COMPUTER CENTRE

FREQUENTLY ASKED QUESTIONS

Contents

Section A

Tabulation of marks

Q1. Can I enter Internal Assessment marks from my college Userid?
A1. No, internal assessment marks can't be added from the college ID. Internal Assessment marks can be entered by the users which are generated on the portal as per the exam scheduled.

Q2. How do I generate userid and password for Tabulation of Marks?
A2. Userid & password for the tabulation of marks can be generated from the college portal(jucc.in) by following below mentioned steps:
Login jucc with college ID and password → Admin → Admin Reports → ME- Users → Print → Next window will open → Select Session →Select Schedule Master (Select the Schedule) → Select College → Click Print.

Q3. I have generated userid and password from the college portal however all or few subjects are not appearing in the report.

A3. Userid and password generated only for those subjects that are mapped in the college portal. Incase, users have been generated and the college did not map the paper, you have to map the paper in the portal and intimate the same at services.computercentre@gmail.com.

Q4. Why some passwords are showing * (asterisk) in the report generated from the college portal?
A4. * in Password indicates that User has changed the Password. For Security purpose, this password has been disabled

Q5. I forgot my password, how do I reset it?
A5. Password can be reset by following below-mentioned steps:

Go to jucc.in → Click on College login → Click Forgot Password Option → Enter username → Click on send OTP → Enter the OTP received in registered email in OTP box → Click on Verify → Enter new password and confirm password → Click on Change.

Q6. How do I add Internal Practical marks?
A6. To add marks of Internal Practical all you need is to login with the id and password of theory paper and Select Paper Type as Internal Practical instead of Internal Assessment.

Q7. We have the same Subject code mapped in both BA and BSc stream, Can I use the same userid and password to add Internal Assessment marks for both BA and BSc stream?

A7. No, the Userid and password of the Subject code will be different for both streams.

For instance: If UMTTC-101 is mapped in both BA and BSC, then userid and passwordfor both streams will be different.

Q8. Why some roll no's are missing while adding the Internal Assessment Marks?

A8. Marks in the particular roll number once added will not be appeared in Add Menu, these roll numbers will be displayed either in the Modify Menu or in Print reports.

Q9. How do I modify the marks after locking the subject?

A9. You are not permitted to modify the marks after the locking of subjects in the portal. For any modification, college shall write a letter to AR Evaluation mentioning the Examination Roll no, name of the student, Student ID, previous marks and new marks that needs to be updated. Also the information regarding the paper code and the paper title should be mentioned in the letter.

Q10. How do I generate the consolidated list of Internal Assessment Marks?

A10. Consolidated list can be generated from the college id by following below-mentioned steps:

Login jucc with college ID and password → Admin → Admin Reports →Consolidate marks→Print.

Q11. Before locking the marks of the students, where can I check the marks entered by the college.

A11. Use draft menu in the JUCC portal for checking the marks of the student before locking it.

Q12. Why am I not able to generate a consolidated list of Internal Assessment marks?

A12. Consolidated list can only be generated after the locking of all the subjects mapped by the college.

Q13. Can I search students by using RollNo range at the time of modification of Internal Assessment/Practical marks?

A13. Yes, it can be searched by entering University roll no in the **Starting RollNo** and **Ending RollNo** and click on **Search Records.**

Q14. Why are some students not displaying after changing their stream?
A14. Form 20A is not submitted at the Registration Section of the University of Jammu.

Q15.Why the schedule is not displaying.
A15. The Userid and password of the Subject code will be different for both streams.
For instance: If UMTTC-101 is mapped in both BA and BSC, then userid and passwordfor both streams will be different.

Q16. Kindly Generate password for uploading Internal and external Assessment award for Private students.
A16. Please Contact the Evaluation section, incase of Private students.

Q17. Why are the university roll No. of some of the students are not available on Jucc Portal.
A17. *Firstly, please check the User ID and password of the course in which you have enrolled the student.
Note: The Userid and password of the Subject code will be different for different streams.
For instance: If UMTTC-101 is mapped in both BA and BSC, then userid and password for both streams will be different.
*Secondly, please check the RR/Examination form of the students of the related course.

*If your issue is still not resolved, please send us the Receipt which you have obtained after submitting Form 20A in the Registration Section/ Examination Section.

Q18. Why the user ID and password of the mentioned course is not working
A18. Kindly enter the username and click on Forgot Password to reset the password.

Q19. I am facing an ambiguity in the marks allocation of skill courses.
A19. * Verify the latest notification from the concerned teacher.
   *In case of any confusion regarding the same, kindly contact the Academics section/ Website of University of Jammu for the clarification.

Q20. Unable to enter the awards of the students.
A20.*Verify your User ID and Password.
*Check the list number of the RR/Enrolment list in which the student has been registered/ enrolled in the portal.
 *Verify the Receipt obtained after the submission of form 20 A of the list number submitted.
 *Incase the above part has been checked and receipt is available, please send the RR copy of the students and the receipt.
Note: Student data will not be displayed for Internal Assessment award if the receipt after submission of form 20A has not been obtained from the concerned section.

Section B

Change of Paper

Q21. While adding the marks of the students who have changed their stream the error of "No record to display" is displaying on the screen.
A21.The process of submission of RR and generating form 20A needs to be done for such candidates
.
Q22. I am getting the error "More CPGPDT rows have been selected. Mismatches Occurs.
A22.It means you are entering the paper in wrong group.

Q23. Paper not displayed in the Select CS dropdown.
A23. Following can be the reasons:
*You have deactivated the paper in college papers.
*You have not mapped the paper in college papers.

Section C

Enrolment

Q24. Unable to enrol as the subject is disabled due to validity issue.
A24. *Subject is not available for the enrolment of regular students. If any new notification has been issued then the user can send the notification to our official email address.
*College can also verify the new subject in lieu of old subject if available from the concerned teacher.

Q25. Kindly change the course code of the mentioned subject given in the latest syllabus framed by the related department of the University of Jammu, instead of the code that is uploaded on the University Portal.
A25. You are requested to contact the Academics section in this regard.

Section D

Profile error

Q26. I am getting an error of "duplicate record" while creating the profile of the student.
A26. *Student already registered in the portal.
*The Registration number or Student ID of the student shall remain the same as the data already exists in JUCC App.
*After cancelling the admission of the student. College has to enroll the student only.

Note: After referring all the FAQs(incase ofTabulation of Marks), if your issue is still not resolved, kindly send us the copy of the following documents to our official email address services.computercentre@gmail.com.

- NOC which you have obtained from the Registration section after submitting Form 20A,
- RR/Examination form list,
- Subject code and course