

Electronic "Registration Certificate for Kindergarten Admission"Frequently Asked Questions – System & Technical Support

[In the questions and answers below, "schools" refers to those participating in the Kindergarten Education Scheme. The description of using the electronic "Registration Certificate for Kindergarten Admission" (e-RC) is also applicable to the electronic "Kindergarten Admission Pass" (e-AP).]

1. Q:	Does the system support the setting of permissions for different users to use various functions?
A:	No, at present, the Common Log-on System does not support the specification of permissions for different users to access various functionalities.
2. Q:	Is it possible to register a child using mobile phones or tablets (e.g., iPad)?
A:	Yes, schools can register children for admission using mobile phones or tablets with Internet access and camera lens.
3. Q:	Does the Common Log-on (CLO) System support all tablet and mobile phone models?
A:	The CLO System and Kindergarten Education Scheme System (KGESS) support all tablets and mobile phones that are equipped with Safari or Chrome browsers.
4. Q:	Are there any requirements for computer operating systems and camera lenses?
A:	The KGESS is compatible with all operating systems that have installed Safari or Chrome browsers with camera permissions granted, and the camera only needs to have the ability to capture clear images.
5. Q:	Is it possible to scan with a barcode scanner instead of a QR code scanner?
A:	No, the functionality to scan QR codes is not compatible with any barcode scanner.
6. Q:	Will "iAM Smart" connect to this system to provide parents with RC information? (e.g., remind parents to renew their children's e-RC when necessary, etc.)?
A:	At present, "iAM Smart" does not display any RC-related information. We will upgrade the system to include information about the status of the e-RC for parents' reference in the future.
7. Q:	Is it possible to login with multiple computers/mobile phones/tablets through the same account to handle children's registration for admission at the same time? What is the maximum number of devices that can be logged in at one time?
A:	The system supports the same account of the CLO System being logged in simultaneously by different devices. Based on current internal load testing outcomes, using 800 kindergartens as the benchmark, each school can use the system smoothly with 2 devices running at the same time. However, if this limit is exceeded, the system may become unstable.

	In November 2025, EDB will estimate the upper limit of electronic devices (computers/tablets/mobile phones) that a school can connect to the system at the same time based on the number of children to be registered for admission during the Centralised Registration Dates next year. EDB will provide guidance and coordinate operations among schools.
8. Q:	Can a school check the previous registration record(s) of a child in other schools?
A:	No. The system does not have such function to retrieve the registration record of a specific child. In addition, a school is unable to check the previous registration record(s) of a child in other schools.
9. Q:	If the system resumes normal service, does the school need to register each child individually after using the Batch Registration function?
A:	If the system resumes normal service and the school has successfully registered the children using the Batch Registration function, there is no need to register the children again individually.
10. Q:	Will parents receive an email or SMS from EDB notifying them of the successful registration after completion of the registration for admission?
A:	No, the system does not have the functionality to send emails or text messages to parents to notify them of successful registration. After completing the registration, the schools should confirm the successful registration in writing, such as by giving parents a note (with a standard format that the school can fill in with the child's RC number or name) or indicating it in the circular issued to parents after registration.
11. Q:	Will the system include a function for instant printing of written notices to reduce paperwork in schools?
A:	The KGESS is unable to support the "Instant Printing" feature. Currently, the system only provides a download function for schools to download registration records. After downloading, the school can print the records on their own.
12. Q:	If I need to rectify the "level" of a child's registration record, do I need to re-scan the QR code to make the correction?
A:	Yes, to rectify the "level" of a registration record, the user needs to rescan the QR code. Alternatively, the schools can also update the information of RC number and identity document number of the child manually.
13. Q:	After completing a registration, do I need to log in to the system again, or can I stay on the registration page and continue to register?
A:	After completing a registration, the system will redirect the user back to the registration page, enabling the school to continue with the registration process without logging in again.

14. Q:	Will there be an electronic version of the Provisional Registration Letter?
A:	No.
15. Q:	Is the function of “Registration for Admission” open all year round?
A:	Yes, the “Registration for Admission” function is available throughout the year, allowing registration to be handled at any time.
16. Q:	Can the system check whether the e-RC has not been used for registration (or has expired)?
A:	The system will check the validity period and status of the e-RC. If the e-RC has been used or is no longer valid (e.g., expired or cancelled), the system will display an error message. If the school year selected by the user is not within the validity period of the e-RC, the system will also display an error message to provide timely reminders.
17. Q:	Will each registration record indicate whether it is a record uploaded by Batch Registration? Is there a way to identify whether a record was entered by Individual Registration or Batch Registration?
A:	Yes, in the registration records, there will be an indication of whether the record was entered through Individual Registration (“Scan QR code” or “Manual Input”) or uploaded by Batch Registration.
18. Q:	How long can the system stay idle?
A:	The current idle time of the system is 1 hour. However, to cope with the peak transaction volume during the Centralised Registration Dates, the idle time will be reduced to 15 minutes during the weekend period of the Centralised Registration Dates.
19. Q:	If the total number of students in the school is projected to be 100, can the system allow more intake records, such as 110?
A:	Yes, the system does not limit the total number of children to be registered in each school. A kindergarten may register more children than its projected number.
20. Q:	Is it possible to search the registration by the child's Chinese or English name?
A:	The proposal is worth consideration.
21. Q:	Is it possible to revise the registration categories as "Net Registration", "Successful Registration" and "De-registration"?
A:	The proposal is worth consideration.
