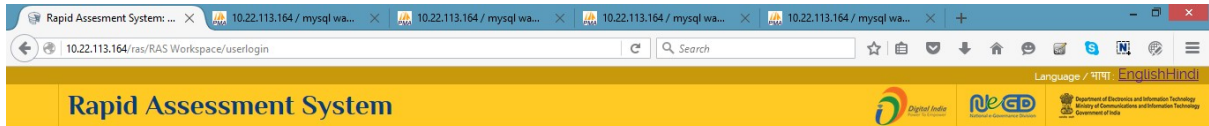


# RAS User Application Workflow

1. User login with the credentials. User needs to generate OTP by entering registered Email id or Password.



**Login for feedback**

Email id

or

Mobile No

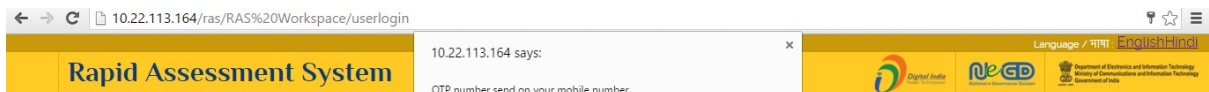
*RAS is a continuous feedback system for e-services delivered through various NeGP platforms and e-Gov applications*



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## After Generating OTP



**Login for feedback**

Mobile No

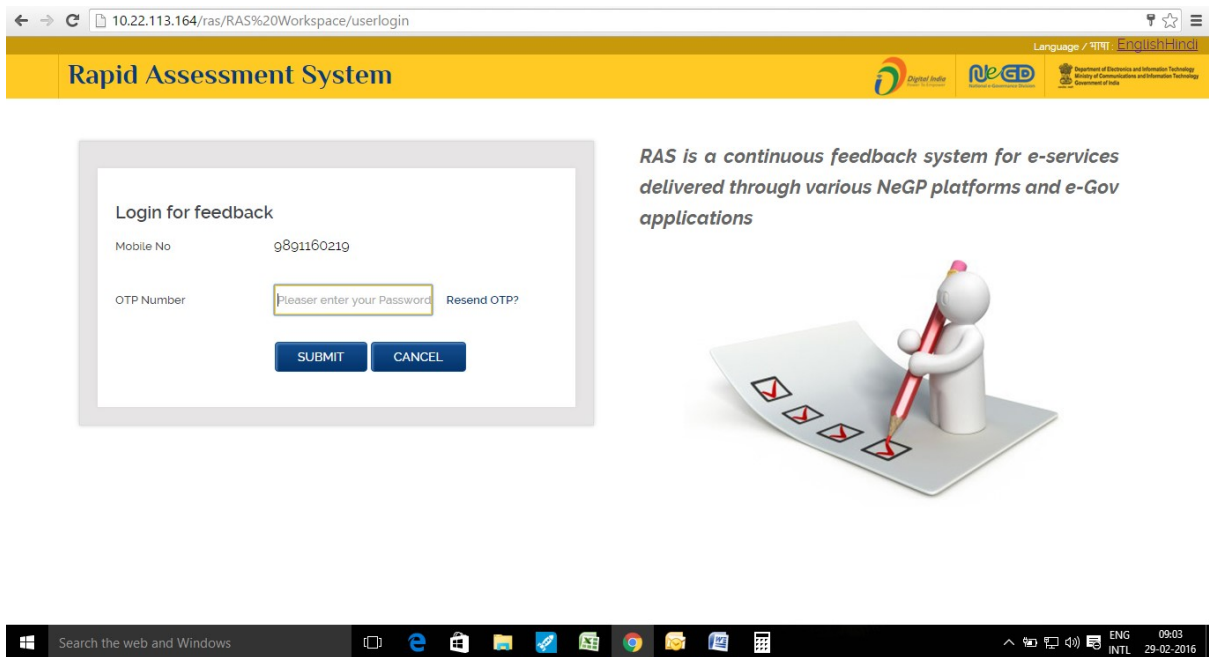
OTP Number

*us feedback system for e-services delivered through various NeGP platforms and e-Gov applications*



