The General Managers
All Indian Railways/Production Units
The DGs, NAIR/RDSO
The DGs/Directors, CTIs

Sub: Soliciting Data for User creation in Teams & Training Schedule – reg.

Ref: Board’s letter of even number dated 19.06.2020

In order to further enhance adoption of Teams for collaborative working in the Covid pandemic scenario, the following needs to be provided by the field units expeditiously (email at teams-helpdesk@gov.in as per format mentioned in SOP Version 1.0 dtd 26.06.2020 - copy attached):

1. List for onboarding Officials up to Group-B level needs to be provided latest by 10.07.2020.
2. Below Group-B level, the user creation request within ceiling limit may be provided latest by 15.07.2020.
3. It is extremely important to identify “Adoption Champs”, who will disseminate further training and handholding in their field units (sub-divisions, training schools, divisions, workshops & HQ etc). They will be given necessary training from Microsoft Trainers. Their nomination may be provided latest by 08.07.2020.
4. Nomination of User Admins is pending for majority of Railway Units. This nomination needs to be completed by 08.07.2020 to fast track training of User Admin of Railway Units.

To facilitate the adoption of MS Teams exclusive ‘inter-active’ training sessions for Railway officers has been tied up with the Fast Track adoption team of Microsoft. The training schedule till 14.7.2020 is attached. The links for training would be provided on their respective Team Apps as per their training session. Further training sessions will be scheduled in consultation with Nodal officers of the respective units. It is urged that all officers may be asked to participate in their respective training session.

The co-operation of Railways Units is highly solicited on the above subject matter.

Encl: As above.

(Rajnesh Singh)
Director ME (C&IS)
<table>
<thead>
<tr>
<th>Sr No</th>
<th>Training Type</th>
<th>Training Mode</th>
<th>Training Date</th>
<th>Training Timings</th>
<th>No of Participants Expected</th>
<th>Remark</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>End Users (RB - JD &amp; DDs)</td>
<td>Teams Meeting</td>
<td>03.07.2020</td>
<td>11 am to 12 pm</td>
<td>210</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>End Users (RB - SO)</td>
<td>Teams Meeting</td>
<td>03.07.2020</td>
<td>3 pm to 4 pm</td>
<td>234</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Sr Executives (RB- PED to Dir)</td>
<td>Teams Meeting</td>
<td>04.07.2020</td>
<td>11 am to 12 pm</td>
<td>202</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>End Users (RB: ASOs A-E)</td>
<td>Teams Meeting</td>
<td>06.07.2020</td>
<td>11 am to 12 pm</td>
<td>229</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>End Users (RB: ASOs F-M &amp; V-Z)</td>
<td>Teams Meeting</td>
<td>06.07.2020</td>
<td>3 pm to 4 pm</td>
<td>269</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Sr Executives (RB- PED to Dir)</td>
<td>Teams Meeting</td>
<td>07.07.2020</td>
<td>11 am to 12 pm</td>
<td>202</td>
<td>Repeat Training</td>
</tr>
<tr>
<td>7</td>
<td>End Users : Nodal Officers</td>
<td>Teams Meeting</td>
<td>07.07.2020</td>
<td>3 pm to 4 pm</td>
<td>110</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>End Users (RB: ASOs N- Part R)</td>
<td>Teams Meeting</td>
<td>08.07.2020</td>
<td>11 am to 12 pm</td>
<td>235</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Sr Executives (RDSO, COFMOW &amp; RLDA)</td>
<td>Teams Meeting</td>
<td>08.07.2020</td>
<td>3 pm to 4 pm</td>
<td>175</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>End Users (RB: ASOs Part R-U)</td>
<td>Teams Meeting</td>
<td>09.07.2020</td>
<td>11 am to 12 pm</td>
<td>225</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Sr Executives (ADRM, NAIR &amp; CTIs)</td>
<td>Teams Meeting</td>
<td>09.07.2020</td>
<td>3 pm to 4 pm</td>
<td>250</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>End Users (RB: PPS PS &amp; Equivalent)</td>
<td>Teams Meeting</td>
<td>10.07.2020</td>
<td>11 am to 12 pm</td>
<td>239</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Sr Executives (PHODs &amp; HODs of NER, ECR, SR)</td>
<td>Teams Meeting</td>
<td>11.07.2020</td>
<td>11 am to 12 pm</td>
<td>225</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Sr Executives (DRMs and CWMs)</td>
<td>Teams Meeting</td>
<td>11.07.2020</td>
<td>11 am to 12 pm</td>
<td>115</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Technical Training for User Admins</td>
<td>Teams Meeting</td>
<td>13.7.2020</td>
<td>11 am to 12 pm</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Training for Adoption Champions</td>
<td>Teams Meeting</td>
<td>13.7.2020</td>
<td>3 pm to 4 pm</td>
<td>200</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Sr Executives (ADRM)</td>
<td>Teams Meeting</td>
<td>14.7.2020</td>
<td>11 am to 12 pm</td>
<td>150</td>
<td>Repeat Training</td>
</tr>
<tr>
<td>18</td>
<td>Sr Executives (DRMs and CWMs)</td>
<td>Teams Meeting</td>
<td>14.7.2020</td>
<td>3 pm to 4 pm</td>
<td>115</td>
<td>Repeat Training</td>
</tr>
</tbody>
</table>

Note:
1. DRMs, CWMs & ADRMs will get Meeting Invitation in their respective Teams "DRM", "CWM" & "ADRM". They are requested to log-in in MS Teams at least two days in advance of the first scheduled Training.
2. Nodal officers of the respective Railway units will decide for Nominated Teams for sending Meeting Invitation to PHODs & HODs of respective units.

