

IELTS SpeakUP

用戶指南

Windows 使用者適用

2020年10月23日

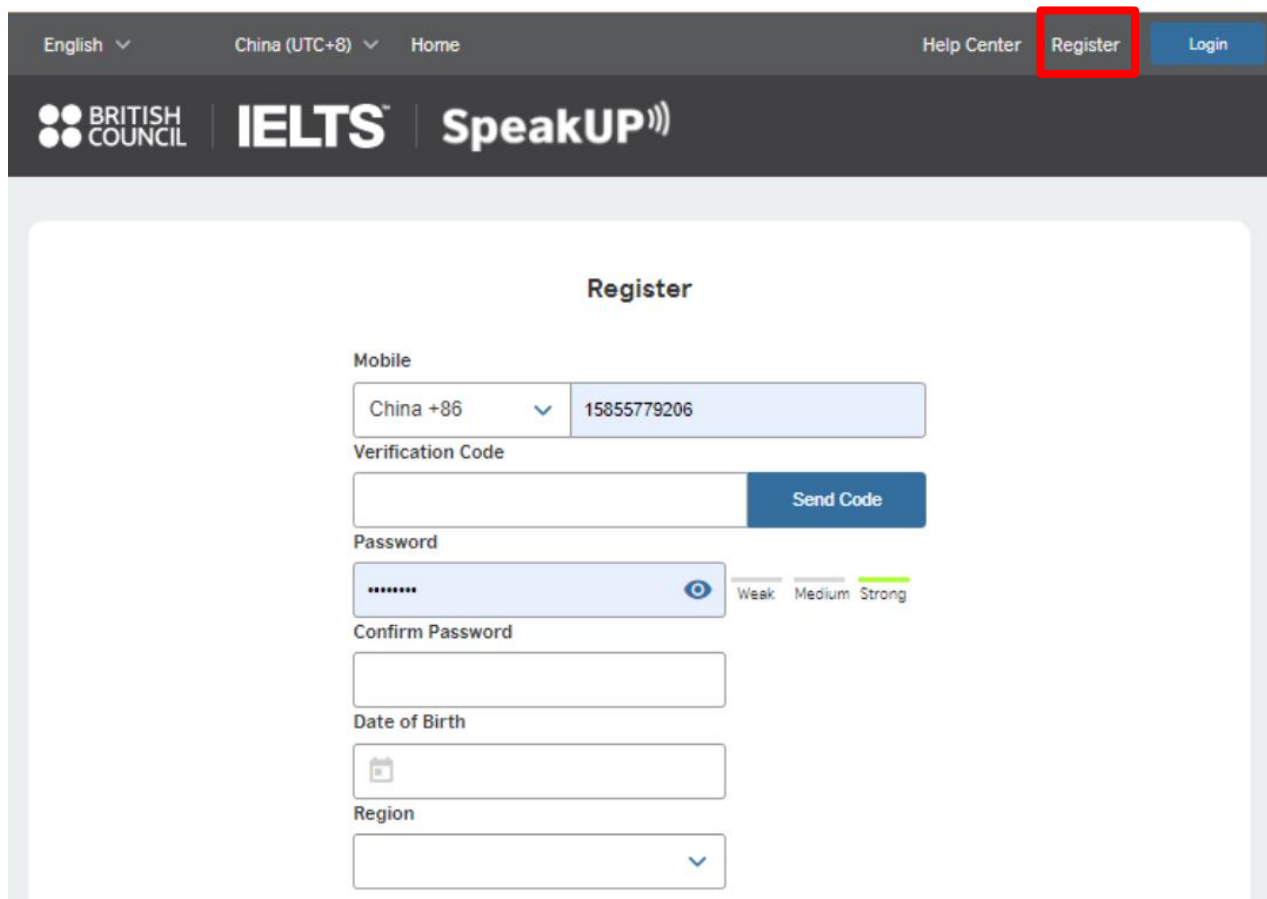
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登記

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。

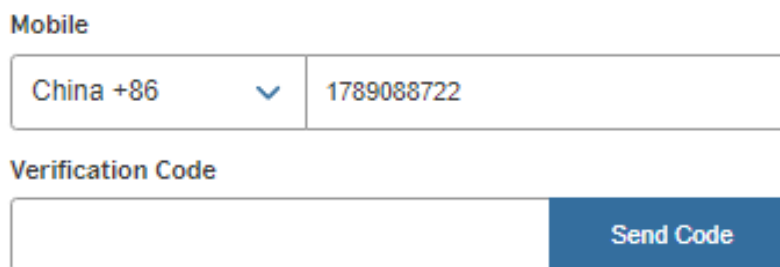


The screenshot shows the top navigation bar with 'English', 'China (UTC+8)', and 'Home' on the left, and 'Help Center', 'Register', and 'Login' on the right. The 'Register' button is highlighted with a red box. Below the navigation bar is the British Council IELTS SpeakUP logo. The main content area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

- Mobile:** A dropdown menu for country code (China +86) and a text input for the phone number (15855779206).
- Verification Code:** A text input field and a 'Send Code' button.
- Password:** A text input field with a strength indicator (Weak, Medium, Strong) and an eye icon to toggle visibility.
- Confirm Password:** A text input field.
- Date of Birth:** A date picker field.
- Region:** A dropdown menu.

