

Procedure for registering online query regarding Examination on PTU Student Support Centre

Step 1 Log on to PTU website (ptu.ac.in)

Step 2 Click on Support Centre link.

The screenshot displays the Punjab Technical University (PTU) website. The browser's address bar shows www.ptu.ac.in, which is circled. The website header includes the PTU logo, the name 'I.K. Gujral Punjab Technical University', and the tagline 'Propelling Punjab to a Prosperous Knowledge Society'. A navigation menu at the top lists links such as Home, Sitemap, Login, PTU Act, Web Mail, E-Office, and Contact Us. Below the header, a banner for 'Online Admission Notice for Session 2015-16 at PIT, Kapurthala' is visible. On the left, a 'Latest Updates' sidebar lists various admission and student-related news. The main content area features a large image of the PTU building and a text block describing the university's history and mission. On the right, a 'Student Support Centre' section is highlighted with a black circle, containing a 'Click here' button and contact information for centralized online counseling, including a help desk, email, and phone numbers. The footer of the page shows the Windows taskbar with various application icons and the system clock indicating 10:47 on 18-08-2015.

PTU I.K. Gujral Punjab Technical University
Propelling Punjab to a Prosperous Knowledge Society
Estd. 1997

Online Admission Notice for Session 2015-16 at PIT, Kapurthala

Admissions 2015-16
Click here
Centralized Online Counseling
Help Desk:- 1800-419-0730 (Toll Free)
01822-662512,36,37
94780-98012
Email:- studentcentre@ptu.ac.in

Student Support Centre
Now Apply Documents Online
DME, Migration, Degree etc..
CLICK HERE
Help Line : 1800-266-2501
01822-662533,35,82
PGO:- pgo@ptu.ac.in

Exam Query

Step 3 Click on Sign-up to register.

The screenshot shows a web browser window with the URL `support.ptu.edu.in`. The page is titled "Welcome to PTU Student Support Centre" with the tagline "Propelling Punjab To a Prosperous Knowledge Society". The background features a large image of the Punjab Technical University building and a fountain. On the right side, there is a dark sidebar with the PTU logo and navigation links: "About PTU Support Centre", "Frequently Asked Questions", "Documents Information", "Important Performas", and "Your feedback". The sidebar also contains a "REGISTER TO POST A QUERY" button, a "LOGIN TO YOUR ACCOUNT" section with input fields for "Username" and "Password", a "LOGIN" button, and a "SIGN UP" button circled in black. Below the "SIGN UP" button, there is a link for "Forgot your password?". At the bottom of the page, there is a footer with the text "© 2014 Punjab Technical University (PTU) - All rights reserved." and "Powered by Satnam INFORMATICS". The Windows taskbar at the bottom shows various application icons and the system clock indicating 10:45 on 18-08-2015.

support.ptu.edu.in/Account/RegisterStudent

1800 266 25 01

© 2014 Punjab Technical University (PTU) - All rights reserved.
Powered by Satnam INFORMATICS

ENG 10:45
INTL 18-08-2015

Step 4 Click on Register Student by entering basis details.

Punjab Technical University x Register to post a new qu x Rishi


support.ptu.edu.in/Account/RegisterStudent

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)

Welcome to PTU Student Support Centre

Propelling Punjab To a Prosperous Knowledge Society

- About PTU Support Centre
- Frequently Asked Questions
- Documents Information
- Important Performas
- Your feedback



PTU
ਪੰਜਾਬ ਟੈਕਨੀਕਲ ਯੂਨੀਵਰਸਿਟੀ

REGISTER TO POST A NEW QUERY

Student Name
ABC

Email
abc@gmail.com

Mobile No
9465884817

☒ Regular ☐ Distance ☐ Guest User

CollegelD
Sainik Institute, Jalandhar

if college does not exist select other from dropdown

Registration No/ Roll No
11200530082

*ExaminationID/LoginID
abcd

if user does not has examination id then enter any user name.

* Password

* Confirm password

Password must contain minimum 6 letters.

REGISTER STUDENT

if you are a registered user SIGN IN

Windows taskbar: Windows logo, Internet Explorer, File Explorer, Microsoft Store, Google Chrome, Calculator, Paint, Word, PowerPoint, Outlook, Firefox, VLC media player.

