

IELTS SpeakUP

Client User Guide For Windows Users

23 Oct 2020

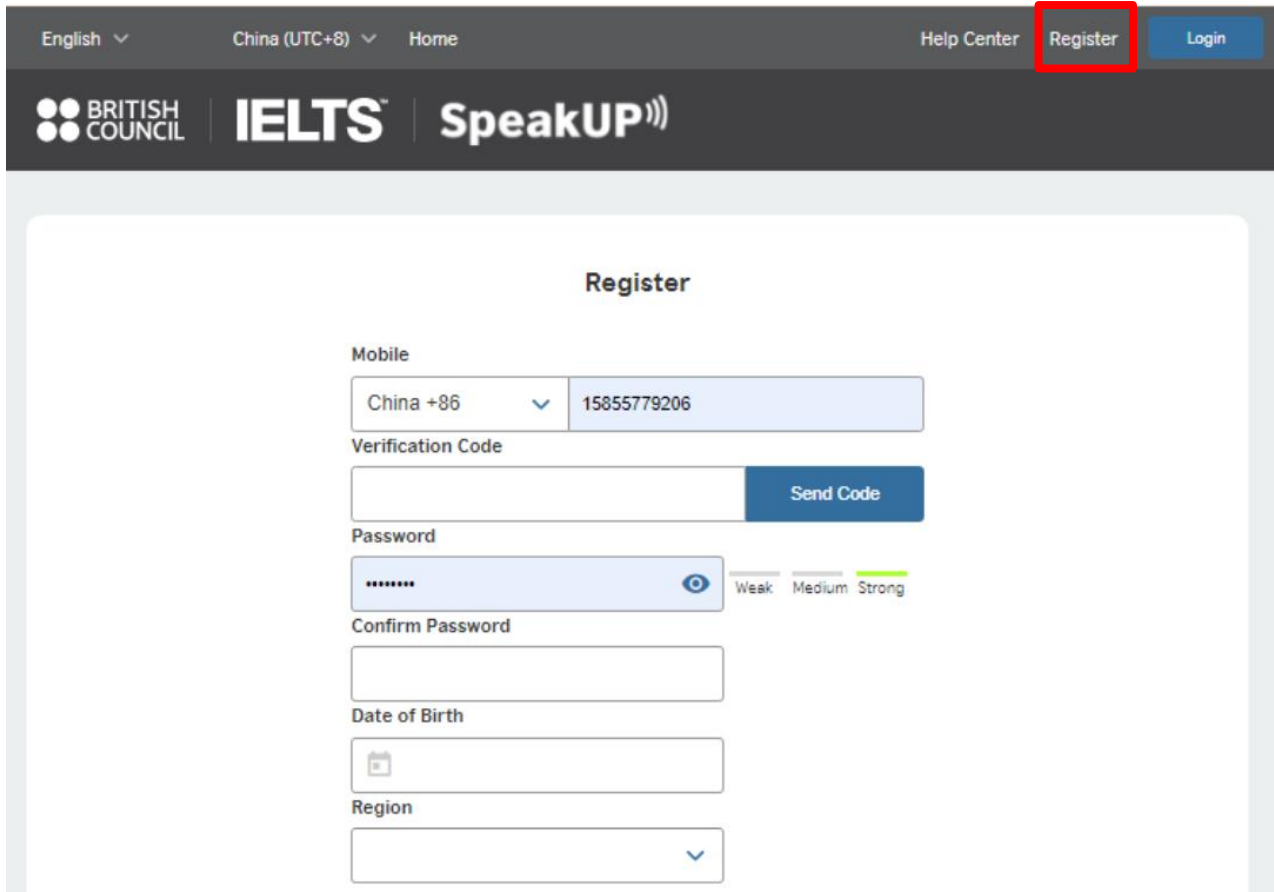
Contents

Register.....	3
Mobile Verification.....	3
Under 18 Users	4
Login, Book & Pay System	6
Book a Session.....	7
Order and Pay	10
Card Payment	11
Voucher Payment	13
Getting Started	15
Attend a Session	16
Session Information Confirmation	17
Devices Check.....	18
Wait for Your SpeakUP Interlocutor	20
Reschedule a Session.....	21
Cancel Booking for a Refund	24
Help Desk.....	26

