FREQUENTLY ASKED QUESTIONS

1.	**What is my User Name?**
	Your User Name is your **School Affiliation Number.**
2	**I am facing problem in logging in to the system. What should I do?**

	If you have registered earlier in ITMS System, you can download the QP by logging into ITMS
	
	• **If you have forgotten the password,** you can try on the **forgot password** link to get your updated password. *Please try this feature only once and wait for about 30 minutes.*
	  o In case of no email received within 30 minutes, please send us a mail on **summative.exam@cbsemail.in** along with scanned copy of affiliation document. Mention "Forgot Password" in the subject line of the email.
	  o Your updated password will be delivered on your registered mail.
	
	• **If you are a first time user and have not registered earlier:** Please refer Annexure I

3	**I am not able to access my email Id or the Principal has changed and the current Id registered in the system is of the earlier principal.**
	Please send us the scanned copy of your school affiliation letter and the scanned copy of request letter duly signed and stamped by the School Principal to summative.exam@cbsemail.in . to update your email id in ITMS system.
4	**What if the process of downloading the Question papers is slow?**
	There may be a possibility of congestion on the server, therefore the region-wise schedule of downloading the papers as mentioned in the circular should be strictly followed. **You can download during evening hours after 4 PM for quick access.**
5	**On downloading word files I am not able to see Hindi/Sanskrit papers or I am not able to see the Hindi text in Mathematics/Science/Social Science papers.**
	It is advised to install fonts mentioned below before downloading or opening of the Question Papers and Marking Scheme in MS Word. Fonts are : 1. Chanakya 2. Universal Maths 3. Krutidev 4. Mangal 5. Chanakya Walkman 901 and 905 6. Arial Unicode

	Note: Link to download all the necessary fonts is given in the home page.
6	**When will be the Marking Scheme available for download?**
	The marking scheme will be available for download as per the schedule given in the circular of the respective summative.
7	**For how long will the Marking Scheme and Question Papers be available for downloading?**
	The QP and **MS will be available for one month**;
8	**What is the format in which the Marking Schemes are available?**
	Marking Schemes are available only in word format.
9	**If some internal table over shoots the outer table in MS word, what do I do?**
	Please correct internal table by dragging/resizing before printing the question paper.
10	**What should the Schools do, if there is nothing (BLANK) appearing in place of a question or a discrepancy is observed in any of the questions?**
	The School may administer another question in place of such question and the same must immediately be reported back on the email ids mentioned in the circular.
11	**What should the School do, if the Question paper is running into too many pages?**
	In order to reduce the number of pages of the question paper, the blank spaces in between the questions may be deleted and the questions may be re-aligned and re-justified. As our Question Papers are bi-lingual, set it according to your need in single language
12	**What will be the format in which the question papers are going to be downloaded?**
	For Hindi A , Hindi B, Mathematics , Science, Social Science and Sanskrit, the question papers may be downloaded in **word (.doc)** as well as (.**pdf)** format. For English Communicative and English – Language and Literature, the question papers are available only in word format.
13	**What should be done if junk characters are coming in Hindi question paper and Hindi portion of bilingual question papers?**
	If junk characters are coming in Hindi question paper and Hindi portion of bilingual question papers select the incorrect text and set the desired font. In case of subjects where the question papers are bilingual and your students wish to take the exam in one medium please delete the language not required and save on printing and photocopying costs. For example, in case all your students are from English Medium in the subject of Mathematics, please delete the Hindi portion.
14	**Can the school prepare its own question paper?**
	Yes, the school may prepare its own question paper.

