

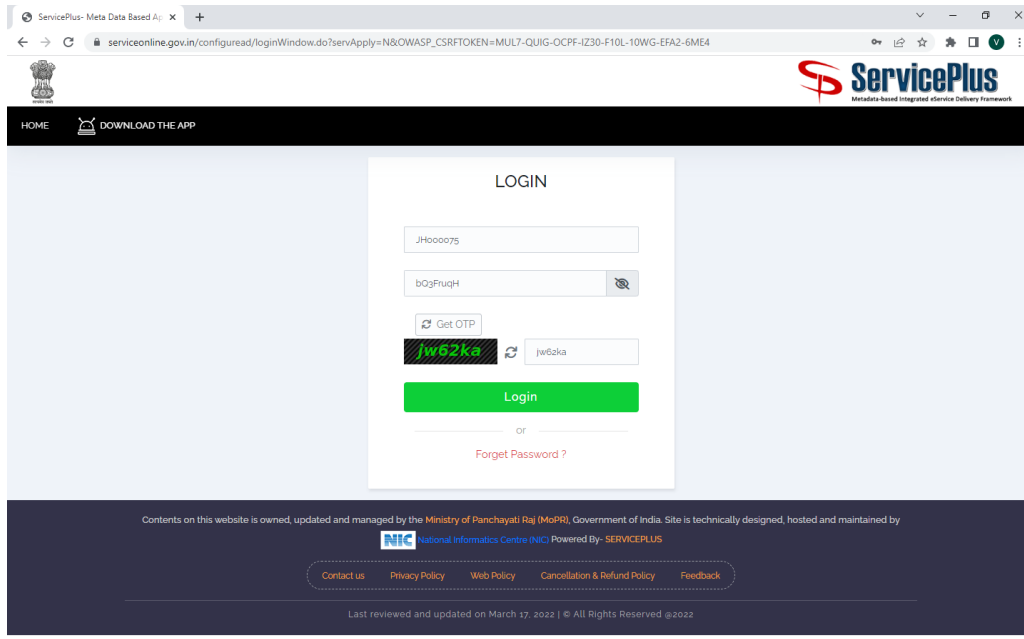
# Manual for USER MANAGEMENT

Step 1: Open the attached EXCEL file and find the user details.

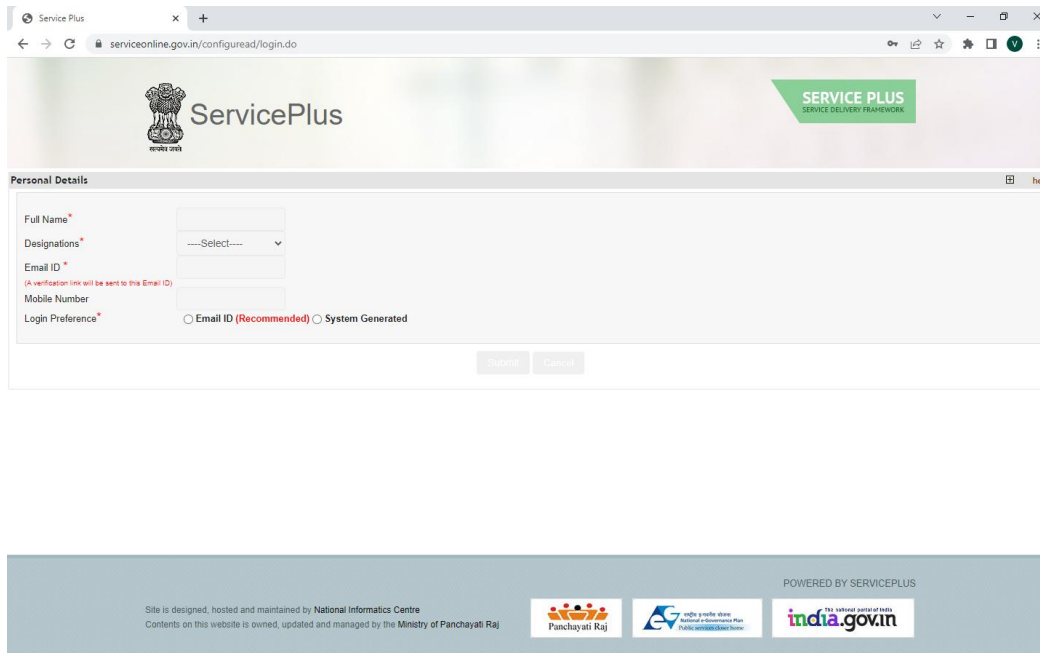
The screenshot shows an Excel spreadsheet with the following data:

Serial No.	User-Name	Password	User Created At	Parent Office Name
1	JH000075	bQ3FruqH	OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO ) - Line	

Step 2: Login with the given username and password.



Once logged in, we will be landed into Personal Details page.



Step 3: We have to fill the personal details of that user.

- a) Fill User full name
- b) Select the Designation from the drop down list.

Service Plus  
SERVICE DELIVERY FRAMEWORK

Personal Details

Full Name\*  
Designations\*  
Email ID\*  
(A verification link will be sent to this Email ID)  
Mobile Number  
Login Preference\*

OFFICE OF DEPUTY  
---Select---  
---Select---  
DEPUTY COMMISSIONER  
ASSISTANT DIRECTOR SOCIAL SECURITY  
ADDITIONAL COLLECTOR  
DISTRICT DISASTER MANAGEMENT OFFICER  
District Nodal Officer

Submit Cancel

- c) Fill the email id
- d) Fill the mobile number.

