

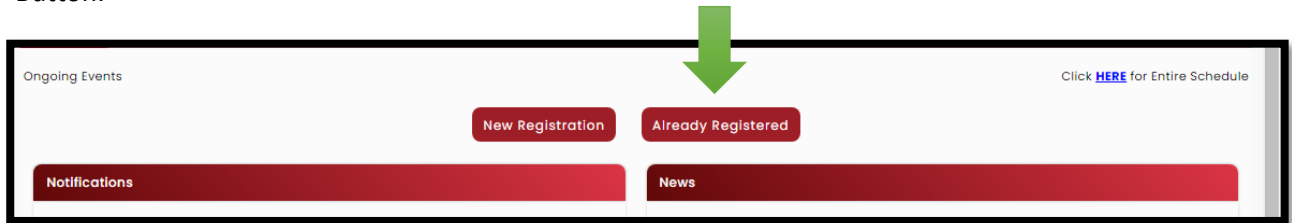
## Ticketing System – User Manual

After registration candidate can raise the query by submitting the Ticket from candidate's login.

To raise query (Ticket) please follow the below step.

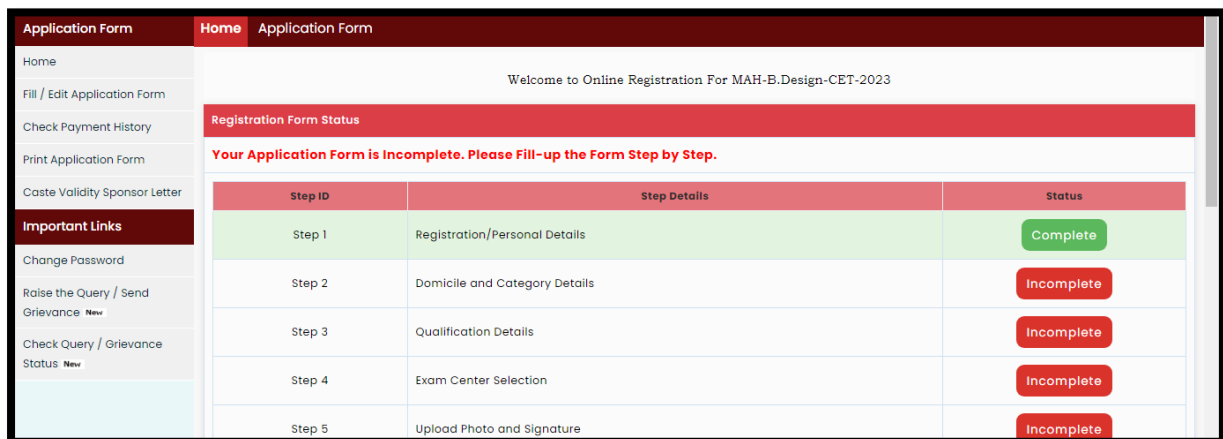
### Step 01: Candidate login.

Click on Already Registered and enter your application number and Password and click on Login Button.

