

GyanSetu360

User Manual

Education ERP Platform · School · College · University
Every module, step by step · Version November 2026

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Contents

1. **Getting started** — Signing in, the screen layout, and the controls that work the same on every page.
2. **First-time setup** — The order in which the owner / administrator sets up a new institution, from profile to fees and logins.
3. **Who does what (roles)** — The standard roles, what each one sees, and a typical day, month and year for each.
4. **Students** — Admissions, the student profile, ID cards, promotion, transfer / TC, alumni, photos, behaviour.
5. **Parents** — Parent and guardian records, linking brothers and sisters, and parent portal logins.
6. **Admissions** — Enquiries and follow-ups, online and QR admission forms, reviewing applications, conversion report.
7. **Front office** — Visitor book and passes, visitor QR, meetings, phone calls, postal mail, complaints and letters on letterhead.
8. **Academics** — Sessions, classes / programs, sections, subjects, teacher allocation, college courses and subject choices, terms, calendar.
9. **Teachers (Faculty)** — Adding teachers, subject allocation, teacher timetable and student evaluations of teachers.
10. **Attendance** — Daily or lecture-wise student attendance (as the institution chooses), My lectures, QR scanning, register, reports, corrections, staff attendance and devices.
11. **HR & payroll** — Employees, departments, designations, leave, salary components and structures, payroll and payslips.
12. **Fees** — Fee heads and structures, generating dues, collecting fees and receipts, discounts, refunds, online / QR payment, reports.
13. **Income, expenses & accounts** — Income and expense entries, vendors, cashbook, bank and cash accounts, fund transfers, balances and profit & loss.
14. **Examinations & results** — Exam setup, marks entry and approval, results, report cards / marksheets, college internal exams and online exams.
15. **Homework & study material** — Homework / assignments with submissions and marks, study materials and the download center.
16. **Timetable** — Periods (lecture slots), rooms, the class timetable editor with clash checks, teacher timetables and substitutions.
17. **Library** — Catalogue, copies and racks, members and library cards, issue / return / renew with fines, entry scan, reports.
18. **Transport** — Vehicles, drivers, routes and stops, student allocation, bus trips with parent alerts (boarded / got off), maintenance, document expiry and transport fees.
19. **Hostel** — Buildings and rooms, bed allocation, night attendance, mess menu, complaints and hostel fees.
20. **Inventory & store** — Items and suppliers, purchase orders and invoices, receiving stock, issue / return, stock ledger and low-stock alerts.

21. **Certificates** — Certificate templates, issuing bonafide / TC / character and other certificates, QR verification and revoking.
22. **Communication & notices** — SMS / e-mail / WhatsApp / in-app messages, templates, delivery logs, fee reminders, notice board and the inbox.
23. **Events** — The event calendar, audiences and automatic reminders.
24. **Documents** — Storing documents for students, staff, vehicles and the institution, with expiry alerts.
25. **Report center** — Ready-made reports for students, attendance, fees, exams, staff, finance, library, transport and inventory.
26. **NAAC & IQAC** — Accreditation data collection with approvals, evidence, IQAC, feedback, audits, AQAR / SSR and readiness analytics.
27. **Administration & settings** — Institution profile and rules, print designs, SMS / payment / integration settings, users, roles, audit, privacy, billing, support.
28. **On-Screen Evaluation** — Digital valuation of scanned answer books: barcodes, masked identity, random allotment, on-screen marking, double / third valuation, moderation, re-valuation and marks transfer.
29. **Learning & OBE** — Syllabus chapters and topics with coverage, teacher diary, virtual classes, class discussion, leaderboard, PO / PSO / CO with CO-PO mapping and attainment.
30. **Placement & OJT** — Companies, campus drives with eligibility, student applications from the app, offers, internships / OJT / industrial training and placement reports.
31. **Teacher portal (Faculty portal)** — What a teacher sees after signing in, and the everyday steps: attendance, homework, marks, leave, messages.
32. **Parent & student portal** — For parents and students: signing in, attendance, homework, results, fees and online payment, leave, messages, privacy.
33. **Mobile apps (Android & iPhone)** — Installing the GyanSetu360 app on Android or iPhone, finding your institution and signing in.
34. **FAQ & troubleshooting** — Answers to common questions and what common messages mean.
35. **Words used in the ERP** — School and college terms side by side, and what the ERP's own words mean.
36. **Super admin (platform console)** — Running the platform: institutions, licences and module pricing, billing, website, app releases, upgrades and backups.

This manual is also built into the ERP: **Help & user guide** in the left menu, and the **?** button on every page opens the guide for that page.

Getting started

What this ERP does

The ERP runs the whole institution from one place: admissions, students and parents, classes and subjects, attendance, fees and online payment, exams and results, staff and payroll, library, transport, hostel, inventory, accounts, certificates, messages, reports and NAAC/IQAC (for colleges). Each person sees only the menus their **role** allows, and only the **modules in your institution's licence**.

One institution can have up to three **wings**: School, College and University. Each wing has its own classes, grading, exams, certificates and wording. Staff, library, transport, hostel, inventory and accounts are shared between wings.

Signing in

1. Open your institution's address, for example `https://yourdomain/s/yourcode/login`. The public website's **Login** button asks for your **institution code** and remembers it.
2. Enter your **username** (or e-mail) and **password**, then press **Sign in**.
3. On your first sign-in you must set a new password. Use at least 8 characters with letters and numbers.

> **Note:** After several wrong passwords the account is locked for 15 minutes. An administrator can unlock it sooner under **Administration › Users** (edit the user and set the status to *active*).

Forgot your password? Use **Forgot password** on the login page. A reset link is e-mailed to the address saved on your user. Parents and students who have no e-mail should ask the office to reset their login.

The screen

Area	What it is
Left menu	The modules you may use, grouped (Students, Fees, Examinations…). On a phone, open it with the menu button (three lines).
Top bar	Student search, the **wing switcher** (if your institution has more than one wing), the **?** help button, notifications (bell icon) and your name (profile, change password, messages, logout).
Dashboard	Today's figures for your role: students, attendance, fee collection, pending approvals, follow-ups due today, birthdays, upcoming events and charts. Click a figure to open the list behind it.
? button	Opens this guide at the topic for the page you are on.

Lists, forms and buttons — the same everywhere

Almost every page in the ERP is a list with a form behind it, and they all work the same way.

Control	What it does
Search box	Finds records as you type: names, numbers, phone, codes.
Filters	Drop-downs above the list (class, section, status, dates…). **Reset** clears them.
Add new (blue button)	Opens an empty form. Short forms open in a pop-up.

Control	What it does
Row icons	View, edit, delete, and actions for that record (collect fee, ID card, create login, print…). On a phone, each row is a card.
Export	Downloads the *filtered* list as Excel, CSV or PDF, or prints it.
Import	Download the CSV template, fill it in Excel, upload it. The ERP shows a preview; bad rows are listed and skipped. For linked fields (class, section, category) you can type the ID or the exact name.
Bulk actions	Tick rows › an action bar appears (change status, delete) where allowed.

Required fields are marked with a red star (*). If something is wrong, the field turns red with the reason under it.

Deleting always asks for confirmation. Most records are only archived, so support can restore them. Fee receipts are never deleted: they are **cancelled** with a reason.

Printing and PDF

Every receipt, ID card, certificate, marksheet, payslip, letter and report uses the same print system.

1. Click **Print** (or the printer icon).
2. A **print preview** opens. At the top, choose design **1 Classic, 2 Modern band, 3 Formal or 4 Minimal**.
3. Click **Print**, or **Download PDF**.
4. **Set as default** remembers the chosen design for that type of document (administrators only).

The letterhead (logo, name, address, signature, seal, colours) comes from **Administration › School settings › College profile**. See Administration.

Wings: School, College, University

If your institution has more than one wing, a wing button (School / College / University) appears in the top bar. Lists, forms, dashboards, exams, fees and certificates follow the **active** wing. The words also change with the wing:

School	College / University
Class	Program (one per year or semester)
Section	Division / Batch
Subject	Course
Teacher	Faculty
Class teacher	Mentor / Faculty advisor
Homework	Assignments
Report card	Marksheet / Grade card
Academic session	Academic year

This guide uses school words, with the college word in brackets where it helps.

Notifications, messages and your profile

- **Notifications (bell icon)** — in-app alerts: approvals waiting for you, tasks assigned to you, reminders. **Mark all read** clears the badge.
- **Messages** — the inbox for messages between staff and parents (name menu › Messages).
- **My profile** — your name, phone and e-mail. **Change password** is in the same menu.

Getting help

- Press **?** on any page for the guide to that page.
- Use **Search the guide** on the guide's home page.
- Administrators can raise a ticket with the platform team under **Administration › Support**.

First-time setup

Before you start

This checklist is for the **School Owner** or **School Admin**. Do the steps in this order: each one uses the data from the steps before it. Most of the masters (fee heads, leave types, periods, departments, designations, salary components, grading, exam types and certificate templates) already exist when your institution is created, so you only need to check them.

> **Tip:** To try things out first, ask the platform team to load **demo data**: one month of sample students, staff, fees, attendance, library and more, which can be removed with one click. College demo data also includes NAAC & IQAC samples.

Step 1 — Institution profile and rules

1. **Administration** › **School settings (College settings)** › **School profile**: tick your institution types (School / College / University), then enter the name, logo, favicon, theme colour, address, contact, timezone and currency.
2. **College profile** tab: the trust name, name lines, affiliation, principal's name and signature, the seal, the receipt signatory, the report footer, the watermark and the ID-card colours. Everything printed reads from here.
3. **Print & letterhead** tab: choose the default design for each document.
4. **College rules** tab: receipt numbering and layout, postal reference format, internal-exam passing rules, admission documents, library limits, ID-card layout and certificate numbering.
5. **Preferences** tab: date format, working days, late-arrival minutes, receipt prefix and copies, monthly due day, library fine, payroll options, and name capitalisation.

Step 2 — Academic structure

1. **Academics** › **Academic sessions**: check that the current session (academic year) is right and marked *current*.
2. **Classes** (Programs): add them with a **numeric order**. The order decides which class students are promoted to.
3. **Sections** (Divisions): add the sections for each class, with capacity and class teacher.
4. **Subjects** (Courses) and **Subject groups** (electives).
5. **Class subjects & teachers**: assign one teacher per class, section and subject. Teachers then see only their own classes.
6. Colleges: **Courses**, **Sub-classes**, **Subject options** and **Terms**. The **Academic structure** page shows the whole tree, and **Load standard college setup** creates the usual B.A., B.Com., BCA and other courses for you.
7. **Periods** and **Rooms** (Timetable menu), **Holidays**.

See Academics.

Step 3 — Staff

1. **HR & payroll** › **Departments** (give each a unique code) and **Designations**.
2. **Employees**: add every staff member. For teachers you can also use **Teachers** › **Add teacher**, which creates the employee and the teacher record together.
3. Use **Create login** on each staff row to give them a username and a one-time password.
4. Upload photos in bulk with **Bulk photo upload**.

Step 4 — Students and parents

- Add students one by one with **Students › New admission**, or bring in your existing list with **Import** on **All students** (download the template first).
- A parent with the same phone number is reused, so brothers and sisters share one parent login.
- Create portal logins for parents and students from their rows (**Create login**).

Step 5 — Fees

1. **Fees › Fee categories** (fee heads): check the names, abbreviations and order.
2. **Discounts & scholarships**, then **Student discounts** for the students who get them.
3. **Fee structures**: one row per class and fee head, with amount, frequency, first due date, due day, and late fine per day with its maximum.
4. **Generate dues**: creates the installments for every active student. It is safe to run again.
5. Optional: **School settings › Payment gateways** (Razorpay or Cashfree) for online payment, and print the **Fee payment QR**.

See Fees.

Step 6 — Users, roles and messages

1. **Administration › Roles & permissions**: check what each role may do, or create your own roles.
2. **Users**: limit a user to certain classes or sections with **Access**.
3. **School settings › SMS, e-mail & WhatsApp**: enter your SMS gateway, WhatsApp and SMTP details so that alerts and receipts reach parents.
4. **School settings › Integrations & privacy**: the privacy notice parents accept, and the grievance officer.

