SVKM's NMIMS University

<u>Process to apply for Photocopy /Revaluation / Verification of answer book for Theory (Written) Subjects</u>

Students who wish to apply for soft copy of answer books/ Revaluation of answers/ Verification of marks, must fill in the online application form on the SAP student portal. The application link will be accessible on the SAP portal for a duration of 3 days following the publication of results (portal will be accessible till 4.00 pm only on the last date of application).

Under this process, a student will have to first apply for the soft copy/s / photocopy/s of answer book/s and subsequently apply for re-evaluation. Obtaining copy of answer books is a mandatory step. This step has been taken to enable students to go through the evaluated answer book and then make an application for revaluation.

SAP student portal login details: -

URL https://sdcsppscs.svkm.ac.in:44300/irj/portal

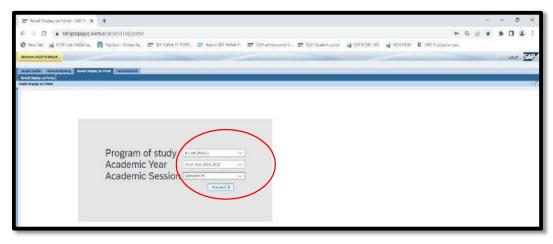
<u>User ID:</u> 11 Digit student SAP number (as given on NMIMS identity card)

Password: As set by the candidate

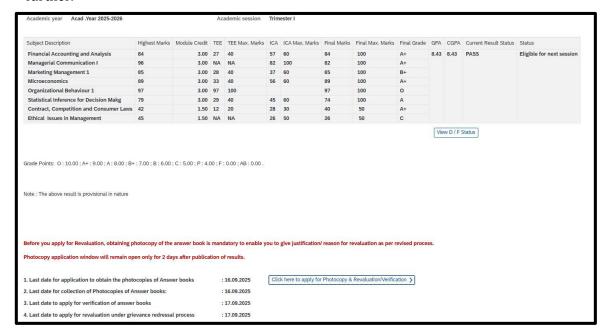
- 1. Default password is **init@123** for login. Candidate should change the default password on first login. In case password is already changed, then login with new password.
- 2. Candidates can use "GET SUPPORT" feature to reset password, if required. Enter student number and registered email ID on screen to get system generated default password on registered email ID in SAP.
- 3. In case you do not receive any e mail/registered email ID is incorrect then **you are required to write email to** <u>sapbasis@svkm.ac.in</u> with all your required details such as name, student number and programme details.
- 4. Ensure to disable pop-up blocker on the browser so that new window can open and candidate will be able to view the grievance redressal page and complete payment process.

STEPS TO BE FOLLOWED AFTER LOGIN TO SAP STUDENT PORTAL:

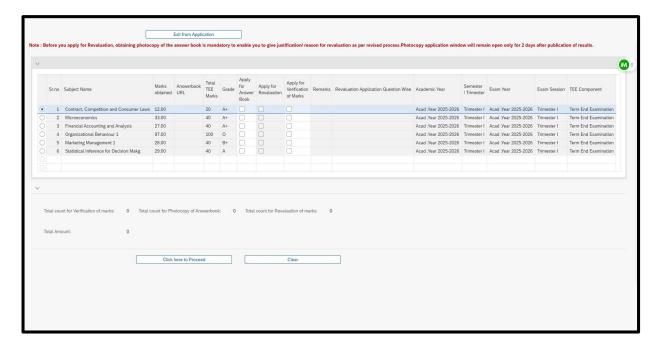
- 1. Click on "**Result display**" tab on portal
- 2. Enter **Program of study**, **Academic Year** and **Academic Session** (semester/ trimester) details
- 3. Click on **Proceed**



4. In next window, candidate can view his/ her result along with "D/F count status (wherever applicable). Scroll down on the result page to view the Grievance redressal dates. All applications for Grievance redressal must be submitted within 3 days of the declaration of the results. Click on "Click here to apply for Photocopy & Revaluation / Verification" tab to proceed further.