## Re Send OTP

User can re Send the OTP if the registered no is wrong or there is delay in OTP



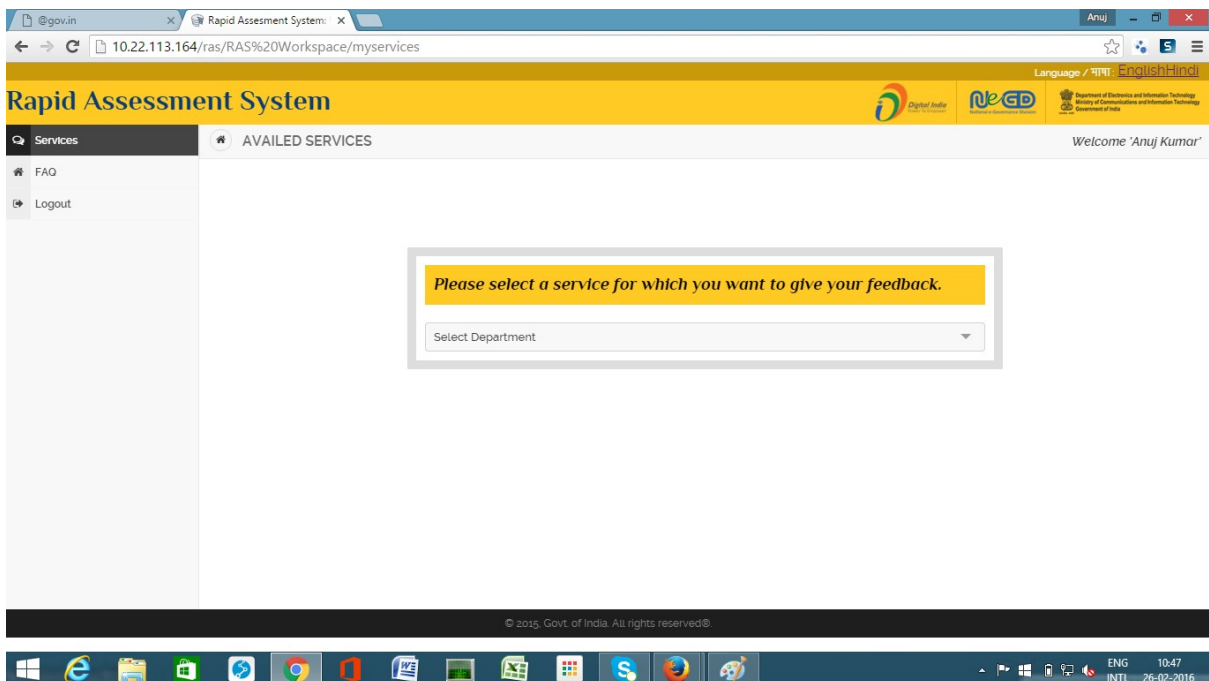
The screenshot shows a web browser window with the URL `10.22.113.164/ras/RAS%20Workspace/userlogin`. The page header includes the "Rapid Assessment System" logo and navigation options for "Language / भाषा: EnglishHindi". The main content area features a "Login for feedback" form with the following fields:

- Mobile No: 9891160219
- OTP Number:  Resend OTP?

Below the form are "SUBMIT" and "CANCEL" buttons. To the right of the form, there is a descriptive text: "RAS is a continuous feedback system for e-services delivered through various NeGP platforms and e-Gov applications" and an illustration of a 3D white figure holding a red pencil, standing on a document with several red checkmarks.

The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with the date "29-02-2016" and time "09:03".

After Entering Valid OTP user will redirect to home Page.

