FAQs

Q: What is the next step post receiving offer letter?

A: You would be receiving 1C welcome mailer with user ID & password, where you have to accept the offer and register. Post completion of the 1C registration, C2C engagement platform & E-learning would be triggered.

Q: Can I have the tentative date of Joining.

A: Please be informed that the DOJ will be given based on business requirement; hence we will not be able to assure you on the DOJ details now.

Q: When can I expect the Call Letter/DOJ/my friends have received the DOJ when I will get my call letter?

A: We are onboarding campus recruits in batches, based on business requirements. We request you to be patient and await formal communication from us. We will most certainly send you an email once your joining date and location is confirmed.

Q: Does passport and pan card essential for joining.

A: Yes, passport and pan card essential for joining. If you have applied and haven't received the passport from the Govt. office, please bring the application submitted receipt as a proof however PAN card is mandatory for joining.

Q: I am not able to login to the One Cognizant (1C) Portal.

A: Kindly share the screenshot of the error message you get to IndiaonboardingHelp@cognizant.com, in order to take it forward.

Q: Im not able to fill the forms in the 1C portal.

A: Kindly share the screenshot of the error message you get to indiaonboardingHelp@cognizant.com, to take it forward.

Q: What is Candidate ID/ I have not got my Candidate ID.

A: Candidate ID is the unique ID which you have written at the time of test process. And it is available in your offer letter.

Q: I have uploaded my photo in One Cognizant portal, but it is pending for a very long time.

A: Our Admin Team is in the process of approving your picture for your permanent ID card.

Q: I have uploaded the photo in the Portal but it has been rejected/ how do I upload my photo in 1C portal as it has been rejected.

A: We would like to inform you that, the photo in 1C portal can be updated only once. You can submit better clarity passport size photo at the time of joining. Please bring a photograph with blue or white background with neat formal attire

Q: I have completed my pre-joining formalities and also completed my E-learning modules, but I haven't got my Call letter yet.

A: Please be informed that the DOJ will be given based on business requirement, hence kindly wait for future mails.

Q: Request you to change my joining Location.

A: Please be informed that allocation is based on business requirements at Cognizant and you have shared your flexibility during the interview process based on which the offer was released. To help better allocate resources, candidates are asked for their location preference. However, please note that this is not an assurance of the same, as discussed during the selection process. Requests for change of location are subject to business demands and nature of projects, and may not always be possible.

Q: I need to change my location preference in the portal.

A: Please be informed that, location preference cannot be changed once updated. We would also like to inform you that the location is based on business requirement. To help better allocate resources, candidates are asked for their location preference. However, please note that this is not an assurance of the same, as discussed during the selection process

Q: I want to defer the DOJ.

A: DOJ cannot be deferred as it is given based on business requirement.

Q: I do not have my provisional certificate, what will I do on the date of Joining.

A: Please provide the final semester result online print for the final semester. It is mandatory to bring the original/copies of all the previous semester mark sheets along with course completion or bonafied certificate from the college. Please apply for the provisional certificate and submit ASAP.

Q: What is NSR, please guide me on the registration process.

A: Please visit https://nationalskillsregistry.com for complete details related to NSR & registration.

Q: When I register for NSR it is asking for offer ID/Job Id or any reference number. Please give me the offer ID

A: Offer ID is your candidate ID. Candidate ID is the unique ID which you have written at the time of test process and it is available in your offer letter.

Q: My query is do we need to register in National Skills Registry as new user and complete the process. Also does it involve a registration cost?

A: Yes, you have to register as a new user & the registration fee should be paid directly as per the details given in the NSR site.

Guidelines:

1. Being a future IT professional, flexibility with respect to location, skill, domain & work duration is the minimum expectation for every Cognizant recruits

2. IT PIN (https://nationalskillsregistry.com), Passport, Bank Account & Pan card is mandatory prerequisite to join

3. Maintain the mobile number and email ID shared during the recruitment in active status till you join Cognizant as all the correspondence henceforth would be through this contact details.

4. All the offer accepted candidates registered in 1C will receive the E-Learning modules that have to be completed within 45 days from receiving the link.

5. All the candidates completing the E-learning modules would be considered as valid pipeline candidates interested to join Cognizant.

6. Date Intimation Mailer would be triggered closer to the actual DOJ based on Business requirements.

7. Candidate's willingness for the DOJ for that specific date shared has to be given through 1C portal "Accept" link. All the DOJ accepted candidates have to complete the E-onboarding form which qualifies for joining Cognizant.

8. Option "Defer DOJ" can be used only once for genuine reasons. We strongly recommend not to use the same unless you have valid medical reasons with adequate document

9. All the candidates accepting the DOJ in 1C and not reporting to the venue (No show) would be considered as unwillingness to join Cognizant

10.   Day one at Cognizant would be the joining formalities and induction. Any details provided in 1C registration/E-on boarding if found mismatching the actuals; the offer letter wouldn't be valid any more.