Ling Live

Welcome to Ling Live! We are thrilled to have you in our growing family of language learners. To help you get started, we have prepared this handbook where we will cover valuable information, including the overview of the program, the step-by-step process on how to set up your profile, the learning process, payment, and the terms and conditions.

1. General information

Ling Live is the one-tap language booking service that connects language learners and language teachers on one platform. This mobile platform paves the way for students to connect with a range of highly-vetted language professionals that match their requirements. In the case of teachers, Ling Live offers an opportunity to meet non-native speakers who are truly passionate about learning the Thai language.

Our website: https://live.ling-app.com/

2. How do you book a lesson?

You must download Ling Live (available on both IOS and Android) to book a lesson. Here's a step by step guide:

1. Download and sign up: You can sign up with Google, Facebook, Apple, or manually. If you sign up manually, you will need to fill in your name, email address, and password.
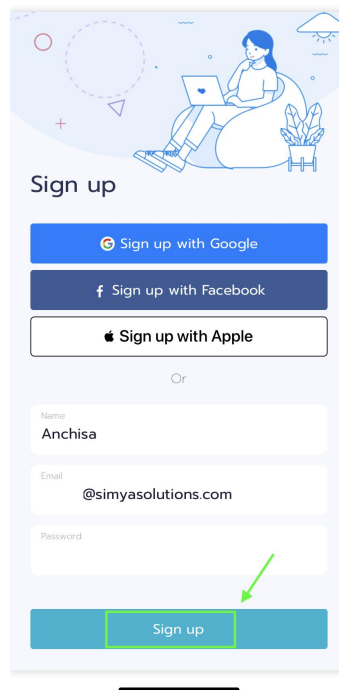
2. Search teachers by language, price and availability: After signing up, you can choose a teacher based on the language you want to learn, your preferred price, and their availability.

i. Here is how you select a language.
Click language dropdown menu → Select your preferred subject language → Click Continue
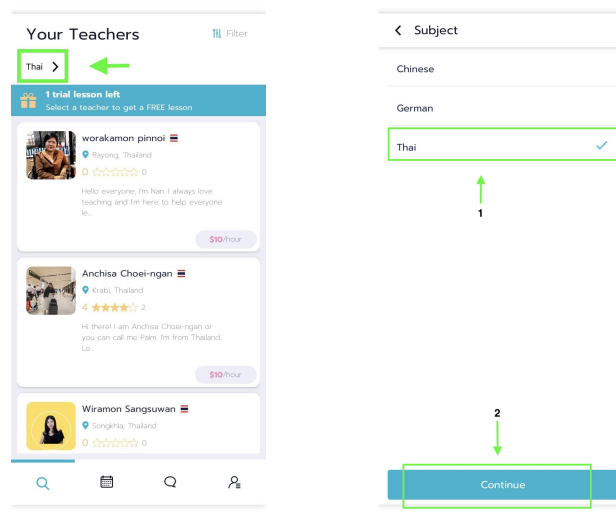
ii. After selecting a language, a list of teachers will be shown.

For example, if you select teacher Anchisa and click her name, all her credentials will be displayed. Including introduction video, name, location, price per hour, language level, a short

