

PSG College of Arts and Science

Examination Fees – December 2018 – Procedure and Guidelines

Login <https://laudea.psgcas.ac.in>

User Id:<student Roll No.>(Example: 16BMA001)

Password (for first time only) :<student Roll No. in capital Letters>(Example: 16BMA001)
(System will ask you to change your password on first login, use that password in future)

For all support queries send Email to:support@psgsoftwaretechnologies.com



Complete your profile information

(You will not be allowed to pay Exam Fees if your profile is not 100% complete)

Mandatory Details to fill in your profile: Click on the “+” link below “Profile Completeness” to see the missing information to be filled by you



Fill Exam Fees Details

(You CANNOT change or remove the subject once you have completed payment)

Regular Papers: Select the subject if there are optional papers from the drop down box, Select Typewriting paper if it is shown and applicable to you

Supplementary Papers: Select supplementary papers from the list of supplementary papers

Extra or Additional Papers: Click on ”Add Paper”, Enter at least 3 characters from subject code or subject name and select “Search”. Select and add from the list of Subjects shown

Improvement Papers: Click on “Add Paper” and select “Search” button. Select and add from the list of subjects shown



Make Online Payment

(ONLINE payment using Debit Card, Net Banking, Credit Card ONLY. No cancellation)

Click on “Pay” Button =>Accept Terms and Conditions =>Click on “**Make Payment**”
=>Completepayment online =>See Transaction Status as SUCCESSFUL with transaction details

If Transaction status is “**FAILED**” or “**CANCELLED BY USER**” => Retry payment
If Transaction status is “**IN_PROGRESS**” or “**PENDING FROM BANK**” => Wait until status changes to **SUCCESSFUL OR FAILED** (retry payment)

Entering Student Profile Information – Procedure and Guidelines

Figure 1 Student Profile Page

Profile is % complete.

%

MORE DETAILS ▾

This progress bar shows percentage completion of your profile with required details. If you have filled all details, it will show you 100%

Click on this button to see what all fields you have to fill in your profile

Figure 2 Check if your profile is complete

The screenshot shows a profile form with three main sections. At the top, there is a circular placeholder for a profile picture with the text "NO IMAGE AVAILABLE". Below this, there is a section for a mobile number with the text "Mobile number is missing." and a button labeled "Add Mobile". At the bottom, there is a section for an email address with the text "Email is missing." and a button labeled "Add Email". Three blue arrows point from text boxes on the right to these three elements.

Click here to add photo. Your photo should be less than 250KB in size else it won't upload. Formal photo is preferred.

Click here to add your mobile number to receive important messages from college as SMS. Click on Verify to receive OTP and verify your mobile number

Click here to add your email id in which you would like to receive important emails from college. Click on Verify to receive OTP and verify your email. **Only when email is verified, forgot password will work**

Figure 3 Enter Mobile and Email

The screenshot shows a form titled "Short Bio" with a sub-header "Tell us a Little About Yourself". To the right of the sub-header is a blue icon of a document with a plus sign and a left-pointing arrow. A blue arrow points from a text box on the right to this icon.

Click here to write few lines about yourself, describing your strengths and what you want to be

Figure 4 Enter short summary of student

PERSONAL ACADEMIC RESEARCH SKILLS ACTIVITIES & ACHIEVEMENTS PLACEMENT/HIGHER EDUCATION

2 Basic Information

First Name _____ Religion _____
 Middle Name _____ Community _____
 Last Name _____ Caste (as in Community Certificate) _____
 Gender _____ Mother Tongue _____
 Date of Birth _____ Differently Abled? No
 Age _____ Hosteler No
 Place of Birth _____
 Native State _____
 Nationality India Student Status _____

2 Family Information

Father Name _____ Mother Name _____
 Father Contact Number _____ Mother Contact Number _____
 Father Email ID _____ Mother Email ID _____
 Father Education _____ Mother Education _____

In this "Personal" section, fill fields under "Basic Information", "Family Information", "Contact Information", "Languages Known", "Identity Details"

Figure 5 Filling Personal Section - part 1

2 Contact Information

Permanent Address _____ Communication Address _____
 Landline Number _____
 Permanent Address proof _____
 Communication Address proof _____

2 Languages Known

Click here to add languages that you can read, write, speak

2 Identity

Aadhaar Number (Will be included in Transcripts / Marksheet) _____ Passport Number _____
 Blood Group _____ Resident Status _____
 Height cm _____ Identity 1 _____
 Weight kg _____ Identity 2 _____

Enter Contact Information. Only fill mandatory details highlighted with red mark

Click here to add languages that you can read, write, speak

Enter identity details. Fill Aadhaar correctly. Its required for National depository of your academic records

Figure 6 Enter Contact Information, Languages, Identity Proofs

PERSONAL **ACADEMIC** RESEARCH SKILLS ACTIVITIES & ACHIEVEMENTS PLACEMENT/HIGHER EDUCATION

Click on this “Academic” tab to enter your 10th and 12th / Diploma qualification

Admissions

Application Number

Admitted Batch

Cutoff

Stream (Acad/Voc)

Board / University

Sports Person?

