Your learning platform, explained

WHO THIS IS FOR **USER GUIDE**

A practical, illustrated manual for learners, tutors, organization administrators and system staff.

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Remember. Updated 14 October 2026. This manual explains the current app. Diagrams illustrate workflows, not live screens or proof of provider availability. Follow the labels and permissions shown in your account.

Start with your role

WHO THIS IS FOR **EVERYONE**

One account can belong to several organizations and have different course roles. Opening a workspace does not change your permissions.

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What to do

1. Learner: join the appropriate organization, enroll in the correct classroom, complete lessons and submit assessments.
2. Tutor: accept your teaching invitation, open Teaching, choose the course and prepare its classroom.
3. Organization owner/admin: open Organizations to manage members, structure, academic records and email sending.
4. System staff: open System administrator dashboard for platform-wide operations. An organization role does not grant this access.

> **Remember.** The tutor role belongs to a course. A legacy organization Instructor label may still exist, but it does not itself grant teaching access to every course. Teaching assistant and supervisor permissions depend on the actual assigned course role.

Roles and permitted actions

WHO THIS IS FOR **EVERYONE**

Your role is scoped to an organization or course. A person can hold several roles in different places.

Role	Typical scope
Organization owner/admin	Manage their workspace, profiles and members; school/university registration; authorized result moderation.
Organization staff	Authorized structure/member operations; no automatic platform staff or owner/admin profile rights.
Course tutor/lecturer/trainer	Teach and manage assigned courses/deliveries, content, assessments, grading and live lessons.
Learner/pupil/student/trainee	Access assigned learning content and their own work, results and transcript.
Platform staff	Platform-wide screens and explicitly allowed administrative controls.
Viewer	Limited organization membership; not a teaching or platform administration role.

Remember. Missing controls usually reflect role, scope or state. Do not change URL identifiers to access someone else's records.

Create an account and sign in

WHO THIS IS FOR **EVERYONE**

Use the email address you want to receive invitations, account recovery links and course updates.

What to do

1. Open Create an account and read Terms and Privacy. Enter your name, email, password and matching confirmation. No organization, faculty, department or class is required.
2. Submit once and wait for the confirmation. Signup signs you in when successful. If the email already exists, use Login or Forgot password instead.
3. Email verification is currently optional: unverified email/password accounts can sign in and perform actions permitted by their role.
4. Use Google signup or login when the button is available; use the Google account that matches your invitation address.
5. A school-created account receives an initial password by email. Sign in, open Profile and change it.
6. Use Forgot password to request a recovery link. Profile also lets you request verification later.
7. If your session cannot be renewed, the app returns you to Login and remembers the intended page. Sign out on shared devices.

> **Remember.** Account confirmation emails are queued. Email delivery failure does not block normal signup. Do not post passwords or confirmation/reset links in messages.

Find your way around

WHO THIS IS FOR **EVERYONE**

The sidebar chooses your workspace. The classroom header confirms which organization, course and delivery you are viewing.

What to do

1. Use Organizations to choose a workspace. My learning lists your student enrollments; Teaching lists your teaching work.
2. Browse courses is for discovery. My certificates and Payments and packages have their own entries.
3. Read the organization, course, year/level and section shown above a classroom before posting or submitting work.
4. Choose FR or EN at the top to switch language while keeping your current route and classroom context.
5. On a phone, use the menu icon to open the sidebar. Classroom tabs can scroll horizontally.

Organization logos and tutor biographies

WHO THIS IS FOR **OWNERS, ADMINS & TUTORS**

Make your organization recognizable and explain who teaches its courses.

What to do

1. Organization owners/admins open Organizations → their workspace → Settings.
2. Upload a JPEG, PNG, WebP or GIF logo of at most 5 MB. Wait for uploading to finish and check the displayed logo.
3. Write About your organization and optionally enter a website. Save and check the saved confirmation.
4. For a personal organization, use this biography to describe your teaching service, audience and experience.
5. Tutors open Profile to edit their own biography, name, phone and profile photo. Save the changes.
6. A creator biography appears on a course when creator display is enabled; hiding creator identity also hides the exposed biography.
7. Avoid posting student records, passwords or private contact information in public profile text.

Create the right organization

WHO THIS IS FOR **ORGANIZATION CREATORS**

Choose the type that matches the people you serve. Academic structure can be added as your organization grows.

What to do

1. Open Create an organization. Choose Personal, School, University or Other.
2. Continue, enter the organization name and requested details, then review the summary.
3. Choose Create workspace. If you already have a suitable personal workspace, open it instead.
4. Read the organization status: some organizations need platform activation before all operations become available.

Type	Typical access
Personal	Public courses; enrollment for learning activities.
School	Members and academic offerings; limited public courses.
University	Members and academic offerings; limited public courses.
Other	Flexible delivery for members; limited public courses.

Join, invite and manage members

WHO THIS IS FOR **LEARNERS & ORGANIZATION ADMINS**

Organization membership and course enrollment are separate steps. A member does not automatically join every course.

