**Xplore FAQ**

1. What is TCS Xplore?

TCS Xplore program is a digital re-imagination of TCS Training Program for candidates who have accepted TCS offer letter. The Program is carefully designed to develop software engineering skills, nurture professionalism and inculcate a process mindset. The program content is made available as per the curriculum.

1. How can I access the TCS Xplore program?

Once you accept the TCS offer letter, we will enroll you to the Xplore program. As part of the enrollment, you will receive a welcome mail which will guide you to login to Xplore program.

1. I am facing issues while playing video content.

We recommend you to use Mozilla Firefox (preferable Firefox 61 or above) to better experience the Xplore courses. Please refer the Instructions video if you are facing any issue in playing the video content. You will get the instructions in the video under TCS Xplore community banner in the page (Top Left). Even after following all these steps/instructions, if you are not able to watch the video, please write to us with the browser version details along with your CT/DT ref number.

1. I am facing issues in launching the course. How do I proceed with my learning?

Check whether the course is being launched in a new tab/window

Check your network connectivity

Ensure that the following are enabled in your browser.

1. Recommended Browsers:

Mozilla Firefox (61 or above)

Google Chrome latest versions (like 71)

2. Allow Pop-ups (Disable pop-up blocker)

3. Enable flash player

If you are still not able to launch the course, please send a mail to xplore.support@tcs.com with the screenshot.

1. I forgot my credentials. Kindly reset the password.

You can now unlock and generate password on your own. You can Login to https://www.nextstep.tcs.com. In the login screen, click on the Login button, you will see a link to "Unlock Account and Reset Password". Click on the link to unlock and reset your password. Please write to us, in case the issue persists.

1. I have few doubts in the course content. Please help on that.

Please share your code and post the issue in the course discussion forum. Technical faculty will resolve your doubts.

1. Assessment is locked. Need admin support to unlock it.

Toggling between windows can lead to locking of assessments. Avoid opening any other window while taking assessments. Please write to [xplore.support@tcs.com](mailto:xplore.support@tcs.com) with assessment details to unlock the assessment.

1. Do I have to follow any format while sending mails to Xplore team?

We would recommend you to follow the below mail format while sending mails to Xplore team. It would help us to give you prompt resolution.

|  |
| --- |
| **Mail Subject** - <CT/DT Number> - Short description of the issue |
| **Mail Body** should be crisp, specific and clear, avoid very long sentences and lengthy paragraphs. If your query is related to any technical issue, always attach the screen shot with the mail. |
| **Mail signature** should have the candidate's name, CT/DT reference number and contact number |

1. How to access Xplore courses and community?

Please follow the below steps to access Xplore courses and community. For a hassle free learning, we have created an official community for the program.

1) Clear the cache, history and cookies of the browser and use latest version of browsers (Google Chrome, Mozilla Firefox and Internet Explorer 9.0 or above)

2) Click <https://www.tcs.com/careers/Xplore>

3) Under Xplore profile, click on Student card, which will take you to the TCS NextStep portal

4) Enter Next step credentials

Note: In case if you have forgotten your password/unable to Login, kindly click "Forgot Password" option to get the default password in your registered e-mail.

5) TCS iON - My dashboard

a. Enable flash player and pop up in the browser.

b. Make sure ad-blockers are disabled.

Once the above two steps are completed, reload the page.

Note: Kindly refer the video available in 'Community' under 'My Dashboard'' for the visual representation of the above-mentioned steps.

6) Upon completing the above pre-requisite, please launch 'Courses'.

**Note:**

* While launching the course if you get the message “Your purchase is being processed”, please wait for 24 hours and then re-launch the course. If the error persists, please write to [xplore.support@tcs.com](mailto:xplore.support@tcs.com)

1. I have completed the course, but green tick mark is not getting updated.

Request you to make sure you have watched/read the entire topic till the end

1. Not getting the progress report generated even after 3 hours of completion of a course

Please wait for a day and check. If the issue persists, please revert to us with CT/DT reference id.

1. No courses are shown in my dashboard in HUB and already part of Xplore. Also getting communications from Xplore1 community.

You will be enrolled into Xplore course based on your preference. The delay is due the late acceptance of offer letter.

1. Will I be eliminated from Xplore program if I fail the assessment?

We appreciate your hard work and commitment towards the TCS Xplore program. We recommend you to learn and deliver your best. Be subject focused and not assessment focused. Learn not for TCS, but for yourself. TCS Xplore is not an elimination mechanism. Candidates who were unable to clear this assessment (can continue their learning in Xplore Program and) will get opportunity to reappear for upcoming assessments. The exact schedule of assessments will be intimated later.