



HELP DESK

User Manual

Abstract

This document describes the step by step process for using the helpdesk module

Date of Creation: 12-Jan-2018

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About Helpdesk

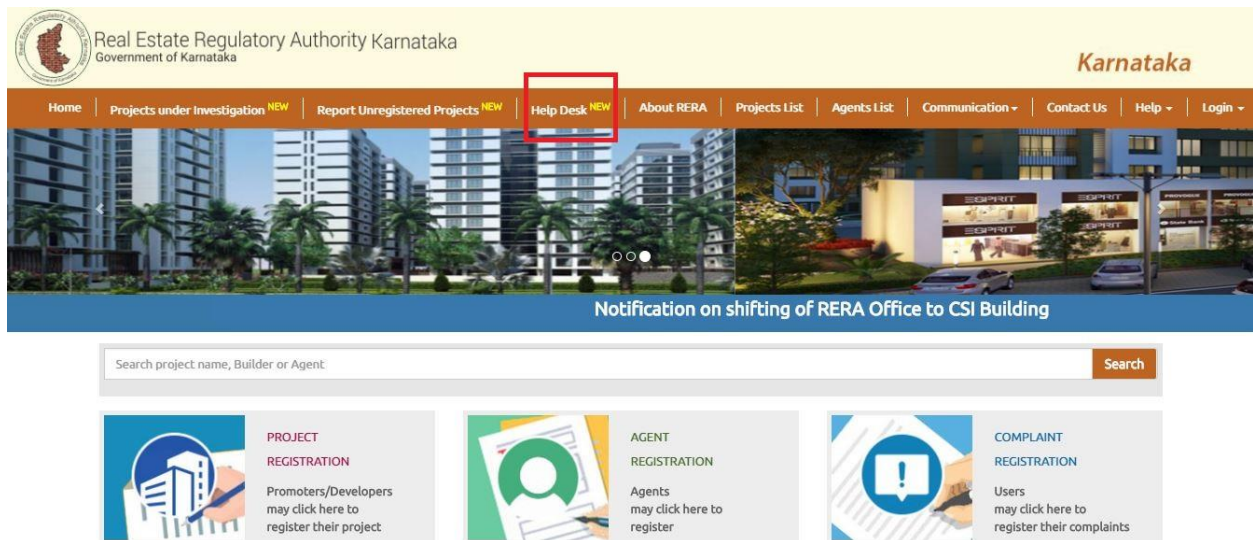
Helpdesk modules aims at providing the end users an easy way to get their queries addressed. The module aims at providing a digital platform to record all queries, questions of the users (defined as: A registered promoter/agent, unregistered promoter/agent, buyer, complainant or any other user of the system portal etc.), and providing them a resolution.

The future benefits of the same will be tremendous, some indirect advantages of having the module is:-

1. Dissemination of information in a systematic way
2. Creation of a knowledge repository about the common concerns
3. Prevention of the unnecessary follow-ups and frequent visits to the Rera office by the end users
4. Faster, timely and transparent information dissemination

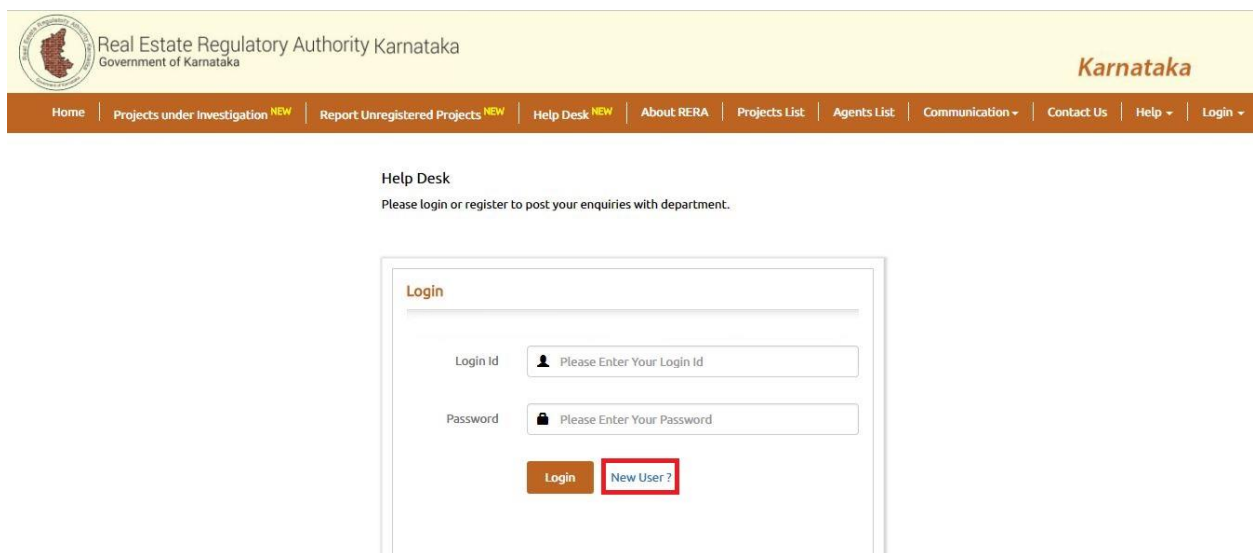
How to log an enquiry?

