



English.Chinese.Japanese

教師版 MyCT 使用手冊 (Apple iOS/Android)

如何申請 MyCT 帳號

How to Apply for a MyCT Account

凡註冊全球華文網的會員帳號，即可直接使用全球華文網的帳號密碼登入 MyCT，免費使用《學華語向前走》及《來！學華語》的口說練習課程。

Anyone who has a member account of Huayuworld.org can directly log in to MyCT with the account and password of Huayuworld.org. There are free speaking lessons of *Let's Learn Mandarin (For Children)* and *Let's Learn Mandarin* in MyCT.

1. 請至全球華文網(<https://www.huayuworld.org/index.php>)註冊帳號，點選左上方目錄  按鈕。

Please go to Huayuworld.org (<https://www.huayuworld.org/index.php>) to register an account, and click the menu button in the top-left corner.

2. 點選「註冊」，

填寫完資料後送出，即完成帳號註冊。

Press "Register", fill in the information and send it out to complete the account registration.



3. 完成送出後，即可看到註冊成功通知，信箱也將收到註冊成功通知信。

Press "Submit", and you can see the registration success notification, and you will also receive a notification email.

www.huayuworld.org 顯示
註冊成功!!

確定



請選擇上傳您的個人照片檔案 Please upload a photo for your profile.

選擇檔案 Choose file

支援格式：

jpg, gif, png檔案限制 5MB 以下

Supported file formats:

jpg, gif, png File size limit: Maximum 5MB



未選擇任何檔案
No file chosen

•帳號 Account

請輸入帳號

請使用小寫半形英文或數字，帳號開頭必須為英文，長度必須是6-15字元，勿使用特殊字元。
Please use 6-15 characters with a mix of lowercase letters and numbers, and the first character must be a lowercase letter. Special characters are not allowed.

•密碼 Password

請輸入密碼

密碼必須包含大寫英文，小寫英文，數字與特殊字號（限定使用：@!%*?&），長度須為12-20字元。

The passwords must be 8-12 characters long and include uppercase letters, lowercase letters, numbers and special characters(@, \$, !, %, *, ?, or &).

•密碼確認 Confirm Password

請再次輸入密碼

•姓 Last Name

請輸入姓氏

如何下載、安裝及登入 MyCT 軟體

How to Download, Install and Log in to MyCT

若您尚未安裝 MyCT 軟體，請點擊以下連結進行下載。

If you have not installed the MyCT software, please press the link below to download it.

<https://11labs-ch.app.link/TWN-OCAC-GOV>

1. 掃描 QR Code 或點擊上方連結後於 Apple Store 或 Google Play 中下載並安裝最新版 MyCT APP。

Scan the QR Code or press the link above to download and install the latest version of MyCT app from Apple Store or Google Play.



2. 開啟 MyCT 後點選右下角「個人」圖示，確認伺服器顯示「僑務委員會」伺服器，確認後點擊「帳號」輸入個人帳號密碼。

Launch MyCT, confirm that the "Overseas Community Affairs Council" server is displayed in the upper right corner, choose it, and enter your password to log in.

(若並非在僑務委員伺服器，請在登入格子中將前方的橘色伺服器代號更改為"OCACTW："後再輸入帳號即可)

(If you are not on the Overseas Community Affairs Council server, please change the orange server code in the front of the login box to "OCACTW：" and then enter your login name.)



修改個人 E-mail 信箱

Modify personal E-mail mailbox and password

首次登入時，請在「個人」功能中請確認或修改個人 E-mail 信箱，並輸入認證碼，

當作業結束或您忘記密碼時，系統會自動發出成績單及通知信。

When logging in for the first time, please confirm or modify your personal E-mail in the "Me" section, and enter the authentication code. Whenever you finish your homework, the system will automatically send out a report and a notification letter.

1. 請點選「個人」→「帳號」→「電子郵件」，進行個人 E-mail 信箱資料修改。

Press "Me"→"Login Name"→"Email" to modify your personal email information.



2. 輸入或是修改個人 E-mail 之後，請點選「送出」。

After you have entered or modified your personal E-mail, press Send.



3. 點選取得驗證碼，輸入驗證碼並按下驗證後，MyCT 才會將完成課程電子證書、通知訊息或密碼寄送至您的 E-mail。

Press "Verification", enter the verification code and press "Submit".

MyCT will send you the e-certificate, notification message or password.



修改 MyCT 介面語系

Modify MyCT Interface Language

登入 MyCT 後，可以自由更改 MyCT 的使用介面語系。

After you log in to MyCT, you can freely change the interface language of MyCT.

