# **OPERATIONAL GUIDE**

User Management System

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# Terms and Glossary

#	Term	Description
1	NBR-UMS	User Management System for National Board of Revenue
2	UMS	User Management System
3	AW System	ASYCUDA World System
4	Application	In terms of AW user creation, the application form contains some required information for creating the user in the AW system
5	Applicant	A new user who wants to apply for AW user in ASYCUDA World system.
6	Approver	A person Who verifies the Applicant's request is called as an Approver.
7	ICT Admin	ICT Admin will create AW User in AW System and send notification to applicant via UMS
8	ASYCUDA World (AW)	Automated System for Customs Data
9	Credential	A user credential is a user name and password authentication token that is bound to a particular user
10	IT Section	Information Technology team of NBR

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# 1 - AW User Creation

# 1.1 - Registration by Applicant

The **Applicant** will go to browser (Google chrome, Mozila Firefox etc. ) and find **User Management System (UMS)** using in the specific **URL https://ums.bdcustoms.gov.bd/** 

Existing User can login using credentials and a new Applicant can register going to **Request for New AW User** option as marked in below screen.

#### Figure 1: Login Page of User Management System

	Bangladesh Customs
	User Management System is an online application platform to request for AW user creation, deactivation, reactivation and transfer.
	USER ID
	PASSWORD
	Password
	Log In
	Forgot Password?
	Request for New AW User
B Contraction of the second se	$\widehat{}$
A COMPANY A CONTRACT OF A CONTRACT.	U U

**Applicants** can register and request for AW user creation through this feature. Firstly, they will need to register and fill up the required information. The system will verify the information and the authentication of the application generating OTP. Once the verification is completed, the application can be able to save the information as a draft. The system will provide user credentials to the application after successfully saving. The applicant will log in and send the application to Approver.

After clicking **Request for New AW User** from the login page, it will open the below screen to input the necessary information.

#### Figure 2: Entry form to provide Authentication Information of an Applicant for AW User Creation

	Application for	or new AW User
	Authentication Basic Information	
and the last the	User Category *	Mobile No *
La Conserva	Select a Category X V	+88 Mobile Number
	Current Office *	Email *
The second second	Select a Office X V	Email
	Section Office	NID No *
	Select a Office Section $$ X $ \checkmark$	NID Number
and the second second	User ID (UMS & AW System) *	NID File Upload
I I I I I I I I I I I I I I I I I I I	Based on AW rules	Choose File No file chosen
and the second second	Password for UMS *	Order No Order No
	Password	
-	Confirm Password for UMS *	Order Date
N/10	Confirm Password (	
	Back	Upload Order Document Choose File No file chosen Next After providing Authentication information, click on Next button

Once Authentication Information is done, press the Next Button to input Basic Information

### Figure 3: Entry form to provide Basic Information of an Applicant for AW User Creation

	Application for New ASYCUDA World User	
Authentication Basic Information		
Name *	Permanent Address *	
Name	Permanent Address	
Designation		
Designation	Upload Photo Choose File No file chosen	
Date of Birth *		
Date of Birth	Upload Signature Choose File No file chosen	
Present Address *		
Present Address		
	4	
I agree the terms and condition that if anything go	bes wrong, I am responsible myself for this.	
-	Previous Submit 🖨	
1		
The second se	A REAL AND A	THE REAL PROPERTY AND INCOME.
And the second sec	A REAL PROPERTY AND ADDRESS OF TAXABLE PROPERTY ADDRESS OF TAXABLE PROPERT	
A REAL PROPERTY AND A REAL	or a mainten of a minimum data with the part of a manufacture of the same	and the second se

Finally select checkbox of terms and condition and click on Submit Button

Once the submission is done, Applicant will get an OTP(One-time Password) message for mobile verification. Please input the OTP number in the message box and Submit.

### Figure 4: OTP Validation

Authentication Basic	information	Permanent Address *		
Test Over		Dhoke		0
Designation				
10	User Validation	Uplead Photo "	×	
Date of Birth 1	Cost validation			
18-05/2022	Please input OIP		10	
Present Address."	Λ			
Diska	$\square$	X. Genori	Salvest	
Ungree the lerms and	condition that if anything poin wring, I am importal	the myself for this.		
Please input OTP	here from	ter Samt		
your mobile mess				

If OTP is correct, System will inform and redirect to the Log in page.

