

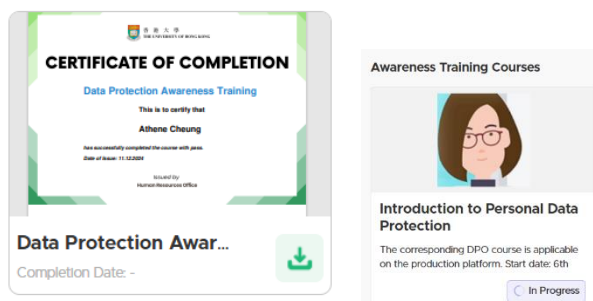
## Data Protection Awareness Training FAQ

Dated: Jan 27, 2025, updated on Feb 5, 2025

Q: I am not able to log into the Data Protection Training platform. What could be the reason?  
A: Please use Single Sign On (SSO) to login with your HKU email (Portal UID@hku.hk) and PIN.

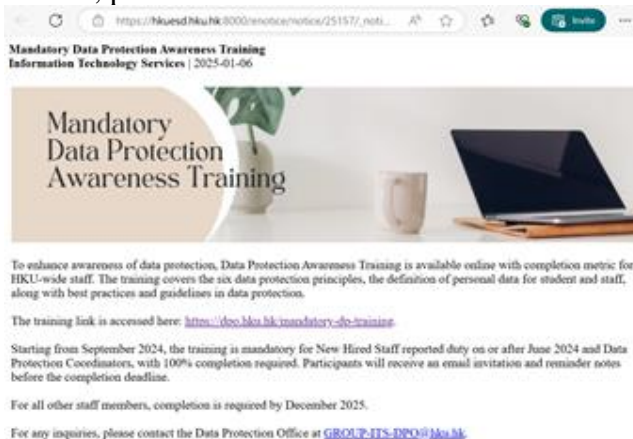
Q: Why is “Started/In Progress” shown in training status (as the right picture below) even after the certificate is ready?  
A: It could be due to technical issues and the current investigation is done by vendor. Once you have answered 10 or more questions correctly, please rest assured you have completed the training. Please ignore the status.

### Training Diploma



Q: Do I need to do the training again if I don't see the certificate of completion?  
A: It could be due to technical issues and the current investigation is done by vendor. Once you have answered 10 or more questions correctly, you have completed the training.

Q: I see the Data Protection Training Notice. Should I do the training now?  
A: Yes, please do it now. Please refer to eNotice [link](#).



Q: How should I know whether I have passed the training?  
A: If you have answered 10 or more questions correctly, you have completed the training. You can check the training history to determine the number of questions answered correctly.

Q: I have completed the training but could not see the certificate. Why?

A: Due to technical issues as per vendor, the certificate is temporarily unavailable from Jan 24, 2025. The team is looking into the matter.

Q: Can I use my mobile devices to access the training?

A: Yes, please use the same log-in SSO link to access the training via mobile devices.

Q: I logged into the training platform, but I found no available training there?

A: As the training is conducted in phases for separate groups of staff as highlighted in [training link](#). If you fall under “All staff” group, the completion date is by the end of 2025. Please check the training availability in another month’s time.

Q: Should I complete the course evaluation survey?

A: Course evaluation survey is optional.

Q: If I have further questions, how may I contact you?

A: Please submit an inquiry to [GROUP-ITS-DPO@hku.hk](mailto:GROUP-ITS-DPO@hku.hk).