tickঠিক

USER GUIDE

Contents

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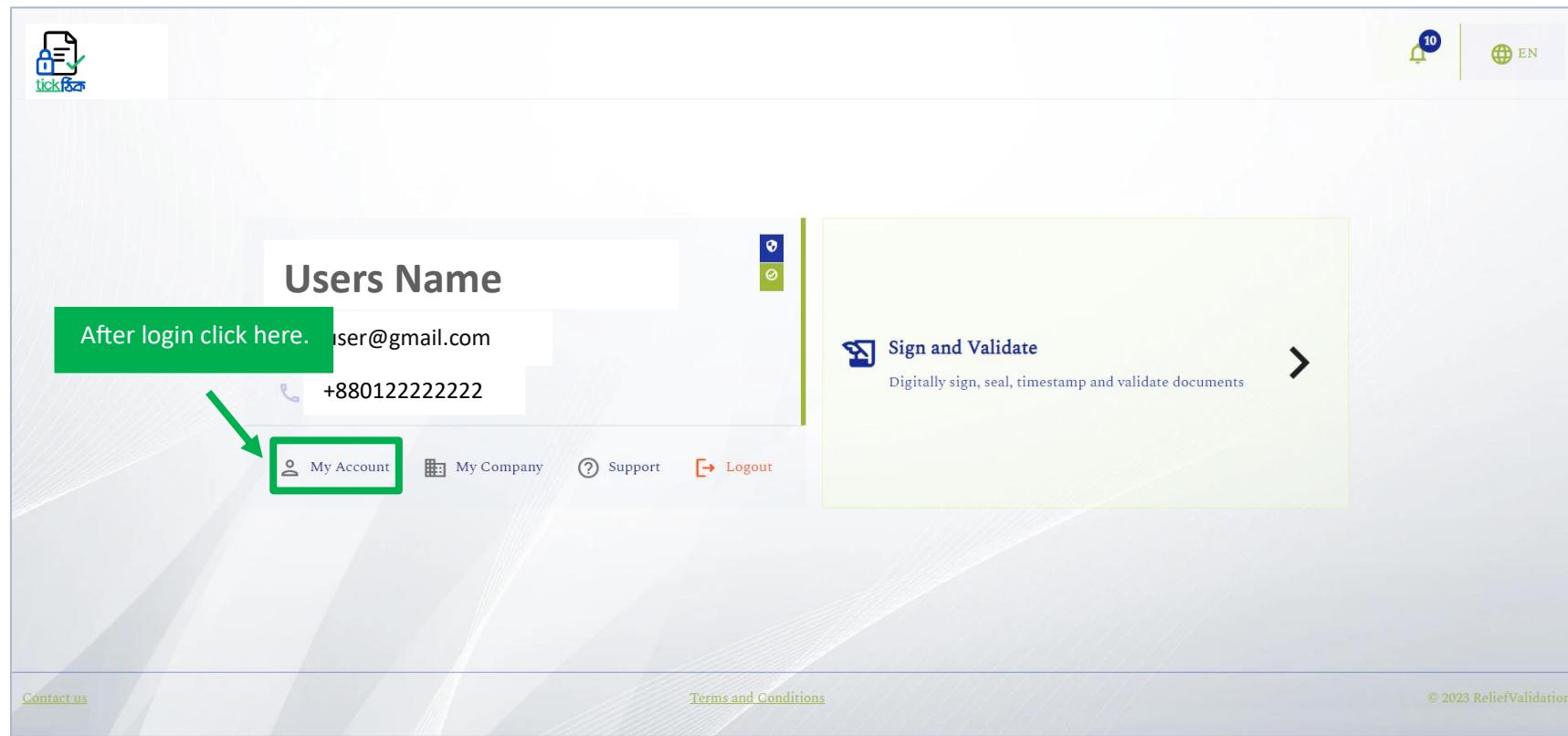

Figure 1: Home page.

Step 2:

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

Figure 2: Summary page.

Step 3:

Click on "Create user profile" for creating a user profile.
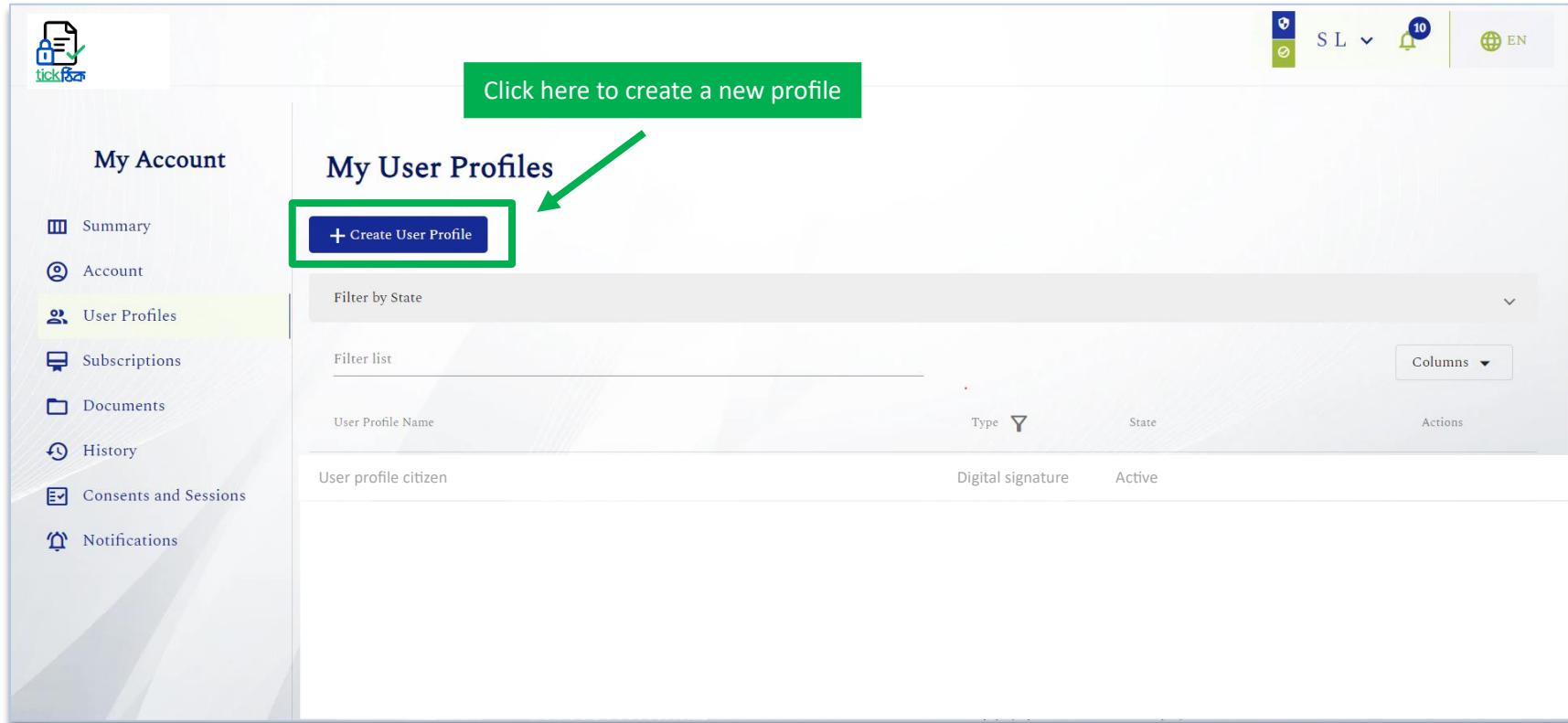
Step 4:

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.

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.
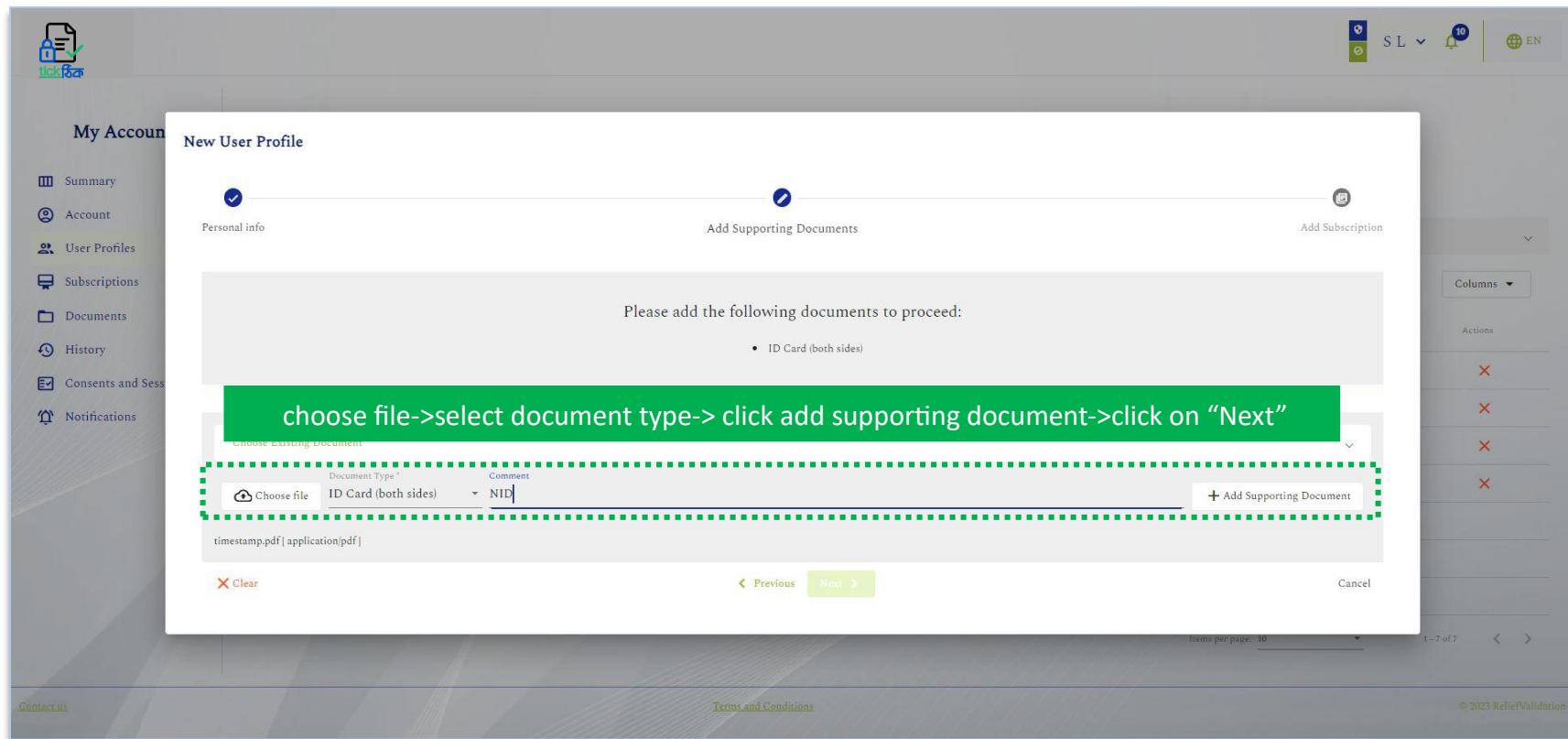
Figure 5: Supporting document uploading.

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.
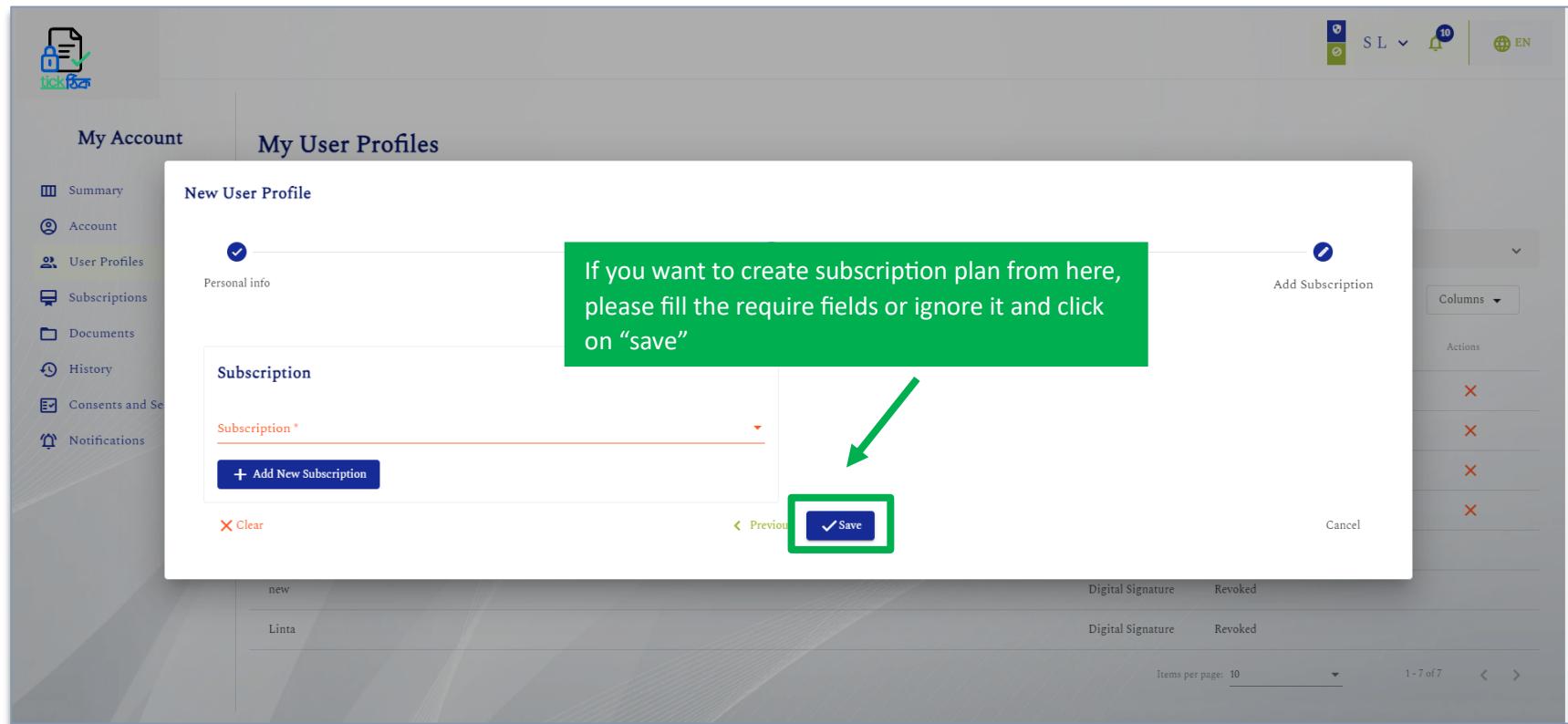
Figure 6: Add subscription page

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.
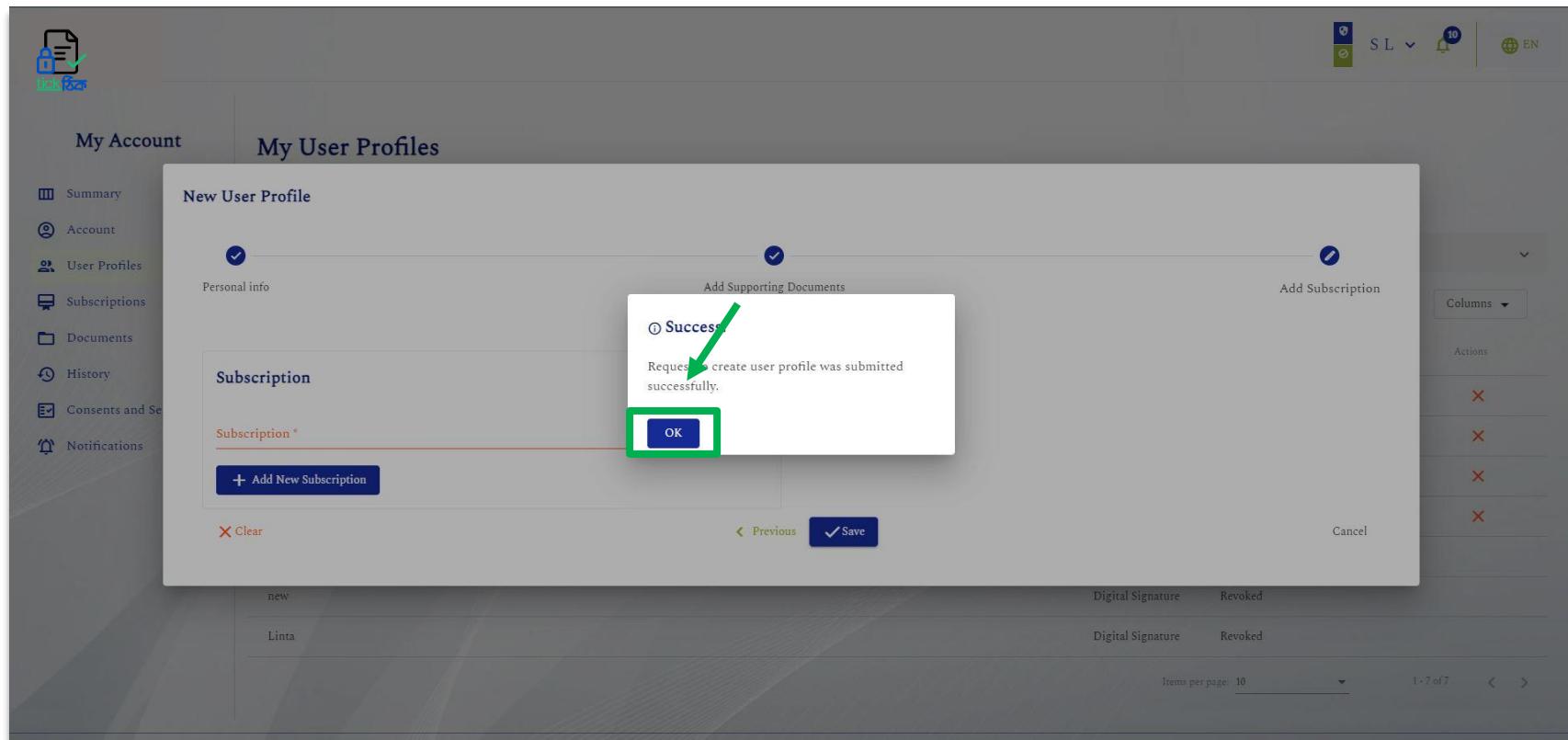
Figure 7: Add subscription page

