

iCan

FAQ's

Version 3.0

Introduction

iCan's FAQ document provides assistance when it comes to using iCan. The document is structured into the following sections so that you can easily identify the content you require:

1. Getting Started
2. Access
3. Navigation
4. Your Dashboard
5. Module Content
6. Assignments
7. Account Information
8. Messaging
9. Student Policies
10. Additional Assistance

1. Getting Started

1.1. What is iCan?

iCan is a web-based portal that allows IQ Academy (IQA) students to conveniently access information about their student journey.

1.2. Do I need to do anything before I can use iCan?

You will need access to the internet and a valid email address to use iCan.

1.3. Which internet browser should I use?

You can use Internet Explorer, Firefox or Chrome.

1.4. What can I do on iCan?

You can access value-added academic content, engage with your tutor, participate in academic activities, download/upload assignments, view assignment results and account information.

iCan does not mean that your printed study material is no longer applicable. It is simply a platform to further engage about the contents of your study material and assist you in progressing through your course.

2. Access

2.1. How do I access iCan?

You can access iCan through your PC, laptop, tablet, or smart phone. Please go to <http://ican.igacademy.ac.za> and enter the username and password that was sent to you.

2.2. What do I do if I cannot remember my password?

If you cannot remember your password or username please select 'Forgot your username or password' on the Login page. You will then be asked to enter your username or email address. If the details entered match our records, we will email you instructions on how to reset your password. Please note that the email sent expires after 30 minutes for security reasons.

2.3. Why is my iCan account suspended?

iCan access will be suspended if:

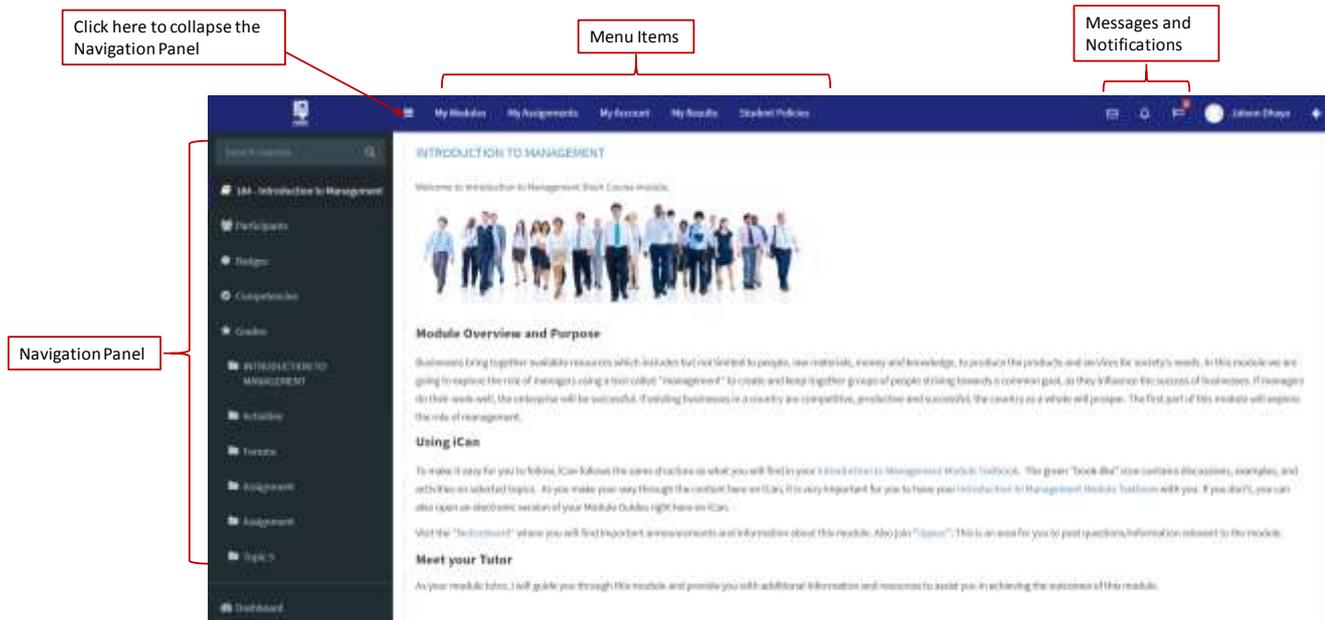
- your account has been handed-over for collection purposes
- you have deregistered
- you have completed your studies and received your certificate

Please contact us on 086 111 50 54 for further assistance on how to re-instate your iCan access.

