Jai Narain Vyas University, Jodhpur

Q1. Can I register without an email id?

Ans: No, Email id is mandatory for registration. Please create an email id , if do not have one already. This email id will remain with us for future communication purpose with you.

Q2. Can I register without mobile number?

Ans: Having a mobile number is not mandatory for registration. However, if you share your mobile number, it will remain with us for future communication purpose with you.

Q3. I don't want to disclose my mobile number, how can I register?

Ans: The mobile number being taken here is for the sake of better communication with you. If you do not prefer to give your mobile number,you can still register, the confirmation messages, or important information which is being conveyed through SMS will reach the mobile number if youy prefer to give one. Hence, we suggest you give here the mobile number that you use.

Q4. Can I register through my father's mobile number?

Ans: Yes you can. Please refer to answer of FAQ Qstn & Ans No. -3 for details. Having mobile number is not mandatory for filling in the application form.

Q5. Can me and my sister share mobile number of my father for registration?

Ans: Yes, multiple registrations can be done using same mobile number.

Q6. What is purpose of email id and mobile number in applying to university?

Ans: The whole idea of taking the email id and mobile number from candidates is to facilitate better communication with them for the ongoing Online application process, as well as future communications when you fill in Exam forms, get your Admit cards etc. This email id and Mobile number remains with the university for any future communication with the candidate.

Q7. Do I need separate email Id for applying to different courses of the university (JNVU)?

Ans: You only need one email id. Yu will get option to apply to multiple courses through that same email id.

Q8. Can I use newly created email Id?

Ans: Surely, you can.

Q9. What is the purpose / advantage of registration?

Ans: The registration is a One Time process, where in your Name, Father's name, Mother's name, sex etc. is being asked for from you. The details you enter remain constant (except for your address and phone number, which you can change later on), so that once you enter the real application, these data are reflected there automatically. Other advantages of registration are explained in answer to FAQ Qstn No. – 6.

Q10. How registration process will be beneficial to me?

Ans: There are several benefits of this One Time Registration Process. You will get alerts at your email and mobile at the time of admission process (at various important junctures), payment points (at various junctures) etc. This ensures, that you are updated automatically through mails and SMS whenever and wherever possible. Also, you do not have to type in data, that has been already entered in the registration screen again, in the applications. Only data that may get changed later on (say your phone number and address), are asked for, along with form specific information, from the candidate in the actual application process for any particular course.

Q11. Can I use same email id for applying in various courses?

Ans: Yes. Once you enter the application process, there is facility to apply for multiple courses. You do not have to enter the details you have already entered again and again.

Q12. Do I have to register again for applying in a new/different course?

Ans: The registration is a One Time Process only. Please also refer to answer for FAQ Qstn No. – 10.

Q13. Will my fixed information, like name, date of birth, will be reused automatically if I apply for various course?

Ans: Yes, the fixed information like, Name, Father's name, Mother's name, date of Birth, Sex etc. will be used automatically if you apply for various courses.

Q14. Do I have to submit hard copy to university/faculty/college after filling form online and paying through net-banking?

Ans: Once the Online application process is over, you either pay in cash (using challan) to the specified bank on challan, or you pay using Credit/Debit card/internet banking. Then you have to print 2 copies of the application form (once you print the application form, it automatically prints 2 copies – Student Copy & University copy), and submit the University copy with the documents (as mentioned in the application form under the Documents enclosed section) and your paid Challan copy to the respective faculty (for UG) or department (for PG).

Q15. I don't have credit/debit card as well as no internet banking, can I apply?

Ans: Yes you can apply by paying cash through Challan.

Q16. Will I get separate challan form for different courses?

Ans: Yes. For every application, you generate a separate challan and pay through that. In the "Make Payment" option you have to select the application for which you want to make payment, and then pay it through cash (using challan) or Internet banking.

Q17. For submitting hard copy, three days are given after last date? How shall I calculate suppose last date declared by university is June 9, 2014.

Ans: If last date is June 9, 2014 then hard copy may be submitted in faculty/department during next three days i.e. 10, 11, 12 June 2014. During working hours of the faculty /department.

Q18. What to do, if I don't have printer at my home?

Ans: Kindly take a print from any café or any place where a printer is available. If you leave the application incomplete mid way, and open it again later, you continue filling from the point you left, provided you have saved the changes that you had made earlier.

Q19. What to do, if loss/miss my printed challan form (NOT yet paid)?

Ans: In case of an accidental loss of the challan, you have to enter the "Make Payment" option , select the application for which you want to regenerate the challan. When you proceed, the application will ask you to cancel the previous challan, once to do so, you can regenerate a new challan and make your payment through that.

Q20. What to do, if loss/miss my printed challan form (already paid, but NOT submitted to university)?

Ans: First of all, please send and information regarding the same to the helpline email id. If your challan is submitted to the bank, bank informs the same to the university within 48-72 hrs. Based on that information, a Payment Id number is generated against your payment. You can enter the "Print Form" option, and print your form from there only when your payment is acknowledged by both the bank and the university. This form will automatically contain the payment id number printed on it. That itself is a proof that your payment has been made successfully. In case of payments through Debit/Credit Card or internet banking the payment id is generated immediately after the successful payment. If we do not get any information from the bank regarding the payment of the missing challan, then the candidate will have to make payments again.

Q21. What to do, if i loss/miss my student copy of challan form (already paid, and submitted to university)?

If submitted to university, and the payment made is confirmed by bank, it should not be a major problem, as you can print the application form again with the Payment Id printed on it from "Print Form" section. But, in any such case please keep the information registered at the helpline email address at the very first instance.

Q22. What should be done if I lose/miss hard copy of the form (university copy NOT yet submitted)?

Ans: You can take a print of the form again.

