

UNIVERSITY OF ENGINEERING AND TECHNOLOGY TAXILA
EXAMINATIONS BRANCH

No. UET/Exams/2015/149
Dated: 11-03-2015

PRIME MINISTER NATIONAL LAPTOP SCHEME
(EVO DEVICE ACTIVATION)

It is informed that Undergraduate and Postgraduate Programme students who have received their Laptops and EVO devices but are unable to activate their EVO devices must follow the "PTCL EVO Activation Guide for Students" provided by the HEC (attached herewith in PDF format) in order to activate their EVO devices.

It should be noted that if the EVO devices are not activated by March 15, 2015, the three months free access will start metering and students would be at disadvantage.


(Mahmood Akhtar)
Controller of Examinations/
Focal Person PMNLS

Copy to:

1. The Deans of all Faculties
2. The Chairmen of all Departments
3. The Focal Person of all Departments
4. The Campus Director, Sub-Campus Chakwal
5. All Notice Boards

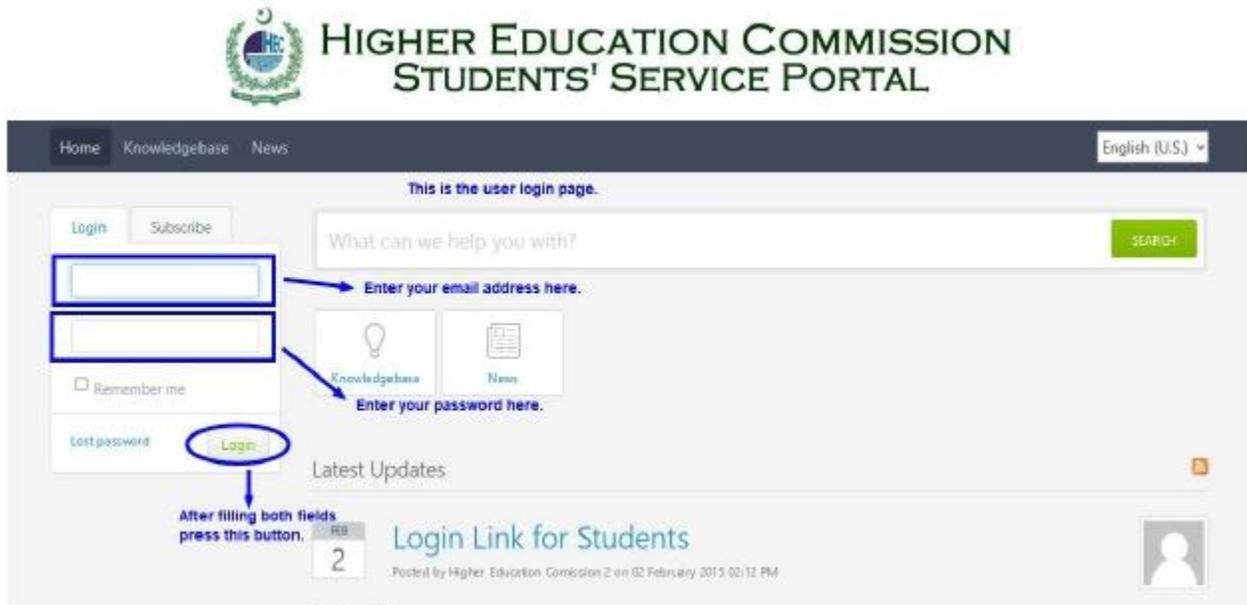
This document guides user on how to activate PTCL EVO using Help Desk.

