User guidance

- 1 Sign up
- 2 Add account information
- 3 Trial lesson
- 4 Select membership
- 5 Zoom lesson
- 6 Change or cancel reservations
- 7 Need help?

1. Sign Up

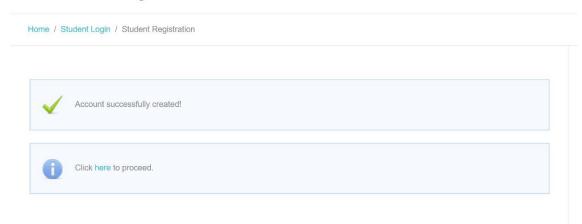
You can sign up with your email.

Student Registration

/ Student Login	n / Student Registra	tion				
Account	Information					
* Email						
* Username						
* Password						
By signing up,	I agree to the Terms	& Conditions				
. 0 0 -17						
Register						

After registration, please add your account information by clicking here

Student Registration

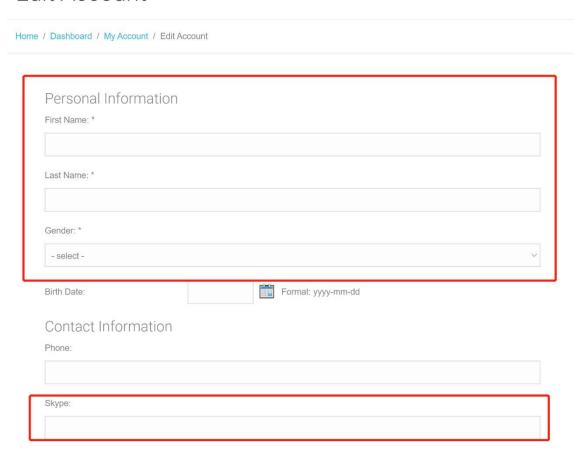


2. Add your account information

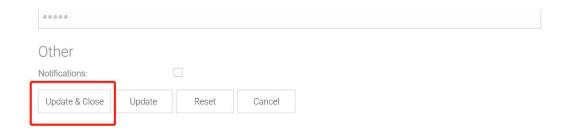
Before using your account, please add information for your account at (https://www.flatja.com/students/editAccount). Your name and the country/area is necessary and we highly recommend adding your skype information.

*(Teacher will contact you by your skype account before the lesson)

Edit Account

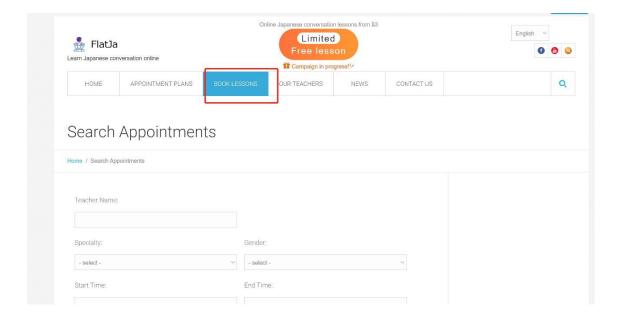


After adding information, please click `Update&Close` to save your data and continue booking trail class.

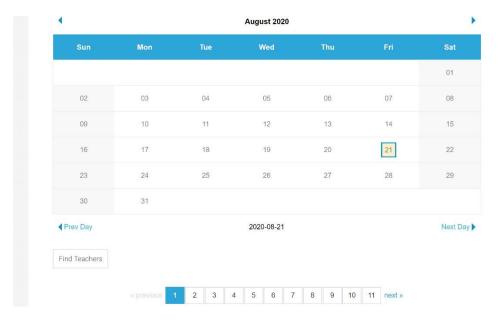


3. Book a lesson

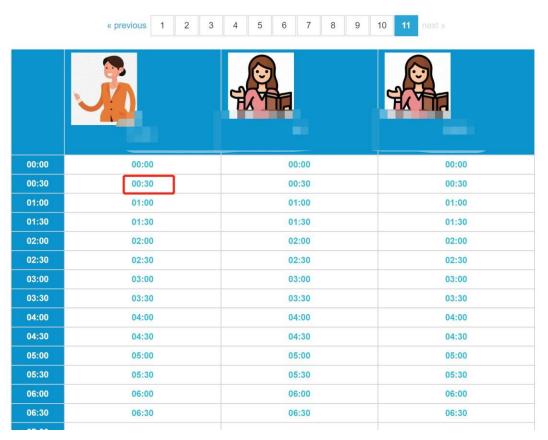
After adding account information, you can get back the dashboard. *A trial lesson will be added to your account. You can book a lesson by click the 'Book a lesson' button in dashboard or by visiting https://www.flatja.com/appointments/searchAppointments



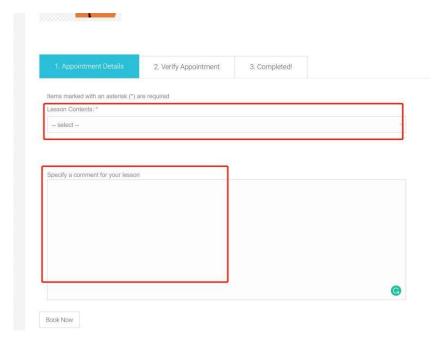
On the booking page you can search teacher by teacher's gender and whether they can speak English.



