TAMILNADU SINGLE WINDOW PORTAL

USER MANUAL – NEW USER REGISTRATION, INDUSTRIAL HELPLINE AND CHATBOT

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1. Home Page

1. The journey of the new user starts with Tamil Nadu Single Window Portal (TNSWP) homepage that can be accessed through **https://tnswp.com** website wherein it gives various information's, useful links and functionalities about TNSWP.
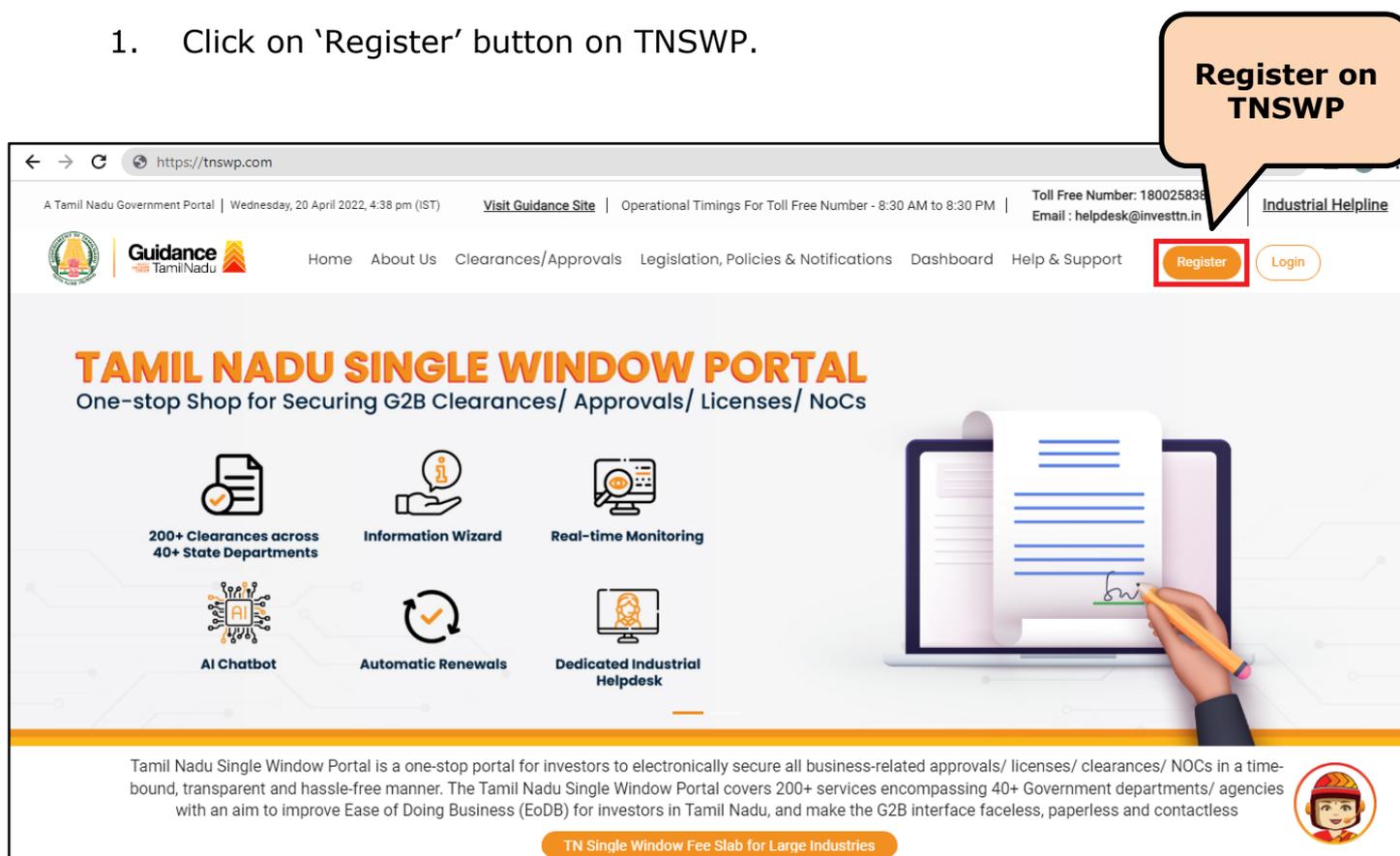
> TNSWP website (www.tnswp.com)

Figure 1. Single Window Portal Home Page

2. Registration

To access the TNSWP and to apply for various clearances the user must complete the Registration process.

Steps for Registration is given below:

1. Click on 'Register' button on TNSWP.

> **Register on TNSWP**

Figure 2. Register

2. New Investor Registration page will appear (Refer Figure 3 & 4)
3. Select the 'Investor' option and continue with the Registration process.
4. Only for applying Government to Citizen (G2C) clearances, click on option **'G2C clearances of Tamil Nadu fire and rescue clearances under the category individual/small enterprise'**.
5. The information icon ⓘ gives brief description about the fields when the user hovers the cursor on these icons.

Figure 3. Registration form

Figure 4. Registration Form Submission (Contd.)

6. The Email ID would be the Username to login the TNSWP.

7. Future communications would be sent to the registered mobile number and Email ID of the user.

8. Create a strong password and enter the Captcha code as shown.

9. The user must read and accept the terms and conditions and click on 'Register' button.

Mobile Number / Email ID – 2-Step Verification Process

- **'2-Step Verification Process'** screen will appear when the user clicks on 'Register' button.

