



CPMS (Citizen)

User Manual

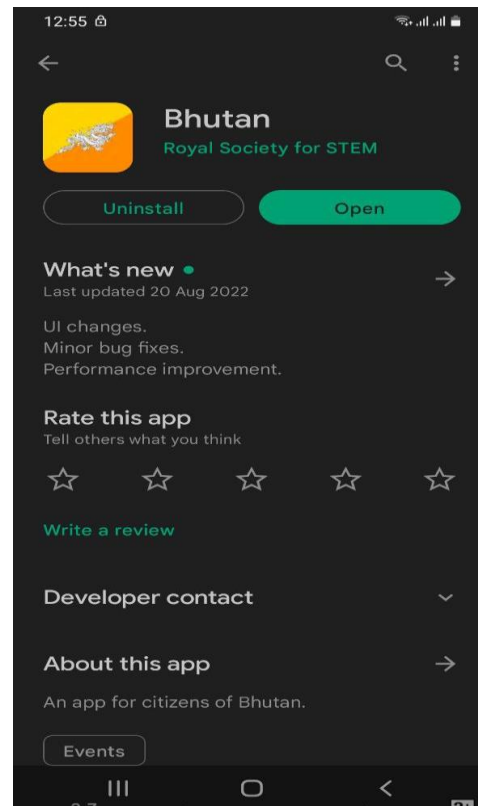
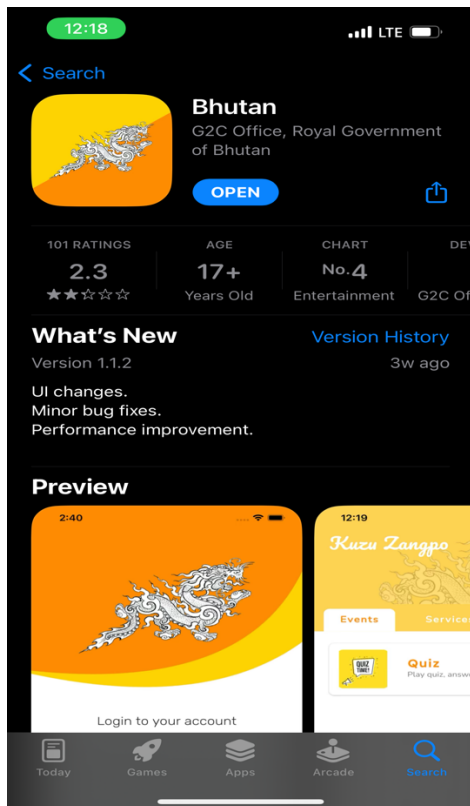
Version 1.0