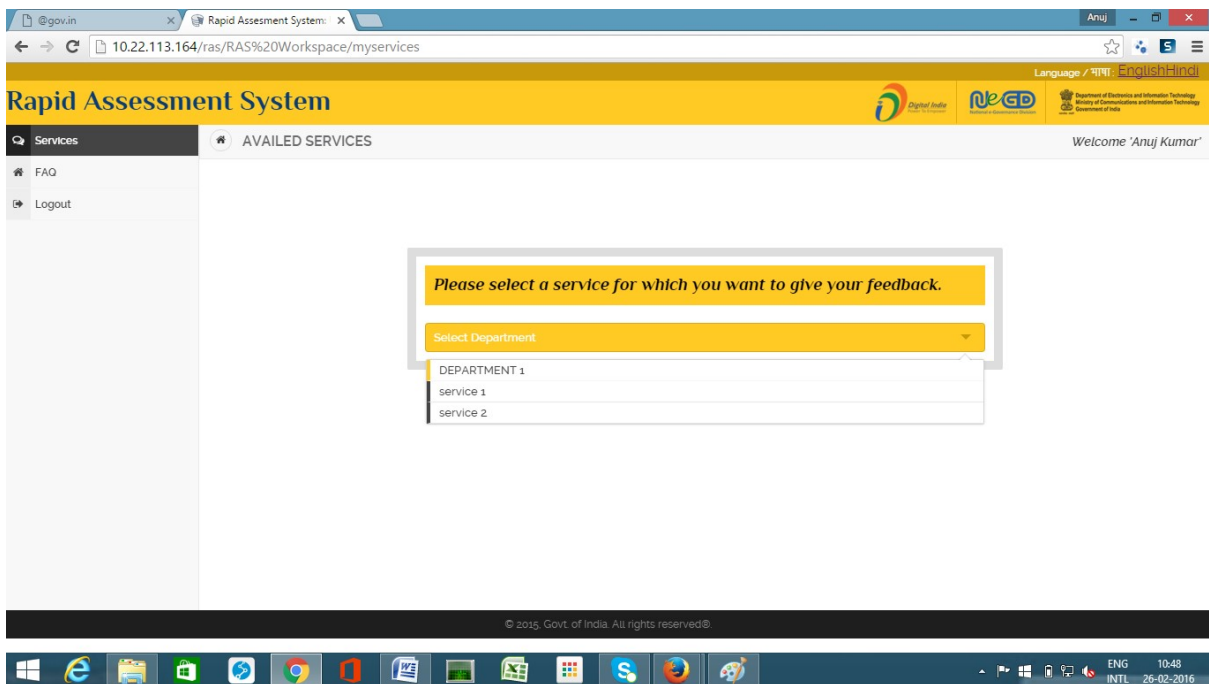


The screenshot shows the "Rapid Assessment System" home page for a user named "Anuj". The browser address bar shows `10.22.113.164/ras/RAS%20Workspace/myservices`. The page header includes the "Rapid Assessment System" logo and navigation options for "Language / भाषा: EnglishHindi". The main content area features a "Services" sidebar with "Services", "FAQ", and "Logout" options. The main content area displays "AVAILED SERVICES" and a message: "Please select a service for which you want to give your feedback." Below this message is a "Select Department" dropdown menu.

The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with the date "26-02-2016" and time "10:47".

