

# ONLINE RECHECK REQUEST

*User manual*

**The online module for submitting the request for recheck of results will remain open for ONLY SEVEN DAYS from the date of declaration of results.**

The user can access the recheck link from the Council's website ([www.cisce.org](http://www.cisce.org)) as shown below.



Figure 1 Recheck link in website

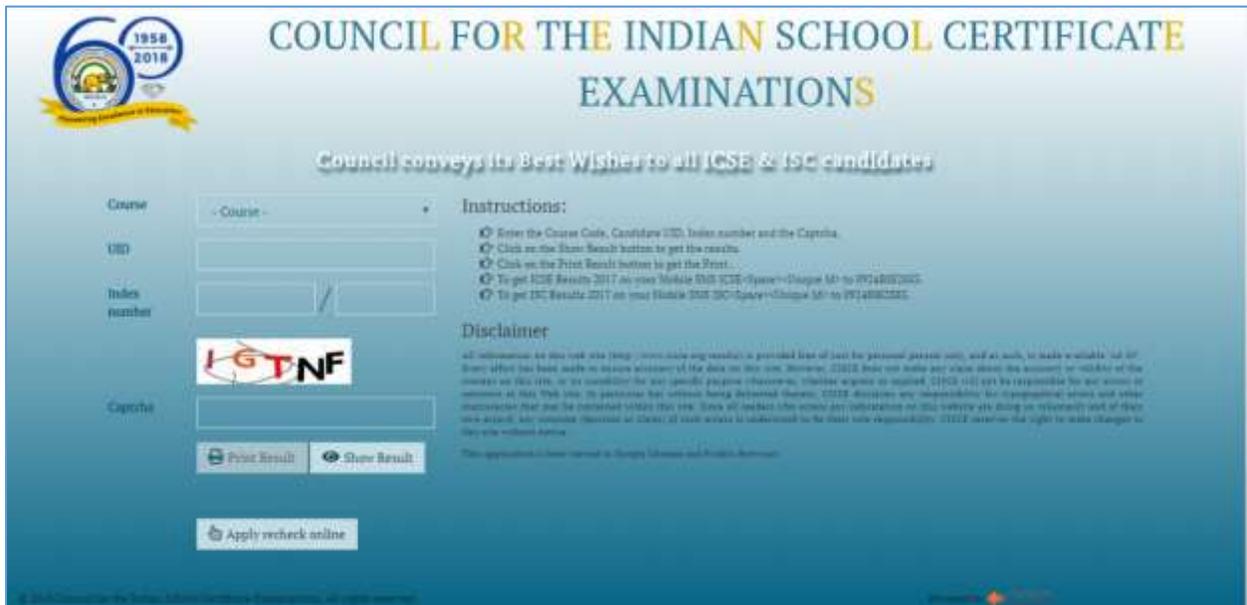


Figure 2 Recheck Link in Result Page

The user need to register with the council using the register link in the home page as shown.

