Help on Online APAR

1. The URL of Website is https://sparrow-chs-dental.eoffice.gov.in
   Note: Do not search the above **URL** from **Google** or any other **Search Engine.**

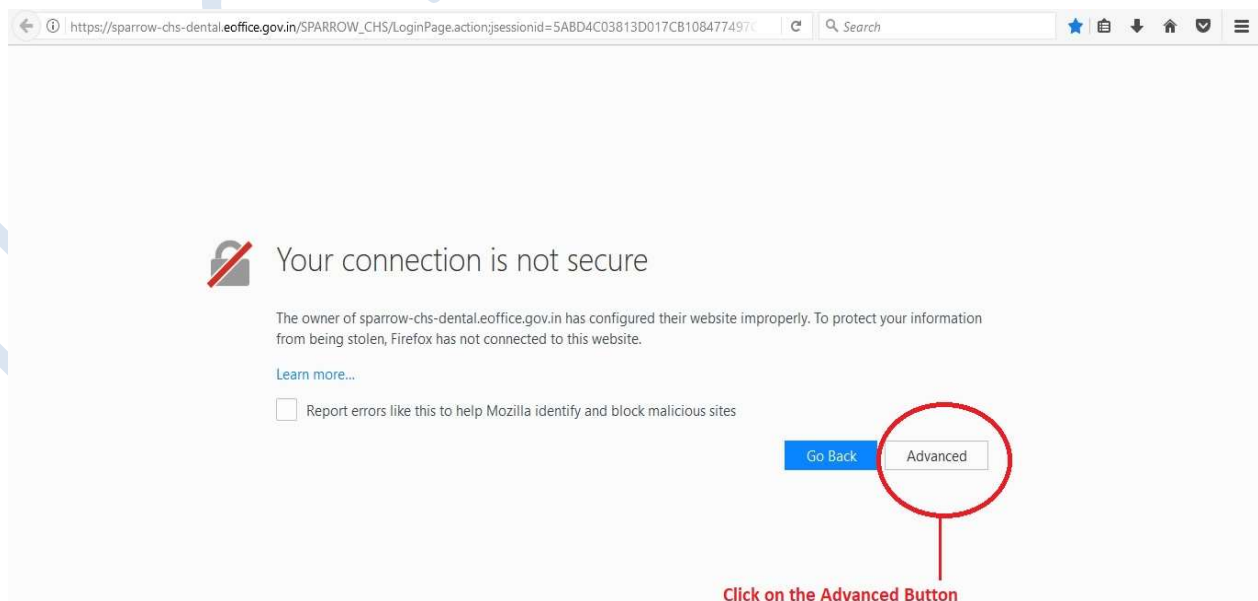2. **Type** the said URL in the Address Bar of your browser (Mozilla Firefox / Internet Explorer).
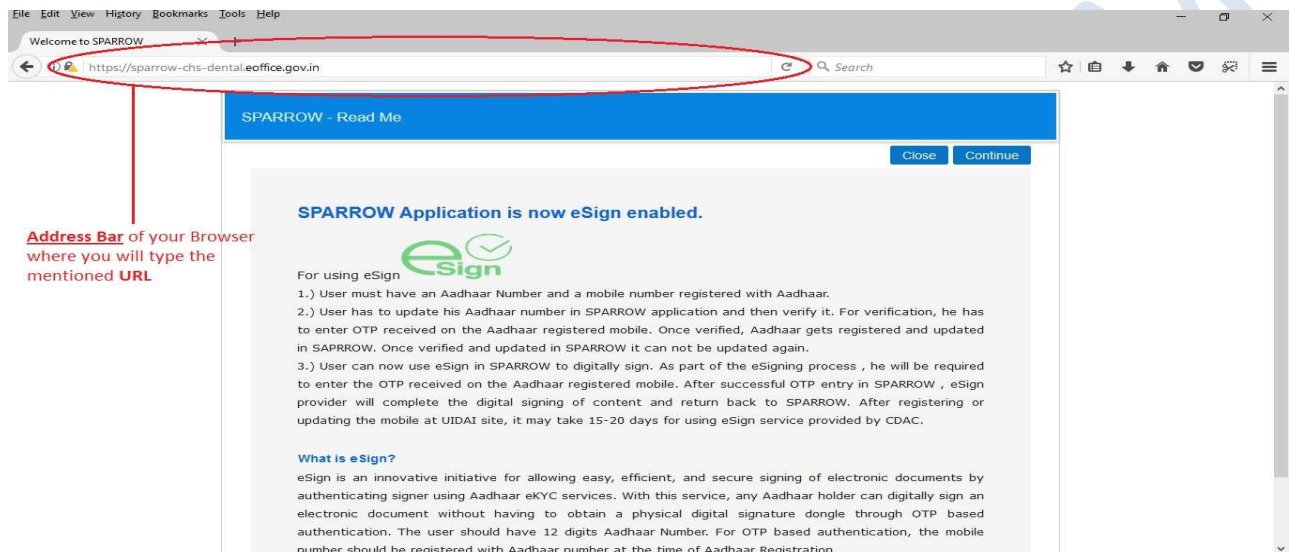
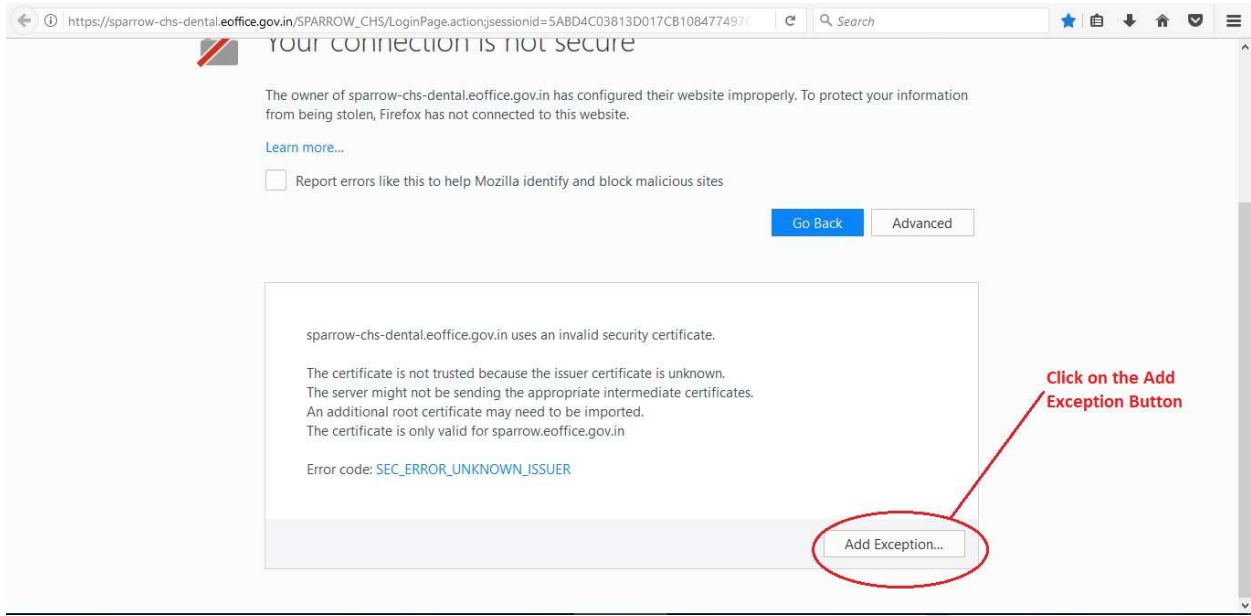3. After typing the said **URL** press/hit the **Enter Button** from your **Computer Keyboard.**

