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# *RELIANCE JIO INFOCOMM LIMITED*

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<TRUECONNECT>

END USER GUIDE - <ENTITY REGISTRATION AND LOGIN>

## 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:

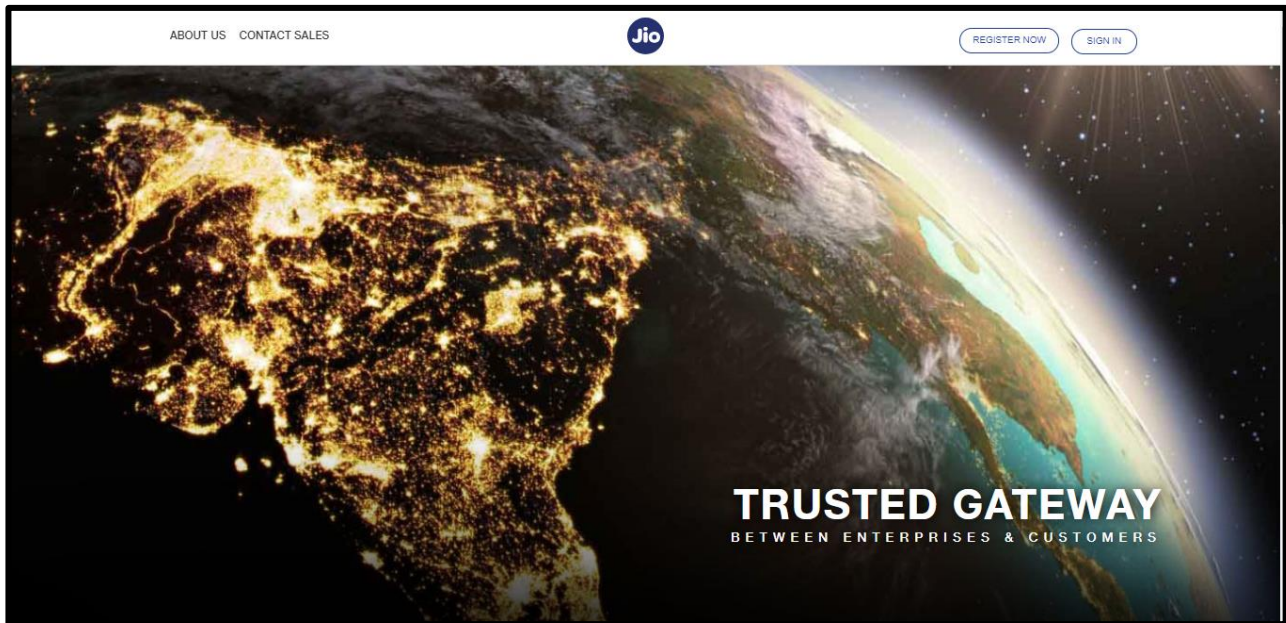
Every Access Provider shall ensure that any commercial communication using its network only takes place through a Registered Entity using Registered header(s) and template assigned to the sender(s) for commercial communication.

**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.

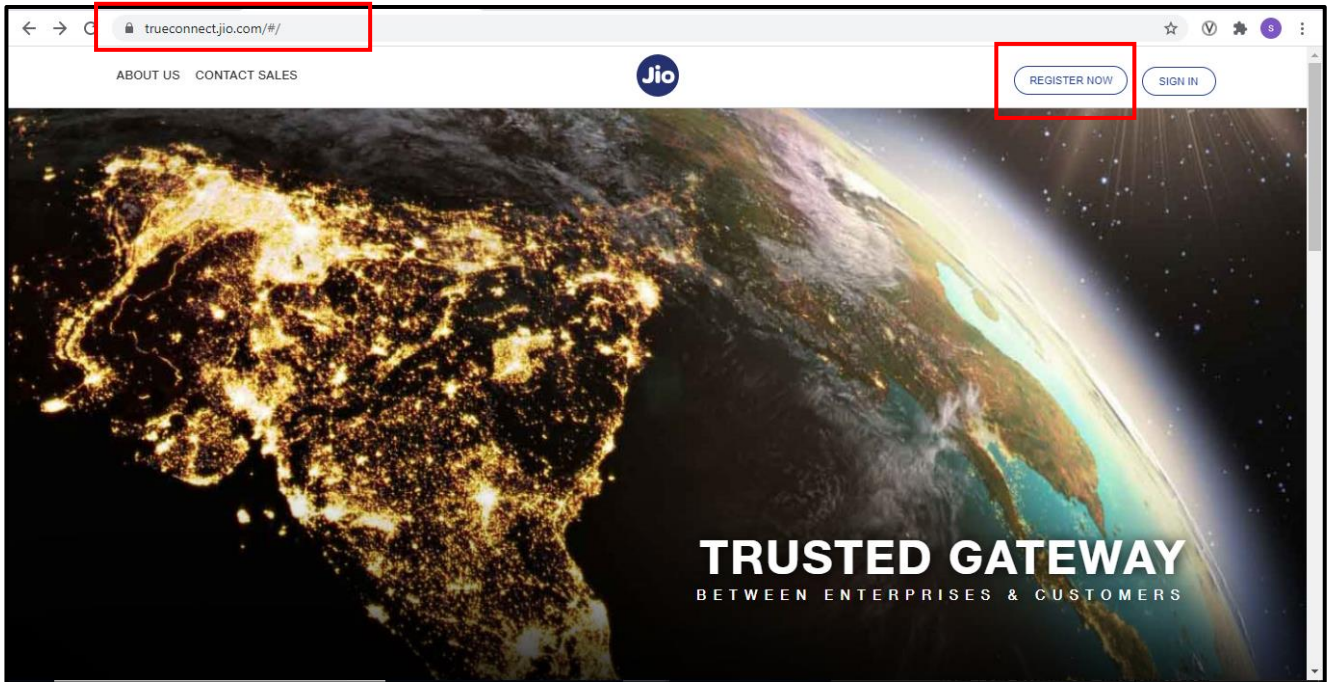
## TrueConnect Entity Registration and Login (PE and TM)



