Garden City University – Online Examination guidelines |

1. This examination is an assessment of your knowledge and ability to comprehend, reason, search and choose the right answers for the set of questions in a stipulated time.

2. These are unprecedented times and it calls for responsible actions. These examinations are conducted to assess your knowledge, understanding, analytical ability & application skills and do not bear any competitive intent. As such the examinations give sufficient freedom for a student to consider themselves responsible for honouring the ethical code of conduct.

3. The student can take-up these examinations with the least stress and need not worry about technicalities involved in the online examination.

Points to remember while appearing for GCU Online Examination:
1. The candidate should ensure there is a seamless internet connection with adequate data on their device throughout the duration of the test. The device used should have a power back up to avoid an unexpected shutdown. The GCU online examinations are data-efficient and consume minimal data and bandwidth.
2. The candidates should ensure that their web browsers are updated.
3. The candidate should log-in to the ‘GCU Exam App’ (Download from Play Store: https://play.google.com/store/apps/details?id=com.gcu.gcuexam) / Examination portal (http://student.gardencity.university/online-exam/#/) using their registration number and exam key sent to their University email ID.
4. The scheduled examination will be displayed on logging into the examination portal / GCU Exam App.
5. The examination link will be activated as per the start time and remains active until the end time of the examination, not earlier or later. Candidates are advised to login on time to comfortably complete the examination.
6. Please note: All examination timings mentioned in the timetable are as per Indian Standard Time (IST). Kindly check the IST and log in to the examination portal. You are required to set your device as per IST.
7. The examination pattern and durations are as mentioned below:

<table>
<thead>
<tr>
<th>Course credits</th>
<th>No. of 1-mark questions</th>
<th>No. of 2 marks questions</th>
<th>Total marks</th>
<th>Duration of the examination</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>30</td>
<td>15</td>
<td>60</td>
<td>90 mins</td>
</tr>
<tr>
<td>3</td>
<td>25</td>
<td>10</td>
<td>45</td>
<td>60 mins</td>
</tr>
<tr>
<td>2</td>
<td>20</td>
<td>5</td>
<td>30</td>
<td>60 mins</td>
</tr>
</tbody>
</table>
8. The candidate should thoughtfully and promptly answer each question. Manage your time wisely.
9. Once an answer is selected, it can be revisited and changed before final submission, but answers cannot be changed, or the question cannot be revisited post submission.
10. The examination times-out at the end of 60/90 mins and the submission will be done automatically. Questions attempted until then will only be considered as the final submission.
11. If the candidate completes answering all the questions before time, the submission can be done immediately.
12. The questions and multiple choices are different for each candidate as it is generated by the system.

13. Following could be the unexpected problems that may arise because of technical glitches at your end and the same may be reported to pro@gardencity.university –

• Unable to log in to the examination portal
• Unable to view the examination or start the examination
• Images/characters not displaying correctly
• Accidentally logged out of the examination
• Browser freezes
• Computer fails
• Network or app/portal fails
• Submission error message
• Power failure

However, retake of such examinations will happen only on campus whenever situation permits us to do so.

**Technical Guidelines:**
1. Candidate should login using their username and exam key sent to their respective GCU email ID. The candidate may use Desktop, Laptop, Tablets or Mobile phones.
2. Exam key will be unique for each examination and for each user.
3. Username is the candidate's register number.
4. Candidates will not be able to login if they are already logged in from any other device.
4(a) An error message ‘YOU have already logged in from another device’ will be shown during such instances.
5. Candidates can login again if they have accidentally logged out from the app/portal on the same device.
6. Candidates location for each login will be recorded. So, the candidate should enable access to location on the device used.
7. Candidates will not be allowed to login if the location is disabled.
7(a) An error message ‘Location not found. Please enable your location’ will be displayed.
8. Candidates should login only during the specified time and date of the examination.
Candidates will not be allowed to login if there is no examination scheduled. Once the candidate logs-in and submits the exam the candidate will not be allowed to login again. 8(a). An error message “No examination available/Examination key expired” will be displayed.

9. The Examination link will expire once the candidate clicks on the submit button. 10. The candidate should take care to enter the correct Exam Key. If a candidate enters the wrong exam key more than thrice, the candidate will be blocked from logging in to the application for the next 30 seconds and can login back after 30 seconds with the correct credentials.

10(a) An error message “Wrong exam key or username. Please try after 30 seconds” will be displayed.

11. The candidate should allow the application to access the camera and mic on the device to capture the image and voice.


13. If the examination is not loading after the scheduled time the candidate should log out and login again.

Some Scenarios for reference -

1. I am unable to login for the examination.
   
   In case of 3 failed attempts, send a screenshot of the error page to pro@gardencity.university

2. Message displaying “User not found”.
   
   Send a screenshot of the error page to pro@gardencity.university

3. I am not able to submit my responses.
   
   Responses will be automatically submitted as the exam times out.

4. Message popped up saying “something went wrong refresh the page”.
   
   Kindly check your internet connection, refresh the page, if you’re still logged in please continue. In case you’ve been logged out, kindly login again and continue with your examination. If problem persists, please send screenshot of the same to pro@gardencity.university

5. Questions are not getting loaded.
Check the internet connection, kindly wait patiently till the scheduled time of examination, if problem persists the candidate should log out and login again. If the problem still persists please send a screenshot of the same to pro@gardencity.university

6. **On logging in page displays ‘no exam scheduled’**.

   Send screenshot of the same to pro@gardencity.university

7. **Only few questions were displayed**
   Kindly share the screenshot of the same to pro@gardencity.university

8. **Displaying no exam scheduled**.
   Check and try to login after five minutes of the scheduled time, kindly share the screenshot of the same to pro@gardencity.university if the problem persist.

9. **Logged in late, didn’t get sufficient time to complete my examination**.

   Kindly check your internet connection and ensure you login 5mins prior to the schedule.

10. **App not working properly**.

    Ensure you have downloaded the latest version of the App. Close all other application on your mobile phone, ensure your mobile phone has sufficient data. Kindly share the screenshot of the same to pro@gardencity.university if the problem persists.

11. **I got logged out accidently not able to login through another device**.

    For security reasons multiple device login is disabled. Please try to login from the same device.

All the best.

**Controller of Examinations**