

**IELTS SpeakUP**

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**Panduan Pengguna Klien  
untuk Mac, Ponsel, Tablet**

23 Oktober 2020

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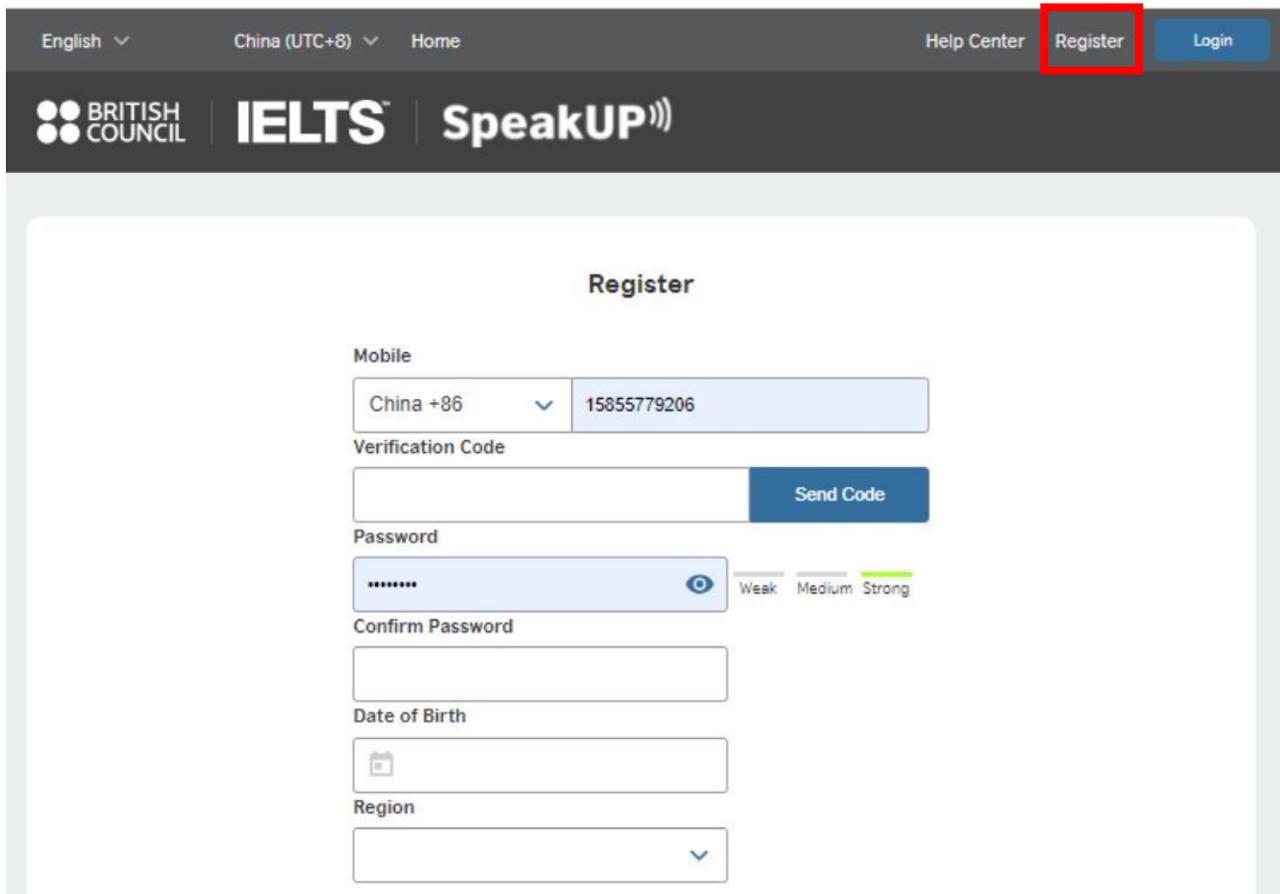
## ISI

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# PENDAFTARAN

Jika Anda tidak memiliki akun, klik Register untuk mendapatkan akun di portal SpeakUP Book & Pay dari tautan [booking.speakup.britishcouncil.org](http://booking.speakup.britishcouncil.org).

Anda akan diminta untuk mengisi nomor ponsel Anda, membuat kata sandi dan memberikan informasi wilayah dan tanggal lahir Anda.



The screenshot shows the 'Register' page of the British Council IELTS SpeakUP portal. The page header includes 'English', 'China (UTC+8)', 'Home', 'Help Center', 'Register' (highlighted with a red box), and 'Login'. 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 showing 'Weak', 'Medium', and 'Strong' (with 'Strong' highlighted in green).
- Confirm Password:** A text input field.
- Date of Birth:** A date picker field.
- Region:** A dropdown menu.

## Verifikasi Melalui Ponsel

Pilih kode negara Anda dan masukkan nomor ponsel Anda. Kemudian, klik “Send Code” untuk mendapatkan kode verifikasi.

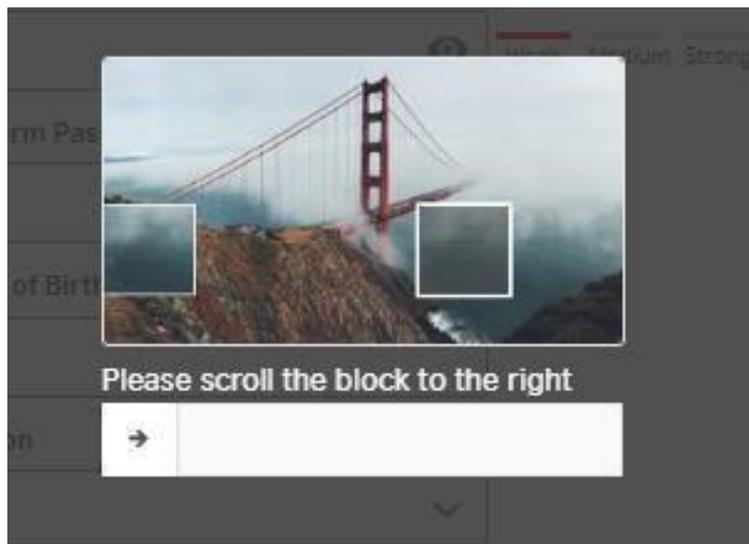
Mobile

China +86	▼	1789088722
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Verification Code

<input type="text"/>	Send Code
----------------------	-----------

Untuk tujuan keamanan, geser blok ke kanan untuk menyelesaikan jigsaw.



Ketika Anda berhasil memindahkan blok tersebut, kode verifikasi akan dikirim ke ponsel Anda. Ingat kode ini hanya berlaku selama 2 menit. Jika Anda tidak mendapatkan SMS dalam waktu satu menit, Anda dapat mengklik kirim ulang saat tombol diaktifkan.

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

Mobile

China +86	▼	1789088722
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Verification Code

<input type="text"/>	56s resend
----------------------	------------

Password

## Pengguna di Bawah 18 Tahun

Sistem mensyaratkan pemilik akun adalah orang dewasa. Jika Anda dibawah 18 tahun, harap minta orang tua atau wali untuk mendaftarkan Anda.

Date of Birth

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

Harap baca pemberitahuan dan centang kotak “I have read and accepted” sebelum melanjutkan.

