FAQs on Certification Course-Online *(Ver.July 1, 2020)*

Frequently Asked Questions (FAQs) on Online Classes of Certificate Course on Goods and Services Tax (GST) through Digital Learning Hub of ICAI (https://learning.icai.org)

Q1.What is the mode through which the live classes/sessions are delivered to me?
Ans. Course sessions are delivered through ICAI's ' Digital Learning Hub (DLH)' platform which currently uses" Zoom" platform- 'webinar' mode (not meeting mode) for delivering you the live lectures.

Q2. How do I get access to the DLH portal of ICAI?
Ans: Access to the ICAI DLH portal is available only through members 'Self-service Portal (SSP) of ICAI. Therefore, you must have **Active SSP Credentials** to login in the Digital Learning Hub. You are advised to ensure that you have obtained SSP log in user id and password at least 3 day before the Day 1 of the batch classes.

Q3. I don't have my account on Digital Learning Hub or I have created an account but it is still pending at ICAI's end for approval.

Ans. For any issues related to login, account activation, password reset of SSP portal please refer to **User Manual for "Fresh Login creation for Members Already Registered with ICAI"** If you have a login problem please email your details (SRN / MRN, DoB, Email Address, and Phone No.) to ssp.helpdesk@icai.in

Q4.What are the IT and Internet pre-requisites for smooth and trouble free viewing of the live session of classes?

Ans. Very good IT infrastructure at your place. You should always use laptop or desktop with very good internet bandwidth. Accessing the live sessions through Mobiles is not advisable at all. You should also have some backup arrangements like additional Data Cards and Power Banks in the event of IT connectivity problem or electricity failures. During the course session, make sure that your broadband or other Internet connectivity is not overloaded with multiple accesses. No webcam is required at your end, only sound system is sufficient.

Q5. After getting the SSP login credentials, what are next steps to attend the live session?
Ans. It is a 7 step process as described below
Step 1 – access the ICAI homepage www.icai.org
Or
https://eservices.icai.org/per/g21/pub/1666/SelfServices/templates/Login%20Folder210520191 22446/Login%20Folder/ICAI%20Phase%20II%20Login%20Page521052019122546.html
Step 2 – click on the tab ' Digital Learning Hub' button on the right hand top portion of the ICAI website (Pl see picture below)

Step 3A - Clink on SSP Portal at top right corner

Once login through SSP Portal Click on ICAI Digital learning hub below :
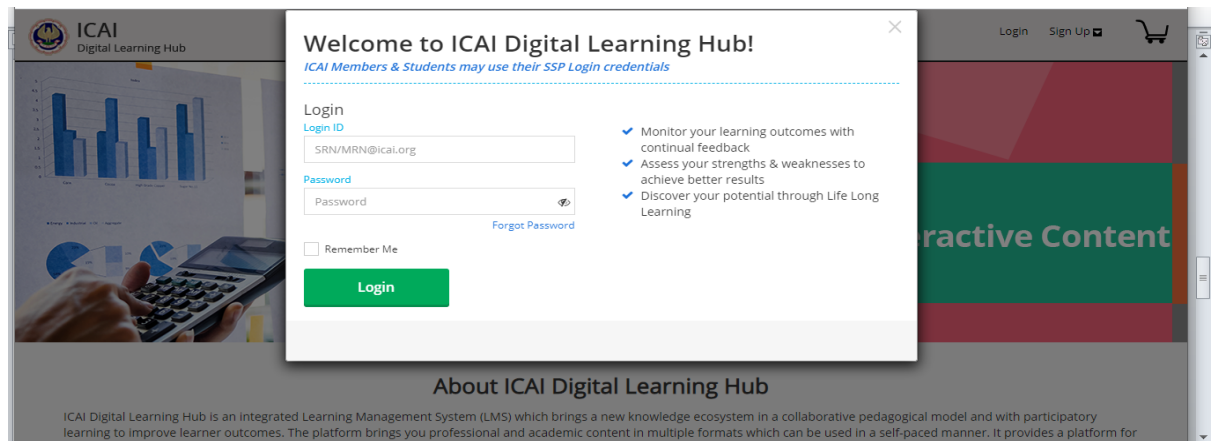

