

### FREQUENTLY ASKED QUESTIONS: FOR ON-LINE REGISTRATION PROCESS

1. What should I do if there is lot of delay in accessing the page?

Speed for Registration of On-Line Application is based on various factors like Internet Speed, large number of applicants trying to register the application at the same time etc. Therefore, if you are not able to get the pages for registration immediately, please retry after a gap of 15 minutes or during off-peak hours.

2. What should I do when I forgot my password after registration?

Go to Login page, click on the Forgot password, enter your Registered Email id to receive OTP to Reset password.

3. I did not receive the SMS intimation for mobile number verification?

Delivery of SMS purely depends upon the correctness of mobile number provided by the candidate. Non-delivery of SMS may also be due to Network issue, insufficient memory, mis-configuration of device setting, switching of devices, glitch in the messaging app., software issue, etc. You may reload the Registration page, re-enter the details and click on the validate option to receive the SMS for mobile number verification. If the problem persists, please retry after a gap of 15 minutes or during off-peak hours.

4. I did not receive the e-mail intimation for e-mail verification?

Delivery of emails purely depends upon the correctness of E-Mail ID provided, Policy of your E-Mail Service Provider to accept and Divert such emails under Bulk or Spam Mails or bounce back such mails without accepting it due to heavy number of emails generated by our Applications. In case of Govt/official /company Email Ids delivery is controlled by your Company Policies. You may be guided accordingly. You may reload the Registration page, re-enter the details and click on the validate option to receive the e-mail for e-mail verification. If the problem persists, please retry after a gap of 15 minutes or during off-peak hours.

5. I am unable to save the data after clicking on Save & Next Option and it is not navigating to next page?

Kindly check all the fields are invariably filled. If any mandatory fields are not filled, an error may appear "**This field is required**", kindly fill the respective field where an error is appearing and click on the Save & Next Option and the data entered will be saved and it will navigate to next page.

6. How do I re-confirm that my application is submitted?

If uncertain about the successful submission, candidates are advised to visit the My Dashboard page to check the status of application.

7. After filling up the complete form, I got Blank Screen / Internet got disconnected / My PC closed / hanged / shutdown. Is my application saved / registered?

If you do not receive an email and SMS regarding successful registration of application, your application is not submitted. Kindly visit My Dashboard page and complete the registration.

8. I want to change / correct the details I entered in the Application?

Candidates need to verify the details entered before the Final submission. Candidate should note that the data entered cannot be modified after final submission of the application.