

## **Frequently asked Questions (FAQs) /User Manual EDP (15 days) e mode**

Q1) What is the website or link to login?

A1: You may access EDP (15 days) e mode through the link

<https://www.icsi.edu/e-learning/>

Alternately you may use the link

[https://g25.tcsion.com/LX/home/home\\_page?c\\_id=edp-15-days-new-batch-419-1677](https://g25.tcsion.com/LX/home/home_page?c_id=edp-15-days-new-batch-419-1677)

Q2) What is my login id?

A2: Your login Id will be your Registration number (without Slash Sign)@icsi.edu for example if your registration number is

123456789/02/2020 then your Login Id is [123456789022020@icsi.edu](mailto:123456789022020@icsi.edu)

Q3) What is my default password?

A3: The default password to access the portal is Learn@1234. This will have to be changed upon first login.

Q4) How does the login window look like?

A4:

The image shows a login interface with a blue background. At the top, the word "Login" is written in white. Below it, there are two main sections: "User Name" and "Password". The "User Name" section includes instructions for different user types: "For Members: Membership Number@icsi.edu", "For Students: Registration Number (without slash sign)@icsi.edu", and "For Others: Your 10 digit Mobile Number (registered with ICSI)@icsi.edu". The "Password" section includes the instruction: "Default Password (for first Login): Learn@1234 (Please note that first letter of Password is in Capital letters)". At the bottom, there is an orange "Login" button and a link that says "Forgot Password?".

**Login**

User Name

**For Members:** Membership Number@icsi.edu  
**For Students:** Registration Number (without slash sign)@icsi.edu  
**For Others:** Your 10 digit Mobile Number (registered with ICSI)@icsi.edu

Password

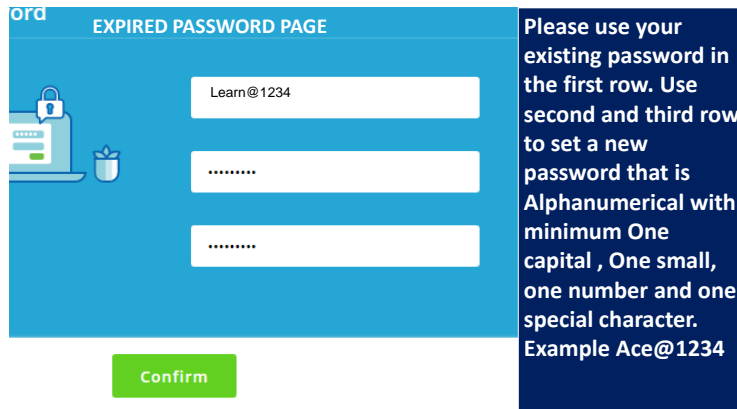
**Default Password** (for first Login): Learn@1234  
(Please note that first letter of Password is in Capital letters)

Login

[Forgot Password?](#)

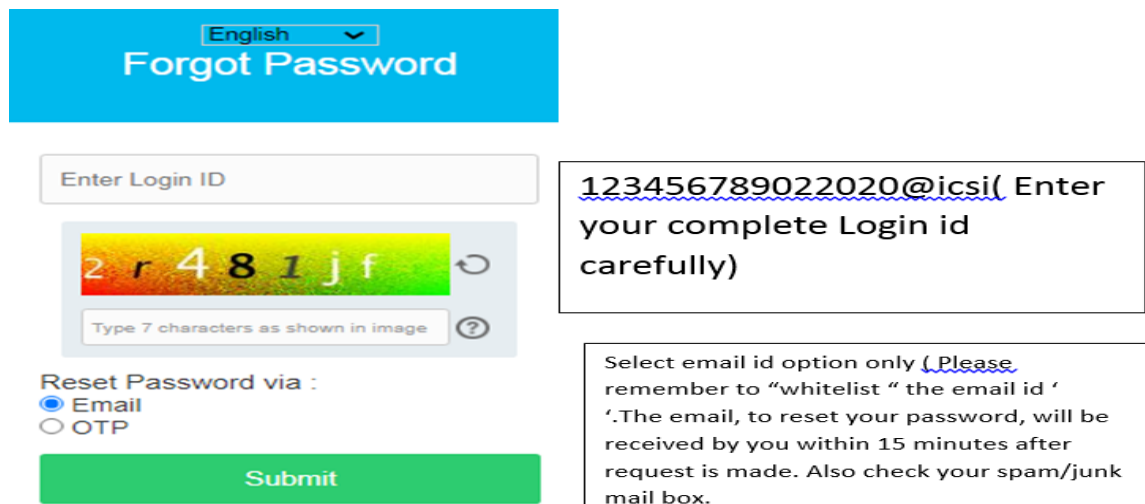
Q5) How to reset password upon first login?

