

KVS SBSB Assessor App and Portal

Frequently Asked Queries and Answers

Write to both Mail ID: kvs.support@seqfast.com (Support Team) | kvs.sbsb@gmail.com (KVS HQ)
Support Contact No: 7982784034 | 8810491247

Annexure 2

Section 1: Guidelines for Schools

Some guidelines to be followed by the schools for smooth operations of SBSB data upload and report card generation.

A) Uploading of Data

1. Designate Teacher to log into <https://fitkvian.com/StaticPage/LandingPage.aspx> with HM/Principal ID (only one person to login)
2. Upload Student Data by navigating to "Schools and Terms" > "Students" > "Upload Student Data"
Try to upload all students of school in one go, instead of class/section wise
3. Once the data is uploaded, student IDs and passwords will get automatically created.
4. Go to "Schools and Terms" > "Student ID and Password" to download ID Cards with QR Code for printing. School can take printout of the ID card and put the facsimile/signature of the Principal/HM and issue to students. However, in case the cards cannot be created for some reason, it is fine. You can still do the assessment.
5. Kindly LOGOUT of the Portal before closing the browser. This will ensure that server will get free for other users
6. In case you get any error and you get exited, please try after 5 minutes.
7. If are not able to login, kindly clear the browser history/cache and try again.

B) Deletion of Duplicate Data

1. Designated Teacher to log into <https://fitkvian.com/StaticPage/LandingPage.aspx> with HM/Principal ID (only one person to login)
2. Go to "Schools and Terms" > "Students" > "Student Login/Password"
3. Select a Class/Section. List of Students will show up
4. Click on checkbox of students you want to delete
5. Press on "Delete"
6. Kindly LOGOUT of the Portal before closing the browser. This will ensure that server will get free for other users
7. In case you get any error and you get exited, please try after 5 minutes.
8. If are not able to login, kindly clear the browser history/cache and try again.

C) Assessment using FitKVian Android App

1. Five Assessor User ID and Passwords have been issued to school
2. Download FitKVian App from Google Play Store.
3. Login with User ID and Password issued to you
4. Synchronization Process

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- a. Night before the assessment, open the app, select the school and leave the app open for "synchronisation" of student data. Don't close the App.
 - b. On the day of test, switch off the "mobile data "(or keep in "airplane mode") so that you can do tests without internet connectivity
 - c. At the end of day/night, switch on phone data and open the app so that test data can get synchronised. Leave phone connected.
5. View Report: To see the no. of children whose assessment have been complete or incomplete, you can go to VIEW Report, choose filter
 6. You can EMAIL Report to yourself or someone else (or share on WhatsApp) so that you can track the progress of tests taken

D) Generating Report Card

1. Designated _____ Teacher _____ to _____ log into <https://fitkvian.com/StaticPage/LandingPage.aspx> with HM/Principal ID (only one person to login)
2. Go to "Reports >Camp Report"
3. Select School and Click On View
4. Once The Report Comes, Click On View option Under Student Report Column
5. A pop up window will appear in which user can select class and section and click Download button to Download the report. (Option under development and will be available soon)
6. Take Print Out.
7. Kindly LOGOUT of the Portal before closing the browser. This will ensure that server will get free for other users
8. In case you get any error and you get exited, please try after 5 minutes.

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Section 2: Principal/ HM Portal related issues

<https://fitkvian.com/StaticPage/LandingPage.aspx>

Please Note that your User and Password are both Case Sensitive. So, make sure that they are typed correctly.

Case 1:

I am not able to log into the portal

(<http://https://fitkvian.com/StaticPage/LandingPage.aspx>). It is giving the error “something has gone wrong. Please try after sometime”

You have probably logged into the portal and then closed the window. By default, the session stays active for 2 minutes even when you close the window.

You have to wait for 2 minutes before logging back.

Case 2: Duplicate Data

I have logged into portal with HM credential. Under Schools & Terms > Student > Student Login/Password, it is showing Duplicate Data of students for particular classes. How do I delete duplicate data?

Step 1: Login with HM Credentials on

<http://https://fitkvian.com/StaticPage/LandingPage.aspx>

Step 2: Go to Schools & Terms > Student > Student Login/Password

Step 3: Select class and verify the student data accordingly.

Step 4: Select extra students by clicking on checkbox. Click on “Delete Students”. Confirm

Case 3: My excelsheet is giving problem. What are the likely errors?

The most mistakes done are:

- A. Student Code: **Should be 15 Digit UBI No (or 16 Digit UBI No in case of re-admission)**. Please do not use Admission No.
- B. Date of Birth: The system will accept DOB in DD/MM/YYYY format (for eg. 25th May 2003 is to be mentioned as 25/05/2003, but not as 05/25/2003 or 25/05/03)
- C. Class and Section: Classes to be in Roman (numerals not allowed)

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Case 4: Gender Changed to Boy though I had uploaded students with “Girl”, “G”, “Female” or “F” What should I do?

Step 1 :- Login with HM Credentials on

<http://https://fitkvian.com/StaticPage/LandingPage.aspx>

Step 2 :- Go to Schools & Terms > Student > Student Login/Password

Step 3 :- Select class and verify the student data accordingly.

