

FAQ For Online Exam

Requirement		
Hardware	Desktop, Laptop, Tablet, Mobile	
Network	A stable internet connection with adequate speed. Upload and Download speed =>512 kbps	
Operating System,	Windows (Version 7 or above)	Android (Version 7.1.1.1 or above)
Browser	Latest Chrome	Latest Chrome
Device Free Space	Min. 40 GB	Min. 1 GB
RAM	Min. 2GB	Min 1GB
Web camera	Required	Required Front / Selfie Camera

General Information

1. Online exam requirement?

Answer: Candidate must have working and stable internet connection to take this online exam along with requisite hardware.

2. Is it mandatory for me to have an internet connection?

Answer: Yes, it is mandatory for you to have stable internet connection with your computer system or mobile internet. The minimum bandwidth required is 512 kbps.

3. Can I take the exam through a computer, mobile or tablet, etc.?

Answer: Candidate can take exam using either a laptop, desktop, mobile or tablet with working webcam.

Setting up for the Pre-Test and Online Exam

4. What are the specifics to undertake the online exam?

Answer: You must have a computer system (laptop or desktop) with working webcam and to take the exam. Candidate must have wither Windows (Version 7 or above) or Android (Version 7.1.1.1 or above).

5. Is there a dress code?

Answer: Though it is an online exam, you must be dressed properly for an official sitting and must maintain the decorum of the test all the times. Wear simple cloths. No requirement for suite/tie.

6. Valid Photo ID Proof

Answer: Yes, it is mandatory for you to keep a College or Govt. approved valid original photo ID ready. You will need to submit a live image of the document.

7. Pre-Requisite for Photo Capturing and instructions to follow:

- a. Face should get ample light from the front.
- b. Avoid makeup or any heavy ornaments which might obstruct otherwise.
- c. Keep background clear of any artifacts.
- d. Make sure the camera frame should capture full face.
- e. While capturing the picture, candidate must be looking into the camera.
- f. Both the Ears with Face should be visible at all times. (Do not wear mask).
- g. All times your face should be in the center of the camera frame.
- h. Do not cover your head.
- i. Ensure not to change your attire during examination.

8. Pre-Requisites and how to prepare for Pre-Test and Final Online Exam?

Answer: You should do some advance checks to be better prepared for the Pre-Test and final Online Exam. The best way to experience the whole process before the actual test is by taking the Pre-Test.

- a. Ensure to have specified internet connectivity and enough power supply/backup to have an uninterrupted experience.
- b. Download and Install Online Exam Application from University provided link. (Windows or Android)
- c. No one else should be present around you other than the yourself
- d. Ensure ample light falls on the face and surrounding is well lit.
- e. Device should be placed on a flat and sturdy surface.
- f. Position yourself facing straight to the device camera.
- g. Ensure positioned device should not be moved from the fixed position
- h. Ensure to disable screen saver or power saving mode.
- i. Ensure to use same device for both Pre-Test and Final Exam (All the subjects).
- j. Ensure you have quite Surrounding.

9. Taking the Pre-Test

Device used for Pre-Test and Final Examination should remain same for all the subjects.

Candidate is allowed to change the device in case of emergency. No need to contact the University.

Windows

- a. User should have administrator rights.
- b. Open application download page / link provided by University.
- c. Download the .exe
- d. You might have to unzip the downloaded file for respective device.
- e. **IMPORTANT: DISABLE THE ANTI-VIRUS OR ADD THE DOWNLOADED .EXE TO EXCEPTION.**
- f. Open the downloaded file.
- g. Exam Application would open.
- h. Enter required information. Press ***“Submit”*** button. ***“Exit”*** button to exit.
- i. Allow all permission on this page. Including for webcam.
- j. Exam Application will open page with you information and captcha code.
- k. Enter provided Password and Captcha. Press ***“Login”*** button
- l. Follow instructions on screen.

Android (Process may vary from manufacturer to manufacturer).

- a. Download the .apk file
- b. **NEED TO ENABLE - “UNKNOWN SOURCE” ALLOW INSTALLATION OF APPS FROM SOURCES OTHER THAN THE PLAY STORE.**
- c. Allow all permission for the app installation
- d. It is advised to turn off all notification in your Android to avoid unnecessary logout during live exam.
Open the exam app.
- m. Exam Screen would open.
- n. Enter your details. Press ***“Submit”*** button
- o. Enter provided Username, Password and Captcha. Press ***“Login”*** button
- p. Follow instructions on screen.
- q. Only landscape mode is allowed in the Android application.

Only the devices’ which are able to run and complete the Pre-Test successfully will be eligible to qualify to give final online exam.

Successful Completion message will be displayed at end of the Pre-Test. Same would be notified on students’ portal.

