

## FREQUENTLY ASKED QUESTIONS ABOUT ONLINE EXAMS

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

	link <a href="https://su-exam.eduapp.co.in/Student/webcam_test">https://su-exam.eduapp.co.in/Student/webcam_test</a>
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. (Refer University letter No.SU/On exam/290, dtd.20/3/2021 for helpline numbers.) 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	➤ 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	➤ It is not feasible in the current Covid

conduct offline exam	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 Netconnectivity issues in my area.	➤ Please go to a location where connectivity is there.
23.Unable to attempt mock test	➤ Please refer to mock exam video in English and Marathi, published on the website.
24.Got mock test message but unable to login	➤ Please check your internet connection for it and try again.
25. 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.