

one stop english

Self Service Admin Guide

What is Self Service?

The Self Service website is the access area for you to manage your onestopenglish institutional subscriptions.

From the self service area, you can:

- Invite new teachers to join your account
- Manually add and remove teachers from your account
- View the allocated and active users
- View your subscription details including the subscription band, end date and duration of the subscription

Once you have purchased your subscription on the onestopenglish website, the Customer Service team will contact you to share your unique URL to access the Self Service area.

Once received, please request all users who will be using the platform to register for a onestopenglish account on <https://account.onestopenglish.com/register> if they do not have an account yet.

Using the dashboard

Your dashboard

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

Orders summary

Sterling 0-5 User

Date ordered: 06 June 2019

624
DAYS

Remaining on your subscription.

PRODUCT DETAILS	Duration / Issues	Quantity	Allocated	Activated	Start / end
OSE Subscription	1 year	5 users	2	1 (20.00%)	31 Mar 2021 - 30 Mar 2022

MANAGE ORDERS

What account information can I view on the Self Service dashboard?

You can view the following information on the Self Service dashboard:

- Your subscription content band i.e. up to 5 teachers
- The start date of your subscription
- The end date of your subscription
- The remaining number of days left on your subscription
- Account details including the billing address and any registered administrators

How can I manage my users on Self Service?

The screenshot displays the 'Annual membership (£) - 1-5 users' page. At the top, it states '2 RECIPIENTS AVAILABLE' and provides a search bar for recipients. A red circle highlights the 'ADD NEW RECIPIENTS' button, which has a dropdown menu with options: 'Search for an existing recipient', 'Add a single recipient', and 'Bulk upload a list of recipients'. To the right, a yellow box shows '624 DAYS Remaining on your subscription.' Below this is the 'PRODUCT DETAILS' section for 'OSE Subscription', which includes a table of subscription metrics and a summary of duration and dates.

PRODUCT DETAILS			
OSE Subscription			
QUANTITY	5 users	ACTIVATED	1 (20.00%)
RECIPIENTS INVITED	1	ALLOCATED	2 recipients
Duration / Issues:		1 year	
Start date:		31 Mar 2021	
End date:		30 Mar 2022	

You can manage and view your current users on Self Service.

As the administrator you can do the following:

- Add a single recipient
- Bulk upload a list of recipients
- Search for recipients
- View all recipients
- Invite recipients
- View the allocated users
- View the active users

How can I add a single recipient to my subscription?

Annual membership (£) - 1-5 users

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

2 RECIPIENTS AVAILABLE [View ALL recipients](#)

Search for a recipient by name or email

ADD NEW RECIPIENTS ▾

624 DAYS Remaining on your subscription.

Search for an existing recipient
Add a single recipient
Bulk upload a list of recipients

PRODUCT DETAILS

OSE Subscription					
QUANTITY	5 users	ACTIVATED	1 (20.00%)	Duration / Issues:	1 year
RECIPIENTS INVITED	1	ALLOCATED	2 recipients	Start date:	31 Mar 2021
				End date:	30 Mar 2022

1

Click on **Add new recipients** then **Add a single recipient**.

Add a single recipient

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

BASIC DETAILS

First name *

Surname or family name *

Email address *

CONTINUE

2

Enter the first and last name, email address and click **Continue**.

Manage entitlements

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

Please allocate the required subscription elements.

Please note reducing the allocation value to 0 will cancel the product and for online products multiple allocations can't be made.

Name	Allocation	Product	Remaining
Macmillan Teacher 2	<input type="text" value="1"/>	OSE Subscription	0

CONTINUE

CANCEL

3

Check that the details are correct and click **Continue**.

Send an activation email

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

You can choose to send an activation email now or later.

Send activation email

 Yes

Recipient details

Macmillan Teacher
teacher@macmillaneducation.com

CONTINUE

CANCEL

4

You will see an onscreen message confirming that the **recipient has been added to the subscription** and has been sent a registration email.

