

Student Support Portal

How to Apply

Note: Due to present situation, Students are advised to avail the online option of for issuance of Documents only

Student Panel- Online Mode (Screenshots)

SIGN UP: - Students before can login must register themselves by filling basic details like Name, Email id, Mobile no. and User Id by Click on SIGNUP Button. You have received an OTPs (as password) in your mobile & Email id used at the time of registration.

Note: Mobile OTP is your password for login. You can change the password after login.

Create Account

[Create Account](#)

Have an account? [Log In](#)

OTP Verification

Please enter the OTP sent to your Email Address **abc@gmail.com** and Mobile Number *********

Mobile OTP

Email OTP

[Verification](#)

Need OTP to be Resent? [Click here](#)

Student Login: - After Successfully Registration, the user id and password will be sent to your registered mail id & Mobile no. Student can login with same User id and Mobile OTP (as Password).

Welcome Student Portal!

Prove you're not a robot! Solve it:

4+13 =

Remember me

[Sign in](#)

[Need an Account? Register here](#) [Forgot password?](#)

Forgot Password: - In case of forgotten password Students can retrieve password by selecting option FORGOT PASSWORD. A window will open asking Recover password, fill the User ID created at the time of Registration. An OTP is sent to registered mobile no which will be valid for 15 minutes only.

Forget your password?

Press the Recover Password button to get the OTP.



[Recover Password](#)

Confirmation OTP box

[Confirmation](#)

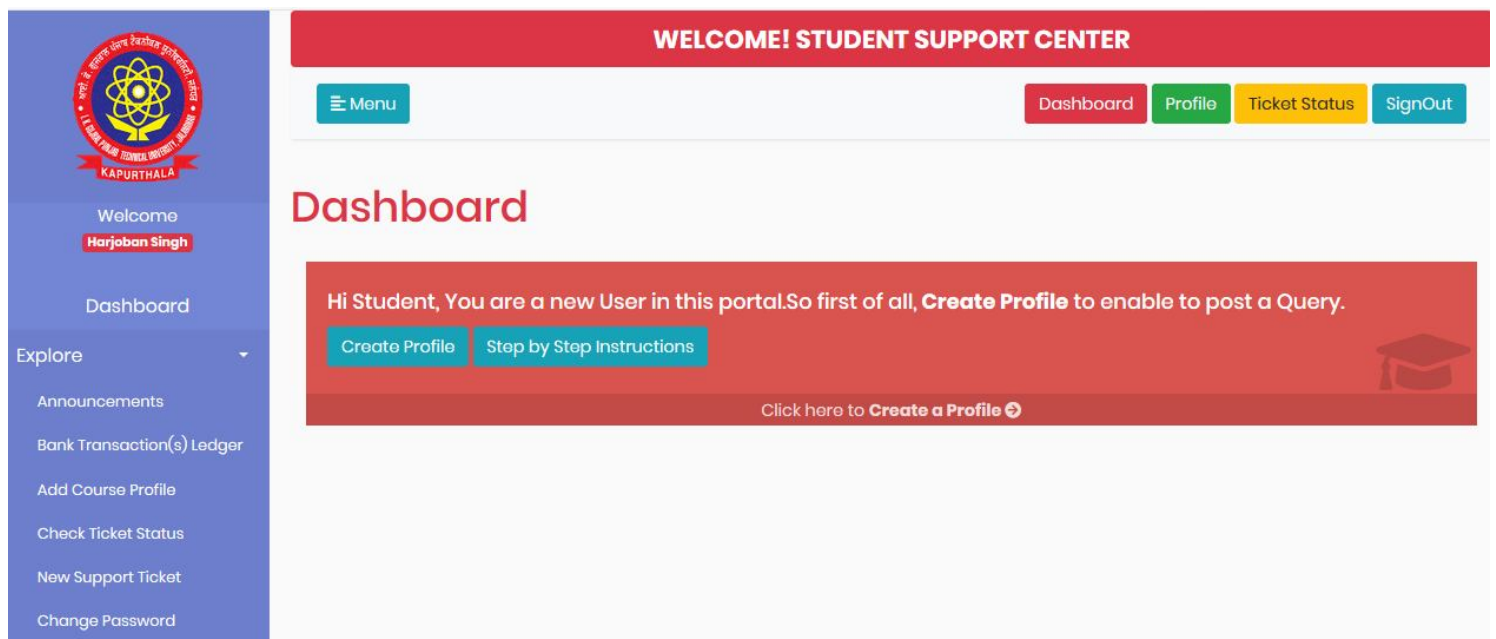
OTP is sent to your registered mobile number. You will required to enter the correct OTP with new password. Please note that this password is valid for 15 minutes only.

Confirmation OTP box

	OTP
	New Password

[Confirmation](#)

Dashboard: - After first time login into the portal, successfully Student can see the dashboard.



WELCOME! STUDENT SUPPORT CENTER

Menu Dashboard Profile Ticket Status SignOut

Dashboard

Hi Student, You are a new User in this portal. So first of all, **Create Profile** to enable to post a Query.

[Create Profile](#) [Step by Step Instructions](#)

Click here to **Create a Profile**

Step1:AddCourseProfile:-AfterLoginFirsttimeclickon“CreateProfile”buttonandaddyour course one by one (if applying more than one course Add separate profile for different courses. For Example, BCA and MCA are different course and you have to create two profile). Please provide complete and correct details as possible so we can better assistyou.

Step 2: Post a New Support Ticket:-After selecting your course profile from drop down list select your desired category listed under applying for option and then select required documents you want to sent, and then fill out details about your applied document in remarks.Fill up your address accordingly where you want to sent your applied document.

Note: Select according to your choice like (Punjab, Outside Punjab or Out of india (Abroad) options from drop down list and read the instruction shown below address column before filling up address.