10. Once I am finished with answering the exam questions, how do I ‘Submit’?

Answer:

Submitting Exam: On the Examination Screen Press ***“Submit”*** button in color Red located on bottom right side. This will take you to exam summary page.

Going back to exam: On summary page, there is option to go back to the exam screen by Pressing **“Go back to the exam”** button.

Final Submit Exam: After reading summary on the summary page and to fully submit the exam, on the summary page Press **“Submit Exam”** button. This will fully submit the exam.

11. Issues / Queries while attempting Pre-Test / Final Exam.

Answer: It seems that some restrictions could be enabled on your network or on your system which might not allow application to operate. Kindly find steps below to resolve the issue:

Windows

- 12.1 **.exe is being deleted by the anti-virus**
 - 12.1.1 Disable antivirus or add .exe to exception in antivirus.
 - 12.1.2 Disable Windows Defender
- 12.2 **Application not starting:**
 - 12.2.1 In case not able to login, close and restart application.
 - 12.2.2 Give Administrator-rights to the user in which Exam Application is being run for PC.
 - 12.2.3 Make sure you are not using VPN
 - 12.2.4 Make sure you are not using multiple IP
- 12.3 **Application not installing or failing to download:**
 - 12.3.1 Make sure that you are using a network where website restrictions may not be enabled.
 - 12.3.2 Give Administrator-rights to the user in which Exam Application is being run for PC.
- 12.2 **Constantly Logging Out:** If the issue persists, kindly connect your system to a different internet connection.
- 12.3 **Device issue:** In case your device is not able to run Exam Application you may change the device.
- 12.4 **Question Not and/or option not being loaded:**
 - 12.4.1 Change your internet connection
 - 12.4.2 Change your device.
- 12.5 **Wrong Password:**
 - 12.5.1 Check “caps lock”
 - 12.5.2 Make sure you are using right password
 - 12.5.3 Make sure you are not using pre-test password

Android

- 12.6 **Unable to install application:** kindly allow- “Unknown Source” Allow installation of apps from sources other than the Play Store. (This may vary from manufacturer to manufacturer)
- 12.7 **Constantly Logging out:** if you have tried to attend to notification, calls, messages or any other activity than you would be logged out. If you try to perform any activity outside live exam screen than also you would be logged out. In these cases, close the app using **“Home”** button, and restart the app.

- 12.8 **Connectivity issue:** If the issue persists, kindly connect your system to a different internet connection.
- 12.9 **Device issue:** In case your device is not able to run Exam Application you may change the device.

12. What should I do if I get disconnected while attempting the exam due to failure internet disconnect?

Answer: The exam runs on auto save mode. You can resume the exam by re-login. In case you are still getting blank page or page loading issue, kindly change your internet connection. Please note such disconnects is monitored and recorded.

Hotspot- Multiple people using same hotspot may result in slow speed. Avoid this for smooth internet.

13. Unable to start the exam/login, getting message “

Windows

- 14.1 “Other User already logged in, in this computer.”: *no two users can login simultaneously on same hardware.*
- 14.2 “If you are unable to login, check your exam time.”: *login commencement to happen only before the examination.*
- 14.3 “Re-login not allowed in case you have submitted your exam.”: *once the exam has been final submitted, the login is not allowed.*
- 14.4 “Invalid Username / Password.”: *check you caps lock etc. and try re-login with right credentials. Also check that you are using correct assigned password for relevant day and session.*
- 14.5 “Please Agree to Terms and Conditions”: *In order to proceed to exam, candidate must check the “I Agree” button.*
- 14.6 “Please select option”: *in order to press “Save and Next” button, one of the options must be selected.*
- 14.7 “Caution: Other activity detected during live exam. Kindly re-login.”: *any activity detected outside the live exam screen, would result in log out. Exam application might have to be restarted and candidate needs to re-login.*
- 14.8 “Re-login not allowed in case you have submitted your exam.”: *once the exam has been final submitted, the login is not allowed.*
- 14.9 “Your exam time is over.”: *After exam session time, no login would be permitted.*
- 14.10 “Webcam not found!”: *application is identify/locate attached webcam.*

Kindly make sure it attached. If problem persists, change your device.

- 14.11 “Webcam permission problem.”: *during installation of application, please **allow** all the required permission.*
- 14.12 “To submit exam press, continue. To go back to exam press, cancel.”: *to submit exam and proceed to summary page, press button “**Continue**” or to continue with the exam remaining time, press “**Cancel**”.*

14. My Webcam is allowed, but it is not allowing me to proceed. What should I do?

Answer: Kindly follow the below mentioned step to resolve the issue.

Note: There is no way to give permission for Web Camera within Online Exam Application

The Issue might come because of:

- a. Web Camera is not in working condition.
- b. Appropriate resolution from the Web Camera is not available.
- c. Hardware issue.
- d. Any Third-party app is using Web Camera.
- e. Close all applications which might be using Web Camera and Microphone.