### Figure 5: Confirmation of OTP Validation

		Application for New	ASYCUDA World User		Contraction of the local division of the loc
	Authentication Basic Information				
	Name*		Remanent Address *		
States and states	Tout Curr		Dista	C	
	Designation				
	RO	Constabilities	Uplead Photo *		Contractor Name
	Date of Brth *	Congratulation!		×	
and the second se	38/05/2022	Please login to the system using your credentials	and send it to Approver.		
The survey of the local division of the loca	Present Address *				
of the Local Division in which the local division in which the local division is not the local division of the	Dhaka				
and the second second					Statement Statement
	I agree the terms and condition that	t if anything goes wrong. Law responsible myself for t	tos.		and the second division of
Profession in the second		Previous	Submit 💿		Statement of the local division of the local
10 company of the local division of the loca					R 100 - 10 01
and the second second	A DECEMBER OF THE OWNER OWNER OF THE OWNER		Line Street		
		CONTRACTOR OF THE OWNER OWNE OWNER OWNE OWNER OWNE OWNER OWNER OWNE OWNER OWNE OWNER OWNER OWNE OWNER OWNE OWNER O	tradi anterio e manarenti	A DESCRIPTION OF TAXABLE PARTY.	Call Line and Lines and
Contraction of the local division of the loc	and the second s		AND A REAL PROPERTY OF A		and the second se

# **1.2 - View Application status by Applicant**

Login with provided UserID and Password at the time of form fillup. After login, go to **Applications**> **View Application** 

#### Figure 6: View requested application

OMS	≡Bo	Test User Custom House, Dhaka			
E Applications	Applie	cations / Application Status			
	s	Request Date	Request Type	Application Status	Action
	1	2022-05-18	CREATION	Save as draft	
				1 of 1 66 6	1 > » 20 🗸
					- 行
					<b>U</b>

Figure 7: View details information of Applicant.

💌 UMS	$\equiv$ Bangladesh Cus		Test User Castore House, Dhaka 🚳	
I Applications	Request Type: CREATION			
	Applicant Information		Uploaded Documents	
	Name	Test User		
	Enal	sdørgmail.com		
	Mobile Number	01942717067		
	ND Number	9999999987		
	Date of Birth	2022-May-18	Applicant image	
	Present Address	Dhuka		
	Permanent Address	Dhaka		
	<b>/W User Information</b>			
	Current Office	Custom House, Dhaka		
	Current Section	IMPORT TEAM-COURIER		গণপ্রজাতস্ত্রী বাংলাদেশ সরকার
	Designation	80	Contraction of the second seco	গণগ্রজাতস্ত্রী বাংলাদেশ সরকার mment of The People' Republic of Bangladesh ATIONAL ID CARD/ জাতীয় পরিময় পত্র
	Application Status	Save as draft		NR (190)
	Send to Approver 🖉 Edit App	licanon	ND image	Name Frat:
	Contraction of the second seco			Date of Bitty
				ID NO:

Note: Applicant can Edit information by clicking on the Edit Application button before sending it to Approver. Once it is sent to Approver, the applicant will not be able to edit information. Figure 8: Confirmation of forwarding Request to Approver

🕘 UMS	$\equiv$ Bangladesh Custom	ns: User Management		Test Unor Control fitness, Dista
i intern	Request Type: CREATION			
	Applicant Information		Uploaded Documents	
	New	Set Ever		
	feat	abcd@gnull.com		
	Mobile Number	0(9427)7063		
	Confirmation		×	
	Are you sure the	at you want to forward this application to an Approver?		
	1		× No v yes	
	W Deer Information		and the second se	
	Carnet Office	Custom House, Druke		
	Current Section:	EXPORT Section		
	Designation	RO		
	Application Status	Save as druft.		গণপ্রজাতন্ত্রী বাংলাদেশ সরকার Covernment of The Percent Reputer of Bangladesh NATIONAL ID CARD/ আকীয় গঠিচয় পর
	Southa Approver 🖉 Edit Application			
			ND image	Name Name Net:

# 1.3 - Request approval by Approver

Approver will log in with User ID and Password, then go to Menu Applications> Pending AW User List

Figure 9: Pending list to be approved for AW User

OMS	$\equiv$ Bangladesh Customs: User Management				DCH Appro Custom House AW User Active	
Dashboard	Pending Applicants					
Applications				Bear	h	
Approved AW User List	SI Applicant Name	Designation	Current Office	Request Type	Status	Ad
Pending /W User List	1 Tojib 3	Commissioner	Custom House, Dhaka	CREATION	Waiting for approval	
Deactivation 1	2 Test User	RO	Custom House, Dhaka	CREATION		•
Transfer					3 of 3 🦝  🤇 1 🔉	» 20 ×
Reactivation	1					
	Select from the list which request					quest
	needs to be approved					
	2 needs to be approved					

