



RELIANCE INDUSTRIES LIMITED

<TRUECONNECT >

END USER GUIDE - <TEMPORARY AND PERMANENT HEADER
REGISTRATION>



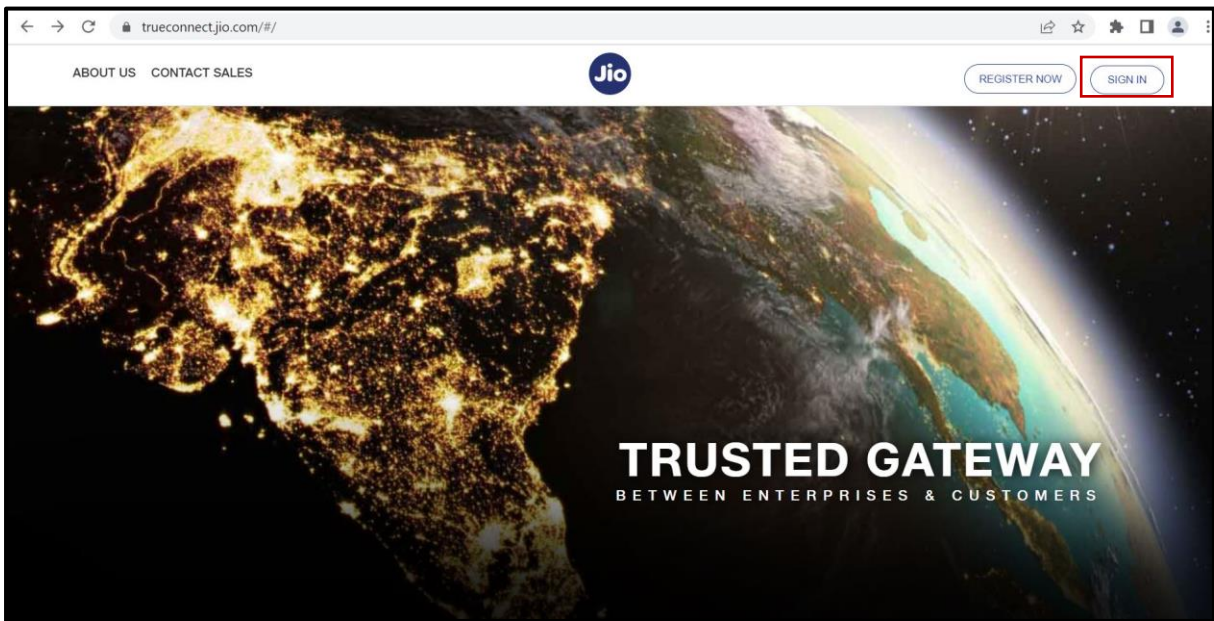
CONTENTS

1) Temporary header registration	02
2) Changing temporary header into permanent header	11
3) Update validity of temporary header	13
4) Permanent header registration	15

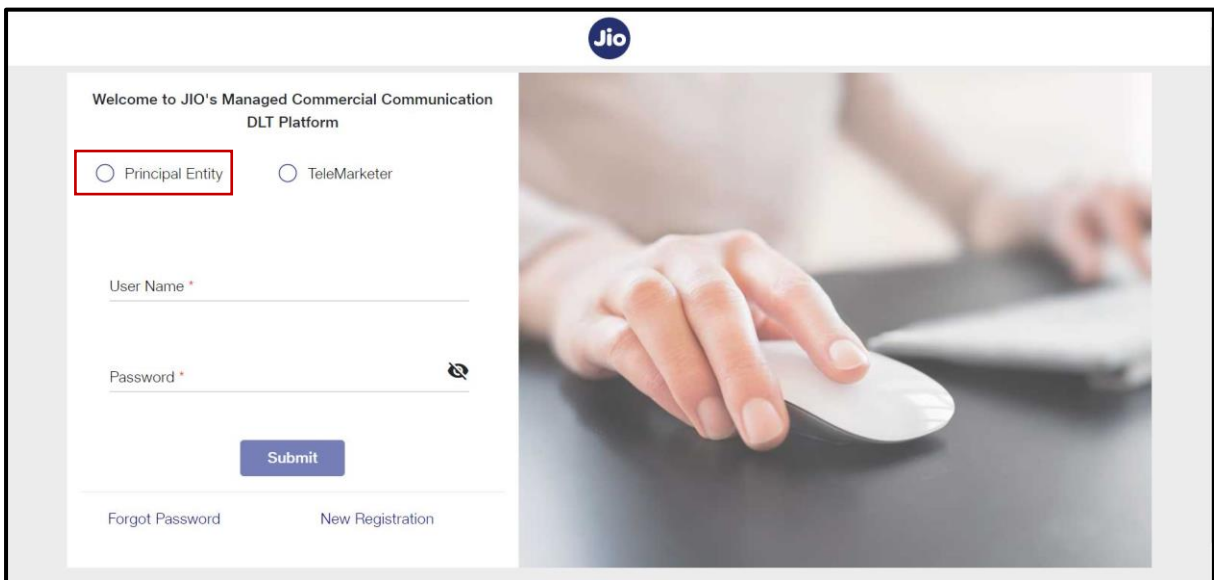
Temporary header registration(15 days, 30 days, 45 days, 90 days)

Step 1: Go to the link <https://trueconnect.jio.com/#/>

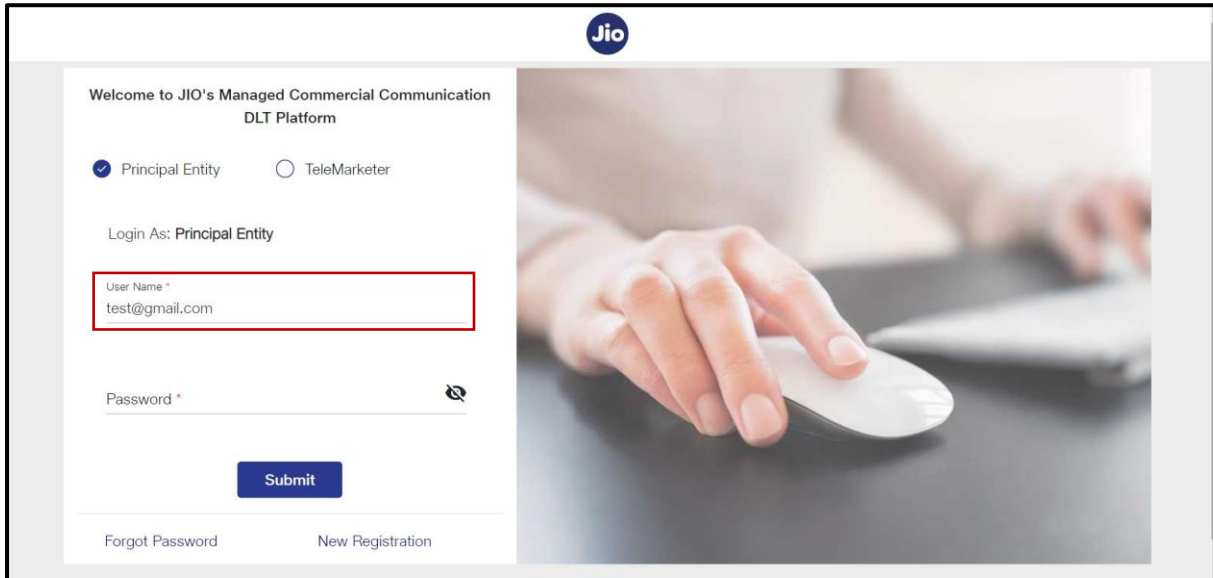
Step 2: Click on the “SIGN IN” tab.