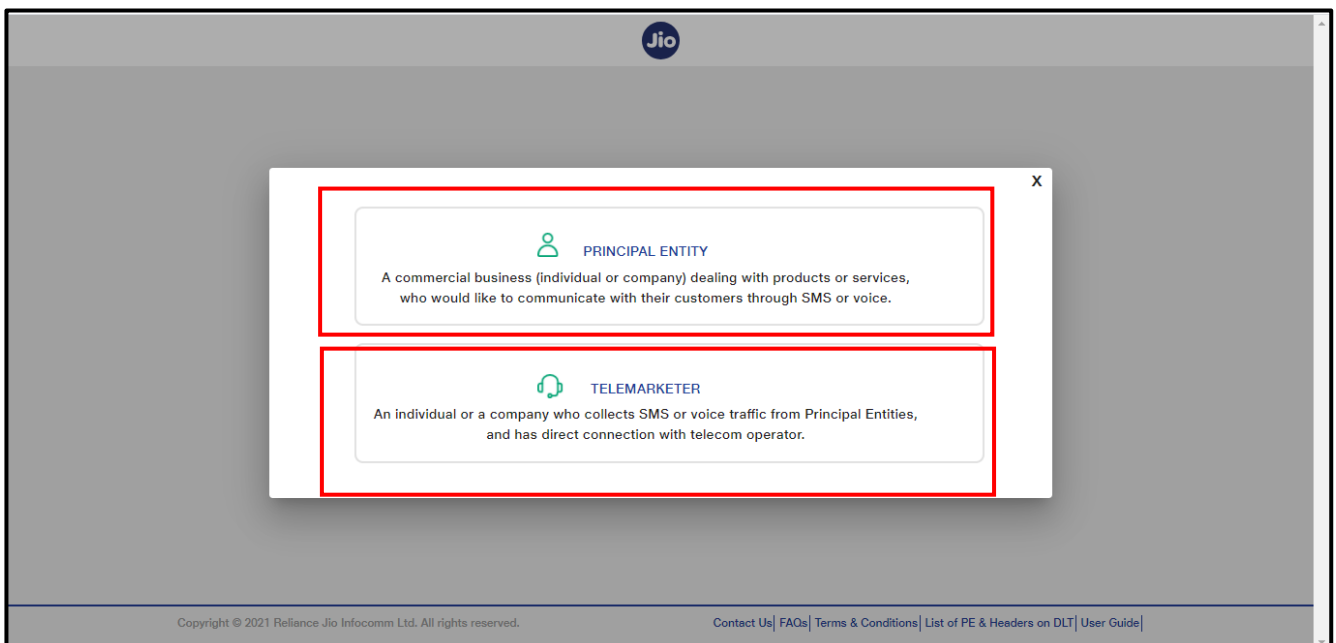
## 2. ENTITY REGISTRATION:

**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”.



The screenshot shows a web browser window with the Jio logo at the top. A modal dialog box is centered on the screen with the title "Are you already registered as a Principal Entity in any of the Mobile operator's DLT network?". It contains two radio button options: "Yes" and "No". The "No" option is selected and highlighted with a red rectangle. Below the options is a blue "Next" button. At the bottom of the browser window, there is a footer with copyright information and links for "Contact Us", "FAQs", "Terms & Conditions", "List of PE & Headers on DLT", and "User Guide".

**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

[Back to Home Page](#)

## Principal Entity Registration

1 Organization Overview

Organization Name \*

Jio Platforms limited

Organization Category \*

Non Government

Organization Type \*

Private Limited Company

PAN/TAN \*

ABCD57121J

Upload PAN/TAN \*

Browse

(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

Verify

Upload GST \*

Browse

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

Sample.pdf ✕

Next

### 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”

[Back to Home Page](#)

