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## USER GUIDE

## Contents

|  |    |
|--|----|
| User Profile Creation .....                            | 2  |
| Subscriptions and Payment.....                         | 11 |
| Option 1: .....  | 11 |
| Option 2: .....  | 19 |
| Single Document Signing.....                           | 22 |
| Multiple Document Signing.....                         | 32 |
| Validating Signatures.....                             | 34 |
| Organization/Company creation .....                    | 37 |
| Company's subscription Payment .....                   | 47 |
| Revocation .....                                       | 51 |
| What happens if I lose my Credentials? .....           | 54 |
| Together, we can transact safely! .....                | 55 |
| If my credentials are compromised what can I do? ..... | 56 |

# User Profile Creation

User can sign documents using their registered citizen profile, users have the option to either select a subscription plan and complete the associated payment Alternatively, users can choose to create a fresh profile signing document. For creating a new profile user needs to follow the given steps below,

## Step 1:

After successfully logged in to the Tickটিক's portal user will land in the page given below, user needs to click on "My account" option.

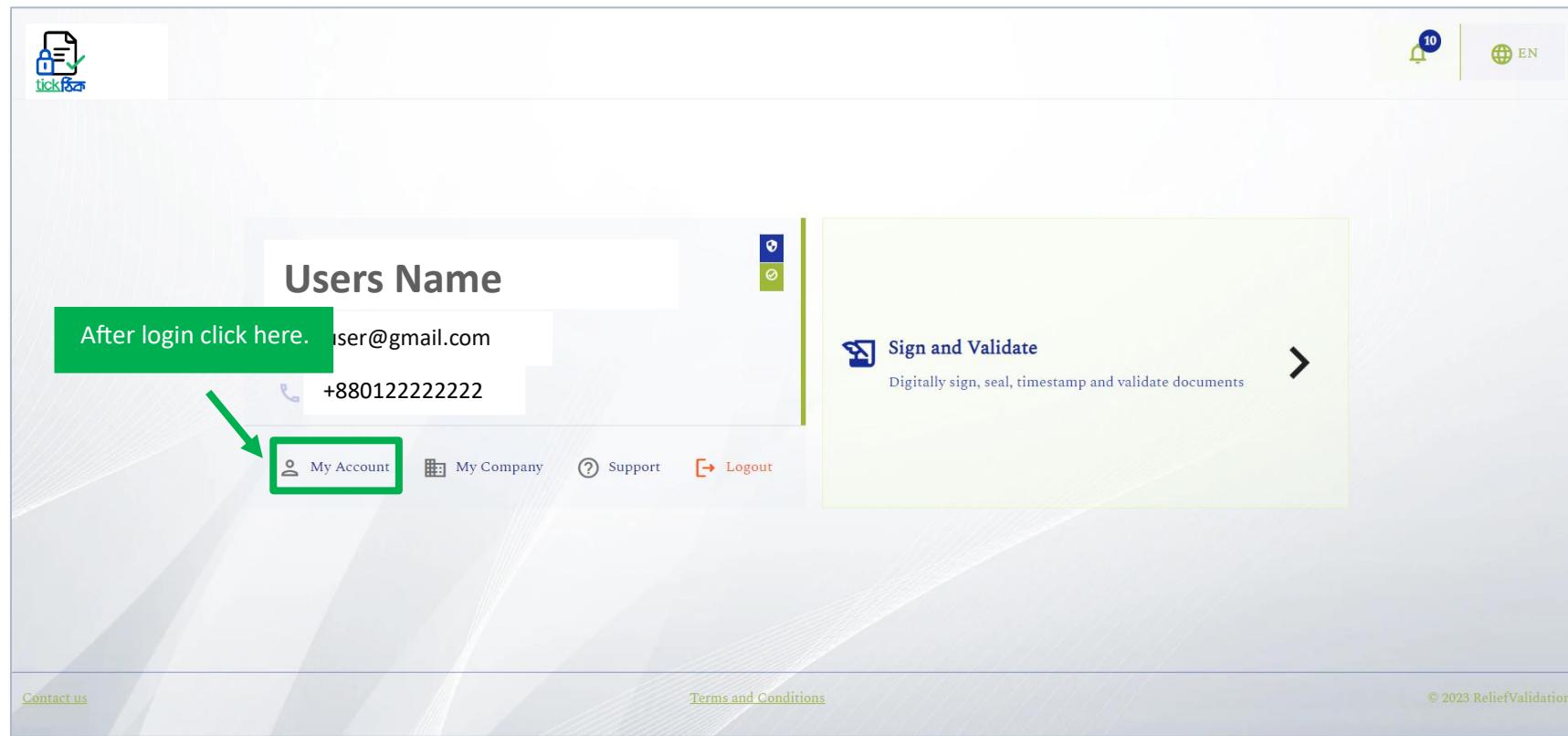


Figure 1: Home page.

Step 2:

Click on "User Profile" for going to the next page.

The screenshot shows the 'Summary' page of a software application. At the top left, there is a logo with a document icon and the text 'tickbox'. On the right side, there are icons for a shield, a user profile, a bell with a '10' notification, and a globe labeled 'EN'. Below the header, the word 'Summary' is displayed in blue. On the left, a sidebar menu lists several options: 'Summary', 'Account', 'User Profiles' (which is highlighted with a green border and has a red arrow pointing to it from a green box labeled 'Click here.'), 'Subscriptions', 'Documents', 'History', 'Consents and Sessions', and 'Notifications'. The main content area is divided into three sections: 'State' (showing 'Verified' in a green box), 'Number Of Active User Profiles' (showing '4'), 'Files Processed in Last 7 Days' (showing '23'), and 'User Profiles Pending Signing' (showing '0').

Figure 2: Summary page.

### Step 3:

Click on “Create user profile” for creating a user profile.

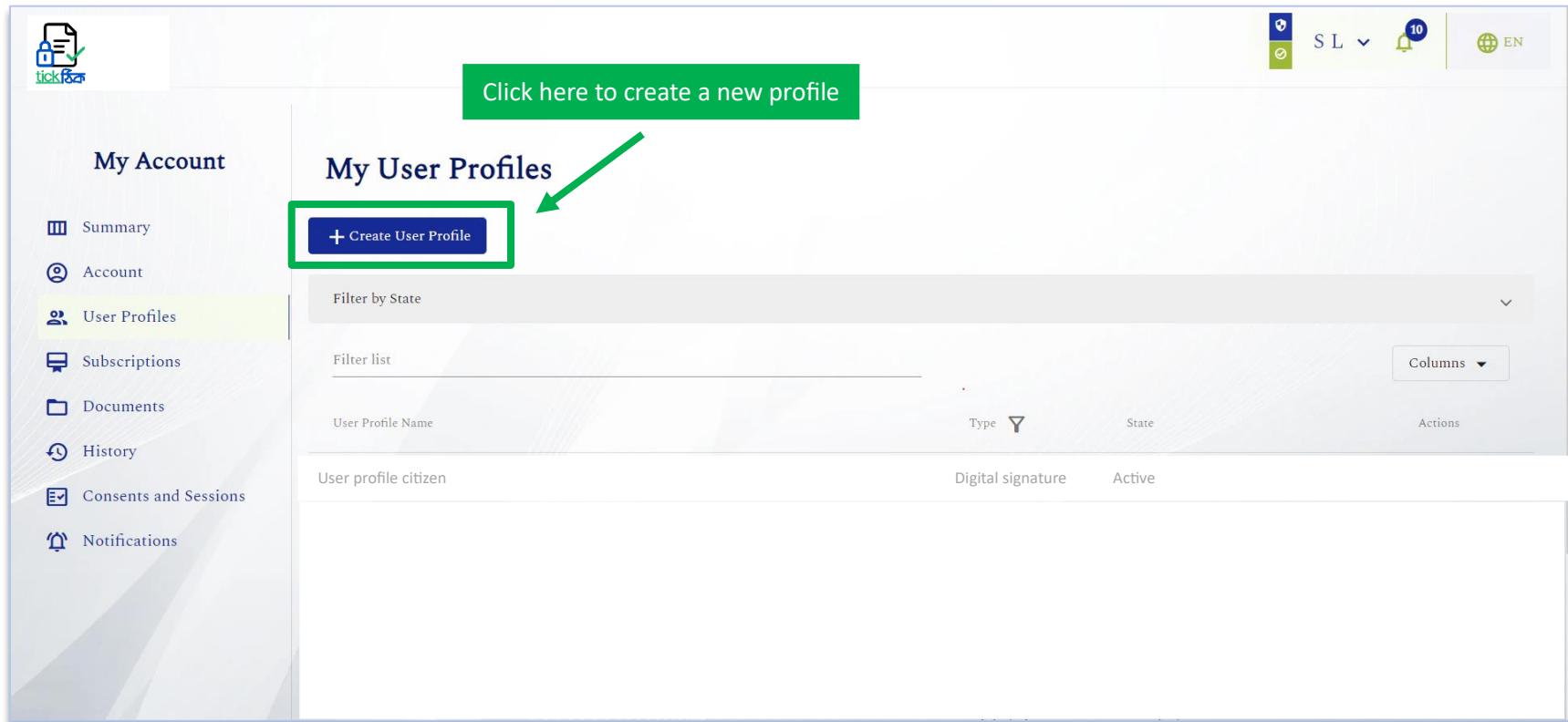


Figure 3: User Profiles Page

#### Step 4:

Provide a “user profile name” other information will be auto filled according to the information user have provided during registration. Initially next button will be disable, when user will provide the user’s name the next button will be activated. Click on “Next” to go to the next page.

The screenshot shows a 'New User Profile' form on a web application. The left sidebar has a 'My Account' menu with options like Summary, Account, User Profiles, Subscriptions, Documents, History, Consents and Sessions, and Notifications. The main form area has a header 'New User Profile' and a sub-header 'Personal info'. A central green banner says 'Fill out the all the required field'. The form contains several input fields with red asterisks indicating they are required:

- User Profile Name \*
- Initial Name
- National Identity Number \*
- Date of birth \* (17/04/2000)
- E-mail \*
- Village/House \*
- Road/Block/Sector \* (Both fields have 'This field is required!' messages)
- District \*
- Post Office \*
- Certificate Thumbprint (SHA-256)
- User Profile Type: \* (Digital Signature selected)
- Last Name \*
- Phone \*
- Home phone
- Division \*
- Police Station \*
- Post Code (7320)

At the bottom, there are 'Next >' and 'Cancel' buttons, and a 'Clear' button with a red 'X' icon. The right side of the screen shows a sidebar with 'Actions' and a list of items with red 'X' marks. The bottom right corner shows '1 - 7 of 7' and the copyright '© 2023 ReliefValidation'.

Figure 4: New user profile form

## Step 5:

Click on “Choose file” option the upload your supporting document and select document type. Initially “next” button will be disable, when user will fill out the required information “next” button will be activated. Click on “Next” to go to the next page.

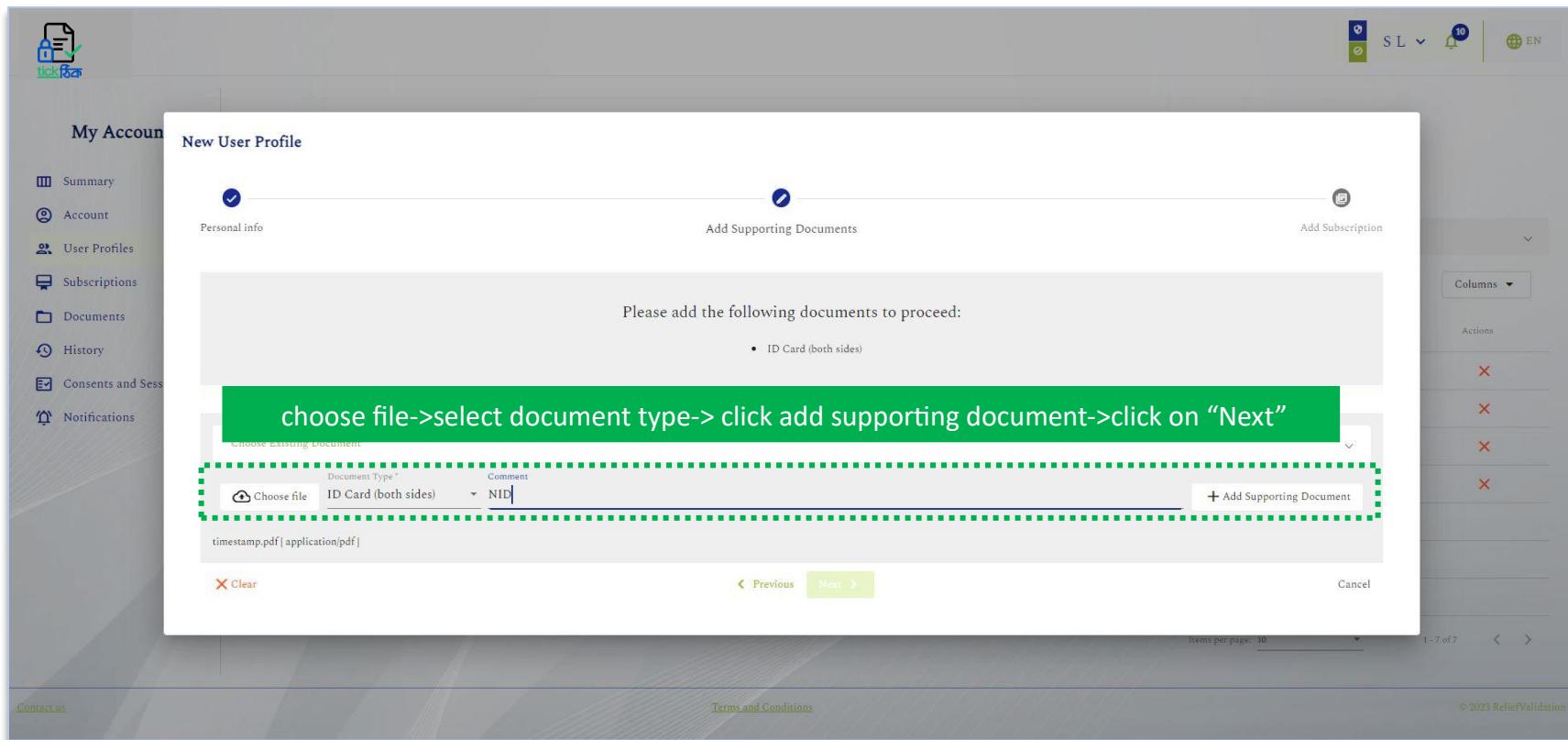


Figure 5: Supporting document uploading.

## Step 6:

From here user has two options users can create subscription by clicking “Add new subscription” (This step described in the Subscription topic option 2) or just can click on “save” to procced to the next step.

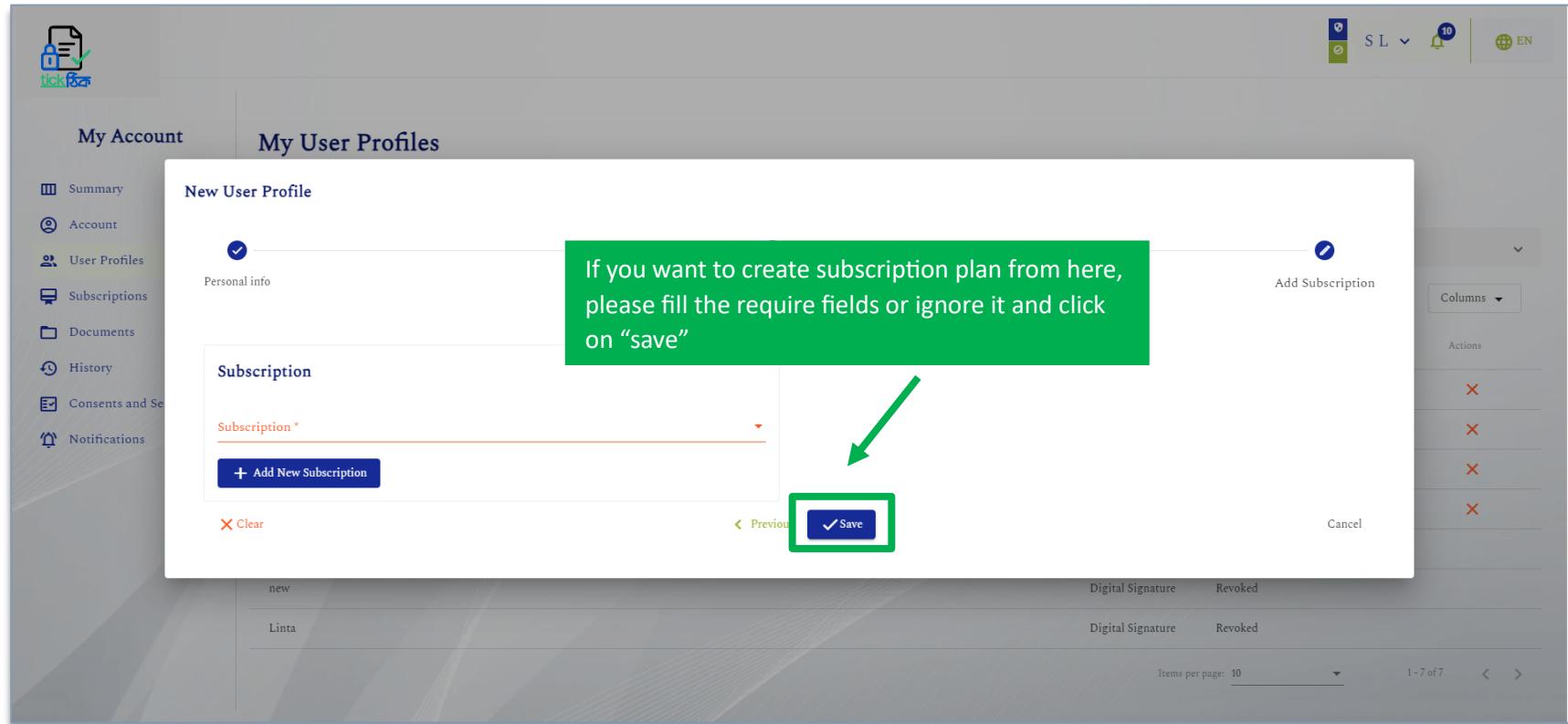


Figure 6: Add subscription page

## Step 7:

After clicking the save option this pop-up window will appear addressing that profile creation request is submitted. Click on “OK” and wait for the final approval from the CA manager to approve your request.

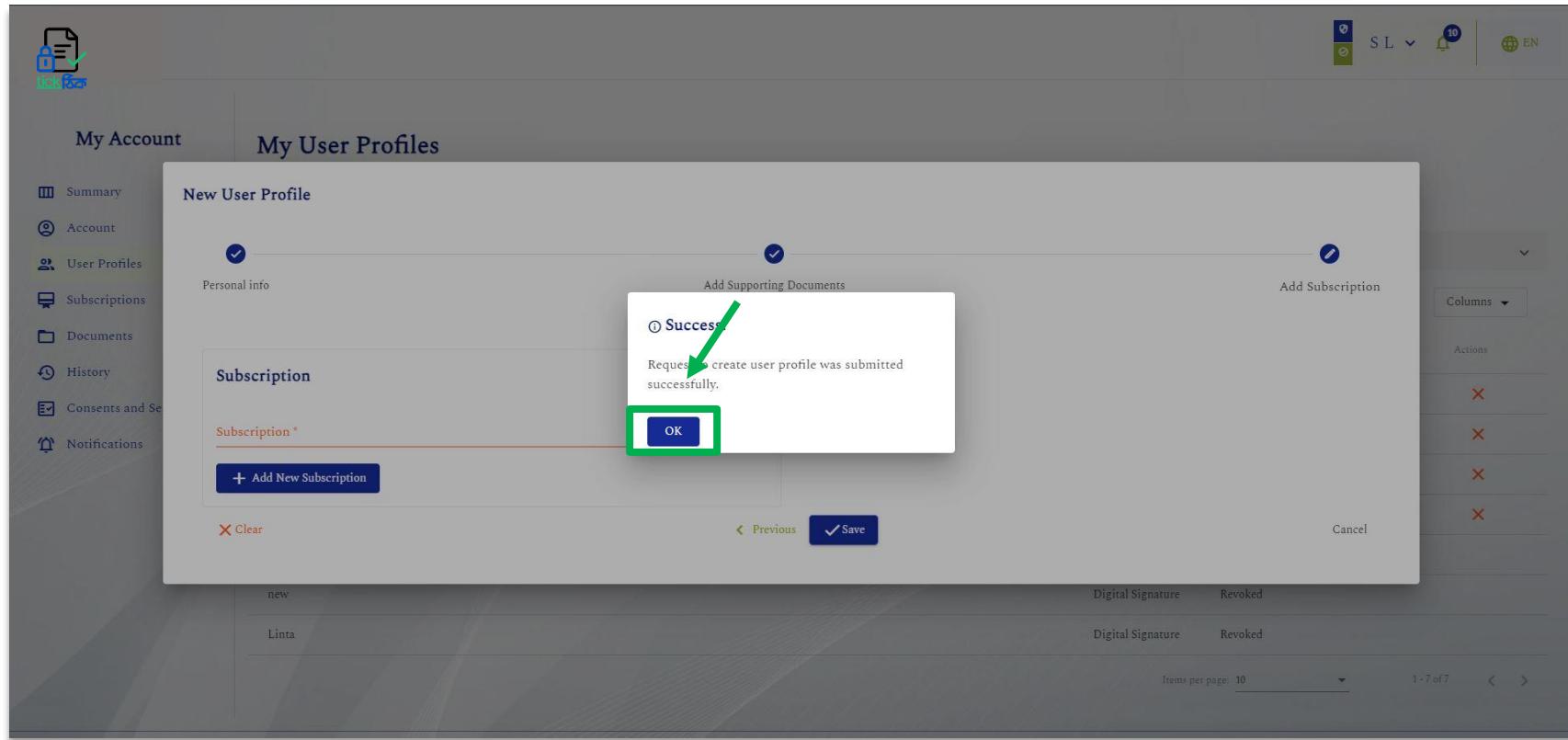


Figure 7: Add subscription page

## Step 8:

The user will get notification on Tickটিক's mobile authentication about the certificate issuance, after confirming from the mobile app user will need to sign a contact and the contract will appear on the User portal.