Service Plus  
SERVICE DELIVERY FRAMEWORK

Personal Details

Full Name\*  
Designations\*  
Email ID\*  
(A verification link will be sent to this Email ID)  
Mobile Number  
Login Preference\*

OFFICE OF DEPUTY  
District Nodal Off  
venkadeshv.tcs@uid  
9629316856  
 Email ID (Recommended)  System Generated

Submit Cancel

e) Select "System Generated" ratio button,

Service Plus

serviceonline.gov.in says  
JH000075 would be your ServicePlus Login ID

OK

SERVICE PLUS  
SERVICE DELIVERY FRAMEWORK

Personal Details

Full Name\* OFFICE OF DEPUT

Designations\* District Nodal Off

Email ID\* venkadeshv.tcs@uid  
(A verification link will be sent to this Email ID)

Mobile Number 9629316856

Login Preference\*  Email ID (Recommended)  System Generated

Submit Cancel



f) Click on Submit Button (Button will be gray color. Don't worry).

Service Plus

serviceonline.gov.in/configuread/login.do

SERVICE PLUS  
SERVICE DELIVERY FRAMEWORK

Personal Details

Full Name\* OFFICE OF DEPUT

Designations\* District Nodal Off

Email ID\* venkadeshv.tcs@uid  
(A verification link will be sent to this Email ID)

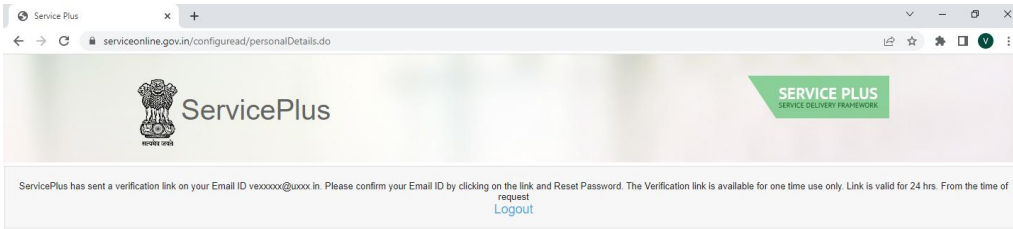
Mobile Number 9629316856

Login Preference\*  Email ID (Recommended)  System Generated

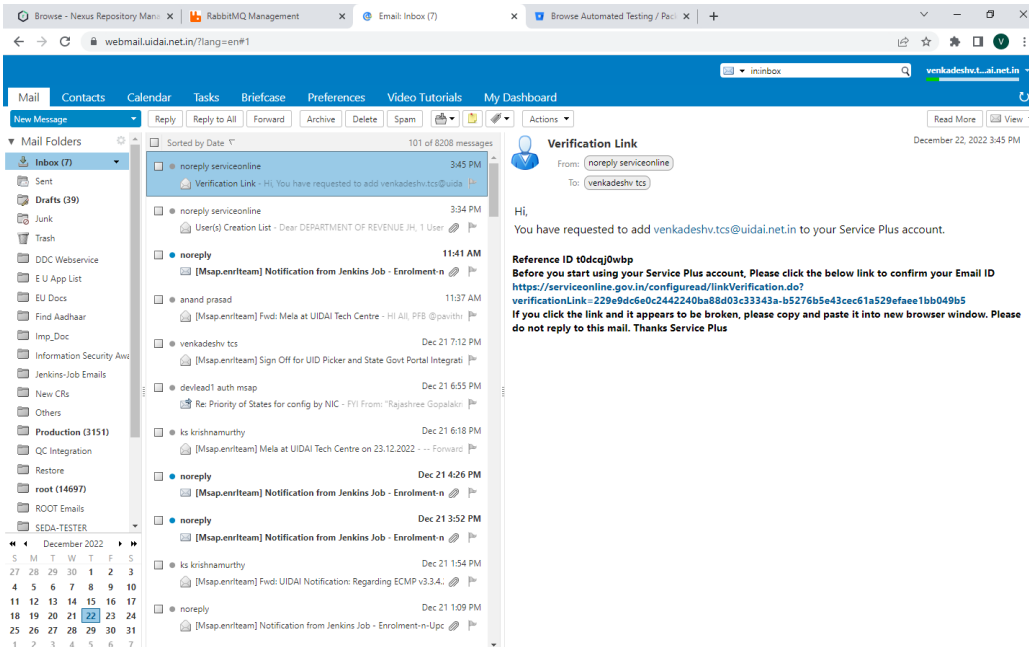
Submit Cancel



Then it will send verification link to the given email id.



#### Step 4: Check the email for verification link.



Step 5: Click on verification link from the email. Then it will redirect to Change Password page.

ServicePlus

Change Password

New Password\*  Password should be 8 to 15 characters with at least one special character ([!@#%&'&+\*]), one numeric, one small case and one upper case letter (i.e Abcd@123)

Confirm Password\*

Submit Cancel

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Step 6: Give new and confirm password and click submit button

ServicePlus

Change Password

New Password\*  Password should be 8 to 15 characters with at least one special character ([!@#%&'&+\*]), one numeric, one small case and one upper case letter (i.e Abcd@123) Strong!

Confirm Password\*

Submit Cancel

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Panchayati Raj

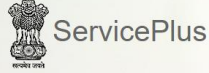

india.gov.in

india.gov.in

Then it will redirect to below page.

Browser - Nexus Repository Man... x RabbitMQ Management x Email: Sent x Service Plus x Browse Automated Testing / Fu... x

serviceonline.gov.in/configuread/linkVerification.do







Your Password has been successfully changed. The request has been sent to your Admin for approval. You can use your Service Plus account once the request gets approved.

[Back](#)

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## Step 7: Login with State Nodal officer login credentials.

