

## Help and Support

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## Help for students

### Registration

Use your Oxford ID and 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. Tick the box to confirm that you accept them.
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'.
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.
9. 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. Tick the box to confirm that you accept them.
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.

Having a problem registering or signing in? See our [Frequently Asked Questions](#).

## 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 [Joining a class](#) 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](#)
- [Resources](#)
- [On the Move](#)
- [Messages](#)
- [Discussions](#)

### Activities

To use your activities:

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

### *Using Speaking activities*

Some Speaking activities ask you to record your voice. These activities will not work if you are using:

- Safari version 10.0.0 or earlier
- Internet Explorer 11

To use these activities, please use a different browser from the list on our [System requirements](#) page.

### *Using activities in a class*

If you are in a class, your teacher can lock activities or units. This will stop you from using locked activities until your teacher unlocks them.

If you have a question about the activities available to you, please speak to your teacher.

### Scores

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

## Resources

To see extra resources for your book:

1. Choose 'Resources' from the menu.
2. Choose the type of resource (e.g. Worksheets, Video)
3. 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.

## On the Move

On the Move exercises 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) from the menu.
4. Choose a unit to practice.
5. Choose an activity to answer.

## 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.

To send a message:

1. Choose 'Messages' from the menu.
2. Choose 'New message'.
3. Choose 'Add'.
4. Choose who you want to send the message to.
5. Enter a subject for your message.
6. Enter your message.
  - a. (Optional) Choose 'Format' to add bold, italic or underlined text to your message.
  - b. (Optional) To attach a file, choose 'Attach' and find the file on your computer. You can attach image files (.jpg, .gif, .png) or Microsoft Office files (.ppt, .docx, .xls) up to the maximum file size of 10MB.
7. When you have finished your message, choose 'Send' in the bottom right corner.

## Discussions

Discussions are only available when using your Online Practice in a class. A discussion allows you to talk about a topic with your teacher and the other students in your class. There are two types of discussion:

- Class threads – discussions started by your teacher or another student in your class.
- Course threads – discussions related to your book or course. Course threads are usually started by Oxford University Press.

Note: All discussion comments will be seen by your teacher.

### *Starting a discussion thread*

To start a new discussion thread:

1. Choose 'Discussions' from the menu.
2. Choose 'New thread'.
3. Enter a subject for the discussion.
4. Enter a comment.
  - a. (Optional) Choose 'Format' to add bold, italic or underlined text to your comment.
  - b. (Optional) To attach a file, choose 'Attach' and find the file on your computer. You can attach image files (.jpg, .gif, .png) or Microsoft Office files (.ppt, .docx, .xls) up to the maximum file size of 10MB.
5. Choose 'Send' to start the thread.

### *Replying to a thread*

To reply to a discussion thread:

1. Choose 'Discussions' from the menu.
2. Choose 'Class threads' or 'Course threads'.
3. Choose the thread you want to reply to.
4. Choose 'Add comment'.
5. Enter your comment.
  - a. (Optional) Choose 'Format' to add bold, italic or underlined text to your comment.
  - b. (Optional) To attach a file, choose 'Attach' and find the file on your computer. You can attach image files (.jpg, .gif, .png) or Microsoft Office files (.ppt, .docx, .xls) up to the maximum file size of 10MB.
6. Choose 'Send' to add your comment.

### **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. Choose 'Account' from the menu.
2. Choose the information you want to change.
3. Enter your changes.
4. Choose 'Save changes'.

## Help for teachers

### [Getting Started with Online Practice](#)

## 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 [add a level to your account](#).

### **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. Tick the box to confirm that you accept them.
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.
9. 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. Tick the box to confirm that you accept them.
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.

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.

Once you have created your class, there are two ways for students to join:

1. [Import students into the class](#)
2. [Help students join the class from their own Online Practice accounts](#)

## Managing a class

Please choose an option for more information:

- [Importing students](#)
- [Helping students to join your class](#)
- [Changing a student's password](#)
- [Removing a student from your class](#)

## Importing students

If you know your students' details, you can import them into your class. To import students, you need to know:

- Each student's full name
- Each student's Oxford ID username (or email address if they do not have an Oxford ID yet)
- Each student's access code

If you do not have any of the above information, give the students your Class ID Code instead. Students can then register and join your class themselves.