Step 7 — Go live checklist

- [ ] Profile, logo, signature and seal show correctly on a test receipt and ID card.
- [ ] Classes, sections and subjects are complete; teachers are assigned.
- [ ] All staff have logins; all students are imported with parents linked.
- [ ] Fee structures entered and dues generated; one test receipt collected and cancelled.
- [ ] One test SMS / e-mail received.
- [ ] Demo data (if loaded) removed by the platform team.

Who does what (roles)

Roles that come ready-made

Every institution starts with the roles below. An administrator can change what each role may do, or add new roles, under **Administration › Roles & permissions** (see Administration). A person can hold more than one role.

Role	Typical person	Main work in the ERP
School owner	Trustee / director	Everything, including billing and the owner account. Always has every permission.
School admin	Office superintendent	Everything except owner-only actions: setup, users, all modules.
Principal / Vice principal	Head of the institution	Academics, approvals (marks, leave, refunds, corrections), reports, dashboards.
Accountant	Accounts clerk	Fee collection, receipts, dues, reconciliation, income & expenses, accounts.
Receptionist	Front desk	Visitors, phone calls, postal mail, complaints, enquiries.
Admission officer	Admission desk	Enquiries, follow-ups, applications, new admissions.
Teacher / Class teacher	Faculty	Attendance, marks, homework, lesson plans, their own classes only.
Librarian	Library staff	Issue / return, books, members, library cards, fines.
Transport manager	Transport in-charge	Routes, vehicles, drivers, student allocation, transport fees.
HR manager	HR / establishment	Employees, leave, salary structures, payroll.
Inventory manager	Store keeper	Items, purchases, stock issue / return.
Parent / Student	Families	The parent / student portal and mobile app only.

Colleges and universities also get: **IQAC coordinator, NAAC coordinator, Criteria coordinator, Head of department, Placement officer, Examination officer, Administrative staff, Internal auditor** and **External reviewer** (see NAAC & IQAC).

> **Tip:** Teachers automatically see only the classes and sections they are assigned to under **Academics › Class subjects & teachers**. To limit an office user in the same way, use **Access** on their row under **Users**.

A typical day

Front office / admission desk

- Record visitors (or let them use the visitor QR), phone calls and postal mail.
- Work through **Follow-ups** due today (they are also on the dashboard).
- Review new online / QR **admission applications**.

Teachers

- Mark attendance first thing (**Attendance › Mark student attendance**).
- Post homework / assignments, update lesson plans, answer parent messages.
- During exams: enter marks and submit them for approval.

Accountant

- Collect fees at the counter (**Fees › Collect fee**) and print receipts.
- Check **Online payments** and approve bank transfers in **Reconciliation**.
- Enter the day's income and expenses; check the **Cashbook**.

Principal / administrator

- Look at the dashboard: attendance, collection and pending approvals.
- Approve leave applications, attendance corrections, marks, refunds.

Every month

- **Generate dues** for monthly fees, transport and hostel.
- Send **fee reminders** to defaulters.
- **Run payroll**, approve it, mark it paid and share the payslips.
- Check **Document expiry** (vehicles, staff documents) and **Low stock**.
- Review the **Attendance register** (students under 75% are highlighted).

Every term / year

- Exams: schedule › marks › approval › **Compute results** › **Publish** › report cards.
- Colleges: **Close term / carry forward** at the end of each term (see Academics).
- Year end: **Promote students** to the next session, issue TCs to leavers, start the new session and generate its dues.
- NAAC (colleges): collect AQAR data for the year and close the year (see NAAC & IQAC).

Students

What you can do here

Students holds one record per student for their whole time at the institution: personal details, parents, class history, fees, attendance, results, documents and certificates. Menu: **Students** › All students, New admission, Promote students, Transfer / withdraw, Alumni, ID cards, Bulk photo upload, Student history, Bulk update GR / ABC / Enrollment, Classification report, Behaviour incidents, Assign incident and Behaviour reports.

Admit a new student

1. Go to **Students** › **New admission**.
2. **From enquiry** (optional): pick an enquiry to copy its details.
3. Fill in the sections:
    - **Basic information**: photo, name, gender, date of birth, blood group, category, religion, Aadhaar.
    - **Academic information**: session, class, section, roll no., admission date, G.R. no. The admission no. is auto-generated if you leave it blank.
    - **Parents & guardians**: name, phone, e-mail and occupation of the father, mother or guardian.
    - **Contact information**, **Previous school details**, **Medical information**, and whether transport or hostel is needed.
4. Tick the options you want: **Generate fee dues now**, **Create parent portal login**, **Create student portal login**.
5. Click **Save admission**.

> **Note:** If the parent's phone number matches a parent already in the ERP, the new student is linked to that same parent account. Brothers and sisters therefore share one parent login.

> **Important:** The Aadhaar number is checked (12 digits with a checksum), stored encrypted and only ever shown masked as XXXX-XXXX-1234. It never appears in exports or logs.

Online and QR admission forms create **applications** instead; approving an application creates the student without retyping. See Admissions.

Find and open a student

- **All students**: search by name, admission no., roll no., G.R. no. or phone, and filter by class, section, status or category. The search box in the top bar opens the same list.
- Click a name to open the **student profile**. It brings everything together: details, parents, **Outstanding dues** and **Total paid** with a **Collect fee** button, attendance, exam results, library books, transport, documents and history.
- Edit the student with the pencil icon. **Create login** makes a portal login for the student.

Import existing students

1. **All students** › **Import** › **Download template**.

2. Fill in the sheet (one row per student). Class and section can be the name or the ID.
3. Upload it. The ERP checks every row, lists the problem rows and imports the rest.

To add G.R. no., ABC ID, enrollment no., exam no. or Aadhaar in bulk later, use **Bulk update GR / ABC / Enrollment**:

1. **Download template**, fill the columns you have (admission_no, roll_no, class, gr_no, abc_id, enrollment_no, exam_no, aadhaar).
2. Choose **Match students by** (admission no., roll no. with class, student ID or G.R. no.).
3. **Preview**: each row shows *ready, unchanged, failed, duplicate* or *invalid*. Nothing is saved yet.
4. Tick **Overwrite existing values** only if you want to replace numbers already entered, then **Apply**.

Photos

- One photo: edit the student › **Photo**.
- Many photos: **Bulk photo upload**. Name each file after the student (admission no., G.R. no., enrollment no., exam no., or roll no. with the class selected), choose what the names are, select the files or one ZIP, and upload.
- Photos are turned upright, cropped to passport size around the face and centred automatically, so any phone photo works.

> **Tip:** Hosting usually limits one upload to about 20 files or 8 MB. For a whole class, upload one ZIP file.

ID cards

1. **Students › ID cards** (Student ID cards).
2. Choose a class (and section) › **Generate PDF**. To print one card, use **ID card** on the student's row.
3. The print preview lets you pick a card design. The barcode on the card is also the **library card** number, so the same card works at the library desk.

The layout, back side, colours and validity note are set under **School settings › College rules / College profile**.

Promote students to the next year

At the end of the academic year:

1. Make sure the next session exists (**Academics › Academic sessions**).
2. **Students › Promote students** › choose the current class › **Load**.
3. Choose **Promote to session** and **Promote to class** (and section).
4. For each student choose **Promotion**, **Detention** (stays in the same class) or **Alumni** (leaving). **All promote** and **All alumni** set the whole list.
5. Click **Apply promotion**. The move is recorded in **Student history**.

Colleges with terms use **Academics › Terms › Close term / carry forward** instead. See Academics.

Transfer, withdraw and TC

1. **Students › Transfer / withdraw** › search the student.
2. Choose the type (**Transferred** or **Withdrawn**), the leaving date and the reason.

3. If the student still owes fees, the ERP warns you. Tick **Proceed despite outstanding dues** only if the management allows it.
4. Tick **Issue transfer certificate after saving** to go straight to the TC.
5. **Confirm**. The student moves to **Alumni** with their full record kept.

Former students are found under **Alumni**: from there you can **Readmit** a student or **Issue certificate**.

Student history and reports

- **Student history**: every admission, promotion, transfer and readmission, with date and class.
- **Classification report**: the general classification list (rows by semester or class, male / female per category, totals) and category-wise tables. Filter by year, course and class, then print or export.

Behaviour records

1. **Behaviour incidents**: define incident types with points (positive for good conduct, negative for misconduct).
2. **Assign incident**: record an incident for a student with the date and remarks.
3. **Behaviour reports**: student-wise, incident-wise and class-wise totals for a date range.

Requests, health and achievements

- **Student requests**: parents and students ask for a bonafide, leaving certificate, transcript, duplicate ID card and more from the app; staff update the status and attach the document, and the family is told.
- **Health records** (height, weight, BMI, vision, dental), **vaccinations** and **infirmary** visits. An infirmary visit alerts the parents (app first).
- **Achievements**: academic, sports and cultural achievements by level with certificates — they form the student's portfolio in the app and count on the leaderboard.

Parents

Parents & guardians

Parents › **Parents & guardians** lists every parent with phone, e-mail, occupation, the children linked to them and whether they have a portal login.

- Parents are usually created during admission. You rarely add them here directly.
- One parent can have many children. **Parent–student links** shows each link with the relation, the **primary contact** flag (who receives SMS and calls) and **Can pick up**.
- To link a child to an existing parent, add a row under **Parent–student links**. To correct a relation or the primary contact, edit the link.

Portal logins for parents

1. On the parent's row, click **Create login**. The ERP creates a username and a one-time password, shows them on screen, and sends them to the parent by e-mail (and by SMS when SMS is switched on).
2. **Reset login** creates a new one-time password if the parent forgets theirs.
3. At the first sign-in the parent must change the password and accept the institution's privacy notice.

Parents then see all their children in one login and switch between them at the top of the portal. See Parent & student portal.

> **Tip:** Keep the phone number correct: it is how siblings are matched at admission and where fee receipts, absence alerts and reminders are sent.

Consent forms and parent-teacher meetings

- **Consent forms**: write the form, choose a class (or all) and set it to Open. Parents get an alert and answer **I agree / I do not agree** in the app; **Responses** shows who agreed, who did not and who has not answered.
- **Parent-teacher meetings**: set the date, time and minutes per parent for a class. Parents are alerted and book a free slot in the app; record attendance and remarks under **Bookings**.

Admissions

Two ways a student arrives

1. **Enquiry** › **admission**: a family asks about admission (walk-in, phone, website). You record an **enquiry**, follow it up, and convert it to an admission.
2. **Application** › **admission**: the family fills the **online admission form** or scans the **admission QR**. You review the **application** and approve it, which creates the student automatically.

Enquiries and follow-ups

1. **Admissions** › **Enquiries** › **Add new**: student name, date of birth, interested class, parent name, phone, source (walk-in, phone, website, reference…), next follow-up date, assigned to, notes, and data consent.
2. Each call or meeting is recorded under **Follow-ups**: date, outcome, notes and the next follow-up date. Follow-ups due today appear on the dashboard.
3. Keep the enquiry **Status** up to date: new, contacted, visited, applied, admitted or lost.
4. When the family decides, use **Convert** (*Convert to admission*) on the enquiry. The **New admission** form opens with the enquiry's details already filled in.

Admission conversion report: choose a date range › **Show**. You see enquiries, admitted, the conversion rate, and a breakdown by source and by class. It shows which sources bring admissions.

Online and QR admission forms

- **Online admission form** (`/apply`): a short public enquiry form, linked from your website. Entries arrive in **Enquiries**.
- **QR admission form** (`/admission-form`): the full admission form for a phone. It has personal, family, Aadhaar, contact, address and academic details, course and subject choices, document uploads and consent.
- **Admissions** › **QR admission form** shows printable QR codes for the admission form and for **visitor self-entry**. Print them for the notice board and the reception desk.

The documents asked for, and which ones are required, are set in **School settings** › **College rules** › **Admission documents**.

Review an application

1. **Admissions** › **Admission applications**. New applications have status *submitted*; set *under review* while you check them.
2. Click **View** to open it: personal, family, contact & address, academic details, subject choices and the uploaded **Documents** (open each one to check it).
3. To admit, fill **Class**, **Section**, **Roll no.** and **G.R. No.**, tick **Generate fee dues now** if needed, and click **Approve & admit**. The student, the parents, the encrypted Aadhaar, the photo, the subject choices, the documents and the consent are all created. Nothing has to be typed again, and approving twice never creates a duplicate.
4. To refuse, click **Reject** and enter the **Reason**. Rejected applications and their files are deleted automatically after the retention days set in College rules.
5. The **print** icon prints the filled admission form with photo and signature boxes for the file.

