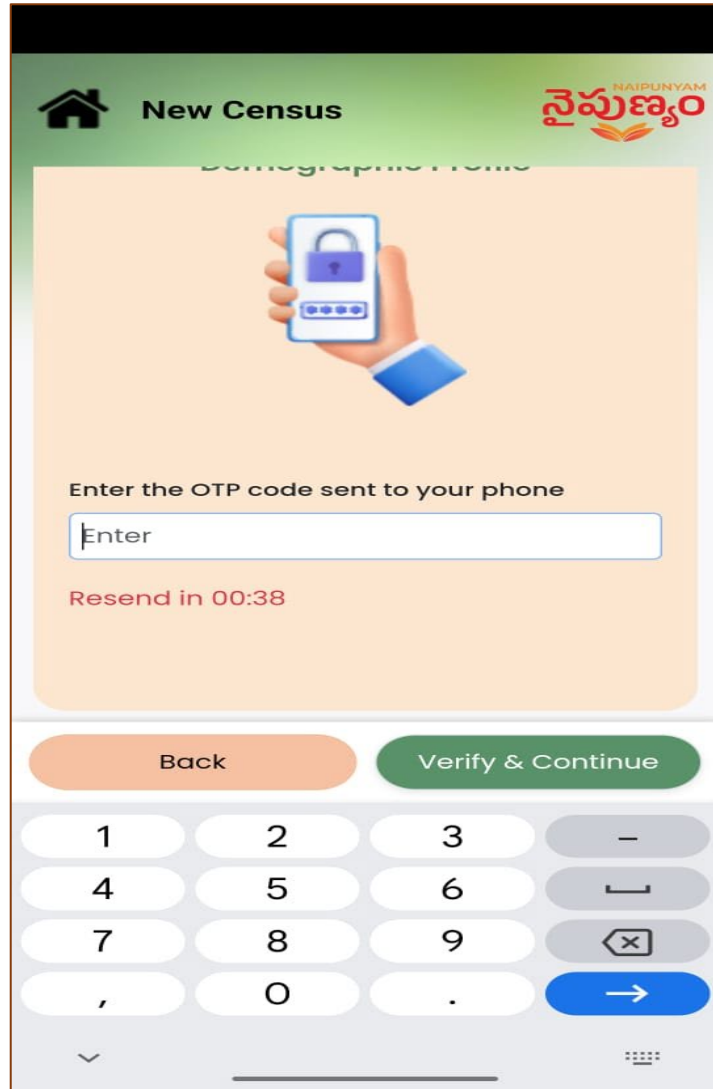




# **Skill Census**

## **Technical Issues and Suggested Resolutions**

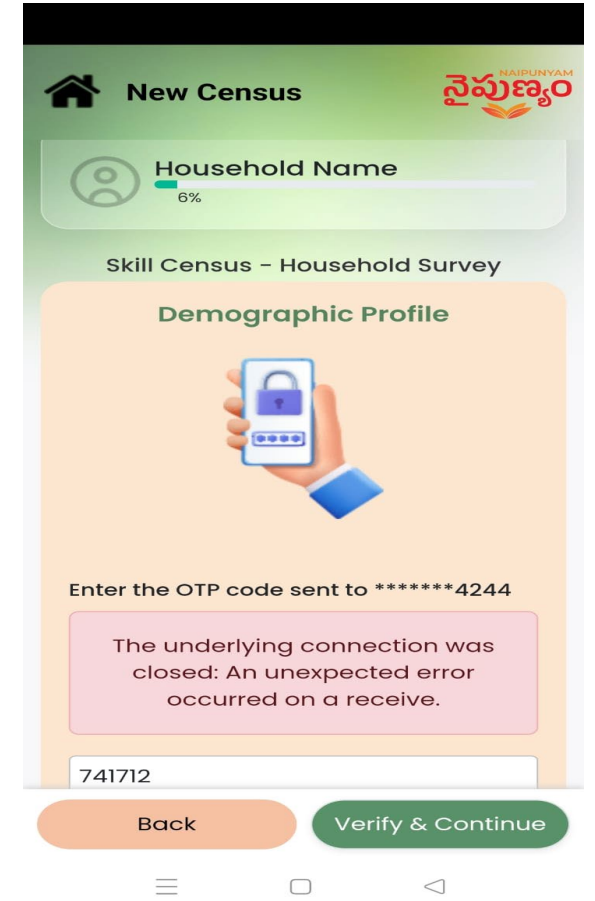
