



# **TEERTHANKER MAHAVEER UNIVERSITY (TMU)**

## **GRIEVANCE PORTAL**

### **STUDENT MANUAL**

**Version 1.0**

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## 1. ABOUT GRIEVANCE PORTAL

The name **Teerthanker Mahaveer University** is known for its discipline and world-class facilities and infrastructure, but as known that the moon also has a stain despite its universal beauty, therefore despite all the discipline, rules and regulations and world-class facilities, the students of the university faces problems in various fields like examination, scholarship, discipline, library, transport, resources, hostel, college-related and many more. So to solve this problem and update the status of the solution of these problems on real-time scenario **Grievance Portal** is developed.

### 1.1 ABOUT STUDENT MODULE

The student module is the part of the grievance portal where a student registers their grievance able to track the status of their complaint. This module also stores the history of the grievances registered by a particular student and the solution he/she received against by the governing authority at a particular point of time.

### 1.2 SCOPE OF WORK

This user manual covers the details on below-listed functions of

**Student Module: -**

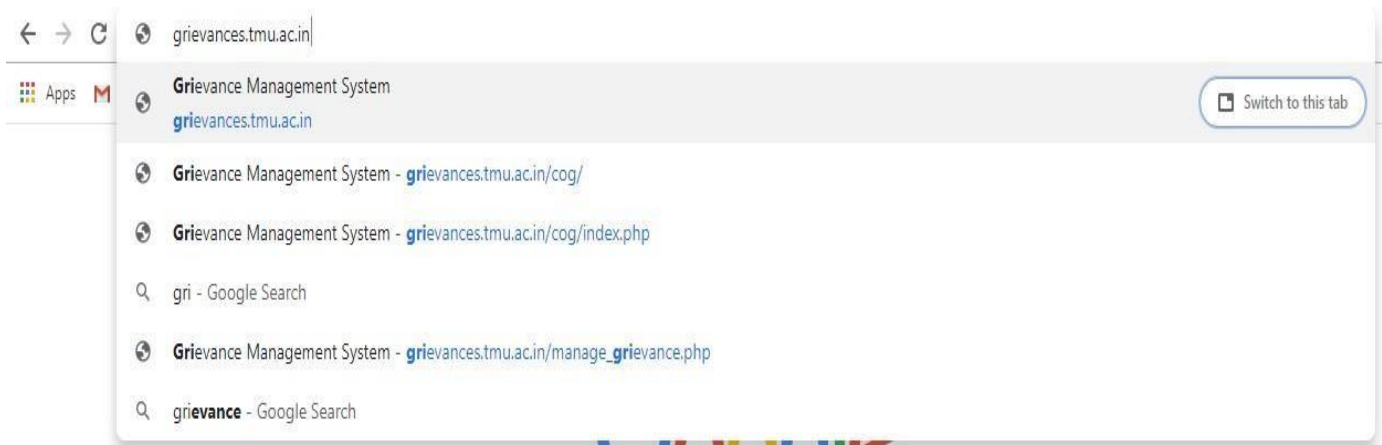
| S. No. | Process  | Description  |
|--------|--|--|
| 01     | Login of student   | Login of the student via using his/her credentials.  |
| 02     | Chat engine for students in case of any technical issue. | In case of any technical issue, this is the communication link between the <b>IT</b> department and student. |
| 03     | Dashboard for grievances information to students.        | This will display the count for each category of complaints.   |
| 04     | Registration of grievance by a student                   | At this stage, the student will add his /her complaint against a particular field.                           |

|    |                                     |  |
|----|-------------------------------------|--|
| 05 | Keeping track of solved complaints. | This section will help students to keep track of their solved grievance. |
| 06 | Change password/ edit profile       | To change the user password or the other data of the student.            |
| 07 | Logout                              | To log out of the account.   |

### 1.2.1: Login of Student

Since this portal is developed on **latest technologies** i.e. **Bootstrap, PHP7**, it provides fully responsive features in your hand, responsive means we can access this portal via any kind of device like (Mobile/Laptop/Desktop/Palmtop/Tablet) it will adjust its content automatically according to the device.

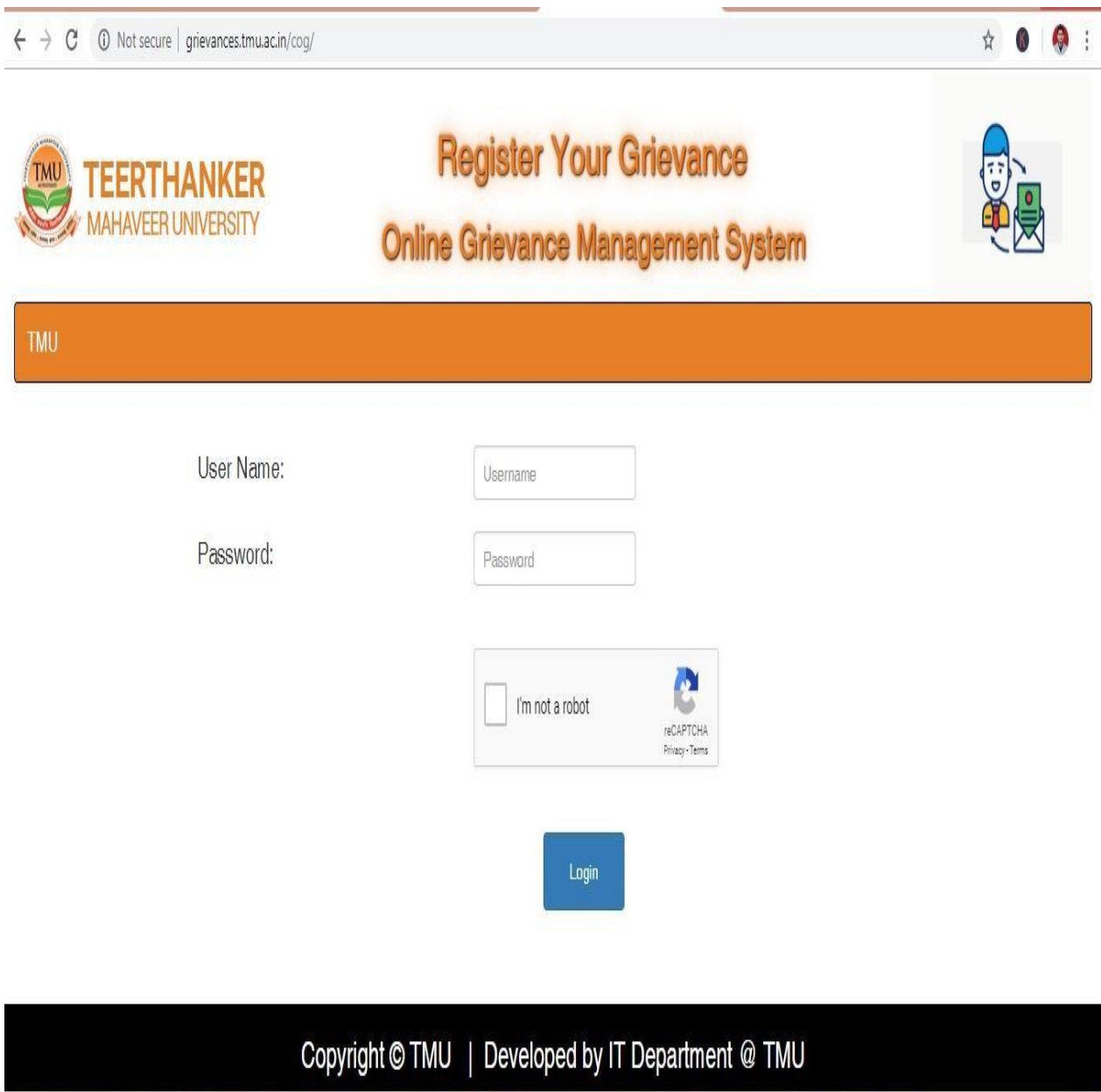
**Step 1-** We can simply pick any of the browsers like (Google Chrome, Firefox, Opera, UC Browser, etc.) in any of the devices and open it.



