



## Frequently asked questions (FAQ)



### Q 1 Are K1 applications considered on a first-come, first-served basis?

No. All right-age applicants with online applications submitted before the closing date will be invited for an interview.

### Q 2 Can I apply for more than one kindergarten for my child? How much is the application fee?

You may apply for multiple kindergartens. The fee for each application is HKD\$40.

### Q 3 How do I know if the school has received my online application or not?

An application number will be shown on the screen upon completion of the online application. It indicates that the application is submitted and the school has received your application.

### Q 4 How will the confirmation notice be sent?

Upon completion of the online application, a confirmation notice will be sent to your e-mail address provided. Please make sure that you enter the correct e-mail address.

### Q 5 What should I do if I lose the information on the confirmation notice?

Please contact the respective applied school as soon as possible.

### Q 6 How should I inform the school if I wish to amend/ make supplement to the information already submitted through the online system?

You may login to the system and amend/make supplement to the already submitted information by entering your application number and e-mail address. Please note that the birth certificate number, grade level you are applying for, e-mail address and method of payment cannot be changed/added once you submit the application.





## Frequently asked questions (FAQ)



**Q 7** I did not receive the confirmation e-mail but the system shows that my application was completed and an application number was given. What should I do?

This may be due to the following reasons:

### Reasons

### Solutions

- 1 Your e-mail system labels the confirmation notice as a spam and has sent it to the spam box.

Please add the following e-mail address to your contact list to prevent the e-mail sent by our system being labelled as a spam (Details of setting can be found on pages 3 to 5):  
[noreply@smtp.plkkg.edu.hk](mailto:noreply@smtp.plkkg.edu.hk)

- 2 Technical problems of the e-mail server.

- 3 The e-mail address entered in the application is incorrect.

- 4 Other technical problems.

Please contact the respective school you have applied for or call us at 2114-0333 (office hour: 09:00-12:30; 14:00-18:00 from Monday to Friday) or send an e-mail to [cs@evi.com.hk](mailto:cs@evi.com.hk)

**Q 8** What should I do if my payment is unsuccessful during the online application?

The payment status will be shown as "cancelled" in the online system. You may re-enter the birth certificate number after 15 minutes and try re-applying.

**Q 9** I can view the system but there is no button and I cannot apply online. Why?

Please note that our website is only supported by Google Chrome, Firefox, Safari and Internet Explorer 10 or above versions, but not other browsers.

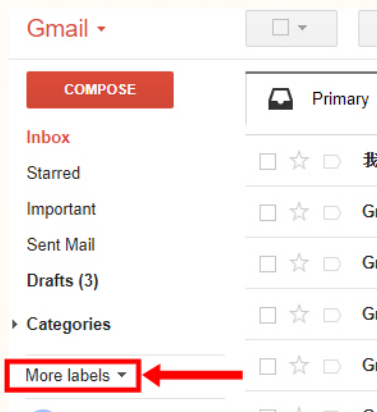




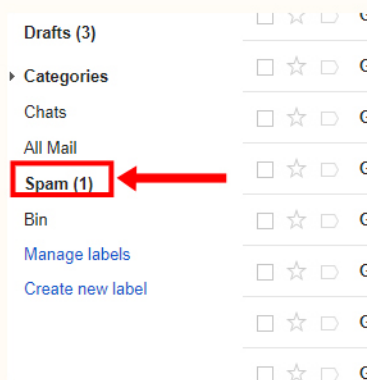


## Step 1 Check if the email is sent to spam box

① Log-in to your e-mail account and click "More labels" on the left menu.

