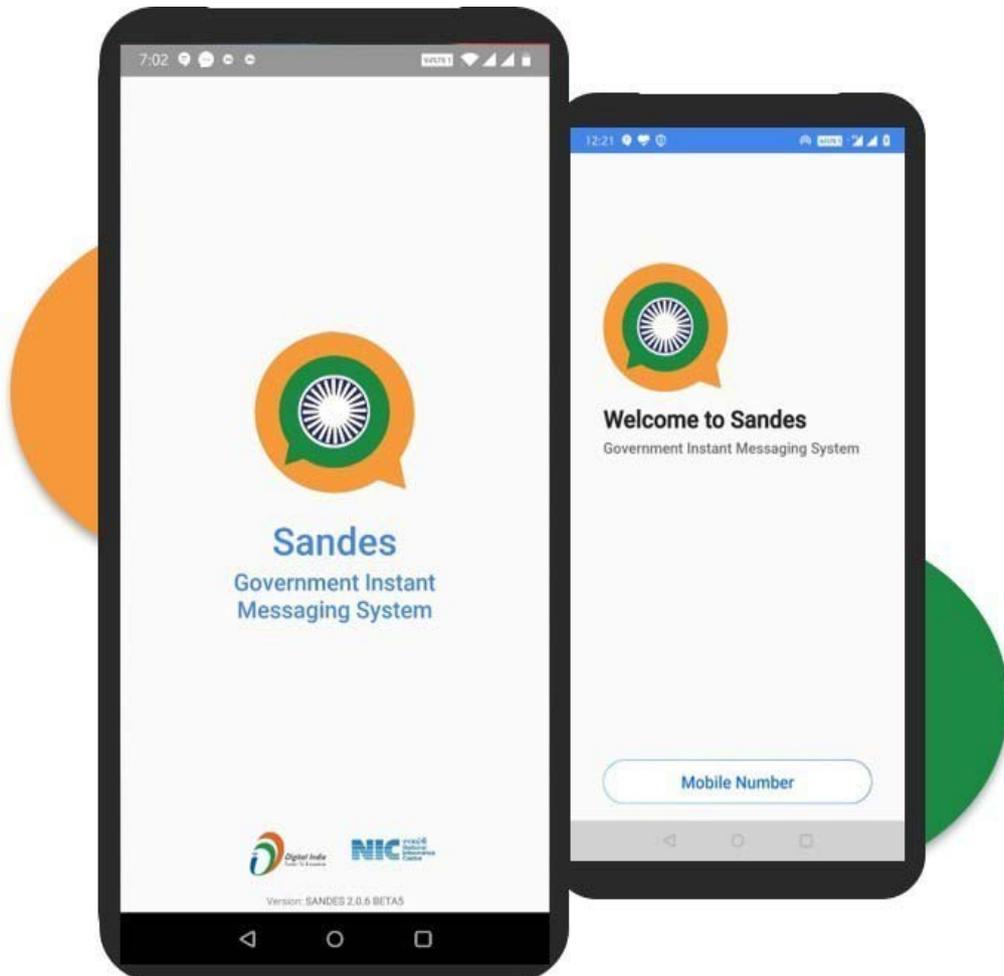


# Sandes

## FAQ

(Version 2.0)

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## General

### 1. What is Sandes?

Sandes is a Government Instant Messaging System developed by National Informatics Centre (NIC), Ministry of Electronics and Information Technology (MeitY).

### 2. On how many platforms Sandes is available?

Sandes is available on:

- Android
- iOS
- Web-Desktop/laptop version

Furthermore, there's no option to transfer your chat history between iOS and Android. However, Backup option is there to save and restore your chats.

### 3. I am not a Government employee. Can I chat in group on Sandes platform?

No, non-Government users cannot chat in group on Sandes platform. The group chatting feature on Sandes platform is available only to those Government users who have been verified by their respective Organisation.

### 4. I am a Government employee. Why am I not able to view feature of group chatting?

For a Government user to access group chat option, they need to have been verified by their respective Organisation.

### 5. I am a Government employee. Why am I not able to view feature of audio/video calling?

For a Government user to access audio/video calling option, they need to have been verified by their respective Organisation.