- confirm that I will be present (i.e. within earshot) for the full duration of the SpeakUP session
- understand that SpeakUP sessions will be audio and video recorded for monitoring and quality assurance purposes and a child's image and voice being recorded for these purposes. We do this in our legitimate interest. These will be securely stored and destroyed after 7 years.
- I understand that the anonymised data provided for my child, including voice and video recordings, can be used by the British Council for research and training purposes; I understand that the anonymised data may be shared with other researchers for research purposes if the British Council gives permission; I give my consent to this use.
- am aware that further information about British Council Child Protection can be found <https://www.britishcouncil.cn/about/child-protection> and that I can email [childprotection@britishcouncil.org.cn](mailto:childprotection@britishcouncil.org.cn) for further enquiries
- understand that the British Council and the platform provider confirm that they will not disclose personal information about candidates to others except as stated in this Declaration or to the extent permitted by law.

The British Council complies with data protection law in P.R. China, the UK and laws in other countries that meet internationally recognised standards. You have a right to ask for a copy of the information we hold on you, and the right to ask us to correct any inaccurate information. If you have concerns about how we have used your personal information, you also have the right to complain to a data protection regulator. For detailed information, please refer to the privacy section of our website, [www.britishcouncil.org/privacy](http://www.britishcouncil.org/privacy) or contact your nearest British Council office. We will keep your information for a period of 7 years from the time of collection.

I have read and accepted

- Terms and Conditions of Sale
- Terms of Use
- Cancellation and Rescheduling Policies

### Marketing opt-in

The British Council would like to use the information you provide to send details of activities, services and events (including 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, Booking & Sistem Pembayaran

Anda dapat login dengan dua cara:

- Nomor Ponsel + Kode Verifikasi
- Nomor Ponsel + Kata Sandi

Klik tautan yang berbeda untuk beralih cara login (verifikasi atau kata sandi).

**Login**

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

Mobile/Email

Password

[Login](#)    [Forget password?](#)

---

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

Jika Anda lupa kata sandi Anda, klik “Forget Password” untuk mendapatkannya kembali melalui telepon Anda.

**Forget Password?**

Mobile

China +86    1585599779206

Verification Code

 [Send Code](#)

New Password

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

Confirm New Password

[Submit](#)

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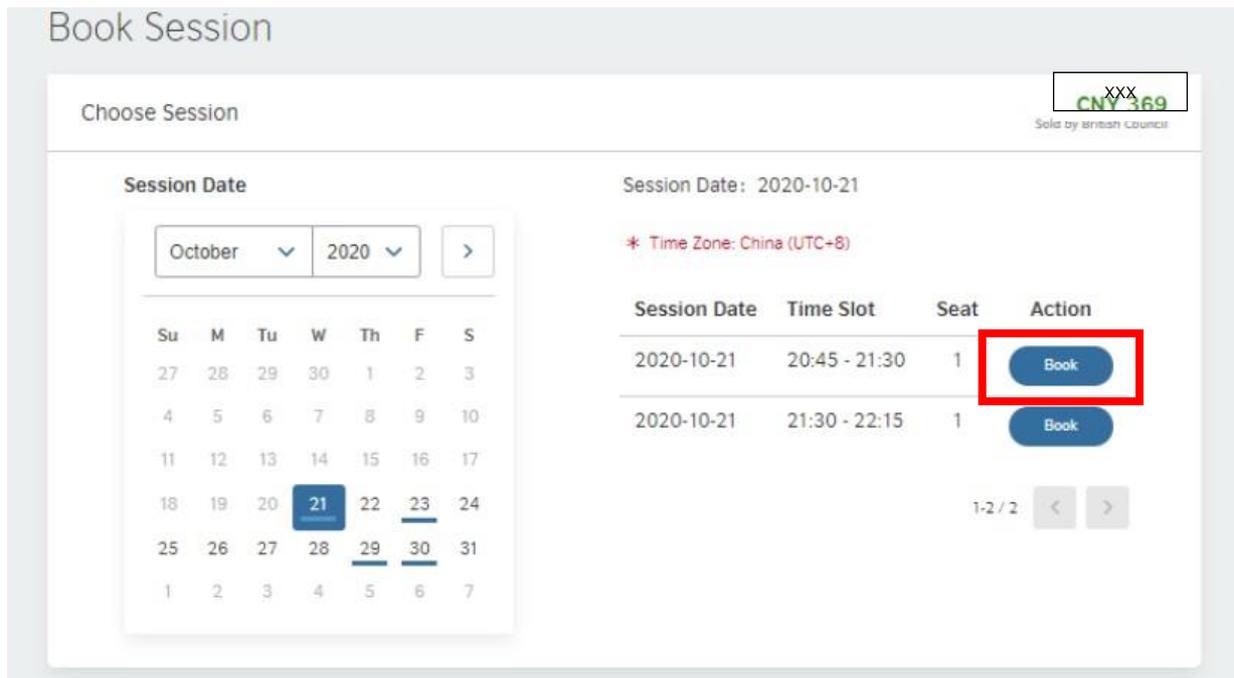
[Home](#)

## Booking suatu Sesi

Sebelum mem-booking suatu sesi, ingatlah untuk mengatur zona waktu Anda terlebih dahulu.



Pilih tanggal sesi yang Anda inginkan dan pesan slot waktu. Saat "Book" diklik, Anda akan diminta untuk mengisi Nama Lengkap Anda atau Nama Lengkap pelajar di bawah 18 tahun, Tanggal Lahir dan bahasa pertama Anda. Jika Anda berusia di bawah 18 tahun, untuk tujuan perlindungan anak, Anda akan diminta untuk mengisi info kontak orang tua atau wali Anda.



## 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

Ketika semua sudah dikonfirmasi, klik "Next" untuk melanjutkan. Di User Notice, Anda akan menemukan Terms and Conditions dari SpeakUP. Setelah dikonfirmasi, klik "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

## Pemesanan dan Pembayaran

Saat pesanan dikirim, Anda memiliki waktu 30 menit untuk membayar. Jika waktu habis, pesanan akan ditutup, dan kursi Anda akan dilepas.

Anda dapat membayar dengan Kartu atau Voucher (untuk klien dari mitra Bisnis kami).

Pilih metode dan klik "Pay" untuk melanjutkan.

