Registering on Onlinevarsity

Onlinevarsity – Registration Process

Your can complete the registration process either on the **website** or on **OV App** *for Android devices (ver 4.0 and above)*

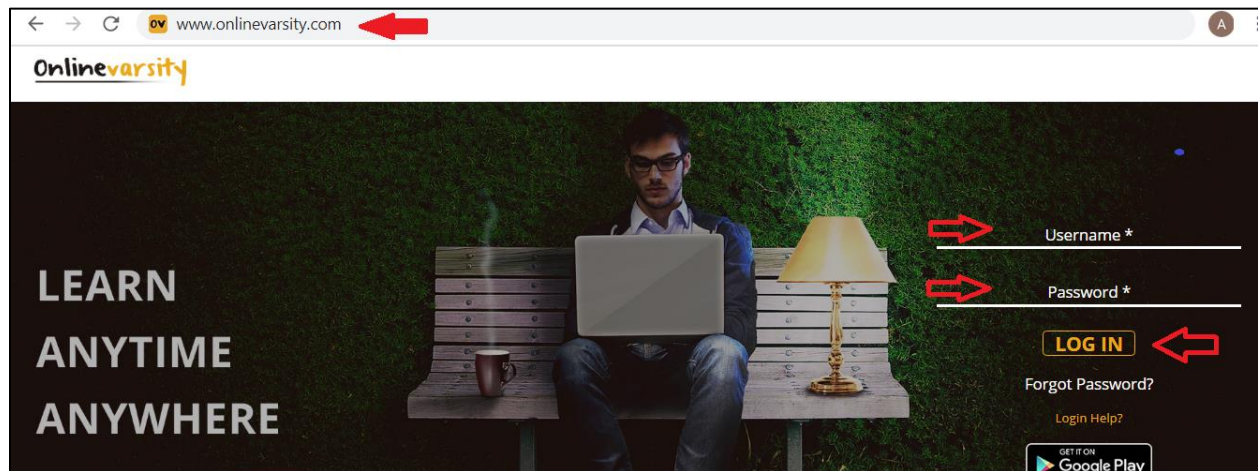## To register on the website, follow these steps:

Step 1: Type the url: https://www.onlinevarsity.com in your browser.

Step 2: Enter your credentials

Username: Enter your **Student ID** (for eg. Student1234567) – *Don't remember? Refer your Booking Confirmation or the Welcome e-mail you received at the time of course enrollment.*

Password: Enter your **Student ID**.

 Click the **LOG IN** button

Step 3: The **'Code of Conduct'** page appears. Read and Accept the Code of Conduct**. *(Applicable only to India)***

Student's Code of Conduct

Kindly read the Code of Conduct. Scroll down and click Submit (Ignore if already Submitted) to proceed further.

Every student enrolled for a program will comply with the Code of Conduct mentioned herein below. In the event of non-compliance of the same, Arena Animation reserves the right to suspend/debar/expel the student or cancel the admission and forfeit the amount paid towards the fees for the said course.

