

**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 [Click here](#) 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: [helpdeskexam@nehu.ac.in](mailto:helpdeskexam@nehu.ac.in)

- 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

# Support Manual for Online Exam

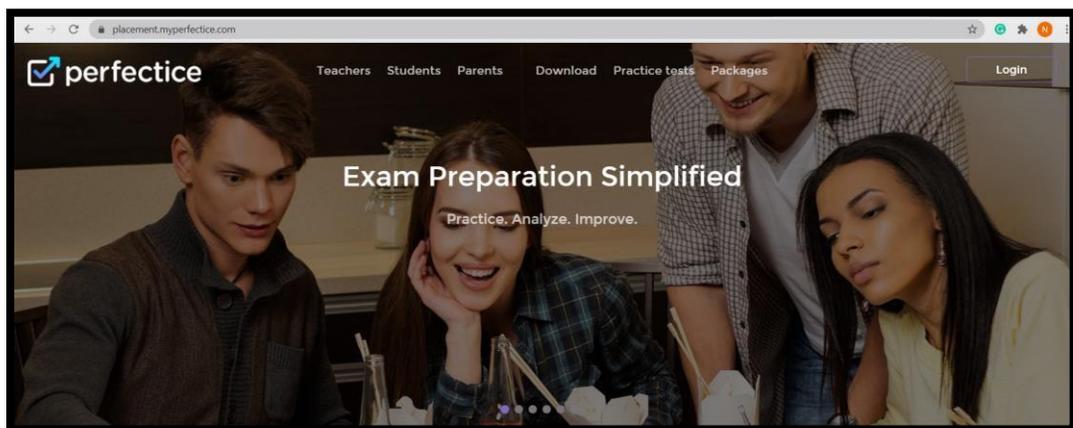
## Q. 1. I am not able to login/ How can I start my exam?