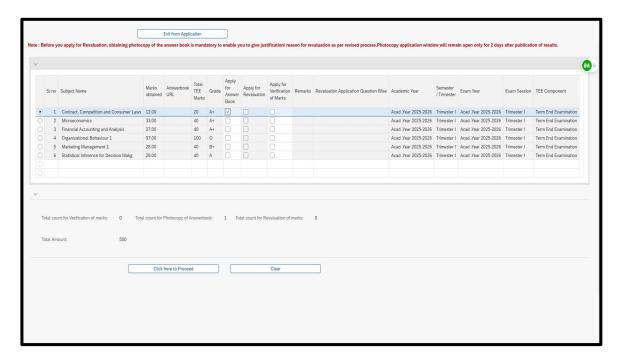
5. In new window, the Grievance redressal application page will be visible.



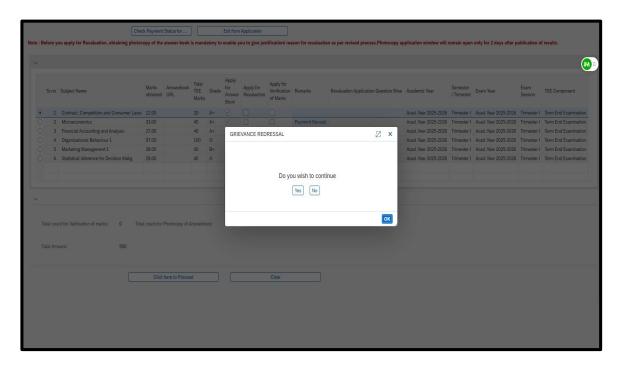
6. Candidate can select the subject for which he/she wish to apply for **Photocopy** and **Revaluation or Verification**.

Note:

- i) Candidate who wishes to apply for revaluation has to mandatorily apply for Photocopy of answer book/s.
- ii) Candidate who wishes to apply for revaluation, is not eligible to apply for verification and vice versa.
- 7. Fill in the required details and make payment by selecting payment getaway. Candidates would have option to make payment using UPI as well.

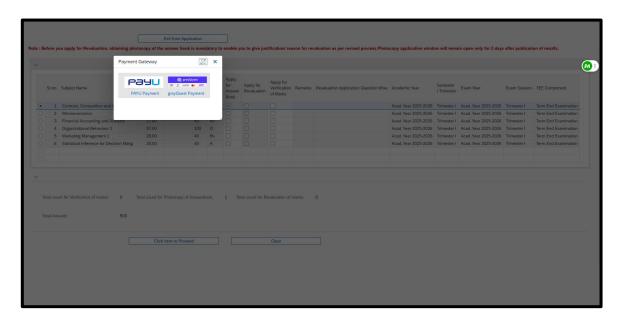


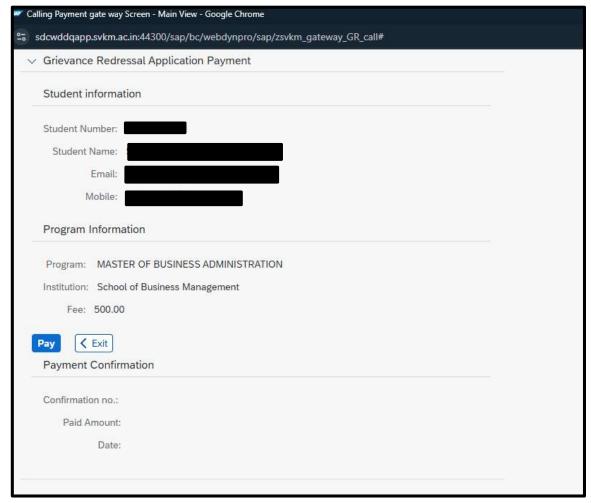
- 8. Select "Click here to proceed"
- 9. Select "Yes" to continue



