

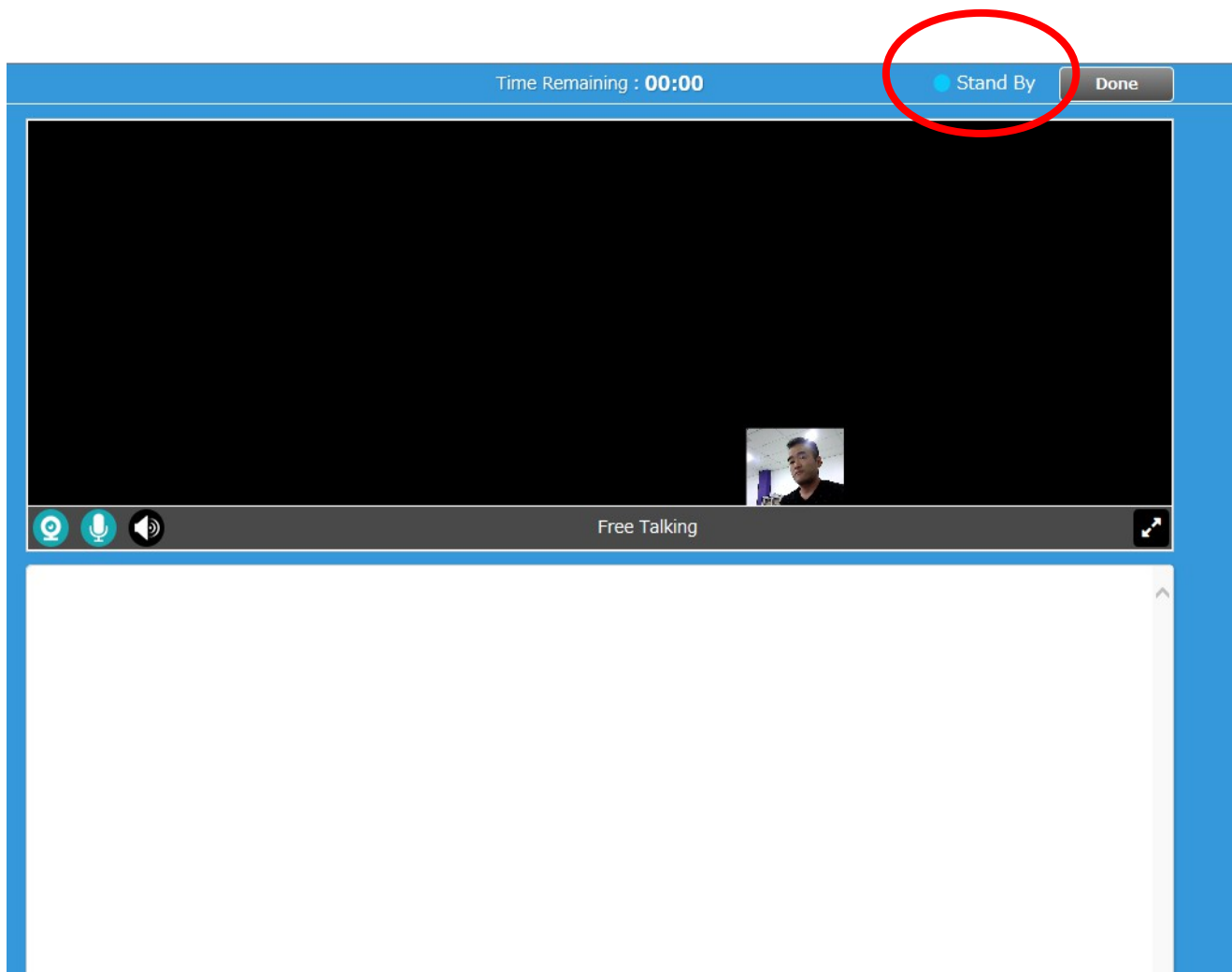
I give 6 Troubleshooting!!

★INDEX

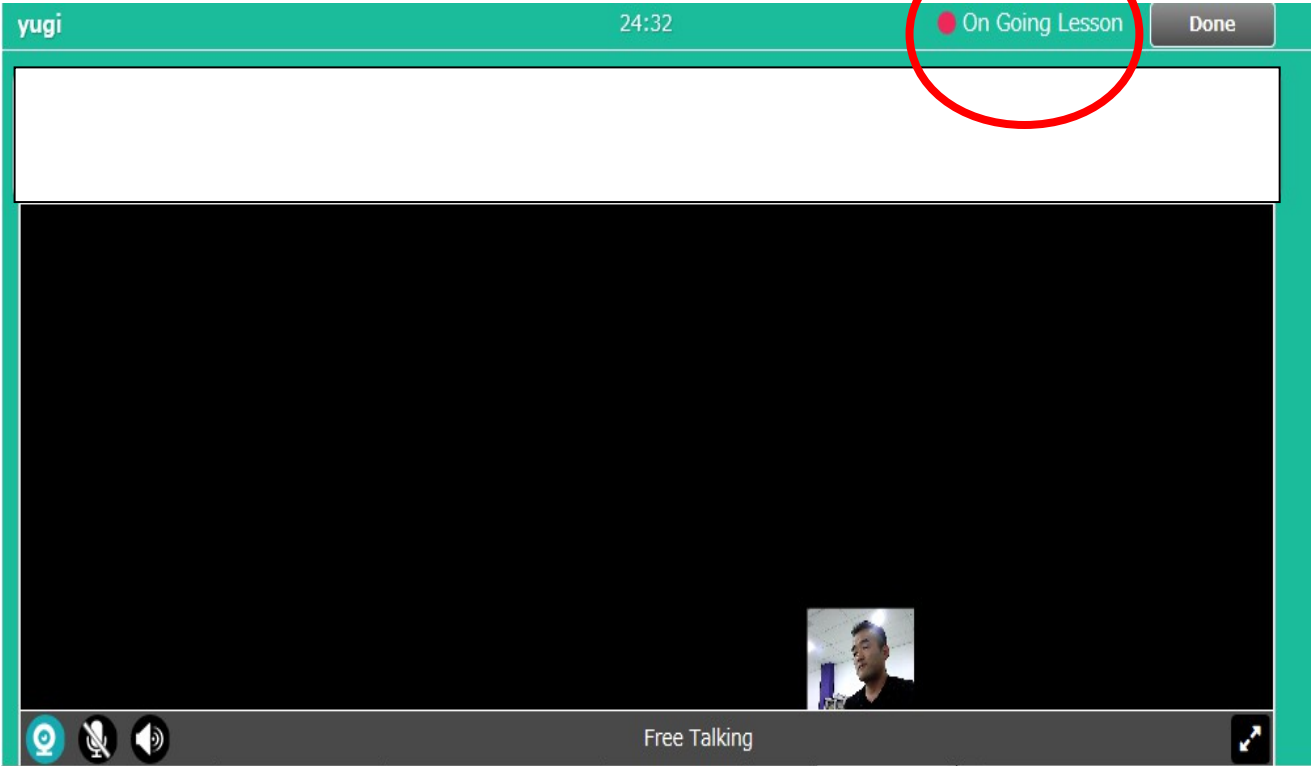
- case1: No student, but lesson now!!
- case2: Teacher are opening many tabs
- case3: Freeze Case or Student log out suddenly
- case4: Avoid setting problem
- case5: Sound problem
- case6: Can't open TextBook
- case7: Login Mistake

