































## H. Others

Q1: Why can't I access JIIS by using MS Internet Explorer browser?

After the system migration, our platform supports MS Internet Explorer 10 or above. You may also access our platform by other browsers like Google Chrome and Mozilla Firefox.

If you still cannot access our website, please contact [support@jiis.org.hk](mailto:support@jiis.org.hk) and provide the following information:

- A screen-capture of the failure
- Your OS version (e.g. MS Windows 8.1)
- Your Browser name and version (e.g. MS Internet Explorer 10)

Q2: I have entered email addresses in company information and contact person columns, which are different from my registered email address. Which email address will JIIS use to contact me?

We will always contact you through your registered email address. Therefore, please ensure that your registered email address is able to receive emails from JIIS.

Q3: I cannot find an answer to my question, what should I do now?

Please feel free to contact [support@jiis.org.hk](mailto:support@jiis.org.hk) with the following details:

- Full Name/Company Name
- Registered email address
- University (student users only)
- Student ID (student users only)
- Year of Graduation (graduates only)
- BR Certificate number or a soft copy of your BR (or equivalent) Certificate in JPG/PNG/PDF format (employer users only)

<Sample letter for non-commercial organization>

(Please use an organization Letterhead)

Date: DD-MMM-YYYY

Dear JIJIS Support Team,

We are writing to apply for an employer account in JIJIS for our organization/ department. Please understand that our (organization/ department) is exempt from the obligation of business registration/ we are a department under (organization name) which does not hold a business registration certificate. Please kindly approve our request. Thank you for your arrangement.

Best Regards,

**X**

---

(Name of Responsible Person)

(Title of Responsible Person)