

System Help

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System Requirements

PC requirements

- Intel® Pentium® 1GHz or faster processor
- Windows Vista® Home Premium, Business, Ultimate or Enterprise; Windows 7, Windows 8
- CSS2-compliant browser: Internet Explorer 9+, Firefox 20+, Google Chrome 26+, Safari 5+
- Adobe Reader
- Flash Player 10.1+
- 512 MB RAM
- 32-bit color monitor (1280 x 1024 minimum resolution)
- mouse
- headphones or speakers
- printer (optional)

MAC requirements

- Mac® : PowerPC G4, 1 GHz or faster processor or Intel Core™ Duo 1.83 GHz or faster processor
- Mac OS® X v10.6+ (Intel)
- CSS2-compliant browser: Firefox 20+, Google Chrome 26+, Safari 5+
- Adobe Reader
- Flash Player 10.1+
- 512 MB RAM
- 32-bit color monitor (1280 x 1024 minimum resolution)
- mouse
- headphones or speakers
- printer (optional)

iPad® requirements

- iPad® 2+
- iOS 6+
- Mobile Safari

Effective Academic Writing Online Video

- Watch the Effective Academic Writing Online video to learn more about Effective Academic Writing Online and how to use the Writing Tutor and the Timed Writing Tests.
- To watch the video, click on the following link: <http://www.effectiveacademicwriting.com/promo/>

Frequently Asked Questions

What hardware or software do I need to run Effective Academic Writing Online Practice?

- Check the System Requirements listed above for all the recommended hardware or software.

How do I download Flash Player?

- Go to the following site to download the latest version of Flash Player:
<http://www.adobe.com/products/flashplayer/>

How can I change my personal information? (i.e., name, password, email address)

- Click on the **Edit Profile** button at the top of the screen to open the “Edit Profile” screen. On the Edit Profile screen you may change your name, password and email address.

How do I add a new book?

- From your **Home** screen, click on the “Add a New Book” button. Follow the steps to add a new book.

Why can't I hear my audio?

- There are a few reasons why you may not be able to hear your audio.
 - 1) Check that your speakers are turned on and plugged in.
 - 2) In the volume settings on your computer, check that your volume is up and not muted.
 - 3) Did you unplug your headphones? Unplugging your headphones after loading the application or while playing an audio track may cause the audio player to stop working. To solve the problem, close your browser completely and then restart the program.

How do I go to a different unit?

- Within an activity, click on the arrow next to the unit number on the top left of the screen. Scroll down and click on the number of the unit you want. Once you are in the unit, you can go to a specific activity by clicking on the category tab.

What are the Resources and Glossary?

- There are additional resources for every unit of Effective Academic Writing. Click on the “Resources” button to download the files you need. The resources include:

For Students and Teachers

- Peer Editor’s Worksheets (3 per unit)
- Outline Templates (1 per unit)
- Assignment Rubrics (2 per unit)
- Editor Checklists (1 per unit)

For Teachers only

- IELTS, TOEFL, and TOEIC style Tests
- Answer Key

Where can I go if I need more help?

- For additional support, email ELTpractice@oup.com. Please include the following information in your email:
 - Your type of computer (for example, PC or Mac)
 - Your operating system (for example, Windows XP 2002, Service Pack 3)
 - Your browser (for example, Firefox 3.5.15)
 - A description of the problem, including any specific actions that were taken before the problem occurred