1. Go to www.rera.karataka.gov.in
2. Click on the “Helpdesk” module in the home page.



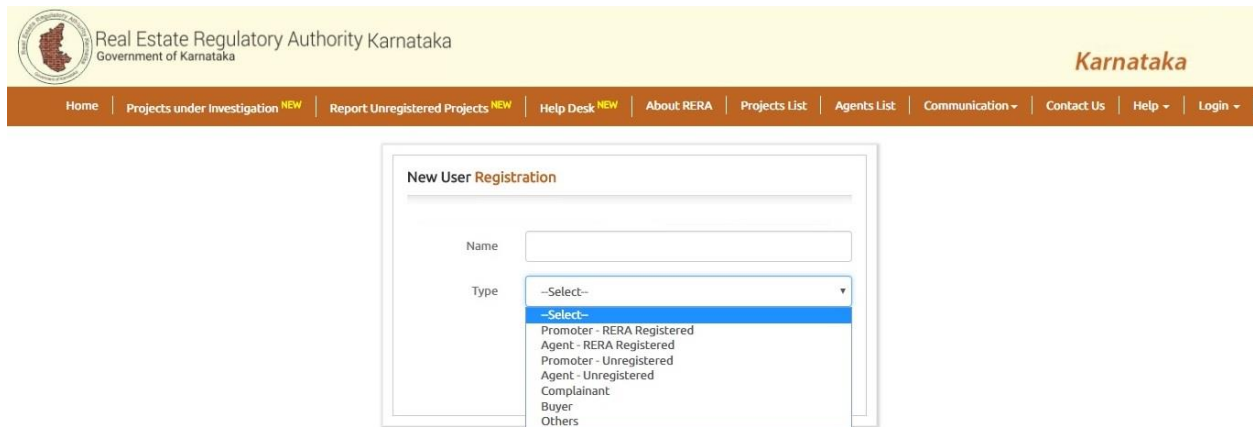
Screen-Shot 1: Navigating to the Helpdesk Link

3. If you are a first time user, you are required to first register for availing the helpdesk facility.
4. Click on the “New User?” link.



Screen-Shot 2: Registration for a first time user

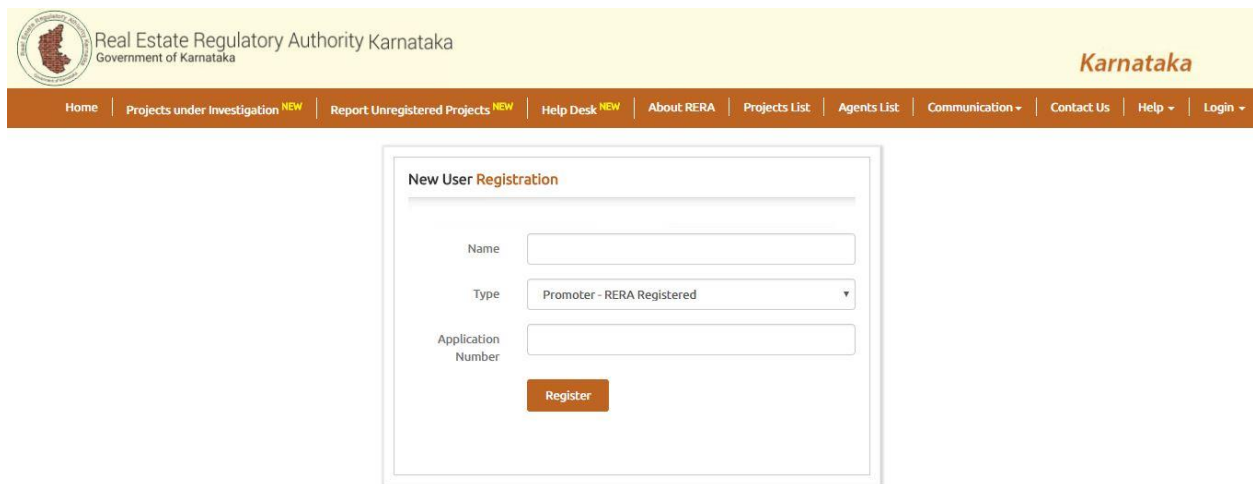
5. Enter the user name and select the user type.



