

**FAQs regarding End Semester Examination/Supplementary Examination**  
**CodeTantra Platform**

**Prerequisite to take my Examination on CodeTantra:**

- ✓ Please go through Exam manual available on student portal
- ✓ (Laptop + Mobile) **OR** (Mobile only) with recommended OS & Browser (mentioned in Exam manual)
- ✓ Internet stability (**Recommended : Sufficient Data Plan/Secondary Data Connection**)
- ✓ Uninterrupted power supply (**Ensure to keep your Laptop/Mobile fully charged**)
- ✓ Working Web cam & Microphone
- ✓ Plain paper (A4 sheet)
- ✓ Black Gel Pen

<b><u>Question</u></b>	<b><u>Responses</u></b>
<b>Which OS and Browsers are supported?</b>	<p>The most preferred browser is the latest version of the <b>Google Chrome Browser</b>. It should be installed on your mobile and computer. Ensure that you update your latest chrome browser for sure.</p> <p>If you are using iPhone or iPad, ensure you are using <b>Safari Browser</b>. <b>For iPhones and iPads we support iOS 13 series. Students will not be able to take exams from iOS 14 series only scan and upload would be possible.</b></p> <p><b>iOS 14 series on iPhone and iPad:</b> The students will be able to use their iOS14 series iPhone and iPad only to Scan and upload the answer-sheets. The other supported device should be use click on OPEN TEST to start the exams and proctoring.</p>
<b>I am not able to access the Camera / Microphone during the exam?</b>	<p>During the exam, the browser might ask for permissions, please make sure allow the permissions when they are prompted. It is very important for you to check both your mobile and laptops with the following link (on Google Chrome Browser) <a href="https://test.webrtc.org">https://test.webrtc.org</a></p> <p>If there are multiple cameras or multiple microphones. Ensure all of them are in working condition.</p> <p>Also a check on your Firewall and Antivirus settings should be done to allow the audio and video streaming.</p>
<b>What if, I do not have my UPES ID card?</b>	<p>If you are not having UPES ID card, then be ready with Hard/Soft copy of Hall Ticket / Aadhar Card/PAN/Passport/ or any Govt. issued Photo ID card which will serve the purpose of Identity verification.</p>
<b>If any course is not mapped on my login?</b>	<p>Please check on your CodeTantra account that you are mapped in all the courses for which you are going to appear for examination. Any issue regarding login &amp; mapping kindly contact at <a href="mailto:d.bhawal@ddn.upes.ac.in">d.bhawal@ddn.upes.ac.in</a> &amp; <a href="mailto:hema@ddn.upes.ac.in">hema@ddn.upes.ac.in</a>.</p>
<b>Can I take test from Laptop only?</b>	<p>Camera of Laptop is not recommended to scan the answers being low resolution, therefore, it is suggested to take the test on the laptop and use the smart phone to scan and upload the answers sheet(s).</p>

<p><b>What shall I do if environment check issue persists at the time of examination?</b></p>	<p>Environment check is the stage where the student is supposed to ensure their device and environment is working properly. If the software is not detecting microphone input, it will be because of reasons such as: the microphone being muted in either system settings or browser settings, microphone input level being too low in either system settings or browser settings, microphone not working. <b>Make sure your integrated webcam or external webcam is functioning properly</b></p>
<p><b>What happens if I have internet connectivity and power failure issues during the Examination?</b></p>	<p>Ensure pre-requisite mentioned above, however, within 30 minutes you can resume the test. Answer will be AutoSaved in every 20 seconds and test will be resumed from the point it got disconnected. Auto Extension of Test will be permissible within 30 min.</p>
<p><b>What do I do, if there is any doubt/error in any question while appearing in examination?</b></p>	<p>You can chat and ask the proctor to get the doubt cleared through Examination Superintendent. However if it is delayed you just note the section and question number and attempt the said question assuming the data, and after exam, drop an email to; <a href="mailto:akvashisth@ddn.upes.ac.in">akvashisth@ddn.upes.ac.in</a>; <a href="mailto:preeti@ddn.upes.ac.in">preeti@ddn.upes.ac.in</a> the case will put up to committee.</p>
<p><b>How to resume Test if I switch between mobile hotspot and wifi and vice versa in case of internet connection instability.</b></p>	<p>Refresh the page using Ctrl+Shift+R and connect to the internet again and click on the resume test button and inform to proctor.</p>
<p><b>Scanning &amp; uploading of answer script during the examination.</b></p>	<p>Kindly note that to avoid connectivity glitches while uploading your answer sheet, please try to finish earlier than the end time to ensure uploading. <b>Answer script will NOT be accepted through email or any other channel.</b>  <b>To Scan and Upload answers please make sure that when picture is being taken:</b></p> <ul style="list-style-type: none"> <li>✓ ensure that shadows do not fall on the paper</li> <li>✓ ensure that the camera is held stably above the answer sheet in parallel to it</li> <li>✓ ensure the frame of the picture includes the answer sheet and no surroundings</li> <li>✓ ensure sufficient lighting in the room</li> <li>✓ If your answer is more than 1 page for particular question, please scan all the pages of answer and then press the upload button and press the sync key in the primary device (laptop/desktop/mobile)</li> </ul> <p><b>The same questions should be opened on laptop for which you are uploading scanned answer sheet from mobile</b></p>
<p><b>Any medical emergency before the examination, whom should I contact?</b></p>	<p>In any extenuating circumstances including medical emergencies, students can write to the Examination Superintendent of respective school before the question paper is released. Once the examination starts, students cannot seek incomplete.</p>
<p><b>What happens if I fail or missed examination due to any reason or circumstances?</b></p>	<p>If a student fails or is not able to appear in any of the above examination, thereafter, he/ she may only appear in the supplementary examination.</p>