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*RELIANCE JIO*  
*INFOCOMM LIMITED*

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<TRUECONNECT>

END USER GUIDE - <PRINCIPAL ENTITY>

## 1. ABOUT THE DOCUMENT

### 1.1 DOCUMENT HISTORY

Document Author	Shreya Suvarna
Document Owner	
Version Number	1.2
Last Release Date	19/12/2019
Softcopy Filename	UCC-DND_USER MANUAL (PE)

## 2. INTRODUCTION OF THE SYSTEM

Unsolicited Commercial Communications (UCC) are communications, made via voice calls or SMS, to subscribers without their consent or willingness. Apart from being a source of inconvenience, such communications also impinge on the privacy of individuals.

MCC-DLT portal is an application built to curb the unsolicited commercial communication (UCC) in accordance with the regulations proposed by TRAI.

As per TRAI Regulations:

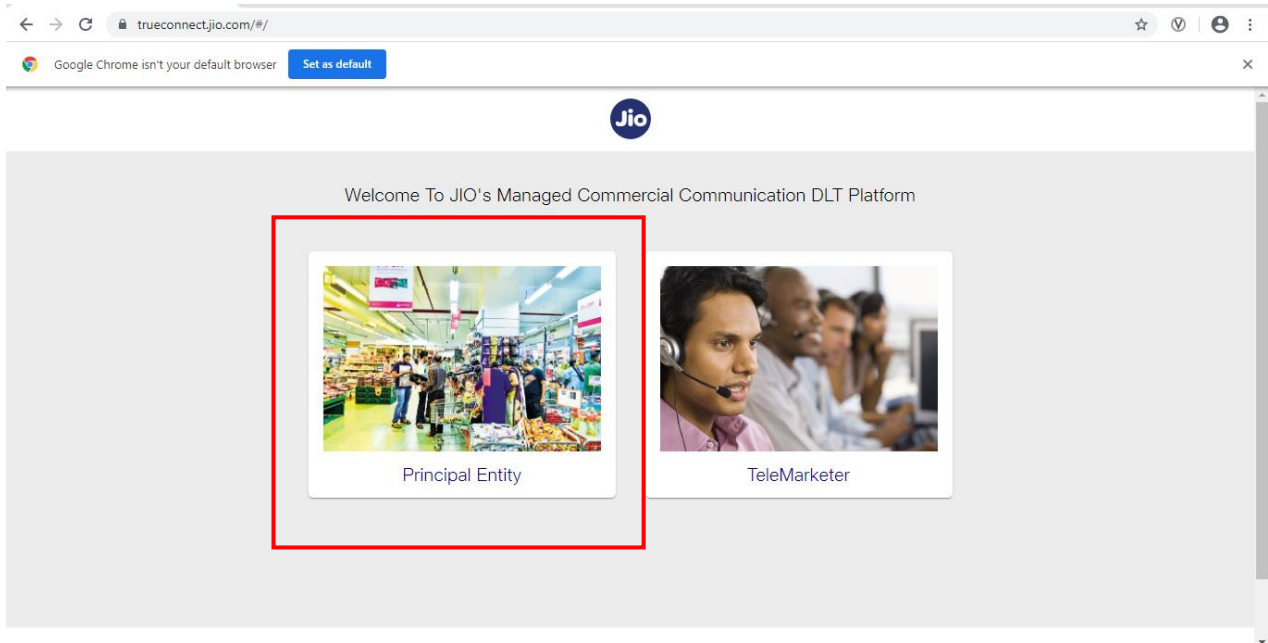
Every Access Provider shall ensure that any commercial communication using its network only takes place through a registered entity using registered header(s) and template assigned to the sender(s) for the purpose of commercial communication.

**Registrations of Entity:** Registration of entity will diminish the ability of unknown entities Reaching their customers with calls and messages that are fraudulent or otherwise of dubious nature.

**Registration of Headers:** Using headers intelligently to segregate different types of messages, businesses shall be able to help their clients manage delete or store communication related to OTP's, balance enquires, flight alerts, special offers, etc

**Message Template:** Registered templates for both SMS and voice communication will prevent deliberate mixing of promotional messages into the transactional stream. This will give relief to subscribers who feel targeted by unwanted communication today

### MCC-DLT User Manual for Principal Entity (PE)



**Table of Contents:**

- 1. About The Document ..... 1
  - 1.1 Document History ..... 1
- 2. introduction of the system..... 1
- 3. General Information : ..... 4
  - 3.1 System Overview:..... 4
  - 3.2 PE Responsibilities:..... 4
- 4. Data FLOW : ..... 5
- 5. Getting Started:..... 6
  - 5.1 Logging on: ..... 6
  - 5.2: New PE registration ..... **Error! Bookmark not defined.**
  - 5.3: Registration of pe already registered ..... 8
  - 5.4: pE LOGIN ..... 9
  - 5.5 : HEADER SMS CREATION ..... 10
  - 5.6: HEADER SMS SUMMARY ..... 11
  - 5.7: Content Template Registration ..... 12
  - 5.8: Content Template details ..... 15
  - 5.9: Consent Template Registration ..... 17
  - 5.10: Consent Template details ..... 19
  - 5.11: PE And TM Linking..... 21

### 3. GENERAL INFORMATION :

#### 3.1 SYSTEM OVERVIEW:

MCC-DLT –

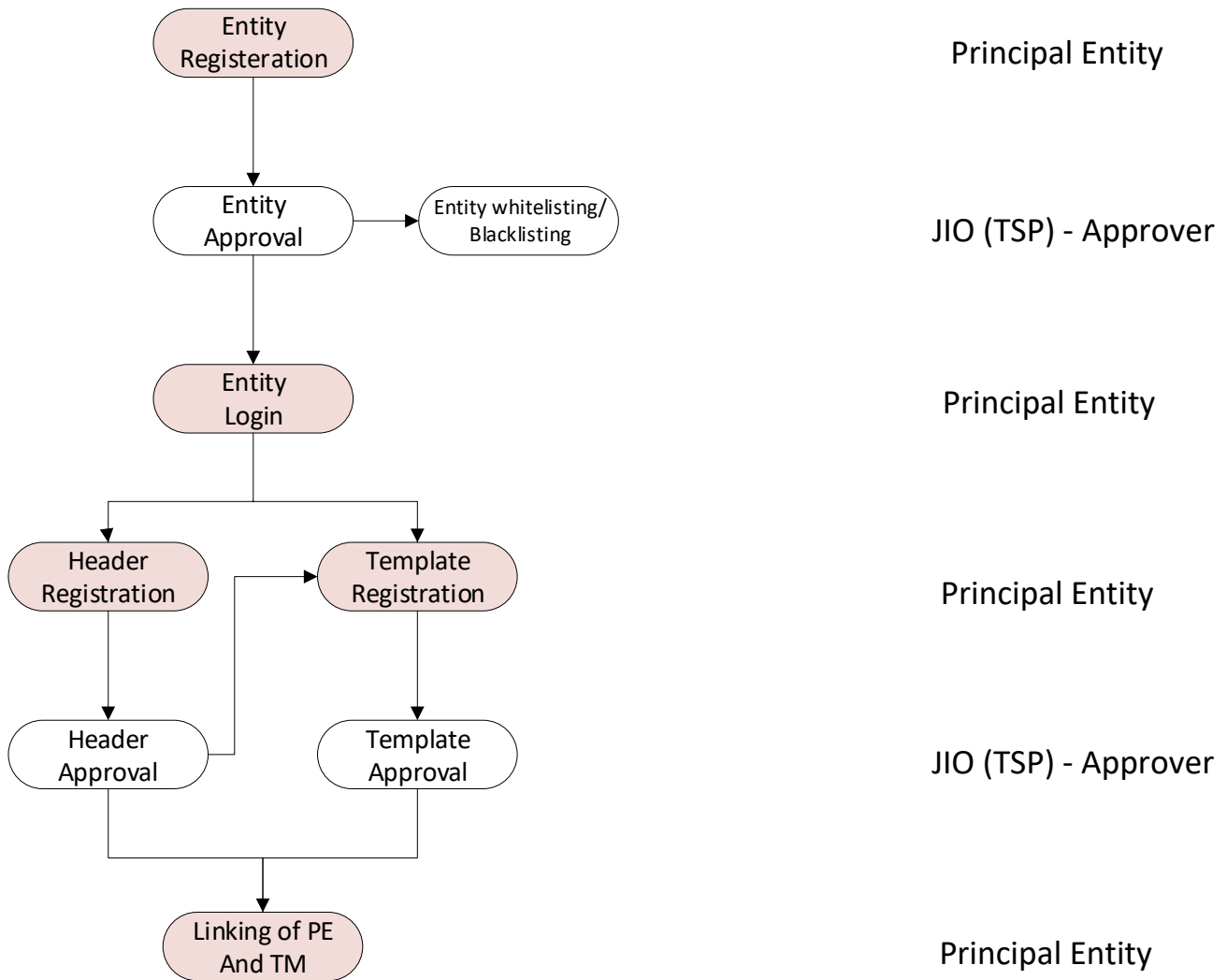
The process includes the following steps:

- Entity Registration
- Header and Template Registration
- Approvals 1) Principal entity
  - 2) Telemarketer
  - 3) header
  - 4) Template
- Complaint registration
- Preference Registration

#### 3.2 PE RESPONSIBILITIES:

- Header - SMS Creation
- Template Creation
- PE and TM Linking

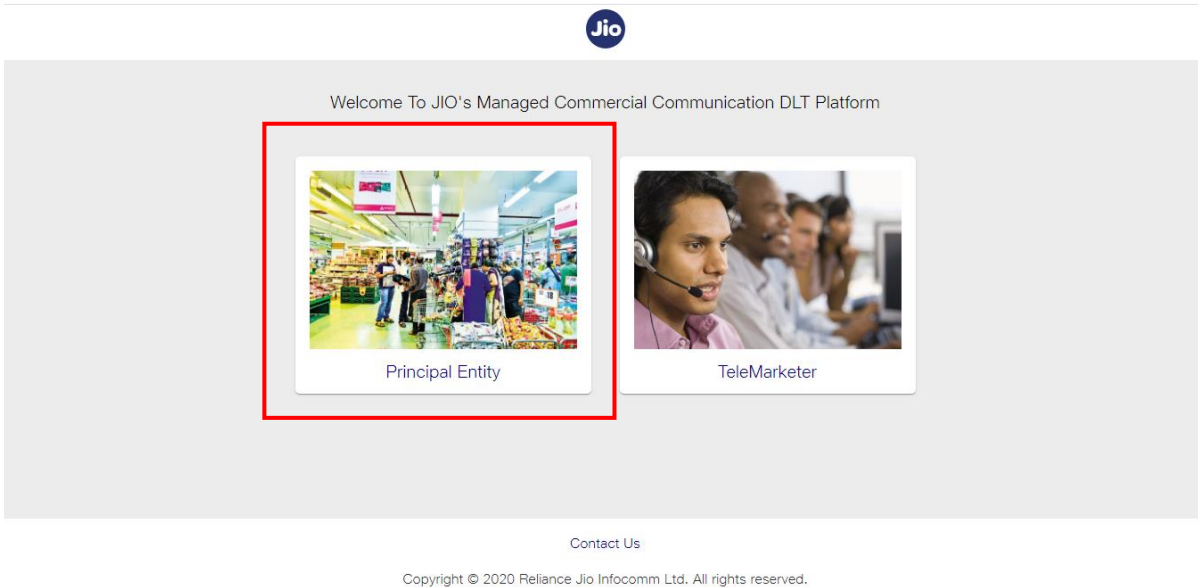
4. DATA FLOW :



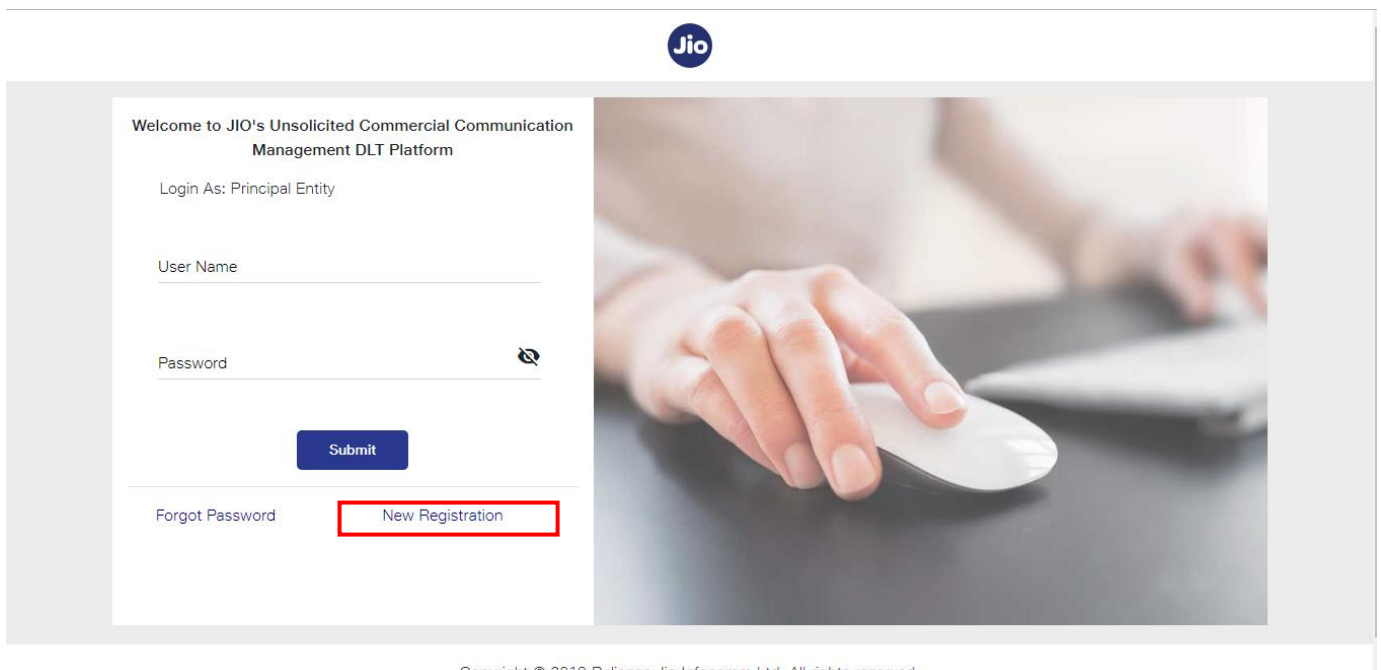
## 5. GETTING STARTED:

### 5.1 LOGGING ON:

1. Go to the link <https://trueconnect.jio.com>
2. Click on Principal Entity tab



### 5.2: NEW PE REGISTRATION



Step1: Click on New registration Link

Step 2: If you are not a registered entity click “No”

The screenshot shows the 'Principal Entity Registration' page. At the top, there is a 'Jio' logo and a 'Back to Login Page' link. The main heading is 'Principal Entity Registration'. Below the heading, there is a question: 'Are you already registered as a Principal Entity?' with two radio buttons: 'Yes' and 'No'. The 'No' radio button is selected and highlighted with a red box. Below this, there are several input fields: 'Authorized Contact Person', 'Organization Name', 'Organization Category' (a dropdown menu), 'PAN/TAN', 'KYC Document Type' (a dropdown menu), and 'KYC Document Number'. At the bottom, there is an 'Upload KYC' section with a 'Browse' button.

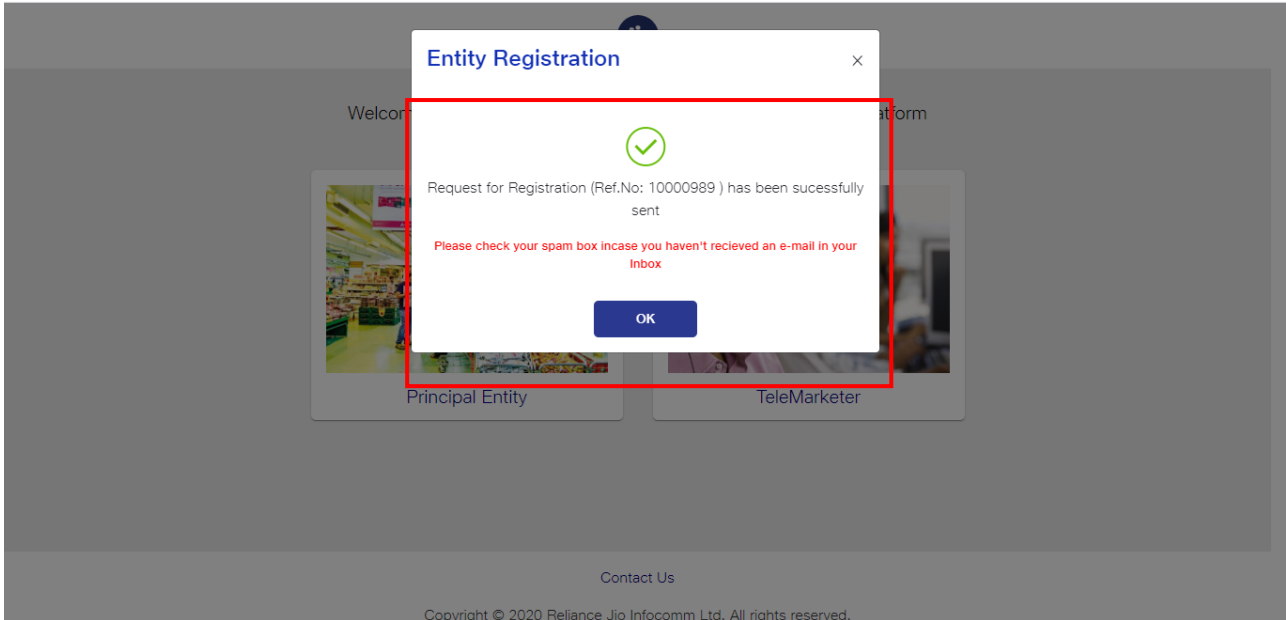
Step 3: Enter all the required details and click on “Submit”

