

Steps for raising a query.

1-Click on Helpdesk for Email.

The screenshot shows the ICAI website interface. At the top, there is a navigation bar with the ICAI logo and the text 'The Institute of Chartered Accountants of India (Setup by an Act of Parliament)'. To the right of the logo are links for 'Overview', 'Exam Cities', 'Contact Us', and 'Login'. Below the navigation bar is a grid of 50 exam cities, arranged in five columns and ten rows. The cities listed are: KARNAL, KISHANGARH, KOLHAPUR, KOLKATA, KOTA; KOTTAYAM, KUMBAKONAM, KURNOOL, LATUR, LUCKNOW; LUDHIANA, MADURAI, MANGALORE, MATHURA, MEERUT; MORADABAD, MUMBAI, MUZAFFARNAGAR, MYSORE, NAGPUR; NANDED, NASHIK, NELLORE, NOIDA, ONGOLE; PALAKKAD, PALI, PANIPAT, PATIALA, PATNA; PIMPRI, PONDICHERRY, PUNE, QUILON, RAIPUR; RAJAMAHENDRAVARAM, RAJKOT, RANCHI, RATLAM, ROHTAK; ROURKELA, SAHARANPUR, SALEM, SAMBALPUR, SANGRUR; SATARA, SIKAR, SILIGURI, SIRSA - HARYANA, SIVAKASI; SOLAPUR, SONEPAT, SRIGANGANAGAR, SURAT, THANE; THIRUVANANTHAPURAM, THRISSUR, TINSUKIA, TIRUCHIRAPALLI, TIRUNELVELI; TIRUPATI, TIRUPUR, TUTICORIN, UDAIPUR, UDUPI; UJJAIN, VAPI, VARANASI, VASAI, VELLOR; VIJAYAWADA, VISHAKHAPATNAM, WARANGAL, YAMUNANAGAR. Below the grid is a red 'CONTACT US' section. It contains two columns of contact information. The left column is for 'Phone' and the right column is for 'Email:'. In the 'Email:' section, the text 'Helpdesk for email.' is circled in yellow, and a yellow arrow points from this circle up to the 'Exam Cities' link in the navigation bar.

CONTACT US

Phone
For technical/center related queries: 9821520584
For eligibility related queries: 0120 - 3876870, 3045927, 3876859

Email:
For technical/center related queries: [Helpdesk for email.](#)
For eligibility related queries, email to ptassessment@icai.in

2 - The Requester will submit his email ID

For Example: Rituraj.shah@hotmail.com

Submit a ticket

Requester *

Rituraj.shah@hotmail.com

Subject *

Description *

B *I* U | ☰ ☷ | **A** **A** | ☰

[+ Attach a file](#)

3-Mention the subject for Query to be raise

For Example: Registration Issue

Submit a ticket

Requester *

rituraj.shah@gingerwebs.co.in

Subject *

Registration Issue

Description *

B *I* U | ☰ ☷ | **A** **A** | ☰

[+ Attach a file](#)

Submit

Cancel

4-Describe the issues on the portal

Which you are facing

Submit a ticket


Requester *

Subject *

Description *

B *I* U

Enter your Query What are you Facing.]



[+ Attach a file](#)

5-Attach supporting by clicking on Attach.






You can attach your screenshots where you are facing an issue.

Submit a ticket


Requester *

Subject *

Description *

B ***I*** **U**     

Enter your Query What are you Facing.]



[+ Attach a file](#)

6-Submit.






Finally submit your Issue to the Support team.

Submit a ticket


Requester *

Subject *

Description *

B ***I*** **U**     


Enter your Query What are you Facing.]



[+ Attach a file](#)


7. Once your query will be processed/ resolved a link will be sent to your email, by clicking on that you can check the provided solution.

Re: DEMO Inbox x Print Share

 ICAI BoS: PT <support@icaibos-pt.freshdesk.com> 3:09 PM (0 minutes ago) ☆ Reply More


to me ▾

Hi Rituraj,


Ticket: <https://icaibos-pt.freshdesk.com/helpdesk/tickets/3> 

Your problem is Resolved

On Tue, 28 Aug at 3:06 PM , Rituraj [REDACTED] wrote:
This is a Dummy Query For the helpdesk


 [Click here to Reply](#) or [Forward](#)

8% full
Using 1.21 GB of your 15 GB


[Program Policies](#)
Powered by 

Last account activity: 43 minutes ago [Details](#)

8 – Your solution will look like this after you click on the link.


 **DEMO**
Rituraj reported an issue META 12 minutes ago More
Created by : Bilal Khan


This is a Dummy Query For the helpdesk

 Bilal Khan replied to [REDACTED] 9 minutes ago More

Hi Rituraj,

Ticket: <https://icaibos-pt.freshdesk.com/helpdesk/tickets/3>

Your problem is Resolved 

 Reply Add note Forward