

## Frequently asked questions

1. [How do I login to Toolwire Virtual Machine?](#)
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### 1. How do I login to Toolwire Virtual Machine?

Step 1: You would have got mail with link to Toolwire Virtual machine, along with login credentials.

There are two links that can be used to login to Toolwire VM. We recommend you to use second link, only if first link doesn't work for you.

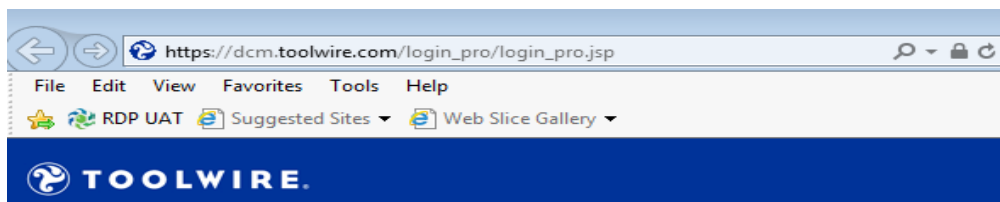
a) Using CITRIX LOGIN URL:

[https://dcm.toolwire.com/training/login\\_pro.jsp](https://dcm.toolwire.com/training/login_pro.jsp)

b) Using HTML5 LOGIN URL:

[https://dcm.toolwire.com/training/login\\_pro.jsp?html5=true](https://dcm.toolwire.com/training/login_pro.jsp?html5=true)

Once you click on the link, you will get screen similar to below image. Enter the credentials that are sent in the email. Click on "Login" button.



### Login

**Username**

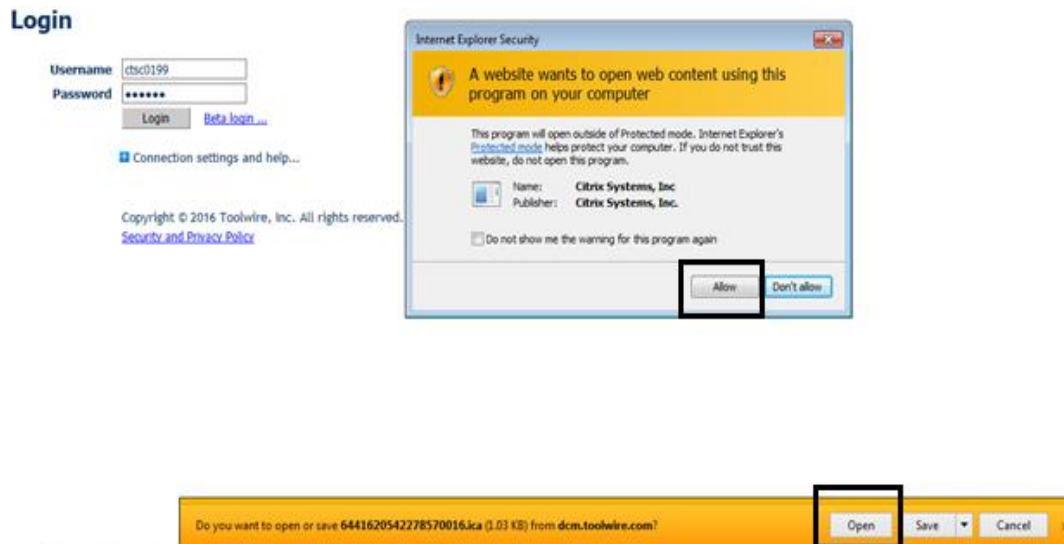
**Password**

[Beta login ...](#)

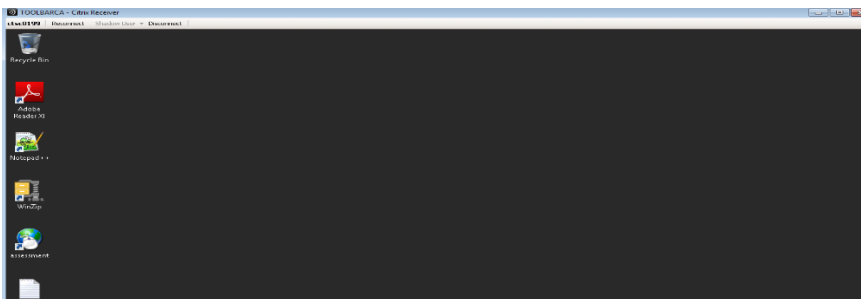
[Connection settings and help...](#)

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Step 2: After you click on “Login” button, you will get below screen. Click on “Allow” button, then click on “Open” button.