Step 3A : Alternatively

Click on the Login tab on right hand portion of the screen, which will ask for Login credentials – use your SSP login ID and Password
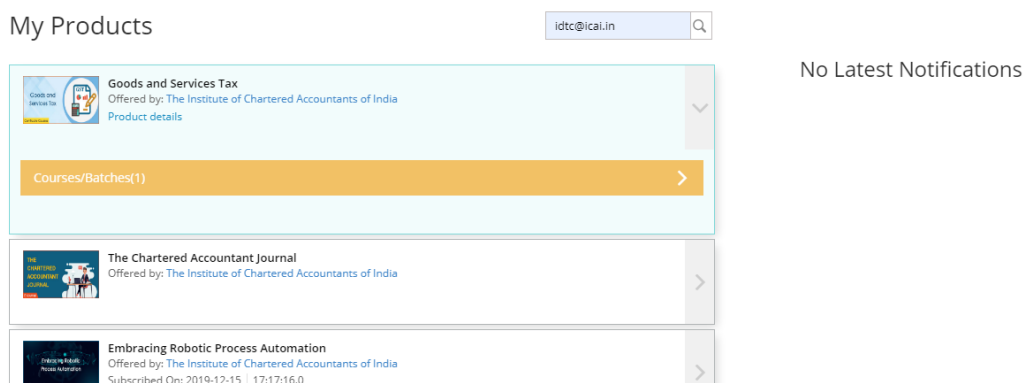
Step 4: Click on the 'Goods and Services Tax' tab under 'My Products'

Step 5: Click on the launch button on the right hand side of your course 'Structured_GST_Certificate Course_Goods and Services Tax -Batch- XXX'
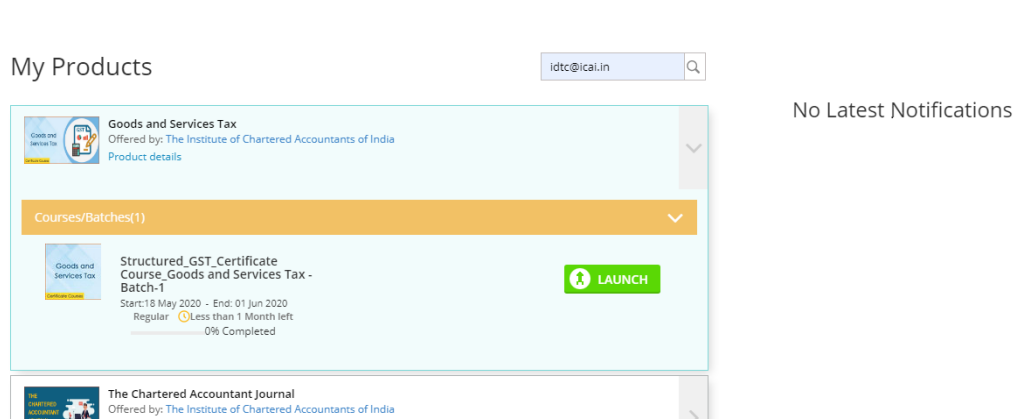
Step 6 ; To attend and view the live session of the lecture for the click on the icon 'Zoom' in blue colour and it will take you to the Zoom platform

Step 7 ; Click on 'Open Zoom' tab and it will place you in the live session

Q6. If I get logged out in between due to internet connectivity, can I log in again before the session time ends?
Ans: Yes, you can login again and the system records your login and log out times.

Q7.Do I get the video recording of the live sessions? If so, when can I get those?
Ans: Yes video recording of live lecture sessions will be made available. Hence, these video recordings will be made on available on DLH portal at a later date and not the same date of the end of the session.

Q8. What is the main objective of MCQ Assessment, how soon these will be posted on DLH portal and how long these will be available?

Ans. We have introduced MCQs with multiple objectives. One of the key objectives is to act as 'Quiz Test' for you to test your knowledge enhancement from a specific day's lecture. Another

purpose is to consider it as alternative evidence of your attendance at the live sessions. Currently, these are made available for a limited time window. MCQ would be available by 8.30 pm on the day of class and would be available till next class.

