



THE INTERACTIVE
ENGLISH STUDIO[®]

A change to your face to face classes.

During the coronavirus crisis in Madrid all face to face classes are now suspended until at least the 26th March 2020. Instead we will be moving all classes online and they will continue at the scheduled time.

For those students who do not have access to equipment to connect online, you will have the opportunity to recover classes after easter so long as you have a current and active subscription with us. Please note that you must get prior authorisation from us before stopping your classes in order for us to recover them. [You can get details on this here.](#)

For students taking group classes you will notice a small change in the format, particularly if you are taking our coffee and confidence classes although our teachers will endeavour to maintain the classes as close to normal as possible.

Due to the very high number of emails we are receiving at this time, Please do not contact us by email with questions regarding this change, by following these instructions you will should be able to connect however if you do have question please call us on 915 94 64 91.

Technical requirements:

Our virtual classroom will work on both mobile devices and computers; however, where possible we recommend that you use a computer. In both cases please use the Chrome browser as we cannot guarantee compatibility with other browsers, this also applies to mobile devices.

You should have a webcam and microphone connected to your device.

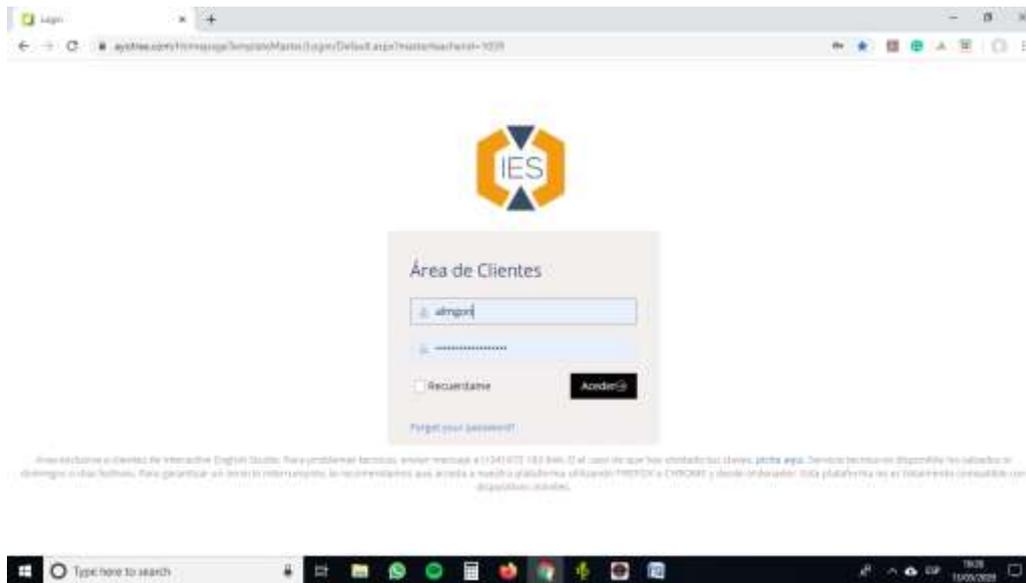
Please ensure that you arrive a few minutes early for the first class so that you can deal with any technical issues, a member of our team will be connected five minutes before for the class held on Monday and Tuesday to ensure that everyone know how to connect.

Please make sure that you are in a quiet place with no background noise, and we recommend that you use headphones to help hear other students better.

Connecting to the platform:

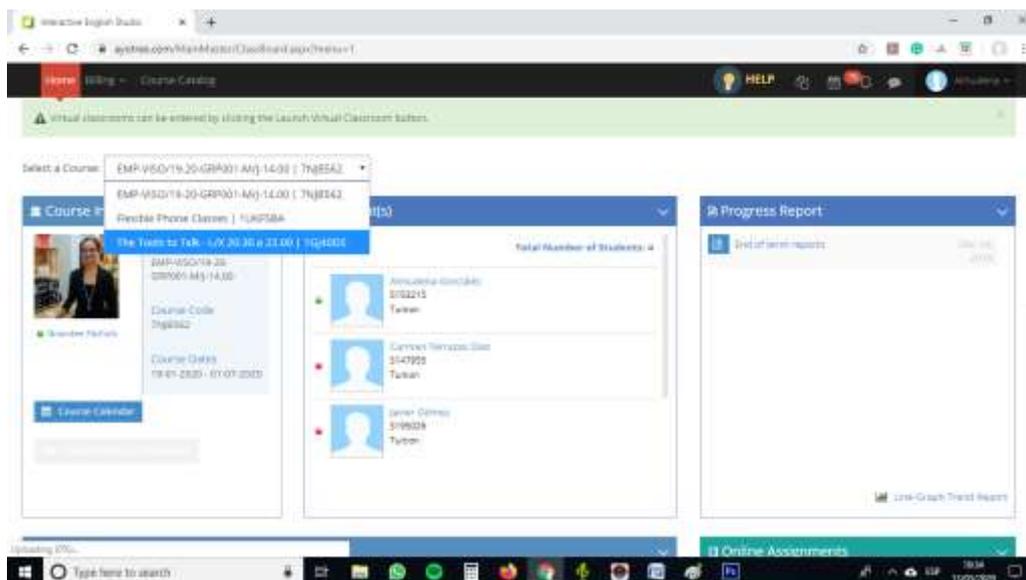
To connect to our virtual classroom you will need to [login in to our student platform here](#) (see image 1). If you do not know your password please use the 'forgot password' link on the login page and this will send you your access details. We recommend that you check you access at least one day before the class so that we can make sure you have access

