WBBPE ONLINE APPLICATION SUBMISSION SYSTEM FOR TET EXAM - 2017 (PRIMARY)

You are requested to go through all the questions & answers in this section and also the Advertisement Notification before proceeding for Registration and subsequent submission of Online Application Form for WB TET 2017

Frequently Asked Questions (FAQ)

Table of Contents

General Section

Q1. What are the devices that can be used to access the online application form submission portal?

Ans : You can use desktop or laptop with an operating system which supports the following browsers: Chrome 40+, Firefox 40+, IE 9+ with minimum resolution of 1024x768. You should not access this portal from any mobile devices.

Q2. What will happen if I use a computer or a laptop having browsers other than the recommended one. mentioned above?

Ans: In such circumstances, the online application form submission portal may not behave properly. As a result, the data validations may not work properly which may lead to wrong data storage in the system.

Q3. What will happen if I use a smart phone or a tablet having android. iOS or windows as it operating system?

Ans: We recommend you not to use a smart phone or a tablet for filling up your application form mainly because of the smaller screen size in comparison to a desktop / laptop, which will lead to an increased chance of filling in incorrect data. Furthermore, the application form submission portal may not behave properly.

Q4. What will happen if I try to fill my application form from a place having fluctuating / slow internet speed?

Ans: If you are experiencing such type of difficulties at the time of submitting your application form, you are requested to wait for some time and allow the speed to stabilize, alternatively allow the webpage to load completely, thereafter fill in requisite details and then proceed to next page.

Q5. What are the recommended versions of the Internet browser?

Ans : The recommended versions of the browsers are :

Browser	Version Supported
Internet Explorer	9 and above
Mozilla Firefox	40 and above
Google Chrome	40 and above

Q6. Despite adhering to all the recommendations, the website does not work and I am unable to complete my application, what should I do?

Ans: If the website is not accessible for any reason, please close the Internet browser, delete browsing history, cache & cookies of the web browser and try again.

Registration & Application Section

Q7. Who is eligible to Apply?

Ans: For eligibility criteria, please refer to the 'Notification regarding TET, 2017 available in the Board's official website "www.wbbpe.org".

Q 8. How can I submit my online application?

Ans: For submission of online application forms you are required to follow the steps mentioned below:
   a) Register yourself with the application receiving portal.
   b) Login into the portal using your User ID & Password and follow guided steps.
   c) Fill in the application form with all requisite details
   d) Upload your Photograph & Signature
   e) Check entered details
   f) Modify entered details (if required)
   g) Make payment.
   h) Take printout of your application.

Q 9. What is the application fee?

Ans: The applicable fee is as mentioned below:

Category	Application Fees
S.C. / S.T. / Physically Challenged	Rs 25/-
Others	Rs 100/-

Q10. How can I pay my Examination fees?

Ans : Application fees can be paid via Online Mode only (In this procedure, you can pay the requisite fees using a valid Credit Card / Debit Card / Net Banking Facility)

Q11. I am a new user. How should I register myself with the application receiving portal?

Ans: In order to register yourself follow the steps mentioned below:

   a) Click on the "Register Yourself" tab, in the home page to go to the registration page.
   b) Enter your Name, Email Address, Mobile Number, Gender, Category (Caste), Physically Challenged & Type of Disability and click on the "Send OTP" button.
   c) The system will send an OTP to the entered mobile number.
   d) Type OTP exactly the same as is received in your mobile in the field "OTP" and click on the "Verify OTP" button.
   e) The system will do verification and if found correct, then Registration confirmation message will be displayed.
   f) An email will be sent to your registered email ID which will contain your User ID & password for logging into the portal.

Q12. Can I use my coaching institutes or a friend's email address and/or mobile number when registering for WB TET 2017?

Ans: No. You must provide a valid email address and mobile number of yours or any of your family members. Future correspondence pertaining to your application may be communicated to you via the registered email address / mobile number.

Q13. What should I do if I have not received the OTP or have lost the SMS?

Ans : If you have not received the OTP or have lost the SMS, click the 'Resend OTP' button for resending the same.

Q14. What should I do if still do not receive the OTP after clicking on the Resend OTP link?

Ans: If you have not received the OTP, it is suggested to ensure that "Do not Disturb" (DND) facility is in deactivated status in your mobile phone.

SMS's may get delayed for numerous reasons and you are advised to check the settings in your mobile phone / get in touch with your mobile service provider.

