FREQUENTLY ASKED QUESTIONS (FAQS)
ICAP DIGITAL STUDY MATERIAL

A. GENERAL INFORMATION

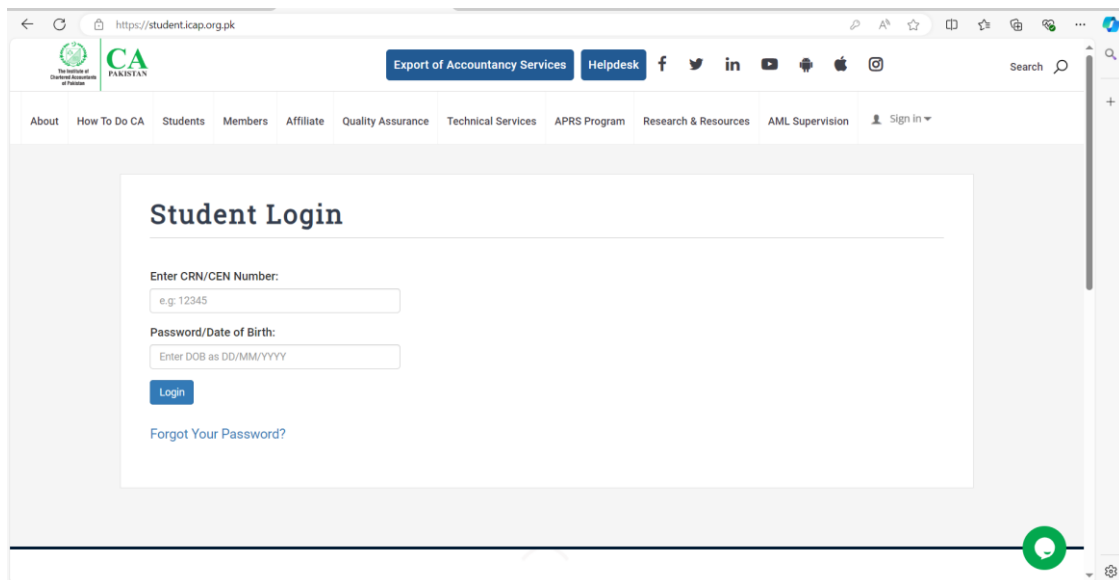1. **What is the ICAP Digital Study Material platform?**

   The ICAP Digital Study Material platform is an online learning management system where students can access study materials, practice questions, and other learning resources. It is designed to enhance the learning experience through its interactive features.

   For an overview of the platform's features, watch the tutorial video here.
   https://youtu.be/Hjbnv3zj6kc

2. **How do I log in to the ICAP Digital Study Material platform?**

   Use your ICAP student credentials to log in. For visual guidance, please refer to the image below, which demonstrates the login process.

3. **Can I access the ICAP Digital Study Material on my mobile phone or tablet?**

   Yes, the platform is accessible on both iOS and Android devices, including smartphones and tablets.

4. **Is ICAP Digital Study Material free for enrolled students?**

   Yes, all digital content on the platform is completely free for enrolled ICAP students.

5. **What digital content is available to ICAP enrolled students?**

   Students will have access to the ICAP Digital study materials and Practice questions and answers.

6. **Who can access ICAP digital content?**

   The platform is exclusively available to ICAP enrolled students.

B. FEATURES AND USAGE

1. **How do I use all the platform features?**
    A step-by-step tutorial video is available to guide you through the platform's features. Watch it here:
    https://youtu.be/Hjbnv3zj6kc

2. **Can I download the learning material?**
    No, the learning materials are not downloadable at the moment.

3. **Which web browsers are supported to use this platform?**
    The platform supports the latest versions of all major web browsers. For optimal performance, we recommend using Google Chrome.

4. **Can I print or copy a section of the study material?**
    Due to copyright restrictions, the printing feature is not available. To purchase a hard copy of the study material visit the Hardbound Study Resources.

