

User Manual

For

Helpdesk / User Support -
Raise Support Request,
View Support Request status

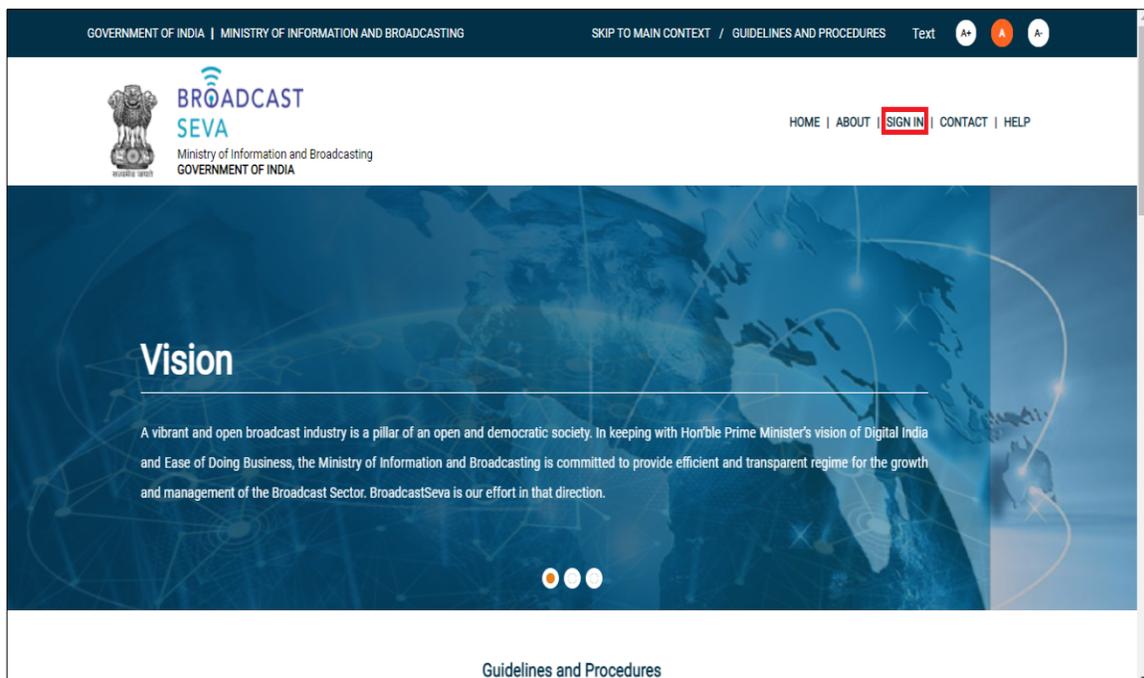
Broadcast Seva

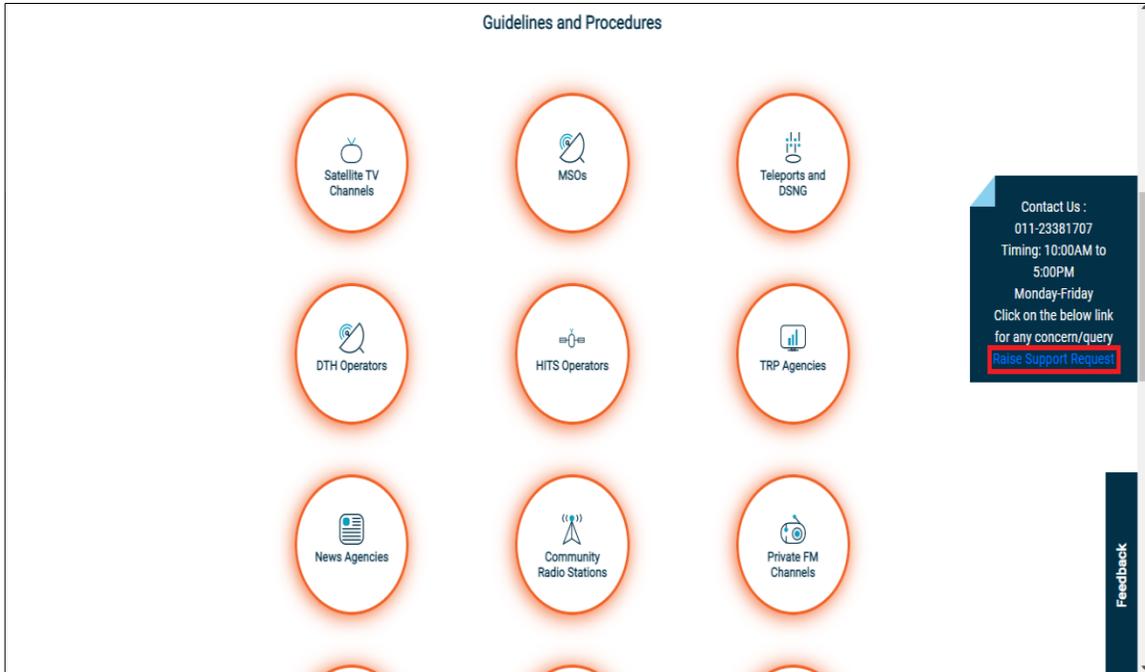
Ministry of Information and Broadcasting