15	**In case the school decides to use its own question papers, does it need to send the Question Paper to the board?**
	In case the school prepares its own question papers, the question papers and marking scheme so prepared should be emailed to the Board (email id: summative.exam@cbsemail.in) for verification within a week of conduct of the respective paper
16	**What if the school wants to partly use the questions provided and partly the questions prepared by itself?**
	The School may partly use the questions provided by C.B.S.E. and partly the question prepared by itself but the same must be sent to C.B.S.E. within a period of 7 days after the conduct of the examination.
17	**What is the mode of sending the Question Papers to CBSE and should the hard copies of the Question Papers be sent to CBSE?**
	The Question Papers should **only** be sent in the form of soft copy by email only. The email ids are mentioned in the circular.
18	**Can the school share the question papers provided by CBSE with other schools?**
	No, the Question papers provided to the school **must not be** shared with any other school.
19	**If the school wants to conduct examination in only one language (in bilingual papers), for example in Hindi only, can it remove the questions mentioned in other language?**
	Yes, the school may delete the text in the language in which it does not want to conduct examination and retain the text in the other language.
20	**For how long the school needs to preserve answer scripts of SA?**
	REDUCTION IN THE PERIOD OF RETENTION OF THE ASSESSMENTS OF CLASSES IX AND X AT SCHOOL LEVEL Vide Circular No. 8/2012 of 19.1.2012 against Sl. No.10 schools have been instructed to preserve and keep the answer books of classes IX and X in the safe custody at the school for at least a period of three years (in case of class IX) and two years (in case of class X) along with question papers and marking schemes for any verification by the Board subsequently. It has, time and again been brought to the notice that with increasing volume it is becoming difficult to preserve the record. **The Board has, therefore, reduced the retention period of the assessments of classes IX and X to be preserved at the school level w.e.f. 2013 examination and the same is as under :** **i)** Answer books of candidates (both for main and Improvement of Performance examination) shall be preserved by the School **upto 02 months** after declaration of result in respect of such candidates who have not applied for verification of grades or sought photocopy of the answer book. **ii)** Schools shall preserve the answer books in cases where mistake has been detected on account of verification of grades and those cases seeking photocopy of answer book(s) as

	under _ • Mistake detected on account of Verification of grades - **01 year from the date of declaration of result** • In case of providing photocopy of answer book(s) _ **01 year if no RTI case received and 03 years if RTI case received** iii) Schools shall preserve the answer books of sub-judice cases for **01 year after the final judgement** iv) Schools shall weed out the evidence of assessments of classes IX & X along with the answer books of class X of the relevant examination viz. for **2013** Class X examination the evidence of assessments of class IX session **2011-2012** and Class X session **2012-2013** be weeded out **02 months** after declaration of result of class X. However, errors, RTI and sub-judice cases will be dealt as per paras (ii) & (iii) above v) Schools shall weed out the hard copies of the marks data for classes IX and X along with the answer books of the Class X examination of the relevant year viz. for 2013 Class X examination the evidence of assessments of class IX session 2011-2012 and Class X session 2012-2013 be weeded out 02 months after declaration of result of class X.

ANNEXURE-I

PROCEDURE TO REGISTER NEW SCHOOLS

If you are the first time user, please email us on summative.exam@cbsemail.in with the following details and attachments.

Mention subject in the email as "**Requesting new School registration on ITMS".**

