
RELIANCE JIO
INFOCOMM LIMITED

<TRUECONNECT>

END USER GUIDE - <ENTITY REGISTRATION AND LOGIN>

CONTENTS

1. Introduction.....	1
2. Entity Registration.....	3
2.1. PE Registration.....	4
2.2. Registration of PE already registered (have an ENTITY ID).....	11
2.3. TM Registration.....	19
3. PE/TM Login.....	19
4. FORGOT Password.....	21
5. Password Expiry Policy.....	24

1. 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.

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

As per TRAI Regulations:

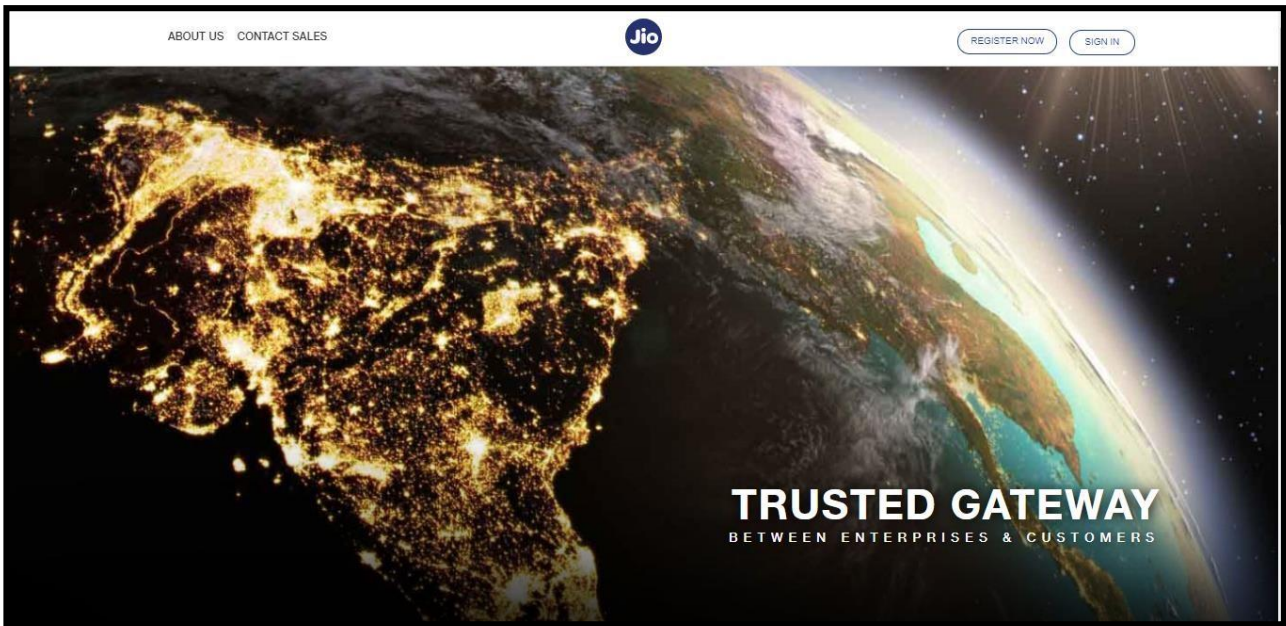
Every Access Provider shall ensure that any commercial communication using its network only takes place through a Registered Entity using Registered header(s) and template assigned to the sender(s) for commercial communication.

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 the subscribers who feel targeted by unwanted communication today.

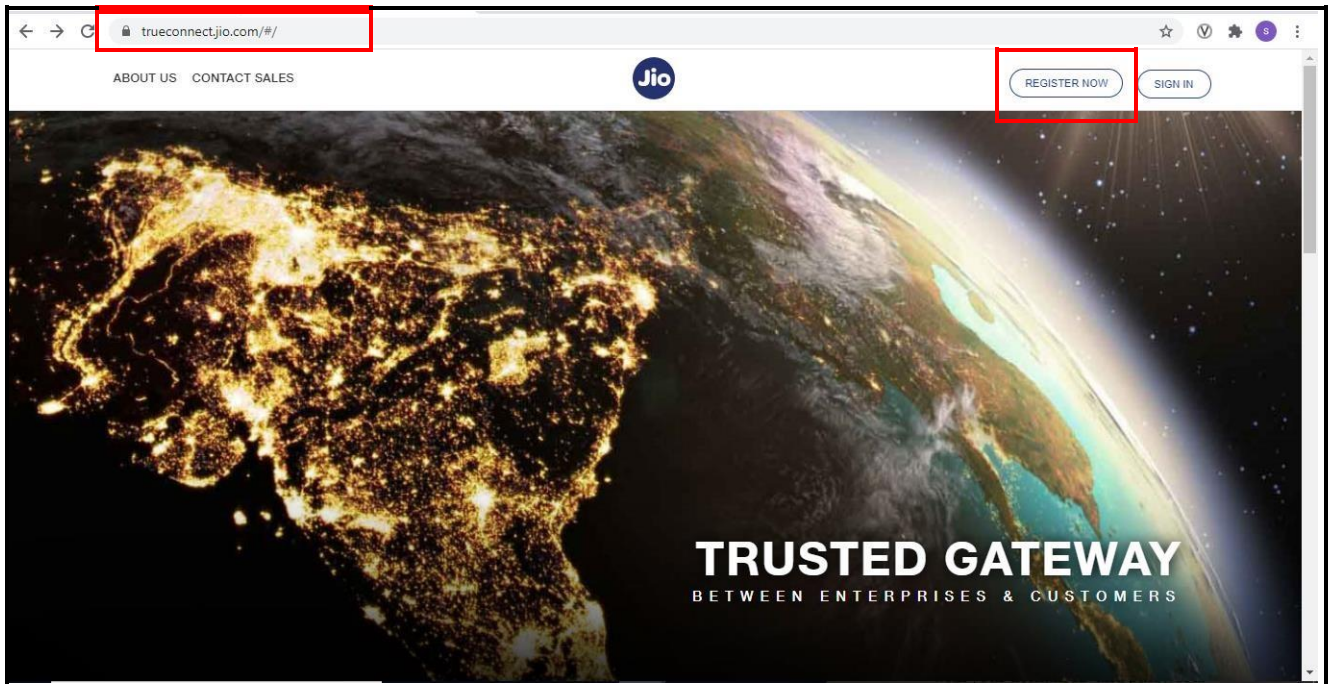
TrueConnect Entity Registration and Login (PE and TM)