> **Tip:** Click **Open student** after approving to collect the admission fee straight away.

Front office

Visitors

1. **Front office › Visitors › Add new**: name, phone, purpose, whom to meet, ID proof, number of persons, address. The date and **In time** are filled in for you.
2. Print a **visitor pass** from the row's print icon. It has a visitor copy and an office copy with signature boxes.
3. When the visitor leaves, use **Mark out** on the row to record the **Out time**.

Visitor QR self-entry: print the visitor QR (**Admissions › QR admission form**) and place it at the gate. Visitors fill in their own details on their phone. The entry appears in the visitor book stamped with source *qr* and the time.

Meetings and phone calls

- **Meeting schedules**: appointments with parents or visitors: title, meeting with, phone, date, time, host, status.
- **Phone calls**: incoming and outgoing calls with purpose, duration and a follow-up date.

Postal mail (receive / dispatch)

1. **Front office › Postal mail › Add new**.
2. Choose the **Direction** (receive or dispatch) and the **Department**.
3. The **Reference no.** is created automatically per department, for example `CU/ADM/2026/125`. Numbers never repeat or skip.
4. Enter from / to, title, date and courier. A scanned **attachment is required** when receiving.

The prefix, year style, number of digits and yearly reset are set in **School settings › College rules**. Each department needs a unique code (**HR & payroll › Departments**).

Complaints

1. **Complaints › Add new**: complaint by (parent, student, staff, other), name, phone, student, type, description, assigned to.
2. The complaint gets a number. The assigned person updates the **Status**.
3. To mark a complaint resolved, you must enter the **Action taken**.

Write a letter on letterhead

1. **Front office › Write letter (letterhead)**.
2. Enter the ref. no., date, to, subject, the text (leave a blank line between paragraphs) and enclosures.
3. Click **Print preview**, pick one of the 4 designs, then print or download the PDF. The principal's signature and seal come from the College profile.

Letters are not stored. Keep the PDF if you need a copy. **Blank letterhead** prints an empty letter pad.

Academics

The building blocks

Everything else (attendance, fees, exams, timetable) is built on the structure you set up here. Set it up once at the start, and review it at the start of each year.

Item	School example	College example
Academic session (Academic year)	2026-27	2026-27
Class (Program)	Class 5	B.Com. Sem 1
Section (Division / Batch)	5-A	Division A
Subject (Course)	Mathematics	Financial Accounting
Class subjects & teachers	Class 5-A · Maths · Mrs Shah	B.Com Sem 1 · Accounts · Prof. Patel

Sessions

Academics › Academic sessions: name, start date, end date and **Current session**. Exactly one session is current. Lists, dues and reports use it by default. Create next year's session before promoting students.

Classes, sections and subjects

1. **Classes** (Programs): name and **Numeric order**. The order decides the promotion sequence (Class 1 › 2 › 3). College programs can be linked to a **course** and a **semester**.
2. **Sections** (Divisions): class, name, capacity, class teacher and room.
3. **Subjects** (Courses): name, code, type (theory, practical or both) and whether it is optional. In college wings each course also has its **credits**, which are used for SGPA / CGPA.
4. **Subject groups** (Course groups): groups of optional subjects (electives).
5. **Class subjects & teachers** (Program courses & faculty): for each session, class, section and subject, choose the teacher and the periods per week. This decides:
    - which classes a teacher sees for attendance, marks and homework;
    - the subject list in exams and the timetable.

College structure: courses, sub-classes, subject choices

Colleges use one more level: **Course › Class (semester) › Sub-class › Subject**.

1. **Academics › Academic structure › Load standard college setup** creates B.A., M.A., BBA, BCA, B.Com. and M.Com. with their semester classes and the sub-classes (Major, Minor, MDC, AEC, SEC, IKS). It is safe to run again.
2. **Courses**: code, short name, level, total semesters, semesters per year, and whether **students choose subjects**.
3. **Sub-classes**: Major, Minor, MDC… with codes.
4. **Subject options**: for each course, sub-class and semester, the subjects offered (or a **fixed subject**).
5. **Student subject choices**: choose the class › **Load** › pick one subject per sub-class for each student › **Save**. Choices are checked: only offered subjects are allowed, and the same subject cannot be used twice.

The **Academic structure** page shows the whole tree for checking.

Terms and closing a term (colleges)

Terms: session, name, start and end date, and **Current term**.

At the end of a term:

1. **Academics › Terms › Close term / carry forward** (*Term carry forward* page).
2. Choose the term to move to (**Move to term**).
3. For each class choose **Move to the next semester**, **Keep in the same class**, or for the final semester **Course completed › archive**.
4. Click **Close term & carry forward**.

Students keep the same record (no duplicates). Unpaid fees stay on the old term, appear as **Previous term pending fees**, and can still be paid in the new term. Running it again skips students already processed.

Student categories, holidays and calendar

- **Student categories**: General, SEBC / OBC, SC, ST, EWS… used in admissions, discounts and the classification report.
- **Holidays**: title, from and to date, type. The attendance page warns you when the chosen date is a holiday.
- **Academic calendar**: one calendar with events, holidays, exams and sessions. It can also be added to Google Calendar (see Administration).

Lesson plans

Lesson plans: teacher, class, section, subject, date, topic, objectives, activities, homework note and status (planned / completed). Teachers see and edit only their own plans. The principal can review them all.

Academic year rollover

Academic year rollover copies subject allocations (with teachers) and fee structures into the new academic year — only what is missing, so it is safe to run again. Promote students separately.

Teachers (Faculty)

Add a teacher

1. **Teachers › Add teacher** (Add faculty member).
2. **Basic information**: name, gender, phone, e-mail, department, designation, joining date, qualification, specialisation, experience, registration no., subjects taught and a short bio.
3. Save. This creates both the **employee** (for HR, attendance and payroll) and the **teacher** record.
4. Click **Create login** on the employee row (**HR & payroll › Employees**) to give the teacher a username and one-time password.

The **Teachers** list shows every teacher with qualification and subjects. Edit there, or under **Employees** for HR details (bank, PAN, salary).

Allocate subjects

Teachers › Teacher assignments opens **Academics › Class subjects & teachers**. Give each class, section and subject its teacher. Teachers then:

- see only those classes for attendance, marks entry and homework;
- appear in the timetable for those subjects.

The **class teacher** of a section is set on the section (**Academics › Sections**).

Teacher timetable

Teacher timetable shows the weekly grid of any teacher, built from the class timetables. It can be printed. See Timetable.

Teacher evaluations

Students rate their own teachers in the portal (**Teacher evaluation**: subject, rating, comments).

1. **Teachers › Teacher evaluations** lists the ratings. **Approve** or **Reject** each one. Only approved ratings count.
2. **Teacher evaluation report**: approved, pending and rejected counts, and the average rating per teacher and subject.

Faculty transfer

When a teacher leaves or changes duties, **Faculty transfer** moves their subject allocations, class-teacher sections and timetable lectures to another teacher in one step; clashing lectures are skipped and reported.

Attendance

Choose how attendance is taken

Settings › **Preferences** › **Attendance** (administrators), choose one of:

- **Daily attendance**: once a day per class, usually by the class teacher. Suits schools.
- **Lecture / period-wise**: each teacher marks their own lecture. The day's status is worked out from the lectures, so the register, the parent portal and the reports keep working. Suits colleges and universities.
- **Both**: the class teacher marks the day, and subject teachers mark their lectures.

The menus follow the choice: daily mode shows **Mark student attendance**; lecture mode shows **My lectures**, **Lecture attendance** and the **Lecture attendance report**.

Two more settings sit there:

- **Work out the day's attendance from the lectures**: present in every lecture = present, absent from every lecture = absent, otherwise half day. A day marked by hand is never changed.
- **Minimum attendance %**: lower figures are shown in red in the lecture report.

Mark student attendance

1. **Attendance** › **Mark student attendance**.
2. Choose the **class**, **section** and **date** › **Load**. Everyone starts as **Present**.
3. Change only the exceptions: **P** present, **A** absent, **L** late (enter the minutes), **HD** half day, **LV** leave. The **All present / All absent…** buttons set the whole class at once. Students with approved leave are shown as such.
4. Click **Save attendance**. The message shows how many are present and absent.

Parents and students are alerted when attendance is marked or changed: present, late or absent. The alerts go to the GyanSetu360 app first; SMS, WhatsApp and e-mail are added per alert under **Settings** › **Notifications** (see Communication). The attendance also appears at once in the parent portal.

> **Note:** Teachers can mark only their own classes. Attendance for **past dates is locked** for users without correction rights. To change it, use **Request correction** on the student's row.

Lecture / period-wise attendance

My lectures (the easiest way, also on a phone):

1. **Attendance** › **My lectures** lists today's lectures from your timetable, with the period, class, subject and whether it is marked.
2. Tap **Mark attendance** on a lecture. The class, section, period and subject are filled in.
3. Mark the exceptions and **Save**.

Administrators can choose a teacher and a date to see that teacher's lectures.

Lecture attendance marks any lecture: choose the class, section, date and **period**. The subject comes from the timetable; you can change it. Without periods, choose the subject.

- The same subject twice a day (a double lecture) is kept as two lectures.
- Parents and students get an alert for an absence from a lecture, naming the subject and the period.
- Subject teachers can mark the sections where they have lectures in the timetable.

Lecture attendance report: for a class and a date range, lectures attended / lectures held for each subject and overall, with the percentage. Figures below the minimum % are in red. Export to Excel, CSV or PDF.

QR attendance

QR attendance: scan each student's ID card QR with a USB scanner (or type the code) and press Enter. The student is marked present for today, and the list of students **Scanned today** grows as you scan.

Attendance register

Attendance register: choose class, section and month › **Load**. You get a month grid with P / A / L / HD / LV per day, the totals and the percentage. Students **below 75%** are highlighted. Print or export it for the file.

Corrections

1. A teacher who made a mistake on a past date clicks **Request correction** and gives the new status and a reason.
2. The request appears under **Attendance › Attendance corrections** with status *pending*.
3. A user with approval rights (principal) **approves** it, which changes the attendance, or **rejects** it.

Staff attendance

1. **Mark staff attendance**: choose the date › **Load**.
2. For each employee set the status, **Check-in**, **Check-out**, **Late (min)** and remarks. **All present** fills in everyone.
3. **Save attendance**.

Staff attendance report: a date range › **Show**: days present, absent, late minutes, early departure and **overtime hours** per employee. Payroll uses this attendance for loss-of-pay days.

Biometric / RFID devices

1. **Attendance › Attendance devices › Register device**: name, type (**biometric, QR or RFID**), serial no. and location.
2. The ERP shows the **Device API** address and a token. Your device vendor or middleware sends punches there with that token.
3. **Last seen** shows when the device last sent data. Make sure each employee's **Biometric ID** (on the employee record) matches the ID in the device.

HR & payroll

Employees

HR & payroll › **Employees** › **Add new**: photo, employee code, name, gender, date of birth, phone, e-mail, **department**, **designation**, **employee type** (teaching / non-teaching), joining date, qualification, experience, shift start and end, **biometric ID**, status, address, **salary structure**, **basic salary**, PAN, bank name, account no. and IFSC.

- **Status**: active, on leave, resigned or terminated. Only active staff appear in attendance and payroll.
- **Create login** (key icon) gives the employee a username and a one-time password. Teachers get the Teacher role and other staff get Receptionist by default; change the role under **Administration** › **Users**.
- The bank account number is stored encrypted.
- **Bulk photo upload**: name the photo files after the staff code. See Students › Photos.

Departments need a unique **code** (used in postal reference numbers). **Designations** belong to a department.

Leave

1. **Leave types**: name, code, applies to (staff, students or both), days per year, paid or unpaid. Casual, sick and earned leave are created for you.
2. Staff apply from their own login (or the office adds the application under **Leave applications**): leave type, from and to date, half day, reason. Parents apply for students from the portal.
3. An approver uses **Approve** or **Reject** on the row. The applicant is notified.

Approved leave shows on the attendance screens and counts as **paid leave** in payroll when the leave type is paid.

