NEW PORTAL ONLINE APPLY PROCESS

Student Facilitation Centre of IKGPTU providing services like Applying and Receiving various documents/certificates related to Examination and Academics departments, through online mode. Student can avail these services from anywhere from the globe through our student support portal i.e http://Support.ptu.ac.in
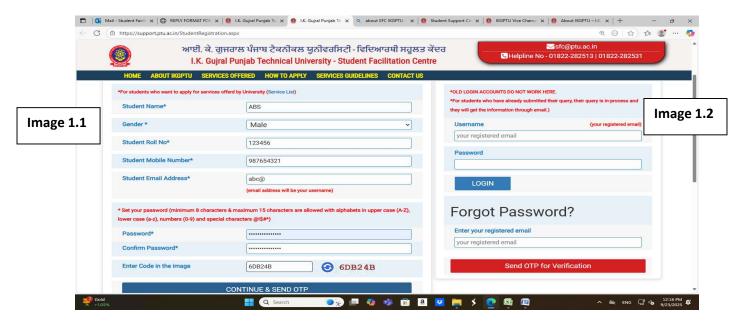
Students are required to follow the following steps for creating query on support portal:

Step –1. Register/sign-up to create an account at support.ptu.ac.in

The following information is required for creating account:

1. Name
2. Gender
3. Last Qualification Roll Number
4. Mobile Number
5. Email Address
6. Set Password (Minimum 8 character & Maximum 15 characters are allowed with alphabets in upper case (A-Z), Lower case (a-z), number (0-9) and special characters (@!$#)
7. After entering all the details click on **CONTINUE & SEND OTP (Image-1.1)**
8. After Clicking on **COUNTINUE & SEND OTP** button, an OTP for verification will be received on mobile number/email
9. Once OTP is verified, login account is activated.
10. Enter Username & Password sent in email address and click on **LOGIN** button.**(Image-1.2)**
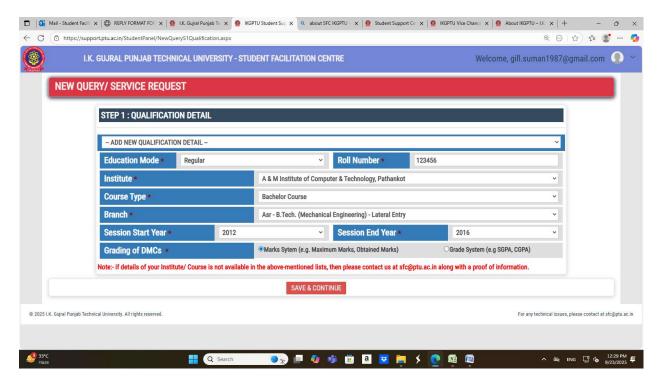
Image-1.1 & 1.2

Step-2. Add Qualification Detail

Student can add Qualification detail by clicking on **SELECT QUALIFICATION DETAIL** then add a new qualification detail & select the following option from the drop down list:

1. Education Mode(Regular or Distance)
2. Roll Number
3. Institute Name
4. Course Type
5. Branch
6. Session Start Year
7. Session End year
8. Grading of DMCs(Marks System or Grade System)

After filling all the required fields click on **SAVE & CONTINUE BUTTON**

Image-2

Step-3 Add Service Details

Student can select the Following options:

1. Service Category (Image 3.1)
2. Service Sub-Category (Image 3.2)
3. Total No. of Sets
4. Postal Reference(Fill the Address, State, Country, pin code & Contact number)
5. Remarks/Comments (Student can add any remarks regarding the query)

NOTE: If required the soft copy of the documents then select the **E-mail** option which is extra chargeable i.e. Rs.1180/- (Image 3.3)

