Do's and Don'ts for Online Examination, Guru Gobind Singh Indraprastha University

A. Query Related To Login

1. How do I login?
   Please check your inbox. You would have received an email with all the details and your login credentials.

2. I have not received email with Login credentials.
   Check Spam or Junk folder.

3. I have forgotten my password.
   Click on Forgot Password. Enter your email id in the pop up that you see. The password will be sent to your registered mail id.

4. I am trying to log in and it says 'Invalid Login Credentials'.
   Check the ID and password. **Type the password manually instead of copy pasting**. In case if you are still not able to log in, please press CTRL+Shift+Del and clear your browsing data and history.

5. My account has been locked due to multiple failed attempts.
   Please press CTRL+Shift+Del and clear your browsing data and history. Close the browser and re-open. Re-login with the correct id and password.

6. I have closed my Test and want to re-login.
   Please re-login with the same credentials.

7. I am trying to re-login and getting a message 'Login Access Denied'.
   Please press CTRL+Shift+Del and clear your browsing data and history. Type the password manually instead of copy pasting.

8. I am trying to log in and I am getting this message 'Attempt Failed'.
   Please press CTRL+Shift+Del and clear your browsing data and history. Close the browser and re-open. Re-login with the correct id and password.

B. Query Related To Test Selection

1. My test is showing as 'Test Expired'.
   Please call our Helpline number for Technical Assistance. It may take a while for your call to be answered. We appreciate your patience.

2. My test's time is still valid but it is showing as 'Time Expired'.
   Please press CTRL+Shift+Del and clear your browsing data and history. Close the browser and re-open. Re-login with the correct id and password.

3. It says 'Test Starts Soon'.
   Take the cursor on the button and you can see when your test is starting.

4. I can see the continue button on 1 of the tests assigned to me but not on the other.
   You can take the 2nd test only after you have taken the 1st test.

5. I see a message 'No Test Is Active'.
No Test has been assigned to you. You will see a Test once it has been assigned to you.

6. How do I uninstall Antivirus?
To uninstall Antivirus, go to Control Panel. Click on Programs and Features. Double click on Antivirus and then press OK. Restart your PC/Laptop.

7. How do I disable Firewall?
To disable Firewall, press Window Key and type Firewall. Click Windows Defender Firewall. Click on Turn Windows Defender Firewall On or Off. Then Turn Off. Click OK.

C. Query Related To Environment Check

1. I see a warning sign below the Camera icon.
A Test can be taken only on a system that has a camera. Please ensure camera access has been allowed. To check, click on the lock icon on the left side of the URL. Also, please ensure the camera is working. You can visit **https://www.onlinemictest.com/ or https://webcamtests.com/** to check if your camera is working or not. If your camera is not working, go to Device Manager, check the camera driver. It should be enabled. Check camera privacy setting and allow camera access.

2. I see a warning sign below the Microphone icon.
A Test can be taken only on a system that has a microphone. Please ensure camera access has been allowed. To check, click on the lock icon on the left side of the URL. Also, please ensure the microphone is working. You can visit **https://www.onlinemictest.com / or https://webcamtests.com/** to check if your microphone is working or not. If your microphone is not working, go to Device Manager, check audio inputs and outputs driver, and ensure both are enabled. Check microphone privacy setting and allow microphone access.

3. I see a warning sign below the Browser icon.
Switch over to Chrome or Mozilla Firefox's latest version.

4. I see a warning sign below the Internet icon.
This means that your Internet's speed is slow. You can still click on the Continue button.

5. What browsers are recommended?
Please use Chrome or Mozilla Firefox's latest version. Please contact the Helpline number. Since we are experiencing a high call volume, it may take a while for your call to be answered. We appreciate your patience.

Query Related To Waiting Lounge

1. I am not able to click on the 'Proceed Now' button.
   The button is probably disabled. You can see the time remaining before the button will be enabled. Please wait till it gets enabled. It will turn green once it has been enabled.

2. The 'Proceed Now' button is enabled but I am still not able to proceed.
   Please ensure you have ticked the T&C box. It's only after that, that you will be able to proceed.

Query Related To QR Code/Excel Upload

1. How can I access a QR code scanner on my phone?
   You can either download a QR code scanner on your phone or use the in-built scanner. To download a QR code scanner on your phone, please click on either of the links.

   Android:
   https://play.google.com/store/apps/details?id=com.geekslab.qrbarcodescanner.pr o&hl=en_

   iOS:
   https://apps.apple.com/in/app/qr-code-reader/id1200318119

   Alternatively, you can also use the PayTM scanner.

2. How to I upload Answer Sheets?
   Please click on the tab 'Upload Answer Sheet Using Mobile'. A QR code will appear on the screen which is valid for 60 secs. Scan the QR code using the scanner APP on your Mobile Phone. A camera icon will flash on your mobile screen. Kindly scan your answer sheets. They will automatically upload against the question. One QR code is valid for only one answer sheet/one page. For multiple sheets, please scan the QR code multiple times.

3. Where can I see the uploaded answer sheets?
   Click on the icon 'View Uploaded Images'.

Query Related To Test Submission

1. I am unable to submit my test.
   The 'End Test' button will be below the camera window on your Test screen. Check your internet connection.

2. After submitting the test I got a message 'Invalid Request'.
   Please check your Internet Connection. Please re-login and submit the test.

3. After I have submitted my test and re-logged in, the test taken is showing as 'Expired' instead of showing 'Completed'. This means that your test has been auto submitted.

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