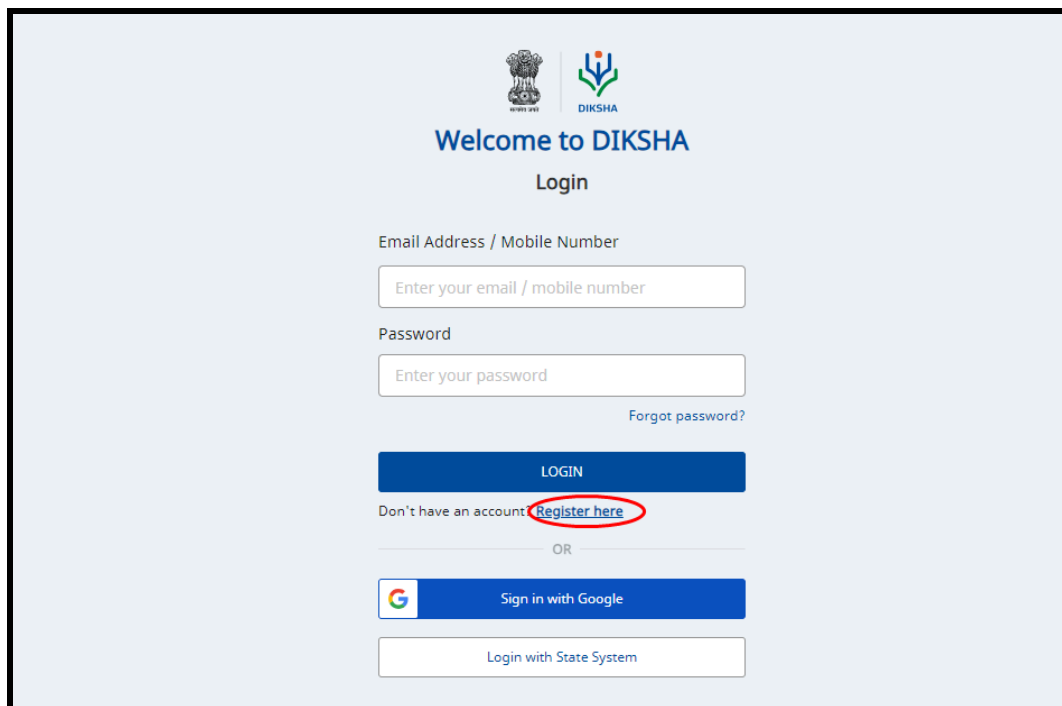User Guidelines for

# DIKSHA

# Index

*Note: Click on the topic for navigation*

# How to register and login in the DIKSHA portal?

**Step 1:** Go to DIKSHA ( URL- diksha.gov.in). Click on the **"login"** button through Home to log in. This will take the user to another screen to Login
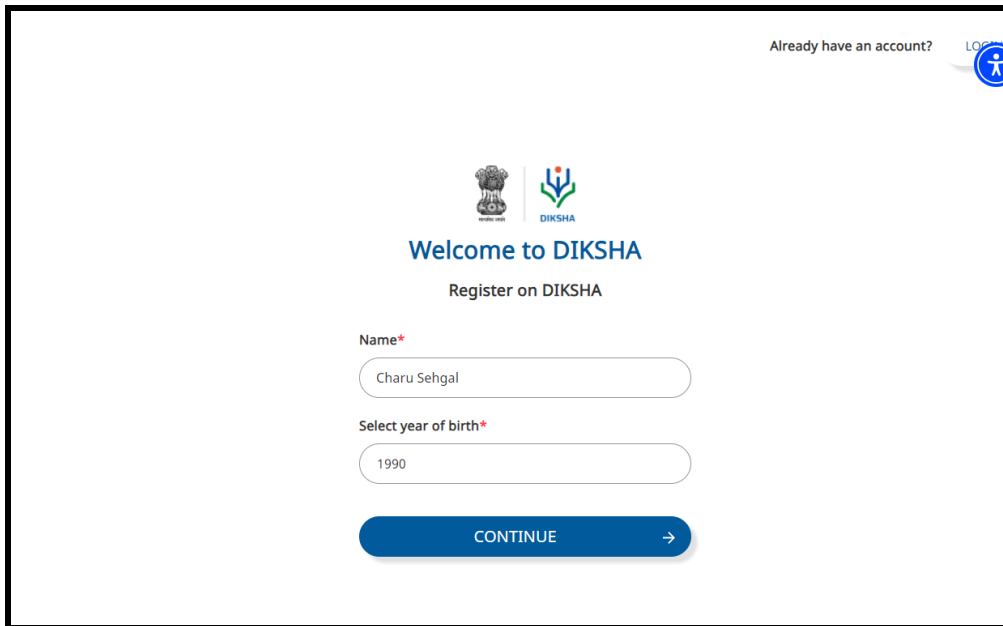


**Step 2:** Click upon "Register here" link for Registration



**Step 3:** Registration Form will be displayed to seek the relevant and mandatory details

"Name" , "Select year of birth". Click on Continue button.
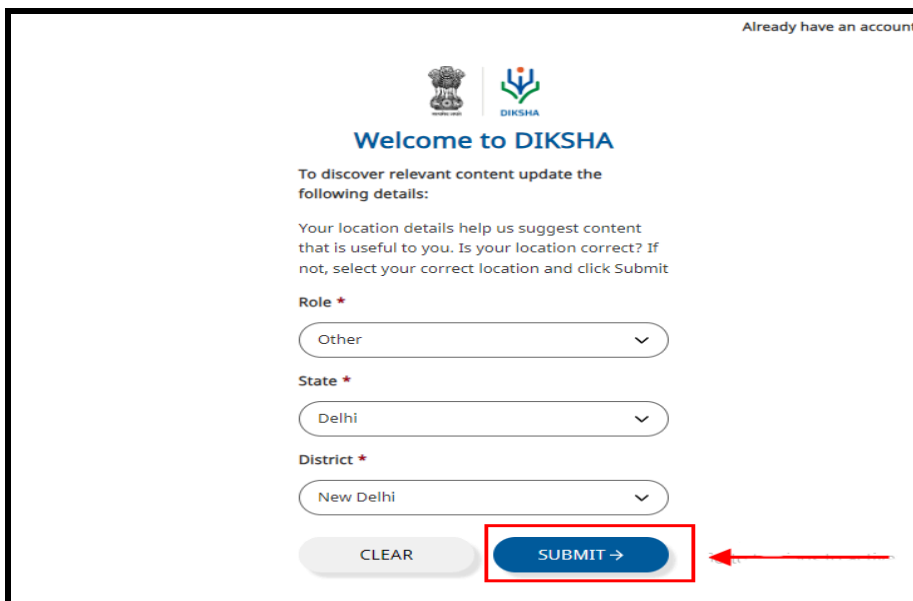


**Step 4:** Choose your Role (Teacher, Student, Head Teacher & Official, Parent, Other) , State & District from the available list. Click upon the "**SUBMIT**" button.



**Step 5:** Choose "**Mobile Number**" or "**Email Address**" option for OTP verification and enter the relevant details followed by Password and Confirm Password. Click upon the "**Continue**" button

**Step 6:** Enter the One Time Password "OTP" received on your provided mobile number or email ID. Read, understand and accordingly accept the "Diksha Term of Use" by applying the tick on the checkbox. Click upon the "SUBMIT" button.

**Note : -** In case OTP is not received, you may click upon "Resend OTP".

**Step 7 :** A confirmation screen will be displayed confirming the successful registration process and asking the user to enter the login details. Enter the Login details and Click on the LOGIN button.



# How to register and login in the DIKSHA App?

You can register on DIKSHA app using either of the following three methods:

• **Google account**: Login with your google account. To know more refer Login with Google account

• **State ID**: Login with the user ID and password provided by the state. To know more refer Login with State System