Step 3: Select the “Principal Entity” button.

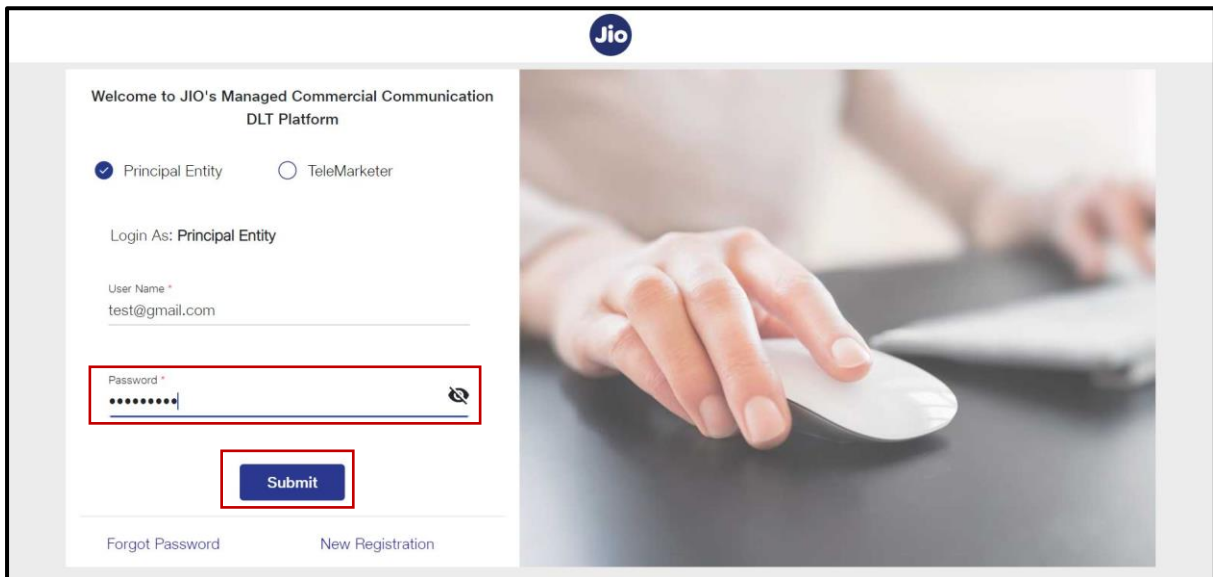


Step 4: Enter your “User Name”.



The screenshot shows the Jio login interface. At the top, there is a Jio logo and the text 'Welcome to JIO's Managed Commercial Communication DLT Platform'. Below this, there are two radio buttons: 'Principal Entity' (which is selected) and 'TeleMarketer'. Underneath, it says 'Login As: Principal Entity'. The 'User Name *' field contains the text 'test@gmail.com' and is highlighted with a red rectangular box. Below the username field is the 'Password *' field, which is currently empty. A blue 'Submit' button is located below the password field. At the bottom of the form, there are two links: 'Forgot Password' and 'New Registration'. To the right of the form is a background image of a person's hand using a computer mouse.

Step 5: Enter your “Password” and click on “submit” button.



This screenshot is identical to the previous one, but now the 'Password *' field is filled with ten black dots and is highlighted with a red rectangular box. Additionally, the blue 'Submit' button is also highlighted with a red rectangular box. All other elements, including the Jio logo, welcome message, radio buttons, and links, remain the same as in the previous screenshot.

Step 6: Enter the "OTP" which will be sent to your registered mobile number and then click on "login" Button.

Step 7: Click on "Header SMS".

Section	Approved	Approval Pending	Rejected
Entity	8	0	0
Header SMS	4	3	-2

Step 8: Select “Header SMS Registration” from the drop-down.

Dashboard | Header SMS | Template | My Telemarketers | Customers's Consent | Transaction History

Notification: Header SMS Registration | Date - 22-02-2023 sds | Published Date - 21-02-2023 asa | Published Date - 03-01-2023 Meeting Important | Published Date - 15-02-2021 walkthrou ...View More

Entity

Approved 8	Approval Pending 0	Rejected 0
---------------	-----------------------	---------------

Header SMS

Approved 4	Approval Pending 3	Rejected -2
---------------	-----------------------	----------------

Step 9: Select the “Header Validity”.

Header SMS Registration

Note: If your Header is already registered with any other TSP's, you need not register it again with JIO.

Header Validity | Header Type *

Category | Create Header *

Clear | Submit

NOTE: Please refer the below validations for registering your Header :-
 1. Promotional Headers : Should be numeric (6 digits only), should start with the number that matches with the category.
 2. Other than Promotional : Only Alphanumeric headers of 6 characters.

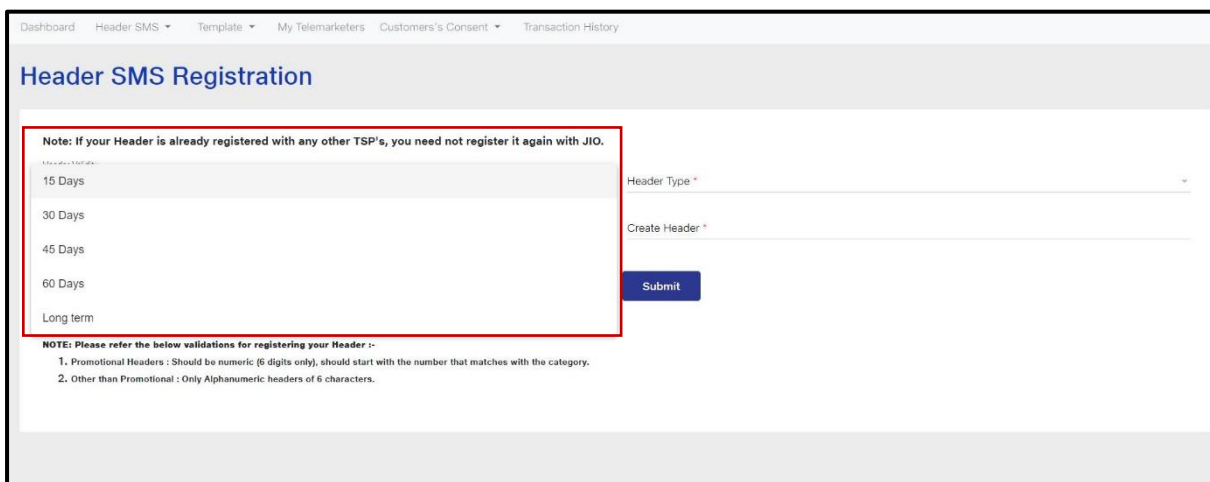
Step 10: Select the days of validity from the “Header Validity” drop-down.

