



# DISTANCE LEARNING PLATFORM

## FAQS (FREQUENTLY ASKED QUESTIONS)

### How do I follow my course?

To learn how to do the course you must click on the flag of your country in the '*Herzlich Willkommen*' of your course, where initial indications are given.

#### Herzlich Willkommen



how to study  
this course?



¿cómo estudiar con  
este curso?



comment étudier  
avec ce cours?



jak studovat  
tento kurz?



ako študovať  
tento kurz?



como estudar  
com este curso?



miten opiskella  
tätä kurssia?



как проходит  
обучение?



come si studia  
questo corso?



hur läser jag  
denna kurs?



hvordan leser jeg  
dette kurset?

## What kind of course do I have?

You can have a general **German** course.

## Can I change my level?

Yes, you just need to send an email request to the following address: [tutoriasonline@cambridgeinstitute.net](mailto:tutoriasonline@cambridgeinstitute.net)

In any case, we recommend trying the course within the first fifteen days from the starting date to ensure you are at the appropriate level. If you need to change your level, either to a higher or a lower one, you can only request a single change.

## I enter the Cambridge Institute platform, I put my username and password, but I get an error. What can I do?

Verify that your username and password are exactly as those sent in the electronic welcome mail. In case you still cannot access your course, you just need to send an email request to the following address: [tutoriasonline@cambridgeinstitute.net](mailto:tutoriasonline@cambridgeinstitute.net), or click on the link '**Forgotten your username or password?**', which will respond automatically by telling you how you should change your username and password.

Emails received after clicking on '**Forgotten your username or password?**' may come to the spam folder so it is advisable to also check this section of your email account.


[Log in](#)

Username

Password

Remember username

[Forgotten your username or password?](#)

Cookies must be enabled in your browser 

## We recommend you accept cookies from our website

“Cookies” are pieces of information that are stored on your computer and are used by the browser and the servers of pages visited in order to preserve information from one page to another. On the platform, “cookies” are necessary to remember your user name in the browser and to keep the service running between pages. When you leave the platform or close the browser this cookie is destroyed. How to enable cookies in some browsers:

**1. Windows Internet Explorer** – go to Tools > Internet Options > Privacy (verify that it is marked on **Media**).

**2. Windows Firefox** – Go to Tools > Options > Privacy > Cookies and **Accept** cookies (verify that the site is marked).

**3. Windows Chrome** – Go to Settings > Privacy > Content Settings > Mark Allow local data to be stored.

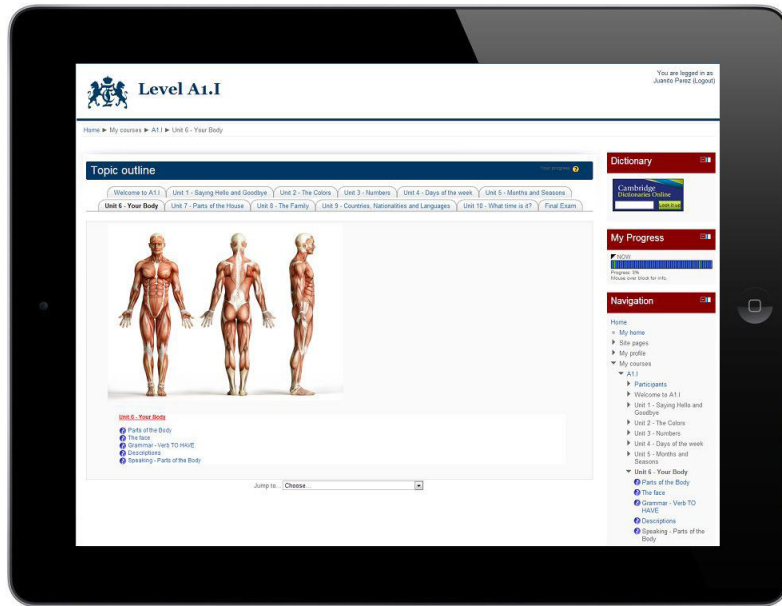
**4. Macintosh Safari** – go to Safari > Preferences > Privacy > Cookies (verify that '**Accept Cookies**' is marked).

Go to page 20 of this document (to the section called '**Suggestions**') to configure cookies depending on your browser.

## Can I do the course from my Smartphone or Tablet?

Yes, our courses are designed to be done from smartphones and tablets. However, it depends on the type of exercise.

**Example: 'Mündlicher Ausdruck'** and '**Drag and Drop**' exercises must be done directly on the computer as they require Flash.



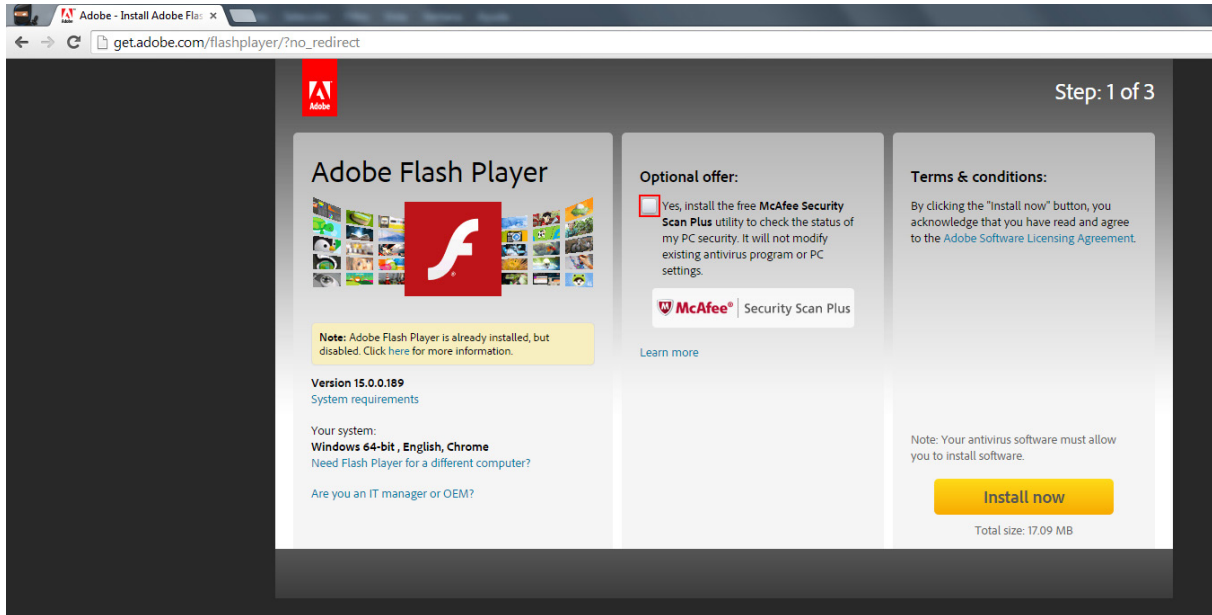
## I entered the Cambridge Institute platform and put my username and password, but should I install any software?