Service 1- Raise Support Request on Broadcast Seva

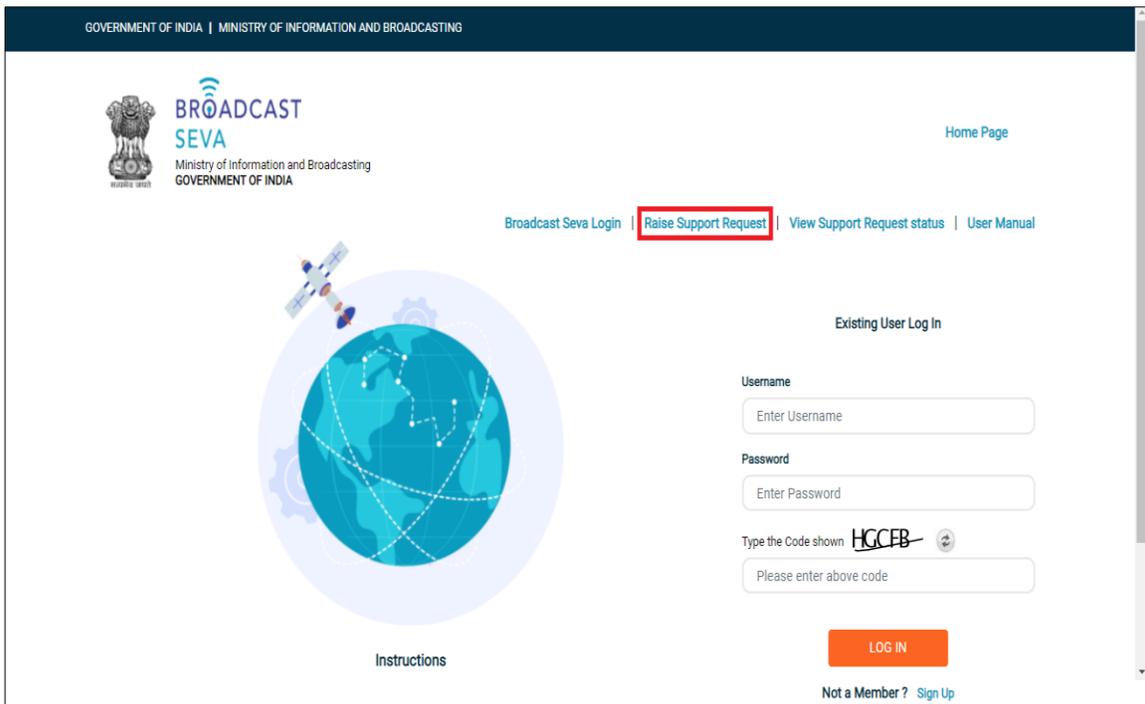
1. On Broadcast Seva website, click or hover to 'Log In' button on top right as highlighted below to open Login page.

Alternatively, navigate to guidelines and procedures section and hover on Helpdesk popup towards its right.





2. Log In page is displayed as under. Click 'Raise Support Request' service button to log a concern as ticket. Alternatively, log in to account and raise it from left pane on clicking 'Services'.



