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## Questions on Initiating Background Check (BGC)

### 1. Is completion of BGC Mandatory?

Yes, please note that your **Background Check** should be initiated after the acceptance of the TCS Offer letter. Please note that you must get Set1 & Set2 documents approved in order to receive your joining letter (Uploading Set 2 document based on the availability). You should prepare your Set3 documents - only after receiving your Joining Letter (JL) . The uploading option for Set 3 will be enabled only 15days prior to the Date of Joining (DOJ).

#### **Set 1 Documents (Already Available Documents)**

- 10th, 12<sup>th</sup>, Diploma Documents\*
- Birth Certificate (or Birth Affidavit) \*
- Any other Affidavits (If is applicable)
- ID Proof (PAN, E-Aadhar, Passport) \*
- Address Proof\*
- Experience Letter\*(If applicable)
- Pre-Highest Qualification Documents\*
- Highest Qualification Marksheets **(Available Documents if it is applicable)** \*Degree/Provisional Degree/Course Completion Certificate

#### **Set 2 Documents (Pending Documents if not uploaded already)**

(Highest Qualification - you have to upload once it is available. and it is a mandatory document for joining)

- Pending Marksheets
- Degree/Provisional Degree/Course Completion Certificate/Bonafide letter

## Set 3 Documents

(To be prepared only after receiving JL. Option opens 15 days prior to DOJ)

- Non-Criminal Affidavit\*
- Medical Certificate\*
- NSR E-Card\*

**2. How and when can I upload the Set 1 and Set 2 and Set 3 documents.**

- a. You must upload the Set 1 documents after accepting offer letter, once it is moved to approved status, the system is ready to accept your Set 2 documents,
- b. Set 2 documents can be uploaded based on availability, - and it is mandatory for joining.
- c. Option to upload the Set 3 documents will be enabled only 15 days prior to the joining date after receiving the joining letter.
- a. If there is any rejection in any set of your documents, you have to re-upload only the rejected document and get them approved, to enable uploading options for the next set of documents.

**3. BGC tab is active in my Nextstep portal. But I did not receive any mail to upload my documents in BGC. Should I wait for the mail?**

- a. Kindly do not wait to receive an email to initiate your BGC. If you have all required documents in hand, please upload the same in BGC portal (Check question number 1 in BGC related question).
- b. You will get the access to BGC portal only after accepting the offer letter.

**4. Who can be my reference when I fill the reference details?**

- a. You need to provide the references of your college professor or your college TPO or HOD of your college.
- b. If you are not hired through campus, you can give reference of the person who referred you

**5. I am not able to open BGC page after logging into nextstep.tcs.com. On clicking Background Check tab, I am redirected to the homepage. What should I do?**

- a. Request you to please clear the cache and use the latest version of browsers (Google Chrome, Internet Explorer 9.0 above).

**6. How can I edit the details in the BGC form (If not confirmed)?**

- a. Please note that if you have submitted the BGC form you can change the editable details using the 'Edit BGC' option.
- b. The edit option will be available till the date of BGC document submission.

**7. How can I change Email ID in BGC form?**

- a. Email ID Change is **not possible**, ensure you maintain the same registered mail id throughout the process (until you receive the JL).

8. **What needs to be done if the registered email ID(college Email ID) gets expired?**
  - b. You need to inform the college TPO and extend the email ID until you get the Joining letter.
9. **Should I select the option "Yes" or "No" for the ECNR in the BGC form?**
  - c. Please read "ECNR Description" and update accordingly.
10. **Why am I not able to view ILP Corner and BGC in Nextstep portal?**
  - a. The process of enabling the option to view the ILP Corner and BGC in the NextStep Portal happens in phases. You will soon get access to ILP Corner & BGC in the NextStep Portal.
11. **What is to be done if I am facing error while submitting BGC form?**
  - a. Request you to tick on the "I Agree" option before you submit the BGC form.
  - b. Login and complete the online BGC form using latest version of internet explorer browser.
  - c. If the error still persists, please send us the screenshot of the same mentioning your correct reference ID to [xplore.support@tcs.com](mailto:xplore.support@tcs.com).
12. **Do I need to upload original documents or a set of photocopies of self-attested documents?**
  - a. Please note it is mandatory to scan all your original documents to upload in BGC portal, avoid scanning your finger, table, bedsheet with documents.
  - b. The file format to upload is .pdf file
13. **Please suggest the File Format to upload documents.**
  - a. You must upload the document in the pdf format.
  - b. The document size should not exceed 2 MB.
  - c. You are required to upload and submit the documents.
  - d. Please do not upload any password protected file for verification.
14. **While uploading BGC document, I am getting a pop up "try after some time", due to which I am unable to submit the documents.**
  - a. You can write to us at [xplore.support@tcs.com](mailto:xplore.support@tcs.com) / [xp.onboarding@tcs.com](mailto:xp.onboarding@tcs.com) with screen shot of your error screen and CT/DT Reference id.
15. **All the documents that I have uploaded are scanned in black and white. Will these documents be accepted, or do I need to get coloured scanned copies made?**
  - a. Please upload colored scanned copies of your documents.
16. **I erroneously uploaded a wrong document in BGC. How can I change the document now?**
  - a. Please note you can change/edit the document in BGC only if you have not yet confirmed your BGC for verification. You will not be able to make any changes if you have already confirmed your BGC as the documents will move to pending for approval from HR status.
  - b. If any incorrect document is uploaded, ILP HR will reject the incorrect BGC documents.
  - c. Once the HR rejects a document, then you would get the option to re-upload the correct document in the place of rejected document.

d. ILP HR approved documents cannot be edited.

17. I am facing a technical issue in uploading my documents in the next step portal for BGC. A few of the documents I uploaded were rejected, but now I am unable to re-upload the updated documents in the portal. The system keeps showing an error message. "Error in uploading document. Please try after some time" How can I resolve this issue?

a. Please write to [xplore.support@tcs.com](mailto:xplore.support@tcs.com) / [xp.onboarding@tcs.com](mailto:xp.onboarding@tcs.com) to fix this technical issue.

18. The submit button on the next step portal is not visible in my profile. How can I upload and submit my documents?

- a. Please note that you must upload all mandatory documents to enable the submit button.
- b. Options under every tab is given. For example- for Id proof- two options are given: Voter card and Ration card. Only one of the optional documents is mandatory for joining. Kindly do not upload the additional optional document.

