

Scope: Indian Railways	<h2>Standard Operating Procedure</h2> 	Version No : 1.0; Revision No.: 0.0
Dept. : Ministry of Railways		Issue Date : 26.06.2020
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SN	Functionality
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Kindly go through [Quick Start guide available at REIS, Railways Board \(under C&IS Dte\)](#) and cert-rail.railnet.gov.in (available on railnet only). The List of created users is available at cert-rail site.

1.0 **Communication through Email** : To make unique IDs of Railway Users, their @gov.in / @nic.in email IDs were used. Welcome email was also sent to these email IDs of the created users. All communication regarding MS Teams like- Training Program, Links to join Live events etc will be sent to these email IDs only. Invitation of Teams Meetings will also be delivered at this email ID. Further, **as per Office Order No-42 of 2020 dtd 22.5.2020**, email services of Gol i.e @gov.in / @nic.in domain should be used for all official communications. **It is requested to make aware all Railway Users in this regard.**

2.0 **Helpdesk :**

2.1 **Helpdesk for issues related to User Management:** Email ID of the central helpdesk is teams-helpdesk@gov.in . This email ID is manned by Helpdesk Team of RBCC Personnel under C&IS Directorate in Railway Board.

2.2 **Helpdesk for Technical Issues:** Email ID is teams.support@apar.com . This email ID is manned by **M/s Apar Technologies Pvt. Ltd., a Channel Partner of Microsoft India.**

3.0 **User Management (Creation, Modification & Deletion) :**

3.1 **User Creation :**

3.1.1 Railway Board has created approx 7400 users for Railway Officers upto 2012 Batch using SPARROW database. The very purpose of this bulk user creation was to maximize utilization of **free period upto 14.12.2020** and have sufficient users for Team Collaboration & Team Working in present Covid-19 scenario.

3.1.2 Railway Board has to maintain a mirror database which may be used in Dec'2020 while taking any decision regarding adoption of MS Teams.

3.1.3 Proper account of created users and available subscriptions can be best managed centrally at RB level.

3.1.4 Therefore, all user creation will be done centrally by Nominated Team for User Management of RBCC under C&IS Directorate.



3.1.5 Request for user creation will be accepted at email ID teams-helpdesk@gov.in through **nominated Nodal Officer of the Railway Unit and JD/Director or above for Railway Board** in prescribed format as given below (Kindly send **in Excel** file ONLY). Any request which is not sent through the Nodal Officer will not be entertained. The user creation request may be given after duly checking for the detail of the created user database at cert-rail.railnet.gov.in, to ensure that the user does not feature in the list of created users Kindly mention **Railway Unit & Request Type** on the **subject line of all email**. For example: **Central Railway, User Creation.**

Name of Railway Unit : <u>Railway/PU/CTI</u>					Service Request : <u>User Creation</u>				
Sr No	**Email ID	First Name	Last Name	Display Name (including Designation in short form)##	Designation	Deptt.	Mobile No	Place of Posting	State
1.	abc@gov.in	ABC	XYZ	ABC XYZ_ADRM_DEF_Rly	ADRM	Administration	XXXXXX	DEF	GHY

Note : Display Name is visible in **"Show Participants Icon"** during **A/V Meeting**. It is also useful when attendance is required to be taken for any meeting.

** For Railway Officer: **@gov.in / @nic.in** email ID is required for unique user creation.
Railway Staff who do not have official email ID, may provide their personal email IDs.

For HQ officers : Please use **Name_Designation_Rly** i.e Name_PHOD_CR
For Divisional officers : Please use **Name_Designation_Div_Rly** i.e Name_BO_NGP_CR

