



## **FREQUENTLY ASKED QUESTIONS**

**Q:1 I want to make my Chatrel Contribution online, how to begin?**

Ans. Log onto the website <https://chatrel.net/Login> or download the iOS App or Android App named “Chatrel” from the App Store or Play Store respectively and login there. The website and apps are built to accept Chatrel Contributions online.

**Q:2 Are the websites and apps safe to access?**

Ans. The websites and mobile apps are completely safe. The website is SSL secured and payments are carried on via PayPal. Moreover, we are not collecting any personal details; we are just doing verification checks for authentication when you access the website and app to login.

**Q:3 What do I need to log on the website or app?**

Ans. Before logging you inside, the website and app will perform a verification check for authentication. It will ask you for your registered Gmail ID, Green Book ID, and Date of Birth. Your Gmail ID must be linked with your Green Book ID. The authentication process is utmost important considering the security perspective for this project.

**Q:4 I do not have my Gmail ID linked with my Green Book ID, but I want to make Chatrel contributions. Can I do that?**

Ans. No. As already mentioned, the Gmail ID must be linked with your Green Book ID. You can get it linked by filling the form at the link [here](#)

Once the details are submitted, the CTA Team shall update your details within three working days and then you can perform the login.

***If urgent or need quick action or follow up then an email to [chatrelonline@tibet.net](mailto:chatrelonline@tibet.net) will help it process quicker***

**Q:5 Is this Google form safe and secure? Will this be shared anywhere?**

Ans: Yes, Google Forms responses are stored in a worksheet that can only be accessed through an authorized Google account holder. The information collected is used only for the online Chatrel payment registration process.



**Q:6 I have logged on the website/app. Now, where do I make the contribution?**

Ans: The website as well as the apps have a “Self Chatrel” screen. You can see your pending dues there and make payments.

**Note: When you enter your Greenbook no : Please only enter the digits directly , you don't need to enter the starting alphabets such as IN , US , CA**

**Q:7 I have made successful payment. Do I get a receipt for that?**

Ans: Yes. On each successful payment, an email will be sent to your registered Gmail ID with a payment receipt attached. This is a valid proof of your contribution. As of now, we suggest that online users should print the Chatrel receipt and he/she must visit the Tibetan association at your own convenience for manual update on respective Greenbook. Tibetan Association will verify the Chatrel payment before the manual update on the Green book.

**Q:8 While making my Chatrel contribution, I was unemployed, so I did not pay Salary amount. But now I have a job. Can I still contribute my salary contribution?**

Ans: Yes. Even if the basic Chatrel is paid and salary Chatrel is pending, you can always login, pay and clear that if the next year has not yet kicked in.

**Q:9 I have no pending dues, but I still want to contribute. Can I do that?**

Ans: Yes. You can always make an additional donation through the ‘Self Chatrel’ screen. You will get the receipts for all such donations too.

**Q:10 I do not have a PayPal account. Can I pay with my debit or credit card?**

Ans: Yes. You can either pay through PayPal account or simply do a guest checkout through your debit or credit card. While making the payments, a convenience fee will be added for PayPal.

**Q:11 Can I contribute only for myself or others too?**

Ans: You can make contributions for as many people you like. The website and app have a screen called “Friends & Family”. You must enter the Green Book ID and Date of Birth of your friend/family

member/relative etc for whom you want to make contribution. Upon successful verification, you will see the 'Self Chatrel' screen with their due amounts. You can make payments and receipts with their names will be generated. This receipt will be sent to the logged in user's Gmail ID.



**Q:12 There seem to be some calculation error in my pending dues. What should I do?**

Ans: The website and the app have a screen called "Raise A Dispute". Upload the copy/photo of your last Chatrel receipt, attach and send. An email will be sent to [chatrelonline@tibet.net](mailto:chatrelonline@tibet.net). The CTA Team will get in touch with you.

**Q:13 I am a European resident and I also want to pay my yearly Chatrel online. Can I fill this form?**

A: No, for now we are focusing on North America , the Pilot location.

**Q:14 Do we have to go to the Tibetan association or community every year with the receipt to get it updated on the Green Book ?**

Ans: No, you can keep the receipt as a record and get it updated on the Greenbook at your own convenience. In other words, whenever you would need to go to Tibetan community/ association for any of your own tasks, you can update it then .

**Q:15 How will the Tibetan community/association verify the online payment when we go with the receipts to get it manually updated on the greenbook ?**

Ans: There will be a QR code on the receipt. Scanning the QR code using any of the scanner apps (for example "Barcode scanner ") will display the data such as your Greenbook no and last date of payment

**Q:16 Can people still pay in person?**

A: Yes, we will be keeping the offline payment option payment as well.

**Note : If you need quick action , follow up and have further questions then please email to [chatrelonline@tibet.net](mailto:chatrelonline@tibet.net) . We will try our best to process your request asap.**