

User Manual Of IRDAI Support Help Desk System For IRDA Client User



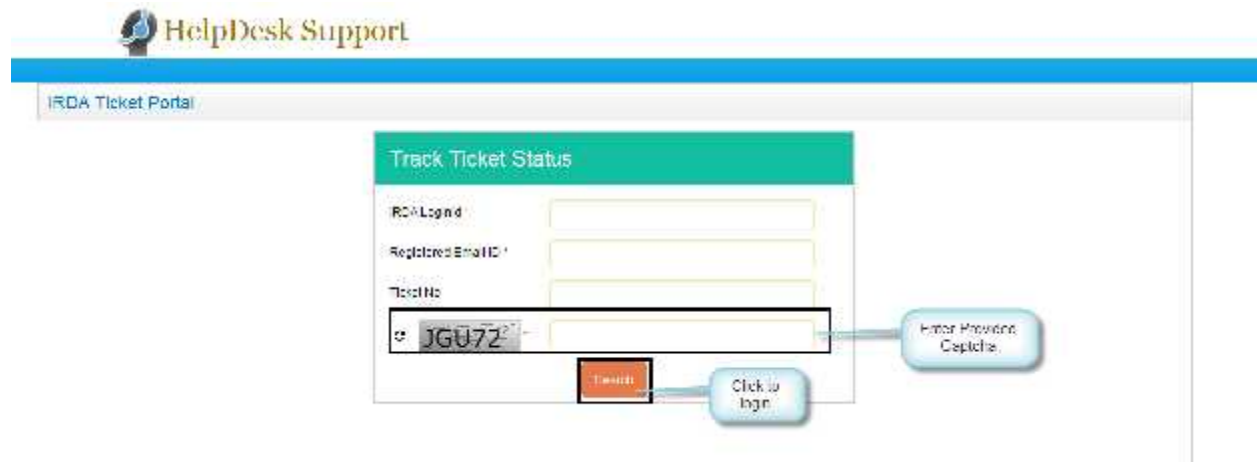
Document Control

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1. Login



Screen 1: Login Screen

Reference to Screen 1	
Step 1	Enter http://irdai.supportstellar.com/home/mytickets#Noback URL in browser
Step 2	Enter IRDA LoginId, Registered Email ID and Ticket No.
Step 3	Enter provided Captcha
Step 4	Click on Search button
Reference to Screen 2	
Result	After successful login user will be able to view support dashboard



Screen 2: Dashboard

2. Add Ticket

The screenshot displays the IRDA Ticket Portal interface. At the top, there is a navigation bar with the 'Add Ticket' button highlighted. Below this is a search and filter section with fields for Ticket No., Ticket Date, Portal, Category, Subject, and Priority. A table lists existing tickets with columns for S/N, Priority, Ticket No, Subject, Ticket Date, Closure Date, and Status. An arrow points from the 'Add Ticket' button in the top left to the 'Add Ticket' form below. The form includes fields for Portal, Other Location, Subject, Contact No., and Description, along with dropdowns for Category and Priority, and a file upload section. A 'Save' button is highlighted with callouts 'Click to add ticket' and 'Click to cancel'.

Screen 3: Add Ticket

Reference to Screen 3	
Step 1	Click on Add Ticket button
Step 2	Select portal either Centralize Agency Portal or Corporate Agency Portal
Step 3	Select issue category and enter subject
Step 4	Select category as Medium, Low or High
Step 5	Optional - Upload file upto 10 MB, zip, rar, tar, pdf, doc, docx, xls, xlsx, csv, png, jpg, jpeg, bmp, .msg files are allowed
Step 6	Enter description and click on Save button to add ticket
Reference to Screen 4	
Result	Ticket added successfully



Screen 4: Ticket added successfully

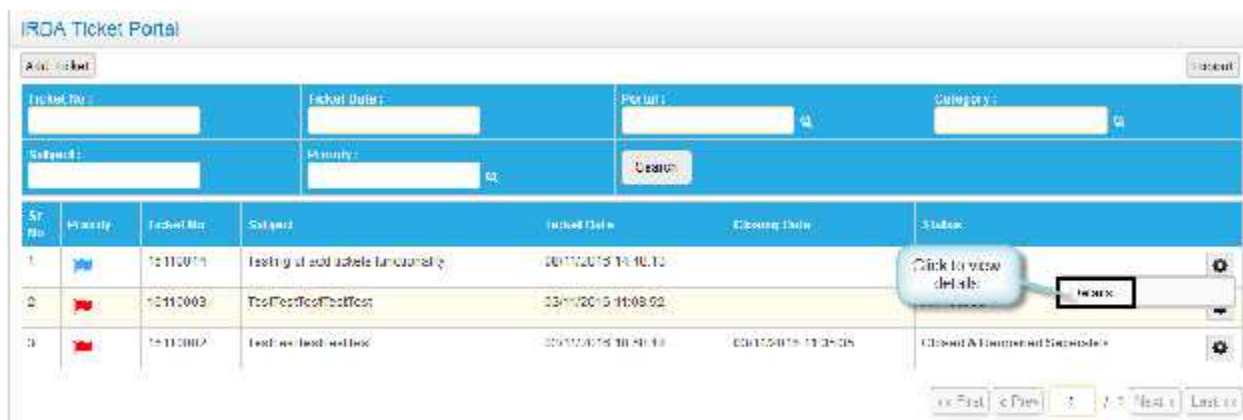
3. Search Ticket




Screen 5: Search ticket


Reference to Screen 5	
Step 1	Search ticket details based on Ticket No., Ticket Date, Portal, Category, Subject, Priority search filters
Step 2	Click on Search button to search respective ticket details
Result	Desired ticket details will appear successfully

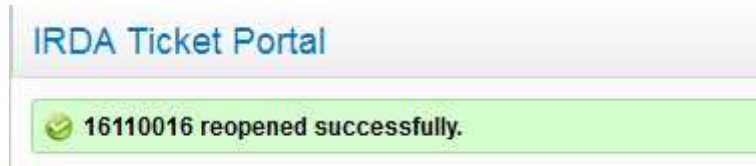
4. View Ticket Details




Screen 6: View details

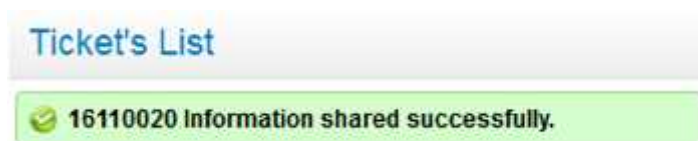
Reference to Screen 6	
Step 1	Select ticket and click on Details under  symbol
Reference to Screen 7	
Result	Ticket details view successfully

Reference to Screen 8	
Step 1	Select ticket and click on Reopen under  symbol
Step 2	Enter required details and click on Save to reopen ticket
Reference to Screen 9	
Result	Ticket reopened successfully



Screen 9: Ticket reopened successfully

Reference to Screen 10	
Step 1	Select ticket and click on Share More Information under  symbol
Step 2	Enter required details and click on Save to share information
Reference to Screen 11	
Result	Information shared successfully



Screen 11: Information shared successfully

7. Logout



Screen 12: Logout Screen

Reference to Screen 12	
Step 1	Click on Logout under user settings
Result	User will logged out successfully