Browser - Nexus Repository Man... x RabbitMQ Management x Email: Sent x ServicePlus- Meta Data Based... x Browse Automated Testing / Fu... x

serviceonline.gov.in/configuread/loginWindow.do?servApply=N&OWASP\_CSRFTOKEN=APLU-ESUD-0XDC-RBEE-2HK2-OSO2-XEXE-VV5P




HOME  DOWNLOAD THE APP

**LOGIN**

or

[Forget Password ?](#)

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Step 8: Click on “User Management” menu and click on “Manage User(s)” submenu.

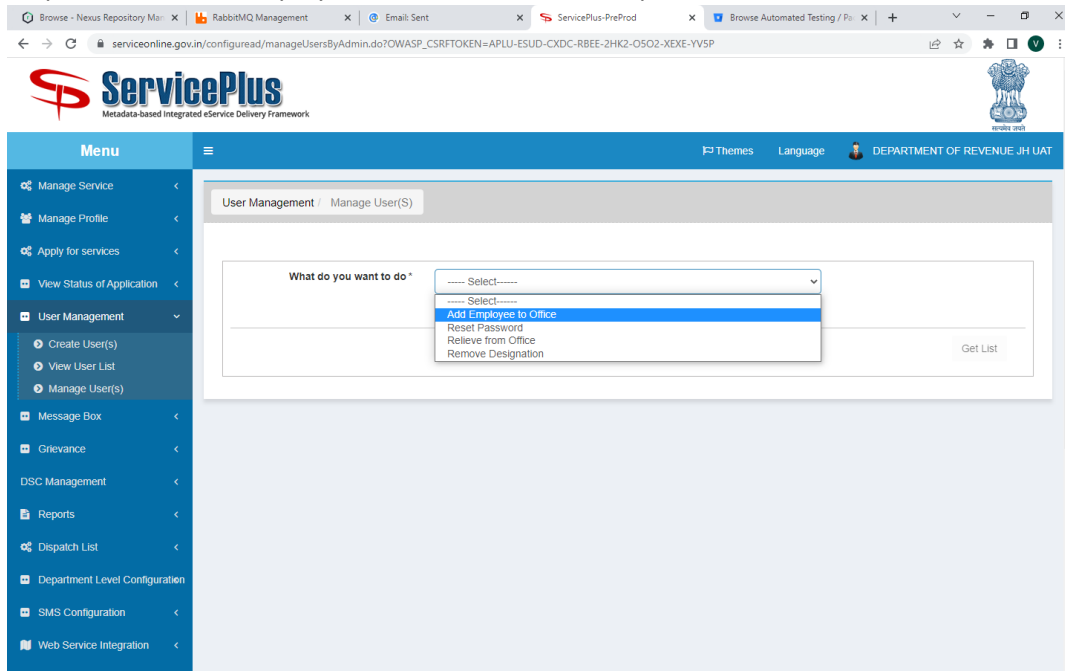
The screenshot shows the ServicePlus dashboard. The top navigation bar includes the ServicePlus logo, a user profile icon, and the text "DEPARTMENT OF REVENUE JH UAT". The left sidebar menu is expanded to "User Management", which includes sub-items: "Create User(s)", "View User List", and "Manage User(s)". The main content area displays a "DASHBOARD" with three summary cards: "Total Applications" (54), "Pending Applications" (37), and "Processed Applications" (17). The URL in the browser is [https://serviceonline.gov.in/configuread/home.do?OWASP\\_CSRFTOKEN=APLU-ESUD-CXDC-RBEE-2HK2-OSO2-XEXE-YV5P](https://serviceonline.gov.in/configuread/home.do?OWASP_CSRFTOKEN=APLU-ESUD-CXDC-RBEE-2HK2-OSO2-XEXE-YV5P).

Then below page will be loaded.

The screenshot shows the "Manage User(s)" page in the ServicePlus application. The breadcrumb trail is "User Management > Manage User(s)". The main content area features a form with a dropdown menu labeled "What do you want to do \*" and a "Get List" button. The URL in the browser is [https://serviceonline.gov.in/configuread/manageUsersByAdmin.do?OWASP\\_CSRFTOKEN=APLU-ESUD-CXDC-RBEE-2HK2-OSO2-XEXE-YV5P](https://serviceonline.gov.in/configuread/manageUsersByAdmin.do?OWASP_CSRFTOKEN=APLU-ESUD-CXDC-RBEE-2HK2-OSO2-XEXE-YV5P).

