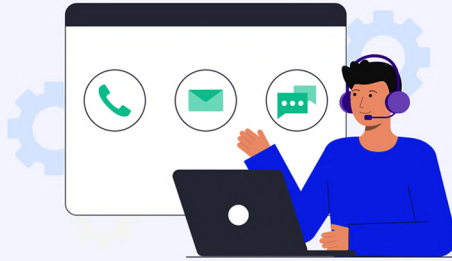


FAQs for the Online Aptitude Test



1. How will I receive the Live Online Aptitude Test Credentials?

Online Aptitude Test link and credentials are already shared to the registered email ID of the candidate on 29.08.2024 by the assessment partner M/s MeritTrac Services Pvt Ltd from the email ID 'federalbank.live@online-ap1.com'. In case of non-receipt, candidates shall take up the matter through 'careers@federalbank.co.in' after checking the Spam / Promotions / Junk folder.

2. Can I use Mobile Hotspot / USB tethering for attending the Online Aptitude Test?

No. Under no circumstances should candidates rely on Mobile Hotspot / USB tethering. As the remote proctored Test requires stable internet connection with high bandwidth, the candidates need to appear for examination using broadband or optical fiber internet connection with at least 5Mbps speed. Please refer the minimum system requirements mentioned in the Admit Card for more details.

3. Can I attend the Online Aptitude Test using a Mobile phone or Tablet device?

No. The Online Aptitude Test should be attempted using a laptop or desktop with a webcam. Attending the Test using any other device (mobile phone, tablet etc.) is not permitted.

4. While logging in, I received the error message 'Candidate login not allowed. Invalid login ID / password, kindly enter correct login credentials'. What should I do in this circumstance?

Candidates should ensure that the login credentials are entered correctly and that they login at the login time specified in the Admit Card.

5. While logging in, I received the error message 'Candidate login not allowed, kindly clear your cookies & cache to login'. What should I do in this circumstance?

Candidates need to clear the Browser History, Cookies & Cache and re-login again after 3 minutes with the same credentials.

6. While logging in, I received the error message 'Candidate login not allowed, Late Login time limit has expired'. What should I do in this circumstance?

Candidates need to mandatorily login at the time mentioned in the Admit card for the Online Aptitude Test. Late login is not allowed and such candidates will not be permitted to retake or reschedule the Test.

7. I am unable to start the Online Aptitude Test. What could be the reason?

Candidates can begin the test only at the designated start time specified on their Admit Card.

8. I am unable to start the Psychometric Test. What could be the reason?

Candidates must submit the Online Aptitude Test and ensure that the status of Online Aptitude Test is marked as completed before attempting the Psychometric Questionnaire. The Psychometric Questionnaire can be attempted 30 minutes after the start of the Aptitude Test.

9. Whether attempting Psychometric Questionnaire is mandatory?

Yes. Attempting Psychometric Questionnaire is mandatory for proceeding for further selection rounds.

10. Why is a blank image being captured when I try to take the photograph?

Candidates should ensure that webcam and its shutters are opened and enabled. If the issue still persists search for "Camera Settings" in Browser Settings and ensure that "Sites can ask to use your camera" is enabled.

11. I am unable to see the test screen or blank screen is being displayed. What could be the reason?

Candidate needs to have a stable consistent internet connection with minimum 5 Mbps to view the contents of the test.

12. I am unable to take picture as the option to "Take picture" button is not visible?

Open browser settings and set the zoom to 100% or below to view the 'Take picture' button.

13. Why isn't the location check working?

Candidates should enable "Location Services", clear browsing history, cookies & caches and re-login again.

14. Which identity proofs can I use for the Online Aptitude Test?

Candidates should confirm their identity using a valid ID proof (Aadhar Card, Driving License, Passport or Voters ID) to begin the Online Aptitude Test. Ration Card is not considered as a valid ID proof for this purpose.

15. Can I change the room after starting the Online Aptitude Test?

No. Candidates are not allowed to change the room / position once the Online Aptitude Test has started. No other person is allowed inside the room while the candidates are taking the Test. Candidates are also not permitted to leave the room during the Online Aptitude Test.

16. Can I use rough sheets during the Online Aptitude Test?

Yes. Candidates can use rough sheets during the Online Aptitude Test. Candidate needs to show both sides of the rough sheet to the proctors before and after the remote proctored Online Aptitude Test.

17. Which all items / gadgets are not permissible during the Online Aptitude Test?

Use of mobile phones, tablets, books, notebooks, reference materials, calculators, calculator watches, pagers, etc. are not permitted in the Online Aptitude Test and are not allowed to be kept on the table or desk during the test.

18. What actions will be taken if a candidate does not adhere to the test rules or engages in dishonest / suspicious behavior?

The Online Aptitude Test is proctored remotely with multiple checks including Image Monitoring, Video/Audio Monitoring and Browser Monitoring looking for behaviour that could indicate unfair practices. In case of any misconduct, the Aptitude Test result will be cancelled, and such candidates may be debarred from all the future recruitment process of the Bank. Decision of the Proctor / Bank will be final and binding in this regard.

19. Can I turn off the camera after the login process?

No. As the Online Aptitude Test is remotely proctored, the webcam of the Laptop/Desktop should be compulsorily turned on during the entire course of the Online Aptitude Test.

20. What should be done in case I face any technical issues / system crash?

Candidates can contact the Level 1 support desk at MeritTrac (fedbankexamssupport@merittrac.com). If the issue isn't resolved within 20 minutes, they can escalate to Level 2 support by reaching out to Federal Bank (careers@federalbank.co.in).

21. Can the test be resumed in case I face any technical issues/ system crash?

Yes. Candidates need to clear the Cookies & Cache and re-login again after 3 minutes using the same credentials.

22. Can the test contents be shared or recorded for future references?

No. Anyone found to be disclosing, publishing, reproducing, transmitting, storing or facilitating transmission and storage of Test contents in any form or any information therein in whole or part thereof or by any means verbal or written, electronic or mechanical or found to be in unauthorized possession of Test content will be disqualified from the selection process and is likely to be prosecuted.