



USER GUIDE

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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.

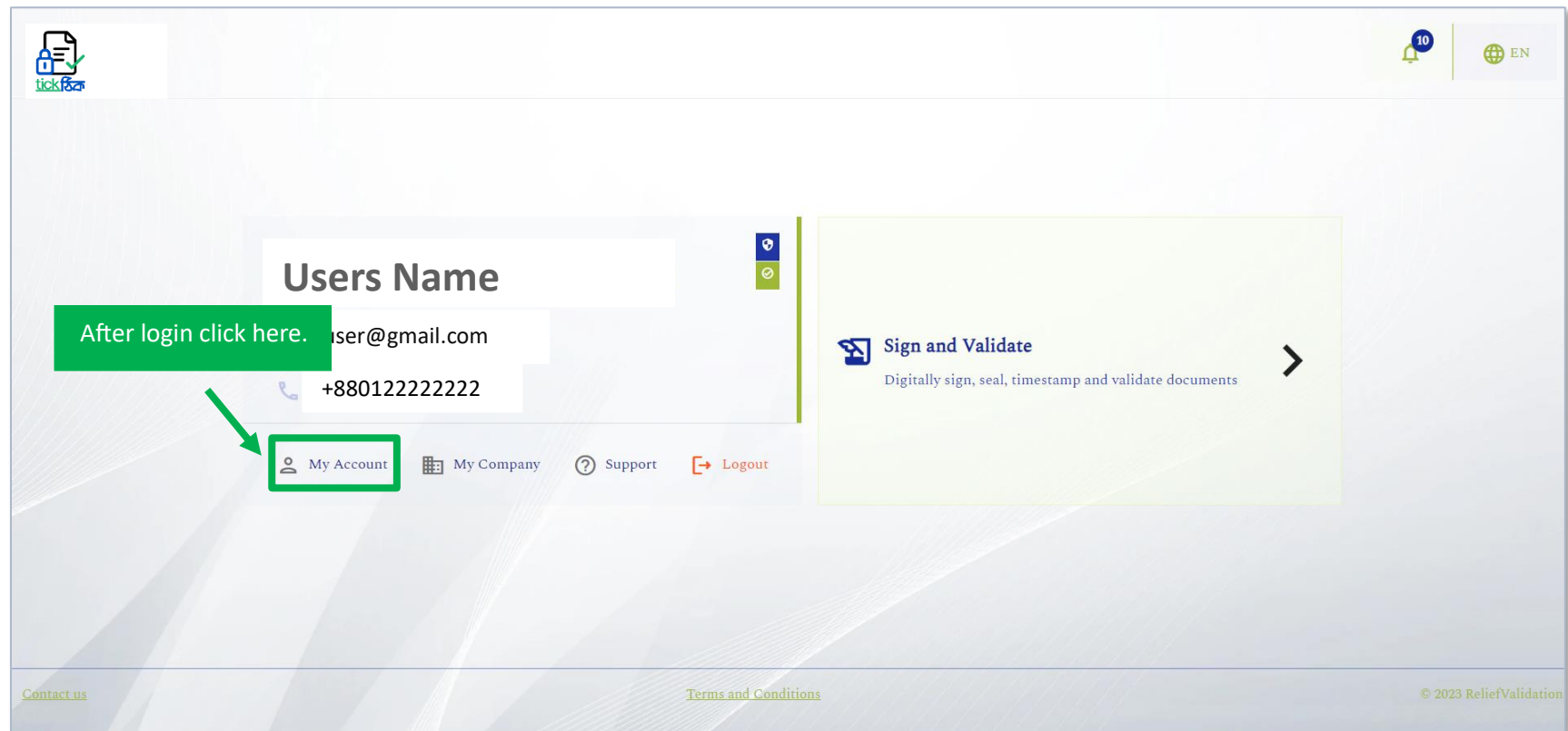


Figure 1: Home page.

Step 2:

Click on “User Profile” for going to the next page.

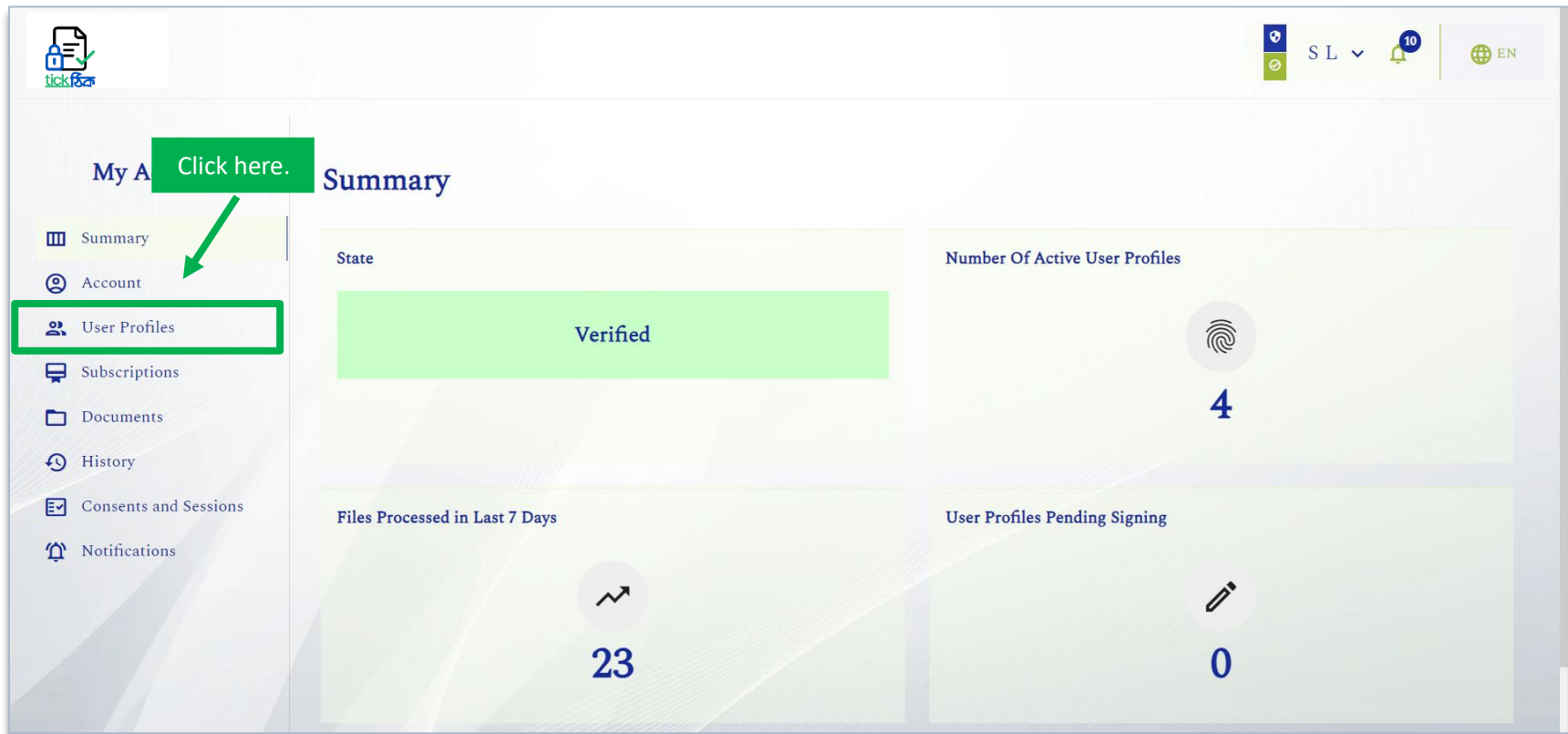


Figure 2: Summary page.

Step 3:

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

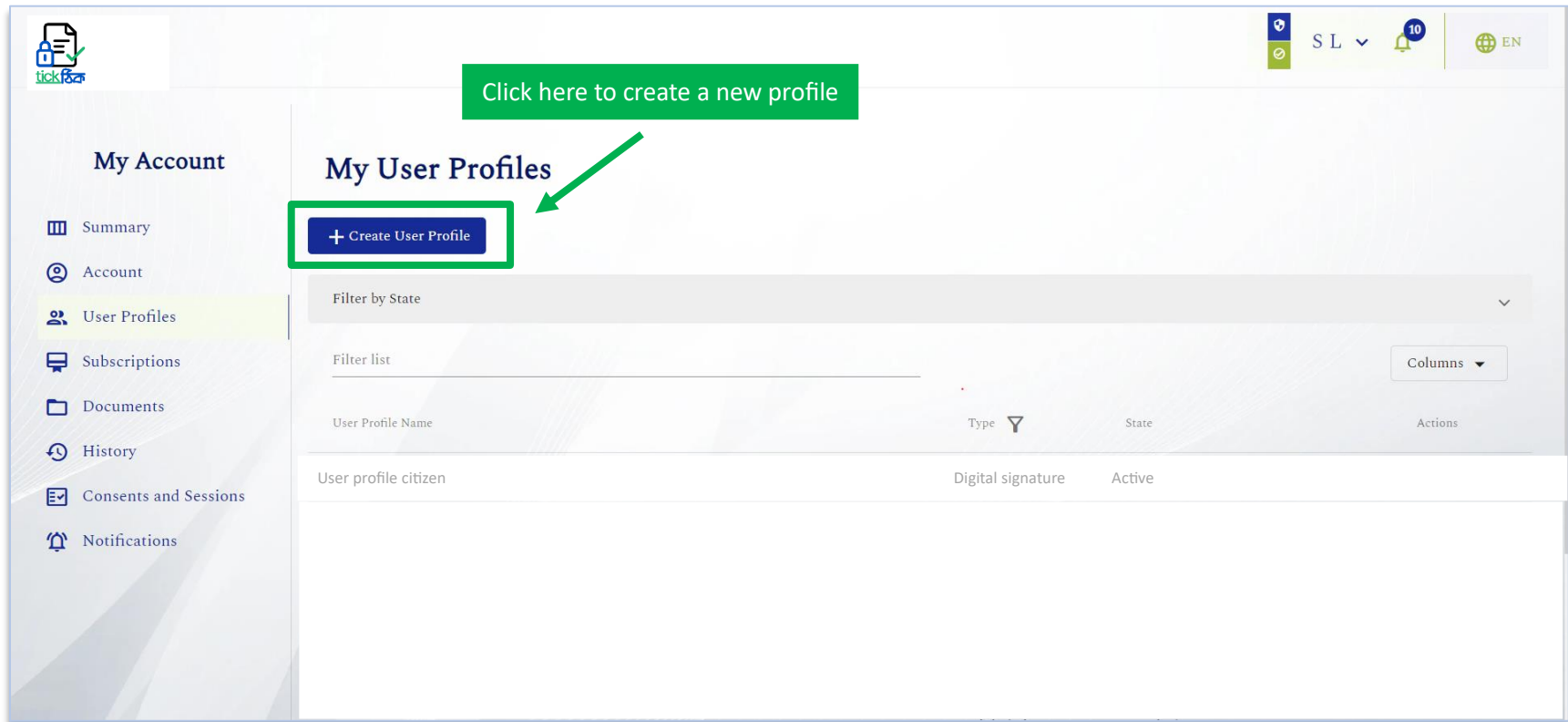


Figure 3: User Profiles Page

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.

New User Profile

Personal info

Fill out the all the required field

User Profile Name *

Initial Name

National Identity Number *

Date of birth * 17/04/2000

E-mail *

First Name *

Last Name *

Phone *

Home phone

Village/House * This field is required!

Road/Block/Sector * This field is required!

Division *

District *

Post Office *

Police Station *

Post Code 7320

Certificate Thumbprint (SHA-256)

Clear Next > Cancel

My Account

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

Columns

Actions

1 - 7 of 7

© 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.

The screenshot shows a web application interface for creating a new user profile. The main form is titled "New User Profile" and has three steps: "Personal info", "Add Supporting Documents", and "Add Subscription". The "Add Supporting Documents" step is currently active. A message says "Please add the following documents to proceed:" followed by a list: "ID Card (both sides)". Below this, there is a section for adding documents. A green dashed box highlights the "Choose file" button, the "Document Type" dropdown (set to "ID Card (both sides)"), the "Comment" field (containing "NID"), and the "+ Add Supporting Document" button. A green text box above the form says "choose file->select document type-> click add supporting document->click on 'Next'". At the bottom of the form, there are "Clear", "Previous", "Next", and "Cancel" buttons. The "Next" button is highlighted in green. The background shows a sidebar with "My Account" and various menu items, and a top navigation bar with user information and language settings.

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 proceed to the next step.

The screenshot shows a web application interface with a sidebar on the left containing menu items: Summary, Account, User Profiles, Subscriptions, Documents, History, Consents and Se, and Notifications. The main content area is titled 'My User Profiles' and displays a 'New User Profile' modal form. The form has two tabs: 'Personal info' (active) and 'Add Subscription'. The 'Personal info' tab contains a 'Subscription' section with a red asterisk and a dropdown menu. Below this is a blue button labeled '+ Add New Subscription'. At the bottom of the form are three buttons: 'Clear' (with a red X icon), 'Previous' (with a green arrow icon), and 'Save' (with a blue checkmark icon). A green callout box with white text is overlaid on the form, stating: 'If you want to create subscription plan from here, please fill the require fields or ignore it and click on “save”'. A green arrow points from the callout box to the 'Save' button. The background shows a table with columns 'Digital Signature' and 'Revoked', and rows 'new' and 'Linta'. The bottom right corner of the page shows 'Items per page: 10' and '1 - 7 of 7'.

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.

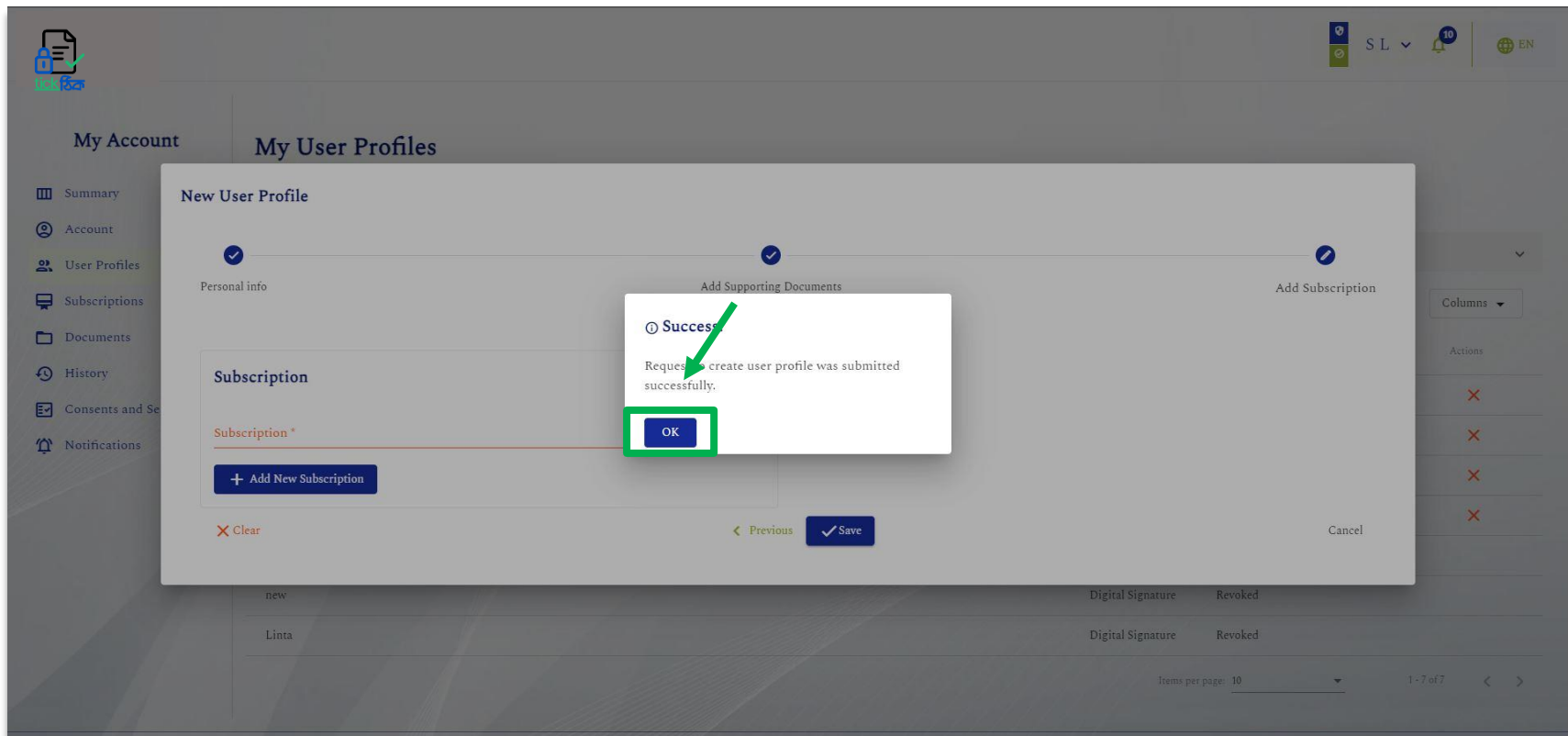


Figure 7: Add subscription page

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 contract and the contract will appear on the User portal.

