

## **Works Portal Web Application**

Following guidelines to be followed while using Works Portal:

1. Application URL: <https://maintenance.mahadiscom.in/MaintenancePortal/> & this URL is displayed in Application URLs (<http://web-srv.rapdrp.mahadiscom.in/>) of RAPDRP Portal.
2. Support Email ID: [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in) & this email ID is displayed on Login screen of Works Portal
3. Read latest Application Guidelines, User Manuals & Process Flows kept on Login screen & in Help menu of Works Portal.
4. Latest User Manuals are kept at RAPDRP Portal (Info Portal), at Employee Portal (Downloads > User Manuals and Training Videos > IT Systems) and at respective IT application/ system.
5. Don't keep application idle long time & in this case, always Logout & Login again.
6. RAPDRP User credentials will be used to login to Works Portal.
7. To reset password of RAPDRP User, contact field IT department.
8. To update Email ID, Mobile Number, Telephone Number of RAPDRP User, contact field IT department.
9. To set IsOfficeInCharge to Yes of RAPDRP User, contact field IT department.
10. For any issue with RAPDRP User Account, field IT department will forward field email to RAPDRP Portal support team on email ID [portal\\_admin@mahadiscom.in](mailto:portal_admin@mahadiscom.in) after due verification.
11. For additional charge access in RADDRP (Works Portal), field IT department will forward field email with attachment of additional charge letter to RAPDRP Portal support team on email ID [portal\\_admin@mahadiscom.in](mailto:portal_admin@mahadiscom.in) after due verification.
12. For any issue regarding Works Portal, field IT department will forward field email to Works Portal support team on email ID [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in) with proper error description and attachment of error screenshot after due verification along with concerned employee contact details.
13. For any issue regarding e-Tendering, field IT department will forward field email to e-Tendering support team on email ID [etender\\_helpdesk@mahadiscom.in](mailto:etender_helpdesk@mahadiscom.in) after due verification.
14. For any issue regarding Mobile App, field IT department will forward field email to Mobile App support team on email ID [empapp\\_support@mahadiscom.in](mailto:empapp_support@mahadiscom.in) after due verification.
15. For any issue regarding Online Payment, field IT department will forward field email to Payment Gateway support team on email ID [helpdesk\\_pg@mahadiscom.in](mailto:helpdesk_pg@mahadiscom.in) after due verification.
16. For any issue regarding SAP ERP integration part with Works Portal, create ticket in SAP Solution Manager.
17. For any issue regarding requirements, field office will contact concerned Distribution/ MM/ B&R/ Civil/ F&A department of Corporate Office after due verification.
18. Before creating new Letter of Empanelment/ Maintenance Order/ Work Order, search for existing ones.
19. If required, re-download PDFs of Letter of Empanelment/ Maintenance Order/ Work Order by searching existing ones. Do not create new ones due to non-availability of PDFs of Letter of Empanelment/ Maintenance Order/ Work Order.
20. For any changes in data of Letter of Empanelment, if LoE PDF not issued to Vendor and no Work Order created in SAP ERP against that LoE, field IT department will forward field email with attachment of proper justification letter to Works Portal support team on email ID [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in).
21. For any changes in data of Maintenance Order, if no Maintenance Order (along with ERP MO Number) created in SAP ERP, field IT department will forward field email with attachment of proper justification letter to Works Portal support team on email ID [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in).
22. For any changes in data of Work Order, if no Work Order (along with ERP WO Number) created in SAP ERP, field IT department will forward field email with attachment of proper justification letter to Works Portal support team on email ID [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in).
23. If Work Order (along with ERP WO Number) created in SAP ERP, data like Vendor, Division, Service Number, Material Code, Rate, From Date, To Date, etc. cannot be changed.
24. For any changes in data of SES, if no SES (along with ERP SES Number) created in SAP ERP, field IT department will forward field email with attachment of proper justification letter to Works Portal support team on email ID [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in).

25. For any changes in data of Materials (MIGO), if no Materials (MIGO) (along with ERP MIGO Number) created in SAP ERP, field IT department will forward field email with attachment of proper justification letter to Works Portal support team on email ID [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in).
26. For any changes in data of Unemployed Engineers, field IT department will forward field email with attachment of proper justification letter to Works Portal support team on email ID [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in).
27. For activation/ deactivation of Letter of Empanelment of particular Vendor, if no Work Order created in SAP ERP against that LoE, field IT department will forward field email with attachment of proper justification letter to Works Portal support team on email ID [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in).
28. For deletion of Letter of Empanelment, field IT department will forward field email with attachment of proper justification letter to Works Portal support team on email ID [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in).
29. For deletion of Maintenance Order, field IT department will forward field email with attachment of proper justification letter to Works Portal support team on email ID [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in) after deleting that Maintenance Order from SAP ERP system.
30. For deletion of Work Order, field IT department will forward field email with attachment of proper justification letter to Works Portal support team on email ID [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in) after deleting that Work Order from SAP ERP system.
31. For deletion of SES, field IT department will forward field email with attachment of proper justification letter to Works Portal support team on email ID [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in) after deleting that SES from SAP ERP system.
32. For deletion of Materials (MIGO), field IT department will forward field email with attachment of proper justification letter to Works Portal support team on email ID [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in) after deleting that Materials (MIGO) from SAP ERP system.
33. For any issue regarding Vendor, if Vendor present in SAP ERP, field IT department will forward field email with attachment of proper justification letter to Works Portal support team on email ID [maintenance\\_support@mahadiscom.in](mailto:maintenance_support@mahadiscom.in)
34. For any issue regarding Email / SMS not received to employee for creation of LoE, MO, WO, etc., contact field IT department.
35. For any issue regarding Email / SMS not received to Vendor for creation of LoE, MO, WO, etc., create ticket in SAP Solution Manager.