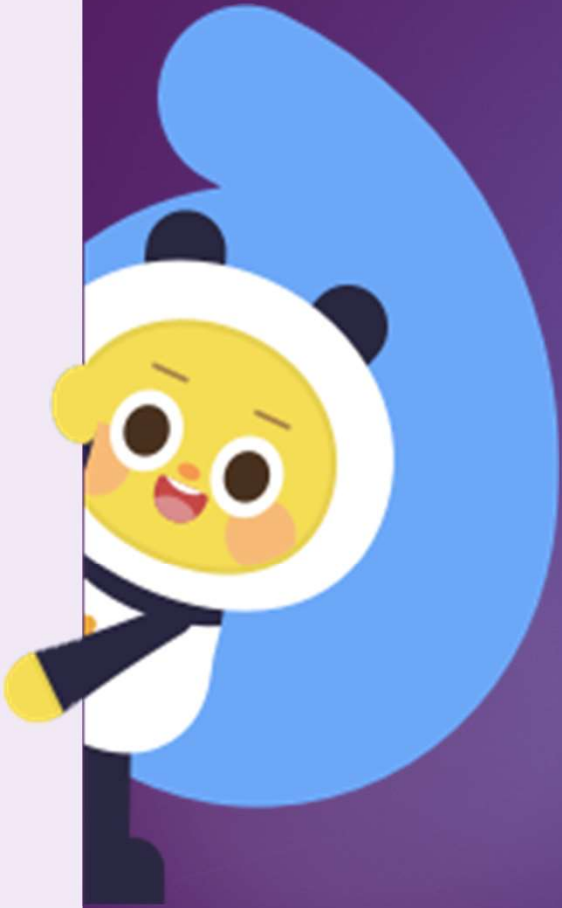


Lingo Bus



Lingo Bus

WELCOME, NEW PARENTS!

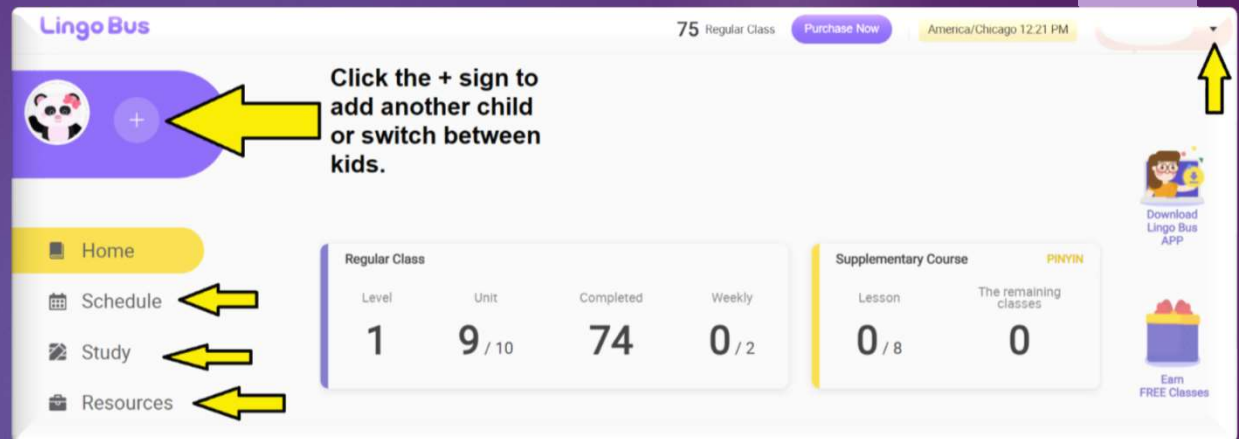
# Welcome to Lingo Bus

Congratulations on purchasing your first bundle! In the words of the ancient Chinese proverb, 千里之行，始於足下, meaning “A journey of a thousand miles begins with a single step”.

You have taken the first step and we look forward to watching your child grow and learn!



# A Tour of the Platform



We know you're excited to begin, and we are excited too, but we want to give you a tour around the website. It will look a little different depending on the device you use.