5. How can I track my progress?

You can track your progress by marking each chapter as "completed" after you have studied it. Your progress will then be displayed on the dashboard.
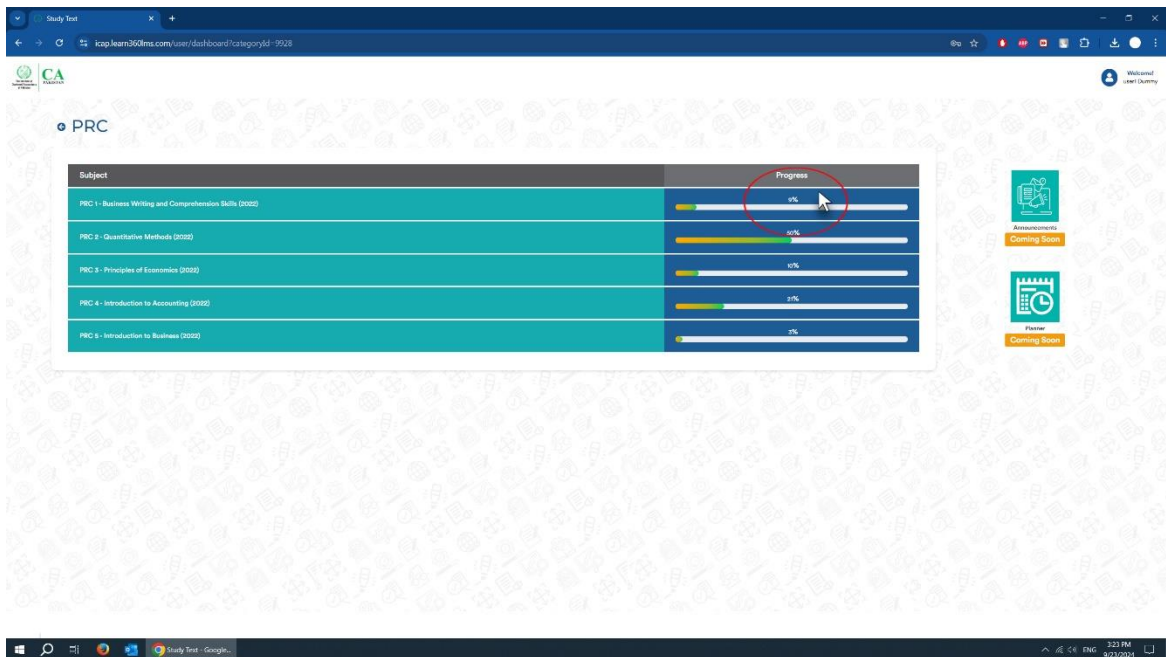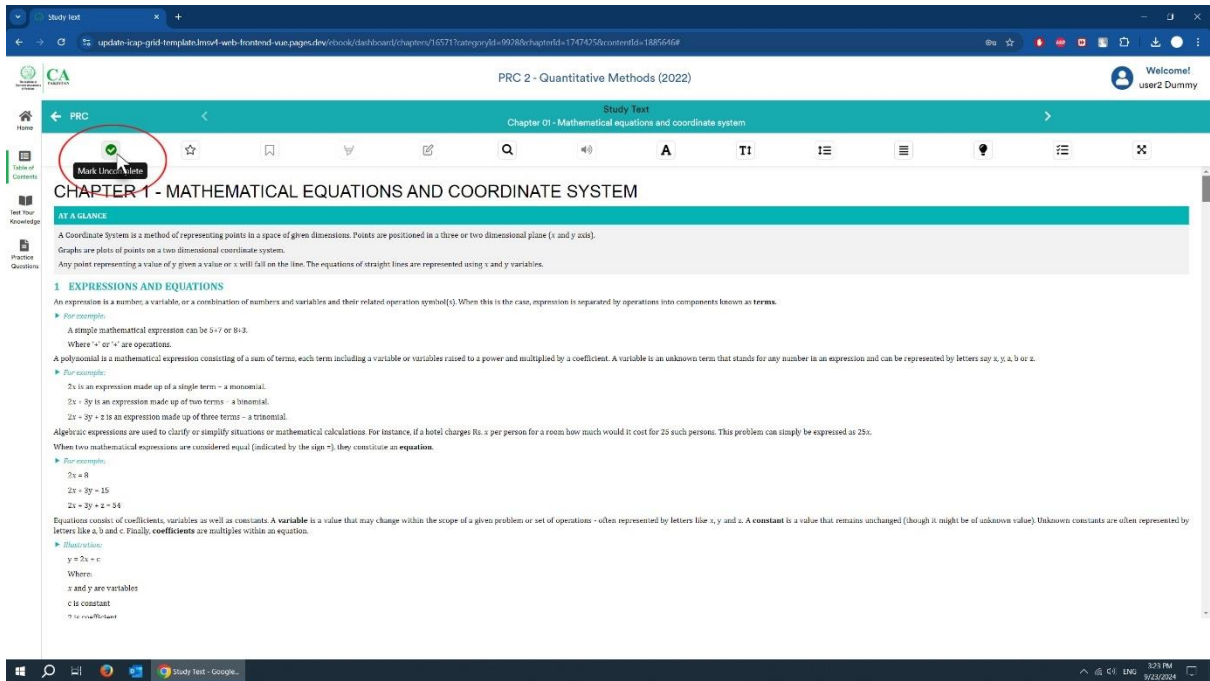
6. How can I provide feedback on the quality of the content?
To give your feedback, click the star icon in the top-left corner of the screen, and submit your rating. Refer to the image below to see where the star icon is located.
