



SAVITRIBAI PHULE PUNE UNIVERSITY

On-line Examinations (Rescheduled in October-2020)

Answers to the Frequently Asked Questions

Query Related To Login

Q1. What browsers are recommended?

Android - Please use Chrome or Firefox's latest version.

MAC – Safari

Q2. I see a cross sign next to the Browser column.

Switch over to Chrome or Firefox's latest version.

Q3. What is the URL for Internet based test?

Browser Link:

<https://sppu.wheelbox.com/LOGIN-2/sppu.jsp>

Mobile Application Link:

<https://statiswheelbox.z29.web.core.windows.net/app.html>

Q4. Will application work on i-Phone?

Ans- No, application is only for Android phone users. i-Phone users can open URL shared above in Safari browser and take the test.

Q5. How do I login?

Ans. Please check you inbox.

You would have received an email with all the details and your login credentials. Login Id is your email ID and check password shared on email and SMS shared by University on your registered mobile number.

Q6. I have not received email with Login credentials.

Ans. Check Spam or Junk folder.

Q7. I am trying to log in and it says 'Invalid Login Credentials'.

Check the ID and password.

Type the password manually instead of copy pasting.

Q8. My account has been locked due to multiple failed attempts.

Ans. Delete your browser history by entering CTRL+Shift+Del

Clear your browser history.

Close the browser and re-open. Re-login with the correct id and password. Call on helpline to confirm your login and password. Toll-free Helpline number is **9717796797** (15 lines).

Q9. I have closed my Test and want to re-login.

Ans. Please re-login with the same credentials.

Q10. I am trying to re-login and getting a message 'Login Access Denied'.

Ans. Clear the cache and the history by pressing CTRL+SHIFT+DEL

Refresh the browser or change the browser for the test.

Type the password manually instead of copy pasting.

Q11. I am trying to log in and I am getting this message 'Attempt Failed'.

Ans. Clear the cache and the history by pressing CTRL+SHIFT+DEL

Refresh the browser or change the browser for the test.

Type the password manually instead of copy pasting.

Query Related To Test Selection

1. My test is showing as 'Expired'.

Go back to your Test Page.

Move your cursor over the 'Expired' button.

It will show the date and time till your Test was valid.

2. My test is still valid but it is showing as 'Expired'.

Clear the cache and history by pressing CTRL+SHIFT+DEL
Re-launch the browser and then re-login.

3. It says 'Test Starts Soon'.

Take the cursor on the button and you can see when your test is starting.

4. I see a message 'No Test is active'.

No Test has been assigned to you.

You will see a Test once it has been assigned to you.

Query Related To Waiting Lounge

1. I am not able to click on the 'Proceed Now' button.

The button is probably disabled.

You can see the time remaining before the button will be enabled.

Please wait till it gets enabled.

It will turn green once it has been enabled.

2. The 'Proceed Now' button is enabled but I am still not able to proceed.

Please ensure you have ticked the T&C box.

It's only after that, that you will be able to proceed.

Test window -

Left Side - Question Panel shows number of questions in the test. Questions answered are automatically marked 'Green' colour in panel, questions skipped remaining 'gray' in colour. Candidates can click on any question number on panel to move directly to that question on screen.

Timer on top middle of the page: Timer shows time left for the test to be completed. Once the test duration is over, test will get automatically submitted. It is recommended to finish the test within the test duration and submit the test anytime during the allotted duration. (60 mins)

Auto next, View Instructions, Help centre: These three buttons on top right side of the screen indicates the following-

By clicking on Auto Next, candidates will automatically move to next question after clicking the answer to a question. Need not press Next button again and again to move to next question. Auto next can be unchecked any time to skip any question.

View instructions helps the candidate to view instructions during the test that were visible before starting the test.

Help centre displays instructions or basic FAQs that helps students to answer common questions related to platform and assessment.

Clear Response: If candidates want to clear the response for any question. Use this option for every question wherever required. This button is visible below the options.

Previous/Next Button: Using previous and next button, candidates can move to next or previous question.

End test: Candidates can end the test only when all questions are answered. If test is ended in between, it will be considered as final submission and you will not be allowed another chance to give the test. Make sure the end test button is used only when all questions are answered.

Query Related To Test Submission

1. I am unable to submit my test.
Check your internet connection.
2. After submitting the test I got a message 'Invalid Request'.
Please check your Internet Connection.
Please re-login and submit the test.
3. I am getting navigation alerts but I am not navigating to any other window.
Make sure that pop-up blocker is disabled on your browser. Any notifications related to antivirus, windows update, email notifications etc. will be counted as navigation.
Candidates taking test on a mobile phone should make sure that no notifications, messages, calls during assessment as this will be counted as NAVIGATION. After maximum navigation warning, test will get auto submitted.