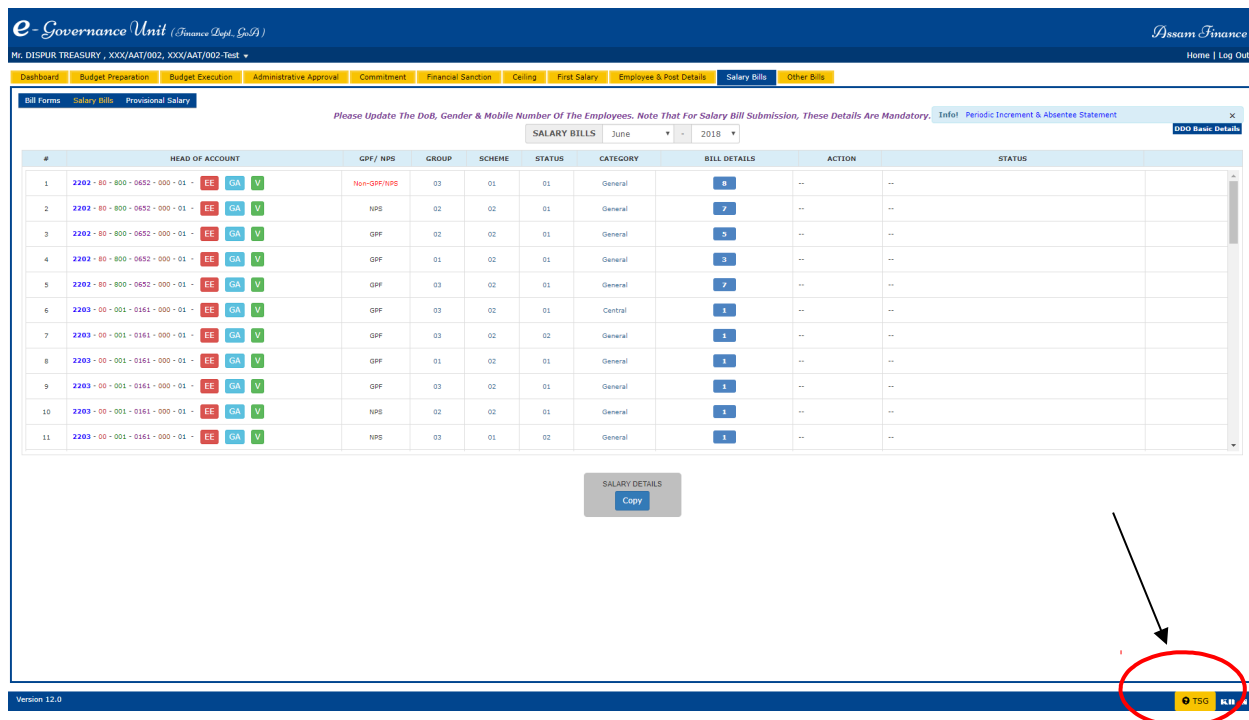


Sir/Madam,

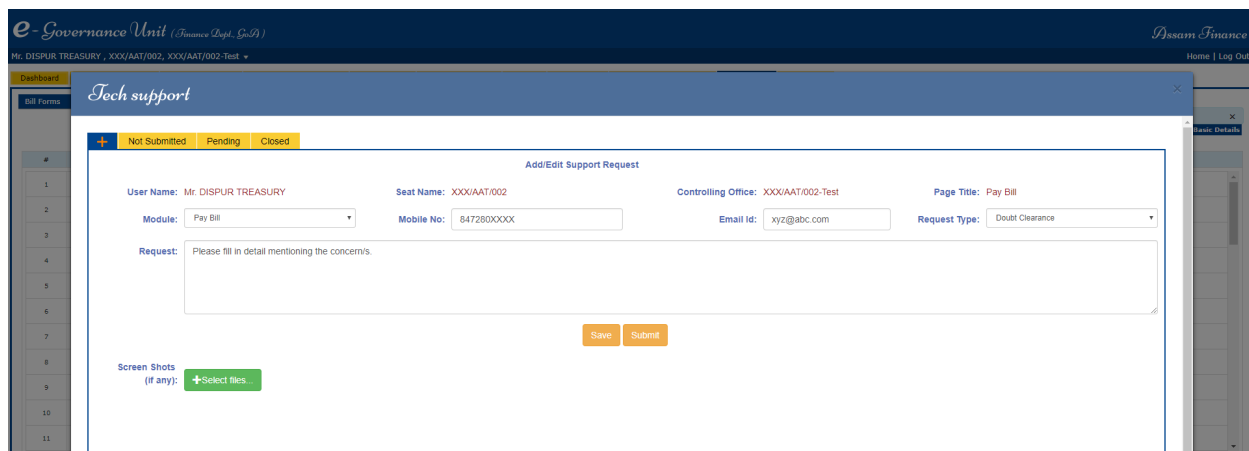
We are happy to inform you that we have initiated a new tool in <https://finassam.in> portal for registering any type of Request (Data Correction, Doubt Clearance, Complaints, New suggestions, Modifications, Bugs) from the user. Once solved/clarified, the user will be notified.

