

FAQs on Digital Learning Hub (DLH)

Q1. Which devices can be used to access the Digital Learning Hub?

Are the courses accessible on mobile?

Ans. The platform can be accessed on your desktop, laptop and mobile devices. For more info, visit <https://learning.icaai.org/committee/faqs/>

Q2. Is it necessary to login to access or purchase any course?

Is login mandatory for subscribing the courses?

Ans. Yes, it is necessary to login into the Digital learning hub platform for accessing any course on the platform. For more info, visit <https://learning.icaai.org/committee/faqs/>

Q3. Is there any specific browser to be used for accessing the learning Hub?

Which is the recommended browser for accessing the DLH platform?

Ans. Microsoft Edge/Browser IE8 or Above/Firefox/Chrome, Use the updated version of any of the listed browsers. The site is best compatible with Google Chrome and Mozilla Firefox

Q4. How to login into the Digital Learning Hub/platform?

Login procedure for accessing the courses

Ans. Enter your valid SSP credential to access the course content. For more info, visit <https://learning.icaai.org/committee/faqs/>

Q5. Is there any system configuration required for accessing the assessment?

Is there any system settings to be done for attempting the assessment?

Ans. Use Laptop/Desktop to start the assessment

Screen Resolution to be set as 1024 x 720 or above

Browser IE8 or Above/Firefox/Chrome, Use the updated version of any of the listed browsers. The exam application is best compatible with Mozilla Firefox

Video compatible web camera (Applicable only if your assessment requires face authentication)

Q6. How to allow camera access in my system?

How to turn on the camera device for attempting the assessment?

Ans. In Windows

1. Select Start > Settings > Privacy > Camera. In Allow access to the camera on this device, select Change and make sure Camera access for this device is turned on.
2. Then, allow apps access to your camera. In Camera settings, go to Allow apps to access your camera and make sure it's turned on.
3. Once you've allowed camera access to your apps, you can change the settings for each app. In Camera settings, go to Choose which Microsoft apps can access your camera, and turn on apps you want to use with it. For desktop apps, make sure that Allow desktop apps to access your camera is turned on.

In Mac

1. On your Mac, choose Apple menu
> System Preferences, click Security & Privacy, then click Privacy.
2. Select Camera.
3. Select the tick box next to an app to allow it to access your camera.
Unselect the tick box to turn off access for that app.

If you turn off access for an app, you're asked to turn it on again the next time that app tries to use your camera.

Q7. How to set the screen resolution as 1024 x 720 or above?

How to set the screen resolution?

Ans. In Windows OS

1. Open Screen Resolution by clicking the Start button , clicking Control Panel, and then, under Appearance and Personalization, clicking Adjust screen resolution.
2. Click the drop-down list next to Resolution, move the slider to the resolution you want, and then click Apply.
3. Click Keep to use the new resolution, or click Revert to go back to the previous resolution.

In Mac

1. On your Mac, choose Apple menu > System Preferences, click Displays, then click Display.
2. Press and hold the Option key while you click Scaled to see additional resolutions for the second display.
3. Select a scaled resolution option for the second display.

Q8. How to update my browser?

What is the procedure for updating the browser?

Ans. To update Google Chrome:

1. On your computer, open Chrome.
2. At the top right, click More.
3. Click Update Google Chrome. Important: If you can't find this button, you're on the latest version.
4. Click Relaunch. To update Firefox

Step 1. Click the menu button, click Help and select About Firefox.

Step 2. The About Mozilla Firefox window opens. Firefox will check for updates and download them automatically.

Step 3. When the download is complete, click Restart to update Firefox.

To update Microsoft Edge

1. Click on the Main Menu button. First, make sure you are running Microsoft Edge and then click the Menu button in the top-right corner of the screen. ...
2. Hover over the "Help and Feedback" menu item. ...
3. Click "About Microsoft Edge"...
4. Edge will automatically check for updates. ...
5. Edge is now up to date.

Q9. Is there any Browser configuration required for accessing the assessment?

What are the browser settings to be done for attempting the assessment?

Ans. Pop-Up should be allowed

Cookie should be enabled

Zoom level to be set as 100%

Q10. How to allow Pop-up in a browser?

What is the procedure for allowing Pop up ?

Ans. In Google Chrome

1. On your computer, open Chrome.
2. At the top right, click More Settings.
3. Under 'Privacy and security', click Site settings.
4. Click Pop-ups and redirects.
5. At the top, turn the setting to Allowed or Blocked.

In Mozilla Firefox

1. Click the menu button and select Options.
2. Select the Privacy & Security panel. Under the Permissions section, uncheck the box next to Block pop-up windows to disable the pop-up blocker altogether.

In Microsoft Edge

1. In the new Microsoft Edge, go to Settings and more > Settings > Site permissions.
2. Select Pop-ups and redirects.
3. Move the Block toggle to On.

Q11. How to allow Cookie in a browser?

What are the settings for allowing cookie in the browser?

Ans. In Google Chrome

1. On your computer, open Chrome.

2. At the top right, click More Settings.
3. Under "Privacy and security," click Site settings.
4. Click Cookies.
5. From here, you can:
 - Turn on cookies: Next to "Blocked," turn on the switch.
 - Turn off cookies: Turn off Allow sites to save and read cookie data.

In Mozilla Firefox

1. Click the menu button. ...
2. Select the Privacy & Security panel and go to the Cookies and Site Data section.
3. Make sure Accept cookies and site data from websites (recommended) is selected.

In Microsoft Edge

1. Open Microsoft Edge, select Menu (3 dots icon on top right corner of the browser) > Settings > Site permissions > Cookies and site data
2. Turn on "Allow sites to save and read cookie data (recommended)" to unblock cookies

Q12. How to set zoom level as 100% in a browser?

What is the procedure for setting the zoom level to 100%?

Ans. In Google Chrome

- Click the three vertical dots in the top right of your Chrome browser. In this drop-down menu, click "Settings."
- Scroll down to the "Appearance" section. Open the "Page Zoom" drop-down menu and select the zoom setting that's best for you. You can also adjust Chrome's default font size in the drop-down menu just above Page Zoom. This will apply across all websites you visit in Chrome unless you've already set a specific zoom level for that site using the steps below.

In Mozilla Firefox

- Click the menu button on the right. The customization menu will open and you will see the zoom controls at the top.
- Use the + button to zoom in, and the - button to zoom out. The number in the middle is the current zoom level - click it to reset the zoom to 100%. You can also see the current zoom level in the address bar:

In Microsoft Edge

- Launch the web browser, and then click the three horizontal dots in the top right. From there, select the "Settings" button.
- Now, click "Appearance." You can also type "Zoom" in the "Search Settings" box. Either way, click the "Zoom" drop-down menu and choose your desired zoom level. This zoom level will apply to all websites, except websites where you've already set an individual zoom level.

Q13. Can I take the assessment on a Mobile Phone/ Tablet?

Is attempting the assessment on mobile allowed?

Ans. No, you will require a Laptop/ Desktop computer to take Assessment Test.

Q14. Is there any admin proctoring?

Who is the invigilator during the assessment?

Ans. Yes, the assessment is proctored by admin. The assessment course registration with face registration access has a session time out of maximum 30 minutes i.e if the Learner moves away from the line of sight of his webcam or left the Logged sessions idle for more than 30 minutes the course is disabled and to access again, he has to re-verify his presence with his face in the line of sight of his webcam

Q15. What is the minimum Internet speed?

What is the minimum internet speed recommended during the assessments?

Ans. The recommended internet speed is 2mbps. For more info, visit <https://learning.icai.org/committee/faqs/>

Q16. My assessment screen keeps on loading and I am unable to start my test?

What should be done if I am not able to start the assessment?

Ans. Kindly check your internet connectivity. The recommended internet speed is 2mbps. For more info, visit <https://learning.icai.org/committee/faqs/>

Q17. I couldn't log in in DLH <https://learning.icai.org/>?

Whom to be contacted if there is any login issues?

Ans. Kindly send mail to elearning@icai.in

Q18. I couldn't proceed with my assessment as it is interrupted

Is toggle on the windows allowed?

Ans. The System records all the interruptions during the Assessment i.e. if the Assessment Console (Screen) is minimized or toggled (opening New Window/Tab) or special keys from the keyboard is pressed or Exit from the Assessment Console (Screen) is tried or Exam Page is refreshed, the Exam will be locked & automatically submitted and you will not be able to continue the Exam further in any circumstances. The assessment course registration with face registration access has a session time out of maximum 30 minutes i.e if the Learner moves away from the line of sight of his webcam or left the Logged sessions idle for more than 30 minutes the course is disabled and to access again, he has to re-verify his presence with his face in the line of sight of his webcam.

Kindly click on "OK" and do not toggle your window further

Q19. My assessment is locked, what should I do?

What should be done if the assessment gets locked?

Ans. If your assessment is locked, Kindly contact the course administrator. For more info, visit <https://learning.icai.org/committee/faqs/>

Q20. I have clicked on the Address but Proceed to Payment option is disabled, how to pay?

How to proceed if the address is not updated while making the payment?

Ans. The Address needs to be selected and then the Select and Update Address button has to be clicked to save the address even though the address is not changed. Once done, only then the proceed to payment button will get activated.

Q21. Can we purchase multiple courses at the same time?

Can two courses be purchased at a single time?

Ans. Yes, members can add multiple products to their cart. All the purchased products will appear under dashboard.

Q22. I am unable to purchase the product, as it shows "Product not suitable for your profile"

What to do if the error appears "Product not suitable for your profile" ?

Ans. When a learner encounters this error, then probably learner is a student for whom access to that course is not allowed.

Q23. How to purchase a course on DLH?

What is the procedure for buying the product at DLH ?

Ans. Kindly visit the link

<https://learning.icai.org/per/q21/pub/1666/iDH/instance/1/template/20/temp/template/pdf/Payments.pdf>

Q24. How to raise the ticket through SSP

Ans. Kindly visit the FAQ page at <https://learning.icai.org/committee/faqs/>

Q25. How to download the Certificate after passing the Assessment of a Course on the DLH?

What is the process for downloading the certificate?

Ans. Step 1. Login in <https://learning.icai.org/iDH/icai/> Step 2. Click on "My Products" Step 3. Then, click on "View Product Detail" under the respective course

Q26. What are the parameters for marking the course as complete?

What are the mandatory requirements for marking the course as complete?

Ans. Parameters to claims CPE hours for structured self-paced courses. a. Minimum of the committed hours of the course. b. Time spent in all the nodes of the course i.e. (Videos and reading content) c. To obtain eligible pass percentage in the Quiz/Assessment modules d. Then mark the course as completed.

Q27. How to earn the Badges?

What is the classification for earning the Badges?

Ans. Badges classes a. For Bronze: Number of CPE credits earned (Member) for a year= 10 hours b. For Silver: Number of CPE credits earned (Member) for a year= 25 hours c. For Gold: Number of CPE credits earned (Member) for a year= 50 hours d. For Platinum: Number of CPE credits earned (Member) for a year= 100 hours. For more infor, kindly visit https://learning.icaai.org/per/g21/pub/1666/iDH/instance/1/template/20/temp/template/pdf/Info_Leader_board.pdf

Q28. Are CPE hours structured/unstructured?

What is the type of CPE hours available at DLH

Ans. The course details and completion criteria specifies the type of CPE credit that can be earned.

Q29. How are CPE hours earned?

What is the procedure for earning the CPE hours through DLH?

Ans. An ICAI registered and active member can subscribe for a course which is monitored with its configured mandatory modules and/or assessment criteria the earned CPE hours are updated into his dashboard on the <https://cpeapp.icaai.org/member/dashboard>

Q30. How to access the Regular or Self-Paced course on DLH?

What are the steps for accessing the courses at DLH?

Ans. Kindly visit the link for details <https://learning.icaai.org/committee/faqs/>

Committee on International Taxation

Q31. How these courses can be accessed?

Ans. These e-learning courses can be accessed through DLH portal of ICAI.

Q32. Are e-learning courses paid or available without any cost?

Ans. Without any cost.

Q33. How many times can a member access an e-learning course?

Ans. A member can access an e-learning course any number of times.

DLH – Login Issues

Q34. How to login into the Digital Learning Hub/platform?

Ans. The platform can be accessed using your SSP login credentials. The SSP credentials can be created by validating your basic/profile details which are processed by ICAI Regional office and on approval the username and one time password is shared on email.

Click on link <https://www.icai.org/> and click on icon as indicated below. Then you will move to DLH Platform.



Click on Login and enter your credential to access course content.



Q35. How do the MRA/MOU & SAFA members, government officials, bank officials, financial professionals, regulators access the DLH?

Ans. The sign-up process for has divided into three stage approval processes which are as follows:

- End User
 - First Level Approval
 - Second Level Approval
1. End User: - End user is person who are going to consume the DLH products or going to do the course at DLH platform. The end user will be filling the sign-up form and on successful submission of DLH form the request will move to the First level approver.

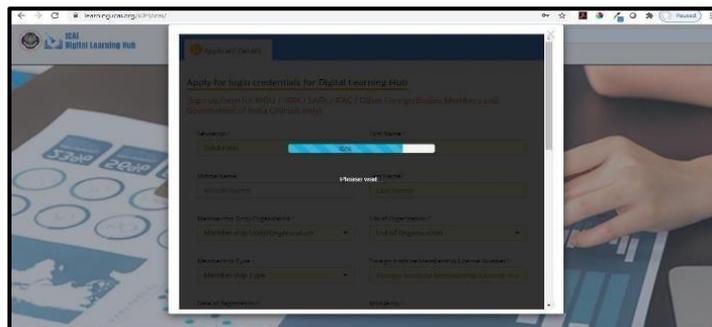
2. First Level Approval may belong to the end user department or single point of contact (SPOC) from Government Department/PSU who is basically coordinating with ICAI for DLH courses. It is an intermediate between end user and ICAI to check the authorization of access by the end. Once the request received from the end user, the request will be appeared as pending in the dashboard of first level of approver.
3. Second Level Approval may be part of either from committee/department of ICAI or DLH team. Once the request received from the first level approver, the request will be appeared as pending in the dashboard of second level of approver.

The signup form filled by the end which steps are as follows: -

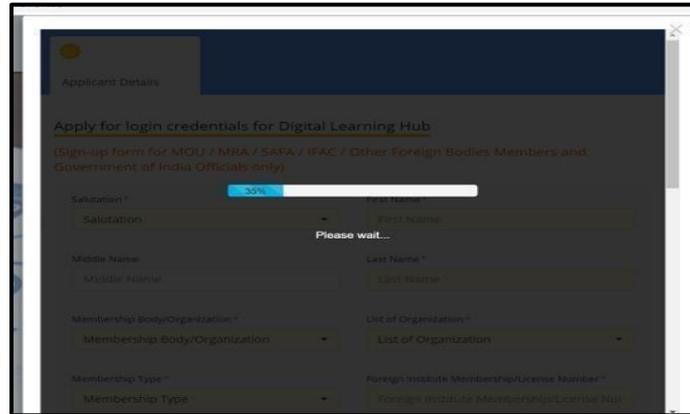
1. At the first step, fill the learner's form by visiting the link <https://learning.icai.org/iDH/icai/>



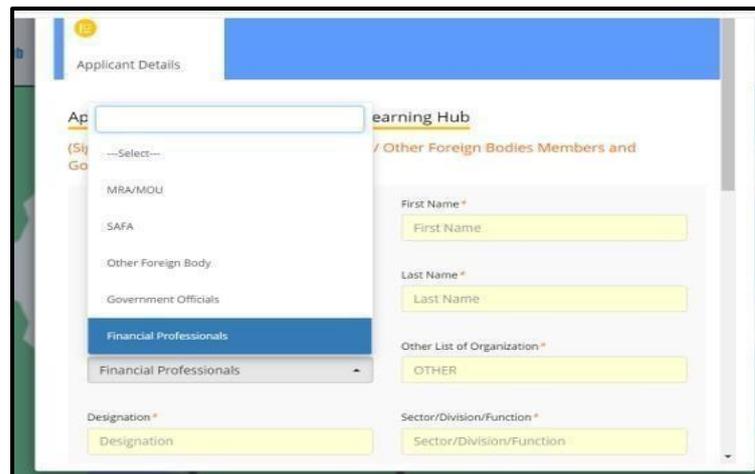
2. The user shall select option applicable to them like financial professionals or other Stakeholders and select MRA-MOU/SAFA
3. A pop-up form window will appear on the screen and the loading information will be appear as follows: -



4. Once the loading the percentage will be reach at 100%, the sign-up form will be load on the screen and allow the user to fill the form. Please see the screenshot as follows



5. The applicant should fill their personal details to send their request to approver 1 while filling the information by, Financial Professionals, or MRA/MOU should select the option from Membership Body/Organization



6. Type the name of organization name.
7. Financial Professionals or MRA/MOU should enter their designation, Sector/Division/Function and Date of Registration which is today or current date
8. Please make sure that email id and mobile should be correct to receive the further communications.
9. Once all information is filled out, the next step is to submit the applicant form. Once the application form is submitted by the user, the message box will also appear on the screen and along with an email to be received at their inbox. The sample email received by the user is as follows:

Dear Learner

Thank you for subscribing to ICAIs' Digital Learning Hub.

