



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

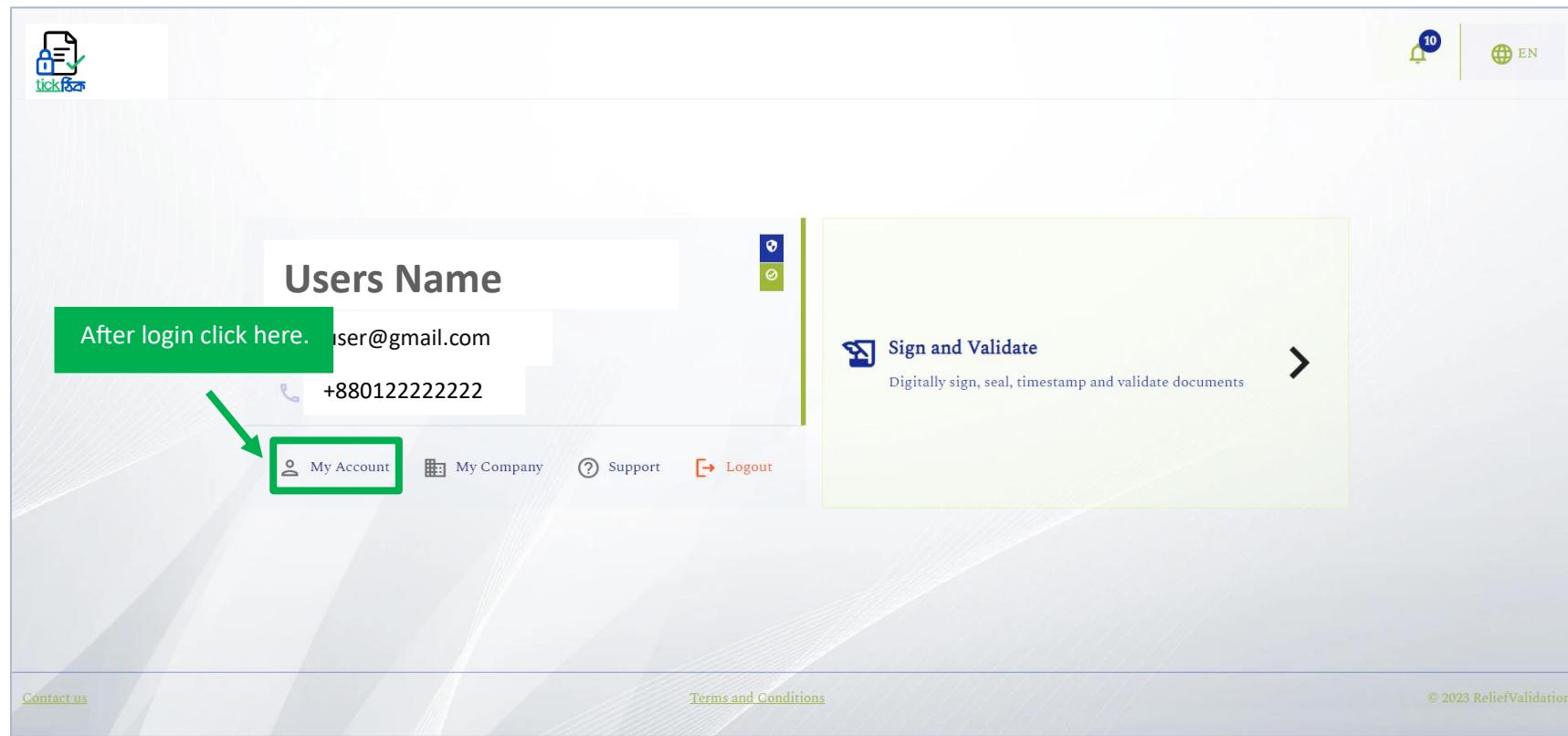
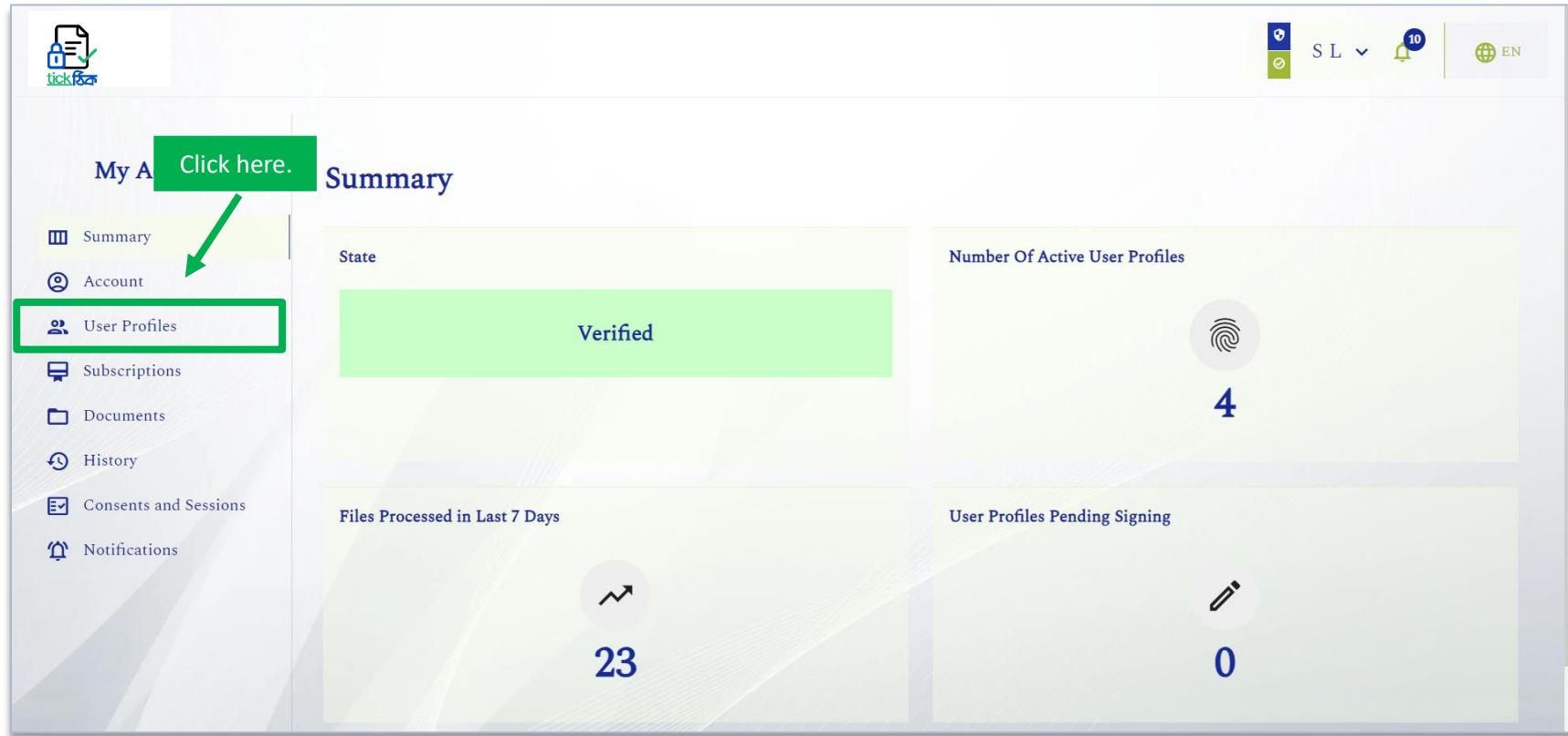


Figure 1: Home page.

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 'My A' icon with a green 'Click here.' callout box and arrow pointing to the 'User Profiles' link in the sidebar. The sidebar also includes links for 'Summary', 'Account', 'Subscriptions', 'Documents', 'History', 'Consents and Sessions', and 'Notifications'. The main content area is titled 'Summary' and contains several sections: 'State' (Verified), 'Number Of Active User Profiles' (4), 'Files Processed in Last 7 Days' (23), and 'User Profiles Pending Signing' (0). The top right corner shows a user profile icon, a 'S L' dropdown, a notification bell with '10' notifications, and a language switch to 'EN'.

Figure 2: Summary page.

### Step 3:

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

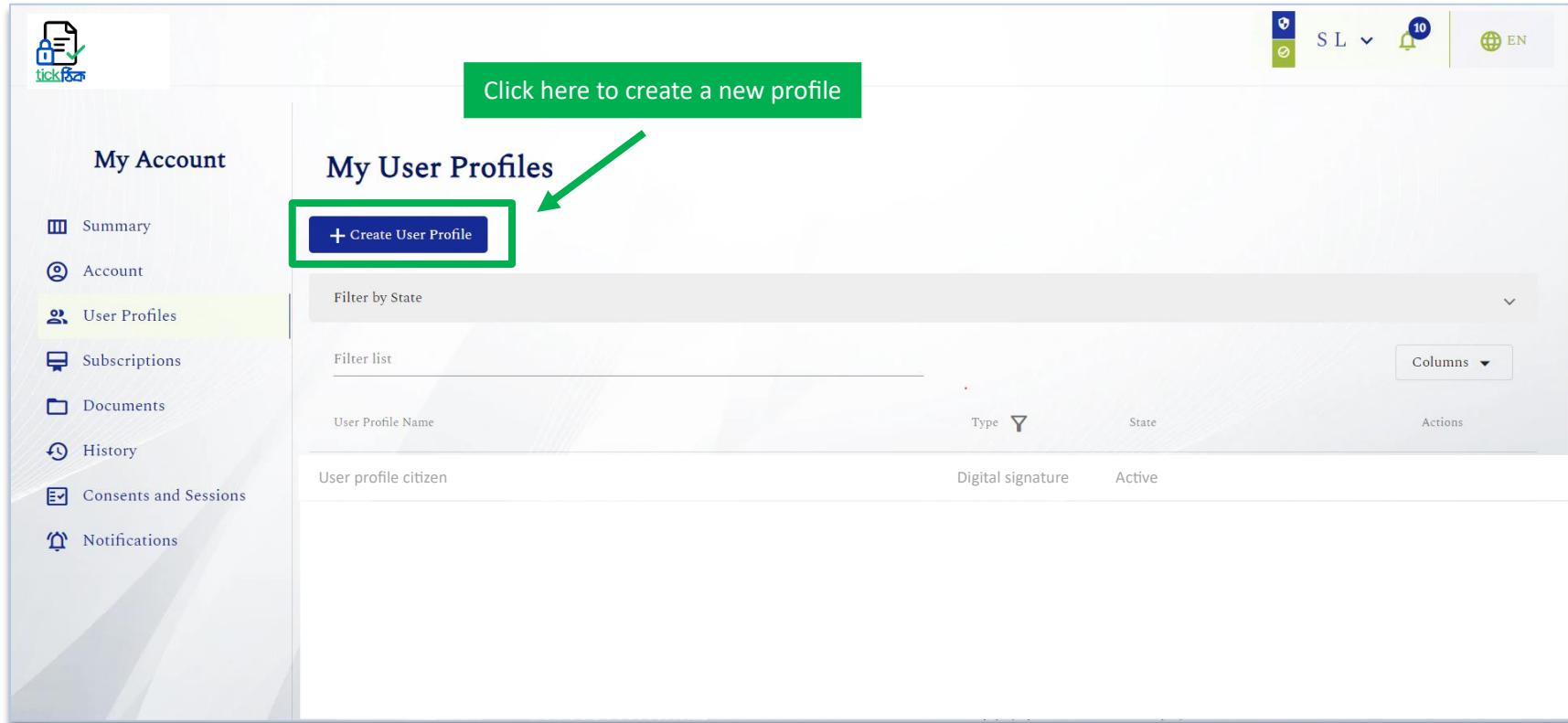


Figure 3: User Profiles Page

## 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

Add Subscription

User Profile Name \*

Initial Name

National Identity Number \*

Date of birth \*

17/04/2000

E-mail \*

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

Fill out the all the required field

10

EN

Columns ▾

Actions

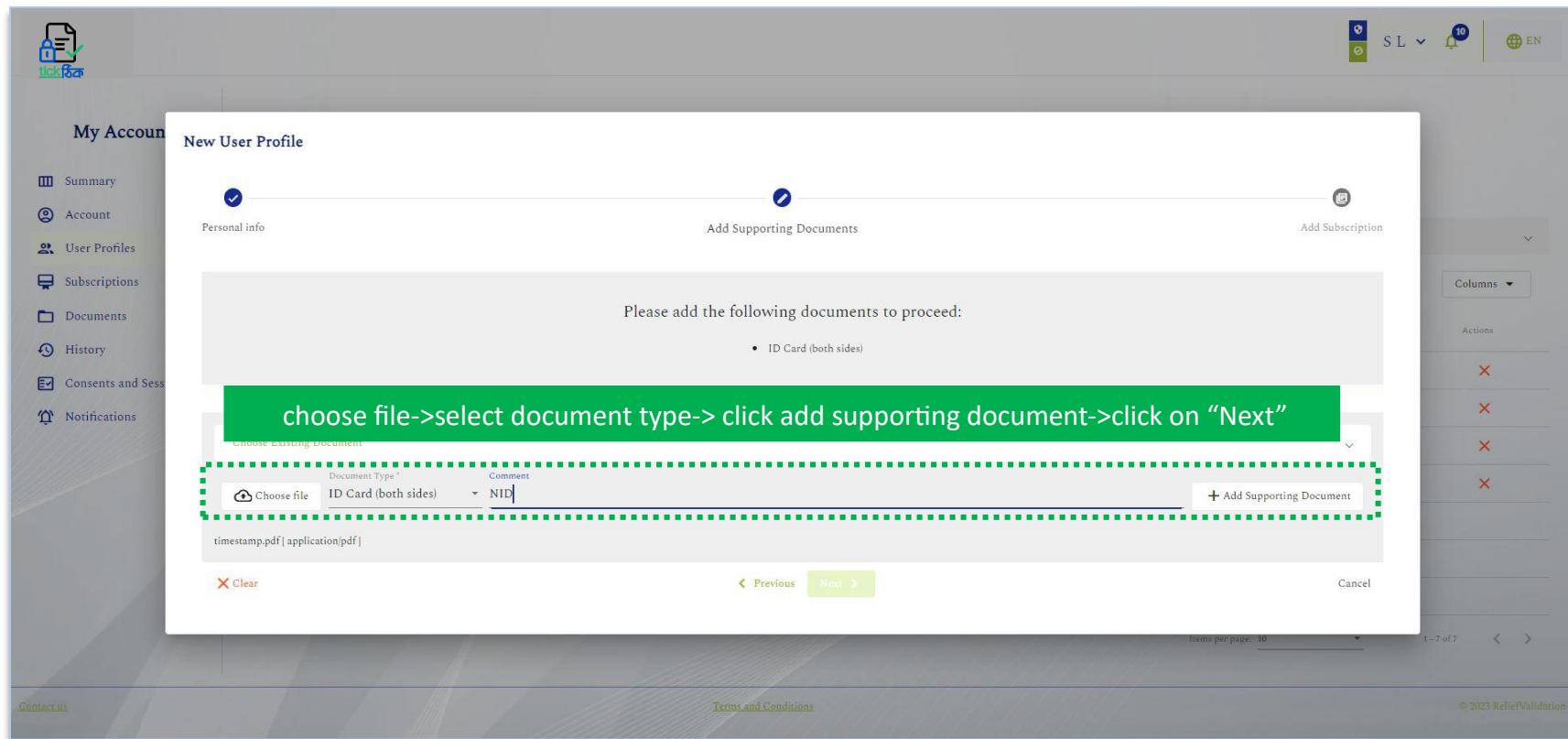
1 - 7 of 7

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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.



My Account

New User Profile

Personal info

Add Supporting Documents

Add Subscription

Please add the following documents to proceed:

- ID Card (both sides)

choose file->select document type-> click add supporting document->click on “Next”

Choose Existing Document

Choose file Document Type\* Comment

timestamp.pdf | application/pdf | NID

+ Add Supporting Document

Clear Previous Next Cancel

Items per page: 10 1 - 7 of 7

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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.

