



English.Chinese.Japanese

學生版 MyCT 使用手冊
(Apple iOS/Android)

建議如何使用 MyCT 學華語

Suggestions on How to Use MyCT to Learn Chinese

1. 華語最有效的方法，就是透過先聽說後讀寫的方式。

The most effective way to learn Chinese is through listening and speaking, then reading and writing.

2. 建議學習步驟及方式：

Suggested study steps and methods:

- (1) 先了解學習單元主題。

Understand the topic of the unit first.

- (2) 完整聽完單元內容，同時不看內容及翻譯，先了解自己聽懂的比例有多少。

Listen to the entire unit without looking at the content or the translation, and see how well you understand it.

- (3) 再聽一次單元內容，針對聽不懂或是一知半解的中文句子，使用單句練習模式練習。

Listen to the unit again and use the sentences practice mode to practice the Chinese sentences that you do not understand or do not know.

- (4) 該句完成單句練習後，點選發音，語調，流利度，音量，了解問題在哪裡及如何改善，發音的部份，可以點選喇叭圖示觀看 3D 動畫圖，並檢視與 MyCT 老師的差異再哪裡，同理語調，流利度及音量等都可以查詢，MyCT 建議 80 分為學習的基準，若分數高於 80 分，則表示您該句學習成效良好，若低於 80 分，則是需要再加強。

After completing the sentence practice, press pronunciation, intonation, fluency and volume to understand where the problems are and how to improve and fix them. For the pronunciation part, you can press the horn icon to watch the 3D animation and see where the differences between your pronunciation and MyCT teachers are.

- MyCT 並不是發音矯正軟體，3D 動畫圖示是協助學會了解發音的問題，若是能分辨出來差異點，則聽力及口說能力絕對會有所進步。

MyCT is not pronunciation correction software. The 3D animations are to help learners to understand pronunciation problems. If you can distinguish the differences, you will definitely improve your listening and speaking skills.

- (5) 再聽一次課程內容，此時搭配觀看翻譯。

Listen to the course content again and read the translation.

- (6) 利用跟讀或角色扮演，複習學習的課程單元內容。

Review the course content studied in the Repeat or Role Play mode.

- (7) 使用自我檢定或強化練習，檢測學習的成果。

Use Self Test or Reinforcement mode to test the results of learning.

- (8) 使用複誦練習，在只聽到句子聲音的情況下，看看自己聽懂多少內容，若是聽懂句子內容，定可以完整複誦該句。

Use the Sentences mode to see how much you understand when you only hear the sentence, and if you understand the sentence, you can definitely repeat the whole sentence.

3. 將學過的課程內容中的情境對話華語句子實際運用出來，找華語老師練習對話或者自己一個人模擬情境對者鏡子練習，切記，一定要開口，不要害怕。

Use the Chinese sentences in the contextual dialogues you have learned in the course and practice the dialogues with a Chinese teacher or by yourself in a mirror.

4. 完整完成一個 MyCT 華語課程學習後，若發現複誦、強化練習、自我檢定或跟讀學習模式完成時間縮減或試成績分數提高，則代表華語聽說能力有進步。

After completing a MyCT Chinese course, if you find that the time for Sentences, Reinforcement, Self Test, or Repeat mode has decreased or your test scores have increased, you have improved your Chinese listening and speaking skills.

- 華語的學習需每日不間斷才會有顯著的效果，建議哪怕一天只有 10 分鐘也都可以使用 MyCT。

Chinese language learning requires practicing every day to achieve significant results.

It is recommended that you use MyCT even if you only have 10 minutes a day.

麥克風權限檢查步驟

Microphone permission check steps

請檢查您的手機是否已允許 MyCT 的麥克風存取權限。

Please check if you have allowed MyCT to access the microphone of your phone.

➤ Android

1. 設定→應用程式→MyCT。

Configure → Application → MyCT.



2. 權限。

Permission.



