

IELTS SpeakUP

**Panduan
Pengguna Klien
Untuk Pengguna
Windows**

23 Oktober 2020

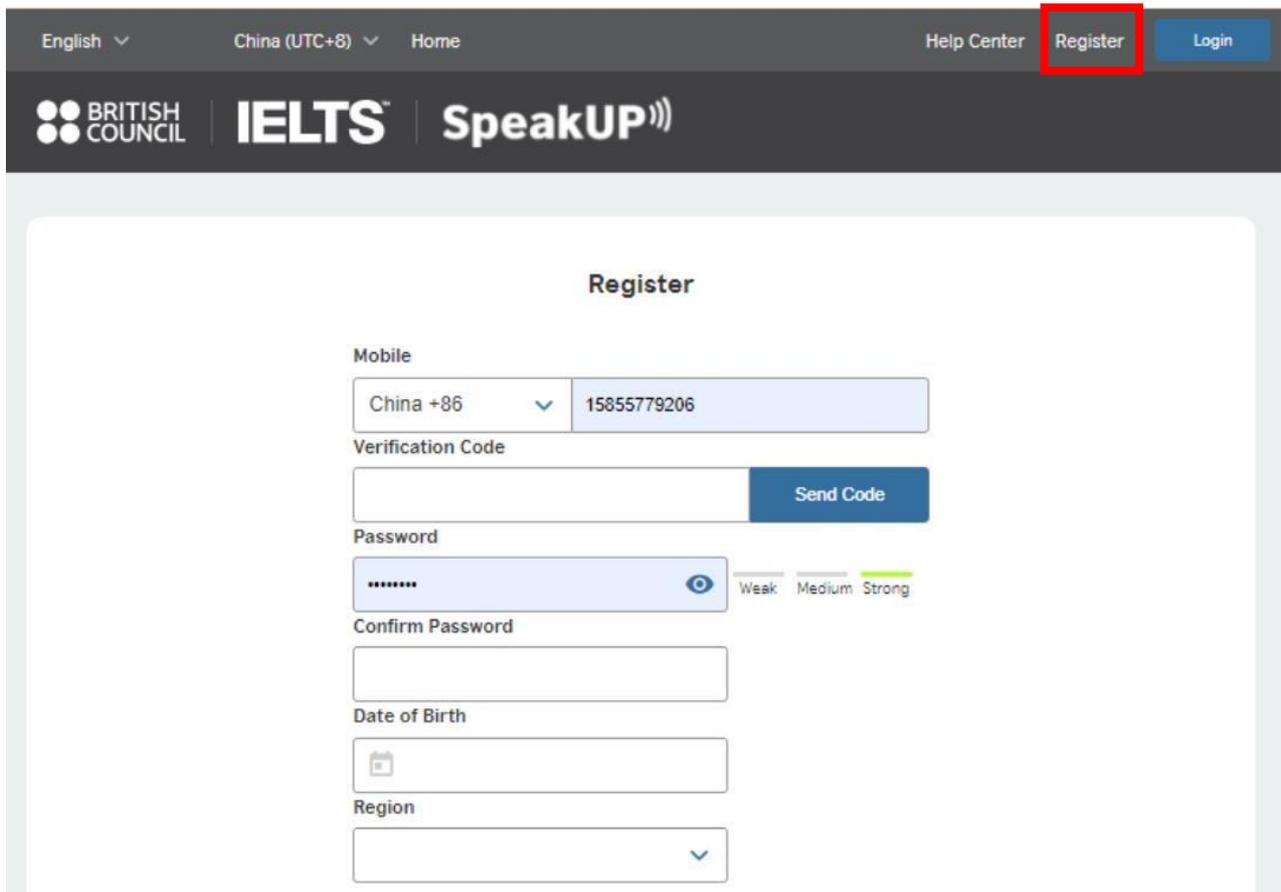
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PENDAFTARAN

Jika Anda tidak memiliki akun, klik Register untuk mendapatkan akun di portal SpeakUP Book & Pay dari tautan booking.speakup.britishcouncil.org.

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

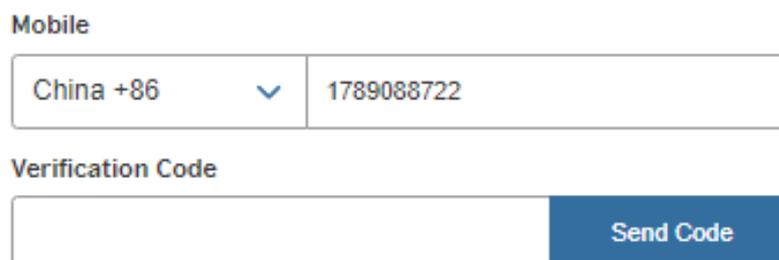


The screenshot shows the top navigation bar with 'English', 'China (UTC+8)', and 'Home' on the left, and 'Help Center', 'Register', and 'Login' on the right. The 'Register' button is highlighted with a red box. Below the navigation bar is the British Council IELTS SpeakUP logo. The main content area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

- Mobile:** A dropdown menu 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'.
- Confirm Password:** A text input field.
- Date of Birth:** A date picker field.
- Region:** A dropdown menu.

Verifikasi Melalui Ponsel

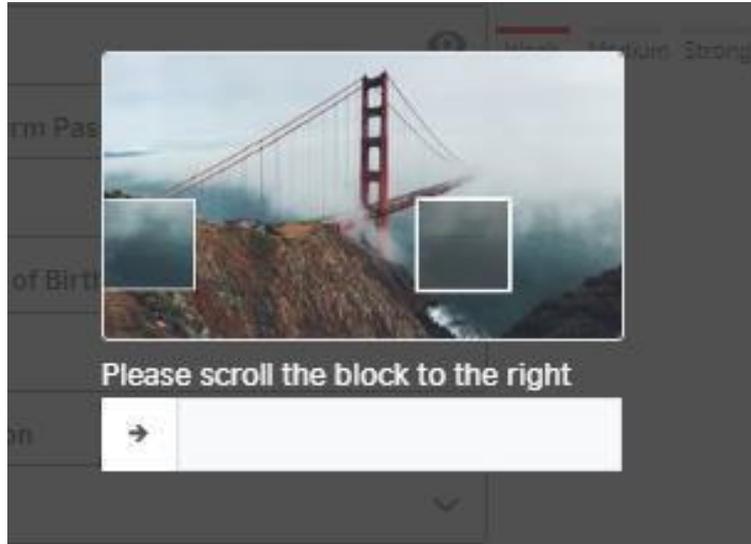
Pilih kode negara Anda dan masukkan nomor ponsel Anda. Kemudian, klik "Send Code" untuk mendapatkan kode verifikasi.