What to do

1. Learners: open Join an organization, choose the organization and requested academic level, then send the join request.
2. For an invitation, open the emailed link and accept using the matching signed-in email address.
3. Owners/admins: use the workspace's Invitations and Join requests to invite people or approve applications.
4. Use Members to inspect roles and, where allowed, update level, department or active status.
5. Tutors receive course teaching invitations separately. Accept these from Teaching before managing the course.

> **Remember.** Personal organizations do not use the institutional member-invitation workflow. Public-course enrollment remains a separate course action.

Set up academic structure

WHO THIS IS FOR **ORGANIZATION ADMINS**

Schools and universities can organize deliveries by academic year, level, term and student group. Add only the structure you need.

What to do

1. Open School setup or Academic structure inside the intended organization. Confirm your administrator role.
2. For a school, use Add standard classes for Form 1–5, Lower Sixth and Upper Sixth; customize names where your school uses another system.
3. Create a school/academic year, then its terms or semesters. A class is a level; a class group identifies a set of pupils at that level.
4. Attach groups to the correct year and class/level before group enrollment.
5. Universities can add faculties, departments and programs where applicable. Schools do not display the university faculty/department setup.
6. Other organizations use cohorts rather than faculties; personal organizations can start without academic structure.
7. Add only the structure you need now. Check the organization type before looking for a missing structural screen.

> **Remember.** A reusable subject/course is created once. Its year/term or semester deliveries carry the changing learner enrollments.

School terminology

WHO THIS IS FOR **EVERYONE**

These are the labels currently used for this organization type. Faculty/department setup is shown for universities only.

Concept	Screen label
Courses	Subjects
Academic years	School years
Terms	Terms
Levels	Classes
Study groups	Class groups
Course deliveries	Year and term deliveries
Tutor	Teacher
Learner	Pupil
Section	Class section
People & enrollment	Pupils & enrollment

School example: Mathematics across terms

WHO THIS IS FOR **SCHOOL ADMINISTRATORS**

Illustrative setup: one Mathematics subject, Form 1 pupils and separate first/second term deliveries.

1 Subject once → **2** Year + class + term → **3** Delivery enrollment → **4** Moderated results

What to do

1. Create a School organization and request platform activation if required. Set its logo and biography.
2. In School setup, add standard classes: Form 1–5, Lower Sixth and Upper Sixth. The names are the Anglophone secondary-school defaults, not all West African systems.
3. Create School year 2026–2027 and its first and second terms. Activate the intended year when ready.
4. Create class group Form 1 A, linked to Form 1 and 2026–2027. Register pupils into that group.
5. Create Mathematics once. Assign the teacher through the course teaching role, not a platform administrator role.
6. Create first-term and second-term deliveries for the subject, each with the correct school year, class and term.
7. Enroll the group into the intended open delivery. Publish its lessons, continuous assignments and final exam.
8. At term end, mark work, submit results for moderation, approve and publish. Pupils see their own institutional results and transcripts.

University terminology

WHO THIS IS FOR **EVERYONE**

These are the labels currently used for this organization type. Faculty/department setup is shown for universities only.

Concept	Screen label
Courses	Courses
Academic years	Academic years
Terms	Semesters
Levels	Levels
Study groups	Student groups
Course deliveries	Course deliveries
Tutor	Lecturer
Learner	Student
Section	Section
People & enrollment	People & enrollment

University example: faculty to semester

WHO THIS IS FOR **UNIVERSITY ADMINISTRATORS**

Illustrative setup: Faculty of Science, Computer Science department, Level 100 and a first-semester course delivery.

1 Faculty / department → **2** Course + credits → **3** Semester delivery → **4** Own transcript

What to do

1. Create a University organization and complete its profile. Open Academic structure; add faculties only if needed, then departments, programmes and levels.
2. Open Academic calendar to create the year and semesters. Activate the year from Registration and progression.
3. Invite existing users and assign Academic responsibilities: academic office, faculty administration, department head or results approver, with their scope.
4. Open Student registration. Register students individually or by spreadsheet; select the programme, level and year. Membership and student record are created together.
5. Create Introduction to Computing once in Course catalogue. Prepare its semester offering and select the lecturer, capacity and section.
6. Enroll students through their groups. The lecturer opens Teaching classes to add lessons, live sessions and assessments.
7. The lecturer submits results; the reviewer approves; the academic office publishes. Students see their own published transcript.
8. Use Registration and progression for the next year. Earlier offerings and results remain available in their original year.

> **Remember.** A faculty is optional. Administrative responsibility and teaching assignment are separate.

Academic responsibilities and scoped workspaces

WHO THIS IS FOR **OWNERS, ACADEMIC OFFICE AND ACADEMIC STAFF**

Use one account with separate administrative responsibilities and teaching assignments.

1 **Draft result** → 2 **Submitted for review** → 3 **Approved** → 4 **Published to learner**

What to do

1. Owners/admins open Academic responsibilities, choose an existing member who has signed in, select a responsibility and its faculty/department/institution scope.
2. The academic officer registers students, manages the calendar and progression, issues published transcripts and publishes approved results.
3. Faculty administrators and department heads manage their own units, private course catalogue and teaching assignments, and review or return results.
4. Results approvers approve or return submitted results within their scope. A delegated approver cannot approve their own marking or teaching class.
5. Lecturers and assistants receive course-offering roles. Academic responsibility alone does not grant lesson editing or marking rights.
6. Students open their registration and teaching classes; published results and transcripts remain private. Select the academic year in the organization header.