[Signature]
08.07.2020
Director
**SN** | **Functionality**
--- | ---

*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-mail 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 GoI 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 accountal 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 ID/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.

<table>
<thead>
<tr>
<th>Name of Railway Unit : Railway/PU/CTI</th>
<th>Service Request : User Creation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sr No</td>
<td><strong>Email ID</strong></td>
</tr>
<tr>
<td>1.</td>
<td><a href="mailto:abc@gov.in">abc@gov.in</a></td>
</tr>
</tbody>
</table>

**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
3.1.6 On receipt of request from Railway Units as per Sr No-3.1.5, the Helpdesk Team will forward the request to the User Management Team.

3.1.7 The User Management Team will check for the detail in created user database to ensure that the user does not feature in the list of created users. After ascertaining the fact and mirroring the detail in existing database, they will proceed to create new users as per detail provided.

3.1.8 After creation of user, they will intimate the same to Helpdesk Team through email.

3.1.9 The Helpdesk Team will inform to the respective Railway Unit for user creation/rejection as applicable. In this mechanism of user creation, all sub-domains will have full control over their sub-domain.

3.1.10 It is recommended to include All Railway Officers (at the earliest), Key Supervisors, Inspectors & Office Superintendents, Medical Staff and Training School Faculty etc considering availability of necessary hardware. All Railway Units are free to take their own decision on this matter. The respective ceiling limit for NG staff sub-domain wise is attached as Annexure –I.

3.1.11 The user created list will be updated fortnightly and will be available at cert-rail.railnet.gov.in only.

3.2 User Profile Modification :

3.2.1 All Railway Units as per sub-domain are required to nominate Two User Admins upto 02.07.2020. These users will be created as normal users initially. They will be given training for User Profile Modification. After training, they will be upgraded as User Admins for the respective Railway Unit.

3.2.2 The User Admin of the respective Railway Unit will undertake User’s Profile Modification i.e. Display Name, Designation, Department, Place of Posting etc. of the respective unit only.

3.2.3 Railway Units may send request for User Profile Modification to Helpdesk/RB till nomination of their User Admins in the prescribed format as given below (Kindly send in Excel file ONLY). Railway officer may send this request from his/her gov/nic email ID. Kindly mention Railway Unit & Request Type on the subject line of all email.

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Email ID</th>
<th>First Name</th>
<th>Last Name</th>
<th>Display Name</th>
<th>Mobile No</th>
<th>Designation</th>
<th>Deptt.</th>
<th>Place of Posting</th>
<th>State</th>
</tr>
</thead>
</table>

Note: (i) Since unique email ID is the basis for user creation, mention of email ID of the user is must for proper identification of the user in Database.

(ii) Kindly fill only those columns for which modification is required.

3.2.4 Request for change of sub-domain will be done by User Management Team of Railway Board for which the prescribed format is given below (Kindly send in Excel file ONLY). Railway officer may send this request from his/her gov/nic email ID. Kindly mention Railway Unit & Request Type on the subject line of all email.

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Email ID</th>
<th>Existing Sub-domain</th>
<th>Changed Sub-domain</th>
<th>Display Name</th>
<th>Mobile No</th>
<th>Designation</th>
<th>Deptt.</th>
<th>Place of Posting</th>
<th>State</th>
</tr>
</thead>
</table>

3.3 User Deletion :

3.3.1 Request for user deletion will be done by User Management Team of Railway Board for which the prescribed format is given below (Kindly send in Excel file ONLY). Deletion request should be initiated when an Officer proceeds on deputation or superannuates, etc. and NOT in the case of transfer to another railway unit. Any request which is not sent through the Nodal Officer will not be entertained. Kindly mention Railway Unit & Request Type on the subject line of all email.

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Email ID</th>
<th>First Name</th>
<th>Last Name</th>
<th>Sub-domain</th>
<th>Designation</th>
<th>Deptt.</th>
<th>Place of Posting</th>
<th>Reason for Deletion (Superannuation, Deputation, Admn. Decision)</th>
</tr>
</thead>
</table>

<p>| Sr No | Email ID | First Name | Last Name | Sub-domain | Designation | Deptt. | Place of Posting | Reason for Deletion (Superannuation, Deputation, Admn. Decision) |</p>
<table>
<thead>
<tr>
<th>4.0</th>
<th><strong>Helpdesk Admin of Railway Units:</strong> 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 <strong>NOT</strong> required to set up Helpdesk Admins.</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.0</td>
<td><strong>Live Events:</strong> MS Teams “Live Events” is an extension of Teams meetings, enabling users to broadcast video and meeting content to a large online audience (<strong>upto 20000</strong>). These are meant for one-to-many communications.</td>
</tr>
<tr>
<td>4.1</td>
<td>This feature is enabled for main domain indianrail.onmicrosoft.com.</td>
</tr>
<tr>
<td>4.2</td>
<td>This feature will be enabled to <strong>select users</strong> only on request through Nodal Officers. This feature is useful for training schools.</td>
</tr>
<tr>
<td>4.3</td>
<td>The nominated user will undergo necessary training before using this feature.</td>
</tr>
<tr>
<td>4.4</td>
<td>There are three elements in Live Events meeting – 1. Producer/Organiser 2. Presenter (Internal to our domain as well as outsider) 3. Attendees</td>
</tr>
<tr>
<td>4.5</td>
<td>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.</td>
</tr>
</tbody>
</table>
| 4.6 | There are several options to join schedules Live Events:  
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 | **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. |
| 6.0 | **Addition of Sub-domain:** Sub-domain for IRIFM is added as [irifm.indianrail.onmicrosoft.com](http://irifm.indianrail.onmicrosoft.com) |
# Ceiling Limit for additional user creation wrt Para-3.1.10

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

**Total**: 4115