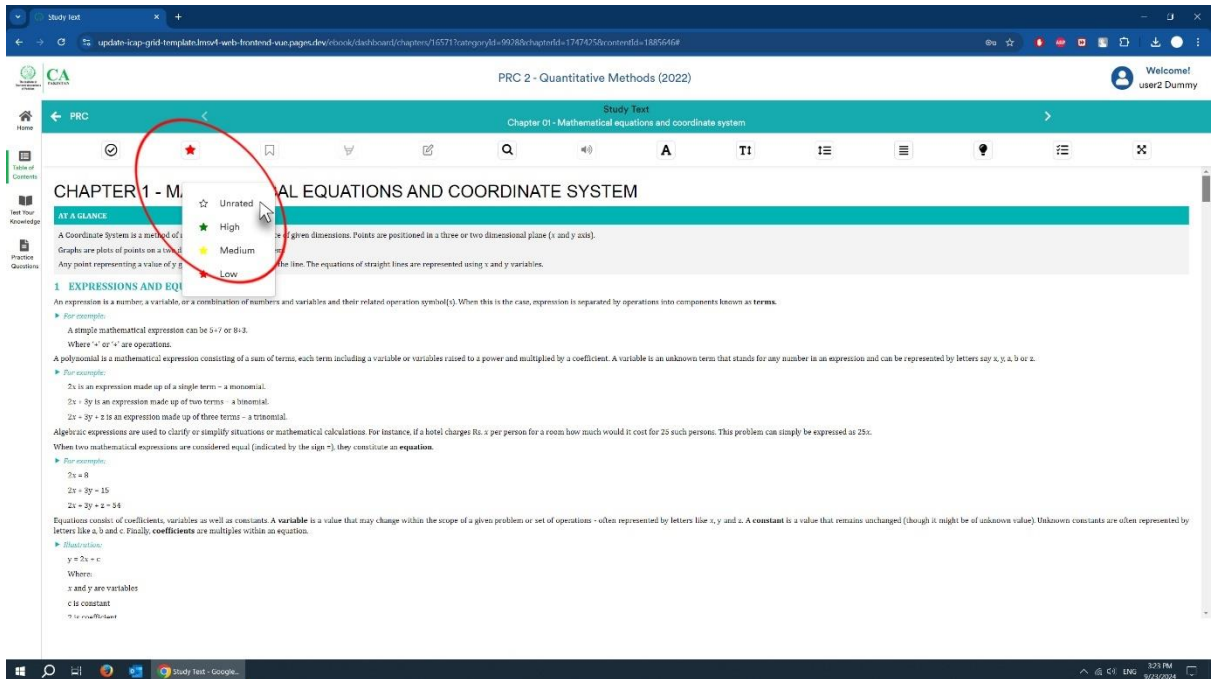
7. How do I bookmark content on the platform?
To bookmark a section, select the text or page you want to save, then click the bookmark icon. This allows you to easily return to that content later. See the image below to locate the bookmark icon.
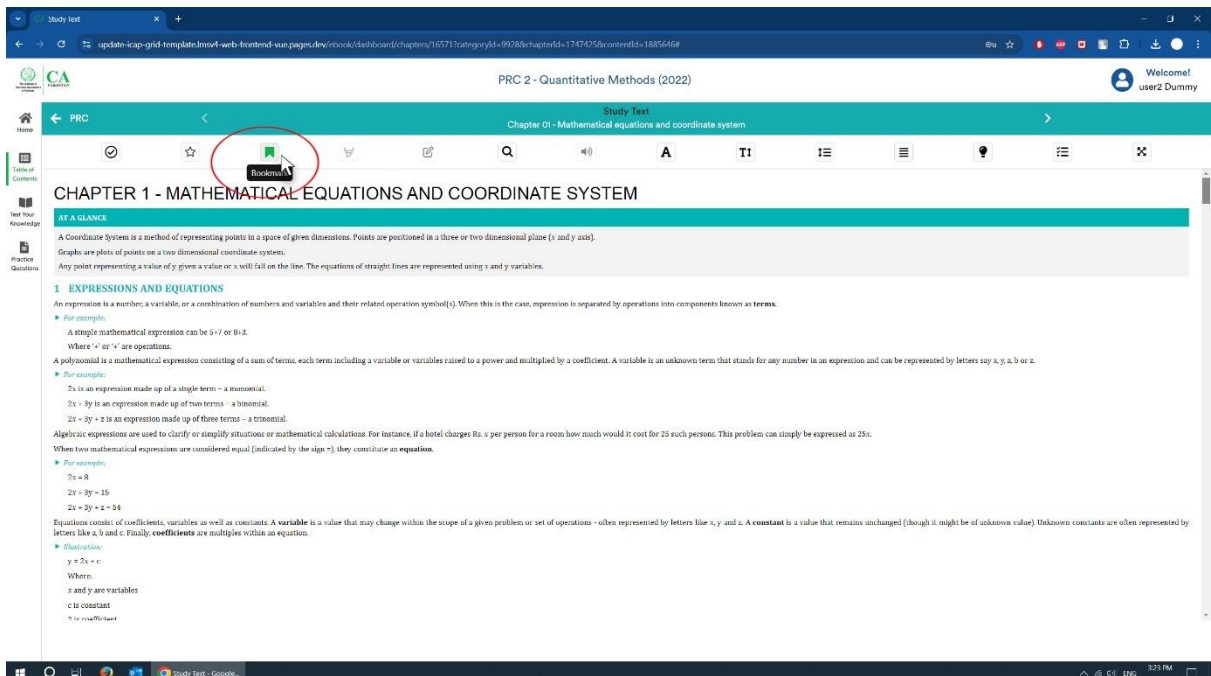
8. How do I highlight and unhighlight text in the study material?

