

HELP OPTION FOR PARENTS IN CAMPUSCARE APP

Dear Parents,

As you know in context to the situation developing around the Novel Corona virus (COVID-19) outbreak. Govt of NCT of Delhi has taken a decision to lock down the whole territorial jurisdiction of NCT of Delhi from 0600 hrs dated Monday, 23rd March 2020 to midnight of Sunday, 03rd May 2020 due to which our office will be completely closed and telephone help line (011-43193335) will not be functional.

Meanwhile if you have any query related to CampusCare portal or mobile application. Kindly post your queries as per the steps given below. Our PHD team (working from home) will reply your queries within 4 to 24hours

Step 1: Open the CampusCare App & click on the “Need help?” option on the bottom left corner as given in picture below.

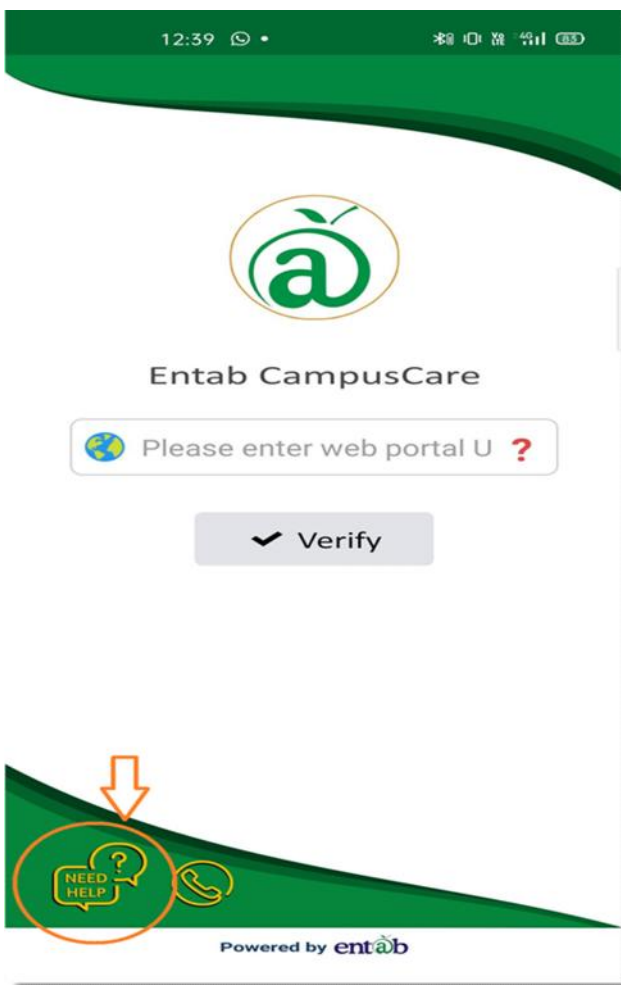


Image 1: Before Login

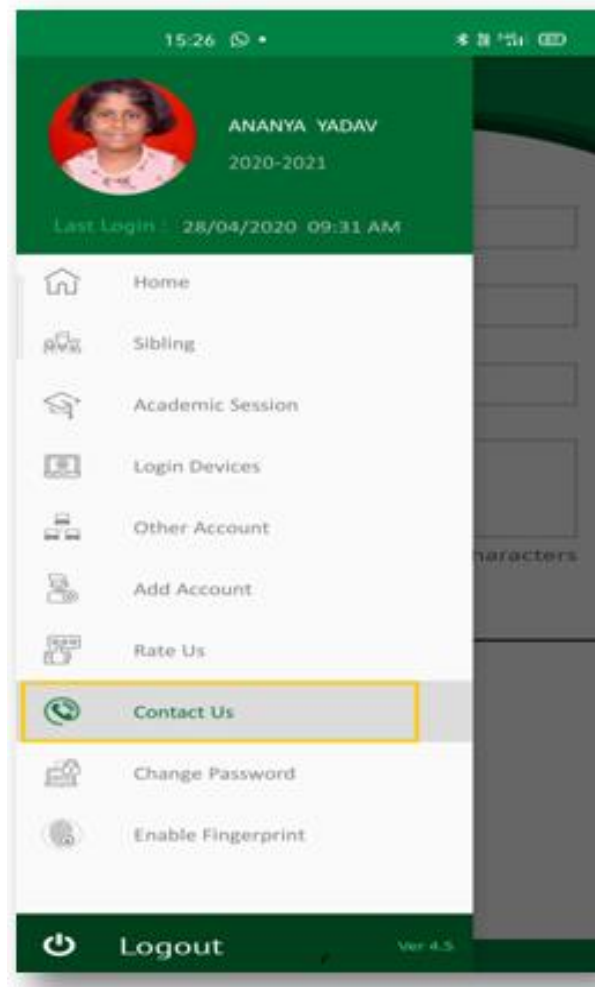
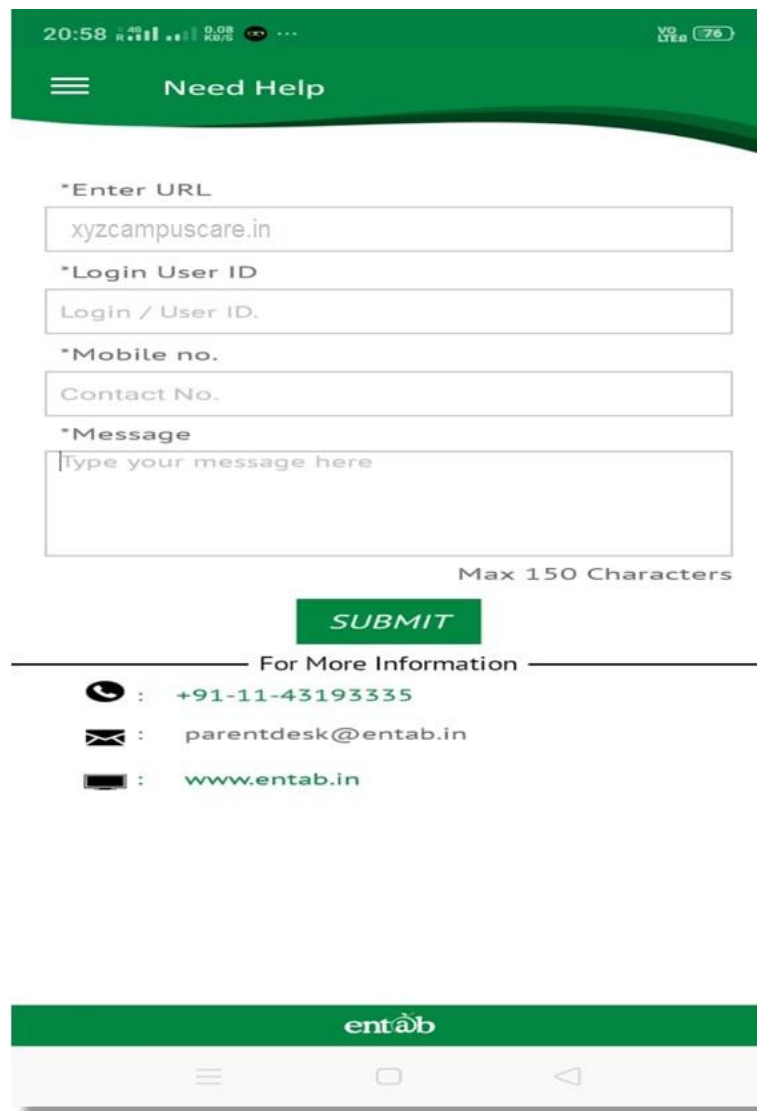


Image 2: After Login

Step 2: Enter the Url as given in image below, type your Parent ID/User ID (P followed by the admission no), registered mobile no & problem/query(in the message box) and click on the “**SUBMIT**” button to send the query.

We will arrange a call back for you.



The screenshot shows a mobile application interface with a green header and footer. The header contains a menu icon and the text "Need Help". The main content area is a form with the following fields:

- *Enter URL: A text input field containing "xyzcampuscare.in".
- *Login User ID: A text input field containing "Login / User ID.".
- *Mobile no.: A text input field containing "Contact No.".
- *Message: A large text area containing "Type your message here". Below this field, it says "Max 150 Characters".

Below the form is a green button labeled "SUBMIT". Underneath the button, there is a section titled "For More Information" with the following contact details:

- Phone: +91-11-43193335
- Email: parentdesk@entab.in
- Website: www.entab.in

The footer of the app is green with the "entab" logo. The bottom of the screen shows the standard Android navigation bar with a menu icon, a home button, and a back button.

2. Parent can also registered their query on mail “**parentdesk@entab.in**”