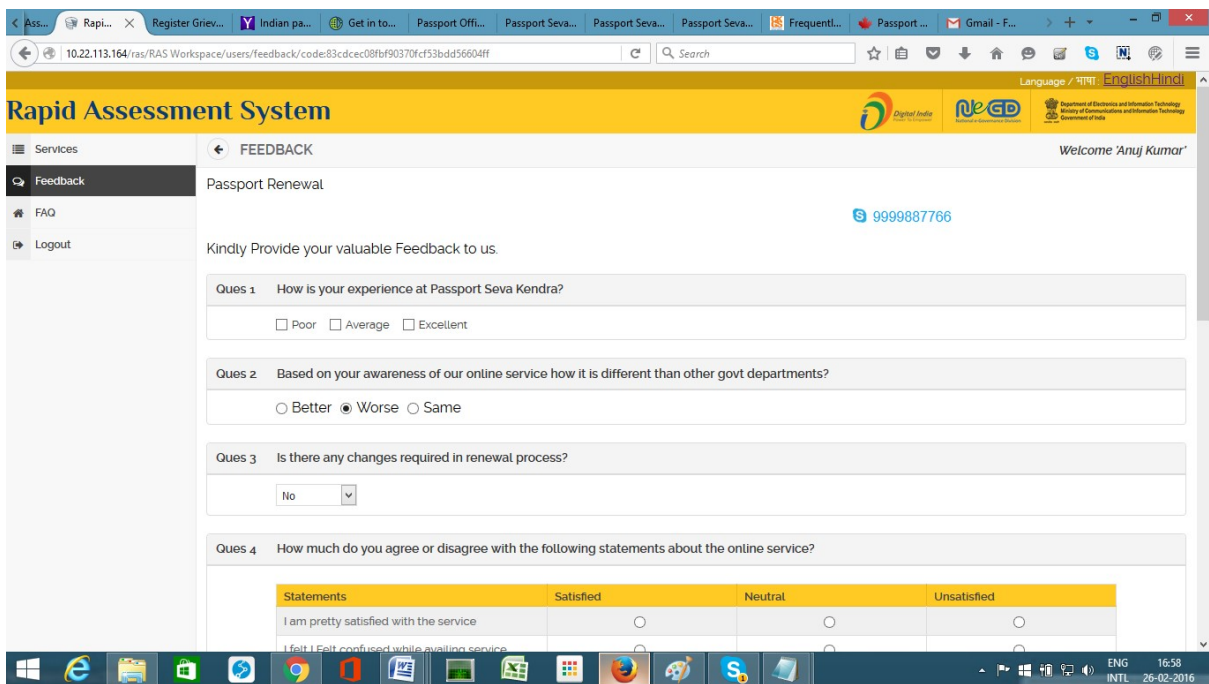
## 2 Services

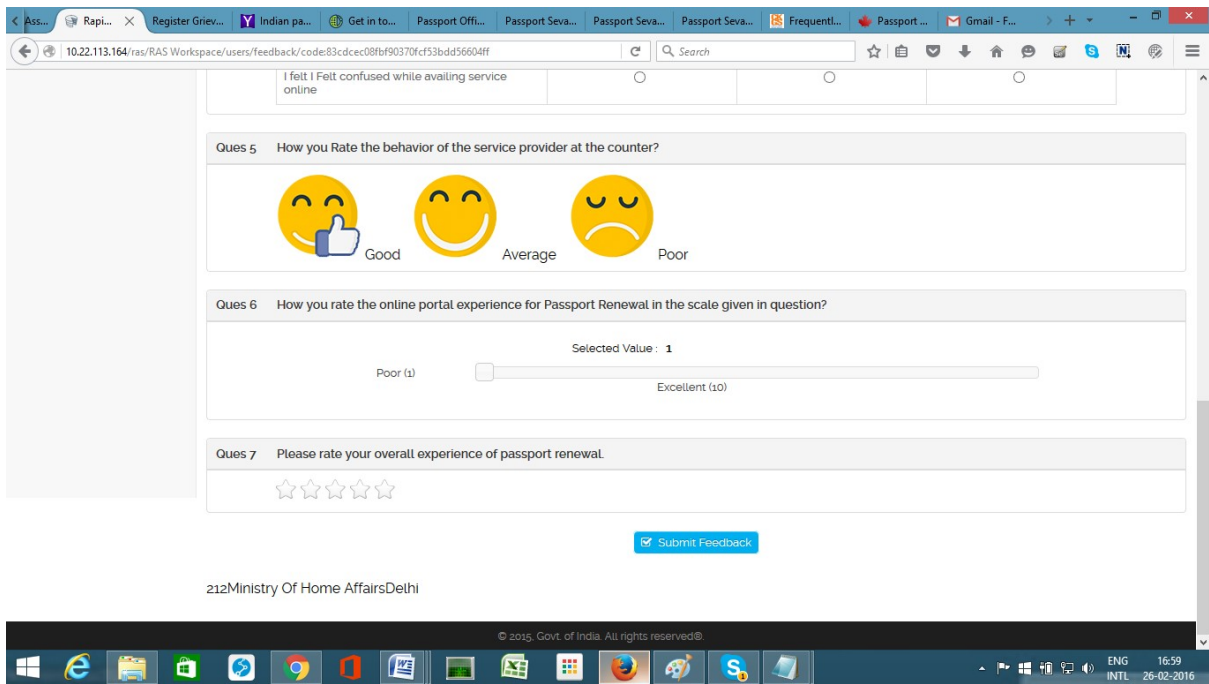
User will see the assigned services on the home page of the user



