

હિસાબ નિયામકશ્રીની કચેરી

ઇન્ફોર્મેશન ટેકનોલોજી વિભાગ

નવસારી કૃષિ યુનિવર્સિટી, નવસારી

યુનિવર્સિટી ભવન, એર ચાર રસ્તા, દાંડી રોડ, નવસારી – ૩૮૬૪૫૦

અગત્યનું

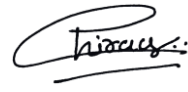
જિપરિપત્ર

વિષય:- ઇન્ટરનેટ સુવિધા બાબત.

નવસારી કૃષિ યુનિવર્સિટીના તમામ યુનિટ/સબ યુનિટ/કોલેજના વડાશ્રીઓ અને તમામ હોસ્ટેલોના રેક્ટરશ્રીઓને જણાવવાનું કે, આઈ.ટી. વિભાગ દ્વારા સર્વર રૂમથી યુનિટ/સબ યુનિટ/તમામ હોસ્ટેલો/તમામ કોલેજોને હાયબર કનેક્ટિવિટી દ્વારા સીધી (બિલ્ડીંગ થી બિલ્ડીંગ) ઇન્ટરનેટની સુવિધા પૂરી પાડવામાં આવે છે. હાલ આઈ.ટી.વિભાગ દ્વારા ઇન્ટરનેટ સેવા માટે કોઈપણ પ્રકારની નેટવર્ક AMC કરવામાં આવેલ ન હોવાથી જ્યાં સુધી ઇન્ટરનેટ સર્વિસ માટે નવી AMC કરવામાં ન આવે ત્યાં સુધી આઈ.ટી.વિભાગ દ્વારા ફક્ત સર્વર રૂમથી જે તે કચેરીની મુખ્ય લાઈન (બિલ્ડીંગ થી બિલ્ડીંગ) સુધીની કનેક્ટિવિટી ચેક કરી આપવામાં આવશે. જેથી ઇન્ટરનેટ ઇન્ટરનેટ LAN (Wire / Wireless) કનેક્ટિવિટીની સમસ્યાઓના નિવારણ માટે જે તે યુનિટે પોતાની કક્ષાએ વ્યવસ્થા કરવાની રહેશે.

વધુમાં આપના યુનિટ/સબ યુનિટ/ હોસ્ટેલ કે કોલેજના કોમ્પ્યુટરોમાં ઇન્ટરનેટ કનેક્ટિવિટી વ્યવસ્થિત મળી રહે તે માટે દરેક કોમ્પ્યુટરમાં Internet browser updated રાખવું અને Browserની History, Catch તેમજ Cookiesને Clear કરતા રહેવું. તેમજ ઇન્ટરનેટને લગતી કોઈપણ ફરિયાદ ફરજિયાત ફક્ત ઓનલાઈન NCMS પોર્ટલ દ્વારા અથવા ઓફલાઈન 7359445544 ઉપર સંપર્ક કરી નોંધ કરાવવાની રહેશે.

સામેલ :- NCMS ની યુઝર મેન્યુઅલ.



નિયંત્રણ અધિકારી(આઈ.ટી.)

ખ.નં.નકૃયુ/હિનિ/આઈ.ટી./ ૭૪ /૨૦૨૬

નવસારી, તા. ૦૧/૦૪/૨૦૨૬

નકલ સવિનય રવાના (e-પરિપત્ર દ્વારા જણ સારૂ):-

(૧) યુનિવર્સિટીના તમામ અધિકારીશ્રીઓ તરફ..

(૨) તમામ ડીનશ્રીઓ તરફ..

