

Frequently Asked Questions

Login

1. Steps to login to the LMS with MS Office 365:
2. Log out of any existing Microsoft Office accounts in your current browser.
3. Visit <https://www.office.com> and log in using the provided university email ID.
4. Go to <https://lms.onlineamrita.com/>
 - a. If you see the LMS dashboard, skip to step 6.
5. You'll be redirected to <https://www.amrita.edu/ahead/login/>.
6. Click "Login with Office 365" (not "Login with Username or Password").
7. Sign in again using the same username and password.
8. Upon successful login, you'll see your LMS dashboard with your courses.

Requirement

Please use the link to login to the LMS Portal: <https://lms.onlineamrita.com/>

Please follow the steps:

Go to dashboard >> Click on any of the course >> Go to modules.

In the content, you have to view the lecture videos, view the additional reading materials if provided, attempt the discussion, and if you have any doubts in any subjects, there will be a Q & A page, you can post there and also you can clarify it during the live session. Live session recordings will be uploaded after the live session.

You have to complete the requirements in order to gain eligibility. Kindly note, we have until date for the quiz and discussion. Please complete it before until date. Marks for discussion and quiz will be considered for internal assessment.

Please follow the steps:

Go to dashboard >> Click on any of the course >> Go to modules >> Live Session Recording

To unlock the contents for Week 02, it is essential to complete all requirements for Week 01. Please ensure everything is completed

In the content, you have to watch lecture videos, view the additional reading materials if provided, attempt the discussion and quiz. If you have any doubts in any subjects, there will be a Q & A page, you can post there and also you can clarify it during the live session. Live session recordings will be uploaded after the live session. Please check all courses are available to you.

The recordings of the live session will be uploaded to the LMS platform. Please watch at your convenience.

Please follow the steps:

Go to dashboard >> Click on any of the course >> Go to modules >> Live Session Recording

The link for the live session has been published on the LMS platform. Please check the announcements.

Please follow the steps:

Go to dashboard >> Click on the course called MBA Oct'24 >> Go to Announcements

Eligibility

Kindly note that the eligibility report will be sent to you every week. We kindly request you to prioritize the subjects based on this report to ensure eligibility for all subjects. The eligibility report reflects your weekly progress based on the number of weeks completed on the LMS and the sessions (live or recorded) viewed. You are required to fulfil both criteria to attain eligibility for a given week.

Eligibility will be attained only after completing all 12 weeks of content. Kindly take a note of the remarks column and make the necessary improvements required.

Mock Exam

The mock test examination link generated will work-in both Mac and windows. But the problem will come when you started using whitelisted applications like Microsoft excel for subjects like Business Statistics and Accounting for Managers during the End semester Examination. That time Mac will not support Mettl Secure Browser. So we recommend students to use system with Windows 10 and above. When technical issue happens during the examination we cannot solve that issue if you are using Mac.

Mock test does not include any question which require the usage of excel and scratch pad. When we whitelist Microsoft Excel for subjects like Business Statistics and Accounting for Managers Mac will not support Mettl secure Browser. You can write other exams in Mac except these two. We recommend system with Windows 10 and above. If any technical issue happens during the examination, we cannot resolve that issue if Mac is used.

Please note that for mock tests, Mettl does not provide any whitelisted application; only the Excel scratchpad is available. Therefore, the Data Analysis ToolPack and other add-ins are not accessible during the mock tests. For your term-end exam, however, Mettl will be providing a whitelisted Excel application that includes the full range of features. The only requirement is that you should have a licensed version of Office 365 Excel installed on your systems.

Exam Time Table

Please use the link to login to the LMS Portal: <https://lms.onlineamrita.com/>

Please follow the steps:

Go to dashboard >> Click on Exam Bulletin >> Go to Home >> Examination Timetable

Timetable once published cannot be modified for any reason. You can attend slot 1 or slot 2 examination at your convenience.

Regular / Make Up Slot

You can choose to attempt the exams either in the Regular Exams slot or the Make-Up Exams slot.