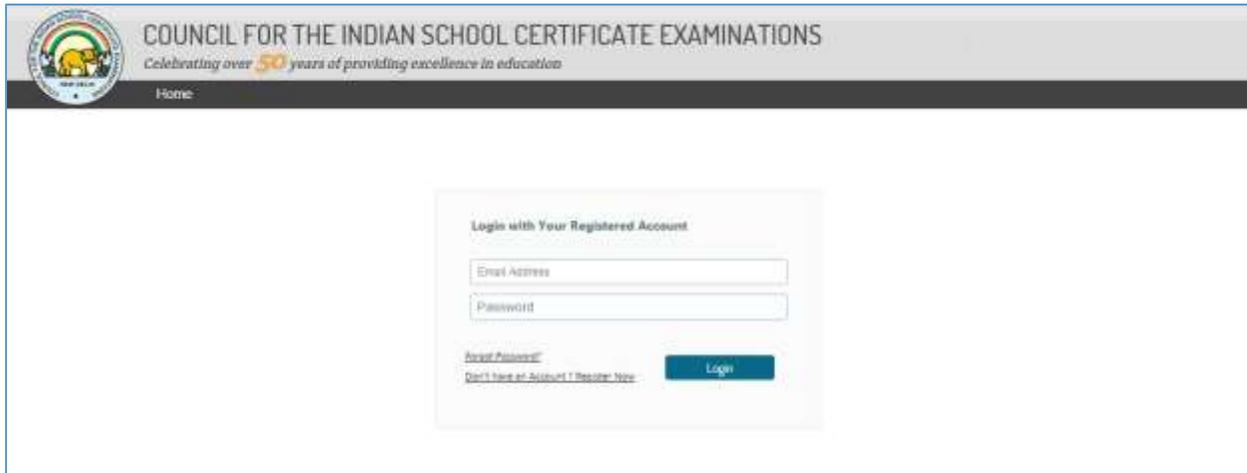


Figure 3 Public user registration

The hyperlink [Register now](#) hyperlink take the user to the registration form where the user need to provide the details for registration which are email address, password and a captcha. On successful registration, the user would receive the activation link in registered email address for activating the user account.



Figure 4 User Registration Form

The image shows a web form titled "Activate". On the left, the word "Password" is displayed. To its right is a single-line text input field. Below the input field is a dark blue button with the word "Activate" written in white text.

Figure 5 Activation Screen

On activation of the account, the user logs in to the council service portal using the link provided in the CISCE website [Login to CISCE Service Portal](#)

The image shows the login page of the Council for the Indian School Certificate Examinations. At the top left is the council's logo. To its right, the text reads "COUNCIL FOR THE INDIAN SCHOOL CERTIFICATE EXAMINATIONS" and "Celebrating over 50 years of providing excellence in education". Below this is a "Home" link. The main content area features a login form titled "Login with Your Registered Account". The form contains two input fields: "Email Address" and "Password". Below these fields are two links: "Forgot Password?" and "Don't have an Account? Register Now". A dark blue "Login" button is positioned to the right of the "Forgot Password?" link.

Figure 6 Recheck User Login Screen

On login, the user gets navigated to the User Profile Update screen, where the user should update the personal details including Name, Email, Mobile No., Type of User (Individual) and address details as shown below.

### User Profile

Name	<input type="text" value="Username"/>
Email	mithunn@orioninc.com
MobileNumber	<input type="text" value="9999999999"/>
Type of User	<input type="text" value="Individual"/>
Phone Number	<input type="text" value="9999999999"/>
Address	<input type="text" value="Address 1"/> <input type="text" value="Address 2"/> <input type="text" value="Address 3"/>
City	<input type="text" value="User City"/>
State	<input type="text" value="User state"/>
Country	<input type="text" value="India"/>
PinCode	<input type="text" value="7887887"/>

Figure 7 Profile Update Screen

On Completion of Profile Update, the user gets navigated to the Public Service Home screen where the user gets three service options which are Document Duplicate, Verification & Enquiry and Recheck Request as shown.