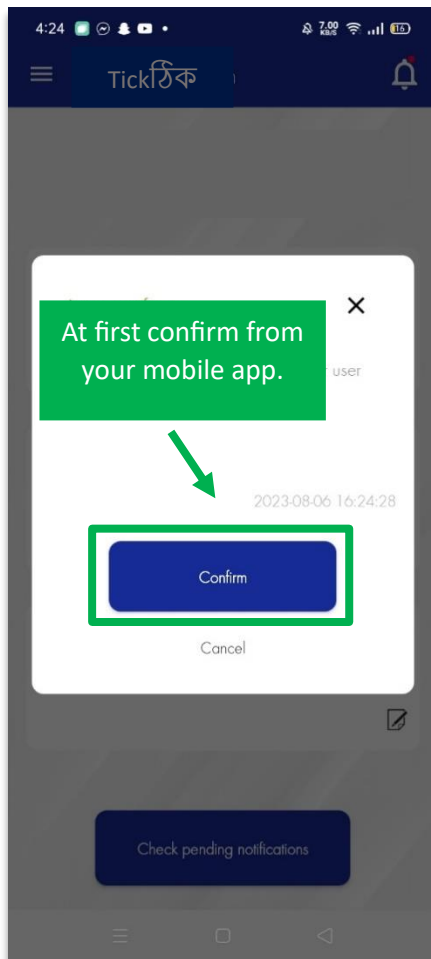


Figure 8: Authenticator app

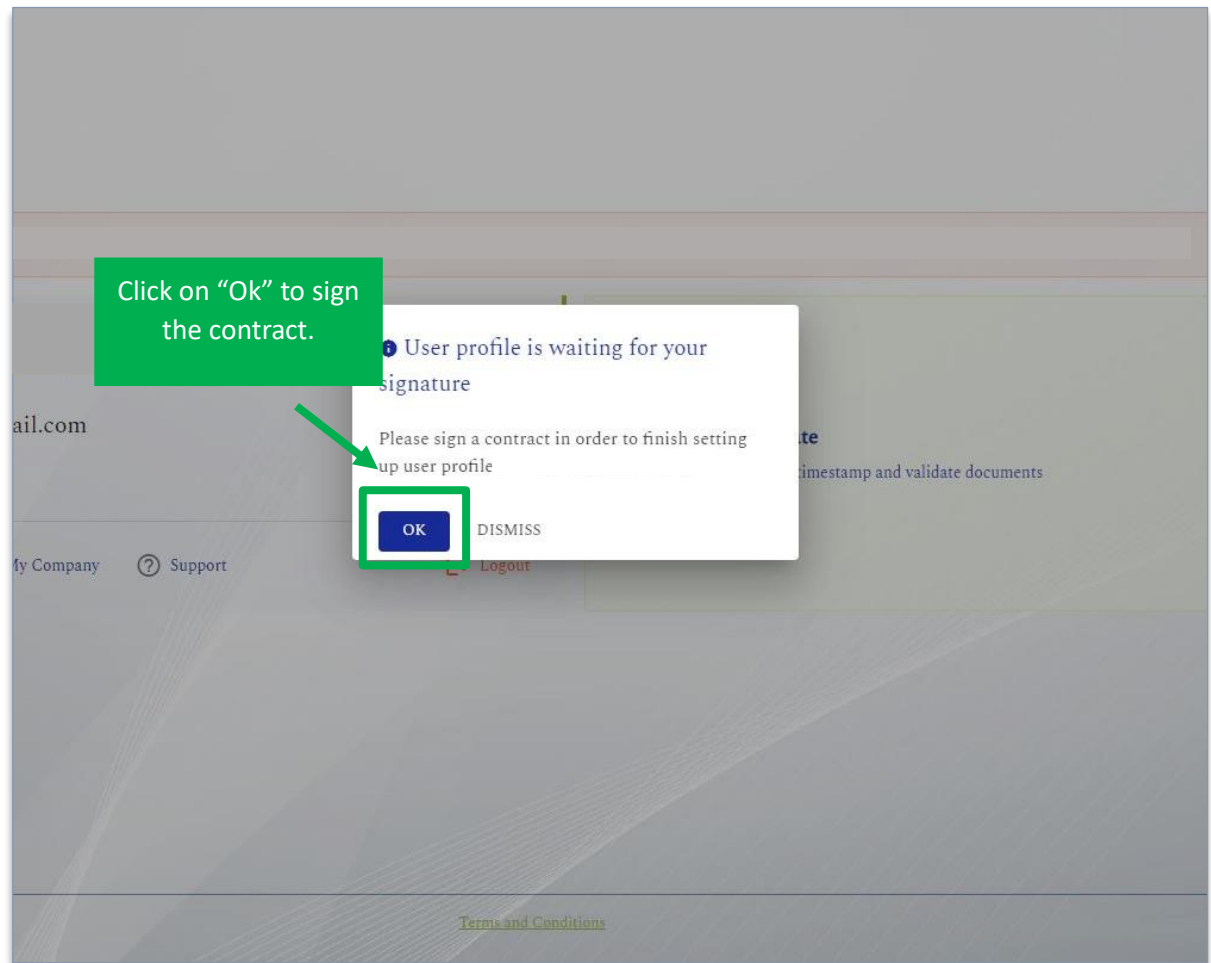


Figure 9: Contract notification on User portal

Step 9:

Here contact will appear for signature. Read the contract 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.

The screenshot shows a web-based contract document titled "UGOVOR o korišćenju CloudID usluga". It includes a "tick" logo and a green checkmark. A green callout box with the text "Read the contract and click here." points to the "Agree and Sign" button at the bottom. The contract details include the provider "NetSeT Global Solutions Beograd", the date "06.08.2023.", and the location "Novi Beograd". The "Agree and Sign" button is highlighted with a green border.

Page 1 / 3

Please read the Contract and proceed with sealing

tick

UGOVOR o korišćenju CloudID usluga

NetSeT Global Solutions Beograd
Broj: Beograd, 2023 godine.

po Uslovima korišćenja CloudID usluga od 01.09.2021. godine

Zaključen dana: 06.08.2023. godine Prodajno mesto:

NetSeT Global Solutions Beograd DOO, Pariske komune 24, 11070 Novi Beograd (izdavalac usluga)

Adresa: Br. Identifikacionog dokumenta (I.k, pasoš)
NIJE DEFINISAN

Kontakt tel:

Dostava računa: Korisnik se opredeljuje za elektronski način dostave računa

✓ Agree and Sign ✗ Deny Signing

Close X

[Terms and Conditions](#)

Figure 10: Contract for new profile

The screenshot shows a mobile application interface with a dark blue header and a white modal window titled "Sign". The modal contains the text "Please confirm signing Cloud certificate contract document(s) with user profile" and a green arrow pointing to a "Confirm" button. Below the "Confirm" button is a "Deny" button. The "Confirm" button is highlighted with a green border. At the bottom of the screen, there is a "Check pending notifications" button.

4:34

Tick

Sign

Please confirm signing Cloud certificate contract document(s) with user profile

63

2023-08-06 16:33:24

Confirm

Deny

Check pending notifications

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”.

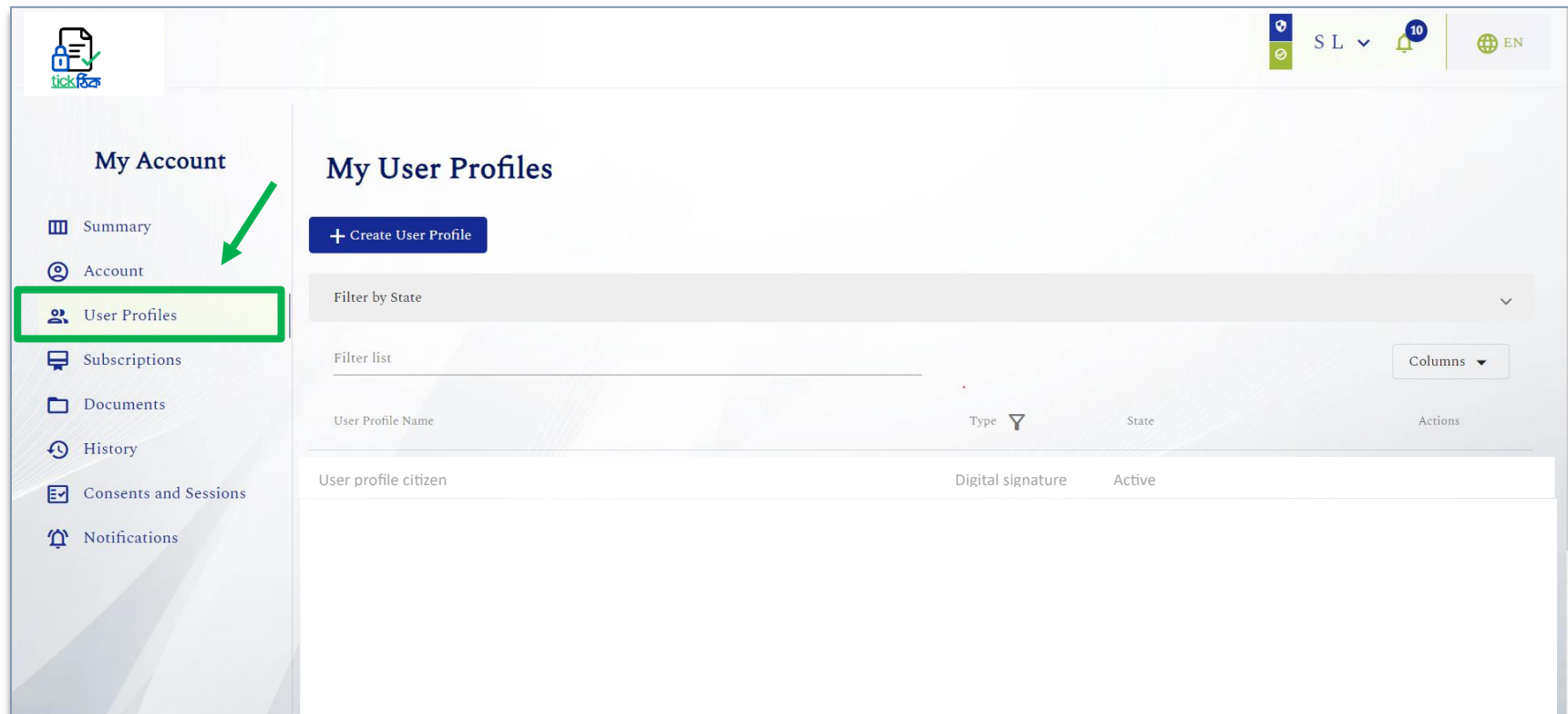


Figure 1: User Profiles Page

Step 2:

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

The screenshot displays the 'My User Profiles' page. On the left, a sidebar titled 'My Account' includes links for Summary, Account, User Profiles (highlighted), Subscriptions, Documents, History, Consents and Sessions, and Notifications. The main content area is titled 'My User Profiles' and features a '+ Create User Profile' button. Below this is a 'Filter by State' dropdown and a 'Filter list' input field. A table lists user profiles with columns: User Profile Name, Type (with a dropdown arrow), State, and Actions. The first row, 'User profile citizen', is highlighted with a green border. The table also includes a 'Columns' dropdown in the top right corner.

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

Figure 2: User Profiles Page

Step 3:

Click on “subscription” to select your subscription plan.

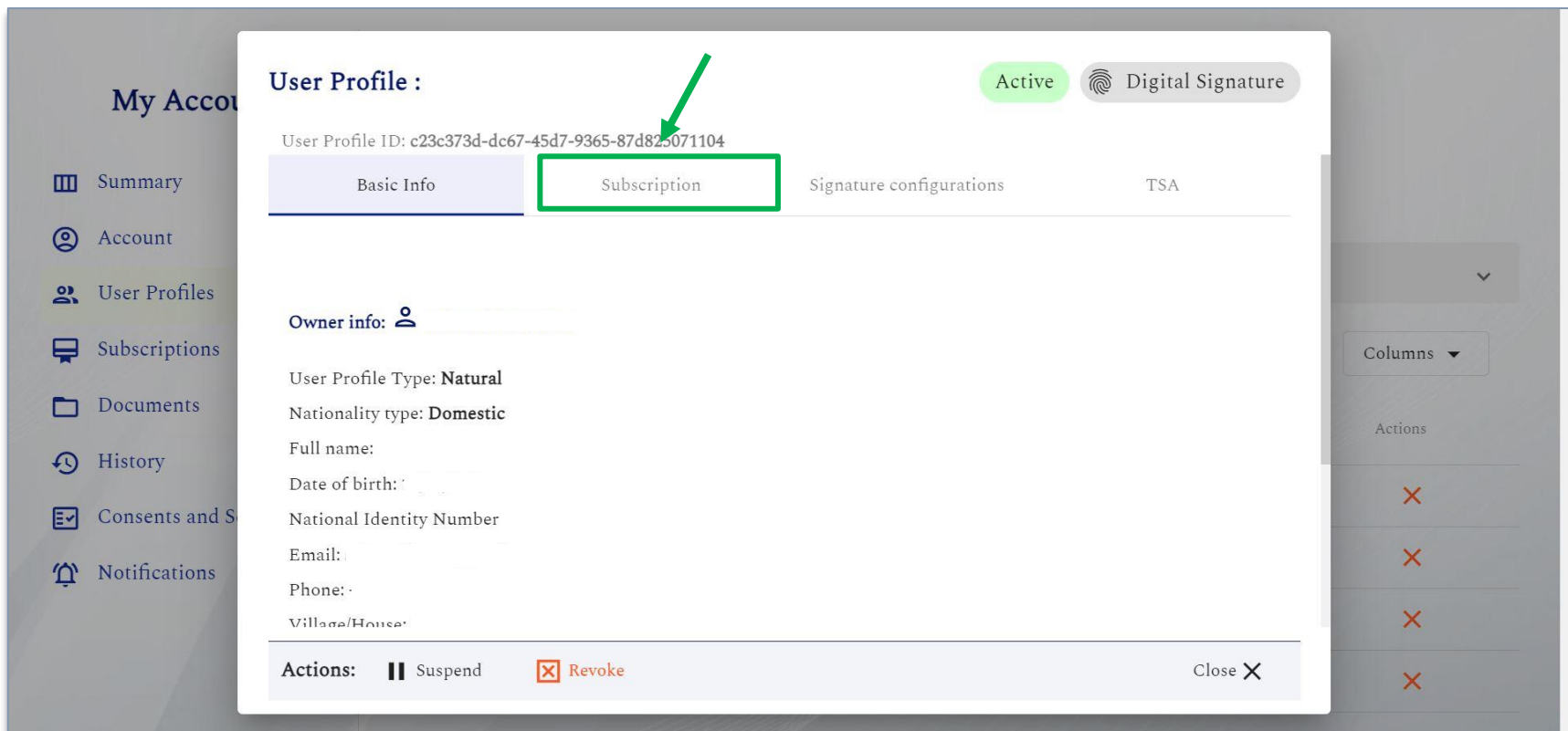


Figure 3: User Profiles Page.

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.

My Account


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

User Profile : Active Digital Signature

User Profile ID: 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: || Suspend  Revoke Close X

Figure 4: User Profiles Page

Step 5:

Click on “Change plan” to avail new package.

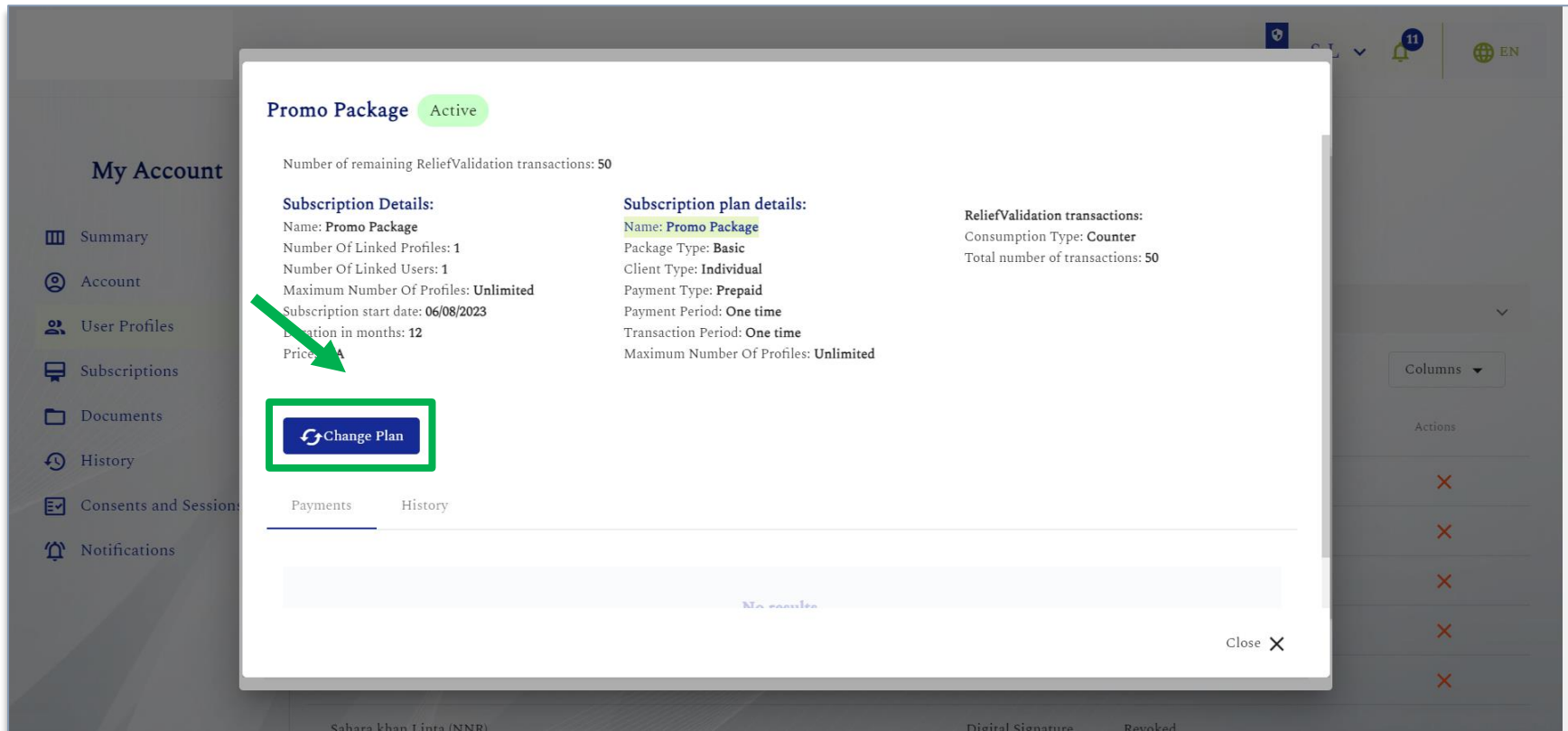


Figure 5: User Profiles Page

Step 6:

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

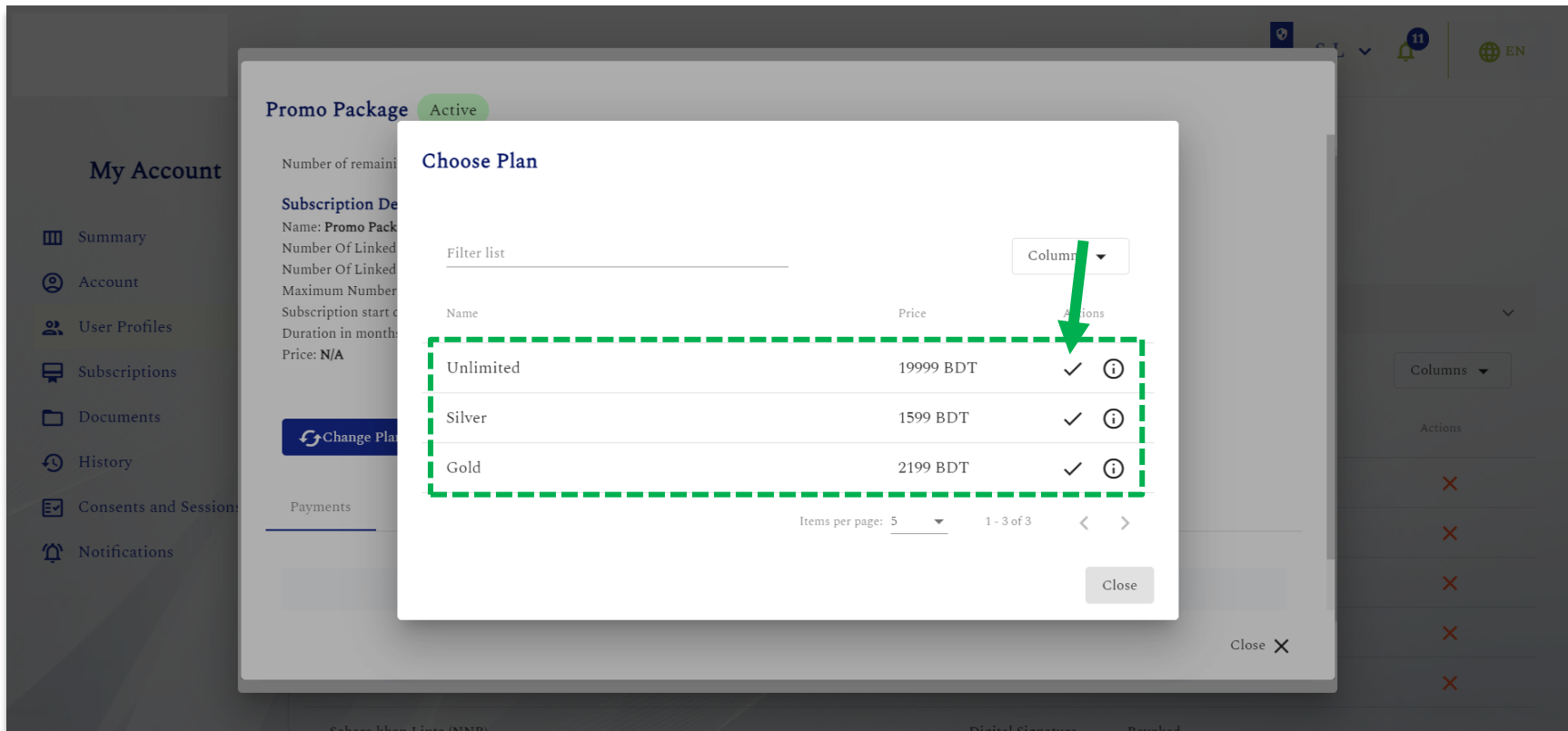


Figure 6: Subscription option

Step 7:

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

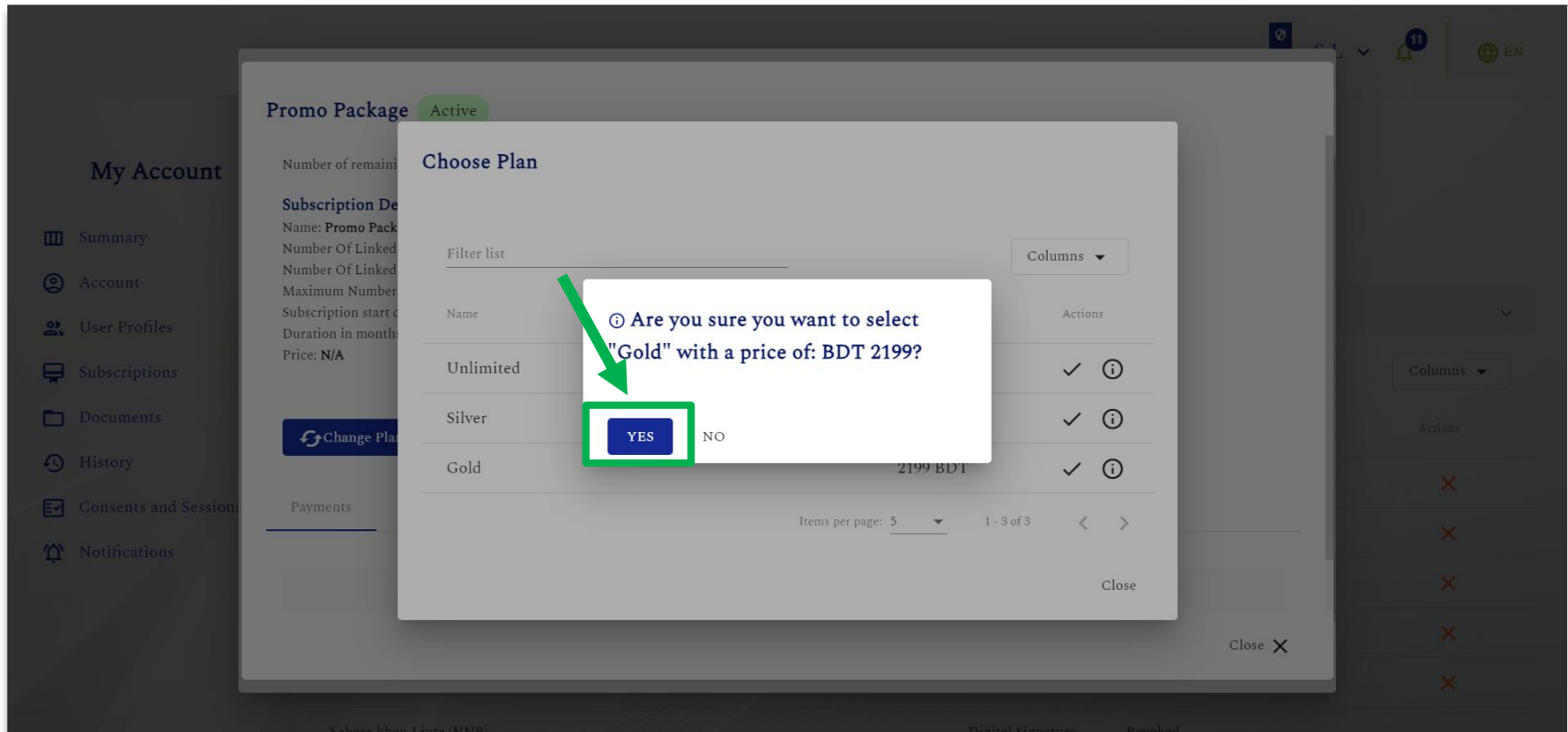
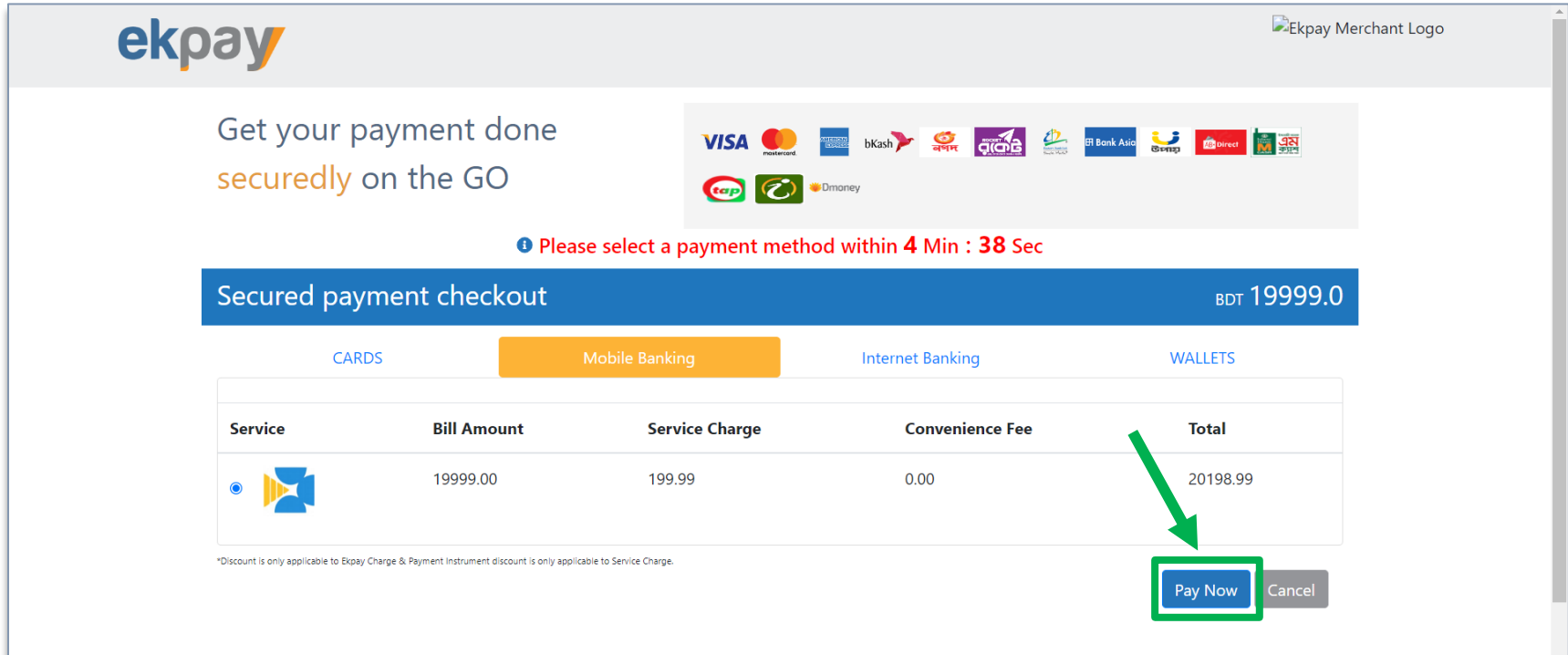



Figure 7: Subscription option payment

Step 8:

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



The screenshot shows the Ekpay checkout page. At the top, the Ekpay logo is on the left and 'Ekpay Merchant Logo' is on the right. Below the logo, the text 'Get your payment done securedly on the GO' is displayed. To the right of this text is a row of payment method logos including VISA, Mastercard, bKash, and others. Below the logos, a red timer message says 'Please select a payment method within 4 Min : 38 Sec'. A blue banner at the top of the payment section reads 'Secured payment checkout' with 'BDT 19999.0' on the right. Below the banner are four tabs: 'CARDS', 'Mobile Banking' (highlighted in orange), 'Internet Banking', and 'WALLETS'. Under the 'Mobile Banking' tab is a table with the following data:

Service	Bill Amount	Service Charge	Convenience Fee	Total
	19999.00	199.99	0.00	20198.99

Below the table, a green arrow points from the 'Total' column to a 'Pay Now' button, which is highlighted with a green box. A 'Cancel' button is also visible next to it. A small disclaimer at the bottom left states: '*Discount is only applicable to Ekpay Charge & Payment Instrument discount is only applicable to Service Charge.'

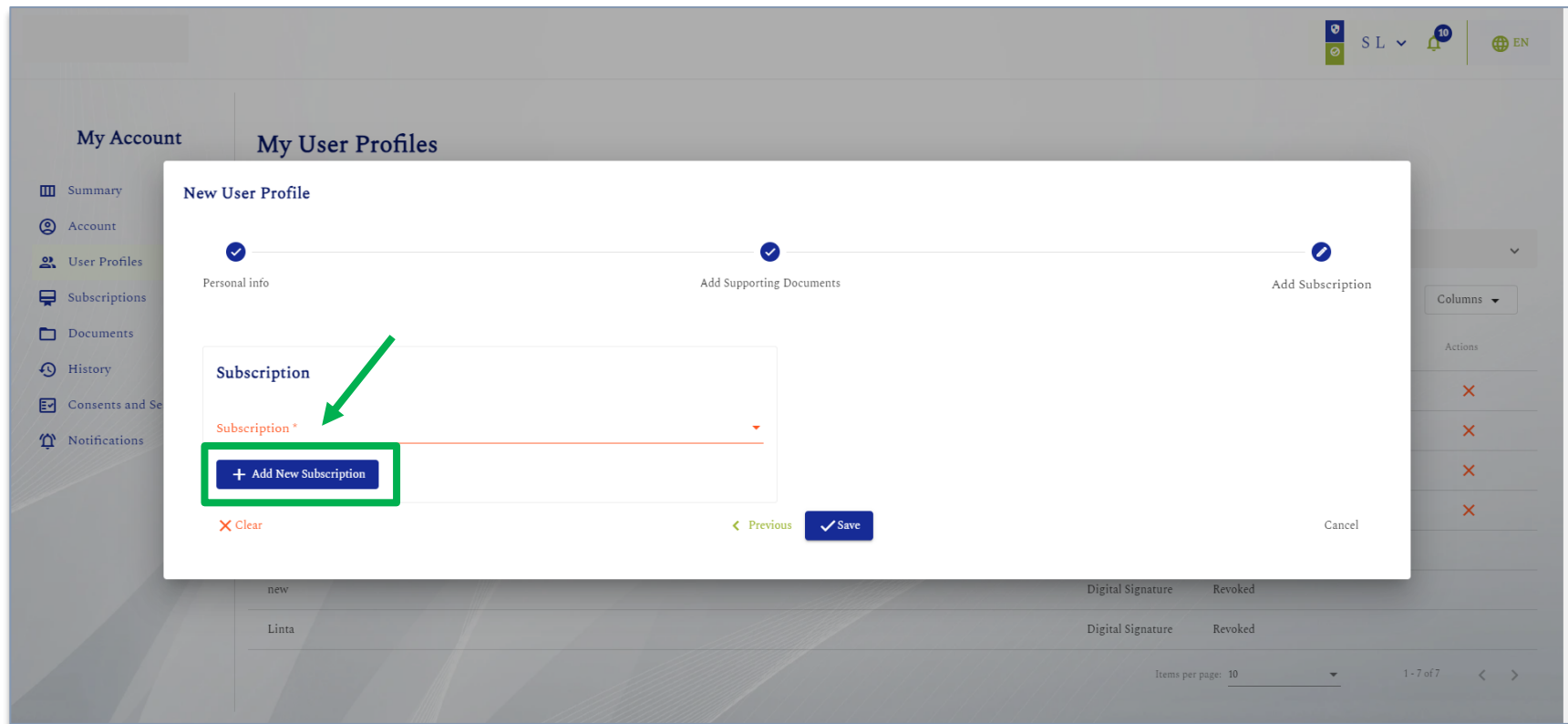
Figure 8: Subscription option payment

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.



The screenshot displays a web application interface with a sidebar menu on the left containing 'My Account' and 'My User Profiles'. The 'My User Profiles' section is active, showing a 'New User Profile' modal. The modal has a progress bar with three steps: 'Personal info' (completed), 'Add Supporting Documents' (completed), and 'Add Subscription' (current step). The 'Add Subscription' step contains a 'Subscription' dropdown menu with a red asterisk indicating a required field. A green arrow points to the '+ Add New Subscription' button, which is highlighted with a green box. Below the dropdown are 'Clear', 'Previous', and 'Save' buttons. The background shows a table with columns for 'new', 'Lintä', 'Digital Signature', and 'Revoked', and a footer with 'Items per page: 10' and '1 - 7 of 7'.

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.

The screenshot shows a 'New User Profile' modal with three tabs: 'Personal info', 'Documents', and 'Add Subscription'. The 'Add Subscription' tab is active. Inside this tab, there is a 'New Subscription' section. This section contains three input fields: 'Subscription Plan' (a dropdown menu), 'Name' (a text input), and 'Currency' (a dropdown menu). These three fields are enclosed in a dashed green border. A green arrow points from a green text box to the 'Subscription Plan' dropdown. The green text box contains the text: 'Provide the necessary details and then click on "save"'. Below the input fields is a blue button labeled 'Select Existing'. At the bottom of the modal, there are three buttons: 'Clear' (with a red 'X' icon), 'Previous' (with a green arrow icon), and 'Save' (with a blue checkmark icon). The 'Save' button is highlighted with a solid green border. To the right of the 'Save' button is a 'Cancel' button. The background of the modal shows a sidebar with 'My Account' and various menu items like 'Summary', 'Account', 'User Profile', 'Subscription', 'Documents', 'History', 'Consents and', and 'Notification'.

