

## AcuLege FAQ

- **General**

- What is AcuLege's Services? What does it provide?

AcuLege service is a one-stop solution for offline tuition institutions or individuals to set up an online tuition shop instantaneously and with ease. It provides your own webpage / portal for course listing, organisation information, students/teachers registration, course purchases, payment, scheduling, transaction records and summary and state of the art interactive online classrooms.

- Who are the target users / customers of AcuLege?

Users of AcuLege are educational institutions, eg tuition centres, content creator (VOD, eBook, audiobook), corporate training departments, public and private schools, individual tutors.

- Can students and parents sign up for an account?

AcuLege is not meant for students and parents. It is for organisations to set up online shop. Students and parents should sign up at the individual organisation online portal, which is provided and hosted by AcuLege.

- How to sign up an account?

On AcuLege's homepage (<https://www.aculege.com/pages/en/index.html>), click Register now. Enter your email account. Click "Get verification code" and enter upon receiving it. Set your password. Check the box to agree to AcuLege's Terms of Service and Privacy Policy. Click enter as tuition centre.

Your password is confidential, it is your responsibility to keep it secured.

On the next page, enter your organisation name and homepage address.

- What can I sell on my portal?

You can sell interactive class (live class), webcast, eBooks, recorded lessons (VOD), audio books.

- How do I buy user-hour?

Go to Transaction > Service Plan > Buy user hour to buy your user-hour.

- What's the difference between Webcast and Interactive?

Webcast is used for addressing to a large participant group. It is like traditional TV broadcast, which is one way to the participants. Participant cannot speak, ask questions. However, AcuLege's webcast is interactive, ie, any participant can "raise

hand” and teacher can invite him on stage to the screen to ask questions, share screen, write on the screen,...etc.

Interactive refer to smaller interactive class, eg 1V4 (1 teacher video, 4 student video), 1V6 (1 teacher video and 6 student videos). All participants, both on stage or off stage are able to interact with the teacher.

○ How is service being charged? Is there any subscription?

- You need to have a yearly subscription to keep your account active. You can buy various subscription packages to suit your needs. All packages come with user-hours, which offset your subscription costs.

Online class usage is charged by user-hours. A class of 4 students and one teacher lasting one hour will use up 5 (4+1) user hours. You can buy / top up user-hours before the credit runs low.

- Will unused user-hours be rolled over to the following year?

Unused user-hour will be rolled over to the following year as soon as the subscription for the following year is renewed.

- Will there be a system alert when the user-hours run low or subscription is ending soon?

Yes.

- Do I have to buy different user-hour for 1V1 and 1V6?

Yes, currently, the user-hour for 1v1 and 1v6 are in different accounts and you need to buy separately.

- Are they inter-usable?

No, not at the moment.

- Is the user-hour deducted in hours or minutes?

They are deducted by the minutes.

- Are the excess or left-overs user-hours refundable?

No, the excess is not refundable.

- Do I start with some starter user-hour for trial?

New sign up receives a starter package of 70 hours user-hour in each account.

- **Relating to AcuLege webpage.**

- What is the role of an Admin?

The admin of an organisation has the authority to create, edit, delete, change, invite, assign teachers, set up organisation, manage transaction records, etc. The organisation owner should carefully decide who should be assigned this role for its organisation.

- How do I buy user-hours?

Go to Transaction > Service Plan > Buy user-hour to buy your user-hour.

- What is a course resell?

If you have contents (courses, eBooks, VOD, audio books) that you would like to gain wider reach by reselling them on other organisation's webpage, you may offer your contents for resell. You can determine your price and commission to be given to the reseller. The content will be branded under the reseller's brand. You will also incur user-hour for the resell content.

- What is Resell Mall?

When you put up your content for resell, they will be all put onto the Resell Mall for resellers to browse and select. Upon reseller's acceptance by clicking on your content, it will be listed on their website under their brand. Commission payment will automatically be deducted and paid from the sales proceed.

- What is My Resell Page?

My Resell Page is your Resell webpage when you resell other content provider's content. Customers will see your webpage and brand even when the content is not yours.