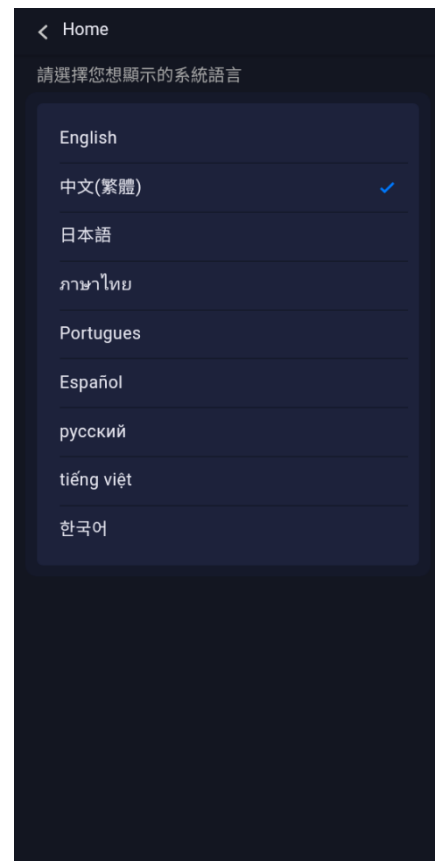
1. 請在「個人」選單點擊「設定」。

Please press "Settings" in the "Me" menu.



2. 捲動頁面選擇「系統語言」，選擇自己偏好的語系即可。

Scroll down, select "System Language" and choose a language you prefer.



修改 MyCT 課程翻譯語言

Modify MyCT Course Translation Language

您登入 MyCT 後，可以自由更改 MyCT 的課程翻譯語系。

After you log in to MyCT, you can freely change the translation language of MyCT courses.

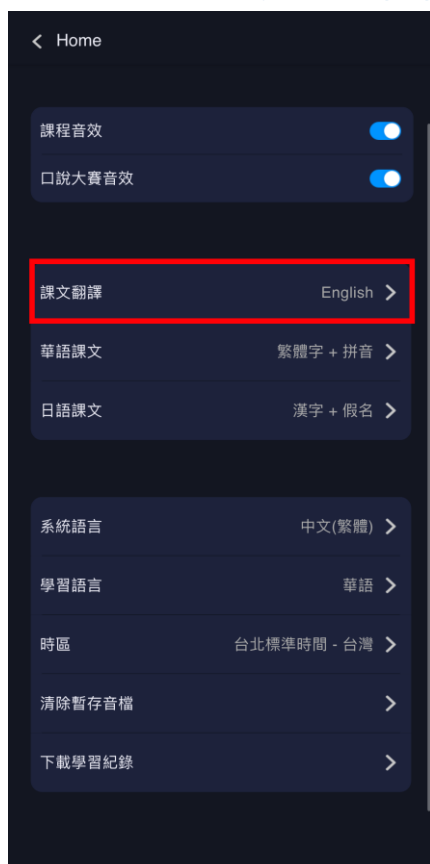
1. 請在「個人」選單點擊「設定」。

Please press "Settings" in the "Me" menu.



2. 捲動頁面選擇「翻譯語言」，選擇自己偏好的翻譯語系即可。

Scroll down, select the system language, and choose a language you prefer.



學習模式(一)：單句練習

Learning Mode (1): Sentences

透過「單句練習」，學生可利用「眼看、耳聽、口說」的母語學習方式，練習課文內容所有句子。

In "Sentences", students can practice all the sentences in the text by "reading, listening, and speaking", just like how they learned their mother tongue.

1. 請點選「單句練習」，進行華語口說練習。

Please press "Sentences" to start practicing Mandarin speaking.

2. 請點選任何一句，待老師念完後，出現『錄音中』即可進行錄音，完成後，系統將自動分析成績。

Please press any sentence. After the teacher finishes reading it, "Recording" appears and starts recording. The system will automatically analyze it after recording.

3. 點選「發音」，MyCT 會告訴您問題出在哪個單字、哪個音節，並透過 3D 動畫告訴您如何正確發音。

Press "Pronunciation", MyCT will tell you which word or syllable you have problem with, and tell you how to pronounce it correctly through 3D animation.



學習模式(二)：角色扮演

Learning Mode (2) : Role Play

透過「角色扮演」，學生可以透過課程並扮演不同的角色，模擬與真人對話的情境。

In "role-play", students can play different roles through the course and simulate the situation of speaking with a real person.

