

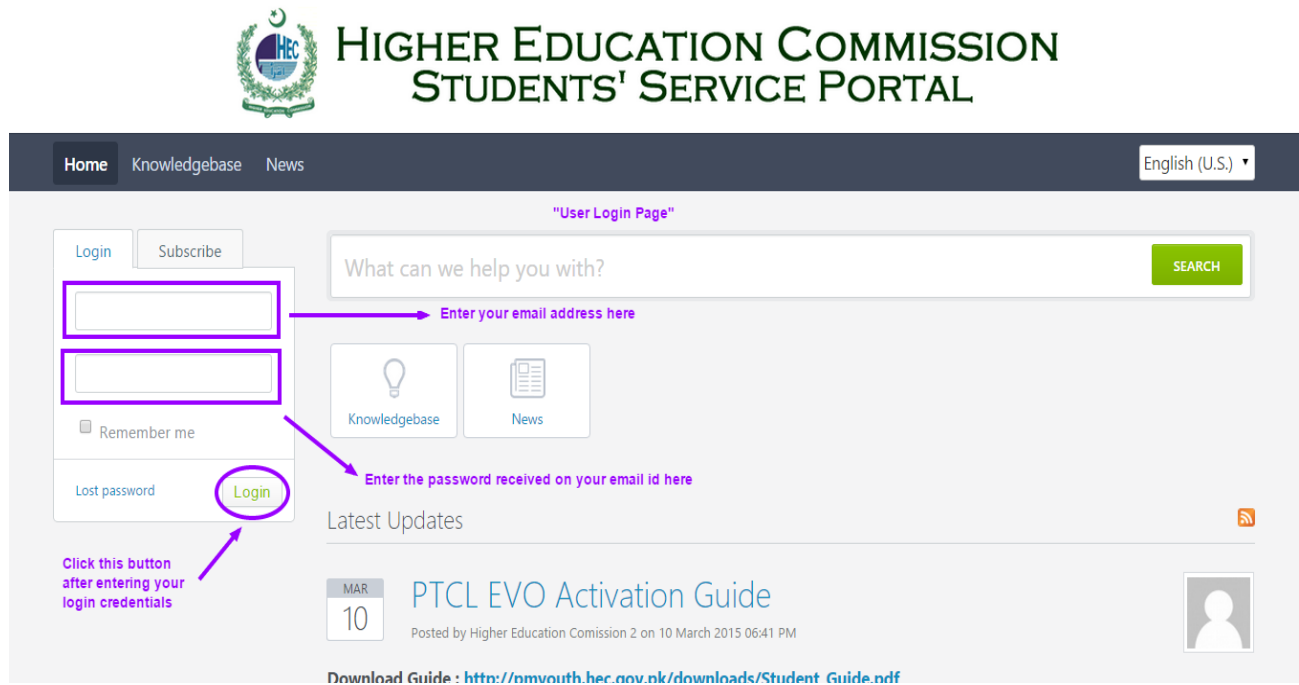
A Complete Manual for
Claiming Haier Laptop
Warranty

Haier Warranty Claim Manual

For Students

By: NEXUS

Step 1: Open URL: <http://helpdesk.hec.gov.pk/> in the browser. Following page will be opened. Now, complete the login form by entering your email id and password. Click **Login** after entering your details.



The screenshot shows the login page of the Higher Education Commission Students' Service Portal. The page has a dark blue header with navigation links: Home, Knowledgebase, and News. A language dropdown menu is set to English (U.S.). The main content area is titled "User Login Page" and features a login form on the left and a search bar on the right. The login form includes fields for email and password, a "Remember me" checkbox, a "Lost password" link, and a "Login" button. Annotations with purple arrows point to the email field (labeled "Enter your email address here"), the password field (labeled "Enter the password received on your email id here"), and the "Login" button (labeled "Click this button after entering your login credentials"). Below the login form, there are links to "Knowledgebase" and "News". A "Latest Updates" section displays a post titled "PTCL EVO Activation Guide" dated March 10, 2015, with a download link for a student guide.

Higher Education Commission
STUDENTS' SERVICE PORTAL

Home Knowledgebase News English (U.S.)

"User Login Page"