1. All students shall observe decorum while attending the course.

30. Students can mail their queries or grievances through OnlineVarsity, Contact us: Student Complaint Form or call on our toll free number: 1800221550
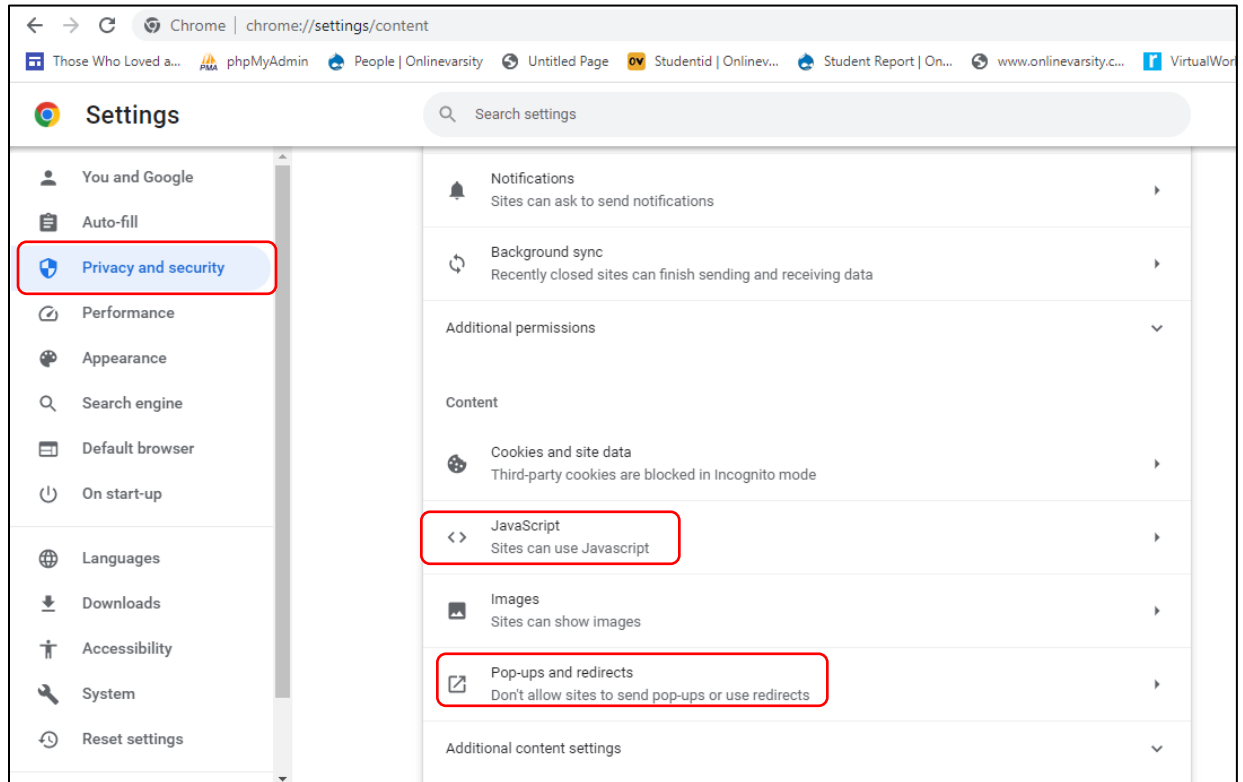
*Conditions apply

☐ I agree with above Code of Conduct.

Submit

Step 4: The **Verify Your Data** window opens. Enter your **Mobile Number**, Verify your **E-mail ID** *(update if incorrect)*, Enter your **Nick Name** and Click Send Verification Code button.

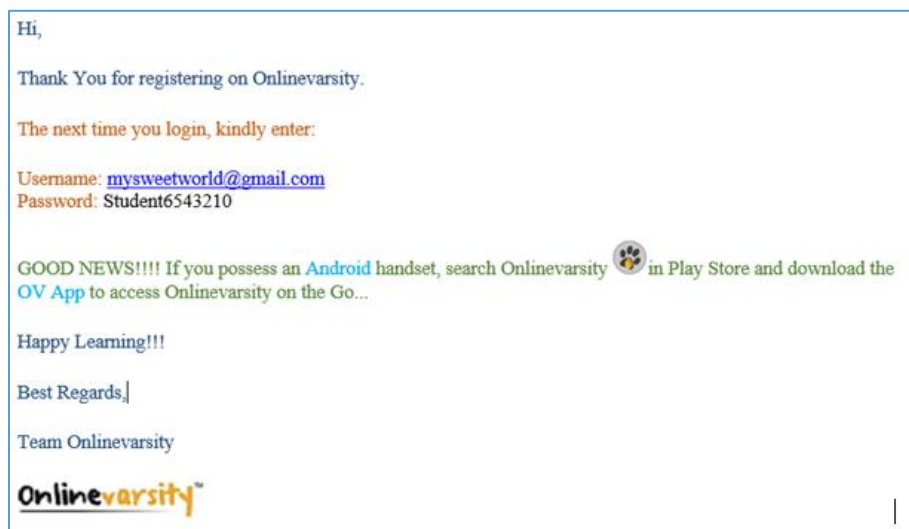**Note:** *Ensure that JavaScript/ Pop-Ups are enabled in the browser setting*

A **six-digit verification code** will be sent to the **e-mail id** which is populated/updated on this Form. **Additionally**, in case of students from **India**, a **four-digit verification code SMS** will be sent to the **mobile number** entered on this Form.