Figure 10: AW User Application Request Approval by Approver

UMS	$\equiv$ Bangladesh Custon	DCH Approver General Q (2) Carlos Boox, Diata All User Active		
I DeMond	Approver			
🚍 Applications	Applicant Information		Uploaded Documents	
O Approved AV User List	Name	Geer Over		
C fronting Station Lat.	Ind	abode@gnaticom		
😑 Distriction	Mublic Number	organization.		
i 🚍 - tanto	Confirmation		<b>?</b> *	
a lamatar	Are you sure if	at you want to forward this application to IT Section?	-	
	NW User Information		X No 🗸 100	
	Carnet Office	Custom House, Dhaka		
	Genest Sectore	EXPORT Section		
	Designation	DC .		
	Application Status	Weiling for approval		পণপ্রধান্তর্থী বাংলাদেশ সরকার Doverment of The Peopler Republic of Bangladesh NATIONAL ID CARD/ স্বাকীয় পরিচয় পর
	Report Type	CHARN		NATIONAL ED CARD/ MISTE MEDE MA
	× Append & Reveal × Repet		MD Image	Pre: Pre: Date of Ditty

# 1.4 - Request rejection by Approver

Approver will login with User ID and Password, then go to Menu **Applications> Pending AW User List.** In the view details page, click on the **Reject** button and input the reject reason. Finally click on the **Reject** button in the message box to complete the action.

Figure 11: AW User Application Request Rejection by Approver

🔘 UMS	$\equiv$ Bangladesh Customs: User Management	BCH Approver Gates House, Neurope
E Dathboard	Approver	
💷 Applications	Applicant Information	Uploaded Documents
E Deschoeler	Enal testovergymal.com	
😑 tillita	Rejection	×
🚞 Restruction	2 Prove correct the information] With User Inform Input reject reason	
	Current Section INFORT-ADMIN	3 이야 아이지 비가 19 19 19 19 19 19 19 19 19 19 19 19 19
	Designation Associated Programmer	NATIONAL ID CARD/ WIRTS 158 15
	Application Status Violing for approval Response Type CREATION	ND brings

### 1.5 - Approval by ICT Admin and send notification

**ICT Admin** User will create AW User in ASYCUDA System and will send a notification with an initial password to Applicant via SMS and Email.

Login by **ICT Admin** user with UMS User ID and Password, then go to **Applications> Pending List** Select a specific user from the list for approval and click on the **View** icon.

Select AW Role and provide the initial Password. Finally, click on **Notify** button, System will send a notification automatically to Applicant with a registered mobile number and email address. *Figure 12: Detail view of Application to be verified by ICT Admin* 

OMS	$\equiv$ Bangladesh Custor	ns: User Management		OCH KT Admin Curton Hours, Diala Of User Adve
E Dashboard	Email	sd@gmail.com		
E Dashboard	Mobile Number	01942717067		
= Applications	NID Number	9999999987		
O Approved AW User List	Date of Birth	2022-May-18		
	Present Address	Dhaka	Applicant Image	
O Fending AW User List	Permanent Address	Dhaka		
E Dractivation	AW User Information			
🚍 Transfer	Current Office	Custom House, Dhaka		
	Current Section	IMPORT TEAM-COURIER		
E Reactivation	Designation	RO		
	Application Status	Waiting for IT Admin		গণপ্রজাতন্ত্রী বাংগাদেশ সরকার Government of The Peopler Republic of Bangladesh NATIONAL ID CARD/ জাতীয় পরিচয় পত্র
	Request Type	CREATION		
	ASYCUDA & UMS UserID	user5		Name:
	AW Userid and Password		ND Image	Prot:
	/W Password *	AW Password		মাজা: Date of Birth
	/W Role *	Select a Role 👻		ID NO:
			Signature of the Applicant	Signature of the Applicant
	Provide	initial password for AW Use	r and select AW	
		en click on Notify button		Request Approval Letter Approval Of Request To Increase Credit Letter

Figure 13: Approve and Se	nd notification to	o Applicant by	ICT Admin
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UMS	≡ Bangladesh Customs: l	Jser Management		DCH ICT Admin Content Roma, 20ula Al Your Anne
a 1996	Approved by - DCH Approver Ge	eneral	24	
	Applicant Information		Episoted Documents	
I Annotations	- Ann	List One		
E Dermann	Ind	de highpad con		
	Malda Spelar	anonem.		
E basic	ND Number	1546ATT		
I hatistic	Date of Beth	2022 May 48		
	Preset Address	Dhuke		
	M Confirmation		*	
	46 (See Education	to approve and send 46 user contentials to Applicant <sup>2</sup>	×16 ×16	
	Despudoe	DC.		
	Application Status	Nations for IT Admin-		
	Request Type	CIERTON		stanta formation
	ASICIDA IN ASICIDA	and		গণপ্রজান্তরী বাংগাদেশ সরকার Covernment of The Propert Reputite of Bangladish NATIONAL ID CARD/ আতীয় পরিচয় পর
	AW'Linshid and Passengt		ī	NATIONAL ID CARD? STINE MICHI 14
	All Summer (*		10 mar	HR: Name: Att Hat
	Wilson*	ann X ¥	NO Imp	
	(Contraction)			Date of Byth ID NO:

# 2 - AW User Deactivation

Existing Users can request to deactivate AW User through this feature. The applicant will find the features, once his/her AW User is activated successfully, until the user is activated, can find the feature to request for AW User Deactivation.

### 2.1 - Deactivation request by Applicant

Login to Application with User ID and Password, then go to Menu **Applications> Request for Deactivation**. Applicant will request for deactivation in two cases:

# Case 1: If User is transferred from one office to another office, he/she will request to deactivate the User Id

Case 2: if User is shifted to such a location where ASYCUDA activity is not available.

### Steps to request for deactivation:

Fill up the form and click on **Submit** button.

Figure 14: Request form for AW User Deactivation by Applicant

🖲 UMS	$\equiv$ Bangladesh Customs: User Management	DCH Applicant General Cution House, Diaka All User Active
= Applications	Deactivation Request	
Wew Application     User Deactivation	Order Number 1 Deschustion order number	
O Internal Transfer	Coder Date	
	Upload Office Order * Cooner File Nos Rie chouxe Remarks Prace mention your reason here	
	After filling up the form with required information, click on Submit button	

- Once Applicant will submit the request it will be visible to Approver.
- After verification by Approver, if the request is aceptable, he/she forwards the request to ICT Admin, otherwise Approver will revert the request to Applicant for any correction.
- Finally ICT Admin will deactive the UserId in ASYCUDA World Systrem and send a notification to Applicant through UMS System.

• UMS sytem will generate a a report as Deactication Certificate of the Applicant automatically for future reference.

### 2.2 - Deactivation request by Office Admin

**Office Admin** User can do a request for **AW User Deactivation** in favor of an Applicant After login to the system, go to Menu **AW User Profile> Deactivate AW User** Fill up the form with the required information and click on **Submit** button.

### Figure 15: AW User Deactivation form to be filled up by Office Admin

) UMS	$\equiv$ Bangladesh Customs: User Management		NBR Office Admin National Board of Revenue AW User Active
i Dashboard	Deactivation Request		
E Re-assign Creation	User Name ' Select a User X Y	Order Section *	××
Re-assign Deactivation	Select a User X V	Select a Unice Section Upload Office Order *	× *
:= Re-assign Transfer	Deactivation order number	Choose File No file chosen	
E Re-assign Reactivation	Order Date 1	Remarks Please mention your reason here	
: AW User Profile	Order Serial *		
Request Creation	Order serial number		10
O Deactivate AW User	Order Office * Select a Office *		
Transfer AW User     Reactivate AW User	Saleni X Cancel		
🗮 System Settings			
:= Reports	After filling up the form with required		
	After filling up the form with required information, click on Submit button	D	

The privileged user can find the AW User Transfer feature once AW User is inactive or in Deactivate mode. The system will not allow the Applicant to perform multiple time of transfer requests.

# 3.1 - Transfer request by Applicant

Login by **Applicant's** User ID and Password, then go to Menu **Applications> Internal Transfer** Fill up the form with the required information and click on **Submit** button.

Figure 16: Entry form for AW User Internal Transfer by Applicant

o ums	≡ Bangladesh Customs: User Management	DCH Applicant Centon House, Dhata AH User Active
Applications	Transfer Request	
O View Application	Order Number *	
O User Deactivation	Transfer order number	
O Internal Transfer	Order Date *	
	Order Date	
	Curred Section	
	Order Section *	
	Select a Office Section X V	
	Upload Office Order "	
	Choose File No file chosen	
	Remarks	
	Please mention your reason here	
	After filling up the form with required information, click on Submit button	

Note: If User is shifted to any section where ASYCUDA World activity is not available, then he/she will request to deactive the UserID

# 3.2 - Transfer request by Office Admin

Office Admin User can do a Transfer Request in favor of Applicant Login to System and go to Menu AW User Profile> Transfer AW User Figure 17: Entry form to request for AW User Internal Transfer by Office Admin