<b>ID Proof *</b> (Voter ID / Ration Card / Driving License / Bank Passbook / Pan Card)	<input type="checkbox"/> Voter ID <input checked="" type="checkbox"/> Ration Card <div style="background-color: black; width: 100px; height: 15px; margin: 5px 0;"></div> IDProof_RationCard.pdf	Approved	
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19. I am not getting option to upload my Set 2 documents (Highest qualification Course completion and pending mark sheets) in BGC

- a. You will get the option to upload the set 2 documents only after the Set 1 documents get approved.
- b. If there is any rejection in your Set 1 documents, you have to upload correct documents in the place of the rejected ones for getting approval from HR, only after that, Set 2 documents upload option will be enabled.

20. My pre final semester mark sheet and Bonafide with addendum already got approved but now I have the Provisional certificate and final semester mark sheet for uploading, where can I submit the documents?

- a. You will not get any option to upload the updated documents if the Set 2 documents already got approved in system,
- b. Once your Set 1 documents get approved, the physical BGC verification will be starting at any time before/after joining, BGC team will collect your updated documents from you through mail or any other way.

## Questions on PAN

1. **Is PAN mandatory?**
  - a) Yes, it is mandatory to upload the PAN card copy in BGC, unavailability of your PAN card/Soft copy of PAN will be the cause of rescheduling.
  - b) PAN number proof is mandatory to upload with Set1 document for initiating BGC.
2. **I have lost my PAN Card. What do I do?**
  - a) If you have lost your PAN Card, then you need to apply for a duplicate PAN card. The acknowledgment receipt and photocopy of the old PAN card needs to be uploaded in the online BGC form and can be submitted at the time of joining.
  - b) You can upload the photocopy of the old PAN along with the new PAN card acknowledgement slip in BGC for joining process.
3. **Can I submit my Minor PAN card?**
  - a) You need to apply for a Major PAN card and have the PAN number since it is mandatory to submit the Major PAN Card
  - b) You can upload Minor PAN document with Major PAN card acknowledgement slip in BGC for joining process.
4. **I have applied for PAN card 2 weeks back; I may receive that within 4 days. Hence, I am not able to submit the background check documents on the Next Step Portal. Will this create a problem for my joining?**
  - a) Yes, PAN card number is mandatory for joining. If you haven't received the PAN number with relevant proof, please respond to survey for rescheduling your joining.
  - b) PAN number proof is mandatory to be uploaded with Set1 document for initiating BGC
5. **We do not have a permanent house and we have changed our residence 10 months back. Hence, I need to wait for two months more, before applying for my passport and PAN Card. Can I join without these documents, or do I have any other alternative?**
  - a) No, PAN card number is mandatory for joining. If you haven't received the PAN number with relevant proof, please respond to xplere support survey to reschedule your joining.
  - b) PAN number proof is mandatory to upload with Set1 document for initiating BGC.
6. **I got the joining letter from TCS that my training will start next week. I have applied for a PAN card and I got acknowledgement number. The PAN number will be issued in 3-4 days, but the PAN card will not be issued by the joining date. Will the PAN card acknowledgement receipt be accepted? I will submit the PAN number immediately upon receiving it.**
  - a) No, The PAN number with proof is mandatory to be uploaded with Set 1 documents, to get approval of Set1 documents before your date of joining, if there is any delay in this, please respond to xplere support survey to reschedule your joining.
7. **There is a mistake in my father's name on the PAN card, what should I do?**

- b) You need to apply for PAN card correction for signature/Father name correction.
- c) You can upload the current available PAN card copy with incorrect information and submit the acknowledgement of correction request form in BGC for joining process.

## Questions on Passport

1. **I do not have a passport. Is it mandatory to have a passport before joining TCS?**
  - a. It is mandatory to have the passport or apply for the passport and submit the acknowledgement receipt in BGC with your Set 1 documents.
2. **I do not have a passport right now. However, I have applied for it. Can the receipt of the passport application be considered valid for document submission?**
  - a. Yes, you can submit the acknowledgement receipt if you don't have the passport.
3. **My passport date is expired what should I do**
  - a. Please apply for the renewal of your passport and submit the acknowledgement receipt if you don't receive it before joining.
4. **Which are the pages of passport that I need to submit for BGC verification?**
  - a. You must submit the scan copies of the page with your photograph and the last page with the address of your passport.
5. **I am not an Indian citizen. What document do I need to submit as a proof?**
  - a. If you are from Nepal or Bhutan, then you should upload your passport.
  - b. If you are a Sri Lankan Refugee, you need to carry a copy of your passport, Work Permit and Refugee Identity Card.
  - c. For other nationalities, you need to carry a copy of OCI (Overseas Citizenship of India) and a copy of passport.

## Questions on Aadhar

1. **Is E-Aadhar card mandatory to submit?**
  - a. Submit a recently downloaded, unmasked, and unprotected E-Aadhar from UIDAI website
  - b. You must also submit the page with your photograph and the address page of Aadhar.
  - c. It should be submitted with Set 1 documents for approval.

## Questions on NSR

2. **Is NSR Registration mandatory? By when do we have to complete the NSR registration?**
  - a. Yes, it is mandatory that a candidate should complete both the phases of NSR (registration and bio-metric process) before joining TCS. Also note that you need to upload NSR ecard in the BGC documents.
3. **How can I do NSR Registration?**
  - a. Please visit the NSR registry page for details instructions on NSR registration process: <https://nationalskillsregistry.com/nasscom/pageflows/itp/itpRegistration/begin.do>
4. **I have completed both phases of NSR. But did not receive NSR e -Card?**
  - a. You need to log in to the NSR website and generate your e- Card.
5. **What needs to be mentioned in the 'EMPLOYEE CODE' field while registering for NSR?**
  - a. You need to mention your CT/DT Ref. No. as the Employee Code. After joining TCS, you will need to update the TCS employee number in place of CT Ref No.
6. **In part-1 of NSR there is a section of present employment. I have not been employed anywhere before. What should I fill in the required fields?**
  - a. You can write “Not applicable”
7. **What is to be selected in the NSR form on the NSR website: Present employer or Future employer?**
  1. When you start the registration process, the NSR system would ask ‘NSR registration requested by?’
  2. Please select the option ‘another company’
  3. Choose “TATA Consultancy Services Ltd.” from the drop-down list.
  4. Mention the address of TCS as printed in the offer letter sent to you.
  5. In the field “Offer ID’ in NSR, enter the CT Reference No. Eg. CT2009XXXXXX (mentioned on the first page of your offer letter).
8. **Where do I submit the IT pin number for NSR?**
  - a. You need to submit the IT Pin number on the Next Step Portal. Log on to <https://nextstep.tcs.com> .Click on ILP Corner -> National Skills Registry (NSR).
9. **When and where is biometric test conducted for NSR?**
  - a. After NSR registration, the biometric process is conducted at the Point of Service (POS) for NSR. (For more details visit [www.nationalskillsregistry.com](http://www.nationalskillsregistry.com)).
10. **What is Point of Service (POS) for NSR Registration?**