Defence Person?

First Degree holder of the Family? No

Enrollment Date

Section

Percentage

Qualifying Exam

Admitted Quota

Differently Abled?

NCC?

TC Date

TC Number

Education

Work Experience

Add entries one for your 10th and another for your 12th / Diploma qualification details. Not mandatory to upload your scanned copy of mark sheets now

Figure 7 Add 10th, 12th / Diploma Qualification

1 Frequently Asked Questions

1.1 Questions related to accessing the application

1. Page is not opening for me, it is telling “Invalid Redirect URI”

Ensure you have typed “https” in the beginning of the URL <https://laudea.psgcas.ac.in>

2. Page is not opening for me. It is giving an error like “An error occurred. Try opening in another Application”

Ensure you have the latest web browser (Chrome or Firefox or Safari) in your system or mobile. There might be a problem with network (proxy) settings of your internet connection.

3. Page is not opening for me. Browser is giving an error like “... Security violation ...”

Browser will show you a button “Advanced”. Click on that link and select the link which is like “Proceed to site...”

4. How do I create an account for me?

Accounts are already created for every student who has enrolled. So, no need to create an account

5. I don't know my login details: Login User id is Student's roll number. First time the password is same as roll number in upper case. After wards password is same as the one you have changed during first login.

6. I forgot my password, what to do?

If you have **entered your email id and verified it** in your Student profile section, select “Forgot Password” from Login window and enter your user id (roll number) and Submit. You should get an email to your registered email to reset your password.

If you have not entered your email id or you have not verified it, send an email to support@psgsoftwaretechnologies with your roll number, date of birth and mobile number to reset your password

7. How do I change my password?

Click on the top right corner where your user name is shown, select “My Account” link

Select “Password” from the left side Menu. Enter your old password, new password, confirm and submit it

Select “Back to ies_sis” menu on top to get back to Laudea

1.2 Questions related to completing Student profile information

1. Where can I see the list of fields that needs to be filled by me as a Student?

Click on the “+” link below Profile Completeness section as shown below to see the list of fields



2. How can I add or change my Photo?

Click on the image shown next to your name => a small rectangle area will be shown, click inside that rectangle, file browser will be shown => Choose your photo from the dialog => Select Save Profile Picture. Ensure your photo is less than 250 KB in size.

3. Which Photo should I add?

A formal photo that you would like to see in your resume is highly recommended

4. How do I edit my profile information within a section?

A small pencil icon is shown in each section on the top right corner. Click on that icon, a form to edit your information will be shown. Fill in the details and select “Save Changes”

5. Where should I enter Aadhaar Number?

In your Student Profile, under “Personal” Information tab, go down. You will see a section titled “Identity”. Aadhaar Number field is present in this section. Edit this section (as mentioned above) to enter Aadhaar Number.

6. Where can I enter my 10th / 12th / Diploma Marks?

In your Student Profile, under “Academic” Information tab, you will see a section titled “Education Information”. You will see a button “Add Education” to fill your 10th and 12th / Diploma information one after another. If you are a PG student, add your UG Education information as well in this section.

To edit your education information once entered, select “Pencil” icon inside the respective Education to edit the content.

7. What is Short Bio? Where should I fill it?

Short Bio is to introduce yourself in 2 lines that you want to show on top of your resume. You can see it below “Profile Completeness” section on the left

1.3 Questions related to filling Examination Fees details

1. Which page should I go to fill and pay for Examination fees?

After you login, select “Exam Fees” menu from the top.

If you are accessing from mobile, click on the link shown as three lines to the left of your user name. Choose “Exam Fees” from the menu shown.

2. I am not seeing any of my regular papers or supplementary papers listed in the Exam Fees page or the page is showing more papers than what I am supposed to take up

Write to support@psgsoftwaretechnologies.com who will contact CoE to respond to your query

3. I am seeing wrong Elective course listed under regular papers. We are enrolled for different Elective course in our class.