- **Relating to Courses**

- **How to set up an interactive course.**

Refer also to video showing how to set up a course.

Go to Courses > Interactive class (left column) > Add new course (top right corner). Click Create new course icon.

Add new course

1 Course description    2 Lesson description    3 Schedule

**\* Course cover**



Choose course cover

Support jpg/jpeg/png/bmp format image, optimum image size is 532px\*300px and less than 10MB.

**\* Course name**

**\* Category**    **\* Level**    **\* Subjects**

**Teacher**    **Assistant**

**\* Participant number**

**\* Sales price**    **\* Sales price**    **Original price**

Free trial     Price (\$\$)

**\* Mode**

Course mode
  Class mode

**\* Course description**

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Add your course cover (picture of your course) by clicking “Choose course cover” icon. Select a representative picture for your course.

Input your course name, category (K12, Enrichment...), Level (primary 1,2..) and Subjects (Math, Science,...) You may define your own category types and sub level.

Assign teacher (and assistant if required) to the class. Set the number of students for the class.

Set the original price and sales price.

Select mode: course or class. Refer to “What’s the difference between course and class mode” in FAQ below.

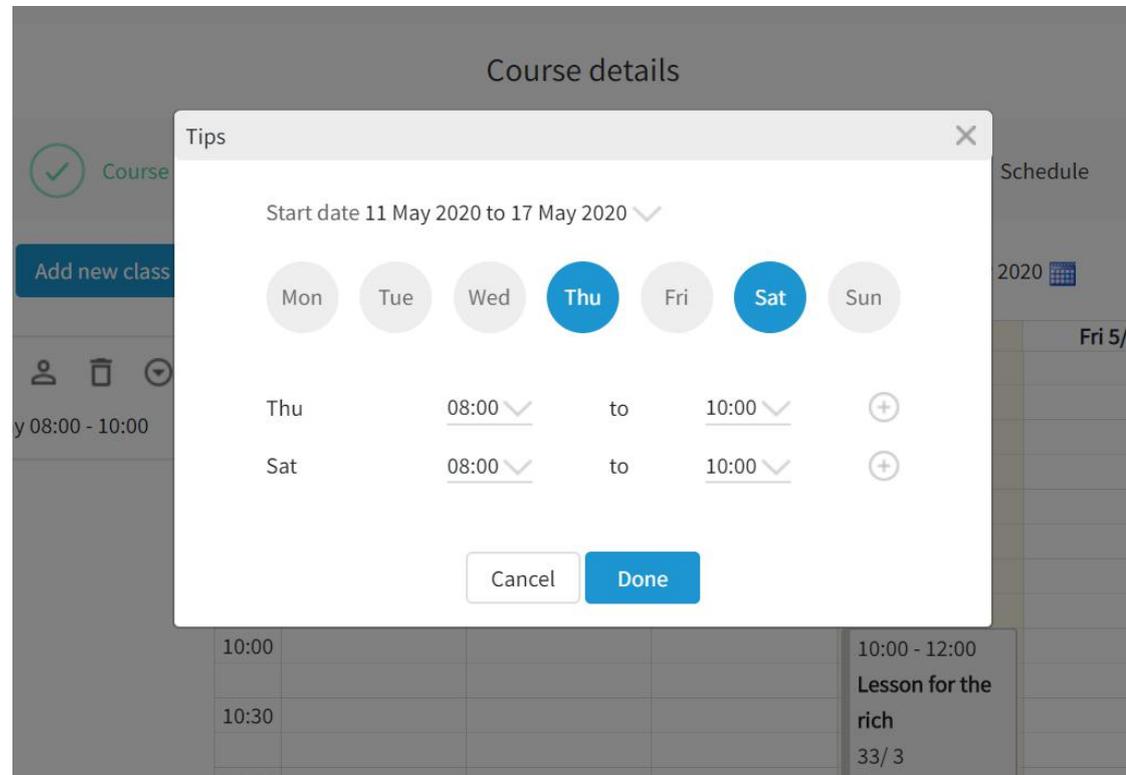
Fill up course description in the space provided. You can type, create the artwork,... OR you can also cut and paste existing webpage on your current home page onto here.

