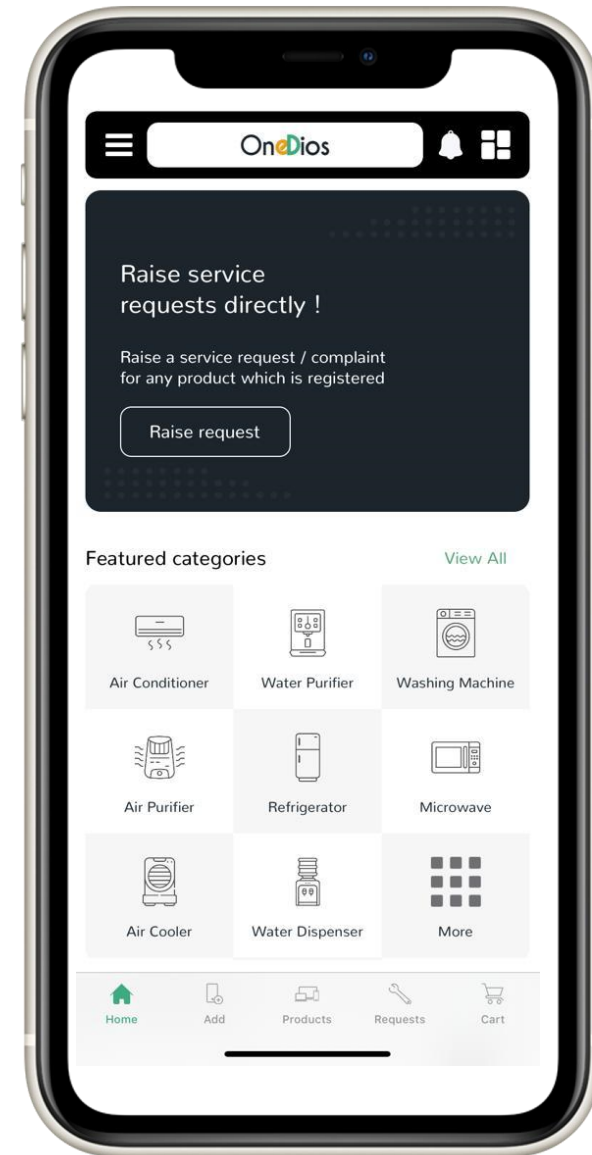




Customer Service - Reinvented

## Your guide to raising a Service Request



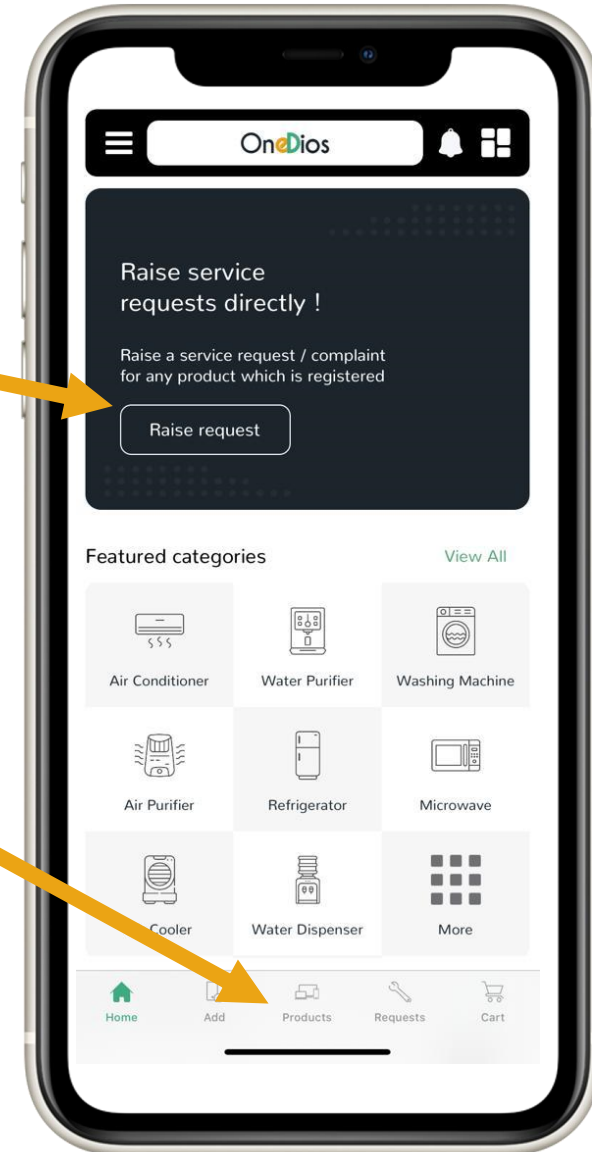
# Step 1- Go to my Products



➤ Click on the “Raise request” button