A. There are two ways to take the exam:

### 1. Through Website:

- a. Go to URL: <https://placement.mypertice.com/>

Do not open this  
URL on the  
mobile browser



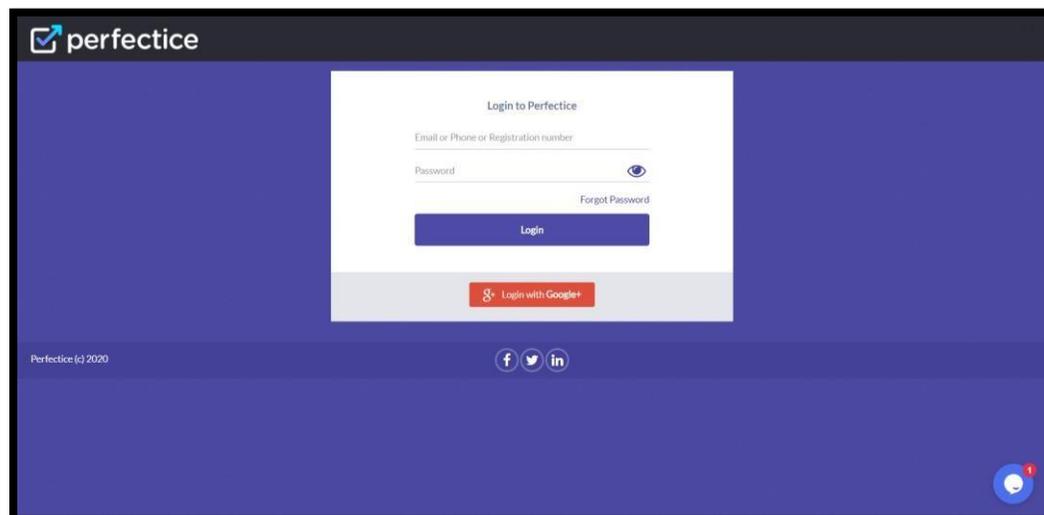
Snapshot 1: Website appearance

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

For Exampe-: Username- A1234567

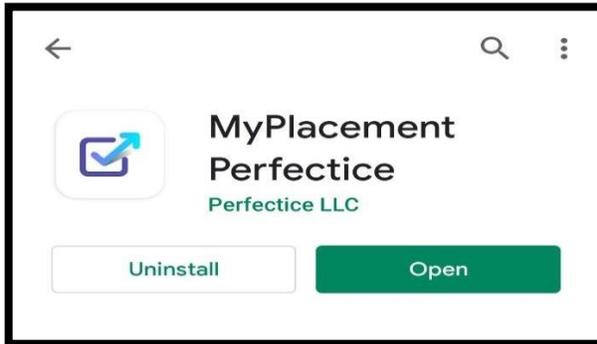
Password- nehu@4567

(nehu@Last four digit of roll no.)



### 2. Through Mobile App:

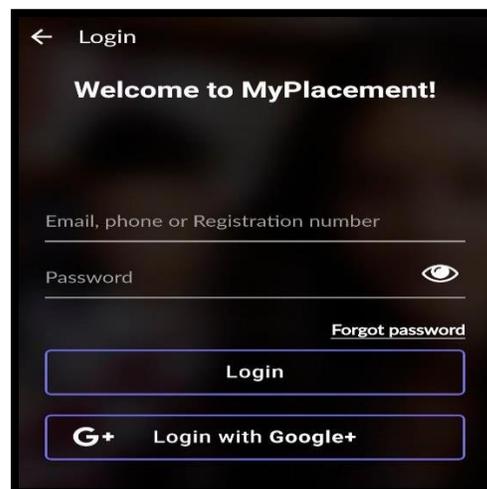
I. Install the App “MYPLACEMENT PERFECTICE” though Play Store.