Q23. What should be done if loss/miss my hard copy of the form (university copy is submitted)?

Ans: You can take the print of the form, if you lose it.

Q24. In which bank and branch I can deposit the fee?

Ans: You can deposit your fees at Bank of Baroda Branches (A/c No.- 05710100015734).

Q25. What if I calculated and entered wrong percentage?

Ans : You can change the entries you have made in any section of the form before you click on the confirm button in the Application Form view. If you have not confirmed, you can go back and make changes to the application. If you have already confirmed, then you still have the option to delete the form totally. In that case, all the data you have entered for the form will have to be entered again. If you find this issue after you have submitted the form to university, kindly let us know at the helpline mail id.

Q26. What if I forget my password?

Ans: Use the "Forgot Password" option to retrieve the password. Alternatively, let us know at the helpline email id.

Q27. What if forget my email id?

Ans: You must keep a note of the email id and password that you are using for registration. For issues please get in touch with the helpline email id.

Q28. What is activation code?

Ans: It is a code which you get after you register. This code is mailed to you at the email id that you have provided, and also sent as an SMS to the mobile number given by you during the registration process. This is a process to verify the authenticity of the email and mobile number

provided by you. You have to enter the activation code in the activation link sent at your email, and then only you become an authorized user for this site and the process.

Q29. What may be the reason that, my friend got SMS immediately after registration but I couldn't?

Ans: It is purely a service provider related issue (may happen if DND is activated also), as SMS and messages shoot automatically from the system as soon as the candidate confirms the registration process.

Q30. I filled my form with the help of my friend, and so my password is disclosed to him/her, what shall I do now?

Ans: Simple !! Go to the change password option at the top right corner of the screen and change your password.

Q31. How to keep my password safe from the person who helped me in filling the application form?

Ans: Just change the password as explained in FAQ Qstn No. 30 after you have taken the help from the person, so that you only have access to your account.

Q32.My challan form is printed in half of the sheet and letters are very small, what shall I do ?

Ans: By default the challan should be printed in Landscape mode, but if it does not happen, kindly check the print settings before you print the challan, and print only after you have the final preview. It may happen because of some local settings made in your computer and printer.

Q33. What is the purpose of dashboard?

Ans: The dashboard is one place from where you can navigate to any part of the application. From dashboard you can move to – My Application, View Application, Make Payment and Print Application. Also, at any point during the application process, at the top left side, dashboard link is displayed, and clicking on that brings you back to the Dashboard main screen.

Q34. What is paid seat?

Ans: The university has General seats as well as paid seats (SFS – Self Financed Seats). The general difference is in the fees for these seats. They are higher than General seats. Please get the fees detail from university regarding this.

Q35. I uploaded wrong photo/signature, can I change?

Ans: Yes you can. But you can not change the photo & signature once you have pressed, Confirm and Proceed button. In worst cases, you may have to delete the whole application, for re uploading the Photo and Signature.

Q36. I made mistakes in currently filling form, can I discard this and apply a fresh?

Ans: Yes, you can completely discard a form and apply a fresh with the correct details.

Q37. Can I apply two times in same course?

Ans: You can apply for the same course twice, only if the faculty selected is different. Say you select BA and select SMK(arts), the next time you can select BA at IES. Once applied for BA at SMK(arts) , you can not apply for it again, unless and until you discard/delete the previous one.

Q38. I want to apply in B. Com in old campus and IES (institute of Evening Studies), do I need to fill for separately?

Ans: Yes. You need to fill the forms separately. Once you select BCom, you will see 2 option in faculty.

Q39. How many choices of preference I can enter?

Ans: You can enter the maximum available number of preferences available for a particular course. On the left side of the screen in course preference selection, the available courses are displayed. You select them and double click on the directional buttons in between to fill them in the Preferences window on the right side. You can bring selections in right panel to left in the similar way.

Q40. How to select choices of preferences of available subject?

Ans: Please refer to answer for FAQ Qstn No 40. Also, please refer to the note above the selection list boxes in the course selection screen.

Q41. Why I didn't get any chance to give preferences of subjects in B. Com, BBA, BCA etc; whereas I got in BA and B. Sc.?

Ans: For BA and BSc, course selection is available, but for others the list of courses are fixed. In BA and BSc, apart from the 2 compulsory subjects, the candidate has to select his preferences, but in others there is no preference of subjects, as the list of subjects is fixed.

Q42. I selected three subjects from group 6A, why the message flashed to fill valid choices?

Ans: You are allowed to select only 2 subjects from 6A group, hence the error message. Kindly refer to the Eligibility criteria link in **jnvuonline.in** homepage for further details.

Q43. Which of the testimonials do I have to submit with hard copy to concerned faculty/college?

Ans: You are displayed with a list of documents in the Documents Enclosed section of the Application form that you have printed. This list of documents are based on the various selections that you have made during the application process. You have to give the documents as

per the list in the the application form printout. Make sure that you attach all those documents with the university copy of the form along with the challan copy and then submit to the respective faculty within the time limit mentioned.

Q44. Which browser shall I prefer to fill online form?

Ans: The preferred browser is Firefox, but you can also use Chrome.

Q45. I have made online payment, and the amount has been deducted from my account, but it is not updated. Payment ID is also not generated. What should I do?

Ans: Please report the matter immediately through email at help@jnvuonline.in. Sometimes, when you make a payment from a place where the internet connection is slow, these kind of problems may happen, hence you should immediately let us know about that.

Q46. I have paid through challan, and even after a few days, I do not see the payment to be confirmed, the status says – Payment not confirmed. Why so?

Ans: When you pay through Challan at bank, we receive a confirmation message from the bank regarding the payment made. There are certain checks in this process and takes time sometimes, so no need to worry, if you have made the payment and submitted the 2 copies of the challan to university.