Figure 10: New subscription

Step 3:

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

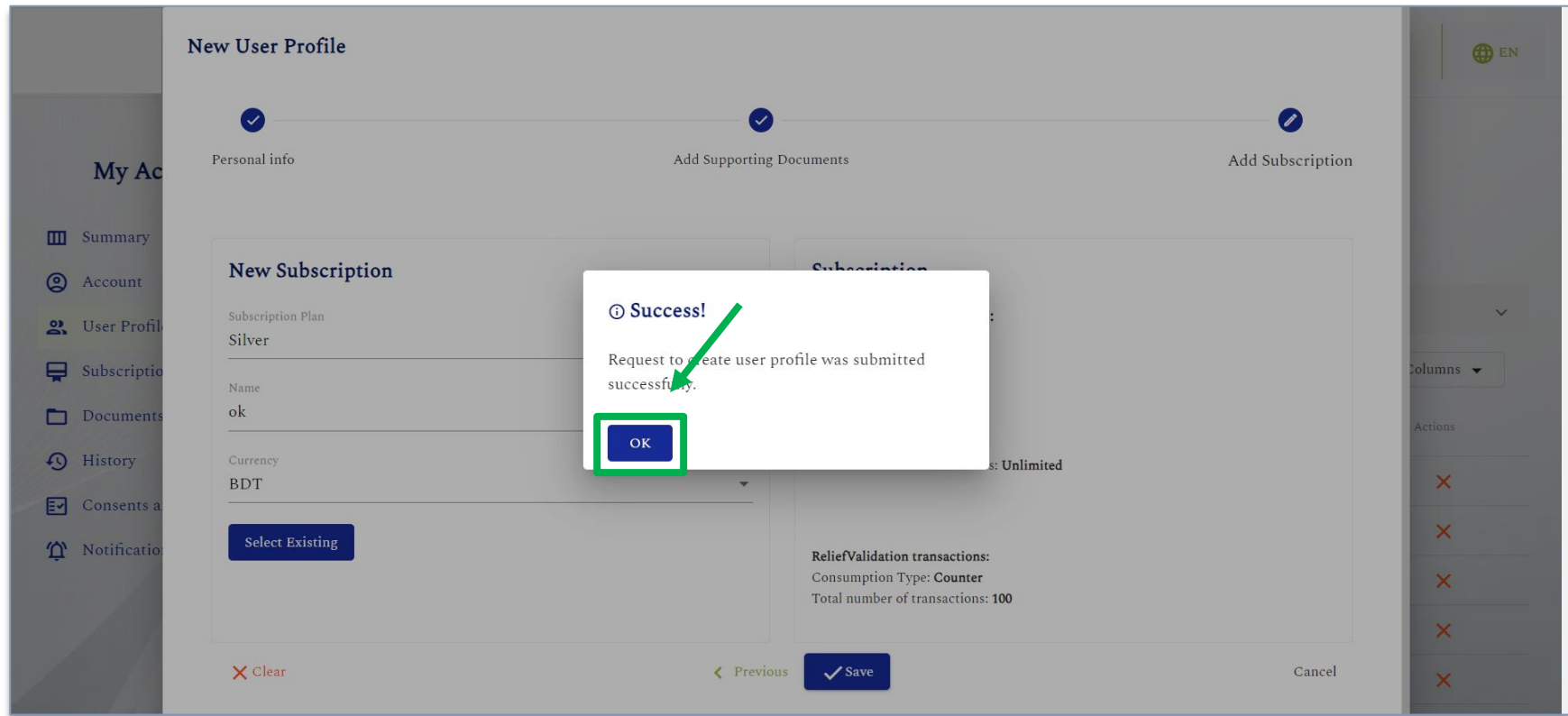


Figure 11: Profile creation confirmation

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

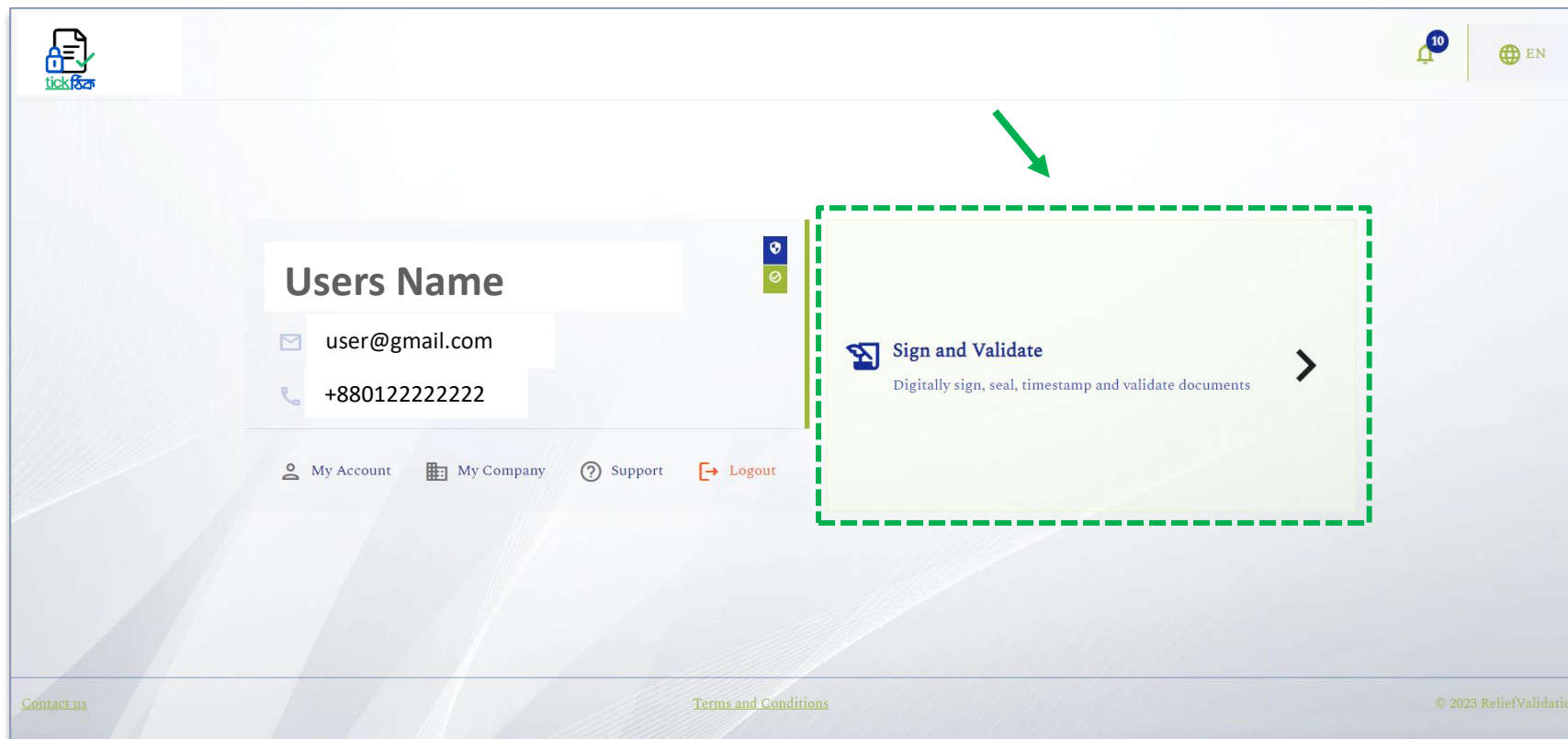


Figure 1: Home page.

Step 2:

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

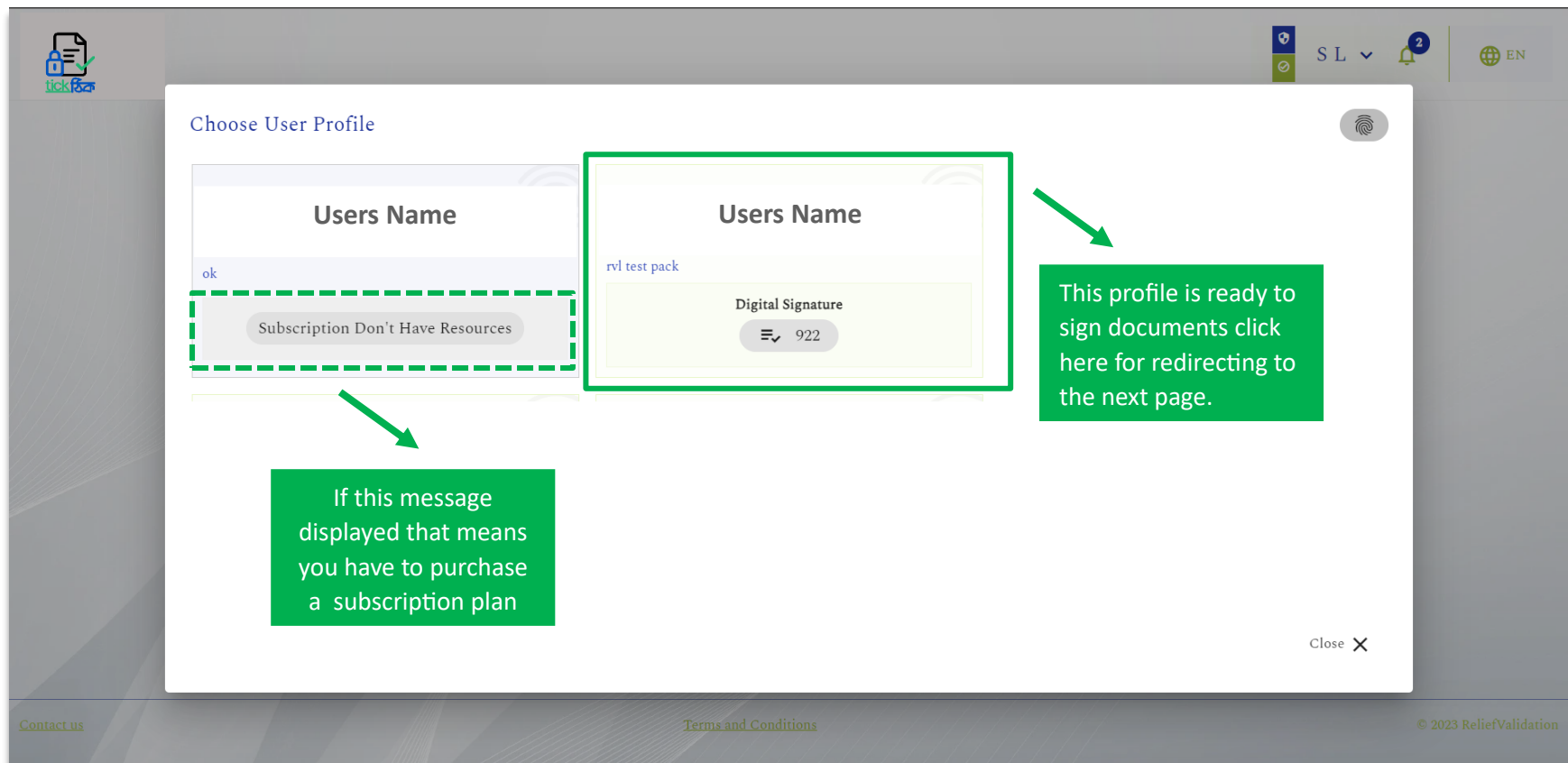


Figure 2: Sign and validate page.

Step 3:

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

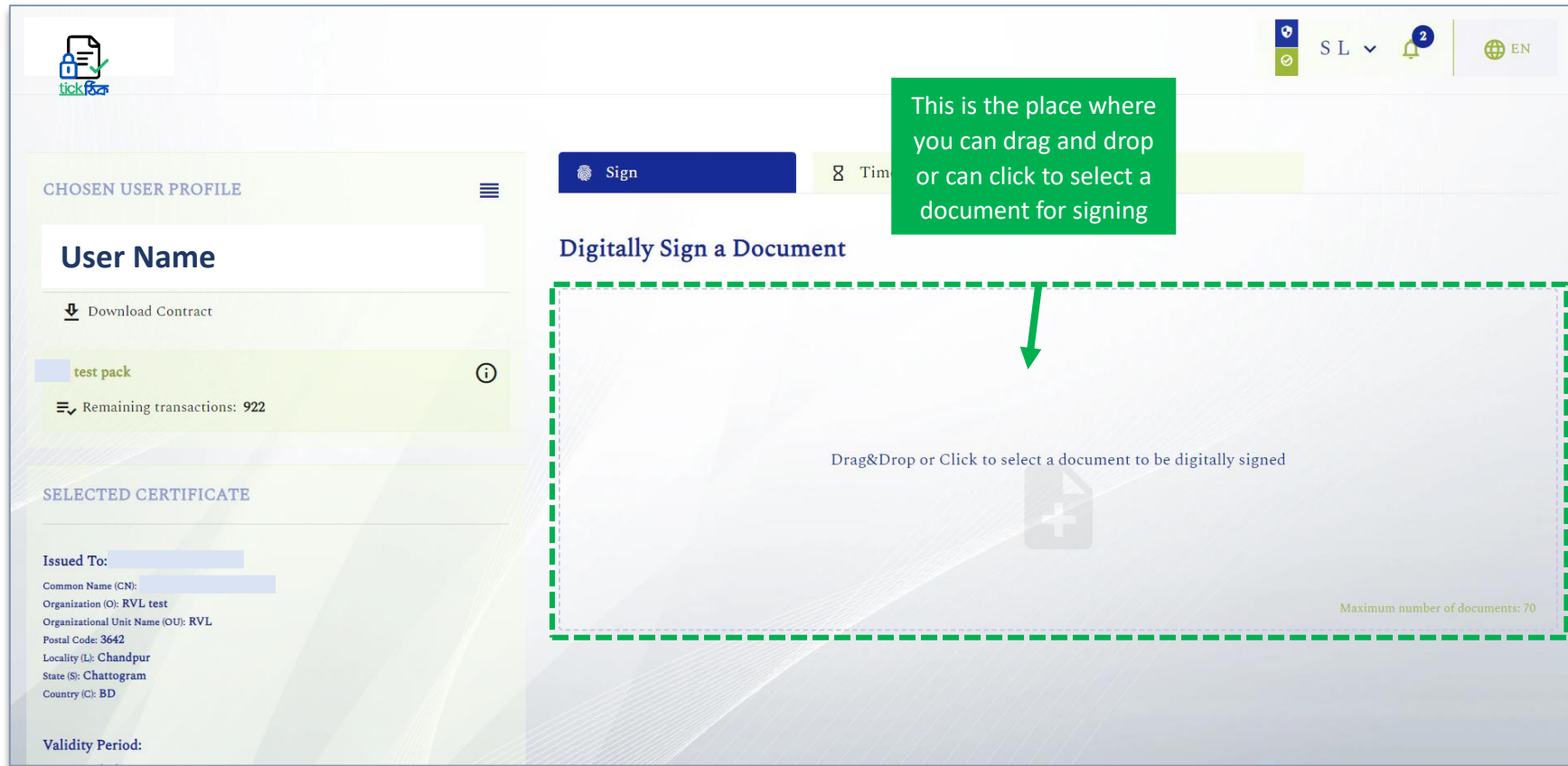


Figure 3: Signing page.

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.

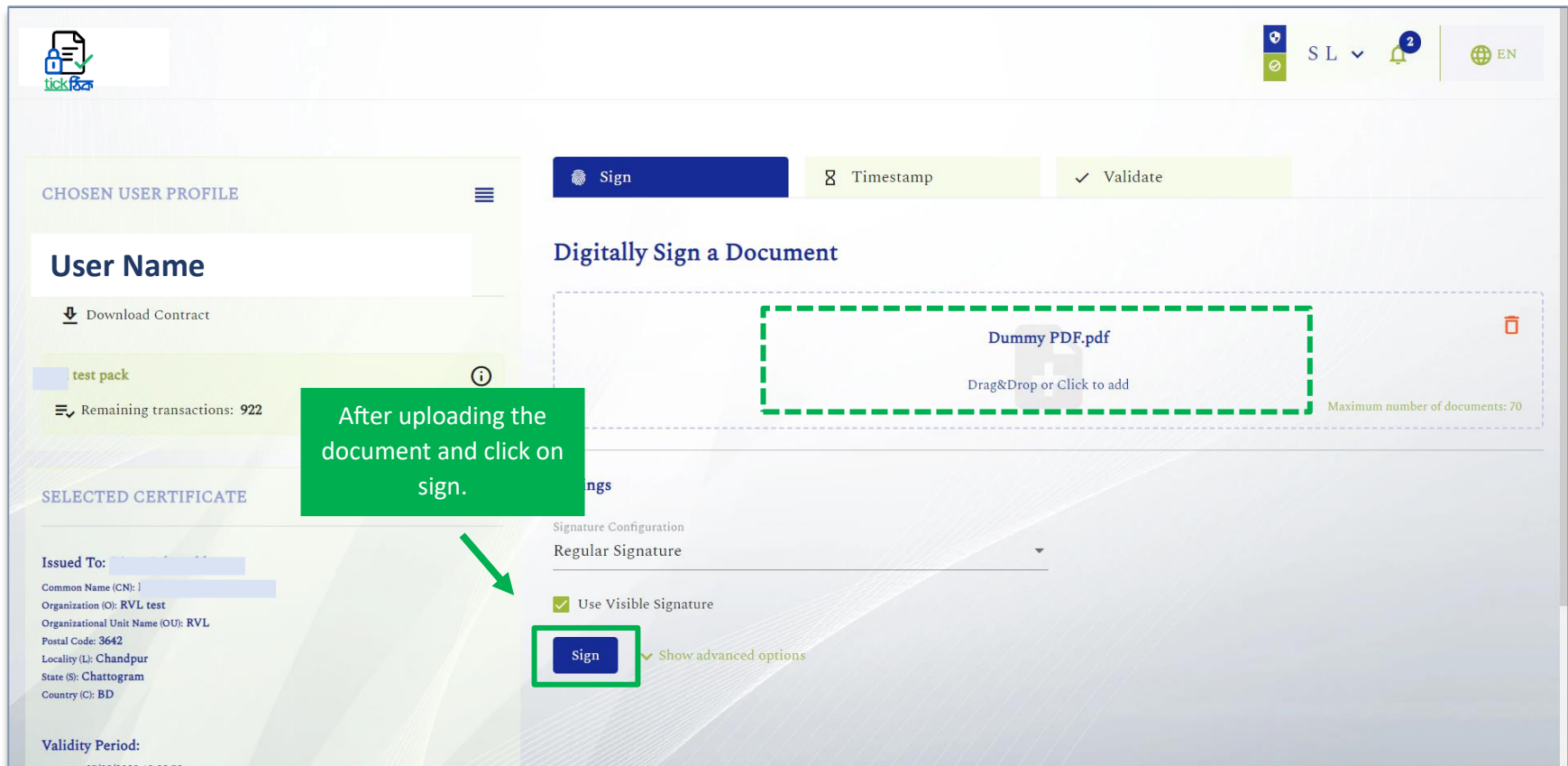


Figure 4: Signing page.

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 Tickচিক's mobile authentication application.