The screenshot shows the 'New User Registration' form on the RERA Karnataka website. The form is titled 'New User Registration' and has two main fields: 'Name' and 'Type'. The 'Type' field is a dropdown menu that is currently open, displaying a list of user types. The options are: Promoter - RERA Registered, Agent - RERA Registered, Promoter - Unregistered, Agent - Unregistered, Complainant, Buyer, and Others. The 'Name' field is an empty text box. The website header includes the RERA Karnataka logo and navigation links: Home, Projects under Investigation NEW, Report Unregistered Projects NEW, Help Desk NEW, About RERA, Projects List, Agents List, Communication, Contact Us, Help, and Login.

Screen-Shot 3: Selection of appropriate registration type

- a. **Promoter - RERA Registered:** For promoters who have an existing project application with RERA. Enter the project name and the project application number.



The screenshot shows the 'New User Registration' form on the RERA Karnataka website. The form is titled 'New User Registration' and has three main fields: 'Name', 'Type', and 'Application Number'. The 'Type' field is a dropdown menu that is currently set to 'Promoter - RERA Registered'. The 'Name' field is an empty text box. The 'Application Number' field is an empty text box. A 'Register' button is located at the bottom of the form. The website header includes the RERA Karnataka logo and navigation links: Home, Projects under Investigation NEW, Report Unregistered Projects NEW, Help Desk NEW, About RERA, Projects List, Agents List, Communication, Contact Us, Help, and Login.

Screen-Shot 4: Filling in appropriate details for the registration

- b. **Agent - RERA Registered:** For agents who have an existing agent application with RERA. Enter the agent name and the agent application number.

The screenshot shows the RERA Karnataka website header with the logo and navigation menu. The main content area displays a 'New User Registration' form. The form includes a 'Name' text field, a 'Type' dropdown menu currently set to 'Agent - RERA Registered', and an 'Application Number' text field. A brown 'Register' button is located at the bottom of the form.

Screen-Shot 5: Filling in appropriate details for the registration

- c. **Promoter - Unregistered:** For promoters who do have an existing project application with RERA. Enter the promoter/project name, email address and mobile number.

The screenshot shows the RERA Karnataka website header. The main content area displays a 'New User Registration' form. The form includes a 'Name' text field, a 'Type' dropdown menu currently set to 'Promoter - Unregistered', and an 'Email Address' text field. A brown 'Register' button is located at the bottom of the form.

Screen-Shot 6: Filling in appropriate details for the registration

- d. **Agent - Unregistered:** For agents who do have an existing agent application with RERA. Enter the agent name, email address and mobile number.

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Government of Karnataka

Karnataka

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New User Registration

Name

Type

Email Address

Register

Screen-Shot 7: Filling in appropriate details for the registration

- e. **Complainant:** For complainants who have an existing complaint application with RERA. Enter the complainant's name, email address and mobile number.

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New User Registration

Name

Type

Email Address

Register

Screen-Shot 8: Filling in appropriate details for the registration

- f. **Buyer:** For buyers who want to seek information about projects or agents from RERA. Enter the buyer's name, email address and mobile number.

