

Website Guide for Devotees

This guide explains how Devotees can use the temple website from registration to receiving a receipt for donations/services. It is written for Devotees who may not be familiar with online forms or login steps.

Before You Begin

To use the website smoothly, keep access to your email inbox ready because the login OTP is sent to your registered email address.

Keep the following details ready before starting (All required fields):

- First name and last name
- Email address
- Phone number
- Address

Important Note on Payment Timing

Payment is verified outside the website system, so the temple team may need a few days to verify the payment and process the request. Because of this delay, Devotees should avoid making last-minute submissions for time-sensitive services.

For Pournami pooja, Devotees should submit their request well in advance and avoid last-minute pooja requests. This gives the temple team enough time to verify the payment, review the request, send the payment receipt, and arrange the pooja properly.

To Register

1. Open the temple website.
2. Go to the Register section/link.
3. Enter your first name, last name, email, phone number, and address.
4. Submit the registration form.
5. A confirmation email will be sent after successful registration.

After registration, the same email is enabled for login access in the system. Devotees should use the same email each time to avoid duplicate records.

Login (OTP)

1. Open the temple website.
2. Go to the Login section.
3. Enter your registered email address only

4. Click Send OTP.
5. Open your registered email inbox.
6. Check for the OTP email.
7. Enter the OTP on the website.
8. Click Verify OTP.

If the OTP does not arrive, Devotees should check the Spam or Junk folder before trying again.

To Update Profile (My Account)

After login, Devotees should review their saved personal details carefully in My account link. If the name, phone number, email, or address is incorrect, update the profile first before placing a donation or service request.

Submit a Donation or Service Request

1. Log in to the website.
2. Open the Donation / Service form.
3. Confirm that your name, email, phone number, and address are correct.
4. Choose the required donation or service type.
5. Enter the amount (if not shown/given)
7. Fill in any extra service details requested on the form.
8. Submit the request.

After Submission

Once the request is submitted, the system records it and sends it for admin review. The request normally goes through these stages:

- Submitted
- Pending Admin Approval
- Approved or Rejected
- Receipt Sent

Devotees should keep the Request ID safely because it is used for tracking the request later.

Check Request Status

1. Log in again using OTP.
2. Open My Requests or Request Status (Under My Account link).
3. View the latest status of the submitted request.

Receive the Receipt

President – PR Subramanian | Vice-President – Gurushankar Ganesh | Secretary – PS Rangarajan
Joint Secretary – N Sriramesh | Treasurer – Kumar Raman



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chellandiammandevoteestrust@gmail.com



32/40, Rajaji Street,
Poovalur, Lagudi (TK), Trichy – 621712

After admin approval, the receipt is sent to the registered email address as a PDF attachment. Devotees should check the Inbox, Spam folders if the receipt email is not visible in the main inbox.

Common Issues

OTP not received:

- Wait a few minutes
- Check Spam or Junk folder
- Make sure the registered email address is entered correctly
- Request a new OTP if needed (avoid multiple requests in short time span)

Unable to log in:

- Check that the email address is typed correctly
- Make sure the same email used for registration is entered

Wrong profile details:

- Log in
- Open the profile section (My Account)
- Update the details
- Save the corrected details before submitting a new request

No receipt received:

- Check whether the request status is approved
- Check all email folders (Inbox, Spam)
- Verify that the registered email address is correct

Best Practices for Devotees

- Always register with an email address you can open easily
- Use the same email address for all future logins
- Enter your address carefully because it appears on the receipt
- Keep your Request ID safe after every submission
- Submit requests early when payment verification may take time (eg: Pournami Pooja)
- Keep the payment reference safe for any mismatch or verification if needed by administration
- Avoid creating multiple registrations for the same Devotee unless necessary



Simple Example Journey

1. Register with name, email, phone, and address
2. Log in using OTP sent to email
3. Update profile if any detail is wrong
5. Choose a donation or service on the website
6. Enter amount (if not shown/given)
7. Make payment outside the website (eg: Gpay) and save the payment reference (Ideally screenshot for future references)
8. Submit the request early, especially for Pournami pooja
8. Wait for admin approval
9. Receive the PDF receipt by email

Contact

For any specific queries:

Devotees may reach out by email at chellandiammandevoteestrust@gmail.com or contact the temple WhatsApp group for further assistance.

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