Click “Next” to go to the next page to set up lesson plan.

Click to add new lesson.

Add description to Lesson 1. Eg Introduction. Click “tick”. You may add courseware here where students could download. Complete all Lessons description and click “Next” to go into scheduling of class.

Click “Add new class”.



Choose the start date. Set the day and time for your lessons. You may have more than one lesson per week. Click done.

If you want to set up more than one class for the same course (due to popular demand), you can add Class 2, 3,... and go through the same process to set the schedule.

You are now done in setting up the course, defining the lesson plans, setting the class schedule. You can decide to save it for further edit, or publish it.

- **How to set up an interactive class.**

Refer also to video showing how to set up a course.

Same steps as setting up an interactive course. Unlike a course, which has a fixed number of lessons (say 12), a class has no defined number of

occurrences. It is defined by a start and end date.

\* Mode

Course mode

Class mode



Start date

to

End date

- What is the role of a class assistant?

The role of a class assistant is to help the teacher to manage the online class. His/her video will not appear on screen, but he/she has full control of all the tools in the classroom. He/she can monitor class, help answer chat, upload documents during class, even help teacher on hosting if the teacher is not comfortable in managing the classroom.

- What is the difference between course mode and class mode?

In a course mode, it has a series of planned lessons, for example a Mathematics Semester 1 course may consist of 10 lessons over a period of 3 months. Each lesson has a well-designed lesson plan. In a class mode, there is no defined lesson plan, but you will get an online classroom instead. For example, in a public school, it may want to create a class from 8am to 12pm. Students can log in to enter a class. In period 1, Math teacher will come in from 8am to 9am, then he/she leaves. Students remain in the class while the next teacher, Science teacher comes in from 9am to 10 am. It is a virtual, online classroom where students and teachers registered for this class can come in and go out at their own schedule. This is also good for virtual break-out rooms for students to form small groups for discussion.

- Is there any limit to the class size (participant number)?

There is no limit to the number of students that can register for the class. However, you may not want to keep the size too big so as to maintain more effective learning environment and better control of the class.

- In the course page, what is pending, on-going, completed, hidden and draft?

Pending courses are those published, but have not started yet (eg starting the following week). On-going courses are those that have started and on-going. Completed are done and past. Hidden if you do not want to display or anyone to see them. Draft is work-in progress during course set up.

- What is course template use for?

Templates allow you to reuse past courses to set up new ones. For example, you can use the standard Mathematics Primary 3 template for Seminar 2 by changing the lesson plan and assigning different teachers.

- Do I have to type or recreate my rich text (contents) in the course creation?

You probably has your own website for your existing offline school. You may use a snipping tool to cut and paste your website contents and graphics onto your online webpage provided by Aculege. This way, you can recreate your existing courses onto online course instantly.

- Can students download teacher's courseware?

Yes, teacher can upload courseware in the Lesson description page. Students can download from the Lesson plan page.

- How can teacher give out handouts, homework, pre-lessons materials?

Yes, teacher can also upload handouts, homework, pre-reading materials as courseware for students to download.

- How do I save a course creation as draft? There is no save button.

There is no need to save a draft. It is automatically saved by the browser.

- Can I add or delete students from a class?

Yes, you can. Go to the class in course schedule, click the "man" icon to add or delete.

- Can I delete courses?

Yes, you can delete a course.

- Can I reschedule a class?

Yes, you can drag and drop the schedule to another time slot.

- **Relating to Organisation.**

- What is the "Private portal" in the student page?

There are instances where organisations do not want their portal to open to public registration. For example, a government school would like to have their own portal for their students to log in, but it's not open to public for registration. Registration is strictly by internal invitation or control. Similarly, corporate training would only invite their own organisation staff to register

and attend. In a private portal, students will be invited by organisation to register and join a class.

- How to add my staff to my organisation.

Click organisation > Staff > Add new staff. An email invitation with a password will be sent to the staff to register. Staff completes the process by clicking the login link in the email, then changing password.

- What is domain management?

Your organisation domain is your organisation webpage. This function allows you to set up and manage your webpage. You can arrange and organise the look and feel of your webpage.