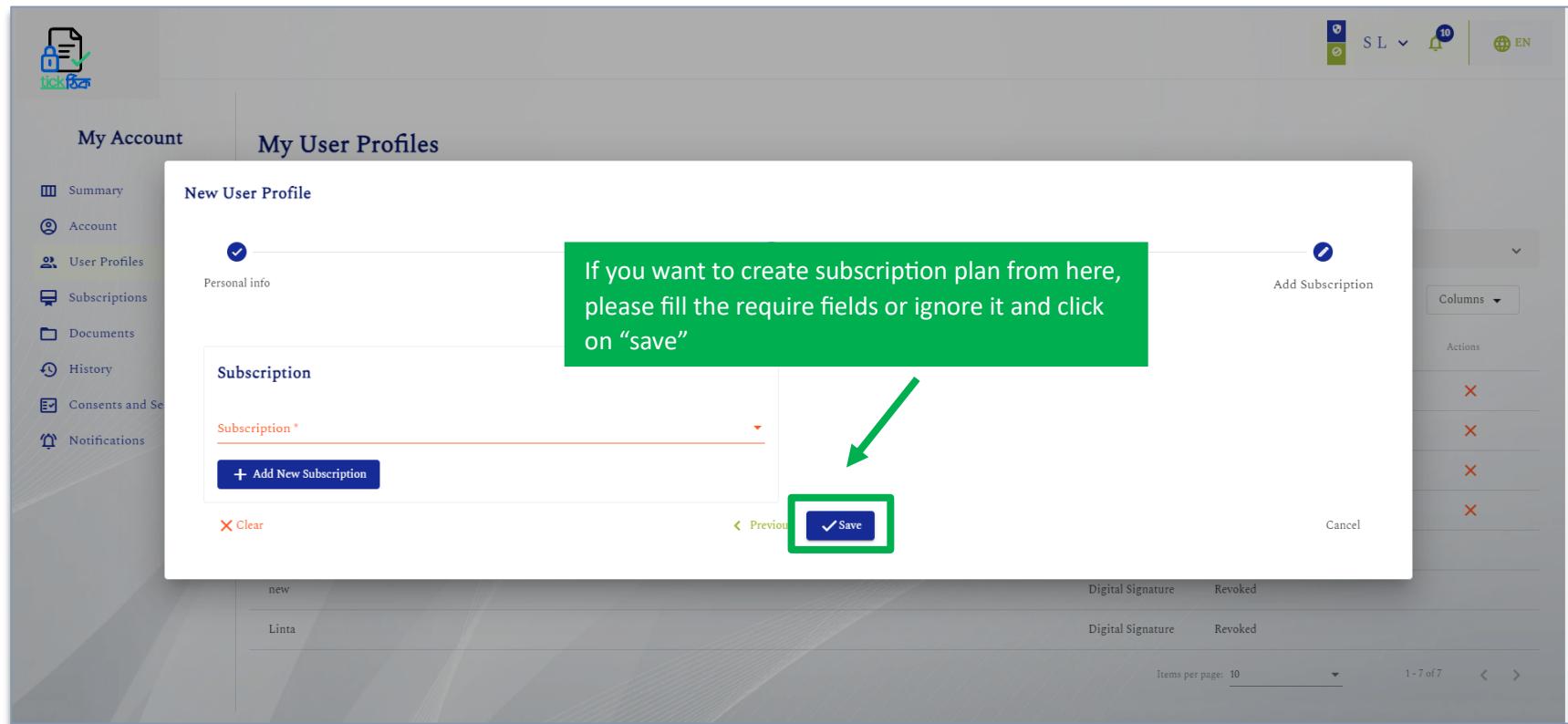


Figure 6: Add subscription page

## 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.

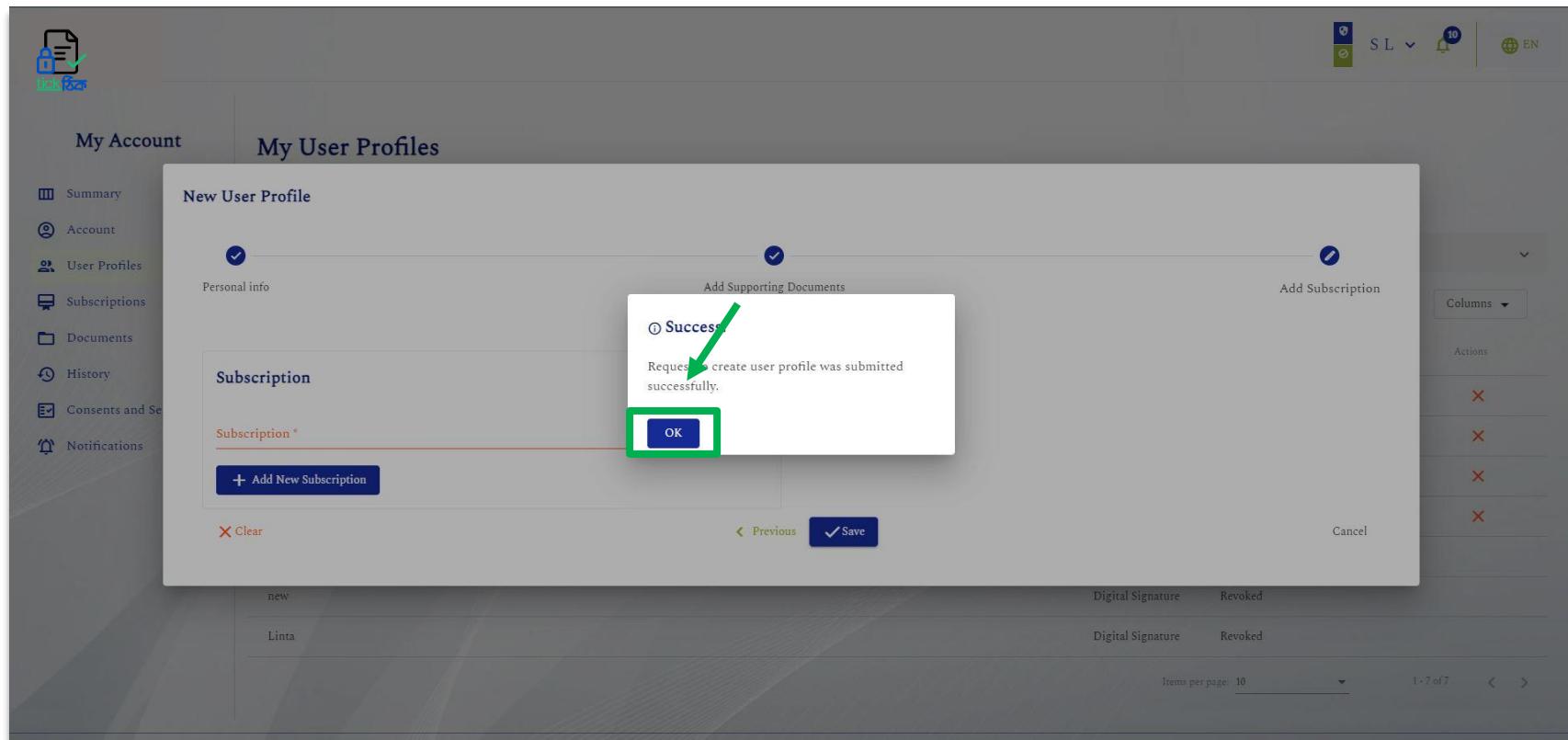


Figure 7: Add subscription page

## 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.

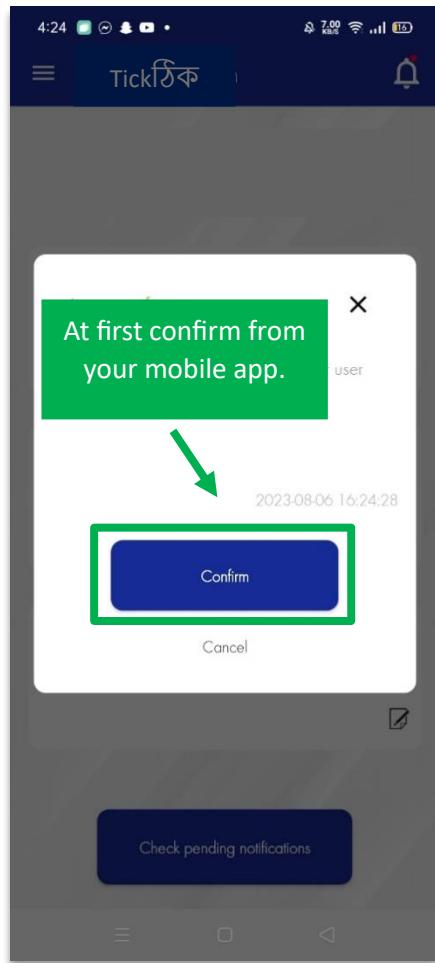


Figure 8: Authenticator app

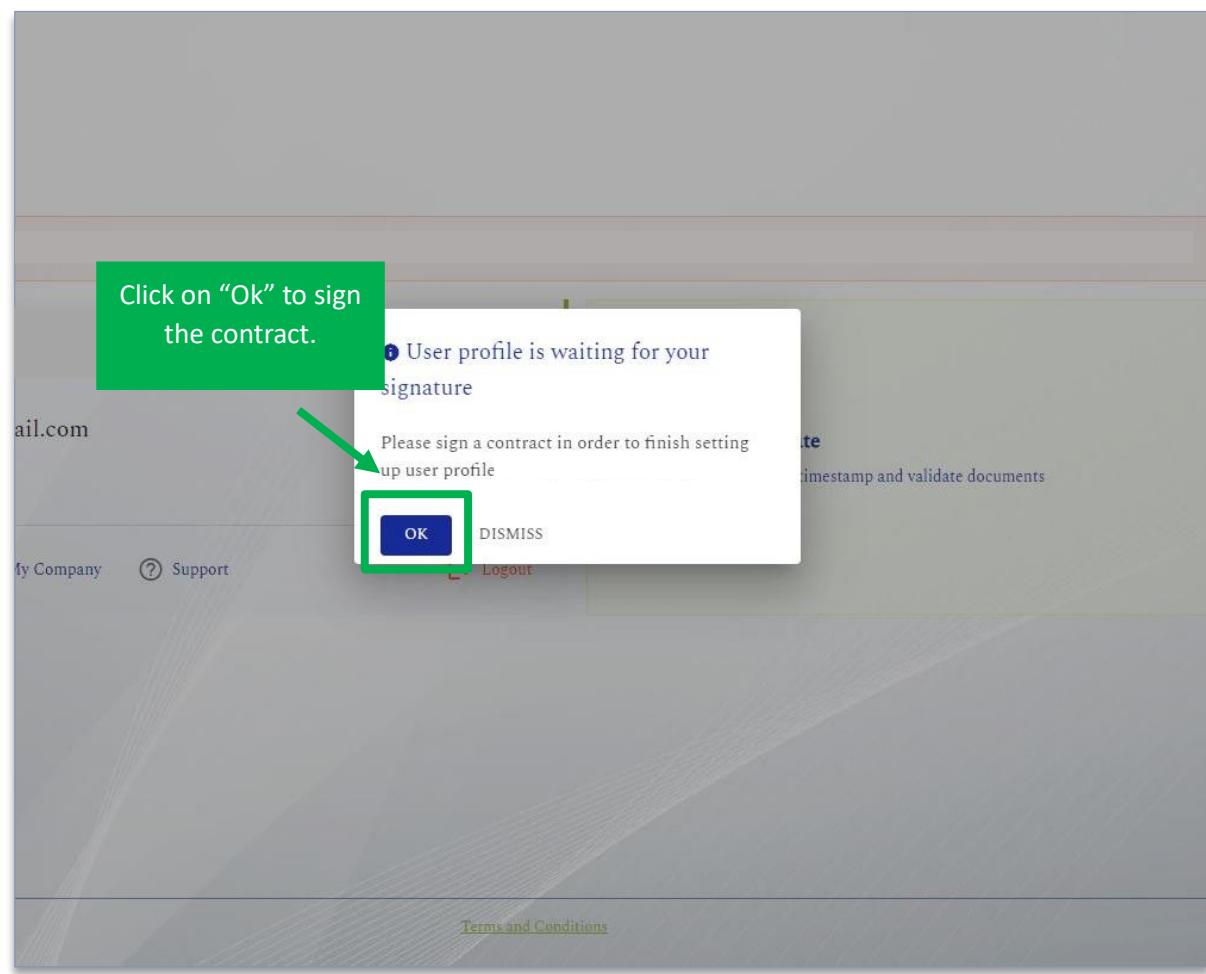


Figure 9: Contract notification on User portal

### 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.

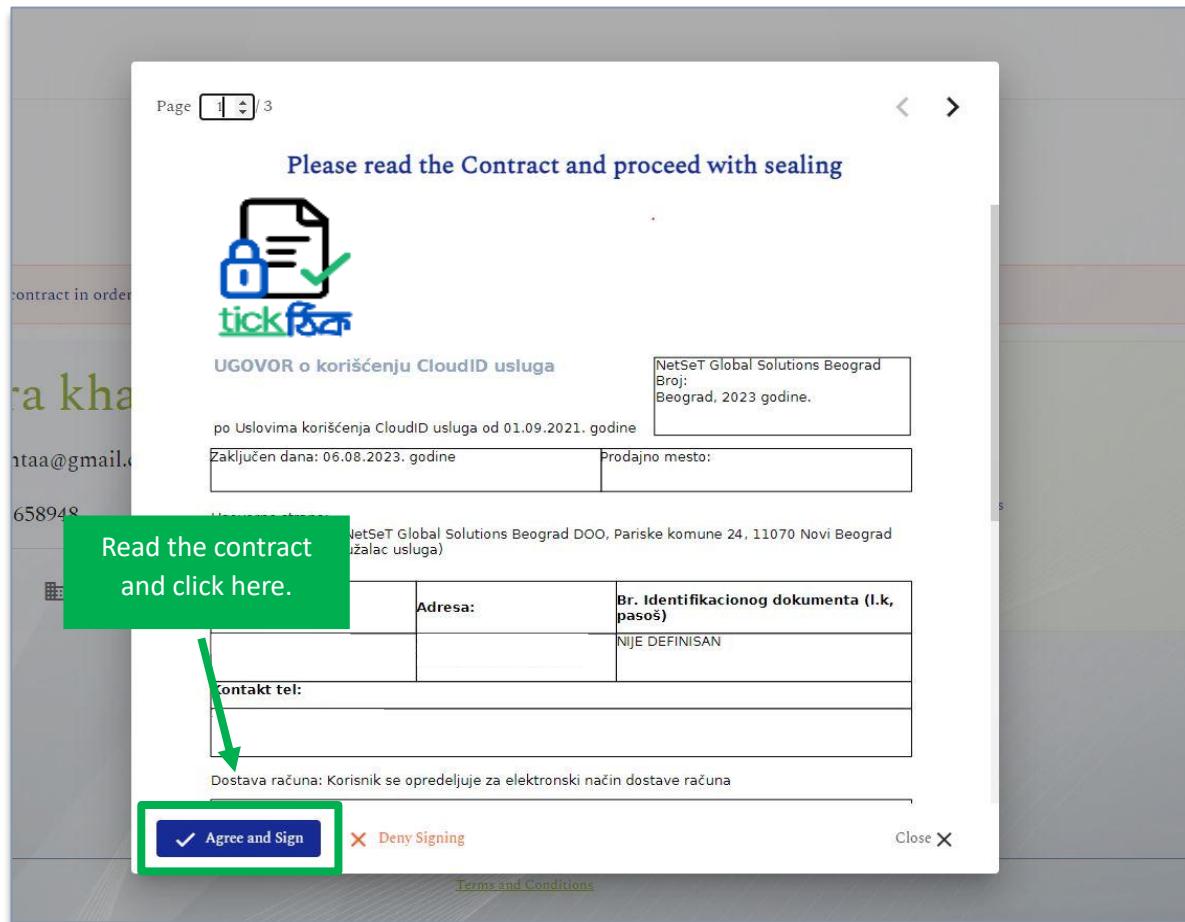


Figure 10: Contract for new profile

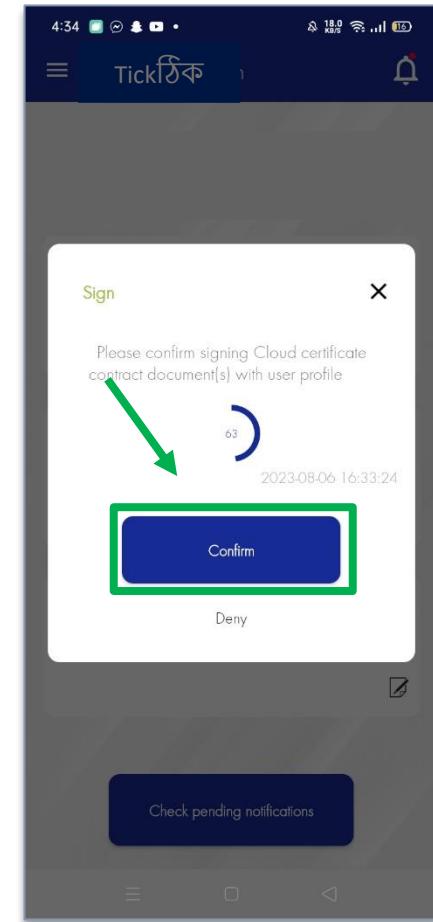


Figure 11: Mobile authenticator

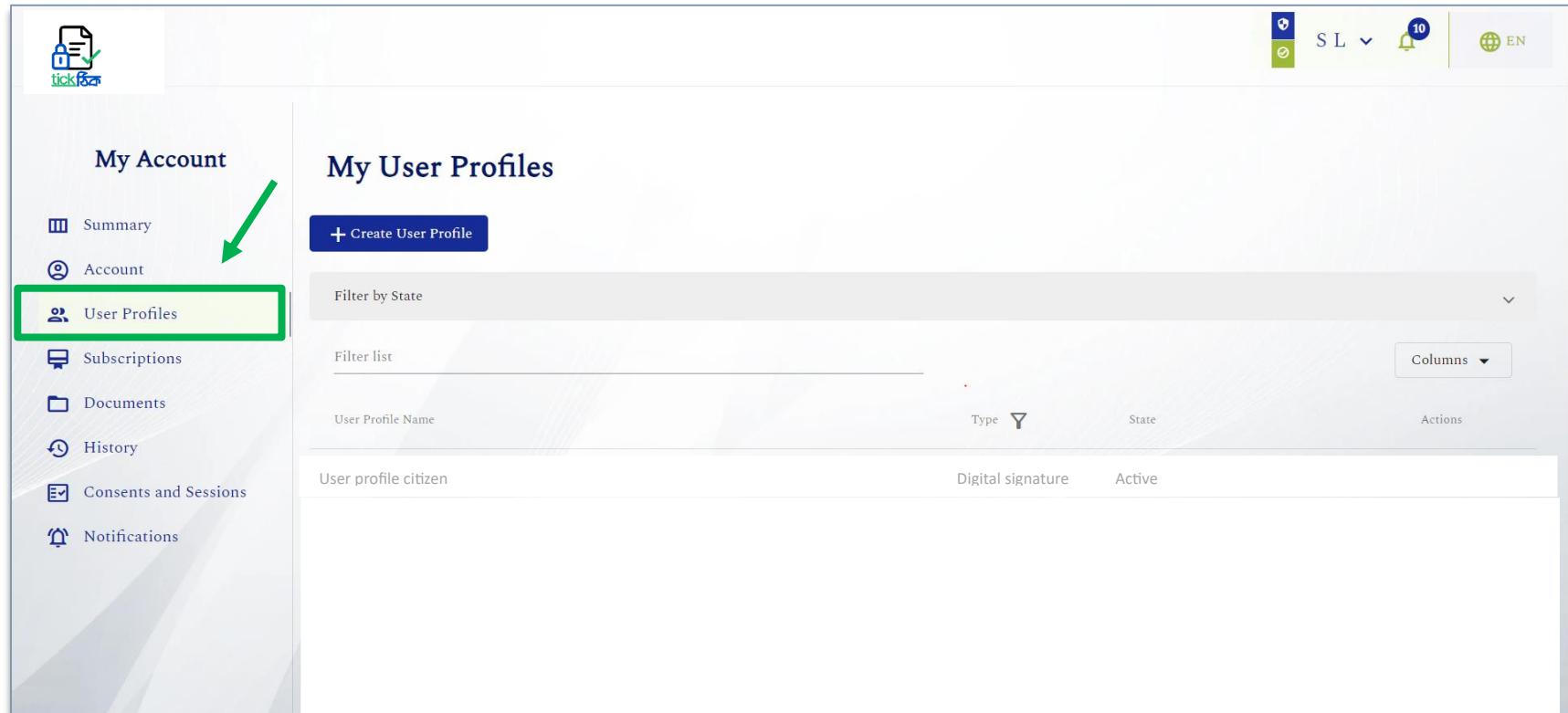
# Subscriptions and Payment

## 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”.

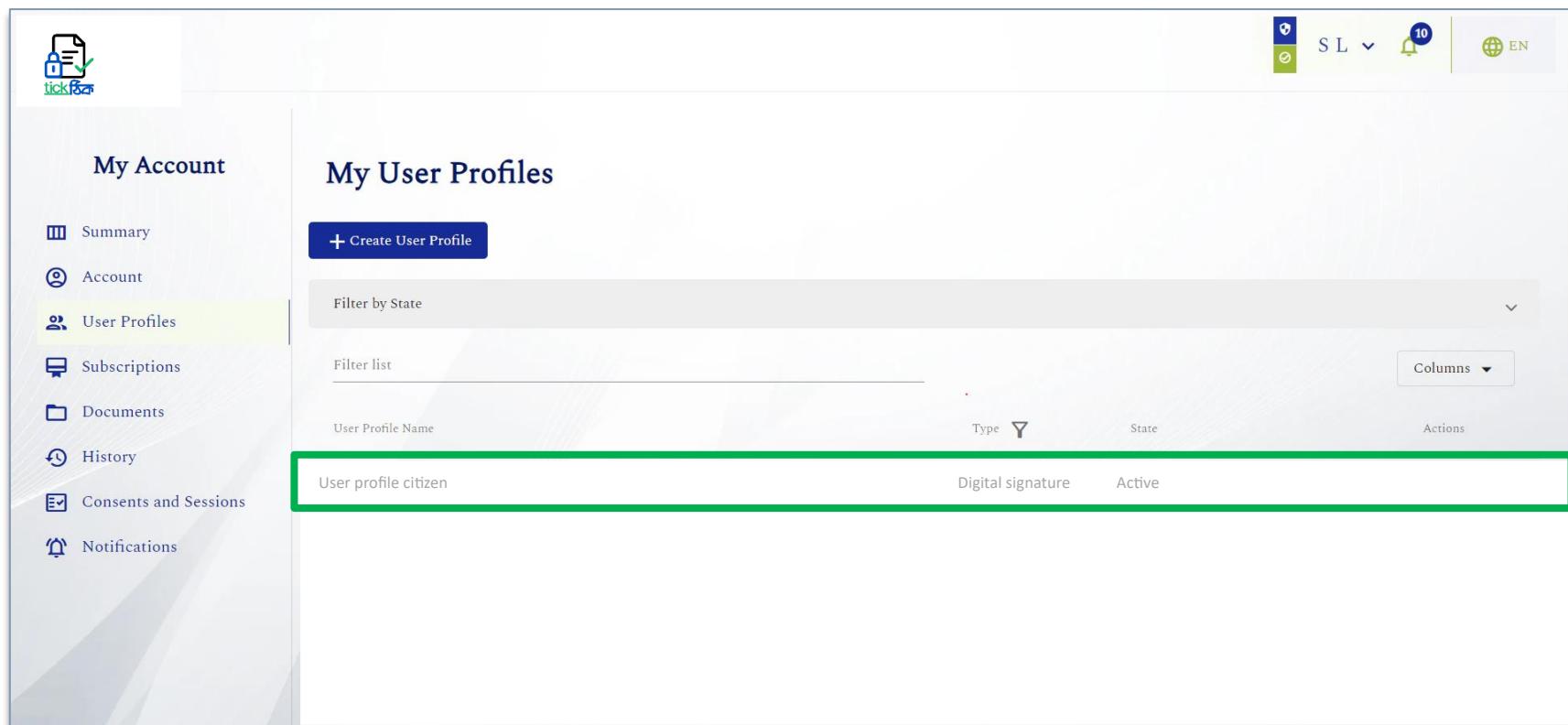


The screenshot shows the 'User Profiles' page within a user portal. The left sidebar, titled 'My Account', contains several menu items: 'Summary', 'Account', 'User Profiles' (which is highlighted with a green box and has a green arrow pointing to it), 'Subscriptions', 'Documents', 'History', 'Consents and Sessions', and 'Notifications'. The main content area is titled 'My User Profiles' and features a 'Create User Profile' button. Below it is a table with columns for 'User Profile Name', 'Type', 'State', and 'Actions'. The table contains one row: 'User profile citizen' (Type: Digital signature, State: Active). The top right of the page includes a user icon, a dropdown for 'S L', a notifications icon with '10', and a language selection for 'EN'.

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, a sidebar titled "My Account" lists various options: Summary, Account, User Profiles (which is selected and highlighted in yellow), 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 are two filter sections: "Filter by State" and "Filter list". A table lists user profiles with columns for "User Profile Name", "Type", "State", and "Actions". The first profile, "User profile citizen", is highlighted with a green border. The top right of the interface includes a user icon, a dropdown menu with "S L", a notification bell with "10", and a language switch for "EN".

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.

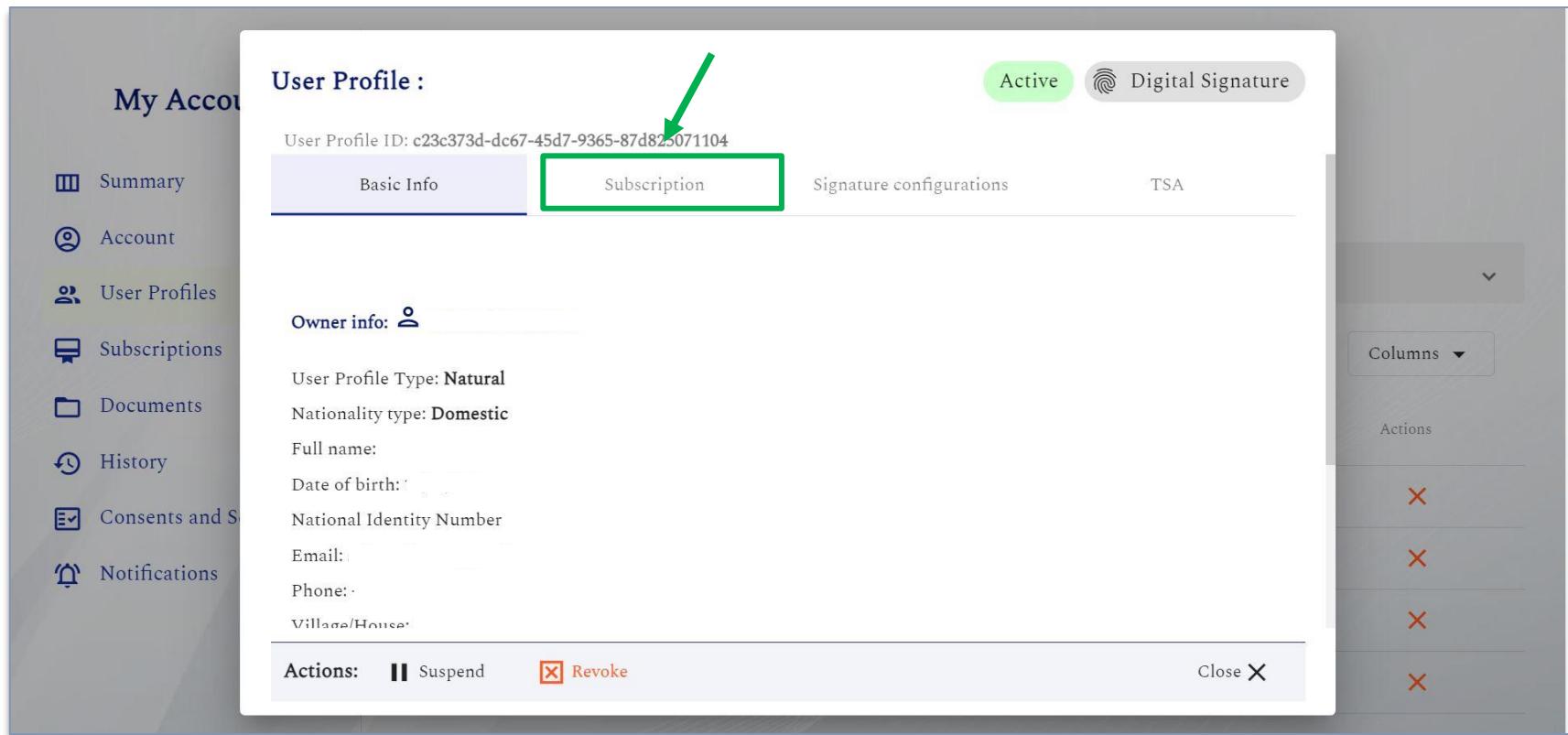
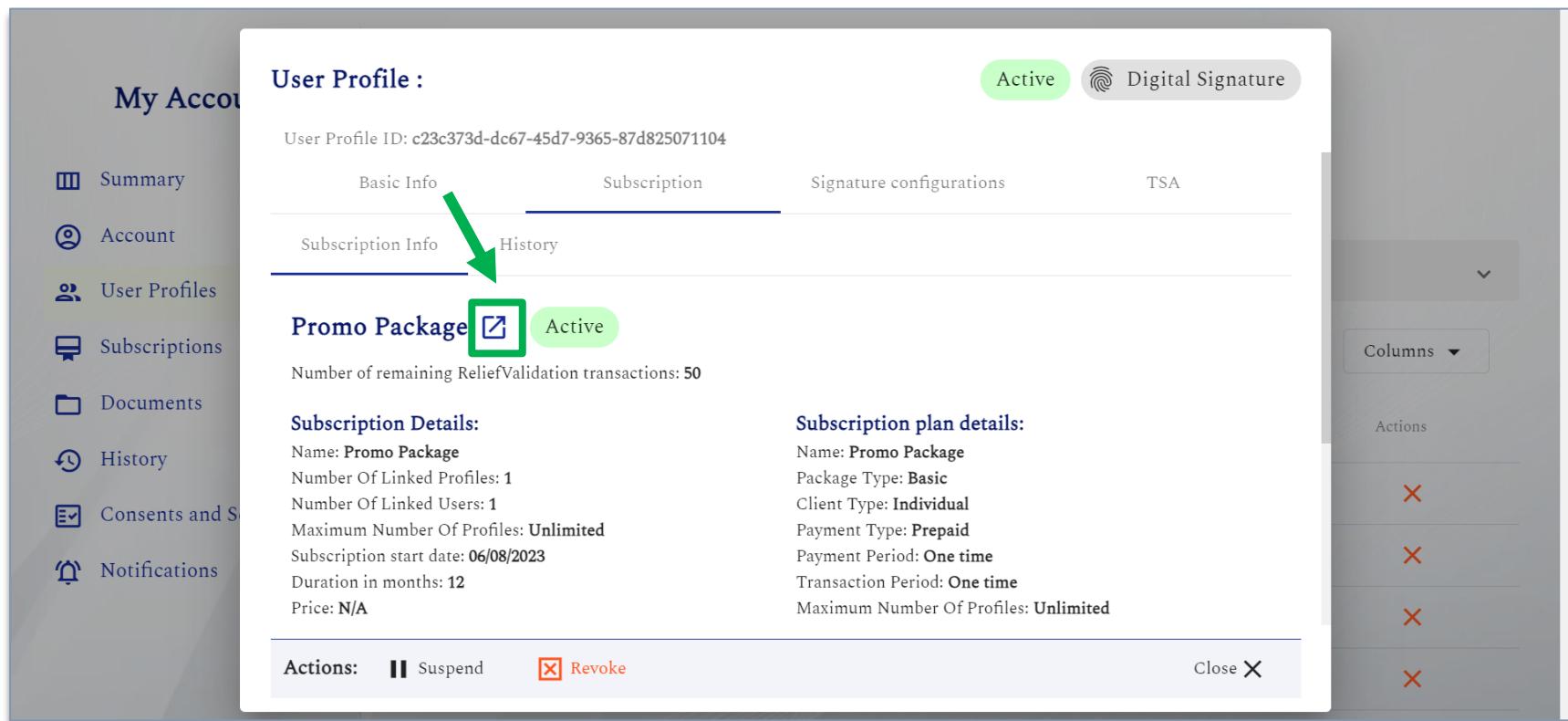


Figure 3: User Profiles Page.