To highlight text:

a. Select the text
b. Click the Highlight Tool.
c. Choose a color and apply it.

To remove a highlight, select the highlighted text, click (or tap and hold on mobile), and choose the option to remove it. Refer to the images below to see how the Highlight Tool functions.

To highlight:
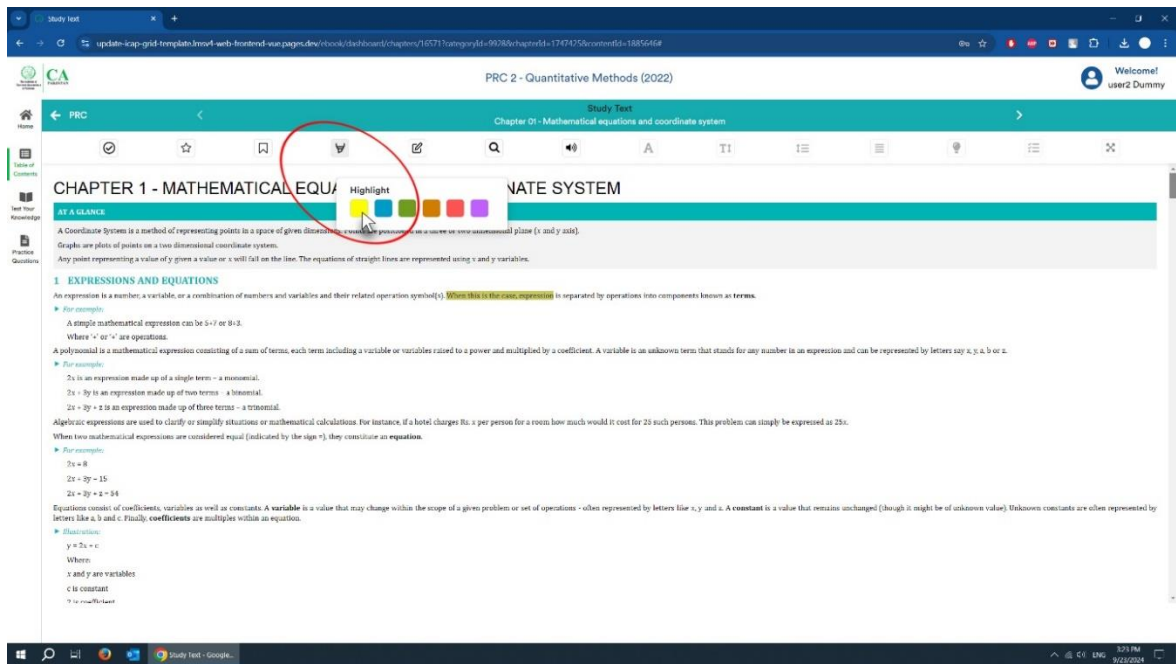
To remove highlight:
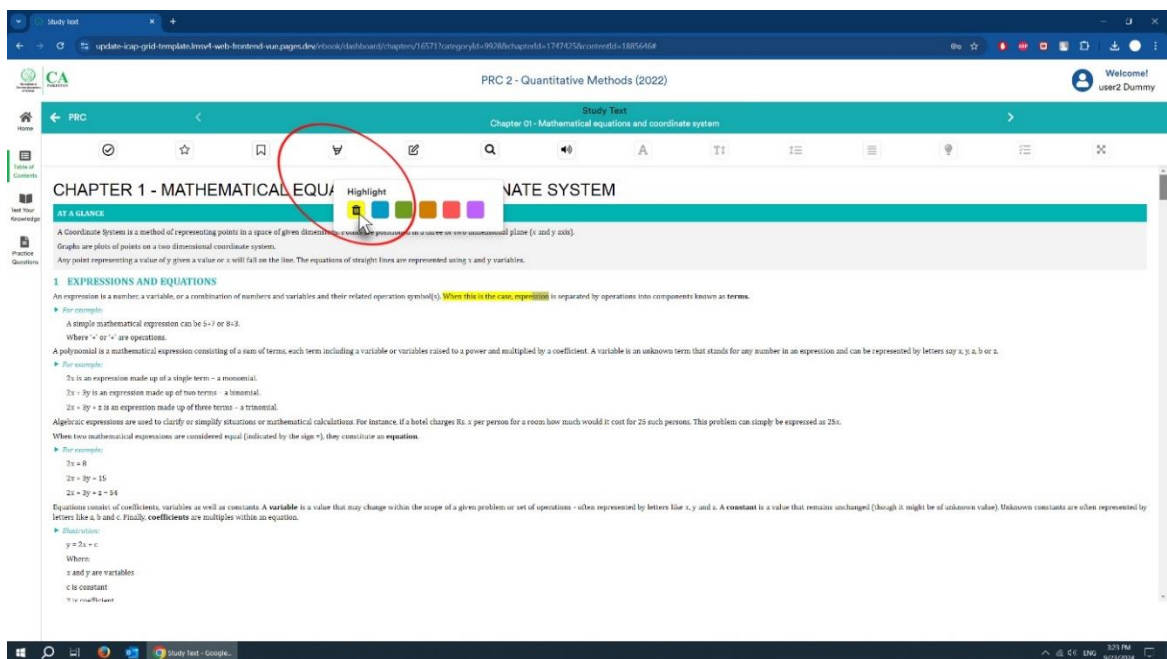
9. **How do I add and maintain notes?**

To add notes, select the text and click the Notes icon. From there, you can add and manage your notes. Refer to the image below to locate the Notes icon and see how the feature works.
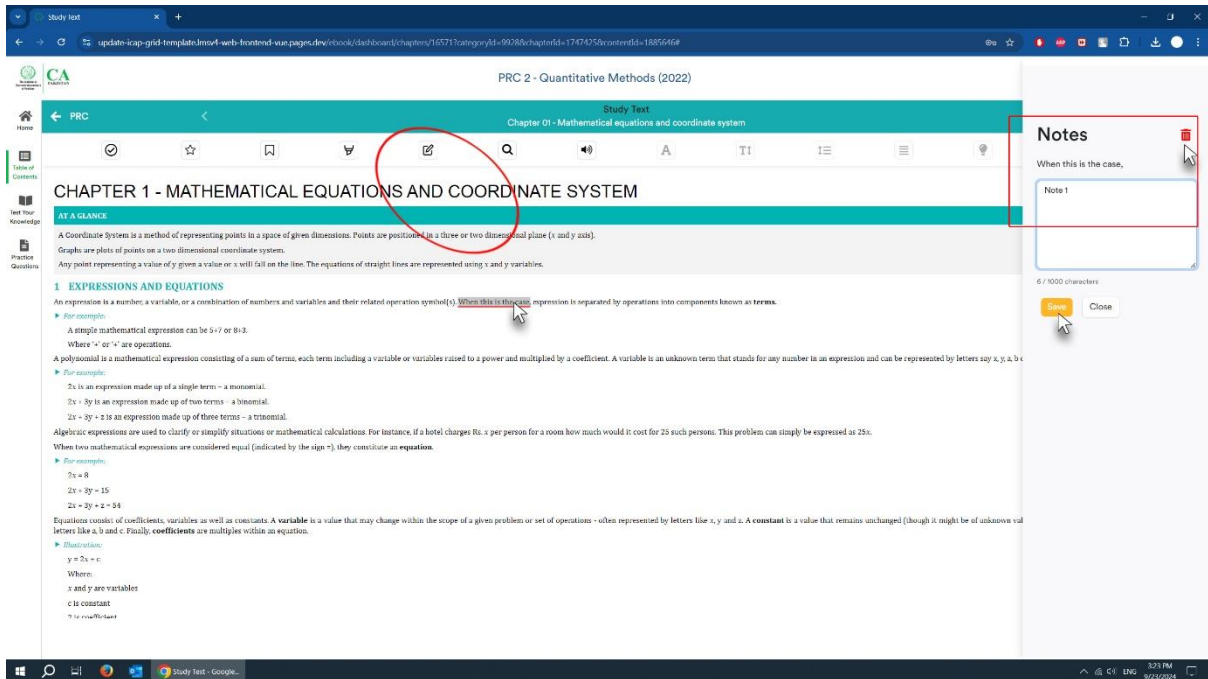
10. **How can I view all my Annotations on one screen?**