**Step 2** – Type the URL in your browser <https://grievances.tmu.ac.in> as shown above.

A new window will open as shown below.

### 2.1 In the case of the large scale of devices like tablet/laptop/desktop:-



The screenshot shows a web browser window with the address bar displaying "Not secure | grievances.tmu.ac.in/cog/". The page features the TMU logo and the text "TEERTHANKER MAHAVEER UNIVERSITY" on the left. In the center, it says "Register Your Grievance Online Grievance Management System" with a glowing effect. On the right, there is an illustration of a person holding a smartphone. Below this is an orange bar with "TMU" written on it. The registration form includes fields for "User Name:" (Username) and "Password:". Below the password field is a reCAPTCHA widget with the text "I'm not a robot" and a "reCAPTCHA Privacy - Terms" link. A blue "Login" button is positioned below the reCAPTCHA. At the bottom of the page, a black footer bar contains the text "Copyright © TMU | Developed by IT Department @ TMU".

2.2- In the case of a small scale of devices like mobile phones: -

**TMU** **TEERTHANKER**  
**MAHAVEER UNIVERSITY**

Online Grievance Management System

TMU

User Name:

Password:

I'm not a robot

reCAPTCHA  
Privacy - Terms

Login

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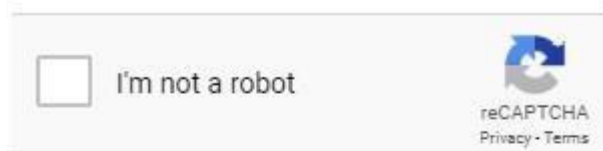
**Step 3-** Students have to use their **Student Code** as their **USERNAME** and **Date of Birth** in **(DDMMYYYY)** as their **PASSWORD**.

**Example:** - Suppose my date of birth is 30<sup>th</sup>, January 1992 then my password will be 3001992

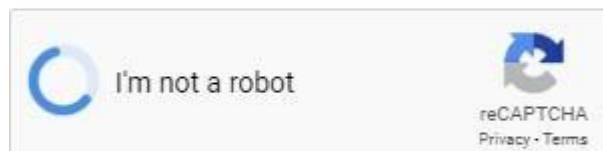
**Step 4 –** After filling the username and password, students have to select the **Google Captcha for a good security reason** and should match the pattern according to the given instructions.

But be patient while answering the captcha, wait till final verification.

