



TRAINING HANDBOOK

Exam Portal User Handbook

How to run online exams on the website and take them on the Android app. Exams work even without internet.

Institute admins

Create exams, upload questions, manage students, declare results, pay for a plan.

Students

Sign in on the app, take exams online or offline, see scores, ranks and answer keys.

Platform owner

Super admin: plans, trials, payments, institutes and activity.

PRESENTED BY

Shubh Soft Solution



[shubhsoftsolution.com](https://exam.shubhsoftsolution.in)



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How to use this handbook

Training a **school or coaching institute**? Use Parts 2, 5 and 6. Training **students**? Part 3 is all they need, and you can print it as a handout. Part 4 is only for the platform owner.

PART 1

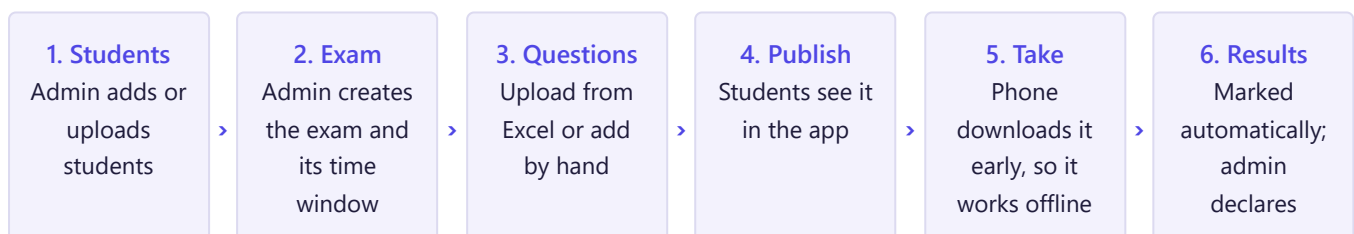
Getting started

Exam Portal has two parts that work together: a **website** where institutes run their exams, and an **Android app** where students take them.

Who uses what

Role	Where they work	What they do
Institute admin school / coaching staff	Website, signs in with email + password	Adds students, creates exams, uploads questions, publishes exams, checks and declares results, pays for a plan.
Student	Android app, signs in with institute code + username + password	Downloads exams, takes them (with or without internet), submits, sees results and the answer key.
Super admin platform owner	Website, special super admin login	Sets plans and prices, manages trials, grants plans, suspends institutes, sees payments and activity.

Life of an exam



Key ideas to explain in every training

 Works offline Questions download before the start (30 min by default). The whole exam runs with no internet, and answers upload by themselves later.	 Never lost Every tap is saved on the phone at once. If the app closes or the battery dies, the student continues from the same question.	 Auto marking Each submission is marked the moment it arrives, including negative marks. Nobody checks papers by hand.	 Fair One attempt per student. Questions arrive only shortly before the start, answer keys only after results. Screenshots are blocked.
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PART 2

Website for institute admins

Open <https://exam.shubhsoftsolution.in> in any browser on a computer, tablet or phone.

2.1 Sign up and free trial

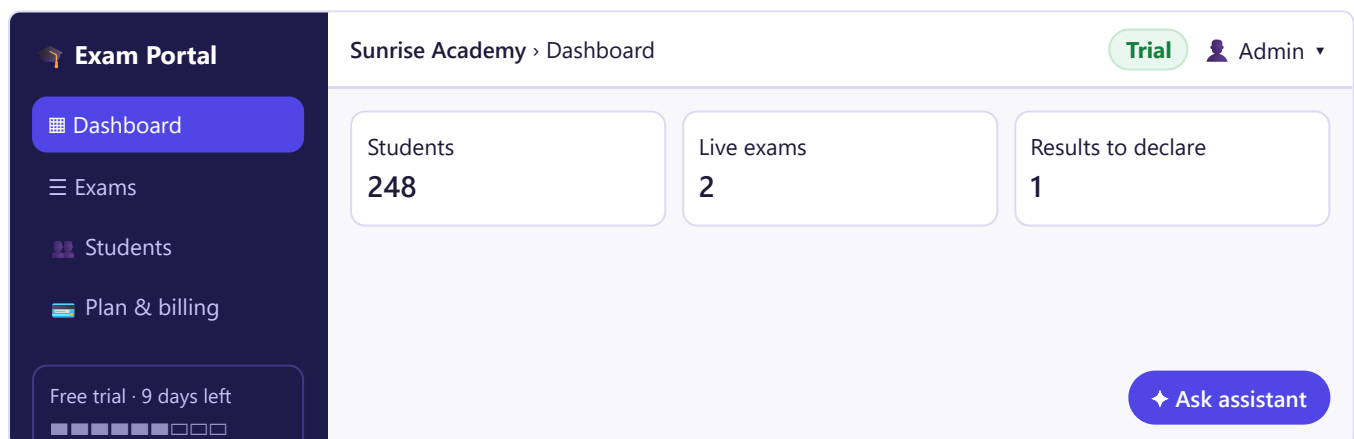
- 1 On the sign-in page, click the **Sign up** link.
- 2 Enter your institute's name, choose an **institute code** (short and unique, for example **SUNRISE**), then your name, email and a password.
- 3 Your institute is created and the **free trial** starts at once (normally 14 days). You don't need a card.

