



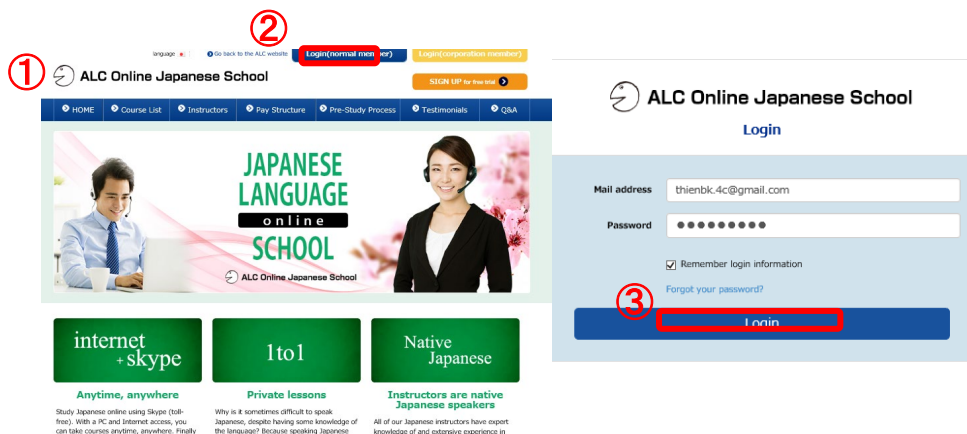
User Manual For Students - Normal member-

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1. Log in

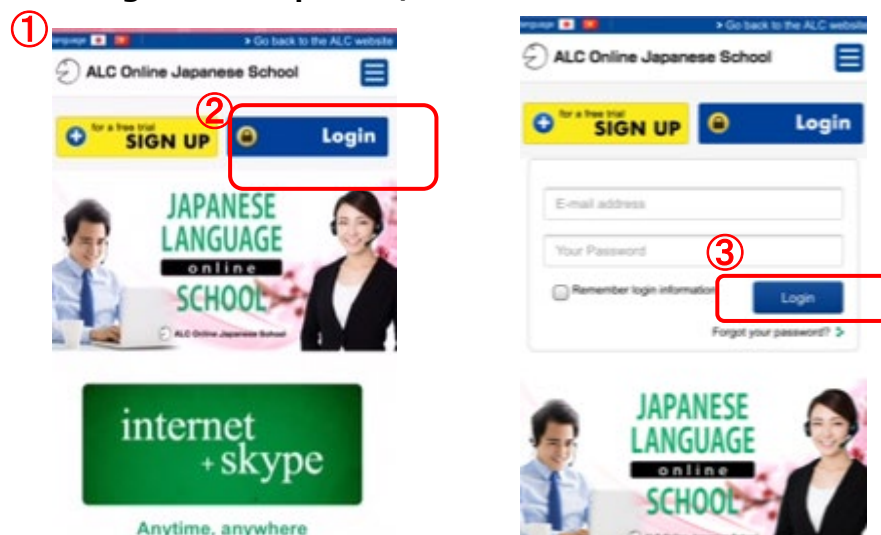
Login to ALC Online Japanese School

【Login - Computer】



- ① Open your browser and go to the ALC Online English website
(<https://nihongo.alc.co.jp/en/home>)
- ② Click on [Login (normal member)]
- ③ If you forgot your password, click [forgot your password?] after you click on [Login(normal member)].

【Login (Smartphone / Tablet) 】



- ① Open your browser and access “ALC Online Japanese School”
(<https://nihongo.alc.co.jp/en/home>) .
- ② Click on [Login(normal member)] If you forgot your password, click [forgot your password?] after you click on [Login(normal member)].

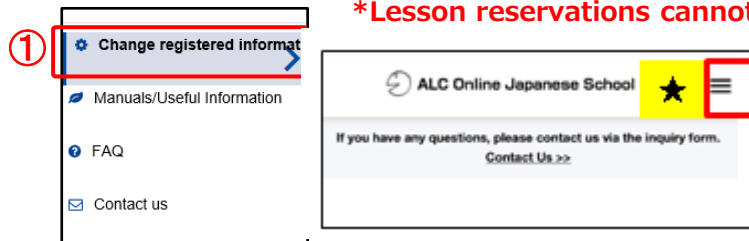
2. Updating Your Profile

When you log in for the first time, please update your profile.

You can enter your introduction paragraph and/or a profile picture.

This way, the instructor will have a chance to read about you before the lesson.

***Lesson reservations cannot be completed without a registered Skype name.**



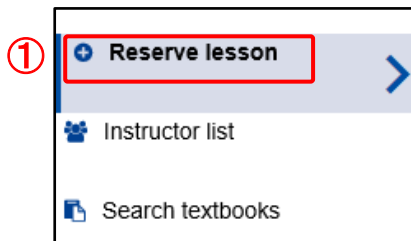
【Opening your profile】

- ① Click on 「Change registered information」 from the menu and click 「Basic information」 .
★ When using a smartphone, tap the 「≡」 and click 「Change registered information」

【Registration and Changing Information】

- ② The 「Change registered information」 will open. Nicknames, Skype names, Area of residence, Display language, Time zone, introduction messages, profile pictures, and profiles can be changed. Information other than the above can be changed by the office. Please contact the office if you wish to change them.
- ③ Your profile picture can be changed by clicking on 「Profile picture」 .
*A 500px*600px portrait image is recommended for the profile picture.
(The picture may be stretched if a different resolution is set.)
- ④ **Be careful not to mistake your “Skype name” with the “Displayed Skype name” when changing “Skype name.”**
Please see the “Skype Setup Manual (6. Confirm Skype name) for your Skype name. <https://bit.ly/2X5yDYd>
- ⑤ You cannot change your name and mail address.
- ⑥ Enter the information you want your teacher to see in 「self-introduction」 .
- ⑦ Your changes will be saved once you click on 「Update」 .

3. Searching for lessons 1 - Available Lessons ALC Online Japanese School

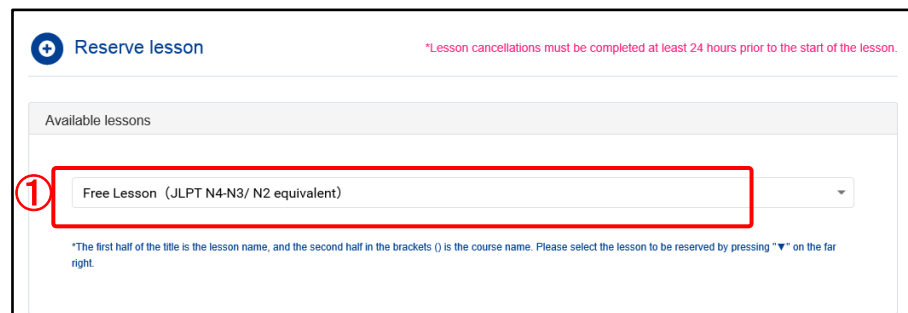


【From the menu】

① Click on 「Reserve lesson」 on the left hand menu.

★ When using a smartphone, tap the 「≡」 and click 「Reserve lesson」

The lesson reservation window 「Reserve lesson」 will appear.

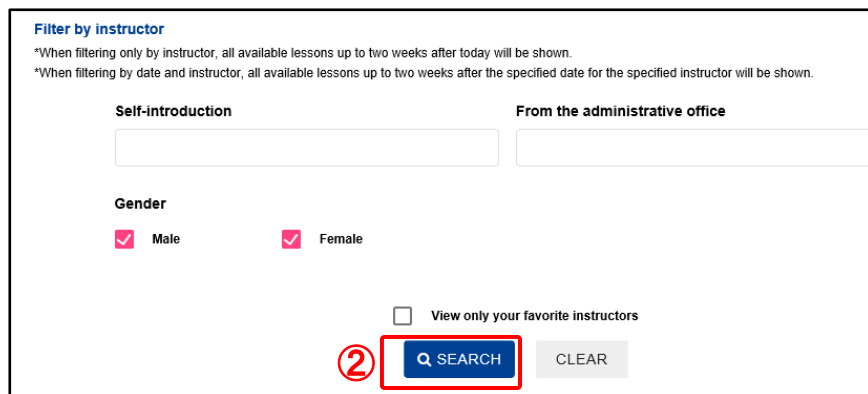


【Choosing from the available lessons】

This is the most basic way to search for a lesson.
You can search based on the type of lesson or instructor.