For temporary header

- If the Header validity selected is “15 days” and the header is approved on 27/04/23 then the “Valid Till” date will be 11/05/23

For permanent header

- In the case of “Long term”(permanent header) the validity of that header is taken on a quarterly basis.
- For e.g. if the header is registered in the month of January(on any date) then the validity of that header will expire on 31st March. If the Long term header is registered in February then also the validity of that header will expire on 31st March. If the Long term header is registered in March then the validity of that header will expire on 30th June(If the header is registered on the last month of the quarter then the validity of that header will expire on the last month of the next quarter).
- If the header is registered on 01/07/2023 then the validity date of that header will be – 30/09/2023. If the header is registered on 30/09/2023 then the validity date of that header will be 31/12/2000.



Step 11: Select the “Header Type” i.e. either “Promotional” or Others (Transactional, Service Explicit, Service Implicit).

- In the case of the “promotional” header, your header should be numeric. And should start with the number that matches with the category.
- In the case of the “Others (Transactional, Service Explicit, Service Implicit)” header, Only alphanumeric headers of 6 characters are allowed. The length of the header can be between 3-6.

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Registration

Note: If your Header is already registered with any other TSP's, you need not register it again with JIO.

Header Validity
45 Days

Category

Header Type
Promotional
Others (Transactional, Service Explicit, Service Implicit)

Clear Submit

NOTE: Please refer the below validations for registering your Header :-

1. Promotional Headers : Should be numeric (6 digits only), should start with the number that matches with the category.
2. Other than Promotional : Only Alphanumeric headers of 6 characters.

Step 12: Select the “**Category**”.

- If you have selected “Header Type” as Promotional, Then selecting “Category” is compulsory.
- If you have selected “Header Type” as Others(Transactional, Service Explicit, Service Implicit), Then “category” is optional.
- If you have selected the Header Type as promotional, then your header should start with the respective category number.

For example,

- If you have selected the category “**Banking/Insurance/Financial/Credit Cards** “ then the header should start with “1”.
- If you have selected the category “**Real Estate** “ then the header should start with “2”.
- If you have selected the category “**Education** “ then the header should start with “3”.
- If you have selected the category “**Health** “ then the header should start with “4”.
- If you have selected the category “**Consumer Goods and Automobiles** “ then the header should start with “5”.
- If you have selected the category “**Communication / Broadcasting / Entertainment / IT** “ then the header should start with “6”.
- If you have selected the category “**Tourism and Leisure** “ then the header should start with “7”.
- If you have selected the category “**Food and Beverages** “ then the header should start with “8”.

Category is not compulsory for the Header Type “Others(Transactional, Service explicit and Service implicit)”.

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Registration

Note: If your Header is already registered with any other TSP's, you need not register it again with JIO.

Header Validity
45 Days

Header Type *
Others (Transactional, Service Explicit, Service Implicit)

Banking / Insurance / Financial products / credit cards
Real Estate
Education
Health
Consumer Goods and Automobiles

Create Header *

Submit

Step 13: Create the header according to the “Header Type” and “Category”. And then click on “Submit” Button.

For creating the header you can refer the validations which are given on the bottom of the page.

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Registration

Note: If your Header is already registered with any other TSP's, you need not register it again with JIO.

Header Validity
45 Days

Header Type *
Others (Transactional, Service Explicit, Service Implicit)

