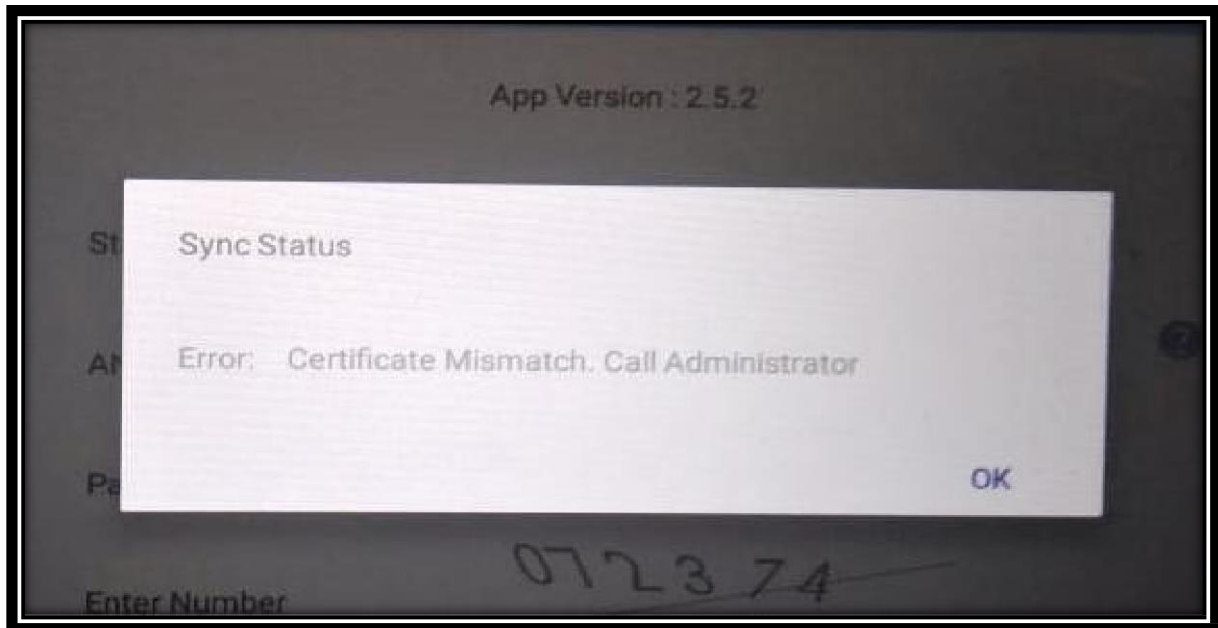


Troubleshooting Points for error “Certificate Mismatch. Contact administrator”.