Login Subscribe

What can we help you with? SEARCH

Enter your email address here

Knowledgebase News

Remember me

Lost password Login

Click this button after entering your login credentials

Enter the password received on your email id here

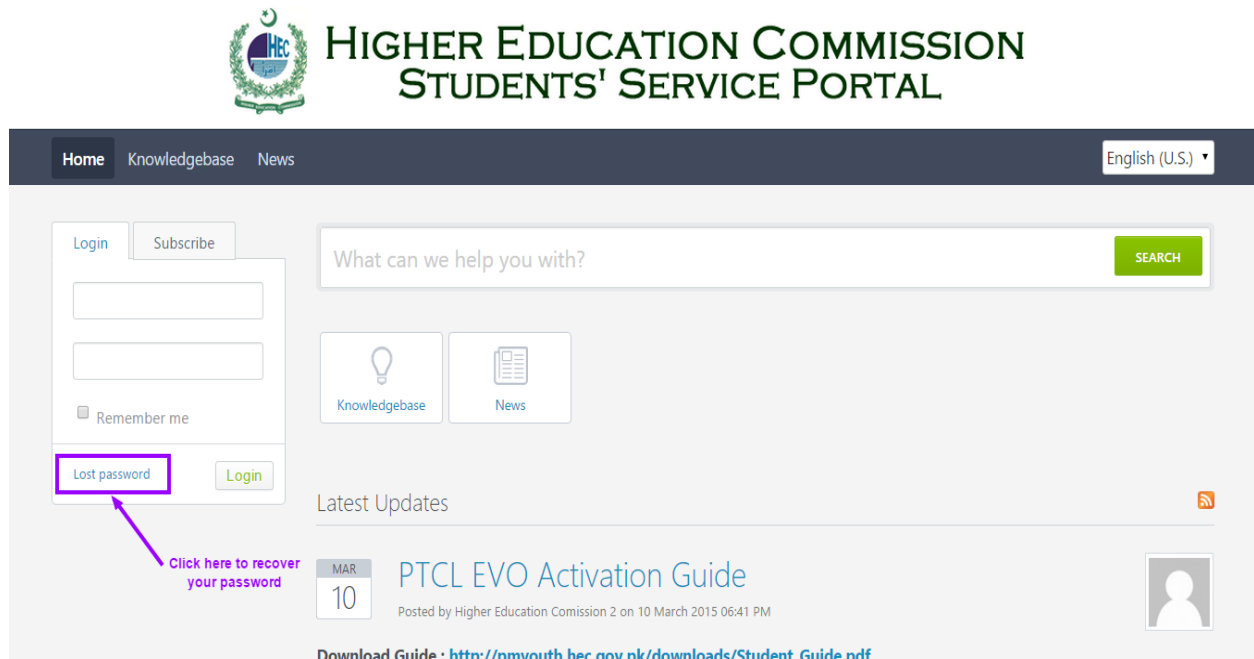
Latest Updates

MAR 10 PTCL EVO Activation Guide

Posted by Higher Education Commission 2 on 10 March 2015 06:41 PM

Download Guide : http://nmvouth.hec.gov.pk/downloads/Student_Guide.pdf

In case you forgot your password then please follow the following steps:



This screenshot shows the same login page as above, but with the "Lost password" link in the login form highlighted with a purple box. A purple arrow points to this link with the annotation "Click here to recover your password". The rest of the page content, including the header, search bar, and latest updates section, remains the same.

Higher Education Commission
STUDENTS' SERVICE PORTAL

Home Knowledgebase News English (U.S.)

Login Subscribe

What can we help you with? SEARCH

Knowledgebase News

Remember me

Lost password Login

Click here to recover your password

Latest Updates

MAR 10 PTCL EVO Activation Guide

Posted by Higher Education Commission 2 on 10 March 2015 06:41 PM

Download Guide : http://nmvouth.hec.gov.pk/downloads/Student_Guide.pdf

After that, following screen will appear. Complete the **Lost Password Form** by entering your email id and Captcha mentioned in the box as described below:

The screenshot shows the 'Lost Password' form on the Higher Education Commission Students' Service Portal. The page has a dark blue header with the HEC logo and navigation links: Home, Knowledgebase, News, and a language dropdown set to English (U.S.). A purple banner at the top of the form area says 'This page will appear after clicking "Lost Password"'. On the left, there's a 'Login' section with fields for email and password, a 'Remember me' checkbox, and a 'Login' button. The main form area has a search bar and a 'Lost Password' section. It includes a text input for 'Email:' with a purple arrow pointing to it labeled 'Enter your email address'. Below that is a 'CAPTCHA Verification' section with a text input and a purple arrow pointing to it labeled 'Enter words or numbers here'. The CAPTCHA image shows the letters 'h n b f g t j' in a stylized font, with a purple circle around it and a purple arrow pointing to it labeled 'Click "Submit" after completing the form'. A 'Submit' button is below the CAPTCHA. A purple arrow points from the text 'View the words and numbers from here and enter in the text field with the same order' to the CAPTCHA image. At the bottom left, it says 'Help Desk Software by Kayako'.

After the successful completion following page will be displayed

The screenshot shows the same Higher Education Commission Students' Service Portal after a successful password reset. The header and navigation are the same. The 'Lost Password' section now displays a green message box with the text: 'We have sent an email with a password reset link to the address provided - follow the instructions in the email'. A purple arrow points from the text 'This message will appear after the successful submission of "Lost Password Form"' to the message box. Below the message box are two buttons: 'Knowledgebase' and 'News'. At the bottom, there's a 'Latest Updates' section with a date 'MAR 10' and a link 'PTCL EVO Activation Guide'.