3. Following screen to provide details and log a support request ticket appears.

Initiate Support Request

All fields with * are mandatory

Broadcast Seva Username

Applicant Name *

Request Category*

Request Sub Category*

Mobile No. *

Email Id *

Brief Description of the issue *

Help Document

Choose File No File Uploaded

Attach Supporting Document
(Max Size:40 MB | Allowed Type:DOC,PDF,JPG,JPEG,XLS,XLSX,DOCX | Max Files:5)

Type the Code shown **RG4DN**

- a. If an account holder, enter Username as provided during signing up. This is optional. Once an account for existing username is validated by system, its applicant name, mobile number and email ID are auto-populated.
- b. Provide Name, in case of an anonymous user and not an account holder.
- c. Select suitable Request Category for the concern among General, Registration, IT related, or Application related.

Initiate Support Request

All fields with * are mandatory

Broadcast Seva Username

Applicant Name *

Request Category*

Request Sub Category*

Email Id *

Brief Description of the issue *

Help Document

Choose File No File Uploaded

Attach Supporting Document
(Max Size:40 MB | Allowed Type:DOC,PDF,JPG,JPEG,XLS,XLSX,DOCX | Max Files:5)

Type the Code shown **RG4DN**

- d. Select suitable Request Sub Category corresponding to the concern categories among the following -
- d.i. General: related to any General issue / query on portal
 - d.ii. Registration: related to OTP, Sign Up, Log In, Password, Username, Unlock account, or Profile related
 - d.iii. IT related: technicalities on system behavior w.r.t. concern which is IT related
 - d.iv. Application related: module i.e. division-specific concern related to Private Satellite TV Channels, Community Radio Stations, Multi System Operator, Temporary Uplink, Direct to Home, Private FM Channels, Teleport, Headend in the Sky, Local Cable Operator, News Agency, or TRP Agency

The screenshot shows the 'Initiate Support Request' form. The 'Broadcast Seva Username' field is empty. The 'Request Category*' dropdown is set to 'Registration'. A secondary dropdown menu is open, displaying the following options: -- Select --, OTP, Sign Up, Log In Issues, Password Issues, Broadcast Seva User name Issues, Unlock account, Profile related, and -- Select --.

The screenshot shows the 'Initiate Support Request' form. The 'Broadcast Seva Username' field is empty. The 'Request Category*' dropdown is set to 'Application Related'. A secondary dropdown menu is open, displaying the following options: -- Select --, Private satellite TV channel (TVI), Community Radio Station (CRS), Multi System Operator (MSO), Temporary Uplink, Direct to Home (DTH), Private FM Channels, Teleport Application, Headend in the Sky (HITS), Local Cable Operator (LCO), News Agency, TRP Agency, and -- Select --.

- e. Provide Mobile Number and Email ID, in case of an anonymous user and not an account holder.
- f. Mention details of concern as brief description of the issue, and upload supporting screenshots to explain the issue as help document.
- g. Enter captcha/ code and click 'Submit' button to register the concern on portal.

Note: 'Reset' button enables to remove the entered values so as to enter fresh values again.

All fields with * are mandatory

Broadcast Seva Username <input type="text"/>	Applicant Name * <input type="text"/>
Request Category* Application Related	Request Sub Category* --- Select ---
Mobile No. * <input type="text"/>	Email Id * <input type="text"/>
Brief Description of the issue * <input type="text"/>	
Help Document <input type="button" value="Choose File"/> No File Uploaded Attach Supporting Document (Max Size:40 MB Allowed Type:DOC,PDF,JPG,JPEG,XLS,XLSX,DOCX Max Files:5)	
Type the Code shown  <input type="text" value="Please enter above code"/>	
<input type="button" value="Submit"/>	<input type="button" value="Reset"/>

- h. Enter captcha/ code and click 'Submit' button to register the concern on portal.
- i. A successful submission message with reference number is displayed as under. Note the same for future correspondence and to track its status. Click 'OK' button which re-directs back to login page.