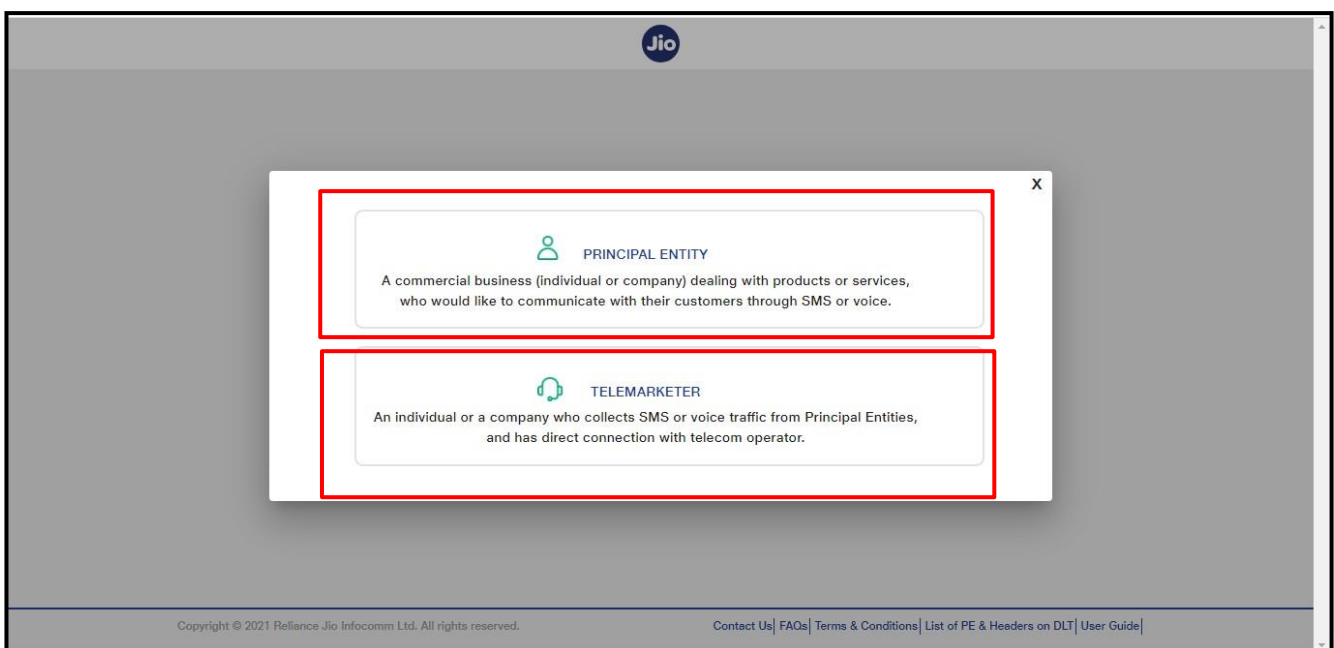
2. ENTITY REGISTRATION:

Step1: Go to the link <https://trueconnect.jio.com>

Step2: Click on Register Now tab



Step3: Select option as “Principal Entity” if you want to register as a Principal Entity or “Telemarketer” if you want to register as a Telemarketer.



2.1 PE REGISTRATION (NEW REGISTRATION)

Step 1: If you have not Registered as a principal Entity with any other telecom operator (Do not have an Entity ID) and registering for the first time with JIO then select option “NO” and click on “next”.



Are you already registered as a Principal Entity in any of the Mobile operator's DLT network?

Yes No

Next

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Step 2: Enter all the organization Overview details:

- 1) Organization Name: Name of the organization which is to be registered as principal entity on the portal
- 2) Organization category: Government/Non-Government
- 3) Organization type: If you have selected organization category as non-Government then select your organization type from the options provided in the dropdown. Organization type is not required if you are a Government entity.
- 4) PAN/TAN: The PAN/ details of your organization
- 5) Upload PAN/TAN: Upload your PAN/TAN document in the required format
- 6) a) **If you have a registered GSTN id for your organization:**
Enter the GSTN number, click on verify button to verify your GSTN number and upload your GST document. Once the document is uploaded successfully, click on “Next”.

Your GST number verification will fail if

- 1) The GST number is already used for the registration as PE/TM
- 2) If GST number and PAN number combination does not match
- 3) If your GST number is not active

Note: GST registration is mandatory to receive GST credits

Jio

Principal Entity Registration

[Back to Home Page](#)

1 Organization Overview

Organization Name *
Jio Platforms limited

Organization Category *
Non Government

Organization Type *
Private Limited Company

PAN/TAN *
ABCD57121J

Upload PAN/TAN *
(The file size should be less than 5 MB. The allowed file formats are :jpg,jpeg,png,pdf)

Sample.pdf

Do you want to use GST as KYC verification?
(For users with active GSTN, please use this for receiving GST credits and easy one click verification.)

GST Number *
27FLDPS6027J3ZM

Upload GST *
(The file size should be less than 5 MB. The allowed file formats are :jpg,jpeg,png,pdf/falseabc[object FileList]

Sample.pdf

6) b) If you do not have a registered GSTN id for your organization:

Click on the toggle button. Select the KYC document, enter the KYC number and upload your selected KYC document. Once the KYC document is uploaded, click on "Next"

Jio

Organization Name *
Jio Platforms limited

Organization Category *
Non Government

Organization Type *
Private Limited Company

PAN/TAN *
ABCD57121J

Upload PAN/TAN *
(The file size should be less than 5 MB. The allowed file formats are :jpg,jpeg,png,pdf)

Sample.pdf

Do you want to use GST as KYC verification?
(For users with active GSTN, please use this for receiving GST credits and easy one click verification.)

KYC Document Type *
TAN

KYC Document Number *
ASDYH2344R

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

Sample.pdf

Step3: Enter Your organization Address details:

A) GSTN Registered Flow:

Your primary address will be prefilled as per your GST details. If you want to select your Billing address as your primary address, select option "same as Primary address" and click on next.

The screenshot shows the Jio address registration form. It has two main sections: 'Primary Address' and 'Billing Address'. Both sections have input fields for Building/House Address, Locality, Street, State, and Pincode. In the 'Billing Address' section, the radio button for 'Same as Primary Address' is selected and highlighted with a red box. At the bottom left, the 'Next' button is also highlighted with a red box.

If you don't want your billing address to be same as primary address, then click on "choose another address".

You will be able to edit your billing address only if the address is registered against you GST number

This screenshot shows the 'Billing Address' section of the form. The 'Same as Primary Address' radio button is unselected. A 'Choose another address' button is highlighted with a red box. Below this, there are input fields for Building/House Address, Locality, City, Street, State (Karnataka), and Pincode. At the bottom left, there are 'Back' and 'Next' buttons. A progress indicator on the left shows '3 Personal Details' and '4 Final check'.

Enter the PIN code of the address to be selected and click on "Search"

The screenshot shows the 'Billing Address' section of a Jio form. The location is set to 'BANGALORE' and the pincode is '560038'. A modal window titled 'Enter Your Address Pincode *' is open, showing the input '562106' and 'Search' and 'Cancel' buttons. The background form has red error messages: 'Building Name is required', 'Locality is required', and 'Pincode is required'. A progress bar at the bottom shows steps 3 (Personal Details) and 4 (Final check).

Select the address and click on submit

This screenshot shows the same address selection modal. The input field contains '562106'. Below the input is a list of two addresses, with the second one selected: 'Servay No 8, Thirupalya, Jigani Hobli Anekal Taluk, BANGALORE, Karnataka, 562106'. The 'Submit' button is highlighted with a red box. The background form and progress bar are the same as in the previous screenshot.

Primary Address

Building/House Address *
252 Gold Hill Supreme

Street *
Shantipura Cross Roads

Locality *
Electronic City Phase 2

State *
Maharashtra

Pincode *
400123

Same as Primary Address

Billing Address

Building/House Address *
252 Gold Hill Supreme

Street *
Shantipura Cross Roads

Locality *
Electronic City Phase 2

State *
Maharashtra

Pincode *
400123

Back Next

B) Non-GSTN registered flow (Registration through other KYC document):

Enter the details of your billing address. Select the checkbox to declare that you have not taken any registration under applicable goods and service tax act (GST) and click on next.