Your login details which you will need to access our digital resources will be shared with

you shortly on approval from ICAI e-Learning Team.

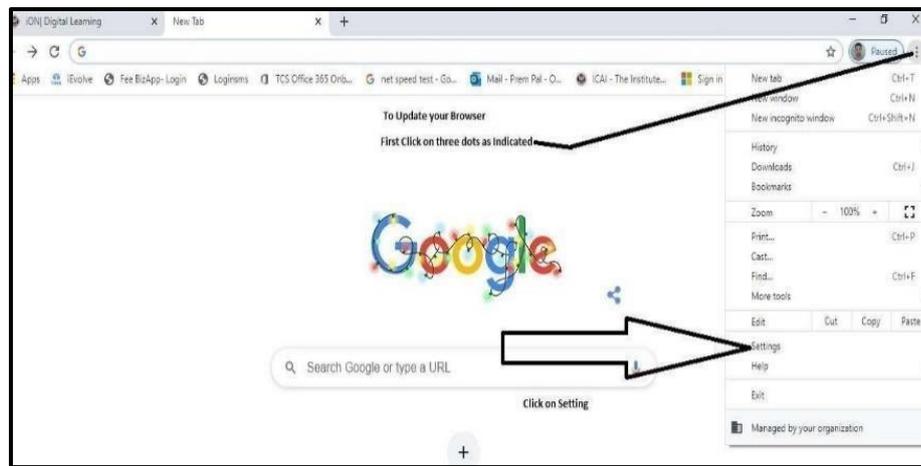
You will shortly receive an email containing your access credentials.

If you experience any problems logging onto our website please email to dlh@icai.in

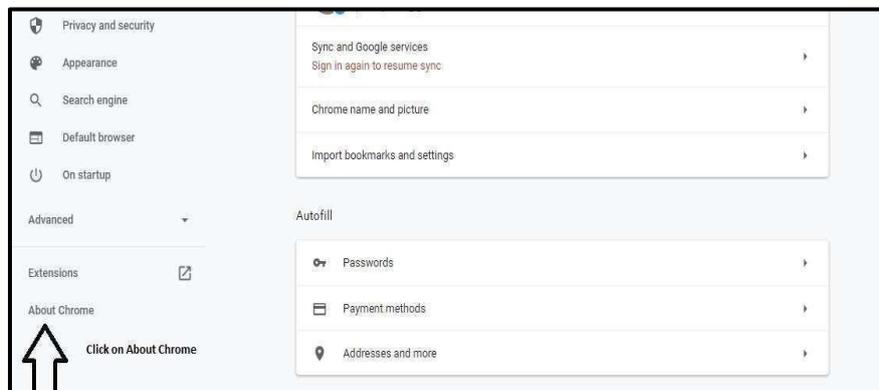
DLH-Other Login Issues

Q36. How to check the browser settings?

Ans. To check the browser settings, follow the below mentioned steps:



After clicking on the setting button, you will see below mentioned screen, click on Indicated Icon, the browser update will auto start



Q37. Which devices can be used to access the Digital Learning Hub?

Ans. The platform can be accessed on your desktop, laptop and mobile devices

Q38. Is it necessary to login to access or purchase any course?

Ans. Yes, it is necessary to login into the Digital learning hub platform for accessing any course on the platform.

Q39. Is there any specific browser to be used for accessing the learning Hub?

Ans. Microsoft Edge/Browser IE8 or Above/Firefox/Chrome, Use the updated version of any of the listed browsers. The site is best compatible with Google Chrome and Mozilla Firefox.

DLH-Guest Signup Process

Q40. What is the Steps for Guest Signup Process

This login process is only for Non-members

Q41. If you are an ICAI member use SSP login to earn your CPE credits

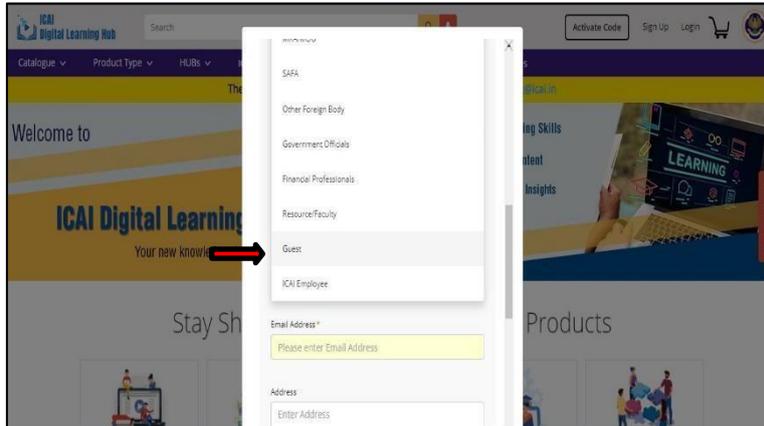
Ans. Step 1: Visit <https://learning.icai.org/iDH/icai/> for accessing DLH



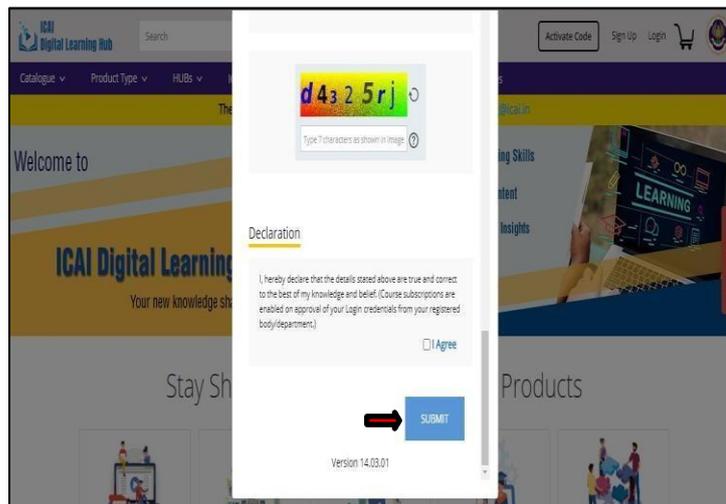
Step 2: Click on learner under signup.



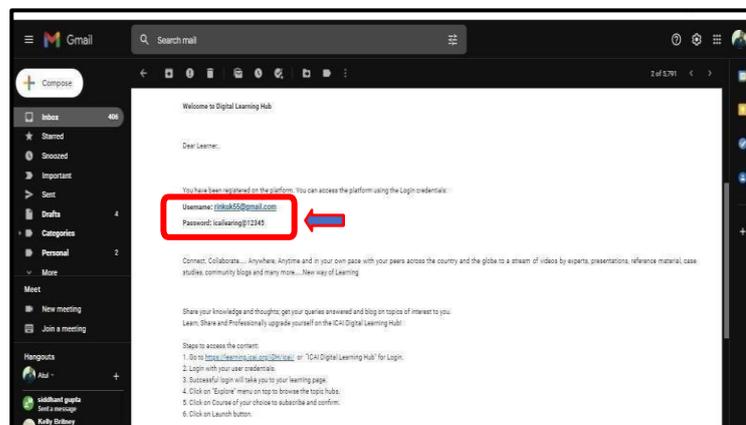
Step 3: Fill required details and select Guest under organization



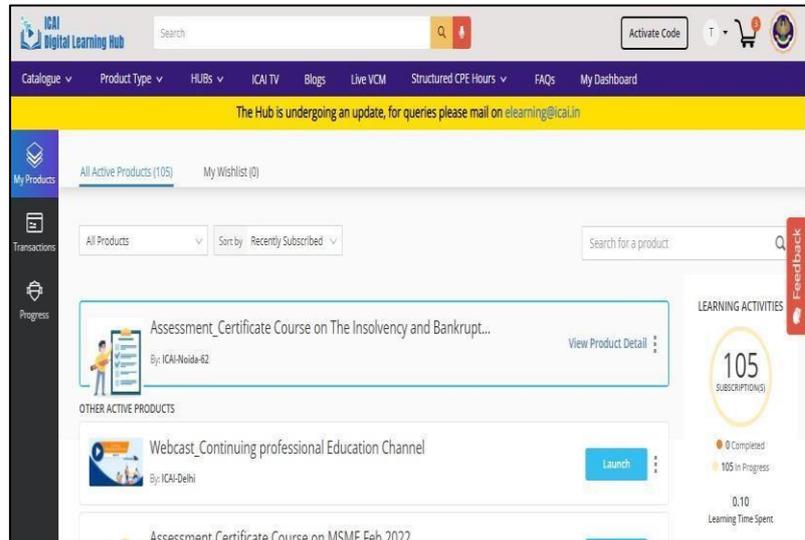
Step 4: After filling captcha click on submit button



Step 5: On validation of the sign-up application by the Professional Accounting Body ICAI approves the request and will share the Login credentials via E-mail.



Step 6: The Guest Member can then login into the Learning Hub dashboard



DLH – Payments

Q42. How to purchase a course on DLH?

Ans. To purchase a product/course on the ICAI Digital Learning Platform, the following steps are to be followed,

Step1: To enroll for a course on the Digital Learning Hub, the member will open the <https://learning.icai.org/iDH/icai/> URL.

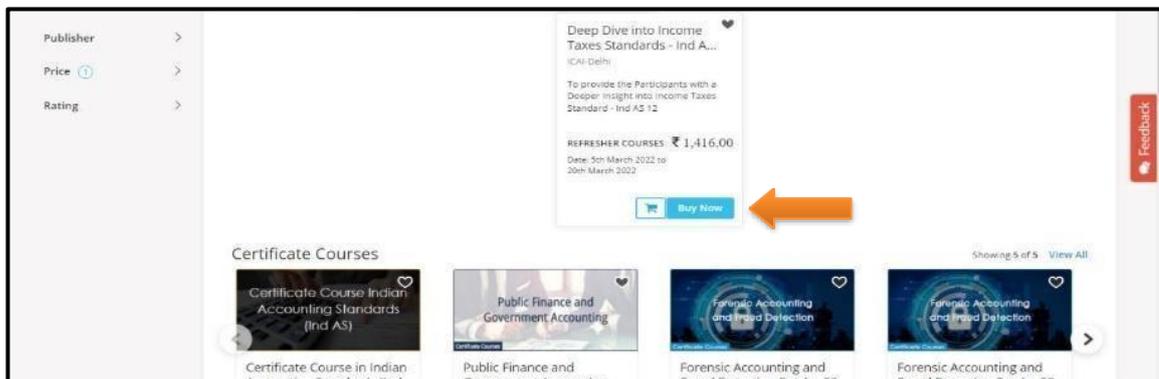


Step 2: Member clicks on the Catalogue option to see the various Products available.

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Step 3: After searching for the desired product, the member will then click on the “Buy Now” option to purchase the product(s).



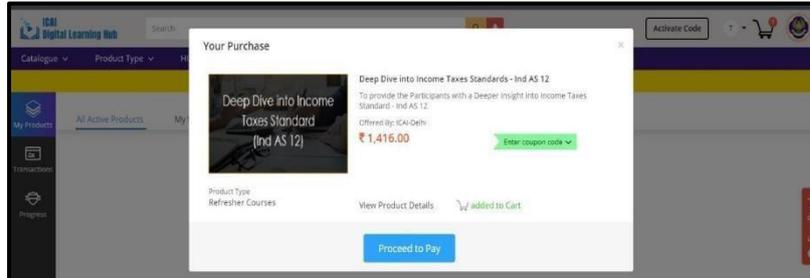
Step 4: Learner enters his/her SSP credentials to be able to enroll for the course(s)

Login to your account

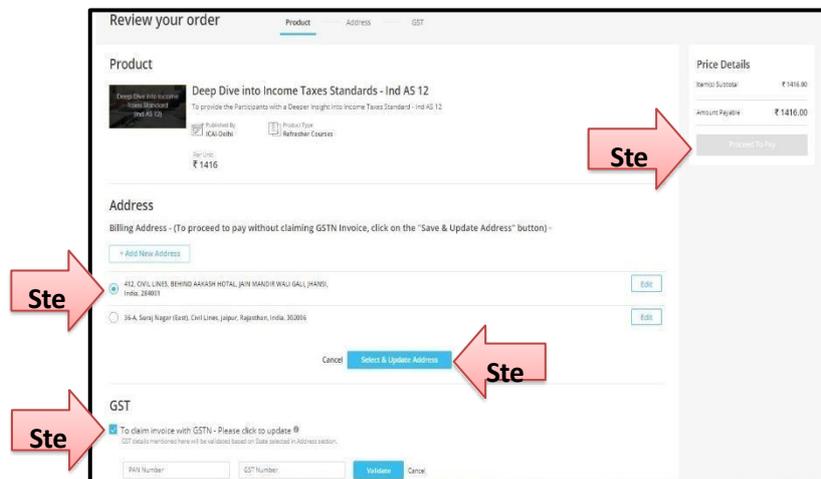
 Remember Me

Reset your password from SSP Portal only.
ICAI Digital Learning Hub?

Step5: Member can view the Product details as shown below and click on the “Proceed to Pay” button to proceed for the payment.



Step 6: On Clicking Proceed to Pay, the learner will be taken to the following screen, for which the learner needs to follow the below given steps to complete the Payment Process.



Step a: Select their desired billing address

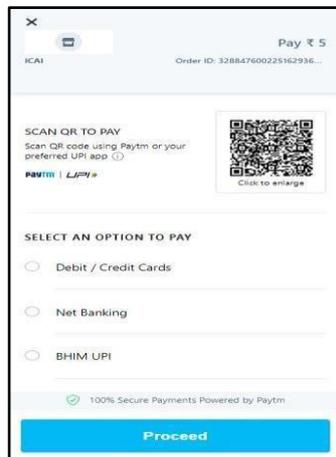
Step b: Click on the "Select & Update Address" button.

Step c: If they want to claim the GST invoice, then they may click on the check box and fill the GST & PAN details and click on the validate button.

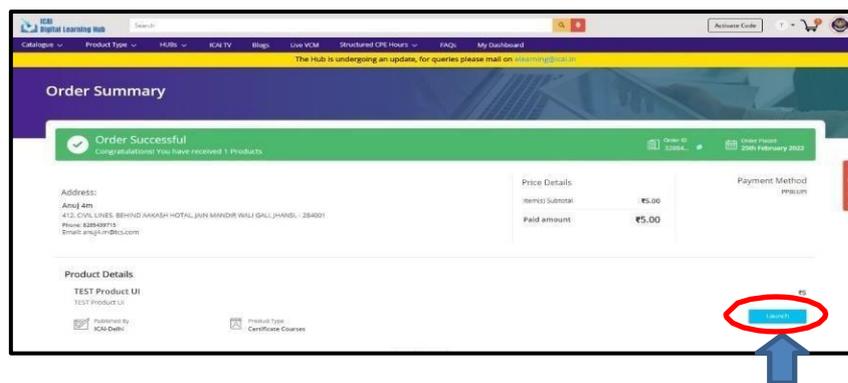
Kindly note, if GSTN not to be claimed then the check box be left unchecked and proceed for payment.

