

Frequently Asked Questions on Technical Issues

Before Assessment

Q. What should be done if the following error is faced while entering login credentials?

- **Invalid Passkey-**
Reason: The passkey being entered by the candidate is incorrect
Resolution: Check the passkey that the candidate is entering and provide with the correct passkey.
- **Your assessment is not scheduled-**
Reason: The Roll number being entered by the candidate is incorrect.
Resolution: Search for the correct roll no of the candidate and ask the candidate to input the correct value
- **Earlier started with different passkey**
Reason: Candidate had logged out from an assessment earlier and is trying to login to a different assessment
Resolution: Ask the candidate to choose the correct assessment to login
- **Maximum login limits crossed**
Reason: Candidate has exhausted the login limit allowed for the assessments which is 3 attempts.
Resolution: Inform POC, they will increase the login count of the candidate
- **Please verify the provided information**
Reason: Candidate is typing wrong password.
Resolution: Ask the candidate to type the correct Password.
- **Earlier started with some other contact detail**
Reason: Candidate is typing wrong number
Resolution: Ask the candidate to type the correct phone number.

*POC : Point of contact

During Assessment

Q. What is to be done if candidate's web cam is not supporting on the device?

This issue occurs for the following reasons

- *Non- Functioning Webcam*
- *If the webcam access is not allowed for the website*
- *If the browser is not update*

Clear Cache

Student should press **CTRL+Shift+Delete** - The command will open Clear Browsing Data, then please ask student to follow below mention steps :

- Step 1- Go to advance settings
- Step2- In Time Range option click on the dropdown and select **All time**
- Step3- Select Browsing History, Download History, Cookies and other site data, cached images and file
- Step4- Click on **Clear Data**

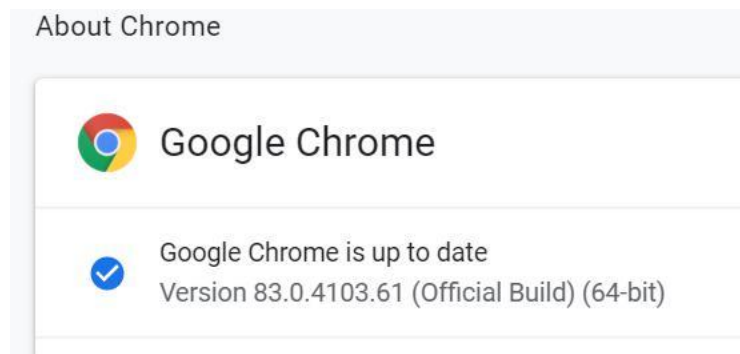
Steps to allow Web-cam access

Students to give access to webcam through "Settings (Google Chrome)" - *Please find below steps to be followed to give access to webcam*

- Step 1- On top right corner click More- go to "Settings (Google Chrome)"
- Step 2- Under "Privacy and security," click Site settings.
- Step 3- Click Camera or Microphone.
- Step 4- Allow the website to access the Webcam
- Step 5-After selecting all the features please refresh the page and start the assessment

Steps to allow update the browser

Step 1- On top right corner click More- The "Settings (Google Chrome)"
Step 2- On the left-hand of the screen, click on "About Chrome" Step 3-
You can check the status here and update your browser



During Assessment

Q. What should be done when there is a power failure?

Here are some steps that could resolve the issue :

- In case of power failure - student should login again using the same system and browser
- Answers marked before the power went off would be saved in the system and student can continue the test from same timer where he/she left - No need to increase the time
- Time is required to be added only if the student is using a different system and browser when the power resumes
 - in this case - Same needs to be informed to the POC immediately. POC increases the time for all the candidates. Candidates should be allowed to login only after the time has been added. The answers marked before the power failure is saved in the machine.

Q. What should be done when internet connectivity is lost during the assessment?

Ans. There is no need to worry, you can continue to answer the questions. The answers marked are auto saved when internet connectivity resumes within the duration of the test.

After Assessment

Q. What should be done if the internet connectivity is not resumed before the assessment time is over?

Ans. In case there is no internet connectivity when the assessment is over, the system tries to submit the assessment and the answer marked are displayed on screen.

In this case, you need to **write down the answers that are displayed** along with the **CoCubes ID** and provide it to proctor.

The proctor further intimates the answers to Aon POC who uploads them in the platform from the backend.



[Screenshot of the image: Internet Failure after Assessment Time](#)

[The system is attempting to connect with the internet](#)

Scenario -1

During this time, if the internet is resumed, the system will connect and save the responses and submit the paper automatically.

S Submit your Answer-sheet?

| | Questions | Attempted |
|-----------------------|-----------|-----------|
| English Usage | 10 | 9 |
| Analytical Reasoning | 10 | 6 |
| Quantitative Aptitude | 10 | 10 |
| | 30 | 25 |

ii Connecting with server (trial 6) . . .

Looks like there is an issue with your Internet connectivity . . .
Don't Panic, we are trying to submit your answers, meanwhile do the following:

1. Check your network connection to ensure its working
2. Note down your **CoCubes Id and Answers** shown below on a piece of paper.
3. Submit it to the invigilator
4. If this is a take from home test, please mail them to support@cocubes.com including **your name, CoCubes Id, Test Name and Company Name** for whom you are giving the test.

Thank you
Team CoCubes.com

Scenario -2

[If the Internet Does Not Resume](#)

- The System displays the questions which are not submitted.
- Please take a white paper, note down the responses displayed on your screen along with the **CoCubes ID** (see the 2nd Image)
- Share the image with the POC

[Sample Image of questions displayed](#)



A Your Answer Sheet

CoCubes Id: **844719**

Questions: 30

Attempted: 25

Following answers are not submitted, please note them . . .

| Question # | Your Answer |
|------------|-------------|
| 4 | 4 |
| 5 | 2 |
| 7 | 4 |
| 8 | 2 |
| 9 | 1 |
| 10 | 1 |
| 14 | 4 |
| 18 | 4 |
| 20 | 1 |

[Sample Image of questions noted on a paper](#)

- You are required to share this snapshot with the POC.



