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| HELP DESK/ SUPPORT |
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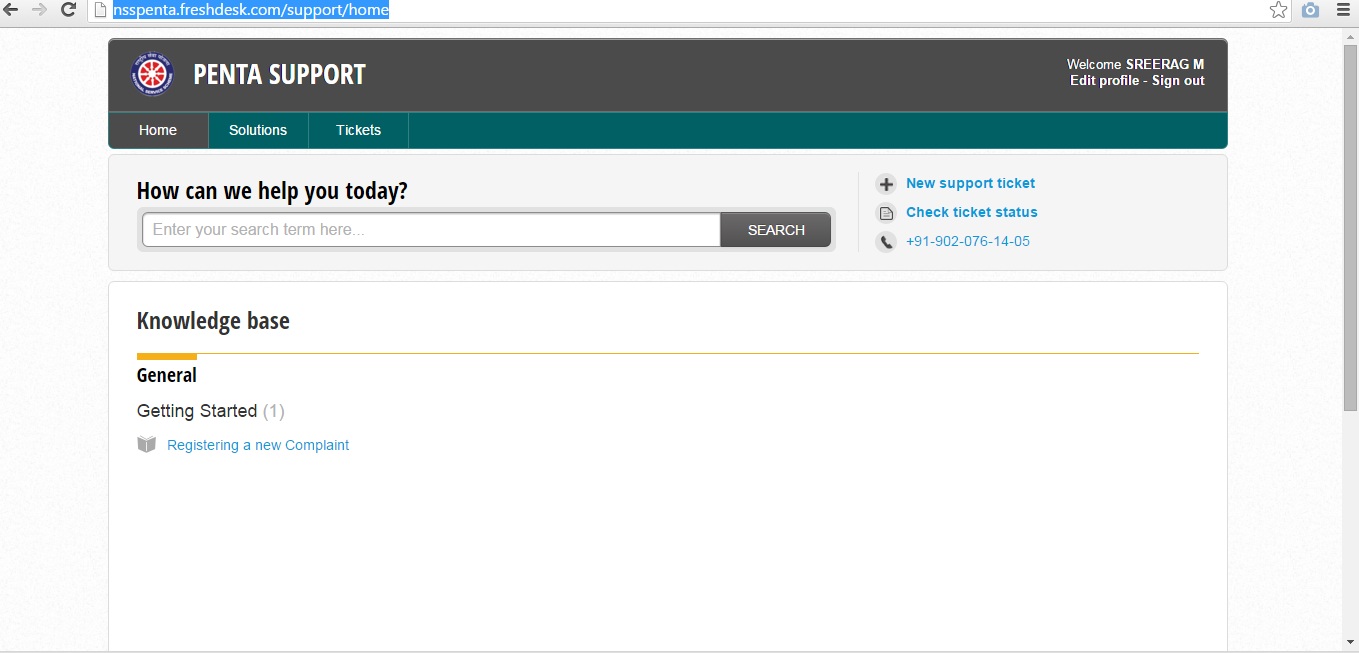
**RIVISION HISTORY**

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| 21/02/2016 | USER MANUAL FOR HELP DESK/SUPPORT | ARUN JISHNU | 1.0 |

