Frequently Asked Questions (FAQs)-Transaction key generation

Q1	Name of which employee is to be selected for Transaction Key generation?
Ans	Transaction Key has to be generated by selecting the correct employee (Applicant) from the employee list in transaction Key generation page in eLORA For Example: For **RSO Nomination**: Select name of the "**RSO Designate**" from the employee List. For Source procurement in Radiotherapy Practice: Select name of the "**Licensee**"(**If Licensee and employer are different**) or name of the "**Employe**r" (**If Licensee and employer are same**) from the employee list.
Q2	Name of the RSO Designate is not appearing in the list of employee in Transaction key page
Ans	Only name of employee, whose **email id and mobile number are verified**, will appear in the employee list for transaction key generation. For RSO, email id and mobile number has to be verified after log in to his/her **Radiation Professional (RP) Profile** (Using RP user id and password).
Q3	How can I confirm whether email id and Mobile number of an employee is verified in eLORA?
Ans	After log in to the **employer profile (Institute Log in)**, Click on "My Institute Details", then click on "Contact Details". You can check the verification status of the email and mobile number of the employee from the list appears. **If status of verification is "no"**, then corresponding employee has to Log in to the system (RP log in for RSO, Licencee Log in for "Licencee") and complete the verification of email id/mobile no. or both.
Q4	During Verification of email id or mobile no. the error message, "this email id/mobile no. is already exist in the system" appears.
Ans	Use separate (unique) email id and mobile no. for each employee. For Radiation professional, please use personnel email id and mobile no. for verification in eLORA.
Q5	"Transaction Key Invalid" error message appears while submission of application.
Ans	The possible reasons are a. Transaction Key has generated selecting wrong employee from the employee list (Refer FAQ Question no. 1) b. Transaction key is valid till 12:00AM on the day of its generation. You may have to generate transaction Key on the same day of application submission.

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