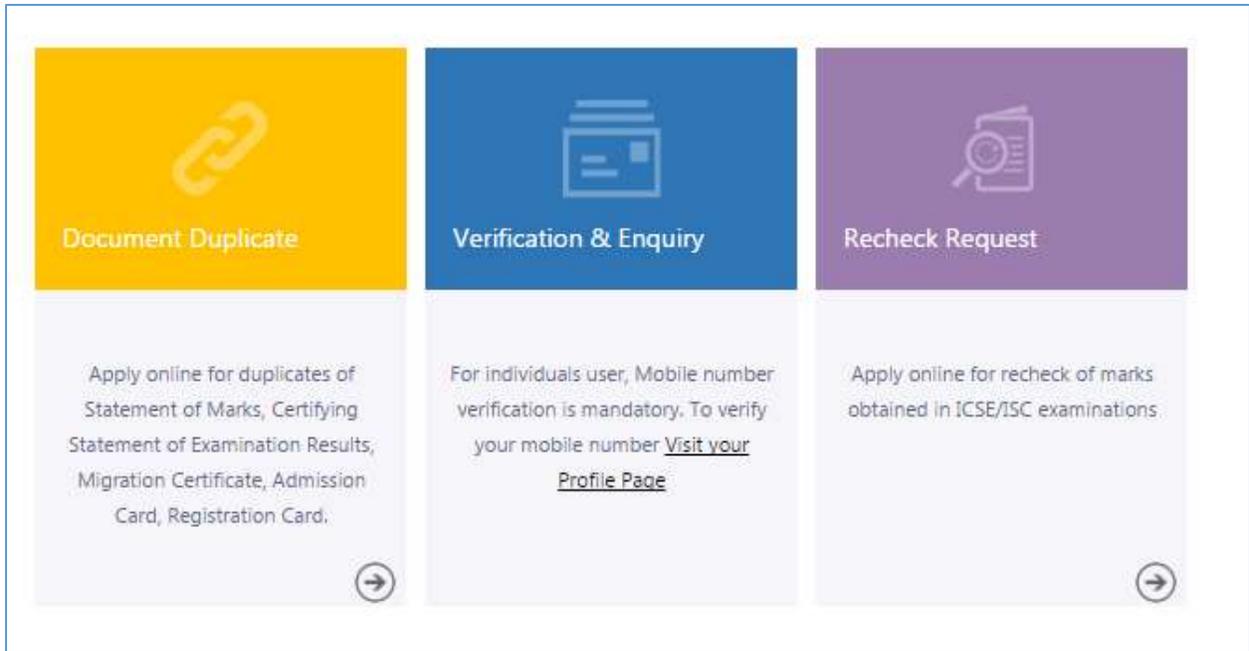


Figure 8 Public Service Home Screen

The user clicks on the arrow icon on the recheck request icon to get in to the Recheck Module and would land up in the Recheck home page.

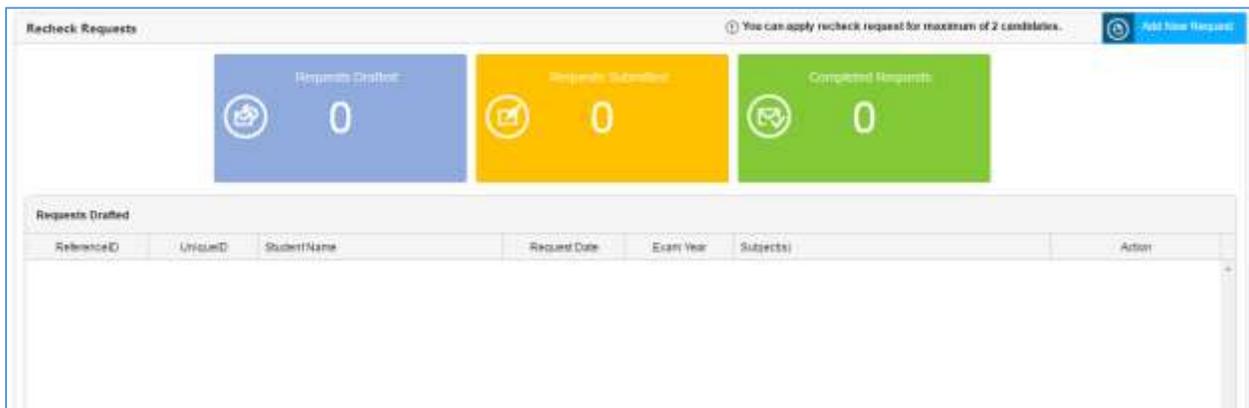


Figure 9 Recheck Home Screen

The Home page comprises of three status tiles differentiated by colors which depicts the status of the Recheck requests which are Drafted, Submitted and Completed. The Add New Request button at the top right top corner equips the user to add a new recheck request. The bottom portion displays the list of the recheck requests depends on the selection of the status tiles.

The Council allows the user to add recheck for maximum two candidates.

On Add New Request, the Recheck instruction screen would display up and then followed by the Recheck request addition screen.