Still if you are unable to get the OTP use a mobile number from a different service provider for your registration.

Q15. How can I obtain my User ID & Password?

Ans: Upon successful registration, User ID & Password (system generated) are automatically delivered to the email address provided by you at the time of registration.

Q16. What do I do if I have not received any email?

Ans: Email can get delayed for various reasons, please check your mail box after sometime. You can also check the spam folder of your mail box for the same.

If you still cannot find the same, try registration procedure after some time.

Q17. Can I change any of the details asked for at the time of registration?

Ans: Details submitted at the time of registration cannot be altered/modified after receiving of OTP. If you wish to change any details you are required to do a new registration.

Q18. Can I change my mobile number and / or email address after registration?

Ans: After your registration is complete there is no provision for change of mobile number and / or your email address. If you wish to change the same you are required to do a new registration.

Q19. Which screen appears after I log into the website post registration?

Ans: After successful registration, you have to use the system generated User ID and Password (sent to your registered email) to log in to the website. Upon logging in, you will be allowed to proceed for online filling up and submission of application form.

Q20. I am a registered user. How can I login into the application receiving portal?

Ans: In order to login post registration, please follow the steps mentioned below :
  a) Click on the "Login Here" tab, in the home page to go to the login page.
  b) Enter your user Id & password and click on the "Login" button.
  c) The system will check, and if found valid will send you to your application filling page.

Q21. How can I know my last saved password?

Ans: There is no provision for getting information pertaining to your last saved password. If you cannot remember the same you have to follow the procedure of "Forgot password" to login into your existing account.

Q22. What do I do if I have forgotten my password?

Ans: If you have forgotten your password, please follow the steps mentioned below:
  a) Click on the "Forgot password" link available under the 'Login' button in the login page.
  b) A new page will be opened up, enter User Id, Name of the candidate, Mobile No., Gender & Category (Caste) as asked for by the system and click on the 'Submit' button.
  c) The system will check the same and if entered detail matches with the registered applicant's database the system will send the last saved password of the applicant into his registered email.

Q23. How shall I submit my online application form?

Ans: For submission of online application form you are required to follow the steps mentioned below :
  a) Fill in requisite details as has been asked for by the system.
  b) In 'Personal Details' section fill up the following fields & press 'Next' button:
    i. Father's/Husband's Name
    ii. Mother's Name
    iii. Date of Birth (Use the Calendar)
    iv. Para Teacher (PBSSM approved Primary Para Teacher) option selection
    v. Ex-serviceman option selection
    vi. Exempted Category (Land Looser, Ex-Census, etc. certified by the Govt. of West Bengal) option selection
    vii. DH (Death-In-Harness) category option selection
    viii. Identity Details
  c) In 'Communication Details' section fill up the following fields & press 'Next' button:
    i. Address Details
    ii. Town/City/Village
    iii. District
    iv. State/Union Territory
    v. Pin Code
    vi. Country
  d) In 'Academic Details' section fill up the following fields & press 'Next' button:
    i. Name of Board/Council (Class X)
    ii. Year of Passing (Class X)
    iii. Full Marks (Class X)
    iv. Obtained Marks (Class X)

     v.   Name of Board / Council (Class XII)
    vi.   Year of Passing (Class XII)
   vii.   Full Marks (Class XII)
  viii.   Obtained Marks (Class XII)
    ix.   % of Marks
     x.   Name of University for UG Degree
    xi.   Under Graduate Degree Course Name
   xii.   Under Graduate Year of Passing
  xiii.   Passed the Teacher Training Course
  xiv.   Recognizing Authority
   xv.   Passed the Teacher Training course from the Institute
  xvi.   Passed the Teacher Training course from the State
  xvii.   Name of the Affiliating Body/ Examining Body
  xviii.   Year of Passing
  xix.   Full Marks
   xx.   Obtained Marks

e) In 'Examination Appearance' section fill up the following field & press 'Next' button:
     i.   First Language

f) In 'Photo & Signature upload' section fill up the following fields & press 'Save & Preview' button:
     i.   Photo Upload
    ii.   Signature Upload

g) In Preview Page go through the information filled in by you carefully & press 'Download Application Form' button to download the application form in PDF Format for self review. Here you need to download the Application Form for going to Payment Page.

h) After downloading the application form, 'Continue for Payment' button will be visible. Press this button to go to Payment Page.

i) A confirmation page opens up. Check mark on the "Declaration" box to confirm the declaration.

j) In Payment page pay the fees amount by Credit Card / Debit Card / Net Banking Facility.

k) Select the payment mode & enter requisite payment details and click on the "Pay Now" tab to complete the transaction process.

l) Upon successfully completing your transaction process you will automatically be returned back to the application submission portal.

m) Click on the "Print Your Application" tab to open your application form, a copy of the same automatically gets downloaded into your computer.

n) Take printout of the same for future reference.

