Customer Guide

URL: https://wecare.astralltd.com

1. Customer Login (For Customer Login)
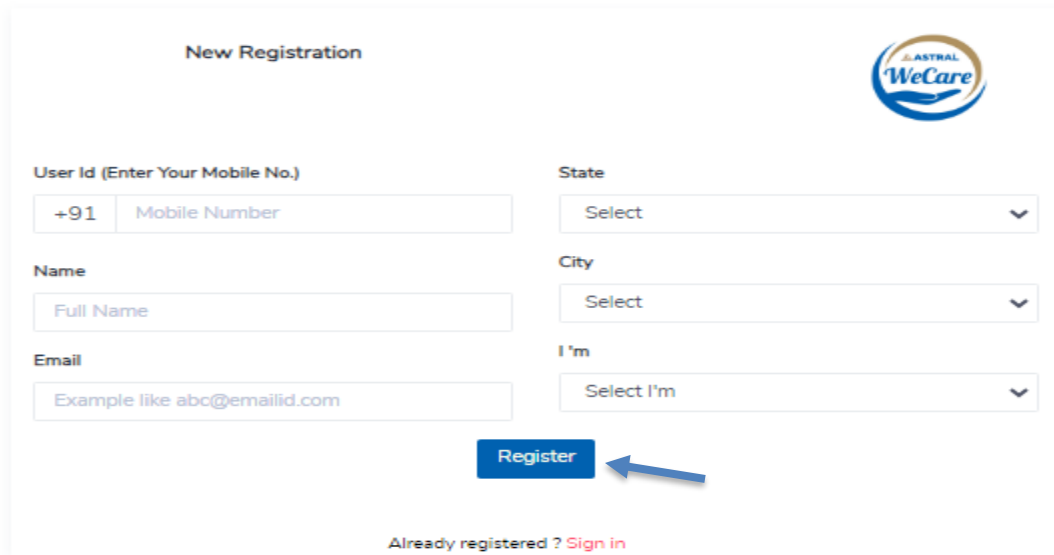
1) If you are new Customer, click "Signup here" to register

2. New User Registration for Customer

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

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

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.

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.

For Customer Login

THANK YOU