

# NetPlanning User Guide 2021

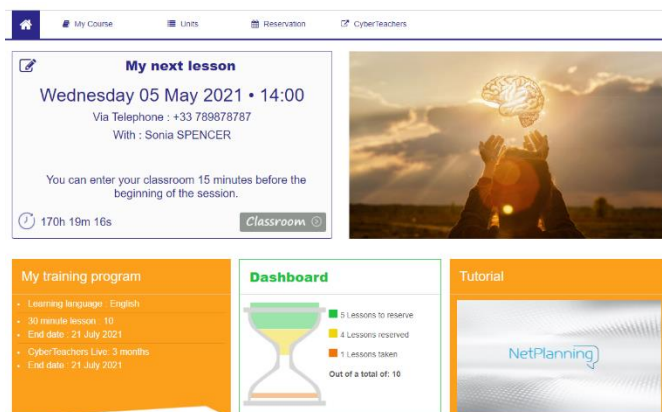


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## What is NetPlanning?

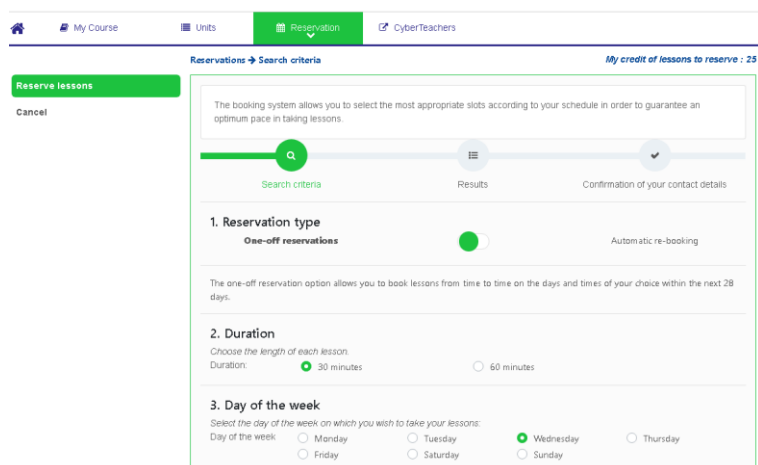
NetPlanning is your reservation platform and is available 24/7 in the Internet. With NetPlanning, you can organize your language training to fit your schedule, reserve or cancel your 30-minute lessons, and enjoy easy access to your learning material.



At the beginning of your program, you were given your login details for NetPlanning. Click on the URL in the email or copy it into your Internet browser and enter your User ID and Password.

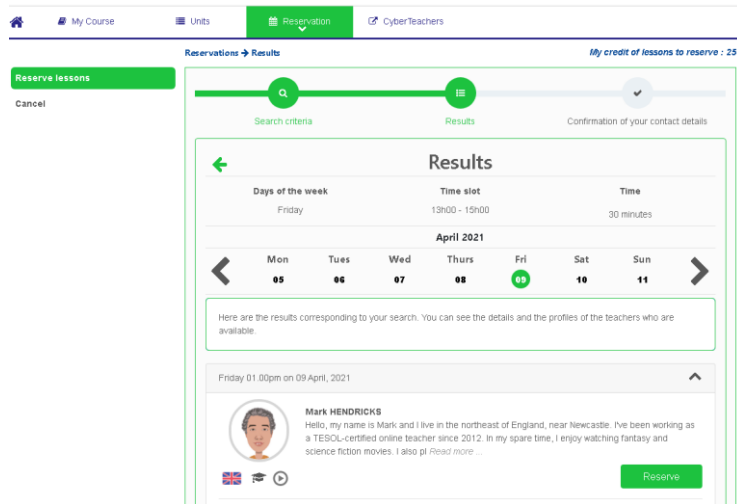
## How do I book a lesson?

You can reserve your lessons by clicking on "Reservation", then choose one of the two reservation features available: either an automatic re-booking (recommended) or a one-off reservation.



