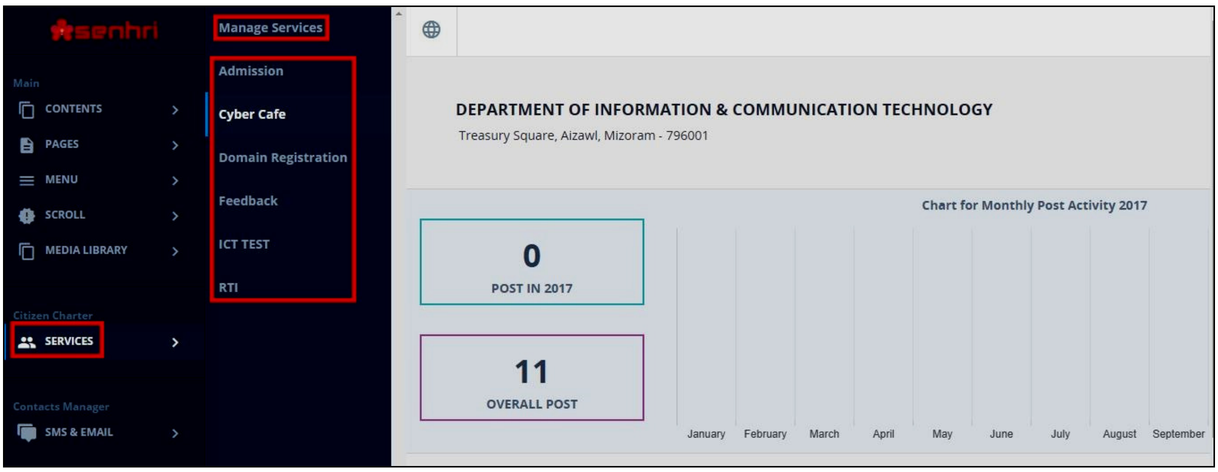
3.9.1. ADD SERVICES

To add **services** in **Citizen Charter,** you need to first create a **Form** using the **Form Builder** and while creating new **Form** add a keyword "**citizencharter**" in the **Module** field (Figure 3.9.1(a)) once it is created it will automatically be under the **Citizen Charter** category in the frontend.



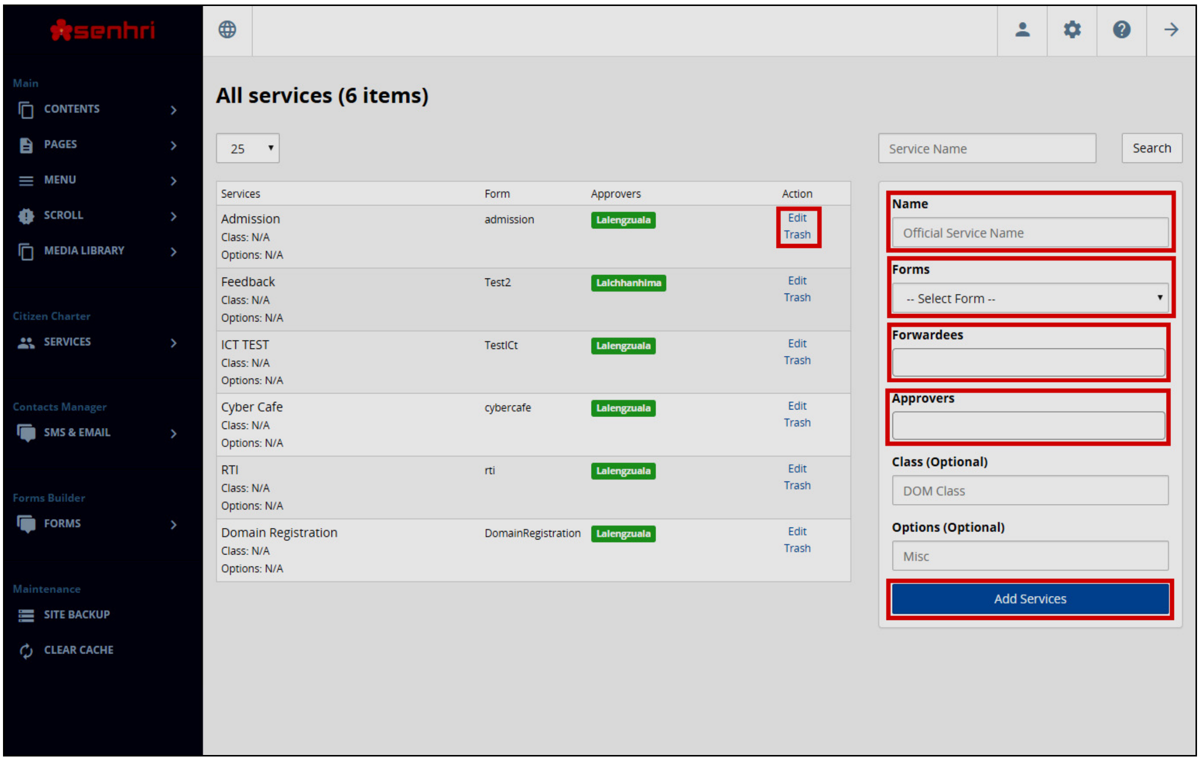
Add services for Citizen Charter - Fig: 3.9.1(a)