teacher description, reviews from previous classes, education background, and teaching experience.
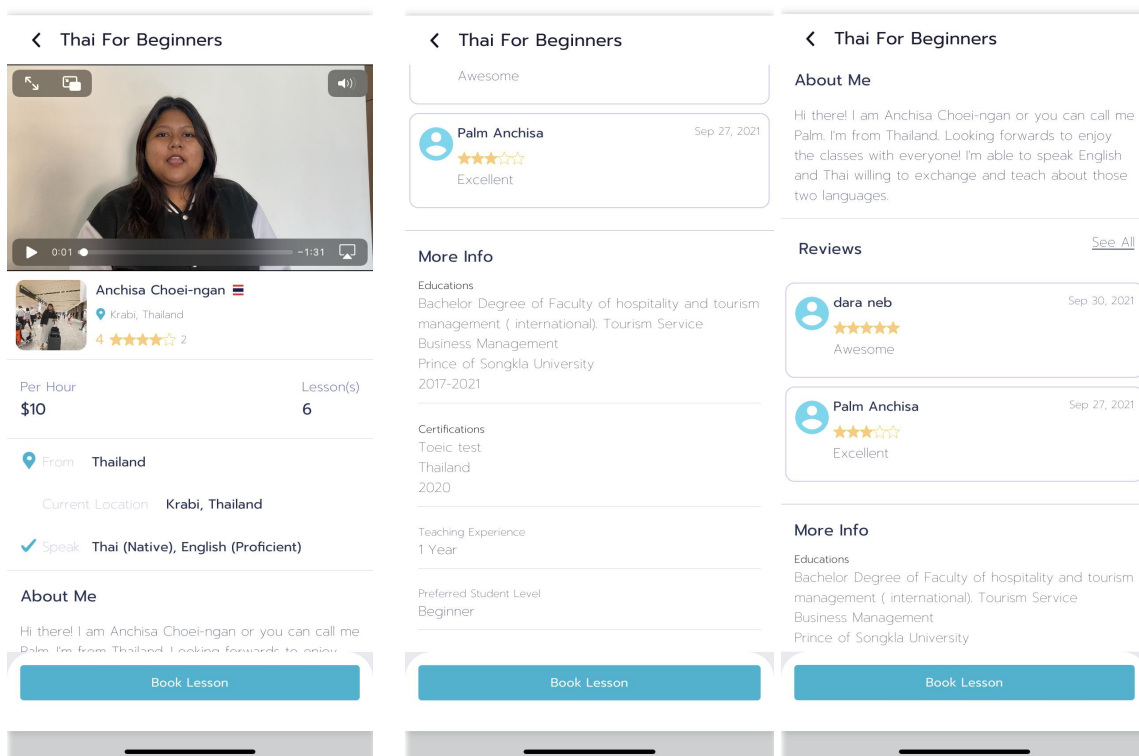
iii. Click 'Book Lesson' then it will redirect you to availability and you can select the time that matches yours.
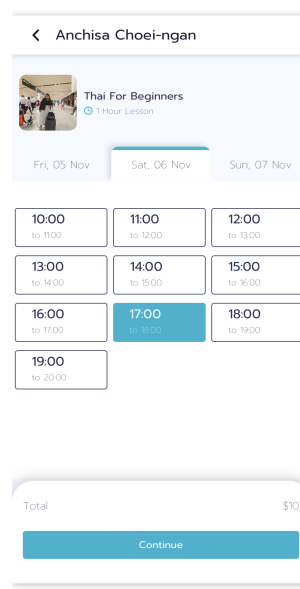
3. Book the lesson and pay: After you've found your preferred time slot and clicked 'Continue,' the 'Checkout' page will be shown. There are 2 payment options; 1. Credit and 2. Credit card. Payment details are encrypted and securely processed.

You'll find all lesson information on the Checkout screen, including time and date, timezone, teacher's name, and service detail. Please kindly double-check before going further.

If you select 'credit card,' and the text changes to red, you've filled in the information incorrectly.

4. Lesson confirmed: After you've finished booking your lesson, a confirmation email will be sent to your registered email address.

i. Upcoming Tab: the lesson will be shown in the upcoming tab where you can see the date and time along with the Zoom meeting link.