## Principal Entity Registration

1 Organization Overview

Organization Name \*

Jio Platforms limited

Organization Category \*

Non Government

Organization Type \*

Private Limited Company

PAN/TAN \*

ABCD57121J

Upload PAN/TAN \*

Browse

(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 \*

Browse

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

Sample.pdf ✕

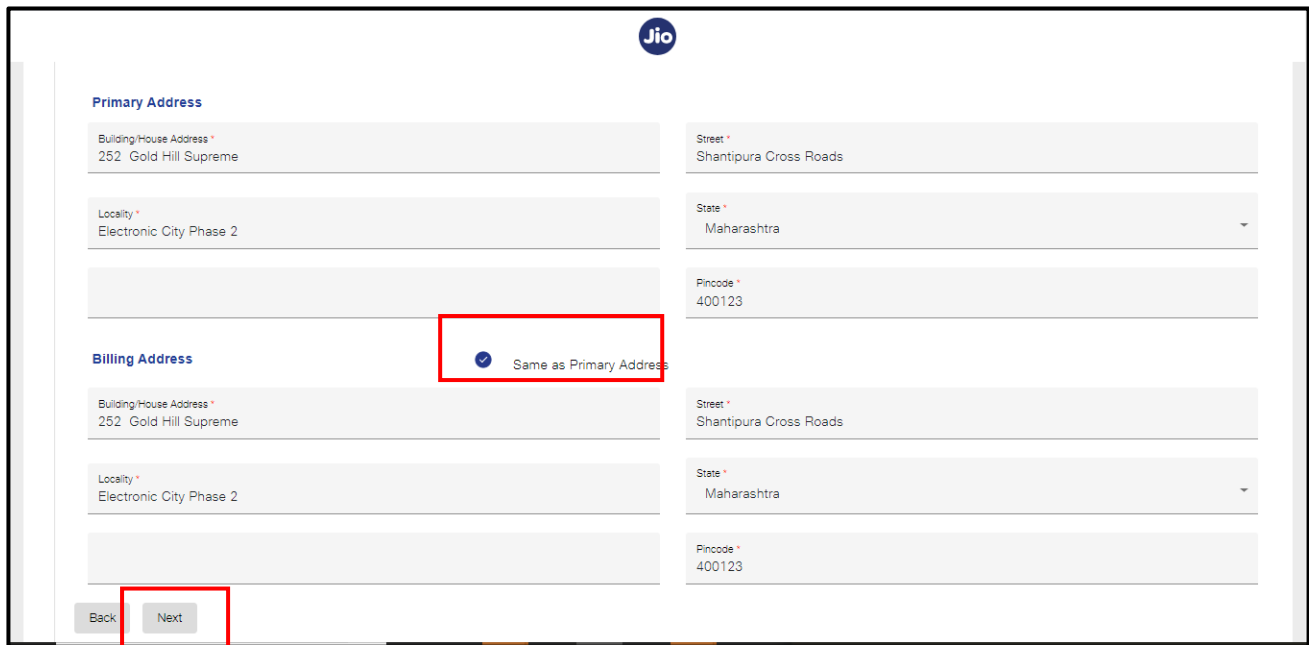
Next

### 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.





**Primary Address**

Building/House Address \*  
252 Gold Hill Supreme

Street \*  
Shantipura Cross Roads

Locality \*  
Electronic City Phase 2

State \*  
Maharashtra

Pincode \*  
400123

**Billing Address**

☒ Same as Primary Address

Building/House Address \*  
252 Gold Hill Supreme

Street \*  
Shantipura Cross Roads

Locality \*  
Electronic City Phase 2

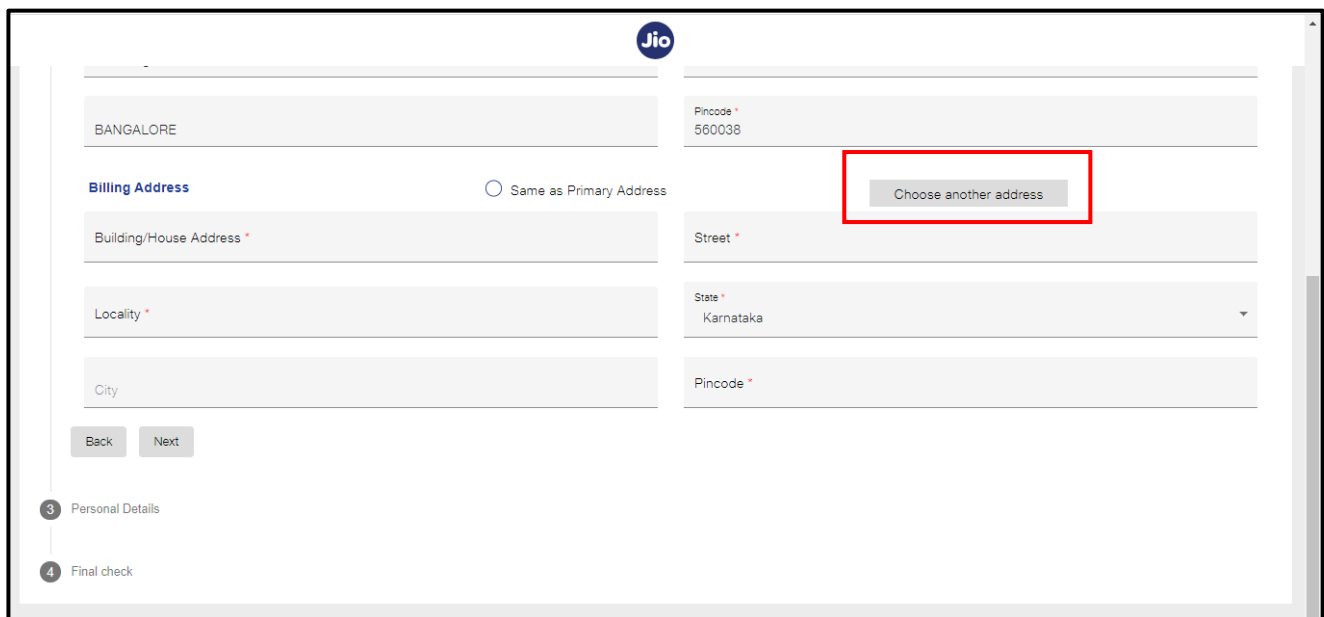
State \*  
Maharashtra

Pincode \*  
400123

Back Next

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



**Billing Address**

☐ Same as Primary Address

Building/House Address \*

Street \*

Locality \*

State \*  
Karnataka

City

Pincode \*

Back Next

3 Personal Details

4 Final check

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

**Billing Address**

☐ Same as Primary Address

Building/House Address \* Building Name is required

Street \*

Locality \* Locality is required

City

3 Personal Details

4 Final check

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Enter Your Address Pincode \*

562106

Select the address and click on submit

**Billing Address**

☐ No 146/154-A,Bommasandra Industrial area,Bommasandra Village Panchayat Anekal Taluk,BANGALORE,Karnataka,562106


☒ Servey No 8,Thirupalya,Jigani Hobli Anekal Taluk,BANGALORE,Karnataka,562106

3 Personal Details

4 Final check

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### Primary Address

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

### Billing Address

☒ Same as Primary Address


Building/House Address *	Street *
252 Gold Hill Supreme	Shantipura Cross Roads
Locality *	State *
Electronic City Phase 2	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 *	Street *
RCP- TC 23	GHANSOLI
Locality *	State *
GHANSOLI	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"

**Jio**

1 Organization Address

3 Personal Details

First Name \*  
Reema

Last Name \*  
Singh

Email ID \*  
shreya.suvarna@ril.com  
(This email will be your username for login)

Create Password \*

Confirm Password \*

Mobile Number \*  
9000459586  
(OTP will be sent on this number for login)

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)  
Browse  
Sample.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.")  
Browse  
Sample.pdf ✗

Back Next

**Step5:** Verify your details and click on submit.

**Jio**

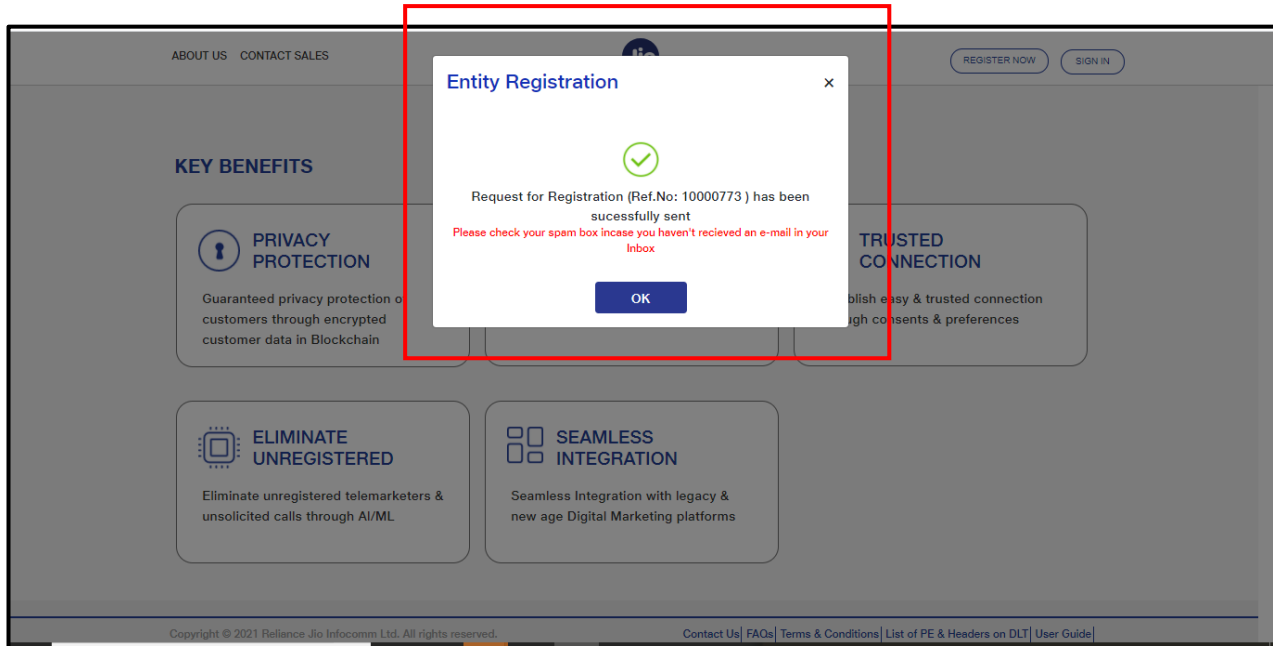
CITY  
STATE  
MH  
PINCODE  
400123  
USER DETAILS  
FIRST NAME  
Reema  
LAST NAME  
Singh  
EMAIL ID  
shreya.suvarna@ril.com  
MOBILE  
9000459586  
Letter for DLT registration from Competent Signatory  
Sample.pdf  
Proof of authority of Competent Signatory issuing Authorization Letter  
Sample.pdf

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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



