

## Technical Requirements and Instructions for Online Examination

- 1. Equipment:** Smartphone with front camera. (Android Phones only).
- 2. Internet connectivity:** Internet Speed of Minimum 256 Kbps and above. You can check your internet speed on this link - <https://www.speedtest.net/>.
- 3. Data:** At least have 1 GB data for the examination purpose.
- 4. Browser:** You need to have the latest version of Google Chrome browser. Please check the version of Google Chrome – Go to the top right corner of the browser and click the option settings – About Browser (Left corner) – if the version is lower, can download chrome from:- [https://www.google.com/intl/en\\_in/chrome/](https://www.google.com/intl/en_in/chrome/).
- 5. Email and Phone Number:** Make sure that your registered E-mail ID & Mobile Number is active and working, as you may receive calls/ Emails sent by the Examination Body namely 'Ekalavya'. Also make sure to check in spam folder, in case if you don't receive any information about the examination in your Inbox.

## Settings & Checking

- 1. Google Chrome settings:** - You need to allow/permit Google Chrome to use camera & microphone when the application asks for. This is mandatory, without which you will NOT be able to attend the EXAM.  
**Smartphone users can-** Go to Settings -> Applications -> Google Chrome -> Permissions -> Allow permission for Camera & Microphone.
- Please test your front camera using the link below:  
<https://assessment.eklavvya.com/Student/webcamtest> (test this link in Google Chrome browser only)
- 3. Turn off notifications in apps and browser popups** to avoid examination termination.
  - You have to turn off notifications from all apps that could possibility distract you during exam- such as, WhatsApp, Facebook, Instagram, Telegram and all such other apps.
  - Smartphone users can go to settings ->Applications -> Select the App-> Notifications -> Turn off all notifications.
- Inform all your family members and friends that they should not call you during the examination hours.

5. Please note that notifications and incoming calls would be considered as warning alerts and may cause termination of exam.

### **Pre-Examination day Preparation :**

You will receive examination details on your registered E-mail/Mobile number - one day prior to the date of examination and it will contain the examination link, user ID & password. In case you have not received the examination details within the defined timeline, please contact the support numbers provided below.

### **Examination Day Preparation :**

#### **Instructions to be followed at least 60 minutes prior to the examination**

- Get seated at the allotted seat with your device ready- before **30 minutes** of scheduled examination time.
- Make sure your device is fully charged & have power back-up / power bank / charging facility – in case your device drains out of charge during the examination.
- Test your smart phone (which you intend to use for taking the exam) to ensure that it is working well.
- (Please note, you may not be able to appear for the examination if camera OR microphone attached with your mobile is non-functional)
- Put your Smartphones on silent mode & make sure your apps notifications are turned off.
- Keep your any one of valid Government Photo ID for verification such as Adhaar card, Pan Card, Voter Id, Passport, Driving License etc. It should be shown to the Exam Administrator before starting the exam.
- Go to your registered E-mail/ mobile number and open the email received from exam conducting body / EKLAVVYA. Click on the examination page link to login to your examination page. In case you face any issue in opening the link, copy the link and paste it in a chrome browser.
- Upon clicking the link, examination login page will open in your Chrome browser. You need to login with user id & password you have received/mentioned in the email/sms.

### **Instruction to be followed during the exam :**

1. During the exam, you should not switch to any other screen, move out of the camera and/or open any other applications/browser. Attempt to do any of these will be treated as unfair means. In case disconnected due to genuine network connectivity issues, you may connect back to the examination immediately and explain to Exam Administrator the reason for disconnection. It is at the discretion of the Exam Administrator to allow you to resume the examination and only if Exam Administrator finds it genuine. If Exam Administrator denies to resume the exam, you can make no claim to resume and/or attend the examination again.
2. If examination is discontinued because of any network connectivity issues, you are requested to re-login immediately by using the same login credentials. When you resume the examination, it will start from the last question you were viewing. All the previously attempted answers including the exam's remaining time will be saved in the system automatically.
3. If you are minimizing examination browser screen during the course of examination, you will be terminated from the examination. You will not be allowed to resume again.
4. You can complete the examination before the duration and/or the examination will be closed when the time duration of the examination gets over. It will automatically save all the questions you have answered.
5. If you face any problems during the examination or have any queries with regard to the examination, you can communicate with your Exam Administrator. However no additional time will be given.