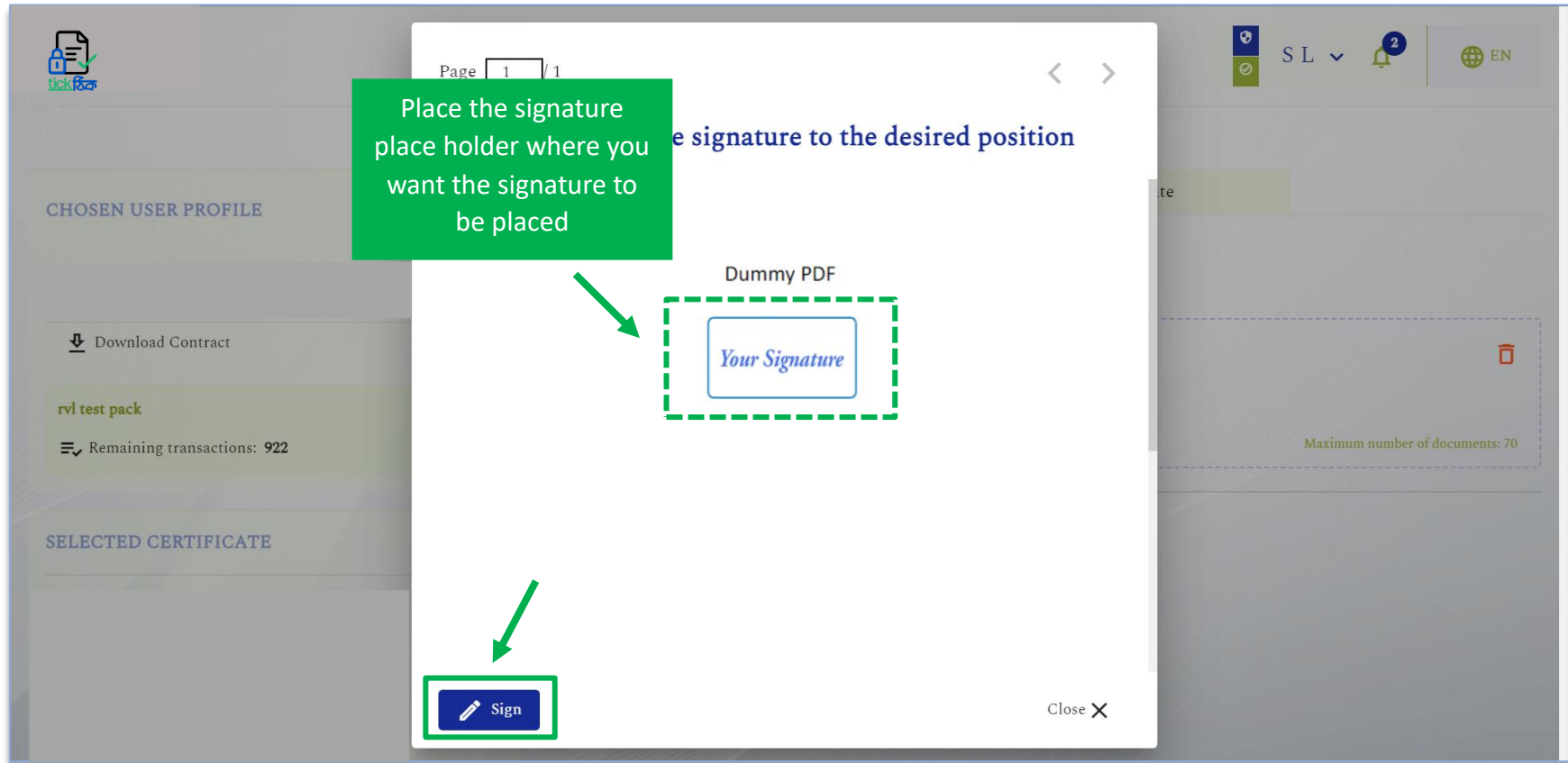


Figure 5: Signing Document.

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.

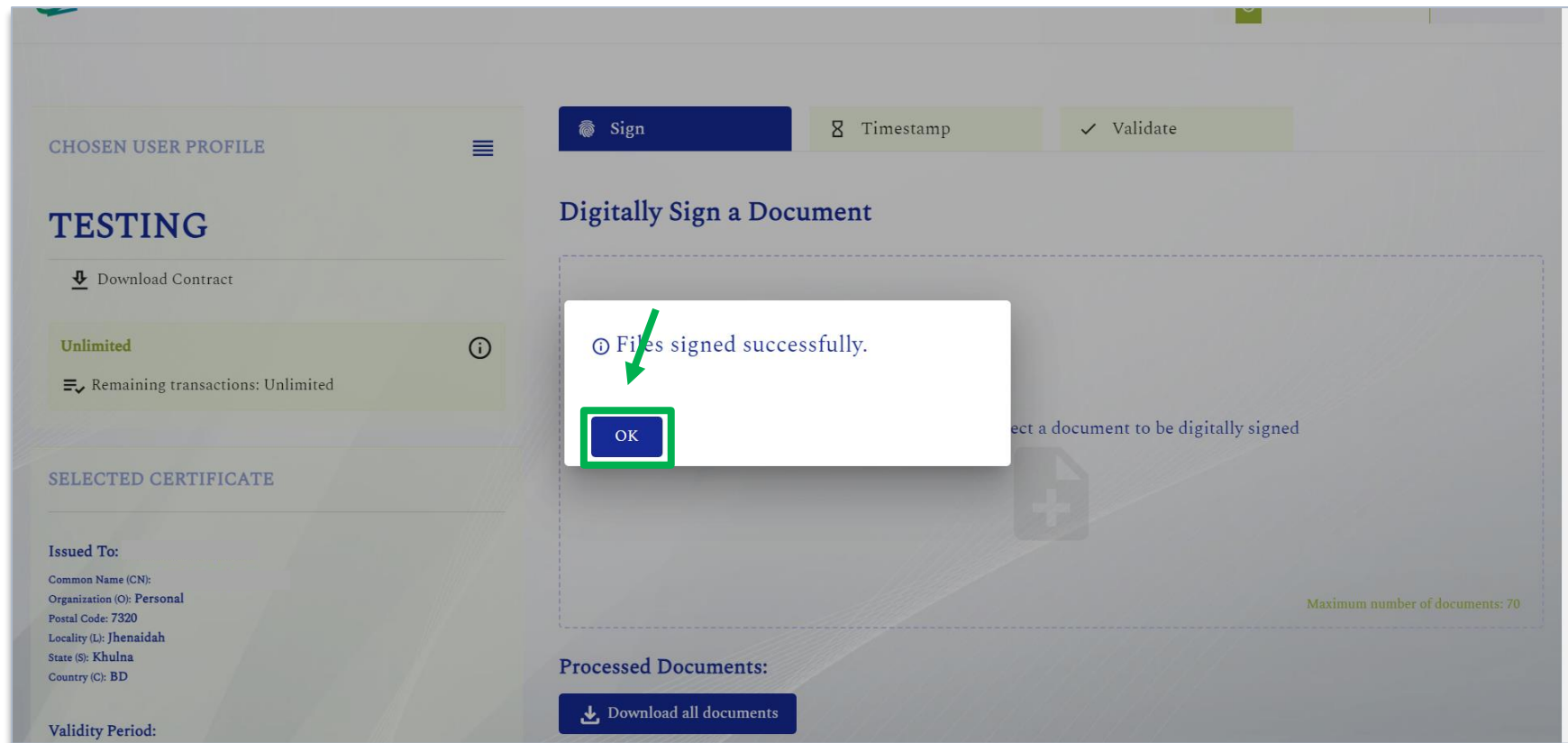


Figure 6: Successfully signed document

Step 7:

Click on the view option for viewing the signed document.

The screenshot displays a web application for digital signing. On the left, a sidebar contains a 'CHOSEN USER PROFILE' section with a 'Download Contract' button and a 'Remaining transactions: 919' indicator. Below this is a 'SELECTED CERTIFICATE' section showing details for an issued certificate, including the common name, organization, and validity period. The main area is titled 'Digitally Sign a Document' and features a large dashed box for document upload. Below the upload area, a 'Processed Documents' table lists a document named 'Dummy PDF.pdf' with a status of 'PDF Document' and a green checkmark. A green callout box with an arrow points to the 'view' icon (a document with a magnifying glass) in the 'Actions' column of the table. The bottom of the interface shows pagination information: 'Items per page: 5' and '1 - 1 of 1'.

CHOSEN USER PROFILE

Download Contract

rvt test pack

Remaining transactions: 919

SELECTED CERTIFICATE

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

Validity Period:

Starts on: 05/08/2023 10:32:58

Expires on: 05/08/2024 10:32:58

Show Details

Sign

Timestamp

Validate

Digitally Sign a Document

Drag&Drop or Click to select a document to be digitally signed

Processed Documents:

Download all documents

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

Items per page: 5

1 - 1 of 1

Click on the view button to view the signed document.

Figure 7: Successfully signed document

Step 8:

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

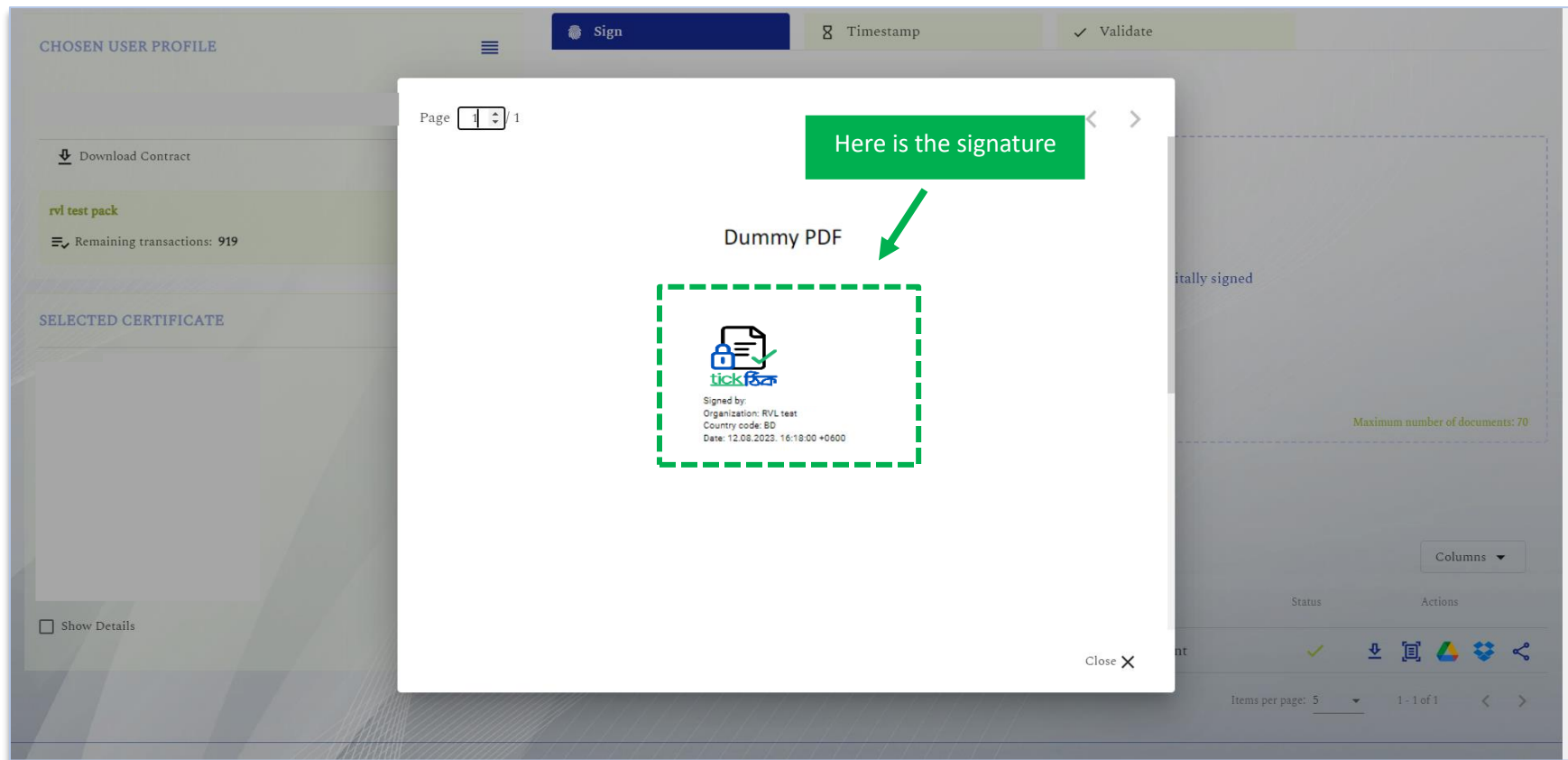


Figure 8: Viewing signed document

Step 9:

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

The screenshot displays the 'Digitally Sign a Document' interface. On the left, a sidebar shows the 'CHOSEN USER PROFILE' for 'TESTING' with a 'Download Contract' button and 'Unlimited' transaction status. Below this is the 'SELECTED CERTIFICATE' section, detailing the issued-to information (Common Name, Organization, Postal Code, Locality, State, Country) and the validity period (Starts on: 06/08/2023 12:31:27, Expires on: 06/08/2024 12:31:27). The main area features a 'Digitally Sign a Document' header with tabs for 'Sign', 'Timestamp', and 'Validate'. A large dashed box prompts the user to 'Drag&Drop or Click to select a document to be digitally signed'. Below this, a 'Processed Documents:' section contains a 'Download all documents' button. At the bottom, a table lists the processed documents. The first row shows 'Dummy PDF.pdf' as a 'PDF Document' with a status of '✓'. The 'Actions' column for this document includes a download icon (a blue square with a white downward arrow), which is highlighted by a green box and a green arrow pointing to it from a text box that says 'Click here for downloading the format you have uploaded.'.

CHOSEN USER PROFILE

TESTING

Download Contract

Unlimited

Remaining transactions: Unlimited

SELECTED CERTIFICATE

Issued To:
Common Name (CN):
Organization (O): Personal
Postal Code: 7320
Locality (L): Jhenaidah
State (S): Khulna
Country (C): BD

Validity Period:
Starts on: 06/08/2023 12:31:27
Expires on: 06/08/2024 12:31:27

☐ Show Details

Digitally Sign a Document





Sign Timestamp Validate

Drag&Drop or Click to select a document to be digitally signed

Click here if you want to download in zip format.

Processed Documents:

Download all documents

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

Items per page: 5 1 - 1 of 1

Click here for downloading the format you have uploaded.

Figure 9: Downloading documents.

Step 10:

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

The screenshot displays a web application interface for digital document signing. On the left, a sidebar shows the 'CHOSEN USER PROFILE' for 'TESTING', including a 'Download Contract' button, 'Unlimited' transaction status, and certificate details. The main area is titled 'Digitally Sign a Document' and features a large dashed box for document upload. Below this, a 'Processed Documents:' section contains a 'Download all documents' button and a table of processed documents. The table has columns for Document Name, Document Type, Status, and Actions. A document named 'Dummy PDF.pdf' is listed with a status of '✓'. The 'Actions' column for this document contains three icons: Google Drive, Dropbox, and Email, which are highlighted by a green box and a green arrow pointing to them from a text box that says 'Click on your desired sharing option'. The footer includes 'Contact us', 'Terms and Conditions', and '© 2023 ReliefValidation'.




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

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.

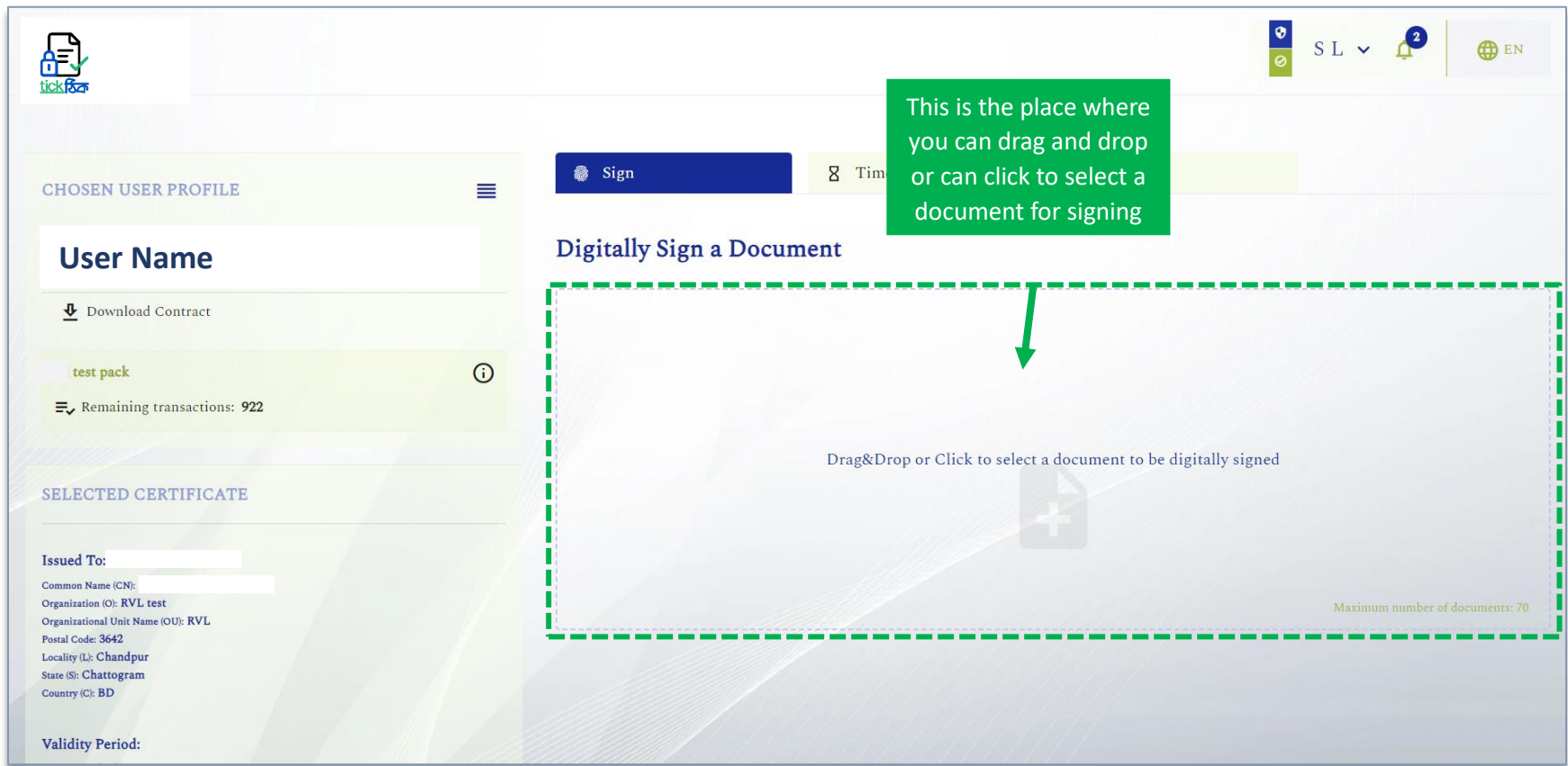


Figure 1: Signing page.

