

ONLINE EXAMINATION – FAQ's

- 1. Screen shows my ID is blocked, mentioning “Your User Id is blocked as you have attempted 3 incorrect logins today, Please contact admin”.**
 - Check if he is entering his PW correctly(case sensitive)
 - Please share your registration number so that I can check and enable your login.
- 2. Screen gives already logged in other device message.**
 - Did you tried logging in from other PC/device and without logging out are you trying to login from this device? Please logout there and then you can try.
- 3. I am getting “ERR_CERT_REVOKED” message when I am trying to open website.**
 - In such case you have to reset browser, check google for steps to reset browser (or you can help candidate to reset browser).

Steps to reset Chrome Browser :

- On your computer, open **Chrome**.
- At the top right, click More. Settings.
- At the bottom, click Advanced. **Chromebook**, Linux, and Mac: Under "**Reset** Settings," click Restore settings to their original defaults. **Reset** Settings.

Steps to reset Firefox Browser :

- Open Mozilla Firefox. Click on the **three-bar button** in the top right corner
- Select **Troubleshooting Information**.
- click on **Refresh Firefox...** and **confirm** your choice.
- When the **Import Wizard** appears, click **Finish**.

Reset Internet Explorer

- Close all open windows and programs.
- Open **Internet Explorer**, select Tools > **Internet** options.
- Select the Advanced tab.
- In the **Reset Internet Explorer** Settings dialog box, select **Reset**.
- In the box, Are you sure you want to **reset** all **Internet Explorer** settings?, select **Reset**.

4. I don't have broadband/wifi connection, can I proceed with mobile hotspot?

- Yes, you can try but make sure the internet speed is constant.
It should be at least 1MBPS and above speed but not less than that.

5. I am unable to proceed with take photo/take exam options after logging in.

6. I am unable to take photo, my image is not getting captured in take photo option.

- Is your camera working fine?
- Can you enable/allow permission to this site from settings >camera, Now come back to take photo, refresh and then take photo.
- Can you check with webcamtests.com if your camera is working. If screen is not showing image it is confirmed that your camera is not working.

7. Can I write exam on Mobile phone/Tab/MAC Book?

- No you are not allowed to write your exam on mobile phone.

8. Once clicked on take assessment I am not able to view any option, I can just view my photo.

- You are viewing camera surveillance page, Minimise camera surveillance page, by taking your cursor on google chrome logo at bottom you will find actual page with instructions from where you can download setup.

9. Using Mobile hotspot—above 1 Mbps speed is enough?

- Yes it is sufficient, but your mobile internet speed might not be stable, if it comes down to less than 1 MBPS also, so in that case your exam might interrupt.

10. Once I click on save & Next, it is taking much time to display next question.

11. The questions are loading very slowly and it is taking too much time to jump to next question.

- Click on close option, check your internet speed in fast.com, if there is any issue with internet connection or interruption with internet this might happen.

12. Chat with proctor option shows messages mentioning photo not detected, using phone, etc... will my exam get blocked?

13. Even when I am not using mobile phone it shows message that mobile phone detected.

- You need not worry about that or panic, those are auto generated messages. System will capture your images and according to the image captured the message gets generated, before taking any action proctor checks your captured images, listens to your voice records, calls you and checks and only if found anything suspicious then proctor will give warning and take required action.

14. Stuck on View instructions page, how to proceed further.

- You have to run setup in your system by clicking on "setup" in 1st point.
- If your system does not have .net framework, then click on the link available in 2nd point run install and then run application then you can proceed with next screens and exam.

15. Script error Yes/No screenshot while writing questions.

- This is because of internet issue/slow speed, in such case click on close button, Check with your internet speed, run set up again and proceed.

16. We are living in rural area, where the internet connectivity is not good. How we can give the exam.

- You can check with your college regarding this, they might help you with solution.