

## **HSSC CET-C-01/2025 FREQUENTLY ASKED QUESTIONS (FAQ)**

### **Stage 1 – Home Page**

**1. What browsers are recommended for accessing the portal?**

Use the latest versions of Chrome & Firefox for the best experience. It is recommended to use a computer or laptop for filling out the form efficiently.

**2. I'm a new user. How do I register for CET 2025?**

Click on the New User Registration button on the right side of the home page. Even if you registered for CET 2022, you must register again for CET 2025.

**3. I've already registered for CET 2025. How do I log in?**

Use the Existing User Login button on the right side of the home page. Enter your registered mobile number, password, and the CAPTCHA code to access your account.

**4. I have given the CET 2022 exam, can I directly use the existing user login option?**

No, all the candidates have to register first as a new user for CET 2025 and create their user ID (mobile no.) and password.

**5. I forgot my password. How can I recover it?**

- 5.1. Click on the "Forgot/Reset Password" button on the Existing User Login page.:-
- 5.2. Enter your registered mobile number or registered email address
- 5.3. Enter the captcha code.
- 5.4. Click on submit
- 5.5. An E-mail will be sent on registered mail Id with a link to reset the password.
- 5.6. Click on link and reset your password
- 5.7. Login again with an updated password.

**6. Is it permissible to make changes to the CET 2025 application form?**

Yes, you can edit your CET 2025 application form before final submission of the application at preview page stage. After final submission, edits are not allowed.

**7. Is it mandatory to complete the form in one sitting?**

No, you can fill the form in parts. Just ensure you save your progress before logging out and you re-login using the existing user registration button.

## Stage 2 – New User Registration Page

- 8. Can I change my mobile number and email ID after registration?**  
No, the mobile number and Email ID used during registration cannot be changed later.
- 9. Can I register using someone else's mobile number?**  
No, you must use your active mobile number for registration.
- 10. Can I use the same mobile number I used in CET 2022?**  
Yes, you can use the same mobile number for registration for CET 2025.
- 11. What should I do if I don't receive the Email OTP during registration?**  
Wait a few minutes and check your email inbox. Ensure your emails are active. Try resending the OTP or check your spam/junk folder of email.
- 12. What should I do if I don't receive the Mobile OTP during registration?**  
Wait a few minutes and check your SMS. Ensure your mobile number is active. Try resending the OTP and make sure you are in network coverage of your mobile provider.
- 13. I am not able to create a password?**  
Make sure that your Password must be at least **8 characters long**, contain at least one uppercase letter, and one special character (!@#\$%^&\*). Example Abcd@1234 , also check your Caps lock button.
- 14. Can I register more than once?**  
No, candidates must register only one time.

## Stage 3 – Basic Details Page

**15. Do I need to enter my CET 2022 details?**

Yes, it is mandatory if you had appeared for CET 2022.

**16. I Don't have my previous mobile number registered in CET 2022?**

Click on option 'No' and provide the Details Like Name, Father Name & Mother Name information in the given fields. Then click on 'Validate'

**17. What if I have forgotten my CET 2022 Registration?**

Click on 'Forgot CET Registration ID'. You will be redirected to a new page where you need to fill in the required details and enter the CAPTCHA. If the information matches with CET 2022 records, your Registration ID will be displayed on the screen.

**18. Can I fill the application form, if my CET 2022 details do not get validated ?**

Yes, even if your CET 2022 details do not get validated you can fill the application form for CET 2025 and you will be allotted a new registration ID for CET 2025. But candidates need to ensure that they are submitting the right information of previous CET 2022 and make sure to validate the records.

If your CET 2022 details get validated then the candidate will be allotted with the same registration ID of CET 2022 in CET 2025.

**19. Is the Aadhaar number and Aadhaar upload mandatory on the Basic Details page?**

Yes.

## Stage 4 – Category Information Page

**20. Who can claim the domicile of Haryana?**

Only candidates with a valid domicile certificate of Haryana.

**21. Can I claim a reserved category if I am not a resident of Haryana?**

No. Reserved categories are only for Haryana domiciles. Others must apply under the General category.

