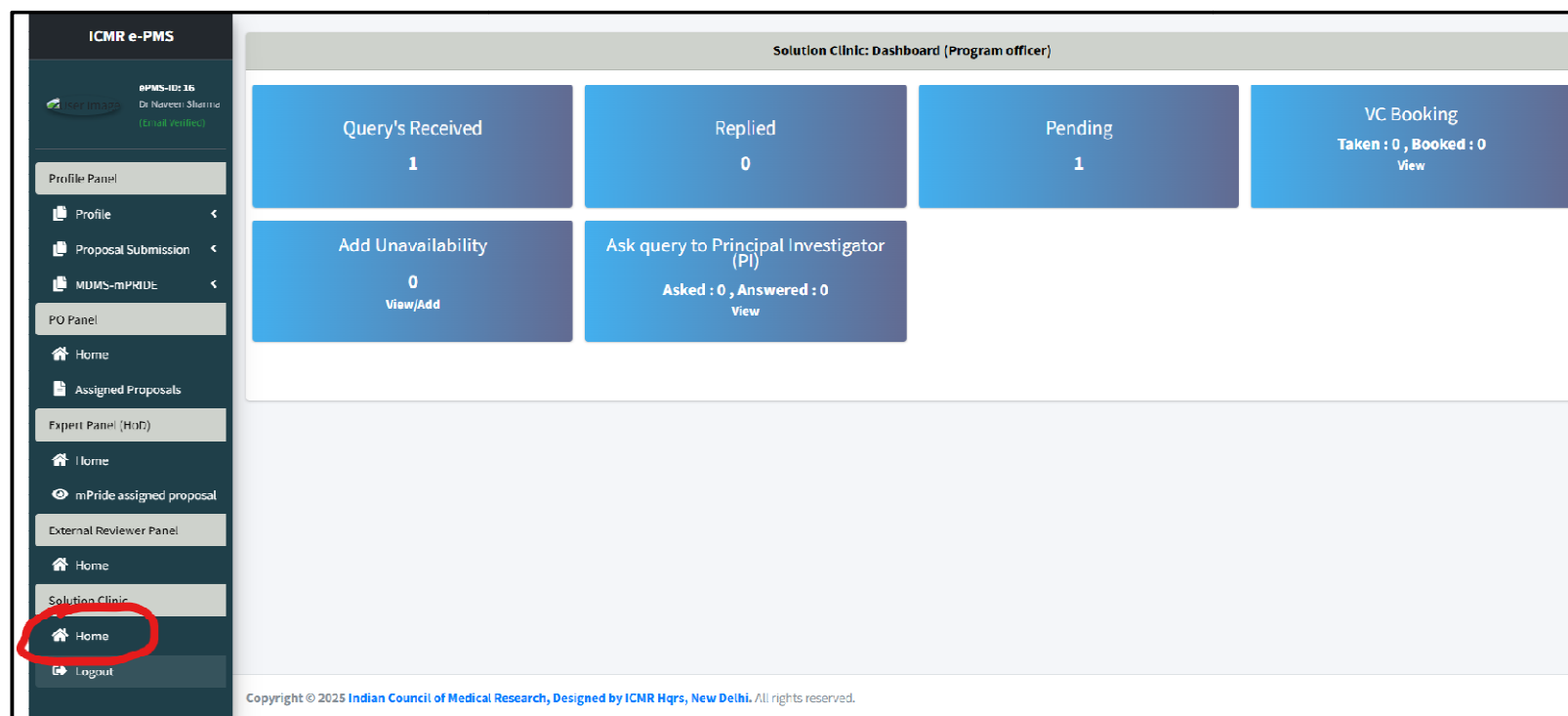