Step d: Now, click on Proceed to Pay (Kindly note the Proceed to Pay will get activated once the Step 2 and Step 3 is done)

Step 7: Learners can complete the payment process by selecting anyone of the Payment Modes.



Step 8: Member can then view the Order Summary of the Product(s) purchased and click on the Launch button to launch the course,



Q43. I have clicked on the Address but Proceed to Payment option is disabled, how to pay?

Ans. The Address needs to be selected and then the Select and Update Address button has to be clicked to save the address even though the address is not changed. Once done, only then the proceed to payment button will get activated.

Q44. Can we purchase multiple courses at the same time?

Ans. Yes, members can add multiple products to their cart. All the purchased products will appear under dashboard.

Q45. I am unable to purchase the product, as it shows “Product not suitable for your profile”

Ans. When a learner encounters this error, then probably learner is a student for whom access to that course is not allowed.

DLH – Invoices

Q46. Can I generate invoice for a paid course?

Ans. The invoices for the payment/paid course subscription can be requested from the concerned committee conducting the course, as it is to be requested from the ICAI Accounts Department.

Q47. GST invoice requirement?

Ans. Members who filled in their GST details while purchasing the product will be getting their GST invoice through mail from the ICAI Accounts Department.

Q48. Can GST details be updated after the course is subscribed?

Ans. The GST details for the same product cannot be changed but the GST details can be changed while purchasing some other course.

DLH – Refunds

Q49. How to claim refund for the course subscribed on DLH?

Ans. In order to claim refund, there are two options,

- Member can raise refund from their dashboard.
- Member can raise a request by writing a mail at elarning@icai.in or mail to the concerned committee based on the details given on the Product microsite. After verification of the payment, the refund process will be initiated.

Q50. While purchasing a product I used my SBI Account. Can I get it refunded in my HDFC bank account?

Ans. No, the amount will be refunded in the same bank account from which the payment was done.

Q51. When will be the amount is credited in the bank account?

Ans. The number of days in which the Refund gets credited to the learner’s account depends on the Payment Mode.

| | |
|---------------------------------------|-----------------------|
| Debit Card/ UPI Payments | 5 to 7 working days |
| Credit Card/NEFT/Net Banking Payments | 10 to 14 working days |

Q52. Can request for refund be processed after commencement of the course?

Ans. In case of cancellation before commencement of the Certificate/PQC/Diploma Course, 10% of the fee deducted and in case, the course has commenced, no fee will be refunded but the member will be given an option to attend remaining part of the course in subsequent batches.

Q53. I have made double payment for a course; how will I get my money back?

Ans. In case of double payments, the member can raise a refund request to the committee or from the member dashboard itself.

Q54. If I have made double payment, will I get access to the course twice?

Ans. The member will get subscribed to the course only once.

Accessing - Regular Course on DLH

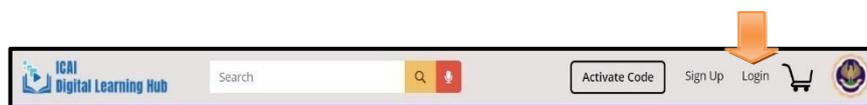
Q55. How to access a Certificate/ Refresher/ Webinar/ Post- Qualification course on the DLH?

Ans. **Step 1:** Open the link <https://learning.icai.org/iDH/icai/>

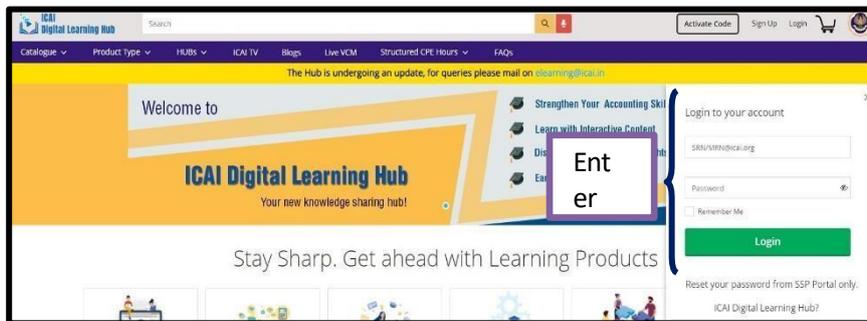
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Step 2: Click on the Login option

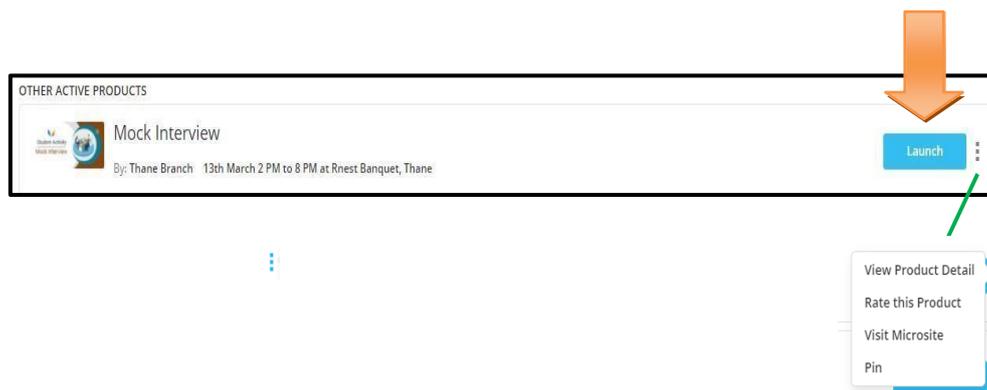


Step 3: Enter the SSP credentials



Step 4: Click “My Products” option to view all the subscribed courses. The learner can even search for the subscribed courses based on the type of course as shown below,

Step 5: The learners can click on the Launch button to launch the course.

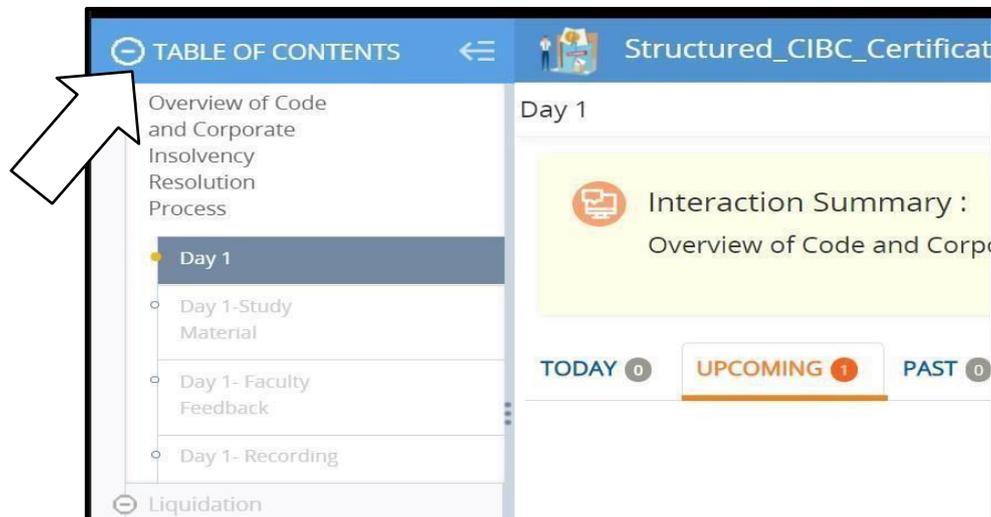


On clicking the three vertical dots, learners can also view the product details, rate the product, visit the microsite for more details and pin the product.

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Step 6: You may click on any topic under “Table of Contents” to view it. It can be expanded by clicking on plus icon on the left panel



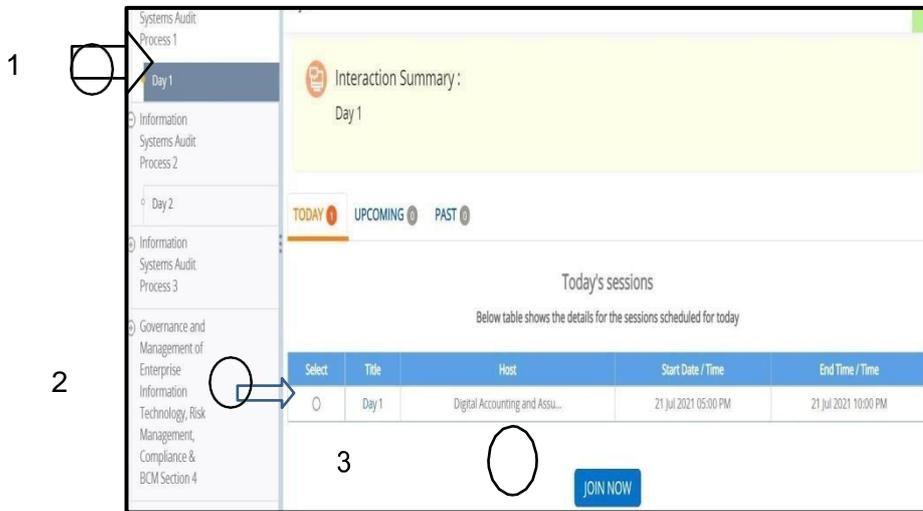
Note: Each content available are time bound and will be activated on the day of the session only

Q56. How to join in the meeting for Certificate Course?

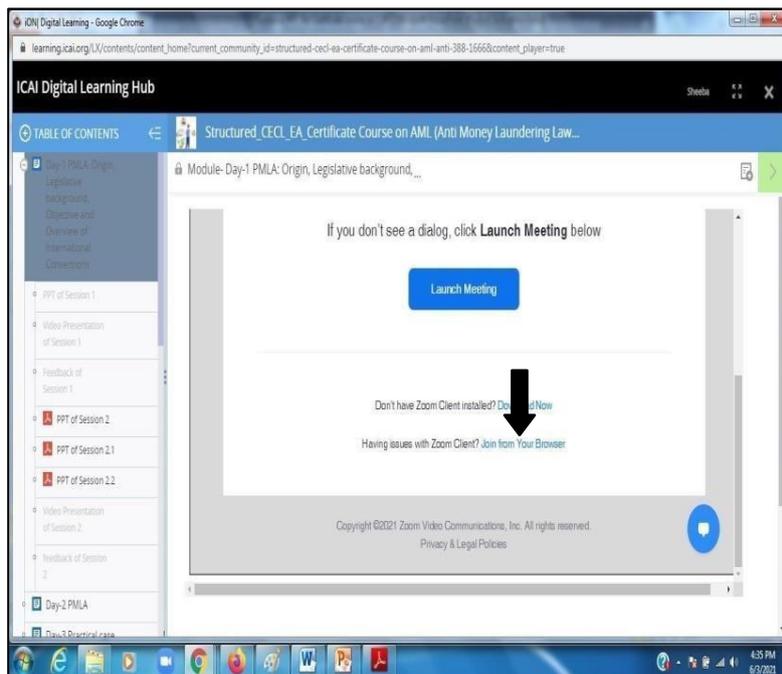
Option 1: Click on the Day 1 in the left panel and then click on “Open URL: Zoom Launcher” if you have installed

ZOOM Client in your Laptop/Desktop

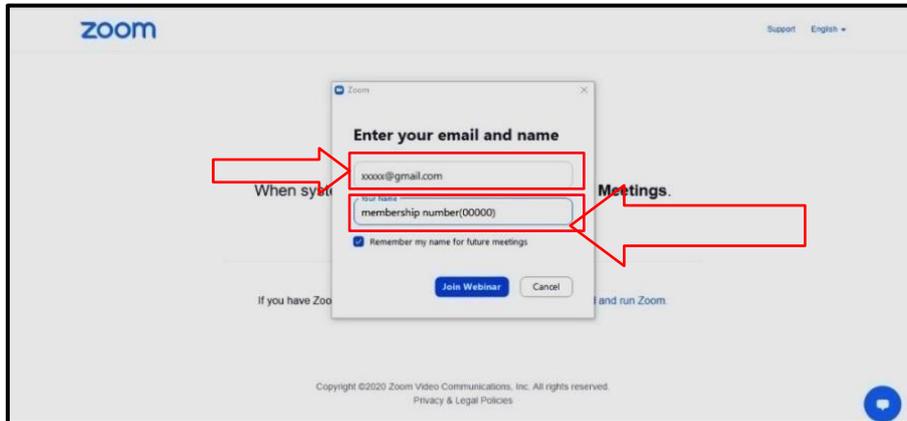
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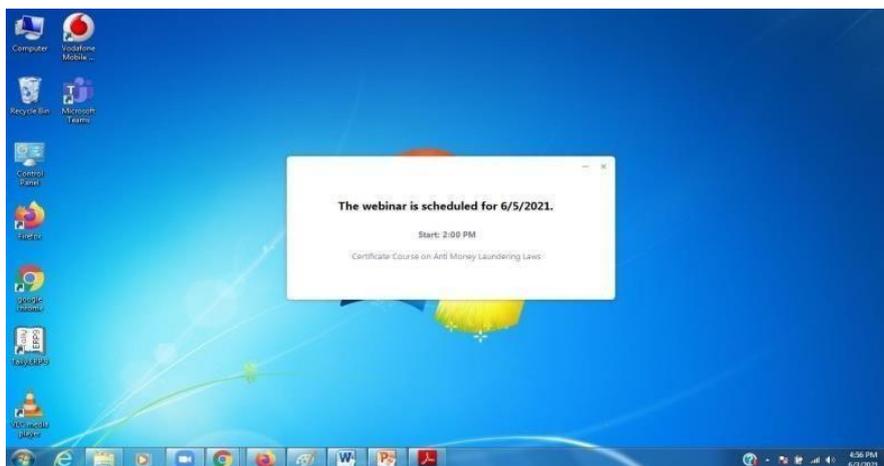
Option 2: Click on the Day 1 and then click on “Join from your Browser” if you have not installed ZOOM Client in your Laptop/Desktop



Type your Registered E-mail ID & Name and Membership number in Name



Please wait for the Course to Start



A few important instructions to be noted are hereunder:

- It is mandatory to login through Digital learning hub Platform at <https://learning.icai.org/iDH/icai/> to attend the live class.
- Please mention your membership number along with complete name (e.g. 123456 (M.No.) CA. Ram Shyam (complete name) while entering into online class platform.
- Please note that MCQ based Assessment and Feedback form are mandatory part of the Online Certificate Course, apart from attendance monitoring.
- It is recommended to please join through laptop/ desktop system. You should have good internet connectivity, preferably broadband connection.
- Please do not click 'Mark as Complete' till the end of the course.

Instructions for Attendees in Certificate course (Zoom)

- Pre-Requisites for ICAI Course

- Desktop/Laptop: To Join via Desktop/Laptop, Download and Install Zoom Client. <https://zoom.us/client/latest/ZoomInstaller.exe>
- Please note that Participants need to provide the Permission to Camera/Mike/Speaker during the Installation Process. Once Installed, attendees can test the equipment by doing trial zoom meetings.
- For Any issues related to Connectivity, Join from Minimum 1 Mbps Broadband Internet, Good Quality Headphone. For any issues related to Audio/Video,
- Check Zoom app permission or Disconnect meeting and Join again or Try to join from any other device.

