

General Question and Answers for CENTAC SUPPORT

1. I have filled in the wrong details in the application. How can I edit the application.

[Answer]:- Please write a covering letter regarding this problem "82 marks in English subject" and submit the letter along with the COMPLETED APPLICATION to CENTAC office. They will accept and make the necessary changes. Mention your application number in the Letter

2. If the Photo didn't get uploaded properly and the error message displayed while downloading the application.

[Answer]:- Please re-login to your CENTAC account and upload your image and then click the application copy to download it. Please visit the picture below and proceed accordingly.

Note:- Your passport size photo image size should not exceed 20 KB. The image size should be less than 20 KB



Please login to the website and download the application copy. Please refer the below picture for further details

3. If the candidate didn't receive activation email after Registration process in the website

[Answer]:- If you didn't get the confirmation email, then please make sure that then given email id is valid.

Please do not use hotmail email id. Use a email id from gmail.com OR yahoo.com.

4. I have registered in the website. How to activate my account ?

[Answer]:- Once you had completed the sign up process, an e-Mail will be sent to your mail ID which is registered with us during the sign up process. All further email communications will be sent to you via this email ID until you complete the counseling process.

The email may received in your "**SPAM**" or "**JUNK**" folders of your email. Please recheck again.

The email content will have the followings:-

CANDIDATE NAME : YOUR-NAME

PASSWORD : *****

DATE OF BIRTH : YYYY-MM-DD

EMAIL ID : your-email@gmail.com

MOBILE NUMBER : 99*****

LINK URL : <https://www.centaonline.in/login.php?id=T1RZek1EYzFNdz09>

Click the verification link in your email, it will redirect you to your own login page where you can login with your Email id or Registered Mobile Number, Date of Birth, Password.

5. I have applied for a course already. Can I apply for another course again in the portal?

[Answer]:- Yes you can apply for another course through the www.centaonline.in website portal. Register with a new email id and mobile number and apply for the course that you prefer

6. Can I apply all the course at a time.

[Answer]:- No. You cannot apply all the courses at a time. You can apply the courses, Section-wise through the www.centaonline.in website portal. You can apply any number of courses in one section at time.

7. I have applied for a course already. Can I apply for another course again in the portal with the same email id and the Mobile number?

[Answer]:- No sir, You can use one mobile number and email id for one application at a time. So Register with new mobile number and the Email id again and apply the course.

8. I tried to make the payment for online application but it is unsuccessful. Please let me know what should I do ?

[Answer]:- If your payment is unsuccessful then your payment will be refunded in 7 days by respective bank. We request you to register with with new email and mobile number, apply the course, make the payment and fill in the application (Personal details, academic details, photo upload) and complete the application.

If it still didn't work, then call the centac support number

9. I have submitted the completed application along with the enclosures to the centac office. But, still I didn't receive any acknowledgment or confirmation yet

[ANSWER]:- You will receive the acknowledgment from the CENTAC after they verify your application. Please wait until that.

You will receive a SMS. After the Application verification process completed successfully. Please refer the website www.centaonline.in, the status will be updated periodically. Candidates are asked to visit the CENTAC website frequently till the counseling process is over.

10. Still I didn't receive my 12th result. How can I fill in the 12th academic marks in the application form ?

[ANSWER]:- Please wait until the 12th results come. You have to fill the HSC marks in the application before submitting. CENTAC may announce the NEWS regarding postponing the last date of application submission.

11. I am an NRI candidate. How should I apply the courses online through the www.centaonline.in.

[ANSWER]:- There is no provision given for NRI candidates to apply via www.centaonline.in. You have to apply the application manually. Please go to CENTAC office in person and apply

12. How should I download the application fees receipt to enclose with the printed copy ?

[ANSWER]:- Please login to www.centaonline.in and select the candidate name ---> Select Payment details ----> Select Application fees ---> Download the application fees . Please refer the below picture and proceed accordingly



13. How should I download the filled-in application to print and send to the CENTAC office along with the enclosures?

[ANSWER]:- Please login to www.centaonline.in and select the Candidate Name ---> Select Application Copy ---> Download the Application Copy . Please refer the below picture and proceed accordingly

GOVERNMENT OF PUDUCHERRY
CENTRALISED ADMISSION COMMITTEE
CENTAC (2017-18)

WELCOME SIVA -
Account settings +
Payment details +
Application Copy
Candidate Photo
NEET Mark

click here to download your application copy

Welcome to
Centralised Admission Committee

14. Can I submit Aadhar card and Ration card Photocopy for residence and nativity ? What is Residence and Nationality?

[ANSWER]:- Aadhar card and Ration card Photocopy are not considered for the Residence.

The certificates of Nationality, Community, Residence, income, Nativity, Service, Home town declaration need to be obtained from the respective competent authorities in the prescribed formats (Recently obtained valid Certificates only will be considered).

15. I have made the payment but the application form didn't opened. What shall I do now ?

[ANSWER]:- Please send an email to the centacsupport. Furnish your details such as Registered Name, Mobile number, Email address, Date Of Birth, etc.

16. While filling the application form, the form got downloaded incompletely. The downloaded application copy is empty. What shall I do now ?

[ANSWER]:- Please send an email to the centacsupport. Furnish your details such as Registered Name, Mobile number, Email address, Date Of Birth, etc.

16. I have already availed SEAT in the previous year, Am I eligible to apply now

[ANSWER]:- No, The candidate availed SEAT through CENTAC in the previous years are not eligible to apply.

17. How should I enter my NEET Marks in the website.

[ANSWER]:- Please login to www.centaonline.in and select the Candidate Name ---> Select NEET Marks---> Redirects to a website where you can enter

the NEET_Register number, NEET_Score, NEET_Rank(All India). Please refer the below picture and proceed accordingly

