Frequently Asked Questions (FAQs) for ORS Application

Q.1   I have not received any email regarding account verification link. What should I do?

Ans.   If you have registered successfully on the ORS Portal and not received any email for a long period of time, then the reason may be due to non-existence of the email id. The candidate needs to make sure that he/she has entered correct email id with correct domain name, during registration.

Q.2   I do not have any email id. How can I register with ORS?

Ans.   To register on the ORS portal, it is mandatory to have at least one active email id. All information like Registration ID, Login credentials etc. will be shared through email id only.

Q.3   I do not have an active mobile number. What should I do?

Ans.   An active Mobile number is a must for the candidate to share all future communication related to the recruitment.

Q.4   I tried to register on ORS application. But I got an error. What does that mean?

Ans.   If you get an error while registration, please check whether you have provided all the required details in the required formats.

However, if the candidate provides all the information in correct form and still getting an error, then he/she may take a screenshot and send it to the support email provided at the home page of the ORS application.

Q.5   I am not able to upload my photograph? What should I do?

Ans.   To upload a photograph, a candidate must ensure the following:

a. The photograph must be in JPG Format. i.e. file with extension .jpg
b. The photograph must not exceed its maximum size limit which is 50KB.
c. The photograph is uploaded against the **RegistrationID (sent through email after successful registration)** and **not** against Application ID **(sent through email after submission of application).** Many candidates may provide application ID in the first field of the Photo Upload Form. The First input field takes **Registration ID only** as a value in it. The candidate must provide his/her Date of Birth in correct form which is dd-mm-yyyy.
d. File name of photo should be simple and not too long (not more than 20 characters) and should not include special characters.

Q.6   I have uploaded wrong photograph? What should I do to change it?

Ans.   The ORS application does not provide the facility to change the photograph once it is uploaded. It is clearly mentioned in the guidelines to fill/upload the forms very carefully. Once the form is submitted successfully, no further modifications will be allowed as a part of the application.

Q.7   I do not know how to resize my photograph. What should I do?

Ans.   To resize of an image, candidates may take help of Paint application available in Microsoft Windows OS or help can be taken online. NIC or MoSPI does not recommend any tool to do the same. It is purely candidate choice how he/she resizes the photograph.

Q.8   I have uploaded wrong or incomplete document? What should I do to change it?

Ans.   The ORS application does not provide the facility to change the supporting document once it is uploaded. It is clearly mentioned in the guidelines to fill/upload the forms very carefully. Once the form is submitted successfully, no further modifications will be allowed as a part of the application.

Q.9   I am not able to upload my Supporting document. What should I do?

Ans.   To upload the supporting document, a candidate must ensure the following:

   a. All the required supporting documents must be merged in a SINGLE PDF only. ORS application does not allow the candidate to upload multiple documents for a single Application ID.
   b. The document must be in PDF Format i.e. file with extension .pdf only. Any other format like .doc, .docx, .txt etc. is not allowed.
   c. The document must not exceed its maximum size limit which is 2.0 MB.
   d. The document is uploaded against the **Application ID** and not against **Registration ID**. Many candidates may provide **Registration ID** in the first field of the Document Upload Form. The First input field takes **Application ID only** as a value in it.
   e. The candidate must provide his/her Date of Birth in correct form which is dd-mm-yyyy.
   f. File name of document should be simple and not too long (not more than 20 characters), The name should not include special characters.

Q.10 **Is it mandatory to have a single document to upload? Can't I upload multiple documents?**

Ans. No. A candidate cannot upload multiple documents for a single Application ID. All the supported documents for an Application ID must be merged in a SINGLE PDF document and upload it.

Q.11 **I have some additional professional certificates and training certificates. How can I provide that information along with application form?**

Ans. If the candidate has any professional certificate like degree or training certificates etc. and he/she wishes to provide that information in the Application Form, the candidate can fill these details in the Professional Qualification input field of Qualification section of the application form.

Q.12 **I have selected "Yes" for "Research Paper/Books Published (if any)"input field in the application form, but I do not have any document proof for that. What should I do in this case?**

Ans. If a candidate selects **YES** in the Research Paper/Books Published in the application form, then it is mandatory to attach the proof document for the same as part of the supporting document. If the candidate selects **YES** and does not upload the proof, then it will be treated as **No** being selected.

