

## FREQUENTLY ASKED QUESTIONS

This Document is about addressing the common and frequently asked questions (FAQs).

1. **What are the requirements for me to take the Online Exam?**  
You require an internet connection and a browser preferably “Google Chrome”. Pop-up’s have to be allowed in the browser.
2. **How do we allow popups in Google chrome? On your computer, open Chrome.**
  - a. At the top right, click More and then Settings.
  - b. Under "Privacy and security," click Site settings. Allow
  - c. Click Pop-ups and redirects.
  - d. At the top, turn the setting to Allowed or Blocked.
3. **When can I take the Online Exam series?**  
You can take the Online Exam anytime in the duration allotted for it. The duration is indicated in the time table.
4. **Can I download the test paper?**  
No.
5. **What happens if there is a power failure / internet disconnection while taking the test?**  
During such unforeseen circumstances, the current test page will get hold in the pending list. If the connection resumes in 10 minutes’ users can login again and continue from the point where he has stopped.  
Otherwise the user can switch to another device such as a mobile, login again and continue from the point where he has stopped. User need not worry about the answered questions it will be stored in the Examination server.
6. **What if the subject is not listing in the dashboard or” Wait for the next Exam” option is displayed?**  
The user has to wait for the time interval of 10 to 20 seconds to appear for the subject.
7. **Should the user modify anything on the browser before the test?**

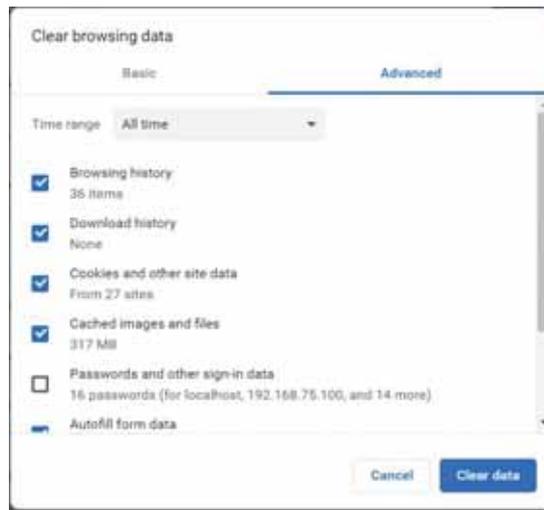
Yes, clear all the browsing history, CACHE memory and cookies. This can significantly improve the speed and performance of your browser.

**8. How to clear browsing history, CACHE memory and Cookies of the browser?**

The following steps will help you to clear browsing history, CACHE and cookies:

**i. Chrome Browser:** In this browser press **CTRL + Shift + Del** simultaneously.

The user will get a popup as shown in the below screenshot.



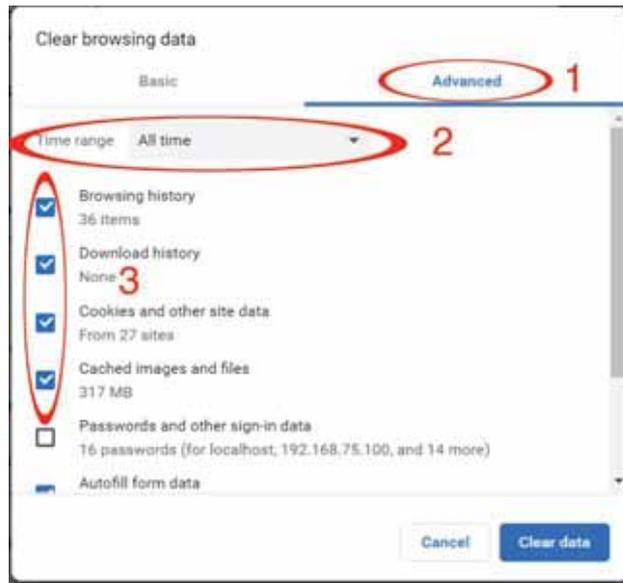
**Step 1:** The user has to use the “**Advanced**” tab.

**Step 2:** Set the **Time range** to “**All time**”

**Step 3:** Choose

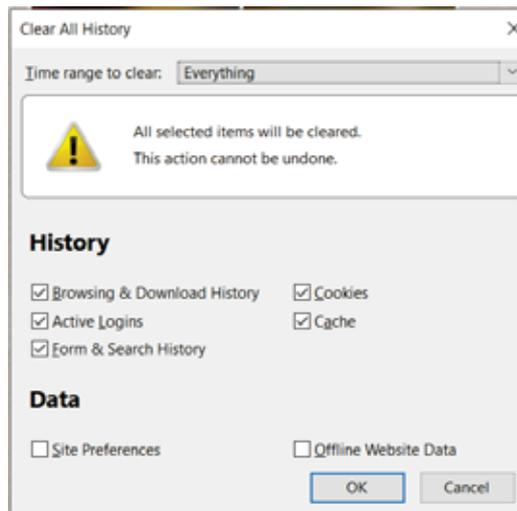
- a. Browsing history
- b. Download history
- c. Cookies and other site data
- d. CACHE image and files
- e. Autofill form data

As shown in the below Screenshot.



**Step 4:** Click on **Clear data** button to clear all the unwanted information.

**ii. Firefox Browser:** In this browser press **CTRL + Shift + Del** simultaneously. The user will get a popup as shown in the below screenshot.



**Step 1:** Set the **Time range to clear** to **“Everything”**

**Step 2:** Choose all checkbox under the history as shown in the below Screen shot.



**Step 3 :** Click on **OK** button to clear all the unwanted information.

9. **What are the recommended browsers in which Student can take Online MCQ Exam?**
  - a. Google Chrome (Preferable)
  - b. Mozilla Firefox
  - c. Internet Explorer
  
10. **What if while taking the MCQ Online Exam, switching between the questions fail?**

In this situation, the user has to wait for a few seconds, if nothing happens, **relogin** into the Exam and continue. Users need not worry about the answered questions it will be saved and stored in the Examination server.
  
11. **How will a candidate answer a question in the Computer Based Examination?**

There will four options of each question. The candidate has to click one of the options using computer mouse which can be reviewed or re-answered any time during the duration of the examination.
  
12. **How will a candidate move to the next question to answer in the Computer Based Examination?**

When the candidate chooses an option for a question it will automatically move to the next question.

- 13. How will a candidate come to know which are the questions left unanswered?**  
 There will be a panel / question palette on computer screen showing all the question no's in different colour scheme which will indicate which are the questions answered and which are left un-answered.
- 14. Can a candidate change his/her answer?**  
 Yes during the Online Exam duration and it is one of the most important feature of Computer Based Examination. The candidate has to just click on the question number in the **question palette** to move to the question.
- 15. Will I get solution / marks of the Online Exam when I complete?**  
 No. the marks will be displayed only when the result is announced.
- 16. Is there any help desk support available to the student?**  
 Yes, there is a help desk support for candidates appearing in computer based Online Examination. The students can call their class coordinator at any time for technical help. The address and number is shared in the respective class groups.
- 17. How do I view and answer questions involving graphs/images/tables when I am using a mobile phone?**

Enable "auto-screen rotate" option.

