Front-end User Manual for Lodging

POSH Complaint

in Balmer Lawrie

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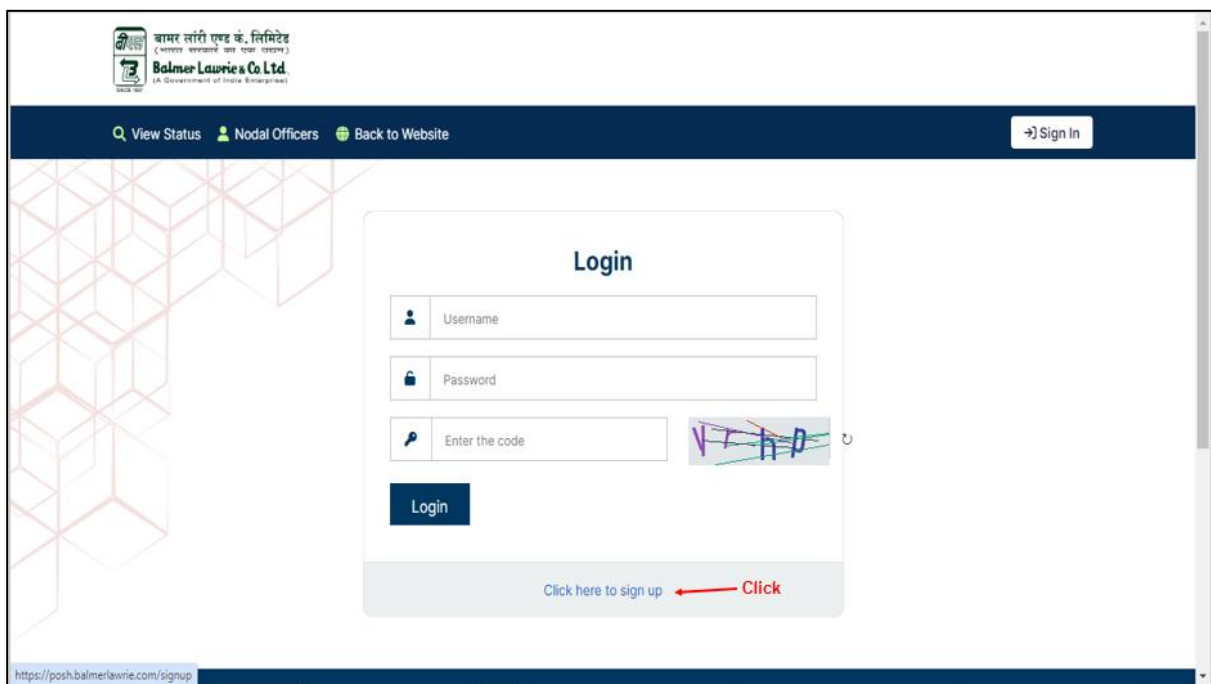
The user shall have to select the **REGISTER/LOGIN** section to lodge the POSH complain.
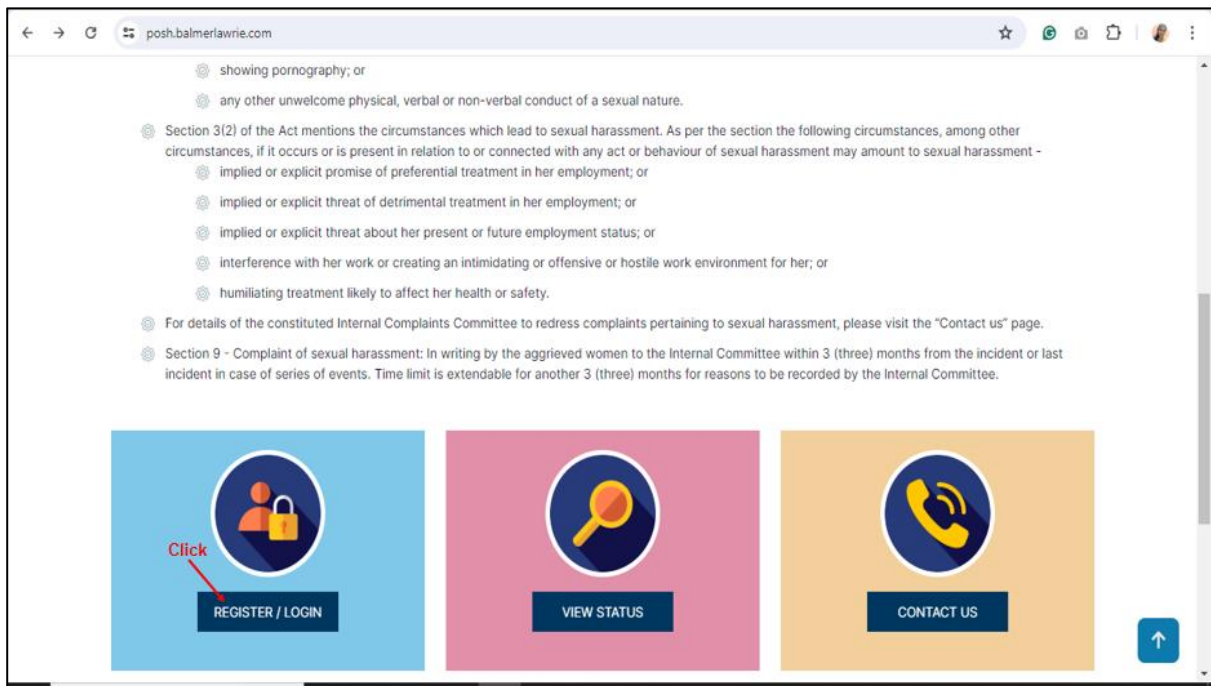
1   Registration Module

