FREQUENTLY ASKED QUESTIONS

1. How can I login to check the answer key and OMR?
   Answer: Use your Registration Number (Case sensitive) and Date of Birth in login prompt. You will get an OTP at your registered mobile no. and email address. Use this OTP to verify and you will be logged in.

2. I am not getting OTP, what I will do?
   Answer: You can call at 8336953469 (during office hours only) or send an email to omrhelp@isical.ac.in with your name, Registration Number, email address and mobile no. with the details of problem. The email is the preferred option.

3. I am not getting any response to my email, what I will do?
   Answer: In case you don't see a reply to the email, please check your "Spam" folder also.

4. Where can I find my question booklet number?
   Answer: Look at the top left of your question booklet. The booklet number is stamped there. In case you have misplaced your question booklet but have entered your booklet number correctly in the OMR, you may contact us as described above to get it. In case you have misplaced your question booklet and have not entered your booklet number correctly, we cannot help you!

5. I am having problem with display.

   Answer: Use then try again.

6. Can I challenge more than one answer key?
   Answer: Yes, you can. You will be charged Rs. 200 per question.

7. Can I raise more than one issue with any answer key?
   Answer: There are 6 (six) options available for challenging each question. You can choose one or multiple options.

8. Do I have to submit all my challenges at once?
   Answer: You can log in as many times as you wish, modify and save your challenges as draft and preview. However, once you submit the challenges by completing your payment, you will no longer be able to change anything anymore.

9. How much time can I take to submit my challenges?
   Answer: The challenge will remain open for exactly 48 hours.

10. I paid the fee for challenge, but not received any receipt.
    Answer: Wait for a day to get receipt or your money back.

11. Can I get a refund of the challenge fee?
    Answer: If any of your challenges is found to be valid, ISI will refund the corresponding fee.