① Choose your lesson from the 「Available lessons」 option. (If you are a Free Trial student, only the free trial lesson will be available).

② Click on the 「Search」 button.
You will see the list of teachers available to teach the lesson by date by 「Available lessons」 at the bottom of the search screen.



【Choosing from the lesson date】

You can also search for lessons based on date
「 Available lessons 」 .

①When you want to search by the lesson date or time,
click on 「Filter by period」 or 「 Filter by time 」 and
select the date and time.

For example, if you want to search for lessons
between 8pm-10pm, you can use 「 Filter by time 」 .

②Click on 「Search」 . You will see the results by
「Available lessons」 at the bottom of the search
screen.

【Customized Searches】

You can also search by various instructor keywords.

③From 「Filter」 , click on 「Filter by instructor」 , then
「Home country」 「Residence」 「Support language」
「sex」 . Or 「key word」 if you want to search by the
instructor's hobbies, educational and occupational
background, or other keywords in their profile.

②Click on 「Search」 to begin the search. You will see the
results by 「Available lessons」 at the bottom of the search
screen.

①

Filter

Filter by period

From To

Filter by time

From To

Filter by instructor

*When filtering only by instructor, all available lessons up to two weeks after today will be shown.
*When filtering by date and instructor, all available lessons up to two weeks after the specified date for the specified instructor will be shown.

Self-introduction From the administrative office

③

Filter by instructor

*When filtering only by instructor, all available lessons up to two weeks after today will be shown.
*When filtering by date and instructor, all available lessons up to two weeks after the specified date for the specified instructor will be shown.

Self-introduction From the administrative office

Gender

☒ Male ☒ Female

④ ☐ View only your favorite instructors

②

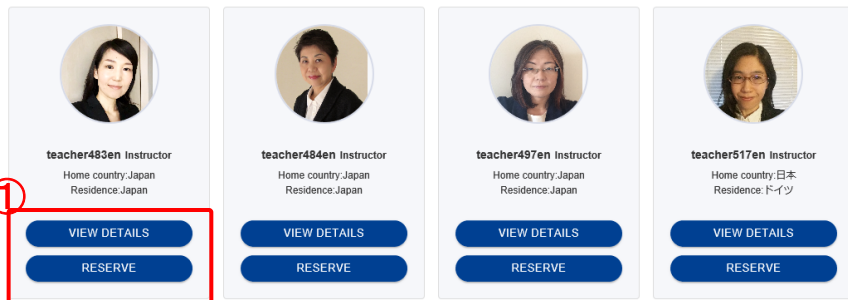
4. Lesson Reservation – 1

【Outline】

Once you search for lessons, the results will show in 「 Available lessons 」 .
You can reserve a lesson by clicking on the teacher of your choice.

You can reserve up to 5 lessons in advance.

All lesson reservations and cancellations must be done at least 24 hours prior to lesson start.



【Opening the Lesson Reservation page】

① From the teacher selected from 「 Available lessons 」 , click on 「 Reservation 」 to reserve that teacher's class.
If you want to see details about the teacher, click on [View details].

The lesson reservation page will open when you click on 「 Reserve 」 .

②

②

※ If you'd like to refine your search from within the current search results using different keywords, you can do so from the 「 Available lessons 」 page.

※ If you'd like to start your search again, please go back to the lesson reservation page.

4. Lesson Reservation – 2

List of available lessons ①

2019/02/10	08:00~08:50 Reserve	09:00~09:50 Reserve
	10:00~10:50 Reserve	
2019/02/11	08:00~08:50 Reserve	09:00~09:50 Reserve

【Lesson Reservation】

① Choose your timeslot from 「Reserve lesson」 and click on 「Reserve」.

② Choose the textbook you'd like to use.

*** Your current reservation status will be visible next to the text book. It is possible to reserve duplicate lessons.**

③ You can see the textbook by clicking on 「View textbook」.

② Select the textbook to be used.

Last lesson's textbook

Business E-mail Course Lesson 1 (Not studied)

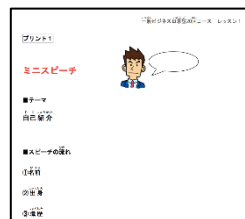
③ View textbook

④ 「- Reservation Contents -」

Lesson date & time : 2019/02/23 01:30~02:20
Course name : ビジネスメールコース_f
Instructor name : teacher461en
Lesson name : ビジネスメールコース_f
Textbook : Business E-mail Course Lesson 1 (Not studied)

*Please check the above reservation details before completing your reservation.
*Lesson cancellations must be completed at least 24 hours prior to the start of the lesson.

⑤ Cancel **Reserve**



←You can see the textbook when you click on 「View textbook」.

④ Check the lesson info in 【Reservation Contents】

⑤ Click on 「Reserve」 to complete the reservation.

⑥ When you see 「Cancel」 by the selected timeslot, it means that your lesson has been reserved.

⑥ Reserve lesson

Available lessons

ビジネスメールコース_f

Filter by period

2019/02/23 2019/02/24

Filter by time

From To

List of available lessons

2019/02/23	01:30~02:20 Cancel	02:30~03:20 Reserve
	03:30~04:20 Reserve	

-Reservation Confirmation Mail-

Once the reservation is complete, you will receive an email from ALC. You can use it to check your lesson time on your smartphone.

件名: [ALC Online Japanese School] Reservation lesson has completed!

Dear 市ヶ谷 ニホンイチ

We are always thankful for your using.
This is ALC Online Japanese School's Secretariat.

Your reserved lesson information as below

Lesson date : 2019-02-14
Lesson time : 02:00~02:50
Lesson name : General Business Japanese Course (20)_19 Material name : General Business Japanese Course (20 Lessons) Lesson01 Teacher nickname : teacher461en

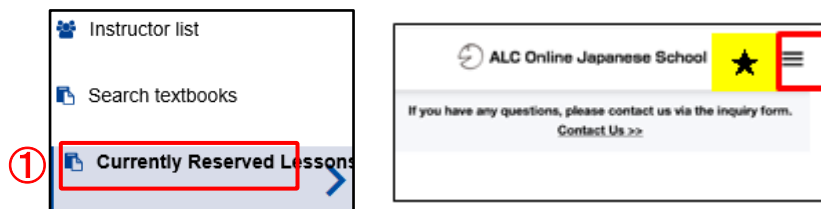
Cancellation is available in 24 hours before lesson start.

ALC Ltd
ALC Online Japanese School's Secretariat Contact Form:
<https://alchome-jp.alc.co.jp/user/contact>

5. Changing your textbook

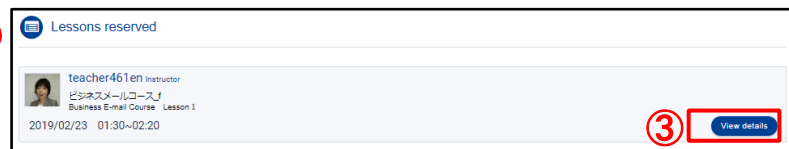
[Overview]

The text for a reserved lesson can be changed if it is before lesson start time.



- ① Click the 「Currently Reserved -Lessons/ Lesson History-」 button from the menu.