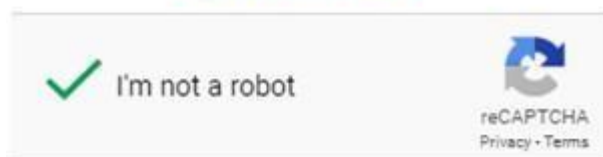
#### Captcha Before Clicking



#### Captcha After Clicking



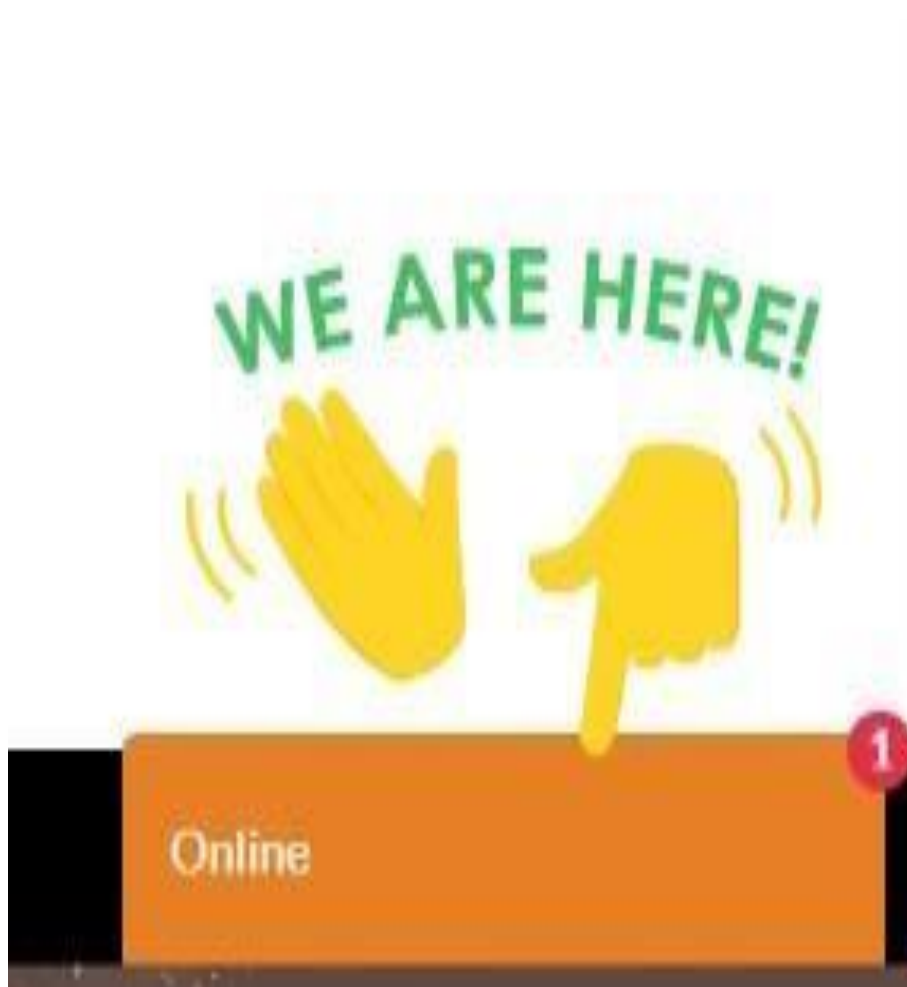
#### Final Verification



**Step5-** After final verification by Google Captcha just click on the **Login** button.

## 1.2.2: Chat Engine for students

If the students will not be able to log in using his/her credentials or is facing any other issue, he /she can directly come in contact with the **IT Support Team** using this chatbot located at the rightmost bottom of the login page as shown below.





The user has to just click on this pane and a screen will be displayed. There are the following two cases for using chatbot as follows: -

**1- ONLINE (When our IT support team is online): -**

In online mode after first entering the essential details, the student can directly chat with our IT support team and get real-time support.

As shown below: -

**Step 1- Blank form**

The screenshot shows a chatbot interface with an orange header bar containing the text "Online" and a close button. Below the header is a white box with the text: "Welcome to Teerthanker Mahaveer University. Please fill out the form below to start chatting with the next available agent." The form consists of three input fields: "Name", "Enrollment Number / ST Code", and "Course". At the bottom of the form are two buttons: "Cancel" (grey) and "Start Chat" (orange). At the very bottom of the screen is the text "We're ⚡ by tawk.to".

**Step 2- Details entered by the student**

The screenshot shows the same chatbot interface as in Step 1, but the form fields are now filled with the student's details: "Name" is "Akash Girotra", "Enrollment Number / ST Code" is "TMU03642", and "Course" is "TMU". The "Start Chat" button is now highlighted in orange, indicating it is the active button.

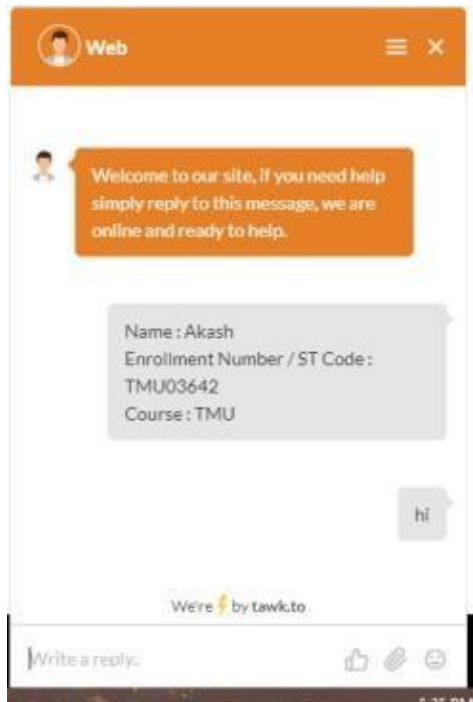
**Step 3- After Clicking the Start Chat Button**

The screenshot shows the chatbot interface after the "Start Chat" button has been clicked. The header bar now includes a menu icon and a close button. A circular profile picture of a person is shown with the name "Web" below it. A message bubble from the chatbot says: "Welcome to our site, if you need help simply reply to this message, we are online and ready to help." Below this is a grey message bubble containing the student's details: "Name : Akash", "Enrollment Number / ST Code : TMU03642", and "Course : TMU". At the bottom, there is a text input field with the placeholder "Write a reply..." and icons for thumbs up, thumbs down, and a smiley face.

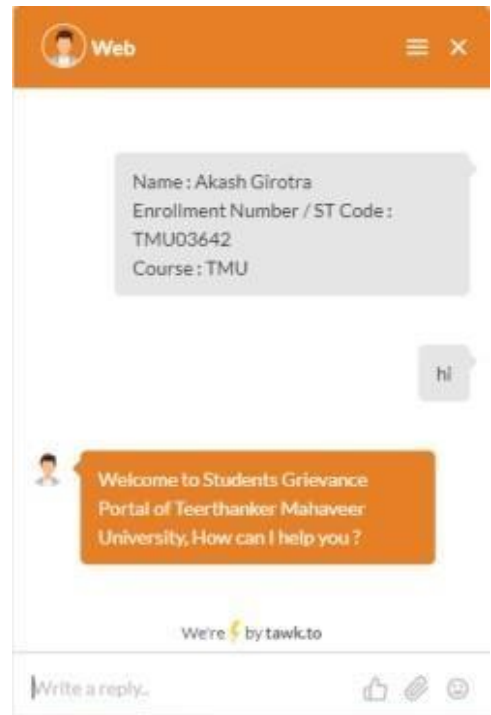
**Step 4- Student Typed 'Hi'**

The screenshot shows the chatbot interface with the student's input field now containing the text "hi". The text "hi" is circled in red. The rest of the interface, including the welcome message and the student's details, remains the same as in Step 3.

**Step 5- His / Her Hi message will be displayed**



**Step 6- Our IT Support Team responds to student**



**2- OFFLINE (When our IT support team is not present online)**

When our IT team is offline the student can leave their message and the essential details that mail will be automatically triggered to our IT Support team and the student problem will be solved by them as shown below.