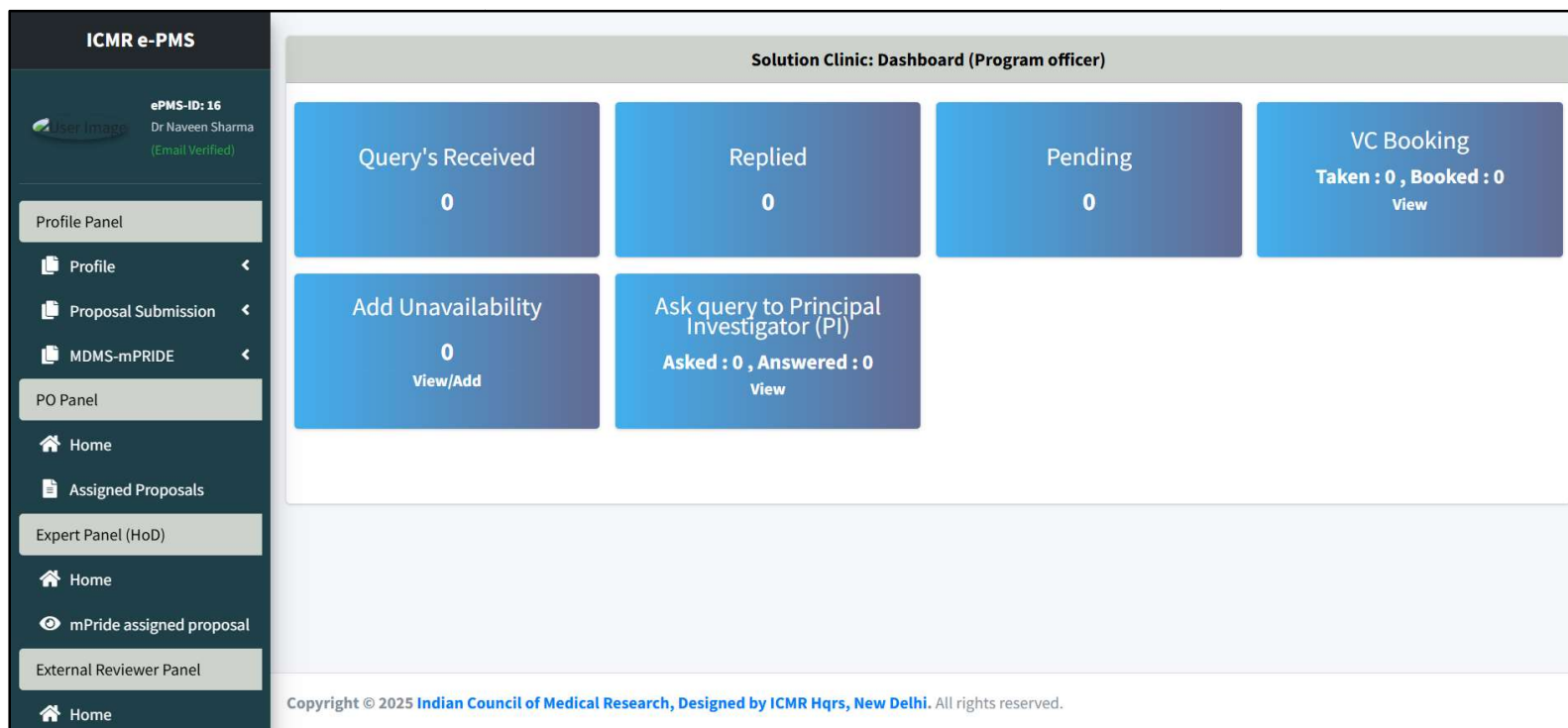


