

iLearnX: Frequently Asked Questions (FAQs)

Access / sign-in

1. I do not see the “iLearn” link anymore in ALPP after the launch of iLearnX.

How do I access iLearn?

You may access iLearn when you click on the “iLearn” link at the top right corner of the iLearnX homepage per below screen cap. This is to centralise learning-related user access to a single platform for a streamlined experience.



2. What is my iLearnX username and password?

Access to iLearnX uses the single sign-on (SSO) session that permits you to access your ALPP / ALPA. Thus, you can access iLearnX directly from ALPP / ALPA; there is no separate username and password required.

3. Do have I have to register to access iLearnX?

No, you do not have to register to access iLearnX. As long as you have access to ALPP/ALPA, you will be able to access iLearnX.

4. Do I have to enable pop-up to access iLearnX from ALPP/ALPA?

Yes, please enable pop-up to access iLearnX from ALPP/ALPA.

5. What Internet browsers do iLearnX support?

For optimal user experience, please use Google Chrome, Microsoft Edge or Safari to access iLearnX.

6. With the launch of iLearnX, will iLearn be demised?

No, iLearnX and iLearn will co-exist and their functionalities complement each other. iLearnX provides great user interface / experience and will be the platform that connects you to all other learning platforms including iLearn, MS Team live events, MS Stream learning videos and MII e-learning website. On the other hand, you may use iLearn to manage your course enrolment, view training history, track CPD hours, attend online training, etc.

Functionality / feature

What's New

7. What is “What's New”?

“What's New” will display the latest 30 newly created training programs.

8. How would I be updated if there is a new program created?

You will receive a notification if there are any new programs created.

Watch It Live!

9. What is “Watch It Live!”?

“Watch It Live!” will show events on Microsoft Teams that are ongoing or coming soon.

10. How can I access to a “Watch It Live!” event?

If the event is in the future date, you may add the event date & time to your calendar by clicking on “Add to Calendar” button. An ICS file download will be available with the time & date and the event link.

If the event is ongoing, you may click on the “Join Now” button to access directly to the MS Teams event.

Development Roadmap

11. What is “Development Roadmap”?

“Development Roadmap” shows the development plan based on years of service / rank / scheme.

12. What are the roadmaps displayed in the “Development Roadmap”?

Currently there are 2 types of roadmaps displayed: “Life Planner Development” and “Leadership Development”.

“Life Planner Development: shows the available development roadmap for Life Planners that are Agents while “Leadership Development” shows the available development roadmap for future and existing Leaders.

13. Which development roadmaps are relevant to me?

The development roadmaps which are relevant to you based on your years of service / rank / scheme is highlighted in red bar.

14. Can I still access a Development Roadmap bar if it is not highlighted in red?

Yes, you may access the different development roadmap bars that are showing in the “Development Roadmap”.

Regulatory Program

15. What is “Regulatory Program”?

“Regulatory Program” shows programs that are mandatory based on years of service and license.

16. What programs are mandatory for me to complete?

The programs which are mandatory for you to complete within the year based on your years of service and license are highlighted in red bar.



17. As a UM / DM, can I check my Life Planners who have not completed the mandatory programs?

You may view / download the list of mandatory programs which have **yet to be completed** by your direct team under Report (at the side ribbon) > Regulatory Requirement. The Regulatory Requirement report is updated once a day and only displays name of Life Planners who have **not** completed the listed mandatory programs.

Leader Recommendation

18. What is the Leader Recommendation function?

Leader Recommendation function is a program recommendation function that is available for UMs / DMs.

19. As a UM / DM, how do I recommend a program to my Life Planners?

You will find a “Recommend” button in the Training Program page and may click on the button to navigate to the “Leader Recommendation” page.

In the “Leader Recommendation” page, you have the option to recommend the program with “Select Life Planner” (no limit on number of Life Planners) or by “Upload Life Planner List” (maximum 50 Life Planners per upload) using the Recommendation List template.

20. As a UM / DM, who can I recommend the training programs to?

DM may recommend the training programs to your district group while UM may recommend to your direct team. You may recommend training programs to your “Active” or “Suspended” Life Planners.