This screenshot shows a close-up of the 'Mobile' and 'Verification Code' sections of the registration form. The 'Mobile' field has a dropdown menu set to 'China +86' and a text input field containing '1789088722'. Below it is the 'Verification Code' field, which is empty, and a blue 'Send Code' button.



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 resend 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
-----------	------------

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

<input type="text" value="04/08/2020"/>	!
---	---

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 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 relevant 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, Booking & Sistem Pembayaran

Anda dapat melakukan 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](#)

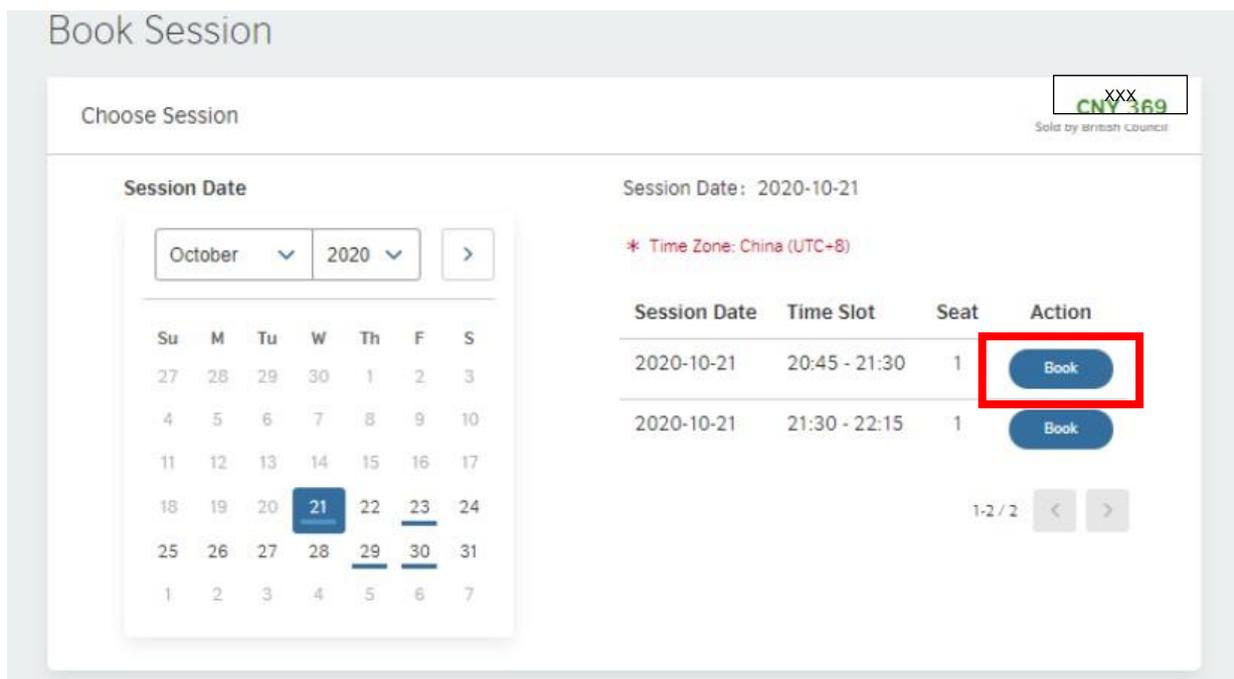
[Home](#)

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

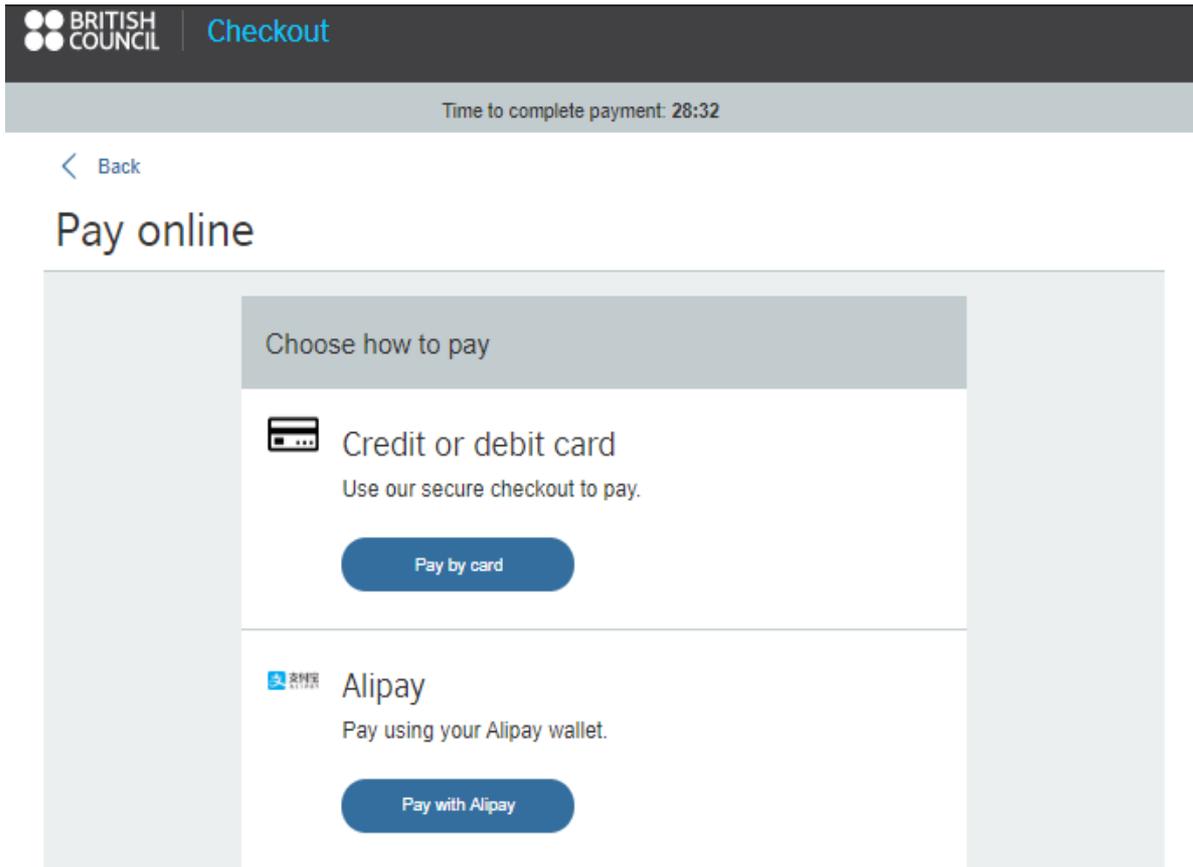
Payment methods:

Card Pay Voucher

Pembayaran dengan Kartu

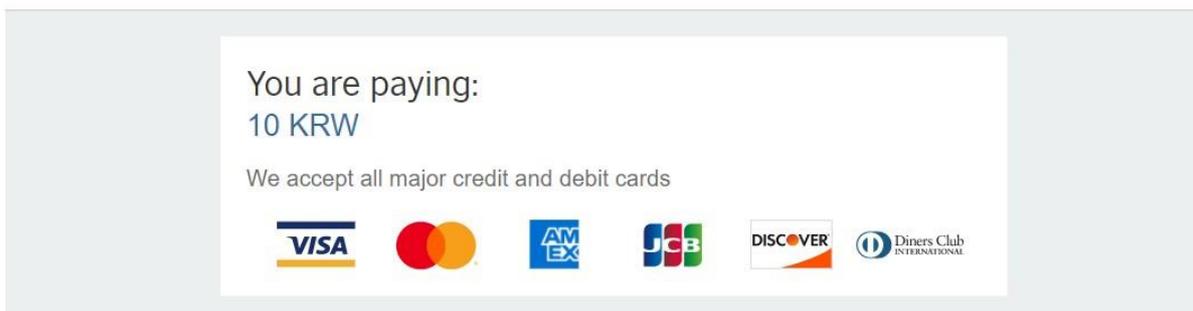
Anda akan diarahkan ke Platform Checkout dimana Anda dapat membayar melalui:

- Kartu kredit dan debit
- Alipay
- WeChat Pay

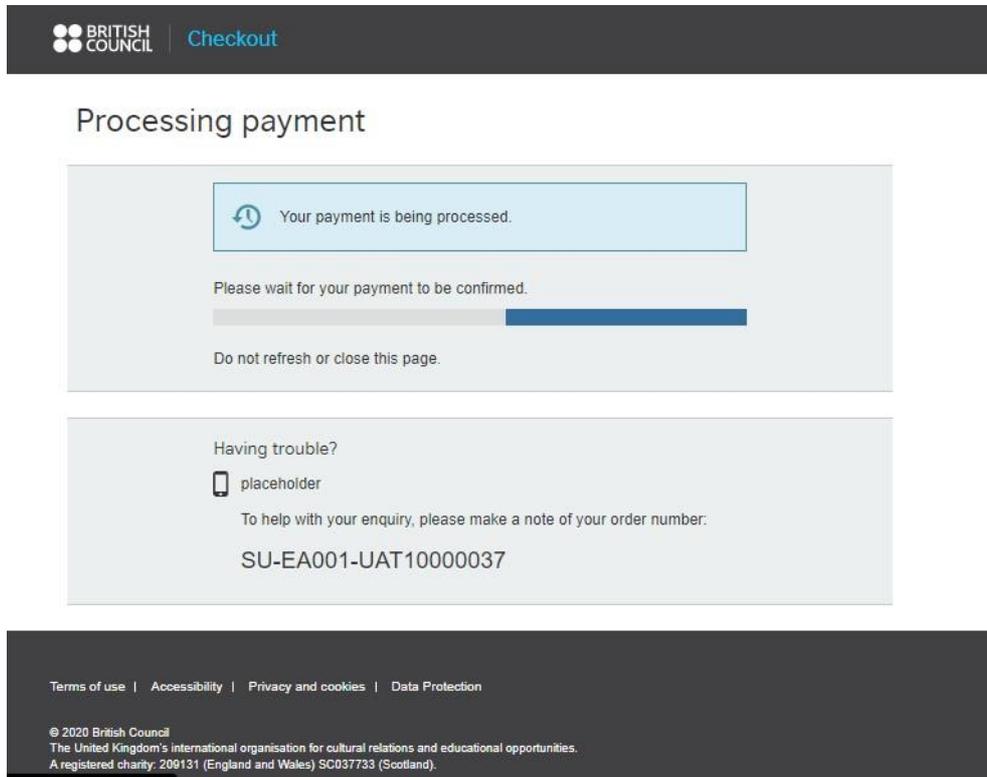


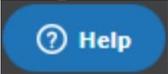
Pengguna luar negeri dapat menggunakan metode pembayaran berikut:

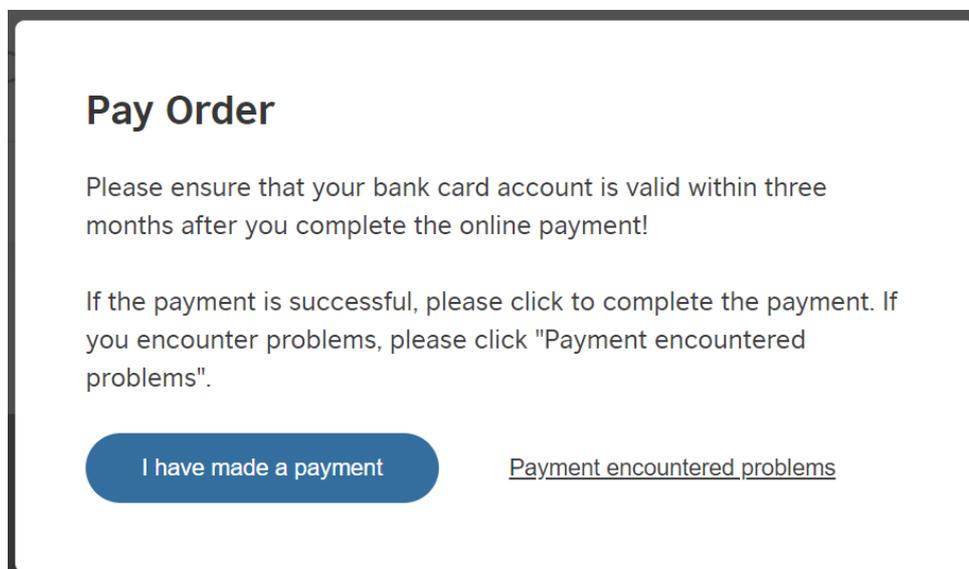
Pay by card



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		● PendingPayment	Pay
SU-EA001-UAT10000037	2020-08-04 17:02 2020-08-04 17:02	● PaymentSuccessful	

Pembayaran dengan Voucher

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

Pay Order

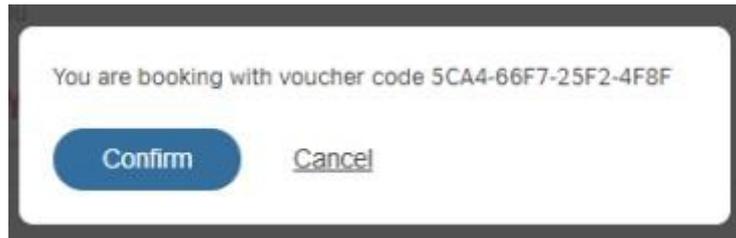
Order No.: SU-EA001-UATG1240 Please pay in 09:39 , otherwise,the order will expire.

Please take care to protect your personal payment information during the payment process!

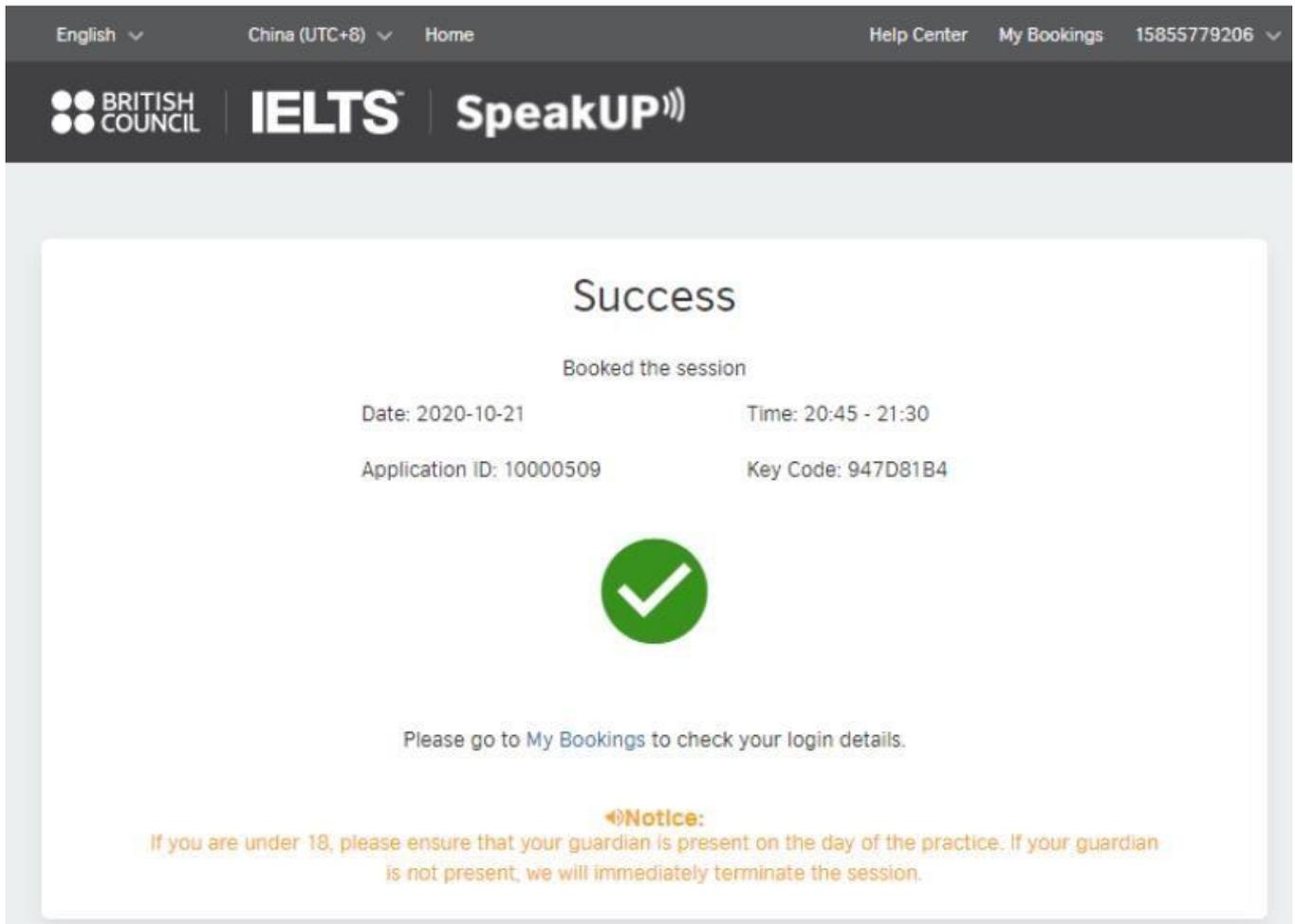
Session Date: 2020-09-17
Session Time: 08:00 - 08:45
Full Name: Test

