

Onlinevarsity- FAQ

What is Onlinevarsity?

Aptech is a global learning solutions company present in 40 countries. Onlinevarsity features eContent & delivers special experiences, especially curated for students and working professionals.

Onlinevarsity is a digital content access and collaboration platform for Aptech students. The numerous interesting features of the platform will enhance learning experience of the students.

A. Login / Registration / Verification

1. [How do I register in Onlinevarsity?](#)
2. [I received a link from Onlinevarsity team for registration but due to some reason I was not able to access my Email on the given time schedule.](#)
3. [I did not receive the Welcome Email for registering in Onlinevarsity.](#)
4. [I am not able to login to Onlinevarsity. Message saying 'Wrong Username, Password' is displayed.](#)
5. [At the time of enrollment, wrong e-mail id was entered in ApTrack. How do I update it?](#)
6. [I have not received the Verification Code / OTP](#)
7. [When I click 'Send Verification Code' the following message is displayed:
"Email ID Already Exists"
"Enter Valid Email ID"](#)
8. [I have registered with Onlinevarsity and now I want to change my password.](#)

B. Access Denied

1. [While logging to Onlinevarsity, "Access Denied" message is displayed.](#)
2. [While logging to Onlinevarsity, "Access Denied" message is displayed. I have checked with my centre, I am not a Financial Dropout \(FDO\).](#)
3. [While logging to Onlinevarsity, "Access Denied" message is displayed. I have checked with my centre, my FDO status was updated by Centre in ApTrack some days back.](#)

C. eBooks

1. My eBooks are not displayed in Onlinevarsity.
2. I have checked with my centre, eBooks have been assigned today, yet I am not able to view my eBooks in Onlinevarsity.
3. I have checked with my centre, eBooks have been assigned some days back, yet I am not able to view my eBooks in Onlinevarsity.
4. [Some eBooks appear as 'Coming Soon' in Onlinevarsity.](#)
5. What about Publisher / Vendor Books?
6. How to download eBooks on Desktop / Laptop?
7. [While trying to open the eBook on Macintosh, error message 'license unable to decrypt' appears on Adobe Reader](#)
8. [Can we print eBooks?](#)
9. [Can we copy / email or transfer eBooks to some other device?](#)
10. [Can we convert eBooks to .pdf format?](#)
11. [Why there are so many steps to download and access eBooks? / Why DRM process is required to access eBooks? / I feel it doesn't makes sense to install Adobe Digital Editions 4.5 on all the machines I use.](#)
12. [When I click this icon !\[\]\(467d80e979964f7f8c752fb22248b5b7_img.jpg\) to download the eBook, nothing happens.](#)
13. I am getting License Server error while downloading eBook.
14. After downloading the eBook on my device, do I require Internet connection to view the eBook?

D. Besides eBooks what else?

1. [Along with eBooks, what else would be required to complete my learning?](#)
2. [What else could be of interest to me in Onlinevarsity? Or What other features / functionalities are available in Onlinevarsity?](#)
3. [Where do I see my marks / attendance / fee payment status?](#)
4. [My result is not displayed](#)

5. [My attendance is showing as Zero](#)
6. [My fee details are not updated in Onlinevarsity](#)
7. [Do you have online tutor chat facility?](#)
8. [Videos are not playing](#)

E. OV App

1. [Do you have a Mobile App?](#)
2. [How to download eBooks on OV App?](#)
3. [Do you have an App for iOS?](#)

F. Centre Staff

1. [I am a faculty / CH / CAH / BP at the centre. How do I login to Onlinevarsity?](#)
2. [I am a faculty / CH / CAH / BP at the centre, which eBooks am I entitled to see in Onlinevarsity?](#)
3. [I am a faculty / CH / CAH / BP at the centre. When I click the Onlinevarsity tab / link, junk characters are displayed. OR eBooks are not displayed in my login OR eBooks of some other brand are displayed in my login.](#)

Thank You..