15/09/2022

1. Travelers/ User

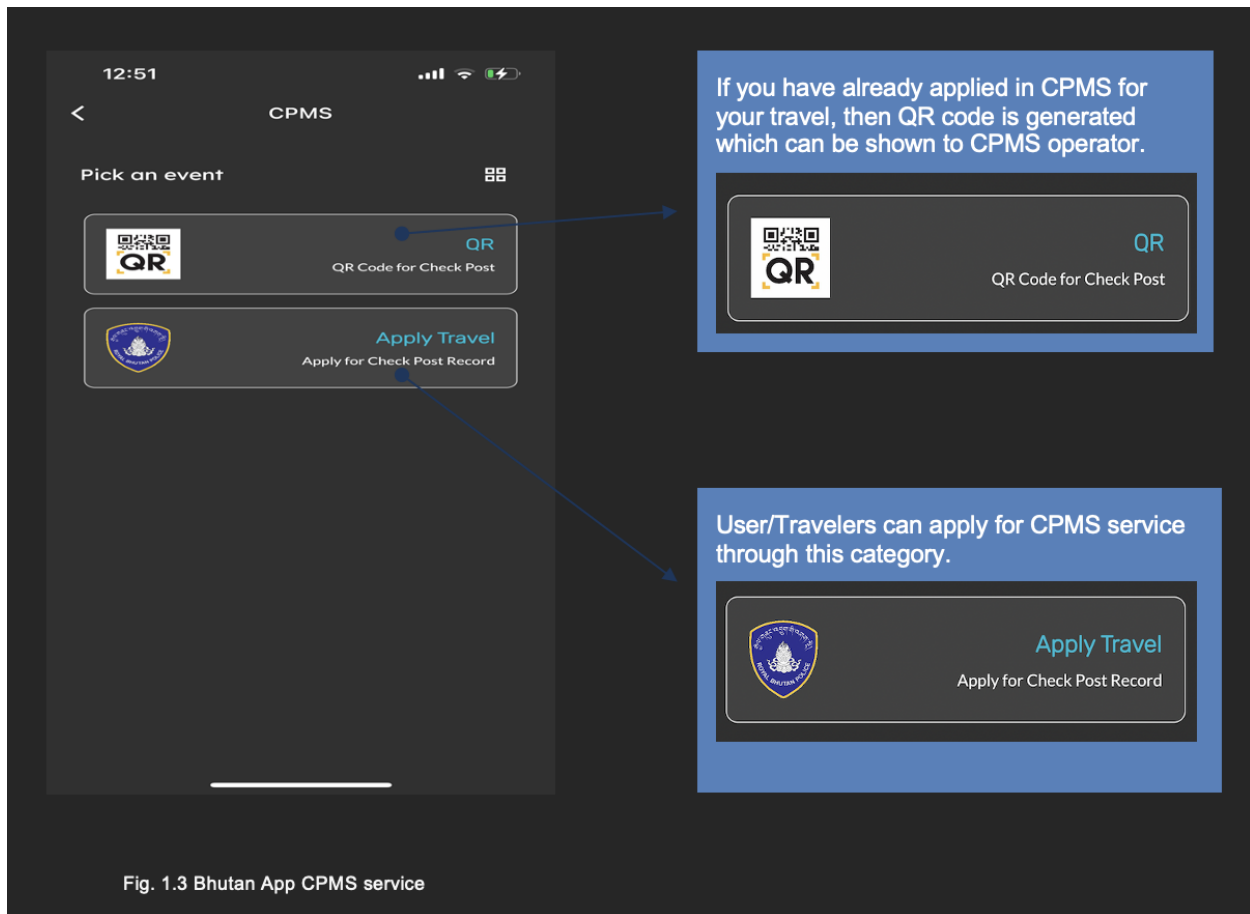
The Application will be used by the travelers when moving through vehicle to all the designated checkpoint and Integrated checkpoint. CPMS is one of service provided by Bhutan App which is available in IOS and Android OS. The user needs to register in the application.

- a. Download the 'Bhutan' App from play store which is available in IOS and Android OS.



Once the App has been installed on your device, then you have to register and login to the App. Once you have logged in to the Bhutan app, you will be directed to home page. The CPMS service can be availed by going to the Services menu in Bhutan App. You have to press on the CPMS category and will be redirected to next page and the following event will be present:

- QR
- Apply Travel

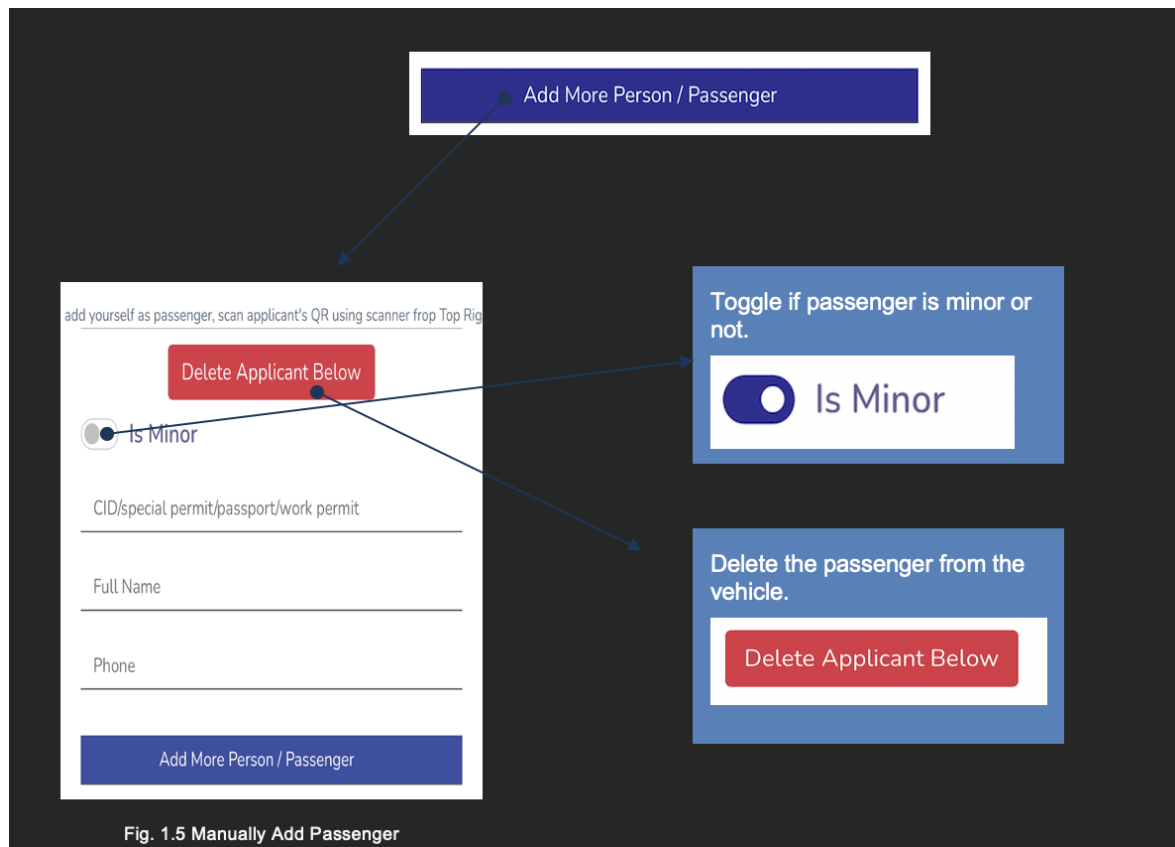


b. Apply for Travel

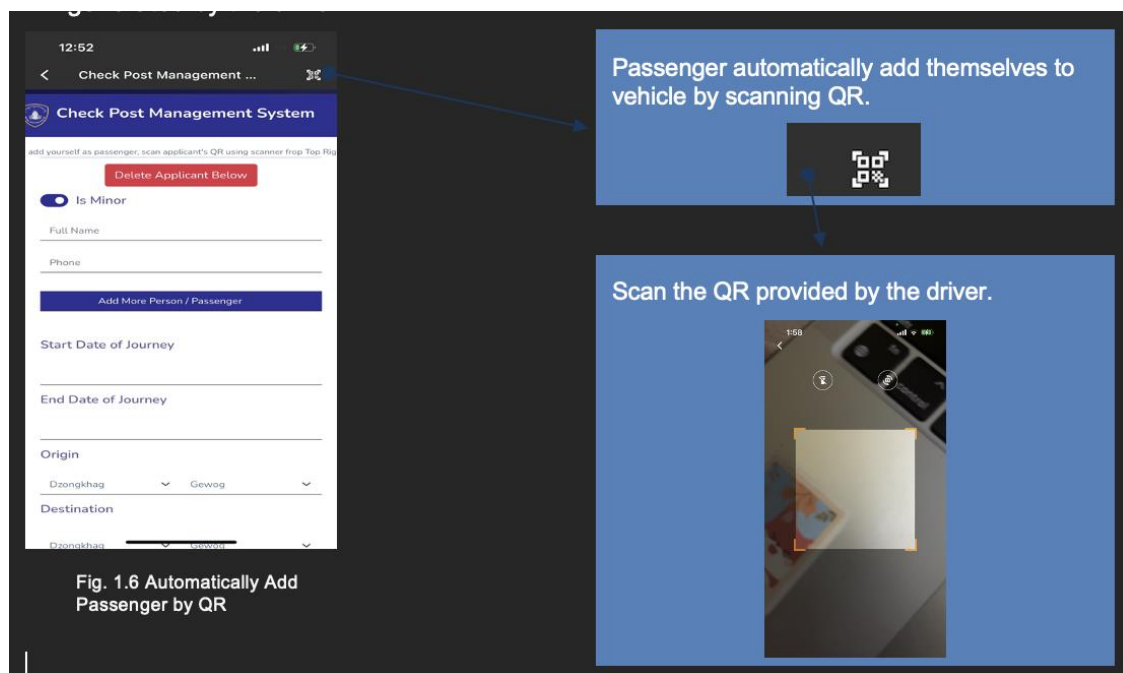
Once user/travel has pressed “Apply Travel” category, user will be directed to registration form. The form contains all the information that are needed for verification at Check point as of that is present in old CPMS The new feature added to the system is the driver can now add passenger to their vehicle automatically by scanning the QR code produced by the user. The passenger can be added manually by pressing the ‘Add More person/passenger button