Step 8:

The user will get notification on Tickঠিক'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.
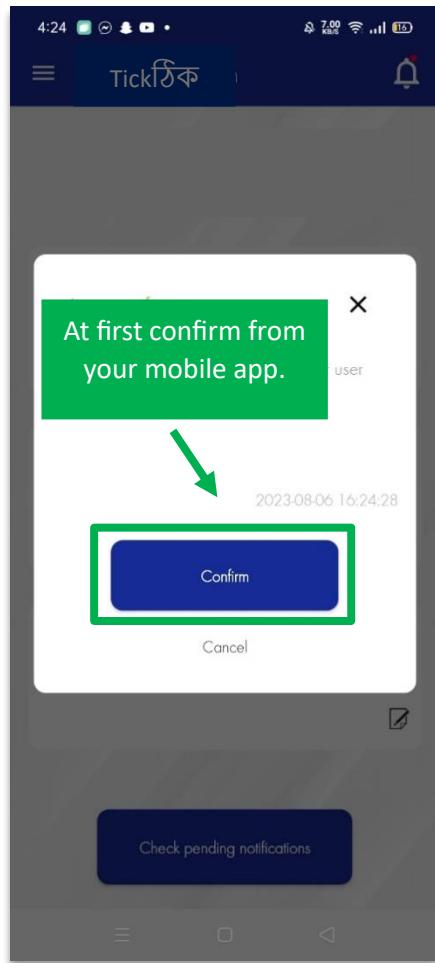

Figure 8: Authenticator app
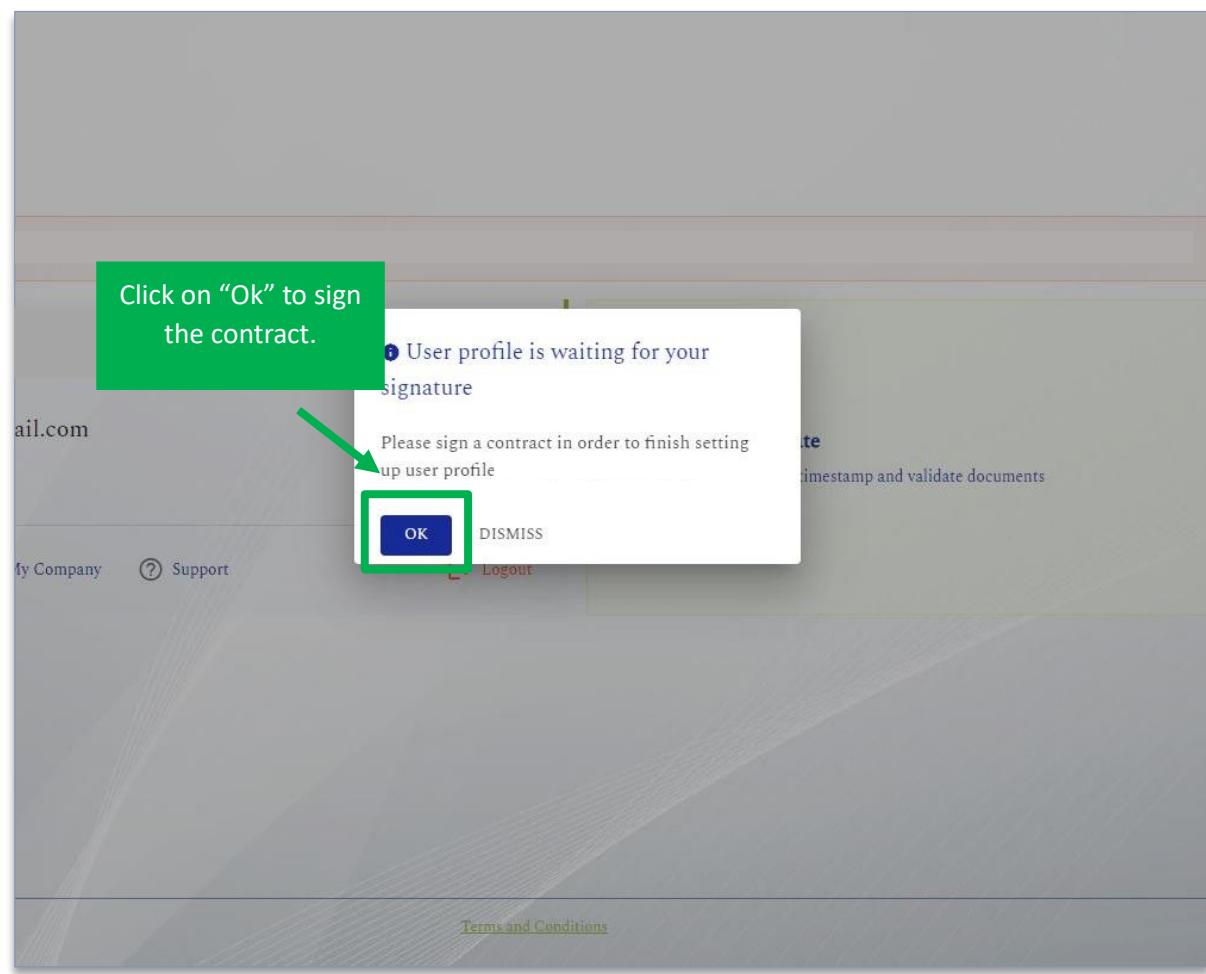
Figure 9: Contract notification on User portal

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.
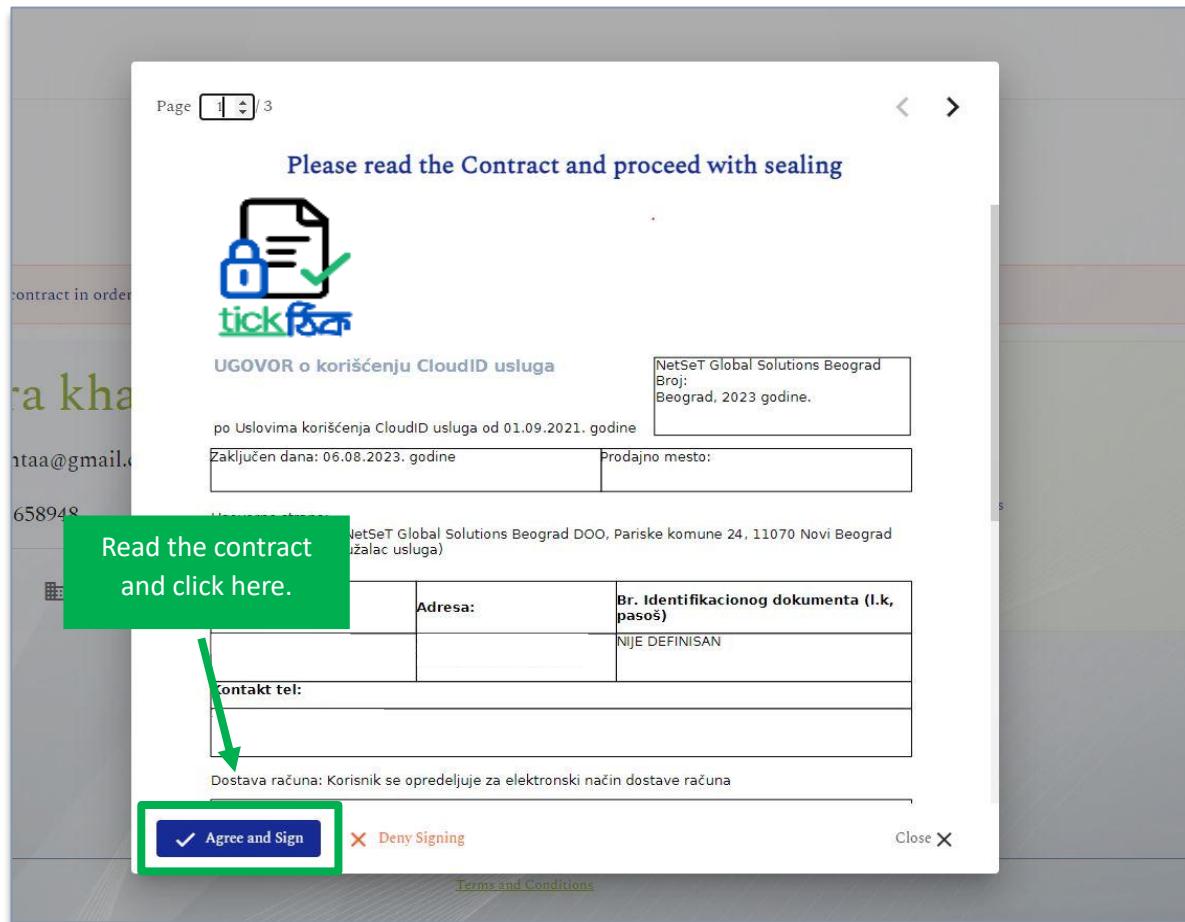
Figure 10: Contract for new profile
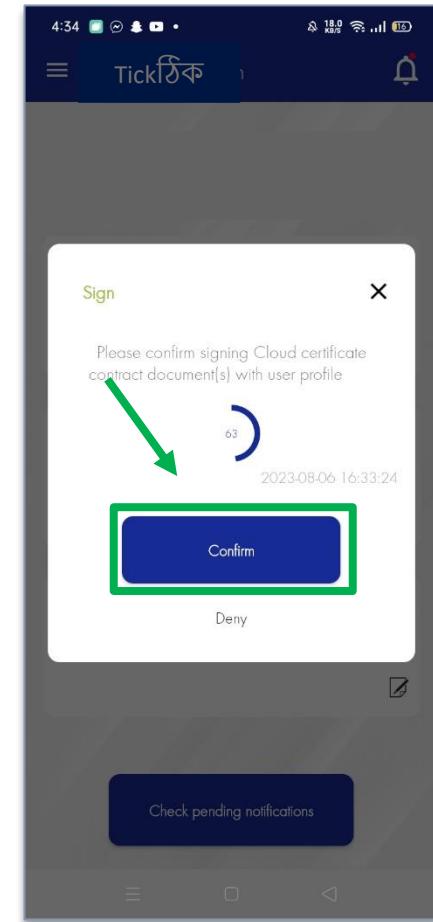
Figure 11: Mobile authenticator

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".


Figure 1: User Profiles Page

Step 2:

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

Figure 2: User Profiles Page

Step 3:

Click on "subscription" to select your subscription plan.
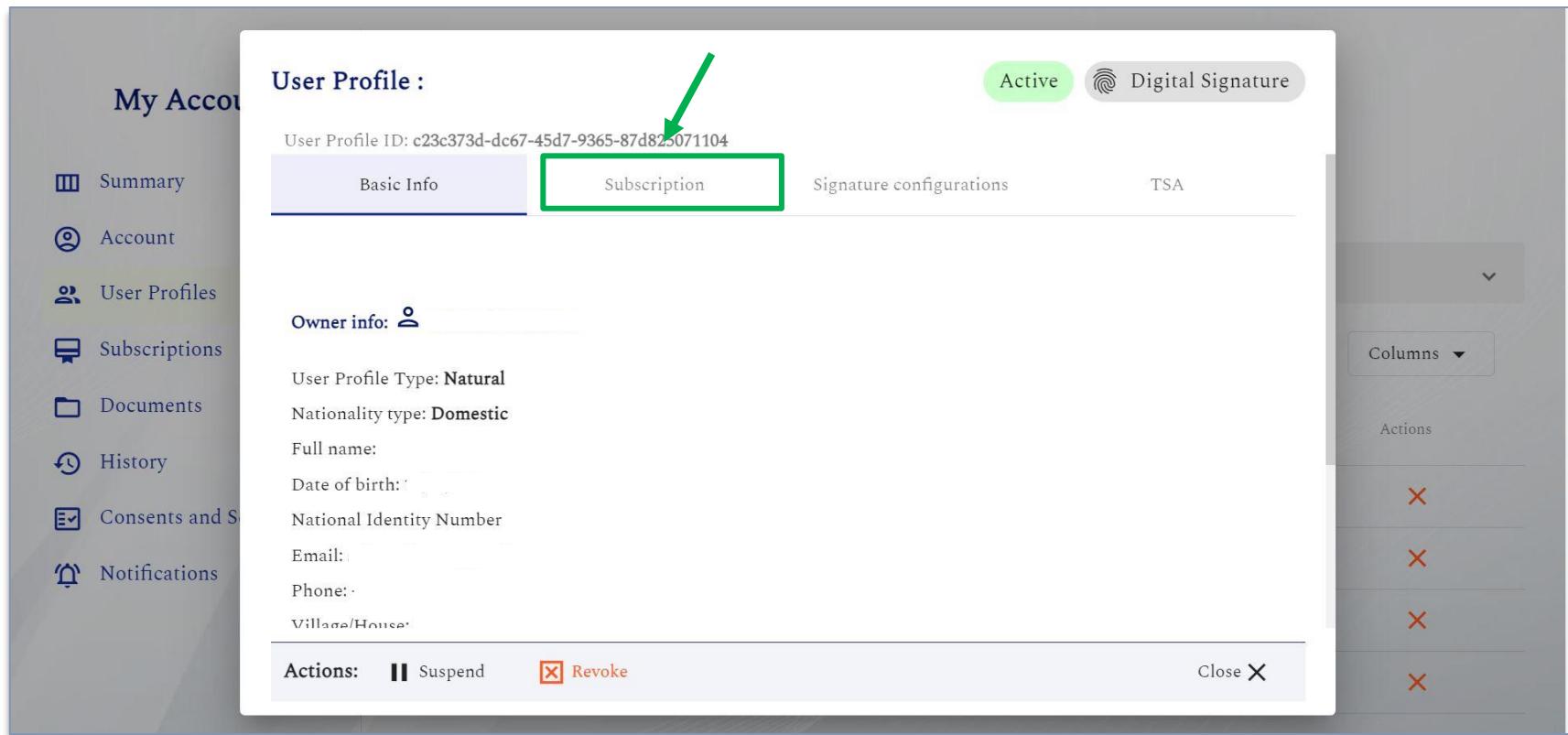
Figure 3: User Profiles Page.

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.

