

BBT Online



BBT Online

Lesson Handbook

May, 2018

Contents

1. Our Services

| | |
|---|---|
| 1.1 Introduction | 3 |
| 1.2 Lesson Overview | 3 |
| 1.3 Expiration Date & Booking | 3 |
| 1.4 Membership Site: <i>My Page</i> | 3 |
| 1.5 Japan Help Desk Support | 3 |

2. Before You Get Started

| | |
|---|---|
| 2.1 Preparations Before the First Session | 4 |
| 2.2 System Requirements | 4 |
| 2.3 Setting Up the Learning Environment | 5 |
| 2.4 Install Skype and Set Your Privacy | 6 |
| 2.5 Create Your Profile in <i>My Page</i> / How to Find Out Your Skype ID | 7 |

3. Our Programs

| | |
|--|---|
| 3.1 Business Course | 8 |
| 3.2 Management Course | 8 |
| 3.3 Use Lesson Materials and Audio Materials | 8 |

4. Lesson Procedure

| | |
|---|----|
| 4.1 Session Booking - <i>How to Start</i> | 9 |
| 4.2 Important Reminder | 11 |
| 4.3 Cancellation, Waiting for Cancellation, Substitution Lesson Function, Incomplete Report, Session Feedback | 11 |
| 4.4 Attendance and Incomplete Report Policies | 12 |
| 4.5 <i>My Page</i> Function Keys | 13 |
| 4.6 For iPhone/iPad (iOS) Users | 13 |

5. Troubleshooting/ FAQs/ Useful Phrases

| | |
|---------------------------|----|
| 5.1 Troubleshooting | 15 |
| 5.2 FAQs | 16 |

6. Terms of Use

| | |
|---|----|
| 6.1 Application and Acceptance | 18 |
| 6.2 Session Fee and Payment Methods | 18 |
| 6.3 Confirmation of Session-Point Balance | 19 |
| 6.4 Immunity from Responsibility | 19 |
| 6.5 Protocol | 20 |
| 6.6 Transfer | 20 |
| 6.7 Licensed Matter | 20 |
| 6.8 Verboten | 20 |
| 6.9 Applicable Law and Competent Court | 20 |

1. Our Services

1.1 Introduction

We provide one-on-one lessons for busy businesspersons who hope to acquire results-oriented practical English conversational skills. You can take your lesson whenever and wherever you like through our online lesson system and *Skype*.

1.2 Lesson Overview

- ▶ **Lesson Style:** Private one-on-one lessons for 25 minutes per session based on a points system and using a telecommunication application - Skype.
- ▶ **Required Points:** Business Course - 18 points per session // Management Course - 24 points per session
- ▶ **Operating Hours:** Open every day from 6:00 a.m. to 11:25 p.m. except Christmas, Year-end and New Year holidays.

1.3 Expiration Date and Booking

- ▶ **Expiration Date:** Session points are valid for 6 months from the date points are given. We strongly recommend starting your sessions as soon as setting up is done and taking them regularly.
- ▶ **Booking Limits:** Maximum of 2 sessions/day and 6 sessions within 14 days are available for booking. Once you take the reserved session, you may then book a new one in its place. A session can be booked within 2 hours before session start time without any limitations as long as session points are available.

1.4 Membership Site: *My Page*

- ▶ Clients are required to use the Membership Site called *My Page* (<http://lesson.ohmae.ac.jp/>).
- ▶ You may make reservations and cancellations as well as view your lesson history in *My Page*.
- ▶ A user ID and password are required to log in.

1.5 Japan Help Desk Support

BBT Online Japan Office supports clients through the following:

Help Desk

Trouble Shooting:

Japanese staff will help you solve problems that you may have during sessions. Please provide your name and user ID when you make an inquiry.

Operation Hours

Weekdays: 9:30 a.m. to 11:00 p.m.
Saturdays/Sundays/Holidays: 5:30 p.m. to 11:00 p.m.

Lesson Support:

Japanese advisors will help you plan your studies and give you advice regarding our learning method to get the results you need.

Operation Hours

Mondays through Sundays: 5:30 p.m. to 11:00 p.m.

Contact the Help Desk

Phone: [050-5534-2270](tel:050-5534-2270)

Email: bbtonline@bbt757.com

Skype: bbtonlineadm

2. Before You Get Started

2.1 Preparations Before the First Session

Before you get started, you need to:

1. Setup the system environment (cf. 2.2 on P. 4)
2. Prepare to take a session (cf. 2.3 to 2.5 on P. 5)
3. Book and start taking a session (cf. 4.1 on P. 9)

2.2 System Requirements

*As of May, 2018

Please prepare the system environment in order to enhance learning efficiency. The minimum system environment necessary for sessions are as follows:

| | |
|-------------------|---|
| OS | Windows: 7 / 8.1 /10 Mac OS: 10.9/10.10/10.11 |
| CPU | More than 1GHz (More than 2GHz recommended) |
| Memory | More than 1GB (More than 2GB recommended) |
| Network | An environment that can be connected to the internet with a speed of more than 256Kbps (an always-on connection of more than 1Mbps is recommended) |
| Display | More than 1024 × 768-dot and more than High Color (16-bit) |
| Sound | Sound play, voice input/output functions needed. |
| Browser | Windows: Internet Explorer 11 / Firefox 12 or later / Google Chrome Mac: Safari 5.0 or more / Firefox 12 or more / Google Chrome |
| Software | <ul style="list-style-type: none">- Adobe Reader 10.0 or later to read lesson materials *Optional Latest version : https://get.adobe.com/reader/?loc=en- Skype: 300kbps recommended The latest version: https://www.skype.com/en/get-skype/ ※ Note that Skype for Web, Skype for Business, Skype Preview, or Skype for Windows 8 are not recommended due to stability issues. |
| Peripheral | <ul style="list-style-type: none">- Headset with a microphone attached *Recommended- Webcam *Optional |
| Others | <ul style="list-style-type: none">- Beta version is unsupported for all above-mentioned software and OS. |

2.3 Setting Up the Learning Environment

Preparation of the following software and equipment are necessary before booking your first session.