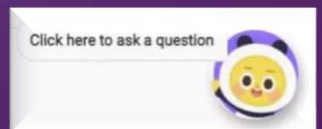
**"Schedule"** will allow you to select lessons

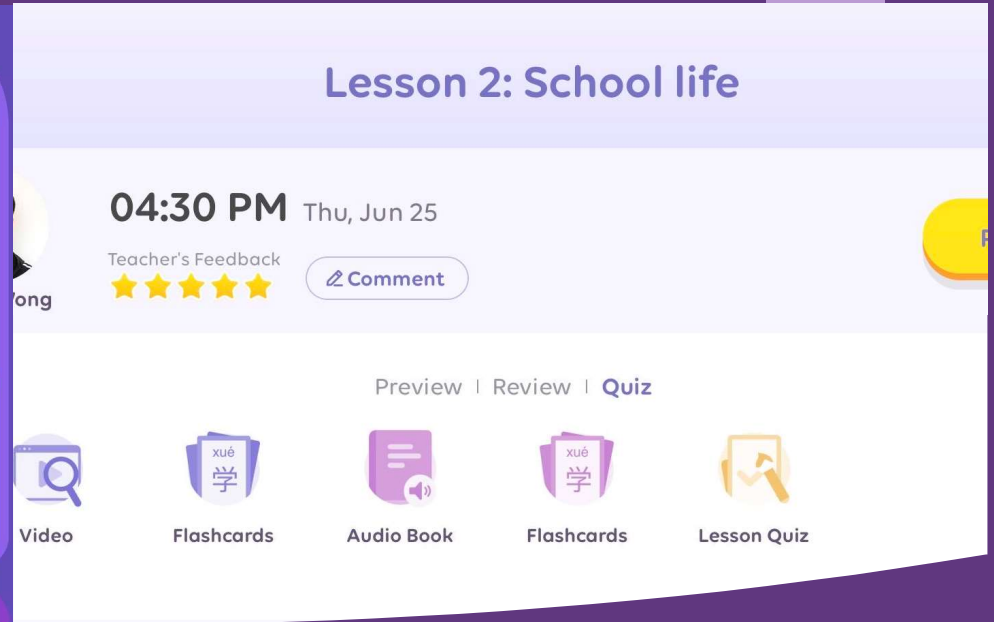
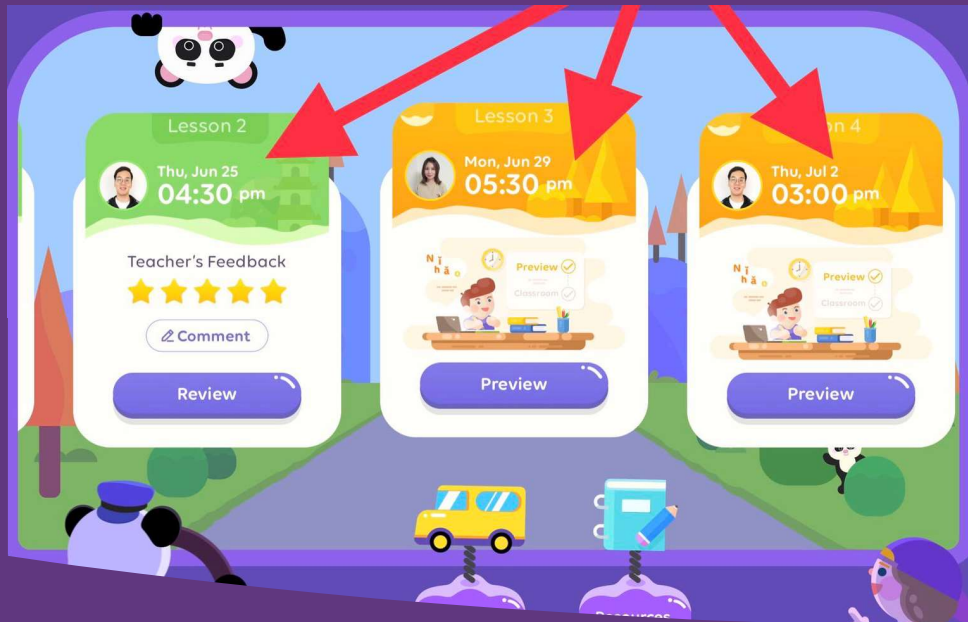
**"Study"** is where you can find preview and review materials

**"Resources"** is where you can find unit songs and eBooks

On the top right, there is a drop-down menu that will allow you to adjust account settings and look at your order history.