- How to set up your company domain (webpage)?

Go to Organisation > Domain management > Set up domain. AcuLege allows you to design the layout and features of your webpage in 2 simple steps.

1. Website layout. Customise your layout by arranging the 4 different components (Banner, Navigation menu, Search course, Text input). You can upload your organisation's banner, define the buttons (short cuts) in the navigation menu, set up a search course function. The Text input is the presentation and description of your organisation. For existing offline education organisation, you probably already have your own webpage. You can use snipping tool to copy your webpage design, words, logo,.... and paste it onto the Text input. Beautiful artwork done in seconds and ready for business!
2. Content layout. You can choose the contents to display. Any content, eBook, Webcast, Latest Courses. Easy to input templates get you going in minutes.

- **Relating to Transaction.**

- Payment

- Do I receive payment from students directly?

Yes, payment from students goes directly into your organisation bank account. It does not go through AcuLege account. No additional fees are charged by AcuLege.

- Payment methods.

Payments can be made via any mode of your choice: bank transfer, credit cards, QR codes (Fave, Grab, Nets, PayLah, PayNow), cheques, counter payment. You need to sign up an account with the respective payment agencies (banks, credit card, Nets, PayLah, PayNow). AcuLege provide a payment field for you to put the relevant bank transfer

information, credit card payment hyperlinks, QR codes for students to snap to go to the payment portal.

The screenshot displays the 'Payment method' configuration interface. On the left, a sidebar lists 'Organisation' with sub-items: Students, Staff, Domain management, Profile, and Banner. The main content area is titled 'Payment method' and shows the 'Offline' option selected. Below this, there is a text editor with the following content: 'TT Bank Transfer to DBS Bank 504-9243890-3'. A note below the text says 'Indicate your name in the TT remarks / notes'. Underneath, there is a 'Grab Pay' label and a QR code. The top navigation bar includes 'yn', 'Homepage', 'Courses', 'Organisation', 'Transactions', and 'Resell Mall'.

- Payment process.

At the check-out during the purchase process, the student will proceed to payment page and make payment based on the instructions on your payment page, ie bank transfer, QR codes, credit cards. At this stage (before payment is confirmed), the status shown is “pending approval”. Once payment is confirmed by the tuition centre that it is credited to its account, the admin can approve the student purchase on AcuLege, and he/she will be registered into the purchased course, completing the whole purchase process.

- How to set up payment page?

Go to [Organisation > profile > Payment method](#). Check “Offline”.

1. TT Bank Transfer : Type in your banking details like Bank name, account number to receive payment, and instruction for students to add their name in their transfer for easy reference.

2. QR codes : PayLah, PayNow, Grab Pay, Fave Pay, Nets.

Copy and paste your organisation’s payment QR code into the payment page. You may also want to instruct the student to add their name in the notes for easy reference.

3. Credit cards : Click the hyperlink icon (shown below) at the top of the payment page.

#### Payment method

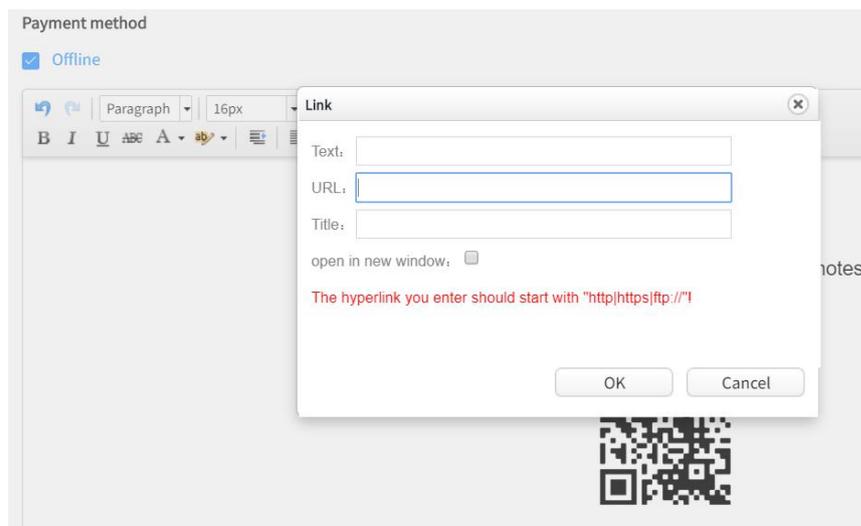
Offline



Fill up the URL with the link to your credit card payment portal. You should be able to get this from your credit card company.

