



## MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION

(Autonomous)

(ISO 9001:2015)

(ISO/IEC 27001: 2013)

4<sup>th</sup> floor, Government Polytechnic Building, 49, Kherwadi, Bandra (East) Mumbai – 400 051

Tel No: 022- 62542103 /62542105

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### Frequently Asked Questions (FAQ) by examinees for Summer-2021 MCQ based online exam of MSBTE

#### Help line for the online examination at institute level

1. **Is there any help line to assist me to resolve the problems arising during the online examination?**

**Yes.** Your institute will share with you a contact number of a person who can resolve exam related queries / any problems cropping up during your online examination.

2. **What happens if I do not receive OR do not remember my Login ID and password?**

Contact your Institute and report them your problem. Institute contact person will help you to get the login and password.

#### Non availability of facility for online examination

3. **What if I fail to arrange a laptop/desktop with web cam or Android enabled mobile phone and internet connection for online examination?**

You can contact your Institute in such situation. The institute will assist you to arrange facility for your online examination.

4. **Can I appear for online exam from a device without camera?**

**The answer to this query is a strict "NO"** . If you cannot arrange for a device without camera, please follow the procedure in "3" above.

5. **Can I appear for the exam if my registered mobile is not in working condition OR my registered mobile number is wrong?**

**Yes.** You can appear for the online exam from any device like laptop/tablet or any other mobile by entering your login ID and password. Registered Mobile number is used only for receiving online exam related messages from MSBTE.

6. **What happens if I lose my internet connection during the exam?**

**Your online examination gets interrupted.**

- You can resume your ongoing examination when the internet connection is reestablished on your device within the time slot for the examination.
- The online examination countdown clock freezes the moment the examination is interrupted and re starts after the resumption.
- The questions you had solved till the time of interruption are automatically saved.

7. **What happens if I cannot reestablish internet connection on my device chosen for online examination?**

**It becomes necessary for you to change the hardware for your online examination.**

- **Arrange for an alternate device where you can establish internet connection within the time slot for the scheduled examination.**
- You can re-login after 10 minutes of interruption and resume your ongoing examination from the point where it was interrupted.



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### Queries related to Features of online examination.

#### 8. What if I directly close the browser/window/App by mistake?

- **You should not close the browser/window/App before properly logging out by pressing Logout button of the software.** In case **the browser/window/App** is closed by mistake you will get the message **“you are already logged in”** when you will try to login again. In that situation you need to wait for 10 minutes for auto logout, after that you can login again.

#### 9. Why am I getting the message “You are already logged in” ?

This message indicates that;

- You are logged in on another device  
or
- your previous session is not ended properly i.e. you have closed the Browser / window / App without properly logging out (by pressing the **logout** button ) of the Exam software.

If you want to switch to new device it is necessary for you to **logout** from the software on the earlier device. Minimizing/closing application or window will not log you out of the application from that device.

To resolve the problem you have to open the app again on the previous device and properly log out of the Exam software. In case you are using browser you will have to wait for 10 minutes to try login again.

#### 10. How can I answer MCQ based online examination?

**After attempting mock test, you may be aware of nature of online MCQ examination.** Each MCQ has four options out of which only one is correct answer. The candidate has to click one of the options to answer the question. After answering, the examinee can choose any one of the following actions;

- Click on save and next button.
- Click on previous button.
- Click on kept for review button.
- Click on any button indicating question number provided on the screen.

In all the above actions, the answered question gets saved. **However, the question remains unanswered despite the above steps in case, the examinee fails to click on any of the answer options.** The examinee has liberty to revisit any question any number of times and make changes in the chosen option during the time allocated for the examination.

#### 11. How can I come to know the questions that are not attempted?

The questions are indicated by small boxes bearing number and arranged on the screen. Color coding as under is adopted to distinguish questions.

- To begin with, all boxes are “White” in color indicating that they are unanswered.
- The question appearing on screen is the current question and its box is “Red” color.
- After answering the question, the color of box turns “Green” .
- The question kept for attempted and review is indicated by “Blue” coloured box.
- The question kept for not attempted and review is indicated by “Purple” coloured box.



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### 12. How can I end the examination?

The online examination auto ends after the countdown timer turns to Zero.

In case, you prefer to end the examination prior to the allocated time of one hour, you shall;

- Navigate to question number 40 which results in the appearance of “End- exam” option.
- Click the “End Exam” option on the screen which results in confirmation popup to appear on the screen.
- Reconfirm “End Exam” to end the examination.
- You shall logout from the online examination App / Brower before closing the browser/window/App.

### 13. How do I enable camera once denied?

- **In case you deny the access to camera, the App does not permit you to start examination.** In such cases, you can adopt any of the following steps;
  - Uninstall the Android enabled Mobile App “MSBTE Exam” and reinstall it again and login again followed by giving access to camera.
  - Or
  - Enable the camera through system setup of the device by adopting suitable steps.
  - **Camera access once given on the App will remain effective as long as the App is not uninstalled.** Hence, in case the App is uninstalled and reinstalled, it seeks access to camera on the first time login after reinstallation.

### 14. Do I have Proctored Exam? What is it? What am I supposed to do?

Yes.

- In the proctored exam an online invigilator is assigned to a block of examinee, who will watch the examinee’s activity from **Start exam** till **End exam**.
- The online invigilator on noticing suspicious actions on part of examinee sends the warning message to the examinee through chat box. All these messages will be stored in the Exam software and based on that malpractice case can be booked against that examinee.
- Online invigilator can give you warning in case he/she finds your behavior suspicious, You shall read the warning properly and correct your behavior in response to that message and press “Okay Noted” button and go ahead. But your clock will continue in that time. So you are losing time in Warnings and responses.

By

**MSBTE, Mumbai**