- a. Point of Service (POS) is an external service provider who will collect your NSR acknowledgement form, verify details with proof of identity, collect the payment and record your fingerprints through the biometric process. POS will issue Transaction Identification Number (TIN).
11. **Can the details in NSR be edited once the procedure of registration has been completed?**
- a. In case you missed-out on some information while registering or made some errors, correction or completion can be done after registration.
  - b. In case you need to enter new information such as an additional qualification, change in address or employment, can always be added after registration.
  - c. Your details can be updated / changed only by you through NSR. Such modifications can be done by authenticating the modifications with a password different than your login password. Whenever there is a change in your details, the system will send you an alert mail in your email id registered in the NSR database.
  - d. However, information which gets verified or which is under the process of verification cannot be edited.
12. **My POS center for NSR is far from my residence. Can I complete the biometric process at my TCS ILP center on my joining date?**
- a. Please note that there are two phases for NSR. At least the first phase should be completed before joining TCS, since the BGC document upload mandates you to enter either NSR E-card or NSR acknowledgement slip.
  - b. If you are not able to do the phase II (Biometric) before the joining date, you need to visit the nearest POS center at your TCS joining location and complete the same. We do not arrange any POS set up for NSR at our premise.
13. **What should be uploaded in the BGC, in case of unavailability of NSR ecard?**
- a. In case of unavailability of NSR ecard you can upload your NSR acknowledgment mail in the BGC form.

## Questions on Address proof

1. **What is to be uploaded in the BGC for Address Proof?**
- a. You can upload any one of the below given documents as address proof in the BGC form (Passport/Ration Card/Aadhaar Card/Driving license/LIC Policy/Utility bill-Electricity-bill-Landline-Mobile/Credit/Debit card statement/ Bank Statement/House Lease Agreement).

2. **What date should be filled in the Period of stay?**
  - a. You must mention Period of stay as in, From Date (Born Year) - To Date (You need to mention the date on when you are filling the BGC form).
3. **What is to be filled in the longest stay address in the BGC Form?**
  - b. You must mention the address that you have stayed for the longest duration in the last seven years. You don't need to upload any proof of address for the longest stay.
4. **Can I submit Address Proof on mother's name?**
  - a. Address proof will be accepted only if it is in your name or your father's name.
5. **I have stayed at my hostel for 4 years in the last seven years. What do I need to fill in the longest stay address?**
  - a. You need to mention your hostel address in the longest stay address in this case. You don't need to upload any proof of address of your hostel.
6. **My father is in the Indian Air Force Address, so what is to be uploaded as address proof?**
  - b. Request you to make an affidavit of 100 Rs. on a stamp paper with the address (Present/ Permanent/longest stay) and upload the same in the BGC. Also request you to note that you have to mention only one address in present / Permanent/longest stay Address.
7. **What should I mention in Present and permanent address?**
  - a. You can mention your present address as your current address where your family members stay.
  - b. You can mention your permanent address as the address of family residence.
  - c. Present and permanent should not be a hostel/Hotel address
8. **I do not have any address proof what should I do?**
  - a. Request you to make an affidavit of 100 Rs. on a stamp paper with the address where you have stayed for the longest period of time..

## Questions on Affidavits (Gap, Name change, Address affidavit, signature affidavit)

1. **I have misspelled my name in different documents. Eg, my mark-list and my PAN card/birth certificate, have different spellings for my name. What should I do now?**
  - d. Please prepare the Name affidavit in 100 Rs stamp paper for the name mismatch.
  - e. You can explain the details to the Notary to getting correct format of name mismatch affidavit.
  - f. Denomination should be 100 it can be 2 \* 50 or 5 \* 20 or 10\*10 Rs stamp paper you can use.

- g. You can use 100 Rs normal stamp paper or you can past the 100 stamp on white paper and get the Notary sela and use it or 100 Rs e-stamp and 100 Rs Franking

**2) What is Gap/Name change/address/signature affidavit.**

- a. All affidavits should be prepared on Rs 100 stamp paper in English.
- b. The content of the affidavit can be given by your lawyer.
- c. Please ensure to get the mandatory Notary seal on all the affidavit pages.
- d. Make sure that the content of the affidavit should start from the stamp paper.
- e. Gap affidavit- In case you have any gap in your academic career of more than 6 months you have to upload a gap affidavit.
- f. Name change affidavit- If there is any mismatch in your name in your birth certificate and your other documents, you must submit name change affidavit.
- g. Address affidavit – you can get the address affidavit from Notary if there is no address proof in your name.
- h. Signature affidavit- if there is any difference in your signature, you must submit a signature affidavit.

## Questions on Birth certificate

1. **What if I do not have a Birth Certificate? What if my birth certificate does not have my name? What if the birth certificate is not In English?**
  - a. Birth certificate is a mandatory document. In case you do not have it, please apply for it. Your name in your original Birth certificate should be available in English. You can also submit your 10<sup>th</sup> marksheet or your Passport as proof of date of birth proof. You may also produce a Birth Affidavit in English (that matches your date of birth in Passport or SSC Certificate) on a Rs.100/- Stamp paper mentioning your name, place, and date of birth.
2. **I do not have the original birth certificate. Is it ok if I submit the downloaded copy?**
  - a. Yes, it is ok.
3. **What if my date of birth differs in the birth certificate and other documents (SSC certificate/ Passport etc.)**
  - a. You need to get the other documents aligned with the birth date mentioned in the birth certificate, as TCS considers the birth certificate as a legitimate document.
4. **What is the valid birth affidavit format accepted by TCS?**
  - a. You can get the format from any notary. Please ensure that it is in English and on stamp paper of value INR 100.
5. **I have a certificate issued by the State Government, which mentions the details about my community and date of birth. Can this be considered as a valid Date of Birth Certificate?**
  - a. No. If you do not have a birth certificate or if your birth certificate is not in English, then you need to submit a birth affidavit on stamp paper of value INR 100. You can get the format from any notary. You can also submit your 10<sup>th</sup> marksheet or passport as proof of your date of birth proof.

6. **After submitting the birth affidavit do I need to submit birth certificate also?**
- a. No. If you already submitted the birth affidavit then no need to submit birth certificate again.

