Office of the Principal Scientific Adviser to the Government of India

I-STEM
Linking Researchers and Resources

Standard Operating Procedure (SOP) for Startup Module

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Custodian Role	Representation on I-STEM Portal
Incubator Admin User	IN
Incubator Manager	IM
Facility Technologist	ST

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1. Introduction and Key Benefits

About I-STEM Startup Module

The I-STEM Startup–Incubator Module connects startups seeking scientific infrastructure with incubators and other participating Laboratories that can provide access to research equipment, laboratories, testing services and technical capabilities. Through the module, startups can discover infrastructure beyond their own organisations, while incubators can extend the capabilities they offer their startups, establish structured collaborations and make their own Laboratories discoverable to a wider user ecosystem. By connecting infrastructure demand with available capabilities, I-STEM aims to help reduce research and product-development costs, improve utilization of existing infrastructure and accelerate technology development and commercialization.

Key Benefits:

i. **Extend Your Infrastructure Capabilities**
Give startups access to specialised equipment, laboratories and testing facilities beyond what your incubator owns or operates.

ii. **Establish Digital MoU-Based Collaborations**
Connect with participating incubators, private laboratories and institutional laboratories through structured Digital MoUs that define the terms of collaboration. These agreements may specify available equipment and services, startup eligibility, preferential access rates, booking conditions, responsibilities, payment terms, confidentiality, data sharing, intellectual property and the validity of the collaboration.

iii. **Enable Preferential Access for Startups**
Facilitate special or discounted access to partner facilities for eligible startups, where such terms have been mutually agreed under the applicable Digital MoU.

iv. **Showcase Your Own Infrastructure**
List your equipment, laboratories and technical facilities on I-STEM to make your capabilities discoverable to startups, researchers and other potential users.

v. **Improve Infrastructure Utilisation**
Make available or underutilised equipment and facilities accessible to a wider user community, subject to your operational policies and applicable conditions.

vi. **Explore Additional Revenue Opportunities**
Enable wider use of your infrastructure and explore opportunities for additional revenue through facility access and services, where applicable.

vii. **Strengthen Your Innovation Ecosystem**
Build connections across incubators, research institutions, laboratories and industry, enabling a broader network of capabilities to support your startups.

2. Incubator Registration, Incubator User Role Hierarchy, RACI Matrix and Details Update

Any incubator with research equipment costing Rs. 5 lakh or more can be registered, and the equipment can be listed on the I-STEM portal. Researchers including Startup users can request time slots on this equipment for their R&D work, through which they can generate revenue by sharing their equipment.

To ensure effective coordination with the I-STEM team, each registered incubator must nominate one Point of Contact (POC) and one Backup POC. These nominations should be made by the Head /of the Incubator, such as the Director, COO or any other competent authority.

Incubators must provide POC and Backup POC details (Name, Email ID, and Mobile Number) while completing the registration on the I-STEM Portal. The POC and Backup POC can be any suitable staff who can be representing the administration of Incubator. They should be easy to reach and have enough time to coordinate smoothly with the I-STEM team.

Note: No separate user accounts will be created on the I-STEM Portal for the POC and the Backup POC.

2.1. Incubator Registration

To register an incubator on I-STEM portal:

Steps: Visit I-STEM portal ---> Startup/Incubator---> Register as an Incubator ---> Incubator Registration ---> Click on Yes, Proceed to Form ---> Fill at least mandatory fields ---> Select Location ---> Enter Captcha ---> Submit

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the Startup/Incubator link appearing as a tab on the homepage.
- Click the **Register as an Incubator** on the navigation bar of Startup homepage.
- On the Register page, click the **Incubator Registration** link.
- Click on Yes, Proceed to Form button to continue.
- On Incubator Registration page, mandatory fields are marked with a red asterisk (*).
- Enter the Incubator Head's[1] email ID on the Incubator registration page. An OTP will be sent to verify it. After approval from the I-STEM Nodal Centre, the Incubator Head will receive the login details by email.
- Assign Point of Contact (POC) and provide their Name, Email ID, and Mobile Number. No account will be created for the POC, and no login credentials will be shared with them.
- In the Location Information section, click **Select Location**, enter the incubator name, Search and then click **Select**. The Latitude and Longitude will be auto-filled.
- Enter the Captcha and click **Submit**.
- The Incubator Registration request will be reviewed, and the I-STEM Nodal Centre will take the necessary action.