The screenshot shows the registration form with the 'Submit' button highlighted with a red box. The form includes the following fields: 'PAN/TAN', 'KYC Document Type' (dropdown), 'KYC Document Number', 'Upload KYC' (with a 'Browse' button and a note: '(The file size should be less than 5 MB. The allowed file formats are :jpg,jpeg,png,pdf)'), 'Upload PAN/TAN' (with a 'Browse' button and a note: '(The file size should be less than 5 MB. The allowed file formats are :jpg,jpeg,png,pdf)'), 'Email ID' (with a note: '(This email will be your username for login)'), 'Create Password' (with an eye icon), 'Confirm Password', 'Mobile No.' (with a note: '(OTP will be sent on this number)'), and 'Organization Address'. At the bottom, there are 'Cancel' and 'Submit' buttons.

**Note: All the \* marked fields are necessary and cannot be kept blanked.  
If any field is blank, the system will give an error message.**

Once the user clicks on submit Button, his request will be sent for approval and he will receive a request ID.





### 5.3 REGISTRATION OF PE ALREADY REGISTERED

Step 1: If you are already a registered PE and have an entity ID then click “yes”

Step 2: Enter your Entity ID and PAN/TAN details and click “continue”



Step 3: Enter the required details and click “submit”

Organization Name: rjio

Organization Category: Private

Organization Type: [dropdown]

KYC Document Type: [dropdown]

KYC Document Number: [text]

Upload KYC: [text] Browse

(The file size should be less than 5 MB. The allowed file formats are .jpg, .jpeg, .png, .pdf)

Email ID: [text] (This email will be your username for login)

Create Password: [text]

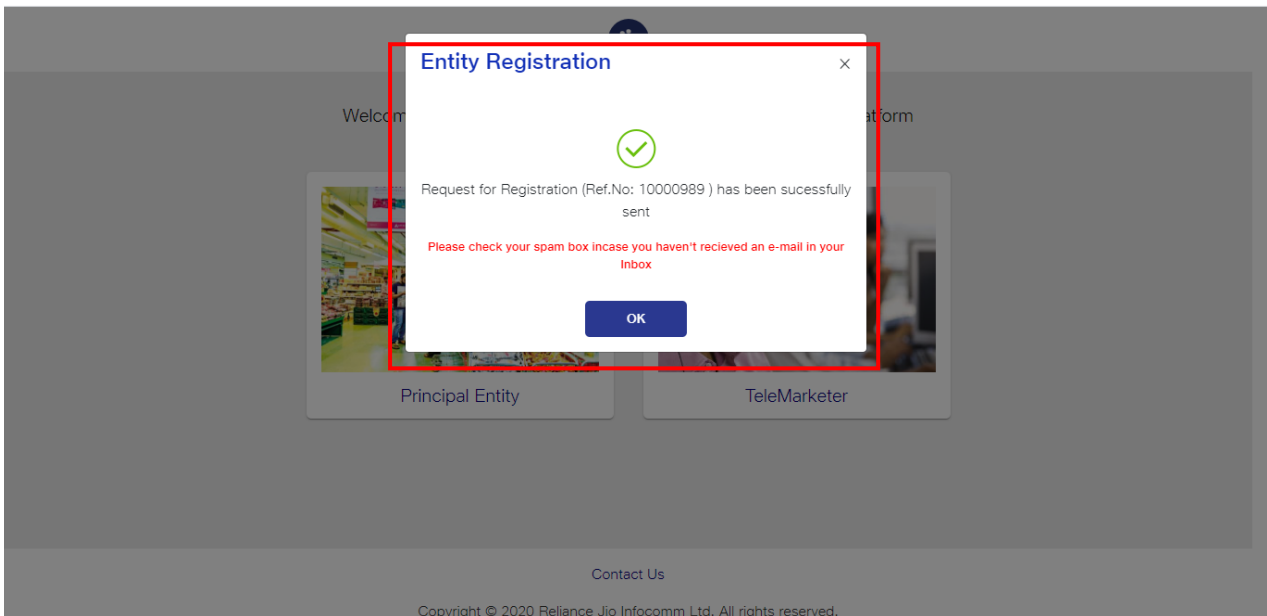
Confirm Password: [text]

Registered Mobile No: [text] (This Number will be used to send OTP for logging in)

Organization Address: [text]

Buttons: Cancel, Submit

Step 4: Your request will be sent for approval and you will receive a request ID.

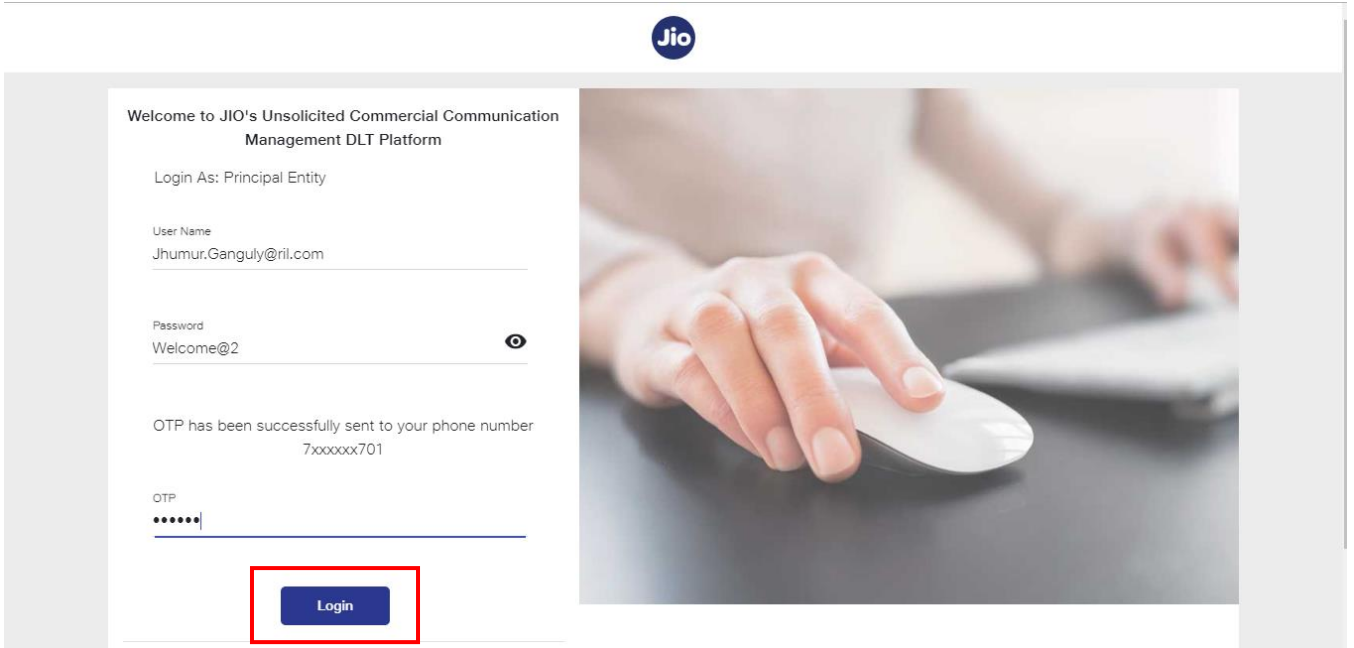


#### 5.4: PE LOGIN

Once the request is approved the PE will receive a confirmation through mail and now he can login to the system

Step 1: enter your User ID and password.