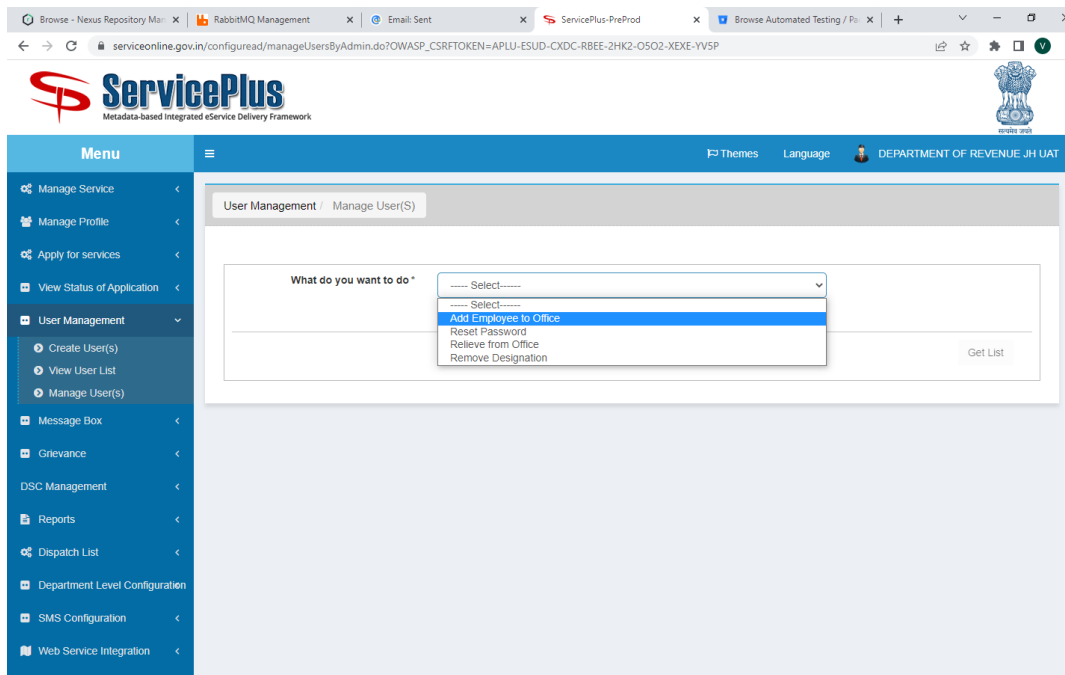


## Step 9: Select “Add Employee to Office” from the drop down list



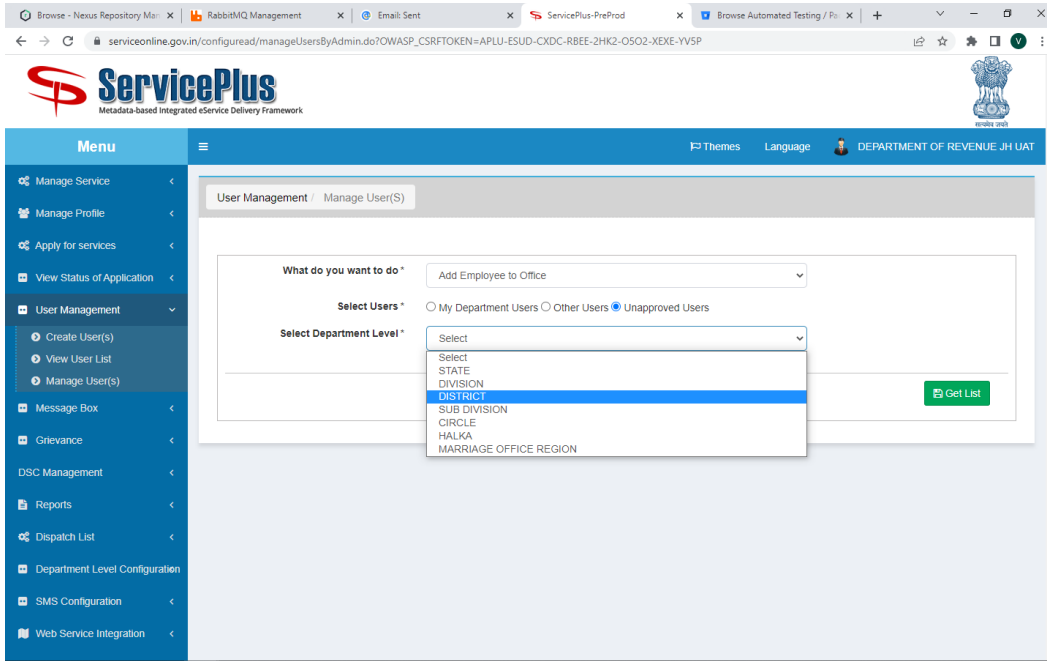
The screenshot shows the ServicePlus web application interface. The browser address bar displays the URL: `serviceonline.gov.in/configuread/manageUsersByAdmin.do?OWASP_CSRFTOKEN=APLU-ESUD-CXDC-RBEE-2HK2-OSO2-XEXE-YV5P`. The page header includes the ServicePlus logo, the text "Metadata-based integrated eService Delivery Framework", and the Department of Revenue JH UAT logo. The left sidebar menu is expanded to "User Management", which includes options like "Create User(s)", "View User List", and "Manage User(s)". The main content area shows a breadcrumb "User Management / Manage User(S)" and a form titled "What do you want to do \*". A dropdown menu is open, showing options: "---- Select ----", "---- Select ----", "Add Employee to Office" (highlighted), "Reset Password", "Relieve from Office", and "Remove Designation". A "Get List" button is visible to the right of the dropdown.