1. Mobile Number Verification

1. For verifying the mobile number, the verification code will be sent to the given mobile number.

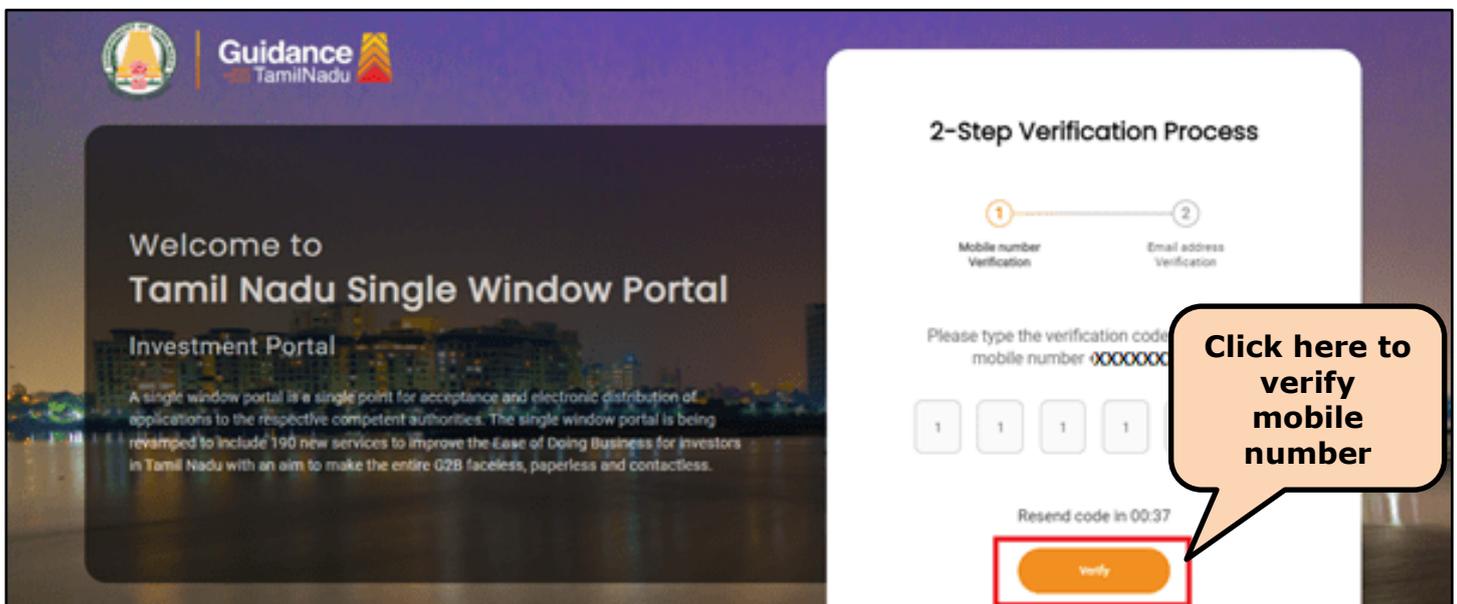2. Enter the verification code and click on **'Verify'** button.

Figure 5. Mobile Number Verification

2. Email ID Verification

1. For verifying the Email ID, the verification code will be sent to the given Email ID.

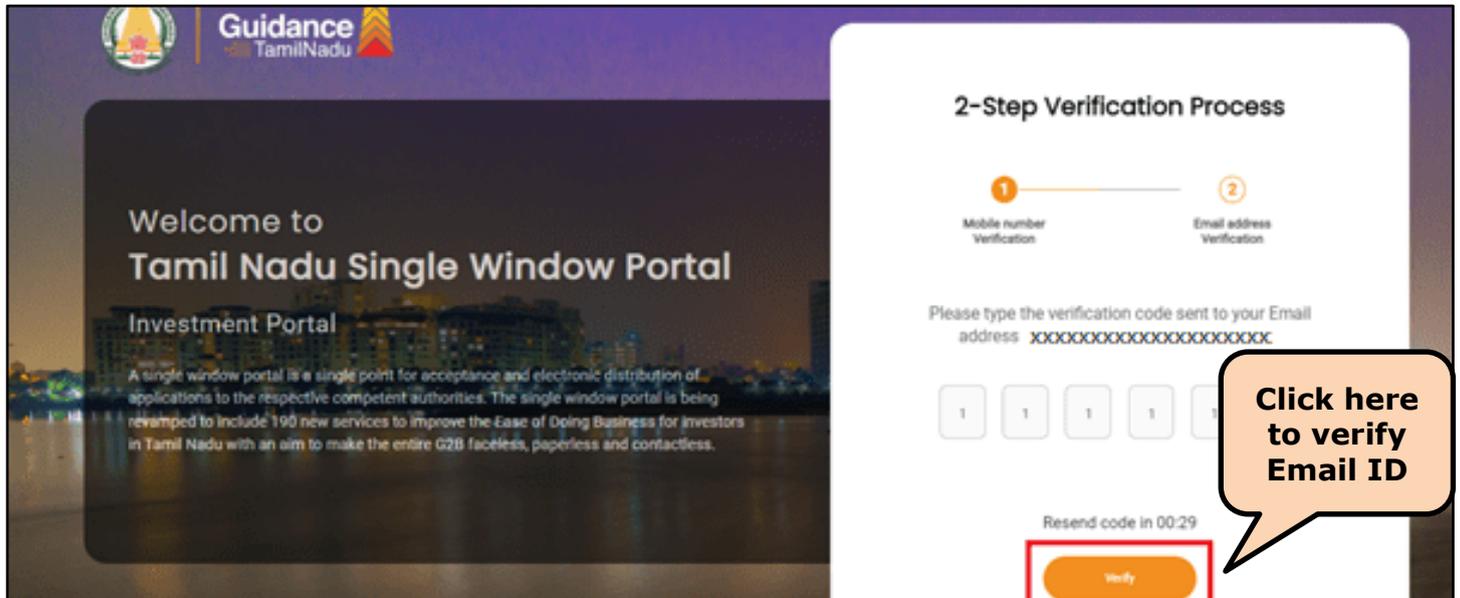2. Enter the verification code and click on 'Verify' button.

Figure 6. Email ID Verification

- After completion of 2-Step Verification process, registration confirmation message will pop-up stating as '**Your registration was successful' (Refer Figure 7)**.
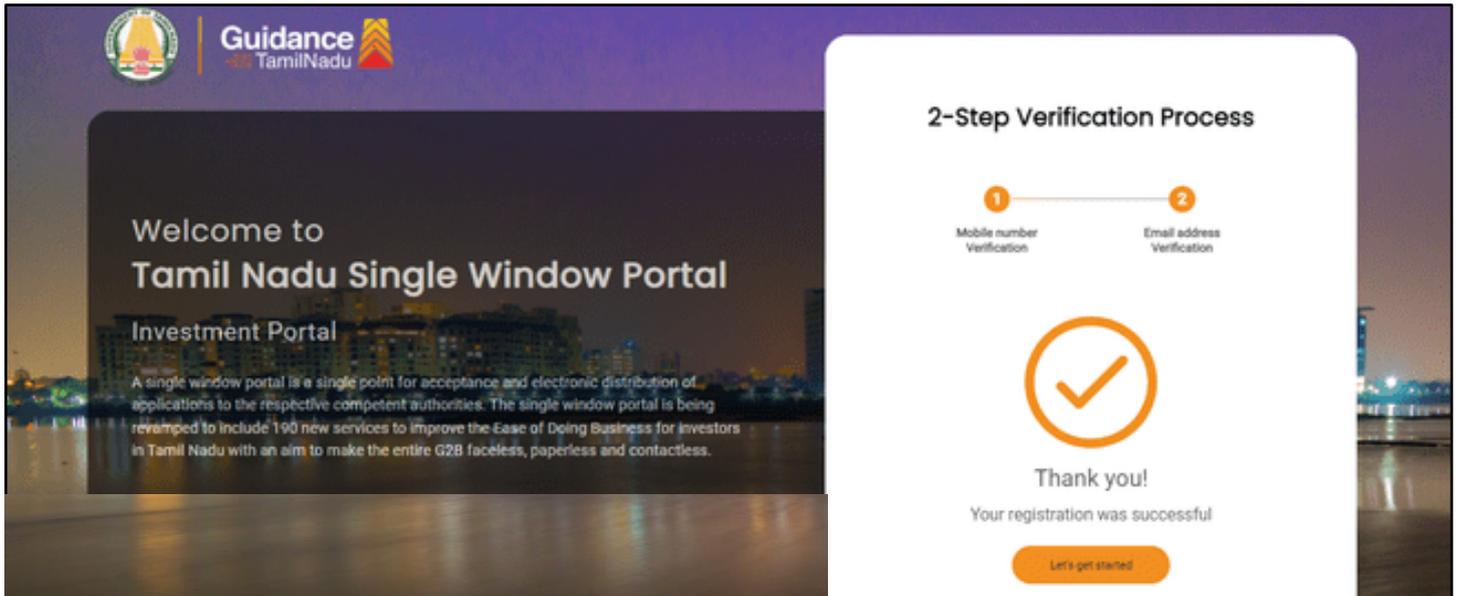
- Registration process is completed successfully