Annual membership (£) - 1-5 users

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

1 Recipients have been added to this order and sent activation email.

CLOSE

3 RECIPIENTS AVAILABLE

[View ALL recipients](#)

Search for a recipient by name or email



ADD NEW RECIPIENTS

624
DAYS

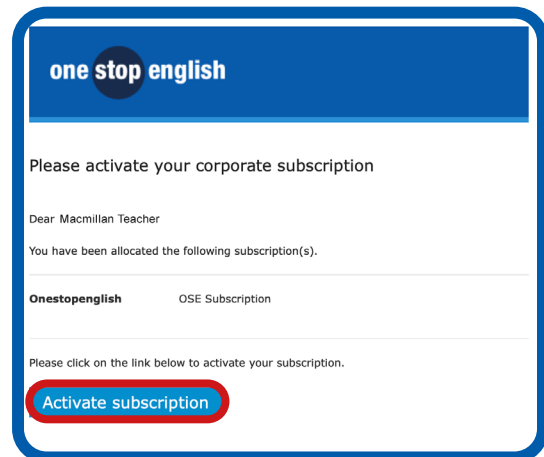
Remaining on your
subscription.

How can teachers activate their account once they've received the registration email?

1

Once you have added the recipient to your account they will receive the following activation email.

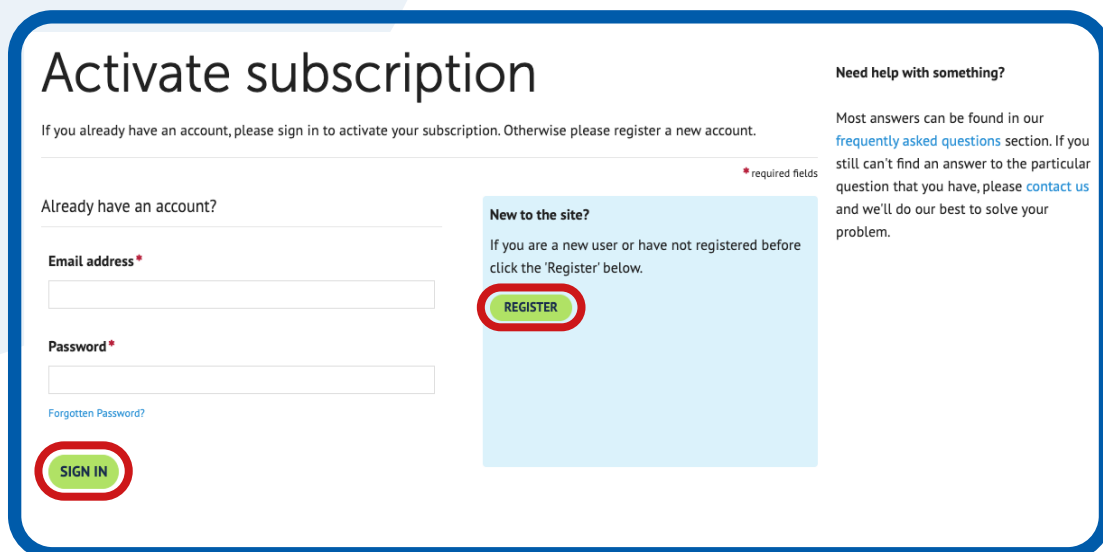
They need to click on the link in the email to activate their account.



2

Once they click on the activation link they will be taken to the onestopenglish website. If they are a new user, they can create an account by clicking on **Register**.

If they already have an account, they can log in using their existing email address and password.

A screenshot of the 'Activate subscription' page. The page title is 'Activate subscription'. Below the title is a message: 'If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.' There are two main sections: 'Already have an account?' with a 'SIGN IN' button, and 'New to the site?' with a 'REGISTER' button. A 'Need help with something?' section is on the right. The 'SIGN IN' and 'REGISTER' buttons are highlighted with red circles.

How can I add a list of recipients in bulk to my subscription?

You can add multiple recipients to your account using the bulk option on Self Service.

To add multiple recipients:

1

Click on **Add new recipients** and then click **Bulk upload a list of recipients**.

Annual membership (£) - 1-5 users

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

2 RECIPIENTS AVAILABLE View ALL recipients

Search for a recipient by name or email

ADD NEW RECIPIENTS ▾

624 DAYS Remaining on your subscription.

Search for an existing recipient
Add a single recipient
Bulk upload a list of recipients

PRODUCT DETAILS

OSE Subscription

QUANTITY	5 users	ACTIVATED	1 (20.00%)	Duration / Issues:	1 year
				Start date:	31 Mar 2021

Select your upload spreadsheet

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

You can only UPLOAD Microsoft Excel files with the following column headers:

1. Column 1 = First name
2. Column 2 = Surname
3. Column 3 = Email address

Please check that email addresses are unique and valid and that you have permission to use them before uploading. If the upload file has multiple instances of the same email address, only the first one will be loaded.