21. As a UM / DM, how do I know if my Life Planners have accepted / rejected my program recommendation?

You may view the result of your program recommendation in the “Report” tab in the side ribbon. The Leader Recommendation report is updated weekly and is available for 30 days from the recommendation date.

Training Programs

22. How do I search for a Training Program in iLearnX?

You may click on the Search icon next to the Home icon at the top right corner of the page to search for the Training Program that you are interested in. All available Training Programs are searchable **by Program Name** in iLearnX even though they might not appear in “What’s New” or might not be tagged to a development or regulatory roadmap.



23. How do I enrol to a Training Program in iLearnX?

Go to the Training Program page and click on the “Enrol” button. If there are classroom sessions available, you will be navigated to iLearn for enrolment.

24. What happens if there are no available sessions for the Training Program that I am interested in?

If there are no sessions available for enrolment, you will be prompted a message to add the program to your Wishlist. If you add the program to your Wishlist, when new sessions are made available, you will receive a notification to enrol. You will continue to receive notification every time there are new sessions uploaded until you remove the Training Program from your Wishlist.

25. How do I give a rating to a program?

Once you have completed a program, you will receive a notification the next day to rate the program.

26. What details are available in the Training Program page?

Training Program page will display the Program Description, Program Type, CPD Information and Attendance Criteria.

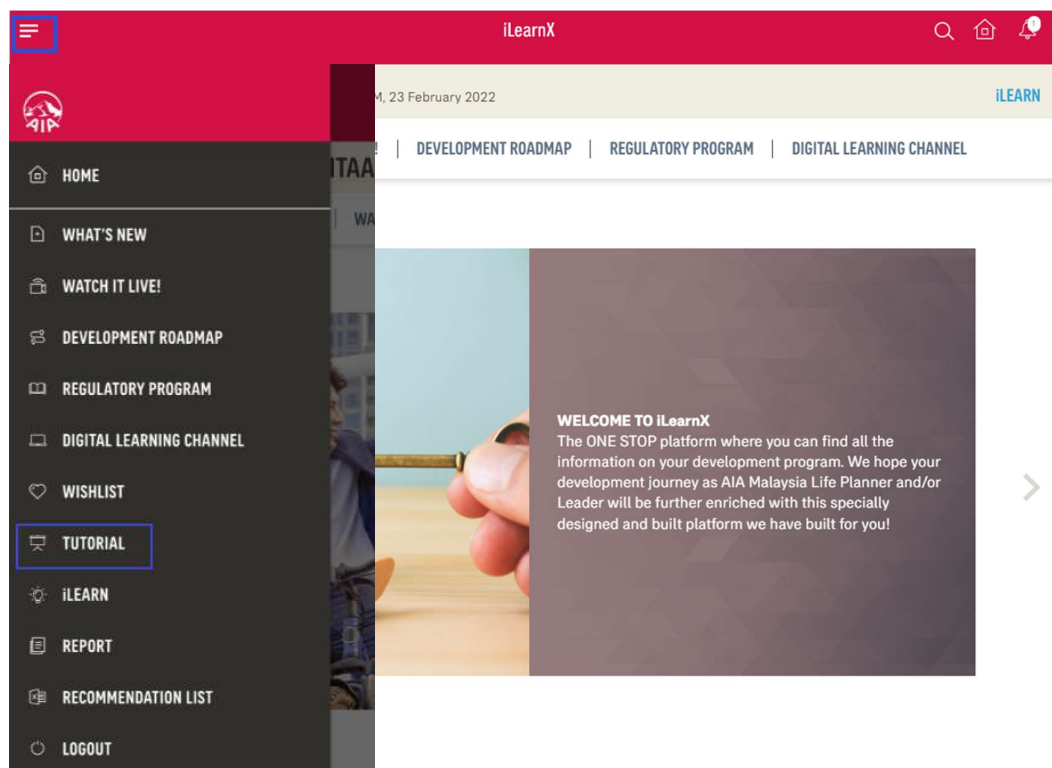
Others

27. If I have questions / issues on iLearnX, who can I contact?

You may contact AIA Premier Academy (APAc) via eFeedback if you have any questions or need further assistance.

28. Where can I find iLearnX user guide?

When you access to iLearnX for the first time, you will be navigated to the user guide by default. Thereafter, you may access the user guide at any time at the top left hamburger menu > Tutorial.



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