

Please scroll down for the English version. 本文件英文版載於中文版後。

線上學習平台常見問題

1. 我應該使用哪個瀏覽器進入線上學習平台？

- 本院強烈建議您使**最新版本的 Google Chrome 或 Firefox** 來完成整個線上課程，不支援使用 Internet Explorer 瀏覽器。
- 此外，**Chrome 無痕式視窗** 或 **Firefox 隱私瀏覽視窗** 均**不建議使用**，以免影響您學習時數的相關紀錄。

		
 Google Chrome/ Firefox 建議使用	 Chrome 無痕式視窗/ Firefox 隱私瀏覽視窗 不建議使用	 Internet Explorer 不支援使用

2. 我應該使用哪個電郵地址登入線上學習平台？

您應該使用報名時所提供的電郵地址登入線上學習平台。

3. 首次登入時，如何設置帳戶密碼？

成功報讀的學員將會收到一封邀請電郵，詳情可參考「[線上學習平台指引](#)」。
邀請電郵可能會被誤認為垃圾郵件。若您未能在收件匣找到該郵件，請檢查垃圾郵件匣，或直接在郵箱中搜尋由 elearning.iaee@polyu.edu.hk 發送的郵件。

4. 忘記密碼怎麼辦？

請登入線上學習平台 <https://elearning-iaee.polyu.edu.hk/>，點擊“**Forgot your password?**”，然後按照指示設置新密碼。

5. 我應該如何提取驗證碼？

A. 首先，您需要為您的驗證應用程式註冊，註冊步驟如下：

- i. 在您的手機**下載**驗證應用程式 (例如：Microsoft Authenticator、Google Authenticator 等)；
- ii. 開啟驗證應用程式後，點擊“Scan a QR code”**掃描**線上學習平台上顯示的 QR 碼；
- iii. 在線上學習平台上**輸入**手機驗證應用程式顯示的 6 位數字號碼；

iv. 驗證應用程式註冊程序完成。

詳情可參閱以下示範短片：

“如何註冊您的驗證應用程式到線上學習平台?”

https://www.youtube.com/watch?v=sejI_IR1HUg

B. 當網上學習平台要求您輸入 6 位數字號碼時，您只需要打開已註冊的手機驗證應用程式，便可以隨時提取到驗證碼

詳情可參閱以下示範短片：

“如何取得 OTP 6 位數字驗證號碼?”

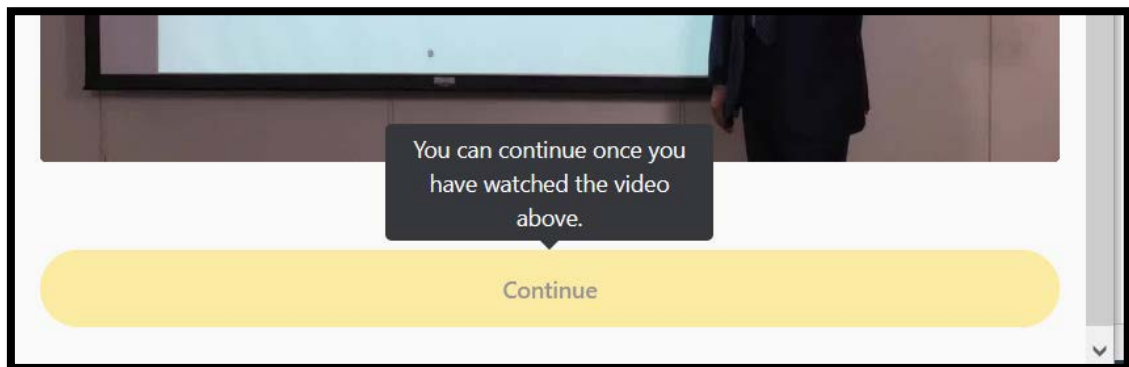
<https://www.youtube.com/watch?v=c4Pi0n8-D4Q>

6. 如果我在線上課程的某一頁面上停留 1 小時，並同時在另一個窗口/瀏覽器上工作，我的學習時數記錄是 1 小時嗎？

不是，請注意如您在線上學習平台的頁面靜止超過 1 分鐘，線上學習系統將未能記錄您的學習時數。系統只會記錄您在線上學習平台的相關學習時間，即您參與課程活動的時間。

7. 我可以略過課程內的影片 / 語音資料不看 / 不聽嗎？

不可以。您必須瀏覽及閱讀課程內的所有內容，包括影片、語音資料、問答題等等，否則系統會出現「阻止前進」的訊息，例如：



8. 為什麼我無法進入下一部分課程?