Figure 7. Registration confirmation pop-up

3. Login Process

The user can login to TNSWP with the username and password created during the registration process.
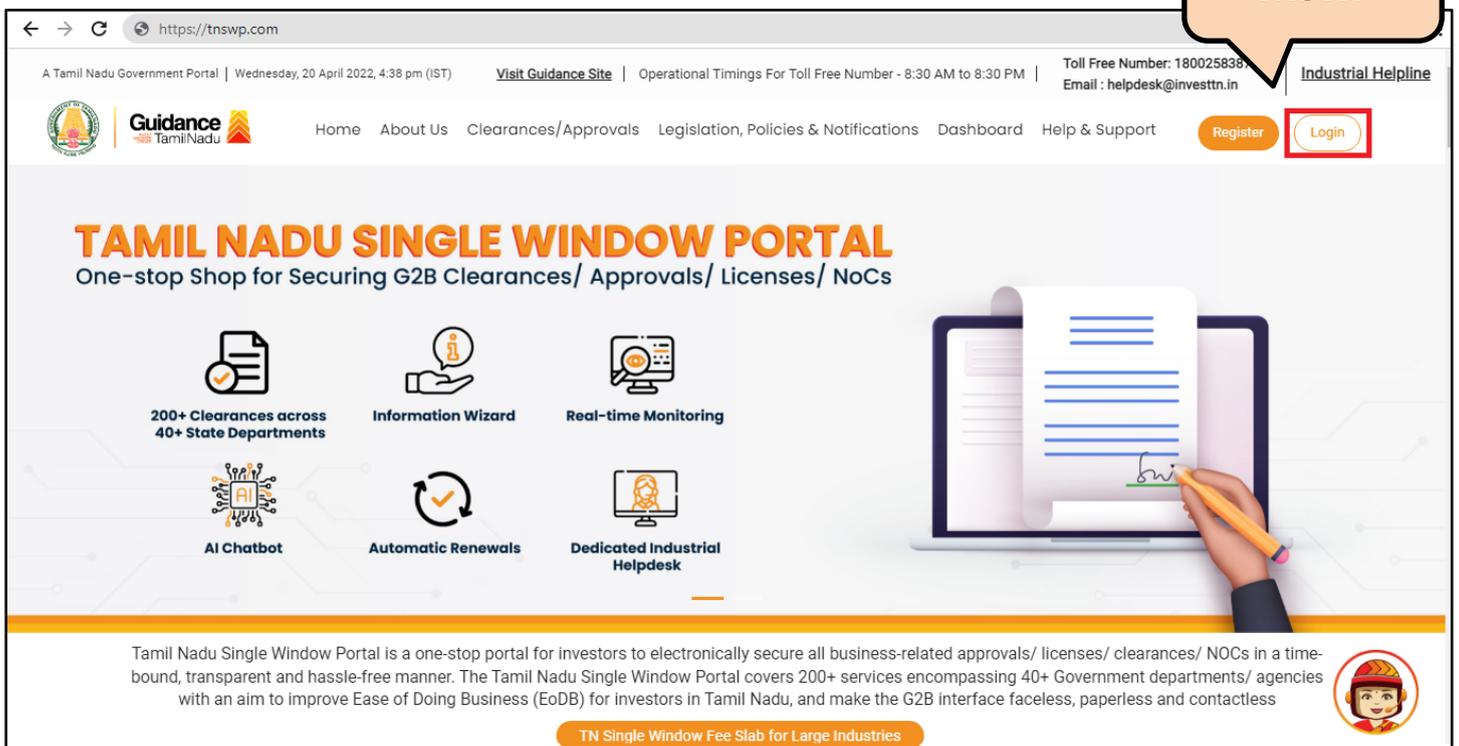
1. Click on 'Login' button on TNSWP.

Figure 8. Login

2. Enter Username, password and Captcha code as shown below. Click on 'Log In' button.
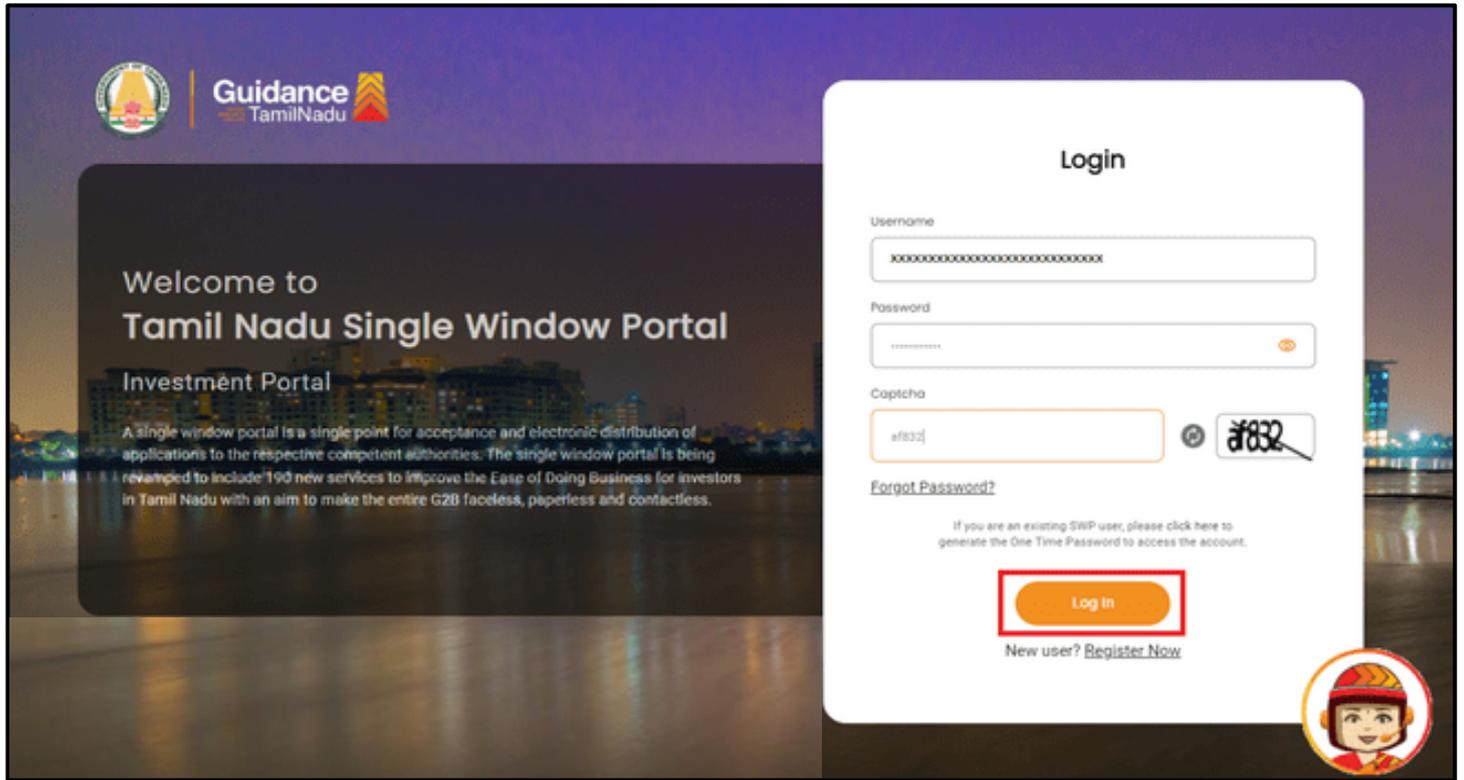