4. In Case the Security Exception message occurred, then find the below solution
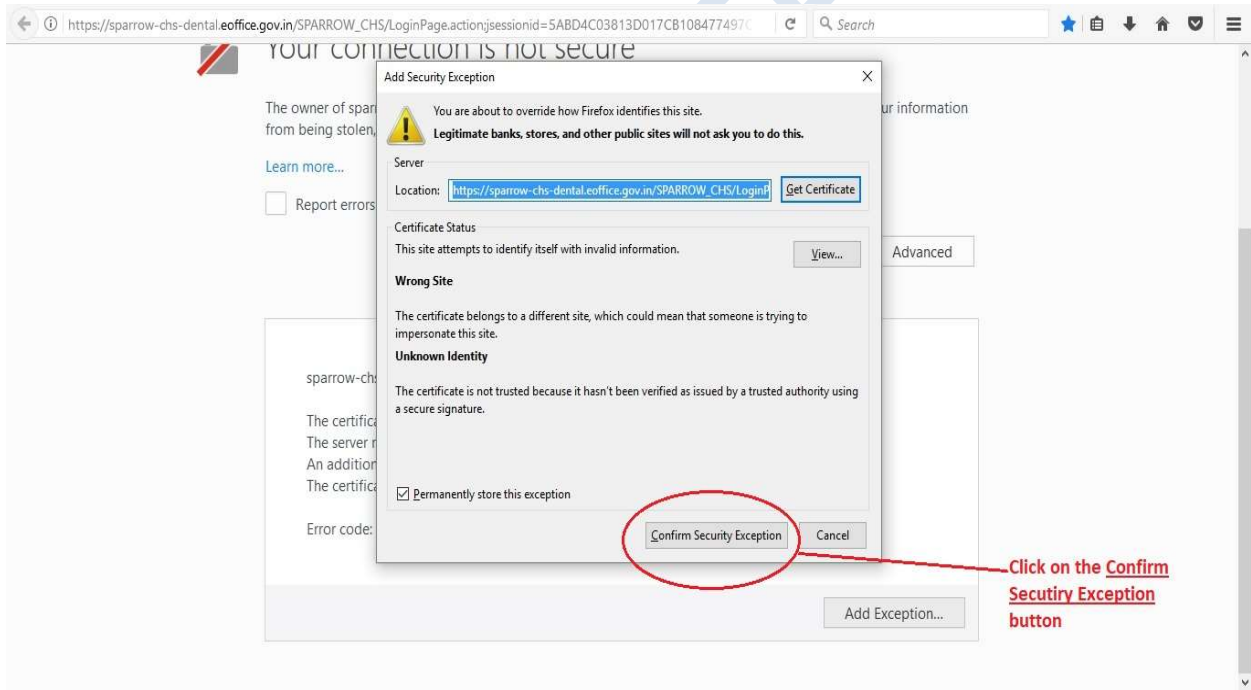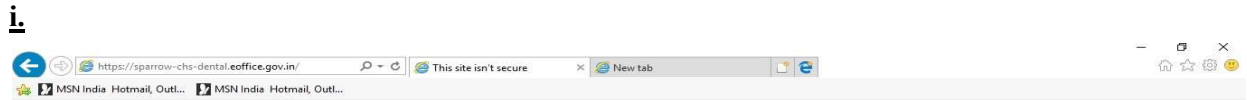
   For Mozilla Firefox Browser
   i.