課程內通常設有不同的線上學習環節，以確保學員能掌握到所有內容。如您尚未完成所在章節內的所有環節，將不能進入下一部分的課程。如遇到以上情況，請檢查您是否已經閱讀所有頁面、觀看所有影片、聆聽所有語音資料及回答所有問題等。

9. 我有多少時間完成課程？

您必須在由收到本院電郵 (“INVITATION to join the PolyU IAEE eLearning Portal” 或 “You've been assigned some courses”) 當日起計 **3 個星期內**完成整個課程 (包括總測驗) 。

10. 如我未能在 3 星期內完成課程，可以申請延長課程嗎？

為達到最佳學習效果，您需要在指定時間內完成課程。因此，若您未能在 3 星期內完成課程，便需要再次報名並再次重新學習課程內容。

11. 我需要一次性完成課程嗎？能否中途退出線上學習平台？

您可以隨時登出線上學習平台。重新登入時，您可以返回早前離開時所在的頁面。由於課程內容被分割為不同階段及部分，因此，學員可以分段學習而不影響學習效果。

12. 系統會否計算閒置時間為 CPD/CPT 時數？

不會，系統只會根據您參與課程活動的時間 (例如觀看影片、閱讀內文等) 計算 CPD/CPT 時數。

13. 若我只用了 1.5 小時完成一個 2 小時的 CPD/CPT 課程，可獲得多少 CPD/CPT 時數？

您暫時無法獲得任何 CPD/CPT 時數。以一個 2 小時的課程為例，若您只用了 1.5 小時完成課程，即代表您還未達到最低學習時數要求。以此為例，您必須繼續學習至少 0.5 小時，以達到最低學習時數的要求，獲得 2 小時的 CPD/ CPT 時數。

14. 若我用 4 小時去完成一個 2 小時的 CPD/CPT 課程，我會否獲得 4 小時的 CPD/CPT 時數嗎？

不會，您所獲得的學習時數並不會超過課程指定的時數。以一個 2 小時的課程為例，您能獲得的 CPD/CPT 時數不會多於 2 小時。

15. 總測驗問題在哪裏？總測驗合格分數是多少？

總測驗問題將會在您完成課程後才顯示。合格分數為 50%。

16. 我如何知道自己是否已完成了線上課程及總測驗分數？

完成所有總測驗問題後，系統便會顯示您的成績。當您符合該課程的指定時數要求及在總測驗取得合格後，便能在線上學習平台自行下載學習證明。

17. 如第一次總測驗不合格，會有第二次機會嗎？

有，您有 2 次總測驗的機會，而系統只會計算最高分的一次。

18. 我和其他學員的總測驗問題會否相同？

不會，總測驗問題和答案次序也是隨機抽取的。

19. 第一次總測驗和第二次總測驗的問題會否相同？

不會，2 次總測驗的問題和答案並不相同。

20. 如我在第二次測驗仍然不合格，仍會有第三次機會嗎？

不會，若您在 2 次的總測驗都不合格，便需要重新報讀該課程。這安排符合保險業監管局 (IA) 和證券及期貨事務監察委員會 (SFC) 的指引。

21. 如對課程內容有疑問，如何向導師提出？

請將您的問題發送至 elarning.iaee@polyu.edu.hk。

課程查詢

查詢請電 +852 3400 2773 (香港時間 星期一至五上午 9:00 至下午 12:45，下午 2:00 至 5:30，星期六及公眾假期休息) 或電郵至 elarning.iaee@polyu.edu.hk 與我們聯絡。

Please scroll up for the Chinese version. 本文件中文版載於英文版前。

Frequently Asked Questions for eLearning Portal

1. Which browsers are recommended to take the eLearning courses?

You are reminded to **update the browser you plan to use** to the latest version.

- **Google Chrome** or **Firefox** is recommended
- **Do not use** Chrome Incognito or Firefox Private Window because these windows may not log the learning time accurately
- **Do not use** Internet Explorer

		
 Google Chrome/ Firefox Recommended	 Chrome Incognito / Firefox Private Window Not Recommended	 Internet Explorer Not supported

2. Which email do I use to log in to the eLearning portal?

Please use the email you provided in the application/enrolment to log in to the eLearning portal.

3. How do I set up my password for the first time?

Once your enrolment and payment are verified, you will receive an Invitation via email. For instructions, please refer to “**eLearning Portal Instruction**”.

The email could sit in your email junk box, please look it up by searching ***elearning.iaee@polyu.edu.hk*** in your email.

4. What do I do if I don't remember my password?

You can go to the log in page <https://elearning-iaee.polyu.edu.hk/>, click “**Forgot your password?**” and the system will prompt you to set up a new password.

5. How do I obtain a one-time password?

A. You are required to register an Authenticator App. Steps are as follow.

- i. Download an Authenticator App (e.g. Microsoft Authenticator, Google Authenticator, etc.) to your mobile phone;
- ii. Open the Authenticator App and click “Scan a QR code”. Scan the QR code displayed on the eLearning platform;
- iii. Put in the 6-digit code generated by the Authenticator App onto the eLearning platform;
- iv. Authenticator App registration is completed.

For details, please refer to the demo video:

“*How to register your Authenticator App to the eLearning platform?*”

https://www.youtube.com/watch?v=sejJ_IR1HUg

B. You could attain your 6-digit code from your registered Authenticator App whenever the eLearning platform prompt for a code.

For details, please refer to the demo video:

“How to obtain OTP (6-digit authentication code)?”