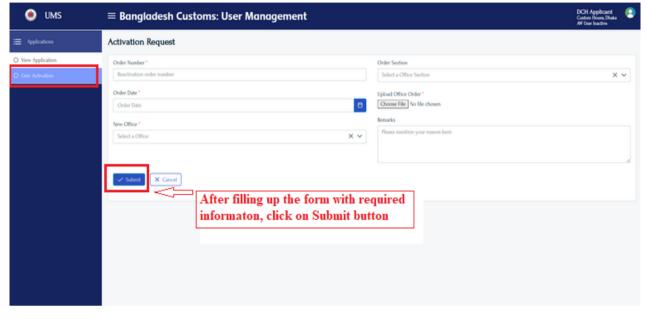
OMS	$\equiv$ Bangladesh Customs: User Management	DCH Offloo Cution House Aff User Active	L Dhaka	2
= Dashboard	Transfer Request			
Re-assign Creation	User Name *	Order Section *	×	7
E Re-assign Deactivation	Order Number 1	Uplead Office Order *		
🚍 Re-assign Transfer	Transfer order number	Choose File No file chosen		
😑 Re-assign Reactivation	Order Date 1 Order Date	Remarks Please mention your reason here		
≣ AW User Proble	Order Serial *			
O Request Creation	Order serial number			
O Deactivate //W User	Order Office			
O Transfer AW User	Select a Office X V			
O Reactivate AW User	Submit X Cancel			
🚍 System Settings	After filling up the required information, click on Submit	button		
⊞ Reports				

AW User reactivation will be enabled if AW User is deactivated. The system will not allow requesting for AW User reactivation if User mode is already active.

# 4.1 - Activation request by Applicant

Login with Applicant User and go to Applications> User Activation

Figure 18: Fill up request with the required information for AW User Reactivation



# 4.2 - Activation request by Office Admin

Login with Office Admin and go to Menu **AW User Profile> Activate AW User** Fill up the form with the required information and click on **Submit** button.

Figure 19: AW User Reactivation by Office Admin

💌 ums	≡ Bangladesh Customs: U	ser Management		NBR Office Admin National Board of Revenue AW User Active	8
🚍 Dashboard	Reactivation Request				
E Re-assign Creation	User Name *		Order Section		-
Re-assign Deactivation	Order Number *	×	Select a Unice Section Upload Office Order *	~	<u> </u>
:= Re-assign Transfer	Reactivation order number		Choose File No file chosen		
E Re-assign Reactivation	Order Date *	8	Remarks Please mention your reason here		
i AW User Profile	Order Serial *				
O Request Creation	Order serial number				
Deactivate AW User     Transfer AW User	Order Office * Select a Office	× ~			
Reactivate AW User	Submit X Cancel				
System Settings		After filling up the form with required information, click on Submit button.			
:= Reports					

# 5 - System Settings

Admin Users can access System Settings features. The Authorized user can manage Office (Create/Update), manage User (Create/Update), manage Section (Create/Update), and manage License (Create/Update) through this feature.

Go to System Settings> Manage User/Manage office/Manage Section/ Manage License

### 5.1 - Manage User

System Admin User can view the existing Office Admin User list

Go to System Settings> Manage User

### Figure 20: Office Admin User List

OMS	≡ Ba	ngladesh C	ustoms: User	Management			System Admin Custom House, Dhaka
🖸 Dashboard	Office	Admin List					
System Settings	+ Create	e -				ßearch	
🔿 Manage User	#SI	Role Name	User ID	User Name	Office	Status	Active/Inactive Action
Manage Office	1	Office Admin	officeadmin	Office Admin	Custom House, Dhaka	Active	
Manage Section						1 of 1 < <	1 > >> 20 🗸
) Manage License							
E Reports							

**System Admin** User can access this feature for **Office Admin** User management like creating a new user or updating the existing user information.

The privileged user will log in to the system using credentials and go to menu System Settings> Manage User

Figure 21: Fill up the User creation form with the required information to create a user

🖲 UMS	$\equiv$ Bangladesh Customs: User Management		System Admin National loard of Revenue All Dark Allive	(2)
E Durbboard	Create Office Admin			
🚍 System Settings	User ID *	Password for UMS 1		•
Manage User     Manage Office	User Name *	Enad		
O Manage Section	umr2 Office Name *	ernall Mobile		
O Manage License	Select an Office X Y	mobile		
🗏 Reports	Role *	ND No.		
	Select a fiele X Y	ND No		
	Salas' Adise X V	Present Address Present Address		
		Permanent Address		
		Permanent Address		_
	After filling up the for	m with required		
	information, click on	Submit button.		