#### 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.



The screenshot shows the 'User Profile' page for a user with ID `c23c373d-dc67-45d7-9365-87d825071104`. The page has tabs for 'Basic Info', 'Subscription', 'Signature configurations', and 'TSA'. The 'Subscription' tab is active. Below it, there are two sub-tabs: 'Subscription Info' (selected) and 'History'. A green arrow points to the 'Promo Package' section, which is highlighted with a green box. The 'Promo Package' section shows the status as 'Active'. Below this, it says 'Number of remaining ReliefValidation transactions: 50'. The 'Subscription Details' section lists the following information:

Name: Promo Package	Subscription plan details:
Number Of Linked Profiles: 1	Name: Promo Package
Number Of Linked Users: 1	Package Type: Basic
Maximum Number Of Profiles: Unlimited	Client Type: Individual
Subscription start date: 06/08/2023	Payment Type: Prepaid
Duration in months: 12	Payment Period: One time
Price: N/A	Transaction Period: One time
	Maximum Number Of Profiles: Unlimited

At the bottom, there are 'Actions' buttons for 'Suspend' and 'Revoke' (highlighted with a red box). A 'Close' button is also present.

Figure 4: User Profiles Page

## Step 5:

Click on “Change plan” to avail new package.

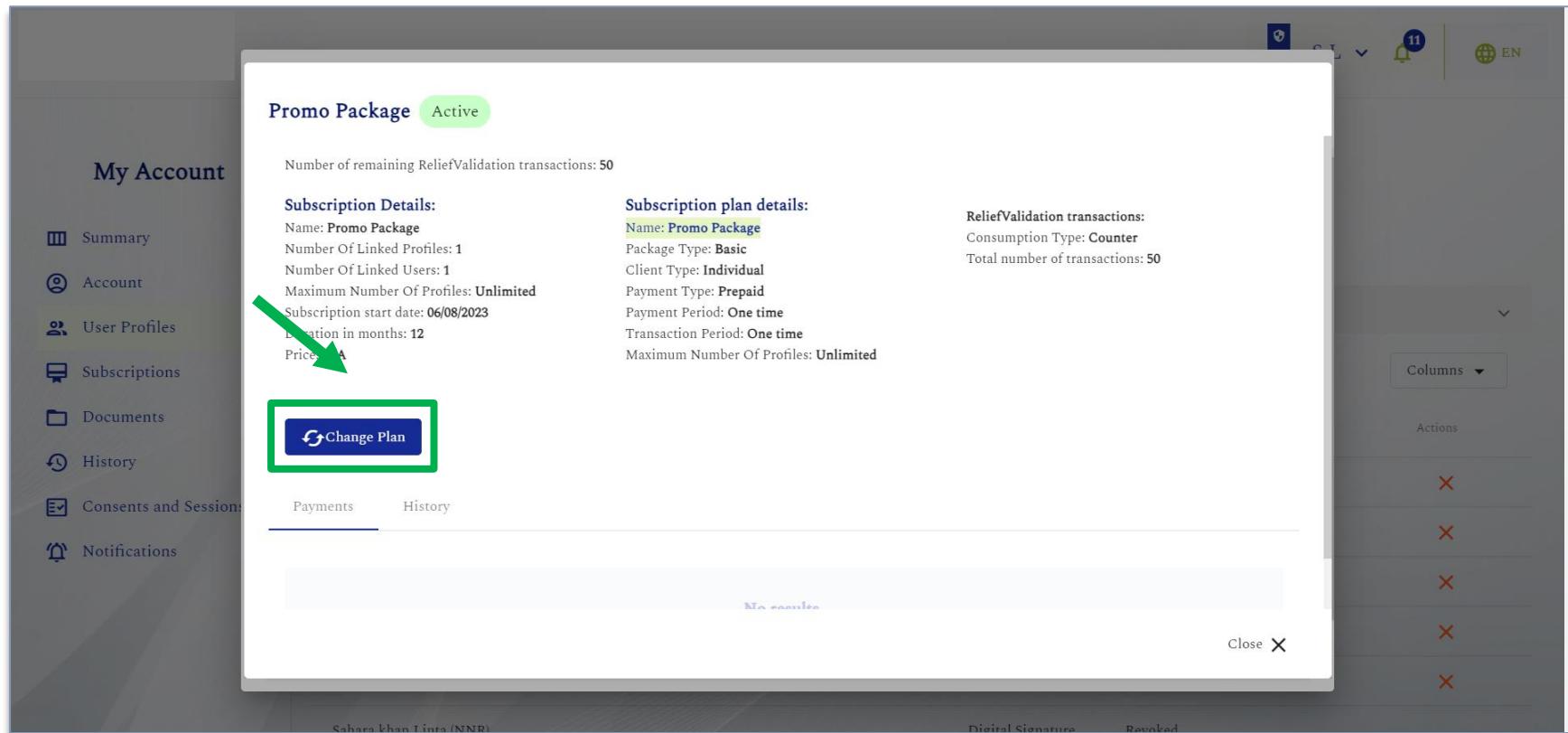


Figure 5: User Profiles Page

## Step 6:

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