3. Navigation

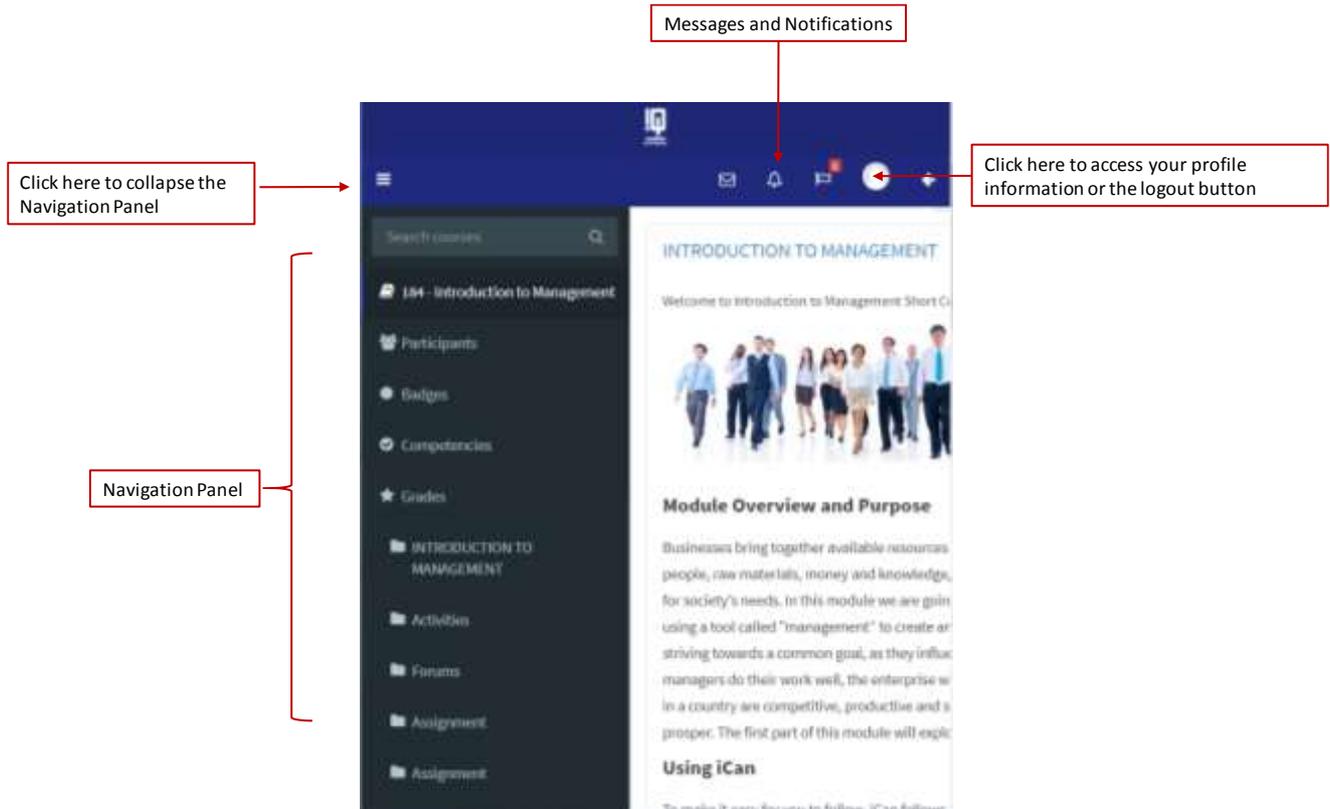
3.1. How do I move through iCan?

iCan allows users to easily navigate through the site by using the menu bar at the top of the screen. You can access messages and notifications through the icons in the top right-hand corner of your screen. A navigation panel is located on the left hand-side of the screen. You can expand and collapse the navigation panel.