નકલ રવાના (e-પરિપત્ર દ્વારા જણ તથા અમલ થવા સારૂ):-

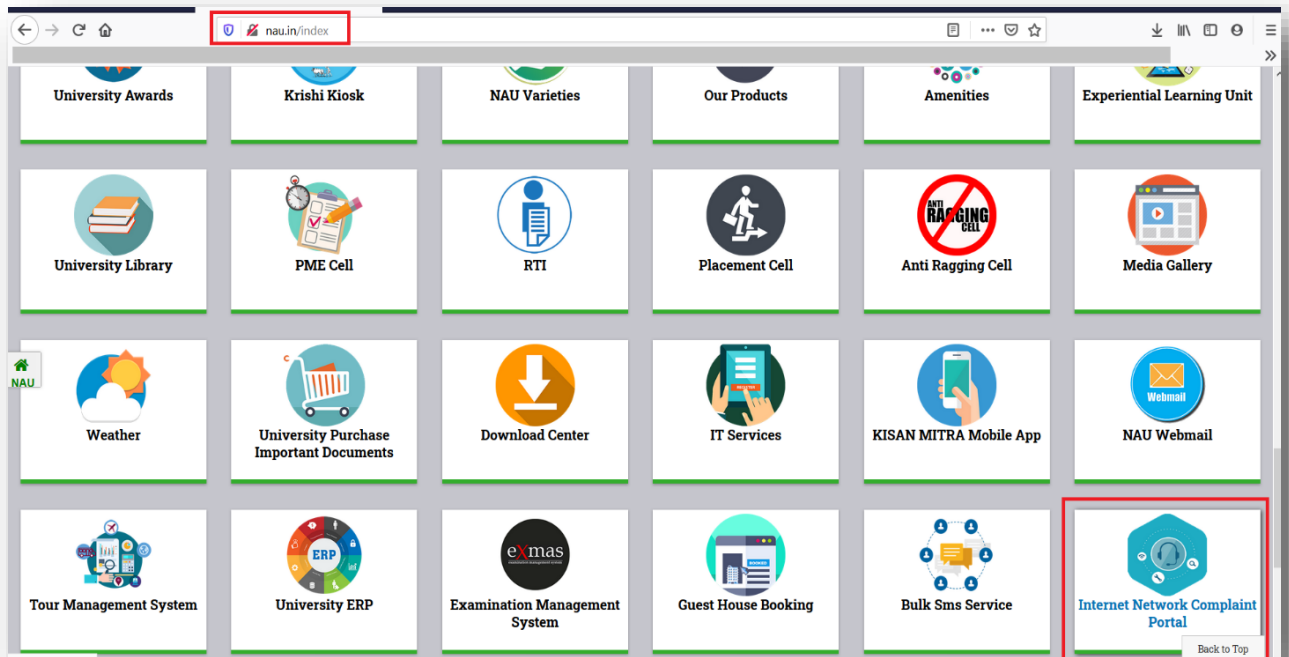
(૧) યુનિવર્સિટીની તમામ કચેરીઓના વડાશ્રીઓ તરફ..

(૨) યુનિવર્સિટીની તમામ કોલેજોના રેક્ટરશ્રીઓ તરફ..



User manual of Network Complaint Management System (NCMS) Portal

1. Web View. (www.nau.in -> Internet Network Complaint Portal or ncms.nau.in directly)



User can Access Internet Network Complaint Portal from nau.in link box option and directly from ncms.nau.in.

2. Login Page.

NAU-NCMS ADMIN LOGIN

✔ OTP Has Been Sent To Your Mobile Number. Enter Otp Number "8".

Username
chirag@nau.in

OTP
8888

LOGIN

NOTE:
-> Staff Member's Have To Use Their Tour Login Email-ID As Their Username.
-> Student's Have To Use Their Enrollment Number As Their Username.
-> Contact Number Of Service Engineer Mob: 9714100086.