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, the 'User Name' section displays 'rvl test pack' and 'Remaining transactions: 872'. Below this, the 'SELECTED CERTIFICATE' section shows details for 'Issued To: [redacted]', including Common Name (CN), Organization (O), Organizational Unit Name (OU), Postal Code, Locality (L), State (St), and Country (C). The 'Validity Period' is also shown, starting on 05/08/2023 and expiring on 05/08/2024. A 'Show Details' checkbox is present.

The main area is titled 'Digitally Sign a Document'. It features a 'Files:' section with a 'Remove all documents' button. Below this is a table of documents:

Document Name	Document Type	Visible signature	Actions
Dummy PDF.pdf	PDF Document	<input type="checkbox"/>	
Dummy time stamping.pdf	PDF Document	<input type="checkbox"/>	

Annotations include a green box pointing to the 'Visible signature' checkbox with the text 'Click on "visible signature" for having visible signature in the documents'. Another green box points to the 'Apply same signature position on every document(s)' checkbox with the text 'Check if you want to place your signature in the same position of every document.' The 'Sign' button is highlighted with a green box.

At the bottom, the 'Settings' section shows 'Signature Configuration' set to 'Regular Signature' and the 'Apply same signature position on every document(s)' checkbox. A 'Sign' button and a 'Show advanced options' link are also visible.

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.

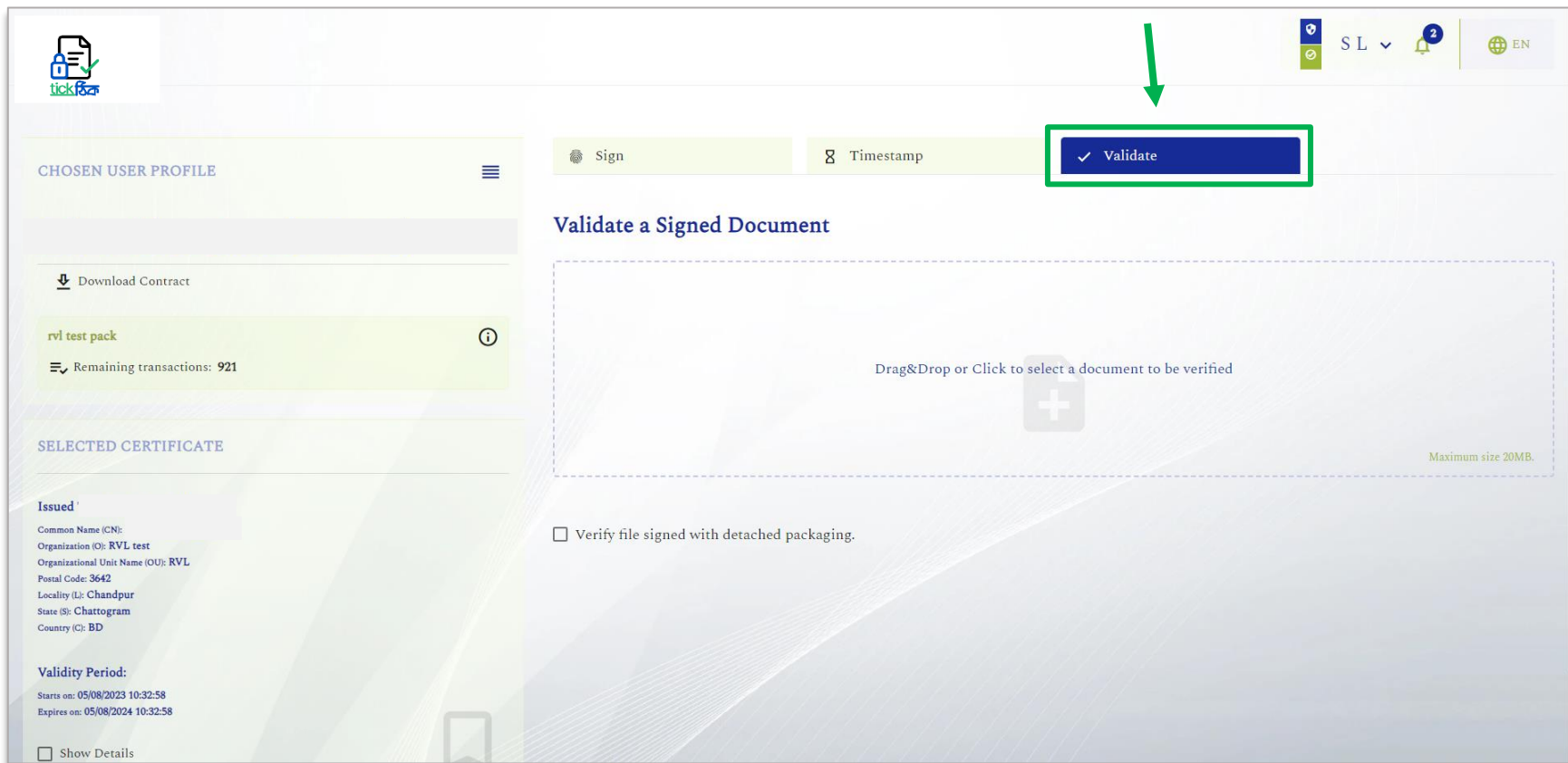


Figure 1: Verify document.

Step 2:

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

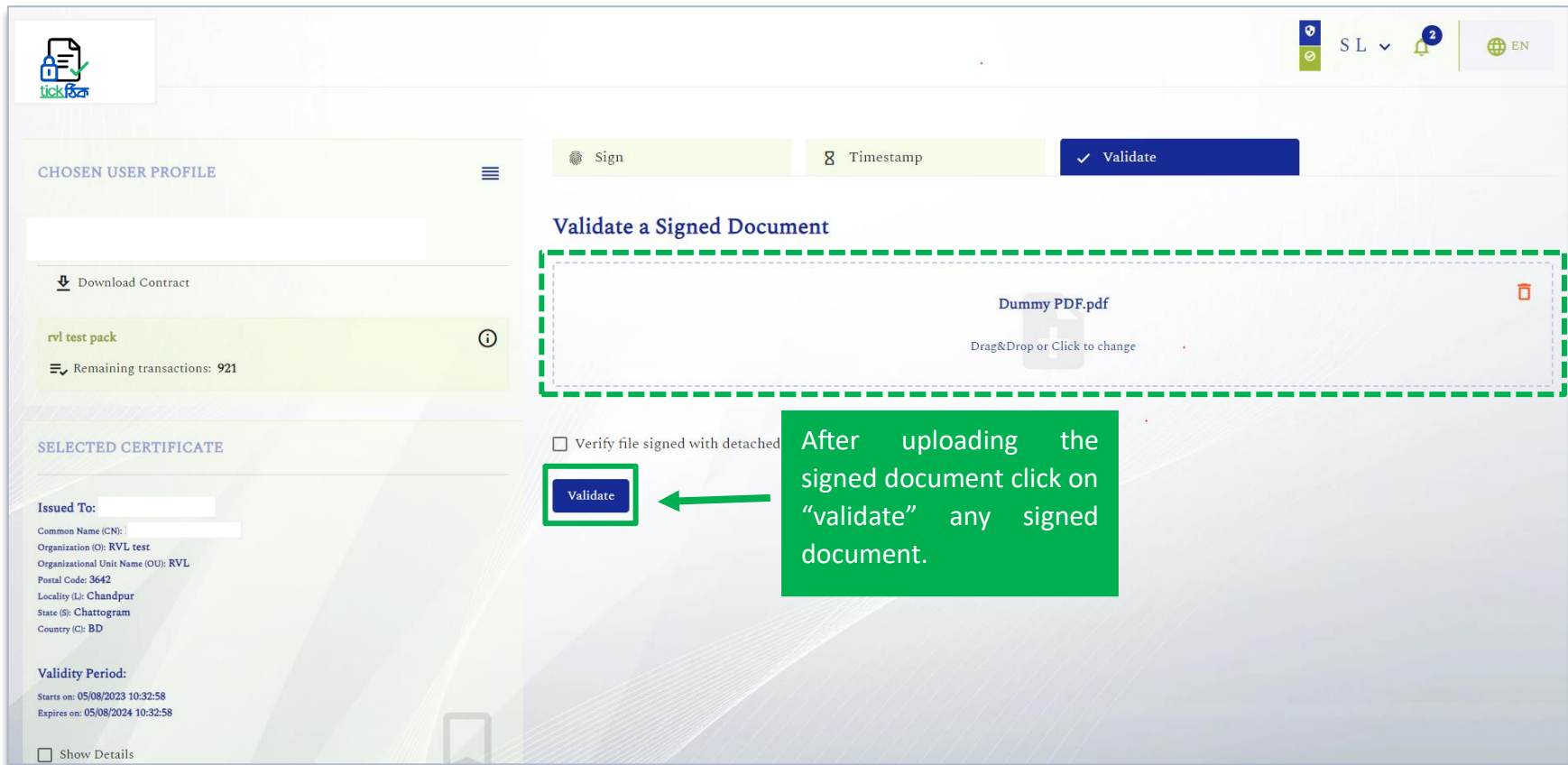


Figure 2: Validating interface

Step 3:

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

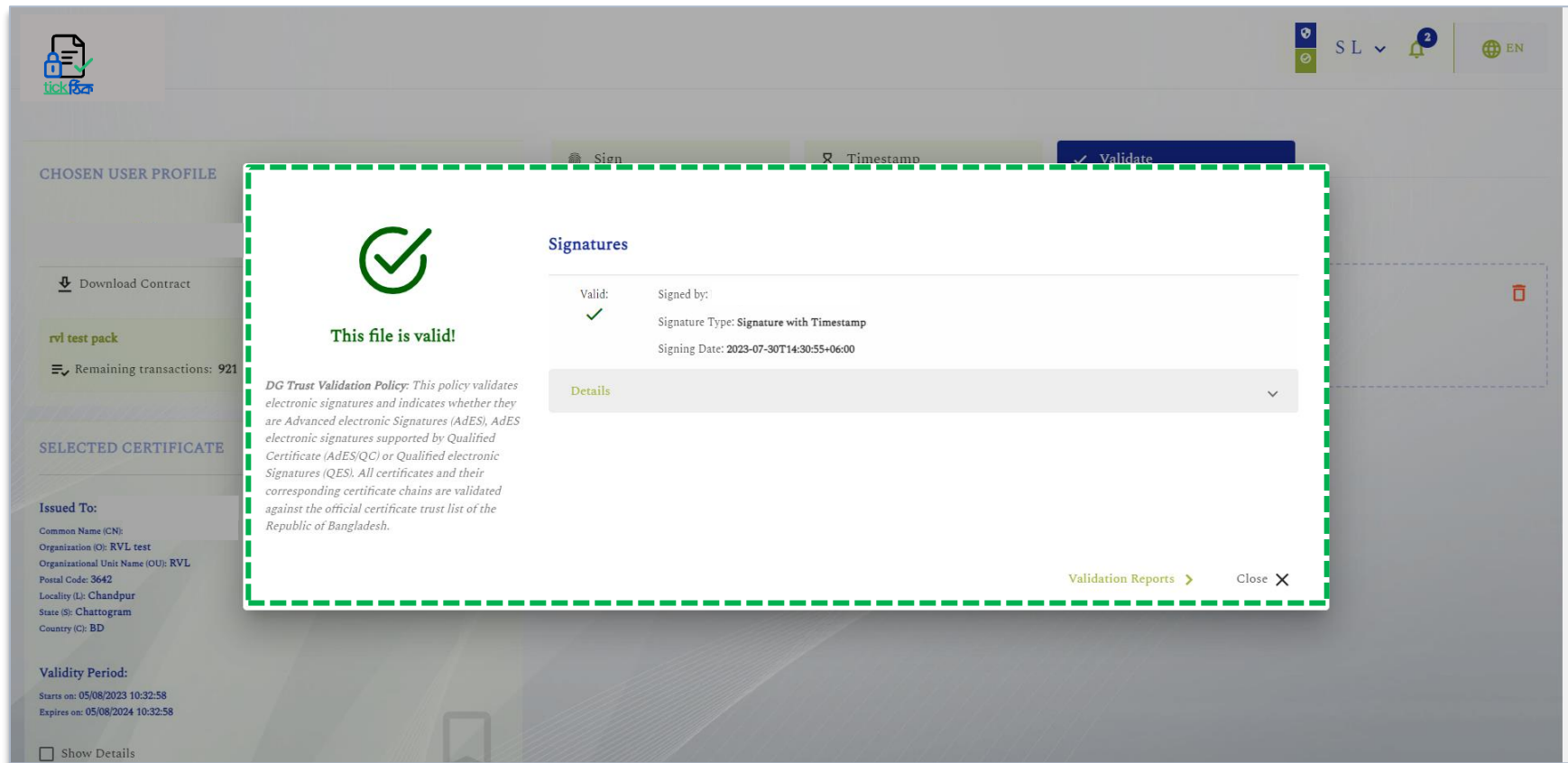


Figure 3: Document verified.

Organization/Company creation

To create a company in Tickটিক'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 Tickটিক portal will be auto updated.

Step 1: To see company details user will have to login to Tickটিক portal and from home page have to click on “My Company”.

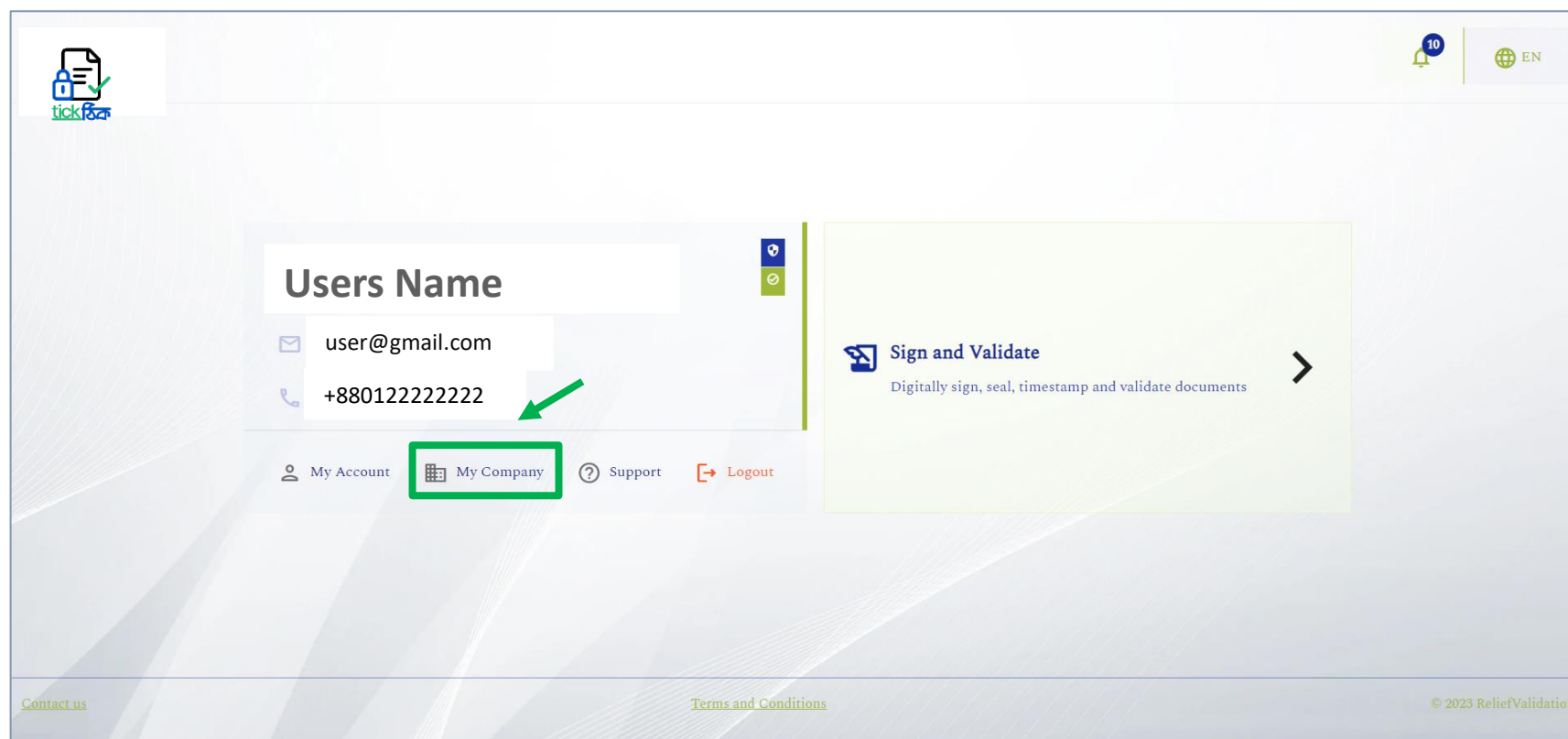


Figure 1: Home page.