Make-up exam provides an opportunity for students who missed the regular exam due to reasons such as illness, emergencies, or other valid circumstances.

You are advised to reach out to the Help Desk at 080 47190902 / +91 80 47190902 or email error screenshots/videos to mettl-support@mercer.com with CC to mettl-support@ahead.amrita.edu, aheadmbaexam@ahead.amrita.edu, and include Batch6 ID. To help better understand and resolve the problem, please provide a short video recording that demonstrates the issue. A clear recording of your screen—showing the error message and the steps you attempted (including the use of Task Manager)—will greatly assist the team in diagnosing and addressing the problem more effectively. You can write the exams in Makeup (Slot 2) exams, provided you have the eligibility for the respective exams. Please note that if you miss the Slot 2 exams, you will only have the Supplementary exam as an option.

Course Registration

The procedure to register for the second semester has been outlined in the email titled 'AHEAD MBA OCT 2024 Course Registration - Sem 2 - in AUMS portal.' Kindly refer to the email and complete the registration process.

Id Card

Update your personal information under profile tab of Myamrita portal to complete the document verification process to generate the ID card.

The ID card will be generated prior to the examination. You will be able to download it once it is ready, and a notification will be sent to you upon availability. Please note that the hard copy of AHEAD ID will be required during exams.

It is essential to keep your AHEAD ID card during the exams, as no other documents will be accepted. You will be able to download your ID card directly from the portal once it is available. Please ensure that your personal information is updated in the profile tab of the MyAmrita portal.

When clicking on the ID card tab, it will open in a new tab and may default to your personal ID. Please ensure you add your AHEAD ID in the respective tab before attempting to download it.

Kindly upload a recent professional passport size photo in formal wears with white background. The image format should be JPG, with dimensions of 814 by 1044 pixels and File Size should be less than 2MB.

Please ensure that you have completed the following details in MyAmrita portal, to get the ID card.

1. Profile Tab – Personal Information, Parent Information.
2. Profile Tab – Communication address and Permanent address.
3. Profile Tab – Photo - Recent professional passport size photo in formal wears with white background – white/light colour outfits are not suitable for Certificate printing.
4. Documents Tab - All the documents submitted during admissions are moved here. If any of the mandatory documents have not been uploaded/submitted undertaking form during admission, it must be submitted under the respective fields of MyAmrita portal.
 1. 10 +2 Level / 10 +3-year diploma completion certificate and transcript.
 2. UG - Transcript (Consolidated marksheet) and Degree Certificate
 3. Indian: Aadhaar card and ABC ID
 4. Foreign Nationals: i) National ID card / Passport ii) Certificate of Equivalence from the Association of Indian Universities - (AIU Certificate)

Please note the following points when uploading the photo. Ensure you meet the following criteria.

1. Good quality of recent professional passport size photo in formal wears.
2. Formal wears in colour with white background - white or light colour outfits are not suitable for Grade sheet printing.
3. It will be used in printing the ID card, Grade sheets and Degree certificates.
4. The image format should be JPG, with dimensions of 814 by 1044 pixels and File Size should be less than 2MB.

If 2024 batch UG passed out student, submit your degree certificate as soon as you receive it from the previous university to complete the document verification process. It is the qualification certificate for admitting a student to PG programme. Until that your final document verification status will be pending only.

Kindly submit the UG degree certificate once received from the previous university to complete the document verification process.

Your ID card has been generated. Please follow the steps below to download:

Log in to the MyAmrita Portal --> Go to the "ID Card" tab --> Download your ID card.

LMS Video Play Back Issue

Follow the steps provided at

<https://aheadonline.amrita.edu/courses/16/pages/steps-to-ensure-video-playback>

Refer to the steps outlined in the link to resolve the PPT inaccessibility issue: [Steps to resolve access issues in LMS.](#)

Additionally, refer to the micro-video titled "[Troubleshooting Video Playback in LMS](#)".