## 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”



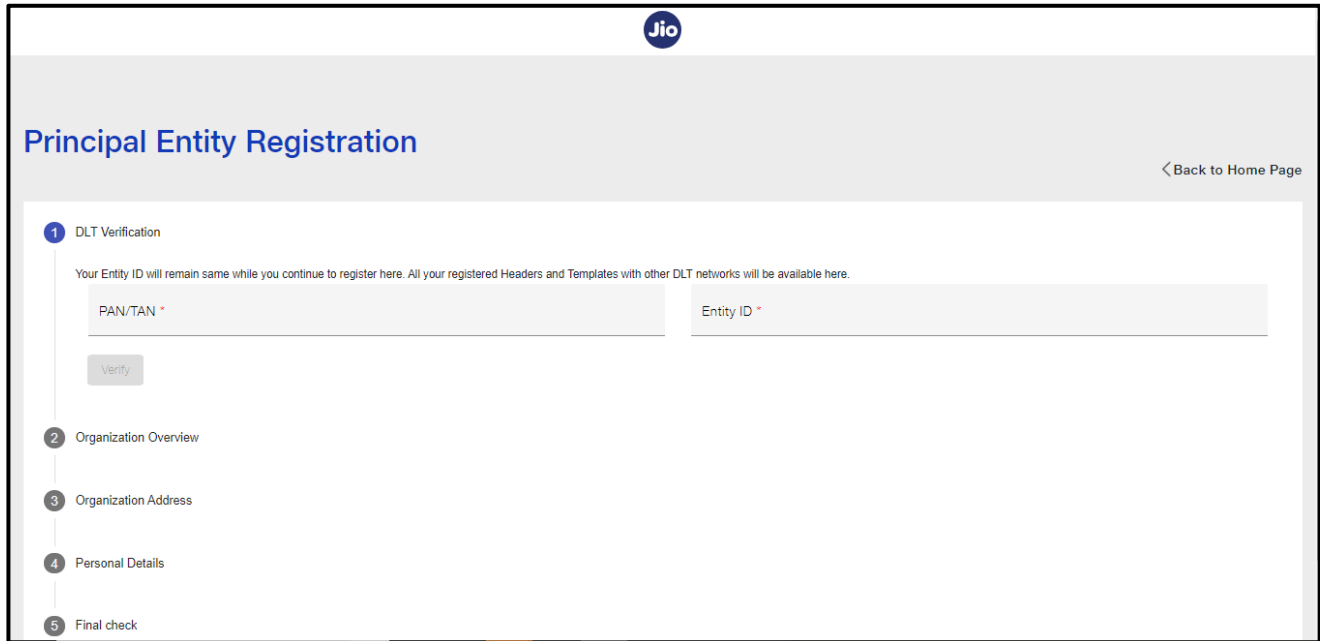
Are you already registered as a Principal Entity in any of the Mobile operator's DLT network?

☐ Yes ☐ No

Next

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**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



## 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)
Browse

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


Verify

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

Next

**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”



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)
Browse

Do you want to use GST as KYC verification? ☐

KYC Document Type \*  
TAN

KYC Document Number \*  
ASDYH2344R

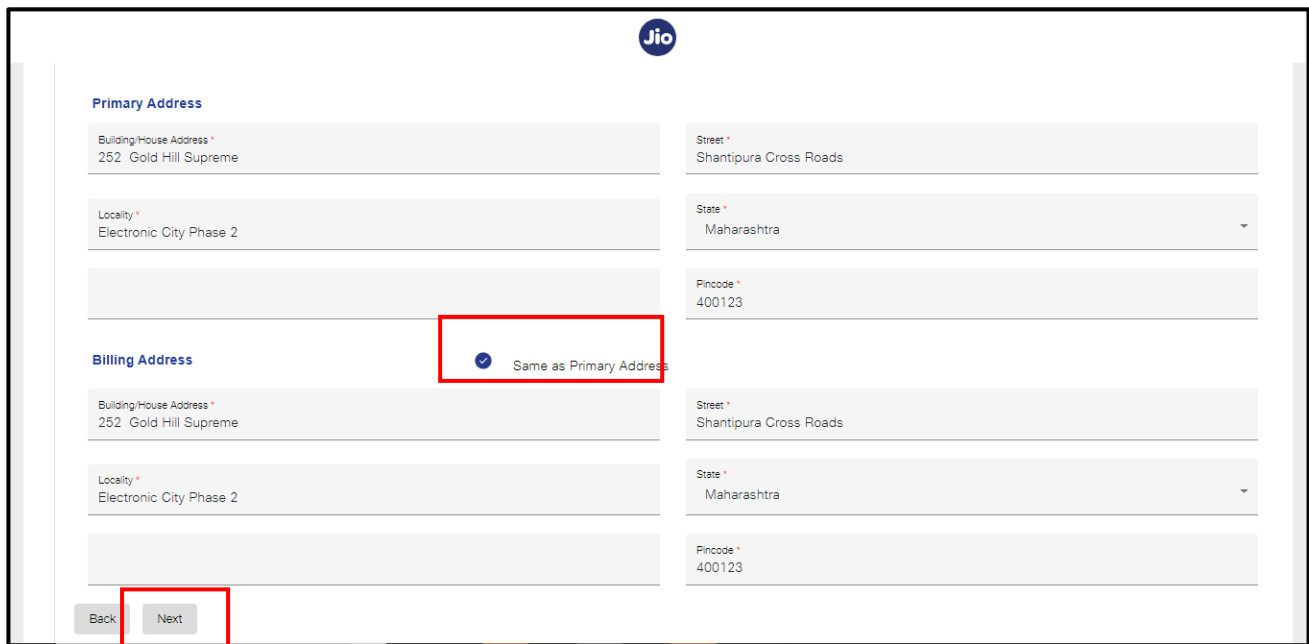
Upload KYC \*  
(The file size should be less than 5 MB. The allowed file formats are :jpg,jpeg,png,pdf)
Browse