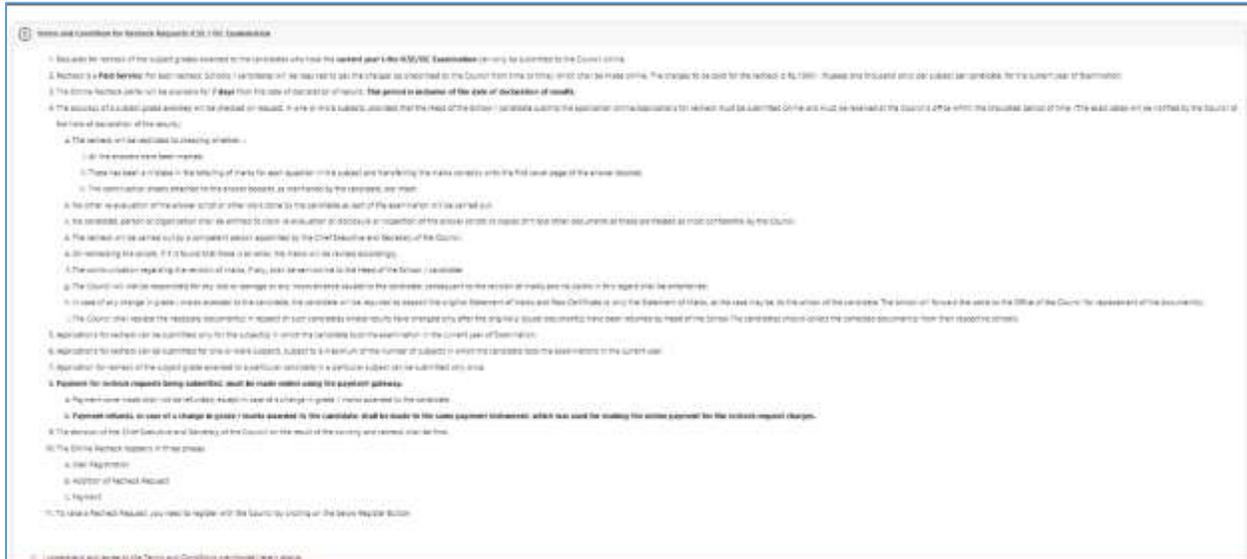


Figure 10 Recheck Instruction Page

The user need to provide the Unique Id, Index Number and CAPTCHA to continue to add the recheck request. The user details would be displayed in the left pane as Logged in User details.

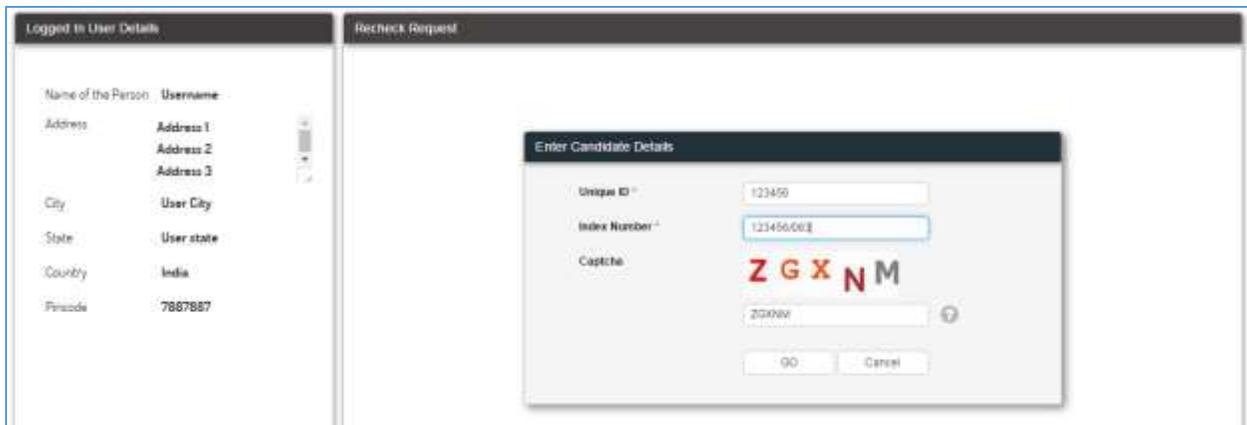


Figure 11 Recheck Request Addition Form

On successful validation of the Unique ID and the Index number, the user gets navigated to the subject detail screen of the candidate. The Student details would be displayed in the left pane of the page and the subject details would be displayed in the right pane for the selection of the subject for recheck.

