

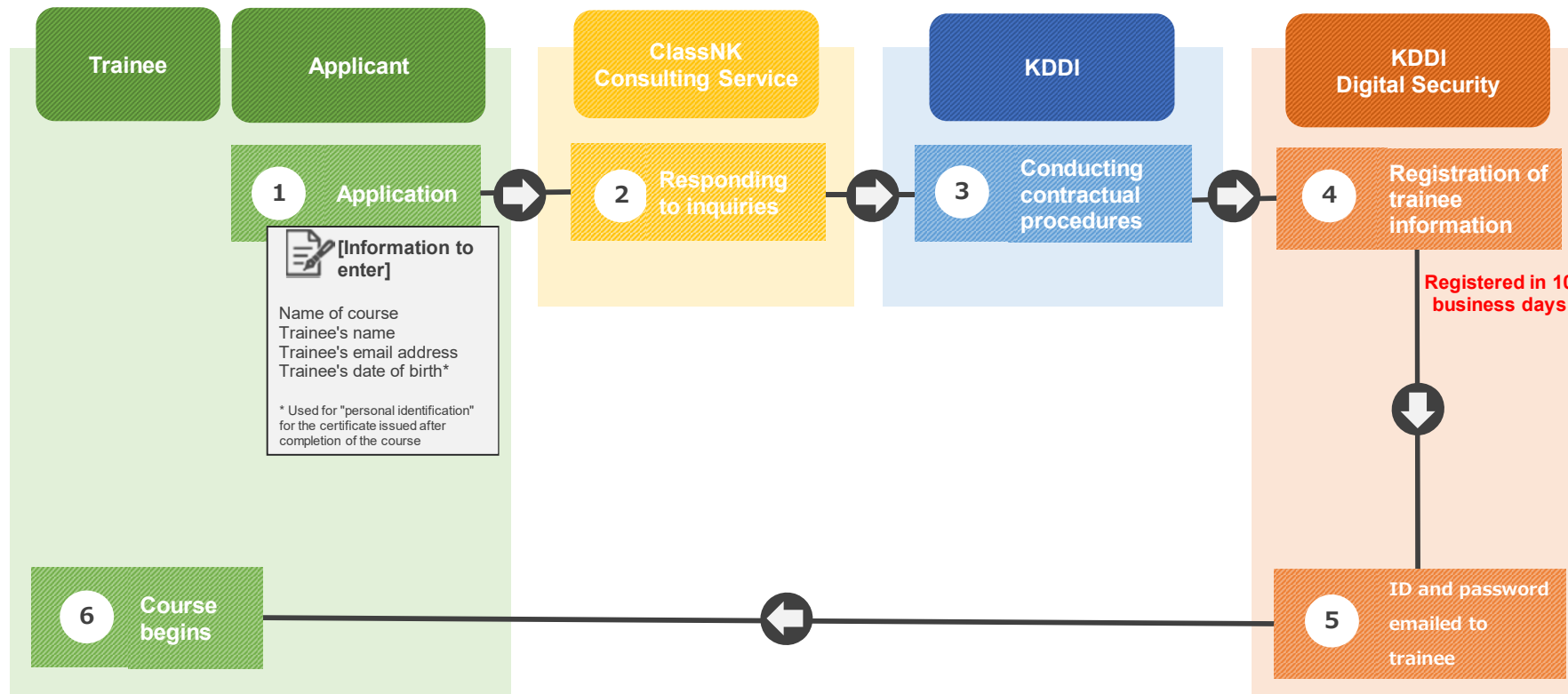
No.	Category	Item
1	Manual	Where can I find the e-Learning Service User Manual? →Click <a href="#">here</a> for a link to the manual for administrators and <a href="#">here</a> for a link to the manual for students.
2	Account	May I use a single email address for multiple accounts ? → No, you may not. Use a separate email address for each account.
3	Account	I forgot my password. → Use the link to the password reset page on the login page to reset your password.
4	Account	My email address has changed. What should I do? → Update the email address registered to the system. See the manual for how to update your email address.
5	Account	I forgot my login ID. → If you are a trainee, check with your member administrator. If you are a member administrator, contact the helpdesk.
6	Account	How long is customer data stored in the system? → Customer data is stored in the system for the contractual period of two years. Check with your member administrator for details on the contractual period.
7	Account	Our member administrator has changed. Do we need to complete any procedures? → Contact the helpdesk.
8	Account	I cannot receive emails from the e-learning system. → Check to see if the messages have been filtered to your SPAM folder. If not, configure your email client to receive messages from the classnkcs.co.jp domain.
9	Account	How long after the end of the contractual period will my account be deleted? → Your account will be invalidated immediately after the end of the contractual period.
10	Account	How will I be informed of my ID and password for the initial login? → They will be included in the invitation email from the e-learning system. The invitation email is sent from the email address e-learning@classnkcs.co.jp. Configure your email client to receive messages from addresses with the classnkcs.co.jp domain.
11	Account	What is the role of a member administrator? → Supporting trainees' use of the e-learning system, including handling their applications, updating trainee information if it has changed, and managing inquiries from trainees.
12	Account	What authorization does the member administrator have in the system? → In addition to training using e-learning teaching materials, the member administrator is authorized to update trainee information (name, email address, date of birth) and to check and download trainees' results.
13	Account	What authorization does a trainee have in the system? → Trainees are authorized only for training using e-learning teaching materials and for checking their own results.