1. Install Skype and set your privacy (cf. 2.4 on P. 6)

You need the free telecommunication software *Skype* to take sessions.

Please download the software from the Skype home page, install it in your PC and create your Skype account following the guidelines. You can do it in either Windows OS or Mac. In addition, the privacy settings must be changed in order to have conversations with your instructor. Please set your privacy settings to be able to allow calls, receive video and share screens, as well as receive IMs with anyone.

► To install Skype: <https://www.skype.com/en/get-skype/>

2. Set your Profile in *My Page* (cf. 2.5 on P. 7)

You need to set your Profile in *My Page*. Because some of the information are mandatory for having sessions, please complete your profile before you book your first one.

3. Install Adobe Reader *Optional

Adobe Reader is necessary to open lesson materials for preparation and review. Please install Adobe Reader from the home page below if it is not installed in your PC.

► To install Adobe Reader: <https://get.adobe.com/reader/?loc=en>

4. Prepare a headset and web-camera *Recommended

Use of a headset with a microphone is recommended even if you are using a notebook PC equipped with a built-in microphone. A headset with a microphone allows both you and your instructor to hear each other clearly.

In addition, you may use a web camera (or a built-in PC camera) to take your sessions through a video call, if you prefer.

Note:

- If you use Microsoft account for Skype, please be careful when you register your Skype ID in *My Page* and when you log in to Skype. (cf. 2.4 on P. 6)
- Before starting sessions, please exit any software unnecessary for the lesson such as videos, games, etc.
- A wired connection is strongly recommended as it is better for a stable voice and video quality in comparison with a wireless connection.
- Skype for Web/Skype for Business/Skype Preview/Skype for Windows 8 are not supported.

2.4 Install Skype and Set Your Privacy

In order to have smooth telecommunication with your instructors, you must install Skype and adjust your privacy settings.

1. Install Skype <https://www.skype.com/en/get-skype/>

Please download the software from the Skype home page and install it on your PC. When the installation is complete, the screen for account creation will be displayed. Please create your Skype account by following the guide provided. You can do it in either Windows OS or Mac.

Note:

- Please take note of the *Skype ID* you registered when creating your account. You need your *Skype ID* when making your profile in *My Page*. (cf. 2.5)
- Please remember: *Skype ID* and *Skype name* are different.
 - Your *Skype ID* is your user name in Skype, and you use it to log in. It is necessary to be able to exchange contacts and register.
 - Your *Skype name* is your nickname in Skype. Please do not register it in *My Page*.

2. Privacy settings for Skype: Attention!! Important for both Skype beginners and experienced users.

(※For Skype 8.0 users, Privacy Setting is not needed.)

When you first download Skype, the default privacy settings are set such that you can only contact persons registered in your contact list. Please change the privacy settings as below so that instructors who are not registered in your contact list can contact you as well.

Setting Procedure

- ① Start and log in to **Skype**
- ② From the menu bar, click **Skype > Privacy**.
- ③ Under privacy settings, select **anyone** for the settings of *Allow Calls from...*, *Automatically receive video and share screens* and *Allow IMs from...*
- ④ Click the *Save* button.

3. Regarding logging in with a Microsoft account ***Important especially for experienced Skype users.**

If you log in to Skype using your Microsoft account, please be careful when you register your Skype ID in *My Page* and when you log onto Skype.

- For Microsoft account users: Please add **live:** at the beginning of your Skype ID.

Note:

- In case you created a Microsoft account using your Gmail address, your Skype ID should typically look like this: **live:ΔΔΔ..** However, there are some exceptions. A number can be added to the end of the ID, for example: **live:ΔΔΔ_1**
- Please be careful not to register your e-mail address as a Skype ID in *My Page*.

You must make your profile in *My Page* before you book your first session. Because some information is mandatory for having sessions, please be careful to input it accurately. You will be required to enter information in your profile automatically when you log in to *My Page* for the first time. For subsequent logins, your profile can be modified by following the procedure below. URL of *My Page*: <http://lesson.ohmae.ac.jp/>

* Please register your contact information in *My Page*. In case of trouble during sessions, BBT Online staff may contact you.

1. Move the cursor to the account name at the upper right of *My Page* home, then click “プロフィール設定(Profile setting)”.



1. Click “プロフィールを編集(Edit profile)” and input/edit your information. Next click “確認画面へ(Move to confirmation screen)” and finally “確定する (Finalize)” for completion.

ATTENTION!!

1. Please register your Skype ID correctly for taking lessons (Remember, it's not your Skype name.)

2. Please use the account which you created in Skype. If you log in with a Microsoft account, please be careful of the following when you register Skype ID.
 - “live:” should be added at the beginning of your Skype ID for Microsoft account users.

*A number also may be added at the end for Microsoft account users.

3. Please be careful not to register your email address as your Skype ID (e.g. Gmail address).

Registering Skype ID Correctly

Please register your correct Skype ID in “My page,” otherwise you may miss receiving a Skype call from your instructor.

How to check your Skype ID:

1. Open Skype’s “My Account” in your browser

▶ Windows OS:

Sign in to Skype, select **Skype > My account** from the menu bar, and you will see the “My account” window.
※For Skype 8.0 and Skype for Windows 10 users, please refer to “MAC OS” below.

▶ MAC OS:

- ① Sign in to Skype and click on your Skype-display name on the upper left of the screen.
- ② Select “Account and Profile.”
- ③ Click on “Your account,” and you will see the “My account” screen.

2. Find out your Skype ID

- ① Click on the **Manage features > Caller ID**, and scroll down the screen
- ② You will see a message beneath the **Verify Number** button (see below). Your Skype ID is displayed in parenthesis;

“When you send an SMS message from Skype, you will be identified by your Skype Name (XXXXXXX).”

