Second Update to SOP for information of all concerned. Please read the instructions carefully and strictly follow them before sitting in the Examination.

- Please do not change your Phone/Laptop during examination or during mock test. Stick to one device only.
- Please note that you will login only on the day of your examinations. Please do not login for any other time just for the sake of it.
- > No separate registration is required. Just login by providing your Student login credentials (user id and Password) which are given as under:

Login id (Your User-id) :Your Examination Roll no (A170xxxx) (use capital
letter and do not give space in between)Your Password:nehu@last four digits of the Roll number (nehu@xxxx)

- In case of difficulty in uploading or any other issue such as login failures etc., please retry to do it again. Logout as soon as your job (uploading of the answer sheets) is over to facilitate others have smoother access.
- > Please do not panic in case of difficulty and contact your college helpline for assistance.
- > Please click on the link below and have a look at the video help and guide for the students to enable them smoothly complete their examinations.

Please <u>Click here</u> to :

- > Get Videos and detailed Text document for assistance and understanding of the process.
- University shall have a helpline that may be accessed at the email id given below. Helpdesk queries must clearly mention Name, Roll no, Subject appearing, Paper number, College Name and the nature of the problem faced:

University helpdesk email address: <u>helpdeskexam@nehu.ac.in</u>

- ➢ For helpline support over phone, contact only the numbers given below during working hours. The email assistance shall be available 24 x 7.
- Phone nos to contact: (0364) 2721212, ,2721213, 2721215,2721221, 2721223

Controller of Examinations 03/10/2020

NB: For Video Exam Manual please go to NEHU WEBSITE under IMPORTANT LINK and click the link given below : Examination notice on Second Update to SOP for information of all concerned

Support Manual for Online Exam

Q. 1. I am not able to login/ How can I start my exam?

A. There are two ways to take the exam:

1. <u>Through Website</u>:

a. Go to URL: <u>https://placement.myperfectice.com/</u>

Do not open this URL on the mobile browser



Snapshot 1: Website appearance

- b. Click on login (Stop right corner of screen)
- c. Enter your credentials as provided to you from the University.

For Exampe-: Username- A1234567 Password- nehu@4567

(nehu@Last four digit of roll no.)

☑ perfectice		
	Login to Perfectice Email or Phone of Registration number	
	Password 💿	
	Forgot Password	
	Login	
	g+ Login with Google+	
Perfectice (c) 2020	fVin	
		•

2. <u>Through Mobile App:</u>

I. Install the App "**MYPLACEMENT PERFECTICE**" though Play Store.



II. Click on login



III. Enter your credentials as provided to you from the university.

← Login	
Welcome to My	Placement!
Email, phone or Registrati	ion number
Password	
	Forgot password
Logir	1 <u> </u>
Logir G+ Login with 0	n Google+

Q. 2. How to reset password?

A. Go to Support menu then search the student by roll.no .After searching click on Edit option which is highlighted in small whitebox beside red cross.

	Support	E Tests I	E Líve Board	🔷 Packages	💝 Discussion	Classrooms	Report	5			1	•	Degout
Users	Centers pload Users	🛃 Uploa	ad Mentors	Export	Level Report				Q. S1700203		0	New	User
9	Name Tengchui student	ma Sangm	Emai na teng	il/Phone chumasangm	a123@gmail.co	Add m Oct (8 h	ed Date 2, 2020 ours ago)	Last Login	Last Attemp	Ø	×		~*

B. After clicking on edit option An Edit user will appear. At below there is an option of reset password.

Editus	er 3
de la	
Tengchuma Sangma	NEHU Exams 🗙
tengchumasangma123@gmail.com	2020 🗸
Student V	Select Placement Status
\$1700203	Reset password
NEHU	Type your password
Date of birth	Confirmation code
s	ave

Q. 3. No Test Found

- A. In this type of query ask the student for roll number and test paper name.
- **1.** Search the student by his roll and copy his Email ID.

