



MyClass

Web portal and app

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User guide



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This user guide will help you get started with MyClass.

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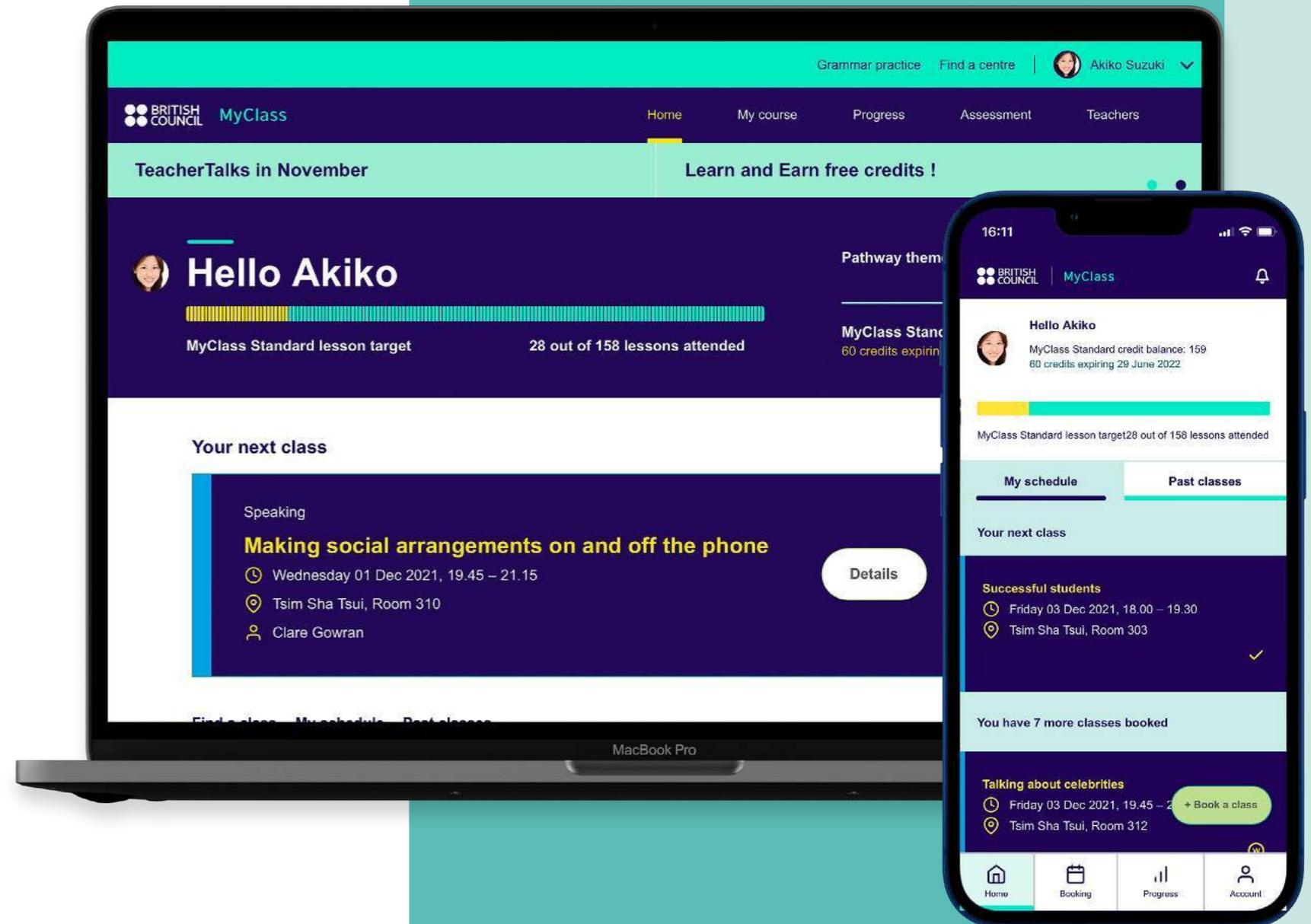
Tracking your
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Introduction

The MyClass web portal and app put you in control of your learning journey. Use them to manage your bookings, practise your English in your own time and track your progress. Everything in one place.

In this guide, you'll find out about booking classes, cancelling a booking, tracking your progress, online activities and more.



Activate your account

To start

Once you have registered for MyClass, you will receive a welcome email inviting you to activate your account on the web portal.

Access

Set a password to activate your account.



Welcome to MyClass

Please complete your details and choose a password to activate your account

Activation problems?



Teaching Centre

Telephone number

Please contact our customer services team quoting your student ID: 105876XXXX

Your student ID

Name

Choose a password

Passwords must have at least one uppercase and one lowercase letter, and one number

Choose password

Re-enter password

Confirmation

Account activated

You will see a message that your account has been activated.

To book your classes:

Visit <https://myclass.britishcouncil.org>
Or download the app for iPhone/iPad or Android'



Your account has been activated

You are ready to log in and start booking classes at <https://myclass.britishcouncil.org>

Activation problems?

Teaching Centre Telephone number

Please contact our customer services team quoting your student ID: 105876XXXX

You can also choose to book your classes using the My Class booking apps for iPhone/iPad and Android



[Download from the app store](#)



[Download from google play](#)

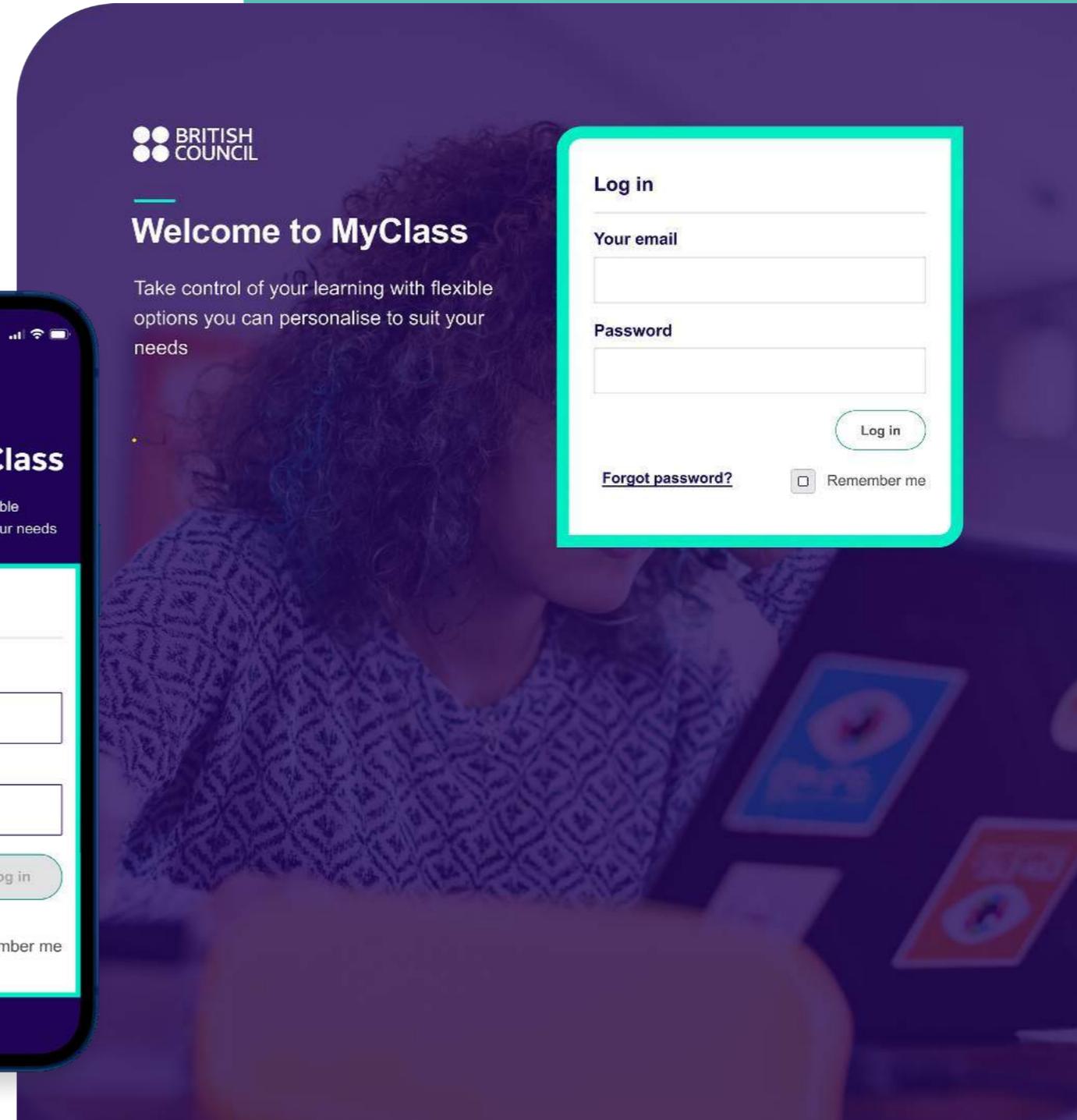
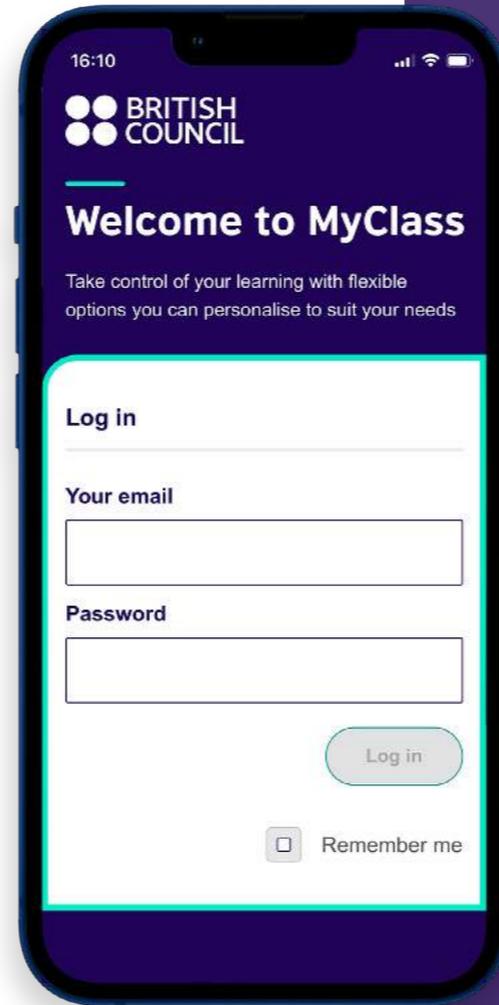
My Class Online is delivered using Zoom.
For the best online classroom experience, please download and install Zoom on your desktop or laptop



[Download Zoom](#)

Log in

Log in using your email and the password you set in the previous step.



App at a glance

Manage your learning anytime, anywhere with the MyClass app.

Check your class schedule, view your booked lessons, access online activities and much more.

- 1 See your progress against your lesson target on your personal dashboard
- 2 View your booked classes and lesson details
- 3 Review your past classes and practise what you've learned with self-study activities
- 4 Search for and book classes
- 5 Monitor your progress, view your assessment details and access feedback from your teacher
- 6 Manage your account and preferences
- 7 See the latest MyClass news and offers



BRITISH COUNCIL | MyClass 7

Hello Akiko
MyClass Standard credit balance: 159
60 credits expiring 29 June 2022

1 **Progress**
MyClass Standard lesson target 28 out of 158 lessons attended

2 **My schedule** | 3 **Past classes**

Your next class

Successful students
Friday 03 Dec 2021, 18.00 – 19.30
Tsim Sha Tsui, Room 303 ✓

You have 7 more classes booked

Talking about celebrities
Friday 03 Dec 2021, 19.45 – 20.00 + Book a class
Tsim Sha Tsui, Room 312

4 **Booking** | 5 **Progress** | 6 **Account**

Home | Booking | Progress | Account

Web portal at a glance

- 1 View a summary of your progress on your personal dashboard
- 2 Search and book classes
- 3 See your schedule of booked classes
- 4 Review past classes and practise what you've learned with self-study activities
- 5 Access additional online grammar practice
- 6 Manage your account and preferences
- 7 See the latest MyClass news and offers
- 8 My course: View the full course curriculum including the Social English and Workplace English Pathways and Themes
- 9 Progress: Track your progress in detail
- 10 Assessment: View assessment details and teacher feedback

Access the web portal on your computer

<https://myclass.britishcouncil.org/>

The screenshot shows the MyClass web portal interface. At the top, there is a navigation bar with links for Grammar practice, Find a centre, and a user profile for Akiko Suzuki. Below this is a secondary navigation bar with Home, My course, Progress, Assessment, and Teachers. A banner for 'TeacherTalks in November' is visible. The main content area features a 'Hello Akiko' dashboard with a progress bar showing '28 out of 158 lessons attended' and a 'MyClass Standard credit balance: 161' (60 credits expiring 29 June 2022). A 'Your next class' section highlights a 'Speaking' class titled 'Making social arrangements on and off the phone' on Wednesday 01 Dec 2021, 19.45 - 21.15, at Tsim Sha Tsui, Room 310, taught by Clare Gowran. Below this are tabs for 'Find a class', 'My schedule', and 'Past classes'. A search section includes filters for 'Centre' (Tsim Sha Tsui) and 'Start time' (All times). At the bottom, there is a 'Switch view' section with 'Class calendar' and 'Class list' options, and a calendar view for the week of 29-05 December 2021, showing a class on Friday 03 at 09.00 - 10.30.

Getting started

When you log in to the web portal you'll see the following useful features:

The screenshot shows the MyClass web portal interface for user Akiko Suzuki. The top navigation bar includes links for Grammar practice, Find a centre, and the user's name. The main header features the British Council MyClass logo and navigation links for Home, My course, Progress, Assessment, and Teachers. A banner for TeacherTalks in November and a notification for free credits are visible. The user's profile section displays 'Hello Akiko' with a progress bar for 'MyClass Standard lesson target' (28 out of 158 lessons attended) and 'Pathway themes in progress' (8). A 'MyClass Standard credit balance' of 161 is shown, with 60 credits expiring on 29 June 2022. The 'Your next class' section highlights a 'Speaking' class titled 'Making social arrangements on and off the phone' on Wednesday 01 Dec 2021, 19.45 - 21.15, at Tsim Sha Tsui, Room 310, taught by Clare Gowran. Below this are tabs for 'Find a class', 'My schedule', and 'Past classes', along with an 'Advanced Search' link. The 'Find a class' section includes dropdown menus for 'Centre' (Tsim Sha Tsui) and 'Start time' (All times). The 'Switch view' section offers 'Class calendar' and 'Class list' options. The 'Class calendar' view shows a grid for the week of 29 - 05 December 2021, with a class scheduled for Wednesday 01 at 09.00: 'IELTS Coach Reading: Comparing statements' (09.00 - 10.30).

Personal dashboard

The personal dashboard on the home page gives you a view of your progress through the course. See your lesson count, pathway progress and credit balance at a glance to help you stay on track with your learning goals.

You'll find more details about your progress on the Progress tab, and more details about your credit balance under your account.

Personal dashboard



Hello Akiko



MyClass Standard lesson target

28 out of 158 lessons attended

Pathway themes in progress

8

MyClass Standard credit balance: **161**

60 credits expiring 29 June 2022

Find a class

Search and book classes. Filter by centre, date, time, teacher and lesson type to help you book classes that suit your needs.

Find a class

Find a class My schedule Past classes ↑ Advanced Search

Centre: Tsim Sha Tsui Start time: All times Lesson type: All lessons type

Switch view: Class calendar Class list < Week: 29 - 05 December 2021 >

	Monday 29	Tuesday 30	Wednesday 01	Thursday 02	Friday 03	Saturday 04	Sunday 05
09.00					IELTS Coach Reading: Comparing statements 09.00 - 10.30		
10.00			Clubs Language Study Skills 10.00 - 10.45				
12.00			Speaking Social Discussing art 12.00 - 13.00 ✓				
18.00			Speaking Academic subjects 18.00 - 19.30	Speaking Studying abroad 18.00 - 19.30	Speaking Successful students 18.00 - 19.30 ✓	Speaking Academic background 18.00 - 19.30	Speaking Research 18.00 - 19.30

My schedule

See a full list of your booked classes.

My schedule

Speaking	Making social arrangements on and off the phone		Details
🕒	Wednesday 01 Dec 2021, 19.45 – 21.15		
📍	Tsim Sha Tsui, Room 310		
👤	Clare Gowran		
IELTS Coach	Reading: Comparing statements	📖	Details
🕒	Friday 03 Dec 2021, 09.00 – 10.30		
📍	Tsim Sha Tsui, Room 1		
👤	Bronwen Davies		
Clubs Interest	Global Issues		Details
🕒	Friday 03 Dec 2021, 14.15 – 15.15		
📍	Admiralty, Room 803		
👤	Viktor Carrasquero		
Speaking	Successful students	✓	Details
🕒	Friday 03 Dec 2021, 18.00 – 19.30		
📍	Tsim Sha Tsui, Room 303		
👤	Clare Gowran		

Past classes

View the classes that you've done and review, revise and consolidate what you've learned by completing the online self-study activities. You can also listen again to audio files from the lessons.

Past classes

Listen again

Listen again to the audio from the lesson and follow the text in the transcript.

🔊 Audio 1

🔊 Audio 2

🔊 Audio 3

🔊 Audio 4

Lesson review

score 7.5

Review what you have learned with these activities. You can do them as many times as you like.

Vocabulary

Vocabulary check

score 7.5

Grammar

Job-related activities

not started

Reading

Reading about a job

not started

My course 1

In the My course area you'll find the full course curriculum.

See details of all the lessons available to you. You can also view the broad range of activities on offer such as clubs, study support, private lessons and more.

My course

Grammar practice Find a centre Akiko Suzuki

BRITISH COUNCIL MyClass Home My course Progress Assessment Teachers

Elementary Pre-intermediate **Intermediate** Upper Intermediate Advanced

Pathways

- Social
 - Dealing with challenges
 - Better living
 - Planning and going on holiday
 - Socialising and sharing stories
 - Collaborating and reaching agreement
 - Art, culture and the internet
 - Health and fitness
 - Improving conversation skills
 - Work
- Flex lessons
- Activities
- Custom page

Speaking

Dealing with challenges

Solving problems can be challenging if you don't know how to express yourself correctly. You'll discuss problems in a variety of different situations. Learn how to communicate and respond to problems, and listen to and give advice.

Choose a lesson

Theme progress 1 out of 6 lessons attended

Centre Admiralty

<input type="radio"/>	I'll never go there again Next Class Sunday 12 Dec 2021, 09.30 – 11.00 Admiralty James Gilbert 5 places left	☆	>
<input type="radio"/>	What is the alternative? This lesson is not available to book yet	☆	>
<input type="radio"/>	Problem solving This lesson is not available to book yet	☆	>
<input type="radio"/>	Challenges in everyday situations This lesson is not available to book yet	☆	>
<input type="radio"/>	Dealing with complaints	☆	>

My course

2

To help you target your studies to the areas you need, there are two pathways in MyClass – Workplace English & Social English – with lessons grouped into themes.

Workplace themes cover topics related to common activities and communication needs for the workplace; Social themes cover topics that commonly feature in social situations.

My course

The screenshot shows the MyClass website interface. At the top, there is a navigation bar with the British Council logo, 'MyClass', and links for 'Home', 'My course', 'Progress', 'Assessment', and 'Teachers'. A user profile for 'Akiko Suzuki' is visible in the top right. Below the navigation bar, there are tabs for 'Elementary', 'Pre-intermediate', 'Intermediate', 'Upper Intermediate', and 'Advanced'. The 'Intermediate' tab is selected. On the left side, there is a 'Pathways' section with a dropdown menu for 'Social' and a list of topics: 'Dealing with challenges', 'Better living', 'Planning and going on holiday', 'Socialising and sharing stories', 'Collaborating and reaching agreement', 'Art, culture and the internet', 'Health and fitness', and 'Improving conversation skills'. Below this is a 'Work' section, 'Flex lessons', 'Activities', and 'Custom page'. The main content area is titled 'Speaking' and 'Dealing with challenges'. It includes a description: 'Solving problems can be challenging if you don't know how to express yourself correctly. You'll discuss problems in a variety of different situations. Learn how to communicate and respond to problems, and listen to and give advice.' Below this is a 'Choose a lesson' section with a 'Theme progress' indicator (1 out of 6 lessons attended) and a 'Centre' dropdown menu set to 'Admiralty'. A list of lessons is shown, each with a radio button, a title, a clock icon, a description, a star icon, and a right arrow. The first lesson is 'I'll never go there again' with details: 'Next Class Sunday 12 Dec 2021, 09.30 – 11.00', 'Admiralty', 'James Gilbert', and '5 places left'. The other lessons are 'What is the alternative?', 'Problem solving', 'Challenges in everyday situations', and 'Dealing with complaints', all with the note 'This lesson is not available to book yet'.

My course

View your progress in a particular theme and browse through lessons to decide what to do next. You can book a class or review, revise and consolidate what you've learned in your lessons by completing online self-study activities.

My course

Theme progress 1 out of 6 lessons attended 

Centre Admiralty 

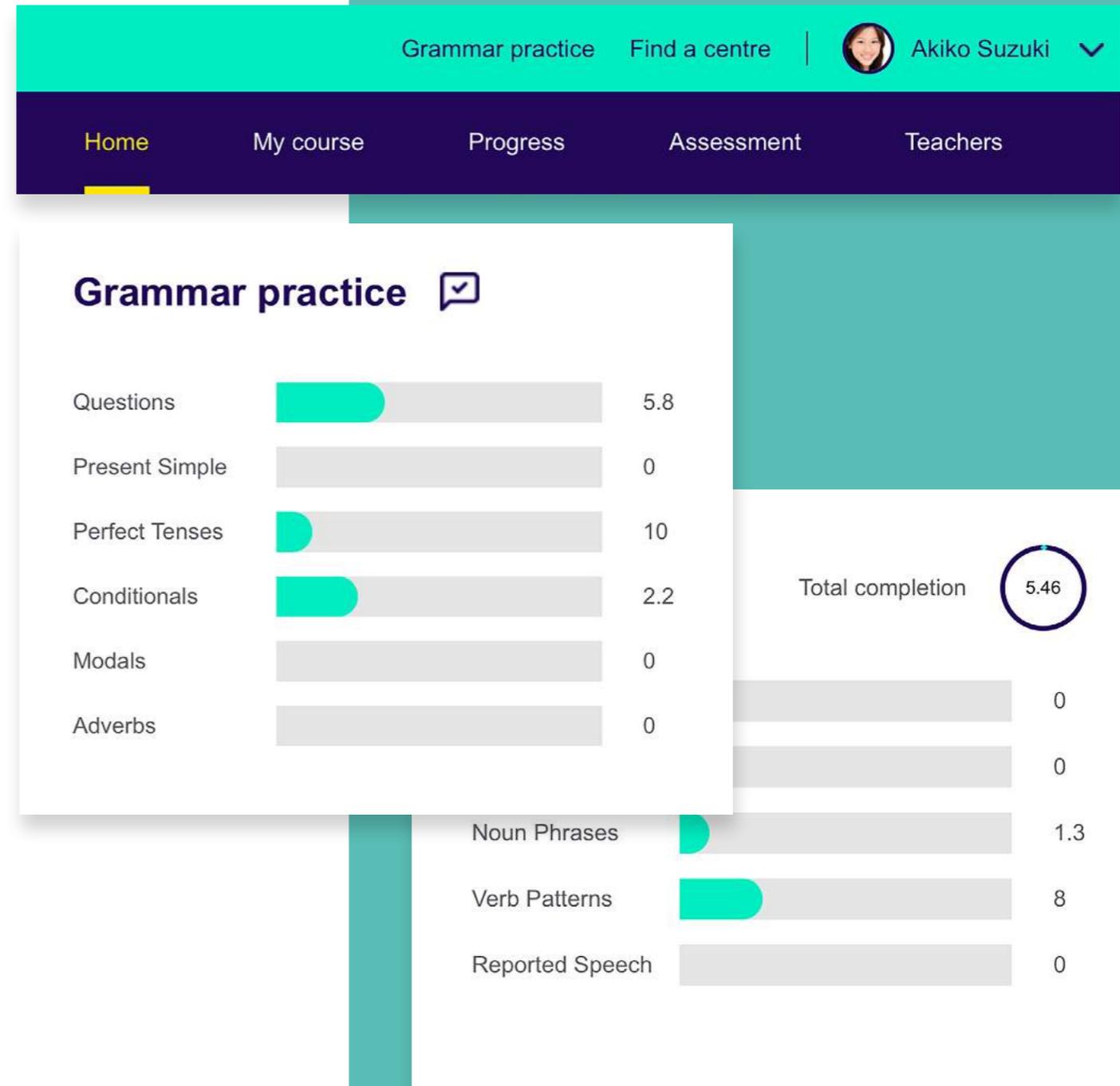
	I'll never go there again 🕒 Next Class Sunday 12 Dec 2021, 09.30 – 11.00 📍 Admiralty 👤 James Gilbert 5 places left		
	What is the alternative? 🕒 This lesson is not available to book yet		
	Problem solving 🕒 This lesson is not available to book yet		
	Challenges in everyday situations 🕒 This lesson is not available to book yet		
	Dealing with complaints 🕒 This lesson is not available to book yet		
	Fighting stress 🕒 You attended this lesson on	 8.1	

Grammar practice

Work on your grammar at any time with the online grammar practice activities. From tenses to modals, adverbs to noun phrases there's lots of opportunities for you to practise and improve.

Please note, you will need to log in again to access the online grammar practice, but all your scores will flow into the progress dashboard on the web portal and apps.

[Grammar practice](#)



How to book a class

1. Select the centre, dates and times you are looking for

Once you have chosen your filters you'll see all the lessons available according to your preferences.

You can go to 'Advanced search' to filter by teacher or lesson type too.

The screenshot displays a class booking interface with the following elements:

- Navigation:** Three tabs at the top: "Find a class" (active), "My schedule", and "Past classes".
- Filters:** Two dropdown menus: "Centre" (set to "Admiralty") and "Start time" (set to "All times").
- Class List:** A grid of class slots. The "Admiralty" slot is highlighted in blue with a checkmark. The "MyClass Online" and "All" slots are also visible.
- Class Details:** A callout box for the "Speaking | Work The marketing mix" class, showing the time "08.15 - 09.45" and "4 places left".
- Calendar View:** A view showing the days "Wednesday 01", "Thursday 02" (selected), and "Friday 03".

How to book a class

2. View class details

Click on the class in the calendar to view more details.

3. Book class

Read the class description.

If you want to book this class, click on 'Book'.

Speaking | Social

How do you get to ...?

Talking about transport and travel

🕒 Thursday 02 Dec 2021, 19.15 – 20.45

🖥️ Online class

Social Pathway

Part of theme
Describing people and things

0 of 6 themes completed

1 in progress

About this lesson ⤴

The topic of this lesson is transport and travel. You'll:

- ask and answer questions about travel and transport
- focus on vocabulary for transport
- practise asking and answering questions with 'how'
- practise sentence stress.

About the teacher ⤵

 **Nick Carter**

Credits: 1

⚠️ Only 4 places left

🔖 **Book**

How to book a class

4. Booking confirmation

A tab will open to confirm your booking.

Close the tab to return to the home page.

Speaking | Social

Your booking is confirmed ✓

How do you get to ...?

🕒 **Thursday 02 December, 19.15 – 20.45**

🖥️ Online class



Please join the class from the 'Join' button on the home page from

This lesson will now appear in your schedule. Select one of the options below too.



Google Calendar [Add](#)



Office Calendar [Add](#)

How to cancel a class

1. Open My schedule

Click on My schedule to view your class bookings

2. Select the class you want to cancel

Speaking	Making social arrangements on and off the phone	Details
🕒	Wednesday 01 Dec 2021, 19.45 – 21.15	
📍	Tsim Sha Tsui, Room 310	
👤	Clare Gowran	
IELTS Coach	Reading: Comparing statements	Details
🕒	Friday 03 Dec 2021, 09.00 – 10.30	🗓️
📍	Tsim Sha Tsui, Room 1	
👤	Bronwen Davies	
Clubs Interest	Global Issues	Details
🕒	Friday 03 Dec 2021, 14.15 – 15.15	
📍	Admiralty, Room 803	
👤	Viktor Carrasquero	
Speaking	Successful students	Details
🕒	Friday 03 Dec 2021, 18.00 – 19.30	✓
📍	Tsim Sha Tsui, Room 303	
👤	Clare Gowran	

How to cancel a class

3. Press cancel button

Click on the 'Cancel booking' button.

Speaking | Social

How do you get to ...?

Talking about transport and travel

🕒 Thursday 02 Dec 2021, 19.15 – 20.45

💻 Online class

Social Pathway

Part of theme
Describing people and things

0 of 6 themes completed

1 in progress

About this lesson

The topic of this lesson is transport and travel. You'll:

- ask and answer questions about travel and transport
- focus on vocabulary for transport
- practise asking and answering questions with 'how'
- practise sentence stress.

About the teacher

 Nick Carter

📖 Credits: 1

⚠️ Only 3 places left

🔖 [Cancel Booking](#)

How to cancel a class

4. Confirmation

If your class is cancelled up to 24 hours in advance you will not lose your credit.

Are you sure you want to cancel this booking?

No, I don't want to cancel

Cancel Booking

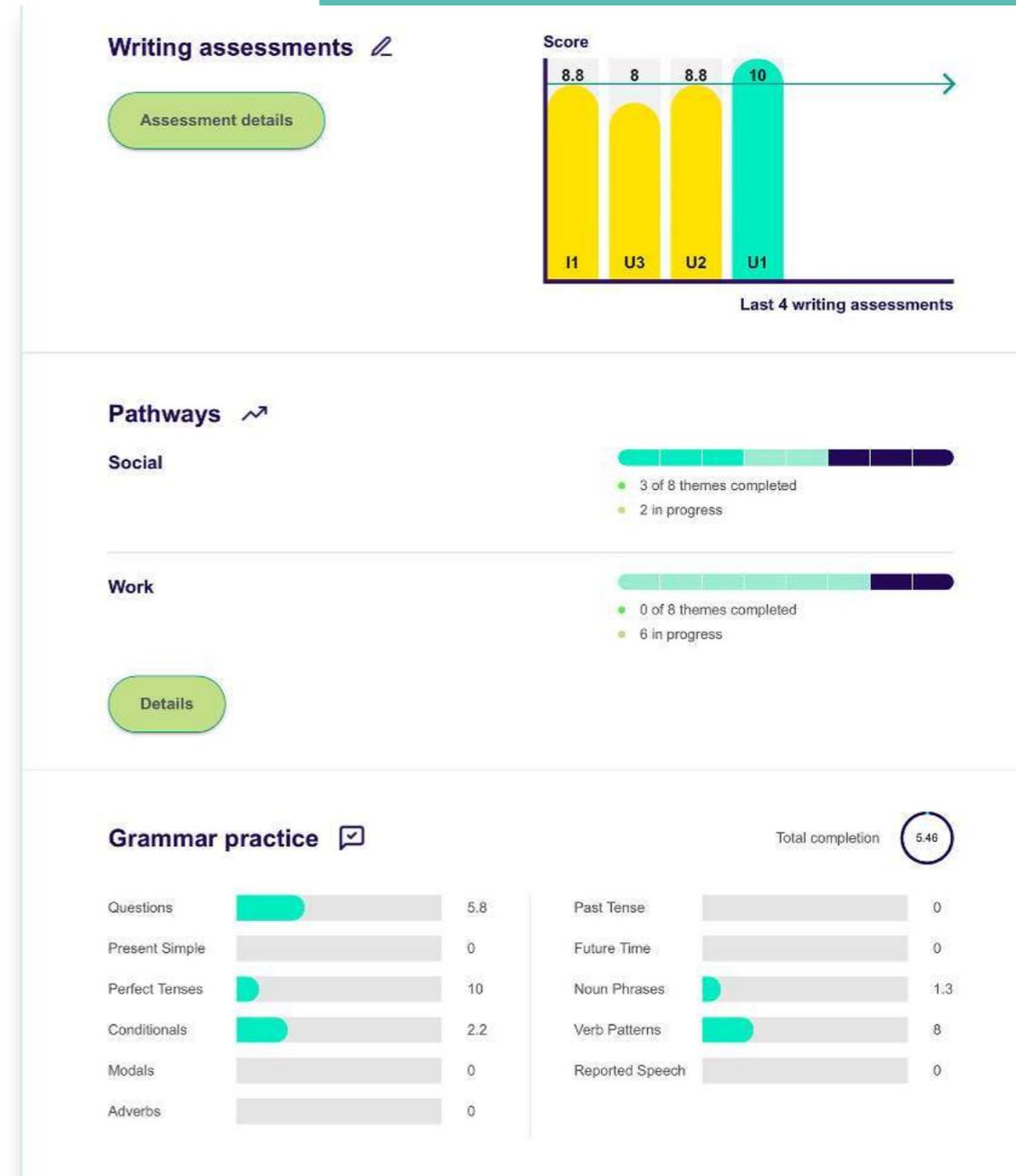
Your booking has been cancelled

Close

Tracking your progress

Click on the Progress tab for an at-a-glance view of your progress, including your lesson count, your detailed teacher assessments, your progress along a pathway, and where you are up to with your online grammar practice.

Select your latest assessment or pathway details to see more information on the progress you're making in specific areas.



Assessment details

Your teacher will provide regular detailed assessments of your progress. To view these, click on the Assessment tab, which will take you to a detailed view of your assessment scores and teacher feedback. To understand the assessment criteria, download this document.

 Intermediate 4
Speaking 05 October 2021
Lotty Finnegan

7.6

Area	Assessment
Task achievement	Good
Pronunciation	Fair
Fluency	Fair
Range and appropriacy	Excellent
Accuracy	Good

[Download assessment criteria](#)

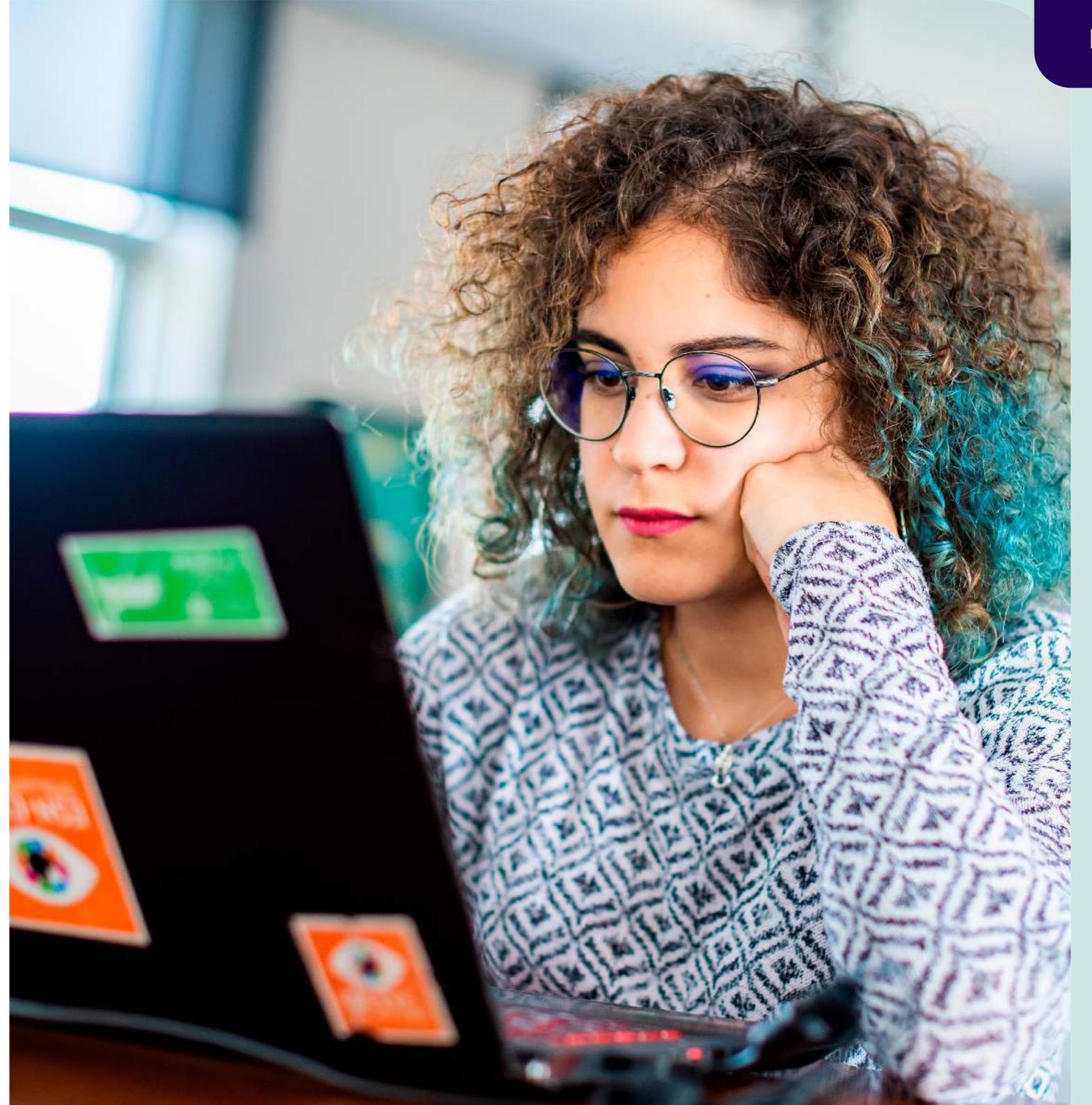
Teachers comment

 Lotty Finnegan

Akiko, you had a productive class in which you successfully shared your ideas about learning. You used every speaking opportunity and your contributions were relevant and justified. You used a variety of phrases to indicate that you did not agree with statements (there is no evidence to support that/ That is arguable) and your grammar was appropriate and mostly accurate. Although your pronunciation is clear, you could work on sounding more natural. An effective way to practice this is by listening to native speakers and copying them. Record yourself and compare your output to the original speaker. Repeat until you are satisfied that your intonation and stress is the same.

Online classes and sessions

Sometimes MyClass classes or sessions need to be online. Online lessons are like any other MyClass lessons you attend at the British Council. You will practise your speaking and writing with your teacher and colleagues in real time and do lots of pair and group work.



What you need

We use Zoom for our online classes and sessions.
Zoom is web-conferencing software, which is free for you to use.

To join a class, you will need:



A webcam



**Download
Zoom onto your
computer**



**A high-speed
broadband
internet
connection**



Ear/headphones



**A built-in or
standalone
microphone**

What you need to know



Be on the register

As with all MyClass lessons, please make sure you have booked your lesson on the MyClass web portal.

If your name is not on the register, you cannot attend the class.

TIP

Make sure you use your real name for your Zoom account, and when signing in to the lesson. The teacher can then easily check if your name is on the register.



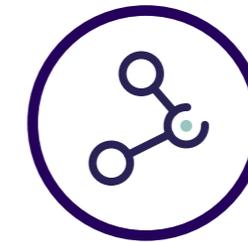
Be seen and be heard

In online lessons you need to have a web-cam / camera in order to participate fully. If you have ever used Skype, FaceTime or any other video calling app, you will know what you need because the experience is very similar.

Unfortunately, if the teacher cannot see or hear you, you will not be allowed to attend the class.

TIP

Test your video and mic before the lesson if you are not sure they work.



Be properly connected

You are going to need a stable internet connection (See Technical specifications section for more information). A poor connection will mean people may find it hard to hear or see you, and for you to see and hear them. This can be frustrating for everyone and will result in a poor learning experience.

If your internet connection is not good enough, you may be asked to leave the class.

Be somewhere quiet

The great advantage of an online lesson is that you can choose where you want to study. For the best experience however, you need to make sure you are somewhere where other people will not interrupt you and where noise is not a problem.

These problems can result in a poor learning experience for you, and for the other students.

If the environment you are in is unsuitable and you cannot change it, you may be asked to leave the class.



Please follow our classroom conduct code

It may be obvious but do remember to behave the way you would in any other MyClass lesson. Although you may be at home, it's important to remember that normal classroom rules still apply.



If you need support, contact your local British Council centre.

How to join an online class

Registering for a MyClass online class is simple!

1. Access your MyClass portal or app and select 'MyClass Online'
2. Book your class

The screenshot shows the MyClass online class booking interface. At the top, there are two filters: 'Centre' and 'Start time'. The 'Centre' filter is set to 'MyClass Online' and the 'Start time' filter is set to 'All times'. Below the filters, the interface displays a class list for 'Tsim Sha Tsui' and 'Admiralty'. The class list is organized by day, with 'Wednesday 01' and 'Thursday 02' visible. The class 'MyClass Online' is highlighted in blue on Wednesday 01, and a checkmark is visible next to it. On Thursday 02, a class titled 'Speaking | Social Planning a tour' is shown with a time slot of 09.00 - 09.10 and a checkmark next to it. The interface also shows a time slot of 09.00 and 12.30 on the left side.

Centre	Start time
MyClass Online	All times

Class list

Centre	Day	Class	Time
Tsim Sha Tsui	Wednesday 01	MyClass Online	09.00
Admiralty	Thursday 02	Speaking Social Planning a tour	09.00 - 09.10

3. Up to 15 minutes before the lesson, log in to the MyClass portal and click the 'Join now' button

4. You will be redirected to the Zoom online classroom

5. If you already have Zoom installed, click to join the meeting

6. Click 'Open Zoom' in the dialog box

Hello Akiko

MyClass Standard lesson target 28 out of 158 lessons attended

Pathway themes in progress 8

MyClass Standard credit balance: 161
60 credits expiring 29 June 2022

Your next class

Speaking

Making social arrangements on and off the phone

🕒 Wednesday 01 Dec 2021, 19.45 – 21.15

📍 Tsim Sha Tsui, Room 310

👤 Clare Gowran

Join now

Find a class My schedule Past classes

Centre Start time

Tsim Sha Tsui All times

Switch view: Class calendar Class list

Week: 29 - 05 December 2021

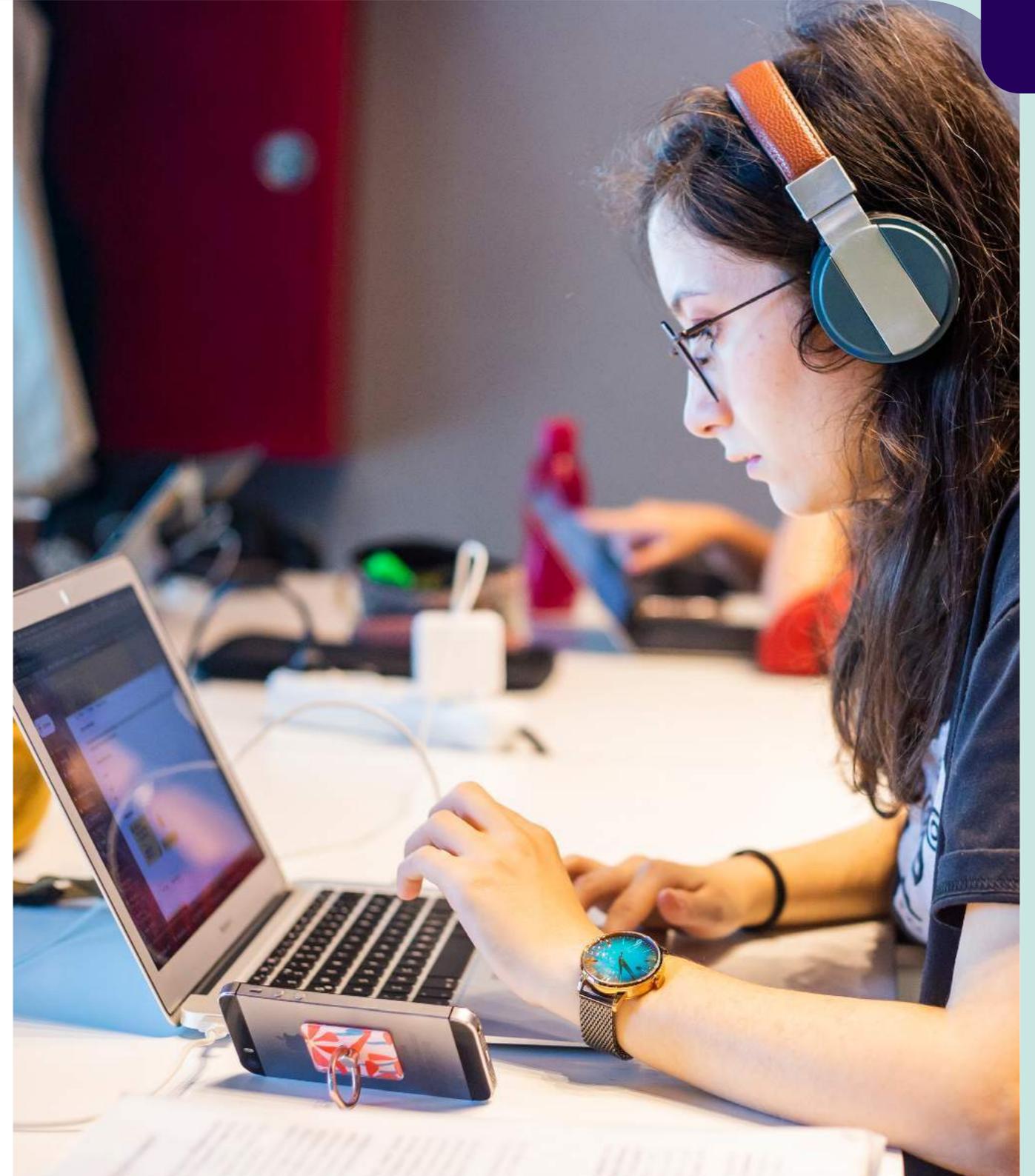
If you don't have Zoom installed, click here to check the next steps before you continue

- 7. When prompted, click ‘Join with video’.**
- 8. You may have to wait for the teacher to let you join the class**
- 9. Please add the name that you provided the British Council when you bought your MyClass course**
- 10. When prompted, click ‘Join with audio’.**

New to Zoom?

See more instructions on how to get started.

[Go to Zoom help centre](#)



Online classes: Technical specifications



Please make sure your computer meets these minimum requirements

To ensure that you receive the best experience in MyClass online classes, a laptop or desktop with 4GB RAM and a dual-core 2Ghz processor or higher (Intel i3/i5/i7 or AMD equivalent).

Tablets running with sufficiently powerful processors – any 1 Ghz single core processor or better (non-Intel) – in landscape orientation will also work. However, for the best experience a laptop or desktop computer is recommended.

Ensure your laptop or computer has Windows10 or higher, and for Macs, OSX 10.9 or higher.

You will also need a webcam and a headset (with an inbuilt microphone, or with a separate microphone attachment).

New to Zoom?

See more instructions on how to get started.

[Go to Zoom help centre](#)

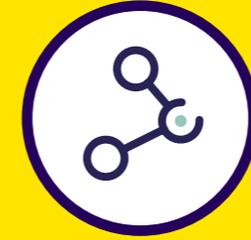


Browser

On all laptop or desktop computers we support up-to-date versions of Google Chrome, Safari or Firefox. For the best experience, we recommend Google Chrome.

You can check (and update) your version of the Google Chrome browser by going to

<https://www.whatismybrowser.com/>



Internet connectivity

We recommend that you use a stable connection with a minimum download speed of 4Mbps (recommended 8Mbps), and a minimum upload speed of 2Mbps.

We recommend the use of a wired Internet connection or stable Wi-Fi, and we do not recommend the use of tethering or mobile hotspots.

You can check your internet speed by going to

<https://www.speedtest.net>