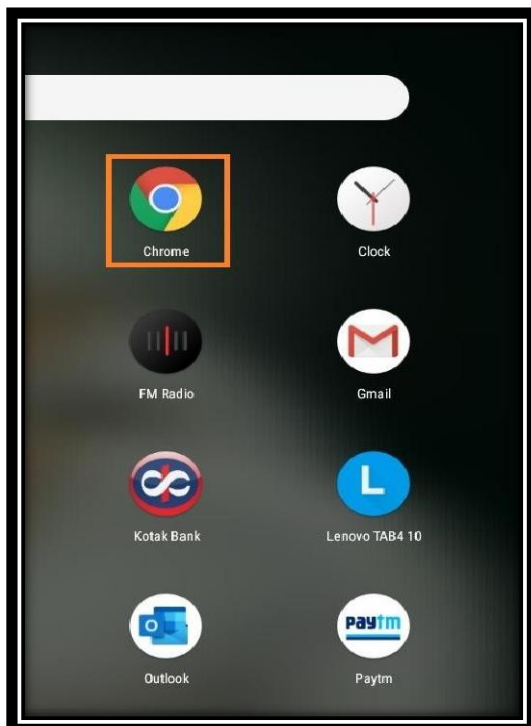
Error SS



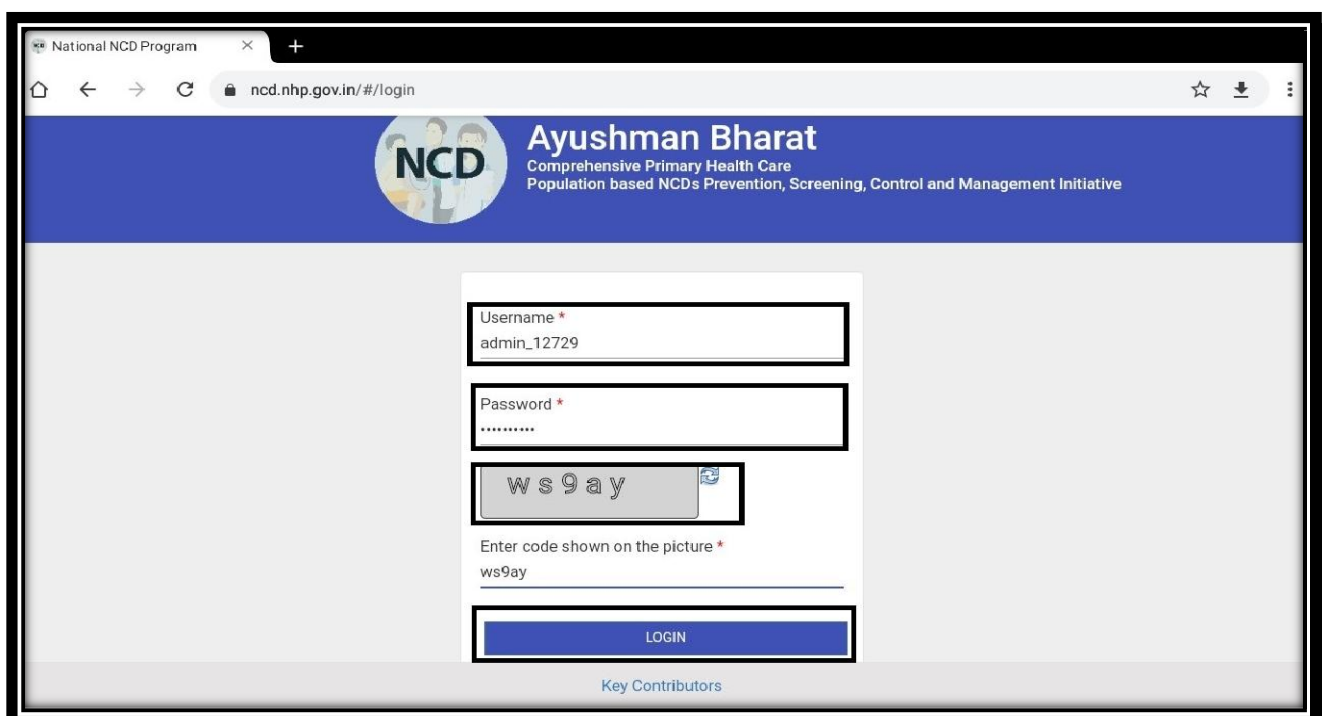
Please follow the below-mentioned steps:

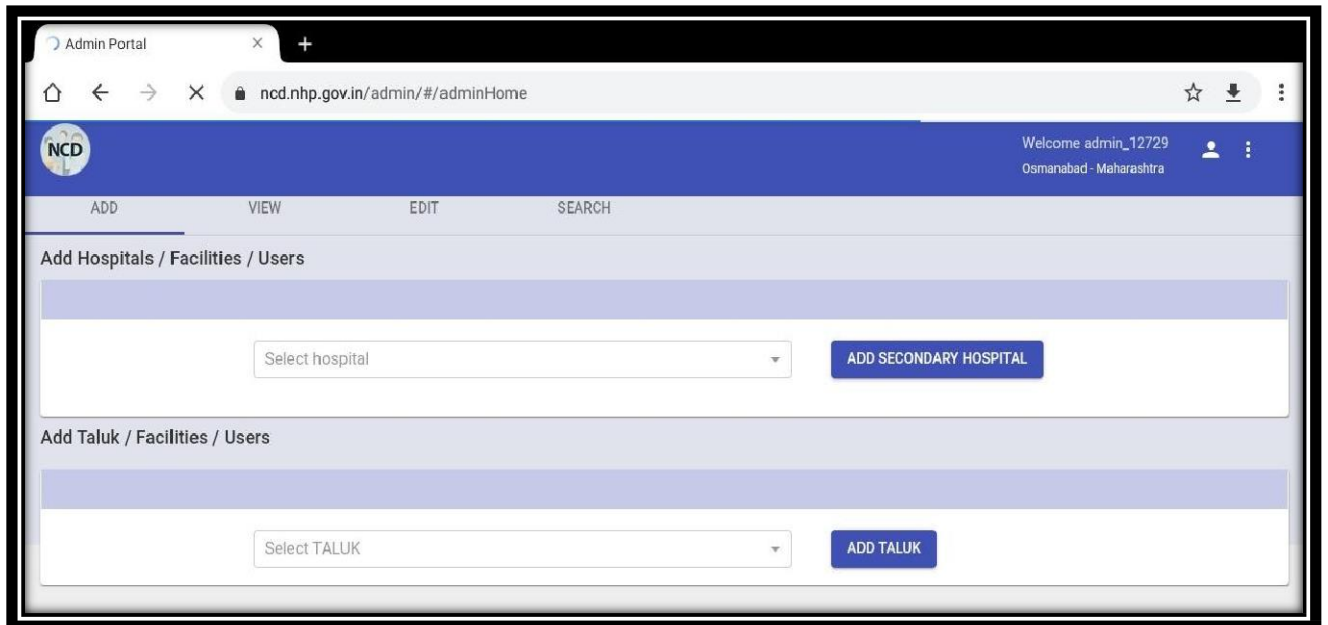
STEP - 1

- Whenever you face this kind of error on the tab while login to application or while you sync the data please close the application.
- Open browser – “Chrome Browser” on your tab. As shown in the picture below.



- Type in “ncd.nhp.gov.in” and open the site. If you are able to open the site and see the “Login Page” kindly put credentials you have (district admin portal or dashboard) and login to the portal. As shown in the picture below.



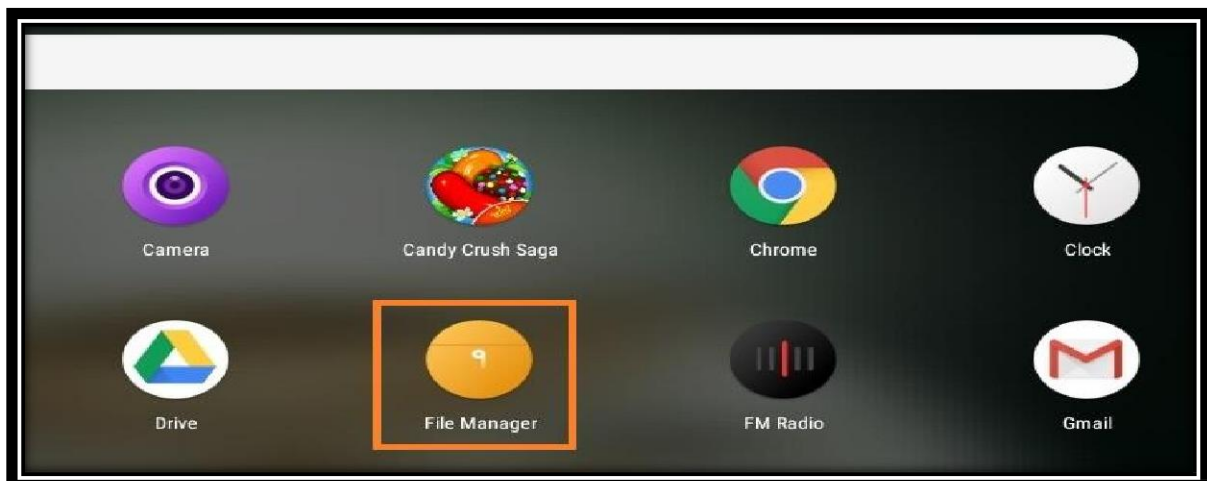


- After you successfully login to any portal please close the browser as this will restore the certificates in case any of them got deleted or clear while performing “Clear Cache” on the application settings.
- Now you can reopen the ANM app on the tab and check the issue is resolved or not.