System and Browser Settings

System configuration required for accessing the course content

- Use Laptop/Desktop to start the course
- Screen Resolution to be set as 1024 x 720 or above
- Microsoft Edge/Browser IE8 or Above/Firefox/Chrome, Use the updated version of any of the listed browsers. The site is best compatible with Google Chrome and Mozilla Firefox

Browser configuration required for accessing the course content

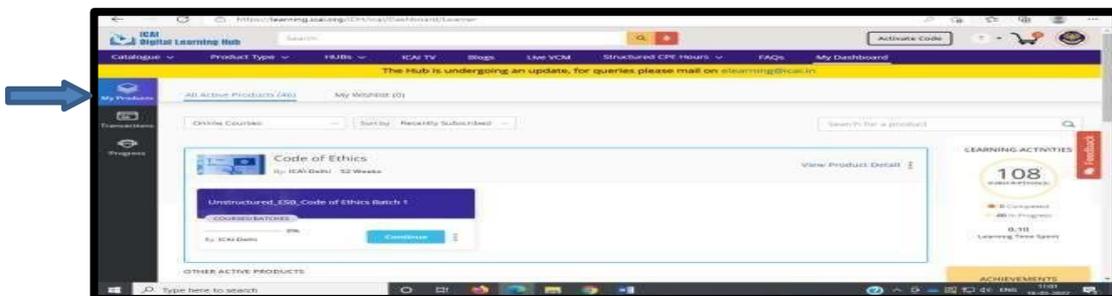
- Pop-Up should be allowed
- Cookie should be enabled
- Zoom level to be set as 100%

Accessing - Self Paced Course on DLH

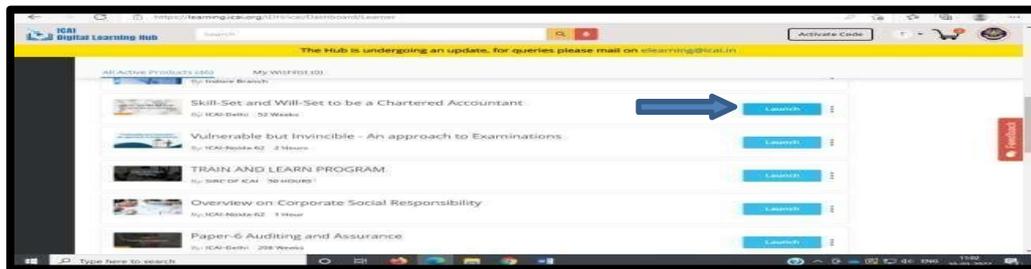
Q57. How can I access a Free/Self-Paced Course on the Digital Learning Hub?

Ans.

- The member can search for Free courses from the Catalogue and click on the “Subscribe Now” Option after logging in using the SSP credentials.
- The subscribed Course will be listed under My Products, to Access any course Click on “Launch” button beside the respective Course.



FAQs on Digital Learning Hub (DLH)



After Launch, The contents are opened in a Content Player Window as shown below. The learner needs to Expand by clicking on “+” icon in the left panel to expand further.



Visit each Node and after viewing its contents, **Mark as Read to the Respective Node.**

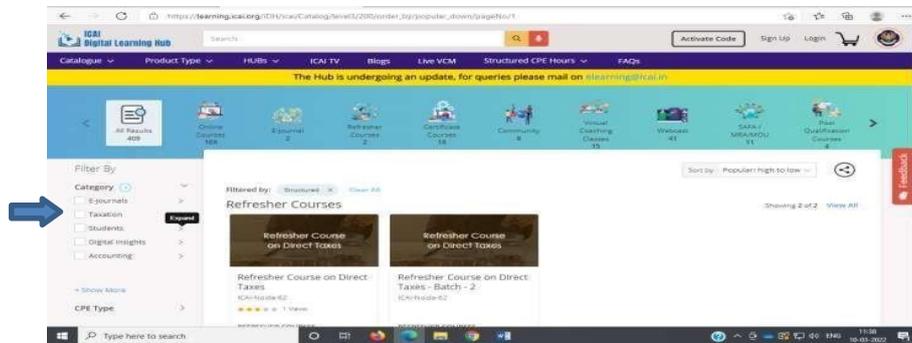


Other Access Related Issues – DLH

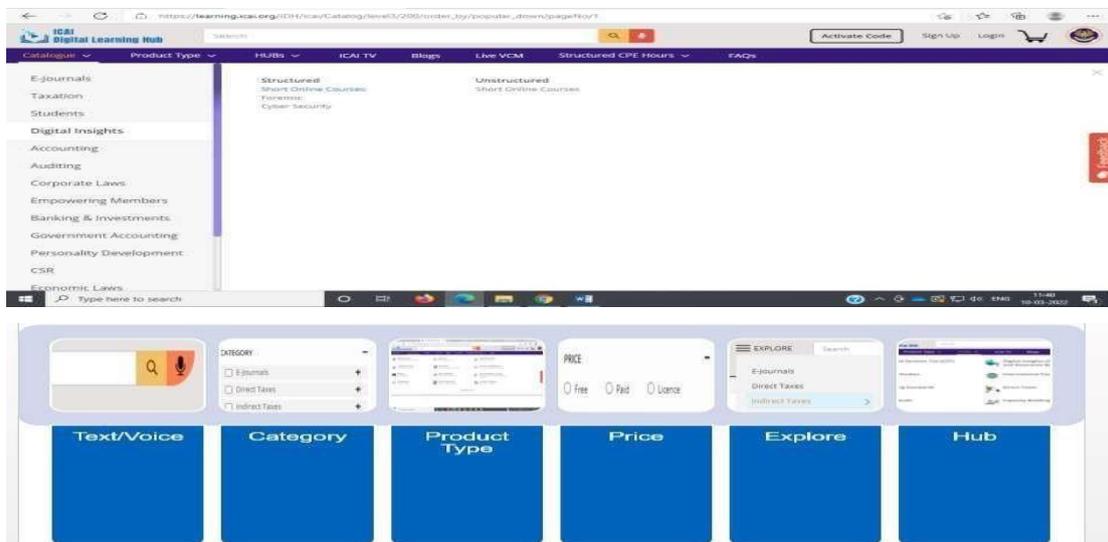
Q58. How will I search or know about the course/resource to access?

Ans. The Digital Learning “Explore” catalogue provides the listing for you to choose. The courses stamps/content icons provide a brief on the course and the details of paid/free access available. You can apply filters on the left panel, to view course of your choice.

FAQs on Digital Learning Hub (DLH)



Explore multiple ways to search for a course - by text / by Voice / by category / by Product Type/ by Price/by using Explore/by HUBS



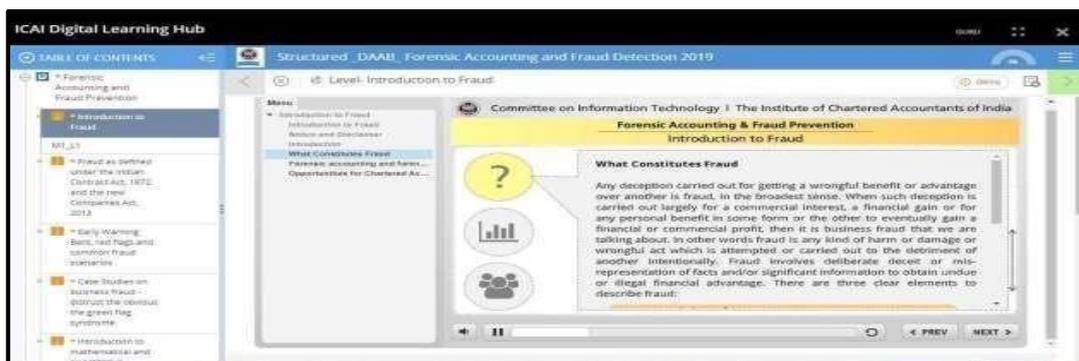
Q59. How to use “Mark as Read” Button, what does it mean?

Ans. “Mark as Read” – User has to click on “Mark as Read” to complete that Unit/Node/Module. This will also increase the Course completion percentage.



Q60. How to complete a node when “Mark as Read” Button is not available?

Ans. In this case, the learner/user/participant has to go through whole Module step wise, without skipping any page or jumping on the timeline of a video. On completion, the module will automatically be “Mark as Read”.



Q61. Who can access the courses/materials/webinars on the Digital Learning Hub?

Ans. All ICAI Members and Students can access using their SSP login credentials. Other stakeholders can access content on receipt of approval by your Professional/Accounting Body and Login credentials shared by ICAI to access a course/publication/study material.

Q62. What are the different types of contents on the platform?

Ans.

- An online course consists of learning modules with assessments as a process of certification or to earn continuous professional credit/hours (CPE) on completion.
- An online publication/material provides a consolidation of resources on a topic like Acts, Rules, Guidance, technical notes with videos, reference presentations, documents etc.
- A blended course consists of online modules with assessments as a basic/to know learning milestones to register for a classroom session.

Q63. The features that can help my learning/improve my understanding?

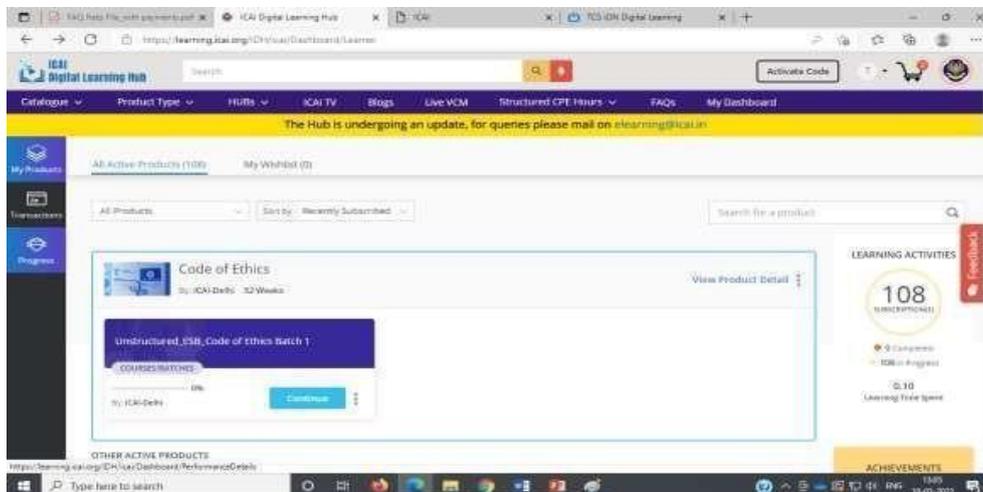
Ans.

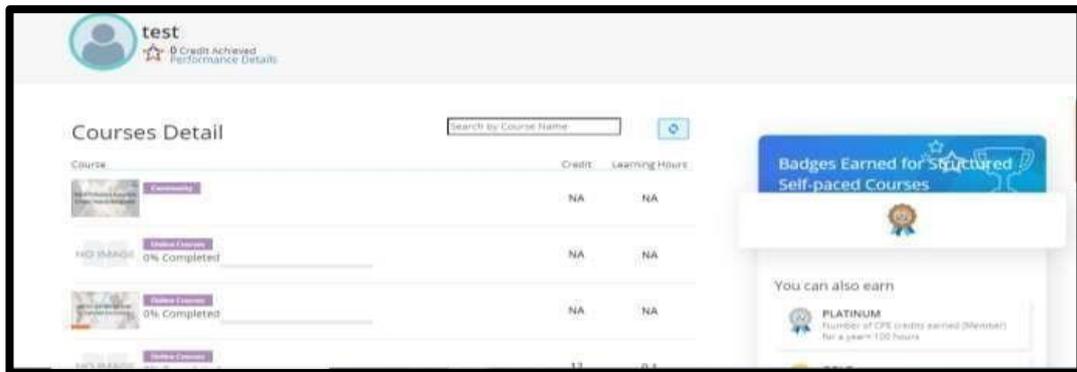
- Bookmark a learning milestone
- Create and save your notes
- Highlight /mark a text, paragraph for revision.
- Selected text can be transcript into audio
- Learn more and understand with presentations, videos, capsules on a topic
- Do search on the contents and access an online dictionary and comments to share your views and help you in learning

Q64. How to know my status of learning a course?

Ans. On clicking “Progress” in “My Dashboard”, your dashboard provides the current learning status with:

- List of completed modules
- Percentage of the course completion
- Assessment status
- Completion criteria to generate a course
- Online certificate with the CPE credit hours earned





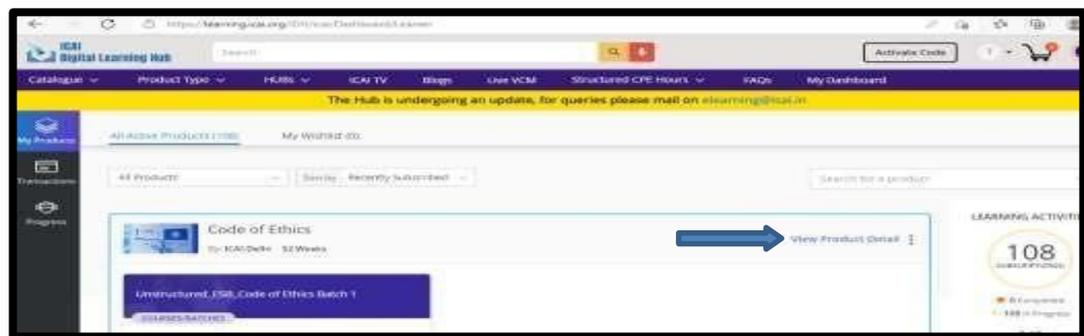
Q65. Are courses or access to resources free/paid?

Ans. Both free and paid courses/resources are available on the Digital Learning Hub.

Q66. Does a course/content have a specific/set duration of access?

Ans.

- There are self-paced course/content that can be accessed at your own pace and has time limitations of 365 Days
- There are regular of course/content that is available for subscription on your Dashboard for the specified period.
- You can know the duration of the course by using “View Product Detail”



Q67. How many times can I access a course?

Ans. A course access is unlimited until the completion criteria are fulfilled. But after completion number of attempts is controlled.

Q68. Is there any system configuration required for accessing the course content?

Ans.

- Use Laptop/Desktop to start the course
- Screen Resolution to be set as 1024 x 720 or above
- Microsoft Edge/Browser IE8 or Above/Firefox/Chrome, Use the updated version of any of the listed browsers. The site is best compatible with Google Chrome and Mozilla Firefox.

Q69. Is my learning/access monitored?

Ans.

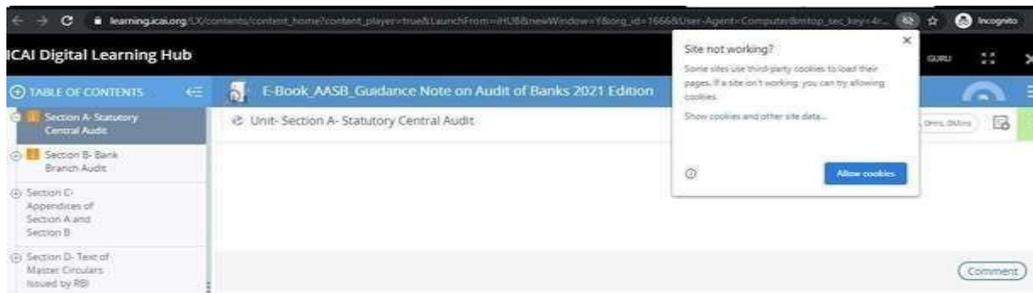
- Yes your access/subscription in a course is monitored with facial recognition with your consent.
- Your learning and completion is ensured with test your skills capsules and assessments.

Q70. Is there any Browser configuration required for accessing the course content?

Ans.

- Pop-Up should be allowed
- Cookie should be enabled
- Zoom level to be set as 100%

In case if cookie is blocked, you will get the following error message



Q71. Can a learner track his/her learning progress in the video?

