

XPLORE HELP DOCUMENT

1. How to login to Xplore and launch my courses?
2. I have forgotten my next step credentials / Account Locked, what should I do?
3. Is there a standard template that I can use to send an email to the support team about my issue?
4. Is there a community where I can interact, share, and clarify doubts?
5. How can I access AsCEnD courses available in Xplore/ION?

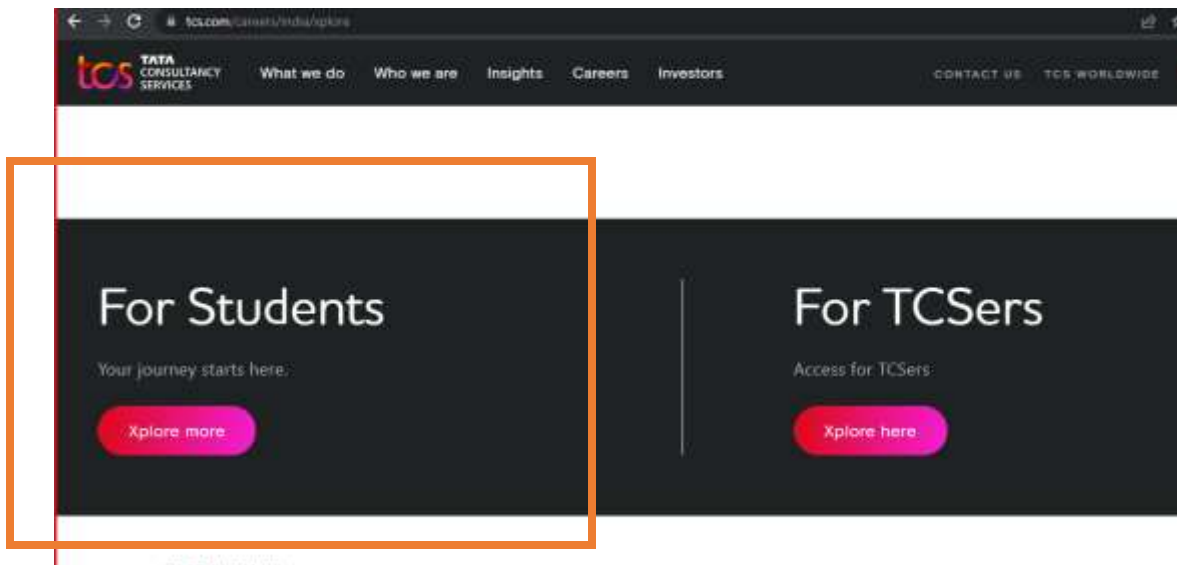
Please find answers for the above queries below. If you are facing any other issues, kindly reach out to **xplore.support@tcs.com**.

1. How to login to Xplore and launch my courses?

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 “Xplore More” button in the “For Student” section, which will redirect you to TCS NextStep login page



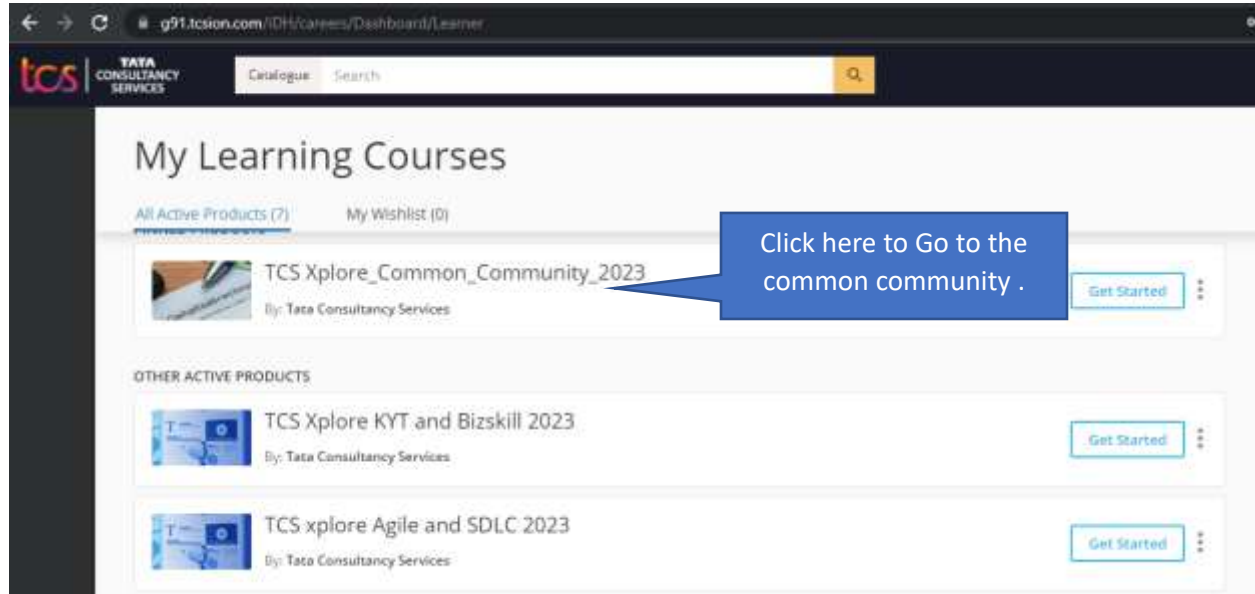


Step 3: In the Login Page, enter Next step credentials (**ID is your DT/CT Reference number and password is your NextStep Portal Password**)

*Note: In case if you have forgotten your password/unable to Login, kindly click "**Unlock Account & Reset Password?**"*

Default password link will be sent to your registered e-mail.