★If you are using a smartphone, tap the “≡” menu button on the top right-hand corner, and then tap the 「change registration information」 button.



- ② The 「Lesson reserved」 window will open.



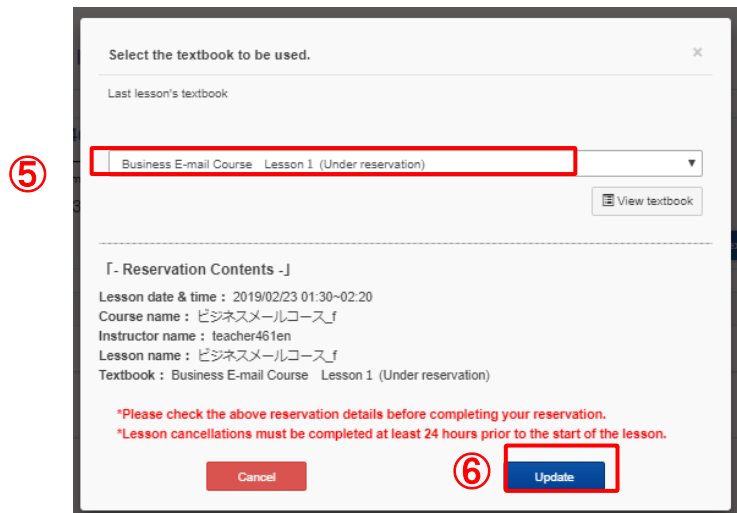
- ③ Click on 「View details」 of the lesson you want to change.

- ④ Click the 「Change textbook」 button.

- ⑤ The reserved text is displayed. Select your preferred text from the pull-down menu.

- ⑥ Click the 「Update」 button to change the text.

(Click the 「Cancel」 button to go back to the previous window if you decide not to change the text)



6. Cancelling a lesson

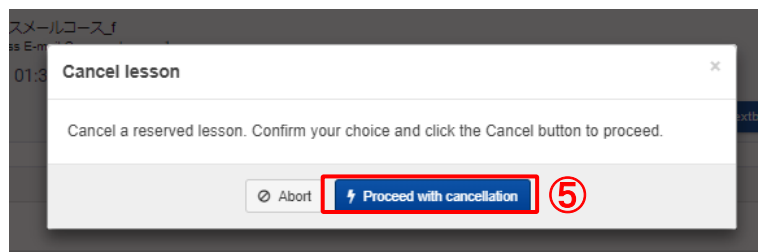
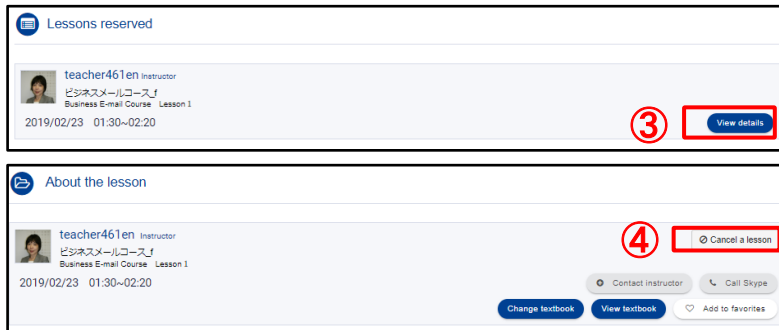
【Lesson cancellation】

Reserved lessons can be cancelled if it is **24 hours prior** to the lesson start time.

- ① Click the 「Currently Reserved -Lessons/ Lesson History-」 button from the menu.

★If you are using a smartphone, tap the “≡” menu button on the top right-hand corner and tap the “Lesson reservation/history” button.

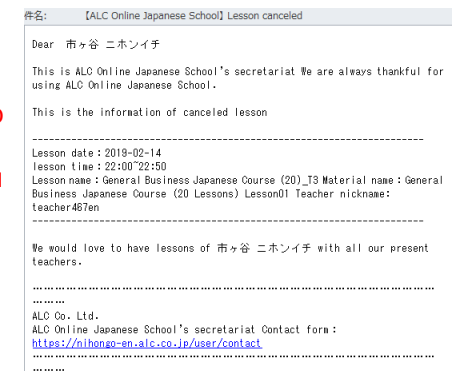
- ② The 「Lesson reserved」 will be displayed.
- ③ Click on 「View details」 of the lesson you want to cancel.
- ④ Click the “Cancel a lesson” button.
- ⑤ Click the “Proceed with cancellation” button.



Cancellation Confirmation Mail

When you cancel a lesson, an email as shown on the right will be sent to your registered email address. Please use it for reference when you want to confirm which lesson you have cancelled.

* When the instructor cancels a lesson, you will get a similar cancelation confirmation email.



7. Searching For Textbooks-1

【Outline】

Finding the textbook you need for your lesson.



【Textbook search menu】

① From the menu, click on 「Search textbooks」.

★ If you are using a smartphone, tap the “≡” menu button on the top right-hand corner and tap the “Search textbooks” button.

【Textbook search / preview】

You can search for lessons based on your textbooks. The results will show in the text overview page.

① Choose one of 「Course name」 「Lesson name, or 「Textbook name」.

② Click on [Search] to begin the search.

③ The search results will appear.

④ Click on the corresponding folder to view the textbooks.

⑤ You can view the textbook by clicking on 「Textbook」. You will see 「Audio」 if any audio files are available.

Search textbooks

Filter

① Course name Lesson name

Not chosen yet Not chosen yet

Textbook name

② SEARCH CLEAR

③

Textbook list

④

	Lesson name (upper tier)	Textbook name (lower tier)	View textbook
Free Lesson (JLPT N4-N3 / N2 equivalent)			
free lesson_intermediate-advanced			Textbook
free lesson_Fre-intermediate			Textbook

⑤

【Precautions and Prohibitions】

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8. Taking the lessons (Skype Screen) – Part 1 ALC Online Japanese School

【Accepting the teacher's contact add request】

When you reserve a lesson, you will receive a contact request from the instructor at least 30 minutes prior to your lesson. Please login in to Skype and check. Before the lesson, you need to confirm this contact request.

Please also make sure that your SKYPE ID has been entered on your "My Page".



Please refer to the Skype User Manual for more information.

1. When you receive a contact request it will show that you have a new message. Click this button.
2. Select the instructor's nickname in the contact menu. All ALC teachers have ALC at the front of their nickname.
eg) **ALC Mina**
3. Click [Accept].

※The instructor will not be able to call you unless you accept their contact request. Please make sure to accept the message before taking the lesson.

【Starting your lesson】

Before the lesson, please make sure you're signed in and your status is set to "Online". Your instructor will call you at the start of the lesson time. If your status is set to "Busy" or "Online", the call may not go through.

1. When the instructor calls you and you want to turn on your camera, click 
2. If you don't want to turn on your camera, click 
3. If you experience any audio problems, the instructor will help you through the chat box.
4. You can also send the instructor text messages through the chat box.

8. Taking the lessons (Skype window) - Part 2

【For lessons using smartphones or mobile devices】

Please login to Skype prior to the lesson. You will receive a Skype call from your tutor once the lesson begins.

If you are in an environment where other noises can be heard around you when taking the lesson, such as a café, please use a set of earphones together with a microphone. As the speakers will pick up the noise, the instructor will be unable to hear you, and this may create an obstruction to the lesson.

【Starting a lesson】

- ① If you receive a Skype call from your tutor, you will see an image on the screen similar to the one on the left.
- ② Tap the “Answer” button to start the voice call (if you wish not to show your face to the tutor).
- ③ Your face will be visible to the tutor if you click the “Answer with video” button (if you allow the tutor to see your face).
- ④ If you cannot make out the pronunciation or the meaning of a word during a lesson, the tutor will write out the word using the chat function. To access the chat function, swipe to the left in the display window or tap the talking bubble shown on the top-right hand corner. The window switches to the chat box.
- ⑤ To return to the tutor window, tap the handset button on the top-right hand corner or swipe to the right in the display window. The window returns to the video window.

