

Frequently Asked Questions on Technical Issues for Students

Before Assessment

Q. What should be done if the following error faced while entering login credentials?

- **Invalid Passkey-**
Reason: The passkey being entered by the student is incorrect
Resolution: Check with your department coordinator for the correct passkey and try again
- **Your assessment is not scheduled**
Reason: The username or password being entered by the student is incorrect.
Resolution: Check with your department coordinator and verify the username and password
- **Maximum login limits crossed**
Reason: Maximum login attempts are 3
Resolution: Inform your department coordinator. Do not keep trying to login again, we will resolve this and inform you.
- **Earlier started with different passkey**
Reason: Student had logged out from an assessment and is trying to re-login but entered incorrect details.
Resolution: Student should enter the same information that he/she logged in the first time

Q. What is to be done if student web cam is not supporting on the device?

This issue occurs for the following reasons

- *Non- Functioning Webcam*
- *If the webcam access is not allowed for the website*
- *If the browser is not update*

Here are some steps that could resolve the issue

Clear Cache

Student should press **CTRL+Shift+Delete** - The command will open Clear Browsing Data, then please ask student to follow below mention steps

Step 1- Go to advance settings

Step2- In Time Range option click on the dropdown and select **All time**

Step3- Select Browsing History, Download History, Cookies and other site data, cached images and file

Step4- Click on **Clear Data**

Steps to allow Web-cam access

- Students to give access to webcam through "Settings (Google Chrome)" - *Please find below steps to be followed to give access to webcam*

Step 1- On top right corner click More- go to "Settings (Google Chrome)"

Step 2- Under "Privacy and security," click Site settings.

Step 3- Click Camera or Microphone.

Step 4- Allow the website to access the Webcam

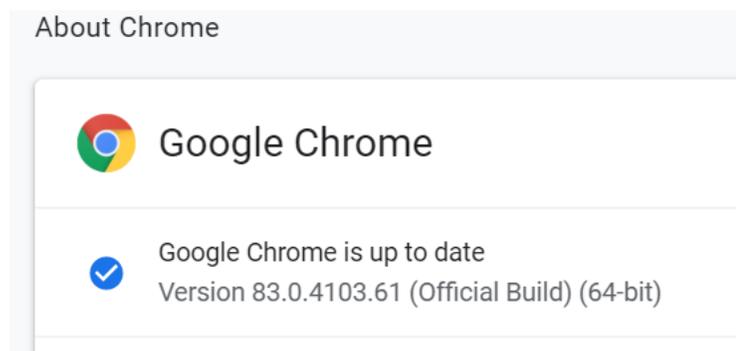
Step 5-After selecting all the features please refresh the page and start the assessment

Steps to allow update the browser

Step 1- On top right corner click More- The "Settings (Google Chrome)"

Step 2- On the left-hand of the screen, click on "About Chrome"

Step 3- You can check the status here and update your browser



Q. What is to be done if student Audio is not supporting on the device?

This issue occurs for the following reasons

- *Audio on the system is muted*
- *If the audio access is not allowed for the website*
- *If the browser is not update*

Here are some steps that could resolve the issue

Clear Cache

Student should press **CTRL+Shift+Delete** - The command will open Clear Browsing Data, then please ask student to follow below mention steps

Step 1- Go to advance settings

Step2- In Time Range option click on the dropdown and select **All time**

Step3- Select Browsing History, Download History, Cookies and other site data, cached images and file

Step4- Click on **Clear Data**

Steps to allow audio access

- Students to give access to webcam through "Settings (Google Chrome)" - *Please find below steps to be followed to give access to audio*

Step 1- On top right corner click More- go to "Settings (Google Chrome)"

Step 2- Under "Privacy and security," click Site settings.

Step 3- Click Microphone.

