

FREQUENTLY ASKED QUESTIONS

1. **What should I do if there is lot of delay in accessing the page?**

Try to submit the application earlier as there will be bunching. Speed for On-Line Application on Internet, is based on various factors like Internet Speed, large number of applicants trying to register the application at the same time etc. Therefore if you are not able to get the pages for registration immediately, please retry after a gap of 15 minutes or during off-peak hours during the night.

2. **How do I know that my application is registered?**

There are four stages in registration.. Your registration is successful only on completion of all the stages including the fee payment (if applicable) and template upload. You will receive an email and SMS alert on the completion of successful registration. After the preliminary registration, you will receive the Registration ID. Please preserve it for future use as all subsequent logins are only based the Registration ID and your Date of Birth. Kindly note that successful registration does not imply that application has been accepted. Eligible/Rejection status will be put up after scrutiny.

3. **I did not receive the email intimation for registration of my application?**

The Registration ID is sent by auto-response Confirmation emails. Delivery of these emails purely depends upon the correctness of E-Mail ID provided, Policy of your E-Mail Service Provider to accept and divert such emails under Bulk or Spam Mails or bounce back such mails without accepting it due to heavy number of emails generated by our Applications. In case of Govt./official /company Email Ids, delivery is controlled by your Company Policies. Therefore, please do not expect replies from us, if you do not receive such confirmation / auto-response Emails. Please contact Helpdesk if you are unable to proceed with your registration.

4. **How do I re-confirm that my application is saved?**

In case of doubt about the successful Registration, candidates are advised to visit the Page for Re-Print of Application, generate the Printout and preserve the hard copy (printout) of the Application.

5. **After filling up the complete form, I got Blank Screen / Internet got disconnected / My PC closed / hanged / shutdown. Is my application saved / registered?**

Please refer to Point No.4. If you do not get the application printout through Re-Print option, your application is not saved. Please re-apply.

6. **I did not receive the acknowledgement / reply to my email communication?**

"Reply to" Email Id for the Application is created for the convenience of the Candidates for genuine communications. Please do not use this address to send back the emails for "Acknowledgment", "Vacation Mail", "Friendship Offers", "Sales Offers" etc. Our Email Server is configured to delete such emails automatically.

7. **What details should I retain while replying to auto-response emails?**

You need not respond to auto-response emails. But please preserve the Registration ID, which is the main basis for your future logins to reprint application, download Admit Card etc.

8. **To whom should I write for any problems?**

For technical queries, please write to rbtechqueries@i-register.in. For payment verification related queries, please write to rbpayqueries@i-register.in.

9. **What details should I provide while writing for the problem?**

Please do not forget to provide following details while writing to us: (1) REGISTRATION ID (2) DATE OF BIRTH & (3) FULL NAME as entered in application. In case of application failure or any error message, we would like to have the screenshot of the error in JPG, GIF format or as MS Word file. Additionally, you may provide the PC Details including the Operating System (like Windows XP, Vista, Linux etc.) & Internet Browser & version (like Internet Explorer 6.0, Mozilla 3.0, Firefox 3.5 etc.) used.

10. I want to change / correct the details I entered in the Application?

You have to be very careful when you fill in your registration. If you want to change your application at any point of time, you have to choose **'Modify Application'** from the Home Page of the Registration Portal. In the second page, choose the option, **'Modify Application in the same RRB'**. You have to pay an Edit Fee of Rs.100/- for modifying an application made already. After successful payment of the fee, you can edit your application and make any changes required. **HOWEVER YOU WILL NOT BE ABLE TO EDIT THE EMAIL ID OR MOBILE NUMBER WITH WHICH YOU HAVE REGISTERED.**

11. Can I apply to a different RRB altogether?

Yes. To change your application from one RRB to another, choose **'Modify Application'** from the Home Page of the Registration Portal. In the second page, choose the option, **'Modify Application and apply to different RRB'**.. You have to pay an Edit Fee of Rs.100/- for modifying an application made already. After successful payment of the fee, your original application will be cancelled and you can choose the new RRB to which you want to apply. A new Registration ID is generated for the new RRB. You have to return to the Home Page of the Registration Portal and login through the **"Candidate Login"** link to the new RRB and complete your registration.

12. I have paid the fee in SBI (Offline). Now is there any further process i.e. entering the journal number online?

Yes. After paying the fees through Bank Challan, you have to login through the **"Candidate Login"** link from the Home page of the Registration Portal and enter the journal number and fee deposit date. These details will be verified with the details from SBI and your fee verification status will be updated. Only on successful verification of fees, you can proceed to upload the Document template. The process is similar in the case of post office challan/pay-in-slip.

13. I have paid the fee in SBI (Online). Now is there any further process i.e. entering the receipt number online?

Yes. After paying the fees through Bank portal, you have to login through the **"Candidate Login"** link from the Home page of the Registration Portal and enter the receipt number and fee deposit date. These details will be verified with the details from SBI and your fee verification status will be updated. Only on successful verification of fees, you can proceed to upload the Document template.

14. While making online payment, i could not pay it due to some computer problem. I would like to pay exam fees by offline mode through post office or SBI Bank. For that what i should do? Please help me

You can modify the payment mode and make the payments accordingly.

15. I am unable to make the payment? How can I de-select Fee Exemption option?

Candidate who belongs to SC/ST community, Women, Religious Minority Community, economically backward, Ex-servicemen, PWD candidates are exempted from the fee payment. There is no separate option for selecting fee exemption.

16. I have not printed the template for scanning images? Where can I get it?

You can take the printout of the Template from the Home Page of the Registration Portal.