

## Annexure 4

### Frequently asked Question

#### **Q1- How do I access my Online Exam?**

Ans- To access Online Exam, you need internet and latest version of browser. Please use the link provided in the Email/Admit Card/SCTE&VT website and then login with your Login ID and Password as Date of Birth.

#### **Q2- What will be Login credentials (Login & Password) for Mock Test?**

Ans- There will be Generic Login ID and Password for all the students and students can login at any time, any place as many times on link updated at SCTE&VT website to appear the Mock Test.

#### **Q3- Is it Login credentials (Login & Password) same for all subject during Online Exam ?**

Ans- There will be different Login ID for all subjects during Online Exam. You shall refer the Email or Admit Card for your respective Subject Login Id. The password will remain same as Date of Birth.

#### **Q4- Can I use mobile hot spot for internet?**

Ans- Yes, if requisite speed is available. (Min 512 Mb, preferred 1-2 GB)

#### **Q5- What is System requirements for candidate to do Online Exam ?**

Ans- This is bare minimum configuration required for the Candidates to take the online exam successfully in your Desktop, Laptop, Mobile and Tab. RAM- Min 512 Mb, preferred 1-2 GB; Network bandwidth- Min 256 Kbit/s, preferred 512 Kbit/s.

*Pop-up blocker should be disabled for the duration of the exam.*

Any one of the recommended browsers should be available on the system (Latest Chrome Browser / Latest Firefox Browser / Internet explorer 8 or above) excepting Internet Explorer Edge browser.

#### **Q6- Can I use mobile or Tab for Online Exam?**

Ans- **MOBILE PHONE FOR APPEARING EXAMINATION IS PERMISSIBLE**. But one should note that, while taking online exams in tabs and cell phone, the navigation of images, if any, will be difficult because of screen size and *online exam may be interrupted when incoming calls arrived*.

Android based Smart Phone of adequate memory and data pack/connectivity shall suffice the requirements for Online Exam.

#### **Q6- Which browser to use?**

Ans-Latest version of google chrome or Mozilla Firefox recommended.

#### **Q7- How do we know that my device or desktop or Laptop meeting the system requirement for Online Exam ?**

Ans- Mock test is intended to familiarize students to the test environment and also validate the compatibility of the hardware. If a student encounters any technical issue, can contact technical support notified on SCTE&VT Website & Registration Portal for easy guidance. (Working Days (excluding Sunday)-10:00 AM to 6:00 PM)

#### **Q8- Can we login before or after Start time ?**

Ans- Students are advised to login 10 minutes before start time to go through Instructions Page. But s/he will be only allowed to start the Online Exam at the exact time of Batch Start Time. **Students will be not allowed login of start the Test post 15 minutes of Exam Start Time** (Example -Login are not allowed after 9.15 AM for batch Time- 9AM to 11 AM).

**Q9- What to do if exam crash or got interrupt in between in my Online Exam?**

Ans- After starting the Online Exam, in case a student gets Genuine Disconnection from Server due to Power or Internet failure, in such case he/ she is able to login again after 3 minutes, the examination shall be resumed from the Instance if the Time of Disconnection. All his/ her previously attempted questions will be remain saved and he/ she can resume attempting further.

**Note:- Exam will start from the time and Question where it is ended and clock will continue till one attend exams for 2 hrs excluding disruption/down time or upto 30 minutes after scheduled closing Exams time, whichever is earlier.**

**Q10- What to do if exam crash or got interrupt in one device? Can we login from another device ?**

Ans:- Yes, After starting the Online Exam, in case a student gets Genuine Disconnection from Server due to Power or Internet failure, in such case he/ she is able to login again after 3 minutes from another device. The server will allowed only device to take the Online Exam at time.

**Q11-Invalid Login ID and Password error reported while logging in?**

Ans- Please cross check Login ID and Password, you are entering correct details. Please check the case sensitivity in keyboard and if still facing same issue please call technical support number.

**Q12-I am not allowed to start Online Exam while logging in?**

Ans- Check for Internet Connectivity. Please check your Batch Schedule for your respective subjects in Email or Admit card to ensure you Log In to correct batch time.

**Q13-My Online Exam Page shows error- Question Paper is downloading or Contact Test Center Administrator ?**

Ans- Check for Internet Connectivity. Log out and Login after 3 minutes with proper Internet Connectivity.

**Q14-How will we come to know which are the questions left unanswered?**

Ans- There will be a panel left side on computer screen showing all the question no's in different colour scheme which will indicate which are the questions answered, left unanswered and marked for review.

**Q15-Can a candidate change his/her answer?**

Ans- Yes, during the exam duration any time candidate can change their answer

**Q16-How to submit the test?**

Ans-"END Test" button to end the online exam will appear in the last question only. By clicking the end test button candidate can submit the test. The End Test Button will only appear after 30 minutes of Start Test.

**Q17-How to contact SCTE&VT for support and assistance related to Online Exam?**

Ans A student can register their queries to the University or can also contact **helpline number- 9071123422** on working Days (excluding Sunday)-10:00 AM to 6:00 PM.

**Q18-What is pattern of question in online exam ?**

Ans-The examination for each subject shall consist of 100 (For Full Marks 80) Multiple Choice (MCQ) , carrying 01 mark each. Each MCQ will have 4 choices and a student shall mark his/her choice of answer for MCQs on the system itself. There will be no Negative Marking for any wrong answer or non-attempt, and answers will be auto calculated. **Each student can attempt any 80 (For 80 Marks) number of questions randomly selected from the question bank out of 100.**

**Q19-What are the precautionary measures to be taken for power Failure/Mobile Battery discharge ?**

Ans- As the Exams is for 2 Hours duration, one should have sufficient power backup/ charge in the Laptop/ DeskTop/ Mobile etc. to run for 2 hours duration of exams. It is advisable to fully charge the UPS/ Battery of Laptop/ DeskTop /Mobile etc. well in advance . One should also get such device connected to Power while appearing the Exams , so that there shall not be any failure/disruption of power during Exams.