Raise a ticket using the link provided below for login issue:

<https://support.onlineamrita.com/open.php>

We will schedule a Teams call to resolve the issue. Please let us know a convenient time for you so that we can share the meeting link with you. Team will be available from 9.30 AM to 5.30 PM, Monday to Saturday.

Live session

You will receive the live session links through LMS notifications. Please make sure you're logged into your Outlook account using your student ID to ensure you receive all the updates.

The link for the live session has been published on the LMS platform. Please check the announcements.

Please follow the steps:

Go to dashboard >> Click on the course 'MBA Oct'24' >> Go to Announcements

The schedule has been published on the LMS platform. Please refer to it for more details.

Credentials

The credentials were shared with you from learneraccess@ahead.amrita.edu on 28th August 2024. Kindly check your inbox.

E-library access has been provided to you. Please check mail from smtp@knimbus.com. Additionally, instructions to access National Digital Library has been published in the LMS. Kindly refer the announcement section of 'MBA - Oct'24' course.

Orientation Recording

The recordings to date have been uploaded to the LMS platform. Please watch at your convenience.

Please use the link to login to the LMS Portal: <https://lms.onlineamrita.com/>

Please follow the steps:

Go to dashboard >> Click on the course called MBA Oct'24 >> Go to modules.

The recordings to date have been uploaded to the LMS platform. Please watch at your convenience.

Steps to access:

1. Go to Dashboard.
2. Click on the course titled MBA Oct'24.
3. Navigate to the Modules section.

Bonafide Certificate

You can download your provisional admission letter from the admission portal at your convenience. If you require a Bonafide certificate, you may apply for it one month after the commencement of classes.

Please follow the steps:

Login to MyAmrita Portal >> Services >> Bonafide Certificate >> Type >> Submit

Quiz / Discussion Rubrics

For any concerns or queries, please email us at mbabatch6@ahead.amrita.edu , or call us at +91 8065131427 and dial extension number 3 to reach the Batch Advisor.

All notification will be sent to your AMRITA ID only.

Steps to Login:

1. Go to Google and search for Microsoft 365.
2. Log in to your Outlook account using your AMRITA ID
(*aa.bu.p2mba2407xxxxahead.students.amrita.edu*).

Offline Materials

Having joined for an Online program you should be ready for a considerable screen time.

Even our offline offering do not offer any notes, but rather give physical text books. In the Online mode we give you access to the online library and also the video content.

Videos will play on mobile and if that is a problem it can be fixed with a meeting involving our support team.

PPT of the live class alone are shared (not downloadable) and that can be shared after the class.

Fee Payment

The Semester fee is assigned on My Amrita Portal under fee payment tab. The payment details and the receipt will be added to the My Amrita portal later.

Please provide the UTR number, customer ID, applicant or Co-applicant name, email ID and phone number to verify the EMI payment.

Referrals

The referral amount can be availed under the following criteria:

1. The referred student must successfully complete the first semester.
2. The student must also register for all courses in the second semester.

The referral amount will either be refunded or adjusted against the next semester fee.

Learning at Own Pace

As you are interested in continuing the program, please find the details regarding the Learning at Own Pace option.

1. As per UGC policy, the maximum allowed duration to complete the MBA program is 4 years.
2. Your enrolment number and credentials will not change.
3. The mark sheets will show the month & year when you will complete the exams.
4. You will have to pay the fees applicable at that time.

Discontinuation

Please note that as per the UGC refund policy, you are not eligible for any refund. Also, if you've taken an education loan through a financial partner, you'll still need to close it as per the loan terms, even if you discontinue.

Scholarship

The scholarship for the first-semester fee is based on your UG marks. From second semester onwards, the scholarship will be awarded based on the term-end exam results from the first semester to the third semester to those students who satisfy the following conditions:

- Has registered for all courses up to the current semester.
- No course drop option was used.
- No history of failure ('F' or 'FA' grade) in any course.
- Successfully completed all the courses on the first attempt.
- Should have a CGPA of 7.5.

