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.

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

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

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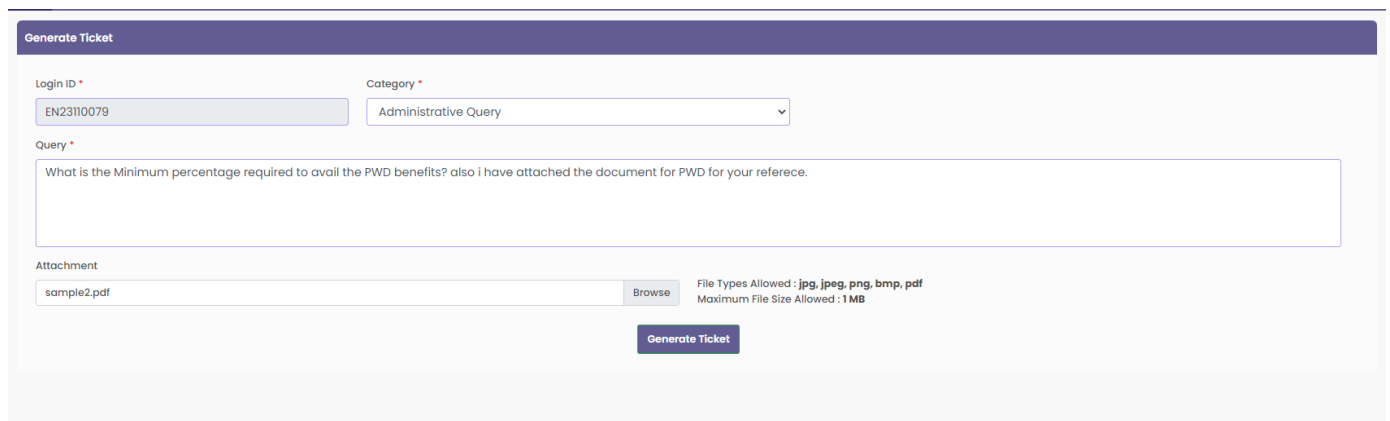
Other Query – Any other queries which requires written clarification from higher Authority.

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.

Generate Ticket

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

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.

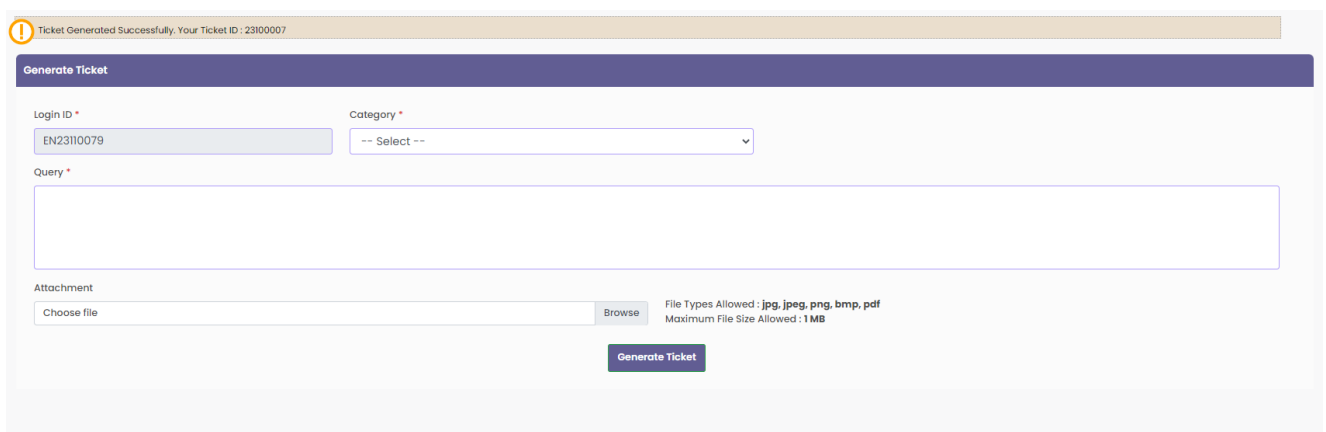|	Check Ticket Status				
View	Ticket ID	Login ID	Category	Sent Date Time	Current Status
👁	23100005	EN23110079	Technical Query	23/05/2023 3:22:11 PM	Replied by Ticket Administrator
👁	23100006	EN23110079	Technical Query	23/05/2023 3:29:04 PM	Assigned to Ticket Administrator
👁	23100007	EN23110079	Administrative 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

Sent By : EN23110079

Query :
Please restore the admission

Replied By : adminlaxman

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

Category : Technical Query

Sent Date Time : 23/05/2023 3:22:11 PM

Replied Date Time : 23/05/2023 3:27:50 PM

Updated Date Time : 23/05/2023 3:27:50 PM

Ticket ID : 23100006

Login ID : EN23110079

Sent By : EN23110079

Query :
Please help me to get admission through CAP.

Current Status : Assigned to Ticket Administrator

Category : Technical Query

Sent Date Time : 23/05/2023 3:29:04 PM

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

Sent By : EN23110079

Query :
Please help me to get admission through CAP.

Replied By : adminlaxman

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

Category : Technical Query

Sent Date Time : 23/05/2023 3:29:04 PM

Replied Date Time : 23/05/2023 4:54:02 PM

Updated Date Time : 23/05/2023 4:54:02 PM

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	
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

Query *

Attachment

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

Re-Open