

## **Remotely Proctored LPUNEST Exam FAQs**

**1. How many devices required for remote proctored LPUNEST exam?**

**Answer:**

The two devices are mandatory:

- Primary Device i.e Laptop/Desktop(Windows/Linux/Mac-iOS) **and**
- Secondary Device i.e. a mobile phone(iOS/android).

**2. What are the system configuration requirements for remotely proctored exam?**

**Answer:**

**For Primary Device(i.e. Laptop):**

**Apple** 64-bit, minimum supporting macOS 12 version required.

**Microsoft** 64-bit Windows supporting OS versions Windows 10 or above are required.

**Linux:** Only Ubuntu and Min 20.04

**For Secondary Device(i.e. Mobile):**

**Android mobile** device with minimum OS version of Android 11 or above, and **iOS mobile device** with minimum OS version iOS 14 or above is required.

**3. Do I need to carry any ID proof on the day of remotely proctored exam.**

**Answer:** Yes, any one valid (non-expired and original) photo ID proof form the list below:

- a. Candidates younger than 18 years: School id card is acceptable.
- b. Candidates 18 years and older: Government issued ID containing photograph and signature.

**4. If I do not have PC/Desktop/Laptop how can I give the exam?**

**Answer:** University provides an option to appear at Test Centres also.

**5. Can I go to Cyber café and take the remotely proctored examination?**

**Answer:** No.

**Note:** If you don't have proper setup at home for remotely proctored exam, then you better book you slot for test centre-based exam.

**6. I do not have working microphone/Webcam, can I take proctored exam?**

**Answer:** No

7. Can I use ipad or chrome book to appear in remotely proctored exam?

**Answer:** No

8. Are headphones allowed?

**Answer:** No

9. Do I need to install any software to appear in exam?

**Answer:** Yes, Codetantra SEA browser.

10. How can I download/Install SEA browser?

**Answer:** Once you book the slot you will receive an email with subject line **“Instructions for Remotely Proctored Online Exam”**. The process of downloading/installing is explained in the email.

11. While opening SEA exam browser, the screen turns white. How to resolve?

**Answer:** Some antiviruses and firewalls also do not allow the SEA function, it is recommended that antivirus should be uninstalled, and firewall should be disabled before installing.

Also make sure the internet is stable.

12. Why am I getting an error 404 on Meeting Page?

**Answer:** Due to weak internet bandwidth.

13. Why am I not able to see Third Eye Button in mobile phone?

**Answer:** Need to change Desktop View to Mobile View in browser settings.

14. For third eye connectivity, which browsers are supported?

**Answer:**

Supported Browsers

✓ Chrome and Edge (updated) on Android

✓ Safari (updated) on iOS

15. Can I appear for Mock Exam before the actual exam?

**Answer:** Yes, one mock test will be available within 24 hours to get familiar with the examination process. Also, university officials will call you prior to the exam to make you familiar with the examination process and other requirements. In case you face any issue then you can contact our helpline number 01824406655.

**16.**What if I am not able to take the examination on scheduled date/time as indicated in admit letter due to computer/network/internet failure?

**Answer:** Then there is no choice of rescheduling the exam.

**17.**If I face any technical issue during exam, then how can I take help?

**Answer:** You can contact our helpline number 01824406655.

**18.**Can I take break during the examination?

**Answer:** Not Allowed to leave seat during examination.

**19.**Can I re-join the examination after disconnection due to power failure?

**Answer:** Yes, you can re-join but within 15 minutes. Otherwise, your exam will be auto submitted.

**20.**Do I have to delete any existing software to take the exam?

**Answer:**

- Remote access software like AnyDesk, TeamViewer etc. AND video conferencing software like Google Meet, Zoom, Microsoft teams, Whatsapp etc. if installed, should be uninstalled for smooth functioning of the exam.
- Some antiviruses and firewalls also do not allow the proper SEA browser function, it is recommended that antivirus should be uninstalled, and firewall should be disabled before installing SEA browser.
- Disable the Bluetooth, if active.
- Other than this, if any application is running in the background, then make sure to close that application as well.

**21.**How can I resolve the issue of screen sharing from my laptop during exam?

**Answer:**

- a. It can happen due to poor network. Need a stable network in such cases.
- b. If the candidate is using MacBook. Then, the candidate needs to enable it from system settings as mentioned below.

**Open Settings→Click at Privacy and Security →Screen and system audio recording → Enable Codetantra SEA**

- c. Also make sure that the device is not in the power saver mode.