Frequently Asked Questions

📌 General Instructions for Online Registration (FAQs Simplified)

1. Page Loading is Slow / Website Not Opening

- Delay may happen due to heavy traffic or poor internet speed.
- If pages don't load:
 - o Wait **10–15 minutes** and try again.
 - Use off-peak hours (late night/early morning).
 - o Try another browser (Chrome/Edge/Firefox).

2. How to Confirm Application is Registered

- After clicking Submit, a page will display your Registration Number & Password.
- Note them down and save securely.
- Without these, you cannot reprint application, download admit card, or check results.

3. Didn't Receive Confirmation Email

- Registration details are also sent to your email.
- If not received:
 - Check Spam / Junk folders.
 - o Ensure your email ID was entered correctly.
 - Official/company email IDs may block bulk mails. Use a personal Gmail/Yahoo/Outlook ID.

4. How to Reconfirm Application is Saved

- Use the Print Application in profile after login.
- Download and save a soft copy (PDF) and print a hard copy.

5. Internet Disconnected / Blank Screen After Submission

- If you did not get a confirmation page or cannot generate a reprint, the application is not saved.
- You must re-apply.

6. Not Receiving Replies to Emails Sent

- The official "reply-to" email is only for genuine queries.
- Do not send vacation replies, offers, or unrelated mails they are auto-deleted.

7. Details to Keep When Replying to Emails

- Always include:
 - Registration Number
 - Password
 - o Email ID & Mobile Number

8. Details to Provide When Reporting a Problem

- Share:
 - o Registration Number, Mobile Number, Email ID
 - Screenshot of error (JPG/PNG/Word file)
 - o PC details: Operating System (Windows/Linux), Browser (with version)
- This helps the support team resolve issues faster.

9. Editing / Correcting Application

- Before submission → You can edit the application
- After final submission → no changes allowed.
- Always take a **fresh printout** after making corrections.

10. If Facing Technical Issues / Didn't Receive Auto Email

- First, try again on a different **PC or browser** with JavaScript enabled.
- If problem continues, For any technical issues, doubts, or clarifications, email us at: askmyhr@kakinadatownbank.com
- Provide these details:
 - o Registration Number
 - o Bank name & Post applied for
 - o Email ID & Mobile Number

- OS and Browser version
- Error message text/screenshot

Final Applicant Checklist

- Save **Registration No. & Password** immediately after submission.
- Always keep a PDF printout of the application & e-receipt.
- Use a **personal email ID & mobile number** (active throughout recruitment).
- For issues, provide clear details + screenshot to support.
- Edit mistakes **before final submission** no changes allowed later.

For any technical issues, doubts, or clarifications, email us at:

askmyhr@kakinadatownbank.com