ii.

iii.

For Internet Explorer

i.
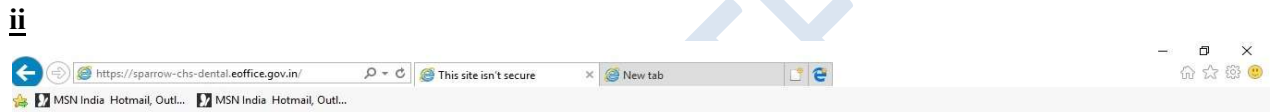

This site is not secure

This might mean that someone's trying to fool you or steal any info you send to the server. You should close this site immediately.

✓ Close this tab

⊙ More information   **CLick on the More Information link**

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ii

This site is not secure

This might mean that someone's trying to fool you or steal any info you send to the server. You should close this site immediately.

✓ Close this tab

⊙ More information

The hostname in the website's security certificate differs from the website you are trying to visit.
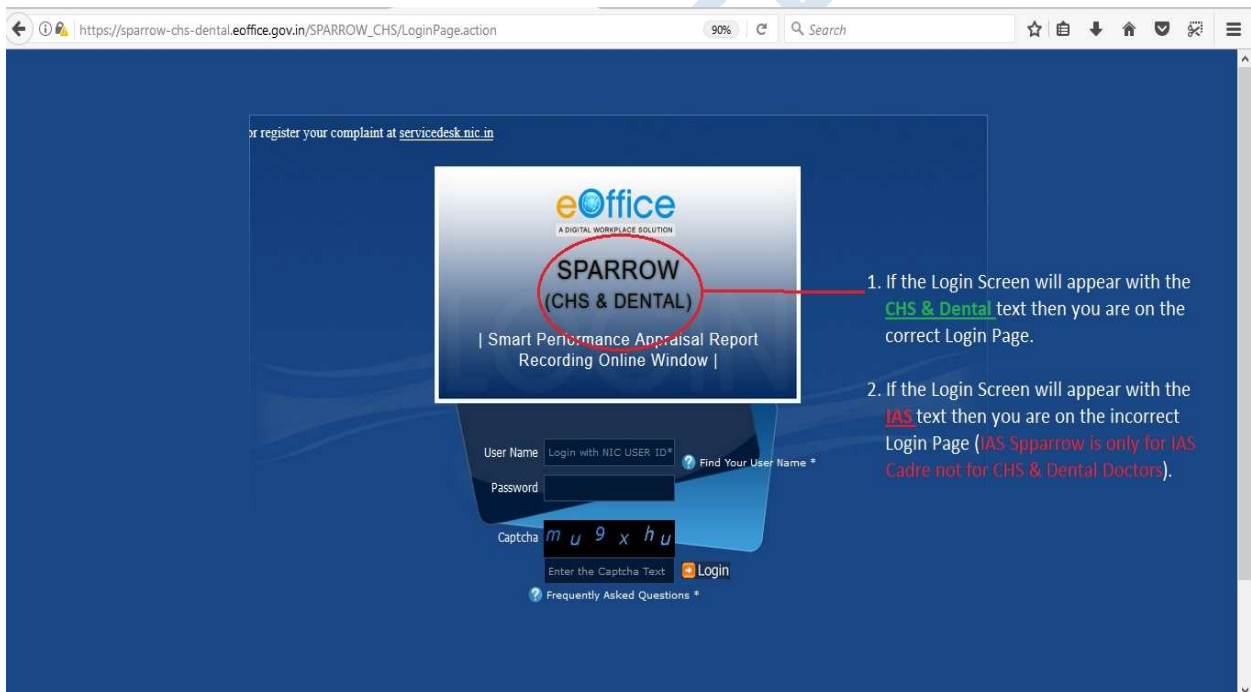
Error Code: DLG_FLAGS_SEC_CERT_CN_INVALID

