

## User Manual for Ticketing System (English)

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### Note.

Ticketing System is to be used for internal/official communications only. Any Request regarding Editing Application form or changing the Documents of Application form is to be done Using the Grievance link.

Grievance Link is available in your Login. (For E-Verification selected candidates only). For P- Scrutiny Mode Selected candidates required to visit Nearby Facilitation centre.

Read Grievance Related information available on Information brochure.

## 1. To Generate/Create Ticket

For any clarification or queries regarding the admission process user either can contact us using the provided helpline number or submitting the Ticketing through candidate's login.

To raise the written complaint or queries candidates needs to login using their Application ID and Password on respective CAP Portal.

Registered Candidates Sign In

Application ID : EN23110079

Password : .....

PLKGL

Sign In

[I can't access my account ?](#)

**Instructions :**

1. The Candidate who is already registered should enter Application ID and Password.
2. In case candidate forgets his / her Application ID / Password, he / she can retrieve it by using "I can't access my account ?".
3. Candidate is advised not to disclose or share their password with anybody. CET Cell will not be responsible for violation or misuse of the password of a candidate.
4. Only authorised users are allowed to proceed further.
5. Your IP Address and other information will be captured for security reasons.
6. The SC, ST, VJ/DT- NT(A), NT(B), NT(C), NT(D), OBC, SBC and EWS Candidates who submitted receipt of Caste/Tribe Validity Certificate, Non Creamy Layer Certificate, EWS Certificate during registration, physical document verification and confirmation period should upload and verify original Caste/ Tribe Validity Certificate, Non Creamy Layer Certificate, EWS Certificate at FC and submit original certificate to the admitted institute on or before 12/11/2023 Up to 03:00 PM, otherwise these candidates admission will get automatically cancelled and shall be considered as Open category candidates for next institute level round provided candidate full fill eligibility criteria for open category.

On the left-hand side under the Important Links Generate Ticket Link is available, after clicking on the link candidate able Generate the Ticket.

Generate Ticket

Login ID \* EN23110084

Category \* -- Select --

Query \*

Attachment

Choose file Browse

File Types Allowed : .jpg, .jpeg, .png, .bmp, .pdf  
Maximum File Size Allowed : 1 MB

Generate Ticket

Here candidates are required to selected type of Query first from the Given drop- down menu.

Generate Ticket

Login ID \* EN23110084

Category \* -- Select --

Technical Query

Administrative Query

Other Query

Query \*

Attachment

Choose file Browse

File Types Allowed : .jpg, .jpeg, .png, .bmp, .pdf  
Maximum File Size Allowed : 1 MB

Generate Ticket

**Technical Query** – Queries related to technical issues took place or it was not possible to complete the process due to system, server, and portal queries.

**Administrative Query** – Questions that require written clarification about the rules, Documentation, Verification Process, or Intake process.

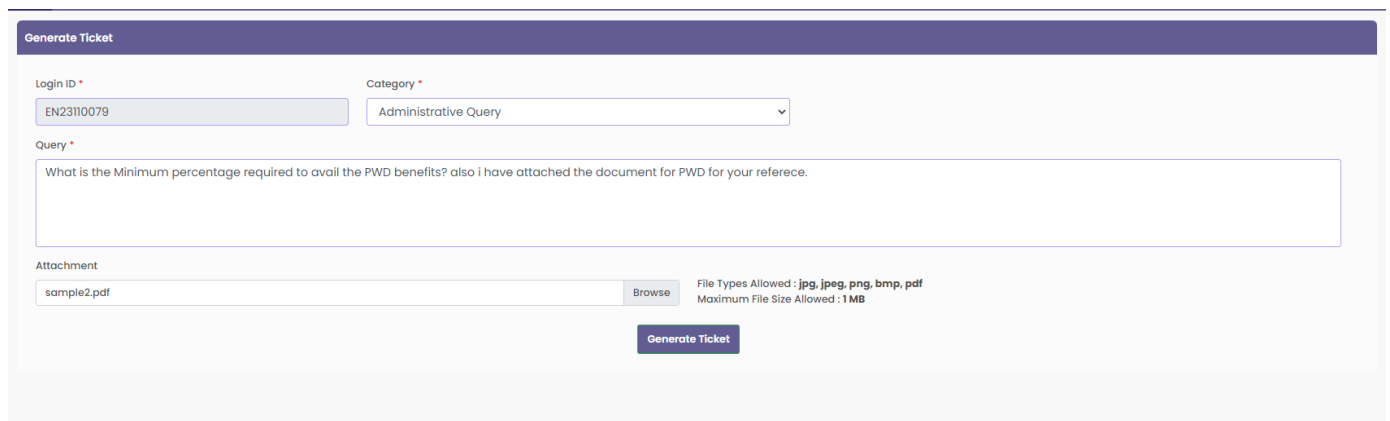
**Other Query** – Any other queries which requires written clarification from higher Authority.