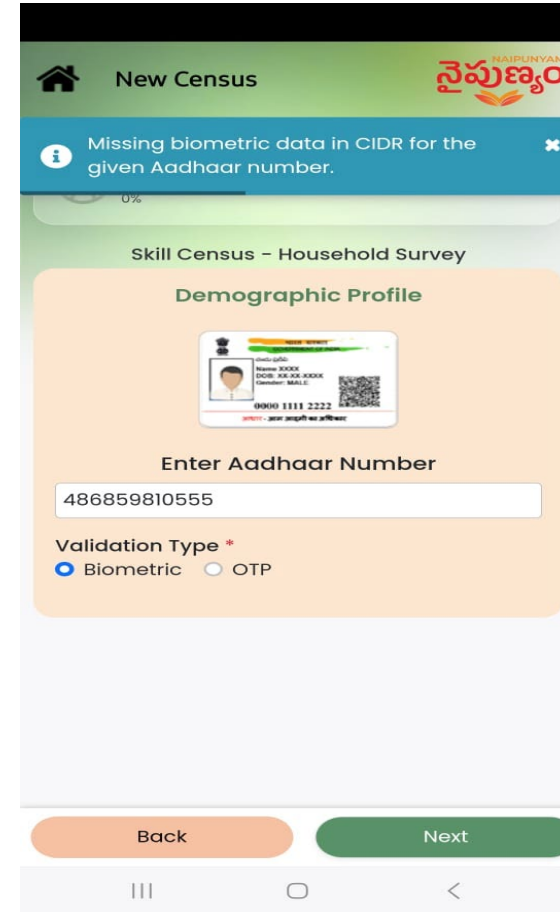
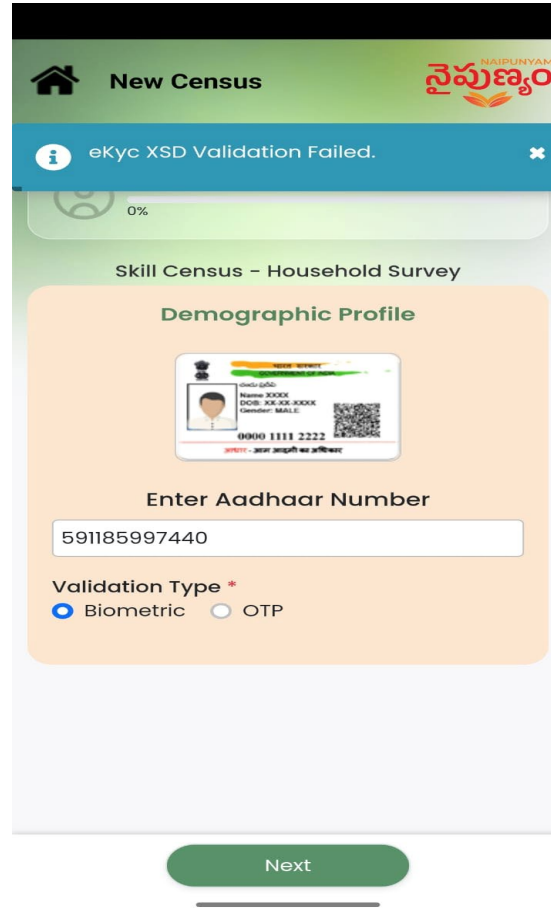
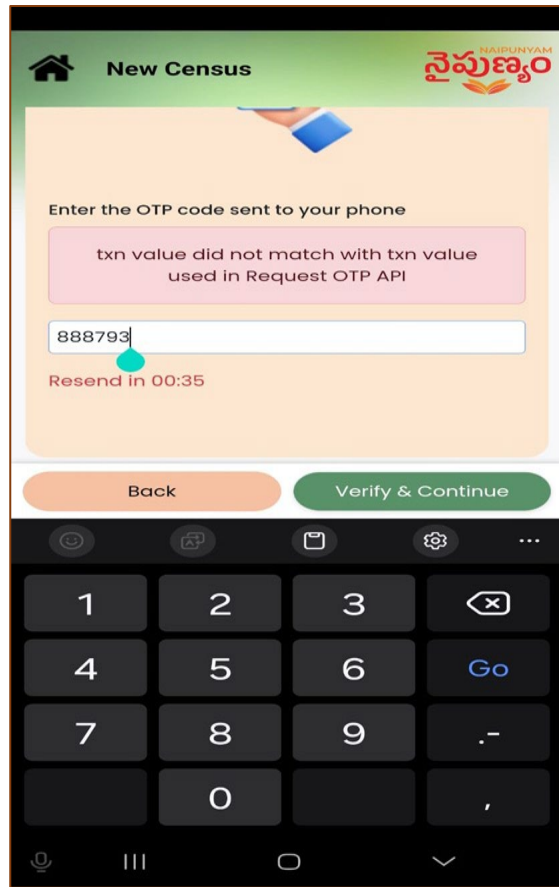
# Aadhaar OTP Issue