PTCL Evo Activation Guide

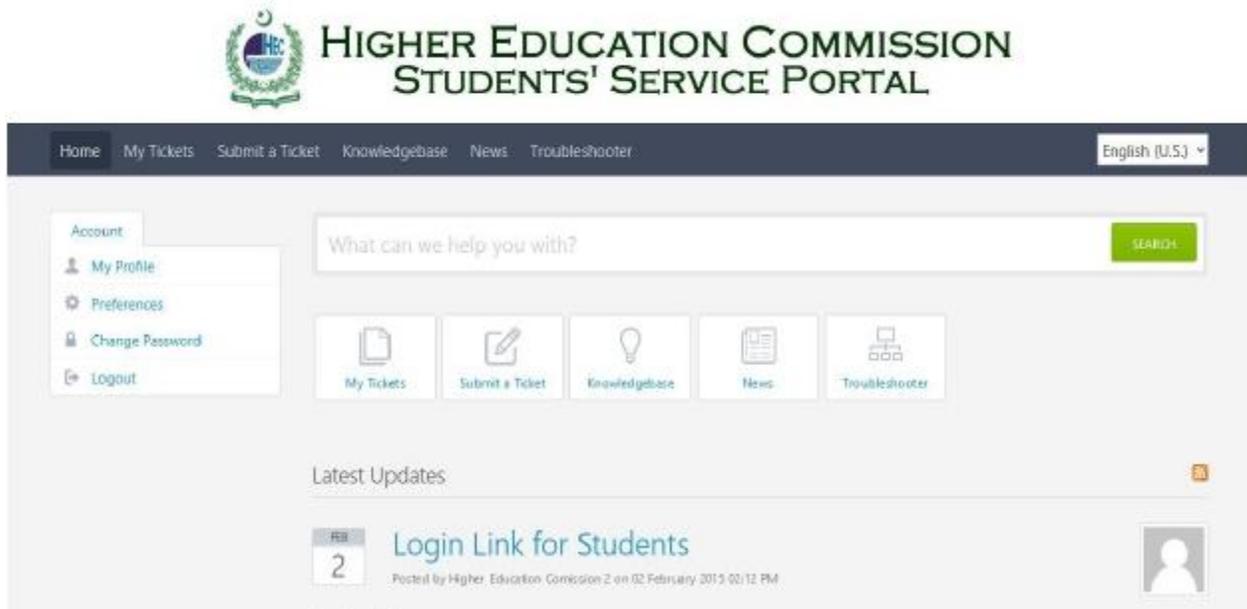
For Students

PTCL EVO Activation Guide:

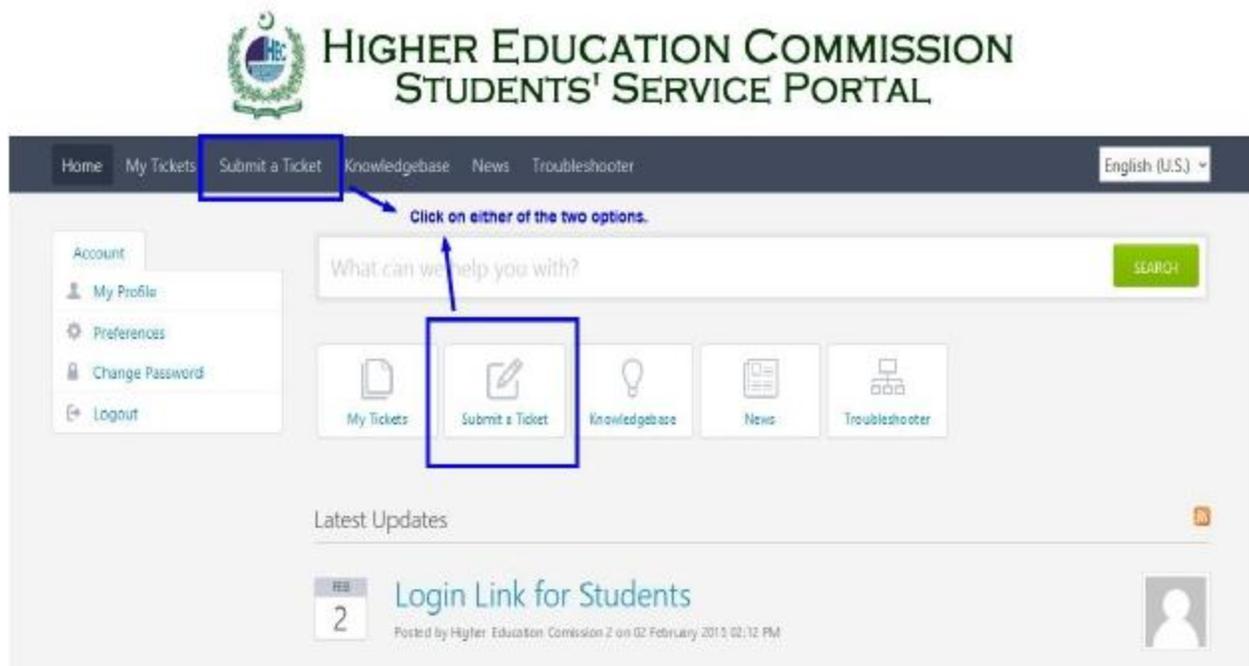
Step 1: Open the link "<http://helpdesk.hec.gov.pk/>" in your browser. It will open a page as shown below. Fill the 'Login' form fields with your email address and password. After filling both fields, press 'Login' button.