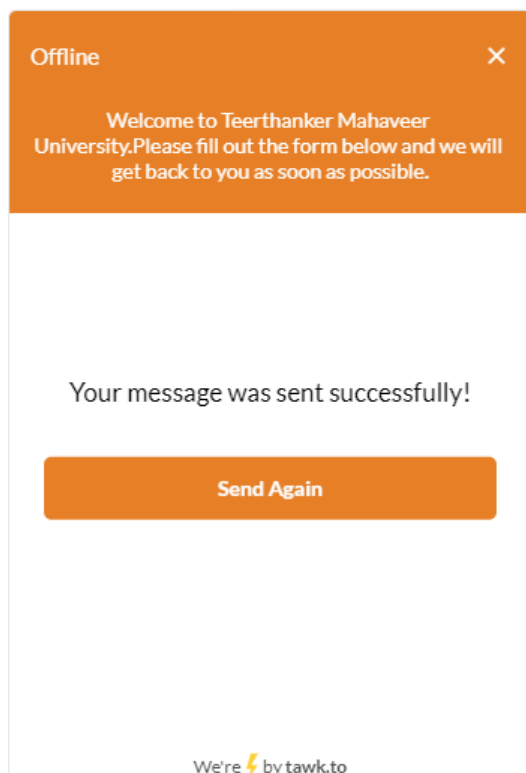
**Step1 - Blank Form**

A screenshot of an 'Offline' chat window. The header says 'Offline' with a close button. The main text reads: 'Welcome to Teerthanker Mahaveer University. Please fill out the form below and we will get back to you as soon as possible.' Below this is a form with four input fields: '\* Name', 'Enrollment Number / ST Code', '\* Email Id', and '\* Message'. At the bottom is an orange 'Submit' button. The footer says 'We're by tawk.to'.

**Step 2 - Student filled the essentials details message**

A screenshot of an 'Offline' chat window. The header says 'Offline' with a close button. The main text reads: 'Welcome to Teerthanker Mahaveer University. Please fill out the form below and we will get back to you as soon as possible.' Below this is a form with four input fields: 'Akash Girotra', 'TMU03642', 'akashgirotra1992@gmail.com', and '\* Message' with the text 'This is only for testing purpose.' At the bottom is an orange 'Submit' button. The footer says 'We're by tawk.to'.

### Step3- After Clicking on submit button



### 1.2.3: - Dashboard

After the student log in to his/her grievance portal as shown in the [Login Section](#). A [dashboard](#) with the log of the grievances will be shown to him as shown below. This log will be divided into the following three categories: -

- 1- Total Number of grievances registered by that particular student.
- 2- A number of grievances solved out of the registered one.
- 3- A number of grievances unsolved out of the registered one.

## Dashboard with the log of the grievances

TMU TEERTHANKER MAHAVEER UNIVERSITY

Register Your Grievance  
Online Grievance Management System

TMU Home Manage Test (Student) Logout

### Grievance Status

| Sr No                                 | Details                       | Count |
|---------------------------------------|-------------------------------|-------|
| 1                                     | Number of Grievances Solved   | 0     |
| 2                                     | Number of Grievances Unsolved | 2     |
| Total Number of Grievances Registered |                               | 2     |

Count

The **Count** shown above are **clickable** student can easily see the complete log by clicking on these counts.

### 1.2.4: Grievance Registration

A student can register his/her grievance by following the steps given below: -

**Step 1-** First of all student will have to go to the **Manage** Dropdown and then select the **Manage Your Grievance** dropdown from it and click it as shown in the **red** circle below.



# Register Your Grievance

## Online Grievance Management System



Edit Profile

TMU Home Manage Test (Student) Logout

- Manage Your Grievance
- View Solved Grievance

### Grievance Status

| Sr No                                 | Details                       | Count |
|---------------------------------------|-------------------------------|-------|
| 1                                     | Number of Grievances Solved   | 0     |
| 2                                     | Number of Grievances Unsolved | 2     |
| Total Number of Grievances Registered |                               | 2     |

**Step 2 – Click on the add grievance button shown below: -**

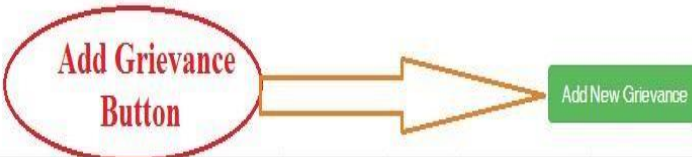


## Register Your Grievance

### Online Grievance Management System



Edit Profile



| Sr.No | Token Id         | Complaint category            | Complaint Sub Category       | if Others (Subject) | Explanation                             | IP Address     | Registration Date | Registration Time | Log Time            | Complaint Remark                               | Complaint Status |
|-------|------------------|-------------------------------|------------------------------|---------------------|---|----------------|-------------------|-------------------|---------------------|--|------------------|
| 1     | TMD /16012019/12 | छात्रावास से संबंधित (Hostel) | खाने से संबंधित (Fooding)    |                     | food testing                            | 14.139.238.130 | 16-01-2019        | 04:40:40          | 2019-01-16 05:10:40 | Complaint Registered!!!                        | REGISTERED       |
|       |                  |                               |                              |                     |   |                |                   |                   | 2019-01-16 05:10:40 | Complaint Forwarded to concerned Department!!! | FORWARDED        |
| 2     | TMD /16012019/11 | छात्रावास से संबंधित (Hostel) | हाउस कीपिंग (House Keeping ) |                     | This is a test mail of grievance portal | 14.139.238.130 | 16-01-2019        | 04:39:09          | 2019-01-16 05:09:09 | Complaint Registered!!!                        | REGISTERED       |
|       |                  |                               |                              |                     |   |                |                   |                   | 2019-01-16 05:09:09 | Complaint Forwarded to concerned Department!!! | FORWARDED        |

**Step3** – A popup box will be displayed on your screen as shown below: -


## Add Grievance ✕

**Complaint Type:**

**Sub Complaint Type:**

**Explain in detail:**

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reCAPTCHA  
[Privacy](#) - [Terms](#)

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**Step 4-** First of all select the complaint category: -

## Add Grievance

**Complaint Type:**


Select Complaint Type

Select Complaint Type

- परीक्षा संबंधित (Examination)
- छात्रवृत्ति संबंधित (Scholarship)
- अनुशासन संबंधित (Discipline)
- पुस्तकालय संबंधित (Library)
- परिवहन संबंधित (Transport)
- संसाधन संबंधित (Resources)
- छात्रावास से संबंधित (Hostel)
- अन्य (Others)
- कॉलेज (College)

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Submit

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**Step 5-** After selecting the complaint category a subcategory correspondent to that category will be displayed as shown below: -

