Frequently Asked Question

Q1. Which is the best web browser for online application and registration at the M. S. University of Baroda?
Ans: Google Chrome is preferable web browser. In case Google Chrome is unavailable, please use latest JavaScript enabled web browser. For smooth application process it is advisable to use private mode of web browsers. For Google Chrome please use incognito window options.

Q2. While applying the internet connectivity is lost or there is electric power cut, what will happen?
Ans: The application process can be continued from last saved step. Incomplete application may be edited through dashboard of application.

Q3: What to do if application hangs or garbled data appears?
Ans: Simply refresh the page. If problem continues, log out and login again. Please use private mode of web browser while applying.

Q4: What to do if payment fails?
Ans: In case of payment failure, where amount is debited from applicants account please wait for reconciliation. The reconciliation may take up to 48 hours. In case where amount is not debited from applicants account, please try again for payment.

Q5: Where is payment receipt?
Ans: After successful payment E-Receipt is available on dashboard, which can be viewed and printed at any time.

Q6: How to know when the application is successful?
Ans: After the successful payment, the application status on dashboard will be updated to complete after which application is successful and it is possible to take print out of application form.

Q7: How applicants will be informed regarding admission process?
Ans: Applicants need to login time to time for further information in the web application. Also, important communication will be notified by registered email.

Q8: How many applications can be made under single registration?
Ans: An applicant can make multiple application under single registration considering the eligibility criteria specified for academic programme.

Q9: In case application is not visible properly or submit button is not displayed what to do?
Ans: Try to resize the view of web browser or reduce the viewing size. Also try to refresh or re-login into application.

Q10: In case email are not receive what to do?
Ans: Check spam folder, still not receive email than email to queries.msuis-cc@msubaroda.ac.in

Q11: If the problem continuously persists even after trying all possible solution what to do?
Ans: In case of genuine problem, please email to queries.msuis-cc@msubaroda.ac.in with proper details and screen shot for justification.