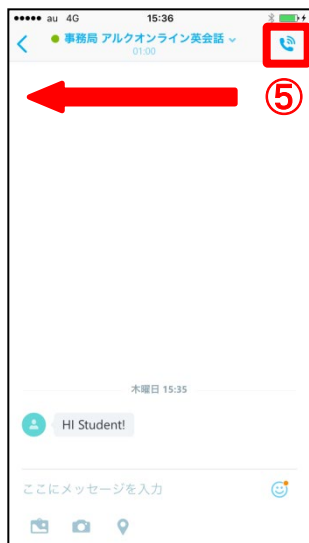
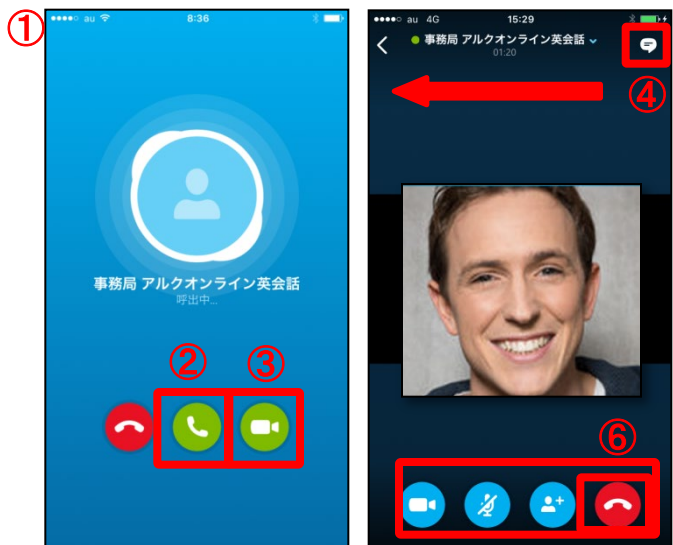
*Video calls cannot be displayed simultaneously with text shared by your tutor (using the share screen function) if you are using a mobile device.

If you would like to check the movement of their lips, please request the tutor to “Show/Hide.” It is recommended that students print out study materials prior to the lessons.

【Ending a lesson】

- ⑥ At the end of the lesson, tap the tutor’s video window. A “Toolbar” will be shown below the display.

Tap the “End call” (red handset mark at the bottom) button from the “Toolbar.”
The lesson will end.



8. Taking the lessons (Skype window) - Part 3A

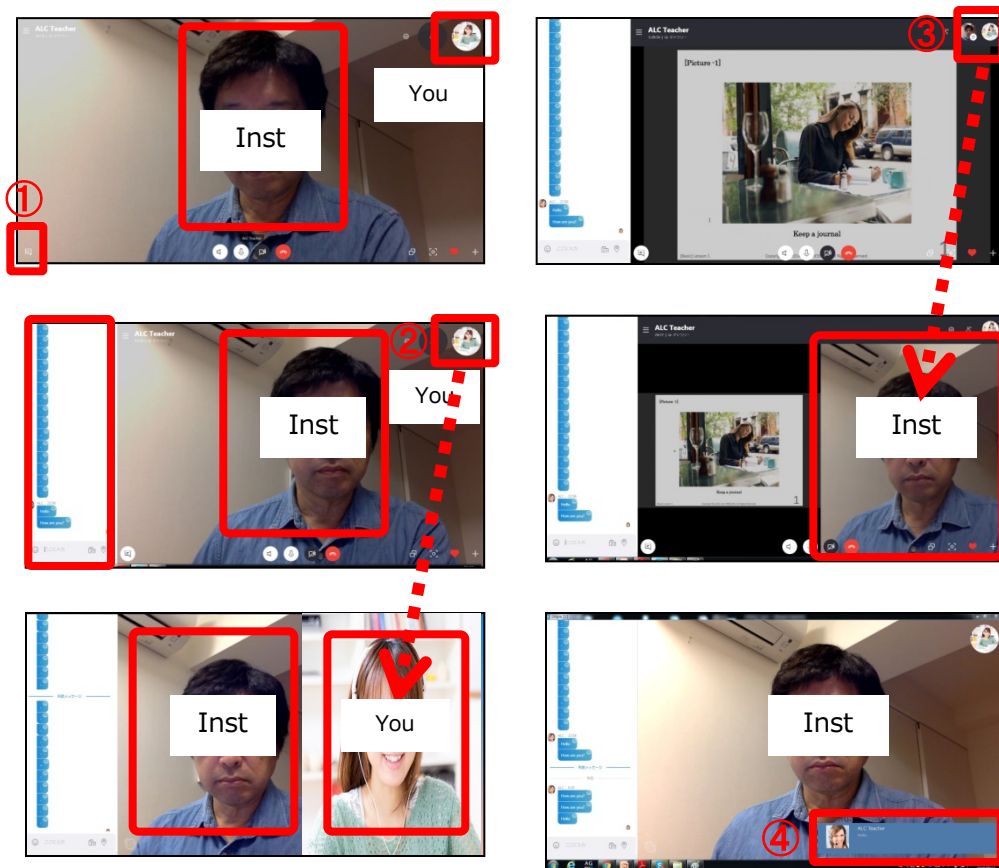
【Switching screens and using the chat box】

【Outline】

You can change the layout of the screens depending on your lesson. Both the student and the teachers can enter messages into the chat box, and it will be available in the chat history even after the lesson.

※The layout may look different depending on what version of Skype you are using. It is recommended that you use the most updated version of Skype. Skype for web is known to have technical issues, so we recommend the desktop version.

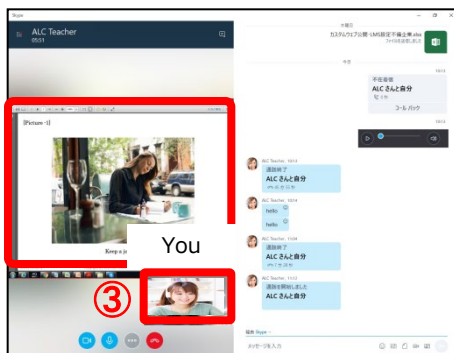
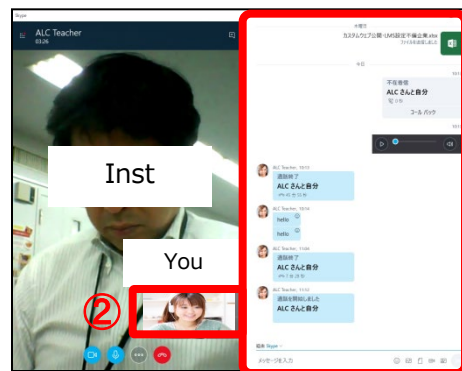
【Skype for Windows Desktop / Skype for Mac】



- ① The instructor's screen will appear as the large main window and your window will appear in the top right hand corner. Click on the chat icon ① to open the chat box.
- ② If you want to make yourself bigger, click and drag your window to the center of the main Skype window until the + sign changes to a ✓ icon.
- ③ When the instructor shares the textbook, the other screens may be contracted into the corner. In this case, you can use the same drag and drop function.

