

Odisha Skill Development Authority

Government of Odisha

Nua Portal USER MANUAL

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1. OVERVIEW

The Odisha Skill Development Authority works on an overarching mission to bring transformative human development through skilling of youth and making Skilled-in-Odisha -a Global Brand. It aims to skill 6.7 Lakh youth in next 2 years. Towards this an 18-month roadmap was presented on 17th June, 2016 by the Hon'ble Chief Minister Shri Naveen Patnaik. The organization will be setting up 44 Government-run it is which will be overhauled for creating engagement, energy and accountability.

2. HOW TO GET STARTED

2.1 REGISTRATION PROCESS

In order to avail digital skilling program, candidates needs register themselves through digital skilling website figure 2-1.

2.1.1 DIGITAL SKILLING WELCOME PAGE



Figure 2-1 Welcome Screen

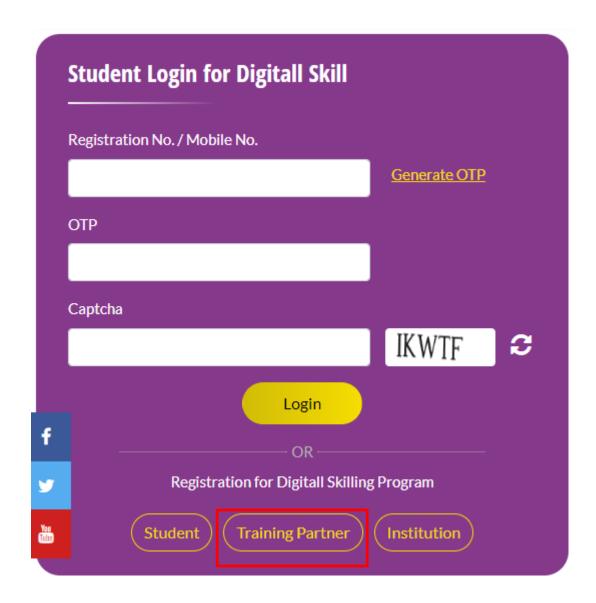


Figure 2-2 Training Partner Registration Screen

With reference to the figure 2-2.

Student/Training Partner/Institution needs to register themselves in the digital skilling program.

Clicking on **Training Partner** Button to get re-directed to registration page refer fig 2-3.

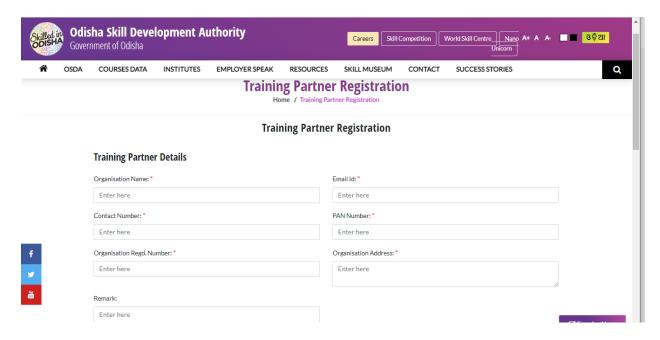


Figure 2-3 Training Partner Registration Form Screen (Part-1)

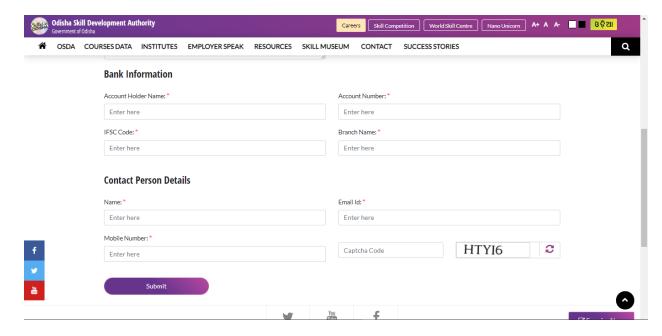


Figure 2-4 Training Partner Registration Form Screen (Part-2)

Referring to Fig. 2-3, 2-4.

Registration Form Section:

In the Training Partner Details Section:

- Enter **Organization Name** in the given text box.
- Enter **Email ID** in the given text box.
- Enter **Contact Number** in the given text box.
- Enter **PAN Number** in the given text box.
- Enter **Organization Registration Number** in the given text box.

- Enter **Organization Address** in the given text Area.
- Enter **Remark** in the given text Area.

In the Bank Information Section:

- Enter **Account Holder Name** in the given text box.
- Enter **Account Number** in the given text box.
- Enter **IFSC Code** in the given text box.
- Enter **Branch Name** in the given text box.

In the Contact Person Details Section:

- Enter **Name** in the given text box.
- Enter **Email ID** in the given text box.
- Enter **Mobile Number** in the given text box.
- Enter **Captcha Code** in the given text box.

In-Order to Register, Training partner needs to fill out the form and Submit the application.

Upon successful submission, a confirmation notification will pop up on the screen refer fig 2-5.

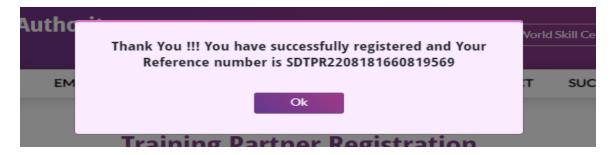


Figure 2-5 Successful Notification Screen

2.1.2.2 TAKE ACTION FOR TRAINING PARTNER REGISTRATION REQUEST BY OSDA AUTHORITY

In this process, OSDA Authority will approve all the received registration requests.

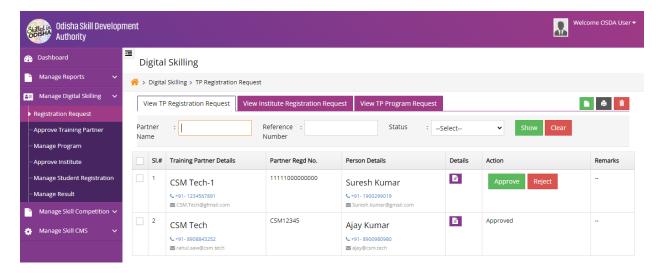


Figure 2-6 Registration Request Screen

Referring to **Fig. 2-6**:

Here the authorized user can view list of training partners requested for registration in a list view manner and the user can **approve/ reject/delete** any application by selecting the particular application.

The user can download/take printout of the whole record by clicking on download/printout button located in right top corner.

The user can make use of the search panel; the list displayed can be filtered.

After registration approval, process done applicant will get email notification consisting of login credentials.

2.1.2.3 TRAINING PARTNER LOGIN

In order to add different training programs in to the digital skilling portal, training partner needs to login to the portal and add various training programs.

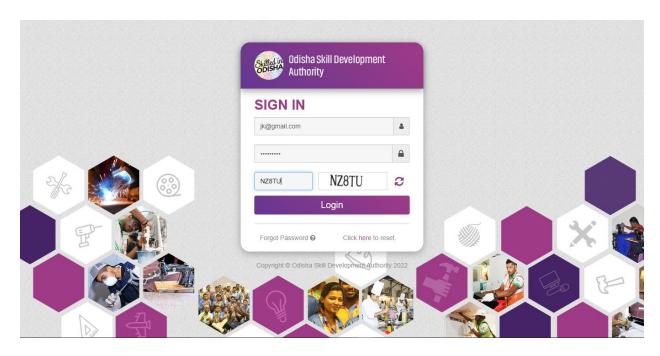


Figure 2-7 Training Partner Login Screen

Refer Fig. 2-7:

Here the authorized training partner will login to the portal by entering the received user credentials.