## Solution Clinic - Manual for the Program Officer

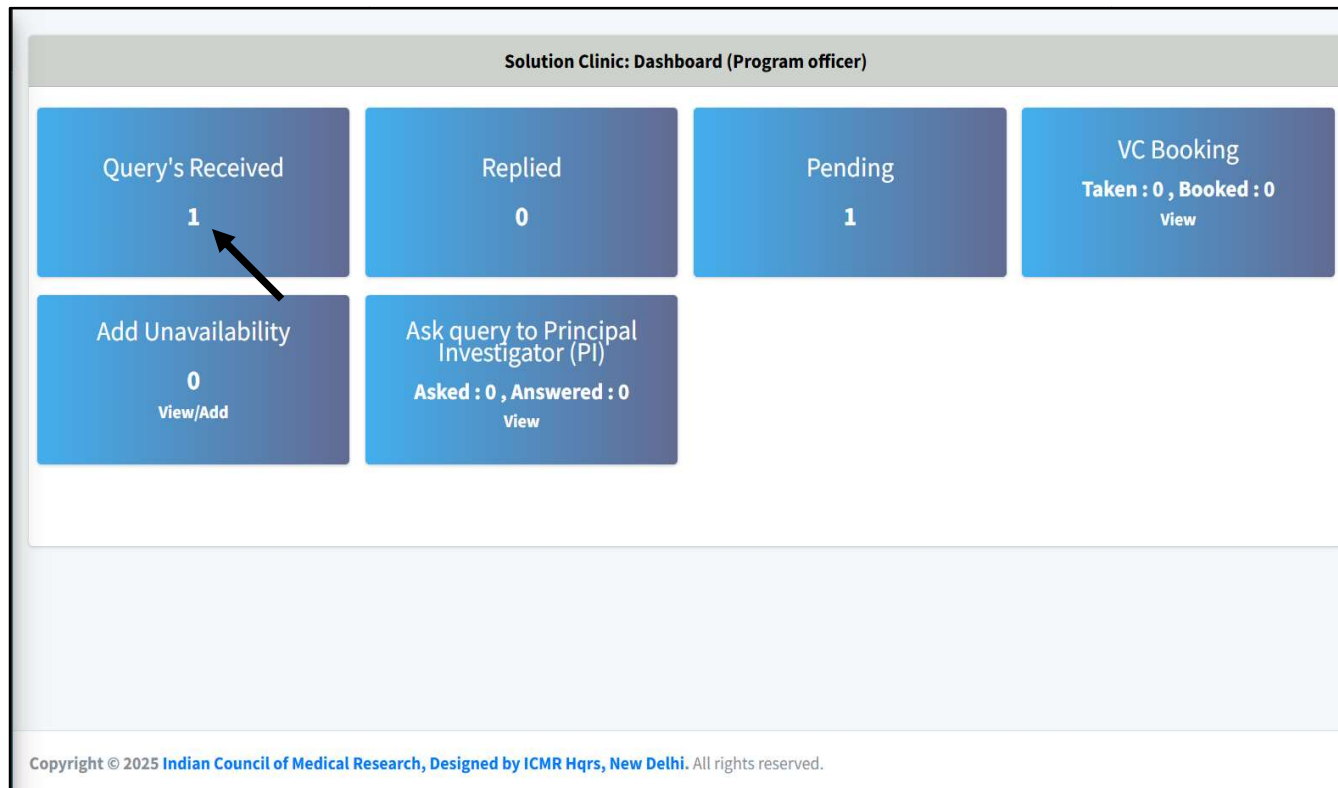
1. Login to your ICMR ePMS registered email address at <https://epms.icmr.org.in/userLogin>
2. Go to Home under Solution Clinic.
3. The **PO Dashboard** opens with all the statuses – Queries received, Replied, Pending, Number of VCs booked, Unavailability status, etc.
4. Click on the **Queries Received** section. Access all the queries received against the proposal IDs.
5. Click on '**Add Reply**' in the green button. A dialog box opens to enter the response. Click on 'Send reply' to respond to the queries.
6. A confirmation mail will be sent.
7. If a VC has been requested, on the Home page go to the '**VC Booking**' tab and click on View
8. A list of requested VCs from the Principal Investigators will be listed, with the time slots, conference IDs, password, and the link to the VC.
9. An option to cancel a booked VC is also available. Click on Cancel VC in the red tab. Add the reason for cancellation and click on Cancel VC.
10. An option to add your unavailability can be added under the 'Add unavailability' tab. Select the reason from the dropdown and submit.
11. To ask questions from the PI click on the 'Ask query to the Principal Investigator' tab.
12. Click on 'Ask your query'. Enter the query by selecting the appropriate options from the dropdown and submit. The response from the PI will be received in the same tab.



