Online Exam Process - FAQ's

A. Query Related To Login

1. How do I login?

Please check you inbox.

You would have received an email & SMS with all the details and your login credentials.

2. I have not received email with Login credentials.

Check Spam or Junk folder in your E-mail.

3. I am trying to log in and it says 'Invalid Login Credentials'.

Check the Login ID and password.

Type the password manually instead of copy& paste.

In case if you are still not able to log in, please press CTRL+Shift+Del and clear your browsing data and history.

4. I have closed my Test and want to re-login.

Please re-login with the same credentials.

5.   I am trying to re-login and getting a message 'Login Access Denied'.

Please press CTRL+Shift+Del and clear your browsing data and history.

Type the password manually instead of copy and paste.

6. I am trying to log in and I am getting this message 'Attempt Failed'.

Please press CTRL+Shift+Del and clear your browsing data and history.

Close the browser and re-open. Re-login with the correct id and password.

B. Query Related To Test Selection

1. My test's time is still valid but it is showing as 'Time Expired'.

Please press CTRL+Shift+Del and clear your browsing data and history.

Close the browser and re-open. Re-login with the correct id and password.

2. How do I disable Antivirus?

To disable Antivirus, check the Antivirus icon in Notification bar and right click on the icon and disable it.

3.   How do I disable Firewall?

To disable Firewall, press Window Key and type Firewall.

Click Windows Defender Firewall.

Click on Turn Windows Defender Firewall On or Off.

Then Turn Off .

Click OK.

C.   Query Related To Environment Check

1.   I see a warning sign below the Camera icon.

A Test can be taken only on a system that has a camera.

Please ensure camera access has been allowed.

If your camera is not working, go to Device Manager, check the camera driver. It should be enabled.

Check camera privacy setting and allow camera access.

2.   I see a warning sign below the Microphone icon.

A Test can be taken only on a system that has a microphone.

Please ensure Microphone access has been allowed.

To check, click on the lock icon on the left side of the URL.

Also, please ensure the microphone is working.

If your microphone is not working, go to Device Manager, check audio inputs and outputs driver, and ensure both are enabled.

Check microphone privacy setting and allow microphone access.

3.   I see a warning sign below the Browser icon.

Switch over to updated version Chrome Browser.

4.   I see a warning sign below the Internet icon.

This means that your Internet's speed is slow.

You can still click on the Continue button.

5.   What browsers are recommended?

Please use Chrome latest version.

Query Related To Waiting Lounge

1.   I am not able to click on the 'Proceed Now' button.

The button is probably disabled.

You can see the time remaining before the button will be enabled.

Please wait till it gets enabled.
It will turn green once it has been enabled.

2. **The 'Proceed Now' button is enabled but I am still not able to proceed.**
Please ensure you have ticked the T&C box.
It's only after that, that you will be able to proceed.

Query Related To Test Submission

1. **I am unable to submit my test.**
The 'End Test' button will be below the camera window on your Test screen.
Check your internet connection.

2. **After submitting the test I got a message 'Invalid Request'.**
Please check your Internet Connection.
Please re-login and submit the test.

3. **After I have submitted my test and re-logged in, the test taken is showing as 'Expired' instead of showing 'Completed'.**
This means that your test has been auto submitted.

General queries

1. **Can I use a paper for doing calculation while taking the exam?**
Ans: Yes, You can use a paper for doing calculations.

2. **In the unlikely event of getting logged out due to disconnection of Power supply or Internet during the test, what happens to my lost time?**
During the test, if you get disconnected due to some technical glitch, do not worry. The time-slot manager will take care of such a connectivity lapse of a short period of time as programmed. In such a case, after re-login, please ignore the balance time shown in the timer. The test will end automatically according to its re-adjusted time slot.