Total Fee:
Sold by British Council

Payment methods:
 Cards Pay Voucher



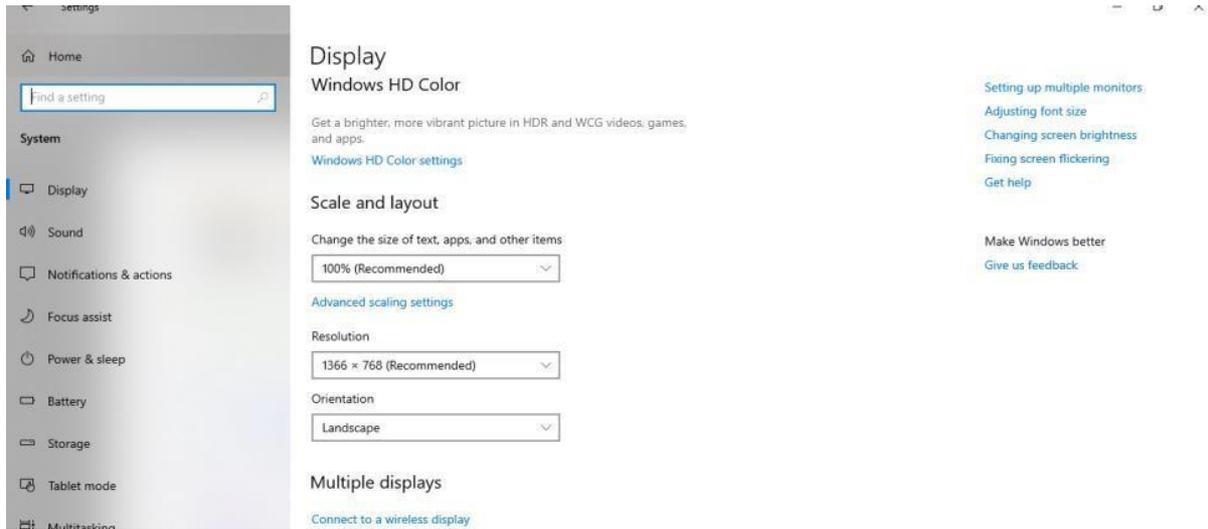
Jika pembayaran berhasil, akun dan tautan SpeakUP Anda akan dibuat.



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



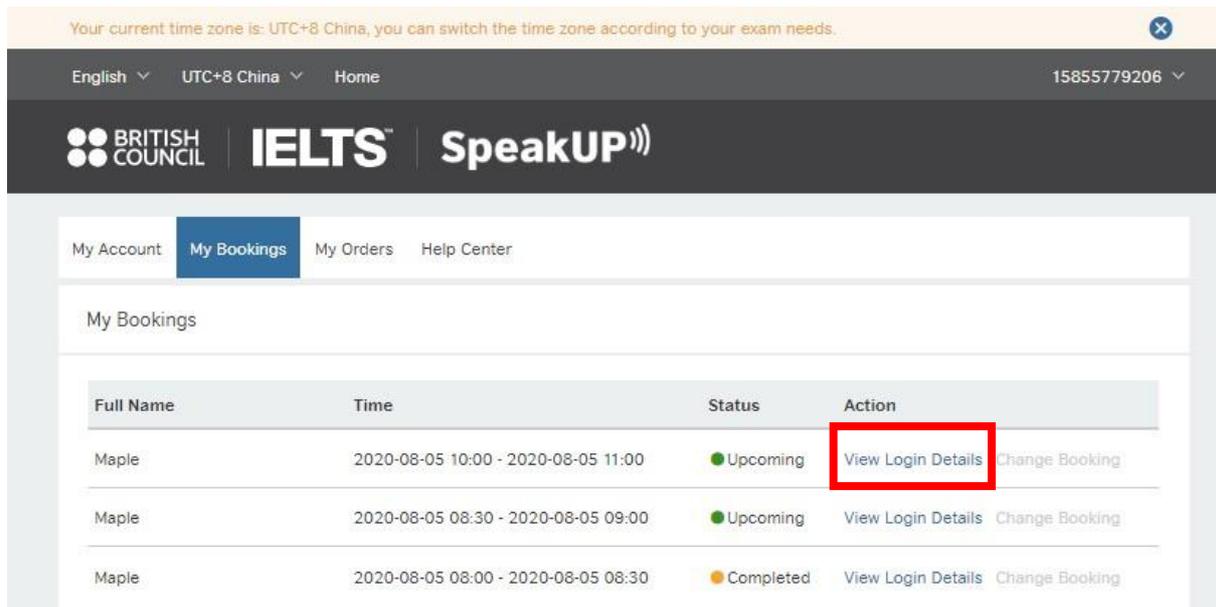
3. Audio/Video:

- 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.