Ans. Yes, the video has an inbuilt Learning management System which can track the learning progress of the learner

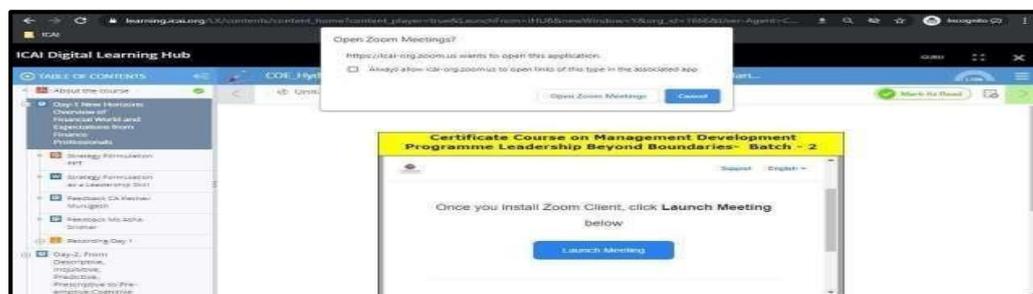
Q72. Can I access audio book anywhere or anytime for learning?

Ans. Yes, you can access an Audio book anywhere or anytime for learning.

Q73. How to access the links in the Certificate/Refresher/Webinar courses?

Ans. For Accessing a Certificate/Refresher course or Webinar through Zoom meetings, the following steps need to be followed,

1. Prerequisite – User has to install the Zoom Client into the system and only after that User will be able to launch the Live Sessions.



Click on the respective day Module and following screen will appear –



Click on Launch Meeting and following box will pop up to launch the session.

Click on “Open Zoom Meetings” and you will be redirected to Zoom Client where you can attend the Live Sessions/Webinar.

Q74. How do the MRA/MOU & SAFA members access the various courses on DLH?

Ans. After receipt of the login credentials from ICAI, member can access the courses available on the learning hub.

Q75. Are MRA/MOU & SAFA members allowed to access all the courses on DLH?

Ans. No, MRA/MOU/SAFA members can access only few selected courses available on the hub under International Resource Gateway.

Earning CPE Hours for Course on DLH

Q76. How are CPE hours earned?

Ans. An ICAI registered and active member can subscribe for a course which is monitored with its configured mandatory modules and/or assessment criteria the earned CPE hours are updated into his dashboard on the <https://cpeapp.icai.org/member/dashboard>

Q77. Are CPE hours structured/unstructured?

Ans. The course details and completion criteria specifies the type of CPE credit that can be earned.

Downloading Certificate from the DLH

Q78. How to download the Certificate after passing the Assessment of a Course on the DLH?

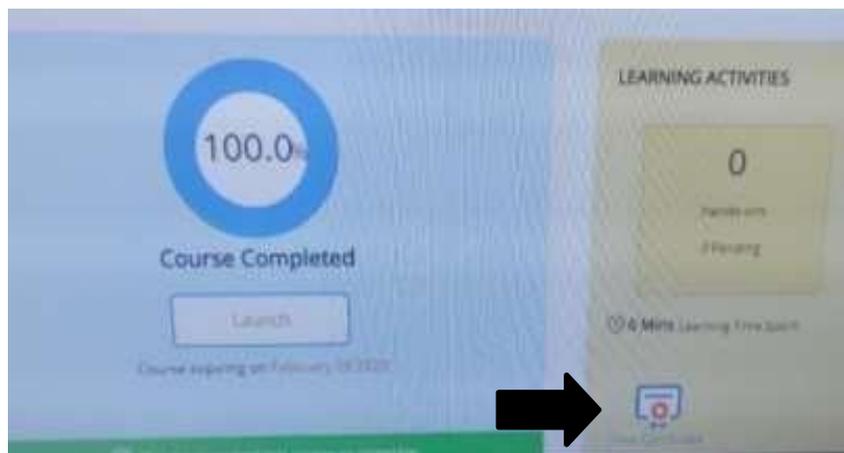
Ans. Step 1. Login in <https://learning.icai.org/iDH/icai/>

Step 2. Click on “My Products”

Step 3. Then, click on “View Product Detail” under the respective course



Step 4. Finally, you can click on “Download Certificate”



Note: Only passed candidates can download the certificate

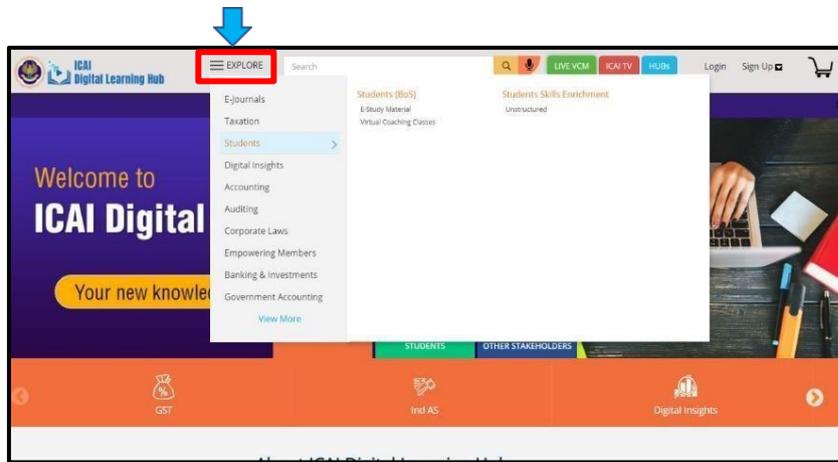
Searching A Course On DLH

Q79. How to search course in Digital Learning Hub?

Ans. Members and Students of ICAI can search for a course on the Digital Learning Hub using one of the following ways,

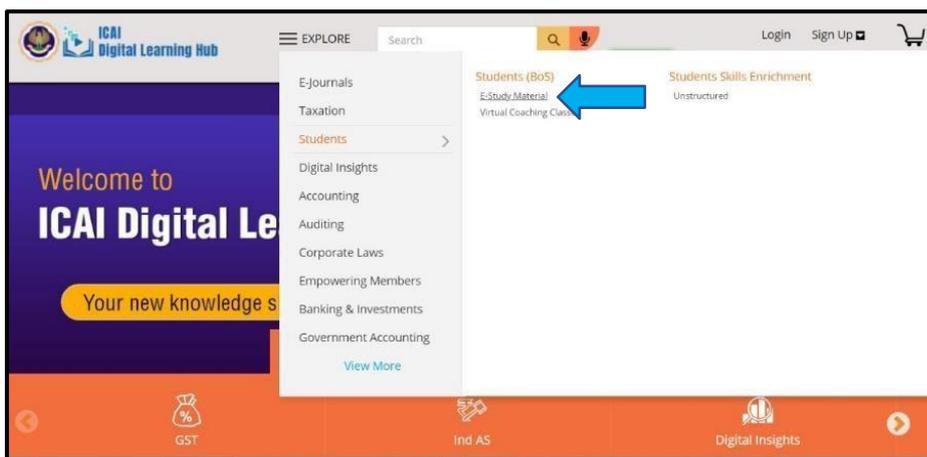
- Explore Menu -> Hubs
- Browse By - Filters
- Search button
- Audio Search
- Hubs

Step 1: Click on the Explore Menu and click on any of the Hubs to see the courses offered under them.



Explore Menu -> Hubs

Step 2: To access the E-Study Materials click on the E-Study Material option under the students (BOS) Option.



Step 3: All the products pertaining to the E-Study Materials will get displayed in the Catalogue Page. To access the specific study material, the student can will have to click on the “**Subscribe Now**” button.

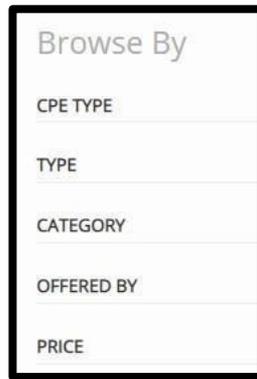
FAQs on Digital Learning Hub (DLH)

This screenshot shows the ICAI Digital Learning Hub interface with the filter set to 'E-Study Material'. The 'Browse By' sidebar on the left includes filters for CPE TYPE, TYPE, CATEGORY, OFFERED BY, PRICE, and SCHEDULES. The main content area displays three course cards: 'Paper-6B: Financial Services and Capital Markets', 'Paper-6D: Economic Laws', and 'Paper-6C: International Taxation'. A blue arrow points to the 'Subscribe Now' button on the Paper-6B card. The top navigation bar includes 'EXPLORE', a search bar, and links for 'LIVE VCM', 'ICAI TV', and 'HUBS'. The bottom status bar shows the system clock and weather information.

This screenshot shows the ICAI Digital Learning Hub interface with the filter set to 'All Products'. The 'Browse By' sidebar on the left includes filters for CPE TYPE, TYPE, CATEGORY, OFFERED BY, PRICE, and SCHEDULES. The main content area displays three product cards: 'Embracing Robotic Process Automation', 'Technical Guide on GST Audit (May 2019)', and 'Digital Learning Hub - Features, Resources and Guidelines'. The top navigation bar includes 'EXPLORE', a search bar, and links for 'LIVE VCM', 'ICAI TV', and 'HUBS'. The bottom status bar shows the system clock and weather information.

Browse By – Filters

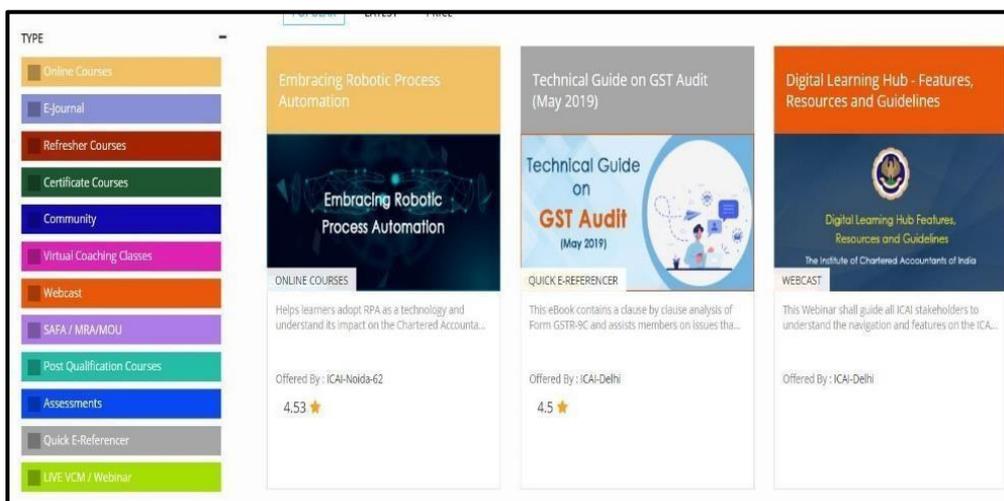
The Browse By Option allows learners to search for courses using various filters.



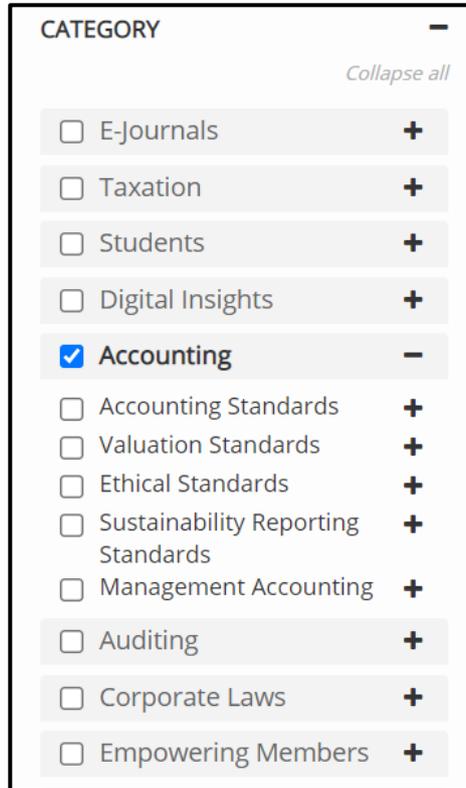
CPE Type Filter – Learners can search for products based on CPE Type i.e. Courses offering Structured CPE Hours and Unstructured CPE Hours



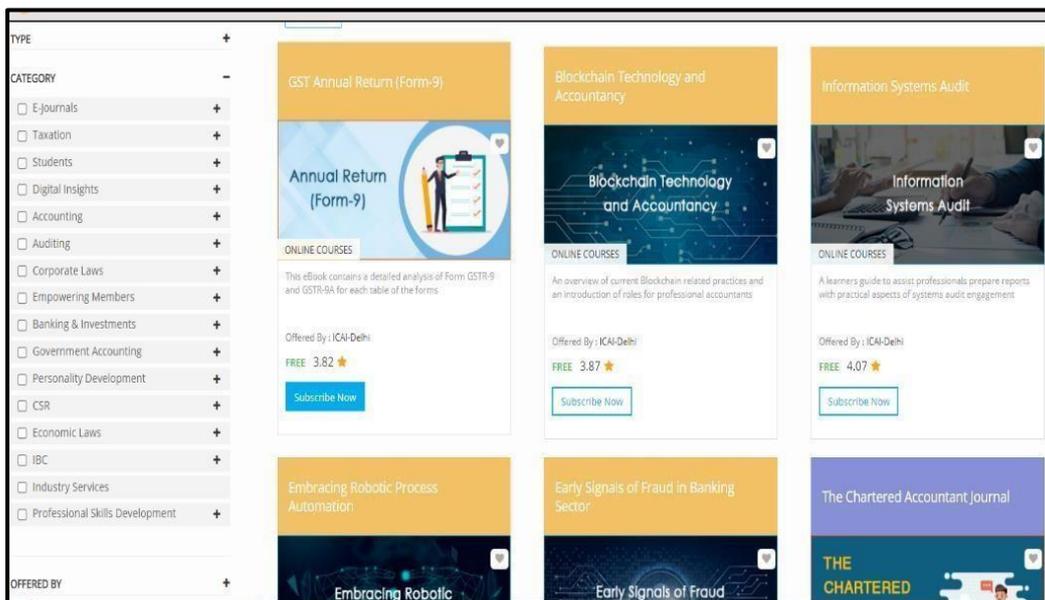
Type Filter – Learners can search for a course based on the type of Product as shown in the screenshot below,



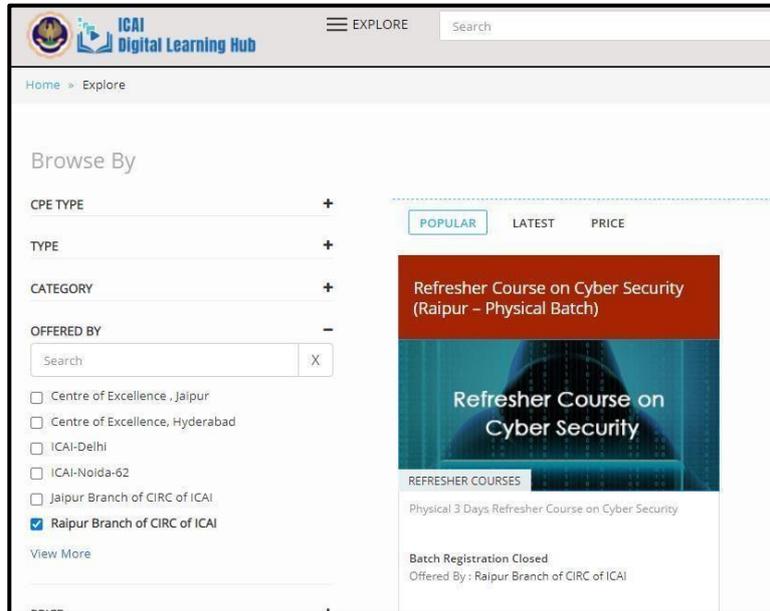
Category – Learners can search based on Categories and sub-categories for the products as shown in the screenshot below,



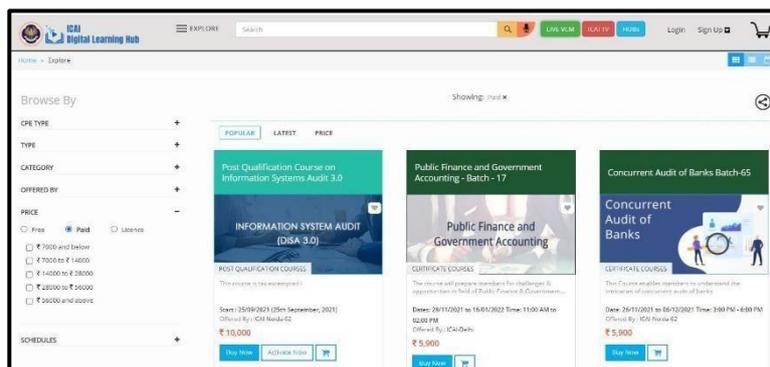
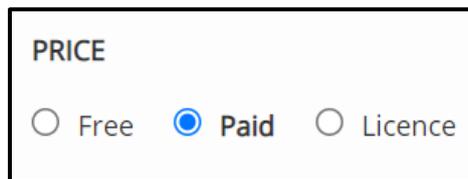
Learners can click on **“Subscribe Now”** button of the desired products as shown in the catalogue,



Offered by – Learners also search courses based on the POU hosting the course.