II. Click on login

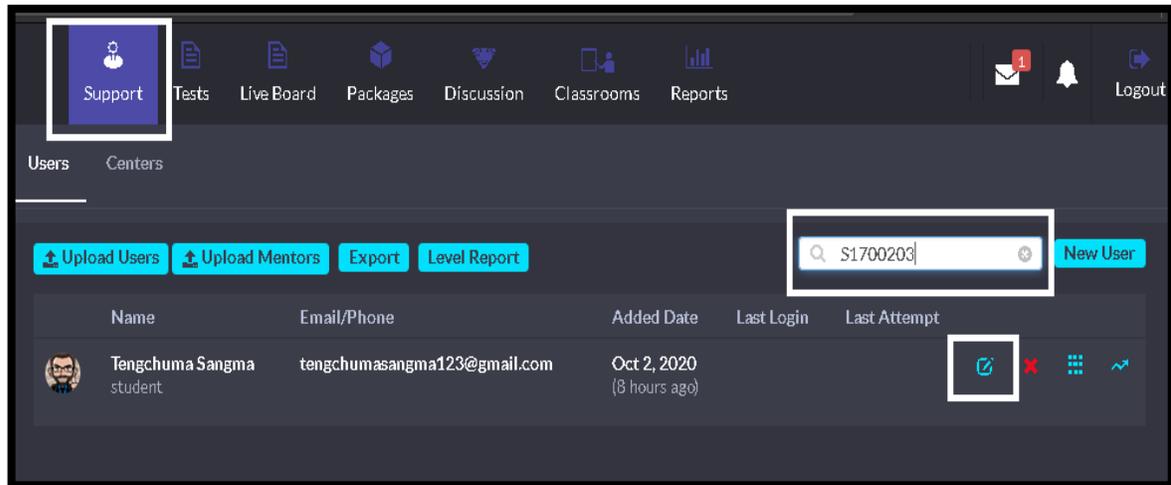


III. Enter your credentials as provided to you from the university.

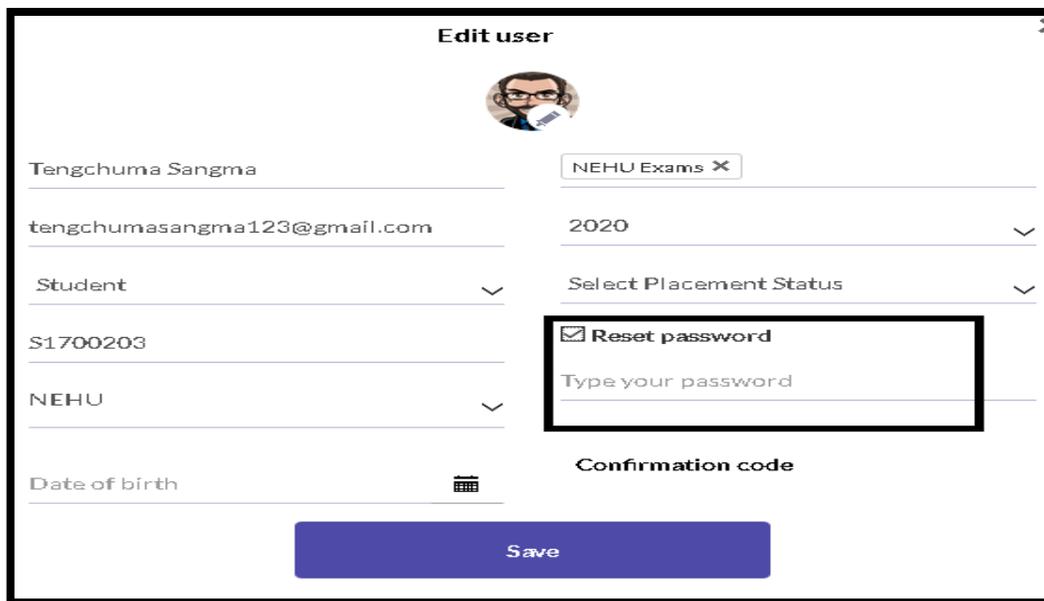


## Q. 2. How to reset password?

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..



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

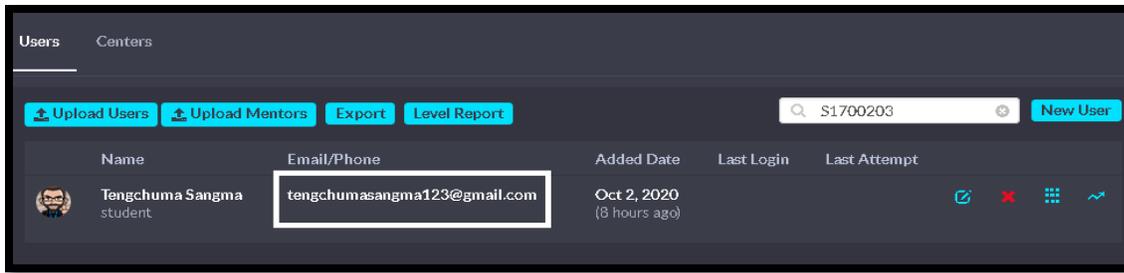


The screenshot shows the 'Edit user' form for 'Tengchuma Sangma'. The form includes fields for Name, Email/Phone, Student ID, Placement Status, and Date of birth. The 'Reset password' checkbox is checked and highlighted with a black box. Below the checkbox is a password input field labeled 'Type your password'. A 'Confirmation code' field is also present. At the bottom of the form is a 'Save' button.