### 6. Can I verify a user on Sandes platform?

Only Nodal officer or admin of their respective organisation can verify a user belonging to their respective organisation. Verification of users is done through portal.

## Filling/Updating Profile

### 1. I am unable to change my mobile number in the Sandes platform.

If you have registered on the Sandes platform using your mobile number, you will not be able to change your mobile number on the Sandes platform. It is recommended that you delete your previous account and create a new profile with the latest mobile number on the Sandes platform again.

### 2. When I select 'Government' under Occupation details, I am shown the message "Please contact your Organisation for verification." Why is this happening?

If you are a public user, then you can't change your Occupation details to Government. If you are Government user who is registered as a public user then you need to contact your Organisation for editing the Occupation details.

### 3. I am a Government employee. Which all details shall I be required to fill in Occupation details?

If you are Government user who is registered as a public user then you need to contact your Organisation for editing the Occupation details. In case registered Government user is

already associated with an Organisation and verified by the Organisation, the user may follow these steps to update organisation details.

- Go to Account tab and tap on your display picture
- Tap on  **Edit Profile** and tap on **Update** near the Occupation Details field
- Select the radio button in front of Government (Indian Government) from the list.
- Depending on your employment, select one of the options from Central, State, Panchayat, ULB and Judiciary.
- Select the right option from the drop-down list for each of the details like Ministry, Name of Organisation, Department and their Designation.
- Fill in Remarks (optional)
- Tap  on the top right corner to update one's occupation details.

For users who have filled their occupation detail as Government employee, any change in profile will change their status to Un-Verified user and their Organisation Admin will need to verify them again.

#### **4. How many types of users are there on Sandes platform?**

There are majorly two types of users:

- a) Verified Users are those Government users whose occupation details have been verified by their respective Organisation Admin. Such users will have a tick symbol  visible on their profile.
- b) Pubic Users are the users who are either Citizens or Government users who are not yet verified.

#### **5. My profile shows a tick symbol. What does this mean?**

The tick symbol  indicates that you are a verified user.

#### **6. I want to link my Aadhaar number to my profile. How can I do so?**

- Tap on display picture in Accounts Tab and then tap on  **Link Aadhaar** option.
- Enter your Aadhaar number and then follow the instructions
- Enter your OTP received on mobile number associated with your Aadhaar number.

On successful Aadhaar validation, the user's profile will display  **Aadhaar Linked** on left side.

## **Instant Messaging**

### **1. Are my messages in Sandes encrypted?**

Individual chat messages and group chat messages are end-to-end encrypted.

### **2. What is Gimoji and how can I send them?**

Gimoji are special stickers/images designed for communication between Government entities/ officials or Government related matters. This feature is available both in individual and group chat.

- Press on the message window and tap on Gimoji to view the list of available Gimoji.
- Tap on any of them to send it

### **3. What all options are available to tag a special message**

The Sandes platform provides the functionality to mark a message as [Confidential](#), on [Priority](#) or as [Auto Delete](#).

#### 4. What is a Confidential tag?

If a user wants to differentiate between messages to show that the message is Confidential, he can use the [Confidential Tag](#) both in individual and group chat. This is just for display purpose and will indicate to the recipient(s) to keep this as confidential matter.

#### 5. What is a Priority tag?

[Priority Tag](#) is used to differentiate between messages in individual and group chat to show the recipient that the message is to be considered on priority basis.

#### 6. What is an Auto-delete tag?

[Auto delete tag](#) is used in individual and group chat when a user wants to send a message such that it gets deleted automatically once the recipient has read it.

#### 7. How can I mark/tag a message?

- Tap on the message window and tap on Tags
- Type your message
  - a) To mark message as confidential, tap on 
  - b) To mark message as priority, tap on 
  - c) To mark message as Auto-delete, tap on 
- Tap the Send icon 

The message will appear to the recipient marked with the selected tag. Message marked as Auto-delete will get deleted automatically from both the sender and receiver's chat window once the recipient(s) have read the message.

#### 8. How to un-tag/remove tag from a message?

Click again on the tag you applied such as Confidential, Priority or Auto-delete to un-tag the message.