Category
Real Estate

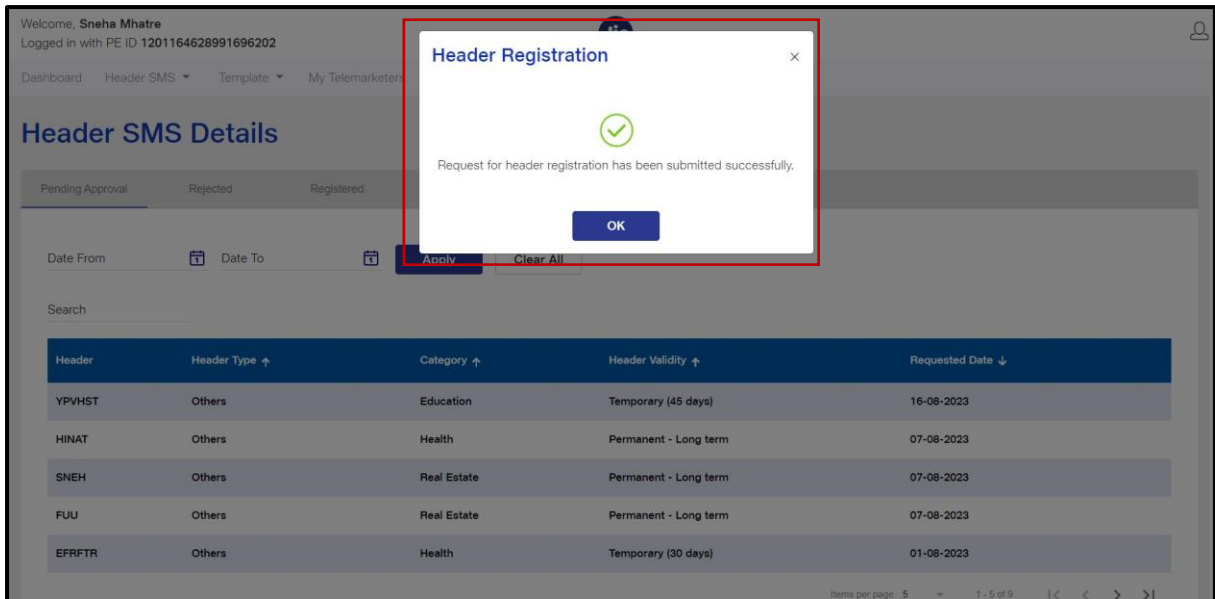
Create Header *
YPVHST

Clear Submit

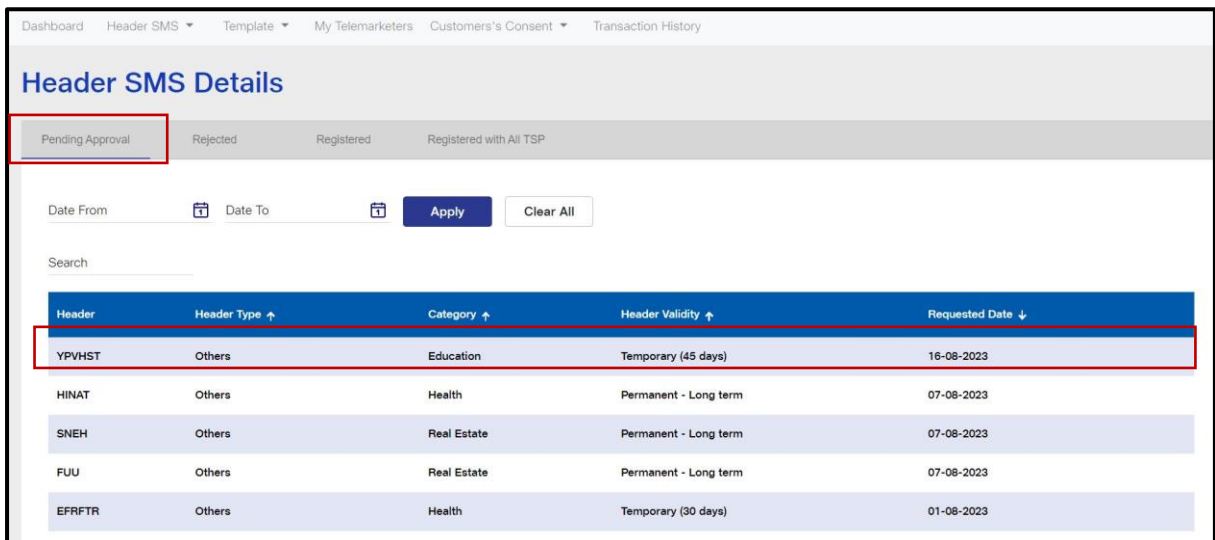
NOTE: Please refer the below validations for registering your Header :-

1. Promotional Headers : Should be numeric (6 digits only), should start with the number that matches with the category.
2. Other than Promotional : Only Alphanumeric headers of 6 characters.

Step 14: After clicking on the submit button you will be getting a pop-up for the successful registration of the header.



Step 15: After successful registration of the header. The header will be in the “**Pending Approval**” tab.



Step 16: Once the header gets approved, You can view the approved headers in the “**Registered**” tab.

Header SMS Details

Pending Approval Rejected **Registered** Registered with All TSP

Status Header Validity Date From Date To

Search

[Header Verification User Guide](#)

Verification Status	Header	Header Type ↑	Header Validity ↑	Valid Till ↑	Approved Date ↓	Status	Reason	Action
	YPVHST	Others	Temporary (45 days)	30-09-2023	16-08-2023	Active		<input type="button" value="Action"/>
✓	HINATN	Others	Permanent - Long term	30-09-2023	08-08-2023	Active		<input type="button" value="Action"/>
✓	HI4	Others	Permanent - Long term	30-09-2023	08-08-2023	Active		<input type="button" value="Action"/>
	HINATA	Others	Temporary (45 days)	21-09-2023	07-08-2023	Active		<input type="button" value="Action"/>

Changing temporary header into permanent header

Step 1: You can change your temporary header into a permanent header by clicking on the “Action” button.

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Details

Pending Approval Rejected Registered Registered with All TSP

Status Header Validity Date From Date To Apply Clear All

Search Download as Excel

Header Verification User Guide

Verification Status	Header	Header Type ↑	Header Validity ↑	Valid Till ↑	Approved Date ↓	Status	Reason	Action
	YPVHST	Others	Temporary (45 days)	30-09-2023	16-08-2023	Active		Action ▾
✓	HINATN	Others	Permanent - Long term	30-09-2023	08-08-2023	Active		Action ▾
✓	HI4	Others	Permanent - Long term	30-09-2023	08-08-2023	Active		Action ▾
	HINATA	Others	Temporary (45 days)	21-09-2023	07-08-2023	Active		Action ▾

Tarun Singh | Microsoft Teams

Step 2: Click on “Convert into Permanent Header” if you want to change your temporary header into a permanent header.