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BROADCAST SEVA
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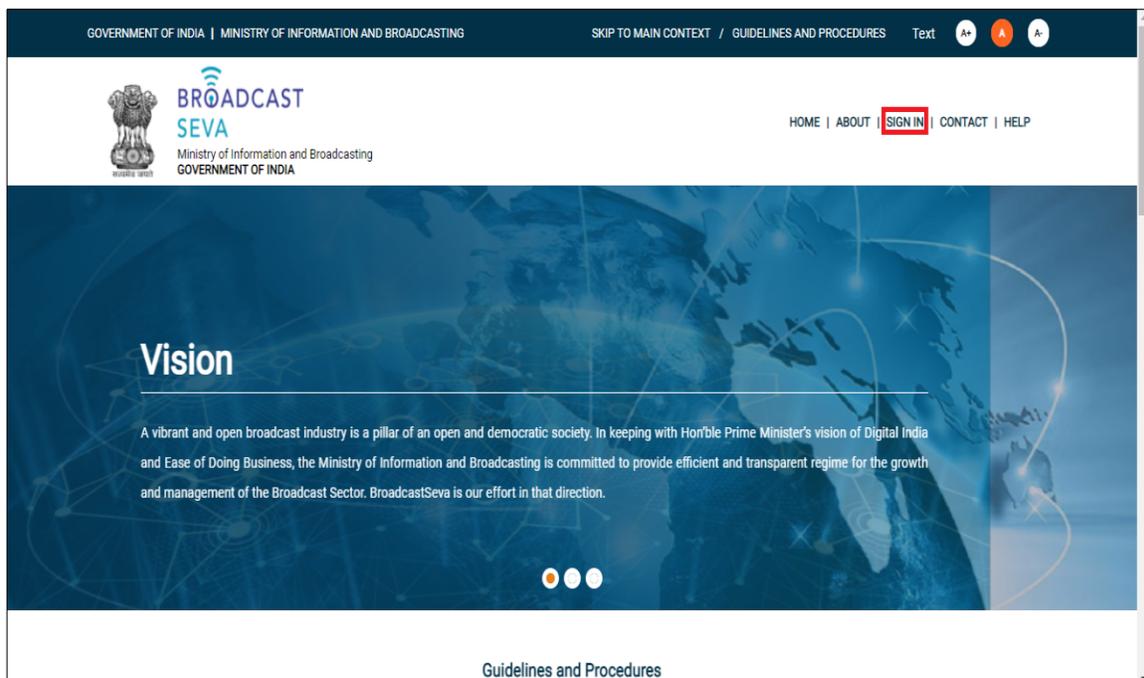


Your reference no. for the request logged in BroadcastSeva portal is **690**

Service 2- View Support Request status on Broadcast Seva

1. On Broadcast Seva website, click or hover to 'Log In' button on top right as highlighted below to open Login page.

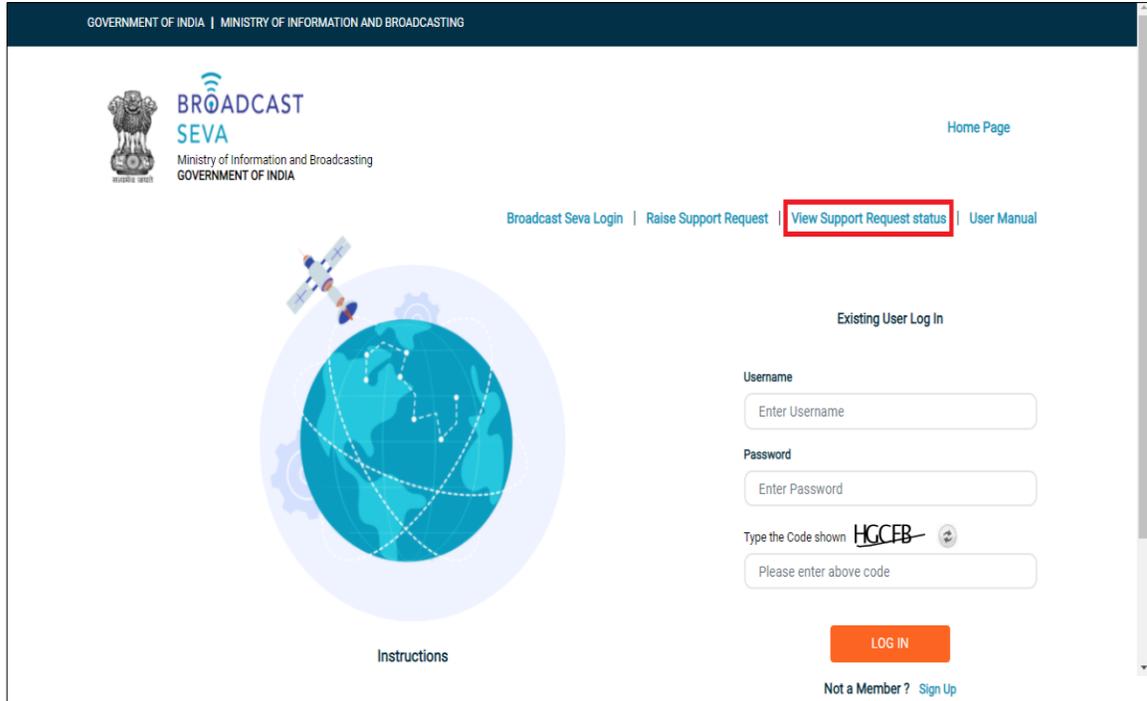
Alternatively, navigate to guidelines and procedures section and hover on Helpdesk popup towards its right.