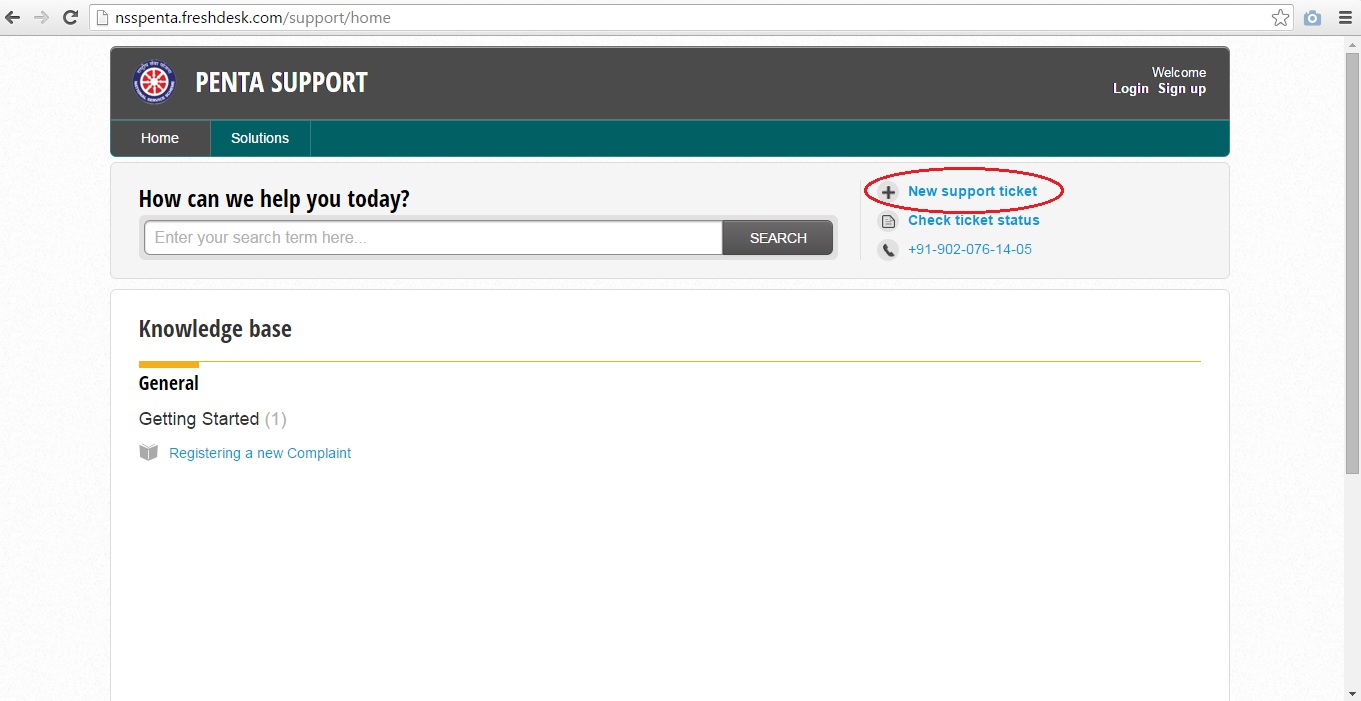
# PROGRESS FLOW OF PO APPROVAL

# **COMPLAINT REGISTRATION/SUPPORT**

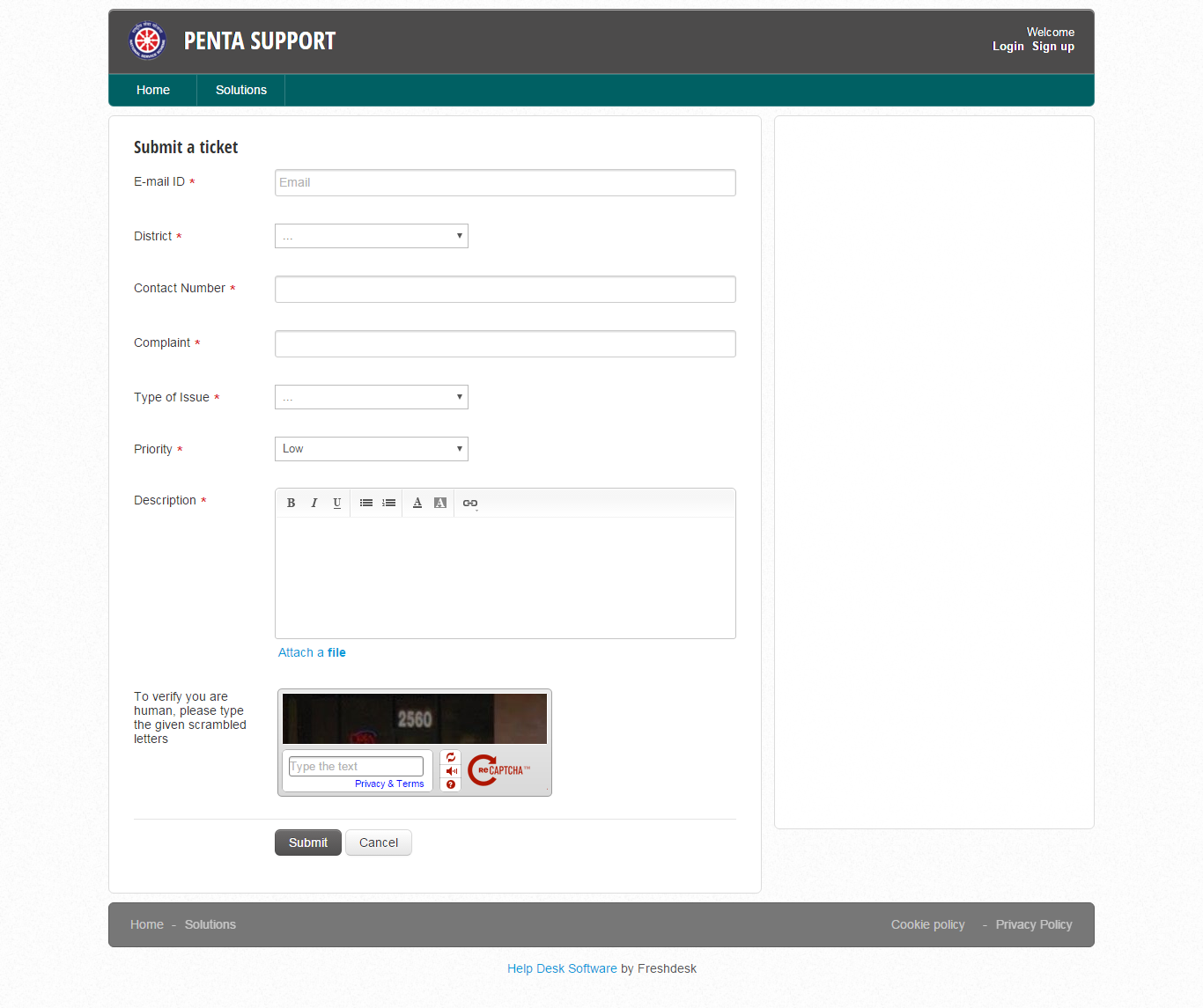
* For support go to the url **support.nsstechcellkerala.org**
* Then you will be redirected to the support page of **NSS TECH CELL**