After creating the form and adding all the elements click "**Services**" under **Citizen Charter** from the left menu and select **Manage Services** (Figure 3.9.1(b)).



Manage Services - Fig: 3.9.1(b)

In **Manage Services,** enter the Service name in the '**Name'** field of the right pane and select appropriate form the in the '**Form'** field, then, click **Forwardees** field to show all the user who have access to the website and select the user to check and forward the data. In **Approvers** field select the officer in-charge to perform approval for the service and click "**Add Services**" (Figure 3.9.1(c)).

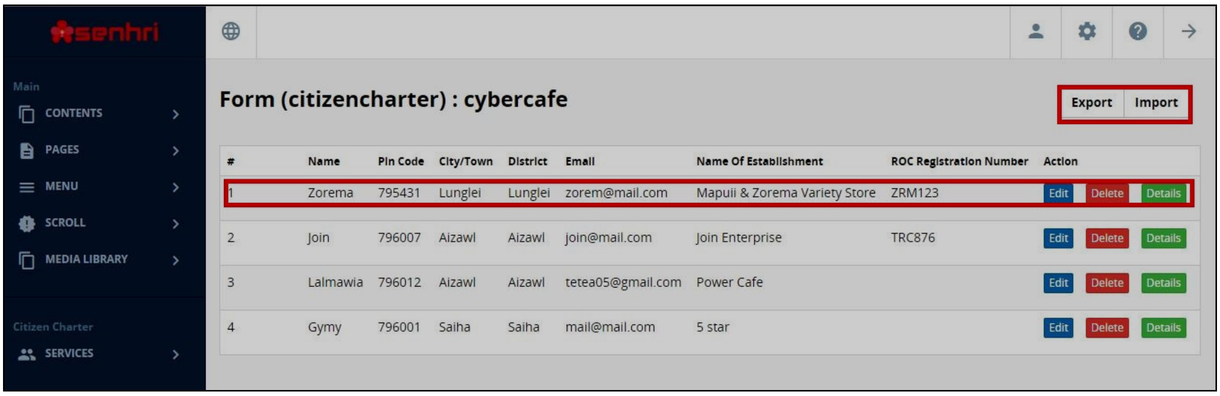


Manage and add Services etc. - Fig: 3.9.1(c)

You can also **edit** and **delete** the **Service** from the **Manage Services** page. To **edit** a service click the "**Edit**" link under the **Action** column and to **delete** the service click "**Trash**" link and a click "Yes" in the confirmation popup. (*Record once deleted cannot be recover*) (Figure 3.9.1(c)).