2.1.2.3.1 ADD TRAINING PROGRAM

In this section, training partner will add different training programs for the institution/ Student.

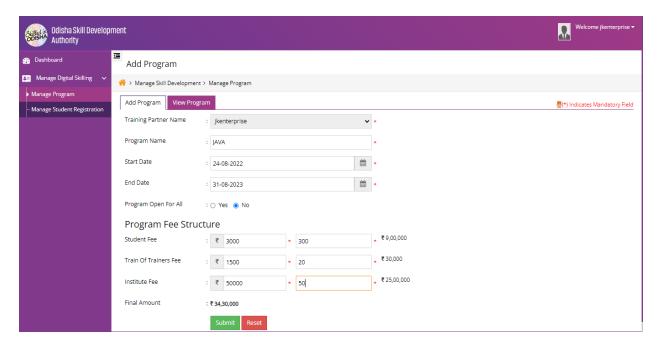


Figure 2-8 Add Program Screen

Refer **Fig. 2-8**:

Add Program Section:

- Select Training Partner Name from dropdown field.
- Enter Program Name in the given text box.
- Select start date form the calendar field.
- Select end date form the calendar field.
- Choose **Yes or No for** Program open for all radio button, in case it was choose as yes then this program will available for all the candidate; if choose No then this program will only be available for particular institutes.

Program fee structure Section:

• Student fee:

Enter **amount** in amount per candidate text field, followed by the total **number of Candidates** enrolled with the program. On addition, the sum of the student fee populates on the right hand side.

• Train of Trainers fee:

Enter **amount** in amount per **ToT** text field, followed by the total **number of ToT** enrolled with the program. On addition, the sum of the student fee populates on the right hand side.

• Institute Fee:

Enter **amount** in amount per Institute text field, followed by the total **number of Institute** enrolled with the program. On addition, the sum of the student fee populates on the right hand side.

- Final Amount: the amount will auto populated.
- In order to add New **Training Program** click **Submit** Button.
- In order to clear data from the fields, click on **Reset** Button.

2.1.2.3.2 VIEW PROGRAM

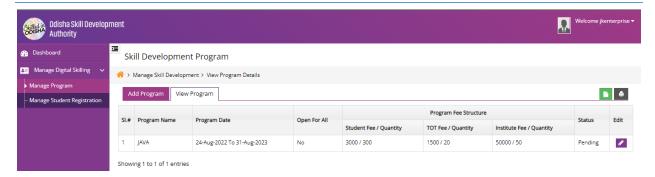


Figure 2-9 View Program Screen

Referring to **Fig. 2-9**:

Here the authorized user can view list of training partners requested for registration in a list view manner.

The authorized user can edit the any particular record by clicking on edit button.

2.1.2.4 ACTION TAKEN FOR REGISTERED TRAINING PROGRAM BY OSDA AUTHORITY Odisha Skill Development

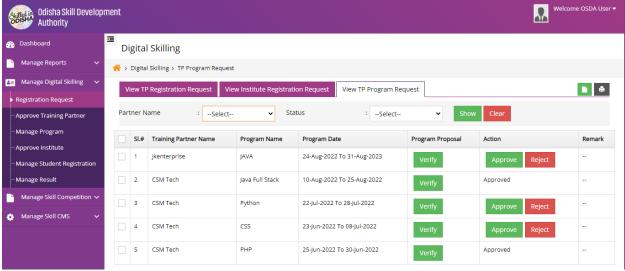


Figure 2-10 Requested New Training Program Screen

Referring to Fig. 2-10:

Here the authorized user can view list of training partners requested for registration in a list view manner.

The user can make use of the search panel; the list displayed can be filtered.

2.1.2.4.1 TRAINING PROGRAM VERIFY PROCESS

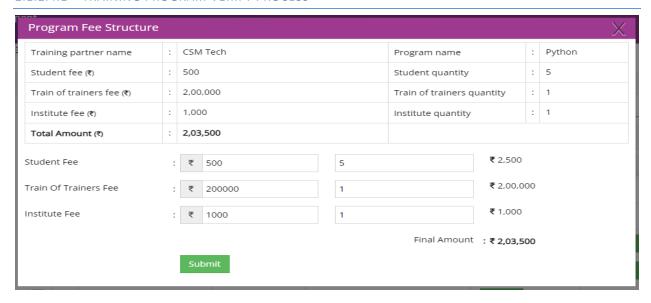


Figure 2-11 Fee Structure Edit screen

Referring Fig 2-11:

In this process, authorized user has the provision to edit the fee structure for **Train the trainers / Institution / Student** for the training program.

After the verifying fee structure complete the process then need to click on action for approval to enter percentage screen refer fig 2-12.

2.1.2.4.2 ENTER PERCENTAGE VALUE

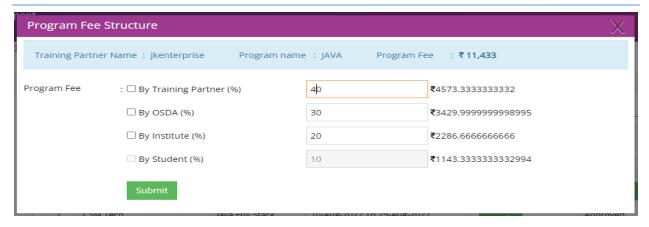


Figure 2-12 Percentage value entry screen

Referring to Fig. 2-12:

The user will **enter the percentage value** of any selected application.

2.1.2.4.3 APPROVE/REJECT REGISTERED PROGRAM

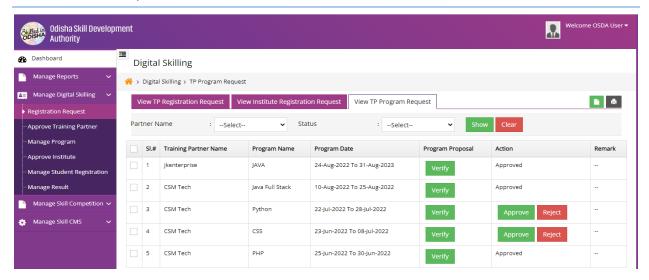


Figure 2-13 Requested Program for Approval screen

Referring to Fig. 2-13:

Here the authorized user can view list of program proposal details along with the training partner details; the user can approve/reject any particular application, which are selected.

After approval process done, the authorized user can view the final

The user can Export of the whole record by clicking on Export button located in right top corner.

After registration approval, process done applicant will get confirmation email.