■ Case1 No student, but "ON Going Lesson"

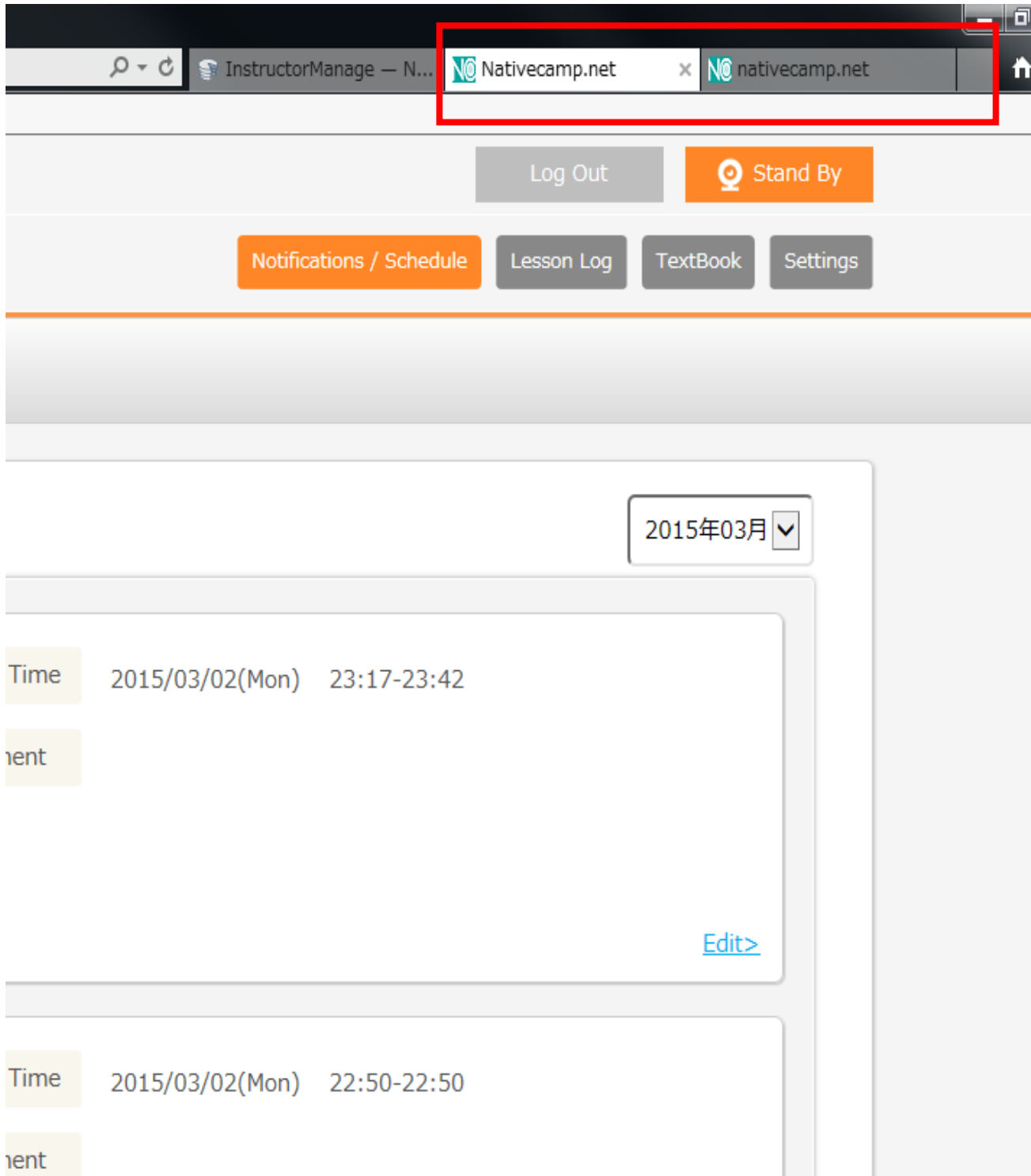
● Normal screen



● Error screen



■ Case2 Teacher are opening many tabs



The screenshot shows a web browser window with two tabs open, both titled "Nativecamp.net". A red box highlights the tabs area. Below the browser, the dashboard interface is visible, featuring a navigation bar with buttons for "Log Out", "Stand By", "Notifications / Schedule", "Lesson Log", "TextBook", and "Settings". A date selector shows "2015年03月". The main content area displays a list of items, each with a "Time" field and a partial "ent" field. The first item shows "2015/03/02(Mon) 23:17-23:42" and an "Edit>" link. The second item shows "2015/03/02(Mon) 22:50-22:50".

