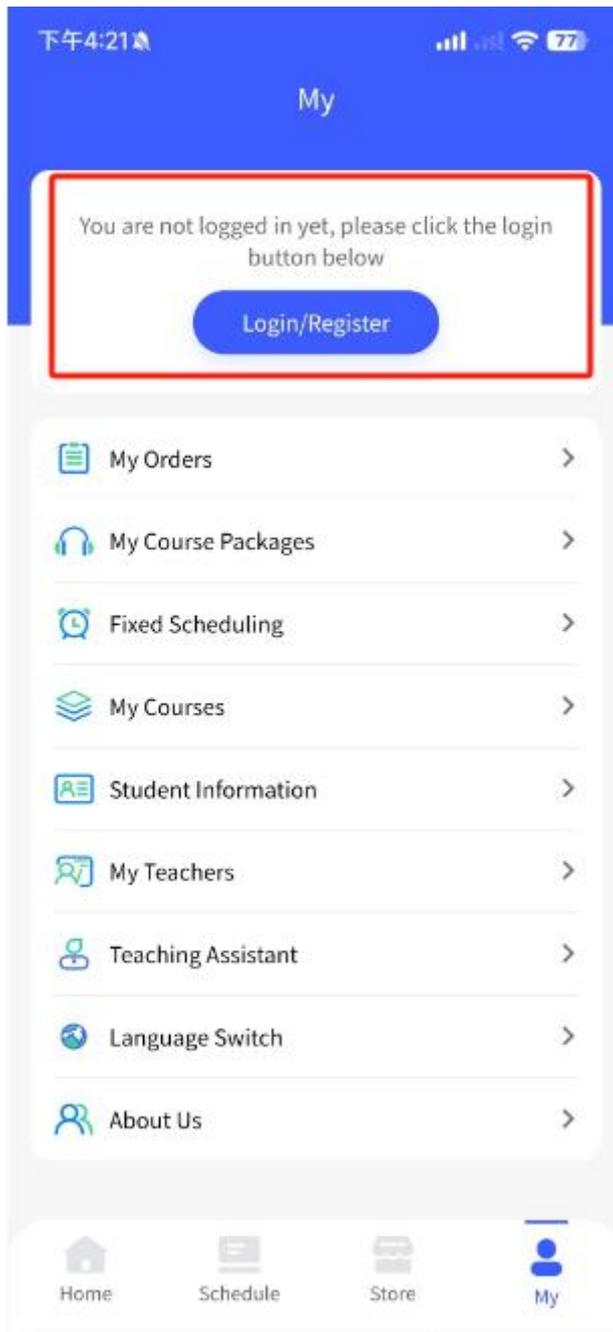


ISCAT Language Chat APP Operation Manual

Step 1: Join us

1. **Register member information:** Go to the "My" page of the APP>>Login/Register>>Fill in email>>Get verification code
2. **Add teaching assistant:** Go to the APP "My">>"Teaching Assistant">>Long press and scan the code to add.



Step 2: Recharge, Payment, and Lesson Appointment

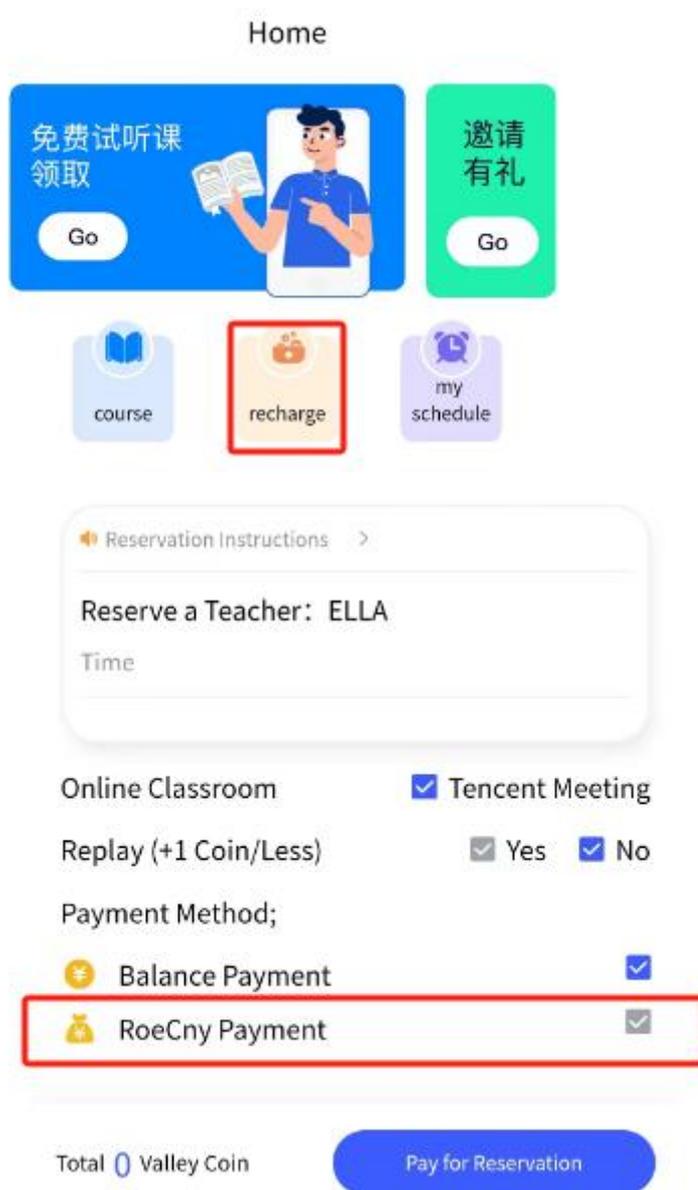
1. Recharge for trial classes/regular classes