**22. I am a family member of ESM/ Disabled Ex-Servicemen, will I get the age relaxation?**

No, Age relaxation is only for wife of military personnel who are disabled while in military service and ESM self/Disabled ESM self.

**23. My previous category in CET 2022 was general and now can I select any other reserved category in CET 2025?**

Yes, you can select any other reserved category in CET 2025, if you have valid documents/certificates issued by the competent authority.

## Stage 5 – Educational Qualification page

**24. What are the educational requirements?**

The minimum educational qualification shall be 10+2/equivalent or Matric with additional qualification, for eligibility to appear in CET 2025.

**25. Can I submit the form for CET 2025, if I am pursuing 12<sup>th</sup> or 10+2 equivalent course?**

Yes, candidates pursuing 12<sup>th</sup> or 10+2 equivalent courses can apply for CET 2025, but they need to attain the relevant certificates on or before 31-12-2025.

## Stage 6 - Photo, Signature & Document Upload Page

### 26. What are the specifications for uploading photo and signature?

Photograph & Signature

- 26.1. Format: JPG or JPEG
- 26.2. Size: 20 KB to 100 KB
- 26.3. Recent Photograph (taken within the last 6 months).
- 26.4. Resolution: Minimum 200 DPI.
- 26.5. Pixel Dimensions: 200 x 230 pixels (preferred).
- 26.6. Background: Plain white or light-colored background.
- 26.7. Accessories: Avoid caps, hats, sunglasses (unless medically necessary).

### 27. I am not able to upload my documents?

Please check if your documents are of same size and format as given below.

All Certificates (e.g. Aadhar card, Domicile, Category, Ex-Serviceman, DFF, PWD, Annexure VII etc.)

- 27.1. Format: JPG, JPEG or PDF
- 27.2. Size: 20 KB to 200 KB
- 27.3. Educational Documents (10th, 12th, Diploma/ITI, Other Certificates)
- 27.4. Format: PDF
- 27.5. Size: 20 KB to 5 MB per document

## Stage 7 - Preview & Submission Page.

### 28. I am not able to see the fee payment option?

Fee payment option will come once you submit your form after reviewing all details.

## Stage 8 – Aadhaar /PPP Verification & Fee payment Page.

**29. Why is my Aadhaar not getting verified?**

Ensure that the name spelling and Date of Birth entered on the Basic Details page match with those on the Aadhaar card. If they do not match, the system will not verify the details.

**30. Why is my PPP not getting verified?**

Ensure that the name spelling entered in the basic details page match with those on the Parivaar Pehchan Patra (PPP). If they do not match, the system will not verify the details.

**31. Can I fill the form if my Aadhaar/PPP verification fails?**

Yes, you can fill the form even if your Aadhaar/PPP verification fails.

**32. Can I pay the fee manually at Haryana Staff Selection Commission office?**

No, you can only pay the application fee through online mode.

**33. What is the next step after making the payment?**

The candidate must download the acknowledgment form, print it, and sign it on every page. After signing, the candidate needs to upload all the pages of the signed acknowledgement in the "Upload Acknowledgement" section. Once uploaded, the registration for CET-2025 will be completed.

**34. What precautions do I need to take while making the fee payment?**

- 34.1. Do not refresh or press back during the transaction.
- 34.2. If payment fails, retry the payment process through your login.
- 34.3. If the amount is deducted but the status is not updated, wait 24–48 hours or contact Customer Support with the transaction details.

**35. Do I need to print the acknowledgement document?**

Yes, you must print a hard copy of the acknowledgment document to sign it and upload and keep it for future reference.

**36. Can I upload the signed acknowledgement copy after some delay?**

Yes, you can log in later using the 'Existing User Login' option and upload your signed acknowledgement copy at your convenience. However, be sure to upload it before the last date of registration as your submissions will not be accepted after that, and your registration will remain incomplete.

**37. I uploaded the wrong file in 'Upload signed acknowledgement copy' section. Can I re-upload?**

Re-uploading is not allowed if Signed acknowledgement is uploaded once.

**Note :-** If you need any assistance, visit the 'Customer Support' section at home page of online portal Or call on **9063493990**