### 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

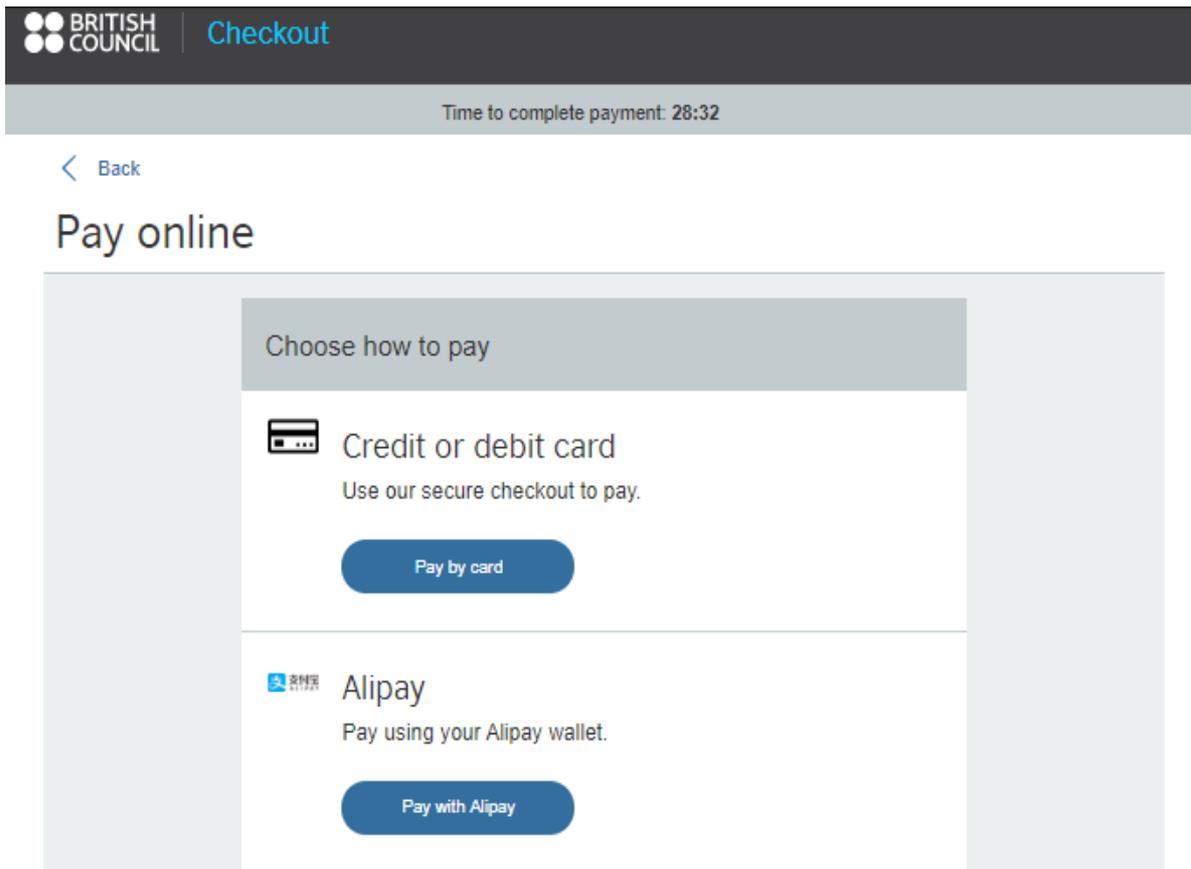
Payment methods:

Card Pay  Voucher

## Pembayaran dengan Kartu

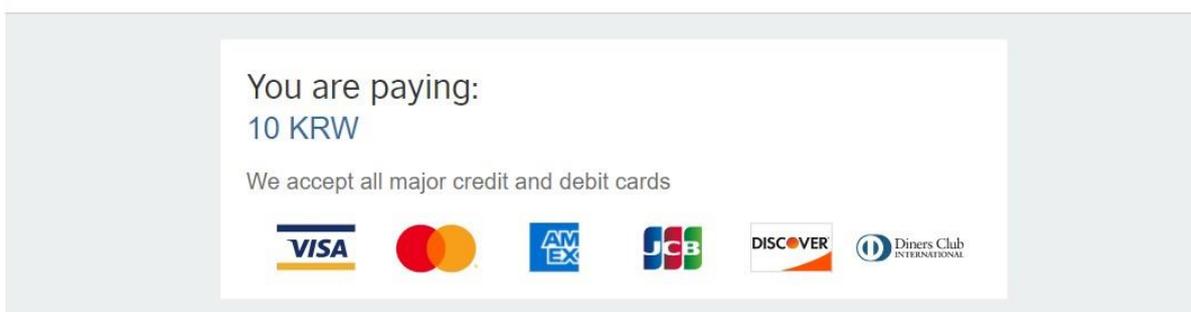
Anda akan diarahkan ke Platform Checkout dimana Anda dapat membayar melalui:

- Kartu kredit dan debit
- Alipay
- WeChat Pay

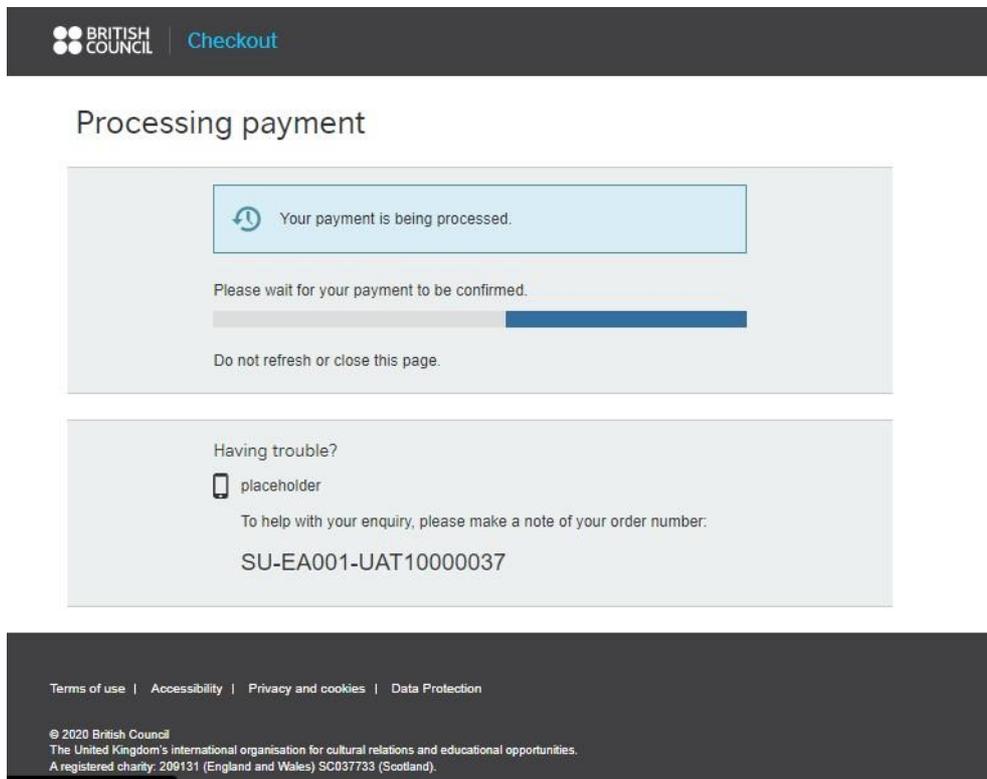


Pengguna luar negeri dapat menggunakan metode pembayaran berikut:

### Pay by card

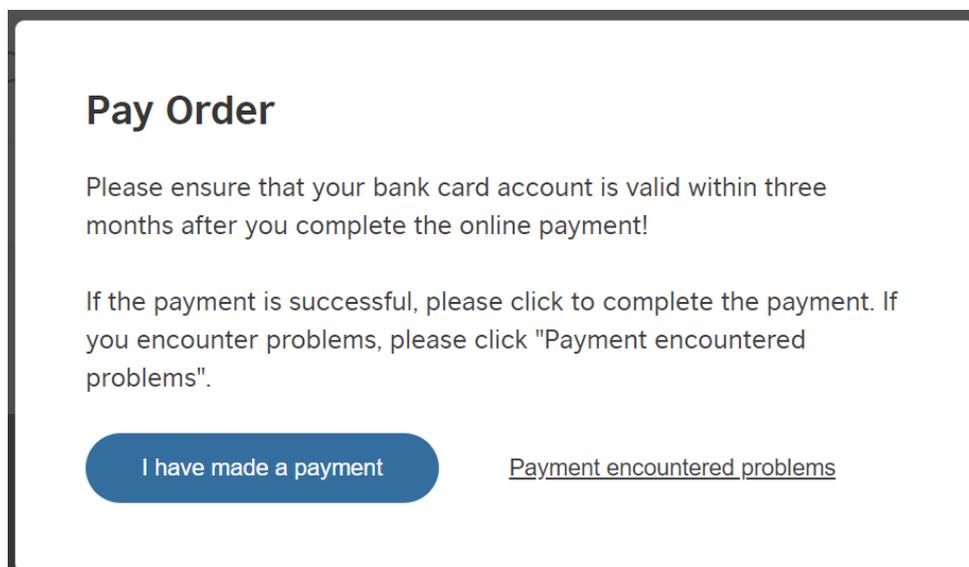


Pilih metode pembayaran dan ikuti langkah-langkah dari penyedia layanan pembayaran untuk menyelesaikan pembayaran.



Jika Anda mengalami masalah selama proses tersebut, klik Payment encounter problems atau buka

Help Desk



Saat masalah tersebut teratasi, jika masih dalam waktu pembayaran, buka "My Orders" untuk menyelesaikan pembayaran dengan mengklik "Pay" untuk mencoba lagi.

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

## Pembayaran dengan Voucher

Jika Anda membayar dengan voucher, masukkan 16 digit nomor voucher Anda dan klik "Pay" untuk melanjutkan.

### 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

Pay

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

Confirm [Cancel](#)

Jika pembayaran berhasil, akun dan tautan SpeakUP Anda akan dibuat.

English ▾ China (UTC+8) ▾ Home Help Center My Bookings 15855779206 ▾

**BRITISH COUNCIL** | **IELTS™** | **SpeakUP®**

## Success

Booked the session

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



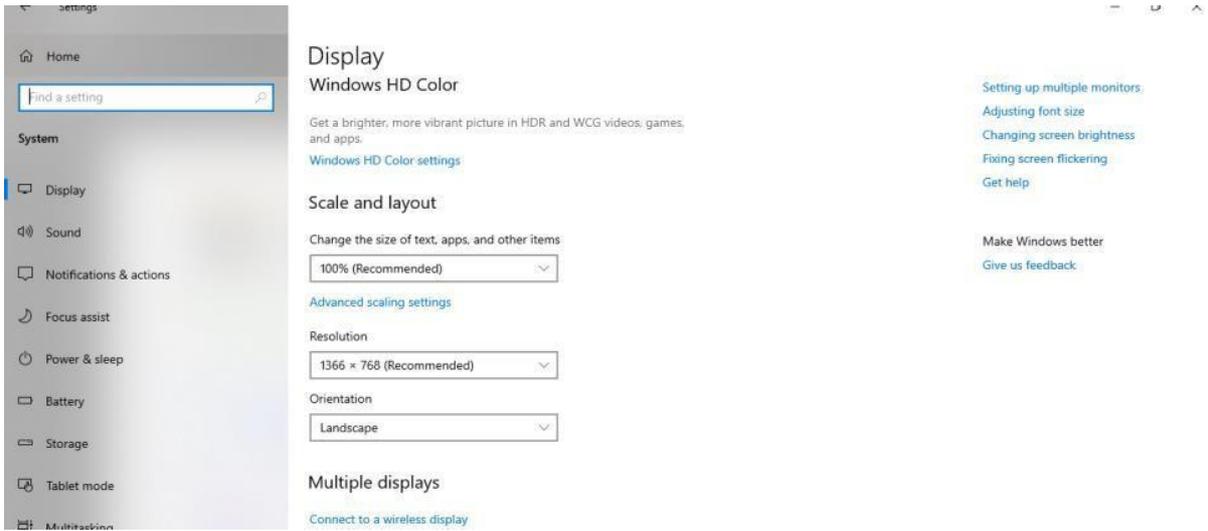
Please go to [My Bookings](#) to check your login details.

**⚠️Notice:**  
If you are under 18, please ensure that your guardian is present on the day of the practice. If your guardian is not present, we will immediately terminate the session.

# Memulai

Sebelum sesi, harap login untuk memastikan peralatan dan jaringan Anda berfungsi dengan baik. Silakan periksa rekomendasi berikut:

1. Network Bandwidth: Setidaknya 8 Mbps (lihat tautan berikut untuk memeriksa kecepatan jaringan Anda <https://www.speedtest.net/> )
2. Layar: Auto-adaptive; Lebih tinggi dari 1366\*768

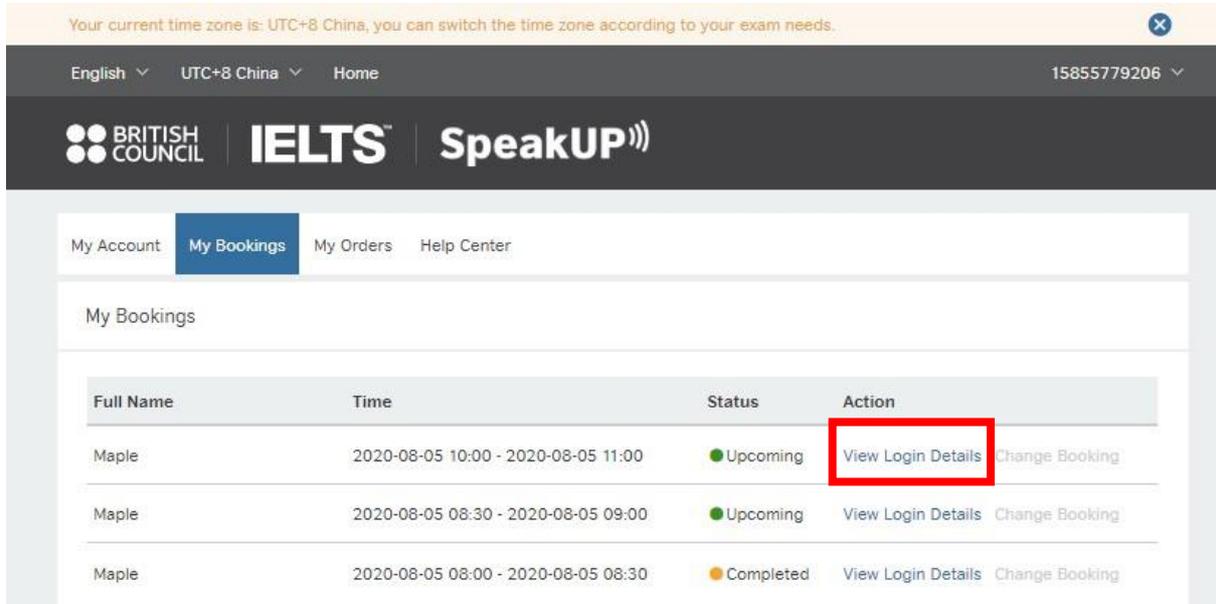


### 3. Audio/Video:

- Headset/Headphone: Kami merekomendasikan Anda menggunakan headphone dengan fitur noise-cancelling.
- Mikrofon dan Speaker: Jika Anda menggunakan mikrofon dan speaker, pastikan semuanya terhubung dengan baik ke perangkat Anda. Anda dapat menggunakan pemeriksaan peralatan kami untuk melakukan pengujian.
- Kamera: resolusi 360P; mendukung video encoding H.264. Pastikan saat terhubung dan diaktifkan, Anda sudah menyalakan lampu sinyal.