OV Support Team

ov-support@onlinevarsity.com

A.1 Steps to Register on Onlinevarsity:

- i) Click the link www.onlinevarsity.com received in Welcome mail from Onlinevarsity or directly visit www.onlinevarsity.com
- ii) Click the **Log In** button on the top right corner of the screen.
- iii) The **Log In** window opens. Enter your login credentials:
Username: Your Student ID as mentioned in the Welcome mail and Booking Confirmation Receipt given by the centre at the time of course enrolment (for eg. Student654321)
Password: Your Student ID, same as Username (for eg. Student654321)
Note: Password is case sensitive. Ensure that 'S' is in Uppercase and do not type any extra white spaces.
- iv) Click the **Log In** button.
- v) The **Verify Your Data** window opens. Verify your data, Edit if incorrect, Enter the required / missing data, and Click **Send Verification Code**. An e-mail and sms (only for India) containing the verification code will be sent to you.
- vi) Enter the **Verification Code** from the email and Click **Proceed**.

Note: Please do not close the window without entering the *Verification Code*.

Post registration, the next time you login, enter:

Username: Your Email Id (for eg. mysweetworld@gmail.com)

Password: Your Student Id (for eg. Student654321)

Post registration login credentials are displayed on the screen as well as an email is sent to your registered Email ID.

The registration process is also mentioned in the Booking Confirmation Receipt given by the centre and the welcome email sent at the time of course enrolment

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A.2 Registration Timeframe:

The welcome Email says **register "post" 24 hours** and not "within" 24 hours. The link gets activated after 24 hours and remains valid thereafter. So, you can register any time after 24 hours of receiving the Email for registration.

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A.3 Welcome Email

The Welcome mail is triggered from ApTrack (Portal used by Center for Enrolment) on the date of the course enrolment to the Email id entered in the system. A copy of the same is also marked to the Sales hierarchy. Contact your centre for your Student ID and the registration process.

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A.4 Wrong Username / Password?

- i) You must be trying to register within 24 hours of receiving the welcome Email. The welcome Email says **register “post” 24 hours** and not “within” 24 hours.

OR

- ii) You must be using incorrect login credentials.

Pre-Registration (ie. The first time you login to Onlinevarsity):

Username: Your Student ID (for eg. Student654321)

Password: Your Student ID (for eg. Student654321)

Password is case sensitive, ensure that ‘S’ is capital. Also ensure that you are not typing any extra white spaces after the Student ID.

Post-Registration:

Username: Your Email Id (for eg. mysweetworld@gmail.com)

Password: Your Student Id (for eg. Student654321)

Password is case sensitive, ensure that ‘S’ is capital

OR

- iii) You must be entering incorrect Student ID. Cross verify the Student ID with your centre or Booking Confirmation or Welcome Email.

- iv) You must have changed your password. Click ‘Request New Password’ on the login page, this will send a link to your Email id registered with Onlinevarsity. Click the link to access Onlinevarsity and then change your password.

OR

- v) You must have been enrolled for a Non Onlinevarsity course.

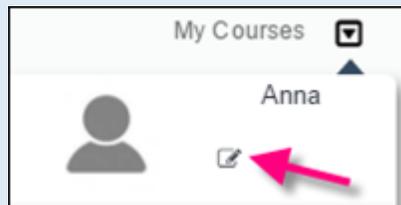
Still facing login problem? Write to ov-support@onlinevarsity.com mentioning your Student ID.

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A.5 Update Email ID

Pre- Registration: Update the Email ID during the Registration process in Onlinevarsity on the 'Verify Your Data' page.

Post Registration: Edit Your Profile to update your Email ID



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A.6 Not Received Verification Code/OTP

The Verification Code / OTP is sent to the Mobil number (only India) and eMail id provided during the registration process on the 'Verify your Data'. In case, Email/SMS is not received, write to ov-support@onlinevarsity.com, mentioning your Student ID.