① **Purchase course packages through Taobao:** inform the **teaching assistant** of the **Taobao tracking number and APP registration email**, and **contact the teaching assistant to recharge and make an appointment**.

② **Recharge GuCoin through the APP:** Please select the package and make the payment on the APP's "Home">>"GuCoin Recharge">>. GuCoin will be automatically credited to your account within 1 minute.

③ **Purchase course packages through the APP:** Please select the course package purchase option in the APP "Store", and the card number can be viewed in "My">>"My Course Packages". [Note: Choose **"Course Package Payment"** as the **payment method for scheduled class hours**]

④ **RoeCny Pay:** Please select the course and time in the teacher appointment interface, and then choose RoeCny Pay as the payment method. You can book and pay for as many classes as you want.



2. Appointment Notice

① **Appointment time:** Within 2 hours of the start of the course, students can make their own appointments.

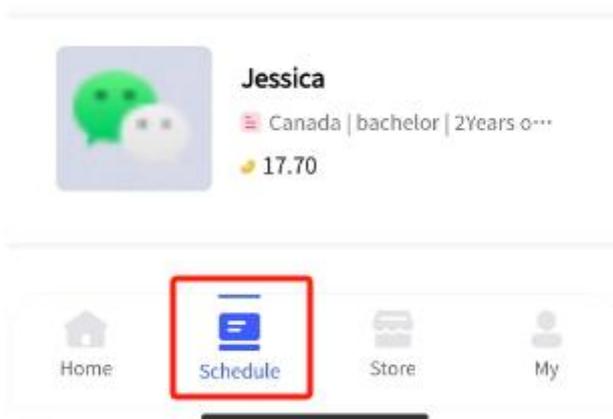
② **Cancel reservation: No responsibility.** The deadline for canceling the reservation is 2 hours before the start of the course. Cancelling the course within 2 hours and missing classes will still consume class hours or coins.

To cancel a course, please enter the APP "My Appointment" to cancel, or click the "Pre class Reminder" message on the official account to cancel the class.

Please note: Temporary cancellations and absences before class due to student reasons will still be charged by our teachers.

3. Appointment Process - AP

① **Click on the "Appointment" button at the bottom to select a teacher and view their introduction video**



② **Select the corresponding course and time**

下午4:31

75

Reservation

Volume Selection:

《面试口语中级》(Level 7-10)/
2、第二课 面试准备 (2) - 运筹帷幄之中 Prepare
for a follow-up interview (2) - Predict

	Evening		Morning		Afternoon		
Time	MON 09.23	TUE 09.24	WED 09.25	THU 09.26	FRI 09.27	SAT 09.28	SUN 09.29
18:00							
18:30							
19:00							
19:30							
20:00							
20:30							
21:00							
21:30							
22:00							
22:30							
23:00							
23:30							

Multiple ap
pointments
can be
made at
once

Available for Already Teacher Not

Total 0 Valley Coin

Pay for Reservation

The schedule can be left or right
(evening, morning, afternoon)

Select a time period above the sliding date

③ Read the appointment notice, payment method, and then confirm the appointment.

Reservation Instructions >

Reserve a Teacher: ELLA

Time

Online Classroom Tencent Meeting

Replay (+1 Coin/Less) Yes No

Payment Method;

Balance Payment

RoeCny Payment

Total 0 Valley Coin

Pay for Reservation

③ View schedule

Click on "Home" - "My Appointment" to view the class schedule and courses that have been started/not started/cancelled. Attention: To cancel the appointment, please click here to cancel the course. You can check the class meeting number here.