3.2. Why does iCan look different on my phone?

We have designed the portal so that it automatically adjusts to the device that you are using. When using your smartphone, please note the following navigation options:



3.3. How do I logout?

Select your name in the top right-hand corner of the screen. Select the logout option that is displayed:

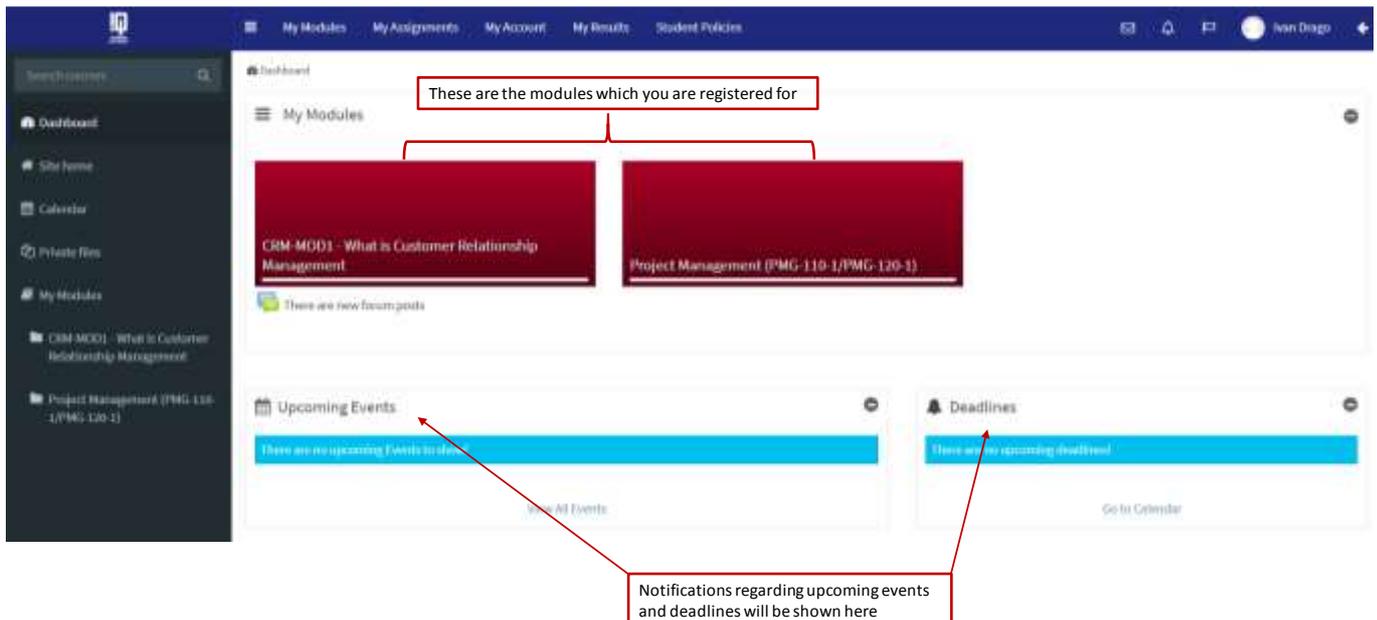




4. Your Dashboard

4.1. Where is my dashboard and what will it tell me?

Your dashboard is the first page that you will see when you login. You will see the modules for which you are registered, as well as any deadlines that are coming up. Here is an example of a dashboard:



5. Module Content

5.1. How do I access a module?

You can access a module by clicking on the title on either the dashboard or from the list displayed when you select 'My Modules' in the top menu bar.

5.2. Where is the module content?

Once you have navigated to the relevant module, please read the introduction so that you have an understanding of how your module has been setup on iCan. The introductory

section should include a green book icon, which you can select to access content for that module.

Once you have selected the green icon, you will see information in a 'book-type' format. You can use the arrows on the right-hand side of the screen to see the next page of content. You can also access chapters by using the Table of Contents block

5.3. What are the Noticeboard and iSpace forums used for?

The Noticeboard forum is where your lecturer and tutor can post news and announcements. Students will not be able to reply to posts made in the Noticeboard forum.

The iSpace forum is where students can ask general questions. Please use this forum to ask general module or iCan questions. You may also message your tutor for information

5.4. Where are the academic activities that I am supposed to do?

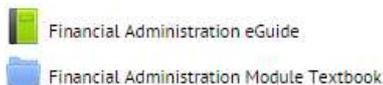
Academic activities such as quizzes and discussion forums have been placed with your module chapters and lessons. You will be able to access these activities as you progress through the different chapters in your module.

5.5. Where do I find the electronic versions of my study material?

You can access the electronic chapters of your study material by navigating to the module page and selecting the folder below the green book icon. You will then be able to access electronic chapters relevant to that module.

Getting started...

You may now open your "eGuide" titled Financial Administration eGuide.



6. Assignments

6.1. How can I download my assignment?

Select the 'My Assignments' option from the top menu bar. Select the applicable module title and press 'Show'. You will see a list of the assignments for the module selected.

Each assignment contains a download icon (⬇️) and an upload icon (⬆️). Please select the '⬇️' icon to download your assignment. The download will start automatically.

