Frequently Asked Questions on NADRS applications

Q1. Where we get the latest mobile apk for installation in my mobile?

Ans: It is available at download option of http://nadrsapps.gov.in

Q2. What is the installation procedure?
Ans:
1. Download the App in Local Disk
2. Connect Tablet/phone to your Computer using a USB cable
3. Copy the APK you downloaded to your PC onto your phone in download folder
4. Go to the Downloads folder on your phone using its File Manager app, then tap the APK to install

Q3. What is the Un-installation procedure? if any
Ans:

1. Select the **Settings tab** from your **app** drawer or home screen.
2. Tap **Apps** or **Applications**.
3. Scroll down the list until you find the **app** you want to **remove** and tap it.
4. Select **Uninstall**.

Q4. In which mobile phones it works smoothly?

Ans: It works on all Android Phone having Operating system **jellybean 4.1X and above**

Q5. Where the user manuals are available?

Ans: It is available at http://nadrsapps.gov.in

Q6. Will it work offline? When the internet/WIFI connectivity is required on mobile..?

Ans: Yes, NADRS mobile application will work on**both offline and online modes**. User needs to login **first time in online mode** to download master data in application, after this process the application will work in offline mode.

Internet connection will require only at **the time ofData Synchronization**

Q7. After entering the data in the application, using Mobile-App, will it automatically submitted to server?
Ans:

- **If User is working on online mode, Data will be Synchronized automatically after submission.**
- **If user isworking on offline mode, all data will be stored in local application database. Once user will have access to internet connection and mobile is connected to the internet, user will click on Sync Button to send data from side panel of application**

Q8. Can user enter the data related to any day?

Ans:Block veterinary officer (user)has to report the disease information on daily basis. In case any user not reported the disease information on date due to some reason, system will allow report the same on next day (system will allow reporting for previous two days if not reported timely).

That means, user can be allowed to enter disease information related to three days if not entered previously (current date and last/previous two days).

Q9. In case of any issue, whom to contact?/ what is the helpdesk number/helpdesk email?

Ans: You may send mail to helpdesk-nadrs@nic.in with the subject: "NADRS Mobile application-user name" for Mobile application issues, "NADRS Web application-user name" for Web application issues. The issues will be replied within 24 working hours.

Q10. What is the maximum time to get reply for issues from helpdesk email?

Ans: It will be replied within 24 working hours. If not received reply mail in stipulated time, user may contact at 011-23385569.

Q11. Initially, user has reported as a nil report on a particular day. Later, Can he enter disease information for the same day using modification option?

Ans: No, once user reported in the system as a nil report, it will be treated as nil disease for entire block for that particular day.

If 'No FIR'registered then Block user can not register any other FIR/ modify FIR for same 'Date of Observation'.

Q12. What are the Password Guidelines and where is the change password option.

Ans: Password Guidelines are
- **Password should be minimum of 6 characters and maximum of 16 characters.**
- **Must have at least one uppercase, one lowercase, one numeric and one special character.**
- **Special characters allowed !, @, #, $, %, &, *, (,),_**
- **Password should not contain your first name.**
- **Password should not start with a special character.**

Password change option is available at http://nadrsapps.gov.in

Q13. Can we get any notification if the system under maintenance?

Ans: It will be flashed in the web application page (http://nadrsapps.gov.in) In case your user profile is updated properly in http://nadrsapps.gov.in, you will get the email and/or SMS also.

Q14. If I transferred, what is to be done?

You have to inform your State/District Nodal Officer who will relieve you from the responsibility of this activity. Subsequent Nodal officer has to change the password as per Password Guidelines and then the State/District Nodal officer provides password to new officer. The new officer should also have to change the password at his/her convenientas per the password guidelines: