

## FAQ

### 1. How to use the portal for colleges.

<https://du.samarth.ac.in/>

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## Questions as raised by the students and nodal officers

### Broad Categories

#### Login

1. If a student enters a wrong email ID how can it be corrected?
2. Not able to register with their enrolment no, it says wrong credentials.
3. The student email id is wrong and not able to change it.
4. How can I log in if I don't have enrolment no and email ID/mobile no is wrong
5. Don't have enrolment no, how can I get it
6. Invalid credentials or Invalid details record not found
7. The student portal shows "Data Invalid" despite filling the correct credentials.

**ANSWER:** Email can be any valid email address which is accessible.

Login can be done by using enrolment no or exam roll no or email address.

**Invalid login credentials (email address, mobile number) can be reset/corrected by the college.**

#### Wrong Basic Details

24. My DU portal showing incorrect date of birth.

**ANSWER:** Correction can be done by the colleges.

#### Reset

1. The students have informed that they were not getting OTP at the time of registration.

**Answer:** Check your spam folder. Change of email ID/Mobile no can be done from the concerned college.

#### Missing Paper Name

2. Paper listed in date-sheet is not in the portal.
3. Correct paper name but UPC is wrong.

4. There is a mismatch of paper code with paper name in the date-sheet and student portal.

**ANSWER:** Though we added all the papers, but if still something is missing college can add it, if colleges are not able to do so, please send email to us:

[examformquery@exam1.du.ac.in](mailto:examformquery@exam1.du.ac.in)

All the Nodal Officers are requested to see ensure that all such issues are resolved at college level, as they have access of the portal. If for some reason they are unable to do so, please intimate us at the above email ID. **Please don't share this email ID to students.**

### **Wrong paper opted by Student**

5. Made a wrong entry and submitted fee and form. How can it be corrected now?

**ANSWER:** Can be updated by college. Will be explained in DEMO.

### **Wrong Credits**

6. There are some papers with Zero credit.

**ANSWER:** All such cases have been corrected; please let us know if you have any specific case.

### **(Mukesh South Campus)**

7. Submitted Examination form for sem 5 but could not add sem 3 improvement papers.

**ANSWER:** College can do it

8. We have registered for sem v papers but it is showing semester 6. (Ref. Exam Roll no 18032510010).
9. Students migrated from one college to another, while filling the form name of the old college is appearing, how it can be changed.
10. My category is showing EWS in the form, how I can change it.
11. Students who have not filled the form in the previous sem how can they fill the form. (New Excel)
12. PWD student's fee is zero. How the students form will be confirmed?
13. Fees submitted but not reflected on the display.

### **Miscellaneous**

1. Mode of delivery "face to face" what does it means.

**ANSWER:** F2F is classroom/examination paper. Not a distance learning programme.

2. When registering through roll no, the portal generates enrolment no which is different than issued by the college.

**ANSWER:** Can be updated later. Just focus on exams first. Get it corrected at college.

3. Is there is any change in the fees who lost their parents due to covid.

Answer: Colleges can send list of all such cases for the refund of fee as per university guidelines.

**Issues related to PG courses are being taken care.**