Government of Maharashtra
Maharashtra State, India

<u>User Manual for Creating Ticket</u>

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1. Steps to create helpdesk Ticket
2. View, track & update on ticket

1. <u>Steps to Create Helpdesk Ticket</u>

Step 1 – Visit the website https://helpdesk.maharashtracet.org

GOVERNMENT OF MAHARASHTRA
State Common Entrance Test Cell

Guest User | Sign In

🏠 Helpdesk Home   📄 Open a New Query

Welcome to Maharashtra State CET - Helpdesk

This is your dedicated hub for assistance in navigating the admission process for UG and PG courses. Our goal is to provide seamless support to students like you. Feel free to raise any queries, and our team is here to guide you every step of the way. Your educational journey begins with us!

Step 2 – Click on Sign IN & Enter your registered email ID and Password (SSO)

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Sign In

Registered Email ID

Password

I forgot my password

Sign In

OR

New user?

Register

How to Register - User Manual | Tutorial Video

How to Raise a Ticket

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Maharashtra State, India

**Note – for new users, please register yourself by entering, Full Name, Email ID & DOB. Please note to enter full name as per the SSC/HSC marksheet only

Register

* *Required fields*

Full Name (As per SSC/HSC marksheet)*

In case, your full name only consists of one word (without surname), please enter your name as "NAME ."(Name<Space>"Dot").

Email*

Password*

Password must be at least 8 characters long and include at least one uppercase letter, one lowercase letter, one number, and one special character. The maximum password character length cannot exceed 16 characters

Confirm password*

Date of Birth*

dd-mm-yyyy

Already Registered? Back to Login

Register

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Step 3 – Once logged in, navigate to "Open a New Query" to raise ticket
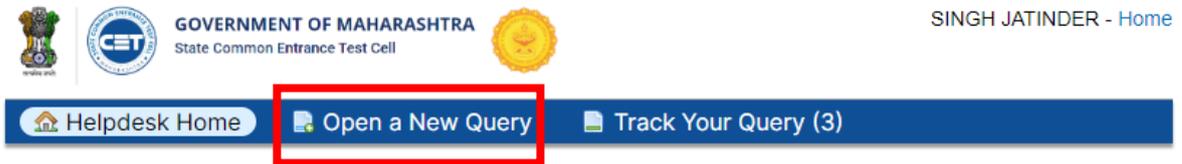
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State Common Entrance Test Cell

SINGH JATINDER - Home

🏠 Helpdesk Home   📄 Open a New Query   📄 Track Your Query (3)

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Step 4 – Once logged in, navigate to "Open a New Query" & Select "FreeEducationforGirls" from the dropdown menu

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SINGH JATINDER - Home

🏠 Helpdesk Home   📄 Open a New Query   📄 Track Your Query (3)
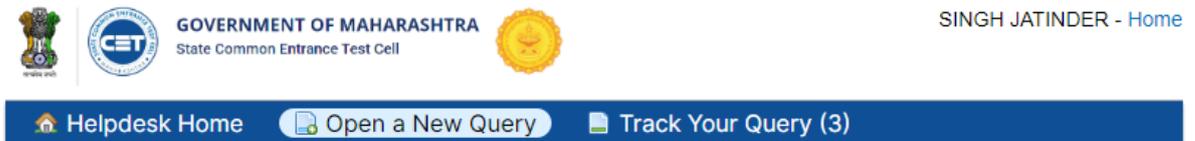
Open a New Ticket

Please fill in the form below to open a new ticket.

Email: jatinders93@gmail.com
Client: SINGH JATINDER

Help Topic

— Select a Help Topic — ▼ *
— Select a Help Topic —
CETHELPDESK
FreeEducationforGirls

Create Ticket   Reset   Cancel

Step 5 – Fill up the details like

- Candidate Name, Contact Number, Registered Email Address
- Course Department, Course Name & College Name
- College Complete Address, City/Town, District, College Code & Pin Code
- Year of Admission in the college
- Type of Query (select from the dropdown)
- Query (Elaborate your query)

- Issue Summary (subject of the ticket)

**Once filled, click on "CREATE Ticket"

Scheme Related to - 100% Fee Waiver for Girls

Queries Related to Scheme Will be Recorded Here

Candidate Name *
> ENTER FULL NAME

Contact Number *
> ADD YOUR REGISTERED MOBILE NUMBER

Registered Email Address *
> WILL BE USED FOR FURTHER COMMUNICATION

Course Department *
> — Select —

Course Name *
> ENTER COMPLETE COURSE NAME

College Name *
> ADD COMPLETE COLLEGE NAME FOR REFERENCE

College Complete Address *

College City/Town *

College District *
> — Select —

College Code
> IF AVAILABLE

College Pin Code *

Year Of Admission *

YEAR OF ADMISSION IN THIS COLLEGE

> 📅 (IST)

Type of Query *
> — Select —

Query *
> ELABORATE YOUR QUERY

Ticket Details

Please Describe Your Issue

Issue Summary *

Create Ticket   Reset   Cancel

Government of Maharashtra
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2. <u>View, Track & Update on ticket</u>

Step 1 – Visit the website https://helpdesk.maharashtracet.org

🏠 Helpdesk Home   📄 Open a New Query

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Registered Email ID

Password

I forgot my password

Sign In

OR

New user?

