BRITISH COUNCIL

IELTS SpeakUP

—

Client User Guide
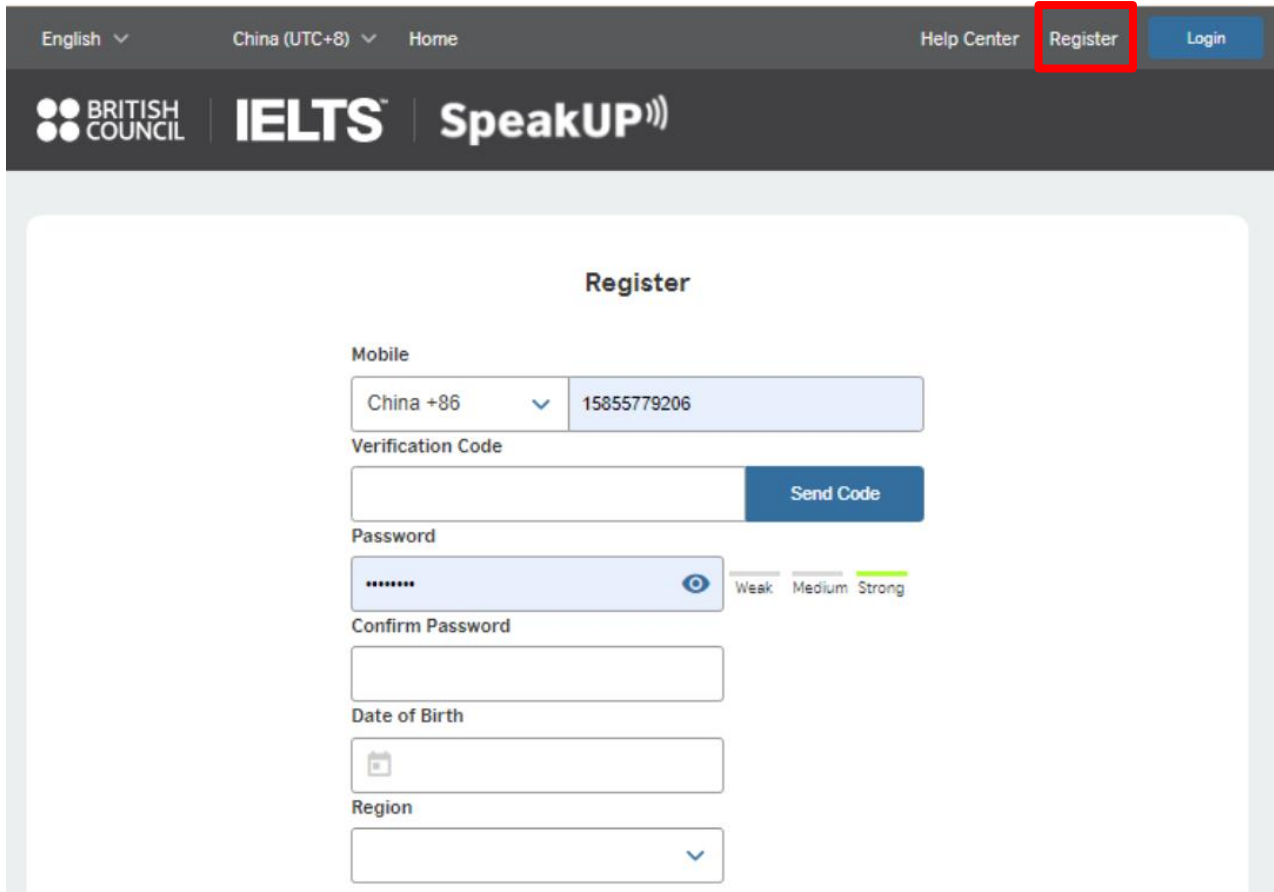# for Mac, Mobile, Tablet

23 Oct 2020

Contents

Register

If you do not have an account, click Register to get an account in SpeakUP Book & Pay portal from the link booking.speakup.britishcouncil.org.

You will be asked to fill in your mobile number, set a password and provide your region and date of birth information.

Mobile Verification

Select your country code and enter your mobile number. Then, click "Send Code" to get a verification code.

Mobile

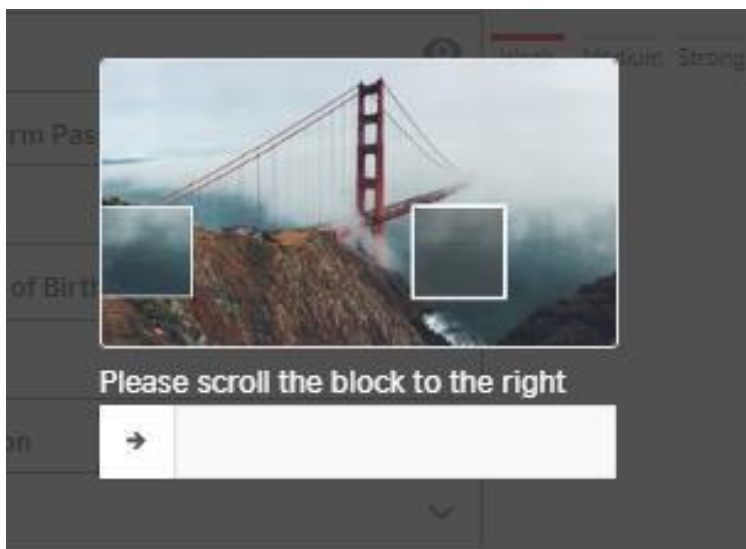| China +86 ⌄ | 1789088722 |

Verification Code

| | Send Code |

For security purposes, scroll the block to the right to complete the jigsaw.