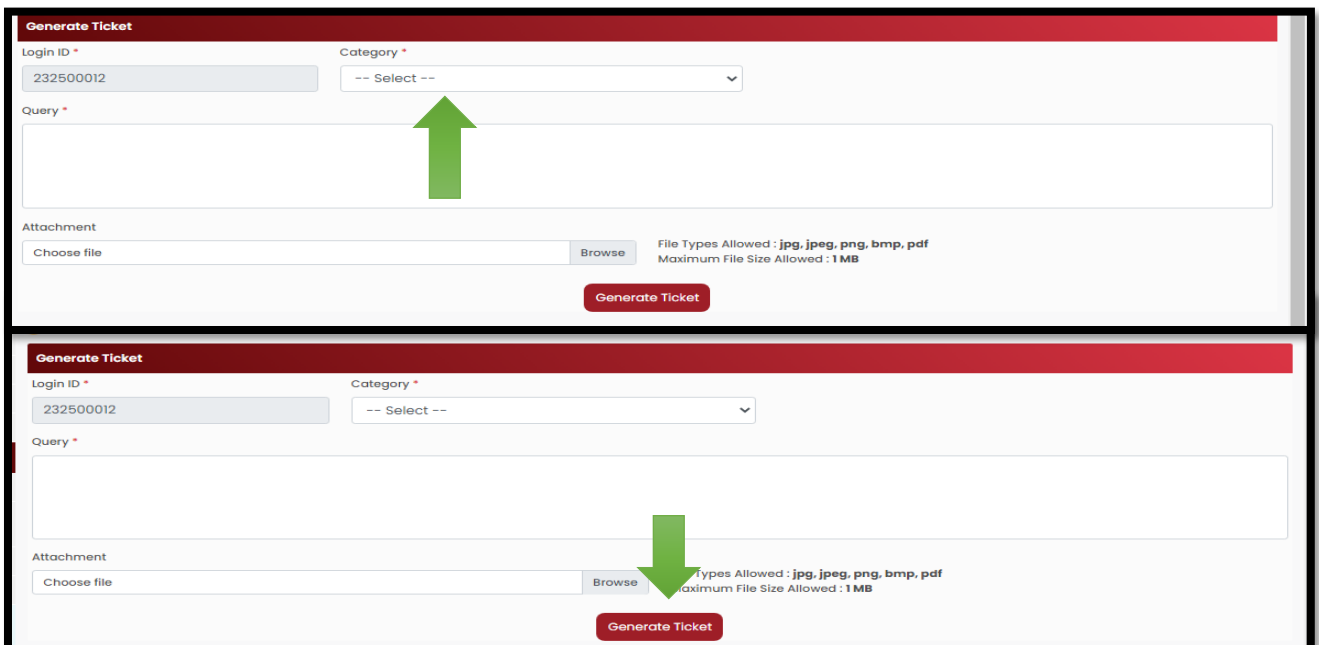


### Step 02: Raise Query (Ticket).

To raise any query, click on following link and select the Query Type and enter your detailed query in English only.



After filling up all details click on Generate Ticket. On successful submission of Ticket Unique Ticket, no will be Generated and respective query will be assigned to Admin to resolve the issue.



### Step 03: Check Ticket Status

After submission of Ticket candidate can check the status of submitted Ticket using following link.

Click on View to check the detailed information of query resolved by the admin.

| View | Ticket ID | Login ID  | Category        | Sent Date Time        | Current Status                   |
|------|-----------|-----------|-----------------|-----------------------|----------------------------------|
|      | 23100001  | 232500012 | Technical Query | 23/03/2023 2:54:23 PM | Replied by Ticket Administrator  |
|      | 23100002  | 232500012 | Technical Query | 23/03/2023 2:57:36 PM | Replied by Ticket Administrator  |
|      | 23100003  | 232500012 | email           | 23/03/2023 3:03:02 PM | Replied by Ticket Administrator  |
|      | 23100004  | 232500012 | Technical Query | 23/03/2023 3:14:32 PM | Replied by Ticket Administrator  |
|      | 23100005  | 232500012 | Technical Query | 23/03/2023 3:18:27 PM | Replied by Ticket Administrator  |
|      | 23100006  | 232500012 | Technical Query | 23/03/2023 5:18:04 PM | Assigned to Ticket Administrator |

**Ticket ID :** 23100006

**Login ID :** 232500012      **Category :** Technical Query  
**Sent By :** 232500012      **Sent Date Time :** 23/03/2023 5:18:04 PM

**Query :**  
Not able to fill in qualification details

**Current Status :** Assigned to Ticket Administrator      **Updated Date Time :** 23/03/2023 5:18:04 PM

### Ticket: Re-Open

If candidate is not satisfied with resolution given by admin in such case candidate can Re-Open the Ticket by clicking on Re-Open as shown below.

**Ticket ID :** 23100002

**Login ID :** 232500012      **Category :** Technical Query  
**Sent By :** 232500012      **Sent Date Time :** 23/03/2023 2:57:36 PM

**Query :**  
Even not working please check

**Replied By :** adminLaxman      **Replied Date Time :** 23/03/2023 2:59:09 PM

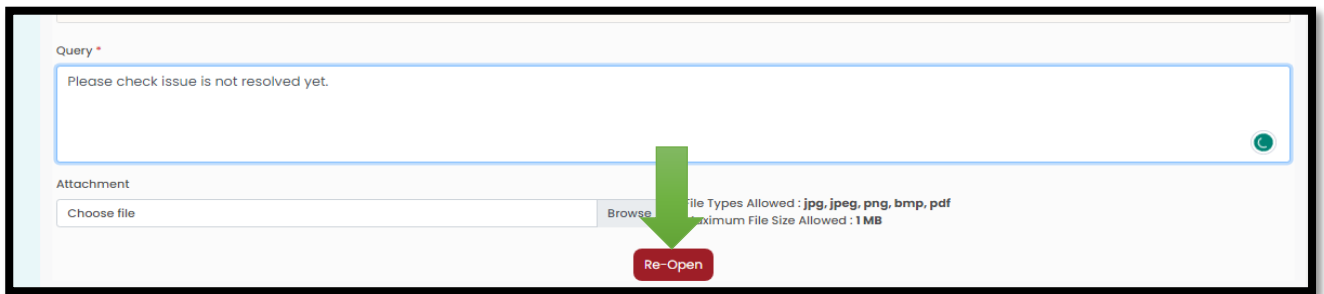
**Replied Message :**  
issue resolved

**Current Status :** Replied by Ticket Administrator      **Updated Date Time :** 23/03/2023 2:59:09 PM

**Re-Open**

Fill the details as per requirement and click on Re-Open to submit the Ticket to admin.

On submission of Ticket same will be resolved by the respective admin.



The image shows a screenshot of a web form for submitting a ticket. The form is titled "Query" and contains a text input field with the message "Please check issue is not resolved yet." Below the text field is an "Attachment" section with a "Choose file" input, a "Browse" button, and a list of allowed file types: "jpg, jpeg, png, bmp, pdf". The "Maximum File Size Allowed" is specified as "1MB". A red "Re-Open" button is located below the attachment section. A large green arrow points down from the text field towards the "Re-Open" button.