

Frequently Asked Questions

Q.1. Where to check Notifications/updates of Recruitment process?

A: Keep visiting HPSC's official Website: <http://hpsc.gov.in/en-us/> for Notifications and Updates or directly visit <https://applications.hryrecruitment.co.in/hpsc>

Q.2. How to Register for Recruitment?

A: Visit <https://applications.hryrecruitment.co.in/hpsc> and Click on "New Candidate" button on the Home Screen.

Q.3. I have created my User ID/password, is the application process complete?

A: No, after User id and password generation kindly complete/perform the following steps to complete the application process:

Step 1: Login in application portal, using your User ID and Password.

Step 2: Once logged in, on the left-hand side visit **Registration -> Registration Form** menu.

Step 3: Submit the Following Details:

- i. Personal Details
- ii. Registration Details
- iii. Upload Photo & Sign
- iv. Upload Photo Identity Proof.

Step 4: Verify your Application Form Summary, and Submit

Step 5: Download Admit Card.

Q.4. How should I access the online form? What is the Website Address/URL?

A: Online form is available on Official Website <https://applications.hryrecruitment.co.in/hpsc>

Q.5. "No details available for the entered details. Please Enter a valid Roll No/Registration No" message is popping at the time of registration. What shall I do?

A: Send your Name, Phone number, email ID, Roll Number, Registration Number to technical Support via Email at applications.hryrecruitments@gmail.com .

Q.6. I did not receive an OTP. What shall I do?

A: You may again try to register after some time. If you still do not receive an OTP, send your Name, Phone number, email ID, Roll Number, Registration Number to technical Support via Email at applications.hryrecruitments@gmail.com .

Q.7. The application form is not loading, what shall I do?

A: Perform the following steps to access the application form

- i. Check the internet connectivity with computer.
- ii. Check the browser.
- iii. Delete the cookies from your browser.
- iv. You can remove all cookies created within a specific time period by selecting the Clear Browsing data option in Tools menu.

Q.8. Which browser shall I use?

A: You can use Mozilla Firefox and Google Chrome on a Computer or a Laptop. Use of Mobile Phone is NOT Recommended.

Q.9. I have forgotten my password, how can I retrieve it?

A: Click on **Registered Candidate** on Home Page and then on **Forgot Password** link on Login page, enter your **User ID** click on **Send Me!** And a password reset link will be sent to your registered email id.

Q.10. I have forgotten my User ID or password, how can I retrieve it?

A: Click on **Registered Candidate** on Home Page and then on **Forgot UserID** link on Login page, enter your registered **Email ID and Phone Number**, click on **Send Me!**

Q.11. I don't know the process to upload photo.

A: Scan your latest passport size photograph and click on upload button and provide the location of your image and click on submit button to upload it. You can re-size the photo using Paint utility.

Q.12. I am trying to upload photo, sign but it is not uploading.

A: Check the size of photograph and signature as mentioned in the instructions.

Photograph Size: Must be greater than 4KB and less than 100KB.

Dimensions: Photograph should be 135 Pixels (width) * 175 Pixels (Height) only.

Signature Size: Must be greater than 1KB and less than 30KB.

Dimensions: Signature should be 135 Pixels (width) * 65 Pixels (Height) only.

Q.13. I have faced an error while applying, what shall I do?

A: Take the screenshot of the error, and inform help desk by raising a ticket by clicking on "Help Desk" menu available in your login.

Q.14. Can I edit my application form after Last date for Editing?

A: No, editing application form after last date for editing is not permitted.

