



QUICK TROUBLESHOOTING GUIDE AND FAQs FOR TCS NQT REMOTE ASSESSMENT

Q.1) I am not able to find my exam details after login to the event login page?

Exam details will be available on the event page only on the Exam day or one day prior to exam.

Please check Upcoming Tab and Current Tab for your exam details. If you login before Registration start time, then your assessment details will show in Upcoming tab. Once Registration time starts, it will appear in Current Tab.

If you are still not able to see assessment details, then kindly clear the browser history and check your System date / Time. After this re-login again by clicking on the link received over email.

Q.2) During Registration, camera is not visible. How can I complete registration?

Kindly provide access of Camera to browser through Browser Settings. As per the OS and Browser which you are using, please provide access. Google Chrome browser is recommended for best experience. Kindly provide access to camera by following below path. It should be "allowed" for browser.

On google chrome, please navigate to **Settings->Privacy and Security->Site Settings>Permission>Camera**

Post the changes, kindly clear browsing history and re-launch again.

Q.3) I am getting error that Image does not meet the required specification. What should I do?

Delete the images which are already clicked, clear browser history and re-register by clicking new images.

Q.4) I am getting message "Key is not generated". How do I proceed?

"Refresh the page and try again". If the issue persists, "Click Logout and re-login into the assessment"

Kindly also check you have uninterrupted good internet speed available during the whole duration of assessment.

Q.5) My Launcher download gets terminated again and again. What should I do?

Kindly check you have good internet and ensure that your Anti-Virus is disabled.

After the above steps, kindly proceed for downloading the launcher again.

Q.6) I forgot to make a note of the Launcher key which was generated. How do I generate the key again?

Click on the Launch button again, new key will be generated. Enter this newly generated key in Launcher

Q.7) I am unable to start the Launcher. How do I proceed?

Check 1: Kindly ensure that your system configuration is as per the below requirements. Apart from Webcam and good speed uninterrupted internet supply, below are Operating System and Browser details.

Details of OS and Supported Browsers for iLEON App

1. Windows 10, Windows 7 (Service Pack 1) - Google Chrome - All versions.
2. Windows 10, Windows 7 (Service Pack 1) - Internet Explorer - All versions.
3. Windows 10 - Firefox - Not supported
4. Windows 7 (Service Pack 1) - Firefox - Version 46 to 56.
5. Ubuntu 16 (All browser versions)
6. Safari – Not Supported.
7. MAC OS – Not supported.
8. Android – Not supported.

Check 2: If you have downloaded the zip file, it needs to be unzipped to extract and run the 'exe' file. Once it is done, you can start the launcher. You can also download the Launcher.exe file and proceed with the assessment.

Note: If you have already downloaded the Launcher earlier, then downloading again is not required. whenever you launch the launcher, it will check for updates in the system, and it will be updated accordingly with the latest version.

Q.8) I am unable to unzip the Launcher with WinRAR. How do I proceed?

You can download the .exe (executable) file of the launcher directly. Both files (Zip file and .exe file) are same. For .exe file, there is no need to extract the launcher. It can be launched directly.

Q.9) Error displayed while running IBA Launcher “Fatal error detected. Failed to execute script main”. What should I do?

This error comes if Operating System is not updated. For. E.g.: Error comes when you have Windows 7 OS and Service Pack 1 is not installed/updated.

This will be taken care once you launch the launcher, it will check for updates in the system, and it will be updated accordingly with the latest version without any manual intervention from the candidate

Note: While launching, Launcher update can take time (especially if it is Windows 7 Service pack 1 update). So kindly wait till Launcher is updated. Ideally all these updates should be completed during the Infrastructure Readiness Check

Q.10) My assessment is stopping again and again / getting logged out of my exam

OR

I am getting blank screen on clicking "save and next" button / not able to move to next question?

Check if the internet connection is proper and ensure no other device is connected to the Internet during the duration of the exam. Also, there should be good speed of internet as recommended.

Q.11) While responding to question, my screen turned black. What should I do?

Please follow below process to resume examination

- ✓ Do not panic, your responses till now are safe
- ✓ Press "Right Shift + Escape" key and close the assessment
- ✓ Logout of your browser session and open the browser again
- ✓ Clear the cache from browser history
- ✓ Navi gate to the assessment link you have received in mail
- ✓ Log in and click the launch button
- ✓ After completing camera check, you will be provided a new key.
- ✓ Using the new key to launch the assessment again
- ✓ Your session will start from the place you have last saved your answer

Q.12) I am getting this error message: The assessment got interrupted due to the slow network connection or due to the antivirus running on your system. Please re-launch the assessment by disabling the antivirus software and ensuring good network speed. What should I do?

Please follow below process

- ✓ The internet bandwidth seems to be low, close the window and relaunch the assessment. You must disable the Antivirus software.
- ✓ Also ensure no other device is connected to your dedicated internet connection during the entire exam duration.
- ✓ Please refer steps mentioned in Q.11 to re-launch the assessment.

Q.13) What if I get error of "detected an external device that has been connected to your HDMI port of your device system". What should I do?

This error appears on Laptop/Desktop/All in One machine where monitor/CPU is connected through HDMI port instead of VGA port. System should have only VGA cable connected to it and HDMI port should not be in use.

Frequently asked Questions:

1. Can I submit and close the assessment before the time allotted for the exam?

No. Final submit button will be enabled only after exhausting full time limit allotted for the question paper and only then you can submit the exam.