Select your Category query as per the requirements.

## Query Details

Candidates are required to write in details about their query to resolve within the time.

Candidates can write in details about up to 1000 word.

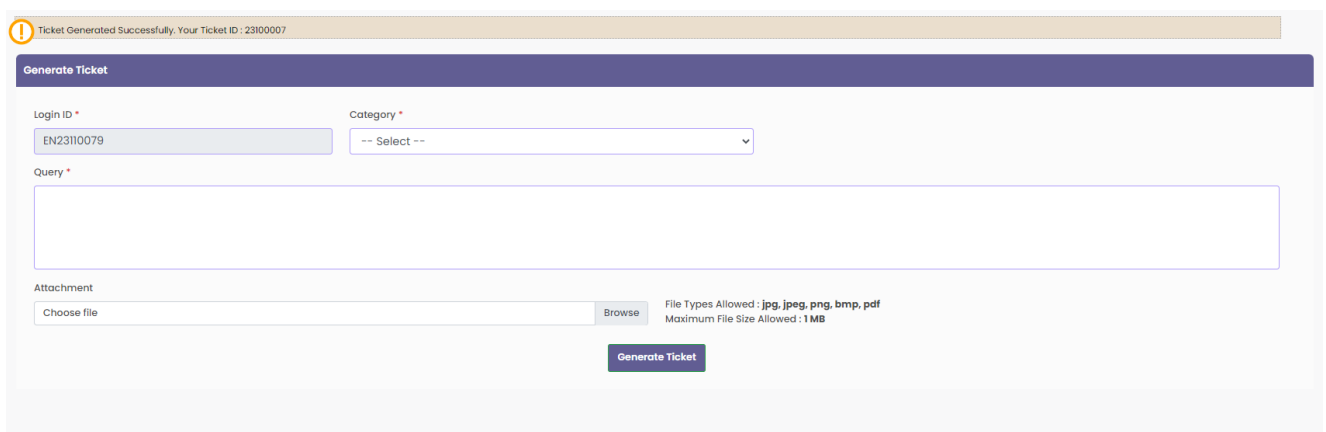


The screenshot shows the 'Generate Ticket' form with the following details:

- Login ID \***: EN23110079
- Category \***: Administrative Query
- Query \***: What is the Minimum percentage required to avail the PWD benefits? also I have attached the document for PWD for your referece.
- Attachment**: sample2.pdf
- File Types Allowed**: .jpg, .jpeg, .png, .bmp, .pdf
- Maximum File Size Allowed**: 1 MB
- Generate Ticket** button is visible.

## Generate Ticket

After Attachment if any candidates should click on Generate Ticket Button. Post successful Create candidate will get Ticket Number as shown below.



