TWT – Beta FAQs

How many classes may I attend weekly?
You may attend one class per week. Be sure to select a session that's appropriate for your level.

What types of classes are available?
Intermediate level classes are available if you're in Levels 4–8.

Why do I need to allow my GlobalEnglish access to my microphone when you join the session?
We require those permissions so that you can communicate with the teacher and all the other learners inside the classroom.

Should I be in a quiet location?
Yes. This is important for you and the other participants.

Which web conferencing software do you use for Talk with the Teacher?
With Talk with Teacher Beta you do not need to download any additional software.

What is the System Check wizard?
The System Check wizard helps you set up and adjust your audio devices for use within the classroom.

How often should I run the System Check wizard?
The System Check wizard should run automatically each time you join a session.

What type of headset should I use?
You should use a headset with a built-in microphone. It is recommended that you do not use separate, external mics or speakers. They might create an echo in the classroom.

I can't hear the teacher and the other students. What should I do?
Make sure:

- You're using a headset with a built-in microphone (do not use separate, external mics or speakers) and make sure that it's working properly.
- Refresh the webpage.

The teacher and other students can't hear me. What should I do?

Make sure your microphone is turned on and working properly.

Can I use a wireless connection?
We highly recommend using a high-speed, wired connection. If this is not available, please make sure that your internet connection is very stable.

I can't access the Talk with the Teacher classroom. What should I do?
Make sure you:

- Have access to the Internet.
- Clear your browser's cache. (For detailed instructions, see your browser's Help.)

Note: If your company has installed a firewall that's blocking your access to the classroom, please contact your company's technical support department.