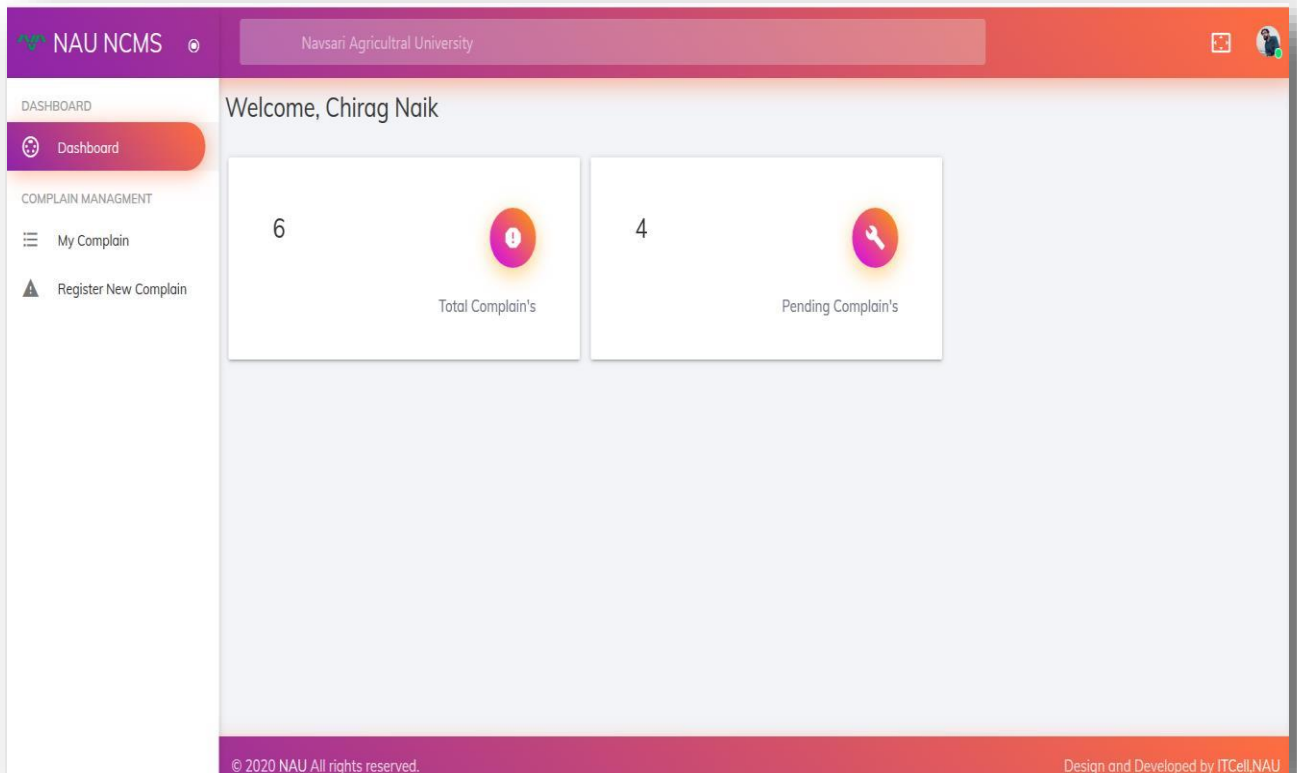
Your OTP Number (8) For NAU-NCMS User (chirag@nau.in) is :[344124](#)

ITCell, NAU
Contact: [7359445544](tel:7359445544)

Note: Users does not require to register for this application. This application will be integrated with NAU SSO (Single Platform Solution System) & OTP based login system. Staff member can login through Email-ID and Students can login with their Enrollment Number only.

- User can also book offline network complaint through calling on **7359445544**.

3. Dashboard.



After click on login button the dashboard will display

1. Dashboard,
2. My Complain &
3. Register New Complain buttons.

The Dashboard will show total registered complains and pending complaints statistics.

