

Onlinevarsity- FAQ

What is Onlinevarsity?

Onlinevarsity is the ecommerce arm of Aptech, a global learning solutions company present in 40 countries. Onlinevarsity features eCourses & 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.

Login / Registration / Verification

1. How do I register on Onlinevarsity?
2. I received a link from Onlinevarsity team which was valid for 24 hours but due to some reason I was not able to access my e-mail on the given time schedule.
3. I am not able to login to Onlinevarsity. Message saying 'Wrong Username, Password' is displayed.
4. At the time of enrollment, wrong e-mail id was entered in ApTrack. How do I update it?
5. I have not received the Verification Code / OTP on my mobile.
6. When I click 'Send Verification Code' button, the following message is displayed: "Mobile Number Already Exists"
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, but now I would like to update my email id.
9. I have registered with Onlinevarsity and now I want to change my password.

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 neither an ADO nor FDO.](#)
3. [While logging to Onlinevarsity, "Access Denied" message is displayed. I have checked with my centre, my ADO/FDO status was updated in ApTrack some days back.](#)

eBooks

1. [My eBooks are not displayed in Onlinevarsity.](#)
2. [I have checked with my centre, eBook indent has been placed and approved today, yet I am not able to view my eBooks in Onlinevarsity.](#)
3. [I have checked with my centre, eBook indent was placed and approved last week, yet I am not able to view my eBooks in Onlinevarsity.](#)
4. [What about Publisher / Vendor Books?](#)
5. [How to download eBooks on Desktop/Laptop?](#)



6. [When I click this icon !\[\]\(815df092dd722ee9268ef8e6d0193e3a_img.jpg\) to download the eBook, nothing happens.](#)
7. [I am getting this error while downloading eBook.](#)



8. [How to download an eBook on smart devices?](#)
9. [After downloading the eBook on my device, do I require Internet connection to view the eBook?](#)

Besides eBooks what else?

1. Along with the eBooks, what else would be required to complete my learning?
2. What else could be of interest to me in Onlinevarsity?
3. Do you have online tutor chat facility?

OV App

1. Do you have a Mobile App?
2. How to download eBook on OV App?

Thank You..

OV Support Team

ov-support@onlinevarsity.com

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)
- iv) Click the **Log In** button.
- v) The **Verify Your Data** window opens. **Verify** your data, **Edit** if incorrect, **Enter** the 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 / sms and **Click Proceed**.

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

Post registration, the next time you login, kindly enter:

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

Password: Your Student Id (for eg. Student654321)

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

[Home](#)

Registration Timeframe:

The welcome mail 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 e-mail for registration.

[Home](#)

Wrong Username/Password?

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

OR

- ii) You must be using incorrect login credentials.

Pre-Registration:

Username: Your Student ID (for eg. Student654321)

Password: Your Student ID (for eg. Student654321)

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

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 have changed your password. Click ‘Request New Password’ on the login page, this will send a link to your e-mail id. Click the link to access Onlinevarsity and then change your password.

OR

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

OR

- v) You must have registered in Onlinevarsity prior to February 2016. You need to complete the verification process in the new version of Onlinevarsity. Login with the following credentials:

Username: Your Student ID (for eg. Student654321)

Password: Your Existing Password

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

[Home](#)

Update Email ID

Update the Email ID during the Registration process in Onlinevarsity on the ‘Verify Your Data Page’.

[Home](#)

Not Received OTP on Mobile

A six digit verification code is also sent to your e-mail id.

[Home](#)

Mobile Number Already Exists

Ignore this message and proceed with the Verification.

[Home](#)

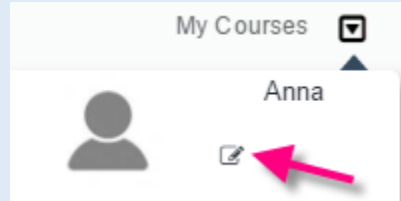
Email ID Already Exists/Invalid Email ID

The system checks for the uniqueness and correctness of the email id. Kindly enter an alternate email id.

[Home](#)

Update Email ID Post Registration

Post Registration, you can update your email id by editing the Profile page.