## Please Do the Following:

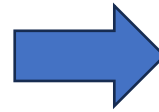
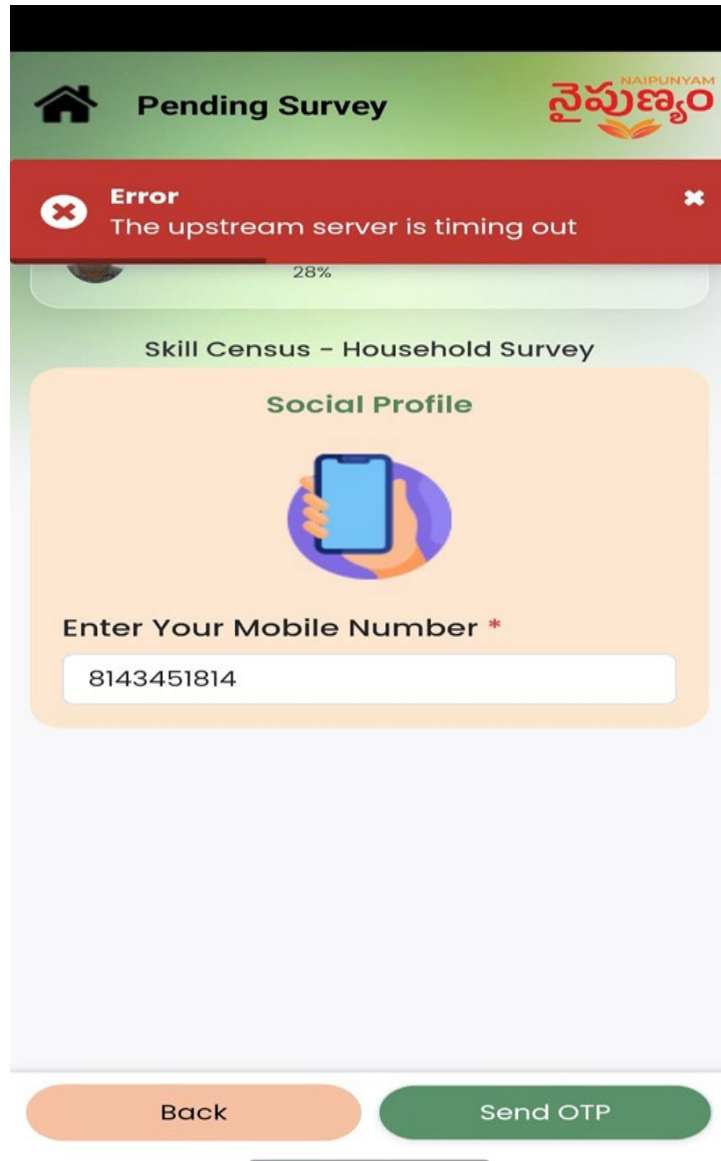
1. Check mobile network.
2. Check mobile number whether it is linked with Aadhaar or not.
3. Check mobile number whether active or not.

# Aadhaar Server Issue



1. The error is due to Aadhaar server issue.
2. Please try after some time.

# Skill Census Server Issue



1. **The error is due to Skill Census server issue.**
2. Please try after some time.

