

This document guides user on how to activate PTCL EVO using Help Desk.

PTCL Evo Activation Guide

For Students

PTCL EVO Activation Guide:

Step 1: Open the link "<http://helpdesk.hec.gov.pk/>" in your browser. It will open a page as shown below. Fill the 'Login' form fields with your email address and password. After filling both fields, press 'Login' button.

Home Knowledgebase News English (U.S.)

This is the user login page.

Login Subscribe

What can we help you with? SEARCH

Enter your email address here.

Knowledgebase News

Enter your password here.

Remember me

Lost password Login

Latest Updates

After filling both fields press this button.

FEB 2 Login Link for Students

Posted by Higher Education Commission 2 on 02 February 2015 02:12 PM

After successful login, you will be redirected to the page as shown below.

Home My Tickets Submit a Ticket Knowledgebase News Troubleshooter English (U.S.)

Account

- My Profile
- Preferences
- Change Password
- Logout

What can we help you with? SEARCH

My Tickets Submit a Ticket Knowledgebase News Troubleshooter

Latest Updates

FEB 2 Login Link for Students

Posted by Higher Education Commission 2 on 02 February 2015 02:12 PM

Step 2: Click on either of the 'Submit a ticket' options as illustrated below.



HIGHER EDUCATION COMMISSION STUDENTS' SERVICE PORTAL

Home My Tickets **Submit a Ticket** Knowledgebase News Troubleshooter English (U.S.)

Account

- My Profile
- Preferences
- Change Password
- Logout

What can we help you with?

My Tickets **Submit a Ticket** Knowledgebase News Troubleshooter

Latest Updates

FEB 2 **Login Link for Students**

Posted by: Higher Education Commission 2 on 02 February 2015 02:12 PM

Step 3: Select 'Ptcl' option from the dropdown present on 'Submit a Ticket' page as illustrated below.



HIGHER EDUCATION COMMISSION STUDENTS' SERVICE PORTAL

Home My Tickets **Submit a Ticket** Knowledgebase News Troubleshooter English (U.S.)

This is the 'Submit a Ticket' page.

Account

- My Profile
- Preferences
- Change Password
- Logout

What can we help you with?

Higher Education Commission Help Desk

Kindly select the organization/group you have a complain against

Select 'Ptcl' option from this dropdown.

Step 4: Click on the 'PTCL' radio button.



HIGHER EDUCATION COMMISSION STUDENTS' SERVICE PORTAL

Home My Tickets **Submit a Ticket** Knowledgebase News Troubleshooter English (U.S.)

Account
My Profile
Preferences
Change Password
Logout

What can we help you with?

Higher Education Commission Help Desk

Kindly select the organization/group you have a complain against

Ptcl

PTCL EVO Activation Cell

Step 5: Select 'EVO Activation Cell' option from the dropdown list as illustrated below and press 'Next' button.



HIGHER EDUCATION COMMISSION STUDENTS' SERVICE PORTAL

Home My Tickets **Submit a Ticket** Knowledgebase News Troubleshooter English (U.S.)

Account
My Profile
Preferences
Change Password
Logout

What can we help you with?

Higher Education Commission Help Desk

Kindly select the organization/group you have a complain against

-- Please Select --

PTCL EVO Activation Cell

Step 6: Fill the 'ticket details' form as illustrated below and press 'Submit' button to submit your ticket.



HIGHER EDUCATION COMMISSION STUDENTS' SERVICE PORTAL

Home My Tickets **Submit a Ticket** Knowledgebase News Troubleshooter

English (U.S.) ▾

Account

- My Profile
- Preferences
- Change Password
- Logout

What can we help you with?

SEARCH

Your ticket details

If you are reporting a problem, please remember to provide as much information that is relevant to the issue as possible.

General Information

MDN Number:*

Fill this field with your device's 'MDN Number'.

ESN Number:*

Fill this field with your device's 'ESN Number'.

Priority

Normal ▾

Note: Both MDN and ESN numbers can be found on your device's box.

Your Message

Subject

Write your contact number here in this field so that PTCL may contact you.

Attach Files [+ Add File]

Submit

After following all the above steps, press this 'Submit' button.

Help Desk Software by Kayako

The page shown below will be displayed after successful submission of your ticket.



HIGHER EDUCATION COMMISSION STUDENTS' SERVICE PORTAL

[Home](#) [My Tickets](#) [Submit a Ticket](#) [Knowledgebase](#) [News](#) [Troubleshooter](#)

English (U.S.) ▾

Account

- [My Profile](#)
- [Preferences](#)
- [Change Password](#)
- [Logout](#)

What can we help you with?

SEARCH

Your request has been received

We have received your request and our team will get back to you shortly. You can log in to the helpdesk to review the status of your request, or check your email for further updates.

General Information

Ticket ID	#HPQ-262-64300
First and Last Name	Muhammad waqas
Email	waqas@nexus.pk
Type	Complain
Priority	Normal

Subject: test
test

Help Desk Software by Kayako

You can use 'My Tickets' option to view all tickets against your ID.

The End