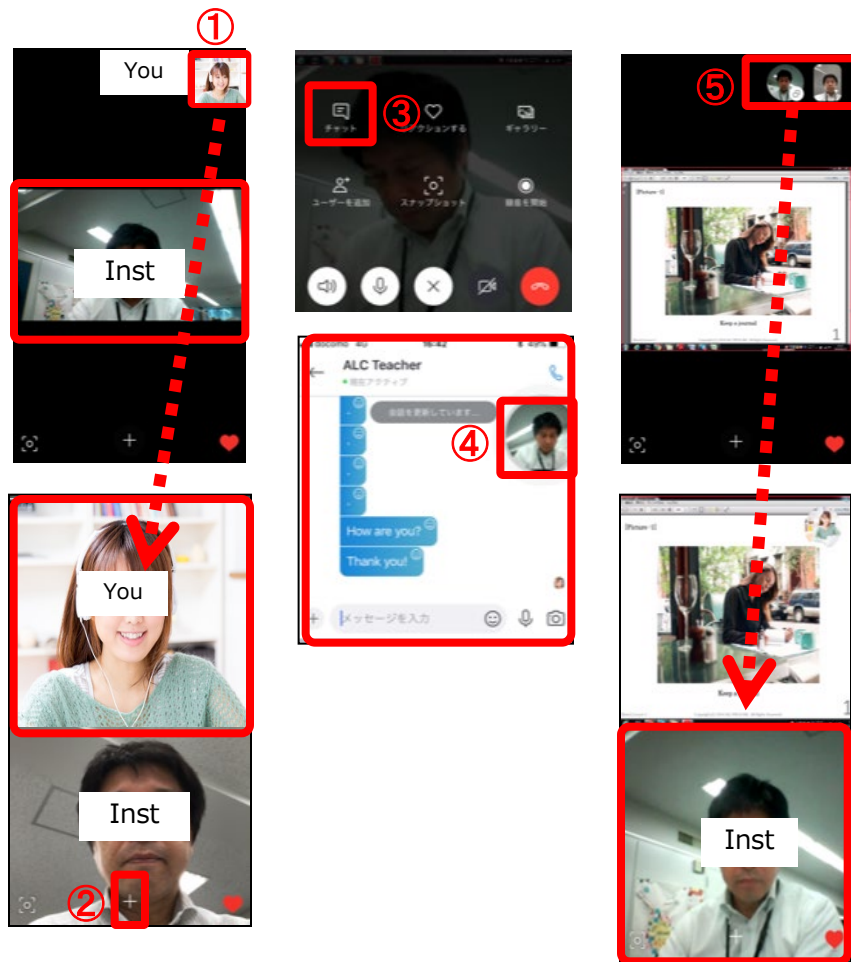
* To reverse it, you can drag the big screen to the corner.
- ④ During the lesson, you may see a popup screen notifying you of a new text message. This is because Skype is not selected as your main window on your desktop. When you re-click on Skype, this message will no longer appear.

【Skype for Windows 10】



- ① The instructor's screen will appear as the large main window and your window will appear in the top right hand corner. Click on the chat icon ① to open the chat box.
- ② You cannot make yourself appear in the main large window.
- ③ When your instructor shares the textbook, your screen will appear in the bottom right corner. You cannot simultaneously display both the instructor and the text book.

【Smartphones】



- ① At first, the instructor will appear in the main window and you will be in a smaller window. To make your window bigger, tap and drag your small window to the center of the screen until ✓ icon appears.
- ② Click on the + icon ② to display the menu.
- ③ Click on the chat box icon to display the chat box. The camera window will be visible on the side.
- ④ To go back to the main camera window, click on the displayed camera image ④.
- ⑤ When your instructor shares the textbook, your screen will appear in the bottom right corner. You can use the same tap and drag function to reorganize your window.

* The reverse is also possible.

[Overview]

Please use **“Send a message to the tutor”** when you do not receive a call from the tutor after lesson start time or when you need to urgently contact the tutor. *The mail function is for sending only. (you will not receive mail from the tutor).



【How to send mail】

①Click the 「Currently Reserved Lessons/Lesson History」 button from the menu.

★If you are using a smartphone, tap the “≡” menu button on the top right-hand corner and tap the “Lesson reservation/history” button.

②The 「Lesson reserved」 page will open.

③Click 「View details」 for the lesson you want.

④Click the 「Contact Instructor」 button. Mail can only be sent during lesson time.

⑤The mailer will open. Enter a message and click the 「Send」 button.

⑥The message, 「Information has been sent」 will appear once the mail has been sent.

8. Starting a lesson (My page window) Contacting the teacher 2 ALC Online Japanese School

【概要】

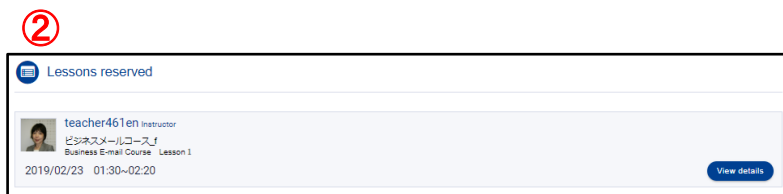
If the teacher doesn't call you at the lesson start time, please use the 「Skype連絡」 function.

【Contacting the teacher by Skype】

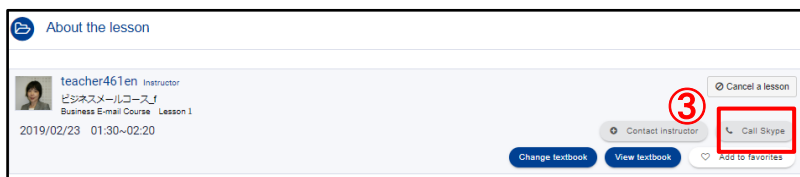


- ① From the menu, click on 「Currently Reserved Lessons/Lesson History」.

★If you are using a smartphone, tap the “≡” menu button on the top right-hand corner and tap 「Currently Reserved Lessons/Lesson History」.

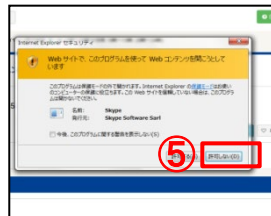
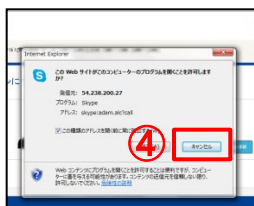


- ② The 「Reserve lesson」 page will open. Click on 「View details」.



- ③ If you don't receive a call at the start of the lesson, click on 「Call Skype」. If you cannot click on it, reload the page.

*** You cannot use the button before the lesson time**
*** Make sure you're logged in to Skype**

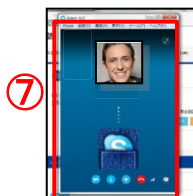
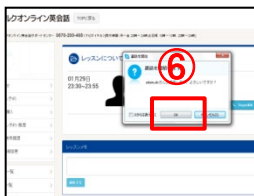


- ④ Click on 「Permit」.

- ① Click on 「Permit」.

- ② Click on 「OK」

- ③ Skype will call the instructor automatically.



9. Memo

【Outline】

You can take down notes about the lesson after it is completed. You can write down advice you got from the teacher and anything else that you learned. Also, you can copy and paste the text conversation you had with your instructor.

The screenshots illustrate the process of accessing lesson notes:

- Step 1:** The top navigation bar shows the 'Currently Reserved Lessons' button highlighted with a red box.
- Step 2:** The 'Lesson History' page is shown, with the 'View details' button for a specific lesson highlighted with a red box.
- Step 3:** The 'About the lesson' page is shown, with the 'Lesson notes' text area highlighted with a red box.
- Step 4:** The 'Lesson notes' text area is shown, with the 'Save' button highlighted with a red box.

【Opening the page】

① From the menu, click on 「Currently Reserved Lessons/Lesson History」.

★ If you are using a smartphone, tap the “≡” menu button on the top right-hand corner and tap the “Currently Reserved Lessons/Lesson History” button.

② The 「Lesson History」 page will open.

③ Click on the [View details] button on the side.

④ The 「About the lesson」 page will open.

⑤ Enter your memo in the 「Lesson notes」 box.

⑥ The memo will be saved when you click on [Save].