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Details

Pending Approval Rejected Registered Registered with All TSP

Status Header Validity Date From Date To Apply Clear All

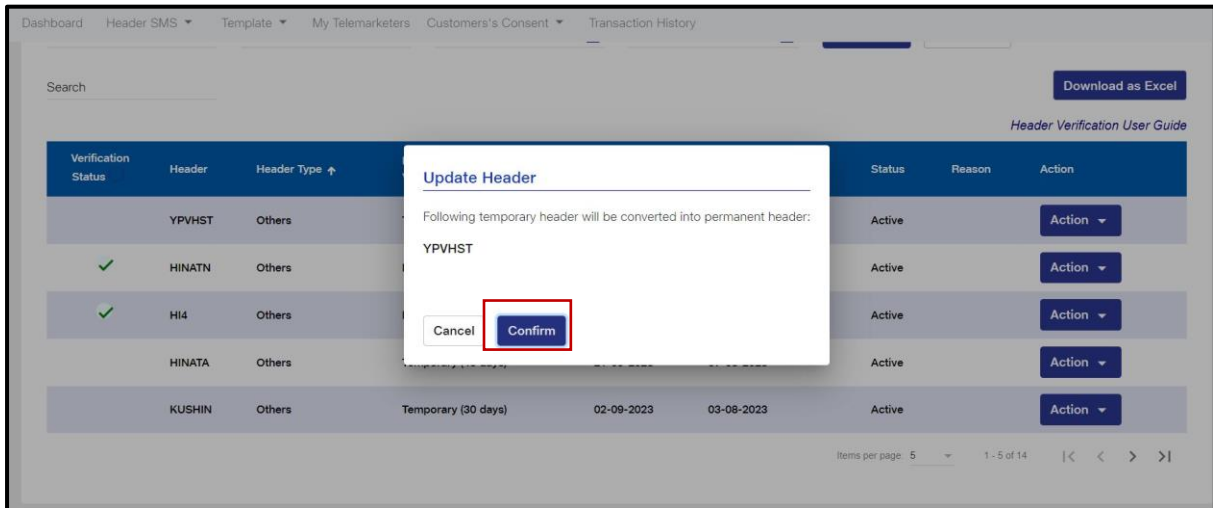
Search Download as Excel

Header Verification User Guide

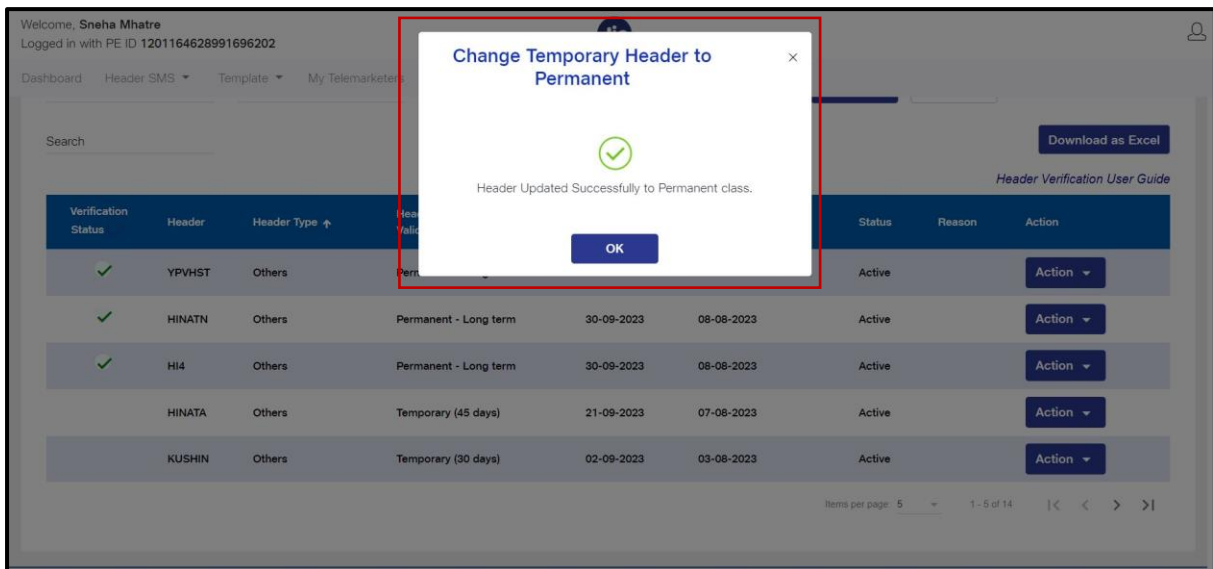
Verification Status	Header	Header Type ↑	Header Validity ↑	Valid Till ↑	Approved Date ↓	Status	Reason	Action
	YPVHST	Others	Temporary (45 days)	30-09-2023	16-08-2023	Active		Action ▾ Convert into Permanent Header
✓	HINATN	Others	Permanent - Long term	30-09-2023	08-08-2023	Active		Action ▾
✓	HI4	Others	Permanent - Long term	30-09-2023	08-08-2023	Active		Action ▾
	HINATA	Others	Temporary (45 days)	21-09-2023	07-08-2023	Active		Action ▾

Tarun Singh | Microsoft Teams

Step 3 – After clicking on “convert into permanent Header” you will be getting a confirmation pop-up. Click on “confirm” button.



Step 4 - After clicking on confirm button you will get the “Header updated successfully to permanent Class” pop-up.



Update validity

Step 1: A drop-down option(Update Validity) will be given on the “Action” button 5 days prior to the validity date of temporary headers.

- a) A window will be opened 5 days prior to the validity date of temporary headers. If the header class of temporary header is changed within this window then the next validity date will be calculated as below:
 Temporary Header 1st approved on: 02/05/23
 Validity period – 15 days
 Validity date: 17/05/2023
 Header class update Window: 12/05/2023 – 17/05/2023
 Header class changed to temporary on: 13/05/2023 for 15 days
 Updated validity date: 01/06/2023 (Calculated from last validity date)

The screenshot shows the Jio Digital Life dashboard interface. At the top, it says 'Welcome, Reliance Jio' and 'Logged in with PE ID 1201162771507081456'. Below this is a navigation bar with links like 'Dashboard', 'Header SMS', 'Template', 'My Telemarketers', 'Customers's Consent', and 'Transaction History'. The main content area has a search bar and a table of verification headers. The table has columns: Verification Status, Header, Header Type, Header Validity, Valid Till, Approved Date, Status, Reason, and Action. The first row is highlighted, and its 'Action' dropdown menu is open, showing 'Update Validity' and 'Convert Into Permanent Header' options. A red box highlights this dropdown menu.

Verification Status	Header	Header Type	Header Validity	Valid Till	Approved Date	Status	Reason	Action
Active	1R3122	Others	Temporary (15 days)	18-08-2023	03-08-2023	Verification Expiring today		Action
Active	BULK04	Others	Temporary (15 days)	18-08-2023	03-08-2023	Verification Expiring today		Action
Active	BULK08	Others	Temporary (15 days)	18-08-2023	03-08-2023	Verification Expiring today		Action
Active	BULK02	Others	Temporary (15 days)	18-08-2023	03-08-2023	Verification Expiring today		Action

Step 2: Then select the days you want to update the validity. And then click on “Confirm” button.

Welcome, Reliance Jio
Logged in with PE ID 1201162771507081456

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Status Verification Expiring Header Validity Date From Date To Apply Clear All

Search

Update Header

Following temporary header's validity will be updated:

1R3122

Select validity

- 15 Days
- 15 Days
- 30 Days
- 45 Days
- 60 Days

Cancel Confirm

Verification Status	Header	Header Type	Header Validity	Status	Reason	Action
	1R3122	Others	Temporary (15 days)	Active	Verification Expiring today	Action
	BULK04	Others	Temporary (15 days)	Active	Verification Expiring today	Action
	BULK08	Others	Temporary (15 days)	Active	Verification Expiring today	Action
	BULK02	Others	Temporary (15 days)	Active	Verification Expiring today	Action

[Download as Excel](#) [Header Verification User Guide](#)

Step 3: Then you will be getting the “Header Validity Successfully Updated “ pop-up.

Welcome, Reliance Jio
Logged in with PE ID 1201162771507081456

Dashboard Header SMS Template My Telemarketers

Status Verification Expiring Header Validity Apply Clear All

Update Header Validity

Header validity successfully updated

OK

Verification Status	Header	Header Type	Header Validity	Valid Till	Approved Date	Status	Reason	Action
	1R3122	Others	Temporary (15 days)	02-09-2023	03-08-2023	Active		Action
	BULK04	Others	Temporary (15 days)	18-08-2023	03-08-2023	Active	Verification Expiring today	Action
	BULK08	Others	Temporary (15 days)	18-08-2023	03-08-2023	Active	Verification Expiring today	Action
	BULK02	Others	Temporary (15 days)	18-08-2023	03-08-2023	Active	Verification Expiring today	Action
	BULK06	Others	Temporary (15 days)	18-08-2023	03-08-2023	Active	Verification Expiring today	Action

[Download as Excel](#) [Header Verification User Guide](#)

Permanent header registration(Long term)

Step 1: Select the Header Validity as “Long term”.

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Registration

Note: If your Header is already registered with any other TSP's, you need not register it again with JIO.