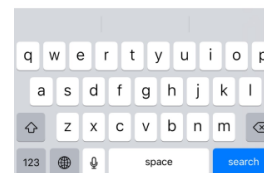
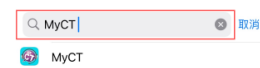
3. 檢查麥克風是否開啟。

Check whether the microphone is on.

➤ iPhone

1. 設定→搜尋→MyCT。

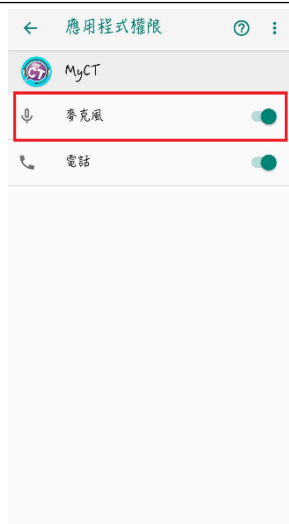
Set → Search → MyCT.



2. 檢查麥克風是否開啟。

Check if the microphone is on.





如何申請 MyCT 帳號

[How to Apply for a MyCT Account](#)

凡申請全球華文網的會員帳號，即可直接駛用全球華文網的帳號密碼登入 MyCT，免費使用華語向前走的口說練習課程。

Anyone who has a member account of huayuworld.org can directly log in to MyCT with the account and password of Huawen.org. There are free speaking lessons of 《Let's Learn Chinese》 course in MyCT.

1. 請至全球華文網(<https://www.huayuworld.org/index.php>)申請帳號，選擇「登入」。

Please go to Huayu World Website(<https://www.huayuworld.org/index.php>) to apply for an account and select "Login".



教師版 MyCT 使用手冊

- 點選「申請會員」，
填寫完資料後送出，即完成帳號申請。
Press "Apply for Membership", fill in the information and send it out to complete the account application.



The screenshot shows the MyCT website interface. At the top, there's a navigation bar with '登入' (Login) and '註冊' (Register) buttons. Below the navigation bar, there's a search bar and a '網站導覽' (Website Navigation) section. The main content area features a '會員登入' (Member Login) section with a 'Log in' button. Below this, there's a warning message: '注意！ Attention! 請勿與他人共用同個帳號，系統管理員不會向您詢問密碼，祝您使用愉快！ Don't share your account with others, the system administrator won't request any password.' Below the warning, there are three buttons: '申請會員' (Apply for Membership), '使用 Google 帳號登入' (Authenticate With Google Account), and '使用 Facebook 帳號登入' (Authenticate With Facebook Account). To the right of the main content, there's a registration form with fields for '帳號' (Username), '密碼' (Password), '密碼確認' (Confirm Password), '姓' (Last Name), '名' (First Name), and '信箱' (Email). Below the form, there's a list of terms and conditions.

請選擇上傳您的個人照片檔案
未選擇任何檔案
選擇檔案

帳號

請使用小寫半形英文及數字的組合，且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 a combination of single byte small cap characters and numbers. It must be between 6-15 characters with no special characters.

密碼

密碼必須包含大寫英文，小寫英文，數字與特殊符號(限定使用：@!%*?&)，長度須為8~12字元。
The password must include upper-case characters, lower-case characters, numbers and special characters(@!%*?&). The length must be between 8-12 characters.

密碼確認

姓

名

信箱

- 全球華文網所有會員隱私資料，皆會寄至您的註冊信箱，為避免您收不到重要通知信，請確保填寫之註冊信箱可正常收發信件。
- 註冊後此項目無法修改。
- 若未收到通知信，請先檢視是否在垃圾信隔離區中。

- 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.



The screenshot shows a registration success notification. It says 'www.huayuworld.org 顯示 註冊成功!!' (www.huayuworld.org shows registration success!!) and has a '確定' (Confirm) button.

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://llabs-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"OACTW："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 "OACTW：" and then enter your login name.)



修改個人 E-mail 信箱

[Modify personal E-mail mailbox and password](#)

教師版 MyCT 使用手冊

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.