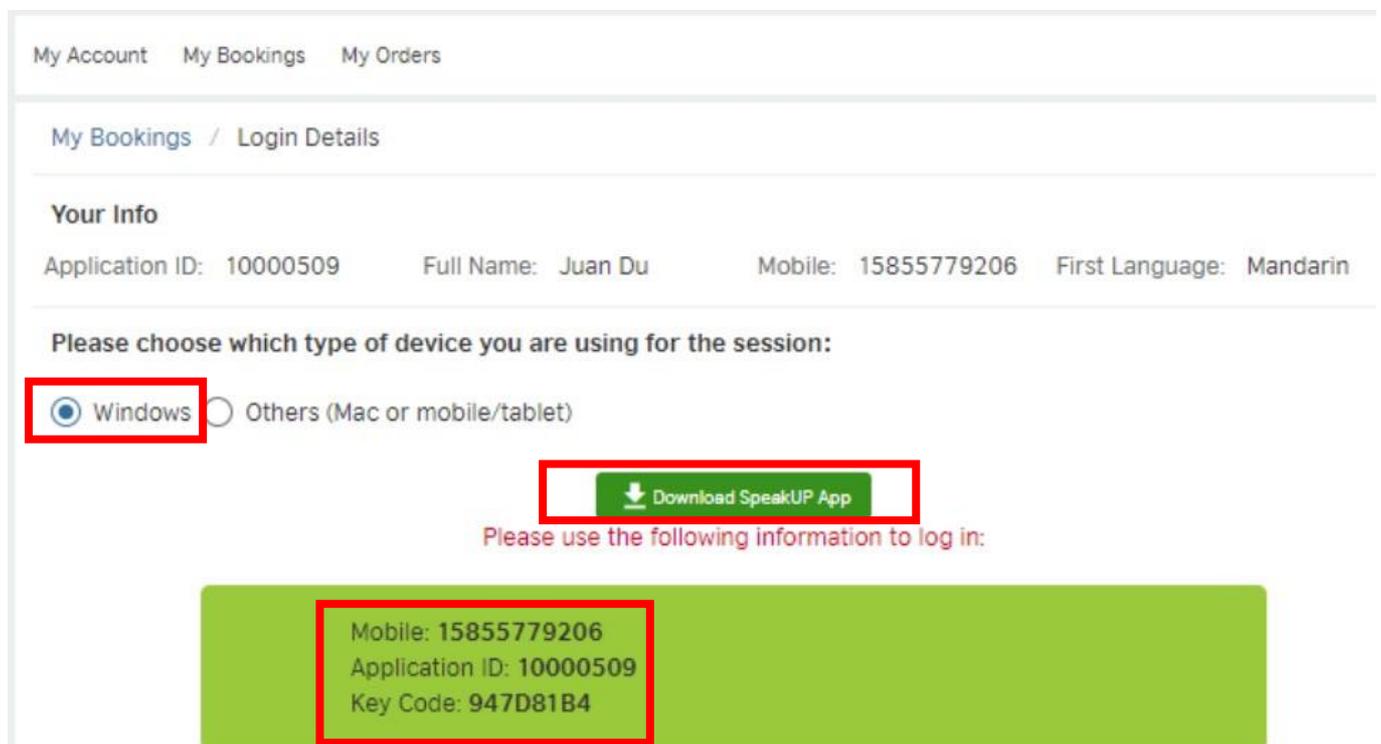
Menghadiri suatu Sesi

Klik “View Login Details” pada “My Bookings” untuk mengunjungi laman informasi sesi Anda. Anda akan menemukan informasi berikut untuk login:

- Nomor Ponsel Pendaftaran Anda
- Key Code Anda
- ID Aplikasi Anda



Pengguna Windows memilih 'Windows', unduh aplikasi desktop, dan gunakan Key Code dan ID Aplikasi untuk masuk.



Buka aplikasi desktop dari perangkat Anda dan login menggunakan Key code dan ID Aplikasi Anda.



Client Login

Mobile _____

Application ID _____

Key Code _____

Log in

Konfirmasi Informasi Sesi

Harap konfirmasi informasi sesi Anda setelah Anda masuk dengan mengklik tombol "Confirm" dan melanjutkan ke pemeriksaan perangkat. Jika informasi sesi Anda tidak benar, silakan klik "Contact Us" untuk mendapatkan bantuan.



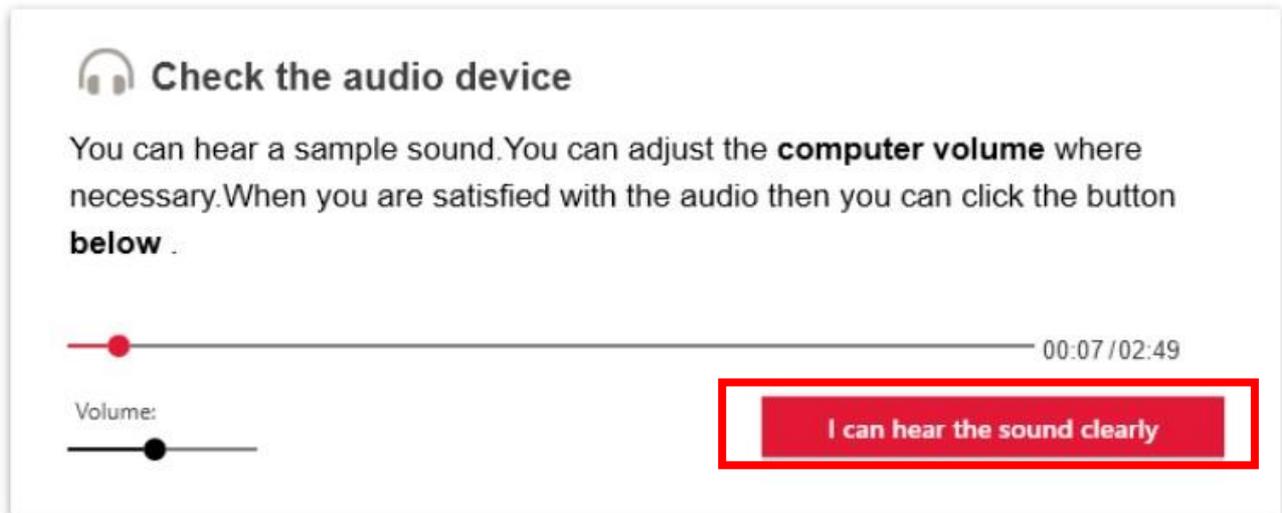
Please confirm your test information

Full Name:	Test
Application ID:	10000129
Speaking Date:	17 Sep 2020
Mobile:	13482141323
First Language:	Mandarin
Country/Region:	China

