

Bharat Sanchar Nigam Limited

Calcutta Telecom District



BSNL
Connecting India

BSNL Customer Care Portal (Selfcare Portal) User Manual

Release Date: 12.09.2013

BSNL, the leading telecommunications Company of India, now makes it easier for its customers to subscribe to any of its services from the comfort of their homes.

BSNL customer care is aimed at providing clients with an online facility using which he/she can register for various services offered.

BSNL Customer care portal is often named as Web Self care / Self care service offered by BSNL.

Internet Address (URL): <http://selfcare.edc.bsnl.co.in>

(Please do not put www in front of selfcare.edc.bsnl.co.in)

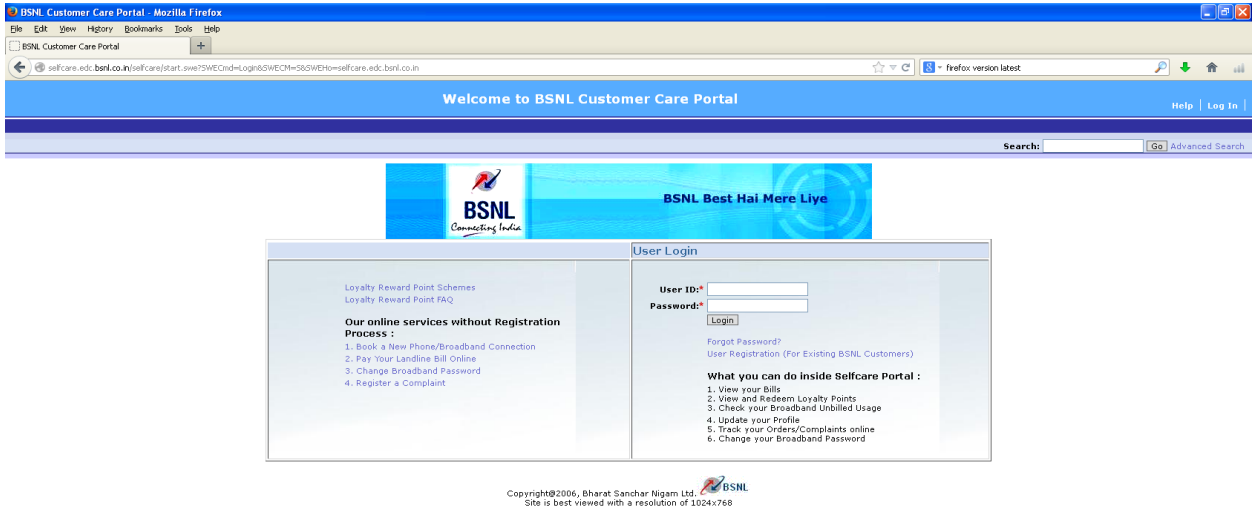
Supported Browser: Internet Explorer 7.0 or higher, Mozilla Firefox 20 or higher.

Best Viewing resolution: 1024 x 768

What you can do inside Self care Portal:

- Submit a Complaint
- Check Complaint Status
- Submit a Service Request
- Check status of a service requests
- Submit Request for changes to your profile
- Check Status for changes to your profile
- Check Order Status
- Check Bills
- Check Payments
- New Phone Connection
- Change Broadband Password
- Check Broadband Billed Usage Details
- Check Broadband Unbilled Usage Details
- Check My Call details
- Check My Unbilled Call details
- Submit Loyalty Redemption Request
- Check My Loyalty History

1. Opening Screen



2. Registration Page

Customer is encouraged to register themselves to avail various exciting services and offers.

Follow below instructions to fill the form:

- 1) **Customer Id/Unique Id:** Enter your Customer Id/Unique Id present in the printed telephone bill. Click on the question mark icon to view sample bill showing Customer Id.
- 2) **User Id:** User Id should contain atleast one alphabet and atleast one digit, should be minimum of 5 characters and maximum of 30 characters. Special characters other than underscore, dot, hyphen, and @ are not allowed.
In case the User Id entered is already selected by another customer, then a message would be displayed to enter another user Id.
- 3) **Password:** Choose a strong password having a minimum length of 8 characters. Password should have at least one alphabet and at least one digit.
- 4) **Challenge Question:** Enter a challenge question to be used in case you forget your password.
- 5) **Answer to Challenge Question:** Enter the answer to the challenge question.
- 6) **Email:** Enter valid email address which is used by us for further contact and correspondence.
- 7) **Do you have Broadband:** Select Y if you have broadband otherwise select N.
- 8) **BB User Id:** If you select Do you have broadband value as Y then you need to provide your Broadband user id.