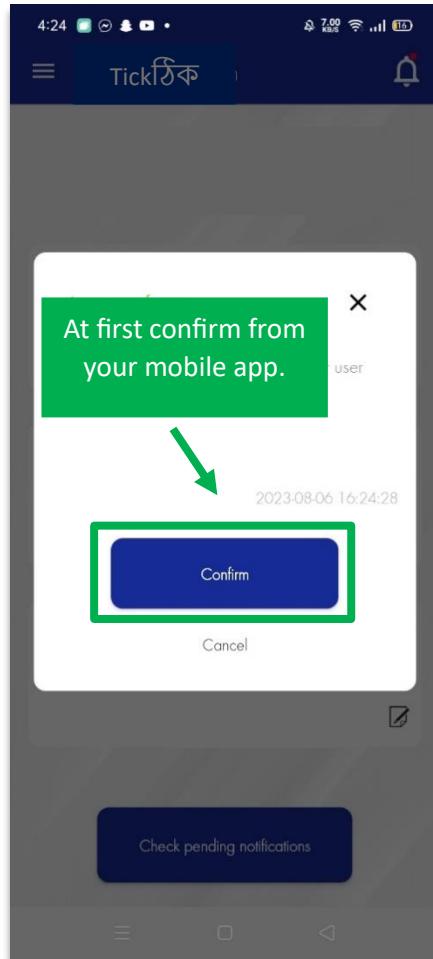


Figure 8: Authenticator app

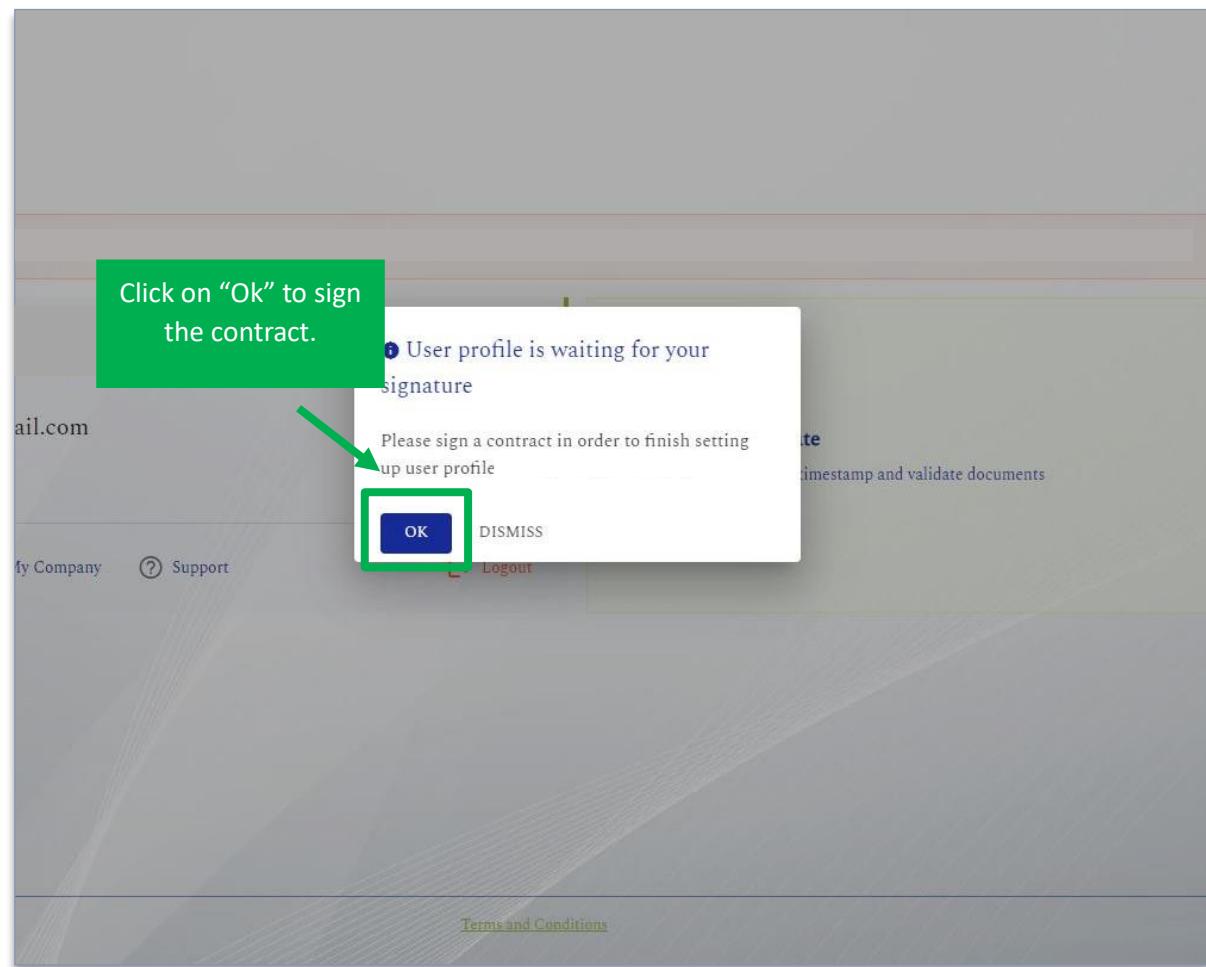


Figure 9: Contract notification on User portal

### Step 9:

Here contact will appear for signature. Read the contact then click on “Agree and sign” for signing the contract. After signing the contract notification will be sent to the mobile click on confirm to authenticate yourself.

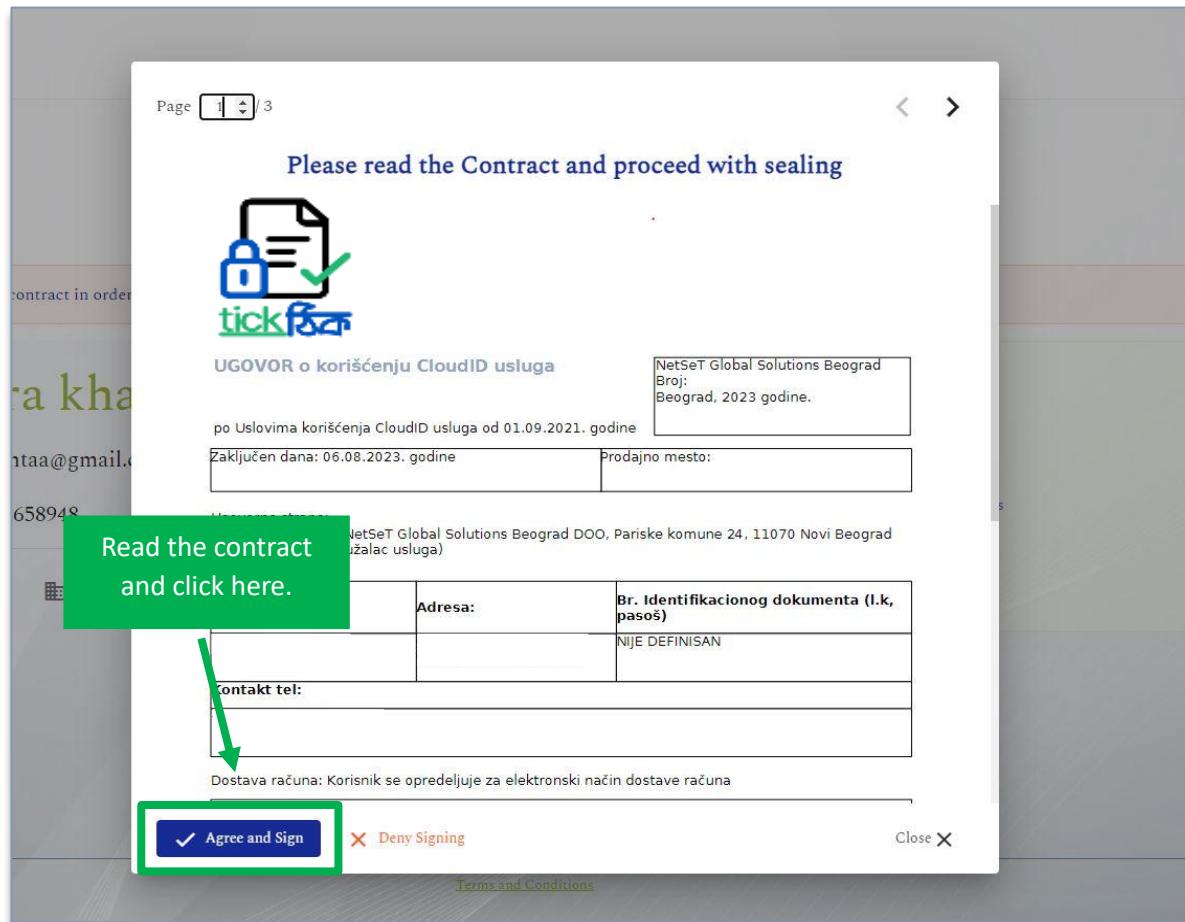


Figure 10: Contract for new profile

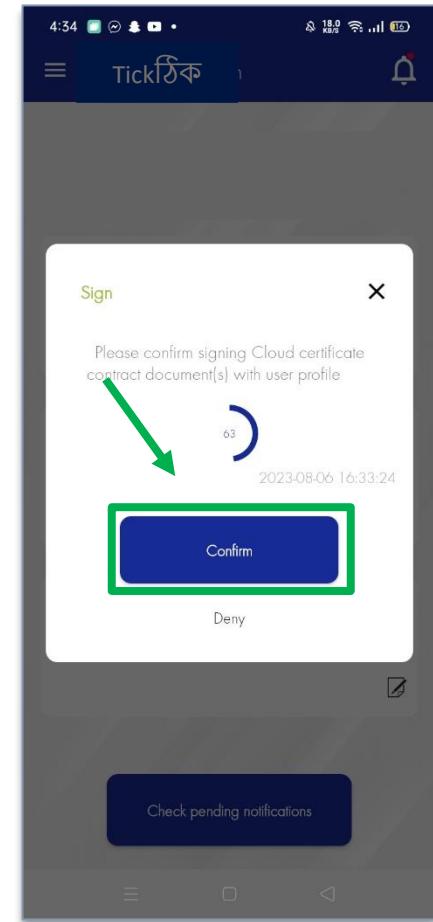


Figure 11: Mobile authenticator

# Subscriptions and Payment

## Option 1:

After registration user can choose/change their subscription plan from user portal following the steps below,

### Step 1:

Select my from the dashboard/landing page then from the appeared page click on “User Profiles”.

The screenshot shows a user interface for managing user profiles. On the left, there is a sidebar titled "My Account" with several options: Summary, Account, **User Profiles** (which is highlighted with a green arrow pointing to it), Subscriptions, Documents, History, Consents and Sessions, and Notifications. The main content area is titled "My User Profiles" and contains a "Create User Profile" button. Below it is a table with columns for User Profile Name, Type, State, and Actions. One row is visible, showing "User profile citizen" as the name, "Digital signature" as the type, and "Active" as the state. There are also filter and column selection tools at the top of the table.

Figure 1: User Profiles Page

## Step 2:

Select your user profile for which you want to avail subscription plan. Click on the user profile.

The screenshot shows a user interface for managing user profiles. On the left, there is a sidebar titled "My Account" with the following menu items:

- Summary
- Account
- User Profiles
- Subscriptions
- Documents
- History
- Consents and Sessions
- Notifications

The main area is titled "My User Profiles" and contains a table with the following data:

| User Profile Name    | Type              | State  | Actions |
|----------------------|-------------------|--------|---------|
| User profile citizen | Digital signature | Active |         |

A green rectangular box highlights the first row of the table, specifically the "User Profile Name" column. The table has columns for "User Profile Name", "Type", "State", and "Actions". There are also filter and column settings at the top of the table.

Figure 2: User Profiles Page

### Step 3:

Click on “subscription” to select your subscription plan.

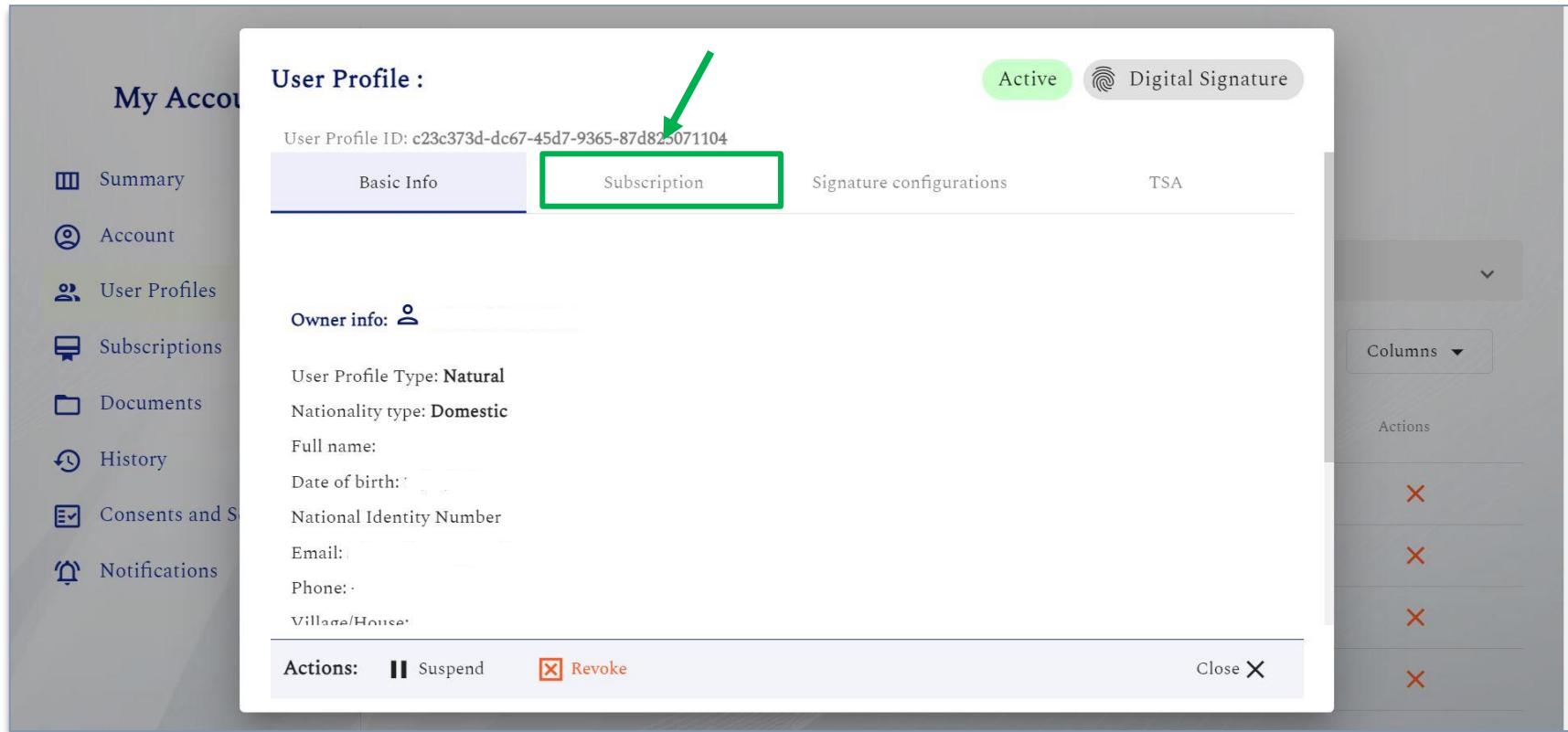


Figure 3: User Profiles Page.

#### Step 4:

Currently we are providing promo package to the user for new account/profile so if user wants to change that he needs to Click on the description icon pointed in the image.

The screenshot shows the 'User Profile' page with the following details:

**User Profile :** c23c373d-dc67-45d7-9365-87d825071104

Basic Info      Subscription      Signature configurations      TSA

Subscription Info      History

**Promo Package**  Active

Number of remaining ReliefValidation transactions: 50

**Subscription Details:**

- Name: Promo Package
- Number Of Linked Profiles: 1
- Number Of Linked Users: 1
- Maximum Number Of Profiles: Unlimited
- Subscription start date: 06/08/2023
- Duration in months: 12
- Price: N/A

**Subscription plan details:**

- Name: Promo Package
- Package Type: Basic
- Client Type: Individual
- Payment Type: Prepaid
- Payment Period: One time
- Transaction Period: One time
- Maximum Number Of Profiles: Unlimited

**Actions:**   Close

Figure 4: User Profiles Page

## Step 5:

Click on “Change plan” to avail new package.

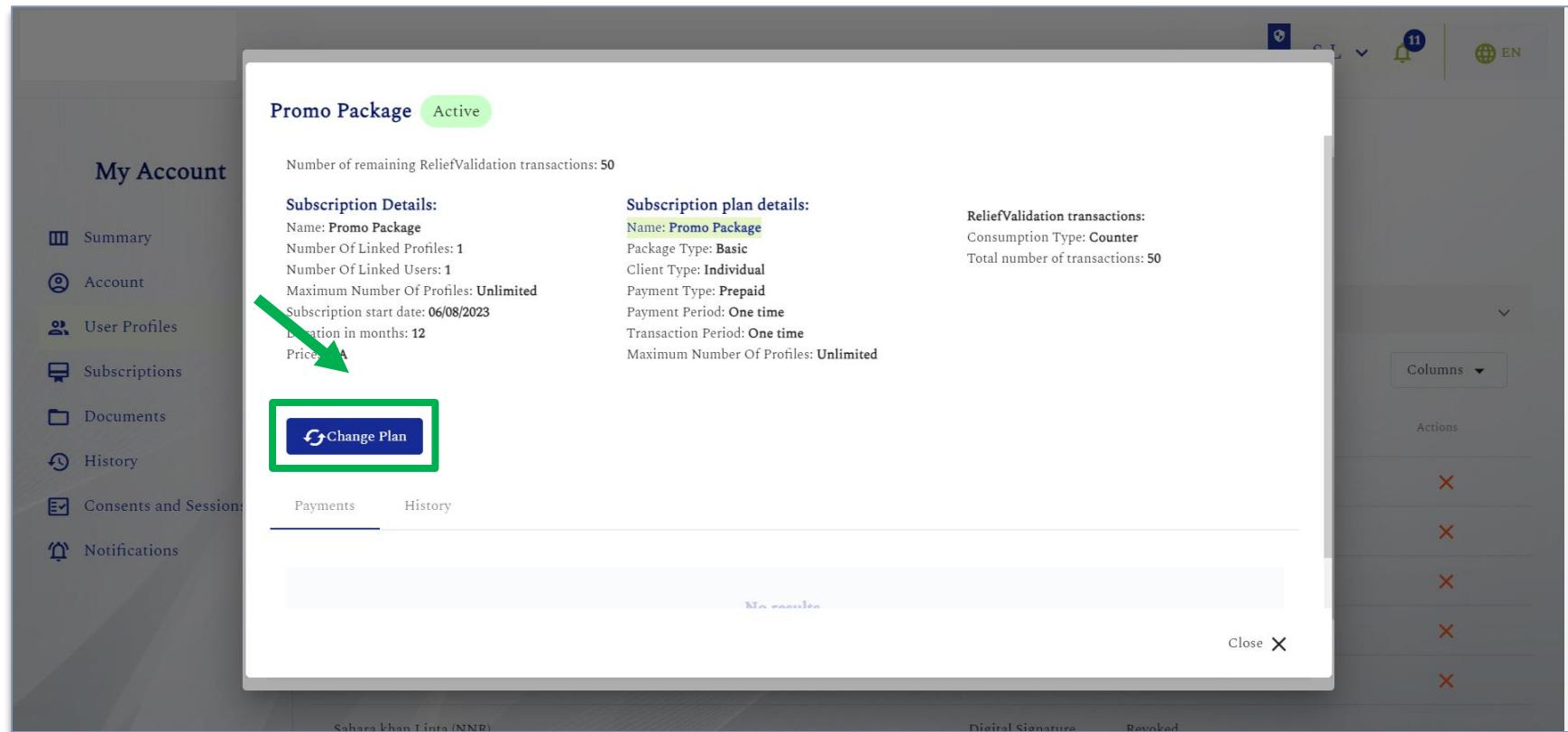


Figure 5: User Profiles Page

## Step 6:

Select your convenient package by clicking on the “check icon”.