**Figure 1** - Go to Home under Solution Clinic



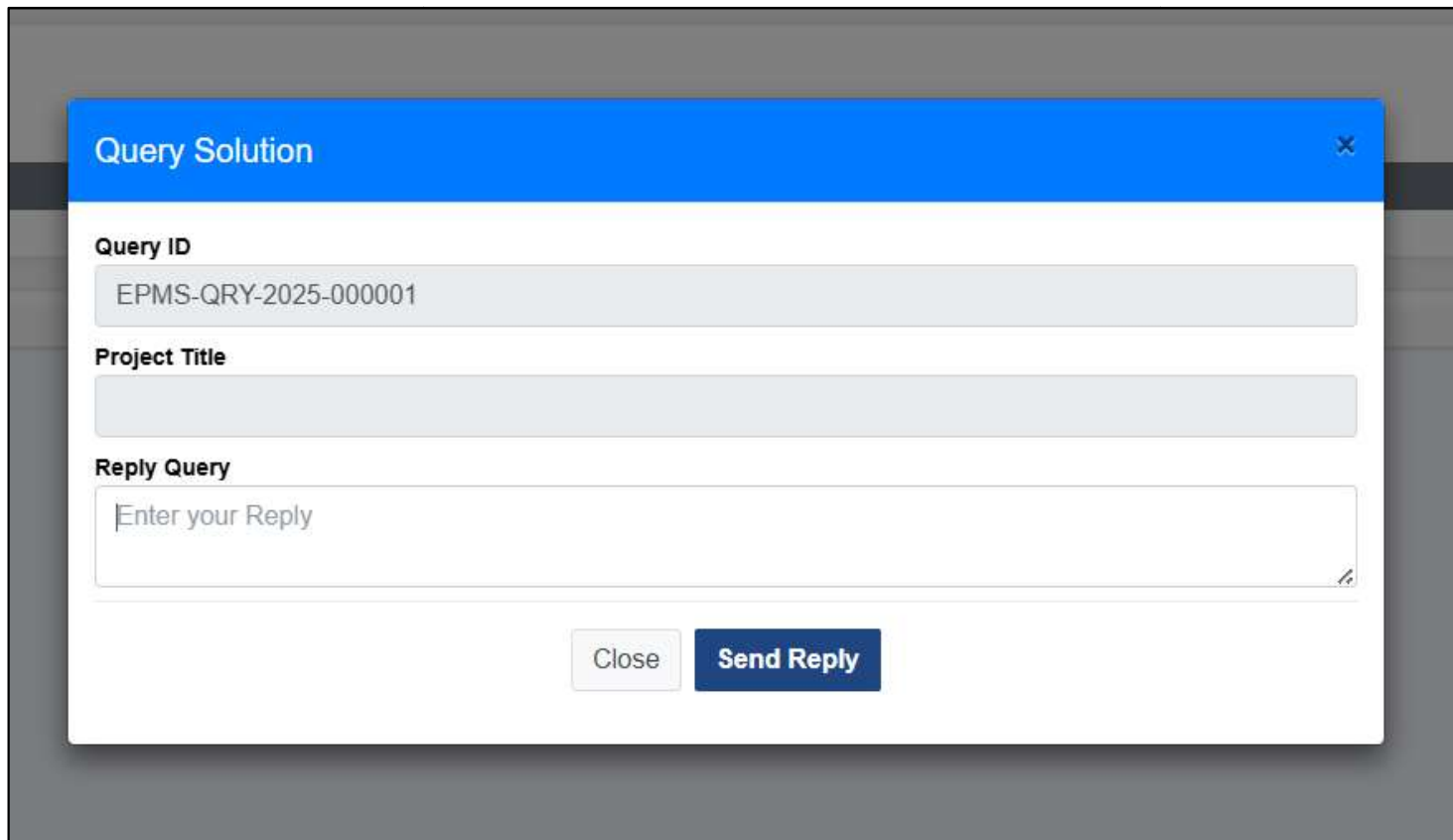
**Figure 2-** The **PO Dashboard** opens with all the statuses – Queries received, Replied, Pending, Number of VCs booked, Unavailability status, etc.