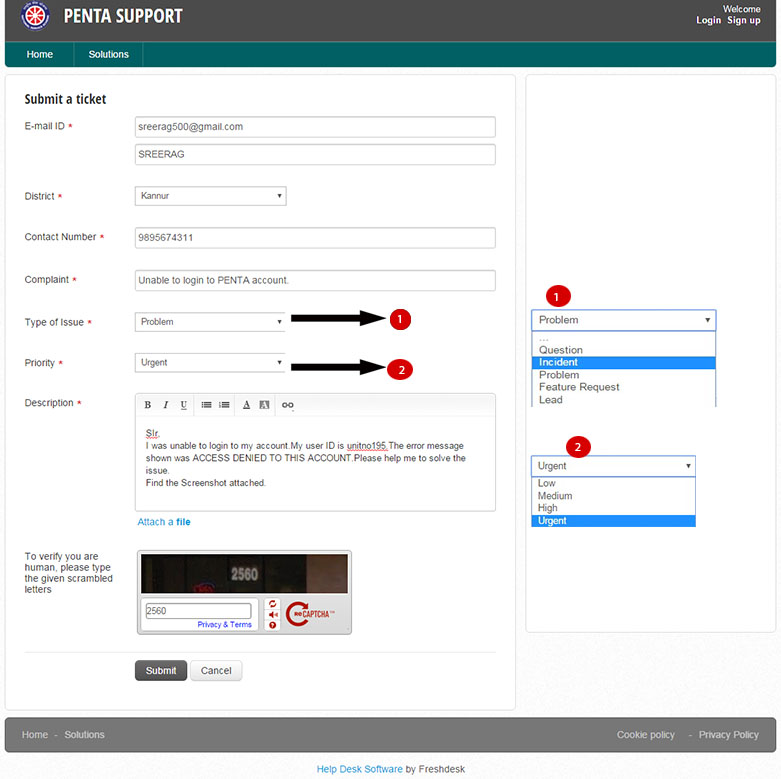


* Click the New support ticket

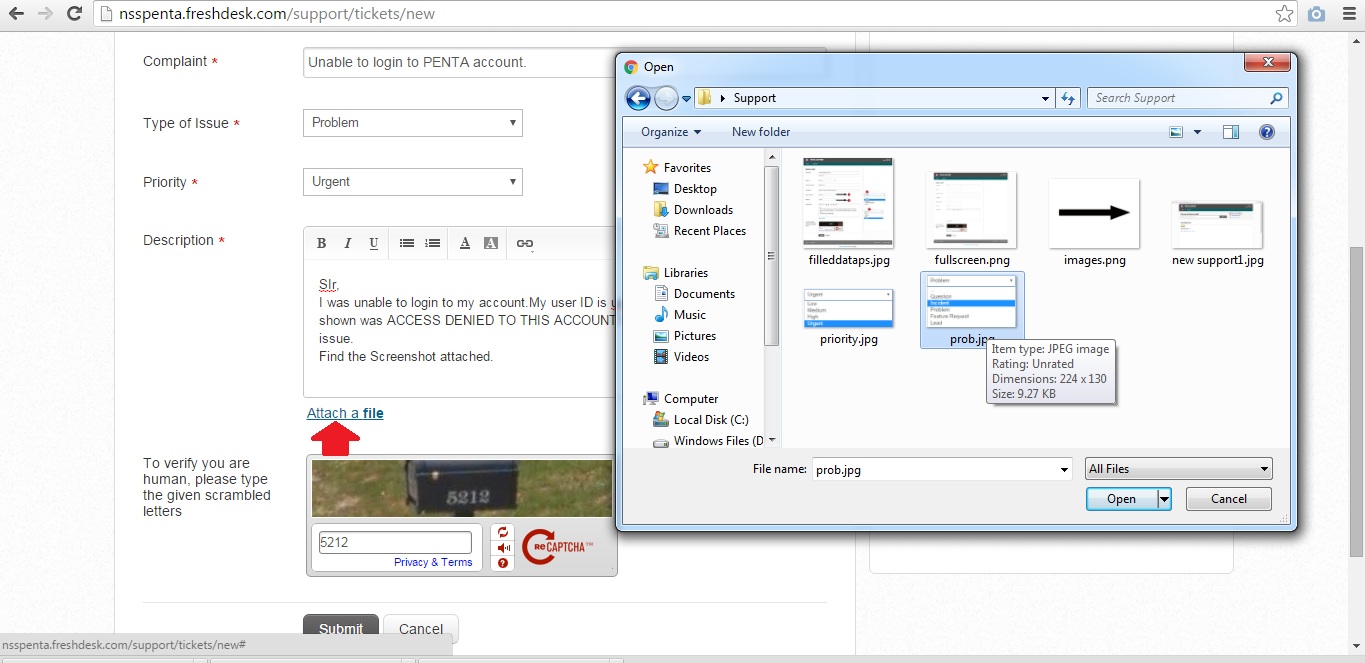


* Enter the details of your complaint carefully in the required fields.