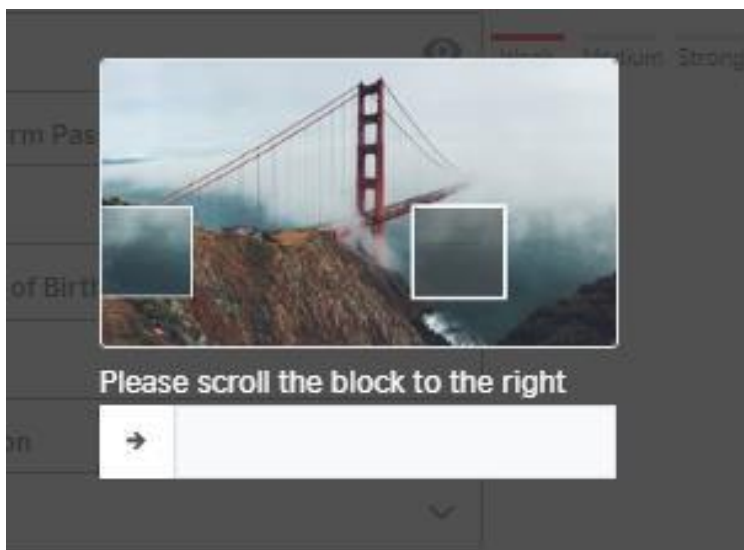
領取手機驗證碼

選擇國家代碼和輸入手機號碼，然後點擊*Send Code*領取驗證碼。



This close-up shows the 'Mobile' and 'Verification Code' sections of the form. The 'Mobile' section has a dropdown menu for 'China +86' and a text input for the phone number '1789088722'. The 'Verification Code' section has a text input field and a 'Send Code' button.

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。

【BC教育咨询】824945, The verification code is valid for 2 minutes.

Mobile

China +86	1789088722
-----------	------------

Verification Code

	56s resend
--	------------

Password

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。

Date of Birth

04/08/2020	!
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Are you under 18 years of age? Please ask your guardian to register for you.

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 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 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 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 or contact 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

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)。

Login

Verification Login Password Login

Mobile/Email

Password

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

Forget Password?

Mobile

China +86 1585599779206

Verification Code

Send Code

New Password

Weak Medium Strong

Confirm New Password

Submit

Home

預約課堂

預約課堂前，謹記先設定自己的時區。

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

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

BRITISH COUNCIL IELTS SpeakUP

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。

Book Session

Choose Session

XXX

Solo by British Council

Session Date

Session Date: 2020-10-21

October

2020



Su	M	Tu	W	Th	F	S
27	28	29	30	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	31
1	2	3	4	5	6	7

* Time Zone: China (UTC+8)

Session Date	Time Slot	Seat	Action
2020-10-21	20:45 - 21:30	1	<input type="button" value="Book"/>
2020-10-21	21:30 - 22:15	1	<input type="button" value="Book"/>

1-2 / 2



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

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。

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

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*。

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

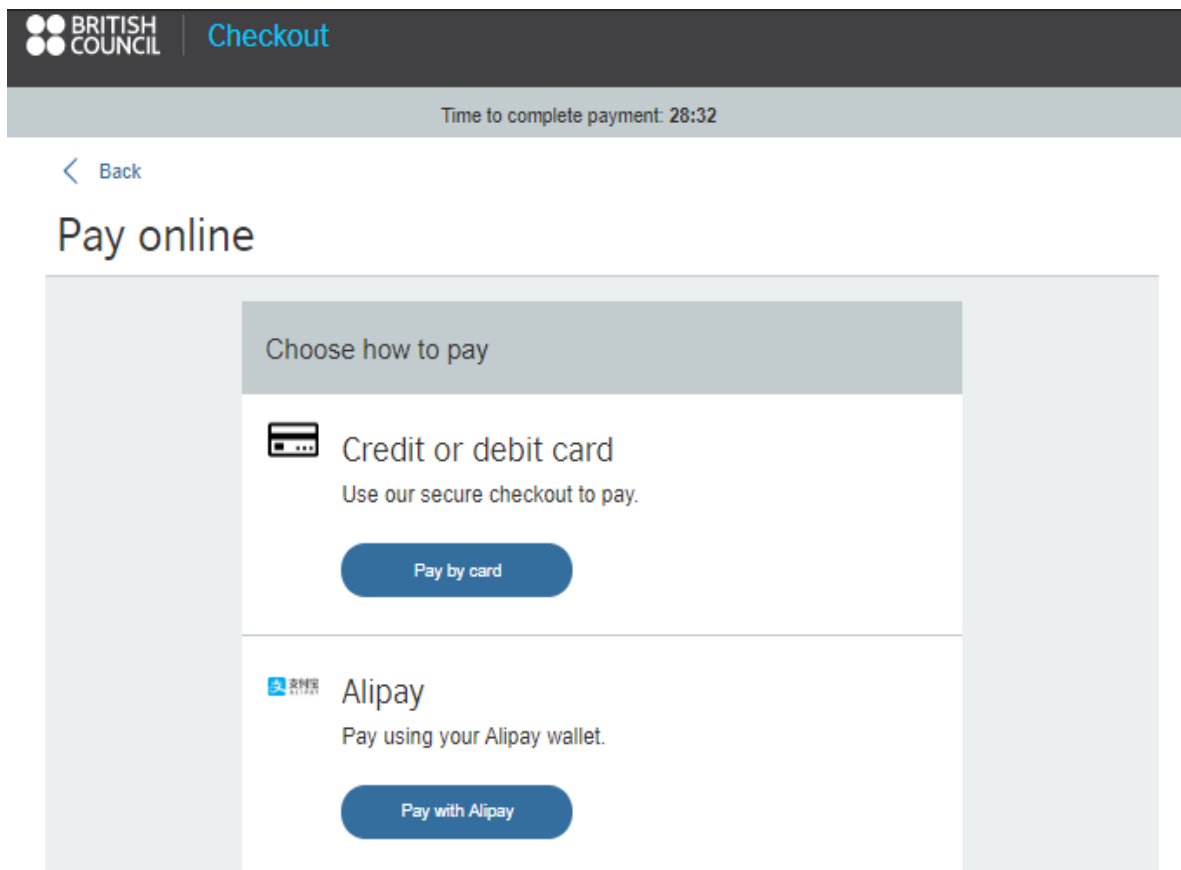
Payment methods:

Card Pay Voucher

信用卡付款

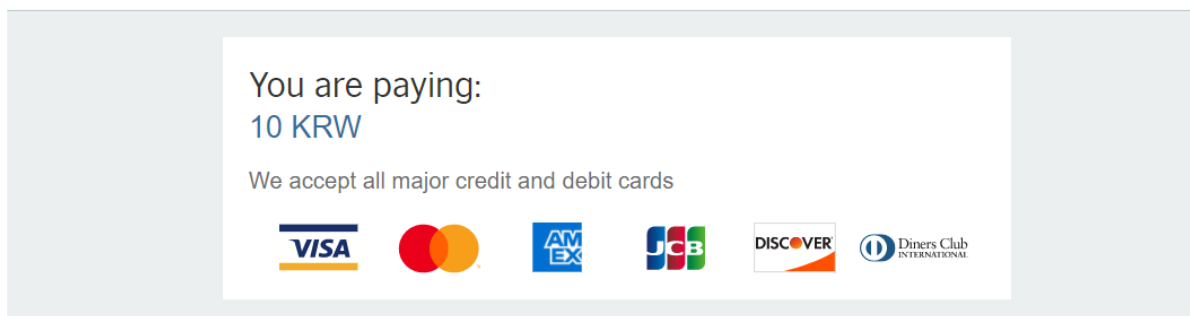
頁面會轉到Checkout，你可選擇以下任何一種付款方式：

- 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：

Pay by card

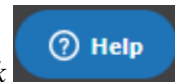




選擇付款方法，並按照付款服務供應商的指示完成交易。

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 main heading is "Processing payment". The central area contains a light blue box with a circular refresh icon and the text "Your payment is being processed." Below this box, it says "Please wait for your payment to be confirmed." followed by 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 a "Having trouble?" section with a mobile phone icon and the text "placeholder". It then 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, it says "© 2020 British Council" and "The United Kingdom's international organisation for cultural relations and educational opportunities. A registered charity: 208131 (England and Wales) SC037733 (Scotland)."

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



The screenshot shows the "Pay Order" section of the checkout page. It has a white background with a dark border. The heading "Pay Order" is in bold. Below the heading, it says "Please ensure that your bank card account is valid within three months after you complete the online payment!". Then, 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, 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".

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。

Order No.	Payment Time	Status	Action
SU-EA001-UAT10000038		● PendingPayment	Pay
SU-EA001-UAT10000037	2020-08-04 17:02 2020-08-04 17:02	● PaymentSuccessful	