- 點選「角色扮演」，在無法與真人進行對話練習時，可利用角色扮演模擬與真人對話的情境。

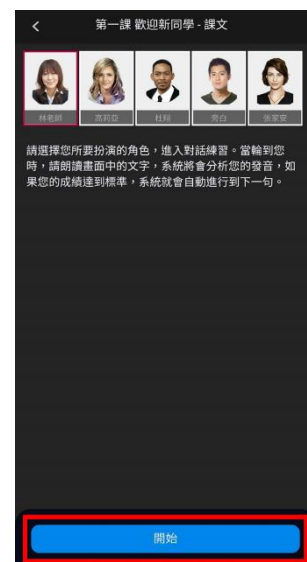
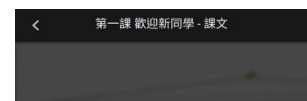
Press "Role play". When you cannot practice speaking with a real person, you can use this mode to simulate speaking with a real person.

- 選擇所要扮演的角色後，點選「開始」即可進入練習。

After choosing the role you want to play, press "Start" to enter.

- 當您所選擇的角色內容句子待老師念完後，出現『錄音中』請對著麥克風開始錄音。

After the teacher has finished reading his/her part, it's your turn. Once "Recording" appears, please start recording into the microphone.



學習模式(三)：強化練習

Learning Mode (3) : Reinforcement

在「先聽說，後讀寫」的前提下，透過短時間內依「眼看、耳聽、口說」等多種組合的學習，有效地逐次減緩大腦的遺忘速度，同時加深大腦的深層記憶。

Under the premise of "listening first, then reading and writing", through short-term learning based on a combination of "reading, listening, and speaking" and other combinations, it effectively slows down the speed of forgetting things, and at the same time it deepens the brain's deep memory.

1. 點選「強化練習」，利用「眼看、耳聽、口說」的學習方式，進行學習。

Press "Reinforcement" and start learning by "reading, listening, and speaking".

2. 第一遍練習模式：畫面會顯示文字，並播放聲音。

第二遍練習模式：畫面並無顯示文字，會播放聲音。

The first time: Text will be displayed on the screen and audio will be played.

The second time: No text will be displayed on the screen and audio will be played.

3. 第三遍練習模式：畫面會顯示文字，但不會播放聲音。

The third time: Text will be displayed on the screen, but no audio will be played.



學習模式(四)：自我檢定

Learning Mode (4) : Self Test

當單句練習或角色扮演練習完成後，學生可檢測課程自我學習的成果。

When the sentences mode or role-play mode are completed, students can give themselves a test.

- 點選「自我檢定」，在考試時間限制下，學生可檢測課程自我學習的成果。

Press "Self Test". Under the time limit of the test, students can give themselves a test.

- 學生須在考試限制時間內完成所有句子，

若過程中不滿意分數，想再聽老師念一次並重唸，只需點擊「否」即可。

Students must complete all sentences within the time limit of the test. If they are not satisfied with the score during the process and want to hear the teacher read it again and want to practice again, just press "No".

- 練習過程中，若滿意該句分數時，按下「是」後，MyCT 才會記錄該句分數。

During practice, if you are satisfied with the score of the sentence, press "Yes" and MyCT will record the score of the sentence.



學習模式(五)：跟讀-有字幕

Learning Mode (5) : Repeat - Show Text

當單句練習或角色扮演練習完成後，在「眼看、耳聽、口說」的學習方式下，學生可檢測課程自我學習的成果。

After the sentences or role-play exercises are completed, students can test the results of their self-study in the course by "reading, listening, and speaking".

1. 點選「跟讀」，在考試時間的限制下，學生可檢測課程自我學習的成果。

By pressing "Repeat", under the time limit of the test, students can check the self-study results of the course.

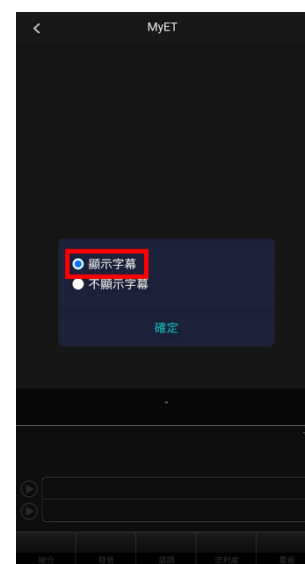
2. 選擇顯示字幕，學生須在考試限制時間內完成所有句子，

若過程未達通過標準(預設 70 分)，則 MyCT 老師會自動再唸一次。

If you choose to display subtitles, you must complete all sentences within the time limit for the test. If you fail to pass the standard (default 70 points), the MyCT teacher will automatically read it again.

3. 跟讀過程中，當成績達到標準時，系統將自動進入下一句，假如您的成績連續幾次未達過關標準，則重新再唸一次，達到通過標準進入下一句。

In the repeat mode, when the score reaches the standard, the system will automatically enter the next sentence. If your score fails to pass the standard several times in a row, read it again. If your score reaches the passing standard, you can enter the next sentence.