Or

➤ Select “Products” from the Menu bar

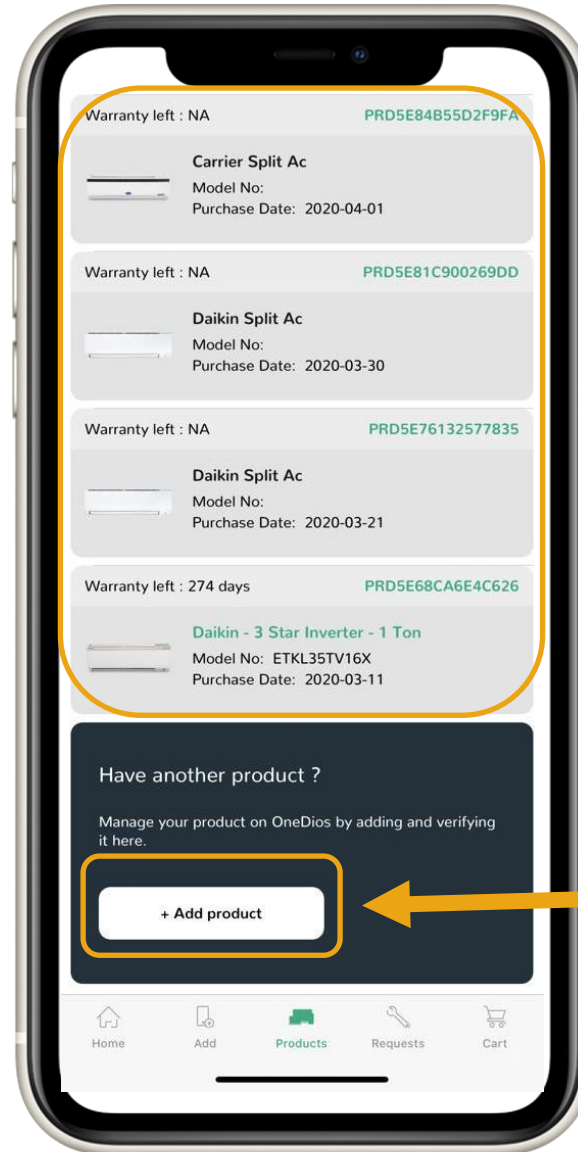


Note: You will need to add a product using the Add button (adjacent to the “products” button) prior to raising a request.