Figure 9. Login Screen

4. Forgot Password

1. In case the user forgets the password, click on **'Forgot password?'**
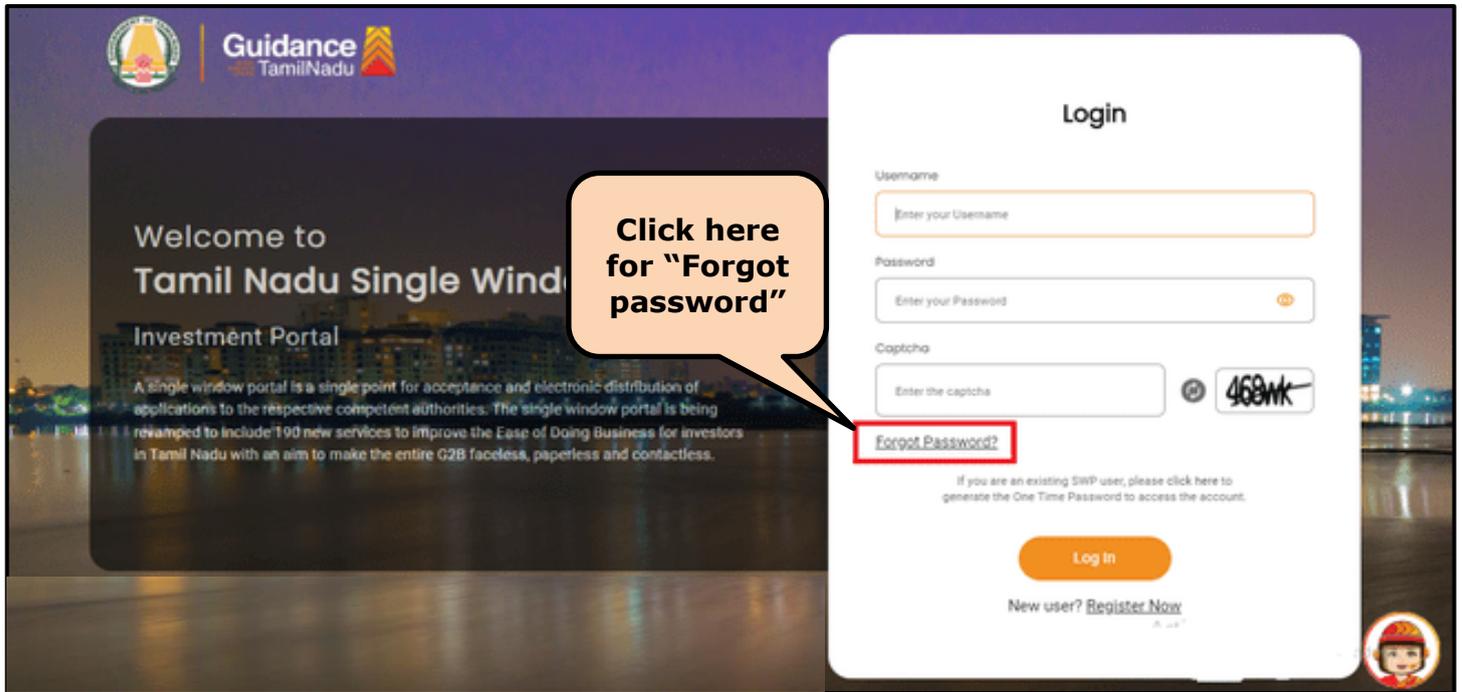

Figure 10. Forgot Password
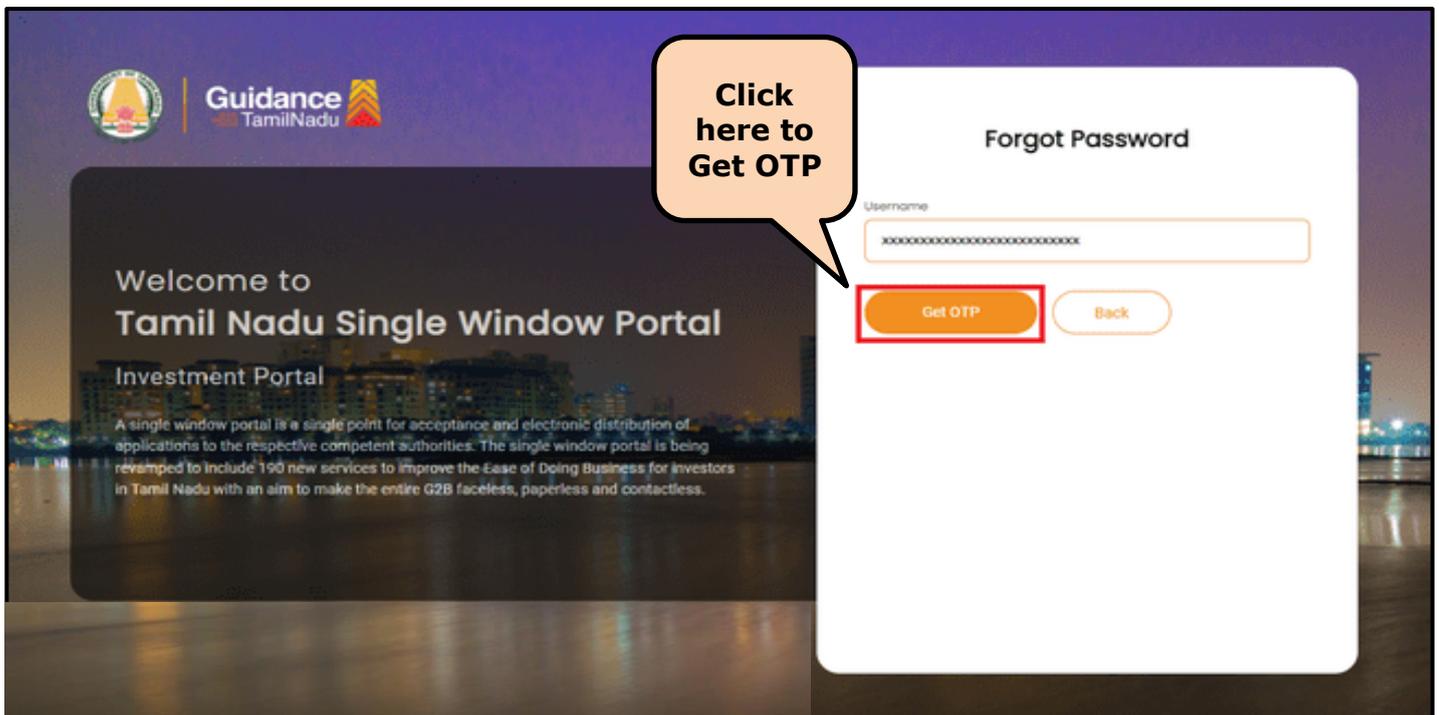
2. Enter the username and click on 'Get OTP'.