Step 5:

Click on "Change plan" to avail new package.
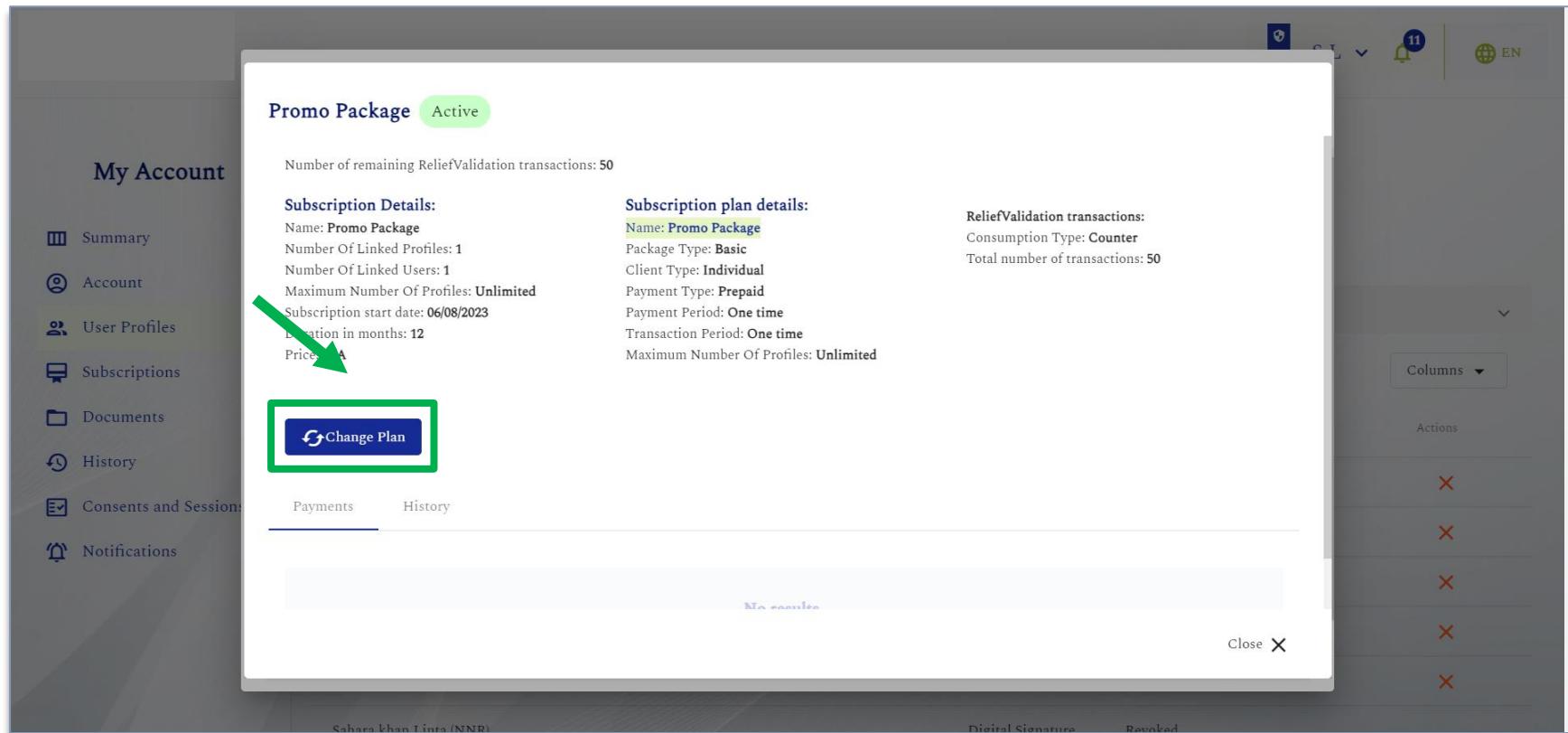
Figure 5: User Profiles Page

Step 6:

Select your convenient package by clicking on the "check icon".
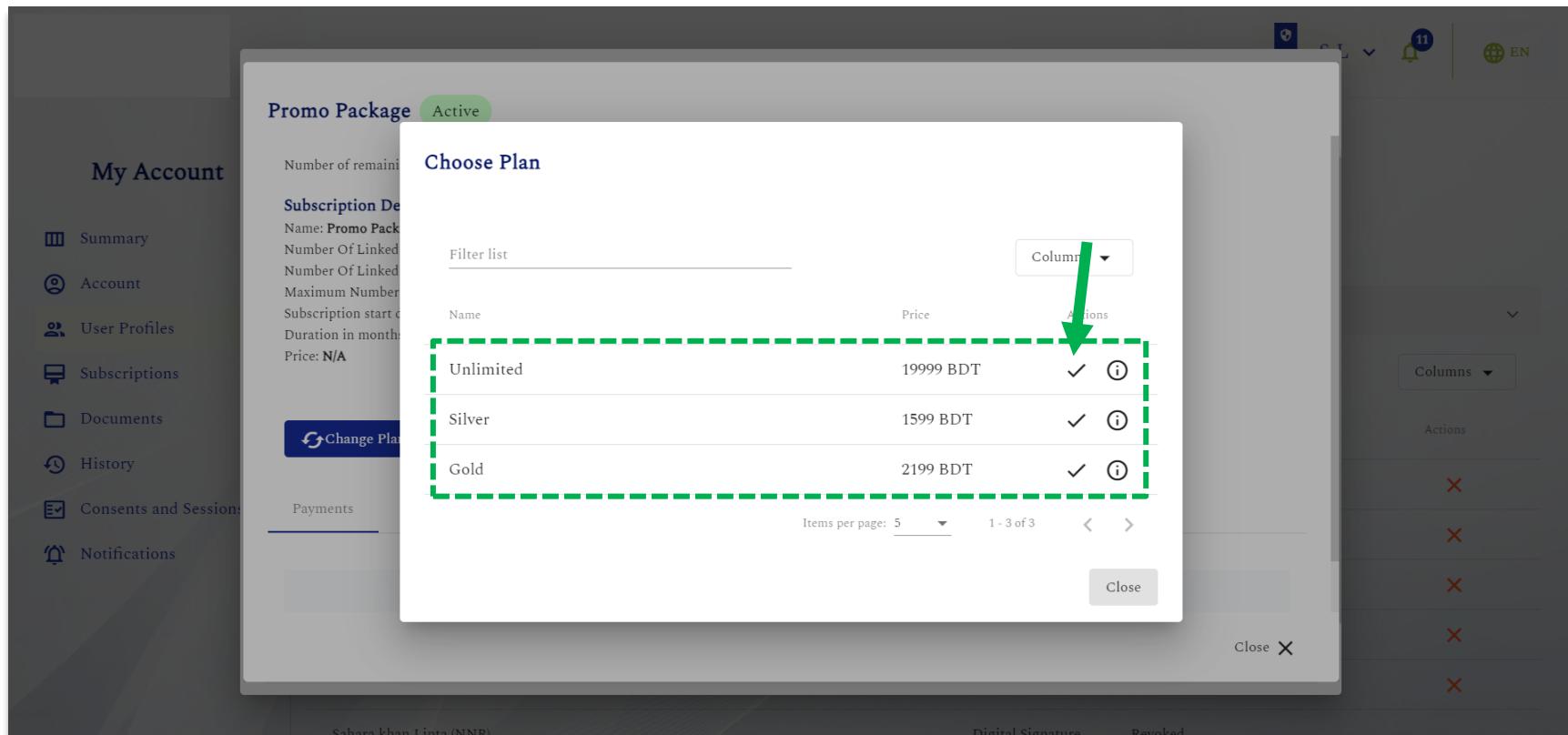
Figure 6: Subscription option

Step 7:

Click on "ok" which will redirect you to the payment portal.
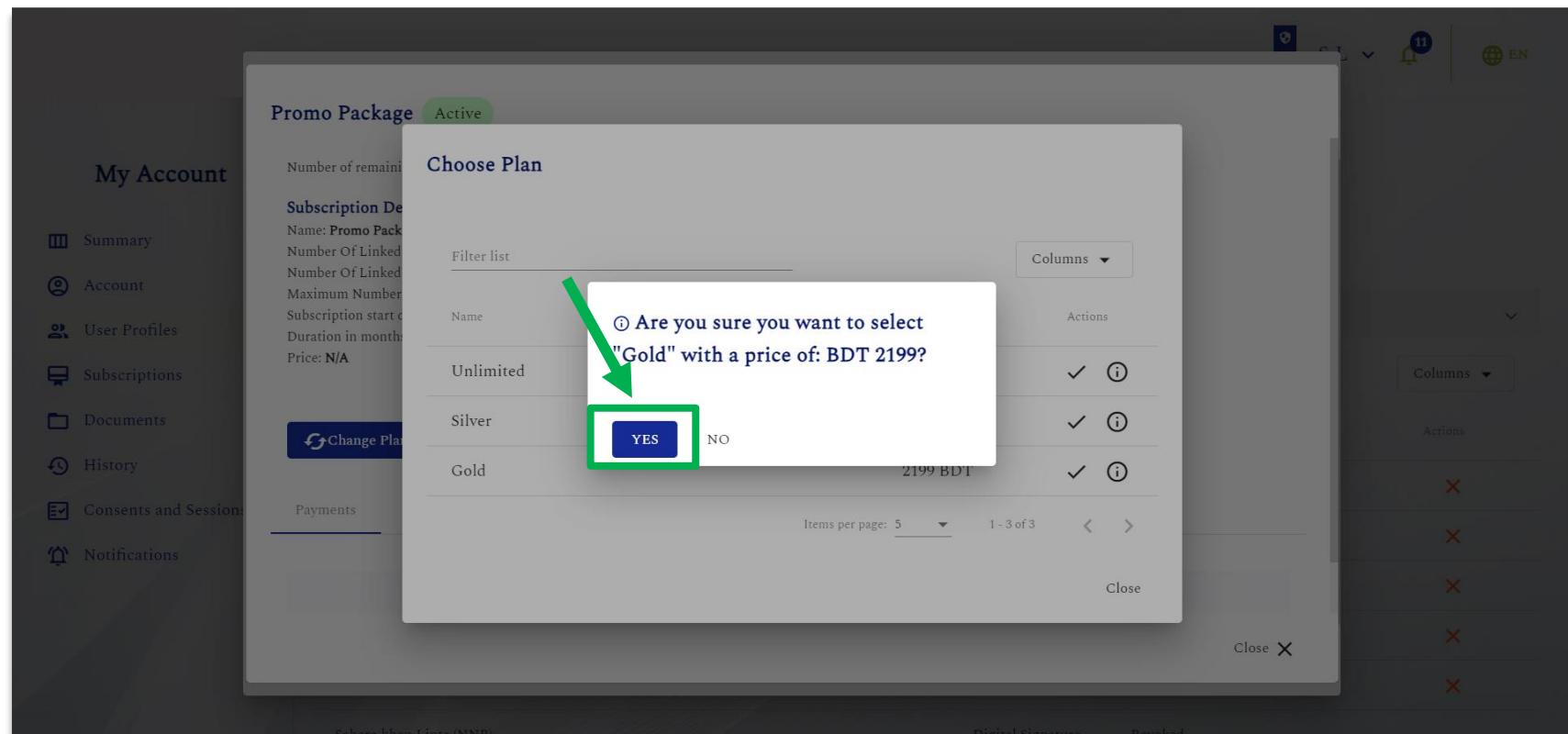
Figure 7: Subscription option payment

Step 8:

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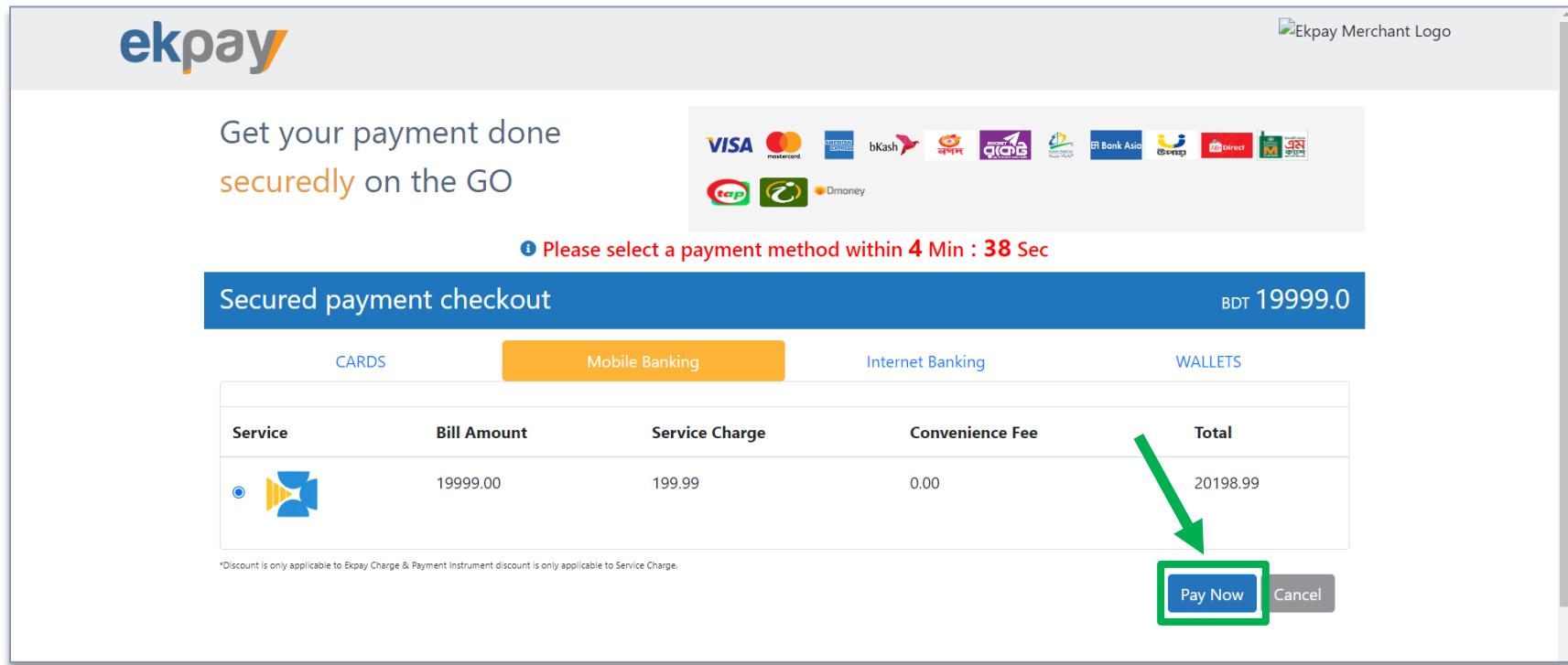

Figure 8: Subscription option payment

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.
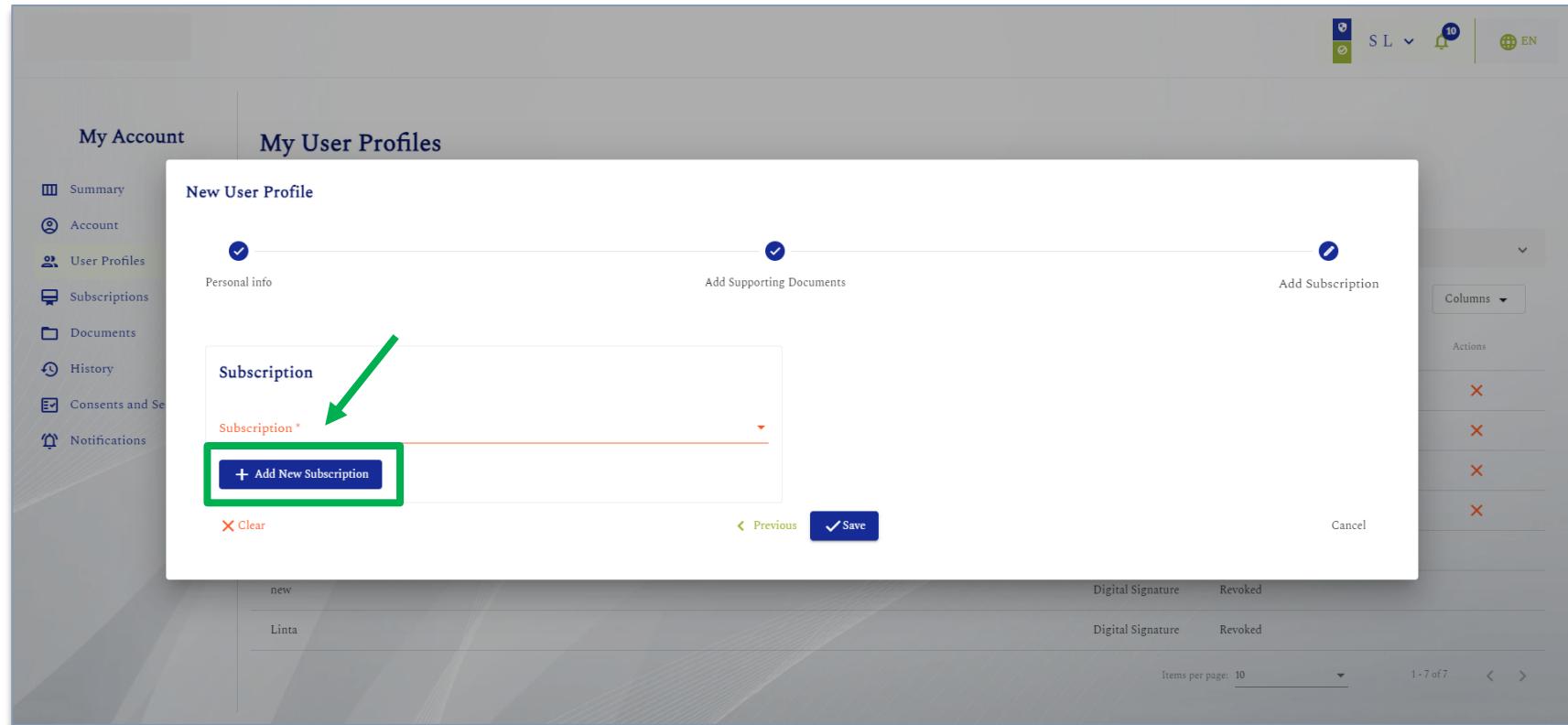
Figure 9: Add subscription page

Step 2:

Choose your desired subscription from the dropdown menu then give a name of the subscription package and select currency.
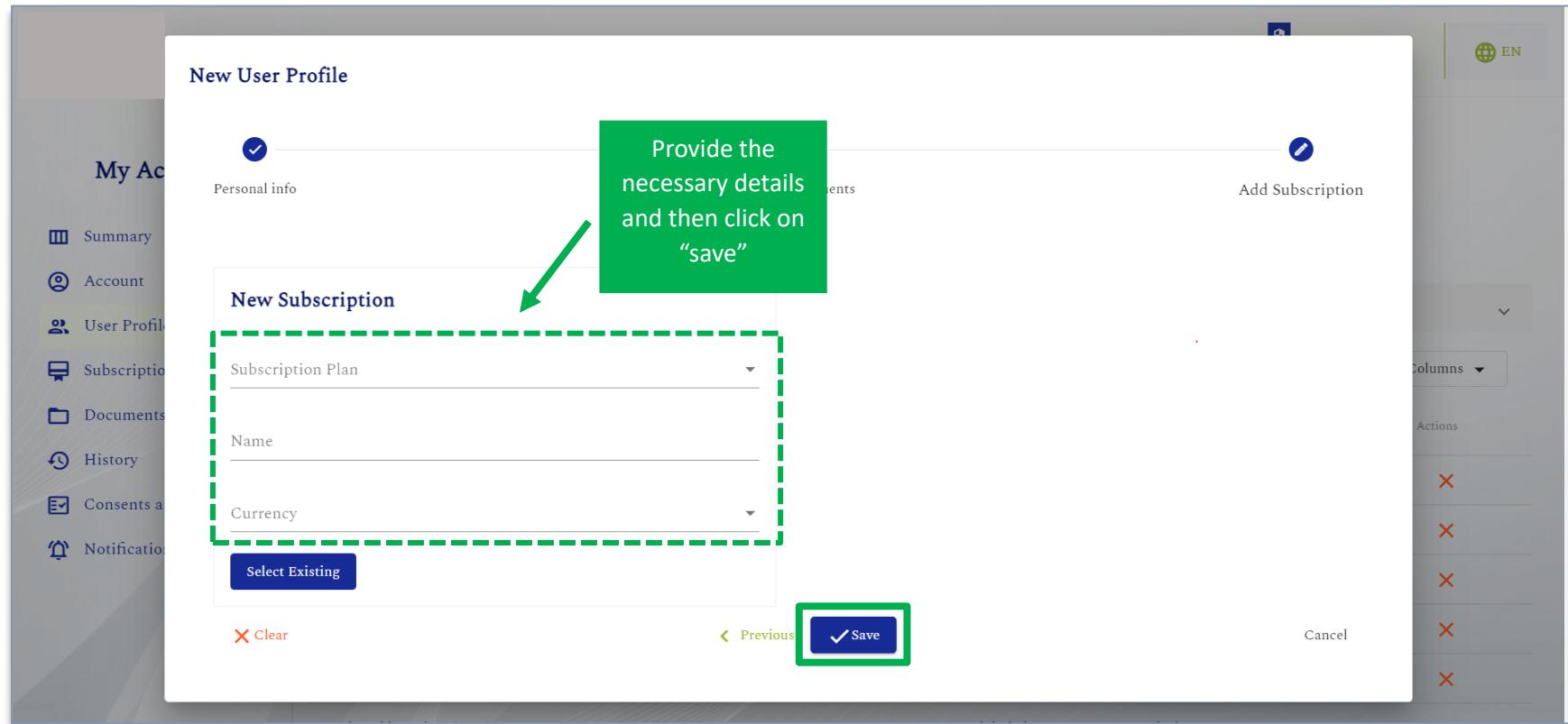
Figure 10: New subscription

Step 3:

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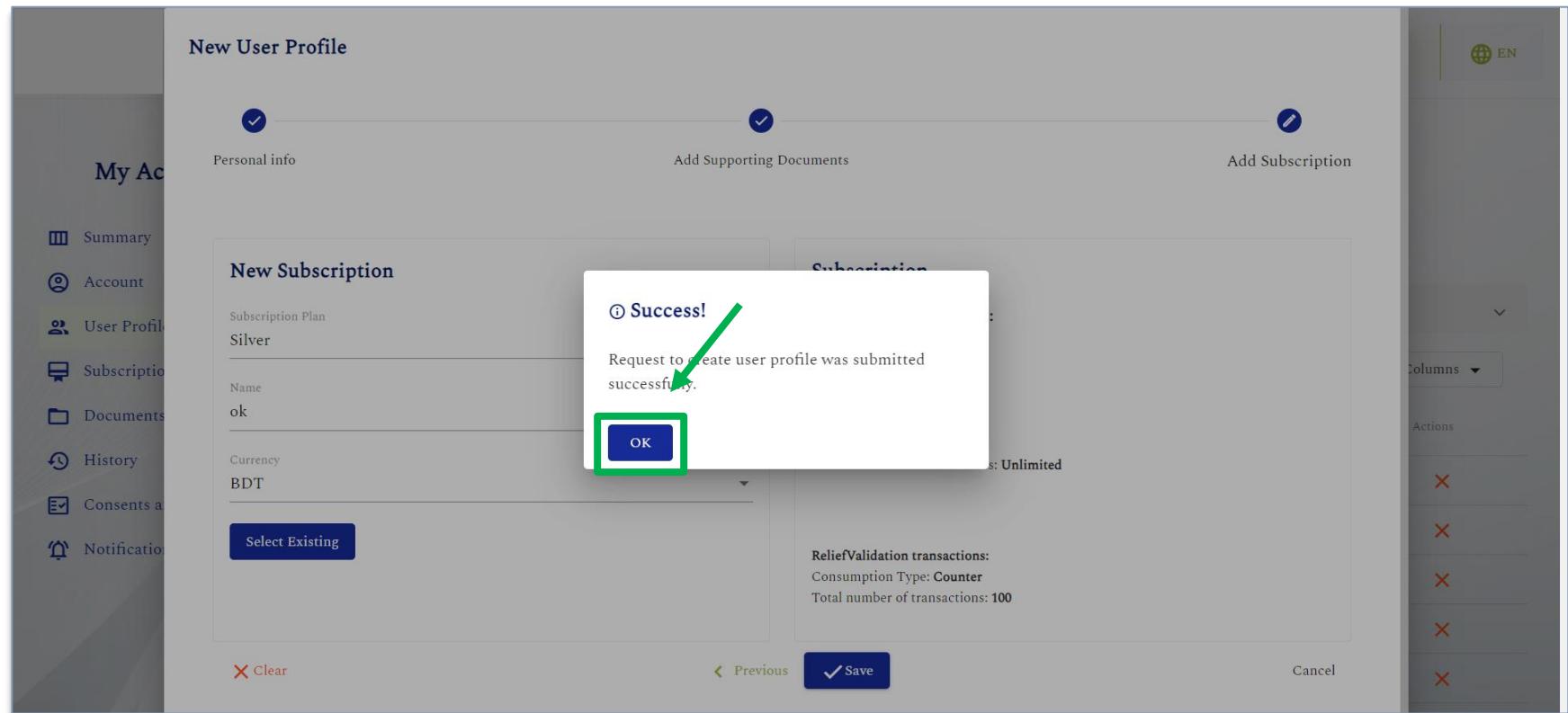

Figure 11: Profile creation confirmation

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 Tickঠিক portal user will land in the page given below, click on sign and validate.
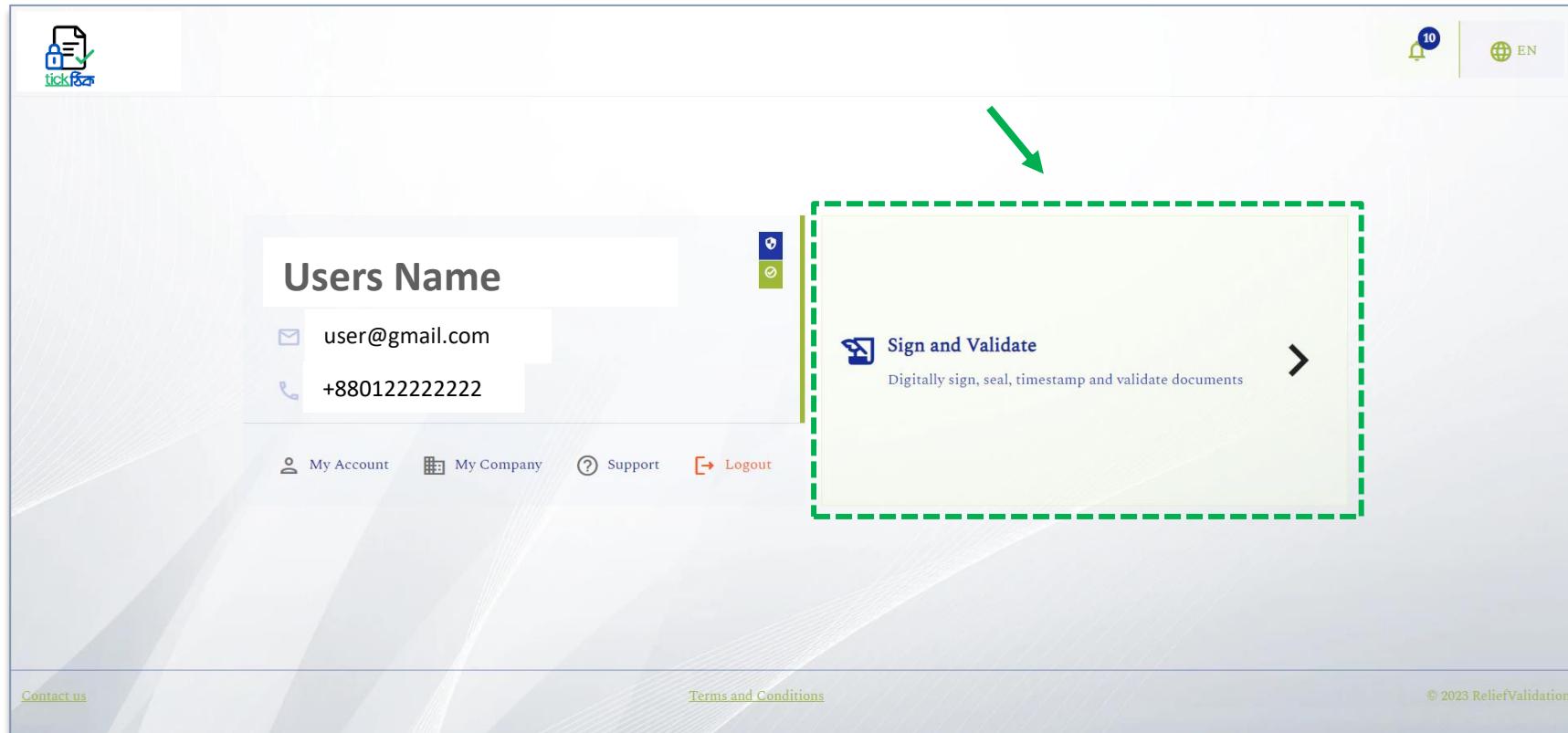

Figure 1: Home page.

Step 2:

Click on any of your active profile to sign a document.
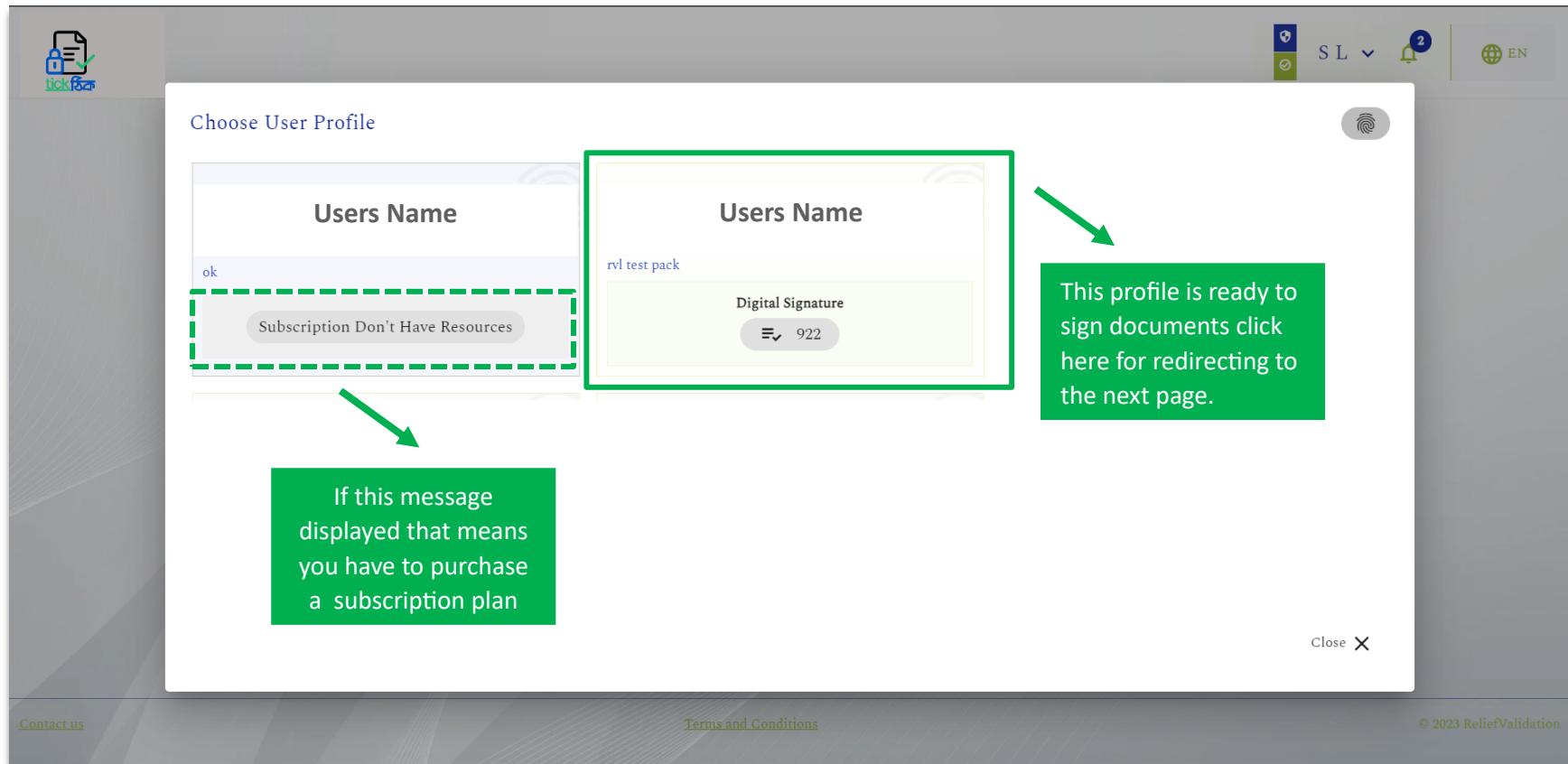
Figure 2: Sign and validate page.

Step 3:

Click on the highlighted area to drag and drop or can click to select a document for signing.
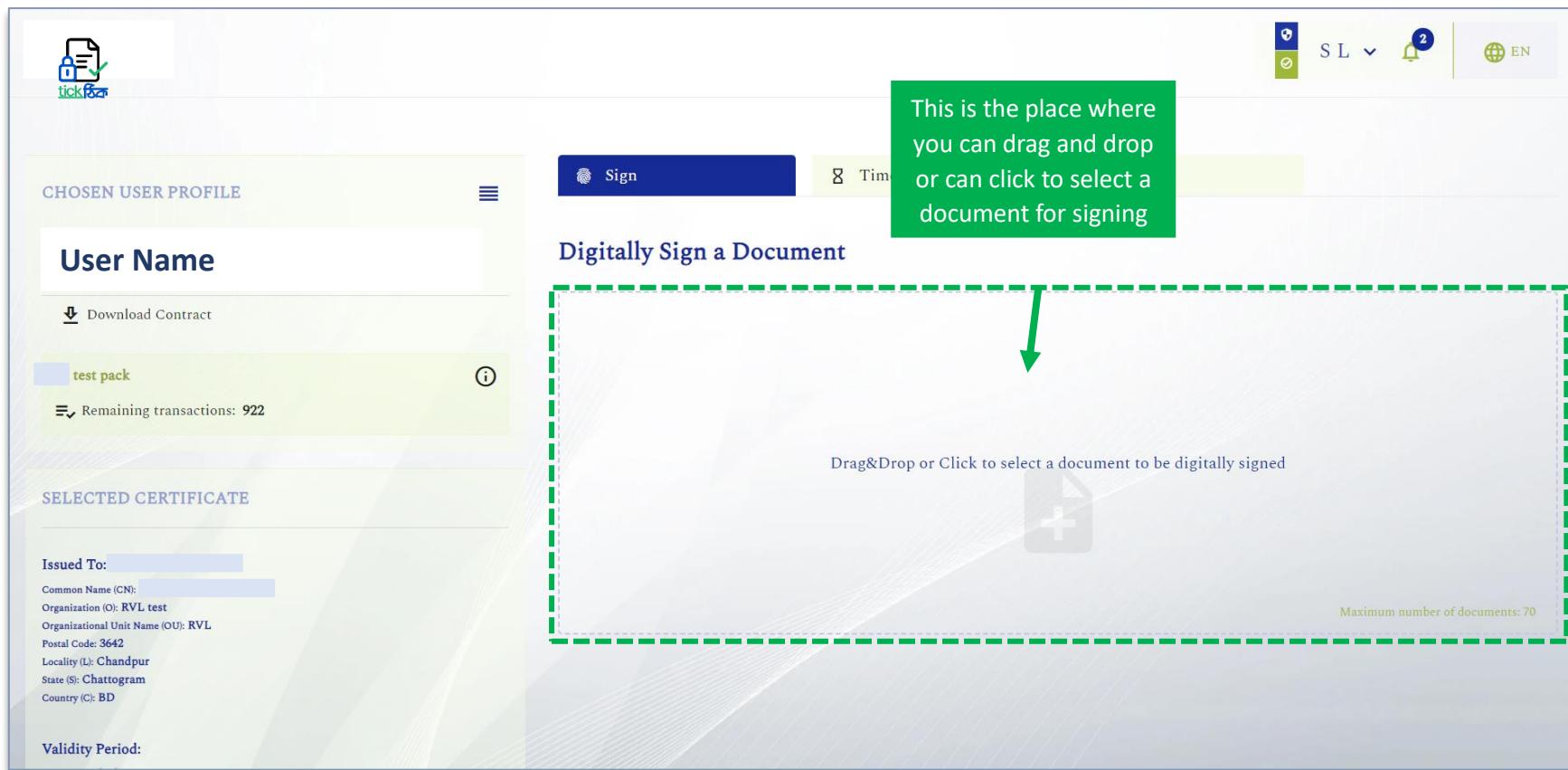
Figure 3: Signing page.

