



Eñe online Student's manual

The Akadémia Eñe's online learning platform

1. Registration

Using Eñe online is very easy. In this manual we will teach you how to be part of our community, how you can take advantage of our services and how to start learning languages online.

First of all, you need to register. You can do it from our home, clicking on “Register”.

To sign up in our website, you will need to complete a small form. It will take less than 5 minutes.

Choose your username, e-mail, password and agree to the Terms & Conditions and the Private Policy that you can check here: <http://sol4ene.esebesoftware.com/resources/ene+>.

Remember to use a valid e-mail address. An activation link will be sent to your account.

Registration is FREE! X close

Fill up the form in order to create your user account, all the fields are compulsory (*).
When finished, we will send you a confirmation email to your email account so you can finish your registration process.
With your new account, you will be able to access to all the Akademia Eñe services.
Thank you to join us, enjoy!

*Username

*E-mail

*Password

*Password (again)

*You are a **Student**

*I have read and agree to the [Terms of Service](#)

Cancel **Register**

Once you submit the registration form, you will receive an e-mail with an activation link. It is necessary to activate your account to access to the services of Eñe online. Our notification emails can get caught in SPAM filters. Check the SPAM folder in your email inbox to see if it's there.

Once you activate your account, you will be able to login to Eñe online and start learning languages online.

2. Edit your profile

The first step in your new adventure of learning languages is to complete your profile with your basic information, so teachers will be able to contact you for the lesson.

Also, you can edit your profile information everytime you need it by clicking on the edit profile button: 

There is information very important in this form, please take in account these advices:

- Timezone: Be sure to select your timezone. Thanks to this, you will see the availability of the teachers adapted to your timezone, and you will not have to worry about boring conversions or mistakes.
- Password: You only need to fill up this field if you want to change your password
- Profile picture: The ideal size of the image is 100x130px, but do not worry, if you introduce a bigger image, it only will be cuted.
- Contacts: Be sure to fill up these fields with correct information. Once a class is set up, the teacher will use them to contact you.

3. Buy credits

When you want to reserve a class, you will need to have credits in your account. Of course, you don't need to buy it in first place, before it, you can have a look to the teachers, resources and other information in our website.

You can buy credits through PayPal, it is easy and secure. You only need to go to your profile and click on the credit icon: [My credits](#) 

In this screen you can choose the amount of credits that you want to buy. We offer different packs of credits:

5	10	25	50	100
SOL CREDITS				
5.00 €	10.00 €	25.00 €	50.00 €	100.00 €
(1.0€/credit)	(1.0€/credit)	(1.0€/credit)	(1.0€/credit)	(1.0€/credit)
Purchase credits				

Once you choose one, you will be redirected to PayPal for login and payment. The purchase will be confirmed automatically and the credits will be available in your account. The credits do not expire, but are not returnable.

On the top of the credit's screen, you can see your credits divided by available and blocked. This is how they work:

- When you reserve a class, the amount of credits that it will cost will be blocked.
- Once the class finishes, the credits will be transferred to the teacher.
- You can cancel the class without any cost until 24h before the class. The blocked credits will be converted to available credits.
- If you cancel the class during the last 24h the credits will not be unblocked and the transfer to the teacher will be done.
- If the teacher cancels the class the credits will be unblocked and returned to you.

4. Choose a teacher

Now you just need to choose a teacher that you like. For it, go to the teachers list clicking on the tab "Teachers".

Here you will find a list of all the available teachers, with the following information:

- Name, photography and nationality (flag next to the name).
- Contact methods: coloured icons show you which options of contact does the teacher offer (google talk, messenger, skype and others).
- A description of the teacher and his experience.
- Price per hour.
- Payment method.
- Rating.
- A button to access to the complete profile of the teacher.



The image shows a teacher profile card for José Luis Sánchez Melgarejo. On the left is a small photo of a man in a suit. To the right of the photo is the name 'José Luis Sánchez Melgarejo' with a Spanish flag icon. Further right are icons for 'talk', a person, 'S', and a question mark. A red 'Profile' button is on the far right. Below the name is a red text block: 'Actualmente realizando un doctorado de enseñanza de idiomas online en la Universidad de Seattle (Bratislava), Máster en Lingüística Aplicada a la Enseñanza del Español como Lengua Extranjera y Máster de formación de profesores de Español como Lengua Extranjera (FOPELE)'. Below that is a paragraph: 'Profesor de español en la Universidad de Seattle, responsable del centro de examen DELE, examinador oficial DELE y profesor de lengua y literatura en el "British International School".'. At the bottom left, it says '30 credits/h.' followed by 'PayPal' and logos for Visa, Mastercard, and American Express. At the bottom right, there are five stars.

From the teacher's profile you can download the resume and see the availability of the teacher.

5. Reserve a class

To reserve a class, you only have to select an hour from the teacher's profile. You can navigate through the calendar and see the available hours (green icon) and reserve one time for your class with a simple click.

When you click on a time, a pop-up will be opened. There you can specify the subject and description of the class. By clicking on "Send request" the class proposal will be sent to the teacher. If you don't have any credits, a pop-up with an option for purchase will be opened.

To ensure enough time to the teacher to accept or reject the class, you cannot reserve a class 24h after the current time.

Once the teacher accepts or rejects the proposal you will receive an e-mail with all the information. Also, you can use the field "Description" as a way to talk to the teacher, because you can modify it as much times as you want until the class starts.

After the class, you will be able to rate the teacher by clicking on the stars of his profile.

Remember that you can cancel the class without any cost until 24h before the class.

6. Resources

Appart from the lessons, we have a section with a lot of resources that can use to learn languages. You can access to them by clicking on the tab "Resources".

Here you will find activities, tests, free courses, magazines, books and much more.

In addition, in "Eñe+" you can consult the legal texts of the platform, like terms and conditions, privacy policy and terms and conditions.

This section is often updated with the best resources online.

7. More information

For more information, you can check the Frequently Asked Questions (FAQ):

<http://sol4ene.esebesoftware.com/resources/ene+/FAQ>

Or if you prefer, you can send us an email: info@akademiaene.com