Step 2:

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

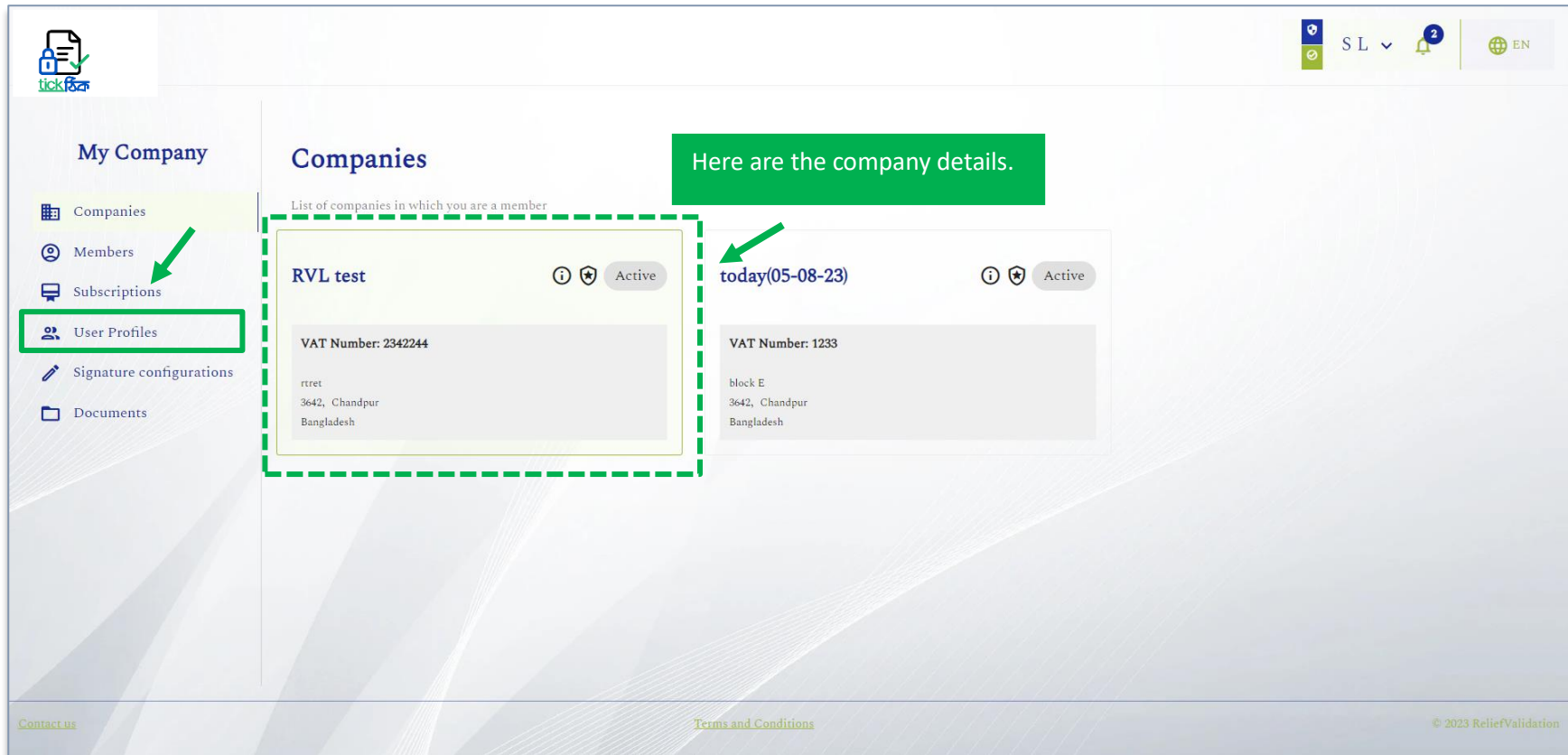


Figure 2: My company page.

Step 3:

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

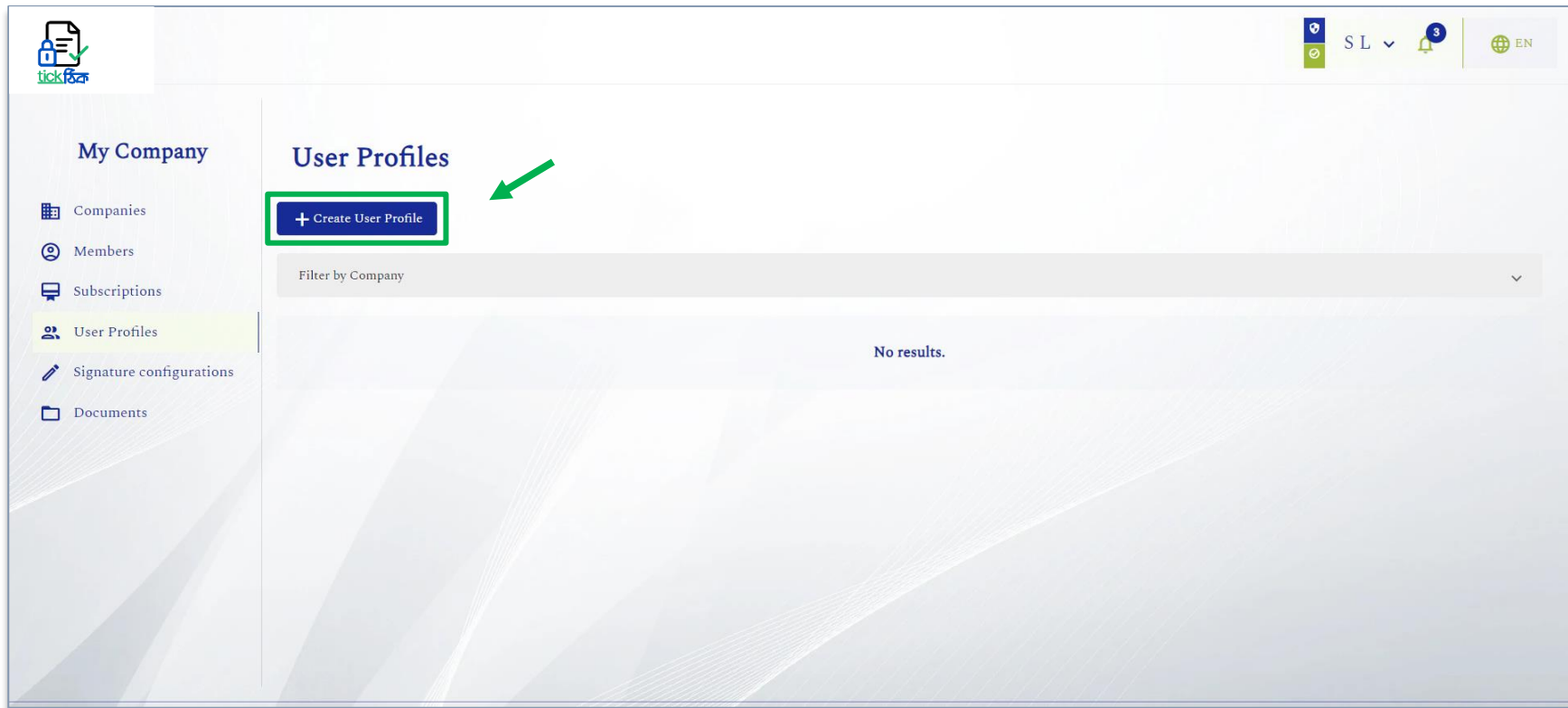


Figure 3: User profile page.

Step 4:

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

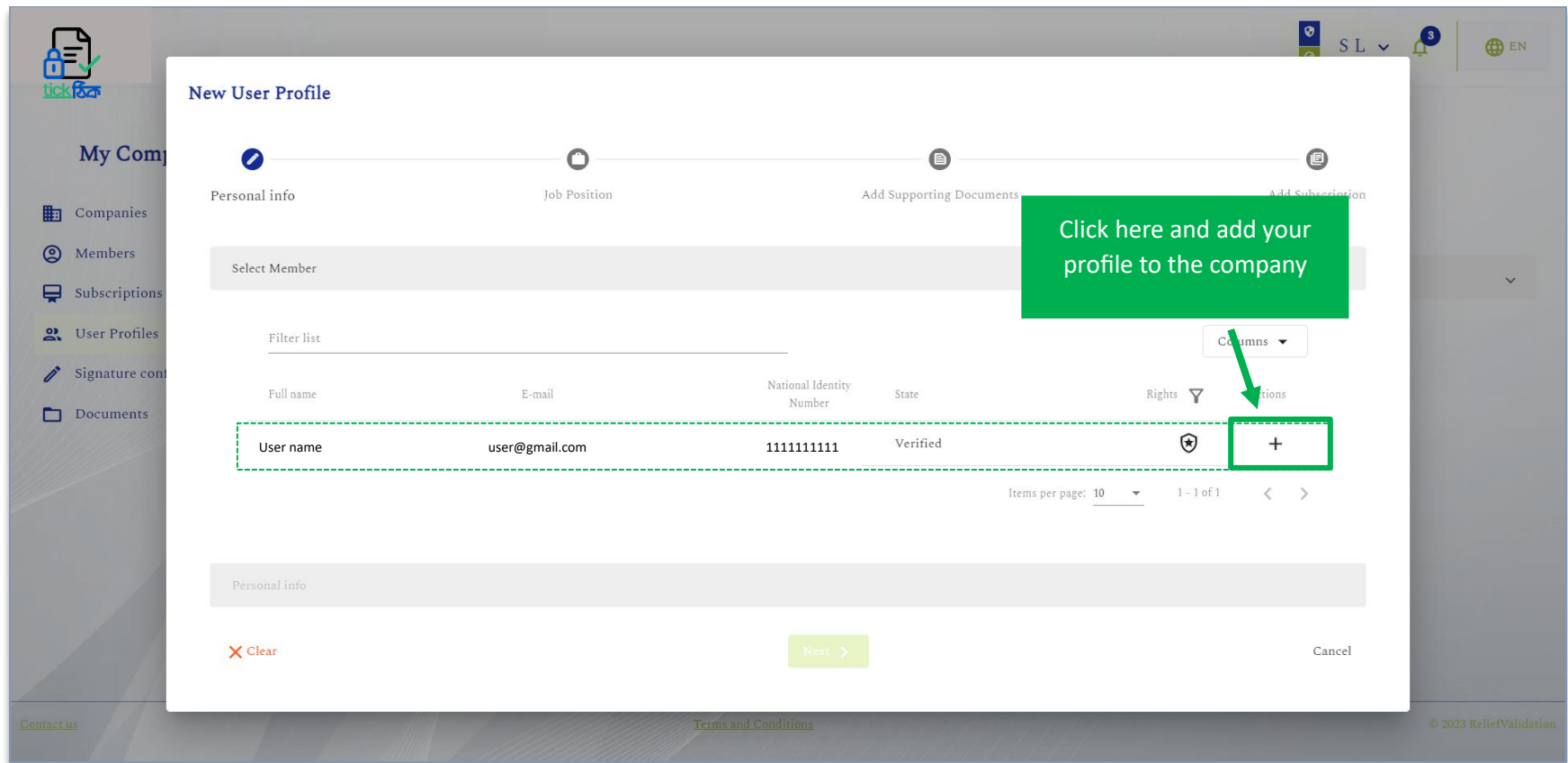


Figure 4: User profile page.

Step 5:

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

The screenshot shows a 'New User Profile' form with a green callout box and a green arrow pointing to the 'Next' button.

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

Form Fields:

- User Profile Name*: Sahara khan Linta (OK OK)
- User Profile Type*: Digital Signature
- Initial Name
- National Identity Number
- Date of birth
- Phone
- Home phone
- E-mail
- Village/House
- Road/Block/Sector: word 03 house 24
- Division: Chattogram
- District: Chandpur
- Police Station: Uttar matlab
- Post Office: Changarchar bazar
- Post Code: 3643

Buttons: Clear, Next >, Cancel

Figure 5: User profile page.

Step 6:

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

My Company | **User Profiles**

New User Profile

Personal info | Job Position | Add Supporting Documents | Add Subscription

Basic Info

Position *
admin

Department
HR

☒ Legal Representative ☐ Authorized Person

E-mail

[Clear](#) [Previous](#) [Next](#) [Cancel](#)

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Figure 6: User profile page.

Step 7:

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

The screenshot displays the 'New User Profile' form in a web application. The form is divided into four steps: Personal info, Job Position, Add Supporting Documents, and Add Subscription. The 'Add Supporting Documents' step is currently active, indicated by a blue checkmark. A green dashed box highlights the 'Add Supporting Documents' section, which includes a 'Choose file' button, a 'Document Type' dropdown menu (set to 'ID Card (both sides)'), a 'Comment' text area, and a '+ Add Supporting Document' button. Below this, a file named 'Dummy PDF.pdf' is listed with its application/pdf type. At the bottom of the form, there are 'Previous' and 'Next' buttons, a 'Clear' button, and a 'Cancel' button. The background shows the 'My Company' and 'User Profiles' sections of the application.

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).

The screenshot shows the 'New User Profile' modal in the 'User Profiles' section. The modal has a progress bar with four steps: 'Personal info', 'Job Position', 'Add Supporting Documents', and 'Add Subscription'. The 'Add Subscription' step is the current active step, indicated by a blue checkmark and a pencil icon. Below the progress bar, there is a dropdown menu labeled 'Subscription *' which is highlighted with a green dashed border. At the bottom of the modal, there are buttons for 'Clear', 'Previous', 'Save', and 'Cancel'.

Figure 8: Adding Supporting document

Step 9:

After selecting the subscription package click on “save”.

The screenshot shows the 'New User Profile' form with four steps: Personal info, Job Position, Add Supporting Documents, and Add Subscription. The 'Add Subscription' step is active. It contains a 'Subscription Pack' dropdown menu, 'Subscription Details' (Name, Number Of Linked Profiles, Number Of Linked Users, Maximum Number Of Users, Subscription start date, Duration in months, Price), 'Subscription plan details' (Name, Package Type, Client Type, Payment Type, Payment Period, Transaction Period, Maximum Number Of Users), and 'ReliefValidation transactions' (Consumption Type, Total number of transactions). The 'Save' button is highlighted with a green box and a green arrow.

Subscription Pack

Subscription Details:
Name:
Number Of Linked Profiles: 0
Number Of Linked Users: 0
Maximum Number Of Users: 50
Subscription start date: 13/08/2023
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

[Clear](#) [Previous](#) [Save](#) [Cancel](#)

Figure 9: User profile page.

Step 10:

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

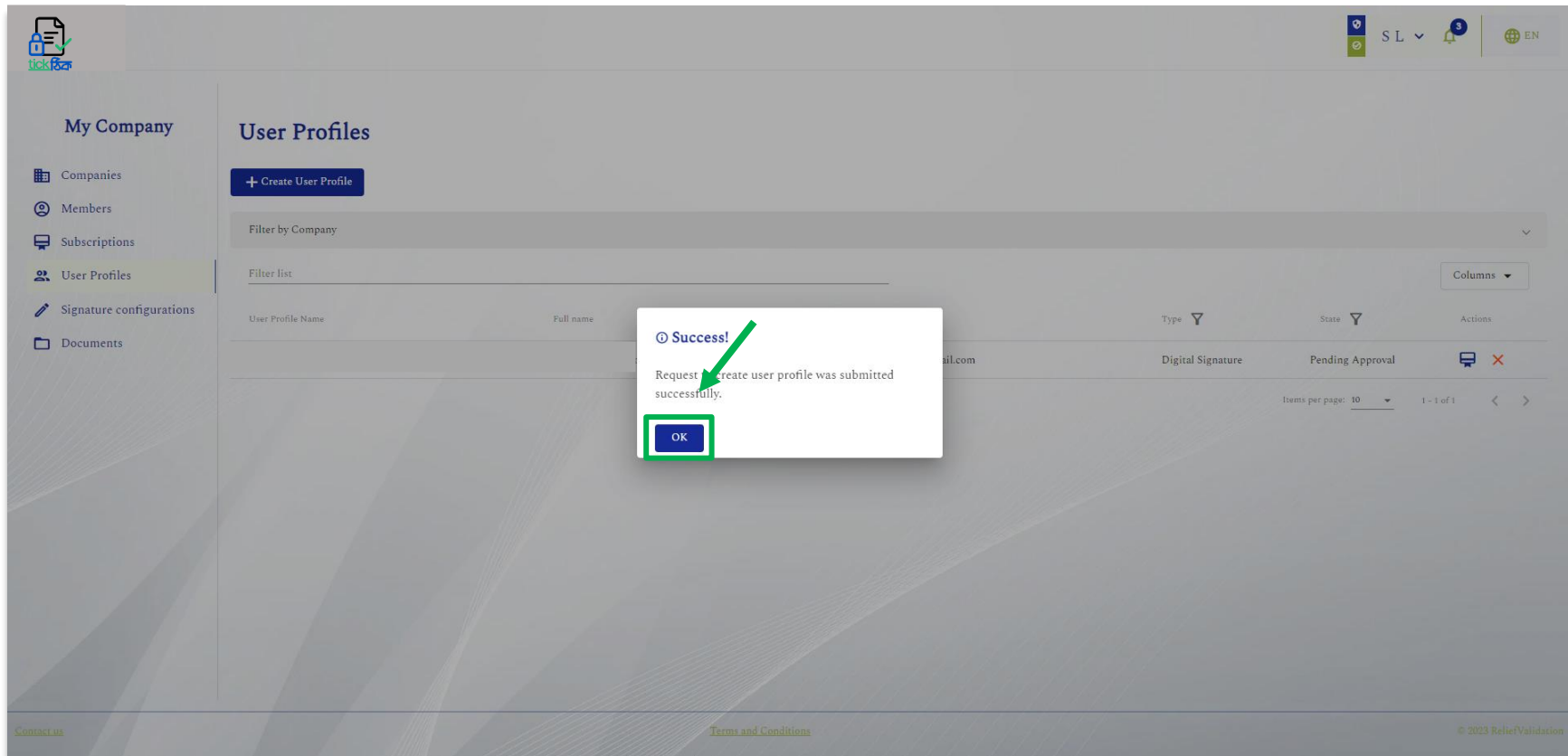


Figure 10: User profile page.

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.