2015年03月

Time 2015/03/02(Mon) 23:17-23:42

ent

[Edit>](#)

Time 2015/03/02(Mon) 22:50-22:50

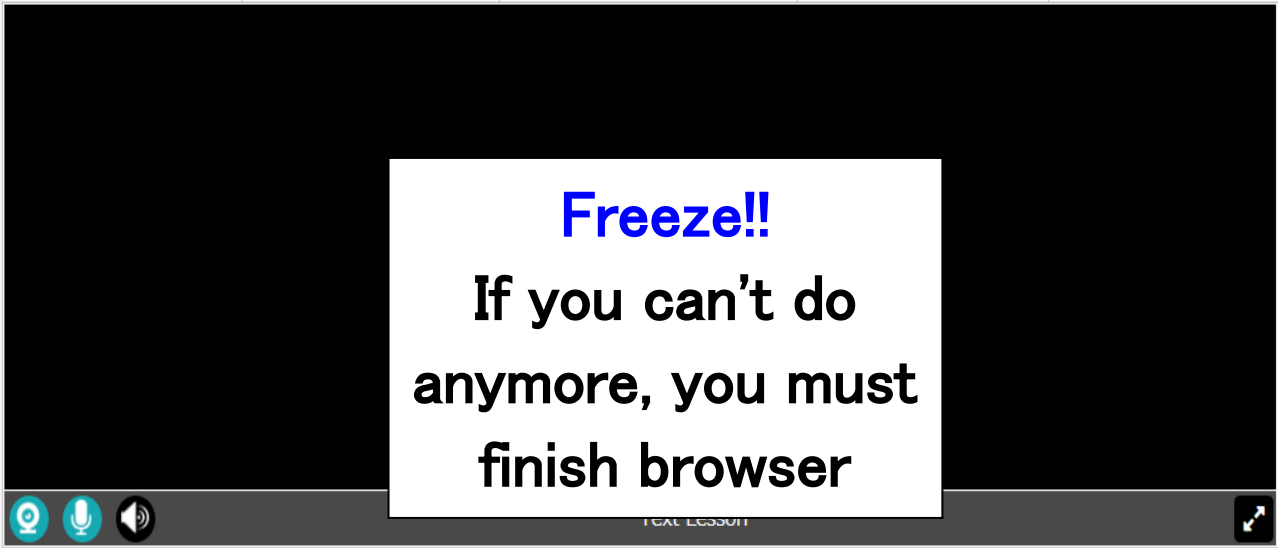
ent

■ Case3 Freeze Case or Student log out suddenly

■ Japanese

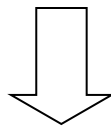
“受講者がログアウトしました”⇒“Student log out”

※“受講者がログアウトしました” means student log out

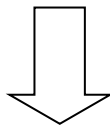


The screenshot shows a Zoom meeting window. A white text box in the center of the video area contains the text: **Freeze!!**
If you can't do anymore, you must finish browser

Below the video area, a chat window is visible with the text: **Lesson Start!!**
受講者がログインしました



Log in again.



NativeCamp

Notifications / Schedule Lesson Log TextBook Settings

Welcome Teacher cebutest.

Reservation List · Calendar 予約一覧 · カレンダー

Please Check Your Schedule and Reservation. Notifications

more

Weekly Work Schedule

Did you complete your lesson?

Your class was cut short. Did your lesson finish perfectly? If you were not able to finish, please wait for the student to call you again, and resume with your lesson.

05:30 Accepting Off Off Off Off Off Off

06:00 Off Off Off Off Off Off Off

06:30 Off Off Off Off Off Off Off

07:00 Off Off Off Off Off Off Off

07:30 Accepting Off Off Off Off Off Off

Because you can't finish a lesson, you have to choose orange button. After press orange button, you can **only** wait for a **student** who couldn't finish a lesson for 25mins.

■ Exceptional Case

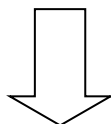
If student propose to cancel lesson, you can choose green button first.