Click the second-last button in the top right corner of the toolbar to view all your notes and highlights on a single screen. Refer to the image below to locate the button.
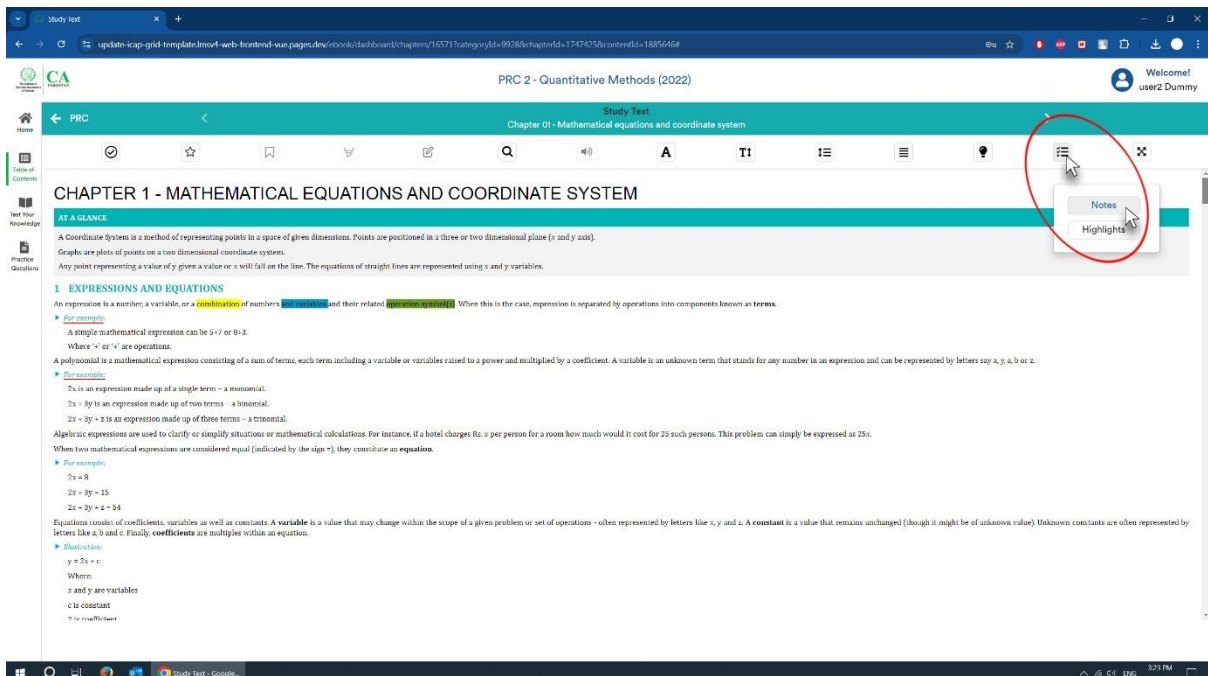
11. How can I search through ICAP Digital Study Material?