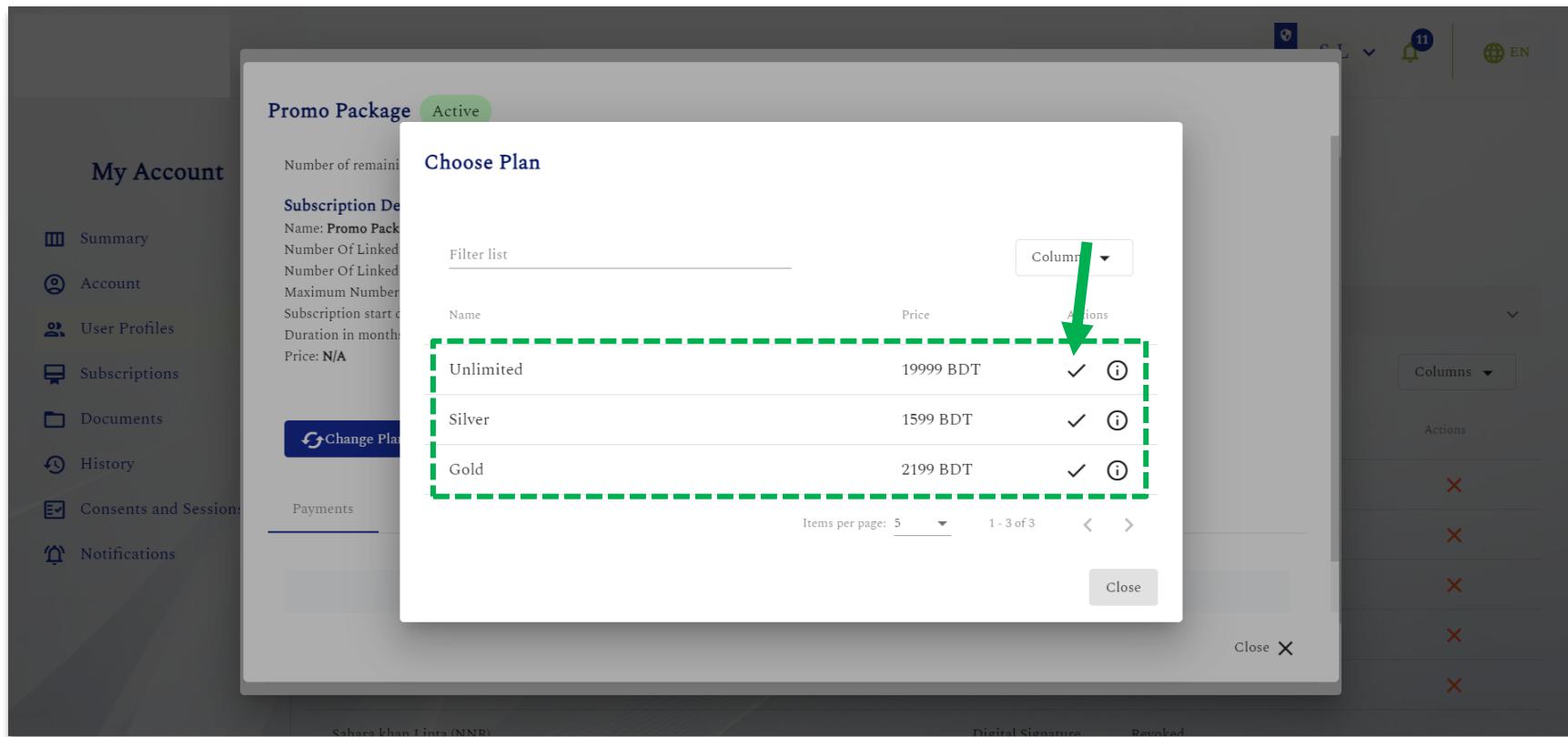


Figure 6: Subscription option

## Step 7:

Click on “ok” which will redirect you to the payment portal.

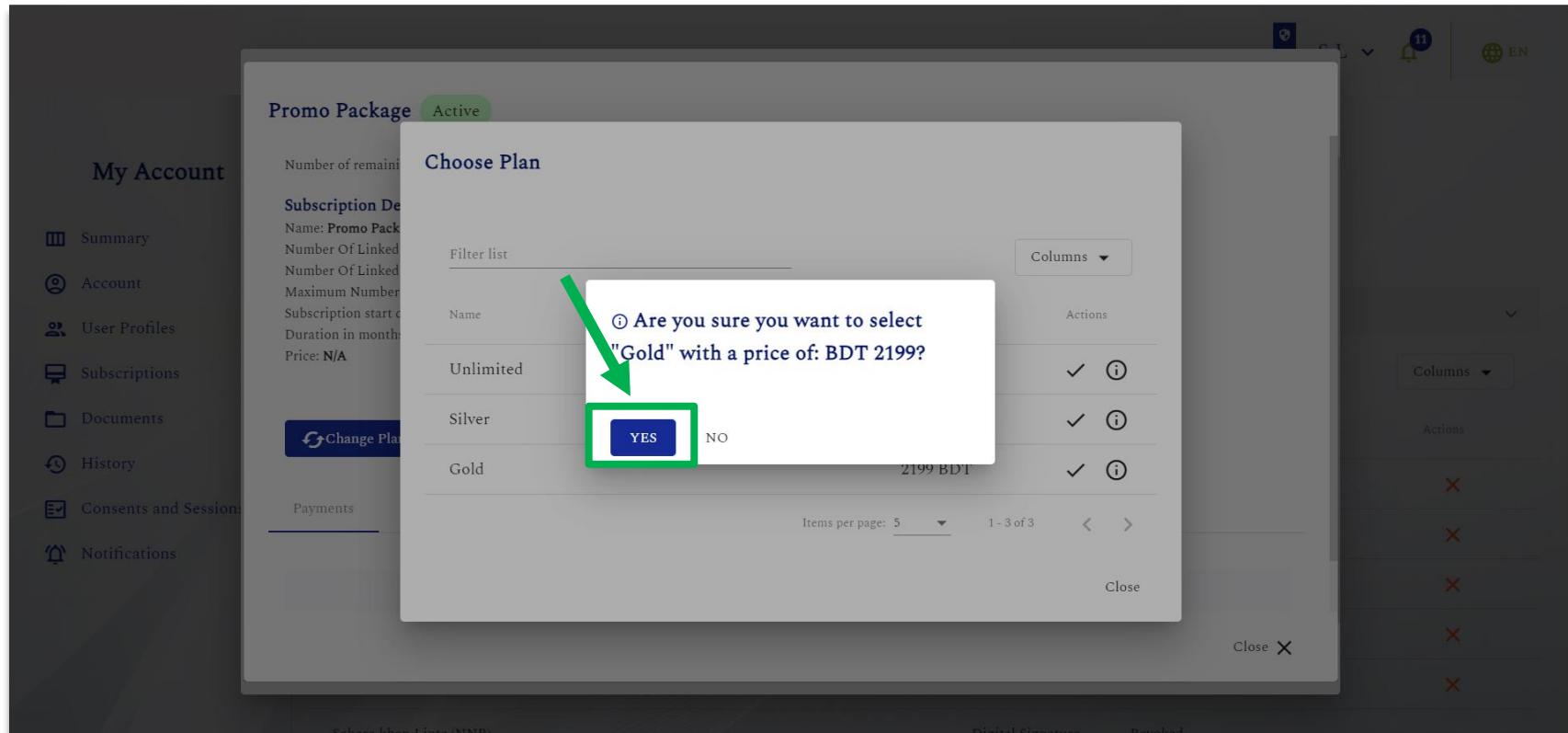


Figure 7: Subscription option payment

## Step 8:

Select your desired payment option and click on “Pay now” and complete the payment process.

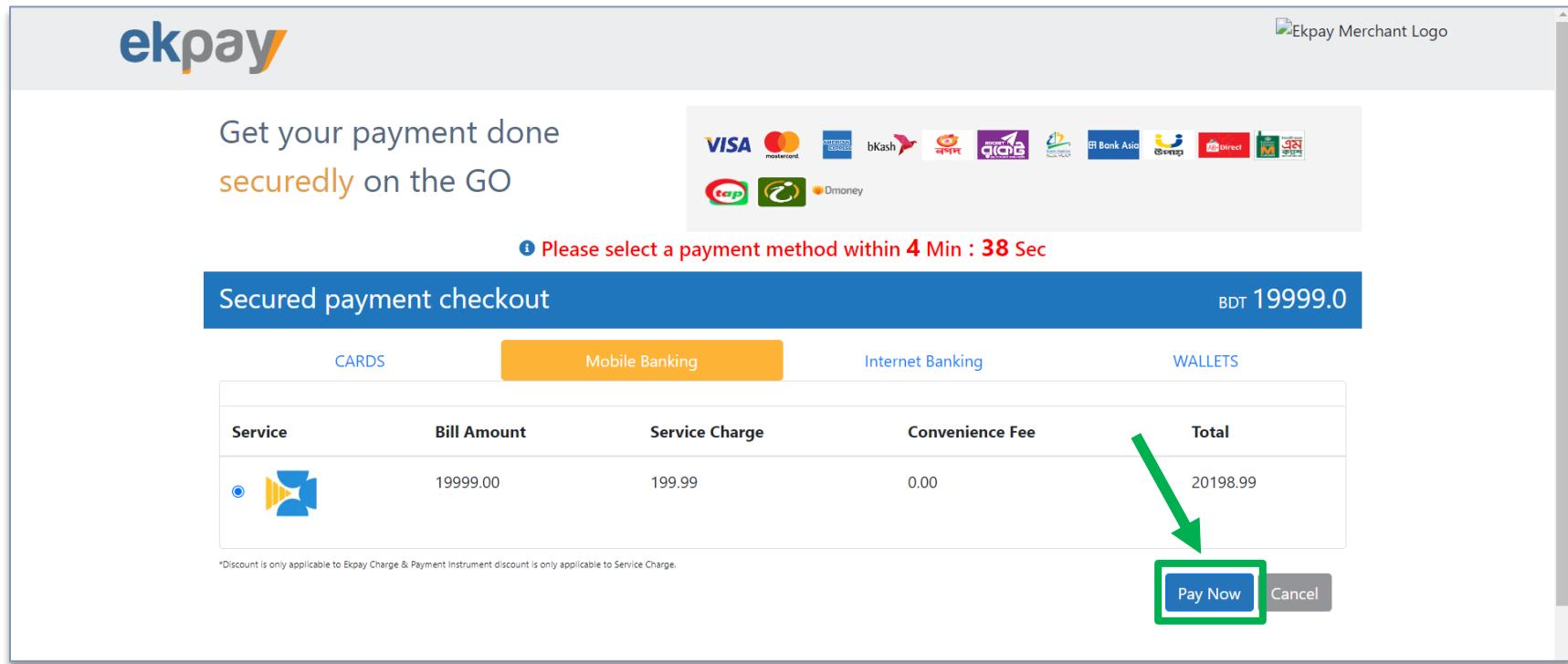


Figure 8: Subscription option payment

## Option 2:

During the process of creating a profile, the user has the option to select and purchase their desired subscription package, as outlined in the following steps,

### Step 1:

Click on “Add New Subscription” for creating your subscription plan.

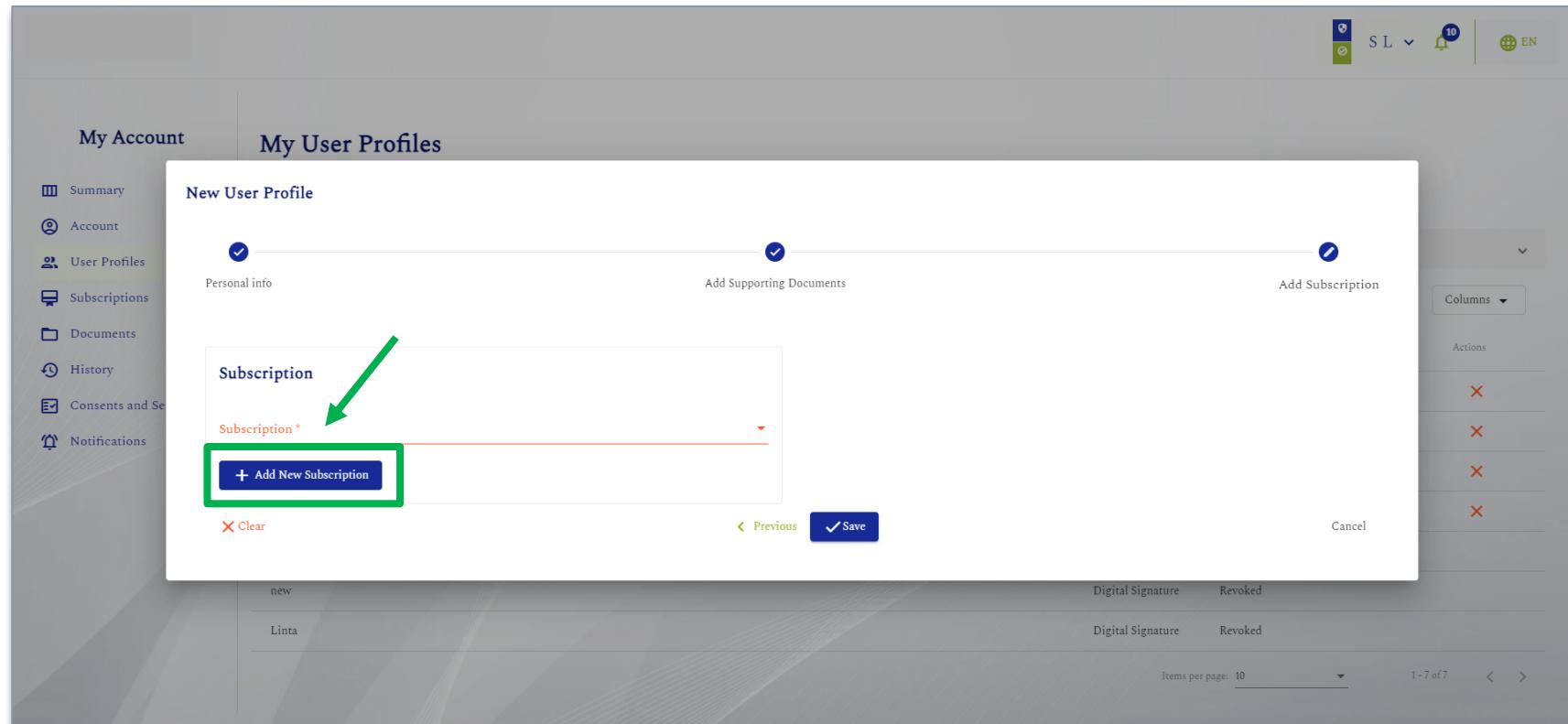


Figure 9: Add subscription page

## Step 2:

Choose your desired subscription from the dropdown menu then give a name of the subscription package and select currency.

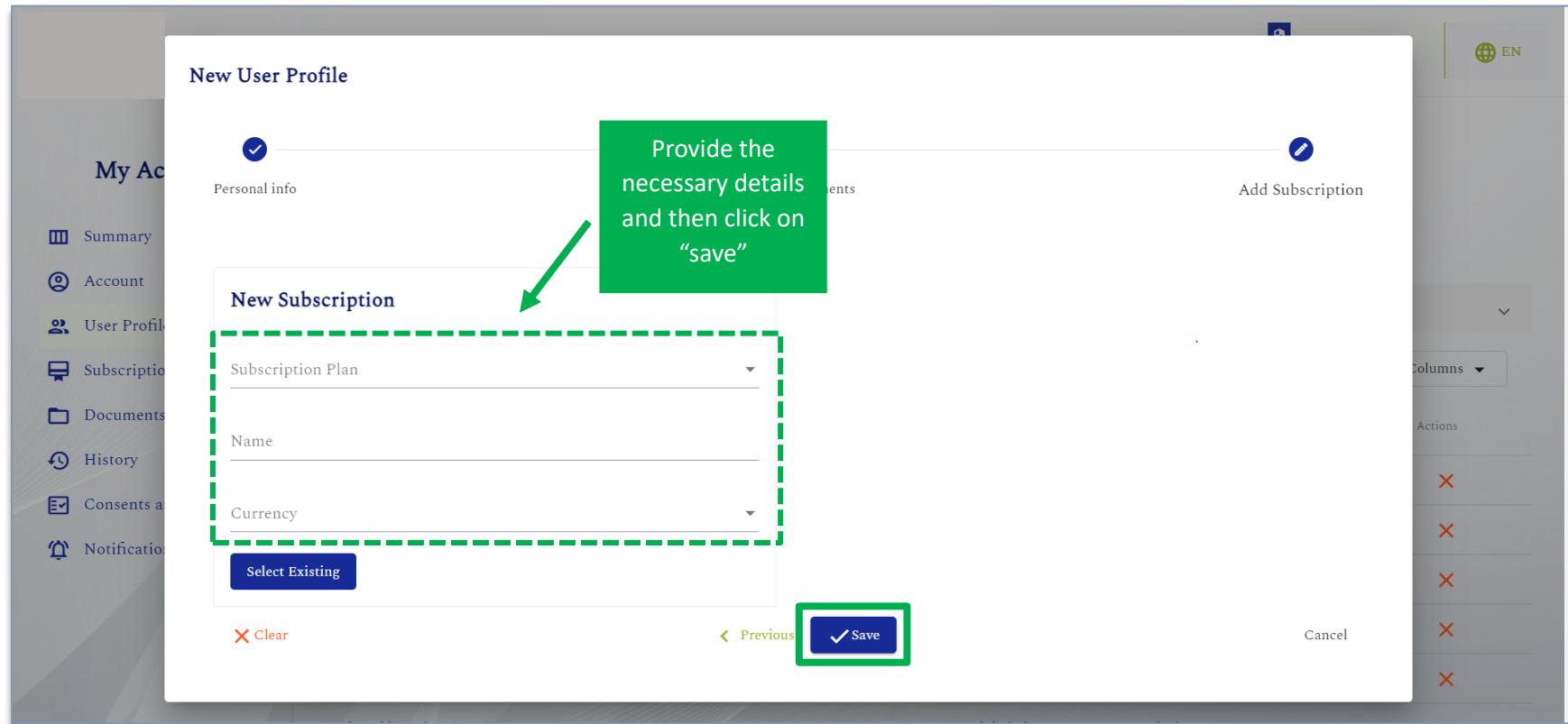


Figure 10: New subscription

### Step 3:

As this step is account creation so a message will pop up confirming the profile creation.