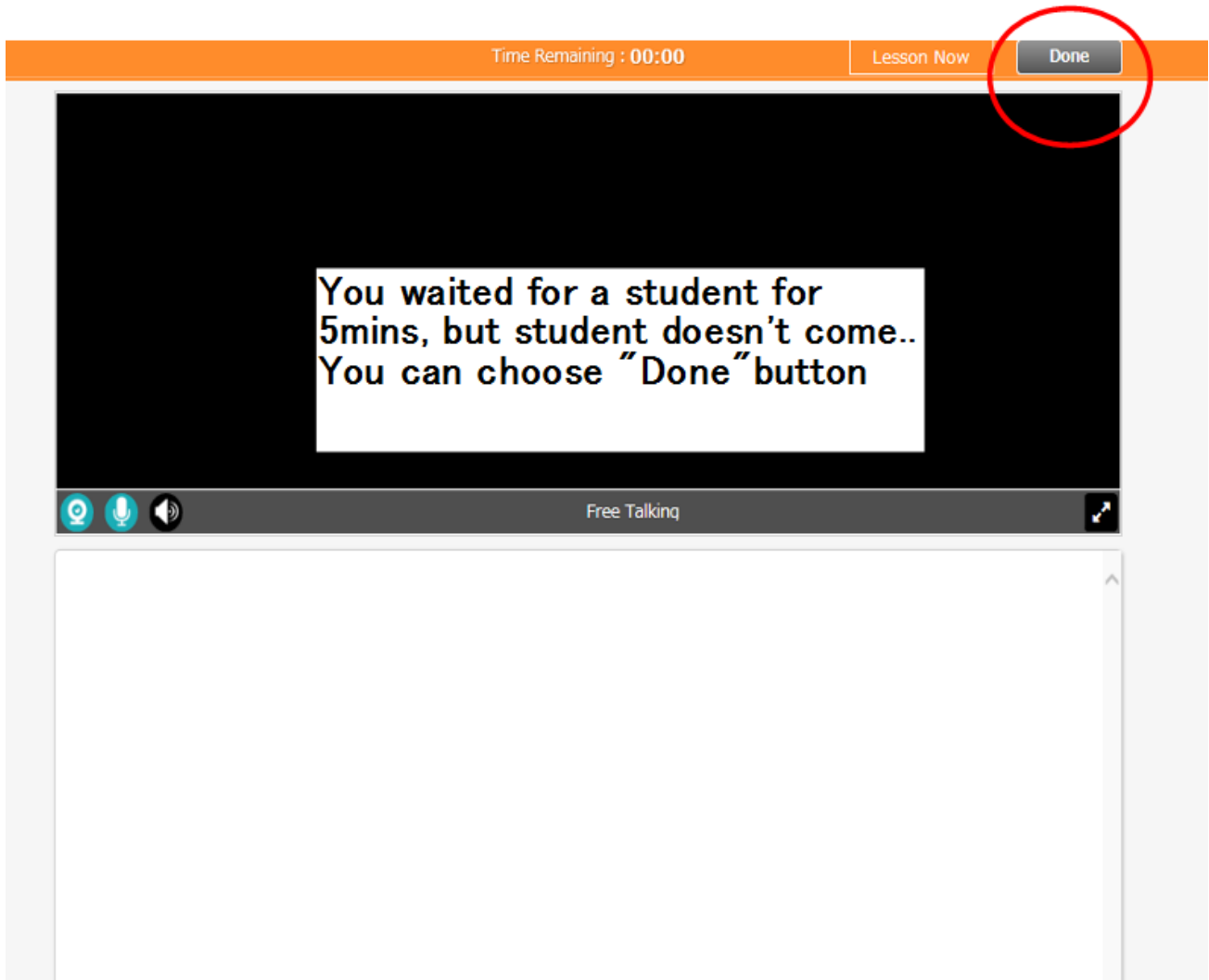
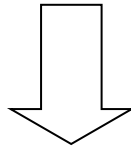
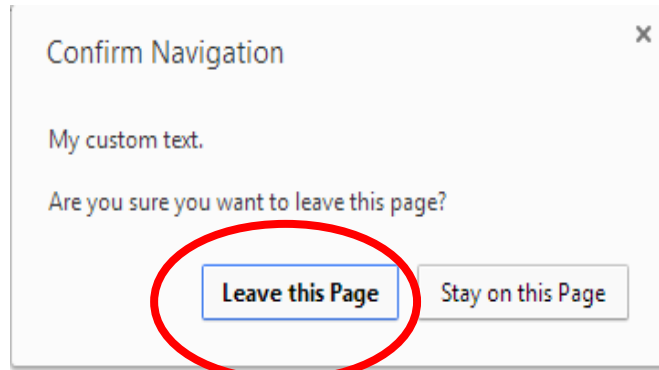
Anyway, don't choose green button **without student's acceptance.**

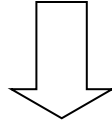
EX)

Student has to go out because of working.

Student has diarrhea. so student proposed to cancel the lesson.







Did you complete your lesson?

Your class was cut short. Did your lesson finish perfectly? If you were not able to finish, please wait for the student to call you again, and resume with your lesson.

Yes, I finished properly **No, I was not able to finish**

In this case, you can choose green button.
After press green button, you can wait for **every student!!**

