BRITISH COUNCIL

IELTS SpeakUP

用戶指南

Windows 使用者適用

2020 年 10 月 23 日

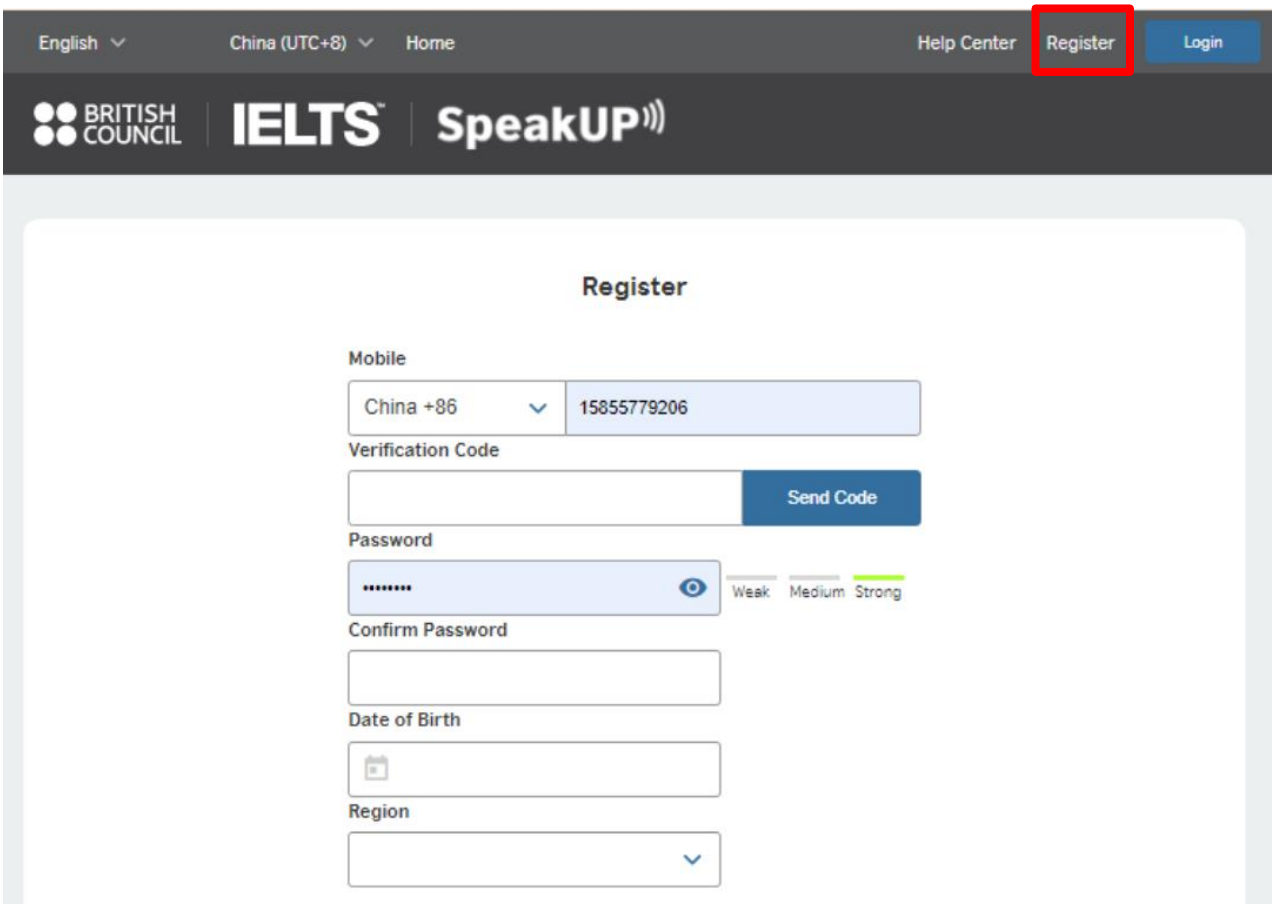
目錄

登記 2
領取手機驗證碼 2
18 歲以下用戶 3
登入、預約及付款系統 5
預約課堂 6
預約及付款 9
信用卡付款 10
使用代用券付款 12
上課前的準備 14
進入網上教室 15
確認課堂資料 17
檢查裝置 18
等候 **SpeakUP** 教練到場 20
更改課堂時間 21
取銷課堂及退款 24
支援中心 26

登記

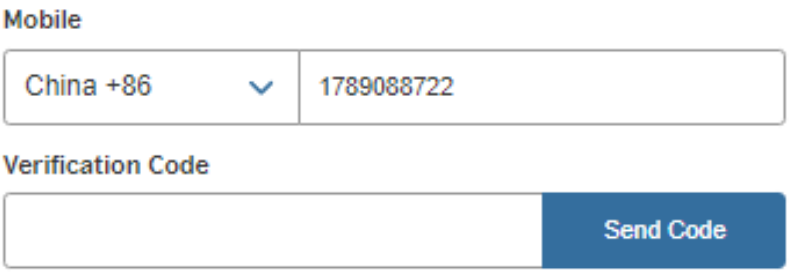
如你從未使用SpeakUP，請鏈接 booking.speakup.britishcouncil.org，並於*SpeakUP Book & Pay*頁面點擊 *Register*以開設帳戶。

開戶時，你需要提供手機號碼和說明所處地區及出生日期，並自設密碼。

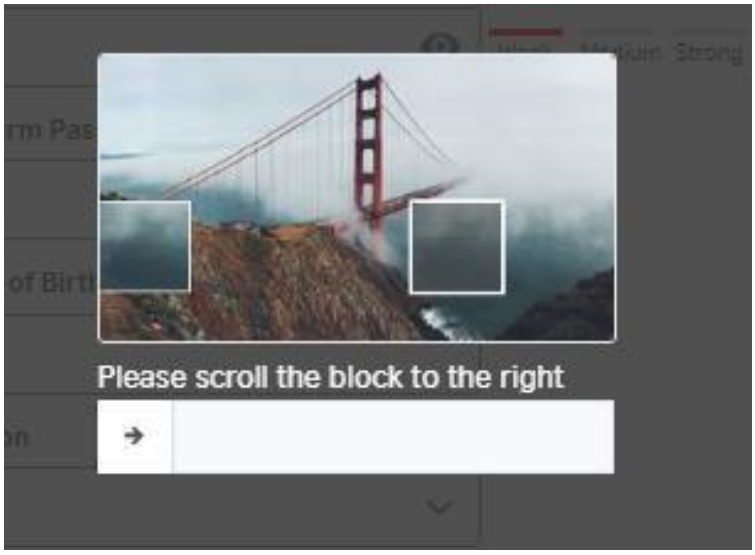


領取手機驗證碼

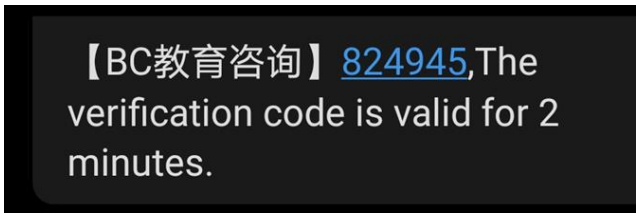
選擇國家代碼和輸入手機號碼，然後點擊*Send Code*領取驗證碼。

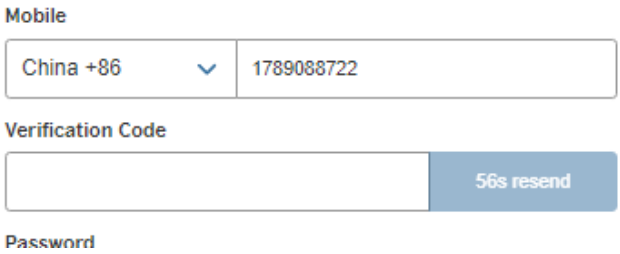


為保安理由，你需要將方塊向右推以完成拼圖。



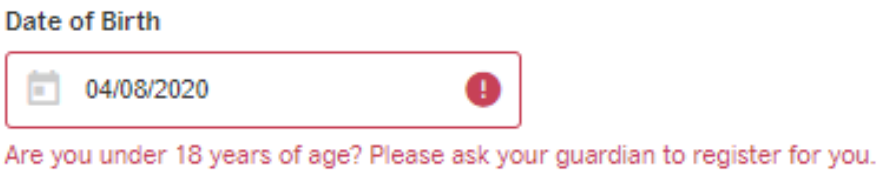
成功完成拼圖後，驗證碼就會發送到你的手機。驗證碼的有效時間只有2分鐘。如你在1分鐘內沒收到短訊，可能需要點擊*resend*圖標。





18 歲以下用戶

本系統的使用者必須年滿 18 歲。如未滿 18 歲，你可請家長或監護人代為登記。



請細閱以下須知，並點擊 *I have read and accepted* 方格以完成登記程序。

- 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 Bı 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 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 sc 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 Accc Management in the SpeakUP system. We will process your personal information based on this consent.