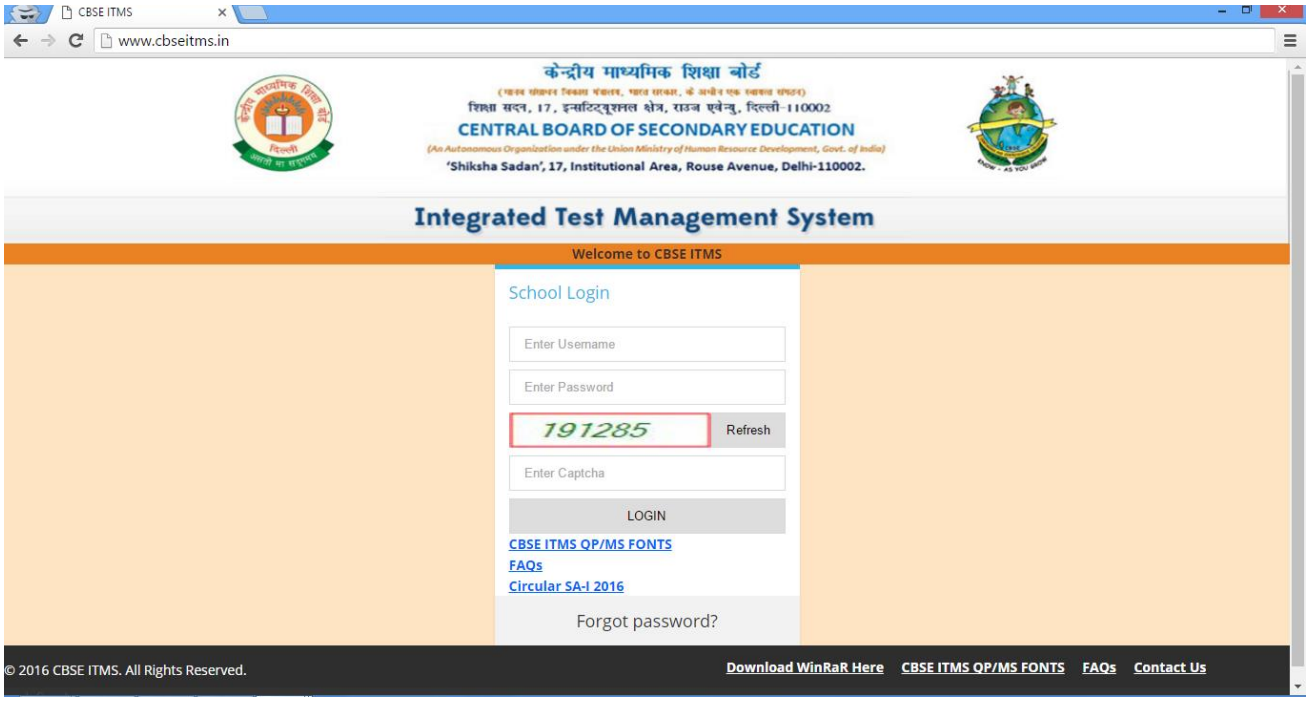
1. Affiliation Number:
2. School Code:
3. School Name:
4. School Address:
5. District:
6. State:
7. Pin Code:
8. Country:
9. Website address:
10. School Contact Number:
11. School Email Address:
12. Principal Name:
13. Principal contact Number:
14. Principal Email address:

Attach:

1) Scanned copy of School affiliation letter from CBSE
2) Scanned copy of request letter for new registration on school letterhead

PROCEDURE TO DOWNLOAD QUESTION PAPERS AND MARKING SCHEMES

In the web browser, type the **CBSE ITMS** URL **"http://cbseitms.nic.in/ ENTER**.
The **CBSEITMS** login screen will be displayed.



1. Login to the system with same user name and password which were used in the last session. You will get the following screen on successful login.

2. By default, Question paper download is enabled to download Marking scheme. Click on the Marking Scheme download button and vice versa.

3. Download the QPs/ MSs in the required format by clicking on the respective buttons.

4. The file will be downloaded in RAR format, unzip the file to your desktop. Link to download the WINRAR application is given in the home page.

5. Download the application and install in your system if you do not have.

6. Please note that in order to make the Mathematics and Hindi font visible in MS Word you should have the following fonts installed on your computer (link to download the fonts is given in the home page)

a. Chanakya

b. UniversalMaths

c. Krutidev

d. Mangal

e. Chanakya Walkman 901 and 905

f. Arial Unicode

7. After downloading the papers, in case school wants to administer the test for the subjects Social Science, Mathematics or Science, only in English medium, or, only in Hindi medium, the text of the other language can be deleted, before printing, thus saving paper and being environment friendly.

8. Marking scheme will be available on the day mentioned above. To generate it, repeat the instructions above 1-3 (Click on Marking Scheme download).

9. You can download the Question Paper or Marking Scheme in Word or PDF format by clicking on the appropriate link.

10. Please logout from the ITMS website after completion of the task(for security reason)