> **Remember.** Removing one responsibility does not remove membership or other responsibilities. New academic course creation does not automatically make its creator a lecturer.

Company/training terminology

WHO THIS IS FOR **EVERYONE**

These are the labels currently used for this organization type. Faculty/department setup is shown for universities only.

Concept	Screen label
Courses	Training courses
Academic years	Training cycles
Terms	Training periods
Levels	Training levels
Study groups	Training cohorts
Course deliveries	Training deliveries
Tutor	Trainer
Learner	Trainee
Section	Cohort
People & enrollment	Trainees & enrollment

Company example: a training cohort

WHO THIS IS FOR **TRAINING MANAGERS**

Other organizations use training language and a flexible cohort structure, without university faculties.

What to do

1. Choose Other for a company, training center or similar organization. Add a suitable logo and description.
2. Use Training courses, Trainer, Trainee, Training cohort and Training delivery labels.
3. Add a cohort for the participants you intend to train; maintain active organization membership.
4. Create Workplace Safety once, then a delivery for the chosen cohort.
5. Assign trainers to the course and enroll trainees into the actual delivery through authorized enrollment controls.
6. Publish materials and assessments for that delivery; use saved course discussions for ongoing questions.
7. Do not create university faculties to make a company course work. The school/university student-account importer is not exposed for Other organizations.
8. Most training is organization-restricted. Only explicitly public, approved courses can be accessed through the public path.

Personal teaching terminology

WHO THIS IS FOR **EVERYONE**

These are the labels currently used for this organization type. Faculty/department setup is shown for universities only.

Concept	Screen label
Courses	Courses
Academic years	Academic years
Terms	Terms
Levels	Levels
Study groups	Study groups
Course deliveries	Course deliveries
Tutor	Tutor
Learner	Learner
Section	Section
People & enrollment	People & enrollment

Personal tutor: publish a public course

WHO THIS IS FOR **PERSONAL ORGANIZATION CREATORS**

A personal organization supports public teaching without an institutional faculty/class structure.

What to do

1. Create/open your Personal organization and complete its logo and biography. Edit your personal tutor biography in Profile.
2. Create a course with a clear description, outcomes, requirements and category where required for review.
3. Set the displayed price/currency and choose whether your creator name should appear.
4. Prepare the lesson content; add delivery-specific content if using course deliveries.
5. Submit the public course for platform review. Saved, active, public and approved are separate states.
6. If rejected, read the moderation reason, edit the course and resubmit using the available control.
7. After approval/publication, learners discover the course, enroll or purchase through its public path, and complete requirements.
8. Public-course certificates depend on the displayed progress/passing conditions. A personal organization does not require a faculty or institutional membership for public learners.

Understand course, offering and lesson

WHO THIS IS FOR **TUTORS & ORGANIZATION ADMINS**

A course is reusable content. An offering is a particular delivery, such as a section in one year and term. Lessons can be shared or delivery-specific.



What to do

1. Open Teaching and create a course, or choose an existing course and edit its details.
2. Set its title, description, outcomes, requirements and applicable department/program/level.
3. Choose credits and the continuous-assessment weight. The final-exam weight completes the total to 100%.
4. For a public course, select the required category and submit it for platform review. A saved draft is not public.

Remember. Public visibility and active status are different. A public course needs approval before it appears in public discovery.

Prepare a delivery and publish lessons

WHO THIS IS FOR **TUTORS**

Choose the correct offering before authoring, reviewing enrollment or publishing material for a particular group.

What to do

1. Open the course and create/select an offering. Set its section and relevant year, level, term, dates or limits.
2. Inside that classroom, choose Lessons and Add lesson. Set the type, title and written content or supported media URL.
3. Save the lesson, review it and choose Publish lesson when ready.
4. Create shared course lessons in the shared classroom; create section-only material inside that offering.
5. Use People & enrollment to review enrollment requests and confirm active learners.

> **Remember.** Closing a delivery stops new enrollment and learner work. Existing history stays readable; review the confirmation before closing.

Upload and organize course resources

WHO THIS IS FOR **TUTORS**

Course management keeps access controls, lesson attachments and lesson order together in the selected course or offering.

What to do

1. Open Course management from your classroom and confirm the course/offering shown.
2. Choose Lesson in this classroom, select the attachment type and upload the file. Wait for the file to appear in the resource list.
3. Use the download control to obtain an authorized resource link. Remove an attachment only when it should leave the lesson.
4. Normalize lesson positions when the outline order needs correction.
5. To change a course cover, upload it in the course editor and save the course. Profile photos are managed separately in Your profile.

> **Remember.** Organization logos allow images up to 5 MB. Lesson video/audio/document/DICOM limits are 2 GB / 200 MB / 100 MB / 500 MB. Upload requires configured storage; a successful file transfer must also be saved/attached to the intended lesson.

Browse, wishlist and course cart

WHO THIS IS FOR **LEARNERS**

Discover a course before purchasing or enrolling. Prices are displayed on course cards.