×

## Add Grievance

---

**Complaint Type:**

परीक्षा संबंधित (Examination) ▼


**Sub Complaint Type:**

Sub Complaint: ▼

- Sub Complaint:
- परीक्षा फॉर्म संबंधित (Exam Form)
- EX / BACK परीक्षा फॉर्म संबंधित (EX / Back Exam Form)
- डिग्री संबंधित (Degree)
- माइग्रेशन संबंधित (Migration)
- परीक्षाफल संबंधित (Result)
- मार्कशीट संबंधित (Marksheet)
- फोटो संबंधित (Photo)

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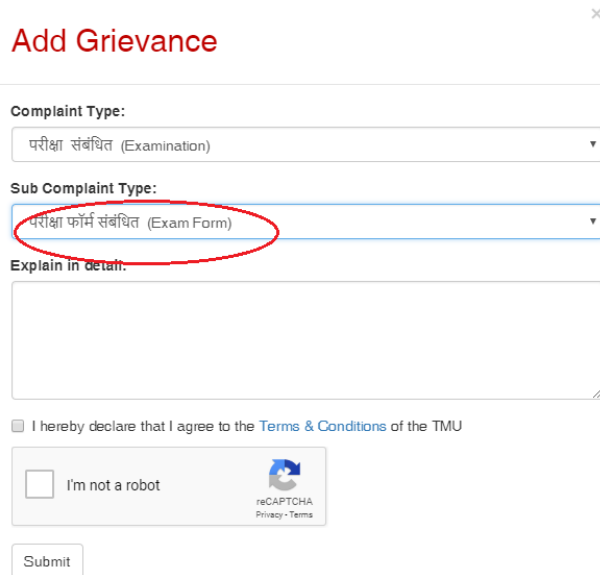
I'm not a robot

  
reCAPTCHA  
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**Step 6-** Now select the sub complaint category from the list of displayed one depending on your choice.




**Add Grievance** ×

**Complaint Type:**  
परीक्षा संबंधित (Examination) ▼

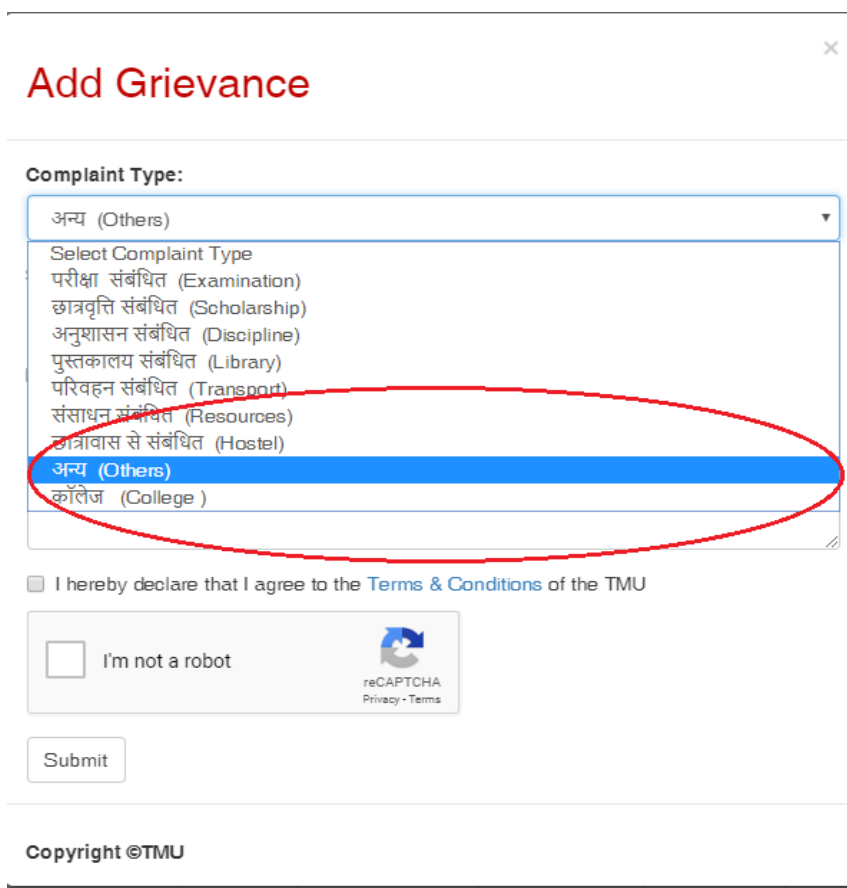
**Sub Complaint Type:**  
परीक्षा फॉर्म संबंधित (Exam Form) ▼

**Explain in detail:**

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**Step 7-** In case of **none of the possible options present there, the student can select the OTHERS** option to register his/her grievance.




**Add Grievance** ×

**Complaint Type:**  
अन्य (Others) ▼

Select Complaint Type  
परीक्षा संबंधित (Examination)  
छात्रवृत्ति संबंधित (Scholarship)  
अनुशासन संबंधित (Discipline)  
पुस्तकालय संबंधित (Library)  
परिवहन संबंधित (Transport)  
संसाधन संबंधित (Resources)  
छात्रावास से संबंधित (Hostel)  
**अन्य (Others)**  
कॉलेज (College )

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**Step 8-** A subcategory named as **OTHERS** will be displayed on selecting complaint category **OTHERS**.

## Add Grievance ✕

**Complaint Type:**

अन्य (Others) ▼


**Sub Complaint Type:**

Sub Complaint: ▼

Sub Complaint:

अन्य (Others)

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Submit

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**Step 9-** On selecting subcategory as **OTHERS** a new box with the field sub complaint type will be displayed as shown below where you can enter the type of your complaint.