The institute code matters

Students type this code in the app to sign in. It is shown on your **Dashboard** and on the **Plan & billing** page. Share it with students along with their username and password. Capital or small letters both work.

2.2 Signing in and the screen layout

Sign in with your **email** and password. Every page has the same layout:



- **Left menu:** Dashboard, Exams, Students and Plan & billing. The card at the bottom shows your trial or plan and how many days are left.
- **Top bar:** your institute name, the page you're on, your plan status, and your name. Click your name to change your password, open billing or **sign out**.
- **Ask assistant** (bottom right): a help chat that answers "how do I..." questions. See 2.13.
- A coloured banner warns you **5 days before the trial ends** and **7 days before a paid plan ends**.

2.3 Dashboard

The Dashboard is your home page. It shows your institute code, student and exam counts, and recent exams. Exams that have **ended but whose results are not yet declared** have a **Review & declare** button, so you can go straight to the results.

2.4 Students

Open **Students** in the left menu. Every student who will use the app needs an account here.

Add one student

- 1 Click **Add student**.
- 2 Enter a **username** (roll number works well), the full name, and if you like, an email and a **batch** (for example **10-A**).
- 3 Set a password of **at least 6 characters** and save. Give the student the institute code, username and password.

Upload many students at once

- 1 Click **Template** to download a sample file and fill it in Excel. The columns are **Username, FullName, Email, Batch, Password**.
- 2 Save it as **.xlsx** or **.csv** and upload it with **Bulk upload**.
- 3 Usernames that already exist are skipped, so it's safe to upload the same file again.

Batches

A batch is a group of students, such as a class or section. When you create an exam you can give it a batch, and then **only that batch** sees the exam. Leave the batch empty to show the exam to all students.

Reset password, disable or enable

- **Reset password**: set a new password if a student forgets theirs. They must sign in once with internet to use it. Until then, the old password may still open the app offline.
- **Disable**: the student can no longer sign in or sync. **Enable** lets them back in. Nothing is deleted.

Student limit

Each plan allows a set number of students, and the trial has its own limit. The Students page shows how many you've used. If you reach the limit, upgrade on **Plan & billing** to add more.

2.5 Create an exam

Open **Exams** and click **Create exam**.

Field	What it means
Title and Instructions	Students see these in the app before they start.
Batch	Leave empty for all students, or type a batch name to limit the exam to that batch.
Starts at / Ends at	The exam window : the time during which students can start the exam (Indian time).
Duration (minutes)	How long each student gets once they press Start. It must fit inside the window.
Pass %	The percentage needed to pass.
Shuffle question order	Each student gets the questions in a different order, which makes copying harder.
Download questions before start	How early phones receive the questions for offline use. The default is 30 minutes . Students should open the app with internet during this time.
Offline sync grace	How long after the end time answers from offline phones are still accepted. The default is 48 hours .

Click **Save**. The exam is saved as a **Draft** and you go to its **Questions** page. Students can't see it yet.

2.6 Questions

All questions are **multiple choice** with 2 to 4 options (A–D) and one correct answer. Each question has its own **marks** and **negative marks**.