CGPA will be checked at the beginning of each semester and the scholarship will be offered automatically in two modes:

The scholarship amount will be reduced in the next semester's tuition fee.

If the student has paid the fees already, the scholarship amount will be refunded to the bank account of the student. The bank account details will be collected from the student.

Elective Change

As per the academic regulations, changes to elective are not permitted once classes have commenced. Please refer to the student handbook for reference.

Changes to elective courses are subject to the university's academic policies, which limit flexibility in this matter. Please refer to the Student Handbook for clarity.

Placement

CDC (Career Development Cell) registration of October 2024 Batch for placement support will open at the beginning of the third semester. Once registered, CDC-registered students will exclusively have access to the placement as well as internship opportunities.

Results

Kindly check the term-end examination results in the AUMS platform under Exam Scores -> View Grades

Link to AUMS: [Link](#)

Your username: Roll number (e.g., AA.BU.P2MBA2407XXXX)

Your default password: Date of birth (DD-MM-YYYY)

Kindly refer student handbook for detailed understanding of the grading system.

Please follow the steps:

Login to LMS --> Admin Bulletin --> Home --> Student Handbook

Grades were awarded based on a relative grading system, the overall performance of all students in the course will influence individual grades.

AUMS Login Issue

If you encounter an "invalid credentials" error, follow these steps:

1. Click on "Can't access your account?"

2. Provide the following details: -

Username: AA.BU.P2MBA2407XXXX

Email ID: aa.[bu.p2mba2407XXXX@ahead.students.amrita.edu](mailto:aa.bu.p2mba2407XXXX@ahead.students.amrita.edu)

Date of Birth: DD-MM-YYYY

3. Click on "Submit."

A new password will be sent to your Outlook account. Use this updated password to log in to the AUMS platform.

If you still have trouble logging in, please raise a ticket using the [link](#) in the ticketing system.

Revaluation

Revaluation is not applicable for the auto-graded MCQ-based examinations. Instead, the answer sheet can be reviewed in a Teams meeting. The meeting will include a Batch Advisor, a representative from the Exam Department, and Faculty of the respective subject. Kindly note that a fee may be applicable for the process.

Supplementary Registration

Please follow the steps:

1. Go to Registration Tab
2. Choose Course Registration with Category
3. Select semester 2
4. Set type as Supplementary
5. Subject will appear on the left side
6. Select the subject
7. Click the right arrow button to move the selected subject to the right side.
8. Click Save.

Please find the video link for reference: [Registering for Courses in AUMS Portal: Your Learning Platform](#).

Ensure that you have completed all the steps mentioned in the video.

Your registration will reflect in the student endorsement column under Track Registration Status. The supplementary exam fee of Rs. 750/- per course will be assigned in MyAmrita Portal from 26th July 2025. Kindly make the payment before 7th August 2025.

Please refer to the link provided below for clarification:

[Registering for Courses in AUMS Portal: Your Learning Platform](#).

Exam FAQs

1. Can we get an orientation on the online exam platform used?

Ans- Yes, the orientation will be given to the students during the induction program or two weeks before the first-term exam schedule.

2. Where can we find the instructions? What are the Do's and Don'ts?

Ans- All instructions related to the examination are available on the Exam Platform page of LMS Exam Bulletin.

3. Are exams flexible? Can I take the exam anytime on that day?

Ans- No, Exams can be taken on the scheduled date and time, but there will be two slots. Eligible Students who miss the exam during the regular exam can take the exam in the makeup exam.

4. Can I write exams using a MAC OS laptop?

Ans- No, Exams can be taken using the Windows 11 Operating System and above. Below are the System Configuration details.