## Step 10: Click on “Unapproved Users” ratio button.

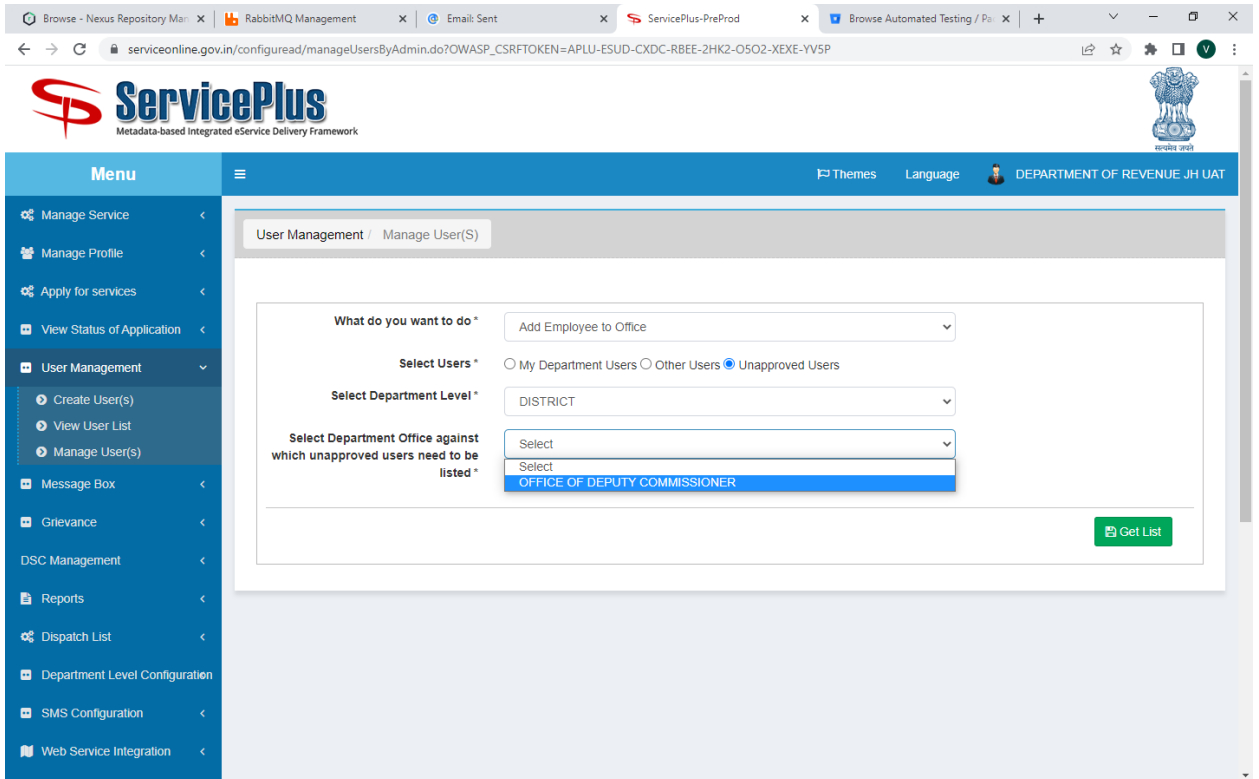


This screenshot is identical to the one above, showing the ServicePlus web application interface. The browser address bar displays the URL: `serviceonline.gov.in/configuread/manageUsersByAdmin.do?OWASP_CSRFTOKEN=APLU-ESUD-CXDC-RBEE-2HK2-OSO2-XEXE-YV5P`. The page header includes the ServicePlus logo, the text "Metadata-based integrated eService Delivery Framework", and the Department of Revenue JH UAT logo. The left sidebar menu is expanded to "User Management", which includes options like "Create User(s)", "View User List", and "Manage User(s)". The main content area shows a breadcrumb "User Management / Manage User(S)" and a form titled "What do you want to do \*". A dropdown menu is open, showing options: "---- Select ----", "---- Select ----", "Add Employee to Office" (highlighted), "Reset Password", "Relieve from Office", and "Remove Designation". A "Get List" button is visible to the right of the dropdown.

Step 11: Click on “Select Department Level” and Select “District” from the list.



Step 12: Click on “Select Department Office” and select “Office of Deputy Commissioner”.



Step 13: Click on “Get List”.

ServicePlus  
Metadata-based Integrated eService Delivery Framework

DEPARTMENT OF REVENUE JH UAT

User Management / Manage User(S)

What do you want to do \*  
Add Employee to Office

Select Users \*  
 My Department Users  Other Users  Unapproved Users

Select Department Level \*  
DISTRICT

Select Department Office against which unapproved users need to be listed \*  
OFFICE OF DEPUTY COMMISSIONER

Get List

Step 14: Then it will load the user for approval.

ServicePlus  
Metadata-based Integrated eService Delivery Framework

DEPARTMENT OF REVENUE JH UAT

User Management / Manage User(S)

What do you want to do \*  
Add Employee to Office

Select Users \*  
 My Department Users  Other Users  Unapproved Users

Select Department Level \*  
DISTRICT

Select Department Office against which unapproved users need to be listed \*  
OFFICE OF DEPUTY COMMISSIONER

Get List

LIST OF USER(S)

Select	Sl.No.	Name	User Name	Mobile No.	Role
<input type="checkbox"/>	1	OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO )	venkadeshv.tcs@uidai.net.in	9629316856	Department Admin

Reject User(s) Approve User(s)

Step 15: Select the user and click on “Approve Users” button.

What do you want to do \* Add Employee to Office

Select Users \*  My Department Users  Other Users  Unapproved Users

Select Department Level \* DISTRICT

Select Department Office against which unapproved users need to be listed \* OFFICE OF DEPUTY COMMISSIONER

Get List

LIST OF USER(S)

Select	St.No.	Name	User Name	Mobile No.	Role
<input checked="" type="checkbox"/>	1	OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO )	venkadeshv.lcs@uidai.net.in	9629316856	Department Admin

Reject User(s) Approve User(s)

https://serviceonline.gov.in/configuread/manageUsersByAdmin.do#

Then will ask you to assign designation and assign role.