A5: Upon first login you will be shown EXPIRED PASSWORD PAGE where old password is Default Password: Learn@1234. Please set your password using capital letters, small letters, special character and numbers (for example Abcd@1234)



Q6) What to do if I forget password after setting it?

A6: In case you Forgot password use the "Forgot Password" option Where Login Id is same as above. Use email option to reset password .An email will be sent to your email id registered with ICSI where you can reset the password.



Q7) Is there any system specification required to access the online EMSOP?

A7: Desktop/Laptop is recommended with following configuration:

## System Requirements

For a better experience on using LMS please ensure the following:

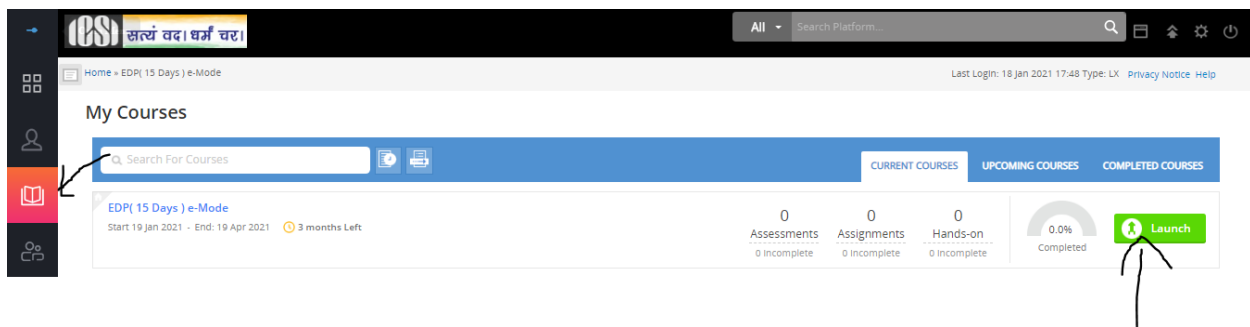
1. Good Speed internet connection (4MB/s)
2. Updated version of Google Chrome/Mozilla Firefox browsers. We do not recommend Internet Explorer
3. Preferred Screen resolution - 1366 x 768 / 1280 x 720.
4. Regular cleaning of browser cache memory
5. Pop up enabled from LMS website

Q8) Can Mobile phone/Tablet be used to access the content?

A8: Mobile app mTOP shall be downloaded for android and ios. However, if you use Mobile Phones/Tablets browser then use the desktop view on same.

Q9) Where can I access the EDP (15 days) e mode content after login?

A9: As shown in the image, given below, you need to go the my courses icon (highlighted) and then click on the Launch button (green color) as shown in the image below.

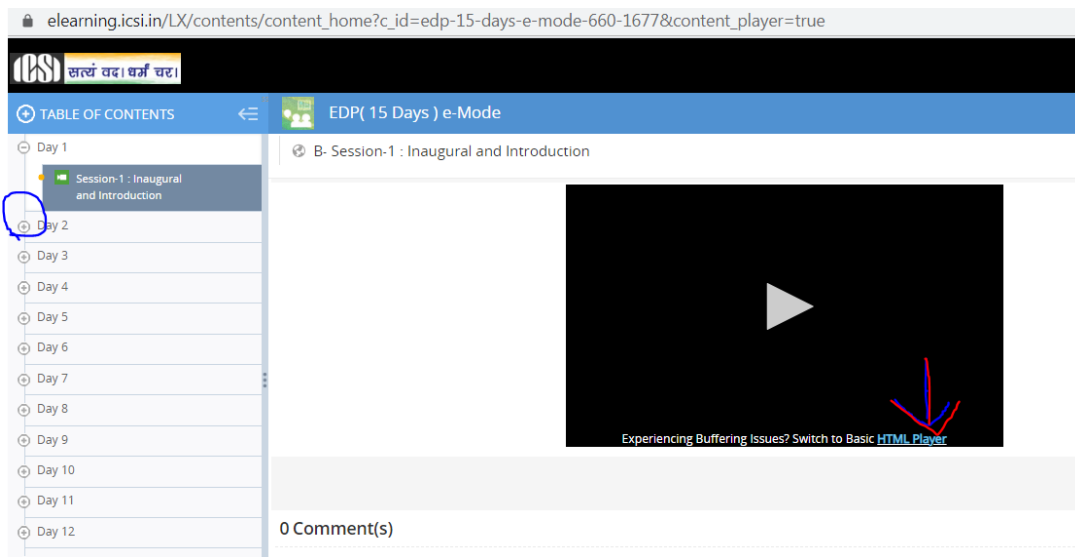


Q10). How will I know which of the content has been completed and which are remaining?