✕

## Add Grievance

---


**Complaint Type:**

**Sub Complaint Type:**

**Other Complaint Type:**

**Explain in detail:**

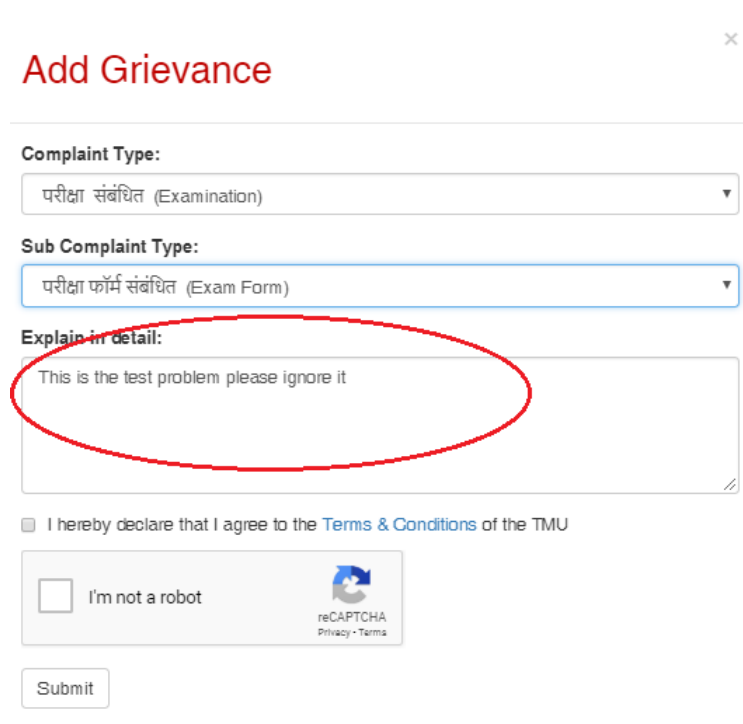
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**Step 10-** Now the student can give a detailed explanation of their complaint via using **Explain in detail option** as shown in snap below: -




**Add Grievance** ×

**Complaint Type:**  
परीक्षा संबंधित (Examination) ▼

**Sub Complaint Type:**  
परीक्षा फॉर्म संबंधित (Exam Form) ▼

**Explain in detail:**  
This is the test problem please ignore it

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Submit

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**Step 11-** Now, select the checkbox of the declaration given as “[I hereby declare that I agree to the Terms & Conditions of the TMU](#)” as shown below:-



**Add Grievance** ×

**Complaint Type:**  
परीक्षा संबंधित (Examination) ▼

**Sub Complaint Type:**  
परीक्षा फॉर्म संबंधित (Exam Form) ▼

**Explain in detail:**  
This is the test problem please ignore it

I hereby declare that I agree to the [Terms & Conditions](#) of the TMU

I'm not a robot  reCAPTCHA  
Privacy · Terms

Submit

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**Step 12-** Now, finally select and use Google [Captcha](#) as explained in [Step 4](#) of [Login Section](#).

---

×

## Add Grievance

---

**Complaint Type:**

परीक्षा संबंधित (Examination) ▼


**Sub Complaint Type:**

परीक्षा फॉर्म संबंधित (Exam Form) ▼

**Explain in detail:**

This is the test problem please ignore it

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✓ I'm not a robot 

reCAPTCHA  
Privacy - Terms

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---

**Step 13-** Now, click on the submit button.

**Step14-** Complaint added successfully message will be displayed.

← → C Not secure | grievances.tmu.ac.in/manage\_grievance.php

**TEERTHANKER MAHAVEER UNIVERSITY**

# Register Your Grievance

## Online Grievance Management System

Edit Profile

TMU Home Manage

NITIN SHARMA (Student) Logout

Message Displayed → Complaint Added Successfully

Add New Grievance

| Sr.No | Token Id               | Complaint category            | Complaint Sub Category            | if Others (Subject) | Explanation    | IP Address     | Registration Date | Registration Time | Loç Tirr     |
|-------|------------------------|-------------------------------|-----------------------------------|---------------------|----------------|----------------|-------------------|-------------------|--------------|
| 1     | TJM1801001/25012019/22 | परीक्षा संबंधित (Examination) | परीक्षा फॉर्म संबंधित (Exam Form) |                     | Test Complaint | 14.139.238.130 | 25-01-2019        | 03:31:04          | 201 01: 04:1 |

**Step 15-** Student can also see the complaint along with the token Id generated as shown below: -

Complaint Added Successfully

[Add New Grievance](#)

| Sr.No | Token Id               | Complaint category            | Complaint Sub Category            | if Others (Subject) | Explanation                    | IP Address      | Registration Date | Registration Time | Log Time            | Complaint Remark                               | Complaint Status  |
|-------|------------------------|-------------------------------|-----------------------------------|---------------------|--------------------------------|-----------------|-------------------|-------------------|---------------------|--|-------------------|
| 1     | TJM1801001/25012019/22 | परीक्षा संबंधित (Examination) | परीक्षा फॉर्म संबंधित (Exam Form) |                     | Test Complaint                 | 14.139.238.130  | 25-01-2019        | 03:31:04          | 2019-01-25 04:01:04 | Complaint Registered!!!                        | REGISTERED        |
|       |                        |                               |                                   |                     |                                |                 |                   |                   | 2019-01-25 04:01:04 | Complaint Forwarded to concerned Department!!! | FORWARDED         |
| 2     | TJM1801001/18012019/14 | परीक्षा संबंधित (Examination) | परीक्षा फॉर्म संबंधित (Exam Form) |                     | my exam form is not available. | 139.167.248.106 | 18-01-2019        | 03:27:15          | 2019-01-18 03:57:15 | Complaint Registered!!!                        | REGISTERED        |
|       |                        |                               |                                   |                     |                                |                 |                   |                   | 2019-01-18 03:57:15 | Complaint Forwarded to concerned Department!!! | FORWARDED         |
|       |                        |                               |                                   |                     |                                |                 |                   |                   | 2019-01-18 04:01:38 | we are working on it                           | Status Updated !! |
| 3     | TJM1801001/16012019/13 | परीक्षा संबंधित (Examination) | परीक्षा फॉर्म संबंधित (Exam Form) |                     | EXAM FORM RELATED              | 14.139.238.130  | 16-01-2019        | 04:43:10          | 2019-01-16          | Complaint Registered!!!                        | REGISTERED        |

