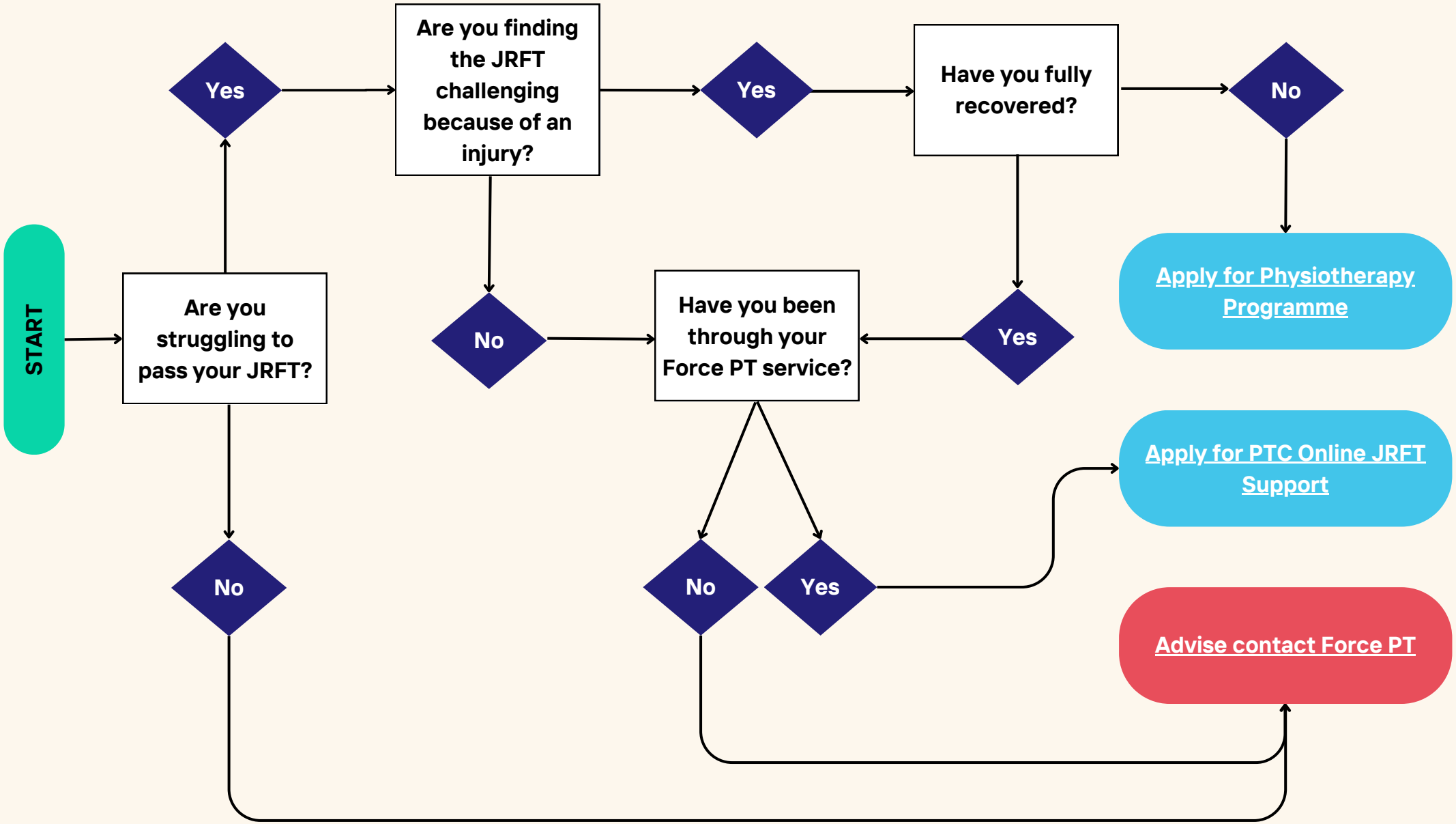PTC ONLINE JRFT SUPPORT PATHWAY