2.1.3 INSTITUTION REGISTRATION

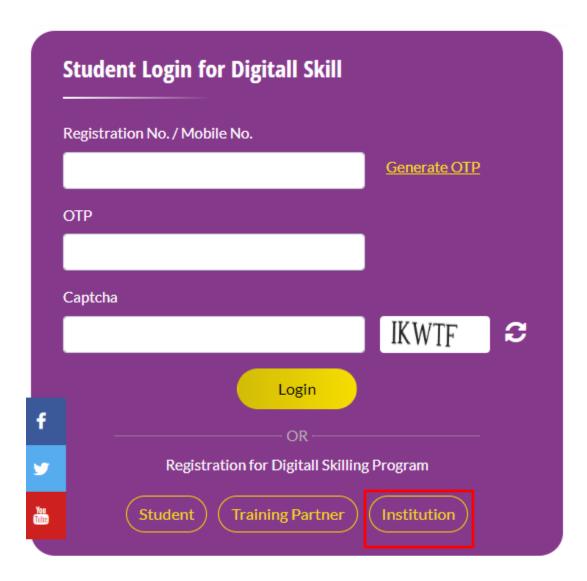


Figure 2-14 Institution Registration Screen

With reference to the figure 2-14.

Student/Training Partner/Institution needs to register themselves in the digital skilling program.

Clicking on **Institution** Button to get re-directed to registration page refer 2-15, 2-16, 2-17.

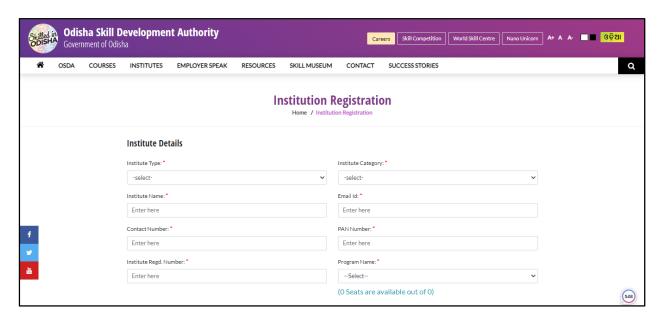


Figure 2-15 Institution Registration Form Screen (Part-1)

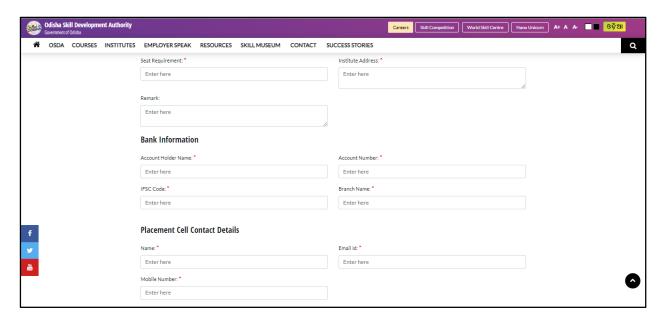


Figure 2-16 Institution Registration Form Screen (Part-2)

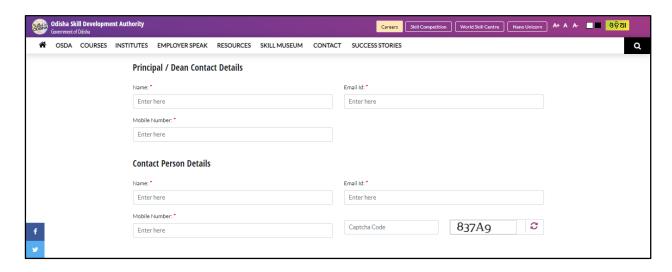


Figure 2-17 Institution Registration Form Screen (Part-3)

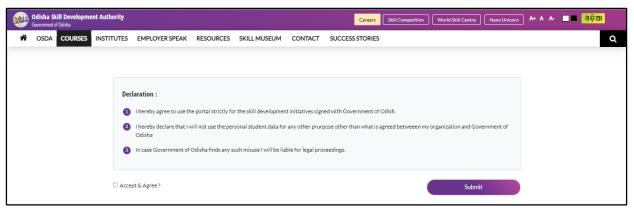


Figure 2-18 Institution Registration Form Declaration Screen (Part-4)

Referring to **Fig. 2-15, 2-16, 2-17**.

Registration Form Section:

In the Institution Details Section:

- Enter **Institute Type** in the given text box.
- Enter Institute Category in the given text box.
- Enter **Institute Name** in the given text box.
- Enter Email ID in the given text box.
- Enter **Contact Number** in the given text box.
- Enter **PAN Number** in the given text box.
- Enter **Institution Registration Number** in the given text box.
- Enter **Institution Address** in the given text Area.
- Enter **Remark** in the given text Area.

In the Bank Information Section:

- Enter **Account Holder Name** in the given text box.
- Enter **Account Number** in the given text box.
- Enter **IFSC Code** in the given text box.
- Enter **Branch Name** in the given text box.

In the placement-cell, Contact Person Details Section:

- Enter **Name** in the given text box.
- Enter **Email ID** in the given text box.
- Enter **Mobile Number** in the given text box.

Principal / Dean Contact Details:

- Enter **Name** in the given text box.
- Enter **Email ID** in the given text box.
- Enter **Mobile Number** in the given text box.
- Enter **Captcha** in the given text box.
- In-Order to Register, Training partner needs to fill out the form and Submit the application.
- Upon successful submission, a confirmation notification will pop up on the screen refer fig 2-18.



Figure 2-18 Successful Notification Screen

2.1.3.2 TAKE ACTION FOR INSTITUTION REGISTRATION REQUEST BY OSDA AUTHORITY

In this process, OSDA Authority will take action on all the received registration requests.

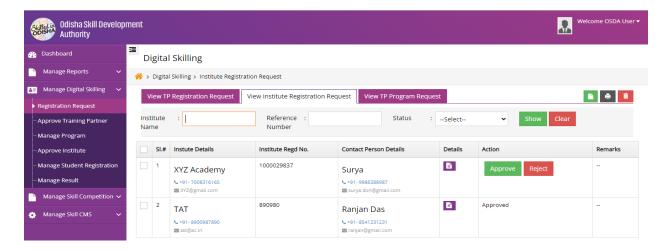


Figure 2-19 Registration Request Screen

Referring to Fig. 2-19:

Here the authorized user can view list of institution requested for registration in a list view manner and the user can **Approve/ Reject/Delete** any application by selecting the particular application.

The user can download/take printout of the whole record by clicking on download/printout button located in right top corner.

The user can make use of the search panel; the list displayed can be filtered.

After registration approval, process done applicant will get email notification consisting of login credentials.

2.1.3.3 INSTITUTE LOGIN

To access the application, enter the URL in the internet browser. You are navigated to the Welcome screen displaying the scheme details. Refer **Fig. 2-1**-

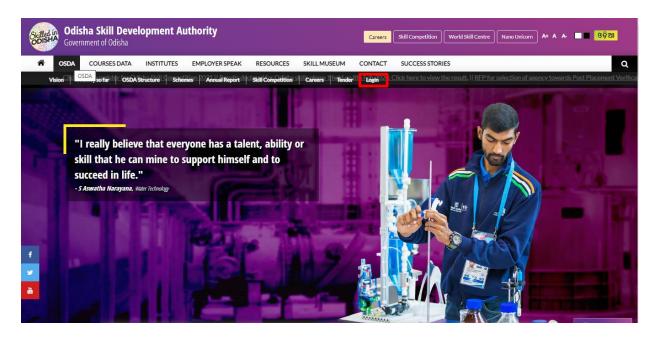


Figure 2-20 Welcome Screen

With reference to Fig. 2-20:

Click on the Login button as highlighted in the above figure, to navigate to the login page.