Salary setup

1. **Salary components**: allowances (DA, HRA, TA…) and deductions (PF, professional tax…). Each one is **fixed** or a **percent of basic**, and can be marked *statutory*.
2. **Salary structures**: a named set of components with their values (for example "Teaching staff"). Add the components to the structure.
3. Give each employee a salary structure and a **basic salary**.

Run payroll every month

1. **HR & payroll** › **Run payroll** › choose the **month** › **Load**.
2. Check the **working days** and click **Generate payroll**. For each employee the ERP works out present days, paid leave, **LOP days** (loss of pay), overtime, gross, deductions and **net pay** from the staff attendance. Regenerating a draft month recalculates it.
3. Check the figures, select the employees › **Approve selected**.
4. After paying the salaries, select them › **Mark paid** with the **paid on** date, method (bank transfer, cheque, cash, UPI) and reference.
5. **Salary slip** (PDF icon) prints the payslip of each employee. Staff can also see their slips in their own login.

Payroll register lists every month's payroll, with filters and Excel export for the bank or the auditor.

> **Tip:** Under **School settings › Preferences** you choose whether unmarked days count as present, the overtime multiplier, and whether paid payroll is posted as an expense in Income & expenses automatically.

More HR

- **Pay grades**, **staff skills** and **staff qualifications** (with documents); employees also have employment status, UAN, PF and ESI numbers.
- **Leave allocation** per year (with opening balance), **leave balances** (opening + allocated − taken − encashed) and **leave encashment** (rate = basic ÷ 30 unless given, limited to the balance).
- **Investment declarations** per financial year and section (80C, 80D, HRA …) with proof and approved amount.
- **HR reports**: PF statement (EPF wages, employee PF, employer EPF and EPS), professional tax, bank-wise salary, payroll history, late coming & early going, department-wise attendance and missing documents — with Excel / PDF export.
- **Salary certificate** and **Form 16 (Part B) summary** as PDF. Part A comes from TRACES.
- **Employee handbook & policies**: publish service rules and policies with documents.

Fees

How fees work

1. **Fee categories** (heads) say *what* is charged: tuition, admission, exam, computer, transport…
2. **Fee structures** say *how much* each class pays for each head, *how often*, and *when*.
3. **Generate dues** creates the installments (dues) for each student from the structures, applying discounts.
4. **Collect fee** records a payment against the dues and prints a **receipt**.
5. Reports, defaulters and reminders are based on the dues.

One-time setup

1. **Fee categories**: name, code, **abbreviation** (used as column headings in reports), type, sort order. **Only for subject** restricts a head to students who take that subject (for example, the computer fee only for computer students).
2. **Fee groups** (optional): bundle heads for reporting.
3. **Discounts & scholarships**: name, type (percent or flat), value, the fee head it applies to, and whether it is a scholarship. Then assign them under **Student discounts** (student, discount, session).
4. **Fee structures** › **Add new**: session, class, fee category, amount, **frequency** (one-time, monthly, quarterly, half-yearly, annual), first due date, due day of month, **late fine per day** and **maximum late fine**, and term (colleges).
5. **Generate dues** › choose the session (and class, or *All classes*) › **Generate**. It is safe to run again: existing dues are never duplicated, so run it again after adding a structure or a new student.

Transport and hostel fees are generated monthly with **Generate transport fees** / **Generate hostel fees** (choose the month). See Transport and Hostel.

Collect a fee at the counter

1. **Fees** › **Collect fee** › **Search student** by name, admission no., roll no. or G.R. no.
2. The student's open dues are listed with the late fine worked out to today. **Previous term pending fees** are marked.
3. Tick the dues being paid (**Select all** for everything). You can change an amount to accept a **part payment**.
4. Enter the **Amount received**, the **Payment method** (cash, UPI, cheque, bank transfer, card) and the details: Reference / UTR, cheque no., cheque date, bank name, remarks.
5. **Use advance balance** to adjust the student's wallet or advance. **Any excess is kept as advance** for later.
6. Click **Collect & generate receipt**. The receipt opens: parent copy and office copy, with a QR code and the amount in words. Print it.

> **Note:** A receipt printed again later is marked **DUPLICATE**. With **School settings › Preferences › cheque pending until cleared**, cheque receipts stay pending until they are reconciled.

Correcting mistakes

- **Adjust / waive a due**: **Student dues** › the sliders icon (**Adjust / waive**) on an unpaid or partly paid due › increase, decrease or waiver, with a reason. Every change is recorded in the audit log.

- **Cancel a receipt**: **Fee receipts** › **Cancel receipt** (needs approval rights) › reason. The dues reopen and the fine and advance are reversed. Receipts are never deleted.
- **Refund**: **Fee receipts** › **Request refund** › amount, reason, method. An approver then uses **Approve & refund** or **Reject** under **Refunds**. The refunded amount reopens the dues.

Online payment and the fee QR

1. Ask the administrator to enter the **Razorpay** or **Cashfree** keys under **School settings** › **Payment gateways** and switch on online payment.
2. Parents pay from the **parent portal** (**Fees** › **Pay online**). Students and parents can also scan the common **Fee payment QR** (print it from **Fees** › **Fee payment QR**). They enter the course, roll / G.R. no. and date of birth (or mobile), choose their pending fees and pay.
3. The receipt is issued **only after the bank confirms** the payment. It is never issued on the browser return alone, and a repeated confirmation never creates a second receipt.
4. **Fees** › **Online payments** shows every attempt: pending, success, failed, cancelled or refunded, with the gateway reference.

Wallet / advance

Student wallet: each student's advance balance with every credit and debit (method and reference). Add or remove money here. The collect screen uses it through **Use advance balance**.

Reconciliation

Fees › **Reconciliation** lists non-cash receipts (cheque, UPI, bank transfer, online) that are not reconciled yet. Tick them after checking the bank statement › **Mark reconciled**. A cheque that bounced › **Mark cheque bounced**: the receipt is cancelled (marked *bounced*) and the dues reopen. Bank transfers that need approval wait here too.

Reports

Report	Use it for
Student dues	Every due with its status; filter by class, head and status.
Fee defaulters	Students with dues as of a date above a minimum amount. **Send reminders** by SMS / WhatsApp.
Collection reports	Total collected by day, month, cashier, method or head; fines; cancelled receipts.
Fee receipt list (A)	Every receipt in a period.
Date-wise fee statement (B)	Receipts by date with one column per fee head (abbreviations), day totals and the grand total.
Date-wise fee summary (C)	Head-wise totals per day.
Student fee ledger (D)	One student's dues, payments and balance (search by roll / G.R. / admission no.).
Fee receipts	The receipt register: reprint, cancel, refund.

All reports print on the letterhead and export to PDF and Excel. More fee reports (outstanding by class, concessions, head summary) are in the Report center.

Income, expenses & accounts

Daily entries

- **Income › Add new**: category, date, amount, payment method, **deposited to** (bank or cash account), reference, received from, description and an attachment. This is for income other than fees: donations, rent, scrap sales and so on. Fees are counted automatically.
- **Expenses › Add new**: category, **vendor**, date, amount, payment method, **paid from** account, reference, description and the bill as an attachment.
- **Income categories**, **Expense categories** and **Vendors** (name, phone, GSTIN, address) are the masters behind these entries.

> **Note:** With **block negative bank balance** on (College rules), an expense or transfer that would take an account below zero is refused.

Cashbook and summary

- **Cashbook**: fee collections plus other income minus expenses, day by day, with a running balance.
- **Financial summary**: month-wise income, expenses and surplus.

Accounts

1. **Chart of accounts**: account heads (asset, liability, equity, income, expense) with codes and parent heads.
2. **Bank & cash accounts**: each bank account and cash box with opening balance and account head. Account numbers are stored encrypted.
3. **Fund transfers**: move money between accounts (cash deposited in the bank, bank to bank). The balance is checked.
4. **Account balances**: the current balance of every account.
5. **Profit & loss**: income against expenses for any period, printable for the management.

> **Tip:** Your accountant can pull receipts, income and expenses into Tally or other accounting software with the accounting API key (**School settings › Integrations & privacy**).

Petty cash

Record cash received and paid with voucher number, head, party and bill. A payment cannot exceed the cash in hand; the petty cash book shows the running balance for any period.

Examinations & results

The exam cycle

Setup (grading, exam types) › **Examination** › **Exam schedule** › **Marks entry** (teachers) › **Marks approval** › **Compute results** › **Publish** › **Report cards / marksheets**, merit list and progress report.

One-time setup

- **Grading system** (Grading scheme): each grade with its min %, max %, grade point and remark; tick the **fail grade**. Schools get A1…E; colleges and universities get the 10-point O / A+ / A / B+ / B / C / P / F scale.
- **Exam types**: unit test, mid-term, final… with a **weightage**.
- **Result classes**: Distinction, First class… with the minimum % (also used by internal exams).

Create an exam and its schedule

1. **Examinations › Examinations › Add new**: name, exam type, session, class, start and end date, pass %, status.
2. **Exam schedule** (Exam timetable) › add one row per subject: date, start and end time, room, **max theory**, **max practical**, **max internal** and **pass marks**. **Add subjects** on the marks page adds every subject of the class at once.
3. Print the schedule for students. It also appears in the parent / student portal.

Enter marks (teachers)

1. **Marks entry** › choose the exam, class / section and subject › **Load**.
2. Enter theory, practical and internal marks. Marks above the maximum are refused. Tick **Absent** for students who were absent (shown as AB).
3. **Save draft** while you work. When everything is entered, **Submit for approval**.

Teachers see only the subjects they teach.

Approve marks

Marks approval lists submitted subjects. Open one to check, then **Approve**, or **Return for edit** with a reason. The teacher can correct and resubmit.

Results and publishing

1. **Results & publishing** › choose the exam.
2. **Compute results**: totals, percentage, grade, pass / fail and **rank** (class and section; equal marks share a rank). College wings also show **SGPA** and credits.
3. Check the summary: passed, failed, class average, highest.
4. **Publish results**. Parents and students now see them in the portal, and the marks are **locked**.
5. To correct something after publishing, an approver uses **Unpublish**, fixes the marks, then computes and publishes again.

Report cards, merit list, progress

- **Report cards** (Marksheets / Grade cards): choose the exam and class › print one or all report cards. College marksheets show credits, SGPA and CGPA. The footer text is set in **Preferences**.
- **Merit list**: the top N students of an exam.
- **Progress report** (Semester progress): all the exams of the session for one student, with SGPA per exam and CGPA.
- **Revaluation**: record a revaluation request with fee and reason. When it is decided, enter the new total. The result is updated.

Internal exams (colleges)

1. **Internal papers**: for each course and semester, the paper code (MAJOR111…), sub-class, and the maximum marks of each component: written exam, R Test, assignment, attendance, gracing, practical, viva, journal, gracing-PR. There is also an optional **Passing % (override)**. Papers are created for you and can be edited.
2. **Internal exams › Add new**: name, year, class, exam date, papers.
3. **Internal marks entry**: choose the exam and paper › enter the components. Leave attendance marks blank to calculate them from the attendance register (maximum × attendance %). Mark **AB** or **Cancelled** where needed. **Total-TH**, **Total-PR** and **Final** are always calculated by the system.
4. When the marks are final, set the internal exam's **Status** to **locked** (no more changes) or **published** (visible to students).
5. **Internal reports**: student-wise marks, written exam, R Test, assignment, attendance, subject-wise, the final internal mark list, the final marksheet and the fail list. Each report has filters, print, PDF and Excel.

Passing % (default 35), rounding, component-wise passing and the absent rule are set in **School settings › College rules**. A failed paper makes the overall result FAIL.

Online exams

1. **Online exam groups**: groups of questions (for example "Class 10 Science").
2. **Question bank**: question type, the question, options A to D, the correct answer and marks.
3. **Online exams › Add new**: title, group, class, section, subject, start and end time, duration, pass %, attempts allowed, instructions.
4. **Manage questions** › select the questions › **Publish**. The ERP checks that there are questions, correct answers and marks, and a valid time window.
5. Students take the exam in the portal with a timer; it is submitted automatically when time runs out. Objective answers are marked automatically. See the results under the exam.