Process: Raising a concern.

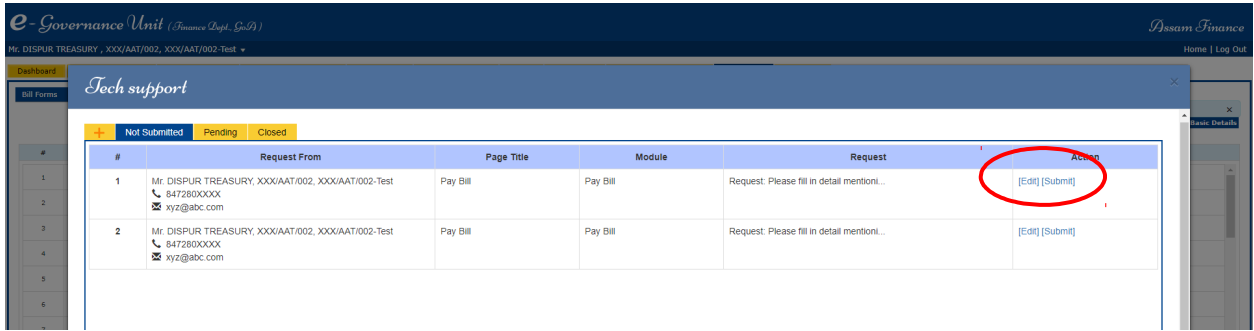
1. Login with the concern user credentials. Go the concerned Tab (e.g. selected herein is Salary Bills – Salary Bills tab) where the concern need to be raised.
2. Click on the Yellow colored [TSG] [TSG] link available in the down at the right most corner.



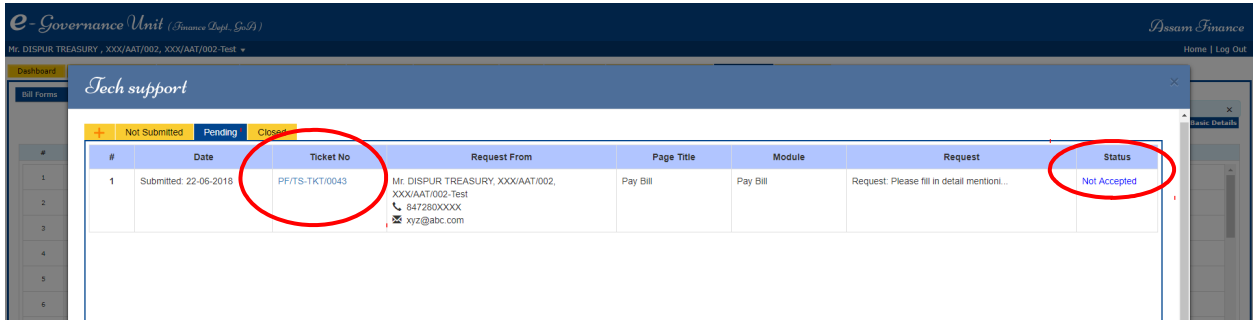
3. Once clicked on [TSG], the following below page will appear.



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.