When you move the block successfully, a verification code will be sent to your mobile. Remember the code is valid only for 2 minutes. If you do not get the SMS in one minute, you may click resend when the button is enabled.

Mobile

| China +86 ⌄ | 1789088722 |

Verification Code

| | 56s resend |

Password

Under 18 Users

The system requires account owners to be adults. If you are U18, please ask your parent or guardian to register you.

Date of Birth

| 📅 | 04/08/2020 | ❗ |

Are you under 18 years of age? Please ask your guardian to register for you.

Please read through the notice and tick the "I have read and accepted" box before moving on.

- confirm that I will be present (i.e. within earshot) for the full duration of the SpeakUP session
- understand that SpeakUP sessions will be audio and video recorded for monitoring and quality assurance purposes and a child's image and voice being recorded for these purposes. We do this in our legitimate interest. These will be securely st. destroyed after 7 years.
- I understand that the anonymised data provided for my child, including voice and video recordings, can be used by the Br for research and training purposes; I understand that the anonymised data may be shared with other researchers for rese purposes if the British Council gives permission; I give my consent to this use.
- am aware that further information about British Council Child Protection can be found https://www.britishcouncil.cn/abou do/child-protection and that I can email childprotection@britishcouncil.org.cn for further enquiries
- understand that the British Council and the platform provider confirm that they will not disclose personal information abo candidates to others except as stated in this Declaration or to the extent permitted by law.

The British Council complies with data protection law in P.R. China, the UK and laws in other countries that meet internationally standards. You have a right to ask for a copy of the information we hold on you, and the right to ask us to correct any inaccura information. If you have concerns about how we have used your personal information, you also have the right to complain to a regulator. For detailed information, please refer to the privacy section of our website, www.britishcouncil.org/privacy or conta British Council office. We will keep your information for a period of 7 years from the time of collection.

☑ I have read and accepted

- Terms and Conditions of Sale
- Terms of Use
- Cancellation and Reschedulling Policies

Marketing opt-in

The British Council would like to use the information you provide to send details of activities, services and events (including so which we think are of interest. To choose your contact preferences, please tick any of the boxes below:

☐ Email
☐ SMS

You do not have to select any of the options and if you do, you may unsubscribe from any option at any time by going to Acco Management in the SpeakUP system. We will process your personal information based on this consent.
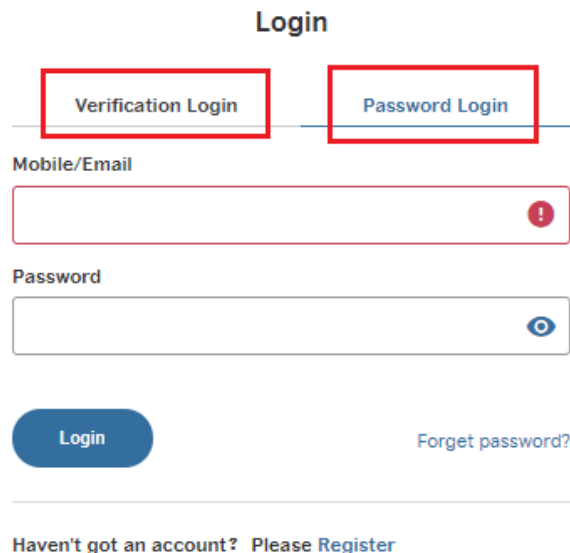
[Register]

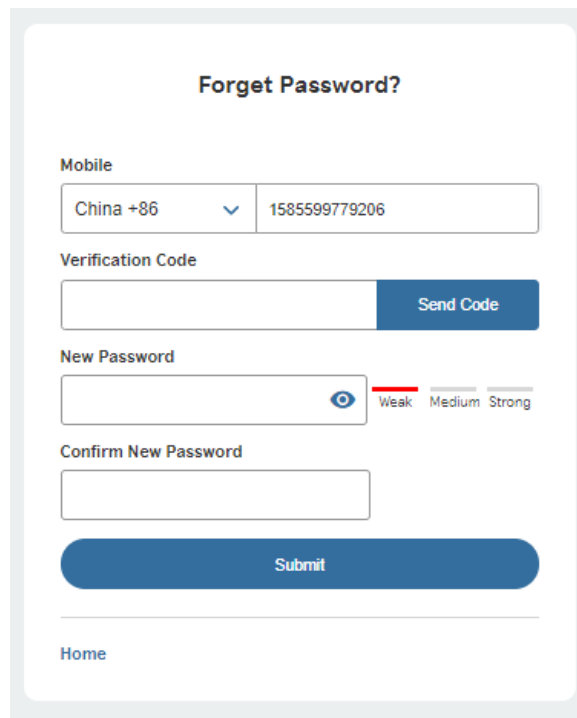# Login, Book & Pay System

You can log in in two ways:

- Mobile + Verification Code
- Mobile + Password

Click the different links to switch the login (verification or password).

If you forget your password, click "Forget Password" to retrieve it through your phone.

Book a Session

Before booking a session, remember to set your time zone first.
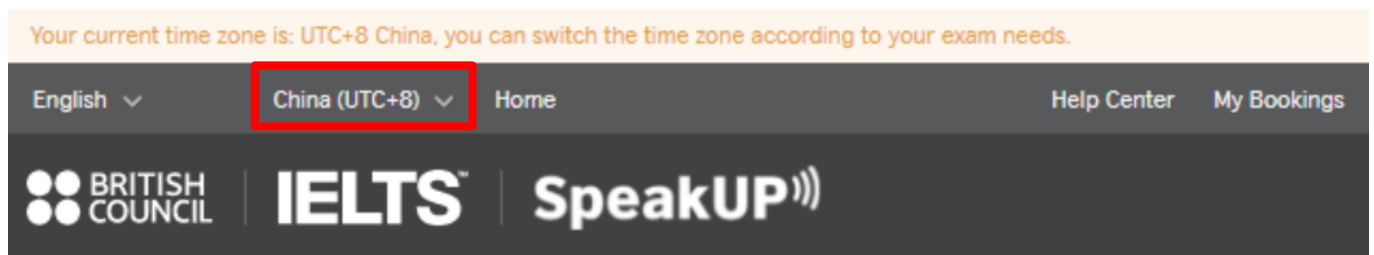
Select the date you want to take the session and book a timeslot. When "Book" is clicked, you will be asked to fill in your or the U18 learner's Full Name, Date of Birth and first language. If you are U18, for child protection purposes, you'll be asked to fill in your parent or guardian's contact info.