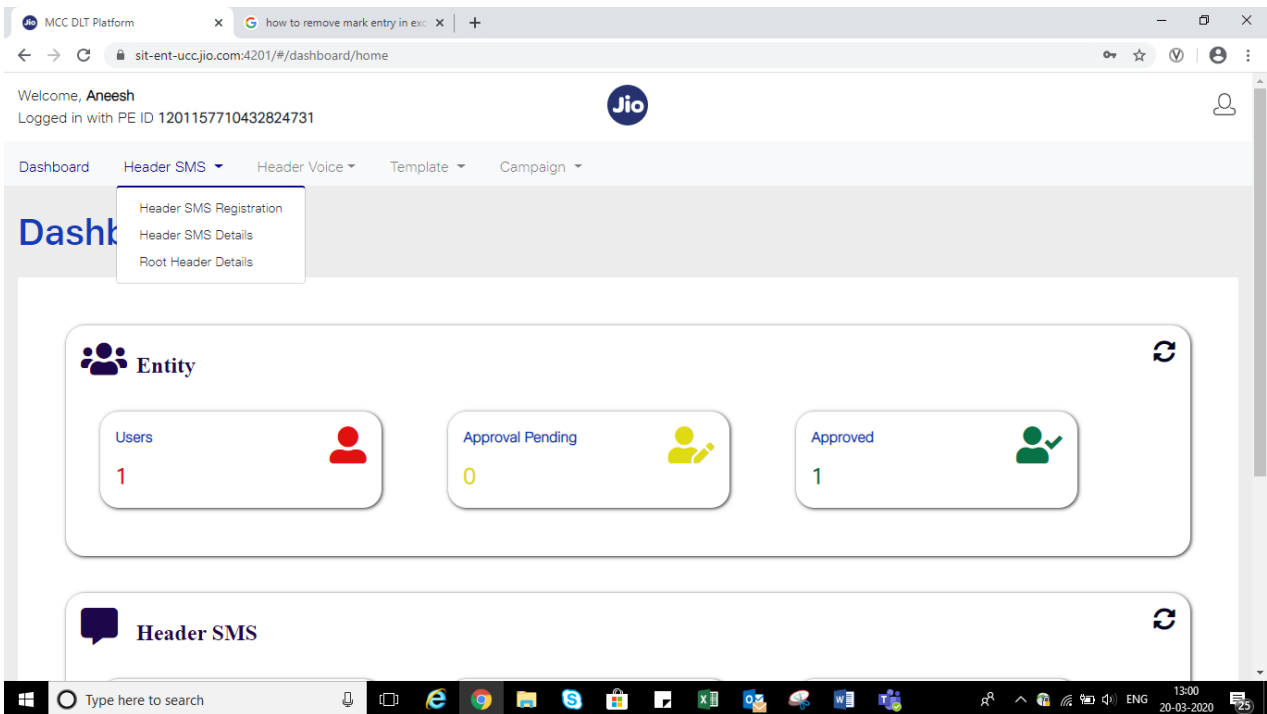
Step2: Enter the OTP received on your registered mobile number and click "login"



### 5.5: HEADER SMS CREATION

Step1: login as principal entity using your user credentials

Step2: Click on header SMS and select Header SMS registration



Step3: enter All the required fields and click "submit "

Welcome, **Aneesh**  
Logged in with PE ID 1201157710432824731

Dashboard Header SMS Header Voice Template Campaign

## Header SMS Registration

Use Root Header

Register New Root Header

Header Type \* Promotional Category \* Real Estate

Create HeaderNUM \*  
256879  
Header should contain only 6 digits

Cancel Submit

Contact Us

**Note:** For header type “promotional” the header should contain numeric characters  
For all other header types, the header can contain numeric characters or alphabets

Step 4: once you click on submit, your header request will be submitted

Welcome, **Aneesh**  
Logged in with PE ID 1201157710432824731

## Header SMS Details

Pending Approval Rejected Registered

Date From Date To Apply Clear All

Search

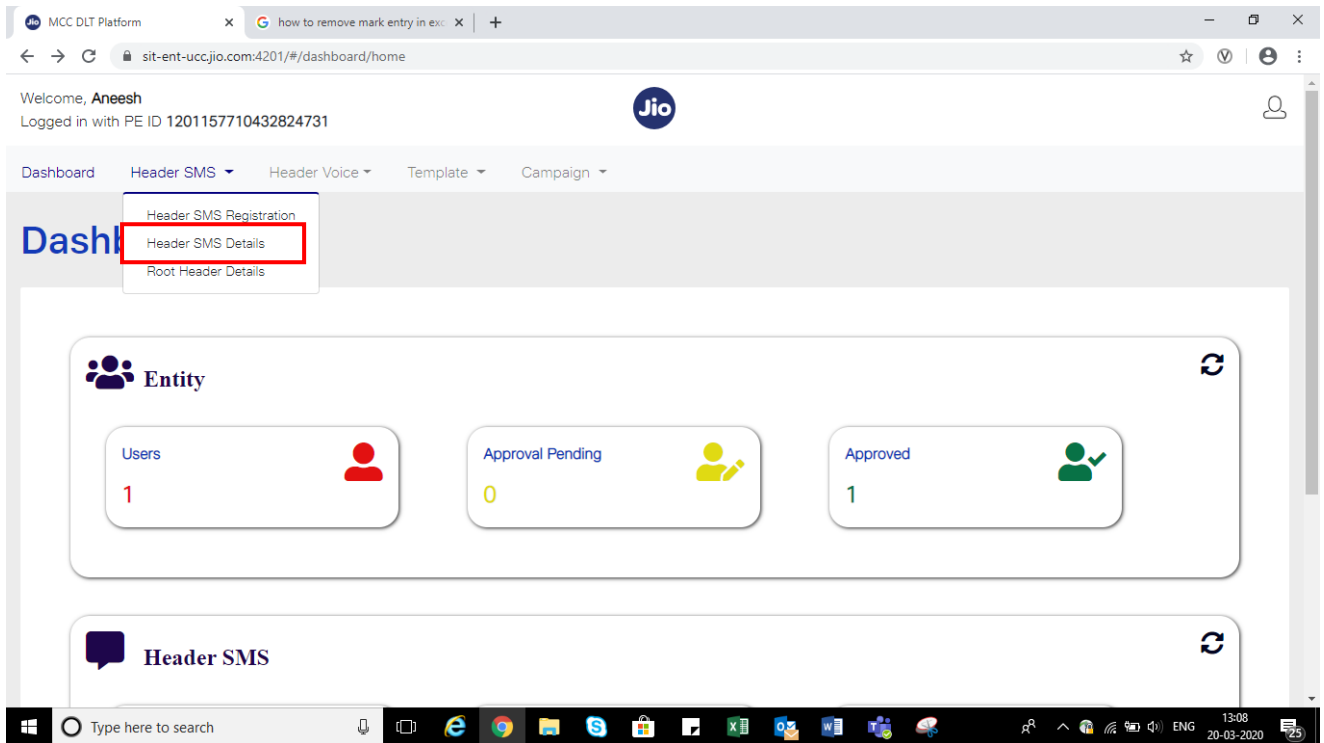
Header	Header Type ↑	Requested Date ↓
256079	Promotional	20-03-2020
145678	Promotional	16-03-2020
yeiwhdjniud	Transactional	26-02-2020

once the header is approved, you can use the header for Template creation

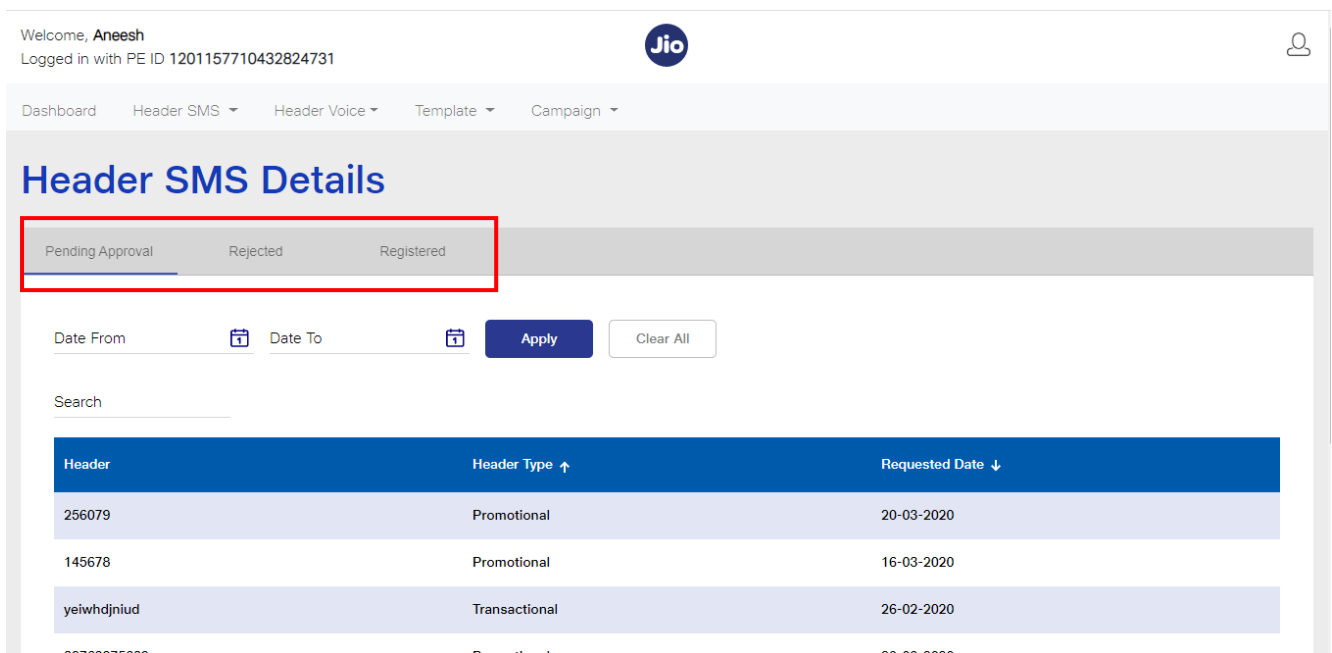
### 5.6: HEADER SMS SUMMARY

To view your Registered header details:

Step 1: Click on Header SMS tab on the home page and select Header SMS details from the dropdown



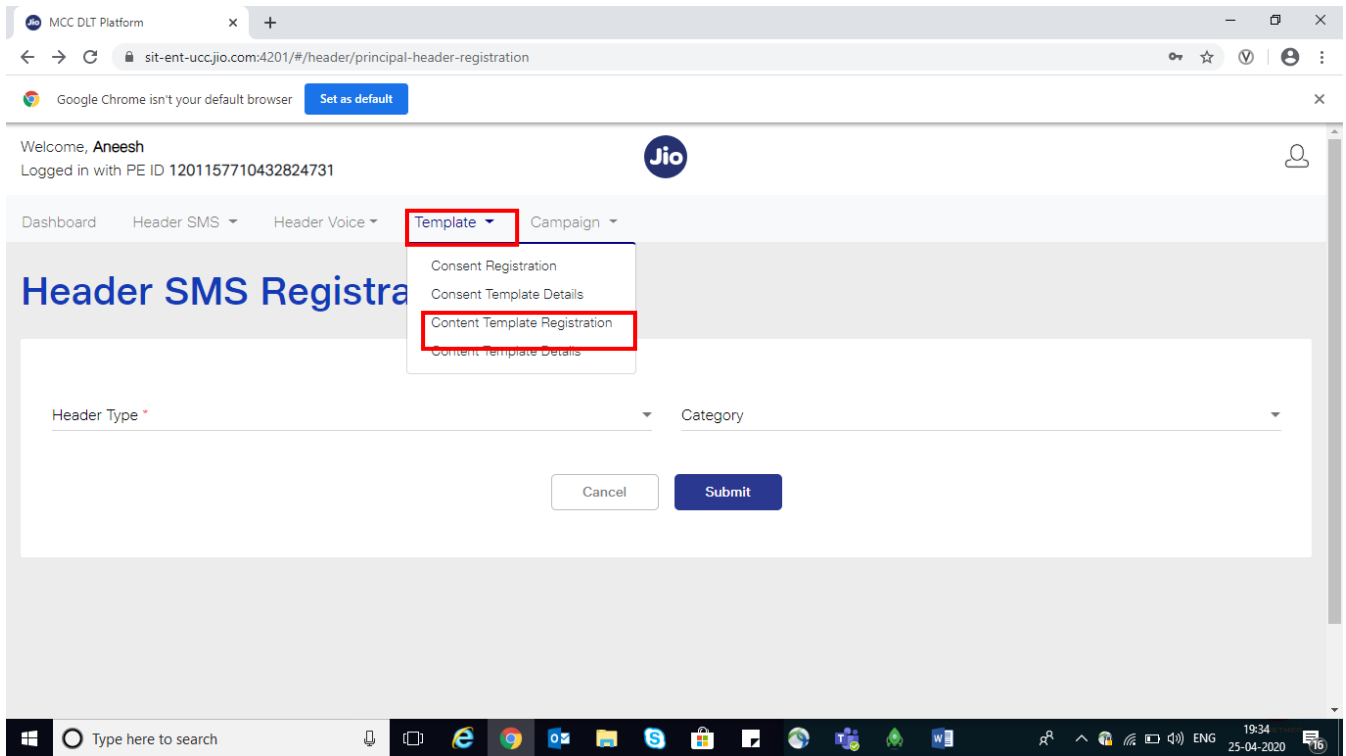
Step 2: You can see a list of header which are pending for approval, rejected and successfully registered in the **Pending Approval, Rejected and Registered** tab respectively



### 5.7: CONTENT TEMPLATE REGISTRATION

Step1: login as principal entity using your user credentials

Step2: Click on "template" tab and select "content template registration" option from the dropdown



**Step3: Enter all the required Field**

- 1) Template Type: Select SMS/VOICE
- 2) Content Type: Select English if the template content is in English language and select other language if the template content is in a language other than English
- 3) Category: Select the category of the content
- 4) Consent ID: Select the consent ID to be associated with the content template
- 5) Content Template Name: Name of the template
- 6) Type of communication: Select the communication type
- 7) Choose Header: choose header to be associated with the content template
- 8) Template Content: Template of the content to be used for commercial communication

**Step4: After entering all the required fields, click on submit Button**

### Content Template Registration

Template Type \*  Content Type \*

Category \*  Consent ID | Template Name \*

Content Template name \*

Type of Communication \*

Promotion  Service - Explicit  Service Inferred  Transaction

Choose Header \*

Template Content

For Variable value use {#var#}

**Submit**

Real Estate  1208158763603666868 | one plus 8

Content Template name \*  
test

Type of Communication \*

Promotion  Service - Explicit  Service Inferred  Transaction

Choose Header \*  
180997

ASDFGGJMNGFDSCV\_XCLM VKFMB  
DFVMDALFEPORKROGVMDCLVMXC

Your template content is validated.

**Submit**

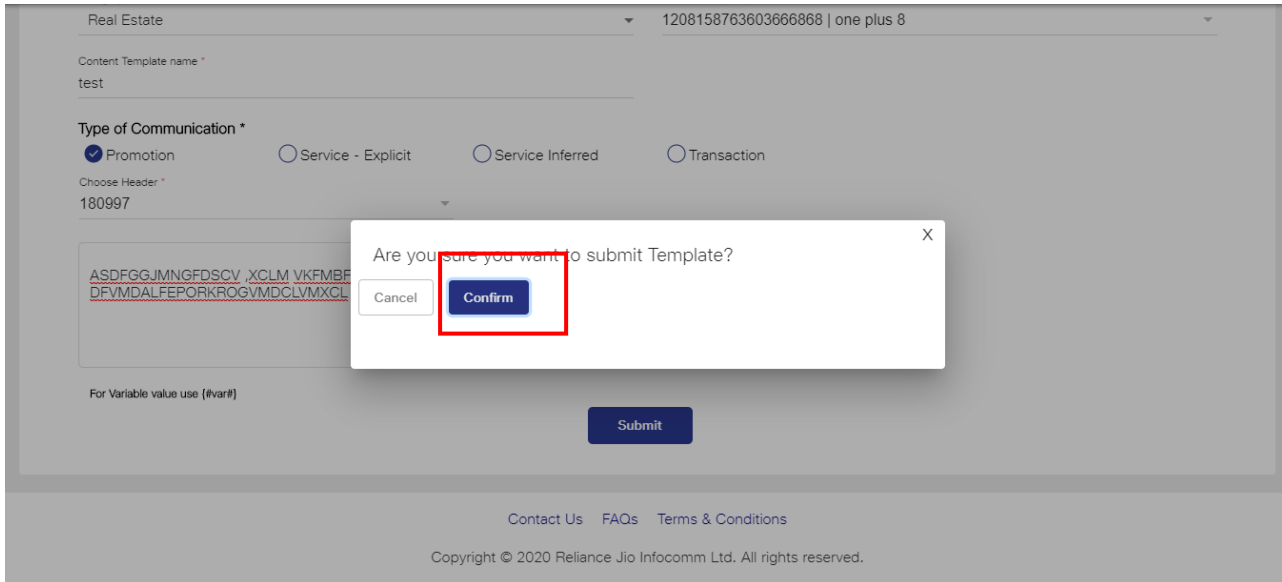
For Variable value use {#var#}

**Submit**

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Step5: Click on confirm option.



