

Frequently Asked Questions on SOCH Application

General Questions

1. What is my username on SOCH portal?

If you were already using IMS/ PALS, you can login with the same username. For a new user, username will be created by the primary user (ART Pharmacist/ TI Data Manager/ ICTC Counsellor) at the facility.

2. I don't remember my password for SOCH system, how can I get a new password?

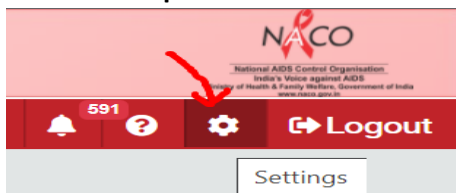
Click on forget password and the system will send One Time Password (OTP) to your registered email, from there you can generate your password.

3. I reset the password but did not get the One Time Password (OTP). What should I do?

When you reset your password, One Time Password (OTP) will be sent to your registered mobile number/email address. If the mobile number/email address updated in SOCH is incorrect then you will not receive the One Time Password (OTP), in this case you can reach out to primary user of your facility to update your mobile number and email address.

4. How can I change my password and my Profile?

Go to setting as shown in below image. There are 2 menus available on for **Change Password** and another for **Update Profile**.



5. Captcha code is not reflecting while logging into SOCH portal. What should I do?

Refresh your browser or clear your browser cache or open SOCH on incognito /private mode.

6. Can I use SOCH portal on mobile phone?

Yes, you can access SOCH on your phone browser. However, it is advisable to record data on SOCH portal using a laptop/ desktop/ tablet for better performance.

7. How can I contact SOCH help desk team?

You can reach help desk via email helpdesk@naco.gov.in or call/ WhatsApp on +91-8448447006

8. Where can I find training material for SOCH?

Training videos and user manuals can be found on SOCH portal through **help button** which is on top right. You can also access all the training videos through the link:

<https://sites.google.com/view/soch-help/home>

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9. What is UID? How is it generated?

UID is system generated unique identification number for each beneficiary, which will be applicable to all facilities under NACO. UID is automatically generated by the system on a new beneficiary addition.

10. How can I get data already existing in IMS on new SOCH system?

All the data existing in IMS has been migrated to SOCH, so you would be able to see the list of all beneficiaries and their medical records.

11. What is the back-date time period for adding data in the SOCH system?

You can add data up till one month before the current date on the SOCH system.

12. What is the time period to work in SOCH system on daily basis?

You can work on SOCH system between 8 AM to 8 PM daily basis.

13. Website is not opening. What should I do?

Solution: URL of SOCH is: <https://soch.naco.gov.in/login>

When you face difficulty in accessing the site, first check your internet connection and the correctness of URL (website address). Still facing any difficulty, send an email to respective SACS, also mark a copy to helpdesk@naco.gov.in

14. How to receive goods/products from any source?

If inventory is sent by SACs to facilities, go to inventory tab in SOCH and receive the products from receive tab.

If you are procuring products from a locally for example from a medical shop, then please make an entry under unregistered source in SOCH. Strictly prohibited to receive from unregistered source while goods/product coming from any facility/sacs.

15. Another facility sent me some stock but I do not see the entry here. How do I receive?

If inventory products have been sent from another facility to your facility, firstly they should have made an entry in SOCH under Relocate to facility tab (please note facility name should be selected correctly). Next SACS should approve the relocation request in SOCH.

16. How to remove the stock if we do wrong entry?

There is no option to remove any received stock. You can adjust it from Product List menu. Just click on review button and select write-off and give your comments and submit the form.

17. Would physical registers and white card discontinue?

For now, staff can continue maintaining information in SOCH as well as physical registers. NACO will share information on the discontinuation of physical registers in the future.

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18. What are the different roles on the SOCH system?

The different roles at state and facility level are as below:

| Module | Role |
|--------|----------------------------|
| ART | ART Assistant pharmacist |
| | ART Care coordinator |
| | ART Counsellor |
| | ART Data manager |
| | ART Facility Report Viewer |
| | ART Lab technician |
| | ART Medical officer |
| | ART Nodal officer |
| | ART Pharmacist |
| | ART Senior medical officer |
| | ART Staff Nurse |
| | LAC staff nurse/pharmacist |
| | SACEP Coordinator |
| ICTC | ICTC counsellor |
| | ICTC lab technician |
| Labs | EID Lab incharge |
| | EID Lab technician |
| | VL Lab incharge |
| | VL Lab Technician |
| OST | OST Data manager |
| | OST Nurse |
| | OST report viewer |
| SACS | Project Director |
| | SACS M&E |
| | SACS report viewer |
| | State inventory admin |
| | Store incharge |
| DSRC | DSRC Counsellor |
| TI | TI Center ORW |
| | TI Center PE |
| | TI Counsellor |
| | TI Data Manager |
| | TI NGO report viewer |
| | TI Project Manager |

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