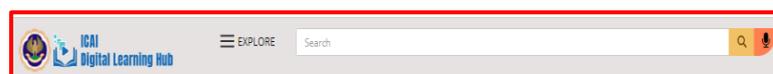


Price Filter – Learners can search for courses based on whether they are Free, Paid or Licensed Products.

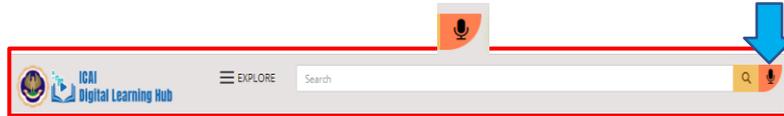


Learners can click on the “Buy Now” button to purchase the product. FAQs to check how the payment process takes place can be referred for the same.

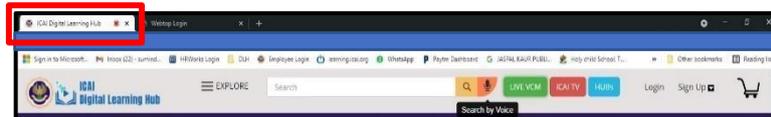
Search Option — Learners can search the desired products through the search box.



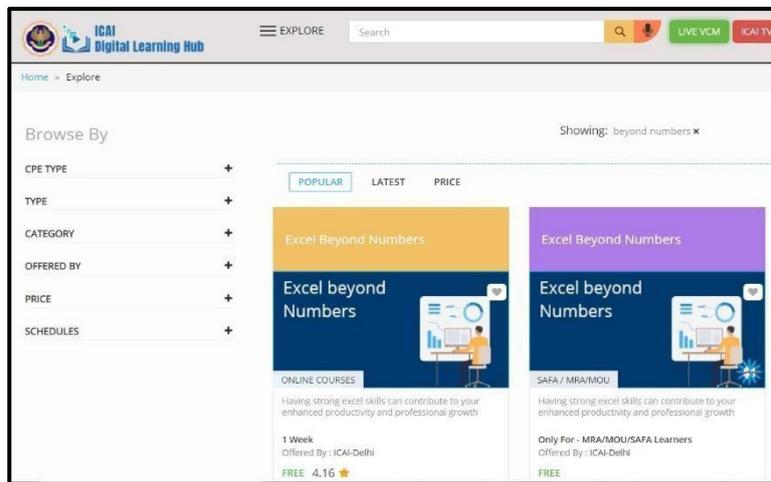
Audio Search — Products can also be searched using the audio search option.



- When the learner clicks on the Search by Voice option, the recording icon gets displayed as shown in the screenshot below,



- For example, the learner searches for the course – **“Excel Beyond Numbers”**, then the audio search fetches the product and displays in the catalogue.

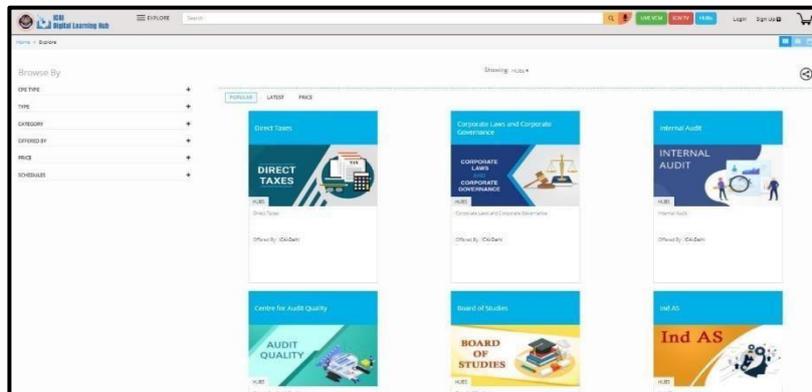


Hubs

- Learners can search for courses based on the type of Product they wish to subscribe to, by clicking on the HUBS option as shown below,



- For Example, if a learner wishes to subscribe to a topic related to Direct Taxes, they can click on the Direct Taxes Hub to check the products available under it.



Leaderboard Info

Q80. How can I earn a badges?

Ans. You can earn a badges on free eLearning Structured course also you can earn badges.

Q81. Where can I check my CPE credits?

Ans. You can check your earned CPE credits hours in your CPE dashboard.
<https://cpeapp.icai.org/member/login>

Q82. For which structured course can I earned badges?

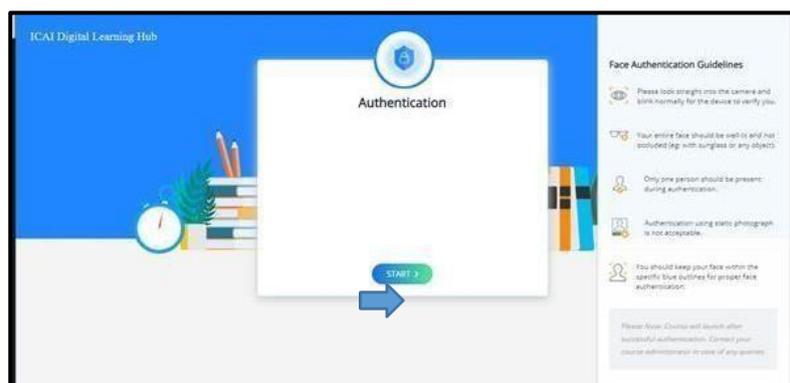
Ans. <https://youtu.be/4L3kKO6lnzc>

ASSESSMENT

Face Authentication

Q83. How to authenticate the face in DLH Portal?

Ans. Once your face is registered in DLH and approved, you can launch the batch and by clicking “Start” your authentication will be initiated.



For authentication in the Assessment course, the user shall ensure that his/her eyes is in line of sight of the webcam and blink his eye for Liveliness at least for 5 to 10 seconds with no picture in the background. On Successful authentication the user will be able to access the “Table of Contents”



Q84. My face authentication is denied, I am getting the error “Access denied—Please contact the admin”

Ans. Kindly try to authenticate after 10 to 15 mins

Re-try your authentication process and please note- **"Authentication - is done with your eyes in-line of sight of your webcam/camera and blink of the eye to complete"**

And while Face authentication to start the Assessment course the user shall ensure that his/her eyes is in line of sight of the webcam and blink his eye for Liveliness and immediate authentication.



Q85. My face authentication is denied, I am getting the error “No blink detected in 5 seconds/Only one person can be authenticated”

Ans. Kindly try to authenticate after 10 to 15 mins

Re-try your authentication process and please note- **"Authentication - is done with your eyes in-line of sight of your webcam/camera and blink of the eye to complete"** And while Face authentication to start the Assessment course the user shall ensure that his/her eyes is in line of sight of the webcam and blink his eye for Liveliness and immediate authentication.



Face Registration

Q86. Do I need a Web camera?

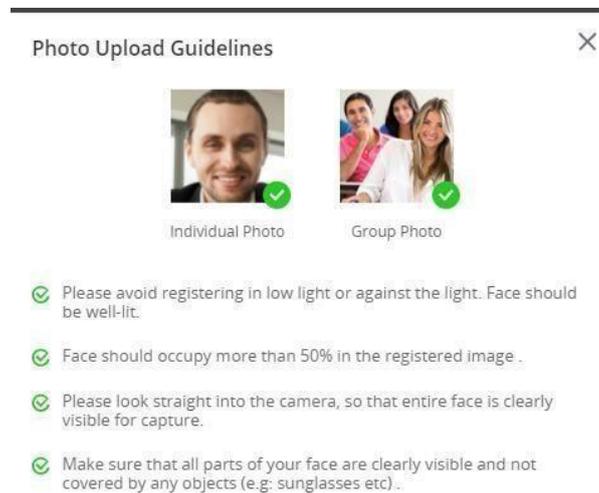
Ans. Yes, you need an active web camera for registering the face.

Q87. Do I need to upload my photo in SSP portal?

Ans. Yes, you need to upload your photo in SSP portal

Q88. How to upload my photo in SSP portal?

Ans. Every Participant must ensure that they have their photo on their SSP dashboard (<https://eservices.icai.org/>). To upload your photo use the profile Edit form.(User Manual for Profile Change/Update for ICAI Member)



Q89. How Do I register my Face in DLH portal?

Ans. Step1: After Clicking Launch in “My products” of <https://learning.icai.org/iDH/icai/>, you will be directed to face registration page. You may kindly click on “Click Here”

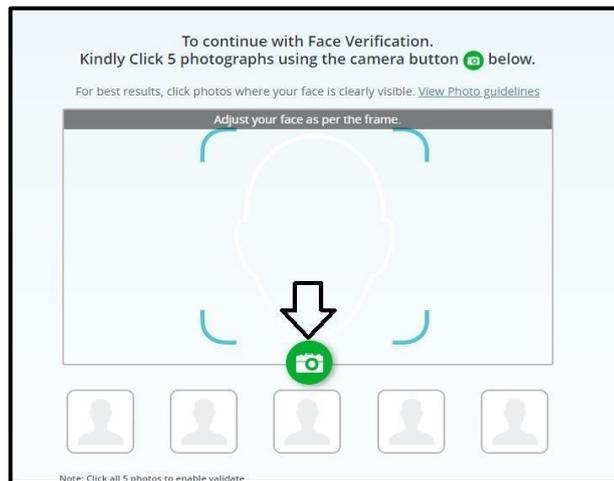


Step 2: Capture Five images without any picture in the background by clicking on



” camera icon” and by following the guidelines specified in “View

Guidelines” Note: Allow your webcam/camera access to capture your live facial images

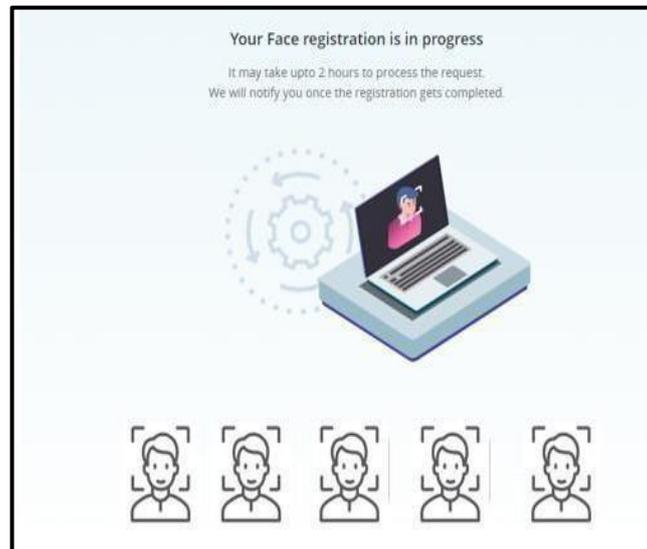


Step 3: After capturing five images click on check box and then click on “VALIDATE AND PROCEED”



Step 4: Please wait until the images are loaded

Step 5: Finally, you will be able to see the screen as given below Note : Once your Face registration is approved you will receive an E-mail , after 2-3 hours you can initiate face authentication



Q90. How long will it take for face registration approval?

Ans. Your face registration will be approved within 1 or 2 working days.

Launching The Assessment Module

Q91. How to launch the Assessment Module?

Ans. Step 1. Login in <https://learning.icai.org/iDH/icai/>

Step 2. Click on "My Products"

Step 3. Click on the respective Assessment course batch

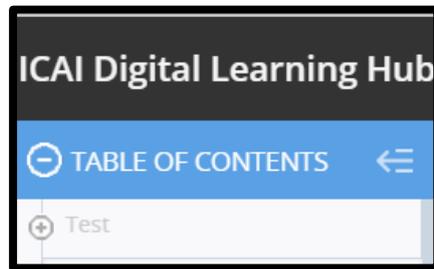
Step 4. Then, click on  under the Course

Step 5. Finally, Click on  Button

Launching The Assessment

Q92. How can I access the Table of contents?

Ans. After Clicking Launch in "My products" of <https://learning.icai.org/iDH/icai/> and after face authentication, you will be automatically directed to "table of Contents". You can access the contents by clicking on each node on the Left Hand side of the content player as given below.



Q93. How to launch the assessment?

Ans. Step 1. In the “Table of Contents” window go to the node as indicated by your Course Organizer (For Ex: Test)



Step 2. Click on to “Plus icon”  to expand the node.



Step 3. Click on the Assessment test scheduled (Ex: Sample Test)

Step 4. Finally you can click on launch assessment



Q94. Can I launch the assessment at any time of the day?

Ans. No, Assessment Test can be taken only in the specified timing

Technical Issues

Q95. How to allow camera access in my system?

Ans. In Windows

1. Select **Start > Settings > Privacy > Camera**. In **Allow access to the camera on this device**, select **Change** and make sure **Camera access for this device** is turned on.
2. Then, allow apps access to your camera. In Camera settings, go to **Allow apps to access your camera** and make sure it's turned on.
3. Once you've allowed camera access to your apps, you can change the settings for each app. In Camera settings, go to **Choose which Microsoft apps can access your camera**, and turn on apps you want to use with it. For desktop apps, make sure that **Allow desktop apps to access your camera** is turned on.

In Mac

1. On your Mac, choose Apple menu  > System Preferences, click Security & Privacy, then click Privacy.
2. Select Camera.
3. Select the tick box next to an app to allow it to access your camera. Unselect the tick box to turn off access for that app.

If you turn off access for an app, you're asked to turn it on again the next time that app tries to use your camera.

Q96. How to set the screen resolution as 1024 x 720 or above?

Ans. In Windows OS

1. Open Screen Resolution by clicking the **Start** button , clicking **Control Panel**, and then, under **Appearance and Personalization**, clicking **Adjust screen resolution**.
2. Click the drop-down list next to **Resolution**, move the slider to the resolution you want, and then click **Apply**.
3. Click **Keep** to use the new resolution, or click **Revert** to go back to the previous resolution.

In Mac

1. On your Mac, choose Apple menu  > System Preferences, click Displays, then click Display.
2. Press and hold the Option key while you click Scaled to see additional resolutions for the second display.
3. Select a scaled resolution option for the second display.

Q97. How to update my browser?

Ans. To update Google Chrome:

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click Update Google Chrome.
 - Important: If you can't find this button, you're on the latest version.
4. Click Relaunch.

To update Firefox

Step 1. Click the menu button  , click  Help and select About Firefox.

Step 2. The About Mozilla Firefox window opens. Firefox will check for updates and download them automatically.

Step 3. When the download is complete, click Restart to update Firefox.

To update Microsoft Edge

1. Click on the Main Menu button. First, make sure you are running **Microsoft Edge** and then click the Menu button in the top-right corner of the screen. ...
2. Hover over the "Help and Feedback" menu item. ...
3. Click "About **Microsoft Edge**" ...
4. **Edge** will automatically check for **updates**. ...
5. **Edge** is now up to date.

Q98. Is there any Browser configuration required for accessing the assessment?

Ans.

- Pop-Up should be allowed
- Cookie should be enabled
- Zoom level to be set as 100%

Q99. How to allow Pop-up in a browser?