New user can register themselves by clicking on the **Click here to sign up button.**

The following registration form gets displayed on the screen. New user shall have to fill up the following details:

- ▸ **Full Name**
- ▸ **Phone Number**
- ▸ **Email**
- ▸ **Password**
- ▸ **Confirm Password**

▶ Enter Captcha Code and click on the **Register button**

Once the user clicks on the **Register button**, a success message will be displayed on the screen confirming the successful registration of the new user.

A system – generated mail shall be sent to the emailed of the newly registered user as shown on the given below screen. The user then shall then have to verify their email id by clicking on the **Verify Email link**
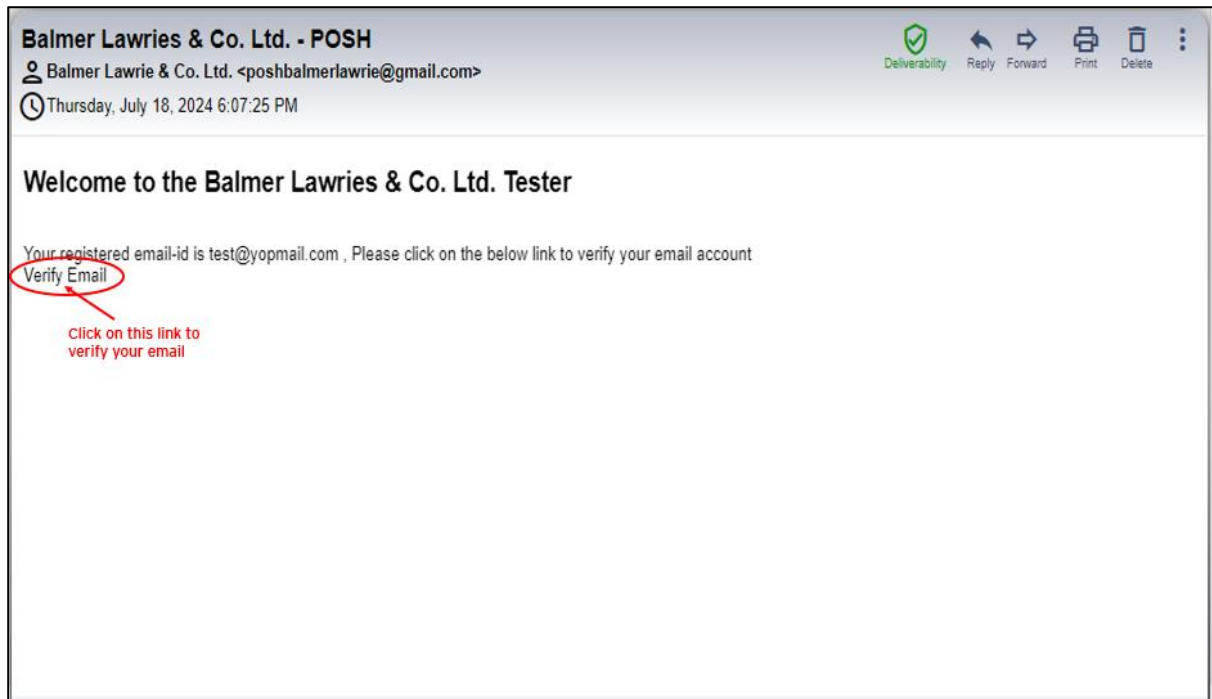
Upon clicking on this link, the user shall be redirected to the Login module, where they can login with their credentials and lodge POSH complains.