#### 9. How can I archive my messages?

- Long press on the messages you want to archive and tap on 
- Tap on 'Archive' to select the Archive option.

The Archived messages will be deleted from the chat window and sent to the email address that the user has provided in his profile. User can view these messages anytime from his/her email.

#### 10. How can I send my messages to my email address?

- Long press on the messages you want to send to email and tap on 
- The messages will be sent to the email address that the user has provided in his profile.

#### 11. How can I search using a text/ keyword in all my messages?

- Tap on Chats/Groups tab.
- Tap on the  icon on top of window. List of all contacts and groups will be displayed
- Type the keyword text you want to search in the textbox provided on top of window
- Tap on the  icon to view results.

The text will be searched in all Individual/Group Chat windows/Contact list. The contacts having the keyword text in their Sandes profile name will also be displayed

## File Sharing/deleting media file

### 1. Can I share APK files through Sandes?

No. APK is a compiled executable file and sharing of such files is not supported through Sandes.

### 2. How to upload a document to DigiLocker?

- Select the PDF document received in a message by long pressing on it.
- Click the  icon for Digilocker
- You can provide your DigiLocker login credentials and login
- Upload the document on DigiLocker

### 3. What different types of files can be shared?

Any Images, media files and documents can be shared except executable files. This includes doc, docx, xls, xlsx, ppt, pptx, pdf, images (jpeg, jpg, png), audio (mp3, m4a), video (mp4).

### 4. What is the maximum size of files that can be shared?

Maximum size of a file which can be shared is 15 MB.

## Group Creation, Messaging and dispersal

### 1. Who can access group chatting feature on Sandes platform?

Group chatting feature on Sandes platform is available only to those Government users who have been verified by their respective Organisation.

### 2. What are the different types of groups available in Sandes?

- Official – Created by admin through portal (created and moderated by Organisational Unit only)
- Casual- Created by anyone on application (created and moderated by any user)
- List Groups- Feedback Group (created and moderated by Sandes team)

### 3. How many users can be added in one group?

At present, an official group created at Portal by Admin can have a maximum of 200 members and a casual group created on Mobile Sandes platform can have a maximum of 50 members.

### 4. Why can't I add some people in my group?

If the person you are trying to add in group is not registered on Sandes platform, then they cannot be added in group.

### 5. How can I make a user as admin in a group?

- From the group chat window, soft press on the group name at the top.
- From the group member list, select the member whom you want to make admin of a group by long pressing on their name.
- Tap on Action dropdown, select the option 'Grant Admin Right' and give confirmation by pressing 'OK'.

Repeat the steps for all such members to whom you want to grant admin rights. This will make these members as admin of the group, and they will be able to exercise admin rights such as adding or removing members from the group, editing group details etc. The members will be notified on the group message window of the grant of admin rights to them.

**6. What is a Feedback List Group?**

A Feedback list group is the default group available on your groups tab where you can share your feedback, queries or suggestions. You will not be able to see group conversations on the list group. Any message sent by you to the list group will be visible to the admins of the list group. You will not be listed as a member of this group.

**7. Whether a message can be sent to a group in which I am not a member?**

No. Except the default feedback list group, user can send messages to only those groups in which the user is a member.

**8. Why there is no option to exit from some groups?**

One cannot exit from an official group created by the office management. Also, if you are the only admin of a casual group, then you cannot exit from this group unless you make some other member as admin.

## Audio & Video Calling

**1. How can I audio or video call a user?**

- Go to the chat window
- Select the user with whom you want to make the call by soft pressing on their chat thread
- On top right corner there are two options – Audio call, Video call. Tap on  for audio call and  for video call

## Contact

**1. How can I add a contact to my contact list?**

You can only add those contacts to your Sandes contact list who are using the Sandes platform.

Adding contacts by Phone Book Sync option

- Go to Account tab, tap on Manage Contact and then tap on Phone Book Sync option.
- Select the Sync option when prompted to sync the contacts on your phone book who are also Sandes users. These contacts will be added on your Sandes Contact list after the synching is complete.

Adding contacts by Add Contact option

- Go to Account tab, press on Manage Contact and then on Add Contact option.
- Enter the email id or contact number of the person you want to add. Confirm 'Yes' when prompted by the system to add the user.

