

VIRTUAL CERTIFICATE COURSE ON GST

FAQs on attending the Virtual Certificate Course on GST at Digital Learning Hub

Q1. 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.

Q2. 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.

Q3. 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 for activating the batch of Certificate Course.

Q4. I don't have my account on DLH or I have created an account on DLH but it is still pending at ICAI's end for approval. What do I do?

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 (MRN, DoB, Email Address, and Phone No.) to ssp.helpdesk@icai.in

Q5. After getting the SSP login credentials, what are the next steps to attend the live session?

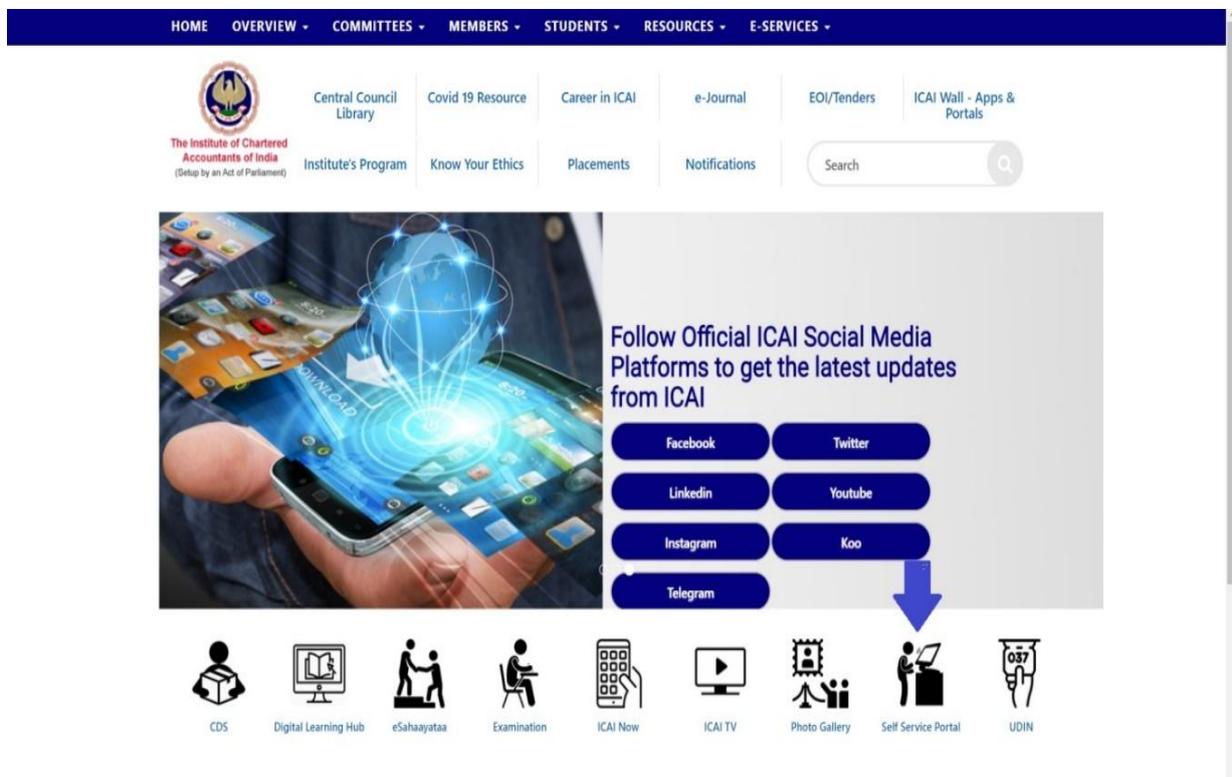
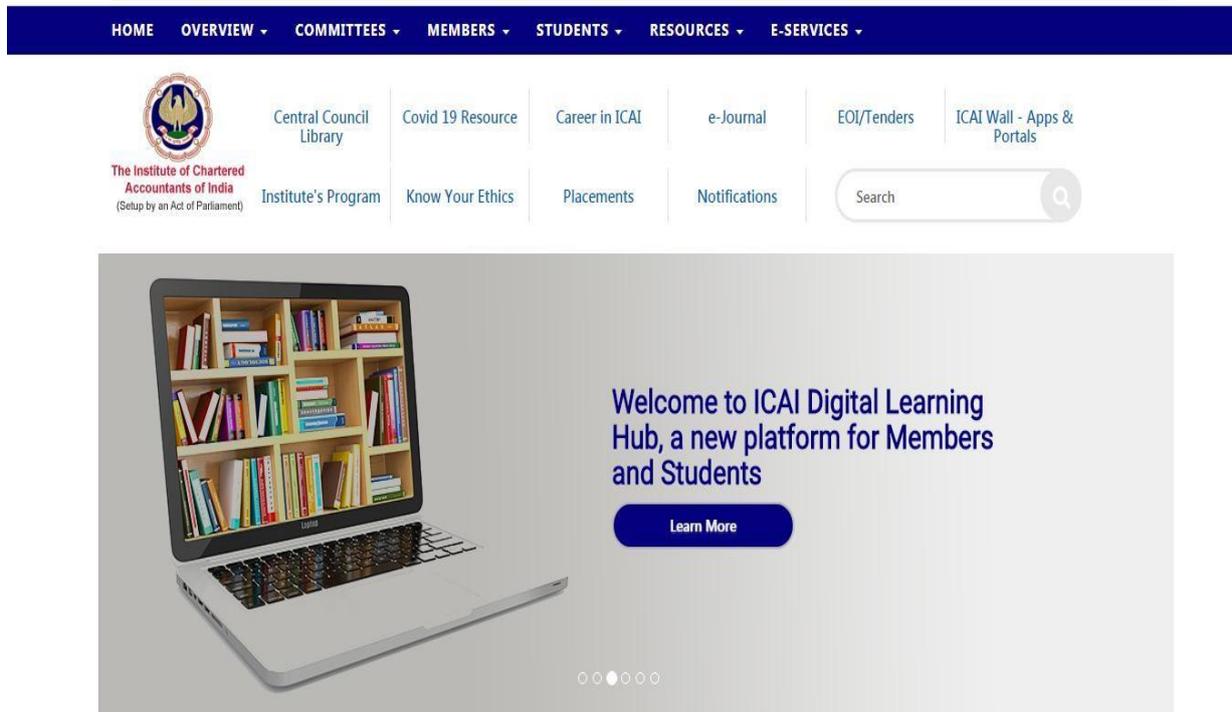
Ans. It is a 7 step process as described below:

Step 1 - Access the ICAI homepage www.icai.org

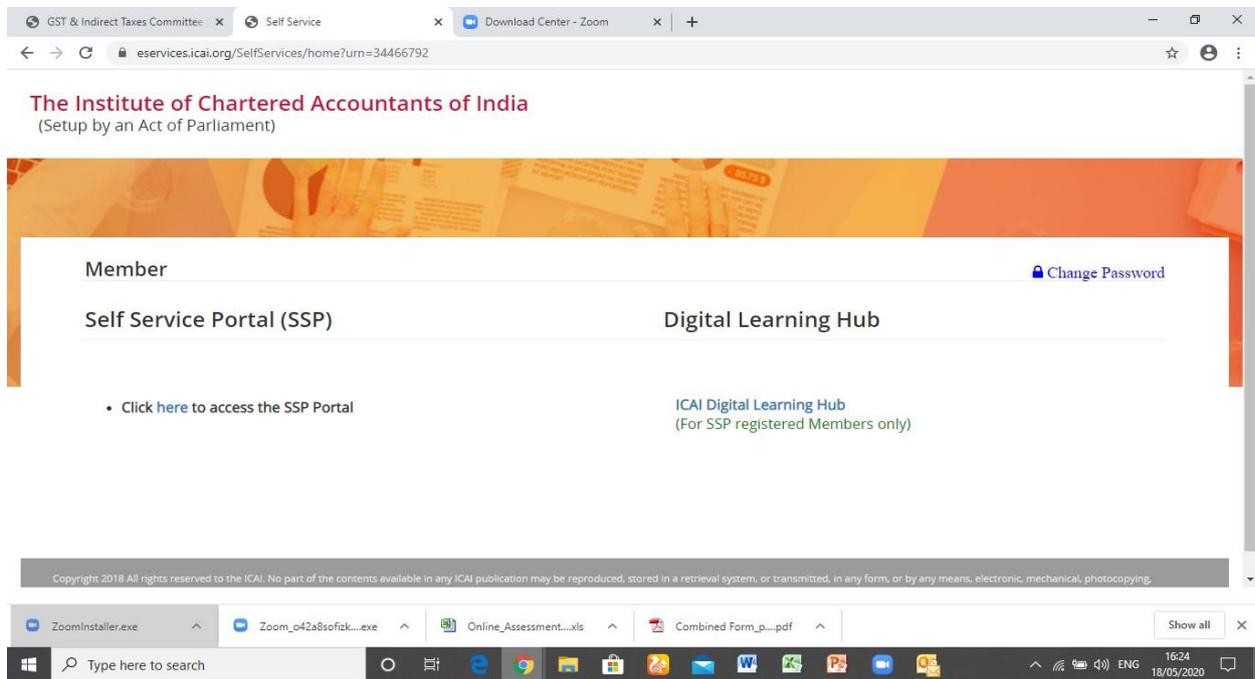
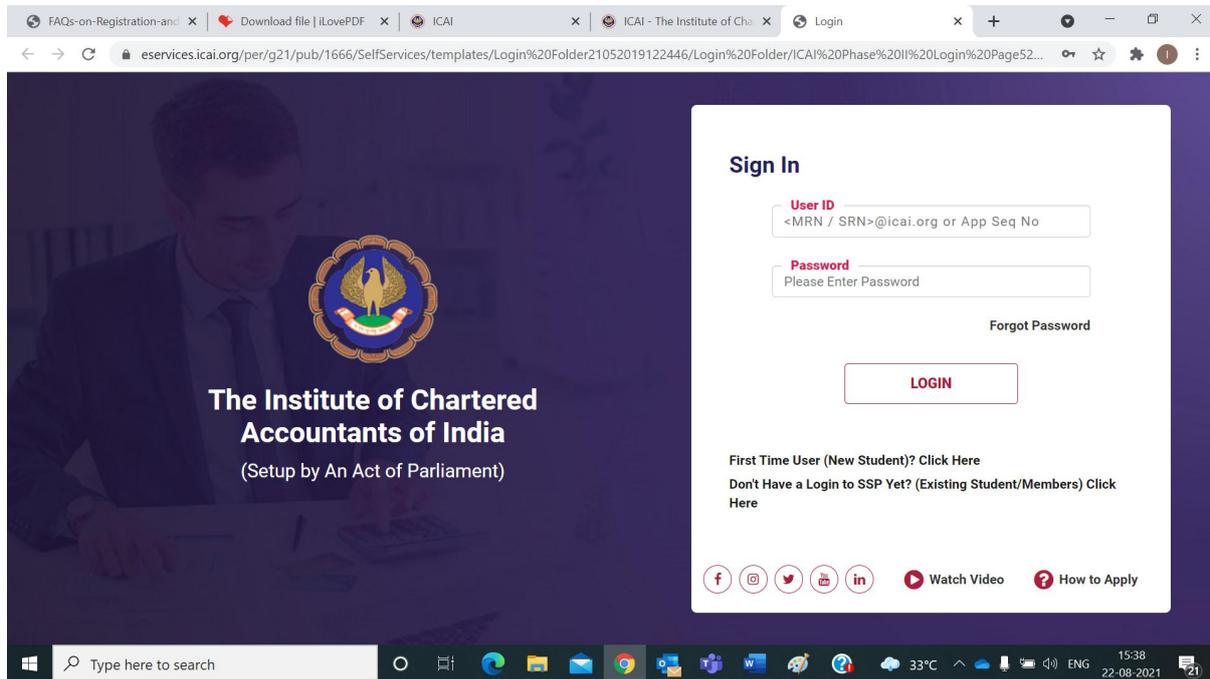
OR

<https://eservices.icai.org/per/g21/pub/1666/SelfServices/templates/Login%20Folder21052019122446/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)



