



User Manual For Students



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1. Pre-Study Process

Overview

Taking a course involves the following steps.



(1) Install Skype (pg. 4)



(2) Sign up for a free account (pg. 10)



(3) Search for and reserve a free trial lesson (pg. 16)



(4) Search for and prepare a textbook (pg. 20)



(5) Take a lesson (pg. 21)
Use the Notes function (pg. 22)



(6) Evaluate the lesson (pg. 23)

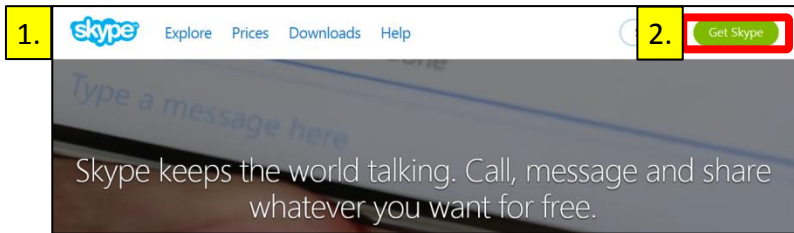


(7) Purchase a desired course (pg. 26)

2. Installing Skype

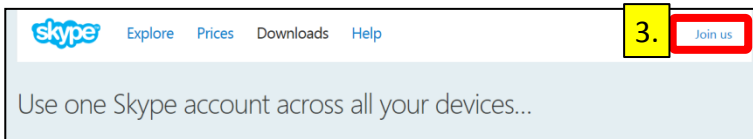
Overview

Taking lessons at the ALC Online Japanese School requires Skype, an online communications software application. If you have yet to create an account with and install Skype, this manual will walk you through visiting the Skype website, creating an account, and installing the software.

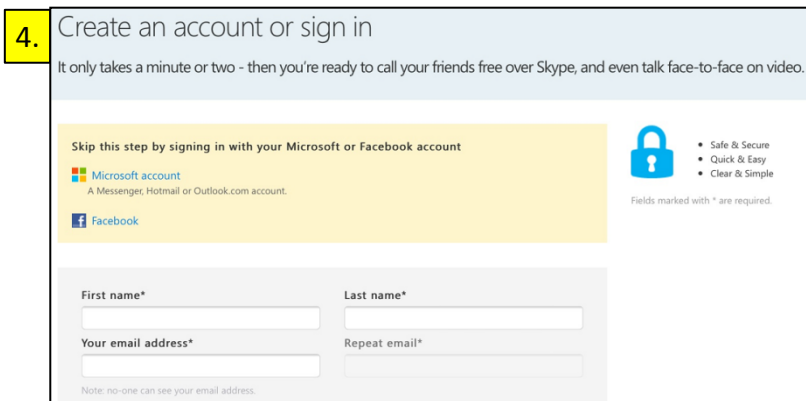


How to access the Skype account creation page

1. Open your browser and visit Skype's website.
(URL : <http://www.skype.com/en/>)
2. Click the "Get Skype" button.



3. Click "Join us".

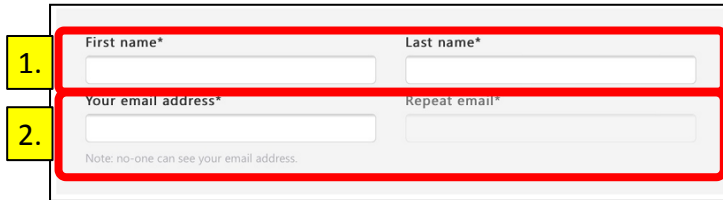
A screenshot of the Skype account creation form. A yellow box with the number '4.' is next to the heading 'Create an account or sign in'. Below the heading is a sub-heading 'It only takes a minute or two - then you're ready to call your friends free over Skype, and even talk face-to-face on video.' There is a yellow box with the text 'Skip this step by signing in with your Microsoft or Facebook account' and links for 'Microsoft account' and 'Facebook'. To the right is a blue padlock icon with the text 'Safe & Secure', 'Quick & Easy', and 'Clear & Simple'. Below these are four input fields: 'First name*', 'Last name*', 'Your email address*', and 'Repeat email*'. At the bottom, there is a note: 'Note: no-one can see your email address.'

4. On the page shown at left, you will sign up for a free account.

2. Installing Skype

Create a Skype account

On the free Skype account creation page, you will create an account needed to use Skype.



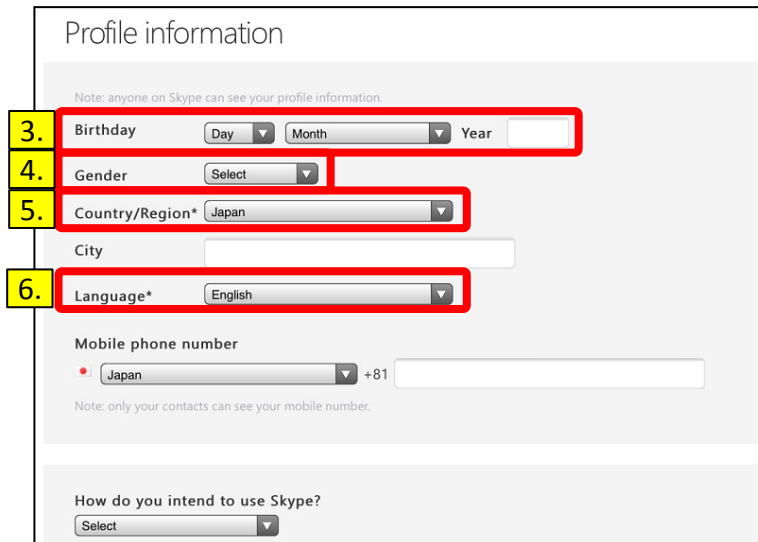
1. First name* Last name*

2. Your email address* Repeat email*

Note: no one can see your email address.

Enter your name and e-mail address

1. Enter your first and last names in the separate fields provided.
2. Enter and re-enter your e-mail address.



Profile information

Note: anyone on Skype can see your profile information.

3. Birthday Day Month Year

4. Gender Select

5. Country/Region* Japan

City

6. Language* English

Mobile phone number

Japan +81

Note: only your contacts can see your mobile number.

How do you intend to use Skype?

Select

Provide profile information

3. Select / enter your birthdate.
4. Select your gender.
5. Select your country or region of residence.
6. Select the language you use most often.

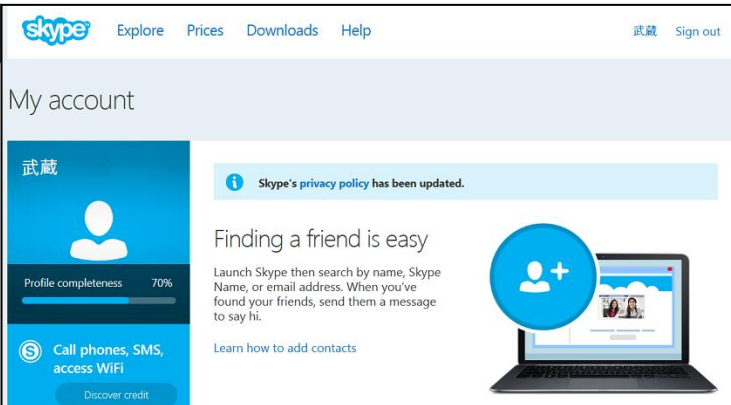
2. Installing Skype

7.

8.

9.