User Registration
Next | Cancel

Please enter your information and then click on the "Next" button Above.

Customer Id/Unique Id:

User ID:

Password:

Verify Password:

Challenge Question (To be used when you forget your password):

Answer to Challenge Question (To be used when you forget your password):

Email:

Do you have Broadband:

BB User Id:

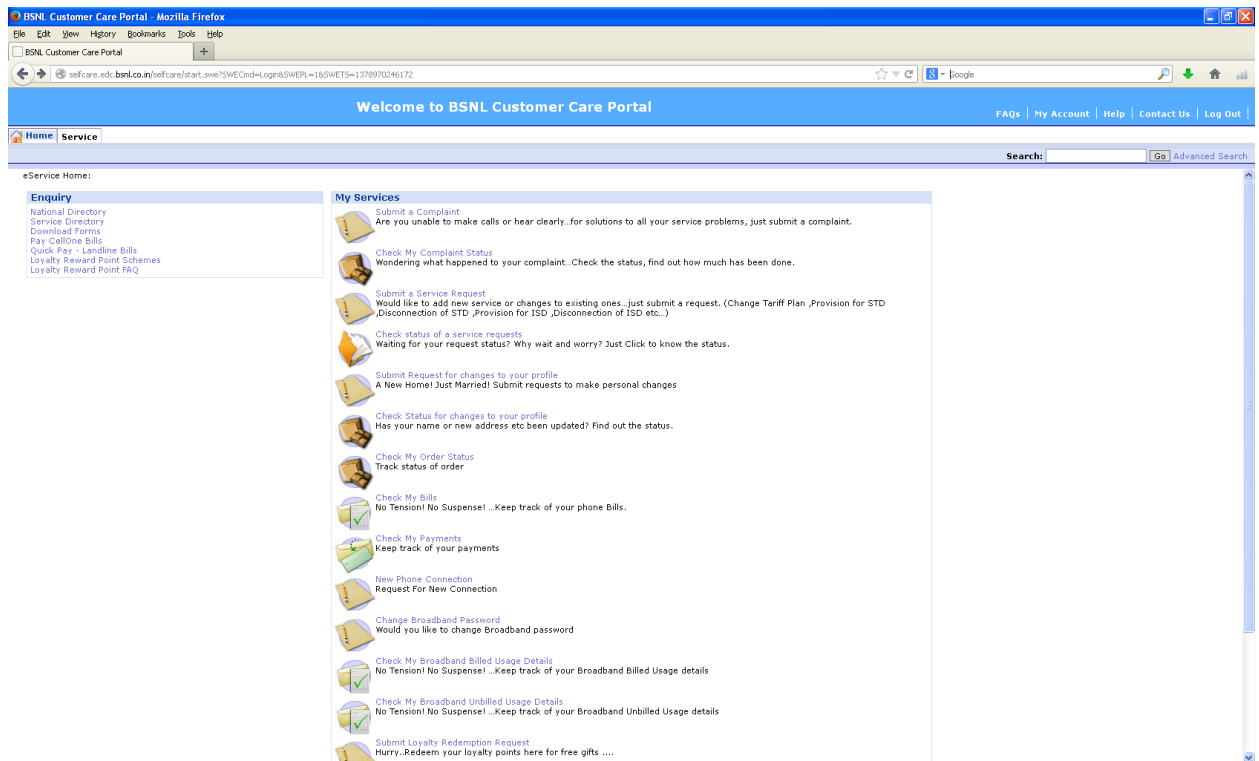
Please Note:

- Billing account Number and Customer ID / Unique ID are two completely different identity parameters. Do not use Billing account number in the registration process. Customer ID usually starts with 3 and Billing account by 8 but can be different for some customer.
- Customer ID is a very important parameter and should not be disclosed to other person.
- If the customer is availing BSNL Broadband connection they are advised to proceed the registration with "Do you have Broadband – with Y option" along with Broadband userid for instant validation and confirmation to use the service.
- If the customer only having Landline connection without broadband, BSNL executive will validate the request by calling the customer and then confirmation will be given.

3. After Successful Login

Initially “Home Page” of BSNL customer Care portal will open where all yours currently availed service will be displayed.

For further information and requests please click on “Service” tab on the left upper corner of the page.



The customers can available various services at their fingertip.

Thank You.