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.
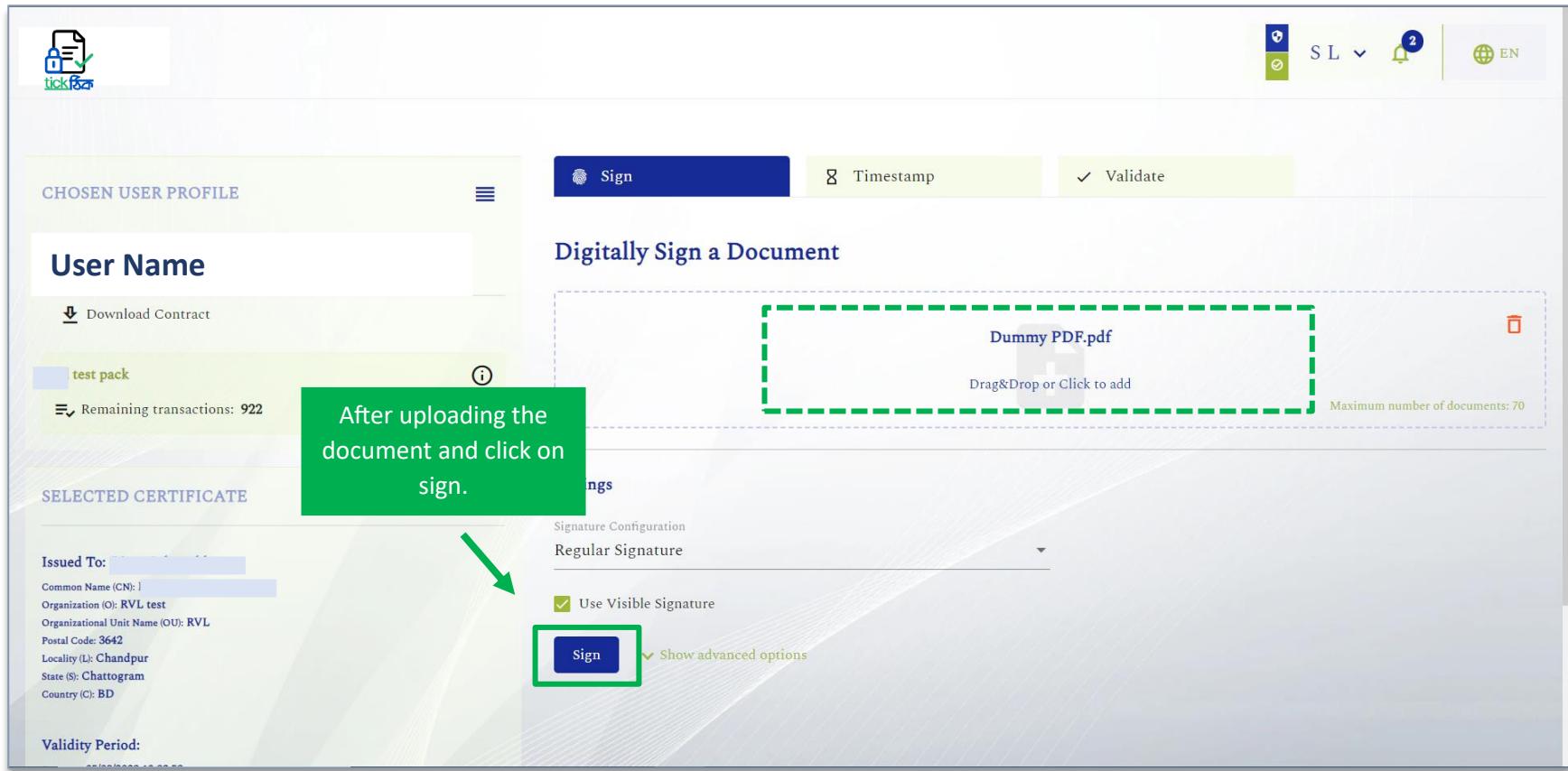

Figure 4: Signing page.

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 Tickঠিক's mobile authentication application.
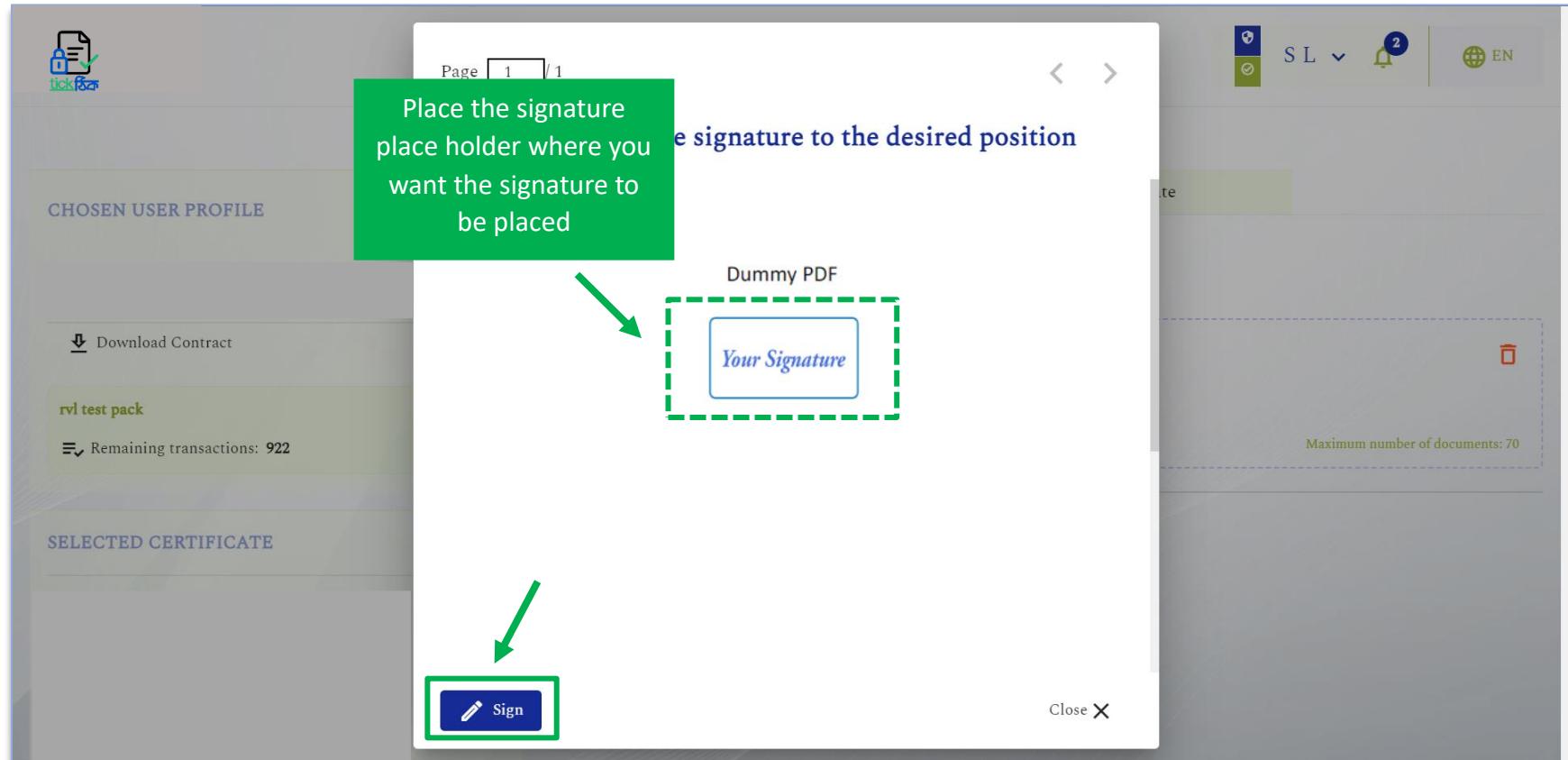

Figure 5: Signing Document.

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.
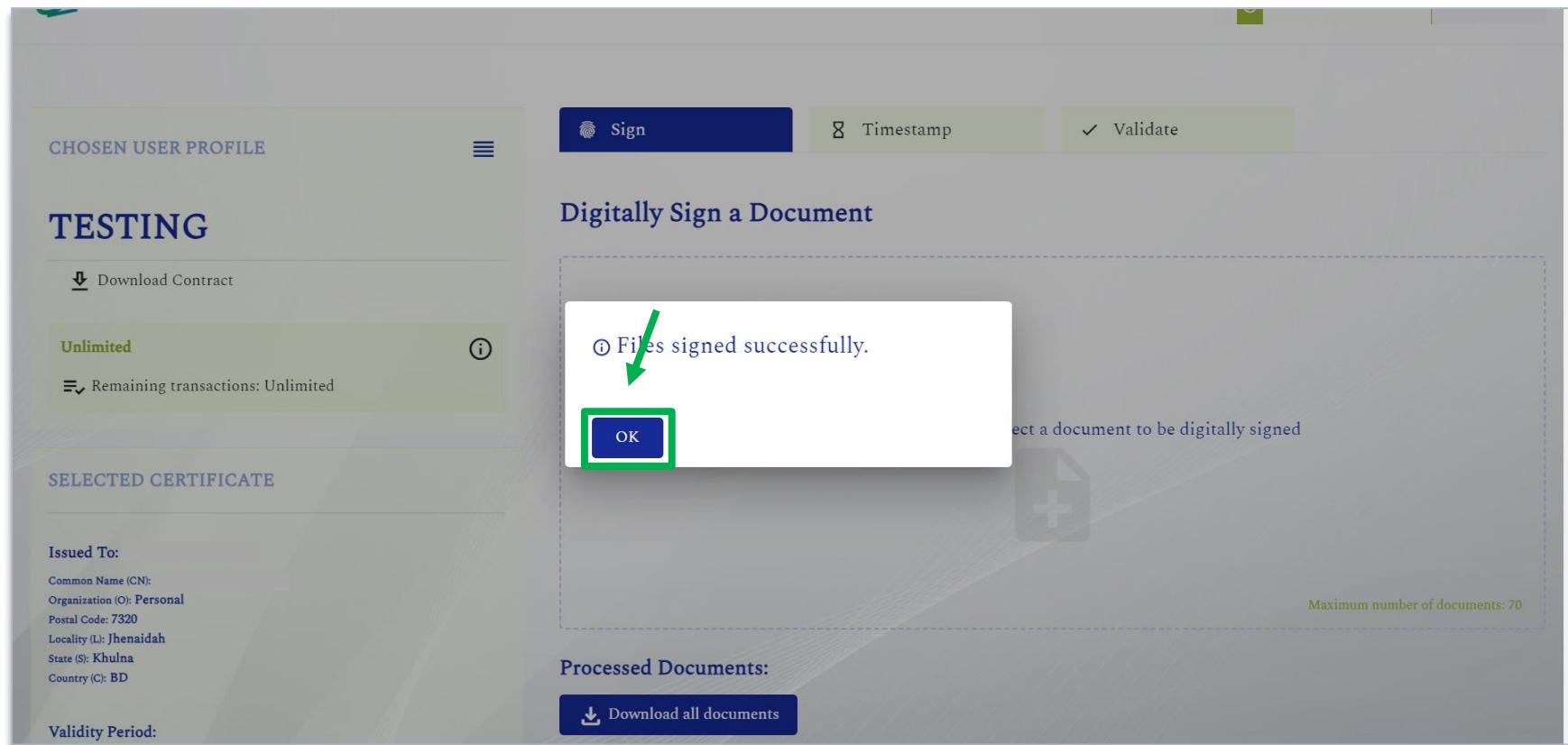

Figure 6: Successfully signed document

Step 7:

Click on the view option for viewing the signed document.

Figure 7: Successfully signed document

Step 8:

Upon clicking on the view option user will get to see the signed document.
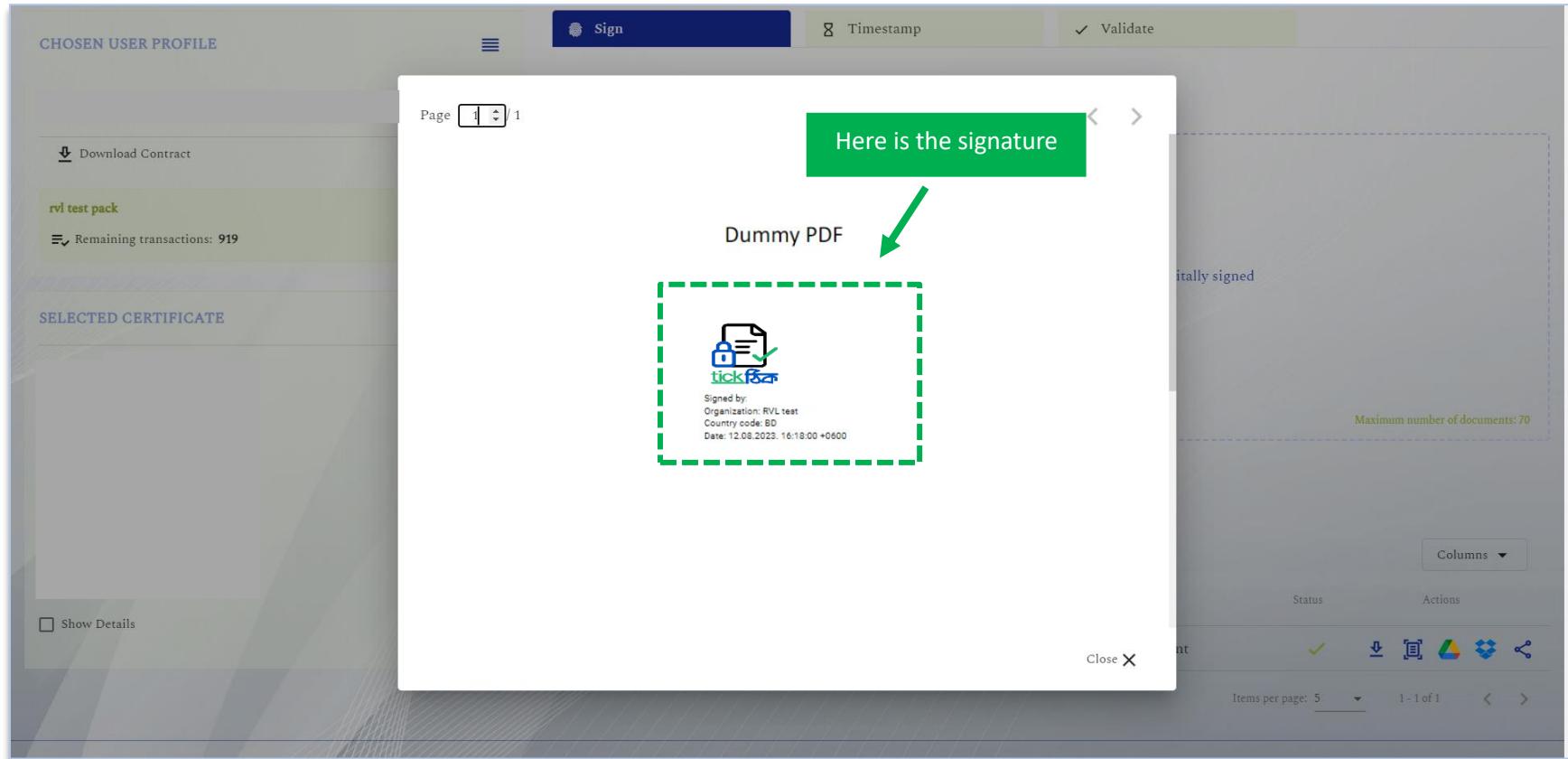
Step 9:

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

Figure 9: Downloading documents.

Step 10:

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

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.
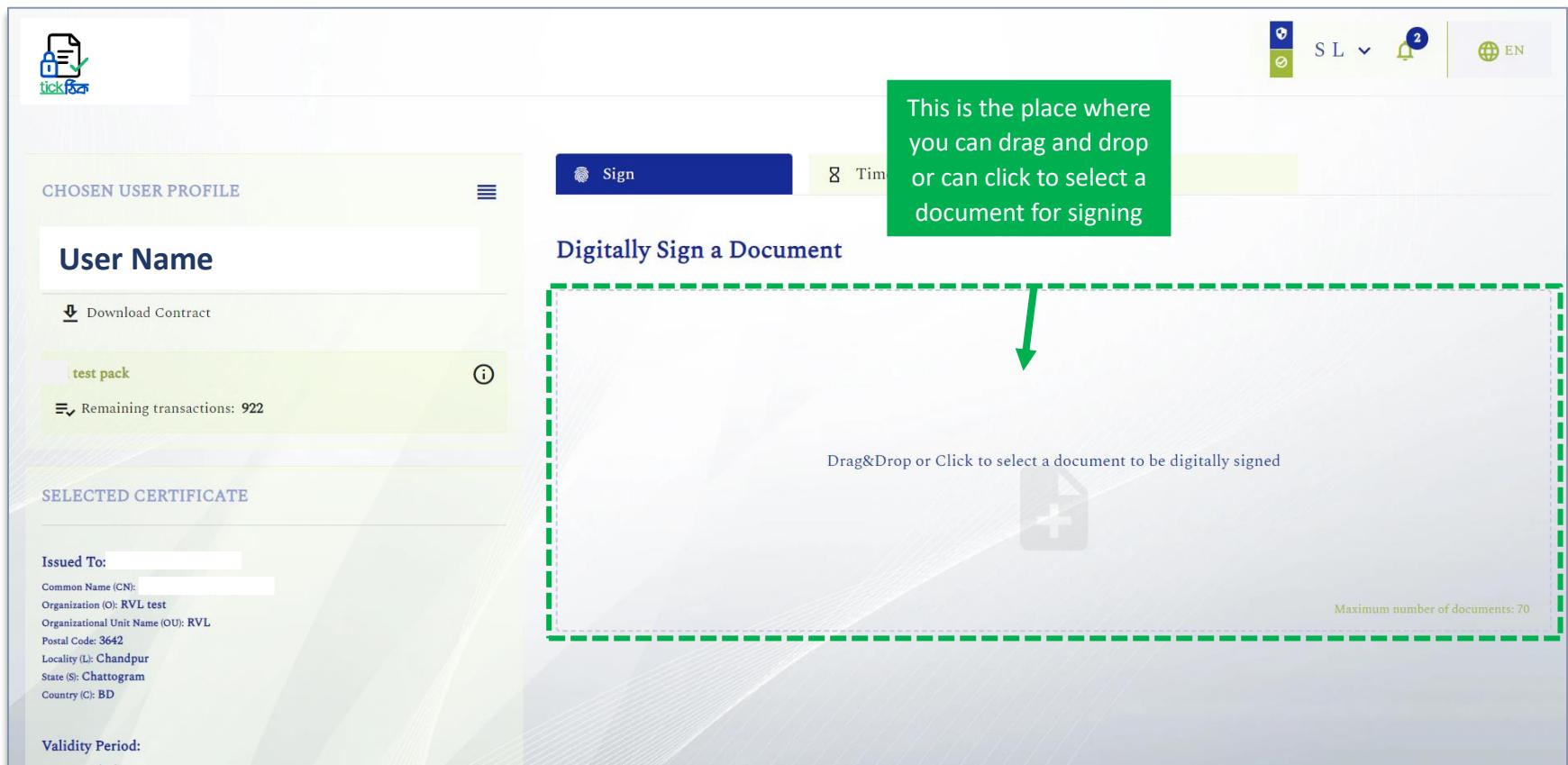
Figure 1: Signing page.

