

How to Raise and Track a Query and Grievance Online through our JPlus App at Jainam Broking Ltd

Step 1 : Login

Log in to your Jplus account using your credentials.

Step 2 : Go to Help Desk

- Open the Dashboard
- Click on your Profile icon
- Select “Help Desk Ticket”

Step 3 : Create a New Ticket

- Click on “New”
- Choose “New Ticket” from the category dropdown

Step 4 : Enter Required Details

Please fill in the following information carefully:

- Ticket Type
- Client ID
- Subject (brief summary of your issue)
- Description (complete details of your issue)

If required, you may also attach supporting documents or screenshots.

Step 5 : Submit

After filling in all required details and supportings, click on “Submit.”

Step 6 : Ticker number is generated

Once submitted, ticket number is automatically generated through the system

Step 5 : Track Your Ticket

You can track the status of query and/or grievance base on your ticket number from the Help Desk section. You may also add comments if further clarification is needed.