
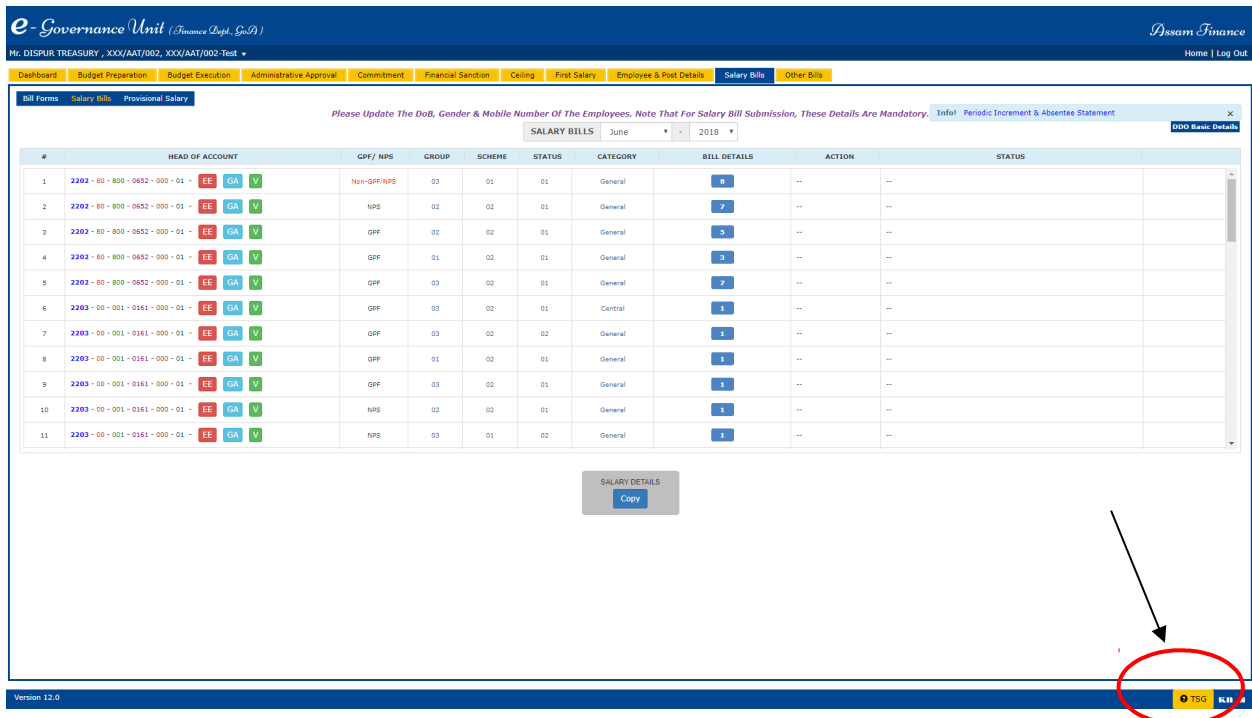


Sir/Madam,

We are happy to inform you that we have initiated a new tool in <https://finassam.in> portal for registering any type of Request (Data Correction, Doubt Clearance, Complaints, New suggestions, Modifications, Bugs) from the user. Once solved/clarified, the user will be notified.

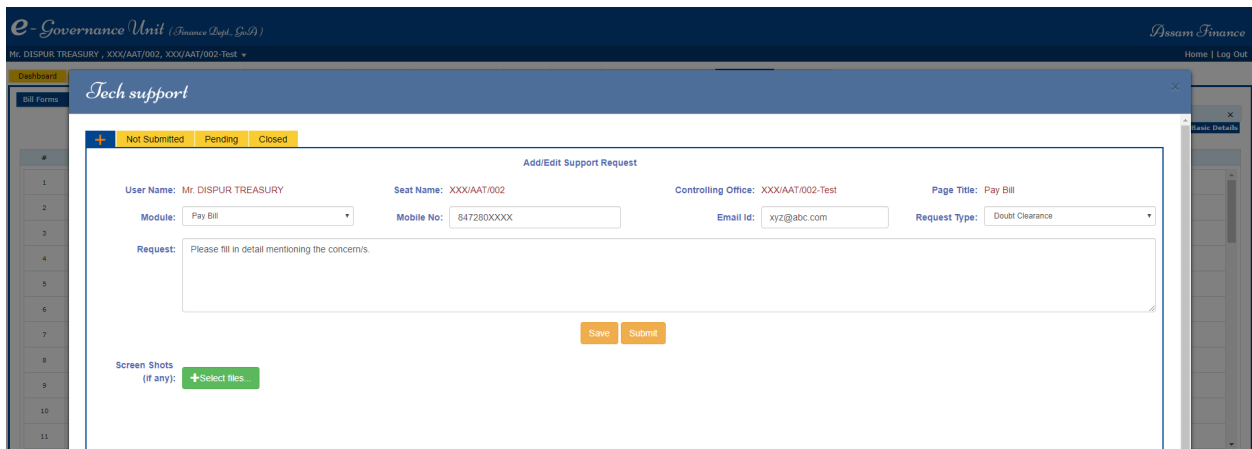
Process: Raising a concern.

1. Login with the concern user credentials. Go the concerned Tab (e.g. selected herein is Salary Bills – Salary Bills tab) where the concern need to be raised.
2. Click on the Yellow colored  [TSG] link available in the down at the right most corner.



