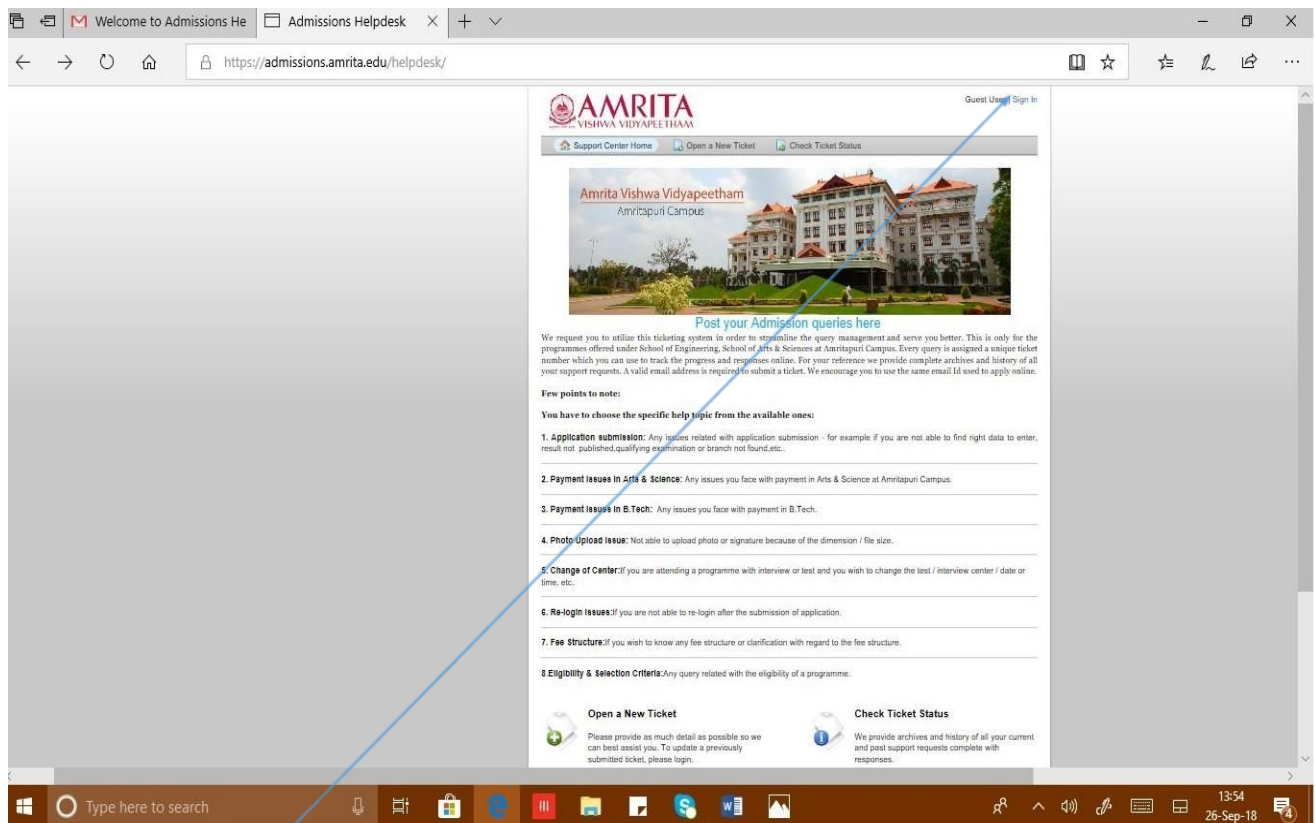


## Student User Manual for Online Ticketing System

Amrita School of Engineering is introducing an Online Ticketing System for students for those who have submitted their application successfully. Through this they can manage their queries related to login issue, payment issue, personal information update, admit card issue etc. Each and every query is assigned a ticket number through which the students can know the status of the query and they can also update a ticket which was submitted earlier. For using this Online Ticketing System, the students must have a valid email id probably the one which is used while filling the application form.