Case4 Avoid setting problem

Time Remaining : 00:00 Waiting... Done

Adobe Flash Player 設定

プライバシー
nativecamp.net のカメラおよびマイクへのアクセスを許可しますか？

許可 拒否

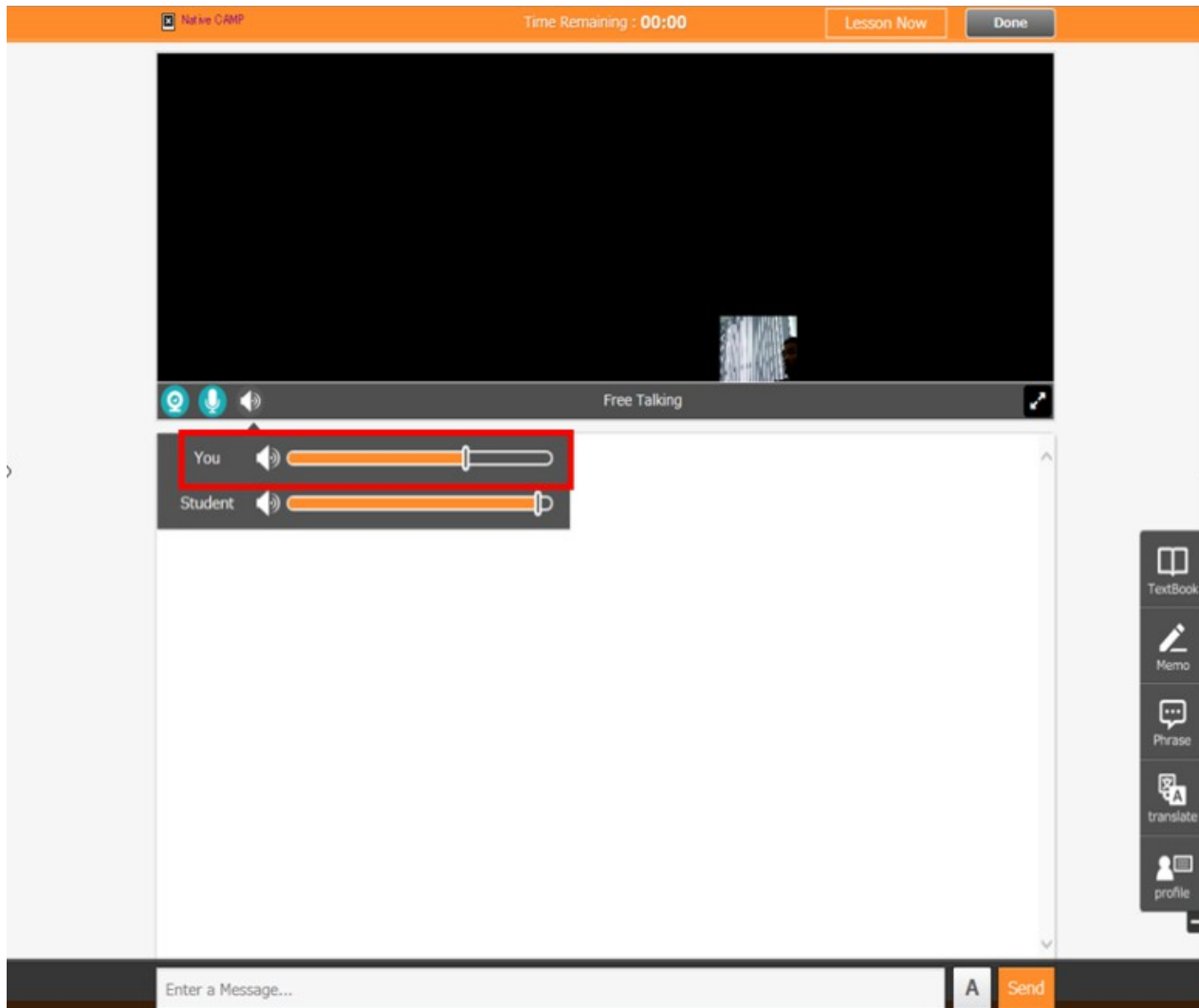
設定を保存

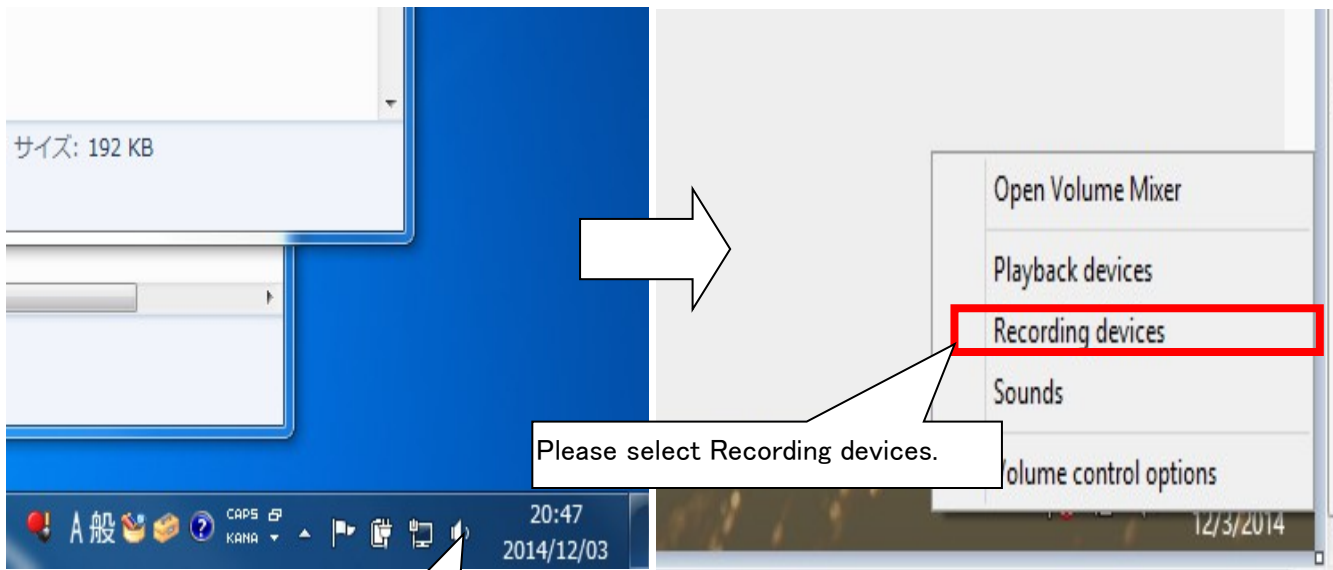
閉じる

Free Talking

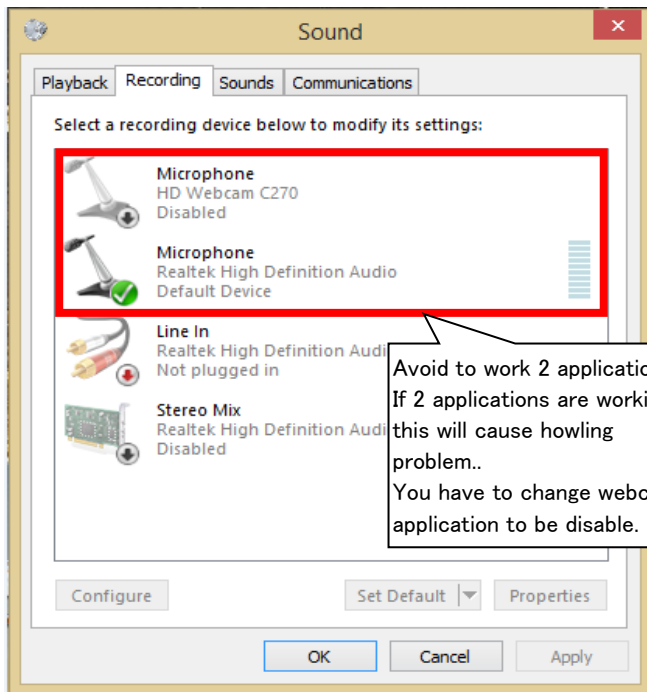
■ Case5 Sound problem

At first, you must check your setting!!