Register

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

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

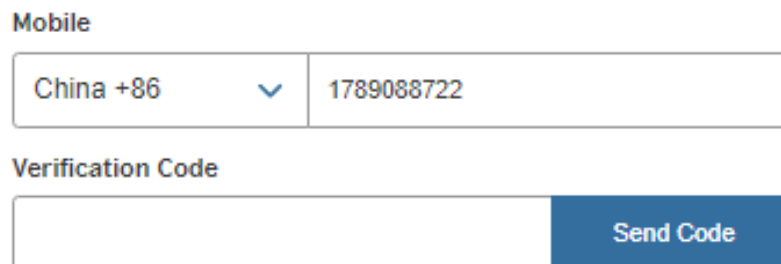


The screenshot shows the top navigation bar with links for English, China (UTC+8), Home, Help Center, Register (highlighted with a red box), and Login. Below the navigation bar is the header with the British Council, IELTS, and SpeakUP logos. The main content area is titled "Register" and contains the following 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 (Weak, Medium, Strong) and an eye icon.
- Confirm Password:** A text input field.
- Date of Birth:** A date picker field.
- Region:** A dropdown menu.

Mobile Verification

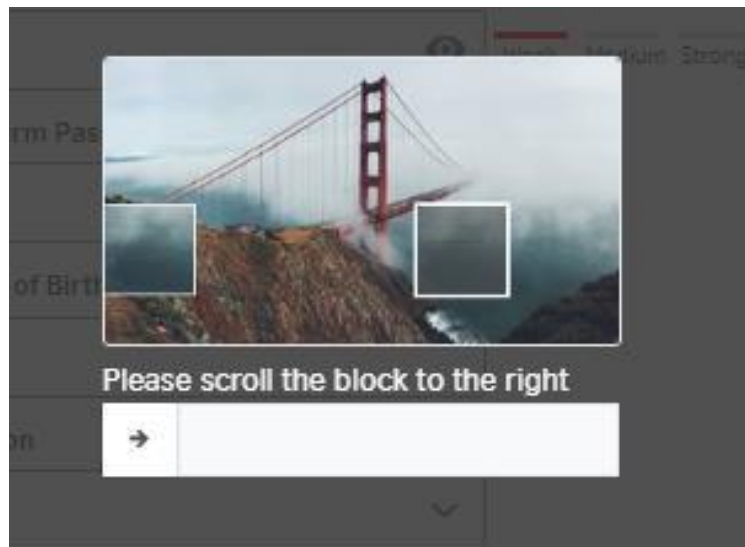
Select your country code and enter your mobile number. Then, click "Send Code" to get a verification code.



The screenshot shows the "Mobile Verification" section with the following fields:

- Mobile:** A dropdown menu showing "China +86" and a text input field containing "1789088722".
- Verification Code:** A text input field and a blue "Send Code" button.

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

Verification Code

56s resend

Password

Under 18 Users

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

Date of Birth



04/08/2020



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

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

- confirm that I will be present (i.e. within earshot) for the full duration of the SpeakUP session
- understand that SpeakUP sessions will be audio and video recorded for monitoring and quality assurance purposes and a child's image and voice being recorded for these purposes. We do this in our legitimate interest. These will be securely 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 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 data protection regulator. For detailed information, please refer to the privacy section of our website, 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 social media) 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?](#)

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

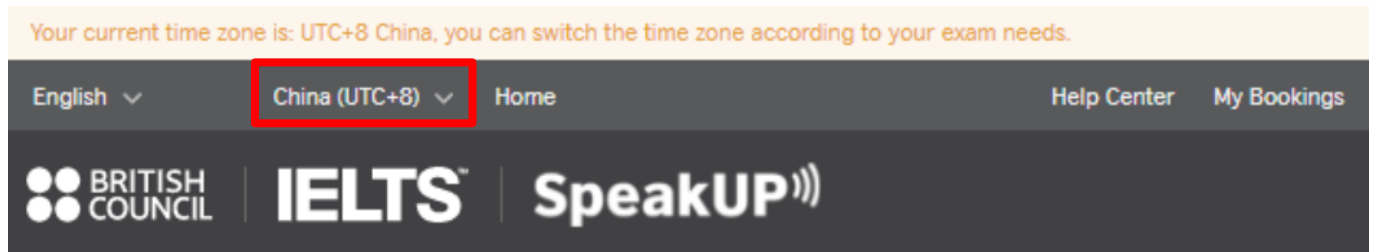
Confirm New Password

Submit

[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.