[1] Incubator Head means respective Organization or entities Head across the document.

2.2. Incubator User Role Hierarchy and RACI Matrix

Custodian Role	Representation on I-STEM Portal	Access Level
Incubator	IN/ID	This role will have full admin access to the institute.
Incubator Manager	IM	This role will manage the portal.
Incubator Staff	ST	This role will have access to specific facility(ies)/Lab(s).

Note: Higher roles can create lower roles.

RACI Matrix (Who Does What)

Action	IN	ID	IM	ST
Update Incubator Profile and Digital Signature & Logo Upload	✓	✓	✗	✗
Creation of Laboratories	✓	✓	✗	✗
Creation of Equipment	✓	✓	✓	✗
Creation of Partnership MoUs	✓	✓	✓	✗
Creation of Incubator Staff account	✓	✓	✓	✗
Equipment Upload	✓	✓	✓	✗
Equipment Profile Update	✓	✓	✓	✗
Equipment Usage Rate Update	✓	✓	✓	✗
Status of Equipment (Up/Down) Update	✓	✓	✓	✗
Action on FBR (Pending, Slot Allocation, and Execution)	✓	✓	✓	✓
Feedback (once work is executed)	✓	✓	✓	✓

2.3. Update of Incubator Details

To update incubator details such as incubator information, POC details, location, and organization description:

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login as IN ---> Create/View ---> Incubator ---> Click the Incubator Name ---> Edit ---> Update the information ---> Submit

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage.
- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head**.
- On the home page, navigate to the **Create/View** menu and select **Incubator**.
- Click the Incubator Name in the table to navigate to the incubator detail page.
- On the incubator detail page, click the **Edit** button at the top right.
- Update the incubator information, POC details, location, and about section, complete the Captcha, then click the **Submit** button.

3. Create Incubator User role accounts:

After registration on the portal, system generates a default Incubator Administrator account. Sometimes large incubators may need such access to multiple people. For such cases, portal allows the Incubator Head to create one or more Incubator administrative accounts (it could be any of representative irrespective of their physical role in the Incubator). Both system generated and created admin accounts have full access to all departments.

Incubator Head and Incubator Admin can:

- Create other user accounts.
- Create Laboratories and MoUs between Partnership entities.
- List equipment and update equipment details (profile, usage rate).
- Assign equipment to operators
- Review and act on booking requests

To create an Incubator Admin account:

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login ---> Login as IN ---> Create/View ---> Incubator ---> Click the Incubator Name ---> Add Incubator Users ---> Select the Incubator Admin in role dropdown ---> Fill at least mandatory information ---> Submit

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage
- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head**.
- On the home page, navigate to the **Create/View** menu and select **Incubator**.
- Click the Incubator Name in the table to navigate to the incubator detail page.
- On the incubator detail page, click the **Add Incubator Users** button.
- Select the Incubator Admin in role dropdown.

- Enter the mandatory fields (Name, Mobile No., and Email ID) and click **Submit**.
- The Incubator Admin account will be created, and login credentials will be sent to the registered email ID.

4. Create Incubator Manager account

4.1. Create Incubator Manager

An Incubator Head won't be able to handle the routine activities on the portal. Hence, they can create an **Incubator Manager** account on the portal. These manager accounts can do everything related to incubator except Partnership.