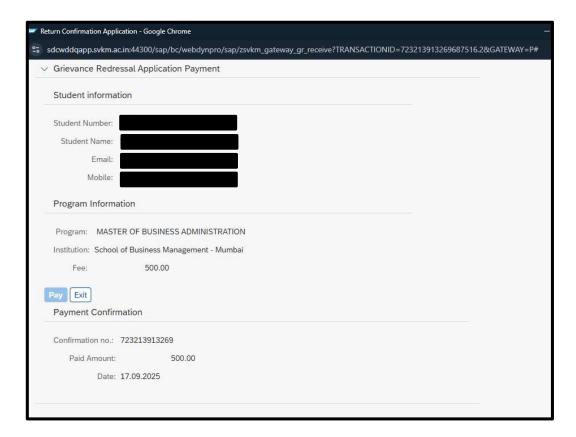
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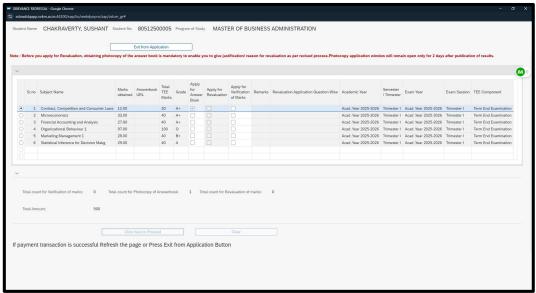
10. Select payment gateway to continue payment





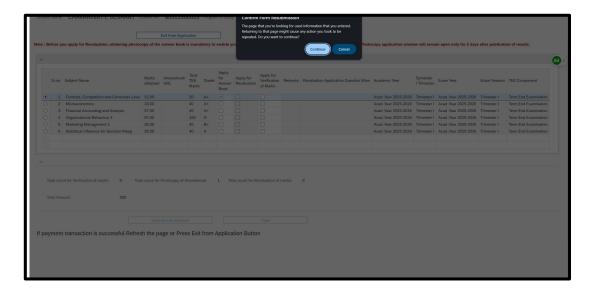
11. After successful payment, following screen will appear. Click on "**Exit**" to go back to main application page



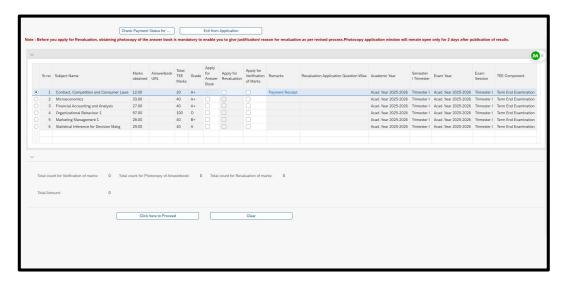


12. Student need to refresh the page to update payment receipt or press exit button to go back to main screen

After refreshing the page (Press F5) following screen will appear:

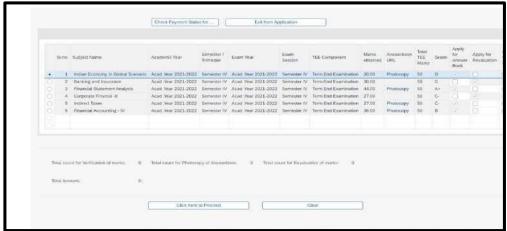


After clicking on "continue" button, "Remark" column will be updated with payment receipt.