## Menghadiri suatu Sesi

1. Klik "View Login Details" pada "My Bookings" untuk mengunjungi laman informasi sesi Anda.



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

English UTC+8 China Home 15855779206

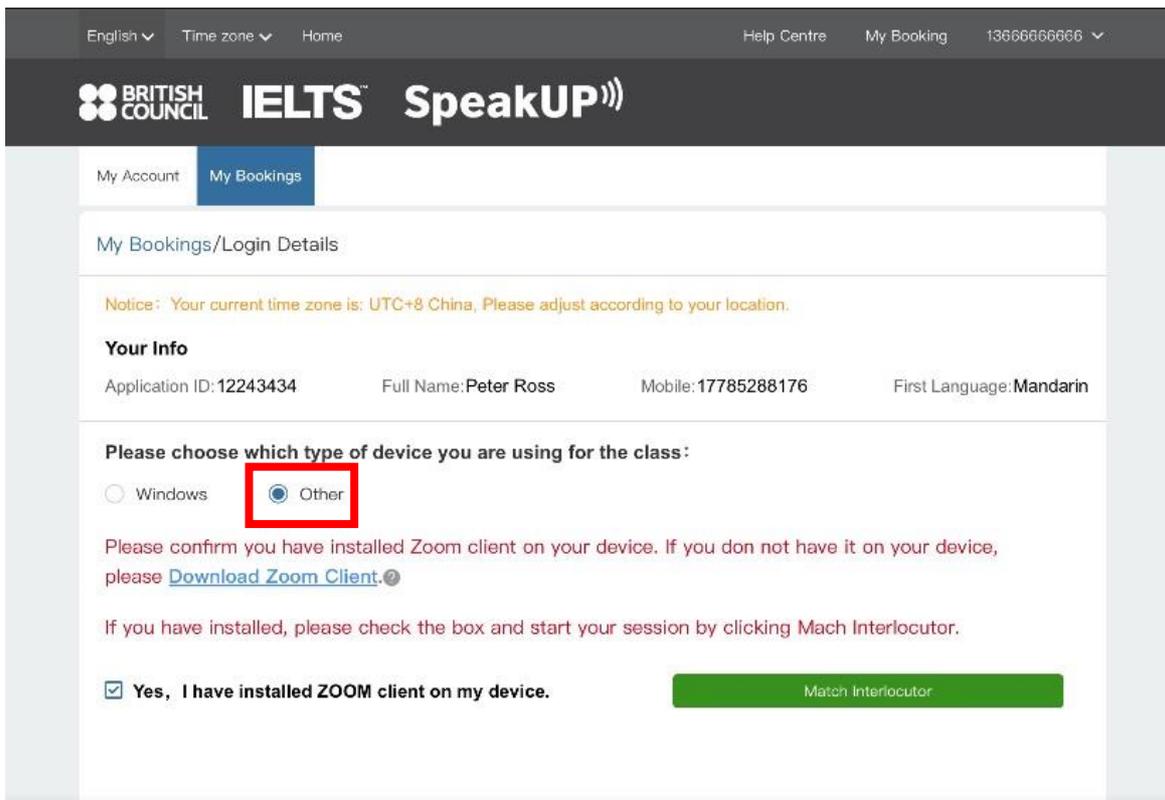
BRITISH COUNCIL IELTS SpeakUP

My Account My Bookings My Orders Help Center

My Bookings

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

2. Pengguna Mac atau ponsel/tablet, harap pilih 'Lainnya'.



English Time zone Home Help Centre My Booking 1366666666

BRITISH COUNCIL IELTS SpeakUP

My Account My Bookings

My Bookings/Login Details

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

**Your Info**

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

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

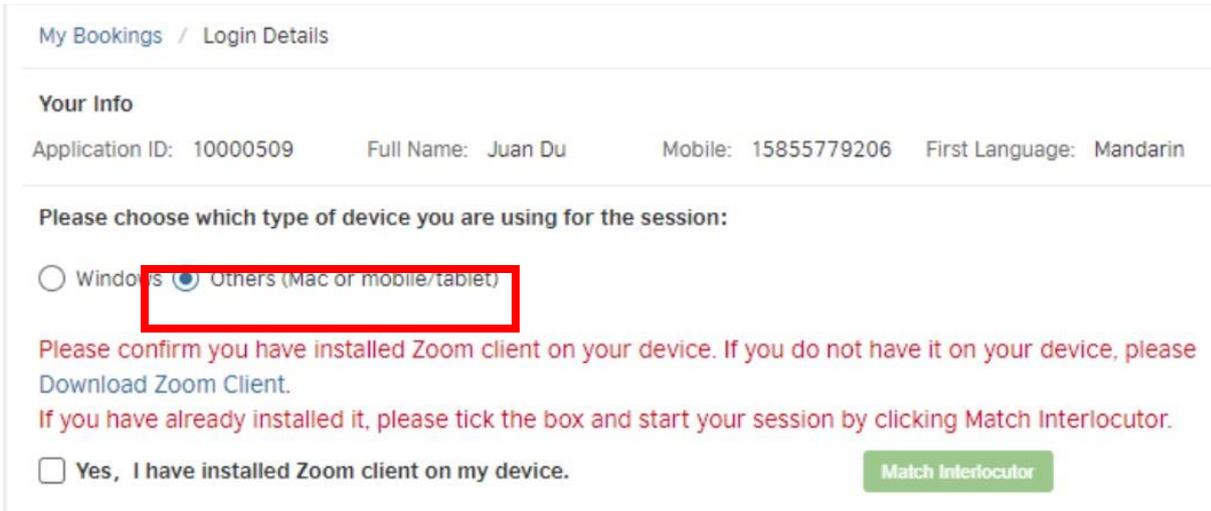
Windows  Other

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

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

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

3. Klik "Download Zoom Client" jika Anda belum menginstall aplikasi Zoom di perangkat Anda. Atau klik "Yes" untuk mengonfirmasi bahwa Anda telah menginstall klien Zoom di perangkat Anda.



