

FREQUENTLY ASKED QUESTIONS ABOUT ONLINE EXAMS

Question	Answer
1. I have not received the SMS intimating the password.	<ul style="list-style-type: none"> ➤ Please confirm that you are using the same mobile number that you have registered. ➤ If yes, then contact the call center number to get your password. The password will be provided after verification of identity.
2. Old mobile is damaged and not working.	<ul style="list-style-type: none"> ➤ Please attempt exam on new phone
3. Unable to open link	<ul style="list-style-type: none"> ➤ Please check your internet connection for it.
4. OTP is sent from link	<ul style="list-style-type: none"> ➤ OTP is not needed; you need user name and password. It is the same for all exams.
5. SMS for mock not received	<ul style="list-style-type: none"> ➤ Please confirm that you are using the same mobile number that you have registered. ➤ If yes, then contact call center number to get your password. The password will be provided after verification of identity
6. Can we change offline to online or vice versa?	<ul style="list-style-type: none"> ➤ No. You would not be able to change mode of exam
7. Do you have app on Playstore?	<ul style="list-style-type: none"> ➤ We do not have any app. Exam can be attempted on mobile, desktop browser with latest Google Chrome version.

8. Camera is Mandatory ?	<ul style="list-style-type: none"> ➤ Camera is not mandatory . ➤ As soon as examinee start their examination a message will appear on the screen “ allow access to web camera” with option “YES” and “NO”. Select any of the option to continue.
9. Is Examination is proctored ?	<ul style="list-style-type: none"> ➤ Examination is not proctored.
10.For two PRN, same mobile number is given.	<ul style="list-style-type: none"> ➤ You would get two passwords on the same phone
11.I am getting Logout during exam	<ul style="list-style-type: none"> ➤ Please check your internet connection for it.
12. I request to change my mobile number	<ul style="list-style-type: none"> ➤ Please send email to University Grievance
13. SMS not delivered for Idea and Vodafone	<ul style="list-style-type: none"> ➤ Please contact call center number to get your password. The password will be provided after verification of identity.
14.Helpline is coming engaged or switched off.	<ul style="list-style-type: none"> ➤ Kindly try another helpline number. Due to network problems there can be issues for connectivity.
15.Can I connect mobile to laptop?	<ul style="list-style-type: none"> ➤ No.
16. I have issue of internet speed.	<ul style="list-style-type: none"> ➤ Recommended speed is 0.5 MBPS.
17. I need another mock exam.	<ul style="list-style-type: none"> ➤ Only one mock exam would be provided for each student.
18. I am unable to login	<ul style="list-style-type: none"> ➤ Please check your internet connection for it. ➤ Recheck whether you are using the correct user name and password.

19.Login is not working	➤ Please check your internet connection for it and try again
20.Please cancel online exam and conduct offline exam	➤ It is not feasible in the current Covid 19 situation.
21. My face is not visible in the camera during mock exam.	➤ You can still attempt the mock exam.
22.Can I switch exam from laptop to mobile?	➤ You can log out first and login from other device to complete the remaining exams
23. There are Netconnectivity issues in my area.	➤ Please go to a location where connectivity is there.
24.If I am unable to appear for online exam, then would there be offline exam?	➤ University would conduct re exam after current exam time table is completed. Please check University website for updated notices regarding re exam schedules. University may impose certain conditions for re-exam.
25.Unable to attempt mock test	➤ Please refer to mock exam video in English and Marathi, published on the website.
26.Got mock test message but unable to login	➤ Please check your internet connection for it and try again.
27. What is my user name and password for my university final exam	➤ The User name and password received for Mock test is same as for your final examination for all exam papers.