**Figure 3** - Click on the **Queries Received** section to access the Queries received from the PIs.

Solution Clinic					
#	Project ID	Query Id	Program	Project Title	Query Reply
1	ICMR-CCoE-2024-01-9999	Query ID : EPMS-QRY-2025-000001	Request for Expression of Interest for ICMR Collaborating Centre of Excellence (ICMR-CCoE)		<div> <div>Pending</div> <div>Add Reply</div> </div>
<div> <div>Pending</div> <div>Scientific</div> </div> <div> <div>Last Query :) My Query is Test</div> <div>Reply</div> </div> <div> <div>+ Query History</div> </div>					

**Figure 4** – The list of queries from the PIs

A screenshot of a 'Query Solution' dialog box. The dialog has a blue header bar with the title 'Query Solution' and a close button (X) in the top right corner. Below the header, there are three input fields: 'Query ID' containing 'EPMS-QRY-2025-000001', 'Project Title' (empty), and 'Reply Query' (containing the placeholder text 'Enter your Reply'). At the bottom of the dialog, there are two buttons: a light gray 'Close' button and a dark blue 'Send Reply' button.

Query Solution

Query ID

EPMS-QRY-2025-000001

Project Title

Reply Query

Enter your Reply

Close Send Reply

**Figure 5** - Click on **'Add Reply'** in the green button. A dialog box opens to enter the response. Click on **'Send reply'** to respond to the queries.

The response to the query submitted by the Principal Investigator (PI) has been successfully sent.

Solution Clinic

#	Project ID	Query Id	Program	Project Title	Query Reply
1	ICMR-CCoE-2024-01-9999	Query ID : EPMS-QRY-2025-000001	Request for Expression of Interest for ICMR Collaborating Centre of Excellence (ICMR-CCoE)		<div>Replied</div>