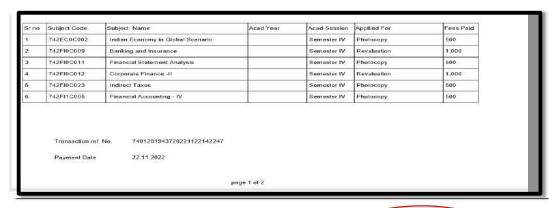


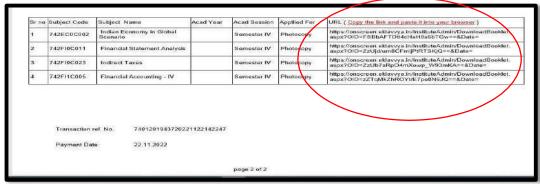
13. System generated acknowledgement/receipt along with the applied subject/s

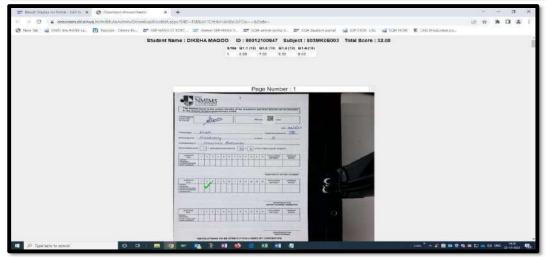
Once the Remark status changes to "Payment Receipt", the photocopy link will be visible beneath the column "Answer book URL" which is available only for **3 days**. It will be **available up to 4.00 pm** on the last date of application after result declaration date.



14. System generated acknowledgement/ receipt along with the applied subject/s details will be sent to the registered email ID of student concerned. This can also be viewed on "Check Payment Status for Grievance Redressal – Revaluation" tab (as shown in above screenshot). Acknowledgement receipt will have all answer book URLs for which student has applied. Copy the URL from acknowledgement receipt and paste in Chrome browser to view answer book softcopy.

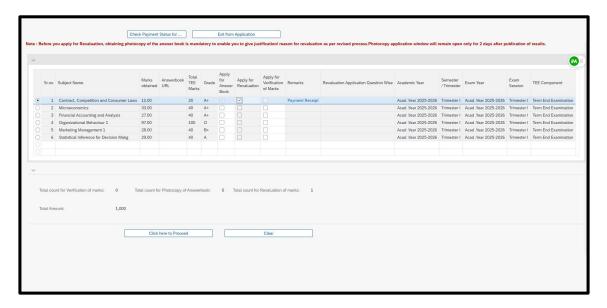




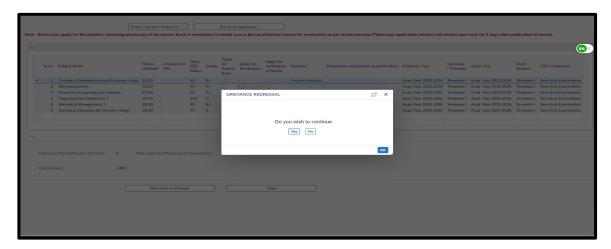


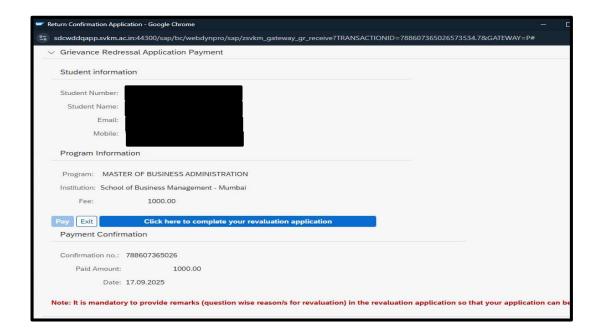
- 15. After obtaining photocopy, student to visit LMS student portal for accessing Question Paper and Synoptic answers (Answer Keys).
- 16. Before you apply for Revaluation, obtaining photocopy of the answer book is mandatory to enable you to give justification/ reason for revaluation as per revised process.
- 17. Revaluation tab is enabled only after photocopy payment is made.