Doing so, you are redirected to the login screen. Refer Fig. 2-21-

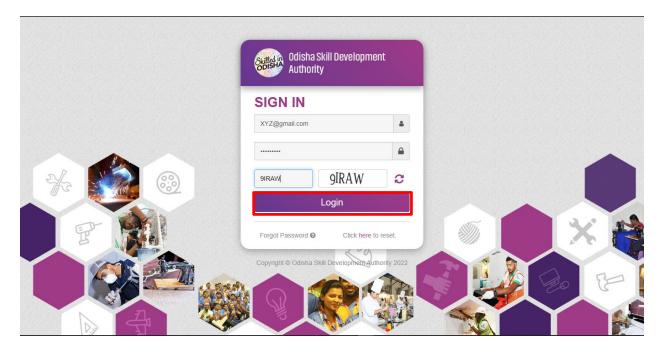


Figure 2-21 Login Screen

2.1.3.4 SIGN IN

To access the portal, you need to provide your username and password generated at the time of registration. These credentials are used for Sign In, i.e. gaining access into the system.

2.1.3.4.1 HOW TO SIGN IN

In the Welcome screen displayed, click the Login option as highlighted in Fig. 2-20, to get navigated to the Login screen. Refer **Fig. 2-21**:

- Enter the Username address and Password in the respective textbox given.
- Enter the Captcha displayed for security reasons.
- Click the **Log in** button.
- In case, you have forgotten the login password, then click the Forgot Password? link.



Figure 2-22 Login Screen

2.1.3.4.2 APPROVED INSTITUTION DETAILS

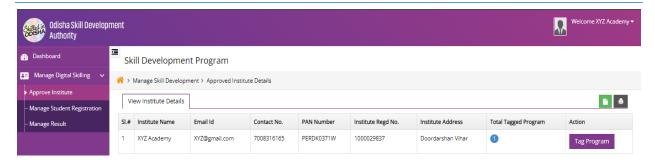


Figure 2-23 View Institution Screen

Referring to **Fig. 2-23**:

Here the authorized institution can view registration details and the user can **tag program**.

The user can download/take printout of the whole record by clicking on download/printout button located in right top corner.

2.1.3.4.3 TAG PROGRAM

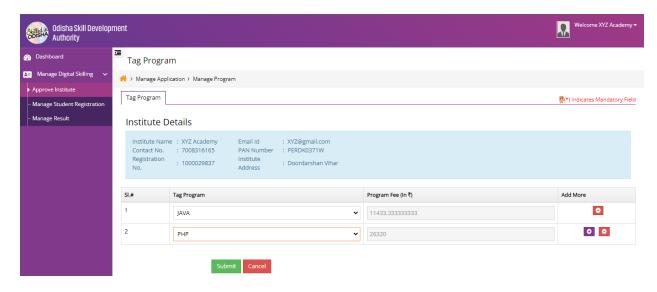


Figure 2-24 Tag Program Screen

Referring to Fig. 2-24:

Here the institution can add multiple programs.

2.1.3.5 MANAGE STUDENT REGISTRATION

Here the authorized institution can add candidates and tagged them with their desired program courses.

2.1.3.5.1.1 ADD STUDENT DETAILS

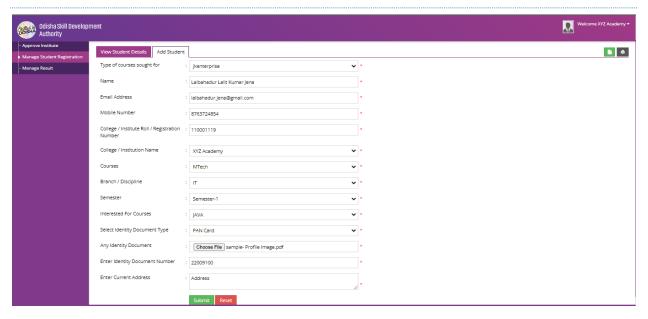


Figure 2-25 Add Student Screen

Referring to **Fig. 2-25**.

Registration Form Section:

- Select **Course Type** in the given dropdown field.
- Enter **Name** in the given text box.

- Enter **Email ID** in the given text box.
- Enter **Mobile Number** in the given text box.
- Enter College/Institution Roll/Registration Number in the given text box.
- Select **College/Institution Name** in the given dropdown field.
- Select **Course** in the given dropdown field.
- Select **Branch/ Discipline** in the given dropdown field.
- Select **Semester** in the given dropdown field.
- Select **Interested for course** in the given dropdown field.
- Select **identity type** in the given dropdown field.
- Upload **ID Document** in the given upload field.
- Enter Identity Document Number in the given text Area.
- Enter **Current Address** in the given text Area.
- In order to add New **Student** click **Submit** Button.
- In order to clear data from the fields, click on **Reset** Button.
- Upon successful submission, a confirmation notification will pop up on the screen refer fig 2-26.

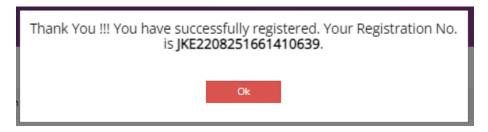


Figure 2-26 Successful Registration Notification pop-up

2.1.3.5.1.2 VIEW REGISTERED STUDENT DETAILS

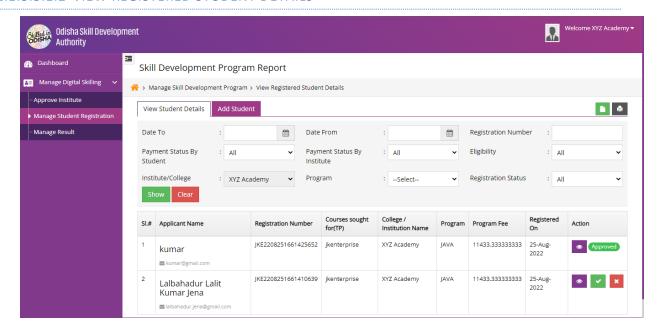


Figure 2-27 View Registered Student Details Screen

Here the authorized user can view list of registered students in a list view manner and the user can **View/Approve/ Reject** any particular application.

The user can export/take printout of the whole record by clicking on export/printout button located in right top corner.

The user can make use of the search panel; the list displayed can be filtered.

2.1.4 STUDENT REGISTRATION

Here students can register themselves to avail courses facilitated by OSDA.

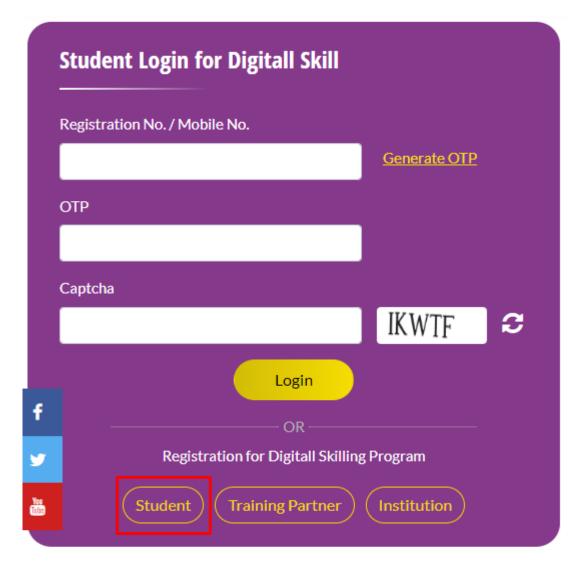


Figure 2-28 Student Registration Screen

With reference to the figure 2-28.