10. Comments from teachers

【Outline】

After the lesson, you will receive a comment from the teacher.

【Opening the page】

①



②



③

④



⑤

1.From the menu, click on 「 Currently Reserved Lessons/Lesson History 」 .

★If you are using a smartphone, tap the “≡” menu button on the top right-hand corner and tap the “Currently Reserved Lessons/Lesson History” button.

2.The 「 Lesson History 」 page will open.

3.Click on the [View details] button on the side.

4.The 「 About the lesson 」 page will open.

5.Here, you will be able to read the instructor’s comments. When the instructor enters the comment, you will get a confirmation email.

For lessons with scores, you will see your scores entered with the comments.

11. Lesson Rating-①

【Outline】

You can give a score on the quality of the lesson after it is finished.

You can do this within **24 hours** after the lesson.

【Opening the page】

① From the menu, click on 「Currently Reserved Lessons/Lesson History」.

★ If you are using a smartphone, tap the “≡” menu button on the top right-hand corner and tap the “Currently Reserved Lessons/Lesson History” button.

② The 「Lesson History」 will open.

③ Click on 「Evaluate a lesson」.

④ You can rate the instructor's abilities, attitude, understandability and Skype quality out of 5 from 「格付けする」.

⑤ You can also write your comments in 「Comment about the lesson *Not made public」.

⑥ The lesson rating is complete when you click on 「Send the above information」.

Note

Your 「Comment about the lesson」 will not be visible to the other students or the teachers.

① Search textbooks

ALC Online Japanese School

Currently Reserved Lessons

② レッスン履歴 your lesson history list

コースを選択してください

③ 評価する

④ Evaluate a lesson

Rate

Teaching method

Attitude of instructor

Comprehensibility

Skype sound quality

Comment about the lesson *Not made public

⑤

⑥ Send the above information

11. Lesson Rating: Part 3

【Score Glossary】

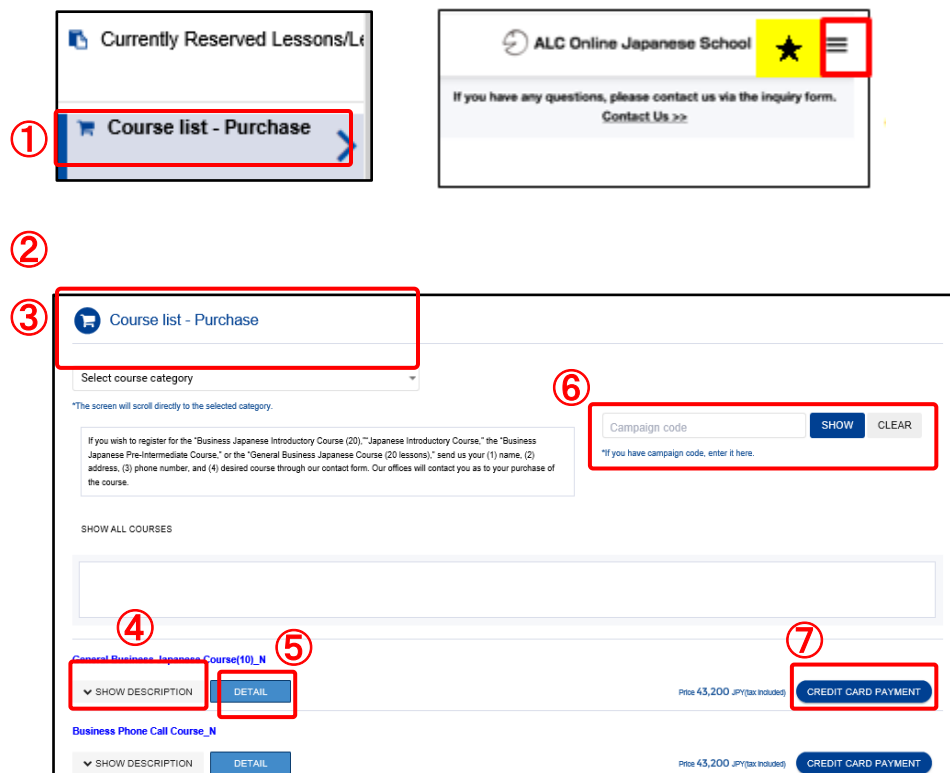
This is a glossary on what the numbers of the score represents.

①Teaching method		
★★★★★	Excellent	The teacher was very knowledgeable and skillful. The content of the lesson was personalized to my needs.
★★★★☆	Good	The teacher was knowledgeable and gave me good advice.
★★★☆☆	Average	The lesson was average, and nothing stood out.
★★☆☆☆	Bad	The lesson did not meet my needs.
★☆☆☆☆	Unacceptable	The teacher was unqualified to teach the lesson.
②Attitude		
★★★★★	Excellent	The teacher was passionate and listened carefully. I would take it again.
★★★★☆	Good	The teacher listened to what I said and made an effort to understand my English. I would take it again.
★★★☆☆	Average	The teacher listened to me.
★★☆☆☆	Bad	The teacher did not listen to me.
★☆☆☆☆	Unacceptable	The teacher did not listen to me and had no enthusiasm.
③Understandability		
★★★★★	Excellent	It was easy to understand the teacher's comments and feedback.
★★★★☆	Good	I understood the teacher's comments and feedback.
★★★☆☆	Average	I somewhat understood the teacher's comments and feedback.
★★☆☆☆	Bad	I could not understand what the teacher was saying.
★☆☆☆☆	Unacceptable	I could not understand at all what the teacher was saying.
④Skype sound quality		
★★★★★	Excellent	No problems. It was as if we were talking face to face.
★★★★☆	Good	Better than talking on the phone.
★★★☆☆	Average	Not bad enough to hinder the lesson flow.
★★☆☆☆	Bad	There was some white noise. Froze sometimes.
★☆☆☆☆	Unacceptable	There was a lot of white noise. Froze often.

12. Purchasing a course-①

【Outline】

If you were satisfied with the free lesson, you can purchase a course from ALC Online.
You can purchase courses from the 「Course list- Purchase」 section.



【Opening the page】

① From the menu, click on 「Course list- Purchase」 .

★ If you are using a smartphone, tap the “≡” menu button on the top right-hand corner and tap the “Credit card payment” button.

② The 「 Course list- Purchase 」 page will open.

③ To search for a lesson category, choose a category from the dropdown menu.

④ Click on 「SHOW DESCRIPTION」 to see the course outline. Click again to close it.

*** This is convenient when you want to compare the different courses.**

⑤ Click on 「DETAIL」 to see the course details on another page.

⑥ If you have a campaign code, enter it in 「Campaign code」 then click 「SHOW」 . You will see the available courses for that campaign.

⑦ Click on the method of payment.

12. Purchasing a course: Part 2 (Credit Card)

【Purchasing a course】

From the course page, you can select and purchase a course of your choice.

General Business Japanese Course(10)_N

▼ Show description Detail Price 43,200 JPY(tax included) **Credit card payment** ①

General Business Japanese Course(10)_N

Course price 43,200
Payment amount 43,200
Study period 90days
Method of payment Credit card

Card type

① Card number (Example) 1234567890123456
② Cardholder name (Example) YARO SUZUKI
③ Expiration date / (Example) January 2020 → January / 20 years
④ Security code *This is the 3-digit number shown on the back of the card.
⑤ Corporate Code *This is not your credit card information. For customers applying as a corporate body, please enter your 3-digit "Corporate Code". (Inserted hyphens are not listed on the confirmation screen)

Back **To the confirmation screen** ⑥

ヒアリングマラソン英会話 16回 法人

お支払い金額 33,360
お支払い方法 クレジットカード

カードの種類

カード番号 1111111111111111
カード名義 1111
有効期限 01月/20年
セキュリティコード 111
開課希望月 2017年04月

戻る **注文する** ⑦

⑧

Course purchase complete.