Next

**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.



**Primary Address**

Building/House Address \*  
252 Gold Hill Supreme

Street \*  
Shantipura Cross Roads

Locality \*  
Electronic City Phase 2

State \*  
Maharashtra

Pincode \*  
400123

**Billing Address**

☒ Same as Primary Address

Building/House Address \*  
252 Gold Hill Supreme

Street \*  
Shantipura Cross Roads

Locality \*  
Electronic City Phase 2

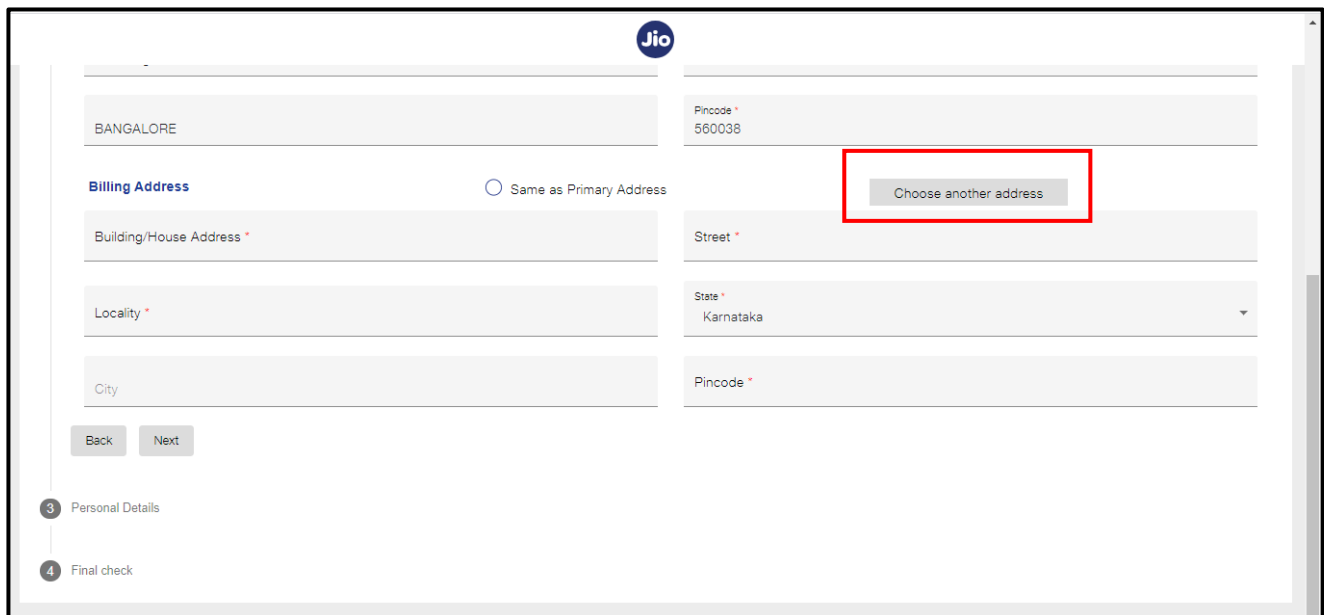
State \*  
Maharashtra

Pincode \*  
400123

Back Next

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



**Billing Address**

☐ Same as Primary Address

Building/House Address \*

Street \*

Locality \*

City

State \*  
Karnataka

Pincode \*

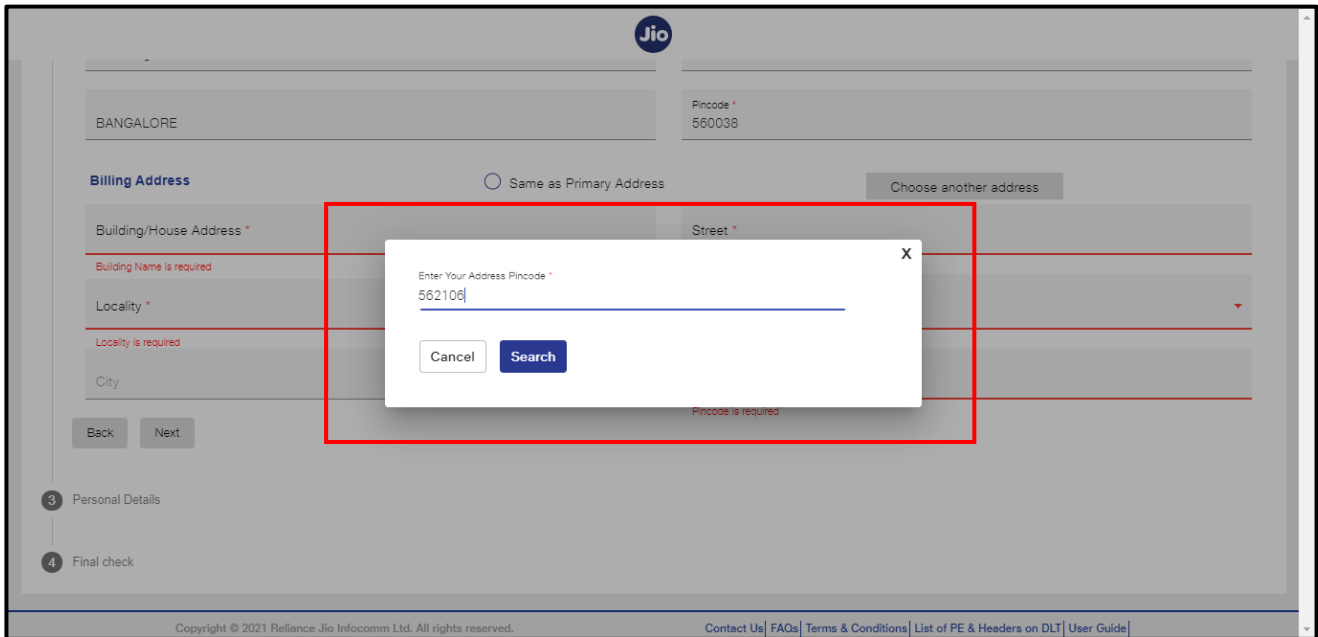
Back Next

3 Personal Details

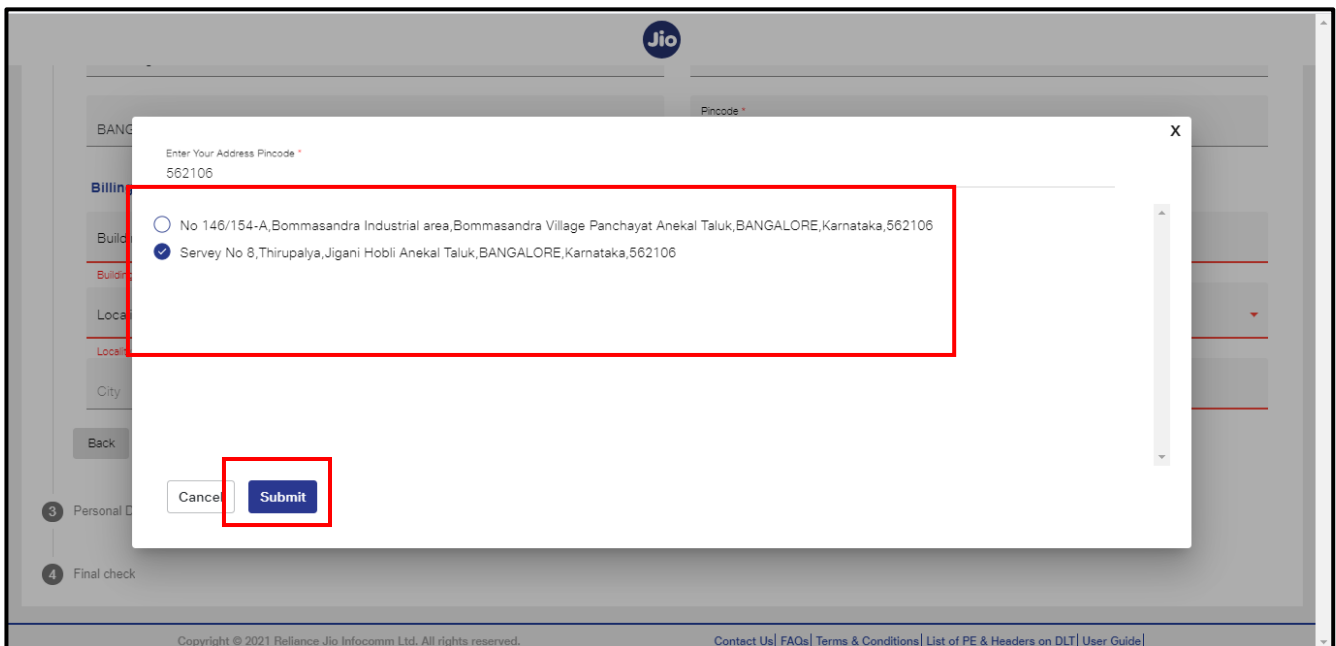
4 Final check

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






Select the address and click on submit



### 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 *	Street *
RCP- TC 23	GHANSOLI
Locality *	State *
GHANSOLI	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