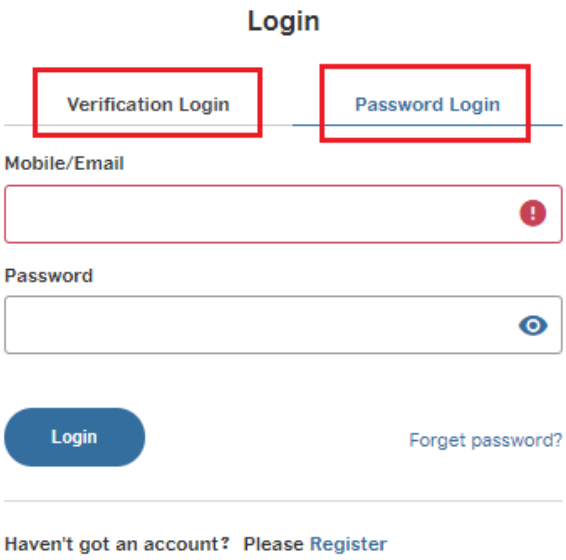
Register

登入、預約及付款系統

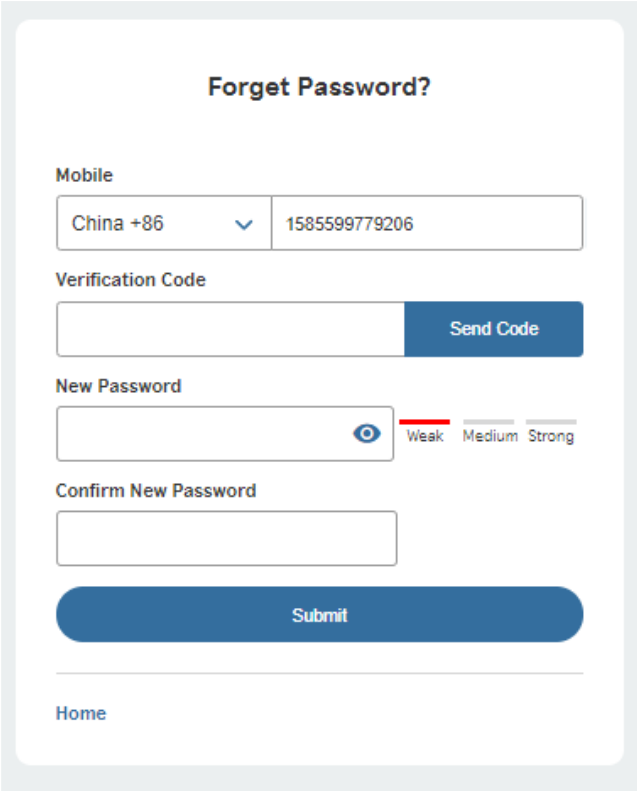
你可採用以下其中一種方式登入帳戶：

- 手機 + 驗證碼
- 手機 + 密碼

點擊不同圖標以轉換登入方式(驗證碼或密碼)。



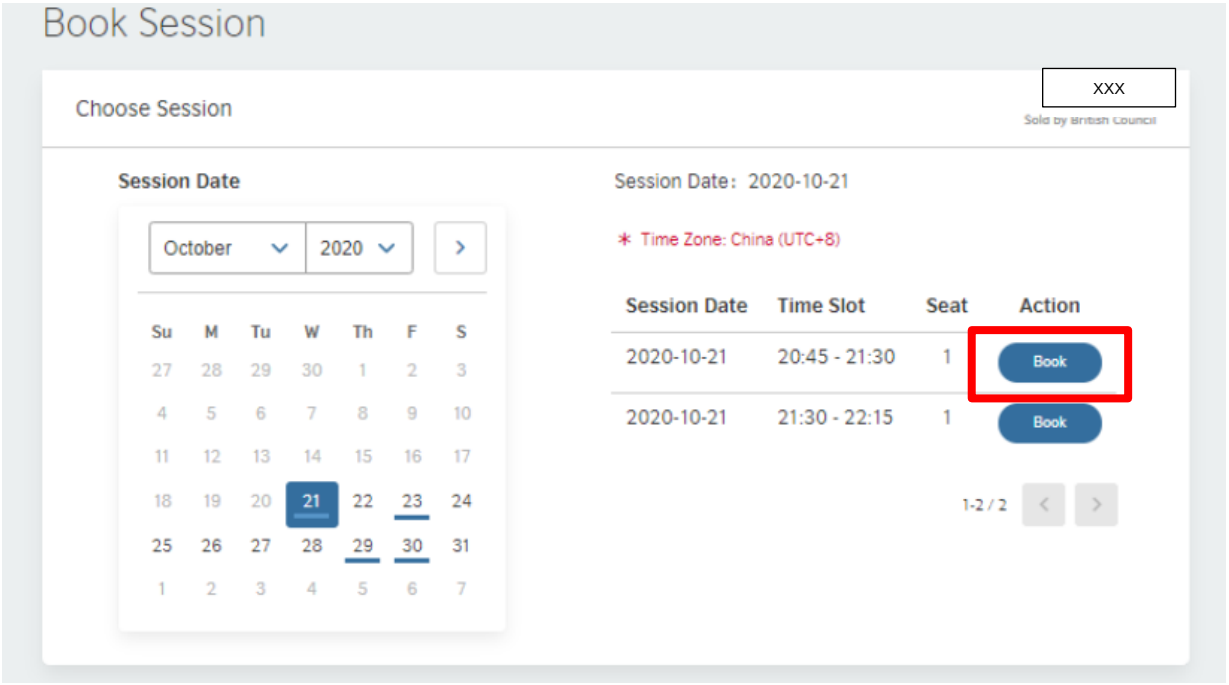
如忘記密碼，可點擊*Forget Password*，以便透過手機重新設定密碼。

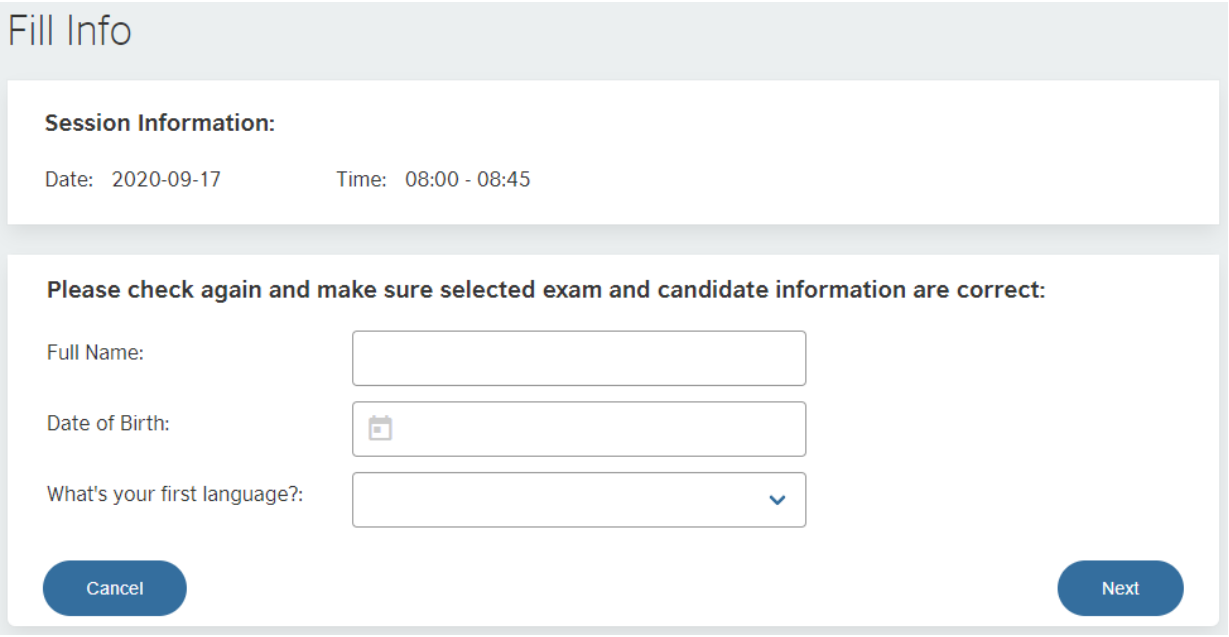


預約課堂

預約課堂前，謹記先設定自己的時區。

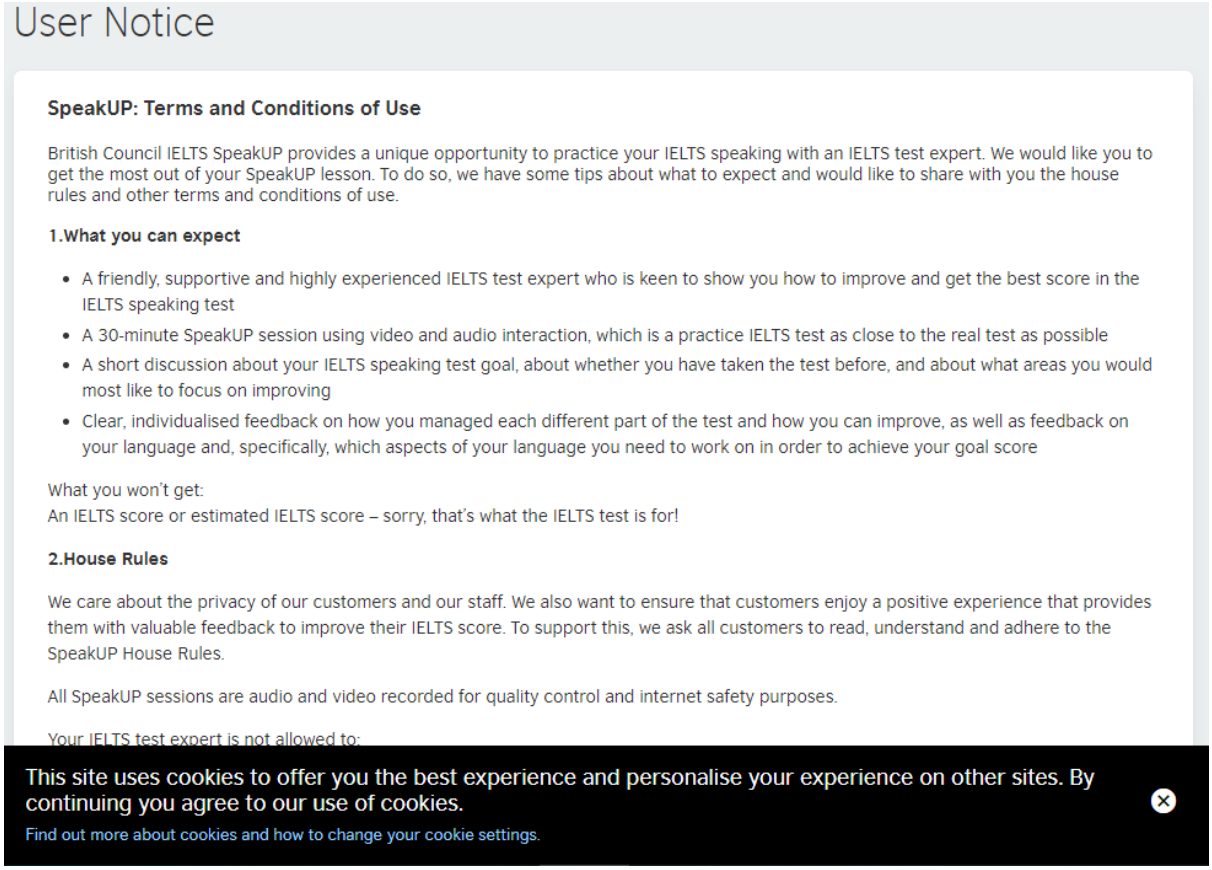
選擇上課日期及時段。點擊*Book*後，需要輸入你或18歲以下學員的全名、出生日期及第一語言。如你未滿18歲，為符合保護兒童的規定，你需要輸入家長或監護人的聯絡資料。