**Office Admin** User can view the Approver/IT User list of respective Office Go to System Settings> Manage User

Figure 22: Approver/IT User of a Specific Office

Dashboard	Appro	ver / IT Admin List				
E Re-ansign Creation	+ Creat	64 T			Search	
Energy Dearthration	2	Role Name	UserFroffle Name	User M	Designation	Ada
Re-assign Transfer	1	Approver	BCH Approver License	bchapproverlicense		0
	2	Approver	BCH Approver	bchapprover		0
	3	Admin ICT	BCHUCT Admin	bch3ctadmin		0
AN User Profile					16 of 18 44 4 1	> >> 20 V
System Settings						
Reports		and the second sec	dmin can view the over and ICT Admin			

Office Admin Can create Approver/IT user for the respective office Go to System Settings> Manage User> Click on Button Create

Figure 23: Fill up the form to create Approver/IT User for a Specific office with the required information

OMS	$\equiv$ Bangladesh Customs: User Management	Office Admin 📀
Dashboard	Create Approver/Admin	
E Re-assign Creation	User ID	Password for UMS * Password ©
Re-assign Deactivation	User Name '	Email •
: Re-assign Transfer	userprofile name Office Name *	email Mobile *
Re-assign Reactivation	Select an Office X V	mobile
🚍 AW User Profile	Office Section Select an Office X V	Present Address Present Address
System Settings	Role *	d Permanent Address
O Manage User	Select a Role X V	Permanent Address
₩ Reports	Status *	
	Select a Salus X X X After filling up the form with required information, click on Submit button.	

### 5.2 - Manage Office

Login by **System Admin** user and go to menu System Settings> Manage Office, then click on **Create** button.

Input all the fields and then press the **Submit** button.

### Figure 24: Create an Office with the required information

🥑 UMS	$\equiv$ Bangladesh Customs: User Management		System Admin Custom House, Dhaka	8
Dashboard	Create Office			
System Settings	Office Code * code	Office Address2 * address2		
O Manage User	Office Name *	Approver Office		
Manage Office     Manage Section	name Status *	Select an office for approver	× ~	_
O Manage License	Select a Status X V	Select an office for ICT admin	× ~	-
₩ Reports	Office Address1 * address1	Office Admin Select an office for office admin	× ~	
	X Cancel Submit			

#### System Admin User can view the office list

Login by System Admin User to the system and go to System Settings> Manage Office

### Figure 25: List of Office

O UMS	≡ Ba	nglades	h Customs: User Management	t			System A Custom House	dmin 9, Dhaka
Dashboard	Office	List						
System Settings	+ Create	2			Sez	irch by name		
O Manage User	#SI	Code	Name	Approving Authority	ICT Admin	Office Admin	Status	Action
O Manage Office	1	100	National Board of Revenue	100	100	100	Active	0
O Manage Section	2	101	Custom House, Dhaka	101	101	101	Active	0
O Manage License	3	102	ICD, Kamalapur	102	102	102	Active	0
Reports	4	301	Custom House, Chittagong	301	301	301	Active	0
	5	352	Teknaf	101	100	352	Active	0
	6	501	Custom House, Mongla	501	501	501	Active	0
	7	502	Khulna Lc Station	502	502	502	Active	0
	8	601	Custom House, Benapole	601	601	601	Active	0
	9	752	Custom House, Pangaon	752	752	752	Active	0
	10	900	Common Office	900	900	900	Active	0
	11	05	Customs, Excise and VAT Commissionerate, Chittagong	05	05	05	Active	0
	12	06	Customs, Excise and VAT Commissionerate, Comilla	06	06	06	Active	0
	13	03	Customs, Excise and VAT Commissionerate, Dhaka(East)	03	03	03	Active	

### 5.3 - Manage Section

Login by **System Admin** and go to **System Settings>Manage Section,** then click on **Create** button Fillup the creation form with the required information for a section of an office, then press the Submit button.

#### Figure 26: Entry form to create a Section of an Office

UMS	$\equiv$ Bangladesh Customs: User Management	System Admin National Island of Revenue All User Active
E Durbboard	Create Section	
E System Settings	Office Name * Select an Office X V	
Manage User     Manage Office     Manage Section     Manage License	Office Section Name * effica Section Name Salas *	
E Reports	Seter State     x ~       X Cond     V Sate       After filling up the form with required	
	information, click on Submit button.	