Thank you for your purchase. Please proceed to lesson reservation.

Top of Page

Reserve lesson

① Click on 「Credit card payment」 to pay with your credit card.

【Entering your credit card information】

Please have your credit card on hand

- ① Please exclude the hyphen (-) in your card number.
- ② Enter the name on your card.
- ③ Enter the expiration date.
- ④ Enter the **security code** which is on the back of the card.
- ⑤ Select the month you'd like to start.
- ⑥ Click on 「To the confirmation screen」 to confirm.

-What's a security code?-

The security code is the three digit number on the back of your card.



【Confirming the course information】

⑦ If the entered information is correct, click 「Credit card payment」 to confirm the order.

⑧ If you see 「Thank you for your purchase」 the purchase was a success.

Course Purchase Confirmation Email: You will receive a confirmation email after the purchase.

13. Purchase / Lesson History

【Outline】

Once you purchase a course, confirm that the lessons are visible on your page.
You can also confirm whether the “points” have been used correctly.

① 

② 

③ 

④ 

⑤ 

【How to】

- ① From the menu, click on 「Purchase and study history」.
★If you are using a smartphone, tap the “≡” menu button on the top right-hand corner and tap the “Purchase and study history” button.

【Purchase / Lesson History】

- ② Select 「Purchase history」 from the pull down menu.
- ③ Your purchase history and expiration dates are displayed. Click on the course to see more details.

【Activity History】

- ④ Select 「Tickets history」 from the pull down menu.
- ⑤ Point usage and point purchase history are displayed. Click on the course to see more details.

Item	Description
Date	Date the course has been bought / added / used / deleted.
Course	The name of the course you purchased / used.
Details	Details about why a lesson may have been added or deleted. EG) Used (2017/07/25 22:00) (Regular Plan: Basic (Daily Conversation/Business English/Freetalk) 48 lessons). If the course has expired, you'll see 「期限失効」.
Add / Delete	Purchased lessons and lessons added by the administrator. You will also see the number of used lessons. EG) [1.0] means that a lesson has been added. [-1.0] means that a lesson has been used or deleted.
Start Date	The start date of the purchased course.
Expiration Date	Expiration date of the course that was purchased.

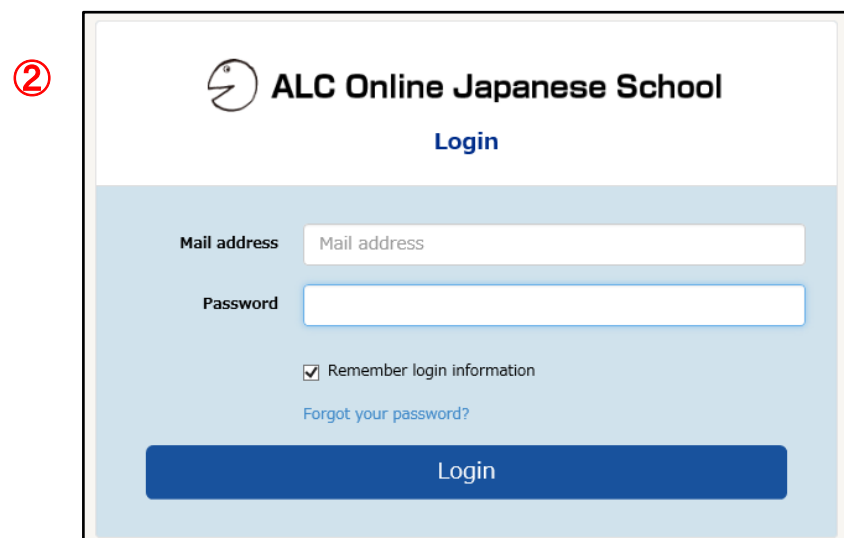
14. Log out

【Outline】

Please log out before you close the browser window.
This way, other users on the computer can't access your account.



【How to】



1.From the menu, click on 「Logout」 .

★If you are using a smartphone, tap the “≡” menu button on the top right-hand corner and tap the “Logout” button.

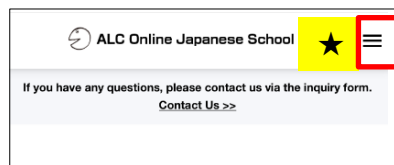
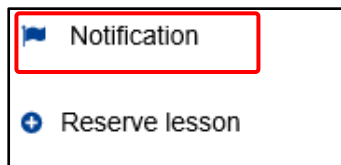
2.When you see the top log in page of ALC Online English, you have logged out successfully.

Other Functions

【Outline】

You can see announcements posted by the administrators.

①

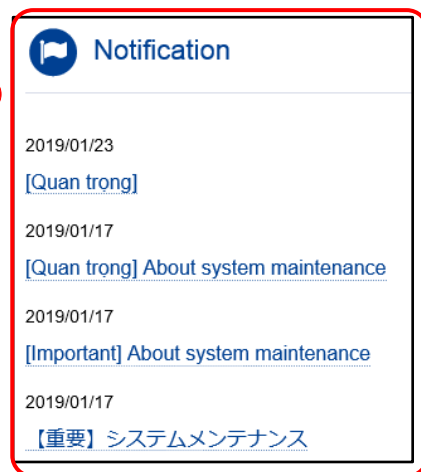


【How to】

① Click on 「Notification」 from the menu.

★If you are using a smartphone, tap the “≡” menu button on the top right-hand corner and tap the “Notification” button.

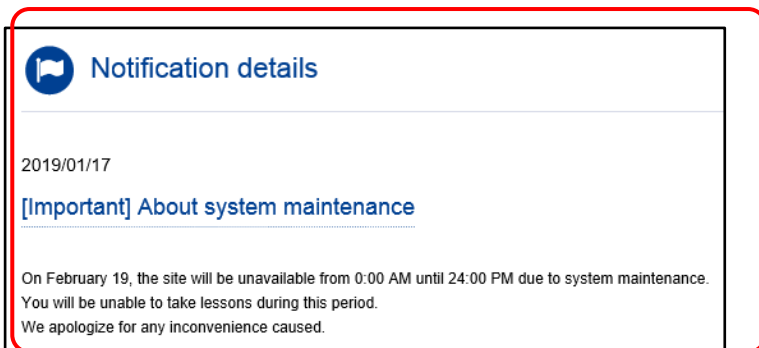
②



② The title of each announcement is displayed.

③ Click on the title to see more details.

③



16. Changing your password

【Outline】

You can change the password you use to log in to the ALC website.

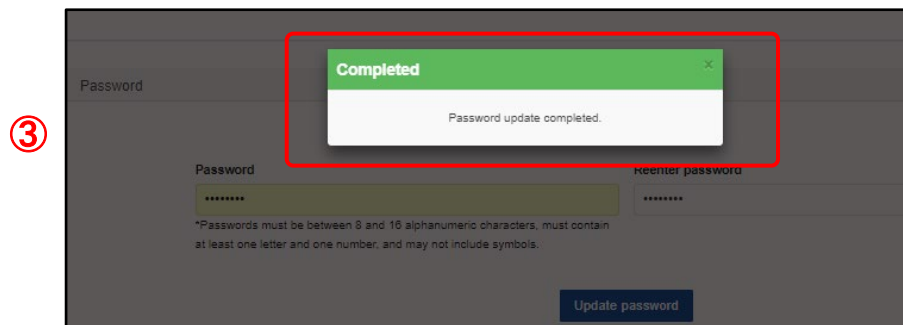
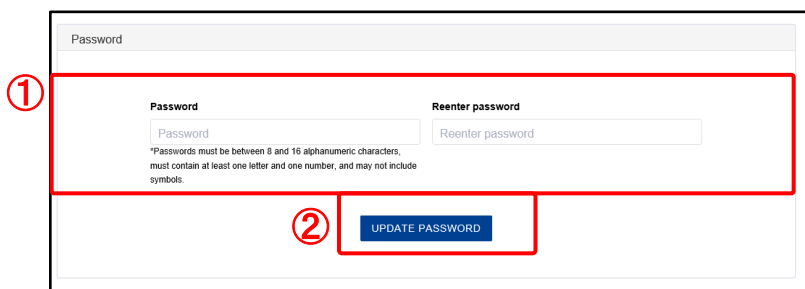
【How to】

① From the menu, click 「Change registered information」. At the bottom of the 「Change registered information」 page, you will see the option to change your password.

