



FREQUENTLY ASKED QUESTION – NPAT 2020

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Assessment operating environment

1. What is the recommended screen resolution?
 - a. Please use screen resolution of 1024 x 720
2. Which are the compatible Browsers and what should be the zoom % of the screen?
 - a. Compatible to all popular browsers (except Safari) and versions. However, use of latest version of Google Chrome browser is recommended
 - b. Not supported in iPhone and/or iPad if the Assessment contains Audio and/or Video responses.
 - c. Browser zoom must be set to 100%
 - d. For resolution of any issues with the Desktop/Laptop Camera during the Self-registration process, please refer Point no. 8 for corrective action.
3. Which Operating Systems support the Launcher?
 - a. Launcher Based works on the following Operating Systems
 - i. Windows 7 SP1 and Above
 - ii. Windows 10
 - iii. Ubuntu 14.1
 - iv. Ubuntu 16
 - b. MAC OS is not supported**
4. Should cookies and pop-ups be enabled for the Assessment?
 - a. Yes. Please enable cookies and pop-ups in the browser before taking the Assessment
5. What should be the ideal Internet Speed for the Examinee system?
 - a. For smooth functioning and timely completion of assessment it is recommended to have a minimum of 1.5 mbps Internet Speed. (recommended is 2 mbps)
6. Can the assessment be taken without camera or can the Examinee continue the assessment after shutting down the camera?
 - a. No. Availability of a working Webcam is mandatory for continuity of Assessment. The Assessment would not start or will disconnect if camera fails to be detected on the System on which the Assessment is being taken.
7. Is WebCam necessarily required?
 - a. Yes. Please have either an integrated or a plug-in functional WebCam attached to your System for duration of Self-registration and Assessment
8. While doing self-registration, I am getting error "camera access not allowed"
 - a. "Allow" browser access to camera
 - b. Ensure no other application is using that camera
 - c. If any external WebCam application is installed, please disable or uninstall it for the duration of Assessment
 - d. If issue with your Camera persists, complete self-registration using your Android Smartphone

Note:

Some browsers are not able to access High Definition camera. If your browser is not able to connect to your camera, you can complete the registration process through your Android mobile device:

1. Launch Google chrome on your Mobile
2. Open the login page by typing in the exam link on your mobile device browser.
3. Login with the same credentials provided on SMS/Email
4. Follow the exact steps you would to complete your registration process.

Once you finish registration on your mobile device, re-login on your desktop/laptop and proceed with the next steps for taking assessment on your Desktop/Laptop.

It is mandatory to take and complete your Assessment only on Desktop/Laptop and not on your Android phone

Examinees are instructed not to take exam on Mobile devices. If found otherwise, strict disciplinary action will be taken against the Examinee)

9. Is launcher required to be downloaded every time exam is taken?
 - a. [If you have appeared for IRC, DQC and DRC \(Infrastructure Readiness Check, Data Quality Check and Dry Run Check\) prior to the actual exam date, you need not download the launcher again](#)

Troubleshooting

1. After logging in, I am not able to see any active Assessment under current tab
 - a. Check your system date and time is set to current date and time
 - b. Check Assessment date and time, you have received in the mail communication
 - c. Check the Planned Assessment tab
2. When I try to launch the assessment, I get an error stating “The assessment got interrupted due to slow network connection or due to antivirus running on your system” - “Page is unresponsive” Error
 - a. Check your internet connection is working
 - b. If on Wi-Fi network, check the Router
 - c. Change from Wi-Fi to wired internet connection by plugging in the ethernet cable to the ethernet port of your laptop / desktop
 - d. Check Antivirus software on your system is switched off - Antivirus software generates interrupt for the Assessment engine
 - e. Restart your laptop/desktop
3. I logged in on the URL provided and was able to complete the self-registration successfully. After that I downloaded the launcher. Now when I am trying to start the launcher and provide the key displayed on the launcher download page, I get “**Error on Page**”.
 - a. Check the Assessment start time
 - b. Logout of your current session on the provided URL
 - c. Log in again at the time of assessment provided
 - d. Perform the camera check and note the new key generated for you
 - e. Use the new key to relaunch the Assessment

Note: For a smooth self-registration to avoid losing allotted Assessment time, always download launcher at least 120 min prior to actual Assessment start time. If you have earlier successfully completed the IRC and DRC steps, you need not download the Launcher again for the actual Assessment.

4. I was attempting the Questions on the Assessment and suddenly my system crashed. What should I do?
 - a. Do not panic – all your responses till point of system crash are saved.
 - b. Reboot your system
 - c. Open the browser window
 - d. Navigate to the URL already provided to you
 - e. Login
 - f. Click the Launch button
 - g. Complete Camera-check
 - h. Note the new Key generated
 - i. Relaunch Assessment using the newly generated Key

Note: Your Question Paper attempt will restart from the last question saved. There is an additional grace time factored in to allow time for this set of activities

5. While appearing for exam, I lost internet connection. What should I do?
 - a. Do not panic – your responses till the point of loss of connectivity, are saved.
 - b. Press “Right Shift + Escape” key to close the assessment

- c. Logout of your browser session
- d. Open the browser again
- e. Clear the cache from browser history

(Steps: Go to browser Setting →, Advanced → Privacy and Security → Click on "Clear browsing data" → Click on "Clear Data" from both Basic and Advanced tabs)

- f. Navigate to the assessment link you have received in mail
- g. Login
- h. Click on launch button
- i. Complete camera check
- j. Note the new Key generated.
- k. Relaunch the Assessment using the new Key

Note: Your Question Paper attempt will restart from the last question saved. There is an additional grace time factored in to allow time for this set of activities

- 6. Will I lose time if my session is terminated midway due to system issue or internet connection going down?
 - a. As a standard practice a grace time is provided to all examinees
 - b. When grace time is configured, and your session gets terminated in between, the time you lose while trying to relaunch is adjusted against grace time and not against your allotted timeHowever, please ensure a stable internet connection as well as stable computer system to avoid getting into such situations

- 7. While responding to question, my screen turned black. What should I do?
 - a. Do not panic – your responses till such point are saved
 - b. Press "Right Shift + Escape" key
 - c. Close the Assessment
 - d. Logout of your browser session
 - e. Open the browser again
 - f. Clear the cache from Browser history
 - g. Navigate to the assessment link you have received in mail
 - h. Login
 - i. Click Launch button
 - j. Complete the Camera-check
 - k. Note the new Key generated.
 - l. Relaunch the Assessment using the new key
 - m. Your attempt will restart from the last question saved

8. While trying to start the assessment, I am getting a message "Key is invalid" What should I do?
- a. Do not panic.
 - b. Close the launcher
 - c. Logout of your browser session
 - d. Open the browser again
 - e. Clear the cache from browser history
 - f. Navigate to the assessment link you have received in mail
 - g. Login
 - h. Click Launch button
 - i. Complete the Camera-check
 - j. Note the new Key generated.
 - k. Relaunch the Assessment using the new Key
9. I am on last question of the Group. After saving the Response, I am not able to move to the next Group. What should I do?
- a. After you have responded to all questions, a "SUBMIT" button will be activated in the right bottom-hand corner of your Screen
 - b. Press this button to submit your Responses in that Group
 - c. Move to the new Group
 - d. Start answering the question in new Group

Relax. Good Luck!