










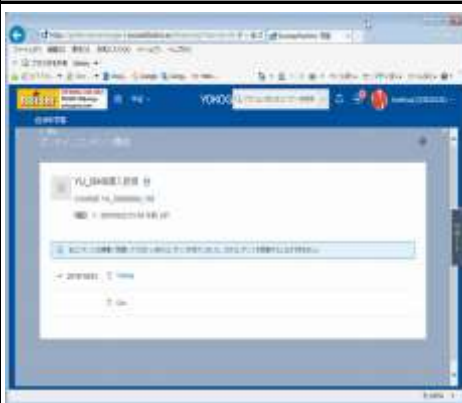


# Frequently Asked Questions "ISMS introduction education"

No.	Classification	Questions	screen example	Answer	Example of response screen	Remarks
1.1	teaching material operation	The screen turns white and looks like the attached screen, so I can't go forward. What should I do?		It may not be displayed correctly. If it looks like the screen, the menu button (three main lines) is displayed, so click the three-line icon on the lower left.		
1.2	teaching material operation	It says "Click the button below ~", but it doesn't appear on the screen. What should I do?		The menu button (three main lines) is not displayed on the screen. Use Ctrl + mouse wheel or zoom in and out of the browser. You can switch to the menu screen.		
1.3	teaching material operation	I want to finish the teaching material in the middle of the class because of the urgent requirements. What should I do?	No Screen	Click "□→" in the upper right corner to exit. The ending points are memorized in the teaching materials, so you can resume later.		
1.4	teaching material operation	I get a different login screen when I open the textbook.		It is not the expected screen. There might be a problem with the browser, so please restart the browser and PC. If it does not improve, please execute the IE reset procedure.	IE Reset Procedure (Left: Japanese; Right: English) 	<a href="http://aww001-0m0176.jp.ykgw.net/index.php?id=835">http://aww001-0m0176.jp.ykgw.net/index.php?id=835</a> English URL <a href="http://aww001-0m0176.jp.ykgw.net/index.php?id=851">http://aww001-0m0176.jp.ykgw.net/index.php?id=851</a>

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2.1	practice operation	You will not be able to continue with the [7. Email and Print] exercise in [phishing e-mail]. How should I operate it?		As stated in the text, there is a "Five Signs" and it will be an exercise to point out these things. There are four things pointed out on this screen, so please click on one more suspicious part to find it.	No Screen	
2.2	practice operation	Unable to operate "Protecting information and privacy" page. How should I operate it?		This is an exercise that combines "Purpose" and "means" such as information availability. Try to move a box like "Using passwords" to the left by dragging it with the mouse to match the combination.		
3.1	Attendance Status	I can't finish training. (N: It's not over.)		Please check the "Information Security" screen from the menu button, and if there is anything you haven't done yet, do it. In the example screen, [10. After the end of the work] and [Summary] are required.  If all of them have [re], Training ends, the date is written as shown on the left screen, and the Quiz link becomes effective.  To complete this course, you need to complete training, test and answer the survey.		

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No.	Classification	Questions	screen example	Answer	Example of response screen	Remarks
3.2	Attendance Status	It seems that I have taken the course several times. What should I do? (No: I get an error when answering the survey and it looks like I haven't completed the class yet.)	No Screen	<p>You can take this course more than once, so there is no problem if you take it more than once.</p> <p>However, if you have not completed more than one time, [In progress] will be displayed. You can either finish the part in the middle or use "Deleted" or (Red Border Left) from the menu as shown on the right.</p> <p>In addition, we have received several reports indicating that the course will be completed more than once if an error message appears on the screen after answering the questionnaire. In this case as well, please use "Deleted".</p>	