

RGMS USER GUIDELINES

To improve the effectiveness of RGMS, we have formulated the following guidelines. This has been done based on the feedback received from you all and our subsequent analysis of the same. The aim is to make RGMS more 'user friendly'.

General Instructions:

1. Do not provide your password to anybody under any circumstances.
2. Your RGMS password is CaSe sensitive.
3. Password should be of minimum 8 characters having at least one letter in CAPS, one letter in small, one special character and one number.
4. Login ID gets Locked after entering wrong Password repeatedly 5 times.
5. Always use Logoff link to come out of RGMS. If you don't use Logoff link, your Login Account may be locked.

Slow response:

If RGMS response becomes unusually slow, in general, please check your Internet Connectivity and Bandwidth.

Exclusive Use:

RGMS services are being simultaneously accessed and used by thousands of users across the country. To ensure reasonable performance, we were compelled, though reluctantly, to put a limit on maximum idle time that can be allowed on any RGMS service. Thus on reaching the maximum idle time allowed, the session gets automatically killed and the data to the extent already entered but not saved is lost. We have to use RGMS exclusively without keeping it idle.

Login Related Problems:

Informative Messages:

A. "Login Failed!"

If this message appears while trying to enter RGMS with your Login ID and Password please recheck the Login ID and Password actually entered.

B. "Account is locked!"

Please note that if you try to login with an invalid Password repeatedly for 5 times your Login ID will get locked. Then even with the correct Password you will not be able to login to RGMS. In certain other circumstances also, your Login ID might have got locked. If you have forgotten your Login ID or Password or if your Login ID is locked, please contact the *RGMS Team* to reset Passwords or unlock Login ID.

C. "Account is Inactive!"

If this message appears while trying to enter RGMS, your Login Account has been deactivated by System Administrator. Please contact *RGMS Team* to activate your account.

D. "Access Denied: Session Timed out"

Please close the Internet Explorer and login again to RGMS.

E. "Sorry for Inconvenience"

Please close the Internet Explorer and try to login after a little while.

F. "Error encountered. Operation failed"

Please close the Internet Explorer and try to login after a little while.

RGMS Team:

Email ID : rilgasmktg.ncad@zmail.ril.com

Contact No : 09987585762 / 09967025073