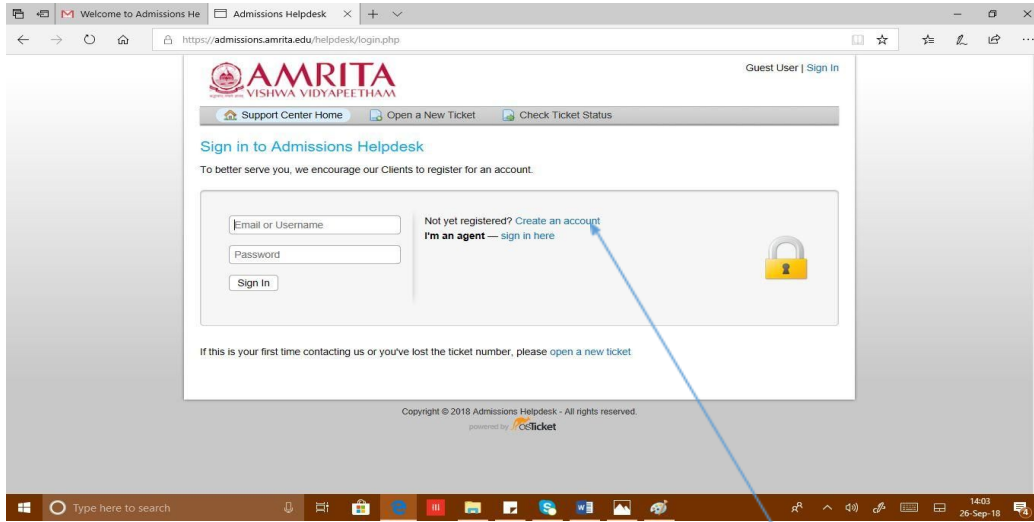
### Step 1

Enter the URL <https://admissions.amrita.edu/helpdesk/> in the browser of your system to login. The following screen will be displayed on your system.



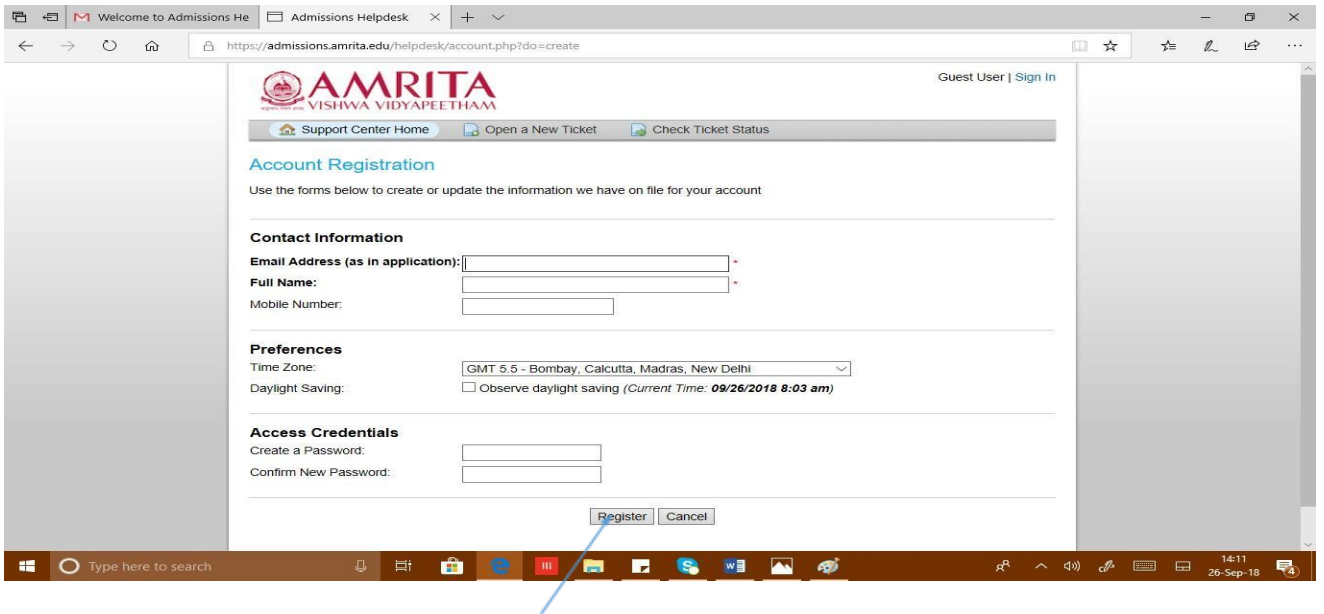
A new user can **Sign In** by clicking the button.