10.

11. 

Enter a Skype name and password

7. Provide a Skype name.

8. Enter and re-enter your desired password.

9. Enter the text as shown in the image.

(text will change each time you go to make an account)

10. Click the "I agree – Continue" button.

11. If you see the screen at left, account creation is complete.

2. Installing Skype

Install Skype

After account creation is complete, install Skype.



Download Skype

1. Go to Skype's website (<http://www.skype.com/en/>).
At the top, click the "Get Skype" button.
You will see a screen like the one at left.
2. Click the Computer button.
3. Click the "Get Skype for Windows desktop" button.

*When installing Skype on a smartphone or tablet, choose the applicable device in **2.** before proceeding.

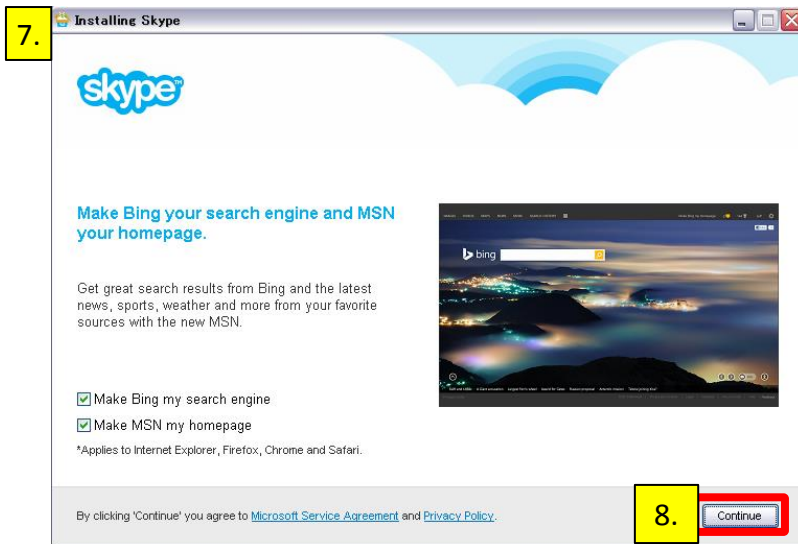
2. Installing Skype



4. The Skype installation screen appears.

5. Select a language.

6. Click the "I agree – next" button.



7. The screen at left appears.

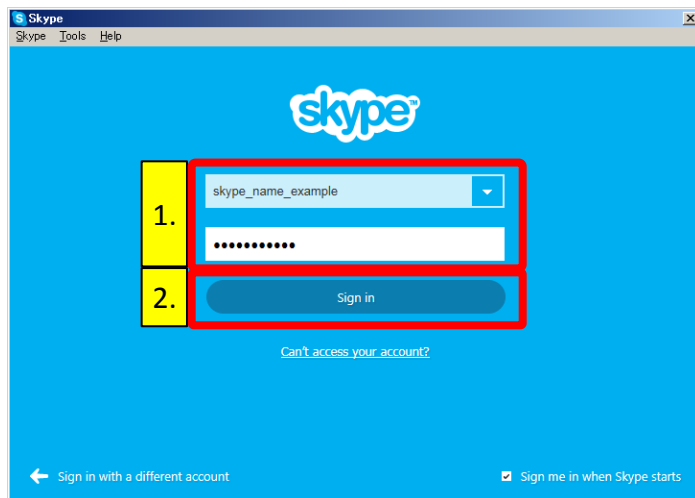
8. Click the "Continue" button.

3. Launching and Logging in to Skype

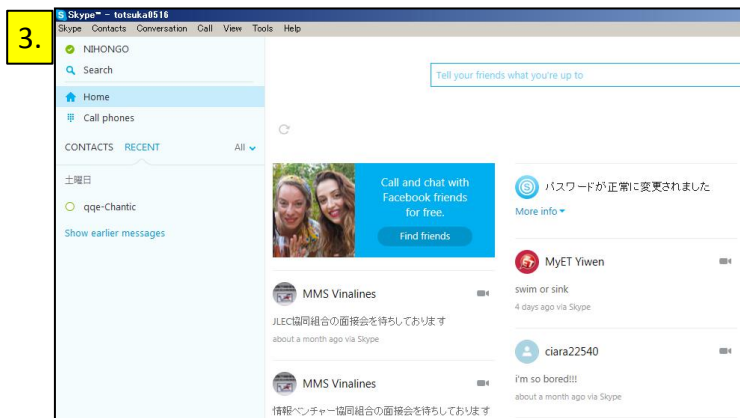
Log in to Skype

After launching Skype, log in.

Once logged in, you can begin using the program.



1. Enter the Skype name and password you provided when creating a Skype account (see pg. 6).
2. Click the "Sign in" button.



3. You have now logged into Skype.

4.Free Trial Lesson Sign-up

Overview

The following describes the free trial lesson sign-up process.

***If using Internet Explorer, version 9.0 or above is required.**



How to access the free trial lesson sign-up page

1. Open your browser and visit the website for the ALC Online Japanese School.
2. Click the "Sign up for free trial lesson" button.

Entering member data

Clicking the "Free trial lesson sign-up" button will bring up the "New member registration" page (shown at left).

On this page you will enter the information to be used for the ALC Online Japanese School

3. Enter the user's e-mail address.
4. Enter the password twice.
5. Enter the user's name.
6. Enter the user's nickname.
7. Enter the user's Skype name.

(If the user does not have a Skype name, please see the "Skype Setup Manual")

***The Skype name used when signing into Skype from a Facebook or Microsoft account will have a "facebook:" or "live:" added to the portion of each registered e-mail address that precedes the @.**

- ◆For Facebook accounts (satotaro@~) — "facebook:satotaro"
- ◆For Microsoft accounts (satotaro@~) — "live:satotaro"

Note

Logging into the ALC Online Japanese School will require the e-mail address and password you provided in steps 3 and 4.

Please make a note of this information and ensure it does not get lost.

4.Free Trial Lesson Sign-up

8. Time zone | (GMT +09:00) 大阪, 札幌, 東京

9. Company name | Example: XX Co., Ltd.

*Free trial lessons are valid for two weeks from the signup date.
*Please note that you will lose the ability to take a free trial lesson once you purchase a paid course.

8. Please select the time zone where you currently live.
9. When registering through a corporation, please enter the corporation's name.

10. ☐ Agree to ALC's Handling of Personal Information [View ALC's Handling of Personal Information in a separate window](#)

11. ☐ Agree to ALC's Terms of Use [View ALC's Terms of Use in a separate window](#)

12. **Agree and proceed**

10. Please read the Privacy Policy (Handling of Personal Information) and click the "I agree to ALC's Handling of Personal Information" button.
11. Please read the Terms of Use and click the "I agree to ALC's Terms of Use" button.
12. Click the "Agree and proceed" button.

*If the screen does not change even after clicking the button, please check the information entered in each field. If a field's information was improperly entered, the rules for that field will be shown below it in red.

13. **Completed**

Registration completed. Please check your inbox to confirm account details.

13. Registration will be tentatively completed when you see the the "Completed" screen.
Please check your e-mail inbox.

4.Free Trial Lesson Sign-up

Check Skype name

The free trial lesson sign-up page is able to check Skype names.