Header Validity *
 15 Days
 30 Days
 45 Days
 60 Days
Long term

Header Type *
 Create Header *

Submit

NOTE: Please refer the below validations for registering your Header :-
 1. Promotional Headers : Should be numeric (6 digits only), should start with the number that matches with the category.
 2. Other than Promotional : Only Alphanumeric headers of 6 characters.

Step 2: Then select the “Header Type” i.e. either Promotional or Others (Transactional, Service Explicit, service Implicit).

Welcome, Sneha Mhatre
 Logged in with PE ID 1201164628991696202

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Registration

Note: If your Header is already registered with any other TSP's, you need not register it again with JIO.

Header Validity
 Long term

Category

Header Type *
 Promotional
 Others (Transactional, Service Explicit, Service Implicit)

Clear Submit

NOTE: Please refer the below validations for registering your Header :-
 1. Promotional Headers : Should be numeric (6 digits only), should start with the number that matches with the category.
 2. Other than Promotional : Only Alphanumeric headers of 6 characters.

Step 3: Select the “category” from the drop down.

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Registration

Note: If your Header is already registered with any other TSP's, you need not register it again with JIO.

Header Validity: Long term Header Type: Others (Transactional, Service Explicit, Service Implicit)

Category: Banking / Insurance / Financial products / credit cards, Real Estate, Education, Health, Consumer Goods and Automobiles

Create Header * [Text Field]

Submit

Step 4: Create the header (please refer the step 12 from the temporary headers registration.) And then click on the “Submit” button.

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Registration

Note: If your Header is already registered with any other TSP's, you need not register it again with JIO.

Header Validity: Long term Header Type: Others (Transactional, Service Explicit, Service Implicit)

Category: Health Create Header * ORA

Clear Submit

NOTE: Please refer the below validations for registering your Header :-

1. Promotional Headers : Should be numeric (6 digits only), should start with the number that matches with the category.
2. Other than Promotional : Only Alphanumeric headers of 6 characters.

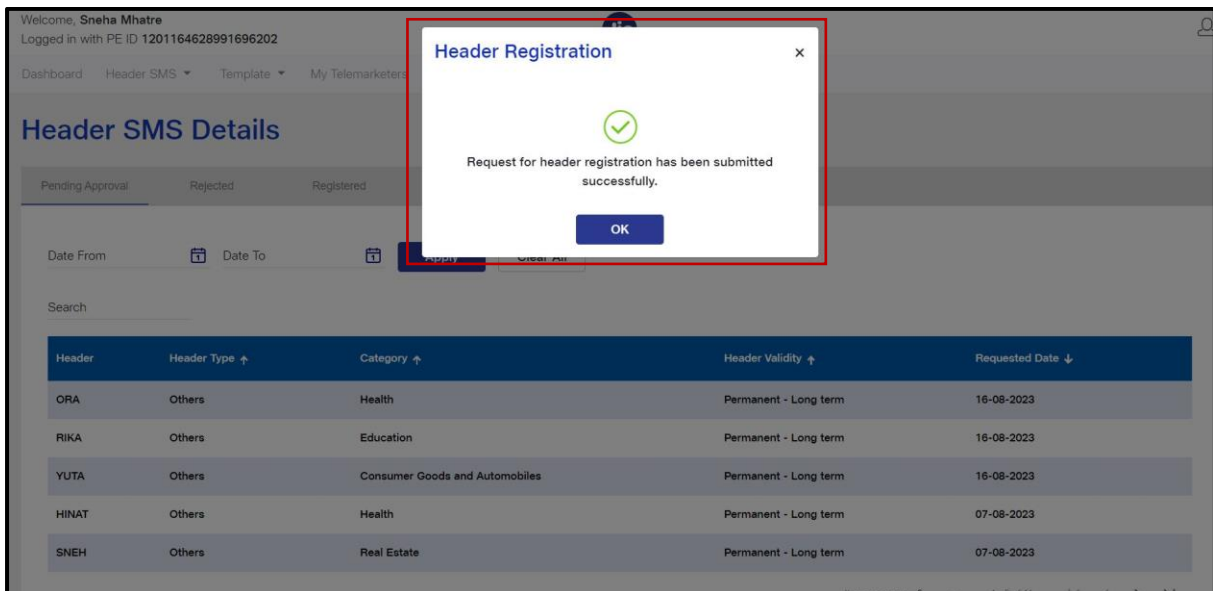
For permanent header

- In the case of “Long term” the validity of that header is taken on a quarterly basis.
- For e.g. if the header is registered in the month of January (on any date) then the validity of that header will expire on 31st March. If the Long term header is registered in February then also the validity of that header will expire on 31st March. If the Long term header is registered in March then the validity of that header will expire on 30th June (If the header is registered on the last month of the

quarter then the validity of that header will expire on the last month of the next quarter).

- If the header is registered on 01/07/2023 then the validity date of that header will be – 30/09/2023. If the header is registered on 30/09/2023 then the validity date of that header will be 31/12/2000.

Step 5: You will get the pop-up for the successful header registration.



The screenshot shows a web application interface for 'Header SMS Details'. A pop-up window titled 'Header Registration' is displayed in the center, indicating a successful submission with a green checkmark and the text: 'Request for header registration has been submitted successfully.' Below the message is an 'OK' button. The background interface includes a navigation bar with 'Dashboard', 'Header SMS', 'Template', and 'My Telemarketers'. The main content area has tabs for 'Pending Approval', 'Rejected', and 'Registered'. Below the tabs are filters for 'Date From', 'Date To', and a search bar. A table lists header details:

Header	Header Type	Category	Header Validity	Requested Date
ORA	Others	Health	Permanent - Long term	16-08-2023
RIKA	Others	Education	Permanent - Long term	16-08-2023
YUTA	Others	Consumer Goods and Automobiles	Permanent - Long term	16-08-2023
HINAT	Others	Health	Permanent - Long term	07-08-2023
SNEH	Others	Real Estate	Permanent - Long term	07-08-2023

Step 6: After successfully registration of the header, the header will be in the “Pending Approval” tab.

Welcome, Sneha Mhatre
Logged in with PE ID 1201164628991696202

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Details

Pending Approval Rejected Registered Registered with All TSP

Date From Date To

Search

Header	Header Type ↑	Category ↑	Header Validity ↑	Requested Date ↓
ORA	Others	Health	Permanent - Long term	16-08-2023
RIKA	Others	Education	Permanent - Long term	16-08-2023
YUTA	Others	Consumer Goods and Automobiles	Permanent - Long term	16-08-2023
HINAT	Others	Health	Permanent - Long term	07-08-2023
SNEH	Others	Real Estate	Permanent - Long term	07-08-2023

Items per page: 5 1 - 5 of 11

Step 7: Once the header is approved, you can view the approved headers in the **“Registered”** tab.