All you need is to have **Flash Player** and **JavaScript** enabled on your browser or installed on your computer. Do not forget to restart your browser and your computer after performing installation so changes are saved (we recommend to use the latest versions of **Flash Player** and **JavaScript**). Download Flash Player and JavaScript by clicking on the respective links:

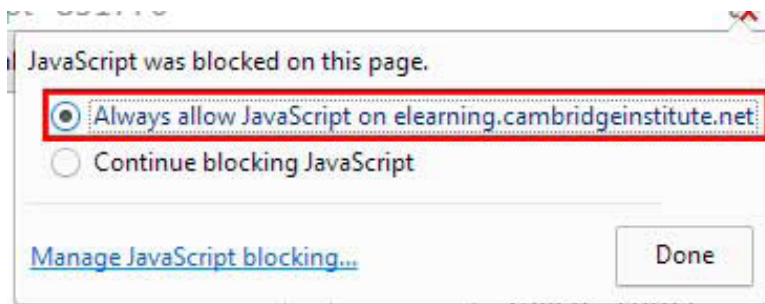


ADOBE  
FLASH PLAYER





When you install, uninstall or upgrade **Flash**, (whenever Chrome asks), please mark: '**Always allow JavaScript on [elearning.cambridgeinstitute.com/complete/](http://elearning.cambridgeinstitute.com/complete/)**'.



If not, check the following page which tells you how to enable **Java** in each browser. Just search the one you use.

<http://www.enable-javascript.com/>

## Can I see units if I access the platform from different computers?

Yes, you can. But you must be sure to leave the platform once you have finished. The student just needs to click '**Logout**' (at the top right of the initial window).

## I completed the first unit of my course yesterday. Now, I want to go back to that unit's exercises, can I access it again?

Yes, you can. All you have to do is to access the corresponding unit. All automatic correction exercises have **unlimited attempts**, while for '**Mündlicher Ausdruck**' and '**Schriftlicher Ausdruck**' exercises (corrected by your tutor) you are entitled to **5 attempts**.

### Im Urlaub sein



### LEKTION 1

Vokabular: Orte

Wohin + Präpositionen

Wo + Präpositionen

Woher + Präpositionen

Textproduktion: Orientierung

## Who corrects my exercises and essays? How long do I have to wait for the correction?

All multiple choice questions are automatically corrected by the system and you can verify the correct answers immediately. Open questions such as '**Mündlicher Ausdruck**' and '**Schriftlicher Ausdruck**', are corrected in a personalized way by your tutor within **24 hours - 48 hours**.

## Why is the answer marked as incorrect if it is same that the system gives as correct?

Probably due to the use of accent instead of the apostrophe or the use of the endpoint, quotation marks, exclamation mark, etc. (please go to the '**Herzlich Willkommen**' tab for more info).

**Frage 4**

Bisher nicht beantwortet

Erreichbare Punkte: 5,00

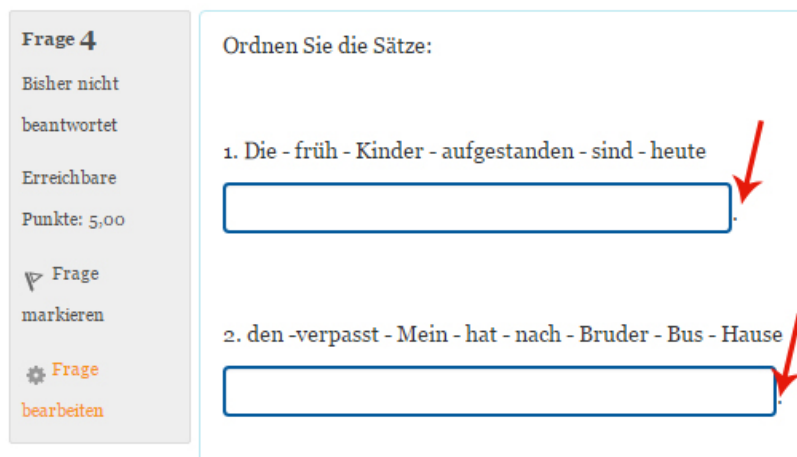
Frage markieren

Frage bearbeiten

Ordnen Sie die Sätze:


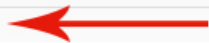
1. Die - früh - Kinder - aufgestanden - sind - heute

2. den - verpasst - Mein - hat - nach - Bruder - Bus - Hause



## Why is this message displayed at the end of the exercise: "Not yet graded"?

Because these exercises are manually corrected by tutors within the next 24-48 hours.

	Daniela Mladenovska
<b>Started on</b>	Tuesday, 16 February 2016, 2:46 PM
<b>State</b>	Finished
<b>Completed on</b>	Thursday, 18 February 2016, 9:07 PM
<b>Time taken</b>	2 days 6 hours
<b>Grade</b>	Not yet graded 

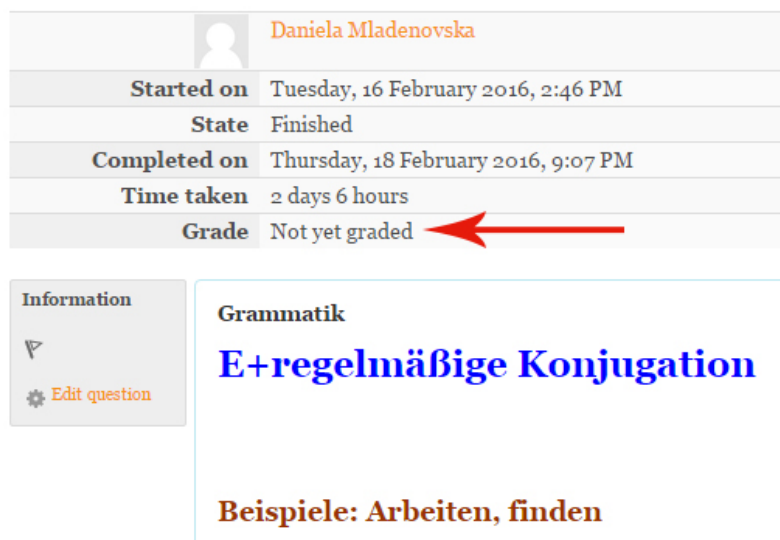
**Information**

Edit question

**Grammatik**

**E+regelmäßige Konjugation**

**Beispiele: Arbeiten, finden**



## How can I see the '*Hörverstehen*' script?

You need to click '*Transkription*' as shown in the picture.

Wohin fahren Karl, Charlotte und Laura?



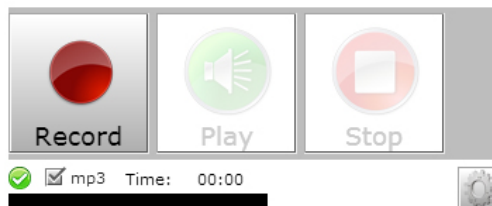
## I cannot see the text of the audio script. What can I do?

Chances are you probably have activated the popup blocker in your browser. Please disable it and try accessing again. Depending on the browser, a yellow bar or icon on the top or bottom of your screen and a message in the toolbar (such as '*Google Toolbar*') may have appeared. In this case, you must allow popups for this website. Otherwise, locate the settings for this feature in the browser you're using.

## How do I record my *'Mündlicher Ausdruck'* and how do I send it?

To use the recording and upload an audio file you must find the **'Recording'** exercise you have in your course units.