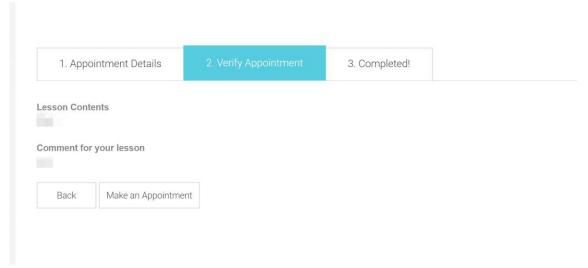
Also, by clicking the dates on the calendar, you can see the teachers available.



After finding your teacher you can click the blue time block to make a appointment with the teacher.



You can select lesson contents and write down what you want to learn at the block below. In FlatJa we offer various type of Japanese lesson, so just write down what you want to learn and our teacher will arrange for you.



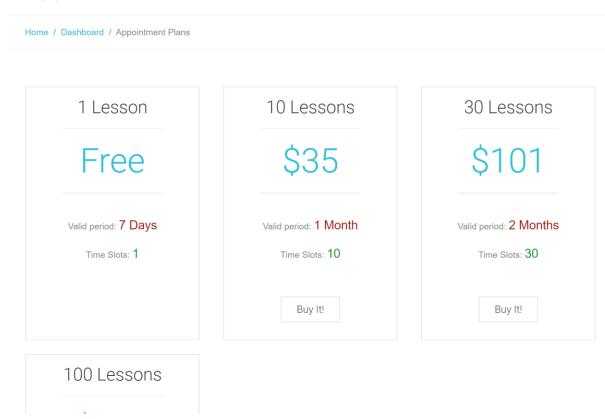
Finally after confirming your lesson appointment please click the "Make an Appointment" button to finish your appointment.

Your teacher will contact you by skype before the lesson start. Enjoy your lesson!

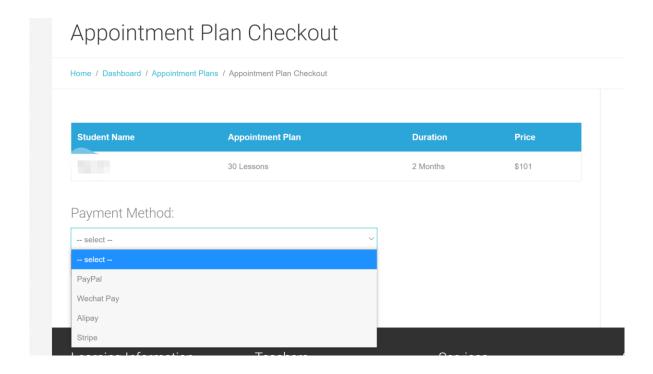
4. Select memberships

At www.flatja.com we offer 3 kinds of memberships .You can order your memberships at the page of "Appointment Plans" https://www.flatja.com/memberships/studentsAppointmentPlans

Appointment Plans



You can select your memberships and make a payment by click the "Buyit" button.



We accept payment made by Palpay. We chat Pay, Alipay and Stripe. After the payment is done, the lesson points will be added to your account.

5. Zoom lesson

You can get access to Zoom lesson in the My Appointments page.



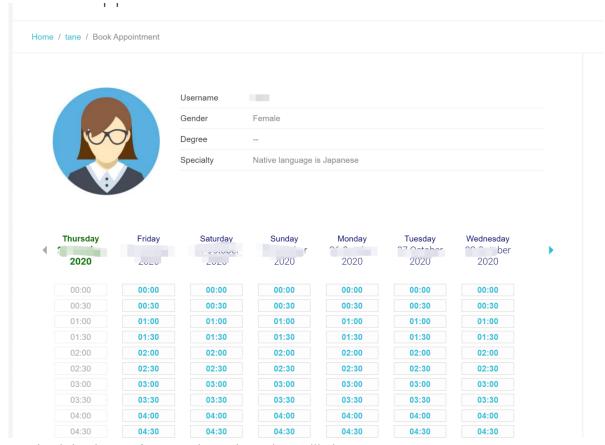
By clicking the Join lesson button you can join the Zoom lesson. For more information of Zoom please visit https://www.zoom.us/download

6. Change or cancel appointment

You can always change or cancel your appointment more than 2 hours before the the lesson starts. Visit my appointments page to change or cancel appointment.



For change the lesson you can click the Change button.



A schedule sheet of your selected teacher will show.

Click the time block to change the time of you appointment.



For cancel your appointment, click the Cancel button and your appointment point will return to your account.

7. Need help?

You can contact us by using the contact us page or sending an email to admin@flatja.com.