My Bookings / Login Details

**Your Info**  
Application ID: 10000509      Full Name: Juan Du      Mobile: 15855779206      First Language: Mandarin

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

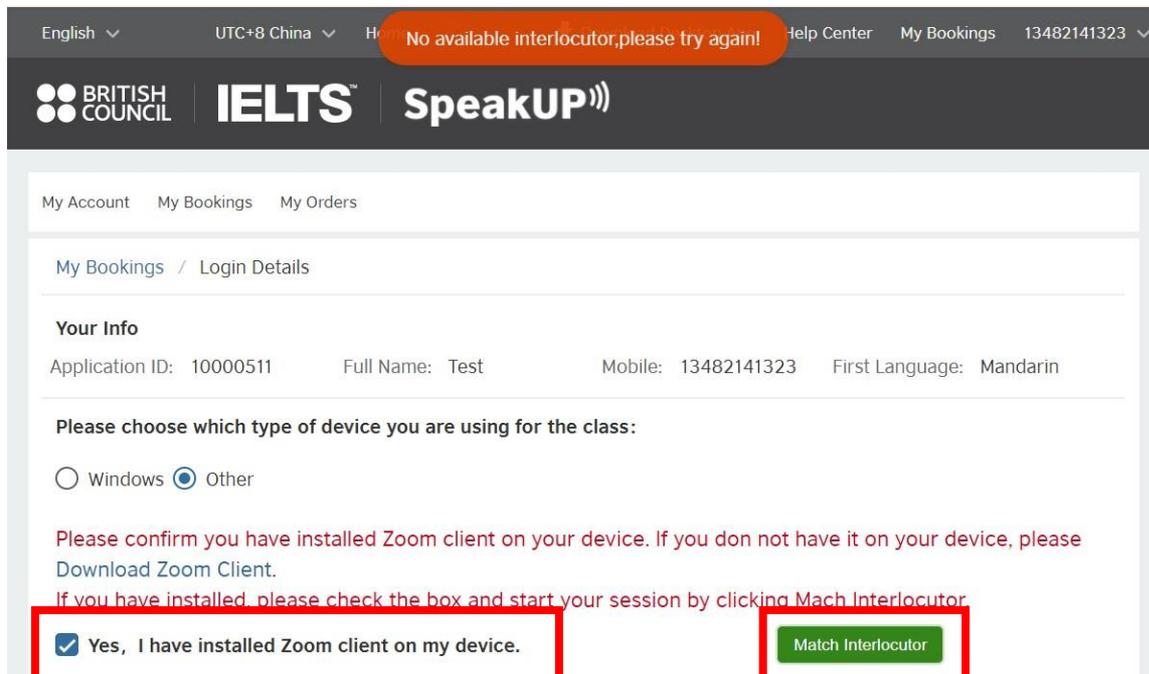
Windows     Others (Mac or mobile/tablet)

Please confirm you have installed Zoom client on your device. If you do not have it on your device, please [Download Zoom Client](#).  
If you have already installed it, please tick the box and start your session by clicking Match Interlocutor.

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

4. Room memperkenankan Anda untuk masuk 10 menit sebelum waktu sesi Anda. Saat Anda siap, klik "Match Interlocutor" untuk mulai melakukan match dengan interlocutor yang tersedia.

Harap diperhatikan: Jika interlocutor tidak online, sistem akan menampilkan pesan "No available interlocutor, please try again" di bagian atas layar Anda .



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

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

My Account    My Bookings    My Orders

My Bookings / Login Details

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

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

Windows     Other

Please confirm you have installed Zoom client on your device. If you don not have it on your device, please [Download Zoom Client](#).  
If you have installed, please check the box and start your session by clicking Mach Interlocutor.

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

5. Setelah Anda berhasil melakukan match, sebuah pesan akan muncul dengan Meeting ID dan Passcode Anda.

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)

✔ Matched interlocutor successfully

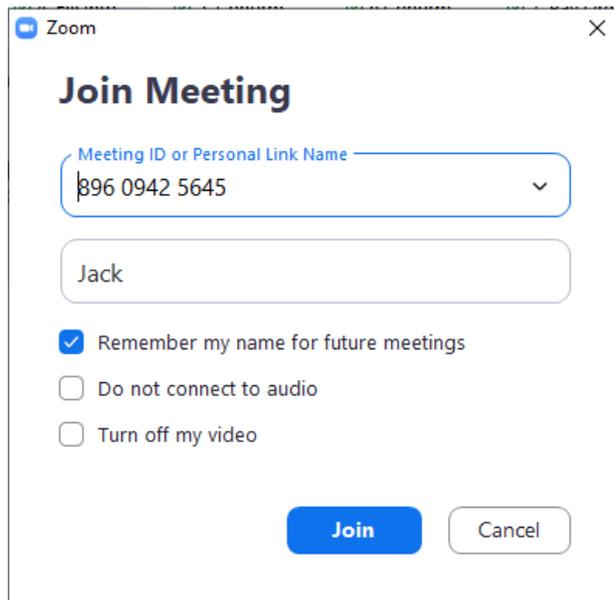
Note: Please use the following information to join the Zoom meeting room and start your SpeakUP session. Your interlocutor is waiting for you at the moment. If you are more than 5 minutes late, your session will be terminated by the interlocutor.

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

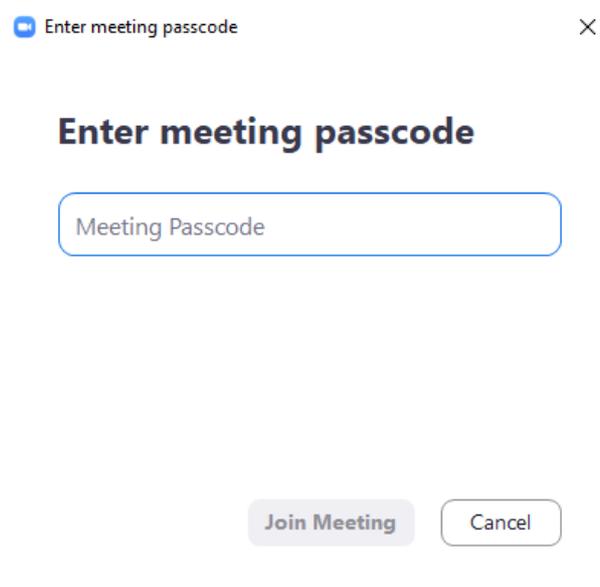
6. Buka Klien Zoom dan klik 'Join Meeting'. Ikuti langkah-langkah untuk terhubung.
  - Klik Join a Meeting



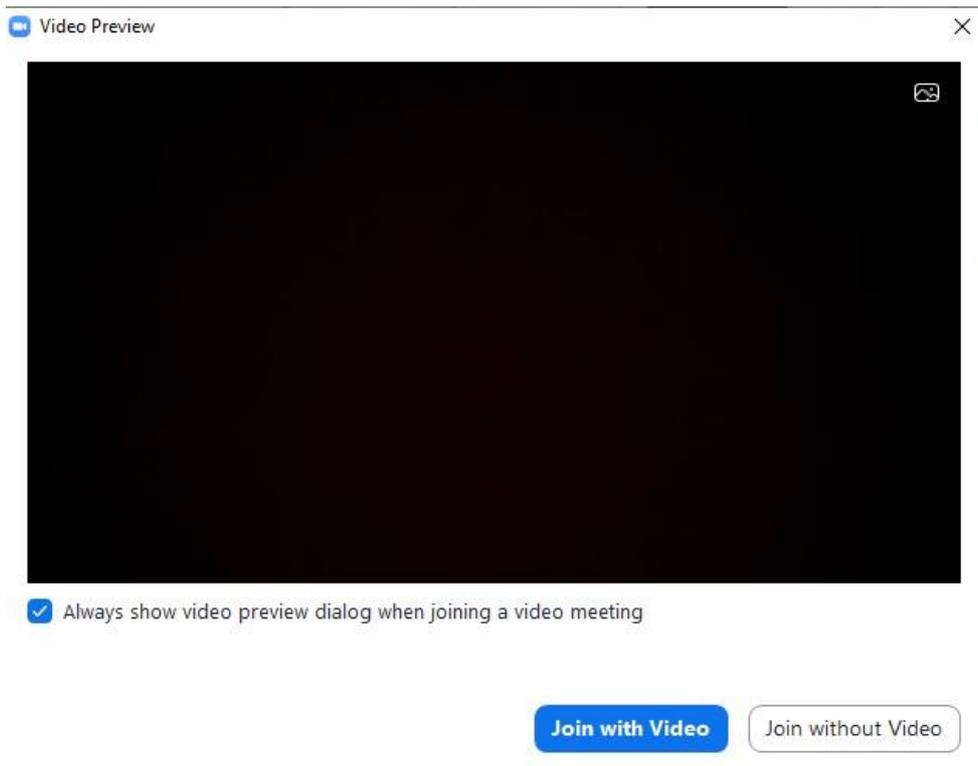
- Masukkan meeting ID rapat dan nama Anda



