**SAHAJAPP ONLINE PORTAL**

1. Visit the URL: [www.sahajhome.in](http://www.sahajhome.in)
2. You will see Login page
3. If User is already registered then enter your Username and Password and click on **login**
4. Otherwise Click on Register Button and fill all the information mentioned then click on **Register.** You will see Success massage.

1. After you logged in the first page is about the complaints which are received from Users of **SahajApp.** The Page will look like this:

1. Select Your Division for example: Amravati as shown here then Your District, example: Akola and click Submit.
2. You will be forwarded to the page where you will see the complaints which belong to your division and district and also you can reply to those complaints.
3. Enter the Complaint ID in the text field and type your response to that complaint and click on Reply as shown in the Image

[The Notification will be sent to that user regarding his/her Complaint and the complaint will be transferred to Pending Complaints tab]

1. Follow the same Procedure in Pending Complaint tab.

The Pending complaints will Disappear Once the Pensioner/User Click on Resolved Button In the App. Till then You need to send request to user for closing the complaint.

8.For Notifying any new information Go To Notification Tab and Select Your Division and District then type your Massage and Click on **Send.**

9. You will be forwarded to the page where you can see all the Notifications you have sent earlier. You will see a Delete Button in front of every Notification Just Enter the Notification Id and Click on Delete Button to Delete the Old Notifications

10. Finally, On Reports page Select Your Division, District then Enter To: and From: Date and click on Generate Report. The Report will be generated on the page as well as in a word file. Click on Download to get the word file for the Report.

11. IF You Forgot your password Click on Forgot Password link then Enter Your Registered Email id and click on Send to get the mail regarding the Password.

12. On Feedback page, Select Your Division and District and click on Submit to get the Feedback which is submitted by Pensioners.