To create Incubator Manager:

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login ---> Login as IN ---> Create/View ---> Incubator ---> Click the Incubator Name ---> Add Incubator Users ---> Select the Incubator Manager in role dropdown ---> Fill at least mandatory information ---> Submit.

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage
- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head**.
- On the home page, navigate to the **Create/View** menu and select **Incubator**.
- Click the Incubator Name in the table to navigate to the incubator detail page.
- On the incubator detail page, click the **Add Incubator Users** button.
- Select the Incubator Manager in role dropdown.
- Enter the mandatory fields (Name, Mobile No., and Email ID) and click **Submit**.
- The Incubator Manager account will be created, and login credentials will be sent to the registered email ID.

5. Create Incubator Staff account

5.1. Create Incubator Staff

An Incubator Manager would be managing routine activities on the portal. But they need accounts that handle equipment booking activities. Hence, they can create an **Incubator Staff** account on the portal. These staff accounts can do everything related to Equipment and Booking process.

To create Incubator Staff:

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login ---> Login as IN/IM ---> Create/View ---> Incubator ---> Click the Incubator Name ---> Add Incubator Users ---> Select the Incubator Staff in role dropdown ---> Fill at least mandatory information ---> Submit.

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.

- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage
- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head** or **Incubator Manager**.
- On the home page, navigate to the **Create/View** menu and select **Incubator**.
- Click the Incubator Name in the table to navigate to the incubator detail page.
- On the incubator detail page, click the **Add Incubator Users** button.
- Select the Incubator Staff in role dropdown.
- Enter the mandatory fields (Name, Mobile No., and Email ID) and click **Submit**.
- The Incubator Staff account will be created, and login credentials will be sent to the registered email ID.

6. Create Laboratories

Laboratories/Facilities can be created using the Incubator Head, Incubator Director, or Incubator Manager accounts.

Create a Laboratory

Any equipment would be needed to be part of a laboratory. Laboratories can be created by Incubator Head, Incubator Director, or Incubator Managers.

To create a Laboratory by Incubator Head, Incubator Director and Incubator Manager:

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login ---> Login as IN/ID/IM ---> Create/View ---> Incubators ---> Click the Incubator Name ---> Action ---> Laboratories ---> Add Laboratory ---> Select "Available" in the Availability dropdown --->Fill at least mandatory information ---> Submit.

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage
- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head, Incubator Director or Incubator Manager**.
- On the home page, navigate to the **Create/View** menu and select **Incubator**.
- Click the Incubator Name in the table to navigate to the incubator detail page.
- On the incubator detail page, click the **Action** Menu item.
- Click on **Laboratories** in the menu to navigate to Laboratories page.
- Click on Add Laboratory button
- Select "Available" in the Availability dropdown.
- Enter at least mandatory fields and click **Submit**.
- It would be better to fill in other details as well.
- The laboratory will be created.
- It will be in the pending list, once it is approved it will appear in the list.
- If entry is rejected it will be appearing in rejected laboratories list.

6.1. Map equipment to laboratory

To map an unmapped equipment to a Laboratory :

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login ---> Login as IN/ID/IM ---> Create/View ---> Incubators ---> Click the Incubator Name ---> Action ---> Laboratories ---> Click on Laboratory name ---> Click Add Equipment --->Select the required unmapped equipment from the dropdown ---> Save.

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage
- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head, Incubator Director or Incubator Manager**.
- On the home page, navigate to the **Create/View** menu and select **Incubator**.
- Click the Incubator Name in the table to navigate to the incubator detail page.
- On the incubator detail page, click the **Action** Menu item.
- Click on **Laboratories** in the menu to navigate to Laboratories page.
- Click on Laboratory name.
- Click on **Add Equipment** button.
- Select the required unmapped equipment from the dropdown.
- Click on **Save**.
- The selected equipment would be mapped to the laboratory.

7. Enlisting of Equipment

Any **equipment whether funded by government funding agency or not and costing Rs. 20 Lakh or more** may be listed on the **I-STEM portal**.