Also ask the Server Administrator at the centre to whitelist onlinevarsity.com on the domain server.

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A.7 Email ID Already Exists / Invalid Email ID

The system checks for the uniqueness and correctness of the eMail id.

If you have already registered your eMail id for some other course in Onlinevarsity, provide an alternate active Email id.

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A.8 Change Password

Click 'Request New Password' on the login page, this will send a link to your Email id registered with Onlinevarsity. Click the link to access Onlinevarsity and change your password.

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B.1 Access Denied-1

Your current status is FDO (Financial Dropout – fees not paid), hence access to Onlinevarsity is denied. **Contact your centre.** You will be able to access Onlinevarsity post 24 hours of your status update by Centre in ApTrack.

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B.2 Access Denied-2

Your Dropout status has been updated in ApTrack today. You will be able to access Onlinevarsity post 24 hours of your status update by Centre in ApTrack.

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B.3 Access Denied-3

Write to ov-support@onlinevarsity.com , mentioning your Student ID.

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C.1 eBooks Indent-1

Check with the centre if eBooks have been assigned to you. Once the eBooks are assigned, you will receive an eMail from Onlinevarsity.

Note: To access eBooks (and OV components), ensure that you have completed the registration process in Onlinevarsity.

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C.2 eBooks Indent-2

You will be able to access eBooks **post 24 hours** of assignment by Centre.

Note: To access eBooks (and OV components), ensure that you have completed the registration process in Onlinevarsity.

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C.3 eBooks Indent-3

If you do not find eBooks in your login, write to ov-support@onlinevarsity.com , mentioning your Student ID.

Note: To access eBooks (and OV components), ensure that you have completed the registration process in Onlinevarsity.

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C.4 eBooks Indent-4

eBooks which are yet to be uploaded on Onlinevarsity, appear as 'Coming Soon'. Contact your centre Academic Staff for eBook availability dates.

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C.5 eBooks Indent-5

Contact your centre for Publisher / Vendor Books.

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C.6 Download eBook on Desktop / Laptop

Follow these easy steps to **Download** and **View** eBooks on Desktop/Laptop.

- i. Log on to **www.onlinevarsity.com** with your credentials.
- ii. Click the eBook that you want to download.

- iii. Click this icon  to download your eBook in four easy steps.
(Note: Ensure that JavaScript / pop-ups are enabled in your browser settings.)

- iv. Click step 1  to download and install Adobe Digital Edition 4.5.x (ADE)

- v. Click step 2  to create an adobe id.

- vi. Authorize your computer with your adobe username and password.

- vii. Click step 3  to download .acsm file.

viii. Click step 4  to open .acsm file.

eBook will open in ADE for viewing.

For the next eBook, start directly with Step 3



You may also like to watch a video on Downloading eBooks under the Tour section in Onlinevarsity.

Note: To download eBooks on **Macintosh**, download ADE from the following link:

<http://www.adobe.com/solutions/ebook/digital-editions/download.html>

The entire process to download eBook is same as above. Only the **link** to download ADE for **Macintosh** is different.

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C.7 Download eBook on Macintosh

To download eBooks on **Macintosh**, download ADE from the following link:

<http://www.adobe.com/solutions/ebook/digital-editions/download.html>

The entire process to download eBook is same as above. Only the **link** to download ADE for **Macintosh** is different.

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C.8 DRM Protection - 1

eBooks are Digital Rights Management (DRM) protected and Adobe restricts printing to maintain its security. Once the eBook is downloaded on the system using Adobe Digital Edition, you can open it multiple times without any internet connection.

You can also access eBooks on six different devices, making it convenient to access anytime anywhere.

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C.9 DRM Protection - 2

eBooks are DRM protected and cannot be copied / emailed or transferred to some other device.

