

IELTS SpeakUP

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# Client User Guide for Mac, Mobile, Tablet

23 Oct 2020

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# 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](http://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.

The screenshot shows the 'Register' page of the IELTS SpeakUP portal. At the top, there is a navigation bar with 'English', 'China (UTC+8)', and 'Home' on the left, and 'Help Center', 'Register', and 'Login' on the right. The 'Register' button is highlighted with a red box. Below the navigation bar is the header with the British Council, IELTS, and SpeakUP logos. The main content area is titled 'Register' and contains the following form fields:

- Mobile:** A dropdown menu showing 'China +86' and a text input field containing '15855779206'.
- Verification Code:** A text input field and a blue 'Send Code' button.
- Password:** A text input field with a strength indicator showing 'Weak', 'Medium', and 'Strong' (with 'Strong' highlighted in green).
- Confirm Password:** A text input field.
- Date of Birth:** A date picker field.
- Region:** A dropdown menu.

## Mobile Verification

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

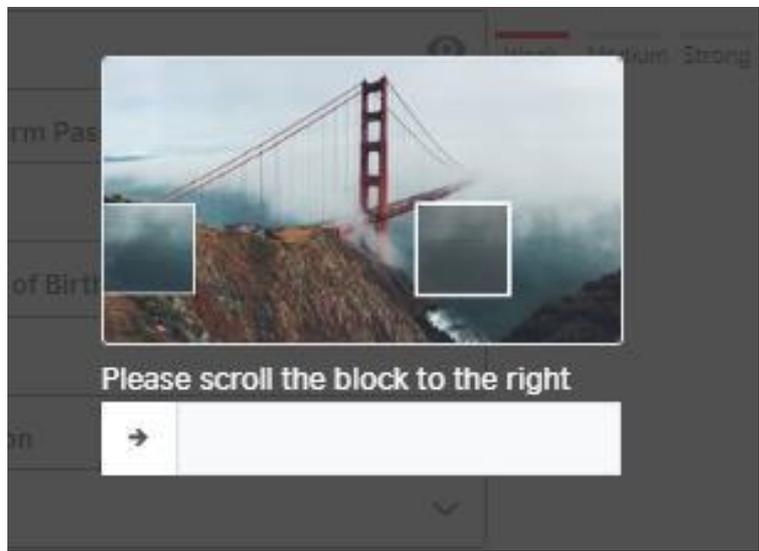
Mobile

China +86	▼	1789088722
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Verification Code

<input type="text"/>	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.

【BC教育咨询】 [824945](tel:824945), The verification code is valid for 2 minutes.

Mobile

China +86	▼	1789088722
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Verification Code

<input type="text"/>	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

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 stored and destroyed after 7 years.
- I understand that the anonymised data provided for my child, including voice and video recordings, can be used by the British Council for research and training purposes; I understand that the anonymised data may be shared with other researchers for research 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/about/child-protection> and that I can email [childprotection@britishcouncil.org.cn](mailto:childprotection@britishcouncil.org.cn) for further enquiries
- understand that the British Council and the platform provider confirm that they will not disclose personal information about 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 recognised 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 inaccurate 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](http://www.britishcouncil.org/privacy) or contact your nearest 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 Rescheduling Policies](#)

### Marketing opt-in

The British Council would like to use the information you provide to send details of activities, services and events (including services) 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 Account 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).

**Login**

[Verification Login](#)      [Password Login](#)

Mobile/Email

Password

[Login](#)      [Forget password?](#)

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Haven't got an account? [Please Register](#)

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

**Forget Password?**

Mobile

China +86      1585599779206

Verification Code

 [Send Code](#)

New Password

 [Weak](#) [Medium](#) [Strong](#)

Confirm New Password

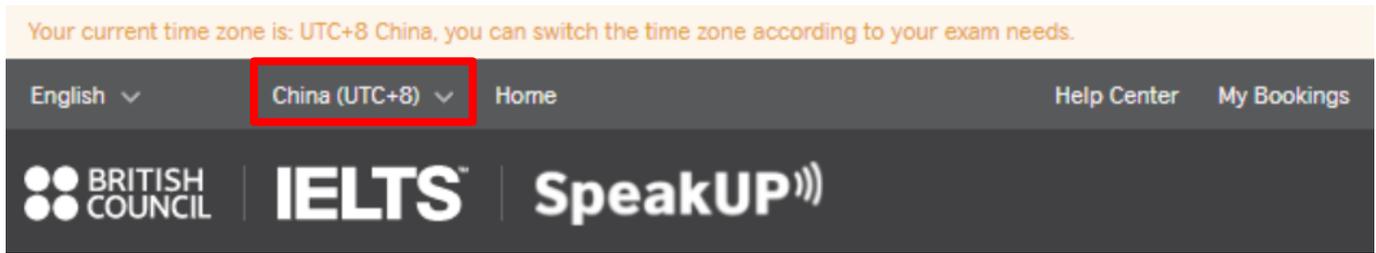
[Submit](#)