Without selecting the checkbox, you will not be allowed to proceed

Principal Entity Registration

< Back to Home Page

1 Organization Overview

2 Organization Address

Primary/Billing Address

Building/House Address *
RCP- TC 23

Street *
GHANSOLI

Locality *
GHANSOLI

State *
Maharashtra

NAVI MUMBAI

Pincode *
400010

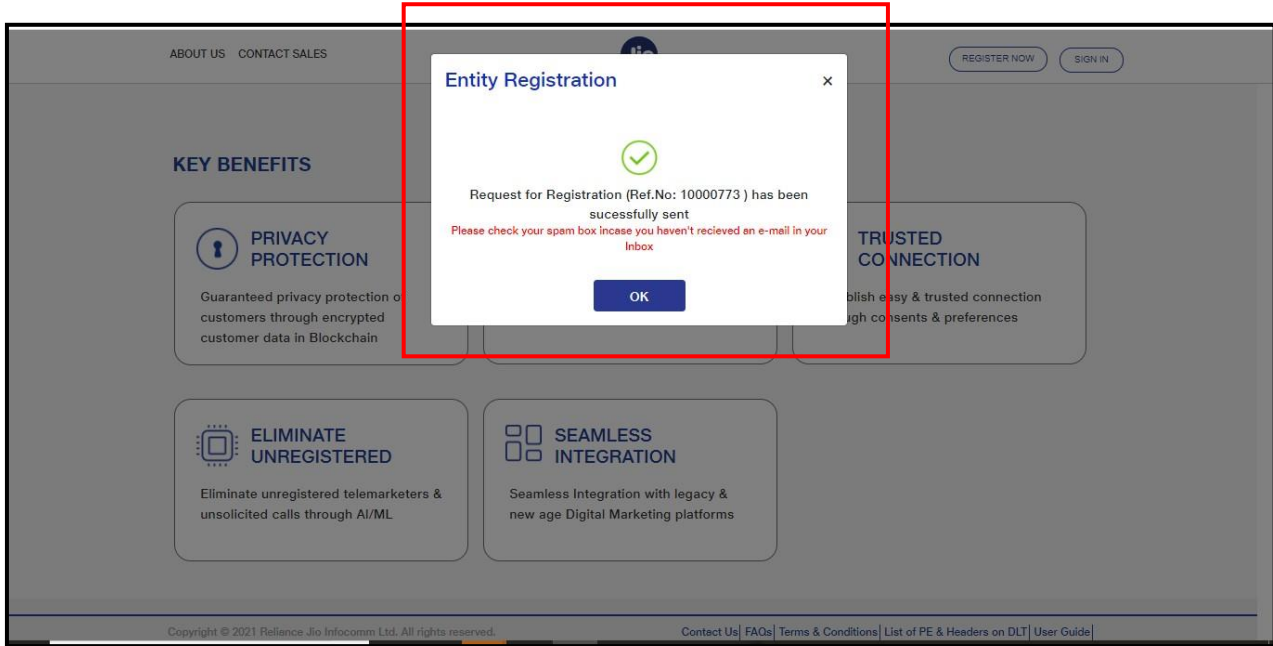
Declaration "I/we, hereby confirm that I/we have not taken any registration under applicable Goods and Service Tax Act (GST) in the state and be treated as unregistered Customer for that purpose until further information."

Back Next

Step4: Enter your personal details and click on "next"

Step5: Verify your details and click on submit.

On Successful registration, a success message with the request ID will be displayed on the screen and the user will be acknowledged about his successful registration via mail and SMS



Sample registration mail

Dear User,

Thank you for choosing Jio. We have received your Principle Entity registration request on our portal trueconnect.jio.com vide.


Request Number : 10000637

A confirmation message will be sent on completion of the registration process.

Thank you,
Jio Trueconnect Team



Disclaimer: This is a system generated email, please do not reply

The Entity registration request will be sent for approval and once approved, the user will be acknowledged about the approval and receive his Entity ID and registration certificate via mail and SMS

 FILE_1596611497649_1201159661121679549.pdf
23 KB

Dear User,

We are happy to inform that your request for registration has been approved.
Kindly find the user id details below :

User ID : 
Entity Number : 1201159661121679549
Click ">http:// and login to access your account.

Thank you,
Jio Trueconnect Team

Disclaimer: This is a system generated email, please do not reply

Your Registration request can be rejected by the approver due to the following reasons:

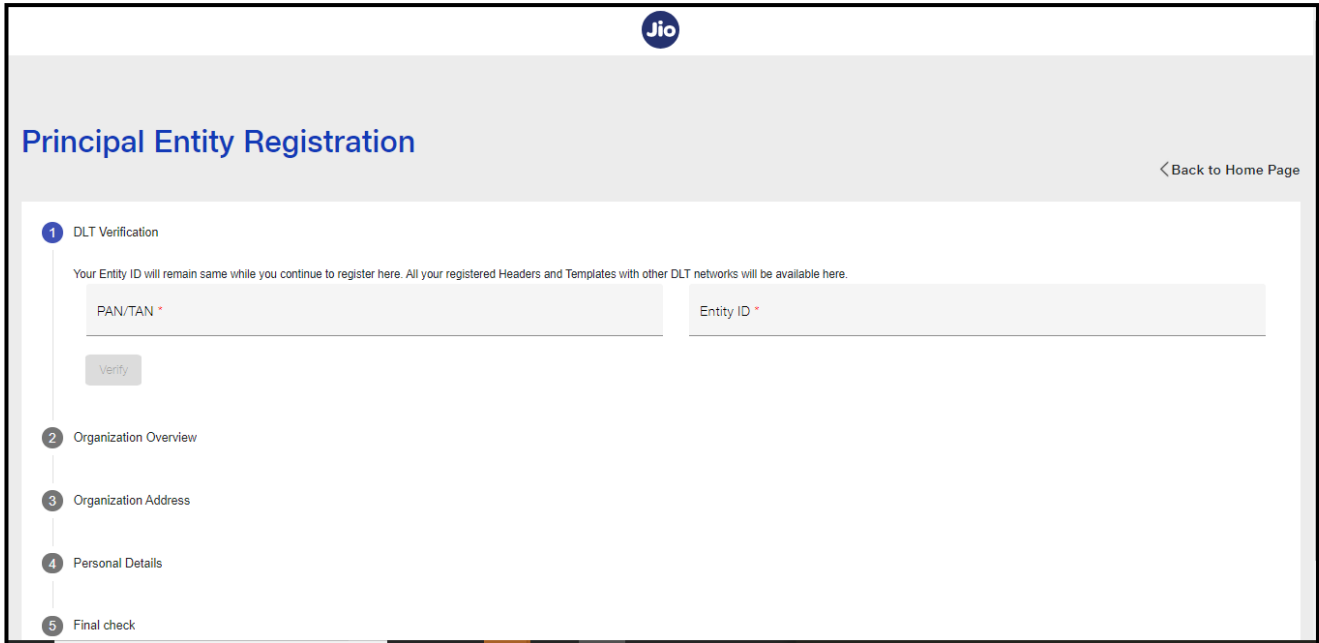
- 1) Valid Email Address Not Provided
- 2) Valid Mobile Number Not Provided
- 3) Mismatch between KYC Number and KYC Documents
- 4) Uploaded Documents Not Correct

2.2 REGISTRATION OF PE ALREADY REGISTERED (HAVE AN ENTITY ID)

Step 1: If you are already a registered PE with JIO or other telecom operator and have an entity ID then click “yes”



Step2: Enter the Entity ID you received after your first registration and PAN/TAN details and click “verify”



Step 2: Your organization name, category, type and PAN number will be prefilled as per your previous registration and cannot be edited:

1) Upload PAN/TAN: Upload your PAN/TAN document in the required format

2) a) If you have a registered GSTN id for your organization:

Enter the GSTN number, click on verify button to verify your GSTN number and upload your GST document. Once the document is uploaded successfully, click on “Next”.