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New User Registration

Name

Type

Email Address

Register

Screen-Shot 9: Filling in appropriate details for the registration

- g. **Others:** For users belonging to categories apart from the ones mentioned above. Enter the user's name, email address and mobile number

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New User Registration

Name

Type

Email Address

Please Specify Type

Register

Screen-Shot 10: Filling in appropriate details for the registration

6. Click on “Register”.
7. System generated user name and password is sent to the user's registered email ID.

RERA User Credential

Inbox x



info.rera@karnataka.gov.in

to me ▾

Dear ers,
Your user account has been successfully created in rera portal.Role : PROJECT
Login ID : XXXXXXXXXX
Password : XXXXXXXXXX

Regards :
RERA Karnataka Team

Screen-Shot 11: System generated user credentials

- Click on the “Click here” link to go to the helpdesk login page.

Registration

Your Registration is successful. Please check your email (rera.testing@gmail.com) for login credentials.
Please [click here](#) to login.

Screen-Shot 12: Successful completion of the registration process

- Enter the username and password and click on “Login”.

Help Desk

Please login or register to post your enquiries with department.

Login

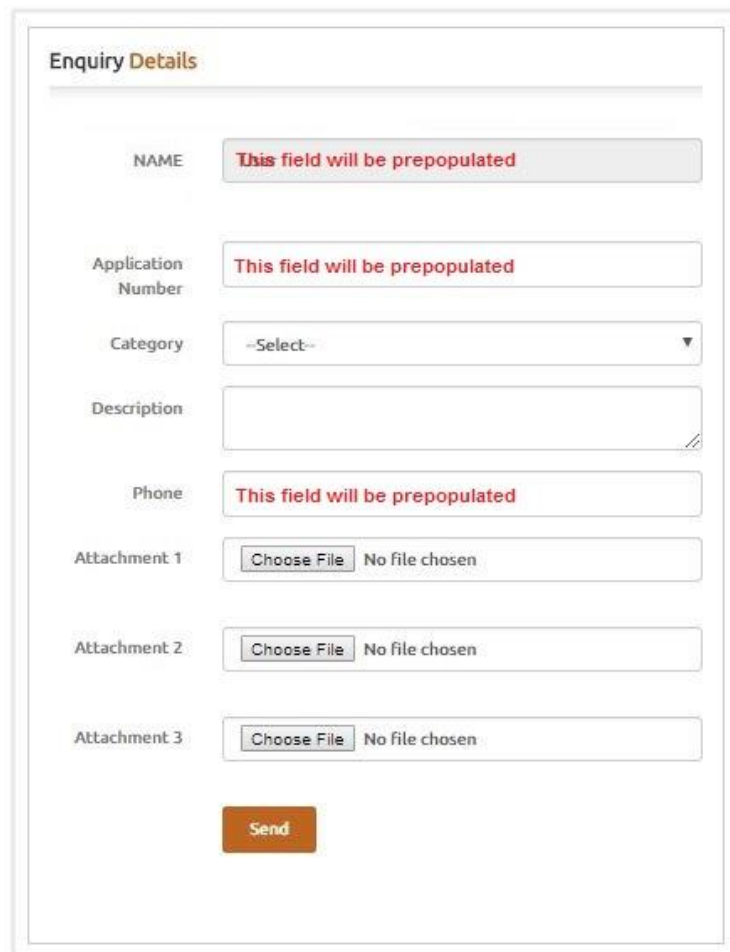
Login Id

Password

[New User ?](#)

Screen-Shot 13: Logging in with the appropriate details

10. Enter the enquiry details in the enquiry details form
- If you are an existing promoter or agent in the system then details such as “Name”, “Application Number” and “Phone Number” is prepopulated in the enquiry details form.



The screenshot displays a web form titled "Enquiry Details". The form contains several input fields: "NAME", "Application Number", "Category", "Description", and "Phone". The "NAME", "Application Number", and "Phone" fields are prepopulated with the text "This field will be prepopulated" in red. The "Category" field is a dropdown menu with the text "-Select-" and a downward arrow. The "Description" field is a text area with a small icon in the bottom right corner. Below these fields are three attachment sections, each labeled "Attachment 1", "Attachment 2", and "Attachment 3". Each section contains a "Choose File" button and the text "No file chosen". At the bottom of the form is a "Send" button.

Screen-Shot 14: Enquiry form with prepopulated fields

- If you are not an existing user in the system (i.e. New user - Promoter/Agent, Buyer, Complainant or Others) then you will have to enter the application number (if applicable) and phone number.