Image 1.



If you are taking multiple courses with us, be sure to select the correct course using the drop down menu in Image 2:

Image 2.



On the course page you will see a blue button 'LAUNCH VIRTUAL CLASSROOM'. Click on the button shown in image 3 and a new tab will open as shown in image 4.

Image 3.

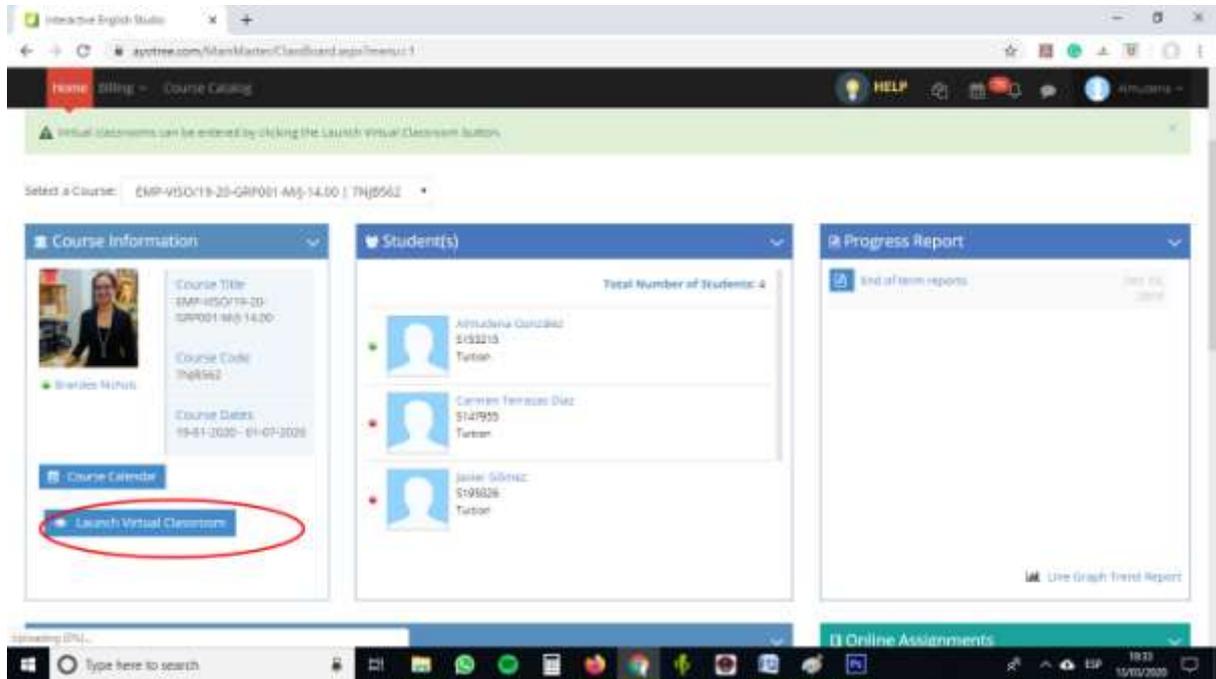
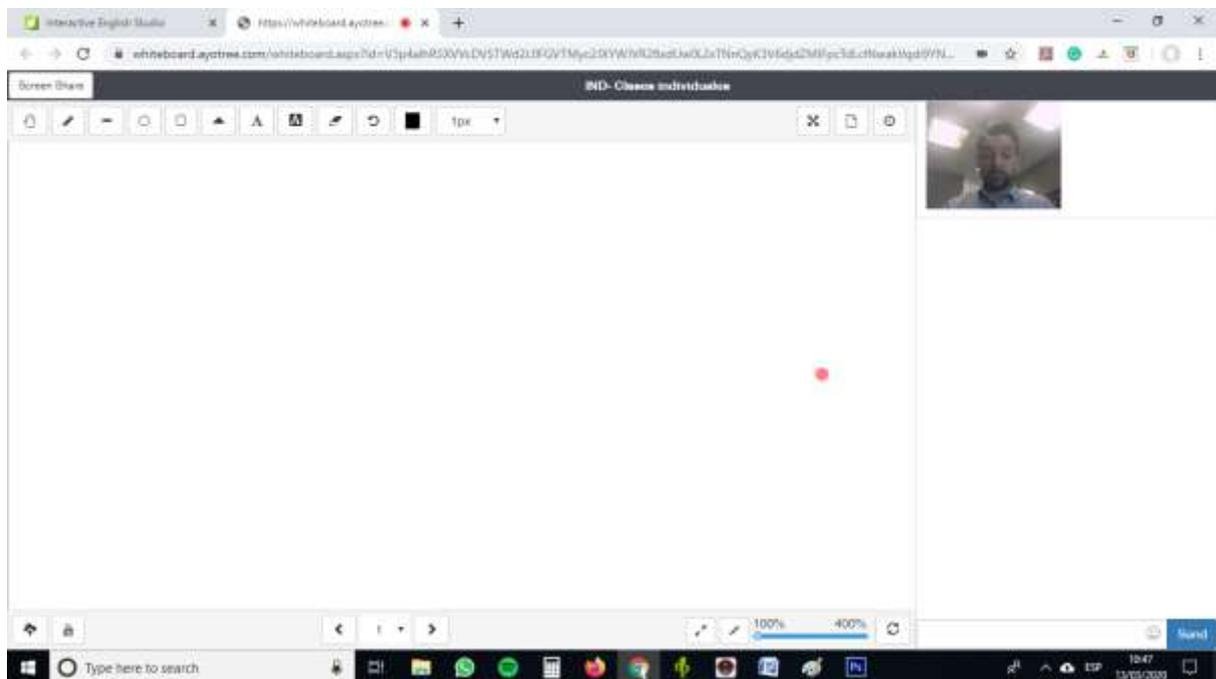
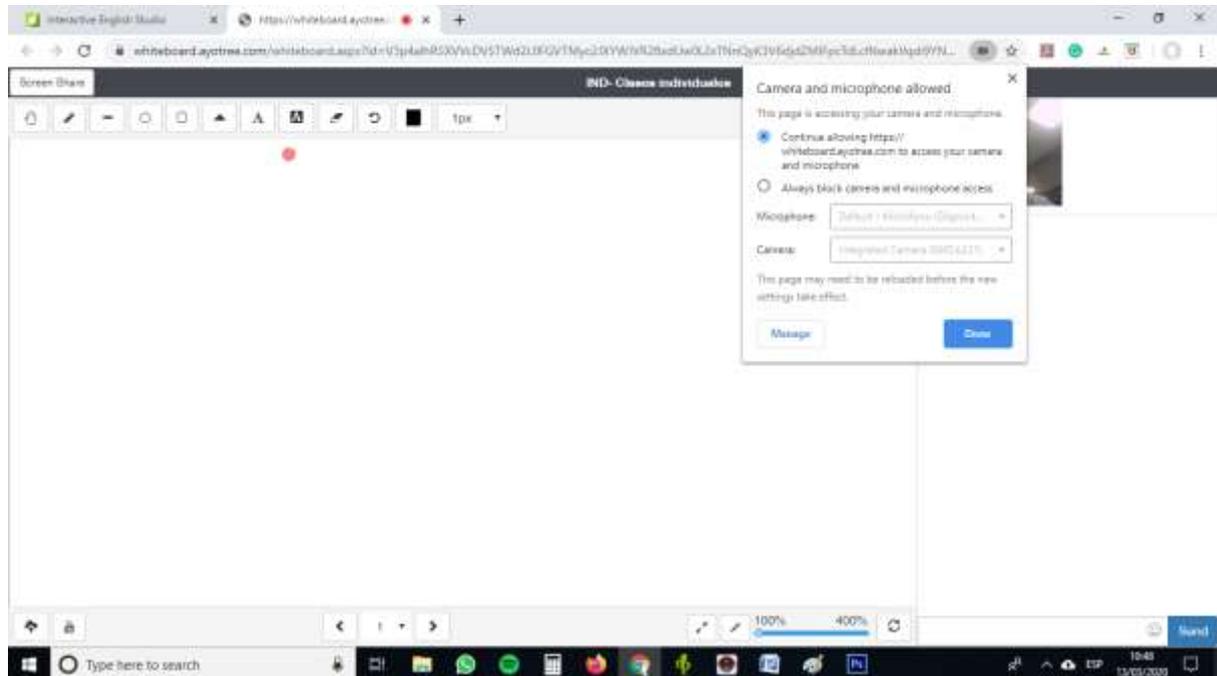


Image 4.



In some cases with Google Chrome you will need to activate your webcam and microphone, this can be done by clicking on the camera icon in the navigation bar. If your camera is active then you will see yourself in the top right of the page along with the other students in your group, see image 5.

Image 5.



Once connected your teacher will control the virtual classroom and conduct the class.