



<https://ims.iitgn.ac.in/>

**Question 1:** At times, the user is not able to submit the application from his end. How to suggest the applicant for a seamless operation?

**Answer:** The reasons for not able to submit the application could be one of the following parameters. Also mentioned are the solutions for the same.

Problems	Resolution
Mandatory Fields Missing	Check all the mandatory fields
Corrupt File	Check the proper file format
Network Issue	Check the network connectivity
IMS Server downtime	Login other than the IMS Server downtime
File more than size limit	Upload all the documents within the permissible size limit
Incorrect file format	Check the proper file format

**Question 2:** How to solve the issue when the details of the applicant's profile and the downloaded document differs?

**Answer:** When the issue occurs, the request needs to be forwarded to the IMS Support Team. The team would generate the PDF document and revert the same along with the required details.

**Question 3:** At times, the submit button doesn't work. How to proceed?

**Answer:** When the submit button doesn't work, the applicant has to logout of the portal and re-login with the correct credentials for further process. In case this doesn't help, the applicant has to clear the cache memory or try after sometime due to network connectivity issue.

**Question 4:** The applicants are not able to login with the provided password. How to help?

**Answer:** If the applicants are unable to login with the existing password, they need to go with the Forgot Password as per the steps:

- Visit <https://recruitment.iitgn.ac.in/faculty/> >> Login
- Enter your received user name and click on forgot your password.
- The link received on the email would be the reset link for password.

**Question 5: While registration, often the candidate is not able to register their account. How to assist?**

**Answer:** The possible reasons for the said issue can be invalid captcha or pre-registered account. In case of pre-registered account, the applicant has to login with the previous email or forgot password. In case of invalid captcha, the user has to enter the correct captcha to register.