Confirm

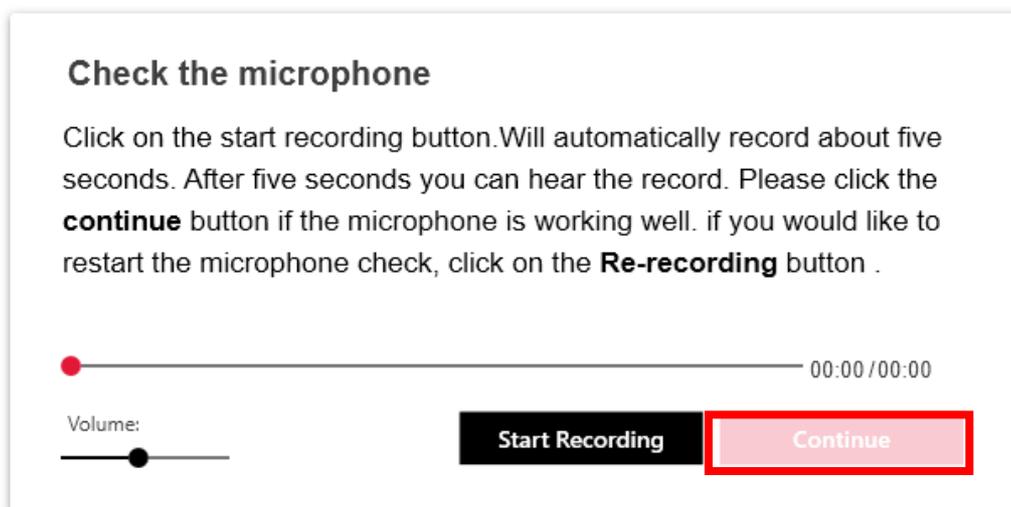
Memeriksa Perangkat

Sistem akan secara otomatis memeriksa perangkat audio Anda. Jika audio Anda berfungsi dengan baik, klik "I can hear the sound clearly" untuk berpindah ke langkah berikutnya.



The screenshot shows a window titled "Check the audio device" with a headphones icon. Below the title, there is a paragraph of text: "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** .". Below the text, there is a progress bar with a red dot at the beginning and the text "00:07 / 02:49". Below the progress bar, there is a volume control slider with the label "Volume:" and a black dot. To the right of the volume control, there is a red button with the text "I can hear the sound clearly".

Klik "Start Recording" untuk memeriksa mikrofon Anda dan menyesuaikan volume. Klik "Continue" untuk melanjutkan.



The screenshot shows a window titled "Check the microphone". Below the title, there is a paragraph of text: "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 .". Below the text, there is a progress bar with a red dot at the beginning and the text "00:00 / 00:00". Below the progress bar, there is a volume control slider with the label "Volume:" and a black dot. To the right of the volume control, there are two buttons: a black button with the text "Start Recording" and a red button with the text "Continue".

Saat Anda mengonfirmasi, Anda akan masuk ke laman Pemeriksaan Kamera untuk menyesuaikan kamera Anda.

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.

Wajah Anda akan ditampilkan di sini, pastikan kamera Anda terbuka dan Anda dapat melihat diri Anda dengan jelas.

Confirm and join Practice Room

Please wait for an interlocutor to appear

Menunggu Interlokutor SpeakUP Anda

Saat tombol berubah menjadi merah, Anda akan dapat memasuki sesi dan mengikuti sesi SpeakUP Anda.

Jika membutuhkan lebih dari 5 menit untuk dapat terhubung dengan coach Anda, silakan klik tombol "Contact Us" pada header untuk mendapatkan bantuan.

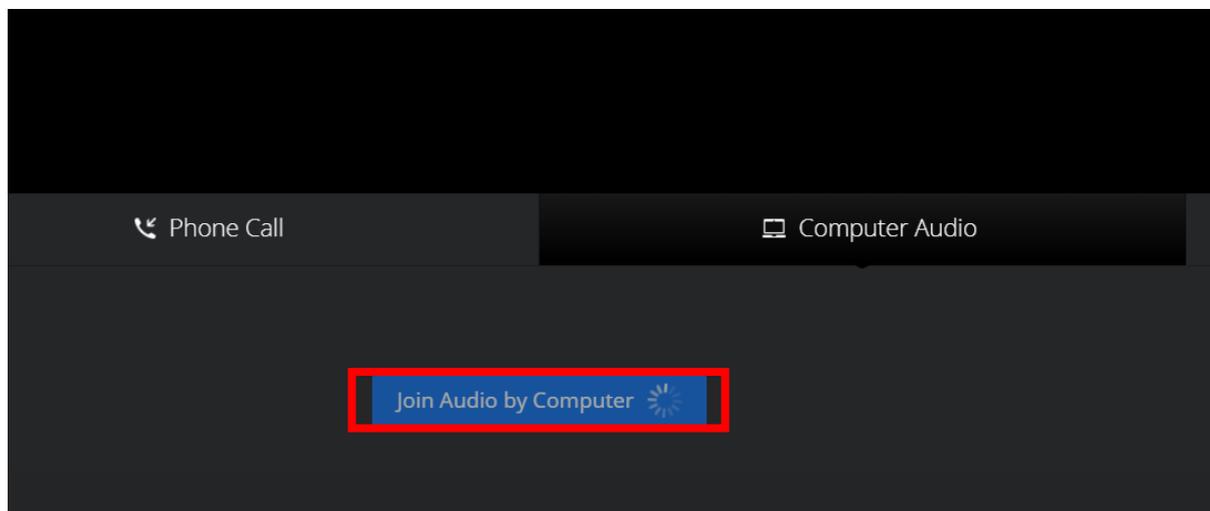
Check the camera

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.

