

Q 1. Where can we watch classes ?

“Ultimate CA” app available only on:
Android Mobile/Tablet, &/or
Windows Laptop
(Link of app will be shared within 1-2
working days on email after
enrollment)

**Q 2. What is the difference between
Live/Drive Class?**

Live Class means, a student can watch
classes of educator LIVE as per the
schedule provided & recording after
live class is completed

Drive class means, once a live lecture is
completed. Same lecture will be
provided to students through “Google
Drive” Link, which will have to be
downloaded by the student & can be
played in our “Ultimate CA” application
Only.

**Q 3. 3 views for live or drive class? What is
difference?**

In live batch, a student can watch live
class once & 2 times again in recorded
mode

In recorded (drive) batch, a student can
watch recorded class - 3 times the
Watch-time.

**Q 4. Do we have option to buy individual
subjects ?**

Yes, but purchasing combo is
Advisable.

**Q 5. Can we watch classes on multiple
devices?**

Students can login in 2 devices:
1 Android Mobile &
1 Windows Laptop,
but classes will play on one device at a
time. Once you login a mobile/laptop,
later that device cannot be changed

Q 6. What is the meaning of 3 view?

Eg., A 60 min class can be watched for 180 minutes. (3 times watch time)

It does not mean that just by clicking 3 times video it will not work.

Irrespective of the number of times you click on the video, you will get 3 times Watchtime.

Q 7. When will the access to recording of live class will be given?

In live batch, after a live class ends, the same will be uploaded in our app within 2 working days max.

If student enrolls in pre-recorded batch, or joins live batch mid-way, then access to classes which are already completed will be given within 2-3 working days.

Q 8. Are there any devices on which classes will not work?

Yes, lectures will not work in

Desktop

Apple Devices

Redmi Note 8 , 9 , 9 Pro, 10

**Q 9. How to ask doubts from faculties?
How shall we contact Ultimate CA's support team ?**

Students can ask doubts from dedicated "Study Doubts" portal on application/website login. Our faculties will resolve doubt within 24-48 working hours.

Q 10. What is validity of classes?

9 months, i.e., classes can be watched for 9 mts from the date of purchase or batch commencement date whichever is later.

Q 11. When will the books deliver?

After enrollment, within 48-72 hours books will be dispatched. The books

will be delivered within 7 – 14 working days after dispatch.

After 72 hours, students can track books from this link:

Q 12. If a student misses live class, then can he watch the same class in recorded form?

Yes, obviously student will get access to recording of the same class later.

Q 13. What to do after purchasing classes?

When will a student get access?

Access and other details will be shared to students through a system generated email within 24 hours of enrollment.