1. How to Login

The user who has privilege to access Claims & Objection module can login through Microsoft Internet Explorer 6.0 or higher with user login, password. The steps for accessing the Claims & Objection Module are as:

- Open Microsoft Internet explorer 6.0 or higher.
- Type the URL http://164.100.153.10/epic_sms/Default.aspx
- Select user type to ERO.
- Select the district, assembly constituency.
- Enter the password.
- Click on Login button.
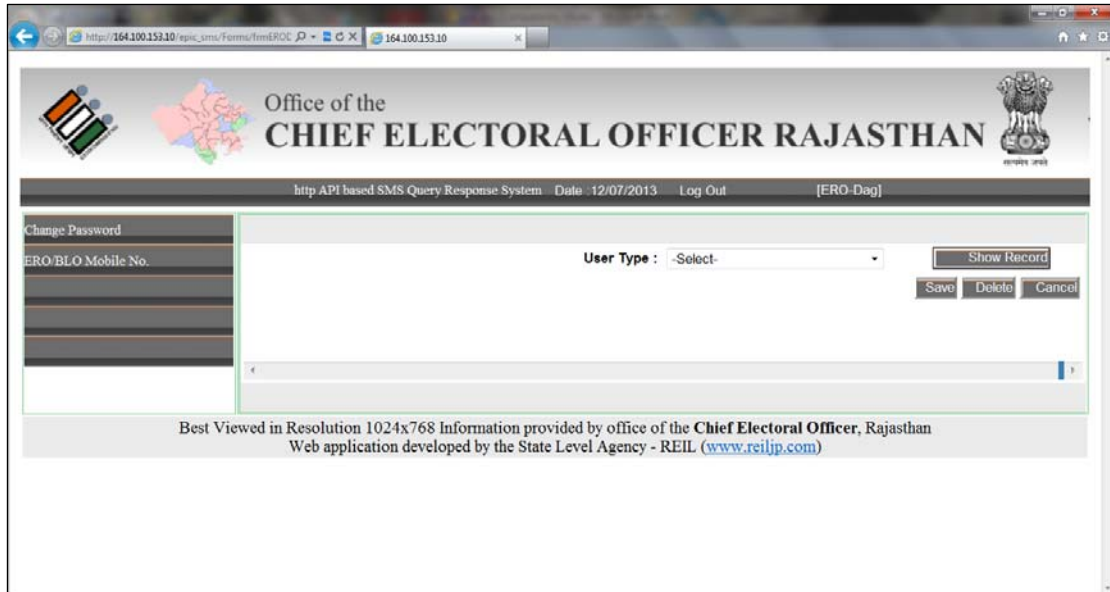
The login screen appeared is shown below:
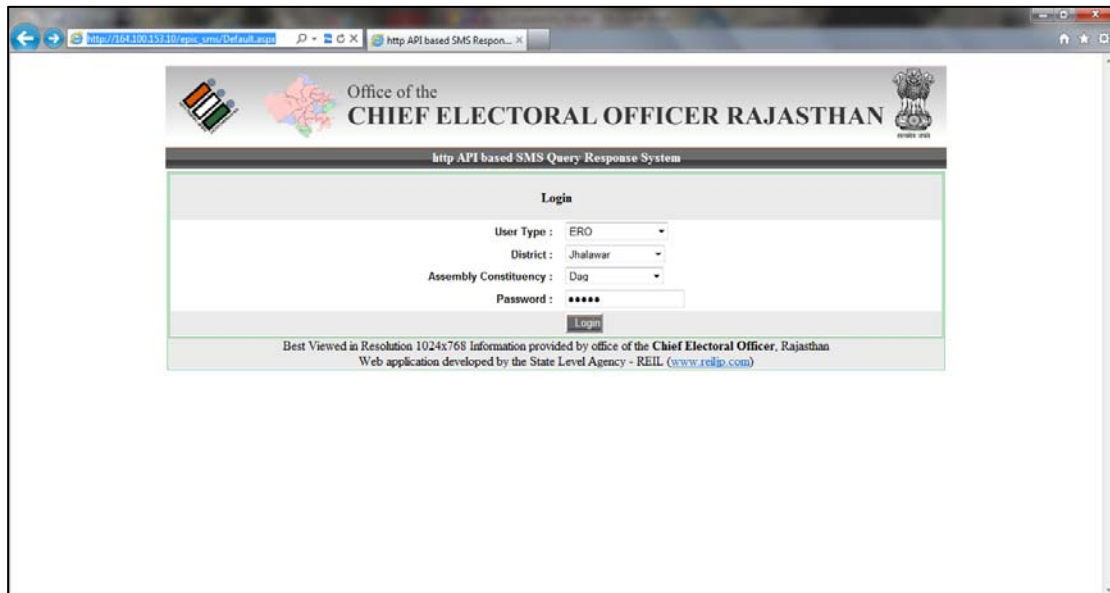
Operation on first time login: -