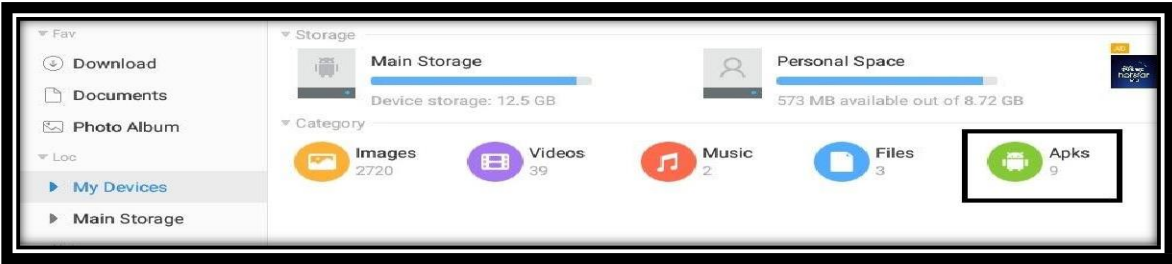
In case, if you still face the same issue kindly follow the STEP – 2 mentioned below:

STEP – 2

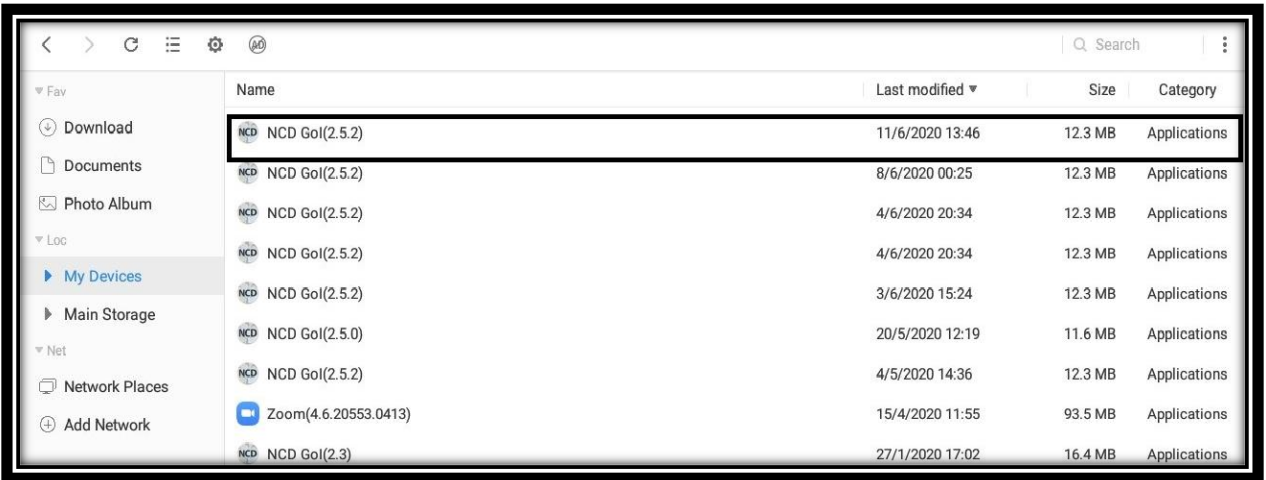
- Close the ANM app on the tab.
- Go to “File Manager” and open the folder. As shown in the picture below.



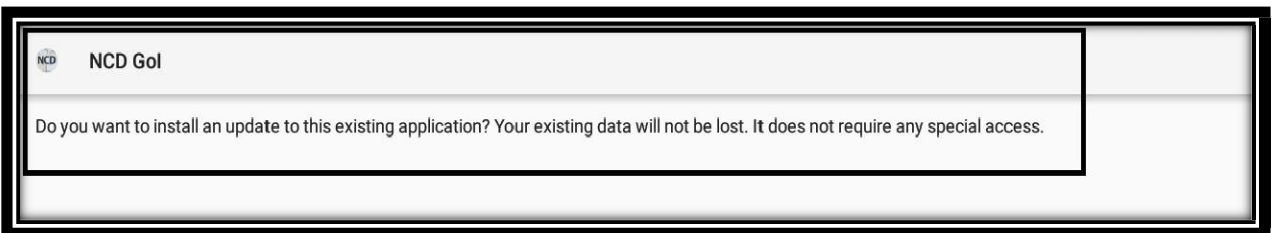
- You will see “APK” folder click and open it. As shown in the picture below.