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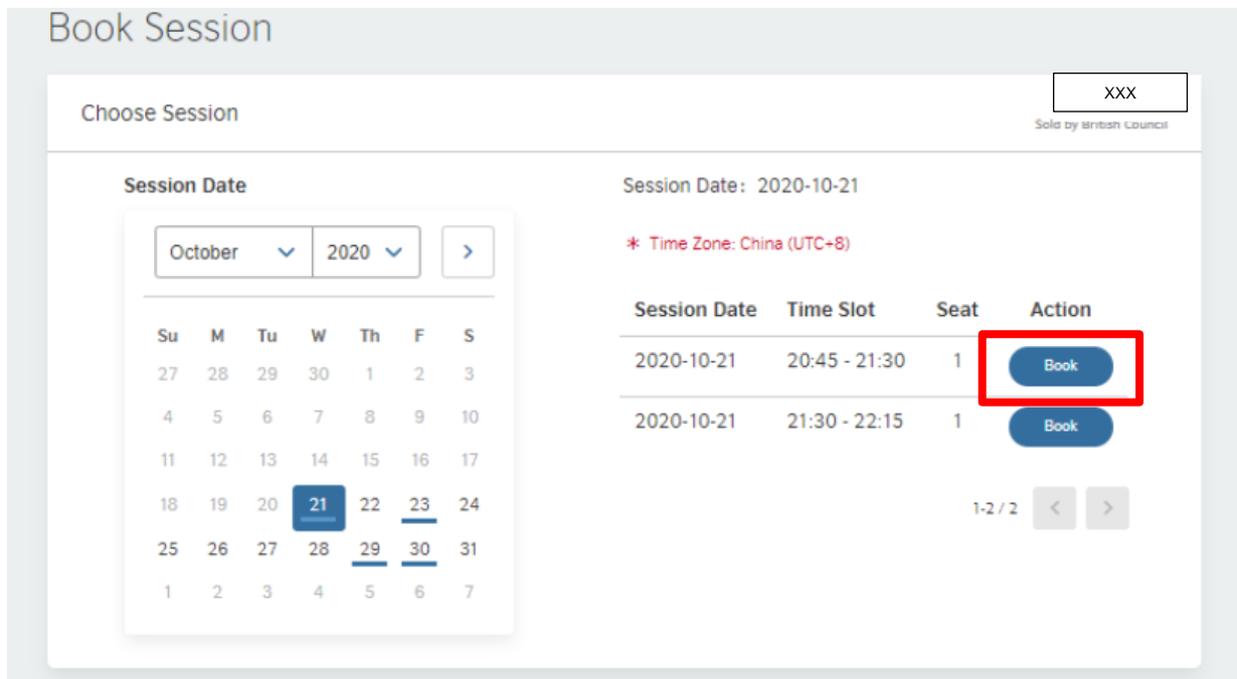
[Home](#)

# 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:

This site uses cookies to offer you the best experience and personalise your experience on other sites. By continuing you agree to our use of cookies.

[Find out more about cookies and how to change your cookie settings.](#)



# Confirm Order Information

## Session Information

Session Date: 2020-09-17

Session Time: 08:00 - 08:45

Full Name: Test

Session Fee:   
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:   
Sold by British Council

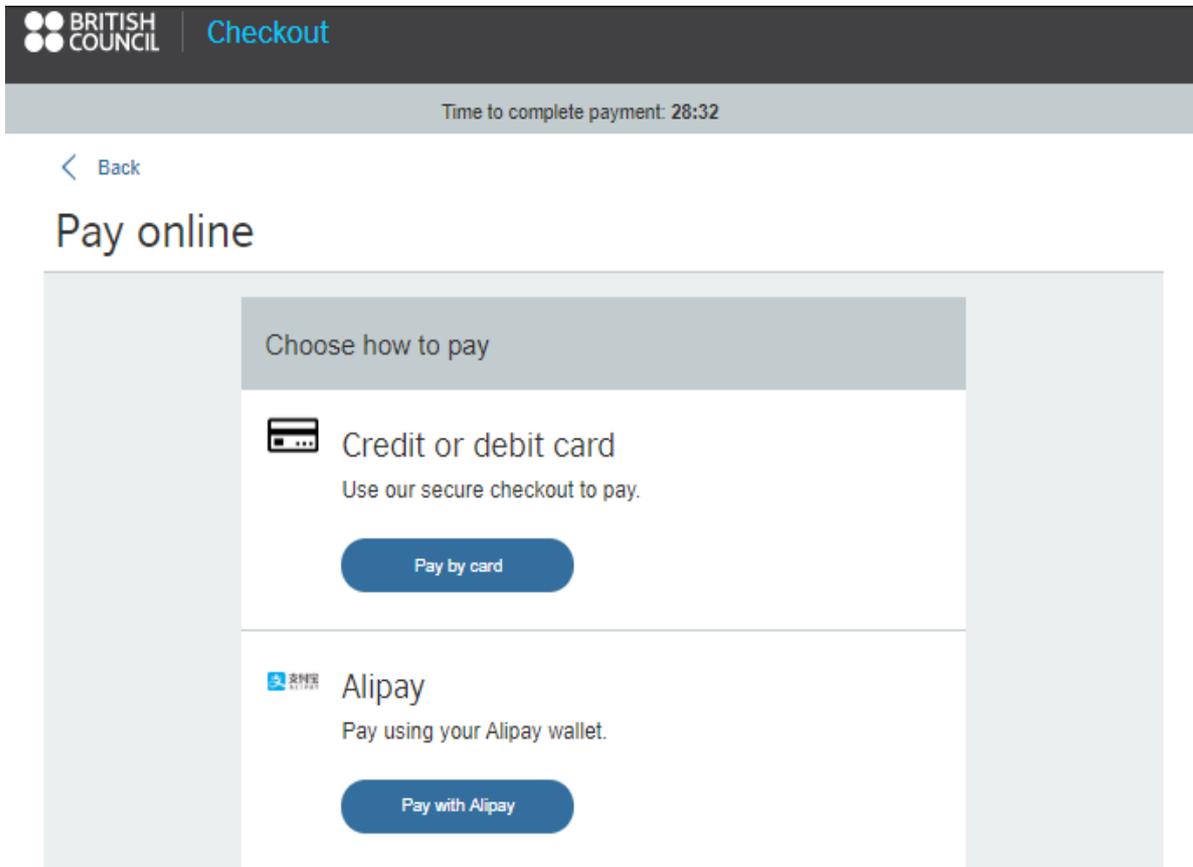
Payment methods:

Card Pay  Voucher

## Card Payment

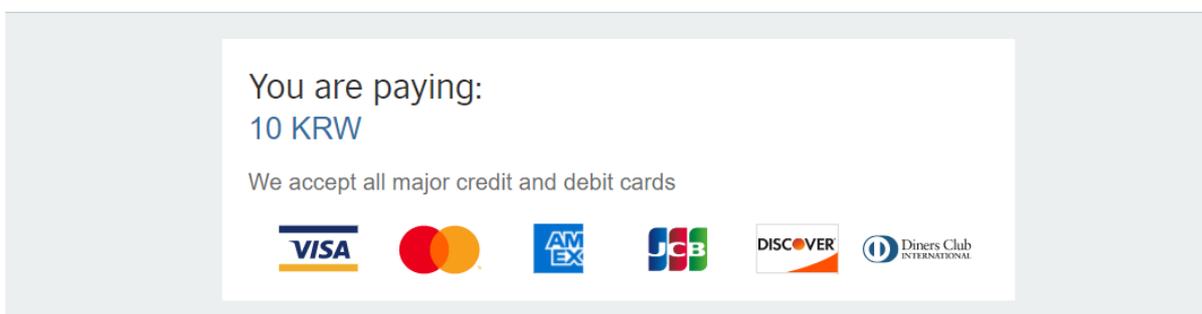
You'll be directed to the Checkout Platform where you can pay through:

- Credit and Debit Card
- Alipay
- WeChat Pay

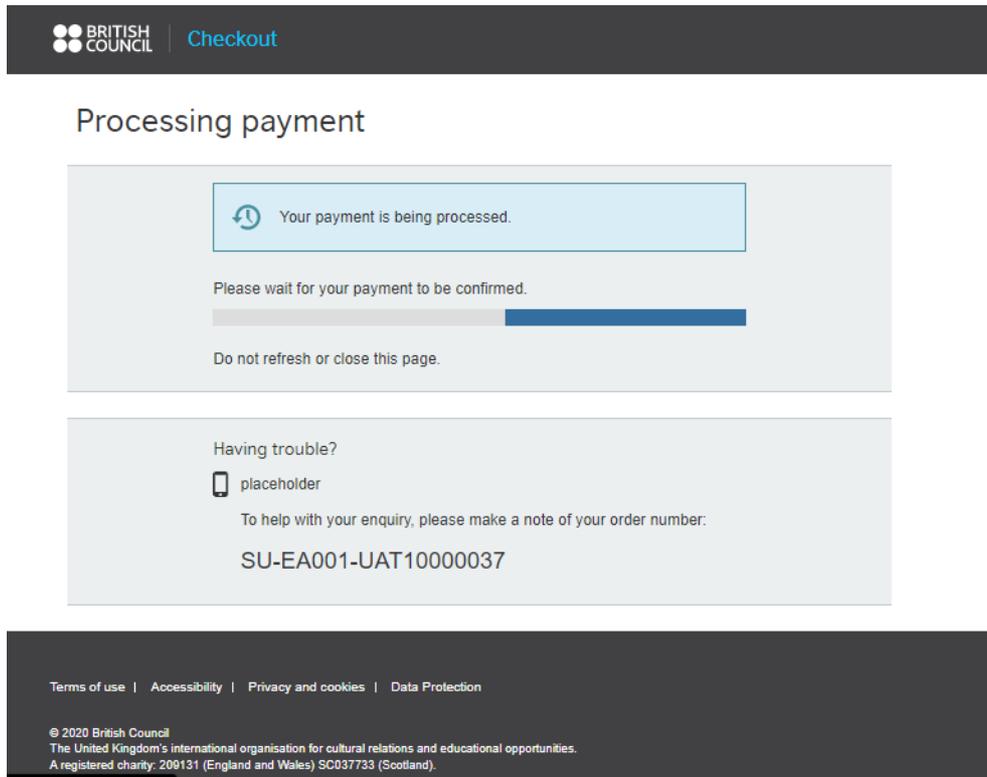


Overseas users can use the following payment methods:

### Pay by card

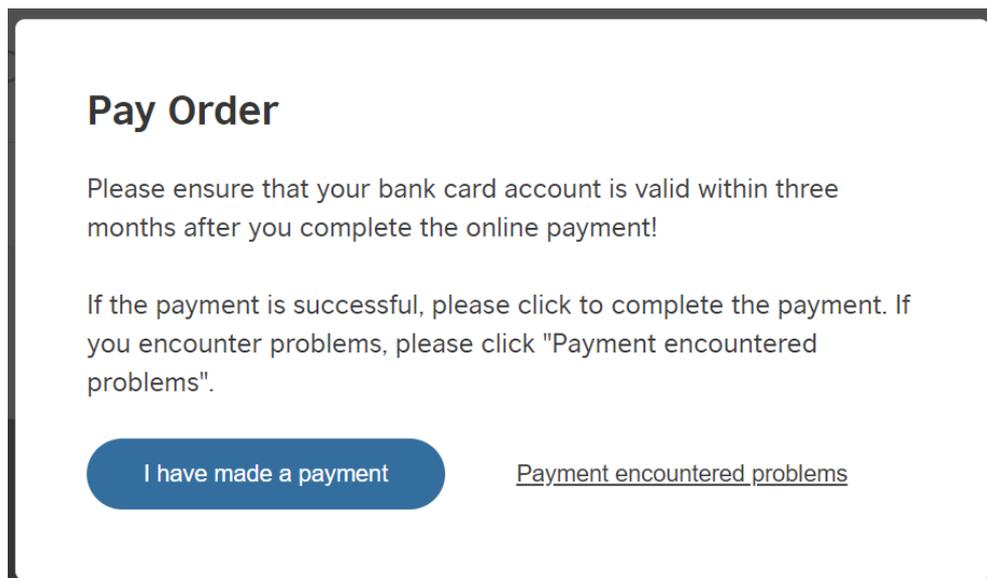


Select a payment method and follow the steps of the pay service provider to complete the payment.