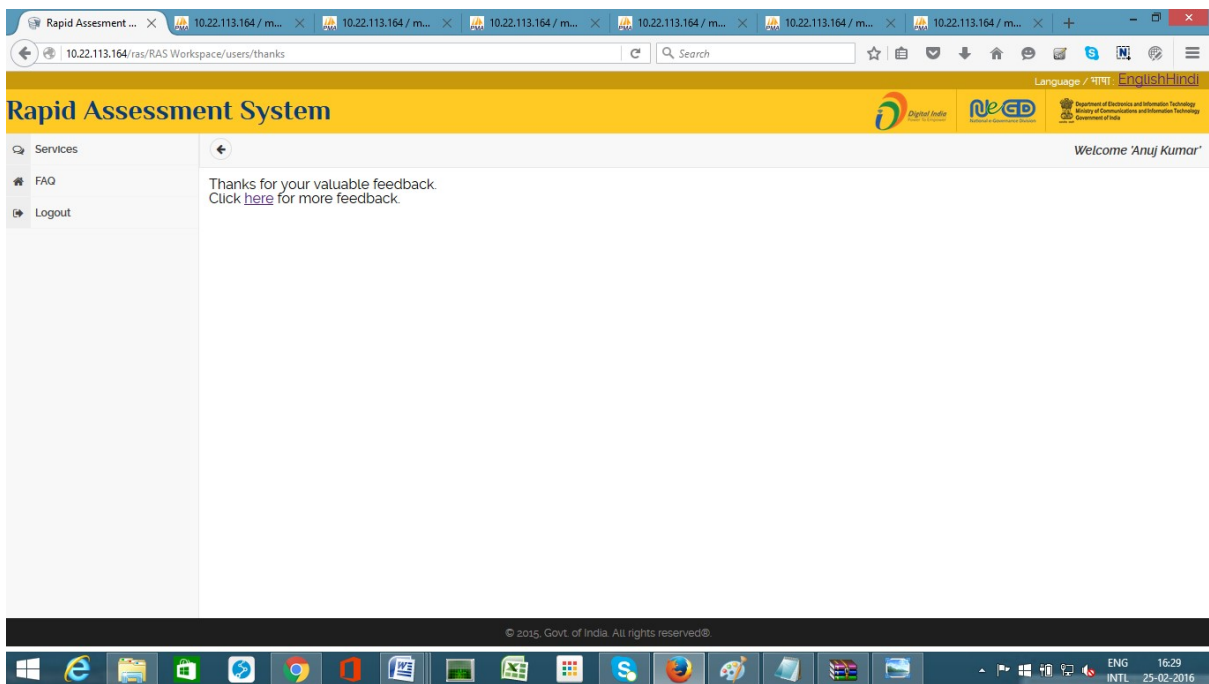
### 3. Feedback

User will redirect to feedback page after clicking on the particular service . This page will opens the feedback questions related with the assigned services. These questions are questions added in the feedback set.