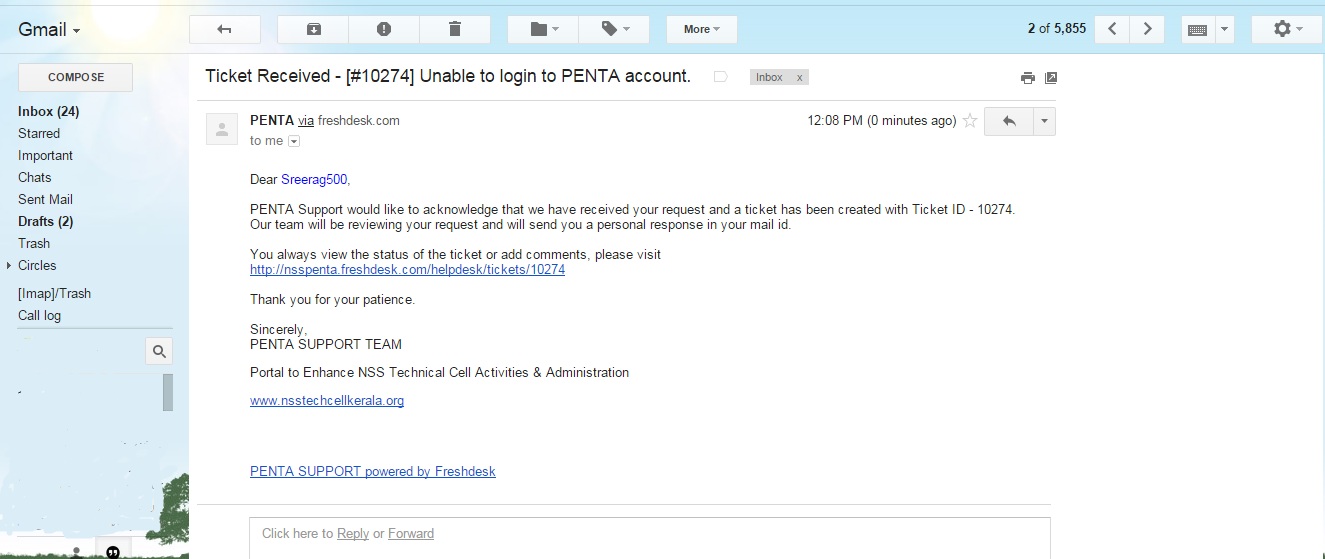




* Attach the screenshot of your problem (Recommended)



* Then press submit button
* You will receive an email from PENTA support team if the complaint is successfully registered.