Step 2:

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

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.
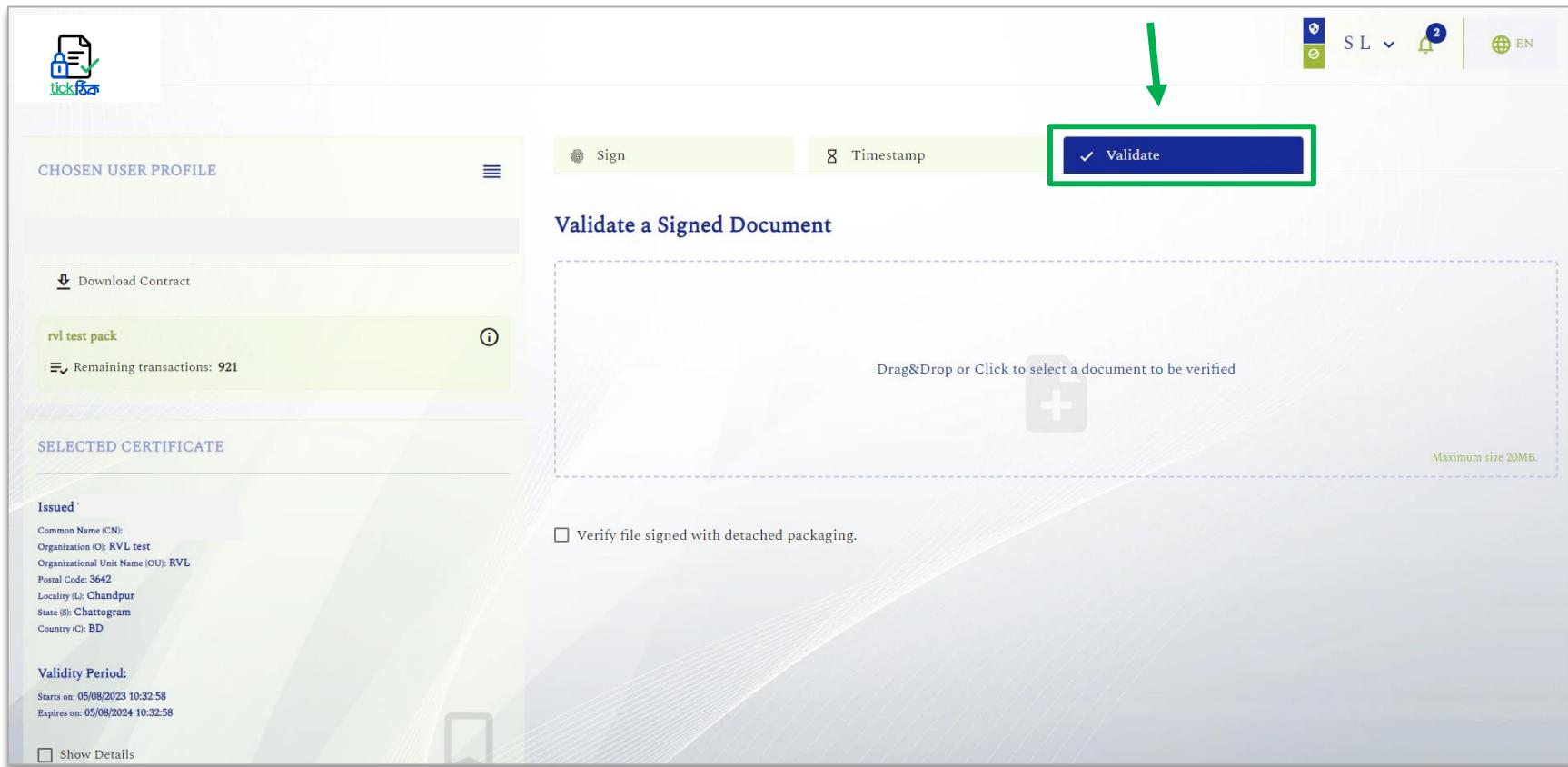
Figure 1: Verify document.

Step 2:

Upload the document you want to validate and click on "validate" button.
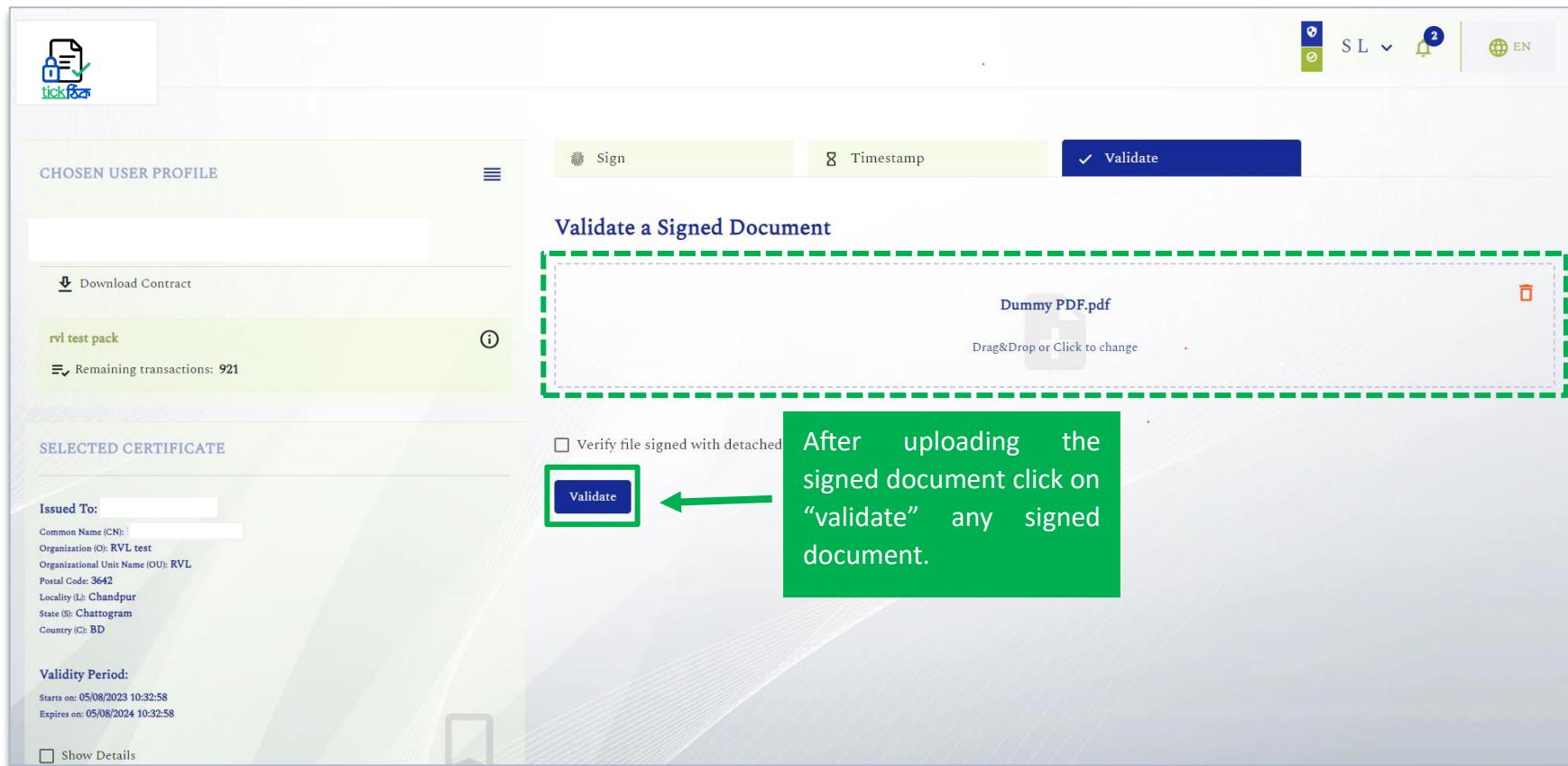
Figure 2: Validating interface

Step 3:

User can go through the report where signature details and signers' certificate will be shown.
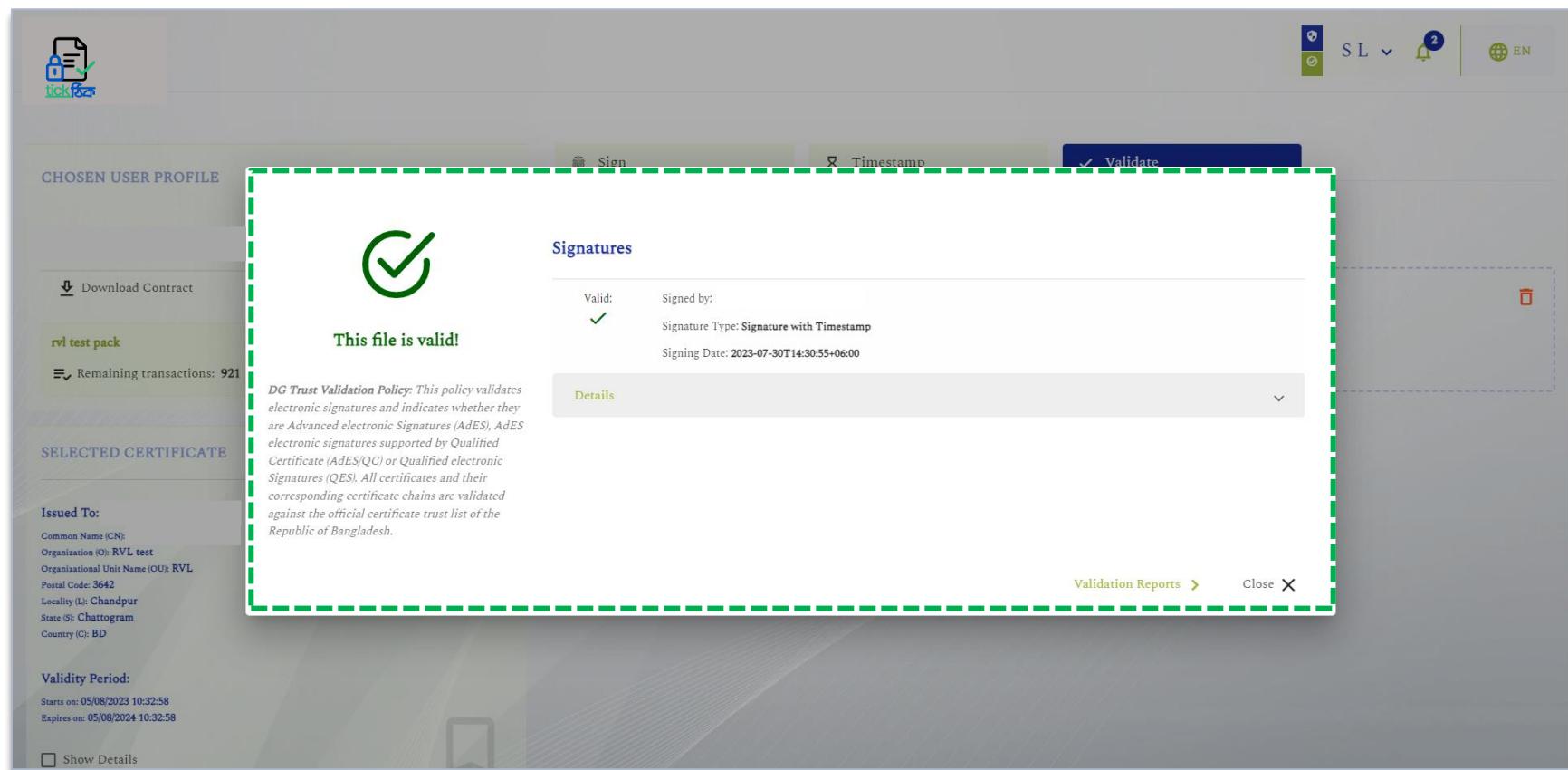
Figure 3: Document verified.

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".
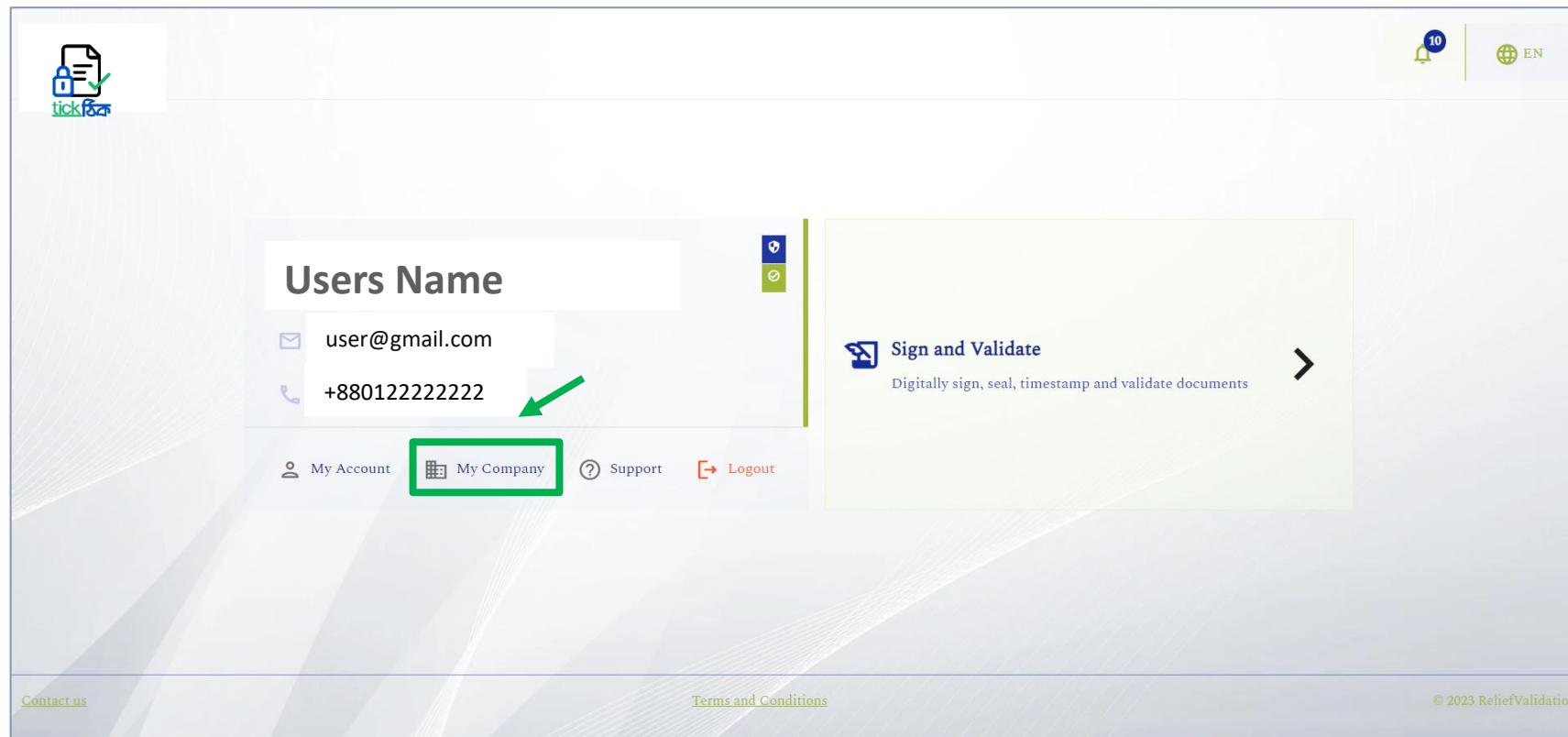
Figure 1: Home page.