Exam administration

- **Exam centres**: centres with capacity and superintendent; choose the centre on the exam.
- **Seating plan**: for each sitting (date + time), choose rooms (capacity from Timetable › Rooms) and generate. Students of different papers sit alternately; print room-wise lists with signature columns.
- **Invigilation duty**: assign automatically (staff with the fewest duties first, never two duties in one sitting) or by hand; staff are told in the app and see **My invigilation duties**. Print the duty chart.
- **Hall tickets**: set the minimum attendance and "hold if fees are due" on the exam. The page shows who is eligible (and why not), prints all eligible hall tickets with photo, papers, room and seat, and — with **Hall tickets on the student portal** — lets students download their own.
- **Question papers**: create the paper header, then **Generate** from the question bank by a blueprint (questions per section, marks, type, Bloom's level, difficulty, chapter, CO). Print the paper and the answer key. Questions in the

bank can now carry chapter, CO, Bloom's level and difficulty.

- **Grace-mark register**: set the maximum grace per paper on the exam. Students short of the pass mark within the limit are listed; apply grace with the reason and rule, or withdraw it. Grace stays when marks are entered again.
- **Result analysis**: pass %, division-wise and grade distribution, subject-wise (appeared, passed, average, highest, lowest), section-wise and toppers.
- **Convocation** (college / university): convocation events and registrations with degree, mode (in person / in absentia), fee and degree certificate number.

Homework & study material

Give homework (Assignments)

1. **Homework › Homework & assignments › Add new**: type, class, section, subject, title, description, assigned date, **due date**, max marks and an attachment (worksheet, PDF).
2. Students and parents see it in the portal at once. Students can submit their answer as text and / or an attachment.

Check submissions

1. **Submissions** lists who has submitted, when, and whether it was late.
2. Open a submission › enter **Marks** and **Teacher remarks** › set the status (reviewed) › **Save**.
3. The **Submitted** count on each homework shows how many students have handed it in.

Study materials and download center

- **Study materials**: notes, videos (link URL) or files per class and subject, with a description. Visible in the portal under *Materials*.
- **Download center**: choose the class › **Load** to see everything available for that class: videos, syllabus, assignments, notes, worksheets and links.

Timetable

Setup

1. **Timetable › Periods** (Lecture slots): name, start and end time, order, and whether it is a **break**.
2. **Rooms**: name, capacity and type (classroom, lab, hall).
3. Make sure teachers are allocated in **Academics › Class subjects & teachers**.

Build a class timetable

1. **Class timetable** › choose the **class & section**. The weekly grid shows the days across and the periods down.
2. Click a cell › **Edit slot** › choose the **subject**, **teacher** and **room** › **Save**. Choose *Free period (clear)* to empty a cell.
3. The ERP refuses a slot when the teacher or the room is already busy in that period (**clash check**).
4. **Print** the timetable for the classroom notice board.

Teacher timetable

Teacher timetable › choose the teacher: the week's grid with the **weekly load** (number of periods) and the **upcoming substitutions**. Teachers see their own timetable in the teacher portal.

Substitutions

When a teacher is absent: **Substitutions › Add new** › date, the timetable slot, the **substitute teacher** and the reason. The substitute sees it in their timetable.

Library

Catalogue setup

1. **Categories** (two levels: category and sub-category), **Authors**, **Publishers**.
2. **Library subjects**: code (HIN, GUJ, ECO…) and name. Each subject numbers its own books: HIN-0001, HIN-0002…
3. **Racks**: code, name, location and **capacity**. Adding copies beyond a rack's capacity is refused.
4. **Books › Add new**: title, ISBN, category, author, publisher, edition, year, language, price, library subject, rack and shelf.
5. Add copies: on the book, **Add copies** › number of copies and rack. Each copy gets an **accession no.** and a **book no.** (its barcode).

Members and cards

- Every student and staff member becomes a **library member** automatically (**Create missing members** fills any gaps). Members of students who leave expire.
- **Library members**: card no., max books and loan days per member. The defaults come from **College rules** (student / staff max books, loan days).
- **Library cards**: choose students (by class) or staff › **Print preview**. The card barcode is the same as the student ID card barcode.

Issue, return, renew

1. **Library › Issue / return** › scan or type the **member card no.** › **Find**.
2. The member's books are listed with due dates and fines. To issue, scan the book's **accession no.** › **Issue**.
3. To return, click **Return** on the book (or use **Quick return — scan book barcode** without finding the member first). The fine is calculated (fine per day × overdue days); tick **Fine paid** when collected.
4. **Renew** extends the due date (limited by the maximum renewals). **Lost** adds the book's price to the fine.

Fine per day, maximum renewals and **block issue while a fine is unpaid** are set in **School settings › Preferences**.

Library entry scan

Library entry scan at the library door: scan the ID-card barcode. The first scan records **IN**, the next scan records **OUT** with the total time. **Inside now** shows who is in the library. **Library in / out log** lists the visits by date and can be printed. Entries left open are closed automatically overnight.

Reports

- **Issued books**: all books currently out, with filters.
- **Overdue & fine report**: overdue books and fines by member.
- **Stock report**: per title, the total, issued and available copies.
- **Report center › Library circulation** for issues and returns over a period.

E-library

Add e-books, journals, videos, websites and online databases as links or files, for everyone, staff or students, by subject and class. Students open them from the app.

Transport

Setup

1. **Vehicles**: registration no., model, capacity, driver, conductor, and the expiry dates of the **insurance, fitness, permit and PUC**, GPS device ID and status.
2. **Drivers & conductors**: name, role, phone, licence no. and **licence expiry**, and the linked employee (for payroll).
3. **Routes**: name, vehicle, start and end point, distance.
4. **Stops**: route, stop name, sequence, pickup and drop times, and the **monthly fare**.

Allocate students

Student allocation › **Add new**: student, route, stop, session, monthly fare (taken from the stop; can be changed), start date and status. The route shows its number of students. Parents see the route and stop in the portal.

Bus trips: boarded and got off

Every route has two trips a day: the **morning pickup** (to school) and the **afternoon drop** (to home). The conductor or attendant runs them on a phone in the GyanSetu360 app. Give them the **Bus attendant** role: it can only open bus trips.

1. **Transport** › **Bus trips** shows today's routes. Tap **Start** on the trip. The students allocated to the route are listed, stop by stop.
2. As each student gets on, tap **Boarded**; as they get off, tap **Got off**. If a student does not come, tap **Not boarded** . **Undo** removes the last mark.
3. At the end, tap **Complete trip**. The marks are then locked.

Who is alerted:

- **Parents and the student**, at every mark, with the stop, the time and the route:
  - morning: boarded at the stop, got off at school, or did not board;
  - afternoon: boarded at school, got off at the stop.
- **The transport manager**:
  - a summary when the trip is completed, naming any student still marked on the bus;
  - an immediate alert when a student does not board the bus home.
  - Without a transport manager, these go to the institution's administrators.

The alerts go to the app first; SMS, WhatsApp or e-mail can be added under **Settings** › **Notifications** › **Transport**.

Transport fees

Every month: **Transport** › **Generate transport fees** › choose the month › **Generate**. One due is created per active allocation, and it is collected like any other fee.

Maintenance and documents

- **Vehicle maintenance**: date, type (service, repair, tyres…), cost, odometer, vendor, next due date and notes.
- **Document expiry**: vehicles and staff with an insurance, fitness, permit, PUC or licence that has expired or expires soon. Check it every month and renew documents before they expire. To get automatic reminders as well, upload the papers under **Documents** with their expiry date.

Hostel

Setup

1. **Buildings**: name, type (boys, girls, staff), warden name and phone, address.
2. **Rooms**: building, room no., floor, room type, **beds**, and the **monthly fee**. *Occupied* is counted for you.

Allocate rooms

Room allocation › **Add new**: student, room, bed no., session, from date, monthly fee and status. A room cannot take more students than it has beds. To move a student, end the old allocation (to date / status) and add a new one.

Daily work

- **Hostel attendance**: choose the building and date › **Load** › mark each student › **Save attendance** (**All present** to start).
- **Mess menu**: the menu for each day and meal.
- **Complaints**: student, room, subject, description and status. Set it to resolved when fixed; the resolved time is recorded.

Hostel fees

Every month: **Hostel** › **Generate hostel fees** › month › **Generate**. One due per active allocation, collected at **Fees** › **Collect fee**.

Inventory & store

Setup

- **Categories** (stationery, lab, sports, furniture…).
- **Suppliers**: name, contact person, phone, e-mail, GSTIN, address.
- **Items & stock** › **Add new**: name, SKU, category, unit, **min stock** (the low-stock level), rate and location. *Current stock* is kept by the system.

Buy stock

1. **New purchase** › choose the type: **Purchase order** (ordering) or **Purchase invoice** (goods received with a bill).
2. Supplier, date, supplier invoice no., then **Add item** for each line: item, quantity, rate, GST %. The total is calculated.
3. Tick **Receive stock now** when the goods have arrived, then **Save**.
4. For an order received later: **Purchase orders** › open it › **Mark received**. The stock goes up.

Issue and return

Stock issue / return: choose **Issue (out)** (to a department or person), **Return (in)**, **Stock in** or **Adjustment**. Then the item, quantity, **issued to** and remarks. For an adjustment (breakage, count difference), enter a negative quantity to reduce stock. Issuing more than is in stock is refused.

Reports

- **Stock ledger**: every movement with the running balance.
- **Low stock**: items at or below their min stock. Reorder from here.
- **Report center** › **Inventory valuation**: stock × rate.

Requisitions

Departments request items with purpose, needed-by date and estimated cost; users with issue rights approve or reject, then mark them ordered or issued.

Certificates

Templates

Certificates › Certificate templates: one template per certificate. Types: bonafide, transfer (TC), character, leaving, study, fee, migration, provisional, NOC and custom. Ready-made templates are created for you. For each one you can edit:

- **Name**, **Paper** (A4, A5, Letter, Legal) and **Orientation**;
- the **Template body** with placeholders that are filled in automatically, for example `{{student_name}}`, `{{surname_first}}`, `{{title_prefix}}` (Kum. / Shri), `{{class_label}}`, `{{subject_codes}}`, `{{year}}`, `{{college_header}}` and `{{principal_signature}}`;
- **Extra fields** asked for when issuing, one per line as `key | Label | default` (for example the TC's fields (a)–(j)).

Untick **Active** to hide a template.

Issue a certificate

Quickest — by roll no.:

1. **Certificates by roll no.** › type the roll no., G.R. no., admission no. or enrollment no. (and class if needed) › **Search**.
2. The student's **Available certificates** and the ones already issued are shown. Click **Generate** on the one you need.
3. Fill in the extra fields › **Issue**. Print it or download the PDF.

Or: Issue certificate › search the student › choose the **Template** › fill in purpose, conduct, leaving reason or remarks as asked › **Preview** › **Issue**.

For former students, open the certificate from **Students** › **Alumni**.

Each certificate gets a number (a plain serial or prefixed by type, set in College rules) and a **QR verification code**.

Verify and revoke

- Anyone can check a certificate by scanning its QR or opening `/verify/CODE`. The page shows whether it is genuine, and the student and the certificate details.
- **Issued certificates** lists all certificates. To cancel a wrong one, use **Revoke** and enter the reason; the verification page then shows it as revoked. Issue a corrected certificate afterwards.

Communication & notices

Send a message

1. **Communication** › **Send message**.
2. **Channel**: SMS, e-mail, WhatsApp or in-app. Channels that are not set up show *Not configured*.
3. **Audience**: parents, students, teachers, staff, or **custom** (type phone numbers or e-mails, separated by commas or new lines). Narrow it by class and section.
4. Type the subject (e-mail) and the **message**. Use `{name}` for the student's name. The character count helps keep SMS short.
5. **Send**. Messages are queued and delivered in the background; in-app messages arrive instantly.

> **Note:** Only guardians of active students are messaged, and the same message is not sent to the same number twice within the hours set in **School settings › SMS, e-mail & WhatsApp**. Messages queued outside the allowed sending window wait until it opens.

Templates and logs

- **Message templates**: the wording of automatic messages (receipt, absent alert, welcome login, fee reminder…) per channel, with the **DLT template ID** required for SMS in India.
- **Message batches**: each bulk send with total, sent and failed counts.
- **Notification history**: every message with its status.
- **SMS log**: recipient, template, status, provider response, and queued / scheduled / sent times. Use **Retry** for failed messages.