14	Account	For Japanese users, only the family name is shown in all-capital letters. Why is this? → Pursuant to the Mariners Act and the Act on Ensuring the Security of International Marine Vessels and International Port Infrastructure, when showing Japanese names in the Roman alphabet on certificates and similar documents,
15	Contract	How may we pay for the service? → Payment may be made by bank transfer only. Credit cards are not accepted.
16	Contract	How may we renew our agreement? → The contract will terminate automatically at the end of the contractual period. Apply again for a new agreement.
17	Contract	How may we cancel our agreement? → The contract will terminate automatically at the end of the contractual period. There are no procedures for trainees to conduct.
18	Contract	How long is the contractual period? → Six months from the time the Company notifies the user of his or her ID and password.
19	Contract	Why were the contractual documents (initial notice) sent from KDDI Digital Security? → This service is provided jointly by ClassNK Consulting Service and KDDI Digital Security.
20	Contract	How long will it take from when I apply to when I can begin taking the course? → We will complete the necessary procedures to start the course within 14 business days for clients in Japan and 10 business days for clients outside of Japan.
21	Contract	When does the contract take effect? → It takes effect on the day we notify the user of the issuance of his or her ID and password.
22	Contract	May I cancel the service? → Cancellation is possible within 14 business days for customers in Japan and 10 business days for customers outside Japan.
23	Contract	How do I apply for the service? → Please download the application form from our website and send it to our e-mail address, consulting@classnkcs.co.jp.
24	Contract	What is the minimum number of accounts we may apply for? → Five accounts.
25	Contract	What information is needed to conclude a contract? → Enter the name, nationality, date of birth, and email address for all users in the new user application form. For the member administrator, in addition to the information above, also enter the <u>company name, section, and telephone number.</u>
26	Content	If I stop studying a teaching material before it is finished, will I need to restart from the beginning? → No, you can resume from where you left off.