學習模式(六)：跟讀-無字幕

Learning Mode (6) : Repeat - Hide Text

透過「跟讀無字幕模式」，在未顯示課文內容所有句子的情境下，學生可以「耳聽、口說」的學習方式，進行練習。

In the "Repeat - Hide Text" mode, students can practice by "listening and speaking" without the sentences displayed.

1. 點選「跟讀」，在考試時間的限制及未顯示課文內容所有句子的情境下，透過「耳聽、口說」進行練習。

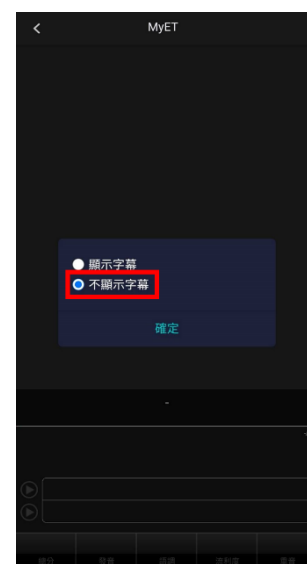
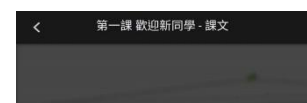
Press "Repeat" to practice by "listening and speaking" under the time limit of the test and all sentences will not be displayed.

2. 選擇不顯示字幕，學生須在考試限制時間內完成所有句子，若過程未達通過標準(預設 70 分)，則 MyCT 老師會自動再唸一次。

If you choose not to display subtitles, you must complete all sentences within the test time limit. If you fail to pass the standard (default 70 points), the MyCT teacher will automatically read it again.

3. 跟讀過程中，當成績達到標準時，系統將自動進入下一句，假如您的成績連續幾次未達過關標準，則重新再唸一次，達到通過標準進入下一句

In the repeat mode, when the score reaches the standard, the system will automatically go to the next sentence. If your score fails to pass the standard several times in a row, read it again. If your score reaches the passing standard, you can go to the next sentence.



老師如何建立班級

How Teachers Create a Class

老師可以自由地在 MyCT 上建立屬於自己班級，並開放給學生申請入班。以下介紹如何建立屬於自己班級及審核學生加入班級。
Teachers are free to set up their own classes on MyCT, and classes are open to students to apply for admission.
The following will introduce how to create your own class and approve students to join the class.

1. 進到 MyCT 首頁，選擇「作業」

Go to the home page of MyCT and select "Homework".

2. 於畫面中「我管理的班級」點選「新增」。

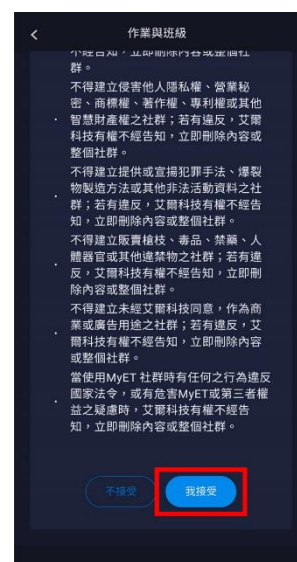
At the upper left corner of the screen, press "New" on "Groups I Managed".

3. 閱讀完 MyCT 班級建立規範，點選「我接受」，進入班級建立畫面。

After reading the rules of MyCT Groups, press "Accept" to enter the "Create Group" page.

4. 填寫班級建立資料完畢後按下送出，即完成班級建立。

After filling in the class information, press "Submit" to create a class.



教師版 MyCT 使用手冊

5. 學生可透過「作業」中我加入的班級，選擇「加入」，並於上方搜尋班級申請加入。

Students can go to the "Groups I Joined" in "Homework". Select "Join", and search for the class in the upper right corner to apply to join.



6. 老師可在我管理的班級，選擇「審核入班申請」審核學生入班申請。

Teachers can choose "Approve class Members" in "Groups I Managed" to approve students' applications for admission.



老師如何指定口說作業

How Teachers Assign Speaking Homework

老師可以將 MyCT 線上課程搭配實體教學課程進度來指定班級學生聽說作業，只需選擇欲指派作業的 MyCT 課程單元，設定好學生完成作業時間，不用一分鐘就可將作業指派給班級，學生完成作業後由 MyCT 幫老師批改作業，老師在作業截止時間一到，自動會收到 MyCT 自動寄送的班級學生作業成績 e-mail，並且這是有別於傳統聽讀作業，學生一定要耳聽與口說才能完成作業。

The teacher can assign the MyCT online courses along with the progress of the actual teaching course to assign the class students' listening and speaking assignments. Just select the MyCT course unit to which you want to assign the assignment, set the time for students to complete the assignment, and assign the assignment to the class in less than a minute.