Spreadsheet example

	A	B	C
1	First name	surname	email address
2	Abhi	Banua	abhi_banua@ebacusemedia.com
3	Andy	Jack	andy.jack@ebacusemedia.com
4	Greeme	Palmer	grame.palmer@ebacusemedia.com
5			

2

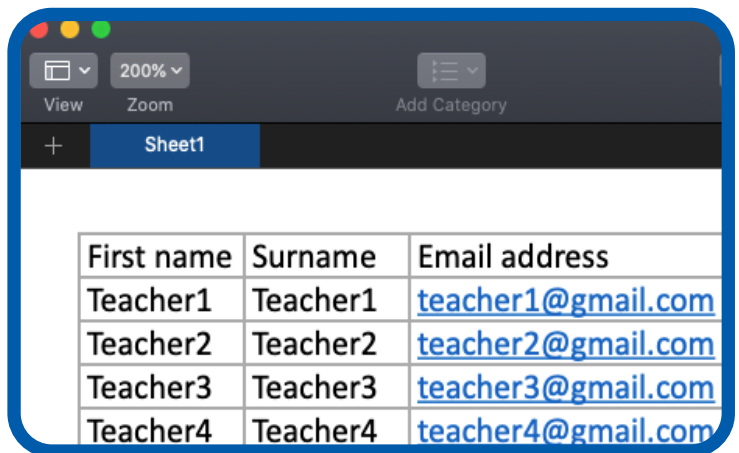
You then need to create an Excel spreadsheet of the recipients you would like to add to your order. You need three columns with the headers first name, surname and email address.

Please see an example of how the file should be formatted below. Once you've created the file, save a copy to your device.

Before uploading the file:

- Please check that email addresses are unique and valid and that you have permission to use them before uploading.
- If the upload file has multiple instances of the same email address, only the first one will be loaded.

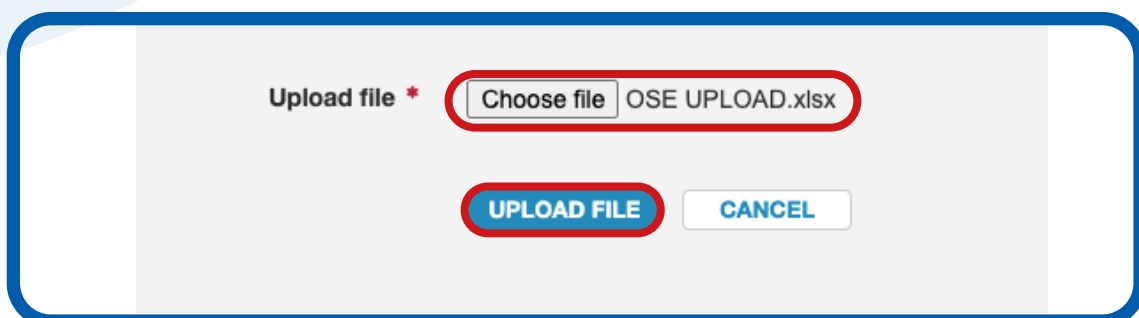
*Please note that the upload limit is dependent on your subscription. For example, if you have a subscription band of up to 5 teachers, you can import a maximum of 5 users.



First name	Surname	Email address
Teacher1	Teacher1	teacher1@gmail.com
Teacher2	Teacher2	teacher2@gmail.com
Teacher3	Teacher3	teacher3@gmail.com
Teacher4	Teacher4	teacher4@gmail.com

3

Once you have created your file, click **Choose File** and select the file you've created.



Upload file * OSE UPLOAD.xlsx

4

Click **Upload file**.

Check 4 recipients before importing

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

1 Recipients which are already allocated to this order

These recipients cannot be added as they already have product allocations for this order.

Import	First name	Surname	Email address
<input type="checkbox"/>	Teacher4	Teacher4	teacher4@gmail.com

3 Recipients OK for importing

Import	First name	Surname	Email address
<input checked="" type="checkbox"/>	Teacher1	Teacher1	teacher1@gmail.com
<input checked="" type="checkbox"/>	Teacher2	Teacher2	teacher2@gmail.com
<input checked="" type="checkbox"/>	Teacher3	Teacher3	teacher3@gmail.com

3 Recipients selected in total

IMPORT RECIPIENTS **PREVIOUS PAGE**

5

You can review the recipients before you add them to your account. Once you are happy to go ahead, click **Import Recipients**.