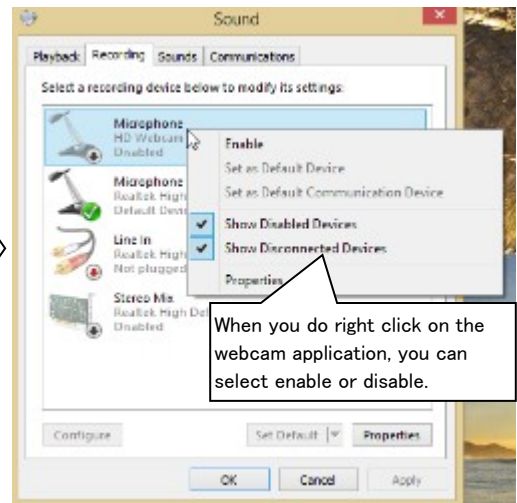




On the sound, please right click.



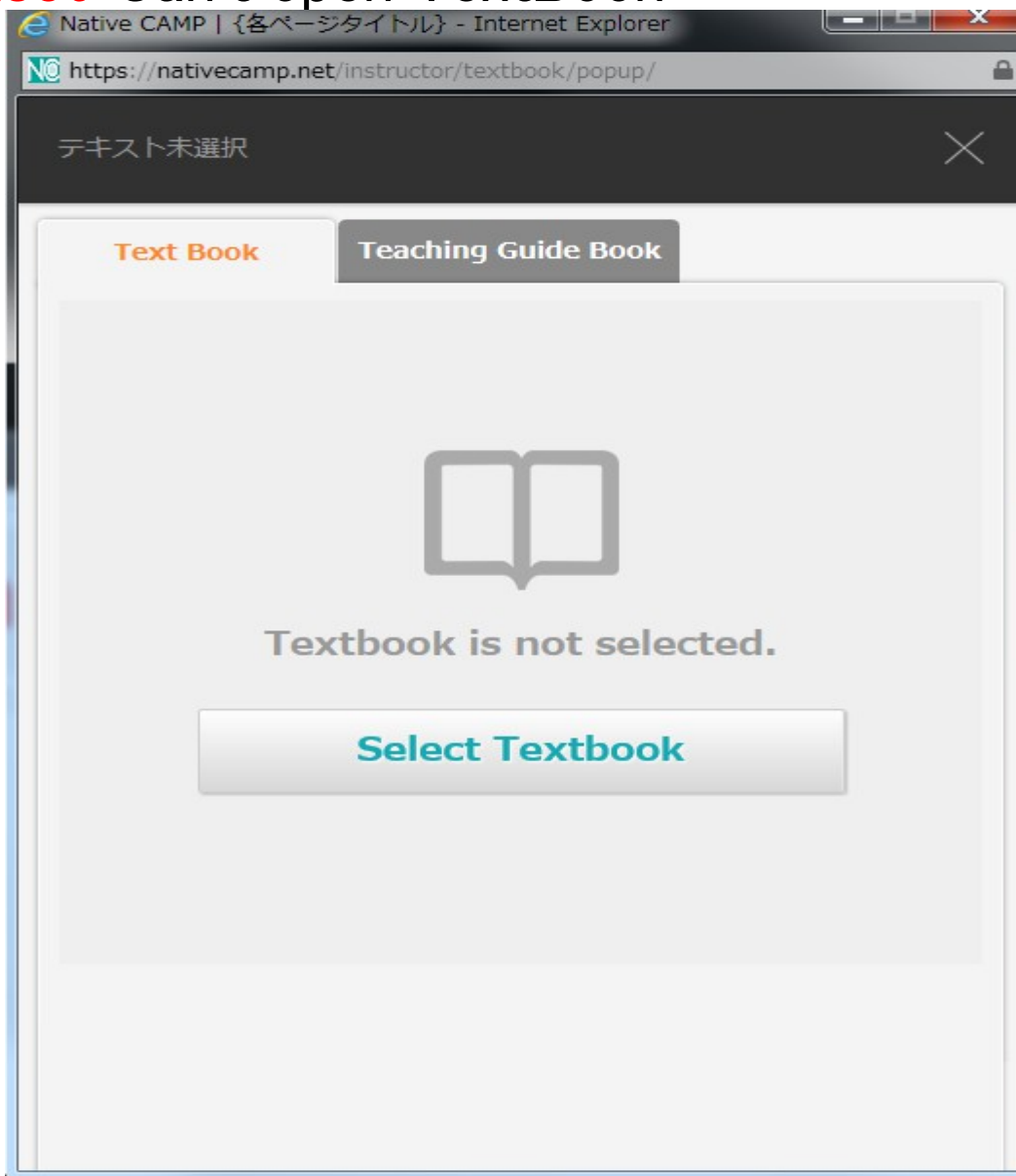
Avoid to work 2 applications.
If 2 applications are working,
this will cause howling
problem..
You have to change webcam
application to be disable.



※If your setting is no problem, but problem occurs, please **restart** pc!!

And then you must request **sound check** to admin staff!!

■ **Case6** Can't open TextBook



If you can't open TextBook, you can use below url
http://nativecamp.net/instructor/textbook/popup_detail/2/1/
This lesson is **CourseA lesson1**



Text Book

Teaching Guide Book



Lesson 1 : Nice to meet you !
はじめまして

Today's GOAL
To be able to greet people. (挨拶ができるようになる。)

Today's Phrase



Hello! (こんにちは。)
Nice to meet you. (はじめまして。)
What is your name? (お名前は何ですか?)
How are you? (お元気ですか?)