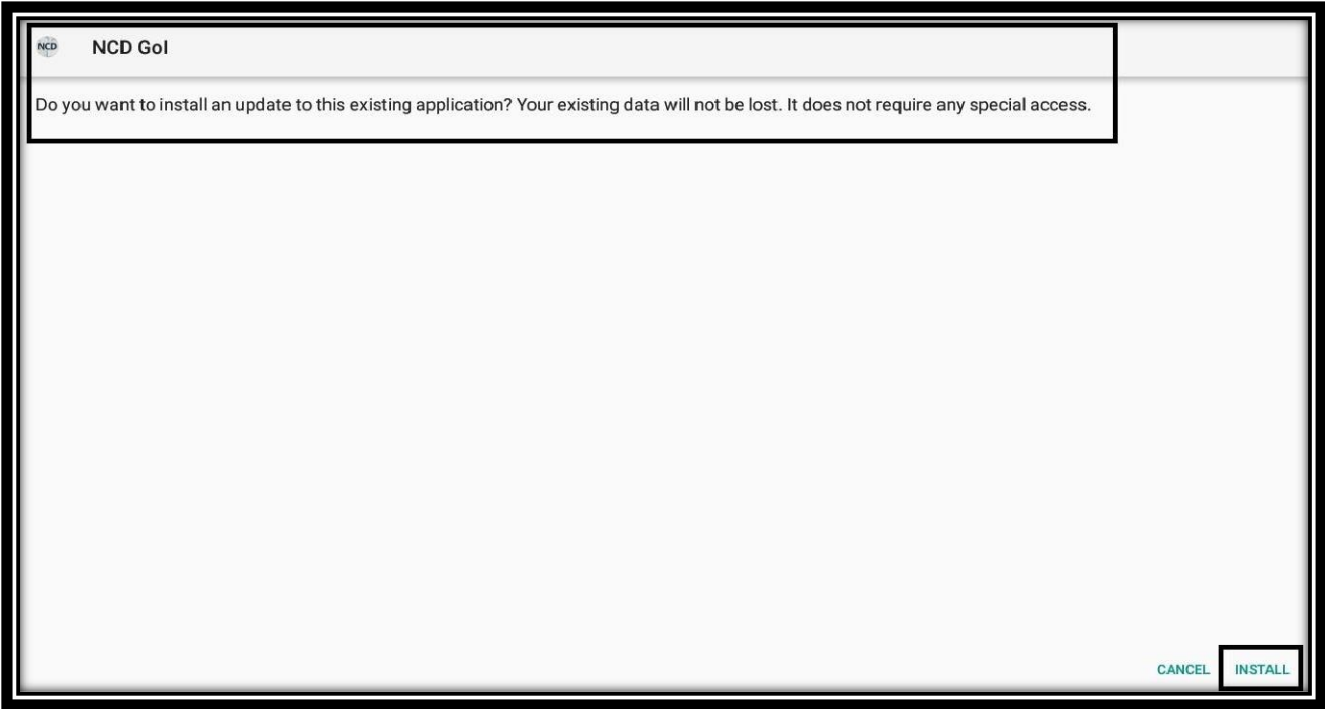
➤ See for the latest version – latest version 2.5.2 as shown in the picture below.