Step 3: Document upload :-Upload the relevant documents according to the selected course and course duration, and then submit button to upload.

Step A: Chose the option: Grading System/Marks System with radio Button

Step B: Mark CHECKED in case of LEET

Step C: upload all Documents in **Portrait (Vertical) orientation in Pdf only (Sample of Correct layout to Upload Scanned PDF) and fill the Obtained Marks, Maximum Marks and EDP S.No (SGPA in case of Grading system)of DMCs and Degree Certificate(Fill DMC S.No. in the absence of EDP S.No)**

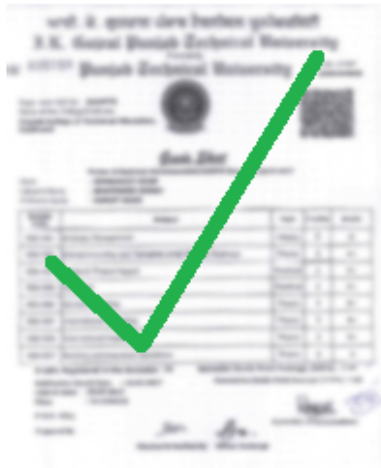
Step D: **WES Form must be filled by hand after that it has been scanned and uploaded. (If applicable).**

Choose Option: Grade System Marks System Reduce PDF file size


Document Details

Title	View Document	Maximum PDF file size (200K)	Marks Obtained	Total Marks	EDP Serial Number	Mark CHECKED in case of LEET
1 Semester	<input type="button" value="View"/>	<input type="button" value="Choose File"/> No file chosen	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="EDP"/>	<input type="checkbox"/>
2 Semester	<input type="button" value="View"/>	<input type="button" value="Choose File"/> No file chosen	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="EDP"/>	<input type="checkbox"/>
3 Semester	<input type="button" value="View"/>	<input type="button" value="Choose File"/> No file chosen	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="EDP"/>	<input type="checkbox"/>
4 Semester	<input type="button" value="View"/>	<input type="button" value="Choose File"/> No file chosen	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="EDP"/>	<input type="checkbox"/>
5 Semester	<input type="button" value="View"/>	<input type="button" value="Choose File"/> No file chosen	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="EDP"/>	<input type="checkbox"/>
6 Semester	<input type="button" value="View"/>	<input type="button" value="Choose File"/> No file chosen	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="EDP"/>	<input type="checkbox"/>
7 Semester	<input type="button" value="View"/>	<input type="button" value="Choose File"/> No file chosen	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="EDP"/>	<input type="checkbox"/>
8 Semester	<input type="button" value="View"/>	<input type="button" value="Choose File"/> No file chosen	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="EDP"/>	<input type="checkbox"/>
ID proof of the Concerned Student/Applicant	<input type="button" value="View"/>	<input type="button" value="Choose File"/> No file chosen				
NOC from Concerned College / Institute	<input type="button" value="View"/>	<input type="button" value="Choose File"/> No file chosen				
					<input type="button" value="Update Document"/>	

Correct layout to Upload Scanned PDF



Step 4: Payment :- After uploading the desire documents you will see the payment against your desire selection of query/ticket. By clicking on pay button the page redirect to payment gateway where you can make your choice of payment either by **net banking/master card/credit card/debitcard**.



Welcome

Dashboard

Explore

WELCOME! STUDENT SUPPORT CENTER

Menu Dashboard Profile Ticket Status SignOut

Make Payment

Applying for:	Transcript with Academic Request Forms
Course/Branch:	B.Tech. (Computer Science & Engineering)
Roll No:	123000
Query Number:	30000092
Document Fee:	800
Postal Fee:	1500
Total Amount:	2300

Pay



THIS IS A TEST SERVER. PLEASE DO NOT USE YOUR LIVE CARD OR BANK ACCOUNT HERE !!

Amount Rs. 2300.00

Transaction ID: 240709100b1f4fa8a1eb16ce8bb8853b

Choose a payment method

HDFC Credit Card

HDFC Debit Card

Other Credit Card

Other Debit Card

Net Banking

EMI

Card Type VISA MasterCard

Card Number

Name on Card

CVV Number What is CVV number?

Expiry Date Month Year

Note: In the next step you will be redirected to your bank's website to verify yourself.

Pay Now



Step 5: Check Ticket Status :- If you are apply your documents successfully then that after given time line you can login your account and check the status of the posted queries at any time by click on Ticket status button available at portal home page after login.

Step 6: Bank Lodge statement :- In this you will see all the payment regarding transactions either failed or success. You can also take out the print of the Payment Receipt generated automatically by pressing Print button in associate with the desire Query description.

Description	Transaction Created Date	Bank Response Date	Print Recept	Reset
Query No. 3000092 Rs.2300 /- Payment Successful Transcript with Academic Request Forms	Thursday, 23 April 2020 11:02:11	Thursday, 23 April 2020 11:03:08	Print	



Fee Receipt

Applied for:	Transcript with Academic Request Forms
Transaction Id	240709100b1f4fa8a1eb16ce8bb8853b
Query No	30000092
Student's Name	Gurpreet Singh .
Roll No.	123000
Institute Id / Name	A & M Institute of Computer & Technology, Pathankot
Branch	B.Tech. (Computer Science & Engineering)
Total Amount	2300
Payment Date	Thursday, 23 April 2020 11:03:08
Payment Status	Open

Print Date and Time :Thursday, 23 April 2020 12:05:08

Signature of Candidate

Note:-

- College/Institute authorities/any concerned can verify the paid fee with QR Code at top right corner.
- This is computer generated document and need not to have any Signature by University Authority.
- Authenticity of Reciept can also be verified on our official web portal- <http://www.ptuexam.com>