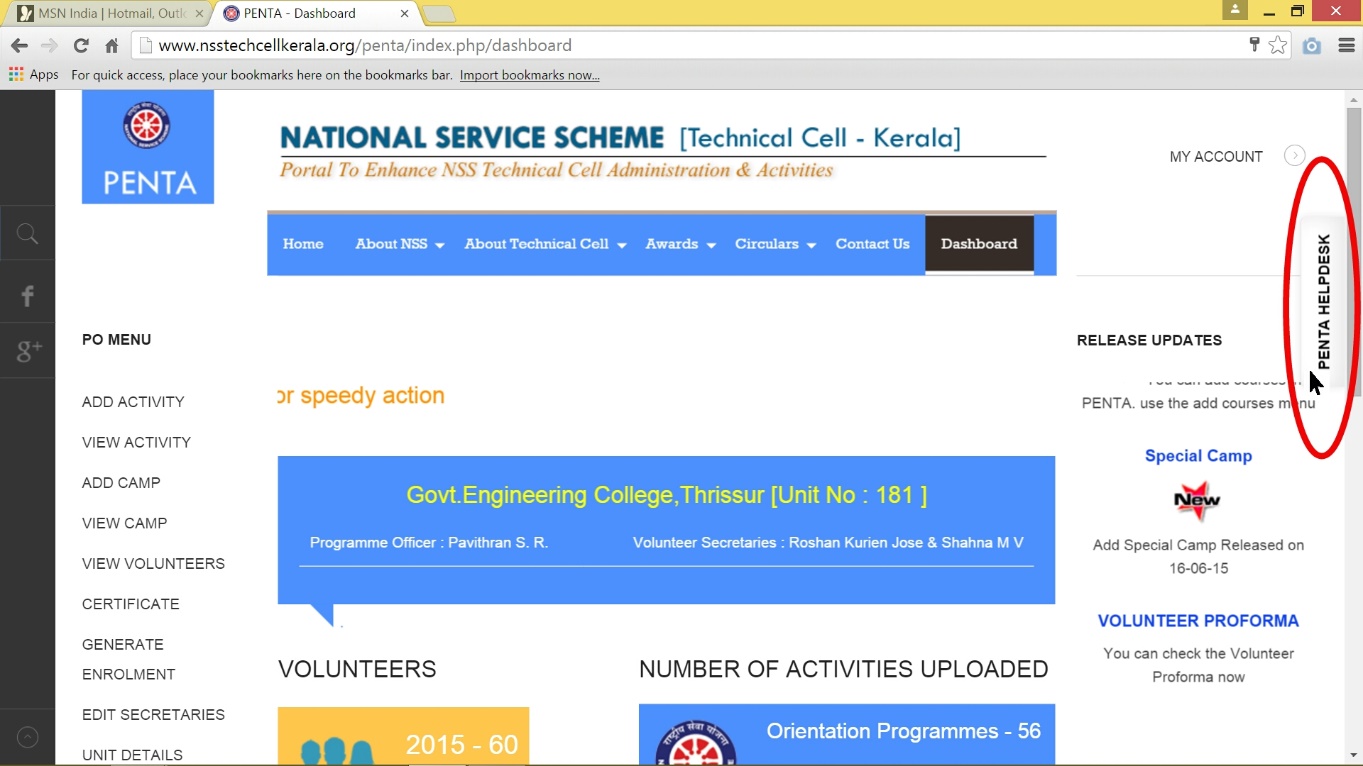


* You can view the status of the complaint from the link that is given in the email.

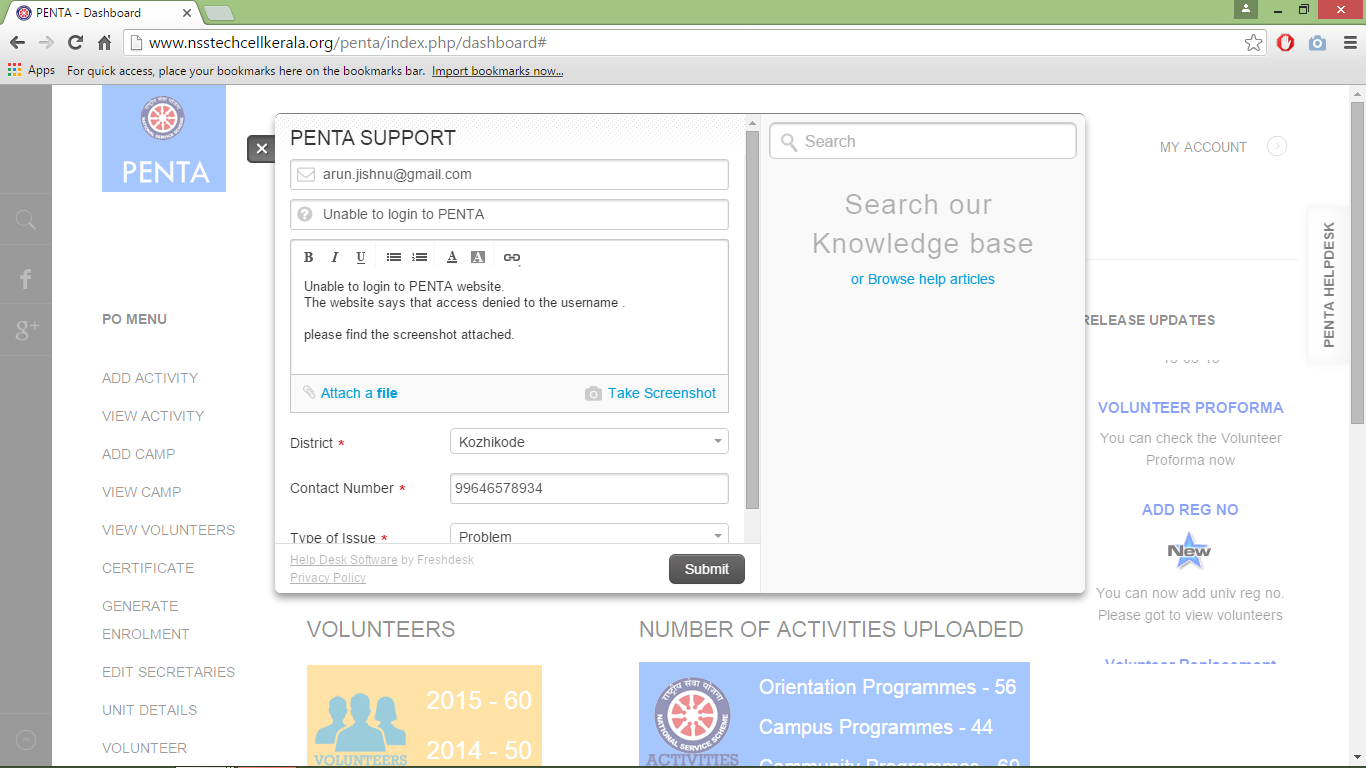
Note: For Program officers who signed in to their account can complaint directly from the page