## 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.



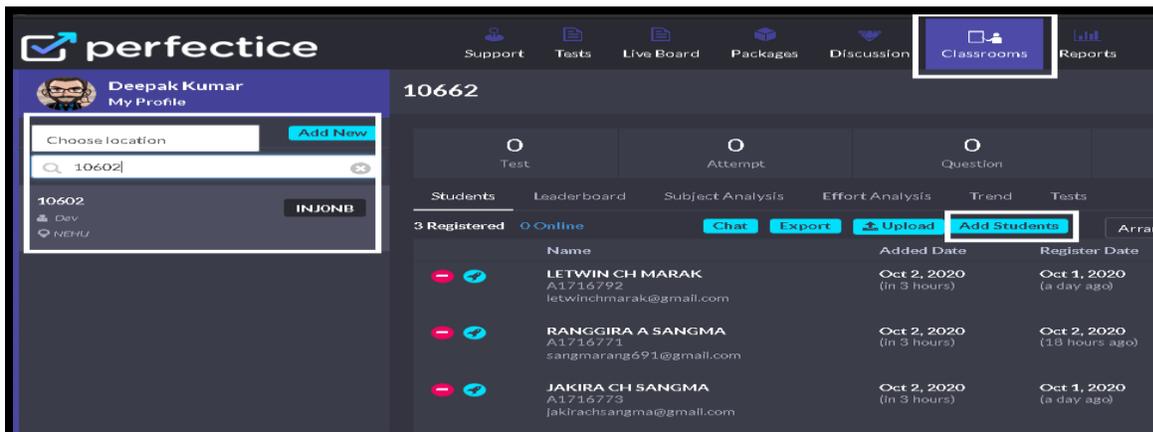
2. Now search the test name in test section and click on Edit option.



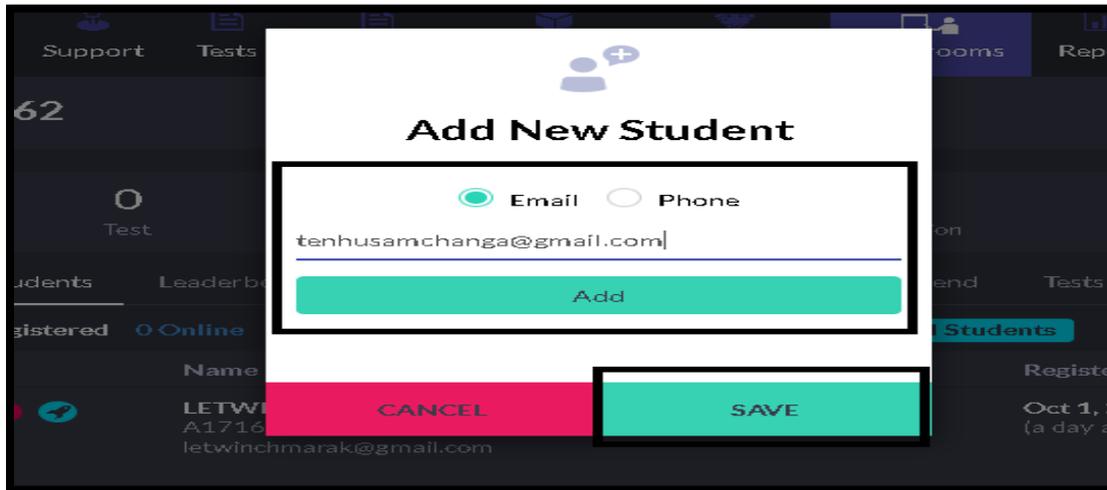
3. After clicking on Edit option. Test summary will open, From there note the classroom number as highlighted in white Box.



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



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



#### **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

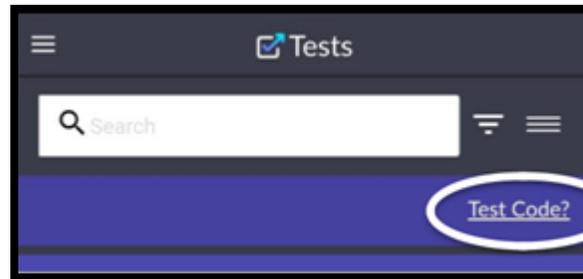
#### **Q. 5. I am not able to upload the images of my answer sheet.**

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?**



Snapshot. 7 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.**

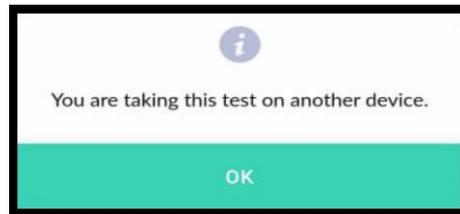
**A.** Allow access to the storage.

**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