Q9. How is my attendance at the live lecture session recorded?

Ans. DLH portal has record of your login and logout time, a criterion to determine your attendance at live lectures which will be basis for fulfilment of other examination eligibility conditions etc. Going Forward, Camera would be mandatory to attend the Course so that attendance will be recorded in more proper manner.

Q10. When MCQ Assessment would be available and how can I attend the same?

Ans. MCQ Assessment would be available at the end of the class. In case of morning-evening batch, it will be available after the evening class. You can appear in daily MCQ assessment as per below screen shot
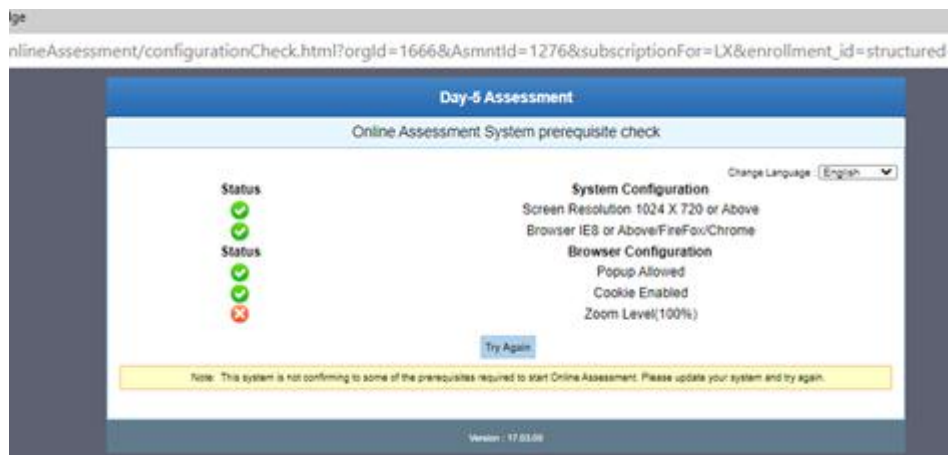