Fee reminders

Fee reminders lists students with dues. Tick them (or **Select all**) › **Send reminders**. Each parent gets the amount due.

Notices

Notices › **Add new**: title, body, audience (all, staff, teachers, parents, students), publish date, expiry date, **pinned**, attachment. Notices appear on dashboards and in the portal until they expire.

Inbox

Inbox (name menu › Messages) is two-way messaging between staff and parents. Parents write to the class teacher from the portal; teachers reply here.

Setting up SMS, WhatsApp and e-mail

An administrator enters the provider details in **School settings** › **SMS, e-mail & WhatsApp**: SMS provider, API key, sender ID and DLT template; WhatsApp token, phone ID and template; SMTP server for e-mail (optional, the platform's mail server is used otherwise); and the switches for e-mail / SMS / WhatsApp and the absent alert.

Alerts: app first, then SMS, WhatsApp, e-mail

Settings › Notifications lists every automatic alert: attendance (present, late, absent, absent from a lecture), fees, results, homework, bus (boarded, got off, not boarded, trip summary), events, library and documents.

- **App**: the alert goes to the person's GyanSetu360 app as a phone notification, and to the bell in the ERP. On by default.
- **SMS**, **WhatsApp**, **E-mail**: for each alert, choose one of:
    - **Off**;
    - **Always**;
    - **Only without the app**: only for families and staff who have not installed the app. This saves SMS cost.

The page shows how many people use the app. SMS and WhatsApp need the gateway set up further down the same page.

Tasks and school information

- **Tasks**: assign work to staff with priority and due date; the board shows Open / In progress / Done, with comments. The assignee is told in the app, and the assigner when it is done.
- **School information pages**: about us, principal's desk, rules, facilities, school timing, achievements and how to reach us — shown in the parent / student app.

Events

Events

Events › Add new: title, type (event, annual function, sports, parent meeting, holiday, exam, other), start and end, venue, **audience** (all, staff, parents, students), class (blank = all classes), **remind days before**, and a description.

- **Event calendar** shows events, holidays and exams month by month.
- Reminders go out automatically the set number of days before the event.
- Parents and students see their events in the portal. The calendar can also be added to Google Calendar (**School settings › Integrations & privacy**).

Gallery

Create albums (for everyone, staff only or one class), upload many photos at once or add video links. Published albums appear in the parent / student app.

Documents

Documents

1. **Upload document**: choose what it belongs to (**student, teacher, employee, school or vehicle**) and the owner, then the title, category, **expiry date**, **visibility** (admin only, all staff, or also the owner, so a parent can see their child's document) and the file.
2. **Documents** lists everything with search and filters. Open or download from the row.
3. **Expiring documents**: documents that expire within the chosen number of days (licences, affiliation letters, fire NOC, vehicle papers…). Reminders are sent automatically.
4. **Document categories**: categories and what they apply to.

Report center

Using the report center

1. **Reports › Report center**. Reports are grouped by area. You only see reports for the modules in your licence that your role may open.
2. Click a report, set the filters (date range, class, section, category…) and **Show**.
3. **Export** to Excel, CSV or PDF, or **Print** on the letterhead.

Area	Reports
Students	Student list, Class strength, Gender & category, Birthdays, Admission register
Attendance	Attendance summary, Chronic absentees
Fees	Outstanding by class, Concessions, Fee category summary
Examinations	Subject analysis
Staff	Teacher workload, Payroll summary, Staff directory
Finance	Income vs expense
Library	Library circulation
Transport	Route strength
Inventory	Inventory valuation

Other reports in the modules

Many reports live inside their own module:

- **Fees**: collection reports, the receipt list, date-wise statement and summary, student ledger, defaulters (see Fees).
- **Students**: classification report, behaviour reports, student history.
- **Attendance**: attendance register, staff attendance report.
- **Examinations**: results, merit list, progress report, internal reports.
- **Income & expenses**: cashbook, financial summary, account balances, profit & loss.
- **Library**: overdue & fine report, stock report, in / out log.
- **NAAC**: analytics and reports & exports (see NAAC & IQAC).

> **Tip:** Every list in the ERP can be exported. Filter the list to what you need, then use **Export**: the file contains exactly the filtered rows.

NAAC & IQAC

What this module does

NAAC & IQAC Management collects your accreditation data metric by metric. Faculty enter it, HOD, coordinators and principal check it, and the evidence is kept with it. From that data you build the **AQAR** each year and the **SSR** for the cycle. Where the ERP already has the figures (enrolment, teachers, results, library, expenditure…) it fills them in for you.

> **Important:** The ERP never invents NAAC metrics, weightages or formulas. The sample framework only shows how the system works: its metrics are marked *(example)*. Before real use, edit the metrics (or create a new framework version) from the **official NAAC manual** for your institution type. The readiness indicator is an internal progress measure, **not** a NAAC grade.

Quick start: Set up with defaults

On a new college the module is usually set up already. If the dashboard says *No active NAAC framework*, click **Set up with defaults**. It uses what is already in the ERP:

- imports and activates the sample seven-criteria framework;
- opens the current academic year with a data deadline;
- registers your departments (and HODs where a user has the HOD role);
- forms the IQAC committee from the Principal, IQAC / NAAC coordinators and HODs;
- adds a feedback question bank and draft feedback forms for students, teachers, alumni, employers and parents.

It only adds what is missing and never makes up figures. The same button is under **NAAC Settings**.

Administrator setup

1. **NAAC Settings**: the approval stages (HOD, NAAC coordinator, IQAC, principal), evidence rules (size, checklist, document types), readiness weights, reminders and the drafting assistant.
2. **Institution Profile**: AISHE code, NAAC track ID, affiliation, year of establishment, campus area, recognitions, IQAC date.
3. **Framework Configuration**: import the sample or a JSON file, or create a framework. Open **Structure** and edit the criteria, key indicators and metrics: number, name, type, weightage, how data is collected (**form fields**, **rows** or **text**), the formula, limits, evidence needed, instructions and report tag. Add **ERP data mappings** where the ERP holds the data. Then **Activate**. A framework with data is locked; use **New version** to change it.
4. **Academic Year Management**: open each year with a **data deadline**; close it when the data is final.
5. **Department / unit setup**: departments come from HR › Departments; set the HOD and unit type.
6. **Roles**: give staff the NAAC roles (IQAC coordinator, NAAC coordinator, Criteria coordinator, HOD, Internal auditor, External reviewer…) under **Administration › Users**, and set a criteria coordinator on each criterion.
7. **Faculty-wise Assignments**: assign metrics, or a whole criterion, to a year, department, faculty member and deadline. Faculty are notified.

Entering data (faculty)

1. **My NAAC tasks** › open a metric. Read the guidance on the right.

2. Fill the form, the rows or the written response. When ERP values are offered, use **Fill empty fields**.
3. **Save draft** at any time.
4. **Upload evidence**: drag in files (PDF, Word, Excel, JPG, PNG) or add a link. Several files can be uploaded at once.
5. **Save & submit**. The ERP checks required fields, the allowed range of the calculated value, the minimum evidence, and that the year is open.

A **returned** item shows the reviewer's remarks. Correct it and **Save & resubmit**.

Approving (HOD, coordinators, principal)

The flow is: Faculty submits › **HOD verifies** › **NAAC coordinator reviews** › **IQAC coordinator approves** › **Principal gives final approval**, which **locks** the data and evidence.

- Items waiting for you are in **My NAAC tasks** and in *Waiting for my action* on the dashboard.
- Open the item, check the data and evidence, then **Approve**, **Return for correction** or **Reject** (remarks are required for return and reject).
- Verify evidence documents with the checklist (readable, institution name, year, matches the metric, signature, not expired).
- Nobody can approve their own submission. The principal or IQAC can **Reopen** a locked item, with remarks.

Stages can be switched off in NAAC Settings. Every action is kept in the history with a snapshot of the data.

Evidence repository

Evidence Repository holds every document with search and filters (year, department, criterion, metric, status, type, expired, old versions). Preview PDFs and images, download, or download a ZIP of the selection with an index. **Replace** keeps the old version as *superseded*. Duplicate files are detected. Every view and download is logged.

IQAC

- **IQAC committee**: members with role, designation, tenure and the linked staff member (for reminders).
- **IQAC meetings**: number, date, venue, agenda › after the meeting: attendance, **minutes**, **resolutions**, signed minutes file. Print the minutes or download them as Word.
- **Action taken**: each decision with the responsible person, due date and status, from meetings, feedback or audits.
- **Quality initiatives**: initiatives with category, dates, responsible person, plan and outcome.

Feedback

1. **Feedback Management** › **Add new**: title, type (student, teacher, alumni, employer, parent, course, curriculum, institutional), year, anonymous or named, **public link** or logged-in users only, open and close dates.
2. Add questions (rating, multiple choice, text) or pick them from the **question bank** › **Publish**.
3. **Share**: copy the link, send it on WhatsApp / e-mail, or print the **QR poster**. Each device can answer once.
4. **Results**: averages, distributions and charts, comments, an optional summary draft, and **action items** created from the feedback. Export to Excel / PDF.

Audits, best practices, distinctiveness

- **Academic Audit** / **Administrative Audit**: area, year, department, schedule, audit team and checklist › **findings** with severity, corrective action, responsible person and due date. A compliance note is required to close a finding.

Print the audit report.

- **Best Practices** (title, objectives, context, practice, implementation, evidence of success, outcomes, challenges, impact) and **Institutional Distinctiveness**.

AQAR and SSR

1. **AQAR Management** › create the AQAR for a year (**SSR Management** for a range of years).
2. The report is built from the framework: institution profile, extended profile from the ERP, narrative sections, the approved metric data, evidence links and annexures (IQAC, feedback, audits, best practices).
3. Write the narrative sections. **Draft from data** (and the optional AI assistant, if switched on) gives a starting text from your data only. Review and edit it.
4. Check the **missing information** list and fix each item.
5. Move the report to **review** › **approved** › **locked** (a frozen copy). Export: preview / print, PDF, Word (.docx), Excel.

Only approved data is printed unless *include data not yet approved* is switched on in NAAC Settings.

Dashboard, analytics and reminders

- **NAAC Dashboard**: metrics assigned, approved, in review, pending, returned, evidence missing and overdue, and four measures: **data completion**, **evidence verification**, **approval completion** and the **readiness indicator**. Charts by criterion, department and year.
- **NAAC Analytics**: pending approvals by stage, year comparison and faculty-wise detail.
- **Reports & Exports**: management, academic and quality reports, each with filters, Excel, PDF and print.
- **NAAC Notifications**: reminders for due and overdue items, approvals waiting, missing or expiring evidence, meetings, audit findings and the year deadline. They are sent automatically every day; **Send reminders now** sends them at once.

Administration & settings

School settings (College settings)

Administration › **School settings** has these tabs:

Tab	What you set
School profile	Institution types (School / College / University), name, legal name, logo, favicon, theme colour, contact, address, GSTIN, board, timezone, currency, custom domain.
College profile	Everything printed on documents: trust name, name lines, campus line, affiliation, address, contacts, short report name, principal's name, designation and **signature**, receipt signatory, **seal**, report footer, watermark, ID-card colours and validity note, login-page wallpaper. Blank fields fall back to the school profile.
Print & letterhead	The default design (1–4) for each document type.
College rules	Receipt numbering and layout, bank-transfer approval, QR-payment check, postal reference format, internal-exam passing rules, admission documents and retention, library card source and limits, ID-card layout and back side, certificate numbering and titles, negative bank balance block.
Preferences	Name capitalisation (and *apply to existing records*), printed name case, date format, working days, late minutes, receipt prefix and copies, monthly due day, report-card footer, cheque pending until cleared, manual fine, library fine / renewals / block, payroll options, *prepare existing photos and logos*.
SMS, e-mail & WhatsApp	Channel switches, absent alert, sending window, repeat-message gap, SMS provider and DLT details, WhatsApp, SMTP.
Payment gateways	Online payment on/off, Razorpay or Cashfree keys (stored encrypted).
Integrations & privacy	Calendar feed token (Google Calendar), accounting API key (Tally), privacy notice text and version, grievance officer.

> **Tip:** Uploaded logos, seals and signatures are trimmed and centred automatically, and the paper background of a signature is made transparent. A phone photo of the signature on white paper works.