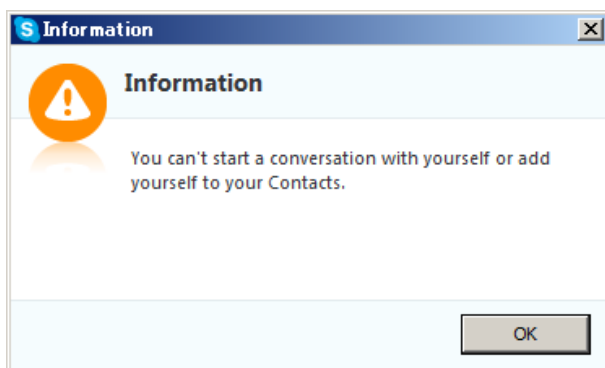
Skype Name Required | Example: ichiro_skype 1 Check Skype name

How to check a Skype name

1. While logged into Skype, click the "Check Skype name" button.

– If the Skype name is correct –

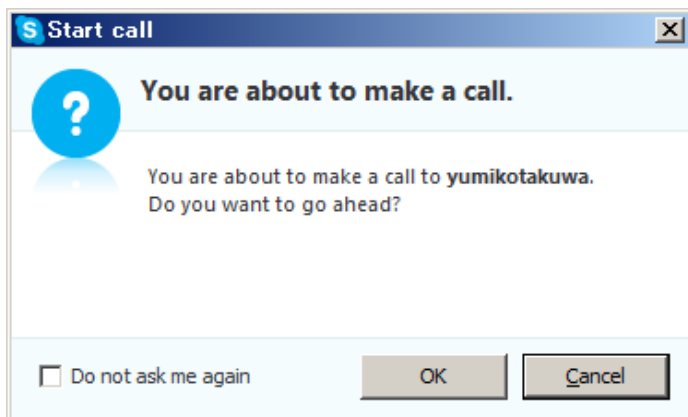
You will see a dialog stating: "You can't start a conversation with yourself or add yourself to your Contacts."



– If the Skype name is not correct –

You will see a dialog asking: "You are about to make a call to (name). Do you want to go ahead?".

This indicates the Skype name was entered incorrectly. Please check and correct the name.

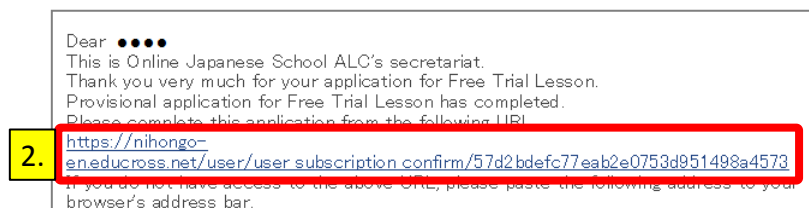


4.Free Trial Lesson Sign-up

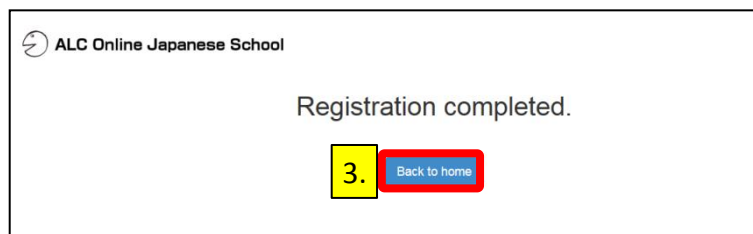


Checking your provisional sign-up completion e-mail

1. When sign-up is completed, you will receive the provisional sign-up completion e-mail shown at left. Click to open the e-mail.



2. The e-mail appears.
Click the link that appears under where it says "Please complete this application from the following URL."



3. Registration will be complete when you see "Registration completed". Click the "Back to home" button to return to the home page of ALC Online Japanese School.

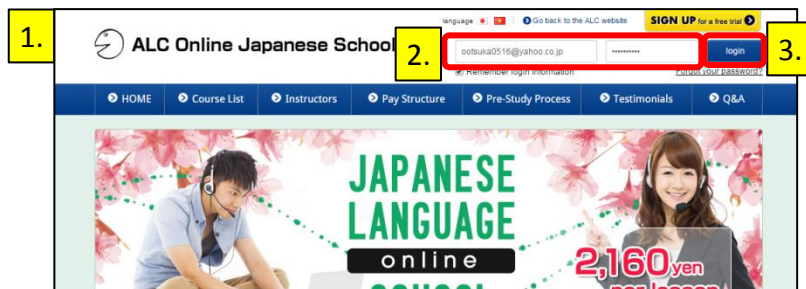
Notes

1. You will be unable to log into the ALC Online Japanese School until you complete the sign-up process from this e-mail.
2. If you are unable to click the link in the provisional sign-up completion e-mail, copy the link and paste it into your browser's address bar.
3. If using Internet Explorer, version 9.0 or above is required.

5. Logging In

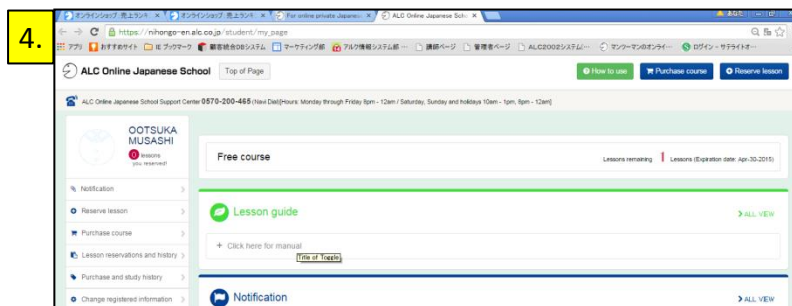
Overview

If you have already signed up for an account, log in to the ALC Online Japanese School.
Otherwise, see "4. Signing up for an Account" (pg. 10).



Logging in

1. Open your browser and point it to the ALC Online Japanese School.
2. At the top of the screen, enter the e-mail address and password you provided when signing up for an account.
3. Click the "login" button.
4. If the screen at left appears, you have successfully logged in.



6. Making Changes to a Profile

Overview

After logging in, you can make changes to your profile.

By adding a self introduction and picture to your profile, you can share with your instructor such information as the things you like and your hobbies before you meet.

Accessing the screen

1. From the menu, click the "Change registered information" button.
2. Clicking "Basic information" will bring up the screen at the bottom left.

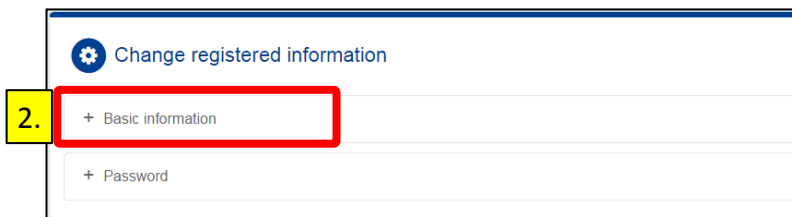
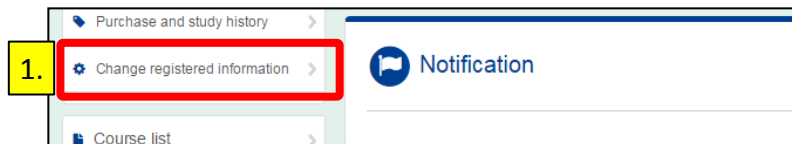
Changing registered information

All information you provided when signing up for an account, except for your date of birth, self introduction, and profile picture, will be shown.