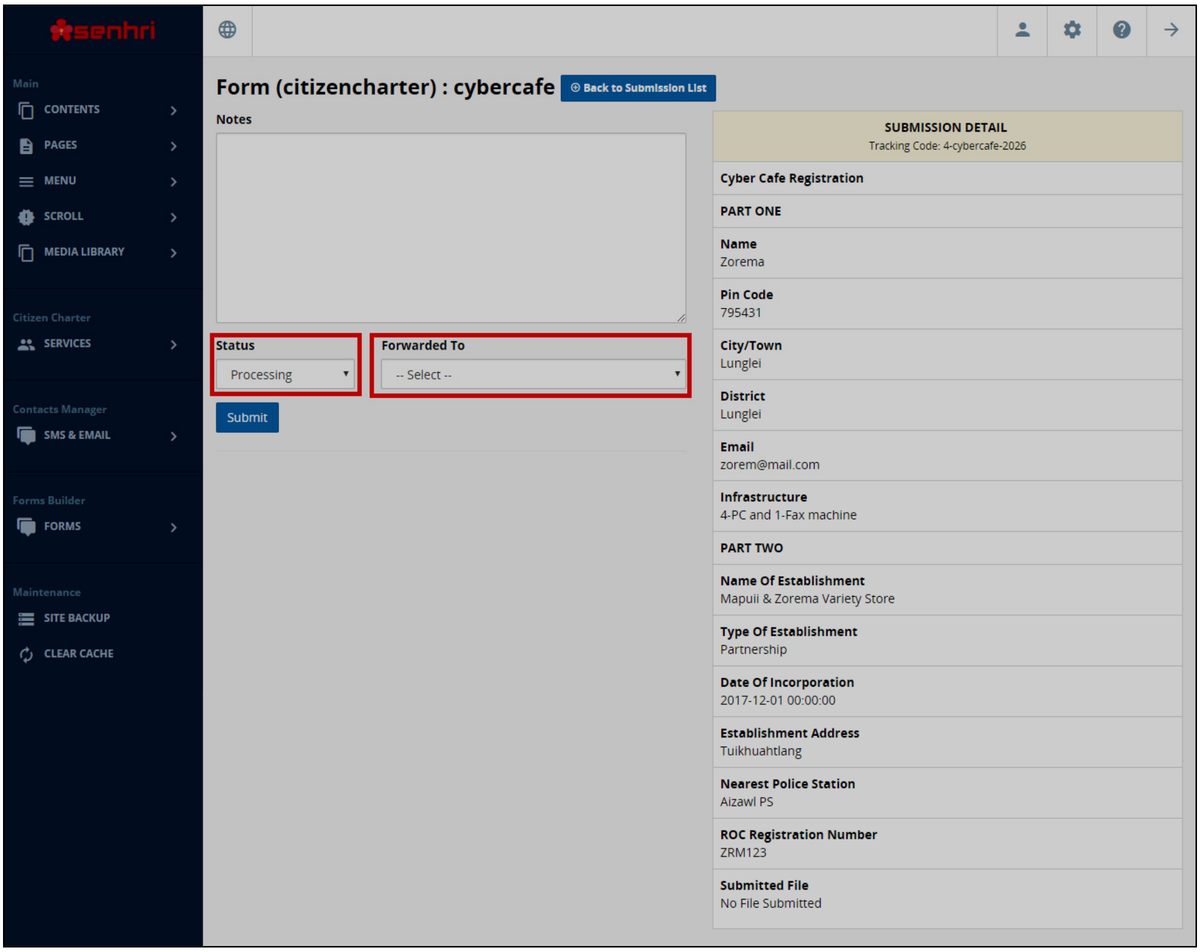
3.9.2. MANAGE SUBMITTED DATA

To manage the submitted data click **Services** from the left menu and below **Manage Service** all the services created will be display and select the **service** you want to manage (Figure 3.8.1(b)). [For Example we select "Cyber Cafe"]



Edit, delete or view submitted data - Fig: 3.9.2(a)

E.g. In Cyber cafe registration page (Figure 3.9.2(a)) you can see all the registration submitted by the Cyber café owner. You can also **edit**, **delete** or **view** record by clicking the appropriate action. To check the submitted data click "**Details**" and write a note for the check and you may decline or forward to approving authority.



