

Common issues and Frequently Asked Questions (FAQ)



What is e-Learning?

In general, using websites to deliver instructional materials and employing Internet/Intranet technology to conduct learning activities are considered as e-Learning.

What is HA e-Learning Centre?

The HA e-Learning Centre supports staff continuous learning. This portal is designed to be a one-stop platform for learners to easily access their training profile, training information, e-Learning courses and training application through the web. This online system also enables course enrolment and will streamline training administration amongst training organizers.

In 2023, HA e-Learning Centre conducted a series of major revamps to incorporate smart searches to further increase the learner's user experience with integration with myHR app and other systems.

What is the PC configuration required to the access of the HA e-Learning Centre?

The basic configuration of PCs for operating our e-Learning platform and courses follow HA's common workstation standard:

Hardware

Intel Core i3 - 4160 with 4GB RAM

Software

Windows 10 Professional build 20H2

Google Chrome 86.0 or above

Mozilla Firefox 83.0 or above

How does the HA e-Learning Centre relate to the HRPS and HCMS?

An interface has been established so learners' information (personal particulars, training history) will be synchronized between the HA e-Learning Centre, the HRPS and the HCMS.

How do I register an account?

As of 2023, HA staff can log onto HA e-Learning Centre with their CORP ID. Please register CORP ID through local HR department.

I am not able to log in using my CORP ID, where can I reset my password?

You can visit the HA IT Call Centre to reset your password or call their 24-hour hotline 2515 2653.

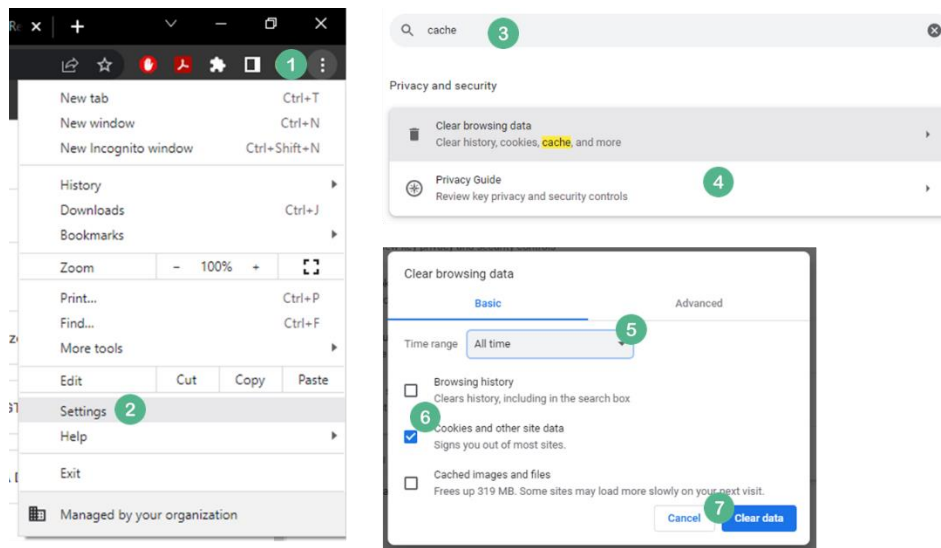
If I have any problem using the HA e-Learning Centre, who do I contact?

You can contact us through our eLC hotline: 2300 7711.

I started a e-Learning course but am unable to proceed, what can I do?

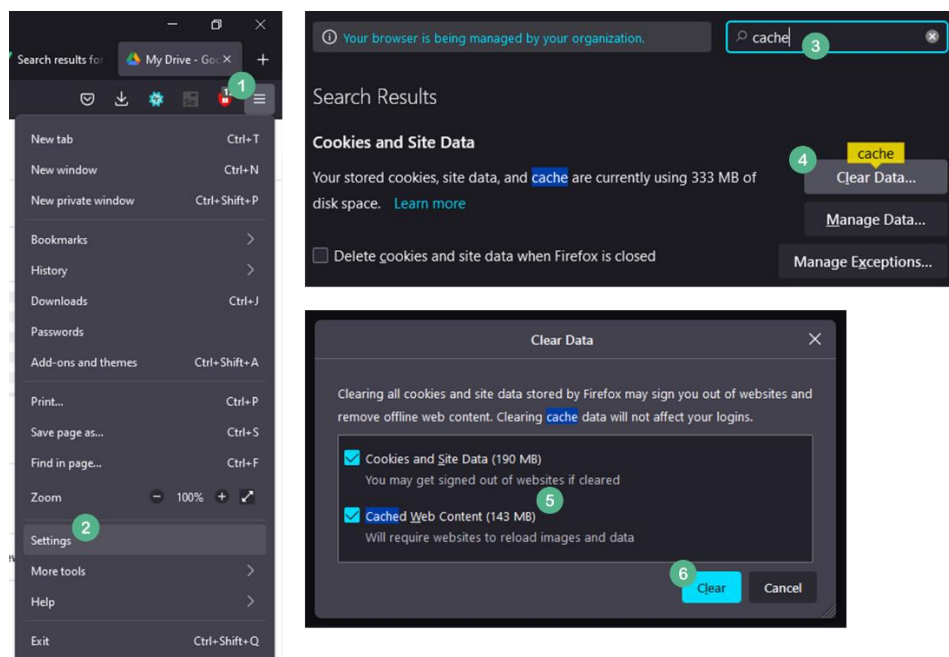
It's likely an issue with the browser cache, you can clear cache following these steps:

Google Chrome (Desktop)



1. Click 'More options'
2. Click 'Settings'
3. Search for "cache"
4. Click 'Clear browser data'
5. Select 'All time'
6. Tick 'Cookies and other site data'
7. Click 'Clear data'

Firefox (Desktop)



1. Click 'More options'
2. Click 'Settings'
3. Search for "cache"
4. Click 'Clear Data'
5. Tick 'Cached Web Content'
6. Click 'Clear'

I am not able to access certain e-Learning through my browser, what can I do?

e-Learning Centre (eLC) has worked with Training Organizers to provide e-Learning since 2003. However, with the advance in technology, old courses may not be compatible with new browsers. Since 2015, eLC has conducted frequent browser compatibility check-ups so learners will have the best viewing experience.

網上學習中心(eLC)自 2003 年起為本局各培訓單位(Training Organizers) 提供網上學習平台，以上載網上課程。隨著資訊科技發展，新的瀏覽器品牌及/或版本在市場不斷面世，某些已上載的網上課程或許未能在新的瀏覽器內順利執行。有見及此，eLC 於 2015 年起，對已上載的網上課程進行「瀏覽器兼容性檢查測試 (Browser Compatibility Check-up)」，藉此希望指引學員們使用合適的瀏覽器觀看網上課程及記錄學習進度（見下圖）。



Older courses that have gone through Browser Compatibility Check-up will display the following to help learners pick browsers:
經「瀏覽器兼容性檢查測試」後的網上課程會掛上 eLC 工具列，以提示學員選用正確瀏覽器。例子如下：