Once here, you must click on the red circle (**'Record'**) to start recording.



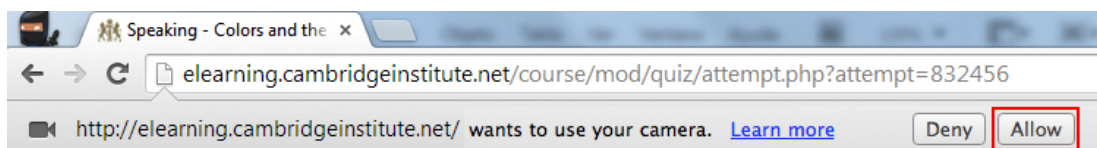
Then you click on the white square to stop recording (**'Stop'**) and the file is automatically sent out showing the next message **'Uploading'**.

If you have not used the microphone before, you may have to allow **'Camera and Microphone access'**.

In the **Chrome** browser, **Adobe Flash Player** will ask you to allow **'Camera and Microphone Access'** with a pop-up window, in which you must click **'Allow'** (if this message does not appear, your microphone may not be connected).



Subsequently, a message at the top where Chrome will warn you that **'elearningcambridge.institute/complete/ wants to use your camera'**, will appear. You must click **'Allow'**.



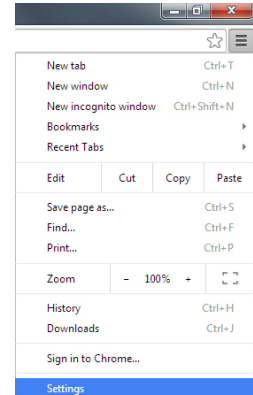
Then, reload the browser page by clicking or pressing



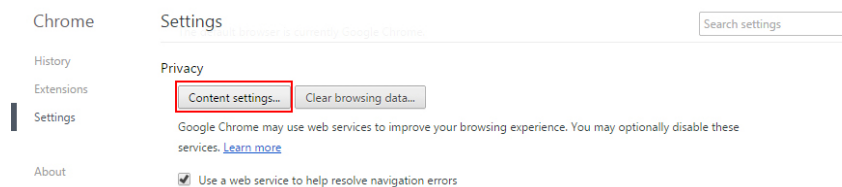
or '**CTRL + R**'.

All this can also be done in advance in **Chrome**.

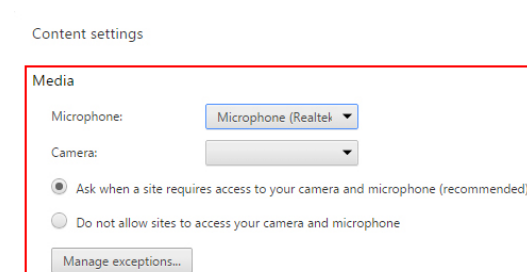
The first step is to click on the browser icon located in the top-right of the window. In the dropdown '**Menu**' you must click on na '**Settings**'.



Once inside, in the '**Privacy**' section click '**Content settings...**'.



Again, once inside the '**Media**' section you can check that everything is in order.

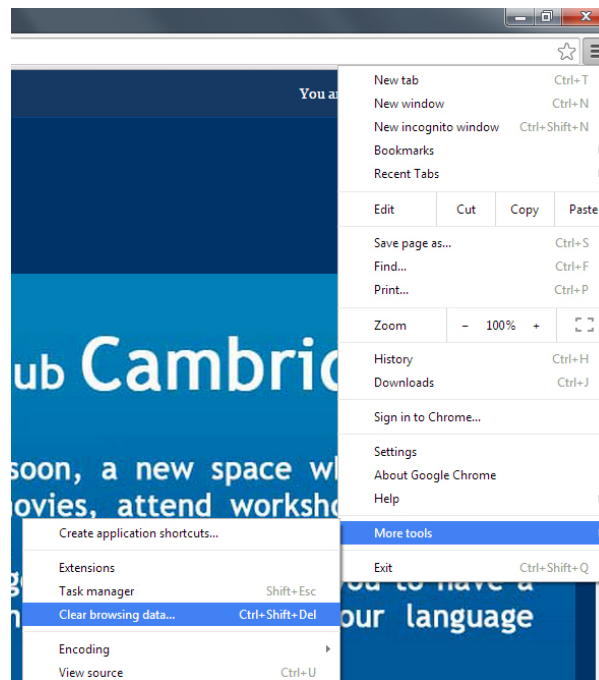


## I'm trying to do my '*Mündlicher Ausdruck*' exercises but it is not allowing me to do so, what can I do?

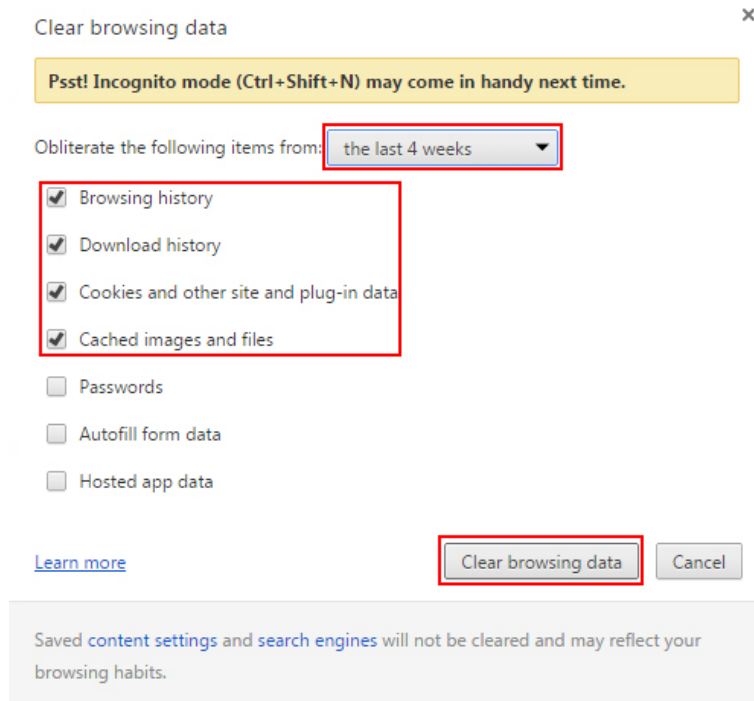
In that case, you must clear the cache of your regular web browser, so the browser is forced to load the latest versions of web pages. Then, we indicate how to do it in different browsers.

### Chrome:

You must click on the browser icon located in the top right of the window ☰  
In the dropdown menu you must click on '**More tools**' and '**Clear browsing data...**' in the submenu that appears.

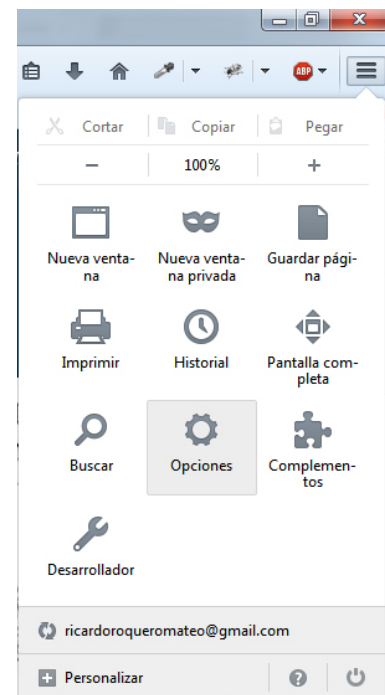


In the popup window, you must delete the stored items from **'the last 4 weeks'** and mark the first four fields before clicking on **'Clear browsing data'**.

