

## Communication Module.

**Q. Why should we use it.**

A. Its faster.

Transparent system - helps you track your letters.

Saves paper.

Helps digitize your records.

Give you the convenience to work even when you on the move.

**Q. What is the benefit of using CM over sending hard copies?**

A. Hard copies take a good three working days to reach head office and another ( minimum) three days to reach the school. In addition to the days it takes for the head office to process the letter.

Whereas the softcopy can reach with a click of a button.

**Q. How do I get started?**

A. Visit the website <http://www.davcmc.net.in> and click on the GET STARTED NOW button which is on the right of the screen below the flash movie.

**Q. How do I get the username and password?**

A. You can get your username and password from the Head Office Public School Cell (phone: 011-23524212)

**Q. What if the password I have is not working?**

A. You can contact the EDP in Public School Cell for the password (phone: 011-23543418 & Ext. -241)

**Q. What is the difference in 2010 link and 2011 link?**

A. 2010 link will have all the mails sent and received in the year 2010. If your letter was send to the head office upto the December 2010 but the reply can in January it will be available in the PROCESSED DOCUMENTS of 2010 CM

2011 will have all mail send and received in the COMMUNICATION MODULE of 2011. You can only write through the 2011 CM only.

**Q. Once I login what do I do next?**

A. To write to DAVCMC head office use the write option available on the top banner.

Once inside write option, select the appropriate subject line; attach your only PDF files by browsing and uploading; write in the area provided about the letter attached. Incase there is a reference letter of the past, mention its diary number and press the SEND button. A message will get displayed **DIARY NUMBER XYZ sent successfully. PI note your diary number XYZ for future reference.**

**Q. How can I be sure that my mail has been received by the head office?**

A. The mail sent to the Head office can also be seen in the SENT ITEMS folder. It is bold in colour. Once the diarist opens and sends the letter for processing it will become unbold.

**Q. Why is diary number so important?**

A. Your diary number is unique and with this you can easily track movement of your letter. Also this is needed for future reference in case to any classification on the reply received from DAVCMC. Is regard /sought

**Q. Why is subject line important?**

A. Appropriate subject lines help DAVCMC send the letters to the right dealing assistant. This ensures faster processing of the letters.

**Q. Sometime my mails go without attachments?**

A. After browsing do not forget to press the upload the folder. Make sure you are connected to the net while uploading is taking place.

**Q. Why is it not attaching images and word & Excel file?**

A. Images may not be readable at the receivers end. Some times different computers open images in different manner. So image uploading has been blocked further the word & Excel file can be edited by any person. As such, letters be sent only in PDF format.

**Q. How do I create PDF files for uploading purposes?**

A. Most scanners have options of scanning as pdfs. Incase the facility is not there you can download PDF converter from the website which are available for free.

**Q. What do I write in the area provided in the write section? My attachment says it all?**

A. A small area has been provided in which you can make a small noting about your attached letters. This enables the dealing assistant to forward your letters to the competent authorities without wasting much time.

**Q. How do I change the signature?**

A. The signature box provided is important and once you are logged in you can easily change the text. It should have the name of the Principal and the address of the school. Its to be done only once and will show the change, when you login in the next time.

**Q. I do not see anything in my inbox?**

A. Inbox will only contain circulars sent from the Head Office DAVCMC.

**Q. What is PROCESSED DOCUMENTS?**

A. All replies sent by the head office to your letters will be collected in the PROCESS DOCUMENTS folder. This will contain relevant diary number and dispatch number.

**Q. What is the dispatch number?**

A. Once the file is sent and closed a dispatch number is generated.

**Q. How do I send huge files? My net is slow and I am unable to upload big files.**

A. You can save a big file into small parts and save as part1.pdf, part2.pdf. All can be attached with the same letter.

**Q. How many files can we attach with one letter?**

A. You can attachment as many files as you want.

**Q. Can I attach word files also?**

A. Yes word files can also be attached.

**Q. Sometimes I do not receive any reply for days. What do I do?**

A. Call up the Head Office Public School cell and mention your diary number. Diary number can be tracked from the document movement section

Q. Why are the letters getting delayed at times even though I have sent through the CM?

A. Its possible that the

Q. Is there a way to track my letter?

A. Yes you need to call Public School Cell and mention your diary number

Q. I am also sending a hard copy as well as a soft copy. Will this help?

A. NO. This will only create confusion and further delay your letter processing. Check your sent box. The letter sent as hard copy has also been scanned and put into the Online System.

Q. I am sending a letter again with reference to a letter sent earlier. What should I do?

A. Mention the diary number of the previous letter. This will help link the two letters.

Q. Can I send Accounts, PF related documents also through this online CM?

A. Only letters pertaining to Public School Cell need to be sent through this online system

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Q. How do I get hold of PROFORMAS?

A. You have to follow the following steps for assessing Proformas:

Go to the DOCUMENT CENTER on Home Page

Select Member Area

Username - member

Password - member

Click on Login

There after a list of various proformas will open.

Q. What is WHATS NEW SECTION?

A. In this section circulars, letters etc on various subjects are uploaded for information and it is updated on regular basis.