



Help File for Online Video Appeal

CITY AND INDUSTRIAL DEVELOPMENT CORPORATION

<https://cidco.nivarakendra.in/App/applicantLandingPage>

1) For Appeal Video Call:

Applicant will get SMS and Email mentioned appointment date and time

11-8 4:55 PM

Dear Applicant,
Thank you for booking your
Appointment! Your appointment
is scheduled on [12-08-2020](#)
[11:00:00](#) at CIDCO NIVARA
KENDRA. Kindly read guidelines
to visit Nivara Kendra
[http://cidco.nivarakendra.in/App
/upload/getQuickLink/COVID19
_RULES.pdf](http://cidco.nivarakendra.in/App/upload/getQuickLink/COVID19_RULES.pdf)

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- 1) Please ensure that at the time of video call you have a Laptop/PC/Desktop having Windows Operating System Version 7/8.1/10 OR Android Smartphone having Google Chrome minimum Version 84.0.41 and above for best performance.
 - 2) Please ensure that the Webcam and Microphone of PC/Laptop/Android Smartphone is in working condition.
 - 3) Please ensure you will attend the Video call.
 - 4) On the day of the appointment, it may take 20-30 minutes for the CIDCO officials to make a video call

2) Join Video Call:

The Applicant cannot start the video call until the Assistant Marketing Officer(AMO) initiates it. Once the Assistant Marketing Officer(AMO) initiates the video call, the Applicant will get an SMS mentioning to join video call through mobile / laptop / personal computer. The Applicant receives an SMS regarding the video call appointment as shown below

SMS Screenshot :



Click the video conference link in applicant's confirmation SMS to begin appointment. Please be sure to follow the prompts from the video conference software.

1. Click on **Login** button.



2. Enter your **Application Number** and **Verification Code** same as mentioned in the box.

Application Number

Enter Application Number

Verification Code

xhbn d

Enter The Captcha Code

Get OTP

Enter Application Number

Enter Verification Code

3. After entering application number and verification code, click on **Get OTP** button.

The screenshot shows a 'Login' window with a dark blue header. Below the header, there are two input fields: 'Application Number' containing '11800XXXXX' and 'Verification Code' containing '2mcbk'. A blue 'Get OTP' button is located below the verification code field. A callout box with the text 'Click on Get OTP' has an arrow pointing to the 'Get OTP' button.

4. Enter **One Time Password (OTP)** received on your registered Mobile Number and click on **Login** button.

The screenshot shows the 'Login' window with the 'Application Number' field containing '11800XXXXX'. Below it, a red note reads: 'Note: Please enter the OTP sent to your mobile number *****7347'. The 'OTP (valid for 5 min)' field contains '429700'. A blue 'Login' button with a right arrow is at the bottom left, a red 'Back' button is in the middle, and 'Change Mobile' is on the right. A callout box with the text 'Enter OTP received on your registered mobile number' has an arrow pointing to the OTP input field. Another callout box with the text 'Click on Login button' has an arrow pointing to the 'Login' button.

5. Click on **My Application** for further process.

NIVARA KENDRA
Post Lottery Portal

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My Applications | Update Applicant Detail | Addition of Co-applicant | Appointment For Enquiry | Contact Us

Welcome, SULBHA GUNJAL [Logout](#)

