

Getting Help – PARAM Ananta Support

We suggest that you please refer to these four easy steps to generate a Ticket related to the issue you are experiencing.

Your Ticket will be assisted by the ANANTA Support team. The ticket generated will be closed only when the related issue gets resolved.

You can generate a new ticket for any of the new issue that you are experiencing.

Steps to Create a New Ticket

1. Place the URL (<https://paramananta.iitgn.ac.in/support>) in your browser.
2. On the right-top corner of the page click **Sign In**. Refer to Fig: 38 for the same.

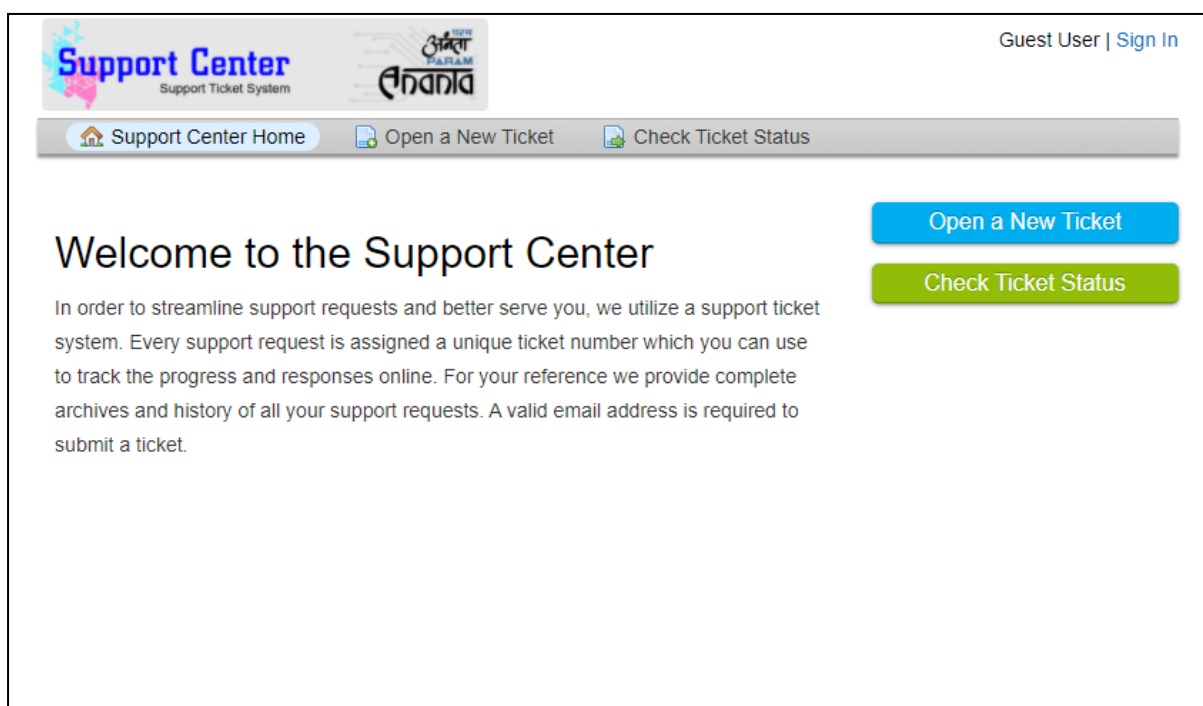


Figure 1 – Snapshot of Ticketing System

3. Sign in by using the Username and Password that you use for logging to the Cluster. Refer to Fig: 39 for the same.

Support Center
Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Sign in to Param Ananta

To better serve you, we encourage our Clients to register for an account.

Not yet registered? [Create an account](#)
I'm an agent — [sign in here](#)

753B0 CAPTCHA Text:

Enter the text shown on the image. *

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

Figure 2 - Snapshot of Ticketing System

4. Select a **Help Topic** from the Dropdown and then click on **Create Ticket**. Refer to Fig: 40 for the same

Support Center
Support Ticket System

cdacadmin01 | [Profile](#) | [Tickets \(0\)](#) - [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [Tickets \(0\)](#)

Open a New Ticket

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

Email: cdacadmin01@cdac.in
Client: cdacadmin01

Help Topic
— Select a Help Topic — *

Figure 3 - Snapshot of Ticketing System

5. Please fill in the details of your issue in the fields given and then click on Create ticket.

Support Center

Support Ticket System

ANANTA

ANANTA

cdacadmin01 | Profile | Tickets (0) - Sign Out

Support Center Home

Open a New Ticket

Tickets (0)

Open a New Ticket

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

Email:

cdacadmin01@cdac.in

Client:

cdacadmin01

Help Topic

Application Support

Ticket Details

Please Describe Your Issue

Issue Summary *

<> | | A Aa B / U | | | | | | |

Details on the reason(s) for opening the ticket.

Drop files here or choose them

Create Ticket

Reset

Cancel

Figure 4 - Snapshot of Ticketing System

Once the Ticket is generated, an acknowledgement e-mail will be sent to your official e-mail address. The e-mail will also contain the Ticket number along with reference to the ticket that you have generated.

In case of any difficulty while accessing ANANTA Support you can reach us via e-mail at anantasupport@iitgn.ac.in .

Closing Your Account on PARAM Ananta

When once you have completed your research work and you no longer need to use PARAM Ananta, you may please close your account on PARAM Ananta. Please raise a ticket by following the URL <https://paramananta.iitgn.ac.in/support/> The system administrator will guide you about the “Closure Procedure”. You will need clearance from your project-coordinator/ Supervisor/ Head of the Department about you having surrendered this resource for getting “no dues” certificate from the institute.