## Step 2- Product selection



You will now see a list of all the products you have registered on OneDios

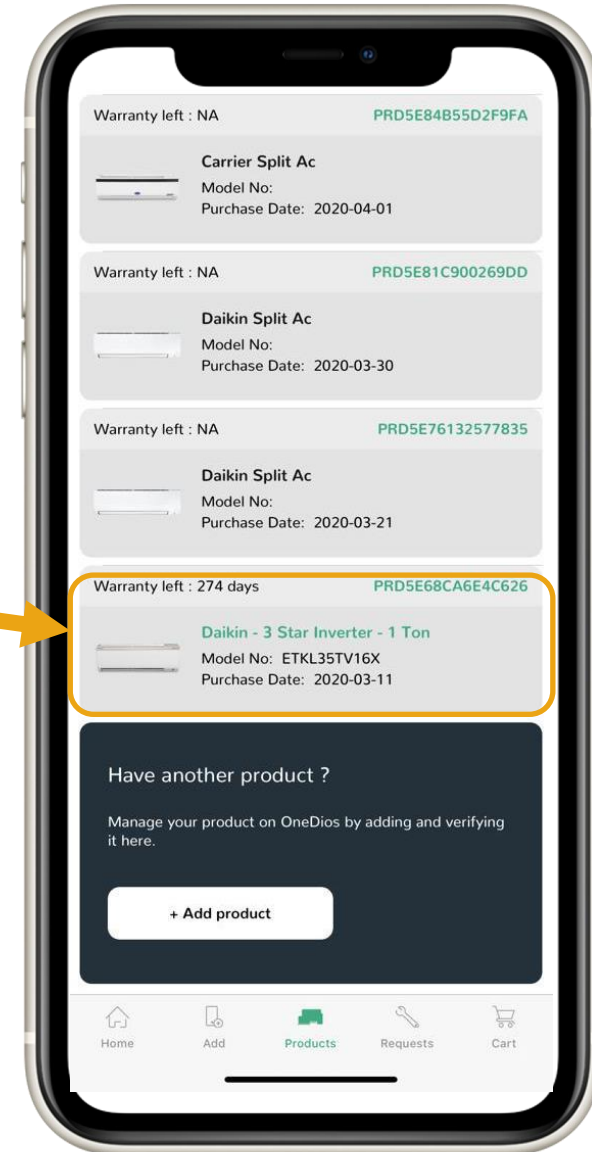


If you can't find the product you want to raise a service request for, you will have to register it first. Click the **“+Add product”** and follow the steps.

## Step 2- Product selection (contd.)



- Select the product you would like to raise a service request for by clicking on it.