Schedule

Upcoming   Previous

Thai For Beginners   `Upcoming`

Date	Time	Hour
2021-11-06	11:00	1

Zoom room
https://zoom.us/j/96620314069?
pwd=TEljUFZZQy93K3FmZ3picVRnSHJ4QT09

Anchisa Choei-ngan 🇹🇭
📍 Krabi, Thailand
4 ★★★★☆ 2

Thai For Beginners   `Upcoming`

Date	Time	Hour
2021-11-08	00:00	1

Zoom room
https://zoom.us/j/91800014143?
pwd=MHJsUzE3KzBQNGdBQm8rbmowc3l2Zz09

Kanyarat Nuchangpuek 🇹🇭
📍 Chiang Mai, Thailand

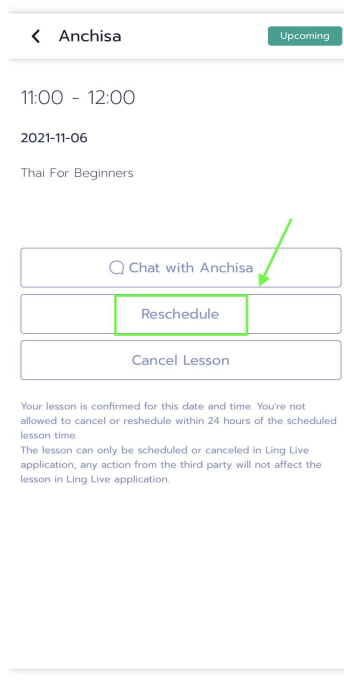**5. Reschedule a lesson:** If you can't make it to the class, you can simply reschedule by heading to the 'Upcoming' tab and selecting the class you want to delay and the new time. Once you submit the rescheduling request, your teacher will confirm.

If your request is denied, you can cancel the class and book again when you are available.

‹ Anchisa   `Upcoming`

11:00 - 12:00

2021-11-06

Thai For Beginners

◯ Chat with Anchisa

Reschedule

Cancel Lesson

Your lesson is confirmed for this date and time. You're not allowed to cancel or reshedule within 24 hours of the scheduled lesson time.
The lesson can only be scheduled or canceled in Ling Live application, any action from the third party will not affect the lesson in Ling Live application.

3. Learning Process

In the confirmation and reminder email, you will receive a Zoom URL link (as well as the Meeting ID and Passcode). In addition, we provide a Zoom link in the lesson detail that you can click to be redirected to the classroom.

Note: the schedule will be automatically synced to your Google calendar.

In the lesson
How to join a Zoom meeting on a web browser
- Open Chrome
- Go to join.zoom.us.
- Enter your meeting ID provided by the host/organizer.
- Click Join. If this is your first time joining Google Chrome, you will be asked to open the Zoom client to join the meeting.

After the lesson

You will have to confirm that you attended the lesson. If not, it will be completed automatically within 72 hours. After that, The class status will then change from confirmed to complete.

Rating and Review

Once the session ends, a pop-up will appear for you to confirm or rate and review the teacher. These ratings and reviews will be displayed in the teacher's profile.

4. Rules, Terms, and Conditions

To sign up for Ling Live, you must first read and agree to the student Terms and Conditions, which are part of and incorporated into the Ling Live Terms of Service and Payment Terms of Service. These Student Terms apply to any Account that has been authorized.

1. **Lesson Policy**

- **Class rescheduling and cancellations.**
  Note: You are not allowed to cancel a class conducted within the next 24 hours. A reschedule will need to be confirmed by both you and the teacher. You can only reschedule the lesson from the application and not Google Calendar.

- **If the teacher does not show up:**
  If a teacher fails to attend a lesson, you will be refunded.

- **If the student or teacher shows up late:**
  If a student is going to be late, the teacher can agree with the student on how long they can wait. If the student fails to show up within the arranged period of time without warning, the lesson credit will automatically be given to the teacher.

  Teachers are not required to continue the lesson beyond the official end time if the student shows up late without any warning.

2. **Student conditions**

- **Be professional and respectful**
  Respect the values and traditions of your teacher, and keep in mind that stereotypical assumptions can be offensive. We recommend avoiding conversations about marital status, politics, religion, etc.

  All people should be treated equally. Bad behavior toward a teacher based on their race, nationality, ethnic origin, age, religion, disability, sexual orientation, gender, or any other characteristic will not be tolerated

- **Attend all classes and be on time**
  Teachers and students are expected to attend all lessons at the scheduled time, rescheduling or canceling lessons should be a last resort.