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*。

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

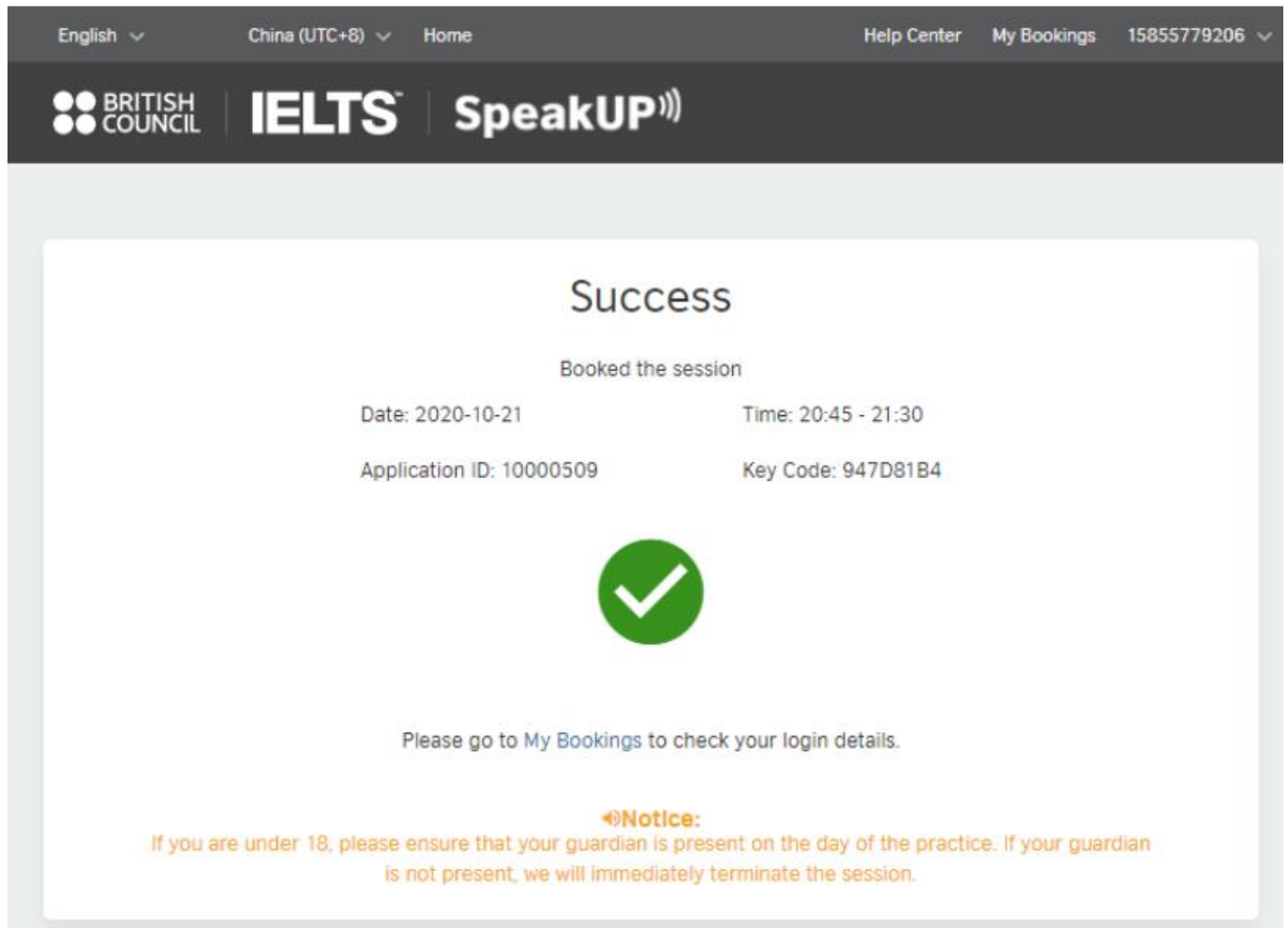
9CDA-34BC-524A-40F6

Pay

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

Confirm [Cancel](#)

