UN Principles for Responsible Digital Payments online learning course

Frequently Asked Questions (FAQs)

1. **How do I access the online learning course?**
   The course can be accessed through this link. We suggest that you use Chrome as your browser when completing the course.

2. **Is there a fee for the course?**
   The course is available for free.

3. **I am trying to enrol on the course, but after clicking the enrolment link and logging in to Digi Campus I am receiving the following message – Error 500 Internal Server Error. What should I do?**
   If you are receiving this error message, please try to follow this link to enrol on the course.

4. **I have forgotten my username/password, how can I login to the course?**
   Your username for your account will be the email address which you used to register the account. If you have forgotten your login password, you can select the "Forgot Password" option on the login page and follow the prompts to send password reset email to your email account. Should you have any issues logging in or resetting your password, please email admissions@digitalfrontiers.org and one of our support staff will be in contact to resolve your query.

5. **I am still having trouble logging in and/or resetting my password. Who should I reach out to?**
   Please email admissions@digitalfrontiers.org and one of our support staff will be in touch as soon as possible.

6. **I have successfully enrolled in the course, how do I now access the content?**
   Once you have enrolled on the course, you will receive an enrolment confirmation email from admissions@digitalfrontiers.org . This email has an attached PDF which contains a link to the course. If you do not see the email in your inbox, please check your spam folder. Alternatively the course can be accessed via this link.

7. **I'm facing issues with navigating the course, what should I do?**
   Please email support@digitalfrontiers.org and one of our support staff will be in contact with you to resolve your query.

8. **I have contacted support@digitalfrontiers.org but have not had a response yet, how long will my query take to be resolved?**
   Our support team works Monday – Friday from 8am-5pm (SAST). Queries received with in these business hours will be responded to within 4 hours of being received. Queries received outside of these hours or over the weekend, will be resolved at the start of the next business day.

9. **How long do I have to complete the course?**
   The course can be completed in 3-4 hours. Each participant will have 6 weeks to complete the course upon initiation. Should you require more time in which to complete the course you are welcome to message your course coach on campus to arrange for an extension. Should you wish to defer your enrolment and complete the course at a later stage, you are able to do so and re-enroll on the course when you are ready.

   The course covers 9 modules and each module can be completed in 25 minutes. Participants are advised to complete a single module in one sitting, to fully appreciate and engage with the principle.

10. **How many attempts do I have to complete the self-assessment quiz?**
    Each participant has 35 attempts to complete the quiz and achieve the passing grade of 8/10 or high to complete the course and receive a digital certificate.

11. **I have cleared the self-assessment quiz. When will I receive the digital certificate?**
    If a passing grade of 8/10 or higher has been achieved, a digital certificate will be issued. The certificates are issued via email every Friday. Quizzes completed from Saturday to Wednesday will have their certificates issued that Friday. Quizzes completed on Thursday or Friday will have their certificates issued the following Friday.