Q11. When will the certification course examination be held, what would be the mode of examination and structure of the examination etc.?
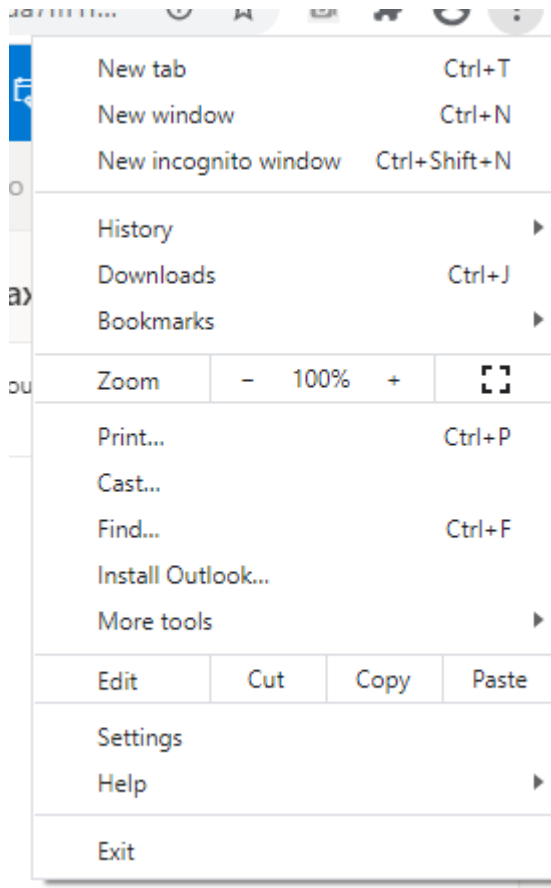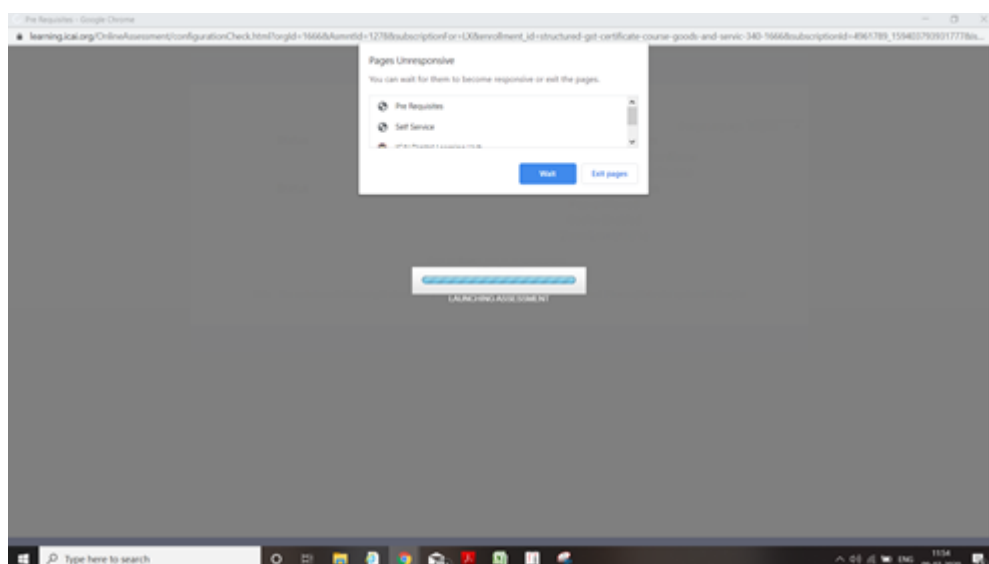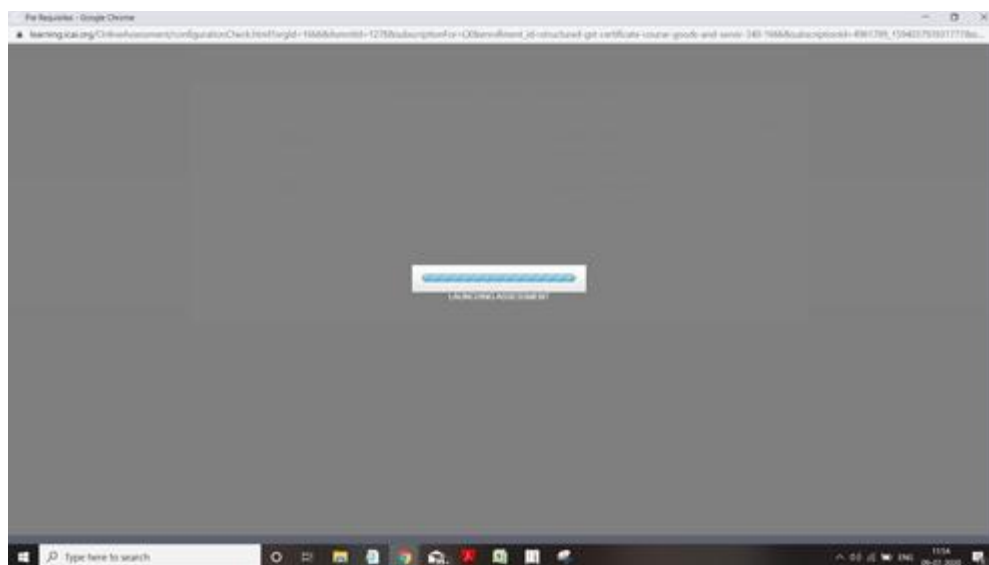
Ans. These will be communicated at a later date.

Q12. What needs to be done, if below problem occurs:

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Ans : Make Chrome Zoom % to 100%.

Q12. What needs to be done, if below problem occurs while launching Assessment:

Ans: Please delete temp files, cookies, browser history and enable popup. Try with different browser also.

For any other query, please write to us gst@icai.in Please expect some delay in the response due to overwhelming responses from the Members.

GST & Indirect Taxes Committee
The Institute of Chartered Accountants of India