[Home](#)

Change Password

Click '**Request New Password**' on the login page or else **Edit** your **Profile** to change the Password.

[Home](#)

Access Denied-1

Your current status must be either ADO (Academic Dropout – attendance not marked) or FDO (Financial Dropout – fees not paid). Kindly contact your centre to reactive your access.

[Home](#)

Access Denied-2

Your Dropout status has been updated in ApTrack (transaction system at centers) today. You will be able to access Onlinevarsity post 24 hours of your status update in ApTrack.

[Home](#)

Access Denied-3

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

[Home](#)

eBooks Indent-1

Check with the centre if eBook indent has been placed and approved. Once the eBooks are approved, you will receive an email from Onlinevarsity.

[Home](#)

eBooks Indent-2

You will be able to access eBooks **post 24 hours** of approval.

[Home](#)

eBooks Indent-3

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

[Home](#)

eBooks Indent-4

Kindly contact your centre for Publisher / Vendor eBooks.

[Home](#)

Download eBook on Desktop/Laptop

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

- i. Log on to onlinevarsity.com with your credentials.
- ii. Click My Courses.
- iii. Click the eBook that you want to download.



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



- v. Click step 1 to install Adobe Digital Edition 4.5 (ADE)



- vi. Click step 2 to create an adobe id.
- vii. Authorize your computer with your adobe username and password.

viii. Click step 3  to download .acsm file.

ix. Click step 4  to open .acsm file.

The eBook will open in ADE for offline viewing.

For the next eBook, start directly with Step 3 

[Home](#)

Enable JavaScript/Pop-Ups in Browser

Ensure that JavaScript/Pop-Ups are enabled in your browser setting.
To enable JavaScript in the browser settings:

Google Chrome for Windows

1. Click the Chrome menu icon on the browser toolbar.
2. On the "Settings" page, click the Show advanced settings... link.
3. Click 'Content Settings' under Privacy section.
4. Select Allow all sites to run JavaScript (recommended) in the "JavaScript" section.
5. Click 'Finished' button to apply the scripting change

OR

Click the icon highlighted in the below screen dump (address bar – blue arrow) and allow the browser to download scripts.



Firefox for Windows

1. From the Tools menu icon select Options
2. From the Options dialog, select the Content option (globe icon)
3. Click the checkbox next to Enable JavaScript
4. Click the checkbox next to Enable JavaScript
5. Click OK to apply the scripting change

Internet Explorer for Windows

1. Click the Tools menu on the browser toolbar and select Internet Options
2. To enable Java Scripting, click the Security tab.
3. Locate the Custom area of the Security tab, and click the Custom Level button.
4. From the Security Settings dialog that opens, scroll through the options until you see Scripting.
5. Check the radio buttons next to Enable Active Scripting and Scripting of Java applets.
6. Click OK to accept scripting changes and close the Security Settings window.

[Home](#)

Digital Editions Error

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

Follow these steps:

1. Try to download the .acsm file once again and then open the same in ADE. (If this fails, then try step 2)
2. Erase ADE Authorization, Restart the device, Authorize the device and download the .acsm file.

[Home](#)

Download eBook on Smart Devices

To view the eBook on smart devices, **myeBooks Reader** must be installed on the device in which you are viewing/ downloading the eBook.

[Home](#)

Internet Connection












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

[Home](#)

eBook Components

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



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

[Home](#)

OV Features

A number of features are available to you under the four main tabs. Click MyCourses and explore these tabs:

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

[Home](#)

Online Chat

Coming Soon...

[Home](#)

OV App

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

[Home](#)

Download eBook on OV App

1. Adobe Digital Editions (ADE) reader needs to be downloaded from Play Store
2. Authenticate ADE reader using Adobe ID (student should create Adobe ID if he/she does not have one)
3. eBooks section in the App lists the eBooks assigned to the student
4. Clicking an eBook would either download the eBook if not downloaded and will open in the ADE reader or will display an appropriate message to view the eBook
5. Student can directly access the downloaded book in ADE reader

[Home](#)