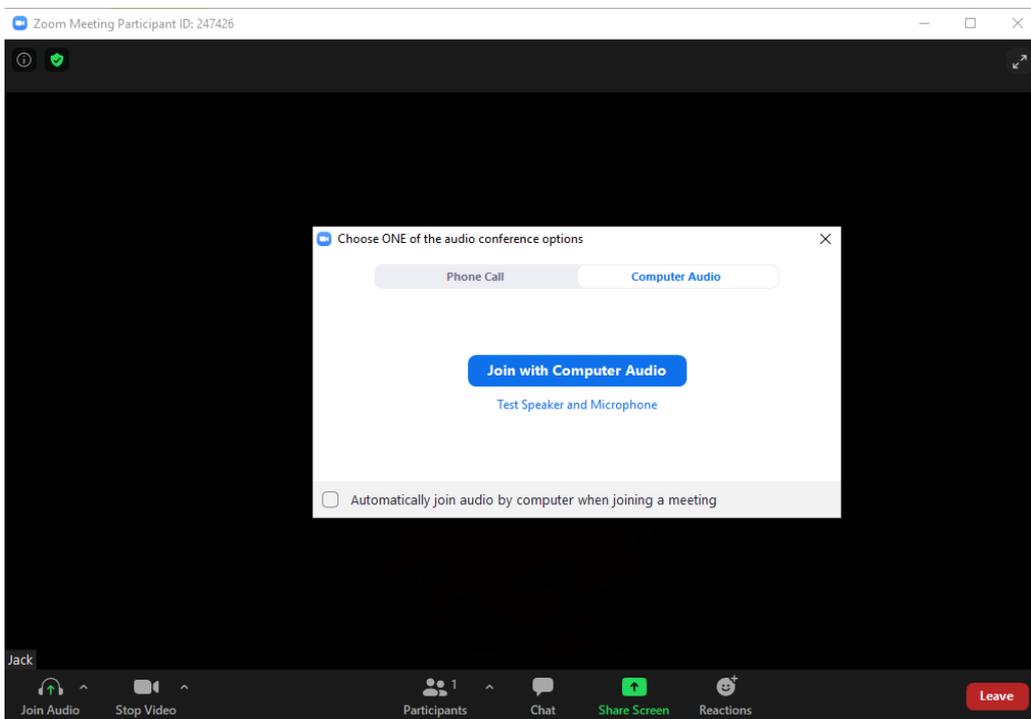
- Masukkan Passcode meeting



- Klik "Join with video"

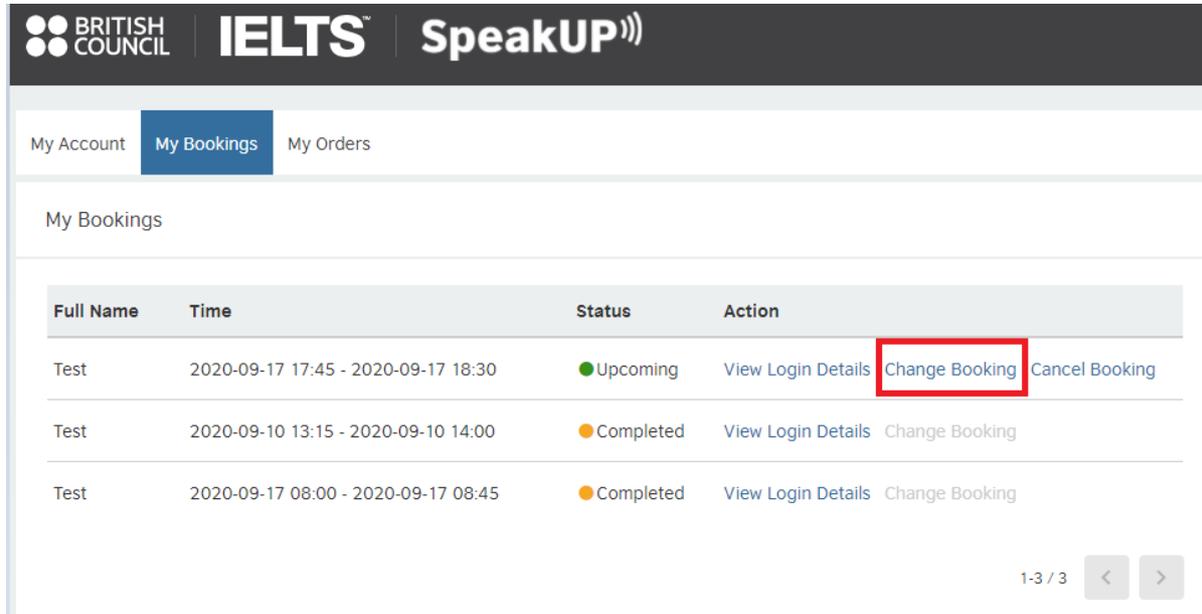


- Berhasil bergabung dalam sesi



## Menjadwal Ulang suatu Sesi

Sebagai seorang klien, Anda memiliki hak untuk menjadwal ulang sesi Anda hanya sekali hingga 48 jam sebelum sesi dimulai. Untuk mengubah sesi Anda ke waktu lain, buka "My Bookings" dan klik "Change Booking".



The screenshot shows the user interface for the British Council IELTS SpeakUP platform. 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	<a href="#">View Login Details</a> <a href="#">Change Booking</a> <a href="#">Cancel Booking</a>
Test	2020-09-10 13:15 - 2020-09-10 14:00	● Completed	<a href="#">View Login Details</a> <a href="#">Change Booking</a>
Test	2020-09-17 08:00 - 2020-09-17 08:45	● Completed	<a href="#">View Login Details</a> <a href="#">Change Booking</a>

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

Baca pemberitahuan penjadwalan ulang dan klik "Confirm" untuk melanjutkan menjadwal ulang.

## 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](#)

Periksa tanggal dan slot waktu yang tersedia. Klik "Book" untuk mengubah sesi Anda ke tanggal dan waktu baru.