Ans. In Google Chrome

1. On your computer, open Chrome.

2. At the top right, click More  >Settings.
3. Under 'Privacy and security', click Site settings.
4. Click Pop-ups and redirects.
5. At the top, turn the setting to Allowed or Blocked.

In Mozilla Firefox

1. Click the menu button  and select **Options**.
2. Select the Privacy & Security panel.
 - Under the **Permissions** section, uncheck the box next to **Block pop-up windows** to disable the pop-up blocker altogether.

In Microsoft Edge

1. In the new Microsoft Edge , go to **Settings and more > Settings > Site permissions**.
2. Select **Pop-ups and redirects**.
3. Move the **Block** toggle to **On**.

Q100. How to allow Cookie in a browser?

Ans. In Google Chrome

1. On your computer, open Chrome.
2. At the top right, click More  > Settings.
3. Under "Privacy and security," click Site settings.
4. Click Cookies.
5. From here, you can:
 - Turn on cookies: Next to "Blocked," turn on the switch.
 - Turn off cookies: Turn off Allow sites to save and read cookie data.

In Mozilla Firefox

1. Click the menu button. ...
2. Select the Privacy & Security panel and go to the **Cookies** and Site Data section.
3. Make sure **Accept cookies** and site data from websites (recommended) is selected.

In Microsoft Edge

1. Open Microsoft Edge, select Menu (3 dots icon on top right corner of the browser) > Settings > Site permissions > Cookies and site data
2. Turn on "Allow sites to save and read cookie data (recommended)" to unblock cookies

Q101. How to set zoom level as 100% in a browser?

Ans. In Google Chrome

- Click the three vertical dots in the top right of your Chrome browser. In this drop-down menu, click “Settings.”
- Scroll down to the “Appearance” section. Open the “Page Zoom” drop-down menu and select the zoom setting that’s best for you. You can also adjust Chrome’s default font size in the drop-down menu just above Page Zoom. This will apply across all websites you visit in Chrome unless you’ve already set a specific zoom level for that site using the steps below.

In Mozilla Firefox

- Click the menu button  on the right. The customization menu will open and you will see the zoom controls at the top.
- Use the + button to zoom in, and the - button to zoom out. The number in the middle is the current zoom level - click it to reset the zoom to 100%. You can also see the current zoom level in the address bar:

In Microsoft Edge

- Launch the web browser, and then click the three horizontal dots in the top right. From there, select the “Settings” button.
- Now, click “Appearance.” You can also type “Zoom” in the “Search Settings” box. Either way, click the “Zoom” drop-down menu and choose your desired zoom level. This zoom level will apply to all websites, except websites where you’ve already set an individual zoom level.

Q102. My assessment screen keeps on loading and I am unable to start my test?

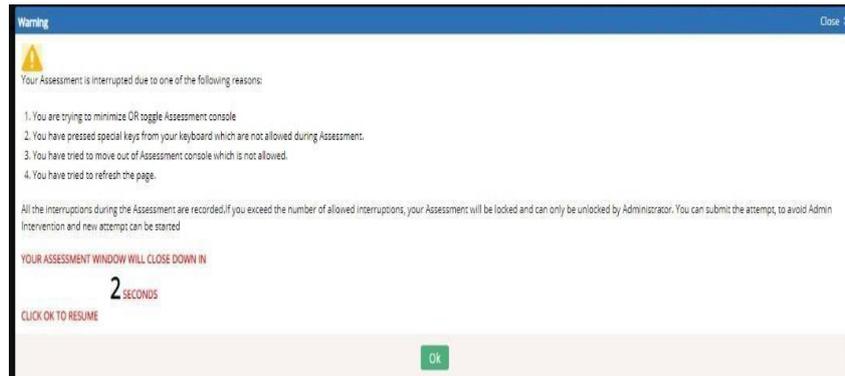
Ans. Kindly check your internet connectivity. The recommended internet speed is 2mbps.

Q108. I couldn't log in in DLH <https://learning.icai.org/>?

Ans. Kindly send mail to elearning@icai.in

Q103. I couldn't proceed with my assessment as it is interrupted

Ans. The System records all the interruptions during the Assessment i.e. if the Assessment Console (Screen) is minimized or toggled (opening New Window/Tab) or special keys from the keyboard is pressed or Exit from the Assessment Console (Screen) is tried or Exam Page is refreshed, the Exam will be locked & automatically submitted and you will not be able to continue the Exam further in any circumstances.



Kindly click on “OK” and do not toggle your window further

Q104. My assessment is locked, what should I do?

Ans. If your assessment is locked, Kindly contact the course administrator.

Assessment Result and Certificate Generation

Q105. How to View Result in the Assessment Node?

Ans. In order to view the result of an Assessment, the following steps can be followed,

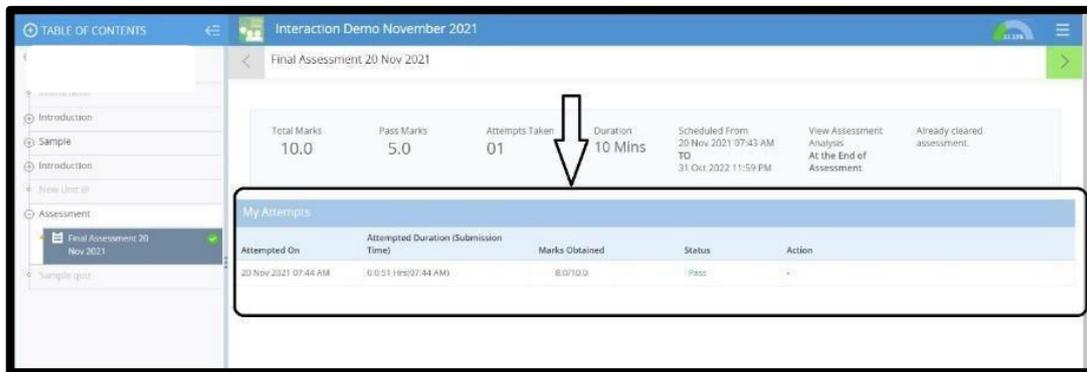
Step 1. Login in <https://learning.icai.org/iDH/icai/>

Step 2. Launch the Course Batch or Assessment Batch in which you have taken up the assessment.

Step 3. Click on the Assessment Node



Step 4. Finally, you will be able to see the assessment result as in the below snapshot

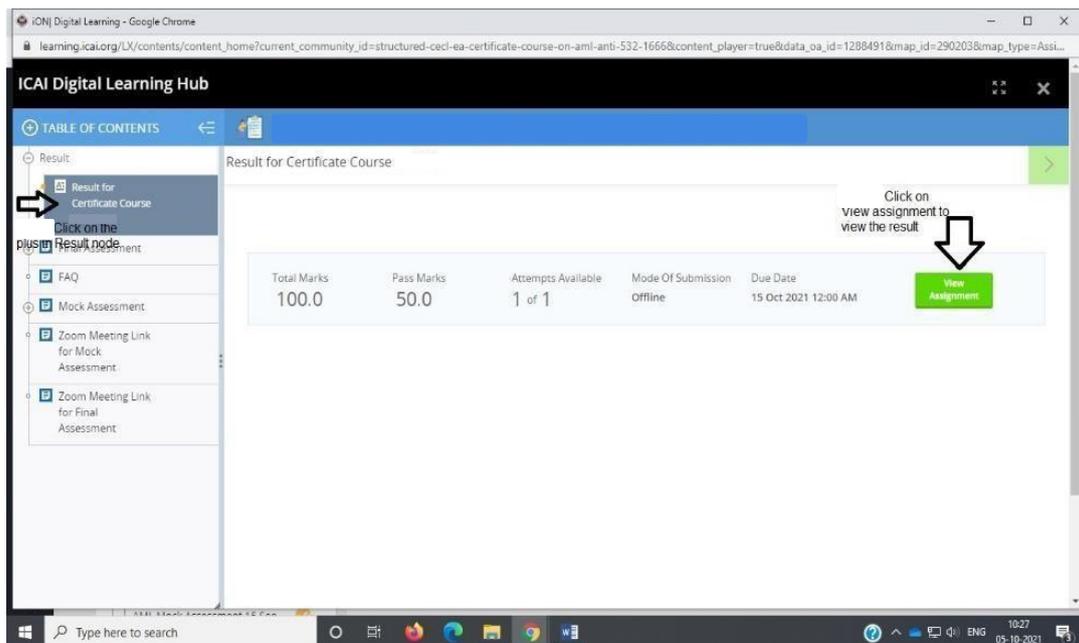


Q106. How to View Result in Certificate Generation Assignment?

Ans. Step 1. Login in <https://learning.icai.org/iDH/icai/>

Step 2. Launch the Course Batch or Assessment Batch in which you have taken up the assessment

Step 3. Click on the Result Node



Step 4. Click on View assignment to view the results

The screenshot displays an assignment result interface. At the top, it shows 'Total Marks: 100.0 | Pass Marks: 50.0'. Below this, the assignment title is 'Assignment: Result for Certificate Course on AML'. A dropdown menu indicates 'Taking 1' and 'Evaluated on 05 Oct 2021 11:55AM'. A table summarizes the results:

| | | | |
|-------------------------------|--------------------|---------------------|----------|
| 100.0 Total Marks | 50.0 Pass Marks | 1 Total Attempts | UNGRADED |
| Offline Mode Of Submission | | | |

A black arrow points to the 'Total Attempts' column. To the right, a yellow box displays the 'Due Date: 31 Oct 2021 12:00 AM'. At the bottom left, there is a 'Start Assignment' button.



Q107. I have added the course to my cart, and proceeded but Pay Now option is disabled, how to pay?

Ans. The Address needs to be selected and then the Select and Update Address button has to be clicked to save the address even though the address is not changed. Once done, only then the proceed to payment button will get activated.

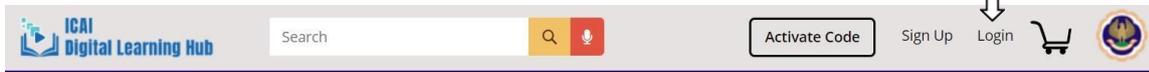
Q108. How to access a Certificate/Refresher/ Webinar/Post Qualification course on the DLH?

Ans. Step 1: Open the link <https://learning.icai.org/iDH/icai/>

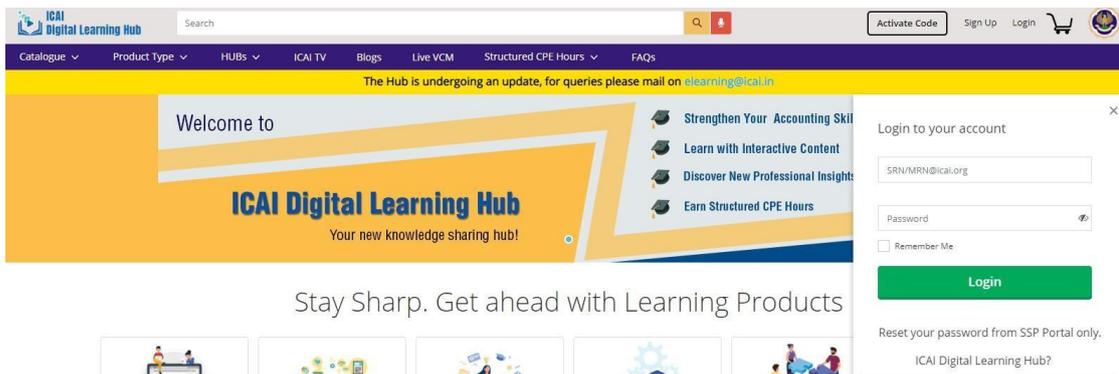


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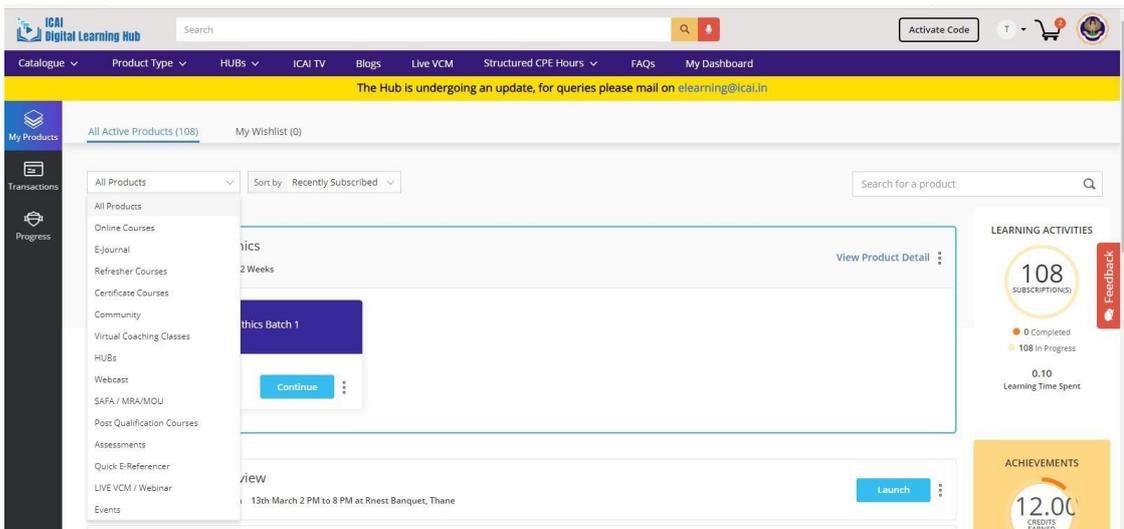
Step 2: Click on the Login option



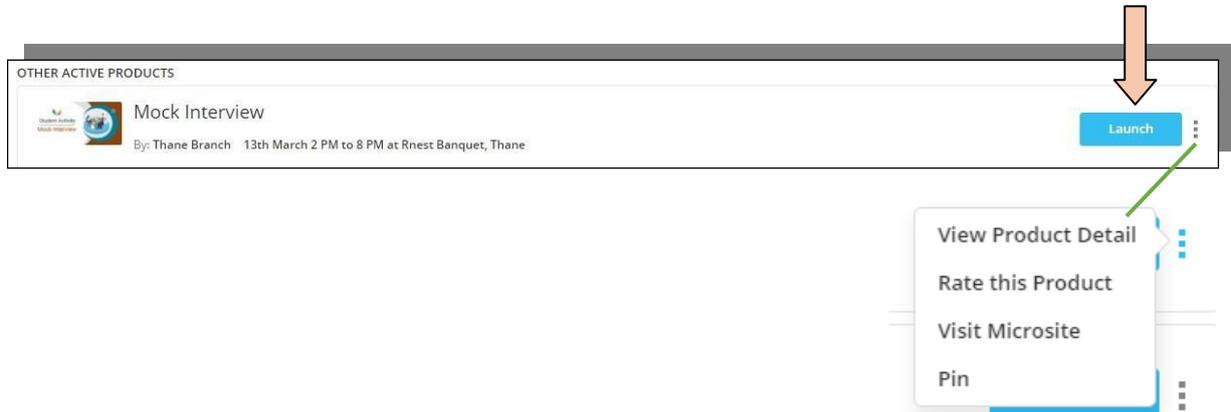
Step 3: Enter the SSP credentials



Step 4: Click “My Products” option to view all the subscribed courses. The learner can even search for the subscribed courses based on the type of course as shown below.

