Q & A in Supplementary Training Digital Learning Zone	
Q1: How to proceed with digital learning?	A1: Consult the Operation Manual posted at the [Update News and Operation Page].
Q2: Is there any designated browser for digital learning?	A2: Use Google Chrome as the browser and prepare a card reader.
Q3: How to register?	A3: Click to select [Member], insert the National Health Insurance Card. For first time login with the card, go to [National Health Insurance Card Online Service Registration], and download [National Health Insurance Card Component]. Click to register with the card and enter the basic information of member to complete the registration.
Q4: How to read digital materials?	A4: Click to select [Digital Learning], then click to login for viewing. Insert the National Health Insurance Card, and click to select registration/login with the card. You can then choose the digital learning materials you want to read.
Q5: Could I read digital learning materials without login the website?	A5: Users must login the system in order to view the supplementary training digital learning materials and start to count the learning hours. If you wish just to view the materials, you may just visit the YouTube of this office.
Q6: How to link digital learning materials to YouTube for viewing?	A6: You must view the supplementary training digital learning materials at this website in order to have the learning hours counted. You cannot obtain the certificate of completion by viewing the content at YouTube.
Q7: If the playing of digital learning video is interrupted, could I continue the viewing from the point of interruption?	A7: If the video was interrupted, you need to read start all over from the beginning. In addition, you should click the learning materials every 15 minutes in order to keep playing.
Q8: How to print the certificate of completion?	A8: Click to select [Member] to login. Then click to select print out of certificate of completion in digital learning.
Q9: How to correct the error of member information in the registration?	A9: Click to select [Member] to login. Then click to select member information update.
Q10: How to correct the error contained in the certificate of completion?	A10： 1. Click to select [Member] to login, and correct the member information. 2. After correcting member information, go back to [Member], and click to select print out certificate of completion in digital learning for

	printing again.
Q11: Web page problem	A11： 1. For saving your time in waiting on telephone line, please refer to Q&A and Operation Manual if you have questions in "Foreign Family Nurse Supplementary Training Digital Learning Zone". 2. Customer service hotline for website service:(04)3702-0625#439/service hours: 8:30-12:00, 13:30-18:00.
Q12: For viewing the same course in different languages, will the learning hours of learning in different languages of the same course being counted?	A12： 1. View the course in the websites of respective languages for presenting in respective languages. 2. The time for viewing the same course in different languages will not be counted repeatedly for learning hours.