However, if you leave the system without hitting the submit button, auto-submit of responses given will happen once the time limit is reached.

2. How can we do rough work in TCS NQT exam?

Do not look down from the camera even to do any rough work. Use the calculator tool/ note pad tool provided in the screen. If at all any rough work needs to be done, it should be clearly visible in the camera that you are doing some rough work only and not looking down for something else.

3. My laptop screen is not working properly, so I use a desktop screen by connecting it via HDMI, is this violation of TCS NQT guidelines?

YES. This is violation of TCS NQT guidelines, and your exam will be marked as unfair means. Fix your Infra issues before taking the exam or appear for the exam from TCS Authorized exam centres – In Centre

4. While taking the TCS NQT exam online after answering first question, I am not able to proceed to second question. Why?

To conduct the TCS NQT exam in a fair manner, we have defined question level timer, based on the difficulty level. Timer running on the top right corner will indicate the time limit defined for each question.

You need to answer before this time and in case you complete early, then you need to wait till time limit is over and you will be automatically moved to next question.

Also, once you proceed to the second question you will not be able to revisit the first question which you have already attempted (or did not answer) and moved on.

SAVE and NEXT button will be DISABLED as you will be moved to next Q based on Q level timer

5. My exam got interrupted and I must start the exam again. Should I generate a new launcher key or use the same key generated at the start of the exam?

Generally, Launcher Key generated at the start of the exam will be valid till you do a final submit of the exam. However, when you close the launcher and re-launch it, old key may not work.

Hence, if you get a message that key is invalid when you are re-starting the exam, you can login to the event page (you should bookmark the URL and save ID and password so that this process is quick) and get the new KEY and then use that to launch the exam again.

It is advised to write down the launcher key in a small piece of paper and have it handy with you while taking the exam. Do not note down the launcher key in a notepad or word file, because once you start the launcher all your applications opened in your desktop or laptop will be closed automatically

6. Can I use the same launcher key generated at the time of IRC / DRC to appear for the actual exam?

No. You cannot use. The launcher key is event specific. Key is different for IRC/DRC and ACTUAL EXAM. So, you need to generate the new key during ACTUAL EXAM.

When you log into the exam event, you will be able to generate the KEY

7. What will happen if I face any internet connectivity issues while taking the online exam?
OR What will happen if my power goes off, while taking the exam online?

It is very essential that you have un-interrupted and good internet connectivity to take the exam online from home. Your laptop should have a fully charged battery in good condition. However, there will be maximum of 10 minutes grace time allotted, to accommodate any internet interruptions. If there are any interruptions beyond this 10-minute time, then time will be lost in your actual exam allotted time.

System is designed to detect loss of internet for the exam and your exam will be automatically stopped if there is no internet. You will get a message on your exam screen. After this, you can restore your internet and launch again.

8. What happens if I am not able to join on time when exam starts?

To allow for a smooth and easy launch of exam, “registration” process starts at least 60 mins to 1 hour ahead of exam start. For example, for an exam starting at 10 AM, registration may start around 9 AM. During this time, candidates can complete the registration process and land on a screen that has a countdown timer for the exam start. Exactly at exam start time, LAUNCH button will be enabled and clicking this will launch the exam.

It is very essential that all of you login FIRST TIME within 5 mins of exam start. In other words, for an exam start at 10AM, you need to login before 10.05 AM. If you try to login for the first time after this time, you will NOT be allowed to take the exam.

Once you join for the first time, if there are genuine interruptions due to power or internet to the exam after you have launched the exam, you will be able to resume from the launcher using the same launcher key. **(Important for you to have the Launcher key generated at the time of launching the exam in a piece of paper)**

9. Can I start the exam any time during my registration window?

Please launch the launcher only at EXAM START TIME. You will not be able to launch the exam before the start time mentioned in your shift details. In case you did launch earlier, you will see a message your exam has not been started and it will NOT AUTO START from the launcher window at EXAM START TIME.

Registration Time will be one hour prior to the exam start time. This is to make your system ready for the exam and to complete the registration process such as capturing your five photo images and to capture your valid id proof image or upload the scanned copy of the id proof document.

10. What happens if I am unable to appear for TCS NQT in Online mode OR not able to complete the exam successfully in Online mode?

If you are not able to appear for the exam due to any reason solely attributable to you, on the allotted date and time, no retest will be conducted. If you are not able to complete the exam successfully due to any reason solely attributable to you/your infrastructure issues, no retest will be conducted.

11. How is proctoring conducted in Online Remote Proctored Assessment?

When you are taking the Online Remote Proctored Assessment, the computer will record your complete exam – every second, frame by frame, during the test. These images will be compared with the image that you have captured during the initial registration process, using AI/ ML algorithms.

Also, there will be human proctors who will be monitoring your exam by seeing the video feeds captured and received from your system. If any malpractice is detected by the system or by proctors, you may be notified through on-screen messages.

Whether you are messaged by human proctors or not, if it is found later, through AI/ML analysis that you did not take the exam in a fair manner, your test will be cancelled, treated as NULL and VOID, and your NQT scores will be WITHHELD and not shared with you. You will not be allowed to take NQT for next one year.

Even if your camera is switched off due to technical issues at your end or video images are not received from your Computer you will be treated as Unfair means and your exam will be force submitted and scores will not be published. Candidates who had indulged in any type of malpractice will not be permitted to take the test for a period of 1 year.

Please click on the self-explanatory video link for further details: <https://iur.ls/NQTHelp>

