

Troubleshooting

Login Issues

- **Cannot Login:**
 - Check phone number is correct
 - Verify password (case-sensitive)
 - Use "Forgot password?" to reset
 - Check internet connection
 - Clear app cache or reinstall
- **Forgot Password:**
 - Tap "Forgot password?" on login
 - Follow reset instructions
 - Check phone/email for reset code
 - Create new password

Payment Issues

- **Payment Not Showing:**
 - Wait 1-2 business days for processing
 - Check payment schedule for updates
 - Verify bank transaction was successful
 - Upload clear payment receipt
 - Contact support with reference number
- **Upload Failed:**
 - Check internet connection
 - File size max 5MB


- Use JPG, PNG, or PDF format
- Take clear photos
- Retry later

Account Issues

◦ Account Locked:

- Wait 30 minutes after failed login attempts
- Use "Forgot password?" to reset
- Contact support for help

Cannot Update Information:

-  Fill all required fields
- Check correct format (phone, email)
- Check internet connection
- Contact support if continues
- Application Issues

Application Stuck:

- Check status in "Pending" tab
- Wait 2-3 business days
- Check for document requests
- Contact support for update

 Image not found or type unknown

- **Cannot Submit Application:**
- Complete all required fields

Verify KYC status

- ◉ Check documents uploaded
- ◉ Check internet connection
- ◉ Review error messages
- ◉ Save draft and retry

General Tips

- ◉ Check internet connection first
- ◉ Update app to latest version
- ◉ Contact support: +91 80-10-60
- ◉ Have loan/reference number ready

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