

Frequently Asked Questions – Submission of online forms

Q. 1 I am facing problems during submission of online Registration/ examination form.

Ans. 1 It might be due to multiple reasons i.e.:

- (i) access through mobile phone instead of using desktop or laptop system; and/or
- (ii) failed to upload required documents; and/or
- (iii) poor internet connectivity; and/or
- (iv) form is not returning intended data; and/or
- (v) uploading all documents at once.

In order to address above issues you are advised to:

- (i) access your account using desktop or laptop system for submission of your registration/examination form online;
- (ii) file size of each document to be uploaded should not exceed 1.0 MB;
- (iii) check your internet connectivity;
- (iv) clear your browsing history; and
- (v) Let one document upload then upload second document.

The website may experience heavy traffic during last three days of form submission and consequently you may face difficulty in submission of your form. Hence to avoid such inconvenience it is advised to submit your form well before last date of form submission.

Q. 2 How can I clear my browsing history?

Ans. 2

- To clear browsing history in Google Chrome or Microsoft Edge or Mozilla Firefox, press Ctrl + Shift + Delete and then select appropriate options to clear browsing history.
- To clear browsing history in Safari, press [CMD] + [ALT] + [E].
- Close browser and login again after opening the browser.

Q. 3 I have followed all steps mentioned in Q.1 and 2 above; however, I am still unable to submit my form.

Ans. 3 Please take the screenshots of the error or make a short video of the data you are inputting and send it to examinations@icap.org.pk to enable our technical team in efficient problem resolution.

Q. 4 I could not find the name of my school/College in the drop down list while filling my online registration form?

Ans. 4 You are advised to select “others” in the drop down list. This will display a blank box where you can write your school / college name.

Q. 5 Name of my city was not given in the drop down list of cities; How can I get my name of city correct in ICAP’s record?

Ans. 5 You are advised to select “others” in the drop down list. This will display a blank box where you can write your city name.

- Q. 6** While filling my online registration form, I entered my date of birth incorrect and submitted the form. How can I get it corrected now?
- Ans. 6** You are advised to send a request along with scanned copy of your CNIC to Senior Director Examinations at examinations@icap.org.pk requesting for correction of your date of birth.
- Q. 7** I have mentioned my incorrect CNIC number while filling up my registration form and submitted it. Now I am trying to edit the CNIC number but unable to do that. How can I get it corrected?
- Ans. 7** You are advised to send a request along with scanned copy of your CNIC to Senior Director Examinations at examinations@icap.org.pk requesting for correction of your CNIC number.
- Q. 8** I submitted online registration form a week ago but have not yet received my CRN.
- Ans. 8** Usually the registration is approved in 3 working days afterwards CRN is issued to the students. However, in case if you have neither received your CRN nor received any deficiency email within 7 working days of your form submission then you may contact Examination Department through email at examinations@icap.org.pk to inquire about your CRN. Please note that you must share your complete name and CNIC number while inquiring about your CRN.
- Q. 9** How can a fresh candidate who has just received his/her CRN through SMS/email can apply for online examination form?
- Ans. 9** Such candidate can access online examination form by logging into students' secured area at the link <https://student.icap.org.pk/>.
- Q. 10** I am unable to submit Form "O" in original or its scanned copy due to:
- (a) lockdown restrictions.
 - (b) non-completion of Eighteen (18) months till the last date of submission of form.
- Ans. 10** Examinees appearing for the first time in CFAP examinations must submit the Original copy of the certificate of service and fitness for appearing in CFAP examination on the prescribed form "O" from their Principal to Examination Department ICAP
- In case of (a) such examinees must submit their original form O to Examination Department ICAP within one week after submission of their online form or lifting of lockdown restrictions, whichever is later.
- In case of (b) such examinees must submit their original form O to Examination Department ICAP within one week after completion of eighteen months of their training or lifting of lockdown restrictions, whichever is later.
- Examinees will be considered ineligible and will not be allowed to appear in the exams if they fail to submit form "O".
- Q. 11** What is the designated email address where students can send their scanned Form "O"; Form "S"; Signed Undertakings; refund forms and any other related documents to the Examination Department?
- Ans. 11** The designated email address for sending all such document or for any other communication with the Examination Department is examinations@icap.org.pk

Q. 12 I am trying to submit online form for WST but unable to fill up it as a message “**You are ineligible**” is appearing on the screen. What should I do in this regard?

Ans. 12 You are advised to contact examination department through email at examinations@icap.org.pk mentioning following detail:

- your CRN;
- your name;
- description of error;
- screenshot of error encountered;
- time at which error was encountered;
- name of operating system installed on your computer; and
- Browser name and version.

Q. 13 I have not yet completed my PCSC classes due to lockdown and closure of my training institute. Now the online classes have been started and I would be able to finish my course by the end of May 2020. Can I submit my examination form for Summer 2020 Writing Skills Test (WST) without having course completion letter of required number of classes?