The chat button will allow you to contact our staff and learning advisors





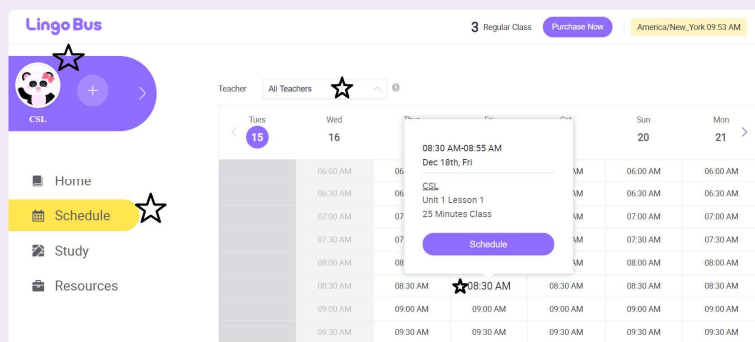
## iPad app

- ▶ In the iPad app, you will be unable to schedule (you can schedule in the Safari browser on an iPad) but you can take lessons on later model iPads, review for lessons, read eBooks, and watch class playbacks.
- ▶ Make sure if you use an iPad for class that your child is near the router and that you aren't running apps in the background. Please visit the FAQ section for other iPad troubleshooting tips. <https://support.lingobus.com/l/en>
- ▶ The lesson marked green is a completed lesson and orange lessons are future lessons.

# How to schedule

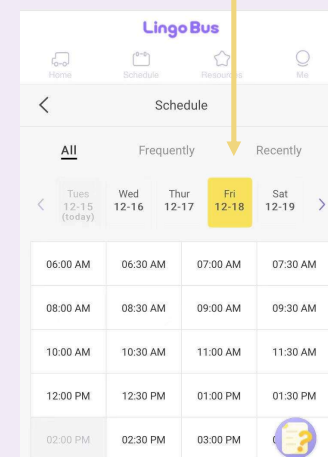
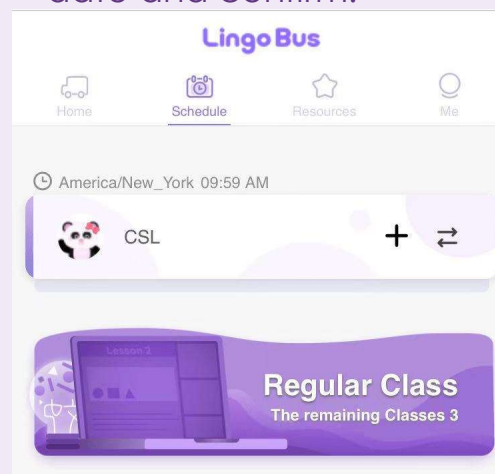
On a computer:

1. Click the "schedule" tab on the left
2. Below each date are all the times available.
3. Click on the time you wish to book and click "schedule".



On a phone:

1. Click "schedule" at the top.
2. Then click "regular class" (for one on one lessons)
3. Then select the date (it will be yellow)
4. Finally, select the time you'd prefer for that date and confirm.



# Scheduling, part two.

After you have successfully scheduled a lesson, you can go back and see which teacher your child will have.

Click the “home” tab and then on the **teacher’s picture**. You’ll be able to read their bio and some parent reviews. You can also **double-check** that the **time** is correct for the lesson.

If there are any problems, you can **cancel the lesson before 24 hours in advance of the lesson time** and it will be returned to your credits.

## On a computer

Regular Class

Level	Unit	Completed	Weekly
1	1 / 10	0	0 / 2

Supplementary Course

Lesson	The remaining classes
0 / 8	0

Home Schedule Study Resources

Class Preparation IT Test

Scheduled Completed Others

**Fri, Dec 18 at 07:00pm**  
Level 1 Unit 1 Lesson 1. Doudou and Aiven in Beijing  
Regular Class • 25 Min Session

Learning Goals:  
1. Listening & Speaking  
Greeting and basic introduction to someone  
Read More

Enter Classroom Cancel Class

## On a phone

Lingo Bus

Home Schedule Resources

America/New\_York 09:59 AM

CSL +

Scheduled Completed Others

Level 1 | Unit 1

**Fri, Dec 18 at 07:00pm**  
Level 1 Unit 1 Lesson 1  
Regular Class • 25 Min Session  
In 3 Days

Olivia Qiu

Cancel Class Preview

Are you sure that you want to cancel this class?

Scheduled

**19:00** Friday, December 18 In 3 Days  
Unit 1 Lesson 1  
25 minutes class

Olivia Qiu

Confirm cancel this class No

You will not be charged for cancelling this class.

You won't be charged if you need to cancel before 24 hours in advance of class.