如成功付款，便可建立 SpeakUP 帳戶及連結。

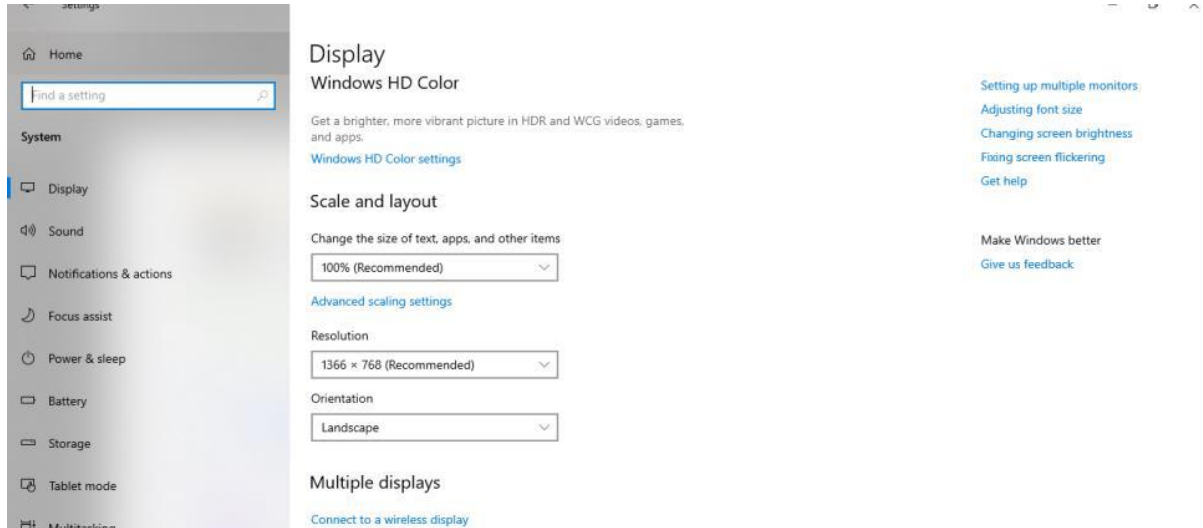


The screenshot shows the top navigation bar with 'English', 'China (UTC+8)', and 'Home' on the left, and 'Help Center', 'My Bookings', and '15855779206' on the right. Below the navigation bar are the logos for 'BRITISH COUNCIL', 'IELTS', and 'SpeakUP'. The main content area features a 'Success' heading, followed by 'Booked the session'. The booking details are displayed in two columns: 'Date: 2020-10-21' and 'Time: 20:45 - 21:30' on the top row, and 'Application ID: 10000509' and 'Key Code: 947D81B4' on the bottom row. A large green checkmark icon is centered below the details. A message follows: 'Please go to My Bookings to check your login details.' At the bottom, a notice in orange text states: '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.'

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

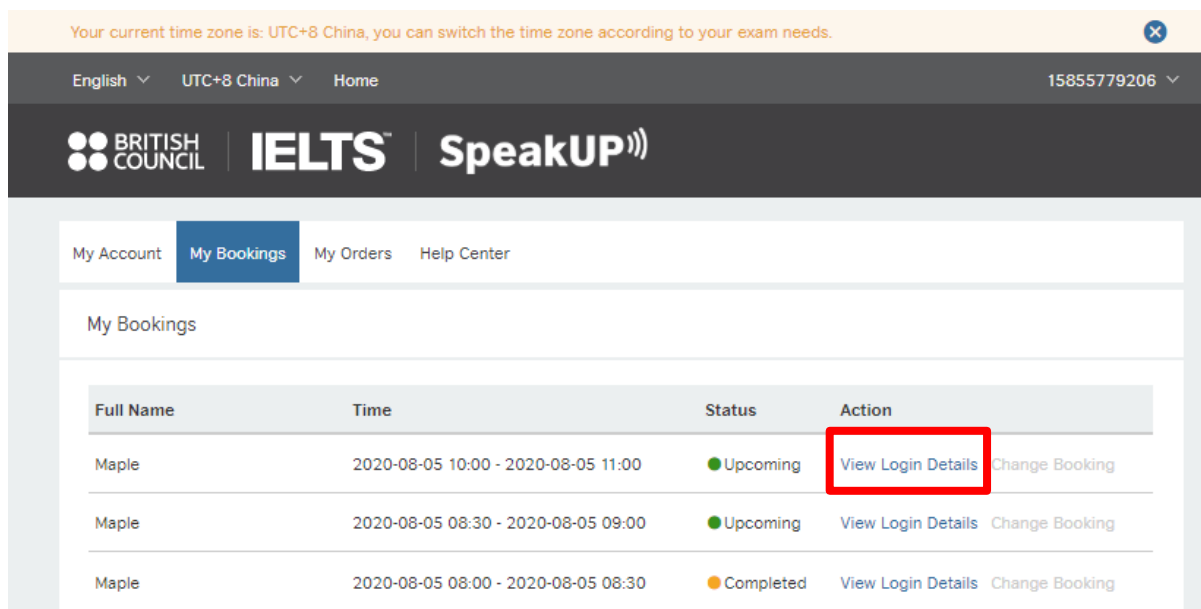


3. 影音規格：
 - 耳機/耳筒：我們建議你使用消噪耳機。
 - 麥克風及揚聲器：如你使用麥克風及揚聲器，請確保它們已妥善接駁至你的電腦。你可使用我們的器材測試進行檢查。
 - 鏡頭：解析度須達到 360P；可支援 H.264 視頻編碼。鏡頭接駁及啟動後，請檢查顯示燈有否亮起。

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)



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	View Login Details Change Booking
Maple	2020-08-05 08:30 - 2020-08-05 09:00	Upcoming	View Login Details Change Booking
Maple	2020-08-05 08:00 - 2020-08-05 08:30	Completed	View Login Details Change Booking

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

My Account My Bookings My Orders

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)

[Download SpeakUP App](#)

Please use the following information to log in:

Mobile: 15855779206
Application ID: 10000509
Key Code: 947D81B4

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。

Client Login

Mobile _____

Application ID _____

Key Code _____

Log in

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。

Please confirm your test information

Full Name: **Test**

Application ID: **10000129**

Speaking Date: **17 Sep 2020**

Mobile: **13482141323**

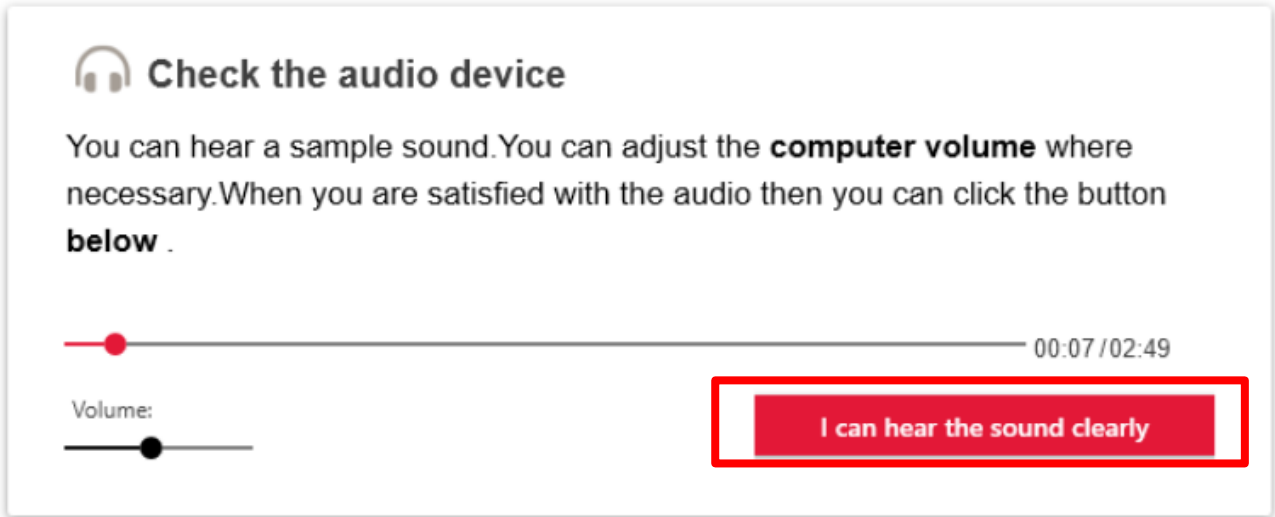
First Language: **Mandarin**

Country/Region: **China**

Confirm

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。



Check the audio device

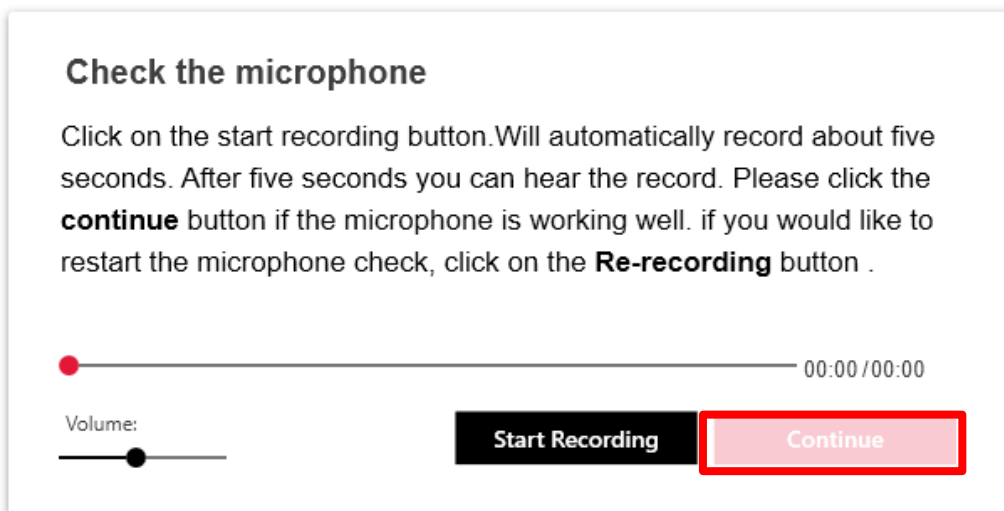
You can hear a sample sound. You can adjust the **computer volume** where necessary. When you are satisfied with the audio then you can click the button **below** .

00:07 / 02:49

Volume:

I can hear the sound clearly

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



Check the microphone

Click on the start recording button. Will automatically record about five seconds. After five seconds you can hear the record. Please click the **continue** button if the microphone is working well. if you would like to restart the microphone check, click on the **Re-recording** button .

00:00 / 00:00

Volume:

Start Recording **Continue**

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。

BRITISH COUNCIL IELTS™ SpeakUP®

Contact Us

Speaking Date: 21 Oct 2020 | Full Name: Juan Du | Application ID: 10000510 | 09:49

Check the camera
Please adjust your seat or screen to make your face appears clearly in the center of your screen.

Your face will be displayed here, please make sure your camera is open and you can see yourself clearly.