The screenshot shows the "Book Session" page. On the left, under "Choose Session", there is a "Session Date" section with a calendar for October 2020. The date 21 is selected. On the right, the "Session Date" is set to 2020-10-21, and the "Time Zone" is "China (UTC+8)". Below this is a table of available sessions:

Session Date	Time Slot	Seat	Action
2020-10-21	20:45 - 21:30	1	Book
2020-10-21	21:30 - 22:15	1	Book

At the bottom right of the table, there is a pagination indicator "1-2 / 2" and navigation arrows.

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:

XXX

Sold by British Council

Payment methods:

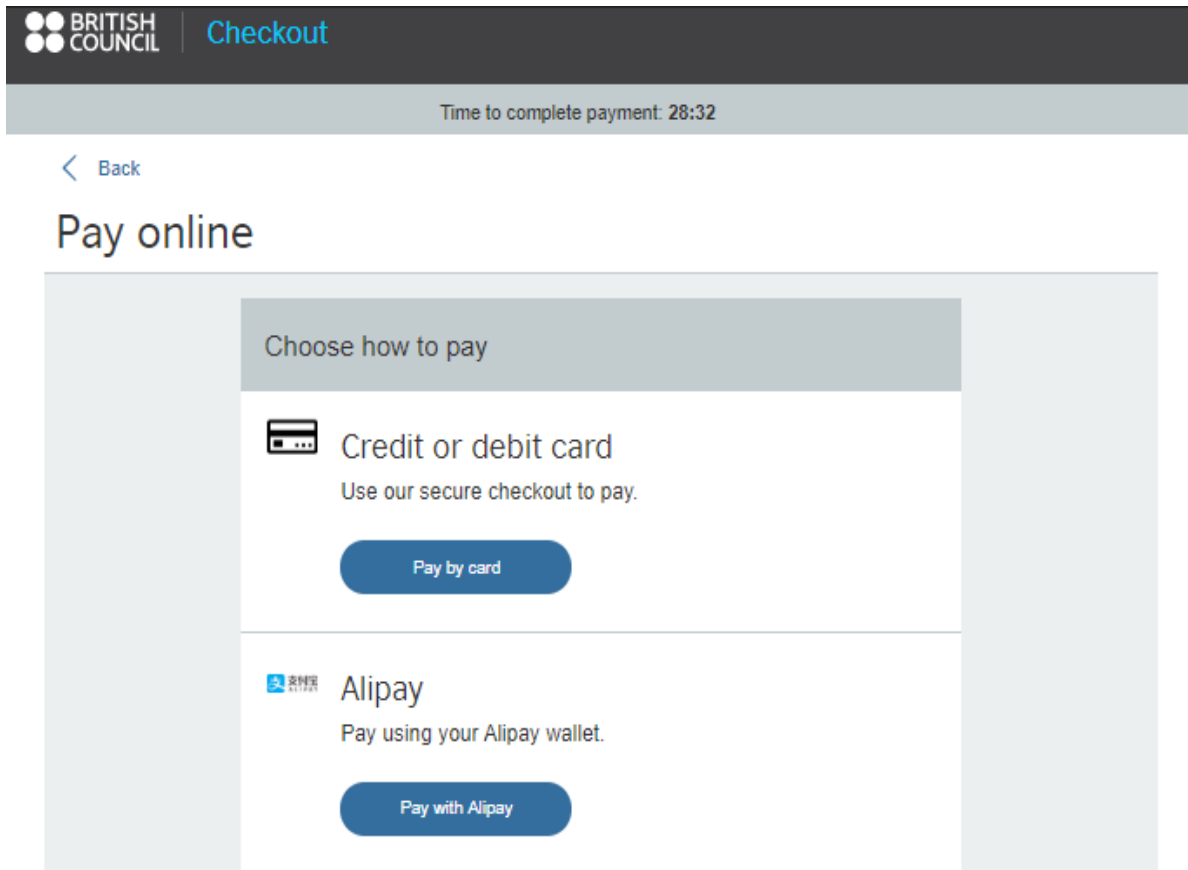
☐ Card Pay ☐ Voucher

Pay

Card Payment

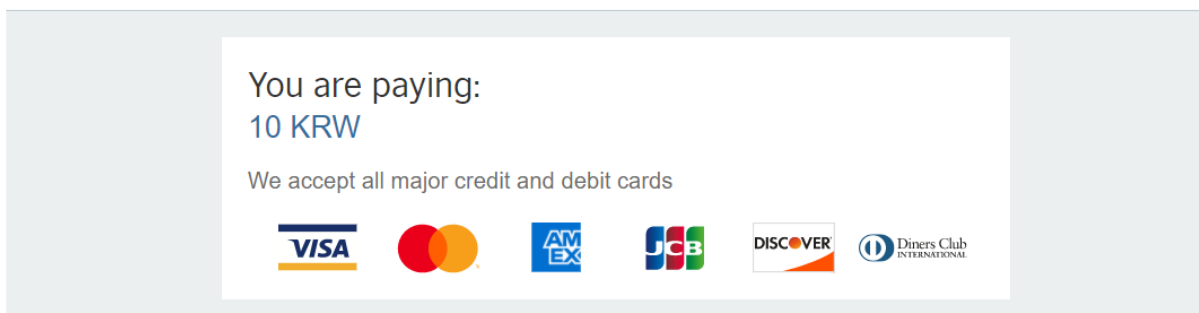
You'll be directed to the Checkout Platform where you can pay through:

- Credit and Debit Card
- Alipay
- WeChat Pay




Overseas users can use the following payment methods:


Pay by card



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

 Checkout


Processing payment

