Where to raise doubts & Issues?

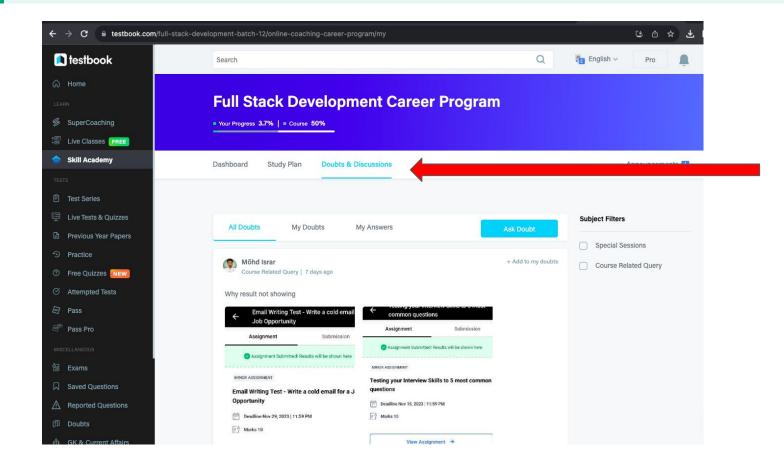


Doubt/ Issue Type	Platform
Academic Doubt	 Small doubts can be raised on doubt & discussion platform. Doubts which will require mentor support book 1:1 mentor session. You can find the link of the mentor session in "Get Started" section.
Course Related	Any course related doubt can be asked on intercom.
Payment / EMI Related	For any payment/emi related issue please drop a mail on support@testbook.com

Please don't call on any toll free number for your queries. For any queries, use intercom or doubt platform for quick resolution.

This is doubt platform

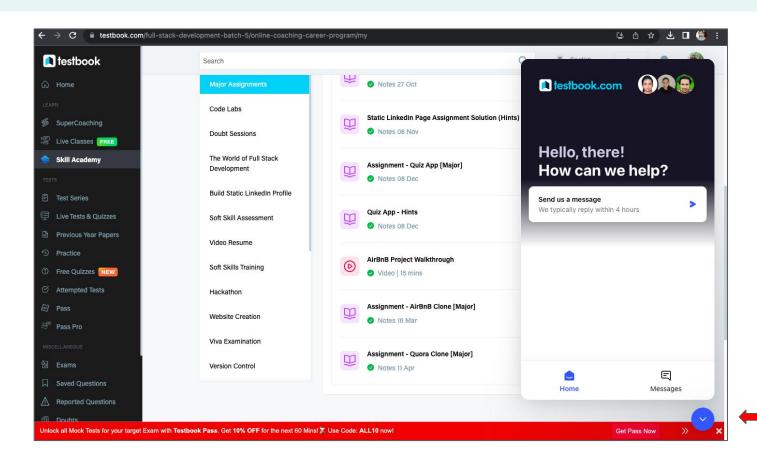




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This is intercom

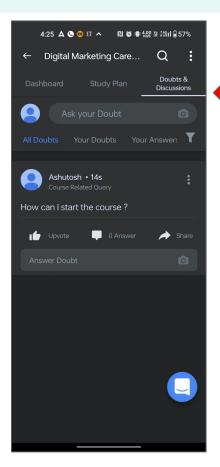




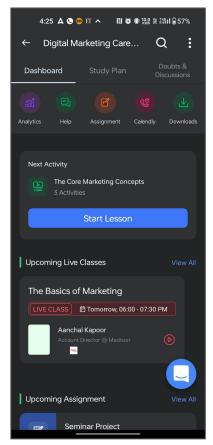


On App





This is doubt platform





Important Points



- Once you enroll in the course, your coach will connect with you for a welcome call within 48-72 hours. Please ensure that you have your personal number registered with us.
- After enrollment your only point of contact will be your coach, please don't reach out to the counsellor.
- You can reach out to your coach on whatsapp only , no incoming calls are available on their number. If required coach will call you.
- You can reach out to your coach on whatsapp only from Monday Saturday (11:00 AM 8:00 PM). Your coach will get back to you within 24 hrs.

Next Steps



- Start your course with the "Get Started" section.
- For any concern or help , please connect with your coach on whatsapp.
- Make a study timetable and follow it. Take help from your coach whenever required.
- When the assignments are released, complete and submit them within deadline.