Upload from Excel or CSV (fastest)

- 1 On the exam's Questions page, click **Download template**.
- 2 Fill in one question per row (see the format in Part 7) and save it as **.xlsx** or **.csv**.
- 3 Choose **Append to existing** to add to the questions already there, or **Replace all questions** to start over, then upload.
- 4 Rows with mistakes are skipped and listed with their **row number** and the reason. All the correct rows are still imported. Fix those rows and upload them again with *Append*.

Add or edit by hand

Use the form at the top of the Questions page to add one question, or the  button to edit one.

After students have submitted

Once any student has submitted, the question wording and options are **locked** and bulk upload is blocked. You can still fix a wrong **correct option**, the **marks** or the **negative marks**. Every submission is then **marked again automatically**.

2.7 Publish, close or delete an exam

In Exams, open the **More ▾** menu on the exam:

Action	Effect
Publish	Students in the batch now see the exam in the app. Needs at least one question.
Close exam	Ends the exam early. Anything that still arrives is marked with the exam-closed flag for you to check.
Unpublish	Moves the exam back to Draft. Only possible while there are no submissions.
Delete	Removes the exam. Only possible while there are no submissions.

Student can't see an exam? Check these 4 things

1) The exam is **Published**. 2) The student's **batch** matches the exam's batch, or the exam has no batch. 3) The end time plus the grace period hasn't passed. 4) The student's account is **enabled**. Then ask the student to pull down on the Exams list to refresh.

2.8 How scoring works

- **Correct answer:** + the question's marks
- **Wrong answer:** – the question's negative marks
- **Not answered:** 0
- **Percentage** = score ÷ total marks. A negative score counts as 0%. A student **passes** if the percentage is at least the exam's Pass %.

Example

50 questions, 1 mark each, –0.25 for a wrong answer. A student gets 40 right, 6 wrong and skips 4:
 Score = 40 – (6 × 0.25) = **38.5 out of 50 → 77%**. With Pass % set to 40, the student **passes**.

2.9 Results and declaring

Open the exam's **Results** page from **Exams** or from **Review & declare** on the Dashboard.

- 1 Look at each student's score, percentage, **rank**, pass/fail, and the pass rate for the whole exam.

- 2 Check any **flags** (see 2.10).
- 3 Click **Declare results**. You can do this once the exam's end time has passed. On their next sync, students see their score, rank and the full answer key in the app.
 - **Withdraw results** hides the results from students again, for example if you need to fix the answer key.
 - **Re-evaluate** marks every submission again. Use it after changing the answer key or marks.
 - **CSV** downloads the full result sheet, which opens in Excel.
 - Offline submissions that arrive **after** you declare (within the grace period) are marked and added automatically.

2.10 Review flags

Phones that were offline can have wrong clocks. So instead of rejecting a suspicious submission, the system **marks it with a flag** for you to check. A flag doesn't change the score.

Flag	What it means
late-sync	The answers arrived after the exam ended. This is normal for students who took the exam offline.
overtime	The student took longer than the duration plus 2 minutes.
started-before-window submitted-after-window	The phone's times fall outside the exam window by more than 5 minutes.
device-clock-ahead	The phone's clock is ahead of the server's.
exam-closed	The answers arrived after you closed the exam.

If a flagged submission is not valid, delete it (🗑️). See 2.11.

2.11 Allowing a re-attempt

Each student gets **one attempt** per exam. To let a student try again, open the exam's **Results** page and click 🗑️ next to their submission. The app notices on its next sync and lets them start again, as long as the exam window is still open.

2.12 Plan & billing

- Open **Plan & billing** to see your status (trial, paid or expired), the available plans, and your payment history.
- Click **Pay with Razorpay** to pay by **UPI, card, net banking or wallet**. The plan starts working right after a successful payment.
- **Paying early never loses days**. If you pay during the trial or before your plan ends, the new period starts when the current one ends. Renewals add on in the same way.

- If money was taken but the plan doesn't show as active, wait a few minutes because it is confirmed automatically. If it still doesn't show, contact support with the payment reference.

When the trial or plan ends

Your data is **kept**. Admin pages open the Billing page until you pay. Students can't sign in on a new phone or download new exams. Exams students have already finished still upload, and their results still show.

2.13 Ask assistant

Click **Ask assistant** on any page and type a question such as *"How do I upload questions?"* or *"Why can't a student see the exam?"*. It gives step-by-step answers with links to the right page. It can also see your own live numbers, such as pending results or days left. You can ask in English, Hindi or Hinglish.