1 **Browse** → 2 **Wishlist / cart** → 3 **Confirmed payment** → 4 **Learning access**

What to do

1. Open Browse courses and search by course title, code or organization.
2. Read the price/currency, public/member access label, difficulty and creator name where displayed.
3. Open a card for course requirements and available deliveries. Organization courses can need membership and the matching academic level.
4. Choose Wishlist to save an eligible public course. Use the Wishlist filter in Browse courses to find saved courses; press Saved again to remove a favorite.
5. Choose Add to cart for an eligible course, then View cart. Signed-out visitors first sign in.
6. Creators, authorized teaching members and enrolled learners do not get purchase buttons for courses they already manage or access.
7. Check every item and total before checkout. A wishlist or cart entry is not payment and does not grant learning access.

Enroll and learn in your classroom

WHO THIS IS FOR **LEARNERS**

Public previews are for discovery. Lessons, messages and assessments require the appropriate active course enrollment.

What to do

1. Browse courses or open your organization’s course list. For academic courses, choose the intended year, level and offering.
2. Use Request enrollment where shown. A pending request needs tutor approval; a member account alone is not enrollment.
3. After approval, open My learning and enter your classroom.
4. Select a lesson in the outline. Read the notes, play supported media and open available attachments.
5. Choose Mark complete after studying the lesson. Completion remains saved when you return.

> **Remember.** A private institutional course requires organization membership and the correct course/offering enrollment. Public/personal courses can be accessed through their public enrollment path.

Register one student or import a list

WHO THIS IS FOR **SCHOOL/UNIVERSITY OWNERS & ADMINS**

Register students into a selected group and, optionally, selected course deliveries. Existing accounts keep their passwords.

1 **Choose group** → 2 **Manual / file / paste** → 3 **Register together** → 4 **Welcome email**

What to do

1. In a school/university, open Student registration and choose Register a student. Set the academic year and programme where applicable; select the class or level.
2. Use One person, Upload a list or Paste a list. Download the Excel template for bulk registration.
3. Keep the headings email, first_name, last_name, academic_level and student_number. Each email appears once. Existing student numbers can be supplied; blank numbers are generated.
4. Import up to 200 learners. Excel files must be under 1 MB and CSV files under 60 KB. Standard school class names are recognized in English and French.
5. Enable account creation for new users, then register. Existing accounts retain their password. Membership and the academic student record are created together.
6. Open Registration and progression for optional group placement and course registration. Programme/level/year must match the selected courses.
7. Inspect Account email delivery and retry failed messages. An email failure does not undo registration; initial passwords are never displayed to the administrator.
8. In Other organizations, register trainees from Members and use training cohorts. University faculties and student academic records are not required.

> **Remember.** The whole batch rolls back on invalid rows, mismatched structure, disabled/banned accounts or insufficient capacity. Repeating the same saved request does not duplicate enrollments. Removing a group member does not remove course enrollment.

Enroll groups and progress students

WHO THIS IS FOR **SCHOOL/UNIVERSITY ADMINS**

Group enrollment adds students to selected offerings. Academic progression moves the eligible source group to a later year and higher level.

What to do

1. Open Academic progression/group management in the organization and choose the source student group.
2. Inspect members and add/remove eligible organization members as needed.
3. For group enrollment, select matching open/active offerings and confirm enrollment.
4. For progression, choose the target year and a different active target group at a higher level; choose offerings and enter a reason.
5. Run the progression and inspect its saved history. This interface progresses all eligible source-group students, not a handpicked subset.

> **Remember.** Closing an academic year permanently closes its linked offerings. Removing a person from a group does not cancel existing course enrollments.

Complete assignments and final exams

WHO THIS IS FOR **LEARNERS**

Use Coursework, Continuous Assessment (CA) and Examinations. A contribution badge explains whether marks affect learning progress or official results.

What to do

1. Open available coursework and read the response format, instructions, opening/closing times and attempt limit. Coursework can also appear in CA or Examinations: it is the same record, never a second submission.
2. Open Coursework groups to see your team and teammates. Join a group with spare capacity before its deadline if student choice is enabled. These groups are separate from academic classes.
3. Individual work is submitted and marked separately. With shared group submissions one member submits for all teammates; every member uses an attempt. Check who submitted before trying again.
4. Learning-progress-only marks and feedback do not change official grades. CA and examination marks remain subject to grade release and organization moderation.
5. Read the applicable examination breakdown: configured shares or maximum marks determine the examination component. The course CA/examination split remains unchanged.

> **Remember.** A group-only test is visible only to its chosen learners. Do not rely on automatic timed submission while offline or after closing the browser.

Create assessments manually or with AI

WHO THIS IS FOR **TUTORS**

Choose manual or AI-assisted creation, then review an unpublished draft before publishing.

1 **Tutor requests** → 2 **Tutor reviews** → 3 **Save a draft** → 4 **Explicit publication**

What to do

1. Choose coursework type independently from response format. Select learning progress only, CA or examination contribution, and enter the maximum mark. Examination coursework requires a short explanation.
2. Select recipients and an optional saved working group set. Assign complete groups for shared work. Choose individual or shared submission and optional opening/closing times; there is no separate due-date field.
3. In Coursework groups create named teams manually, preview a balanced random allocation by size/count, or configure student choice with capacities and a deadline. Adjust the preview before saving. Reuse the set across coursework.
4. For AI generation choose existing source lessons, question format, difficulty and count, together with the same grading and group choices. Generated MCQs include options/answer keys; written questions populate instructions.
5. Save the draft, review/edit it and explicitly publish. AI does not publish or enroll students. Contribution, maximum mark, recipients, submission mode and group membership lock after submissions begin.

