

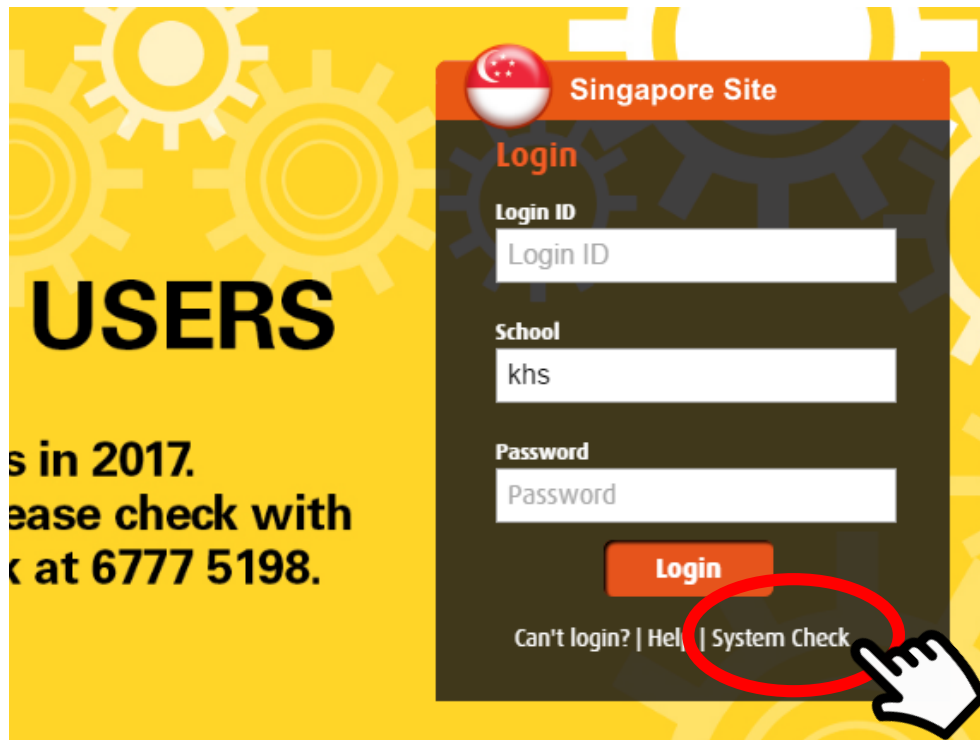
HBL FAQ

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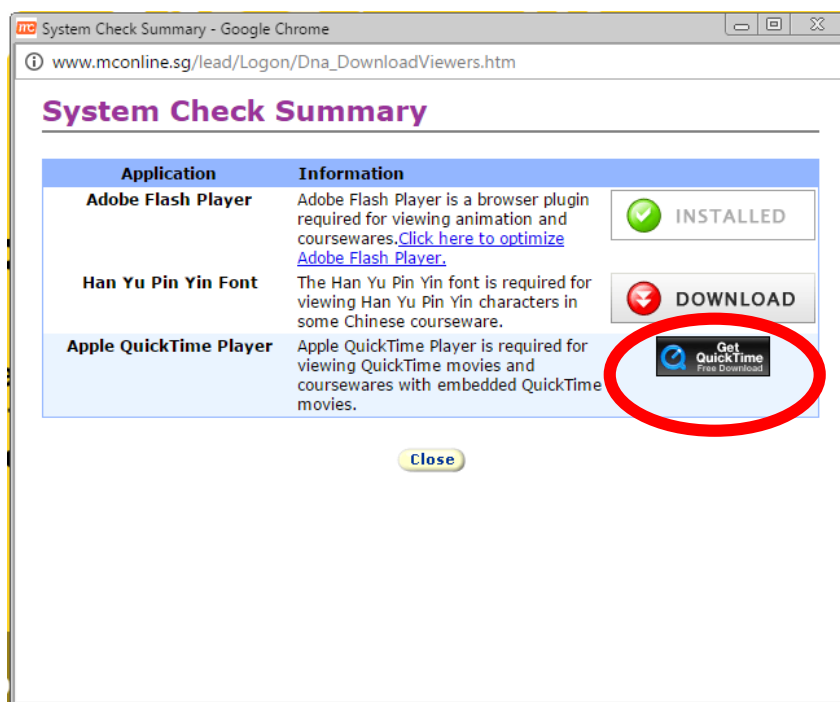
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HBL FAQ

1) Students cannot view videos/flash animations



Click on System Check before the student login. Or if the student has already logged in, he/she needs to logout. ***Note: Please use google chrome!**