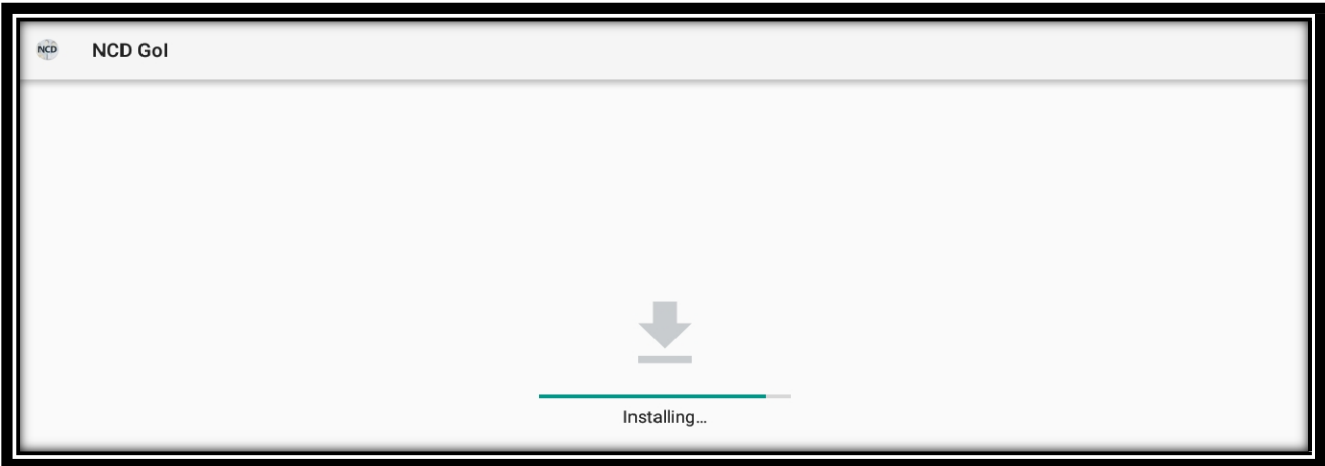
➤ Click on the latest version – 2.5.2 - NCD GOI (2.5.2) you will see the screen as shown below.



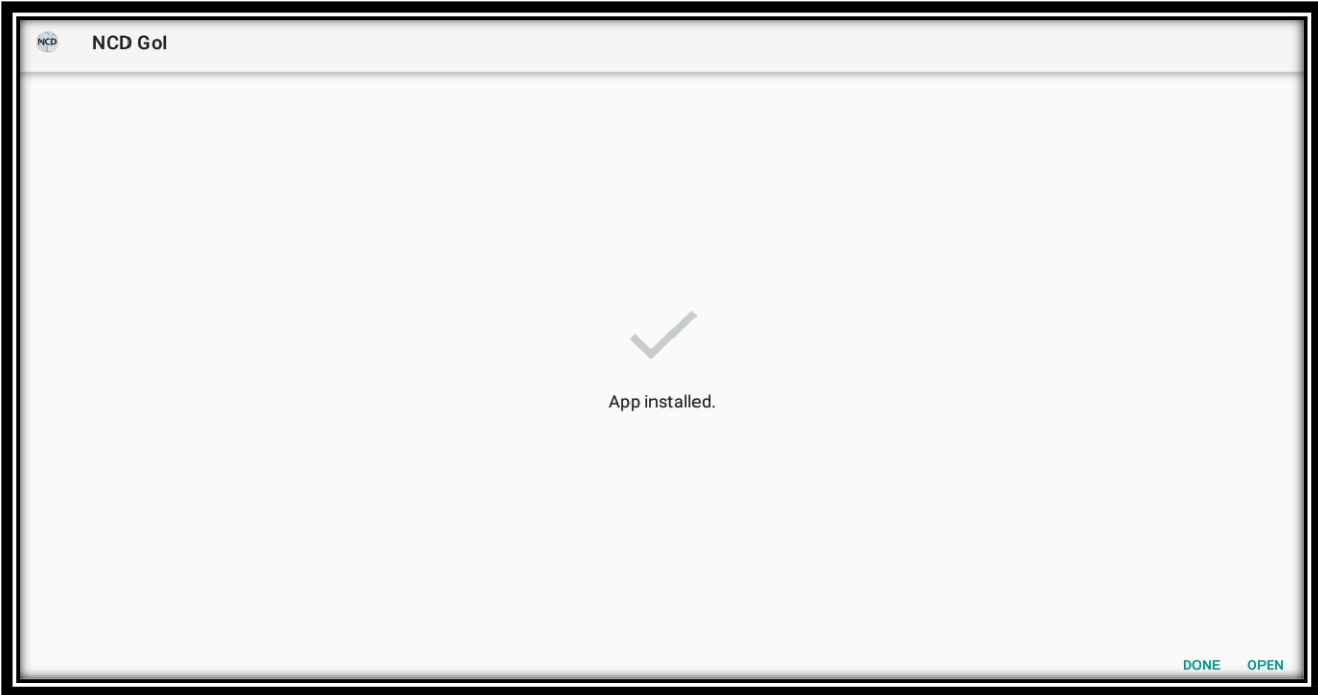
➤ Click on “Install”. As shown in the picture below.



