

Subscriber Help

Dear Subscriber,

We at Team Smart-VERC heartily thank you for the trust shown in our products and services. To make your experience smooth and trouble free, please find below few guidelines and solutions.

Subscription Number : Every subscriber is allotted a fixed subscription number. Along-with the receipt for subscription, we also indicate the Subscription number. This identity helps us in faster resolution of your queries and problems.

Log-in Id and Password : To view / download the desired product, you will have to log-in to our website www.smartverc.com. Your Log-in Id is your complete email id registered with us. Initially your Password would be : smartverc. We advice you to kindly change the password after first log-in

Forgot Password : In case you forget the password, kindly click 'Forgot password' in 'User Login' window. A new window will appear. Enter your complete email-id in the space provided and hit 'Submit'. Your password will be immediately delivered to your email inbox.

How to view / download products : After typing your complete email id and password in the User Login window on www.smartverc.com, click 'Log in'. A new page will open displaying the 'Subscription Status' for various services. In the last column '**View/Download latest issue**' you can click on the desired product and the same will open in PDF application. Now you can save on your PC from the top menu. ('File', 'Save a copy')

In case nothing appears or you are not able to open the file, please check the availability of 'Adobe Reader' on your PC. (freely available at <http://get.adobe.com/reader/?promoid=BUIGO>)

How to view / download past issues : In addition to the latest issue of the desired service, subscribers also can view / download the previous three issues. Click on the menu named 'Archives' appearing on left hand side of your screen.

Slow Speed : Website has been designed with latest software tools. In case you are facing the problem of slow speed we recommend you to change your Internet Browser.

Browsers like 'Google Chrome' (freely available at <http://www.google.com/chrome>) and 'Mozilla Firefox' (freely available at <http://www.mozilla.com/en-US/firefox/ie.html>) work pretty well.

Miscellaneous

In addition to above you have the facility for :

- a. Subscriber Details: View your complete details as registered with us. In case you find any error, there is a provision to notify us.
- b. Change Password: You can change your User Login password
- c. Subscription Intimation: You can intimate us the details of the documents sent for subscription.
- d. Contact Us / Grievance: Use this service in case you have any query, complaint, or want to offer any suggestion or feedback.
- e. Invite your friend: If you want to recommend our products and services to your friend then enter the 'Name' and 'Email Id' in the red colored box provided on left side bottom side of your screen

With warm regards,

Team Smart-VERC,

Phone : 0755-4220708, 2488115,

Mobile : 09755920780

support@smartverc.com