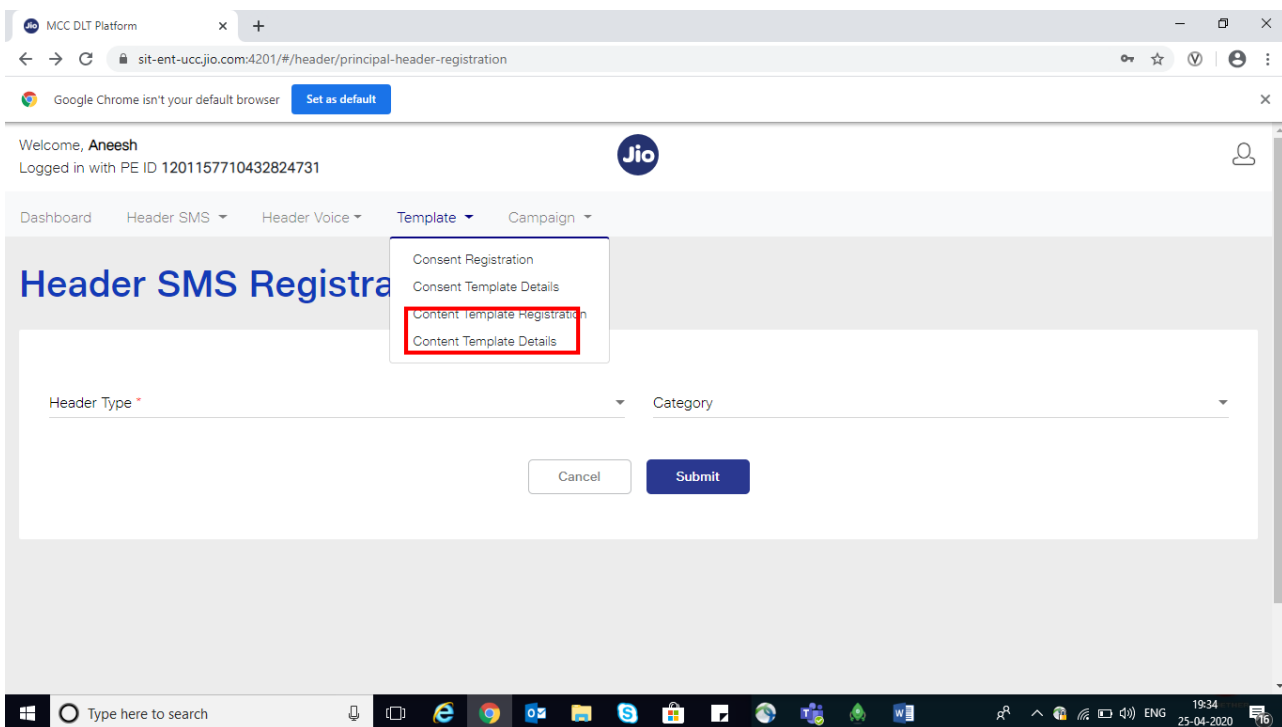
Step6: once u click on confirm, your request for content template registration will be submitted

once the content template is approved by the approver, you can use the template for commercial communication

### 5.8: CONTENT TEMPLATE DETAILS

To view the details of your registered template, follow the below steps

Step1: Click on “template” tab and select “content template details” option from the dropdown





The details of the content template pending for approval will available in the requested Tab.

Dashboard Header SMS Header Voice Template Campaign

### Content Template Details

Requested Rejected Registered

Date From  Date To

Search

Template ID ↑	Consent ID ↑	Requested Date (DD-MM-YYYY) ↓	Content Template Name ↑	Template Content ↑	Template Type ↑	Communication Type	Category Type ↑
120715877319165...	120815876425853...	24-04-2020	fcgvhbjthjk	sdfghjklertyuhji;lc...	SMS	Promotion	Real Estate
120715876528526...	120815876425853...	23-04-2020	fgfdghvbjkn	xdfcbnm,fcgvhbjn,...	SMS	Promotion	Education
120715876427733...	120815876425853...	23-04-2020	laptop	multiple headers	SMS	Promotion	Real Estate

Items per page: 5 1 - 3 of 3

The details of the content template rejected by the approver will be available in the rejected Tab.

### Content Template Details

Requested Rejected Registered

Date From  Date To

Search

Template ID ↑	Consent ID ↑	Content Template Name	Rejected Date ↑	Template Content ↑	Reason ↑	Template Type ↑	Communication Type	Category Type ↑
No records found								

Items per page: 5 0 of 0

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The details of the content template approved by the approver will be available in the registered Tab.

# Content Template Details

Requested Rejected Registered

Date From  Date To

Search

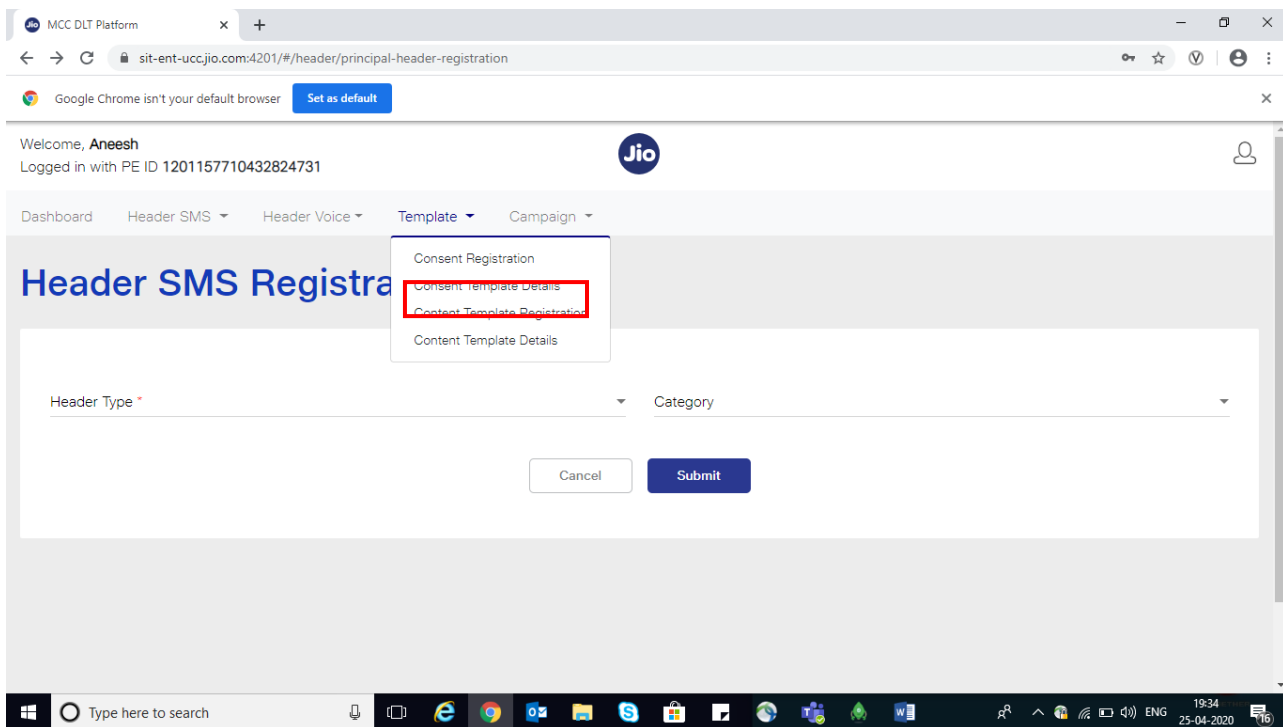
Template ID ↑	Consent ID ↑	Content Template Name ↑	Approved Date ↑	Template Content ↑	Template Type ↑	Communication Type	Category Type ↑	Status ↑
1207158772561...	1208158764258...	cfgvhbjnm,.	24-04-2020	sdfghjklxdcvbn...	SMS	Promotion	Consumer Goods ...	Active
1207158772330...	1208158764258...	covid	24-04-2020	dcfgm,xdfcgvbh...	SMS	Promotion	Real Estate	Active
1207158772312...	1208158763603...	birthday	24-04-2020	dfgjkldfghjkldfx...	SMS	Promotion	Banking / Ins .....	Active
1207158766020...	1208158763603...	martian	24-04-2020	drghjklserdtghj...	SMS	Promotion	Banking / Ins .....	Active
1207158764685...	1208158764258...	cvbm,	23-04-2020	dxcfgvbnm,ws...	SMS	Promotion	Education	Active

Items per page: 5 | 1-5 of 7 | < >

## 5.9: CONSENT TEMPLATE REGISTRATION

Step1: login as principal entity using your user credentials

Step2: Click on “template” tab and select “consent template registration” option from the dropdown