Click the magnifying glass icon and type the word or topic you want to find. Refer to the image below to locate the magnifying glass icon for easy searching.
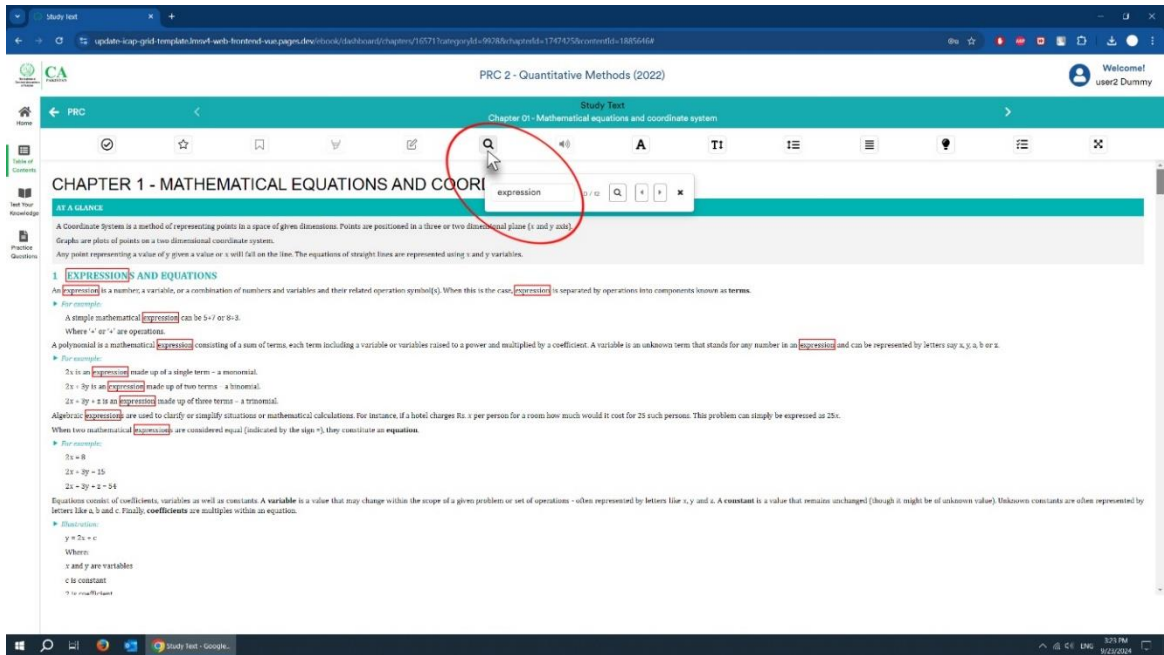
12. How do I use the text-to-speech feature?

To use the text-to-speech feature:

a. Highlight the text you want to hear.

b. Click the Sound icon in the toolbar.

c. To stop the audio, click the Sound icon again.

Refer to the images below to locate the Sound icon and see how the text-to-speech feature works.