2.14 Your account

Click your name in the top bar and choose **Change password**. Use **Sign out** on shared computers.

PART 3

Android app for students

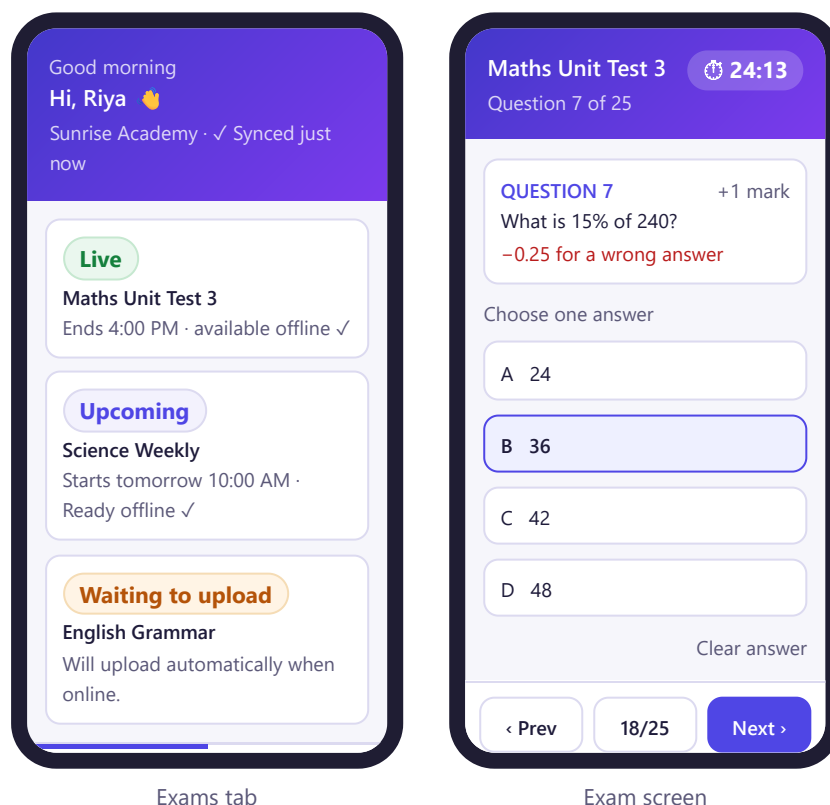
Works on Android 7.0 and newer. The app's name is **Exam Portal**.

3.1 Install and sign in

- 1 Install **Exam Portal** from the Play Store, or use the install file your institute gives you.
- 2 Open the app. On the **Welcome back** 📱 screen, enter the three details from your institute: **Institute code**, **Username** and **Password**.
- 3 Tap **Sign in**. You need internet for the **first** sign-in. After that the app also signs you in offline.

The app remembers the last institute code you used. Several students can share one phone. Each one signs out and the next signs in with their own details.

3.2 Home screen



- The top shows your name, institute and the **sync status**. Tap the 🔄 button to sync now, or pull down on a list to refresh.
- Two tabs: **Exams** (exams to take) and **Results** (your marks).

- A banner at the top warns you if you're offline, your session has expired, or your institute's plan is inactive.

3.3 Exam statuses

Status	What it means and what to do
Upcoming	The exam hasn't started. Ready offline ✓ means the questions are already on your phone.
Live	You can start now. If it says " <i>Questions not downloaded yet</i> ", connect to the internet and pull down to refresh.
In progress	You started but haven't submitted. Tap to continue. The timer keeps running.
Waiting to upload	You submitted, but the phone hasn't sent your answers yet. It sends them automatically when there is internet.
Submitted / Result out	Your answers reached the institute. Once results are declared, see the Results tab.
Ended	The exam window is over. You can no longer start it.

Before every exam

Open the app **with internet** some time in the half hour before the exam starts. Check the exam shows **Ready offline ✓**. After that you can take the exam even if the internet goes away.