Assign Designation(s)/Role(s)

Office Location DEPARTMENT OF REVENUE

Assign Designation(s)\*

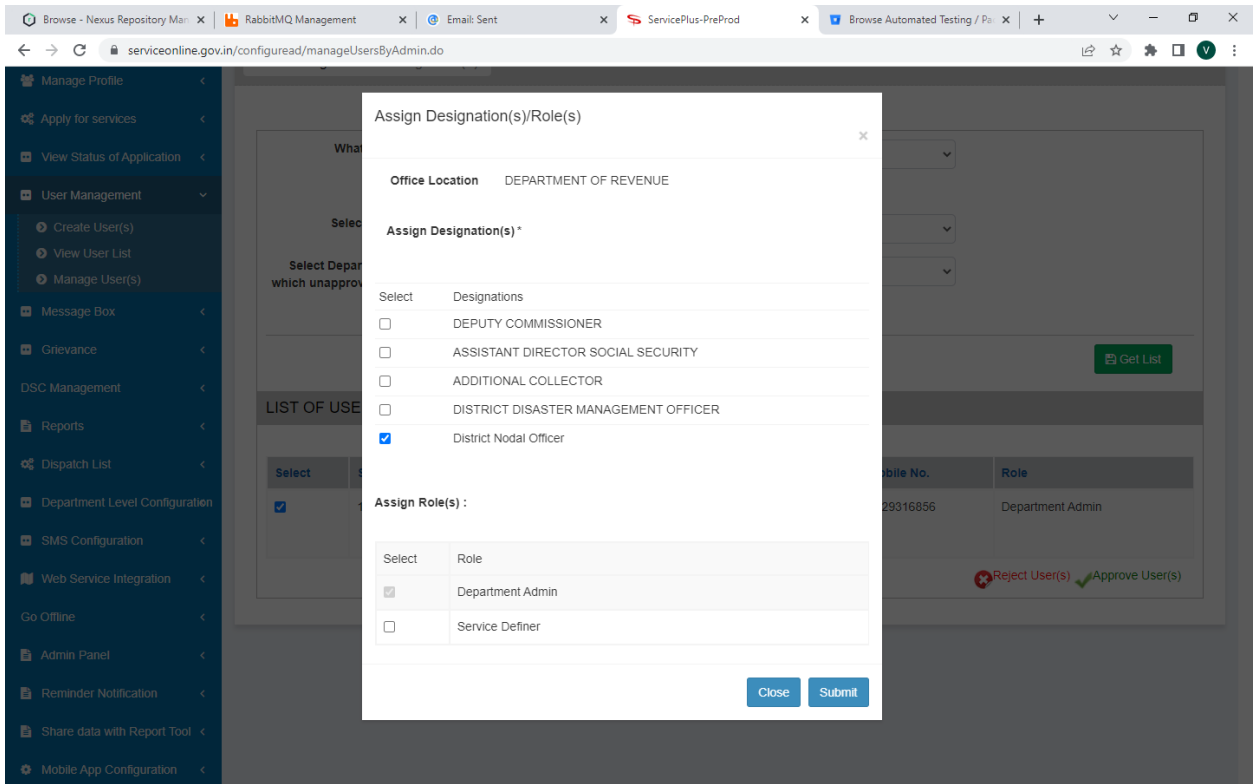
Select Designations

- DEPUTY COMMISSIONER
- ASSISTANT DIRECTOR SOCIAL SECURITY
- ADDITIONAL COLLECTOR
- DISTRICT DISASTER MANAGEMENT OFFICER
- District Nodal Officer

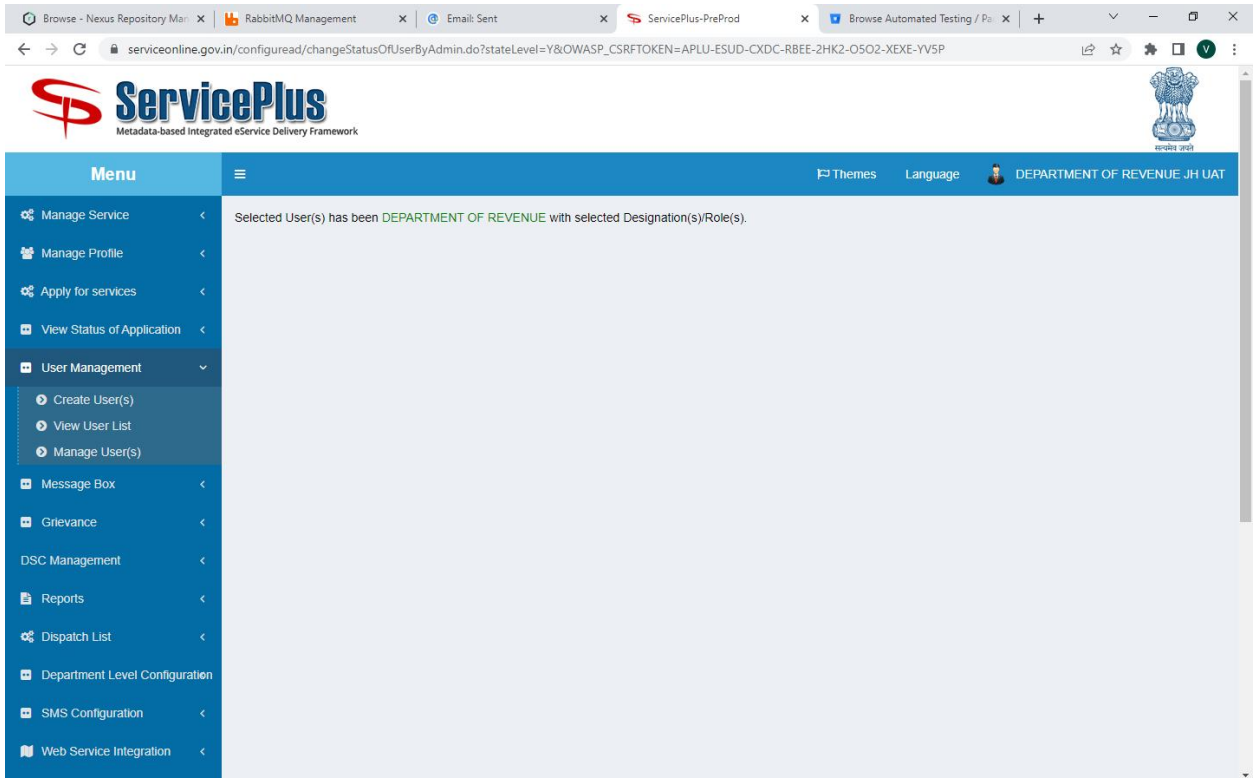
Assign Role(s):

- Department Admin
- Service Definer

Close Submit



Step 16: Click on Submit button. Then we will get below screen.