My Reservations

Reservation Calendar All Reservations

2024-09

SUN	MON	TUE	WED	THU	FRI	SAT
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

Home

免费试听领取 Go

邀请有礼 Go

course recharge my schedule

Student Reservation

ELLA 1V1 用户237 not started

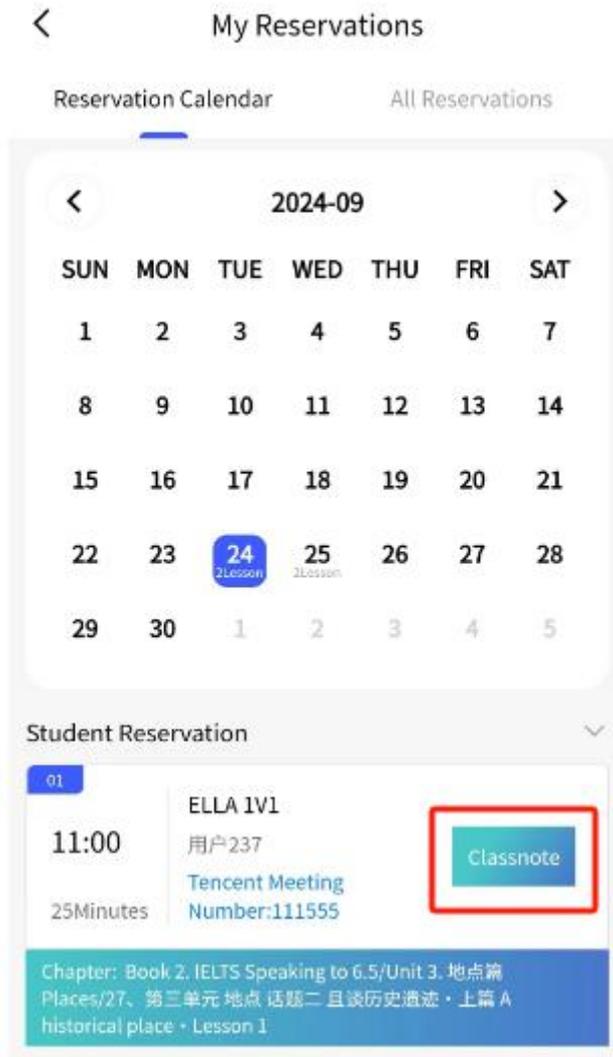
10:00 25Minutes

Tencent Meeting Number:111555

Chapter: Book 2. IELTS Speaking to 6.5/Unit 3. 地点篇 Places/28. 第三单元 地点 话题二 且谈历史遗迹 · 下篇 A historical place · Lesson 2

④ Check feedback after class

Click on the post class feedback of my appointment to submit feedback to the teacher