Step 5: Enter the **Verification Code** and click **Proceed**

Verify your Data

7738232118

mysweetworld@gmail.com

Sweety

Enter Your Verification Code

Proceed

Note: *Do not close the window without entering the Verification Code.*

Post registration, login credentials are displayed on the screen as well as an e-mail is sent to the registered e-mail ID.

Hi,

Thank You for registering on Onlinevarsity.

The next time you login, kindly enter:

Username: mysweetworld@gmail.com
Password: Student6543210

GOOD NEWS!!!! If you possess an Android handset, search Onlinevarsity in Play Store and download the OV App to access Onlinevarsity on the Go...

Happy Learning!!!

Best Regards,

Team Onlinevarsity

Onlinevarsity

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To register on OV App 🐾 *for Android devices (ver 4.0 and above)*, **follow these steps:**
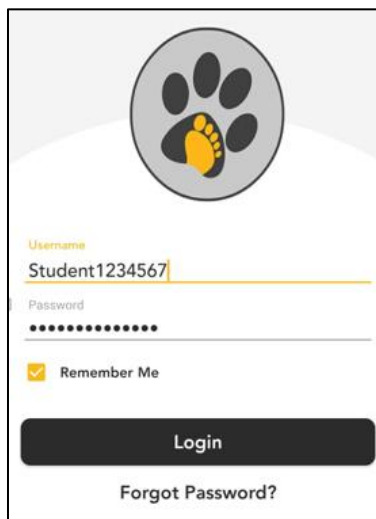
Step 1: Search Onlinevarsity in **Play Store** and download the **OV App** 🐾
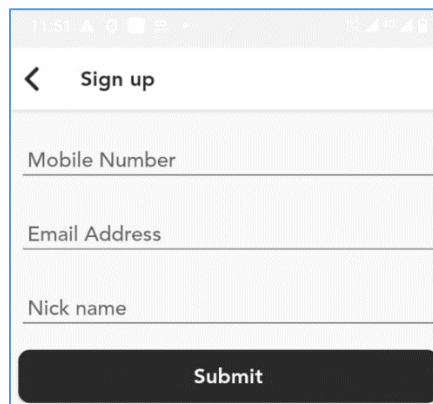
Step 2: Enter your credentials

Username: Enter your **Student ID** (for eg. Student1234567) – *Don't remember? Refer your Booking Confirmation or the Welcome e-mail you received at the time of course enrollment.*

Password: Enter your **Student ID**.
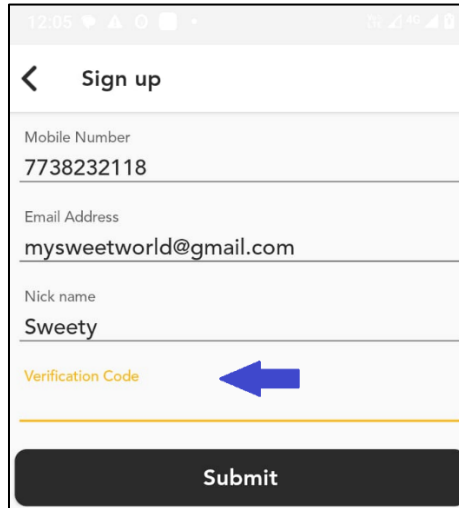
Click **LOG IN**

Step 3: The **Sign Up** window opens. Enter your **Mobile Number**, **Email ID**, **Nick Name** and Click **Submit**

A **six-digit verification code** will be sent to the **e-mail id** entered on the Sign-Up window.

Additionally, in case of students from **India**, a **four-digit verification code SMS** will be sent to the **mobile number** entered on the Sign-Up window.

Step 4: Enter the **Verification Code** and click **Submit**

Note: *Do not close the window without entering the Verification Code.*

That was really cool, isn't it?

The next time you login, kindly enter:

Username: Your Email ID
Password: Your Student ID

Still Confused?????   Write to ov-support@onlinevarsity.com

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Troubleshooting Registration Errors

1. I received a link from Onlinevarsity team for registration but due to some reason I was not able to access my e-mail on the given time schedule.

