FREQUENTLY ASKED QUESTIONS

Q	1	INVALID USERNAME AND PASSWORD?
A		STUDENTS HAVE TWO NO OF PROFILES AND THEY MIGHT HAVE MISMATCHED THE USERNAME AND PASSWORD. SO, USE THE CORRECT USERNAME OTHERWISE CHANGE MOBILE NO AND EMAIL ID FROM THE COLLEGE LOGIN. AFTER THAT CLICK ON FORGOT PASSWORD LINK AND SET A NEW PASSWORD.
Q	**2**	STUDENT GETS ERROR 'INVALID PRN...'?
A	**1**	PLEASE CHECK PRN AND ELIGIBILITY NO IS UPDATED IN STUDENT PROFILE SYSTEM OR NOT.
	2	CHECK IF THE EXAM FORM STARTED OR NOT
Q	**3**	HOW TO UPDATE PRN NO AND ELIGIBILITY NO FROM STUDENT PROFILE?
A		FIRST DELETE PROFILE, CLICK ON NEW COURSE ENROLMENT, SELECT STUDENT TYPE AS EXISTING & UPDATE PRN AND ELIGIBILITY NO.
Q	**4**	STUDENT UNABLE TO SEE BACKLOG SUBJECTS IN THEIR EXAMINATION FORM.
A		CHECK UPDATED RESULT IN YOUR COLLEGE LEDGER.
Q	**5**	WHILE FILLING EXAM FORM GET ERROR 'EXAM FORM DATE IS OVER...!'
A		CHECK EXAM FORM DATE.
Q	**6**	WHILE FILLING EXAM FORM SUBJECT NOT SHOWING UNDER PRACTICAL/ORAL/INSEM/VIVA ETC.
A		CHECK SYLLABUS & CONTACT TO YOUR COLLEGE.
Q	**7**	DO YOU WANT TO UPDATE ALL YOUR INFORMATION?
A		FIRST DELETE YOUR EXAM FORM THROUGH COLLEGE LOGIN THEN YOU CAN UPDATE YOUR INFORMATION AND FILL EXAM FORM AGAIN.
Q	**8**	WHEN THE STUDENT FILLS THE EXAM FORM HE ENTERED THE WRONG PUNCODE AND FILLS THE EXAM FORM AND SHOWS THE COMPLETED STATUS. NOW THEY WANT TO CORRECT THE MISTAKE.
A	**1**	FIRST CONTACT TO WRONG PUNCODE COLLEGE AND TELL THEN TO DELETE YOUR EXAM FORM.
	2	OTHERWISE CONTACT YOUR COLLEGE AND ASK THEM TO EMAIL US (EXAM SUPPORT) WITH YOUR INCORRECT EXAM FORM APPLICATION NO. ALSO MENTION THE REASON FOR DELETE THE EXAM FORM.
	3	AFTER DELETE YOUR EXAM FORM, PLEASE UPDATE YOUR PROFILE WITH CORRECT PUNCODE AND THEN FILL EXAM FORM AGAIN.
Q	**9**	STUDENT COMPLETE ONE COURSE AND TAKEN ANOTHER COURSE ADMISSION AND FILLED NEW PROFILE THAT TIME GET ERROR 'IF YOU ARE IN ONE FULL TIME COURSE THEN NOT ALLOWED TO FILL ANOTHER PROFILE.'
A		PLEASE CONTACT TO YOUR OLD COLLEGE OR NEW COLLEGE WITH YOUR LAST YEAR MARKSHEET AND TELL THEM TO YOUR OLD COURSE IS COMPLETED. COLLEGE WILL SEND COURSE COMPLETE REQUEST WITH YOUR MARKSHEET AND AFTER VERIFYING EXAM SUPPORT WILL APPROVED IT. AFTER THAT STUDENT CAN CREATE NEW PROFILE.