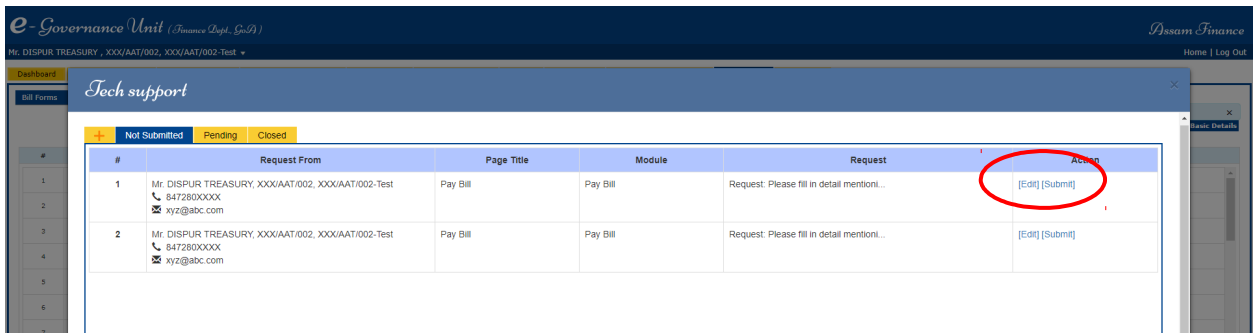
The screenshot displays the 'Salary Bills' interface. At the top, there's a navigation bar with 'Salary Bills' selected. Below it, a table lists various salary bill entries. Each row includes a unique ID, the head of account, GPF/NPS status, group, scheme, status, category, bill details, and action/status. A 'Copy' button is located below the table. In the bottom right corner, a yellow button labeled 'TSG' is circled in red, with an arrow pointing to it from the right.

3. Once clicked on [TSG], the following below page will appear.

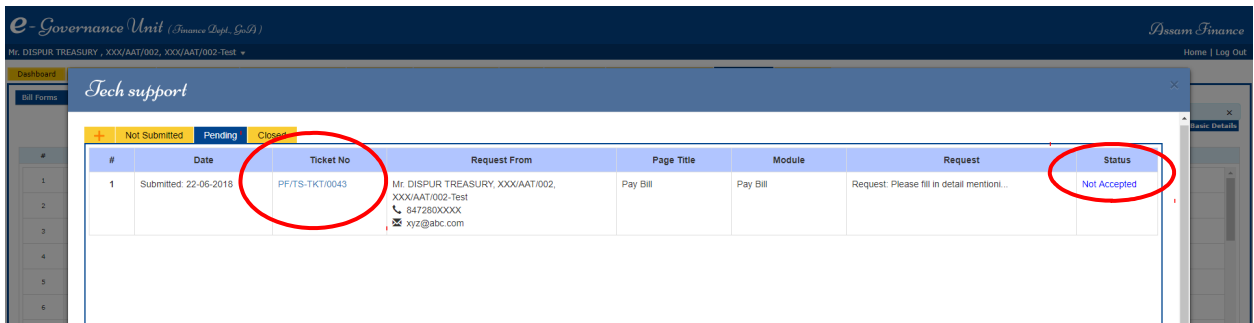


The screenshot shows the 'Tech support' form. The form is titled 'Add/Edit Support Request' and contains several fields: 'User Name' (Mr. DISPUR TREASURY), 'Seat Name' (XXXX/AAT/002), 'Controlling Office' (XXXX/AAT/002-Test), 'Page Title' (Pay Bill), 'Module' (Pay Bill), 'Mobile No.' (847280XXXX), 'Email ID' (xyz@abc.com), and 'Request Type' (Doubt Clearance). A 'Request' text area is provided for detailing the concern. There are 'Save' and 'Submit' buttons at the bottom, and a 'Screen Shots' section with a '+Select files' button.

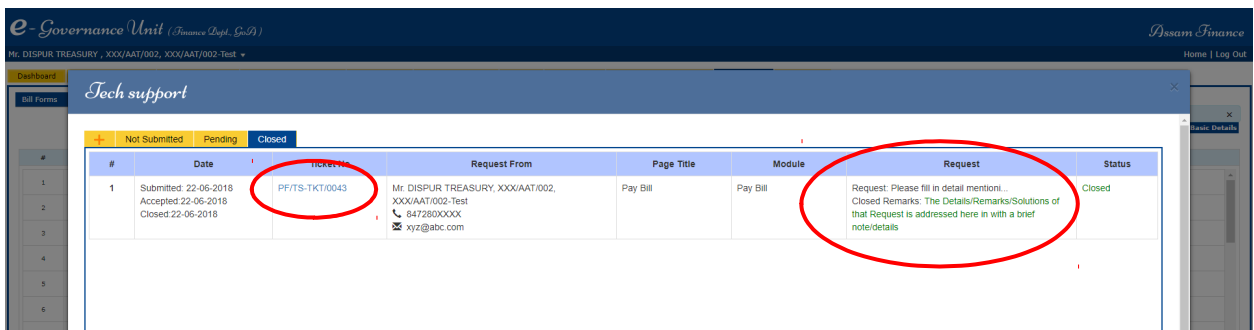
4. Fill up the details of concern module (like Module, Mobile No., Email ID, Request type and the request). Please fill the request section in detail mentioning the concern/s. Attachment can also be added for referring the same.
5. [Save] the Details and click on [Submit] button.
6. The Request can also be saved and can be edited as well as submitted at a later time as shown below. (can be done in NOT SUBMITTED tab)



- Once submitted a ticket number gets auto generated. Please note down that number for future / further reference. Also, the status of the submitted concern can be checked at any time (can be done in PENDING tab)



- Once the request is responded by Support Team, the Details/Remarks/Solutions of that Request. will be available at **CLOSED** Tab.



- Click on the Ticket No for more details as shown below.

