

## User FAQ and Common Troubleshooting Options for Estimation Portal Users

**Note:** The document is frequently updated. Download latest version from <https://help.pnrdestination.in/faq.pdf>

### Portal, Portal Login and User Profile

#### 1. How do I login to the portal?

- Open a browser and enter the url: <https://pnrdestination.in> in the address bar and then press enter.
- This will take you to the login screen of the portal, where you can enter your user id and password to login to the portal.
- User id is **your mobile number** as provided in the shared Google Sheet and default password in **12345678**. So, if 9876543210 is your mobile number you need to enter 9876543210 as your Id and 12345678 as your password.
- Once logged in, change the default password to a password you can easily remember.
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#### 2. How to log out of the system

Once inside the portal, you will see a menu panel to your left. There are some icons at the top row just below the place where your user id is displayed. Find the logout button and click on it to log out of the portal. Click on this link for more details: <https://help.pnrdestination.in/logout.html>  
As a good practice, when you need to close the portal, log out of the portal first before closing the browser window.

#### 3. How to change my password

Visit this link for details <https://help.pnrdestination.in/reset-password.html>

#### 4. How to update my profile

This feature will be available soon.

#### 5. How to I access the menu options and other features in the portal. Also, how to create /update master/transaction data required for my work.

The portal uses a sliding menu panel towards your left and a set of toolbars at the top of screen for accessing various features available. When we click on a menu option the respective feature screen will appear. Initially a list of items/features are shown and we can double click on an item from the list to open the detailed view or updated the data.

To add new items, we need to click on the add button (“+”) icon at the top toolbar. This will open up a new screen for entry. Once done you can either click on the save button to save the data or refresh/reset the screen to go out of the entry screen.

Mode details available at <https://help.pnrdestination.in/generic-ui-features.html>

#### 6. How to access the help portal

The help portal is available <https://help.pnrdestination.in>, one link is also available in the menu panel

### Estimation

#### 1. What are the steps required to create an estimate in the portal

To create an estimate following steps are required

- a. Define a project master – [How to define a project master](#) – click to view detailed help
- b. Create a road location survey – [How to capture road location details](#)

2. **Can I do road location mapping if internet connectivity is not available?**
3. **Is it possible to create estimate without creating road location mapping?**  
No, road location mapping is required to initiate estimation.
4. **I have created road location mapping but it is not shown on the selection dropdown. What should I do?**  
By default, road location mapping data is saved as “Draft” version. A draft version of road location mapping cannot be used in estimation. To resolve
  1. Go to the road location menu option and open the list
  2. Locate the road location survey and double click on it to open it for editing
  3. Change the document status to final, option available at the upper section of the screen just below project selection option
  4. Save the document – if save is not enabled by default then click the edit icon beside it to enable it
  5. The road location survey data should be available for selection now
5. **How to download the estimate I created in the portal**  
In the toolbar of estimation wizard locate the “Download as Pdf” or “Download as Excel” options to download the estimation worksheet.

### My Issue is not listed.

Open the google sheet at

[https://docs.google.com/spreadsheets/d/1TnEe1\\_cz17wK5cyZL-Vqt\\_siRioapUqmkvEgOiH8rxA/edit?gid=90290281#gid=90290281](https://docs.google.com/spreadsheets/d/1TnEe1_cz17wK5cyZL-Vqt_siRioapUqmkvEgOiH8rxA/edit?gid=90290281#gid=90290281)

and enter problem details.