Step 2:

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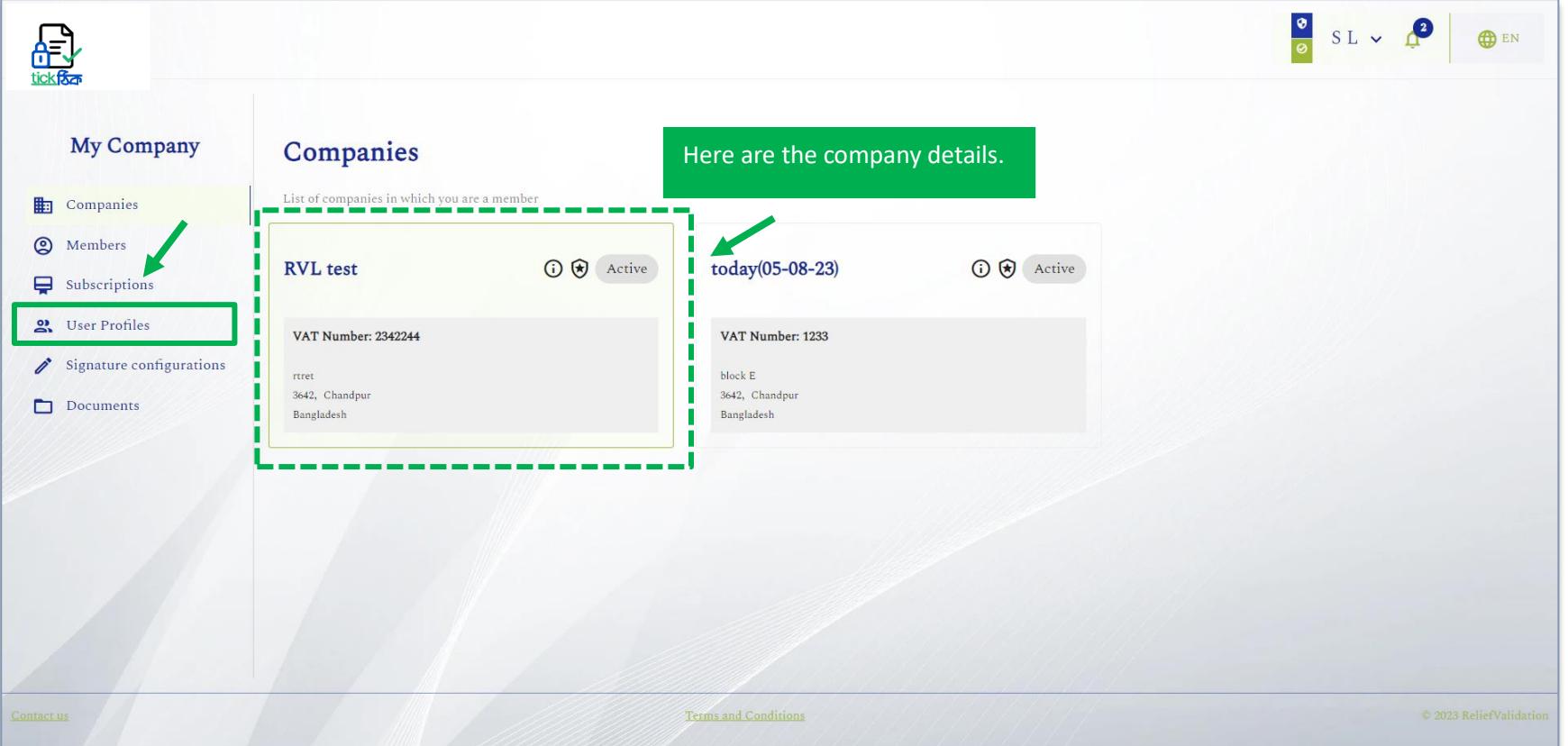

Figure 2: My company page.

Step 3:

Click on "create user profile" to add your profile to the company.
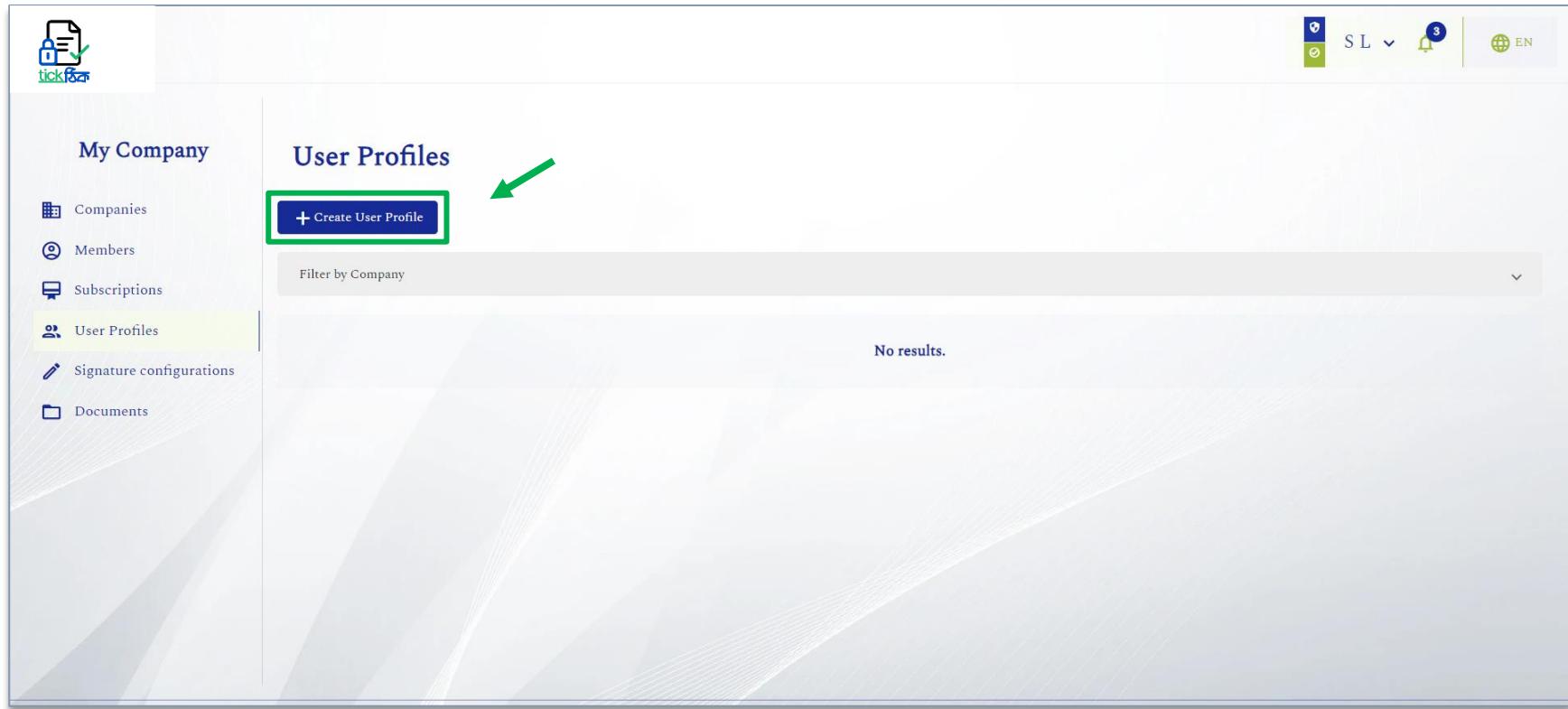

Figure 3: User profile page.

Step 4:

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

Figure 4: User profile page.

Step 5:

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

Figure 5: User profile page.

Step 6:

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

Figure 6: User profile page.

Step 7:

Add supporting document and click on" Add supporting document".
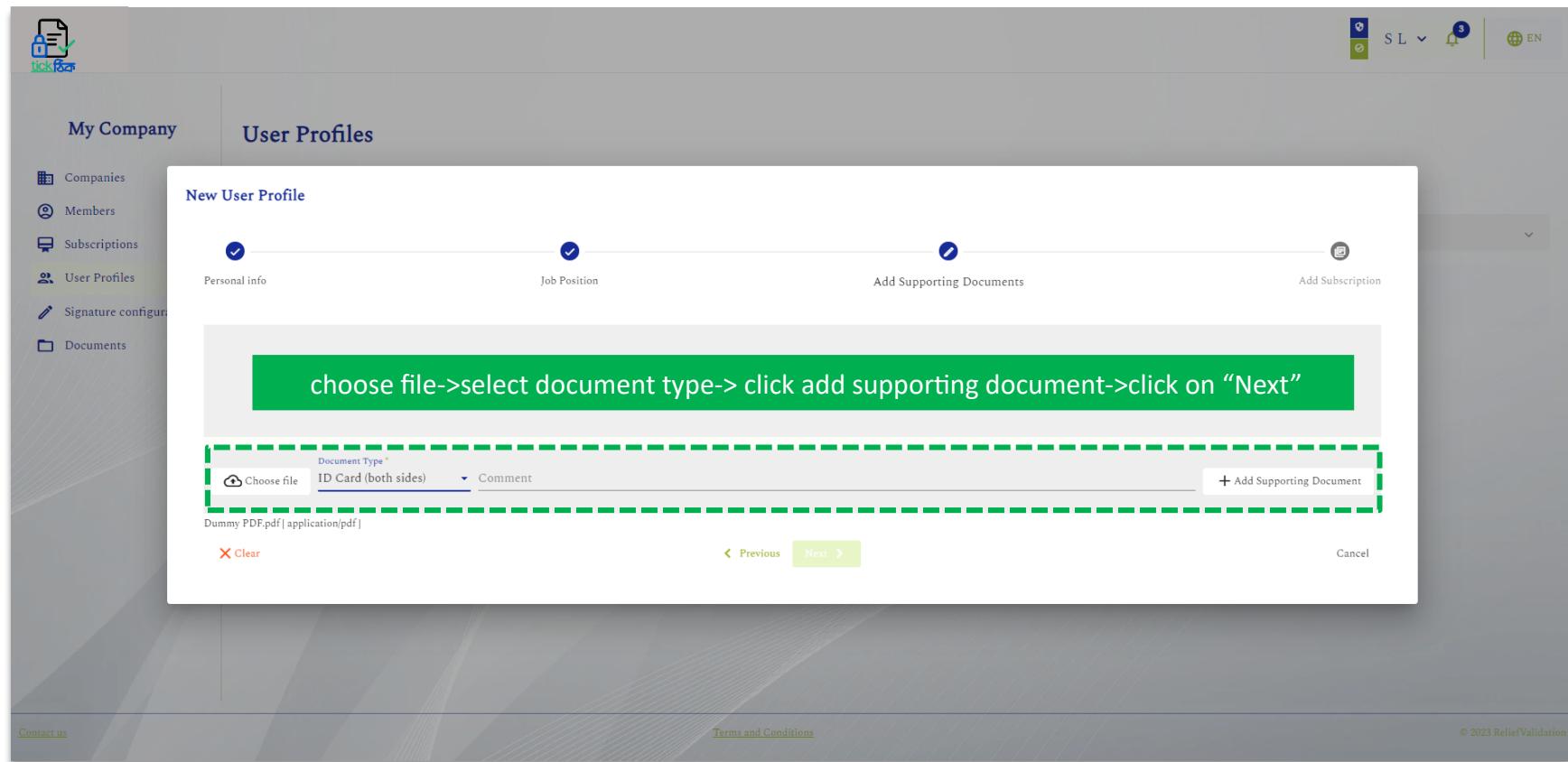
Figure 7: Supporting document.

Step 8:

Select subscription package from the dropdown menu (this package will be assigned by the CA admin according to the number of employees).
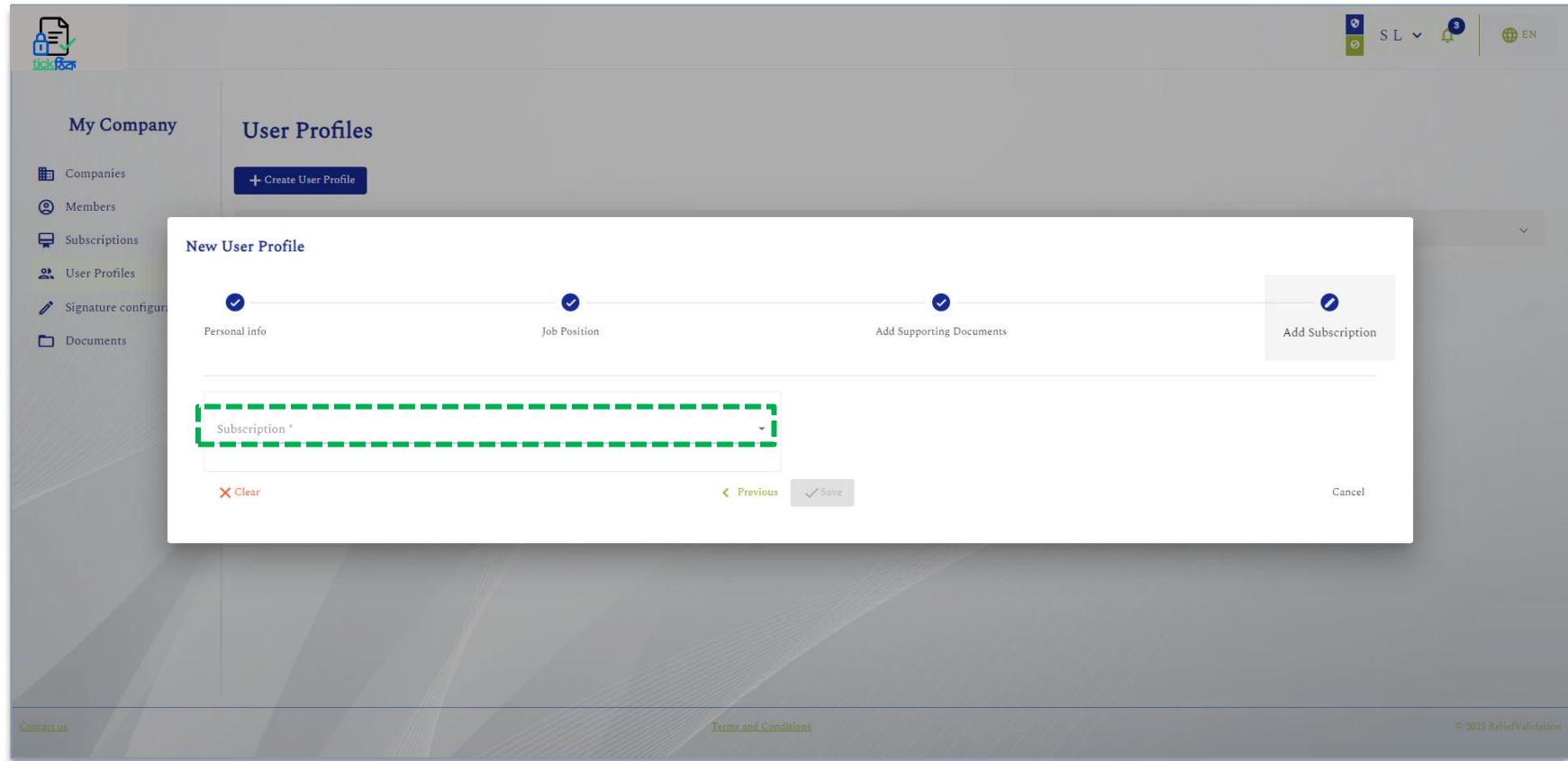
Figure 8: Adding Supporting document

Step 9:

After selecting the subscription package click on "save".
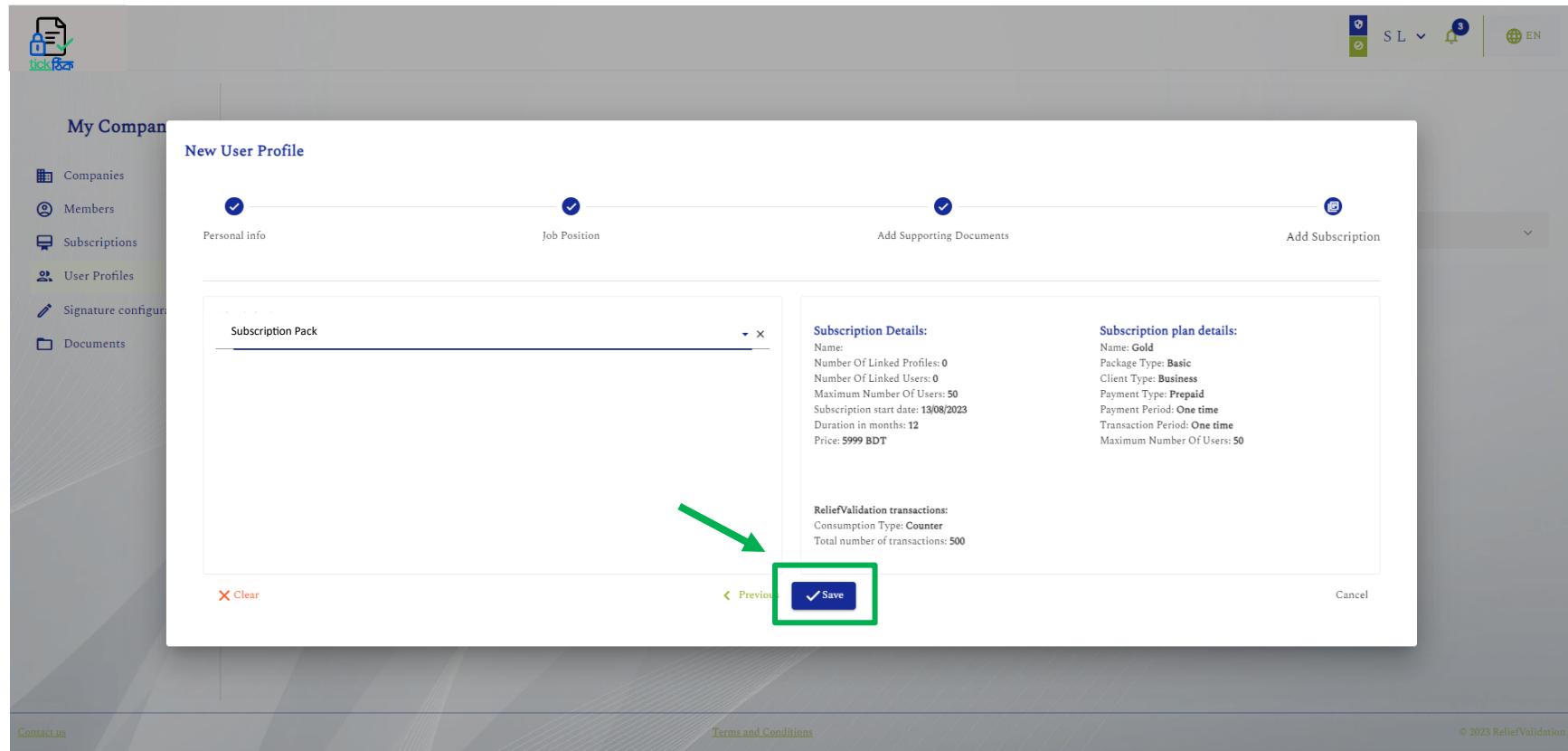
Figure 9: User profile page.