• **Self Register**: Create your login credentials to access DIKSHA app

**Self Registration Process**

**Step 1:** Tap on the icon at the top left to access "Login."
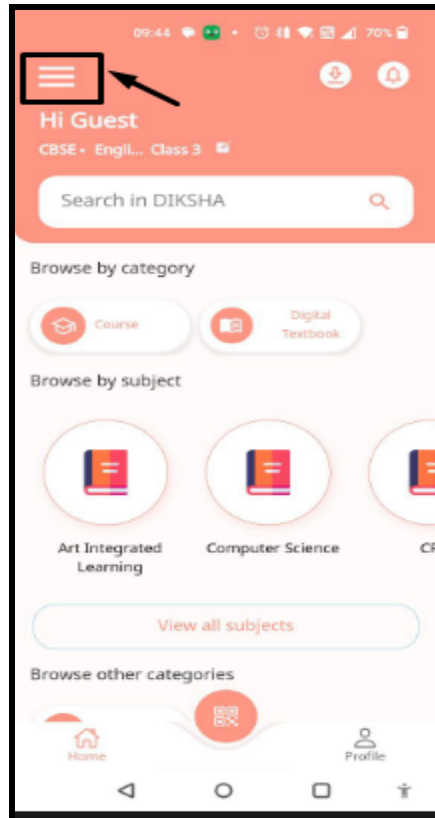
**Step 2:** Tap on the "Login". "Login to DIKSHA" page shall be displayed. Tap on "Register here"
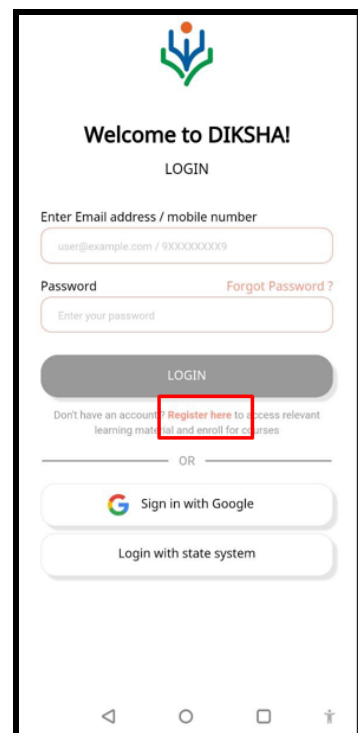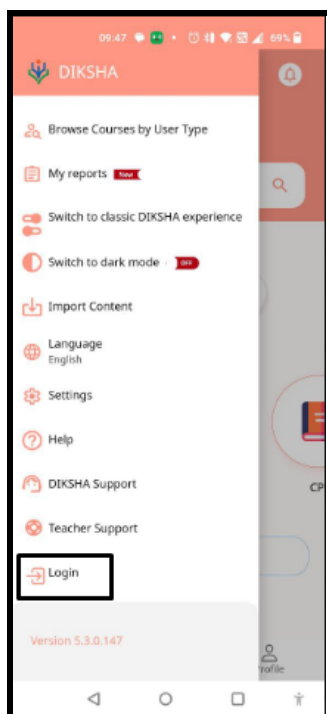
**Step 3:** Once you click on "Register here". "Register on DIKSHA" page is displayed, enter the details :

a. Full Name
b. Select Year of birth

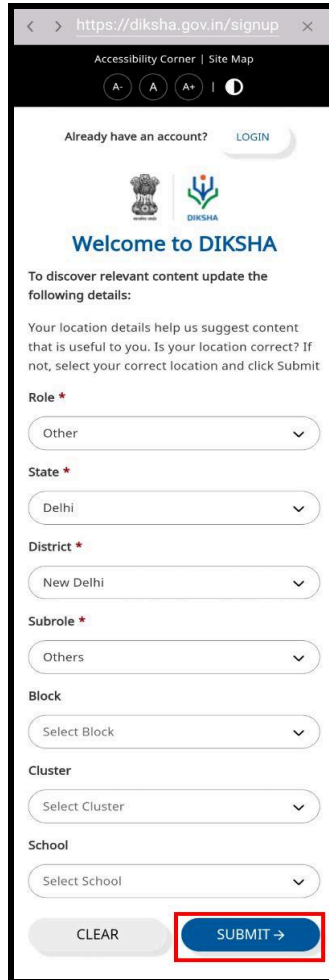Click on Continue button



Enter the following details on next page

a. Role
b. State
c. District
d. Block
e. Cluster
f. School

Click on Submit button

**Step 4:** Enter the details on next page :

a) Mobile Number or Email Address
b) Password
c) Confirm Password

Click on Continue button

On successfully registering, an OTP confirmation page is displayed.  Enter the OTP that you have received.

*Note: The OTP is sent either to your phone or email based on your selection while registering.* Tap **Resend OTP,** if you have trouble receiving the OTP

**Step 5:** Tap **Submit** to verify your account and complete the registration



**Step 6:** Now you can sign in with your login credentials to access the courses.
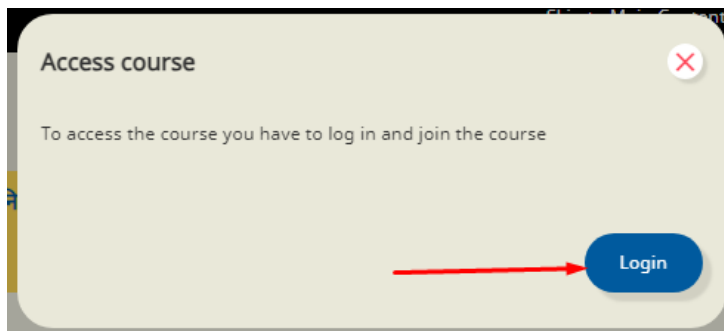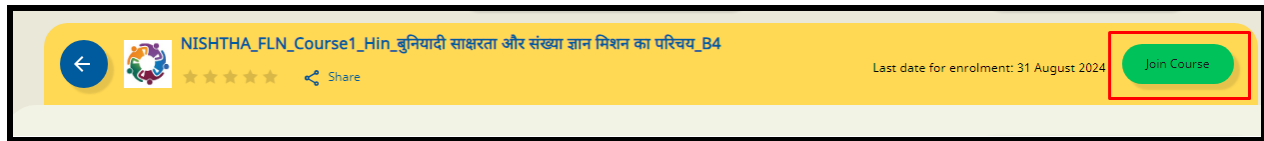
## How to join the course using the course link?

**Step 1:** Click on the shared course link i.e., WhatsApp or Telegram or CIET webpage etc

https://diksha.gov.in/explore-course/course/do_31394796787882393616961

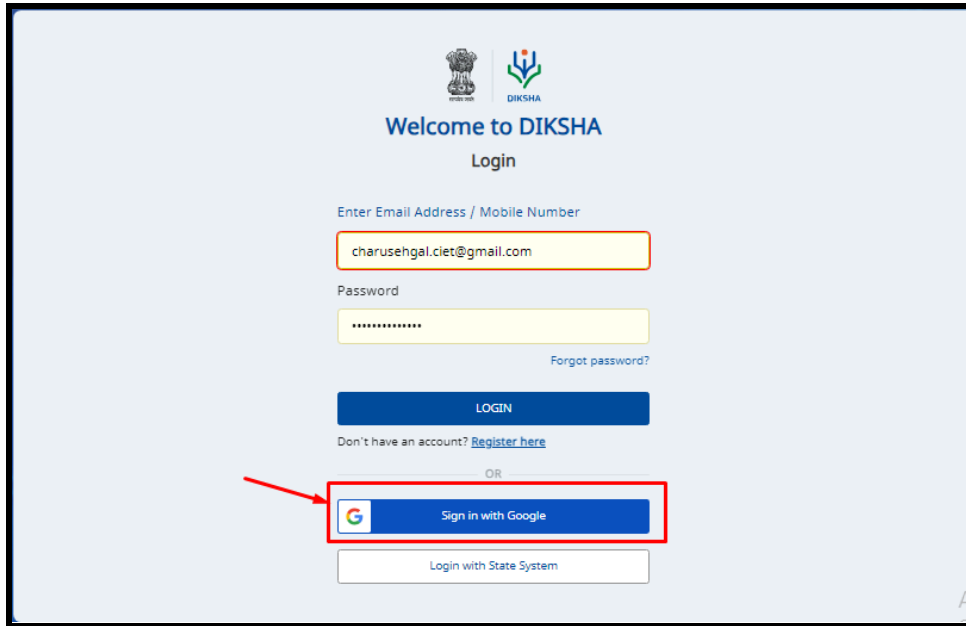Once the course open, Click on "Join Course".





**Step 2:** This will take the user to the login page on the DIKSHA portal. Please fill in the login details. In case you haven't registered yet, click "Register Here" and refer to Point 1 registration guidelines to do the same. Fill in the details and log in to DIKSHA Portal
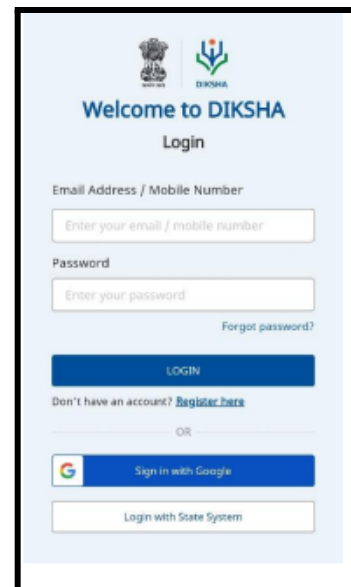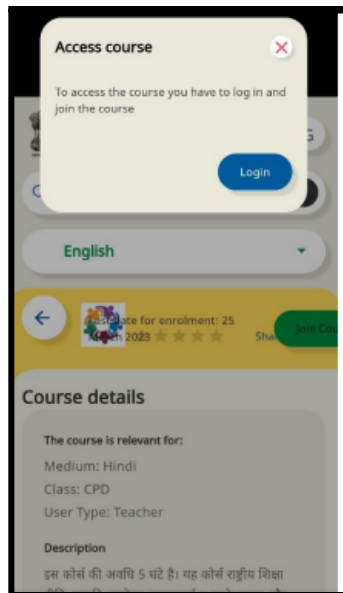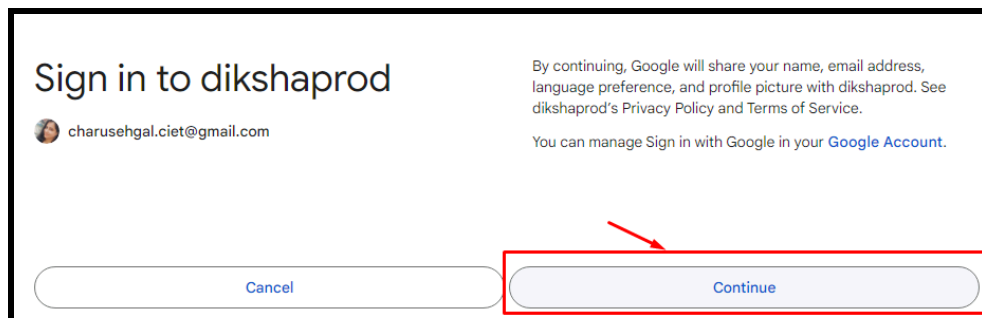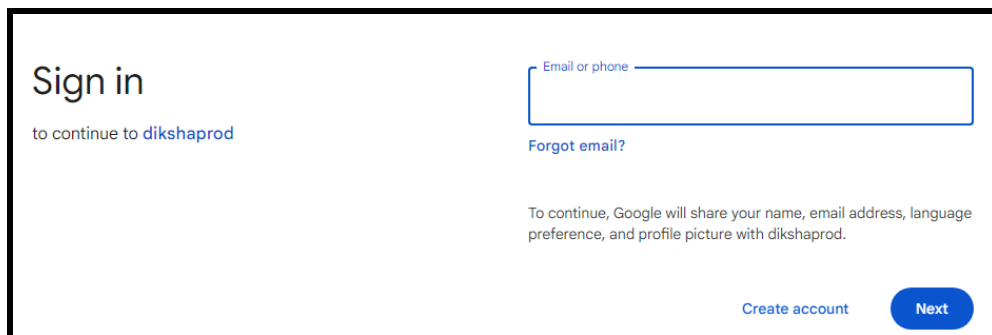