★ If you are using a smartphone, tap the “≡” menu button on the top right-hand corner and tap the “password” button.

【Changing your password】

- ① Enter your password two times.
- ② Click on [UPDATE PASSWORD].
- ③ If you see 「Password update completed」, then your password has been reset successfully.



【Outline】

You can see all of the frequently asked question on the FAQ page.
Please read through them before contacting the ALC office.

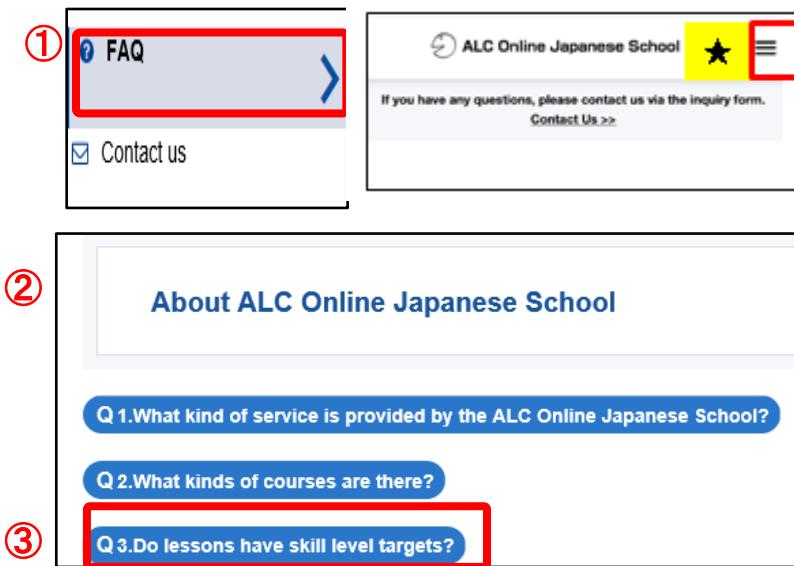
【How to】

① From the menu, click on 「FAQ」 .

★If you are using a smartphone, tap the “≡” menu button on the top right-hand corner and tap the “FAQ” button.

② The 「FAQ」 page will appear.

③ Click on the question to see the answer.



【Outline】

You can contact the ALC office from the contact page.



【How to】

① From the menu, click on 「Contact us」 .

★If you are using a smartphone, tap the “≡” menu button on the top right-hand corner and tap the “Contact us” button.

The 「Contact the administrative office」 window will appear.

【Contact】

② Select the nature of your question.

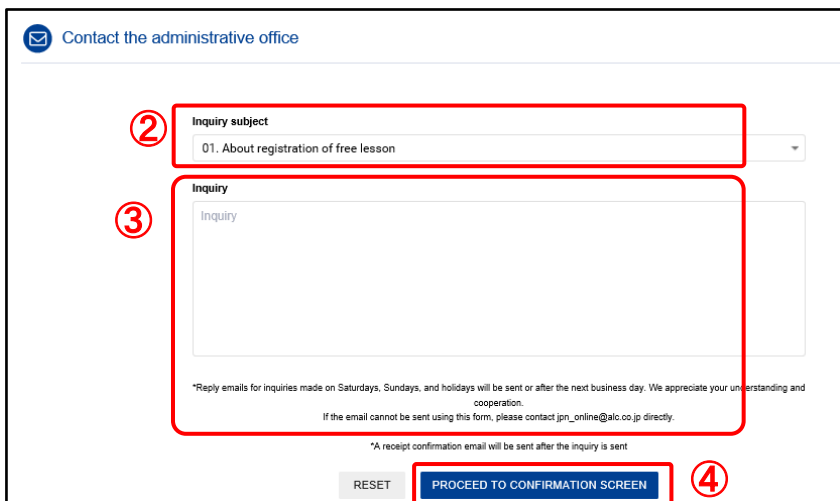
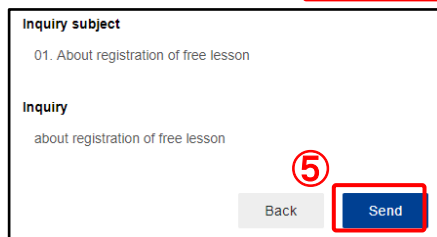
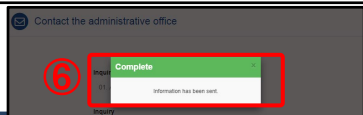
③ Type your question into the box.

④ Click on [PROCEED TO CONFIRMATION SCREEN] to send.

⑤ Click [Send] when you see 「PROCEED TO CONFIRMATION SCREEN」 .

⑥ The question has been sent successfully when you see 「Information has been sent」 . A confirmation email will be sent to your email.

*** Questions sent on a weekend or holiday will be addressed after the next business day.**

 This screenshot shows the 'Contact the administrative office' form. At the top, it says 'Contact the administrative office' with an envelope icon. Below this, there is a dropdown menu for 'Inquiry subject' with the option '01. About registration of free lesson' selected, highlighted with a red box and a circled number 2. Below the dropdown is a large text area for 'Inquiry' with the placeholder text 'Inquiry', highlighted with a red box and a circled number 3. At the bottom of the form, there is a blue button labeled 'PROCEED TO CONFIRMATION SCREEN', highlighted with a red box and a circled number 4. There is also a 'RESET' button and some small text at the bottom of the form. This screenshot shows the 'Contact the administrative office' form after the 'PROCEED TO CONFIRMATION SCREEN' button was clicked. The 'Inquiry subject' dropdown still shows '01. About registration of free lesson'. The 'Inquiry' text area now contains the text 'about registration of free lesson'. At the bottom, there is a blue button labeled 'Send', highlighted with a red box and a circled number 5, and a grey button labeled 'Back'. This screenshot shows the 'Contact the administrative office' form after the 'Send' button was clicked. The form is now in a 'Complete' state, indicated by a green bar at the top with the word 'Complete' in white. Below this, there is a message that says 'Information has been sent'. The entire 'Complete' message area is highlighted with a red box and a circled number 6.

【Outline】

In order to take the ALC Online English lessons, you need the following equipment and software.
We also recommend a grounded internet connection. Wi-Fi can be unstable.

[Equipment required for the login site & my page]

◆Windows

- ☐ OS : Microsoft Windows 8.1 / 7
- ☐ Browser : Google Chrome / Firefox / Internet Explorer 11

- ☐ OS : Microsoft Windows 10
- ☐ Browser : Microsoft Edge

- ☐ OS : Microsoft Windows Vista
- ☐ Browser : Internet Explorer 9

◆Mac

- ☐ OS : Mac OS X v10.9 or later
- ☐ Browser : Safari7

◆Smartphone / Tablet

- ☐ OS : iOS 7 or later
- : Android 4.2 or later

[Equipment required for Skype]

Below are the Skype support pages.

- Our system does not support “Skype for Business”. Please use the free version of Skype.
- You can not use Skype Preview for Windows 10. If it is installed on your computer, please uninstall it first.

○PC Browser

<https://support.skype.com/en/faq/FA10328/>

○Smart Phone

<http://www.skype.com/en/get-skype/skype>

○Tablet

<http://www.skype.com/en/get-skype/skype>