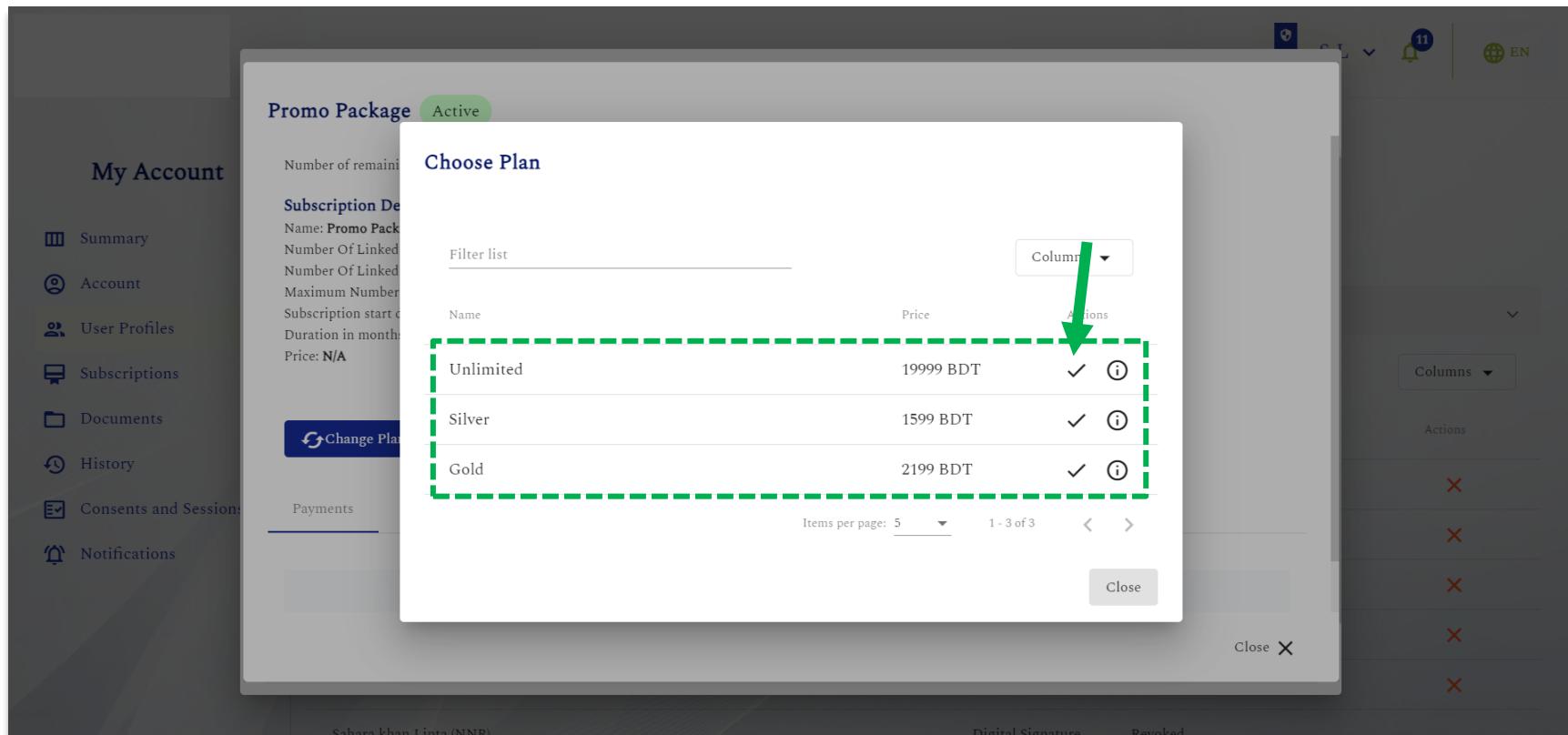


Figure 6: Subscription option

## Step 7:

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

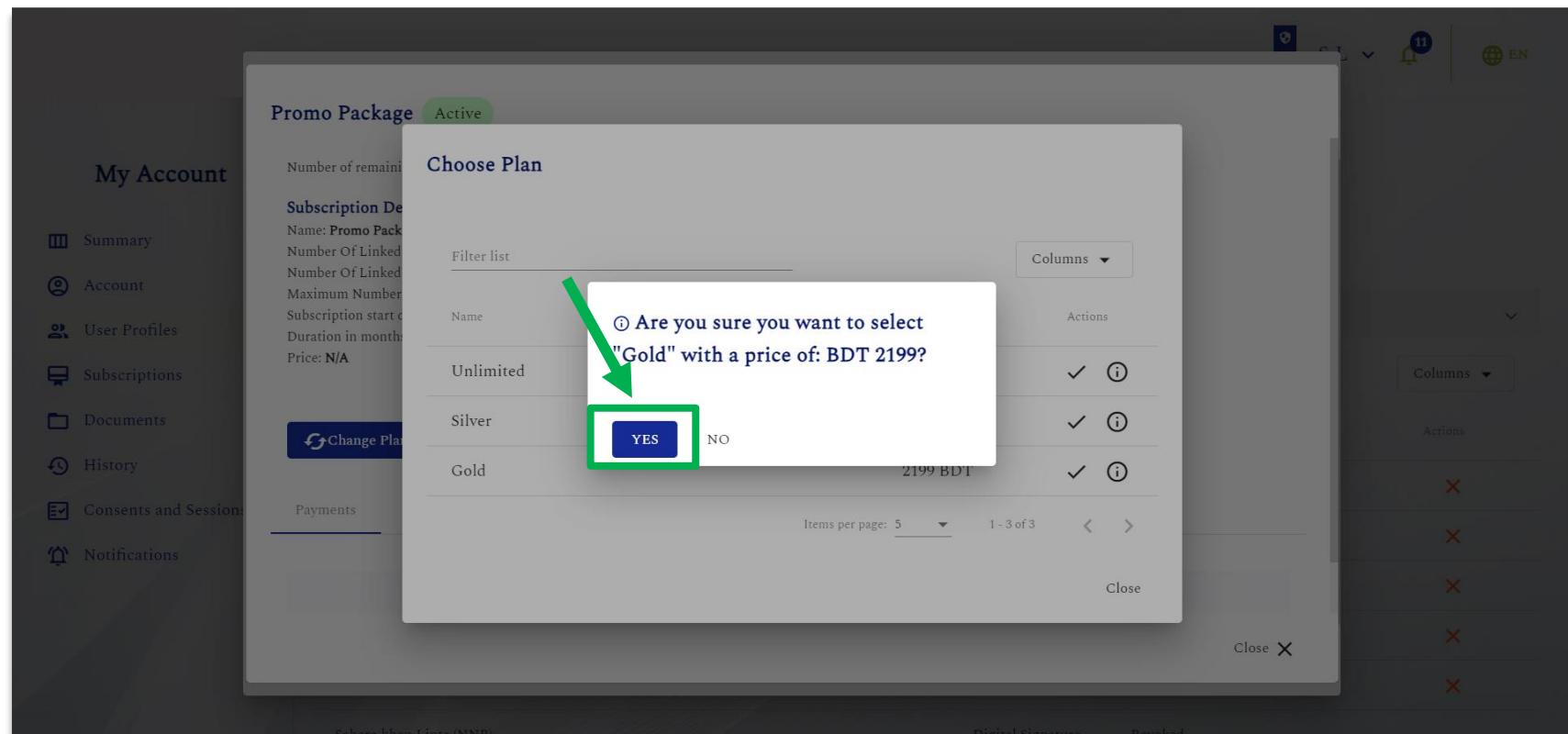


Figure 7: Subscription option payment

## Step 8:

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

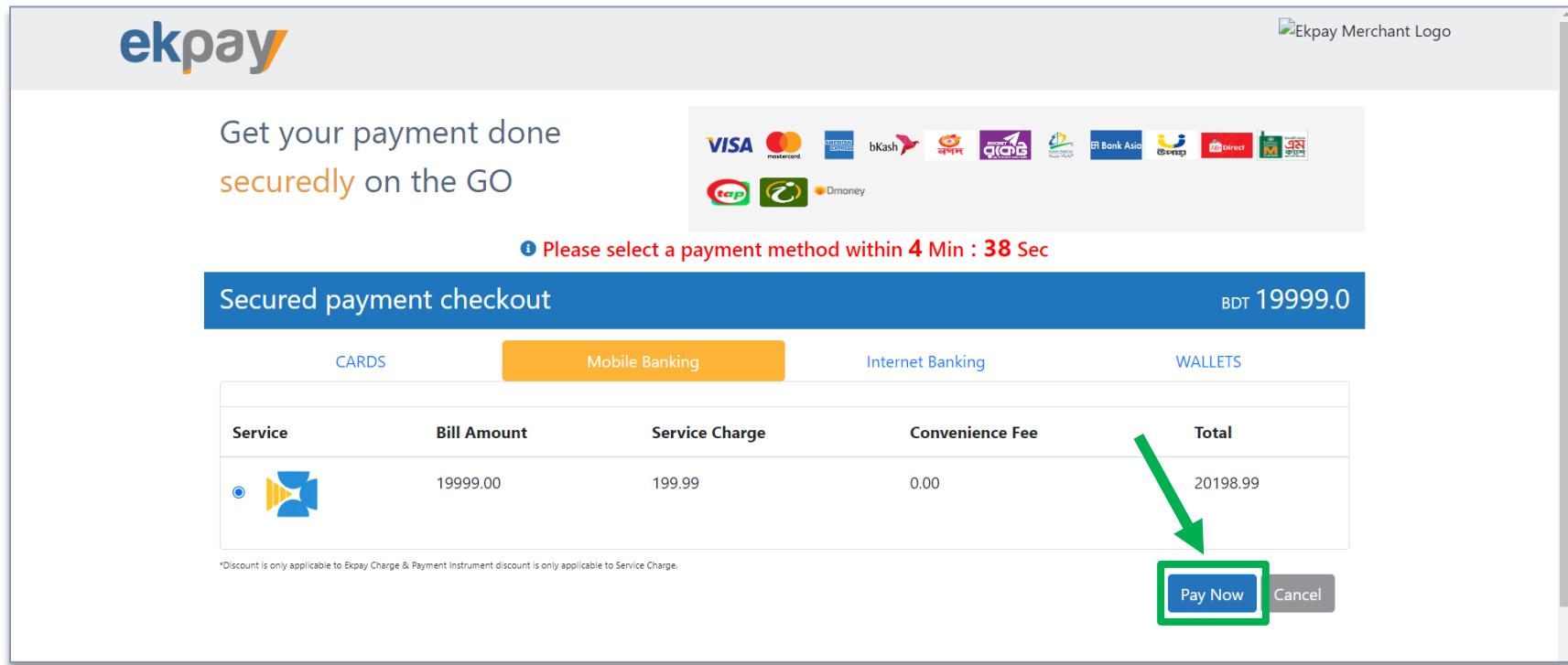


Figure 8: Subscription option payment

## 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.

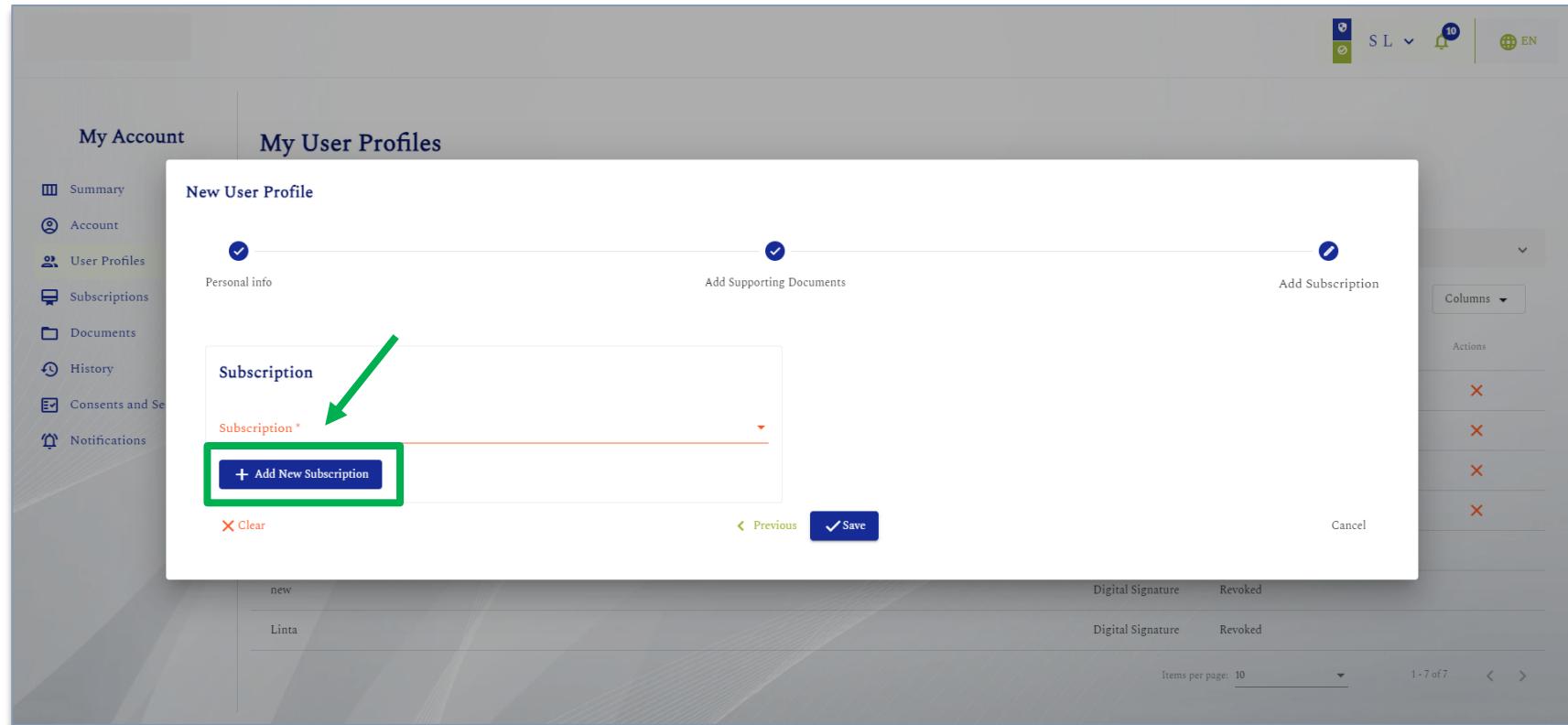


Figure 9: Add subscription page

## Step 2:

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

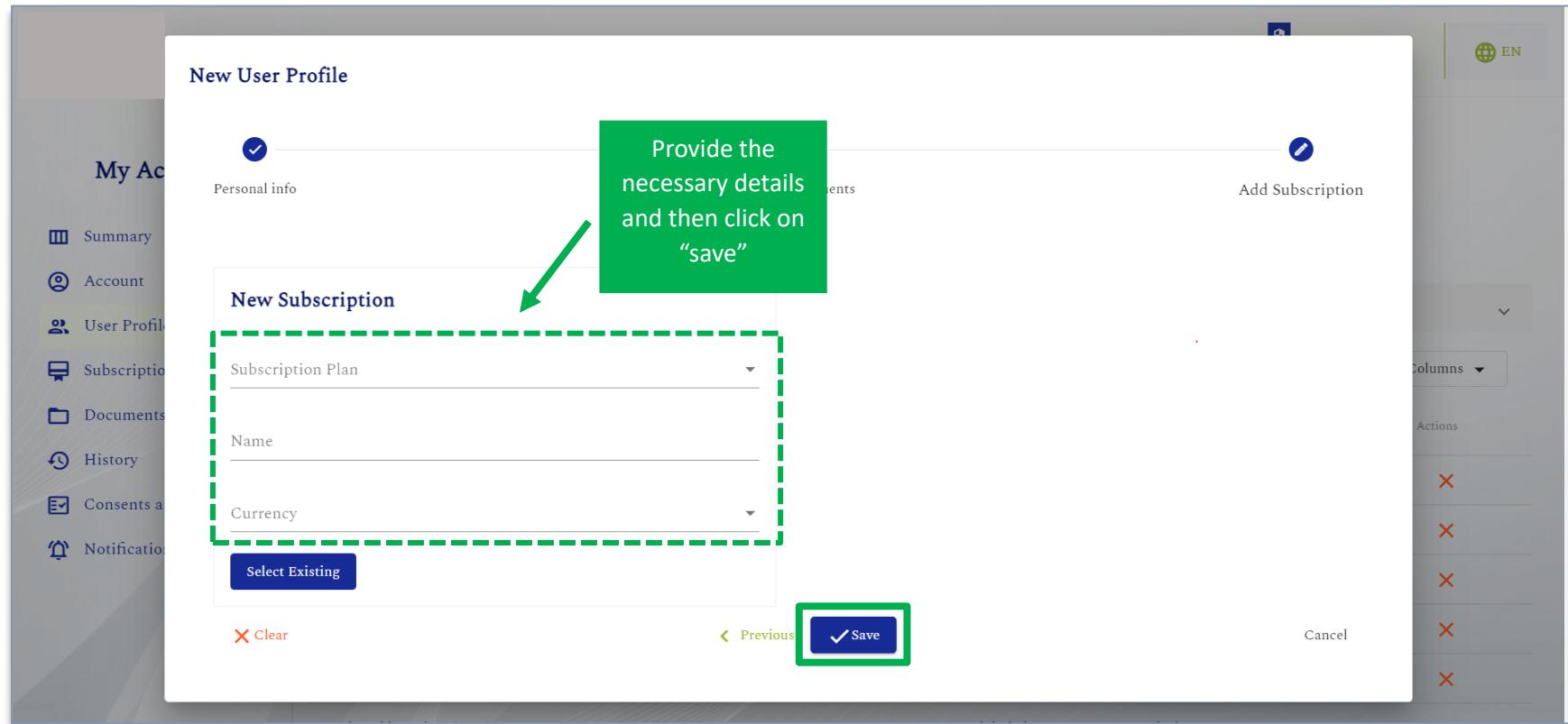


Figure 10: New subscription

### Step 3:

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

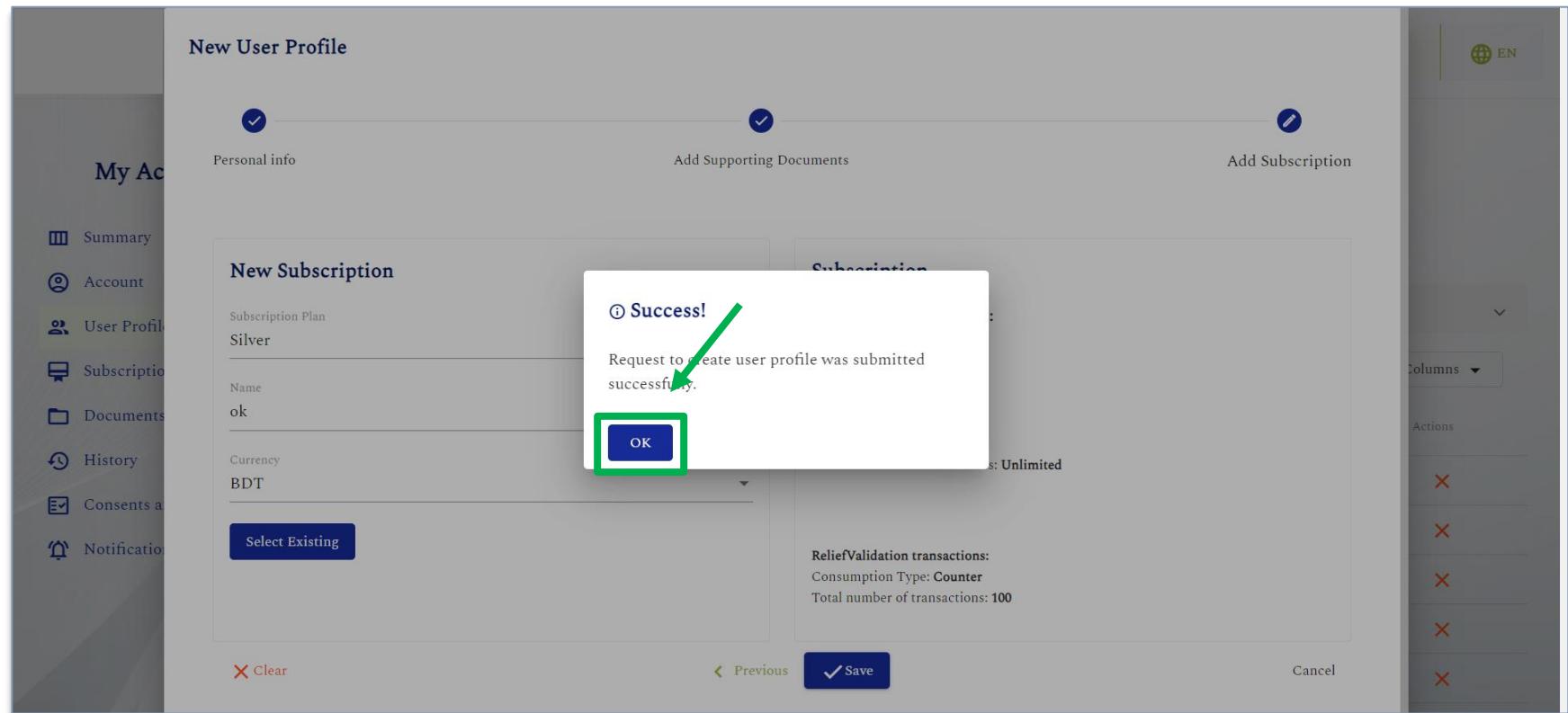


Figure 11: Profile creation confirmation

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.

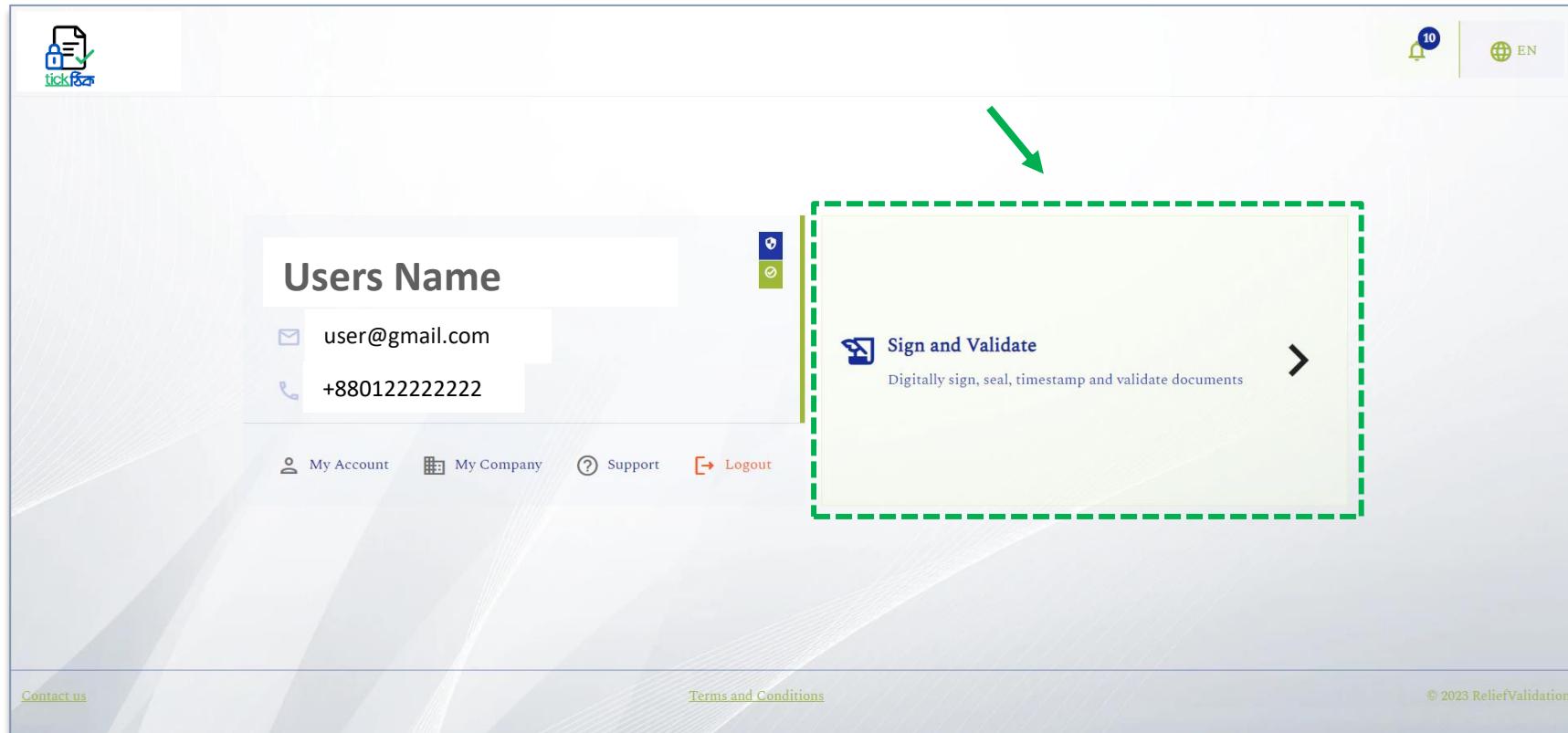


Figure 1: Home page.

## Step 2:

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

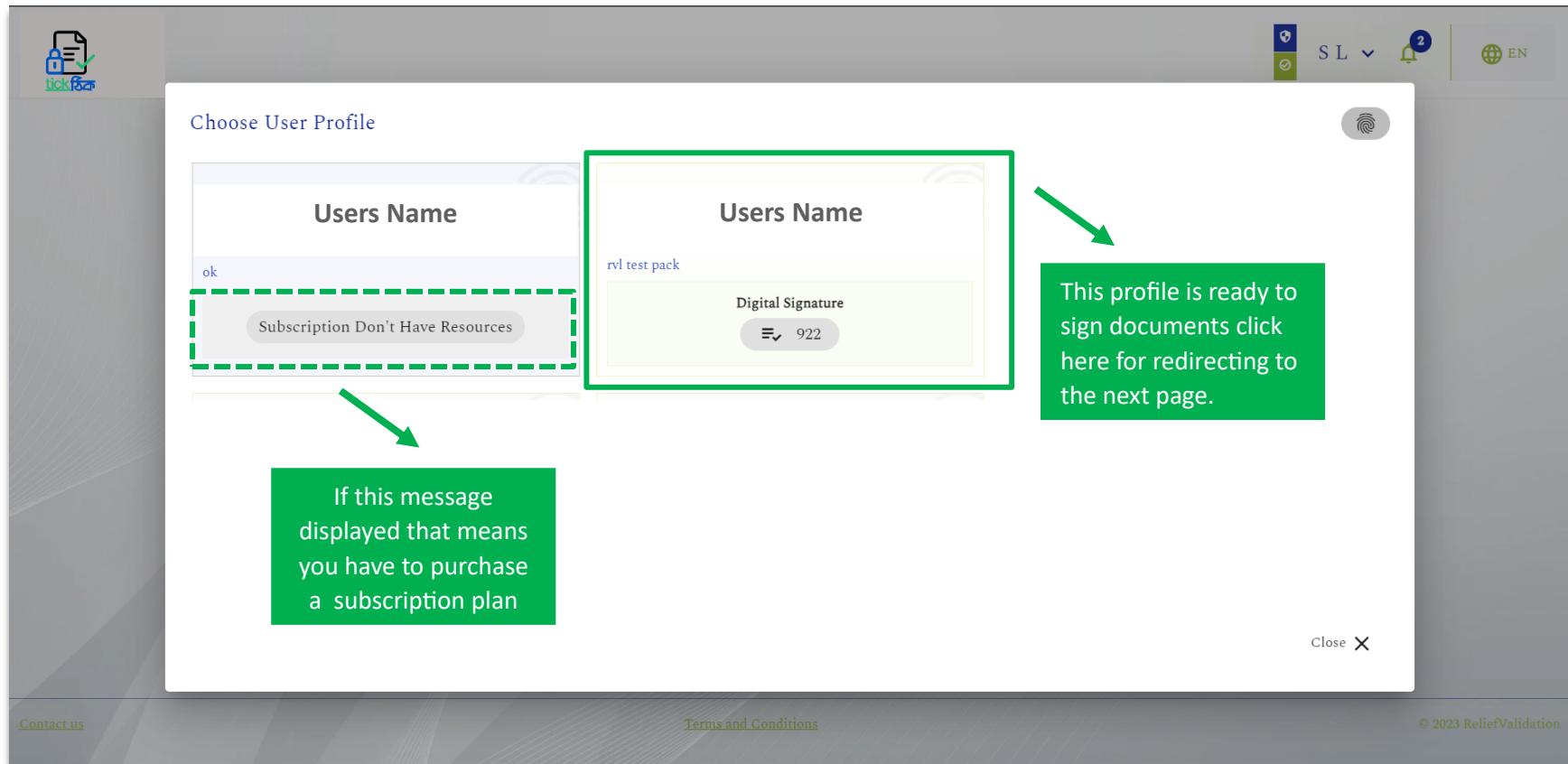


Figure 2: Sign and validate page.

### Step 3:

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

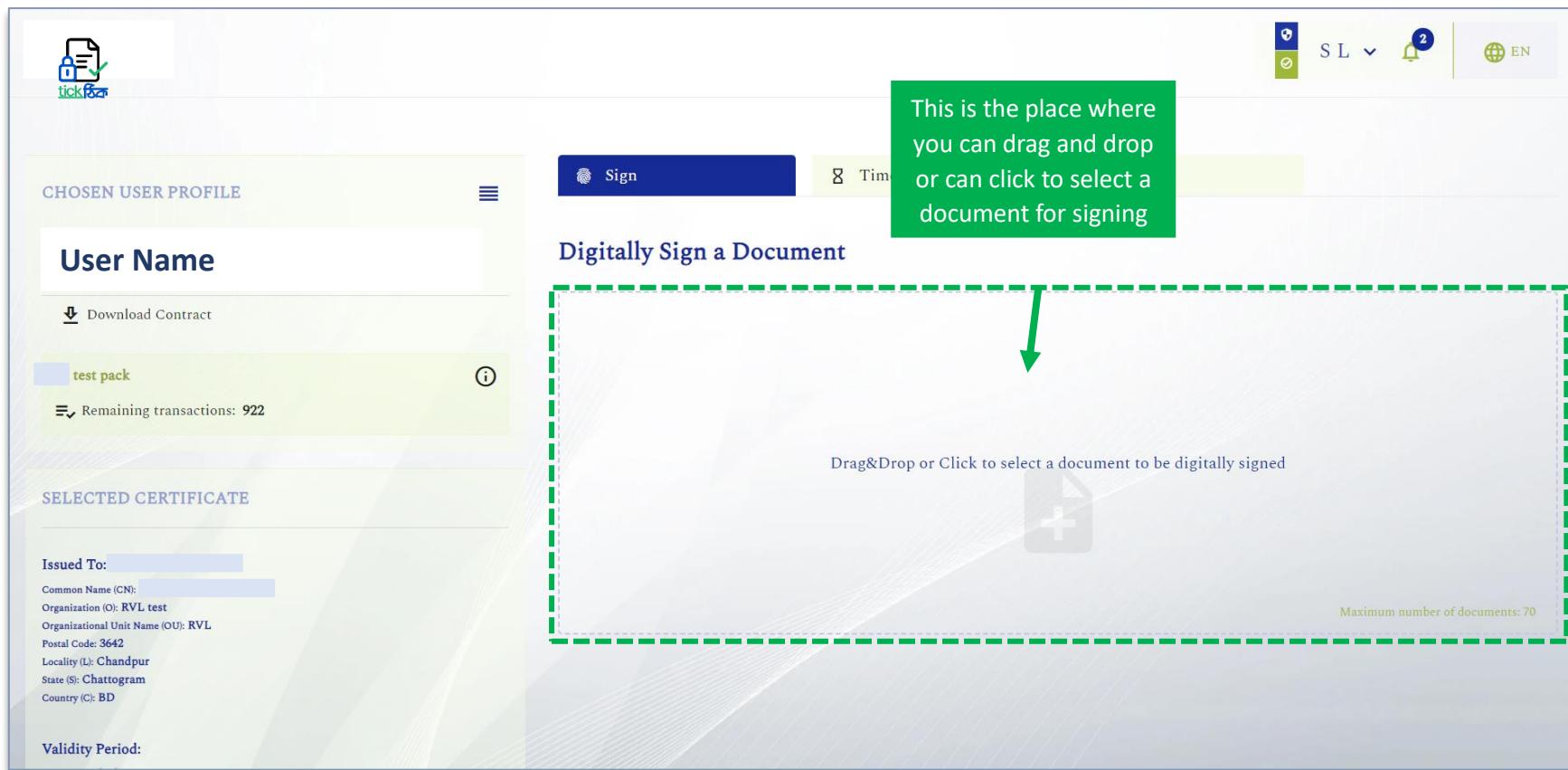


Figure 3: Signing page.

#### 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.

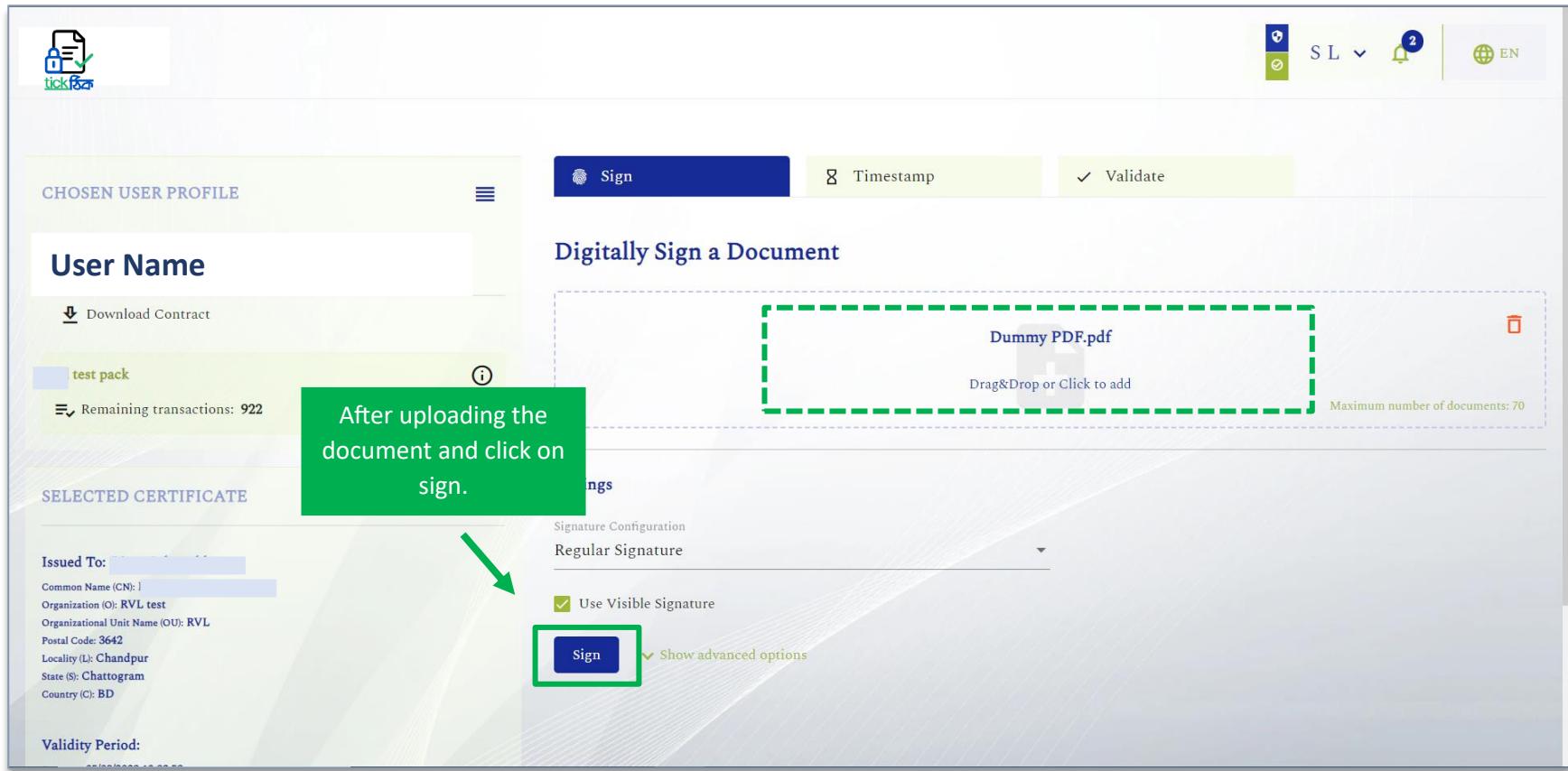


Figure 4: Signing page.

## 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.

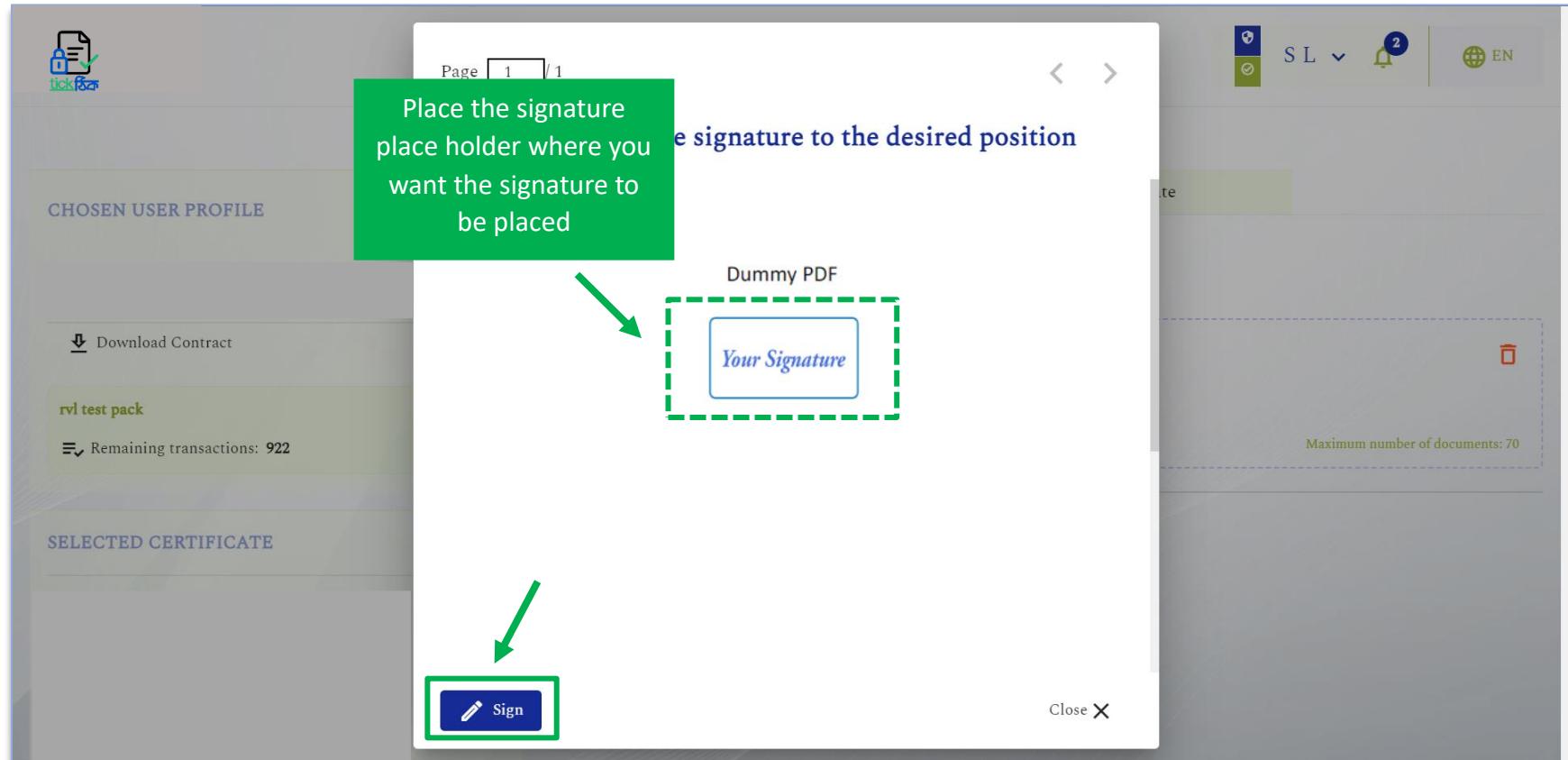


Figure 5: Signing Document.