Now, you will **receive an email** from **HEC** which contains a link for resetting your lost password so, please check your email and click on that link

We have received a request to reset your account password for the Higher Education Commission helpdesk (<http://helpdesk.hec.gov.pk/index.php?/Base/UserLostPassword/Validate/bvm23fl3lm9bpfolfgq4jfrzv8cckfvc>). If you believe you have received this message in error, please ignore it.

To reset your password, click the link below or copy and paste the link into your browser location bar:

<http://helpdesk.hec.gov.pk/index.php?/Base/UserLostPassword/Validate/bvm23fl3lm9bpfolfgq4jfrzv8cckfvc>

Thank you,

Higher Education Commission

Helpdesk: <http://helpdesk.hec.gov.pk/index.php?>

Click on this link

After clicking on that link following page will appear:

The screenshot displays the 'HIGHER EDUCATION COMMISSION STUDENTS' SERVICE PORTAL'. The page has a dark blue header with navigation links: Home, Knowledgebase, News, and a language selector set to 'English (U.S.)'. Below the header, a purple banner reads 'This page will appear after clicking the link in email'. The main content area is divided into two columns. The left column contains a 'Login' section with a 'Subscribe' button, two input fields, a 'Remember me' checkbox, and a 'Login' button. Below this is a 'Lost password' link. The right column features a search bar with the placeholder 'What can we help you with?' and a 'SEARCH' button. Below the search bar is the 'Lost Password' section, which includes the instruction 'Please enter your new password below and click Submit to reset your password.' and an 'Account Information' section. The 'Account Information' section has two input fields for 'Password:' and 'Password (repeat):', both highlighted with red boxes and a red arrow pointing to them with the text 'Enter your new password here'. At the bottom of the 'Account Information' section is a red 'Submit' button, which is circled in red with a red arrow pointing to it from the text 'Click here after entering your password'.

Home Knowledgebase News English (U.S.)

This page will appear after clicking the link in email

What can we help you with? SEARCH

Lost Password

Please enter your new password below and click Submit to reset your password.

Account Information

Password:

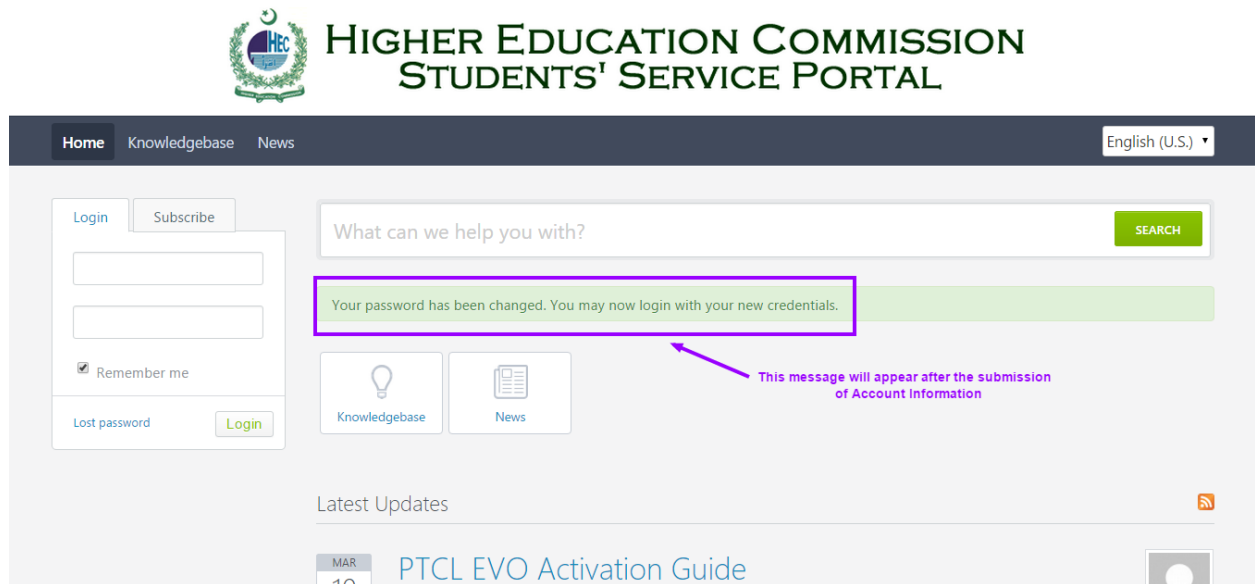
Password (repeat):

Enter your new password here

Click here after entering your password

Submit

Your password will be changed after clicking **Submit**, this message will be displayed:



**HIGHER EDUCATION COMMISSION
STUDENTS' SERVICE PORTAL**

Home Knowledgebase News English (U.S.)