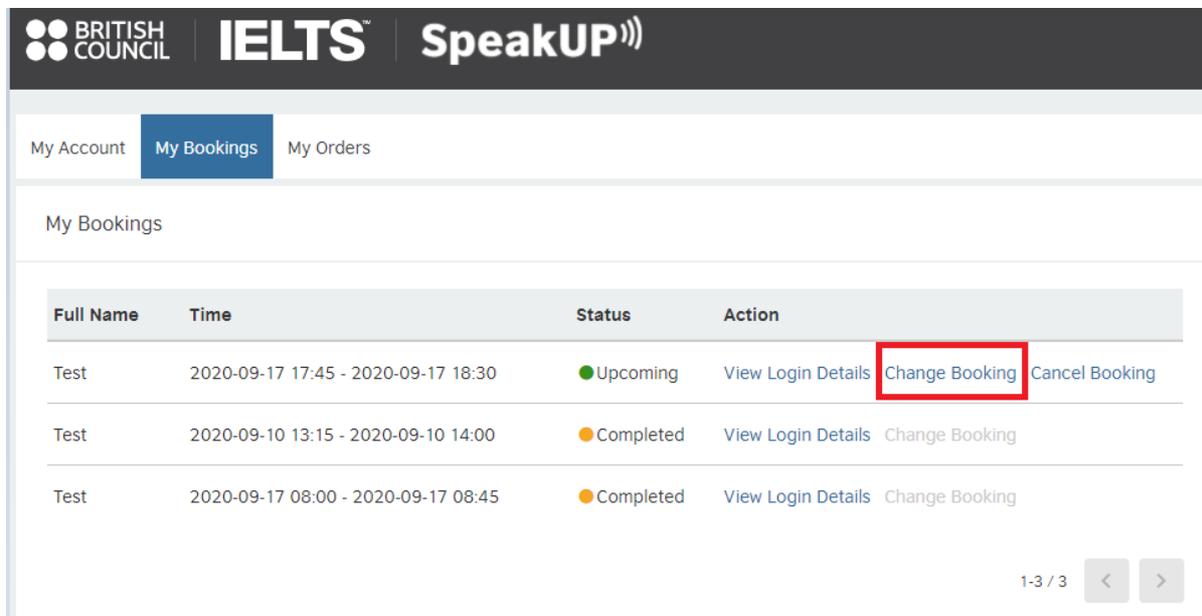
Confirm and join "Practice Room"

Klik "Join Audio by Computer".



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".



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

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

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

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 < >

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 akun SpeakUP Anda dan informasi sesi baru.

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.

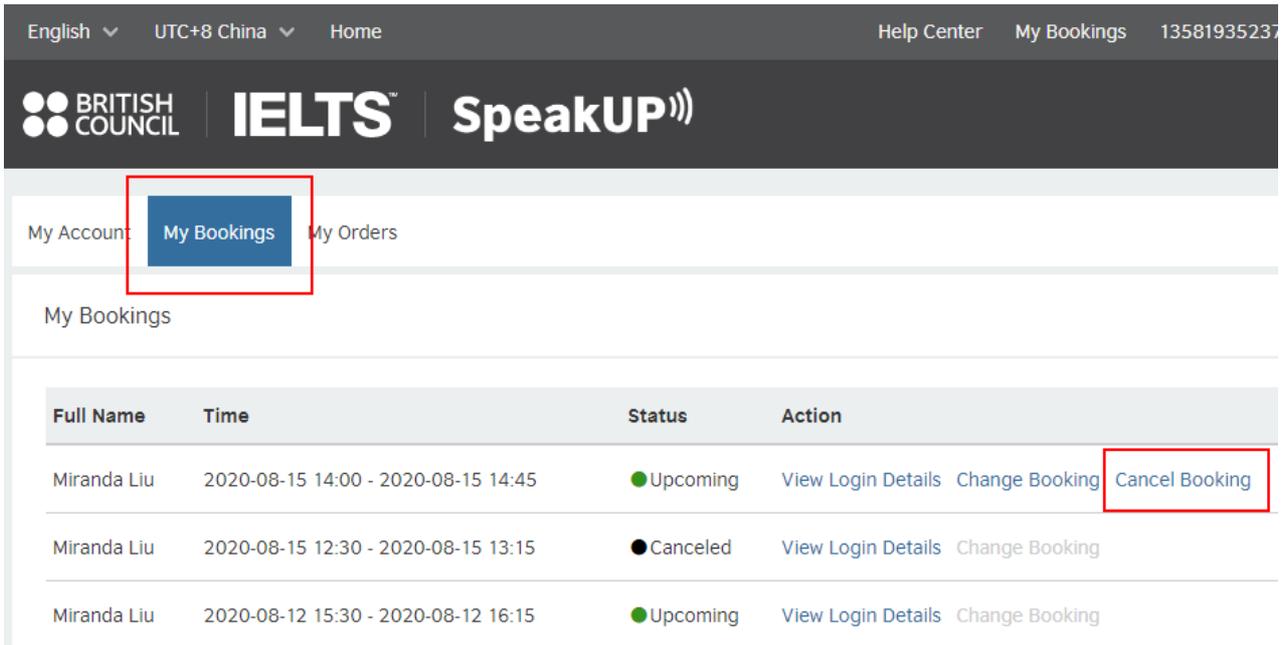
📢Notice:

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".



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](#)

[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	● 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

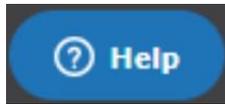
1-3 / 3 < >

Help Desk

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 ada di sudut kanan bawah laman web.

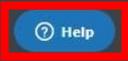
Jika Anda berusia di bawah 18 tahun, harap pastikan orang tua atau wali Anda berada di sisi Anda untuk mematuhi Kebijakan Perlindungan Anak.



Need help? See FAQ or Contact us

[About us](#) | [Terms of use](#) | [Accessibility](#) | [Privacy and cookies](#)

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A registered charity: 209131 (England and Wales) SC037733 (Scotland).
ICP number: 京ICP备10044692



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