2. I did not receive the Welcome e-mail for registering in Onlinevarsity.

3. I am not able to login to Onlinevarsity. Message saying 'Wrong Username, Password' is displayed.

4. At the time of enrollment, wrong e-mail id was entered in ApTrack. How do I update it?

5. I have not received the Verification Code / OTP.

6. The 'Send Verification Code' button is not working.

7. When I click 'Send Verification Code' the following message is displayed:
   "Email ID Already Exists"
   "Enter Valid Email ID"

8. I have registered with Onlinevarsity and now I want to change my password.

9. I have completed the registration process, however, my password is masked (******) on the Thank You page and the email sent to me.

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A.1 Registration Timeframe:

The welcome e-mail says **register "after" 24 hours** and not "within" 24 hours. The link gets activated after 24 hours and remains valid thereafter. So, you can **register any time after 24 hours of receiving the e-mail for registration.**

A.2 Welcome e-mail

The Welcome e-mail is triggered from ApTrack (Transaction system at the centre) on the date of the course enrolment to the e-mail id entered in the system. A copy of the same is also marked to the Sales hierarchy. In case, you have not received the Welcome e-mail, contact your centre for your Student ID and the registration process.

A.3 Wrong Username / Password?

i)   You must be trying to register within 24 hours of receiving the welcome e-mail. The welcome Email says **register "after" 24 hours** and not "within" 24 hours.

OR

ii)   You must be using incorrect login credentials.

Pre-Registration *(ie. The first time you login to Onlinevarsity):*
Username: Your Student ID *(for eg. Student6543210)*
Password: Your Student ID *(for eg. Student6543210)*
Password is case sensitive, ensure that 'S' is capital. Also ensure that you are not typing any extra white spaces after the Student ID.

Post-Registration *(ie. After completing the registration process on Onlinevarsity):*
Username: Your e-mail Id *(for eg. mysweetworld@gmail.com)*
Password: Your Student Id *(for eg. Student654321)*

OR

iii)   You must be entering incorrect Student ID. Cross verify the Student ID with your centre or Booking Confirmation or Welcome e-mail.

OR

iv)   You must be entering incorrect e-mail id as your Username. During the registration process you/centre must have registered your account with a different e-mail id. Cross check with your centre.

OR

v) You must have changed your password. Click **'Forgot Password'** link on the login page, this will send a link to your *e-mail id* registered with Onlinevarsity. Click the link to access Onlinevarsity and then change your password.

OR

vi) You must have been enrolled for a Non Onlinevarsity course.

Still facing login problem? Write to ov-support@onlinevarsity.com mentioning your Student ID.

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A.4 Update e-mail ID

Pre- Registration: Update the Email ID during the Registration process in Onlinevarsity on the **Verify Your Data / Sign up** page.

Post Registration: Write to ov-support@onlinevarsity.com mentioning your Student ID and the new e-mail ID.

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A.5 Not Received Verification Code/OTP

A **six digit verification code** is sent to the **e-mail id** provided during the registration process on the **Verify your Data / Sign up** page.

Additionally, in case of students from **India**, a **four digit verification code SMS** is sent to the **mobile number** provided during the registration process on the **Verify your Data / Sign up** page.

In case, e-mail / SMS is not received, immediately write to ov-support@onlinevarsity.com, mentioning your Student ID.

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A.6 Send Verification Code button not working

Clear the browser cache & history and proceed with the registration. Ensure that JavaScript / Pop-Ups are enabled in the browser setting

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A.7 E-mail ID Already Exists / Enter Valid E-mail ID

The system checks for the uniqueness and correctness of the e-mail id.

E-mail ID Already Exists
If you have already registered your e-mail id for some other course in Onlinevarsity, provide an alternate active e-mail id.

Enter Valid E-mail ID
This error message is displayed if you have entered an invalid email id. Provide a correct and active e-mail id.

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A.8 Change/Forgot Password

Click **'Forgot Password' link** on the login page, this will send a link to your e-mail *id* registered with Onlinevarsity. Click the link to access Onlinevarsity and change your password.

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A.9 Masked Password

Post registration, if your password is masked (*******) on the Thank You page and the email sent to you, this indicates your registration is **incomplete**. Clear the browser cache & cookies and register again; using your **Student ID** as the username and password. You can also use a different browser or download **Onlinevarsity App** from Google Play Store on your **Android device** and register.

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