Enquiry Details

NAME: User

Application Number:

Category: -Select-

Description:

Phone:

Attachment 1: Choose File No file chosen

Attachment 2: Choose File No file chosen

Attachment 3: Choose File No file chosen

Send

Screen-Shot 15: Filling up the enquiry form

- c. Select the category of enquiry
 - **Registration** - enquiries related to agent/project/complaint registration.
 - **Temp Login** - enquiries related to unavailability of temp login, not being able to update the application, upload documents etc.
 - **Application Status** - enquiries related to status of your agent/project/complaint application.
 - **Others** - enquiries related to topics other than the ones mentioned above
 - d. Provide a brief description of the enquiry.
 - e. Upload attachments such as screenshots and relevant documents (if applicable)
 - f. Click on “Send” to submit the enquiry.
11. Once the enquiry has been submitted, ticket number is generated and the status of the enquiry is set to “open”.
 12. User shall receive email notification on the registration of the ticket along with the ticket number for reference.

Ticket No:TR301217114145 has been Registered with RERA Karnataka. Inbox x



info.rera@karnataka.gov.in

12/30/17 (12 days ago) ☆



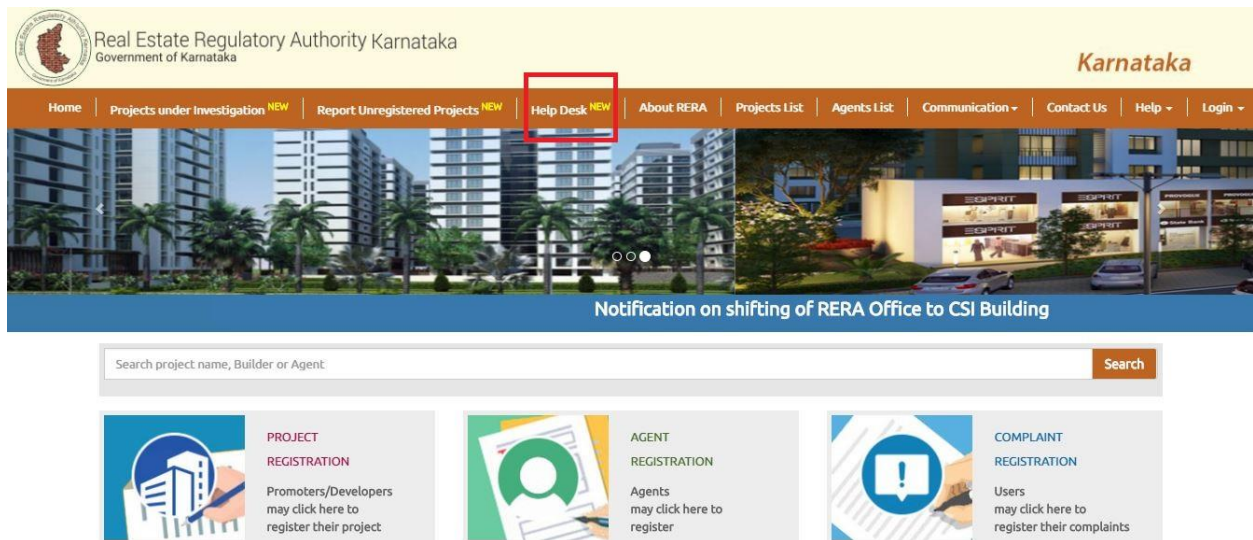
Your query for REGISTRATION for Project: has been registered successfully. Your Ticket Number is: TR301217114145.
Please use this ticket number for all future references. The Ticket may take 3 days to 1 week depending on its complexity to be resolved during this time you will communicated about its status on regular intervals.

Thank you,
RERA Karnataka Team.

Screen-Shot 15: Notification on ticket registration

How to check the status of an enquiry?

1. Go to www.rera.karataka.gov.in
2. Click on the “Helpdesk” module in the home page.



Screen-Shot 16: Navigating to the Helpdesk Link

3. Enter the user name and password. Click on “Login”.

Help Desk

Please login or register to post your enquiries with department.

The screenshot shows the login form on the RERA Karnataka website. The form has a title "Login" and two input fields: "Login Id" and "Password". Below the input fields are two buttons: "Login" and "New User ?".

Screen-Shot 17: Logging in with the appropriate details

- Under “My Tickets”, user shall be able to check the status of his/her ticket.

