

Frequently Asked Questions

Q1. Who will fill service book details?

Ans: Service book details can be filled both by Admin and Employee.

To fill service book, **Admin** will follow these steps:

Go To Human Resource → Personnel Record → Admin Desk

To fill service book, **Employee** will follow these steps:

Go To Human Resource → Personnel Record → Employee Desk

Q2. How does an employee fill service book details?

Ans: User should first login with their login credentials. After successful login, follow the steps given below:

Go To Human Resource → Personnel Record → Employee Desk

Fill Service Book details.

Q3. How Admin can validate Service Book Details?

Ans: To validate service book details, Admin will follow these steps:

Go To Human Resource → Personnel Record → Validation- Personnel Record

After click on Validation- Personnel Record link, a new validation desk will open and admin can validate all employee service book details.

Q4. Why employee details are not showing in any other validation tile except Personnel, Personnel Details Contd. and Pay Details?

Ans: Employee details will show in other validation tile only if **Personnel, Personnel details contd.** and **Pay** details tile of service book are filled and validated by admin.

Q5. How to fill Nominee Details tile?

Ans: Before filling Nominee details tiles, some prerequisites needs to be fulfilled which are as follows:

1. Enter member details in family member details tile.

2. Admin will validate family member details through validation desk.

Only after completion of these above prerequisite conditions, employee will be able to see family member names in nominee details tile.

Q 6. Why values are not showing in Course, Subject and University dropdown in qualification details tile?

Ans: If values are not showing in **Course, Subject and University dropdown**, then user should follow the steps given below:

- To add value in Course field:

Go To Setup→Personnel Record Setup→Click on Course Master

After adding details in course master, it will reflect in course dropdown of Qualification tile.

- To add value in Subject field:

Go To Setup→Personnel Record Setup→Click on Subject Master

After adding details in subject master, it will reflect in subject dropdown of Qualification tile.

- To add value in University field:

Go To Setup→Personnel Record Setup→Click on University/Board Master

After adding details in University/Board Master , it will reflect in University dropdown of Qualification tile.

Q 7. Why values are not showing in Bank and Branch dropdown in official details tile?

Ans: If values are not showing in **Bank and Branch** dropdown, then user should follow the steps given below:

- To add value in Bank field:

Go To Finance Management System Tab→Fms Setup Process→Click on Bank Master

After adding details in Bank master, it will reflect in Bank dropdown of official details tile.

- To add value in Branch field:

Go To Finance Management System Tab→Fms Setup Process→Click on Branch Master

After adding details in Branch master, it will reflect in Branch dropdown of official details tile.

Q8. Who will approve employee leave request?

Ans: Leave request will be approved by Leave Authority(LA) of respective employee.

Q 9. Error coming while applying for leave request?

Ans: Before applying leave , some prerequisites needs to fulfilled which are as follows :

1. Leave Authority (LA) details should be configured in Organogram.
2. Leave Authority (LA) Personnel, Personnel Details Contd. and Pay Details tile of service book should be filled and validated by admin.

Note: If these prerequisites are not fulfilled in that case problem will come while requesting online leave.

Q 10. Why employee details are not showing in leave credit process?

Ans: Employee Personnel, Personnel Details Contd. and Pay Details tile of service book should be filled and validated by admin. If these three tiles details are not filled and validated by admin then employees details will not show.

Q 11.What will be the Date of dependency for Spouse and Daughter?

Ans: Date of dependency may be Date of retirement of employee (in case of Spouse and daughter). Date of dependency need to update once Employee's daughter gets married.

Web page blocked

Q 12.Which browser to be preferred for URL: <https://iconnect.nvsonline.in/?>

Ans: Mozilla Firefox 6.0 and above for accessing <https://iconnect.nvsonline.in/>.

Q 13. Drop down in joining date is shown upto 2019?

Ans: Before filling Joining date it is mandatory to fill correct offer of appointment date then accordingly the joining date will be projected correctly.

Q.14.If employee list is not showing in Admin desk or Training Forward?

Ans: For employee list to be visible it's mandatory that the admin of the location completes role management process.

Q 15. How to do Role Management?

Ans: **Path:** HumanResource →Global→Role Management

Select the Principal from the Posting dropdown list. Select Nature of job as Regular and leave Intimation is No, and then select View and click on add the employees by selecting all employees.

Q 16. What if spouse details are not shown in family a detail who is working in NVS?

Ans: It is mandatory for the spouse working in Nvs should fill personnel, personnel detail contd, pay details, contact (address) and get validated.

Q17. How much should the document size be?

Ans: The document uploaded format and size is as below.

FORMAT	SIZE
Jpeg,jpg	10-20Kb
Pdf	below 10 Mb