Equipment can be listed by all the incubator/organization's custodians except the Incubator staff. It can be added individually.

7.1. Upload Equipment

Steps: Visit I-STEM portal ---> Login ---> Login as IN/DP/OP ---> Upload ---> Equipment ---> Click 'Download Template' ---> Select Dropdowns wherever applicable--->Fill the rest mandatory information --->Click Browse to upload---> Submit.

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the **Login** link at the top right of the homepage.
- Login as an Incubator Head, Incubator Admin, Department Supervisor or Technologist.
- On the home page, go to **Upload** and select **Equipment** to navigate to the equipment page.
- click **Download Excel** on the Upload Equipment page. In the downloaded Template identify dropdowns like **Department/Funding Agency Type/Details etc** and select

the applicable one. Fill in the rest of mandatory fields of downloaded Excel sheet and save it. click **Browse** to select the file, and then click **Upload**. The equipment will be uploaded as **Under Review** and appear under the **Draft Equipment** section in the **third-level menu**.

Equipment that is **Under Review** will **not appear** in the Equipment Search Results and **will not be available** for Equipment Slot Reservation.

7.2. Add individual equipment

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login ---> Login as IN/ID/IM ---> Create/View ---> Incubators ---> Click the Incubator Name ---> Action ---> Equipment ---> Add Equipment --->Fill in all the mandatory fields ---> Submit Equipment.

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage
- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head, Incubator Director or Incubator Manager**.
- On the home page, navigate to the **Create/View** menu and select **Incubator**.
- Click the Incubator Name in the table to navigate to the incubator detail page.
- On the incubator detail page, click the **Action** Menu item.
- Click on **Equipment** in the menu to navigate to Equipment page.
- Click on **Add Equipment** button.
- Fill in all the mandatory fields.
- If the equipment is available 24/7 then ignore facility timings can be set to Yes.
- Click on **Submit Equipment**.
- The equipment will be uploaded as **Under Review.**

Equipment that is **Under Review** will **not appear** in the Equipment Search Results and **will not be available** for Equipment Slot Reservation.

The **I-STEM Nodal Centre** will review and approve the equipment. Once approved, the equipment will move to the **Active Equipment**. Only **Active Equipment** will appear in the **Equipment Search Results** and be available for **Equipment Slot Booking**.

7.3. Equipment Profile Update

Incubator custodians Incubator Head, Incubator Admin and Department Supervisors may update the Equipment Profile.

To update the Equipment Profile:

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login ---> Login as IN/ID/IM ---> Create/View ---> Incubators ---> Click the Incubator Name ---> Action ---> Equipment ---> Edit button on required Equipment in the list --->Make the required changes ---> Submit Equipment.

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage
- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head, Incubator Director or Incubator Manager**.
- On the home page, navigate to the **Create/View** menu and select **Incubator**.
- Click the Incubator Name in the table to navigate to the incubator detail page.
- On the incubator detail page, click the **Action** Menu item.
- Click on **Equipment** in the menu to navigate to Equipment page.
- Active Equipment list page would be shown.
- Click **Edit** button on the right edge of the row which shows to be edited equipment name.
- Update any relevant information that is to be updated.
- Make sure after the update all the mandatory fields are still filled in with valid data.
- Click on **Update Equipment**.
- The equipment profile will be stored with updated data**.**

To update the Equipment Parameters

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login ---> Login as IN/ID/IM ---> Create/View ---> Incubators ---> Click the Incubator Name ---> Action ---> Equipment ---> View button on required Equipment in the list --->Make the required changes ---> Submit Equipment.