To hear the audio:
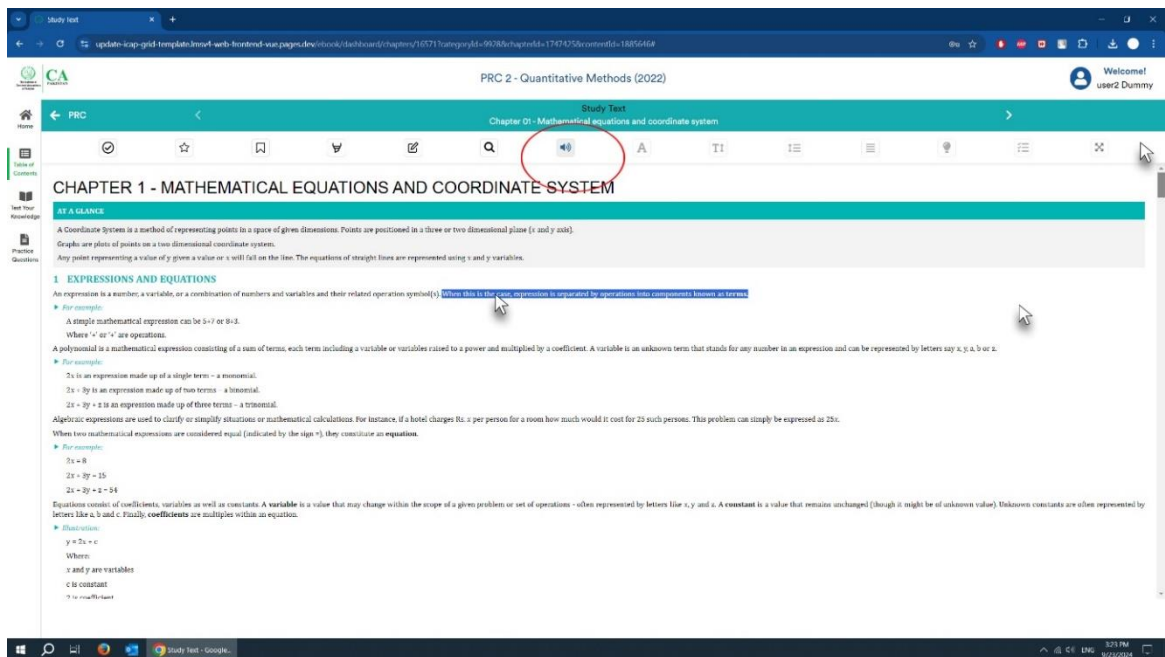
To stop the audio:
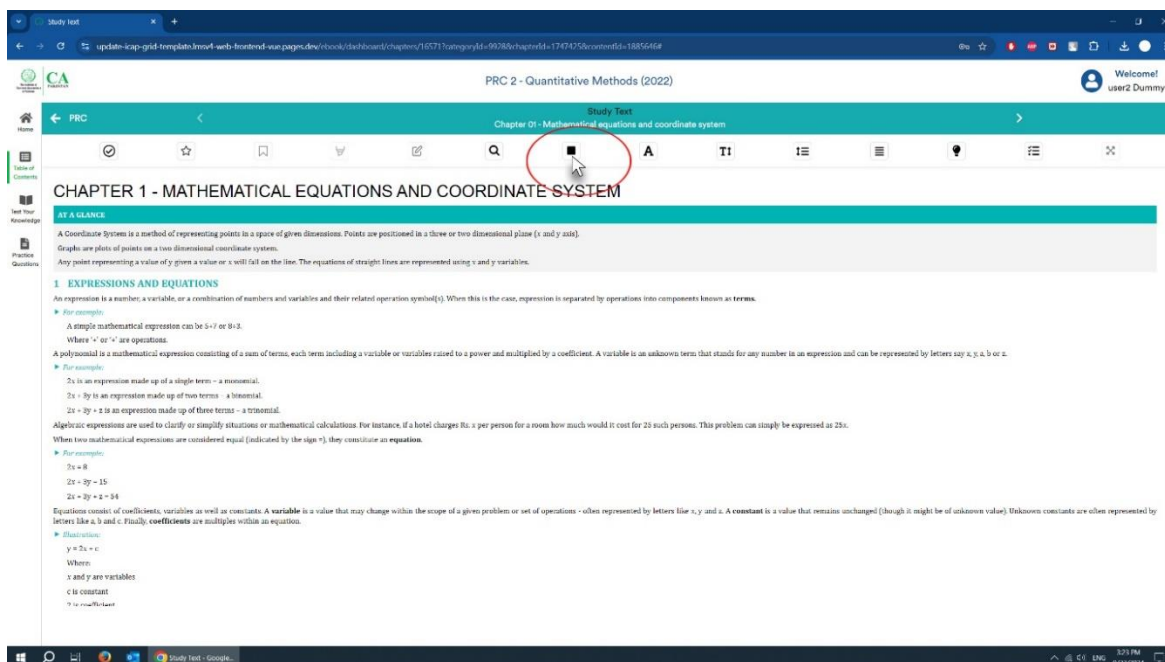
13. How can I change the background color?

To change the background color:

a. Click the eye icon in the top-right corner
b. Select the "Color Mode" tool.
c. Choose between Light, Dark or Sepia modes.

Refer to the images below to see how to locate the eye icon and use the "Color Mode" tool.

Light Mode:

Dark Mode:

Sepia Mode:

14. How do I switch to full screen mode?

To switch to full screen:

a. Click the full screen button in the top right corner.
b. To exit full screen, click the same button again.
   Refer to the images below to locate the full screen button and understand how it functions

C. SUPPORT AND TROUBLESHOOTING

1. **Who should I contact if I am having trouble accessing the ICAP Digital Study Material or facing technical issues?**

If you encounter issues whether accessing the ICAP Digital Study Material or facing technical difficulties, please contact our student support team:

Email: supportdesk@icap.org.pk

Helpdesk: ICAP Helpdesk LMS