

FAQ for eMFC

1. Can I still submit hardcopy MFC?
 - Yes, however we strongly encourage the submission to be done in eMFC.
2. Can I submit all documents online?
 - No, currently only MFC can be submitted online, the rest of the required documents for case submission remain status quo.
3. Can I make changes to my submissions?
 - No, once it is being flow to Ops upon Supervisor's approval, no changes can be made.
4. Is the signature of my client safe?
 - Yes, Signature will not be captured in database.
5. How is the MFC date registered?
 - It will be based on the date and time of our eMFC server and not your laptop/ipad etc.
6. How often will the APL be updated?
 - As and when a new version of APL is launched, we will update accordingly.
7. What happen to the data I have keyed in if my battery runs flat?
 - The system does auto save every 1 minute, therefore the maximum data lost will be 1 minute of the information.
8. How long will the eMFC stay logged in for?
 - Any inactivity will be logged out after 30 Minutes.
9. How long will the data of the clients be saved in eMFC without submitting?
 - It will be saved for your reference, as of now, there will not be any deletion of data under any scenarios.
10. How long will your eMFC's recommendations be valid for?
 - It is valid for 3 months for hardcopy and softcopy.

FAQ for MFC APP

1. Can I log into both eMFC and MFC App at the same time?
 - Logout of eMFC before logging into MFC App
2. Do I need to save every page?
 - Yes, but there is an autosave feature for fields every 5 minutes.
3. Is editing the text different from other apps on iPad?
 - Editing text – Hold keypad using 2 fingers and swipe to move text position.
4. PDF not available for direct download but can be viewed directly within App
5. How long will MFC App stay logged in for?
 - Any inactivity will be logged out after 30 Minutes.
6. Is there MFC App for other platforms?
 - Currently there is only one available for iOS for iPad.