## Step 2



Now you are required to Register for an account . You can **Create an Account** by giving your contact information like email id, name & mobile number. (Note: Email id should be the same which is used while filling the application form).

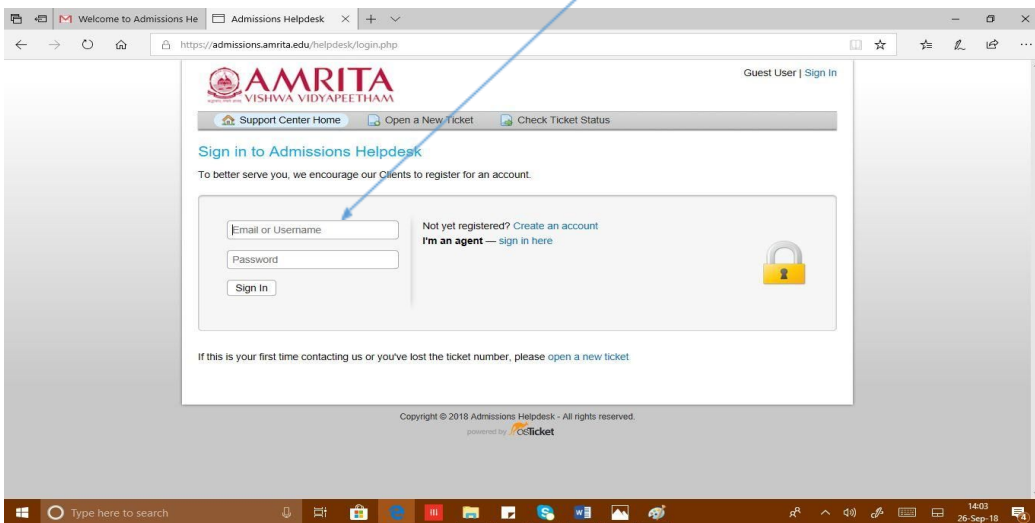