3.4 Taking an exam

- 1 Tap a **Live** exam. A sheet shows the number of questions, minutes and marks, plus the rules: *you can submit only once, the timer keeps running if you leave the app, and answers are saved on this phone*. Tap **Start exam**, or **Not now** to go back.
- 2 One question is shown at a time, with its marks and any negative marks. Tap an option to choose it. Your answer is **saved straight away**.
- 3 Use **< Prev** and **Next >** to move between questions. Tap **Clear answer** to leave a question unanswered, which avoids negative marks.
- 4 The middle button (for example **18/25**) shows how many you've answered. Tap it to open the **question palette**, which shows each question as *Answered*, *Not answered* or *Current*. Tap a number to jump to that question.
- 5 The **timer** at the top counts down your remaining time.

Important rules for students

- **The timer never pauses.** If you leave the app or lock the phone, the time keeps counting. If you tap X, the app asks "Leave the exam?". Your answers are kept, but the clock keeps running.
- When time runs out, the exam is **submitted automatically** with the answers you've chosen.
- Screenshots and screen recording are blocked during the exam, and the screen stays on.
- Changing the phone's date or time does not give you extra time.

3.5 Submitting

On the last question, **Next** changes to a green **Submit** button. You can also tap **Submit exam** in the question palette. The app tells you how many questions are still unanswered. Tap **Review** to go back, or **Submit** to finish. **You can't change your answers after submitting.**

You'll see "Exam submitted 🎉". If you're offline, the exam shows **Waiting to upload** until the phone reconnects.

3.6 Using the app without internet

What happens	What the app does
No internet when the exam starts	The exam runs completely from the phone, as long as it showed Ready offline ✓.
App closes or the battery dies mid-exam	Reopen the app and tap the exam. It continues from the same question with all your answers. The time while the phone was off still counts.
You submit while offline	Your answers are kept on the phone and upload by themselves when internet returns, even after the phone restarts. You don't need to do anything.
The internet drops during upload	The app keeps trying. Your answers can never be sent twice or lost.
"Session expired" message	Tap the banner and sign in again. Your saved answers are safe and will then upload.

Don't sign out or uninstall while an exam shows *Waiting to upload*. If you sign out, the app warns you. The answers stay on the phone and upload the next time you sign in with internet. Uninstalling the app would delete them.

Answers from offline phones are accepted until the exam's end time **plus the grace period** (normally 48 hours). Connect to the internet before then.

3.7 Results

- Open the **Results** tab. After the institute declares results, each exam shows your **score, percentage, pass/fail and rank**.
- Tap a result to open the **Answer review**: every question with your answer and the correct answer.
- Results are saved on the phone, so you can view them offline.
- *Result pending* means your answers were received but results aren't declared yet. *Waiting to upload* means your answers haven't reached the institute yet.

3.8 Messages you may see

Message	What to do
"You are offline. Exams and answers are saved on this phone..."	Nothing. The app syncs by itself when the internet returns.
"Session expired. Tap here to sign in again..."	Tap it and sign in. Your answers are safe.
"Your institute's subscription is inactive..."	Tell your institute. Finished exams still upload, but new exams can't be downloaded until the institute renews.
"Unknown institute code" / wrong password	Check the code and password with your institute. Capital or small letters both work for the code.
"Questions not downloaded yet"	Connect to the internet and pull down on the Exams list.

PART 4

Super admin (platform owner)

The super admin signs in on the same website and gets a separate menu: Overview, Institutes, Plans, Payments, Activity and Settings.

Page	What you can do
Overview	How many institutes are on trial, paid or expired. Signups in the last 7 and 30 days, revenue this month, latest signups and recent activity. Trials ending in the next 7 days each have a one-click +7 days button.
Institutes	Search institutes and filter them by status. See students, exams, submissions and last activity for each. Export to CSV. Click an institute to open its page.
Plans	Add or edit plans: name, price (₹), duration in days, maximum students (0 = unlimited), display order, and active or hidden. Price changes apply only to new payments. A hidden plan disappears from the Billing page, but institutes already on it keep their access.
Payments	All Razorpay and manual payments, with filters.
Activity	A full log: signups, logins, exam, question and result actions, student app logins, submissions, payments, assistant questions and super admin actions. Filter by institute and by action.
Settings	Default trial length, the trial's student limit, turning new signups on or off, and the Razorpay connection status.

On an institute's page

- **Extend trial by N days**, with an optional reason that is saved in the log, or **set an exact trial end date**.
- **Grant a plan manually** for cash, bank transfer or a free (complimentary) plan. Choose the plan, change the days if needed, and enter the amount and a note. It counts exactly like an online payment. **End paid subscription now** cancels it.
- **Suspend** with a reason, which the institute admin sees. The admin is sent to the Billing page and students can't sign in or download exams. **Reactivate** restores access at once.
- Edit the institute's details and code, **reset the admin's password**, and see its exams, payments and full activity log.