3. Select your birthdate in the "Date of birth" section.
4. Say something about yourself in the "Self-introduction" section.
5. To set a profile picture, click the "Select picture" button in the "Profile picture" section.
6. Select your preferred language in the "Display language" section. Pages will now be shown in the language you selected.
7. Select the time zone where you currently live.
8. Clicking the "Update" button will save your profile data.

Notes

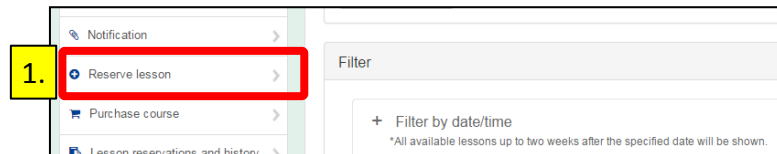
When selecting a profile picture, you can achieve the best results by using a 500 x 600 pixel image.
(Pictures with other resolutions may appear stretched)



7. Searching for Lessons

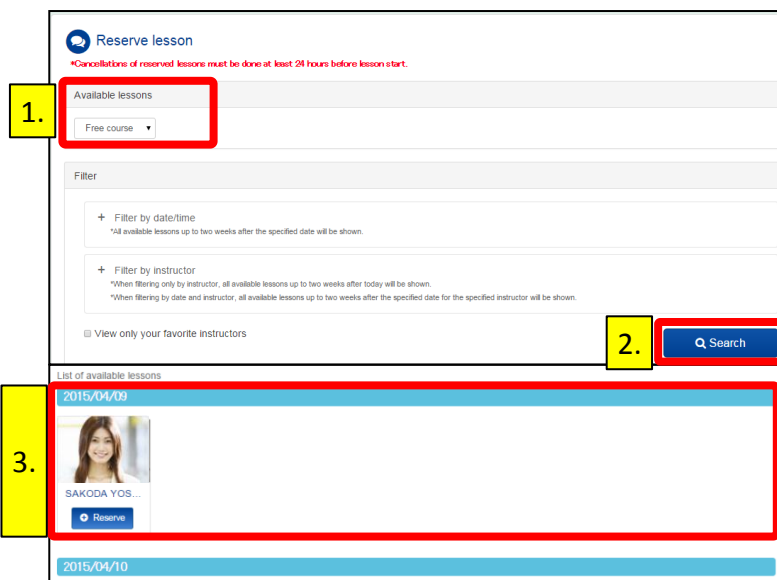
Overview

After signing up for an account, your account will be assigned a ticket that allows you to take one free trial lesson. Go ahead and use your free ticket to take a lesson.



Accessing the screen

1. From the menu, click the "Reserve lesson" button.
2. The Reserve Lesson screen (middle image at left) appears.



Selecting lessons available to you

The most basic way to search.

This is used when selecting an instructor based on the lesson you wish to take.

1. Select the name of the lesson you wish to take in the "Available lessons" section. (If you have a free account, you may only select "Free course")
2. Click the "Search" button.
3. Instructors available to teach the selected lesson will be shown by date.

7. Searching for Lessons

Reserve lesson

*Cancellations of reserved lessons must be done at least 24 hours before lesson start.

Available lessons

Free course

Filter

Filter by date/time

*All available lessons up to two weeks after the specified date will be shown.

Filter by date/time

Date: 04-08-2015 Time: 00:00 To: 23:00

Filter by time

Filter by instructor

*When filtering only by instructor, all available lessons up to two weeks after today will be shown.
*When filtering by date and instructor, all available lessons up to two weeks after the specified date for the specified instructor will be shown.

Gender: ☒ Male ☐ Female Nickname: Keywords:

☐ View only your favorite instructors

Search

List of available lessons

04/08/2015

SAKODA YOS...

Reserve

Selecting based on lesson date

In addition to filtering lessons by "Available lessons", you can also filter by lesson date/time.

1. In the "Filter" section, click "Filter by date/time".
2. A date/time search form appears.
3. Click the box underneath "Date".
4. On the calendar that appears, select a desired lesson date.
5. Under "Filter by time", select the start and end times for the desired lesson in the "From" and "To" sections, respectively.
6. Click the "Search" button.
7. Instructors available to teach the selected lesson will be shown by date.

Reserve lesson

*Cancellations of reserved lessons must be done at least 24 hours before lesson start.

Available lessons

Free course

Filter

Filter by date/time

*All available lessons up to two weeks after the specified date will be shown.

Filter by date/time

Date: 04-08-2015 Time: 00:00 To: 23:00

Filter by time

Filter by instructor

*When filtering only by instructor, all available lessons up to two weeks after today will be shown.
*When filtering by date and instructor, all available lessons up to two weeks after the specified date for the specified instructor will be shown.

Gender: ☒ Male ☐ Female Nickname: Keywords:

☐ View only your favorite instructors

Search

List of available lessons

04/08/2015

SAKODA YOS...

Reserve

Filter by instructor

In addition to filtering lessons by "Available lessons", you can also filter by keywords that include an instructor's nickname, gender, name, or a textbook name.

1. In the "Filter" section, click "Filter by instructor".
2. A filter search form appears.
3. To filter results by gender, place a check in either the Male or Female box under "Gender".
4. To search by an instructor's nickname, enter it under "Nickname".
5. To search based on home country, country of residence, hobby or other information in an instructor's self introduction, enter that information under "Keywords".
6. Click the "Search" button.
7. Instructors who match the criteria you provided are shown.

Viewing only your favorite instructors

After completing a lesson, you can choose to display only the instructors that you have registered in your "Favorites".

☒ View only your favorite instructors

8. Reserving a Lesson

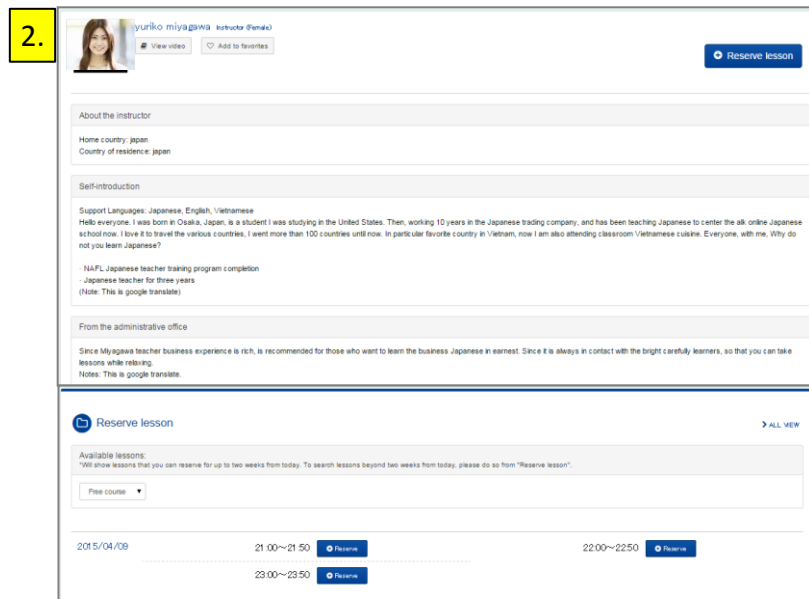
Overview

Conducting a search using the lesson search function will display (based on date/time) in the "List of available lessons" a list of instructors that match your search criteria. To reserve a lesson, bring up the Reserve Lesson page by selecting an instructor shown under lesson search.



