*Online Teacher Training (OTT)* **– Frequently Asked Questions**

## How to access the platform?

- **What do I need to use the OTT portal?**
  You need an Internet access and any suitable device such as a desktop, laptop, tablet, etc.

- **What configurations should a PC/laptop have to access OTT platform?**
  OTT is accessible on all browsers, however for version-compatibility, please check the *System Requirements* page uploaded on the OTT portal.

- **I did not receive any email even after being registered for an OTT package. Why?**
  After completion of payment process, the OTT back-office administration sends a mail containing your login credentials within 1-2 working days. Please do check your *Inbox* or *Spam/Junk* folders as well. If you still haven't received any email from us, please write to us at *OTTindia@oup.com* with your issue.

- **What if I forget my password?**
  Simply click on the *Forgot Password* link while logging in. You will receive a new password/your recovery password in a mail from OTT back-office.

- **How to change my password?**
  Login to your account with your current username and password, then check the left panel in the *Dashboard* section, and use *Change Password* tab to set your new password.

- **I logged in and found that I have access to only 3 courses out of 7. Any solution?**
  Please send an email to *OTTindia@oup.com* and our support team will assist you.

- **Can I access the platform on my tab?**
  Yes, you can watch the videos and slides and also complete the quizzes and activities on your tablet.

- **On logging in the first time, I'm being asked to agree to certain *Terms and Conditions*. Why?**
  This is the *End User License Agreement* document that has been electronically embedded into the OTT platform. Every new user has to agree to OUP's terms and conditions, set forth in this document, to gain access to the modules. Each user will be prompted to do so only during their first login.

- **How will I know when my access period is going to expire?**
  There is a ticker on the top right corner of your dashboard which tells you the number of days of validity you enjoy.

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- **Can I transfer my login credentials to another user?**
  No, you cannot as the username and certificates will be generated in your name.

- **Can I get a demo access to one of the modules?**
  We give demo access for one module (not more than 24 hours), but the request has to come from the head of the institute. Or you can buy a single module for ₹300 from the CENTA platform: https://www.centa.org/portal/signin

**About OTT**

- **What are the modules on offer?**
  The OTT platform consists of modules that cover pedagogy and methodology of teaching different concepts of ELT, Mathematics, Science, Social Studies, etc. Please refer to the website homepage for the list of all modules currently available along with their detailed components.

- **How many times can each user attempt the quizzes/activities?**
  Each user can take up the quizzes/activities several times till they achieve the score required for certificate generation.

- **Which levels are the OTT modules meant for?**
  These modules can be taken up by teachers of all levels (Pre Primary / Primary / Middle / Secondary) because they provide teachers with value-based insights into pedagogy and practice.

- **I am not being able to view the videos or the images, please help!**
  This usually happens if there is a sudden dip in internet speed. A generally low speed increases the buffering issues of videos, and images too take time to load. We would suggest adjusting your internet speed, and if the problems still persist, please contact us at *OTTindia@oup.com.*

- **How much time will I get to complete the seven modules?**
  Every OTT package is valid for *3 months* from the generation of login credentials. Access to every module is valid for *1 month* from training start date (not extending the three-month cut-off date).

- **Will I be given a copy of the contents mentioned in the module at the end?**
  No. This is a completely online platform and nothing can be downloaded.

- **What all do I take back after completion of a module?**
  After completion of a module, you will be allowed to download your certificate and a handout. Both the documents can be printed and retained by you.

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**How to buy?**

- **How do I buy the OTT modules?**
  If you are interested, please drop us a mail at *OTTindia@oup.com*. You can get in touch with the OUP representative for your school. You can also purchase directly from Amazon.

- **How many OTT modules do I need to buy?**
  You can buy OTT modules as a package of 7/14 modules. For buying individual modules, please refer to the next question.

- **Is it possible for me to buy individual modules?**
  Yes, you can do so through the CENTA platform. Click on this link: https://www.centa.org/portal/signin

- **What are the channels through which I can buy OTT?**
  There are four ways of buying OTT modules:
  a. School
  b. Trader
  c. Amazon
  d. CENTA platform

- **What about the module components?**
  On the website homepage, click on any of the modules listed there and you will be given the option to download a PDF document of the module components from the pop-up box.

- **How do I get to know about the features of OTT before buying a package?**
  Please refer to the following sections of the website:
  - Video
  - Quick Look presentation

- **What does the Quick Look presentation of OTT have?**
  It talks about the features and components of OTT, and gives an idea of the look-and-feel of the platform before buying.

- **What is the return policy for this training programme?**
  This product has no option for return. The log in access will be provided only after the payment is done, and we follow a no-return policy with schools, traders and partners.

**Certificates**

- **Will I be able to request for offline certificates? If yes, how?**
  Yes, users are given an option to request for offline certificates. Navigate to the top of the OTT homepage and click on the *Offline Certificates* button. You will be asked to

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share a few details as well as upload the soft copies of the certificates that you have downloaded/saved at your end after completion of each module.

- **Is it a must to share the soft copies of the certificates?**
  Yes. Offline certificates will not be issued without soft copies.

- **Do I get only one certificate for one OTT package?**
  You will get certificates for each of the modules you have purchased, provided you achieve the required score.

- **Why am I being asked to fill in a personal information sheet before starting a module?**
  As stated in the sheet, this information is necessary as it will be replicated in the certificate, which will be generated after successful completion of each module. For example, your name and other details that you write will get reflected in the certificate.

- **I have completed a module, now how do I see my score or my certificate?**
  After finishing the training, please click on the *Submit* button on the last slide. It will take you to the score sheet which contains your score, as well as your overall signage in each slide. If your score is >70%, you will get the *Print Certificate* and *Download Handout* option.

- **Does my package include offline (printed) certificates?**
  The OTT package only includes e-certificates which can be printed/downloaded by the user.

**Support**

- **What are the OTT Support details?**
  Support and information about OTT is available through
  a. Customer Support Number: 1800-4190-901 (Working hours: 9 am to 6 pm – Monday to Friday)
  b. Email: OTTindia@oup.com
  c. You can connect with the OUP representative for your school.

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