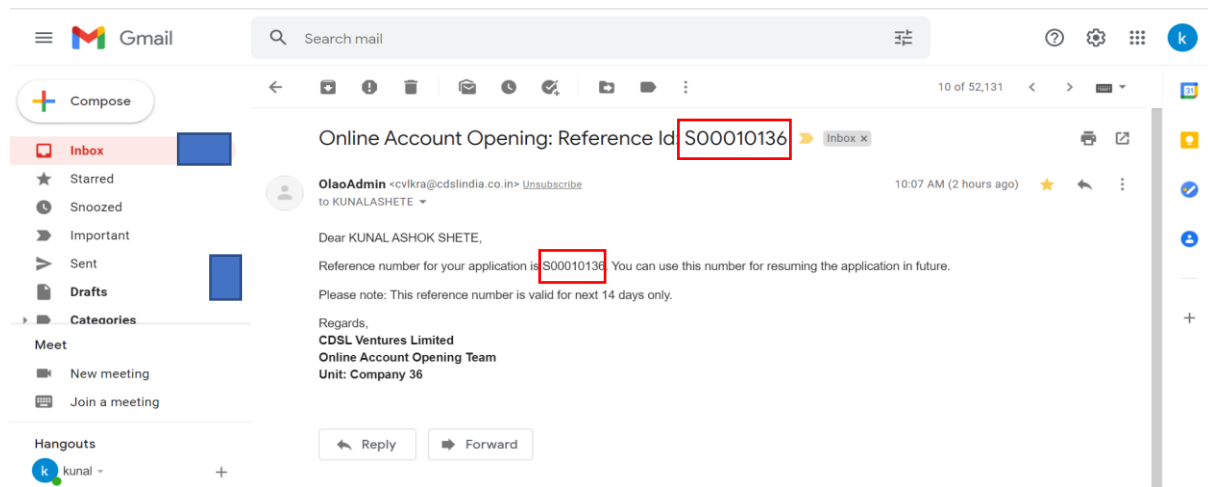# OLAO USER MANUAL (END USER)- REFERENCE NUMBER

A facility- **REFERENCE NUMBER** has been provided in OLAO for the End User to resume his/her application if for some reason the User has not been able to complete the same.

The reason for incomplete application may be due to following:

1. Poor Internet connection
2. Technical issues encountered on DP website
3. Time lag for User to complete the application
4. Technical issues encountered on OLAO portal
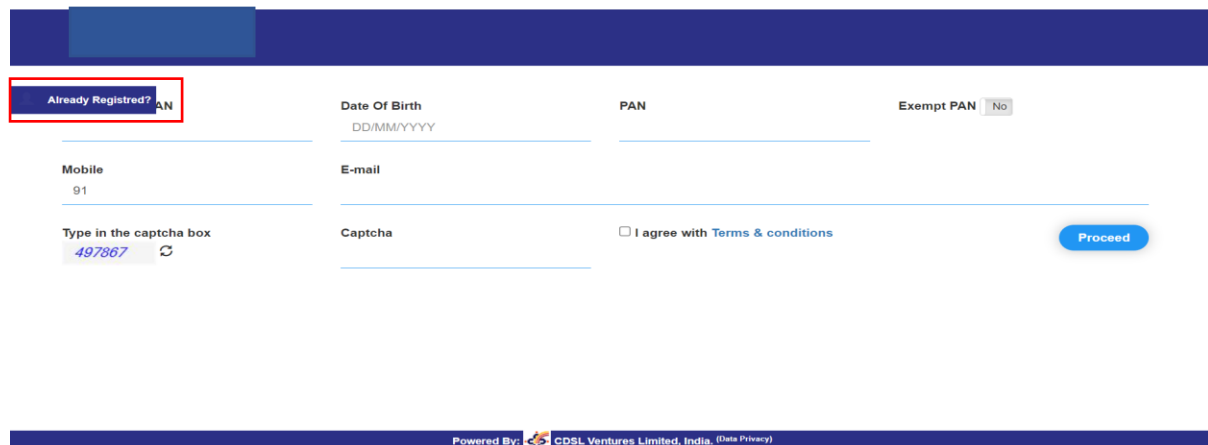5. For reasons pertaining to the End User

With the help of the "**Reference Number**" facility User will be able to resume his/her application on the page the application was last accessed. User will receive an email which will contain the Reference Number information. A sample for the same is mentioned below:

The validity for the Reference Number generated would be for 14 days post the number is generated and emailed to the User. The User can access the incomplete application with this Reference Number for the next 14 days and complete the application.

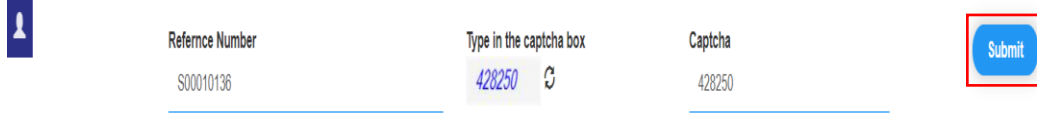User must follow the steps as mentioned post the email is received:

Visit DP website and click on the link to access account opening. On this page, an icon is available on the left-hand corner (highlighted in Red). User must click on 'Already Registered".

Intermediary Homepage
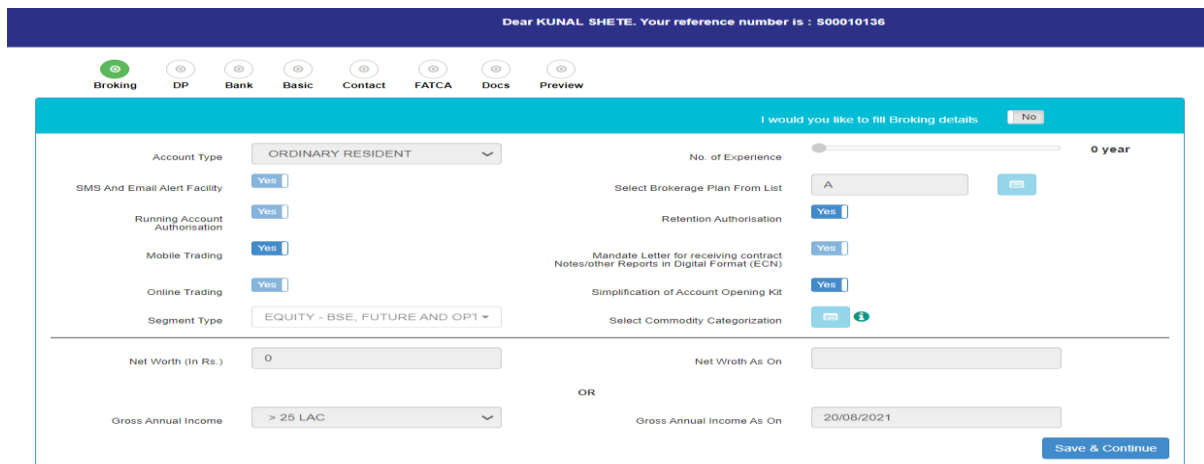
OLAO USER MANUAL (END USER)- REFERENCE NUMBER

Post the User clicks on "Already registered", Reference Number received on email and Captcha needs to be submitted. User must click on "Submit".

	Refernce Number	Type in the captcha box	Captcha		Submit
	S00010136	428250 ↻	428250		

User is then directed to the page where the application was last accessed.

User may resume the application submission and complete the same.