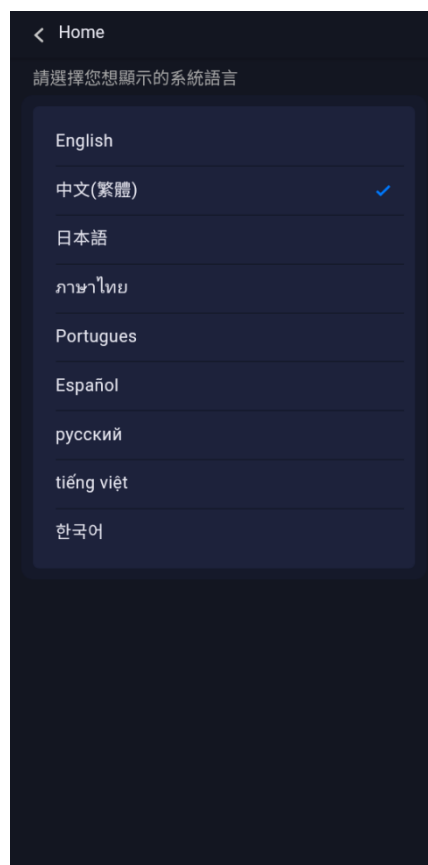
1. 請在「個人」選單點擊「設定」。

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。

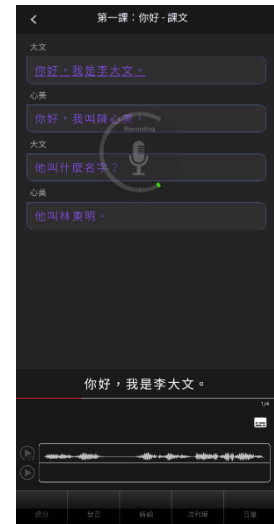
Please press "Sentences" to start practicing Chinese speaking.



教師版 MyCT 使用手冊

- 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.



- 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.

教師版 MyCT 使用手冊

- 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。

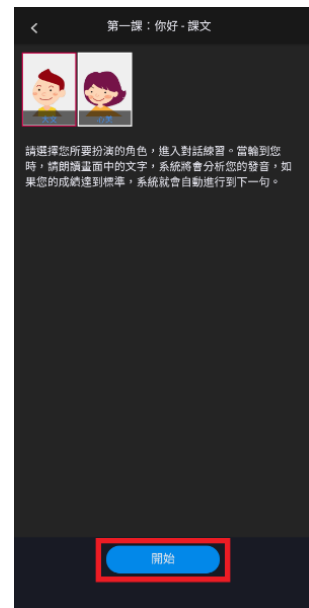
Press "Role play". When you cannot practice speaking with a real person, you can use this mode to simulate speaking with a real person.

- 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.

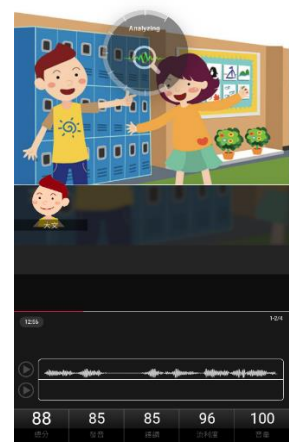
The second time : No text will be displayed on the screen and audio will be played.

3. 第三遍練習模式：畫面會顯示文字，但不會播放聲音。

第四遍練習模式：畫面會顯示文字，但無聲音。

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

The fourth 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。

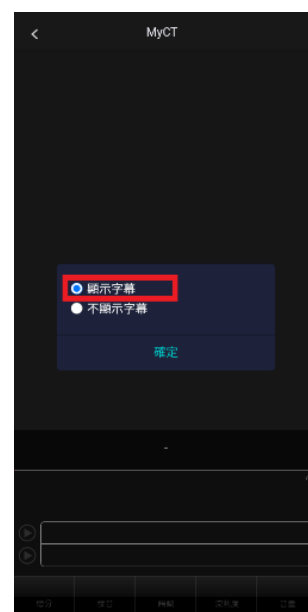
By pressing "Repeat", under the time limit of the test, students can check the self-study results of the course.



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.