### Primary Address

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

☒ Same as Primary Address

### Billing Address

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



## 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"



1 Organization Address

2 Personal Details

First Name \*

Reema

Last Name \*

Singh

Email ID \*

shreya.suvarna@ril.com

Create Password \*

\*\*\*\*\*

Confirm Password \*

\*\*\*\*\*

Mobile Number \*

9000459586

Letter for DLT registration from Competent Signatory \*

Browse

Proof of authority of Competent Signatory issuing Authorization Letter \*

Browse

Sample.pdf

✗


Sample.pdf

✗

Back

Next

**Step6:** Verify your details and click on submit.



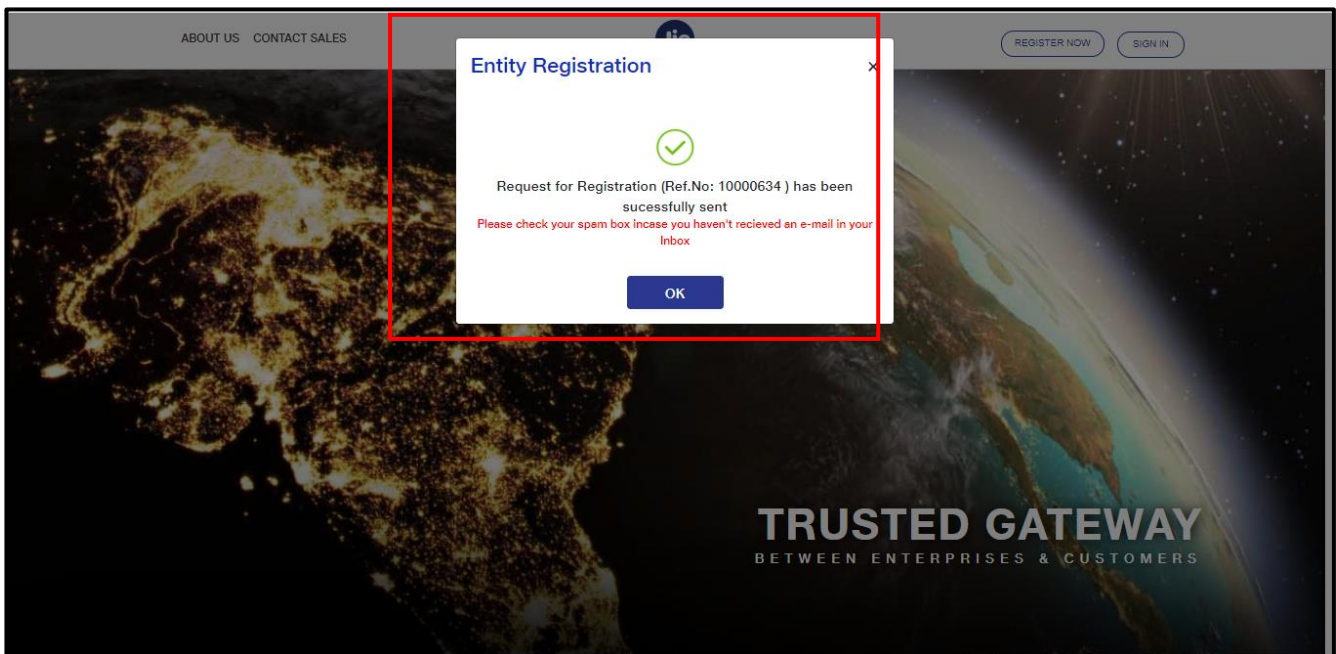
CITY	
STATE	MH
PINCODE	400123
USER DETAILS	
FIRST NAME	Reema
LAST NAME	Singh
EMAIL ID	shreya.suvarna@ril.com
MOBILE	9000459586
Letter for DLT registration from Competent Signatory	Sample.pdf
Proof of authority of Competent Signatory issuing Authorization Letter	Sample.pdf

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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

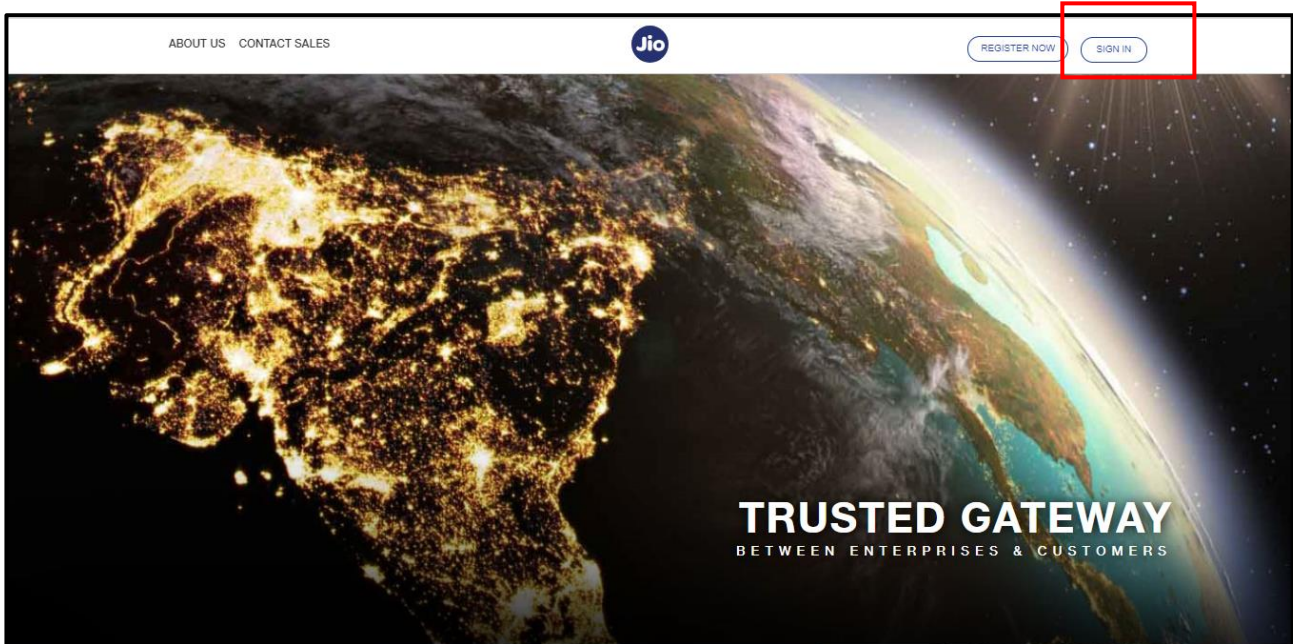
Follow the same steps as mentioned for PE registration