4. Register New Complain.

The screenshot shows the 'Register New Complain' form in the NAU NCMS system. The form is titled 'Complain Form' and contains the following fields:

- Name: Chirag Naik
- Contact Number: 9662532863
- Alternet Contact Number: 9825978277
- Alternet Person Name: Bhavesh Chaudhari
- Unit Name: ASPEE Agribusiness Management Institute, NAU, Navsari
- Department Name: ASPEE Agribusiness Management Institute, NAU, Navsari

The screenshot shows the 'Register New Complain' form in the NAU NCMS system, showing the final steps. The form is titled 'Complain Form' and contains the following fields:

- Department Name: ASPEE Agribusiness Management Institute, NAU, Navsari
- Fault Location: IT Server Room
- Internet Not Working Since Last: 3 Days
- Tell Us More About Your Issue: Internet not in working
- Image Upload: NKN Live Report_SEPT.png

A 'SUBMIT' button is visible at the bottom right of the form.

User can registered network complaint using Register New Complain option. User have to fill up the form with required details with photo upload. After providing all the above required information user is required to click Submit button. After successful submission message (Your Complain Has Been Recorded) will be appeared on screen and one SMS notification with tracking unique ID number will be send to user, service engineer and IT person on their registered mobile number.

Your Complain Has Been Recorded.

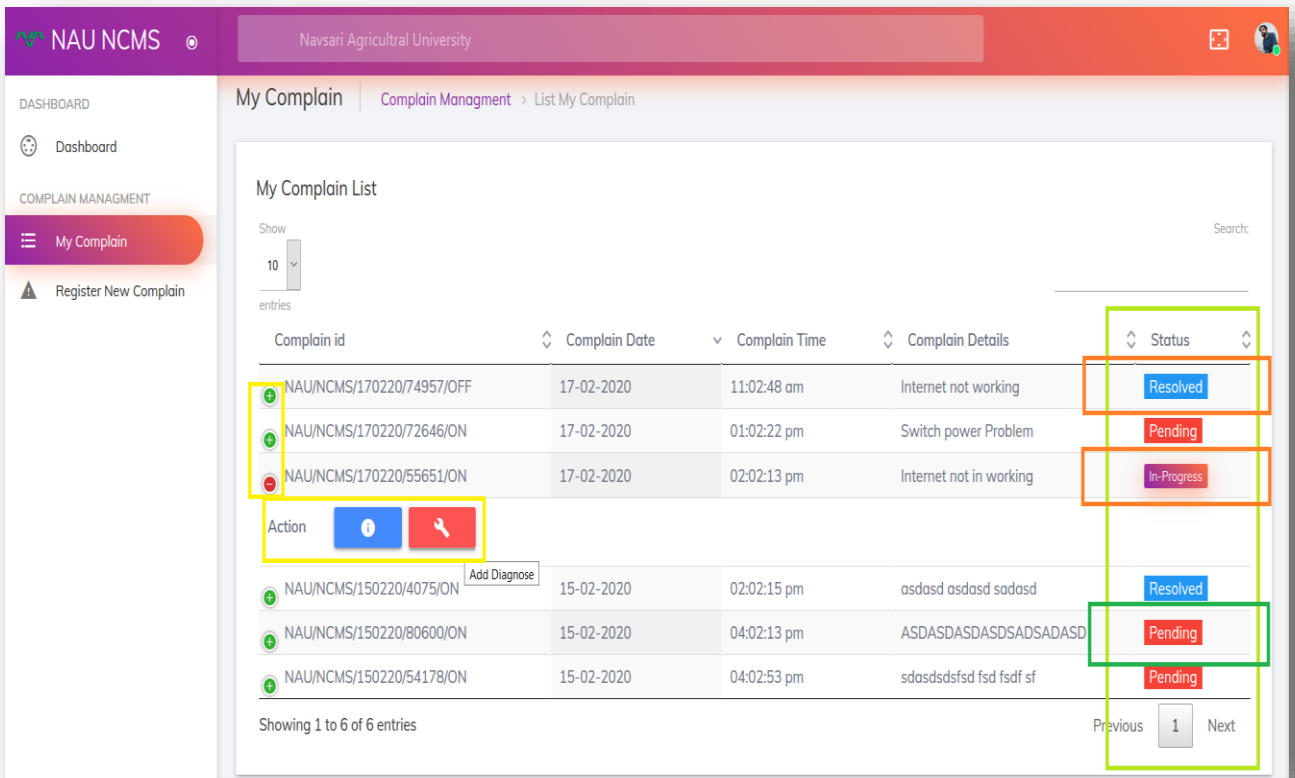
OK

Your Complain Has Been
Recorded Successfully.