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage
- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head, Incubator Director or Incubator Manager**.
- On the home page, navigate to the **Create/View** menu and select **Incubator**.
- Click the Incubator Name in the table to navigate to the incubator detail page.
- On the incubator detail page, click the **Action** Menu item.
- Click on **Equipment** in the menu to navigate to Equipment page.
- Active Equipment list page would be shown.
- Click **View** button on the right edge of the row which shows to be edited equipment name.
- Use **Status** toggle button to Enable/Disable the equipment.
- Use Equipment Status toggle button to make the Equipment Up/Down
- The equipment profile will be updated accordingly**.**

7.4. Maintaining Equipment Calendar

Incubator custodian may block particular slots/full day for maintenance, calibration, etc. In this case, it will not allow user to book those slot(s).

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login ---> Login as IN/ID/IM ---> Create/View ---> Incubators ---> Click the Incubator Name ---> Action ---> Equipment ---> View button on required Equipment in the list --->Make the required changes ---> Submit Equipment.

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.

- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage
- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head, Incubator Director or Incubator Manager**.
- On the home page, navigate to the **Create/View** menu and select **Incubator**.
- Click the Incubator Name in the table to navigate to the incubator detail page.
- On the incubator detail page, click the **Action** Menu item.
- Click on **Equipment** in the menu to navigate to Equipment page.
- Active Equipment list page would be shown.
- Click **View** button on the right edge of the row which shows to be edited equipment name.
- Click on **Equipment Calendar** button.
- Select the date for which the equipment need to be blocked.

  - To block the equipment for a specific time:
    - Select the required time slots.
    - Provide a reason in the description field.
    - Click on **Block Slot** button.

  - To block the equipment for an entire day:
    - Choose **Full Day Blocking**.
    - Enter the reason.
    - Click on **Block Full Day** button.

Note: During the blocked period, Researchers will not be able to place booking requests.

7.5. Equipment Usage Rate Update

Incubator Head, Incubator Admin and Incubator Director can update the equipment usage rates on startup module. The usage rate is determined based on the User Type (such as internal, external academic, startup, or industry), the Unit of Measurement (for example, per hour, per sample, or per test), and the Analysis Type.

To update the Equipment Usage Rate:

Incubator custodian need to assign usage rates for equipment across the user types. It can be for an equipment with single analysis type or multiple analysis types.

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login ---> Login as IN/ID/IM ---> Create/View ---> Incubators –--> Click the Incubator Name ---> Action ---> Equipment ---> View button on required Equipment in the list --->Make the required changes ---> Close the window.

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage
- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head, Incubator Director or Incubator Manager**.
- On the home page, navigate to the **Create/View** menu and select **Incubator**.
- Click the Incubator Name in the table to navigate to the incubator detail page.
- On the incubator detail page, click the **Action** Menu item.
- Click on **Equipment** in the menu to navigate to Equipment page.

- Active Equipment list page would be shown.
- Click **View** button on the right edge of the row which shows to be edited equipment name.
- Click on **Manage Equipment Pricing** button.
- Click on Edit button on right hand side to edit the existing usage rate or add for another UOM for already existing usage rate entry.
- If new Analysis type needs to be added or first time equipment price need to be added click on **Add New** button at the right hand side
- Update the usage rate based on the UOM and user type.
- If required an analysis type entry can be deleted using **delete** button at the right side.

8. Partnership with Institutions and other entities

I-STEM portal has a partnership provision which helps in supporting the Startup and Incubator Eco-system. The concept of MoU Framework which is going to be implemented in stages on the portal allows the Incubators to have tie-ups with Institutions and organizations as and when required. Very basic idea behind this framework is to fill up the void or gap in the startup ecosystem due to various challenges, major being financial implications which can be a burden to them and can pose challenges in the intended growth of the establishment.

Through MoU framework of I-STEM portal the incubators and startups which lack infrastructure for their business to start and grow can get it without investing money saving their CapEx. Many startups and incubators are feeling discouraged due to lack of support about it. I-STEM addresses this gap by introducing I-STEM MoU framework which helps the Incubators to engage in active partnerships with Institutions and organisations which already may already have invested significant CapEx in the required infrastructure. Such institutions get to utilize the underutilized infrastructure to its full extent. This helps both the parties to be in Win Win situation.