Your GST number verification will fail if

- 1) The GST number is already used for the registration as PE/TM
- 2) If GST number and PAN number combination does not match
- 3) If your GST number is not active

Note: GST registration is mandatory to receive GST credits

Jio

Principal Entity Registration

[Back to Home Page](#)

1 Organization Overview

Organization Name *
Jio Platforms limited

Organization Category *
Non Government

Organization Type *
Private Limited Company

PAN/TAN *
ABCD57121J

Upload PAN/TAN *
(The file size should be less than 5 MB. The allowed file formats are :jpg,jpeg,png,pdf)

Sample.pdf

Do you want to use GST as KYC verification?
(For users with active GSTN, please use this for receiving GST credits and easy one click verification.)

GST Number *
27FLDPS6027J3ZM

Upload GST *
(The file size should be less than 5 MB. The allowed file formats are :jpg,jpeg,png,pdf/falseabc[object FileList])

Sample.pdf

6) b) If you do not have a registered GSTN id for your organization:

Click on the toggle button. Select the KYC document, enter the KYC number and upload your selected KYC document. Once the KYC document is uploaded, click on "Next"

Jio

Organization Name *
Jio Platforms limited

Organization Category *
Non Government

Organization Type *
Private Limited Company

PAN/TAN *
ABCD57121J

Upload PAN/TAN *
(The file size should be less than 5 MB. The allowed file formats are :jpg,jpeg,png,pdf)

Sample.pdf

Do you want to use GST as KYC verification?
(For users with active GSTN, please use this for receiving GST credits and easy one click verification.)

KYC Document Type *
TAN

KYC Document Number *
ASDYH2344R

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

Sample.pdf

Step3: Enter Your organization details:

A) GSTN Registered Flow:

Your primary address will be prefilled as per your GST details. If you want to select your Billing address as your primary address, select option "same as Primary address" and click on next.

The screenshot shows the Jio address registration interface. It is divided into two main sections: 'Primary Address' and 'Billing Address'.
- **Primary Address:** Includes fields for Building/House Address (252 Gold Hill Supreme), Street (Shantipura Cross Roads), Locality (Electronic City Phase 2), State (Maharashtra), and Pincode (400123).
- **Billing Address:** Includes the same fields as the Primary Address. A radio button labeled 'Same as Primary Address' is selected and highlighted with a red box.
- **Navigation:** 'Back' and 'Next' buttons are at the bottom left, with the 'Next' button highlighted by a red box.

If you don't want your billing address to be same as primary address, then click on "choose another address".

You will be able to edit your billing address only if the address is registered against your GST number

This screenshot shows the 'Billing Address' section of the form. The 'Same as Primary Address' radio button is unselected. A 'Choose another address' button is highlighted with a red box. The form fields are partially filled: Building/House Address (BANGALORE), Locality (BANGALORE), State (Karnataka), and Pincode (560038).
- **Navigation:** 'Back' and 'Next' buttons are at the bottom left.
- **Progress:** A vertical progress bar on the left shows '3 Personal Details' and '4 Final check'.

Enter the PIN code of the address to be selected and click on "Search"

The screenshot shows the 'Billing Address' section of the Jio portal. The location is set to 'BANGALORE' and the pincode is '560038'. A modal window titled 'Enter Your Address Pincode *' is open, showing the pincode '562106' and 'Search' and 'Cancel' buttons. The background form has red error messages: 'Building Name is required', 'Locality is required', and 'Pincode is required'. The progress bar at the bottom shows '3 Personal Details' and '4 Final check'.

Select the address and click on submit

This screenshot shows the same 'Billing Address' form, but the search modal is now displaying a list of addresses for pincode '562106'. The first address is 'No 146/154-A,Bommasandra Industrial area,Bommasandra Village Panchayat Anekal Taluk,BANGALORE,Karnataka,562106' and the second is 'Servey No 8,Thirupalya,Jigani Hobli Anekal Taluk,BANGALORE,Karnataka,562106'. The second address is selected with a checked radio button. The 'Submit' button in the modal is highlighted with a red box. The background form remains the same with error messages.

B) Non-GSTN registered flow (Registration through other KYC document):

Enter the details of your billing address. Select the checkbox to declare that you have not taken any registration under applicable goods and service tax act (GST) and click on next.

Principal Entity Registration < Back to Home Page

1 Organization Overview

2 Organization Address

Primary/Billing Address

Building/House Address * RCP- TC 23	Street * GHANSOLI
Locality * GHANSOLI	State * Maharashtra
NAVI MUMBAI	Pincode * 400010

Declaration "I/we, hereby confirm that I /we have not taken any registration under applicable Goods and Service Tax Act (GST) in the state and be treated as unregistered Customer for that purpose until further information."

Primary Address

Building/House Address * 252 Gold Hill Supreme	Street * Shantipura Cross Roads
Locality * Electronic City Phase 2	State * Maharashtra
	Pincode * 400123

Same as Primary Address

Billing Address

Building/House Address * 252 Gold Hill Supreme	Street * Shantipura Cross Roads
Locality * Electronic City Phase 2	State * Maharashtra
	Pincode * 400123

B) Non-GSTN registered flow (Registration through other KYC document):

Enter the details of your billing address. Select the checkbox to declare that you have not taken any registration under applicable goods and service tax act (GST) and click on next.

Principal Entity Registration < Back to Home Page

1 Organization Overview

2 Organization Address

Primary/Billing Address

Building/House Address * RCP- TC 23	Street * GHANSOLI
Locality * GHANSOLI	State * Maharashtra
NAVI MUMBAI	Pincode * 400010

Declaration "I/we, hereby confirm that I /we have not taken any registration under applicable Goods and Service Tax Act (GST) in the state and be treated as unregistered Customer for that purpose until further information."

Step4: Enter your personal details and click on "next"

Organization Address

3 Personal Details

First Name * Reema	Last Name * Singh
Email ID * shreya.suvarna@ril.com <small>(This email will be your username for login)</small>	Create Password *
Confirm Password *	Mobile Number * 9000459586 <small>(OTP will be sent on this number for login)</small>

Letter for DLT registration from Competent Signatory *
(The file size should be less than 5 MB. The allowed file formats are .jpg, .jpeg, .png, .pdf)

Proof of authority of Competent Signatory issuing Authorization Letter *
(The file size should be less than 5 MB. The allowed file formats are .jpg, .jpeg, .png, .pdf)
("Memorandum of Association/Board Resolution document/AGM MoM/Registration Certificate with name of the Competent Signatory/Partnership Deed, etc.")

Sample.pdf × Sample.pdf ×

Step6: Verify your details and click on submit.