Complain-ID: NAU/NCMS/
170220/72646/ON

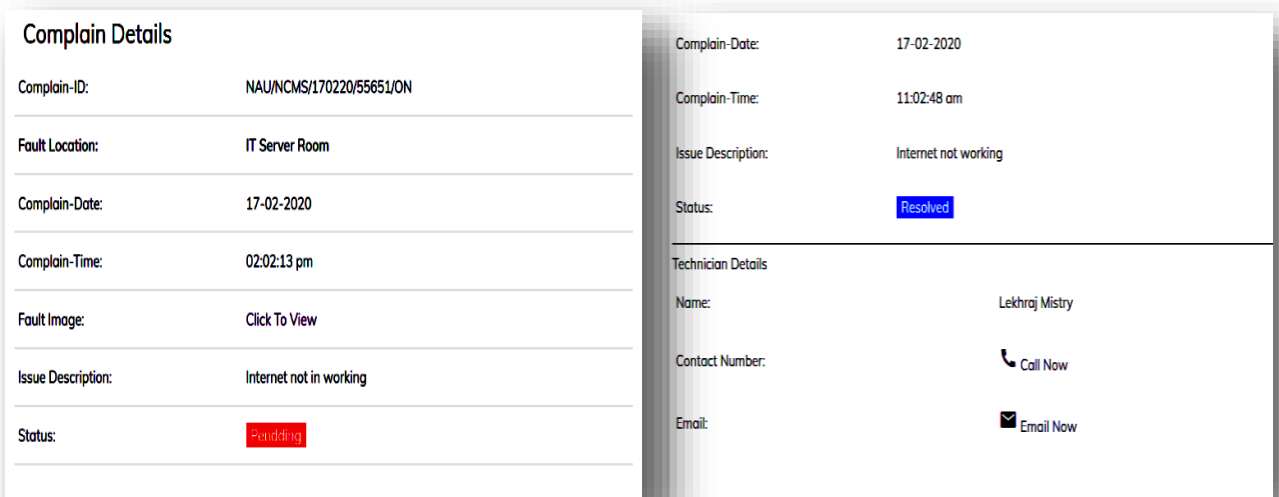
Technician will Assist You Soon

ITCell, NAU
Contact: [7359445544](tel:7359445544)



User can check their complain status, details and history from My Complain option. Here three type of status will be shown.

1. Pending (no action will be taken by service engineer), 2. In-Progress (service engineer taken this job) and 3. Resolved (service engineer solved this complain) and in action user can see details and history.





NAVSARI AGRICULTURAL UNIVERSITY

**Information Technology Department
Navsari Agricultural University**

Contact: 7359445544 Email: itcell@nau.in

LAN-WAN Maintenance Report

Complain Status: Resolved

Complain-ID: NAU/NCMS/170220/55651/ON

Complain Date: 17-02-2020

Unit: ASPEE Agribusiness Management Institute,
NAU, Navsari

Dept: ASPEE Agribusiness Management Institute,
NAU, Navsari

Name: Chirag Naik

Designation: Computer Programmer

Contact Number: 9662532863

Internet was not working since last 3 Days.

Fault Location: IT Server Room

Complain History/Logs:

1. 17-02-2020 03:34:57pm:

Fault	Conclusion
Wireless Device (P2P)	New Setup

Remarks:

Link up - problem solved.

Issue Resolved On 17-02-2020.

6. SMS Notification.

User, service engineer and IT department will get timely SMS notification each and every step of maintenance activity.

Your Complain Has Been
Recorded Successfully.