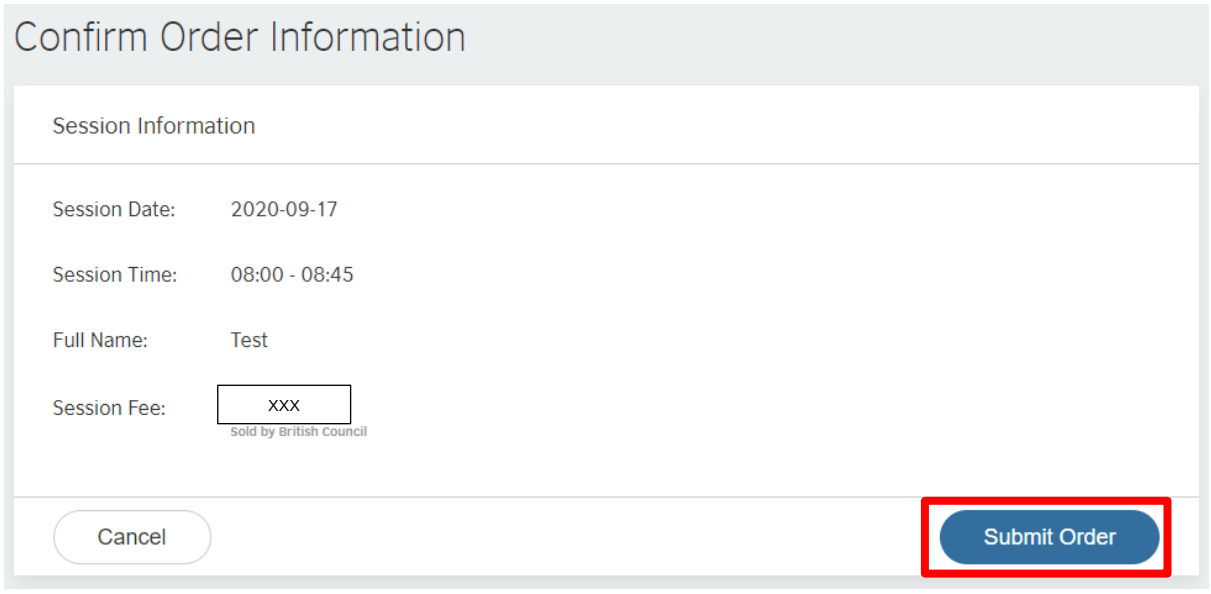




確認所有資料後，點擊*Next*以轉到下一頁。

《使用者須知》載有使用SpeakUP的條款及條件。確認後，點擊*Submit Order*。



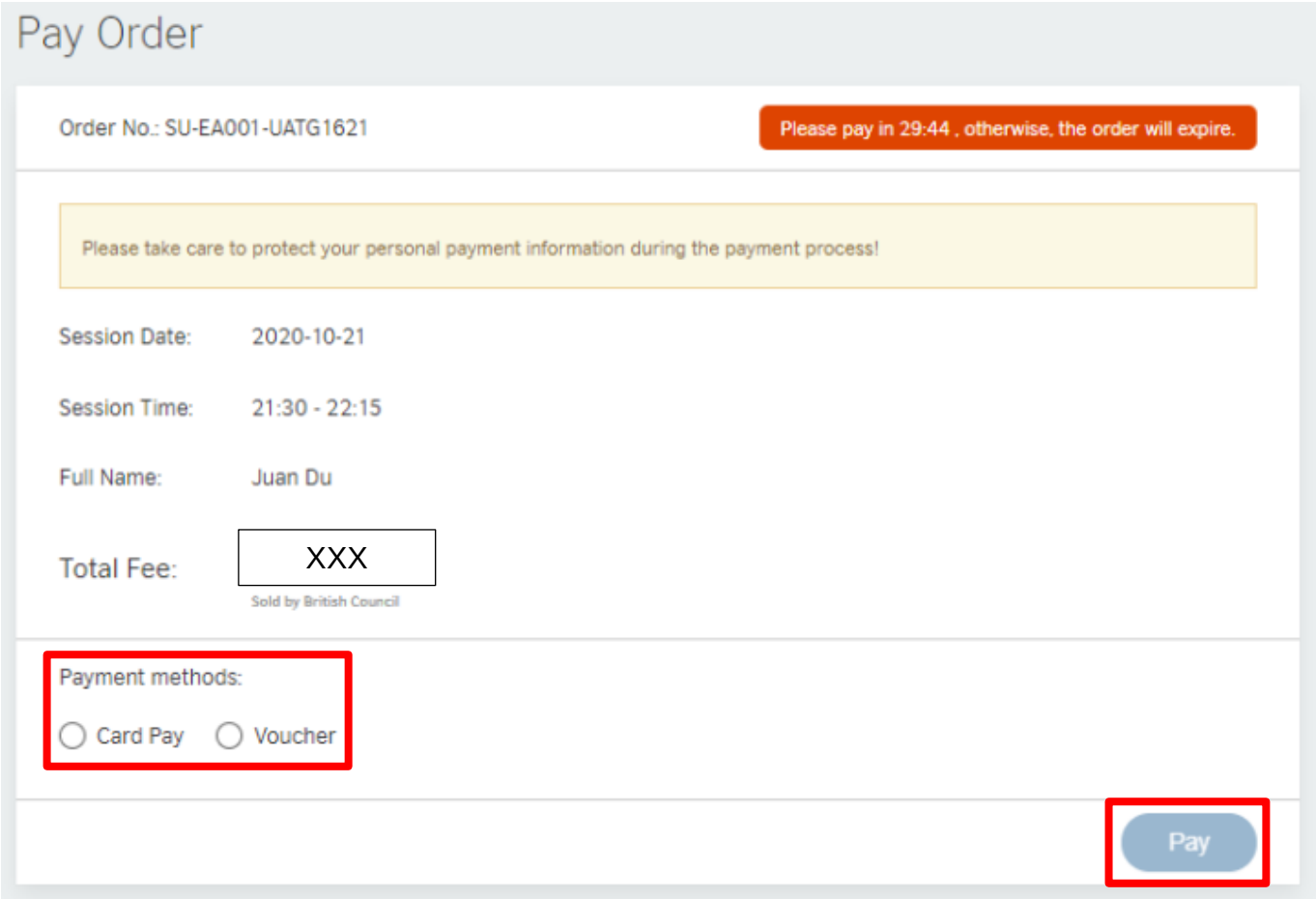


預約及付款

提交預約申請後，你有30分鐘時間付款。如未能在30分鐘內完成付款程序，預約申請會自動取消。

你可以使用信用卡或代用券付款 (代用券只適用於商業夥伴)。

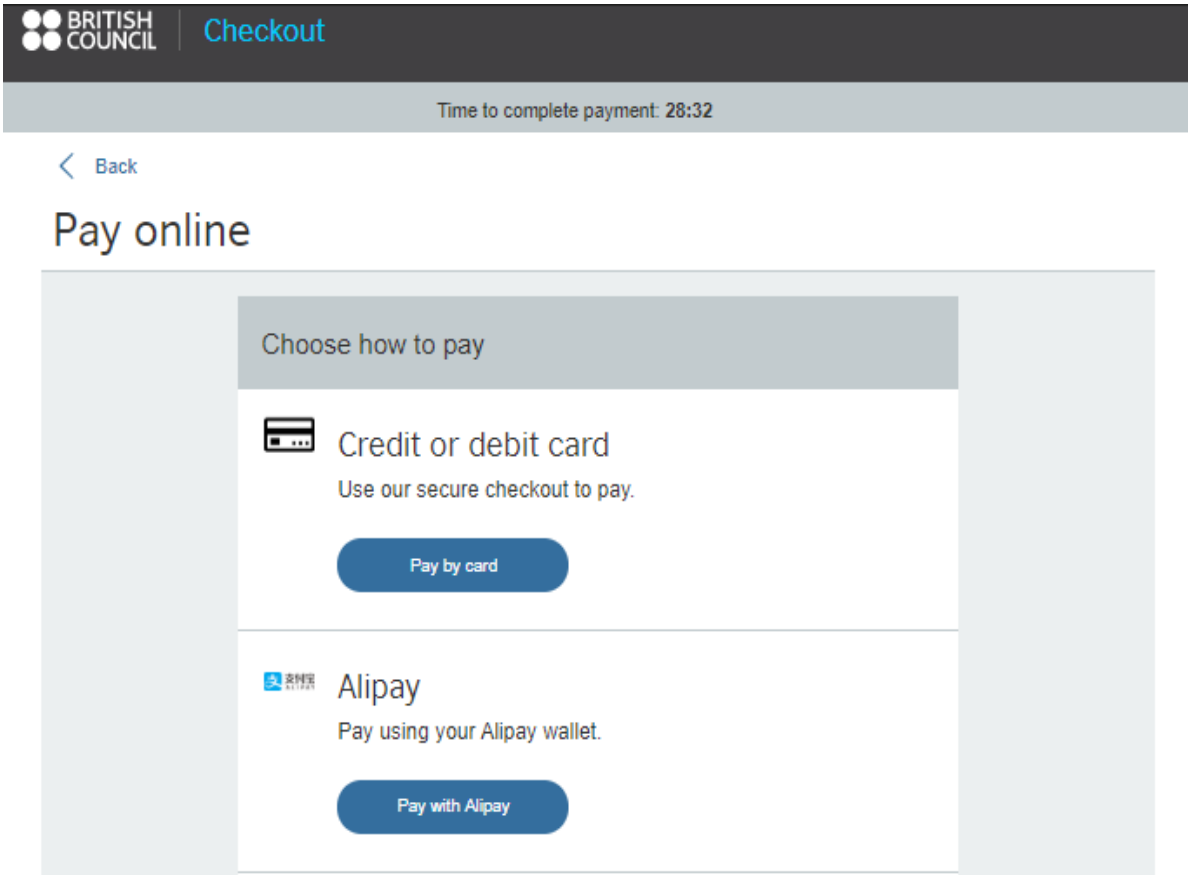
選擇付款方法及點擊*Pay*。



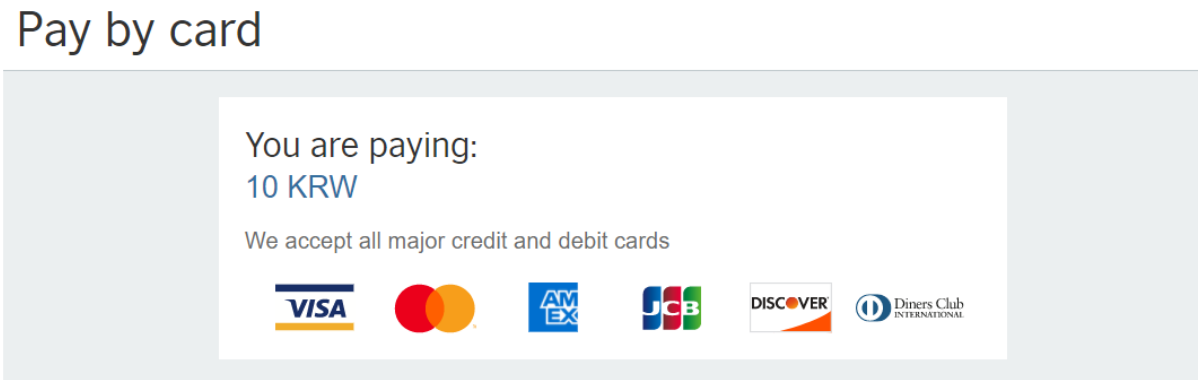
信用卡付款

頁面會轉到*Checkout*，你可選擇以下任何一種付款方式：

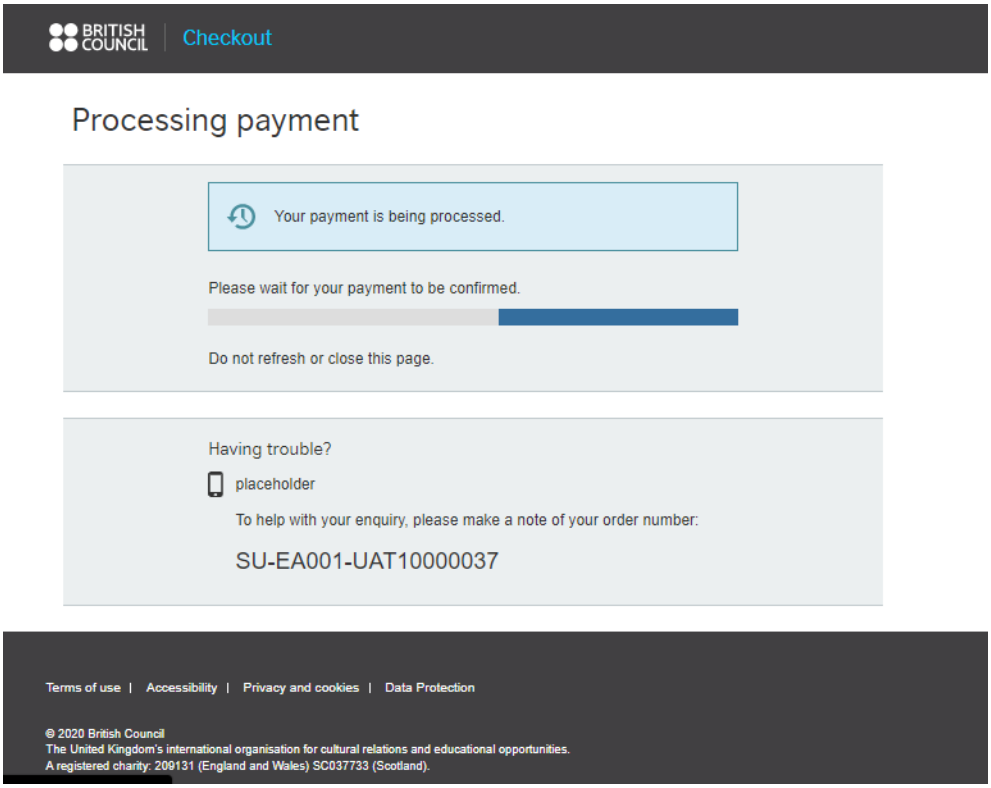
- 信用卡及扣帳卡
- 支付寶
- 微信支付

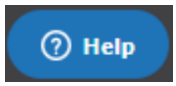


海外用戶可使用以下方法付款：

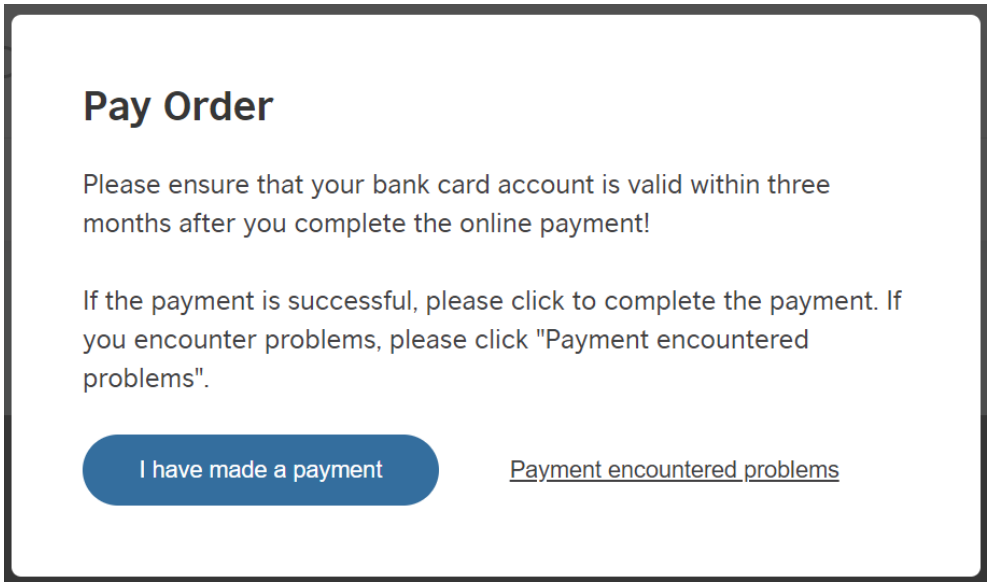