Bringing up the Reserve Lesson page

1. In the list of instructors shown under "List of available lessons", click the "Reserve" button under the thumbnail image for the instructor you selected.
2. This brings up the Reserve Lesson page.
This page is split into the instructor's "Self-introduction" section (at the top) and "Reserve lesson" section (at the bottom).



8. Reserving a Lesson

Reserving a lesson

1. Under "Reserve lesson", select a desired time and click the "Reserve" button.

2. Select the textbook to be used.

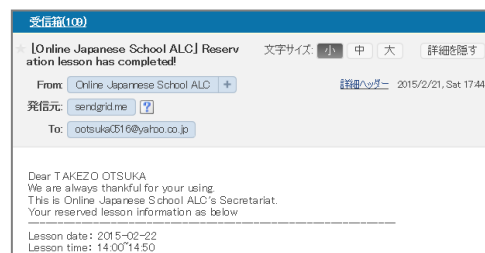
3. Click the "View textbook" button to see the content of a textbook.

4. Click the "Reserve" button.

Clicking the "View textbook" button will bring up the textbook to be used for your lesson.

5. If "Cancel" appears next to the time you selected, your lesson was successfully reserved.

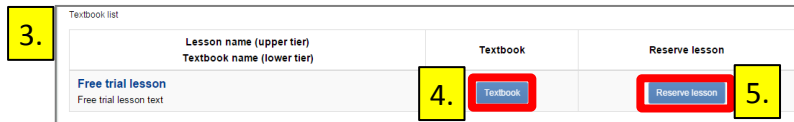
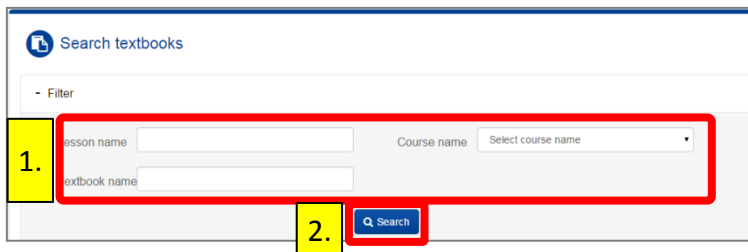
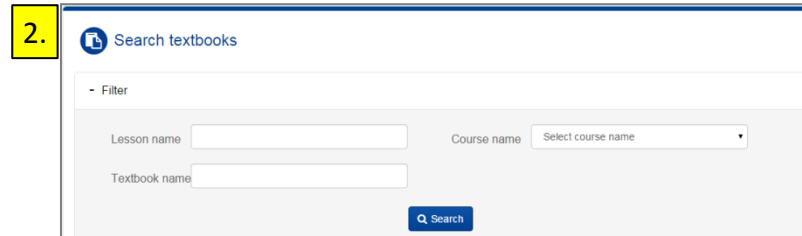
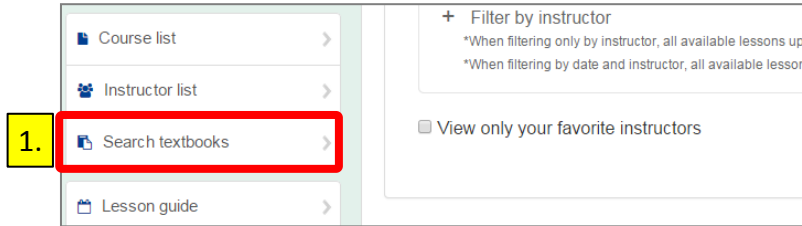
— Reservation completion e-mail —
Once a lesson is reserved, an e-mail (like the one here) indicating successful lesson reservation will be sent to your registered e-mail address. This is a useful function for quickly checking lesson time by smartphone, etc.



9. Doing a Textbook Search

Overview

The following describes how to prepare the textbook for your lesson before the lesson starts.



Accessing the screen

1. From the menu, click the "Search textbooks" button.
2. This brings up the Search Textbooks screen (middle image at left).

Searching and viewing textbooks

Textbook searching involves a filtered search. You can then select the desired textbook from the list of textbooks shown.

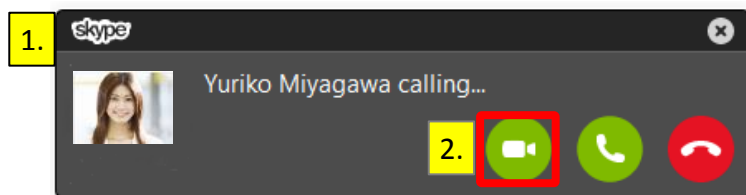
1. Enter or select either a "Lesson name", "Course name", or "Textbook name".
2. Click the "Search" button.
3. This brings up the "Textbook list" (shown at bottom left) showing the textbooks you searched for.
4. To view a textbook, click the "Textbook" button.
5. To reserve a lesson that uses this textbook, click the "Reserve lesson" button.

Please remember to prepare your textbook before a lesson starts.

10. Taking a Lesson

Overview

Before a lesson starts, you will receive a Skype call from your instructor.
Launch Skype and wait for the call.



Starting a lesson

1. When your instructor calls you on Skype, a window like the image at left will appear.
2. Clicking the "Answer" button will start the lesson.



Ending a lesson

1. At the end of the lesson, place your mouse cursor over your instructor's image on screen.
2. This will bring up a toolbar underneath your instructor's image.
3. On this toolbar, click the "End call" button (the red receiver icon shown in the bottom image at left).
4. This will end the lesson.

11. Notes Function

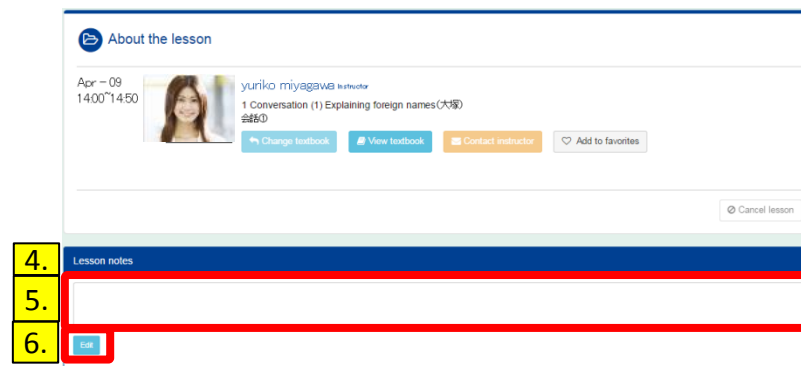
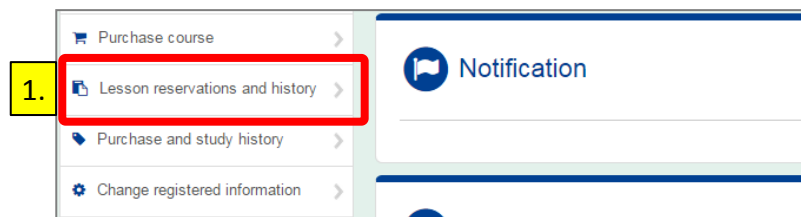
Overview

You can take notes during a lesson.

Jot down useful information and advice from your instructor.