Complain-ID: NAU/NCMS/
170220/72646/ON

Technician will Assist You Soon

ITCell, NAU
Contact: [7359445544](tel:7359445544)

Your Complain (NAU/NCMS/
170220/55651/ON) Has Been
Resolved.

ITCell, NAU
Contact: [7359445544](tel:7359445544)

1. **Mobile View.** (www.nau.in -> Internet Network Complaint Portal or ncms.nau.in directly)



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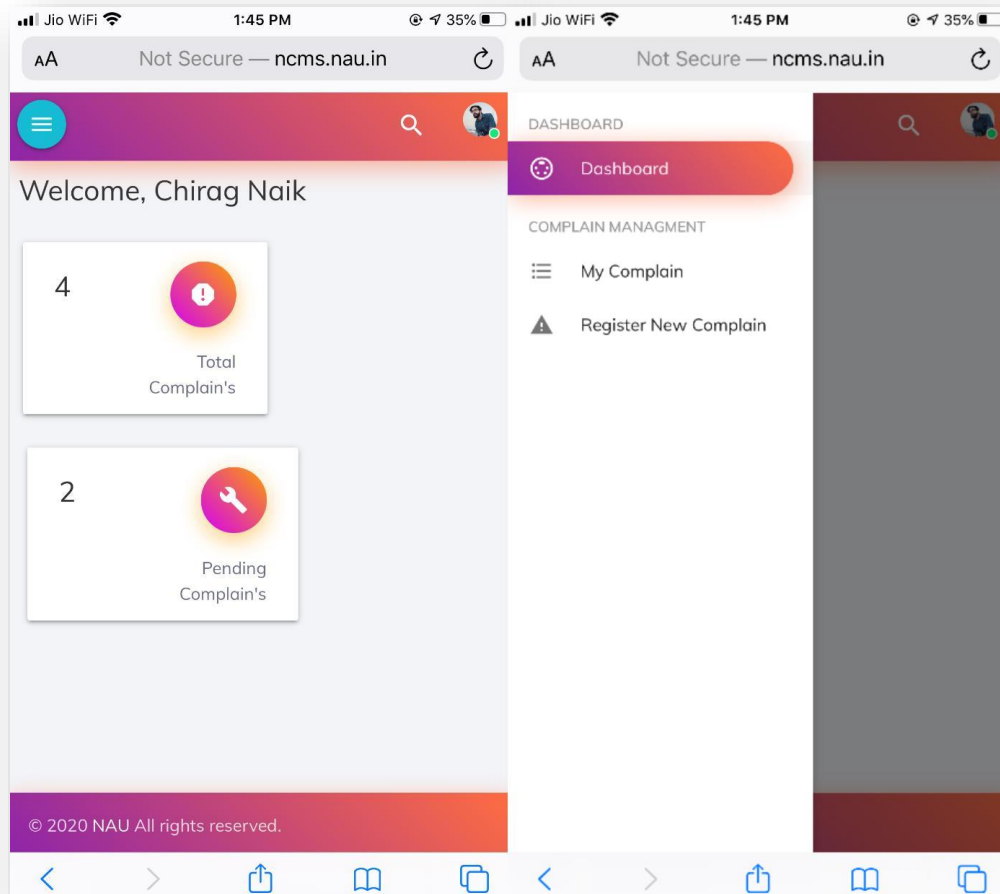
Your OTP Number (8) For NAU-NCMS User (chirag@nau.in) is :[344124](tel:344124)

ITCell, NAU
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1:47 PM 34%

Not Secure — ncms.nau.in

Complain Management > Register Complain

Complain Form

Name
Chirag Naik

Contact Number
9662532863

Alternet Contact Number
9825978277

Alternet Person Name
Bhavesh Chaudhari

Unit Name
ASPEE Agribusiness Management Institute, N/

Department Name
ASPEE Agribusiness Management Institute, N/

1:48 PM 33%

Not Secure — ncms.nau.in

Department Name
ASPEE Agribusiness Management Institute, N/

Fault Location
IT Department

Internet Not Working Since Last
Days
1

Tell Us More About Your Issue
Switch power Problem

Upload Photo Of Fault(Optional)