18. To apply for revaluation, you need to click on "Apply for Revaluation" tab next to subject.

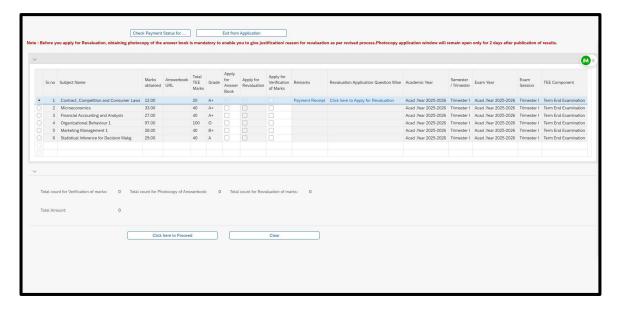


19. Click on "Click here to Proceed" tab to complete revaluation payment

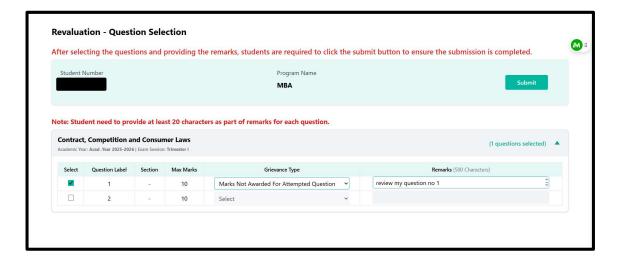




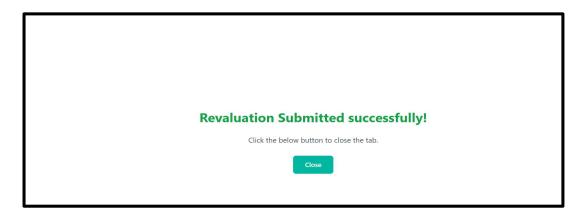
20. After revaluation payment completion, student need to click on blue highlighted tab (<u>Click here to complete your revaluation application</u>) as above to proceed with revaluation application to write question wise grievance. Student can also visit the said link from Application window by clicking on "<u>Click here to Apply for Revaluation</u>" from "Revaluation Application Question Wise" column as below:



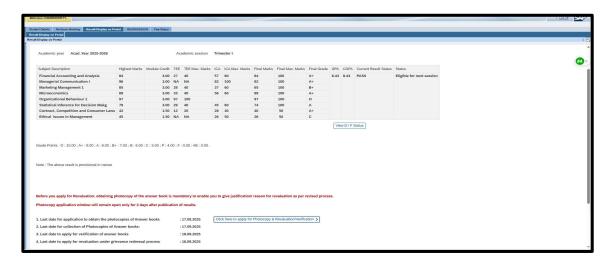
- 21. After clicking on "Click here to complete your revaluation application" link, student will be directed to screen where student will be able to see following details:
 - Student number
 - Program Name
 - Subject Name with Academic Year and Exam Session Details



- 22. Student will be able to view only those subjects for which revaluation payment has been made.
- 23. Student need to carry out the following steps:
 - Select the question number/s.
 - Student shall select grievance type from drop down. **Type of Grievance** is a predefined list of categories.
 - Write grievance in "Remarks" column.
 - After providing remarks, it is mandatory to click on "**Submit**" button next to program details to consider your application for revaluation.
 - Student can modify comments for a particular subject only within the revaluation period. After modification, student need to again click on "Submit" button.
 - After revaluation period is over, student will not able to modify remarks
 as well as he/she will not be allowed to apply for revaluation even if he/she
 has paid required fees. (Any Grievance through email will not be
 entertained)



- 24. It is mandatory to click on "Close" button after submission of revaluation. (Screenshot attached as above)
- 25. After closing the revaluation application window (as above), student will redirect to SAP main application window



- 26. In case, you desire to apply for Verification, it is not necessary to obtain photocopy of answer book. You may directly apply for Verification through the student portal by paying the prescribe fees.
- 27. Candidates are advised not to share his/her answer book with any other candidate/s. This is against rules.
- 28. This manual is applicable only for "Theory(written)" subjects.