S. No.	Device	Specification
1	Desktop - Operating System and Version	Windows 11 (64 Bit) OS and above
2	Laptop - Operating System and Version	Windows 11 (64 Bit) OS and above
3	Computer Display	All Versions Supported
4	Integrated Web Camera and Mic in Laptop	Generic Cameras and Mics Supported
5	External Camera and Mic in Laptop	Not Allowed
6	Application for taking the Exam	Secure Browser
7	Hard Disk (Free Space)	500 MB
8	RAM	Minimum 4 GB
9	Internet Connection Speed	Minimum 1 Mbps

5. Can we get previous Question Papers? Is there a question bank that I can follow?

Ans - Please check with your Batch Advisor

6. How are the practical exams conducted?

Ans.- We will also include multiple-choice questions (MCQs) for the practical exams. Only MS Excel applications that are whitelisted will be permitted for these papers. These exams must be taken on systems running the Windows operating system. Students are encouraged to install the Data Analysis ToolPak in their MS Excel desktop application.

7. How is the examination conducted? Will the online mode be mentioned in front of the certificate?

Ans - The examination will be conducted online using a secure browser application, supplemented by both human and AI proctoring. According to current UGC regulations, the mode of education will be printed on the back page of the certificates issued by the university. Additionally, certificates downloaded from the Digilocker platform will display the mode of education on the front page.

8. Will we get a hard copy of the certificate/ grade sheet?

Yes, the hard copy of the certificate will be sent to the communication address mentioned in the MyAmrita portal. The procedure for applying for the certificates is available on the **certificate page of the LMS Exam Bulletin**.

9. Can we attend the examination at our pace / at any time?

No. Though we have flexibility in learning, students can attend the examination only on the scheduled date and time following all the examination rules and regulations.

10. How can we get clarity on the assessment and grading practices in the AHEAD program?
Are there rubrics or criteria for scores?

Amrita University follows the relative grading policy. The marks and grades of a course cannot be compared with another course, as the relative grading is followed. Based on the total marks obtained including internal and external marks, a letter grade will be awarded for each of the courses registered.

We have 70 questions, and each question carries 1 mark.

The letter grades, the corresponding grade points and the ratings are as follows:

Letter Grade	Grade Points	Ratings
O	10.0	Outstanding
A+	9.5	Excellent
A	9.0	Very Good
B+	8.0	Good
B	7.0	Above Average
C	6.0	Average
P	5.0	Pass
F	0.0	Fail/Absent
FA	0.0	Failed due to shortage of attendance
I	0.0	Incomplete
W	-	Withheld

‘FA’ grade once awarded stays in the student's record and the student has to re-register for the course whenever it is offered again. **A student who has a passing grade cannot reappear to improve the grade.**

11. How to get clarity on the grade sheet provided for the AHEAD program?

The Grade Sheet issued to the student at the end of a term will contain the following information:

Front Page:

Name, Roll No., ABC ID (For Students admitted with Indian Nationality), Grade Sheet No., Branch, Month and Year of Examination.

Course Code, Course Title, External (Theory/Practical) Marks, Internal Marks, Total Marks, Credits, Grade obtained, and Grade Points Earned for the courses registered.

Credits registered and earned during the term.

Cumulative credits earned and grade points, SGPA, CGPA

Back Page:

Mode of delivery

Date of admission

Date of completion

12. Will there be an option in the future to pause and resume the program if needed?

As per the UGC ODL/OL 2020 regulations, the programme duration for UG is 6 years, and PG is 4 years. The student can take a term break and resume the programme but should complete all the courses term-wise and pass all the courses required for eligibility to award the degree for a programme.

Students can use the Learn at your own pace option, where you can choose the subjects to learn for the semester and the rest they can register later. Students must pay the fees for the entire semester.

Students must officially communicate (email) this to the Batch advisor and follow the procedure to avail of this option.¹

13. Should I register for supplementary exams?

Yes, registration and fees are mandatory for supplementary exams. The due dates will be announced to the students and available on the LMS Exam Bulletin.

14. Can I see my external marks in AUMS?

No, External Marks will be available on the grade sheets and transcript.

15. Where can I find my supplementary marks?

Supplementary exam marks will be printed on the respective term-end examination grade sheet for which the student has registered and paid the fees.