# Biometric Authentication Issue

New Census

నైపుణ్యం

Biometric data did not match

0%

Skill Census - Household Survey

Demographic Profile

Enter Aadhaar Number

446089013697

Validation Type \*

Biometric  OTP

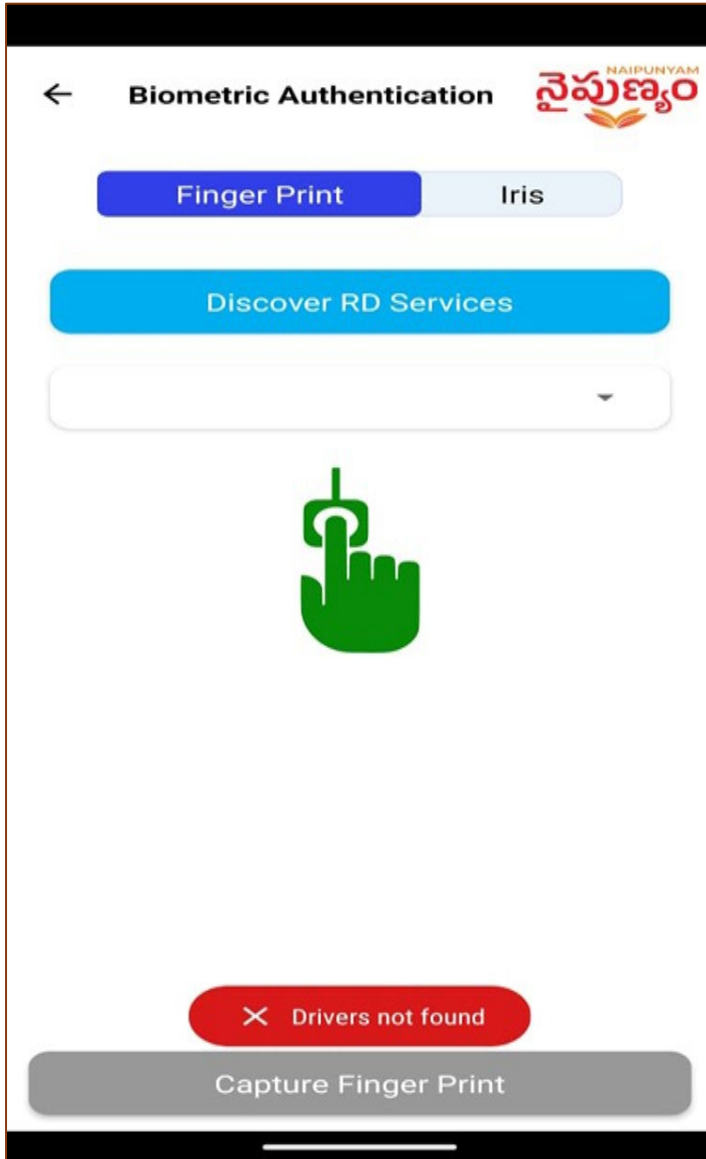
Next



## Please Do the Following:

1. Check whether the right person or not
2. Please check the biometric device, If same error is coming for all the citizens.
3. If biometric device is fine, pls ask the respondent to update latest thumb prints at nearest Aadhaar center.
4. Please encourage them to try OTP or facial recognition.

# Biometric Device Listing Issue



**Please do the following incase biometric device listing issues:**

1. Click on Discover RD Services option.
2. Select the biometric device name from the dropdown.
3. Then start capturing fingerprint.

