

Instructions for Submitting Online Verification Requests

Users already registered with the Council can go to <http://cisce.org> and click on the **Plus** symbol on the *SERVICES* tile, and then click on the *Login to CISCE Service Portal* link below. This will open the Services login screen where they can enter their login credentials to access the Verification Requests Home page. They can use the *Add New Request* link at the top right corner of the Home page, and follow the instructions provided from No: 2 below, to submit a verification request.

Users who have not yet registered with the Council, will first have to create an account. Such users are advised to follow the step by step instructions provided below for submitting verification requests.

1. Create an account.
 - a. Go to <http://cisce.org>, click on the **Plus (+)** symbol on the *SERVICES* tile, and then click on the "*Login to CISCE Service Portal*" link. This will open the Services login screen.
 - b. In the Services login screen, click on the link: *Not yet Registered? Register Now*
 - c. In the screen that opens, enter a valid email address and password, and click on the *Register* button, that sends a confirmation message to the email address provided.
 - d. Access your mail box and click on the activation link that was sent to you, or copy and paste the link in the address bar of your browser.
 - e. In the screen that opens now, enter your password and click on the *Submit* button. This will open the *User Profile* screen.
 - f. Enter the *Name*, *Email* address and *Mobile Number* and the organization type.
 - g. For Government and Non-Government Organisations:
 - I. If *Government/Non-Government* is chosen as the Organisation Type, three new fields will appear below. Use the dropdown in the first field to select the *Organisation*. If the name of the organisation is not in the dropdown list, choose *Other*. Enter the *Organisation Name* and *Department* in the other two fields.
 - II. Enter the *Address*, *City* and the name of the *State*.
 - III. Select the *Country* from the dropdown.
 - IV. If Authorization Letter is required, click on the *Browse* button to locate and upload the scanned copy of the authorisation letter on the Organisation's letterhead and submit by clicking Update button.
 - V. Now log out, and login again. If the Council has not yet given approval to the government or non-government organisation to submit verification requests, a message will appear stating: *Awaiting approval from CISCE to submit verification request*. A request for verification cannot be submitted at this stage. Once approval is granted by the Council to submit verification requests, a notification will be sent to the user.
 - VI. After receiving approval from the Council, login to your account on our site to navigate to the Verification Requests page. This screen has four tiles: *Requests Drafted*, *Requests Requiring More Clarification*, *Requests Being Processed*, and *Completed Requests*. The *Add New Request* link at the top right corner of the screen will now be enabled.
 - h. For Individuals:
 - I. In the User Profile screen, after updating the record with relevant detail, click on the *Click here for mobile verification code* link. A token number will now be sent to the mobile number you have provided.
 - II. Enter the token number that you have received on your mobile phone into field provided for the purpose, and click on the *Verify Token* link. On successful verification the link will be replaced with the message: *Verified*.

- III. Now log out, and login again. The Verification Requests Home page will now become available. This screen has four tiles: *Requests Drafted*, *Requests Requiring More Clarification*, *Requests Being Processed*, and *Completed Requests*. The *Add New Request* link at the top right corner of the screen will now be enabled.
2. Click on the *Add New Request* link. This opens the *Terms & Conditions* page.
3. Check the confirmation checkbox in the *Terms & Conditions* page and click on the *Next* button. This will open the *Verification Request* page. The details of the Individual or Organisation making the verification request will now be visible on the left part of the screen.
4. You will once again have to upload the scanned copy of the Authorisation Letter.
5. Now click on the *Add Doc* button at the top right corner of the screen that opens up a row below.
6. Select the *Course* from the drop-down list, enter the candidate's *UID Number/Index Number*, *Year*, *Document Type*, and *Number of Copies* required in the appropriate fields.
7. Click on the *Browse* button to locate and upload scanned copies of certificates for which the verification request is being sent.
8. To the bottom right of the page, there are two buttons: *Save as Draft*, and *Make Payment*. (Organisations that are exempted from having to make payment, will have a *Submit* button instead of a *Make Payment* button). Click on the *Save as Draft* button if you want to save the details entered and submit the request later. Your request will now appear under the *Requests Drafted* tile.
9. Click on the *Make Payment/Submit* button if you want to submit the request right away. A warning message will pop up informing you that a request once submitted cannot be modified.
10. Click *Yes* to continue. Users who have to pay for the service, will now be navigated to the Online Payment page for making the payment online. When the payment process is completed, you will be navigated back to the Services portal. A confirmation message will now appear, which will have Verification Request Reference Number, as well as the Payment Transaction ID. Your request will now appear under the *Requests Being Processed* tile.
11. If the Council reverts back to you for more clarification, then your request will appear under the *Requests Requiring More Clarification* tile. To know details of the clarifications sought, click on the request. A new window will open with a Comments box showing the clarifications required by the Council. Provide the clarifications required and click on the *Submit* button.
12. When your request is Approved/Rejected by the Council, it will appear under the *Completed Requests* tile.

Terms & Conditions

1. Verification Service is a paid service for all organizations, except for a few that have been exempted (like Government and Defence organisations).
2. Verification Service is a paid service for individuals.
3. Requests for verification must be accompanied by scanned copies of the documents to be verified.
4. Verification requests from organizations must be accompanied by scanned copy of authorization letter from authorized signatory.
5. Accepting or Rejecting requests for verification is the sole discretion of the Council.
6. Refund / Cancellation Policy
Once the online application is submitted successfully, the transaction fees cannot be refunded under any circumstances. If the transaction fails and the amount is debited from the concerned customer's account, the amount will be refunded to the same bank account/credit/debit card account from which the transaction was initiated after due verification by CISCE. Cancellation of any transaction which is approved is not possible under any circumstances.

I understand and agree to the Terms & Conditions mentioned hereinabove.