

General questions about using the learning opportunities on profaxonline.com

How can I open an account with **profaxonline** as a school?

- Register free of charge as a «School».
→ [Registration](#)
- You will receive an automatically generated e-mail. Click on the link in the e-mail to confirm and complete your registration. Your account is now active.
Make sure you receive emails from xy@profaxonline.com. Check the spam folder of your mail program and, if necessary, contact the school's IT department so that the school servers do not block our senders.
- Log in to your account at profaxonline.com with your username (usually the same as your e-mail address) and password.
- Record students and teachers free of charge.
→ [Create users](#)
- If you wish to use chargeable modules, purchase a credit.
→ [Purchase credit](#)
- Assign students authorizations to use individual modules.
→ [Assign authorizations](#)

How can I open an account with **profaxonline** as a private individual?

- Register free of charge as a «Private».
→ [Registration](#)
- You will receive an automatically generated e-mail. Click on the link in the e-mail to confirm and complete your registration. Your account is now active.
- Log in to your account at profaxonline.com with your username (usually the same as your e-mail address) and password.
- If you wish to use chargeable modules, purchase authorizations by credit card.

What system requirements do I need to use **profaxonline**?

You can log in to the learning platform profaxonline.com via **desktop computers** as well as **laptops** or **tablets**.

Prerequisites are **Internet access** and a **modern, updated browser** (Firefox, Chrome, Edge, Safari).
Do *not* use an outdated browser such as Internet Explorer.

Who do I contact if I have questions?

We will answer your questions as quickly as possible. Write to info@profax.ch.

You can reach us by telephone
Monday to Friday from **13.30 to 17.00**
by calling **044 500 60 10**.

How do I use the learning modules on [profaxonline](#)

As a **private individual** you purchase authorizations via credit card, PayPal or Stripe.

For **schools** there are two options

- assign individual authorizations to students → [Assign authorizations](#).
 - use the **profax Flatrate** for your school. This offers financial and administrative benefits for around 50 learners or more. Please [contact](#) us for more information.
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Can I only allocate students a specific selection of learning modules within the profax Flatrate?

The learning modules of the **profax Flatrate** are automatically assigned by the system. It is not possible to display only a selection of the available learning modules.

Control learning using the [Work plan](#).

How do I use additional learning modules outside of the profax Flatrate?

Authorizations for learning modules that are not included in the profax Flatrate can be purchased and used at the usual conditions.

[Purchase credit](#)
[Assign authorizations](#)

Can I export a list of usernames and passwords?

For data protection and security reasons, it is **not possible** to export such data.

Please create your own list and save it as securely as possible.

Passwords are stored by us as a *Hash* (a kind of sum of digits) and cannot be read out.

Why is the row of dots in the password so long?

Passwords are stored by us as a *Hash* (a kind of sum of digits) and displayed in the account as a series of dots.

The number of dots displayed is independent of the number of characters in the selected password.

Is it possible for several people to have administrative rights at a school?

No, this is not possible. For technical and legal reasons, there can only be one admin access per account.

Simultaneous access to the data in the admin account by different people can lead to conflicts in the system.

In addition, there must be clear responsibility for the issued authorizations and requested credits.

You can of course make the access data available to several people who can then each log in if the account is not already open. Remember that these people can take actions that have financial consequences, for example.

I recently assigned a authorization to a child, but now i am told that it will expire in a few days.

Authorizations are generally valid for one year. An authorization behaves in a similar way to a library book. It can be «borrowed» by different people during the period of validity.

If you have no or too few authorizations for a learning module and assign one to child A, child A will be assigned a «new» one. You will be charged for this authorization. You must confirm the purchase.

If you withdraw the authorization from child A within the validity period or remove the child from your account, a «free» authorization with a corresponding remaining term is created.

If you have one or more «free» authorizations and assign one to child B, it will receive one of these. There are no costs. However, the validity of this assigned authorization is limited to its remaining term.

After a short time, the message appears: «You've done enough work for today.»

This message appears when a student has made mistakes in a topic of a learning module and needs to work through them again.

In order to ensure sustainable learning, tasks that have been solved incorrectly can only be worked on again after a certain period of time. Tasks solved correctly from the start do not need to be repeated.

The learning management of our learning platform stipulates that errors must be worked through on three different days. This helps to anchor the correct solution.

If there are only a few mistakes to work on in an exercise, it may be that the work on a topic for the current training unit is completed after a short time. We therefore recommend suggesting several topics for students to work on → [Work plan](#).

I cannot start profaxonline, what do I have to do?

Make sure that you start [profaxonline.com](https://www.profaxonline.com) via an up-to-date and modern browser.

Do you have an active connection to the Internet?

Clear the cache of your browser and then log in again. Proceed as follows:

Google Chrome

- 1. Press the buttons Strg + Shift + Del
- 2. Under *Time period*, select the entry *Total time*.
- 3. Activate "Images and files in cache" and then click on *Delete data*.

Mozilla Firefox

- 1. Press the buttons Strg + Shift + Del
- 2. Activate the *Cache* option and then click on *Clear now*.

Microsoft Edge

- 1. Press the buttons Strg + Shift + Del
- 2. Select *Cached data and files* and then click on *Delete*

Apple Safari

- 1. Press the buttons Cmd + Alt + E

iPad

- 1. Open the device settings
- 2. Select Safari
- 3. Select *Delete history and website data* and then tap *Delete*

If these measures do not help, please contact support@profax.ch

profaxonline
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