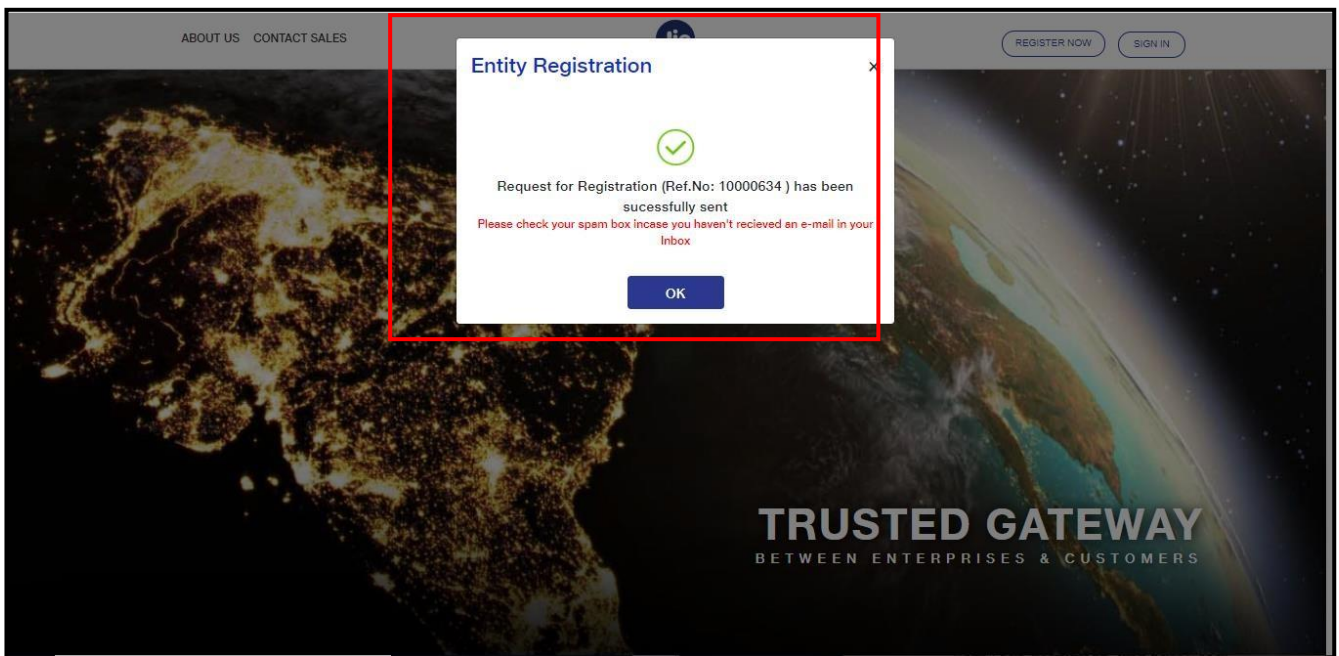
Jio

CITY	
STATE	MH
PINCODE	400123
USER DETAILS	
FIRST NAME	Reema
LAST NAME	Singh
EMAIL ID	shreya.suvarna@ril.com
MOBILE	9000459586
Letter for DLT registration from Competent Signatory	Sample.pdf
Proof of authority of Competent Signatory issuing Authorization Letter	Sample.pdf

PREVIOUS SUBMIT

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On Successful registration, a success message with the request ID will be displayed on the screen and the user will be acknowledged about his successful registration via mail and SMS



The Entity registration request will be sent for approval and once approved, the user will be acknowledged about the approval via mail and SMS

2.3 TM REGISTRATION

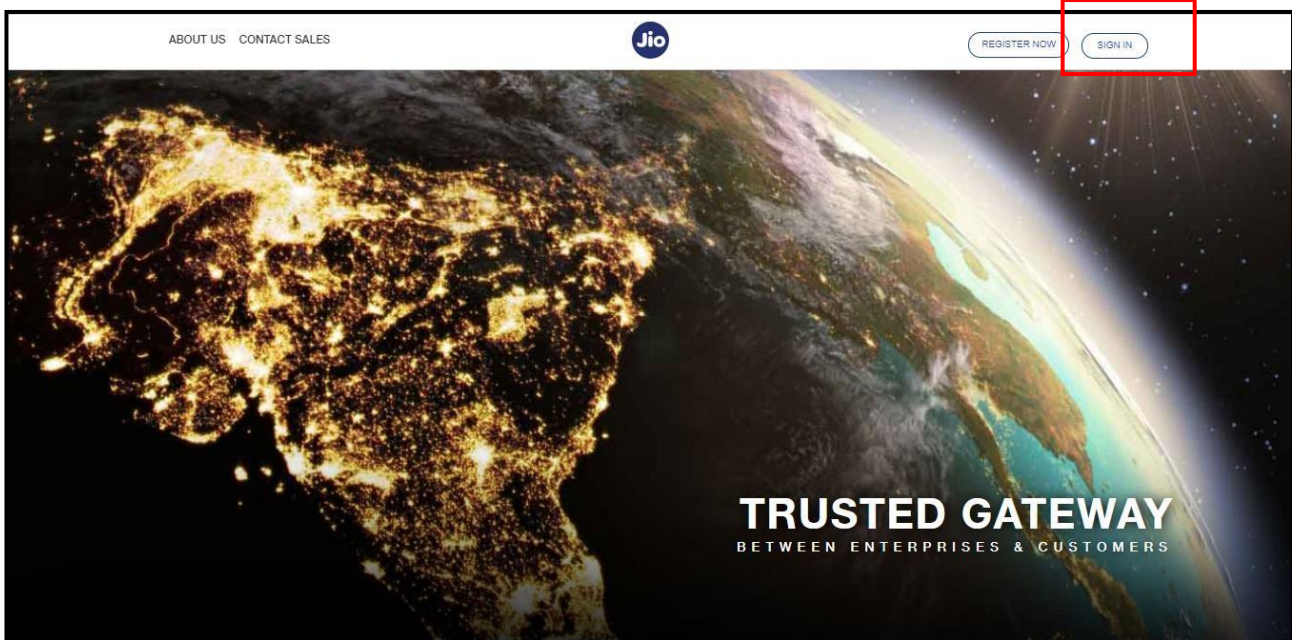
Follow the same steps as mentioned for PE registration

3. PE/TM LOGIN

Once your Registration request is approved by the approver, the PE/TM will receive a confirmation through mail and now he can login to the system using valid credentials
The username name and password will be the email ID and password provided at the time of registration

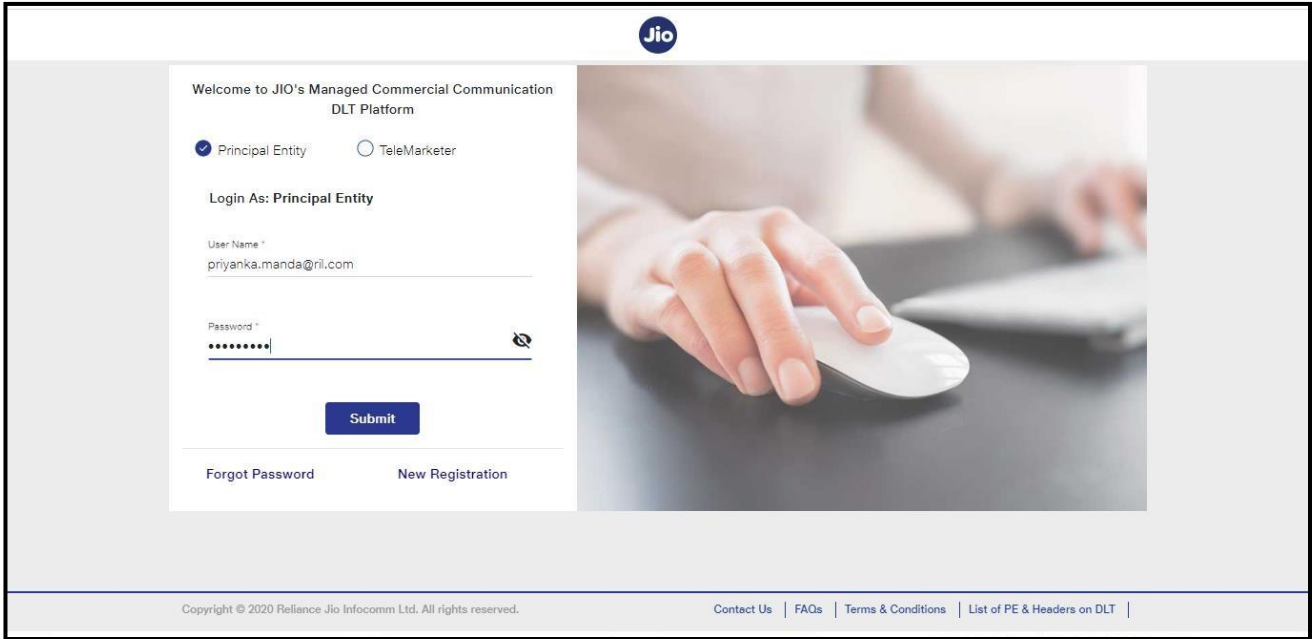
In order to login to TrueConnect, follow the below steps:

Step 1: Click on “Sign in” Button

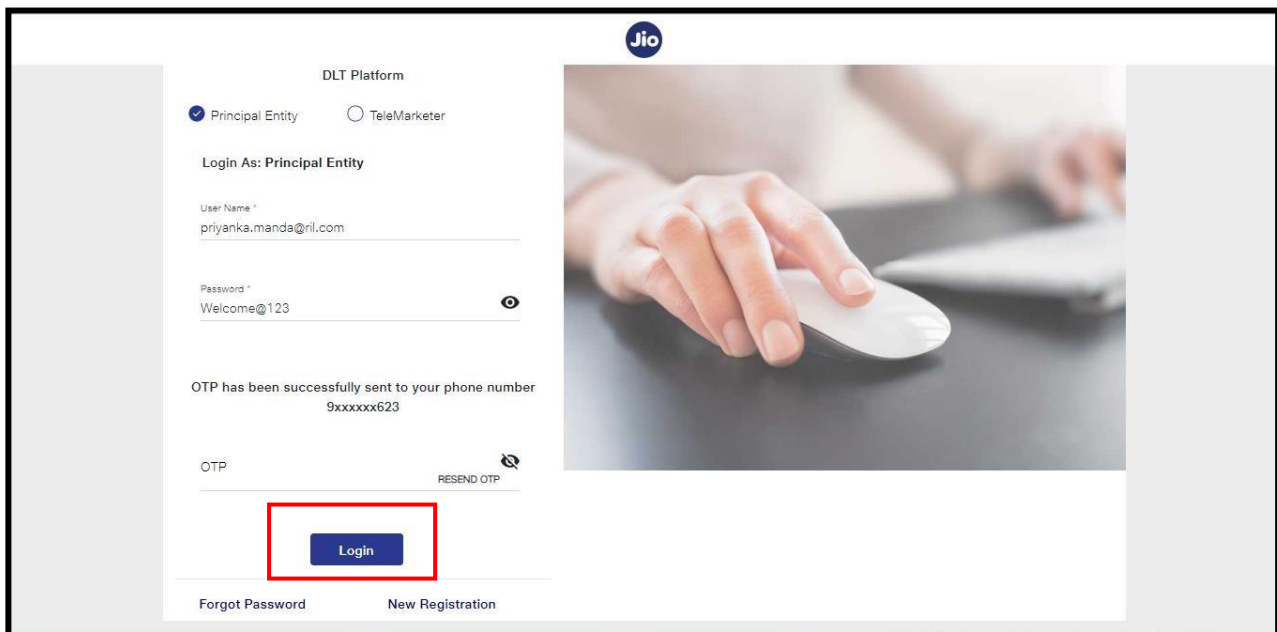


Step2: Select “Principal Entity” radio button if you are logging in as a principal entity or telemarketer radio button if you are logging in as a Telemarketer

Step3: Enter your username and password and click on “submit” button



Step4: Enter the OTP received on your registered mobile number and click “login”



If the OTP is not received on first attempt, click on “resend OTP”

You will be successfully logged into the system. After Successful login, User will land on the homepage.

Welcome, Yuvraj
 Logged in with PE ID 1201158332345284503

Dashboard Header SMS Template Campaign Customers's Consent

Dashboard

Entity

Users 2	Approval Pending 0	Approved 2
------------	-----------------------	---------------

Header SMS

Headers 25176	Approval Pending 10688	Approved 4436
------------------	---------------------------	------------------

If your Registration Request is rejected or pending for approval by the approver you will receive an error message while logging in

Welcome to JIO's Managed Commercial Communication DLT Platform

Principal Entity TeleMarketer

No such entity registered or Request for entity registration has been rejected.

Login As: Principal Entity

User Name*
shreya.suvarna@ril.com

Password*

Submit

[Forgot Password](#) [New Registration](#)

4. FORGOT PASSWORD

If the user difficulty recalling their prior password, they have the option to select "Forgot Password" and proceed with the subsequent instructions for resetting their password.

DLT Platform

Principal Entity TeleMarketer

Login As: Principal Entity

User Name *
priyanka.manda@ril.com

Password *
Welcome@123

OTP has been successfully sent to your phone number
9xxxxxx623

OTP

Step1: Click on "Forgot Password" button and proceed to choose the appropriate entity type (Principal Entity or Telemarketer). Afterward, input your registered Email ID and finalize by clicking the "Submit" button.

Welcome to JIO's Managed Commercial Communication
DLT Platform

Principal Entity Telemarketer

User Name *

Password *

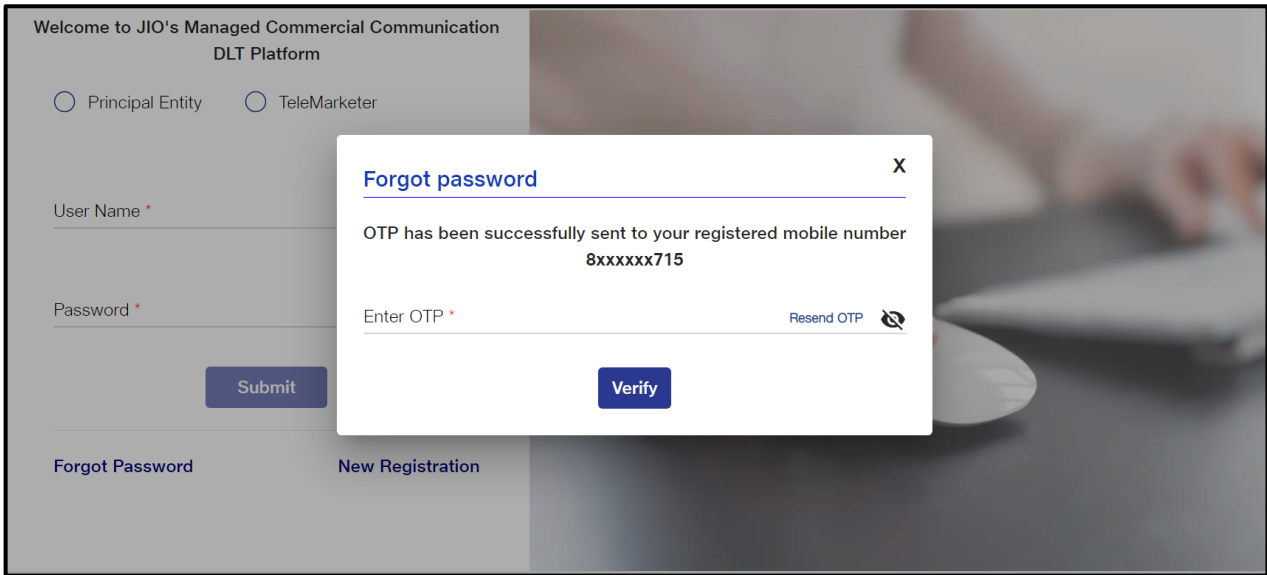
Forgot password X

Principal Entity Telemarketer

Enter Your Registered Email *

Step2: Upon submission, a One-Time Password (OTP) will be send to your registered mobile number of record. Enter the provided OTP and proceed by clicking the "Verify" button.