> **Remember.** Administrators and explicitly granted users receive free writing assistance within the common request limits. Otherwise the displayed organization allowance, premium allowance or credits fund the request. Generation uses the selected stored lesson text; review the draft before using it.

Generate course outlines and lesson notes

WHO THIS IS FOR **TUTORS & COURSE CREATORS**

Writing assistance prepares a draft in the editor; it does not publish your course or lesson.

1 **Request draft** → 2 **See actual status** → 3 **Review + apply** → 4 **Save / publish**

What to do

1. Open the authorized course or lesson editor and expand writing assistance.
2. Enter a clear topic and any language, length or teaching instructions. Avoid sensitive student data.
3. Choose Generate draft once. Keep the screen open to see Starting, Getting ready or Creating your draft.
4. The timer shows elapsed time on this screen, not a predicted finish time. No artificial percentage or partial generated text is promised.
5. When ready, read the draft. Apply draft places the returned content into the editor.
6. Edit the content, save the course/lesson and explicitly publish or submit for review when ready.
7. Stop generation cancels waiting/running jobs; a reserved personal/organization credit is returned once when applicable. A finished draft is not deleted by stopping.
8. If waiting persists or a provider error appears, read the message. Correct the request or ask an administrator to restore the service before starting a fresh request.

Free writing access, credits and premium

WHO THIS IS FOR **USERS & PLATFORM ADMINS**

A funding allowance controls writing usage; it never replaces course or organization permissions.

What to do

1. Review your displayed writing allowance in Payments and packages or the generation form.
2. Platform administrators receive included writing access automatically; selected users can receive a timed or indefinite free grant.
3. A valid free grant takes priority over personal or organization credit spending, while common request limits remain.
4. Otherwise the eligible organization allowance, premium allowance or personal credits fund the request according to the displayed rules.
5. Exhausted organization allowance is not silently replaced by personal spending. Resolve the allowance or create manually.
6. Free access does not let you read another teacher’s course, create in someone else’s organization or become system staff.
7. Platform administrators use Users to Grant free writing access for 30, 90, 365 days or no end date; Remove free writing access ends that grant.

Grade, approve and publish results

WHO THIS IS FOR **TUTORS & ORGANIZATION ADMINS**

Assessment grade release and final organization result publication are different actions. Approval alone does not publish a transcript result.

1 **Draft result** → 2 **Submitted for review** → 3 **Approved** → 4 **Published to learner**

What to do

1. Tutors: open the assessment's submissions, enter the score and feedback, then release grades when ready.
2. In Course results, inspect the offering totals and submit completed results for moderation.
3. Owners/admins: open Result moderation in the organization. Filter by status, year, term, level or learner.
4. Select the intended rows, approve them, then explicitly publish the approved results.
5. Withhold an incorrect published result with a reason, or inspect its history before an authorized correction.

Remember. Outstanding marking or open required assessments can block progression to moderation. Private result publication is separate from public-course approval by system staff.

Read and print your transcript

WHO THIS IS FOR **INSTITUTIONAL LEARNERS**

Your organization transcript contains your own published institutional results, not another student’s records.

What to do

1. Open your organization and choose My transcript.
2. Use the available term filter to narrow the records.
3. Inspect the course, attempt, credits, grade and publication details. Open a result for the released assessment breakdown.
4. Choose Print transcript to use the browser’s print dialog or save a personal PDF copy.
5. If a result is absent, ask whether it has been approved and explicitly published for your enrollment.

> **Remember.** GPA and credits count the latest published attempt per course; earlier attempts remain visible. A browser printout is not a signed official transcript.

Claim and verify a public-course certificate

WHO THIS IS FOR **PUBLIC/PERSONAL COURSE LEARNERS**

Public/personal achievements use certificates. Private institutional achievements use the organization’s moderated records and transcript.

What to do

1. Complete all published course lessons while holding an active, unbanned student enrollment.
2. For an assessed course, wait for a published passing result as well.
3. Open My certificates and claim the eligible course certificate. Issued records appear in your list.
4. Choose Verify certificate to view its public verification page. Share that page when proof is needed.
5. Download the PDF only if a PDF file is available on the record.

> **Remember.** Automatic certificate PDF generation is not provided yet. A teacher role does not bypass learner completion requirements.

Use saved course discussions

WHO THIS IS FOR **ENROLLED LEARNERS & TUTORS**

Messages in a classroom are saved and survive reloads. They are different from transient live-session chat.

What to do

1. Open Messages in the intended classroom. Confirm whether you are using the offering discussion or Shared course discussion.
2. Write and send a message, or open a thread to reply.
3. Edit/remove your own messages when needed. Tutors can remove messages within their scope but cannot rewrite another author’s words.
4. Use Mark all as read for the channel you have actually reviewed.
5. Return later to follow saved replies. While open, the page refreshes discussion activity approximately every five seconds.

