

**FREQUENTLY ASKED QUESTIONS ON THE 2017 UTME REGISTRATION EXERCISE**  
**FOR APPROVED CBT CENTRE OWNERS**

1. **Question:** I received the following message: “Error 404 while trying to install the JAMB Registration Application”. What do I do?

**Answer:** Confirm the URL address as

<http://www.jamb.org.ng/installer/install.htm>

2. **Question:** I don’t have an access code, what do I do?

**Answer:** Check the administrator’s email provided and also check the spam folder in your Mailbox. If not found, send your correct email address to the JAMB Zonal/State Coordinator in your State.

3. **Question:** I received the following message: “Invalid Access Code”, what do I do?

**Answer:** Uninstall the JAMB Registration Application, Re-download and Re-install.

4. **Question:** I received the following message, “You are running this application from an unauthorized Location”, what do I do?

**Answer:** Make sure you are on the Network provided by JAMB i.e. using the SIM card provided.

5. **Question:** I received the following message, “ Access code supplied invalid or system not recognized”, what should I do?

**Answer:** Re-launch the application and the access code on the FIRST SYSTEM (admin system) that you used. Once this is done successfully, you can proceed to add other systems via the admin system (THE FIRST SYSTEM).