FAQ:

1. How to check your schedule & materials?

You can access the schedule with the materials using your Cakap Account. Please log in through you mobile phone or Cakap.com using:

Email: (your email)

Password: cakap123 (or) 123456789

Then you can reset with your own password.

You can also find your schedule through the link below:https://docs.google.com/spreadsheets/d/1aGkttgXML_CSLtQk7-okFHmug9A_VyoYcnpJu0d85zs/edit#gid=175547913

If you have any difficulties, please do not forget to tag Cakap SS account (Chitra, Hanif, and Mita) and we will assist you.

2. How to send a request, question, or concern to Cakap SS (Student Support)?

If you have any request, question, or concern for Cakap class, please kindly contact us through your own groups' channel. Do not forget to tag Cakap SS account (Chitra, Hanif, and Mita).

Your inquiries on Discord might take some times to be responded by Cakap SS. But for urgent issues, you can simply contact us through this link: https://bit.ly/Cakapsupport

Our working hour is from 8am to 9pm.

3. How to reschedule your class?

If you have a schedule issue, you can send your request to Cakap SS for rescheduling the class. However, please be informed that "Rescheduling" can only be done with following conditions:

 - All students from one group has agreed to reschedule the class.

 - Reschedule notification must be sent to Cakap SS by the latest 24 hours before the class is started, please mention your preference replacement schedule as well (Day/Date/Time).

4. How if you are not able to attend the class (because of sick, schedule clash, etc), but does not meet the requirements to reschedule your class?

If you are not able to join your class, you can join another group to catch up with the lesson. Simply inform the teacher who is assigned on the alternate group regarding your situation tp aoid any confusion on teacher side.

However, this action will not affect your presence on your original group.

5. You have attended the class, but you got an email stating that you "Missed" the class after the class has ended.

Please have no worries if you receive this kind of email. Your presence will be updated once your teacher has submitted your class report within 24 hours. You can check your progress report on your own Cakap account, by clicking "Progress" option.