## 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.

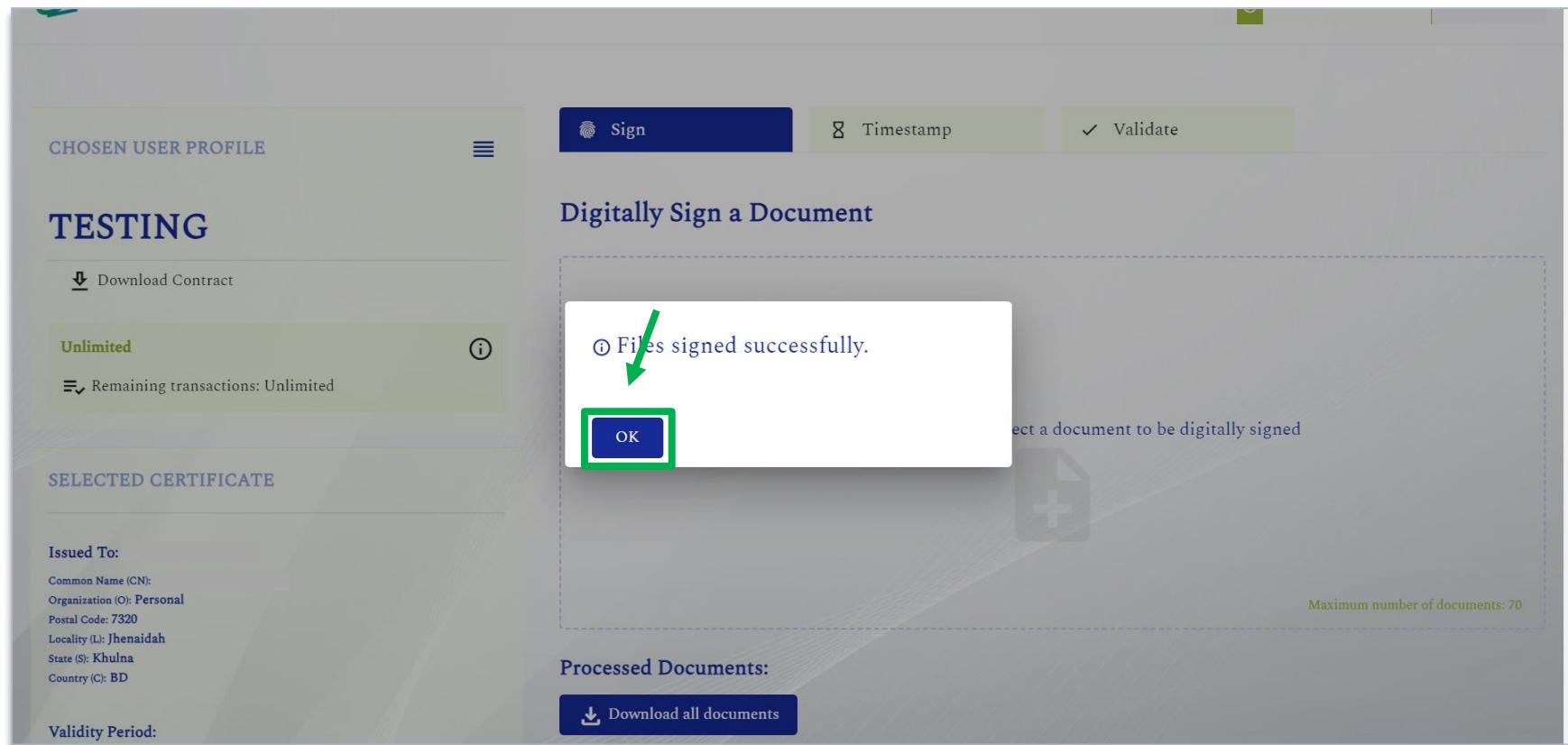


Figure 6: Successfully signed document

## 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' (light 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 'Issued To:' details and a 'Validity Period:' section. A 'Show Details' checkbox is also present. In the center, a large dashed box contains the text 'Drag&Drop or Click to select a document to be digitally signed' and 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 an 'Actions' column with a green-bordered 'View' icon. A green callout box with an arrow points to the 'View' icon, with the text 'Click on the view button to view the signed document.' A 'Columns' dropdown and a 'Actions' dropdown are also visible.

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.

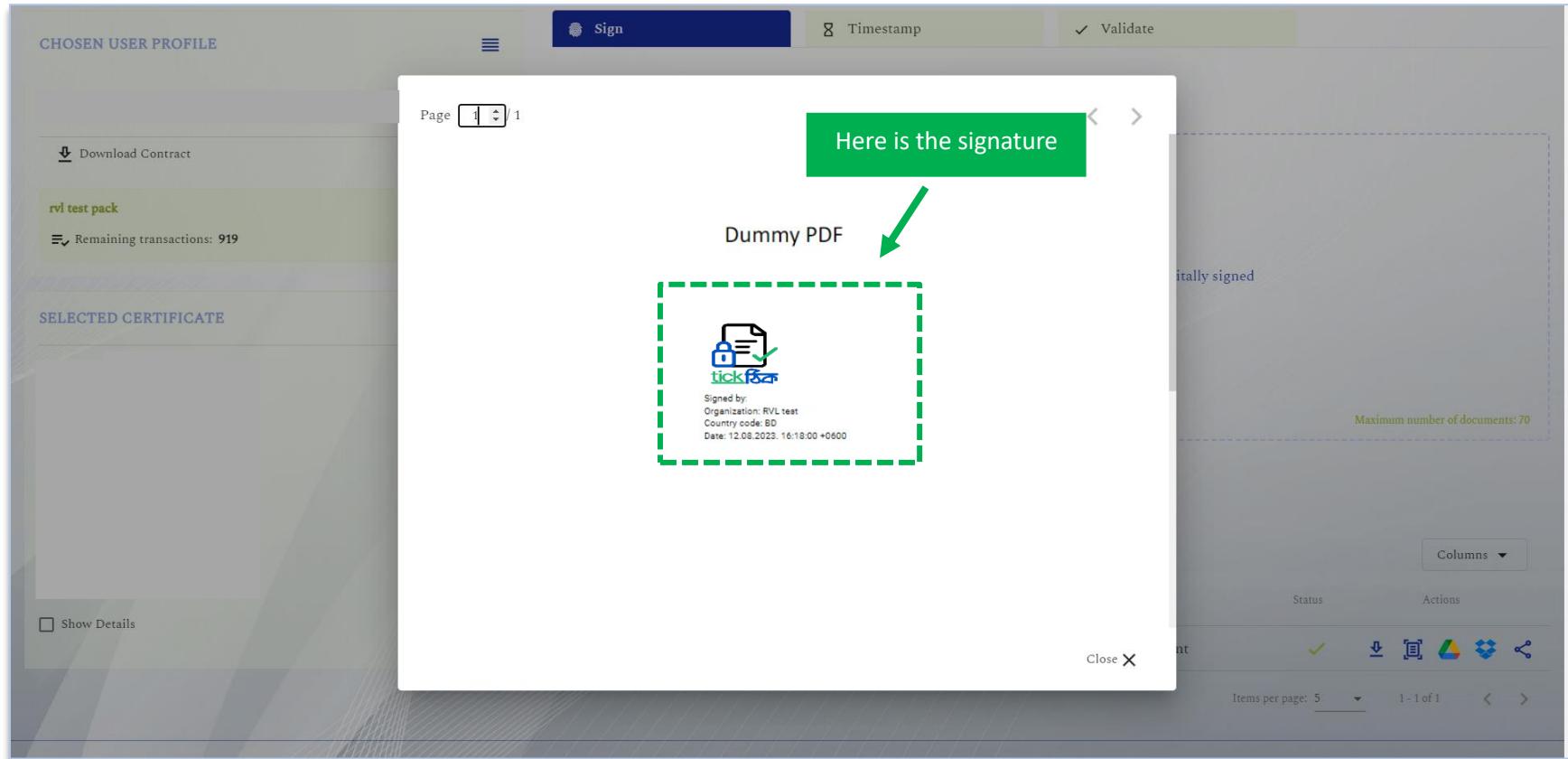


Figure 8: Viewing signed document

## Step 9:

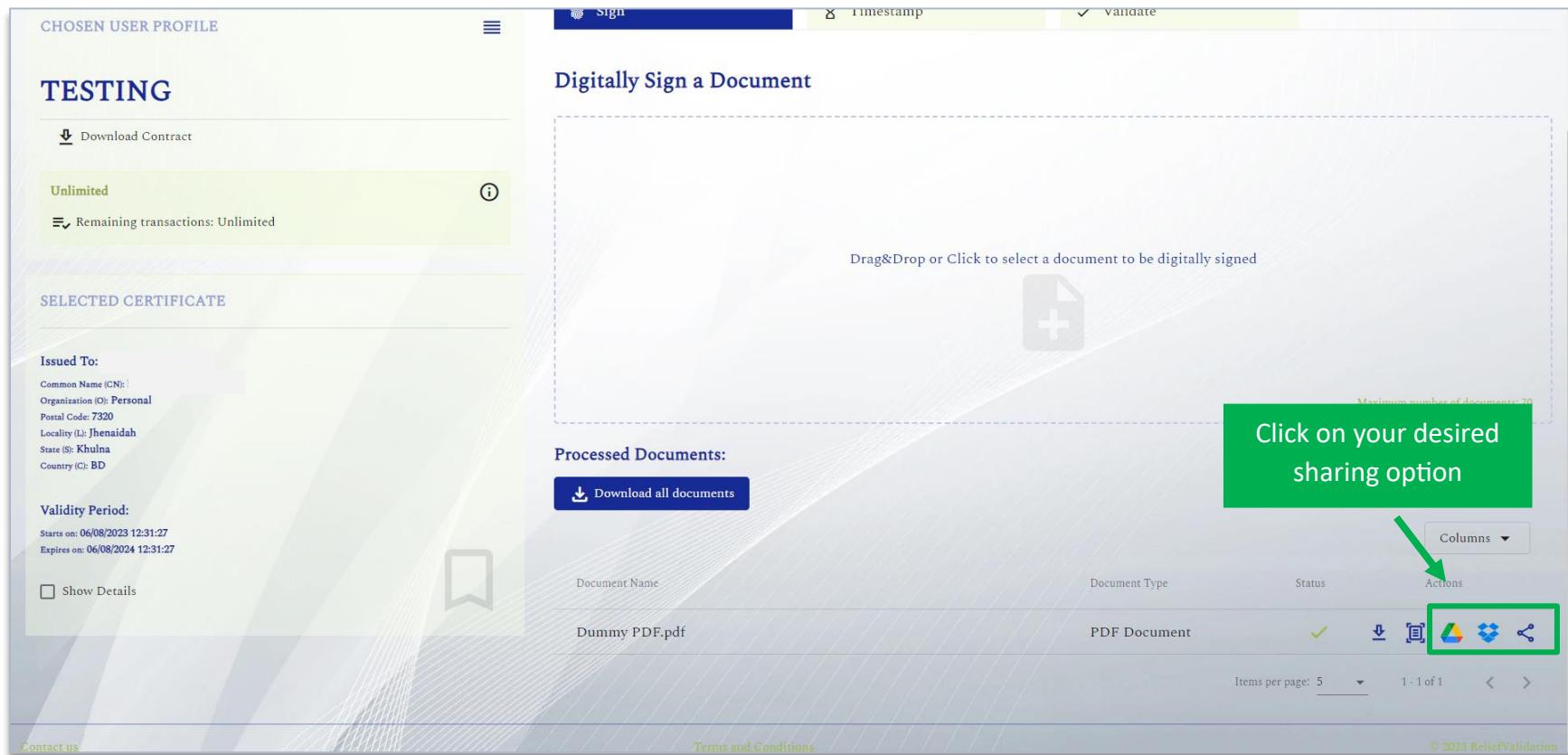
After successful document signing, download the signed document by clicking on the download icon.

The screenshot shows the 'Digitally Sign a Document' interface. On the left, there is a 'CHOSEN USER PROFILE' section with 'TESTING' and a 'Download Contract' button. Below it is a 'SELECTED CERTIFICATE' section with 'Issued To' and 'Validity Period' details. A 'Download all documents' button is highlighted with a green box and an arrow pointing to it from a green callout box that says 'Click here if you want to download in zip format.' In the center, there is a dashed box containing a 'Drag&Drop or Click to select a document to be digitally signed' area with a plus sign icon. To the right, a table lists 'Processed Documents' with one entry: 'Dummy PDF.pdf' (Document Name), 'PDF Document' (Document Type), 'Status: ✓' (Status), and an 'Actions' column containing a download icon (highlighted with a green box and an arrow), a print icon, a preview icon, and a share icon.

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 buttons: 'Sign' (highlighted in blue), 'Timestamp' (grey), and 'Validate' (light green). On the left, a 'CHOSEN USER PROFILE' section displays 'TESTING' and a 'Download Contract' button. Below it, a yellow box indicates 'Unlimited' remaining transactions. A 'SELECTED CERTIFICATE' section shows 'Issued To:' details: Common Name (CN): [redacted], Organization (O): Personal, Postal Code: 7320, Locality (L): Jhenaidah, State (S): Khulna, Country (C): BD. It also shows a 'Validity Period:' from 06/08/2023 12:31:27 to 06/08/2024 12:31:27, and a 'Show Details' checkbox. In the center, a large dashed box is labeled 'Drag&Drop or Click to select a document to be digitally signed' with a plus sign icon. Below this 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), and 'Status' (green checkmark). To the right of the table is a green box with the text 'Click on your desired sharing option' and a green arrow pointing to the 'Actions' column. The 'Actions' column contains icons for Google Drive, Dropbox, and Email, which are highlighted with a green box. At the bottom, there are buttons for 'Columns' and 'Actions', and links for 'Contact us', 'Terms and Conditions', and '© 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.

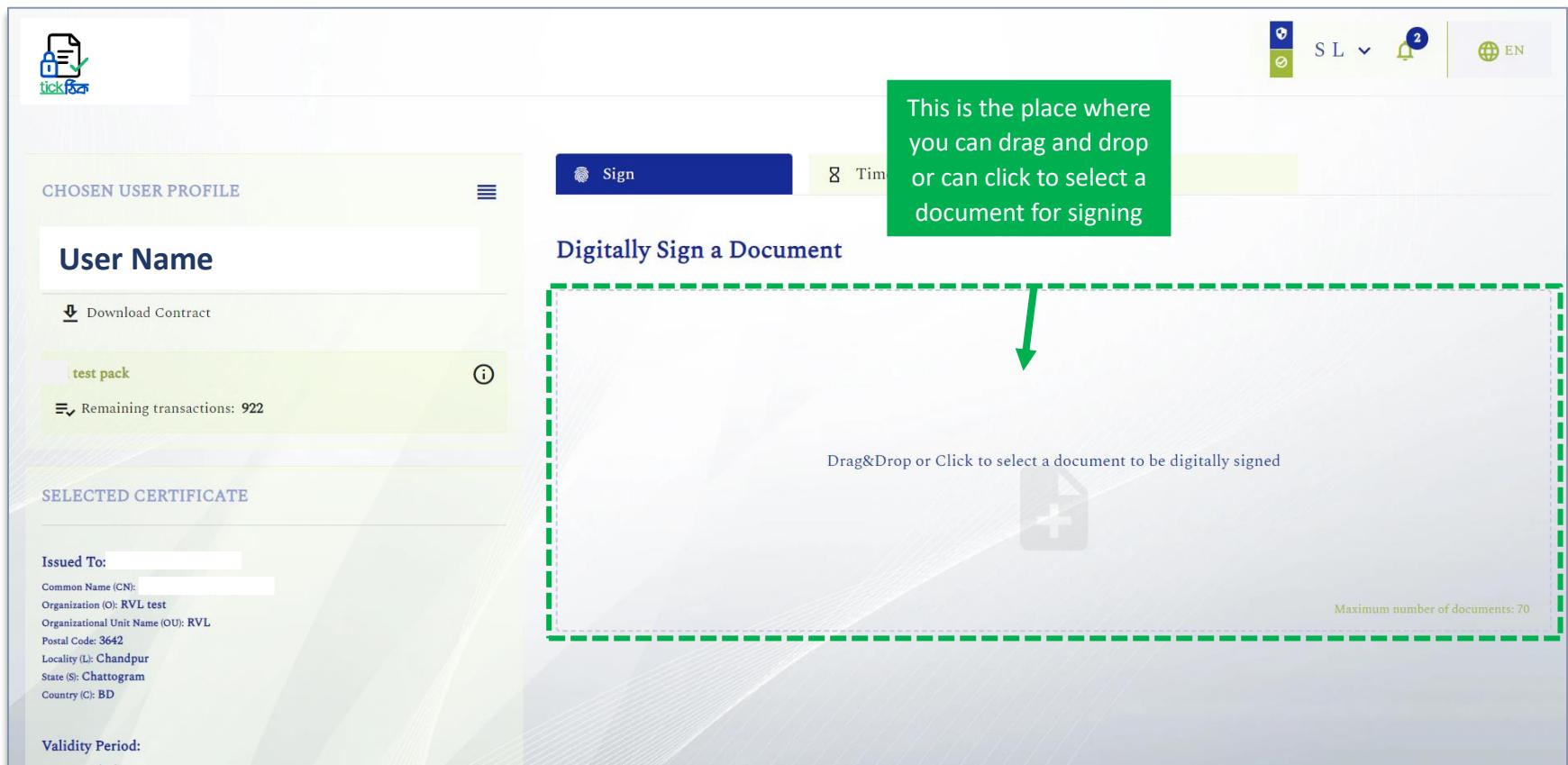


Figure 1: Signing page.

## 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' (disabled), 'Remaining transactions: 872', and 'SELECTED CERTIFICATE' (Issued To: 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). Below that is 'Validity Period' (Starts on: 05/08/2023 10:32:58, Expires on: 05/08/2024 10:32:58) and a 'Show Details' checkbox. 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 'Drag&Drop or Click to add' button and a 'Files:' section with 'Remove all documents' and a table showing two documents: 'Dummy PDF.pdf' (Document Type: PDF Document) and 'Dummy time stamping.pdf' (Document Type: PDF Document). A green callout box says: 'Click on "visible signature" for having visible signature in the documents.' A green arrow points to the 'Visible signature' checkbox in the table header. Another green arrow points to the 'Sign' button at the bottom. The table has 'Document Name', 'Document Type', 'Visible signature' (checkbox), and 'Actions' columns. The bottom right of the table shows 'Items per page: 5', '1 - 2 of 2', and navigation arrows.

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.

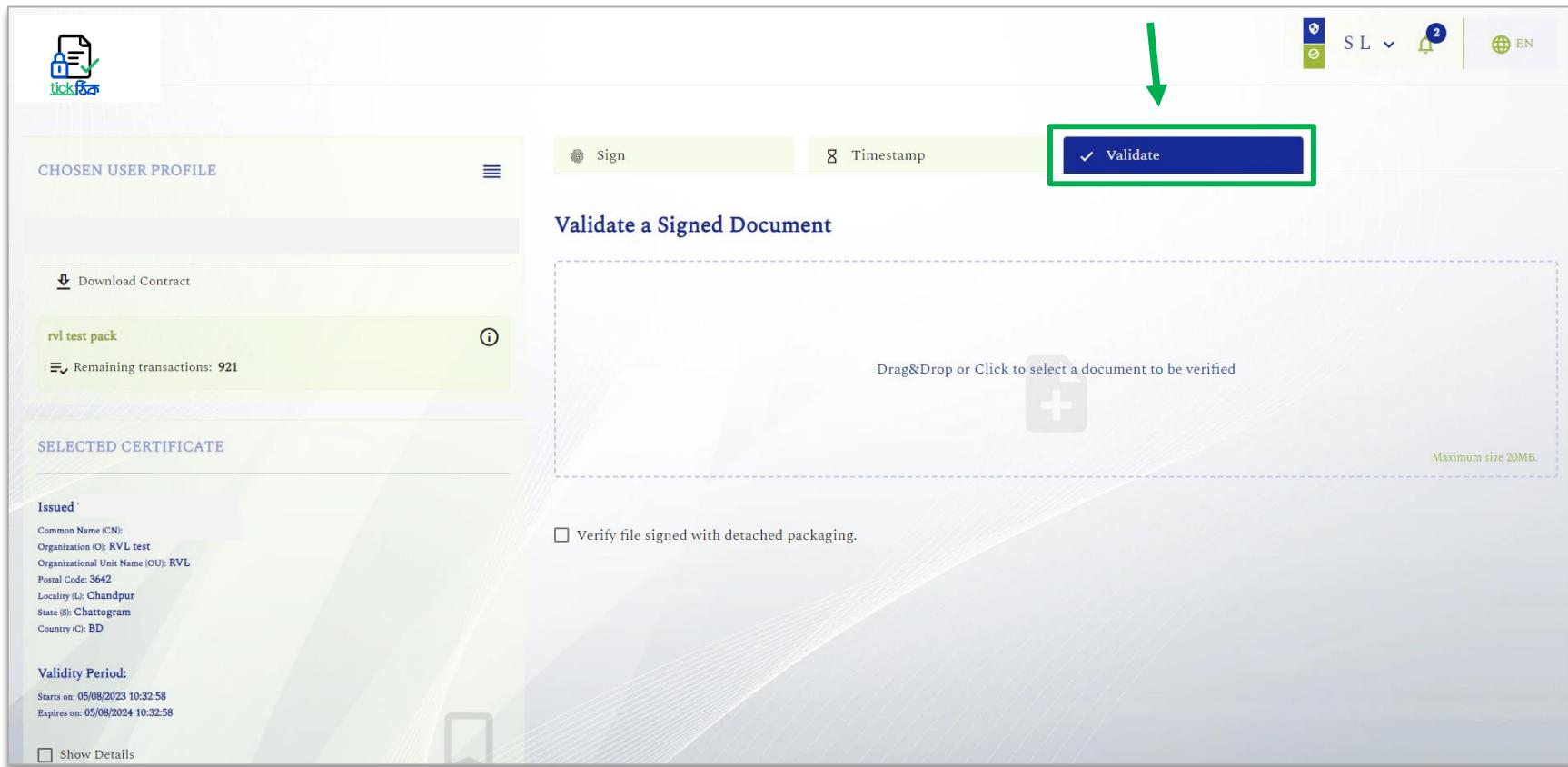


Figure 1: Verify document.