Fill Info

Session Information:

Date: 2020-09-17   Time: 08:00 - 08:45

Please check again and make sure selected exam and candidate information are correct:

Full Name:

Date of Birth:

What's your first language?:

Cancel   Next

When all is confirmed, click "Next" to move on. In User Notice, you'll find Terms and Conditions of SpeakUP. When confirmed, click" Submit Order".

User Notice

SpeakUP: Terms and Conditions of Use

British Council IELTS SpeakUP provides a unique opportunity to practice your IELTS speaking with an IELTS test expert. We would like you to get the most out of your SpeakUP lesson. To do so, we have some tips about what to expect and would like to share with you the house rules and other terms and conditions of use.

1.What you can expect

- A friendly, supportive and highly experienced IELTS test expert who is keen to show you how to improve and get the best score in the IELTS speaking test
- A 30-minute SpeakUP session using video and audio interaction, which is a practice IELTS test as close to the real test as possible
- A short discussion about your IELTS speaking test goal, about whether you have taken the test before, and about what areas you would most like to focus on improving
- Clear, individualised feedback on how you managed each different part of the test and how you can improve, as well as feedback on your language and, specifically, which aspects of your language you need to work on in order to achieve your goal score

What you won't get:
An IELTS score or estimated IELTS score – sorry, that's what the IELTS test is for!

2.House Rules

We care about the privacy of our customers and our staff. We also want to ensure that customers enjoy a positive experience that provides them with valuable feedback to improve their IELTS score. To support this, we ask all customers to read, understand and adhere to the SpeakUP House Rules.

All SpeakUP sessions are audio and video recorded for quality control and internet safety purposes.

Your IELTS test expert is not allowed to:

Confirm Order Information

Session Information	
Session Date:	2020-09-17
Session Time:	08:00 - 08:45
Full Name:	Test
Session Fee:	XXX **Sold by British Council**

Cancel　　　　　　　　　　　　　　　　　　**Submit Order**

Order and Pay

When the order is submitted, you'll have 30 minutes for payment. When it times out, the order will be closed, and your seat will be released.

You may pay by Card or Voucher (for clients of our Business partners).

Select a method and click "Pay" to move on.

Pay Order

Order No.: SU-EA001-UATG1621   Please pay in 29:44 , otherwise, the order will expire.

Please take care to protect your personal payment information during the payment process!

Session Date: 2020-10-21

Session Time: 21:30 - 22:15

Full Name: Juan Du

Total Fee: XXX

Sold by British Council

Payment methods:

◯ Card Pay   ◯ Voucher

Pay

Card Payment

You'll be directed to the Checkout Platform where you can pay through:
- Credit and Debit Card
- Alipay
- WeChat Pay
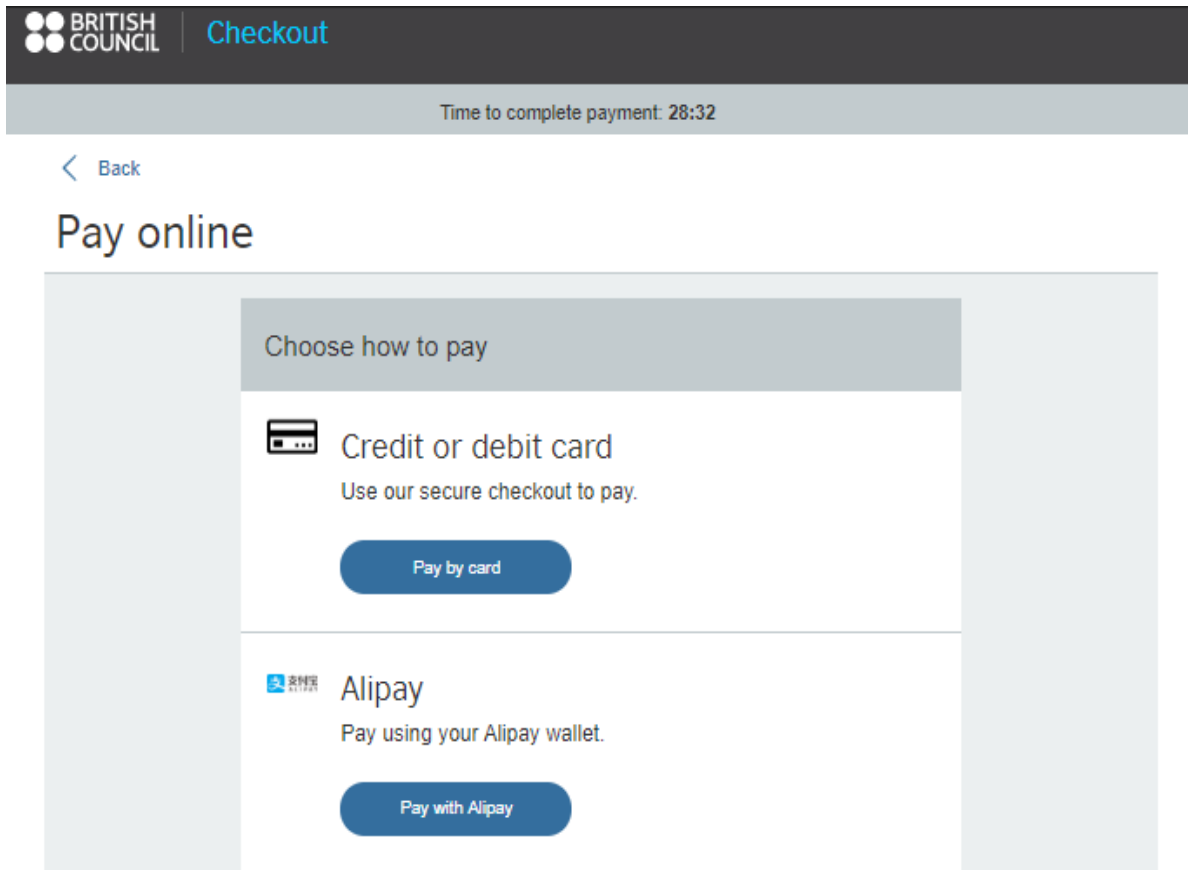
Overseas users can use the following payment methods:
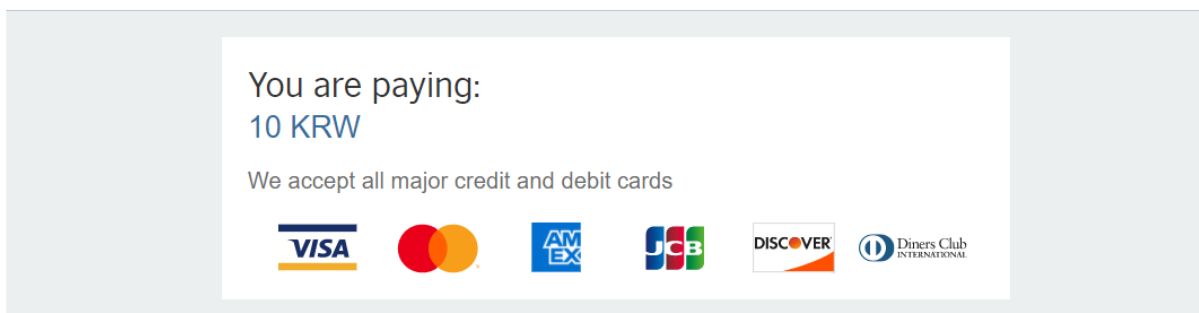
Select a payment method and follow the steps of the pay service provider to complete the payment.

If you encounter any problems during the process, click Payment encounter problems or got to Help Desk .
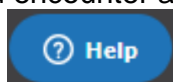
When the issue is resolved, if it's still within the payment time, go to "My Orders" to complete the payment by clicking "Pay" to try again.

Voucher Payment

If you're paying by voucher, please enter your 16-digit voucher number and click "Pay" to move on.

If the payment is successful, your SpeakUP account and link will be generated.

English ∨   China (UTC+8) ∨   Home   Help Center   My Bookings   15855779206 ∨

BRITISH COUNCIL | IELTS | SpeakUP⁾⁾⁾

Success

Booked the session

Date: 2020-10-21   Time: 20:45 - 21:30

Application ID: 10000509   Key Code: 947D81B4

Please go to My Bookings to check your login details.

◀)Notice:
If you are under 18, please ensure that your guardian is present on the day of the practice. If your guardian is not present, we will immediately terminate the session.

Getting Started

Before the session, please log in to make sure your equipment and network are working well. Please check the following recommendations:
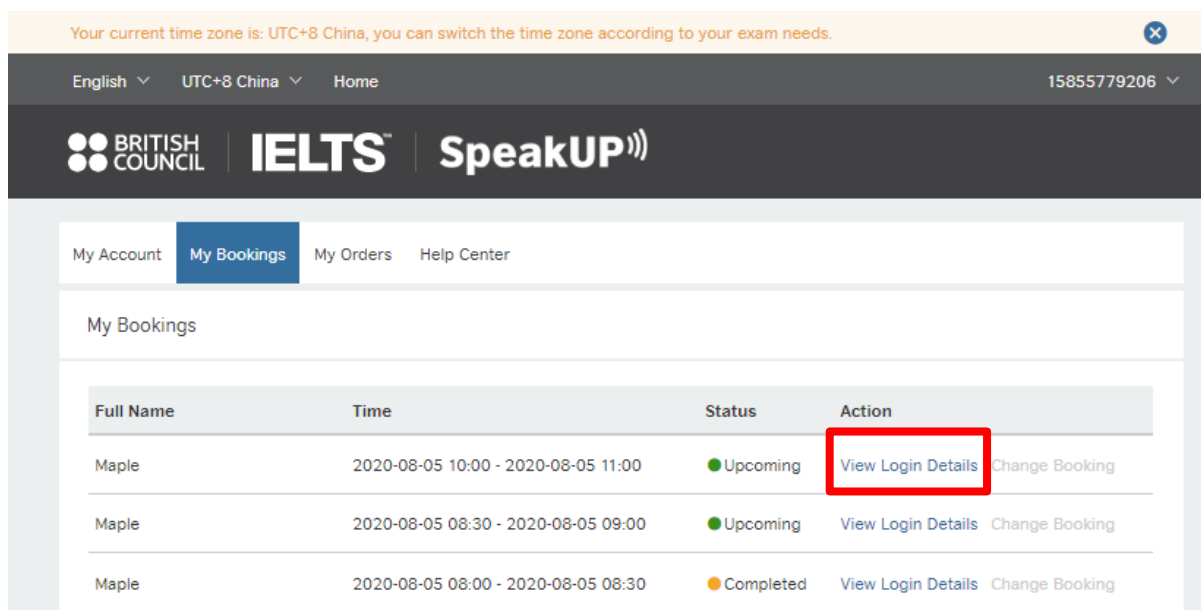
1. Network Bandwidth: 8 Mbps at least (please refer to the following link to check your network speed https://www.speedtest.net/)