 Your payment is being processed.

Please wait for your payment to be confirmed.

Do not refresh or close this page.

Having trouble?

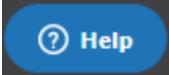
 placeholder

To help with your enquiry, please make a note of your order number:

SU-EA001-UAT10000037

[Terms of use](#) | [Accessibility](#) | [Privacy and cookies](#) | [Data Protection](#)

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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  .

Pay Order

Please ensure that your bank card account is valid within three months after you complete the online payment!

If the payment is successful, please click to complete the payment. If you encounter problems, please click "Payment encountered problems".

I have made a payment

[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.

My Account	My Bookings	My Orders	Help Center
My Orders			
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	

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

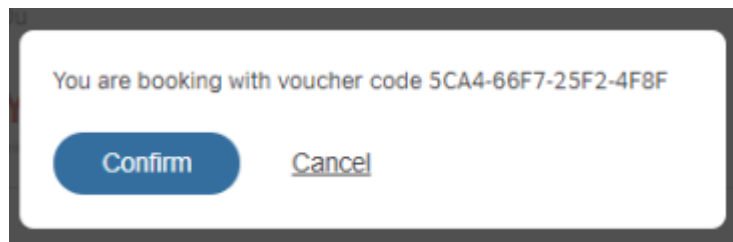
Payment methods:

☐ Cards Pay

☒ Voucher




9CDA-34BC-524A-40F6

Pay



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


English ▾China (UTC+8) ▾HomeHelp CenterMy Bookings15855779206 ▾



Success

Booked the session

Date: 2020-10-21	Time: 20:45 - 21:30
Application ID: 10000509	Key Code: 947D81B4



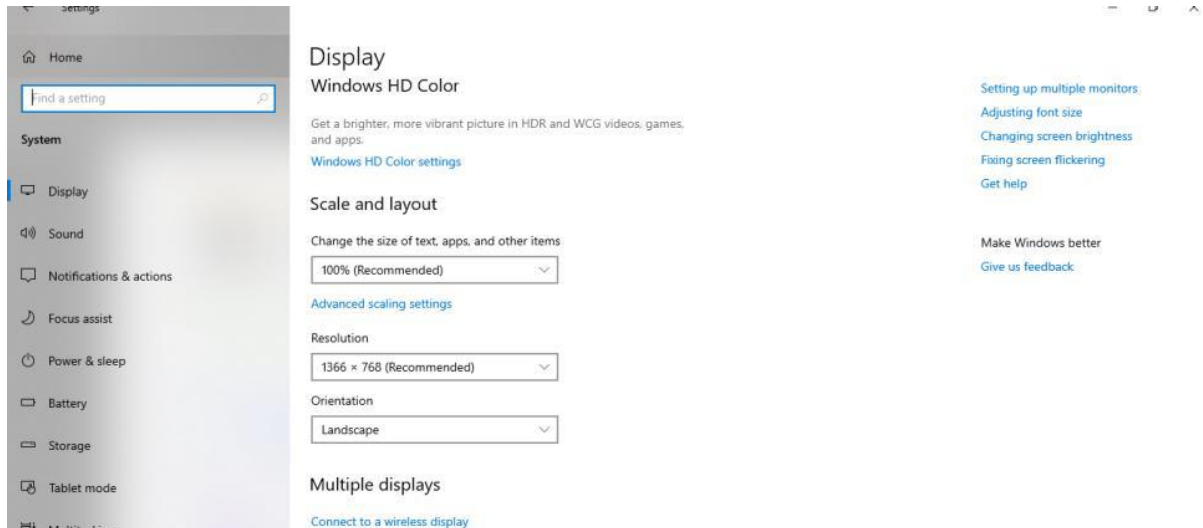
Please go to [My Bookings](#) to check your login details.

⚠️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

Click “View Login Details” in “My Bookings” to go to your session information page. You will find the following information for login:

- Your Registration Mobile Number
- Your Key Code
- Your 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

Windows users choose ‘Windows’, download the desktop app, and use the Key Code and Application ID to log in.

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

Open the desktop app from your device and log in using your Key code and Application ID.



Client Login

Mobile _____

Application ID _____

Key Code _____

Log in

Session Information Confirmation

Please confirm your session information after you log in by clicking the “Confirm” button and moving on to the device check. If your session information is incorrect, please click “Contact Us” to get support.

Contact Us

Speaking Date
17 Sep 2020

Full Name
Test

Application ID
10000129

16:19


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

Devices Check

The system will automatically check your audio device. If your audio works well, please click “I can hear the sound clearly” to move to the next step.

 **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

Click “Start Recording” to check your microphone and adjust the volume. Click “Continue” to move on.

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

When you confirm, you will enter Camera Check page to adjust your camera.

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

19

Wait for Your SpeakUP Interlocutor

When the button turns red, you'll be able to enter the session and enjoy your SpeakUP session.

If it takes more than 5 minutes to be able to connect a coach, please click the "Contact Us" button on the header for support.