After successful login, you can see screen similar to below one.

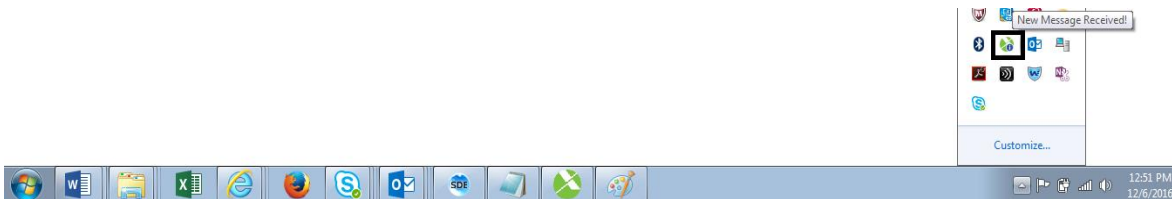


2. I am not able to access VM through link given by ToolWire and getting a Windows screen for File Association and download Citrix Receiver software

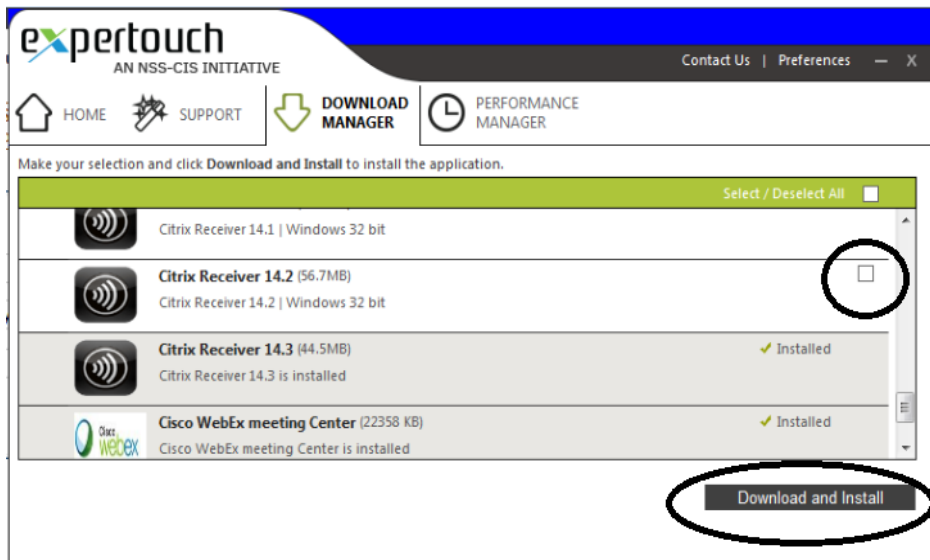
Step 1: If you are getting bellow error when trying to access VM, follow below steps.



Step 2: Go to Task tool items (bottom right of screen). Select the expertTouch icon (highlighted in below image).



Step 3: Once the experttouch window opens, select "DOWNLOAD MANAGER" tab. Select the "Citrix Receiver" option from the list by selecting the Checkbox that is shown in below image. Click on "Download and Install" button.



Step 4: Once Citrix is installed successfully, try to login to Toolwire ([Click here](#) to go to instructions for login).

### 3. How can I proceed, once I login to Toolwire VM?

Step 1: Access url <https://assessment.cognizant.com>

Step 2: Enter cognizant network credentials to attempt the assessment.

Step 2: Pls refer to guidelines given as part of case study and user guides provided in case study document for the setup details.

### 4. I am getting blank screen after logging into Toolwire VM. How to proceed?

Step 1: If you are getting blank screen similar to below image, click on “Reconnect” button. If you are still getting the same issue, then click on “Disconnect” button. Connect to the Toolwire VM freshly ([Click here](#) to go to instructions for login).