To register in digital skilling student needs to click on **Student** Button and get re-directed to registration page refer 2-29, 2-30, 2-31.

2.1.4.1.1 COURSE RELATED INFORMATION

On clicking of student button student will re-directed to student registration page refer fig-2-29.

Here student has to choose type of courses sought, after selecting course type student needs to fill out the form, by clicking on next student will re-directed to registration page refer fig 2-31.



Figure 2-29 Course Information Screen (part-1)

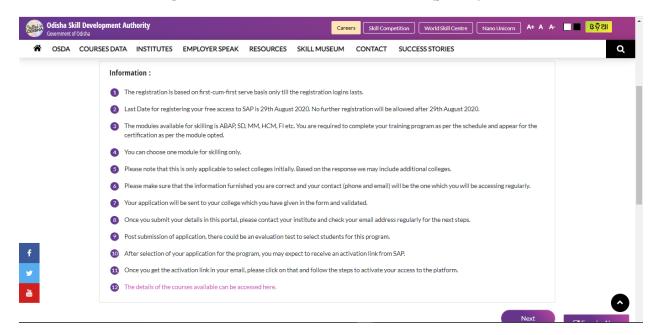


Figure 2-30 Course Information Screen (part-2)

2.1.4.2 STUDENT REGISTRATION FORM

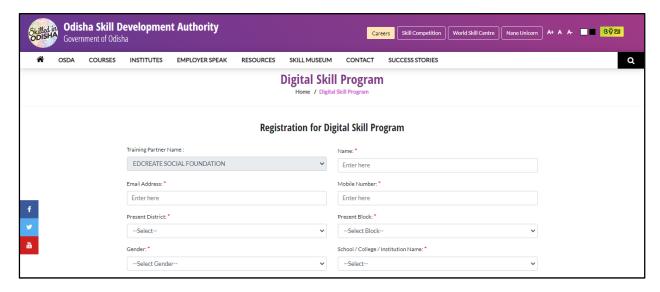


Figure 2-31 Student Registration Screen (part-1)

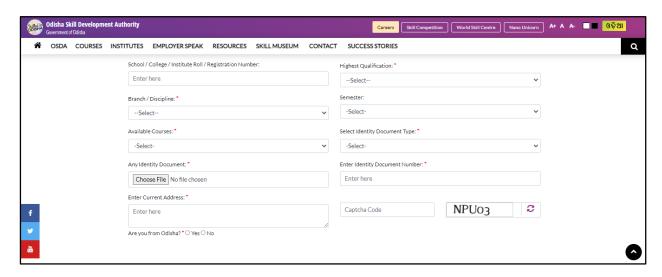


Figure 2-32 Student Registration Screen (part-2)

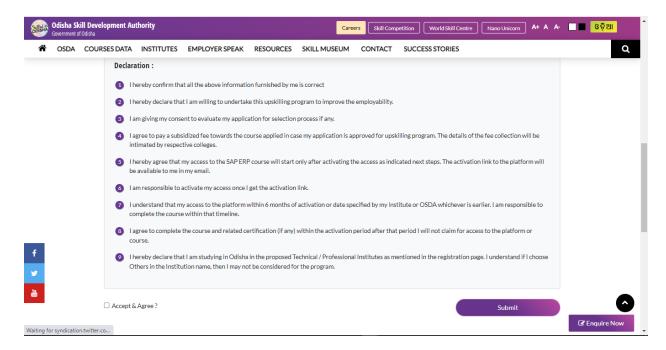


Figure 2-33 Student Registration Screen (part-2)

With reference to the figure 2-31, 2-32, 2-33.

To register in digital skilling student needs fill out all the asked information and on clicking of submit button registration process will be completed, then successful notification popup on the screen refer fig 2-34.

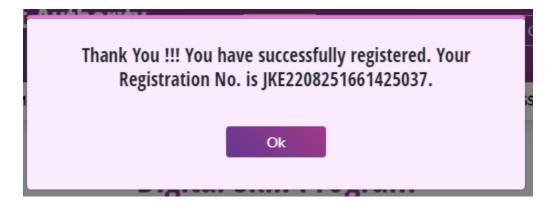


Figure 2-34 Successfully Registered Screen

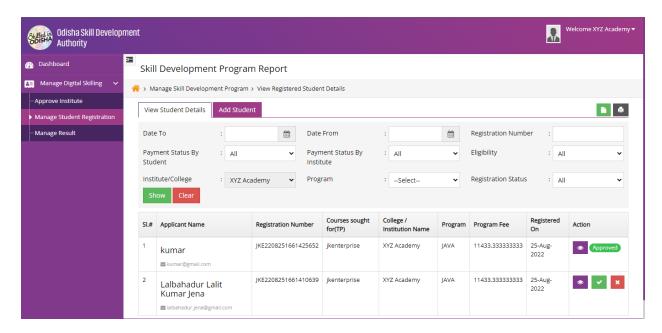


Figure 2-35 Request Registration Approval Screen

Referring to Fig. 2-35:

Here the authorized user can view list of student requested for registration in a list view manner and the user can **View/Approve/Reject** any application by selecting the particular application.

The user can export/take printout of the whole record by clicking on export/printout button located in right top corner.

The user can make use of the search panel; the list displayed can be filtered.

After registration done applicant will login by providing registration number or mobile number.

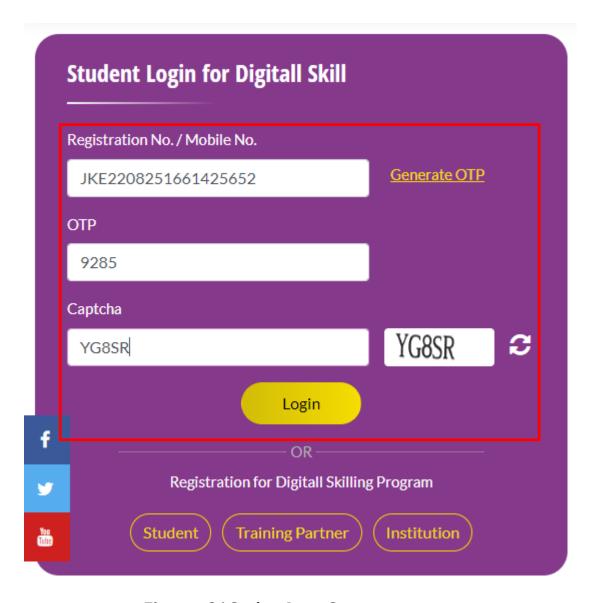


Figure 2-36 Student Login Screen

Referring to **Fig. 2-36**:

In order to login to the portal student has to put the received credential and click on login.

After login student will redirected to their respective dashboard, where student can view application status, own profile information and course information.