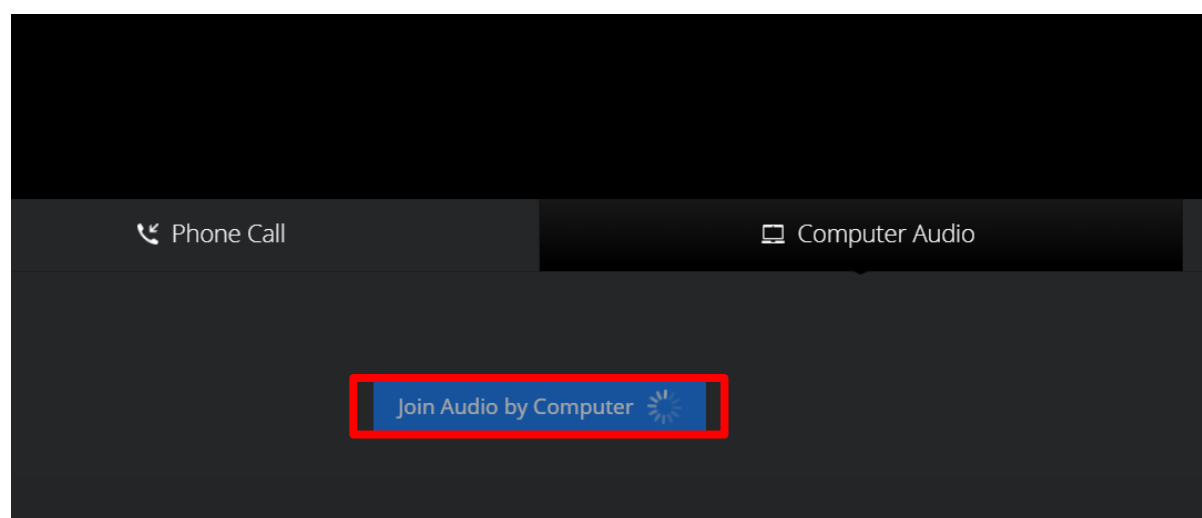
Check the camera

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.

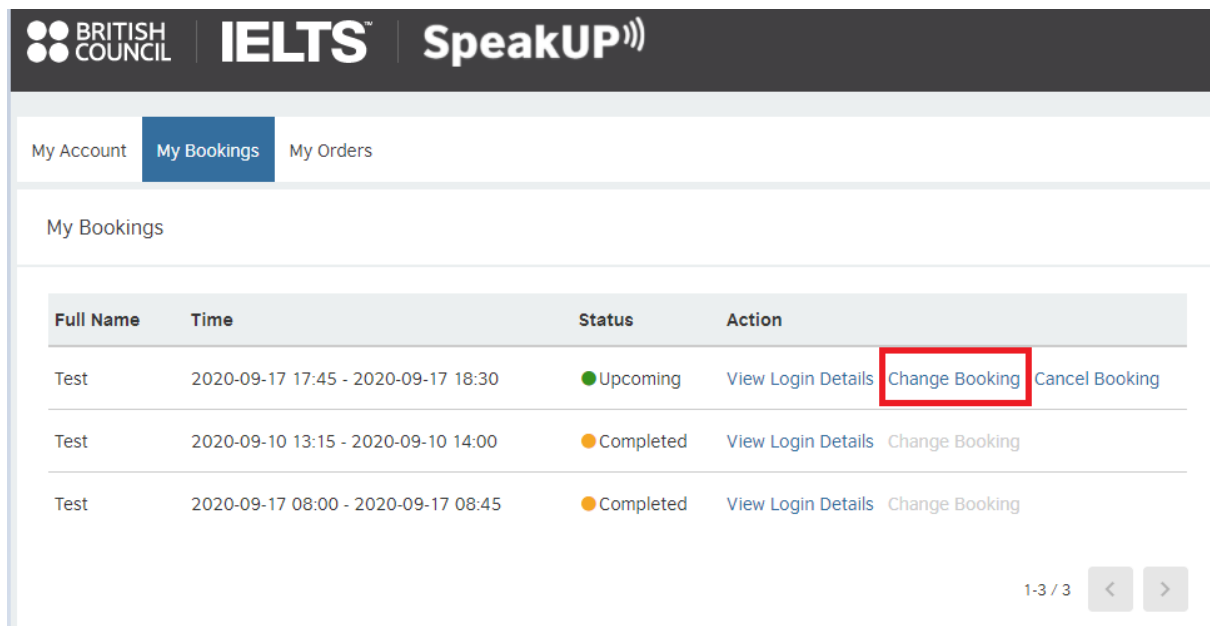
Confirm and join "Practice Room"

Click "Join Audio by Computer".



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".



BRITISH COUNCIL IELTS™ SpeakUP®			
My Account My Bookings My Orders			
My Bookings			
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
1-3 / 3 < >			

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

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

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<>

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 SpeakUP account and new session information.

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.