Replied

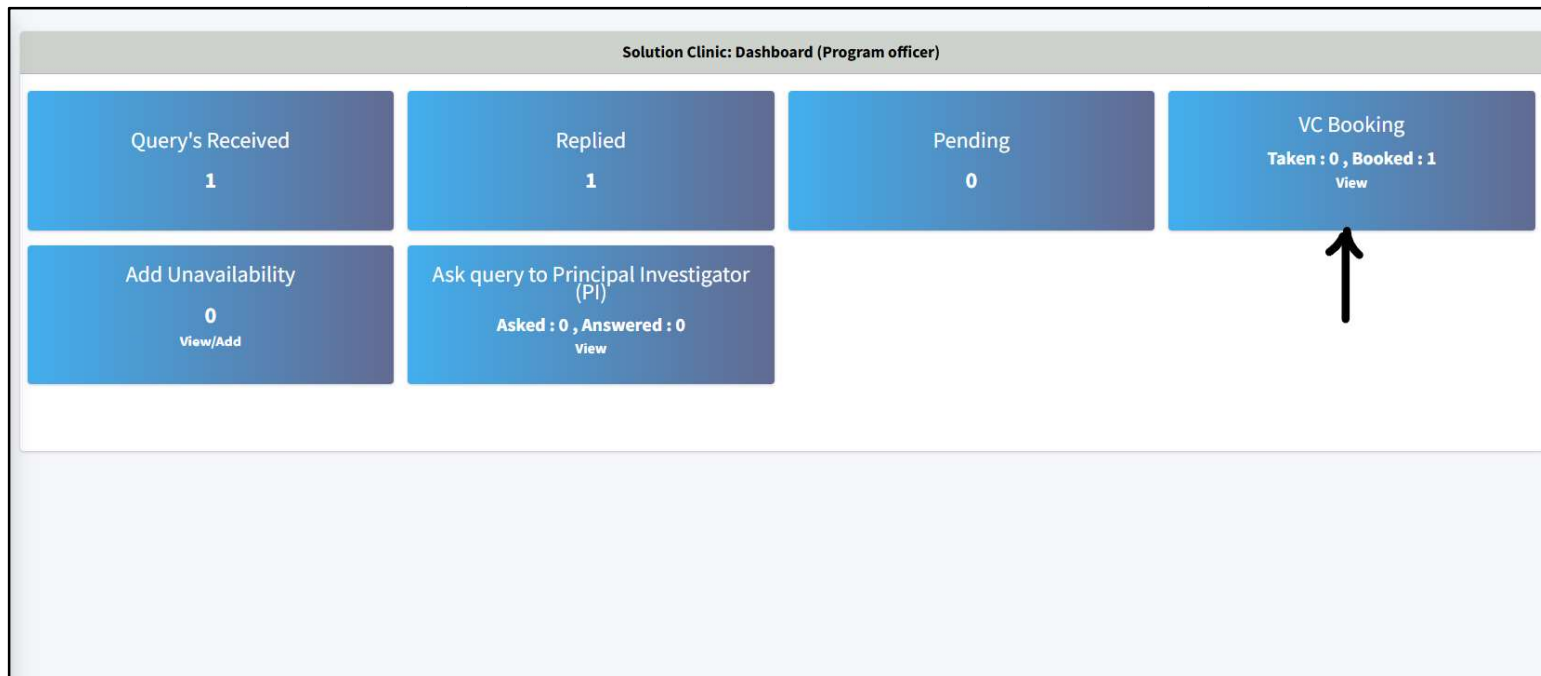
Scientific

Last Query :) My Query is Test

Reply :) The response - ABCDEF

+ Query History

**Figure 6** – The response will be sent to the PI. And a confirmation mail will be sent.



**Figure 7** -If a VC has been requested, on the Home page go to the '**VC Booking**' tab and click on View



Solution Clinic

Column visibilityExport

Add/View Unavailability

Search:

sr.no	Date of VC	Time Slot	Booked by (PI name)	Query info	VC info	Action
1	2025-04-23	15:30 - 15:45	Jitendar Kumar	<div>DeliveryICMR-CCoE-2024-01-9999</div> <div>Project title:</div> <div>Query: My Query is Test</div>	<div>VC Booked</div> <div>link to join : Link, VC Password : 750748</div> <div>Conference id : 8332197496</div>	<div>Cancel VC</div>

Showing 1 to 1 of 1 entries

Previous

1

Next

**Figure 8** -A list of requested VCs from the Principal Investigators will be listed, with the time slots, conference IDs, password, and the link to the VC.

Solution Clinic							
Column visibility ▾ Export ▾		Search: <input type="text"/>					
sr.no	Date of VC	Time Slot	Booked by (Pi name)	Query info	VC info	Action	
1	2025-04-15	10:30 - 10:45	Jitendar Kumar	<div>Delivery ICMR-CCoE-2024-01-9999</div> Project title: Query: Test Query	<div>VC Booked 🟢</div> link to join : <a href="#">Link</a> , VC Password : 750748 Conference id : 8332197496	<div>Cancel VC ✖</div>	

Showing 1 to 1 of 1 entries

Previous 1 Next

**Figure 9** – An option to cancel a booked VC is also available. Click on Cancel VC in the red tab.

**Solution Clinic**

Column visibility ▾ Export ▾

Search:

sr.no	↑↓	Action	↑↓
1		<b>Cancel VC</b> ✕	

Showing 1 to

VC Password : 750748  
7496

Previous 1 Next

### Cancel Video Conference(VC)

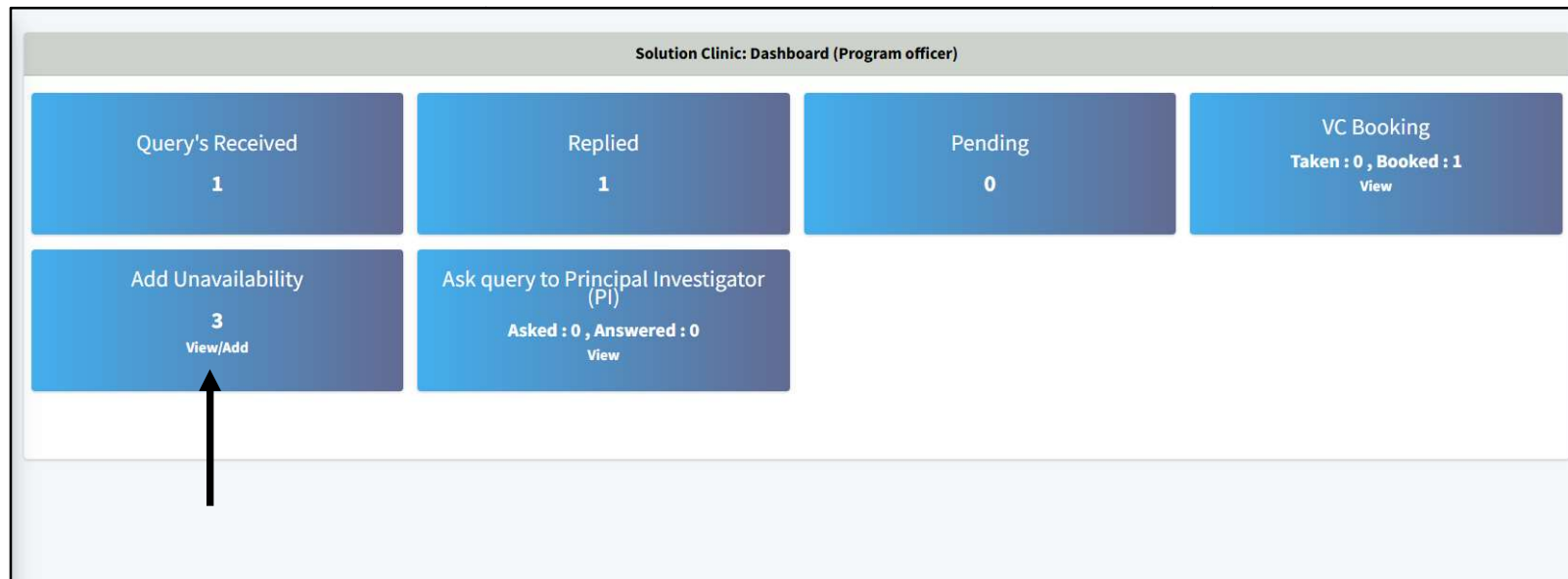
**PI name** \*

**Project ID** \*

**Query** \*

**Reason for cancel?** \*

**Figure 9 a** – Add your reason and click on **Cancel VC**.



**Figure 10** – An option to add your unavailability can be added under the 'Add unavailability' tab.

of Leave

Reason for Leave

Remarks if Any

Add Unavailability

To Date\*

11-04-2025

From Date\*

15-04-2025

Reason for Unavailability \*

Select

Select

Leave

Meeting

Official Tour

**Figure 11** – The leaves availed will be listed.

Leaves Added.