Or

Sign in directly with your google account by clicking on the "**Sign in with Google**" button.

Please fill in your login details in the required space and click on **Continue.**



⇓



**Step 3:** Once you are logged in to the DIKSHA portal, it will take you directly to the course on which the link was clicked. Click on "Join Course." A message confirming the successful enrollment will be displayed.
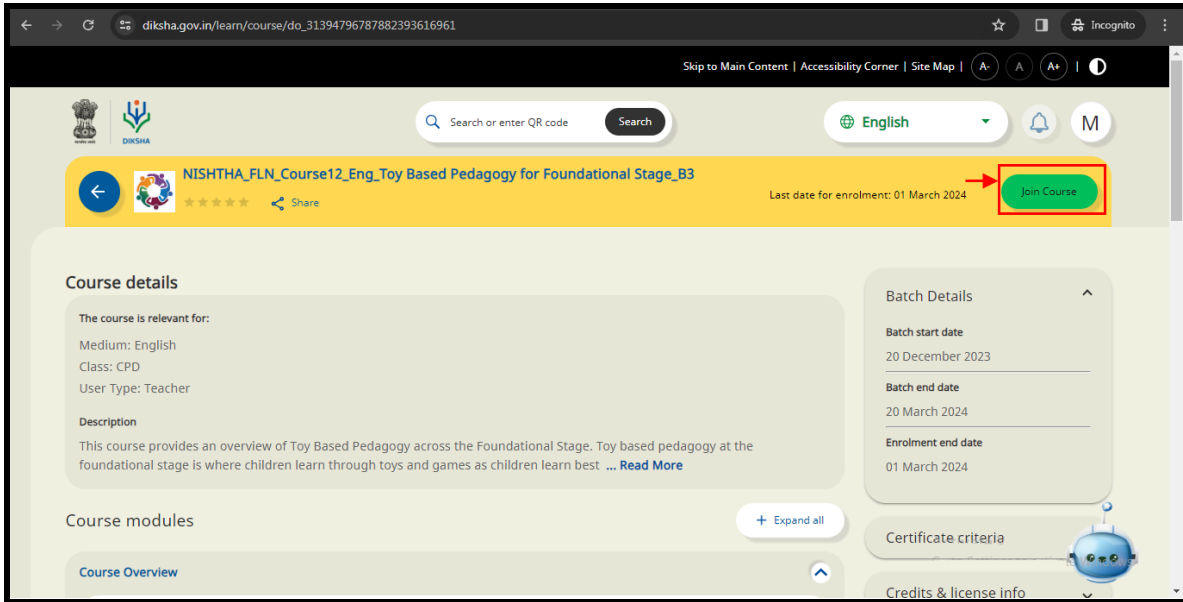
**Step 4:** A pop-up will also be displayed on the screen for the user's consent which will have details including the UUID of the user (as shown in the below figure). You may choose to tick the checkbox confirming to provide consent for sharing the details.

Note: Users are advised to check the details before joining the course. If something is missing, kindly update the profile details ( Refer to Point 4)
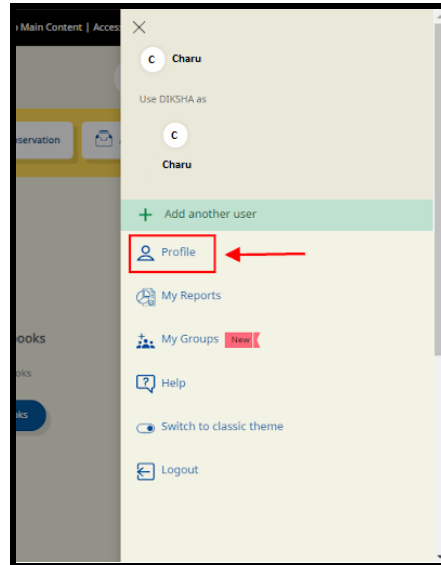
**Step 5:** Click on the "Start Learning" button.
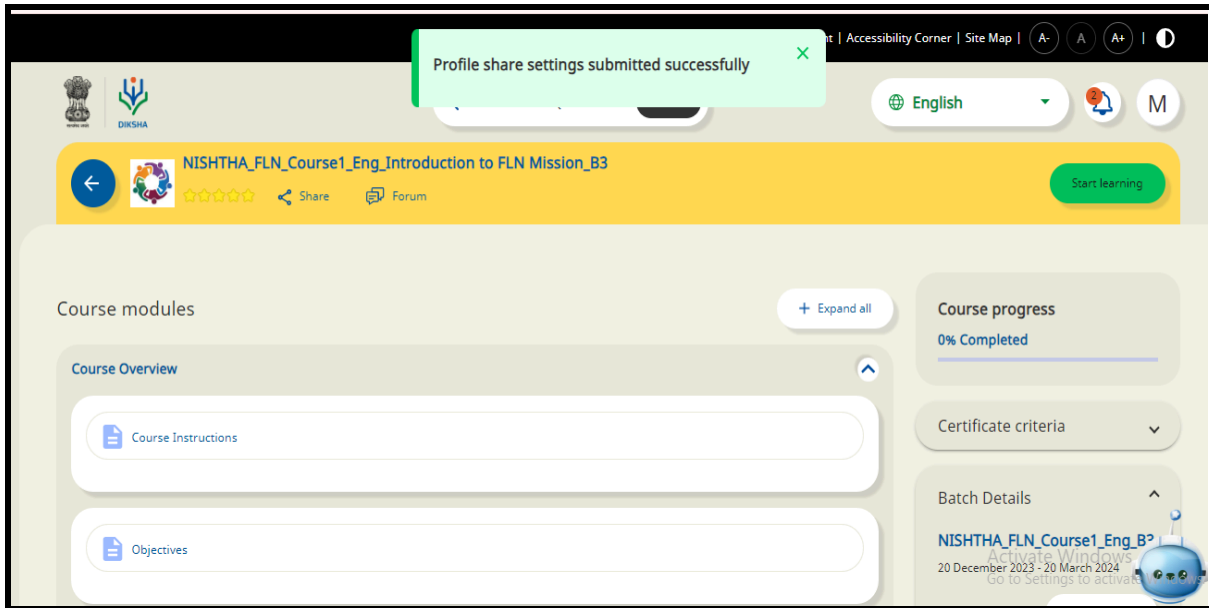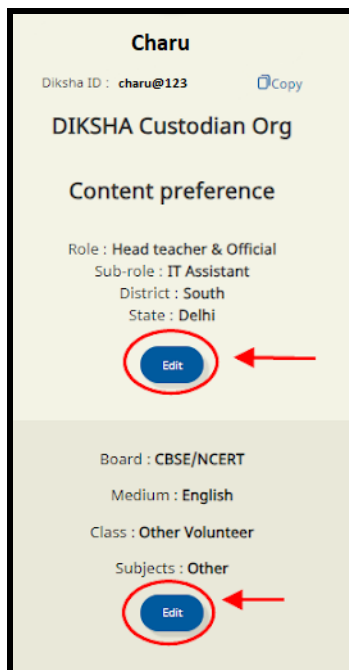


# How to modify Profile in the DIKSHA portal?

**Step 1 :** Fill in the credentials (Email/Mobile & password) or click on **Sign with Google** to log in using your Gmail ID.



**Step 2:** Once the user is logged in on the DIKSHA portal, click on "Profile". This will take the user to the User profile details.