2. Display: Auto-adaptive; Higher than 1366*768
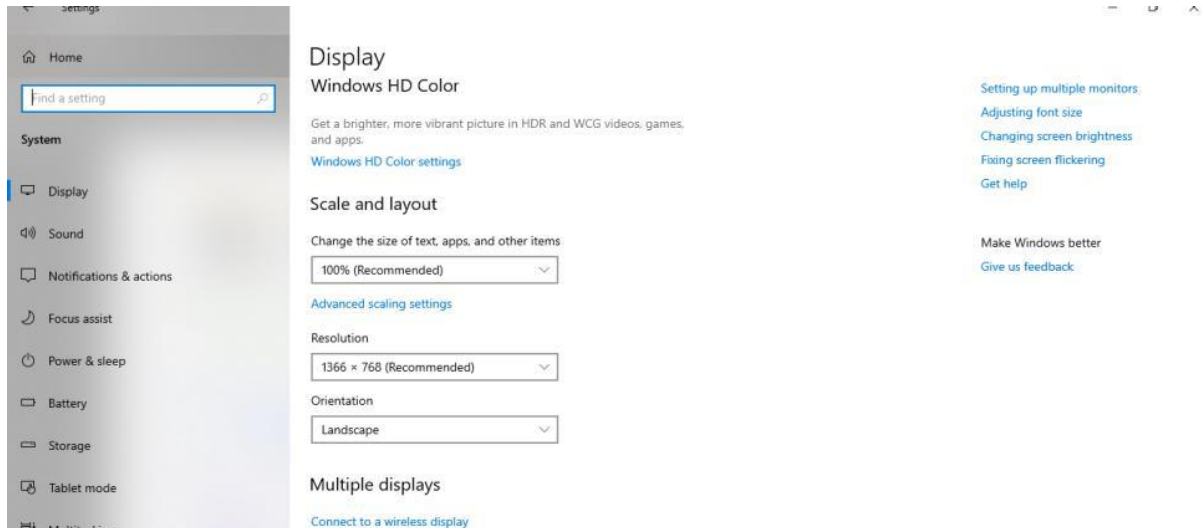
3. Audio/Video:

   o Headset/Headphone: We recommend using noise-cancelling headphones.
   o Microphone and Speaker: If you are using a microphone and speaker, make sure they're well connected to your device. You may use our equipment check to do the test.
   o Camera: resolution of 360P; support H.264 video encoding. Make sure when connected and activated, you've got the signal light turned on.

Attend a Session

1. Click "View Login Details" in "My Bookings" to go to your session information page.
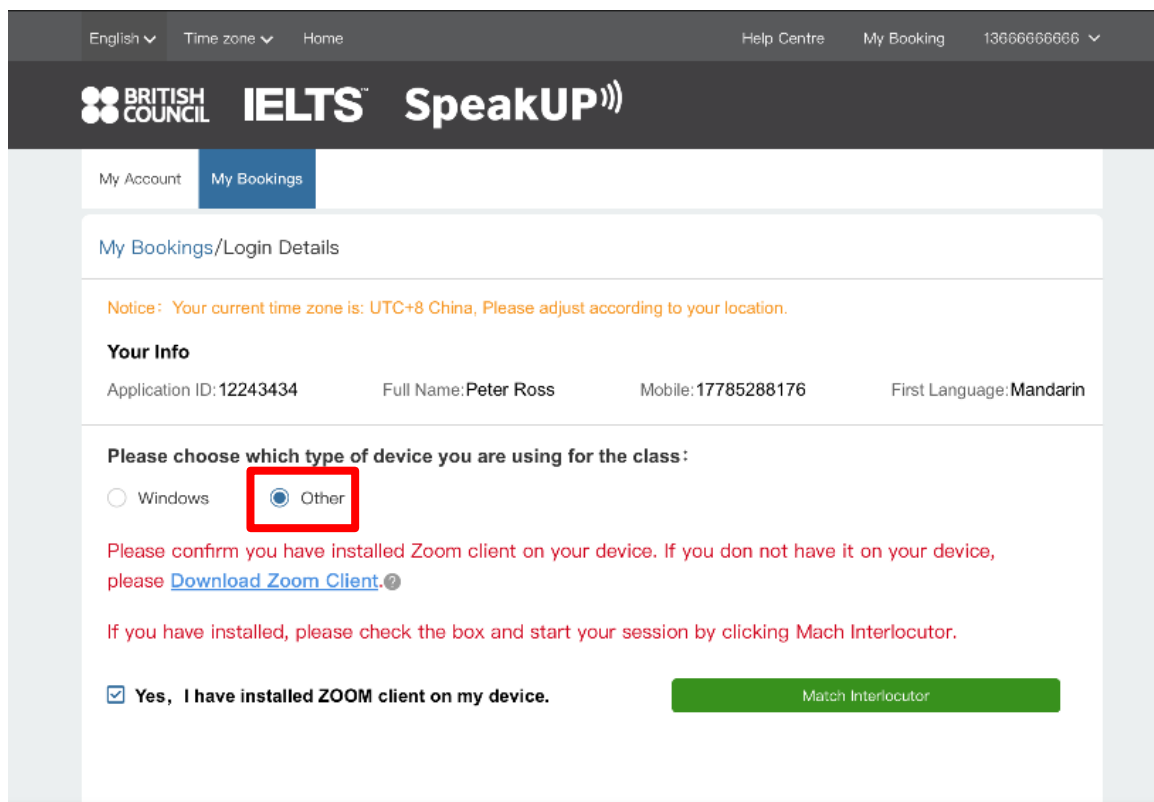
2. Mac or mobile/tablet users, please select 'Other'.