If you do not receive the OTP, you may avail the "Resend OTP" option. Please note "Resend" OTP option can be availed a maximum of 4 times, post which a 30 minute suspension of OTP service will be executed. Subsequently three successive incorrect OTP entries will also result in the 30-minute temporary suspension of OTP service.



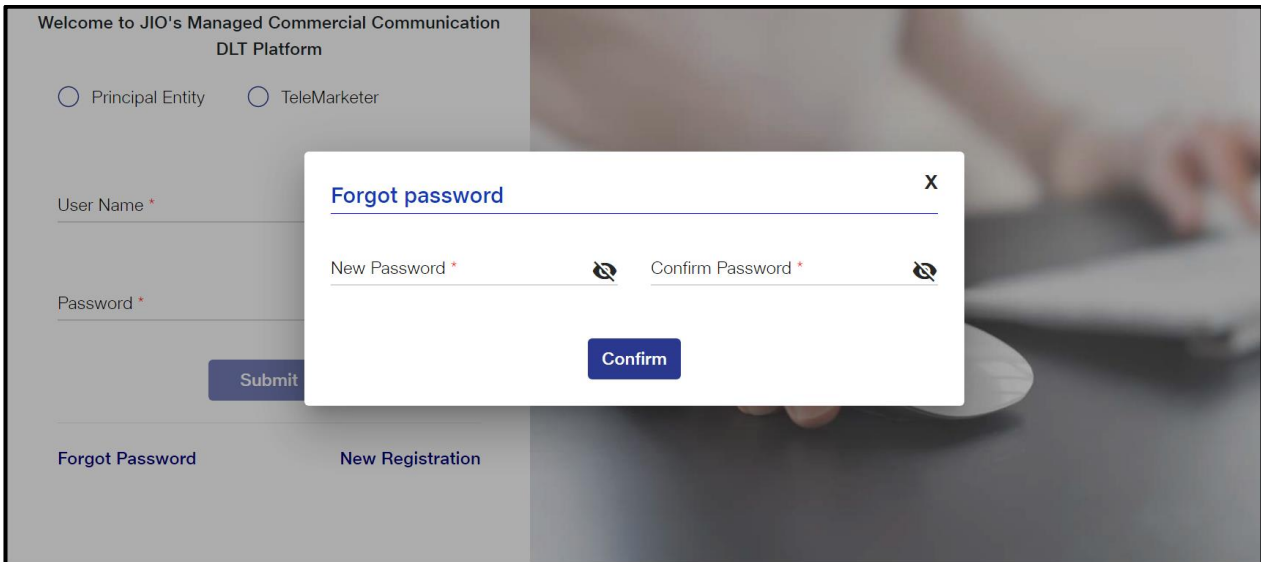
Step3: After successfully entering the correct OTP, you will be presented with the option to create a New Password. Please input your New Password and confirm it in the corresponding field (both New Password and Confirm Password must match).

Make sure the new password meet the following mandatory criteria:

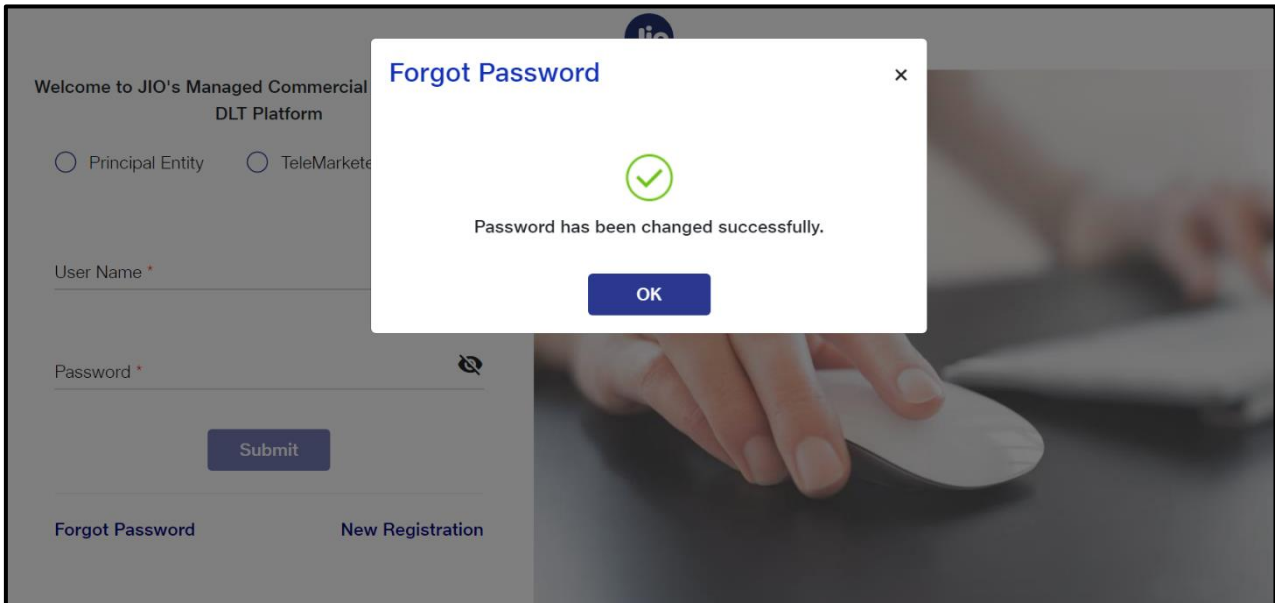
- Minimum length of 6 characters
- At least one uppercase letter
- At least one special character
- At least one numeric character

Once you have entered your password successfully, please click the "Confirm" button to proceed.