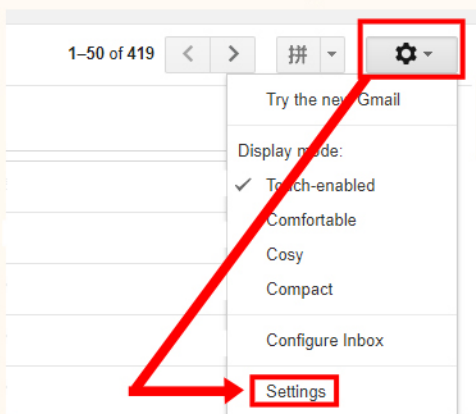


② Click "Spam" to check if the e-mail is labelled as spam



## Step 2 Setting of Non-spam mail

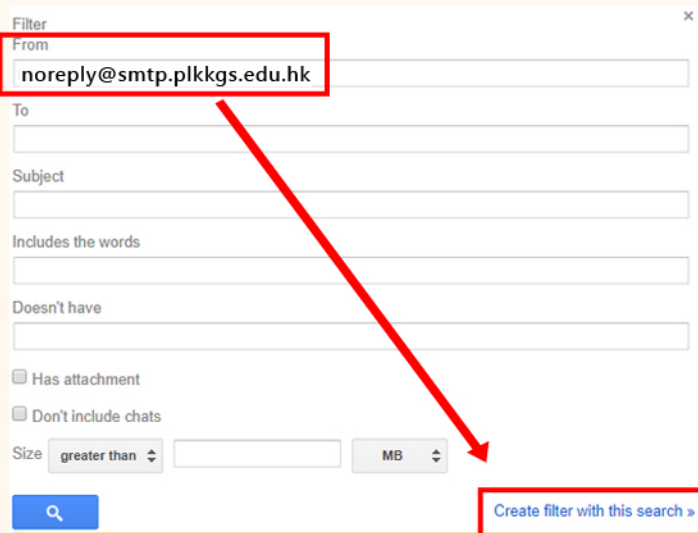
① Click "Settings" in the dropdown menu of the setting button.



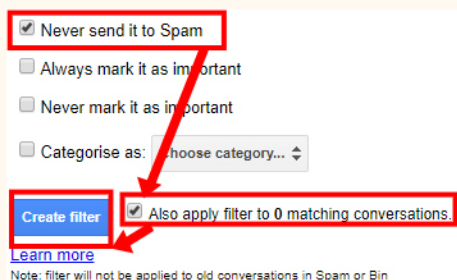
② Click "Filters and blocked addresses" and "Create a new filter"



③ Enter the e-mail address [noreply@smtp.plkkg.edu.hk](mailto:noreply@smtp.plkkg.edu.hk) into "From" and then click "Create filter with this search"



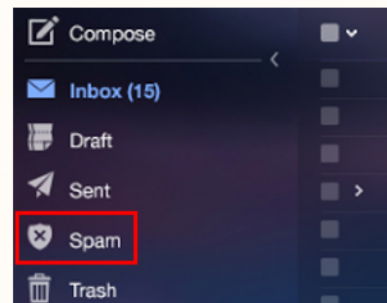
④ Select "Never send it to Spam" and "Also apply filter to \_ matching conversations.", then click "Create filter". [Finish]





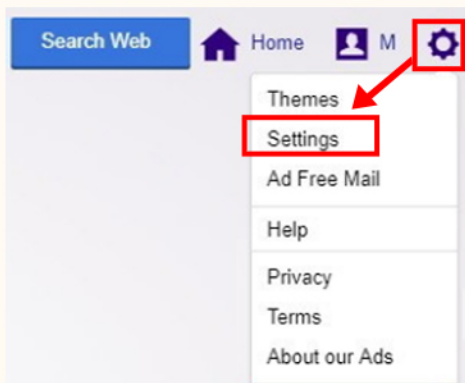
## Step 1 Check if the email is sent to spam box

- ① Login to your e-mail account and click "Spam" to check if the e-mail is labelled as spam.

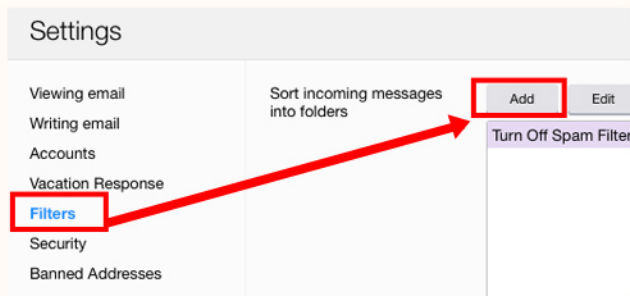


## Step 2 Setting of Non-spam mail

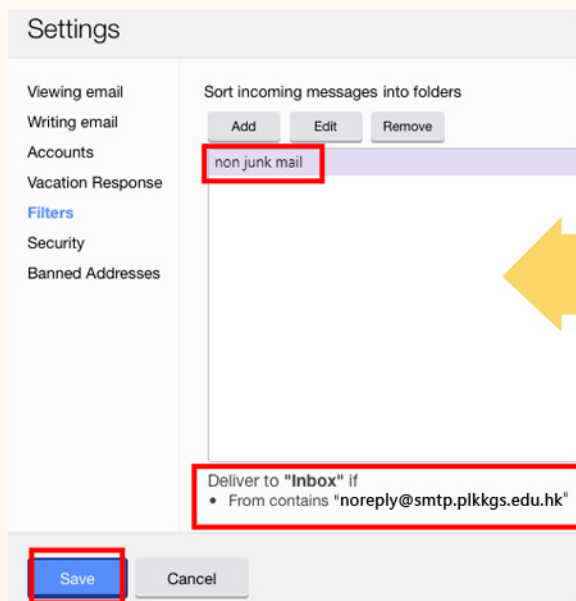
- ① Click "Settings" in the dropdown menu of the setting button.