3. Click "Download Zoom Client" if you haven't installed Zoom app on your device.

   Or click "Yes" to confirm that you have installed Zoom client on your device.

4. The room allows you to enter 10 minutes before your session time. When you are ready, click "Match Interlocutor" to start matching with an available interlocutor.

   Please note: If the interlocutor is not online, system will show this message at the top of your screen "No available interlocutor, please try again".

5. Once you're matched successfully, a message will appear with your Meeting ID and Passcode.

My Bookings / Login Details

Your Info

Application ID: 10000509   Full Name: Juan Du   Mobile: 15855779206   First Language: Mandarin

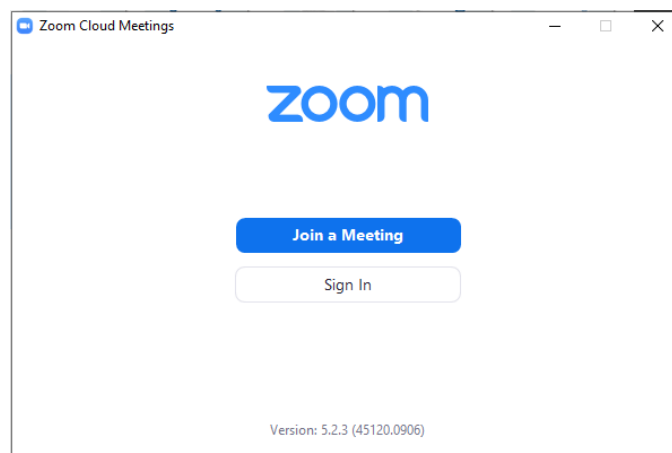Please choose which type of device you are using for the session:

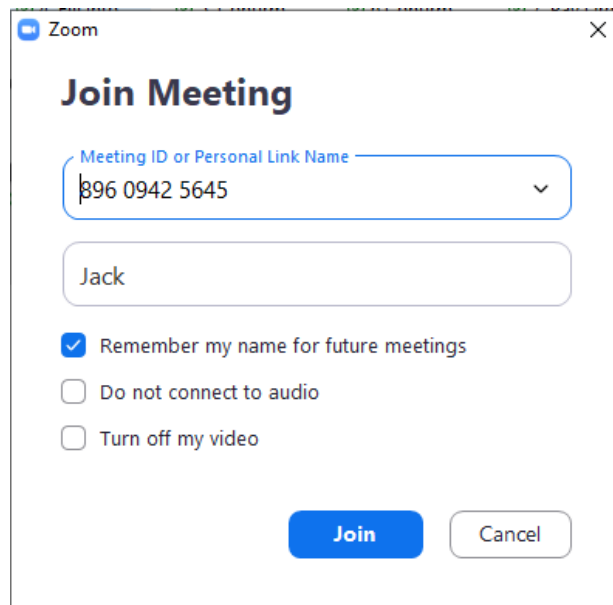◯ Windows ⦿ Others (Mac or mobile/tablet)

✓Matched interlocutor successfully

Note: Please use the following information to join the Zoom meeting room and start your SpeakUP session. Your interlocutor is waiting for you at the moment. If you are more than 5 minutes late, your session will be terminated by the interlocutor.

MeetingId: 89609425645
Passcode: bb-0b36-4e

6. Open Zoom Client and click 'Join Meeting'. Follow the steps to connect.
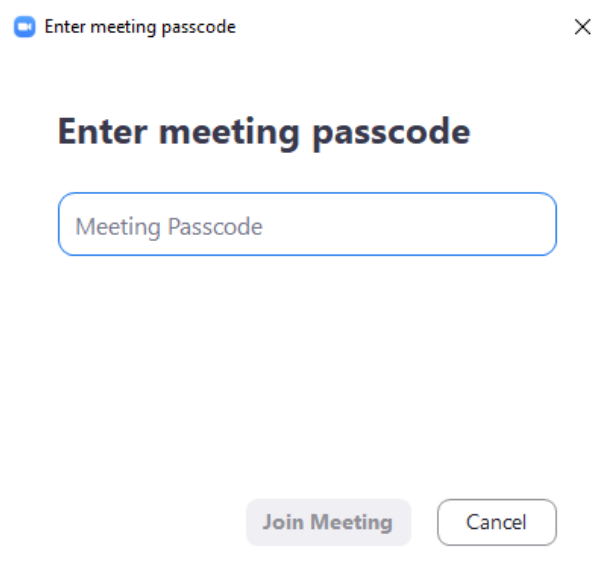   - Click Join a Meeting

