

Helpdesk FAQ – Online Registration Support Team

Dear Candidate,

Take adequate time to read the e-prospectus and the Instructions before initiating the registration, so as to ensure that you full fill the required eligibility criteria.

Unable To Register.

This issue may occur due to internet connectivity problems or device-related issues.

Resolution Steps:

- Kindly check internet connection
- Suggest using a stable and strong network
- Try accessing the form using a different device (mobile/laptop/desktop)
- Prefer using an updated browser (Chrome/Edge) and System (laptop/desktop)
- Clear browser cache and retry
- Make Sure you are entering correct CUET PG 2026 Application number and correct DOB as per your CUET PG 2026 Admit card
- DOB format is DDMMYYYY (Ex: If Date of Birth is 24 Aug 2002 then, you can enter **24082002**) But very rare scenario due to data mismatch from NTA, DOB may be interchange so kindly try with MMDDYYYY

Unable To Login.

After successful registration, the candidate need to login with CUET PG Application Number and Password which created during Registration. If Password forgot you may use FORGOT Password option and raise Grievance so our Helpdesk Team will check and give you proper solution.

OTP Not Received

This issue may occur due to poor internet connectivity or insufficient device storage.

Resolution Steps:

- Check stable internet connection
- Switch to a better network (Wi-Fi/mobile data)
- Ensure the device has sufficient storage space available
- Close unnecessary apps and retry

- If the issue persists, try using a different device or browser

Either Mobile Or Email any one verification is enough for Registration. If any one is verified you may proceed for next step.

Payment Done but it is not reflected in Portal

This situation may occur due to a temporary server or banking delay, where the payment is still under process from the bank side and has not yet been received in the final account.

Resolution Guidance:

- Dear candidate sometimes it may take up to 48 hours (2 days) for the payment status to be updated.
- Advise the candidate to wait for some time and check the status again.

Important Note (Last Dates):

- If it is the last 1–2 days before registration closing, candidates should not wait.
- They are advised to make the payment again to avoid missing the deadline.

Refund Policy:

- Any extra or duplicate payment made by the candidate will be refunded Once verifies by account Department.
- The refund process may take Some days and for refund you need to mail all the details along with screenshot to admission@mail.jnu.ac.in mail id.

After filling form during submit error is coming

Please do not use any special characters (% , @ , etc.) in any field, and make sure all required fields are filled. Do not leave any mandatory field blank.

Kindly try again and enter your details correctly. Also, try using a different device or internet connection.

Unable to upload documents such as (Photo and Signature)

This issue usually occurs due to incorrect file format, size, or file naming.

Resolution Steps:

- Ensure the document is in the correct format (e.g., JPG/JPEG/PNG as specified)
- Check that the file size is within the allowed limit
- Make sure the file name does not contain any special characters (e.g., @, #, %, &, /, etc.)
- Use simple file names like: *photo.jpg, signature.png*

After correcting the above, the candidate should try uploading the documents again.

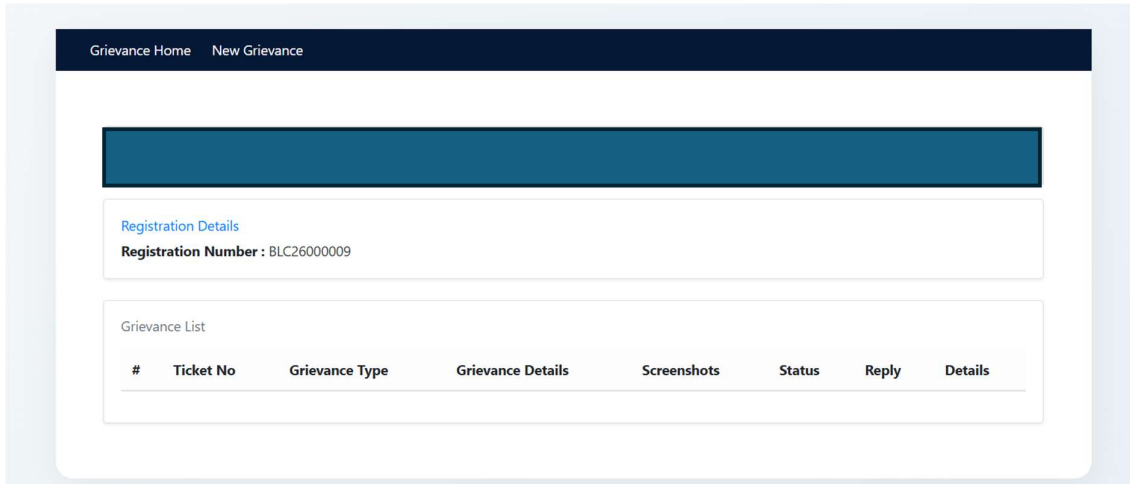
Besides the above solutions, the candidates will have access to Helpdesk and Grievance Portal, but you are requested to make use of it as last resort, if the above explanations are not helpful.

