

Customer Guide

URL: <https://wecare.astraltd.com>

1. Customer Login (For Customer Login)



ASTRAL
WeCare

+91 Registered Mobile Number

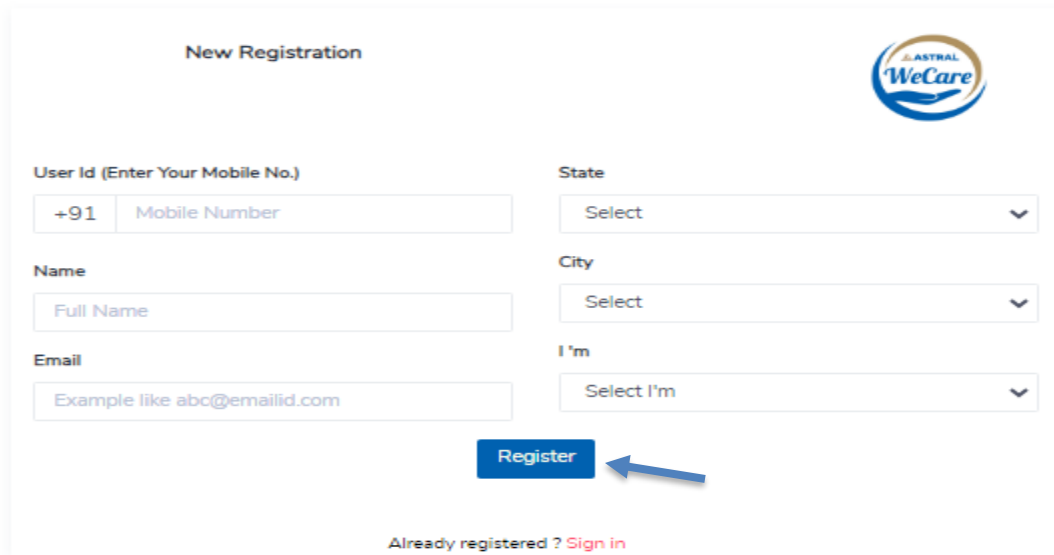
Customer Sign In

If you are new member? [Sign up here](#)

Customer Guide [Click Here](#)

- 1) If you are new Customer, click “Signup here” to register

2. New User Registration for Customer



The 'New Registration' form for Astral WeCare includes the following fields and options:

- User Id (Enter Your Mobile No.):** A text input field with a dropdown for country code (showing '+91') and a text input for the 'Mobile Number'.
- Name:** A text input field for 'Full Name'.
- Email:** A text input field with the placeholder 'Example like abc@emailid.com'.
- State:** A dropdown menu with 'Select' as the placeholder.
- City:** A dropdown menu with 'Select' as the placeholder.
- I'm:** A dropdown menu with 'Select I'm' as the placeholder.
- Register:** A blue button to submit the registration, indicated by a blue arrow.
- Already registered ? [Sign in](#)**: A link for existing users.

- 1) Customer will find the above window. Fill up all the details and click on "Register".
- 2) Customer will get OTP for verification. Write OTP in given box and click "Register" button again.
- 3) Customer will get a Welcome Message.


3. Registered Customer



The 'Registered Customer' sign-in form for Astral WeCare includes the following elements:

- ASTRAL WeCare Logo:** The company logo is displayed at the top.
- Mobile Number Field:** A text input field with a dropdown for country code (showing '+91') and a text input for the 'Registered Mobile Number'.
- Customer Sign In:** A blue button to initiate the sign-in process, indicated by a blue arrow.
- If you are new member ? [Sign up here](#)**: A link for new users.
- Customer Guide [Click Here](#)**: A link to the customer guide.

- 1) In the above screen, Customer to enter registered mobile number in the box and click "Customer Sign in".
- 2) Customer will get one OTP.
- 3) Enter the OTP (4 digit) and click "Sign in" to enter in the "Ticket entry" page


HELLO, KRUNAL SHAH

New Ticket

Ticket History

Ticket Entry

Product Group *

Select Product Group

Product Name *

Select Product Name

Product *

Select Product

Product Type *

Select Product Type

Size *

Select Product Size

UOM

Select Product UOM

Complain Category *

Select Product Complain Category

Qty

Quantity

Batch Number

Batch Number

Invoice Number

Invoice Number

Invoice Date

Invoice Date

Site Address *

Site Address

Contact Person *

Contact Person

Upload File *

Choose Files

No file chosen

Only jpg.png.pdf.jpeg.doc.xlsx file allowed!

Description *

Description

Refresh

Add

Show 10 entries

Search:

SNo	Action	ProductGroup	ProductType	ProductName	Product	Size	UOM	Qty	ComplainCategory	Under Warranty	Batch Number	Invoice Number	Invoice D
No data available in table													

Showing 0 to 0 of 0 entries

Previous

Next

Final Submit

- 4) The above screen will open.
- 5) Fill-up all the required details. Details for the box with “*” are mandatory.
- 6) Click on the “Choose file”, if you want to upload any photos or documents.
- 7) Write “complaint description” in the box and Click “Add+” sign to add the complaint.
- 8) The complaint will appear in the table below the “Add+” button. Now you can log another complaint by “Add+” the same.
- 9) Once add all the complaints, click “submit” button to register all the added complaints. It will generate ticket numbers for each complaint logged by the Customer. Customer can check the same in a Pop-up window.
- 10) Customer to keep the record of the ticket numbers for his future reference.
- 11) Customer will get the ticket number by SMS on his registered mobile number and on E-mail, if E-mail id has given during registration.
- 12) Astral representative will contact Customer on given contact details.

13) Customer can check their ticket history from menu.

The screenshot shows the Astral WeCare user interface. On the left sidebar, the 'Ticket History' option is highlighted with a blue arrow. The main content area is titled 'GrievanceEntryReport'. It features three filter fields: 'From Date' (dd-mm-yyyy), 'To Date' (dd-mm-yyyy), and 'Service Engineer Assign Status' (Select). A 'Show' button is located to the right of these filters. Below the filters is a table titled 'Item Wise Ticket History'. The table has columns: SNo, View, Ticket Mode, Ticket Number, Status, Ticket Date, Sub Nature, and Description. The table is currently empty, displaying 'No data available in table'. At the bottom of the table, it says 'Showing 0 to 0 of 0 entries'. There are 'Previous' and 'Next' buttons at the bottom right of the table area.

14) Customer can check their profile on were clicking on their name where they get “View profile” button as below Screen. And you will find NAME, State, City, Mobile No and Email.

The screenshot shows a 'View Profile' modal window. It contains the following information:

Name *	KRUNAL SHAH	State *	GUJARAT	City *	AHMEDABAD
Mobile No *	9429515304	Email	krunal.shah1@astraltd.com	Alternate Mobile No.	Alternate MobileNo.

For Customer Login

THANK YOU