Fill in any instructions you wanted to give to your students in the text box, for example, "Indicate your name in the payment note".

Fill in your credit card company in the title, eg Visa, Mastercard.



- Is there any online payment (using payment gateway) available so that I do not need to go through a manual approval process?

If there is popular demand for it, online payment with payment gateway will be available in future updates.

- What do I see in order summary?

Order number	Course	Class type	Price	Student	Status
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All transactions are recorded and presented in an easy to read report. You can filter and cut your data in different ways, eg pending payment, successful payment, closed orders, refund,...and search for data for up to past 6 months.

- How do I see my user-hour credit balance?

Go to Transaction > Service plan. Your balance user-hour is displayed in the left.

- How do I buy user-hour?

Go to Transaction > Service plan.

- **Relating to Resell Mall.**

- What are listed in the Resell Mall?

Resell Mall is a place to put up contents for other organisation to resell your contents/courses. Other organisations also put their contents here for you to select and resell. This is a Mall where all resell content are displayed for resell.

- How do I select the content to resell on my portal?

In the Resell Mall, select the contents/courses you want to resell in your portal by clicking the content. Click Start Resell. It will appear on your portal for resell. Commission will be paid to your account upon student payment.

- Who pays for the user-hour when you resell someone's contents.

User-hours are paid by the original content provider. Reseller do not incur any user-hour expenses.

- **Relating to AcuLege classrooms.**

- How many students can join a class?

There is no limit to the number of students who can join a class (webcast, 1V4, 1V6). However, for a more effective learning environment, it is advised not to have too big a class for live interactive classes. For big classes > 45, it is advisable to use webcast, ie one to many, but still maintaining interactivity with "raise hands" on AcuLege's webcast.

- How do students and teacher join the class?

Unlike video conferencing apps, entering a class is through prior registration only. No weblink or password will be used. Instead, students and teacher will get an email notification with a "enter class" button, 15 mins and 30 mins respectively before the class start. Click and you are in the class! Alternatively, you may log into your student or teacher portal using your username and password. Go to My courses and enter the class by clicking the scheduled class.

- What is the meaning of 1V6?

1V6 means 1 teacher video with 6 on stage (or on screen) students' videos. If there are more than 6 students, the rest of the students are off stage (or off screen). However, off stage students can see the same screen and videos and participate in the same way as the rest of the students.

- What is difference between webcast and 1V6?

Webcast is one to many, usually to a large audience (>50). There is only the teacher video, with no student's video. However, AcuLege's webcast is still interactive, ie if anyone in the large audience has a question, he/she can still press the "raise hand" button on his screen and the teacher can call him onstage. He/she will then appear on the screen and is able to ask question, write on the screen and even share his materials ( documents, slides, spreadsheet, pictures,....).

1V6 is 1 teacher video with 6 students' video on stage. It is fully interactive.

- Can the teacher see all students in one view?

Yes. There are 2 way to have a full view of the students.

1. Monitor mode. Click monitor button on the left column and a panel of videos of students will appear on the left side. Scroll down for more if needed.
2. New window mode. Click new window button on the left column and a new window will appear which will show a full page of students in a single view. You may either show this on another monitor / screen, or on another window / tab on your browser.

- What if an off-stage student (off-screen) want to ask a question?

Students can click the "raise hand" button on the top right hand corner of their screen to ask for permission to speak or ask questions. When given permission, student's video will come on-stage and he/she will be able to speak, annotate, share screen.

- Can I bring off-stage student on-stage?

Yes. You click that off-stage student in the participant list in the right hand column. His/her video icon should be dimmed indicating he/she is off-stage. You will be asked which on-stage student you want to replace.

- Can students be enabled to write, share his screen or contents?