Accessing the screen

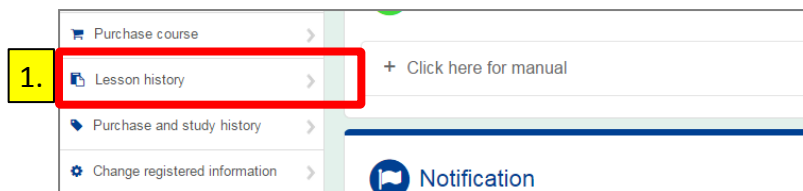
1. From the menu, click the "Lesson reservations and history" button.
2. This brings up the Reserve Lesson screen (middle image at left).
3. Click the "View details" button shown next to a lesson you've taken.
4. This brings up the "About the lesson" screen (shown at bottom left).
5. Under "Lesson notes", make a note of useful information.
6. Clicking the "Edit" button will save your notes.



12. Evaluating Lessons

Overview

After a lesson ends, please use the system to evaluate the lesson.
Lesson evaluations can be done up to 24 hours after a lesson is taken.



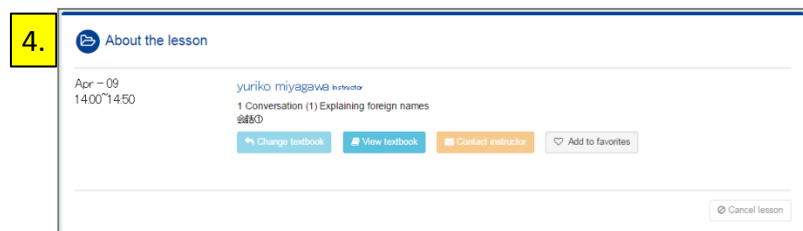
Accessing the screen

1. From the menu, click the "Lesson history" button.



2. This brings up the Lesson History screen (middle image at left).

3. Click the "Evaluate" button.



4. This brings up the About the Lesson screen (shown at left).

12. Evaluating Lessons

Evaluating lessons

At the bottom of the About the Lesson screen, there is the "Evaluate a lesson" section.

In the "Evaluate a lesson" section, you can evaluate such things as your instructor's attitude, how they taught the lesson, and also leave comments for them.

The screenshot shows the 'Evaluate a lesson' form. A red box highlights the 'Rate' section, which includes four five-point scales for 'Teaching method', 'Attitude', 'Comprehensibility', and 'Skype sound quality'. A yellow box with the number '1.' points to this section. Another red box highlights the 'Comment on the lesson' text area, with a yellow box and the number '2.' pointing to it. A third red box highlights the 'Send the above information' button, with a yellow box and the number '3.' pointing to it.

How to evaluate lessons

1. In the "Rate" section, use a five-point scale to evaluate your instructor on his or her teaching method and attitude as well as lesson comprehensibility and Skype sound quality.
2. Give your impressions of the lesson in the "Comment on the lesson" section.
3. Click the "Send the above information" button to complete your evaluation.

Notes

Comments entered in the "Comment on the lesson" section are not shared with instructors or other students.

12. Evaluating Lessons

Evaluation criteria

Please use the following criteria when conducting lesson evaluations on a 5-point scale.

(1) Teaching method

★★★★★	Very good	Has extensive knowledge, teaches effectively, and gave a lesson well-suited to my needs
★★★★☆	Good	Has good knowledge, understands my Japanese ability, and explains things thoroughly.
★★★☆☆	Average	Teaching method and lesson content were fair-to-middling.
★★☆☆☆	Poor	Did not teach to my Japanese ability.
★☆☆☆☆	Very poor	Did not demonstrate the knowledge and teaching skills an instructor requires.

(2) Attitude

★★★★★	Very good	The instructor taught with passion and was an intent listener. I hope to take many more lessons with him/her in the future.
★★★★☆	Good	The instructor listened carefully and tried to understand me. I'd like to take more lessons with him/her again.
★★★☆☆	Average	The instructor listened to me carefully.
★★☆☆☆	Poor	The instructor did not listen to me much.
★☆☆☆☆	Very poor	The instructor barely listened to me and lacked enthusiasm.

(3) Comprehensibility

★★★★★	Very good	What the instructor said and the feedback he/she provided was very easy to follow.
★★★★☆	Good	What the instructor said and the feedback he/she provided was pretty easy to follow.
★★★☆☆	Average	What the instructor said and the feedback he/she provided was marginally easy to follow.
★★☆☆☆	Poor	What the instructor said and the feedback he/she provided was not very easy to follow.
★☆☆☆☆	Very poor	What the instructor said and the feedback he/she provided was quite difficult to follow.

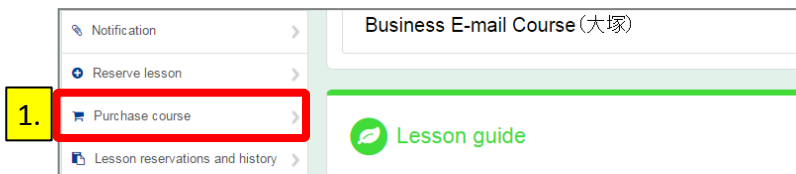
(4) Skype sound quality

★★★★★	Very good	Excellent video and sound quality that made me feel like we were talking in person.
★★★★☆	Good	The video and sound quality was good.
★★★☆☆	Average	There were no problems that obstructed the lesson.
★★☆☆☆	Poor	There was video display problems and noise, and the sound cut out occasionally.
★☆☆☆☆	Very poor	There was video display problems and noise, and the sound often cut out.

13. Purchasing Courses

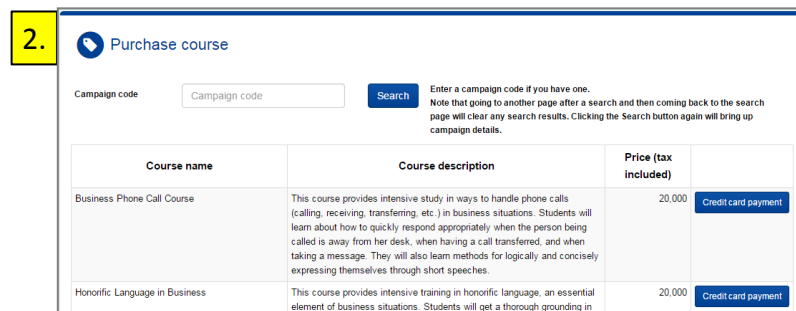
Overview

Once your free trial lesson is finished, please purchase a course if you would like to take more lessons. You can purchase a course from the Purchase Course screen.



Accessing the screen

1. From the menu, click the "Purchase course" button.



2. This brings up the Purchase Course screen (shown at left).

13. Purchasing Courses

Purchasing courses

From the Purchase Course screen, select and purchase a course.

1. From the menu, select a course and click the "Credit card payment" button.
2. This brings up the credit card payment screen (middle image at left).

Course name	Course description	Price (tax included)	
Business Phone Call Course	This course provides intensive study in ways to handle phone calls (calling, receiving, transferring, etc.) in business situations. Students will learn about how to quickly respond appropriately when the person being called is away from her desk, when having a call transferred, and when taking a message. They will also learn methods for logically and concisely expressing themselves through short speeches.	1.	Credit card payment

Checking course details

The card payment screen is divided into the course purchase confirmation area (middle image at left) and the credit card information entry area (bottom image at left).

General Business Japanese Course

Course price	21,600
tax	1,600
Payment 1	21,600
Study period	90Day
Method of payment	Credit card

Info	Details
Course price	Shows course purchase price, including tax.
Sales tax	Shows tax applied when purchasing a course.
Payment amount	Shows the total amount, which is sales tax added to the course price.
Study period	Shows the period during which the student can access the course.
Payment method	Shows the method of payment for the course.

