

## **RGMS USER GUIDELINES & ACCEPTANCE**

To improve the effectiveness of RGMS, we have formulated the following guidelines. This has been done based on the feedback received from you all and our subsequent analysis of the same. The aim is to make RGMS more 'user friendly'.

### **General Instructions:**

1. Do not provide your password to anybody under any circumstances.
2. Your RGMS password is CaSe sensitive, password should be of minimum 8 characters having at least one letter in CAPS, one letter in small, one special character and one number.
3. Login ID gets Locked after entering wrong Password repeatedly 5 times.
4. Always use Logoff link to come out of RGMS. If you don't use Logoff link, your Login Account may be locked.
5. The user is solely responsible for any unauthorized access of system & transactions made through system.
6. User's system access will be deactivated in case of no system access for continuous 60 days period. The access will be restored only after an email request from the registered email ID of the User.
7. It is responsibility of the User to timely intimate RIL for deactivation/ termination of the User access in case the User no longer requires RIL's system access (e.g. User changing the Organization, change in job role etc.) so that obsolete IDs may be timely removed.

### **Slow response:**

If RGMS response becomes unusually slow, in general, please check your Internet Connectivity and Bandwidth.

### **Exclusive Use:**

RGMS services are being simultaneously accessed and used by thousands of users across the country. To ensure reasonable performance, we were compelled, though reluctantly, to put a limit on maximum idle time that can be allowed on any RGMS service. Thus, on reaching the maximum idle time allowed, the session gets automatically killed and the data to the extent already entered but not saved is lost. We have to use RGMS exclusively without keeping it idle.

## **Login Related Problems:**

### **Informative Messages:**

#### **A. "Login Failed!"**

If this message appears while trying to enter RGMS with your Login ID and Password please recheck the Login ID and Password actually entered.

#### **B. "Account is locked!"**

Steps to unlock the account: -

1. Click on the link "Unlock User/ Forgot Password" given on the Login page below the Sign In button.
2. You will be directed to Forgot Password page, select "Unlock User", enter your User ID and generate OTP.
3. Submit the OTP received on your registered Email, you will be redirected to Login page.
4. Again, click on the link "Unlock User/ Forgot Password" given below the Sign In button.
5. You will be redirected to Forgot Password page, now select "Forgot Password", enter your User ID and generate OTP.
6. Submit the OTP as received on your registered Email, now you will be directed to Change Password page.
7. Enter new password in the 2 fields provided and Submit.
8. Now your Account has been unlocked and a new password has been created. Use this new password to further access the system

#### **C. "Account is Inactive!"**

If this message appears while trying to enter RGMS, your Login Account has been deactivated by System Administrator. Please contact *RGMS Team* to activate your account.

#### **D. "Access Denied: Session Timed out"**

Please close the Internet Explorer and login again to RGMS.

#### **E. "Sorry for Inconvenience"**

Please close the Internet Explorer and try to login after a little while.

#### **F. "Error encountered. Operation failed"**

Please close the Internet Explorer and try to login after a little while.

### **RGMS Team:**

**Email ID** : rilgasmktg.ncad@zmail.ril.com

**Contact No:** 09987585762 / 09967025073