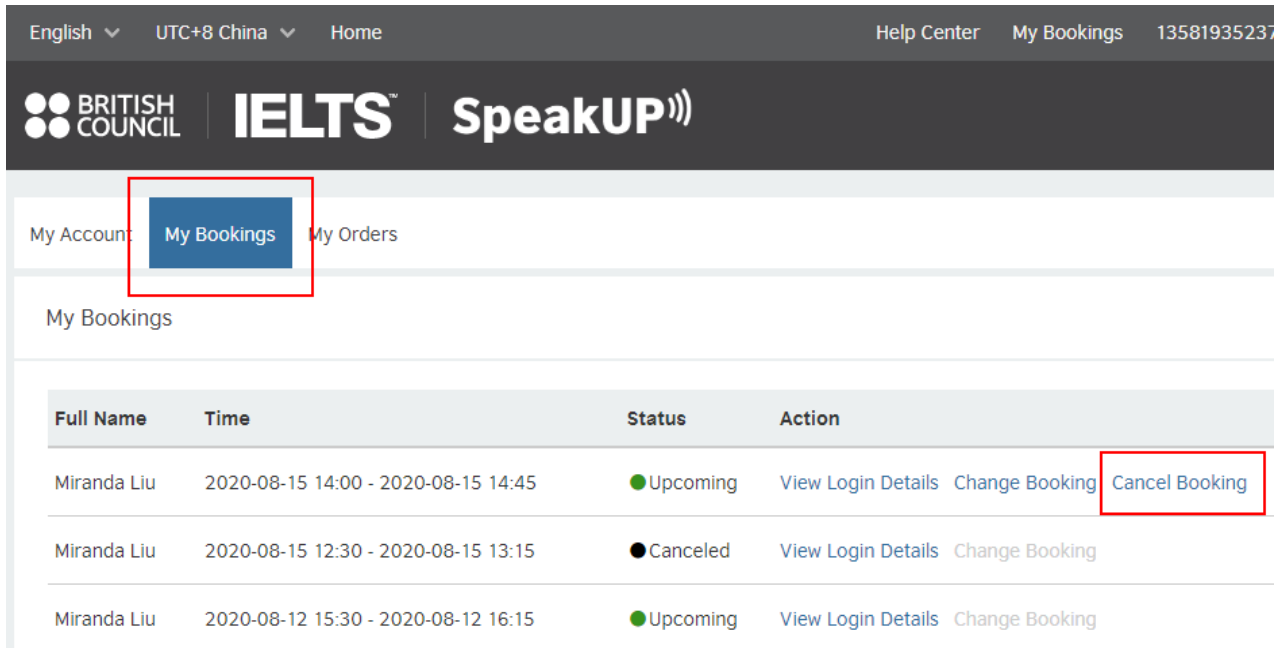
⚠️Notice:

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	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

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](#)

Confirm

[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	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

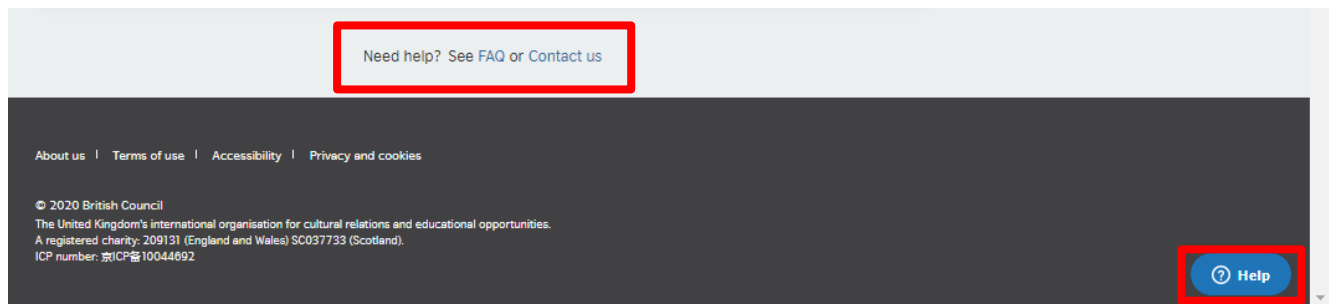
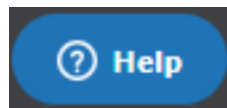
1-3 / 3 < >

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 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.



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