**Step 16-** You can also see the updated status of your complaint as shown below in the red circle.

Complaint Added Successfully

[Add New Grievance](#)

| Sr.No | Token Id               | Complaint category            | Complaint Sub Category            | if Others (Subject) | Explanation                    | IP Address      | Registration Date | Registration Time | Log Time            | Complaint Remark                               | Complaint Status  |
|-------|------------------------|-------------------------------|-----------------------------------|---------------------|--------------------------------|-----------------|-------------------|-------------------|---------------------|--|-------------------|
| 1     | TJM1801001/25012019/22 | परीक्षा संबंधित (Examination) | परीक्षा फॉर्म संबंधित (Exam Form) |                     | Test Complaint                 | 14.139.238.130  | 25-01-2019        | 03:31:04          | 2019-01-25 04:01:04 | Complaint Registered!!!                        | REGISTERED        |
|       |                        |                               |                                   |                     |                                |                 |                   |                   | 2019-01-25 04:01:04 | Complaint Forwarded to concerned Department!!! | FORWARDED         |
| 2     | TJM1801001/18012019/14 | परीक्षा संबंधित (Examination) | परीक्षा फॉर्म संबंधित (Exam Form) |                     | my exam form is not available. | 139.167.248.106 | 18-01-2019        | 03:27:15          | 2019-01-18 03:57:15 | Complaint Registered!!!                        | REGISTERED        |
|       |                        |                               |                                   |                     |                                |                 |                   |                   | 2019-01-18 03:57:15 | Complaint Forwarded to concerned Department!!! | FORWARDED         |
|       |                        |                               |                                   |                     |                                |                 |                   |                   | 2019-01-18 04:01:38 | we are working on it                           | Status Updated !! |
| 3     | TJM1801001/16012019/13 | परीक्षा संबंधित (Examination) | परीक्षा फॉर्म संबंधित (Exam Form) |                     | EXAM FORM RELATED              | 14.139.238.130  | 16-01-2019        | 04:43:10          | 2019-01-16          | Complaint Registered!!!                        | REGISTERED        |



## 1.2.5: Keeping Track of Solved Complaints

This Section will help you to get the track of your solved complaints, to see your solved complaint you have to follow the following steps.

- 1- Go to the **Manage** menu after the login and select the **View Solved Grievance** Submenu which is red circled in the image below.

The screenshot shows the 'Manage' menu with the following options: Home, Manage, Manage Your Grievance, and View Solved Grievance (circled in red). The 'View Solved Grievance' option is highlighted. Below the menu, a table displays the following data:

| Sr.No | Token Id               | Complaint category            | Complaint Sub Category            | if Others (Subject) | Explanation    | IP Address      | Registration Date | Registration Time | Log Time            | Complaint Remark                               |
|-------|------------------------|-------------------------------|-----------------------------------|---------------------|----------------|-----------------|-------------------|-------------------|---------------------|--|
| 1     | TJM1801001/25012019/22 | परीक्षा संबंधित (Examination) | परीक्षा फॉर्म संबंधित (Exam Form) |                     | Test Complaint | 14.139.238.130  | 25-01-2019        | 03:31:04          | 2019-01-25 04:01:04 | Complaint Registered!!!                        |
|       |                        |                               |                                   |                     |                |                 |                   |                   | 2019-01-25 04:01:04 | Complaint Forwarded to concerned Department!!! |
|       |                        |                               | परीक्षा फॉर्म                     |                     | my exam        | 139.167.248.106 | 18-01-2019        | 03:27:15          | 2019-               | Complaint                                      |

2- After clicking the **View Solved Grievance** submenu the page will be displayed along with the list of solved complaints and their updated status which is in **red** circle as shown below.

The screenshot shows the 'View Solved Grievance' page of the Online Grievance Management System. The page header includes the university logo and the text 'Register Your Grievance Online Grievance Management System'. A navigation bar at the top shows 'TMU Home Manage' and the user's name 'NITIN SHARMA (Student)' with a 'Logout' button. The main content is a table with the following columns: Token Id, Complaint category, Complaint Sub Category, if Others (Subject), Explanation, IP Address, Registration Date, Registration Time, log Time, Complaint Remark, and Complaint Status.

| Token Id               | Complaint category           | Complaint Sub Category           | if Others (Subject) | Explanation    | IP Address     | Registration Date | Registration Time | log Time            | Complaint Remark                               | Complaint Status    |
|------------------------|------------------------------|----------------------------------|---------------------|----------------|----------------|-------------------|-------------------|---------------------|--|---------------------|
| TJM1801001/25012019/22 | परीक्षा संबंधित(Examination) | परीक्षा फॉर्म संबंधित(Exam Form) |                     | Test Complaint | 14.139.238.130 | 25-01-2019        | 03:31:04          | 2019-01-25 04:01:04 | Complaint Registered!!!                        | REGISTERED          |
|                        |                              |                                  |                     |                |                |                   |                   | 2019-01-25 04:01:04 | Complaint Forwarded to concerned Department!!! | FORWARDED           |
|                        |                              |                                  |                     |                |                |                   |                   | 2019-01-25 05:07:15 | Tested Successfully                            | Complaint Solved !! |

## 1.2.6: Change Password/ Edit Profile

We advise students to change their passwords immediately after the first login. To change password or edit profile the students have to follow the following steps.

**Step 1-** After login to your account as explained in the first scope of work you have to click on the edit profile button. As shown below: -

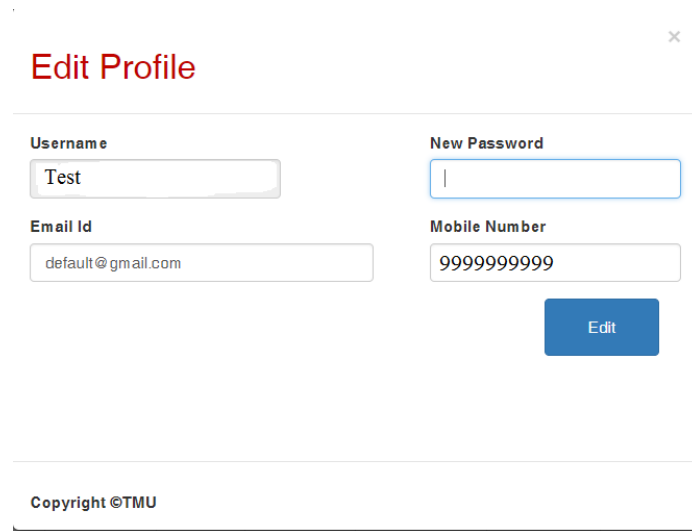
In the case of Desktop View

| Token Id               | Complaint category           | Complaint Sub Category           | if Others (Subject) | Explanation    | IP Address     | Registration Date | Registration Time | log Time            | Complaint Remark                               | Complaint Status    |
|------------------------|------------------------------|----------------------------------|---------------------|----------------|----------------|-------------------|-------------------|---------------------|--|---------------------|
| TJM1801001/25012019/22 | परीक्षा संबंधित(Examination) | परीक्षा फॉर्म संबंधित(Exam Form) |                     | Test Complaint | 14.139.238.130 | 25-01-2019        | 03:31:04          | 2019-01-25 04:01:04 | Complaint Registered!!!                        | REGISTERED          |
|                        |                              |                                  |                     |                |                |                   |                   | 2019-01-25 04:01:04 | Complaint Forwarded to concerned Department!!! | FORWARDED           |
|                        |                              |                                  |                     |                |                |                   |                   | 2019-01-25 05:07:15 | Tested Successfully                            | Complaint Solved !! |