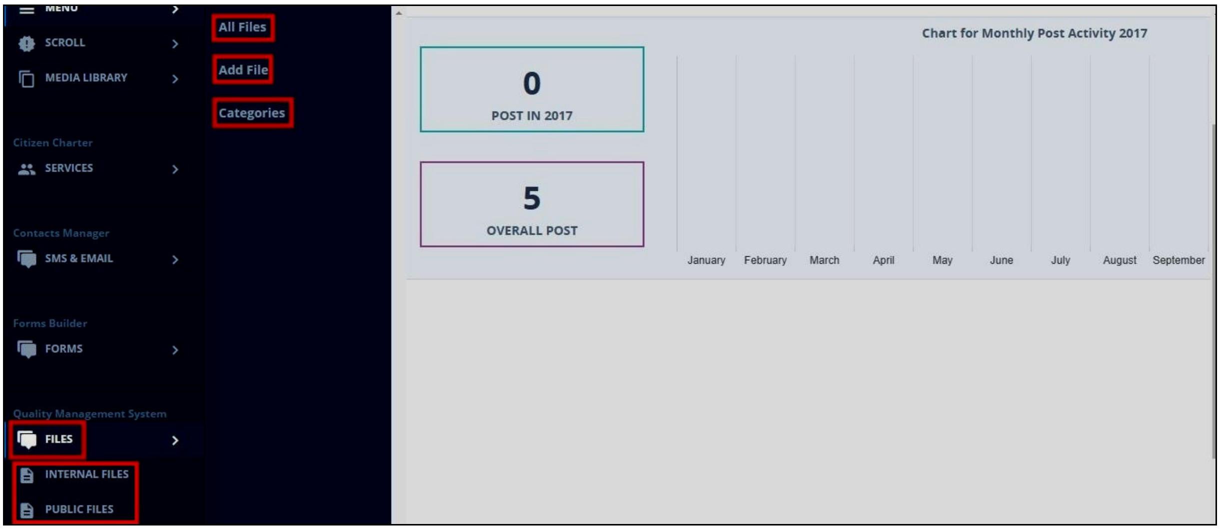
Manage data for selected service- Fig: 3.9.2(b)

3.10. QUALITY MANAGEMENT SYSTEM

3.10.1. FILES

In Quality Management System (QMS), there are two main repositories for Files – 1) **Internal Files** – that can only be accessed by authorized person, and 2) **Public Files -** that can be accessed by the public from the QMS front end.

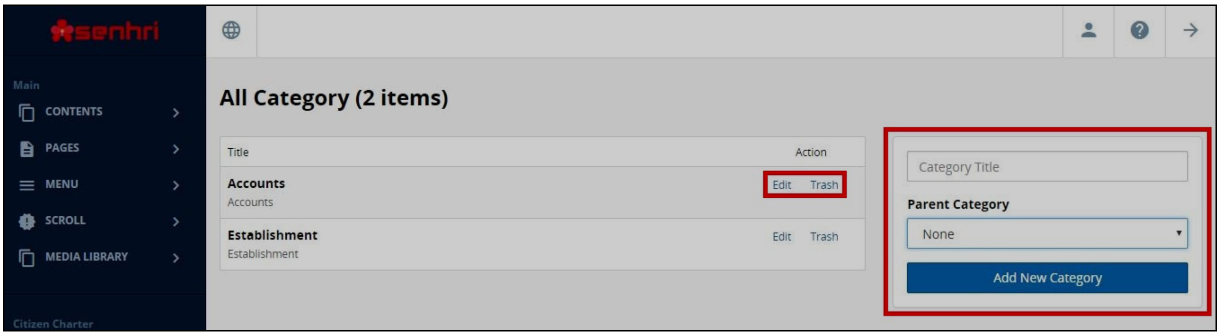
In Quality Management System, **All Files, Add File** and **Categories** may be seen by clicking **Files** menu below Quality Management System in the left pane. From here you can Add Categories, New file and View all the uploaded files. (Figure 3.10.1(a)).



All Files, Add File and Categories - Fig: 3.10.1(a)

