

**FREQUENTLY ASKED QUESTIONS (FAQs)
RELATING TO ONLINE EXAMS**

National Council of Hotel Management Joint Entrance Exam -2021

Sr No	Questions	Answers
1	What is the date of the exam?	10 th August 2021(Tuesday)
2	What is the mode of exam	Exam will be delivered online (internet based) on a laptop or PC.
3	Do I have to visit any exam centre?	No. You are not required to visit any exam centre. You can take the exam wherever you are, on a laptop/PC with camera, microphone and internet connectivity.
4	I do not have a PC/laptop. How do I take the exam? Can NTA/NCHM assist me in getting a laptop or PC for appearing in the exam?	You have to make your own arrangements for laptop/PC. NTA/NCHM will not able to assist you in this.
5	Can I take the exam on Android Mobile Phone?	No.
6	What is the mock test date and timings	Candidates can take the online Mock Test during 5-7 August 2021. The mock test window will be open from 10.00 am to 06.00 pm during the period.
7	How will I know how to take the mock test?	“Guidelines on how to take the online exam” will be displayed on the NTA website https://nchmjee.nta.nic.in before the mock test. NTA will also be conducting webinars to familiarise the candidates about the online exam. Date/timings of the webinars will be sent to the candidates by email.
8	If I need any help before or during the mock test, whom should I call?	For technical issues/Safe Exam Browser related issued, you can call 0120 6740 105 for assistance.
9	Is it compulsory to take the mock test?	Yes. Mock test has been organised to ensure that candidates get familiar with the online exam process and do not face any problem on the actual exam date.
10	Where/How do I take the mock test?	You can take the mock test and also the actual exam at https://nchm.nta.ac.in Your User ID is your Roll No. Your password is in your Admit Card.
11	What is the duration of mock test?	30 minutes
12	Will my user ID and password be the	Yes

	same for mock test and actual exam?	
13	What are the exam timings	02.00 PM to 05.00 PM(3 hours)
14	What is the reporting time	12.30 PM
15	Why am I asked to log in so early before the exam?	Some candidates may face difficulties in downloading the Safe Exam Browser required for taking the online exam which may take time. Further, the process of validating the identity of the candidates and admitting them to the online exam in the system, also takes time. Hence, candidates are required to log in at 12.30 PM so that issues that may arise during log-in can be resolved and candidates would be able to take the exam in peace without any stress. Those who have logged in can wait in the lobby, in the system, in readiness to take the exam at 02.00 PM
16	What is the latest time I can report for the exam?	02.00 PM
17	If am late beyond 2.00 PM, can I still be admitted?	No
18	If I finish the paper before time, can I leave the exam?	Yes. Once you finish the paper, you can click on the “Submit” button and leave the exam.
19	What are the things I can keep with me during the exam	You may keep the following with you during the exam: Admit Card ID Proof 2 sheets of plain paper for doing rough work. Drinking water in a transparent bottle
20	What are the hardware/software requirements for taking the exam	System (Laptop / Desktop) should have functional Web Camera and Microphone. Machine Configuration: RAM - Minimum 2GB (though 4GB is recommended), Processor Speed- 1.5 GHz and above. Windows 7/8/10 Operating, Minimum 40GB Hard Disk Memory, Minimum Core2 Duo processor. Minimum 1.4GHz clock speed Antivirus should be disabled on this

		<p>system.</p> <p>Dot.net 4.5 must be installed on the user system</p> <p>Preferred browsers: For taking the test on Laptop recommended browsers are Google Chrome (Ver. 75 or above), Mozilla Firefox (Ver. 70 or above).</p> <p>Internet Bandwidth:</p> <p>The minimum required bandwidth is 512 Kbps - 1 Mbps of internet speed on each machine.</p> <p>If your internet disconnects during submission contact the Help centre on the given number and don't close your window.</p> <p>Make sure that the pop-up blocker is disabled on your browser. Any notifications related to antivirus, windows update, email notifications, etc will be counted as navigation.</p> <p>You will be required to download and install the Safe Exam Browser(SEB) in your PC/laptop so as to enable you to take the exam.</p>
21	In case there is a power failure or internet failure during the exam, what do I do?	In case you are not able to continue the exam on account of power failure or drop in internet connectivity or technical issues with the PC or laptop, you can contact 0120-6740105. You can continue the exam on the same laptop or PC or some other PC/laptop when the power supply or internet service resumes, using the same user ID and password given to you. Your responses will be saved and you can continue the exam from where you left. There would be no loss of data or time.
22	Can I take bio breaks during the exam?	No
23	Is internet connectivity required throughout the exam?	Yes. The minimum required bandwidth is 512 Kbps - 1 Mbps of internet speed on

		each machine.
24	Can I keep some sheets of paper for doing rough work, during the exam?	Yes. You can keep 2 blank sheets of paper with you during the exam for doing rough work. However, please note that you will be required to show them before the camera, by the Proctor, during the exam.
	Can I keep a calculator with me during the exam?	No
25	What do I do, in case I face some technical problem during the exam?	You can inform the Proctor through Chat. He will assist you.
26	Whom do I contact in case I need some clarification?	For general queries regarding admit card or other issues, you may call 011 4075 9000 or write to NTA at nchm@nta.ac.in

FAQs relating to SEB(Secured Exam Browser) Download:

1	How do I install SEB/WEB?	<p>Click on the link https://nta.blob.core.windows.net/mediarepo/NTA_WEB_v11.msi</p> <p>The file will start getting downloaded automatically. Right click on the file once it has been downloaded. Click on Run the file. Click on Next. Then click on Next again. Then click on Next again to confirm installation. Wait for a few minutes for installation to finish. After the installation is complete, click on Open. You will get a pop-up to confirm to open SEB.</p>
2	What to do if I am facing issues in installing the SEB/WEB?	<p>Disable Firewall and uninstall Antivirus. Right click on the already downloaded file. Click on Run the file. Click on Next. Then click on Next again. Then click on Next again to confirm installation. Wait for a few minutes for installation to finish. After the installation is complete, click on Open. You will get a pop-up to confirm to open SEB. Click on Open.</p>

3	What to do if my screen has turned black/blue after installing SEB?	Restart your system. Disable firewall and uninstall antivirus. Uninstall Team Viewer/Any Desk/Skype/Meet/Zoom.
4	What to do if my system does not support SEB?	Go to control panel. Check the .Net Framework version. If v4.6 has been installed, then uninstall it and install v4.5. Then download SEB and install it.
5	What to do if I am getting problems in SEB because of Apps running in the background?	Go to Settings or Search Box and Type Background Apps. Then Turn off this option. Restart the computer.
6	How do I uninstall Antivirus?	To uninstall Antivirus, go to Control Panel. Click on Programs and Features. Double click on Antivirus and then press OK. Restart your PC/Laptop.
7	How do I disable Firewall?	To disable Firewall, press Window Key and type Firewall. Click Windows Defender Firewall. Click on Turn Windows Defender Firewall On or Off. Then Turn Off . Click OK.
8	Am I supposed to take the main exam on the same system on which I took the Mock Examination?	Yes. In case you are taking the examination from any Cyber Café or Computer Centre make sure take the main exam is taken on the same system on which you took the Mock Examination?