- **Student removal from the platform**
  The following actions are not permitted on Ling Live and may lead to an account deactivation

  - Taking students/teachers off Ling Live or accepting payment outside of the Live Live system.
  - Promoting other language services.
  - Engaging in spamming, disrespectful language, obscenities, theft of personal information, etc.

- Ling Live has the right to take any of the following actions:
    - Suspend or terminate your account
    - Adjust your credit balance and withhold all payments
    - Seek legal solutions

3. Credits Refund Policies

Authorized payments are final. No cash refunds will be given for purchased Ling Live Credits.

- If your lesson request is canceled by you or declined by a teacher, you will receive a 100% refund in Ling Live credits.
- If there was a problem with your lesson agreed upon by Ling moderators, the lesson credit will be transferred to your account on the platform.

5. Contacting Customer Service

If you want to report a violation of Site, Application, or Service Policies, have any questions, or need assistance, please contact Ling Live Customer Service at the following address:
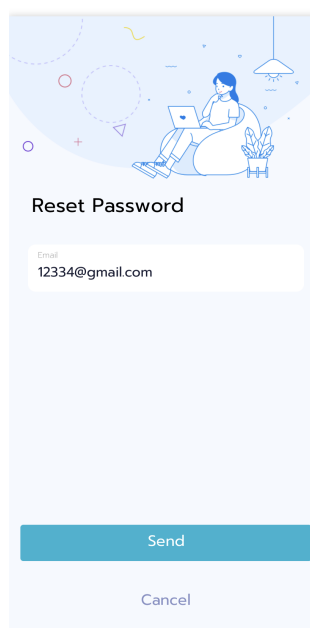Email: support@simyasolutions.com

FAQS

How do I change/reset my password?