**2. I am not able to see the Contact in Sandes Contact list who is there in my Phonebook even after Phonebook Sync. Why is this happening?**

Phonebook Sync option will add only those contacts from your phonebook who are registered on Sandes.

**3. Can I add any contact in my Sandes contact list?**

No. Only users who are on-boarded and registered on Sandes platform can be added.

**4. How can I mark a contact as favourite?**

- Select the contact by long pressing on the username.
- A drop-down menu will appear wherein you can select the 'Make Favourite' option
- Confirm 'Yes' when prompted by Sandes.

This contact will be marked as favourite contact and will appear at top of the contact list with a star\* sign after their name. To remove them from favourite list, long press on the username again and then tap 'Remove Favourite'

**5. Some of my contacts on Sandes show a star \* mark after their name. What does this mean?**

This indicates that these contacts have been marked as favourite by you. You also have option to remove them from your favourite list using the Remove Favourite feature.

**6. I want to share a contact with another contact/ group. How can I do so?**

- Tap on  located on the left side of the text box in individual/group chat window.
- A menu of options will be displayed to you. Select the Contact  option.
- List of all the contacts will be displayed. Select the Contact and then press on  to share the contact.

The recipient will be able to add the shared contact to their Sandes contact list or their mobile Phone Book by choosing the appropriate option.

**7. How can I search a Sandes contact using a text keyword?**

- Tap on Contacts tab and then type the keyword text you want to search in the textbox provided on top of window
- Tap on the  icon on top of window to view results.
- The contacts having the keyword text in their Sandes profile name will be displayed

**8. How can I remove a contact from Sandes Contact list?**

- From the contacts tab, select the contact you want to remove by long pressing on the username.
- A drop-down menu will appear wherein you can select the 'Remove Contact' option
- Confirm 'Yes' when prompted by the Sandes platform.

This contact will be removed from the Sandes Contact list.

## Account tab

**1. Can I backup the messages/contacts?**

Backup option is given in the Account tab. Backup will be taken on your device. While reinstalling the Sandes platform, it will prompt user to restore from the backup. User can select the backup file and restore to restore the previous chat messages. Automatic backup will be taken by application in case user goes logged off.

**2. Can I prevent auto download of files?**

- Tap on Account tab and then tap on Sandes platform Settings
- Tap on Auto Download media file option towards the left  to turn them off.
- To turn auto download again, tap on the right side of the slider  on the same option.

### 3. Will I be able to receive messages when I am logged out?

The system server will store messages/files as per the policy sent by other users to you during the time that you are logged out of the Sandes platform. The Sandes chat window will display single tick to the sender. Once you login back again, these messages/files will be delivered to you.

### 4. What does Optimise Notification feature mean?

This feature allows timely receipt of notification for Sandes platform. It consists of 2 steps:

- a) Enable Auto Start for Sandes: This allows Sandes platform to auto start once phone is switched on
- b) Ignore battery optimisation: This feature allows users to regularly receive notifications from Sandes.

### 5. How can I delete my account?

- a) Tap on Account tab and then tap on  Delete Account option
- b) Select the reason from drop-down
- c) Tap on 

The user's account will be deleted, and user will not be able to access the Sandes platform. If the user wishes to use the Sandes platform again, user has to register again on the Sandes platform and provide their details at the time of registration.

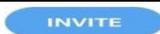
## Invite Contacts to Sandes

### 1. How can I use invite someone to Sandes platform?

Organisation Verified users have the option to invite anyone to Sandes platform using their mobile number or email-id.

- Tap on  from the top right-hand side and then tap on 'Invite Contacts' option
- A list of contacts available on the user's Phonebook is displayed.
- Tap on  against the contact to be invited.

To invite a contact using their email id

- Tap on  against the 'Invite by email' option.
- Enter the email id when prompted and tap OK.

### 2. Which user has the option to invite someone to Sandes platform?

Only those users who have been verified by their respective Organisation have the option to invite anyone to Sandes platform using their mobile number or email-id.

## Sandes Chatbot/Info Service Chatbot

### 1. What is Sandes Chatbot and how can I use it?

User can use the Sandes Chatbot service to view the registered dashboards and get weather information.