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C.10 DRM Protection - 3

eBooks are DRM protected hence cannot be converted to any other format. Once the eBook is downloaded on the system using Adobe Digital Edition, you can open it multiple times without any internet connection.

You can access eBook on six different devices, making it convenient to access anytime anywhere.

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C.11 DRM Protection - 4

eBooks are Aptech's IP and hence are accessible through **DRM** only. **Adobe Digital Edition** is a free software and installation of the same is simple and to be done one time on a device.

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C.12 JavaScript / Pop-ups

Ensure that JavaScript / pop-ups are enabled in your browser settings

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C.13 Digital Editions Error

This error message is displayed when ADE is not able to communicate with the Adobe License Server.

Follow these steps:

2. Ensure your system date is correct
3. Delete all instances of .acsm files (For OV App → delete .acsm files from the OV folder)
4. Erase ADE Authorization (ADE → Help → Erase Authorization)
5. Restart the device
6. Authorize the device (ADE → Help → Authorize) with your Adobe credentials
7. Download the .acsm file

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C.14 Internet Connection

Once the download is complete, internet connection is not required for viewing the eBook. The eBook can be viewed offline.

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D.1 eBook Components

In addition to the eBook, the following components (**wherever applicable**) are available to you:



 Additional Reading Material	 Download Course Files
 Scenario Based Assignments	 Show Me how
 Listen to Learn	 Stepwise instruction
 Topic Level Assessments	 Download Sample questions
 Glossary	 Frequently Asked Questions
 Ask To Learn	 Feedback

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D.2 OV Features

A number of features are available to you under the four main tabs.

eResources 4 Me	My Learning Circle	Next 4 Me	My Desk
My Varsity	Blogs	Techno-Wise	Performance Record
Videos	Articles	Industry Connect	Attendance
Exam Demo	Groups	Make Me Job Ready	My Fee Payment Status
Industry Best Practices	Tips & Tricks		
	Library		

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D.3 My Desk

Click **My Desk** → **Performance Record** to view your test / sem-end results

Click **My Desk** → **Attendance** to view your attendance at the centre

Click **My Desk** → **My Fee Payment Status** to know your fee details

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D.4 My Desk - Marks

Check with your centre if marks are entered in ApTrack.

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D.5 My Desk - Attendance

Check with your centre if attendance is marked in ApTrack.

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D.6 My Desk - Fees

Contact your centre

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D.7 Online Chat

For any queries related to Onlinevarsity, get first hand help from our Bot.



Onlinevarsity Support Bot

If you are not satisfied with the Bot's reply, you can connect with our associate.

We also have scheduled tutor chats on topics related to your domain.

Chats

Scheduled chat announcement is made on Onlinevarsity as well as through your centre.

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D.8 Videos

To play the videos in Onlinevarsity, Click to allow Flash. Alternatively, click the lock/info icon on the left of your address bar and "Always allow flash"

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E.1 OV App

Yes, we have an App for Android devices (ver 4.0 and above). Search Onlinevarsity in Play Store

and download the App



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E.2 Download eBook on OV App

1. Post login you will be asked to install Adobe Digital Edition (ADE).
2. Install ADE
3. Authenticate ADE reader using the correct Adobe ID (create Adobe ID if you do not have one)
4. Click the eBooks section in the App, it will list the eBooks assigned to you
5. Clicking an eBook will download the eBook and open it in the ADE reader
6. You can directly access the downloaded eBook in ADE reader

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E.3 App for iOS

No, we have an App only for Android handsets.

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I.1 Centre – 1

All centre staff have a single Sign-On login.

Login to ApTrack and click the Onlinevarsity tab / link.

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I.2 Centre – 2

Faculty & CAH – Skills cleared in ApTrack

CH & BP - eBooks mapped to all the active courses at the centre

[Home](#)

I.3 Centre – 3

Write to ov-support@onlinevarsity.com mentioning your ApTrack Username and Password.

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