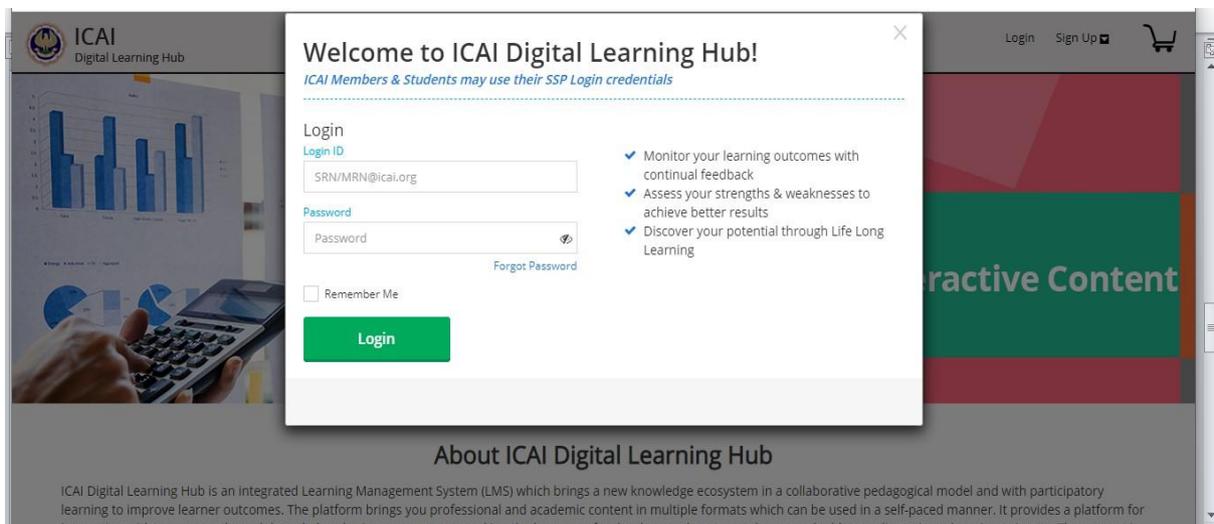
Step 3A - Click on [SSP Portal](#) at top right corner



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”

My Products

idtc@icai.in

No Latest Notifications

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”

My Products

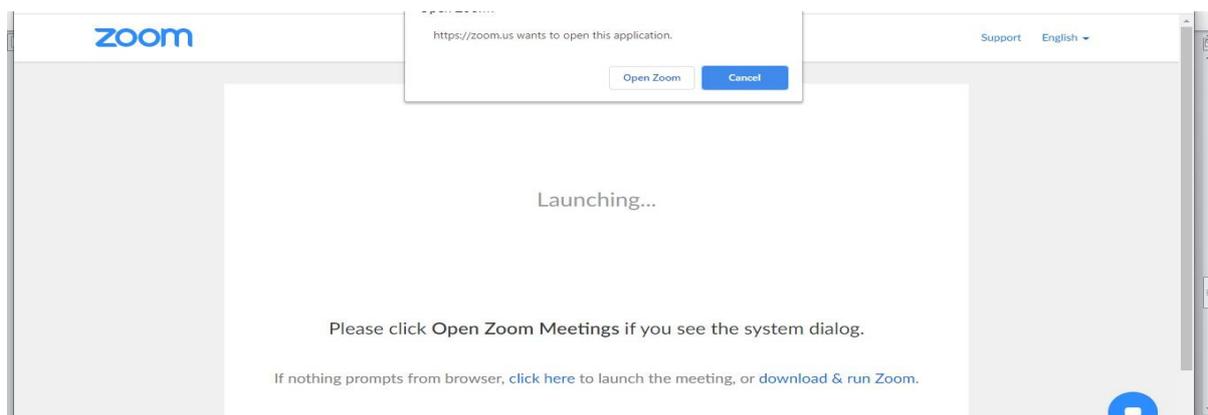
idtc@icai.in

No Latest Notifications

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?

