

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. Unable to open camera	<ul style="list-style-type: none"> ➤ Please check whether your settings allow the use of camera. ➤ Please verify your web camera using

	link https://su-exam.eduapp.co.in/Student/webcam/test
9. For two PRN, same mobile number is given.	➤ You would get two passwords on the same phone
10. I am getting Logout during exam	➤ Please check your internet connection for it.
11. I request to change my mobile number	➤ Please send email to University Grievance
12. SMS not delivered for Idea and Vodafone	➤ Please contact call center number to get your password. The password will be provided after verification of identity.
13. Helpline is coming engaged or switched off.	➤ Kindly try another helpline number. Due to network problems there can be issues for connectivity.
14.Can I connect mobile to laptop?	➤ No.
15. I have issue of internet speed.	➤ Recommended speed is 0.5 MBPS.
16. I need another mock exam.	➤ Only one mock exam would be provided for each student.
17. 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.
18. Login is not working	➤ Please check your internet connection for it and try again
19. Please cancel online exam and conduct offline exam	➤ It is not feasible in the current Covid 19 situation.

20. My face is not visible in the camera during mock exam.	➤ You can still attempt the mock exam.
21. Can I switch exam from laptop to mobile?	➤ You can log out first and login from other device to complete the remaining exams
22. There are Net connectivity issues in my area.	➤ Please go to a location where connectivity is there.
23. 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.
24. Unable to attempt mock test	➤ Please refer to mock exam video in English and Marathi, published on the website.
25. Got mock test message but unable to login	➤ Please check your internet connection for it and try again.