16. When will I receive my Grade sheets?

The grade sheets will be printed within 45-60 days after the publication date of the result, and the soft copy will be uploaded to the CMS/MyAmrita portal.

17. Where can I check the End semester marks at the time of results publication on AUMS?

The Term-end exam marks will not be displayed in AUMS.

18. When will we receive our results (First chance/Second chance/Supplementary)?

The term-end/supplementary exam results will be published three weeks after the last exam of the makeup exam date.

19. Why cannot you have flexible timing for international students to write exams?

It is impossible to conduct the examination based on their native country's time zone since international students are admitted from many countries.

20. Are there any model exams?

Currently, there is no model examination, but to practice for the exam on the online exam platform, a mock exam will be available.

The General Mock Exam (All programs) link is available in the LMS course – Exam Bulletin.

The mandatory Mock exam for each Batch will be activated 2 weeks before the regular exam and it will be notified to students from the University Exam cell. Please check your AHEAD email ID daily so you do not miss any updates.

21. Can we get an extension to complete the discussion topics, if we have not submitted them on time?

The Batch Advisor can reply to this question based on the deadline given.

22. Will we get marks if we submit after these deadlines?

Quizzes are auto-graded and no negative marks are allocated if you submit after the deadline.

Regarding Discussion topics, after the deadline the discussion topic forum is locked, and students cannot post replies.

23. International Students – Will they get a hard copy of the certificate?

Yes, International Students will get the hard copy of the certificates by paying the prescribed dispatch fee. The procedure for applying for the certificates is available on the certificate page of the LMS Exam Bulletin.

24. Please detail the Examination Registration Process – Registration for supplementary exam & re-registration with the new batch

For the Supplementary Examination, the details are available on the SUPPLEMENTARY EXAMINATION page of the LMS Exam Bulletin.

For Course Re-registration, the students must fill out the MS Form circulated by the Batch Advisor on or before the deadline. Students must pay Rs 3000 per subject.

25. How to get assistance with Mettl error issues at the time of the exam?

Students can contact the Help-Desk 08047190902 / +918047190902 or email the error screenshots/video to "mettl-support@mercer.com" with CC to "mettl-support@ahead.amrita.edu" if there is any technical issue while attempting the exam.

26. Is this a self-paced program? Can we attend the classes and examinations as per our convenience?

During the course registration, students can drop the courses in a semester but 50% of courses are mandatory for registration in a term. Students must attend the Live Interaction classes and examinations as per the schedule.

27. Can you request a comprehensive review of your answer sheet from the faculty to gain insights into where you made mistakes on a question-by-question basis?

Revaluation is not applicable for the auto-evaluated MCQ-type questions.

28. What is the reason behind not disclosing individual marks and only providing grades during the result publication?

As per the University Policy, Internal marks are displayed on the AUMS platform. The internal and external marks are printed on the certificates issued by the university based on the UGC regulations for Online Programmes.

29. Would there be a change in the AHEAD's program approach from a few major exams in the Semester to a continuous assessment approach such as midterms?

Based on the UGC and University regulations from time to time, the policies may change, and the changes will be implemented.

30. Will there be any developments to be assessed in different ways during the AHEAD program? (e.g. online quizzes, assignments, exams, viva, group projects etc.)

Based on the UGC and University regulations from time to time, the policies may change, and the changes will be implemented.

31. I am unable to see my ID card./ Where can I get my ID card? / I have uploaded all documents yet I am unable to see my ID card.

Please ensure you have uploaded all the mandatory documents to the My Amrita portal. Once documents and profile verification are completed, you can **download** the ID card.

My Amrita portal Link - <https://my.amrita.edu/index/login>

ID CARD TAB will appear above the DOCUMENTS tab only after verification is complete.

Once verification is completed, the Admin cell or the Batch Advisor will inform you via email or LMS announcements.

Please note: if you are getting a 'Permission denied' error while downloading the ID card, please ensure you are not using your office laptop or trying from the office network, as it may have restrictions that prevent you from opening the PDF.