> **Remember.** Shared discussion reaches enrolled participants across offerings. Removing a root message also removes its replies; check the confirmation.

Schedule and join live lessons

WHO THIS IS FOR **LEARNERS & TUTORS**

The host starts the session. Learners join only the sessions their course/offering access allows.

What to do

1. Tutors: open Live lessons, schedule a session, enter the start/end times and optionally link its lesson.
2. Save the session. Edit or cancel a planned session when needed; history remains available.
3. When ready and permitted, the host chooses Start session. Participants choose Join session.
4. Camera and microphone begin off. Enable the desired device and allow the browser permission; use screen sharing when authorized.
5. Leave when finished. The host can manage admissions, participant publishing, removal and ending the session.

> **Remember.** Hosts start/end sessions; participants join only authorized courses/deliveries. Use Gallery or Focus view, fullscreen and on-screen controls. Live video, recordings and email reminders depend on configured services.

Use the live classroom controls

WHO THIS IS FOR **LIVE PARTICIPANTS**

The large video stage keeps meeting controls within the session screen.

1. **Join authorized lesson** → 2. **Choose devices/view** → 3. **Teach / participate** → 4. **Leave / host ends**

What to do

1. Open the correct scheduled live lesson and choose Join once admission is allowed.
2. Camera and microphone start off. Enable them only when ready and grant browser permission.
3. Use the microphone/camera controls to change their state; a host can restrict publishing rights.
4. Use Screen sharing when authorized. Select only the window/tab you intend to show, avoiding private information.
5. Gallery shows available participant tiles. Focus view enlarges the selected participant; choose another participant or a screen share as needed.
6. Fullscreen expands the meeting area. Device settings selects camera and microphone; Enable audio restores playback if the browser blocked it.
7. Saved course Messages and temporary live chat are separate; do not assume live chat becomes a permanent course discussion.
8. Choose Leave to exit your connection. The host’s End session action ends the classroom for everyone.

Host admissions, attendance and recordings

WHO THIS IS FOR **AUTHORIZED HOSTS**

Manage the actual course delivery, not a meeting for an unrelated class.

What to do

1. Schedule a live lesson with the correct course/delivery, topic and times. Start it when ready.
2. Review admission requests and participant access. Grant/remove publishing permissions only within your authority.
3. Remove an inappropriate participant using the available host control; do not confuse meeting removal with permanent organization membership changes.
4. Tell participants before recording and obtain permission where required. Start/stop recording only when the service is available.
5. Recording may be pending, preparing, ready or failed. A request is not a playable file; open only ready recordings.
6. Review attendance and export the available CSV report if needed. Attendance alone does not prove course completion.
7. End the session for everyone at the end of teaching. Read the confirmation before destructive controls.

Manage notifications and optional emails

WHO THIS IS FOR **EVERYONE**

In-app notifications and email delivery are separate. Opening the notification page does not automatically mark all items read.

1 **Valid email package** → 2 **Sending enabled + quota** → 3 **Recipient preferences** → 4 **Optional email**

What to do

1. Open Notifications using the bell in the top bar. Its count indicates unread items.
2. Filter unread items and mark individual notifications, or choose Mark all as read after reviewing them.
3. In email preferences, switch the optional categories you want to receive.
4. Owners/admins: open Email settings in the organization to see package validity, quota and usage, and control the sending toggle.
5. System staff assigns the organization’s email entitlement. Personal premium and a personal preference do not grant that entitlement.

> **Remember.** Optional email needs a valid entitled package, organization sending enabled, remaining quota and the recipient’s preferences. Account security emails follow separate rules.

Understand payments and packages

WHO THIS IS FOR **EVERYONE**

Course purchases, AI premium and organization email packages are different services. Check the service and displayed amount before proceeding.

What to do

1. Open Payments and packages or the course cart. Course purchases, writing premium and organization email packages have separate benefits.
2. Read the displayed price, currency, duration and package details; do not infer a production price from this guide.
3. For mobile money, choose CamPay and enter your number with country code. Request payment and approve the request on your phone.
4. Use Check payment until the provider confirms the result. Pending is not successful enrollment or package activation.
5. The current CamPay integration can use demo credentials. Check the deployment’s displayed environment and provider instructions before approving a charge.
6. Stripe appears only when enabled and configured. Follow its hosted checkout; the app grants access after verified payment confirmation.
7. Review order/payment history and confirm your access after success. Contact support with the reference if money was deducted without access.

> **Remember.** The legacy subscription toggle is not a replacement for premium payment. No simulated purchase flow is promised. Package prices and provider availability depend on the deployed settings.

Approve a CamPay payment on your phone

WHO THIS IS FOR **PAYING USERS**

Request payment sends a mobile-money approval request; it does not itself approve a deduction.

1 **Request payment** → 2 **Approve on phone** → 3 **Check confirmation** → 4 **Access activated**

What to do

1. Check the course/package, amount, currency and displayed payment environment.
2. Enter the mobile-money number with the country code, for example a Cameroon number beginning 237.
3. Choose Request payment once and keep the transaction reference.
4. On the phone, follow the operator’s approval prompt. If the app supplies a dialing code, use it exactly as displayed; operator codes vary.
5. Enter your mobile-money PIN only in the operator’s trusted phone flow, never in ZezeLearn messages or support.
6. Return to the payment screen and choose Check payment. Pending means the transaction is not yet confirmed.
7. After success, confirm course access or package benefits. If deducted but still pending, check history and contact support before another approval.