System tray: ? (Help), Windows logo, Network, Volume, Language: ENG, Intl, Date: 11:06, 18-08-2015

Step 5 After student registration confirmation, click on Sign-in.

The screenshot displays a web browser window with the URL `support.ptu.edu.in/Account/RegisterStudentConfirmation`. The page features a header with the PTU logo and the text "Welcome to PTU Student Support Centre" and "Propelling Punjab To a Prosperous Knowledge Society". A sidebar on the left contains links: "About PTU Support Centre", "Frequently Asked Questions", "Documents Information", "Important Performas", and "Your feedback". The main content area is titled "Student Registration Confirmation" and contains the message "Thank you for registration. Please Login and apply your query". A button labeled "SIGN IN" is highlighted with a red circle. The footer includes a 24-hour toll-free enquiry number (1800 266 25 01), copyright information for 2014, and the text "Powered by Schminck INFORMATICS". The Windows taskbar at the bottom shows various application icons and the system clock indicating 11:11 on 18-08-2015.

Step 6 Login using Username & password created by you recently.

The screenshot shows a web browser window with the address bar displaying `support.ptu.edu.in`. The page title is "Welcome to PTU Student Support Centre" with the tagline "Propelling Punjab To a Prosperous Knowledge Society". The main content area features a large image of the Punjab Technical University building with a fountain in the foreground. To the right of the image is a sidebar with links: "About PTU Support Centre", "Frequently Asked Questions", "Documents Information", "Important Performas", and "Your feedback". On the far right, there is a dark blue login panel. At the top of this panel is the PTU logo and name in English and Punjabi. Below the logo are two buttons: "REGISTER TO POST A QUERY" and "LOGIN TO YOUR ACCOUNT". Under the "LOGIN TO YOUR ACCOUNT" button, there are input fields for "Username" (containing "abcd") and "Password" (masked with asterisks). Below these fields is a red "LOGIN" button, which is circled in red. Below the "LOGIN" button are links for "Forgot your password?" and "SIGN UP". The footer of the page contains a "TOLL FREE HELP LINE NO" icon, copyright information for 2014, and the text "Powered by Saham INFORMATICS". The Windows taskbar at the bottom shows various application icons and the system clock displaying "ENG INTL 11:13 18-08-2015".

support.ptu.edu.in

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)

Welcome to PTU Student Support Centre

Propelling Punjab To a Prosperous Knowledge Society

- About PTU Support Centre
- Frequently Asked Questions
- Documents Information
- Important Performas
- Your feedback

PTU
ਪੰਜਾਬ ਟੈਕਨੀਕਲ ਯੂਨੀਵਰਸਿਟੀ

REGISTER TO POST A QUERY

LOGIN TO YOUR ACCOUNT

Username
abcd

Password

LOGIN

[Forgot your password?](#)
[SIGN UP](#)

© 2014 Punjab Technical University (PTU) - All rights reserved.
Powered by **Saham INFORMATICS**

TOLL FREE HELP LINE NO

ENG INTL 11:13 18-08-2015

Step 7 Click on add new query to post a query.

The screenshot displays the PTU Student Support Centre website. The browser's address bar shows `support.ptu.edu.in/Home/Index`. The page header includes the PTU logo, the title "Student Support Centre", and the user's name "abcd Student". A navigation sidebar on the left contains links for "Dashboard", "View Queries", and "Log off". The main content area features a "Welcome to PTU Support Centre" message, a "Check Status of Query" search bar, and two primary action buttons: "Add New Query" (highlighted with a black circle) and "View Queries". The footer contains the copyright notice "© 2015 -PTU Student Support Centre". The Windows taskbar at the bottom shows various application icons and the system clock indicating 11:15 on 18-08-2015.

Punjab Technical University x Home Page - Welcome to x Rishi

support.ptu.edu.in/Home/Index

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)

PTU Student Support Centre
Department : Student 18 August 2015

abcd Student

NAVIGATION

- Dashboard
- View Queries
- Log off

Welcome to PTU Support Centre

In order to streamline support requests and better serve you, we utilize a support ticket system. 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. A valid email address is required to submit a ticket.

Check Status of Query [Search](#)

Open A New Query
Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

[Add New Query](#)

Check Old Queries
We provide archives and history of all your current and past support requests complete with responses.

[View Queries](#)

© 2015 -PTU Student Support Centre

Windows taskbar: 11:15 18-08-2015

Step 8 Fill all columns to provide desired information & click on send button to Create Ticket.