The screenshot shows the British Council Checkout page. At the top, there is a dark header with the British Council logo and the word "Checkout". Below this, the heading "Processing payment" is displayed. The main content area is a light grey box containing a blue notification box with a clock icon and the text "Your payment is being processed." Below this, it says "Please wait for your payment to be confirmed." and shows a progress bar that is partially filled with blue. Underneath the progress bar, it says "Do not refresh or close this page." Below this section, there is another light grey box with the heading "Having trouble?" and a mobile phone icon followed by the text "placeholder". Below this, it says "To help with your enquiry, please make a note of your order number:" followed by the order number "SU-EA001-UAT10000037". At the bottom of the page, there is a dark footer with links for "Terms of use", "Accessibility", "Privacy and cookies", and "Data Protection". Below these links, there is copyright information: "© 2020 British Council. The United Kingdom's international organisation for cultural relations and educational opportunities. A registered charity: 209131 (England and Wales) SC037733 (Scotland)."

If you encounter any problems during the process, click [Payment encounter problems](#) or got to [Help Desk](#) .



The screenshot shows a white box with a black border. At the top, the heading "Pay Order" is displayed. Below this, the text reads: "Please ensure that your bank card account is valid within three months after you complete the online payment!". Below this, it says: "If the payment is successful, please click to complete the payment. If you encounter problems, please click 'Payment encountered problems'." At the bottom of the box, there are two buttons: a blue button with the text "I have made a payment" and a blue button with the text "Payment encountered problems".

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.

Order No.	Payment Time	Status	Action
SU-EA001-UAT10000038		<span style="color: orange;">●</span> PendingPayment	<a href="#">Pay</a>
SU-EA001-UAT10000037	2020-08-04 17:02 2020-08-04 17:02	<span style="color: green;">●</span> PaymentSuccessful	

## Voucher Payment

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

### Pay Order

Order No.: SU-EA001-UATG1240 Please pay in 09:39 , otherwise,the order will expire.

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

Session Date: 2020-09-17  
Session Time: 08:00 - 08:45  
Full Name: Test

Total Fee: XXX  
Sold by British Council

Payment methods:  
 Cards Pay  Voucher

9CDA-34BC-524A-40F6j

Pay

You are booking with voucher code 5CA4-66F7-25F2-4F8F

ConfirmCancel

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



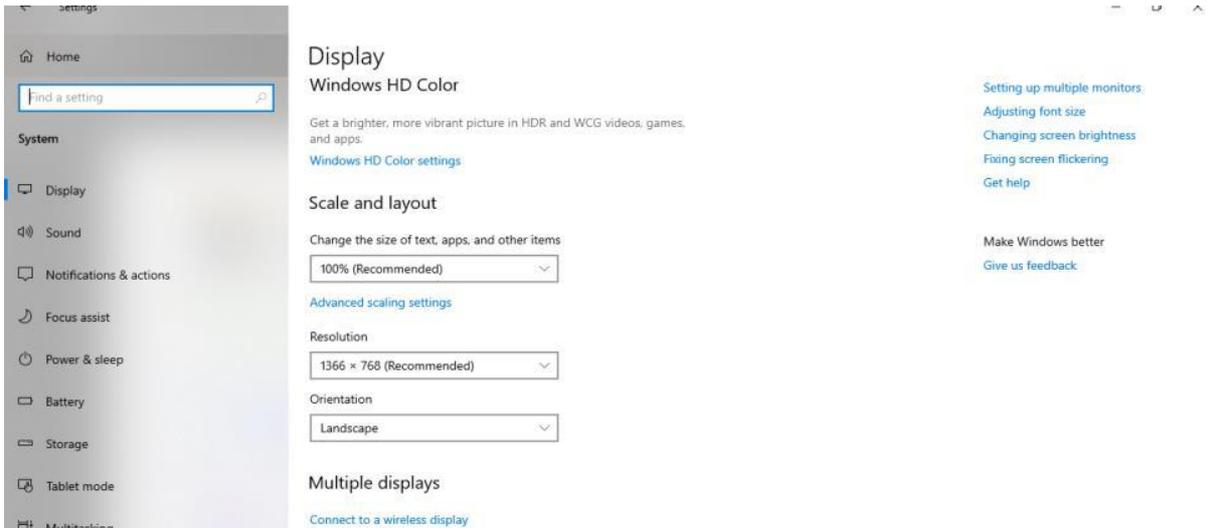
Please go to [My Bookings](#) to check your login details.