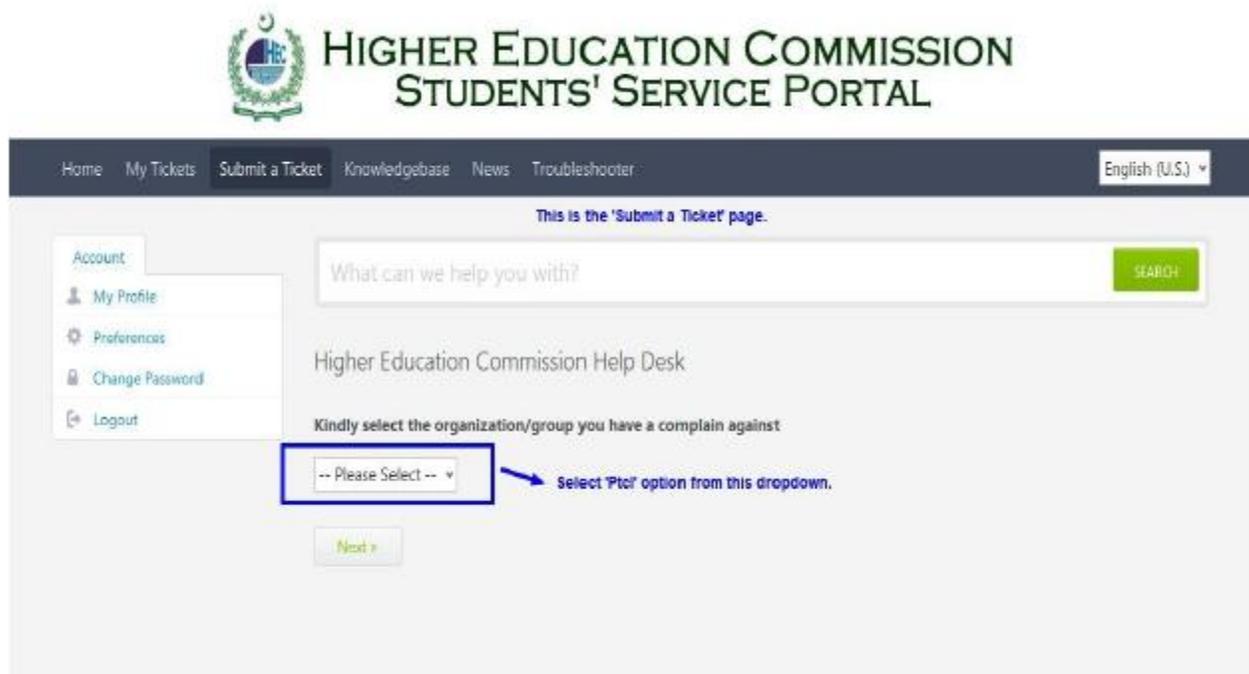
After successful login, you will be redirected to the page as shown below.



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



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



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

Ptd

PTCL Click on this radio button.

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

Select 'EVO Activation Cell' from this dropdown.

Click on this button.

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 Kynite

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?

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