





राजस्थान सरकार



राजस्थान जन आधार प्राधिकरण

योजना भवन, तृतीय तल, नॉर्थ ब्लॉक, तिलक मार्ग, जयपुर

1. Request Logger

This module is to log issues reported by Citizen/e-Mitra Users to the department users working at Gram Panchayat/Block/City/District and providing support to the Citizens related to Jan Aadhaar. Department users can log issue and track the status.

2. SSO Login

2.1 Login through SSO (Single Sign-on)

User should have a SSO ID and that is to be mapped on Jan Aadhaar Portal. After Login, User needs to select Jan Aadhaar.



2.2 Go to Jan Aadhaar Application



2.3 Request Logger Menu

User need to click on Request Logger Menu.



2.4 Raise Request

Go to Raise Request option under Request Logger menu.



Raise Request

If there is any request raised it will be shown in below grid.



To raise new request, click on Add New button.



User need to enter all the require details as mentioned in below screen.



After entering all details click on Submit to raise a request and raised ticket will be shown as below on screen.



Raised request will be sent to the Help Desk Team for resolution.

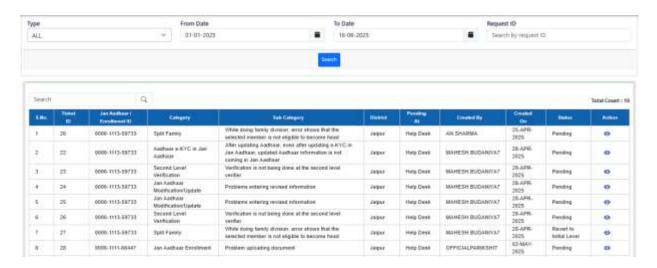
2.5 Request Resolution

Request will be resolved by the Helpdesk Team or in case of any technical issue, same will be forwarded to Technical Team.

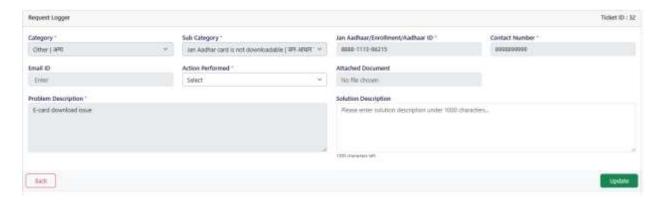
To close any ticket, Help Desk Team need to close on Request Resolution option under Request Logger.



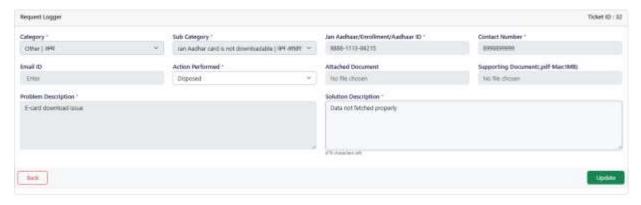
On below screen list of raised tickets will be displayed. Also, same can be filtered based on the date range or through ticket id.



Click on View button to view the detailed description of ticket.



Helpdesk team enter the resolution to close the issue for the disposal of the ticket.



If the ticket is not related to Helpdesk team, then ticket can be forwarded to concerned officer for the resolution of the ticket.



The status of the ticket will be update

i.e.	Ticket 10	Jan Andrew I Constance ID	Calegory	San Cathyring		Feeding St.	Country	Created	Helen	Airin
90).	28	0000-1113-59733	Split Yamily	While doing family distance, error shows that the selected member is not eligible to Secome head	Appar	Help Desk	AN SHARMA	25-APR- 2825	Produg	0
2	22	0008-1113-59733	Anthor e-KYC is Jan Anthor	After updating Audhaus, even after updating e- KYC in Jan Audhaus, updated Austhori information is not coming to Jan Audhaus	Joque	Help Desk	MAHESH BUQAMIYAT	28-APR- 2825	Pending	0
3	23.	0900-1113-59733	Second Level Vertication	Verification is not being done at the second level verifier	Ariput	Help Deak	MARESH BUDANIVA?	28-5PH- 2825	Pending	.0
4	24	9999-1113-59733	Jan Aathoe Worthcates/Update	Problems antering revised information	Argur	Help Desk	MAHESH BUDANIVAT	28-APR- 2825	Pending	0
5	25	0000-1113-59733	Jan Author Modification Update	Problems entering revoked information	Ampel	Help Desk	MAHESH SUDANIYA?	28-APR- 2925	Pending	0
6	26	0009-1113-59733	Second Lovel Verification	Verification is not being done at the second level verifier	ANDW	Help Desk	MAHESH BUDWAYA7	28-APR- 2825	Pending	0
7	27	0008.xrx3.58733	Saltt Family	While during family division, error shows that the selected member is not eligible to become head	Joiper	Help Onds	MARKESH BUDANIYAT	28-4PR- 2825	Revert to total Level	0
	26	0009-1111-05447	Jan Audhoor Enrollment	Problem upleading document	Joper	Halp Dinds	OPPICIALPHRIKSHIT	93-MAY	Pending	0
	31	8888-1113-86216	Other	Jan Author card is not downloadable	Aripor	Help Desk	PURNESH MATHUR	14-JUN- 2025	Panding	0
10	32	8988-1113-86215	Otter	Jan Aadhur cool is not downloadable	Aprier	PURRESH-Daked Jan Aadhaar Officer (Ajmer)	PURKESH MATHUR	15-JUN- 2625	Parwers To Next Lovel	0

In same way users will be able to Forward/Dispose the tickets in Jan Aadhaar. After disposal of the ticket, concerned user who raised the will be provided with the details of the disposal.