選擇付款方法，並按照付款服務供應商的指示完成交易。

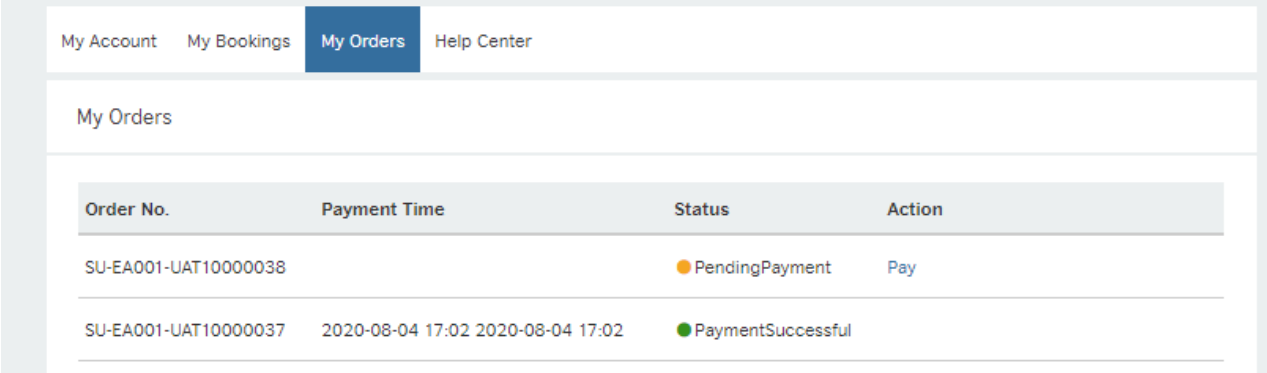


如在過程中出現問題，請點擊 *Payment encounter problems* 或前往*Help Desk* 

.

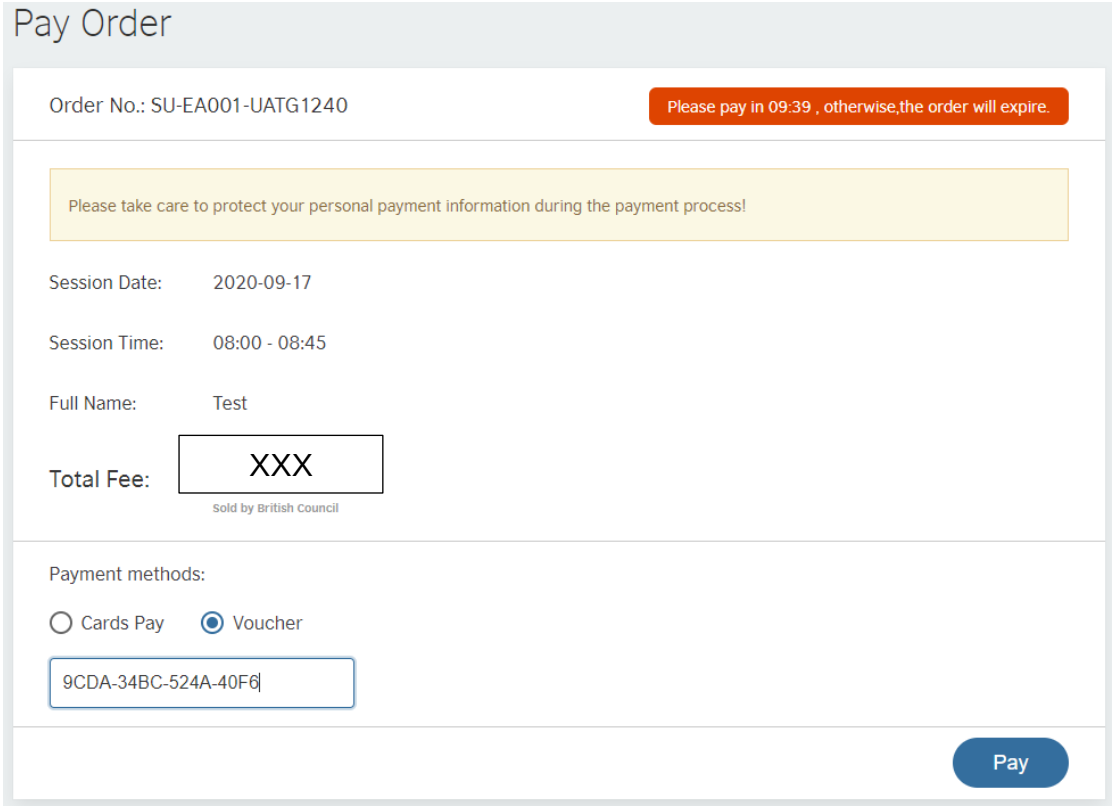


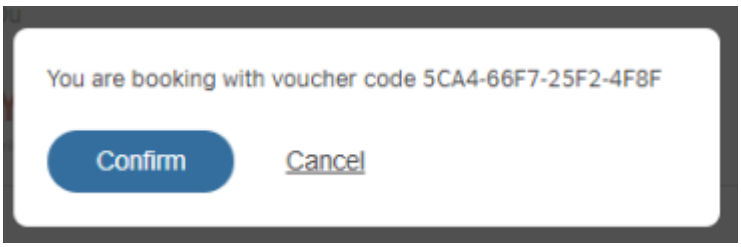
解決問題後，如仍未超過付款時間，可再次點擊 *Pay*前往*My Orders*頁面以完成付款。



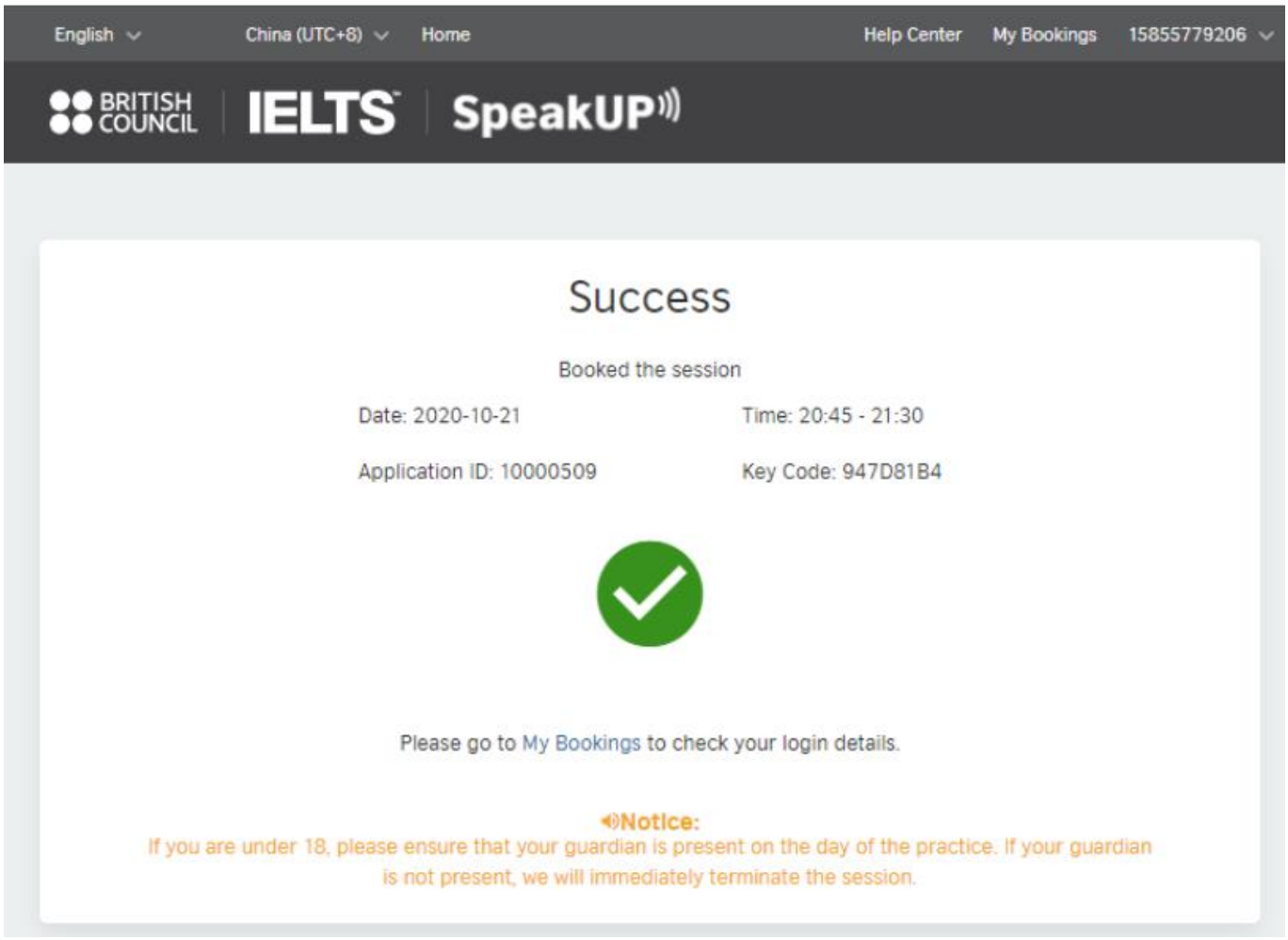
使用代用券付款

如以代用券付款，請輸入16位數的代用券編號及點擊*Pay*。





如成功付款，便可建立 SpeakUP 帳戶及連結。

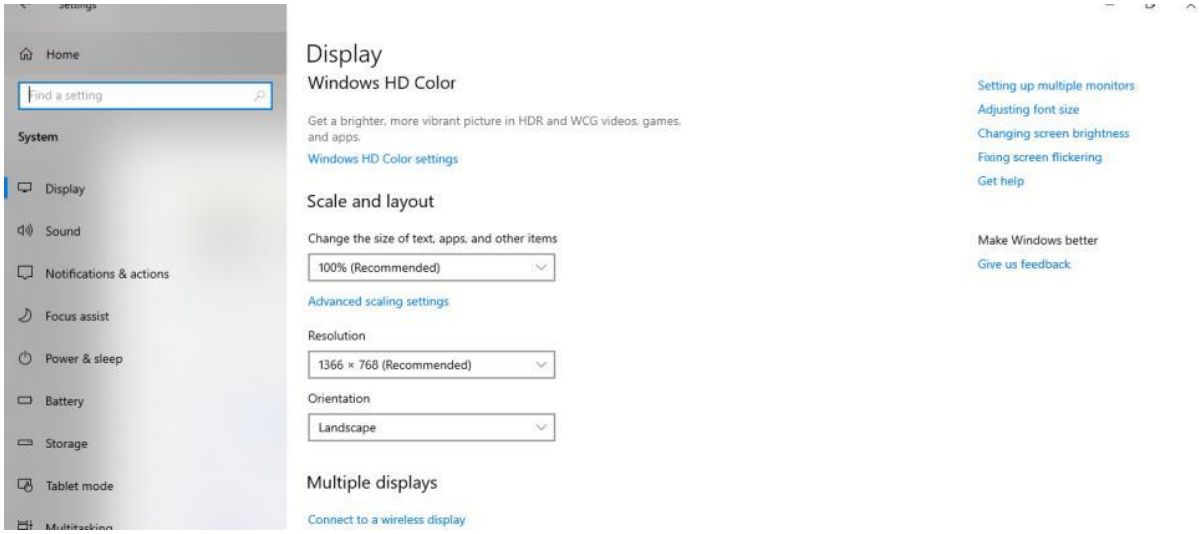


上課前的準備

上課前，請先登入，確保你使用的電腦和網絡運作良好。請檢查以下各項：

1. 網絡頻寬：最少 8 Mbps (請連結https://www.speedtest.net/ 以檢查你的網絡速度)