# Biometric Device Error

Pending Survey

RAIPUNYAM  
నైపుణ్యం

Current Survey

Household Name  
0%

Skill Census - Household Survey

Demographic Profile

Enter Aadhaar Number

822942281379

Validation Type \*

Biometric  OTP

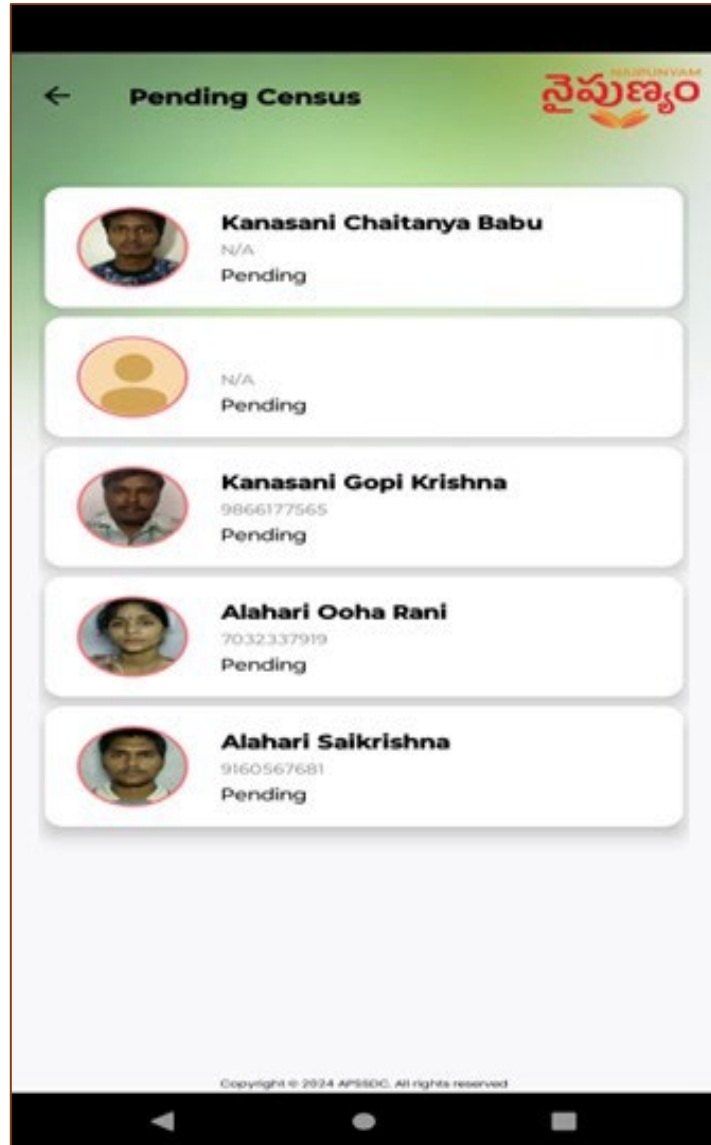
Next



**Please do the following incase biometric device issues:**

1. Please check whether the device is connected or not.
2. Disconnect and reconnect again.
3. Please check internet connection also.