My Tickets

TICKET NUMBER	ENQUIRY DATE	CATEGORY	DESCRIPTION	STATUS	ATTACHMENTS
TR090118151404	09-01-2018 15:14	REGISTRATION	Unable to register agent application in the rera portal. Email ID used for registering the application is abc@gmail.com	OPEN	Error.jpg

Screen-Shot 18: Checking the status of the Ticket

- User will also receive email notifications on status updates of the ticket

Status update for Ticket No:TR301217114145 registered with RERA Karnataka: REASSIGNED.



Your TR301217114145 has been assigned to Manager for resolution.

Thank you,
RERA Karnataka Team.

Screen-Shot 19: Notification on status update of the ticket

- Once the ticket is resolved, the user receives an email notification.

Status update for Ticket No:TR301217114145 registered with RERA Karnataka: RESOLVED. Inbox x



Your query for REGISTRATION for Project: , Ticket No: TR301217114145 has been marked as resolved by Legal, with comments ' responded ' For more details and feedback please visit the help desk on rera portal.

Thank you,
RERA Karnataka Team.

Screen-Shot 20: Notification on resolution of ticket

- User can log into the portal to view the details.

My Tickets

TICKET NUMBER	ENQUIRY DATE	CATEGORY	DESCRIPTION	STATUS	ATTACHMENTS
TR090118151404	09-01-2018 15:14	REGISTRATION	Unable to register agent application in the rera portal. Email ID used for registering the application is abc@gmail.com	CLOSE	Error.jpg

Screen-Shot 21: Checking the status of the Ticket

- If the user is satisfied with response, he/she can click on the “Accept Clarification” option, enter remarks and click on “Submit” to close the ticket.

Status Details

DATE	Assignor	Assignee	Status	Comments	Attachment
09-01-2018 15:14	User		OPEN	Unable to register agent application in the rera portal. Email ID used for registering the application is abc@gmail.com	Error.jpg
09-01-2018 16:11	junior	Technical	OPEN	Seeking Clarification	
09-01-2018 16:41	Technical	User	CLOSE		

Action Type ☒ Accept Clarification ☐ Seek More Clarification

Remarks

[Submit](#)

Screen-Shot 22: Detailed Life-cycle for the ticket with the comments

- The status of the ticket is set to “Closed by User”.

Enquiry Details

Your enquiry details has been successfully submitted.

TICKET NUMBER	ENQUIRY DATE	CATEGORY	DESCRIPTION	STATUS	ATTACHMENTS
TR090118151404	09-01-2018	REGISTRATION	Unable to register agent application in the rera portal. Email ID used for registering the application is abc@gmail.com	USER CLOSE	Error.jpg

Screen-Shot 23: Accepting and closing the ticket

- User can click on “User Close” button to view the ticket history.

Status Details					
DATE	Assignor	Assignee	Status	Comments	Attachment
09-01-2018 15:14	User		OPEN	Unable to register agent application in the rera portal. Email ID used for registering the application is abc@gmail.com	Error.jpg
09-01-2018 16:11	junior	Technical	OPEN	Seeking Clarification	
09-01-2018 16:41	Technical	User	CLOSE		
09-01-2018 16:48	User		USER CLOSE		

Screen-Shot 24: Viewing the ticket history

11. If the user is not satisfied with response, he/she can click on the “Seek More Clarification” option, enter the reason for not accepting the clarification and click on “Submit” to re-open the ticket.

DATE	Assignor	Assignee	Status	Comments	Attachment
09-01-2018 15:14	User		OPEN	Unable to register agent application in the rera portal. Email ID used for registering the application is abc@gmail.com	Error.jpg
09-01-2018 16:11	junior	Technical	OPEN	Seeking Clarification	
09-01-2018 16:41	Technical	User	CLOSE		

Action Type ☐ Accept Clarification ☒ Seek More Clarification

Remarks

Screen-Shot 25: Re-opening the ticket or seeking further clarification to the provided resolution

12. The status of the ticket is set to “Reopen” for further action.

My Tickets					
TICKET NUMBER	ENQUIRY DATE	CATEGORY	DESCRIPTION	STATUS	ATTACHMENTS
TR090118130829	09-01-2018 13:08	REGISTRATION	Unable to registering my project application.	REOPEN	Error.jpg

Screen-Shot 26: A reopened ticket waiting for further action of the authorities