Entitlements and activation email

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

Please select from the following options

Products available Annual membership (£) - 1-5 users - OSE Subscription

Send activation email Yes, send an email now
 No, skip this step and send it later

FINISH **CANCEL**

- 6 You can select the product you want to give them access to.
- 7 Choose **Yes** to send the activation email now or **No** to send the activation email at a later date.
- 8 Click **Finish** to complete adding the recipients in bulk.

What are allocated and active recipients?

PRODUCT DETAILS			
OSE Subscription			
QUANTITY	5 users	ACTIVATED	1 (20.00%)
RECIPIENTS INVITED	2	ALLOCATED	5 recipients
			Duration / Issues: 1 year
			Start date: 31 Mar 2021
			End date: 30 Mar 2022

Allocated recipients are the users you have added to your account, but haven't yet activated their accounts and registered on the **Onestopenglish** website.

You can view these users under **Product details**.

To view more information on the recipients, click on the highlighted number of recipients.

Active recipients are the users who you have added to your account, and have completed their account activation. They have created their account on the onestopenglish website.

You can then view the following information for each recipient:

- Name
- Email address
- Location
- Last activity
- Number of products
- Status

How can I search for existing recipients I've added to my account?

Annual membership (£) - 1-5 users

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

6 RECIPIENTS AVAILABLE View ALL recipients

ADD NEW RECIPIENTS

624
DAYS Remaining on your subscription.

PRODUCT DETAILS

OSE Subscription			
QUANTITY	5 users	ACTIVATED	1 (20.00%)
RECIPIENTS INVITED	2	ALLOCATED	5 recipients
Duration / Issues:		1 year	
Start date:		31 Mar 2021	
End date:		30 Mar 2022	

- 1 To search for existing recipients, go to your dashboard and click **Manage Orders**.
- 2 Click **Search for an existing recipient** or search using the search bar.

3

You can search for users using the following details:

- Name
- Email address
- Location
- Last activity
- Number of products
- Status

To view all of the recipients you've added to your account click [View all recipients](#).

How can I resend the registration email to existing recipients?

1

Go to your dashboard and scroll down to [Product details](#).

2

Click on [Recipients](#).

OSE Subscription

QUANTITY	5 users	ACTIVATED	1 (20.00%)	Duration / Issues:	1 year
RECIPIENTS INVITED	2	ALLOCATED	5 recipients	Start date:	31 Mar 2021
				End date:	30 Mar 2022

3

Tick the box next to the name of the recipient you wish to send the activation email to and click **Add recipients to order**.

RECIPIENTS MATCHED | 5 DISPLAYED | [FILTER RESULTS](#)

<input type="checkbox"/>	Name	Email address
<input type="checkbox"/>	Teacher1 Teacher1	teacher1@gmail.com
<input type="checkbox"/>	Teacher2 Teacher2	teacher2@gmail.com
<input type="checkbox"/>	Teacher3 Teacher3	teacher3@gmail.com
<input type="checkbox"/>	Teacher4 Teacher4	teacher4@gmail.com

4

You will then be taken to the Manage entitlements page. Click **Continue** to resend the activation email.

Manage entitlements

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

Please allocate the required subscription elements.

Please note reducing the allocation value to 0 will cancel the product and for online products multiple allocations can't be made.

Name	Allocation	Product	Remaining
Macmillan Teacher 2	<input type="text" value="1"/>	OSE Subscription	0

CONTINUE

CANCEL

How can I remove a recipient from my account?

1

On your Dashboard, click **Manage Orders**.

Your dashboard

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

Orders summary

Institutional Subscription 2-5 users 1 month gratis

Date ordered: 10 June 2021

29
DAYS

Remaining on your
subscription.

PRODUCT DETAILS	Duration / Issues	Quantity	Allocated	Activated	Start / end
OSE Subscription	1 month	5 users	1	1 (20.00%)	10 Jun 2021 - 09 Jul 2021

MANAGE ORDERS

2

Select **View all recipients**.

Institutional Subscription 2-5 users 1 month gratis

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

2 RECIPIENTS AVAILABLE

View ALL recipients

Search for a recipient by name or email



ADD NEW RECIPIENTS

29
DAYS

Remaining on your
subscription.