## Questions on 10th and 12th mark sheet and certificate

1. **I do not have 10th and intermediate original certificates. Can the xerox copy of the certificates be considered a valid document?**
  - a. If you do not have the 10th and intermediate original certificates, please provide the following documents
    - a.i) Custodian Certificate issued by your college.
    - a.ii) If your marksheets are in College, submit the Photocopies of the marks sheets and certificates with the College Principal's attestation,
2. **I have lost my 10<sup>th</sup> and Intermediate mark sheet. Can I submit duplicate copies of mark sheets?**
  - a. Yes, you can submit duplicate mark sheets if you do not have the original mark sheets. You can share the web copy of your mark sheet attested by your College Principal or the Controller of Examiner and you must provide the FIR copy which is raised for lost mark sheet
3. **I have mistakenly given an incorrect duration of class-Xth. Also, my Xth class percentage is incorrectly mentioned. (Because the CBSE multiplier is 9.5 and not 10).**
  - a. You can edit these details after your joining. Please drop an email to your HR regarding the required correction, on the day of your joining
4. **Can I submit the improvement mark sheet for 10th or 12th STD?**
  - a. No, TCS does not accept your improvement score card or % from that, please upload your 1<sup>st</sup> attempt mark sheet for verification
  - b. Please send the mail to [xplore.support@tcs.com](mailto:xplore.support@tcs.com) for more clarification
5. **I scored below 59% or 5.9 CGPA in my first attempt for 10th or 12th and I have improved that through 2nd attempt what I want to do on this case.**
  - a. We need to check the eligibility on this case, please send mail to [xplore.support@tcs.com](mailto:xplore.support@tcs.com) with relevant document for checking
6. **I am not cleared my 10 or 12th in my first attempt but I have cleared that through 2nd attempt what should I do on this case.**
  - a. We need to check the eligibility on this case, please send mail to [xplore.support@tcs.com](mailto:xplore.support@tcs.com) with relevant document for checking

## Questions on Undergraduate mark sheet and certificate

7. **I have lost my mark sheet. Can I submit duplicate copies of mark sheets?**
  - a. Yes, you can submit duplicate mark sheets in BGC if you do not have the original mark sheets. You can share the web copy of your mark sheet attested by your College Principal or the Controller of Examiner or TPO
8. **Can I submit consolidated/CMM mark sheet?**
  - a. Yes, you can upload the consolidated original scanned copy in BGC if you do not have the individual mark sheets
  - b. If you have individual and consolidated mark sheets, you can upload both documents in BGC
9. **I have not yet received my final semester result. Can I join TCS before receiving the Final Semester results?**
  - a. All semester marksheets are mandatory to join TCCS. Please reschedule your date of joining if semester results are pending
    - I. Please submit all the marksheets up to final semester. In case you do not have the original mark sheets, you can share the web copy of your mark sheet attested by your college principal or controller of examiner or TPO
    - II. It is mandatory to submit a course completion certificate or Bonafide letter that clearly mentions the following.
    - III. The final semester exam and entire course is complete.
    - IV. Aggregate percentage or CGPA till the semester for which results have been declared
    - V. That there are no backlogs

**Note: Your registered number and name are mandatory for the same**
  - b. All pending mark sheets and Course completion/Bonafide letter are mandatory to be uploaded with Set 2 documents before your joining date
2. **Can I join TCS before July, since the college issues the original certificates by July?**
  - a. You can join TCS before July, if you get the joining letter.
  - b. Please submit all marksheets up to the final semester. In case you do not have the original mark sheets, you can share the web copy of your mark sheet attested by your college principal or controller of examiner or TPO.
    - I. It is mandatory to submit a course completion certificate or Bonafide letter that clearly mentions the following:
    - II. Sharing the status of your course (including Viva, Labs, supplementary/pending backlog) has been attempted.
    - III. Aggregate percentage or CGPA till the semester for which results have been declared.
    - IV. Your backlogs status (that you have no or zero backlogs)

- V. Note: Your roll number and name of the candidate
  - c. All pending mark sheets and Course completion/Bonafide letter are mandatory to upload with Set 2 documents before your joining date
- 3. **I don't have the original mark sheets for any of the semesters since the original mark sheets will be issued along with the provisional certificate. Can the internet copy of the mark sheets be considered valid while joining TCS?**
  - a. In case you do not have the original mark sheets, you can share the web copy of your mark sheet attested by your College Principal or Controller of Examiner or TPO
  - b. Please provide the following documents
    - I. Custodian Certificate from college
    - II. Attested photocopies of the marks sheet and certificate
- 4. **Is it mandatory to have a provisional certificate when I join TCS? Can I select early date of joining and submit the provisional certificate when I receive it?**
  - a. You can select an early date of joining provided, but you have to submit a course completion/Bonafide certificate that clearly mentions the following
    - I. The final semester exam status and entire course is completed.
    - II. Aggregate percentage or CGPA scored till the semester for which results have been declared.
    - III. That you have zero backlogs

Note: Your register number and name are mandatory on the same
- 5. **I have a backlog in my pre final semester. I will receive my backlog result along with my final semester mark sheet. Do I need to submit my pre final semester mark sheet which mentions the backlog or submit the mark sheet after clearing the backlog?**
  - a. You need to reschedule your date of joining if there is an active backlog which is not cleared at the time of joining TCS. You shall write to [xplore.support@tcs.com](mailto:xplore.support@tcs.com) after clearing the backlog along with backlog cleared marksheet.
- 6. **Who can attest the web copy of mark sheet/Bonafide letter/Course completion documents?**
  - a. Please get the attestation from your college Principal or Registrar or Control of Examinations.
- 7. **I have received my TCS ILP training joining date. As per the eligibility criteria, it is mentioned that while joining one should have 60% or more in academics. But my current B.E. aggregate is 59.57% or 5.9 CGPA (till pre final semesters) and I am waiting for my last semester result. Will I be allowed to join now, or should I reschedule my TCS ILP training joining date till my last semester result is declared?**

- a. You cannot join TCS with 59/59%, so please wait for the final semester result and if you scored more 60% or 6 CGPA you are eligible to join
  - b. Note: There is an exception for contest winners, If you are a contest winner and got below 60% or 6 CGPA, Please write to Xplore support for the final confirmation for the same ([xplore.support@tcs.com](mailto:xplore.support@tcs.com))
8. **I have appeared for a revalidation of my final semester results. But I have not yet received the result of the revalidation. Can I join TCS ILP training now?**
- a. If you scored more than 60% or 6 CGPA and there is no pending backlog, then you can join with your current result, and you do not have to wait for revalidation result for joining