Please wait for an interlocutor to appear. **Confirm and join Practice Room**

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。

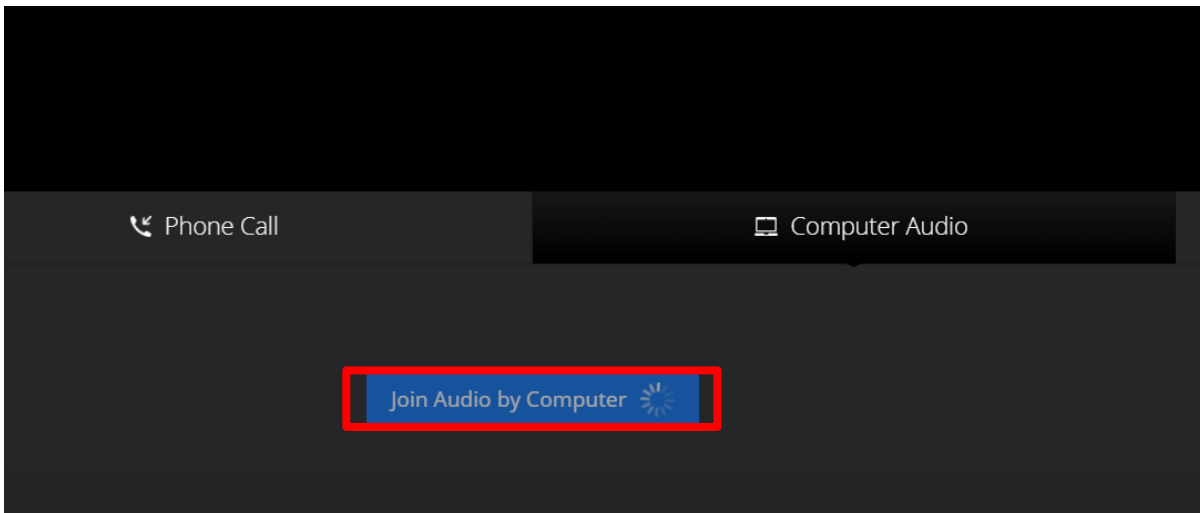
Check the camera

Please adjust your seat or screen to make your face appears clearly in the center of your screen.

Please wait for an interlocutor to appear.

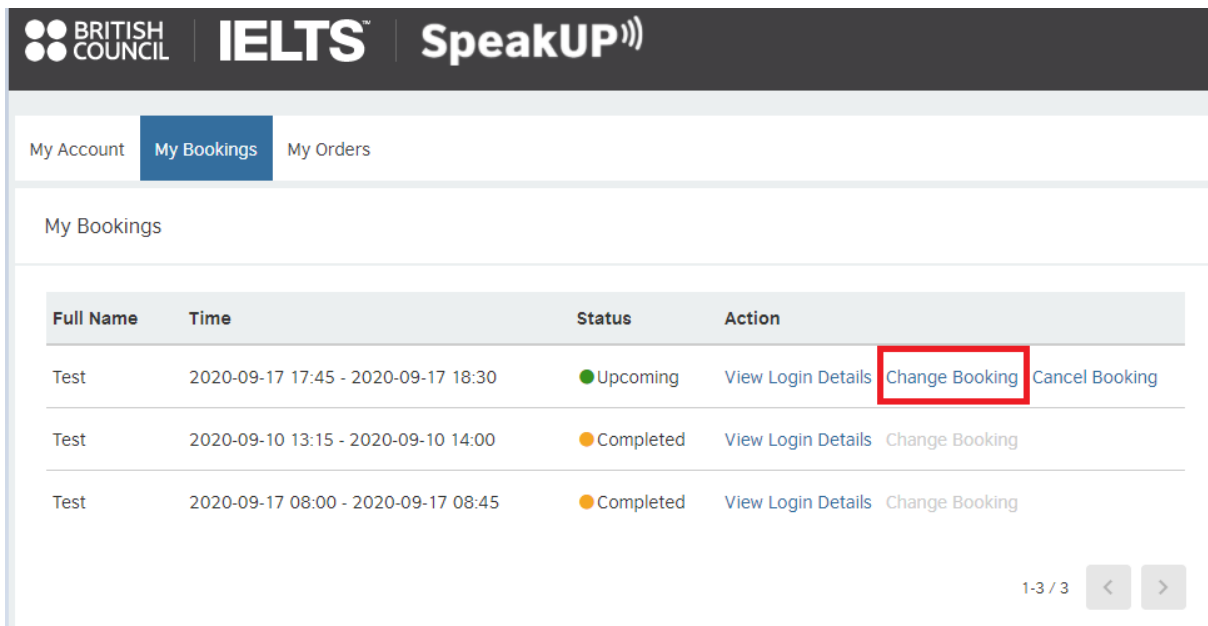
Confirm and join "Practice Room"

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。



The screenshot shows the IELTS SpeakUP user interface. At the top, there are logos for BRITISH COUNCIL, IELTS, and SpeakUP. Below the logos, there are navigation tabs for 'My Account', 'My Bookings', and 'My Orders'. The 'My Bookings' tab is selected. Underneath, there is a section titled 'My Bookings' containing a table with the following data:

Full Name	Time	Status	Action
Test	2020-09-17 17:45 - 2020-09-17 18:30	● Upcoming	View Login Details Change Booking Cancel 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

At the bottom right of the table, there is a pagination indicator '1-3 / 3' and navigation arrows.