Recipients can't send SMS replies, and your call from Skype is displayed as unknown.”

- For Microsoft account users: Your Skype ID includes **live:** at the beginning of your Skype ID.
- For Facebook account users: Your Skype ID includes **facebook:** at the beginning of your Skype ID.

Request from Help Desk:

If you have a mobile phone email address, please register it in ‘携帯メール(Mobile phone email)’.

We may contact you through this email address in case of emergencies, such as an instructor’s sudden absence.

3. Our Programs

3.1 Business Course

Booking Points Necessary: 18 pts per session
Average Number of Sessions Necessary for 1 lesson: 2 sessions

Course Summary

In the Business Course, you can practice business English conversations in common business situations. From simple dialogues in briefings and telephone conversations to advanced dialogues in presentations and negotiations, you can learn patterns of conversation in various business-centered situations. Through role-playing, you can practice the dialogues with a sense of realism. This course consists of 10 levels, with each level having 20 lessons. In addition, a review lesson is given after every 4 lessons in order to cover the previous 4 lessons. On the average, 2 sessions (2 times, 25 minutes each) are necessary to finish one lesson.

Lesson Flow

- ① **The First Assessment:** At first, your current business English conversational ability will be assessed. Your starting lesson level will be determined.
- ② **Lesson Start:** After the first assessment, you can take lessons at your own pace.
- ③ **Review Lesson:** You will go over what you have learned in the previous four lessons.
- ④ **Level-up Assessment:** There is a level-up assessment after finishing Lesson 20 of each level and you can proceed to the next level if you pass it. If you are unable to pass the test, you can review* the lessons and take the level-up assessment again afterwards

Regarding the Final Lesson of Level 10

In the final lesson which comes after Lesson 20 of Level 10, you will have a final assessment for the course. If you have extra time after the assessment, you may either choose to review previous lessons or have a free conversation.

When Booking a Session

When you book a session in the Business Course for the first time, please select “ビジネスコース(*Business course*)” at the booking menu “コースを選んで予約(Book by selecting a course)” and then book a session. (cf. 4.1 of P. 9)

*18 points per one session are needed to book Business course lessons.

3.2 Management Course

Booking Points Necessary: 24 pts per 1 session
Average Number of Sessions Necessary for 1 lesson: 3 sessions

Course Summary

In the Management course, you can practice business English conversations useful for meeting with global managers. You can learn English expressions for solving problems and dealing with practical situations such as recruitment, layoffs, financial reports, budget negotiations, settlement of conflict with competitors, etc.

Course Components

The course is comprised of 3 modules, namely *Administration*, *Business Development* and *Managerial Topics*, and each module has 4 categories. Each category consists of 5 lessons, and an average of 3 sessions (3 times, 25 minutes each) are necessary to finish one lesson.

Lesson Flow *There is no first assessment in the Management course. You can select any category you like when you make a reservation.

- ① **Lesson start:** Each lesson consists of 5 parts: *Problem*, *Goal*, *Reflection*, *Practice* and *Solution*. You can complete a lesson by finding solutions while deepening your understanding of the problem throughout every part. At the final part of a given lesson, you will have an unscripted dialog with your instructor and will need to negotiate to find a solution in your own words.
- ② **Review lesson:** In the review lesson, you can see the content that you had learned in the previous 4 lessons.

After completing the Review Lesson in each Category

If you have extra time after the review lesson in each category, you may either choose to review previous lessons or have a free conversation.

For Booking a Session

When you book a session for a Management Course for the first time, please select the category from “マネジメントコース(Management courses)” at the booking menu; select “コースを選んで予約(Book by selecting a course)” and then book a session. (cf. 4.1 on page 9) *24 points per one session are needed to book Management course lessons.

3.3 Using Lesson Materials and Audio Materials

Lesson Materials/Audio Materials can be accessed by following the steps below:

1. Log in to My Page
2. Click [コース(教材)] : Courses (Lesson Materials)
3. Click [教材(レッスン)の一覧を見る]: See list of Lesson Materials
4. Click [Lesson_Material_XXX.pdf] for Lesson Material and the play button for Audio Materials

* No materials are provided for review lessons. Please refer to Lessons 1-4 when reviewing.

4. Lesson Procedure

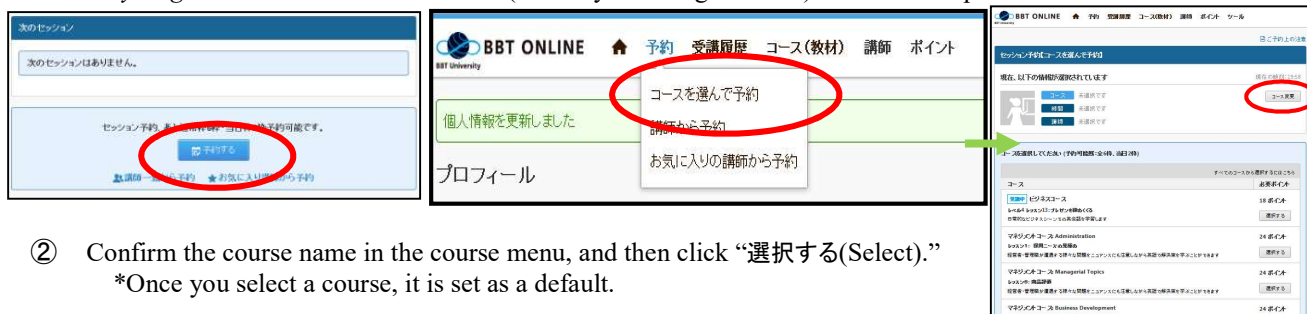
All the preparations are complete, so now you are ready to book a session!

4.1 Session Booking – How to Start

Book a Session

■ When you take a course for the first time, you must select a course first, and then book a session.

