

Student Support Portal

How to Apply

Students can apply their documents in two ways – Online & Offline mode

1. Online Mode

- Log in** at support.ptu.ac.in and then sign up to create account.
- Then add your **course profile** for the required document.
- Select your desired document category.
- Upload compulsory documents and information regarding the document.
- Pay online fee** via **net banking/master card/credit card/debit card**.
- Note down your Document **ref. no.** and account detail for further tracking of document.
- Message regarding the processing of required document will be sent to student's online account.
- If uploaded information of document is as per requirements, then Team SFC will dispatch it within its given time line and send document dispatch number in student account else, Discrepancy message will be sent to student account

Student Panel- Online Mode (Screenshots)

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

The screenshot displays the Student Support Portal interface. On the left, there is a navigation menu with links for 'Home', 'How to Apply', 'Query Status', 'Contact', and 'Guideline'. Below the menu, there is a section titled 'Click Here : To View Verified Document(s) related to Foreign Agencies' with a sub-section 'Guidelines for Request for Certificate to be issued required documents (Including Fee's & Postal charges detail)'. This section contains four buttons: 'Applying for WES/IQAS/ICES/CES & Other Foreign Agencies', 'Applying Without WES/IQAS/ICES/CES & Other Foreign Agencies', 'Original Documents', and 'Duplicate Documents', each with a 'Click here' link. In the center, there is a 'LOGIN TO YOUR ACCOUNT' form with fields for 'Student', 'Mobile no', and 'Password', along with 'Login' and 'Forgot password?' buttons. A red arrow points from the 'Forgot password?' link to the 'SIGN UP' button. On the right, there is a 'CREATE ACCOUNT' form with fields for '*Name of Student:', 'Name of Student', '*Email id:', 'Email id', '*Mobile No.:', and 'Mobile no.'. Below these fields are 'Register' and 'Sign in' buttons. At the bottom of the 'CREATE ACCOUNT' form, there is a note: 'You will receive an OTP to complete the registration and validation process. Be sure, the number you provide is available/active at that time.'

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 registered mobile no (as User id) and OTP (as Password).

The screenshot shows the website header with the university logo and name in Hindi and English. Below the header, there is a navigation menu with links for Home, How to Apply, Query Status, Contact, and Guideline. A banner image of a building is visible. A white box contains the text: "Click Here : To View Verified Document(s) related to Foreign Agencies". Below this, there are four buttons for document requests: "Applying for WES/IQAS/ICES/CES & Other Foreign Agencies", "Applying Without WES/IQAS/ICES/CES & Other Foreign Agencies", "Original Documents", and "Duplicate Documents", each with a "Click here" link. To the right, there is a "LOGIN TO YOUR ACCOUNT" form with fields for Student ID, Mobile no, and Password, along with a "Login" button and a "Forgot password?" link. A "SIGN UP" button is also present, with a note: "A new user can create an account by clicking SignUp".

Forgot Password: - In case of forgotten password Students can retrieve password by selecting option FORGOT PASSWORD. A modal window will open asking registered email id and mobile no. An email and mobile no will be submit & reset password will be sent successful in your registered mail id and mobile no is entered.

The screenshot shows a "Forget Password" form with a blue header. It contains two input fields: "*Email id:" and "*Mobile No.:". Below the fields are two green buttons: "Submit" and "Sign in".

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

The screenshot shows the student dashboard with a red header "WELCOME STUDENT SUPPORT CENTER" and a blue sidebar. The main content area is divided into three sections: "Step 1. Add Course Profile" with an "Add Course Profile" button, "Step 2. New Support Ticket" with a "New Support Ticket" button, and "Step 3. Ticket Status (Completed, Incompleted or Inprocess)" with a "Check Ticket Status" button. A search bar at the bottom is labeled "Check Query Status" and contains the text "Enter a Query Number" and a "Search" button.

Step 1: Add Course Profile: - After Login First time click on "Add Course Profile" "+" button and add your course one by one (if applying more than one course Add separate profile for different courses). Please provide complete and correct details as possible so we can bet assist you.