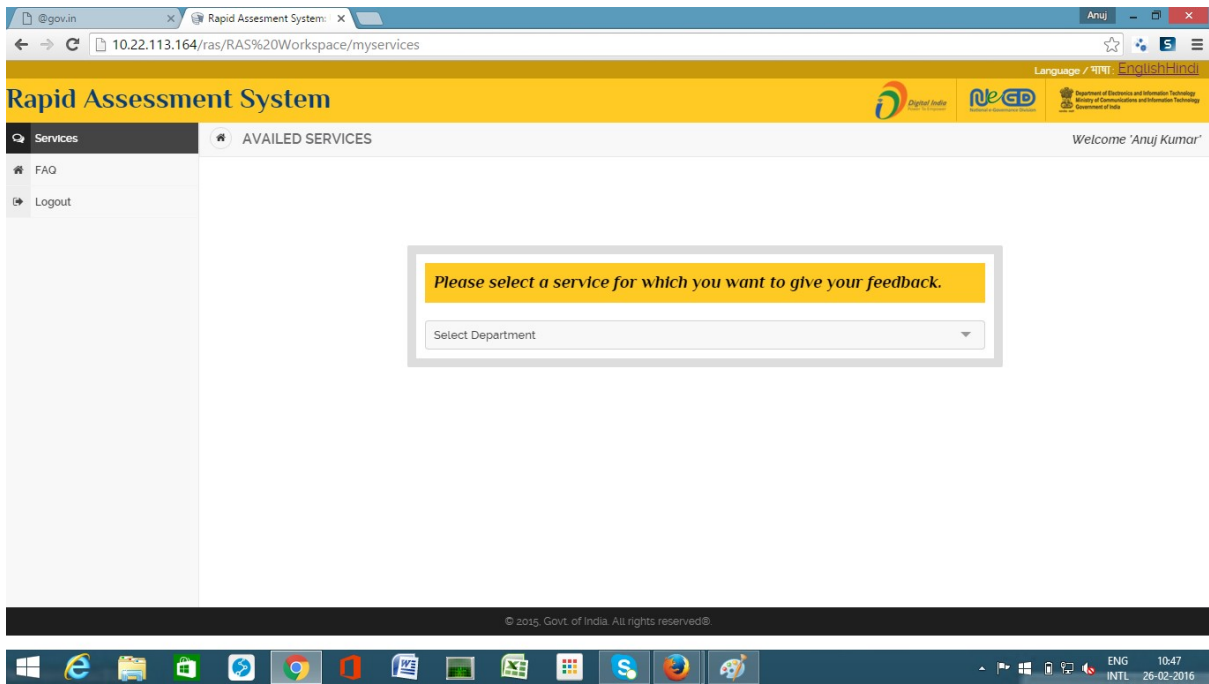




User can give their feedback and clicks on submit button.

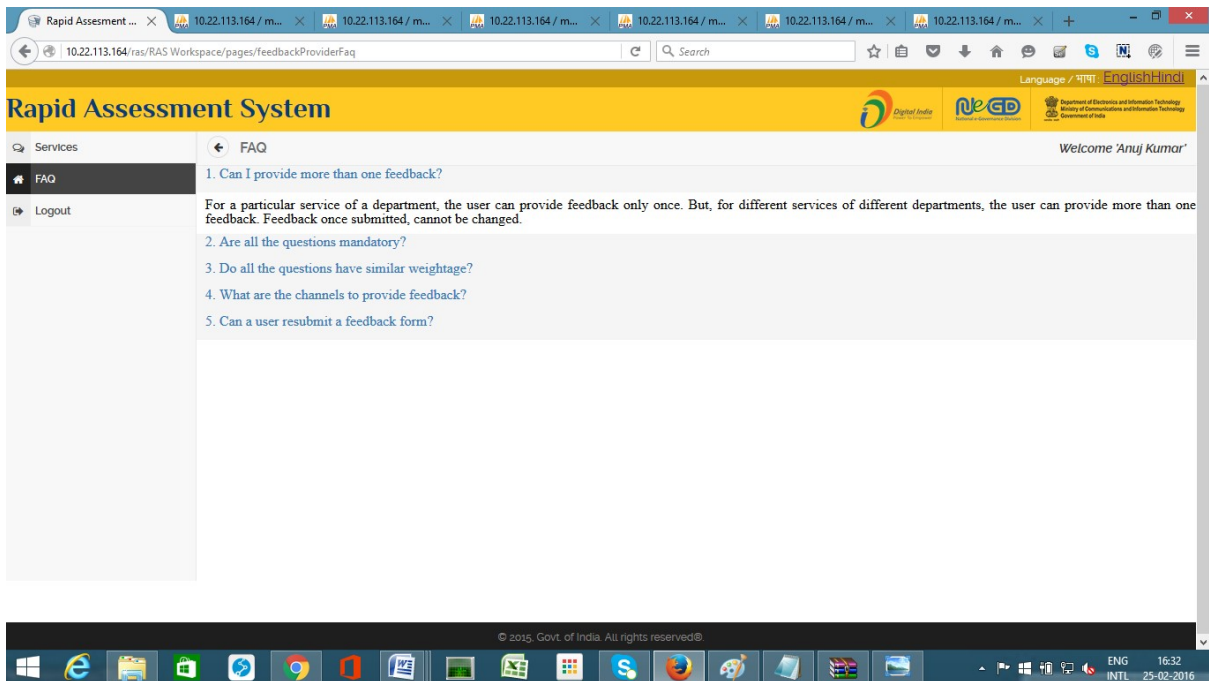


User can see more services on clicking Here or Services tab from left navigation and give more Feedbacks.