System Admin Users can view Office wise Section list

The privileged user will log in to the system, then go to System **Settings>Manage Section** *Figure 27: List of Office Section* 

OMS	≡ Banglo	adesh Customs: User Mana	gement	System National	Admin loard of Revenue
🔳 Dashboard	Office Sect	ion List			
🚍 System Settings	+ Greate			Beards	
O Manage User	я	Section Name	Office Name	Satur	Action
O Manage Office V		EXPORT Section	Gestom House, Disika	Active	0
O Manage Section	2	IMPORT TEAM-COURIER	Custom House, Dhaka	Active	0
) Manage Dornse	3	IMPORT TEAM-BOND	Custom House, Dhaka	Adive	0
E Reports	4	IMPORT TEAM-4A	Centors House, Dhaka	Active	0
	5	IMPORT TEAM-2	Custom House, Dhaka	Active :	0
	6	Courier : IMA, Chapter- 85 to 98	Custom House, Dhaka	Active	0
	7	Courter : IM4 ; Chapter- 64 to 84	Centors House, Dhaka	Adhe	0
	8	Courier IM4 : Chapter: 01 to 63	Custom House, Dhaka	Active	0
		BOND License Import	Custom House, Dhaka	Active	0
	10	BOND License Import	Custom House, Dhaka	Active	0
		into bond	Custom House, Dhaka	Active	0
	12	churder 85-98	Control House Dhaka	Action	0

### 5.4 - Manage License

Login by **System Admin** then go to **System Settings> Manage License** and click on **Create** Button. Fill up the creation form with the required information and press **Submit** button

### Figure 28: Entry form to create a license information

UMS	$\equiv$ Bangladesh Customs: User Management	System Admin National Isseed of Revenue All Esser Active
E Durbboard	Create License	
Sydam Settings O Manage Uker Manage Office Manage Section Manage Section Manage Learner E Reports	Lasers Na*         Interest Catagory*         Setes*         Setes*	

# System Admin users can view the list of licenses Go to System Settings>Manage License

### Figure 29: List of exiting License

OMS	≡ Bang	gladesh Customs: User	Management			System . Custom Hou	Admin 🙁
Dashboard	License l	List					
System Settings	+ Create			Search			
O Manage User	#SI	License No.	Name	Category	Status	Active/Inactive	Action
O Manage Office	1	102940453	BANGLADESH PARJATON CORPORATION	CnF Agent	Active		0
O Manage Section	2	102940454	SCOREPEW INTERNATINAL	CnF Agent	Active		0
O Manage License	3	102940455	PRITI ENTERPRISE	CnF Agent	Active		0
E Reports	4	102940457	SHOHEL & SENTU TRADING LTD.	CnF Agent	Active		0
	5	102940458	MIR EXPRESS LTD	CnF Agent	Active		0
	6	102940459	KOHINOOR AGENCIES	CnF Agent	Active		0
	7	102940460	RAHMAN BROTHERS C&F AGENCIES LTD.	CnF Agent	Active		0
	8	102940461	ECONOMIC SHIPING CORPORATION	CnF Agent	Active		0
	9	102940462	THE BEST DENIM APPARELS LTD.	CnF Agent	Active		0
	10	102940463	PODAMDI	CnF Agent	Active		0
	11	102940464	RABBANI TRADING AGENCY	CnF Agent	Active		0
	12	102940465	SMART APPARELS LTD (PVT) LTD.	CnF Agent	Active		0
	13	102950466	ANGEL SHIPPING LTD	CnF Agent	Active		

# 6 - Security Settings

Admin Users and Applicants can access Security Settings features. The Authorized user can use Change Password, Forget Password through this feature.

### 6.1 - Change Password

Login by the privileged user (Super Admin/System Admin/Office Admin/Approver/IT Admin/Applicant) Input old password, new password, confirm the password and then press change password

### Figure 30: Change Password Option



۱ UMS	$\equiv$ Bangladesh Customs: User Management	Test User Custom House, Benapole	8
I Applications	Change Password		
	Old Basseed		
	2 💿		
	Confirm Pressored		
	CANCEL CLANGE PASSWORD		
	Provide the old and new password, then click on Change password button		

### 6.2 - Forget Password

For all of the privileged Users (Super Admin/System Admin/Office Admin/Approver/IT Admin/Applicant) Go to **Forget Password** in the login page, then Input User ID and click on Submit. The system will send the password to your registered email address.

### Figure 32: Forget Password Option

Bangladesh Customs
User Management System is an online application platform to request for AW user creation, deactivation, reactivation and transfer. USER ID dch.approver PASSWORD
Log In Forgot Password? Request for New AW User

Figure 33: Forget Password Form

Sewa	elect the option (User ID or NID) by w ant to reset Password, then input the v	hich you alue
	Forgot Password	
	Interpret There (There Will)	
-AA		