- Driver/User Generate QR code to add passenger or manually add passenger



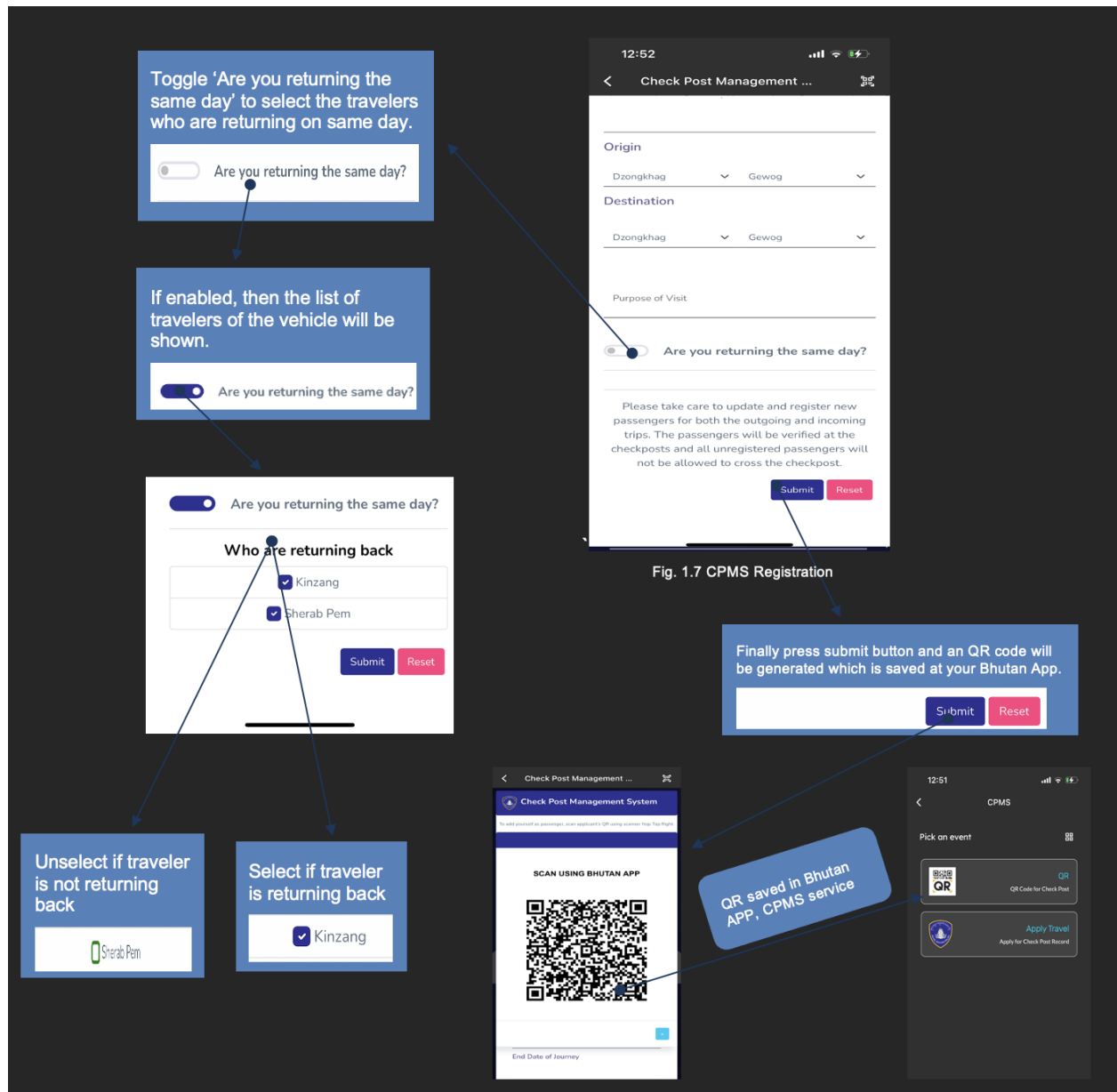


- Passenger can add themselves to the vehicle by scanning the QR code which was generated by the driver.



c. Returning on the same day and Submit Registration to CPMS

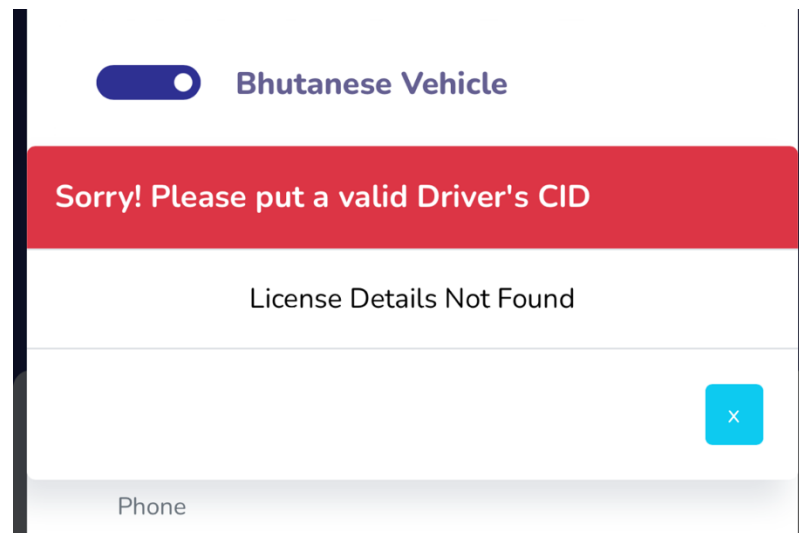
The second new feature added for the user is that now travelers who want to return on same day can be selected from those who don't want to return on same day. When traveler press submit button, a QR code is generated which can be used for verification at ICP and Checkpoint. The QR code is automatically saved in Bhutan app at CPMS service.



