

# Help and Support

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## **Help for Students**

## Registration

Use your Oxford ID and Online Practice access code to register. If you don't have an Oxford ID, you can create one when you register.

You only need to register once. If you have a new book, you can add a level to your account.

### I have an Oxford ID

To register your access code:

- 1 Sign in using your Oxford ID username and password.
- 2 Choose your language from the list.
- 3 Choose account type: 'Student'.
- 4 Enter your access code. Choose 'Check code'. Note: You only need to enter the numbers of your code.
- 5 Check your name. You can change your name here if you want to.
  Note: Any changes you make here will display on other websites or apps you sign into with your Oxford ID.
- 6 Choose your country from the list if you want to.
- 7 Read the Terms and Conditions and Privacy Policy. Tick the boxes to confirm that you accept both documents.
- 8 Choose 'Complete registration'.

You will be signed in to use your Online Practice. You can use the Online Practice at any time by signing in with your Oxford ID username and password.

### I don't have an Oxford ID

To create your Oxford ID:

- 1 Choose 'Register' on the right.
- **2** Choose your language from the list.
- 3 Type your email address.
- 4 Choose 'Continue'.
- 5 Choose account type: 'Student'.
- 6 Enter your access code. Choose 'Check code'.Note: You only need to enter the numbers of your code.
- 7 Enter your name.
- 8 Choose your country from the list if you would like to.
- Enter a password for your Oxford ID account.
  Note: Your password must be a minimum of 6 characters and include at least one lower case letter and one upper case letter, with no spaces.
- **10** Read the Terms and Conditions and Privacy Policy. Tick the boxes to confirm that you accept both documents.
- 11 Choose 'Complete registration'.

You will be signed in to use your Online Practice. You can use the Online Practice at any time by signing in with your Oxford ID username and password.



# Help for students

### Classes

You can use Online Practice for your own self-study, or join a class set up by your teacher.

### **Joining a class**

To join a class, you need a Class ID Code. If you don't have this code, speak to your teacher.

To join a class:

- 1 Choose 'Join a class' under your book.
- 2 Type the Class ID Code given to you by your teacher. Note: You only need to enter the numbers of your code.
- 3 Choose 'Check code'.
- 4 Check the teacher and class name.
- 5 Choose 'Join class'.

When you have joined the class, your teacher will be able to see your scores.

If you have any problems joining your class, please speak to your teacher.

### **Changing your class**

You can move to a new class if you need to.

To move to a different class:

- 1 Choose 'Class settings' under your book.
- 2 Choose 'Change class'.
- **3** Type the new Class ID Code given to you by your teacher. Note: You only need to enter the numbers of your code.
- 4 Choose 'Check code'.
- **5** Check the new teacher and class name.
- 6 Choose 'Change class' to join the class.

Your new teacher will be able to see your scores.

### Leaving your class

To leave a class:

- 1 Choose 'Class settings' under your book.
- 2 Choose 'Leave this class'.
- **3** Choose 'Leave this class' to confirm.

Your teacher will no longer be able to see your scores. You can still use Online Practice for self-study.



## Adding a level

You can use more than one level of your course on your Online Practice account. You need an access code for each level you want to add.

To add a new level:

- 1 Choose 'Add a level'.
- 2 Enter your new access code. Choose 'Check code'.
- **3** Choose 'Add'.

Using the new level in class? See <u>Joining a class</u> for help.

Each access code allows you to use one level of Online Practice for 18 months.

## **Using Online Practice**

To use Online Practice, sign in with your Oxford ID username and password, then click 'Go to practice' under your book.

For more information, choose an option:

- Activities
- Scores
- On the Move
- Messages
- Discussions

#### **Activities**

Note: If you are in a class, your teacher can lock activities or units. This will stop you from using the locked activities until your teacher unlocks them. If you have a question about the activities available to you, please speak to your teacher.

To use your activities:

- 1 Choose 'Practice' on the left.
- 2 Choose a unit.
- **3** Choose an activity to answer.
- 4 When you have finished the exercise, choose 'Check answers'.

#### Scores

Most exercises are marked straight away. To check your scores, choose 'Practice' on the left. Here you can see your scores and progress for each unit.