## Questions on Postgraduate mark sheet and certificate

9. **I have lost my mark sheet. Can I submit duplicate copies of mark sheets?**
- a. Yes, you can submit duplicate mark sheets in BGC if you do not have the original mark sheets. You can share the web copy of your mark sheet attested by your College Principal or the Controller of Examiner
10. **Can I submit a consolidated mark sheet?**
- a. Yes, you can upload the consolidated original scanned copy in BGC if you do not have the individual mark sheets
  - b. If you have all individual and consolidated mark sheets, you can upload them in BGC.
11. **I have not yet received my final semester result. Can I join TCS before receiving the Final Semester results?**
- c. No, all semester marksheets are mandatory to join. Please reschedule your date of joining if results are not published.
  - d. Please submit all the marksheets up to the final semester. In case you do not have the original mark sheets, you can share the web copy of your mark sheet attested by your college principal or controller of examiner or TPO.
    - I. It is mandatory to submit a course completion certificate or Bonafide letter that clearly mentions the following.
    - II. The final semester exam and entire course is complete.
    - III. Aggregate percentage or CGPA till the semester for which results have been declared.
    - IV. That there are no backlogs

Note: Your registered number and name are mandatory for the same
  - b. All pending mark sheets and Course completion/Bonafide letter are mandatory to be uploaded with Set 2 documents before your joining date.

**12. Can I join TCS before July, since the college issues the original certificates by July?**

- a. You can join TCS before July, if you receive the joining letter.
- b. Please submit the original mark sheets that have been issued till date. In case you do not have the original mark sheets, you can share the web copy of your mark sheet attested by your college principal or controller of examiner.
  - I. It is mandatory to submit a course completion certificate or Bonafide letter that clearly mentions the following.
    - (b.I.1) The final semester exam and entire course is completed.
    - (b.I.2) Aggregate percentage or CGPA till the semester for which results have been declared.
    - (b.I.3) That you have zero or no backlogs
    - (b.I.4) Note: Your registered number and name are mandatory on the same
- c. All pending mark sheets and Course completion/Bonafide letter are mandatory to upload with Set 2 documents before your joining date.

**13. I do not have the original mark sheets for any of the semesters since the original mark sheets will be issued along with the provisional certificate. Can the internet copy of the mark sheets be considered valid while joining TCS?**

- a. In case you do not have the original mark sheets, you can share the web copy of your mark sheet attested by your College Principal or Controller of Examiner
- b. Please provide the following documents
  - I. Custodian Certificate from college
  - II. Attested photocopies of the marks sheet and certificate

**14. Is it mandatory to have a provisional certificate when I join TCS? Can I select an early date of joining and submit the provisional certificate when I receive it?**

- a. You can select an early date of joining provided, but you must submit a course completion/Bonafide certificate that clearly mentions the following:
  - I. The final semester exam status and entire course is completed.
  - II. Aggregate percentage or CGPA scored till the semester for which results have been declared.
  - III. Note: Your registered number and name are mandatory on the same
  - IV. That you have no backlogs

**15. I have a backlog in my pre final semester. I will receive my backlog result along with my final semester mark sheet. Do I need to submit my pre final semester mark sheet which mentions the backlog or submit the mark sheet after clearing the backlog?**

- a. You need to reschedule your date of joining if there is an active backlog which is not cleared at the time of joining TCS. You -can write to [xplore.support@tcs.com](mailto:xplore.support@tcs.com) after clearing the backlog along with backlog cleared marksheet.



- 16. Who can attest the web copy of mark sheet/Bonafide letter/Course completion documents?**
- Please get the attestation from your college Principal or Registrar or control of examiner
- 17. I have received my TCS ILP training joining date. As per the eligibility criteria, it is mentioned that while joining one should have 60% or more in academics. But my current B.E. aggregate is 59.57% or 5.9 CGPA (till pre final semesters) and I am waiting for my last semester result. Will I be allowed to join now, or should I reschedule my TCS ILP training joining date till my last semester result is declared?**
- Yes, you can't join TCS with 59/59%, so please wait for the final semester result and if you scored more 60% or 6 CGPA you are eligible to join
  - Note: There is an exception for contest winners, If you are a contest winner and got below 60% or 6 CGPA, Please write to Xplore support for the final confirmation for the same ([xplore.support@tcs.com](mailto:xplore.support@tcs.com))
- 18. I have appeared for a revalidation of my final semester results. But I have not yet received the result of the revalidation. Can I join TCS ILP training now?**
- If you scored more than 60% or 6 CGPA and there is no pending backlog, then you can join with your current result and do not wait for revalidation result for joining

## Questions on Noncriminal affidavit

- 1) When can I upload the Non-Criminal Affidavit in the BGC tab?**
- Please note that the link for uploading the documents will be active only 15 days prior to your date of joining. It is mandatory that all your documents should be uploaded and approved in the BGC portal, 5 days prior to the date of joining.
  - The NCA is valid for a period of 6 Months. If your joining is rescheduled due to any reasons and your next joining date is not received within 6 months duration, you have to remake the NCA.
- 2. Who can attest the documents?**
- The Non-Criminal Affidavit needs to be notarized by a public notary.
- 3. Can I type the blanks in the Non-Criminal Affidavit, Service Agreement, E-Stamp paper (if applicable) and other affidavits?**
- Blanks in the Non-Criminal Affidavit, Service Agreement, E-Stamp paper (if applicable) and Other Affidavits should be filled using blue or black pen.

4. **I am not able to write my Designation 'Assistant System Engineer' in the blank available for it in the Non-Criminal Affidavit. What should I do?**
  - a. You can increase the space of the blanks while filling in the Designation in the Non-Criminal Affidavit or you can use the short form to fill the same. (Example: ASE Trainee)
5. **What details do I mention on the E-stamp paper for Non-Criminal Affidavit?**
  - a) Please refer to the below details while using E-stamp paper to update the Non-Criminal Affidavit
    - a.i) Description of Document: Article Others Affidavit
    - a.ii) Property Description: NA
    - a.iii) First Party: Candidate's Name
    - a.iv) Second Party: Tata Consultancy Services
6. **My Noncriminal affidavit, medical certificate, NSR documents are already approved what should I do? (It is approved because my joining rescheduled because of medical issue before my joining date)**
  - a. You must check the date of preparation for Noncriminal and Medical certificate, non-criminal affidavit is valid till 6 months from the date of preparation and Medical certificate is valid till 1 month from the date of preparation.
  - b. If you receive the joining after 6 months you have to prepare anew Non-noncriminal affidavit and Medical certificate
  - c. If you received your joining before 6 months you can use Non-criminal affidavit but Medical certificate only valid for 1 month, so you have to prepare a new one
  - d. If is already approved in system no need to upload again, that new document you can submit to your location HR directly while reporting to location (Hard copy document submission details you can get it from your onboarding manager)

## Questions on Medical certificate

1. **When can I prepare the Medical Certificate?**
  - e. The Medical certificate should be prepared after getting joining letter
  - f. Medical certificate is valid till 1 Month from prepared date.
  - g. You must upload this with Set 3 document, and it will be enabled only before 15 days prior to the joining date.
  - h. Format for the medical certificate is available in NextStep and you can use the same for taking printout
  - i. Medical certificate will be accepted only if it is filled on the TCS format.