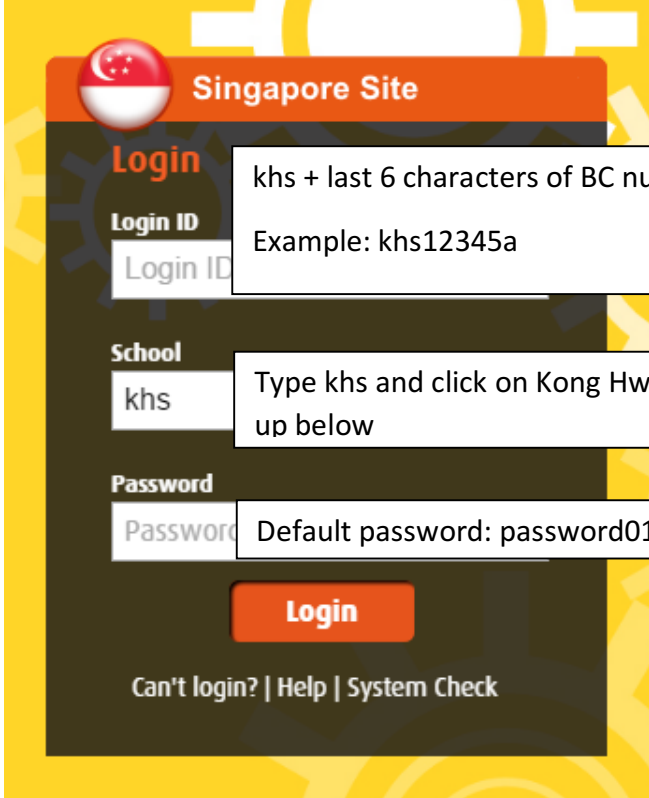


The system will detect for applications that need to be installed, click on **download** and **follow the on-screen instructions** to begin the installation process.

HBL FAQ

2) Logging in

URL: www.mconline.sg



The image shows a screenshot of the HBL Singapore Site login page. The page has a dark grey background with a yellow border. At the top left, there is a red and white Singapore flag icon next to the text "Singapore Site". Below this, the word "Login" is written in orange. There are three input fields: "Login ID", "School", and "Password". The "Login ID" field contains the text "khs12345a". The "School" field contains the text "khs". The "Password" field contains the text "password01". Below the input fields is an orange "Login" button. At the bottom, there are links for "Can't login?", "Help", and "System Check".

Login ID
khs + last 6 characters of BC number
Example: khs12345a

School
khs
Type khs and click on Kong Hwa School that pops up below

Password
password01
Default password: password01

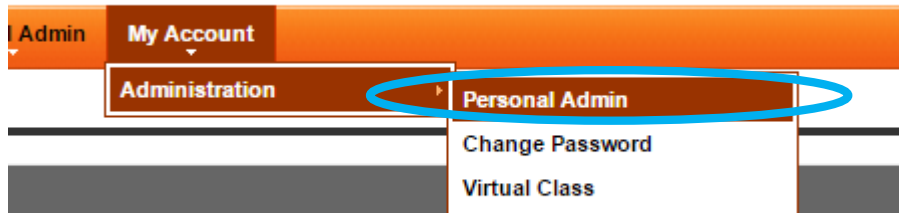
Login

[Can't login?](#) | [Help](#) | [System Check](#)

Some students or their parents might have changed their passwords (**and forgotten the password...**), we will need to help them reset password (next page).

HBL FAQ

3) Resetting Student's passwords



Go to My Account->Administration->Personal Admin, Reset Student Password

A screenshot of the 'Reset Student Password' form. On the left, a sidebar menu has 'Reset Student Password' circled in red. A red arrow points from this menu item to the form. The form contains the following fields:

- Select Level: Primary 1 (dropdown)
- Select Class: P1-01 (dropdown)
- Select Student: ABIGAIL LEROY YAN LING (kh) (dropdown)
- New Password: (text input)
- Confirm Password: (text input)
- Auto generate password and send to pe (checkbox)

Select your student's detail and assign a new password.

Note: If the student's account is locked, unlock the account first (there will be an "Unlock account" button beside student's name, or sometimes it will be when you are trying to save the new password, the "unlock account" pop-up will appear) ***please wait for the "account unlocked" message to disappear before you save the new password!

Make sure the "password change" message appears!