You can follow the steps below to reset or change your password.
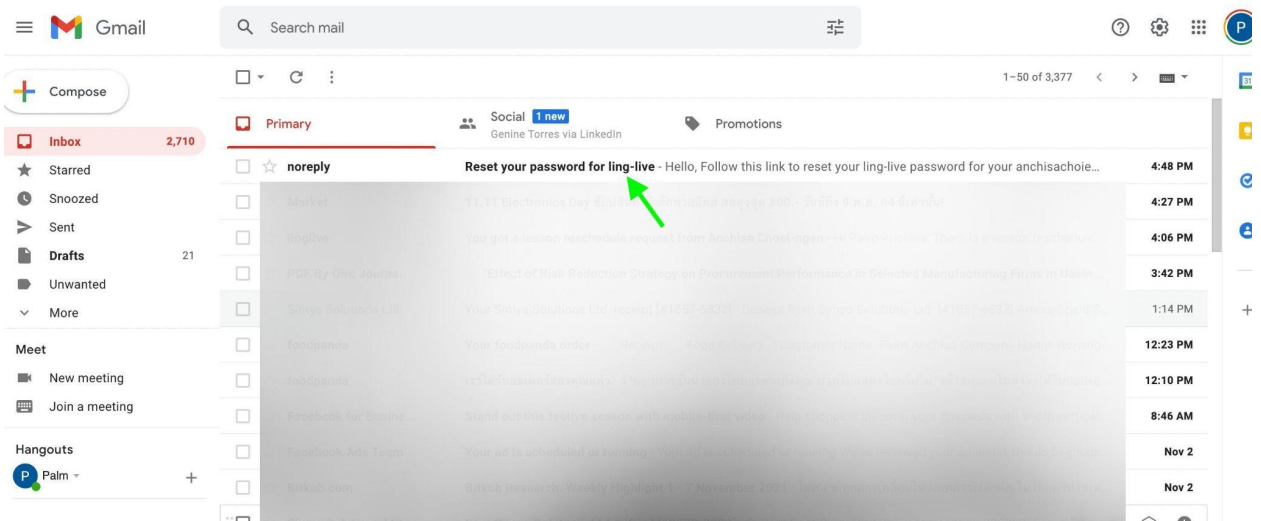
1. Open the Ling Live application
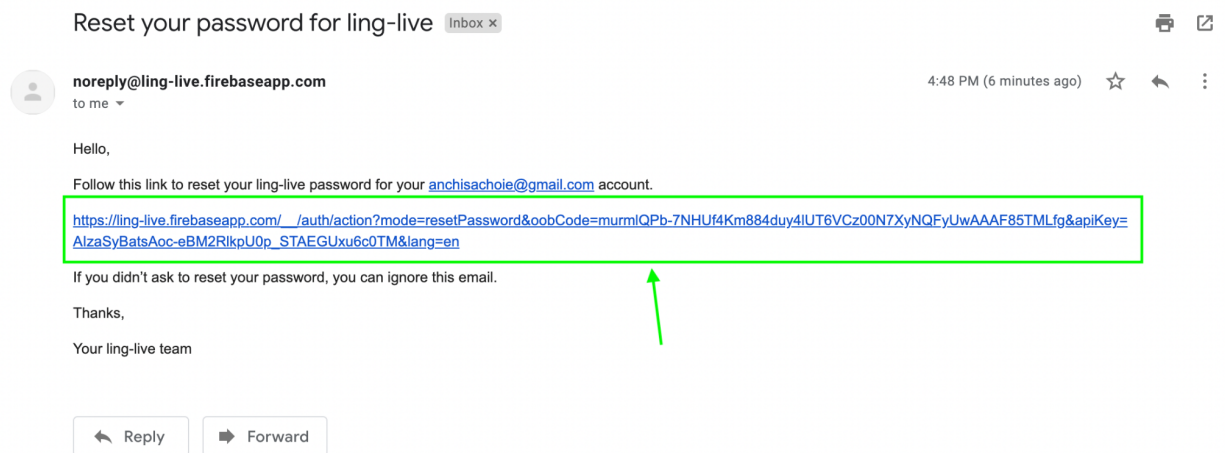2. Select 'Forget Password?' on the log in screen
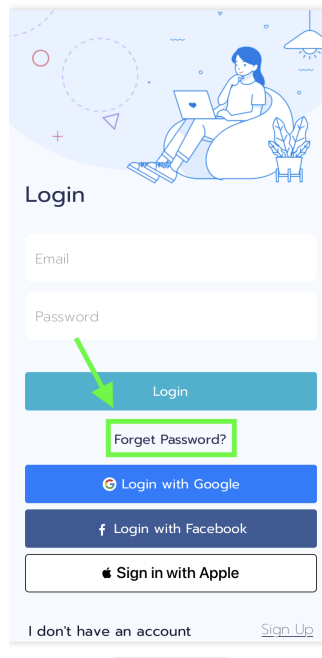
3. Fill in your email address

4. Click 'Send'
5. Go to your email inbox

6. Click the link attached to your email
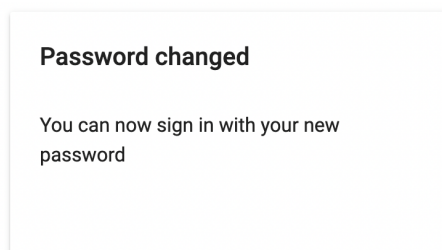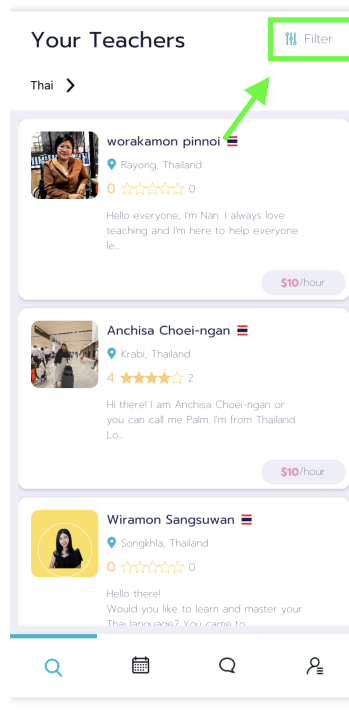

