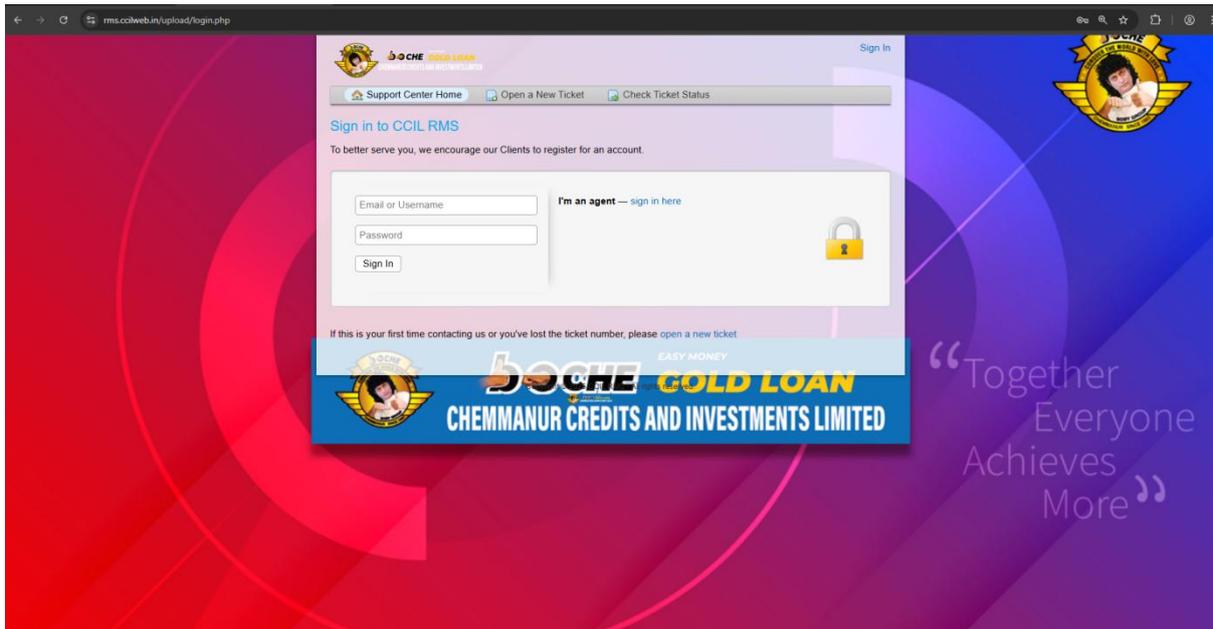
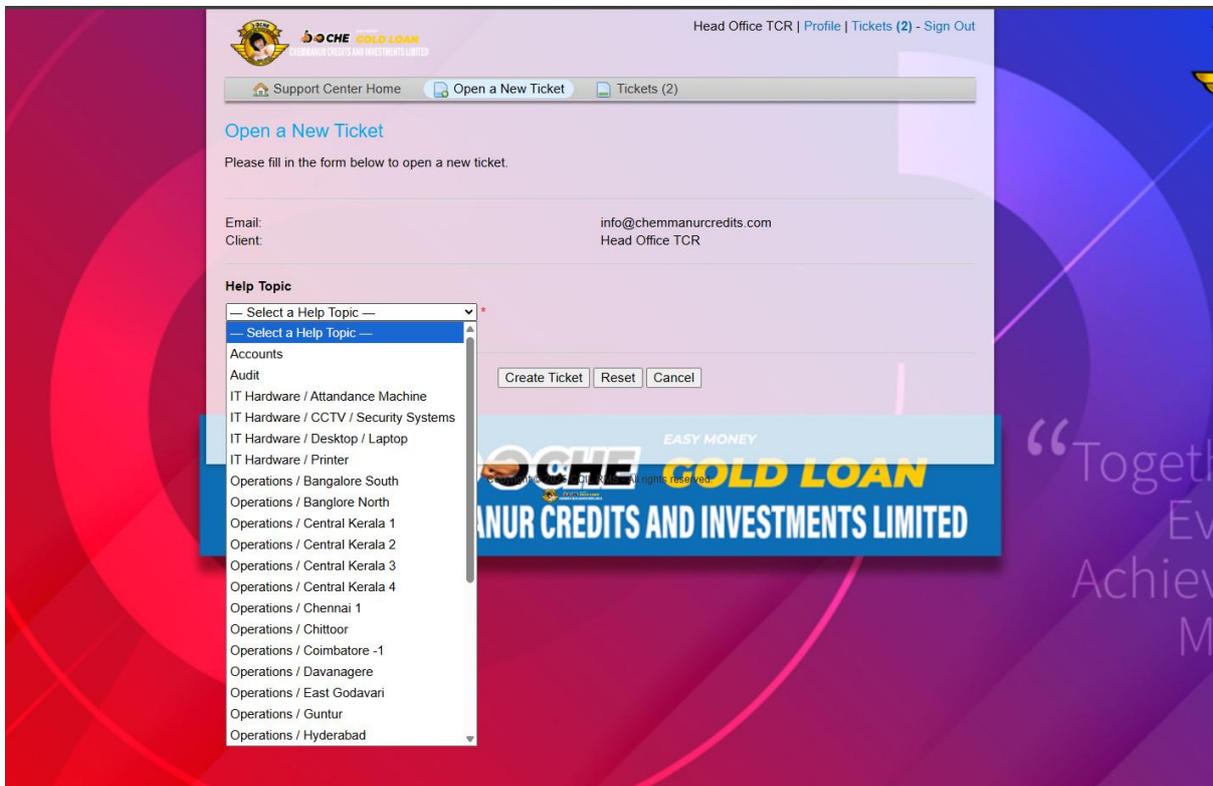