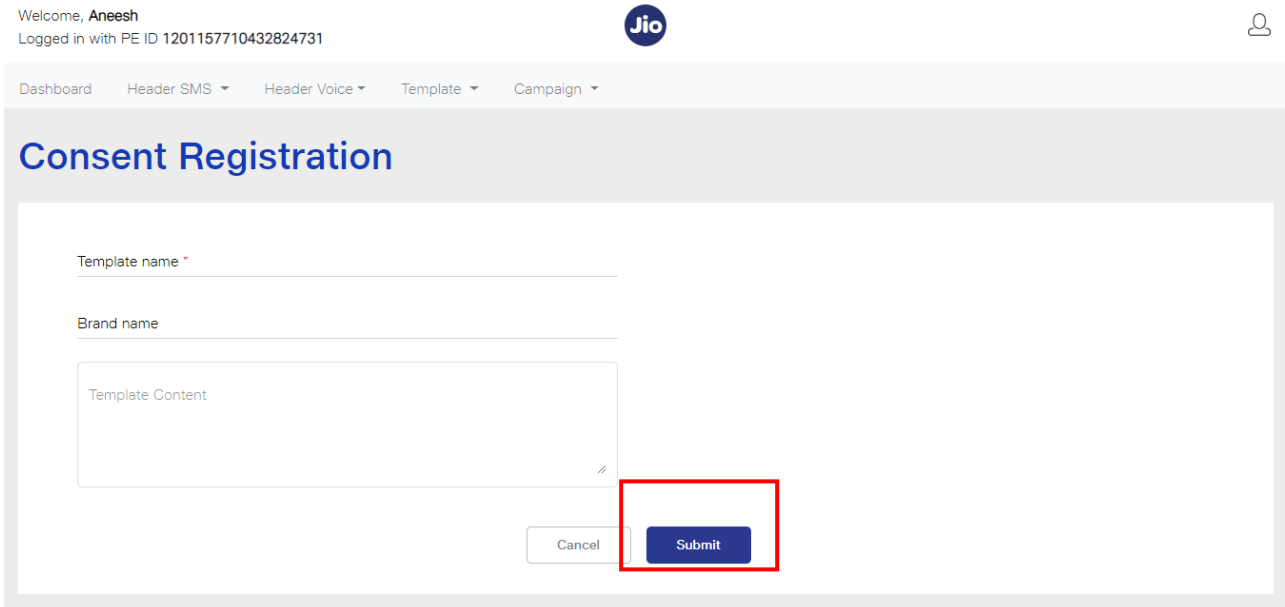


Step3: Enter all the required Fields.

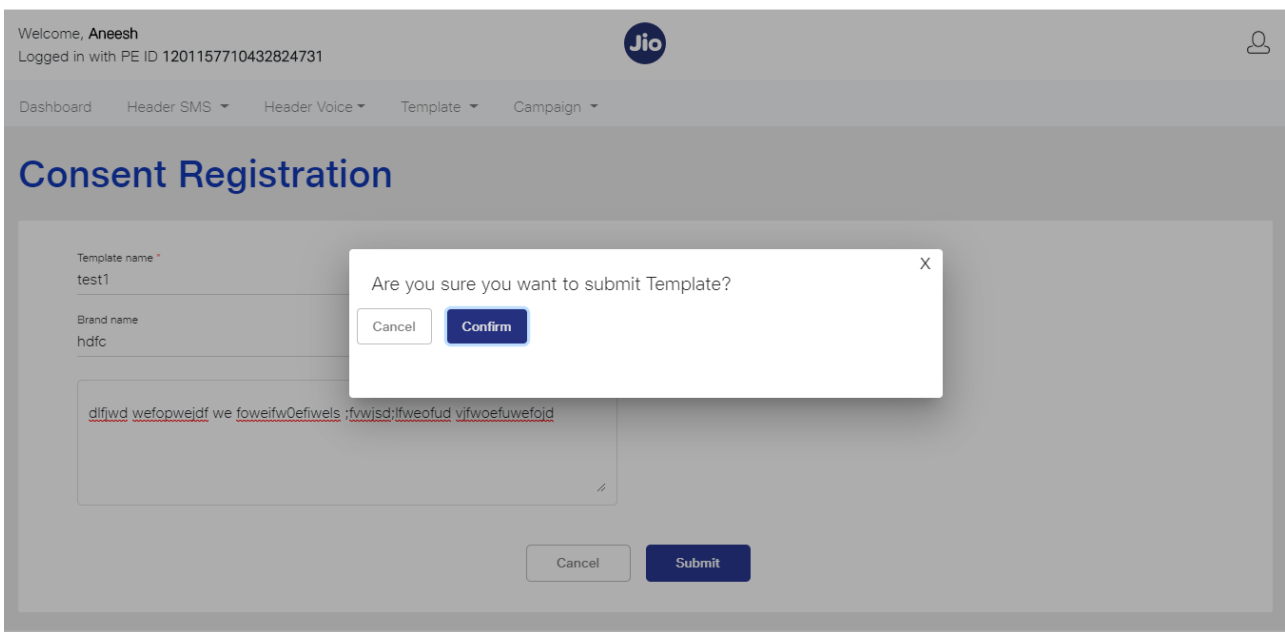
- 1) Template Name: name of the template to be registered
- 2) Brand Name: Brand name for which the consent is to be registered
- 3) Template Content: template content Description

Step4: After entering all the required fields, click on submit Button

Step5: After entering all the required fields, click on submit Button

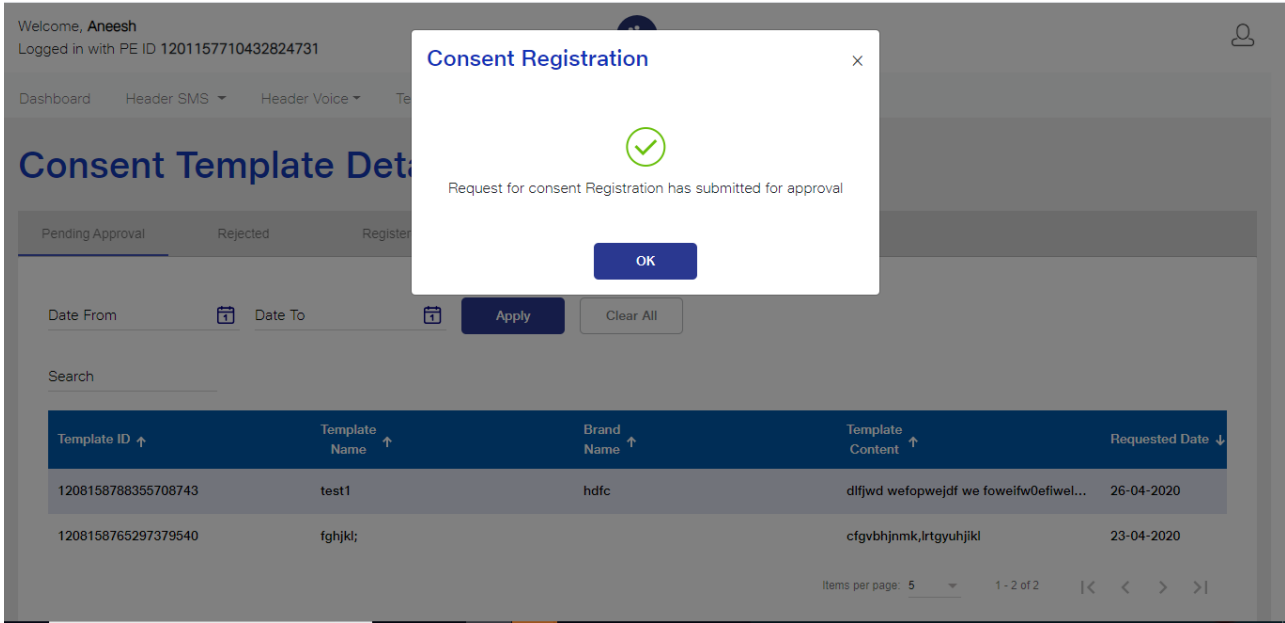


Step6: Click on confirm option



Step7: once u click on confirm, your request for consent template registration will be submitted

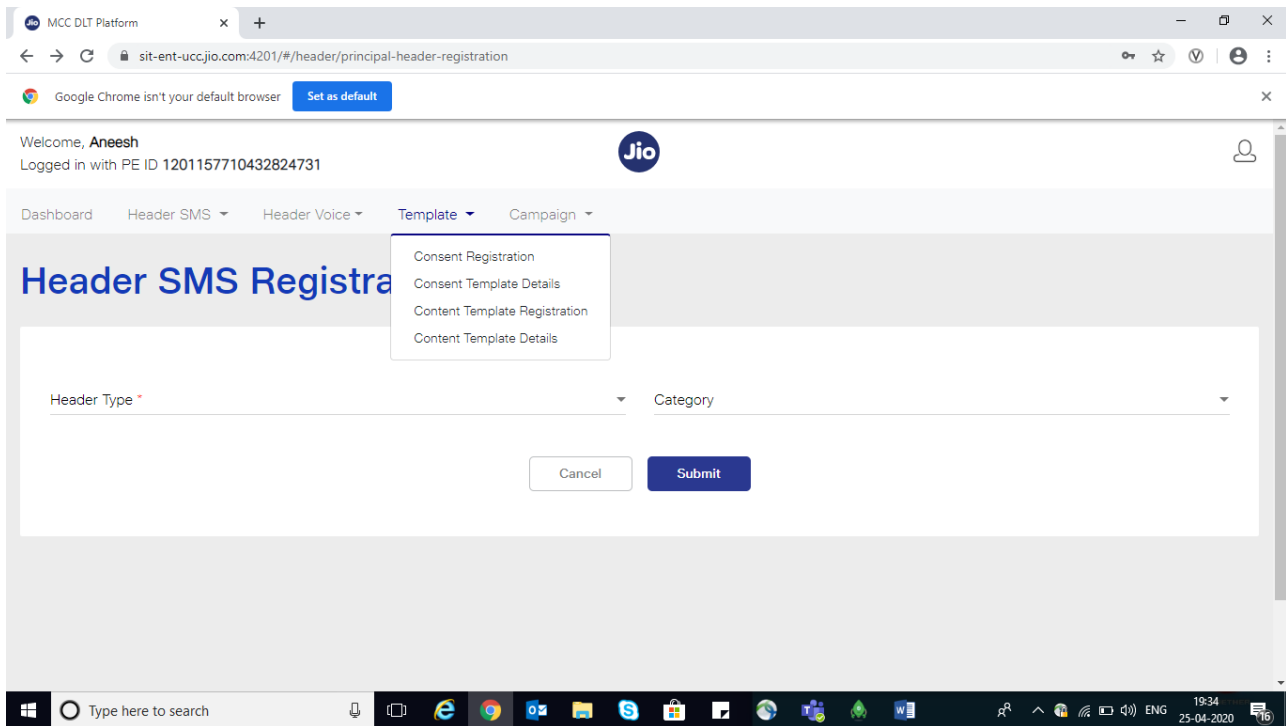
once the consent template is approved, you can use the template for commercial communication