Below is the screenshot of Grievance panel from where candidate can raise Grievance and dedicated team will check respective query and revert you with solution.

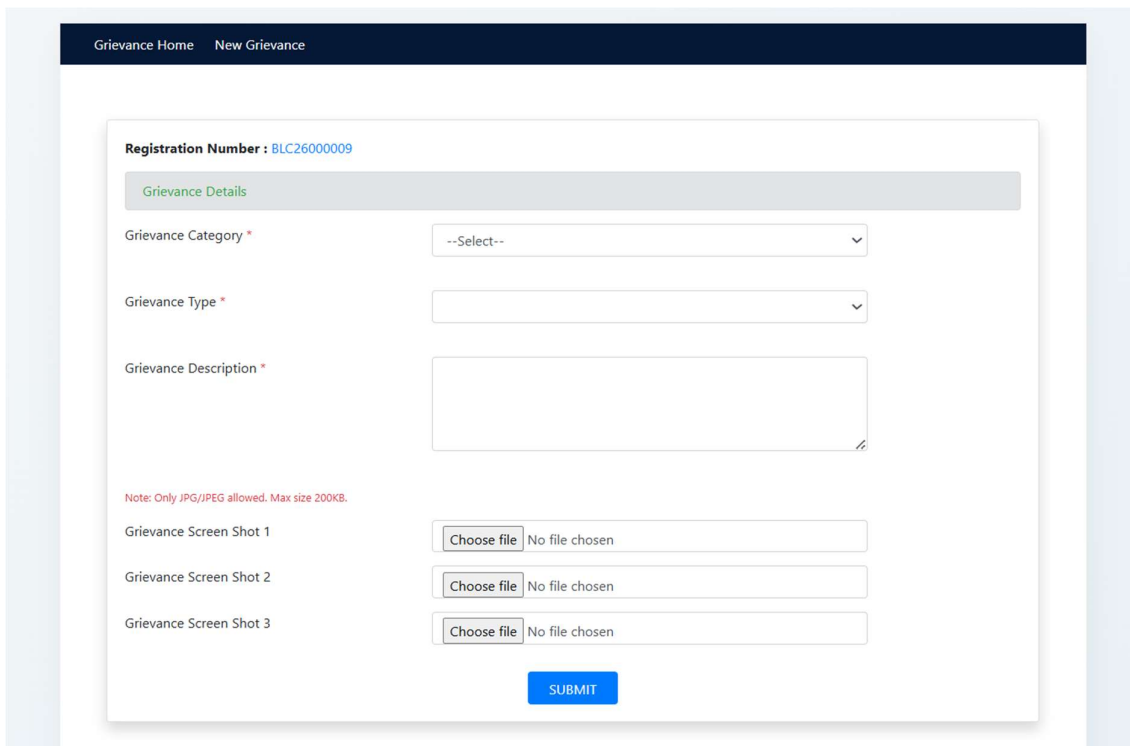
You need to login via your CUET PG 2026 Application number and DOB(DDMMYYYY or sometimes MMDDYYYY)

The screenshot shows a web browser window with the URL `jnuee.jnu.ac.in/jnuMAMScMCA_2026/Grievance/GrievanceLogin.aspx`. The page header includes the Jawaharlal Nehru University logo and name in Hindi and English, and the text "Application Form for Two-Year M.A./M.Sc./MCA Programme – 2026". A dark blue navigation bar contains a "Home" link. The main content area features a "Grievance Login" form with the following fields and instructions:

- CUET-PG 2026 Application No.**: A text input field with the placeholder "Enter your ID".
- Date of Birth**: A text input field with the placeholder "Password".
- Instructions**: "(Ex: If Date of Birth is 24 Aug 2002 then, you can enter 24082002)".
- Submit**: A blue button.



Above Image shows you the basic dashboard where you can click on New Grievance and raise your query and you will get Token Number for your query which will resolve at the earliest by the dedicated helpdesk team.



As shown in above image you can fill this portal and type your query along with screenshot if any and submit your grievances so our dedicated team will check it , resolve and revert back to you and you will get reply In the same portal.

Grievance Home New Grievance

[Registration Details](#)
Registration Number : BLC26000009

Grievance List

Ticket #	No	Grievance Type	Grievance Details	Screenshots	Status	Reply	Details
1	500001	Unable To Submit Application Form	after filling all the mandatory details i am not able to submit	Screenshot 1	Grievance Posted		View

Once Our Helpdesk Team receive your query it will give you proper solution at short period of time, kindly keep monitoring grievance portal you will receive reply soon.

THANK YOU, ALL THE BEST