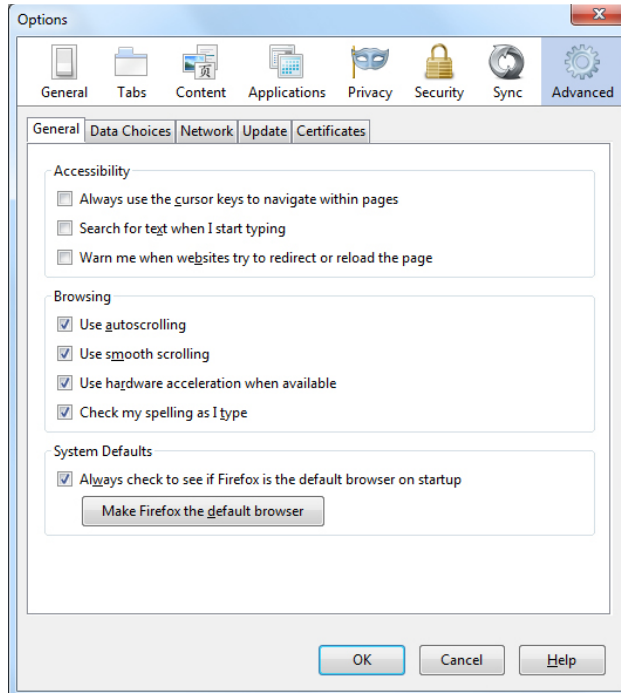


## Mozilla Firefox:

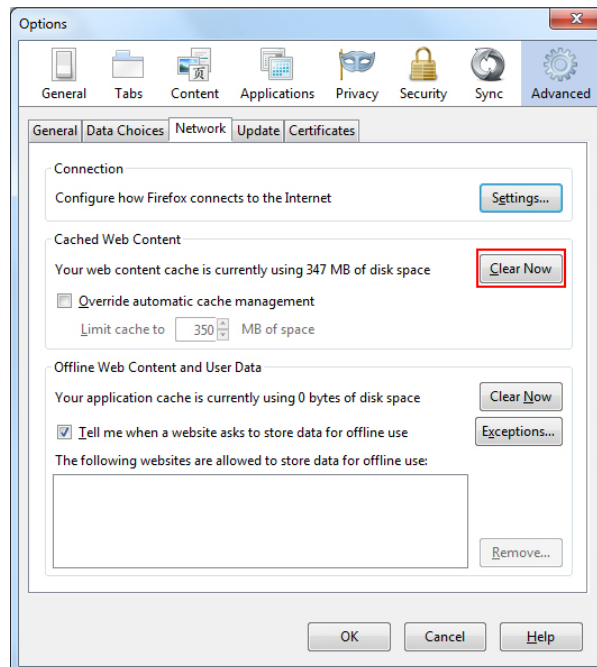
In the upper right corner of the window, click on the Firefox button and select **'Options'**.



Once inside, select the tab or panel called **'Advanced'**.

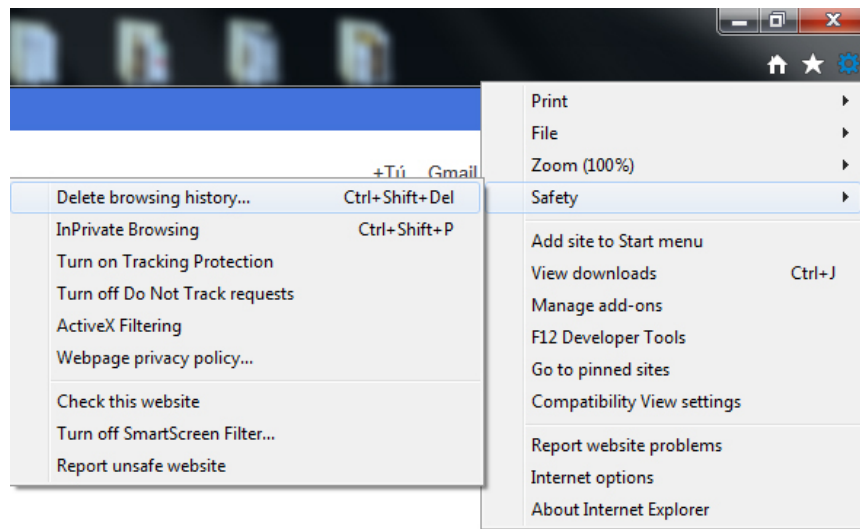


Then, click on the tab called **'Network'** and in **'Cached Web Content'** within the **'Clear Now'** section. Then, click **'OK'** and restart your browser.

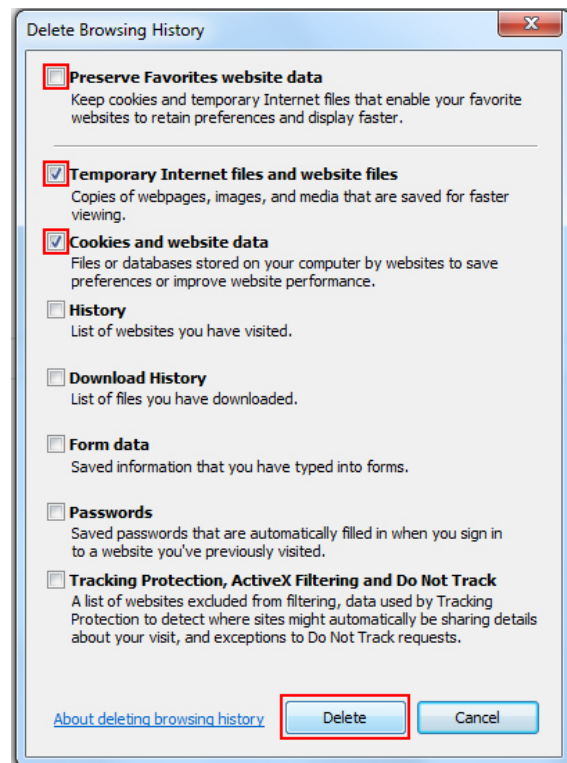


## Internet Explorer version 9, 10 y 11:

In the upper right corner of the window, click on the **'Tools'** button and on **'Safety'**. In the dropdown submenu which appears click on **'Delete browsing history...'**.