In the first stage portal allows to upload the offline documents to be uploaded and shared between the entities. Any of the both sides can initiate the process and other side can respond. Being the partnered entity the Incubators and attached startups get to avail an agreed percentage of the equipment usage cost , there by reducing the cost for the equipment utilization providing much required relief on the CapEx investment, there by giving enough breathing time and space for the Incubators and startup. Following part of document shows how to get it accomplished on the I-STEM portal.

Initiate the MoU :

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login ---> Login as IN/ID/IM ---> Create/View ---> Incubators ---> Click the Incubator Name ---> Action ---> Partner Institutes ---> Send Request --->Select and Fill in required fields ---> Submit Request.

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage
- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head, Incubator Director or Incubator Manager**.
- On the home page, navigate to the **Create/View** menu and select **Incubator**.

- Click the Incubator Name in the table to navigate to the incubator detail page.
- On the incubator detail page, click the **Action** Menu item.
- Click on **Partner Institutes** in the menu to navigate to Equipment page.
- **Partner Institutes** list would be shown.
- Click **Send Request** button on the right edge at the top.
- Use **Institute** drop down to select the intended Institution/Organisation.
- Enter the basic intention of the partnership in short sentences in **Remark** section.
- Upload the MoU soft copies using the **Upload MoU Documents** upload option**.**
- Click on **Submit Request**.

After submitting the request, MoU request is created which can be edited later if required. Upto Send Request button click follow same procedure to edit existing MoU requests. Next steps need to be repeated to change the MoU requests.

Responding to requested MoUs :

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login ---> Login as IN/ID/IM ---> Create/View ---> Incubators ---> Click the Incubator Name ---> Action ---> Partner Institutes ---> MoUs Request --->Select and Verify the entered fields ---> Click on Accept/Reject buttons.

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage
- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head, Incubator Director or Incubator Manager**.
- On the home page, navigate to the **Create/View** menu and select **Incubator**.
- Click the Incubator Name in the table to navigate to the incubator detail page.
- On the incubator detail page, click the **Action** Menu item.
- Click on **Partner Institutes** in the menu to navigate to Equipment page.
- **Partner Institutes** list would be shown.
- Click **MoUs Request** button on the right edge at the top.
- **Partner Institutes** list would be updated with relevant list.
- Select required Institute from the list using the checkbox at the left.
- Click on Approve button to approve the request for MoU and Reject button to reject the MoU.

Assigning discounts to requested MoUs :

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login ---> Login as IN/ID/IM ---> Create/View ---> Incubators ---> Click the Incubator Name ---> Action ---> Partner Institutes ---> MoUs Request --->Discount --->Fill in the percentage for each UoM ---> Click on Save Discount button.

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage

- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head, Incubator Director or Incubator Manager**.
- On the home page, navigate to the **Create/View** menu and select **Incubator**.
- Click the Incubator Name in the table to navigate to the incubator detail page.
- On the incubator detail page, click the **Action** Menu item.
- Click on **Partner Institutes** in the menu to navigate to Equipment page.
- **Partner Institutes** list would be shown.
- Click **MoUs Request** button on the right edge at the top.
- **Partner Institutes** list would be updated with relevant list.
- Click on Discount button of required Institute from the list.
- Fill in the percentage for each UoM.
- Click on **Save Discount** button to assign the intended discount as per MoU.

For thorough understanding of the Facility Booking Records and its status etc, please refer to the I-STEM portal's Operator Handbook and Institution SOP documents. These concepts won't change in Startup portal as well. This document guides mainly the users of Startup module hence certain repeated functionalities are not mentioned here due to brevity.