### On the Move

On the Move exercise can be used on your smartphone. To use these exercises:

- 1 Sign in on a smartphone using your Oxford ID username and password.
- **2** Choose 'Go to practice' under the book you are using.
- **3** Choose 'OTM' (On the Move) on the left.
- 4 Choose a unit to practice.
- **5** Choose an activity to answer.



# Help for students

#### Messages

Messages are only available when using your online practice in a class. You can send messages to your teacher or other students in your class.

Note: All messages will be seen by your teacher.

### Discussions

Coming soon

## **Changing your account details**

You can change the following details of your account:

- Your name
- Your Oxford ID username
- Your Oxford ID password
- Your country

Your account details are saved to your Oxford ID. Changes you make while signed in to Online Practice will also show on other Oxford websites or apps you use.

To change your account details:

- 1 Sign in using your Oxford ID username and password.
- **2** Choose 'Account' on the left.
- **3** Choose the information you want to change.
- 4 Enter your changes.
- 5 Choose 'Save changes'.



## Registration

Use your Oxford ID and teacher access code to register. If you don't have an Oxford ID, you can create one when you register.

You only need to register once. You can set up as many classes as you need on your account. If you are teaching more than one level of the course, you can <u>add a level to your account</u>.

### I have an Oxford ID

To register:

- 1 Sign in using your Oxford ID username and password.
- **2** Choose your language from the list.
- 3 Choose your account type: 'Teacher'.
- 4 Enter your access code. Choose 'Check code'. Note: You only need to enter the numbers of your code.
- 5 Check your name. You can change your name here if you want to.
  Note: Any changes you make will display on other websites or apps you sign in to with your Oxford ID.
- 6 Choose your country from the list if you want to.
- 7 Read the Terms and Conditions and Privacy Policy. Tick the boxes to confirm that you accept both documents.
- 8 Choose 'Complete registration'.

You will be signed in. Use the Online Practice at any time by signing in with your Oxford ID username and password.

### I don't have an Oxford ID

To create your Oxford ID:

- 1 Choose 'Register' on the right.
- **2** Choose your language from the list.
- 3 Type your email address.
- 4 Choose 'Continue'.
- 5 Choose your account type: 'Teacher'.
- 6 Enter your access code. Choose 'Check code'. Note: You only need to enter the numbers of your code.
- 7 Enter your name.
- 8 Choose your country from the list if you want to.
- Enter a password for your Oxford ID account.
  Note: Your password must be a minimum of 6 characters and include at least one lower case letter and one upper case letter, with no spaces.
- **10** Read the Terms and Conditions and Privacy Policy. Tick the boxes to confirm that you accept both documents.
- 11 Choose 'Complete registration'.

You will be signed in. Use the Online Practice at any time by signing in with your Oxford ID username and password.



## **Creating a class**

As a teacher, you can set up classes for your students to join.

To create a class follow these steps while signed in:

- 1 Choose 'Create a class' under the level you are using.
- 2 Enter a name for the class.
- **3** (Optional) If you have an Institution ID Code from your administrator, choose 'Join an institution' and enter your Institution ID Code into the box.
- 4 Choose 'Create class'.
- **5** Make a note of the Class ID Code shown onscreen. You need to pass this to your students for them to join the class.

A class can only use one level of the course. You can set up as many classes as you like for the levels you have access to.

### Help students to join your class

Teachers can't add students to a class directly. Students join the class from their own accounts. To join your class, students will need:

- A student access code for the book
- Your Class ID Code

See our help pages on <u>Student registration</u> and <u>Joining a class</u> for the instructions your students need to follow.

## Using the class tools

When you have created a class, you can:

- Lock or unlock activities to change the units and activities your students can access
- View students' progress
- Use <u>Messages and Discussions</u> to communicate with your students

### Lock/unlock activities

As a teacher, you can choose which activities are available to students in your class.

- Lock activities to stop students completing them straight away
- Unlock activities later for students to complete as they work through the course

To lock activities:

- 1 Sign in using your Oxford ID username and password.
- **2** Choose the class name.
- **3** Choose a unit on the left.
- 4 Choose the 'Lock' icon.
- 5 Choose 'Lock all' to lock the whole unit, or choose to lock sets of activities in the unit using the icons to the right of each sub-heading.
- 6 Choose 'Save' to make the changes.