Yes. Once the teacher enables the student for annotation, he/she can come on-stage to speak, write, share screen or contents. If multiple students are enabled, you may differentiate the writings of the different students by matching with the colour of the respective student's video frame. For example, student A with red colour frame around his / her video will be using red colour pen for his /her writing.

- Can teacher mute the audio or disable chat among students during a class?

The design concept of AcuLege classroom is that it is a formal classroom. Teacher has control over the class, which means the ability to mute the audio of the students, and disable chat among students so as to focus their attention to the main screen. Public chat to the teacher is still allowed.

- What do I do if I do if I have problems with audio or video?

Refer to [Technical support on the main page](#).

- How does a teacher upload his teaching materials?

Click the Courseware folder at the top-left hand corner of the screen. It shows all the uploaded materials for the class. Click Upload button. You can upload materials by selecting files/documents from your computer, QR codes (see question on QR codes upload) or YouTube link (copy-and-paste the YouTube link into the input field).

- What is QR code upload used for?

You can easily snap a picture with your mobile phone and upload to the class instantaneously using QR codes. When you have an impromptu items that you like to share with the class, or say you have a difficult question in your textbook that you would like the teacher to help, you can snap a picture and upload so that the teacher can look at it, instead of putting your textbook in front of your webcam!

- How to upload using QR codes?

Go to either Courseware (for teacher) or Student folder (for students), click upload > QR codes. Open a QR code reader app in your mobile phone and scan the code. Open link > add content from phone's existing content, or take a new picture, then upload. It should be uploaded within seconds. A red dot will appear in the folder when it arrived. Open the folder and click on the newly arrived picture.

- How does a student upload his discussion materials?

Click on Student folder on the left-hand column > Upload file. You may upload from your computer or by using QR code.

- Can students download teacher's content?

Students can download teacher's content from the portal.

- Can I use YouTube to provide supplementary video for teaching?

You can use YouTube as your supplementary teaching materials. Go to Courseware folder > Upload file > YouTube video. Copy and paste link and click OK.

- Can I share screen or application with the class?

You can share your entire screen, share an application window, or just a Chrome browser tab. Go to Screen share button on the left of the screen and select the appropriate action.

- What is the 2<sup>nd</sup> camera for?

Live video of a teacher writing on his / her paper pad is much more effective and responsive than writing on the online screen. This is especially true in lessons that need step by step explanation or drawing diagrams, for example when teaching mathematics or science subjects.

Plug a 2<sup>nd</sup> camera into the USB input of your computer. Camera can be visualiser (common teaching aid) or any USB webcam (but need to fix with a stand for proper operation). Go to 2<sup>nd</sup> camera icon > select the camera input from the list > click open it.

- Can I reward a student's good behaviour by giving him a "trophy"?

When a student did a good job in sharing, provide the right answer, or asking a good question, you may reward him with a "trophy" by clicking trophy icon on his / her screen.

- What is the "polling" function for?

Polling function is used for asking students a question, or to get feedback.

- When do I use it?

You can use it to test the understanding of the students, to give you feedback as to whether they truly understood your explanation or should you go back to emphasize a point. You can do it at any juncture in your course, or at the end of the class.

- How to use it?

At a juncture when you want to post a question, you can show a slide in your courseware with the question and multiple choices. Click Poll icon > enter correct answer by clicking on the appropriate button > click start poll. Student can start polling on their devices.

Results will be summarised in the polling screen. How many polled, percentage of correct, wrong answers, individual students' polling records.

- Can there be more than one correct answer?

Yes, the poll allows more than one answers, for example B and C. Any answer other than B and C will be deemed wrong.

- Is the chat function only public chat? Is private chat available?

Both public chat (everyone can see) and private chat (to individual) are available. For private chat, select the name of the person in the private chat icon.

Teacher can disable private chat during class so as to focus students' attention on the main screen.

- Can the lessons be recorded, uploaded and stored in the cloud for future review?

Class can be recorded, either on your PC or on the cloud. If you record locally, you will get an MP4 file for your own management, or you can also upload to the cloud after class. Additional charges apply for cloud recording and storage.