**2. Who should sign the Medical Certificate? Who can fill in the medical certificate?**

- i. Medical Certificate should be signed by a certified allopathy MBBS doctor,
- j. The registration number of the Doctor is mandatory to be mentioned on the Medical Certificate.
- k. Do not get it filled by Homeopathic/Ayurveda Doctors.

**3) My Noncriminal affidavit, medical certificate, NSR documents are already approved. What should I do? (It is approved because my joining was rescheduled because of medical issue)**

- a. You must check the date of preparation for Noncriminal and Medical certificate, non-criminal affidavit is valid till 6 months from the date of preparation and Medical certificate valid till 1 month from the date of preparation.
- b. If you received the joining after 6 months you have to prepare new Non-noncriminal affidavit and Medical certificate
- c. If you received your joining before 6 months you can use Non-criminal affidavit but Medical certificate only valid for 1 month, so you have to prepare new one
- d. If is already approved in system no need to upload again, that new document you can submit to your location HR directly while reporting to location (Hard copy document submission details you can get it from your onboarding manager)

## Questions on Experience letter

**1. I do not have any documents for my previous Work Experience. However, it is mandatory to proceed further to upload documents in BGC Form. What should I upload?**

- a. It is mandatory to submit the experience letter for experience joiners, In case the experience letter is unavailable, share a copy of your relieving letter from the last organization you worked for. You can also use the resignation acceptance mail which is received from your earlier organization HR. Covert it into PDF format and upload in BGC
- b. Last 3 months Pay slips are also mandatory for experience joiners.  
Note: Note providing above documents would be considered as an invalid offer, if your experience has been considered in your offer.

**2. I do not have my Employee ID for my previous work experience / Internship. However, it is mandatory to proceed further to upload documents in BGC Form. What should I enter in that field?**

- a. Kindly note that you can mention zeros (000) as your employee ID.

3. **I do not have any documents for my internship in my previous organization. However, it is mandatory to proceed further to upload documents in BGC Form. What should I upload in that field?**
  - a. You can upload your internship letter from the previous organization.  
Note: Internship will not be considered as experience
4. **TCS offered me as a fresher but last three months I am working in another company what I want to do?**
  - b. Please get a resignation acceptance mail from your current organization for joining TCS and in that the last date of working should be before the date of joining in TCS

Note: If you are not getting the resignation acceptance letter before your date of joining you can reschedule your joining for that please send the mail to [xplore.support@tcs.com](mailto:xplore.support@tcs.com)

## Questions on Onboarding forms

- 1.) **I am not able to print the Nomination forms, also in place of my Father's name, my name is reflecting.**
  - a. After joining you can change/correct your father's name in the TCS application, and you can submit the Nomination forms again to the HR
2. **What is the documentary proof required for the nominees of Provident Fund and Gratuity?**
  - a. No additional documentary proofs are required, the employee has to mention all the required details in the system & share duly signed document with the OBM for approval.
3. **What do I need to do if I already have a PF account maintained by my previous employers?**
  - a. If you already have a PF account maintained by your previous employer, you need to declare your previous PF & pension account details in Form 9. You are required to raise online transfer request in Unified portal post one month of your first payroll.
4. **I have missed to mention my Aadhar no and PAN no in form 9. How can I update it?**
  - a. You can update both the details in TCS system after joining and submit the form again with onboarding manager.
5. **Can I have my brother / relative as a nominee apart from mother and father?**
  - a. If you are unmarried, then your father & mother can be your nominees. You can nominate your brother or sister only if they are not alive. The employee needs to produce copy of Death Certificate for approval of the request
  - b. For unmarried employees, pension is not payable to nominated brother / sister / uncle / aunt In Pension (Part B of Form 2)

## Questions on Service Agreement

### 1. Who can be my surety?

Any Indian citizen, below the age of 55, with a valid PAN card, can be a Surety

### 2. Is it mandatory to prepare Service Agreement on a stamp paper?

- a.) Yes, it is mandatory to use the stamp paper as the first page of your Service agreement. The service agreement is a legal document and that is why it cannot be done on plain paper.
- b.) You should use Rs.100 stamp paper. If Rs.100 stamp paper is not available, then you can use two Rs.50 stamp papers.

### 2. Where can I get the stamp papers for the Service agreement and what if the stamp papers are not available in my area?

- a. You can buy e-stamp paper from Online portals. You can print it and use it as the first page of your Service agreement. Just remember, while buying it, it will ask for First party and second party. For this agreement, the First party should be Tata Consultancy Services and second party should be candidate (who is joining TCS).
- b. You can also get stamp franking or re-validation done on your stamp paper to match the requisite stamp value of Rs 100/-
- c. Stamp franking is normally issued by authorized Banks.
- d. You can also buy a hard copy of stamp paper from local vendors/notary.

### 3. In whose name should I purchase the stamp paper/stamp franking?

- a.) The stamp paper must be purchased in your name.

### 4. Who will be the First party and Second party in the E-Stamp paper?

First party is TATA Consultancy Services, and second party is candidate.

### 5. What details should I mention on the E-stamp paper for Service Agreement?

Please refer to the below details while using E-stamp paper to update the Service Agreement.

Description of Document: Article 5 General Agreement

Property Description: NA

First Party: TATA Consultancy Services Limited

Second Party: Candidate Name

### 6. How to use the stamp paper for Service Agreement?

- a. Sample formats are available in NextStep. Please use the same sample formats to prepare the service agreement on Rs100 or Rs 50 (50 X 2=100) stamp papers and do not print it in any other formats.
- b. You must print the first page on stamp paper if it is a Rs 100 format and first 2 pages will on stamp paper for Rs 50 format otherwise it is not valid.