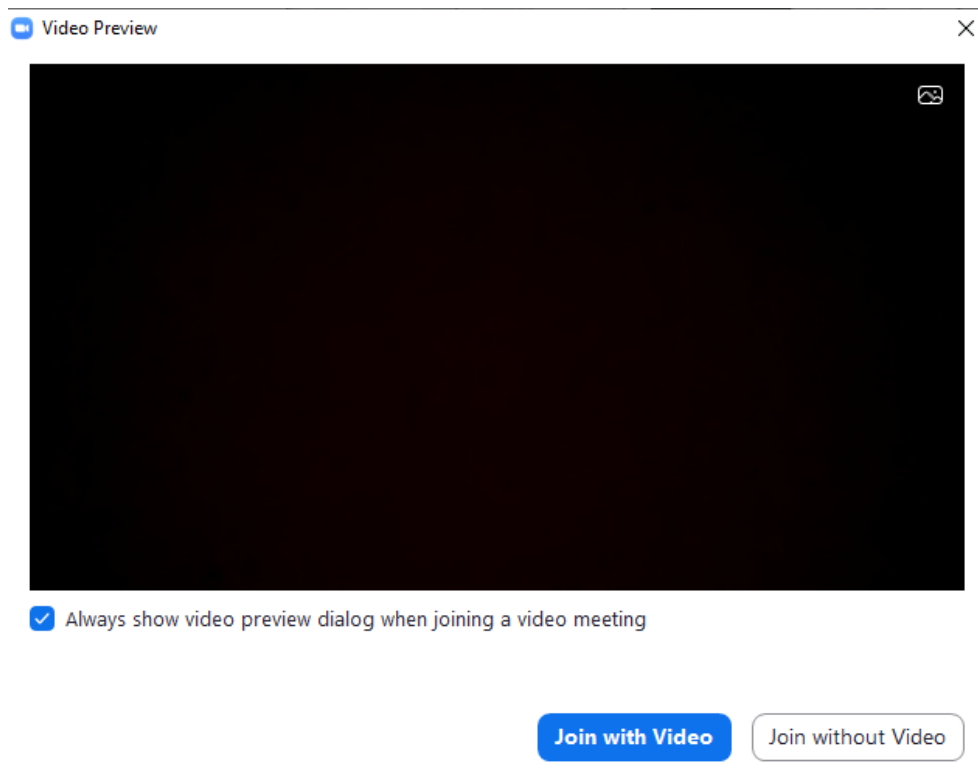   - Input the meeting ID and your name

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- Enter meeting passcode

- Click "Join with video"

- Join session successfully
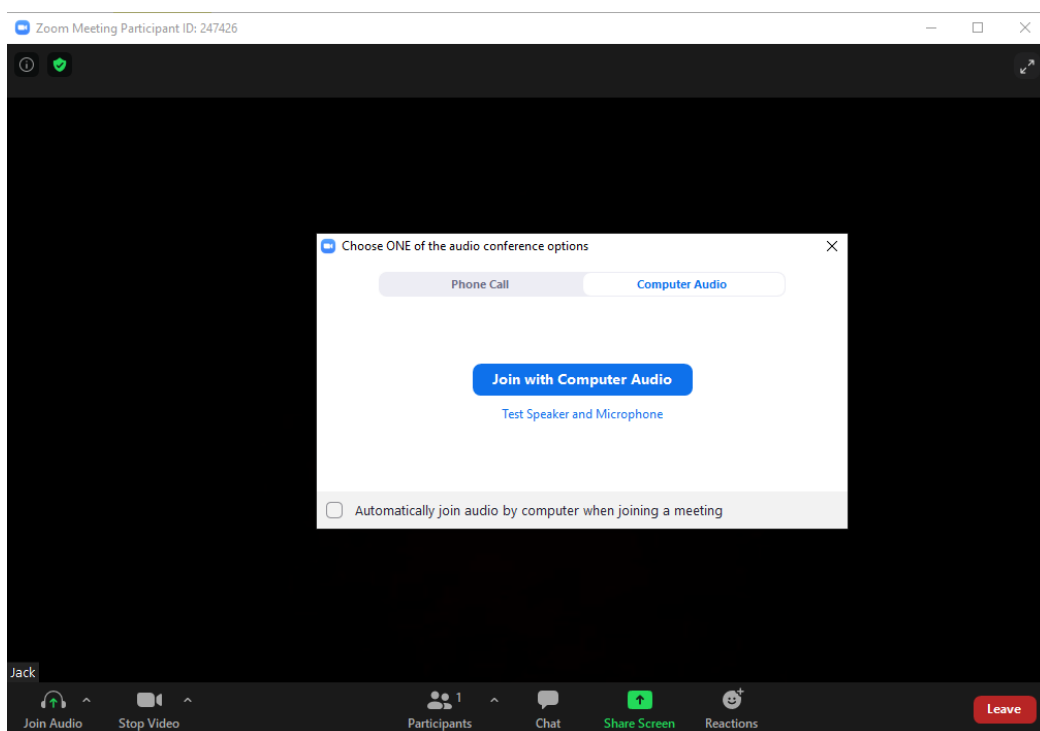
Reschedule a Session

As a client, you have the right to reschedule your session only once up to 48 hours before it starts. To change your session to another time, go to "My Bookings" and click on "Change Booking".

Read the reschedule notice and click "Confirm" to continue reschedule.

Check available date and time slot. Click "Book" to change your session to the new date and time.