# Census Submission Issue

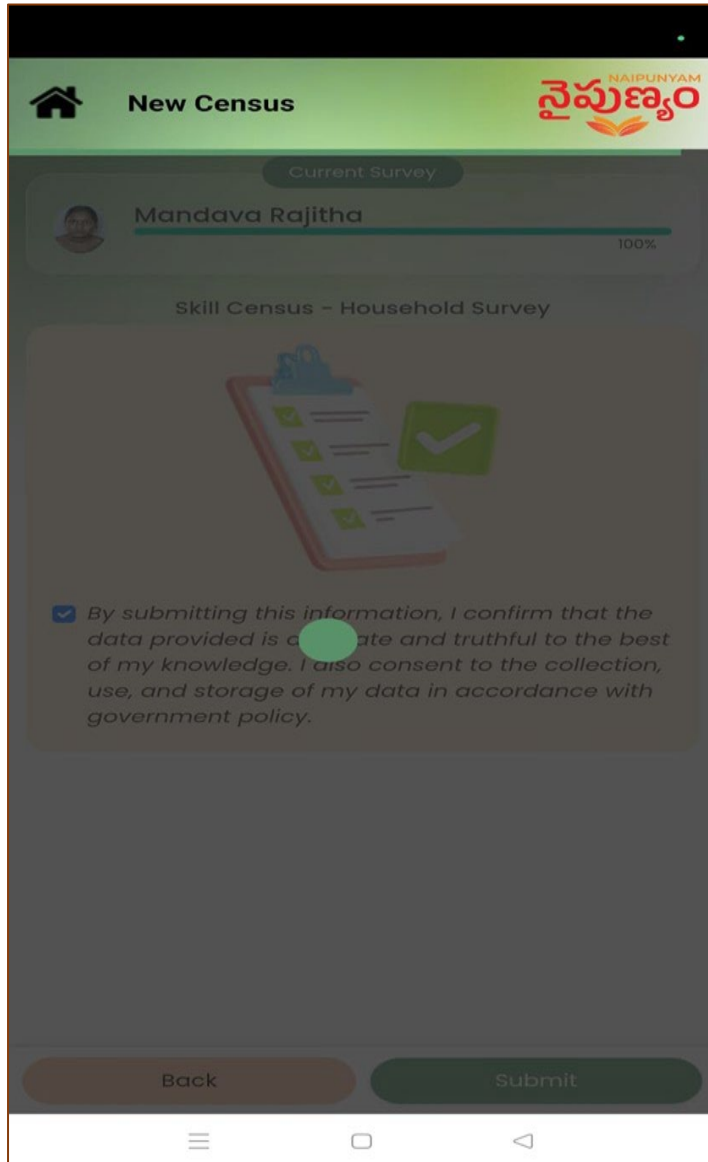


## Please do the following:

1. During the survey, if there is network issue or mobile switch off etc., you can see the ongoing census list under **“Pending Census”** tab.
2. Once the internet connection resumes, you can start the census from where it was left.
3. All the pending census can be submitted at once from **Pending Census** tab.



# Error while submission

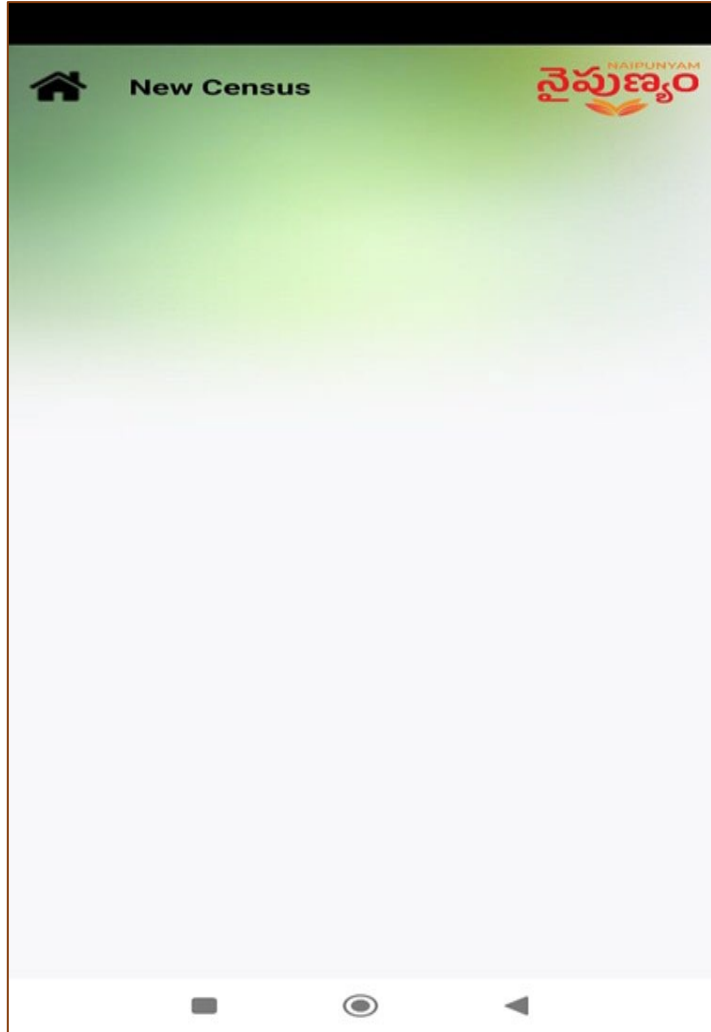


**Please do the following incase submission issues:**

1. Please enable location in the mobile
2. Check your internet connection

# Blank Screen Error

---



## **Please do the following incase of black screen issue:**

1. Check whether the enumerator has the latest updated app or not. If not ask them to update from play store or app store.
2. Please logout and login again.
3. Still the issue persists, please clear app cache in mobile and login again.

# Select all Mandatory fields

**New Census** నైపుణ్యం

Current Survey

Alapati Nageshwari  
11%

Skill Census - Household Survey

**Demographic Profile**

Aadhaar Number  
640583688374 ✓

Full Name \*  
Alapati Nageshwari

Date of Birth :  
10-10-2004

Father/ Husband Name \*  
C/O: Alapati Nageswara Rao

Gender \*  
2

Address \*  
1-106,C/O: Alapati Nageswara Rao,Ananthavaram,Ananthavaram,Guntur,Andhra Pradesh,522236,

