



## Frequently Asked Questions

### **Q. Is NYC English available as an Android or iOS app?**

**A.** Yes, NYC English is available on both Android and iOS app stores. Search 'NYC English' in the app store and download the app on your device.

### **Q. Which browsers support the NYC English course?**

**A.** The NYC English online version works on most of the common browsers. For the best results, for instance with the voice recognition feature, we recommend Chrome.

### **Q. My NYC English app is not working.**

**A.** Please email the details of the issue to NYC English Customer Care at [customercare@nycenglish.nyc](mailto:customercare@nycenglish.nyc)

### **Q. I am not able to log into the course. It shows an error.**

**A.** Check your internet connection. Run the speed test on google.com to check the speed. If the problem persists, please email the details of the issue to NYC English Customer Care at [customercare@nycenglish.nyc](mailto:customercare@nycenglish.nyc)

### **Q. I am getting 'Server error'. What should I do?**

**A.** To report the issue, please go to **Settings > Report Issue** and fill in the required details. If the problem persists, please email the details of the issue to NYC English Customer Care at [customercare@nycenglish.nyc](mailto:customercare@nycenglish.nyc)

### **Q. I am a registered user, but I forgot my username.**

**A.** To recover your username, please visit [Username Recovery \(nyceonline.nyc\)](https://nyceonline.nyc) and follow the instructions.

### **Q. I am a registered user, but I forgot my password.**

**A.** To recover your password, please visit [Password Recovery \(nyceonline.nyc\)](https://nyceonline.nyc) and follow the instructions.

### **Q. How can I edit my personal info and reset password?**

**A.** On the course site, go to **My Profile > Edit Profile** and update the information that you want. To reset your password, go to **Settings > Change Password** and follow the instructions..



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### **Q. Can I start learning by selecting any Theme, or is there an order to follow?**

**A.** You can select and start learning any Theme unless sequencing is enabled. In the case of sequencing, you must follow the order.

### **Q. How can I change the language I have selected?**

**A.** To change the language, please go to **Settings > Languages** and then select your preferred language. Please note that you can change the language only if it is permitted, otherwise you'll see the option disabled.

### **Q. The audio/video is not working for me. How should I fix this?**

**A.** Please make sure that you are connected to the internet, and you are not on mute. Also, reload/refresh the page. If the issue persists:

- Go to **Settings > Report Issue** and fill in the required details.
- You may email the details of the issue to NYC English Customer Care at [customercare@nycenglish.nyc](mailto:customercare@nycenglish.nyc)

### **Q. I am not able to record my voice.**

**A.** The NYC English course has a feature to record and analyze the user's voice. This feature requires:

- User should have a minimum of 2 Mbps internet connection.
- Allow the browser access to the microphone to enable recording.
- It is best to use a headphone with a microphone. Make sure to enable this on your device.
- Check for any background noise because it would affect the quality of recording.

Note: If you are using your phone for recording, use the NYC English app instead of the web browser on your device.

If the problem persists, please email the details of the issue to NYC English Customer Care at [customercare@nycenglish.nyc](mailto:customercare@nycenglish.nyc)

### **Q. The voice recording feature is not available on my phone.**

**A.** Make sure you download the app on your phone and are not using the software via the browser. We recommend using the app, rather than the browser on your phone.



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### Q. The app keeps displaying a message that I said the word incorrectly. I think I have said it very well.

A. For the best results use a headphone with a microphone. Please note that the microphone picks up other sounds in the background and becomes part of the recording. If the problem persists, please email the details of the issue to NYC English Customer Care at [customercare@nycenglish.nyc](mailto:customercare@nycenglish.nyc)

A. If the NYC English course has the **Submit** recording feature activated to record and analyze the user's voice, you can hear your recording on the [LMS site](#)

Follow these steps:

- Go to the [LMS site](#)
- Select **Dashboard > My Progress > Level**.
- In the bottom right corner, below the graph, select **Show More**.
- On the Students' Progress page, select **Theme > Lesson > Pronunciation (Conversation/Key Words)**.
- Listen to the Audio (**Your Recording**).

### Q. How can I check my Placement Test score?

A. Go to the [LMS site](#) and launch the School Dashboard.

- Log in as **Student**.
- Select **My Placement Test Progress** on the menu.
- Select **Placement Test** to view the detailed report.

### Q. Can I retake the Post-Tests to improve my score? Is there any limitation?

A. Yes, to improve your score, you can retry the Post-Tests as many times as you want. You can also practice the exercises as many times as you want.

### Q. How can I improve my score in Pronunciation?

A. You can improve your score in **Pronunciation** by re-recording the **Key Words** that you could not speak correctly.

### Q. How can I save or print a copy of my result?

A. Sign in to the [LMS site](#) as a **Student** and select **My Progress**.

- Select **Print or Export To PDF/Export To Excel to print/save** your result.
- Select **Show More** for details, which can also be printed or exported to PDF/Excel.