



FAQs for Study Platform

For Students



Q1. What are live classes?

Live online classes are classes organized in a virtual meeting through desktop, laptop, tablet or smart phone, where teachers can take lectures or conduct lectures for multiple students at the same time.

Q2. What are the requirements for Live Classes?

A Live class can take place with a teacher and student through Laptop, Desktop, tablet or smart phone enabled by a stable internet connection.

Q3. What should student do to attend the live classes?

Student needs to register themselves with coaching institute. After registration, teachers can schedule the live classes for students who are mapped with teachers and coaching institute.

Q4. Can a student join the live class on mobile or tab?

Yes, a student can join live classes through Laptop / Computer / Mobile / Tab with good internet speed.

Q5. What are the compatible device and operating system configurations?

Windows 7, 8 & 10 or Mac OS 10.10 or later for desktops / laptops OR latest Android or iOS for Android phones and Apple devices (iPhone, iPad etc.)

Q6. What is the minimum Internet speed required for a seamless experience?

Students should have at least a 512 Kbps Internet speed as a minimum requirement, but a speed of 1 Mbps or higher will be better for the overall audio video experience.

Q7. Which browser should be used?

Google Chrome is the most efficient browser for Windows desktop and for iOS systems, platform is compatible with other browsers as well like Microsoft edge, safari etc.

Q8. Would a student get the Live class notifications?

Yes, students will get the notification for live class on CollegeDoors Mobile App where they need to be signed in. They would receive the notification on locked screen as well.

Q9. Where is the Mobile App available for students?

On Play Store for android and App Store for iOS.

Q10. What if a student misses a live class?

If a student misses any live class due to some emergency, teachers can record the live class and upload the video on **Course Content**. Student get to see the video lectures from course content.

Q11. What will happen if a student's internet connectivity fails during the class?

Students can resume the class once the Internet connectivity is stable, or they can see the recorded video in **Course Content** section, if uploaded by teacher.

Q12. Can a student ask doubts during the classes?

Yes, as it is live class so it works with two-way communication. The time and instances for taking questions and doubts will depend on the discretion of the teacher.

Q13. Can a student download the live class video later?

No, a student can only see the video lectures if uploaded / given by his/her teacher.

Q14. From where can a student get the Course Content?

A student can get the video or study material course content in Course Content Tab whenever it is uploaded by teacher or admin users and the student has access assigned for viewing Course Content.

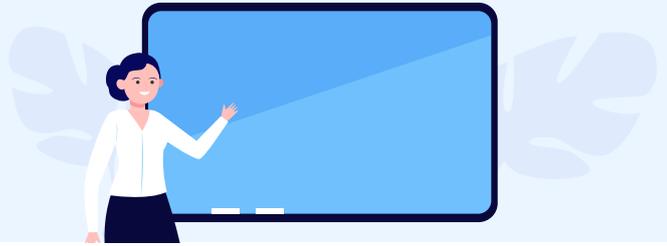
Q15. Why can't a student download a PDF file?

PDF download is currently disabled; however, you can view the PDF file entirely on web module or the Mobile App.

Q16. There are multiple videos that show up when a student chooses a topic filter? Why is that so?

Some times longer videos that cover the entire chapter are tagged only at chapter level, and hence will show up in the search even at Topic level, in case that topic is a part of the chapter.

For Teachers



Q17. How can a teacher/ admin login?

A teacher needs to register first as a teacher and login the account.

Q18. Does a teacher need to download any application to schedule the live class?

Yes, a teacher needs to install ZOOM App on his/her Desktop / Laptop for ZOOM meeting. If he/she does not want to install ZOOM App then he/she can use ZOOM in web browser.

Q19. Can a teacher schedule live class for the whole batch?

No, only an Admin user of respective coaching class can schedule the class. Teacher and admin rights can be assigned to same person. An admin user can schedule live class for the whole batch, or different batches can be created if there are many students in the same batch. Teachers need to be given ZOOM meeting ID and Password by the admin user, to join the class at the scheduled time. For complete access Admin has to make the teacher host for that meeting session on ZOOM App. Admins can also provide ZOOM Login Credentials to the teacher at their discretion if they want the teachers to start the class directly from the ZOOM desktop app.

Q20. How many maximum number of students can the teacher add for live class?

100 participants in one meeting for free or base paid plan of ZOOM.

Q21. Can the admin/teacher delete students from a batch if required?

Yes, admin/teacher can delete student from a batch.

Q22. Can the teacher conduct a Live class on mobile or tab?

Yes, the teacher can conduct a Live class from mobile and Tab through ZOOM Mobile App. But for better experience use laptop or desktop.

Q23. Which browser should the teacher use for live classes?

Google Chrome is the most efficient browser for Android and desktop and for iOS systems, platform is compatible with other browsers as well like Microsoft edge, safari etc. However, to use the complete set of functionalities of Zoom, it is highly recommended to conduct live classes using ZOOM desktop App.

Q24. How much internet speed is required at teacher end for conducting live class?

Minimum internet (upload and download) speed required is 1.5 Mbps for teacher to conduct live class effectively.

Q25. Can the teacher send notifications to student for live class?

No, only an Admin user can send notification to students by clicking on notification icon on live class dashboard.

Q26. What happens if classes get disconnected due to internet or power issue?