Welcome, Sneha Mhatre
Logged in with PE ID 1201164628991696202

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Details

Pending Approval Rejected **Registered** Registered with All TSP

Status Header Validity Date From Date To

Search

[Header Verification User Guide](#)

Verification Status	Header	Header Type ↑	Header Validity ↑	Valid Till ↑	Approved Date ↓	Status	Reason	Action
✓	ORA	Others	Permanent - Long term	30-09-2023	16-08-2023	Active		<input type="button" value="Action"/>

Items per page: 5 1 - 1 of 1

Step 8: In the case of a permanent header you can **“Suspend”** or **“Release/Surrender”** the header.

Welcome, **Sneha Mhatre**
 Logged in with PE ID 1201164628991696202

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Details

Pending Approval Rejected Registered Registered with All TSP

Status Header Validity Date From Date To Apply Clear All

Search
ORA

Download as Excel

Header Verification User Guide

Verification Status	Header	Header Type ↑	Header Validity ↑	Valid Till ↑	Approved Date ↓	Status	Reason	Action
✓	ORA	Others	Permanent - Long term	30-09-2023	16-08-2023	Active		Action Suspend Release/Surrender Header

Items per page: 5 1 - 1 of 1

Step 9: After clicking on “Suspend” You will be getting the following pop-up

Welcome, **Sneha Mhatre**
 Logged in with PE ID 1201164628991696202

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Details

Pending Approval Rejected Registered Registered with All TSP

Status Header Validity Date From Date To Apply Clear All

Search
ORA

Download as Excel

Header Verification User Guide

Update Header

Following header will be suspended:

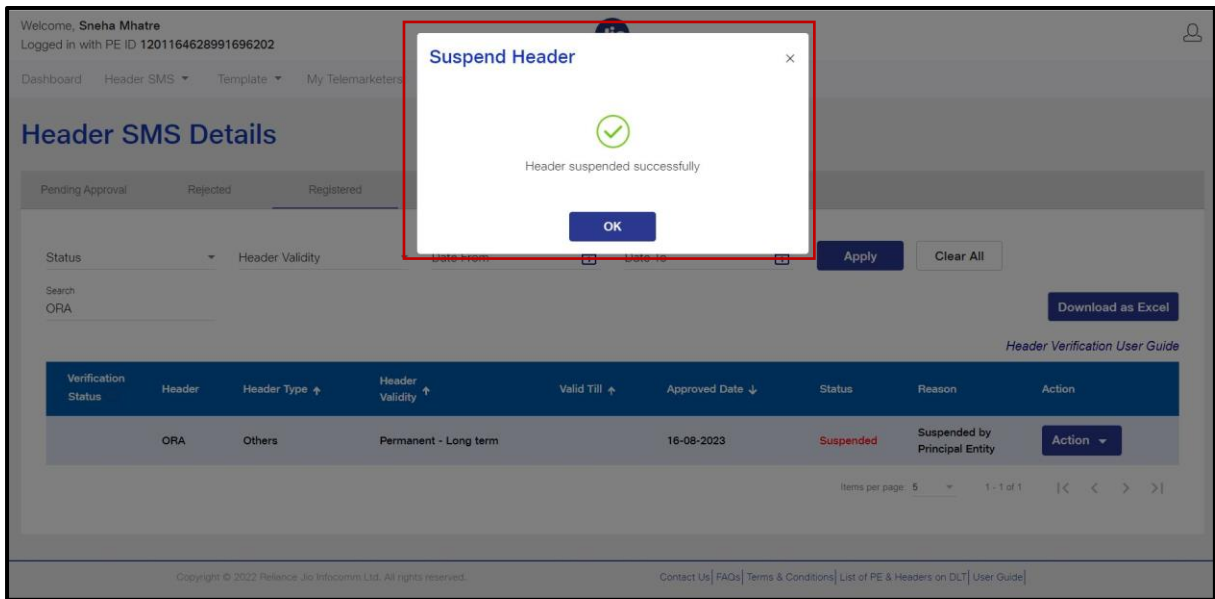
ORA

Cancel Confirm

Verification Status	Header	Header Type ↑	Header Validity ↑	Valid Till ↑	Approved Date ↓	Status	Reason	Action
✓	ORA	Others	Permanent - Long term	30-09-2023	16-08-2023	Active		Action Suspend Release/Surrender Header

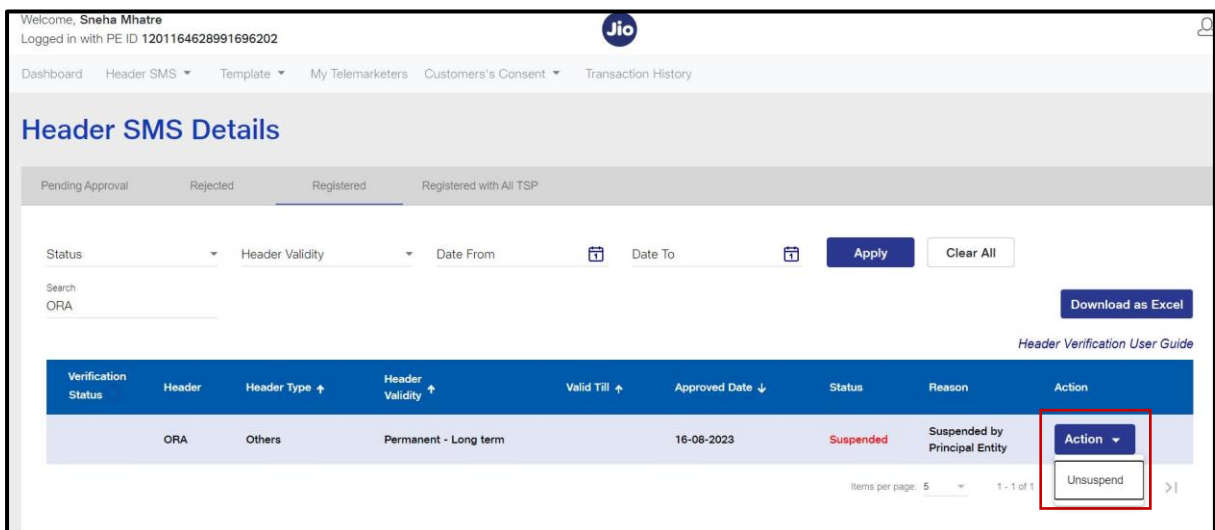
Items per page: 5 1 - 1 of 1

Step 10: After clicking on “Confirm” button, The header will be suspended. And you will get the “Header Suspended Successfully” pop-up.