2. 顯示器：自動調整介面；解析度高於1366*768



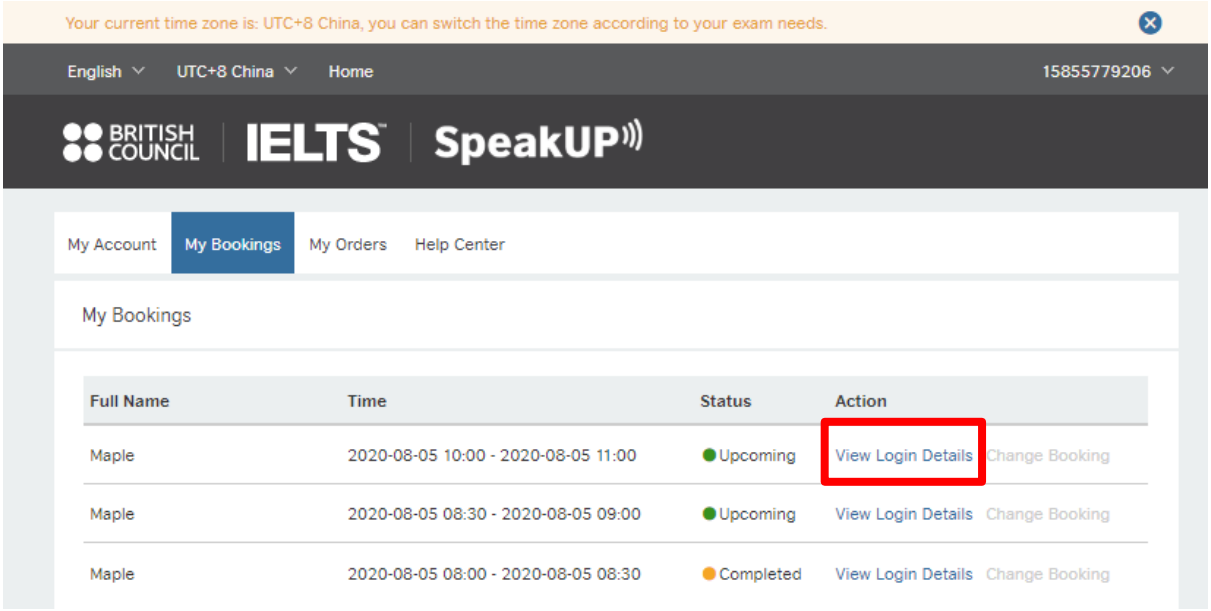
3. 影音規格：

   - 耳機/耳筒：我們建議你使用消噪耳機。
   - 麥克風及揚聲器：如你使用麥克風及揚聲器，請確保它們已妥善接駁至你的電腦。你可使用我們的器材測試進行檢查。
   - 鏡頭：解析度須達到 360P；可支援 H.264 視頻編碼。鏡頭接駁及啟動後，請檢查顯示燈有否亮起。

進入網上教室

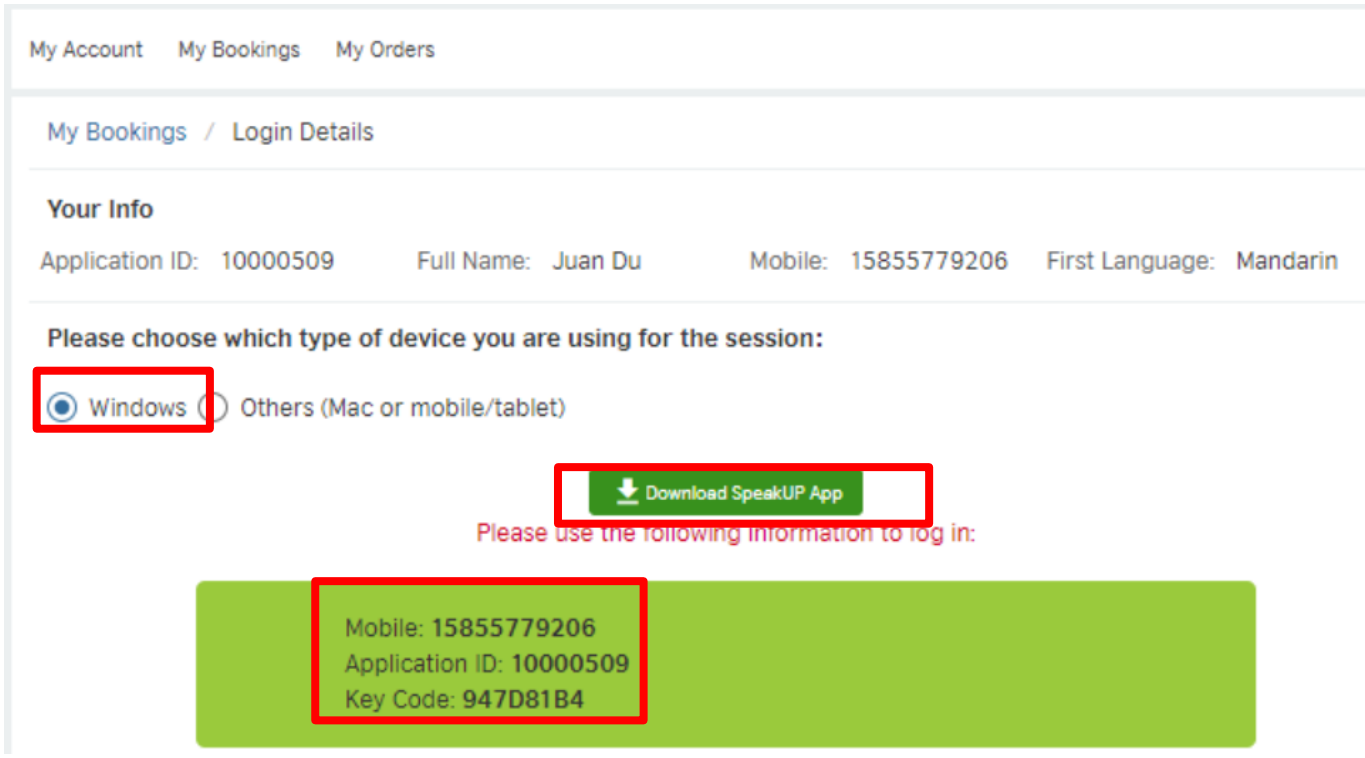
點擊*My Bookings* 欄下的*View Login Details*以前往課堂資料頁。登入所需的資料包括

- 你已登記的手機號碼
- 你的鑰匙代碼 (Key Code)
- 你的申請編號 (Application ID)

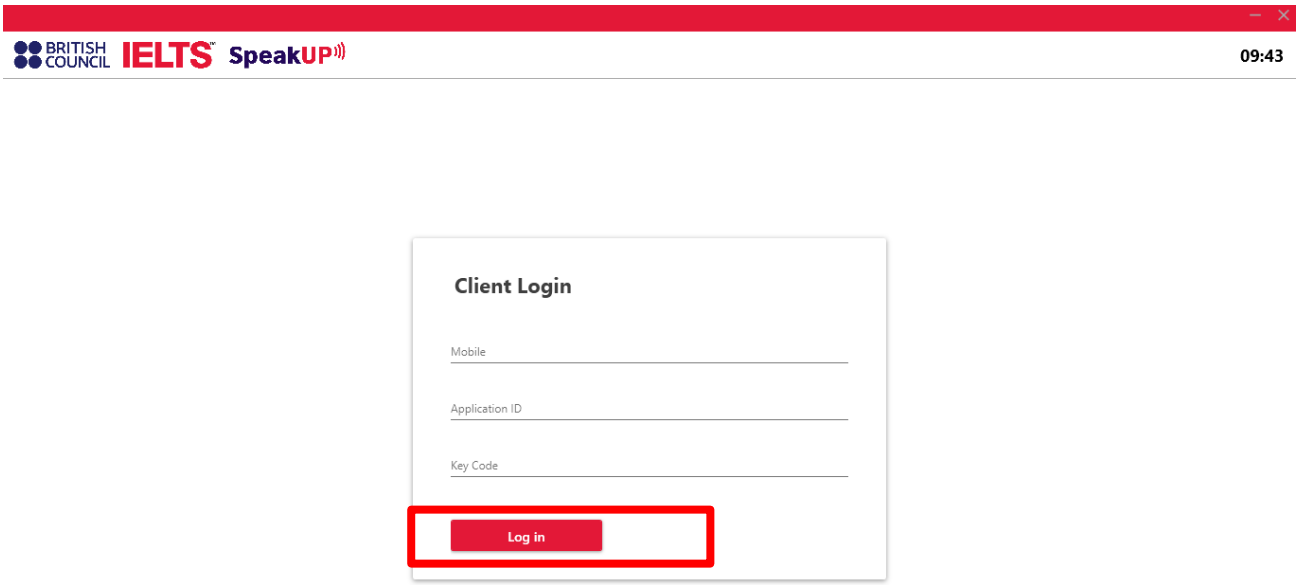


視窗(Windows) 使用者應選擇 *Windows*，然後下載桌面應用程式(desktop app)，並使用鑰匙代碼(Key Code)及申請編號 (Application ID)登入。