You can reschedule the same class again or make an offline video shot on camera or phone and upload in Course Content section of Study Platform.

Q27. Will CollegeDoors provide support in case of any technical issues related to Study Platform?

Yes, CollegeDoors will provide support remotely for technical issues and queries related to the Study Platform. CollegeDoors cannot provide support related to queries or resolution for infrastructure related issues such as, issues related to Internet connection, hardware issues etc.

Q28. Can a teacher upload the live class video on portal which they conducted?

Yes, a teacher can upload a link of the video if they have recorded the class. The video uploaded should be public or unlisted status. They can also upload links to other videos for students to view. The uploading is done on Coaching class's YouTube channel which is integrated with Course Content of Study Platform. CollegeDoors team will guide for the process.

Q29. Can we embed Private YouTube Videos and give access to students?

Private YouTube video links can be embedded, but cannot be directly accessed without a Gmail ID. In order to access a private video, a Gmail ID needs to be added in the user list for access to private videos. The option to not keep a video public is to keep it unlisted. Anybody who has the URL for an unlisted can view the video on web.

Q30. Can the teacher upload a PDF file?

Yes, the teacher can upload a PDF file in Study Material section of Course Content module.

Q31. Who will be able to see the uploaded videos?

Users who are mapped to the teacher or admin users and have been given access to Course Content.

Q32. Can a teacher delete uploaded Study Material PDF?

Yes. They can delete Study Material PDF uploaded by them only, whereas an admin can delete Study Material uploaded by anyone within the same coaching class.

Q33. What is the minimum internet connectivity that is required for the Study Platform?

Minimum internet speed required at teachers end is an uninterrupted connectivity @ 1.5 MBPS (upload and download speed) for a seamless experience.

Q34. As a teacher can I embed link from other video platforms apart from YouTube?

Not as of now. However, our technology team is working on making other video aggregation platforms for embedding links on Course Content videos. This can be catered as solution for any specific custom requirement also.

Q35. Can a teacher upload a video directly to the platform without using YouTube?

No. The current functionality does not permit direct upload of videos. Only links from YouTube videos can be embedded for course content.

Q36. How do I record video lectures?

You can use the record functionality on Zoom to record your live lectures and the files created can be uploaded on your YouTube channel.

Q37. If I don't not have a YouTube channel, how can I upload the videos then?

You can create one easily if you have a Gmail ID. Refer to this link on how to make a YouTube channel. <https://support.google.com/youtube/answer/1646861?hl=en-GB>

Q38. How can a teacher upload video on YouTube? (teacher)

This has been explained in the user Manual also you can use the following link has the details on how to upload a video. <https://support.google.com/youtube/answer/57407?hl=en-GB&co=GENIE.Platform%3DAndroid&oco=0>. You can switch the tabs for Desktop Android, iPhone and iPad depending on which device you are using to upload the video.

Q39. Can I upload multiple video links at the same time?

Yes, the upload content feature allows you to upload multiple video links at the same time. However, this can be done when you are uploading links for the same Subject, Section, Chapter, Topic combination or same Subject Section Chapter combination. If you are updating links for different topics or chapters, we advise you to upload them separately.

Q40. Can I upload multiple PDF files at the same time?

Yes. The upload content feature allows you to upload multiple PDFs at the same time. However, this can be done when you are uploading PDFs for a Subject, Section, Chapter, Topic combination or Subject Section Chapter combination. If you are uploading PDFs for different topics or chapters, we advise you to upload them separately.

Mobile App for Students



Q1. How is the Mobile App different from website?

It is easily accessible on mobile hand held devices and doesn't require a browser to log in and access the features of the Study Platform.

Q2. From where can one get the Mobile App?

You can download the application from Play Store for Android devices and App Store for iOS devices (iPad and iPhone).

Q3. Can a student 'Take test' by the teacher from the Mobile App?

Yes, Student can attempt the test on Mobile App but for better and clear visual, use web browser.

Q4. Can student View Test Level Report on the Mobile App?

Yes, Student can check their test reports, with scores including the analysis, on the Mobile App.

Q5. How to join a Live Class?

Student gets a push notification or an in-app notification to join a Live Class, scheduled by the admin. Also, they can open the app and see the immediately scheduled class on the first screen. They can see all the classes scheduled by tapping on the live class tab.

Q6. When will a student get a Live class notification?

A student will get a Live Class notification, as and when the admin schedules the Live class and sends the notification to the students.

Q7. Does a student get the notification for Course Content?

No, Student can check the Course Content tab after the Live Class for latest videos etc.

Q8. How can a Student select a particular video?

Student can select a particular video by selecting the Subject, Section, Chapter and Topic.

Q9. Can a Student select a Video by selecting the dates?

No, Student needs to use the filters of test type, subject, section, chapter and topic. Except for test type none of the other parameters are mandatory for searching content.

Q10. Can a student download the video or PDF uploaded by a teacher?

No ... we have currently disabled the download options for video and pdf ... however they can view the content in entirety without downloading.

Q11. I cannot see a video for a topic that I am searching?

You can only see content that has been uploaded by the teacher in the course content for that topic. It may be a topic that is possibly not yet covered and hence the video for the content not uploaded. You can also check with your teacher for the same.