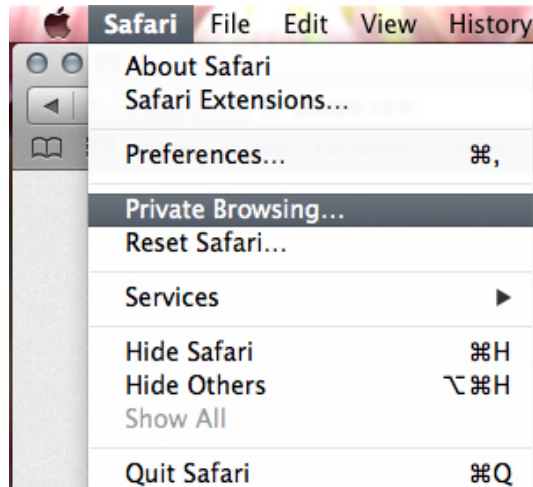


In **'Delete Browsing History'**, uncheck **'Preserve Favorites website data'** and keep **'Temporary Internet files and website files'** and **'Cookies and website data'**, checked before pressing the button **'Delete'**.

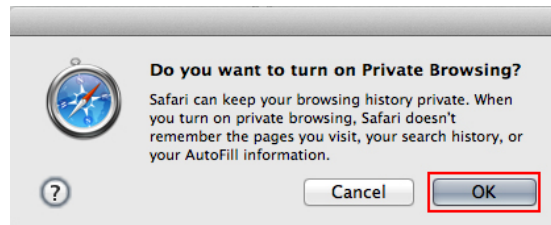


## Safari (Mac OS):

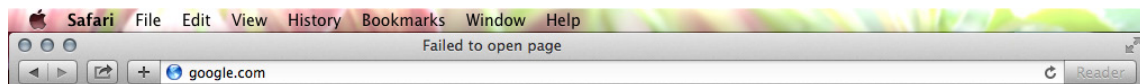
In the Safari menu click on '**Safari**' and click on '**Private Browsing...**' within the drop-down menu.



Then, in the popup window, select a time frame and click on '**OK**'.



To finish cleaning Safari's cache, click on the reload button .



## **I am still having problems with recordings, what can I do?**

Another thing you can do is to use a different browser and make sure you have **Flash Player version 10.1** or higher, it is recommended to have it updated. You can check your version of **Flash Player** in:

<http://helpx.adobe.com/flash-player.html>

Visit the following link for solving basic problems related to **Java**:

[http://www.java.com/en/download/help/troubleshoot\\_java.xml#versios](http://www.java.com/en/download/help/troubleshoot_java.xml#versios)

Delete old versions of **Java** and **restart your computer**:

[http://www.java.com/en/download/faq/remove\\_olderversions.xml](http://www.java.com/en/download/faq/remove_olderversions.xml)

Also, when exercising, be sure to use a headset and that speakers are disconnected, since they cannot be both connected simultaneously.

## **How do I contact the tutor?**

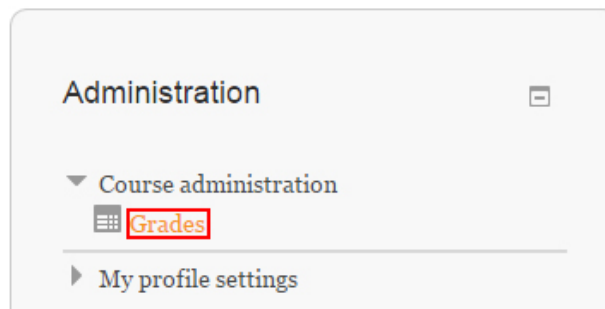
By e-mail to the address:

[germancourses@institutocambridge.org](mailto:germancourses@institutocambridge.org)

## Evaluation system

The evaluation system is the sum of all units divided by the total number of units and multiplied by 0.5, plus the sum of the total test score multiplied by 0.5.

Within your course, you need to click on '**Grades**', which is located in the right side of the screen, under '**Course administration**'.



## Does the online course have any time limit? What is the deadline to complete my course?

You have limited access to the course, which is **specified in the welcome email** sent on the first day of your course, which contains also your passwords and **starting and ending** dates of the course. Frames can be:

- 3 months
- 6 months
- 9 months
- 12 months
- 18 months

## The ending date of my course is approaching and I still have much to do, how can I apply for an extension of time?

Regardless of the reason, a period of **no more than 30 days** shall be deemed. For this application, you must write to the following email address: [tutoriasonline@cambridgeinstitute.net](mailto:tutoriasonline@cambridgeinstitute.net)

Once this period is over, new extensions will not be granted.

## What kind of certificate is given? Do I need to take an exam to be certified?

A certificate issued by **Cambridge Institute** is always given if the **average of the entire course and the final exam exceed 60%** (in case of examination in the course). If the course has **no final exam**, a certificate will be issued if the **average of the entire course exceeds 60%**.

## I have finished my course, how do I request my certificate?

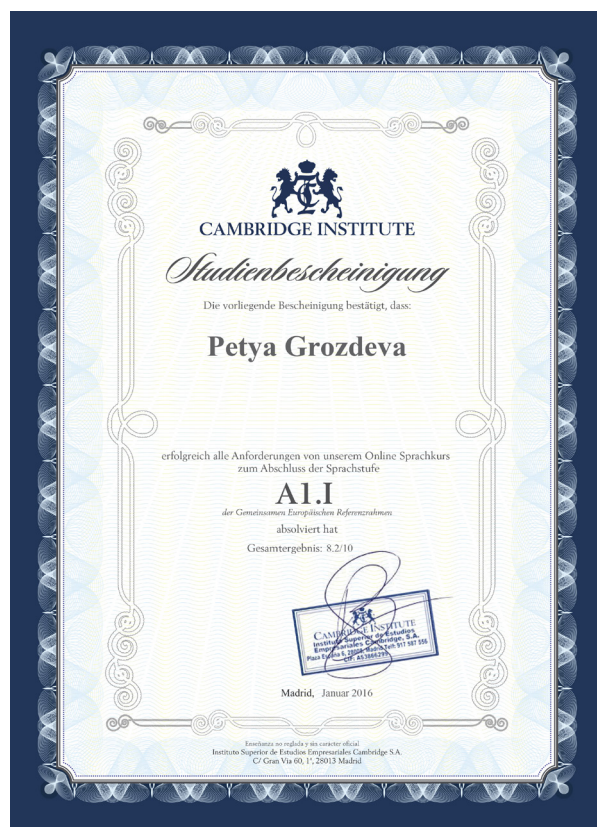
Please, access the link:

<http://gestion.cambridgeinstitute.net/ecom-certificate/index.php?id=3>

Follow instructions given.

## Is the certificate equivalent to a Goethe-Institut certificate?

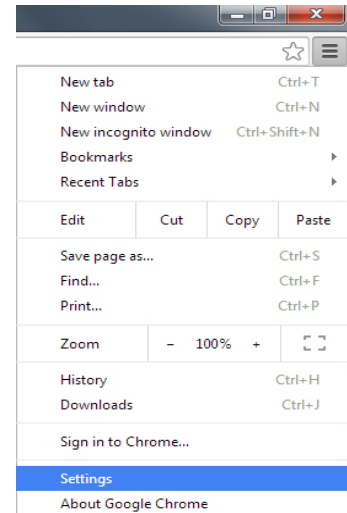
No, for a **Goethe-Institut certificate** you must present yourself to the official exams.