A 10: As shown in image given below, the topics which you have completed will be marked with green tick. To view other nodes please click

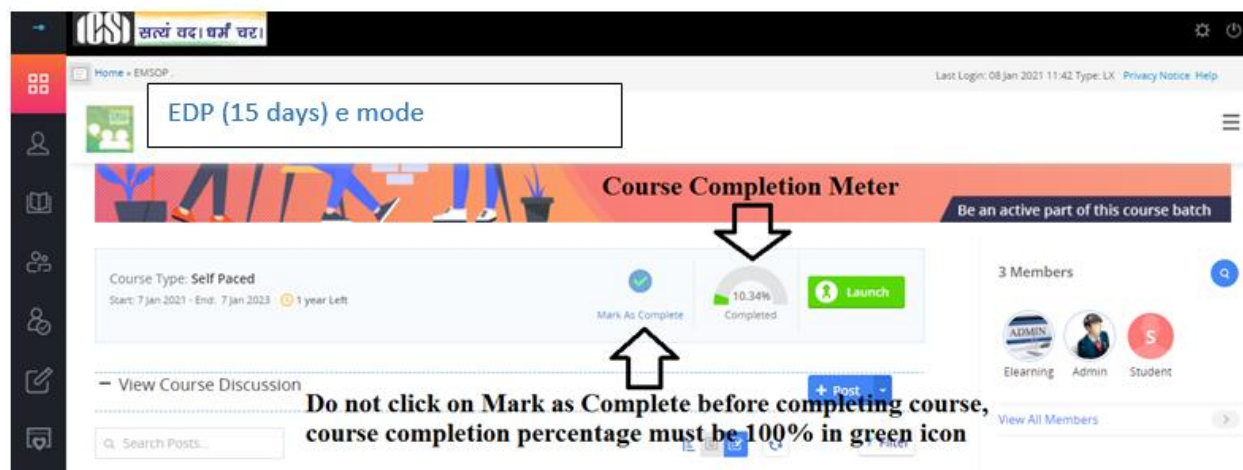
on “+” sign in front of mentioned day. Click on HTML Player for slow connections or unsupported browser problems.

Ensure that all topics have a green tick in front of them in due course of time.



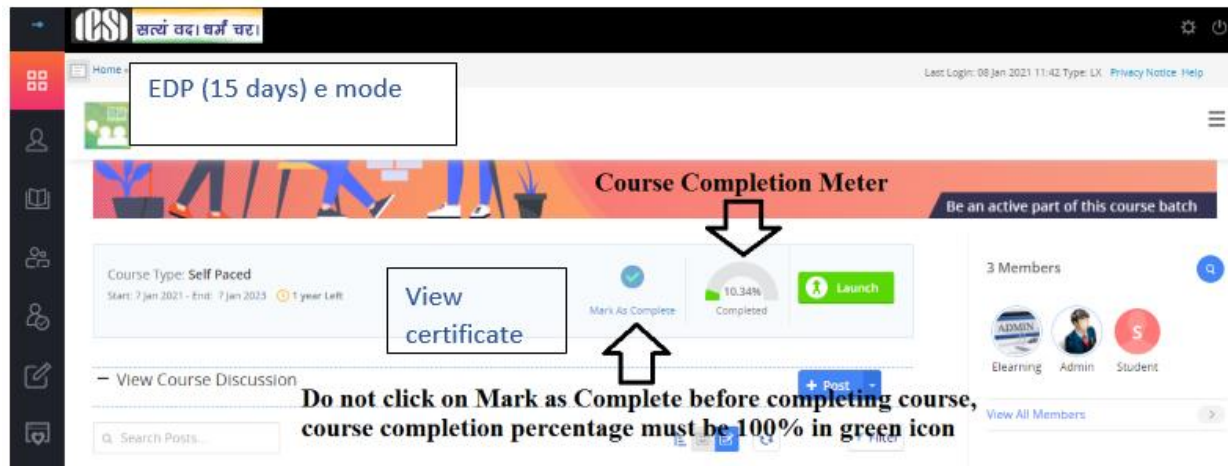
Q11) What to do once all topics have a green tick on them?

A11: Go to the Home Page or DASHBOARD and see that the course completion meter is shown as 100 %. Once it is shown as 100% click on ‘Mark as complete’ visible near the course completion meter.



Q 12) Where can I download the certificate?

A 12) Click on the View certificate icon after you have completed the course as 100% and marked the course as completed. See the image given below :



Q13) Whom to contact in case I am facing difficulty after going through the course?

A13) You may write to us at [training@icsi.edu](mailto:training@icsi.edu) or call us at 0120 4522000 and ask for help from Dte. of Training.