## Step 3



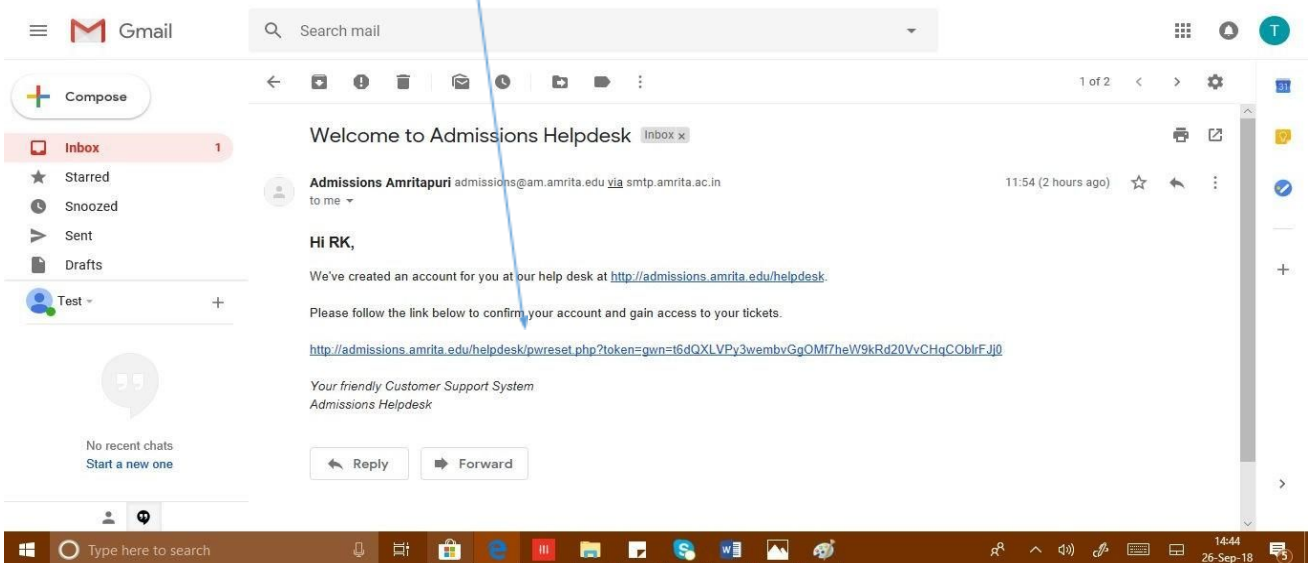
Complete the entry and can click on the **Register** button.

#### Step 4

If you are an existing user, you can login using the **Email Id and Password**.

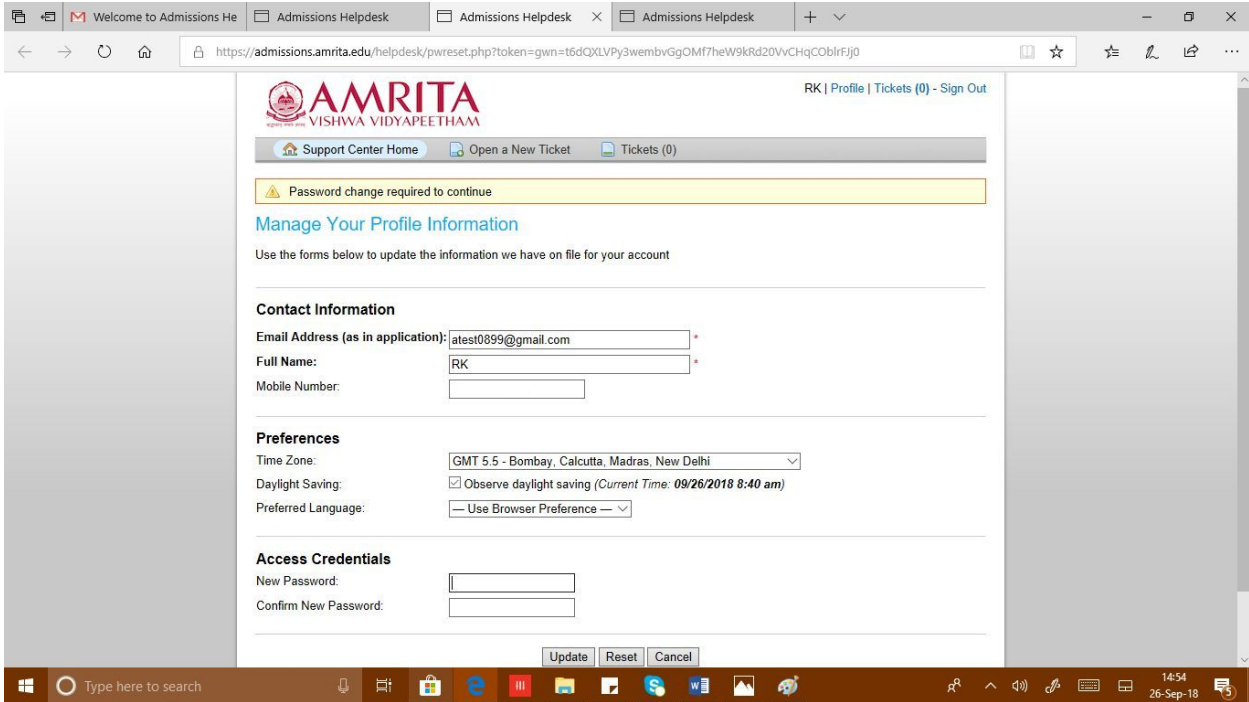


A link will be send to you email id to **Confirm** your account.