*** Please be aware that the new password cannot match any of the previous 3 passwords you've used.**

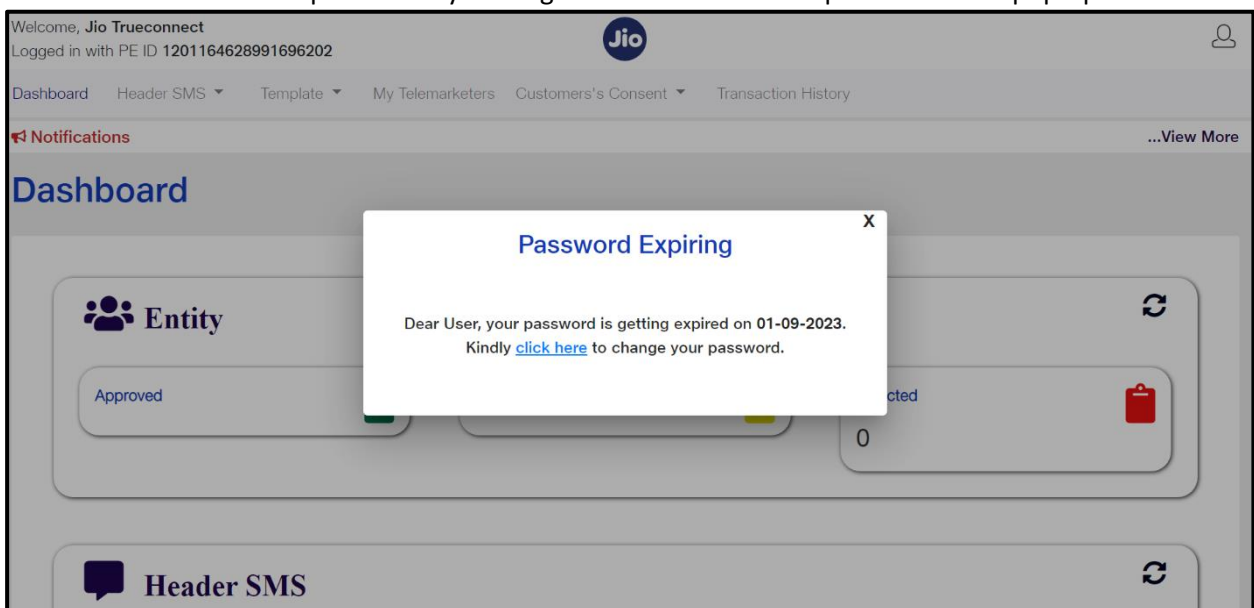


Step4: After successfully entering the new password and click the 'Confirm' button, post which, your password will be successfully changed.



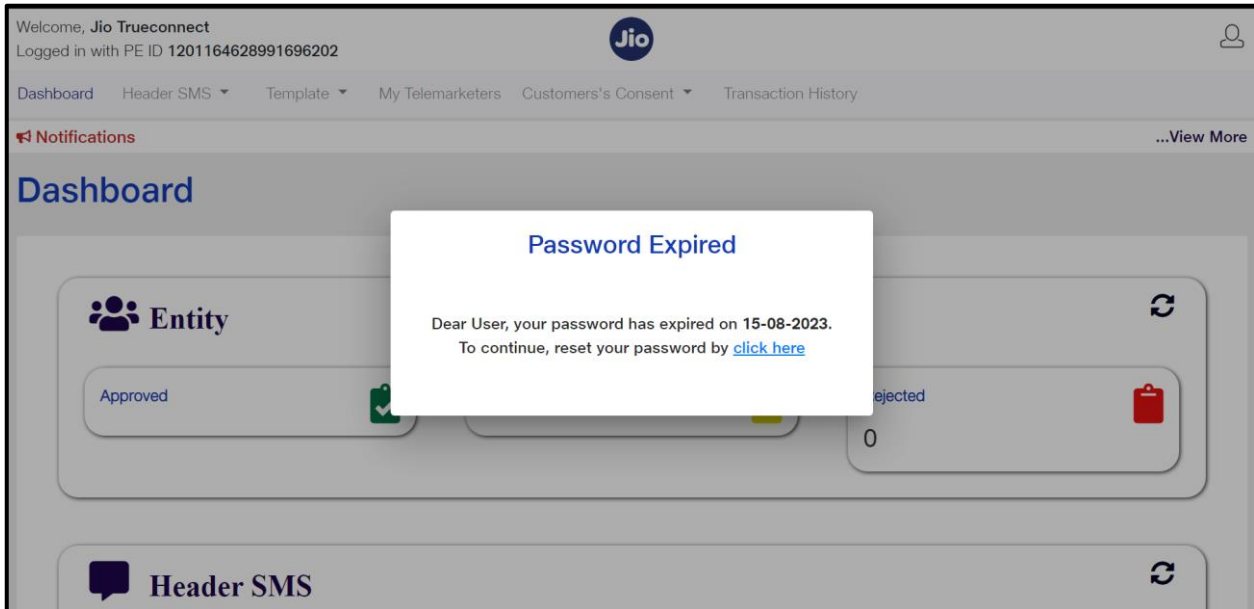
5. PASSWORD EXPIREY POLICY

- The system is equipped with a password expiry policy, to ensure that the users regularly update their passwords.
- User passwords will need to be changed every 90 days from their last password reset date.
- Users will receive a notification to reset their password after 15 days before their password expires. Users can reset their password by clicking on the 'click here' link provided in the pop-up notification.

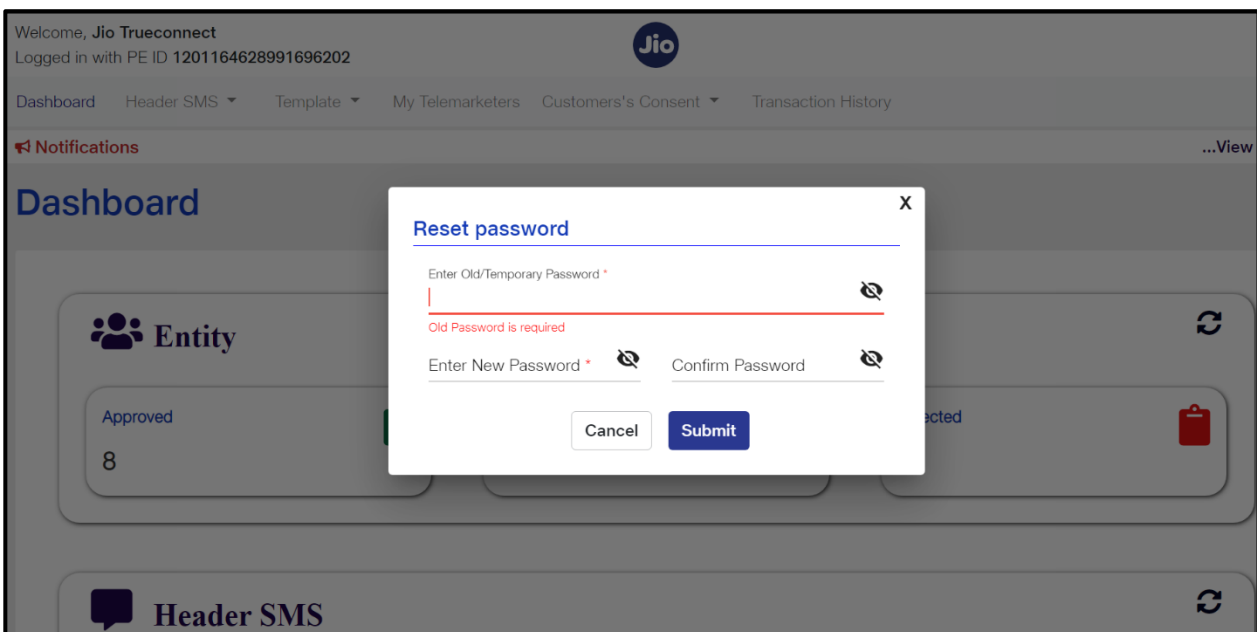


- Upon clicking the 'X' within the received notification, the user can access to their services.

- If a user has not changed their password within 90 days from their last password reset date, their password will get expired and they will receive a notification to reset their password, as outlined below.



- Notification will get closed after successfully reset the password.
- By clicking 'click here' user will get reset password option to reset there password as per below.



- After successfully clicking on the 'click here' option, you will encounter the password reset screen. Input your Old Password, along with your desired New Password and confirm the Password in the respective input fields.
The password must meet the following mandatory criteria:
 - Minimum length of 6 characters
 - At least one uppercase letter
 - At least one special character
 - At least one numeric character

- Once you have entered your password successfully, please click the "Submit" button to proceed.
*Please be aware that the new password cannot match any of the previous 3 passwords you've used.



Need More Help?

If u need any further Help During the Entity Registration Process, you can reach out to our support team at Jio.ISOMCCSupport@ril.com

Thank You