Users	Centers								
🛃 Upla	oad Users 🛛 🟦 Upload Me	ntors Export Level Report		Q	S1700203		0	New	User
	Name	Email/Phone	Added Date	Last Login	Last Attempt				
B	Tengchuma Sangma student	tengchumasangma123@gmail.com	Oct 2, 2020 (8 hours ago)			Ø	×		~*

2. Now search the test name in test section and click on Edit option.



3. After clicking on Edit option. Test summary will open, From there note the classroom number as highlighted in white Box.

NEHU	✓ 10602 ×	~

4. Now go Classroom menu on left side search the classroom by using noted number.

Perfectice	<u>a</u> Support	E Tests	Eive Board	📫 Packages	💓 Díscussíon	Classrooms	Lill Reports
Deepak Kumar My Profile	10662				Ľ		_
Choose location Add New Choose location	O Test			O Attempt		O Question	
10602 INJONB ≛ Dav ♥ NEHU	Students 3 Registered 0		d Subjec	t Analysis Chat Expe	Effort Analysis	Trend Add Stude	Tests nts Arrar
	- 0	Name LETWIN (A1716792 letwinchma	CH MARAK 2 arak@gmail.co		Added Oct 2, 2 (in 3 hou	Date 2020 urs)	Register Date Oct 1, 2020 (a day ago)
	• •	RANGGIR A171677 sangmarar	ta a sangm 1 1g691@gmail.	com	Oct 2, 2 (in 3 hou	2020 Jrs)	Oct 2, 2020 (18 hours ago)
	• •	JAKIRA C A1716773 jakirachsar	H SANGMA 3 ngma@gmail.c	om	Oct 2, 2 (in 3 hou	2020 Jrs)	Oct 1, 2020 (a day ago)

5. Click on Add students "Add New Student " popup will appear . just paste the copied mailed id and click on save.

	rt Tests		P		-a rooms	Rep ₁
62		Add New				
C Te) st	Email tenhusamchanga@gmai	Phone			
udents	Leaderbo	A	dd		end	Tests
gistered	0 Online				Studen	its
	Name					Registe
	LETWI A1716 letwinch	CANCEL 1marak@gmail.com	SAVE		d (Oct 1, : (a day a

Q. 4. I am facing App Crash issue (on mobile App)

A. You should:

- 1. Clear cache memory
- 2. Uninstall app and reinstall it (version: 0.3.30)
- 3. If the problem persists take the exam on laptop

Q. 5. I am not able to upload the images of my answer sheet.

A. Ensure you have given storage permission to the app.

Q. 6. Why image is taking a bit longer than usual to upload?

- I. Ensure your network has optimum speed.
- II. You are required to wait if the image size is large. Note: The image size should not be more than 15 MB.

Q. 7. What is the Test code?





A. No need to enter the test code. Simply click on the available exam >>Click on Take Test.

Q. 8. What if my internet gets disconnected/ image uploading takes time/ site stopped during the examination?

A. Connect to your internet again. It will automatically re-connect.

Q. 9. Why am I getting the message that my test has been abandoned?

A. The reason for the same might be:

- 1. The app is closed during the exam.
- 2. The exam tab is suddenly closed.
- **3.** You have used mobile back key during the exam and have confirmed the confirmation. **Solution:**
 - a. Do Not click on back button (While using Mobile App).
 - b. Do not move or exit the exam window during the test.

Q. 10. As soon as I upload the image, the test got cancelled and showed the test has been abandoned.

A. Allow access to the storage.

Q. 11. After clicking on camera icon to upload the pic, it shows "failed to take photo".

A. You shall press OK and Retry uploading the pic.

Q. 12. You are taking this test on another device

A. These type of queries requires Ip resetting. Ask the student for roll number and test name.



Snapshot 7. Taking exam on two devices

B. Go to test menu and search the test name. Click on edit option and go to LIVE option Search the student by roll and click on Reset IP Restriction. After clicking on a popup message will appear

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Vikash Prasad	3 Questions	120 Minutes	1 Student	8 Attempts	Ø Cognitive Skills ■ Verbal Ability	
Summary Analysis Question Feedb	acks Live Results					
STUDENT STATUS	_				SEARCH	
READY 🗹 STARTED 🗹 (1993).000		Demo ' 	12		11611000	Filter
deepak ● deep@gmail.com 11611000 □= Demo 12						Reset IP Restriction