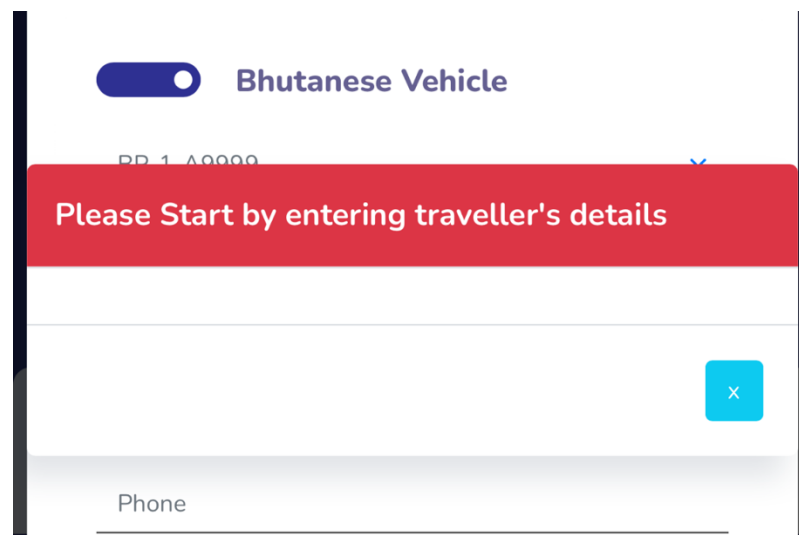
2. Troubleshooting & Support

2.1 Error Messages

- If you don't have driver license and you apply for driver at CPMS registration form, then you cannot apply for driver and error message will display. You can only apply as passenger if you don't have driver license.



- If you enable the “Are you returning the same day” without adding any traveler, the following error message will be shown. Add traveler's detail to prevent the error message.

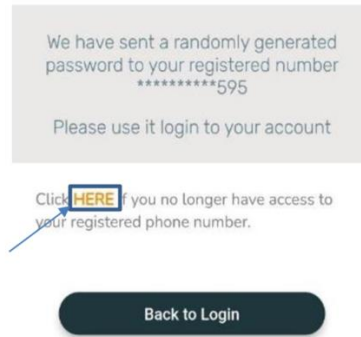


- While registration for CPMS, if Traveller/ user press submit button with incomplete data than the following error message is received. Traveller/User should make sure that all the form are filled before pressing submit button.

- If you have forgotten your password, then you can get a random default password by pressing “Forgot password?” while giving you CID number. After that login into the App and you will be directed to change your default password. After changing the password, you will log into the page.



- If you no longer have access to your registered phone number or have a new number, click on “HERE” as shown below to provide your new number along with security question. Once completed, an OTP shall be sent to your new number and the previous steps apply.



Appendix A: Acronyms and other

Table 1- Acronyms and other details

Name	Meaning
<i>CPMS</i>	<i>Checkpoint Management System</i>
<i>Operators</i>	<i>RBP user stationed at CPMS checkpoint</i>
<i>Travelers/User</i>	<i>Travelers who are traveling in vehicle and needs to be verified through checkpoint</i>
<i>UM</i>	<i>User Manual</i>
<i>App</i>	<i>Mobile Application</i>
<i>OS</i>	<i>Mobile Operating System</i>
<i>ICTD (RBP)</i>	<i>Information and Communication Technology Division (Royal Bhutan Police)</i>
<i>APK</i>	<i>Android Application Package</i>
<i>CID</i>	<i>Citizen Identification</i>
<i>No Vehicle</i>	<i>People who cross checkpoint are riding cycle, animal, skateboard etc.</i>

FOR MORE DETAILS, CONTACT THE FOLLOWING NUMBER:

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