# Frequently Used Teachers/ Recently Used Teachers

- ▶ After your child has completed 2 classes with two different teachers at their level, you will see “Frequently Used Teachers”. These will be the **2-3 most frequently used teachers** for your child. If you click on a specific teacher, it will show you that teacher’s schedule.
- ▶ We always recommend **alternating between at least 2-3 teachers** for the best language practice, scheduling flexibility, and the benefits of multiple teaching styles/strengths.
- ▶ If you fill up the frequently used teachers, we will add the 3 most recent teachers (that aren’t already in “frequently used”). This will allow you to see up to 6 teachers’ schedules. This is “**Recently Used Teachers**”.

\*Some teachers only teach certain levels, so if your child took a demo with a teacher and you do not see them in Frequently Used once it is activated, it means the teacher is not certified in this level.

Frequently Used Teachers			
Frequently Used Teacher	Elaine Wong	Grace Tao	
	Sat 22	Sun 23	Mon 24
	06:00 AM	06:00 AM	06:00 AM
	06:30 AM	06:30 AM	06:30 AM
	07:00 AM	07:00 AM	07:00 AM
	Occupied	Occupied	07:30 AM
	Occupied	Occupied	08:00 AM
	Occupied	Occupied	Occupied
	Occupied	Occupied	Occupied
	09:30 AM	09:30 AM	09:30 AM
	10:00 AM	10:00 AM	10:00 AM
	10:30 AM	10:30 AM	10:30 AM



# How to prepare for class

Before each class, have your child preview the lesson.

Levels 1-3 have a new song for every level. These are a great tool to help your child acquire new vocabulary.

-In “Unit Materials”, watch the video (unit song), look through the workbook (great for young learners), and read the Words and Grammar lists.

-Under the individual lesson, watch the preview “video”

-Look over the “flashcards”

-Watch the “audio book” to see what the lesson will be about

The screenshot displays the Lingo Bus app interface for Unit 1. At the top, there's a header with "Unit 1" and buttons for "Unit Materials" (marked with a star) and "Unit Report". Below this, a section titled "Lesson 1 My Family members" is shown. Underneath, there's a "Learning Goals" section with the text: "Learning Goals: 1. Listening & Speaking (1) Acknowledge family members' title" and a "Read More" link. The main content area is divided into three sections: "Preview", "Review", and "Quiz". Each section has two options: "Video" (marked with a star), "Flashcards", "Audio Book", and "Lesson Quiz". The "Quiz" section also has a star icon. At the bottom, there's a navigation bar with tabs for "Scheduled", "Completed", and "Others". The "Scheduled" tab is active, showing "Level 1 | Unit 1" and a right arrow. A text box on the right side of the screenshot states: "This page can be found in the 'study' tab or by clicking the purple unit bar on a phone." with an arrow pointing to the "Unit 1" bar in the navigation bar.



# Technology recommendations

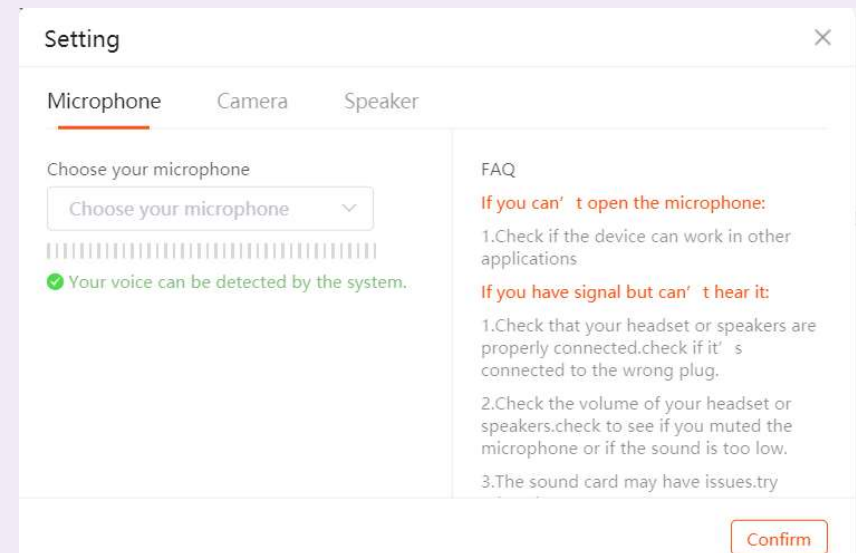
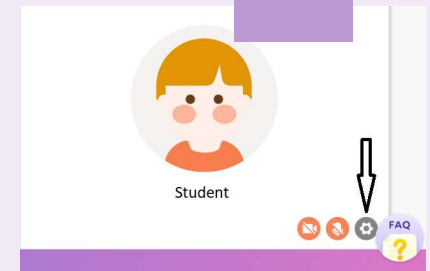


