***Online Teacher Training*: Frequently Asked Questions (FAQs)**

|  |  |
| --- | --- |
| **Question** | **Answer** |
| 1. **What is required to use the OTT portal?**
 | You need an internet access, and any suitable device such as desktop or portable devices (laptop, tablet, etc.). |
| 1. **What configurations should a PC/laptop have to access OTT?**
 | OTT is accessible on all browsers, however for version-compatibility, please check the *System Requirements* uploaded on the OTT portal. |
| 1. **What are the modules on offer?**
 | An OTT package consists of 7 modules, covering different areas of ELT pedagogy and methodology. Please refer to the HOME page for the list of all courses currently available. |
| 1. **How to buy the OTT modules?**
 | The courses can be bought offline. If you are interested, please fill up our *‘Enquiry Form’*/ drop us a mail at (*OTTindia@oup.com*). You can also get in touch with your school authorities who can directly contact OUP India. |
| 1. **I did not receive any email even after being registered for an OTT package. Why?**
 | After a successful registration, usually the OTT back-office admin sends a mail about your course activation with login and password, within 1-2 working days. Please do check your *inbox* or *Spam/Junk* folders as well. If you still have not received any email from us, please send an email to (*OTTindia@oup.com*). |
| 1. **What if I forget my password?**
 | If you have forgotten your 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. |
| 1. **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. |
| 1. **I logged in and found that I have access to only 3 courses out of 7. Any solution?**
 | Please send an email to us at (*OTTindia@oup.com*) and our support team will assist you. |
| 1. **Can I do the trainings or do the assessments on my tablet?**
 | Yes you can watch the videos/slides and also do the MCQs/Activities on your tablet. |
| 1. **How many times can each user do the assessments/activities?**
 | Each user can do the assessments/activities several times till they get the score required for certificate generation. |
| 1. **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. |
| 1. **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 that module. |
| 1. **I finished the module, now how do I see my score or my certificate?**
 | After finishing the last slide in each module, please click on the *“Submit”* button to see the evaluation sheet. This will contain your score, based on your performance in the MCQs and Activities, as well as your overall signage in each slide. If your score is *>70%*, you will get the *“Print Certificate”* option. |
| 1. **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. |
| 1. **Do I get only one certificate for one OTT package?**
 | No, one OTT package entitles you to seven certificates for seven modules, depending on your score in each. |
| 1. **How much time will I get to complete the seven modules?**
 | Every OTT package is valid for *3 months* from the generation of login information. Access to every module in the package is valid for *1 month* from training start date (not extending the three-month cut-off date for that package). |
| 1. **How will I know when my access period is going to expire?**
 | You will be given reminders about the expiration dates of your individual modules as well as the OTT package from OTT back-office admin. |
| 1. **What about the *Course Components*?**
 | Please send a mail at *OTTindia@oup.com*, with your school/ institute details, and our *OTT Product Coordinator* will get in touch with them with more information about *Course Components.* |
| 1. **What are the OTT Support details?**
 | Support and information about OTT is available through 1. 24x7 Toll Free Number: *1800-4190-901*
2. OTT Product email ID: *OTTindia@oup.com*
 |