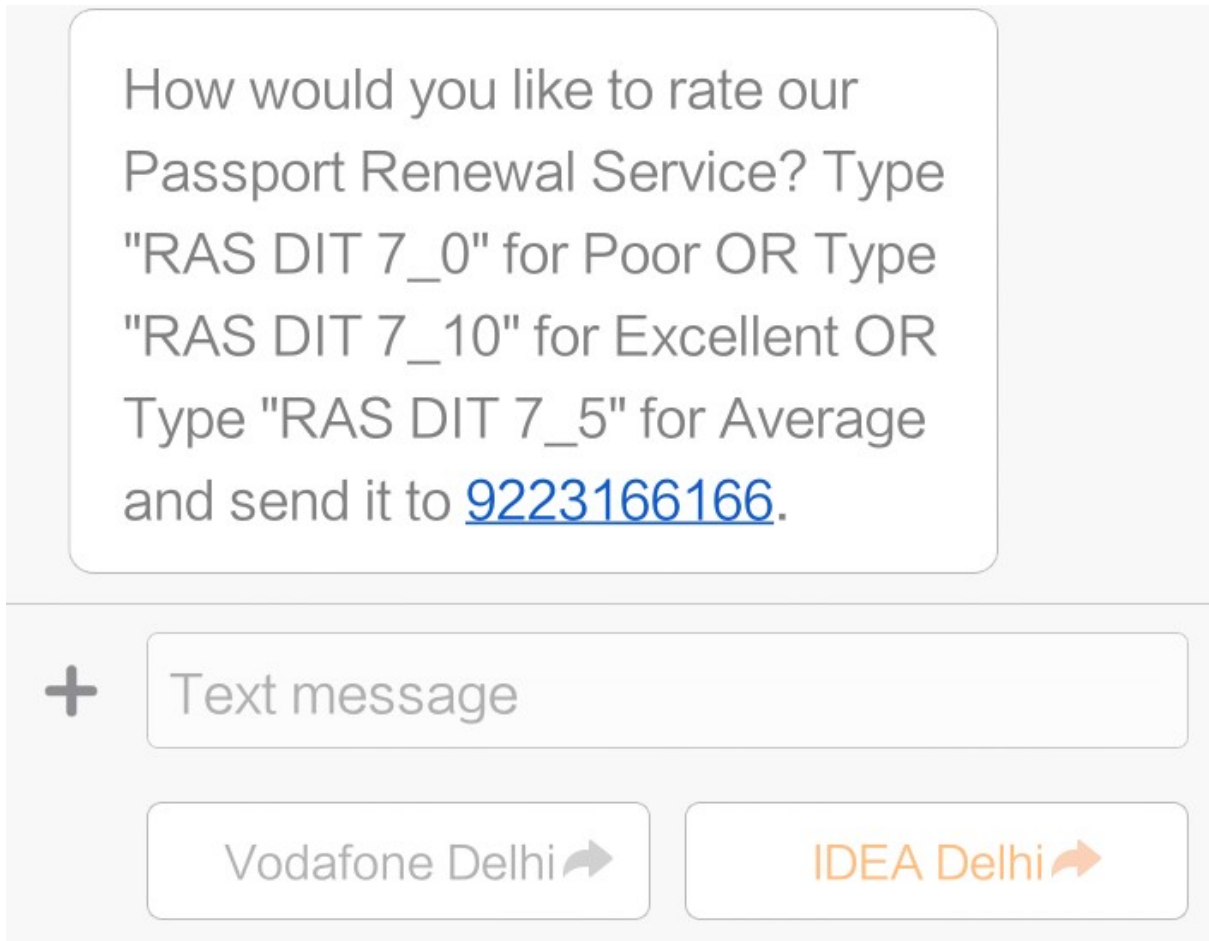
#### 4. FAQ

User can see the FAQ's for any issues.



# RAS User Mobile Application Workflow

1 User receive the Question and Answers option from the TD-GOVRAS name on the registered mobile number as per the configured feedback SMS.



2. User will receive the confirmation message after successfully receiving of message.

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