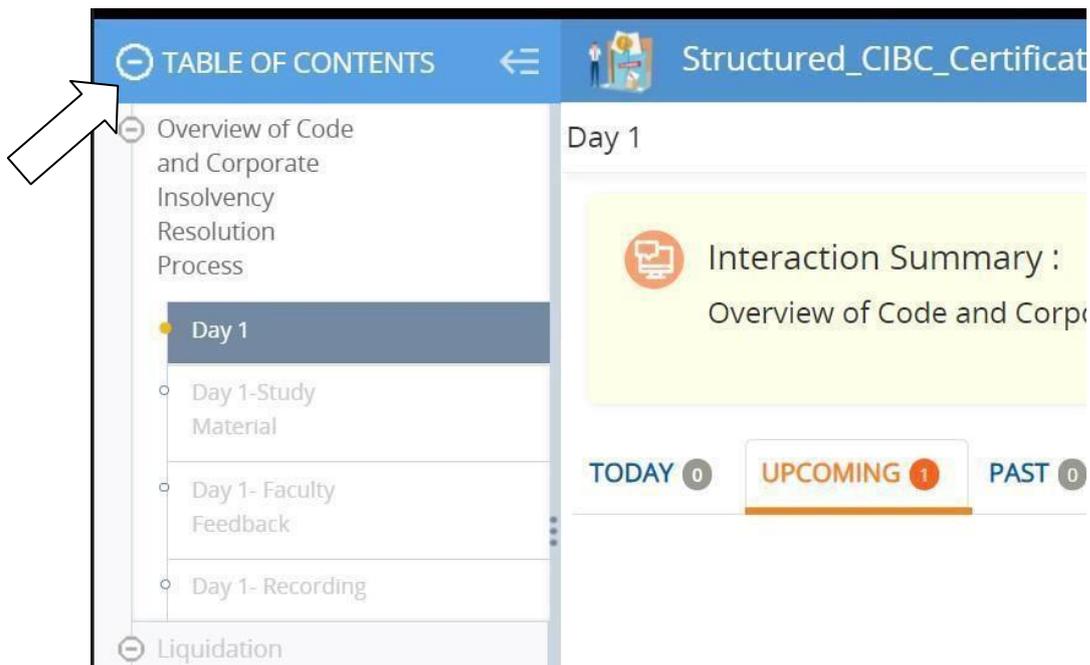


Step 5: The learners can click on the Launch button to launch the course.



On clicking the three vertical dots, learners can also view the product details, rate the product, visit the microsite for more details and pin the product.

Step 6: You may click on any topic under “Table of Contents” to view it. It can be expanded by clicking on plus icon on the left panel

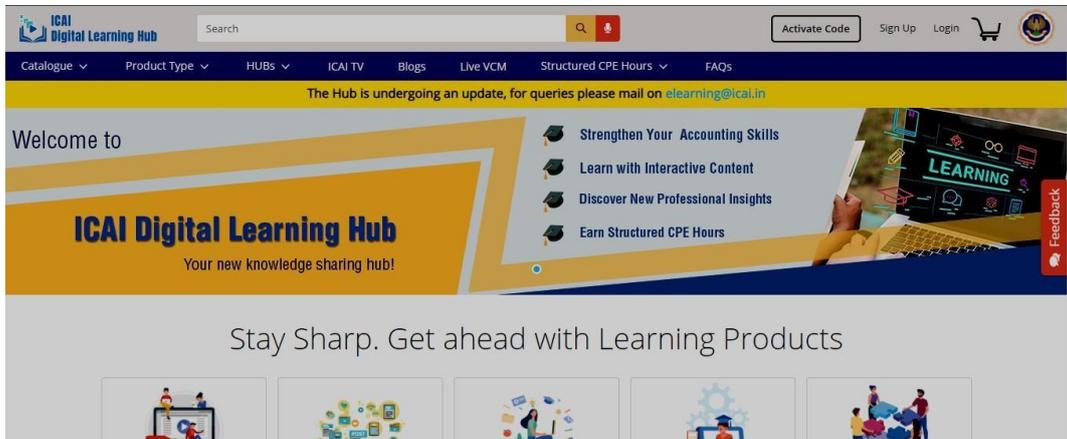


Q109. Who can access the courses/materials/webinars on the Digital Learning Hub?

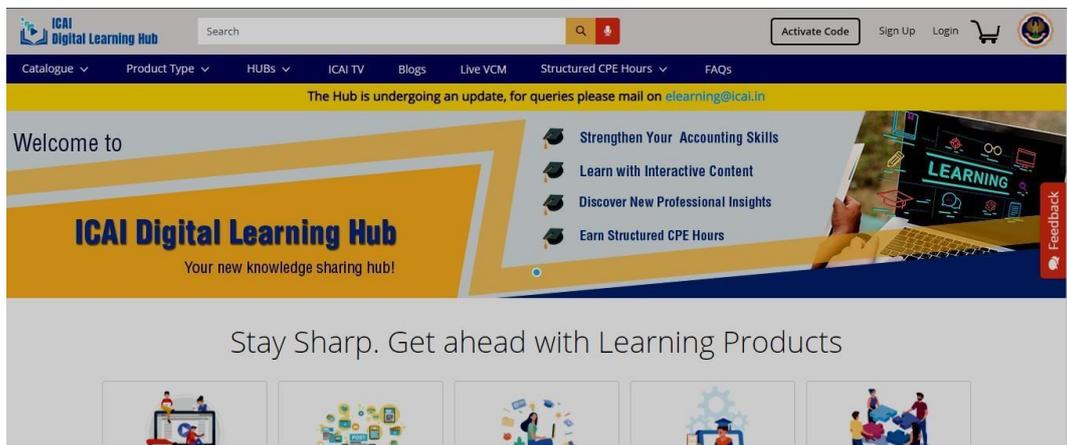
Ans. All ICAI Members and Students can access using their SSP login credentials. Other stakeholders can access content on receipt of approval by your Professional/Accounting Body and Login credentials shared by ICAI to access a course/publication/study material.

Q110. Steps for Accessing LIVE VCM/Webinars for Members. Ans. Step1: Visit <https://learning.icaai.org/iDH/icaai/> for accessing DLH

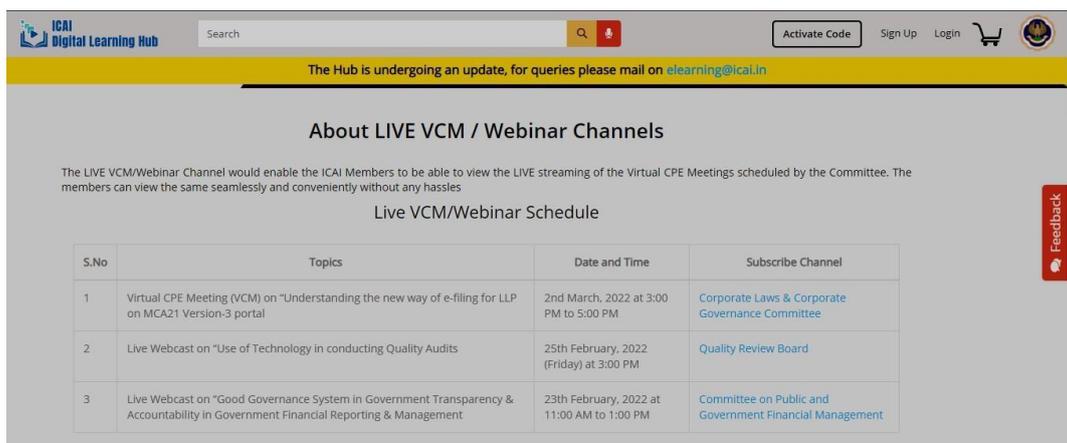
FAQs on Digital Learning Hub (DLH)



Step2: Click on the Live VCM blinking option to access the webcast channels available.

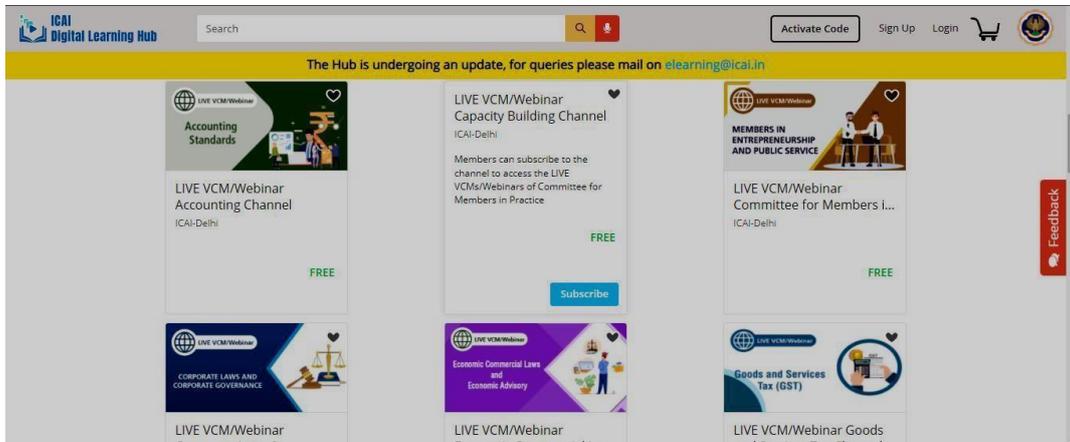


Step3: User can subscribe the current and upcoming Live VCM /Webinar from the listed subscribe channel

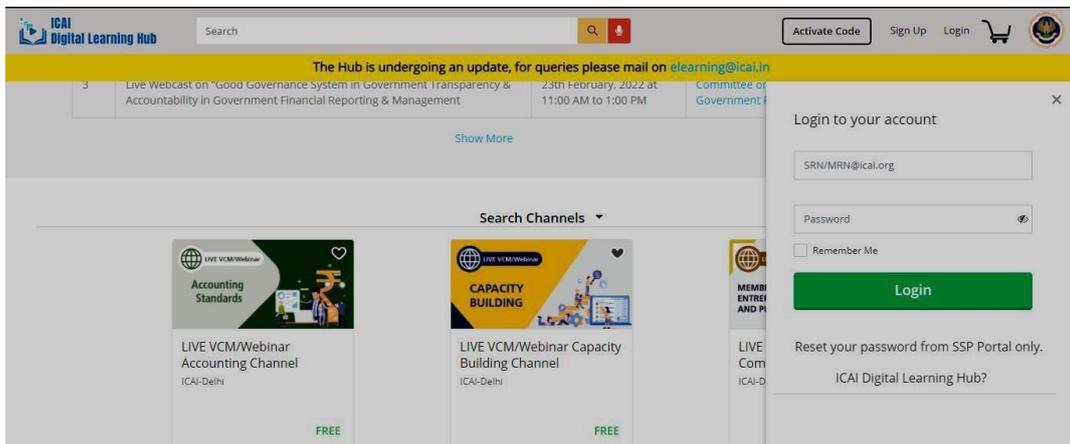


Step4: On, Clicking the LIVE VCM option, list of channels will be shown. Click on the "Subscribe Now" option to subscribe to the LIVE VCMs/Webinars of the Committee under that Channel.

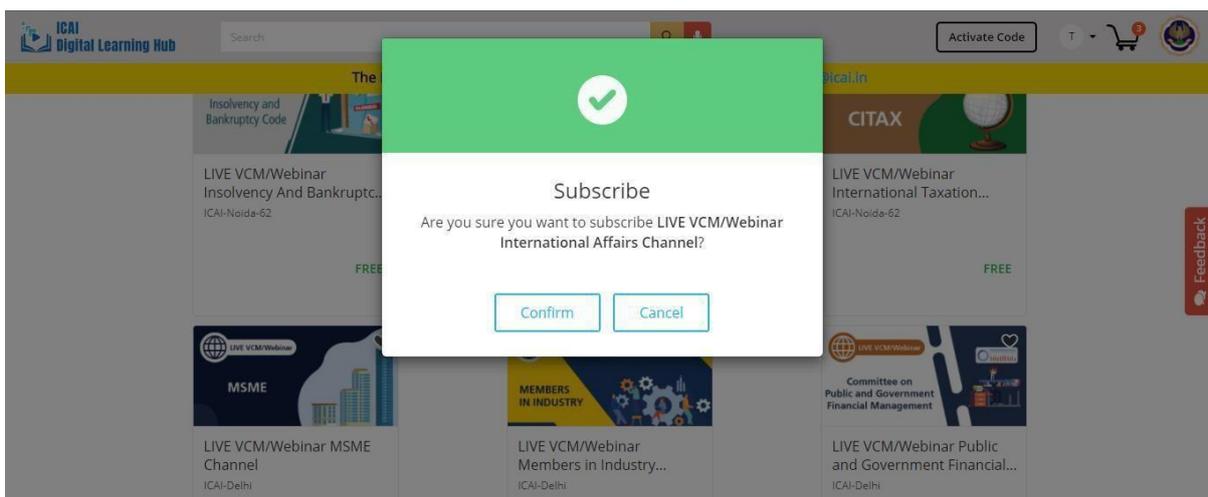
FAQs on Digital Learning Hub (DLH)



Step 5: Then, Enter your SSP credentials to Login

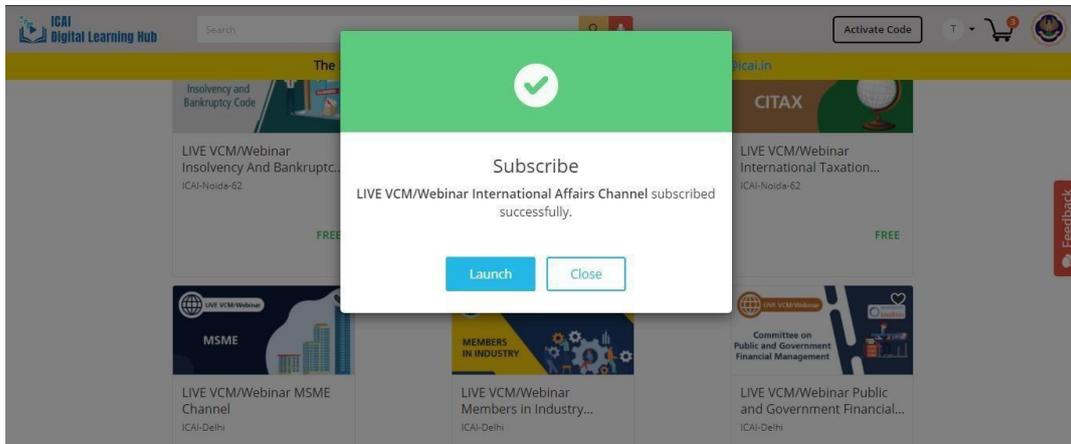


Step 6: After login, below given message gets displayed. Click on the confirm button

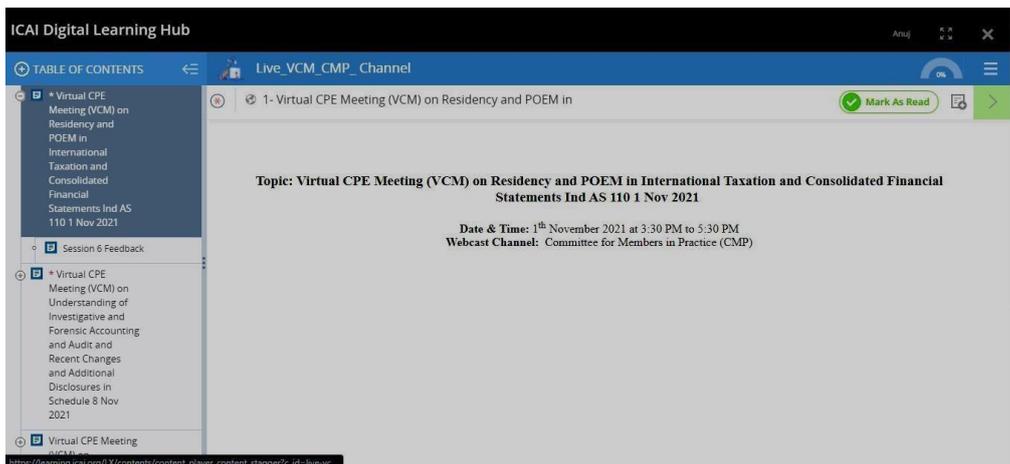


Step 7: Click on the launch Button to launch the LIVE VCM/Webinar

FAQs on Digital Learning Hub (DLH)



Step 8: On clicking the Launch button, you will be able to see the Table of Contents, then you must click on the respective VCM/Webinar Topic under Table of Contents.



Step 9: On clicking the respective course node, VCM streaming will be displayed.