Figure 11. Get OTP

3. Type the Verification code sent to the registered mobile number.

4. Enter the Captcha code as shown.

5. The new password will be sent to the registered mobile number when the user clicks on 'Verify' button.
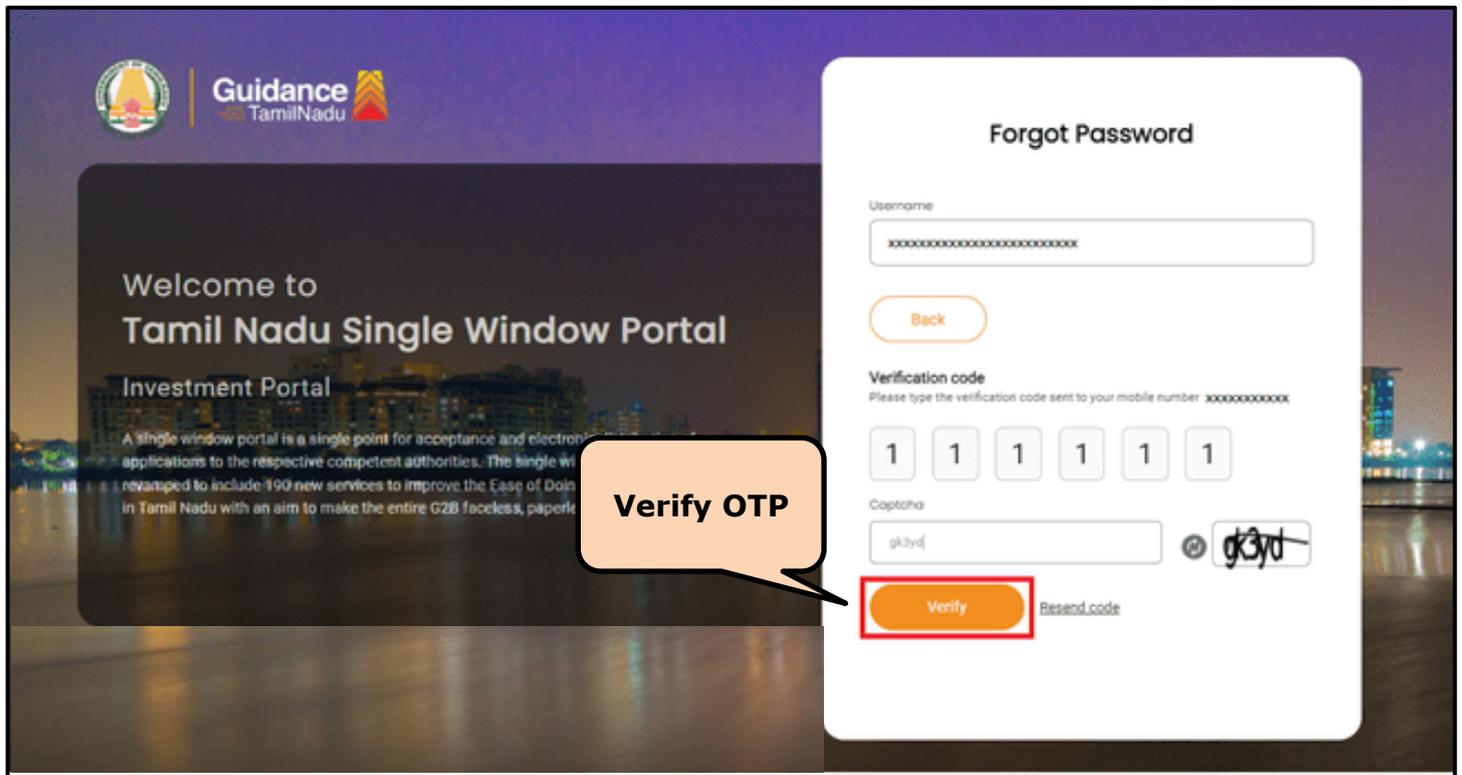

Figure 12. Verification Code

6. A confirmation pop-up message will appear stating as '**New password is sent to your registered mobile number' (Refer Figure 13).**