Cancel or restart a pending mobile payment

WHO THIS IS FOR **PAYING USERS**

The app can cancel your local attempt and start another even if a phone request is still pending.

What to do

1. Open the pending CamPay payment and choose the displayed Cancel payment control.
2. Read the explanation: local cancellation does not remotely cancel the request on your phone.
3. If the number or attempt was wrong, begin a new payment request and check the new reference.
4. Multiple pending attempts are allowed. Approve only the request you intend to pay.
5. Keep old and new references and review payment history rather than assuming all older requests disappeared.
6. A late confirmation of an older payment is still processed. If more than one payment was approved, contact support with all references.

Use Stripe when available

WHO THIS IS FOR **PAYING USERS**

Card checkout is available only when enabled and correctly configured on the deployment.

What to do

1. At checkout, choose Stripe only if it is offered for that purchase.
2. Review amount and currency, then continue to the provider’s hosted page.
3. Enter payment details on the provider page and complete any requested verification.
4. Return to ZezeLearn and check the order; browser return alone does not prove successful payment.
5. Access is granted after the backend verifies provider confirmation. Review your course/package after success.
6. If Stripe is unavailable or marked Coming soon, use an available provider or contact support.

Pricing, custom packages and email entitlement

WHO THIS IS FOR **BUYERS & ORGANIZATION ADMINS**

Choose the benefit you need instead of treating every package as the same subscription.

What to do

1. Read Pricing for the deployed prices and benefits. Course access, writing assistance and organization emails are different services.
2. Use the custom package/contact option when a standard package does not fit your organization.
3. Give organization type, expected users, requested features and contact information; do not include passwords or payment PINs.
4. After a package proposal is offered, review price, validity and limits before paying or accepting.
5. For optional organization emails, check entitlement expiry, remaining quota and the sending switch in Email settings.
6. An entitled organization may still have sending turned off; recipient preferences also affect optional delivery.
7. Account verification, password recovery and school-account welcome messages follow separate transactional rules.

Read analytics and export a gradebook

WHO THIS IS FOR **TUTORS & ORGANIZATION ADMINS**

Analytics show stored teaching activity within your authorized scope. Filters help you inspect the right course or academic period.

What to do

1. Owners/admins: open Analytics in the organization to inspect totals and the course table.
2. Use the available term and level filters.
3. Tutors: open Analytics from a managed classroom for student, submission and assignment statistics.
4. Choose an offering to inspect its grade distribution and export its CSV gradebook when permitted.
5. Use exported data for review; exporting does not approve or publish organization results.

> **Remember.** The existing completion metric measures assignment participation, not final-exam success. Individual records remain limited by course/offering permissions.

Operate the system admin dashboard

WHO THIS IS FOR **SYSTEM STAFF ONLY**

Use the system dashboard for platform-wide oversight. Organization ownership does not grant system administration.

What to do

1. Open System administrator dashboard using a platform staff account; organization administrators do not receive platform privileges.
2. Overview shows totals and registration history. Users lets you create normal accounts and manage restrictions.
3. Staff access can be granted only after the person has logged into the platform. A normal new account does not automatically become staff.
4. Organizations includes activation and member review. Public course moderation checks submitted public courses and permits approval or rejection with a reason.
5. Writing assistance shows user, time, actual job status, safe failure reason and next step. Users grants/revokes free writing access for selected people.
6. Payments shows recorded transactions and orders; Email packages sets entitlement dates and quotas. Support shows submitted inquiries; Activity log records administrative events.

> **Remember.** Free writing access never grants platform staff, course teaching or organization administration. Administrators must still act within their authorized scope.

Platform user management and staff access

WHO THIS IS FOR **PLATFORM ADMINISTRATORS**

Platform administration is separate from organization ownership and course teaching.

What to do

1. Open System administrator dashboard → Users. Search for the person’s exact email.
2. Use Add user to create a normal account with name, email and matching passwords. Follow the displayed delivery/confirmation instructions; do not assume this form sends the school welcome email.
3. Grant staff access only to an eligible person who has already logged into the platform. New-account creation does not grant staff automatically.
4. Ban/unban, disable/enable login or block/unblock course creation using the appropriate control and confirmation.
5. Grant or revoke free writing access independently of staff status. Choose duration and confirm.
6. Use Organizations for activation and membership review; an organization admin cannot activate every organization platform-wide.
7. Review the Activity log after important changes and use Support for recorded user inquiries.

Review writing requests and failures

WHO THIS IS FOR **PLATFORM ADMINISTRATORS**

Help the affected user using the recorded state rather than repeatedly starting new drafts.