- ② Click "Filters" and "Add"

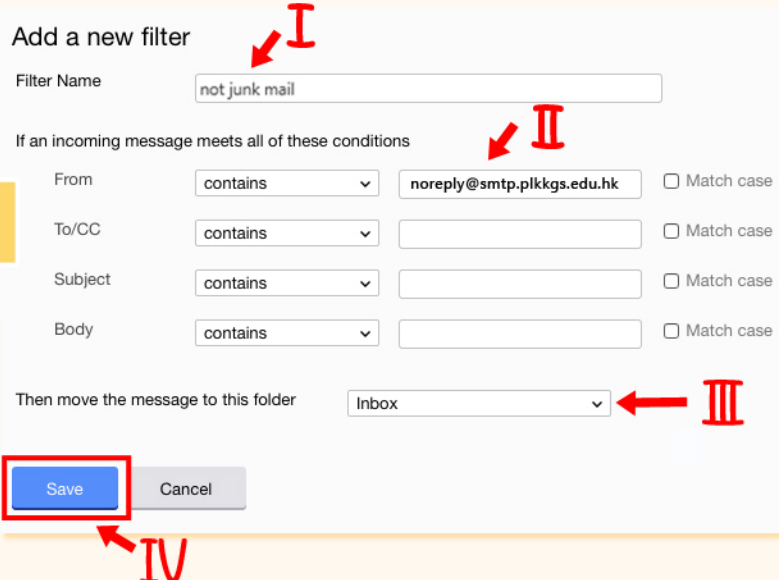


- ④ Make sure the filter has been set up and press "Save". [Finish]



- ③ To create a new filter:

- I) Enter the name of filter.
- II) Choose "Contains" and enter the e-mail address [noreply@smtp.plkks.edu.hk](mailto:noreply@smtp.plkks.edu.hk) into "From".
- III) Choose "Inbox" in the dropdown menu of "Then move the message to this folder".
- IV) Click "Save".



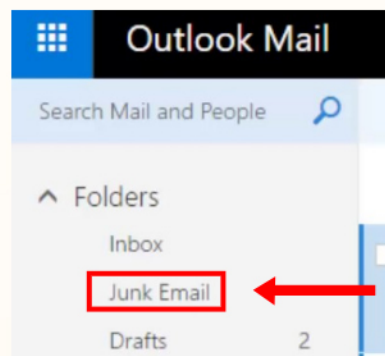


## E-mail Setting(3) - Hotmail Or Outlook



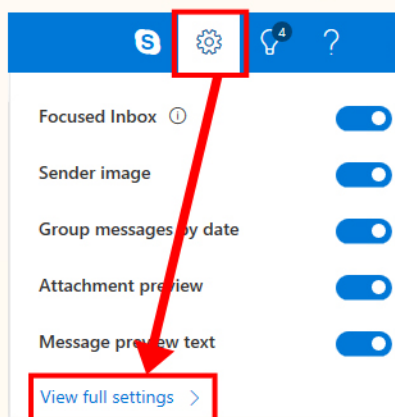
### Step 1 Check if the e-mail is sent to junk box

- ① Login to your e-mail account and click "Junk Email" to check if the e-mail is labelled as junk.

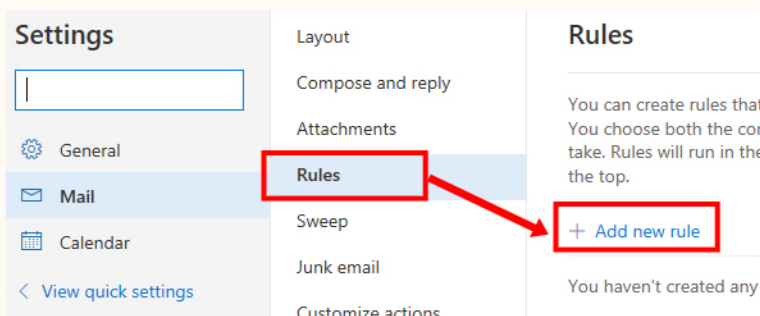


### Step 2 Setting of Non-junk mail

- ① Click on the setting button and click "View full settings"



- ② Click "Rules" and "Add new rule"



- ③ I) Select "From" in the dropdown menu of "Add a condition", and enter the e-mail address [noreply@smtp.plkkg.edu.hk](mailto:noreply@smtp.plkkg.edu.hk)

II) Select "Move to" in the dropdown menu of "Add an action", then select "Inbox"

III) Click "Save" [Finish]