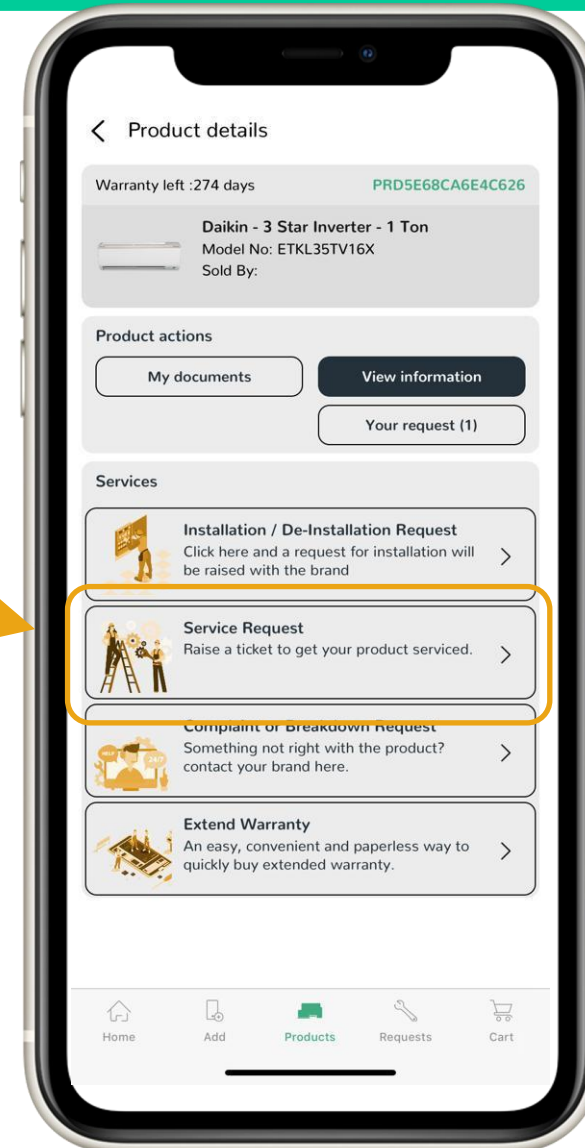


# Step 3- Select request type

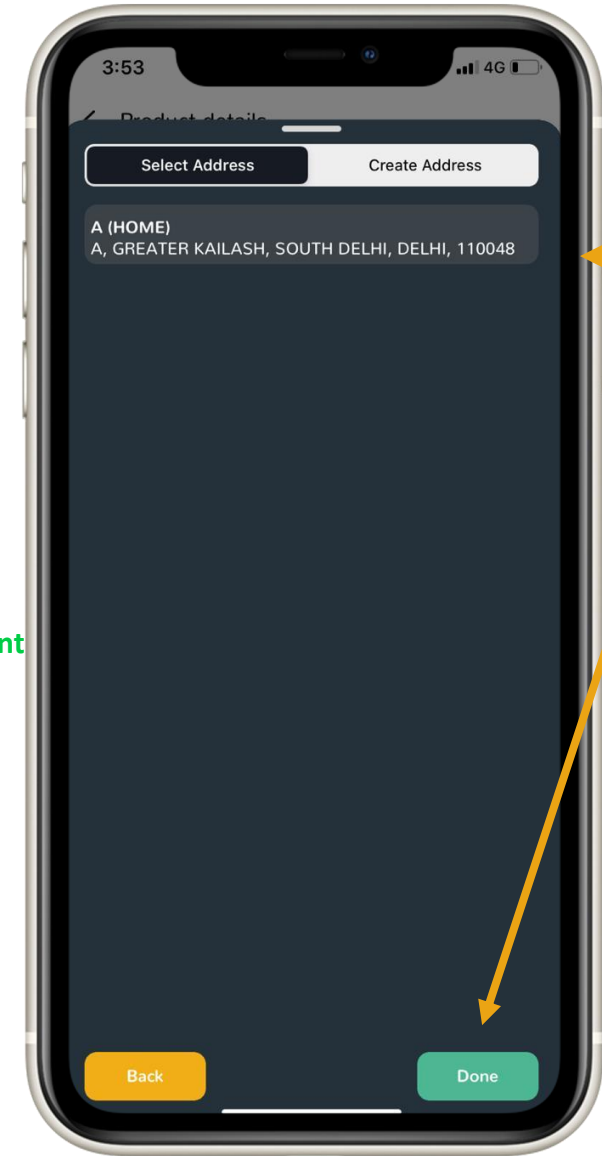
