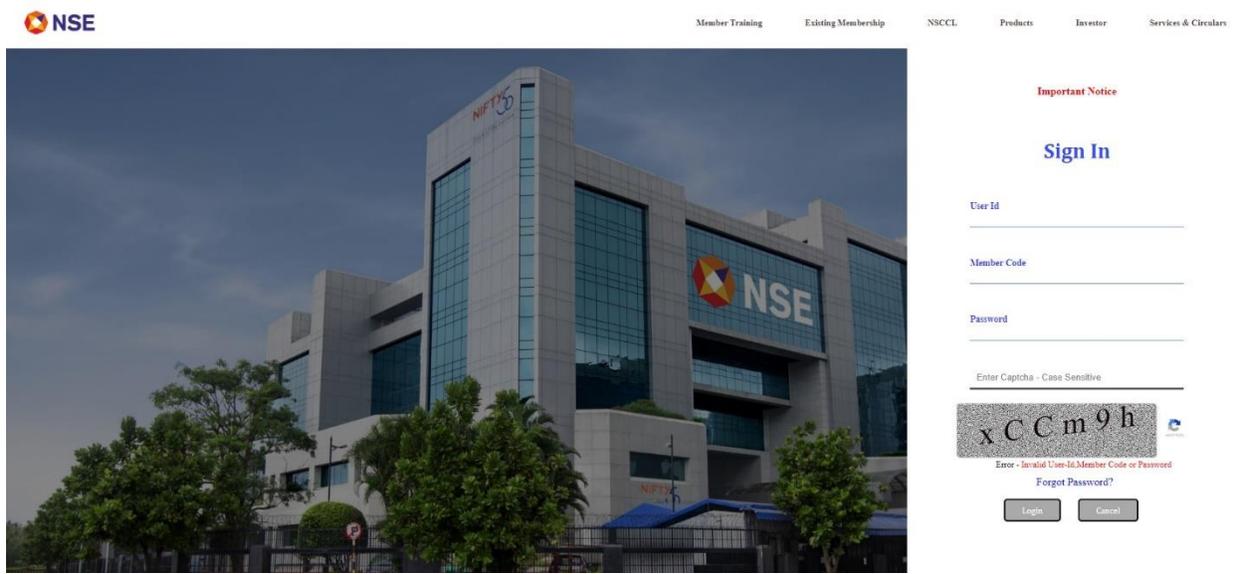# HELP GUIDE TO COMMON QUERIES RELATING TO INTERNAL AUDIT SUBMISSION

Query 1: Invalid User ID or Password

Solution:

Please ensure that Auditor ID allocated to auditor while registration in the Inspection system, and user ID while creating login for Auditor through (Member Portal>>User Management) must be the same.

Refer Screenshot below:

Below screen is used to create login user, for auditor in the Member Portal.

User Details

User Id:*	Name:*
	Name not valid
Password:* •••••••••••	Confirm Password:* •••••••••••
Address Line 1 :*	Address Line 2 :
Mobile No. :*	Std Code. :
Landline :	Fax No. :
Email :*	

* Indicates mandatory fields , and all fields are mandatory for NSE-ASSIST service.

Password Policy

[Prev] [Next]

Please note: Auditor ID in the 1st screen and User ID in the 2nd screen must be the same.

Query 2: You have put incorrect membership no. or have submitted the report for all the segment assigned to you.

Solution: This error occurs when roles are not assigned to the auditor.

Steps to assign roles:

1) Ask the member to login to member portal from **admin ID**
2) Click on User Management
3) Click on Modify user (in case of Existing auditor)/Add user (in case of new auditor).
4) Click on assign roles against the auditor ID reflecting in the portal.
5) Tick on "**Inspection_Internal Audit**" and save.

Please note: Rights for member -'Inspection'

For Auditors- 'Inspection_Internal Audit'.

Query 3: Error while Installing Digital Signature

Solution: Refer E-lock Client Software Installation and Troubleshooting Guide

Path: Member Portal>Inspection- Internal Audit>Help Document- (available in Member login)

Member Portal>Inspection_Internal Audit>Internal Audit> Help Document (available in Auditor login)