

INSTITUTIONS RENEWAL FREQUENTLY ASKED QUESTIONS

1. We tried to Login many times, but it's giving message invalid user name and password?
Ans: Kindly click on College/School Login at the right top corner page of website, type the user id and password instead of copy and pasting from the mail
2. We received email id as user id and mobile number as password, is it real credentials?
Ans: Kindly ignore it and consider the credentials received by email instrenewal@gmail.com
3. Payment of KSNC Renewal is not opening?
Ans: Once the complete details are filled payment option will open at the Make renewal Payment page under Renewal Main tab
4. Is DD payment is accepted by KSNC towards Renewal?
Ans: Yes! Both "Payments by Online" as well "Payment by DD" is available.
5. We have made online payment, amount is deducted but receipt is not visible?
Ans: Kindly send us the SMS details of payment which you have made, as new email to the instrenewal@gmail.com with subject " **Payment Issue** "we will generate the receipt for you
6. What if the amount deducted two times?
Ans: Kindly send us the SMS details of both payments which you have made, as new email to the instrenewal@gmail.com with subject " **Payment Issue** "we will refund the one payment to you.
7. Is it ok if we enter student details later now we will enter staff only?
Ans: Students details of MSc and PBBSc is mandatory.
8. Do we need to enter GNM student details also?
Ans: Students details of BSc and PBBSc is only required.
9. Students entered are not visible why?
Ans: Once student entry done please select year 2018 and click on display if you have entered 2018 as academic year.
10. When click create staff profile under staff list its giving contact administrator message
Ans: Kindly contact us writing separate email to the instrenewal@gmail.com with subject " **Technical Issue** " we will solve it for you
11. When click create Student profile under staff list its giving contact administrator message
Ans: Kindly contact us writing separate email to the instrenewal@gmail.com with subject

“Technical Issue” we will solve it for you

12. **What is master data tab? Do we need to enter any information in it?**

Ans: We have done all master data entry for you like specialty; courses etc, so institution need to enter anything in it

13. **How to enter details of all students in single 100 rupees bond paper and upload?**

Ans: Along with 100 rupees bond paper kindly take additional sheets, after writing all details scan them and merge as one MS word file or pdf and upload it

14. **Documents we have entered are not visible, File not found error we are getting?**

Ans: No worry! it may be because of file size issue or local internet issue Kindly delete the file you have uploaded already or edit the file if you have uploaded once again