*指定完成作業模式說明：MyCT 老師唸完課文後，MyCT 會自動帶領學生進入指定完成作業模式，或是學生進直接點選指定作業連結，進入課程單元後，直接選擇進入指定作業完成模式，完成作業。

*Assignment Completion Mode Description: After the MyCT teacher reads the text, MyCT will automatically lead students to the Assignment Completion Mode, or students can go directly to the Assignment Completion Mode by pressing the Assignment link and entering the course unit.

*指定作業模式說明：

*Description of Assignment Mode:

- (1) **跟讀(有字幕)**：聽 MyCT 老師唸一句然後跟著唸，若該句總分達過關標準(預設 70 分)，自動進入下一句。

Repeat (Show Text): If the total score of the sentence reaches the passing score (70 points by default), it will automatically move on to the next sentence.

- (2) **自我檢定**：聽 MyCT 老師唸一句並跟著唸，若滿意該句分數，則按「下一句」，MyCT 才會記錄該句分數。

若該句未達 70 分，則等 MyCT 老師再唸一次句子後，可再唸一次或按「下一句」。

Self Test: If you are satisfied with the score of the sentence, press "Yes" and MyCT will record the score of the sentence. If the sentence does not reach 70 points, wait until the MyCT teacher reads the sentence again, and then you can read it again or press "Yes".

- (3) **強化練習**：每一個句子學生要唸四遍，第一遍先聽然後看字幕唸，第二遍先聽但看不到字幕然後跟著唸，

第三遍直接看字幕唸。

Reinforcement: Students should read each sentence four times: the first time listening to it and then reading the subtitles, the second time listening to it without seeing the subtitles and then speaking along with it, the third time reading it directly from the subtitles.

- (4) **跟讀(無字幕)**：聽 MyCT 老師唸一句，然後不看字幕跟著唸，若該句總分達過關標準(預設 70 分)，

MyCT 會自動帶領學生進入下一句。

Repeat (Hide Text): Listen to the MyCT teacher read a sentence and follow it without looking at the subtitles. If the total score of the sentence reaches the passing score (70 points by default), MyCT will automatically lead the student to the next sentence.

學生有三種方式來完成老師指定班級作業：

- (1) 小紅點通知訊息。
- (2) 班級社群→班級社群公告直接進入指定作業連結。
- (3) 直接進入指定作業單元→直接點選指定作業完成模式連結。

在作業指定完成時間內，

可不限次數隨時上 MyCT 完成指定口說作業內容。

There are three ways for students to complete their assignments:

- (1) A small red notification dot.
- (2) Class enter the assignment link in the class announcement.
- (3) Enter the assignment unit press the assignment completion mode link.

During the designated completing time of the assignment, you can go to MyCT to complete the designated speaking assignment at any time for as many times as you want.



若各班老師班級作業成績單中查詢學生作業為 0 分的情況，只有以下幾種原因。

If a teacher finds students' assignments register 0 points on the class report, it could be due to the following reasons.

- 學生沒有在作業指定時間內完成作業(包含作業成績上傳時間點超過作業截止期限)。
Students did not complete their assignments before the deadline (including students uploading assignments beyond the deadline).
- 學生不是點選指定作業連結來完成作業。
Students did not press the specified assignment link to complete the assignment.
- 學生使用行動裝置完成作業時，遇到網路不穩或斷訊，成績沒有上傳成功。若學生在已完成作業欄位有看到作業成績，就代表作業成績有上傳成功。
When a student completes an assignment using a mobile device, the grade may not be uploaded successfully due to unstable network. If a student sees the assignment grade in the completed assignment area, it means the assignment grade was uploaded successfully.

若學生看不到老師指定作業內容，只有以下幾點原因。

If a student cannot see the contents of an assignment assigned by the teacher, there are only a few possible reasons.

- 作業時間已經截止。
The assignment time has ended.
- 學生沒有加入所屬班級社群。
The student didn't join the right group.

老師如何指定班級作業

How Teachers Assign Class Assignments

老師在 MyCT 或教學管理系統指派作業後，學生登入 MyCT 首頁，在作業指定時間內可看見指定作業內容，並可不限次數在期限內重複完成指定作業，MyCT 皆會將學生每次完成作業成績上傳到雲端，老師可隨時查詢班級學生作業成績，同時 MyCT 會在指定作業截止後，自動將班級作業成績報表寄送到您的 E-mail 信箱。

After the teacher assigns an assignment in MyCT or the teaching management system, students can log in and go to the MyCT homepage and see the content of the assigned assignment within the specified time of the assignment, and they can complete the assigned assignment as many times as they want within the deadline. MyCT will automatically send the class report to your e-mail address after the assignment is due.