⊗ Go on to the webpage (not recommended)   **Click on the Not Recommended link**

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5. After patching the security exception the below screen will appear.
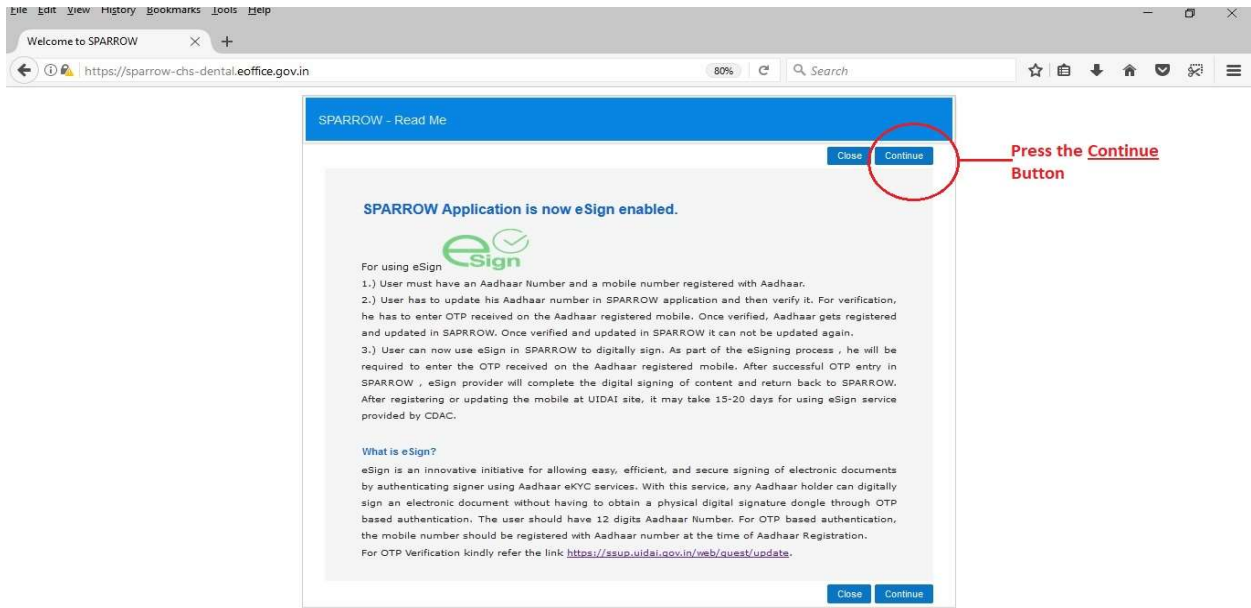
6. After **Continue,** below screen will appear.

7. After **Login** into your Sparrow account below screen will appear.

8. Click on the **Inbox** link in the **Upper Left Corner**.

9. Once you click on the **APAR ID Link**, below screen will appear.

10. After filling your **APAR**, follow the instruction in the below screen.

11. **Submit with DSC (Digital Signature Certificate)** is only for those users who have registered their DCS.
12. If you do not have DSC, kindly use **Submit with E-Sign** button to send your APAR to your Reporting Officer.
13. In case you have **Forget your Password** then find the solution in the below screen.

Note : **If you have any other query, kindly Contact Us to Website Committee Room, near next to the Director's Office or Email us at <u>webmaster@lhmc-hosp.gov.in</u>.**