## 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

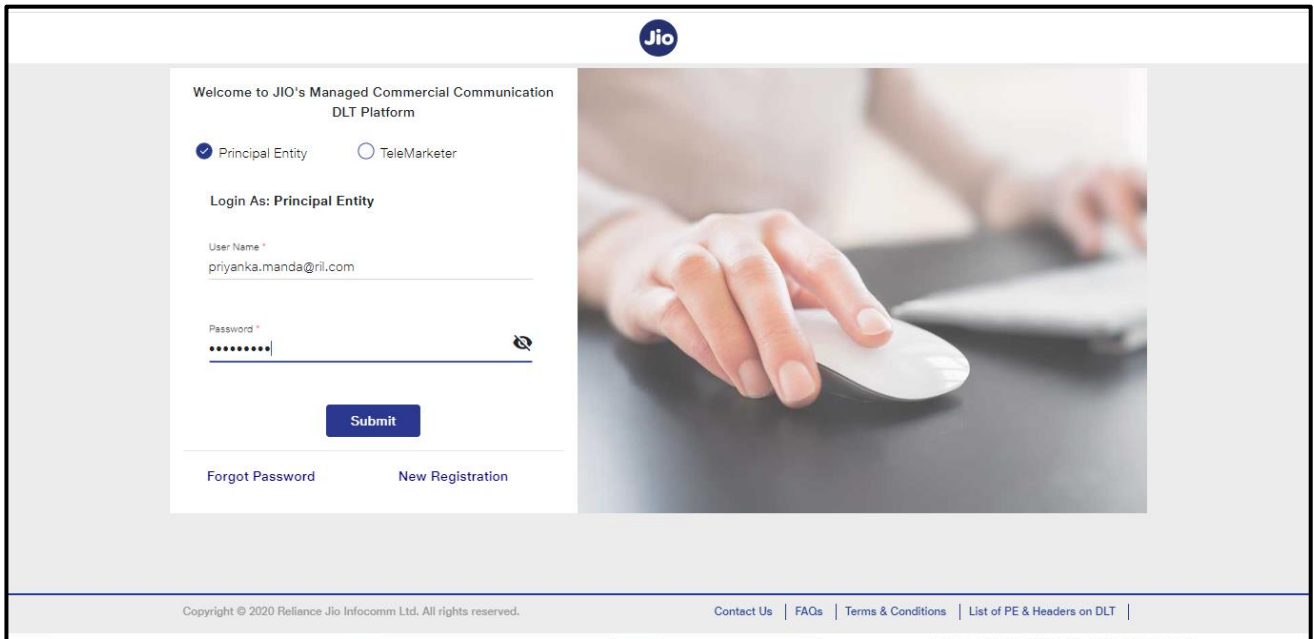
In order to login to TrueConnect, follow the below steps:

**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



Welcome to JIO's Managed Commercial Communication DLT Platform

☒ Principal Entity ☐ TeleMarketer

Login As: Principal Entity

User Name \*  
priyanka.manda@ril.com

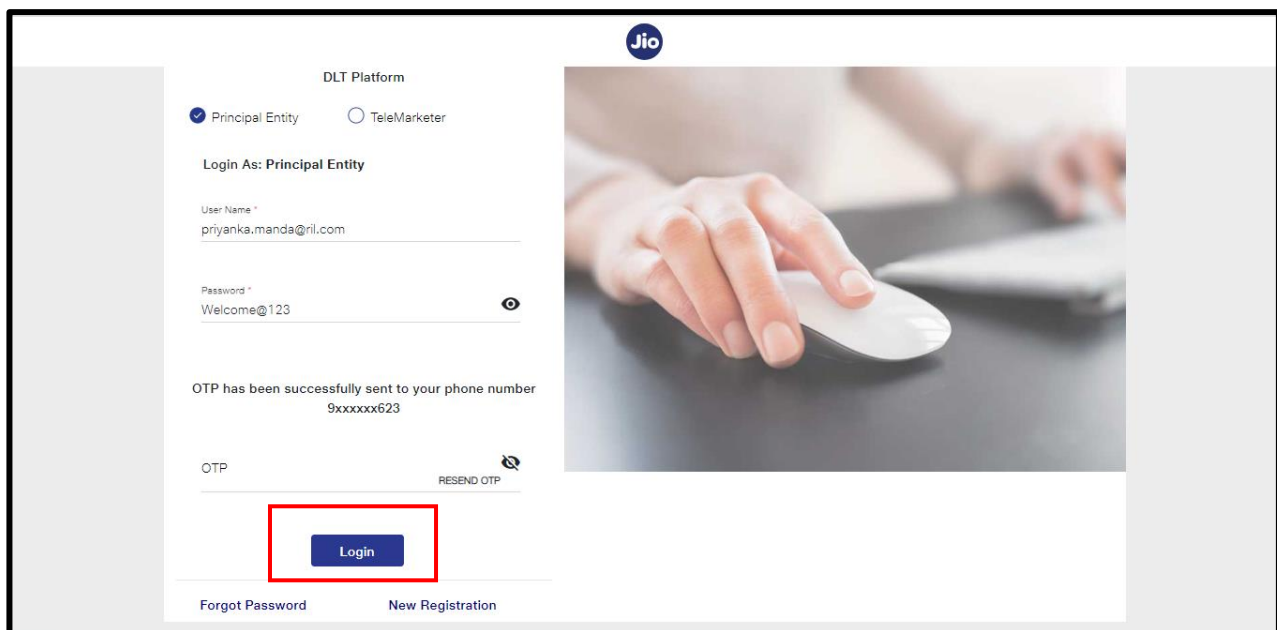
Password \*  
.....

[Submit](#)

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

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



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  [RESEND OTP](#)

[Login](#)