HBL FAQ

4) Students cannot find their homework



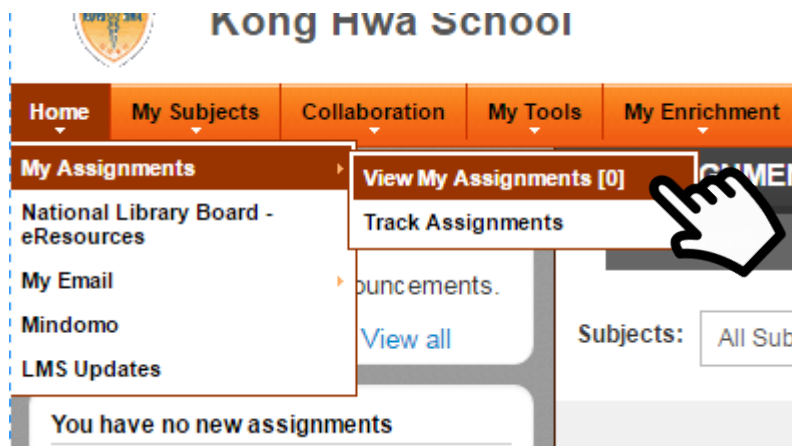
Kong Hwa School

The screenshot shows the school portal interface. At the top, there is a navigation bar with tabs: Home, My Subjects, Collaboration, My Tools, My Enrichment, School Admin, and My Account. Below this, the 'My Subjects' section is active, showing 'All Subjects' (English, Maths, Science) and a list of English assignments: King of English Grammar Lower Primary (Listen and Re: Primary 1, Primary 2, Primary 3, Primary 3/4 (Grammar), Primary 4, Primary 5, Primary 5/6 (Grammar)). On the left panel, under 'Announcement', it says 'There is currently no announcements.' Below that, it says 'You have 2 new assignment(s):' and lists 'Lesson (1)' and 'Test/Quiz (1)'. A red circle highlights this section, and a hand cursor points to the 'Test/Quiz (1)' item.

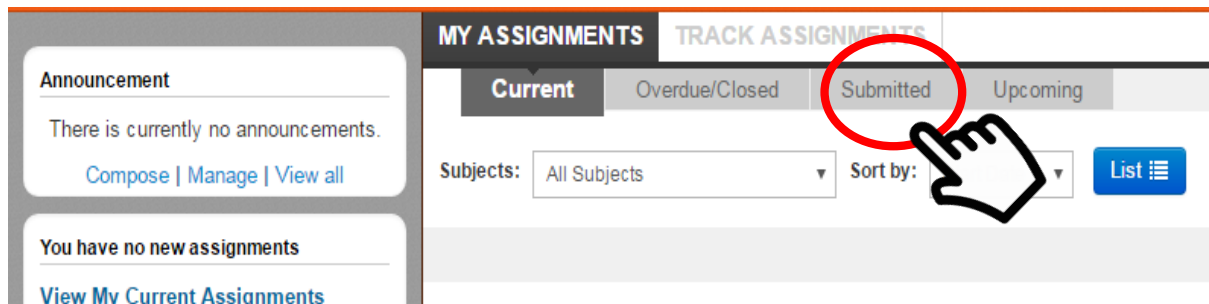
On the left panel, they will be able to find their remaining assignment. If they have attempted all assignments it will only show “View my current assignments”.

The screenshot shows the school portal interface. At the top, there is a navigation bar with tabs: Home, My Subjects, Collaboration, My Tools, My Enrichment, School Admin, and My Account. Below this, the 'MY ASSIGNMENTS' section is active, showing 'Current', 'Overdue/Closed', and 'Submit' tabs. A dropdown menu for 'Subjects' is set to 'All Subjects'. On the left panel, under 'Announcement', it says 'There is currently no announcements.' Below that, it says 'You have no new assignments' and a blue button labeled 'View My Current Assignments'. A red circle highlights this button, and a hand cursor points to it. A red arrow points from the button to the 'View My Current Assignments' link in the text above. Below the button, there is a 'My Group Walls' section with a list of items: Teacher's Training 2 - Teachers, Teachers Training, and Teacher Training.

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Alternatively, they can access their assignments by going to Home->My Assignments ->View My Assignments



If students want to attempt the test/lesson again, they can do so by going to the Submitted tab.

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5) Student does not know how to view lesson



Inside My Assignment page, look for the assignment that is assigned to the student and click on the title.

Pri 5 Science - Cells	
UNIT OF LIFE	1
ANIMAL CELL	1
PLANT CELL	1
COMPARING ANIMA...	1
CELL DIVIDES	1
SUMMARY	1
QUIZ	1

Overview

Lesson Title: Pri 5 Science - Cells
Grade/Stream: Primary 5
Subject: Science
Language Medium: English
Date Created: Jan 13 2017 1:39PM
Synopsis: This is a Primary 5 lesson package on Cells. In this lesson, you will be able to: 1. show an understanding that a cell is a single unit of life. 2. identify the different parts of an animal and plant cell. 3. identify the differences between the animal cell and plant cell. 4. show an understanding that a cell divides to produce new cells and that this division is necessary for an organism to grow.

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All the different sections that the student need to go through in the lesson package.

Use the Left and Right buttons on the top right corner to go next/previous sections.