The user would select the subjects for recheck by selection the checkbox against each subject. The amount for each subject is listed against each subject. The Total amount for the selected subjects would get summed up and would be displayed in the bottom part for reference.

The screenshot shows a 'Recheck Request' form with two main sections: 'Student Details' and 'Subject Details'.

**Student Details:**

- Unique ID: 1234567
- Father's Name: Father Name
- Name of the School: School Code, School Address
- Student's Name: Student Name
- Mother's Name: Mother's Name
- Course: ISC/ICSE

**Subject Details Table:**

Select	Subject Name	Remarks	Marks	Amount (₹)
<input checked="" type="checkbox"/>	ENGLISH		70	1000.00
<input checked="" type="checkbox"/>	ECONOMICS		70	1000.00
<input checked="" type="checkbox"/>	COMMERCE		70	1000.00
<input type="checkbox"/>	ACCOUNTS		70	1000.00
<input type="checkbox"/>	COMPUTER SCIENCE		70	1000.00
<input type="checkbox"/>	PHYSICAL EDUCATION		70	1000.00
				Total Amount (₹) <b>3000.00</b>

Figure 12 Recheck Subject Selection Screen

Post selection of the Subjects, the user is provided with three button options which are

**Save as draft:** The user can save the request as draft

**Continue for Payment:** The user can continue the process by proceeding to the payment option.

**Close:** The user can close the current window and go back to the Recheck Request home screen

Save as draft option allows the user to save the request as draft and the request would be listed in the draft tile in the recheck home page as well as the request can be viewed in the bottom pane with options for Edit and remove. The Edit option would take the user to the edit page where the user can edit the request by changing the subjects. The Remove option would remove the request from the list.

The screenshot shows a 'Recheck Requests' dashboard with three status tiles and a table of drafted requests.

**Status Tiles:**

- Requests Drafted: 1
- Requests Submitted: 0
- Completed Requests: 0

**Requests Drafted Table:**

ReferenceID	UniqueID	Student Name	Request Date	Exam Year	Subject(s)	Action
RR1182	1234567	STUDENT NAME	25-May-2017	BC 2017	ENGLISH, ECONOMICS, COMMERCE	Edit Remove

Figure 13 Drafted Recheck Requests

In the edit pane, the user would get the **ReferenceID** for the created request, **Unique ID** of the candidate, **Candidate Name**, **Date of request**, **Year of Examination** and **subjects** opted for the recheck

On Payment, the user would get navigated to the payment gateway page for making the payment with a confirmation message on the amount to be paid and a payment summary would be displayed. The user can complete the payment by clicking on the proceed button.