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 ticket detail.

Document upload :- Fill up your address accordingly where you want to sent your applied document and also upload the relevant documents according to the selected course and course duration, and then press next button to view your uploded documents & pay fee online.

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 below address column before filling up address

Please Upload Required Documents

Query No	49140		
Email id	jbsinghasr@gmail.com	Mobile No.	9872973170
Roll no	32145	College/Institute	LC_CD-1 (GNAIMT)
Applying for Document(s)	Bonafied Certificate		

Punjab / Within India (Outside Punjab) / Out of India(Aboard)

Select ▼

Enter Postal Address

Foreign Agencies (WES) will not accept any documents sent by colleges, students themselves, third party agents, or anyone else.

Note : University will not responsible for refund back your fees for any wrong or missing information.

Required Document's (to be upload)	Upload
Request Letter from Concerned Student/Applicant	<input type="button" value="Choose File"/> No file chosen <i>* In PDF format Less Than 4 MB</i>
Copy of Original Degree Certificate	<input type="button" value="Choose File"/> No file chosen
<hr/>	
ID proof of the Concerned Student/Applicant	<input type="button" value="Choose File"/> No file chosen <i>* In PDF format Less Than 4 MB</i>
<hr/>	
DMC(s) to be upload	Upload
1 Semester	<input type="button" value="Choose File"/> No file chosen <i>* In PDF format Less Than 4 MB</i>
2 Semester	<input type="button" value="Choose File"/> No file chosen <i>* In PDF format Less Than 4 MB</i>
3 Semester	<input type="button" value="Choose File"/> No file chosen <i>* In PDF format Less Than 4 MB</i>
4 Semester	<input type="button" value="Choose File"/> No file chosen <i>* In PDF format Less Than 4 MB</i>
5 Semester	<input type="button" value="Choose File"/> No file chosen <i>* In PDF format Less Than 4 MB</i>
6 Semester	<input type="button" value="Choose File"/> No file chosen <i>* In PDF format Less Than 4 MB</i>

Next

Step 3: 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 or also view your queries status by click on query status button available at portal home page

To check your posted tickets status link available at portal home page no need to login

CHECK TICKET'S STATUS



Check Ticket Status

At any point, the requesters would be able to login and check the status of the tickets they have raised by clicking on the check ticket status button.

Check ticket Status

Login and check your posted ticekt status

Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests.

Check Query Status

Step 4: Re-Open posted tickets :- If you are already applied your documents successfully then that after given time line you documents has been posted and your query was closed, but your are not satisfied then login and go on Step-3 "Check ticket status" open your closed query, click on re-open button and then send your reply.

QUERY STATUS: CLOSED QUERY NO: 49229 DEPARTMENT: EXAMINATION REGULAR

APPLYING FOR: TRANSCRIPT AND ATTESTATION OF DMCS AND DEGREE WITH ACADEMIC REQUEST FORMS

Roll No: 12345

College/Institute: A & M Institute of Computer & Technology, Pathankot

Course: Bachelor Course

Branch: B.Tech. (Computer Science & Engineering)

Fees & Document Detail:

Document Uploads: Done

Payment Status: Done

Attention! Payment of INR 4100 has been completed, Payment Id: 89658965

No of Copies: 1, Fee: 2600, Postal Charges: 1500 Ticket Docket No: 00100100

Address: canada

Give Reason to Re-Open

[Click to Re-Open if not Satisfied](#)

2. Offline Mode

- a) Visit Student Facilitation Center situated at Ground Floor, CB-1 Building near Gate no. 3 in I.K. Gujral Punjab Technical University main campus Kapurthala, Punjab.
- b) Request enquiry for application form regarding required document.
- c) Attach all the mandatory documents regarding application.
- d) Pay the Document processing Fee (HDFC Bank Facility available in University to submit Fee)
- e) Submit the application form and get Ref no/ Ref Slip for tracking the document.
- f) Team SFC will dispatch it within its given time line and communicate the dispatch number on mail or Telephone.