- ① Log in to [My Page](#) and Click “予約(Book)” at the top of the page. Or, move the cursor to “Booking” at the title bar in *My Page* and select “コースを選んで予約(Book by selecting a course)” from the drop-down menu and click it.



- ② Confirm the course name in the course menu, and then click “選択する(Select).”

*Once you select a course, it is set as a default.

- ▶ For Business Course: Select “ビジネスコース(Business course)”.
- ▶ For Management Course: Select a category from “マネジメントコース(Management course)”.

- ③ Select your available time by clicking “○” or “△”.

- ④ Select an instructor from the list and click “選択する(Select).”

- ⑤ In the confirmation screen, click “予約を確定する(Complete the booking).”



Notes:

- Session start time: You may choose a start time at any time between 6:00 a.m. and 11:00 p.m. (25 minutes per session).
- Sessions may be reserved up until 5 minutes before it begins.
- You can book a maximum of 6 sessions in 14 days. *At the completion of each session, the limit for reservation is replenished and you may reserve another.
- You can book a maximum of 2 sessions per day. However, a session with less than 2 hours before its session start time may be booked without any limitations as long as you have available session points .
(e.g. Even if you already have 2 sessions booked in one day, or 6 sessions booked within 14 days, you can still book another 4:00 p.m. session at any time between 2:00-3:55 p.m.)
- The following booking options are available after you book your first session:
 - You can select an instructor from your available date and time.
 - You can select an instructor and check his/her available session date and time.
 - You can select an instructor from your ‘list of favorite instructors’ and check his/her available time.

If you have any bookings left after finishing the current course, please select either A) or B) below to change your course settings.

- A) Click “変更(change)”^{*1} in the booking list and select a new course in the drop-down menu, then change the course^{*2}.

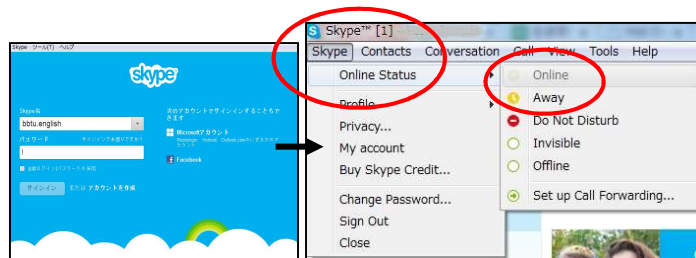
*1: The change button is not available in iOS devices. *2: Available until 5 minutes before the lesson starts.

- B) Cancel all the sessions you had booked in advance and book another session within a new course.

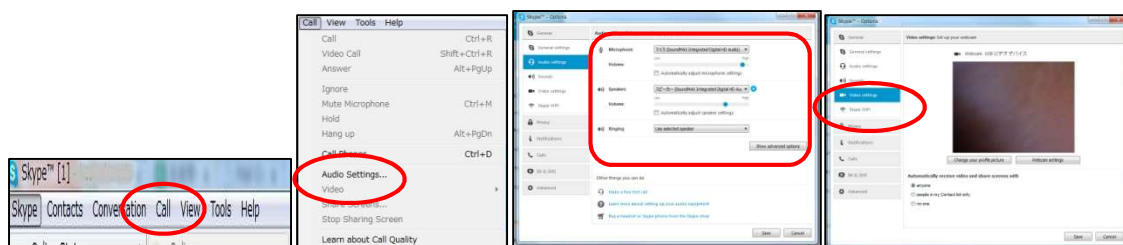
Preparations Prior to a Session

■ Please complete the following preparations at least 5 minutes before your session starts.

1. Connect a headset with a microphone and a webcam, launch Skype and log in, then check if you are online.
2. From the menu bar, select *Call>Audio Settings* and confirm if the headset you connected is set as your *Microphone* and *Speakers*.
3. Use *Video Settings* to check if you can see your video properly.



Check if you are online from the menu bar > [Skype]>[Online Status]>[Online].



Check audio settings from the menu bar [Call]>[Audio Settings] and your video from [Video Settings]

4. Log in to *My Page* and click “セッション準備ページを開く(Open the preparation page)”, then check the settings.



Skype Test Call

Please make sure if your microphone and speakers are properly set by making a call at Skype Test Call(echo123). We recommend making a test call before starting each session.

Start a Session

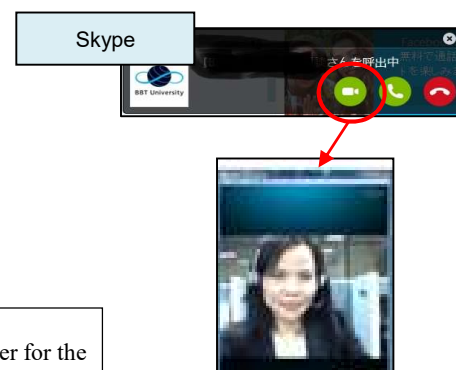
■ Please start a session by following this procedure at start time:

1. Click “セッションを開始する”(Start a Session). The lesson material will automatically open.
2. When you receive “Request for approval” from your instructor on Skype, please click the “Approve” button.
*Without an approval, you cannot use the Skype chat box.
3. Please click on the button with a camera icon to answer with a video. Then you will be able to start your session.
*In case you do not want to use a webcam, please answer by clicking the phone icon.
*Please note that in case you use a webcam, not only your face, but also your upper body as well as the background of your place might be displayed depending on the distance to the webcam.



Note:

We recommend adjusting your screen manually (see the screen image in 4.2, P. 11) in order for the lesson material and Skype will be displayed separately.



4.2 Important Reminder

During each session, your instructor will share the lesson materials online. Please manually adjust the screen size after the lesson material appear in the session page so that you can see both the lesson material and the instructor's video feed^{*1}. In addition, when you cannot spell out a word, you or your instructor may type the word(s) into a chat box. You can display the chat box with the following procedure^{*2}:

*1: Session page and Skype screen cannot be displayed at the same time in iOS devices.