Adding a wing: tick another institution type on the School profile tab and save. Its classes, grading, exam types and certificates are created for you. A wing that already has classes cannot be removed.

Users

Administration › **Users** lists every login: staff, teachers, parents and students.

- **Add new** creates a staff user with roles. Logins for students, parents and employees are usually created with **Create login** on their own records.
- **Edit** a user to change roles, set a new **Password**, or change the **Status** (active, inactive, locked). Setting a locked user back to *active* unlocks the account at once.
- Tick **Force password change at next login** when you give someone a temporary password.

- **Roles & access** (shield icon) limits a user to certain classes and sections, on top of their role. Leave everything unticked for no restriction. Teachers are limited to their assigned classes automatically.

Roles & permissions

1. **Roles & permissions** lists the roles with their number of users.
2. Open **Permissions** on a role: a matrix of modules × actions (view, create, edit, delete, export, print, plus module rights such as *collect*, *refund*, *waive*, *approve*, *marks*, *publish*, *issue*, *payroll*). Tick what the role may do and save. Checks are enforced on the server for every request.
3. **Add new** creates your own role (for example "Fee clerk – view and collect only").

The School owner always has every permission. Keep at least one active owner.

Audit logs and login history

- **Audit logs**: who changed what and when, with the old and new values (Aadhaar and secrets are never written). Filter by user, module, action and date.
- **Login history**: every sign-in and failed attempt with time, user, IP address, browser / device and the reason for a failure.

Data privacy (DPDP)

Data privacy shows parent consents (privacy notice acceptance, optional consents) and **data requests** from parents: a copy of their data, a correction, erasure, or a grievance. Handle each request and record the outcome. You can also export an institution data file here.

Subscription & billing

Subscription & billing (owner / admin): your licence or plan, validity, usage against limits (students, staff, storage), invoices (GST tax invoices to download), **Renew** / upgrade, pay online, or ask for a bank invoice.

When the subscription ends there is a **grace** period with a warning banner. After that the ERP shows *subscription inactive* until it is renewed. Renewal reminders arrive 7, 3 and 1 days before expiry.

Support

Support: raise a ticket to the platform team (subject, message, priority) and follow the replies. For urgent work the platform team can open a time-limited, logged support session inside your ERP (a red *support session* badge is shown).

Integrations

- **Google Calendar**: set a calendar feed token under Integrations & privacy, then add the feed address in Google Calendar (*From URL*). Events, holidays and exams appear there.
- **Tally / accounting**: generate an accounting API key; your accounting software uses it to pull receipts, income and expenses.
- **Payment gateways** and **SMS / WhatsApp** are set in their own tabs (see Fees and Communication).

On-Screen Evaluation

How it works

1. **Start evaluation** for an exam paper (Examinations › Exam schedule must have the paper with theory marks).
2. **Set-up & pattern**: valuations per answer book (single or double), allowed difference, moderation sample, and the **question pattern** (question numbers, marks, "attempt any N" choice groups, CO and Bloom's level per question). The pattern must add up to the paper's theory marks.
3. **Answer books**: either **create answer books with new barcodes** for the class and print the barcode stickers, or **link pre-printed answer books** by scanning the barcode and typing the roll / seat number.
4. **Upload scans**: scan each answer book to one PDF (any document scanner, 150–200 dpi, grey scale) named with its barcode, e.g. `4821930556.pdf`, and upload many files at once. Page 1 (the cover with the student's details) is split off in your browser and kept away from valuers.
5. **Valuers & allotment**: add valuers (and moderators), then **Allot for valuation**. Answer books go to valuers at random and evenly; the second valuation never goes to the first valuer.
6. **Valuation**: each valuer opens **My valuation**, sees only a masked code, looks at every page, marks question by question with ticks, crosses, comments, pen and highlight, and **submits**. Totals are added by the system; a submitted valuation cannot be changed.
7. **Results**: double valuations within the allowed difference give the average (or the higher); a bigger difference sends the answer book to a third valuer automatically. Send a sample for **moderation** and any answer book for **re-valuation**. Then **Transfer marks to exam**: final marks become the theory marks (practical and internal marks are kept).

Security

- Valuers never see the student's name, roll number or barcode, and cannot download the cover page.
- Each answer book file has a checksum; a changed file is refused.
- Every step (upload, allotment, submission, transfer) is in the audit log; the valuer's name and time are watermarked on the pages.
- Students can see their valued answer book with the marks per question when **Students may view** is on and results are published.

> **Tip:** Question-wise analysis on the Results tab shows the average per question, CO and Bloom's level — the same data feeds CO attainment in Learning & OBE.

Learning & OBE

Syllabus and coverage

- **Syllabus chapters**: units per class and subject, with planned hours and the COs they cover; add **topics** under each chapter (or import from Excel).
- **Syllabus coverage** shows each chapter's topics as Planned / In progress / Taught, and the share taught.
- **Teacher diary**: the daily record of work done per class and period. Choosing a topic marks it as taught.

Teaching online

- **Virtual classes**: schedule a Google Meet / Zoom / Teams / Jitsi class with its link; students join from the app, and a recording link can be added later.
- **Class discussion**: teachers and students post notes, questions and replies for a class; teachers pin or remove posts. Parents can read.
- **Leaderboard**: points for homework on time, online exam scores, attendance and achievements, with the breakdown shown.

Outcome-based education

1. **Outcomes**: add programme outcomes (PO), programme-specific outcomes (PSO) and course outcomes (CO, per subject) with a target %.
2. **CO–PO mapping**: set strength 1, 2 or 3 for each CO against each PO.
3. **Attainment**: CO attainment comes from on-screen evaluation questions tagged with the CO code and from **CO assessments** (assignments, tests, surveys) entered as students assessed / achieving. Level 3 = 70 %+ students reach the target, 2 = 60 %+, 1 = 50 %+. PO attainment is the mapping-weighted average of the CO levels.

Placement & OJT

Campus drives

1. Add the **company**, then a **placement drive** (role, package, drive date, last date, minimum %, description) and choose the **eligible classes**.
2. Set the drive to **Open**: eligible students see it in the app and apply (one application each; minimum % is checked against the latest published result).
3. Move applications through **Shortlisted › Selected / Rejected › Offer accepted › Joined**, with the offer package and offer letter. Students are told in the app when they are shortlisted, selected or rejected.

Internships and OJT

Record internships, on-the-job training, industrial training and industry projects with the organisation, mentor, dates, hours, stipend, grade, report and certificate. They also appear in the student's portfolio in the app.

Reports

Placement summary shows, per class, students applied and placed, placed % and the highest and average package, and per company the drives, applicants and selections.

Teacher portal (Faculty portal)

Your home page

Teachers sign in at the same address as the office. **Teacher portal** (Faculty portal) in the left menu shows:

- today's schedule (your periods) and substitutions given to you;
- marks waiting to be entered, homework that is due, and leave requests from your students;
- **My classes** and **My students** (only the classes and sections assigned to you), **My timetable**, and **Performance** (class averages per exam).

Click a student to see their profile, attendance and results.

Your daily steps

1. **Attendance**: **Attendance › Mark student attendance** › your class › **Load** › mark the absentees › **Save attendance**. See Attendance.
2. **Homework / assignments**: **Homework › Homework & assignments › Add new**. Check the **Submissions** and give marks and remarks. See Homework.
3. **Lesson plans**: **Academics › Lesson plans**: plan the topic and mark it completed.
4. **Messages**: answer parents in **Messages** (name menu).

During exams

Examinations › Marks entry › exam, class, subject › enter the marks, mark the absentees › **Save draft** › **Submit for approval**. If marks come back with *Return for edit*, correct them and submit again. Colleges: **Internal marks entry** for internal papers.

Your own leave and payslips

- Apply for leave under **HR & payroll › Leave applications › Add new** (if your role has it), or ask the office.
- Your salary slips are under **Payroll register** once payroll is paid (if your role has access).

Colleges: NAAC tasks

If NAAC metrics are assigned to you, they appear in **NAAC & IQAC › My NAAC tasks**. Fill in the data, upload the evidence and submit. See NAAC & IQAC.

Parent & student portal

Signing in

1. The institution gives you a **username** and a **one-time password** (by SMS / e-mail or on paper).
2. Open the institution's login page, or the **GyanSetu360 app** (see Mobile app), and sign in.
3. Set your own password. Parents also read and accept the institution's **privacy notice** once.

Parents with more than one child at the institution see all of them in one login. Switch between children at the top of the page.

What you can see

The tabs at the bottom (on a phone) or the top:

Tab	What it shows
Home	Today at a glance: attendance, homework due, fee dues, latest notices and events.
Attendance	The month calendar: present, absent, late, half day, leave, with the attendance %.
Homework	Homework / assignments with due dates and attachments. Students submit their answers here.
Fees	Dues with due dates and fines, **Pay online**, and all receipts to download.
Results	Published exam results and the report card / marksheet to download.

More (the *More* menu): **Timetable**, **Exam schedule**, **Notices**, **Events**, **Study materials**, **Leave**, **Messages**, **Notifications**, **My profile** and this guide. Students also have **Online exams** and **Teacher evaluation**.

Pay fees online

1. **Fees** › tick the dues you want to pay (dues already due are ticked) › **Pay online**. If the button is missing, the institution has not switched on online payment: pay at the office.
2. You are taken to the secure payment page (UPI, card, net banking). Complete the payment.
3. The receipt appears under **Fees › Receipts** as soon as the bank confirms the payment, usually within a minute. If money was taken but no receipt appears after an hour, contact the office with the payment reference. Never pay twice.

You can also pay by scanning the institution's **fee QR**: enter the course, roll / G.R. no. and date of birth, choose the fees and pay.

Homework (students)

Open the homework › type your answer and / or attach a file (photo or PDF) › **Submit** before the due date. Late submissions are accepted but marked late. The teacher's marks and remarks appear when it has been checked.

Online exams (students)

Online exams lists the exams open for you. **Start** the exam: a timer runs, and the exam is submitted automatically when the time is over. Answer each question and **Submit**. Your score appears when the teacher publishes the results.

Leave and messages

- **Leave**: apply for leave for your child (dates and reason). You will see whether it was approved.
- **Messages**: write to the class teacher and read the replies.

Your data and privacy

On the **Home** page, open **My data & privacy**. You can ask for a copy of your data, ask for a correction or erasure, raise a grievance, or withdraw an optional consent. The institution answers each request.

Problems signing in?

- **Forgot password**: use *Forgot password* on the login page if your e-mail is registered; otherwise ask the office to reset it.
- **Account locked** after wrong passwords: wait 15 minutes and try again.
- **Subscription inactive**: the institution needs to renew its ERP; contact the office.

More in the app

School information, gallery, consent forms, parent-teacher meeting booking, requests (certificates and documents), health records, achievements, hall tickets, and — when those modules are on — virtual classes, class discussion, leaderboard, e-library, placement drives (students) and valued answer books.

Mobile apps (Android & iPhone)

Android

1. Open the platform's **/app** page (or scan its QR code) and tap **Download APK**. If the app is on Google Play, install it from there instead.
2. If Android asks, allow *Install unknown apps* for your browser once. Then open the downloaded file and tap **Install**. An older version is updated in place, so you stay signed in.
3. Open **GyanSetu360**.

Requires Android 7.0 or newer.

iPhone and iPad

- **From the App Store**: when your institution's app page shows **Download on the App Store**, install it from there.
- **Without the App Store (works today)**:
    1. Open your institution's login page in **Safari**.
    2. Tap the **Share** button (square with an arrow).
    3. Tap **Add to Home Screen**, then **Add**.

The ERP then opens full screen from its own icon, like an app. On phones, a small bar on the sign-in page shows these steps.

Requires iOS 15 or newer.

Find your institution and sign in

1. Enter your **institution code** (the office gives it to you; it is the part after `/s/` in the login address). You can also paste the whole login address.
2. The app shows your institution's name. Tap **Continue**.
3. Sign in with the same username and password as on the website.

The app remembers your institution. Everything you can do on the website works in the app, for every role: parents, students, teachers and office staff. New features appear without updating the app. To change institution, use the menu (⋮ on Android, ⋯ on iPhone) › **Switch institution**.

Links open in the app

Links to your ERP that you receive by SMS, WhatsApp or e-mail open directly in the installed app, such as a fee receipt or a result page. If the link belongs to another institution, the app switches to it first.