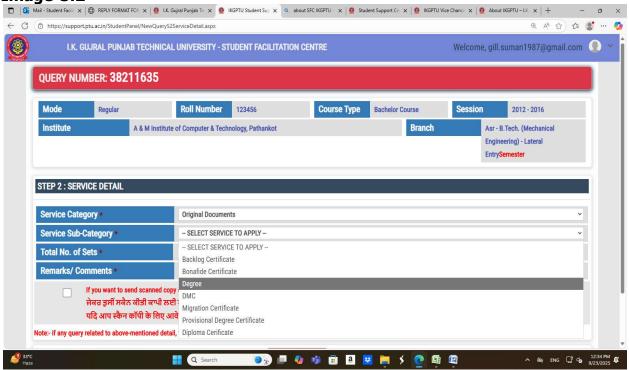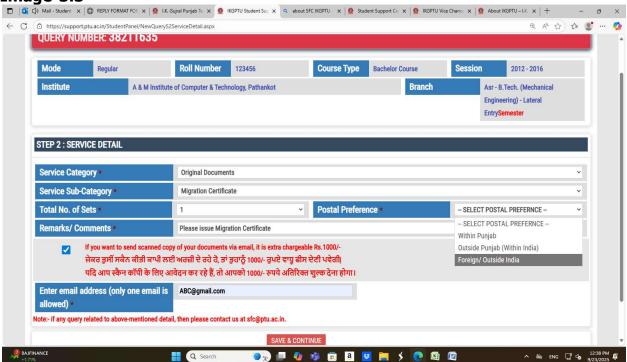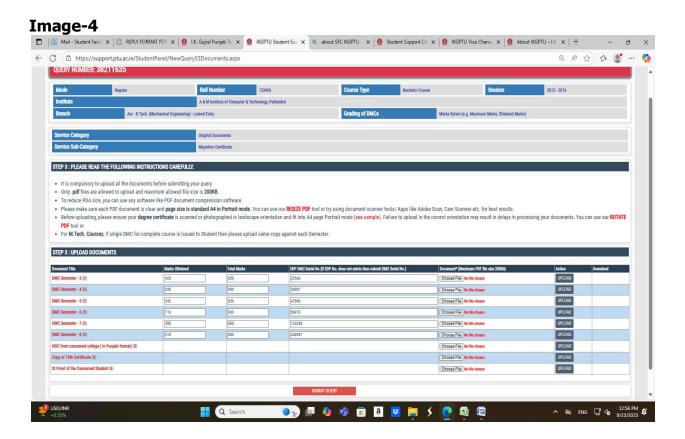6. Click on **SAVE & CONTINUE** button

Image-3.1

Image-3.2

Image-3.3

Step-4 Uploading of Documents

List of Prerequisites documents for each Service is mentioned in TABLE-2. Students are required to follow the following instructions for uploading the documents:
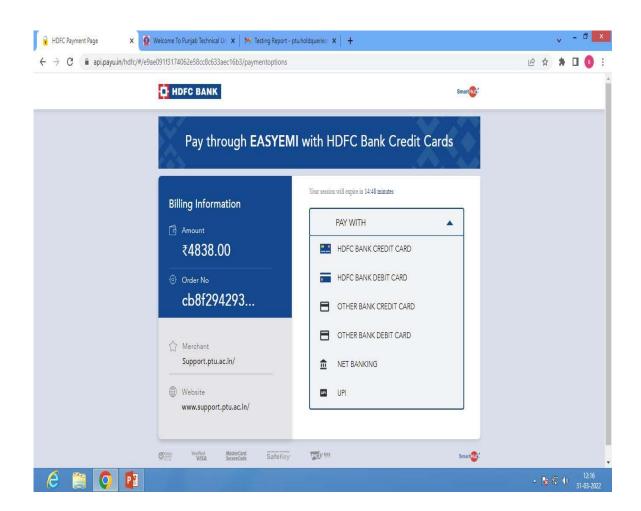
1. It is compulsory to upload all the documents before submitting the query.
2. Only pdf files are allowed to upload & allowed file size is 200KB.
3. To reduce pdf size use any software like pdf compression software.
4. Please make sure each PDF document is clear and page size is standard A4 in Portrait mode. You can use our **RESIZE PDF TOOL** or try using document scanner tools/ Apps like Adobe Scan, Cam Scanner etc. for best results.
5. Before uploading, please ensure your degree certificate is scanned or photographed in landscape orientation and fit into A4 page Portrait mode. Failure to upload in the correct orientation may result in delays in processing your documents.
6. After uploading all the compulsory documents as per the instructions, student can submit query by clicking on **SUBMIT QUERY BUTTON**.

Image-4

Step- 5 Eligibility Check by SFC (IKGPTU)

1. The SFC team will perform eligibility check of the submitted query. In case of any discrepancy in the information/ documents, SFC team will send an alert email to upload correct documents and re-submit within 2 working days.
2. Once verified, the student will get an alert email to pay the fees through payment gateway (Image-5). The student can submit the fees through net banking/ credit card/ debit card. University will take 10-15 working days to process your query.

Image-5

Step-6 Dispatch Detail:

1. Once query is processed, the SFC team will dispatch (Speed Post) the documents, and the document dispatch number (tracking ID) will be available in student login account for tracking the speed post. The document soft copy is also available in Student login account.
2. The student may track his/ her query status through the portal login.

In the entire process, the student is advised not to require visiting the University in-person for obtaining documents as the portal is very user friendly and requires minimum external support.