Login Subscribe

What can we help you with? **SEARCH**

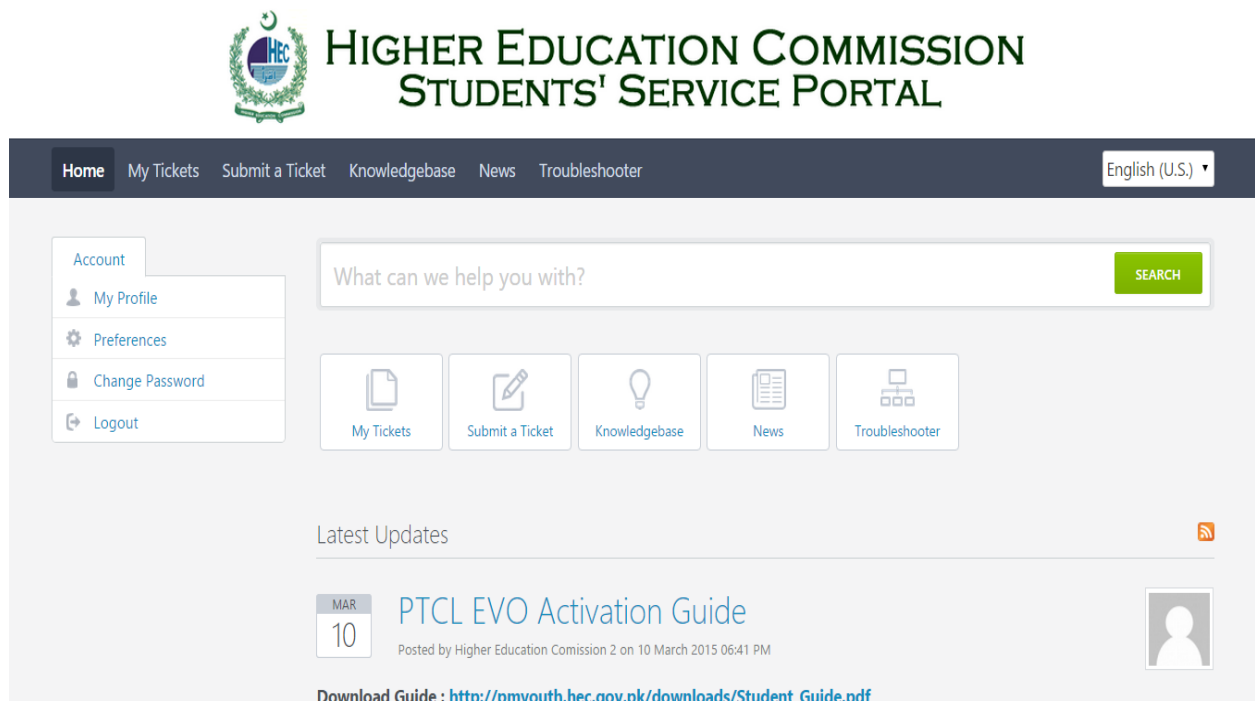
Your password has been changed. You may now login with your new credentials.

Knowledgebase News

Latest Updates

MAR 10 PTCL EVO Activation Guide

Enter your login credentials and after successful Login, you will be redirected to the following page:



**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**

My Tickets Submit a Ticket Knowledgebase News Troubleshooter

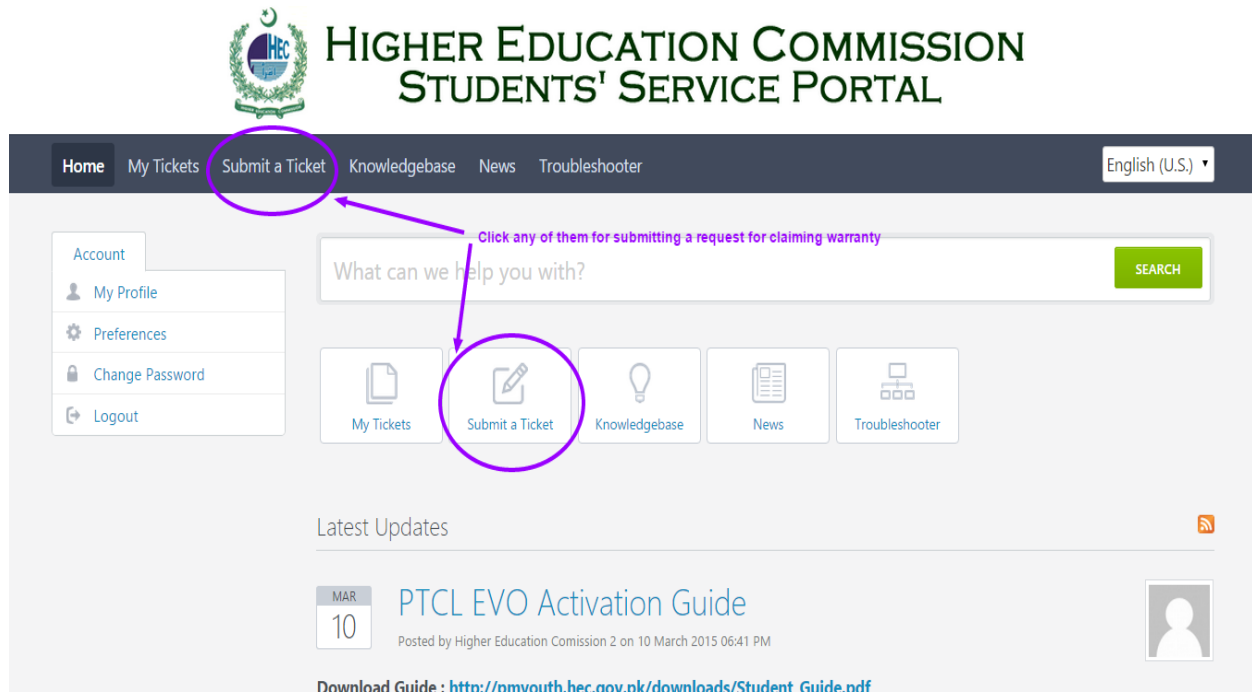
Latest Updates

MAR 10 PTCL EVO Activation Guide

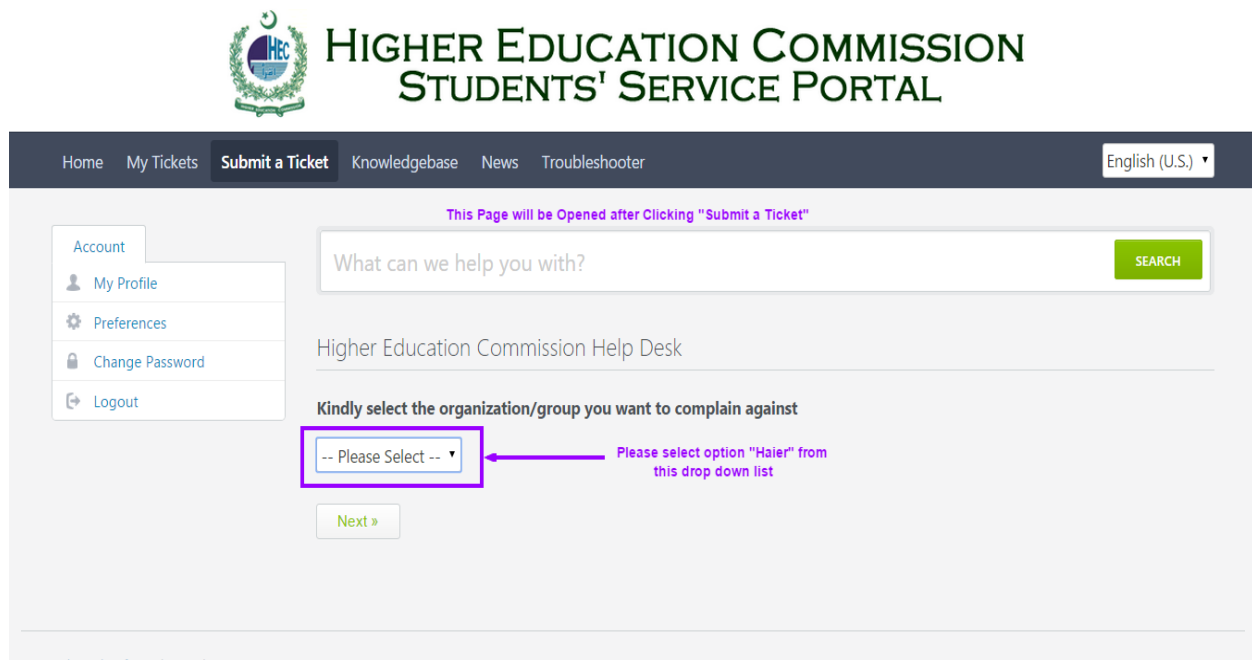
Posted by Higher Education Commission 2 on 10 March 2015 06:41 PM

Download Guide : https://nmvouth.hec.gov.nk/downloads/Student_Guide.pdf

Step 2: Click **Submit a Ticket** from any of the two available options



Step 3: Select **Haier** option from the drop down available on **Submit a Ticket** page as shown below



Step 4: Click on Haier radio button


The screenshot shows the Higher Education Commission Students' Service Portal. The header includes the HEC logo and the title "HIGHER EDUCATION COMMISSION STUDENTS' SERVICE PORTAL". The navigation bar contains links: Home, My Tickets, Submit a Ticket (highlighted), Knowledgebase, News, and Troubleshooter. A language dropdown shows "English (U.S.)". On the left, an "Account" menu lists: My Profile, Preferences, Change Password, and Logout. The main content area has a search bar "What can we help you with?" with a "SEARCH" button. Below it is the "Higher Education Commission Help Desk" section. The instruction "Kindly select the organization/group you want to complain against" is followed by a dropdown menu showing "Haier". Below the dropdown is a radio button labeled "Haier", which is highlighted with a red box and a red arrow pointing to it with the text "Click on this radio button". A "Next »" button is at the bottom.

