

# FAQs

Listed below are the ready reckoners for smooth execution of DEPDS

**Q1. How could I know all about Digital Exam Paper Delivery System?**

A1. You can certainly know about the DEPDS, Please visit [www.mu-exam.net](http://www.mu-exam.net) on the home page click on the link "USER GUIDE". You will find all the information for DEPDS.

**Q2. What infrastructure should I have at my end for downloading the question paper?**

A2. Kindly refer to Topic 2 in DEPDS User Guide.

**Q3. Is there any specific antivirus / firewall to be installed in the system?**

A3. Yes we are dealing with critical exam papers so your machine should be well equipped with Antivirus / Firewall. Preferable you should go with Kaspersky Antivirus.

**Q4. What are the various web links i have to visit for downloading the question paper?**

A4. Primary domain is [www.mu-exam.net](http://www.mu-exam.net), In case if it doesn't work you may visit secondary domain which is [www.mu-exam.net.in](http://www.mu-exam.net.in)

**Q5. How should I change the password for my account?**

A5. You can change your password by logging in the system with your current user name and password given by the Examination department. After that you can check the User Guide (Topic 6) for changing the password

**Q6. What should I do if I am not able to open the primary link [www.mu-exam.net](http://www.mu-exam.net)?**

A6. Don't worry, we have made an alternate link [www.mu-exam.net.in](http://www.mu-exam.net.in).

**Q7. Which type of Internet connection should I have? Is there any technical specifications for the Internet connection to be looked before purchasing one?**

A7. You should have High Speed Internet Broad band connection. Parallel to this you should also be equipped with Back up internet connection in case the primary one fails. Back up internet connection should be preferably 3G Internet USB dongle. You can select the ISP having good connectivity in your area / location.

**Q8. I tried login in the DEPD system thrice but I am seeing message "Your account has been deactivated by administrator" what should I do now?**

A8. This message is due to wrong password entered more than 3 times. Unsuccessful login attempts lead to automatically deactivate your account. You should contact exam department for resetting a new password to activate your account.

**Q9. When I am logged in to the system I am not able to see any link?**

A9. If you face this issue following possibility could be the reasons:

1. You could not have been a part of that exam
2. There could be a technical glitch if you see such errors please contact the exam department immediately. After that try again and your problem shall get resolved.

**Q10. What should I do if I have forgotten my account login password?**

- A10. You should always memorize the password, If it happens so you can immediately call the examination department. They shall provide you with new reset password

**Q11. What type of password should be assigned for my account in DEPDS?**

- A11. You should always assign alphanumeric passwords with at least two special characters. Such type of passwords are difficult to hack

**Q12. What should I do when I am not able to click the link but can see the same?**

- A12. Links in the system is scheduled automatically hence refer the timings in the User Guide and follow the same. Links will get activated automatically as per the scheduled time

**Q13. Can I open the system in any browser or in some specific browser?**

- A13. You can open the system in any browser of your choice.

**Q14. What should I do if the DEPDS system is hanged?**

- A14. Basically it shouldn't happen so, However to resolve the issue close the browser and clear the browser History & cache. Again re open the DEPDS system and your issue should resolve. In case after trying above step also you aren't able to open then kindly contact exam department to resolve as soon as possible.

**Q15. What if I am able to download the paper bundle but not able to open after entering correct password also?**

- Q15. You may check you CAPS ON/OFF and try again. If you face the same issue then you must use alternate link with the same userid & password to download again. If at all you are facing the same issue again kindly contact exam department.

**Q16. What are the timings for downloading the question paper?**

- A16. For detail timing you should refer DEPDS User Guide - Topic 3.

**Q17. When shall I get the SMS containing the password for downloading the papers?**

- A17. You will receive SMS for bundle password 45 minutes prior to commencement of examination every day.

**Q18. What should I do when the SMS are not received in any of registered mobile numbers?**

- A18. First check that you must have proper network in your phone. If you are having network then also SMS isn't received then you must contact the exam department. Alternatively password can be sent on emails registered with the Examination department on request.

**Q19. I have downloaded the paper bundle but when I am opening the ZIP file the password window is missing.**

- A19. It shouldn't happen so however you can re download the same, In case after re downloading also the issue exists then you must download it from alternate link. This will resolve your issue.

**Q20. In case there is a power failure during the downloading of the paper, what should I do?**

- A20. You must have online UPS / Generator power supply back up for at least 30 minutes

**Q21. After downloading is it fine if we close the window directly?**

A22. Yes but you should close the window after clicking on logout from your account. This will ensure your account is not compromised and provide you adequate security

**Q23. After opening the bundle there are papers in PDF but one of the paper which I want is missing?**

A23. This should not happen, if it happens then call the examination department and request them to give your paper with reference to paper code which you want. You will receive it on your email id.

**Q24. In case of any assistance whom should we contact?**

A24. You may contact on below numbers:

**Administrative queries:**

1. Mr. Shelke +91 9223833010

**Technical queries:**

1. Mr. Mustafa +91 9223833002