*2: There are 2 types of chat functions: one is in the **session page** and the other is in **Skype**. We recommend using the one in the session page, but please use Skype chat if there is a fault in the session page.

Chat function in Session Page

A chat box in your session page will be displayed on the lower right side as soon as your session page opens, provided there is no problem with internet connectivity.

* Your chat history can be reviewed in "Session history".

My Page>[受講履歴] Session History>

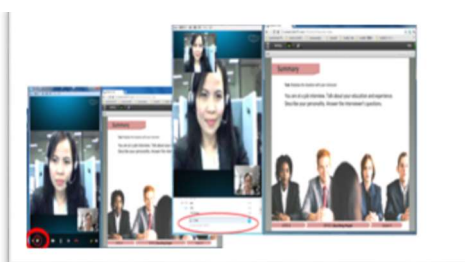
Click on the date to refer to

IM (Skype Chat Box)

- ① When the instructor types in his/her chat box, a red circle will appear around the chat box icon.
- ② Click the icon, and the chat box will be displayed.

*If the instructor is not added to your Skype contacts list, anything that he/she writes in the chat box will be deleted.

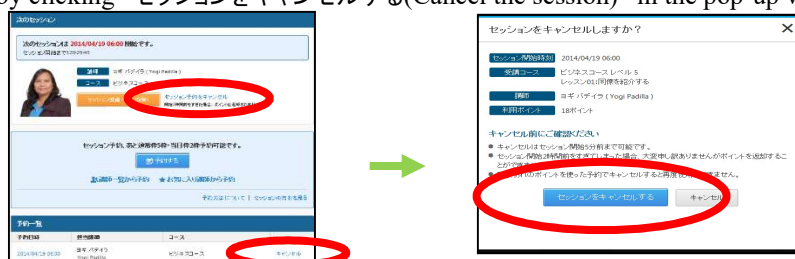
*When you take sessions using iOS, the chat box cannot be displayed during the session. Please check it after the session.



4.3 Cancellation, Waiting for Cancellation, Substitution Lesson Function, Incomplete Report, Session Feedback

Cancel a Session

When you want to cancel a session, please click "セッション予約をキャンセル(Cancel booked session)" in the "次のセッション(Next session)" column on the top of My Page, or click "キャンセル(Cancel)" in the booking list. Then complete the cancellation by clicking "セッションをキャンセルする(Cancel the session)" in the pop-up window.



Waiting for Cancellation

You can wait for a cancellation of sessions booked by other students using the function in My Page.

- ① Access your My Page by PC^{*1}, select "講師から予約", book a session and select an instructor, then click the "この講師を指定して予約" button.
- ② Open the schedule for the instructor you chose. If the slot is already booked, it shows an "X". Click on the "X" icon if you wish to wait for a cancellation of that slot.
- ③ Once you click the "X" icon, a pop-up window will open for Waiting-for-Cancellation. Please complete the procedure by clicking "予約キャンセル待ちを登録する" – Register to wait for cancellation^{*2}.
- ④ You will receive an e-mail if there will be a cancellation. The e-mail will be sent to the e-mail address you registered in My Page. Please complete your booking then^{*3}.

*1: This function is not available in iOS and other mobile devices.

*2: The list of waiting-for-cancellation will appear in My Page: at the bottom of the home page. Cancelling the "Waiting" is also possible>> Click the "解除する" in the list.

*3: The e-mail you will receive doesn't guarantee your booking.

Reminder: Session Cancellation

You must complete any cancellations at least 2 hours before the session start time. Please note that the points used for the reservation cannot be returned if cancellation is not done at least 2 hours before the start time.

Substitution Lesson Function

You may wish to have a lesson with other instructors in case your instructor is absent. You may use the Substitution Lesson Function by following the procedure below. You can change the function setting only on computers.

- 1) Click on "セッション受講のための設定を確認する - Check my settings" on the home page of My Page.
- 2) Check the box of "代理講師を希望する - Accept Substitution Lessons" under "現在の設定 - Current Settings."
- 3) Click on "設定する - Save the function setting."

Notes

- Changing the setting is not necessary if you do not wish to accept substitution lessons.
- You will be advised that a substitute instructor will have a lesson with you on your session-preparation page.
- Your session points will be deducted as usual when you have a lesson with a substitute instructor.
- Your substitute instructor will be assigned automatically by the system and is not selectable.
- There might be changes in your substitute instructor before your session starts for some reasons.
- In case there are no available instructors, your session will be cancelled. Points will be returned.
 - * You will receive a notification via email.
- The setting for the Substitution Lesson Function can be changed anytime based on the procedure above.

Submit an Incomplete Report

When a session cannot be conducted due to the instructor's/operation's reasons, your session points may be returned after an evaluation based on the submitted "不成立報告 Incomplete Report". Submit an incomplete report by clicking the "不成立報告をする (Report incomplete session)" button located at the lower part of the session screen. Please use it if necessary after checking the incomplete report policy. (cf. 4.4 below)

*The Incomplete report can be submitted 15 minutes after the session start time.



Session Feedback

You have the option to evaluate the session right after it is completed. Your contribution in sending an evaluation is appreciated for improvement. (The feedback button is found at the bottom of the page.)



4.4 Attendance and Incomplete Report Policies

Attendance Policy

1. Booking is possible at least 5 minutes before a session starts. However, reservations, cancellations, or changes must be made at least 2 hours before a session starts. When cancellation is made less than 2 hours before the session's start time, it will be treated as a penalty cancellation and the session points cannot be returned.
2. If you are more than 10 minutes late for a session, it will be marked as an absence. The instructor will close the session after the 10-minute mark has passed.
3. Even when you or the instructor can't see each other on the screen for some reason, please take the session without a video. Session points are not returned due to video problems.
4. If sound or network connection problems cannot be solved in a timely manner, please stop the session and submit an *Incomplete report* in order to take the session again later. (To submit *Incomplete Report*, please refer to 4.3 above.)