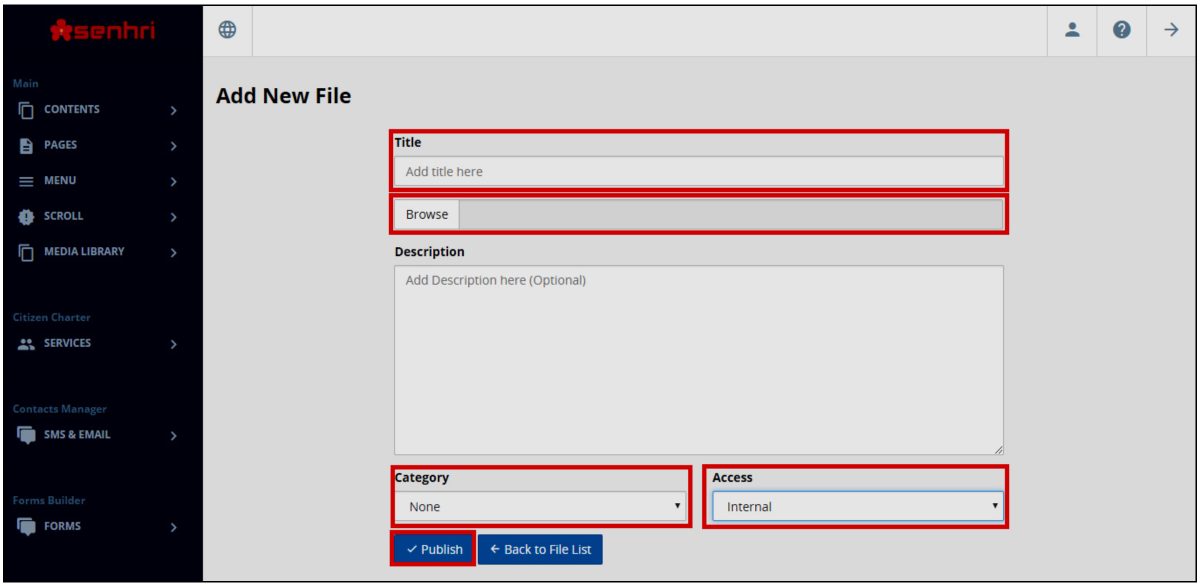
Firstly, to **add new category** click **Categories** and enter the Category name e.g. Accounts (select the Parent category (Optional) if any) and click the button "Add New Category". The new created category will then be displayed on page. You can also **Edit** or **delete (trash)** the existing category by clicking the appropriate action. (Record once delete cannot be recovered) (Figure 3.10.1(b)).

Note: To assign Parent Category, you need to create at least one category first.



Add new category - Fig: 3.10.1(b)

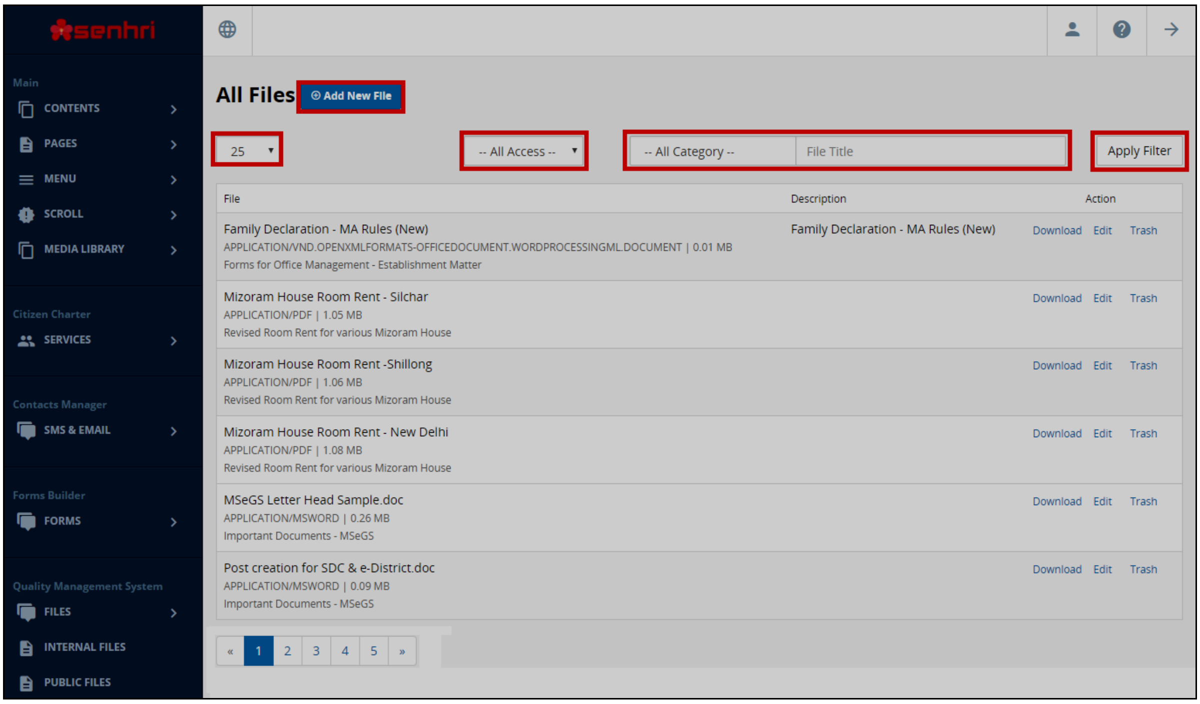
Add New File:- To **add New File** for QMS, click Files from the left menu and select "**Add File**" (Figure 3.10.1(a)). In the **Add New File** page, enter the **Title** for the new file; click **Browse** to select the file/attachment from your system. You can also write a description in the **Description** textbox. Afterwards choose the Category from the **Category** dropdown box and select the **Access** whether it will be accessible by **Internal** or **Public** users (Figure 3.10.1(c)).