27	Content	How are old and new versions of teaching materials handled? → Trainees who have earned certificates using previous versions of the teaching materials may also train and receive certificates using the new versions.
28	Content	How can I output a list of results in CSV format? → Use the "Generate CSV" button on the results management page. See the manual for details.
29	Content	Is there a limit on the number of times I may take a course? → No, there is no limit.
30	Content	What do I need to do to earn a progress rate of 100%? → Complete the teaching material all the way to the end.
31	Content	May I print service content? → You may print it for personal use, but selling printed materials or posting them on another website without permission is strictly prohibited.
32	Content	Service content → We provide e-learning content on cybersecurity on board vessels. While the main target is people related to the shipping industry, anybody may take the courses.
33	Content	Please describe the process from application to taking the course, passing, and receiving a certificate. → See the appendix 1 below.
34	Other	May I print the manual, FAQ, Terms of Use, and other documents? → You may print them for personal use, but selling printed materials or posting them on another website without permission is strictly prohibited.
35	Other	Who make take the courses? → While the main target is people related to the shipping industry, anybody may take the courses.
36	Inquiries	There is a bug or problem in the system. → Check with your member administrator. If that doesn't solve the problem, contact the helpdesk.
37	Inquiries	How do I submit an inquiry? → Email consulting@classnks.co.jp. While emails are accepted 24 hours/day, 365 days/year, we can only respond during the hours of 9:00 am - 5:20 pm in JST on our regular business days. Inquiries are not accepted by telephone.
38	User environment	Can the system's language settings be changed? → No, they cannot. Change your operating system's language settings instead. (The system is available in Japanese and English.)
39	User environment	Can I use the system on a smartphone or a tablet? → Yes, you can. See the recommended user environment for compatible operating systems and browsers.

40	User environment	Can I use the system outside of Japan? → Yes, you can, if you have access to the Internet.
41	User environment	Is there a limit on the number of times the system may be accessed simultaneously? → No, there is no limit.
42	User environment	Are there any rules regarding registered email addresses? → Register an email address you use on a computer. It may be difficult to receive email from the e-learning system using an email address from a mobile-phone carrier (such as an @ezweb.ne.jp address).
43	User environment	What is the recommended user environment? → See the appendix 2 below.
44	User environment	Is the system available in multiple languages? → The system is available in Japanese and English.
45	Certificate	In what format will I receive a certificate? → After finishing a course, you can access the certificate file in the system. Follow the instructions in the manual to save it as a PDF file.
46	Certificate	Can I receive a paper certificate? → We do not issue paper certificates to customers. Trainees may print their certificates after saving them as PDF files. Follow the instructions in the manual.
47	Certificate	How long is the certificate valid? → It is valid for one year from the date of issue.
48	Certificate	Can I receive a certificate written in Japanese? → No, only English-language certificates are issued.
49	Maintenance	When does maintenance take place? → Dates and times of maintenance are to be decided.
50	Maintenance	For roughly how long will the service be suspended during maintenance? → Maintenance will take place during the daytime (10:00 am - 6:00 pm Japan time) on a weekday.
51	Maintenance	Will you provide advance notice of maintenance? → Yes, advance notice will be provided. Once the date and time of periodic maintenance have been decided, they will be posted under "Notices" on the top page of the e-learning service site within 1-2 weeks.
52	Maintenance	Can the e-learning service be used during maintenance? → No, the e-learning service cannot be used or logged into during maintenance. The page attached to the appendix 3 will be displayed if you try to log in during maintenance.

## e-Learning flowchart: from application to taking the course



## Appendix 2

	Recommended OS	Supported OS	Recommended Browsers	Supported Browsers	Unsupported Browsers
Windows	Windows 10	-	Chrome latest Edge latest Firefox latest	IE11 (Only supported for windows 10)	IE10 Opera etc.
Mac	macOS 10.15 Catalina	macOS 10.13 High Sierra or later	Chrome latest Edge latest Firefox latest	-	Opera etc.
iPhone	iOS12~	iOS10~	Safari latest	Chrome latest	Opera Firefox Edge etc.
iPad	iOS12~ iPad OS 13	iOS10~	Safari latest	-	Opera Firefox Edge Chrome etc.
Android	Android8.0~	Android5.0~	Chrome latest	-	Firefox Edge etc.

•Recommended OS" and "Recommended Browser" refers to the OS and browser that the vendor verifies at the time of release. It is also possible to use the service from compatible OS and browsers.

•The term "Edge latest" in the table refers to Chromium-based Edge. (The original Microsoft Edge will be phased out and replaced by Chromium-based Edge in the future.)



CLOSED UNTIL 2:00 PM Friday, May 10, 2019  
The system is currently down for maintenance.  
Please try again later. We apologize for the inconvenience.