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

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

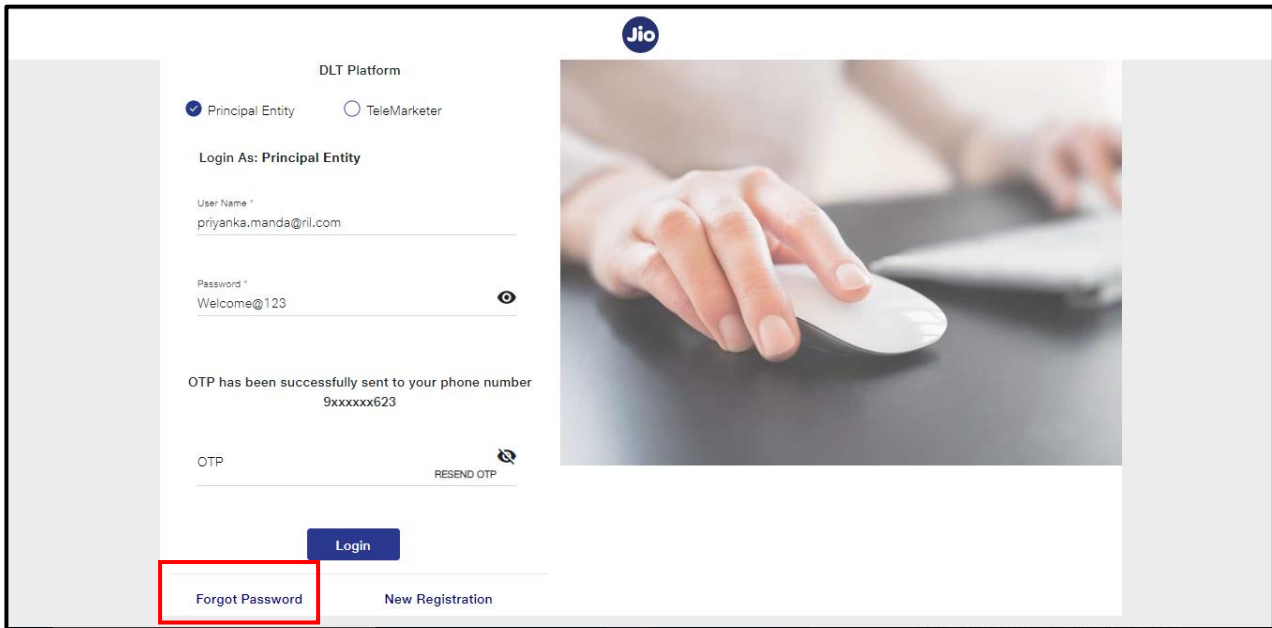
Password \*  
\*\*\*\*\*

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

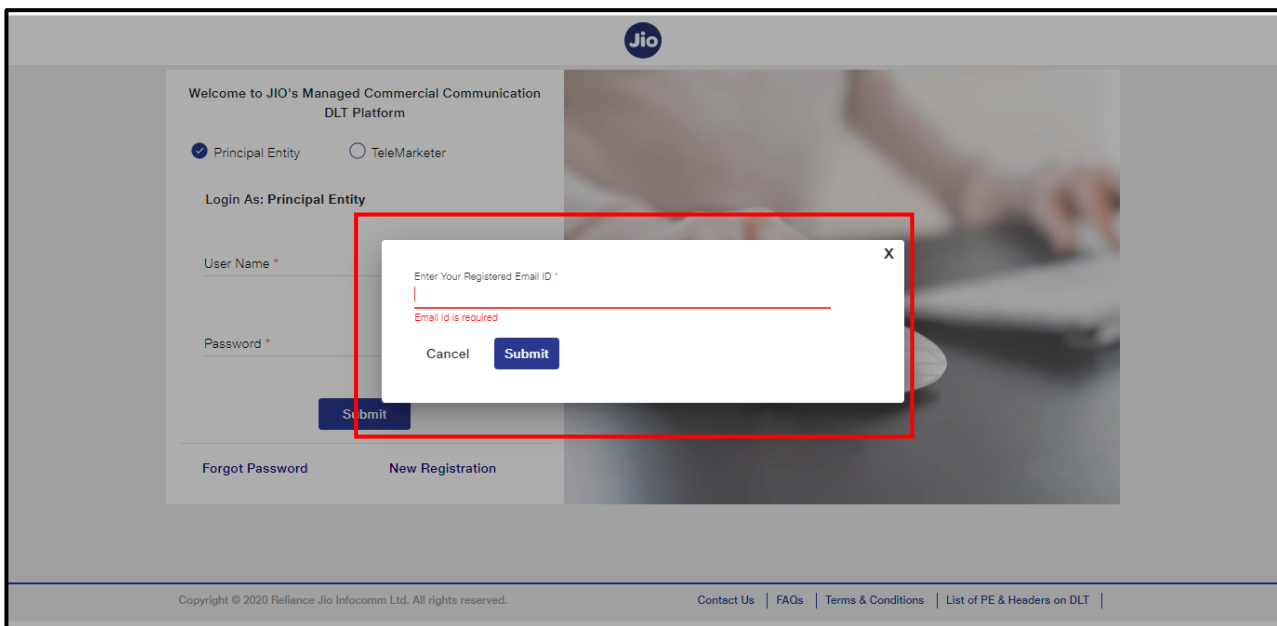
#### 4. FORGOT PASSWORD

If the user is not able to remember his previous password, he can click on Forgot password and follow the below steps to receive a new password





**Step1:** Click on forgot password and then enter your registered Email ID and click on submit button. You will receive a temporary password on your registered Email id



Sample Email:

Dear User,

We have set a default password for your account. Please login to the system using Password : CyhxFCNjP2

After your first login please change your password.

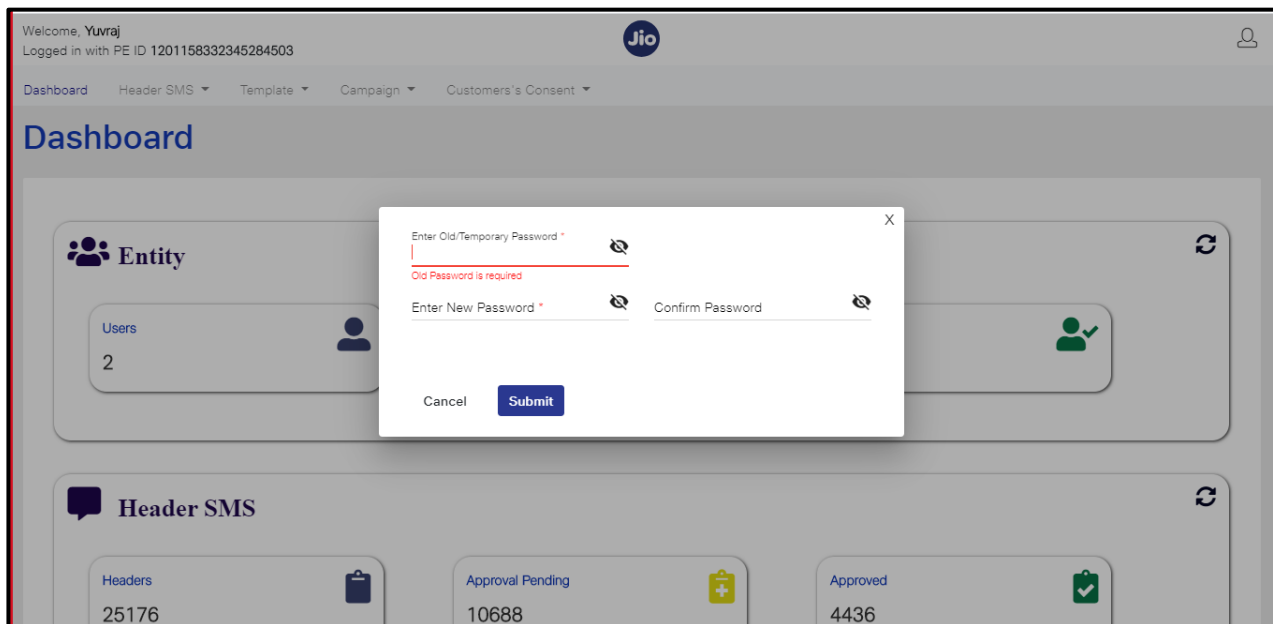
Thank you,  
Jio Trueconnect Team

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

**Step2:** The temporary password received on your registered email id can now be used to login to the system

**Step3:** After successful login using your temporary password, a change password popup will be displayed on your screen

Enter your old password (Temporary password received through mail) and new password and click on submit button



**Step4:** your password will be changed successfully, and you can now login using your new password.



## 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](mailto:Jio.ISOMCCSupport@ril.com)

Thank You