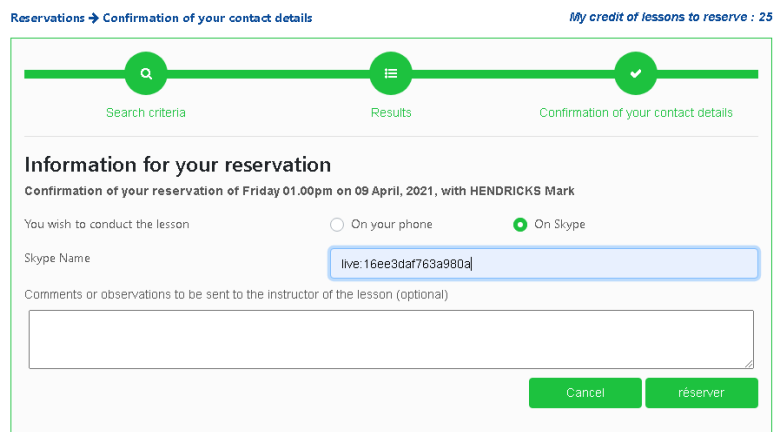
Choose the reservation option you prefer and the most suitable time slots for you according to your schedule to allow the best rhythm for your training.

You can view the profiles of the trainers who are available on the days and times of your choice. Find out about who they are, their accent, qualifications and personal interests. To confirm your reservation, click on the "Reserve" button.



After confirming your choice of the time and date, you will need to indicate your calling option: either by telephone or through Skype.

If you use Skype for your lessons, please make sure that your Skype ID is written correctly. Your Skype ID is different from your full name. Your instructor may find that Skype has several users with the same name as yours and without the right Skype ID the instructor wouldn't know who to contact. Also, make sure you accept your instructor's Skype invitation prior to your lesson.



If you prefer to follow your lessons by telephone, please ensure that your phone accepts calls from withheld or anonymous numbers. We recommend using Skype for your lessons, as this is the most convenient way and available anywhere in the world. In some countries, you can also take your lessons on a landline or mobile telephone number. Please check with your consultant your country's calling options.

You will receive a confirmation e-mail for each lesson scheduled. In order to make sure that you don't forget any lessons, you can send an appointment for each NetPlanning reservation to a compatible message system (Outlook, Gmail, Lotus...) by clicking on the profile icon on the homepage, then go to "My Contact details" and tick "Yes" next to "My appointments". We recommend activating this option before booking your first lesson.

The screenshot shows a user profile page with a navigation bar at the top containing 'My Course', 'Units', 'Reservation', and 'CyberTeachers'. The main content area is titled 'Profile → My contact details' and shows a user named 'Rose DELILLE'. Below the name, there is a section for 'My email address' with the value 'test@eberlitz.com'. There is also a section for 'My Appointments' with radio buttons for 'Yes' (selected) and 'No'. A note below the radio buttons states: 'I would like my appointments for all my phone lessons to be recorded in my message system. Test the compatibility of your message system with the ICAL standard. click [here](#) to receive a test appointment.'

Irrespective of your reservation option, be it automatic or one-off, restrict your choice to a maximum of 2 or 3 instructors for best results, follow-up and learning consistency.

### **Automatic re-booking**

This reservation option allows you to book regular lessons on a set time and day, which simplifies the reservation process and allows the best progress. You will find this type of reservation in the "Reservation" menu.

The system then shows the available timeslots which match your request exactly and other timeslots which match it request approximately. We recommend booking at least 3 30-minute sessions per week. You can also reserve two consecutive slots with the same instructor (60 minutes).

Once set, your lessons will be automatically booked for the same time each week with the same teacher(s), for the entire duration of your program. Lessons are scheduled two weeks in advance recurrently and you will receive a confirmation e-mail for each lesson.

The telephone number/Skype ID you provided at the start will be your default contact number/Skype ID for all future lessons.


### **One-off reservations**

In addition to automatic re-booking, you can reserve additional one-off lessons to suit your schedule or to compensate for a regular lesson you had to cancel. You will find this type of reservation in the "Reservation" menu.