### 7. Which are the documents should be submitted along with Service agreement?

- a.) Pages of Service agreement (1<sup>st</sup> page to 5<sup>th</sup> pages if you used Rs 100 format and 1-6 pages for Rs 50 format)
  - b.) Surety verification page (No alternative documents for this page, Surety verification page should be notarized and signed by notary)
  - c.) Surety's Self -attested PAN card (No alternative document for Surety PAN)
- 8. Should I type the details in Service agreement blanks, or should I write it using a pen?**
- a.) Please do not type in any of the Blank's and it should be filled manually using pen.
- 9. My surety is not in city and will be back after my joining date, hence I could not get my surety documents made so far. Can I submit my surety documents 2-3 days after my Joining?**
- a.) No, you must ensure that your Service agreement is submitted and verified before the date of joining. If required, you can get a new surety person
- 10. While printing the Service Agreement, should I keep the Blank Numbers, or can I remove them?**
- a.) Please do not remove the blank numbers while printing the Service agreement format. It helps in the verification process.
- 11. I am selected as a digital candidate with C1 grade. Is the Service Agreement applicable for C1 grade candidates?**
- a.) Service agreement is not applicable for C1 or above grade candidates
  - b.) Grade detail is available in your 1<sup>st</sup> page of your offer letter
- 12. Is it mandatory to notarize the entire service agreement?**
- a.) Only Surety verification page should be signed and notarized.
  - b.) Notary seal and sing Not required for other pages, and it is okay if you already notarized other pages.
- 13. Can my nominee be my Surety for the Service Agreement?**
- a. Yes, your nominee can be your surety for service agreement
- 14. Can an individual stand as surety for two candidates?**
- a. Yes, if he/she is ready to pay the Service agreement breach amount for both candidates if the need arises.
- 15. I am not from India since I am not an Indian citizen, what changes should I make to the document (Service Agreement/ Affidavit). It mentions Indian Citizen.**
- a. In the Service Agreement, Page 2 Blank 7 you must update your nationality.
  - b. If you are from Nepal and Bhutan, then you should also attach a copy of your passport along with Service Agreement.
  - c. For Sri Lankan Refugee, you need to attach a copy of passport, Work Permit, Refugee Identity Card along with Service Agreement.
  - d. For other nationalities, you need to attach a copy of OCI (Overseas Citizenship of India) and a copy of passport along with Service Agreement.
- 16. Should I get the format of the service agreement printed or typed?**

- a.) Please get the content of the service agreement printed on the 100 Rupees stamp paper as in the sample format. If you typed the format will be changed so that will not accept on the day of joining.
- 17. Should I purchase the stamp paper from my city only? As I am not getting in my city.**
- a.) You can purchase stamp paper from Anywhere in India. Also, e-stamp paper can be used.
- 18. Surety ITR/Form16 of which assessment year is valid and can be used with service agreement? Is the previous year's ITR/Form 16 valid?**
- a. ITR/Form 16 is not required to be submitted with service agreement from 1st Oct-2021 onwards.
- 19. Can my surety be a person who does not pay income tax but files income tax?**
- b. Yes, if he/she is ready to pay the Service agreement breach amount for the candidate if the need arises.
- 20. I am from Nepal. Should I use the same service agreement? Which address should I use?**
- a. You can mention the address in the Passport, and it is mandatory to have your Passport
- 21. Is the signature by employee same as Signature of the candidate?**
- a. Yes, the employee signature means candidate's signature and remember that If you used Rs 100 stamp paper than first page and 4<sup>th</sup> page should have candidate signature and surety sign. If it is a Rs 50 stamp paper format will be different hence 1<sup>st</sup> & 2<sup>nd</sup> pages and 5<sup>th</sup> page should be signed by candidate and surety at the bottom of the page.
- 22. I have been rescheduled from an earlier date of joining; can I use my earlier date of joining service agreement now?**
- a. Yes, you can provide after changing date of joining in first Page(Stamp Paper page). Prepare the three pages with the new updated date of joining and attach with rest of the pages together. SA is valid up to 5 months from the date of preparation. If it's more than 5 months old, then you need to prepare a new one
- 23. Is Fixed Deposit or Land Deed accepted as part of Service Agreement in lieu of surety?**
- a.) No, TCS has stopped accepting any Fixed Deposit or Land Deed as part of Service Agreement in lieu of surety.
- 24. Can I use whitener in service agreement for correction?**
- a.) No, you should not use whitener in service agreement for correction.
- 25. What is the duration of service agreement period?**
- a.) The duration of the Service Agreement is one year from the date of joining.
- 26. Can I edit the content of service agreement?**
- a.) No. Do not edit any of the content of service agreement
- 27. My lawyer has written my city name in place of "Mumbai" On page no 1 of service agreement. Will it be accepted?**
- a.) No, the place name should be mentioned as "Mumbai", as the TCS corporate office is located at Mumbai. Kindly strike it out neatly and sign above the correction made.

**28. In case surety's signature is different in pan card and other supporting documents, what should I do?**

- a.) If there is any mismatch in the signature of the surety in any of the documents, surety should make a Signature Affidavit with specimen signatures on Rs.100 stamp paper in front of from a notary, mentioning that the signatures are of the same individual.

**29. Where should the surety sign in Service Agreement?**

- a.) The surety's signature should be present at the bottom of first page and 4<sup>th</sup> page if you used Rs 100 stamp paper format to prepare Service Agreement otherwise it will all in first & second pages and 5<sup>th</sup> page of the service agreement.

**30. Who can attest surety verification documents?**

- a.) Surety verification form needs to be attested by **Notary**

**31. On surety verification page what should be written in the "Relationship" part?**

- a.) You must mention the relationship between the employee and surety
- b.) The relationship can be mentioned as any of the options given below.**
  - a.) Acquaintance
  - b.) Son
  - c.) Daughter
  - d.) Nephew
  - e.) Niece
  - f.) Friend
  - g.) Student
  - h.) Or whichever is applicable.

**32. Is it mandatory to get the surety verification page attested?**

- a.) Yes, it should be attested by a Notary

**33. Can I give the self-attested passport of my surety instead of the surety verification page?**

- a.) **No**, Surety passport is no longer accepted in lieu of Surety verification page. You must submit the surety verification page only

**34. I have used my short name in some places and my full name in the others. Will it be a problem?**

- a.) Yes, you should not use multiple variations of your name in the agreement, Kindly use only one version of your name in the agreement which correct.

**35. Should I submit surety's PAN Card with surety self-attestation? Is it mandatory?**

- a.) Yes, it is mandatory to submit self-attested PAN card copy of the surety and there is no alternative document for the same.