New Words / Expressions
Directions : Listen and repeat after your instructor.

http://nativecamp.net/instructor/textbook/popup_detail/2/1/

first number 2 means course title.
second number 1 means lesson number.
If you change 2⇒3, you can see Course B lesson1

■Course Title

- 2: Course A Basic Lesson
- 3: Course B Beginner Lesson
- 4: Course C Intermediate Lesson
- 5: Course D Semi-advanced Lesson
- 6: Course E Practice Lesson

■Lesson Number

- 1: Lesson1
- 2: Lesson2
- 3: Lesson3
- 4: Lesson4
- 5: Lesson5

EX)

http://nativecamp.net/instructor/textbook/popup_detail/4/5/

This number becomes "Course C Lesson5"

C course 中級クラス
Lesson 5 : To be able to fully understand the perfect present and use it freely.

Text Book Teaching Guide Book

Native CAMP

Lesson 5 : Review on Perfect Present

Today's GOAL
To be able to fully understand the perfect present and use it freely.
現在完了を理解し、問題なく使いこなせるようになる。

Review

I've dated him. (Experience)
He has *just* proposed to me. (Latest event)
I have *already* said "yes" to him. (Result)
She has known me *for* 5 years. (Continuous event)

■WARNING!!

Teacher and Student have **different URL of textbook**. If student can't open textbook, you must give below url.

■ Student TextBook URL

[http://nativecamp.net/**user**/textbook/popup_detail/4/5/](http://nativecamp.net/user/textbook/popup_detail/4/5/)

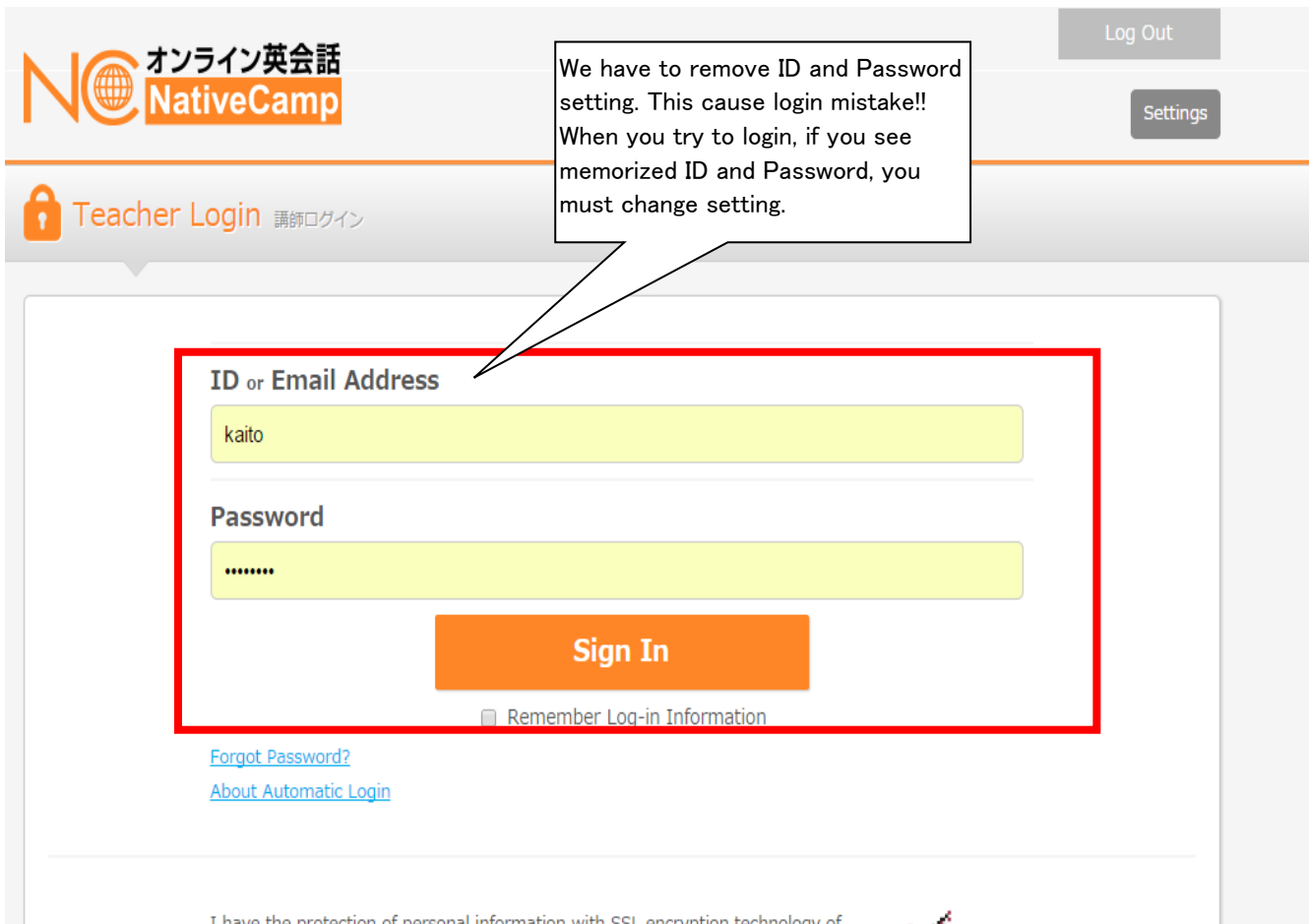
■ Teacher TextBook URL

[http://nativecamp.net/**instructor**/textbook/popup_detail/4/5/](http://nativecamp.net/instructor/textbook/popup_detail/4/5/)

■ Case7 Login Mistake

Some teachers login without confirming their ID. And They took a lesson in different ID.

Students were surprised at this situation. We have to avoid login mistake.