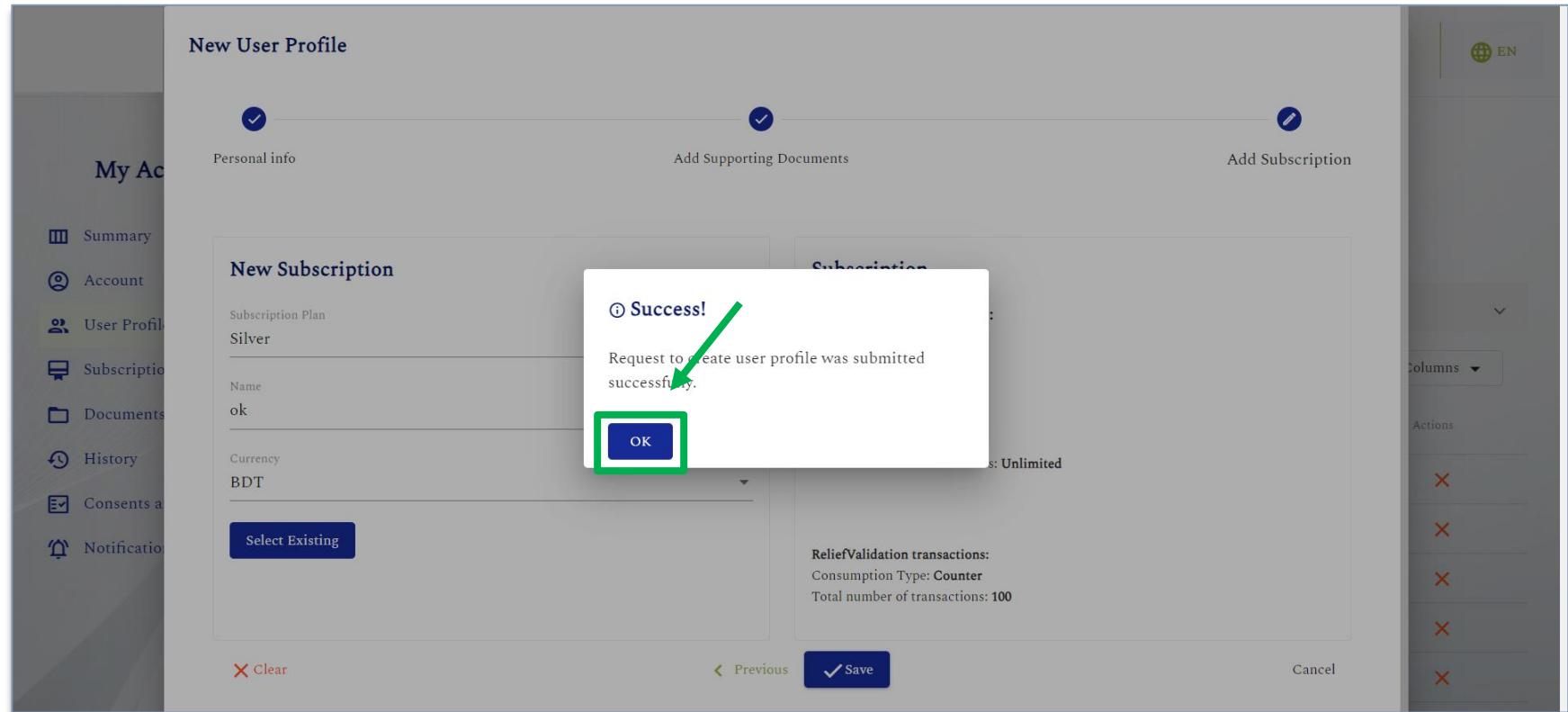


Figure 11: Profile creation confirmation

Note: Here user will have to wait for the final approval from the admin and if admin approves the user profile, then user have to sign a contract.

# Single Document Signing

## Step 1:

After successfully logged in to the Tick ঠিক portal user will land in the page given below, click on sign and validate.

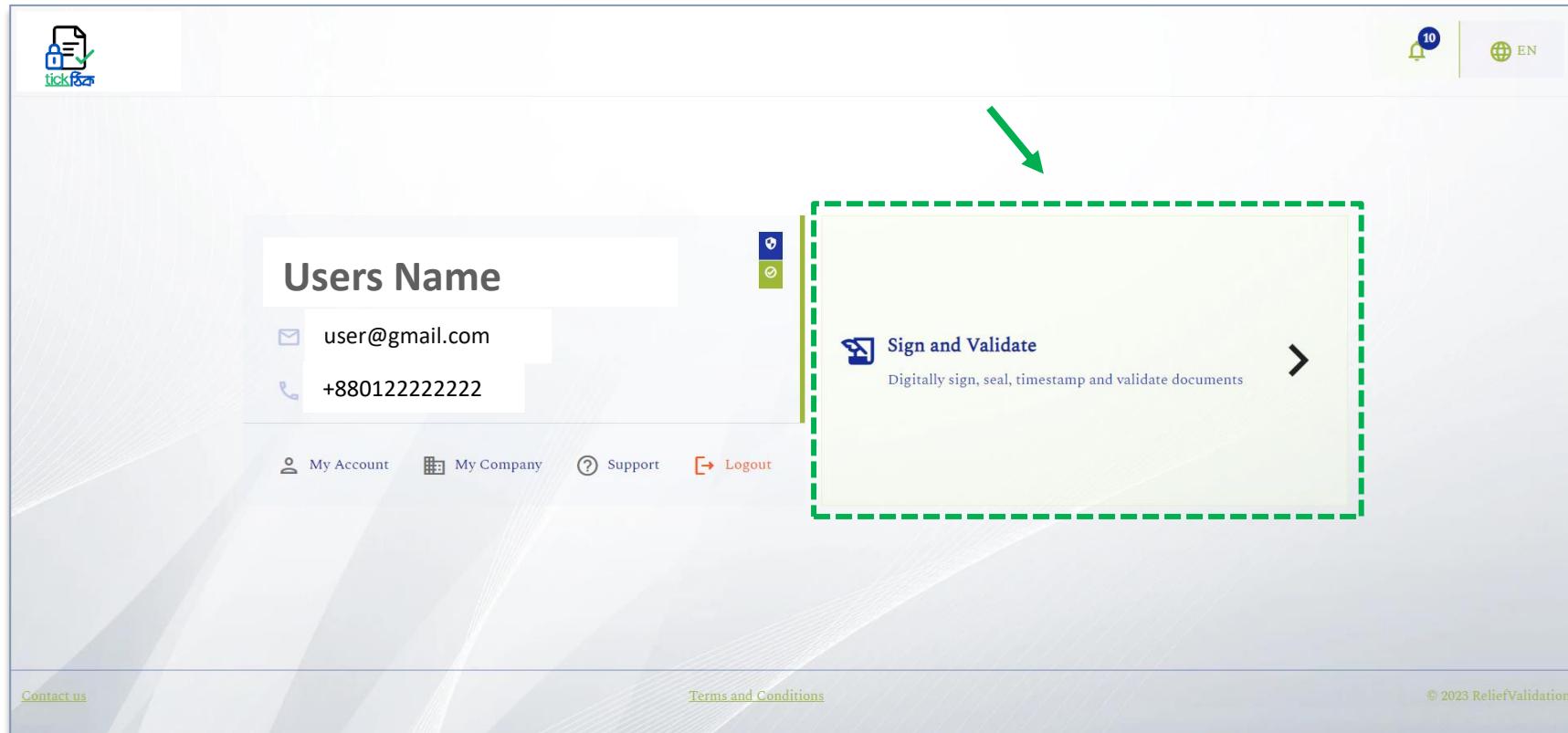


Figure 1: Home page.

## Step 2:

Click on any of your active profile to sign a document.

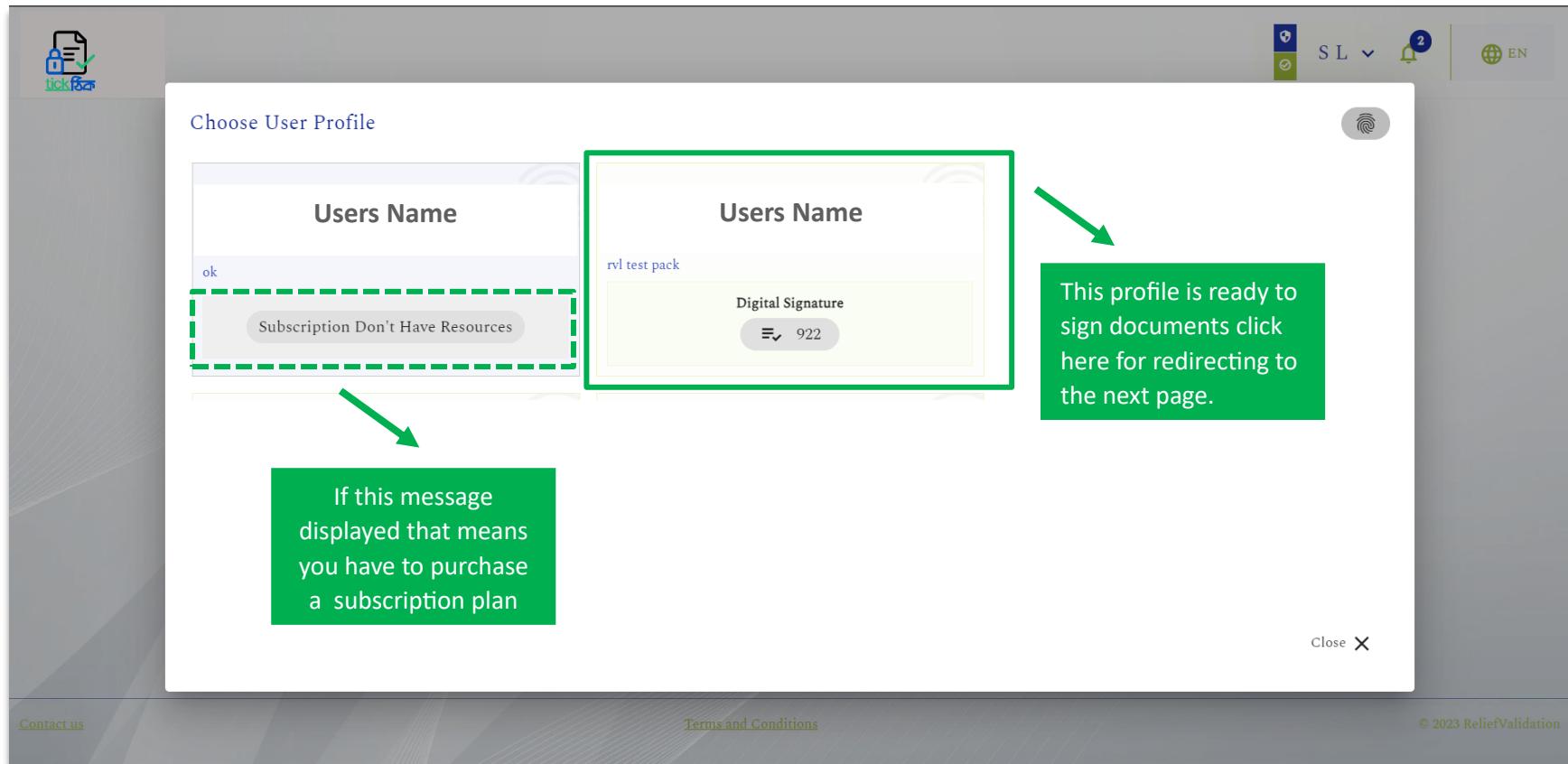


Figure 2: Sign and validate page.

### Step 3:

Click on the highlighted area to drag and drop or can click to select a document for signing.

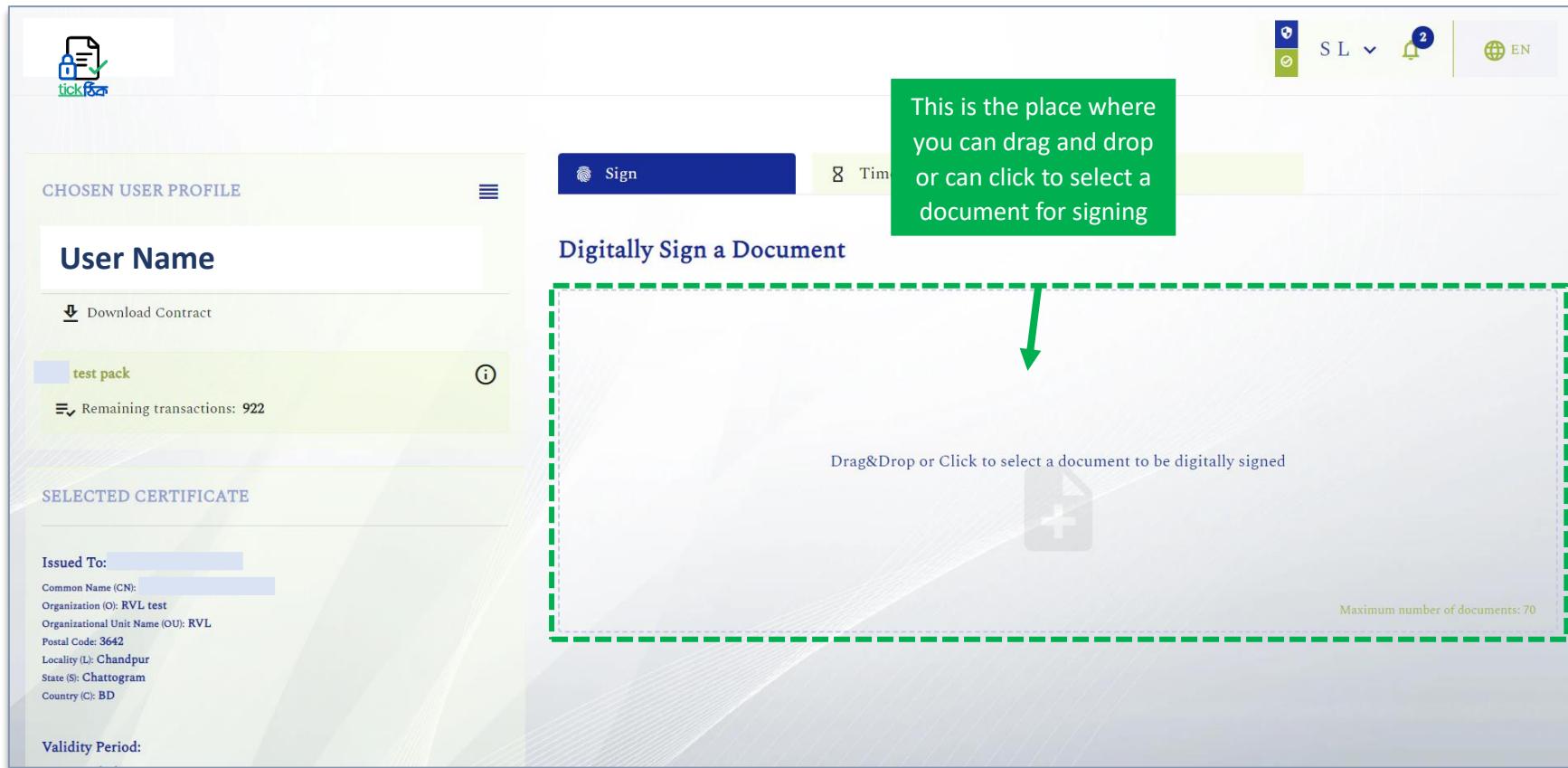


Figure 3: Signing page.

#### Step 4:

After uploading your document click on “sign” also there are some signature configurations (Regular signature and signature with timestamp) from there you can choose your desired one.

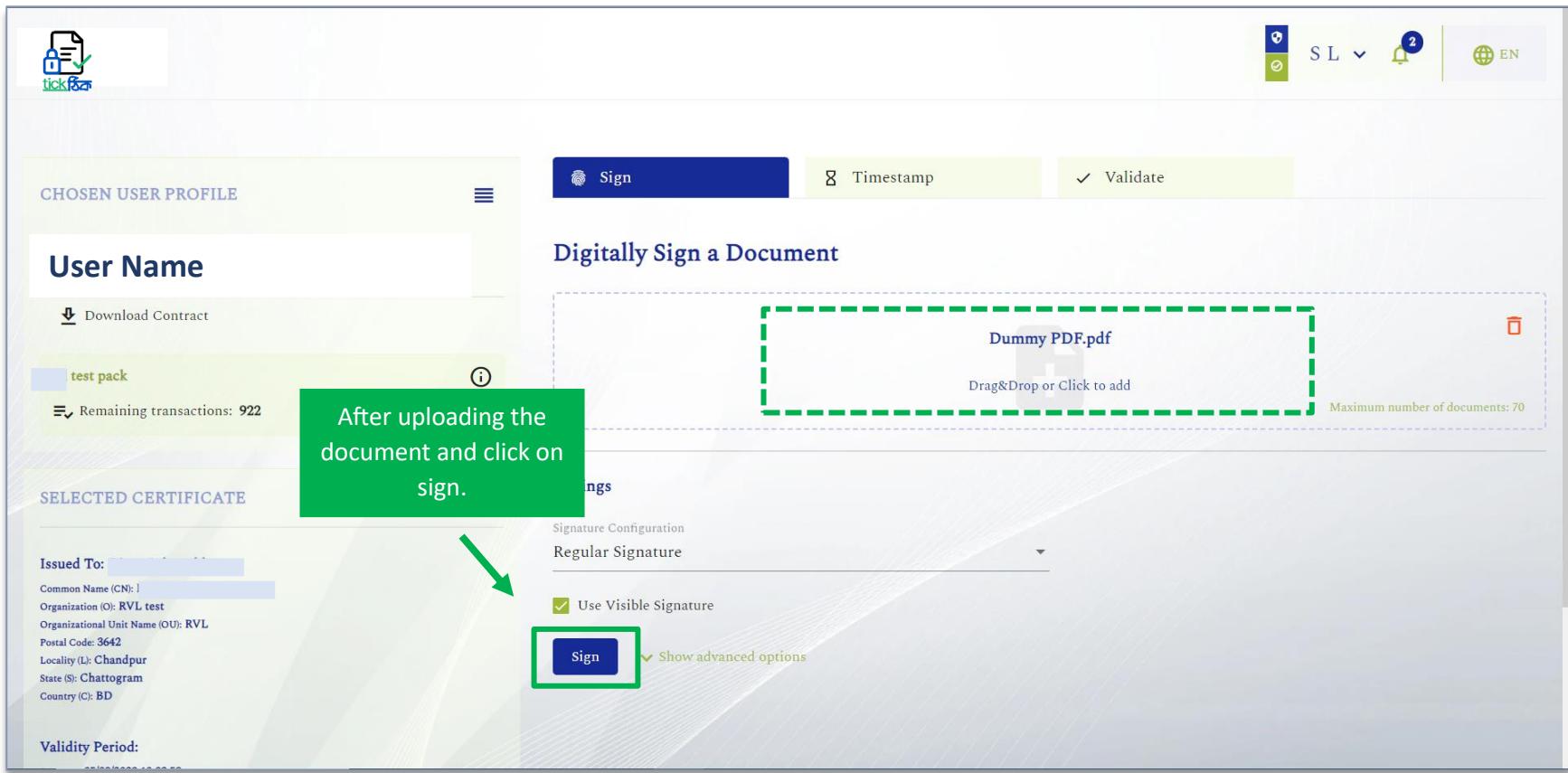


Figure 4: Signing page.

## Step 5:

Place the signature place holder where you want the signature to be placed. After placing the sign click on “Sign”. During this process you need to confirm the notification from your Tickটিক's mobile authentication application.