Step 3: Prepare for class

1. Tencent Meeting

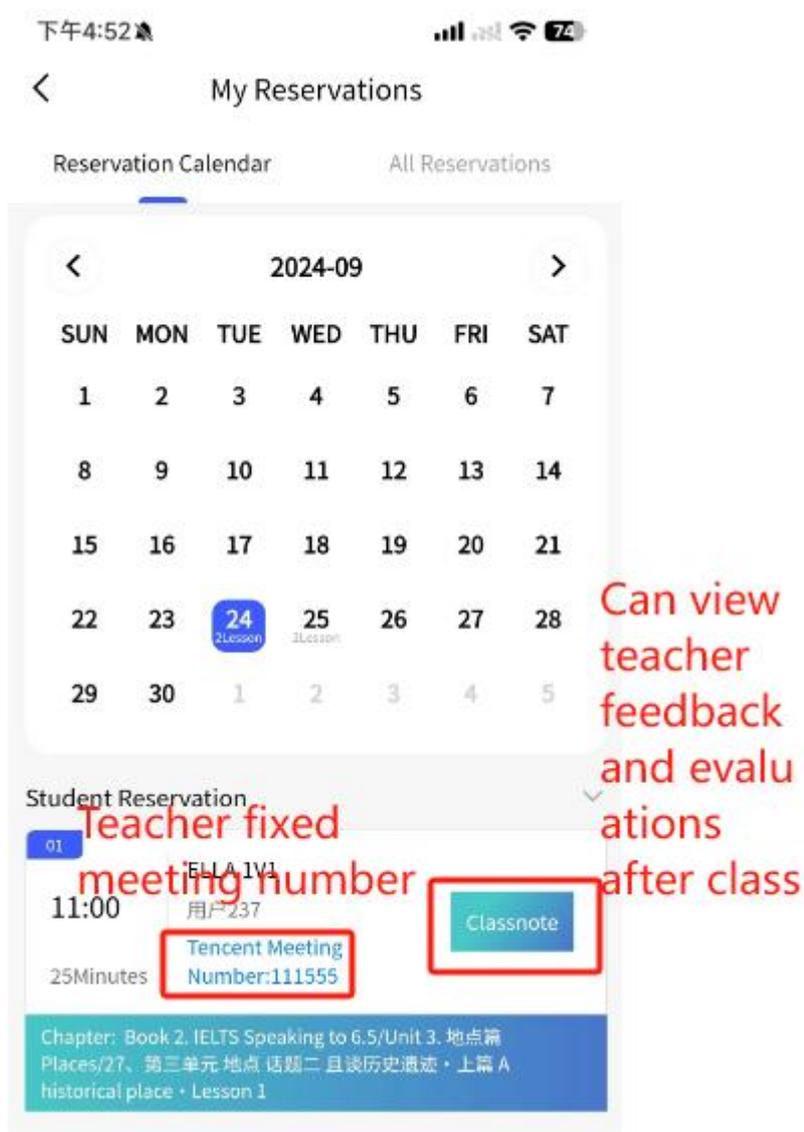
1. Download Tencent Meeting

Download link: <https://meeting.tencent.com/download/> Select the corresponding device to download the class

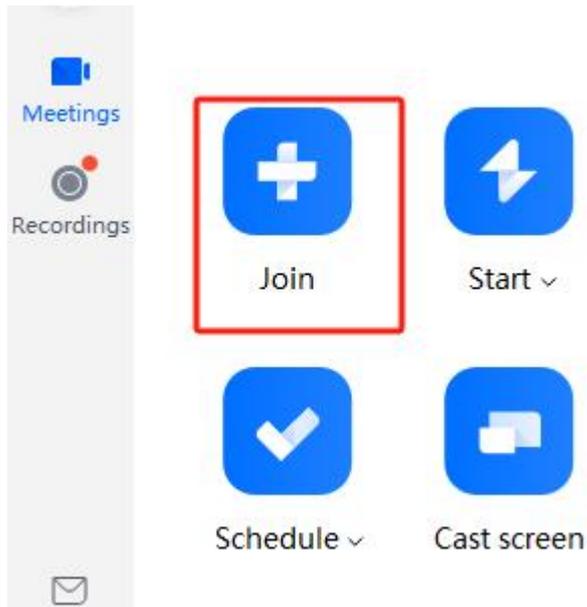
software.



2. Click on "Home" - "My Appointment" to view the teacher's class meeting number



3. Click to join the meeting and enter the teacher's meeting number

A screenshot of the 'Join' dialog box in Microsoft Teams. The dialog has a title bar with 'Join' and window control icons. It contains several sections: 'Meeting ID' with a text input field containing 'Enter meeting ID' and a red annotation 'Enter meeting number'; 'Your Name' with a text input field; 'Meeting Settings' with four checkboxes: 'Connect Audio' (checked), 'Turn On Video' (unchecked and highlighted with a red box), 'Turn On Mic' (checked), and 'Beauty Filter' (checked). A red annotation 'Turn on the camera for class' is next to the 'Turn On Video' checkbox. At the bottom, there is a blue 'Join' button with a red annotation 'Click to join the meeting' above it.

Attention: If the message "Waiting for the host to enter the classroom..." appears after entering the classroom, please contact the teaching assistant immediately.

Step 4: Other precautions

Due to software bugs, abnormal network conditions, and other special factors that may occur during online classes, the stability of power supply facilities and network signals in most areas is significantly different from that in China due to the Philippine national conditions. If you encounter the following situations during class:

1. Unable to see or hear the teacher in class [audio and video function malfunction] - It is recommended to try exiting and re entering the classroom immediately
2. Class lag [network malfunction]
3. Errors in class materials [other situations]

Please send a screenshot immediately to contact the teaching assistant. If the foreign teacher reports the situation to the teaching assistant after class, the teaching assistants will not be able to follow up and make a responsibility ruling.

After verification by the teaching assistant, if the teacher is responsible and the student agrees to immediately suspend the class, the class hours/price will be refunded within 3 working days (note: if the situation is notified after class, it will be deemed that the teacher agrees to continue teaching in this situation and cannot refund the teacher's class fee, please forgive us!).

If the student is the responsible party, regardless of whether the class continues or not, the class hours used for booking and consumption will not be refunded. Please prepare usable headphones and test the network before class to ensure smooth classroom progress.

The platform strictly prohibits students from requesting the teacher's contact information for private contact. Only teaching assistants in the platform/student group can make appointments. If foreign teachers voluntarily provide contact information to request private contact or sell courses, they can report to the teaching assistants. Protect property safety and guard against fraud