8

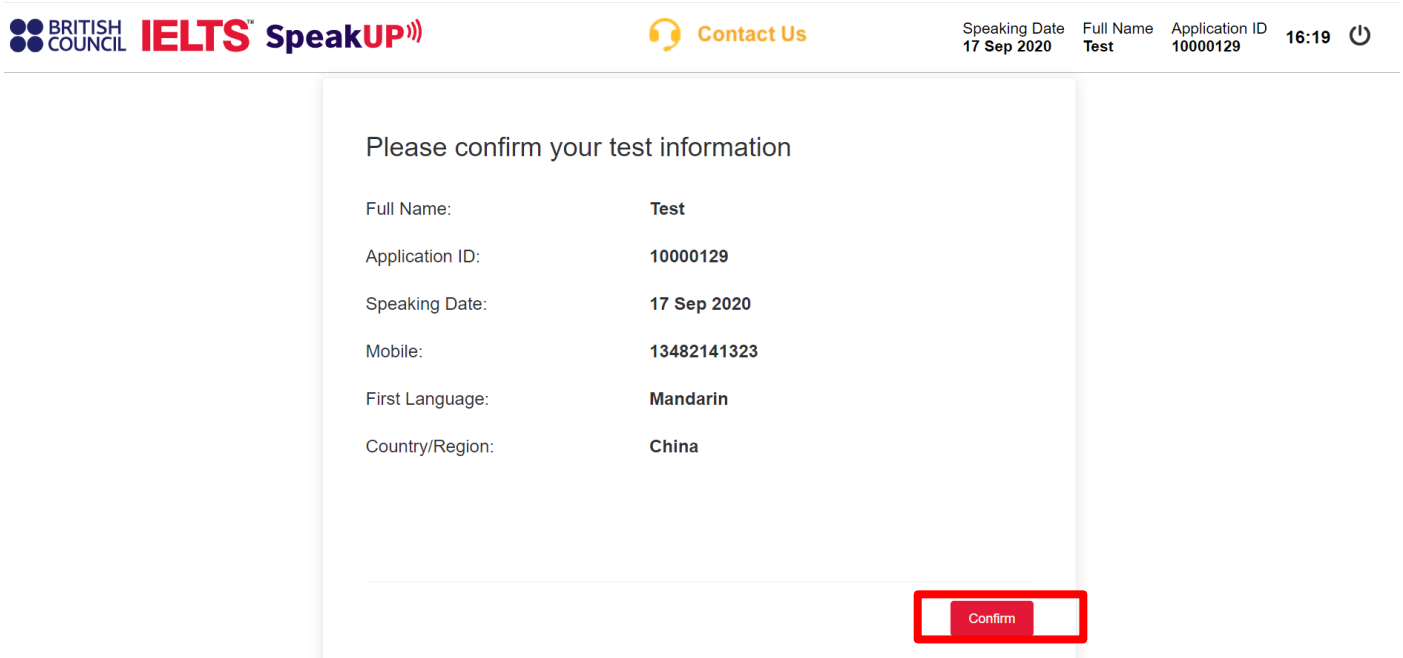


開啟你電腦裡的桌面應用程式，並使用鑰匙代碼 (Key Code)及申請編號 (Application ID)登入。



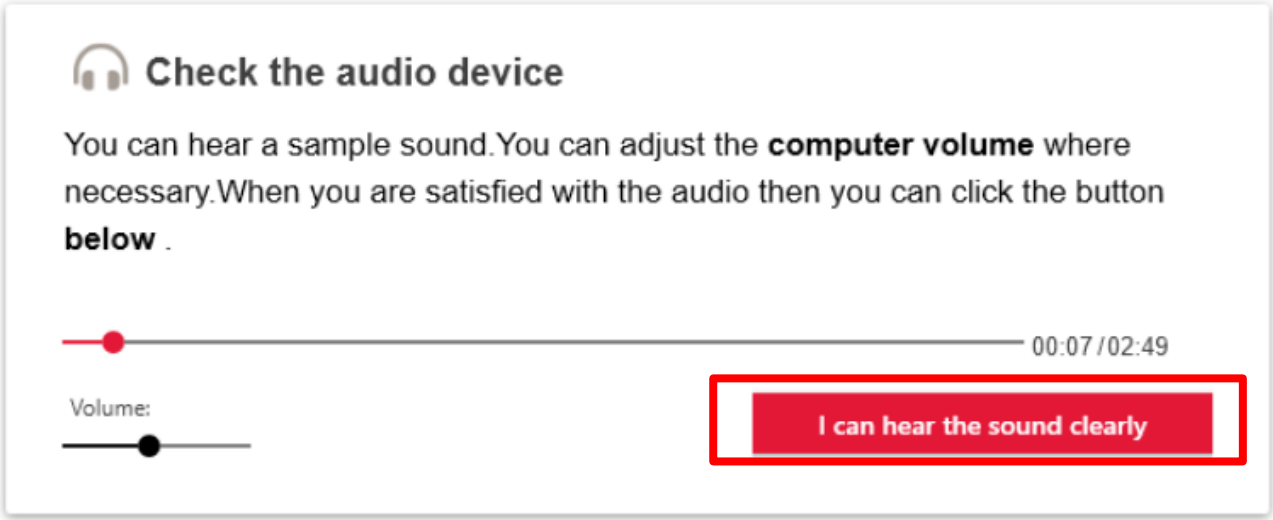
確認課堂資料

登入後，請點擊*Confirm*圖標以確認課堂資料，然後檢查裝置。如頁面顯示的課堂資料不正確，請點擊 *Contact Us* 求助。

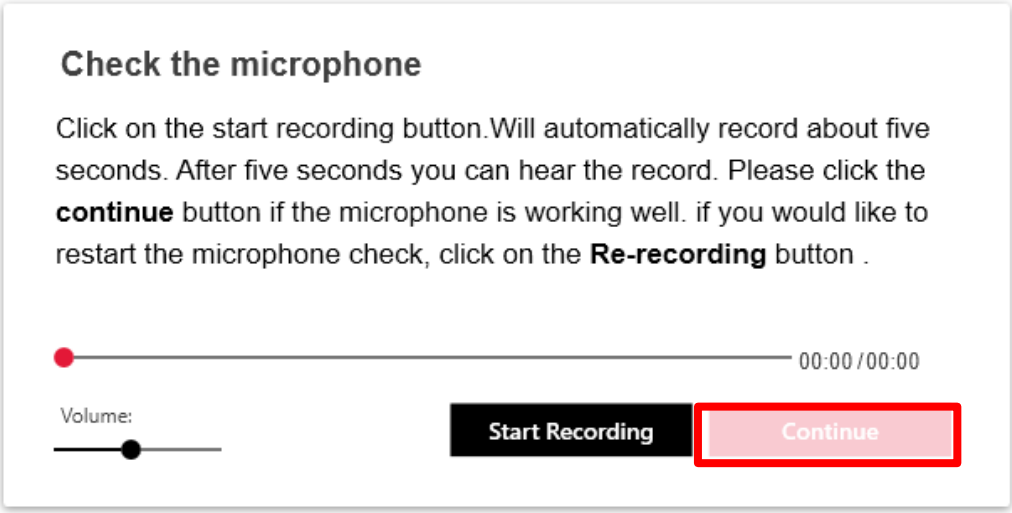


檢查裝置

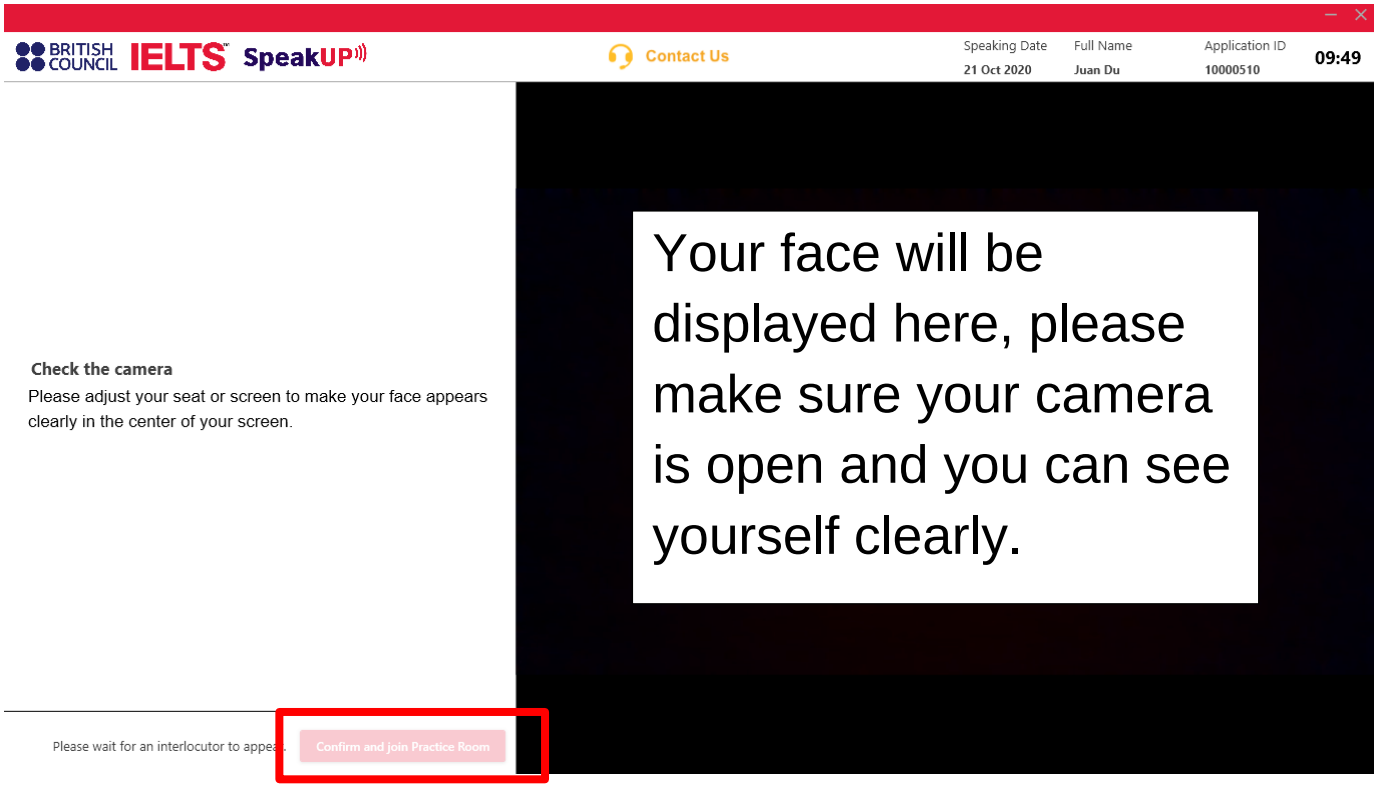
系統會自動檢查你電腦上的音頻裝置。如音頻裝置運作良好，請點擊 *I can hear the sound clearly* 繼續下一步。



點擊 *Start Recording* 以檢查麥克風和調整聲量。點擊 *Continue* 繼續下一步。



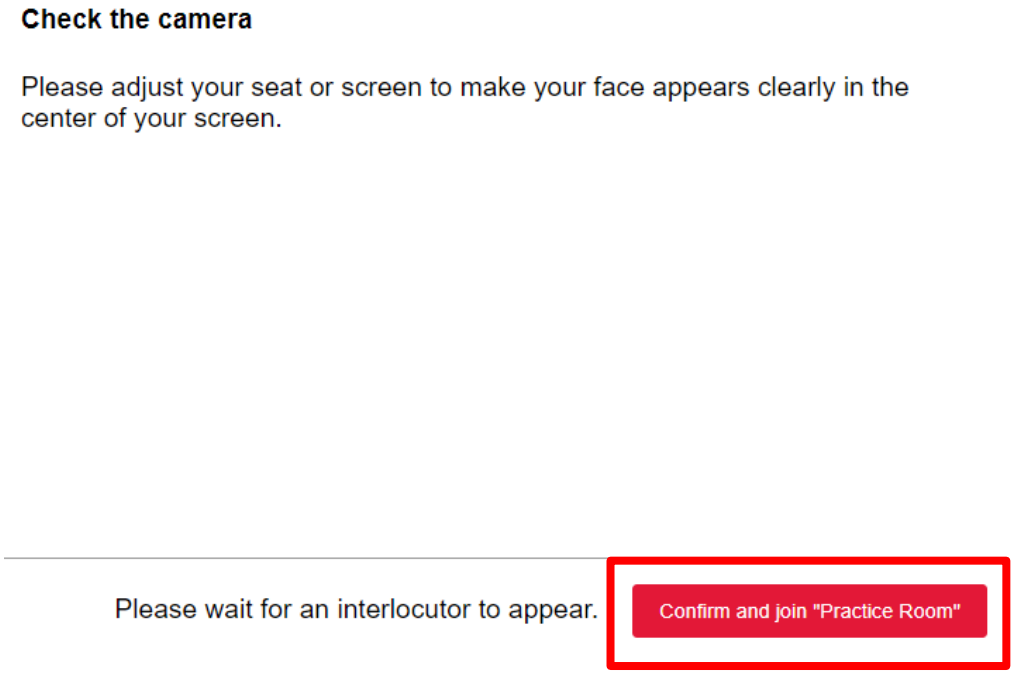
點擊 *Confirm* 圖標後，便會進入鏡頭檢查(Camera Check)頁面。你可在這時調整鏡頭。