## Step 17: This user has to login with his new credentials to Service Plus

ServicePlus- Meta Data Based Ap x +

serviceonline.gov.in/configuread/loginWindow.do?servApply=N&OWASP\_CSRFTOKEN=RWGT-KHWR-ALNN-R9LR-D8UA-QN1V-XAKV-571Y

HOME DOWNLOAD THE APP

### LOGIN

JH000075

.....

Get OTP

jw62ka jw62ka

Login

or

[Forget Password ?](#)

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28°C Mostly sunny 4:29 PM 12/23/2022

Then we will be loaded into this page.

ServicePlus-PreProd x +

serviceonline.gov.in/configuread/home.do?mobileEnabled=false&emailEnabled=true&otpFlag=false&captchaSuccess=Y&controllerName=welcome.do&OWASP\_CSRFT...

ServicePlus  
Metadata-based Integrated eService Delivery Framework

OFFICE OF DEPUTY COMMISSIONER(DISTRICT - BOKARO)

#### Menu

- Manage Service
- Manage Profile
- User Management
- Reports
- Department Level Configuration
- SMS Configuration
- Web Service Integration
- Admin Panel
- Reminder Notification
- Share data with Report Tool
- Mobile App Configuration
- External System Registration
- Reports

### ABOUT SERVICE PLUS

## Welcome to Service Plus

ServicePlus is a generic application to provide an electronic delivery for all the services provided by The Government to The citizen. The Government of India, State Governments and Local Governments are providing various services to benefit the citizens at Centre, State or Local level primarily Government to Citizen (G2C) and Government to Business (G2B). The services provided are either demand driven or mandated by the legislation. The services provided by Government can be categorized as:

1. Regulatory Services: Regulatory services are services like trade licence, permit for construction of a building etc that can be denied by the Government.
2. Statutory Services: Statutory services are services like Issuance of Birth/Death certificate which cannot be refused by Government.
3. Developmental Services: Developmental Services are services or schemes provided by Government for the benefit of citizens like NREGS, IAY, Old age Pension etc.

### The following are the salient features of the software -

1. Service(s) will be created online
2. Citizens will be submitting applications online
3. Service units will be able to receive application online
4. Service units will be able to verify documents and application fee online
5. Service units will be able to escalate application to some other person, in the case of absence of dealing authority, online
6. Citizens will be monitoring Application status online
7. Private Service Access Providers will be participating in the application receipt/submission and service delivery process online

Step 18: Go to “Manage Service” menu and click on “Assign Officials” sub menu.

The screenshot shows the ServicePlus dashboard. The left-hand menu is expanded to 'Manage Service', and the 'Assign Officials' option is highlighted with a red box. The main content area displays 'ABOUT SERVICE PLUS' and a 'Welcome to Service Plus' message. Below the welcome message, there is a list of service categories and a list of salient features of the software.

**Menu**

- Manage Service
  - View Services
  - Assign Officials**
  - Approval Service Launch
  - Transfer Application(s)
  - Derived Service Request
  - Deleted Service(s)
- Manage Profile
- User Management
- Reports
- Department Level Configuration
- SMS Configuration
- Web Service Integration

**ABOUT SERVICE PLUS**

### Welcome to Service Plus

ServicePlus is a generic application to provide an electronic delivery for all the services provided by The Government to The citizen. The Government of India, State Governments and Local Governments are providing various services to benefit the citizens at Centre, State or Local level primarily Government to Citizen (G2C) and Government to Business (G2B). The services provided are either demand driven or mandated by the legislation. The services provided by Government can be categorized as:

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The following are the salient features of the software -

1. Service(s) will be created online
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5. Service units will be able to escalate application to some other person, in the case of absence of dealing authority, online
6. Citizens will be monitoring Application status online
7. Private Service Access Providers will be participating in the application receipt/submission and service delivery process online

Then below screen will appear.

The screenshot shows the 'Assign Officials' form in the ServicePlus dashboard. The form has a breadcrumb trail 'Manage Service / Assign Officials'. It contains a radio button group for 'Frozen/Activated' (selected) and 'Online'. There is a 'Get Service' button. Below this is a 'Select Service' dropdown menu with 'Please Select' as the current selection. At the bottom of the form are 'Submit', 'Reset', and 'Close' buttons.

**Manage Service / Assign Officials**

Frozen/Activated  Online Get Service

Select Service \* Please Select

Submit Reset Close

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Step 19: Select the service and click submit button.

The screenshot shows the 'Manage Service / Assign Officials' interface. The 'Frozen/Activated' radio button is selected. The 'Select Service' dropdown menu is open, showing 'Aadhaar Verification by State Portal - Jharkhand' as the selected option. The 'Submit' button is visible.

Then below screen will appear.

The screenshot shows the 'Assign User to the Task' interface. The 'Aadhaar Verification by State Portal - Jharkhand' service is selected. A table lists assigned users and tasks, including 'District Level Verification' and 'Update to UIDAI by District'.