If you would like to upload your assignment, please select the '⬆️' icon and then select 'Add Submission'. Please select the file you would like upload as your submission.

6.2. How can I upload my assignment?

Select the 'My Assignments' option from the top menu bar. Select the applicable module title and press 'Show'. You will see a list of the assignments for the module selected.

Each assignment contains a download icon (⬇️) and an upload icon (⬆️). Please select the '⬆️' icon and then select 'Add Submission'. Please select the file you would like to upload as your submission.

Submission status

Submission status	No attempt
Grading status	Not graded
Due date	Friday, 4 August 2023, 12:00 AM
Time remaining	2 days 9 hours
Last modified	-
Submission comments	View comments (0)

Add submission

Click here to upload your assignment

Make changes to your submission

Click here to add your files

File submissions



Save changes Cancel

Click here to browse for your files

File picker

- Server files
- Recent files
- Upload a file
- URL downloader
- Private files
- Wikimedia
- data

Attachment

Choose File (no file chosen)

Save as

Author

John D'haese

Choose license

All rights reserved

Upload this file

Click here to submit your assignment

6.3. What is the difference between assignments and activities?

Assignments are the assessments, which you are required to submit for academic completion. These are mandatory. Activities represent academic mechanisms that can supplement your learning. Although they are not mandatory, we strongly advise that you fully participate in iCan activities.

6.4. Where can I see my assignment results?

Select the 'My Results' option from the top menu bar. You will see a list of modules and results.

7. Account information

7.1. Where can I view my account information?

Select the 'My Account' option from the top menu bar to view account information.

7.2. What account information will I see?

You will see information regarding your contract, including contract number and instalment. You will also be able to see your profile information.

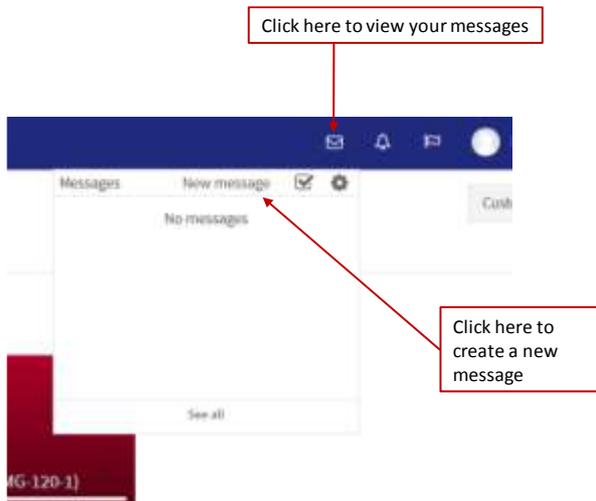


Click here view your profile information

8. Messaging

8.1. Where do I find messages?

Select the 'message' icon at the top right-hand corner of your screen.