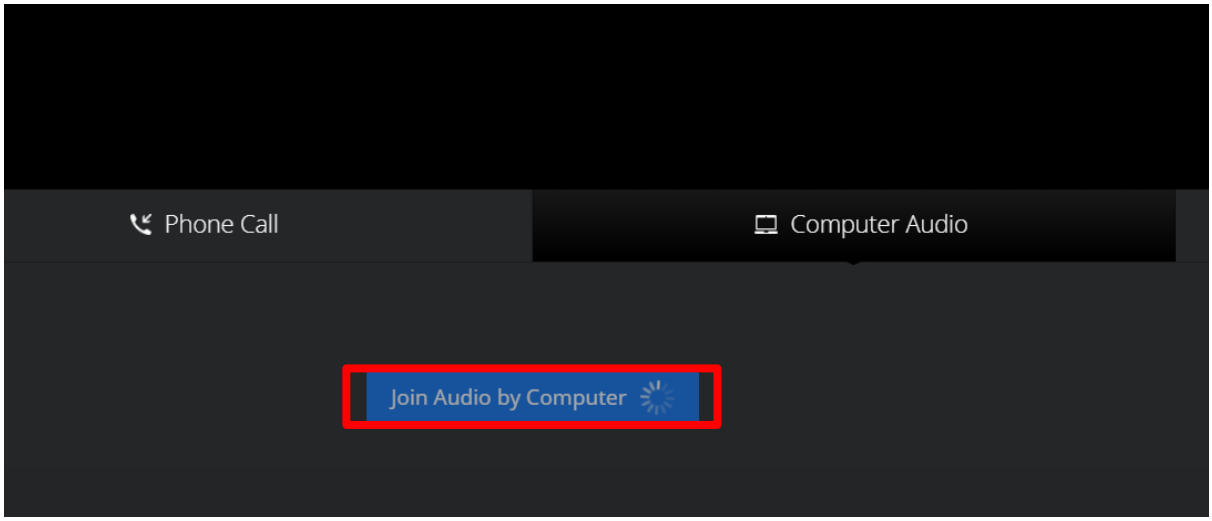
等候 SpeakUP 教練到場

圖標轉為紅色後，你便可進入教室開始上課。

如 5 分鐘後仍未能接通教練，請點擊頁眉的 *Contact Us* 圖標求助。

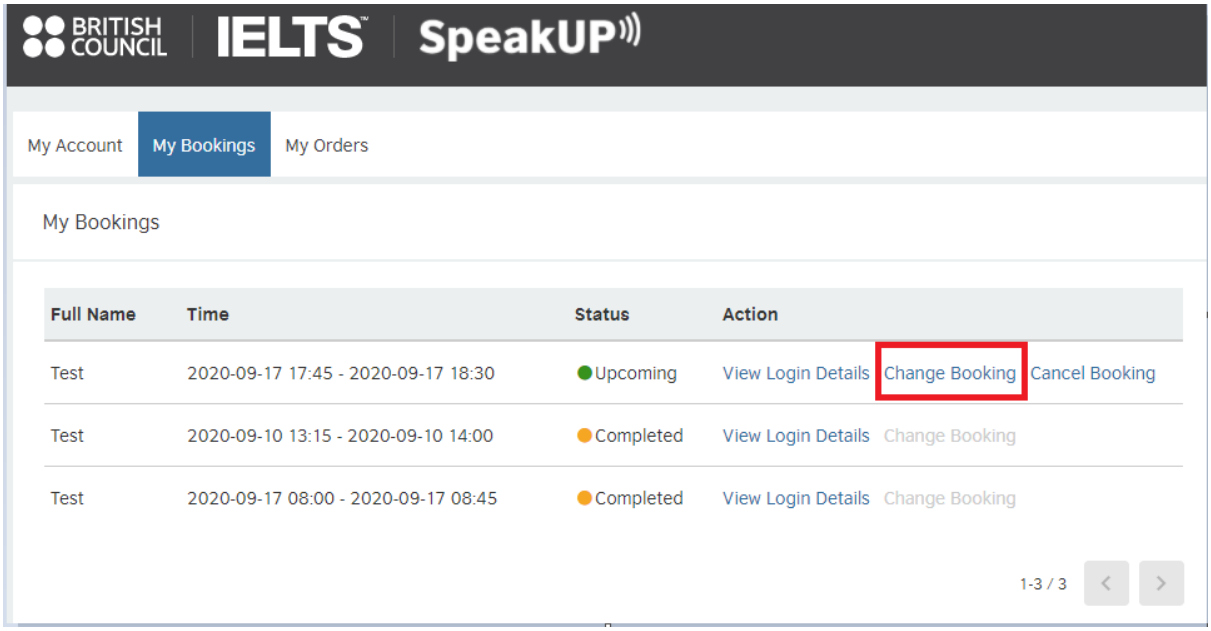


點擊 *Join Audio by Computer* 圖標

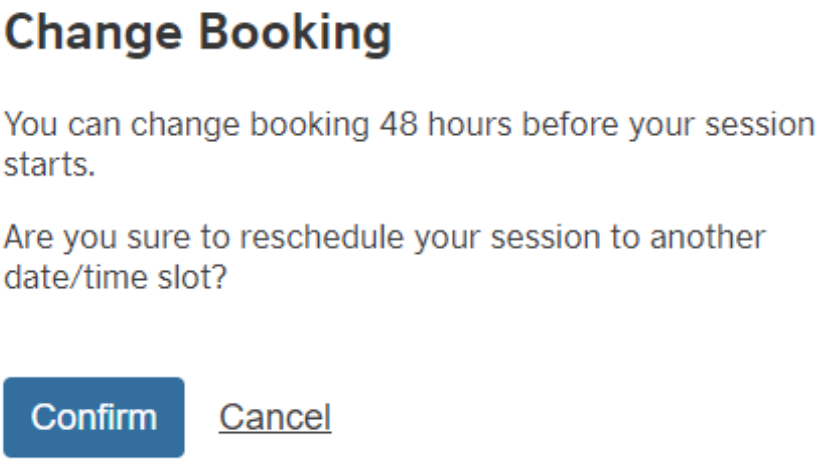


更改課堂時間

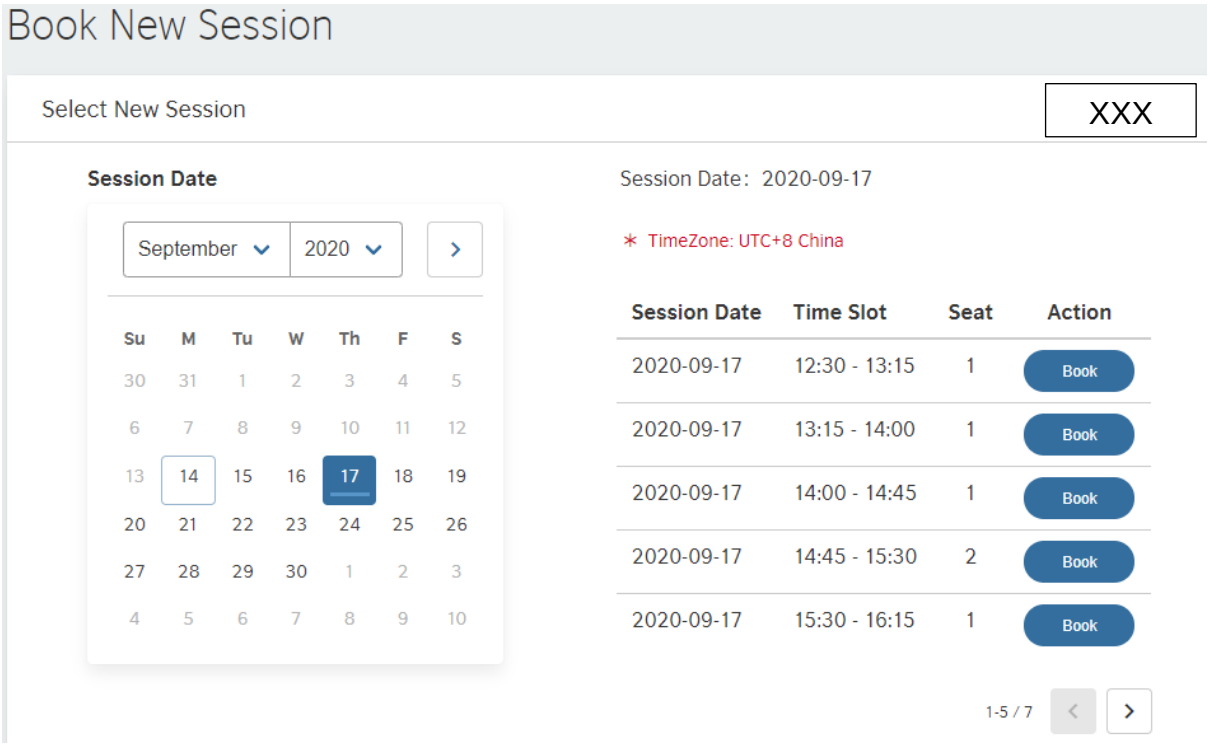
你可以在課堂開始前 48 小時更改上課時間一次。要更改上課時間，可於 *My Bookings* 欄點擊 *Change Booking* 圖標。



