

## Frequently asked Question

**Q1- How do I access my Online Exam?**

Answers- To access Online Exam, you need internet and latest version of browser. Please use the link provided and then login with your Application Number and Password. Password has to be selected in the calendar (DD/MMM/YYYY)

**Q2- What will be Login credentials (Login & Password) for Mock Test?**

Answer- There will be specific Login ID and Password for all the students and students can login as per their batch time.

**Q3- Can I use mobile hot spot for internet?**

Answer- Yes, if requisite speed is available. (preferred 1-2 GB). But preferred is stable wi-fi connectivity

**Q4- What is System requirements for candidate to do Online Exam?**

Answer-

Hardware/Software	Minimum requirements
Web browser	Latest version of Chrome .Net Version 4.5.2 or above
Operating system	Windows 10 (Pro, Enterprise, and Education editions) OR Windows 8/8.1 (32-bit and 64-bit) (all editions) OR Windows 7 (32-bit and 64-bit) (all editions)  Note - Up-to-date Service pack, device drivers, security patches in test taking system.
Processor	2 core (4 vCPU) or above with 2.2 GHz or more clock speed
RAM	2 GB or above
Web camera	Webcam must have a minimum resolution of 640x480 @ 15 fps. Webcam may be internal or may be external and connected to the computer. The camera must run natively in the OS and not with help of other software.
Microphone	Built-in microphones are acceptable, as are external
Screen resolution	1024x768 and above
Internet	2 MBPS or more - dedicated and continuous connectivity. (Wired or wireless networks) Candidate test taking terminals will be directly connected to the cloud server.

**Q5- Can I use mobile or Tab for Online Exam?**

Answer- No. We do not encourage using mobile or tab for taking the test

**Q6- Which browser to use?**

Answer-Latest version of google chrome, Mozilla Firefox of MS Edge recommended. If you have Windows10 as OS, you can choose to use MS Edge.

**Q7- How do we know that my device or desktop or Laptop meeting the system requirement for Online Exam?**

Answer- Mock test is intended to familiarize students to the test environment and validate the compatibility of the hardware. Any student encounters any technical issue, he/she can contact technical support notified on the email sent to all the candidates and in the admit card. Mock test has already been conducted.

**Q8- Can we login before or after Start time?**

Answer- Students are advised to login 15 minutes before start time to go through Instructions Page. But s/he will be only allowed to start the Online Exam at the exact time of Batch Start Time. Students will be not allowed to login after scheduled start time of the test

**Q9- What to do if exam crash or got interrupted in between in my Online Exam?**

Answer- Please make all requirements ready before logging in to the test. YOU WILL NOT BE ALLOWED TO LOG IN IF YOUR TEST CRASHES IN BETWEEN. YOU LOSE THE CHANCE.

**Q10- What to do if exam is crashed or interrupted in one device? Can we login from another device?**

Answer: -NO. RELOG IN ATTEMPTS ARE NOT ALLOWED

**Q11-Invalid Login ID and Password error reported while logging in?**

Answer- Please cross check Login ID and Password if you are entering correct details. Please check the case sensitivity in keyboard and if still facing same issue please call technical support number.

**Q12-I am not allowed to start Online Exam while logging in?**

Answer- Check for Internet Connectivity.

**Q13-My Online Exam Page shows error- Question Paper is downloading or Contact Test Center Administrator?**

Answer- Check for Internet Connectivity.

**Q14-Can a candidate change his/her Answers?**

Answer- Yes, before submitting you can change the answers, if you wish.

**Q16-How to submit the test?**

Answer- "END Test" button to end the online exam will appear in the last question only. By clicking the end test button candidate can submit the test. The End Test Button will only appear after 10 minutes of Start Test.

**Q18-What is pattern of question in online exam?**

It is an essay type exam. Candidate must write the descriptive responses in the text box provided on the test engine. A max of 300 words are allowed.

**Q19-What are the precautionary measures to be taken for power Failure/Mobile Battery discharge?**

Answer- As the Exams is for 20mnts duration, one should have sufficient power backup/ charge in the Laptop/ Desktop/ Mobile etc. to run for at least 1-hour duration. It is advisable to fully charge the UPS/ Battery of Laptop/ Desktop /Mobile etc. well in advance. One should also get such device connected to Power while appearing the Exams,

so that there shall not be any failure/disruption of power during Exams.