**⚠️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

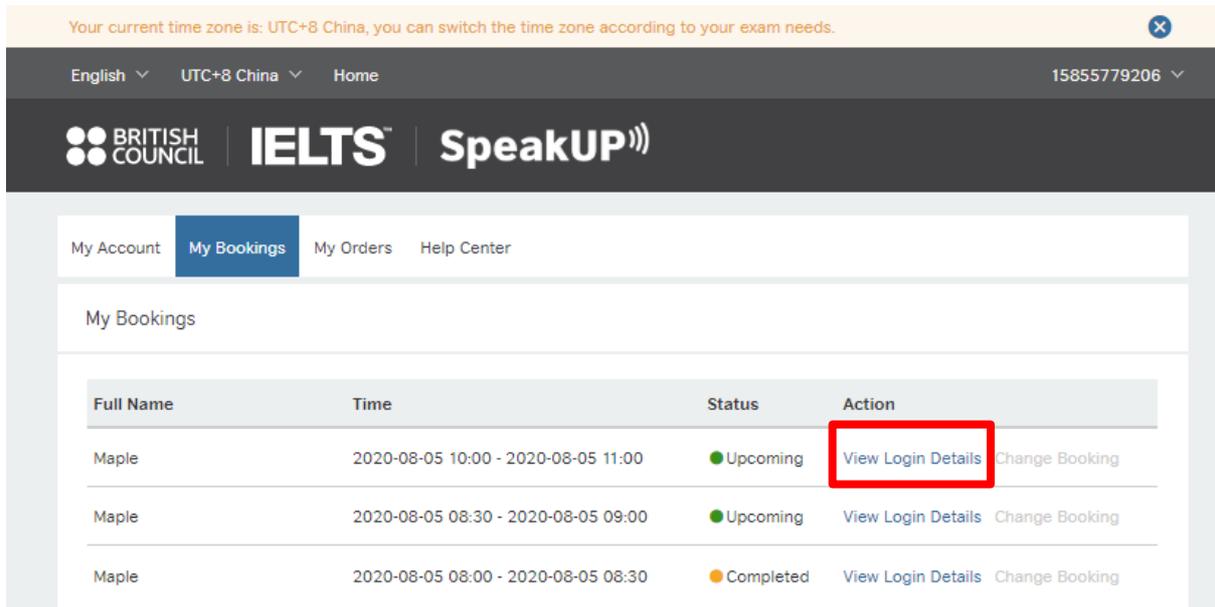


### 3. Audio/Video:

- Headset/Headphone: We recommend using noise-cancelling headphones.
- 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.
- 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.



Your current time zone is: UTC+8 China, you can switch the time zone according to your exam needs.

English UTC+8 China Home 15855779206

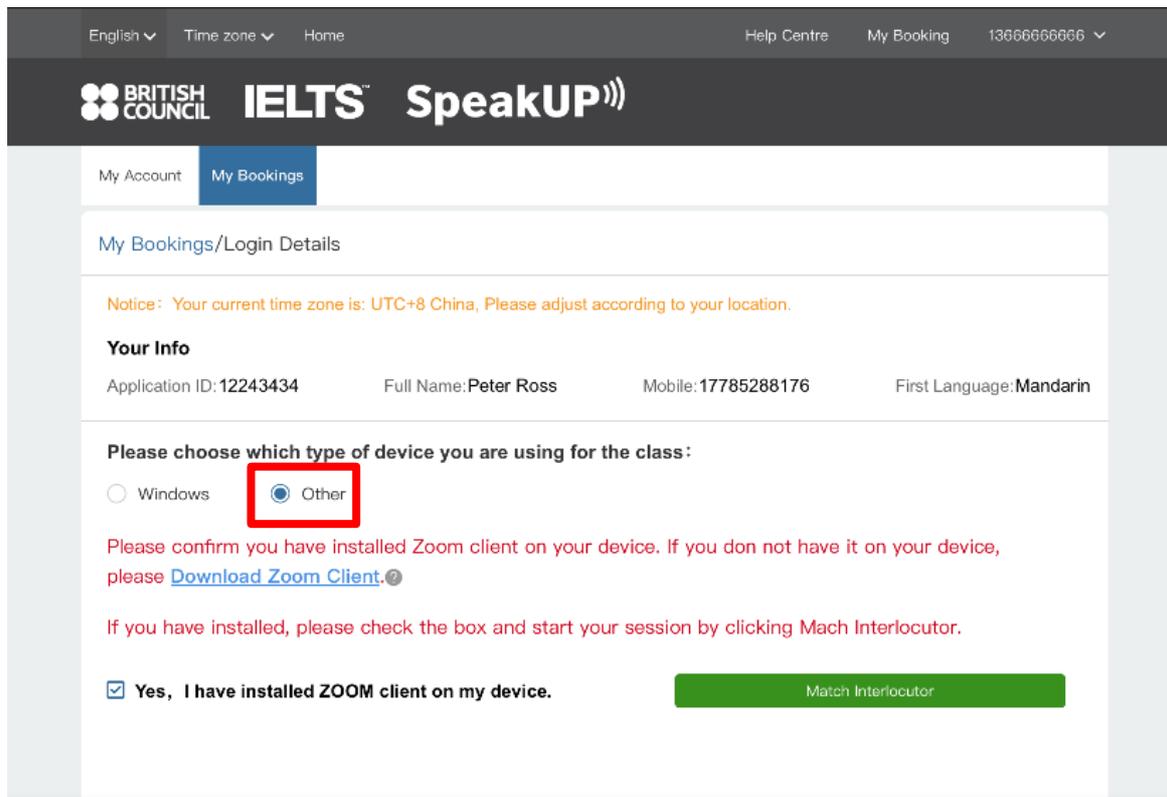
BRITISH COUNCIL IELTS SpeakUP

My Account My Bookings My Orders Help Center

My Bookings

Full Name	Time	Status	Action
Maple	2020-08-05 10:00 - 2020-08-05 11:00	Upcoming	<a href="#">View Login Details</a> <a href="#">Change Booking</a>
Maple	2020-08-05 08:30 - 2020-08-05 09:00	Upcoming	<a href="#">View Login Details</a> <a href="#">Change Booking</a>
Maple	2020-08-05 08:00 - 2020-08-05 08:30	Completed	<a href="#">View Login Details</a> <a href="#">Change Booking</a>

2. Mac or mobile/tablet users, please select ‘Other’.



English Time zone Home Help Centre My Booking 1366666666

BRITISH COUNCIL IELTS SpeakUP

My Account My Bookings

My Bookings/Login Details

Notice: Your current time zone is: UTC+8 China, Please adjust according to your location.