You can alternatively try logging in through your mobile to check if you can download your ID card.

Rest assured, if you have submitted all the mandatory documentation, you will receive an ID card before the Exams.

Please check with your Batch Advisor if you have submitted all documents.

32. Can I write some exams in Slot 1 and others in Slot 2? Or should I write all exams in Slot 2?

Yes, if eligible, you can take some exams in Slot 1 and others in Slot 2.

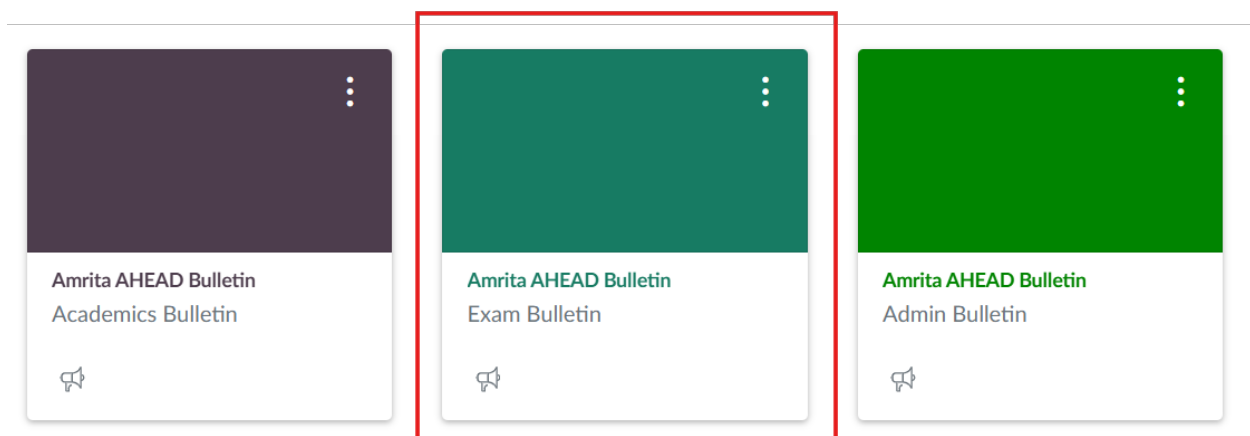
If possible, write all exams in Slot 1, so in case of any unforeseen circumstance, you have a backup (Slot 2 exam).

33. Where can I find the exam instructions? Where can I find the Exam orientation recording?

The Exam orientation recording is uploaded in the MBA Oct 2024 course. Please check LMS.

You can find all the exam-related updates and instructions in the LMS course – 'Amrita AHEAD Bulletin-Exam Bulletin'. Link for the same -

<https://lms.onlineamrita.com/courses/112> or you can find the course in the LMS dashboard.



4. Can I use paper and pen for the exams and calculations? Is a calculator allowed?

No, You cannot use paper and pen for calculations, if found using the same, it will be considered as Malpractice.

Excel Scratch Pad and Calculator are available for all mathematical-related course exams. We have also whitelisted the MS Excel application for the Business Statistics exam.

You must ensure that you have licensed the MS Excel desktop application and have added the Data Analysis tool pack.

5. Extension of Mandatory Mock exam

We cannot extend the Mandatory Mock exam scheduled dates. However, you may take the General Mock Test available for all programs to check system compatibility. The link for the same is available in the LMS course – ‘Amrita AHEAD Bulletin-Exam Bulletin’. Link for the same - <https://lms.onlineamrita.com/courses/112> or you can find the course in the LMS dashboard.

6. Unable to see photo in My Amrita portal.

Please note the following points when uploading the photo. Ensure you meet the following criteria.

- Good quality of recent professional passport size photo in formal wears.
- Formal wears in colour with white background - white or light colour outfits are not suitable for Grade sheet printing.
- The image format should be JPG, with dimensions of 814 by 1044 pixels and File Size should be less than 2MB.

If the issue still persists, kindly share the photo with Batch ID