The screenshot shows a web browser window with the URL `support.ptu.edu.in/Tickets/Create`. The page header includes the PTU logo, the text "Student Support Centre", and the user's name "abod Student" with a date "10 August 2015". There are links for "Change Password" and "Sign Out". A left sidebar contains navigation links: "Dashboard", "View Queries" (with a notification badge), and "Log off".

The main content area features a "Post A New Query" form with the following fields:

- Department: EXAMINATION DISTANCE (dropdown)
- Apply For: Any Query in Exam Distance Educ (dropdown)
- Course: B.Sc.(IT) (dropdown)
- Semester: Semester-1 (dropdown)
- Session From: 20 (dropdown) Session To: 20 (dropdown)
- Subject: Result (text input)
- Description: Result of semester-1 , 11200530092 (text area)

At the bottom of the form are two buttons: "Back" and "Send". The "Send" button is circled in black, indicating it should be clicked to create the ticket.

© 2015 -PTU Student Support Centre

The Windows taskbar at the bottom shows the time as 11:17 on 18-08-2015, with language set to ENG INTL.

Step 9 Click on Ticket no. to view your query.

The screenshot shows a web browser window with the URL `support.ptu.edu.in/Tickets/Index`. The page is titled "Student Support Centre" and includes a navigation menu on the left with options like "Dashboard", "View Queries", and "Log off". The main content area displays a table of tickets. The first ticket is highlighted, showing the student's name "abod", roll number "11200530092", and a query number "Query No:8085" which is circled in red. The ticket description is "Any Query in Exam Distance Education". The page also includes a footer with the copyright notice "© 2015 -PTU Student Support Centre" and a taskbar at the bottom with various application icons and system status information.

PTU Student Support Centre

Department : Student 18 Aug 2015

abod Student

Add New Query

Page 1 of 1 1

Result	Student Name	Roll No	Query No	Query Description	Result of Answer	Date
	abod	11200530092	Query No:8085	Any Query in Exam Distance Education	Result of Answer:1 , 11200530092	18-Aug-2015

© 2015 -PTU Student Support Centre

Step 10 Here you can view your query by clicking on ticket-no.

The screenshot shows a web browser window with the URL support.ptu.edu.in/Tickets/Comment?TicketID=6085. The page is titled "Student Support Centre" and displays the details of a query with ID #6085. The query status is "Open" and was created on 18-Aug-2015 at 11:18:07. The user is identified as "abcd" (Student). The query details include the following information:

QUERY NO: #6085		SUBJECT: RESULT	
Status:	Open	College/Center:	Sainik Institute, Jalandhar
Create Date:	18-Aug-2015 11:18:07	Regular/Distance:	Regular
Today Date:	18-Aug-2015 11:18:58	Department:	EXAMINATION DISTANCE
Student:	ABC	Course:	B.Sc.(IT)
Roll No:	11200530092	Reason:	Any Query in Exam Distance Education
E-Mail ID:	abc@gmail.com	Session:	2009 TO 2012
Phone:	9465884817	IP Address:	202.164.50.114

Below the query details, there is a section for the student "Student : <abcd>" with the date "18 August 2015". It shows the "Result of semester-1 , 11200530092". There is a "Click here to Reply" link and a "File Upload" section with a button to "Upload PDF File...". A "Send" button is also present.

© 2015 -PTU Student Support Centre

Your enquiry will be submitted to its concerned department and an three digit Ticket Number will be assigned to you. You can track the status of your query any time on the same portal using your userid/password and Ticket Number. Help Line no. related to query- 18002662501, 08437709888, 9815677660.

Steps to track online query :