User Role	Assigned Designation	Assign/Replace User	Un-assign User	
<b>Assign User to the Task</b>				
Service Unit Type	Task Name	Assigned Designation	Assign/Replace User	Un-assign User
DEPARTMENT OF REVENUE - Rural/Urban	District Level Verification	District Nodal Officer	pmu1_eu1-hq@uidai.net.in - OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO ) - Line(District Nodal Officer )	
DEPARTMENT OF REVENUE - Rural/Urban	Update to UIDAI by District	District Nodal Officer	pmu1_eu1-hq@uidai.net.in - OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO ) - Line(District Nodal Officer )	



Step 20: Click on the user from the "Assign/Replace User" column in the table, then user details will be displayed in the pop up.

The screenshot shows the ServicePlus web application interface. A pop-up window titled "Assigned Designation" is open, displaying a table of users. The table has the following data:

Select	User Name	Designations	Application Count
<input checked="" type="checkbox"/>	OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO ) - Line (pmu1.eu1-hq@uidai.net.in)	District Nodal Officer	39
<input type="checkbox"/>	OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO ) (venkadeshv.tcs@uidai.net.in)	District Nodal Officer	0

Below the pop-up, a table shows service unit types and tasks, with "Assign/Replace User" links for each:

Service Unit Type	Task Name	Assigned Designation	Assign/Replace User	Un-assign User
DEPARTMENT OF REVENUE - Rural/Urban	District Level Verification	District Nodal Officer	pmu1.eu1-hq@uidai.net.in - OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO ) - Line(District Nodal Officer)	
DEPARTMENT OF REVENUE - Rural/Urban	Update to UIDAI by District	District Nodal Officer	pmu1.eu1-hq@uidai.net.in - OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO ) - Line(District Nodal Officer)	

Step 21: Select the user and submit.

The screenshot shows the ServicePlus web application interface. The pop-up window is still open, and the second user is now selected (checkbox checked). The "Submit" button is highlighted in green. In the background, a Microsoft Word document titled "How to Create Users in Service Plus - Step By Step Instruction - draft v1.0.docx" is open, showing the "MAILINGS" tab.

Step 22: Do the Step 20 and 21 for each task.

The screenshot shows the 'Assigned Designation' modal window in the ServicePlus application. The modal title is 'Assigned Designation' with a 'Change Designation' button. Below the title, there is a search bar and a table with the following data:

Select	User Name	Designations	Application Count
<input type="checkbox"/>	OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO ) - Line (pmu1.eu1-hq@uidai.net.in)	District Nodal Officer	1
<input checked="" type="checkbox"/>	OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO ) (venkadeshv.tcs@uidai.net.in)	District Nodal Officer	0

Below the table, it says 'Showing 1 to 2 of 2 entries' with 'Previous' and 'Next' buttons. The background shows a partial view of the main application interface with a menu on the left and a 'Get Service' button on the right.

Step 23: Finally click "Submit" button

The screenshot shows the 'Assign User to the Task' modal window in the ServicePlus application. The modal title is 'Assign User to the Task'. At the top, there are radio buttons for 'Frozen/Activated' (selected) and 'Online'. Below that is a 'Select Service' dropdown menu with 'Aadhaar Verification by State Portal - Jharkhand' selected. The main part of the modal is a table with the following data:

Service Unit Type	Task Name	Assigned Designation	Assign/Replace User	Un-assign User
DEPARTMENT OF REVENUE - Rural/Urban	District Level Verification	District Nodal Officer	OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO ) - Line-pmu1.eu1-hq@uidai.net.in( District Nodal Officer ), OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO )-venkadeshv.tcs@uidai.net.in( District Nodal Officer )	
DEPARTMENT OF REVENUE - Rural/Urban	Update to UIDAI by District	District Nodal Officer	pmu1.eu1-hq@uidai.net.in - OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO ) - Line(District Nodal Officer )	

At the bottom right of the modal, there are three buttons: 'Submit', 'Reset', and 'Close'. The background shows the main application interface with a menu on the left and a 'Get Service' button on the right.

The screenshot shows the ServicePlus web application interface. The browser address bar displays the URL: `serviceonline.gov.in/configure/read/assignDesignatedOfficerToService.do?OWASP_CSRFTOKEN=RWGT-KHWR-ALNN-R9LR-D8UA-QN1V-XAKV-571Y`. The page header includes the ServicePlus logo and the text "Metadata-based Integrated eService Delivery Framework". The user is logged in as "OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO )". The left sidebar menu is expanded to "Manage Service", which includes options like "View Services", "Assign Officials", "Approval Service Launch", "Transfer Application(s)", "Derived Service Request", and "Deleted Service(s)". The main content area shows a breadcrumb "Manage Service / Assign Officials" and a green notification banner that says "Successfully Submitted". The footer contains logos for the Ministry of Panchayati Raj, Digital India, data.gov.in, india.gov.in, Deity, and PMINDIA.

Finally, Now the user is able to see the applications in the Inbox and able to do any action.

The screenshot shows the ServicePlus dashboard. The browser address bar displays the URL: `serviceonline.gov.in/configure/read/home.do?mobileEnabled=false&emailEnabled=true&otpFlag=false&captchaSuccess=Y&controllerName=welcome.do&OWASP_CSRFT...`. The dashboard features three main cards: "Total Applications" (0), "Pending Applications" (0), and "Processed Applications" (0). The left sidebar menu is expanded to "Message Box", which includes "Inbox", "Sent Applications", and "Revalidate Payment". The user is logged in as "OFFICE OF DEPUTY COMMISSIONER( DISTRICT - BOKARO )". The footer contains logos for the Ministry of Panchayati Raj, Digital India, data.gov.in, india.gov.in, Deity, and PMINDIA.

The End.