These reservations can be made for the days and times that you wish, at least 6 hours before the lesson time and up to 28 days in advance. Unlike automatic re-bookings, one-off reservations are not carried forward recurrently week after week. To make your one-off reservation easy, you may choose an instructor you already know or else, other available instructors.

## It's time for my lesson: what do I do?



At the scheduled time for your lesson, your teacher will contact you on your Skype ID or telephone number you indicated. If you booked a lesson on Skype, you will need to accept your teacher's contact request. Before each lesson, please connect to NetPlanning and click on the **Classroom** icon on the NetPlanning homepage, next to your lesson reservation.

 **My next lesson**

**Wednesday 05 May 2021 • 14:00**

Via Telephone : +33 789878787  
With : Sonia SPENCER

You can enter your classroom 15 minutes before the beginning of the session.

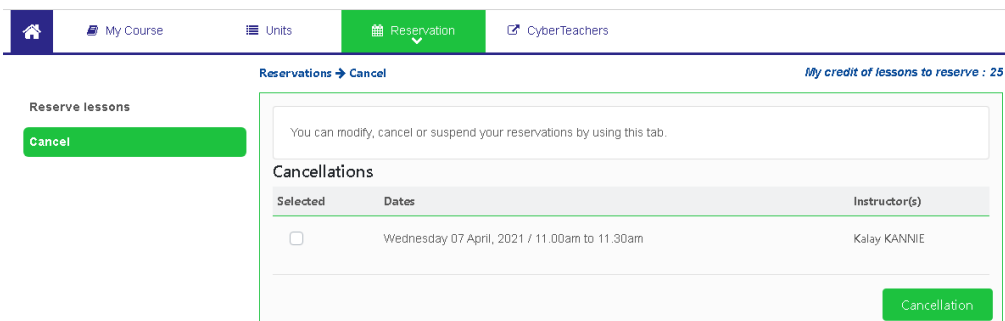
 170h 19m 16s **Classroom** 

The "Classroom" feature provides a permanent visual aid during your lesson. Your instructor will share your learning material there and you will be able to communicate with them in the chat box. The system is easy to use and no installation is required on your computer.

## How do I cancel a lesson?

You can cancel a lesson up to 6 hours before its scheduled start time. Once this time limit is up, your lesson will be deducted from your credit and will appear as a "late cancellation".

Any confirmed lesson can be cancelled by clicking on the "Reservation" section, then on "Cancel". You will then see your next lessons scheduled and you will be able to tick the box on the left of the relevant lesson. Then, click on "Cancellation".



The screenshot shows the NetPlanning interface. At the top, there is a navigation bar with 'My Course', 'Units', 'Reservation', and 'CyberTeachers'. Below this, the 'Reservations' section is active, showing a 'Cancel' button. A message states: 'You can modify, cancel or suspend your reservations by using this tab.' Below this is a table titled 'Cancellations' with columns 'Selected', 'Dates', and 'Instructor(s)'. The table contains one row with an unchecked checkbox, the date 'Wednesday 07 April, 2021 / 11.00am to 11.30am', and the instructor 'Kalay KANNIE'. A 'Cancellation' button is located at the bottom right of the table.

Selected	Dates	Instructor(s)
<input type="checkbox"/>	Wednesday 07 April, 2021 / 11.00am to 11.30am	Kalay KANNIE

The system allows you to cancel single lessons as well as your automatic re-bookings. If a regular reservation is no longer convenient for you, instead of cancelling lessons one by one, you can cancel all of them by using the automatic re-booking cancellation option. Please note that you will not receive notifications of your lessons cancelled.

**IMPORTANT:** You are the only one authorized to cancel lessons. Neither your instructor, your consultant, nor any member of our customer service team is authorized to cancel a lesson on your behalf. However, after 3 consecutive late cancellations, our system will automatically cancel all your reservations. This feature allows you to keep your remaining lessons in case of an unexpected absence. An automatic email will inform you of the cancellation of these future lessons.