### **Other important instructions :**

1. You must keep in mind that your video and audio are recorded by a remote invigilator (Human Exam Administrator). Therefore, it is strictly advised that you do not leave the seat during the examination. Such instances will be immediately recorded as a violation and examination will be suspended.
2. If you receive/ accept any phone calls and/or opens any other notifications /windows / browser during the examination and/or found during the verification of the recorded information, it will be considered as a violation of examination rules and you will be terminated from the examination and/or your examination will not be considered for qualifying the admission.
3. You must complete the examination within the time frame allotted for the exam.
4. You will receive a pop-up alert before last 15 minutes of the examination duration.
5. No washroom breaks and snack breaks are permitted during the exam.

6. In case of assistance before the exam:

If you have any technical queries or challenges before logging into the examination, please contact - Between 9:00 AM to 6:00 PM:

**6364468045/9620220916**

7. Once examination starts - all queries will be handled by Exam Administrator.

8. **How to use the system:**

1. **How to start the test:** You have to start the test by clicking the button "I am ready to begin".
2. **How to change the question:** To move to the next question you have to click on the 'Save and Next' button the same as for move to the back, click on the 'Previous' button.
3. **How to answer a question:** You can select any answer by clicking on the button displayed just before the answers. You have to finally click the button - Save and Next- to save your answer and move to the next question. In Exam Sections, the Red Circle corresponding to this question turns Green. You can go to any section / any question number by clicking the relevant control.
4. **How to skip the question:** You can click the "Next Question" control to move on the next question.
5. **How to mark a question for review:** If you want to review any question later, you have to click the "Review" checkbox. This answer will be marked for review.
6. **How to Submit your test:** By clicking on last question / Submit Test button one popup window displayed asking for "Are you sure, you want to Submit your test?" You have to click on "YES" to submit your test. Submit button will be visible ONLY in the "Last Question".
7. **For Image based question:** You need to click on the image to view

## Common Problems encountered and its solutions (FAQs)

**Q1 Any specific smart phones suggested?**

All Android smart phones are supported. It is found there are some problems sometimes while using iOS, so would suggest **NOT to use any iOS devices like iPhones, MACs, iPads etc.**

**Q2 What are the settings to be done before exam?**

Install latest version of Google Chrome Browser (Turn off notifications from apps and pop-ups in browser)

**Q3 Can I make or receive phone calls during the exam?**

No, Any incoming, outgoing call received/attended by you would be considered as a violation of EXAM rules and you will be terminated from the examination.

**Q4 Can I use any other application or receive notifications during exam?**

No. All notifications will be considered as violation of EXAM rules and you will be terminated from the examination, so it SHOULD be kept off.

**Q5 If my internet connectivity is not good, what will happen?**

You may still be able to appear for the exam, but you may face issues in terms of loading of the questions, answer submissions etc. You are required to appear from a place where there is a good connectivity. We suggest that you should have 1GB data before starting the examination to have a successful examination experience.

**Q6 What actions can cause system warnings/ terminations during the exam?**

System warnings are shown to you:

- When you switch the window and moves to another application
- When you receive or makes any phone calls
- Notifications on mobile device from other apps like WhatsApp etc.
- Pop-Ups from the browser, including antivirus popups, grammar apps, news popups etc.
- Ctr Alt & F5 key and browser refresh button are used while attending examination
- Minimizing browser window can also terminate your examination
- All applications on the device must be closed before starting the examination.

**Q7 If the online examination gets stuck during the exam, what should I do?**

You can restart the device and login with the same credentials and explain to the Exam Administrator and if Exam Administrator allows you can continue the exam.

**Q8 Can I change the device during the exam?**

Yes, you can change your device and login with the same credentials with the consent of the Exam Administrator and the same will be recorded for verification.

Without the consent, it will be treated as violation of the examination rules and your examination will not be considered for qualifying EXAM.

**Q9 If I am not able to log into the examination application, what should I do?**

If you face any technical difficulty while logging in the application, you can call the examination helpline numbers.

**Q10 If I have some difficulty DURING the exam, what should I do?**

Once examination starts - all queries will be handled by Exam Administrator ONLY.

**Q11 I have updated the Chrome browser but I am still facing a problem accessing the examination system. What should I do?**

If you face any issues on Updated chrome browser then please try once with Updated Mozilla Firefox browser. Please ensure it is working during the mock exam.

**Q12 Can I use office laptops for taking the exams?**

Not recommended. Office laptops sometimes have restrictions and will not allow access of all sites. So, it needs to be avoided or tested in advance for compatibility.

**Q13 At what time I should login to the examination system?**

You are supposed to log in to the examination system 30 minutes before scheduled time.