1. 登入 MyCT 之後，直接進入欲指定作業課程，點選「指定作業」。

After logging in to MyCT, go directly to the course you wish to assign, press the “Task”.

2. 在指定作業中，
 - (1) 先挑選欲指定作業班級
 - (2) 點選「選擇課程」。

On the specified assignment,

- (1) First pick the class you want to assign the assignment
- (2) Press “Select Lessons”.



3. 選擇指定作業單元及作業模式
點選任一單元或單元章節做為班級作業，並選擇作業完成模式。
(單元章節為一次將章節主題中所有單元指定成作業)

Click on any unit or chapter as a class assignment and set the assignment completion mode. (“Chapter” is assigning all lessons in a topic as assignments at once)



教師版 MyCT 使用手冊

- 點選該單元或該章節主題的指定作業後，

- (1) 設定班級學生完成作業時間
- (2) 填寫提醒學生作業公告訊息文字
- (4) 點選「送出」完成作業指定。

After entering choosing the specified assignment of the course or lesson,

- (1) Set the time to complete the assignment
- (2) Fill in the announcement message to remind students
- (3) Click "Submit" to complete the assignment.

- 按下送出按鈕之後，MyCT 就已將指定作業公告在班級社群公佈欄，同時也會寄送作業通知信給指定作業班級學生。

(若學生在「帳號」→「修改個人資料」，填寫個人 E-mail 信箱資料。)

After pressing the Send button, MyCT will announce the assigned assignment on the class community announcement board, and will also send an assignment notification e-mail to the students in the class. (If the students have filled in their e-mail address information under "Login Name"→ "Change Personal Info").

- 作業指派完成之後，點選作業功能進入之後，在尚未完成作業欄位中，出現老師已經指定作業單元內容。

After the assignment is completed, press "Homework", and the assignment assigned by the teacher will be displayed here.

- 或者是畫面往下滑，在我管理的班級進入。

Or scroll down and enter the "Groups I Managed".

- 班級公告也可看到已經公告的指定作業，尚未發佈的公告指定作業等訊息。

On the announcement page you can also see the announced assignments, unannounced assignments and other information.



老師如何查詢班級作業

How Teachers Check Class Assignments

老師在 MyCT 或教學管理系統指派作業後，學生於作業指定期限內完成作業之後，除了 MyCT 會在指定作業截止後，自動將班級作業成績報表寄送到老師的 E-mail 信箱之外；老師可隨時在 MyCT 中查詢班級學生作業成績。

After the teacher assigns an assignment in MyCT or the Teaching Management System and the students complete the assignment within the deadline, MyCT will automatically send the class assignment report to the teacher's e-mail address after the assignment is due; the teacher can check the class assignment results in MyCT at any time.

1. 登入 MyCT 之後，在作業→我管理的班級，點選進入欲查詢作業成績班級。

After logging in to MyCT, press Homework on the home page and press the class where you want to check your assignment results.

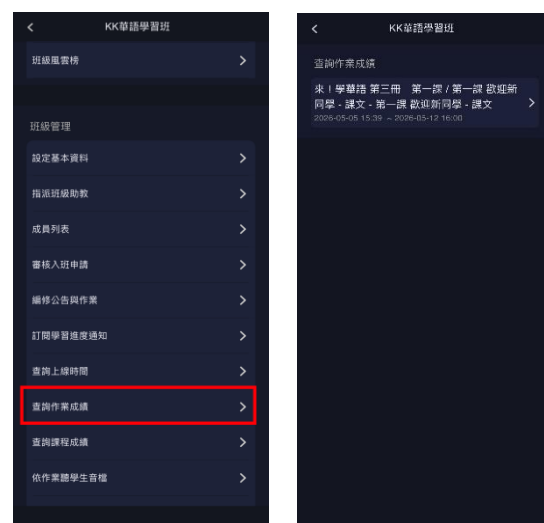


2. 捲動頁面並點選查詢作業成績。

Scroll down and press "Homework Scores".

3. MyCT 會列出這個班級所有指定作業，請點選欲查詢班級作業成績單的作業名稱進入查詢頁面。

MyCT will list all assigned assignments for this class. Please press the name of the class assignment you want to check to go to the inquiry page.



4. 選擇查詢班級學生最高成績或是列出成員所有成績，按下查詢，即可得知班級作業成績單。

Select the students' highest grades or list all of your members' grades, and press Search. You can get the class assignment report card.



班級社群成員學習記錄-訂閱學習進度通知

Class Members' Learning Records - Subscribe to Learning Progress Report

透過訂閱學習進度通知，可以瞭解班級學生學習的課程進度及課程單元的成績表現。

By subscribing to the progress report, you can keep track of the progress of your class and the performance of your students in the course.

