Central Workshop, IIT Madras
Salient features and FAQ for online work request portal

Salient features of the portal

- ❖ Designed user friendly for easy submission and tracking of CWS work requests.
- ❖ Acknowledgment for successful submission and approval by guide.
- ❖ Student dash board provides access to continuous work status updation with details of start and tentative date of completion of planned manufacturing processes.
- ❖ Email intimation from CWS for any requirement of design clarifications while the work is being executed.
- ❖ Email intimation after completion of the requested work.
- ❖ Mandatory submission of feedback for every executed work in order to improvise the CWS processes and services.

1. **How to access the portal?**

   The flashing link for the portal is placed at the home page of CWS website www.workshop.iitm.ac.in.
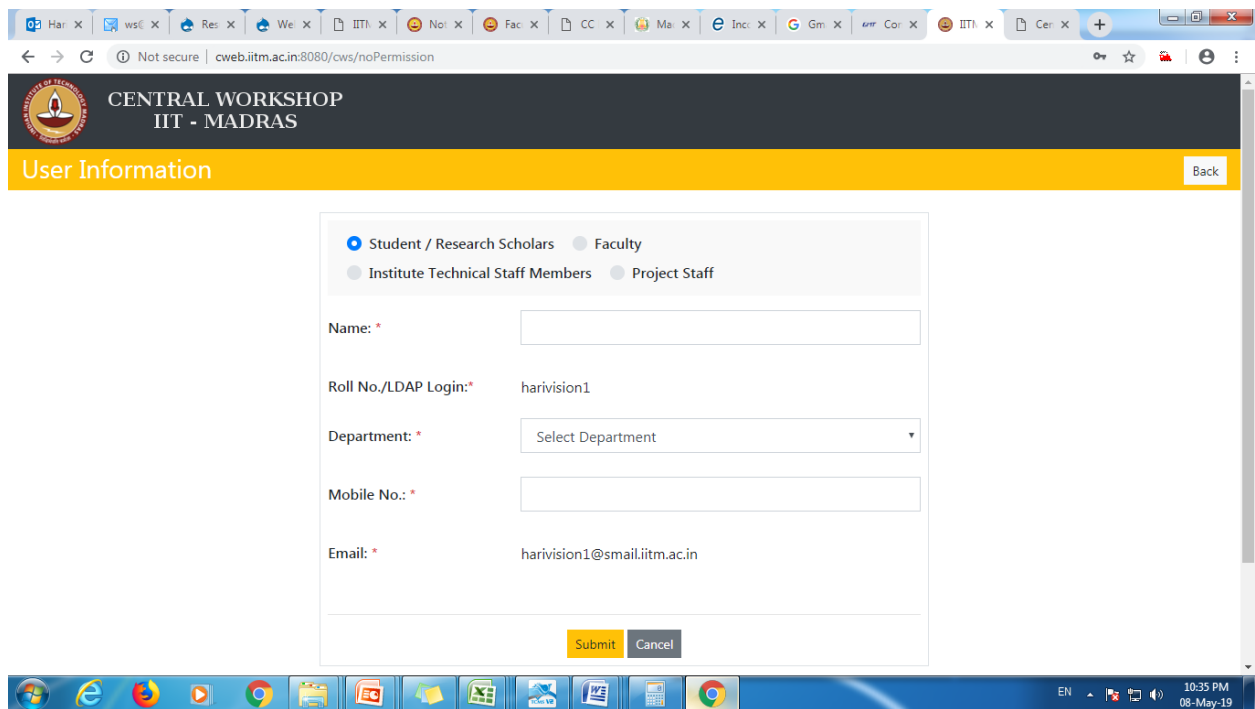
2. **What are the credentials required for students to login to the portal?**
   The students need to use their LDAP username and password provided by the Institute.

3. **Is there any registration necessary?**
   No, once the student logs on to the portal for the first time, an "User Information" screen appears to enable the student to cross verify the auto populated details like his / her roll number and smail ID. He / she is also required to enter his current contact phone number at the designated place. This screen will not appear during subsequent logins and the student "dash board" directly appears after successful login from the next time onwards.

4. **How to place a new work request?**
   The student dash board that appears after successful login has "Add new work request" command button for creating a new work request.

The "Add new work request" screen appears where the student need to enter "Faculty / Guide name" and "Faculty / Guide Email" at the designated places. Other details like "Project type", "Item quantity" and "Work Description" all need to be necessarily provided. The "Design Document" in image / PDF/ STEP / STL format also need to be mandatorily uploaded before attempt to "Submit Request". The maximum size of the file that can be uploaded is 1 MB. The student will get a confirmation mail after successful submission.

Upon successful submission the guide / faculty will get an email with all the details provided by the student. He / she can approve / reject by clicking the appropriate button in the email. The student will get a confirmation mail in case of approval / rejection with reason for rejection etc.

In case of an email issue where the guide has not received the mail for approving the student's request, the student dash board has command button to "Resend mail to guide". The dash board also has an "Action" button to delete the generated request in case of any unintended error before the approval of the guide.

After successful approval by guide the work request is registered at Central Workshop and an unique work request number is generated.

5. How the raw material can be handed over to CWS for start of the work?

After successful generation of work request, CWS allots relevant shop / section for executing the work. The student can view the details of shop / section allotted in his / her dash board and can directly hand over the raw material to the concerned shop / section to enable them to start the work.

6. How can the student provide any clarification on design / dimensions / product features?

With the information available on the student's dash board the student can meet the concerned at CWS for the clarifications. CWS shop / section can also seek clarifications from student on the above aspects by initiating the same from their dash board. The student will get email request with details of person to be contacted in case of such clarifications required from CWS.

7. What are the information the student will get from the dash board?

The student can verify the progress of the work like start date, tentative finish date and other job status information for all manufacturing processes related to the work with details of CWS shop / section by logging to the dash board.

8. **Will there be any intimation after completion of work?**

   Yes, the student will get email intimation after completion of planned manufacturing processes at CWS. He / she can verify the shop / section in the dash board and can collect the product from CWS.

9. **Is there any feedback required to be given for the jobs executed at CWS?**

   Yes, CWS will initiate to send the feedback form through email to the approving guide / faculty after completion of the work. The online feedback need to be necessarily provided in order to complete the current work request process before the student can submit any further work to CWS.