- 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.

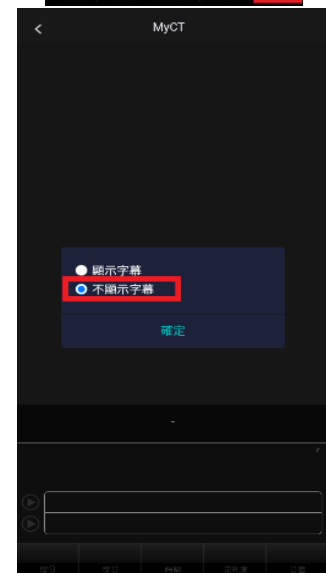
- 點選「跟讀」，在考試時間的限制及未顯示課文內容所有句子的情境下，透過「耳聽、口說」進行練習。

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



- 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.



教師版 MyCT 使用手冊

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.



如何完成老師指定口說作業

How to Complete Speaking Assignments Assigned by the Teacher

MyCT 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.

*指定完成作業模式說明：MyCT 老師唸完課文後，會自動帶領進入或直接點選指定作業完成模式，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 on the Assignment link and entering the course unit.

* 指定作業模式說明：

* Description of Assignment Mode：

- (1) 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".

- (2) 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.

- (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，第四遍每一句再唸一次。

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, and the fourth time reading each sentence again.

- (4) 複誦(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.

如何完成老師指定口說作業

How to Complete Speaking Assignments Assigned by the Teacher

1. 方式(1)小紅點通知訊息：

點選「個人」的小喇叭圖示，並點選小紅點通知訊息，就可以看到目前正在公告的指定作業連結。

Method (1)A small red notification dot:

Press the "Me", and press the small red dot notification message in the notification icon above, and then you can see the specified assignment links currently being announced.



教師版 MyCT 使用手冊

2. 方式(2)班級社群→班級社群公告直接進入指定作業連結：

「作業」→「我加入的班級」中，可在班級公佈欄看到目前正在公告的指定作業連結。

Method (2) Class enter the assignment link in the class announcement :

Under "Homework"→"Groups I Joined " on the home page, you can see links to assignments that are currently being announced in the class community announcement section.



3. 方式(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：

「作業」→「尚未完成作業」中，可看到目前正在公告的指定作業連結。

Method (3) Enter the assignment unit press the assignment completion mode link :

You can see the links to the specified assignments that are currently being announced in "Homework"→"Unfinished Homework" in the home page.

4. 點選進入作業時，可由 MyCT 自動帶領進入作業，或是直接點選指定作業完成模式，須在限制時間內唸完所有句子。

When you enter an assignment, MyCT will automatically lead you to the assignment, or you can directly press the specified mode of the assignment, and you must read all sentences within the time limit.



5. 完成作業後，將會顯示每一句成績。

After completing the assignment, every grade of the sentences will be displayed.



6. 若已經完成取得成績的作業，在「作業」→「已完成的作業」顯示該作業最高一次成績。

If you have completed an assignment with a grade, "Homework"→"Finished Homework" on the home page will show your highest grade for that assignment.

證書的種類

Types of Certificates

點選「個人」，點選下方的成績單→證書，即可查詢到已獲得的證書。

You can find the certificates you have earned by logging into the "Me", and press "My Certificates".



1. 單課證書：在完成一個課程達到 70 分後，即獲得該證書，系統將自動寄送證書至您的 E-mail 信箱。

Lesson Certificates: After completing a lesson with 70+ points, you will receive the certificate and the system will automatically send the certificate to your e-mail address.



2. 課程結業證書：點選「開始」依序完成課程學習，在完成全部課程跟讀模式，並且每課達到 70 分後，即獲得該證書，系統將自動寄送證書至您的 E-mail 信箱。

Certificate of Completion: Press "Start" to complete the course in order, after completing all the courses in repeat mode and achieving 70 points in each course, you will receive the certificate, and the system will automatically send the certificate to your e-mail address.



華語能力診斷書

Chinese 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 Chinese speaking ability and provide suggestions for improvement based on your tests and scores.

