FAQ's

1) Why IT Assets Web Portal?

IT Assets Web Portal has developed by APTS Ltd which is a Nodal Agency for implementing the APCSP (Cyber Security Policy) to in line with the G.O.MS.No.4, Dated:10.01.2019. As part of this, all the departments should take the ownership of securing the Critical Information Infrastructure by entering all their CII details, IT infrastructure, Websites, Web and Mobile applications, etc., into IT Assets Web Portal to ensure that CII shall undergo security audits mandatorily.

2) Who are the authorized users for the IT Assets?

As per G.O.MS.No.4, Dated:10.01.2019, all the State Government Secretariat Departments/ HoDs/ PSUs/ Societies and Institutions to update their IT Assets.

3) Who is responsible for updating IT Assets Web Portal in the Department?

All Departments should nominate an officer as a Single Point of Contact (SPoC), who shall be responsible for updating IT Assets for respective department.

4) Who can be a SPoC in the department?

SPoC can be a nominated officer by HOD who is a regular employee within the department.

5) Should each department have a SPoC?

Yes. All Secretariat Departments/ HoDs/ PSUs/ Societies and Institutions should have a separate SPoC to enter respective department IT Assets.

6) Is the SPoC assigned for IT Assets should be Technical?

No

7) How to access IT Assets Web Portal?

The Website can be access through the URL: https://itassets.apts.gov.in . APTS will be provided the Username & Password to the Department to access the Application.

8) What are the requirements pertaining to implementing IT Assets?

Department SPoC should identify & enter all Active IT Assets which are classified into Software (Web & Mobile applications), Hardware (Desktops, Servers & Others), Network & Security Devices into the Portal.

Department should make sure, all SPoC and In-charge SPoC Details entered into the Portal for all types of Critical Infrastructure Information, IT infrastructure, Websites, Web and Mobile applications.

9) Who is the responsible for updating of IT Assets data in case of absence of Single Point of Contact?

Department should nominate an officer as an in-charge SPoC in place of Single Point of Contact (SPoC), to IT Assets for respective department.

10) What are the supported Files/Attachments can be uploaded?

PDF (Password protected).

11) What should I do if I change/forget my password?

Department will be provided a Forget Password link at Login page to reset their Password (or) Contact APTS Helpdesk (0866-2468108) / Manager Audit (APTS) to get the Password.

12) Does One-Time Password(OTP) have a validity period?

Yes, OTP is valid for 5 minutes. Once it is expired, you can request for new OTP by click on resend link.

13) Why didn't I receive any OTP after I entered my Username & Password while login?

Please ensure that your mailbox is not full or check your spam folder since the system generated email may be incorrectly tagged as spam folder.

You may have also given or entered an incorrect mobile number.

If no message appears in your email or mobile number, you may contact or email for assistance

- 0866-2468108

14) To Whom should contact in case of any errors with in the IT Assets Portal?

You can contact APTS Helpdesk (0866-2468108) / Manager Audit, APTS

15) What are the effective browsers to access the Site?

The IT Assets Portal will work with many browsers such as Google Chrome, Internet Explorer, Firefox, Safari, Google Chrome and others.

16) Is Training required to usage of CII details in IT assets application?

No. User manual is available which is a user guide to explain the usage of IT Assets application to enter CII details.