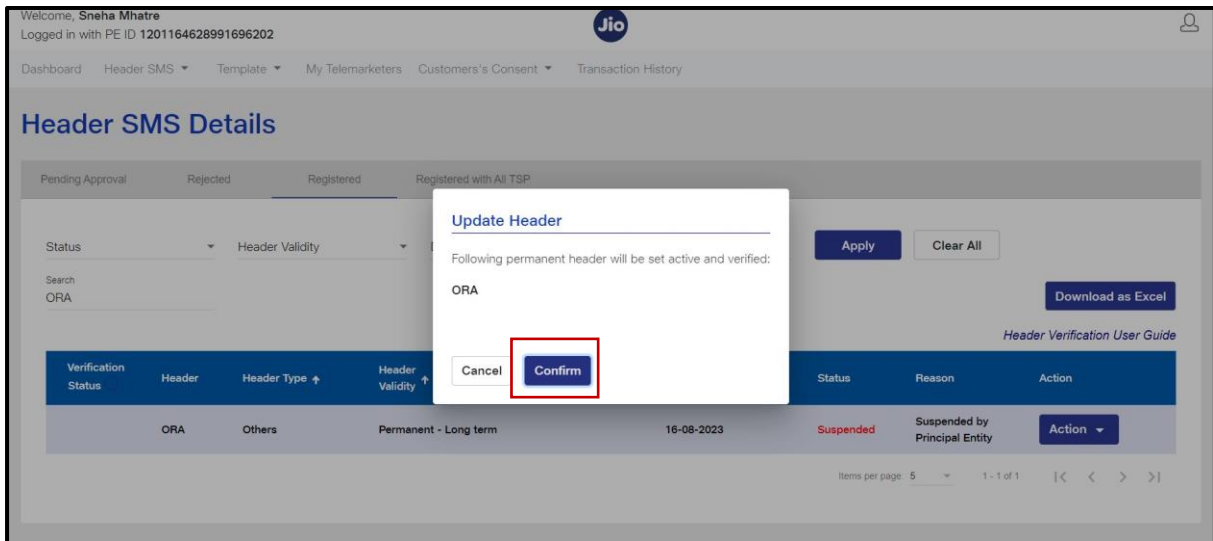


Step 11: The header will be in the suspended state for 60 days. After that, it will be moved to the **freepool**.

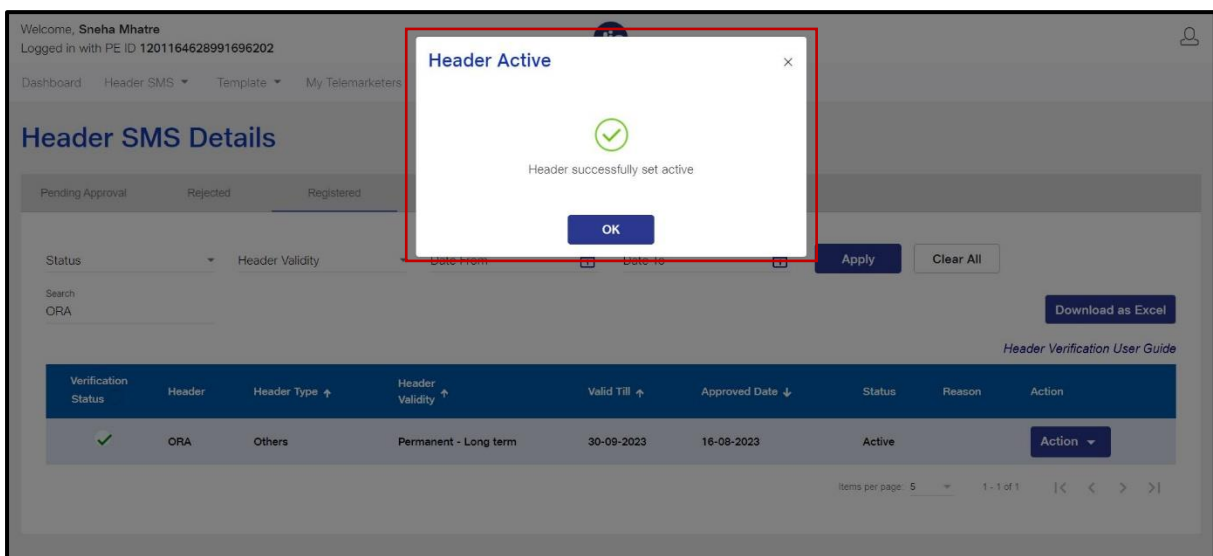
Before 60 day user can re-active their header by using the **“Unsuspend”** option.



Step 12: Click on **“confirm”** button if you want to unsuspend the header.



Step 13: You will be getting the “Header successfully set active” pop-up.



Step 14: If you want to Release/surrender the header. You can click on “release/surrender Header”.

Welcome, Sneha Mhatre
 Logged in with PE ID 1201164628991696202

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Details

Pending Approval Rejected Registered Registered with All TSP

Status Header Validity Date From Date To Apply Clear All

Search
ORA

Download as Excel

Header Verification User Guide

Verification Status	Header	Header Type ↑	Header Validity ↑	Valid Till ↑	Approved Date ↓	Status	Reason	Action
✓	ORA	Others	Permanent - Long term	30-09-2023	16-08-2023	Active		Action ↓ Suspend Release/Surrender Header

Items per page: 5 1 - 1 of 1

Step 15: The header you are releasing, If it is linked with any content templates, Those templates will get delinked from that header.

Welcome, Sneha Mhatre
 Logged in with PE ID 1201164628991696202

Dashboard Header SMS Template My Telemarketers Customers's Consent Transaction History

Header SMS Details

Pending Approval Rejected Registered Registered with All TSP

Status Header Validity Date From Date To Apply Clear All

Search
ORA

Download as Excel

Header Verification User Guide

On Confirmation, below Content Templates will get delinked from this header X

*This header is not linked with any template

Template Id	Template Name	Header Name	Approved Date	Jio Status	Status
No records found					

Cancel Confirm

Items per page: 5 1 - 1 of 1

Step 16: Successful pop-up window will get displayed.

Welcome, **Sneha Mhatre**
 Logged in with PE ID 1201164628991696202

Dashboard Header SMS Template My Telemarketer

Header SMS Details

Pending Approval Rejected Registered


Status Header Validity **ORA** **Apply** **Clear All**

Search: ORA **Download as Excel**

Header Verification User Guide

Verification Status	Header	Header Type ↑	Header Validity ↑	Valid Till ↑	Approved Date ↓	Status	Reason	Action
✓	ORA	Others	Permanent - Long term	30-09-2023	16-08-2023	Active		Action ▾
✓	YPVHST	Others	Permanent - Long term	30-09-2023	16-08-2023	Active		Action ▾
✓	HINATN	Others	Permanent - Long term	30-09-2023	08-08-2023	Active		Action ▾
✓	HI4	Others	Permanent - Long term	30-09-2023	08-08-2023	Active		Action ▾

Release Header ×



Header is successfully released/surrendered

OK

THANK YOU