Step 4: On successful validation, the TCS iON - My dashboard is displayed. (*Note: Please allow pop-ups for this site*), where you can see the common community link and courses assigned to you.



2. I have forgotten my next step credentials / Account Locked, what should I do?

You can unlock and generate password on your own by following the below steps.

1. In the Next Step Portal login screen, click on the link "Unlock Account and Reset Password?".
2. Enter the CT/DT Ref and click on Submit Button
3. You will receive the reset link to your registered email ID.

Note: If you are unable to find mail in the inbox, please check all your mailbox including SPAM folders.

4. Click the link received in that email to reset the password.

3. Is there a standard template that I can use to send an email to the support team about my issue?

Yes, this is the standard template. Please provide the complete information so that we can resolve your issue asap.

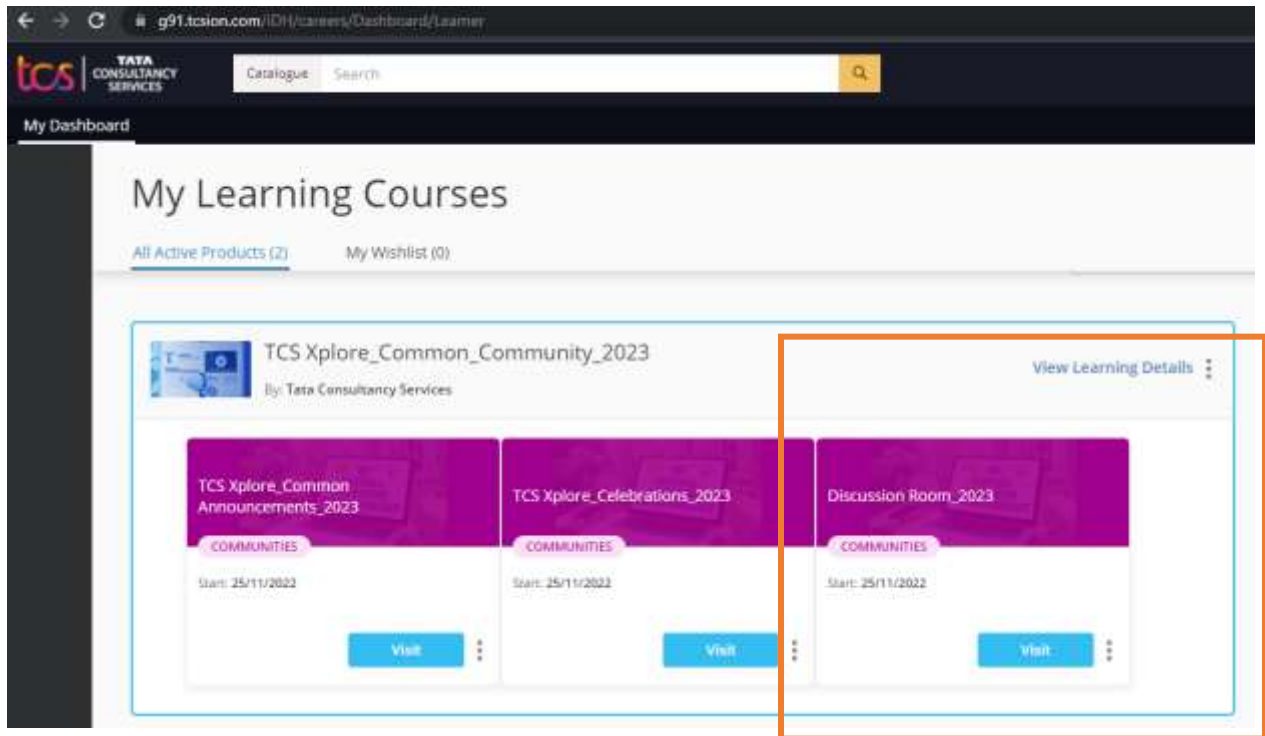
1. **Mail Subject - <CT/DT Number> Short description of the issue**
2. **Mail Body should be crisp, specific, and clear, avoid very long sentences and lengthy paragraphs. If your query is related to any technical issue, always attach the screen shot with the mail.**
3. **Mail signature should have the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

Please ensure that you follow this mail format for all your communication to xplore.support@tcs.com

4. Is there a community/forum, where I can interact, share, and clarify doubts?

Yes, A discussion forum is available inside the TCS [Xplore_Common_Community_2023](#) which is available in your Xplore-iON home page.

You can **interact, share, and clarify doubts** in this Discussion Room_2023 forum.



5. How can I access AsCEnD courses in Xplore/iON?

Click on the Catalogue link available in the search box and you can view all the AsCEnD courses.