Entering credit card information

Courses offered through the ALC Online Japanese School are purchased using a credit card. Please enter your credit card information in the fields provided.

Card type  

1. Card number (Example) 1234567890123456
2. Cardholder name (Example) Taro Suzuki
3. Expiration date / Year *Card expiration date (YYMM)
4. Security code *This is the 3-digit number shown on the back of the card.
5. Company code *Incorrect credit card information. For customers signing up through a company, please enter the 3-digit "company code" provided to you.
6.

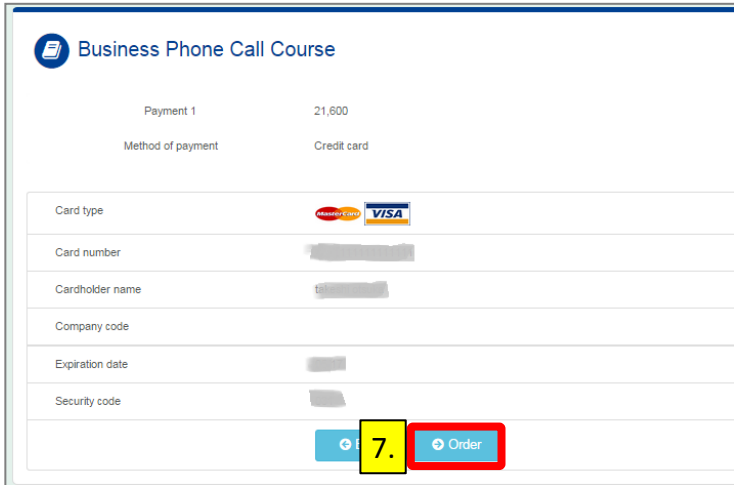
1. Enter your credit card number, omitting hyphens.
2. Enter the name as it appears on the card.
3. Enter the card's expiration date.
4. Enter the card's security code.
The security code can be found on the back of the card.
5. Those with a company code should enter it here.
6. Click the "To the confirmation screen" button.

Security code location

The security code is the last three digits of the seven-digit number on the back of your credit card.



13. Purchasing Courses



Business Phone Call Course

Payment 1 21,600

Method of payment Credit card

Card type  

Card number 

Cardholder name 

Company code

Expiration date 

Security code 

 **7.** 

7. When the credit card payment confirmation screen appears, click the "Order" button.

8.

Course purchase complete.

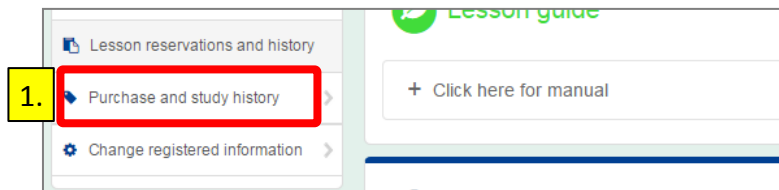
Thank you. Please proceed to lessen reservation.

8. Course purchase is completed when you see "Course purchase complete".

14. Checking Lessons Purchased and Completed

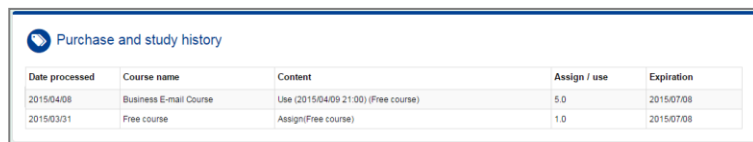
Overview

After purchasing a course, you should verify that your purchase was recognized.
You should also verify that points were properly used when you took the previous lesson.



Accessing the screen

1. From the menu, click the "Purchase and study history" button.
2. This brings up the "Purchase and study history" page (shown at bottom left).



Date processed	Course name	Content	Assign / use	Expiration
2015/04/08	Business E-mail Course	Use (2015/04/09 21:00) (Free course)	5.0	2015/07/08
2015/03/31	Free course	Assign(Free course)	1.0	2015/07/08

Purchase and study history

On the Purchase and Study History screen, you can check the names of purchased courses and the number of points used in lessons.

Info	Details
Date processed	Shows the date a course was purchased, added, taken, or removed.
Course name	Shows the names of courses purchased or taken.
Content	Shows the reasons points were assigned or used up for that course.
Assign / use	Shows the number of points added via a course purchase or an administrator, or points used when taking a lesson. Example: A positive number such as "1.0" indicates points were added. A negative number such as "-1.0" indicates points were removed or used.
Expiration	Shows the expiration for a purchased course.

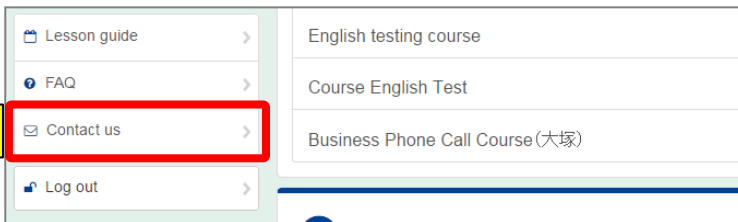
15. Logging Out

Overview

Make sure to log out before closing your browser window.

This is to create a stress-free experience for you by ensuring that nobody else using the computer after you can access your account.

1.



Log out

1. From the menu, click the "Log out" button.
2. Logout is complete when you are returned to the home page of ALC Online Japanese School.

2.

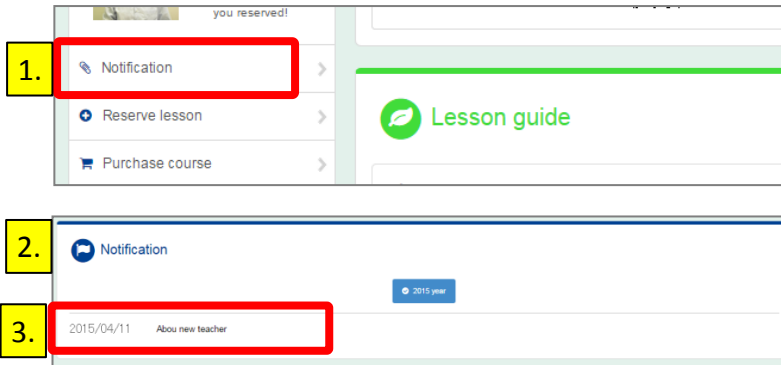


Other Functions

16. Notification

Overview

Here you can view notifications from the administrator.



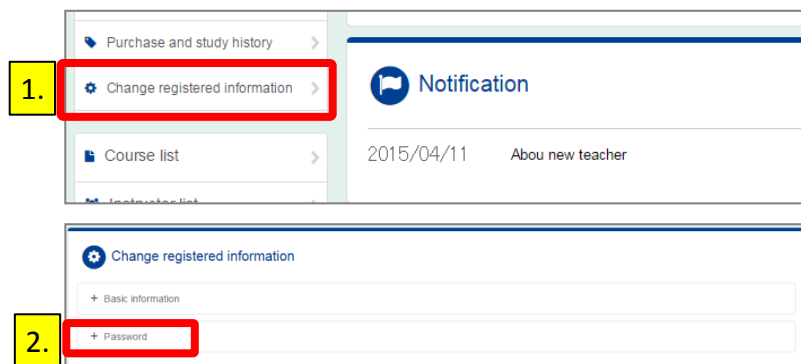
Accessing the screen

1. From the menu, click the "Notification" button.
2. This brings up the Notification screen (shown at bottom left).
3. Click on a notification to see its content.