1. 進入班級之後，點選「訂閱學習進度通知」。

Enter the class community, and press "Subscribe Progress Report".



2. 選擇「課程名稱」及填入「訂閱截止日」，點選「新增」即可。

Select "Lesson Title" and fill in "End Date", then press "Add".



3. 系統將於每周一自動寄送訂閱課程班級學生學習進度到老師登錄在 MyCT 中的電子郵件信箱。

The system will automatically send the progress report of students in the subscribed class to the teacher's email address in MyCT every Monday.



班級社群成員學習記錄-華語能力診斷書

Class Members' Learning Records - Mandarin Diagnostic Report

MyCT 系統會依照您測驗過的課程、單元成績，診斷您的華語口說能力，並提供改善建議。

The MyCT system will diagnose your Mandarin speaking ability and provide suggestions for improvement based on your tests and scores.

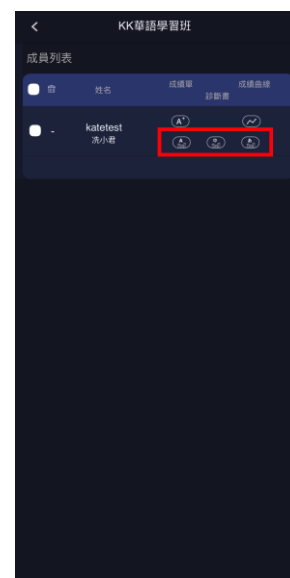
1. 進入班級之後，點選「成員列表」。

Enter the class community, and press "Members".



2. 選班級任一學生的「華語能力診斷書」，查詢能力診斷。

Press the "Mandarin Diagnostic Report" for any student in your class to check the proficiency diagnosis.



3. 依照您的口說能力，提供語調、流利度及音量出錯頻率…等資訊，並提供口語能力改善建議。

According to your speaking ability, we will provide you with information such as intonation, fluency, volume error frequency...etc., and provide you with suggestions to improve your speaking ability.



班級社群成員學習記錄-成績單

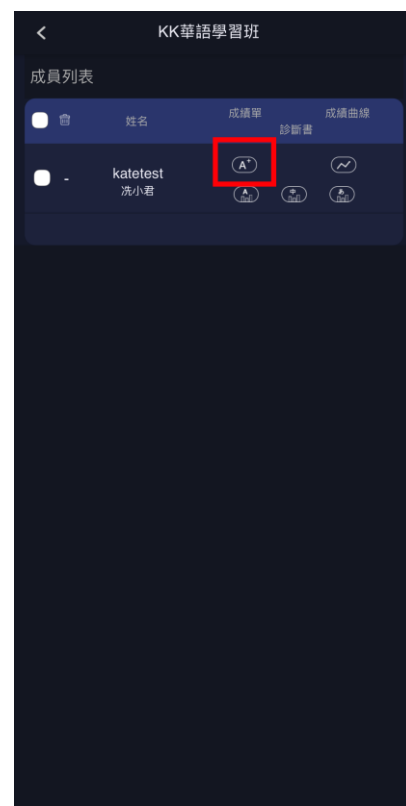
Class Members' Learning Records - Reports

老師可藉由班級管理 成員列表，來查詢班級學生不論是自學或指定作業單元，「個人最佳學習成績」的記錄。

The teacher can go to the classroom management menu to check the class's record of students' "personal best performance" for both self-study and assignments.

1. 進入班級之後，請點選「成員列表」，並點選欲查詢學生的「成績單」。

Enter the class community, press "Members" and press "Report" for the student you want to check.

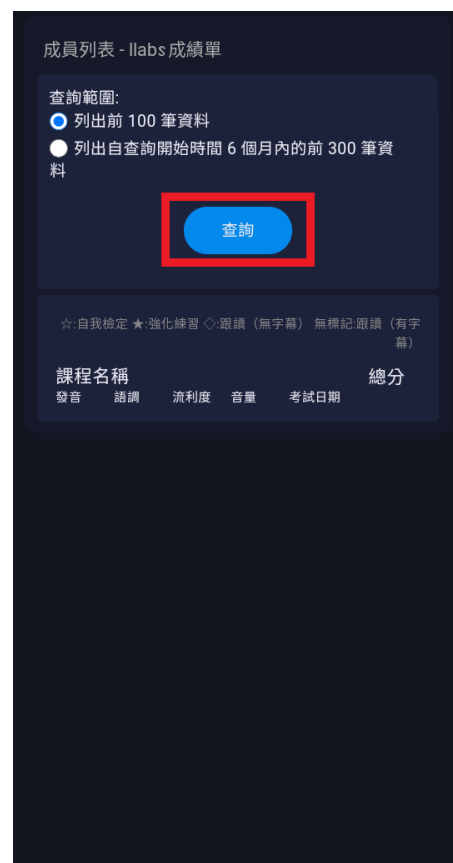


2. MyCT 預設顯示該學生最佳成績「前 100 筆資料」。

MyCT shows the student's latest 100 items of personal best grades by default.