Step 10:

Click on "Ok" and wait for the approval from CA Admin.
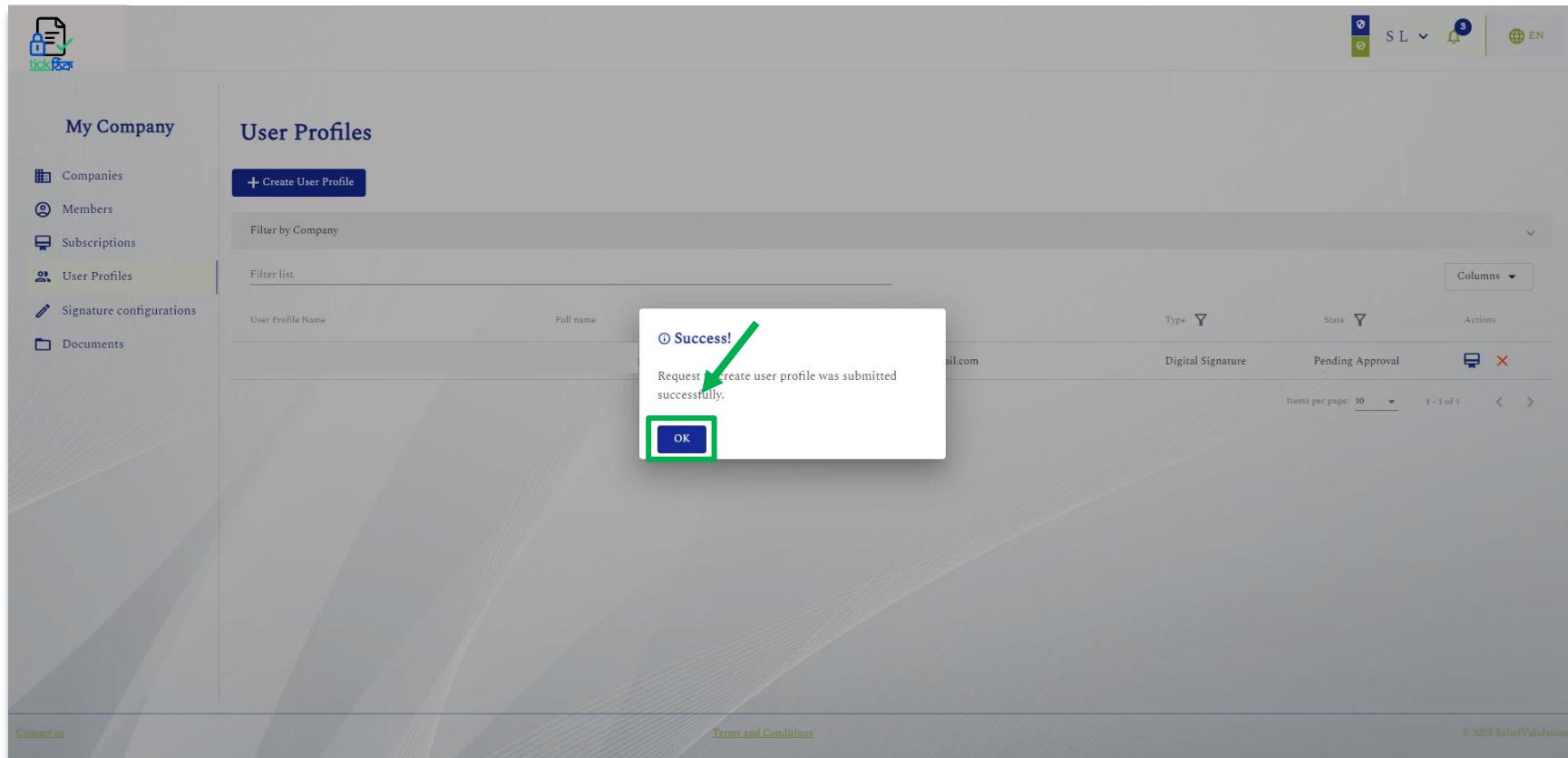
Figure 10: User profile page.

Note: After getting approval form 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.
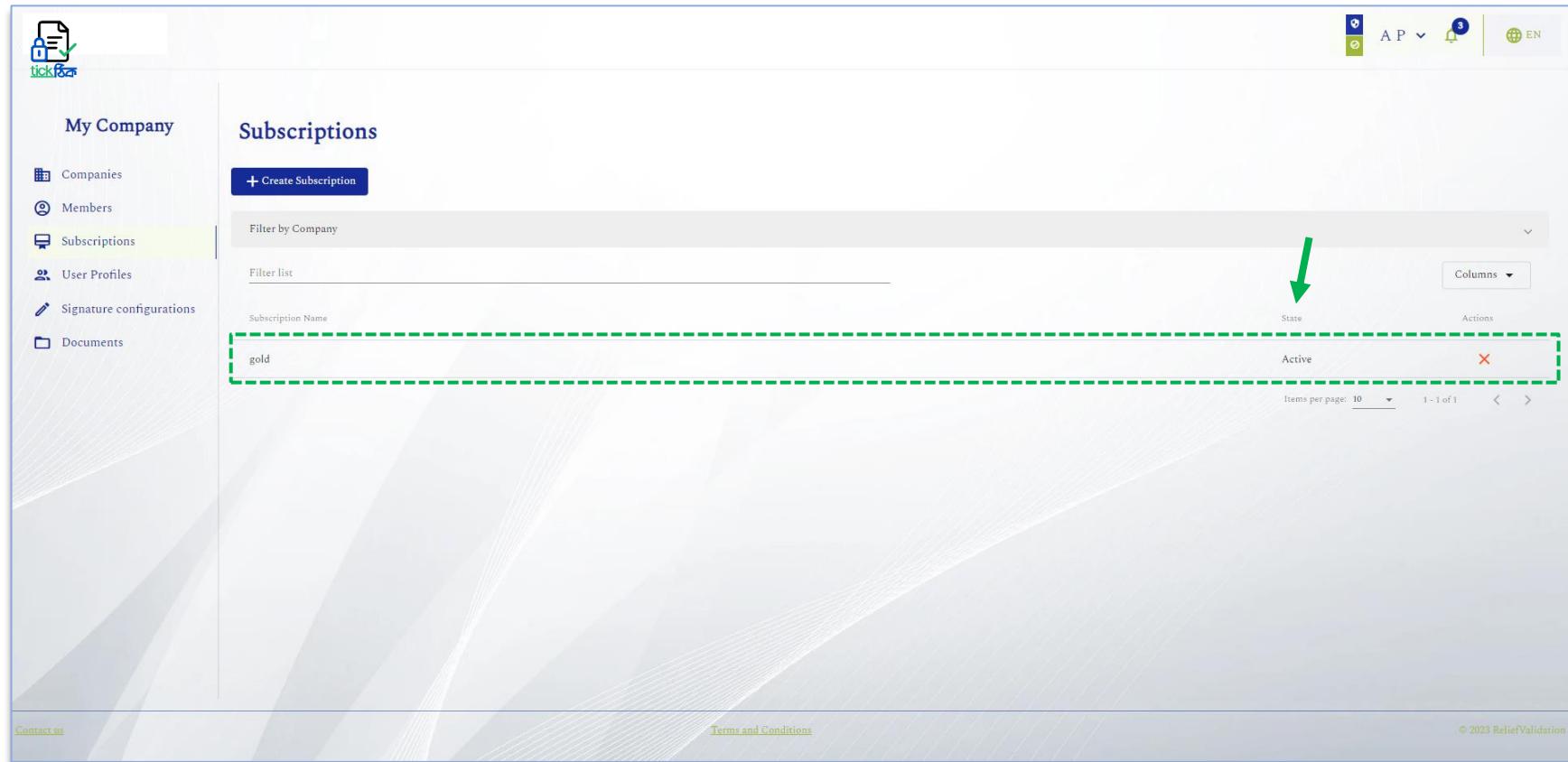
Figure 1: Subscription page

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.

Step 3:

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

Figure 3: Payment page.

Step 4:

After successful payment   a message will pop up.
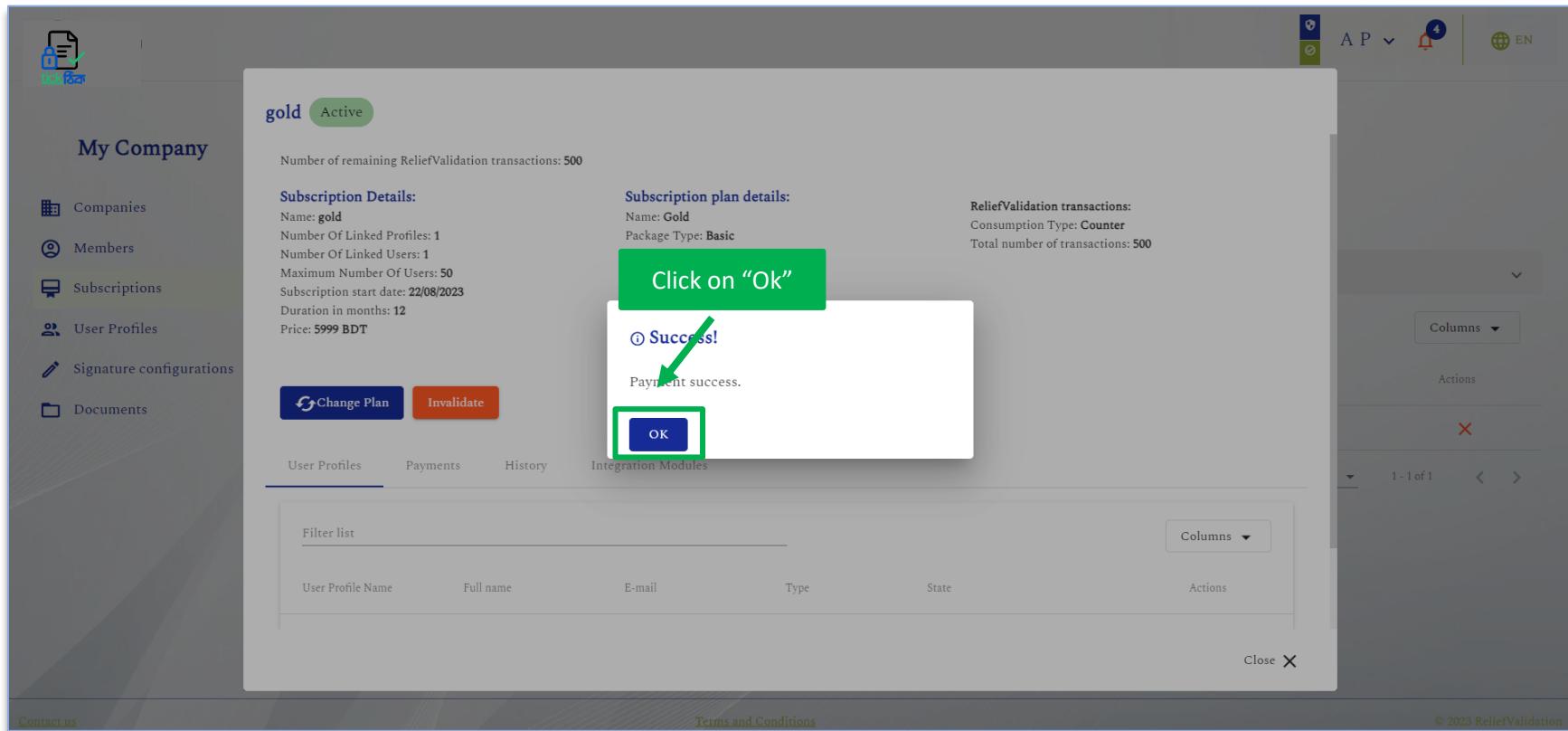
Figure 4: User profile page.

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.

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".

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.
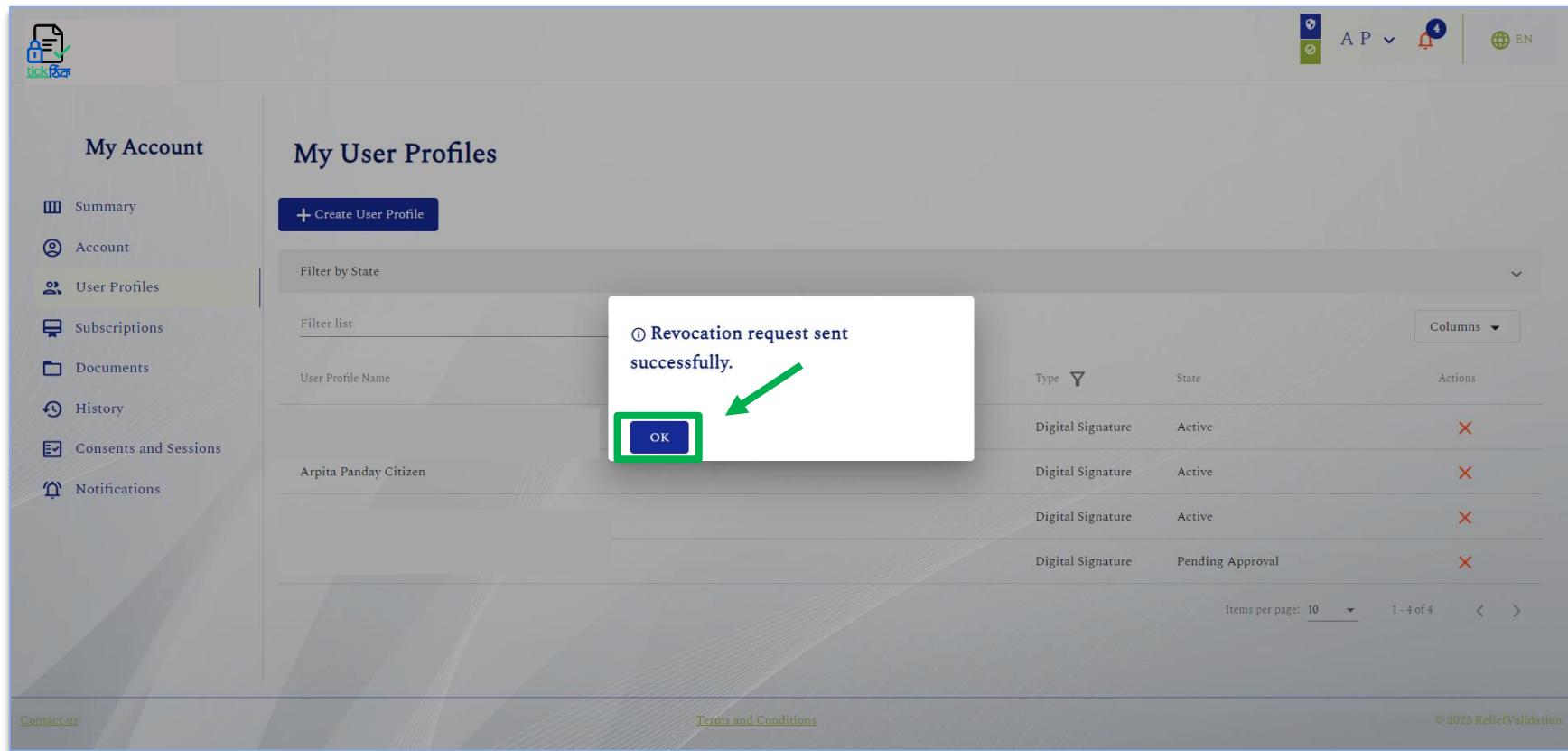
Figure 3: Profile revocation form.

What happens if I lose my Credentials?

After obtaining the victims login credentials scammers can ....

Misuse the account for fraudulent activities. set up accounts for money laundering etc.

Takeover the account fully and

Scammers can take over the account by

1. Login to the portal and change the email address of the victim, to get farther notifications on scammers email.

2. Avail reset credential option to set up the account in a new device of scammer.

3.Sign documents with the victim's identity details.

Together, we can transact safely!

While there are techiniqual safegurd 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.User 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.