Step 5: Select Service & Support option from the dropdown as shown below and then click Next

The screenshot shows the Higher Education Commission Students' Service Portal. The header and navigation bar are the same as in Step 4. The "Account" menu is also the same. The search bar and "Higher Education Commission Help Desk" section are present. The instruction "Kindly select the organization/group you want to complain against" is followed by a dropdown menu showing "-- Please Select --". Below it is a radio button labeled "Haier". To the right of the radio button is a dropdown menu showing "Service & Support", which is highlighted with a red box and a red arrow pointing to it with the text "Select 'Service & Support' from this dropdown". Below the dropdown menu is a "Next »" button, which is highlighted with a red circle and a red arrow pointing to it with the text "Click 'Next' after selecting from the dropdown".

Step 6: Complete the **Ticket Details Form** as shown below:

Note: Please select Category based on your problem e.g. Select **Laptop Hardware Problem** in case of **LCD Damage** and **Laptop Software problem** in case of **Blue Screen Error**



HIGHER EDUCATION COMMISSION STUDENTS' SERVICE PORTAL

HomeMy Tickets**Submit a Ticket**KnowledgebaseNewsTroubleshooter

English (U.S.)

Account

- My Profile
- Preferences
- Change Password
- Logout

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

Category	Laptop Hardware Problem	Select "Laptop Hardware Problem" if you have any issues related to hardware e.g. Charging issue or Auto restart issue etc.
Type of Issue:*	LCD damage	Select any option from this dropdown that matches your problem
Nearest Service Center:*	Bahawalpur	Select your nearest service center where can take your laptop with you
Present Address:*		Write your present address here
Priority	Normal	Select priority according to your problem e.g. if your LCD is damaged then "High" priority can be selected but if your web camera is not working then you should select it as "Medium"

Your Message

Subject

Provide your complete details i.e.phone number so that "Haier" may contact you in any case

Attach Files

Add File

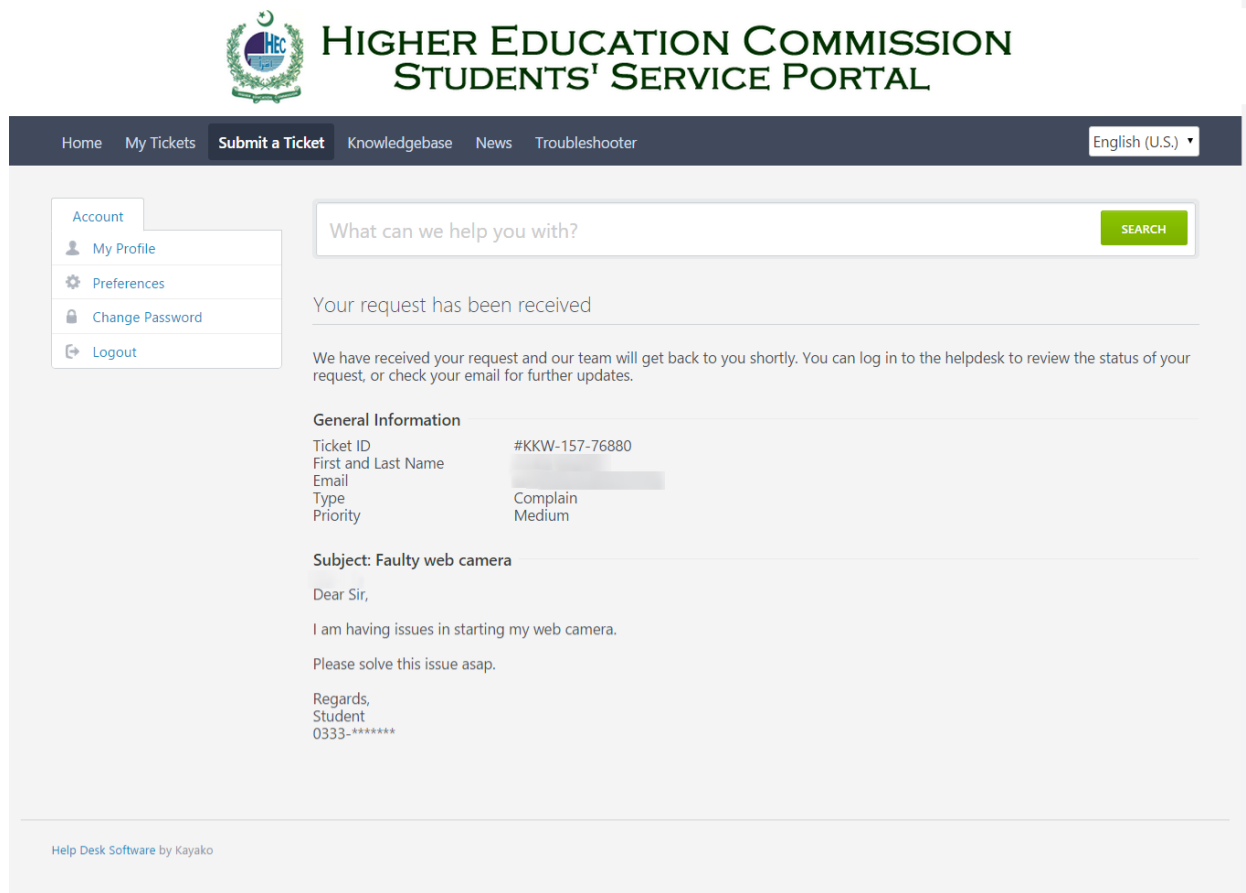
If you want to attach any document then click on "Add File" button and attach scanned copy of your document