#### Step 5

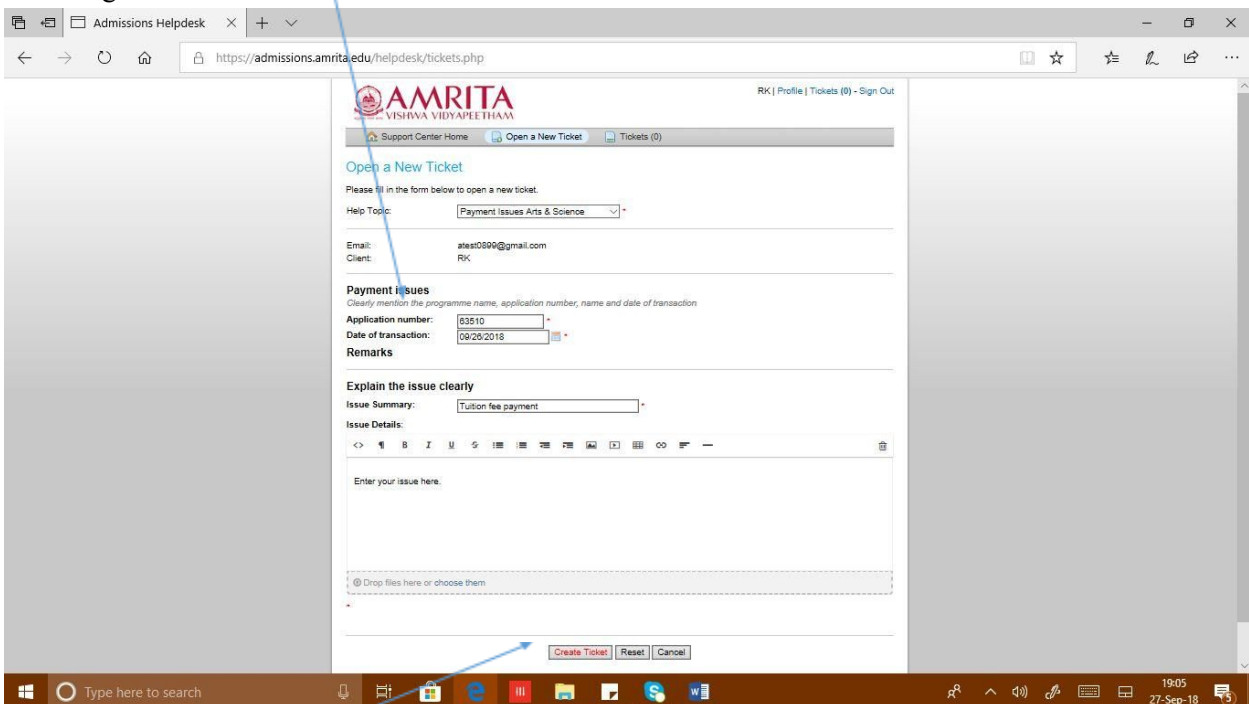
You can click the link and enter you email id and press OK button. You will be directed to your Profile Information screen.



You can change your Contact Information if required. **You have to reset password by a new one and press on the Update button.**

### Step 6

The below screen will be displayed and you can create your ticket. For eg. If you are having payment issue, enter your **Application No. & Date of Transaction** as shown below and mention your issue in the text box given.



Press on the **Create Ticket** button.

**Step 7**

A **Ticket Number** will be issued to you. You can always check the status of the query using the same ticket number if required.