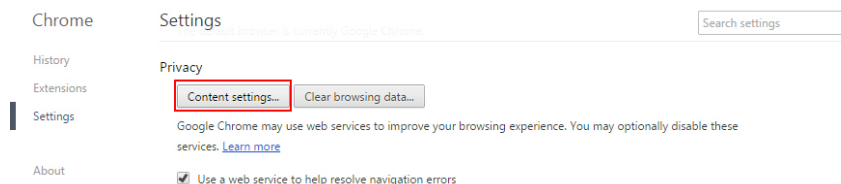
# Suggestions

## How do I enable cookies in Chrome browser?

You must click on the **browser icon** located in the top right of the window and on '**Settings**' in the drop-down menu.



Click on '**Content settings**' within '**Privacy**'.



Once inside the '**Cookies**' section mark '**Allow local data to be set (recommended)**'.

### Content settings

#### Cookies

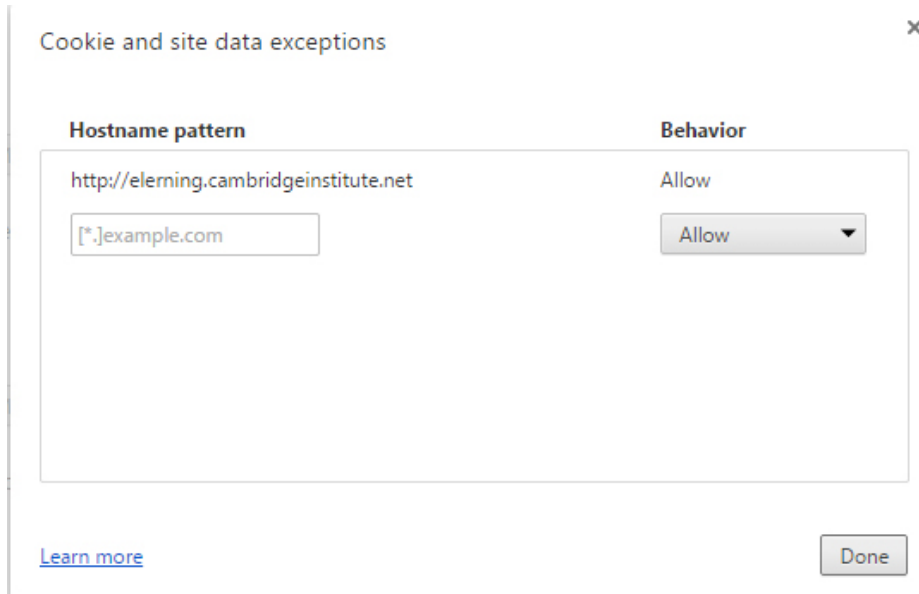
- Allow local data to be set (recommended)
- Keep local data only until you quit your browser
- Block sites from setting any data
- Block third-party cookies and site data

Manage exceptions...

All cookies and site data...

Furthermore, you can click on '**Manage exceptions...**'. Simply press the button at the bottom of the previous image and enter the address of **Cambridge Institute** in '**Hostname pattern**'.

***http://elearningcambridge.institute/complete***



Hostname pattern	Behavior
http://elearning.cambridgeinstitute.net	Allow
<input type="text" value="[*].example.com"/>	Allow

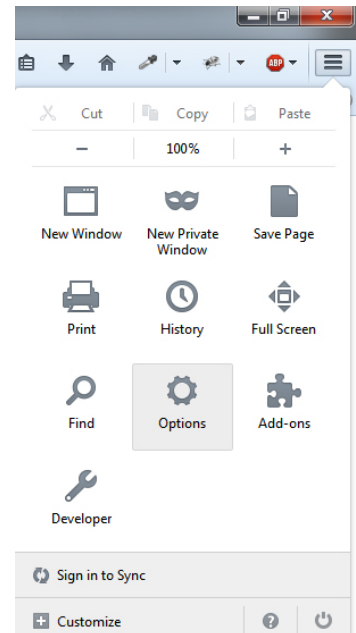
[Learn more](#) Done

Finally, you need to click on '**Done**' and restart **Chrome**.

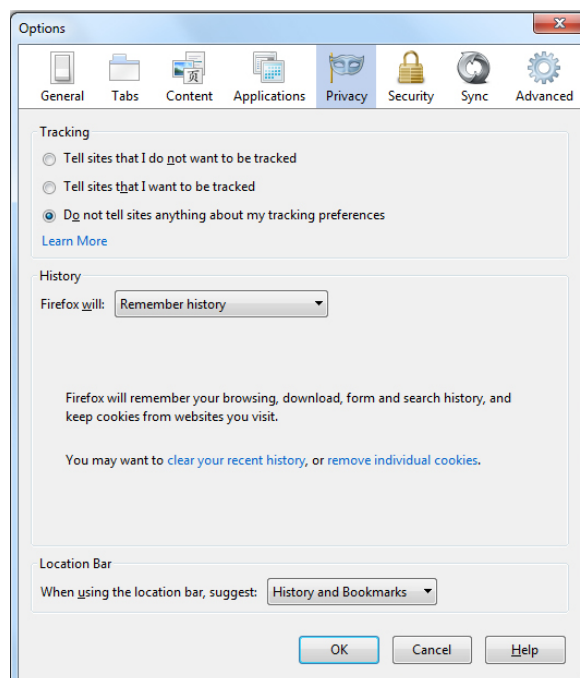
## How do I enable cookies in Firefox?

Although **Firefox** cookies are enabled by default, you can always check and modify **settings** if necessary.

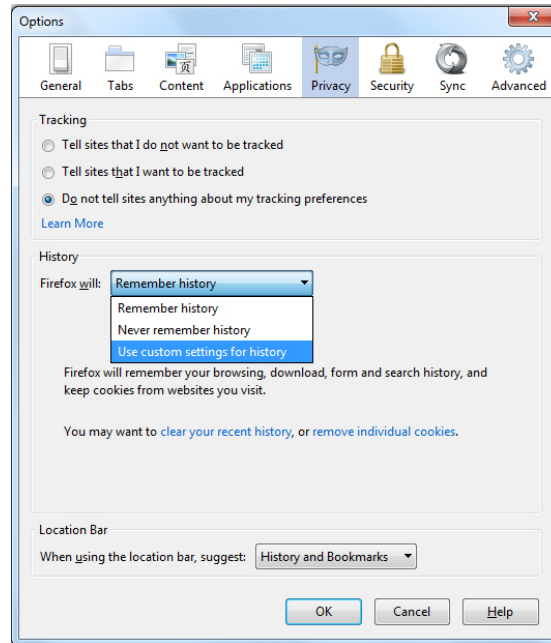
We begin by clicking on the top right corner of the window. Click on the **Firefox** button and select '**Options**'.



Once inside, select the tab or panel '**Privacy**'.



In the section called **'History'**, click on **'Firefox will'** and mark **'Use custom settings for history'**.