## Helpdesk Support Center Login Page



Create a new ticket from the "Open a New Ticket" tab

Click on the "Help Topic" drop-down list and select with the concerned department and region of the branch depending on the issue.



Click on the subcategory and select the issue from the drop-down list, which is to be assigned to the respective personals of the department for acting against that ticket

The screenshot shows the 'Open a New Ticket' form in a web browser. The page header includes the logo for 'BOCHE GOLD LOAN' and the text 'EASY MONEY'. The user is logged in as 'Head Office TCR' with 2 tickets. The form contains the following fields:

- Email: info@chemmanurcredits.com
- Client: Head Office TCR
- Help Topic: Operations / Central Kerala 3
- Operations: A dropdown menu is open, showing a list of subcategories such as 'Branches-Mobile No. edit', 'Branches-Name. edit', 'Branches-Gold loan/Voucher double entry', 'Branches-Gold loan (pledge) cancellation', 'Branches-Gold loan (pledge) reactivation', 'Branches-Gold loan (pledge) cancel bank details', 'Branches-Gold loan (pledge) bank account verification HO', 'Branches-Customer ID blocking for GL', 'Branches-Customer ID blocking for credit division', 'Branches-Customer ID reactivation for GL', 'Branches-Denomination back date GL', 'Branches-Transaction back date GL', 'Branches-Field verification cancellation', 'Branches-Branch payment mode setting (Cheque Mode)', 'Branches-Branch transaction solution', 'Branches-Gold loan(Pledge) regenerate', and 'Other'.

Buttons for 'Reset' and 'Cancel' are visible at the bottom of the form.

In the "Issue summary" column Branches can brief the issue

In the "Issue Details" you can detail about the issue with reasons and request for the action to be taken for that ticket

This screenshot shows the 'Open a New Ticket' form with the 'Issue Summary' and 'Issue Details' fields visible. The form is identical to the previous screenshot, but the 'Operations' dropdown menu is closed. The 'Issue Summary' field is a text input box, and the 'Issue Details' field is a larger text area. Below these fields is a 'File Upload' section with a radio button and the text 'Drop files here or choose them'. At the bottom of the form are buttons for 'Create Ticket', 'Reset', and 'Cancel'. The page footer includes the copyright notice 'Copyright © 2025 ESSL RIMS - All rights reserved.' and the 'BOCHE GOLD LOAN' logo.

“Tickets” tab – This tab provided the ticket details, progress, reply from the departments. Also, will be able to know the status of the ticket and who is currently handing that ticket

Head Office TCR | Profile | Tickets (2) - Sign Out

Support Center Home | Open a New Ticket | Tickets (2)

**Accounts #9673701** Print Edit

Basic Ticket Information		User Information	
Ticket Status:	Resolved	Name:	Head Office Tcr
Department:	Accounts_Department	Email:	info@chemmanurcredits.com
Create Date:	11/17/25 10:05 AM	Phone:	

**Accounts**

Accounts:	Back Date
Issue Details:	Temporary back date on15/11/25
Issue Summary:	Temporary back date on15/11/25

Created by **Neethu Madhav** 11/17/25 10:05 AM

**Ramachandran P** posted 11/17/25 11:24 AM

Please provide back date to 15/11/2025 till 12.00 PM

**Neethu Madhav** posted 11/18/25 11:40 AM

back date allowed

Closed by **Neethu Madhav** with status of Resolved 11/18/25 11:40 AM

**Post a Reply**

To best assist you, we request that you be specific and detailed \*