THE HONG KONG
POLYTECHNIC UNIVERSITY
香港理工大學

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

部份內容摘錄自<線上學習平台指引>及<線上 CPD/CPT 課程通過要求>

1. 我應該使用哪個瀏覽器進入線上學習平台？

   為確保閣下能有一個愉快的網上學習體驗，
   - 本院強烈建議您使用最新版的 Google Chrome 或 Firefox 來完成整個線上課程，Internet Explorer 或 Edge 則不建議使用。
   - 此外，Chrome 無痕式視窗或 Firefox 隱私瀏覽視窗均不建議使用，以免影響閣下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/ Edge 不建議使用

2. 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，請注意如閣下在線上學習平台的頁面靜止超過 2 分鐘，線上學習系統將未能記錄閣下的學習時數。系統只會記錄閣下在線上學習平台的相關學習時間，即閣下參與課程活動的時間。

3. 我應該使用哪個電郵地址登入線上學習平台?

   請使用您或替您報名的機構在報名時所提供的電郵地址登入線上學習平台。

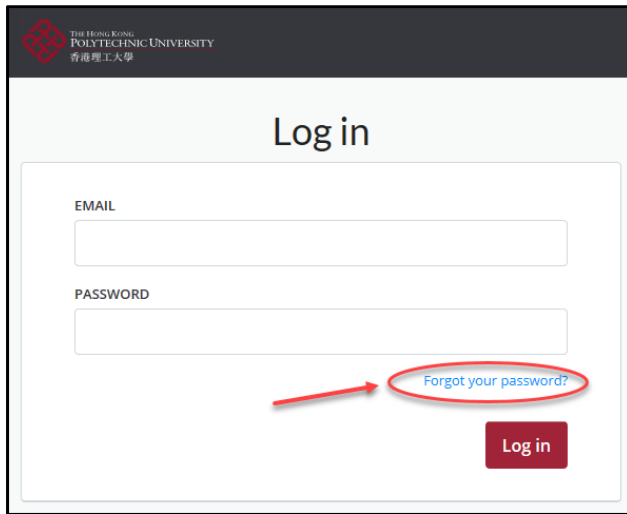4. 首次登入時，如何設置帳戶密碼?

   成功報讀的學員將會收到一封邀請電郵，請參考「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。

5. 忘記密碼怎麼辦?

   請登入線上學習平台 https://elearning-ife.polyu.edu.hk，點擊「忘記密碼」（"Forgot your password"），然後按照指示設置新密碼。

6. 課程內的影片和語音資料用途是什麼？
   課程內比較複雜或重要的內容，本院亦安排了導師錄製成影音講解，讓學員更能容易掌握學習 內容。

7. 我需要一次性完成課程嗎? 能否中途退出網頁?
   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。

8. 我有多少時間完成課程？
   由收到課程的邀請電郵起計 3 個星期內，您必須完成整個課程。

9. 如我未能在 4 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 4 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。

10. 我如何知道自己是否已完成了線上課程及總測驗分數？
    完成所有問題後，系統便會顯示您的成績。 當閣下符合該課程的指定時數要求及完成總測驗，正式結果通知將會發送至您的電郵信箱。

11. 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 elearning.iaee@polyu.edu.hk 。

課程查詢
若閣下對線上課程或學習平台有任何疑問或查詢，歡迎致電 +852 3400 2773 (香港時間 星期一至五: 上午 9:00 至下午 5:30) 或電郵至 elearning.iaee@polyu.edu.hk 與我們聯絡。

Frequently Asked Questions for PolyU eLearning Portal
Some of the information on this document is extracted from
'eLearning Portal Instruction' and 'Online CPD/CPT Course Pass Requirements'.

1. Which browsers are recommended to take the eLearning courses?
   To ensure a good experience throughout the eLearning course, 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 or Edge.

✅ Google Chrome/ Firefox Recommended	❌ Chrome Incognito/ Firefox Private Window Not Recommended	❌ Internet Explorer/ Edge Not Recommended

2. 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 2 minutes. Our system will only track learning time if you are active on the eLearning page.

3. Which email do I use to log in to the eLearning portal?
   Please use the email you (or your company) provided in the application or enrolment list to log in to the eLearning portal.
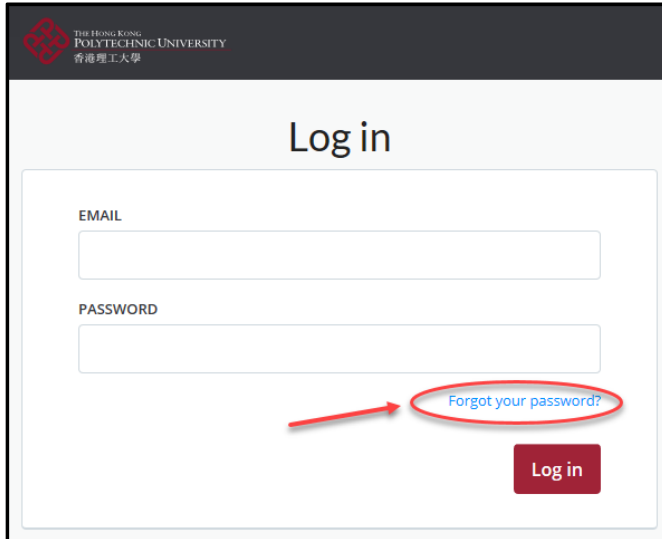
4. How do I set up my password for the first time?
   Once your enrolment and payment are verified, you will receive an Invitation via email. For instructions, please refer to eLearning Portal Instruction.

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

5. What do I do if I don't remember my password?
    You can go to the log in page https://elearning-ife.polyu.edu.hk , click "Forgot your password" and the system will prompt you to set up a new password.

6. What are the videos and audio clips for?
    Trainers use videos and audio clips to explain the complex knowledge and key messages in the course, so that it would be easier for the learners to understand.

7. 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.

8. How long do I have to complete the course?
    Individual learners will have 3 weeks to complete the course from the day you receive the invitation email.

9. 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 4 weeks, you will need to re-enrol and re-start the course again.

10. How do I find out if I have completed the eLearning courses and the assessment results?
    The result of the assessment will be shown after submission. The learning time and assessment result of each course will be shown in the Course Completion email.

11. I have a question about the course content, how do I ask the instructor?

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

Enquiry

Should you have any questions about the eLearning course or the portal, please contact us on +852 3400 2773 Monday to Friday 9:00am to 5:30pm Hong Kong time) or elearning.iaee@polyu.edu.hk .