- Tap on [Info](#) from the top right-hand side
- Select Info Service to view the Chatbot window
- Type [HELP](#) in the Chatbot message window

## 2. What all features/commands can the Sandes Chatbot accept?

The Sandes Chatbot accepts commands such as:

- Dashboard: It is used for accessing Dashboard of various initiatives by Government. User can [Register a dashboard](#), [schedule a dashboard](#), [un-schedule a dashboard](#), [view list of available dashboard](#), [View a dashboard](#) and Remove a dashboard.
- [Help Command](#) to view list of available dashboard and available commands
- [Weather command](#) to view weather of a city.

## 3. How can I view list of available dashboards and commands?

- Type HELP on the Chatbot message window.
- This will display the list of available dashboard and available commands.

## 4. How can I view weather of a city?

- Type Weather followed by city name on the Chatbot message window.
- For instance, Weather Delhi will display the latest weather information for Delhi city.

## 5. How can I register a Dashboard?

- Type the command, Register DASHBOARD Parameter URL on the Chatbot message window. Parameter refers to name that you wish to keep for the dashboard
- For Instance, to register MeitY Dashboard with URL <https://dmdashboard.nic.in> with name of NEWDASH: type Register DASHBOARD NEWDASH <https://dmdashboard.nic.in>
- This will register the dashboard with the name and source URL as mentioned in command.

To get more assistance type [HELP](#) on the chatbot window.

## 6. How can I schedule a Dashboard?

- Type Schedule Keyword Parameter Time on the Chatbot message window. Parameter refers to dashboard name.
- For Instance, to schedule the Sandes dashboard, type DASHBOARD Sandes 9AM. This will schedule the alert along with the display for Sandes dashboard on Chatbot on 9 AM every day.

To get more assistance type [HELP](#) on the chatbot window

## 7. How can I un-schedule a Dashboard?

- Type Unschedule Keyword Parameter on the Chatbot message window. Parameter refers to dashboard name.
- For Instance, Unschedule DASHBOARD Sandes. This will un-schedule the alert for the Sandes dashboard and user will no longer receive the alert as received earlier at the specified time.

To get more assistance type [HELP](#) on the chatbot window

## 8. Can I view list of all dashboards using the Chatbot? How can I do so?

- Type DASHBOARD on the Chatbot message window.
- This will display the list of registered dashboards on Sandes platform.

## 9. How can I view a particular dashboard?

- Type DASHBOARD Parameter on the Chatbot message window. Parameter refers to dashboard name.
- For Instance, typing DASHBOARD Sandes on Chatbot window will display the Sandes dashboard with the latest statistics.

To get more assistance type [HELP](#) on the chatbot window

## Help section

### 1. How can I view the Help section?

User can tap on  from the top right-hand side and select Help to view the Help section. The help section has frequently asked questions, reference guide and information about Sandes platform.

### 2. Where can I view the contact details of Service desk/support centre?

- Tap on  from the top right-hand side or Tap on Account Tab
- Tap on 'Help'
- The toll-free number (1800111555) and website details (<https://servicedesk.nic.in>) of 24\*7 service desk are mentioned on the Help screen

You may contact service desk for any feedback/query/suggestion and complaints.

## Sandes Web

### 1. How can I access the Sandes Web?

- Login on Sandes portal [www.gims.gov.in](http://www.gims.gov.in) and click on 'Launch Sandes Web' in App download centre.
- Go to Sandes App and tap on Connect option when prompted
- Scan the QR code as displayed on the desktop screen with the Sandes App to connect to Sandes Web.

## Miscellaneous

### 1. Why I am not getting notifications?

To regularly receive notifications from Sandes, go to Optimise Notifications under Account tab, select 'Ignore Battery Optimisation' and follow the instructions.

### 2. What is End to End Encryption?

In an End-to-end encryption (E2EE) session, only sender and receiver can read the messages exchanged. Nobody else can read these messages.

### 3. How can I report a bug or problem to the support team?

A feedback group is listed for all Sandes users. Users can post your feedback or problem in this group

### 4. What is dashboard service?

User can use the [Sandes Chat Bot](#) service which provides the dashboards of different Government entities / initiatives.