**FOR PROGRAM OFFICERS**

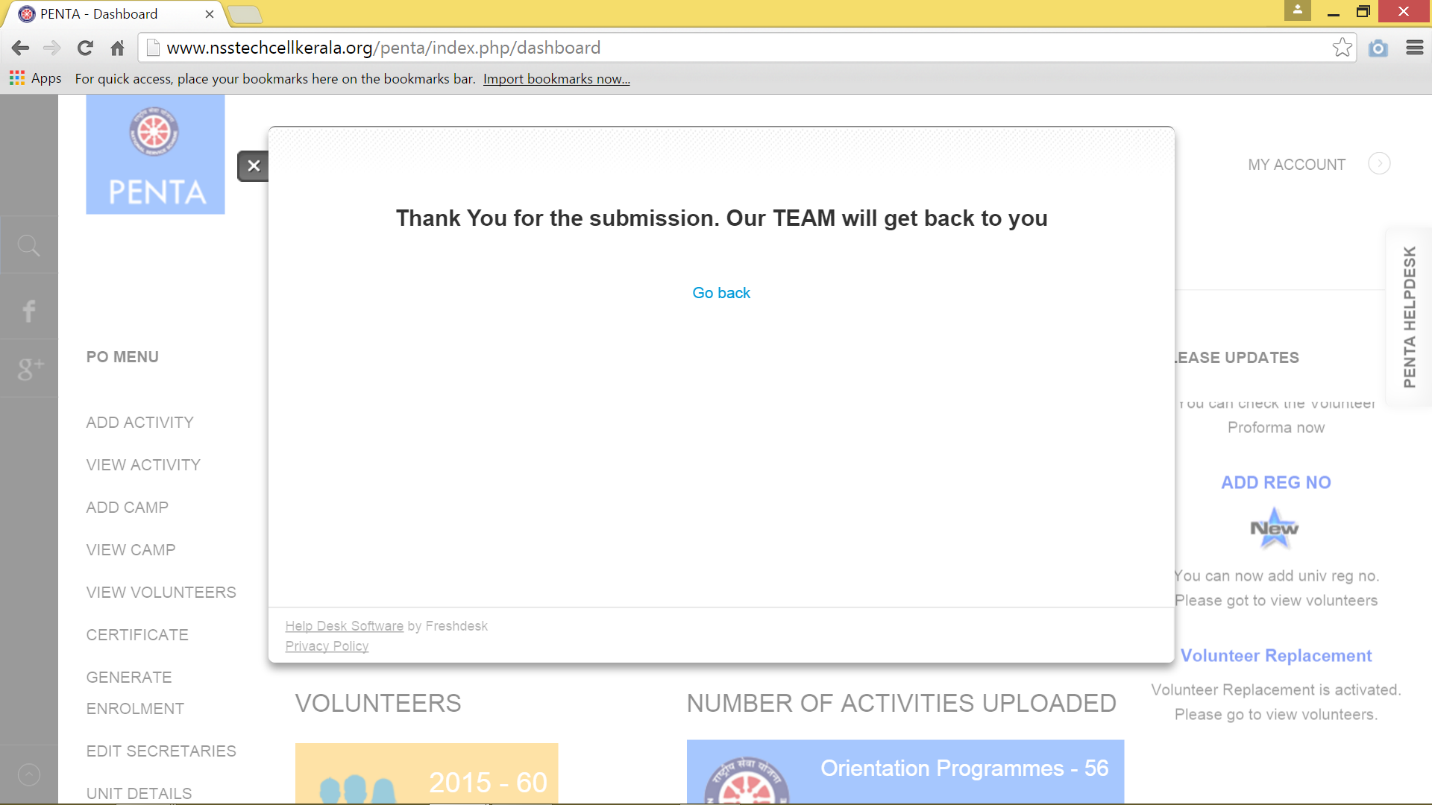
* You can find a **PENTA HELP DESK** icon on the right end of the webpage.