## Book New Session

Select New Session XXX

---

**Session Date** Session Date: 2020-09-17

September 2020 >

Su	M	Tu	W	Th	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

\* TimeZone: UTC+8 China

Session Date	Time Slot	Seat	Action
2020-09-17	12:30 - 13:15	1	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 < >

Periksa kembali tanggal dan waktu sesi baru dan klik "Confirm" untuk menyelesaikan penjadwalan ulang.

## 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

Jika penjadwalan ulang berhasil, sebuah pesan akan muncul, yang menunjukkan detail sesi dan akun SpeakUP baru Anda.

## 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.

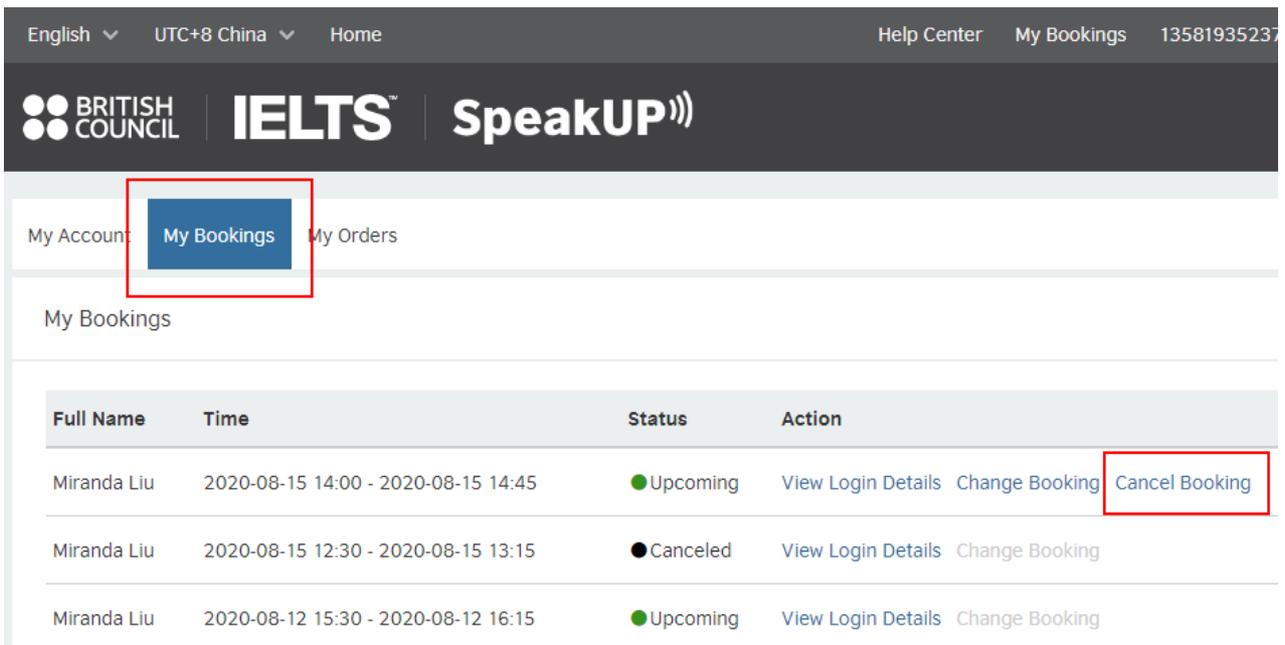
**⚠️Notice:**

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.

## Membatalkan Booking untuk Mendapatkan Refund

Sebagai klien, Anda memiliki hak untuk membatalkan sesi Anda dan meminta refund 48 jam sebelum waktu mulai sesi Anda atau 14 hari dalam pembayaran pertama. Untuk membatalkan sesi Anda, buka "My Bookings" dan klik "Cancel Booking". Harap diperhatikan bahwa dengan dengan mengklik "Cancel Booking", Anda meminta refund pada saat yang bersamaan.

Diperlukan waktu 10 hingga 15 hari untuk menerima refund setelah Anda mengirimkan permintaan "Cancel Booking".



English UTC+8 China Home Help Center My Bookings 13581935237

BRITISH COUNCIL IELTS SpeakUP

My Account **My Bookings** My Orders

My Bookings

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

Isi alasan pembatalan & refund dan klik "Confirm" untuk mengirimkannya untuk mendapatkan persetujuan. Harap perhatikan bahwa setelah Anda mengirimkan permintaan pembatalan, Anda tidak dapat lagi mengikuti sesi yang Anda batalkan, terlepas dari persetujuan refund.

### 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](#)

Sesi Anda akan berubah menjadi Cancelled ketika Anda berhasil membatalkan pemesanan Anda.

My Account My Bookings My Orders

My Bookings

Full Name	Time	Status	Action
Test	2020-09-17 12:30 - 2020-09-17 13:15	● Cancelled	<a href="#">View Login Details</a> <a href="#">Change Booking</a>
Test	2020-09-10 13:15 - 2020-09-10 14:00	● Completed	<a href="#">View Login Details</a> <a href="#">Change Booking</a>
Test	2020-09-17 08:00 - 2020-09-17 08:45	● Completed	<a href="#">View Login Details</a> <a href="#">Change Booking</a>

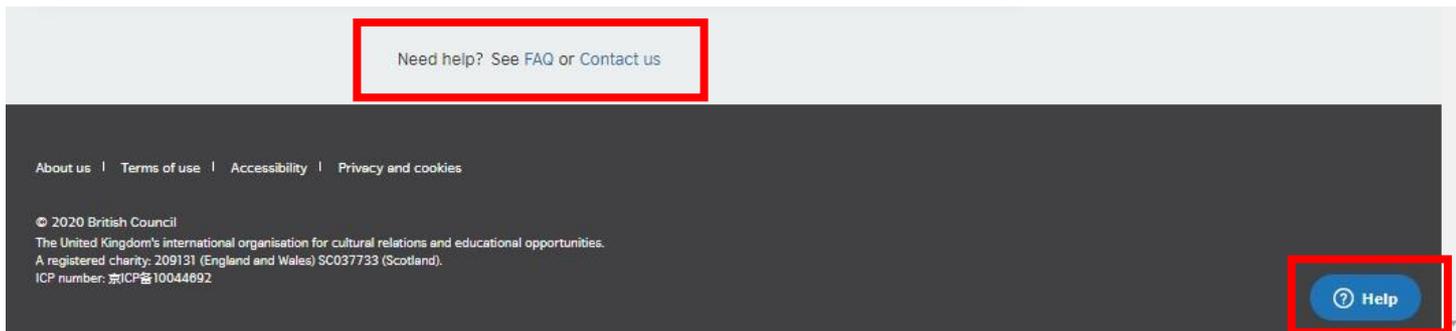
1-3 / 3 < >

# Help Desk

Jika Anda menemui masalah, silakan klik “Help Center” pada header atau “Contact Us” dimana Anda akan menemukan informasi kontak, FAQ, Terms of Use, Terms and Conditions of Sale, dan Kebijakan Pembatalan dan Penjadwalan Ulang.

Untuk mendapatkan bantuan online atas pertanyaan Anda, Anda juga dapat melihat Help Desk kami yang terletak di sudut kanan bawah laman web.

Jika Anda berusia di bawah 18 tahun, harap pastikan orang tua atau wali Anda berada di sisi Anda untuk mematuhi Kebijakan Perlindungan Anak.



**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**