2   Login Module

A message is seen to be displayed on the screen confirming the successful verification of the e-mail of the registered user. The registered user can now login to the POSH complaint lodging module by following the given below steps:

▸   They shall have to enter the **Username**, **Password** and the **Captcha code.**
▸   Click on the **Login button** to lodge POSH complain.
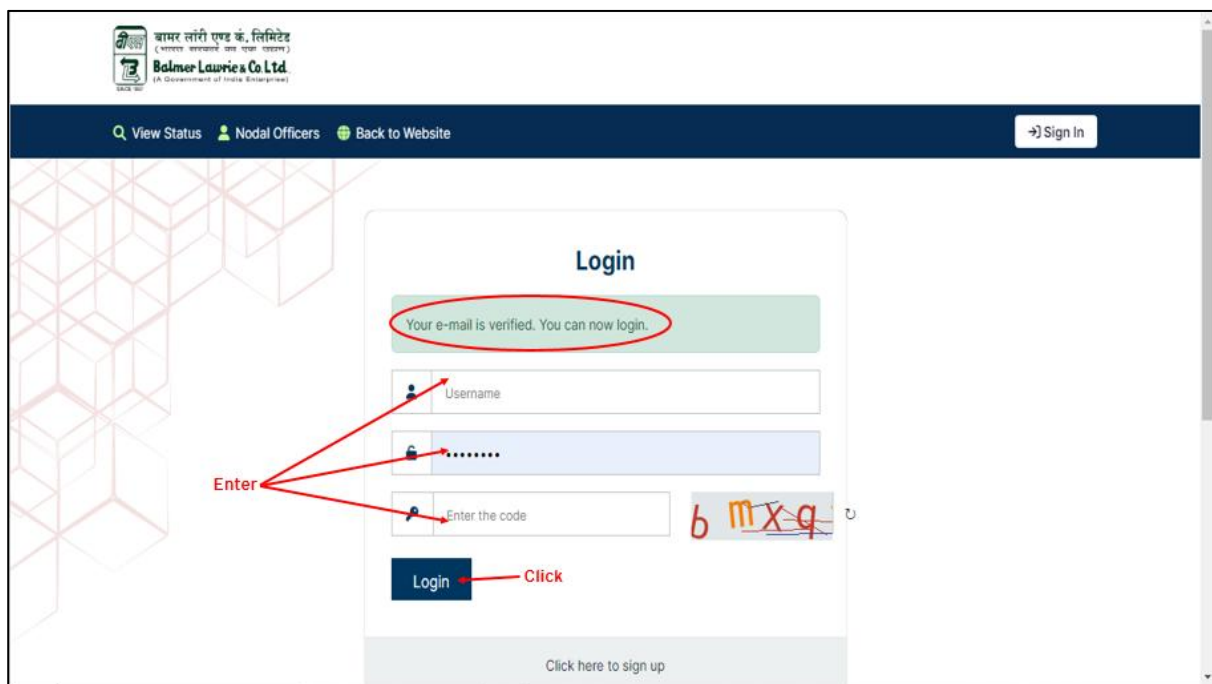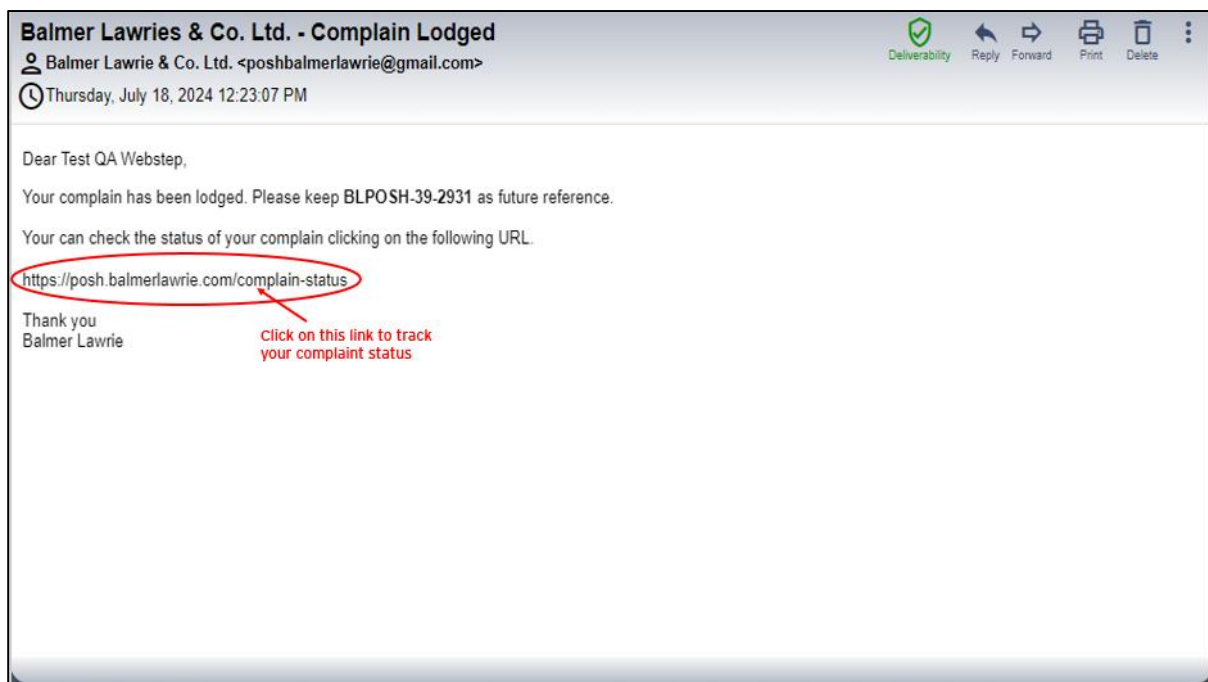
2.1 Lodge POSH Complain

After successful login, a form gets displayed on the screen. The user shall have to fill in all the fields of the form, **Attach Documents/Evidence** (if any) and click on the **Submit button.**

2.2 Track Complain Status

When the user clicks on the Submit button, a system generated mail with the following content and a **complaint status tracking link** shall be sent to the user's registered email. The user can track the status of their complaint by clicking on the marked link in the given below screen.

Upon clicking on the link, the user shall be redirected to the following page, where they shall have to enter the **Appeal Number, Email Id** and **Captcha.** Click on the **Submit button.**

The user shall then be able to view the **Complain ID**, **Complain Status**, **Complain Date**, complain resolution status (**Resolution (if any)**), and the date on which the status has been updated (**Updated On**).

Click on the **Sign out button** to exit the page.

3 Sign Out

The user shall have to click on the **Sign Out** button to logout from the portal.