

## **Frequently Asked Questions**

**Q.1. Where to check Notifications/updates of Admissions through Counselling?**

A: Keep visiting University Website: <http://www.hpuniv.ac.in/> for Notifications and Updates, or directly visit <https://hp.online-counselling.co.in/>

**Q.2. How to Register for Admissions?**

A: Visit <https://hp.online-counselling.co.in/> and Click on “New Candidate” button on the Home Screen.

**Q.3. I have created my User ID/password, is the application process complete?**

A: No, after User id and password generation kindly complete/perform the following steps to complete the application process:

Step 1: Login in application portal, using your User ID and Password.

Step 2: Once logged in, on the left hand side visit **Registration -> Basic Registration** menus.

Step 3: Submit the Following Details:

- i. Personal Details
- ii. Eligibility & Category Details
- iii. Address Details
- iv. Qualification Details
- v. Eligibility for Quota/Seats
- vi. Upload Photo & Sign
- vii. Upload Documents

Step 4: Verify your Application Form Summary, and Submit

Step 5: Pay Registration Fee

Step 6: Fill Preferences and Submit Preferences

Step 7: Take the print out of application form

**Q.4. How should I access the online form? What is the Website Address/URL?**

A: Online form is available on Official Website <https://hp.online-counselling.co.in/>

**Q.5. “NEET Roll Number Already Registered” message is popping at the time of registration. What shall I do?**

A: Send your name, Phone number, email ID, NEET Roll Number to technical Support via Email at [hponlinecounsellingadms@gmail.com](mailto:hponlinecounsellingadms@gmail.com)

**Q.6. I did not receive an OTP. What shall I do?**

A: You may again try to register after some time. If you still do not receive an OTP, send your name, Phone number, email ID, NEET Roll Number to technical Support via Email at [hponlinecounsellingadms@gmail.com](mailto:hponlinecounsellingadms@gmail.com)

**Q.7. I have qualified NEET but I am unable to register, as it says “NEET Roll Number Does Not Exist”. What shall I do?**

A: Send your name, Phone number, email ID, NEET Roll Number to technical Support via Email at [hponlinecounsellingadms@gmail.com](mailto:hponlinecounsellingadms@gmail.com)

**Q.8. The application form is not loading, what shall I do?**

A: Perform the following steps to access the application form

- i. Check the internet connectivity with computer.
- ii. Check the browser.
- iii. Delete the cookies from your browser.
- iv. You can remove all cookies created within a specific time period by selecting the Clear Browsing data option in Tools menu.

**Q.9. Which browser shall I use?**

A: You can use Mozilla Firefox and Google Chrome.

**Q.10. What are the dates for application?**

A: Visit <http://www.hpuniv.ac.in/> or Notice board on <https://hp.online-counselling.co.in/> for Application Schedule and Other Details.

**Q.11. I have forgotten my password, how can I retrieve it?**

A: Click on **Registered Candidate** on Home Page and then on **Forget Password** link on Login page, enter your **User ID** click on **Send Me!** And a password reset link will be sent to your registered email id.

**Q.12. I have forgotten my User ID or password, how can I retrieve it?**

A: Send your name, Phone number, email ID, NEET Roll Number to technical Support via Email at [hponlinecounsellingadms@gmail.com](mailto:hponlinecounsellingadms@gmail.com)

**Q.13. I have submitted the application but I have entered the wrong information by mistake what should I do?**

A: You may edit your application form and preferences before the last date for editing.

**Q.14. I don't know the process to upload photo.**

A: Scan your latest passport size photograph and click on upload button and provide the location of your image and click on submit button to upload it. You can re-size the photo using Paint utility.

**Q.15. I am trying to upload photo, sign but it is not uploading.**

A: Check the size of photograph and signature as mentioned in the instructions.

**Photograph Size:** Must be greater than 4KB and less than 100KB.

**Dimensions:** Photograph should be 135 Pixels (width) \* 175 Pixels (Height) only.

**Signature Size:** Must be greater than 1KB and less than 30KB.

**Dimensions:** Signature should be 135 Pixels (width) \* 65 Pixels (Height) only.

**Q.16. I have filled the application form, I am not able to take printout of application form?**

A: Application printout can only be taken after submitting the application form, you must submit your form and then take printout.

**Q.17. I have faced an error while applying, what shall I do?**

A: Take the screenshot of the error, and inform help desk by raising a ticket by clicking on "Help Desk" menu available in your login.

**Q.18. Can I edit my application form after Last date for Editing?**

A: No, editing application form after last date for editing is not permitted.

**Q.19. I have filled and submitted my preferences, now I want to update the order of preferences?**

A: You can add/remove/update order of preferences, by clicking on Edit Preferences button, before the last date for submission.

**Q.20. I had saved my preferences, but did not submit them before last date of submission, will my preferences be considered?**

A: Yes, the last saved preferences will be considered as your Final saved preferences.

**Q.21. I had filled my application form, but did not fill preferences, can I fill preferences after last date of submission?**

A: No, filling application form is not allowed after last date of submission.

**Q.22. Is there any restriction for filling up number of choices of Institutions (Colleges) or courses in preference filling form?**

A: No, you can give as many choices as you wish. However, choices should be in order of preference, as the allotment is done on the basis of choices submitted by the qualified candidate in order of preference given by the candidate and as per availability.

**Q.23. I had filled my application form, but did not fill preferences, will my candidature be considered for counselling process?**

A: No, your candidature will not be considered unless you save/submit preferences, for counselling process of the present round.