

Frequently Asked Questions (FAQs) GREEN Olympiad Online Examination 2020

Q. I registered for GREEN Olympiad 2020, but didn't receive any acknowledgement mail. What should I do?

A. Students who registered for GREEN Olympiad 2020 have received an auto-reply email acknowledging the receipt of their form. A unique number, OLYMXXXXXXX / GOSCXXXXXXX was assigned through the acknowledgement email. In case you have not received any communication, kindly get in touch with GREEN Olympiad secretariat at 011-24682100/71102100 or write to us at greenolympiad.teri2020@gmail.com.

Q. I had opted for 26 November 2020 / 17 December 2020 as the examination date. However, I did not receive USERNAME and PASSWORD. Hence I could not appear for the examination. What are the next steps?

A. While submitting the registration forms, students had mentioned a REGISTERED EMAIL ID. Communication related to the examination was sent to this email ID on several occasions. Kindly check your Inbox to retrieve the information. In case you haven't received it, kindly get in touch with us 011-24682100/71102100 or write to us at greenolympiad.teri2020@gmail.com. Kindly share the unique number assigned to you through the acknowledgement email.

Q. Can I book more than one examination slots?

A. No, you cannot do so. In case you try to book a second slot, you will see a screen that says - **INVALID ATTEMPT/ALREADY BOOKED**.

Q. I booked a slot, but have forgotten my slot date and time. What do I do?

A. An auto-generated email confirming your slot booking, username, password and the examination link, was sent to your registered email. Please check your inbox for the email for details.

Q. I had submitted the registration form with fees to my teacher. But I have not received any further message?

A. Please contact your teacher for details and schedule for the examination.

Q. I had opted for GREEN Olympiad examination for the 26 November 2020 date. I received a Username and Password, but could not appear for the online exam. I will now appear for the examination in the January time slot. I have received an email from GO Secretariat with a Username/Password, which is different from that received earlier. Can I use anyone of these two different Username/Password to book my timeslot and appear for the examination?

A. No. The Username / Password received in January 2021 are final. You should use only these for booking your time slot and attempting the examination.

Q. I have appeared for the examination. When will I get my result/certificate?

A. You will receive your result/certificate in February, 2021.

Q. I missed the examination after booking a slot due to power failure/ internet issue/ unavoidable circumstance. What do I do now?

A. In order to facilitate students who missed appearing for the examination due to any unavoidable reasons, an extra (**final**) chance (Jan 2021) is provided to those participants. Kindly check your registered email id, for your username and password. Click the Link, http://goexam.teriin.org/goexam/book_slot/book_go_slot_0121.php and book your examination slot without any delay.

Q. I have 2 children. One of them appeared in the earlier cycle, the other one's username did not work as I registered both of them using same email id. What is to be done now?

A. Username should ideally be unique for every participant. However, we are providing another chance. Kindly check your registered email to access the Username and Password for the child who missed the examination. Book a time slot using these details.

Q. I logged in 30 minutes before the scheduled timing; but I was unable to view the question paper even after refreshing (F5) the page several times. What should I do?

A. Even if you log into the examination link before your scheduled slot, you can access the question paper ONLY when your time slot starts. The extra time is provided only to enable you to settle down.

Q. I was unable to view the question paper after refreshing (F5) several times, even in my allotted time slot. What should I do?

A. In case the problem persists, kindly get in touch with GREEN Olympiad Secretariat at 011-24682100/71102100 or write to us at greenolympiad.teri2020@gmail.com

Q. I am booking the time slot for the first time, but username is showing invalid / already booked your time slot. What should I do?

A. This is not possible. Kindly check the username, and copy it correctly. Please note that all the usernames are unique, even siblings cannot have the same username. Be careful of CAPSLOCK. In case the problem persists,

kindly get in touch with the GREEN Olympiad Secretariat at 011-24682100/71102100 or write to us at greenolympiad.teri2020@gmail.com

Q. I am filling correct username for booking time slot, but the screen still shows invalid email id. What should I do?

A. This is again not possible. Kindly check the username that is issued to you. Please note that all the usernames are unique, even siblings cannot have the same username. Usernames and Passwords are case sensitive. Be very careful in copying these. In case the problem persists, kindly get in touch with the secretariat at 011-24682100/71102100 or write to us at greenolympiad.teri2020@gmail.com

Q. I have booked the time slot successfully, but I didn't receive the auto response email with examination link. What should I do?

A. A system generated message (auto email) was sent to your e-mail ID highlighting time slot, username, password and the examination link. Please check your Inbox, and also spam/junk folders for retrieving the same.

Q. While opening the examination portal/link on scheduled date and time, even after refreshing several times, concerned examination levels shows restricted (not activated). What should I do?

A. Kindly log out and re-login. In case the problem persists, please get in touch with the secretariat at 011-24682100/71102100 or write to us at greenolympiad.teri2020@gmail.com.

Q. I am unable to move to next page or next set of questions after attempting questions on opening page. Preview is also not available for review. What should I do?

A. Please check the following pointers:

1. Examination should be conducted on a desktop or a laptop.
2. Kindly check internet speed at your end.
3. Please wait patiently for some time to process the page

Incase above pointers are adhered, and still a problem persist, kindly get in touch with GREEN Olympiad Secretariat at 011-24682100/71102100 or write to us at greenolympiad.teri2020@gmail.com

Q. I have answered all the questions, but unable to submit. The submit button is not working. What can I do?

A. Check the above 3 pointers on page not responding. Do not worry. Examination will be auto submitted once your time (one hour) gets over.

Q. Can I use my mobile / tab for this examination?

A. NO. Kindly appear through a desktop or a laptop only.

Q. Due to difference in time zone in my country and that in India, I have missed my examination slot. What can be done in such a case?

A. The time mentioned for the examination is in **Indian Standard Time (IST)**. The same is mentioned on the website, time slot booking page, and also on the auto response mail which goes to each participant when the time is booked. Please read through all information and instructions carefully.