Q.13 **I have selected "Yes" for "Awards/Excellence (if any)" input field in the application form, but I do not have any document proof for that. What should I do in this case?**

Ans. If a candidate selects **YES** in the Research Paper/Books Published in the application form, then it is mandatory to attach the proof document for the same as part of the supporting document. If the candidate selects **YES** and does not upload the proof, then it will be treated as **No** being selected.

Q.14 **I have seen the list of Languages Known drop-down list and I found that there are few languages which are not available in the list. Shall I type the language in the language box?**

Ans. No. The 22 languages listed in the Languages Known drop-down list are included in the Eighth (08th) Schedule of the Indian Constitution. The candidate must select the

values from the list only and not try to type any other language other than these 22 languages.

However, the ORS application does not allow the user to type anything in the language known input field to avoid any garbage values.

Q.15 Is it mandatory to provide any comment in the "Any other information supporting your candidature" input fields? Is there any proof to be uploaded?

Ans.   No. These fields are not mandatory fields. It's fully the choice of the candidate to provide any other information to support his/her candidature. However, if candidate fills any information and does not want to upload any proof document, kindly see the advertisement issued by the MoSPI, to read guidelines related to this field,.

Q.16 Is it mandatory to fill the "Set Priority" for more than one "posts in the application form?

Ans.   Yes. The "Set Priority" field is a mandatory field in the application. The candidate needs to set priorities for the posts selected. However, if somehow the candidate does not fill the set priority fields and the application form is successfully submitted, then the default priority will be treated as the order of selection of the posts in the application form.

Q.17 I tried to verify my account through the link sent to my email during registration process, I got a message – "Unauthorized Access…" What should I do?

Ans.   If a candidate tries to authenticate his/her email account through the link, the above message gets displayed in one of the following cases:

- The candidate has already verified his/her account earlier. It means that if the account is verified successfully and the candidate again tries to verify, then the above message appears.
- If the candidate tried to verify his/her account first time and the above message appears, it may be due to the slowdown of the server due to huge overload on it. In this case, the candidate is advised to retry after some time.

If the problem still persists, kindly take a screenshot of the request as well as screenshot of the error message and send it to the support email provided in ORS portal.

Q.18 Is it mandatory to change the password on first time login?

Ans.   Yes. The password shared via email at the time of registration is a default auto-generated password shared by ORS application. Due to security reasons, the

candidates are advised to change their password on their own at first time login. The candidates are also advised not to share their credentials with anyone.

Q.19 I am not able to login into ORS application. What should I do?

Ans.   If the candidate is not able to login with the default password, it may be due to the reason that the candidate may have changed his/her own default password and still tried to login with the default password shared on registered email or with incomplete/incorrect email in the username.

Q.20 I have changed my default password successfully, but I forgot my new password. What should I do?

Ans.   If you have changed the default password and forgot the new one, do not worry. The candidate may reset his/her own password using the 'Forgot Password' link available on homepage below the Login form.

Kindly note that the password reset link shared on email is valid for only 15 minutes from the password reset request submission.

The link is also valid for only one time. It means if the candidate clicks on reset link, it won't work again. In that case, the candidate must submit a new request using 'Forgot Password' Form again.

Q.21 What are the important points that must be taken care of for Photo Upload and Document Upload?

Ans.   The Photo Upload and Document Upload features are not linked to one another. Few points that must be taken care of are as follows:

Key Point	Photo Upload	Document Upload
File Format	JPG (.jpg file)	PDF (.pdf file)
File Size	Max 50 KB	Max 2 MB
File Name	File name of photo should be simple and not too long (not more than 20 characters), The file name should not include special characters.	File name of document should be simple and contain not more than 20 characters. The file name should not include special characters.
ID	Uploaded against Registration ID in first field	Uploaded against Application No.

Key Point	Photo Upload	Document Upload
Uploading times	Photo is uploaded only once for all applications	Document is uploaded for each application no.
Date of Birth	DOB must be correct and must be in dd-mm-yyyy format	Same as photo upload.

If the problem still persists, kindly take a screenshot of the filled form as well as screenshot of the error message and send it to the support email provided in ORS portal.