- After log in the first time, you are advised to change your password.
- Use the changed password while log in again.
- It is recommended to memorize the password and not to share the same.
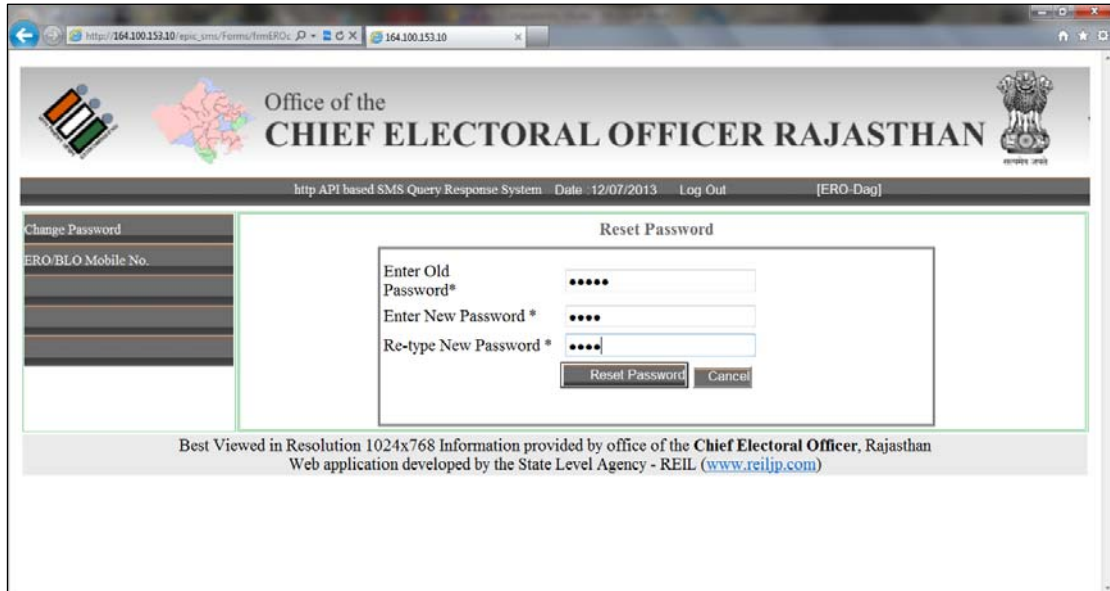
2. MAIN MENU

After login the Main Menu screen would be as shown below:

A.	Change Password	To change the user password.
B.	ERO/BLO Mobile No.	To enter contact of ERO/BLO.

3. Change Password

Click on the menu "Change password" on the main menu.
The screen shot for change password is shown below:

User operation: This form is used to change the password for the logged in user.

- Enter the old password.
- After that enter new password and re type new password.
- Click on the "Reset Password" button in order to save new password.
- Once the new password is saved, the user has to re-login with new password.

4. Add ERO / BLO Contact Details

Click on the menu "ERO/BLO Mobile No." on the main menu.
The screen shot for data entry is shown below:

User operation: - With the help of this form user can update the contact details of ERO/BLO.

- Select the user type to ERO Office in order to see or change ERO data.
- Click on the "Show Records" button to view the saved data.
- The saved data will be automatically populated in the grid of that Assembly Constituency.

- If the user wants to update the details of particular ERO than he/she has to select the assembly constituency from the drop down.
- After that the details of that ERO will be shown in text boxes where user can update it and save the record by clicking "Save" button.

- If the user wants to update the details of particular BLO than he/she has to select the user type from BLO Office.
- Select assembly constituency and click on the "Show Records" button to view the saved data.
- The saved data will be automatically populated in the grid of that Assembly Constituency.

- If the user wants to update the details of particular BLO than he/she has to select the assembly constituency and part no. from the drop down.
- After that the details of that BLO will be shown in text boxes where user can update it and save the record by clicking "Save" button.

- To delete a particular record user has to select assembly constituency in case of ERO and assembly constituency with part no. in case of BLO.
- Click on "Delete" button to delete that particular record.