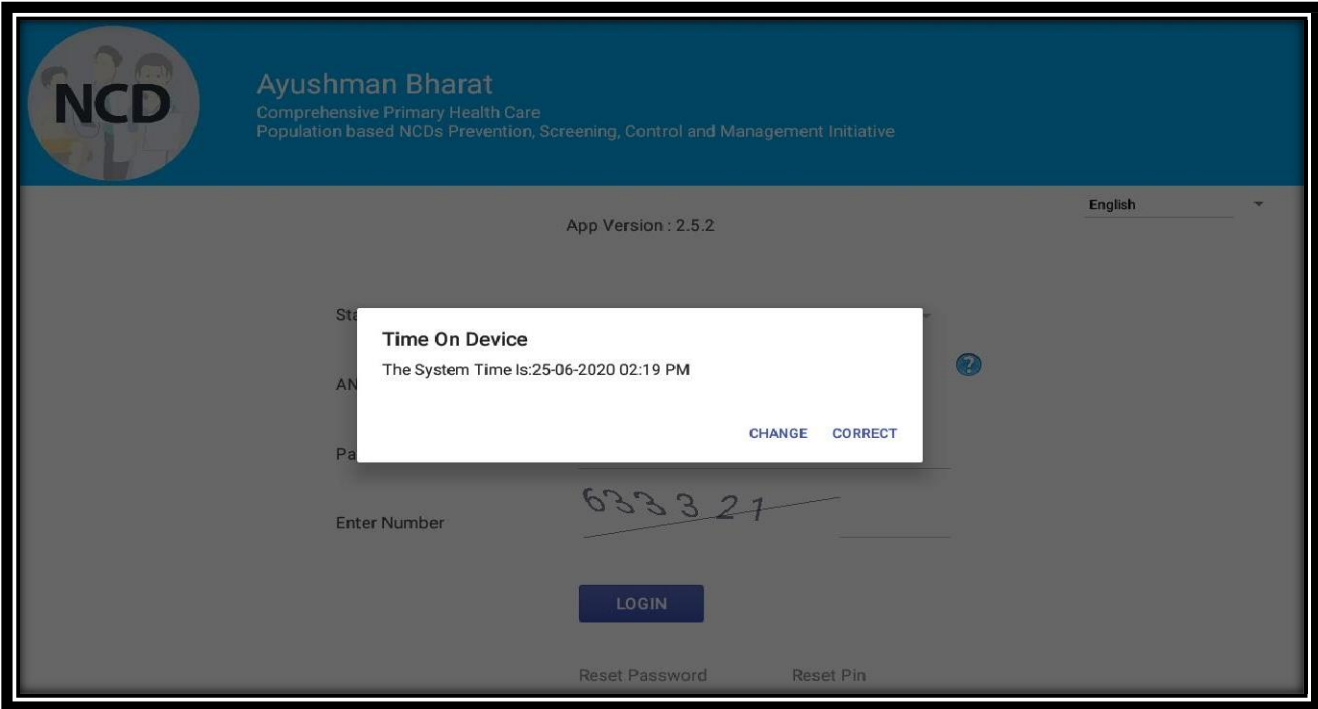
➤ Once you click on “Install” next you will see the page as shown in the below picture.



➤ Click on “Open” as shown in the picture below.



➤ Next you will see the ANM app “Login Page”. As shown in the picture below.



NCD
Ayushman Bharat
Comprehensive Primary Health Care
Population based NCDs Prevention, Screening, Control and Management Initiative

App Version : 2.5.2 English

State Delhi

ANM ID 123456

Password Password

Enter Number ~~633321~~

LOGIN

Reset Password Reset Pin

➤ The above mentioned points and steps will resolve the issue.

****NOTE: This error will not occur in the case of MDM or Kardamom. In case, if you face this issue in any states having MDM or Kardamom kindly report to NHSRC IT Team.**