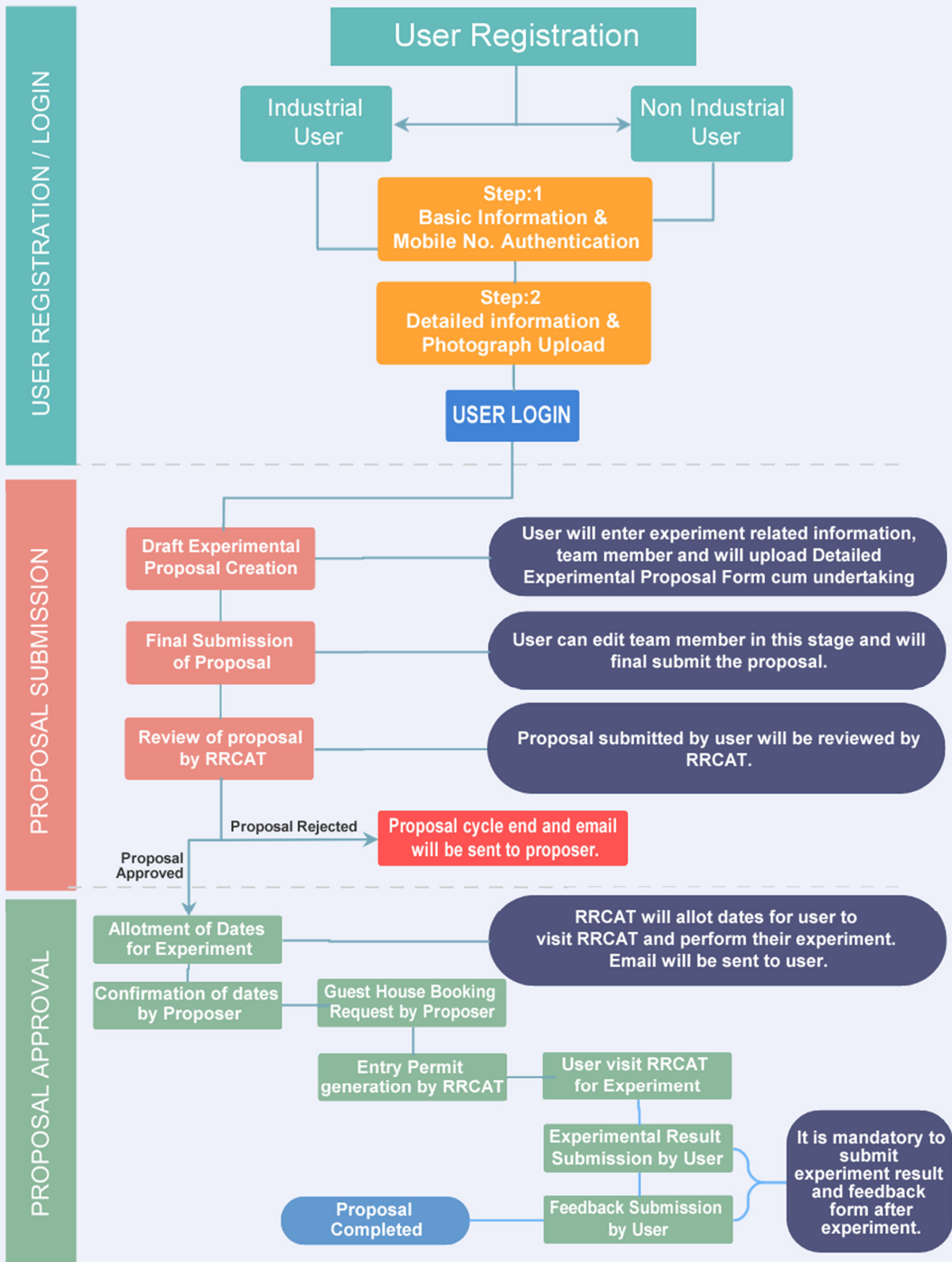


# USER PORTAL FOR BEAMLINES OF INDUS SYNCHROTRON RADIATION SOURCES



**FAQ for  
User Portal for Beamlines of Indus Synchrotron Radiation Sources**

1.	I am unable to log in, page displays “403 Forbidden, you don't have permission to access /beamline/user_login.php on this server.’ ”
Ans.	Please take the following actions: <ol style="list-style-type: none"> <li>1. Delete browser cache and cookies and retry.</li> <li>2. Disable popup blocking on your browser and retry.</li> <li>3. If anything above is not working, update your browser and retry.</li> </ol>
2.	I am unable to log in, page displays “404 ERROR page not found”
Ans.	Please ensure, <ol style="list-style-type: none"> <li>1. Correctness of the URL.</li> <li>2. Correctness of the proxy server details on browser.</li> </ol>
3.	I am a registered user, I have to apply for beam time for my samples but I am not able to sign in, it shows incorrect user-id and password.
Ans.	You are requested to reset your password by using “Lost Password” option on the portal and retry.
4.	After successful login I am not able to navigate to other options of the portal like Guest house booking, new experimental proposal etc.
Ans.	Please try on following suggested browsers: 1. Google Chrome version 50.x or higher. 2. Mozilla Firefox version 45 or higher. 3. Internet Explorer 9 or higher. Note: JavaScript must be enabled in browser settings.
5.	Is it mandatory to upload detailed experiment form while applying for beamtime ?
Ans.	Yes, it is mandatory for non DAE user to upload detailed experiment proposal form while applying for new experiment proposal. After creating a new request for experiment proposal, It is moved to "Draft Proposals" tab, where user can modify their experiment proposal related details before the final submission of the proposal.
6.	I have uploaded my proposal but forgot to fill in the names of my co-workers.
Ans.	If your experiment proposal is in draft mode, you may add /delete the names of co-workers. After final submission of the experiment proposal additions/deletions are not allowed.
7.	I have submitted the proposal but wants to make some corrections/ modifications.
Ans.	If your experiment proposal is in draft mode, you may edit it. After final submission, requirement is locked, please ensure all corrections/modifications have taken place prior to the final submission of the proposal.

8.	I am trying to register on portal but not receiving the OTP on mobile.
Ans.	Mobile number must be from Indian mobile service provider, it may take 10 minutes for OTP to be received, if OTP is not received in 10 minutes please click on resend button to regenerate it.
9.	I am trying to add name of my team member for guest house booking, but some of the team member name is disabled.
Ans.	Team members name may not be selected as they did not upload their photo in their profile on portal. To enable it the user has to upload his passport size photo in his profile.
10.	RRCAT entry permit is not getting generated for other team members.
Ans.	RRCAT entry permit will be generated only for team members having guest house booking request. In case if user has not requested for guest house booking of any of the team members, entry permit for only principal investigator will be generated. Also note that entry permit will not be generated for DAE users.