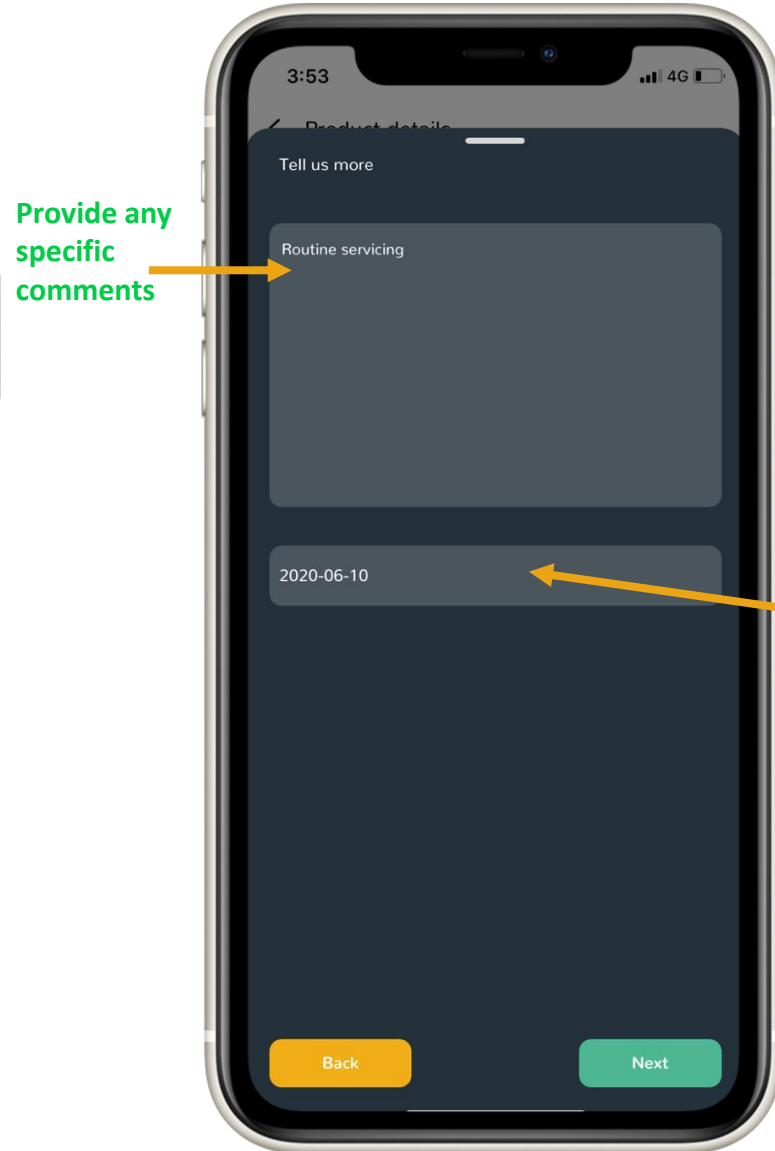
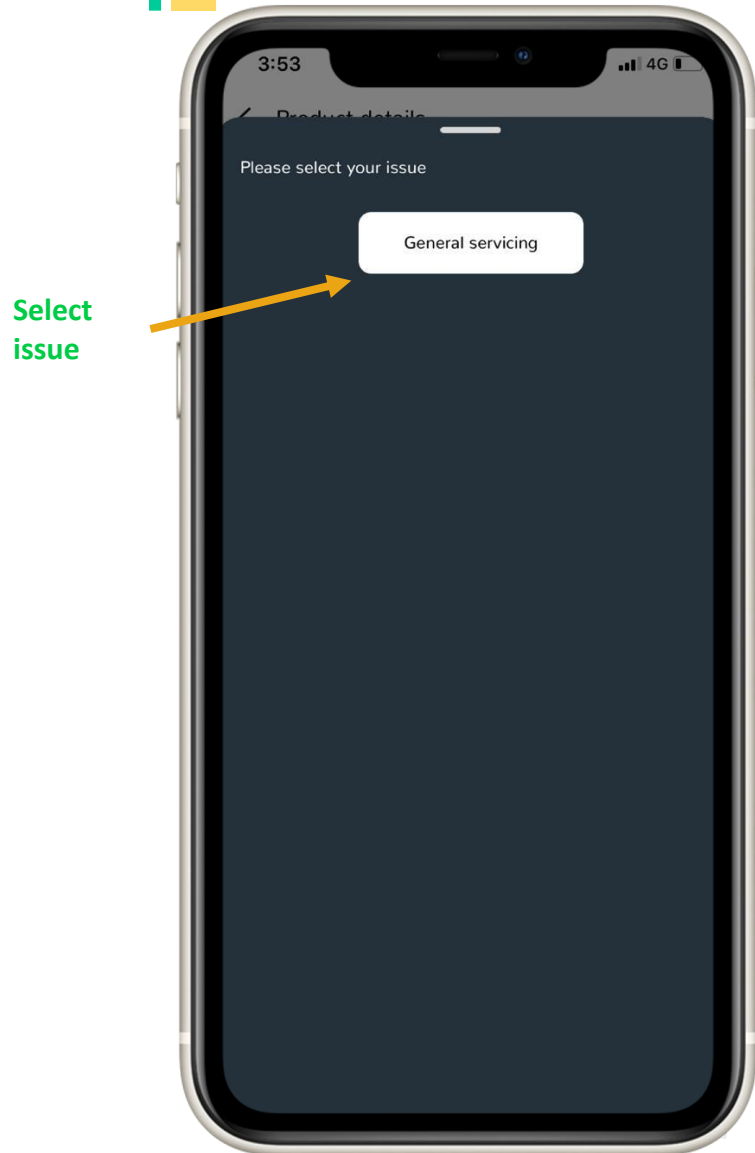