To import students into your class:

1. Choose 'Edit' to the right of your class name.
2. Choose the 'Add students' button.
3. Download the template .csv file. You need to enter your students' details into this file for the import to work.
4. Enter your students' details into the file:

- First name – Enter the student’s first name
  - Last name – Enter the student’s last name
  - Email address / Username – Enter the student’s Oxford ID username. This will usually be their email address. If a student does not have an Oxford ID, one will be created for them.
  - Password – Choose a password for the student. If the student already has an Oxford ID, this column will be ignored  
Note: Each password must be a minimum of 6 characters and include at least one lower case letter and one upper case letter, with no spaces.
  - Access code – Enter the student’s access code. The code must be for the same book used in your class.
5. When you have entered your students’ details, save the file to your computer.
  6. Choose ‘Import your file’ and find the .csv file of your student details.
  7. The file will be imported.

Important: When the students have been imported, you need to give each new student their Oxford ID username and password so that they can sign in.

Students who are already registered for Online Practice will see a note next time they sign in telling them they have been added to your class.

### *Checking your import later*

You don’t need to stay on the ‘Add students’ page while your file is imported. After importing the file, you can set up other classes or sign out of your account. To check the status of the import later, follow these steps:

1. Choose ‘Edit’ to the right of your class name.
2. Choose the ‘Add students’ button.
3. Choose the ‘Uploads’ button.
4. Find your file name in the list.

Here you can see how many students have been imported from your file. If there were any problems with the import, you will see an error message here.

### *Troubleshooting import problems*

There are a number of reasons why an import might fail:

#### A problem with the system

If this happens, try the import again later. If you are still seeing the same error, please contact Customer Support at [eltsupport@oup.com](mailto:eltsupport@oup.com) for help.

#### A problem with the file format or the columns in your file.

Please download the template .csv file and try following the import steps again.

#### A problem with the student details in your file.

These problems can often be fixed by changing some information in your file. To fix these problems:

1. Choose ‘Download report’ under the error message.

2. Check the 'Status' column of the file. Any students with the status 'Failed' were not imported.
3. Check the 'Result' column for each student. Here you will see why they weren't imported.
4. Make the changes for each student.
5. Save the new file to your computer.
6. Choose 'Upload changes' and find the new file.
7. The file will be imported.

## Helping students join your class

Students can join your 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 [Student registration](#) and [Joining a class](#) for the instructions your students need to follow.

## Changing a student's password

If a student cannot sign in, you can change their password for them. This allows you to help students in your class to access their online exercises if you need to.

To do this:

1. Choose 'Edit' next to the class.
2. Find the student's name in the list.
3. Choose the key icon to the right of the student.
4. Enter a new password into both boxes.  
Note: The password must be a minimum of 6 characters and include at least one lower case letter and one upper case letter, with no spaces. Changing a student's password here will also change the password they use for other Oxford University Press websites and apps.
5. Choose 'Change password'.
6. Ask your student to try signing in with their username and the new password.

## Removing a student from your class

To remove a student from your class:

1. Choose 'Edit' next to the class the student is registered in.
2. Find the student's name in the list.
3. Choose the remove user icon to the right of their name.
4. Choose 'Remove student'.

The student will be removed from the class. You will no longer be able to see the student's progress. However, the student can continue using the Online Practice for self-study.

## 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 [Messages and Discussions](#) 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. Choose the class name.
2. Choose a unit from the menu.
3. Choose the 'Lock' icon.
4. 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.
5. Choose 'Save' to make the changes.

To unlock activities:

1. Choose the class name.
2. Choose a unit from the menu.
3. Choose the 'Lock' icon.
4. 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.
5. Choose 'Save' to make the changes.

## Viewing students' progress

To view your students' scores and progress:

1. Choose the class name.
2. Under 'Unit' from the menu, choose the unit you want to look at, OR under 'Student' from the menu, 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

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. Choose the class name.
2. Choose 'Messages' from the menu.
3. Choose 'New message'.
4. Choose 'Add'.
5. Choose the students you want to send your message to.
6. Enter a subject for your message.
7. Enter your message.
  - a. (Optional) Choose 'Format' to add bold, italic or underlined text to your message.
  - b. (Optional) To attach a file, choose 'Attach' and find the file on your computer. You can attach image files (.jpg, .gif, .png) or Microsoft Office files (.ppt, .docx, .xls) up to the maximum file size of 10MB.
8. 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

Discussions allow your students to talk about the course with other members of their class. There are two types of discussion:

- Class threads – discussions started by a student or teacher in a class.
- Course threads – discussions related to the book or course you are using in class. Course threads are often started by Oxford University Press.

### *Starting a discussion thread*

To start a new discussion thread:

1. Choose 'Discussions' from the menu.
2. Choose 'New thread'.
3. Enter a subject for your thread.
4. Enter your comment into the box.
  - a. (Optional) Choose 'Format' to add bold, italic or underlined text to your comment.
  - b. (Optional) To attach a file, choose 'Attach' and find the file on your computer. You can attach image files (.jpg, .gif, .png) or Microsoft Office files (.ppt, .docx, .xls) up to the maximum file size of 10MB.
5. Choose 'Send' to start the thread.

### *Adding to a thread*

To add to a discussion thread:

1. Choose 'Discussions' from the menu.
2. Choose 'Class threads' or 'Course threads'.
3. Choose the thread you want to comment on.
4. Choose 'Add comment'.
5. Enter your comment into the box.
  - a. (Optional) Choose 'Format' to add bold, italic or underlined text to your comment.
  - b. (Optional) To attach a file, choose 'Attach' and find the file on your computer. You can attach image files (.jpg, .gif, .png) or Microsoft Office files (.ppt, .docx, .xls) up to the maximum file size of 10MB.
6. Choose 'Send' to add your comment.

### *Deleting posts*

As a teacher, you can see all discussions and comments added by students in your class. If any comments or threads are no longer needed, you can delete them.

To delete a thread or comment, choose the 'Delete' icon to the left of the relevant subject line, then choose 'OK'. The thread or comment will be removed for all users in your class.

## Resources

To see the downloadable resources for your level:

1. Choose 'Resources' from the menu.
2. Choose the type of resource (e.g. Worksheets, Tests, Video.)
3. 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, 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' 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.

## 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. Choose 'Account' from the menu.
2. Choose the information you want to change.
3. Enter your changes.
4. Choose 'Save changes'.

## Help for administrators

### 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'.
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. Tick the box to confirm that you accept them.
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.
9. 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 them.
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. Choose 'Create Institution ID Code'.
2. Enter the name of your school or college.
3. Choose 'Create Institution ID Code'.
4. 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. Choose the 'Edit' icon next to the institution name.
2. Enter a new name into the box.
3. 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. Choose the class name under the relevant book.
2. Under 'Unit' from the menu, choose the unit you want to look at, OR under 'Student' from the menu, 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:

1. Choose 'Account' from the menu.
2. Choose the information you want to change.
3. Enter your changes.
4. Choose 'Save changes'.

## Troubleshooting and FAQs

### 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 [eltsupport@oup.com](mailto:eltsupport@oup.com), 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 [eltsupport@oup.com](mailto:eltsupport@oup.com) 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 [eltsupport@oup.com](mailto:eltsupport@oup.com), 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

\*Recording activities will not work on Internet Explorer 11. Please use a different browser to complete these activities.

### **Mac® OS 10.12.1 or later**

Safari^

Google Chrome

Mozilla Firefox

^Recording activities will not work on Safari version 10.0.0 or earlier. Please use a different browser to complete these activities.

### **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 [eltsupport@oup.com](mailto:eltsupport@oup.com). 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