### 5.10: CONSENT TEMPLATE DETAILS

To view the details of your registered consent, follow the below steps

Step1: Click on "template" tab and select "consent template details" option from the dropdown



The details of the consent template pending for approval will available in the requested Tab.

Welcome, **Aneesh**  
Logged in with PE ID 1201157710432824731

Dashboard Header SMS Header Voice Template Campaign

### Consent Template Details

Pending Approval Rejected Registered

Date From  Date To

Search

Template ID ↑	Template Name ↑	Brand Name ↑	Template Content ↑	Requested Date ↓
1208158788355708743	test1	hdhc	dlijwd wefopwejdf we foweifw0efiwel...	26-04-2020
1208158765297379540	fghjkl;		cfgvbhjnkm,lrtyuhjkl	23-04-2020

Items per page: 5 1 - 2 of 2 |< < > >|

The details of the consent template rejected by the approver will be available in the rejected Tab.

Welcome, **Aneesh**  
Logged in with PE ID 1201157710432824731

Dashboard Header SMS Header Voice Template Campaign

### Consent Template Details

Pending Approval Rejected Registered

Date From  Date To

Search

Template ID ↑	Template Name ↑	Brand Name ↑	Template Content ↑	Rejected Date ↓	Reason ↑
No records found					

Items per page: 5 0 of 0 |< < > >|

The details of the consent template approved by the approver will be available in the registered Tab.



## Consent Template Details

Pending Approval Rejected Registered

Date From  Date To

Search

Template ID ↑	Template Name ↑	Brand Name ↑	Template Content ↑	Approved Date ↓	Status ↑
1208158764258535976	natraj	pencil	Schhol, College	23-04-2020	Active
1208158763603666868	one plus 8	onePlus	Heyaaaaaaaaaaaaaaaaaaaaa	23-04-2020	Active

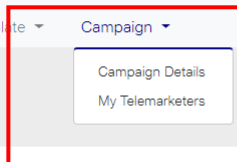
Items per page: 5 1 - 2 of 2 < > >>

### 5.11 PE AND TM LINKING

Step 1: Click on **CAMPAIGN** tab Present on the Home page and select **My Telemarketer** option from the dropdown.



## Dashboard



### Entity

Users

1



Approval Pending

0



Approved

1



Header SMS

Step 2: Click on **Manage Telemarketer** to link new Telemarketers.

Welcome, **Aneesh**  
Logged in with PE ID 1201157710432824731



Dashboard Header SMS Header Voice Template Campaign

## My Telemarketers

Search Manage Telemarketer

Telemarketer ID	Telemarketer Name	Telemarketer Status	Remove Telemarketer
No records found			

Items per page: 5 0 of 0 < > >>

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A new page is displayed where list of all the telemarketers registered with Jio is available

Welcome, **Aneesh**  
Logged in with PE ID 1201157710432824731



Dashboard Header SMS Header Voice Template Campaign

## Manage Telemarketers

[Back to My Telemarketers](#)

Search (Please drag and drop telemarketers in this table.)

List of Telemarketers		
Telemarketer ID.	Name	Telemarketer Status
1202158496305506624	jio	Active
1202158470683647677	Reliance jio	Active
1202158467749844705	joseph	Active
120210000233	Fbb company	Active

My Telemarketers		
Telemarketer ID.	Name	Telemarketer Status
No records found		

Items per page: 5 1 - 4 of 4 < > >>      Items per page: 5 0 of 0 < > >>

Step 3: To link the Telemarketers, Drag and drop the selected telemarketers one by one to the “My Telemarketer” tab.

Welcome, **Aneesh**  
Logged in with PE ID 1201157710432824731



Dashboard Header SMS Header Voice Template Campaign

# Manage Telemarketers

[Back to My Telemarketers](#)

Search

(Please drag and drop telemarketers in this table.)

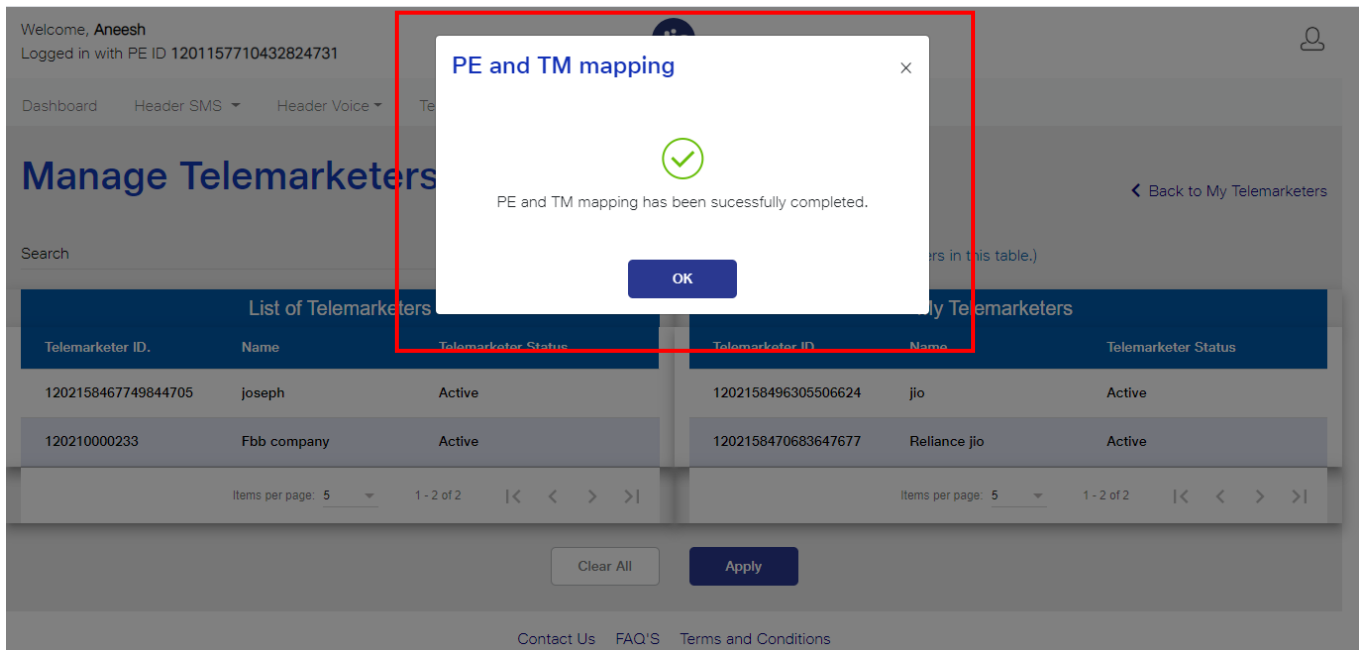
List of Telemarketers			My Telemarketers		
Telemarketer ID.	Name	Telemarketer Status	Telemarketer ID.	Name	Telemarketer Status
1202158467749844705	joseph	Active	1202158496305506624	jio	Active
120210000233	Fbb company	Active	1202158470683647677	Reliance jio	Active

Items per page: 5 1 - 2 of 2 |< < > >|

Clear All Apply

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Step 4: Once all the telemarketers to be linked are dropped in “My Telemarketers” tab, click on apply. The Principal Entity and Telemarketer will be successfully mapped.



Step 4: A detailed List of all the telemarketers mapped to you will be available on the summary page (My Telemarketer page)





Dashboard Header SMS ▾ Header Voice ▾ Template ▾ Campaign ▾

## My Telemarketers

Search

Manage Telemarketer

Telemarketer ID	Telemarketer Name	Telemarketer Status	Remove Telemarketer
1202158470683647677	Reliance jio	Active	
1202158496305506624	jio	Active	

Items per page: 5 ▾ 1 - 2 of 2 |< < > >|

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