In the case of the mobile view, you have to click on a red circled area shown below: -

| No. | Token Id               | Complaint categ     |
|-----|------------------------|---------------------|
|     | TJM1801001/25012019/22 | परीक्षा संबंधित(Exa |

**Step 2-** After clicking on the edit profile button a Popup-Box will be displayed as shown in the figure below.



The image shows a web application popup titled "Edit Profile" with a close button (X) in the top right corner. The form contains four input fields arranged in a 2x2 grid:

- Username:** A text input field containing the value "Test".
- New Password:** A password input field with a vertical line indicating the cursor position.
- Email Id:** A text input field containing the value "default@gmail.com".
- Mobile Number:** A text input field containing the value "9999999999".

Below the input fields is a blue button labeled "Edit". At the bottom left of the popup, there is a copyright notice: "Copyright ©TMU".

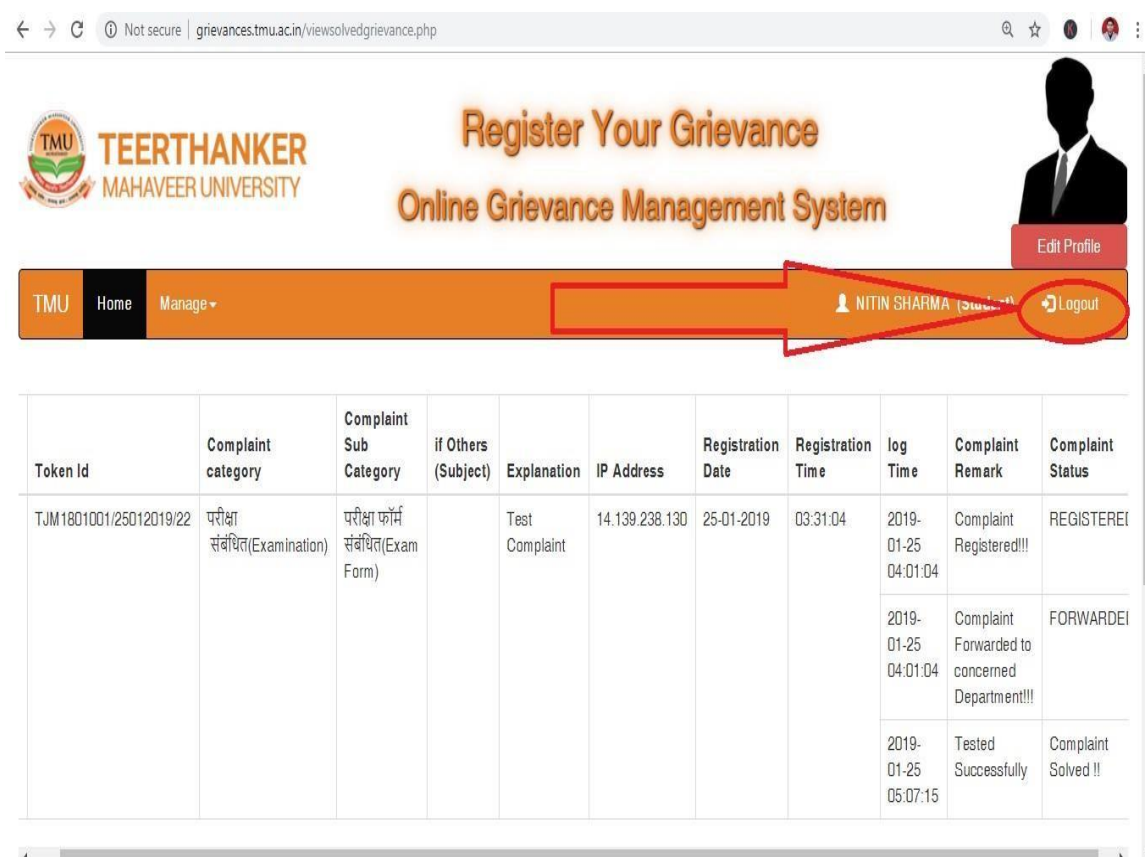
**Step 3-** Here you can change your mobile number, email id, password by entering new values and clicking on edit button.

## 1.2.7: Logout

Your account security is your own responsibility so please do not share your password with anyone and try to change your password after the first login by using the steps shown in [edit profile](#) scope of work. And always [log out](#) your account after your task is completed. For this, you have to follow the single step as shown below.


**Step 1-** Just Click on the Logout button as shown below in the red circle.

### In the case of Desktop



| Token Id               | Complaint category           | Complaint Sub Category           | if Others (Subject) | Explanation    | IP Address     | Registration Date | Registration Time | log Time            | Complaint Remark                               | Complaint Status    |
|------------------------|------------------------------|----------------------------------|---------------------|----------------|----------------|-------------------|-------------------|---------------------|--|---------------------|
| TJM1801001/25012019/22 | परीक्षा संबंधित(Examination) | परीक्षा फॉर्म संबंधित(Exam Form) |                     | Test Complaint | 14.139.238.130 | 25-01-2019        | 03:31:04          | 2019-01-25 04:01:04 | Complaint Registered!!!                        | REGISTERED          |
|                        |                              |                                  |                     |                |                |                   |                   | 2019-01-25 04:01:04 | Complaint Forwarded to concerned Department!!! | FORWARDED           |
|                        |                              |                                  |                     |                |                |                   |                   | 2019-01-25 05:07:15 | Tested Successfully                            | Complaint Solved !! |


## in Case of Mobile Device




TMU

Home

Manage ▾

 NITIN SHARMA (Student)

 Logout

| No. | Token Id               | Complaint categ     |
|-----|------------------------|---------------------|
|     | TJM1801001/25012019/22 | परीक्षा संबंधित(Exa |