**Your Info**

Application ID:12243434 Full Name:Peter Ross Mobile:17785288176 First Language:Mandarin

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

Windows  Other

Please confirm you have installed Zoom client on your device. If you don not have it on your device, please [Download Zoom Client](#).

If you have installed, please check the box and start your session by clicking Match Interlocutor.

Yes, I have installed ZOOM client on my device. [Match Interlocutor](#)

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.

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)

Please confirm you have installed Zoom client on your device. If you do not have it on your device, please [Download Zoom Client](#).

If you have already installed it, please tick the box and start your session by clicking [Match Interlocutor](#).

Yes, I have installed Zoom client on my device.      [Match Interlocutor](#)

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”.

English    UTC+8 China    **No available interlocutor, please try again!**    Help Center    My Bookings    13482141323

**BRITISH COUNCIL**    **IELTS**    **SpeakUP**

My Account    My Bookings    My Orders

My Bookings / Login Details

**Your Info**

Application ID: 10000511      Full Name: Test      Mobile: 13482141323      First Language: Mandarin

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

Windows     Other

Please confirm you have installed Zoom client on your device. If you don not have it on your device, please [Download Zoom Client](#).

If you have installed, please check the box and start your session by clicking [Mach Interlocutor](#).

Yes, I have installed Zoom client on my device.      [Match Interlocutor](#)

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

**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:

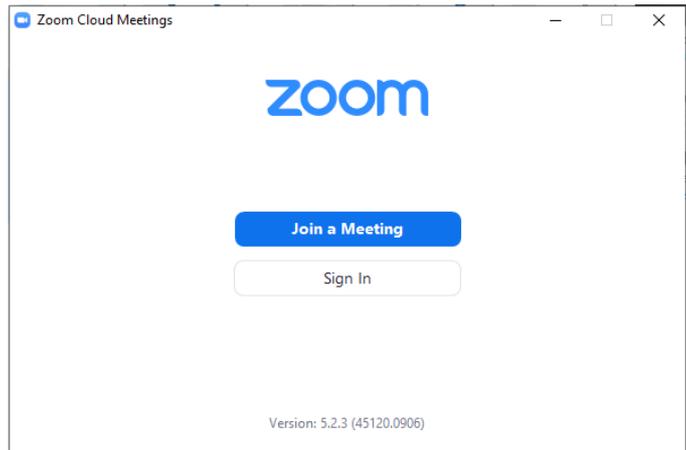
Windows     Others (Mac or mobile/tablet)

✔ Matched interlocutor successfully

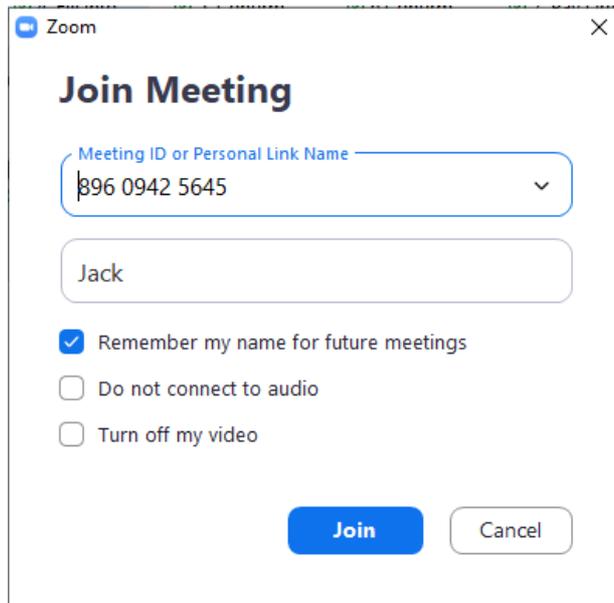
Note: Please use the following information to join the Zoom meeting room and start your SpeakUP session. Your interlocutor is waiting for you at the moment. If you are more than 5 minutes late, your session will be terminated by the interlocutor.