District \*  
Change the district as per new 26 districts  
Select

This field is required

Back Save And Continue



## Under Demographic details page:

1. Please select district.
2. All the mandatory fields to take the survey forward.

# In correct Aadhaar Entry

**New Census** నైపుణ్యం

Details not found to the given UID  
Number in GSWS

Cluster Name  
10790711011

Search

**HH42477946807920210630120351  
398** >  
Name: **Muppina Mohana Siva Sathya**

**HH9706235393002020022504585  
4581** >  
Name: **Tummala Siva**

Showing 1 to 2 of 2 entries  
Show: 10rows

« Previous 1 Next »

## Please do the following:

1. Recheck whether the Aadhaar number of same person is being entered or not.

# Age Criteria Error

New Census

నైపుణ్యం NAIPUNYAM

Age must be between 15 and 59 years.

0%

Skill Census - Household Survey

Demographic Profile

0000 1111 2222

Enter Aadhaar Number

891484928728

Validation Type \*

Biometric  OTP

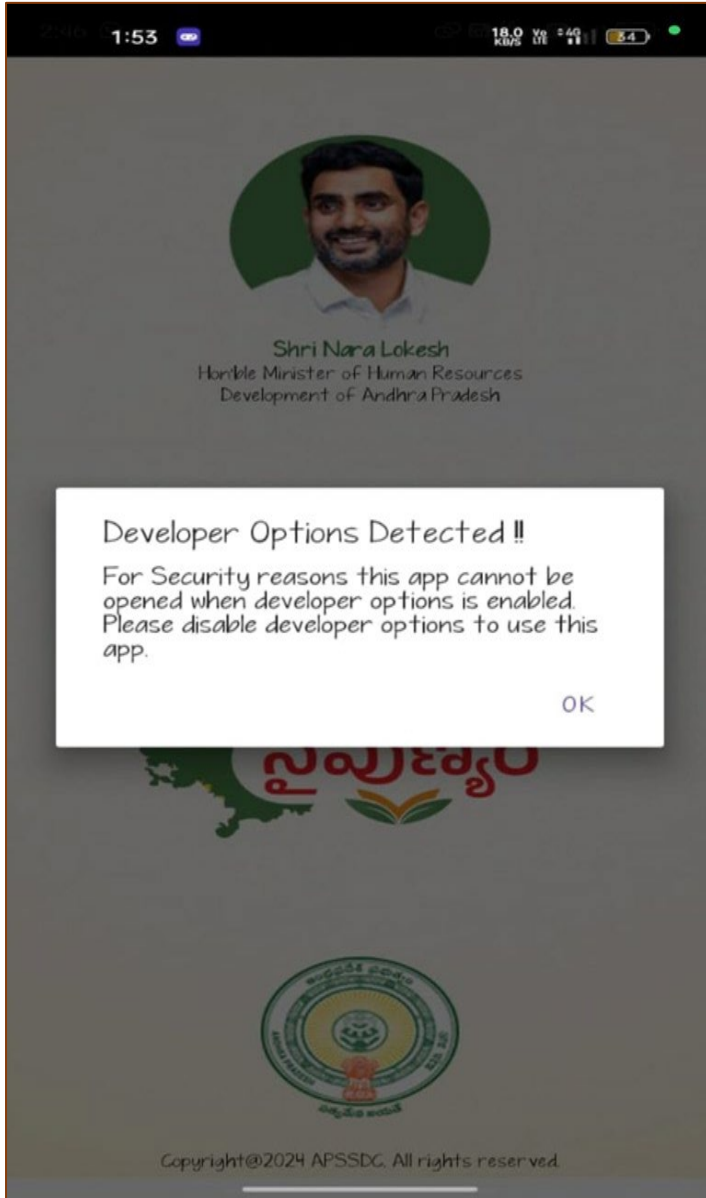
Back Next



## Please do the following:

1. In case of the person age is below 15 or above 59, please validate the Aadhaar and the person.
2. If the person's age is not as per census criteria, their details will be removed from pending details.

# Disable Developer Options



## Please do the following:

1. Please disable the **“Developer Options”** from the mobile settings.

# Mandatory Steps to follow everyday

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**Please follow the below steps before you start the census everyday without fail.**

1. Clear the census app cache on your mobile device.
2. Update the App: Ensure that you have the latest version by checking in the Play Store for updates.
3. Once app is updated, login to the app and start the survey.
4. Check Mobile Network and Internet in case of OTP issues.

**Thank You**