7. Click on 'OK' button.
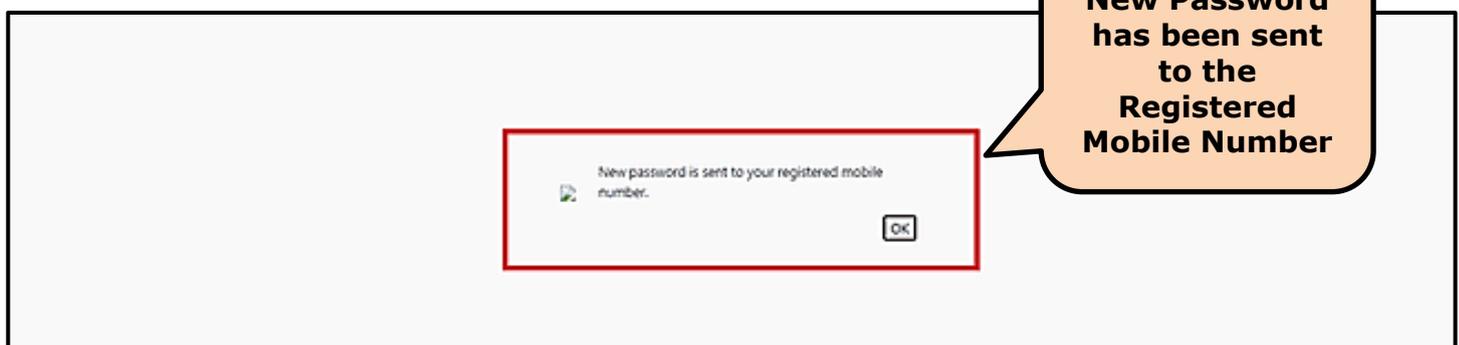
8. The login page would appear (Refer Figure 14).

Figure 13. New Password confirmation Pop-up

9. Enter the Username.

10. Enter the new password received through SMS to the registered mobile number.

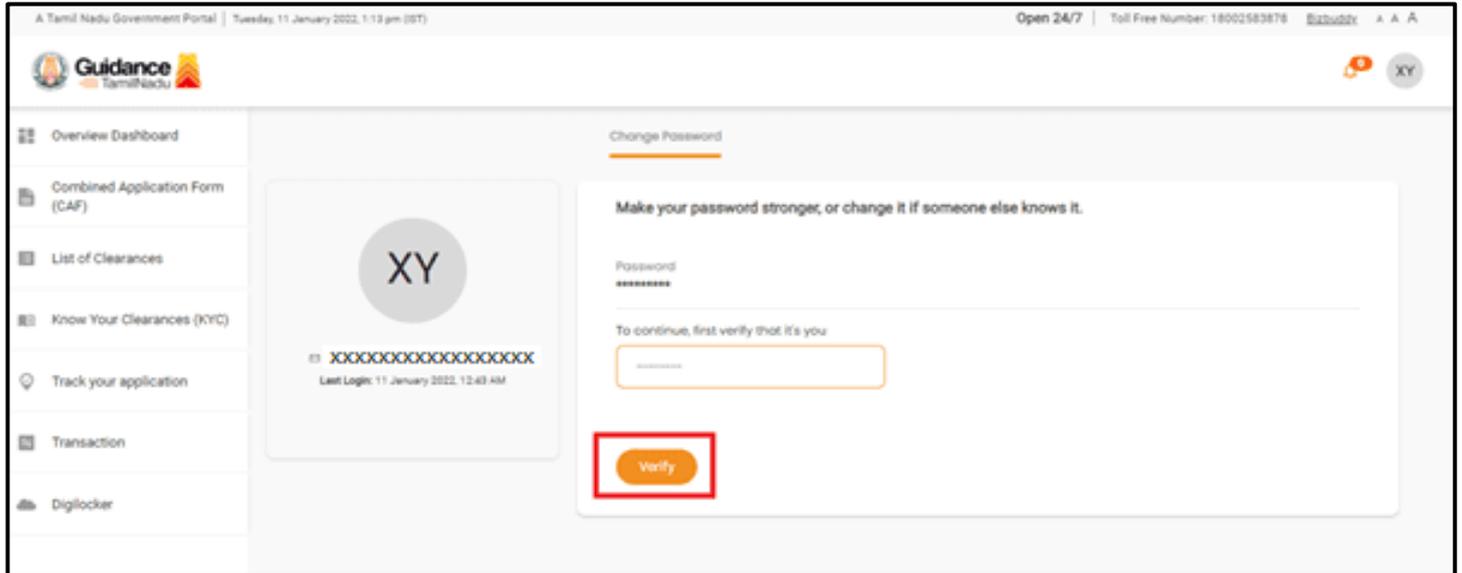11. Enter the Captcha code as shown and Click on 'log in' button.
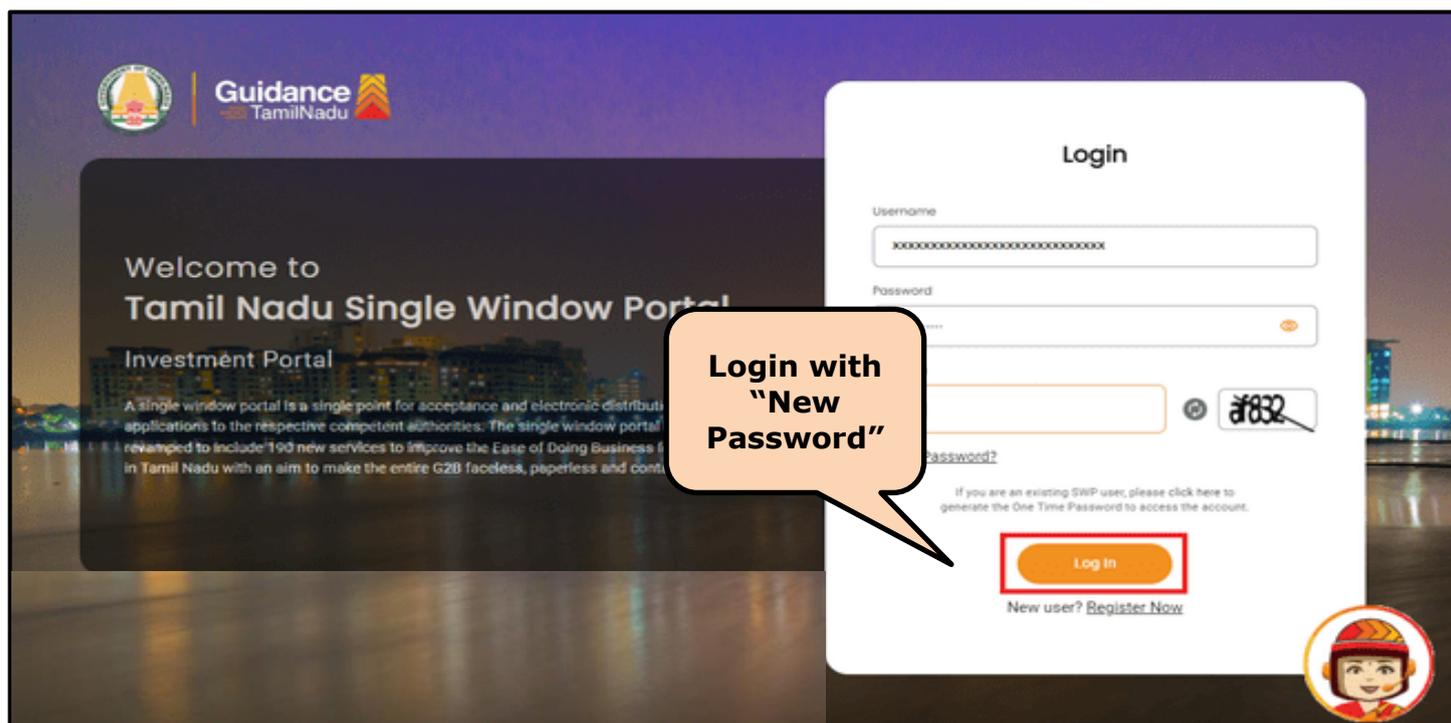
Figure 14. Login with New password

12. After the user has logged in for the first time, enter the same password received through SMS in the field of 'To continue, first verify that it's you'.