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

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

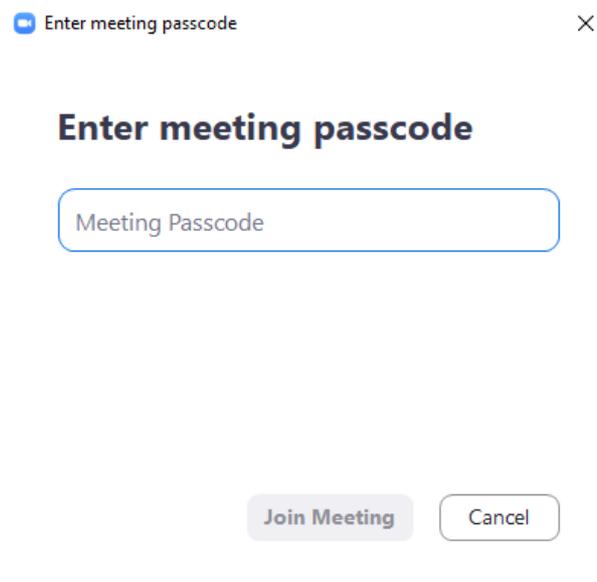


- Input the meeting ID and your name



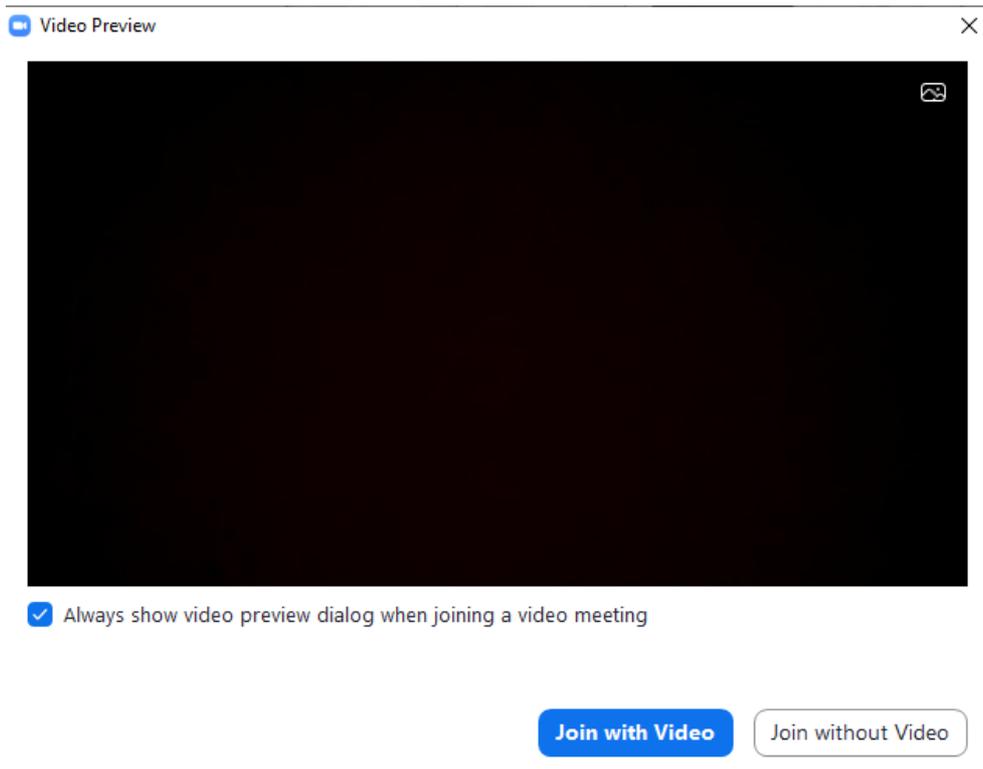
The image shows a Zoom 'Join Meeting' dialog box. At the top left is the Zoom logo and a close button (X). The title 'Join Meeting' is centered. Below it is a dropdown menu labeled 'Meeting ID or Personal Link Name' with the value '896 0942 5645'. Underneath is a text input field containing the name 'Jack'. There are three checkboxes: 'Remember my name for future meetings' (checked), 'Do not connect to audio' (unchecked), and 'Turn off my video' (unchecked). At the bottom are two buttons: 'Join' (highlighted in blue) and 'Cancel'.

- Enter meeting passcode

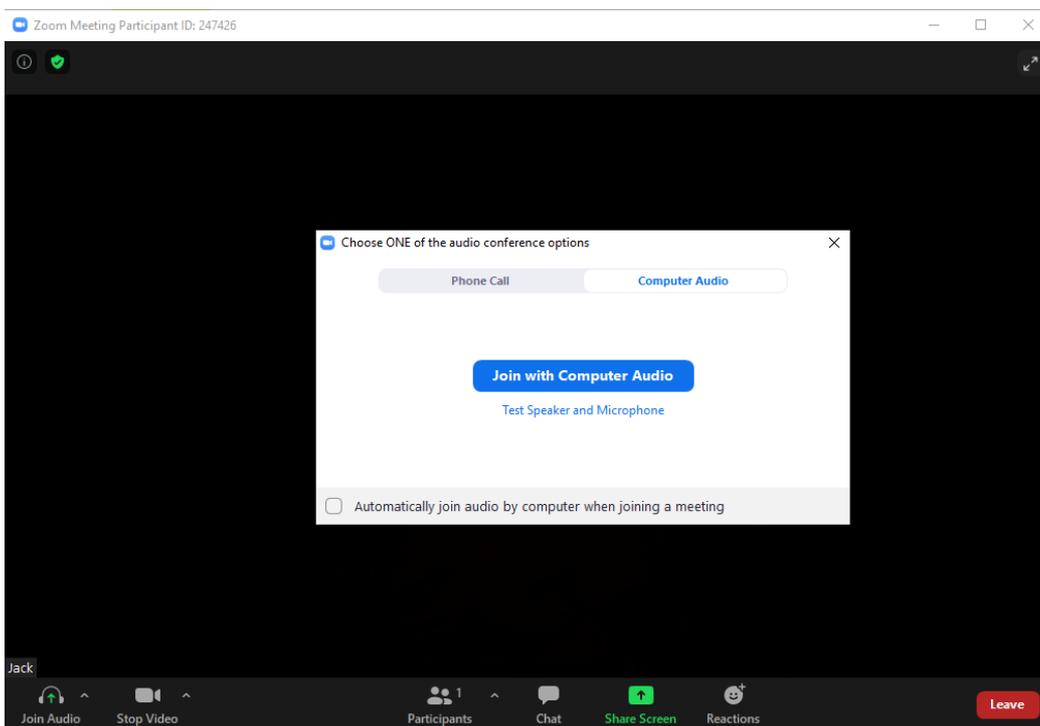


The image shows a Zoom 'Enter meeting passcode' dialog box. At the top left is the Zoom logo and a close button (X). The title 'Enter meeting passcode' is centered. Below it is a text input field with the placeholder text 'Meeting Passcode'. At the bottom are two buttons: 'Join Meeting' (highlighted in blue) and 'Cancel'.