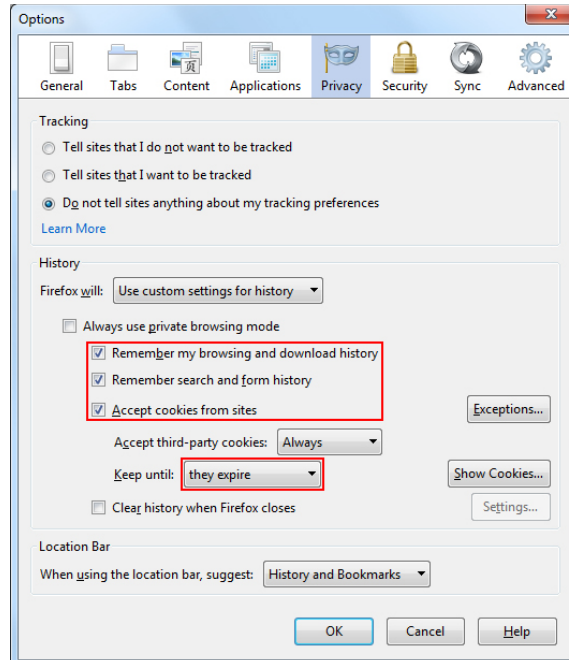


Once inside, unmark the option called **'Always use private browsing mode'** and select these **'Remember my browsing and download history'**, **'Remember search and form history'** and **'Accept cookies from sites'**.

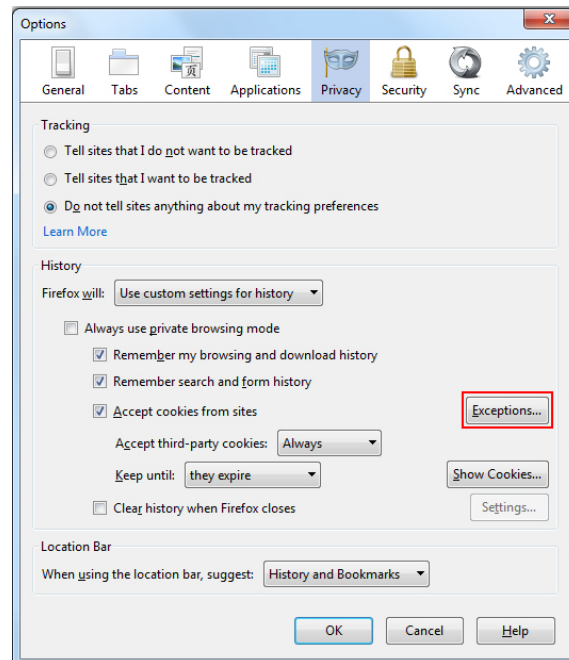
Moreover, make sure that the option called **'Accept third-party cookies'** does not contain the value **'Never'**. You have two options in **'Keep until'**:

- **'They expire'**: cookies will be deleted when they reach expiration date.
- **'I close Firefox'**: cookies will be deleted when **Firefox** is closed.

Do not mark third option: **'Ask me every time'**.

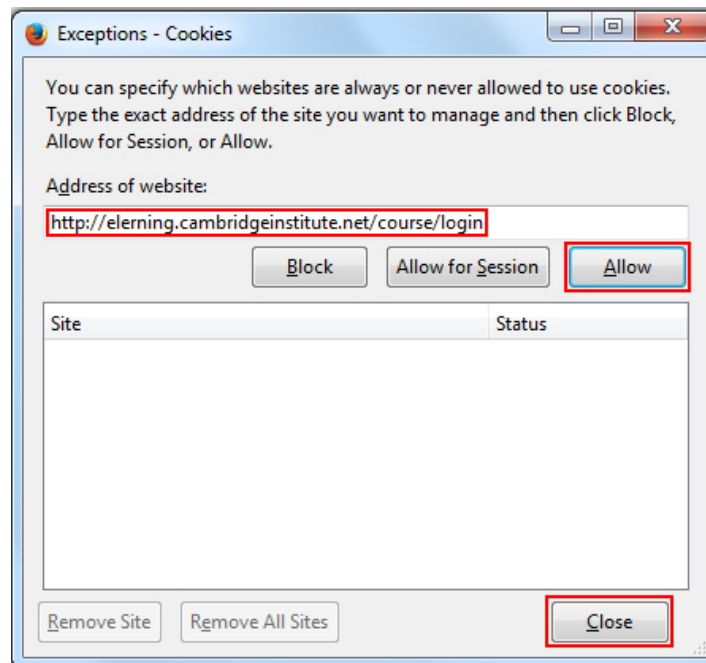


Next, click on **'Exceptions...'**.



Once inside '**Exceptions**' enter the URL for accessing the course in the field '**Address of website**':

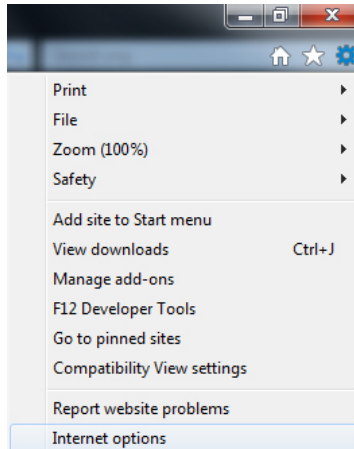
***http://elearningcambridge.institute/complete***



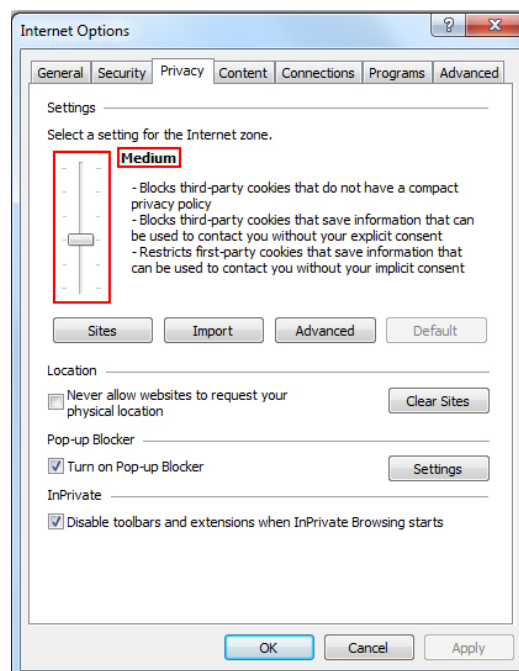
Finally click on '**Allow**' and '**Close**' buttons, then click on '**OK**' within the '**Privacy**' section, which remained open, and restart **Firefox**.

## How do I enable cookies in Internet Explorer?

Start by marking '**Settings**'  in Internet Explorer, it is in the upper right part of the window, and then '**Internet options**'.