(Not Applicable for 1st Semester students)

Write to support@psgsoftwaretechnologies.com who will contact CoE to respond to your query and also make changes, if any, to the list of courses shown to you

4. When I search for Extra or Additional Paper, the subject that I am looking for is not showing up.

(Not Applicable for 1st Semester students)

Only subjects of following nature will be shown

1. Subject should not be in your Program Scheme and it should be offered by other programs
2. Subject should not be in your list of supplementary courses
3. Subject should not be 100% CA paper
4. Subject should be a Theory paper
5. Subject should not be offered in the same academic semester as yours (as it will conflict during examination)

Write to support@psgsoftwaretechnologies.com if you still don't see your paper in the list who will contact CoE to respond to your query and also make changes, if any, to the list of courses shown to you

5. When I search for Improvement Paper, the subject that I am looking for is not showing up.

(Not Applicable for 1st Semester students)

Only subjects of following nature will be shown

1. Subject should be in your Program Scheme
2. Subject should not be in your list of supplementary courses
3. Subject should be in 2 academic semester before your current semester

Write to support@psgsoftwaretechnologies.com if you still don't see your paper in the list who will contact CoE to respond to your query and also make changes, if any, to the list of subjects shown to you.

6. Can I add or remove any of my subjects in Supplementary Papers or Extra / Additional Papers or Improvement Papers after making payment

Yes. You can. Click on "Exam Fees" again. You will see already paid papers. A button "Add More" is provided to pick the missed out items and pay for them.

7. How can I see what subject I have selected after making the payment?

Same page, "Exam Fees" from where you filled the details and made the payment will be showing you all the fee components and papers that you paid along with transaction details (date, transaction id and amount).

1.4 Questions related to Online Payment

1. How can I pay for Examination fees?

After you fill your Exam Fees section (detailed above), you have to select "Pay" button.

You will be shown "Terms and Conditions" of doing online payment. In the bottom of the page, you have to select "I have read and accepted the above Terms and Conditions".

Select "Make Payment" button to proceed to online payment

2. What are the payment options for Examination fees?

Debit Card, Credit Card, Net Banking only

3. What are the additional banking / transaction charges for Examination fees?

Payment gateway will automatically show the additional charges on the right side when you choose a payment option and if applicable (in case of Net Banking) the bank.

4. How can I ensure my online payment will be successful?

Before proceeding to make the payment, please follow the below guidelines

1. Ensure that your card is activated for internet banking. In case you have doubt, please check with your bank.
2. Be sure which payment option you want to use and all details related to make payment with that option like your card number, password, mobile (to enter OTP), etc
3. Be sure all details related to your card or bank account are correct
4. DO NOT press Back button in the browser
5. Ensure that your Internet connection is stable
6. DO NOT close the browser in between

7. Wait till a page in Laudea is opened back after completing the process showing the status of the transaction
8. Don't try with the same card, if your transaction is repeatedly failing continuously for 3 times. Problem might be with your card. Please check

5. System is not allowing me to make payment?

You will not be allowed to make payment, if

1. If you have not paid your Tuition Fees
2. If your profile information is not 100% complete
3. If your previous transaction is in the status IN_PROGRESS or PENDING_FROM_BANK

9. System is showing my transaction status as FAILED but amount is debited from my Bank Account. What should I do?

If a transaction status is FAILED, that means payment has not reached and will not reach our Account. So you have to retry and make the payment again.

In case if amount is debited from your account and transaction status is FAILED, amount will be automatically refunded by Payment Gateway within 2 working days. In case if it is not refunded within a week, send an email to support@psgsoftwaretechnologies.com and we will assist you with all the transaction references.

10. System is showing my transaction status as PENDING FROM BANK for long. What should I do?

If our server doesn't receive any confirmation for a transaction from payment gateway, we set the status of transaction as PENDING FROM BANK. After waiting for **45 minutes** (to avoid repeated transactions by you), system will automatically change the status to FORCE_FAILED so that you can make the payment again.

In case, we get a response after 45 minutes from Payment Gateway that the PENDING transaction is successful and in the meantime if you have made a successful payment, then previous transaction will be marked for REFUND and the amount will be refunded to you within 7 days.

In case, we get a response after 45 minutes from Payment Gateway that the PENDING transaction is successful and in the meantime if you have NOT paid the Exam fees, then previous transaction will be taken into account and will be considered as your payment towards Exam Fees.

In case, we get a response after 45 minutes from Payment Gateway that the PENDING transaction is failure, previous transaction status will be marked as TRANSACTION FAILED.

11. I don't have a Bank account with Net Banking or a Debit / Credit card. What should I do?

Only online payment is available for Exam Fees. Please get help from friends or relatives to complete online payment.