**Step 3:** Click on the **Edit** button under **"Content Preference"** as shown in below screenshot.



**Step 4:** Post clicking on the edit button, a new screen will pop up with the user details to edit. Select **"Role"** as Others and then the correct **"Sub Role".** Also check the other details i.e., State, District, board, medium, classes, subject etc. Once all details are correctly selected, click on the submit button.
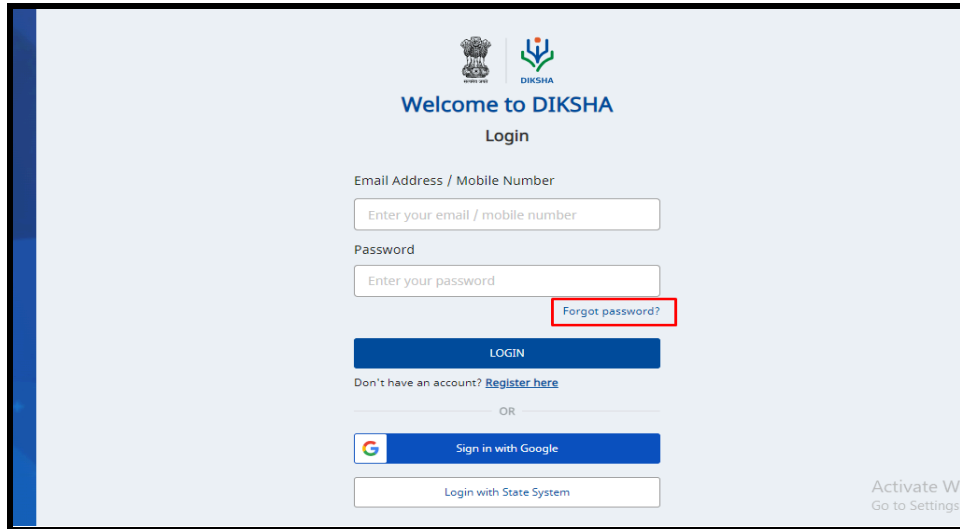
Hence the profile is updated with all the correct details.
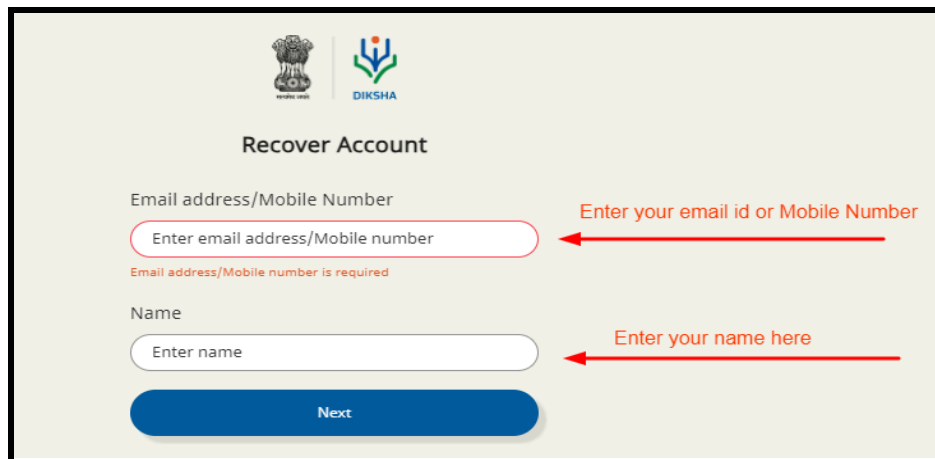
# How to reset the forgotten password

**Step 1:** Click on Forgot password?



**Step 2:** Enter email ID or Mobile number and Name



**Step 3:** Check into the radio button where you want to receive an OTP
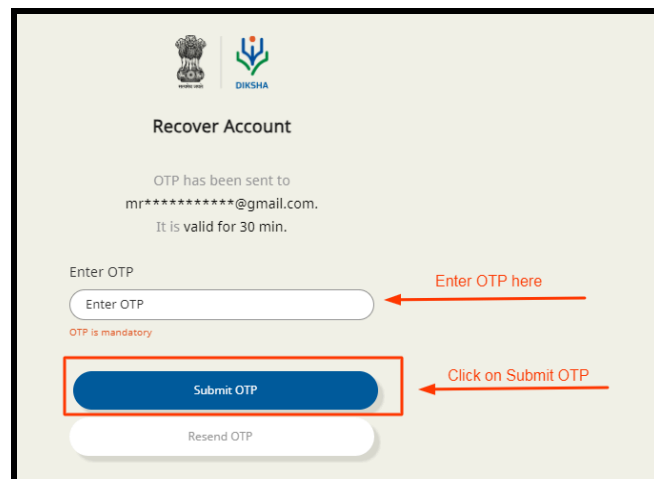
**Step 4:** Enter the OTP then click on Submit OTP button
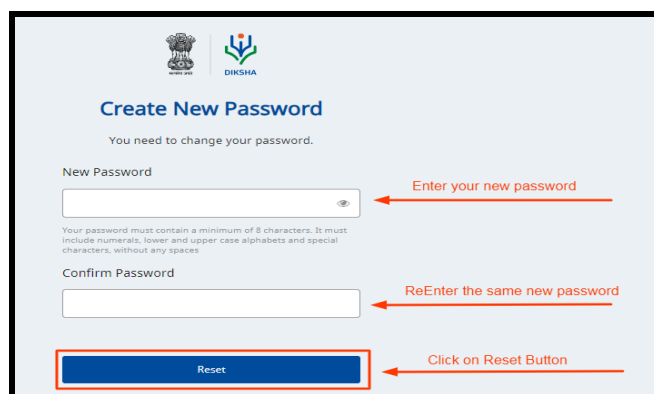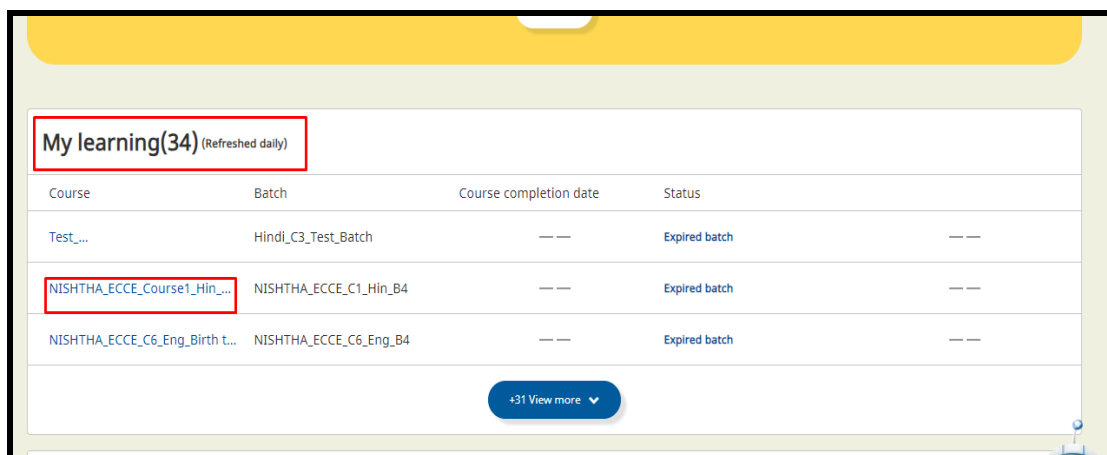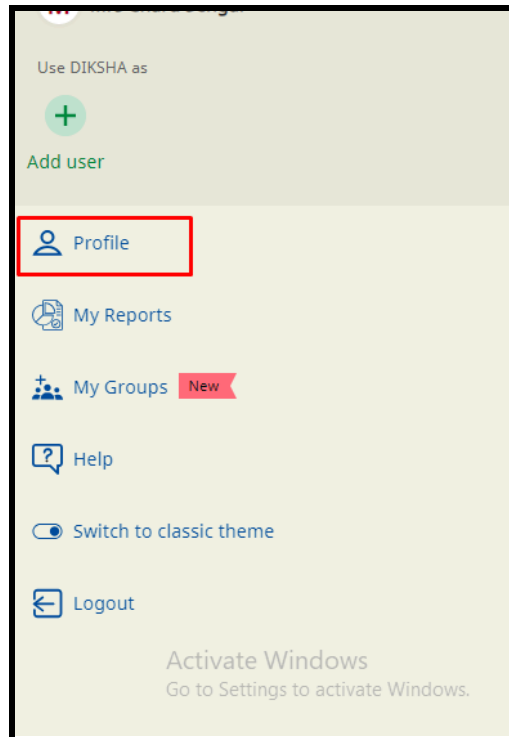


**Step 5:** Enter your new password and click the Reset Button.



Your password is successfully changed.