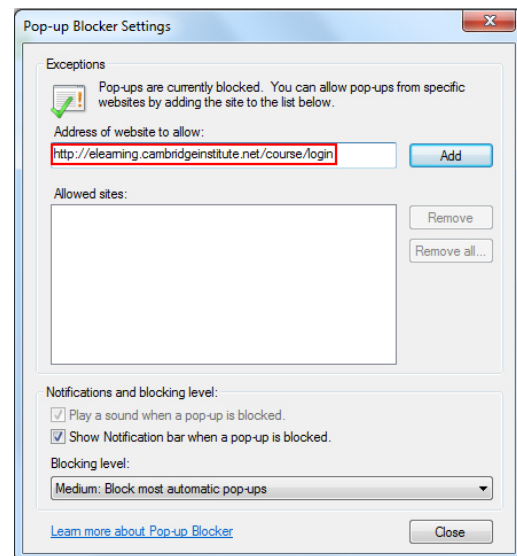
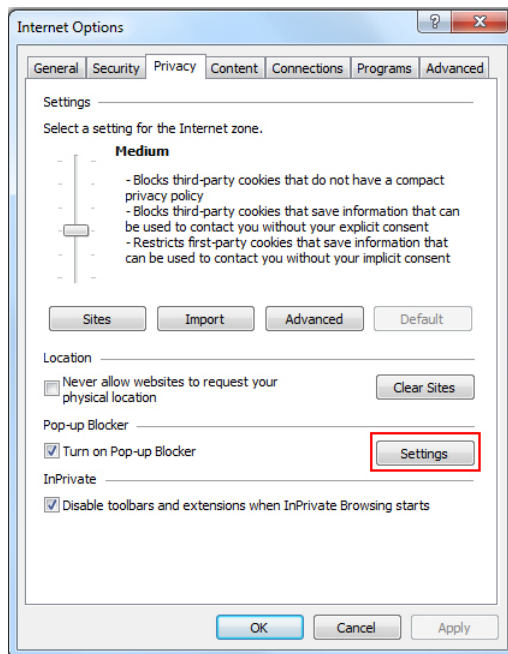


Then, click on the '**Privacy**' tab and move the slider to the level of privacy you want, we recommend '**Medium**'. (as you scroll the slider, **Internet Explorer** will offer you a description of the types of cookies that will be blocked and allowed at each level of privacy).

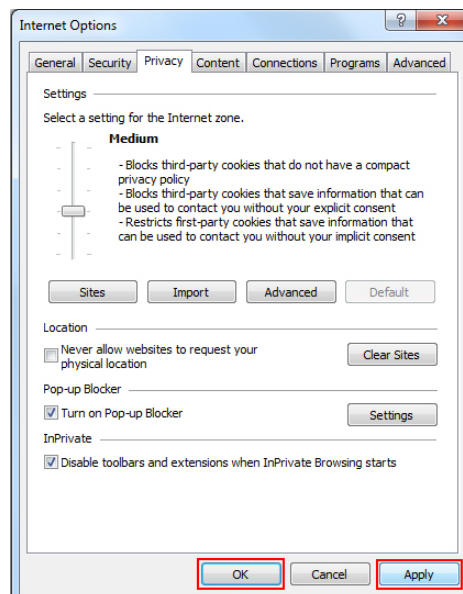


In addition, press '**Settings**' and once inside, add the **Cambridge Institute** URL within the field that displays the image:

***http://elearningcambridge.institute/complete***

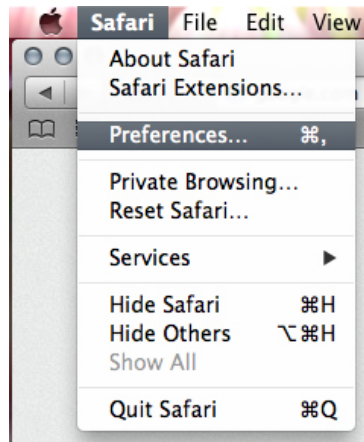


Finally, click on '**OK**' and '**Apply**', before restarting **Internet Explorer**.

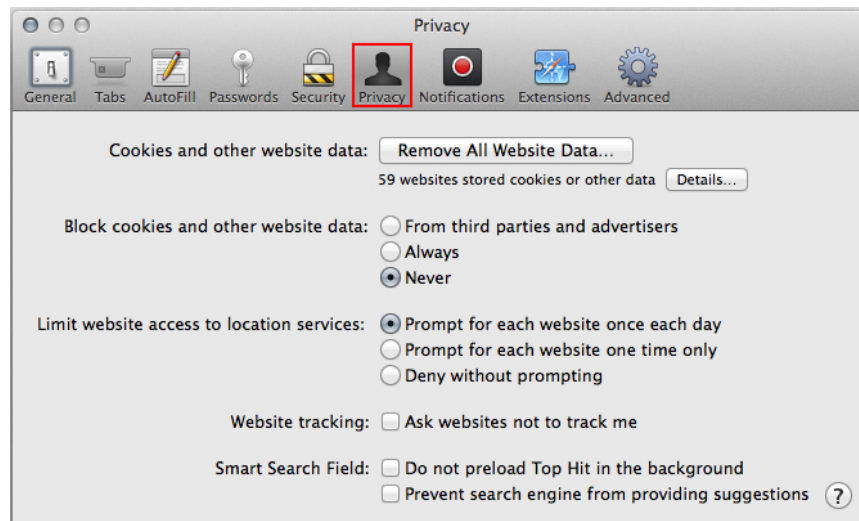


## How do I enable cookies in Safari (Mac OS)?

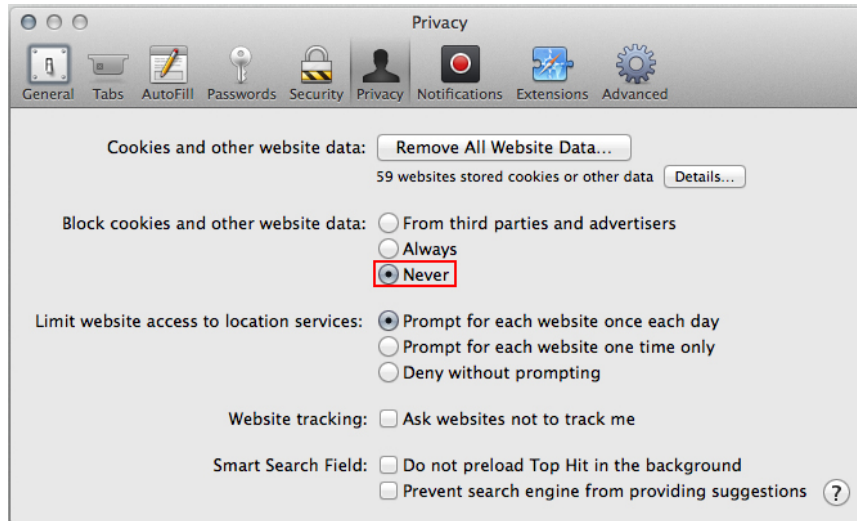
In the **Safari** menu click on '**Safari**' and click on '**Preferences...**' within the drop-down menu.



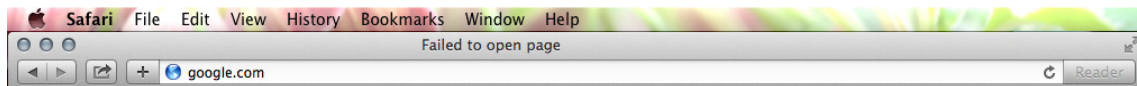
Select the '**Privacy**' tab.



Once inside, in the section called '**Block cookies and other website data**', mark '**Never**' and leave the other options as shown in the following image



Finally, click on the reload button  in **Safari**.



For technical questions not mentioned in this manual, you can always contact **Cambridge Institute** through this email address:

[tutoriasonline@cambridgeinstitute.net](mailto:tutoriasonline@cambridgeinstitute.net)