9. Switching the user mode

An uniqueness in Startup portal is that the Incubator users need to create unrelated Researcher accounts unlike main portal where custodians can't book the equipment using their custodian accounts. That policy is still applicable here in Startup module as well, but difference here is that the Incubator need not put effort to get a Researcher accounts instead it is created automatically and they can simply switch over to Researcher account straight forward. Following shows how to switch to a Startup user from a Incubator login.

Steps: Visit I-STEM portal ---> Startup/Incubator---> Login ---> Login as IN/ID/IM ---> Click on Login as a Institute Admin ---> Select Startup user ---> Click Yes, Switch Role button.

Detailed Procedure:

- Visit the I-STEM portal at www.istem.gov.in.
- Click the Startup/Incubator link appearing on the navigation bar of Startup homepage
- Click the **Login** link at the top right of the homepage.
- Login as an **Incubator Head, Incubator Director or Incubator Manager**.
- On the home page, Click on **Login as a Institute Admin** button as 2nd button from the top right.
- Select Startup user from the drop down menu.
- Click Yes, Switch Role button to switch to Startup user role.

10. Disclaimer

Platform Role:

The I-STEM National Portal functions exclusively as a **facilitation platform** and does not operate as a service provider. Its principal purpose is to enable access to research infrastructure and resources. The portal does not engage in handling payments or financial transactions.

Financial Responsibility:

All financial matters—including payments, invoicing, and compliance with GST, TDS, or other statutory requirements—are to be managed independently by the host incubators/organizations. This arrangement ensures that incubators/organizations maintain full control and accountability over their financial operations.

User and Operator Coordination:

Users and operators are expected to coordinate directly with one another regarding payments, invoicing, and the reporting of experiment results. The I-STEM platform does not participate in or supervise these transactions.

Resource Facilitation and Visibility:

I-STEM will continue to enhance the visibility of available equipment, foster connections among researchers, startups, and industry partners, and support the optimization of utilization and revenue opportunities for host incubators/organizations.

Platform Charges:

The I-STEM portal is offered entirely free of charge to both incubators/organizations and users.

11. Issue Handling and Customer Support

Efficient issue resolution and timely support are vital for the seamless functioning of the I-STEM portal. To ensure effective assistance, I-STEM employs a dedicated ticketing system (Freshdesk) and provides multiple support channels to address user needs at all levels.

Support Channels:

Users may contact I-STEM support through the following channels:

- **Toll Free Helpline:** Available during working hours for immediate assistance and quick clarifications.

  Toll Free No.: 1800 425 3281

- **Email Support:** For detailed queries requiring attachments such as screenshots.

  Email Id: support@istem.co.in

- **Support Ticketing System (Freshdesk):** The preferred channel for structured issue logging, tracking, resolution, and escalations.

  - All issues, whether technical (e.g., login problems, booking or slot allocation errors) or operational, must be logged through the I-STEM Freshdesk system.
  - Each ticket is assigned a unique reference number to ensure tracking, accountability, and timely resolution.
  - Users are encouraged to provide complete details, including screenshots or relevant documentation, to facilitate faster and accurate support.

  Raise a ticket here: https://istem.freshdesk.com/support/home

  Visit the I-STEM portal at www.istem.gov.in ---> Navigate to the **Support Hub** at the top right ---> Click **I-STEM Support**

12. QR Codes to Explore the I-STEM Stakeholder Kit & YouTube Playlists

Scan the QR Code to **Explore** the I-STEM **Stakeholder Kit**

The I-STEM Stakeholder Kit contains resources designed to help operators and users better understand I-STEM portal operations. It includes the User Handbook, Operator Handbook, brochures, one-pagers, SOPs and guidelines, videos, and PPTs (demonstrations).

Scan the QR Code to **Explore** the I-STEM **YouTube Playlists**

The I-STEM playlist contains YouTube videos that guide operators and lab management (incubators) in understanding all processes they need to follow to maintain proactive lab management and manage user requests for equipment. It also explains how users (researchers, start-ups, industry, and MSMEs) can use the I-STEM portal, including how to search for and book equipment.