Submit

After completing all details, please click on "Submit" button

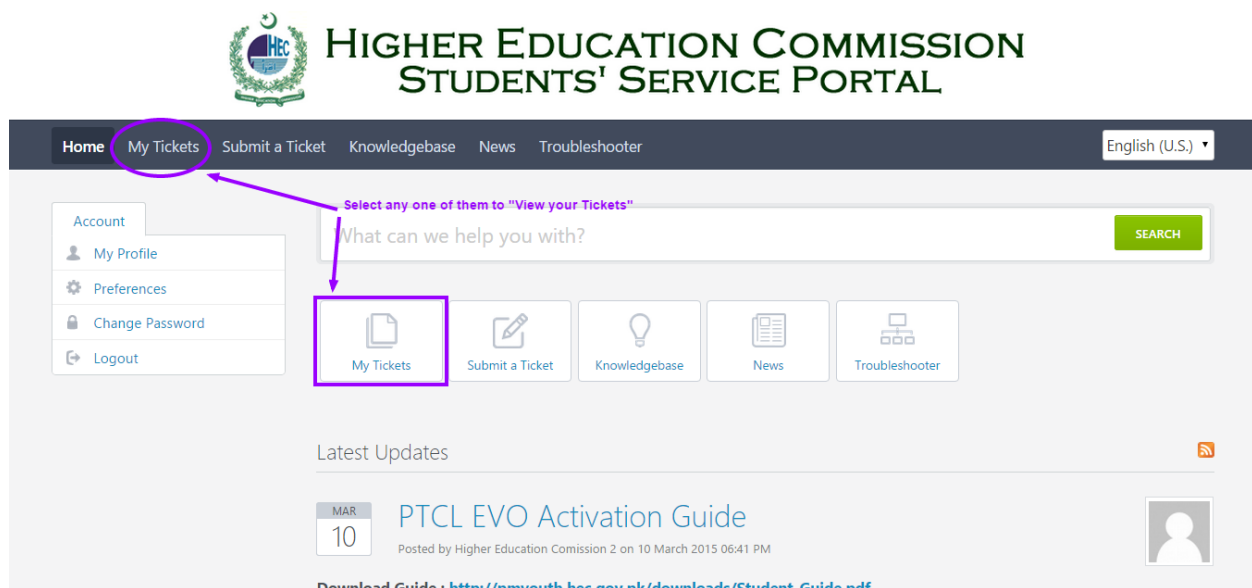
Help Desk Software by Kayako

Following page will be displayed after the successful submission of your ticket.



The screenshot displays the 'Higher Education Commission STUDENTS' SERVICE PORTAL'. The navigation bar includes 'Home', 'My Tickets', 'Submit a Ticket', 'Knowledgebase', 'News', and 'Troubleshooter'. A language dropdown is set to 'English (U.S.)'. On the left, an 'Account' menu lists 'My Profile', 'Preferences', 'Change Password', and 'Logout'. A search bar asks 'What can we help you with?'. The main content area shows a confirmation message: 'Your request has been received'. Below this, it states: '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.' A 'General Information' section lists: Ticket ID #KKW-157-76880, First and Last Name (redacted), Email (redacted), Type Complain, and Priority Medium. The subject is 'Faulty web camera'. The message body reads: 'Dear Sir, I am having issues in starting my web camera. Please solve this issue asap. Regards, Student 0333-*****'. The footer mentions 'Help Desk Software by Kayako'.

Your ticket will be available in **My Tickets** so, if you want to view tickets against your ID do as follows:



This screenshot shows the same portal with annotations. A purple circle highlights the 'My Tickets' link in the navigation bar. A purple arrow points from this link to a purple box around the 'My Tickets' icon in the dashboard. Above the dashboard icons, a text box says 'Select any one of them to "View your Tickets!"'. The dashboard also includes a search bar, icons for 'Submit a Ticket', 'Knowledgebase', 'News', and 'Troubleshooter', and a 'Latest Updates' section featuring a 'PTCL EVO Activation Guide' dated March 10, 2015. A user profile icon is visible in the bottom right corner.