17. Changing Passwords

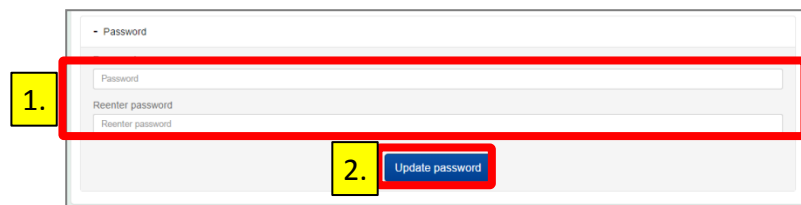
Overview

Use this function when you wish to change the password used to log in to your account.



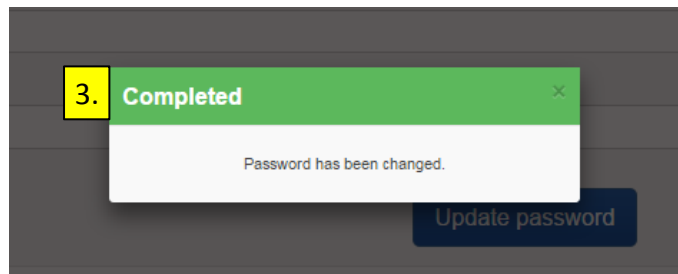
Accessing the screen

1. From the menu, click the "Change registered information" button.
2. Clicking the "Password" button will bring up the Change Password screen shown at the bottom left.



Updating your password

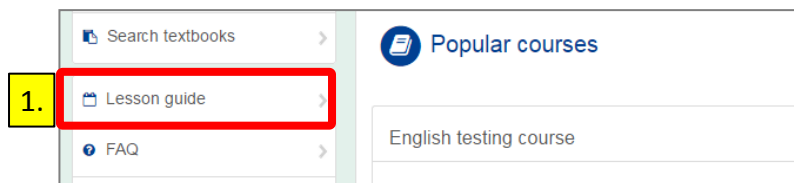
1. Enter and then re-enter your desired password.
2. Click the "Update password" button.



3. Password update is complete when you see "Password has been changed".

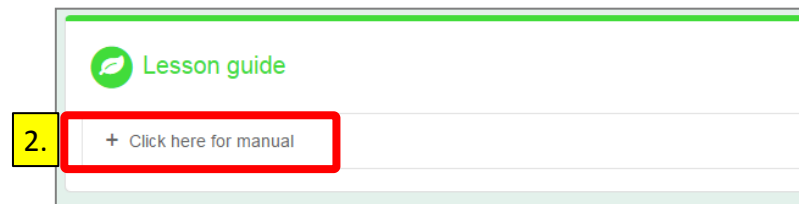
Overview

The Lesson Guide screen provides information such as how lessons are structured. Usage of this page is recommended for beginners for the wealth of helpful information it provides.

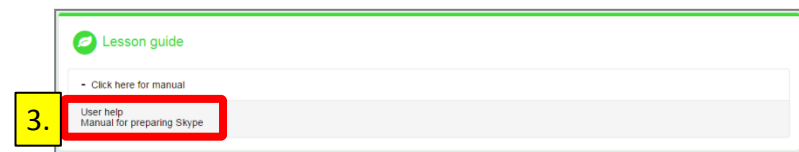


Accessing the screen

1. From the menu, click the "Lesson guide" button.



Clicking "Click here for manual" brings up a list of manuals (shown at bottom left).

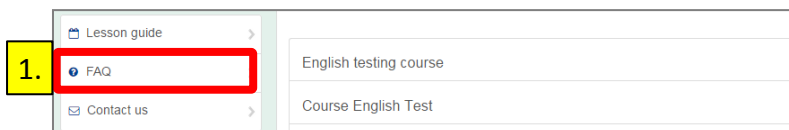


3. Clicking a topic brings up a guide.

19. Frequently Asked Questions (FAQ)

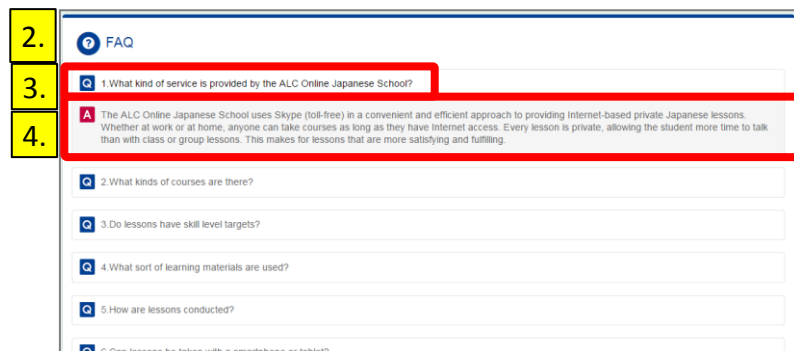
Overview

This page provides questions often asked by users and answers to these questions.
Please search for answers here before submitting an inquiry.



Accessing the screen

1. From the menu, click the "FAQ" button.
2. This brings up the FAQ screen (shown at bottom left).

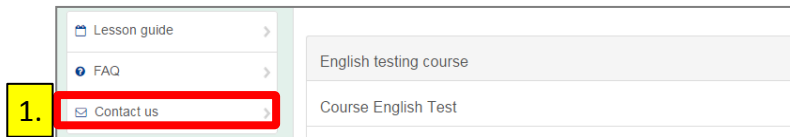


3. Click on a question to view the answer (4).
4. 質問に対する回答が表示されます。

※訳者注:
左の赤字部分は、もともと2つの文(3, 4)ですが英語としては1つにまとめた方が自然なので、その様にしております。
(よって4は訳す必要がありません)

Overview

The Contact Us page allows you to submit an inquiry to the administrator.
Use this function when unable to find an answer to your question in the FAQ.



Accessing the screen

1. From the menu, click the "Contact us" button.
2. This brings up the Contact Us form (middle image at left).



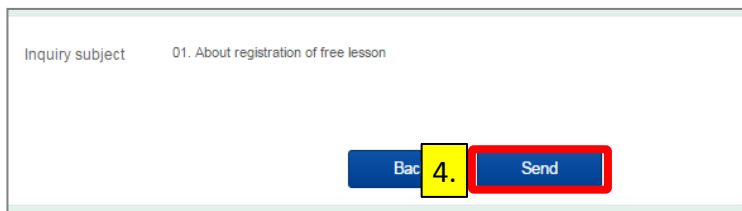
1. Select the inquiry subject.

2. Enter the body of your inquiry.

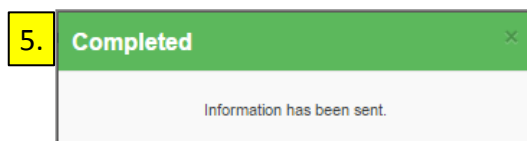
3. Click the "Submit" button.

How to submit an inquiry

1. Select a subject for your inquiry.
2. Enter the body of your inquiry.
3. Click the "Submit" button.



4. Click the "Send" button.



4. When prompted with "Submit inquiry as shown below?", click the "OK" button.
5. Your inquiry has been successfully submitted when you see "Information has been sent".

Overview

The ALC Online Japanese School requires the following operating environment.

PC Web Browser

- Internet Explorer 9.0 or above
- Google Chrome

Smartphones and tablets

- Android OS 4.2 or above
- iPhone
- iPad