1. Login to your account with user name & password.

The screenshot displays a web browser window with the URL `support.ptu.edu.in`. The page features a large banner image of the Punjab Technical University building with a fountain in the foreground. The main heading is "Welcome to PTU Student Support Centre" with the tagline "Propelling Punjab To a Prosperous Knowledge Society". On the right side, there is a dark blue login box with the PTU logo and the text "ਪੰਜਾਬ ਟੈਕਨੀਕਲ ਯੂਨੀਵਰਸਿਟੀ". The login box contains a "REGISTER TO POST A QUERY" button, a "LOGIN TO YOUR ACCOUNT" button, a "Username" field with the text "abcd", a "Password" field with masked characters "*****", and a red "LOGIN" button which is circled in black. Below the login button, there are links for "Forgot your password?" and "Sign up". On the left side of the page, there is a vertical menu with links: "About PTU Support Centre", "Frequently Asked Questions", "Documents Information", "Important Performas", and "Your feedback". The footer of the page includes a "TOLL FREE HELP LINE NO" icon, copyright information "© 2014 Punjab Technical University (PTU) - All rights reserved.", and the text "Powered by Sahasr Informatics". The Windows taskbar at the bottom shows various application icons and the system clock indicating "ENG INTL 11:13 18-08-2015".

2. Click on view queries.

The screenshot displays the PTU Student Support Centre website. The browser's address bar shows the URL `support.ptu.edu.in/Home/Index`. The page header includes the PTU logo, the text "Student Support Centre", and the user's name "abcd Student". A navigation sidebar on the left contains links for "Dashboard", "View Queries" (with a notification icon), and "Log off". The main content area features a "Welcome to PTU Support Centre" message, a "Check Status of Query" section with a search bar, and two primary action buttons: "Add New Query" (green) and "View Queries" (blue). The "View Queries" button is circled in black. Below these buttons, there is a copyright notice: "© 2015 -PTU Student Support Centre". The Windows taskbar at the bottom shows various application icons and the system clock indicating 11:43 on 18-08-2015.

Punjab Technical University x Home Page - Welcome to x Rishi

support.ptu.edu.in/Home/Index

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)

PTU Student Support Centre
Department : Student 18 August 2015

abcd Student

NAVIGATION

- Dashboard
- View Queries 1
- Log off

Welcome to PTU Support Centre

In order to streamline support requests and better serve you, we utilize a support ticket system. 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. A valid email address is required to submit a ticket.

Check Status of Query

Enter Query number

Search

Open A New Query

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

Add New Query

Check Old Queries

We provide archives and history of all your current and past support requests complete with responses.

View Queries

© 2015 -PTU Student Support Centre

Windows taskbar: 11:43 18-08-2015

3. Click on query no.

The screenshot shows a web browser window with the URL support.ptu.edu.in/Tickets/Index. The page is titled "Student Support Centre" and is for a "Student" user. The user's name is "abcd" and the date is "18 August 2015". There are links for "Change Password" and "Sign Out".

On the left, there is a navigation menu with "Dashboard", "View Queries" (with a notification badge), and "Log off".

The main content area shows a list of queries. The first query is highlighted in green and has "Query No 5085" circled. The query details are:

- Result:** Student Name: abcd, Roll No: 11200530092
- Any Query in Exam Distance Education**
- Result:** 11200530092

At the bottom, there is a footer with "© 2015 -PTU Student Support Centre".

The Windows taskbar at the bottom shows various application icons and the system clock indicating 11:45 on 18-08-2015.

4. Check your status here .

The screenshot displays a web browser window with the URL `support.ptu.edu.in/Tickets/Comment?TicketID=6085`. The page header identifies the user as 'Student' and the date as '18 August 2015'. A navigation sidebar on the left includes links for 'Dashboard', 'View Queries' (with a notification badge), and 'Log off'. The main content area features a ticket summary for 'QUERY NO: #6085' and 'SUBJECT: RESULT'. Below this, a table lists ticket details:

Status:	Closed	College/Center:	Sainik Institute, Jalandhar
Create Date:	18-Aug-2015 11:18:07	Regular/Distance:	Regular
Today Date:	18-Aug-2015 11:45:34	Department:	EXAMINATION DISTANCE
Student:	ABC	Course:	B.Sc.(IT)
Roll No:	11200530092	Reason:	Any Query in Exam Distance Education
E-Mail ID:	abc@gmail.com	Session:	2009 TO 2012
Phone:	9465884817	IP Address:	202.164.56.114

The ticket history shows three messages from the 'Admin' dated '18 August 2015':

- Message 1: 'Result of semester-1 , 11200530092'
- Message 2: 'Dear Student The result of Roll no. 11200530092 semester-1 has been declared & you got 357 marks in session S12.'
- Message 3: 'Your Ticket has been closed'

A 'Click here to Reply' link is provided at the bottom of the ticket history. The Windows taskbar at the bottom shows the system time as 11:45 on 18-08-2015.