View / Add Unavailability - Solution Clinic

Add Unavailability

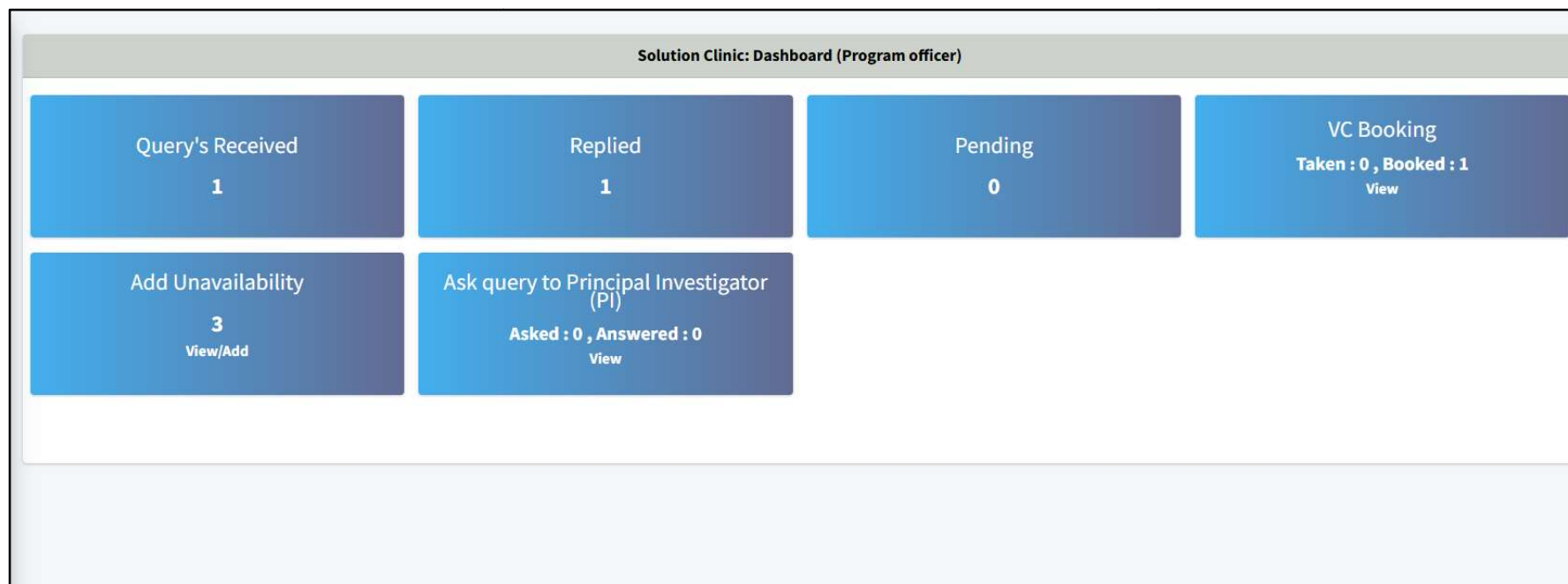
Column visibility Export

Search:

Sr.no	Date of Leave	Reason for Leave	Remarks if Any	Action
1	2025-04-11	Official Tour	Test	
2	2025-04-12	Official Tour	Test	
3	2025-04-13	Official Tour	Test	
4	2025-04-14	Official Tour	Test	
5	2025-04-15	Official Tour	Test	

Showing 1 to 5 of 5 entries

Previous 1 Next



**Figure 12** – To ask questions from the PI click on the 'Ask query to the Principal Investigator' tab.

Solution Clinic

Column visibility ▾Export ▾

Search:

Ask query from PI ?

# ↑↓	Ref Id ↑↓	Project ID ↑↓	PI name ↑↓	Project Title ↑↓	Query Asked ↑↓	PI Reply ↑↓	Action ↑↓
No data available in table							

Showing 0 to 0 of 0 entries

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**Figure 13** – Click on ‘Ask your query’

Ask query from PI

Select Scheme\*

Call for proposals to establish Centre for Advanced Research (CAR) under Extramural Program

[If your project is not listed click here to report.](#)

Select List of Approved/Sanctioned/Ongoing Projects\*

CAR-2023-03-00300 (sdfs Test)

[If your project is not listed click here to report.](#)

Research Area\*

Descriptive

PI Name\*

Dr Jitendar Kumar

Project Title\*

sdfs Test

Your Query\*

Update the status of the second year annual report and UC

Close

Submit

**Figure 14** – Enter the query by selecting the appropriate options from the dropdown. Click on submit.



Your query has been successfully submitted. You will receive an email when PI replies back to the query raised and the response will also get updated on the portal.

Solution Clinic

Column visibilityExport

Search:

Ask query from PI?

#	Ref Id	Project ID	PI name	Project Title	Query Asked	PI Reply	Action
1	PO-QRY-2025-00001	CAR-2023-03-00300	Dr Jitendar Kumar	sdfs Test	Update the status of the second year annual report and UC 14-04-2025	-PI not replied Yet-	<div>Pending</div>

Showing 1 to 1 of 1 entries

Previous

1

Next

**Figure 15** – Submitted the queries to PI can accessed from the dashboard.