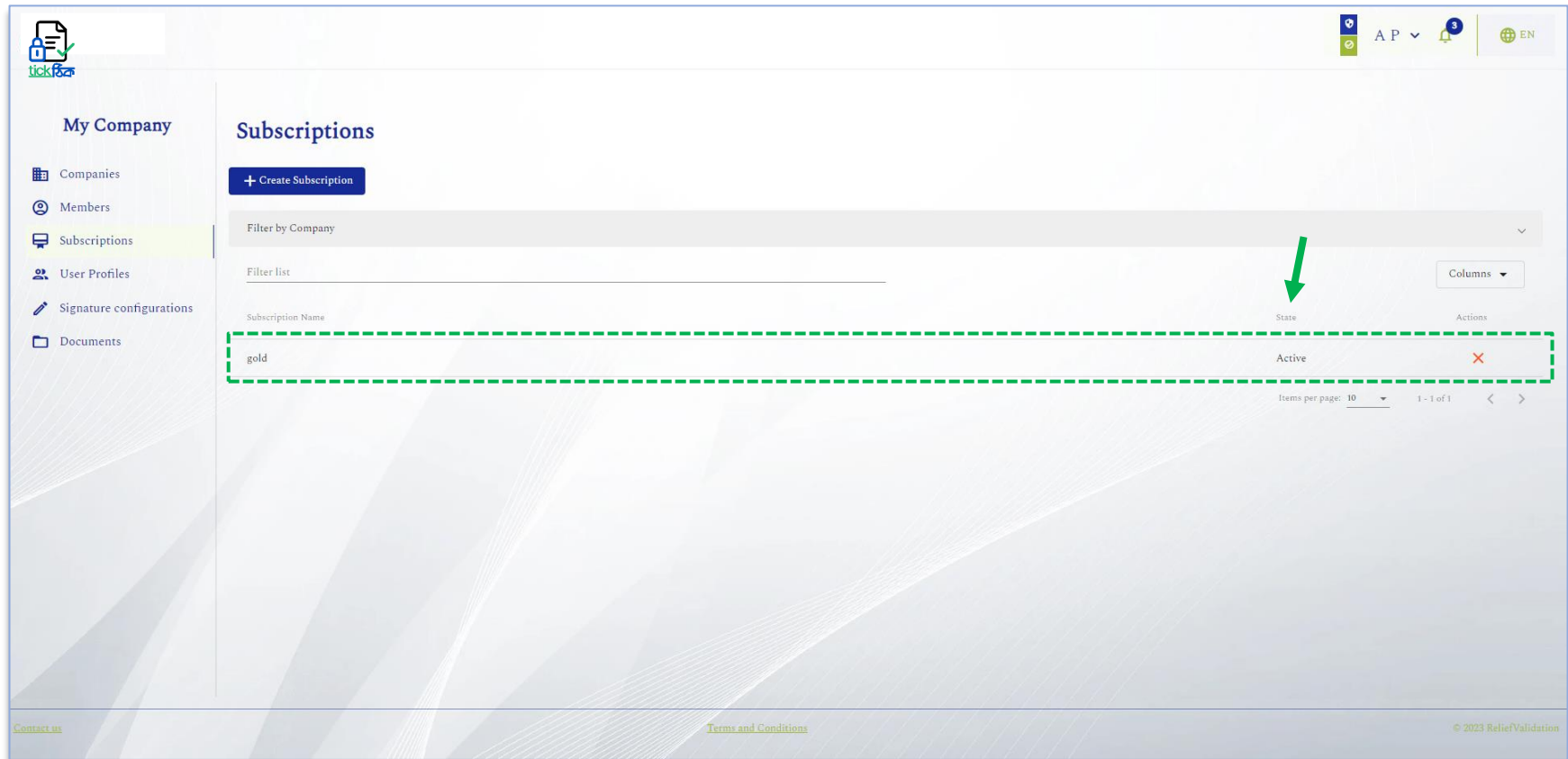


Figure 1: Subscription page

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 displays the 'My Company' user profile page. The profile is for a user named 'gold', which is currently 'Active'. The page is divided into two main sections: 'User Information' and 'Subscription Details'. The 'User Information' section includes fields for Name, Number Of Linked Profiles, Number Of Linked Users, Maximum Number Of Users, Subscription start date, Duration in months, and Price. The 'Subscription Details' section includes fields for Name, Package Type, Client Type, Payment Type, Payment Period, Transaction Period, and Maximum Number Of Users. A green arrow points to the 'Payments' tab, which is highlighted with a green box. The 'Payments' tab is currently selected, and it shows a table with columns for User Profile Name, Full name, E-mail, Type, State, and Actions. The table is empty, and there is a 'Filter list' input field at the top. The 'Actions' column has a red 'X' icon. The page also features a 'Change Plan' button and an 'Integrate' button. The 'Integrate' button is highlighted with a green arrow. The page footer includes links for 'Contact us', 'Terms and Conditions', and a copyright notice for '© 2023 ReliefValidation'.

gold Active

User Information:
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 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](#) [Integrate](#)

[User Profiles](#) **[Payments](#)** [History](#) [Integration Modules](#)

Filter list

User Profile Name	Full name	E-mail	Type	State	Actions

Items per page: 10 1 - 1 of 1

Close X

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Figure 2: User profile page.

Step 3:

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

The screenshot shows a web application interface for managing a subscription. On the left is a sidebar with navigation links: Companies, Members, Subscriptions, User Profiles, Signature configurations, and Documents. The main content area is titled 'gold' with an 'Active' status. It contains three sections: 'Subscription Details', 'Subscription plan details', and 'ReliefValidation transactions'. Below these are two buttons: 'Change Plan' and 'Invalidate'. A tabbed interface shows 'User Profiles', 'Payments', 'History', and 'Integration Modules'. The 'Payments' tab is active, displaying a table with columns: UUID, Price, Payment creation date, Payment date, State, and Actions. A green callout box with an arrow points to a payment icon (a circle with a dollar sign) in the 'Actions' column of the first row. The footer includes 'Contact us', 'Terms and Conditions', and '© 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	Actions
1bc0abc8-01cf-4ee8-b896-c540bec52cb2	5999.00 BDT	22/08/2023 13:36	N/A	Created	

Columns 

Close X

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Figure 3: Payment page.

Step 4:

After successful payment a message will pop up.

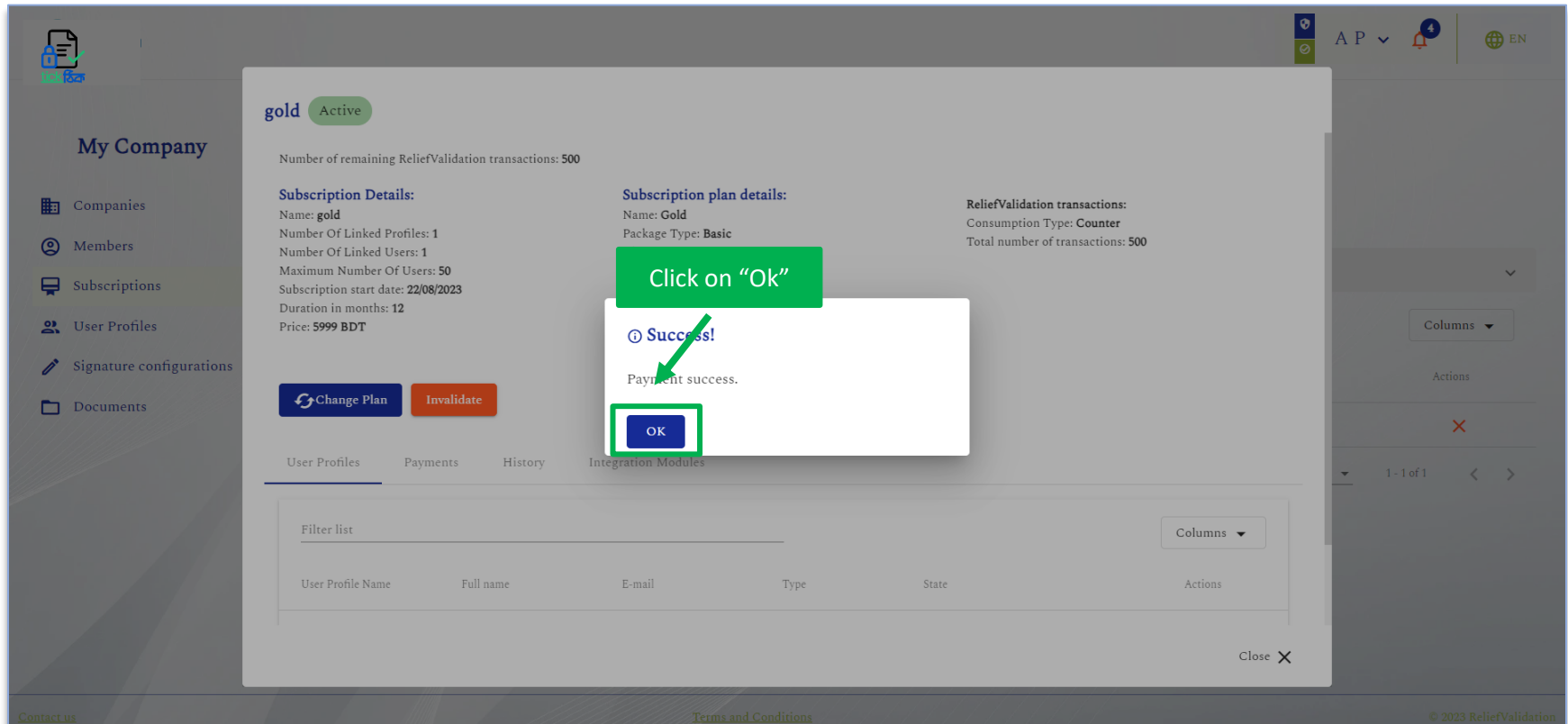


Figure 4: User profile page.

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.

My Account

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

My User Profiles

[+ Create User Profile](#)

Filter by State

Filter list

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

Items per page: 10 1 - 4 of 4

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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 web application interface with a sidebar menu on the left containing 'My Account', 'Summary', 'Account', 'User Profiles', 'Subscriptions', 'Documents', 'History', 'Consents and Sessions', and 'Notifications'. The main content area is titled 'My User Profiles' and features a '+ Create User Profile' button. A green callout box at the top of the main area contains the text: 'Fill out all the required information and click on “confirm”.'.

A modal dialog box is open in the center, titled 'Are you sure you want to revoke this user profile?'. It contains the following fields and options:

- Reason:** A text input field.
- Revocation Reason:** A text input field.
- User Request:** A dropdown menu.
- Invalidity Date:** A date input field showing '24/08/2023'.
- Supporting Documents:** A checkbox labeled 'Add supporting documents'.
- Buttons:** 'Confirm' (orange) and 'Close' (grey).

Below the modal, a table is partially visible with columns for 'State', 'Actions', and 'Items per page: 10'. The table lists several items, each with a red 'X' in the 'Actions' column. The footer of the page includes 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.

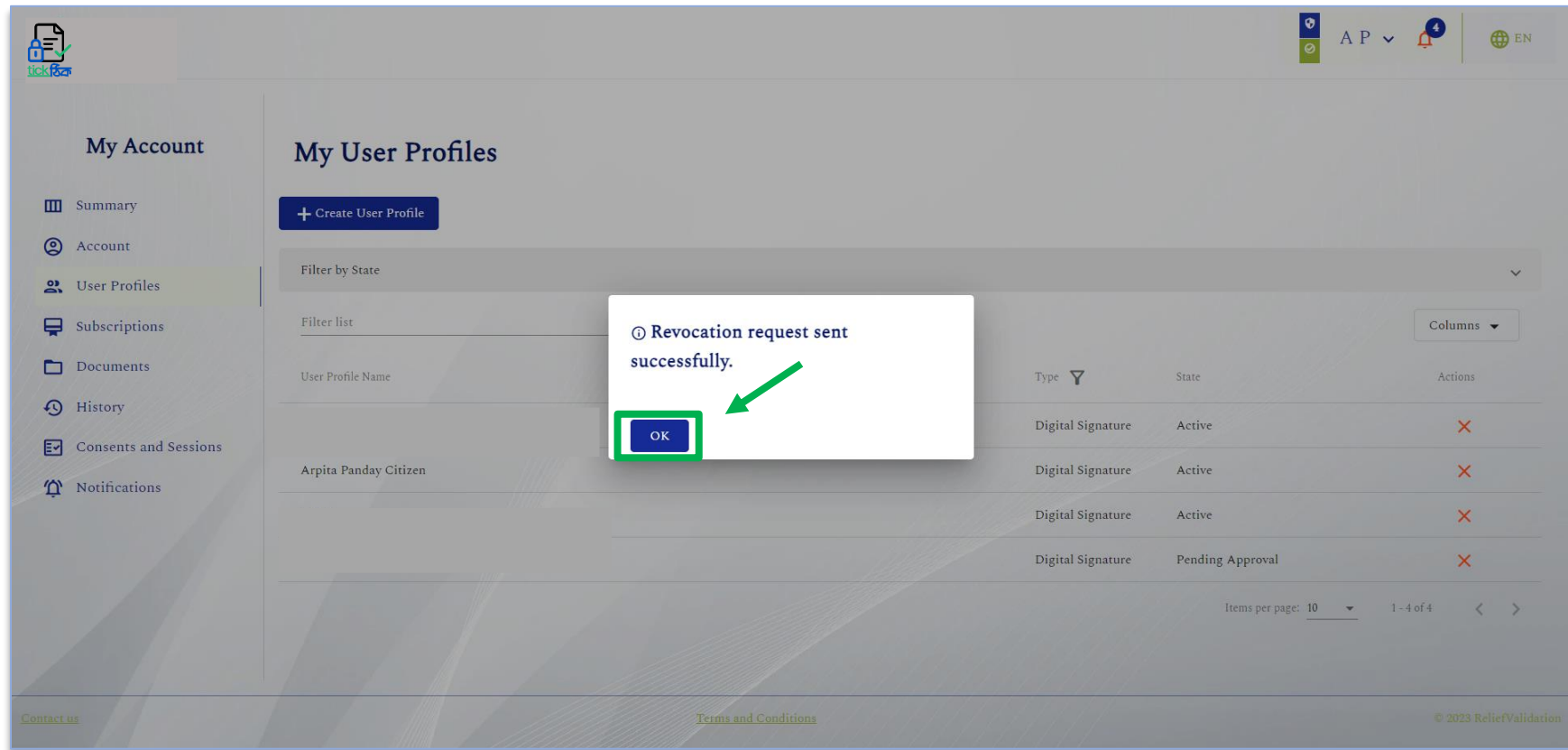
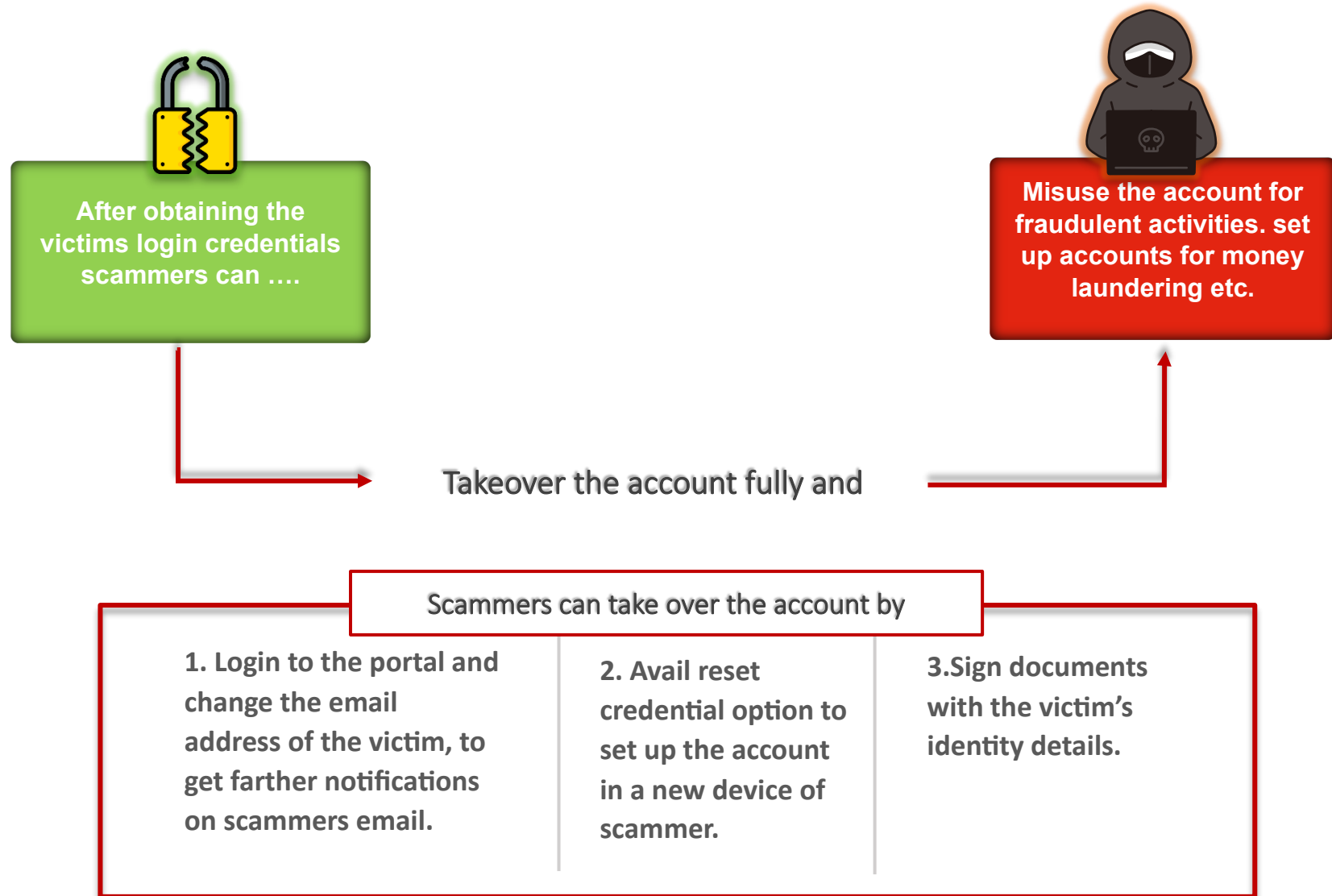


Figure 3: Profile revocation form.

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.