2.1.4.3.1 STUDENT DASHBOARD

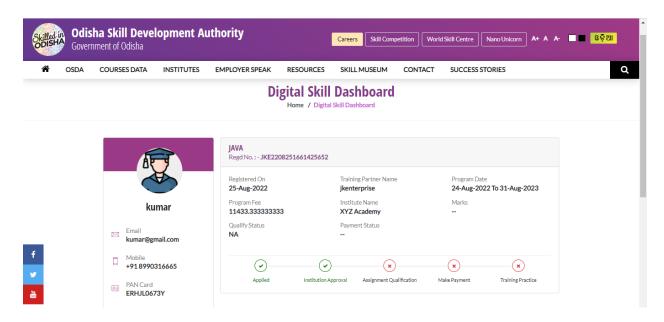


Figure 2-37 Student Dashboard Screen

Referring to Fig. 2-37:

Here the user can access course related information along with application status and their own profile information.

Once approved by the institution student will appear for offline exam conducted by Training Partner.

2.1.5 MANAGE RESULT

2.1.5.1 UPDATE MARK

Here the authorized user will update mark that the student acquired in offline exam.

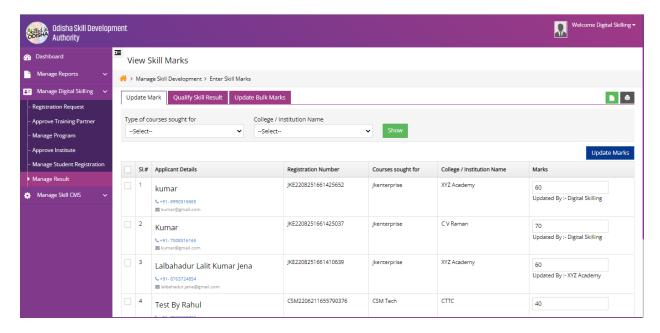


Figure 2-38 Update mark Screen

Referring to Fig. 2-38:

Here the authorized user can view list of registered students in a list view manner and the user can **give marks to respective** applicants and update marks by clicking on **update mark** button.

The user can export/take printout of the whole record by clicking on export/printout button located in right top corner.

The user can make use of the search panel; the list displayed can be filtered.

2.1.5.2 QUALIFY SKILL RESULT

Here the authorized user will select the qualifiers.

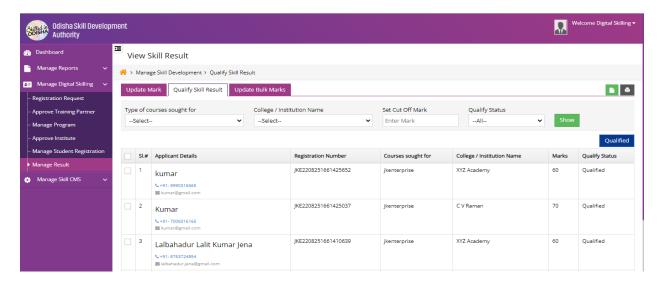


Figure 2-39 Qualify Screen

Referring to Fig. 2-39:

Here the authorized user can view list of registered students in a list view manner and the user can select the candidate and **qualify** them by clicking on **qualified** button.

The user can export/take printout of the whole record by clicking on export/printout button located in right top corner.

The user can make use of the search panel; the list displayed can be filtered.

2.1.5.3 UPDATE MARKS IN BULK MANNER

Here the authorized user can update marks in bulk manner.

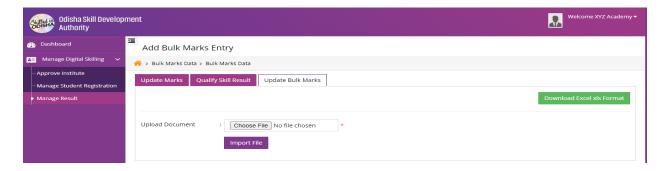


Figure 2-40 Update mark in bulk Screen

Referring to **Fig. 2-40**: Here the authorized user will download given excel format and update the marks of all the candidates then upload that sheet in the given upload field.

2.1.6 COURSES PAYMENT

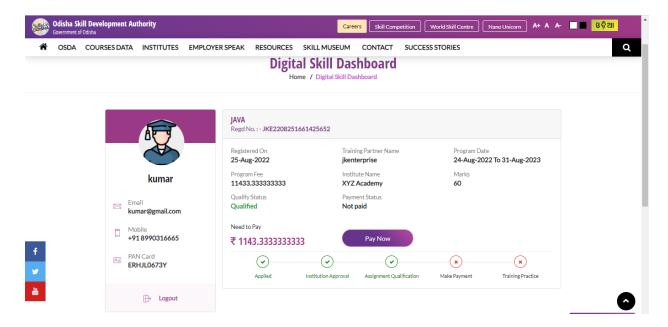


Figure 2-41 Availing Course by Payment Screen

Referring to Fig. 2-41:

After qualifying the exam student then eligible for availing courses by making payment refer fig 2-42.

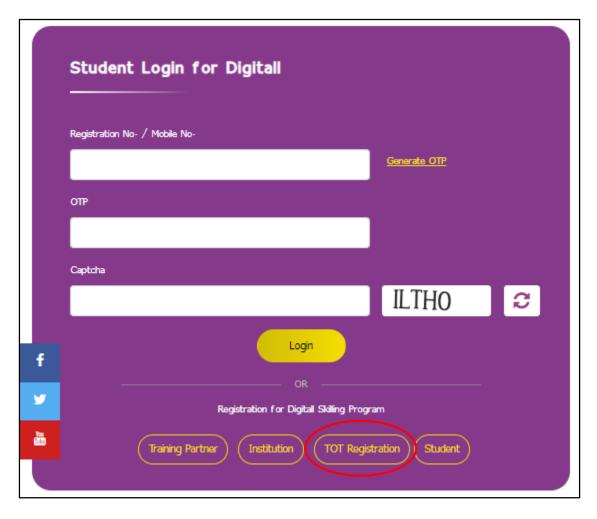


Figure 2-42 TOT Registration Page

With reference to the figure 2-42

User have to register by clicking on **TOT Registration** Button under **Courses** \rightarrow **Skill Development**.

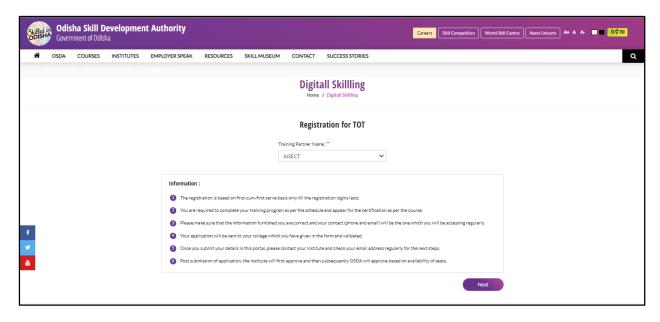


Figure 2-43 Enter Training Partner Name

Here User has to select the Training Partner Name mention in the drop-down as shown in the **Fig. 2-43** and have to click next.

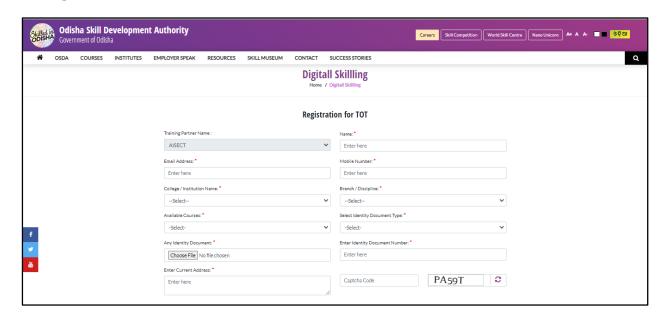


Figure 2-44 TOT Registration Page (Part – 1)

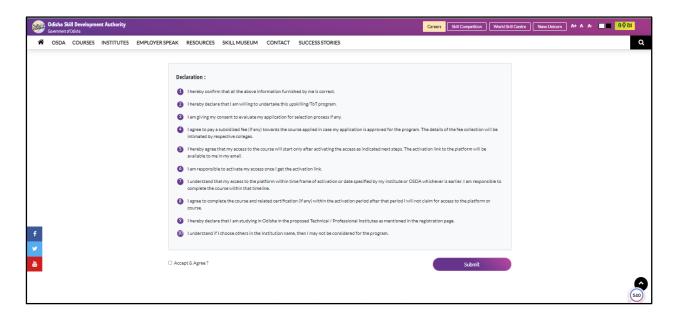


Figure 2-45 TOT Registration Page (Part – 2)

Referring to Fig. 2-44, 2-45.

In the TOT Registration Form Section:

- Enter Name in the given text box.
- Enter **Email Address** in the given text box.
- Enter **Mobile Number** in the given text box.
- Enter **College /Institution Name** in the given text box.
- Enter the **Branch/Discipline** in the given text box.

- Enter the **Available Courses** in the given text box.
- Enter the **Select Identity Document Type** in the given text box.
- Enter the **Any Identity Document Type** in the given text box.
- Enter the **Identity Document Number** in the given text box.
- Enter the **Current Address** in the given text box.
- Enter the Captcha Code in the given text box.

After entering all the necessary field accept and agree the Declaration points and submit the page using the **Submit button**.

3. HELP DESK

3.1 HOW TO GET STARTED

In order to get started with the help desk module user has to create the User profile



Figure3-46 Login Page

3.1.1 ADD USER PROFILE

User has to Add User profile through **the Super Admin** → **Manage User** → **User Profile** → **Add User**. As mention in the below **fig. 3-47 and fig. 3-48**.

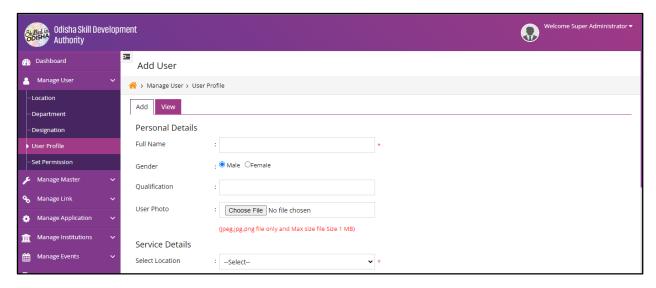


Figure3-47 Add User Page

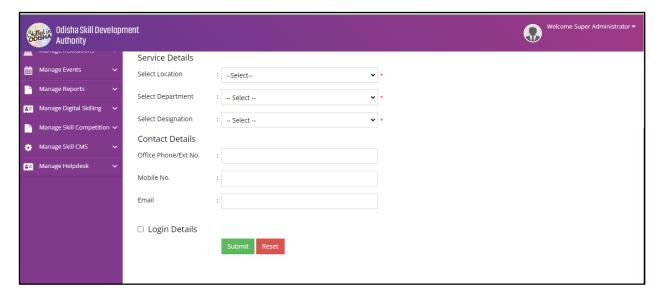


Figure3-48 Add User Page

Under Personal Details form section:

- Enter the Name given in the text box.
- Select the Gender given in the radio button.
- Enter the **Qualification** given in the text box.
- Upload Photo using the upload button.

Under Service Details:

- Select the Location from the dropdown.
- Select **Department** from the dropdown.
- Select **Designation** from the dropdown.

Under the Contact Details:

- Enter Office Phone/Ext. No. given in the text box.
- Enter the **Mobile No.** given in the text box.
- Enter the **Email Id.** given in the text box.

3.1.2 MANAGE HELP DESK

Under Manage Helpdesk user could Manage Holiday, Create the Complaint Category, Create the Complaint Sub Category, SLA Configuration, Escalation Configuration, Registered Complaint.

3.1.1.1 MANAGE HOLIDAY

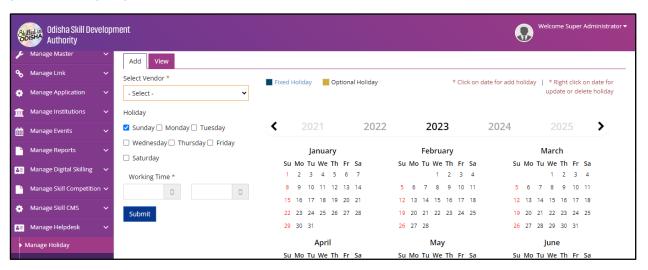


Figure 3-49 Manage Holiday

Refer to the Fig. 3 -49 image above user could manage the No. of working days and could add the National and Regional holiday using the Manage holiday tab.

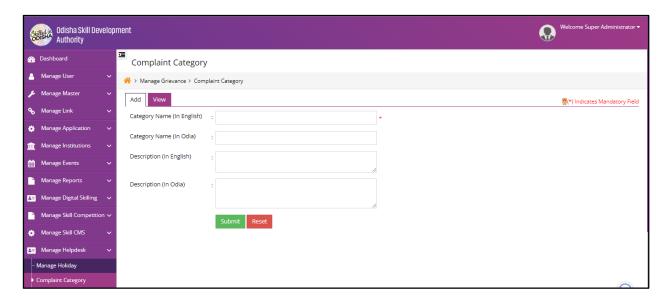


Figure 3- 50 Complaint Category

Refer to the Fig. 3 -50 image above user could add the Category of Complaint under the Complaint Category tab.

3.1.1.3 COMPALINT SUB CATEGORY

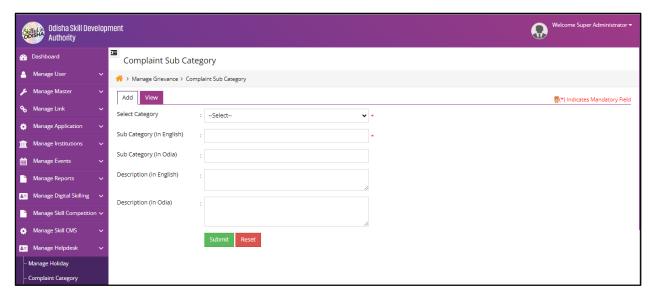


Figure 3-51 Complaint Sub Category

Refer to the Fig. 3 -51 image above user could add Sub Category of Complaint which are coming under the Complaint Category tab.

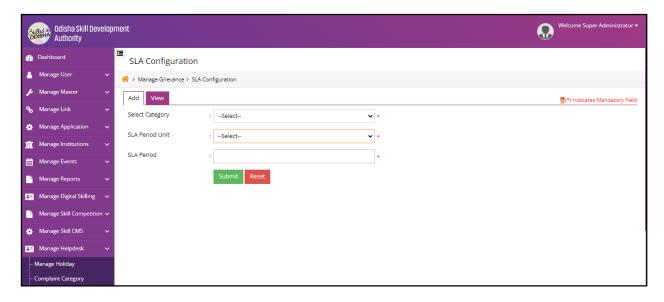


Figure 3- 52 SLA Configuration

Referring to the Fig. 3 -52 image above user could do the SLA configuration and could set the period to solve the issue.

3.1.1.5 ESCALATION CONFIGURATION

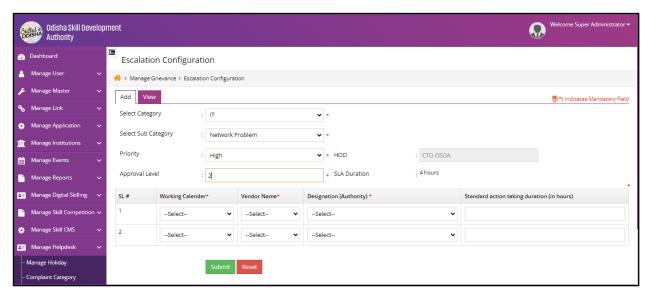


Figure 3-53 Escalation Configuration

Referring to the Fig. 3 -53 image above, User could do the Escalation Configuration and could set the severity of the issues and set the no. of approval levels.

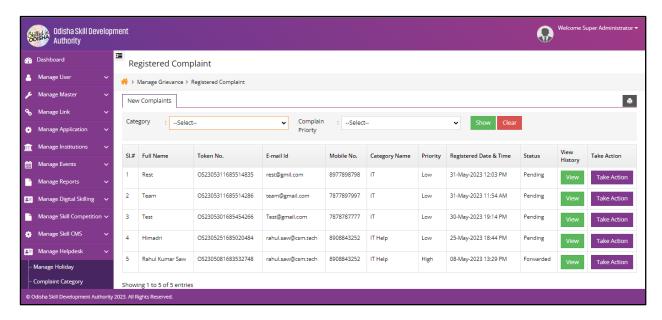


Figure 3-54 Registered Complaint (Part-1)

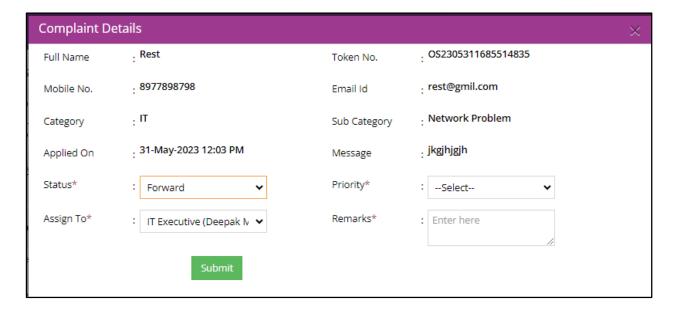


Figure 3- 55 Registered Complaint (Part-2)

Referring to the Fig. 3 -54 image above, User could view the no. of registered complaint and could give the status weather it is Hold, Discard, Resolved or Forwarded to the assigned executive as given in the reference fig 3-55.



Figure 3- 56 Manage Dashboard

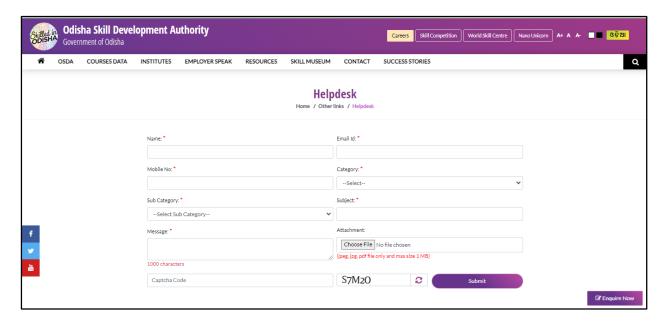


Figure 3-57 End User Screen

Referring to Fig. 3-57

In the End User Screen Form Section:

- Enter **Name** in the given field.
- Enter **Email Id** in the given field.
- Enter **Mobile No.** in the given field.
- Select **Category** in the given drop down.
- Select **Sub Category** in the given drop down.
- Enter **Subject** in the given field.
- Enter **Message** in the given field.
- Upload **Attachment** using the upload button.
- Enter the **Captcha Code** in the given field.

3.3 EXECUTIVE LOGIN

Executives are the first respond team who will be receiving the complaint from the **End User** and take the necessary action.

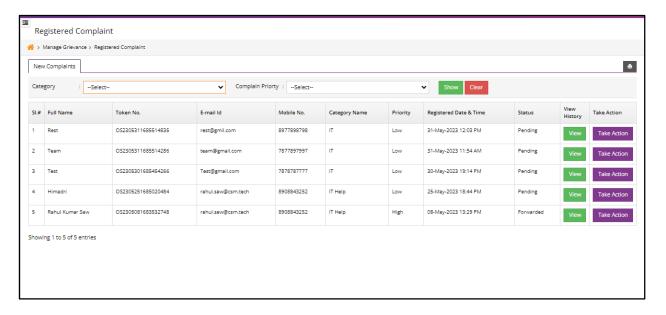


Figure 3-58 Executive Login (Part-1)

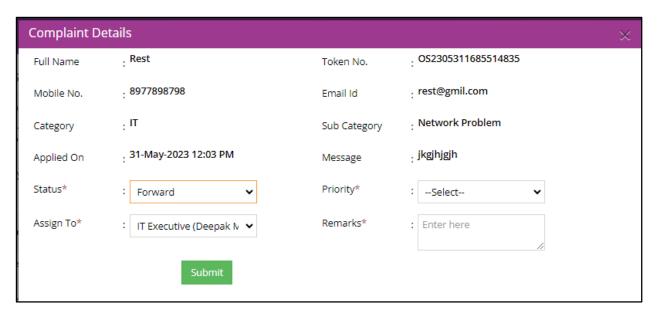


Figure 3-59 Executive Login (Part-2)

Referring to the Fig. 3 -58 and Fig.1-59 image above, Executive could view the complaint using the View button.

Using the Take action Button user could give the status weather it is on Hold, Discard, Resolved or Forwarded to the assigned executive as given in the reference fig 3-59.

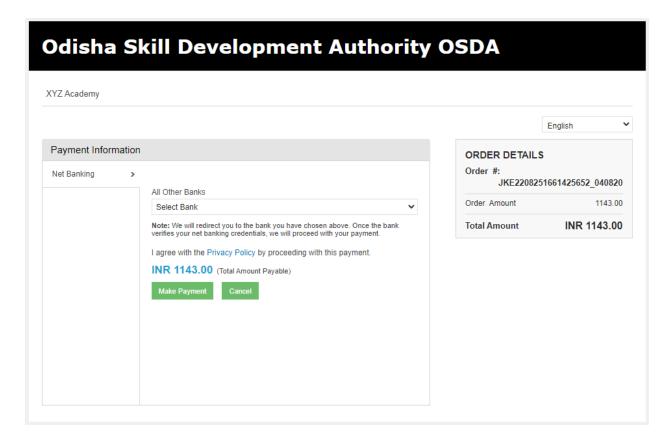


Figure 3-60 Payment Getaway Screen

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