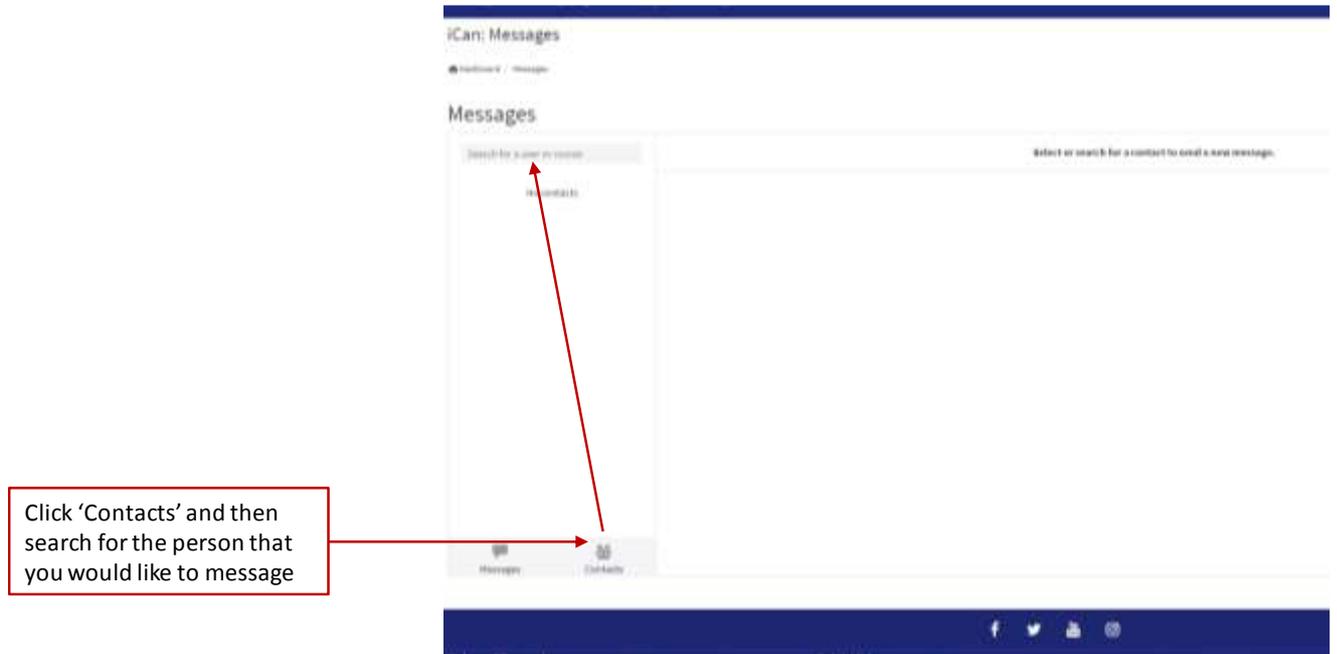


Click here to view your messages

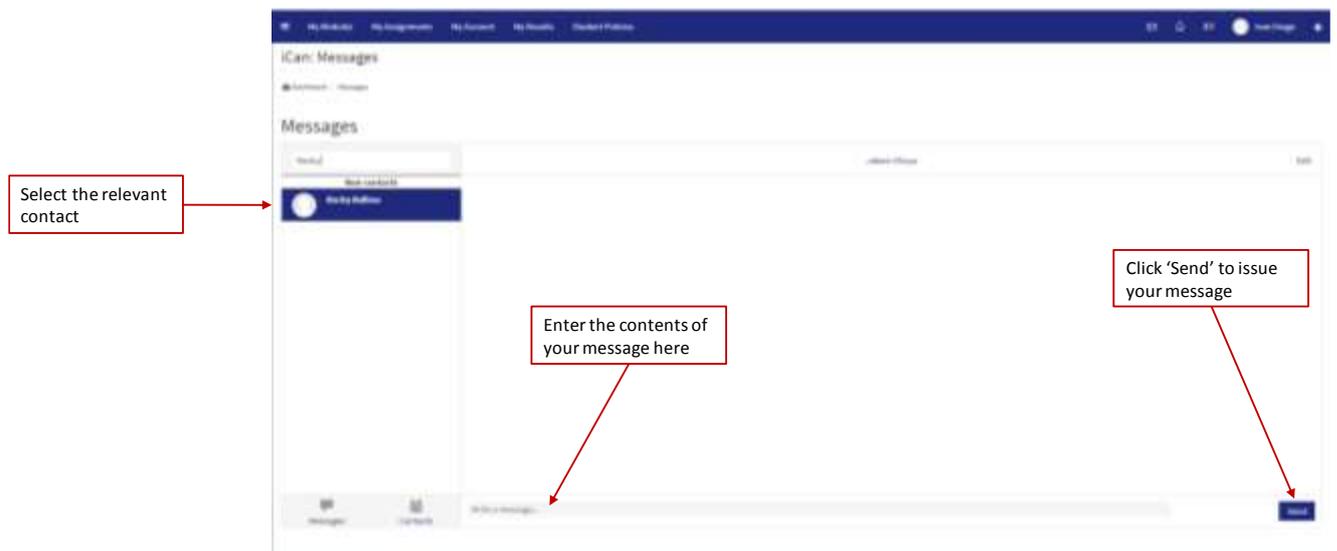
Click here to create a new message

8.2. How do I send a message?

Once you have selected the 'New Message' option (as displayed above), select 'Contacts' and search for the person you would like to message.



Select the relevant individual and compile your message in the area provided. Click 'Send' to issue your message.



9. Student Policies

9.1. How do I access student policies?

Select 'Student Policies' from the top menu bar. You will be presented with a list of policies. Please select the relevant one. The policy will open in PDF in a new tab.

10.Additional Assistance

If you need assistance or are unsure of anything relating to iCan then please use one of the following support options:

- Consult the iCan FAQ's document located at the bottom of your screen
- Message your tutor through iCan's messaging functionality
- Email IQ Academy at info@iqacademy.ac.za
- Call us on 086 111 50 54