3. 也可依需求查詢該學生最近 6 個月內的最佳成績前 300 筆資料。

You can also check the student's top 300 best grades in the last 6 months.



班級社群成員學習記錄-查詢學生上線時間

Class Members' Learning Records - Check students' Online Time

透過查詢學生個別成績單，可以瞭解該學生完成的課程「個人最佳學習成績」的平均成績記錄。

By looking up a student's individual report, you can find the average grades of personal best academic performance for the courses the student has completed.

1. 進入班級之後，點選「查詢上線時間」，並選擇「查詢範圍」後，點選「查詢」即可。

After entering the class community, press "Time Spent on MyCT", select "Range", and then press "Query".



2. 選擇查詢時間範圍條件，點選「查看」，系統將顯示該學生使用所有課程非單句練習跟角色扮演的其他模式的平均學習成績(重複使用同一課程單元也列入計算)。

Select the query time range condition and press "Query". The system will display the average of the student's learning grades for all the courses that are not in the sentences and role-play modes (repeated learning of the same course is also included in the calculation).



3. MyCT 顯示班級中該學生使用 MyCT 上線學習總時間、平均分數、完成自我檢定次數。

MyCT shows the total time, average scores, and number of self-tests completed by the student in the class using MyCT online.

客服問題反映管道及處理流程

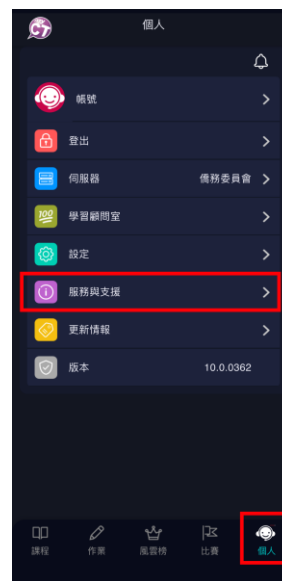
Customer Service & Handling Issues

MyCT 客服信系統：

MyCT Support System：

- 登入後點開個人選單，選擇「服務與支援」。

After logging in, press the menu in the upper right corner and select "Support".

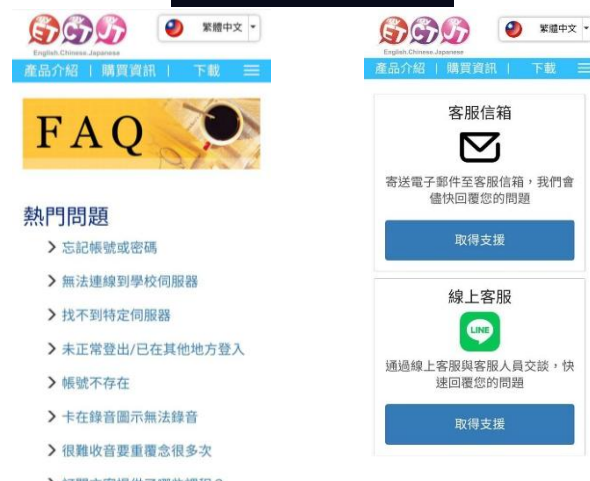


- 在此可看到所有熱門問題。

Here you can see all popular issues.

- 若找不到您的問題，可點選「客服信箱」或「線上客服」洽詢。

If you can't find your question, you can click "Customer Service Email" or "Live Support".



- 或可透過掃描 LINE 的 QR CODE 或點擊「線上客服」，成為 MyCT 官方 LINE 的好友，由線上客服專員協助您解決問題。

To become a friend of MyCT official LINE by scanning the QR CODE or pressing "Live Support" to have an online customer service specialist help you solve your problem.



客服處理流程：

Customer Service SOP：

- ✓ 透過上述客服管道與 MyCT 客服連繫後，客服人員將於一個工作天內回覆您，並於確認問題點後提供相對應的解決方式。

After contacting MyCT Customer Service through the above customer service channels, a customer service representative will get back to you within one business day and provide a corresponding solution after confirming the problem.

- ✓ 客服處理時間：(GMT+8) 週一至周五 9:00a. m. -6:00p. m.

Customer service hours: (GMT+8) Monday to Friday 9:00 a.m. -6:00 p.m.