Register

How to Register - User Manual | Tutorial Video

How to Raise a Ticket
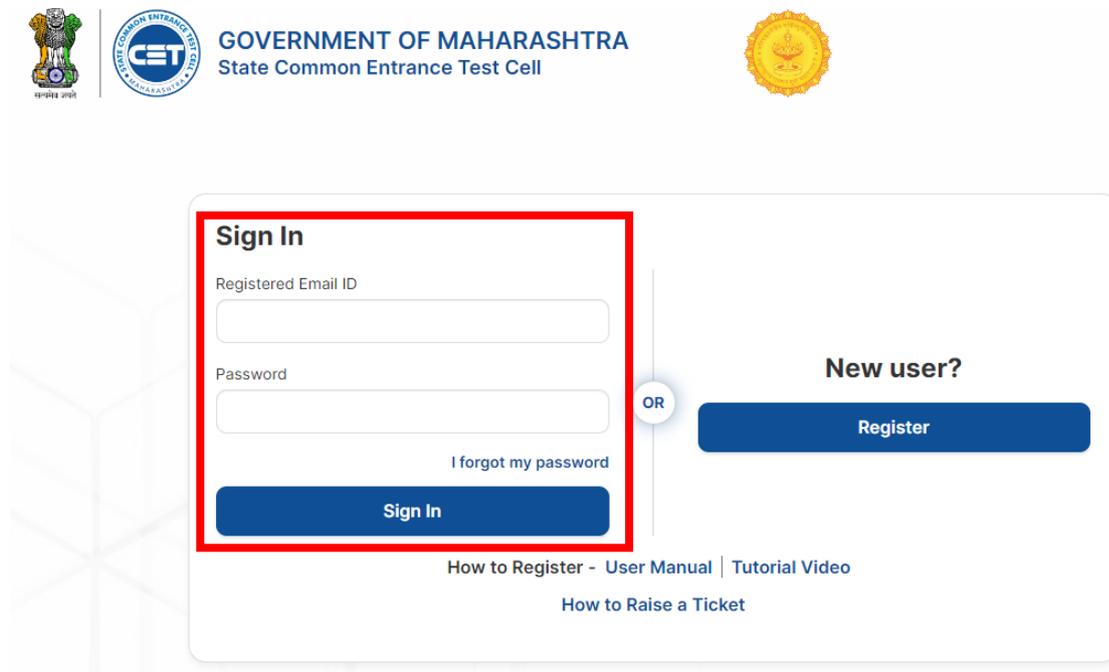
Step 3 – Once logged in, navigate to "Track Your Query" to view historically raised tickets

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State Common Entrance Test Cell

SINGH JATINDER - Home

🏠 **Helpdesk Home** | 📄 **Open a New Query** | 📄 **Track Your Query (3)**

[Search] Search   Help Topic: — All Help Topics — ▾

🔄 **Tickets**   📄 Open (1) | 📄 Closed (2)

Showing 1 - 1 of 1 Open Tickets

Ticket # ⬍	Create Date ⬍	Status ⬍	Subject ⬍	Department ⬍
📄 961354	08/09/2024	Open	Collage Not Considering My Admission	Scheme Related to - 100% Fee Waiver for Girls

Page: [1]

Step 4 – On the student Helpdesk Page, Click on the Ticket Number to see details

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SINGH JATINDER - Home

🏠 **Helpdesk Home** | 📄 **Open a New Query** | 📄 **Track Your Query (3)**

🔄 **Collage Not Considering My Admission** #961354   🖨 Print | ✎ Edit

Basic Ticket Information

		User Information	
Ticket Status:	Open	Name:	Singh Jatinder
Department:	Scheme Related to - 100% Fee Waiver for Girls	Email:	jatinders93@gmail.com
		Phone:	
Create Date:	08/09/2024 05:29:55 PM		

Scheme Related to - 100% Fee Waiver for Girls

Candidate Name:	Komal Jha
Contact Number:	8447220453
Registered Email Address:	jatinders93@gmail.com
Course Name:	{"6865":"Higher & Technical Education"}
College Name:	Amitty University
College Complete Address:	xyz nagar, street 7, abc
College City/Town:	ABC
College District:	Aurangabad
College Code:	1101
College Pin Code:	122001
Year Of Admission:	06/05/2024
Type of Query:	Complaint Against College
Query:	abc issue

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Step 5 – From here, you can "Post a Reply" by attaching a screenshot or adding text in the filed for the team to view

Post a Reply

To best assist you, we request that you be specific and detailed *

<>   ¶   **A**   Aa   B   *I*   U   S   ≡   🖼   ▣   ⊞   ⊝   —

⊕ Drop files here or choose them

[Post Reply] [Reset] [Cancel]