The screenshot shows the 'Generate Ticket' form with a success message at the top: "Ticket Generated Successfully. Your Ticket ID : 23100007". The form fields are as follows:

- Login ID \***: EN23110079
- Category \***: -- Select --
- Query \***: (Empty text area)
- Attachment**: Choose file
- File Types Allowed**: .jpg, .jpeg, .png, .bmp, .pdf
- Maximum File Size Allowed**: 1 MB
- Generate Ticket** button is visible.

## 2. Check Ticket Status

To check the Submitted ticket Status or Response from the STATE CET CELL, Candidates are required to click on Check Ticket Status link. After clicking on the link candidate will able view the submitted Tickets.

Check Ticket Status					
<input type="text" value="Enter Ticket ID / Login ID"/>				<input type="button" value="Search"/>	
View	Ticket ID	Login ID	Category	Sent Date Time	Current Status
	23100005	EN23110079	Technical Query	23/05/2023 3:22:11 PM	Replied by Ticket Administrator
	23100006	EN23110079	Technical Query	23/05/2023 3:29:04 PM	Assigned to Ticket Administrator
	23100007	EN23110079	Administrative Query	23/05/2023 4:34:33 PM	Assigned to Ticket Administrator

Query wise status has been displayed. Once the Ticket resolved by the Administrator, the Status of respective ticket will display as Replied by Ticket Administrator if not. than Assigned to Ticket Administrator.

View Ticket Details	
Ticket ID : 23100005	
Login ID : EN23110079	Category : Technical Query
Sent By : EN23110079	Sent Date Time : 23/05/2023 3:22:11 PM
Query : Please restore the admission	
Replied By : adminlaxman	Replied Date Time : 23/05/2023 3:27:50 PM
Replied Message : Once Admission cancelled it cannot be restored as per the rules. You eligible for Non-CAP Admission.	
Current Status : Replied by Ticket Administrator	Updated Date Time : 23/05/2023 3:27:50 PM
Ticket ID : 23100006	
Login ID : EN23110079	Category : Technical Query
Sent By : EN23110079	Sent Date Time : 23/05/2023 3:29:04 PM
Query : Please help me to get admission through CAP.	
Current Status : Assigned to Ticket Administrator	Updated Date Time : 23/05/2023 3:29:04 PM

To view the details about query Candidates are required to Click on View button.

## 3. Re-Open Query

Candidates who are not satisfied with the resolution/clarification provided by the administrator or who wish more information may re-open the ticket by clicking the Re-Open button.

Ticket ID : 23100006	
Login ID : EN23110079	Category : Technical Query
Sent By : EN23110079	Sent Date Time : 23/05/2023 3:29:04 PM
Query : Please help me to get admission through CAP.	
Replied By : adminlaxman	Replied Date Time : 23/05/2023 4:54:02 PM
Replied Message : Once Admission cancelled it cannot be restored as per the rules. You eligible for Non-CAP Admission.	
Current Status : Replied by Ticket Administrator	Updated Date Time : 23/05/2023 4:54:02 PM
<input type="button" value="Re-Open"/>	

Write Your query in details and submit con Re-Open button. On submission New Sub-Ticket number will be generated and assigned to Administrator for Resolution.

Ticket ID : 23100006	
<b>Login ID :</b> EN2310079	<b>Category :</b> Technical Query
<b>Sent By :</b> EN2310079	<b>Sent Date Time :</b> 23/05/2023 3:29:04 PM
<b>Query :</b> Please help me to get admission through CAP.	
<b>Replied By :</b> adminlaxman	<b>Replied Date Time :</b> 23/05/2023 4:54:02 PM
<b>Replied Message :</b> Once Admission cancelled it cannot be restored as per the rules. You eligible for Non-CAP Admission.	
<b>Current Status :</b> Replied by Ticket Administrator	<b>Updated Date Time :</b> 23/05/2023 4:54:02 PM

Query \*

Attachment

Choose file

Browse

File Types Allowed : **jpg, jpeg, png, bmp, pdf**  
Maximum File Size Allowed : 1 MB

Re-Open