Welcome Sulbha

When the Assistant Marketing Officer (AMO) starts the video call, then

1. Click on the “My Application” tab.
2. Click on the “Join Video call” button.

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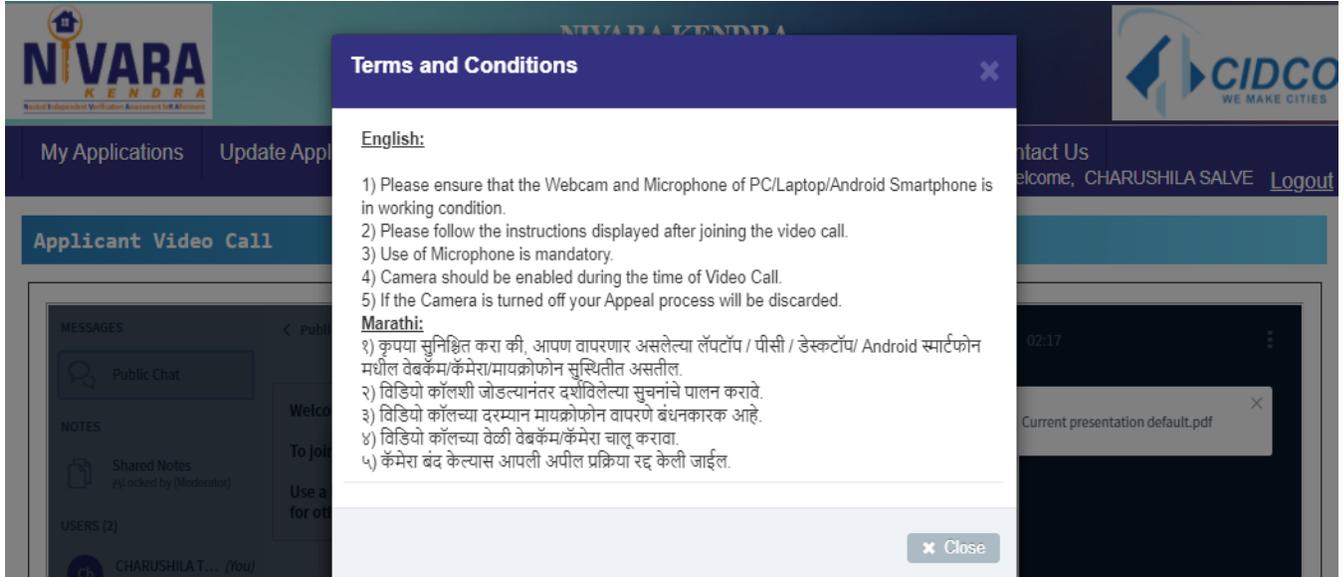
Welcome, CHARUSHILA SALVE [Logout](#)

Applications

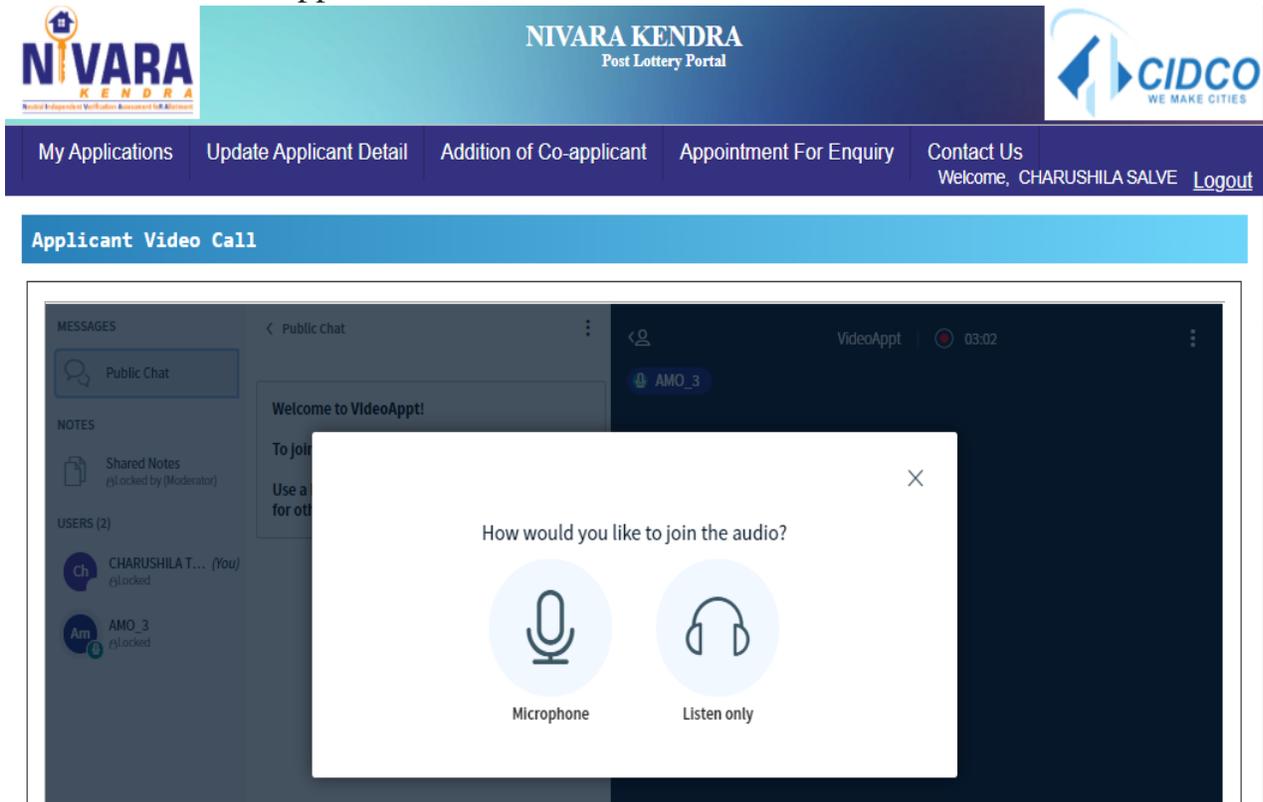
Application Number	Applicant Name	Category	Flat	Status	Detail	Remark	Action
3190038347	CHARUSHILA TUKARAM SALVE	SC	Flat - L01,2,6 Scheme - S-34_TALOJA_P6(LIG)-S-34, TALOJA, PLOT NO.6 (LIG)MASS HOUSING SCHEME (DRAW_WINNER)	In-Process			Join Video Call Download LOI