- ▶ We recommend installing and **using our app** for lessons. It will be the most stable and will also keep your child from accidentally exiting the lesson or switching to another website. Go to: <https://www.lingobus.com/app-download/> on a PC, Mac, or iPad browser to download the latest version.
- ▶ For the lesson, we recommend using a **wired internet connection**. You may have very fast Wi-Fi, but variations in speed can cause your child to lose a connection or make the lesson a little awkward. If you want to test your speed, please test it to a server in China for the most accurate results.
- ▶ We recommend that your child wear **headphones with a microphone**. We want your child to be able to hear the teacher clearly and vice versa. If you need headphone recommendations, we can give you some names of ones that our students have preferred.
- ▶ **You cannot take lessons from a smart phone or a tablet other than an iPad.** A Chromebook is currently supported, but you will need to use the Chrome browser to take class.

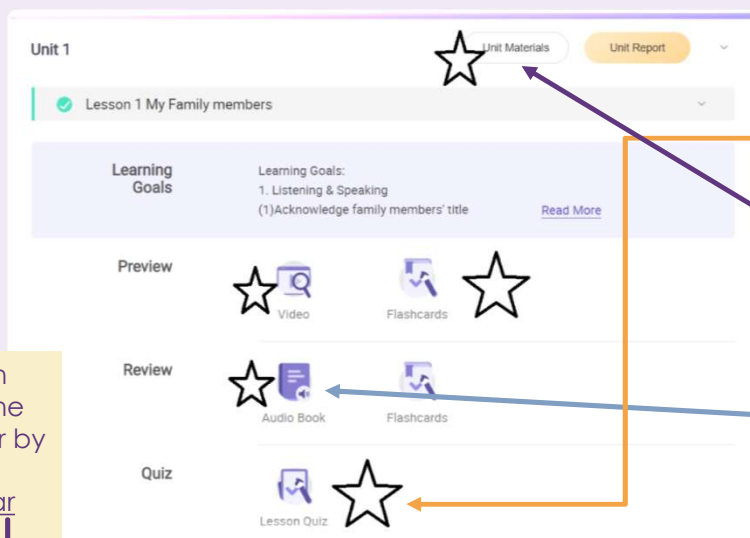
## IT tests

- ▶ For your first few classes, we suggest logging in at least **30 minutes early**.
- ▶ You can enter the class 30 minutes early and make sure your **camera turns on and that your sound is working**. There is a little settings wheel under your child's picture to adjust this.
- ▶ If you are having trouble loading the site or entering class, please use a **wired connection** and run a **speed test to a Chinese server** to test your speed. For more instructions, please see our help article, "What is a Good Speed Test Result?"

★ We would recommend checking the speed before scheduling a lesson to make sure everything is in good working order. Local speed tests will not be accurate.



# After class



To help your child retain their new learning, practice and review is very important!

First, we would recommend taking the **lesson quiz right after class**. If your child's teacher exits the lesson first, it will pop up. If not, it's right here in the study materials.

Between lessons, open up the "**unit materials**" and look over the **words and grammar** and the **workbook** for the unit. You can print them or download them as PDFs if you wish to save paper.

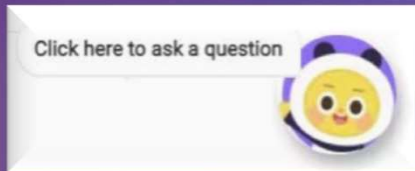
The "**audio book**" is a short video that walks through the class slides. It is great for practicing pronunciation and reviewing the new words and sentences.

You will also see the class **playback** in the study tab. It will post 12 hours after the lesson ends. If you have time, it is a useful tool for review as well.

This page can be found in the "study" tab or by clicking the purple unit bar on a phone.



## More questions



- ▶ We have a handy chat button at the lower right of each page. Click to leave a message for us and we will help connect you to your learning advisor.
- ▶ You can peek at our Frequently-Asked Questions section:  
<https://support.lingobus.com/l/en>
- ▶ We are also available by email:  
[service@lingobus.com](mailto:service@lingobus.com)
- ▶ And by WeChat:

