Troubleshooting Manual

Civil Registration System Birth and Death Registration

BIRTH & DEATH REGISTRATION

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Acronyms

CRS	Civil Registration System
BDR	Birth and Death Registration

1. INTRODUCTION

Civil Registration System (CRS) primarily, is a web based application as a common solution for Birth, Death and Stillbirth Registration and Certificate generation across the country. System provides centralized data management of all recorded events for Birth and Death and Stillbirth registration. System also facilitates frequent reports for analysis and planning based on data of birth, death and stillbirth registration. An offline version of the application is also available for registration for those areas where internet facility is not available. Offline version of application works on simple computer without internet facility and the record of registration can be import subsequently from that computer to centralize online application server for consolidation of database and all records will be available with online application across the country.

System provides robust User management based on different user authorization to access and generate data and reports. Different users are provided access to application at different level of authorization and authentication.

System provides secured access to users having user ID and password. A user having basic knowledge of computer and internet can work easily with application.

Functions of the application-

1. User Registration
2. Master Data Management
3. Birth Registration
4. Death Registration
5. Still Birth Registration
6. Non Availability Certificate (NAC) Issuance
7. Reports Generation

This manual is intended for use of the Troubleshooting functionaries.

2. LOGIN

2.1 Unable to Login

Problem description: I am not able to login my Civil Registration System(CRS) Account.

Corrective Actions: The registered userid and password is not the same as entered while registration , In case it is not same, you can:

- Open your email id account and check your User id and Password from the received mail by “websupport.rgi” .
- Check your text while entering from the image (captcha) correctly.

Note- Refresh the image if not able to read the text shown.

2.2 Registration Mail

Problem description: I am not receiving email of my Registration.

Corrective Actions: The registered userid is not the same as entered while registration , In case it is not same, you can:

- Go to Signup page and can register once again with correct email id.

Note- Refresh your email’s account to receive new emails.

3. SIGN UP

3.1 Unable to Sign Up

Problem description: I am not able to Sign up for Civil Registration System(CRS) Account.

Corrective Actions: This Occur when you are not entering all the mandatory fields, please ensure the following :

- Enter all the mandatory fields like-
  - -UserName
  - -Email id
  - -Mobile Number
  - -Date of Birth/Death
  - -State/UT
  - -District
  - -SubDistrict/Taluk
  - -Village/Town
  - -Registration Unit

- Check your text while entering from the image (captcha) correctly.

Note- i) Refresh the image if not able to read the text shown.
ii) After Registration you will get an email for your user id and password on the email id that you have entered.

4. PROFILE

4.1 Forgot Password

Problem description: I have forgot my password. How can i reset my password ?

Corrective Actions: Password can be reset by following the below steps:

- Click on ‘forgot password’ option on the home page.
- Enter your User ID and Email ID
- Check your text while entering from the image (captcha) correctly .
- On submission, User will get a link in email sent by “websupport.rgi”.
- This link will allow user to change password.
- After success submission of new password , user will be able to login with new password.

4.2 Update Profile

Problem description: How can i update my profile ?

Corrective Actions: After login , you can update your profile by the followings:

- User Name
- User Email ID
- Gender

4.3 Change Password

Problem description: How can i change my password ?

Corrective Actions: Password can be reset by followings the below steps:

- Click on ‘change password’ option on the login page under ‘user management’.
- Enter Email id and New password.
- On submission, User will be able to login with new password.

5. SEARCH & VERIFY

5.1 Search

Problem description: I am not able to Search my certificate .

Corrective Actions: This occur when you are not entering all the mandatory fields, please ensure the following :

- Enter all the mandatory fields like-
  - -State
  - -District
  - -Sex
  - -Date of Birth/Death

Note- i) Clicking on submit will show you all certificates and you can now filter your certificate by entering text in search textbox .

5.2 Verify

Problem description: I am not able to Verify my certificate .

Corrective Actions: Enter Registration No. in the textbox provided and on clicking submit will show your certificate.

6. REGISTRATION

6.1 How to apply for Birth/Death/Stillbirth Registration

Problem description: I am not able to apply for Birth/Death/Stillbirth certificate .

Corrective Actions: You need to register , for your (Civil Registration System) CRS account credentials , please follow the following steps:

- Click on ‘General Public Signup’ and Enter all the mandatory fields.
- After success registration , you will get an email form “websupport.rgi” for userid and a web-link to set your password.
- Set your password.
- Login from the Home page and enter all the mandatory fields to apply for the BIrth/Death/Stillbirth Certificate.

6.2 How to Fillup the form in my regional language

Problem description: I am not able to apply for Birth/Death/Stillbirth certificate in my regional language.

Corrective Actions: You need to select ‘secondary language’ as your regional language before filling up the form.

6.3 How to recover incomplete file

Problem description: I am not able to recover my incomplete Birth/Death/Stillbirth registration application .

Corrective Actions: You need to click on ‘Incomplete registration form’ from the menu bar of your account.