4.0	<p>Helpdesk Admin of Railway Units: The main role of Helpdesk Admin was Password Management including reset. Since Microsoft has enabled SSPR feature, users can reset/change password using this feature. They can use their email IDs or registered mobile number to get verification code. Therefore, Railway Units are NOT required to set up Helpdesk Admins.</p>
4.0	<p>Live Events: MS Teams “Live Events” is an extension of Teams meetings, enabling users to broadcast video and meeting content to a large online audience (upto 20000). These are meant for one-to-many communications.</p>
4.1	<p>This feature is enabled for main domain indianrail.onmicrosoft.com.</p>
4.2	<p>This feature will be enabled to select users only on request through Nodal Officers. This feature is useful for training schools.</p>
4.3	<p>The nominated user will undergo necessary training before using this feature.</p>
4.4	<p>There are three elements in Live Events meeting – 1. Producer/Organiser 2. Presenter (Internal to our domain as well as outsider) 3. Attendees</p>
4.5	<p>After scheduling Live Events, the link is generated for attendees. Attendees may join the meeting using this link. The meeting scheduled can be controlled for “Created Users” or “Public” to include non-railway participants.</p>
4.6	<p>There are several options to join schedules Live Events :</p> <ol style="list-style-type: none"> 1. All created users may join after log-in to their MS Teams account through MS Teams App or Web Browsers (Google Chrome & Microsoft Edge is best suited). 2. In Public meetings, Railway personnel who are not created users may also join through Web Browsers once they get link of the Live Events. 3. For joining Live Events meeting through Smart Phones, downloading of Microsoft Teams App is must from Play Store/App Store.
5.0	<p>Learn Teams: “Learn Teams” feature is activated for all Indian Railway users. It is customized for IR as self learning platform. “Learning Videos & Text” are available for Microsoft Teams.</p>
	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Desktop View</p> </div> <div style="text-align: center;">  <p>Mobile View</p> </div> </div>
6.0	<p>Addition of Sub-domain : Sub-domain for IRIFM is added as <i>irifm.indianrail.onmicrosoft.com</i></p>

Ceiling Limit for additional user creation wrt Para-3.1.10

SN	Name of Railway Unit	Sub-domain	Ceiling Limit
1	CLW	clw.indianrail.onmicrosoft.com	75
2	COFMOW	cofmow.indianrail.onmicrosoft.com	10
3	CORE	core.indianrail.onmicrosoft.com	50
4	CR	cr.indianrail.onmicrosoft.com	200
5	DLW	dlw.indianrail.onmicrosoft.com	75
6	DMW	dmw.indianrail.onmicrosoft.com	50
7	ECOR	ecor.indianrail.onmicrosoft.com	200
8	ECR	ecr.indianrail.onmicrosoft.com	200
9	ER	er.indianrail.onmicrosoft.com	200
10	ICF	icf.indianrail.onmicrosoft.com	75
11	IRICEN	iricen.indianrail.onmicrosoft.com	10
12	IRIEEN	irieven.indianrail.onmicrosoft.com	10
13	IRIMEE	irimee.indianrail.onmicrosoft.com	10
14	IRISET	iriset.indianrail.onmicrosoft.com	10
15	IRITM	iritm.indianrail.onmicrosoft.com	10
16	IRIFM	irifm.indianrail.onmicrosoft.com	10
17	IROAF	iroaf.indianrail.onmicrosoft.com	0
18	MCF RAIBARELI	mcf.indianrail.onmicrosoft.com	50
19	METRO RAILWAY	metro.indianrail.onmicrosoft.com	75
20	NAIR	nair.indianrail.onmicrosoft.com	25
21	NCR	ncr.indianrail.onmicrosoft.com	200
22	NER	ner.indianrail.onmicrosoft.com	200
23	NF CONSTRUCTION	nfconst.indianrail.onmicrosoft.com	50
24	NFR	nfr.indianrail.onmicrosoft.com	200
25	NR	nr.indianrail.onmicrosoft.com	200
26	NWR	nwr.indianrail.onmicrosoft.com	200
27	RAILWAY BOARD	rb.indianrail.onmicrosoft.com	50
28	RCF	rcf.indianrail.onmicrosoft.com	75
29	RDSO	rdso.indianrail.onmicrosoft.com	75
30	RLDA	rla.indianrail.onmicrosoft.com	10
31	RWF	rwf.indianrail.onmicrosoft.com	50
32	RWP BELA	rwp.indianrail.onmicrosoft.com	25
33	SCR	scr.indianrail.onmicrosoft.com	200
34	SECR	secr.indianrail.onmicrosoft.com	200
35	SER	ser.indianrail.onmicrosoft.com	200
36	SR	sr.indianrail.onmicrosoft.com	200
37	SWR	swr.indianrail.onmicrosoft.com	200
38	WCR	wcr.indianrail.onmicrosoft.com	200
39	WPO PATNA	wpo.indianrail.onmicrosoft.com	10
40	WR	wr.indianrail.onmicrosoft.com	200
41	Guest	guest.indianrail.onmicrosoft.com	25
		Total	4115