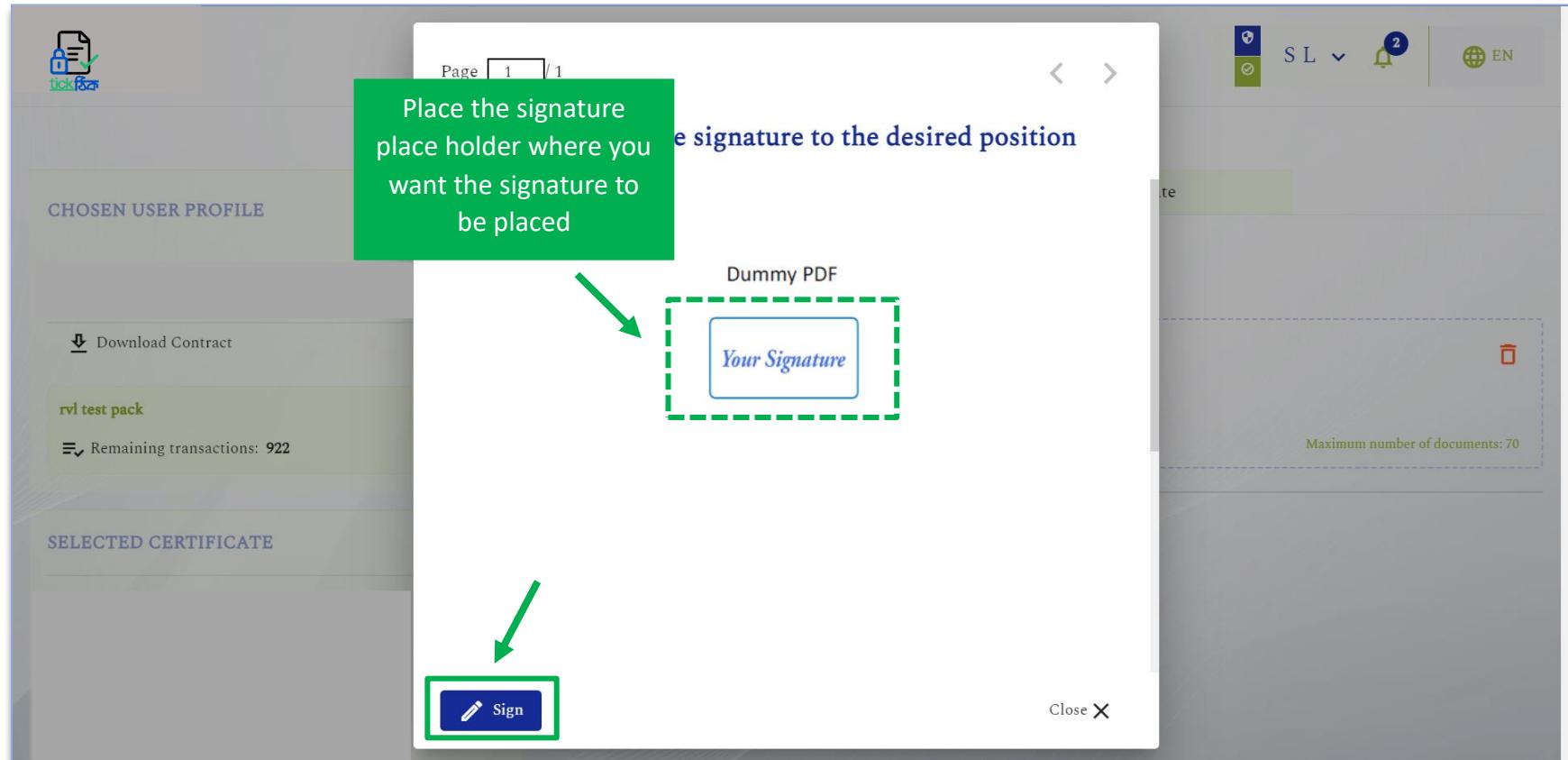


Figure 5: Signing Document.

## Step 6:

After successful document signing a notification will pop up stating “Files signed successfully”. Click Ok and view, download or share the signed documents.

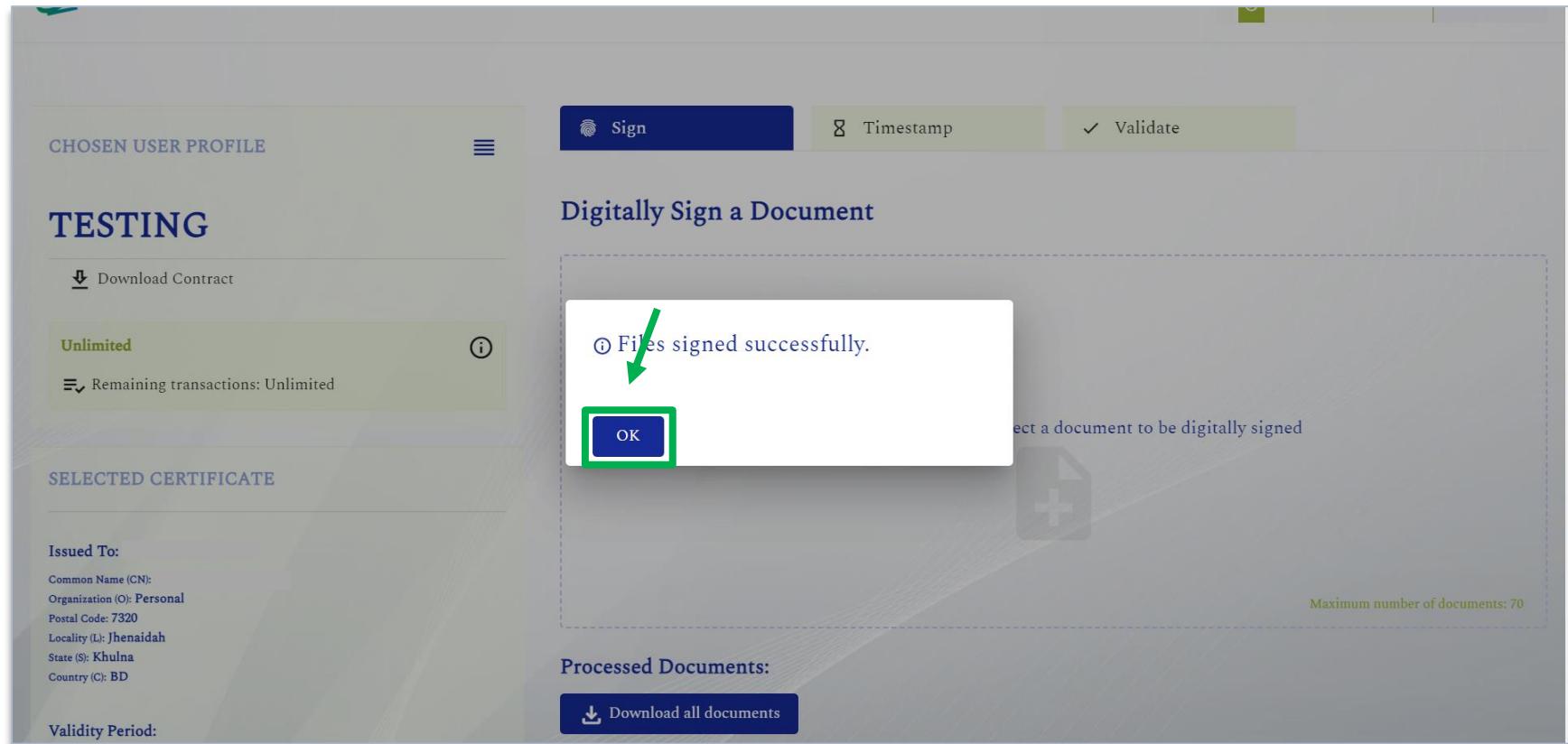


Figure 6: Successfully signed document

## Step 7:

Click on the view option for viewing the signed document.

The screenshot shows the 'Digitally Sign a Document' interface. At the top, there are three buttons: 'Sign' (blue), 'Timestamp' (light green), and 'Validate' (yellow-green). On the left, there's a 'CHOSEN USER PROFILE' section with a 'Download Contract' button and a 'rvl test pack' section showing 'Remaining transactions: 919'. Below that is a 'SELECTED CERTIFICATE' section with details like 'Issued To:' (Common Name (CN): L, Organization (O): RVL test, Organizational Unit Name (OU): RVL, Postal Code: 3642, Locality (L): Chandpur, State (S): Chattogram, Country (C): BD) and 'Validity Period:' (Starts on: 05/08/2023 10:32:58, Expires on: 05/08/2024 10:32:58). A 'Show Details' checkbox is also present. In the center, a large dashed box contains the instruction 'Drag&Drop or Click to select a document to be digitally signed' with a plus sign icon. Below it is a 'Processed Documents:' section with a 'Download all documents' button. A table lists one document: 'Dummy PDF.pdf' (Document Name), 'PDF Document' (Document Type), 'Status' (green checkmark), and 'Actions' (a row of icons including a magnifying glass, a file, a gear, and a link). A green callout box with a red arrow points to the 'Actions' column of the table, containing the text: 'Click on the view button to view the signed document.'

| Document Name | Document Type | Status | Actions |
|---------------|---------------|--------|---------|
| Dummy PDF.pdf | PDF Document  | ✓      |         |

Figure 7: Successfully signed document

## Step 8:

Upon clicking on the view option user will get to see the signed document.

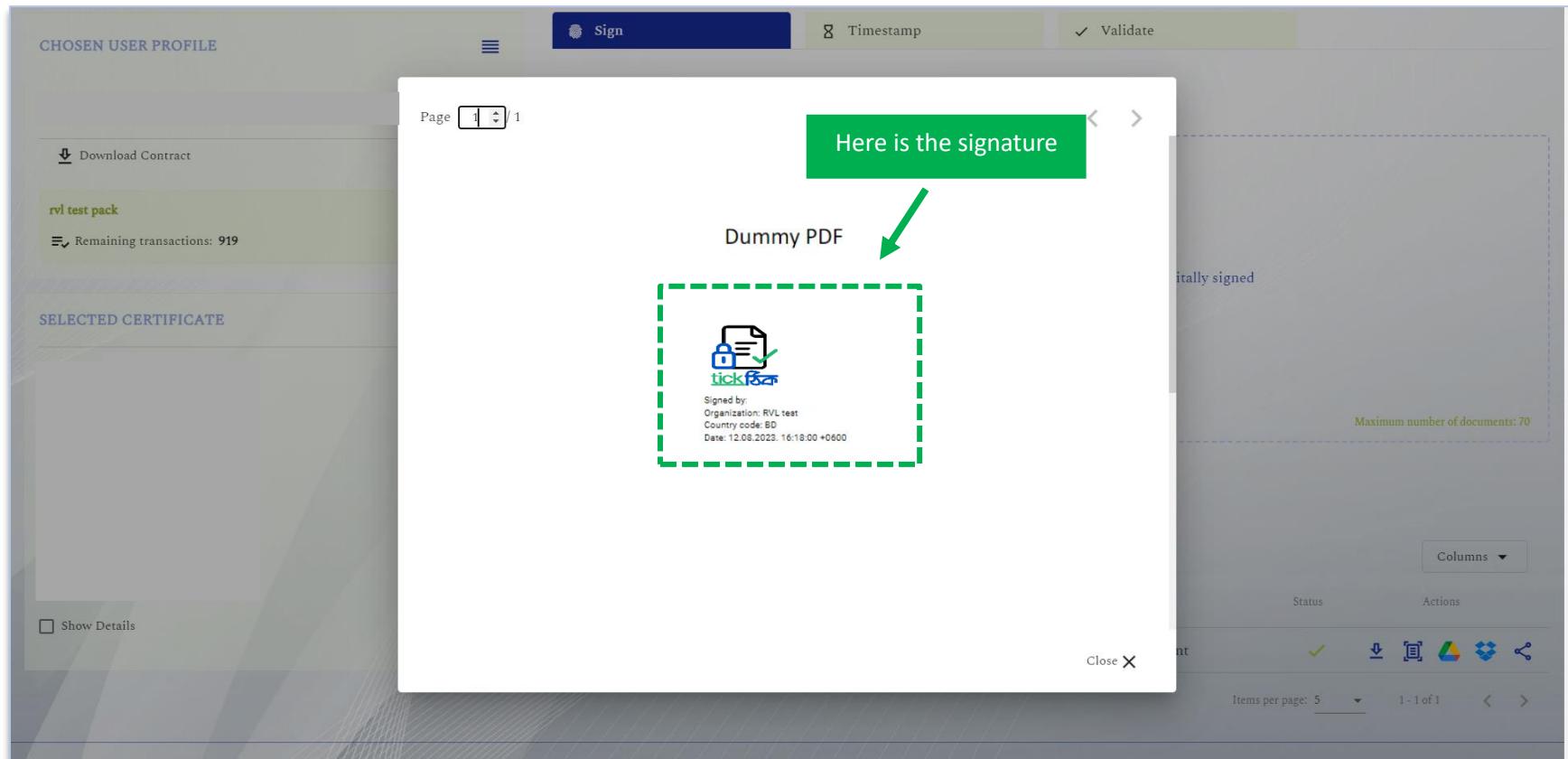


Figure 8: Viewing signed document

## Step 9:

After successful document signing, download the signed document by clicking on the download icon.

The screenshot shows a digital signing interface. On the left, there's a 'CHosen User Profile' section with a 'TESTING' header, showing 'Unlimited' transactions and a 'Remaining transactions: Unlimited' message. Below this is a 'SELECTED CERTIFICATE' section with details like 'Issued To' (Common Name (CN): Jhenaidah, Organization (O): Personal, Postal Code: 7320, Locality (L): Jhenaidah, State (S): Khulna, Country (C): BD) and 'Validity Period' (Starts on: 06/08/2023 12:31:27, Expires on: 06/08/2024 12:31:27). A 'Download Contract' button is also present. In the center, a 'Digitally Sign a Document' section has a dashed box containing a green callout 'Click here if you want to download in zip format.' with an arrow pointing to a 'Download all documents' button. Another green callout 'Click here for downloading the format you have uploaded.' with an arrow points to the download icon in the 'Actions' column of a table listing a document named 'Dummy PDF.pdf'. The table includes columns for Document Name, Document Type, Status, and Actions (with icons for download, edit, delete, and share). At the bottom, there are links for 'Contact us', 'Terms and Conditions', and the copyright notice '© 2023 ReliefValidation'.

Figure 9: Downloading documents.

## Step 10:

Choose you desired sharing option (google drive, dropbox and email).

The screenshot shows a digital document signing interface. At the top, there are three tabs: 'Sign' (selected), 'Timestamp', and 'Validate'. On the left, a 'CHOSEN USER PROFILE' section displays 'TESTING' and a green 'Unlimited' status with a note about remaining transactions. A 'SELECTED CERTIFICATE' section shows 'Issued To:' details (Common Name: 'I', Organization: 'Personal', Postal Code: '7320', Locality: 'Jhenaidah', State: 'Khulna', Country: 'BD') and a 'Validity Period:' from '06/08/2023 12:31:27' to 'Expires on: 06/08/2024 12:31:27'. Below these are download links for the certificate and a 'Show Details' button. The main area is titled 'Digitally Sign a Document' and contains a dashed box for dragging and dropping files or clicking to select a document. A green callout box with an arrow points to the 'Actions' column of a table below, which lists a single document: 'Dummy PDF.pdf' (Document Type: 'PDF Document', Status: '✓'). The 'Actions' column includes icons for download, print, and sharing, with the sharing icons (Google Drive, Dropbox, Email) highlighted by a green box and another green arrow pointing to them. The bottom of the screen features standard navigation links like 'Contact us', 'Terms and Conditions', and a copyright notice: '© 2023 ReliefValidation'.

Figure 10: Downloading documents.

# Multiple Document Signing

## Step 1:

Click on the highlighted area to drag and drop or can click to select multiple documents for signing.

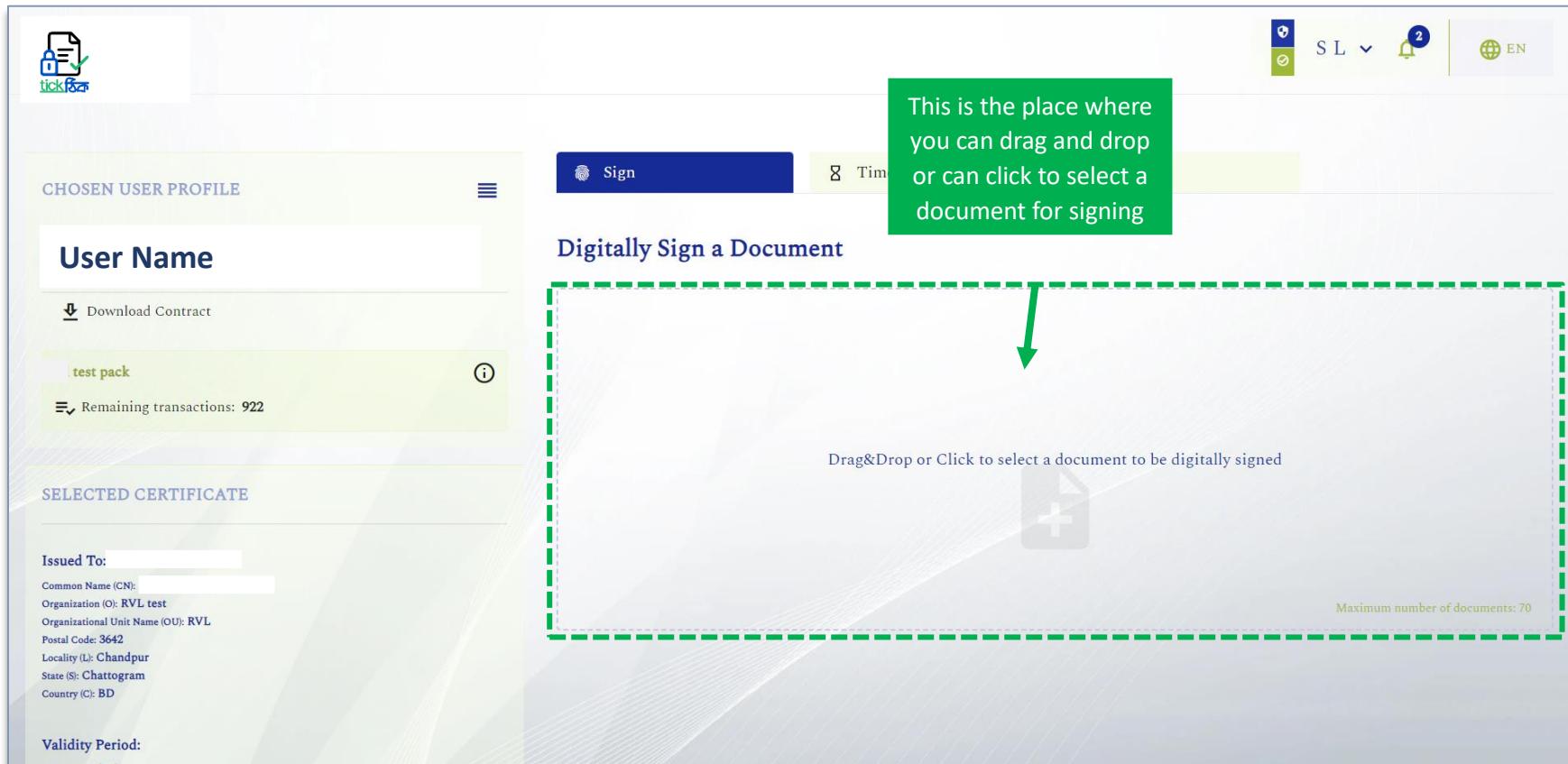


Figure 1: Signing page.

## Step 2:

After uploading multiple documents check the visible signature option if you want visible signature and click on sign.

The screenshot shows the 'Digitally Sign a Document' interface. On the left, there's a sidebar with 'User Name' (rwl test pack), 'Download Contract' button, and 'Remaining transactions: 872'. Below that is the 'SELECTED CERTIFICATE' section with 'Issued To:' details (Common Name (CN): RVL test, Organization (O): RVL, Organizational Unit Name (OU): RVL, Postal Code: 3642, Locality (L): Chandpur, State (S): Chattogram, Country (C): BD) and 'Validity Period:' (Starts on: 05/08/2023 10:32:58, Expires on: 05/08/2024 10:32:58). A green callout box says: 'Check if you want to place your signature in the same position of every document.' On the right, the main area has a title 'Digitally Sign a Document' with a 'Drag&Drop or Click to add' button. Under 'Files:', there are two entries: 'Dummy PDF.pdf' (Document Type: PDF Document) and 'Dummy time stamping.pdf' (Document Type: PDF Document). A green callout box over the second file says: 'Click on "visible signature" for having visible signature in the documents'. At the bottom, there's a 'Settings' section with 'Signature Configuration' (Regular Signature selected), a checkbox for 'Apply same signature position on every document(s)', and a large blue 'Sign' button highlighted with a green border. A green arrow points from the 'Visible signature' checkbox to the 'Sign' button.

Figure 2: Signing page.

Note: Rest of the steps are same as single document signing. After signing you can download and share your signed documents.

# Validating Signatures

## Step 1:

User can verify signed document through our “validate” option.