Incomplete-Report Policy

When a session cannot be continued due to the instructor's/operation's reasons, your session points may be returned after an evaluation based on the submitted “不成立報告 Incomplete Report”. However, when an incomplete session is caused by the client's side, please understand that it will be treated as an absence and an *incomplete session report* cannot be accepted.

Incomplete Reports are not acceptable for the following reasons:

1. When you are in a place where the internet is out of service or the reception is too weak.
2. When Skype is not ready, or your Skype ID does not match to the one registered in My Page.
3. If the necessary applications are not installed onto your iPad or iPhone.
4. If a setting check and echo test are not done before a session.
5. If there is a mistake in reserving the time or the course.
6. In case of session cancellation, absence, or tardiness due to the client.

4.5 My Page Function Keys

My Page allows you to:



- A) Book courses and select instructors, including your favorites
- B) View Session Records and Feedback
- C) See/Review/Download Lesson Materials
- D) View all instructors profiles, including your favorites
- E) See your point usage history
- F) Edit Profile / Check System / Log out
- G) See Points and Expiration Date
- H) Learn Skype and Adobe Flash Player setting / Edit Skype ID

4.6 For iPhone/iPad (iOS) Users

When taking sessions using iPhones or iPads, you need to download two applications. Please read the following:

Preparations Before You Get Started

Step 1 Download the **BBT ONLINE** application

- ① Open the App Store, search for **BBT Online** and choose the application.
- ② Tap the *Get* button on the right, and then tap the *Install* button.
- ③ Input your Apple ID and tap the *OK* button to start downloading.
- ※ BBT ONLINE application will be used to book lessons, check system and open materials during sessions.

Step 2 Log in to My Page.


- ① Tap the **BBT ONLINE** icon on the home screen of your iPad/iPhone.
- ② Input your user ID and password at the authentication screen to log in. ⇒ Top of *My Page* will be displayed.

Step 3 Download applications. ※Please complete installation before starting a session.

In order to take sessions using an iPad or an iPhone, *Skype*, in addition to the **BBT ONLINE** application, is necessary. If the application is not yet installed in your device, you can search for it at the bottom of the left navigation menu on

You must complete your BBT Online registration before downloading the applications. If not yet registered, please Log in with your ID and password to complete your user profile from the site below.

<https://lesson.ohmae.ac.jp/>

the top screen in the *BBT ONLINE* application. When using an iPhone, please tap the upper left  button, and the navigation menu will be displayed.

- ① Click the application and press the *Install* button.

Booking a Session Please book a session according to 4.1., *Reserving a Session* on P. 9.

Starting a Session

Step 1 Stand-by with the *BBT Online* application activated.

- ① Please activate your *BBT ONLINE* application in your iPad or iPhone at least 5 min before your session time.
- ② Session status becomes *Session Stand-by* mode.
※Please click the blue '1.Open lesson page' button before 5 min of your session time.

Step 2 **Start Skype:** Tap *Start Skype* on the lesson page. ⇒ Skype will be activated.

When Skype is activated, the screen is shifted to the Skype screen. To return to the lesson screen, press the HOME button of iPad/iPhone, and then tap the *BBT ONLINE* application icon.

Step 3 **When the session time comes, tap [2. Go to the next step] button:** Please wait for the Skype call from your instructor.

There are two ways to respond to a Skype call:

1. Tap the Skype message displayed on the screen.
2. Press the iPad/iPhone HOME button, tap the Skype application icon, and then tap the green response button on the Skype screen.

Step 4 **Open the Lesson Materials: Display the lesson materials**

When Skype call starts,

1. Press the HOME button of iPad/iPhone, and click on the *BBT ONLINE* application.⇒ Return to the lesson page.
2. When you receive instructions from your instructor, tap the *Lesson material* button.

Attention

- It is highly recommended to download the lesson materials from My Page and make copies before the session.
- Please connect your device to a Wi-Fi network.
- Please make sure your device is adequately charged beforehand.
- Before starting a session, please close all programs except these two applications for a lesson.
- If you receive an incoming telephone call during Skype, the call may be cut off.
- The lesson materials and Skype cannot be displayed on the screen at the same time.

Environment Recommended

| BBT ONLINE | Device | OS version | Network | Others |
|------------------------------|---|-------------------|---------|--------------------------------------|
| | iPhone / iPad | iOS 9.0 or higher | Wi-Fi | Headset with microphone (for iPhone) |
| Connection speed recommended | | | | |
| Skype | Voice Call only: Minimum of 30Kbps download speed / Minimum of 30Kbps upload speed (Recommended: 100Kbps download speed / 100Kbps upload speed) https://support.skype.com/ja/faq/FA1417 | | | |

5. Trouble Shooting, FAQs, Useful Phrases

5.1 Troubleshooting

My Instructor Can't Hear Me

- Check if the mute button of your headset or PC is on.
- Check if your headset is connected to the proper PC socket. Make sure it is plugged in securely.
- Relaunch the Skype application, or restart your PC. Please call at *Echo/Sound Test Service* (Skype ID: echo123) to check your audio.
- In case you are using a wireless connection and getting a bad line, switch to a wired connection.

I Can't Hear My Instructor

- Check your Skype settings.
Please see your microphone and speaker volume at “Tools > Setting.”
(For Mac PC: Setting from “Skype > Setting.”)
- Place the microphone closer to your mouth.
- Always update Skype to the latest version.
A dialog box is displayed automatically when a new version is released and you can download it from the dialog box if you tick on “Settings” -> “General tab” -> “Check update automatically” in the Skype menu. If you choose “Confirm update” in the Skype software HELP menu, it will display an update reminder and you can update your software from there.
- Please close all other unnecessary browser screens and applications except Skype & BBT online.
- Change the caller of your Skype call. (In general, the person who has a better line connections should make the call.)
*For details, please access the [Skype homepage](#).