## Step 2:

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

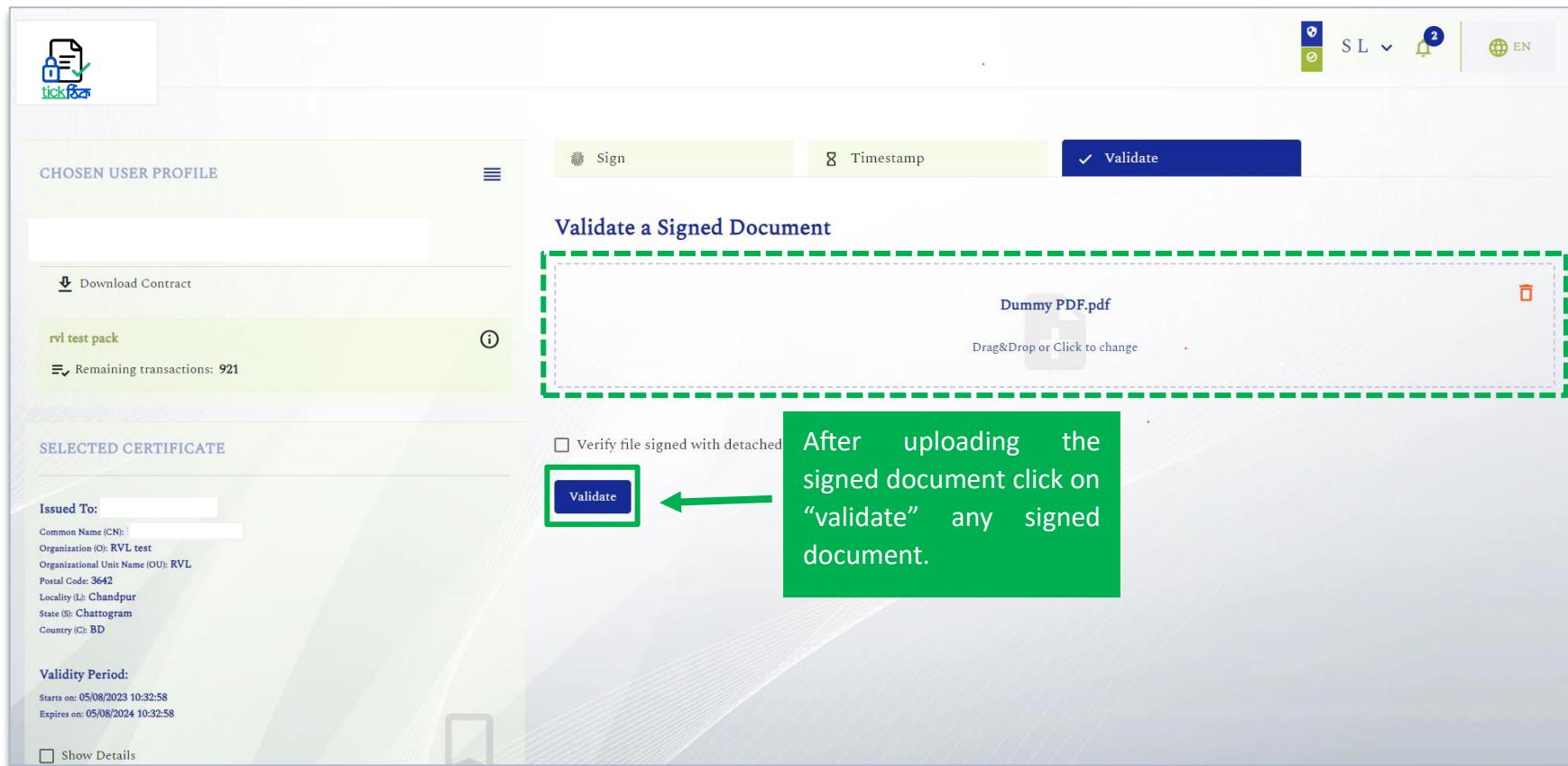


Figure 2: Validating interface

### Step 3:

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

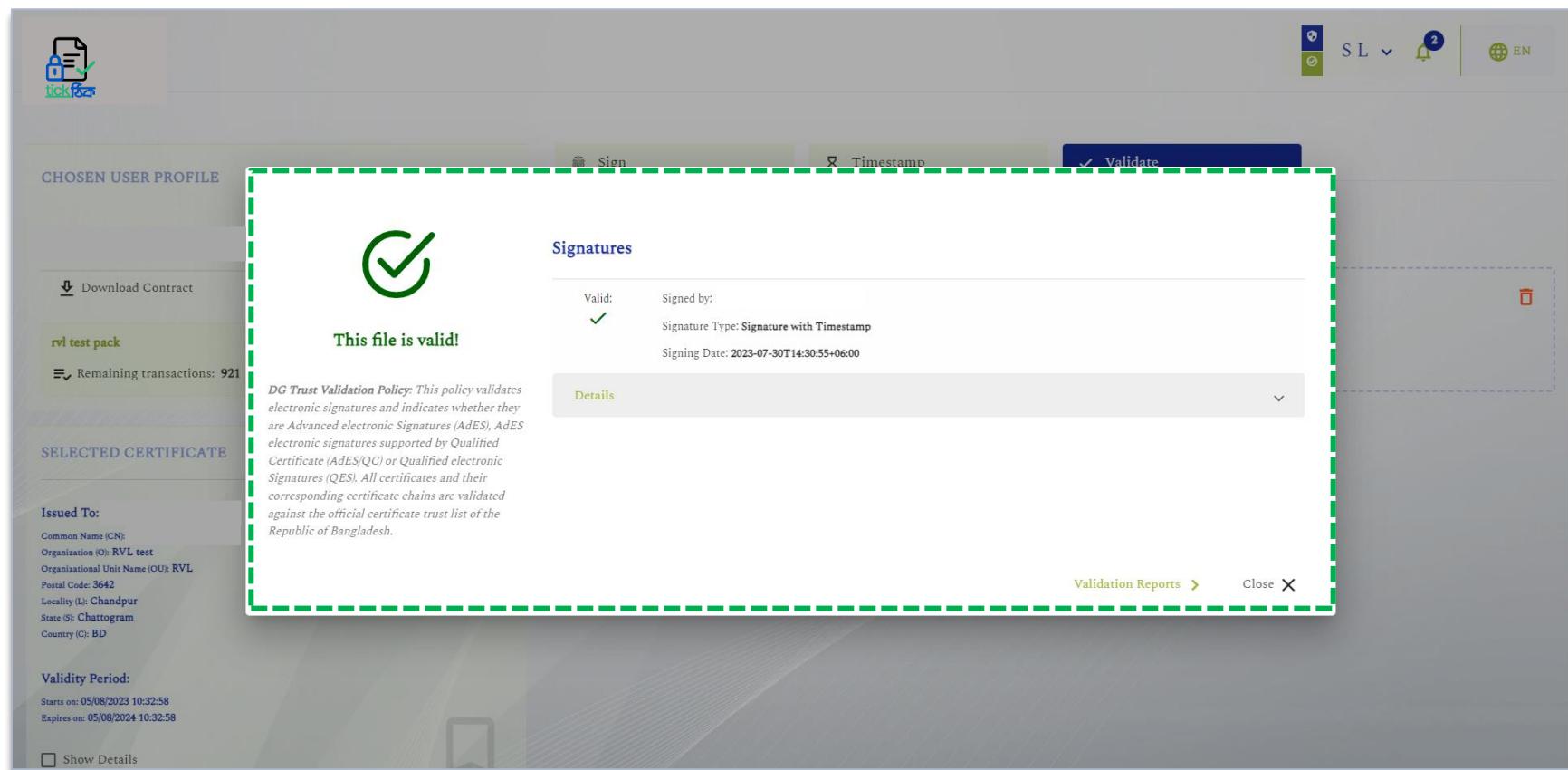


Figure 3: Document verified.

## 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".

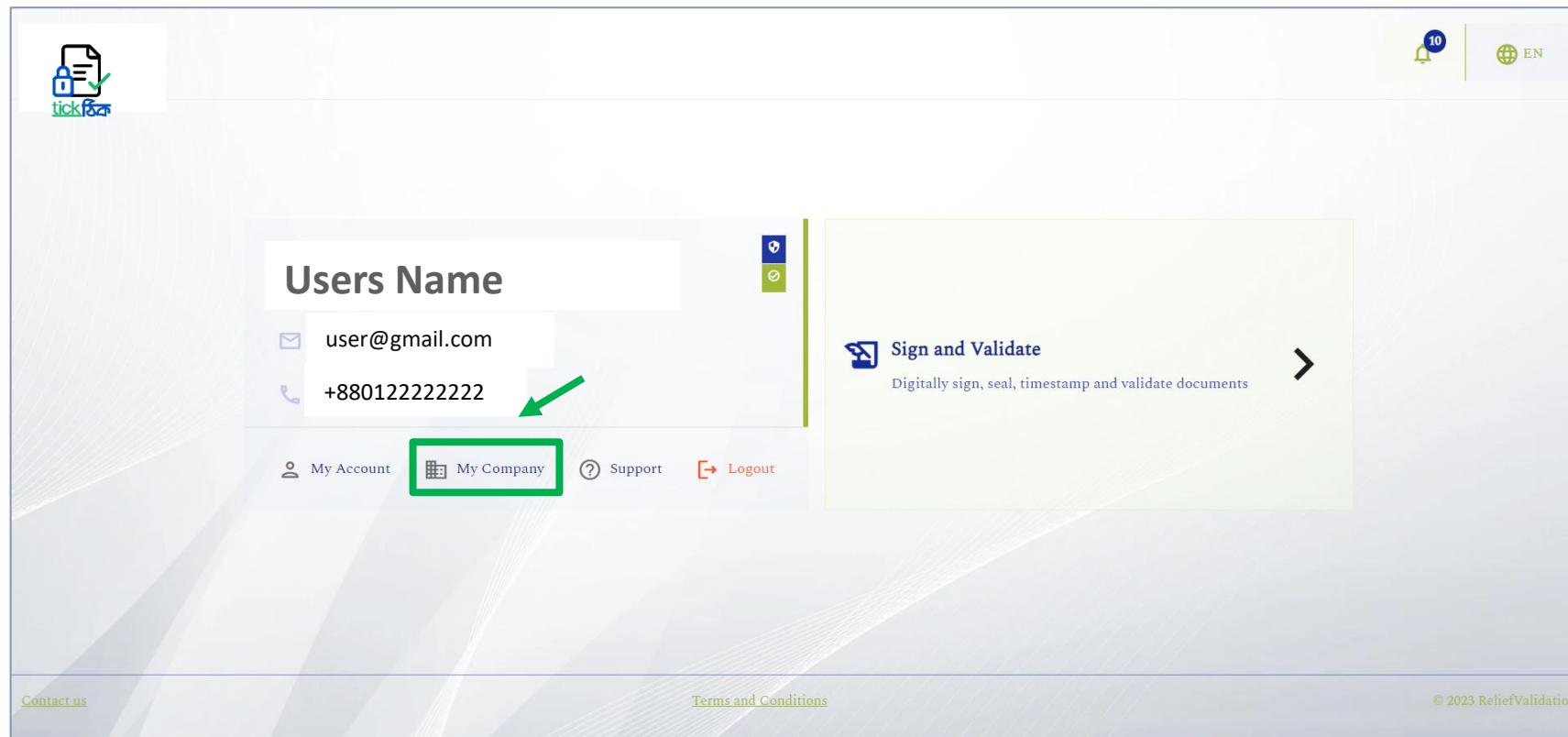
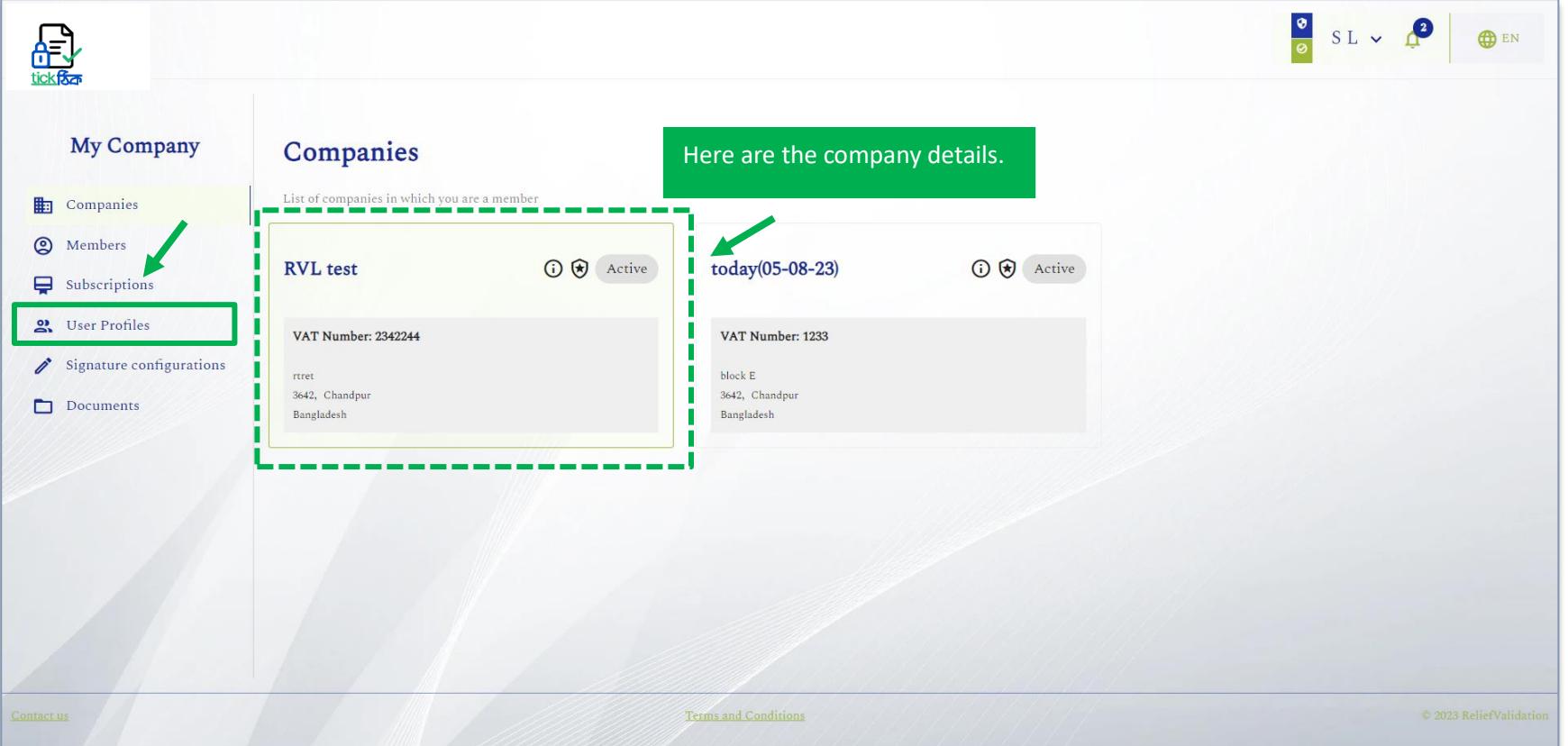


Figure 1: Home page.

## Step 2:

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



My Company

Companies

Members

Subscriptions

User Profiles

Signature configurations

Documents

Companies

List of companies in which you are a member

RVL test

VAT Number: 2342244

rrret  
3642, Chandpur  
Bangladesh

today(05-08-23)

VAT Number: 1233

block E  
3642, Chandpur  
Bangladesh

Here are the company details.

Contact us

Terms and Conditions

© 2023 ReliefValidation

Figure 2: My company page.

### Step 3:

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

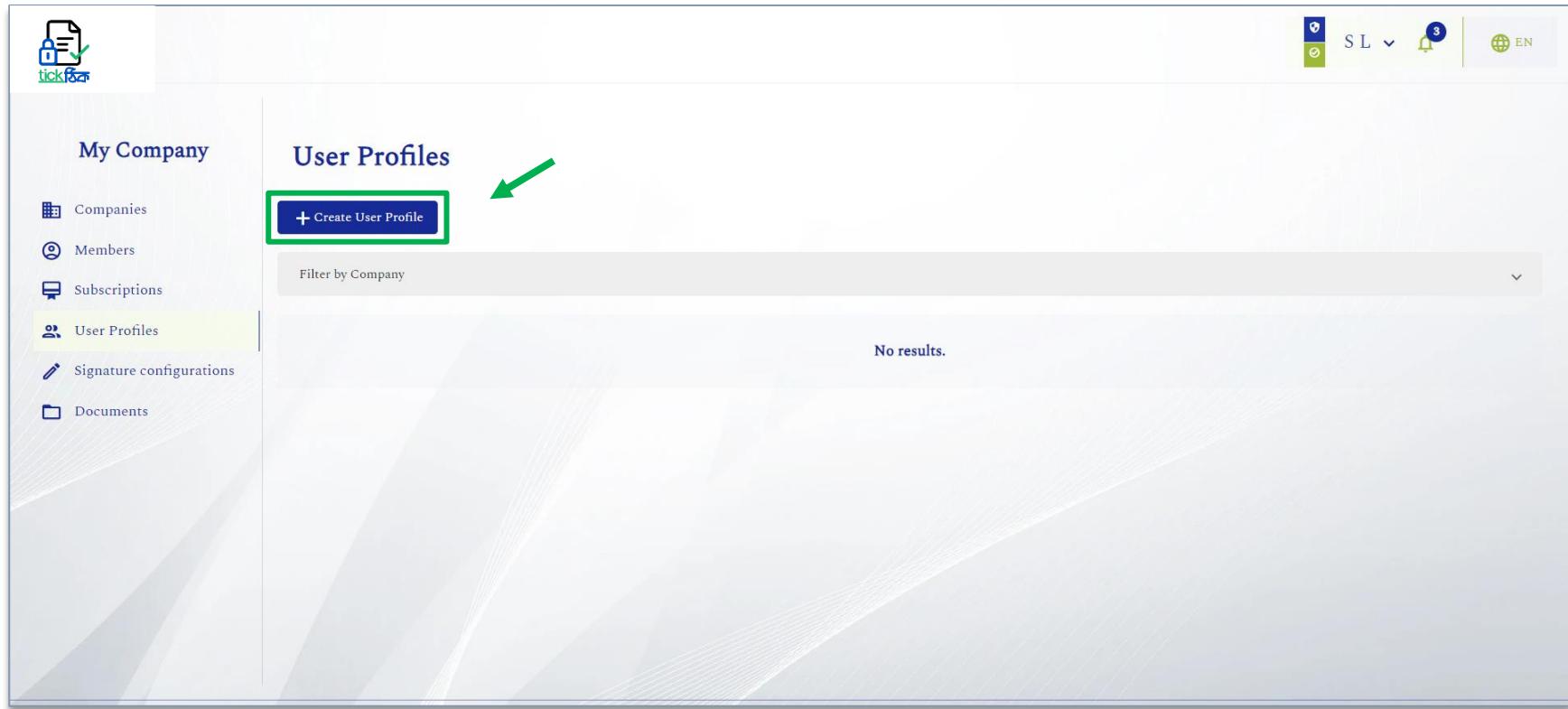
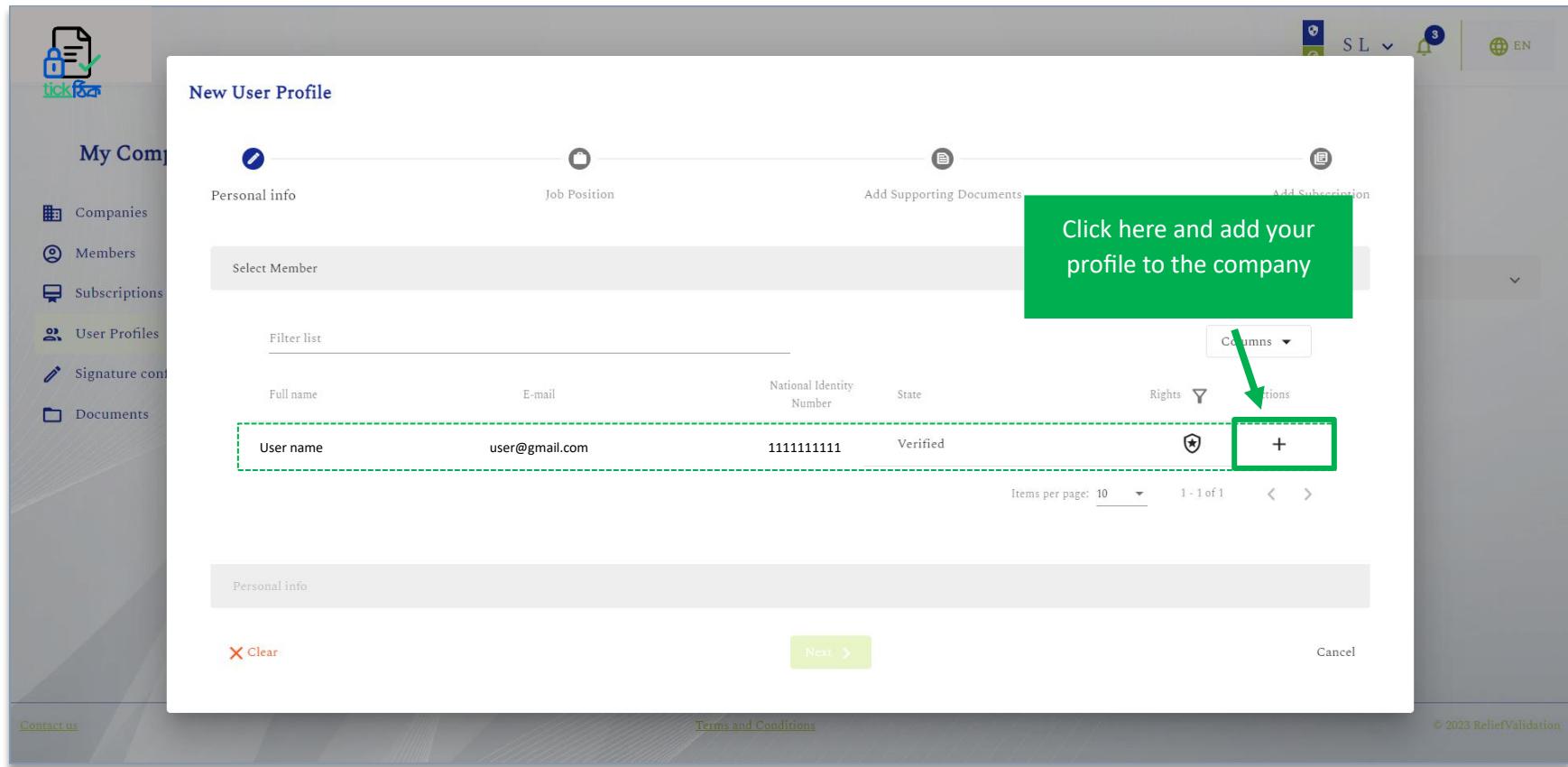


Figure 3: User profile page.