7. Fill in the new password and click save
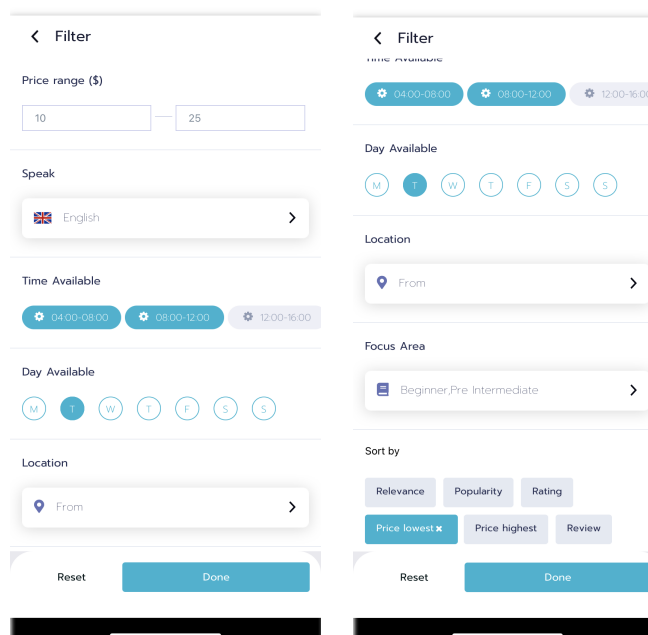

8. Successfully reset your password

How to search for a teacher that fits my preferences?

Ling Live allows you to filter teachers following these steps.
1. Open Ling Live
2. Select 'Filter' on the top right

3. Fill in information you need about the teacher eg. price, level, availability
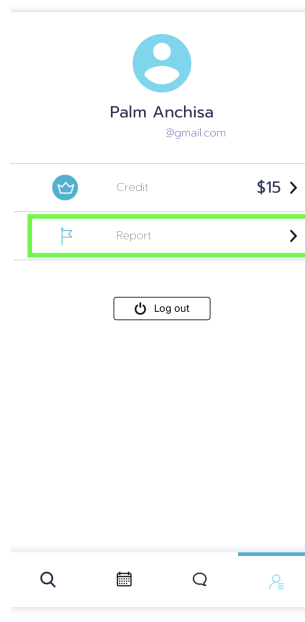

4. Click 'Done'

Now you will have a list of teachers that match your preferences.
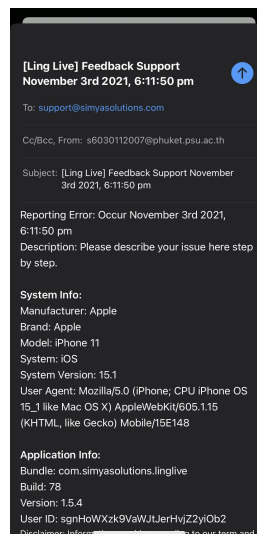
How to report a problem?

If there is an issue with your lesson or the application, you can manually send your email to our support team at support@simyasolutions.com

Or, you can follow these steps to report from the application itself.

1. Open Ling Live

2. Go to the 'Profile' tab

3. Select 'Report'

4. The email will pop up and you should type your problem here.

5. Send your email. After that it will take less than a week for support to get back to you.

What device/software do I need to take classes?

Device
You will need a device with a camera. It is strongly recommended that you use a set of headphones and a microphone. You can use a laptop, mobile or tablet.

You will receive a link to the Zoom meeting URL (as well as the Meeting ID and Passcode) in the Confirmation email and in the Reminder email. In addition, we provide a Zoom link with lesson details that you can click to be redirected to the classroom.