# How to find your UUID?

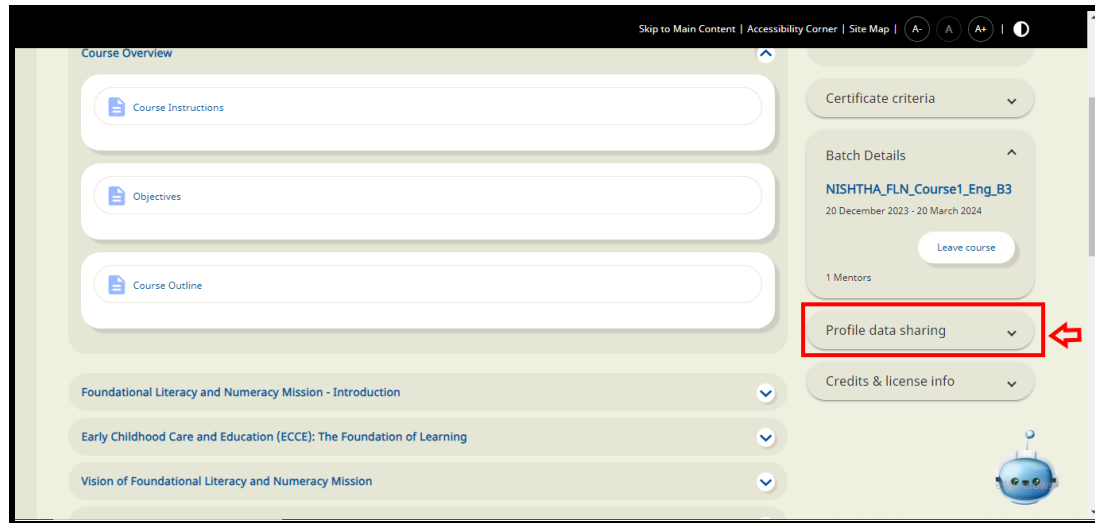To check the UUID in a DIKSHA, you can follow these steps:

**Step 1:** Log in to the DIKSHA Portal using your credentials and open the course by navigating to the "My learning" area of your profile and selecting it there.
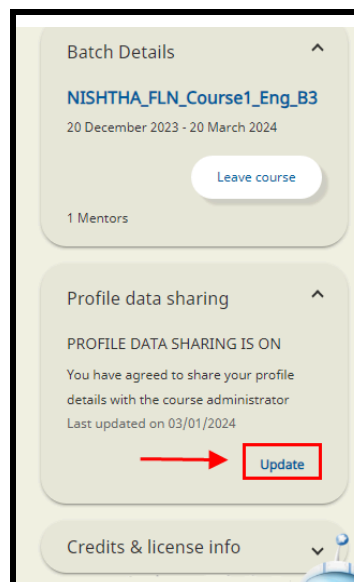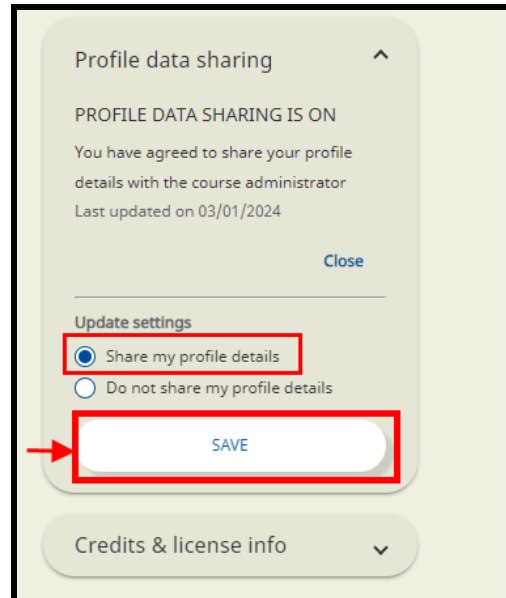
**Step 2:** Navigate to the course details, find the "Profile Data Sharing" option, and select "Edit settings."

**Step 3:** A dialog box will pop up and click on the option " Update" as shown in the below screenshot.



**Step 4:** Check the "share my profile details" radio button and click on the "save" button.

**Step 5:** In this section, you will find the UUID(Universal Unique Identifier) named as User ID, which is usually a string of alphanumeric characters, such as "c4ca4238-a0b9-3382-8dcc-509a6f75849b".
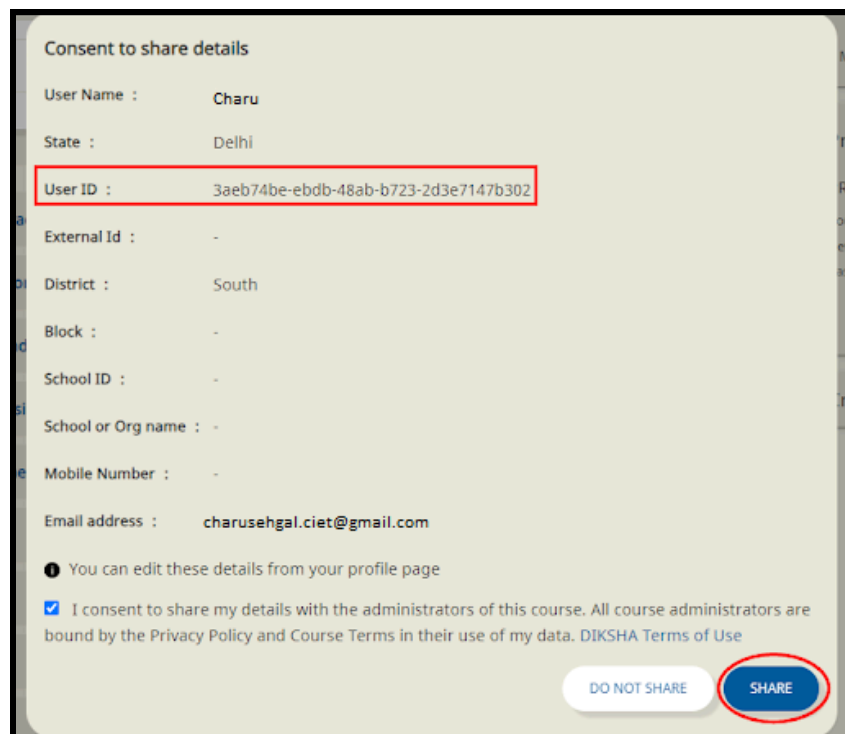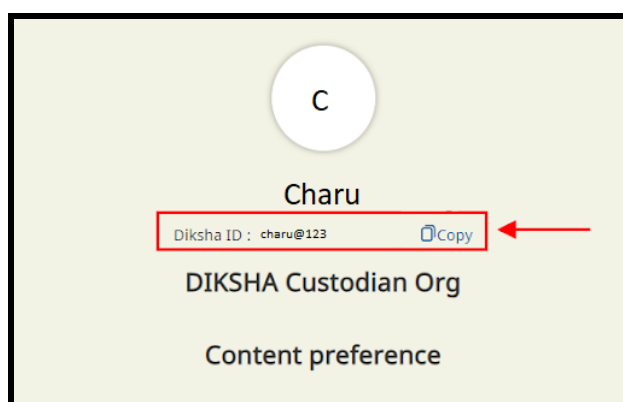


**Step 6:** You can note down the UUID for reference or for troubleshooting purposes.

# How to find your DIKSHA ID?

**Step 1:** Log in to the DIKSHA Portal using your credentials and Go to the profile option.
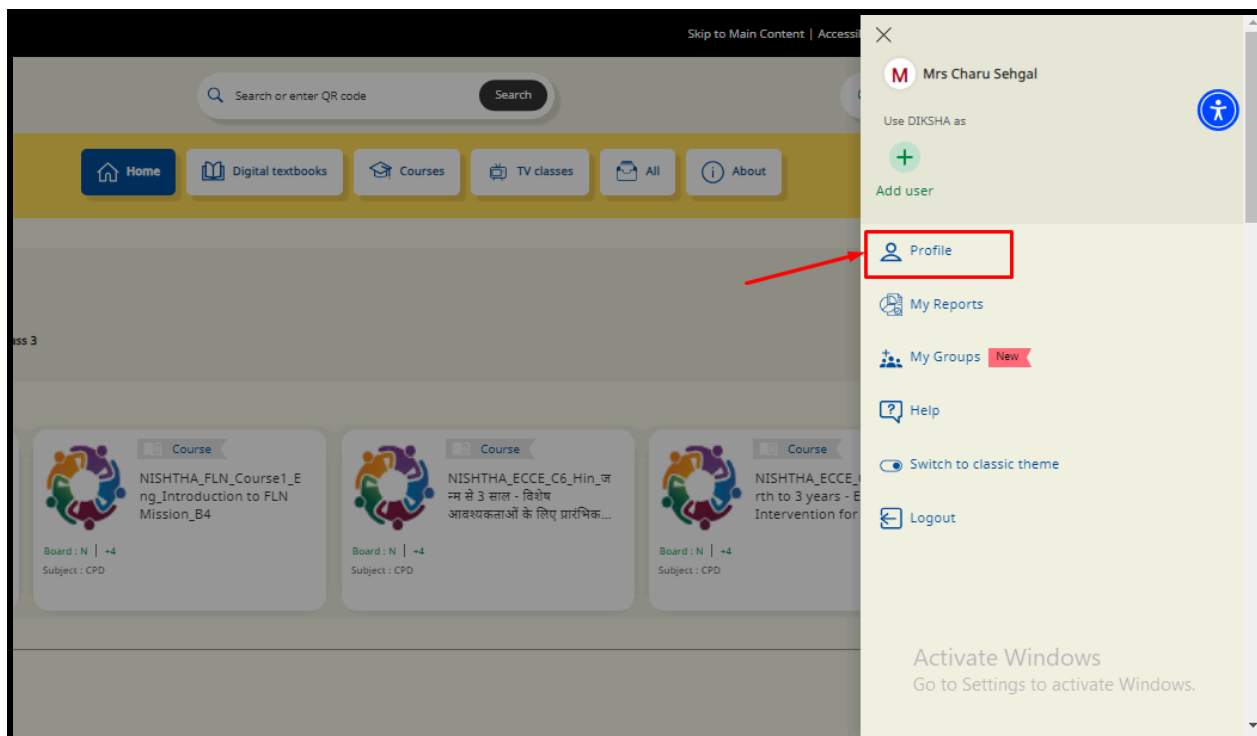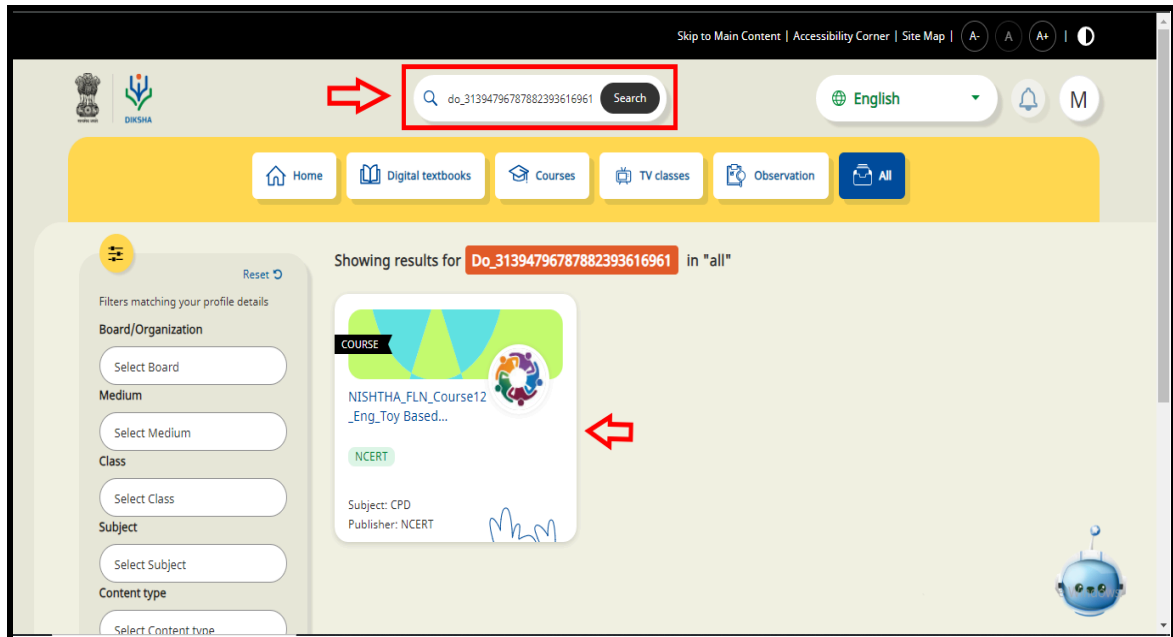


**Step 2:** Your DIKSHA ID is provided under your name.

# How to check the last date of enrollment for the course?

**Step 1:** Login to your account on DIKSHA Portal and type the course Do_Id in the search box. Click on the course displayed after search.



**Step 2:** In the Batch Details section at the extreme right side of the page, **"Batch Start Date"**, "**Batch End Date"** and **"Enrollment End Date"** will be provided.
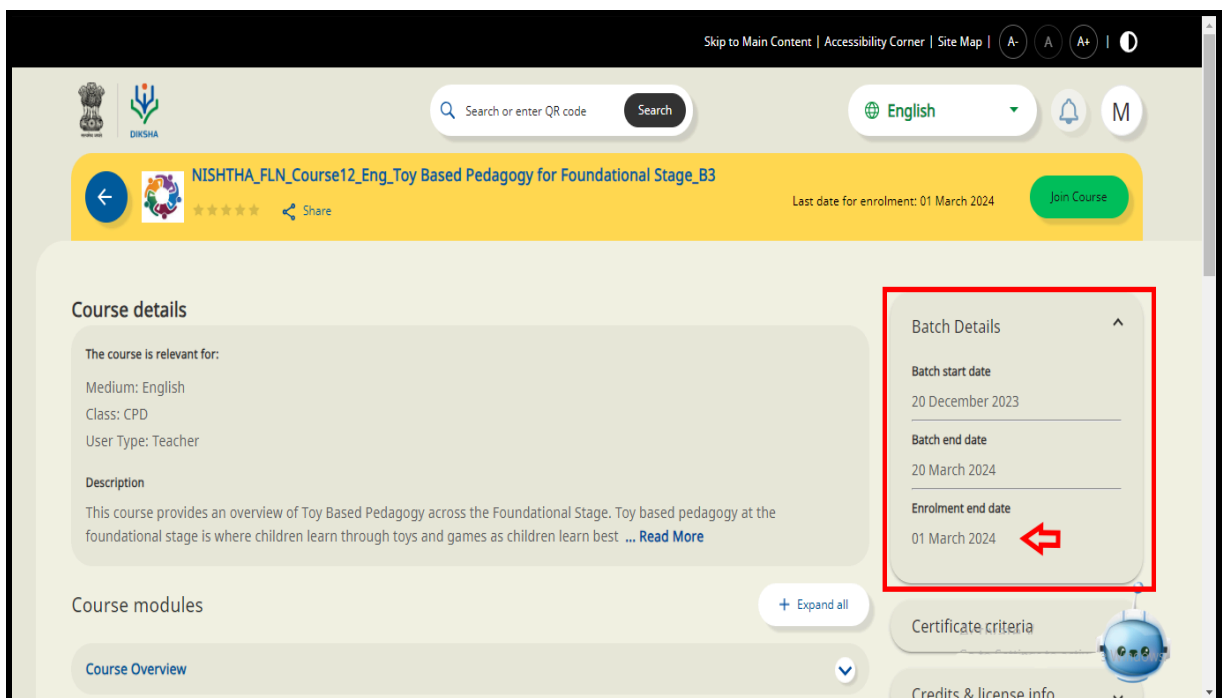
## Criteria for Video Based Courses in DIKSHA

- Certificate will be issued to users subject to meeting two criteria as given below -

  o 100% completion of the course (consuming all 5 videos), which will be measured on their course progress
  o Getting minimum 70% marks in the final course assessment post completion of the course.
  o Teachers need to complete the course in the given timeline (before the batch end date)
  o The timeline for generation and issuance of certificates will be between 7 to 15 working days from the date of course completion

In case of delay in receiving certificates, kindly raise query through **Teacher Support Center(Refer to point 12)**

## How to download the certificate?

**Step 1:** Log in to the Diksha portal with your login credentials and Click on your profile.
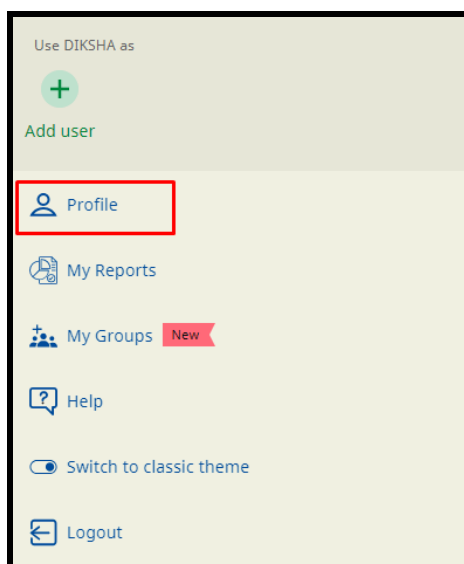


**Step 2:** Scroll down and check under the Learner passbook section, and click on download certificates

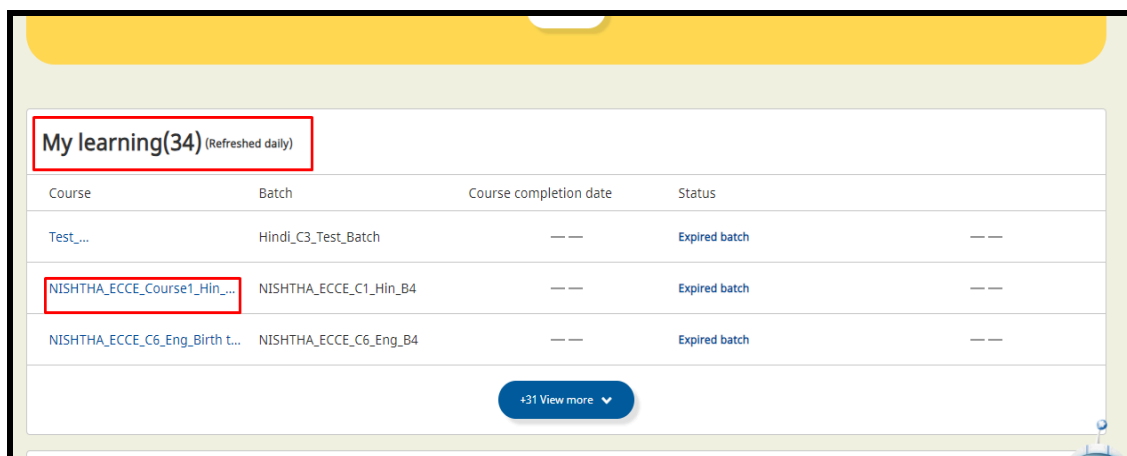**Step 3:** All generated certificates will reflect here and you can download the same.