Ans. 13 In view of the extraordinary circumstances on account of COVID-19 pandemic, the Institute has decided to allow students who are submitting WST examination form for Summer 2020 attempt to submit an undertaking (in the below given format) in place of confirmation letter of mandatory class attendance.

WST UNDERTAKING

I (name – CRN 000000) hereby undertake to submit the letter from an Approved PCSC Provider containing the confirmation about the successful completion of classes of writing skills part of Presentation and Communication Skills Course on or before June 23, 2020.

Q. 14 I don't have my own debit/credit card. Can I make online payment of registration or examination fees using debit/credit card of my parents; siblings or some family friend?

Ans. 14 Yes. The online payment can be made using someone else's debit/credit card provided you are authorized by such person to do so and online transaction are permitted on that card.

Q. 15 What about my examination form and fees paid for AFC Spring 2020 examination (cancelled due to COVID-19 pandemic)?

Ans. 15 Examinees registered for AFC Spring 2020 examinations have automatically been registered for AFC Summer 2020 examinations. They are not required to submit examination form and fees again.

However, examinees who wish to add papers for AFC Examination - Summer 2020 attempt may do so by logging on to their secured area at ICAP's website. They would be allowed to select additional paper(s) and make payment of additional fees by clicking the online form link.

Further, those who do not want to appear in Summer 2020 AFC examination may apply for refund of their examination fee at least ten days before commencement of Summer 2020 AFC examination. Refund of fee form can be accessed at the following link:

<https://www.icap.org.pk/files/per/students/exam/forms/misc/Refund-of-Fee.pdf>

Q. 16 I have already submitted online examination Form and Fee for Summer 2020 attempt and wish to add some more papers now; how can I do that?

Ans. 16 You can add paper(s) for the same attempt of examination by logging into students' secured area at ICAP's website. You would be allowed to select additional paper(s) and make payment of additional fees by clicking the online form link till the last date of submission of examination form.

Q. 17 I am trying to pay my examination fees online through my debit/credit card but continuously getting message "Transaction not permitted".

Ans. 17 This error shows that either online transactions are not permitted on the card being used or sufficient funds are not available in the account. Please call at the helpline of your bank and get your debit/credit card activated for online transactions. Further please ensure that you have sufficient funds/credit limit available in your bank account/credit card prior to attempting submission of fees through it.

Q. 18 I am trying to pay my examination fees online through my pre-activated debit/credit card with sufficient funds/credit limit but failed to make the transaction.

Ans. 18 Please ensure that you are using MasterCard or Visa network debit/credit card for the transaction. At present debit/credit cards on the network of UnionPay International are not acceptable.

Q. 19 I have paid examination fee online through my debit/credit card at ICAP website **before** submitting the examination form and now facing difficulties in submitting online examination form. What should I do?

OR

I have made the payment of examination fee through easy paisa/direct bank transfer. Does it mean my form has been submitted?

OR

I have paid examination fees in HBL through BCV and now I am continuously trying to submit examination form online but failed to submit it; what should I do now?

Ans. 19 You must fill your examination form through your secured area at ICAP's website before submission of fee. Once you fill in the required information in the online form, it will take you to payment option. You may submit the prescribed fee through any of the following means:

- debit/credit card supported by Visa or Mastercard network.
- online generated Bank Credit Voucher (BCV) acceptable in any branch of Faysal Bank Limited (FBL).

Please note that payment made through any other means such as easy paisa, online bank transfer, pay order, demand draft, cheque etc. is not acceptable. However, owing to ongoing situation due to outbreak of Coronavirus (Covid-19) pandemic, a one-time relaxation is allowed for Summer 2020 Examination to those examinees who are unable to submit online form. Such examinees would be required to email scanned copy of their examination form duly filled in along with scanned copy of paid BCV/proof of payment to examinations@icap.org.pk. However, such examinees would be required to submit original copy of the BCV/proof of payment duly mentioning CRN on it to Manager Examinations Conduct Section within one week of lifting of lockdown restrictions.

Q. 20 I submitted online examination form and paid examination fees by using Faysal Bank Limited (FBL) online generated Bank Credit Voucher (BCV) but failed to get any confirmation email from ICAP regarding submission of my form and fees?

Ans. 20 Even if you do not receive confirmation email but your status of online examination form is changed to "Approved" it means your form and fee have been successfully submitted. However, status update takes around 2 hours if the fee is submitted in FBL through online generated BCV. Therefore, it is advised to please be patient during this period.

Q. 21 Online generated BCV of FBL is returning error "NO CHALLAN FOUND" despite the BCV is within expiry date.

Ans. 21 If the student selects to pay fee through credit/debit card after generation of BCV but does not make the payment through it and came to bank for submission of fee with previously generated BCV, this error returns.
Students are required to generate fresh BCV in this case.