Suspending an institute or letting its plan end **never deletes data**. Everything comes back when access is restored.

PART 5

Exam-day checklist

2–3 days before (admin)

- All students are added, with the right batch
- Exam is created with the correct window, duration and Pass %
- Questions are uploaded and the upload report shows no errors
- Answer key and negative marks are checked
- Exam is **Published**
- Plan is active and the student limit is enough
- Institute code and logins are shared with students

Students, before the exam

- App is installed and the student has signed in once with internet
- Open the app with internet in the 30 minutes before the start
- Exam shows **Ready offline** ✓
- Phone is charged and has some free space
- Turn off battery-saver apps that kill the Exam Portal app

During the exam

- Don't leave the app, because the timer keeps running
- Use the palette to check for unanswered questions
- Remember negative marks: use *Clear answer* when unsure
- Submit before time runs out, or it submits automatically

After the exam (admin)

- Remind offline students to connect to the internet
- Open **Results** and check the flags
- Fix the answer key if needed, then Re-evaluate
- **Declare results** and download the CSV

PART 6

Troubleshooting and common questions

Problem	Solution
Student can't sign in on the app	Check the institute code, username and password. Make sure the student isn't disabled and the institute's trial or plan is active. The first sign-in needs internet.
Student forgot their password	Admin: Students → Reset password . The student then signs in once with internet.
Exam doesn't appear in the app	Check it's Published, the batch matches, the window hasn't ended, and the account is enabled. Then pull down to refresh.
Exam shows "Live" but won't start offline	The questions were never downloaded. Connect to the internet once and pull down to refresh.
Student's answers stuck on "Waiting to upload"	The phone needs any internet connection. Open the app and tap sync. If it says "Session expired", sign in again. This must happen within the grace period.
Student submitted by mistake or had a genuine problem	Admin: Results → 🗑 next to their submission. They can try again while the window is open.
Wrong answer key discovered after the exam	Fix the correct option on the Questions page. Submissions are marked again automatically. If results were declared, students see the new scores on their next sync.
Question upload shows row errors	Read the row number and reason. Common causes: CorrectOption isn't A, B, C or D, or points to an empty option, or the question text is missing. Fix those rows and upload them with <i>Append</i> .
Can't add more students	You've reached the plan's student limit. Upgrade on Plan & billing.
Admin pages keep opening Billing	The trial or plan has ended, or the institute is suspended. Pay on Plan & billing, or contact the platform owner.
Paid, but the plan isn't active	Wait a few minutes and refresh. If it's still not active, send the Razorpay payment reference to support.
Can I edit questions after the exam started?	Before anyone submits, yes, everything. After that, only the correct option, marks and negative marks.
Can two students use one phone?	Yes. Each signs out and the next signs in. Don't sign out while an exam shows "Waiting to upload".

PART 7

File formats

Use the **Template** or **Download template** buttons on the website to get a ready-made file. Column names can be in capital or small letters.

Question upload (.xlsx or .csv)

QuestionText	OptionA	OptionB	OptionC	OptionD	CorrectOption	Marks	NegativeMarks
Capital of India?	Mumbai	New Delhi	Kolkata	Chennai	B	1	0.25
The Sun is a star.	True	False			A	1	0
15% of 240 = ?	24	36	42	48	B	2	0.5

- **CorrectOption** must be A, B, C or D.
- **OptionC** and **OptionD** are optional, for example for True/False questions.
- If **Marks** is left empty it counts as 1. If **NegativeMarks** is left empty it counts as 0.

Student upload (.xlsx or .csv)

Username	FullName	Email	Batch	Password
1001	Riya Sharma	riya@example.com	10-A	Riya@1001
1002	Aman Verma		10-B	Aman@1002

- **Email** and **Batch** are optional. Passwords need at least 6 characters.
- Usernames that already exist are skipped.

NEED HELP?

We're here for you

Use **Ask assistant** on the website for instant how-to answers, or contact the Shubh Soft Solution team for training, setup and support.



WEBSITE

shubhsoftsolution.com



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