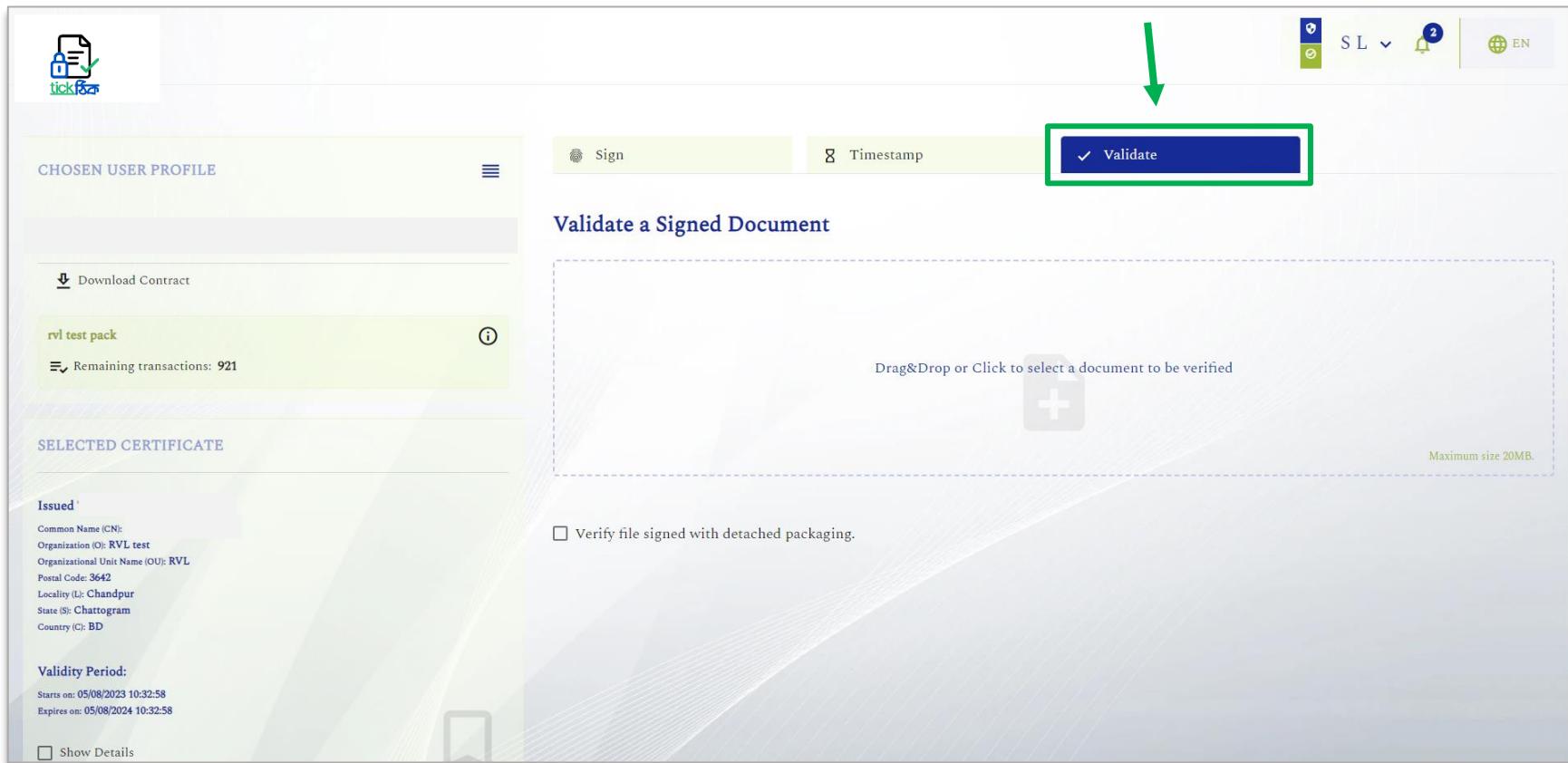


Figure 1: Verify document.

## Step 2:

Upload the document you want to validate and click on “validate” button.

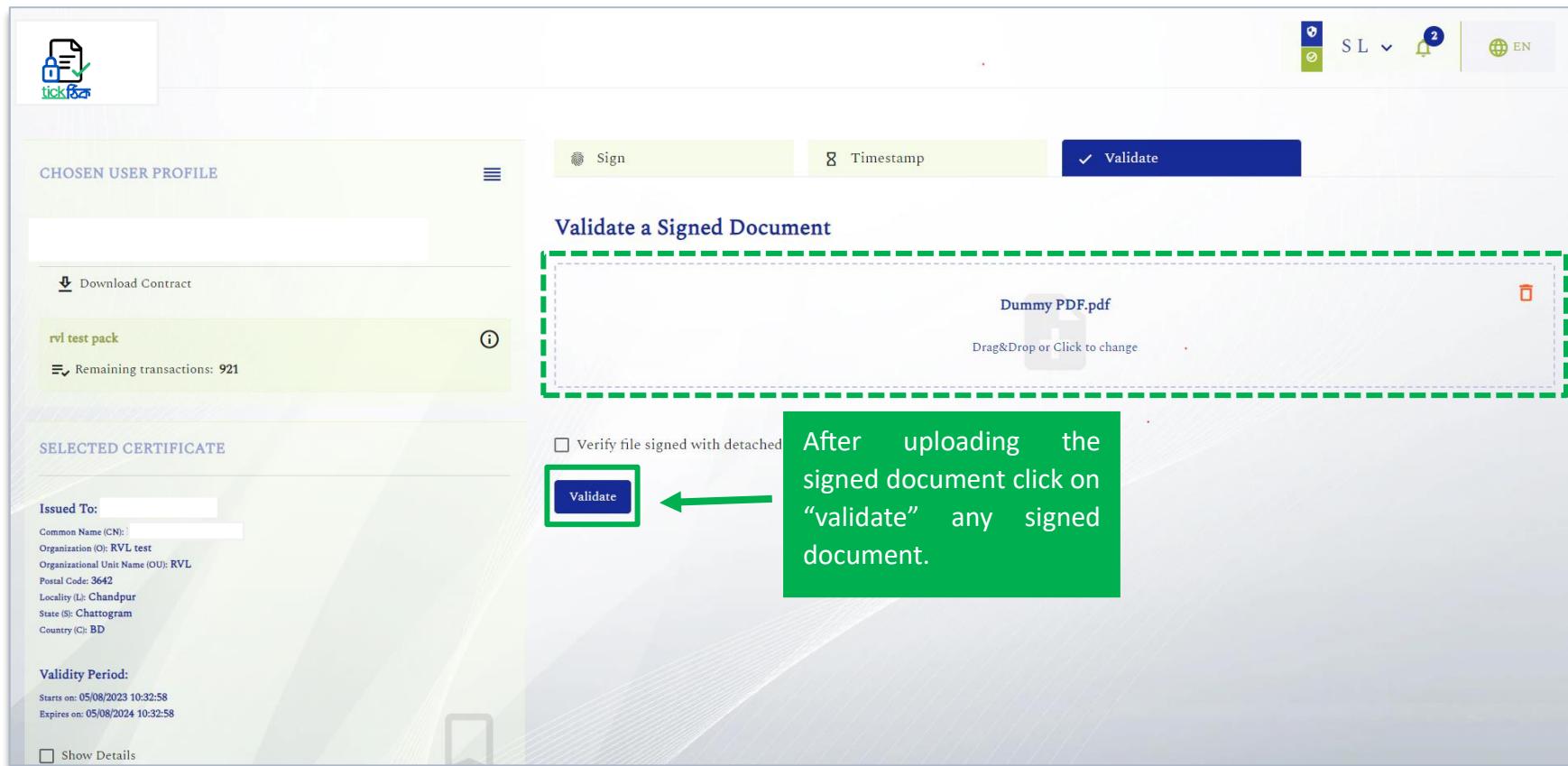


Figure 2: Validating interface

### Step 3:

User can go through the report where signature details and signers' certificate will be shown.

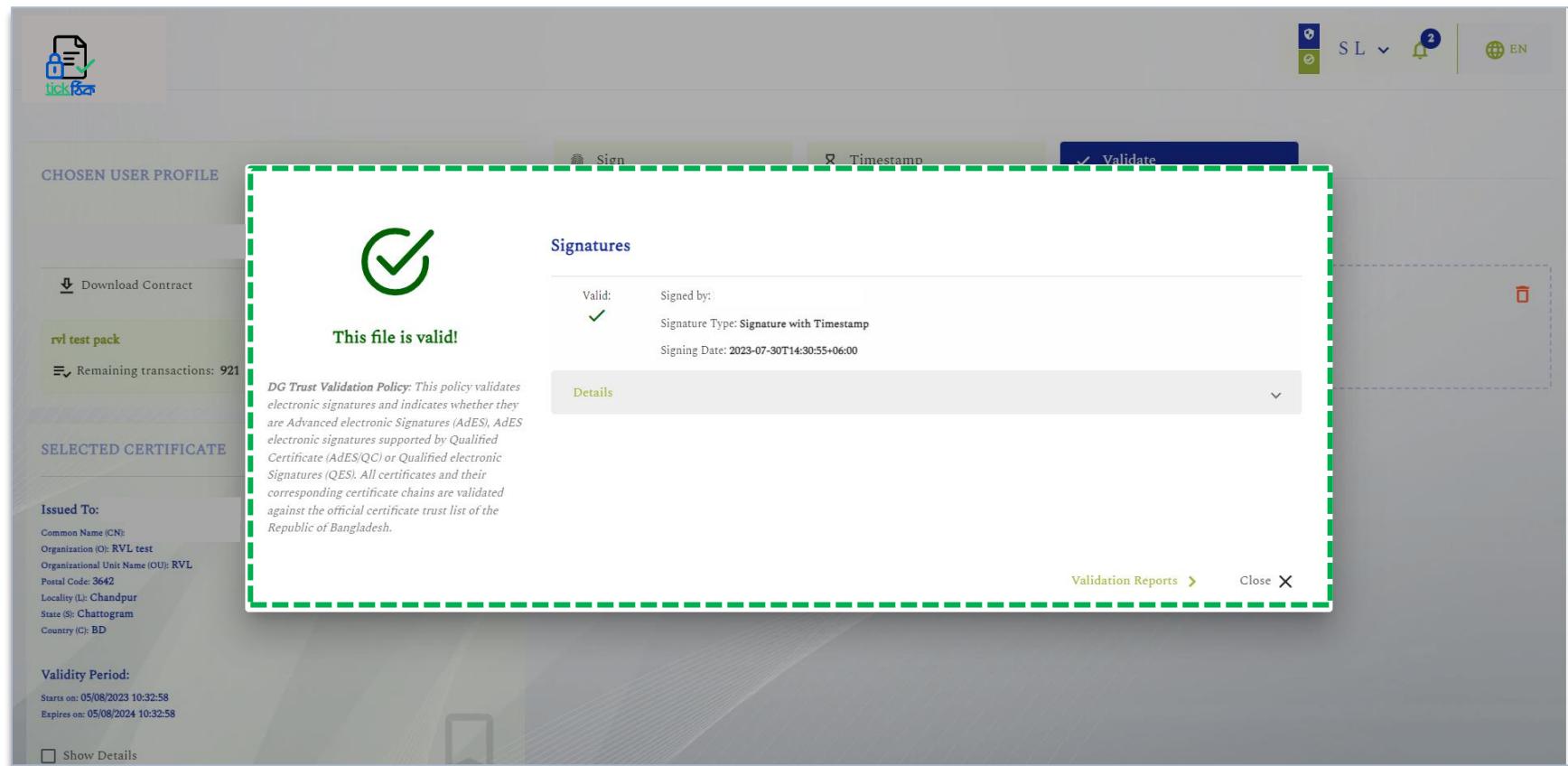


Figure 3: Document verified.

## Organization/Company creation

To create a company in Tickঠিক's system user needs to request RVL CA via a e-mail to the email address (helpdesk@reliefvalidation.com.bd) containing the company name, registration number, vat details, number of employees and address. Upon user request CA will create a company and assign an admin to that company according to the provided information. CA will notify the user about admin rights And Tickঠিক portal will be auto updated.

**Step 1:** To see company details user will have to login to Tickঠিক portal and from home page have to click on "My Company".

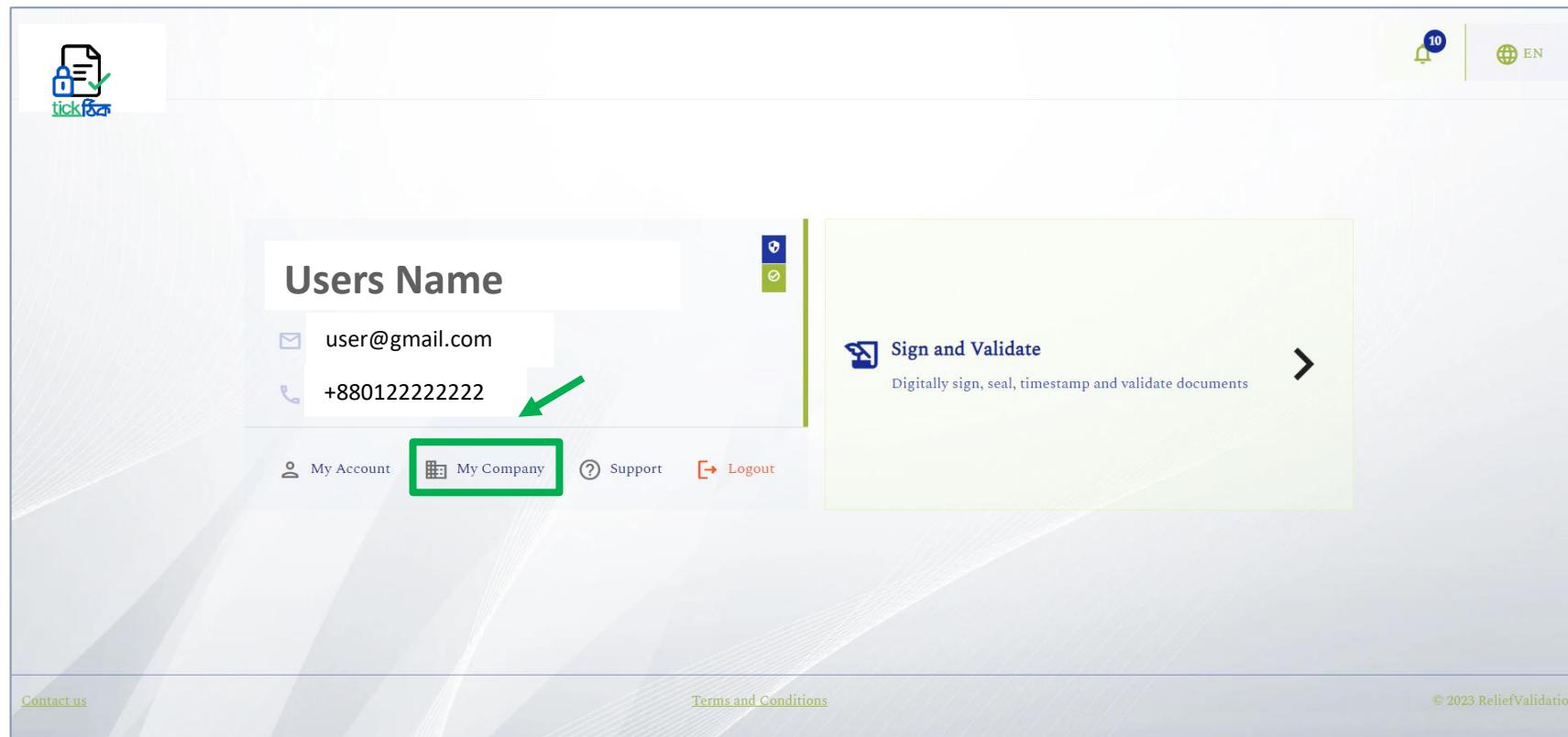


Figure 1: Home page.

## Step 2:

Select the company by clicking on that and go to the “User profile option”.

The screenshot shows the 'My Company' page. On the left, there's a sidebar with icons for Companies, Members, Subscriptions, User Profiles (which is highlighted with a green arrow), Signature configurations, and Documents. The main area is titled 'Companies' and shows a list of companies where the user is a member. Two companies are listed: 'RVL test' and 'today(05-08-23)'. A green box at the top right says 'Here are the company details.' A green arrow points to the date 'today(05-08-23)' in the second company card. The bottom of the page has links for Contact us, Terms and Conditions, and a copyright notice: © 2023 ReliefValidation.

Figure 2: My company page.

### Step 3:

Click on “create user profile” to add your profile to the company.

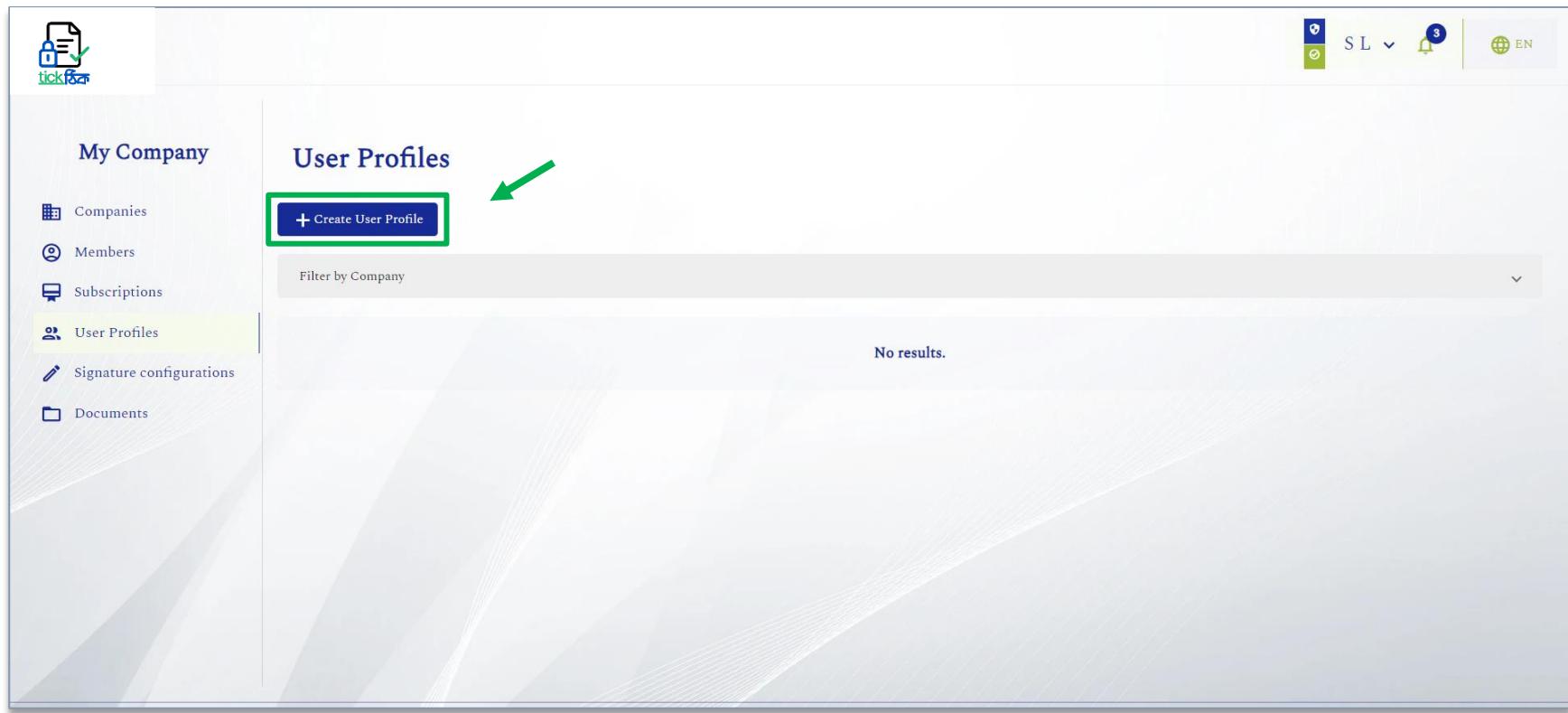


Figure 3: User profile page.

