

## **Frequently Asked Questions: For On-Line Registration Process**

### **1. What should I do if there is lot of delay in accessing the page?**

Speed for Registration of On-Line Application on Internet, is based on various factors like Internet Speed, large number of applicants trying to register the application at the same time etc. Therefore if you are not able to get the pages for registration immediately, please retry after a gap of 15 minutes or during off-peak hours in the night.

### **2. How do I know that my application is registered?**

Successful Registration is indicated by the Page displayed after clicking the Submit Button indicating the generated "REGISTRATION NO." and "PASSWORD". Please note down the same carefully and preserve it. If you do not preserve it, you will not be able to Re-Print the Application and download the Call Letter, results etc.

### **3. I did not receive the email intimation for registration of my application?**

"REGISTRATION NO." and "PASSWORD" are also sent by auto-response Confirmation emails. Delivery of these emails purely depends upon the correctness of E-Mail ID provided, Policy of your E-Mail Service Provider to accept and Divert such emails under Bulk or Spam Mails or bounce back such mails without accepting it due to heavy number of emails generated by our Applications. In case of Govt./official /company Email Ids, delivery is controlled by your Company Policies. You may be guided accordingly.

### **4. How do I re-confirm that my application is saved?**

In case of doubt about the successful Registration, candidates are advised to visit the Page for Re-Print of Application / e-Receipt, generate the Printout and preserve the soft copy and hard copy (printout) of the Application.

### **5. I got Blank / Zero Registration No. after submission of application on-line?**

In rare cases Candidates may get Zero (0) Registration No. with valid Password. Candidates are advised to Re-Register the Application and check the Printout through Re-Print Application.

### **6. After filling up the complete form, I got Blank Screen / Internet got disconnected / My PC closed / hanged / shutdown. Is my application saved / registered?**

Please refer to Point No.4. If you do not get the application printout / e-Receipt through Re-Print option, your application is not saved. Please re-apply.

### **7. I did not receive the acknowledgement / reply to my email communication?**

"Reply to" Email Id for the Application is created for the convenience of the Candidates for genuine communications. Please do not use this address to send back the emails for "Acknowledgment", "Vacation Mail", "Friendship Offers", "Sales Offers" etc. Our Email Server is configured to delete such emails automatically.

### **8. What details should I retain while replying to auto-response emails?**

While writing back by replying the confirmation emails for genuine problem, please retain the text containing "REGISTRATION NO." and "PASSWORD" details on the email.

### **9. What details should I provide while writing for the problem?**

Please do not forget to provide following details while writing to us: (1) REGISTRATION NO. (2) MOBILE NO. (3) EMAIL ID as entered in application. In case of application failure or any error message, we would like to have the screenshot of the error in JPG, GIF format or as MS Word file. Additionally, you may provide the PC Details including the Operating System (like Windows, Linux etc.) & Internet Browser & versions used.

**10. I want to change / correct the details I entered in the Application?**

Prior to submission of the online application, please choose the 'EDIT' option to correct the details. Please remember to take fresh print out after modifying any details. Candidate should note that the data entered cannot be modified after complete registration/submission of the application.

11. In case of Tablets / iPads/Smartphone, all the Static documents like Guidelines of Photo/sign, how to apply, Guidelines for scribe, Important points to be noted, Definition of disability etc., are placed in the index page of the application.

12 'ID & Others' means intellectual disability including autism, specific learning disability and mental illness

"In case you face any difficulty in online registration or if you haven't received auto response mail within 24 hours, inform us by clicking on the link under the heading "**Candidate Grievance Lodging and Redressal Mechanism**" on IBPS official website i.e. **www.ibps.in**. giving following specific details to enable us to provide quick resolution of the error encountered by you - (a) Registration Number (b) Name of the Bank (c) Name of the Post applied for (d) Your Email Id (f) Your Mobile no ) (g) Your Operating System Windows or Linux ( with Version number) (h) Browser with its version number (i) Whether java script is enabled (j) Copy of Exact Text of error message you encounter.

Please make one more attempt from any other PC with different browsers with java script enabled before filing the complaint with our help desk."