Q24. *How could I know that my application form has been successfully submitted into the online application form submission portal?*

Ans : The process of submission of online application form ends with making payment for the same. Printouts of application form post payment of fees will contain your fees payment details corresponding to the relevant columns mentioned below:
Payment Mode, Payment Type, Payment Amount, Payment Date, Transaction Reference No.

Q25. How do I know that my fees have been successfully paid?

Ans : Upon successful payment, your payment details will get reflected/printed in your application form, in column Payment Mode, Payment Type, Payment Amount, Payment Date, Transaction Reference No.

Q26. What do I do, when money has been deducted from my account but the same is not reflecting in my application form/nothing is getting printed in my application form?

Ans : In such circumstances please write to help desk mentioning the following : Payment Mode, Payment Type, Payment Amount, Payment Date, Transaction Reference No.

Q27. What will happen if I have not paid the application fees?

Ans: If you have not paid the applicable application fees within the last date of portal closure, your online application form will not be considered for TET.

Q28. I have detected an error in my application form prior to payment of application fees?

Ans: Applicants are advised to carefully check all particulars and satisfy themselves that the entered particulars are correct prior to making payment for their application form. For making corrections click on the "Back" tab situated at the bottom of the page to go to the previous page for enabling correction in particulars.

Q29. I have made a mistake in my application form and the same has been detected by me after making payment for the same. What to do?

Ans: There is no provision for allowing correction in entered particulars in cases where payment has already been made.
In such circumstances you should make a new registration and fill in a fresh application form through such registration.
Do not send us any request for the same, as the same will not be entertained under any circumstances.

Q30. I have made payment and the amount has been deducted from my bank account, but the payment particulars are not getting reflected in my application form. What should I do?

Ans : These type of problems arises mainly because of fluctuation / slow internet connection speed resulting in communication gap between two servers. Before attempting for a repayment please check the same with your banker, you are also requested to write to us with the following details : Payment Mode, Payment Type, Payment Amount, Payment Date and Transaction Reference No.

Q31.What are the things that are required for filling up the online application form?

Ans : Before filling up your online application form keep all your academic testimonial handy. Calculate your percentage (%) of Marks of H.S./ Equivalent by dividing the Marks obtained by the Full Marks multiplied by 100.

WBBPE ONLINE APPLICATION SUBMISSION SYSTEM FOR TET EXAM - 2017 (PRIMARY)

Q32.Can I download my Application Form?

Ans : For downloading the online Application Form your computer should have Acrobat Reader 9 and above version installed in it. The file to be downloaded will be in PDF format. If you are unable to download the file please check if your browser has the requisite plug-in installed for the same.

Q33. What will happen if my particulars are found to be incorrect?

Ans : If any of your entered particulars are found not to be matching with your documents / testimonials, the authorities conducting TET on verification may cancel your candidature. The decision of the authorities conducting TET shall be considered final.

Q34. Do I need to send a print out of my application to the Board? If so then to whom it should be addressed to?

Ans : No, you are not required to send any printout of your application form to the Board. Applications completed in all respect and for which payment has been successfully made within the stipulated dates, shall be considered valid. You are required to keep the same in safe custody and produce the same only on demand.

Q35. How can I contact the Candidate Helpdesk?

Ans : The Frequently Asked Question are designed to enable self learning. You are requested to use these tools to guide you through the entire process and help answer most of your queries. In case you still face issues, you can write to us by submitting your query through help desk tab (located in the home page).

You are advised not to send us request for scrutiny of your application form or change of any entered details. The same will never be entertained. It is your duty to correctly fill and submit your application form into the portal.

DO NOT USE SMART PHONE FOR FILLING UP OF YOUR ONLINE APPLICATION FORM. THE FORM SUBMISSION PORTAL MAY NOT RESPOND PROPERLY AND YOU WILL LAND UP FILLING INCORRECT PARTICULARS.