SUBMIT >

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1:48 PM 33%

Not Secure — ncms.nau.in

Department Name
ASPEE Agribusiness Management Institute, N/

Fault Location
IT Department

Internet Not Working Since Last
Days
1

Tell Us More About Your Issue
Switch power Problem

Take Photo or Video

Photo Library

Browse

Cancel

1:49 PM 33%

Not Secure — ncms.nau.in

Department Name
ASPEE Agribusiness Management Institute, N/

Fault Location
IT Department

Internet Not Working Since Last
Days
1

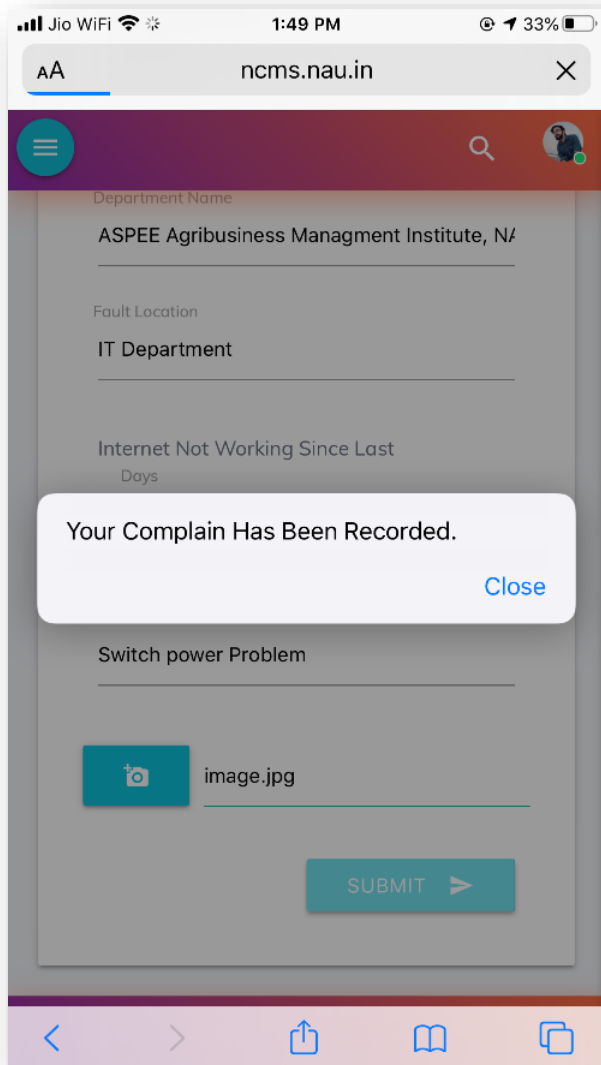
Tell Us More About Your Issue
Switch power Problem

image.jpg

SUBMIT >

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Your Complain Has Been Recorded Successfully.