#### Step 4:

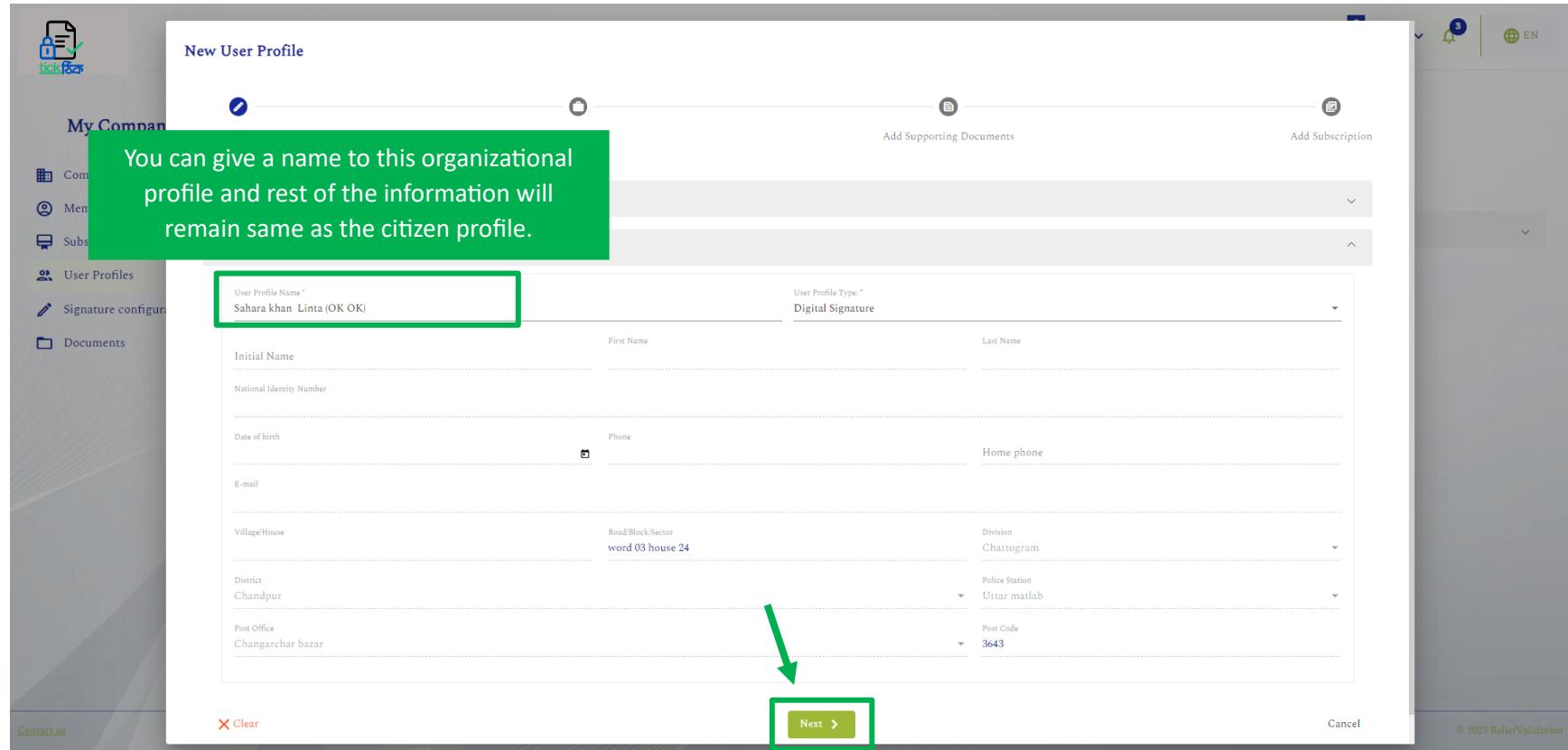
Click on the plus icon to add your profile to the company.

The screenshot shows a web-based application interface for managing user profiles. On the left, there's a sidebar with icons for Companies, Members, Subscriptions, User Profiles, Signature config, and Documents. The main area is titled "New User Profile". It has four tabs: "Personal info" (selected), "Job Position", "Add Supporting Documents", and "Add Subscription". A large green callout box with the text "Click here and add your profile to the company" points to a green-bordered "+" button located at the bottom right of a table. The table has columns for Full name, E-mail, National Identity Number, State, Rights, and Options. A row is highlighted with a green dashed border, showing values: User name (user@gmail.com), E-mail (user@gmail.com), National Identity Number (1111111111), State (Verified), Rights (shield icon), and Options (+). At the bottom of the table, there are buttons for "Next >" and "Cancel".

Figure 4: User profile page.

## Step 5:

From here user can change the user profile name and click on “Next”.



You can give a name to this organizational profile and rest of the information will remain same as the citizen profile.

User Profile Name: Sahara khan Linta (OK OK)

User Profile Type: Digital Signature

Initial Name: Sahara khan Linta

National Identity Number: 123456789012345678

Date of birth: 1990-01-01

Phone: +880 1234567890

Home phone: +880 1234567890

E-mail: sahara.khan@linta.org

Village/House: word 03 house 24

Road/Block/Sector: word 03 house 24

Division: Chattogram

District: Chandpur

Police Station: Uttar matlab

Post Office: Changarchar bazar

Post Code: 3643

Cancel

Next >

Clear

Figure 5: User profile page.

## Step 6:

Fill out the required information according you position at the company and click on “Next”.

The screenshot shows a user profile creation interface. On the left, a sidebar lists 'Companies', 'Members', 'Subscriptions', 'User Profiles' (which is selected), 'Signature configuration', and 'Documents'. The main area is titled 'User Profiles' and contains a sub-section 'New User Profile'. The 'Basic Info' tab is active, showing fields for 'Position' (set to 'admin') and 'Department' (set to 'HR'). Below these, there are two checkboxes: 'Legal Representative' (checked) and 'Authorized Person' (unchecked). A green callout box with the text 'Fill out the required information and check the legal representative or Authorized person option and click on "Next".' is overlaid on the interface, pointing to the 'Next' button at the bottom right of the form. The 'Next' button is highlighted with a green border. At the bottom of the form, there are 'Previous' and 'Next' navigation buttons, along with a 'Cancel' link. The top right corner of the screen shows a user icon, a 'SL' dropdown, a notification icon with '3' notifications, and a language switcher set to 'EN'.

Figure 6: User profile page.

## Step 7:

Add supporting document and click on "Add supporting document".

The screenshot shows a user profile creation interface. At the top, there are tabs for 'My Company' and 'User Profiles'. On the left, a sidebar lists 'Companies', 'Members', 'Subscriptions', 'User Profiles' (which is selected), 'Signature configuration', and 'Documents'. The main area is titled 'New User Profile' and is divided into three steps: 'Personal info' (completed, marked with a checkmark), 'Job Position' (completed, marked with a checkmark), and 'Add Supporting Documents' (in progress, marked with a pencil icon). A green callout box highlights the 'Add Supporting Documents' section with the instruction: 'choose file->select document type-> click add supporting document->click on "Next"'. Below this, there is a file upload field with a dashed green border, labeled 'Choose file', 'Document Type \*' (set to 'ID Card (both sides)'), and a 'Comment' input field. A preview area shows 'Dummy PDF.pdf [application/pdf]'. At the bottom of the modal are buttons for 'Clear', 'Previous', 'Next >', and 'Cancel'. The overall background is light gray, and the main window has a white background.

Figure 7: Supporting document.

## Step 8:

Select subscription package from the dropdown menu (this package will be assigned by the CA admin according to the number of employees).

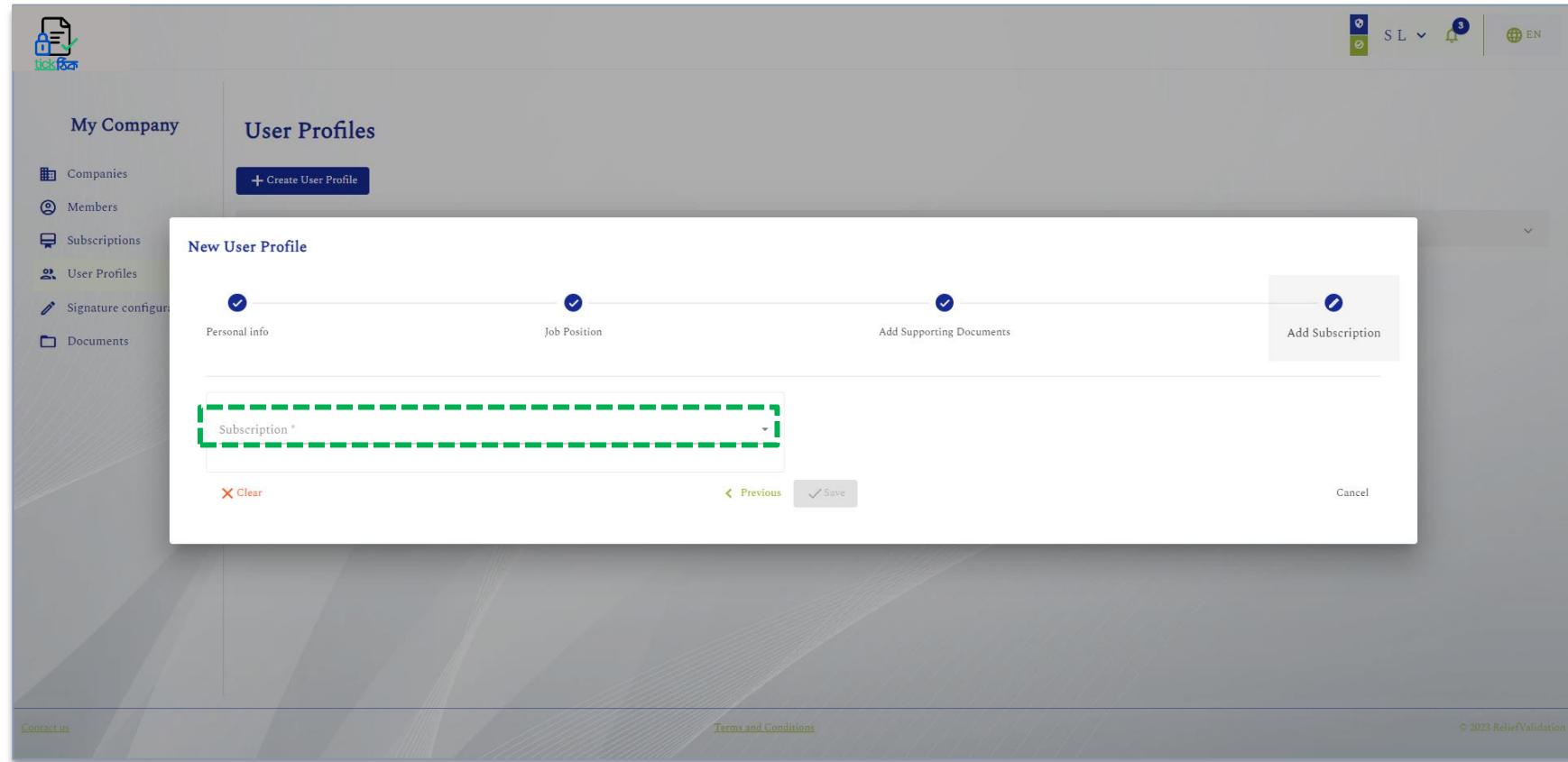


Figure 8: Adding Supporting document

## Step 9:

After selecting the subscription package click on “save”.

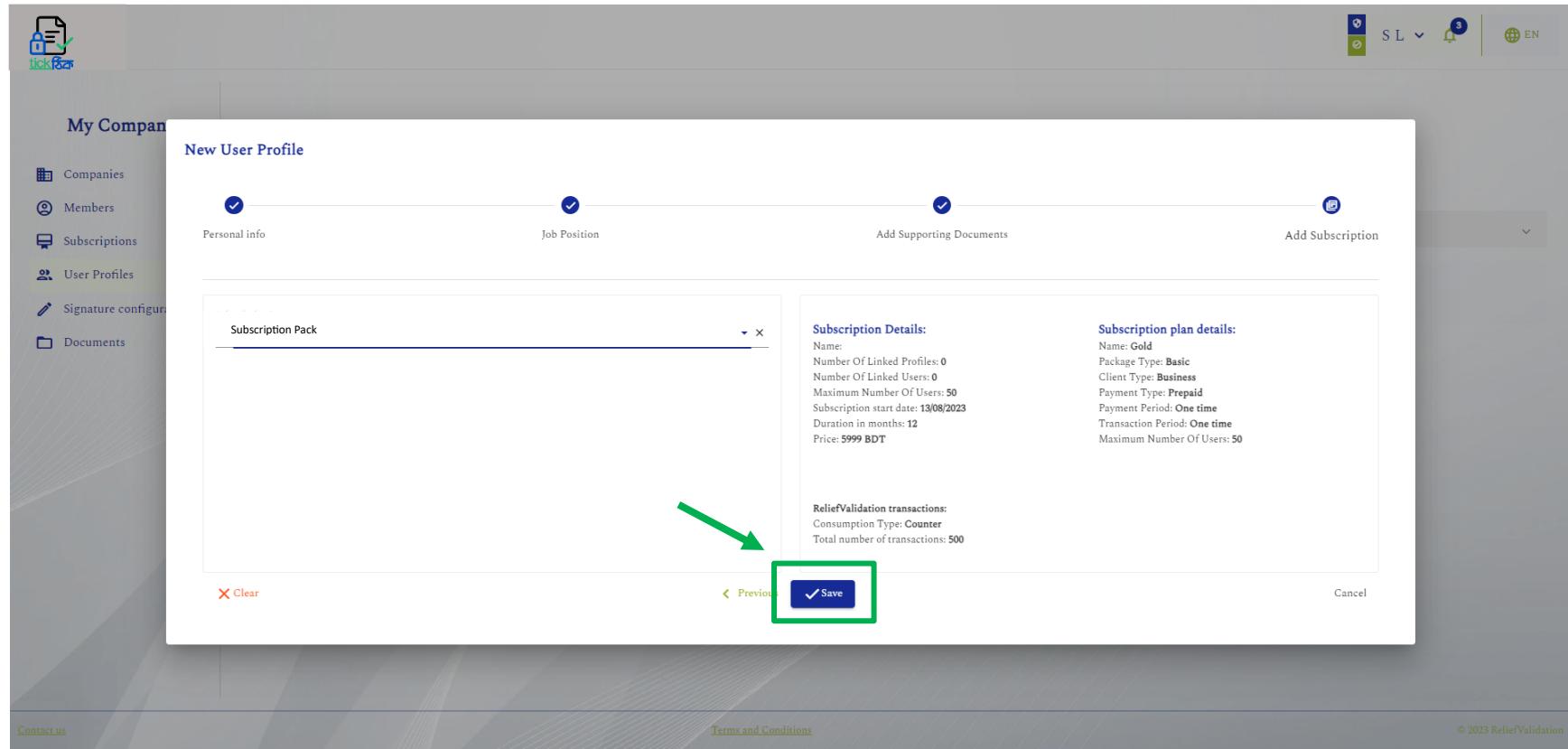


Figure 9: User profile page.

## Step 10:

Click on “Ok” and wait for the approval from CA Admin.

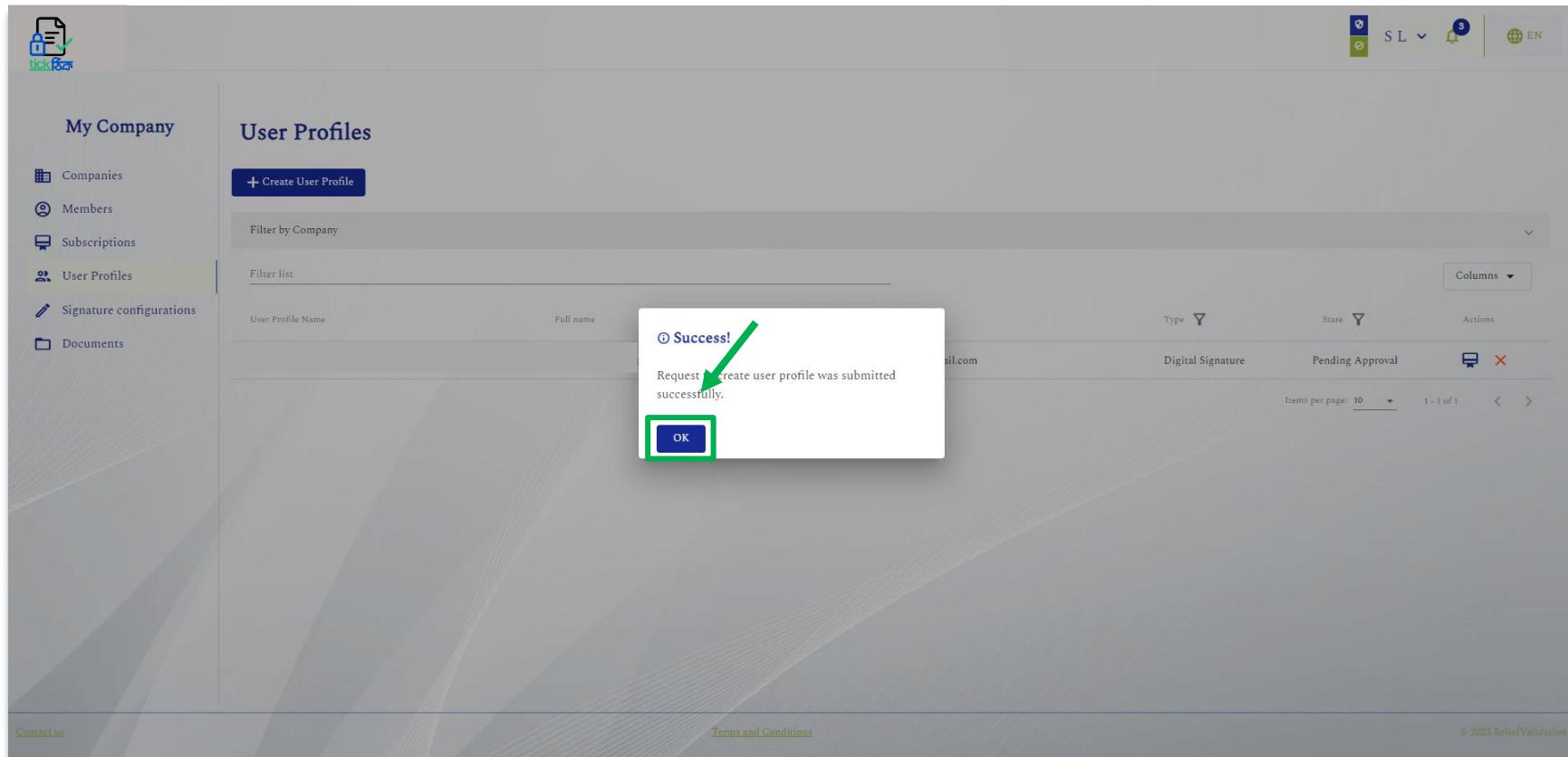


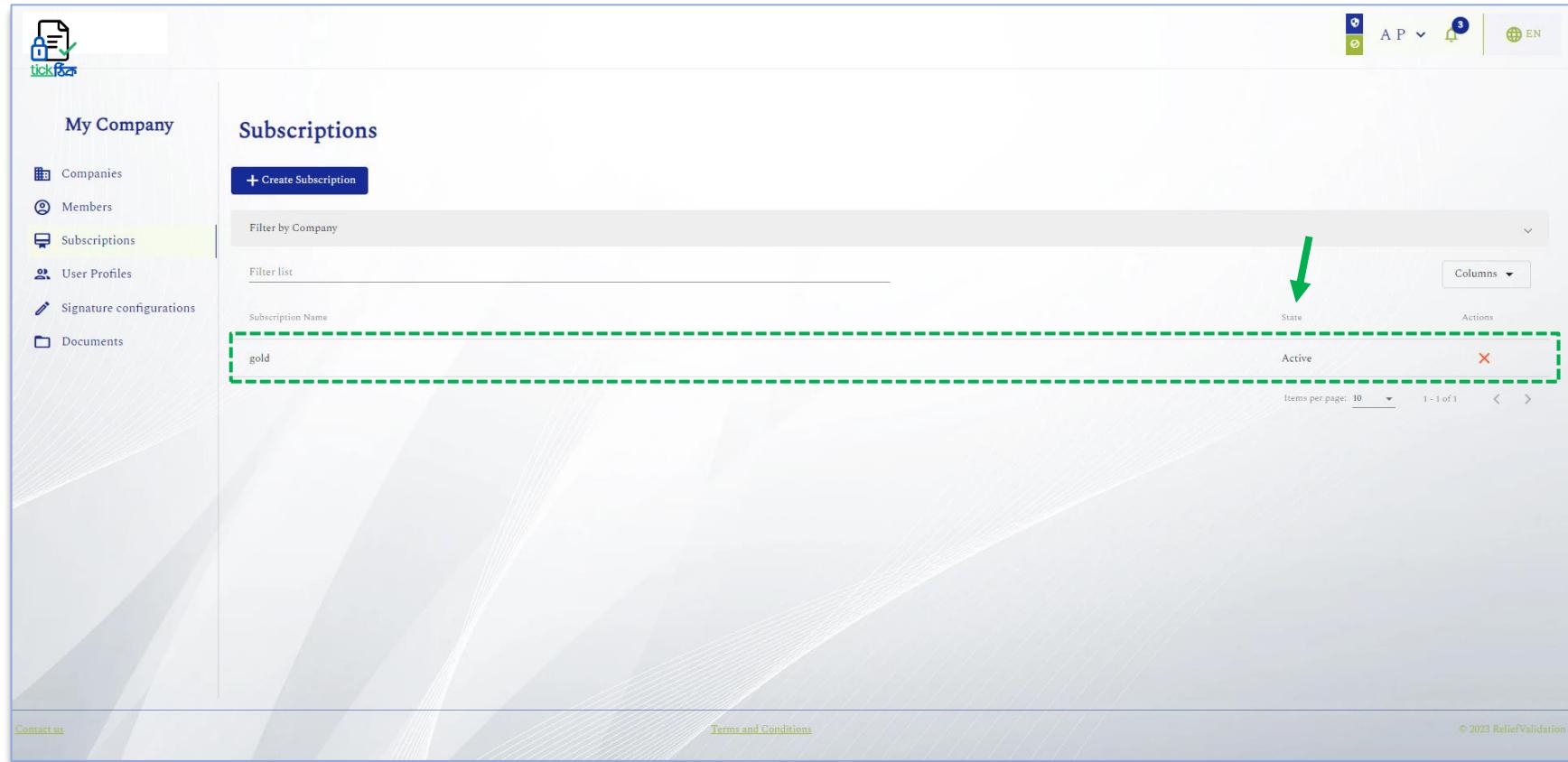
Figure 10: User profile page.