Add New File - Fig: 3.10.1(c)

To view all the uploaded files, click **Files** from and left menu and select "**All Files**" (Figure 3.10.1(a)) and all the uploaded files will be shown. You can make filtering for the file by selecting the **Access type**, **Category** or **File Name** and click "**Apply Filter**".

You can also set the number of files on the page to be displayed select the desire number from Page dropdown list which is shown below All Files (Figure 3.10.1(d)).



Show All Files and Filtering - Fig: 3.10.1(d)

Note: *To view the QMS (Quality Management System) page from the front end of the website, type qms after the domain name (Example:* ***https://demo.mizoram.gov.in/qms****)*

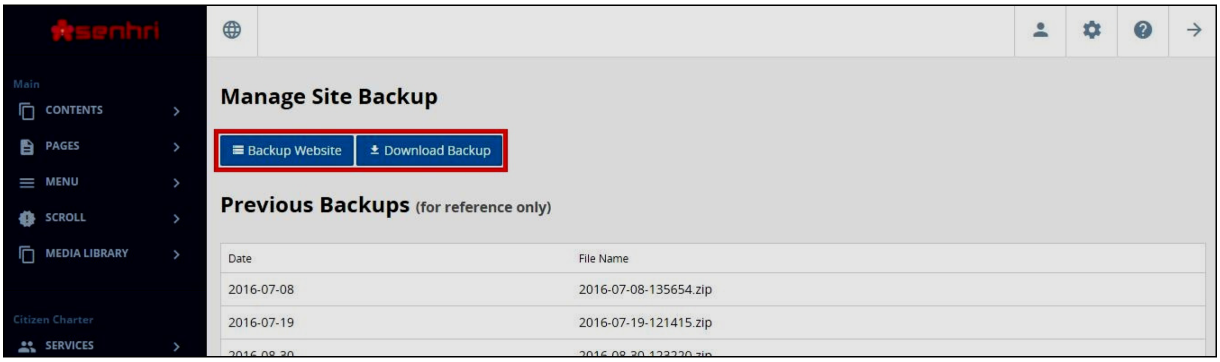
3.11. MAINTENANCE

Under Maintenance there are two options **Site Backup** and **Clear Cache**. Site backup is use to back up the entire website whereas Clear cache remove all the cache stored by the site.

3.11.1. BACKUP

Click **Site Backup** under **Maintenance** menu from the left pane (Figure 3.10.1(a)). **Manage Site Backup** will be opened and click "**Backup Website**" for the operation. After the backup is complete a success message will also be displayed. After this, you can download the latest backup by clicking "**Download Backup**" button (Figure 3.11.1(b)).

Site Backup - Fig: 3.11.1(a)



Manage Site Backup - Fig: 3.11.1(b)

CLEAR CACHE

To clear the website cache, click "**Clear Cache**" under **Maintenance** menu from the left pane (Figure 3.11.2) and after operation is complete all the cache will be cleared and a success message pop up will be shown.

Clear Cache - Fig: 3.11.2