I Have a Problem with my Skype Connection

- Check if the Skype ID you registered in *My Page* is correct by clicking on the “Setting Check” button after booking.
- Please be sure to change the Skype privacy settings as follows: When you download Skype, “people in my Contact list only” is the default setting for Skype call authorization. If the setting is “people in my Contact list only”, Skype cannot connect with instructors who are not in your contact list.

※For Skype 8.0 users, Privacy Setting is not needed.

- ① Start and log in to **Skype**
- ② From the menu bar, click **Skype > Privacy**.
- ③ Under privacy settings, select **anyone** for the settings of *Allow Calls from...*, *Automatically receive video and share screens* and *Allow IMs from...*, then click the *Save* button.

*For more details, please access to [our FAQ](#).

*When using a Microsoft account, please add “live:” at the beginning of your Skype ID.

*Please register your Skype ID in *My Page* accurately.

5.2 FAQs

Regarding Your Session

Q: I'm not good in English and worried about lessons which are all in English.

A: Please don't worry too much. As we provide one to one lessons, you can learn English at your own pace according to your level and learning speed. Plus, we have other support tools, such as typing the spelling in the chat box when you have difficulty picking up some words. Your instructors will be happy to assist you.

Q: I'm concerned that I will not be able to finish all of my sessions because of my schedule. It is difficult to book future sessions.

A: As for the session booking, although there is a limit of 2 sessions in a day and 6 sessions within 2 weeks, it is unlimited for sessions that starts in less than two hours. You can effectively utilize your free time and take sessions at your own pace.

Q: I'm not confident with my English and worried about taking lessons with instructors I don't know. Should I always book my sessions with the same instructor?

A: It might be better to select only certain instructors if you feel too nervous about taking lessons, rather than choosing a new instructor every time. However, it is better not to limit the choice of instructors too much because you may have less booking opportunities due to the instructor's schedule. Once you become accustomed to BBT Online lessons, please try to take sessions with various instructors.

Q: Can I talk about topics outside the curriculum?

A: You can do that to some extent, but generally, please follow instructions from the instructor.

Q: Can I finish 1 lesson in 1 session?

A: For 1 lesson, roughly 2 sessions for the Business Course and 3 sessions for the Management Course are necessary. Please see "Our Programs" on page 8 for details.

Q: Is it possible to see the history of my past sessions?

A: Yes, it is. The history of your past sessions is updated every time you take a session. You can refer to the history from "受講履歴 - Record of your Past Sessions" in My Page.

Q: Is it possible to see lesson materials for the review lessons?

A: Unfortunately, we don't provide lesson materials for the review lessons for learning effectiveness. Please use materials for lessons 1~4 to review and prepare for the review lesson.

Q: Is it possible to take a session by using an iPad or iPhone?

A: It is possible to book and cancel sessions by iPhone. As for iPads, it is possible to book, cancel, as well as take sessions.
*Please attend the first session using a PC.

Q: Is it possible to take a session using an Android device?

A: Android devices are not fully supported by our service. However, there is a possibility that you can take a session using an Android device in the following way:

- Taking a session: Please try accessing My Page by using your browser (Chrome/Safari etc.) and start your session in My Page. (cf. P. 10: Start a Session)
- Making/Receiving a call: Use Skype as usual

Note: Please contact our help desk if you would like to take a session by the way mentioned above.

Booking and Cancellation

Q: How many sessions can I book per day?

A: You can book 2 sessions per day and 6 sessions within 14 days. After you finish your reserved lesson, you can book another lesson. Meanwhile, you can still book another session 2 hours before the start time regardless of the booking limits.

Q: Can I cancel my bookings?

A: Yes, it is possible to cancel your sessions at least 2 hours before the session starts without any penalties. Cancellations made less than 2 hours before the session begins is regarded as a penalty cancellation, and the points used for the booking will not be returned.

Q: How far in advance can I book a session?

A: It is possible to book a session 2 weeks in advance. Please note that you cannot book a session after the expiration date.

Q: When can I book a session?

A: You can book a session anytime, 24 hours a day. It is possible to book a session until 5 minutes before the session starts.

Q: Is there still a six-time booking limit even if I am taking two courses?

A: Yes, booking for 2 weeks is limited to 6 session in any case. Please book extra sessions by utilizing the opportunity of booking at least 2 hours before the session starts.

Q: When booking a session, is it possible to choose my instructor?

A: Yes, you can select your instructor on the booking page. Your session record will be shared with your instructors through the system even if you take a session with a different instructor every time,

Q: Can instructors see the names in my “Favorite” instructors list in My Page?

A: No, they cannot. Please don't worry!

Q: Please tell me when I can take a lesson.

A: You can take a session every day including Saturdays, Sundays and national holidays from 6:00 to 23:25.

We close on some days during Christmas and the year-end & new-year holidays.

*Our holidays are typically posted on My Page in November.

Others

Q: How can I change the email address I registered in My Page?

A: Your registered email addresses can be changed by following these steps:

- ① Choose “プロフィール設定 - Setting my Profile” by moving the cursor over your name on the upper right portion of My Page.
- ② Click “パスワード変更 - Change Password” in the Basic Information section.
- ③ Click “登録情報の変更 - Change registered information”, then click “メールアドレスの変更 - Change email address.”
- ④ Enter your new email address and click “確認メール送信 - Send a confirmation mail.”

Q: How can I change my password?

A: Your password can be changed by following these steps:

- ① Choose “プロフィール設定 - Setting my Profile” by moving the cursor over your name on the upper right portion of My Page.
- ② Click “パスワード変更 - Change Password” in the Basic Information.
- ③ Enter new Password in “新しいパスワード - New Password” and “パスワード確認(再入力) - Confirm your new Password.”
- ④ Click “パスワード設定 - Setting your Password”

Q: I forgot my User ID/Password. What should I do?

A: To retrieve your User ID/Password, you will need to access the URL below and provide the necessary information.

http://www.ohmae.ac.jp/svlAuth/jsp/account/forget/forget_id_password.jsp?type=password

* Please enter your information correctly.