13. Click on 'Verify' button

Figure 15. Verification

14. To reset the password, enter the 'New password' and 'Confirm password'.

15. Click on 'Change password' button.
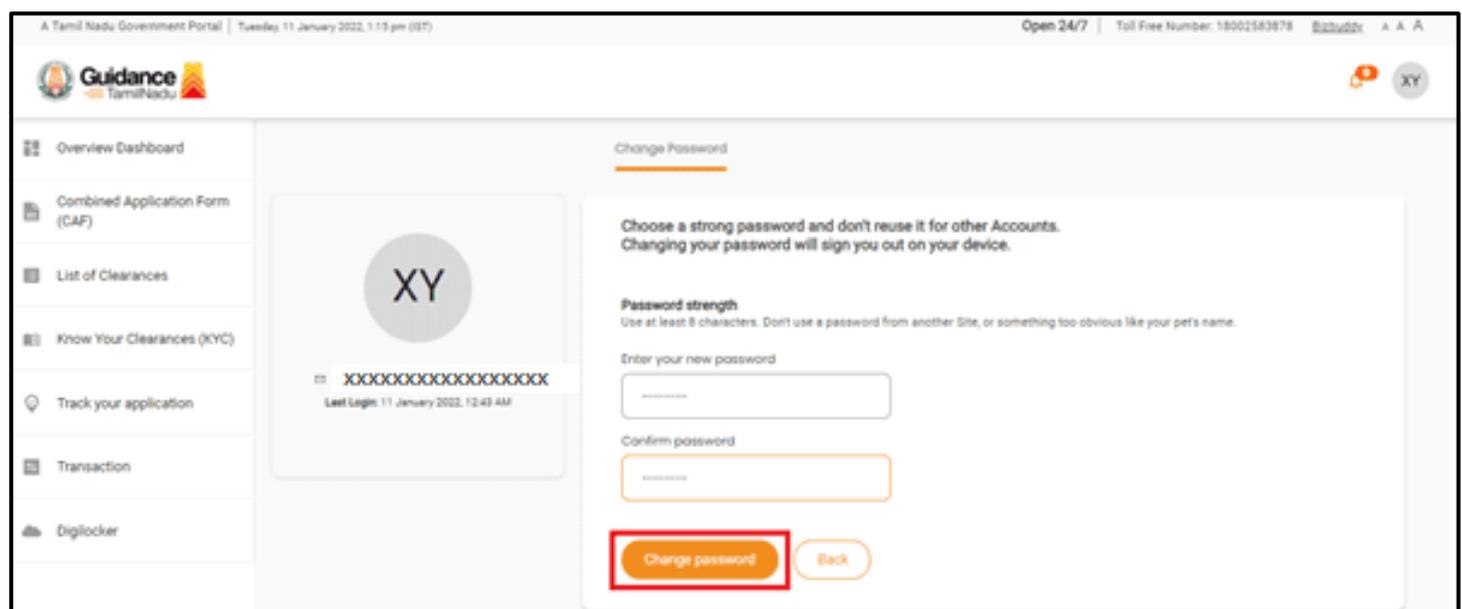
Figure 16. Reset Password

16. A confirmation pop-up message will appear stating as 'Password has been changed successfully' (Refer Figure 17)

17. Password reset done successfully.
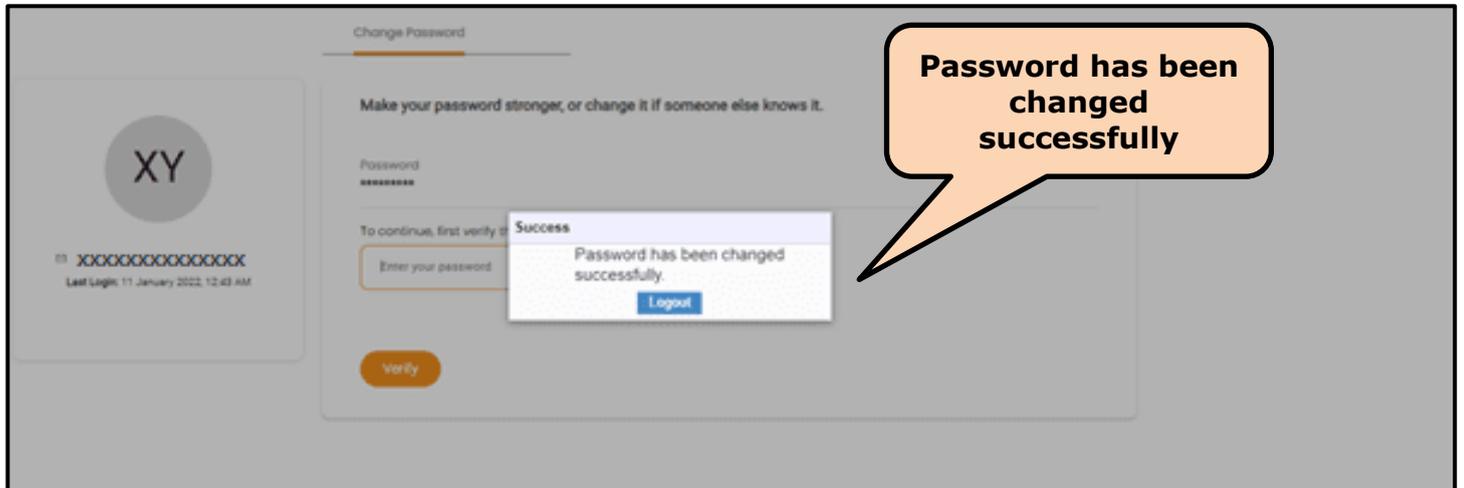
Figure 17. Confirmation Message

5. Toll Free Number

1. User can contact **Toll-free number 1800 258 3878** for technical assistance which is shown below (Refer Figure 18)

2. The Toll free customer service is made available for the users from Monday to Friday (08:30 AM – 08:30 PM) excluding Public holidays.

Figure 18. Toll Free Number

6. Industrial Helpline (Biz Buddy)

Tamil Nadu Biz Buddy (www.bizbuddy.tn.gov.in) is an Industry Help Desk to facilitate monitoring & time bound resolution of grievances. An authorized representative of the Enterprise will be able to submit a request through this portal. Help Calls shall be monitored and acted upon by the concerned Tamil Nadu government department(s).

Click on 'Industrial Helpline' link to access biz Buddy portal as shown in the figure.