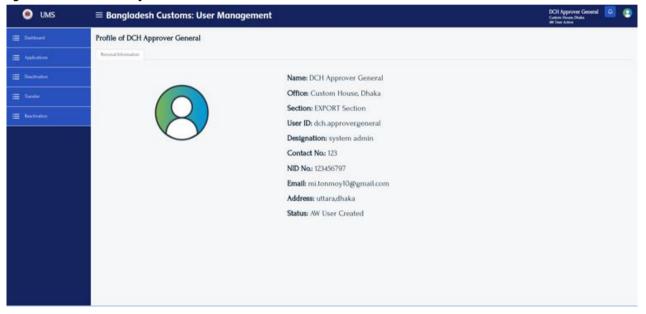
# 6.3 - User Profile

Login by the privileged user (Super Admin/System Admin/Office Admin/Approver/IT Admin/Applicant) Tap to the Profile pic>My profile

### Figure 34: User Profile Option

🍥 UMS	$\equiv$ Bangladesh Customs: User Management	Approver Custom House Dhaka
🗮 Dashboard		Approver
E Applications		A My Profile
E Deactivation		ChangePassword
; <u> </u>		€→ Logout
E Reactivation		

Figure 35: View User Profile



# 7 - Report

Login by the privileged User (Super Admin/System Admin/Office Admin/Approver/IT Admin) *Figure 36: Report: Officewise Applicants* 

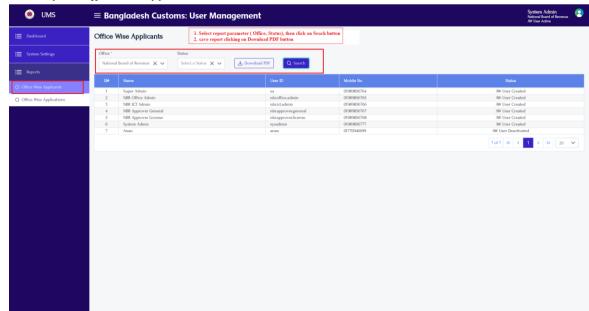
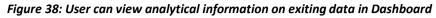


Figure 37: Report: Officewise Applications

System Settings Office * Contem House Reports Sir Na Roo Ware Applicants 1 DC Roo Ware Applicants 2 DC	Applications     1. Safet parameter (Office, Type, States     Safet a States)     Safet a States     Safet a States	PDF button	to view report. Q. Search Mobile No	Sabas
Reports Reports Rice Wise Applicants I Custom House Rice Wise Applicant I Custom House Rice Wise Applicant I Custom House Rice Wise Applicant I Custom House Rice Wise Applica	L Dhaka X V Select a type V Select a Statux X me Bi Applicant General	User ID		Status
Reports Slie Na flice Wise Applicants 1 DC flice Wise Applications 2 DC	me 14 Applicant General	User ID		Status
flice Wise Applications 1 DC flice Wise Applications 2 DC	H Applicant General		Mobile No	
1 DC fice Wise Applications 2 DC				
			01989856762	AW User Created
	H Applicant License	dch.applicant.license	01989856763	AW User Created
	M HABIBUR RAHMAN SKOR HASINA PARVIN	applicant-91 applicant-92	01942717157 01942717158	Reverted to Applicant Waiting for IT Admin
	SKOR HASINA PARVIN amima Nasrin	applicant-92 applicant-93	01942/17158 01942717159	Waiting for IT Admin Waiting for approval
	J. Rozmin Ahmed	applicant-94	01942717160	Waiting for approval
	thun Biswas	applicant-95	01942717161	Waiting for IT Admin
	D. NAZMUL AHSAN	applicant-96	01942717162	Waiting for approval
	RIDUL KUMAR BISWAS	applicant-97	01942717163	Waiting for approval
10 S.M	4. MOHIUL ISLAM	applicant-98	01942717164	Waiting for IT Admin
11 Md	1. Sabbir Hossain	applicant-99	01942717165	Waiting for approval
12 Md	d. Abul Kalam Azad	applicant-100	01942717166	Waiting for approval
				10 of 12 << 1 2 > >> 20

Login by the privileged User (System Admin/Office Admin/Approver/IT Admin/) with credentials Go to Menu **Dashboard** 



OMS	$\equiv$ Bangladesh Customs: User Management		System Admin National Board of Revenue AW User Active
E Dashboard		AW User Creation	× v
System Settings	AW User Statistics	AW User statistics in a week	
⊞ Reports	Active User: 78     inactive User: 35     Request for creation: 4	15	
Office Wise Applicants     Office Wise Applications	Total 117	10 05 - 1 - 1 - 1 - 1	- a -
	User Request Statistics in last seven days	25-09-2021 26-09-2021 27-09-2021 01-10-2021	11-05-2022
	10 08 06		
	0.4 0.2 0.0		
		lay 09 May 10 May 11 May 12 ation Request • Transfer Request	

END