* For email address, please enter the one you used to register.

6. Terms of Use

By completing the application procedures regarding the services BBT Online, Inc. offers, we consider your acceptance and agreement to the Terms of Use.

6.1 Application and Acceptance

- We may stop the service for the user at any time without his/her consent if:
 - 1) Any information provided by the user is false or incorrect,
 - 2) An act or remark made by the user is judged to affect our service and operation,
 - 3) A user is found to be associated with antisocial groups such as gangs, is a gangster (including semi-regulars and the persons involved), a corporate extortionist, or is subject to a criminal penalty which should be criticized in society.
- The right to services becomes available after a user applies through our standard procedures and completes the first payment for the session points. In addition, the right shall lapse either when the user consumes all his/her session points or upon the expiration date of said points.
- A user may receive English lesson services based on the extent of their payment after purchasing the necessary session points.

6.2 Session Fee and Payment Methods

- A user shall purchase session points beforehand by designated credit cards or through bank transfer.
- For those who are using the online English-conversation service of Business Breakthrough, Inc., their terms of use will be prioritized.
- Changes in rates or other conditions after the designated time-of-day will be announced on our website beforehand.

6.3 Confirmation of Session-Point Balance

- We have installed a tool on our website where a user and an administrative staff member of the corporation the user belongs to will be able to see the history of session points purchased and consumed in taking lessons. The user shall always confirm these information and, when having an objection, he or she shall use the email address found on our homepage, notify us, provide the information of facts for difference elucidation, and cooperate with our staff. The user can complain about a problem or difficulty within 60 days from the session date.

6.4 Immunity from Responsibility

- In the event of a mistaken remark or description during lessons and others by our instructors, we do not take the responsibility. This applies for the other services we offer.
- We are authorized to stop all or part of our services without notifying the user beforehand due to certain factors, such as an instructor, a user, or telecommunication provider, without taking responsibility for anything other than the session fee. Such situations may include:

| | |
|----|---|
| 1) | Typhoons, earthquakes, fires, heavy rains, power outage, other natural disasters |
| 2) | Our computer failure, communication line disturbance, failure of the software, failure of the provider, failure of the office |
| 3) | When we judge that it is proper to stop services due to a technical problem |
- We cannot guarantee that the session reservation of the day and time specified by a user is always possible. In addition, we may cancel the reservation that was already made due to extenuating circumstances without getting the approval of a user. Even in that case, we are not able to guarantee compensation for the cancelled session reservation.
- We do not take any responsibility if another firm's services that we recommended cause any inconvenience or damage to a user.

- We are authorized to set service holidays according to the national holidays of the country where our instructors live, as well as the national holidays of Japan.
- We do not take any responsibility for the viability of website links from our web site to other companies' websites. This applies to the website links to our website from other companies as well.
- We shall not take any responsibility even if a software, which a user installs from our website or other sites recommended by us, damages the user's network, causes failure, breaks equipment, deletes information or breaks a user's computer. Also we do not take responsibility if a user experiences a legal problem or financial loss due to using the software which we recommended. We shall not take responsibility at all when the software recommended by this school does not reach the expected standard and the user stops attending lessons as a result. In addition, we do not guarantee the quality about our recommended hardware either. We may change the telecommunication software of both the computer and the telephone to be used for lesson. If and when we decide to use new telecommunication software, when the rate is increased, or when use of telecommunication software is switched to a paid service, we will not bear the burden on expense of the software and hardware and installation work.
- We do not take any responsibility for the damage caused by the misappropriations of the user's ID and password in conjunction with our services.
- The fraction of the points necessary to be able to take a 25- minute-session will become invalid on the expiration date.
- We do not handle inquiries regarding Skype software.
- Although we recognize that the user's Skype ID does not correspond to personal information, we will do our utmost effort to protect users' personal information as stated in the security policy.
- Complaints or objections regarding our services are accepted by telephone or the email address posted on our website.

6.5 Protocol

- We are authorized to change the contents of the terms of use or our services by posting a notice in our website or by email and other means at any time. If a user avails our services after the notification of such a change, we assume that the user has agreed to the changes in terms, content or services.
- The individual terms of use stated in the corporate contract shall have priority over the terms of use on our home page.

6.6 Transfer

- We are authorized to transfer our business and services without the agreement of a user anytime. Business transfer includes the information of users who are utilizing our services.

6.7 Licensed Matter

- We may send information, guidelines, questionnaires or other notices by email, mail, and other media from our group of companies, including ourselves, to a user or the corporation to which the user belongs to. The user and the corporation the user belongs to may consent to these communications.
- When a user or the corporation to which the user belongs to makes a note on the website that we provided, the contents are authorized to be shared internally, as well as with our group of companies.
- When a note made on our website by a user is deemed inappropriate, we are authorized to delete the note without the agreement or consent of the user.

6.8 Verboten

We prohibit a user from the following acts:

- (1) To use information obtained through our services e.g. instructor's names, communication software IDs, e-mail addresses and other information beyond the purview of our services.
- (2) To suggest that instructors engage in lessons outside of our services, or to accept similar suggestions by instructors, and give and receive money for such outside lessons.
- (3) To record sessions of our service.
- (4) To obtain our administrative information from instructors and others.
- (5) To disseminate or leak confidential information acquired in the lessons to other parties.
- (6) To suggest that an instructor engaged in providing our services change jobs or join another corporation.
- (7) To register multiple accounts with us in attempt to let another person use your account.
- (8) To engage in slander or harassment to our staff and instructors.
- (9) To copy, download or use our logo, trademarks, or copyrighted teaching materials regardless if free or paid without notice to us, the copyright holders.

6.9 Applicable Law and Competent Court

Japanese law is assumed to be the applicable law to these terms of use. A Tokyo regional trial will be the exclusive agreed upon jurisdictional court for the first trial in all disputes caused by this protocol.