Figure 19. Biz Buddy

6.1 Biz Buddy Home page

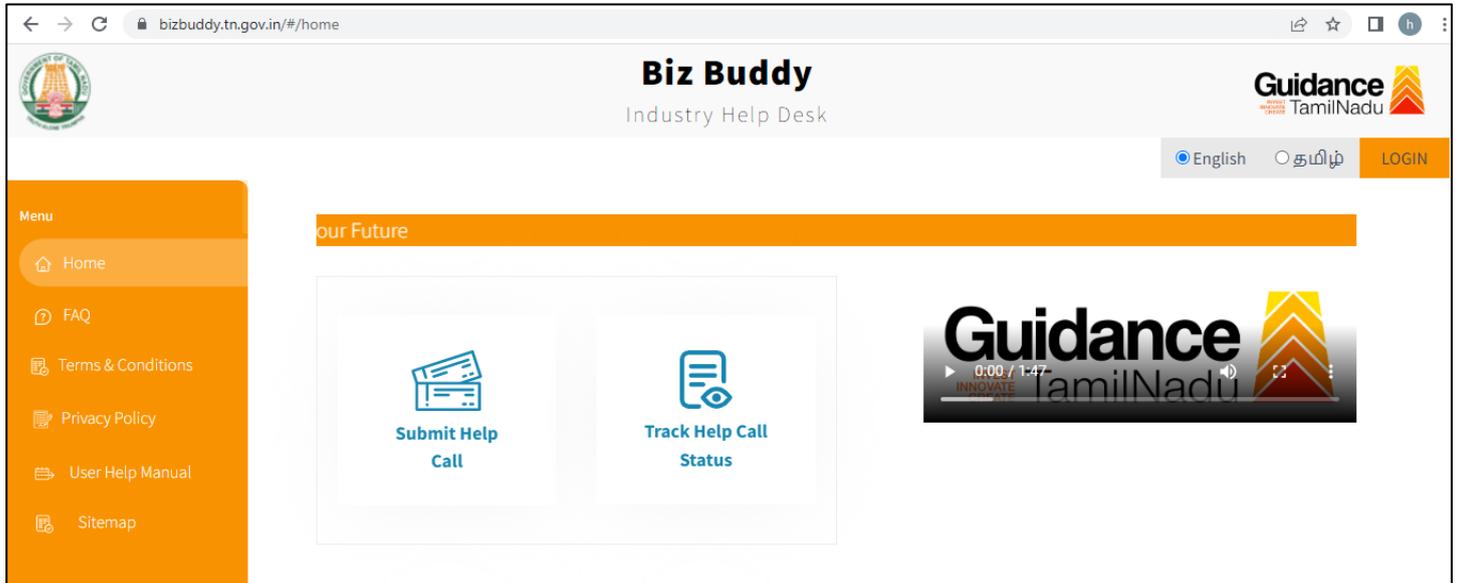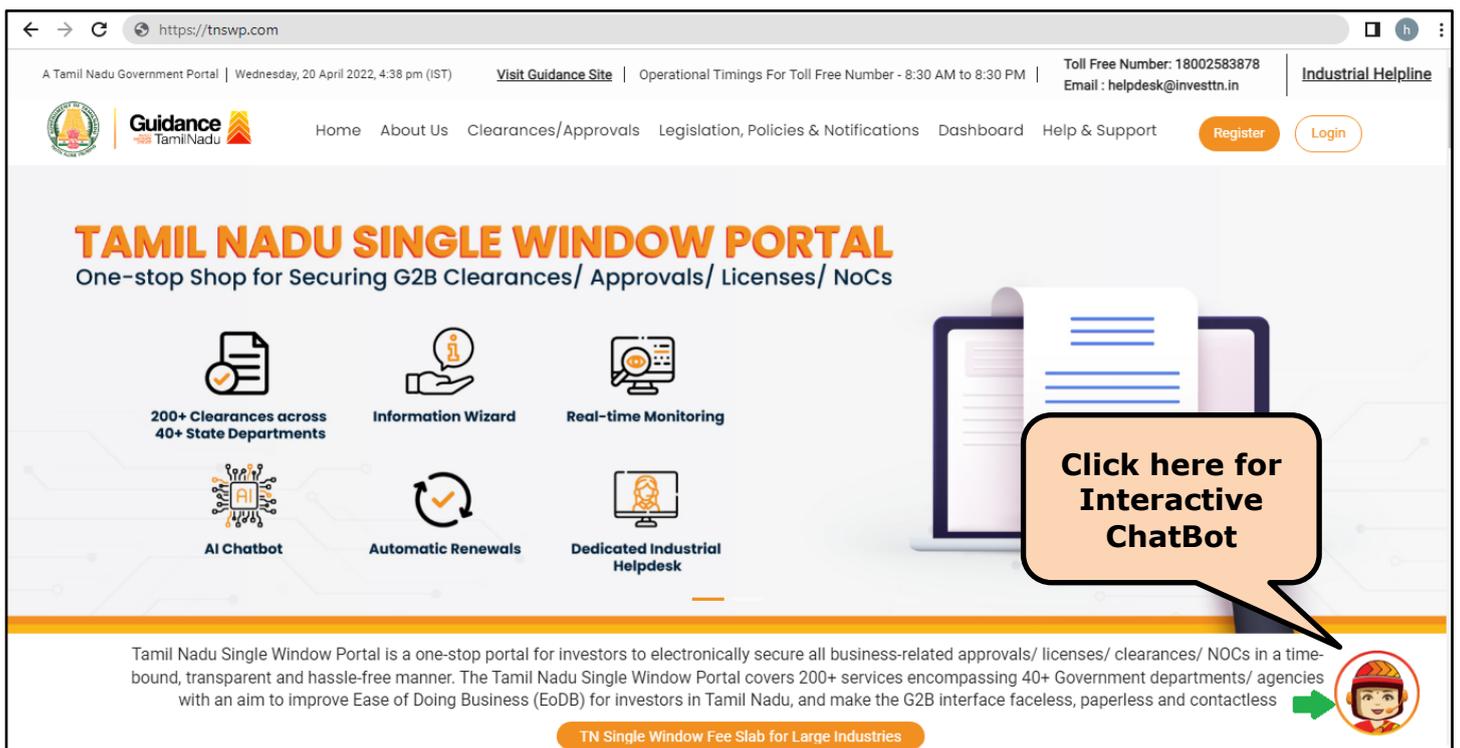The Home Page of Biz Buddy is shown in the below figure:

Figure 20. Biz Buddy Home Page

7. Chatbot

1. Chatbot is a computer program works to a set of predefined rules with Artificial Intelligence (AI) technology which helps the interacting user to find the appropriate answers instantly.

2. In TNSWP Portal, Chatbot functionality is available for the users which serves as an Interactive Assistant by clarifying their queries.

3. Chatbot is named as 'INIIA' which is an Intelligent Interactive Assistant.

Steps to use Chatbot INIIA

1. Click on Chatbot icon

Figure 21. Chatbot icon

2. Select the preferred language to start the conversation

3. Click on 'Start Conversation' button to proceed.

4. User can type the keywords according to the requirement in the conversation tab, therefore chatbot acts as direct contact with an interactive agent and provides relevant information and useful links to the user.

Figure 22. Chatbot window