# How to use the sync button?

**Step 1:** Log in to Diksha with your login credentials and click on your profile icon.
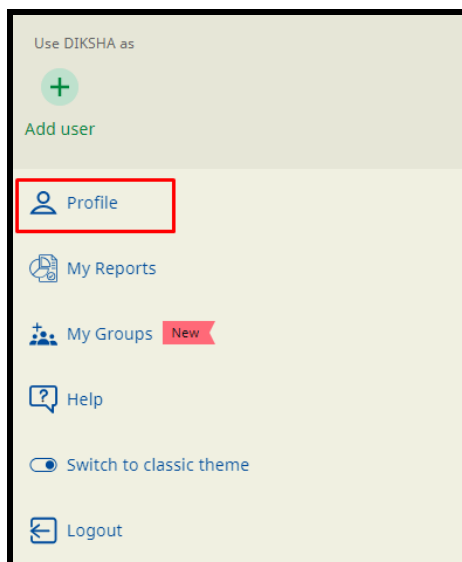


**Step 2:** Open the completed course by navigating to the "My learning" area of your profile and selecting it there.



**Step 3:** Open the completed course whose certificate is not yet generated.

**Step 4:** Click on the three dots over the course progress bar of the completed course.



**Step 5:** A button showing " **Sync Progress now**" will appear. Click on the button.



**Step 6:** You'll receive a notification saying that the status will be updated within 24 hours.
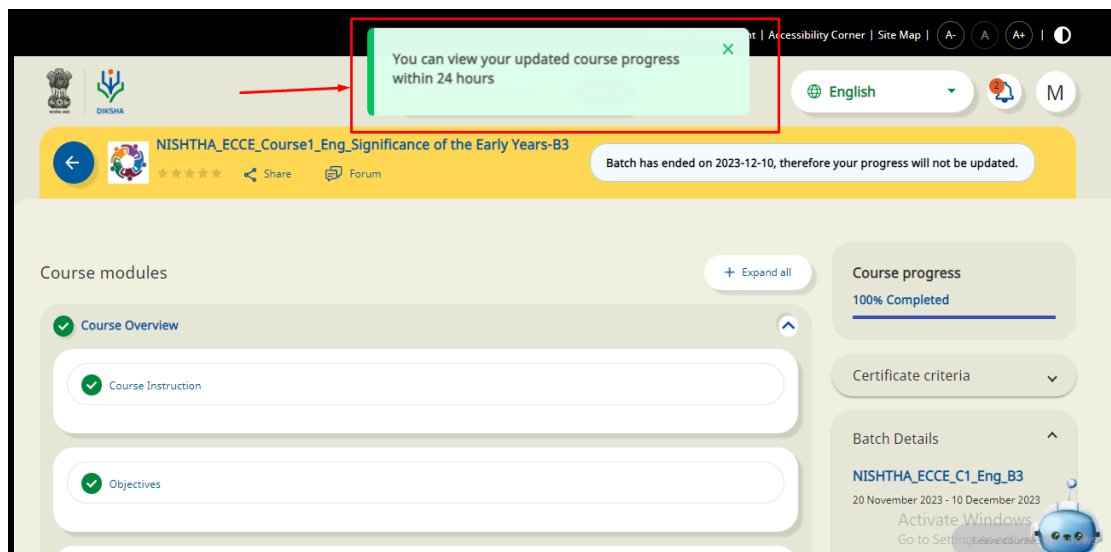
Your course data will be synchronized.

# How to Merge Accounts in DIKSHA

The Merge Account feature enables users to:
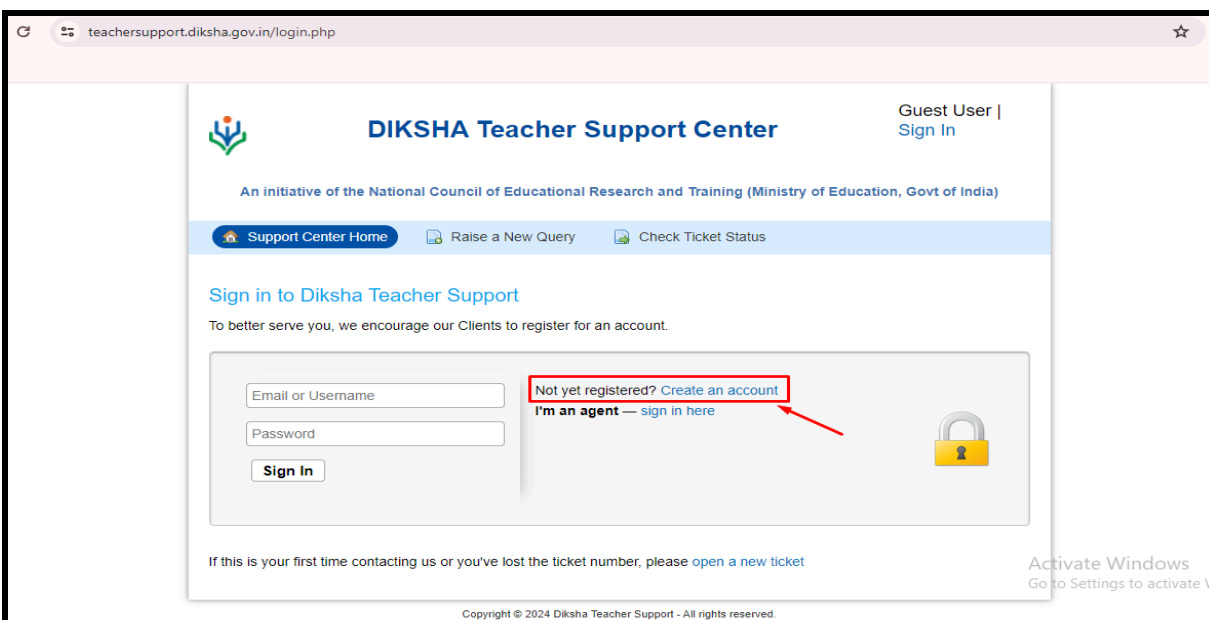- combine the usage details of both the accounts and
- delete the other account from DIKSHA records

Note: Account merge can be initiated only from a valid active account registered in the State system.  To know more , refer to the Merge Accounts section on DIKSHA Help Centre

# How to raise query through Teacher Support Center
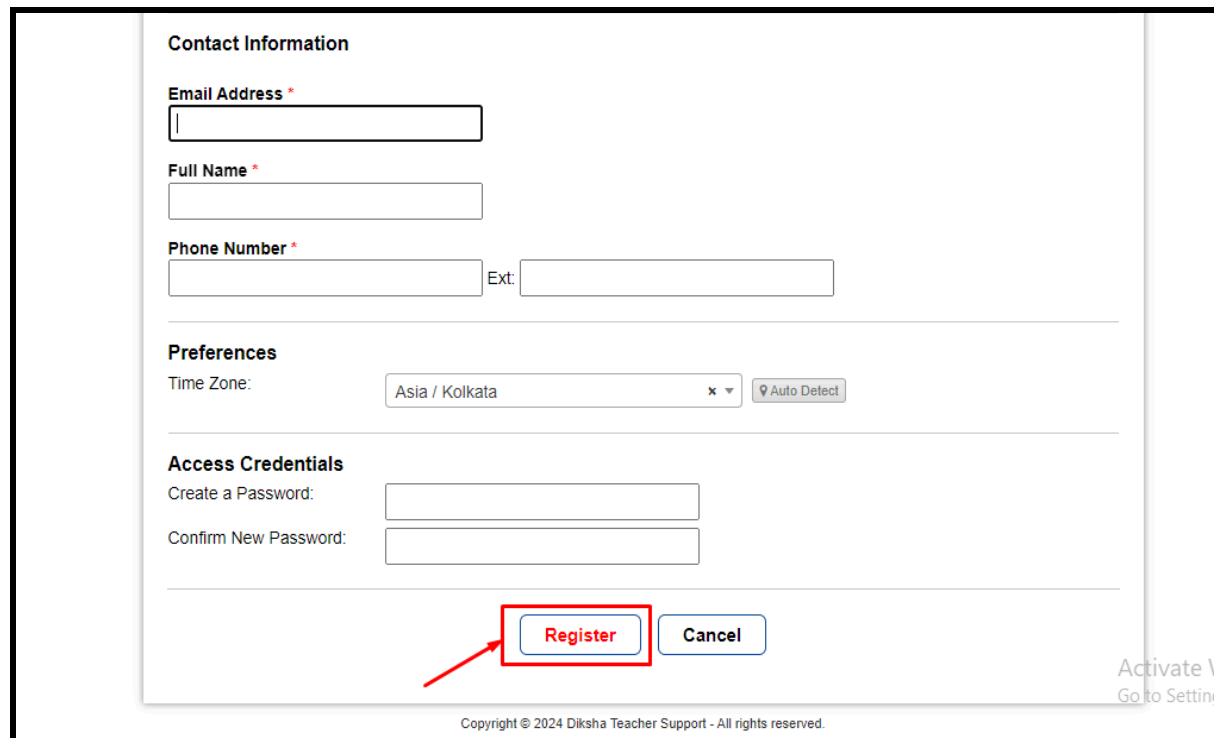
**Step 1:** Open the DIKSHA Portal and scroll down to the bottom of the page .
At the right side corner, Click on the Teacher's Help Option
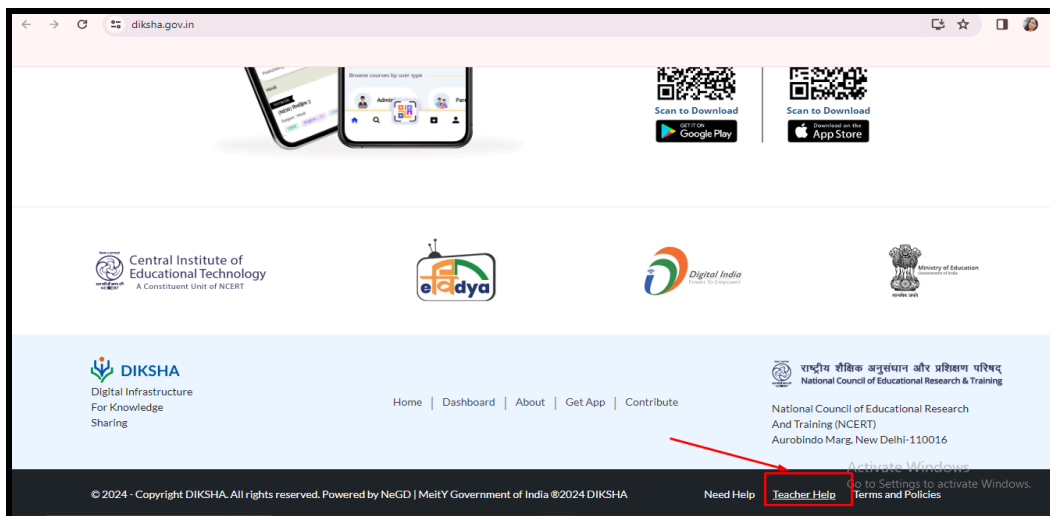
**Step 2:** A new window will open. Click on the  **Create an account**  option to create a new account.