WARNINGS:

15. DO NOT TAMPER THE EXAM APPLICATION.
16. ENSURE YOU DO NOT TURN OFF THE DEVICE DURING THE RUNNING EXAM.
17. DURING EXAM DO NOT TRY TO MOVE OUT OF THE EXAM BY PRESSING NON-RELEVANT KEYS, HOT KEYS AND BACK OR HOME BUTTON.
18. AVOID ANY TYPE OF HAND GESTURES OR PLACING YOUR HAND ON FACE.
19. AVOID MOVING OUT OF THE CAMERA FRAME DURING EXAM. [-]
20. ENSURE NO SECOND PERSON IS PRESENT NEAR/CLOSE BY OR AROUND DURING EXAMINATION.
21. DEVICE EXAMINATION SCREEN AND YOUR CAMERA IMAGE MUST BE IN SAME ORIENTATION AT ALL TIMES.
22. ENSURE YOUR HANDHELD DEVICE CAMERA IS NOT BLOCKED BY YOUR FINGER OR PALM INADVERTENTLY.
23. ONCE YOU START LIVE EXAM, DO NOT CHANGE OR MOVE YOUR LOCATION ONCE YOUR EXAM IS STARTED, THIS MIGHT RESULT IN LOSS OF INTERNET CONNECTIVITY.

	Laptop / Desktop	Mobile / Tablet
Pre-requisites	Windows	Android
	Version 7 or above	Version 7.1.1 or above
	Chrome Latest	Chrome Latest
Permissions	<ol style="list-style-type: none"> 1. Allow all permissions (Microphone, Webcam and any other). 2. Every time candidate needs to "Allow" the Webcam and Microphone permission at login page. 3. If permission is denied exam application will not start. 	<ol style="list-style-type: none"> 1. Allow all permissions (Microphone, Webcam and any other). 2. During time of installation candidate need to "Allow" all permission including Webcam and Microphone permission. 3. If permission is denied exam application will not install or start.
Steps to install the exam application	<ol style="list-style-type: none"> 1. Download zip folder (VNSGUEXAM.exe) from student portal. <i>(You might have to unzip/extract the folder to get the .exe file)</i> 2. Check your chrome browser's version. Should be latest. 3. Disable anti-virus protection in your device. 4. Check web-camera is working properly. 5. Software name shouldn't be changed. Otherwise candidate will not be able to open the application or login. 6. Candidate will not able to do login if web-cam permission is declined by user's end. <p><i>*Before re-downloading exam application, make sure to delete the previous .exe. Otherwise application will not start.</i></p>	<ol style="list-style-type: none"> 1. Download & install VNSGUEXAM.apk from student portal. 2. If application is not getting installed, then allow "Unknown Source" from mobile/tablet setting option. 3. Disable anti-virus protection in your device. 4. Check front camera of mobile/tablet is working properly. 5. Candidate should have to give all essential permission for application. Otherwise candidate can't allow to do login. 6. Candidate will not able to do login if web-cam permission is declined by user's end. <p><i>* <u>Enable Allow App Installations from Unknown Sources</u> - Allow installation of apps from sources other than the Play Store. (This may vary from manufacturer to manufacturer).</i></p> <p><i>**Before re-downloading exam application, make sure to delete the previous .exe. Otherwise application will not start.</i></p>
Opening the Exam Application	<ul style="list-style-type: none"> • Always use the original downloaded exam application. • Do not use the shortcut from desktop to open the exam application. • Open the exam application • Enter your Enrollment No. and Registered Mobile Number. 	<ul style="list-style-type: none"> • Open the exam application • Enter your Enrollment No. and Registered Mobile Number.

<p>If Unable to login</p> <p>Or</p> <p>Application does not start</p>	<ol style="list-style-type: none"> 1. Check your Enrollment Number and Registered Mobile Number. 2. Check your registered session time and date 3. Check your CAPS lock for user name and password 4. Check your username and password. 5. Make sure to disable any antivirus / firewall 6. Check your chrome version. It should be latest. 7. Make sure you have given all the permissions to run the application. 8. Your Windows version is 7 or above. 9. Press "Ctrl + Alt + Del for "End Task". Close the process (VNSGUEXAM.exe) and restart .exe / Restart your device. 	<ol style="list-style-type: none"> 1. Check your Enrollment Number and Registered Mobile Number. 2. Check your registered session time and date. 3. Check your CAPS lock for user name and password 4. Check your username and password. 5. Make sure to disable any antivirus / firewall 6. Check your chrome version. It should be latest. 7. Make sure you have given all the permissions to run the application. 8. Your Android version is 6 or above.
<p>Closing the application</p>	<p>Alt + F4 Press "Exit" button</p>	<p>Home / Center button</p>