## **Help for teachers**

To unlock activities:

- 1 Sign in using your Oxford ID username and password.
- **2** Choose the class name.
- 3 Choose a unit on the left.
- 4 Choose the 'Lock' icon.
- **5** Choose 'Unlock all' to make the whole unit available, or choose to unlock sets of activities in the unit using the icons to the right of each sub-heading.
- 6 Choose 'Save' to make the changes.

### Viewing students' progress

To view your students' scores and progress:

- 1 Sign in using your Oxford ID username and password.
- 2 Choose the class name.
- 3 Under 'Unit' on the left, choose the unit you want to look at, OR

Under 'Student' on the left, choose the name of the student.

You can change the way you see your students' scores if you want to:

#### Show First or last attempt

- Choose 'First attempt' from the 'Show' options to see scores for the students' first attempts at each activity.
- Choose 'Last attempt' from the 'Show' options to see students' most recent scores for each activity.

#### Scores % or X/Y

- Choose '%' from the 'Scores' options to see students' scores as a percentage.
- Choose 'X/Y' from the 'Scores' options to see students' scores out of the maximum marks available.

To export your students' scores in an Excel file, choose the 'Download' icon at the top of the page. You can also print the scores table if you would like to by choosing the 'Print' icon.

### **Messages and Discussions**

#### Messages

As a teacher, you can send messages to students in your class. Messages work like an email service for each online class.

To send a message to your students:

- 1 Sign in using your Oxford ID username and password.
- 2 Choose the class name.
- **3** Choose 'Messages' on the left.
- 4 Choose 'New message'.
- 5 Choose 'Add'.
- 6 Choose the students you want to send your message to.
- 7 Enter a subject for your message.



- 8 Enter your message.
  - a (Optional) To change the formatting of all or part of your message, choose 'Format' at the bottom of the screen, then choose from the options.
  - b (Optional) To attach a file to your message, choose 'Attach' at the bottom of the screen, then find the file on your computer. You can attach files up to the maximum file size of 10MB.
- 9 When you have finished your message, choose 'Send' in the bottom right corner.

As a teacher you can see all messages sent within your class, including messages between students. To do this, choose 'Moderator'. Choose a message from the list to see the full message.

#### Discussions

Coming soon

#### Resources

To see the downloadable resources for your level:

- 1 Sign in using your Oxford ID username and password.
- 2 Choose 'Resources' on the left.
- 3 Choose the type of resource (e.g. Worksheets, Tests, Video.)
- 4 Choose the resource you want to use.

Some resources can be downloaded and used offline. Other resources can only be used while connected to the internet.

## **Editing and deleting classes**

To make changes to a class you have set up:

- 1 Sign in using your Oxford ID username and password.
- **2** Choose 'Edit' to the right of the class name.

Here you can make the following changes:

- Change the class name
  Choose the 'Edit' icon next to the class name and type a new name.
- Delete the class
  Choose 'Delete class', then click 'Delete class'

Choose 'Delete class', then click 'Delete class' again to confirm. If you delete a class, you will lose access to your students' progress. Students in the class will still be able to use the online practice for self-study.

• Link the class to an institution If your administrator has given you an Institution ID Code, choose 'Join an institution' to add it to your class. This will allow your administrator to monitor the class.

## Adding a level

You can use more than one level of your course on your Online Practice account. You need an access code for each level you want to add.

To add a new level:

- 1 Choose 'Add a level'.
- 2 Enter your new access code. Choose 'Check code'.

3 Choose 'Add'.

You can set up classes for any books you have access to. See Creating a class for more information.



# Help for teachers

## **Changing your account details**

You can change the following details of your account:

- Your name
- Your Oxford ID username
- Your Oxford ID password
- Your country

Your account details are saved to your Oxford ID. Changes you make while signed in to Online Practice will also show on other Oxford websites or apps you use.

To change your account details:

- 1 Sign in using your Oxford ID username and password.
- 2 Choose 'Account' on the left.
- **3** Choose the information you want to change.
- 4 Enter your changes.
- **5** Choose 'Save changes'.