**Step 3:** Enter the required details and click on register.

A message will be displayed for confirmation.



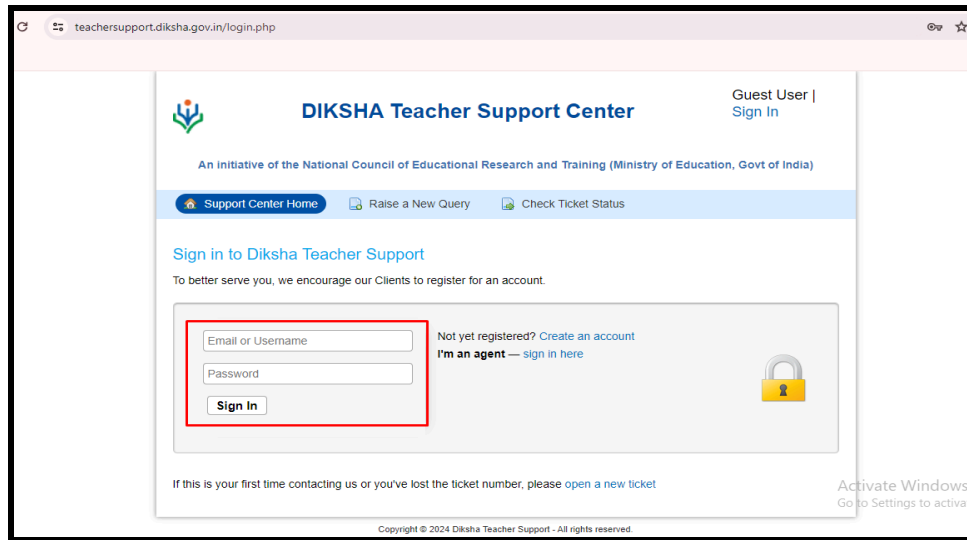You will receive an email in your inbox to verify your account
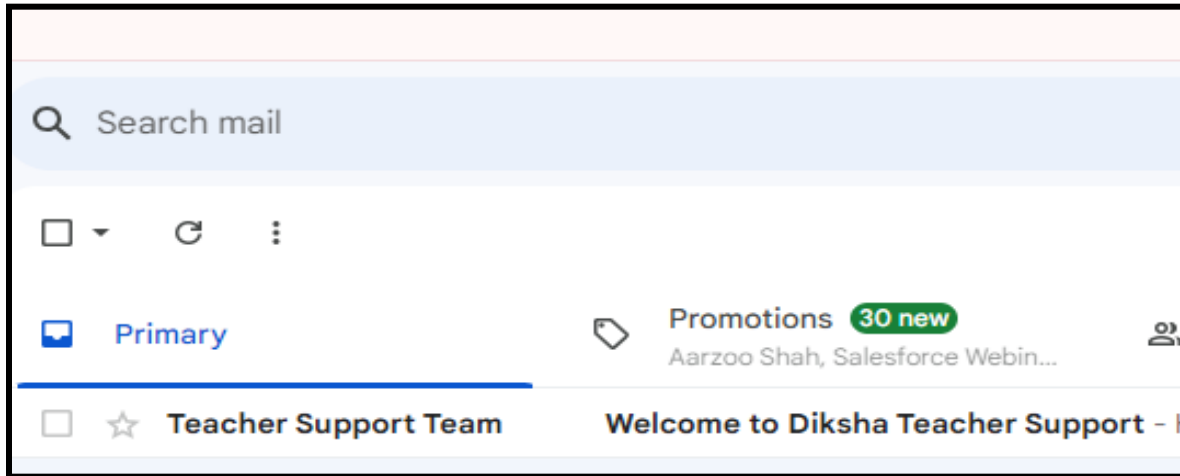
Please verify your account by clicking on the provided link
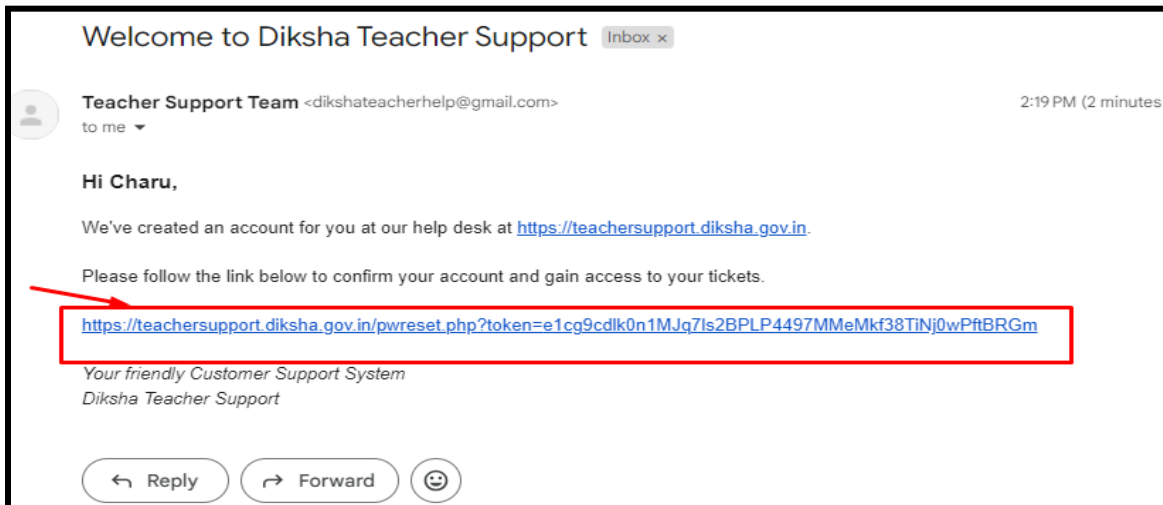


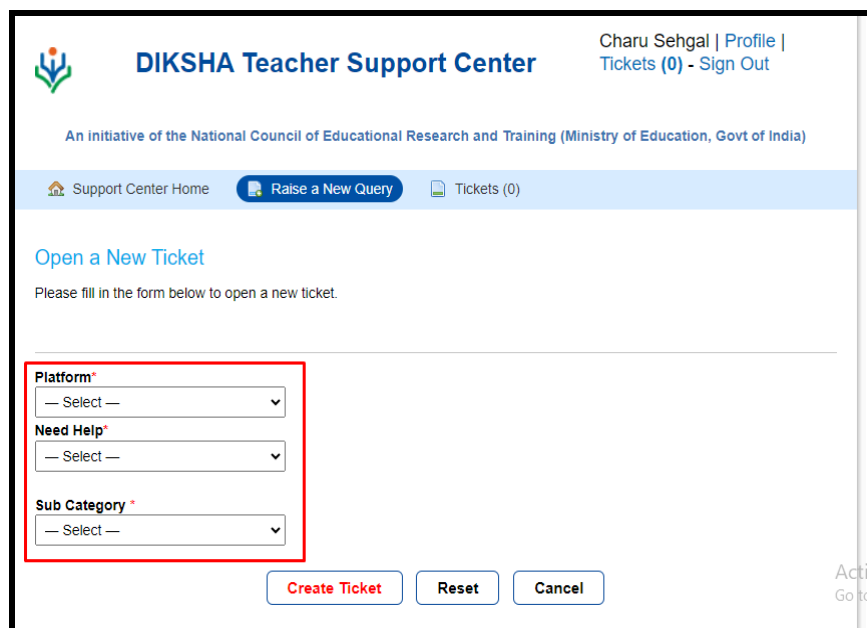Once verified, a message will be displayed

**Step 4:** Now sign out and **Sign In** again using your credentials.



**Step 5:** Now you can raise a new ticket by providing the following details:



**Platform**: Choose the relevant interface(Portal/Web) at which the issue is reflected

**Need Help**: Select the type of issue from the options provided.



**Sub-category**: Select the sub category to resolve the issue.

Note:In order to prevent blank entries while creating tickets, users are urged to specify the question or issue in the description section with relevant details and screenshots as attachments.

Once relevant details are selected, click on **Create ticket.** Your issue will be raised.