The Applicant should click on the “Join Video Call” button to connect with the AMO.

Once connected, the video call room will be displayed as below and read the **Terms and conditions** :

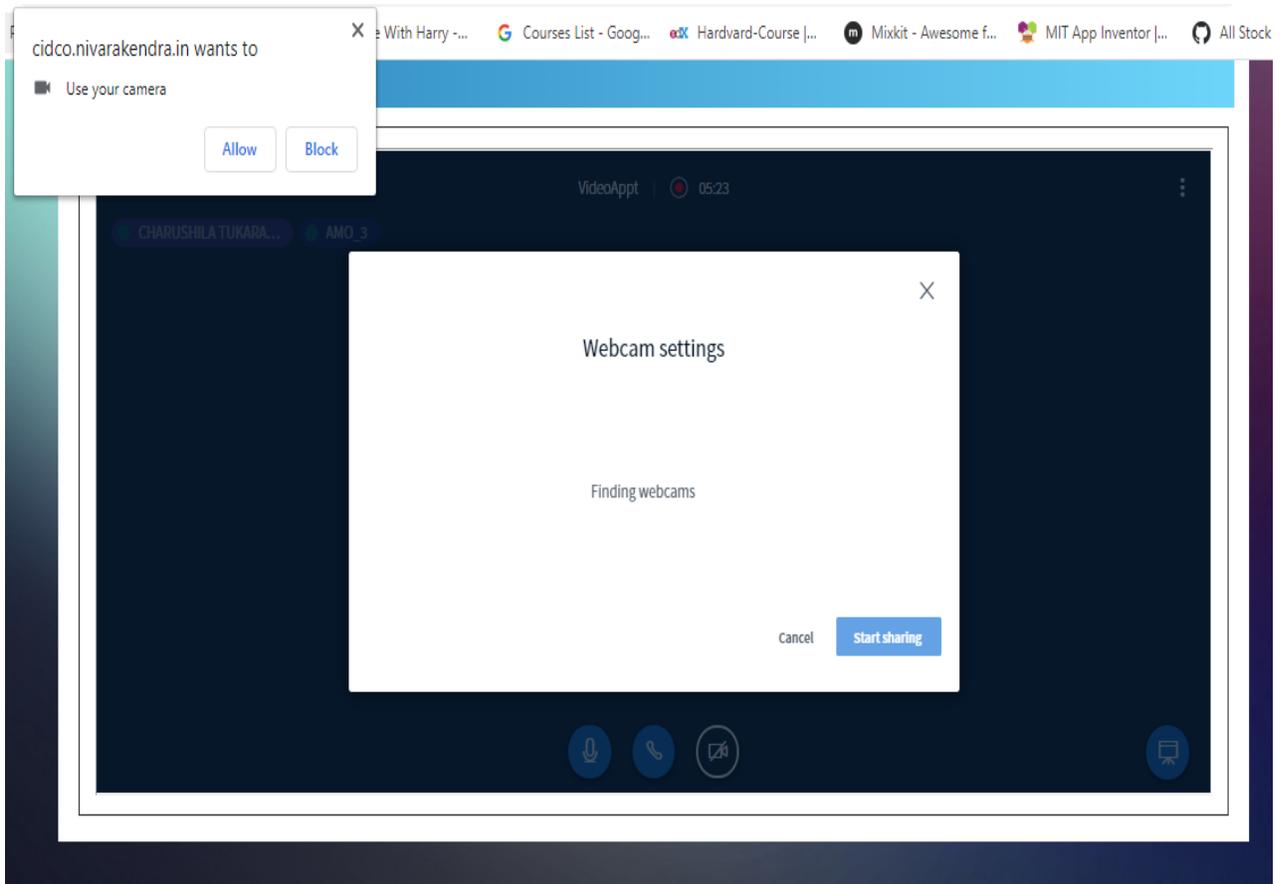


After reading all terms and condition close the terms and condition tab; then below screen will appear:



Allow microphone and webcam :

- 1) Click on “**microphone**” and **popup** will appear then Click on “**Allow**” Button
- 2) Click on “**Listen Only**” and **popup** will appear then Click on “**Allow**” Button



Video call is connected with AMO successfully :



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[Appointment For Enquiry](#)

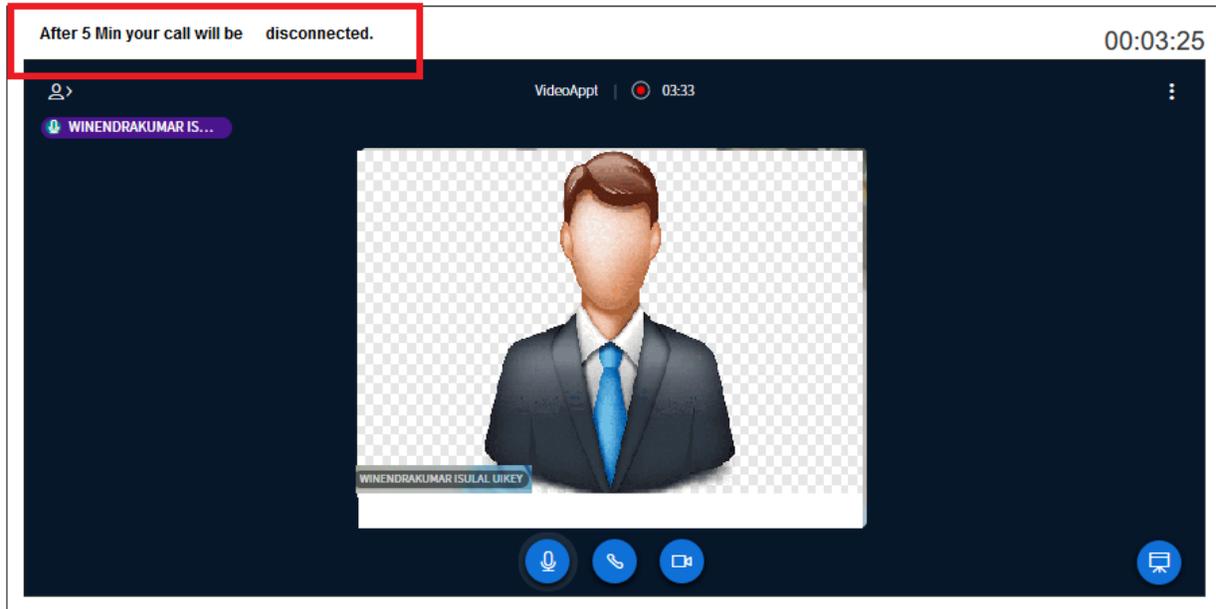
[Contact Us](#)

Welcome, CHARUSHILA SALVE [Logout](#)

Applicant Video Call

The screenshot displays a video call interface. On the left, a chat window titled 'Public Chat' is visible. It contains a 'MESSAGES' section with a 'Public Chat' button, a 'NOTES' section with a 'Shared Notes' document icon (locked by Moderator), and a 'USERS (2)' section listing 'CHARUSHILA T... (You)' and 'AMO_3'. The main chat area shows a welcome message: 'Welcome to VideoAppt! To join the audio bridge click the phone button. Use a headset to avoid causing background noise for others.' On the right, the video call area shows a dark screen with a header 'VideoAppt | 04:23' and two participant names: 'CHARUSHILA TUKARA...' and 'AMO_3'.

Applicant Video Call



When AMO allow to upload additional document then Applicant will get SMS from AMO to upload document. For uploading additional document, applicant must follow below steps

- i) Click on **Appeal Document Verify** button
- ii) Upload required document and Click **Save** button then click **Final submit** button.
- iii) Submit these document in Nivara Kendra for further process (if required)

After the AMO completes the video call, applicant side video call window automatically close. Once the video call ends, the Applicant will be redirected to the **My Application Page**.

THANK YOU!!!