Step 7: Following page will appear after clicking **My Tickets**

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**

View Tickets

Click here to open the ticket

Ticket ID	Last Update	Last Replier	Department	Type	Status	Priority
Faulty web camera						
WRD-759-29395	03 September 2015 05:35 PM	Fatima Syed	Service & Su...	[Private]	Open	Medium

All submitted tickets will be displayed here

You will be able to view all the details of your ticket and also to send a reply to haier 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? **SEARCH**

View Ticket: #WRD-759-29395

Faulty web camera

Created: 03 September 2015 05:22 PM Updated: 03 September 2015 05:22 PM

Overall Satisfaction Students can give feedback about their experience

DEPARTMENT	OWNER	TYPE	STATUS	PRIORITY
Service & Suppor...	Unassigned	Complain	Open	Medium


Category: Laptop Hardware Problem
Type of Issue:* Faulty web camera
Nearest Service Center:* Rawalpindi
Present Address:* House # abc, Street 123, Rawalpindi

Add Reply Click on this button to send a reply to "haier", if any message is received

User: [Redacted] Posted on: 03 September 2015 05:22 PM **NEW**

Dear Sir,

After clicking **Add Reply**, following screen will appear, please send a reply as shown below:



HIGHER EDUCATION COMMISSION STUDENTS' SERVICE PORTAL

HomeMy TicketsSubmit a TicketKnowledgebaseNewsTroubleshooterEnglish (U.S.)

Account

- My Profile
- Preferences
- Change Password
- Logout

SEARCH

View Ticket: #WRD-759-29395

Faulty web camera

Created: 03 September 2015 05:22 PMUpdated: 03 September 2015 05:22 PM

Overall Satisfaction ⭐⭐⭐⭐⭐

DEPARTMENT Service & Suppor...	OWNER Unassigned	TYPE Complain	STATUS Open	PRIORITY Medium
-----------------------------------	---------------------	------------------	----------------	--------------------

Category

Type of Issue:*

Nearest Service Center:*

Present Address:*

Laptop Hardware Problem

Faulty web camera

Rawalpindi

House # abc, Street 123, Rawalpindi

Your Message

Enter your message here

➤

Attach Files Add File

Send

Click here after writing your message

User

Posted on: 03 September 2015 05:22 PM NEW

Dear Sir,

I am having issues in using my web camera.


Please resolve this issue asap.

Regards,

Student

0332-*****

Your new message will be displayed in the same ticket as shown below:



HIGHER EDUCATION COMMISSION STUDENTS' SERVICE PORTAL

HomeMy TicketsSubmit a TicketKnowledgebaseNewsTroubleshooterEnglish (U.S.)

Account

- My Profile
- Preferences
- Change Password
- Logout

What can we help you with?
SEARCH

View Ticket: #WRD-759-29395

Faulty web camera

Created: 03 September 2015 05:22 PM Updated: 03 September 2015 05:35 PM
Overall Satisfaction ⭐⭐⭐⭐⭐

DEPARTMENT Service & Suppor...	OWNER Haier service ce...	TYPE [Private]	STATUS Open	PRIORITY Medium
-----------------------------------	------------------------------	---------------------	----------------	--------------------

Category

Type of Issue:*

Nearest Service Center:*

Present Address:*

Laptop Hardware Problem
Faulty web camera
Rawalpindi
House # abc, Street 123, Rawalpindi

Add Reply

User

Posted on: 03 September 2015 05:22 PM NEW

Dear Sir,

I am having issues in using my web camera.

Please resolve this issue asap.

Regards,
Student
0332-*****

Students can view their reply here

User

Posted on: 03 September 2015 05:35 PM NEW

Thank you for the Support.

Regards

Help Desk Software by Kayako

Note:

Haier will respond and communicate with the student within 24 hours and students need to reply to their message. If you didn't respond then your ticket will be automatically closed.

Haier Terms & Conditions for PMNLS:

- Student will visit Haier service center or Laptop Authorized Service Center (ASC) with student card copy, CNIC copy and filled laptop warranty card copy.
- Student should show their original student card and CNIC to Haier service center or Laptop authorized center (ASC).
- If student have no student card, then he/she should provide the university acknowledgment letter head to Haier service center or Laptop ASC.
- If anyone else brings the Laptop to Haier SC/ASC, then He / She should bring the above mentioned documents on behalf of the student to whom laptop is issued.
- After launching his/her laptop complaint on HEC Student Portal, Student will visit the service center within 48 Hours.
- After submitting his/her unit at Haier service center, student will send an acknowledgement message on the HEC Student Portal.
- After the complaint registration, if student fails to visit the Haier service center or Laptop ASC within 48 Hours, its complaint will be cancelled automatically.
- Once the complaint is cancelled, Student will need to launch new ticket for getting laptop after sale services.

END