PRODUCT DETAILS

OSE Subscription

QUANTITY	5 users	ACTIVATED	1 (20.00%)	Duration / Issues:	1 month
RECIPIENTS INVITED	0	ALLOCATED	1 recipients	Start date:	10 Jun 2021
				End date:	09 Jul 2021

3

Click on the name of the recipient you would like to remove from the account.

Recipients available to this order

If you already have an account, please sign in to activate your subscription. Otherwise please register a new account.

2 RECIPIENTS MATCHED | 2 DISPLAYED | FILTER RESULTS ADD NEW RECIPIENTS

<input type="checkbox"/>	Name	Email address	Location	Last activity	No. of products	Active
<input type="checkbox"/>	User 1	user@macmillaneducation.com		10 Jun 2021	1	
<input type="checkbox"/>	Test account				1	

4

Click **Remove recipient**.

User 1

BASIC DETAILS

First name * User

Surname or family name * 1

Email address * user@macmillaneducation.com

ORDER DETAILS

Institutional Subscription 2-5 users 1 month gratis MANAGE ENTITLEMENTS

Initial activation date: /

PRODUCT DETAILS	Duration / Issues	Quantity	Deliver to
OSE Subscription	1 month	1	user@macmillaneducation.com

CANCEL PRODUCT

NEWSLETTERS

Received by the user: None

Preferred format type: HTML

RECIPIENT OPTIONS

Remove this recipient from this order REMOVE RECIPIENT

How can I cancel an allocation for a specific recipient?

1

Click **Manage Orders** on the dashboard.

2

Select **View all recipients** and click on the name of the recipient you would like to cancel the allocation for.

3

Select **Cancel Allocation**.

ORDER DETAILS

Institutional Subscription 2-5 users 1 month gratis [MANAGE ENTITLEMENTS](#)

Initial activation date: /

PRODUCT DETAILS	Duration / Issues	Quantity	Deliver to
OSE Subscription	1 month	0	Awaiting activation, last email sent: 15 June 2021 Allocated: 1 RESEND EMAIL CANCEL ALLOCATION

NEWSLETTERS

Received by the user: None

Preferred format type: HTML

RECIPIENT OPTIONS

Remove this recipient from this order [REMOVE RECIPIENT](#)

4

You will be asked to confirm if you are sure, click **Cancel allocation**.

The screenshot shows a web interface for managing a subscription. At the top, it says "Institutional Subscription 2-5 users 1 month gratis" with a "MANAGE ENTITLEMENTS" button. Below this, there's a section for "PRODUCT DETAILS" with columns for "Duration / Issues", "Quantity", and "Deliver to". A table row shows "OSE Subscription" with a duration of "1 month" and a quantity of "0". To the right of this row, there's a "RESEND EMAIL" button. Below the table, a confirmation message asks "Are you sure?" with two buttons: "CANCEL ALLOCATION" (highlighted with a red circle) and "NO".

5

Once confirmed, the allocation will be cancelled and you can allocate the subscription to a different recipient.

6

Should you wish to allocate the subscription to the same recipient again, please click **Allocate Product**.

The screenshot shows the same web interface as in step 4, but now the "ALLOCATE PRODUCT" button is highlighted with a red circle. The "Deliver to" column in the product details table now shows "Product cancelled on: 10 June 2021". Below the product details, there's a "NEWSLETTERS" section with fields for "Received by the user" (set to "None") and "Preferred format type" (set to "HTML"). At the bottom, there's a "RECIPIENT OPTIONS" section with a "REMOVE RECIPIENT" button.

How can I add a new administrator to my account?

If you would like to add a new administrator to your account, please contact the Customer Support team via the [Contact Us form](#).

Can I edit my account details?

You are unable to edit your account details in the Self Service area. If you need to make any changes to your account, please contact the Customer Support team via the [Contact Us form](#).

Subscription renewal

If you would like to renew your subscription, you can do so directly on the [Institutional Subscriptions page](#).

Select your subscription type and click [Proceed to checkout](#). You can log into your existing account and renew your subscription.

You can then pay for your subscription directly on the website using the available credit or debit card methods.

If you require an invoice, you can select the invoice option and you will be contacted by our Customer Support team within two working days.

Alternatively, please contact the Customer Support team via the [Contact Us form](#).