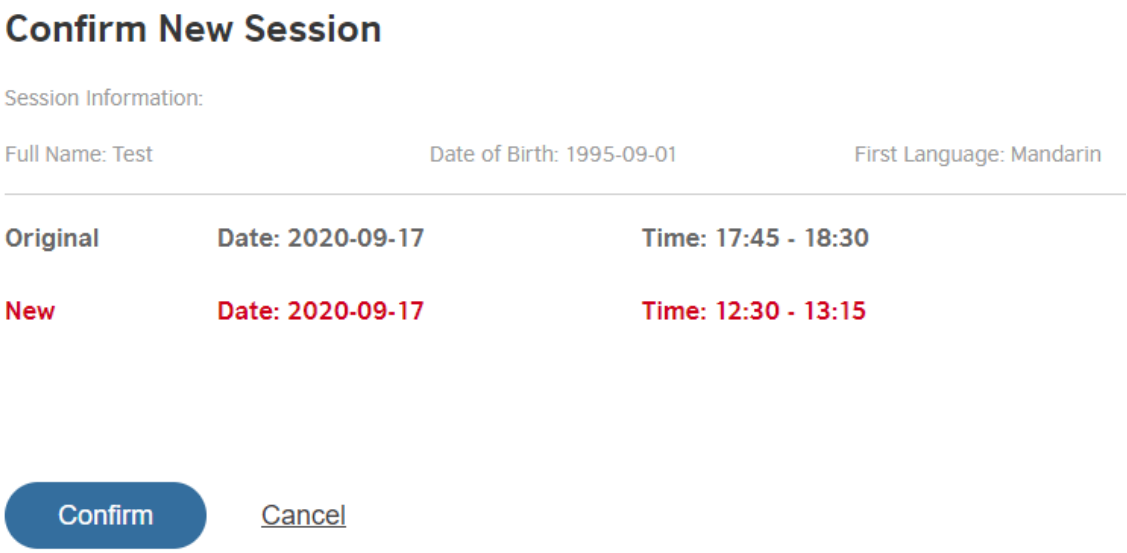
細閱《更改時間須知》及點擊 *Confirm* 圖標前往下一頁。



檢視可供選擇的上課日期及時段。點擊 *Book* 圖標以更改課堂日期及時間。



再次檢查新選的課堂日期及時段是否正確，然後點擊 *Confirm* 完成程序。



如改期成功，畫面會彈出信息，顯示你的 SpeakUP 帳戶詳情及新選課堂資料。

Reschedule Successful

Booked the session

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

Application ID: 10000166 Key Code: 0D10285F

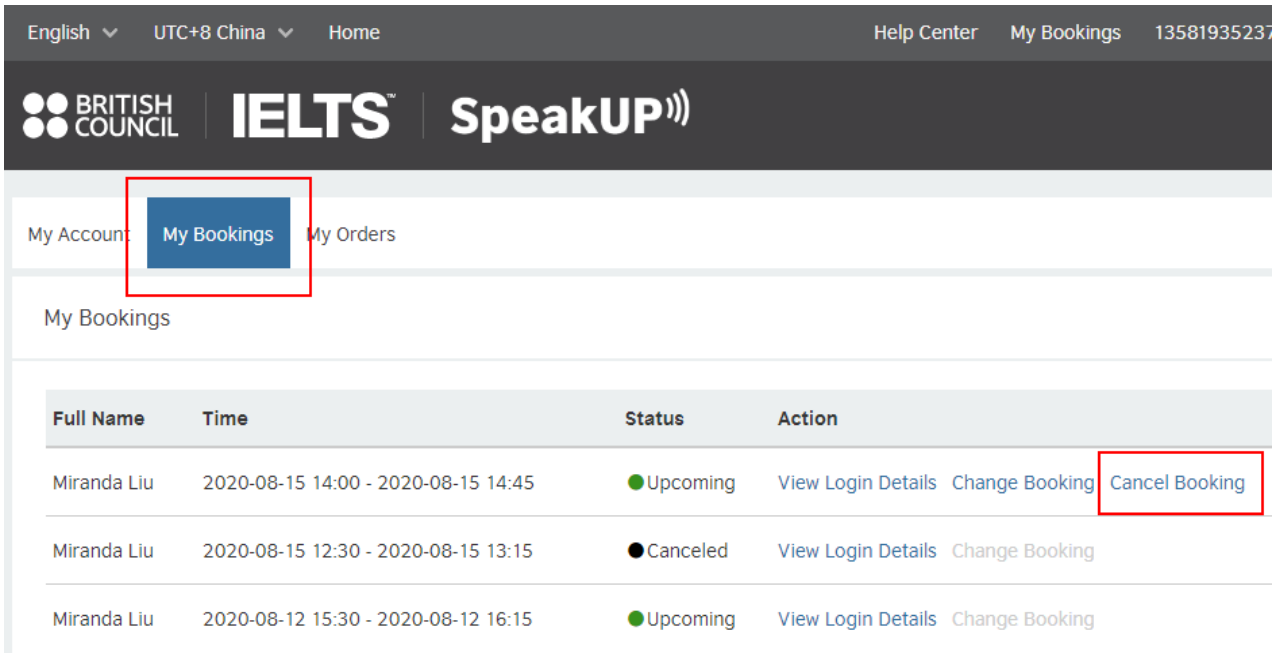
Please go to My Bookings to check your login details.

Notice:

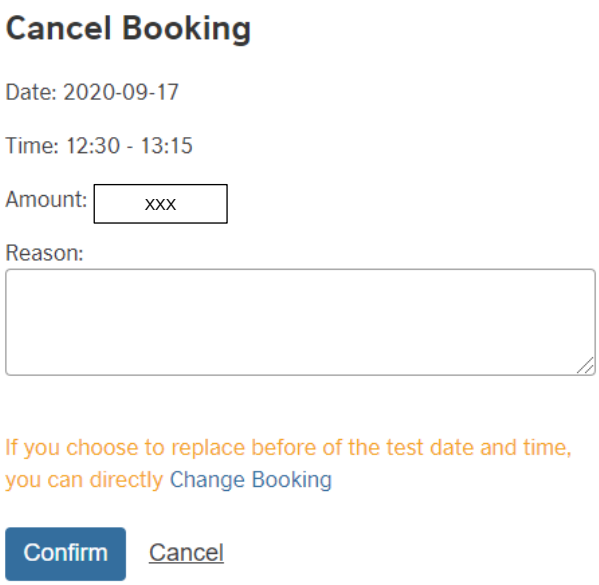
If you are under 18, Please ensure that your guardian is present on the day of the practice. If your guardian is not present, We will immediately terminate the pratices.

取銷課堂及退款

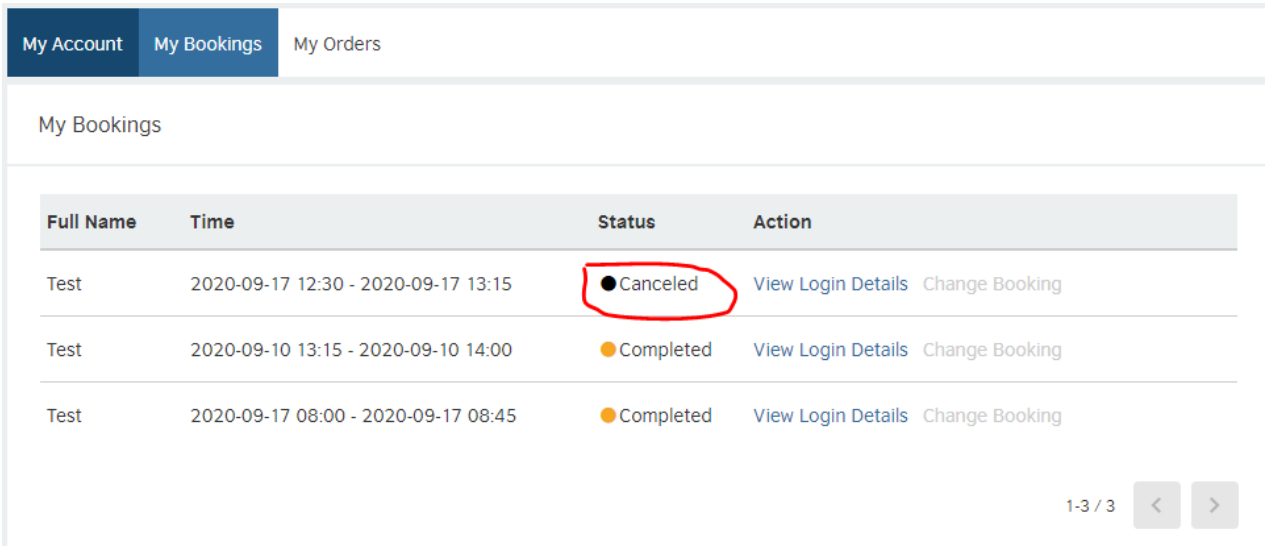
你可以在課堂開始前 48 小時或首次付款後 14 天內取銷課堂和要求退款。要取銷課堂，請於 *My Bookings* 欄點擊 *Cancel Booking*。請留意，一經點擊 *Cancel Booking*，即表示你同時申請退款。提交取銷課堂的申請後，你將於 10 至 15 天內收到退款。



點擊 *Confirm* 提交申請時，你需說明取銷課堂和要求退款的原因。請注意，一經提交取銷課堂的申請，無論退款是否獲批，你將不能參與該課堂。

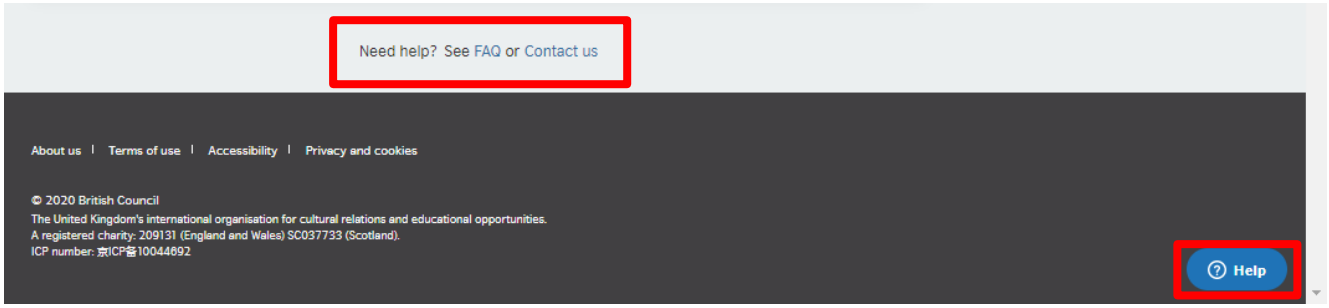
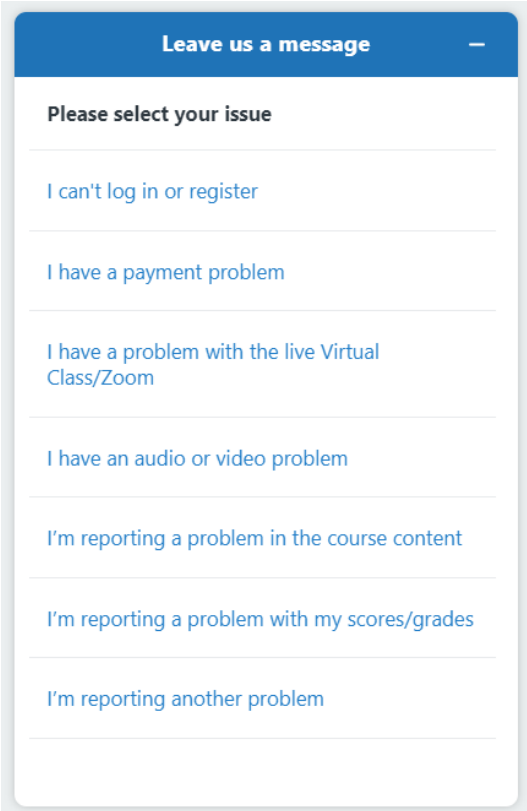
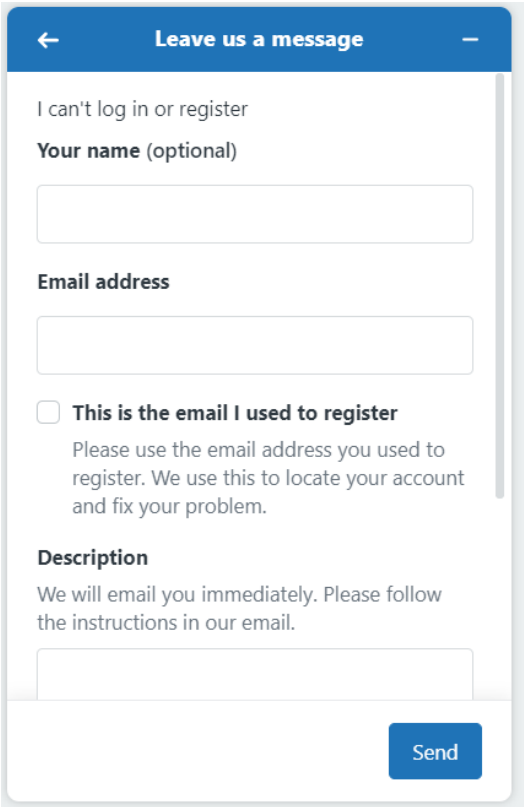


成功取銷預約後，畫面會顯示該課堂已經取銷 (*Cancelled*)。



支援中心

如有問題，你可點擊頁眉的 *Help Center* (支援中心)圖標，或從 *Contact Us* (聯絡我們)圖標檢視聯絡我們的方法、常問問題和答案、使用條款、銷售條款及條件，以及取銷課堂及退款政策。

如需網上支援，你也可以向我們的支援中心求助，*Help Desk* 圖標位於網頁右下角。

如你未滿 18 歲，請確保有家長或監護人在旁，以符合《保護兒童政策》的規定。