#### Step 4:

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



The screenshot shows a user profile management interface. On the left, a sidebar lists 'My Company' sections: Companies, Members, Subscriptions, User Profiles, Signature config, and Documents. The 'User Profiles' section is currently selected. The main area is titled 'New User Profile' and displays a table of user profiles. The table has columns: Full name, E-mail, National Identity Number, State, Rights, and Actions. A green dashed box highlights the 'Actions' column. A green callout box with the text 'Click here and add your profile to the company' points to the '+' icon in the 'Actions' column of the first row. The first row in the table contains the following data: User name (user), E-mail (user@gmail.com), National Identity Number (1111111111), State (Verified), Rights (shield icon), and Actions (a green '+' icon). The bottom of the table shows pagination: 'Items per page: 10', '1 - 1 of 1', and navigation arrows. Below the table, there are 'Personal info' and 'Next >' buttons, and links for 'Clear', 'Terms and Conditions', and 'Cancel'. The bottom right corner of the page includes the text '© 2023 ReliefValidation'.

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: (empty)

Date of birth: (empty)

Phone: (empty)

Home phone: (empty)

E-mail: (empty)

Village/House: (empty)

Road/Block/Sector: road 03 house 24

Division: Chattogram

District: Chandpur

Police Station: Uttar matlab

Post Office: Changarchar bazar

Post Code: 3643

Next >

Figure 5: User profile page.

## Step 6:

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

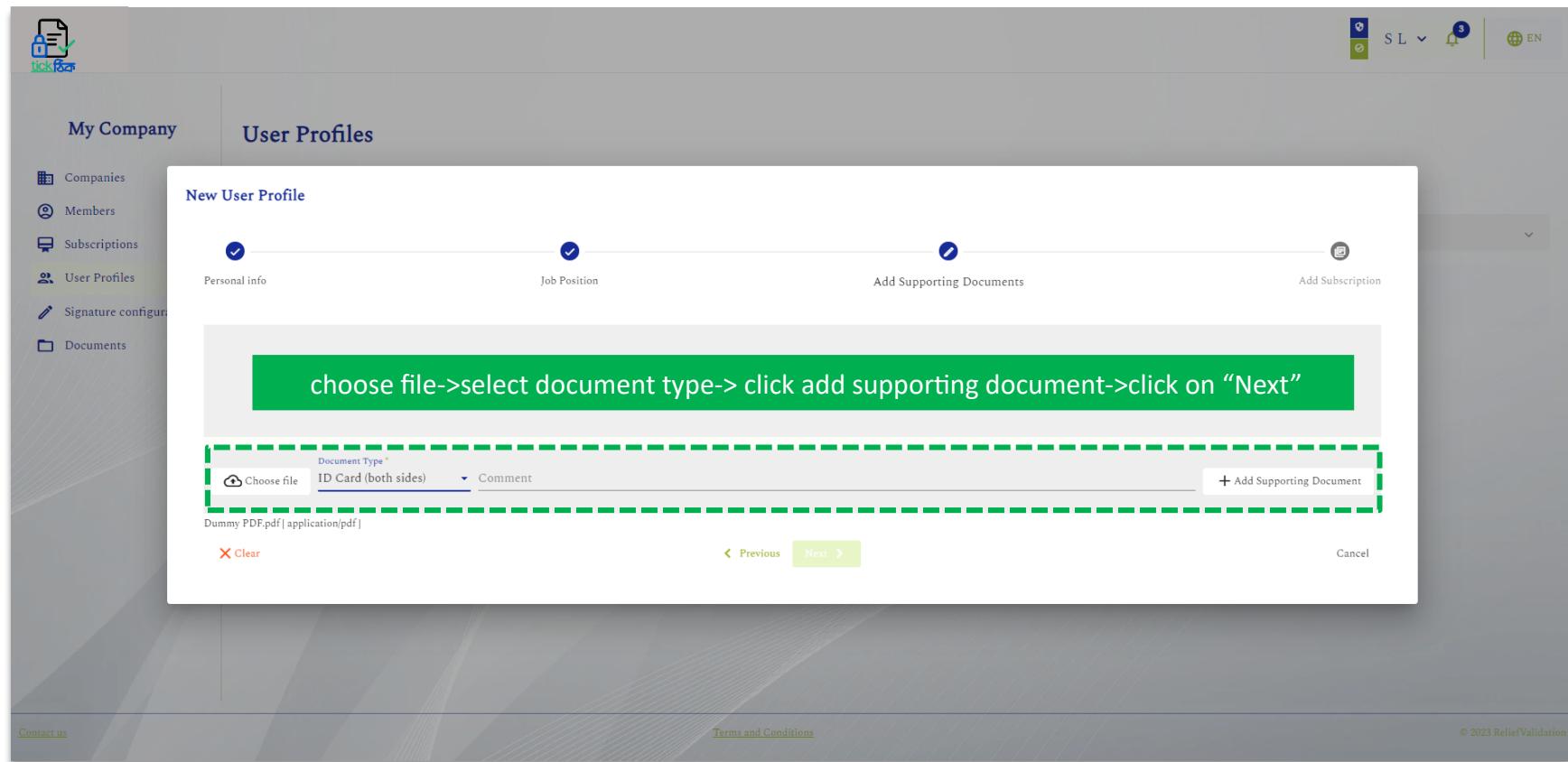
Fill out the required information and check the legal representative or Authorized person option and click on “Next”.

Next >

Figure 6: User profile page.

## Step 7:

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



My Company      User Profiles

New User Profile

Personal info      Job Position      Add Supporting Documents      Add Subscription

choose file -> select document type -> click add supporting document -> click on "Next"

Choose file      Document Type \*      ID Card (both sides)      Comment

+ Add Supporting Document

Dummy PDF.pdf [application/pdf]

Clear      Previous      Next      Cancel

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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).

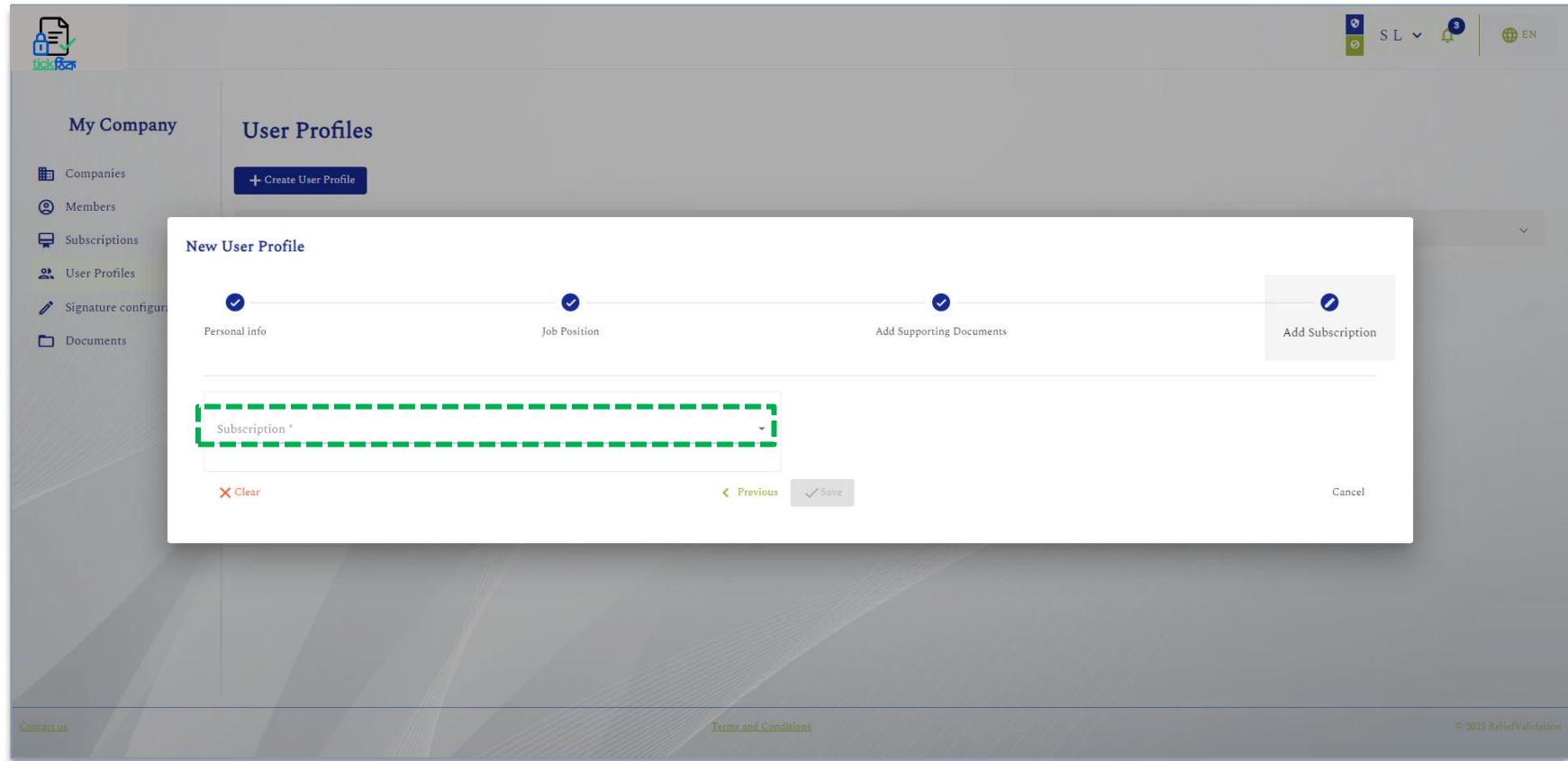


Figure 8: Adding Supporting document

## Step 9:

After selecting the subscription package click on “save”.

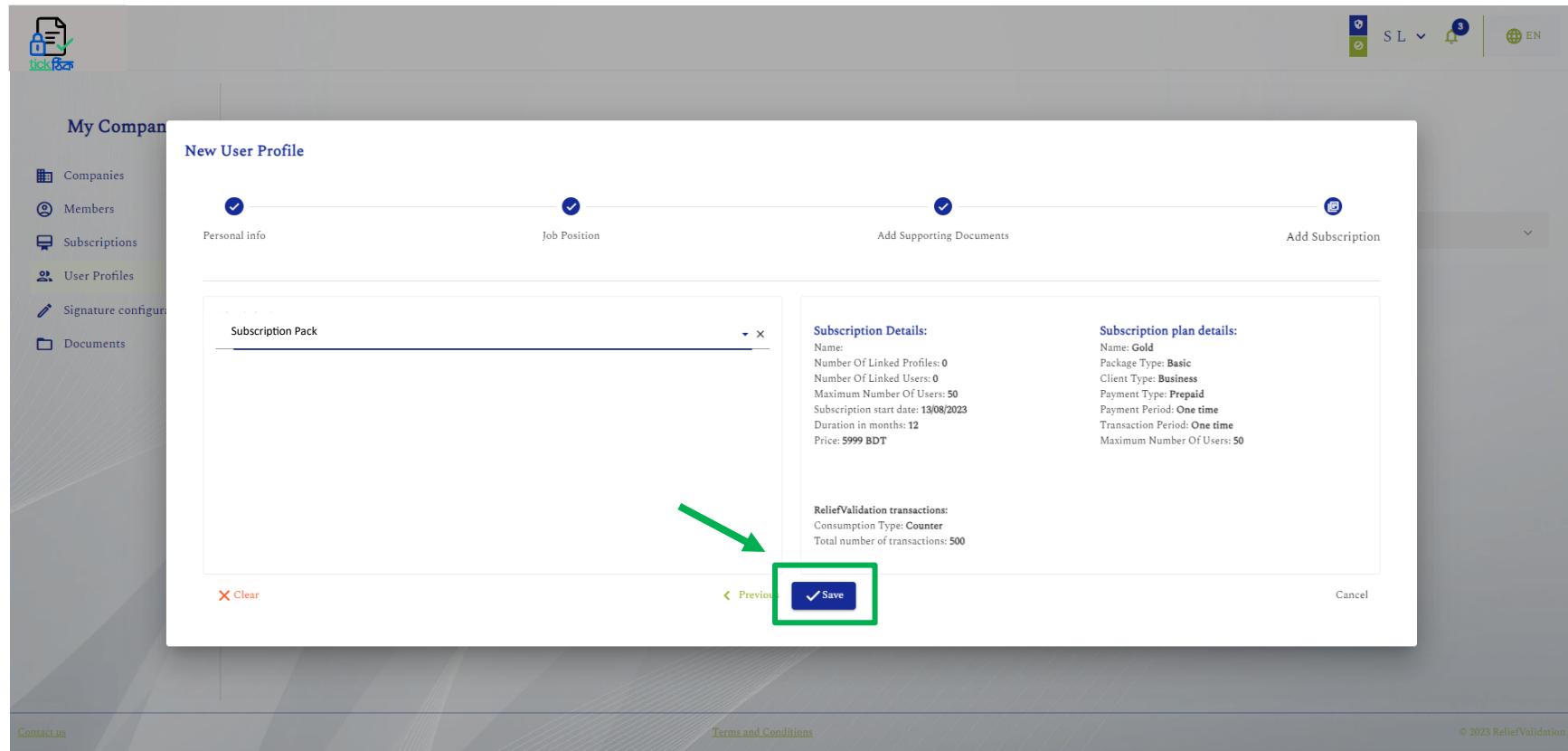


Figure 9: User profile page.

## Step 10:

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

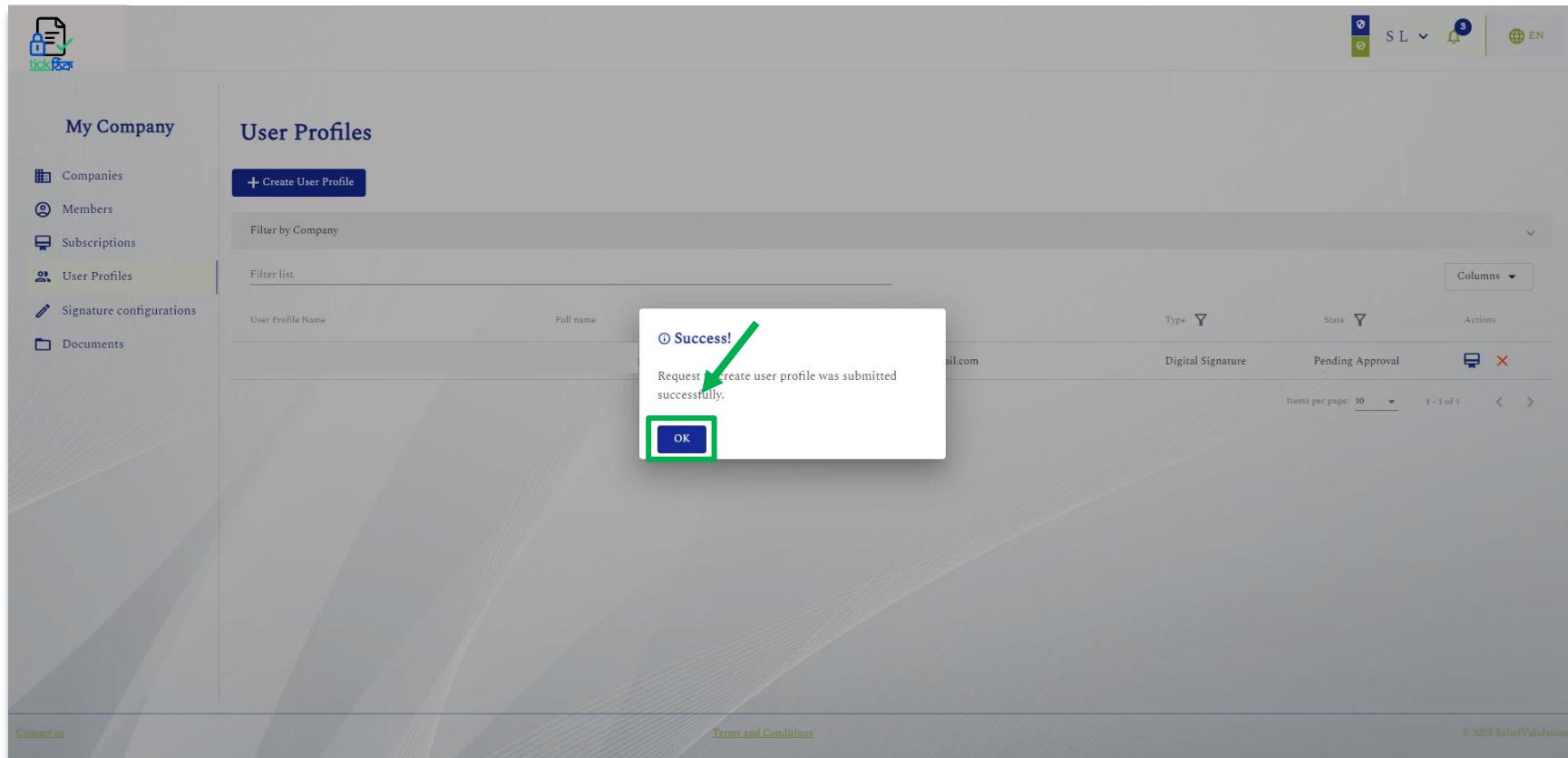


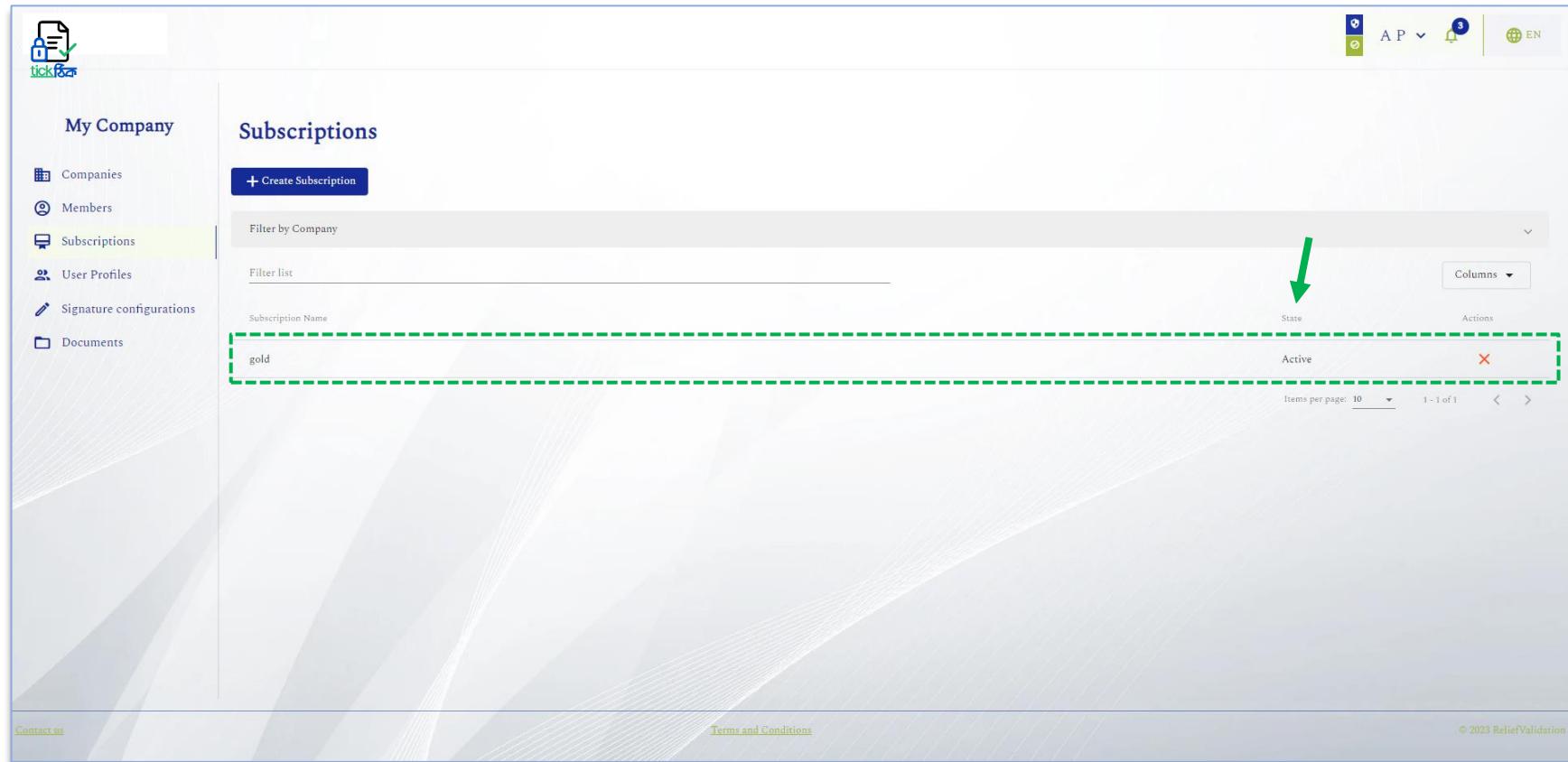
Figure 10: User profile page.

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.