2. Log In page is displayed as under. Click 'View Support Request status' button to check status of a registered concern as ticket using its reference number noted on raising the concern.

Alternatively, log in to account and use the same from left pane by clicking 'Services' button.



Support Request ID*

Enter OTP*

Enter OTP sent on Mobile

Receive OTP

Type the Code shown **N1E8M**

Please enter above code

Search

Reset

3. Following screen to provide details and search a support request ticket appears.

- Enter request reference number noted on raising it as Support Request ID.
- Click 'Receive OTP' button to receive OTP on mobile number provided on raising the request.

Support Request ID*

690

Enter OTP*

Enter OTP sent on Mobile

Resend OTP

OTP sent successfully

Your OTP will expire in 1791 Seconds

Type the Code shown **854KA**

Please enter above code

Search

Reset

- Enter the OTP received on mobile for authentication, provide captcha/ code and click 'Search' button.

Note: 'Reset' button enables to remove the entered values so as to enter fresh values again.

d. A table appears below the Search and Reset buttons as follows.

Support Request ID*

Enter OTP*

Type the Code shown **AYHK**

No	Reference Number	Request Initiate Date	Status
1		09/06/2021 15:46:10	Submitted

Support Request Details. *

Resolution Remarks *

No	Reference Number	Request Initiate Date	Status
1			In Progress

Support Request Details. *

Resolution Remarks *

No	Reference Number	Request Initiate Date	Status
1			

Support Request Details. *

Resolution Remarks *

No	Reference Number	Request Initiate Date	Status	Feed Back
1				Awaiting your confirmation

- e. If requested, provide required clarification by uploading screenshot(s) as help document.
- f. Click 'Awaiting your confirmation' button under Feedback column, follow resolution remarks to do the needful and provide confirmation if the same stands resolved.
- g. Click 'Yes' button to provide confirmation, if satisfied with solution. Skip to step i).
- h. Click 'No' button to confirm on a non-satisfactory solution.
 - h.i. If the concern is unresolved and support is solicited, click 'Yes' button, share observation with details to re-open request.
 - h.ii. If the concern is resolved, click 'No' button to close the request.
- i. Mention remarks for satisfaction index along with observations on doing the needful as per resolution remarks.
- j. Click 'Submit' button.

No	Reference Number	Request Initiate Date	Status	Feed Back
1	882	03/03/2022 16:09:16	Resolved	Awaiting your confirmation

Support Request Details. *

were

Resolution Remarks *

test - please do the needful...

Are you satisfied with solution ?*

Yes No

Do you want to reopen ticket ?*

Yes No

Remarks*

Ticket number █████ reopened successfully.

No	Reference Number	Request Initiate Date	Status	Feed Back
1	882	03/03/2022 16:09:16	Resolved	Awaiting your confirmation

Support Request Details. *

were

Resolution Remarks *

test - please do the needful...

Are you satisfied with solution ?*

Yes No

Remarks*

Ticket number closed successfully.