細閱《更改時間須知》及點擊 *Confirm* 圖標前往下一頁。

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](#)

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。

Book New Session

Select New Session XXX

Session Date

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

Session Date: 2020-09-17

* TimeZone: UTC+8 China

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

1-5 / 7 < >

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。

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

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



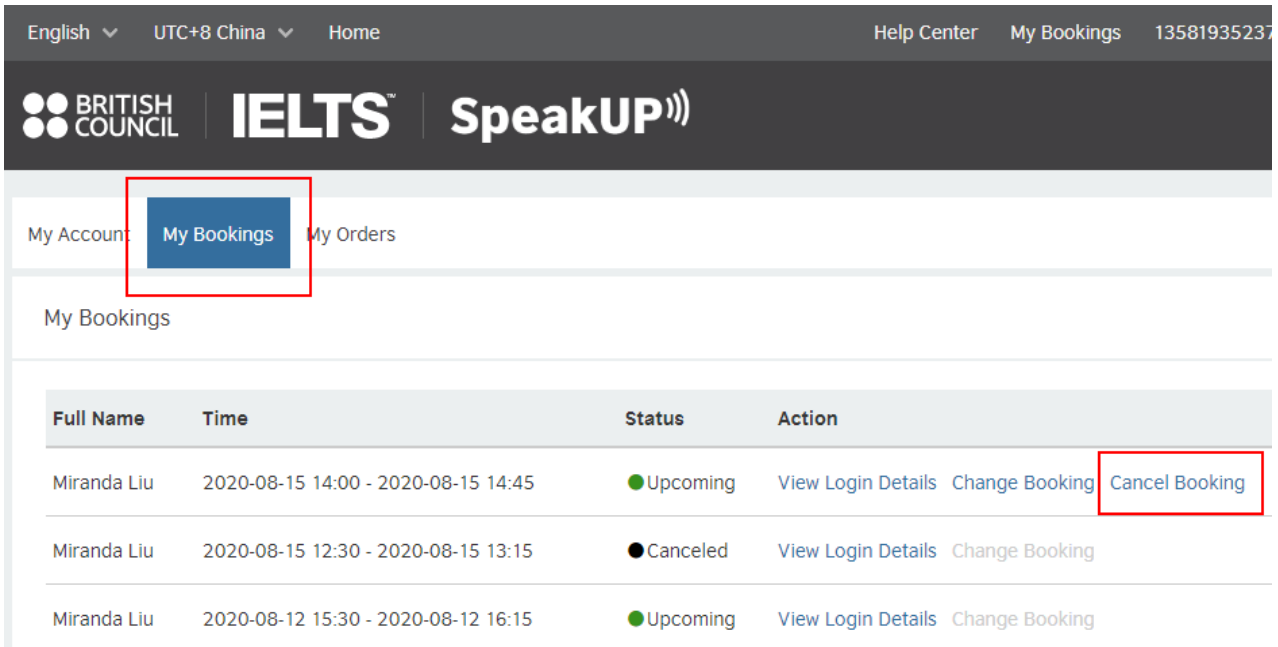
Please go to [My Bookings](#) to check your login details.

⚠️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 practices.

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。



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	View Login Details Change Booking Cancel Booking
Miranda Liu	2020-08-15 12:30 - 2020-08-15 13:15	● Canceled	View Login Details Change Booking
Miranda Liu	2020-08-12 15:30 - 2020-08-12 16:15	● Upcoming	View Login Details Change Booking

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。

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](#)

[Confirm](#)

[Cancel](#)

成功取銷預約後，畫面會顯示該課堂已經取銷 (*Cancelled*)。

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

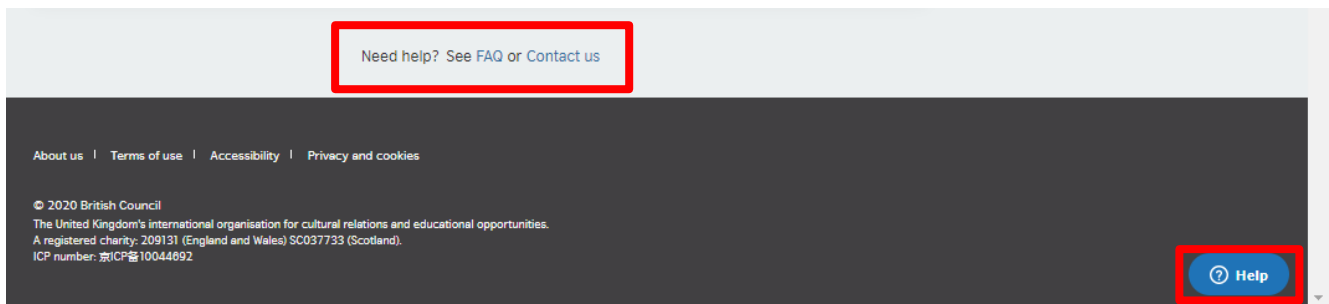
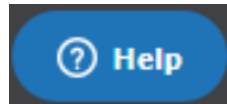
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支援中心

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。



Leave us a message

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