Frequently Asked Questions

Sl. #	Version	Date	Remarks
1.	1.0	24/04/2019	Initial version
2.	1.1	09/05/2019	Added new Questions8, 9, 10, 11,12 &13

HOI – School Level

Question 1. How do I perform Bulk Upload in e-Portal using Excel?

Answer:Please follow the steps below.
1. Please fill up columns from left to right and rows from top to bottom
2. Don't leave any row/rows blank in between rows containing data, rows may be kept blank at the end
3. If any mandatory field marked * is kept blank, the file will not upload
4. The file is designed for a particular class & section as chosen in first row (column Y & Z)
5. Maximum data can be uploaded is 200, use different file if number of students exceeds 200 in a particular class & section
6. We do not recommend copy (Ctrl +C) paste (Ctrl + V) from another worksheet to excel. Please use PASTE_SPECIAL> VALUES
7. No special character allowed in name field
8. File to be saved in .xlsx format (Excel Version 2003 or above)
9. For Bank IFSC /branch, if the exact code/branch is not known, nearby branch can be mentioned and uploaded. The HOI will have to provide exact IFSC code/branch name while verification in the application.
10. Copy (Ctrl +c) & Paste (Ctrl +v) within same column (Same Field) may be allowed.
11. Once excel has been uploaded in the system, all changes to be made in the system itself.

Column-Wise Guidelines for Bulk Uploading by excel

Column	Field	Wrong Input	Correct Input	Remarks
B, BJ, BK, BL	NAME	MD. KARIM AHMED	MD KARIM AHMED	REMOVE DOT(.)
C	GENDER	F	2-FEMALE	USE DROP DOWN
D	CATEGORY	SC	2-SC	USE DROP DOWN
E	RELIGION	HINDU	0-HINDU	USE DROP DOWN
F	MOTHER TOUNGE	BENGALI	1-Bengali	USE DROP DOWN
H, U	MONTH	NOV	Nov	USE DROP DOWN
M	NATIONALITY	INDIAN	1-INDIAN	USE DROP DOWN
N	AADHAR NO	4564 1234 7891	456412347891	REMOVE SPACE
Y, Z	THE CLASS & SECTION SELECTED IN FIRST ROW TO BE CONTINUED IN REMAINING ROWS			
AK, AO,AP	HAB/PO/PS	AMDANGA 1	AMDANGA	REMOVE NUMERALS
BQ, BU, BV	SAME AS ABOVE			
AL, BR	DISTRICT	PASCHIM BURDWAN	PASCHIM BARDHAMAN	USE DROP DOWN
AM, BS	BLOCK	BARDHAMAN-I	BURDWAN-I	USE DROP DOWN

How to split DOB/DOA in 1 column to split by 3 columns (YEAR, MONTH, and DAY)
Please see below, a date entered in "A3" cell, which can be split in 3 columns (YEAR, MONTH, and DAY)
The Date Entered in "A3" as: 17/11/2004 (Displaying 17-Nov-2004)

If entered date is in any other date format, the following formula can work.

1. Use Formula in cell "B3" to get year: =YEAR (A3) (Displaying 2004)
2. Use Formula in cell "C3" to get month (you may copy the formula below and paste in excel) :
    =LOOKUP(MONTH(A3),{1,2,3,4,5,6,7,8,9,10,11,12},{"Jan","Feb","Mar","Apr","May","Jun","Jul","Aug","Sep","Oct","Nov","Dec"}) (Displaying Nov)
3. Use Formula in cell "D3" to get day: =DAY(A3) (Displaying 17)

	A	B	C	D
1	1 COLUMN INPUT ➤	3 COLUMNS OUTPUT		
2	DOB / DOA	YEAR	MONTH	DAY
3	17-Nov-2004	2004	Nov	17

After uploading a file, if the system reports an Error, Click Error to get list of Errors, Correct it and upload again.

Question 2. How do I reset my e-Portal login Password?

Answer:Currently there is no provision for schools to reset their password from the login page. However the HOI or TIC should approach their respective SI/s to reset password. Once the password is changed it is restored to the default password.

Question 3. How do I delete Student's data entered by mistake?

Answer:Currently there is no provision for schools to delete their students' data. The HOI or TIC should approach their respective SI/s to delete the student's data using the student's code. The delete option supports deleting 1 or more student data at one go separated by a comma.

Question 4. I do not see my Bank details in excel file, what should I do?

Answer:The schools may not find a few banks and its details in the Excel file that has been provided for bulk upload. It is advised that they skip the banking details for the specific students in the Excel and upload the students' data in the e-Portal. After the data has been uploaded, the user can edit the specific student's data and add the banking details as per their requirement.

Question 5. I do not see my Bank Details in e-Portal. What should I do?