My Company

Subscriptions

+ Create Subscription

Filter by Company

Filter list

Subscription Name

gold

State

Active

Actions

Items per page: 10 1 - 1 of 1

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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.

gold Active

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

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

User Profiles Payments History Integration Modules

User Profile Name Full name E-mail Type State Actions

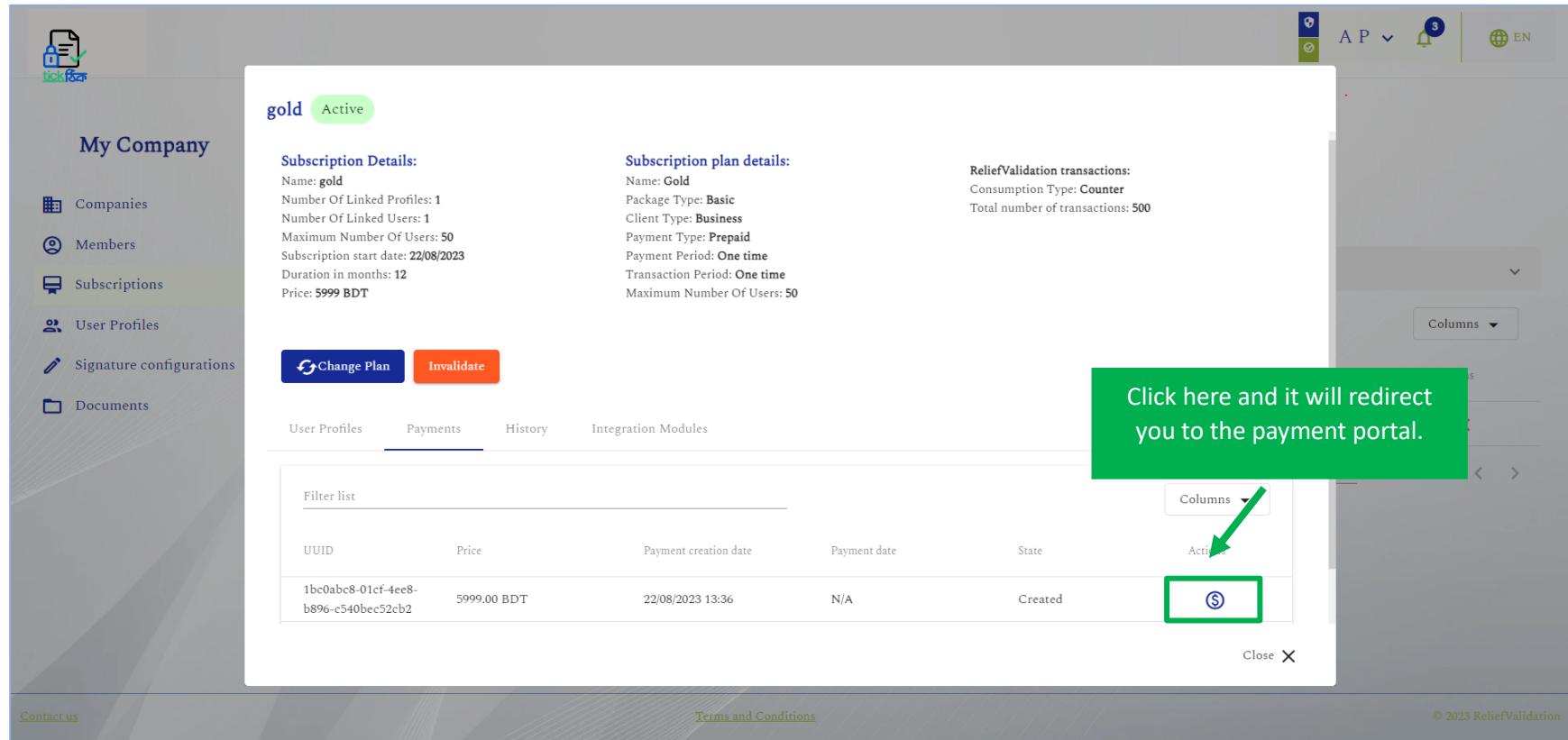
Items per page: 10 1 - 1 of 1 Close X

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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 user interface for managing a subscription. On the left, a sidebar lists 'Companies', 'Members', 'Subscriptions' (selected), 'User Profiles', 'Signature configurations', and 'Documents'. The main content area shows a 'gold' subscription with an 'Active' status. It displays 'Subscription Details' and 'Subscription plan details'. A green callout box with a dollar sign icon points to the payment button. A red arrow points to the 'Active' status. A green box with the text 'Click here and it will redirect you to the payment portal.' is overlaid on the interface.

**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

**Actions:**  
Change Plan, Invalidate

**Payments Tab:**  
User Profiles, Payments (selected), History, Integration Modules

**Payments Table:**

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

**Callout Box:**  
Click here and it will redirect you to the payment portal.

**Status:** Active

Figure 3: Payment page.

#### Step 4:

After successful payment a message will pop up.

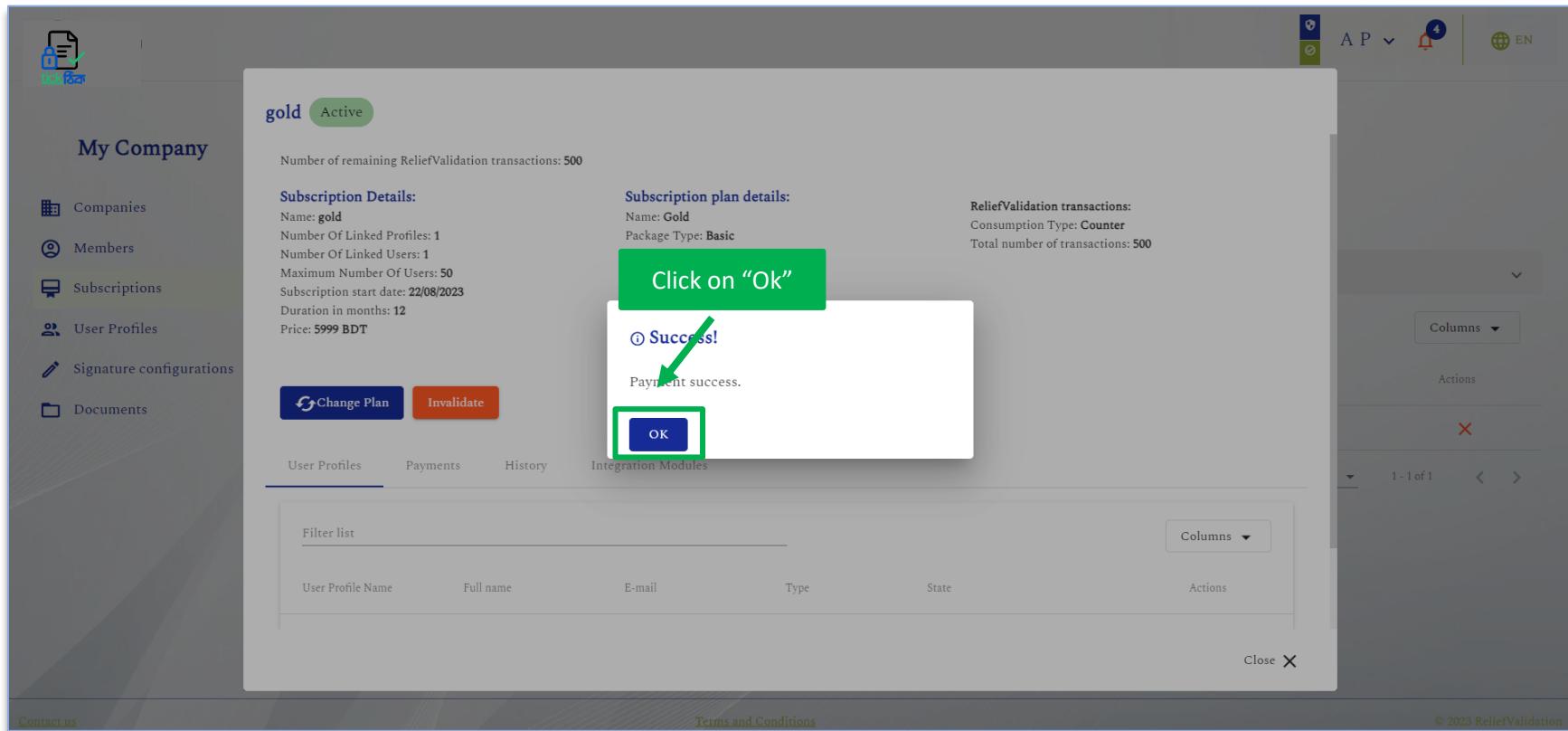


Figure 4: User profile page.

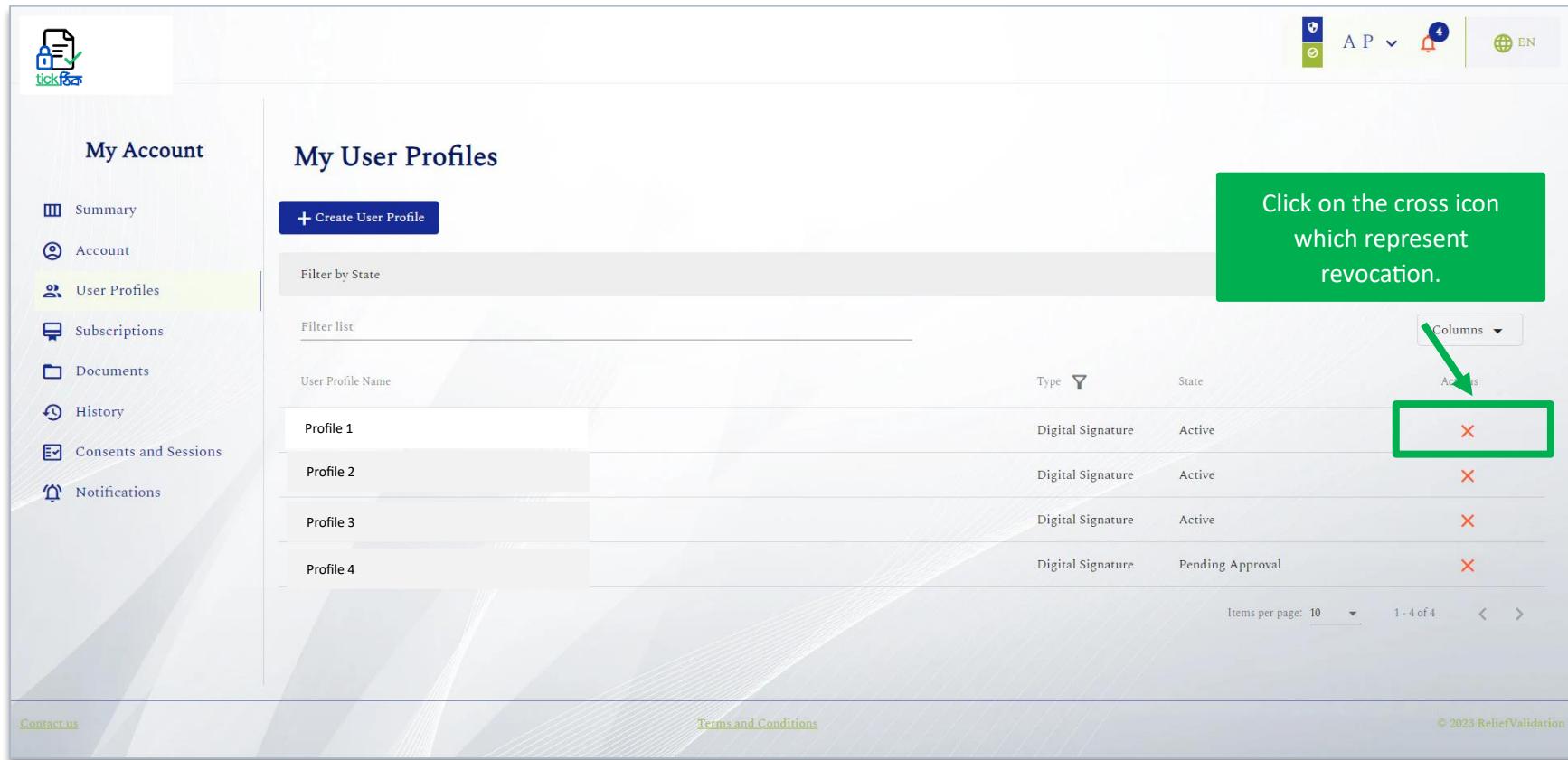
Note: Now you can go to the home page select your profile and sign documents from the organizational profile.

# 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

My User Profiles

+ Create User Profile

Filter by State

Filter list

User Profile Name	Type	State	Actions
Profile 1	Digital Signature	Active	<span style="color: red;">X</span>
Profile 2	Digital Signature	Active	<span style="color: red;">X</span>
Profile 3	Digital Signature	Active	<span style="color: red;">X</span>
Profile 4	Digital Signature	Pending Approval	<span style="color: red;">X</span>

Items per page: 10 | 1 - 4 of 4

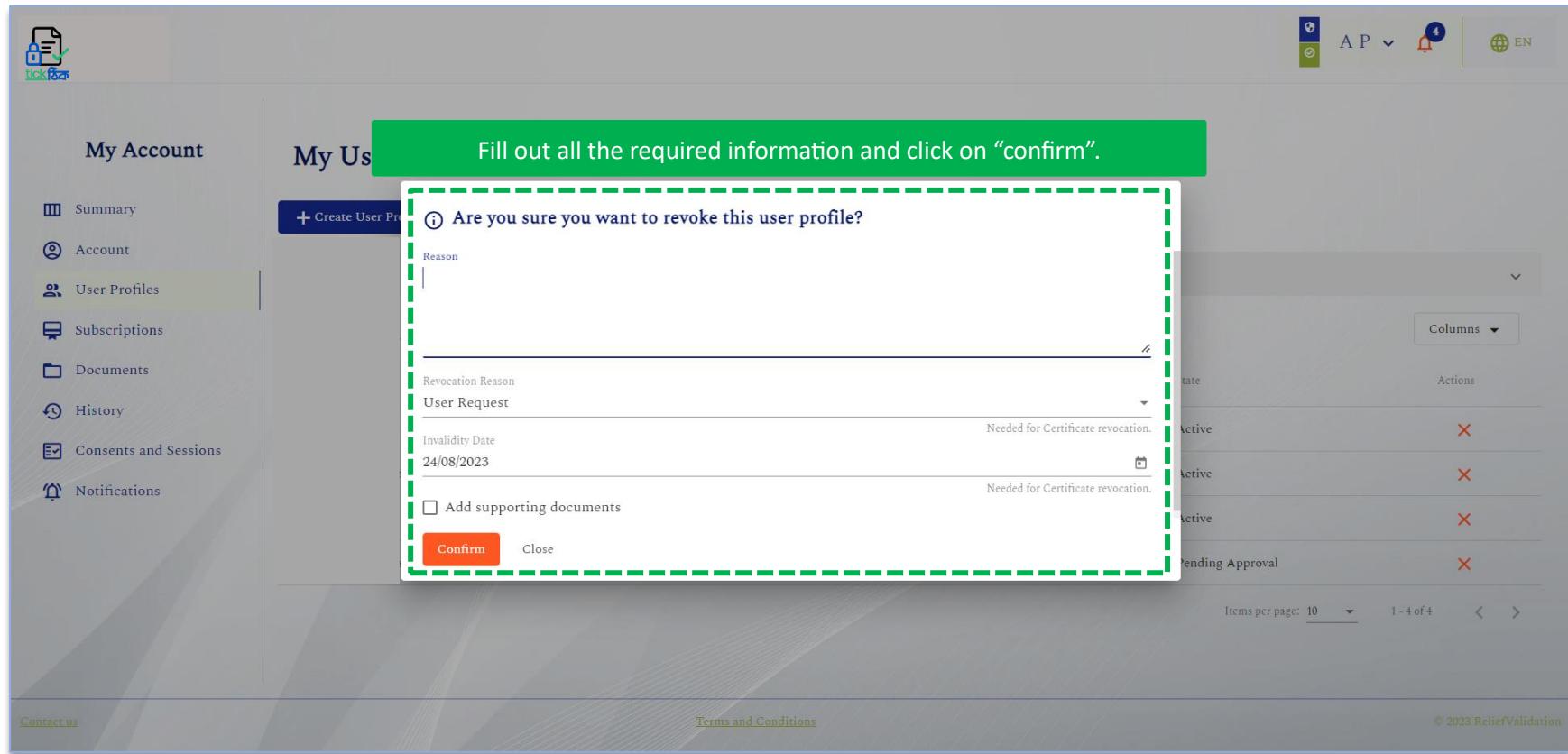
Click on the cross icon which represent revocation.

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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 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 yellow), Subscriptions, Documents, History, Consents and Sessions, and Notifications. The main area is titled 'My Us' and contains a green header bar with the text 'Fill out all the required information and click on "confirm".' Below this, a modal dialog box is displayed with a green dashed border. The dialog contains the following text: 'Are you sure you want to revoke this user profile?' followed by a 'Reason' input field. Underneath, there are two sections: 'Revocation Reason' and 'User Request'. The 'Revocation Reason' section includes a dropdown menu with 'Needed for Certificate revocation.' and a date input field showing '24/08/2023'. The 'User Request' section includes a dropdown menu with 'Needed for Certificate revocation.' and a checkbox labeled 'Add supporting documents'. At the bottom of the dialog are two buttons: 'Confirm' (in an orange box) and 'Close'. In the background, a table lists user profiles with columns for 'Name', 'Status', and 'Actions'. The table shows four rows: one row is 'Active' with a red 'X' in the 'Actions' column; three rows are 'Pending Approval' with red 'X' marks in the 'Actions' column. At the bottom of the page, there are links for 'Contact us', 'Terms and Conditions', and '© 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.

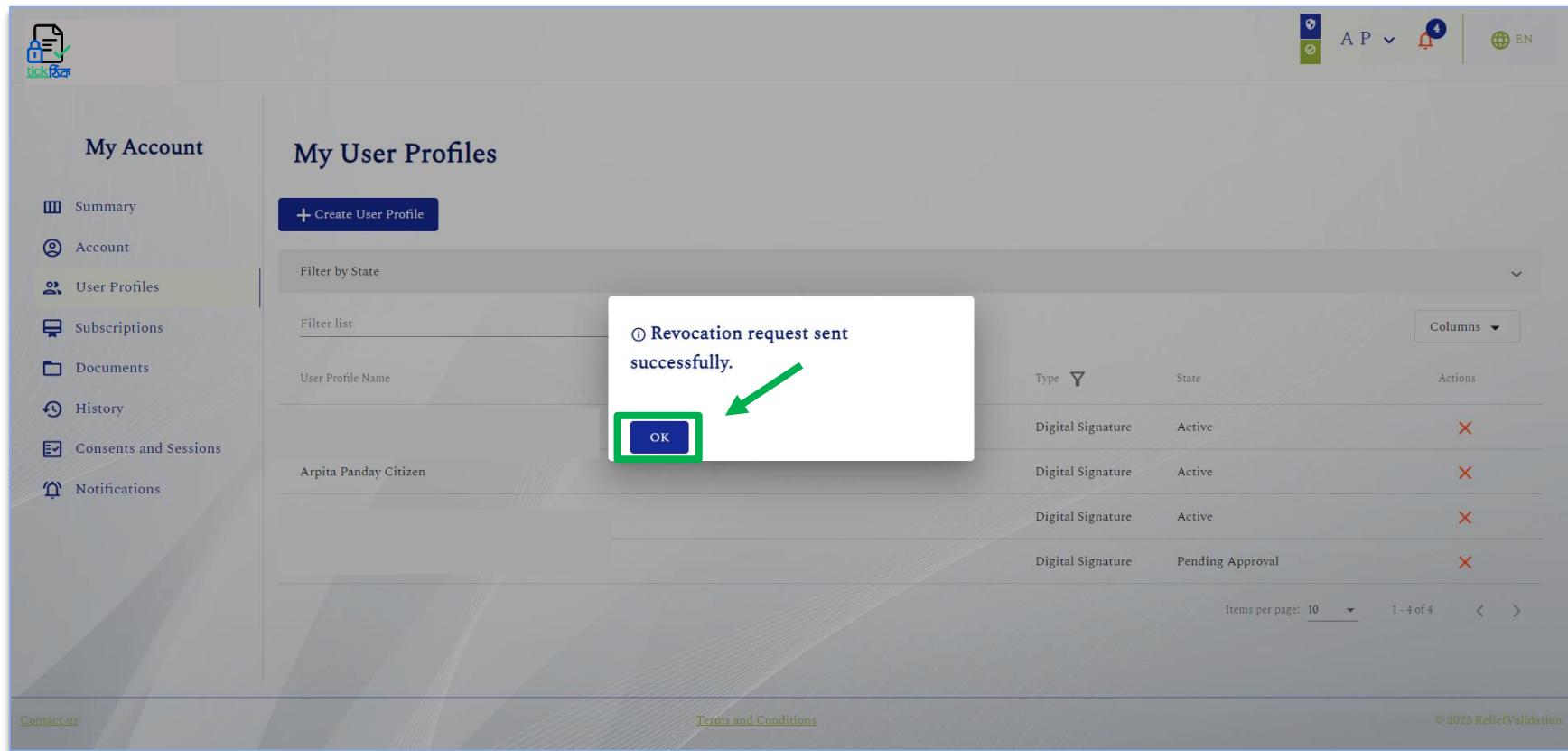
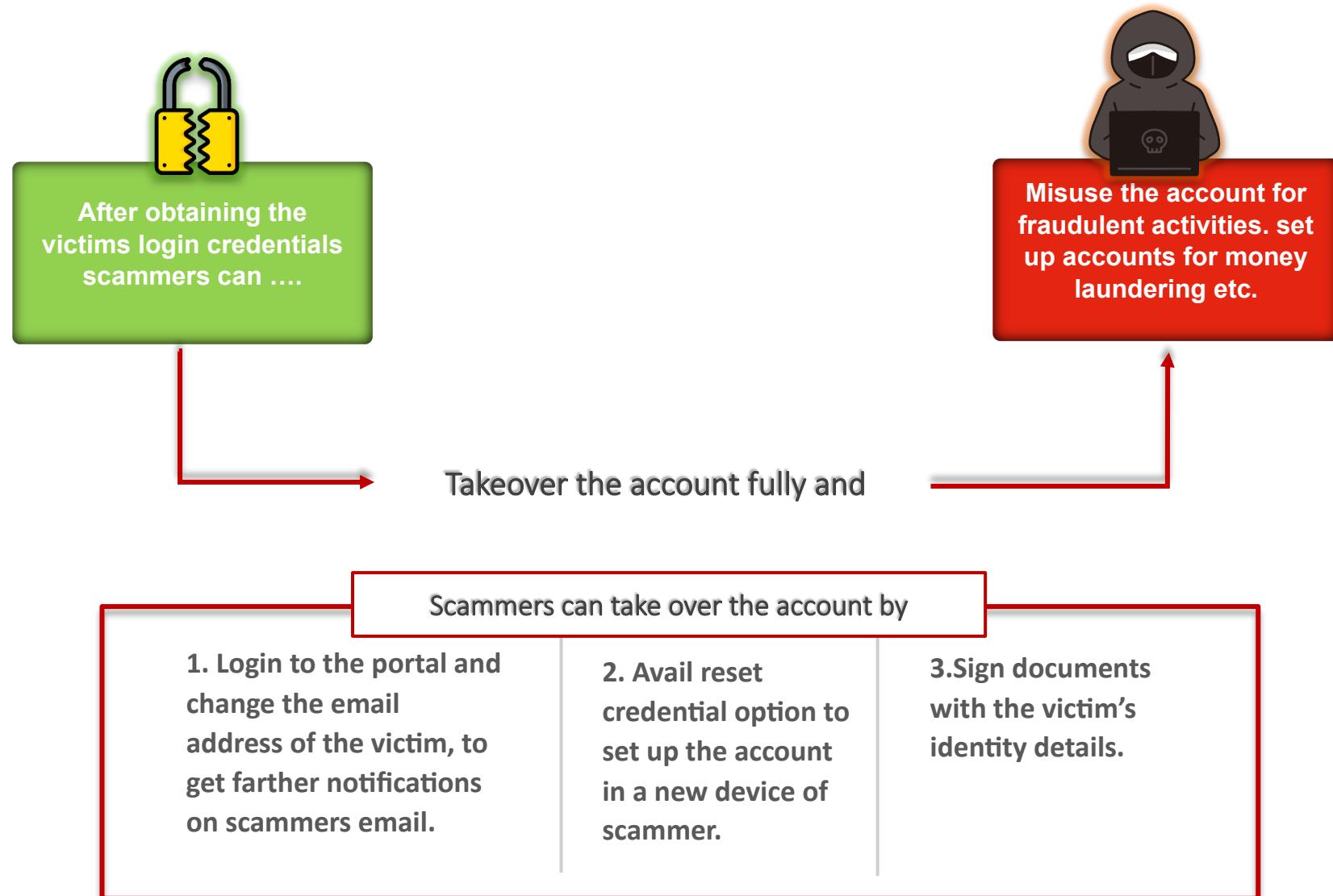


Figure 3: Profile revocation form.

## 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.