Step 4- Allow the website to access the audio

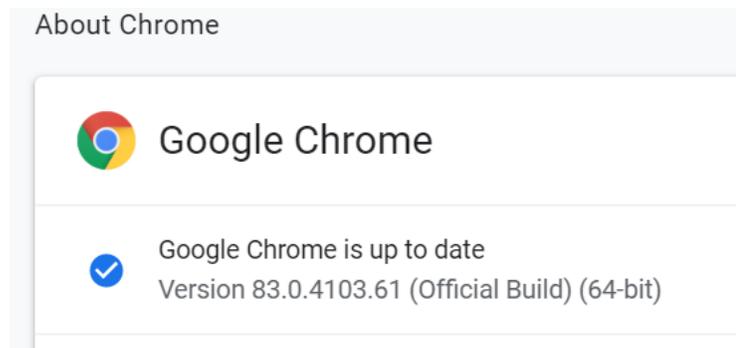
Step 5-After selecting all the features please refresh the page and start the assessment

Steps to allow update the browser

Step 1- On top right corner click More- The "Settings (Google Chrome)"

Step 2- On the left-hand of the screen, click on "About Chrome"

Step 3- You can check the status here and update your browser



During Assessment

Q. What should be done when there is a power failure?

- In case of power failure - student should login again using the same system and browser
- Answers marked before the power went off would be saved in the system and student can continue the test from same timer where he/she left - No need to increase the time
- Time is required to be added only if the student is using a different system and browser when the power resumes
 - In this case - Same needs to be informed to the POC immediately. POC increases the time for all the students at the center. Students should be allowed to login only after the time has been added. The answers marked before the power failure is saved in the machine.

Q. What should be done when internet connectivity is lost during the assessment?

Ans. There is no need to worry, you can continue to answer the questions. The answers marked are auto saved when internet connectivity resumes within the duration of the test.

Q. What should be done if the images are not loaded

Ans. This is due to slow internet connect

- Please Ensure your internet is connected
- Please refresh the page and try again

After Assessment

Q. What should be done if the internet connectivity is not resumed before the assessment time is over?

Ans. In case there is no internet connectivity when the assessment is over, the system tries to submit the assessment and the answer marked are displayed on screen.

In this case, you need to **write down the answers that are displayed** along with the **CoCubes ID** and provide it to proctor.

The proctor further intimates the answers to CoCubes POC who uploads them in the platform from the backend.

Screenshot of the image: Internet Failure after Assessment Time

The system is attempting to connect with the internet

Scenario -1

During this time, if the internet is resumed, the system will connect and save the responses and submit the paper automatically.

S Submit your Answer-sheet?

	Questions	Attempted
English Usage	10	9
Analytical Reasoning	10	6
Quantitative Aptitude	10	10
	30	25

ii Connecting with server (trial 6) . . .

Looks like there is an issue with your Internet connectivity . . .
Don't Panic, we are trying to submit your answers, meanwhile do the following:

1. Check your network connection to ensure its working
2. Note down your **CoCubes Id and Answers** shown below on a piece of paper.
3. Submit it to the invigilator
4. If this is a take from home test, please mail them to support@cocubes.com including **your name, CoCubes Id, Test Name and Company Name** for whom you are giving the test

Thank you
Team CoCubes.com

Scenario -2

[If The Internet Does Not Resume](#)

- The System displays the questions which are not submitted.
- Please take a white paper, note down the responses displayed on your screen along with the **CoCubes ID** (see the 2nd Image)
- Share the image with your department coordinator

[Sample Image of questions displayed](#)

A Your Answer Sheet

CoCubes Id: **844719**

Questions: 30

Attempted: 25

Following answers are not submitted, please note them . . .

Question #	Your Answer
4	4
5	2
7	4
8	2
9	1
10	1
14	4
18	4
20	1

Sample Image of questions noted on a paper

- You are required to share this snapshot with your department Coordinator

CoCube ID: 844719

Questions: 30 -

Attempted: 25

Question #	ANSWER
4	4
5	2
7	4
8	2
9	1
10	1
14	4
18	4
20	1