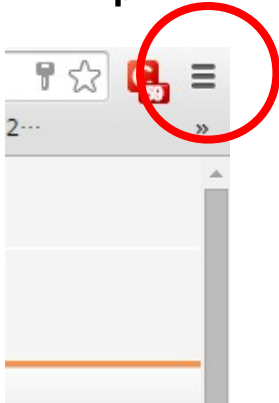


The screenshot shows the 'Teacher Login' page for NativeCamp. The page header includes the logo 'NativeCamp' and navigation links for 'Log Out' and 'Settings'. The main form is titled 'Teacher Login 講師ログイン' and contains the following elements:

- ID or Email Address:** A text input field containing 'kaito'.
- Password:** A password input field with masked characters '.....'.
- Sign In:** An orange button.
- Remember Log-in Information
- [Forgot Password?](#)
- [About Automatic Login](#)

A callout box with a white background and black border points to the 'ID or Email Address' field. The text inside the callout reads: 'We have to remove ID and Password setting. This cause login mistake!! When you try to login, if you see memorized ID and Password, you must change setting.' The entire login form area is enclosed in a red rectangular border.

Set up Chrome!!



Please do setting A and B !!

★SettingA

Clear browsing data

Obliterate the following items from:

- Clear browsing history
- Clear download history
- Delete cookies and other site and plu
- Empty the cache
- Clear saved passwords
- Clear saved Autofill form data
- Clear data from hosted apps
- Deauthorize content licenses

Check password and autofill!!

Clear data!!

[Learn more](#)

Cancel

Clear browsing data

★SettingB

chrome://settings

Chrome Settings

Send a 'Do Not Track' request with your browsing

Passwords and forms

- Enable Autofill to fill out web forms in a single click. [Manage Autofill settings](#)
- Offer to save passwords I enter on the web. [Manage saved passwords](#)

Web content

Font size: [Customize fonts...](#)

Page zoom:

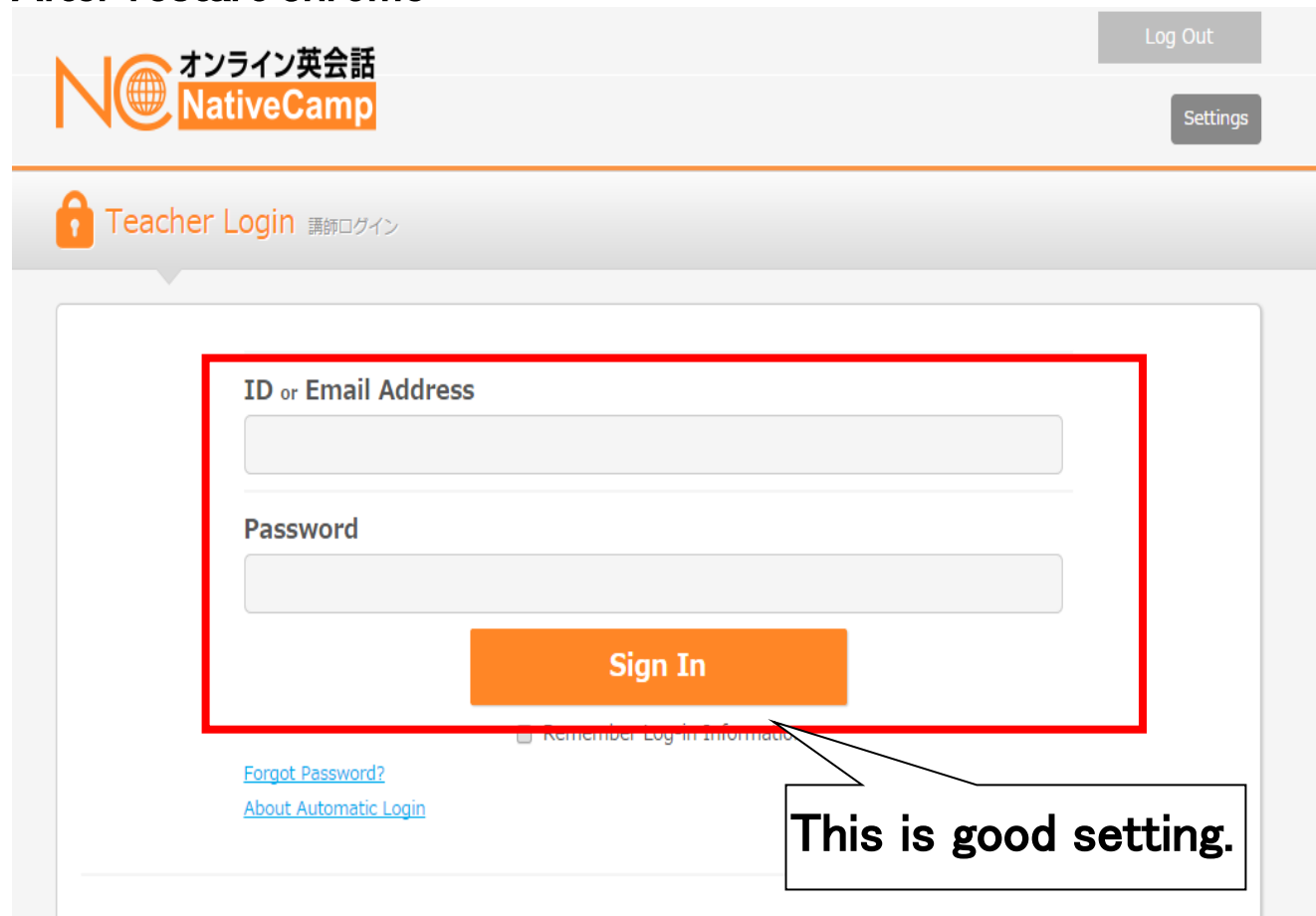
Pressing Tab on a webpage highlights links, as well as form fields

Network

Please remove check mark. If check mark exist, password will be saved.



After restart chrome



NC オンライン英会話
NativeCamp

Log Out

Settings

Teacher Login 講師ログイン

ID or Email Address

Password

Sign In

Remember Log in information

[Forgot Password?](#)

[About Automatic Login](#)

This is good setting.