- Click "Join with video"

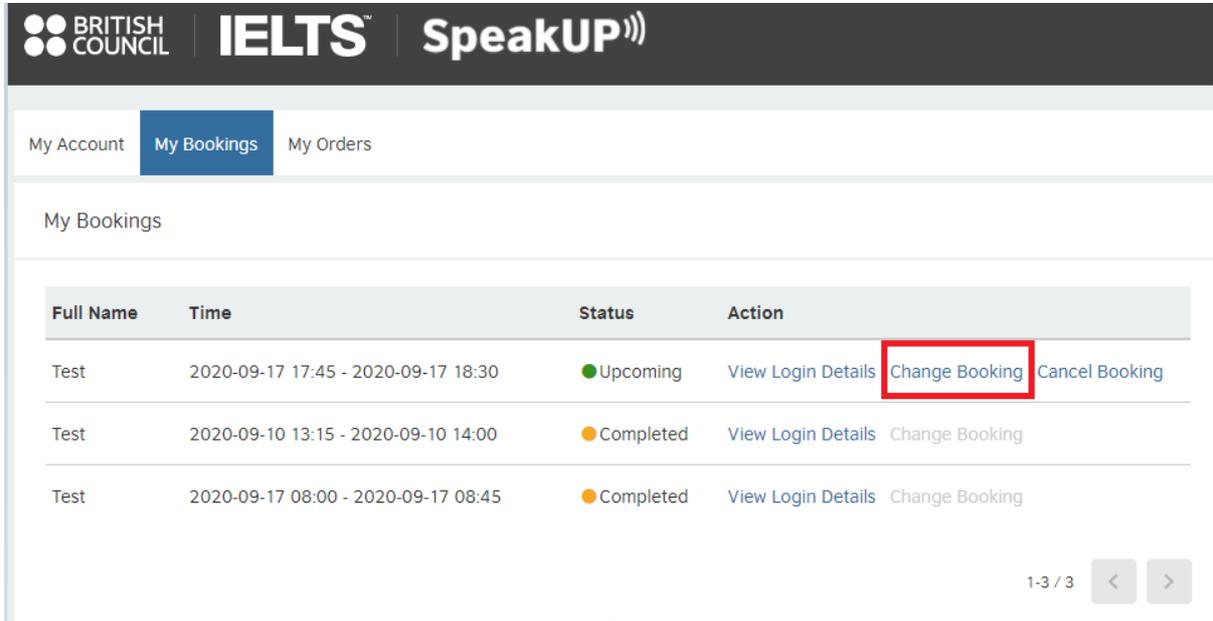


- Join session successfully



## 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.

## Change Booking

You can change booking 48 hours before your session starts.

Are you sure to reschedule your session to another date/time slot?

[Confirm](#) [Cancel](#)

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 ▾ >

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

\* TimeZone: UTC+8 China

Session Date	Time Slot	Seat	Action
2020-09-17	12:30 - 13:15	1	<a href="#" style="background-color: #007bff; color: white; padding: 5px 10px; border-radius: 5px;">Book</a>
2020-09-17	13:15 - 14:00	1	<a href="#" style="background-color: #007bff; color: white; padding: 5px 10px; border-radius: 5px;">Book</a>
2020-09-17	14:00 - 14:45	1	<a href="#" style="background-color: #007bff; color: white; padding: 5px 10px; border-radius: 5px;">Book</a>
2020-09-17	14:45 - 15:30	2	<a href="#" style="background-color: #007bff; color: white; padding: 5px 10px; border-radius: 5px;">Book</a>
2020-09-17	15:30 - 16:15	1	<a href="#" style="background-color: #007bff; color: white; padding: 5px 10px; border-radius: 5px;">Book</a>

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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](#)

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 practices.

## 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.

English UTC+8 China Home Help Center My Bookings 13581935237

BRITISH COUNCIL IELTS SpeakUP

My Account **My Bookings** My Orders

My Bookings

Full Name	Time	Status	Action
Miranda Liu	2020-08-15 14:00 - 2020-08-15 14:45	● Upcoming	<a href="#">View Login Details</a> <a href="#">Change Booking</a> <a href="#">Cancel Booking</a>
Miranda Liu	2020-08-15 12:30 - 2020-08-15 13:15	● Canceled	<a href="#">View Login Details</a> <a href="#">Change Booking</a>
Miranda Liu	2020-08-12 15:30 - 2020-08-12 16:15	● Upcoming	<a href="#">View Login Details</a> <a href="#">Change Booking</a>

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.

### Cancel Booking

Date: 2020-09-17

Time: 12:30 - 13:15

Amount:

Reason:

If you choose to replace before of the test date and time,  
you can directly [Change Booking](#)

[Cancel](#)

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

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	<a href="#">View Login Details</a> <a href="#">Change Booking</a>
Test	2020-09-10 13:15 - 2020-09-10 14:00	● Completed	<a href="#">View Login Details</a> <a href="#">Change Booking</a>
Test	2020-09-17 08:00 - 2020-09-17 08:45	● Completed	<a href="#">View Login Details</a> <a href="#">Change Booking</a>

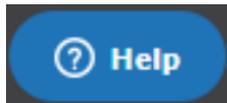
1-3 / 3 < >

# 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.

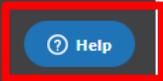
If you are under 18 years old, please make sure your parent(s) or guardian(s) are by your side to comply with Child Protection Policy.



Need help? See FAQ or Contact us

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**Please select your issue**

- I can't log in or register
- I have a payment problem
- I have a problem with the live Virtual Class/Zoom
- I have an audio or video problem
- I'm reporting a problem in the course content
- I'm reporting a problem with my scores/grades
- I'm reporting another problem

**← Leave us a message**

I can't log in or register

**Your name (optional)**

**Email address**

**This is the email I used to register**  
Please use the email address you used to register. We use this to locate your account and fix your problem.

**Description**  
We will email you immediately. Please follow the instructions in our email.

**Send**