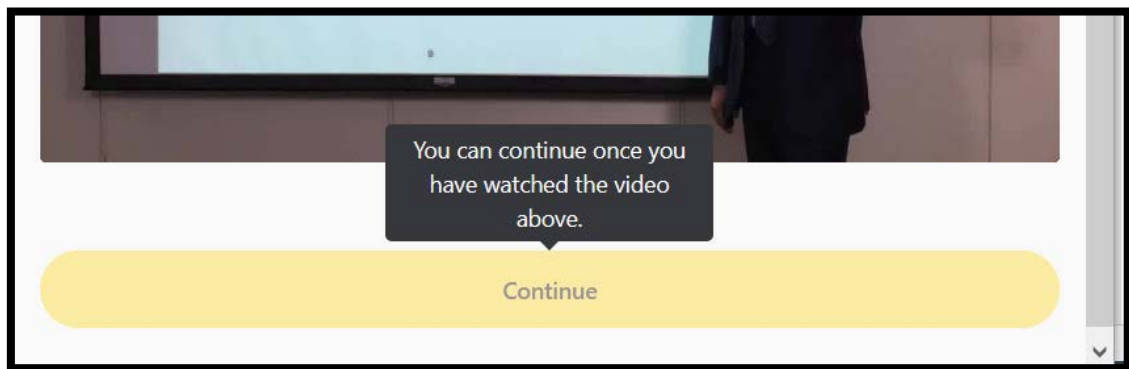
<https://www.youtube.com/watch?v=c4Pi0n8-D4Q>

6. If I stay on the same page in the eLearning course for 1 hour and work on another window/ browser at the same time, would the learning time on the eLearning page still be logged for 1 hour?

No, learning time log will be suspended if your eLearning page is idled for **more than 1 minutes**. Our system will only track learning time if you are **active on the eLearning page**.

7. Can I skip the videos/audio clips?

No. You have to complete all the course contents, including videos, audio clips, questions, etc. Otherwise, a “stop progress” message will be popped up by the system. For example:



8. I cannot go forward to the next section in the eLearning course. Why?

There are different segments in an eLearning course to ensure you can know all the content well. If you have not completed all segments in the section, you will not be able to go forward to the next section. In that case, please check that you have read all pages, watched all videos, listened to all audio clips, answered all questions, etc.

9. How long do I have to complete the course?

You will have **3 weeks** to complete the course (including the End-of-module assessment) from the day you receive the email (*“INVITATION to join the PolyU IAEE eLearning Portal”* or *“You've been assigned some courses”*).

10. I am not able to complete the course within the set time. Can I extend the course?

The best learning outcome for short courses is to complete the content within a set time. Therefore, if you are not able to complete the course in 3 weeks, you will need to re-enroll and re-start the course again.

11. Do I need to finish the eLearning course in one go, or can I leave half-way through the course?

You can log out from the eLearning portal anytime you like. When you log in the next time, the system will take you back to the page where you were at. The contents are presented in small blocks and grouped into self-contained chunks so that the learners

can resume their learning at different times in logical sequence.

12. Will idled time be counted as CPD/CPT hours?

No. Only time in used, i.e. watching videos, reading contents, etc., will be counted as CPD/CPT hours.

13. If I spent only 1.5 hours to complete a 2-hour CPD/CPT course, how many CPD/CPT hours do I receive?

You will not receive any CPD/CPT hours **for now**. For a 2-hour course, if you only spent 1.5 hours to complete it, you will not be able to fulfill the learning time requirement of the course. In this case, you should spend at least 0.5 more hour to study the content, before meeting the minimum learning time requirement to attain 2 CPD/CPT hours.

14. If I spent 4 hours to complete a 2-hour CPD/CPT course, will I receive 4 CPD/CPT hours?

No. You will not receive more CPD/CPT hours than the number of hours specified in the course. For a 2-hour course, you will not receive more than 2 CPD/CPT hours.

15. What are the questions of the End-of-module assessment? What is the pass mark of the assessment?

The questions of the End-of-module assessment will be shown after you completed the course. Pass mark of the assessment is 50%.

16. How do I find out if I have completed the eLearning courses and the EoM assessment results?

The result of the assessment will be shown after submission. You can download your Letter of Completion when you attained the designed time spent and passed the EoM assessment.

17. If I failed the first EoM assessment, will there be a second chance?

Yes. You have 2 attempts for the EoM assessment. Only the highest score will be used.

18. Will my EoM assessment questions be the same as other learners?

No. Questions and order of answers in the EoM assessment are shuffled.

19. Will questions in the first and the second EoM assessment be the same?

No. Questions and answers in the 2 EoM assessments are not the same.

20. If I still failed the second EoM assessment, will I still have a third chance?

No. If you failed in both 2 attempts of EoM assessment, you need to enroll the eLearning course again. The arrangement aligns with the guideline from the Insurance Authority (IA) and the Securities and Futures Commission (SFC).

21. I have a question about the course content, how do I ask the trainer?

Please send your question to elarning.iaee@polyu.edu.hk.

Enquiry

For enquiries, please contact us at +852 3400 2773 (Monday to Friday 9:00am to 12:45pm)

and 2:00pm to 5:30pm, Hong Kong time. Closed on Saturdays and public holidays) or elarning.iaee@polyu.edu.hk.