

Initial Troubleshooting for the Mobile app issues

If you are receiving "Web Server not responding error" please follow the below steps:

1. Please check whether your mobile has good internet connectivity or not.
2. If your mobile has good internet connectivity then open the app.
3. Go to "Settings" and click on "Logout" option.
4. Once you are logged out, login again.
5. Now check whether the issue is resolved or not.
6. If issue is still not resolved, uninstall the app and reinstall it.
7. After reinstallation, login into the app and check.
- 8. After following all these steps, if still issue persists then contact call center/ helpline for further assistance.**