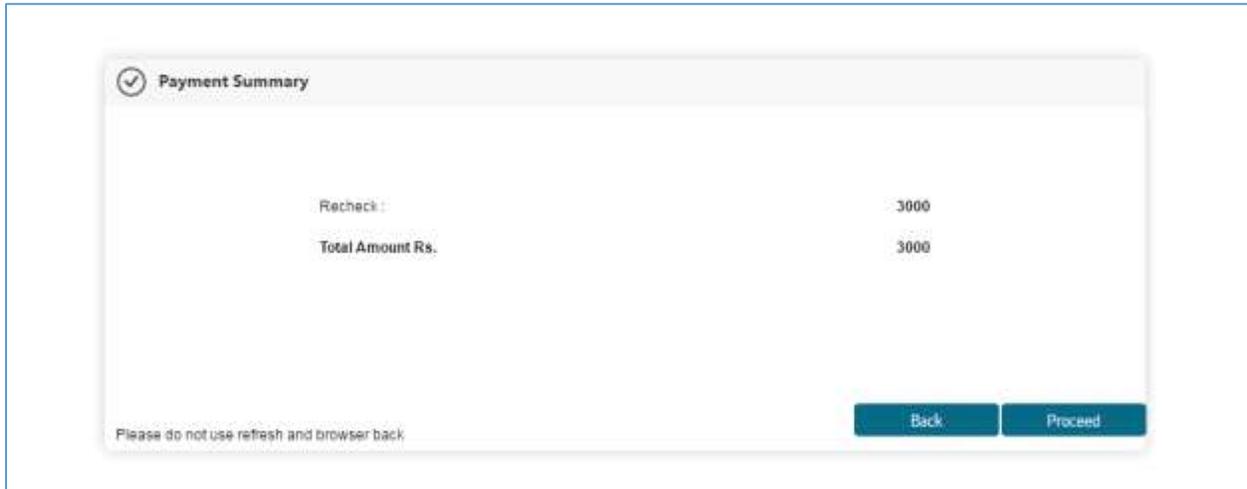


Figure 14 Recheck Payment Confirmation

Followed by the confirmation, the user would be briefed with the payment instruction page where the user need to provide the email address and the mobile number for receiving the confirmation receipt.

Payments to Council

### Online Payment Charges

Service Charge applicable for payments made to CISCE using the online payment facility

1. Credit Card Payments: Service Charge amounting to 1.50% of value + GST as applicable.
2. Debit Card Payments:
  - a. For payments up to Rs.2,000/- Service Charge amounting to 0.75% of value + GST as applicable.
  - b. For payments above Rs.2,000/- Service Charge amounting to 1.00% of value + GST as applicable.
3. Payments made through Net Banking: Service Charge of Rs.13/- + GST as applicable.

**Note: Users who want to pay through Corporate Net banking should use Bill Desk payment gateway only.**

Amount **Rs. 1000.00**

Confirmation message will be sent to:

Mobile No.\*

Email ID.\*

Account/Card Type.\*  Indian Account/Card  Non-Indian Card

Payment Gateway.\*  Tech Process  Bill Desk

**Note:** Please verify that the Mobile Number and Email ID are correct, rectify if wrong, and click on the Proceed button.  
Schools outside India will receive Payment Confirmation via email only.

Figure 15 Payment Instructions Screen

On Successful completion of the payment, the user would get the payment receipt for the transaction and the provision to print the same.



Figure 16 Recheck Payment Receipt

On close, the user gets navigated back to the recheck home page and the requests would be in the Submitted tile.

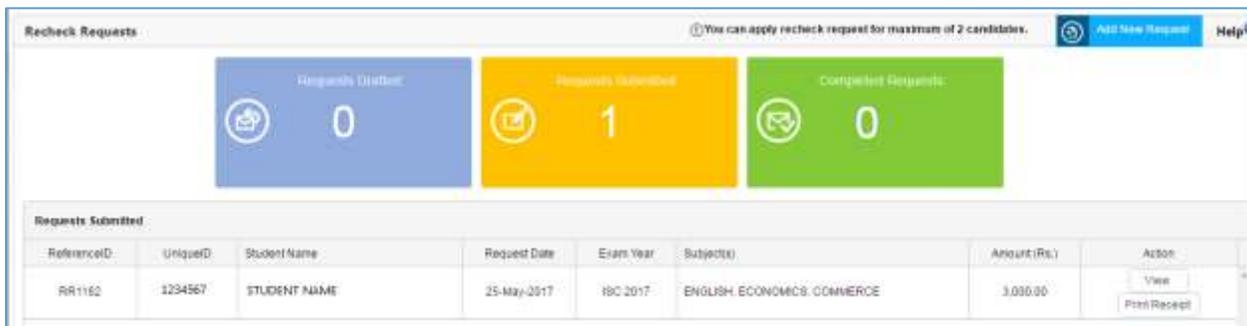


Figure 17 Submitted Recheck Requests

On completion of the recheck process, the users would get notified regarding the status and the users can follow the guidance provided in the notification. The completed requests would get listed in the completed requests tile.