## Registration

Use your Oxford ID and administrator access code to register. If you don't have an Oxford ID, you can create one when you register.

You can only register one type of account. You would only usually need an administrator account if you have lots of classes at your school or institution which you would like to monitor. If you want to set up and manage classes, you will need to register a teacher account instead.

### I have an Oxford ID

To register your access code:

- 1 Sign in using your Oxford ID username and password.
- 2 Choose your language from the list.
- 3 Choose account type: 'Administrator'.
- Enter your access code. Choose 'Check code'.
  Note: You only need to enter the numbers of your code.
- 5 Check your name. You can change your name here if you want to.
  Note: Any changes you make here will display on other websites or apps you sign into with your Oxford ID.
- 6 Choose your country from the list if you want to.
- 7 Read the Terms and Conditions and Privacy Policy. Tick the boxes to confirm that you accept both documents.
- 8 Choose 'Complete registration'.

You will be signed in to use your Online Practice. You can use the Online Practice at any time by signing in with your Oxford ID username and password.

### I don't have an Oxford ID

To create your Oxford ID:

- 1 Choose 'Register' on the right.
- 2 Choose your language from the list.
- 3 Type your email address.
- **4** Choose 'Continue'.
- 5 Choose account type: 'Administrator'.
- 6 Enter your access code. Choose 'Check code'.Note: You only need to enter the numbers of your code.
- 7 Enter your name.
- 8 Choose your country from the list if you would like to.
- P Enter a password for your Oxford ID account.
  Note: Your password must be a minimum of 6 characters and include at least one lower case letter and one upper case letter, with no spaces.
- **10** Read the Terms and Conditions and Privacy Policy. Tick the boxes to confirm that you accept both documents.
- 11 Choose 'Complete registration'.

You will be signed in to use your Online Practice. You can use the Online Practice at any time by signing in with your Oxford ID username and password.



## Setting up your institution

To see students' progress and monitor classes, you first need to create your Institution ID Code. You can share this code with your teachers, who can link their classes to your account.

To set up your institution:

- 1 Sign in using your Oxford ID username and password.
- 2 Choose 'Create Institution ID Code'.
- **3** Enter the name of your school or college.
- 4 Choose 'Create Institution ID Code'.
- 5 Make a note of the Institution ID Code shown onscreen. You need to pass this to your teachers for them to link classes back to your account.

If you need to change the institution name at a later date, you can do this by following these steps:

- 1 Sign in using your Oxford ID username and password.
- 2 Choose the 'Edit' icon next to the institution name.
- 3 Enter a new name into the box.
- 4 Choose 'Change name'.

### Viewing students' progress

You can view students' progress for any classes linked to your institution. If you cannot see a class in your list, please contact the teacher directly to ask if they can join the institution.

To view students' scores and progress:

- 1 Sign in using your Oxford ID username and password.
- 2 Choose the class name under the relevant book.
- Under 'Unit' on the left, choose the unit you want to look at, OR Under 'Student' on the left, choose the name of the student.

You can change the way you see your students' scores if you want to:

#### Show First or last attempt

- Choose 'First attempt' from the 'Show' options to see scores for the students' first attempts at each activity.
- Choose 'Last attempt' from the 'Show' options to see students' most recent scores for each activity.

#### Scores % or X/Y

- Choose '%' from the 'Scores' options to see students' scores as a percentage.
- Choose 'X/Y' from the 'Scores' options to see students' scores out of the maximum marks available.

To export your students' scores in an Excel file, choose the 'Download' icon at the top of the page. You can also print the scores table if you would like to by choosing the 'Print' icon.



## **Changing your account details**

You can change the following details of your account:

- Your name
- Your Oxford ID username
- Your Oxford ID password
- Your country

Your account details are saved to your Oxford ID. Changes you make while signed in to Online Practice will also show on other Oxford websites or apps you use.

To change your account details:

- 6 Sign in using your Oxford ID username and password.
- 7 Choose 'Account' on the left.
- 8 Choose the information you want to change.
- **9** Enter your changes.
- 10 Choose 'Save changes'.