Printing, downloads and payments

- **Print** buttons use the phone's printing: choose a printer or **Save as PDF**.
- **Downloads** (receipts, report cards, exports) go to the Downloads folder on Android. On iPhone, the share sheet opens: *Save to Files*, WhatsApp, AirDrop and so on.
- **Fee payment** opens Google Pay, PhonePe, Paytm or your UPI app, and comes back to the ERP.

Phone notifications

After you sign in, the app shows the institution's alerts as phone notifications: attendance, bus boarding, fees, results, homework, messages and the rest. Allow notifications when the phone asks. Tapping a notification opens that page.

- The app checks for new alerts when it opens, and in the background about every 15 minutes. On iPhone, iOS decides how often.
- Signing out stops notifications on that phone. So does choosing another institution.
- Families who have not installed the app can still get SMS, WhatsApp or e-mail, as the institution chooses.

Updates

When a new version is available, the app tells you. If an update is **required**, the app asks you to install it before you continue.

> **Tip:** If the app says the institution was not found, check the code with the office, or paste the full login address from the website instead.

FAQ & troubleshooting

Common messages

Message	What it means / what to do
Your session form expired	The page was open too long. Reload the page and submit again.
Too many attempts / account locked	Wait 15 minutes, or ask an administrator to set your user back to *active*.
This module is not included in your plan	The module is not in your licence. The owner can upgrade under **Subscription & billing**.
Subscription inactive	The plan expired beyond the grace period. The owner must renew.
You do not have permission	Your role does not include this action. Ask the administrator to change the role under **Roles & permissions**.
Attendance for past dates is locked	Use **Request correction**, or ask a user with correction rights.
Marks cannot be edited	The results are published. An approver must **Unpublish** first.
This student has outstanding dues	Shown when a student with dues is transferred. Collect the dues, or tick *Proceed despite outstanding dues* if the management allows.
Insufficient stock	You tried to issue more than is in stock. Receive the purchase first.

Students and admissions

Two students got the same parent account. Is that right? Yes, if they are brothers and sisters: the ERP links them when the parent's phone matches. If it was a mistake, correct the phone and change the link under **Parents › Parent–student links**.

How do I correct a student's class after admission? Edit the student and change the class / section. For a move at the year end, use **Promote students** so the history is kept.

A student left. Should I delete them? No. Use **Transfer / withdraw**. The student moves to Alumni with the full record, and you can still issue certificates.

Fees

I collected a fee on the wrong student. Cancel the receipt (**Fee receipts › Cancel receipt**, with a reason) and collect it again on the right student. Receipts are never deleted.

A parent paid online but there is no receipt. Look in **Fees › Online payments**. *Pending* means the bank has not confirmed it yet; it updates automatically. *Failed* means no money was taken. A receipt is only ever created after the bank confirms, so it is never duplicated.

How do I give a concession to one student? Create the discount under **Discounts & scholarships**, assign it under **Student discounts**, then **Generate dues** again. For a one-off reduction on an existing due, use **Adjust / waive** on that due.

Dues are missing for a new student. Run **Generate dues** again. It only adds what is missing.

Exams

A teacher submitted wrong marks. In **Marks approval**, use **Return for edit**. After publishing: **Unpublish** › correct › **Compute results** › **Publish**.

Why is the rank the same for two students? Students with equal marks share a rank.

Printing

The logo, signature or seal looks wrong on prints. Upload them again under **School settings** › **College profile**. They are trimmed and centred automatically. Use **Preferences** › **Prepare existing photos and logos** for older uploads.

Can I change the receipt or certificate design? Yes: choose design 1–4 on the print preview; **Set as default** keeps it. Certificate wording is edited in **Certificate templates**.

Messages

SMS are not delivered. Check **Communication** › **SMS log** for the provider's response. Common causes are a wrong API key or sender ID, a missing DLT template ID, or the sending window (messages wait until it opens). Fix the settings and use **Retry**.

Data safety

Is our data backed up? Yes. The platform takes regular backups, and destructive actions like removing demo data take a backup first. Most deleted records are archived, not erased.

Who can see Aadhaar numbers? Nobody sees the full number after it is saved. It is stored encrypted and shown masked as XXXX-XXXX-1234, and it never appears in exports or audit logs.

Words used in the ERP

School and college words

School wing	College wing	University wing
Academic session	Academic year	Academic year
Class	Program (one per year)	Program (one per semester)
Section	Division	Batch
Subject	Course	Course
Subject group	Course group (electives)	Course group
Teacher	Faculty	Faculty
Class teacher	Mentor	Faculty advisor
Homework	Assignments	Assignments
Report card	Marksheet	Grade card
Periods	Lecture slots	Lecture slots
Grading A1…E	10-point scale O…F, SGPA / CGPA	10-point scale, SGPA / CGPA

ERP terms

Word	Meaning
Due	One installment a student has to pay (for example April tuition fee).
Advance / wallet	Money paid in excess, kept for the student and used against later dues.
Waiver / adjustment	A change to a due's amount, with a reason, recorded in the audit log.
Reconciliation	Matching non-cash receipts with the bank statement.
Generate dues	Creating the dues from fee structures. It is safe to repeat.
Compute results	Calculating totals, grades and ranks from the approved marks.
Publish	Making results visible to parents and students, and locking the marks.
Archive	Removing a record from lists without erasing it. Support can restore it.
Wing	One institution type (School, College, University) inside one ERP.
Role	A set of permissions (Accountant, Teacher…). A user can have several.
Access	An extra restriction of a user to certain classes or sections.
Licence / plan	Which modules and how many students / staff your institution has.
G.R. No.	General register number, unique per student.
ABC ID	Academic Bank of Credits ID (12 digits).
Term carry forward	Moving college students to the next semester at the end of a term.
AQAR / SSR	NAAC's Annual Quality Assurance Report / Self Study Report.

Super admin (platform console)

The console

Sign in at `/superadmin`. The **dashboard** shows institutions by status (active, trial, grace, suspended, expired), students and staff across all institutions, MRR / ARR, revenue for the financial year, pending invoices, renewals due in 30 days, new registrations and open support tickets.

Platform admins have roles: **Super Admin** (everything), **Support Admin** and **Platform Accountant**. Manage them under **Platform admins**.

Add an institution

1. **Onboard institution**: institution types (School / College / University, one or more), name, contact, city and state (the state decides CGST + SGST or IGST), the **code / slug** (its address becomes `/s/code`), licence, and the owner's name, e-mail and password.
2. The institution is created ready to use: roles named for its type, the academic year, grading, exam types, certificate templates, fee heads, leave types, periods, departments, designations, salary components and, for colleges with the NAAC module, the NAAC default set-up.
3. Share the login address and the owner's credentials. The owner then follows First-time setup.

Self-registration from the website (`/register`) creates institutions on the free trial; approve them under **Schools / Institutions**.

Manage an institution

Open it from **Schools / Institutions**:

- usage (students, staff, users, storage, logins, fee collection in the last 30 days), owner, subscriptions and invoices;
- **activate**, **suspend** (with a reason), **extend** the subscription, change the **licence / plan**;
- **Licensed modules**: tick modules to give this institution its own module list, or **Use the licence modules**;
- **Support access** › *Open as school admin* with a reason: a one-time, 30-minute logged session inside the institution with a red banner;
- **Demo data** › *Load demo data* (one month of sample activity; colleges also get NAAC & IQAC samples), **Add NAAC & IQAC demo data** for a demo loaded earlier, and **Remove demo data** (a backup is taken first);
- export the institution's data, verify custom domains.

Licences, modules and prices

- **Licences & plans**: Starter, Standard, Professional, Enterprise and Custom (yearly), plus older billing-period plans. Set the price, GST %, student / staff / storage limits, trial and grace days, tagline and badge. The puzzle icon (**Module access**) chooses the modules in each licence. 0 means unlimited.
- **Module pricing**: each module's title, description, icon, order, *core* flag, *show on website*, and the yearly price used by the Custom licence builder.
- Core modules (students, parents, academics, communication, reports, settings, help) are always included.

Billing

- **Subscriptions**: every institution's subscription period and status.

- **Payments & invoices**: GST tax invoices (CGST / SGST or IGST). Bank / UPI payments: **Mark paid & activate**. Gateway payments activate automatically by webhook. **Refund** (full or partial), **Reconcile** with the bank statement.
- **Revenue reports**: 12-month revenue, by plan, GST summary by month, pending payments.
- **Coupons** and **Referrals**.

The subscription lifecycle runs every night: reminders 7 / 3 / 1 days before expiry › **grace** on the expiry date (warning banner) › **suspended** after the grace days › **active** again as soon as an invoice is paid.

Website and enquiries

The public website (`/`, `/modules`, `/pricing`, `/about`, `/contact`, `/register`, legal pages) reads licences, prices, modules and company details live from the database. **Website enquiries** collects contact, demo and quote requests (status new / contacted / converted / closed, with notes). **Platform settings** › **Brand & website** / **Company & GST** sets the product name, tagline, phone, WhatsApp, company details, GSTIN and invoice footer. *Show public website* can turn the website off.

Mobile apps

Mobile apps in the console manages the Android app, the iPhone app and the links between the ERP and the apps.

- **Android**:
  - the release APK is included in the system update and served at `/downloads/gyansetu-erp.apk`;
  - to publish a newer build, upload it with its version code and name, and tick **Required update** to force older apps to update;
  - earlier APKs are archived.
- **iPhone**:
  - build and publish the app from `mobile/ios`, on a Mac or with the GitHub workflow (see `mobile/ios/README.md`);
  - then enter the App Store link and app id, the TestFlight link, the Apple Team ID and bundle ID, and the latest and minimum iPhone versions;
  - until then, iPhone users install the ERP from Safari (*Add to Home Screen*).
- **App links**:
  - `/.well-known/assetlinks.json` (Android) and `/.well-known/apple-app-site-association` (iPhone) make ERP links open in the installed app;
  - add the Google Play app-signing fingerprint if you publish on Play.
- **Web app**: every institution has a manifest, icons and an offline page, so it can be installed from Chrome or Safari.

Share the `/app` page: it has the Android and iPhone instructions, download buttons and a QR code.

Communication and support

- **Support tickets**: reply to and close institutions' tickets.
- **Global announcements**: a message shown on every institution's dashboard (all users, or owners / admins only), with dates.
- **Platform settings**: SMTP, payment gateways for subscription payments, UPI / bank details for invoices, self-registration on / off, maintenance mode and message, and the NAAC drafting assistant's AI key and model (optional, stored encrypted).

Upgrades and backups

Installing a patch (no SSH needed):

1. Upload the patch files over the installation with File Manager / FTP. Keep `config.php` and the `storage/` folder.
2. **System upgrade** › **Run upgrade now**. It applies new database migrations (additive only), syncs permissions and roles for every institution, runs the data steps (defaults for new features, image preparation) and clears caches. It is safe to run more than once.

Backups: **Backups** shows the backup history and **Run backup now**. Take a backup before any large change.

Monitoring: **Usage analytics**, **Platform audit log**, **API logs** and **Webhook events** (payment gateway calls, with their processing status).

> **Important:** The scheduled jobs must run on the server (cPanel › Cron jobs): `cron/notifications.php` every minute (sends SMS, WhatsApp and e-mail), `cron/daily.php` once a day (subscription lifecycle, fee / event / library / document reminders, NAAC reminders, clean-up) and `cron/backup.php daily` (database backup). Without them, messages stay queued and reminders are not sent.

Reset data (clean the system)

Reset data (Super Admin only) removes institutions with all their data and clears the platform history, for a fresh start after demos and testing.

1. Tick the institutions to **keep**. Every institution not ticked is removed completely: students, staff, fees, attendance, exams, uploaded photos and documents.
2. Choose whether website enquiries and global announcements are cleared too.
3. **Preview what will be removed** shows the institutions, record counts and files. Nothing changes yet.
4. Enter your password, type `RESET ALL DATA` and press **Back up and reset now**.

A full database backup is taken first (listed under **Backups**); if the backup fails, nothing is removed. Always kept: Super admin logins, platform settings (website, payment gateway, SMS, e-mail, branding), plans, module prices, coupons and all backup files. With SSH the same reset runs as `php cron/reset_data.php --keep=CODE` (preview) and `--yes` (run).