Note: After getting approval from CA admin user will have to pay for the subscription package.

# Company's subscription Payment

## Step 1:

Click on my company from the home page then select the subscription option, you will get to see the subscription plan assigned by the CA admin.



The screenshot shows a web application interface for managing company subscriptions. On the left, a sidebar titled "My Company" lists navigation options: Companies, Members, Subscriptions, User Profiles, Signature configurations, and Documents. The "Subscriptions" option is selected and highlighted in blue. The main content area is titled "Subscriptions" and features a "Create Subscription" button. A search bar labeled "Filter by Company" and a "Subscription Name" input field are present. A table displays a single row of data, which is highlighted with a green dashed box. The table columns include "State" (Active), "Actions" (an "X" icon), and a "gold" entry in the "Subscription Name" column. A green arrow points to the "Active" state indicator in the table. At the bottom of the table, there are pagination controls for "Items per page: 10" and "1 - 1 of 1". The footer contains links for "Contact us", "Terms and Conditions", and the copyright notice "© 2023 ReliefValidation".

Figure 1: Subscription page

## Step 2:

Here are two options either you can pay for the subscription assigned by CA admin or you can change the subscription plan.

Click on “Payment” option.

The screenshot shows the 'My Company' interface. On the left, there's a sidebar with icons for Companies, Members, Subscriptions, User Profiles, Signature configurations, and Documents. The 'Subscriptions' section is highlighted. The main content area displays a 'gold' subscription plan. It shows the plan name 'gold' (Active), details like 'Name: gold', 'Number Of Linked Profiles: 1', and 'Price: 5999 BDT'. It also lists 'ReliefValidation transactions' with 'Consumption Type: Counter' and 'Total number of transactions: 500'. Below this, there are two buttons: 'Change Plan' (blue) and 'Validate' (red). A green arrow points from the text 'Click on “Payment” option.' to the 'Payments' tab in the navigation bar, which is highlighted with a green box. The 'Payments' tab is located next to 'User Profiles' and 'History'. At the bottom, there's a filter list for 'User Profile Name', 'Full name', 'E-mail', 'Type', 'State', and 'Actions', along with pagination controls for 'Items per page: 10' and '1 - 1 of 1'.

Figure 2: User profile page.

### Step 3:

Click on the payment icon and pay with your desired payment method.

The screenshot shows a software interface for managing company subscriptions. On the left, a sidebar lists 'Companies', 'Members', 'Subscriptions' (selected), 'User Profiles', 'Signature configurations', and 'Documents'. The main area displays a 'gold' subscription plan, which is active. It provides detailed information about the subscription and its plan, including the name 'Gold', package type 'Basic', client type 'Business', payment type 'Prepaid', and a one-time payment period. A table below shows a single transaction entry with columns for UUID, Price, Payment creation date, Payment date, State, and Created. A green callout box with an arrow points to the '\$' icon in the 'Created' column, indicating where to click to redirect to the payment portal. The bottom right corner of the interface includes copyright information: '© 2023 ReliefValidation'.

gold Active

**Subscription Details:**

- Name: gold
- Number Of Linked Profiles: 1
- Number Of Linked Users: 1
- Maximum Number Of Users: 50
- Subscription start date: 22/08/2023
- Duration in months: 12
- Price: 5999 BDT

**Subscription plan details:**

- Name: Gold
- Package Type: Basic
- Client Type: Business
- Payment Type: Prepaid
- Payment Period: One time
- Transaction Period: One time
- Maximum Number Of Users: 50

**ReliefValidation transactions:**

- Consumption Type: Counter
- Total number of transactions: 500

Change Plan Invalidate

User Profiles Payments History Integration Modules

Filter list

| UUID                                 | Price       | Payment creation date | Payment date | State   | Created |
|--------------------------------------|-------------|-----------------------|--------------|---------|---------|
| 1bc0abc8-01cf-4ee8-b896-c540bec52cb2 | 5999.00 BDT | 22/08/2023 13:36      | N/A          | Created |         |

Close X

Click here and it will redirect you to the payment portal.

Contact us Terms and Conditions © 2023 ReliefValidation

Figure 3: Payment page.

#### Step 4:

After successful payment a message will pop up.

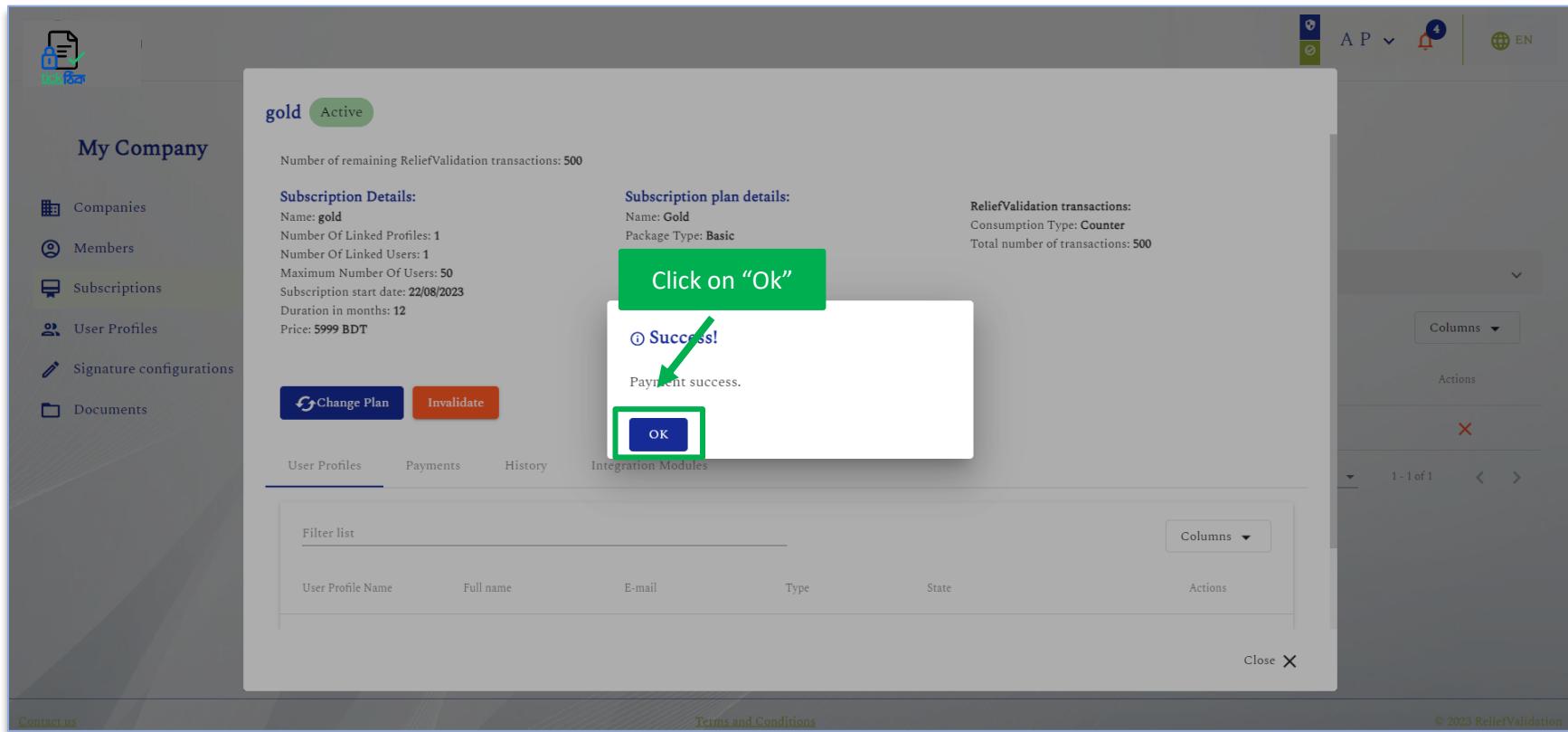


Figure 4: User profile page.

Note: Now you can go to the home page select your profile and sign documents from the organizational profile.

# Revocation

Once a user recognize that his credentials are compromised, he can request for revocation of the certificate. CA will review the revocation request and after verifying the proper reason CA will revoke the user profile it will permanently remove the system. There are few steps to follow,

## Step 1:

Click on User profile tab and you will get to see your profile information, click on the profile you want to revoke.

The screenshot shows a user interface for managing user profiles. On the left, a sidebar titled 'My Account' lists various options: Summary, Account, User Profiles (which is selected and highlighted in blue), Subscriptions, Documents, History, Consents and Sessions, and Notifications. The main area is titled 'My User Profiles' and contains a table with four rows. Each row represents a profile: Profile 1, Profile 2, Profile 3, and Profile 4. The columns in the table are 'User Profile Name', 'Type', 'State', and 'Actions'. The 'Actions' column for each row features a red 'X' icon. A green callout box with the text 'Click on the cross icon which represent revocation.' has an arrow pointing to the 'X' icon in the 'Actions' column of Profile 4. At the bottom of the page, there are links for 'Contact us', 'Terms and Conditions', and a copyright notice: '© 2023 ReliefValidation'.

| User Profile Name | Type              | State            | Actions |
|-------------------|-------------------|------------------|---------|
| Profile 1         | Digital Signature | Active           | X       |
| Profile 2         | Digital Signature | Active           | X       |
| Profile 3         | Digital Signature | Active           | X       |
| Profile 4         | Digital Signature | Pending Approval | X       |

Figure 1: User profile page.

## Step 2:

Give a reason of revocation, select the request type from the dropdown menu add supporting documents if need and click on "Confirm".

The screenshot shows a user interface for revoking a user profile. A green callout box at the top right of the main content area contains the text: "Fill out all the required information and click on 'confirm'." Below this, a modal dialog box is displayed, also outlined with a green dashed border. The dialog contains the following elements:

- A header question: "Are you sure you want to revoke this user profile?" followed by an information icon.
- A "Reason" input field.
- A "Revocation Reason" dropdown menu showing "User Request".
- An "Invalidity Date" field set to "24/08/2023".
- A checkbox labeled "Add supporting documents".
- Two buttons at the bottom: "Confirm" (in orange) and "Close".

In the background, there is a sidebar titled "My Account" with various navigation options like Summary, Account, User Profiles, Subscriptions, Documents, History, Consents and Sessions, and Notifications. To the right of the modal, there is a table listing user profiles with columns for Name, Status, and Actions. Some rows have a red "X" in the Actions column. At the bottom of the page, there are links for Contact us, Terms and Conditions, and a copyright notice: "© 2023 ReliefValidation".

Figure 2: Profile revocation form.

### Step 3:

Click on “Ok”. Then your revocation request will be sent to CA. Once CA verifies the request and approved the suspension request.

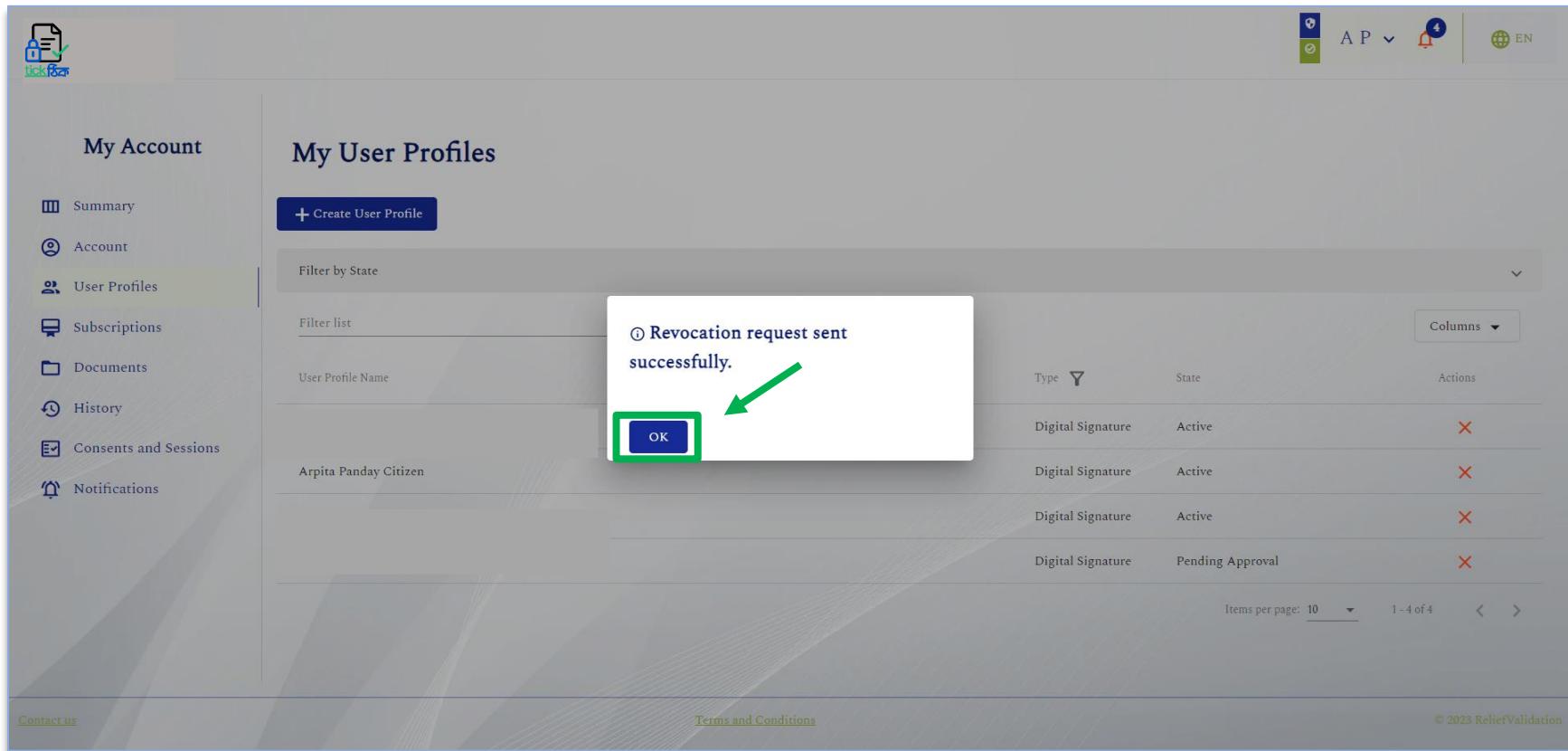
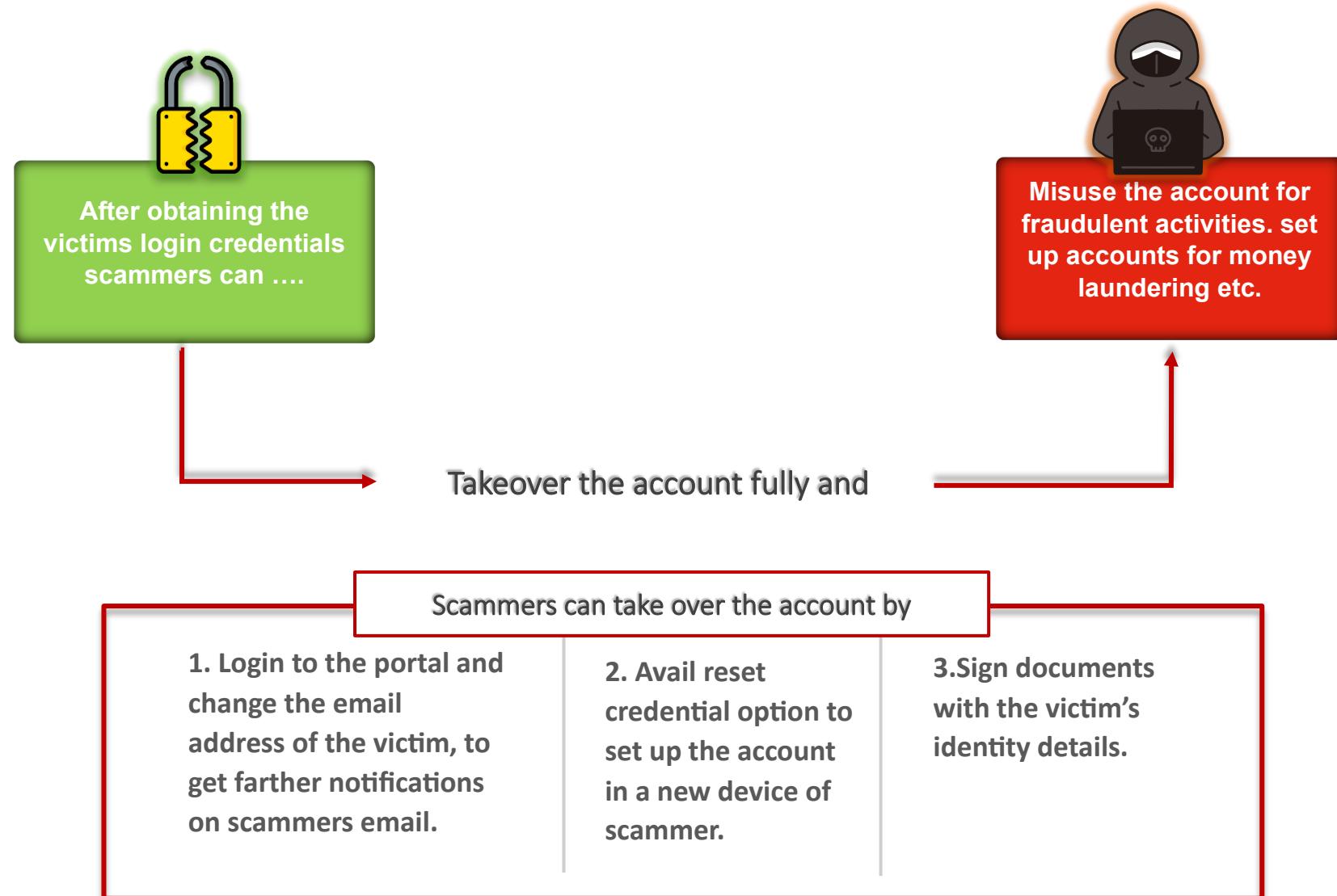


Figure 3: Profile revocation form.

## What happens if I lose my Credentials?



## **Together, we can transact safely!**

While there are technical safeguards in place, user vigilance plays an equally important role in the fight against scams.

Be aware when you are transacting online. Here are some tips you can follow,

**1.** Use our authentic addresses. Our authentic portal addresses are,

Registration URL: <https://reg.reliefvalidation.com.bd/#/>

Login URL: <https://portal.reliefvalidation.com.bd/>

**2.** Please ensure you close the browser after use.

**3.** Do not lend your devices when you are absent.

**4.** Avoid using the 'save password' option for browsers.

**5.** Remember to update your passwords every few months.

**6.** Use pin for our mobile authentication app.

## If my credentials are compromised what can I do?

1. User “reset credentials” option and change your credentials.
2. Reach out to our helpline to request the suspension of your account.

Additional channels for connecting with our organization.