1. 請點選「個人」中的「華語能力診斷書」，進入個人學習歷程記錄查詢報表列表。

Please press "Chinese Diagnostic Report" to enter the personal learning history record report query menu.



2. 您可以設定查詢時間區間來查看您個人的華語能力診斷書，MyCT 系統會依照您的口說能力，分析整體總分表現，針對每個子音、母音的發音準確度評分，並提供改善方式。

You can set a range to view your personal Chinese Diagnostic Report. MyCT will analyze your overall performance according to your speaking ability, rate the accuracy of every consonant and vowel, and provide ways to improve your speaking.



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, MyCT will provide information on intonation, fluency, volume error frequency, etc. and provide suggestions for improving your speaking ability.

十語調掌握			
項目	標準值	您的成績	
一語出錯頻率	<10%	9.9%	
二語出錯頻率	<10%	43.1%	
三語出錯頻率	<10%	39.3%	
四語出錯頻率	<10%	16.1%	
輕聲出錯頻率	<10%	17.6%	
語調起伏程度	>0.37	0.302	

說明與改善建議:

- 您對於二語的掌握程度需要加強，出錯的頻率高過標準值許多，因此在口語溝通時很容易會讓人會聽錯，或是感到不自然。建議您要多練習二語，並在您二語的時候要確實先提高您的語調，然後確實表達出上升的語調。
- 您對於三語的掌握程度需要加強，出錯的頻率高過標準值許多，因此在口語溝通時很容易會讓人會聽錯，或是感到不自然。建議您要多練習三語，並在您三語的時候要確實先提高您的語調，然後確實表達出下降的語調。
- 您對於輕聲的掌握程度需要加強，出錯的頻率高過標準值許多，因此在口語溝通時很容易會讓人會聽錯，或是感到不自然。建議您要多練習輕聲，並在您輕聲的時候要確實降低音勢，減短字音的長度。
- 您在說華語的時候，語調起伏程度稍微偏低，讓人比較不容易掌握到您語調的改變。建議您稍微增加您在說華語時語調上的起伏，來更準確地表達出您語調的語調，讓人更容易聽懂您的華語。

十流利度掌握			
項目	標準值	您的成績	
說話速率 (音節/秒)	>3.80	5.798	
非必要停頓頻率(停頓次數/句)	<10%	0%	

說明與改善建議:

- 您對於華語中由長短音所造成的節奏感，掌握的很好，說話時又很順暢、流利，讓人聽來自然流暢，舒適悅耳。

十音量掌握			
項目	標準值	您的成績	
音量起伏程度	>0.80	0.907	

說明與改善建議:

- 您在說華語時能夠很自然地表現出華語中，重音及非重音的對比，這一方面可以讓人可以很容易地聽懂您說的話，另一方面也可以增加您說話的韻味，讓人很喜歡聆聽您說的話。

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：

1. 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".

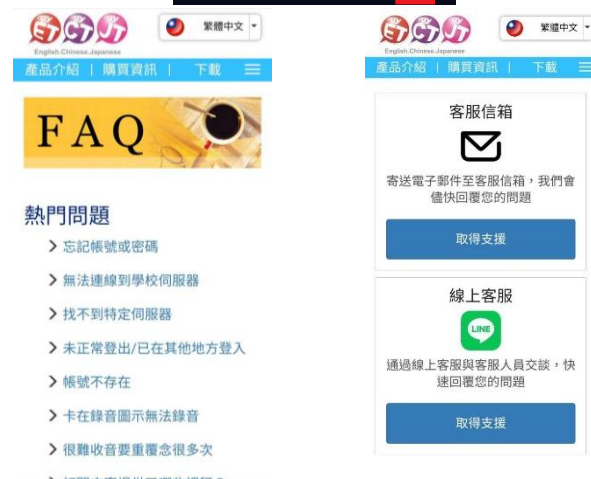


2. 在此可看到所有熱門問題。

Here you can see all popular issues.

3. 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".



4. 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 客服聯繫後，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.

