Frequently Asked Questions (FAQ's)

1. **How to reset my CoCubes password?**
   - ➢ To reset the password please go to https://www.cocubes.com and click on forgot password. You will get the username on your registered email id.
2. **What to do if my Webcam does not work during the assessment?**
   - ➢ If there is no problem in your webcam and still you are getting the error, then close the browser and login again. If problem persists then change the browser and login with your username and password. (Webcam error generally occurs when the internet connection is weak).
3. **What to do if internet suddenly stops or system got hanged?**
   - ➢ If there is any issue with your internet or system and because of that you are unable to complete the assessment then immediately call on the number given in instruction mail or write on queries@cocubes.com.
4. **What to do if system shows incorrect activation pin?**
   - ➢ First, you must check with the activation pin that you have received in the instruction mail. If activation pin matches and still you are getting an error, then close the browser and login again with your credentials. If the problem persists then call on the number give in instruction mail or write on queries@cocubes.com.
5. **How to know if my assessment is completed?**
   - ➢ There are total 6 assessment that you need to complete in 3 Hours. After completion of every assessment you will get a confirmation mail. If you have got 6 confirmation mail, then your assessment is completed.
6. **What to do in case of any general query during the assessment?**
   - ➢ If you have any query during the assessment then call on the number given in instruction mail or write on queries@cocubes.com.
7. **Can I use rough paper during the assessment?**
   - ➢ Yes, you can use rough paper for calculations during the assessment.
8. **Can I use mobile to take the assessment?**
   - ➢ You can use mobile to take this assessment, but we do not recommend as WET and Coding sections are descriptive. So, if possible please arrange webcam enabled system before starting the assessment.