

ISSUES THAT MAY COME ACROSS WHILE EXERCISING WEB OPTIONS

1. OTP (One time Password) may not reach to your mobile due to various reasons. You can contact immediately to the Help Desk Numbers. They may guide you.
2. Browser Problems -- **You have to use Internet Explorer 11 version for Security reasons.** Options cannot be exercised with other browsers or mobiles or tablets.
3. One time Password will be communicated only after clicking **SAVE button** while exercising options.
4. Take a print out of the options for reference.
5. For any Technical issues contact Help Desk : 9502001583, 8466924522 between 9.00 AM to 6.00 PM.
6. For clarifications on Regulations and other issues contact : 9490585796 and 8500646769 (10.00 AM to 6.00 PM only).
7. Payment issues will be resolved by Bill Desk as they are the authorised payment collection agency.
8. Web options will be closed on the date & time mentioned in the schedule sharply, hence exercise options much before the closing time to avoid last minute problems.
9. Do not disclose the login information like OTP (one time password / Registration number / Testing Id and mobile number etc). Keep the registered mobile always with you so as to get regular updates and notification.