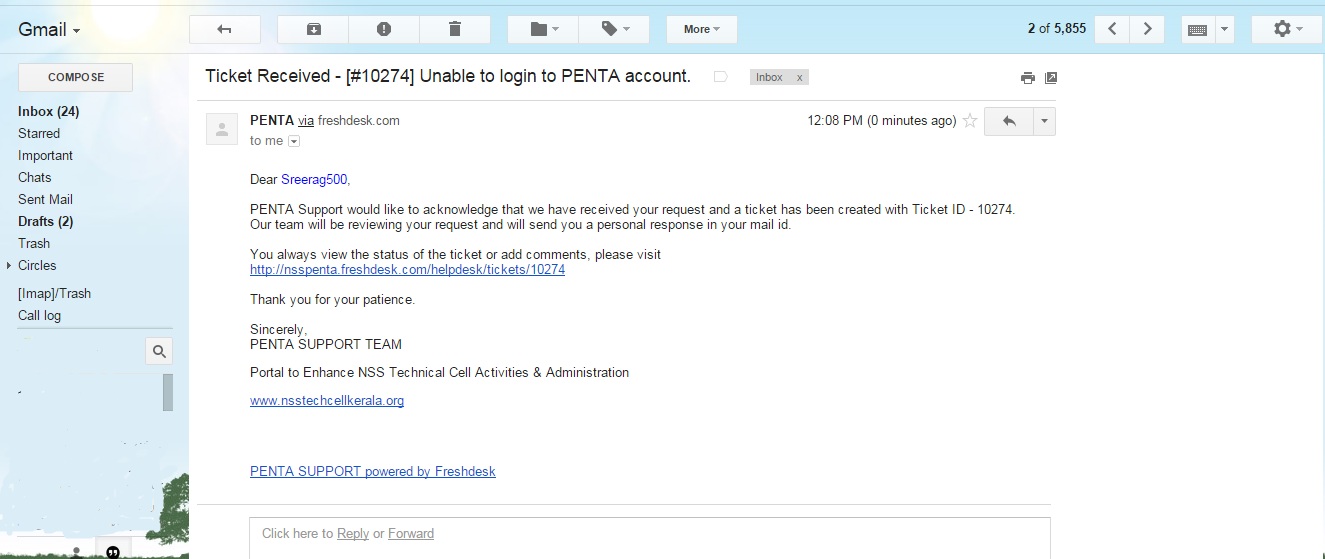
* Then a pop-up window will appear requesting the details of the complaint.
* Fill the required fields and click the submit button.



* You will be notified after successful submission.



* You will receive an email from PENTA support team if the complaint is successfully registered.



* You can view the status of the complaint from the link that is given in the email.