Step 4 : if maximum no. of students' genders are showing boy/male instead of girl then Upload the student data again and they will get an update message , So click on the update button so that all the gender will get updated.

If the no. of students is less whose gender is changed, edit the student profile to change the gender.

Step 4:- If it still persists, please contact with your RO Head. *RO Head should note down the exact issue with the School Code and the contact details of the respective school(s). After this he/she have to sent the issues to the following mail id. kvs.support@seqfast.com*

Case 5: Lost Data/No Data

I have logged into portal with HM credential. Under Schools & Terms > Student > Student Login/Password, it is showing No Data of students for particular classes. What should I do?

Step 1 :- Login with HM Credentials on

<http://https://fitkvian.com/StaticPage/LandingPage.aspx>

Step 2 :- Go to Schools & Terms > Student > Student Login/Password

Step 3 :- Select class and verify the student data accordingly.

It is possible that the data got deleted during the data cleansing process.

You need to upload the data of the missing students.

Case 6: Current Test Status

I have taken tests using the FitKVian App. How do I verify if the Test data on my phone is reflected on the Principal/HM portal?

Step 1: Login with Principal/HM Credentials on

<http://https://fitkvian.com/StaticPage/LandingPage.aspx>

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Step 2: Go to **Reports > Term Report**

Step 3 Select **2018 Term 2** > Click on **View**

Step 4: Below that you will get all the completion/Incompletion/Current status.

Step 5: Click on the **Current Status**

Step 6: A new screen opens up showing the following:

Step 7: Select **Class** and you can view the test data available in the server.

No. of students for whom assessments are complete is visible on the screen.

You can see the students for whom assessments are not complete. Your PETs can use the FitKVian App to do the assessment of these students.

Case 7: Multiple teachers are trying to log into the <https://fitkvian.com/StaticPage/LandingPage.aspxportal> with the Principal/HM login and password, but the portal is not letting multiple teachers to log in at the same time.

The portal allows only one person to login as Principal/HM

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Section 3: Assessor App (FitKVian) Related Issue:

Most Important Instruction: If Assessment is in progress, do not UNINSTALL the App. Only UPDATE it. (PN: if you uninstall the App from your phone before synchronisation, you will lose the assessment data stored in your App)

Case 1:

I am not able to log into the FitKVian Assessor App. It is showing “No such user”

Please Note that your User and Password are both Case Sensitive. So, make sure that they are typed correctly.

If your UN and PW are typed correctly, it is possible that your user name and/or password are not active or incorrect.

Please write to kvs.support@seqfast.com and kvs.sbsb@gmail.com to reissue the UN and PW.

We will shortly be giving the functionality in the Principal/HM’s login to retrieve your UN/PW or reset your password. Kindly ask the Principal/HM to put your email address against your UN on the portal. Principal/HM Login > Schools and Terms > Manage PETs/Assessors > choose the assessor name and “edit”

Case 2:

I logged into the FitKVian Assessor App. I had taken tests earlier and they were earlier visible on “View Reports”. But, now, it is not showing any students in “View Reports”. What should I do?

Reason:

It is highly possible that you UNINSTALLED the App instead of UPDATING the App. You did not synchronise before uninstallation

Solution:

In case a user uninstalls the FitKVian App before SYNCHRONISATION, the test data will be lost. In this case, you have to redo the tests.

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**IMPORTANT INSTRUCTION TO ALL ASSESSORS:
DO NOT UNINSTALL THE APP. GO TO GOOGLE PLAY STORE AND UPDATE THE APP
WHENEVER YOU GET A POP UP MESSAGE.**

Case 3:

**I have logged into FitKVian Assessor App. But, it is showing “Camp has expired”.
What should I do?**

Ask to the RO to increase the date of the term. So that user will able to take the test till that date.Or, write to kvs.support@seqfast.com

**Case 4: I have already taken the test using FitKVian Assessor App but not able to view
the data in the Principal/HM Portal.**

Step 1 :-Login in the FitKVian App using PET credentials.

Step 2 :- Select School and then go to Take test Screen.

Step 3 :- Click on the synchronize button available below the page and wait for while to get the success message. Then repeat the steps of case 2.

Step 4: Login with Principal/HM Credentials on

<https://fitkvian.com/StaticPage/LandingPage.aspx>

Step 5:Go to **Reports > Term Report**

Step 6 Select **2018 Term 2** > Click on **View**

Step 7: Below that you will get all the completion/Incompletion/Current status.

Step 8: Click on the **Current Status**

Step 9: A new screen opens up showing the following:

Step 10: Select **Class** and you can view the test data available in the server.

No. of students for whom assessments are complete is visible on the screen.

Note: If still user is getting the same issue please contact RO Head.

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RO Head should note down the exact issue with the School Code and the contact details of the respective school(s). After this he/she have to sent the issues to the following mail id.
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Case 5 :- In the FitKVian App after selecting the school user is getting the message “Camp has expired, No student associated with the school”

Step 1 :- Click on the **sync** button that is coming with message.

Step 2 :- Wait for at least 1 hr and then again login in app and do the necessary steps.

Step 3 :- If still user is getting the same issue please contact RO Head.

RO Head should note down the exact issue with the School Code and the contact details of the respective school(s). After this he/she have to sent the issues to the following mail id.
kvs.support@seqfast.com