Answer:New banks are being added to the e-Portal at a regular interval of one month. In case you do not find your bank in the e-portal please write an e-mail to the e-Portal Support Team. – contacteportalwb@gmail.com

Question 6. How do I upload photo during bulk upload? Or,how do I upload photo in e-Portal?

Answer:Student photo cannot be uploaded while using the bulk upload feature. Bulk upload only has the provision to upload student data excluding Student picture. So it is advised that after the students' data has been uploaded through bulk upload, the User should visit individual student profile and edit the student data to add the student's image and update accordingly.

However, if a school is attempting to create individual student profile in the portal directly then the student image becomes mandatory and the application won't allow the user to save a student's profile without attaching the student's image.

Question 7.How do I reduce the Student Image file size?

Answer:There are multiple ways to reduce the file size both online and offline, e-Portal does not confineto any means whatsoever. BanglarShiksha does not promote or restrict any means of image size reduction. However, the users should keep in mind theaspect of data privacy and protection while applying any means of image size reduction. The schools may use the Microsoft Paint to reduce the file size of the images, a detailed procedure is provided below.

1   Launch MS Paint.
2   Add your image by drag-'n-drop or Menu > Open (Ctrl+O).
3   On **Home** tab find the button **Resize** and click it.
4   You'll see the **Resize and Skew** box, where you can change picture size by percentage if don't know or have an exact figure. Alternatively, you may set the desired size in pixels. Don't forget to check **Maintain aspect ratio.** Otherwise, your image will be stretched.
5   Click **OK** and **save** your picture.

Question 8. Whom do I contact in case of any problem related to Jio Internet Devices provided by the department?

Answer:In case of any issue related to Jio Internet devices the Users may contact the zonal helpline numbers. The details of the Zonal Contact at provided below.

Sl. #	Zone	District	Name of the Contact	Contact No.
1.	Zone - I	- Darjeeling - Jalpaiguri - Siliguri - Kalimpong - CoochBihar - Alipurduar - Uttar Dinajpur - DakshinDinajpur - Malda	Avijit Ghosh	98048 30779
2.	Zone - II	- Murshidabad - Birbhum - Bankura - Puruliya	Soumyadeep Das	84200 98349
3.	Zone – III	- PaschimBardhaman - PurbaBardhaman - Nadia - Hoogly - Howrah	Snehasis Das	90383 72280
4.	Zone – IV	- PaschimMedinipur - PurbaMedinipur	Arup Pramanik	98315 43521

		• Jhargram • Kolkata • North 24 Parganas • South 24 Parganas		

Apart from the zonal helpline the Users may also connect to Jio Stores across West Bengal. The list of contact person at the Stores can be found at the link.

PLEASE NOTE: No money should be tendered by the User for the services provided by the Jio Stores.

Question 9. There are some errors in the School Information providedin the e-Portal, how do I address it?

Answer:The Schools' details are directly derived from DISE Database, the basic schools related details have been enabled for the schools to change. The basic details include the following

— Schools Name
— Class information
— Section
— School Category : Junior High School, High School or Higher Secondary
— Status: Boys, Girls or Co-educational
— Management: Government School, Government Sponsored School, Government Aided School, Local Body or Private

Changing the above mentioned details under the Schools Management Menu would allow the school to select the lowest class and the highest class, add or delete Sections, Change Category, Status and Management Type.

Question 10. What do I do in case of any problem related to School DISE code?

Answer:In case of issues pertaining to the school DISE code it is advised to e-mail e-Portal Support Team. The e-mail to the Support Team should necessarily contact the School's Contact details and DISE Code and other necessary details as the User deems fit.

Question 11. When I try to upload my Excel File I get an error message that the file is corrupted, what to do if I get this message?

Answer:If the User is getting the file corrupted error message, it is highly possible that the User has not followed the data entry guidelines. It is advised to discard the current excel file, download a new excel file and enter the data maintaining the data entry guidelines.

Question 12. Why can't I access generic websites using the Jio devices provided by SED?

Answer:The Jio Devices confine Users to access any website other than the list of Websites mentioned below:

— E-Portal Application: https://banglarshiksha.gov.in/
— School Management System (SMS) Application: https://school.banglarshiksha.gov.in/
— School Education Department Website: http://www.wbsed.gov.in/wbsed/welcome.html

— Mid-Day Meal Application: https://mdm.wbsed.gov.in/
— eHRMS: https://osms.wbsed.gov.in/

Question 13. How do I contact BanglarShiksha Support Team?

<mark>Answer:</mark>Helpdesk contact details

- Contact Details for e-Portal Support Team
    - Call: (+91) 6289355392
    - Email: contacteportalwb@gmail.com

- Contact Details for SMS Support team
    - Call: (+91) 6289352676.
    - Email: contactschoolmanagementsystem@gmail.com