## Can I suspend my lessons temporarily?

In case of an extended absence, you can suspend your automatic re-booking over a period from 1 to 4 weeks and once you are available again, your lessons will resume with your usual instructor at the usual time and days.

Click on “Reservation”, then on “Cancel”. You will see the “Suspend the automatic rebooking of your lessons” heading where you may activate the suspension of your lessons by entering your absence dates.

During your suspension period, you will nevertheless be allowed to make one-off reservations if you wish so.

[Cancellation](#)

### Suspend the automatic re-booking of your lessons

In the case of a prolonged absence, you can suspend **your automatic re-booking** for a period of **1 to 4 weeks**. On your return the lessons will resume with your usual teacher.

Please indicate the start and end dates of the period during which you do not require lessons:

I wish to suspend my lessons as of:

I wish to end the suspension of my lessons on:

[Confirm](#)

**IMPORTANT:** Suspending the automatic re-booking does not cancel lessons already scheduled in ‘My Course’.

## Where do I find information on my previous lessons?

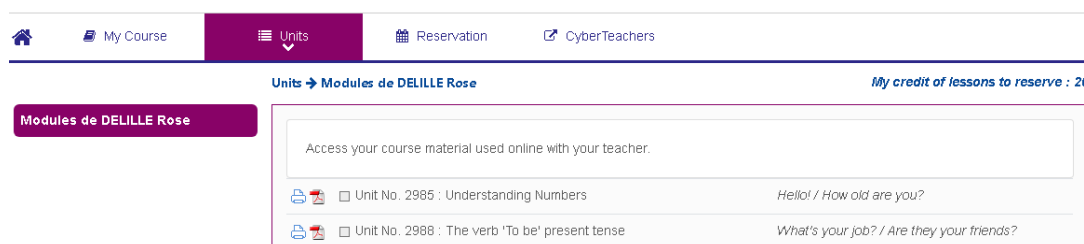
After each lesson, your instructor will send you a “Learning Report” summarizing the main items covered during your lesson and including indications for you to prepare your next lesson. Your “Learning Reports” can be accessed by clicking on “My Course” and then “Lessons debited”.

This feature allows you to revise the main points covered during a completed lesson and follow up on your course.

The screenshot shows the 'My Course' interface. The navigation bar includes 'My Course', 'Units', 'Reservation', and 'CyberTeachers'. The main content area is titled 'My Course → Lessons debited' and shows a table of lessons. The table has columns for 'Dates', 'Instructor(s)', 'Learning Report', 'Attendance', and 'Opinion'. A legend indicates that a red 'x' means 'Late cancellation (the lesson will be counted)', a blue 'x' means 'Absence', a green checkmark means 'Lesson taken', and a blue checkmark means 'report pending'. The table shows one lesson on 'Wednesday 21 April, 2021 / 10.30am to 11.00am' by 'John NEWTON' with a green checkmark in the 'Attendance' column and three stars in the 'Opinion' column.

## How do I access my course material?

We have selected a specific number of Learning Units for you according to your online audit results. In order to access your learning units selected according to your job environment, your linguistic needs and your starting level, simply click on the “Units” icon.



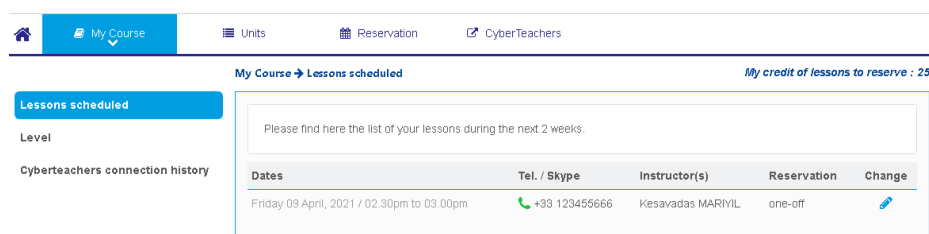
The screenshot shows the 'Units' page for 'Modules de DELILLE Rose'. The navigation bar includes 'My Course', 'Units', 'Reservation', and 'CyberTeachers'. The 'Units' menu is active. Below the navigation bar, there is a breadcrumb 'Units → Modules de DELILLE Rose' and a credit indicator 'My credit of lessons to reserve : 26'. A sidebar on the left contains a button for 'Modules de DELILLE Rose'. The main content area has a heading 'Access your course material used online with your teacher.' and a list of units:

- Unit No. 2985 : Understanding Numbers *Hello! / How old are you?*
- Unit No. 2988 : The verb 'To be' present tense *What's your job? / Are they your friends?*

Your Learning Units are listed in a random order, so you and your instructor may decide together which units will be useful and when. Your Learning Units already completed will be ticked in green. You can also work on professional documents such as presentations or e-mails: simply inform your instructors about any materials you wish to work on by sending an e-mail to them before your lesson.

## How do I change my telephone number or Skype ID?

To change your telephone number or Skype ID for any future lesson (you have moved office, you are at home or on a business trip...), click on “My course”, then on, “Lessons scheduled” and finally on the “pen” icon on the right of your reservation. You can change your contact details for any lesson up to 30 minutes before the start time.



The screenshot shows the 'Lessons scheduled' page. The navigation bar includes 'My Course', 'Units', 'Reservation', and 'CyberTeachers'. The 'My Course' menu is active. Below the navigation bar, there is a breadcrumb 'My Course → Lessons scheduled' and a credit indicator 'My credit of lessons to reserve : 25'. A sidebar on the left contains buttons for 'Lessons scheduled', 'Level', and 'Cyberteachers connection history'. The main content area has a heading 'Please find here the list of your lessons during the next 2 weeks.' and a table:

Dates	Tel. / Skype	Instructor(s)	Reservation	Change
Friday 09 April, 2021 / 02:30pm to 03:00pm	+33 123455666	Kesavadas MARIYIL	one-off	

To change your telephone number or Skype ID for all your future lessons, please click on the “Profile” icon on the top right-hand side of your homepage, then on “My contact details” and update your telephone number or Skype ID.

**My contact details**

My learning preferences

Settings

Fill in my contact details so that the teachers can call me.

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**Rose DELILLE**

My email address :

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My Appointments:  Yes  No  
 I would like my appointments for all my phone lessons to be recorded in my message system.  
 Test the compatibility of your message system with the ICAL standard: click [here](#) to receive a test appointment.

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My Skype Name :

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My telephone number :

## How do I manage my learning preferences?

Click on the "Profile" icon on the top right-hand side of your homepage to set your learning preferences. From your "Profile" you can also access some other settings, such as the "Substitute Instructor" option. In case of your instructor being absent, this feature allows you to keep your scheduled lesson. Your instructor will be substituted by another one available. This option is ticked by default and we advise you not to untick it since it will help you to take your lessons regularly.

My contact details

**My learning preferences**

Settings

Profile → Settings My credit of lessons to reserve : 25

Configure my account according to my preferences.

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Quality  
 I accept that my lessons be recorded for quality assurance purposes.

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Substitute Instructor  
 In the event that my instructor for future classes is absent, I would like to take my classes with another instructor if possible.

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Interface language

## What should I do if I have a question?

For any further questions, click on the "?" icon on the top right-hand side of your homepage. You will find our FAQ section with all the answers most frequently asked by our learners. For any other questions, click on "Other" at the bottom of the list and make your request. Our Customer Service team will give you an answer within 48 working hours.



## **Some tips for best learning**

Here are some tips to enhance your learning experience:

- Be an active player throughout the whole program. Talk to your instructor about any specific need you may have. Your program will thus become even more personalized.
- Do your individual work as requested by your instructor. This is essential for a better memorization.
- Define your suitable pace and stick to it. This is key to make progress quickly.

We hope to see you soon in our NetPlanning platform and wish you a great learning experience with us!

**ENJOY YOUR TRAINING!**