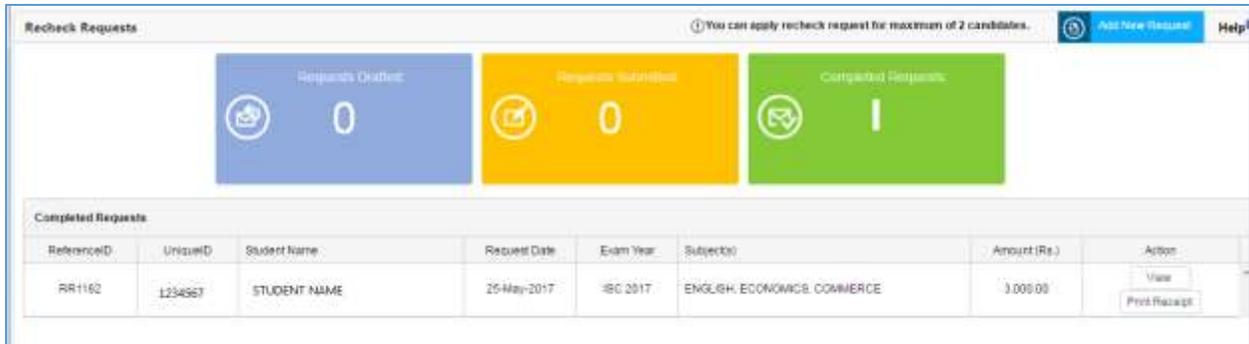


Figure 18 Completed Recheck Requests

The user can view the status of the request using the view button in the screen and close button assists the user to get back to the Recheck Home Screen.

The user gets the status of the recheck requests in the recheck status screen which can be accessed by clicking on the View button against the requests.

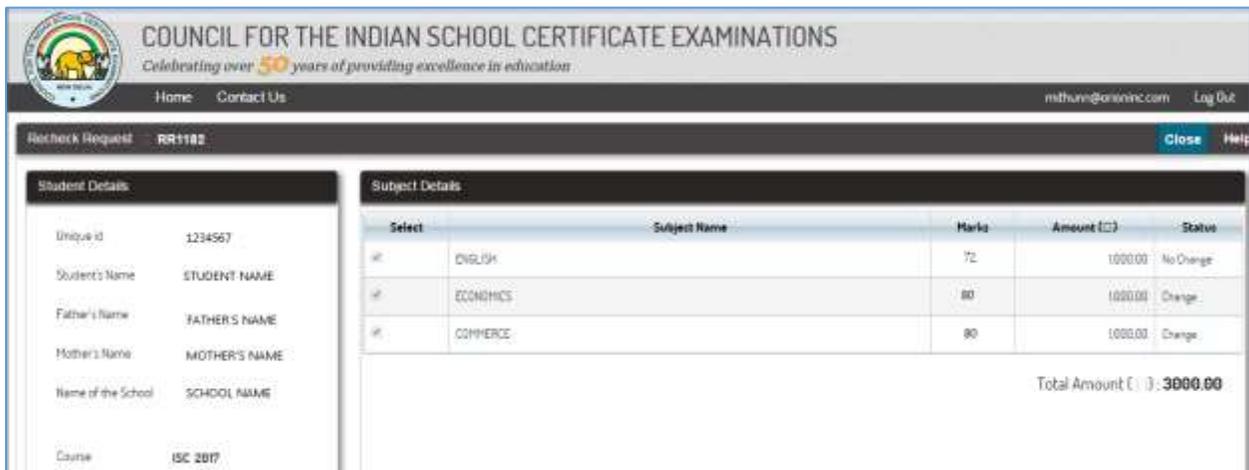


Figure 19 Recheck Status Screen