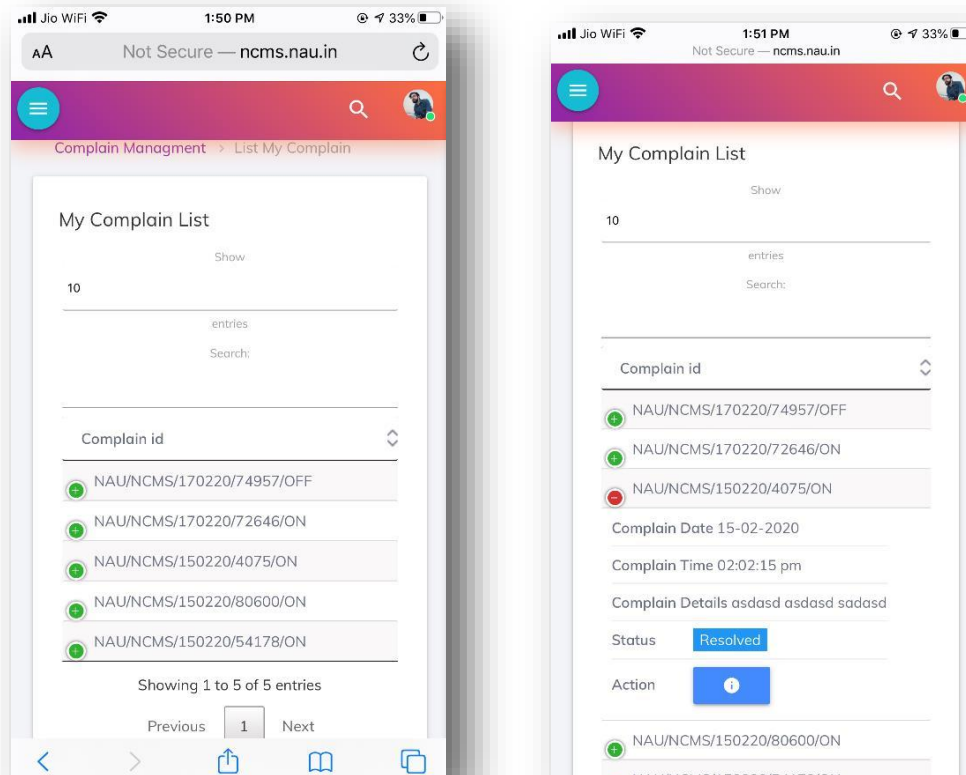
Complain-ID: NAU/NCMS/170220/72646/ON

Technician will Assist You Soon

ITCell, NAU

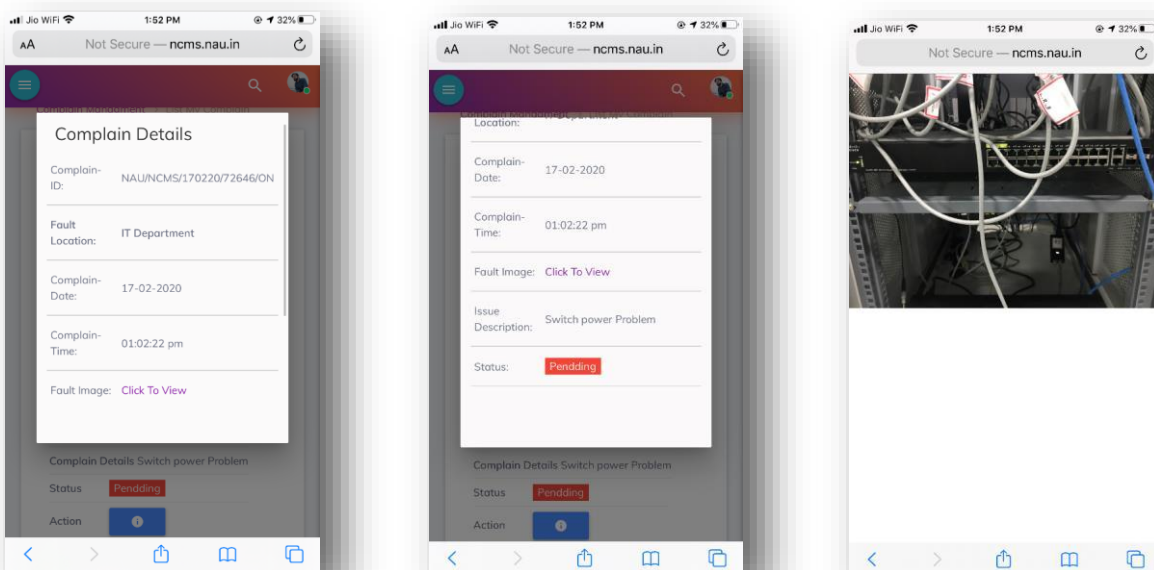
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170220/55651/ON) Has Been
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ITCell, NAU
Contact: [7359445544](tel:7359445544)