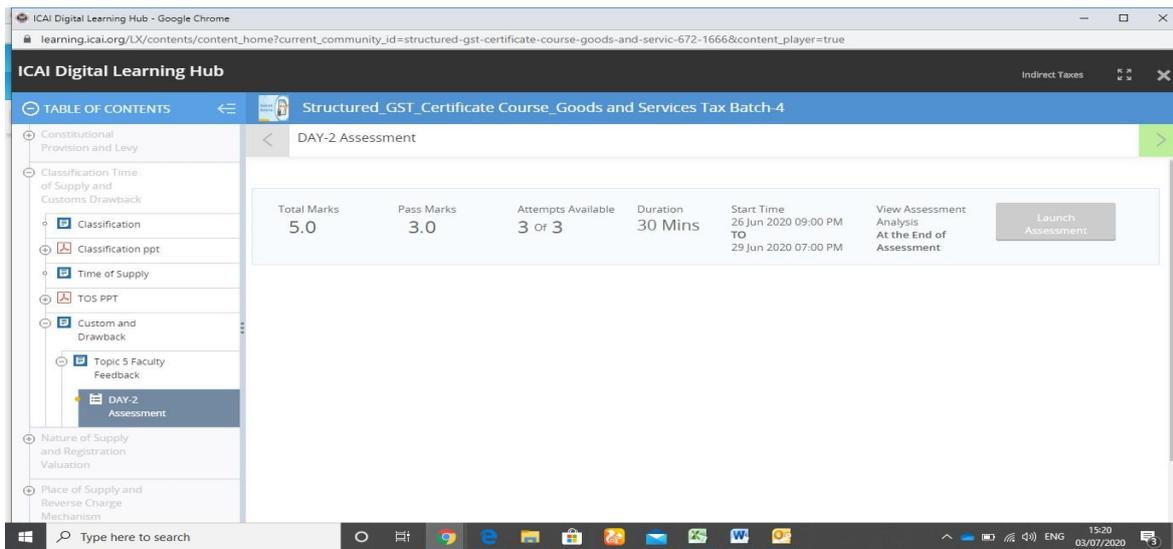
Ans: Yes, you can login again and the system records your login and log out times.

Q7. How is my attendance at the live session recorded?

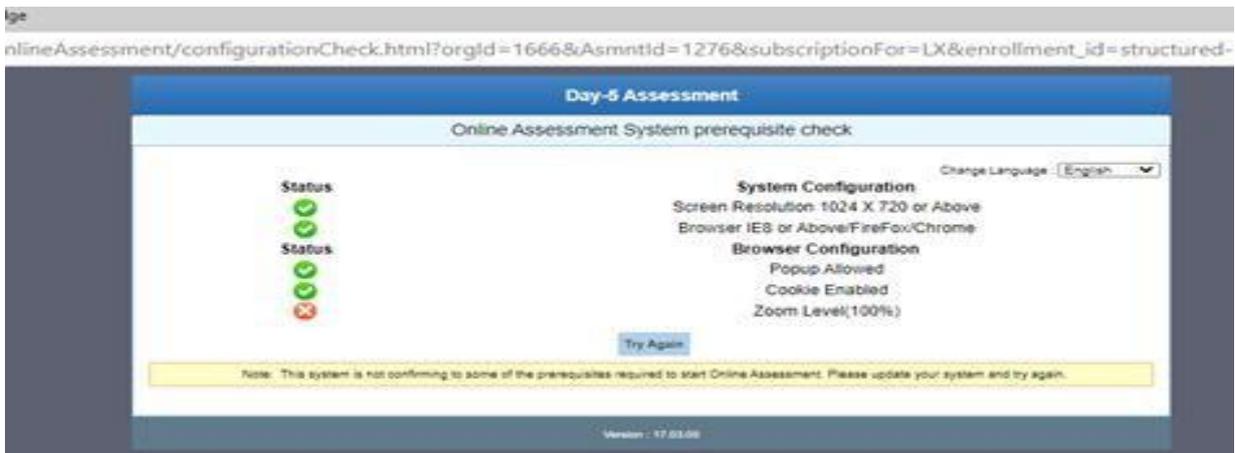
Ans. DLH portal has record of your login and logout time, a criterion to determine your attendance at live lectures which will be basis for fulfilment of other examination eligibility conditions etc. Going forward, camera would be mandatory to attend the Course so that attendance will be recorded in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

Q8. How can I attempt the daily assessment?

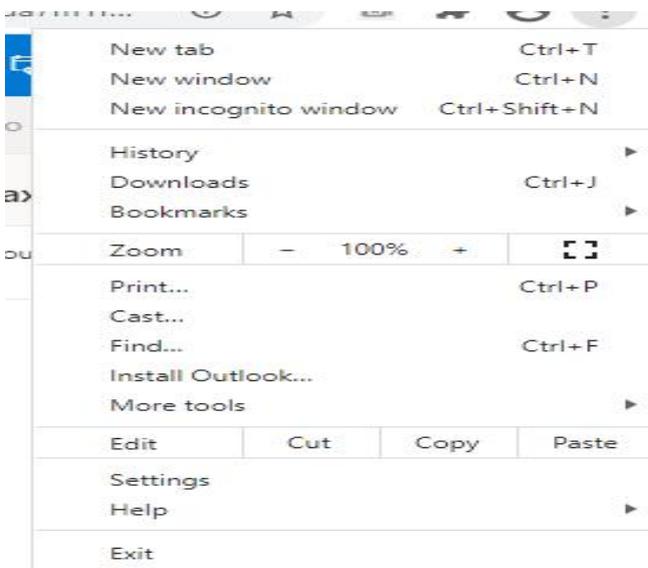
Ans. You can attempt the daily assessment as per the below screen shot:



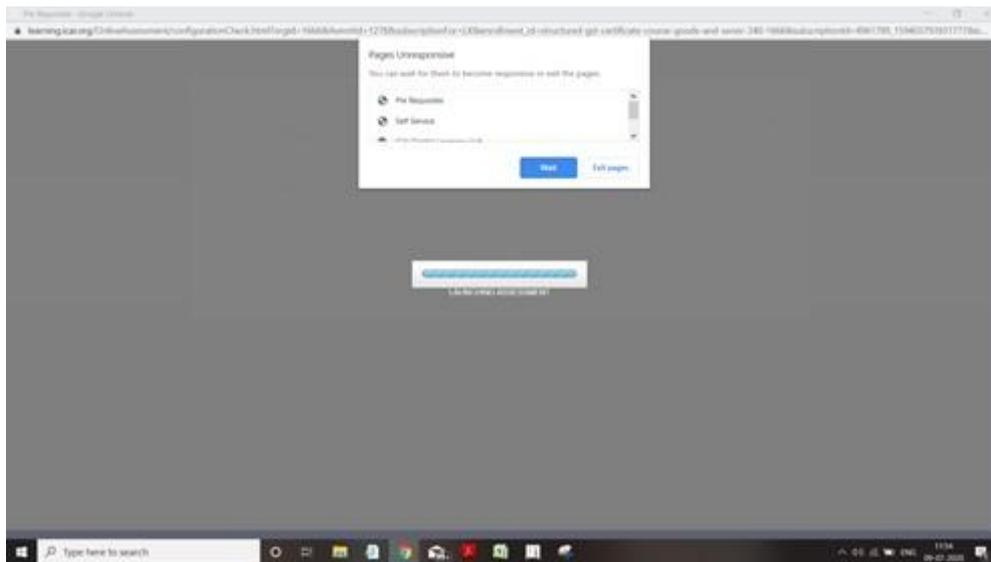
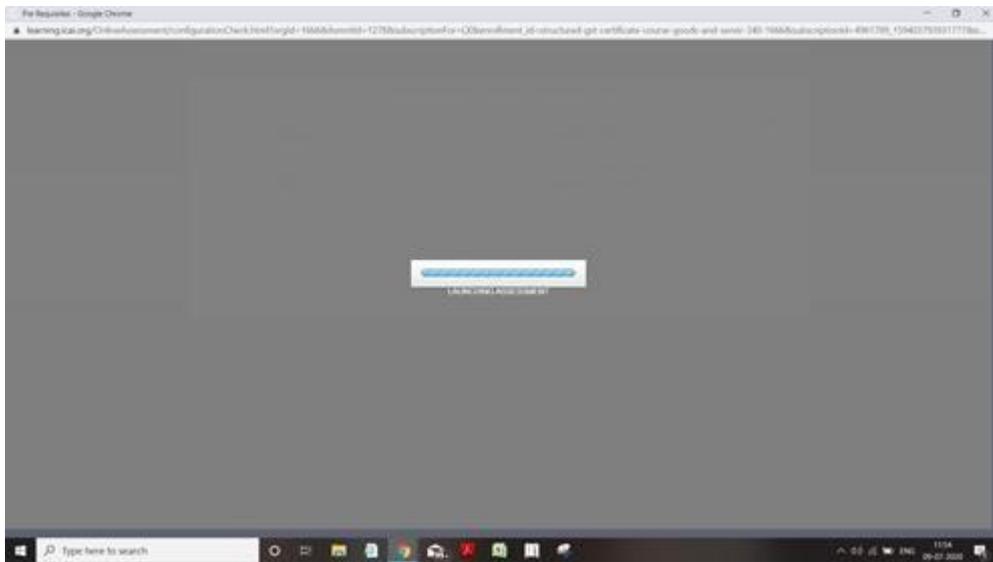
Q9. What needs to be done, if below problem occurs?



Ans : Make Chrome Zoom % to 100%.



Q10. 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 at gst@icai.in
