

## 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](mailto: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](mailto: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](mailto: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 BSc 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](mailto: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](mailto: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