## Questions on Offer letter (Confidentiality agreement)

1) **What should I fill in offer letter? Where I do I submit the offer letter?**

- b.) Please take print out of your offer letter, sign at the bottom of every page and submit to the HR during the document verification on the Induction day-Day 1.

## Questions on Reschedule of joining date.

As per the new reschedule guidelines, we will not allow any candidate to reschedule their joining date.

So, we strongly advise you to join TCS on the date specified in your joining letter.

**NOTE:**

1. Please organize and upload all documents in BGC and ION portals and join in accordance with your joining letter.
2. If documents are not in proper order or you fail to report on the date of joining- It will be construed as you are 'not willing to join TCS' and your '**TCS Offer Letter**' will be revoked.
3. HR will send email invitations to all eligible to join candidates, 3 days before the date of joining. Please do not report for joining if you do not receive the invitation.

**Note: If you have any valid reason with proof, then follow the below instructions.**

1. **My viva / course is not yet completed. How do I reschedule my joining date?**

- a. Please update the Joining confirmation survey with detailed reason and proof. To enable us to review your request, please share the following documents with us
  - a.i. Bonafide letter from your institute (signed by the principal / head of institute) mentioning the VIVA / Course completion schedule.
  - a.ii. Please mention the EXPECTED DATE OF JOINING \_\_\_\_\_ (dd/mm/yyyy) (This would be the date, by which you will be able to join TCS)
- b. Your request for reschedule, would be reviewed in light of the documents you have submitted. In case, any of the documents submitted by you are found to be misrepresented /fake, TCS reserves the right to take appropriate action.

2. **I want to request for rescheduling my date of joining as I am not well. What should I do?**
  - a. Please update the Joining confirmation survey with detailed reason and proof. To enable us to review your request, please share the following documents.
  - b. All Medical Reports (Mandatory-**hospital bill, Prescription, Medicine bill, Lab report etc.**) ) of the test/s that you had undergone for the diagnosis.
  - c. Discharge Summary (mandatory if admitted to the hospital).
  - d. Please mention the EXPECTED DATE OF JOINING \_\_\_\_\_ (dd/mm/yyyy) (This would be the date, by which you will be able to join TCS)
  - e. Your request for rescheduling will be reviewed considering the documents you have submitted. In case any of the documents submitted by you are found to be misrepresented /fake, TCS reserves the right to take appropriate action.

## Questions on First day of joining.

1. **What time do I report to TCS ILP Training on my date of joining?**
  - a. **Physical onboarding** -You must report to the office at 7.30 AM, have your breakfast, and ensure that you should be report there in your allotted Auditorium/Room by at 08:30 AM. The joining procedures would start sharp at that time.
2. **What does the training include during the TCS ILP Program?**
  - a. The joining letter annexure contains a bird's eye view of the course, and the details will be conveyed during the induction.
3. **Do I get time off after I complete the TCS ILP Program training and before I report to my branch? If yes how many days of vacation do I get?**
  - a. **Physical onboarding** -You will get 3 days' time to report to your base branch after completion of your ILP program and you will not get any break if you are reporting to the same location after your training.  
**Note: You can get reporting location and contact details from your release letter on the completion of your ILP training.**
4. **What is the duration of TCS ILP Program training?**
  - a. TCS ILP Program duration may vary from batch to batch based on stream allotted and on business requirements. The exact duration of training program will be communicated on the day of joining.
5. **Where is my work location after TCS ILP Program?**

- a. Physical Onboarding: Your posting could be at any of the TCS centers as mentioned in the Joining Letter. This posting will be decided by the company based on business requirement.
- 6. **Will I be allowed to take leave during the TCS ILP Program?**
  - a. Leave is not permitted during the TCS ILP training Program.
- 7. **What documents are to be submitted at the time of joining TCS ILP Program?**
  - a. Physical onboarding: Please bring the service agreement, the NCA, a copy of your offer letter for submitting them to the onboarding HR
  - b. Please refer to the Joining Letter Annexure for the list of documents to be submitted for joining.

## Questions on Xplore program

### 1. What is TCS Xplore?

TCS pre-joining 'Xplore' learning program is a digital induction 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.

### 2. 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.

### 3. How can I reach Xplore support team?

If you have any questions or queries, please write to [xplore.support@tcs.com](mailto:xplore.support@tcs.com)

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

- a. Check whether the course is being launched in a new tab/window.
- b. Check your network connectivity.
- c. Ensure that the following are enabled in your browser.

#### 1. Recommended Browsers:

Mozilla Firefox latest versions

Google Chrome latest versions

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

If you are still not able to launch the course, please send a mail to [xplore.support@tcs.com](mailto:xplore.support@tcs.com) with the error screenshot.

**5. Assessment is locked. Need admin support to unlock it.**

Toggle 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.

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

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

**7. 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.

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

Step 1 : Go to <https://www.tcs.com/careers/xplore> ( use Shift key + click or copy the URL to your browser )

Step 2: Scroll down the home page and click the “Login” button, which will redirect you to the ION Login page.

Step 3: Click on the Login button and enter your Registered Email ID and click on verify.

Step 4: You will receive OTP to your registered Email id. Kindly enter the OTP.

Step 5: On successful validation, the TCS iON - My dashboard is displayed. (Make sure ad-blockers are disabled), where you can see the common community link and courses assigned to you.

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

a. Request you to make sure you have watched/read the entire topic till the end and if issue persists write to [Xplore.support@tcs.com](mailto:Xplore.support@tcs.com)

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

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

## Questions on Changing candidate details in application/other details

**2. I want to change my course from MS (software engineering) to MTECH (software engineering). I have mistakenly put my course name as MS in the application form in the Next Step portal. How can I change it now?**

- b. You can update your educational details after joining TCS. Please connect your Onboarding HR for further details.

**3. Where should I submit my joining acceptance?**

- c. Log on to <https://nextstep.tcs.com>. Click on the link ILP Corner -> Joining Letter -> I Accept.

**4. How do I correct any mistakes in my name and other details in the offer letter/ joining letter?**

- e. You can make the changes after your joining **TCS ILP Program** and Please connect your Onboarding HR for further details.

**5. Can I take photographs inside the office premises?**

- c. Photography/video is prohibited inside the office premises for information security reasons. You will be discontinued from TCS ILP Program if you take any photographs/video inside the office premises. Photography/video is also prohibited in those accommodations which are inside TCS office premises.

**8. What would be my joining date as my classmates have already received the joining date?**

- a. Joining date is allotted based on TCS business requirements and based on your performance in Xplore Program.