Select the request you would like to raise

- Installation/De-Installation
- Service Request
- Complaint/Breakdown
- Extend warranty



# Step 4- Fill in the required information



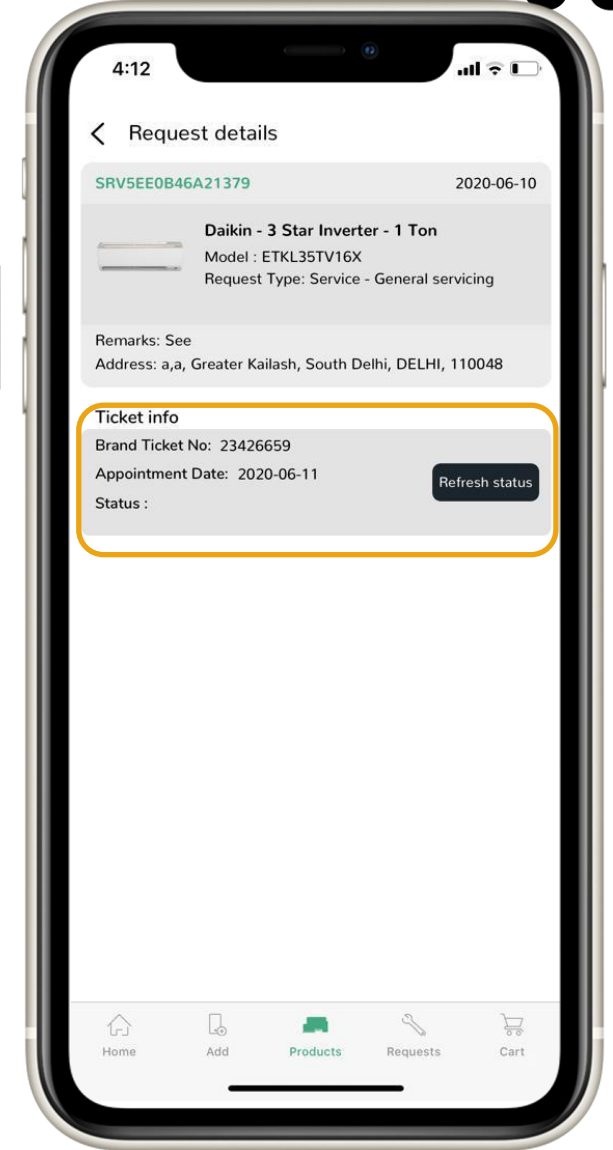
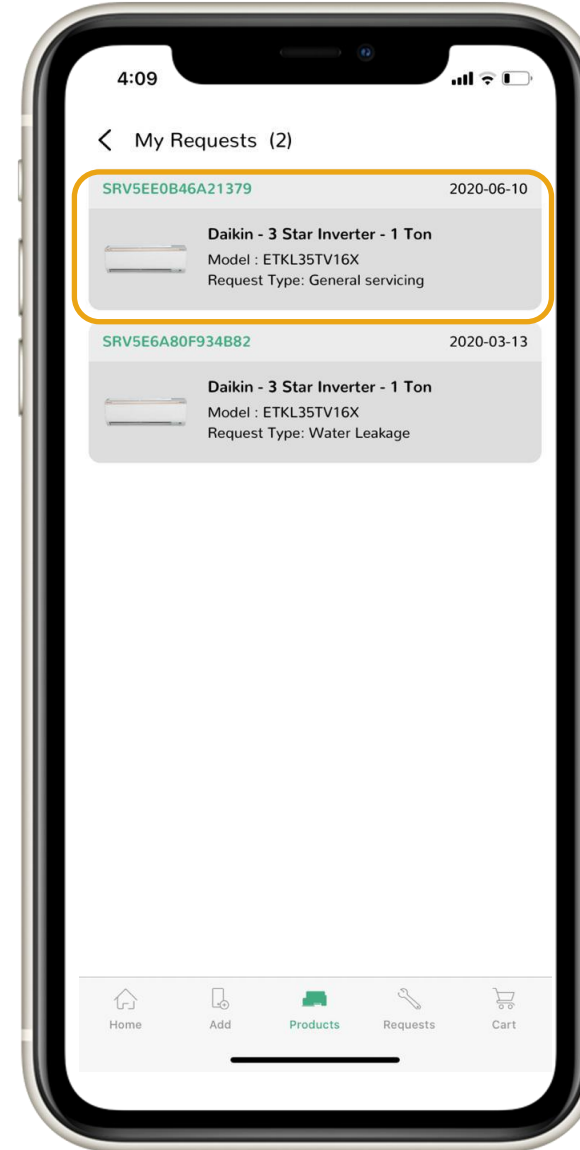
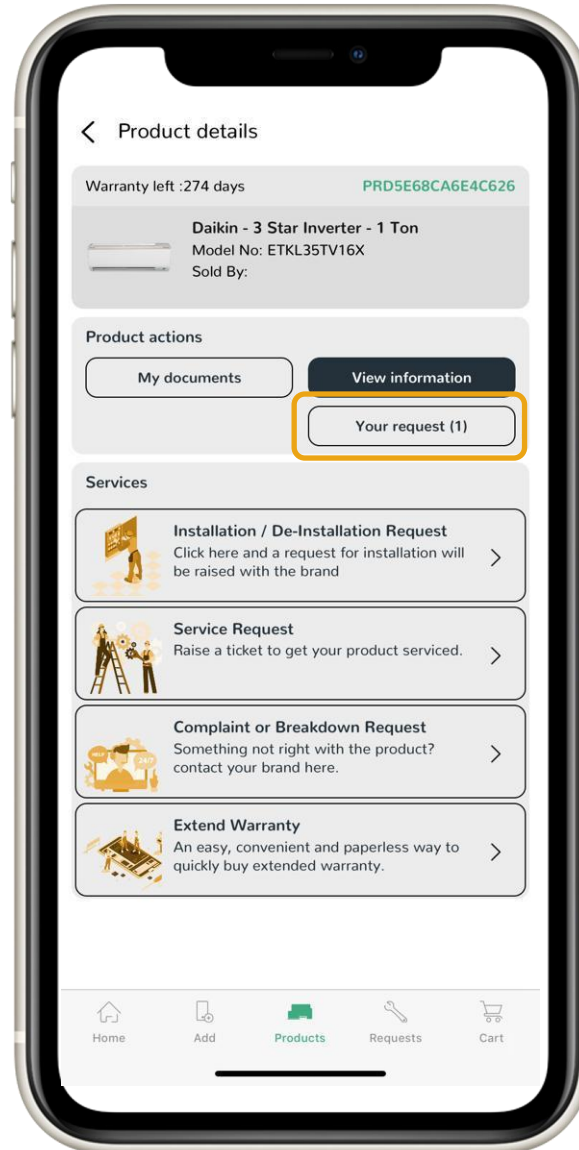
**Hit  
DONE!**

# And you're DONE!



You're request has been successfully raised.

You can check the status of your request any time by clicking on "Your Requests" and then the request you wish to be updated on.



# Thank You

Contact us:

[Support@OneDios.in](mailto:Support@OneDios.in)

Also, check out our FAQs section on our Website!



<http://tiny.cc/Android-OneDios-Consumer>

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