## Troubleshooting and FAOs

### I have forgotten my password

To change your password:

- 1 Choose 'Forgotten your password?' under the 'Sign in' box.
- **2** Type your Oxford ID username.
- 3 Choose 'Continue'.
- 4 Check your email inbox for a password reset email.
- **5** Use the link in the email within 24 hours to change your password and sign in.

If you can't see the forgotten password email in your inbox, check your junk or spam folder too.

### I have forgotten my username

Your Oxford ID username is usually your email address.

If you cannot remember your username, speak to your teacher or email Customer Support at <u>eltsupport@oup.com</u>, including your full name and any access codes you have registered.

### My Oxford ID has been locked, how do I sign in?

If you see a message that your account has been locked, choose 'Change password'. An email will be sent to you with instructions to set a new password.

If you cannot access your email account to change your password, speak to your teacher or contact Customer Support at <u>eltsupport@oup.com</u> for help. Please confirm your name, email address and any access codes you have registered in your message.

### My access code doesn't work

Access codes are single-use. Each code is for a specific book.

- During registration, check that you have chosen the right type of account.
  - Student codes start with an S
  - Teacher codes start with a T
  - Administrator codes start with an A
- Check the numbers of the code to make sure you are entering them correctly.
- Check that you do not already have access to the book on your account.

Still having problems? Email Customer Support at <u>eltsupport@oup.com</u>, including your full name and access code you are trying to use.

### How do I add a new level?

You need an access code for each level you want to add.

To add a new level:

- 1 Sign in using your Oxford ID and password.
- **2** Choose 'Add a level'.
- 3 Enter your new access code. Choose 'Check code'.
- 4 Choose 'Add'.

### Do I have to join a class?

No. You can use your Online Practice without joining a class.



### How do I join a class?

You need a Class ID Code to join a class. Ask your teacher for the Class ID Code you need to use.

To join a class:

- 1 Sign in using your Oxford ID username and password.
- **2** Choose 'Join a class' under the title of your book.
- 3 Type the Class ID Code given to you by your teacher.Note: You only need to enter the numbers of your code.
- 4 Choose 'Check code'.
- 5 Check the teacher and class name.
- 6 Choose 'Join class' to join the class.

#### How do I change my class?

To move to a different class:

- 1 Choose 'Class settings' under your book.
- 2 Choose 'Change class'.
- **3** Type the new Class ID Code given to you by your teacher. Note: You only need to enter the numbers of your code.
- 4 Choose 'Check code'.
- 5 Check the new teacher and class name.
- 6 Choose 'Change class' to join the class.

### Why can't I add my level?

If you see 'Coming soon', Online Practice for your book is not available yet. Keep your access code safe. You will be able to register or add the book to your account as soon as the Online Practice is ready.

### Why can't I access all of the units for my level?

Your teacher might have locked some units for you to use later. Please speak to your teacher.

### I teach at a school or institution. Do we need an Administrator account?

Not all schools will need an Administrator account. This type of account allows an administrator to monitor classes and view students' progress.

A school would only need an administrator account if:

- There are a large number of teachers or classes using the Online Practice
- There is a need to monitor the classes on one account



# **System requirements**

### **Recommended browsers and supported devices:**

#### Windows® 7 or later

Internet Explorer 11 Microsoft Edge Mozilla Firefox Google Chrome

#### Mac<sup>®</sup> OS 10.12.1 or later

Safari Google Chrome Mozilla Firefox

#### Android® OS 6.0.1 or later

Google Chrome

Online Practice has been tested on the following devices:

- Google Nexus 7 Pad 2
- Samsung Galaxy Tab S2
- Nexus 9 and 6P
- Samsung Galaxy S6 and Galaxy Note 5
- Google Pixel

#### iOS® 10.3.1 or later

Safari

Online Practice has been tested on the following devices:

- iPad Air 2
- iPad Mini Retina Display
- iPhone 6, 6+, 7, 7+



# Contact us

#### Need help? Email Customer Support at <a href="mailto:elisupport@oup.com">elisupport@oup.com</a>

- Please include the following information:
- Your name and email address
- The title of the book you are using
- The problem you are having
- Your access code
- Your operating system and browser version