Book New Session

Select New Session   XXX
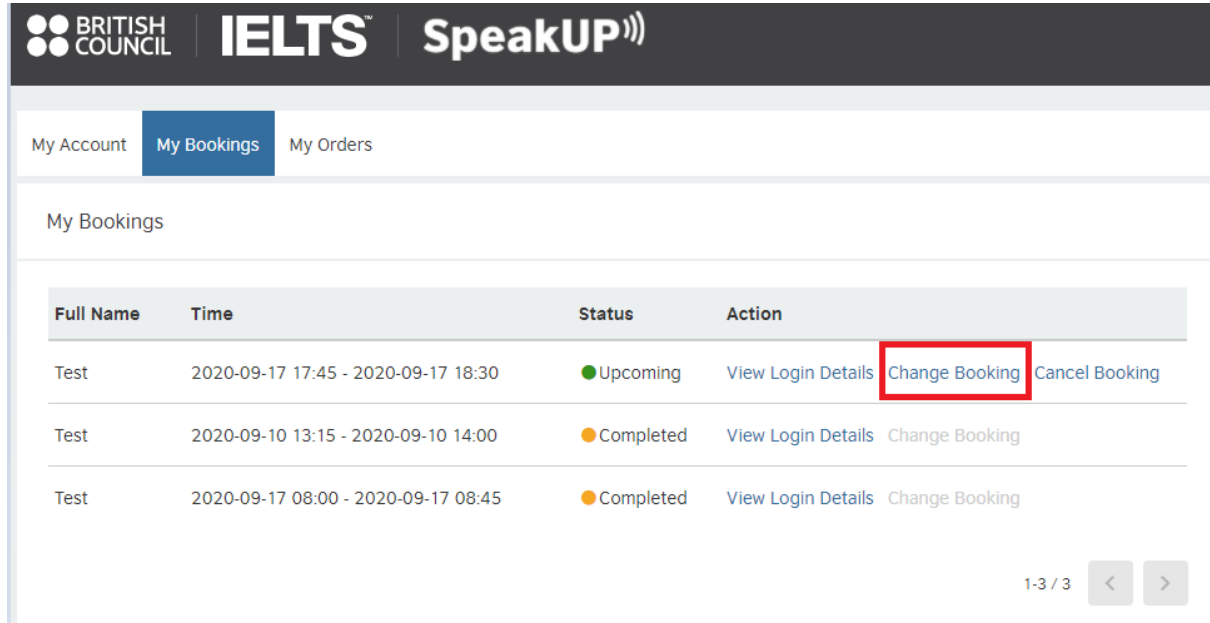
Session Date   Session Date：2020-09-17

| September ∨ | 2020 ∨ | > |

✳ TimeZone: UTC+8 China

Su	M	Tu	W	Th	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Session Date	Time Slot	Seat	Action
2020-09-17	12:30 - 13:15	1	Book
2020-09-17	13:15 - 14:00	1	Book
2020-09-17	14:00 - 14:45	1	Book
2020-09-17	14:45 - 15:30	2	Book
2020-09-17	15:30 - 16:15	1	Book

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Double check the date and time of new session and click "Confirm" to finish rescheduling.

Confirm New Session

Session Information:

Full Name: Test   Date of Birth: 1995-09-01   First Language: Mandarin

Original   Date: 2020-09-17   Time: 17:45 - 18:30

New   Date: 2020-09-17   Time: 12:30 - 13:15

Confirm   Cancel

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If the rescheduling was successful, a message will pop up, showing the details of your new session and SpeakUP account.

Reschedule Successful

Booked the session

Date: 2020-09-17   **Time: 12:30 - 13:15**

Application ID: 10000166   Key Code: 0D10285F

Please go to My Bookings to check your login details.

🔊**Notice:**
If you are under 18, Please ensure that your guardian is present on the day of the practice. If your guardian is not present, We will immediately terminate the pratices.

Cancel Booking for a Refund

As a client, you have the right to cancel your session and request a refund 48 hours before your session start time or 14 days within first payment. To cancel your session, go to "My Bookings" and click on "Cancel Booking". Please note that by clicking "Cancel Booking", you're requesting a refund at the same time.

It takes 10 to 15 days to receive the refund after you submit the "Cancel Booking" request.

Fill in the reason for cancellation & refund and click "Confirm" to submit it for approval. Please note that once you submit the cancellation request, you will no longer be able to take the session you cancelled, regardless of refund approval.

Your session will be changed to Cancelled when you successfully cancel your booking.

Full Name	Time	Status	Action	
	My Account **My Bookings** My Orders			

My Bookings

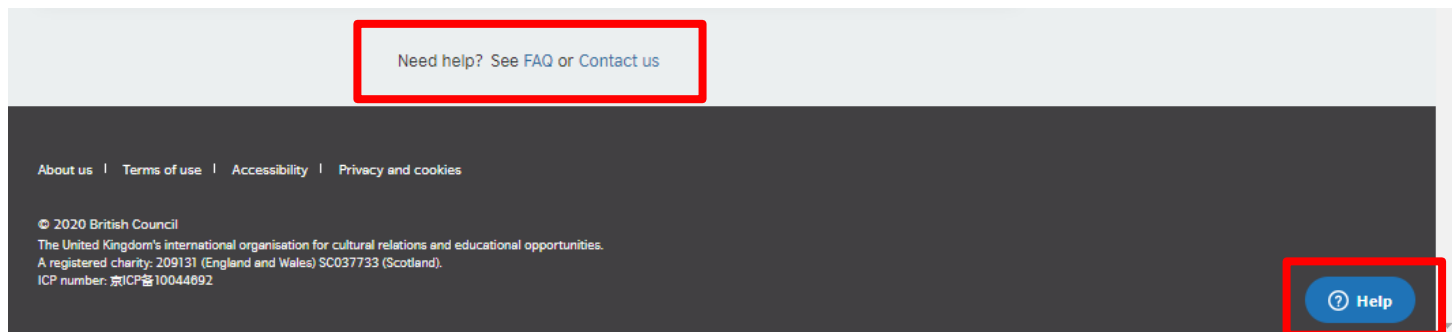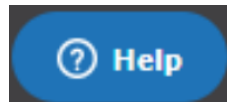| Full Name	Time	Status	Action	
Test	2020-09-17 12:30 - 2020-09-17 13:15	●Canceled	View Login Details	Change Booking
Test	2020-09-10 13:15 - 2020-09-10 14:00	●Completed	View Login Details	Change Booking
Test	2020-09-17 08:00 - 2020-09-17 08:45	●Completed	View Login Details	Change Booking

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Help Desk

If you encounter problems, please click "Help Center" on the header or "Contact Us" where you will find contact information, FAQs, Terms of Use, Terms and Conditions of Sale, and Cancellation and Rescheduling Policies.

To get online support of your questions, you can also check our Help Desk which is located in the bottom right corner of the webpage.

If you are under 18 years old, please make sure your parent(s) or guardian(s) are by your side to comply with Child Protection Policy.