What to do

1. Open System administrator dashboard → Writing assistance.
2. Filter by person or requests needing attention; inspect request type, time, status and safe reason.
3. Waiting means not yet started; Creating means work is running; Ready means a draft is available. Failed and Stopped are terminal states for that request.
4. Use the suggested next step: review access/allowance, correct request details, restore service or start a new request after the problem is fixed.
5. Users lets you review whether free writing access is valid or expired. Free access does not bypass ownership checks.
6. The history does not display private lesson text, prompts or provider credentials. Ask users for the request reference and message, never their password.

Privacy, terms and support requests

WHO THIS IS FOR **EVERYONE**

Policies explain data use and responsibilities; support provides a place to ask about your own information.

What to do

1. Open Terms or Privacy from signup or the public footer. Both pages are public and available in English/French.
2. Read who can access your learning records, what public certificate verification displays and how organization-created accounts work.
3. Review the writing-assistance, payment and recording sections before sending content or joining recorded sessions.
4. Use Profile for personal details and Notifications for optional email preferences.
5. Use Contact support for access, correction or deletion questions; academic/payment records may have retention requirements.
6. Describe organization, course/delivery, request reference, action and error. Never include passwords, secret keys, mobile-money PINs or reset/verification links.

Learning glossary 1

WHO THIS IS FOR **EVERYONE**

Use these distinctions when asking for help or planning a learning space.

Term	Meaning
Course / subject	Reusable teaching definition, created once.
Offering / delivery	A specific run of a course for a section, year/period and learner enrollment.
Shared classroom	Course-wide material or discussion, distinct from one delivery.
Membership	Belonging to an organization; not automatic enrollment in all courses.
Enrollment	A learner’s access to a course or particular delivery.
Group / cohort	A set of people used for enrollment or selected assessment audiences.
CA	Continuous assessment during the course: assignments and checks of understanding.
Final exam	Assessment of the course work as a whole.

Learning glossary 2

WHO THIS IS FOR **EVERYONE**

Use these distinctions when asking for help or planning a learning space.

Term	Meaning
Grade release	Make assessment scores/feedback visible to their learners.
Result moderation	Submit, review and approve institutional final results before publication.
Transcript	The learner’s own published institutional academic results.
Certificate	Public/personal course award after the configured progress/passing requirements.
Draft	Saved preparation; not automatically visible/published.
Pending payment	Provider confirmation not yet received; not a successful purchase.
Account verification	Confirming email ownership; currently optional for signup/login/actions.
Free writing grant	Usage benefit, not a staff or teaching role.

Academic terminology

WHO THIS IS FOR **EVERYONE**

Separate structural, grading and commercial meanings of similar words.

Term	Meaning
Faculty	A university academic unit containing departments.
Department	A subject-based unit within a faculty.
Program	A defined learning pathway such as a degree or training program, where used.
Year	The academic period to which groups and deliveries belong.
Term / semester	A subdivision of the school or academic year.
Level / class	Learner stage such as Form 1 or Level 100; not the subject itself.
Credits	Course academic weighting; not writing-assistance credits or money.
GPA / grade points	Academic summary based on applicable published grades and course credits.

Worked example: continuous work and final exam

WHO THIS IS FOR **EVERYONE**

Course weights stay unchanged; a delivery can define shares within the examination component.

What to do

1. For CA 40% and Examination 60%, a CA score of 70 and an examination score of 60 produce 64/100.
2. Within the examination component, set Final written examination 80% and Practical coursework 20%. A final score of 50% and practical score of 100% give 60% for examinations.
3. Without a configured breakdown, maximum marks determine relative contribution. Only the student’s assigned contributors count, with missing submissions scoring zero.
4. In shared submissions keep Apply this mark and feedback to everyone in this group checked, or uncheck for an individual adjustment. Official results are refreshed for affected students.
5. Examination shares lock when attempts begin. Progress-only work does not affect official totals, moderation readiness, transcripts or certificate passing-result requirements.

Read statuses before retrying

WHO THIS IS FOR **EVERYONE**

The right next action depends on state as well as role.

Displayed state	Next step
Saved draft	Continue editing; learners cannot assume it is published.
Submitted public course	Wait for platform review or respond to the moderation reason.
Pending enrollment	Await the authorized tutor/administrator’s decision.
Active enrollment	Use content in the matching course/delivery.
Planned delivery	Teaching may not yet be open to enrollment/work.
Open / active delivery	Use available enrollment and teaching controls within permission.
Closed delivery / year	New learner work is stopped; historical records remain.
Published / withheld result	Published is visible to the learner; withheld is removed from normal publication.

Remember. For payment, Pending is not Paid. For writing assistance, Waiting is not Creating or Ready. For recordings, Queued is not ready to play.

Worked example: a test for selected learners

WHO THIS IS FOR **EVERYONE**

An assessment audience is separate from organization membership.

What to do

1. Open the intended delivery and Assessments as its authorized teacher.
2. Create an assignment/exam draft manually, or choose Generate with AI and select its written source lessons.
3. Choose Selected learners/groups instead of the whole classroom, then select the active intended recipients.
4. For example, select the support group within Form 1 A without including the entire year’s pupils.
5. Set availability, deadline, instructions and question settings; review the resulting draft.
6. Explicitly publish the assessment. Only authorized selected learners should see and attempt that assessment.
7. If group membership changes later, do not assume the saved recipient snapshot automatically changes. Review the assessment audience.
8. Check your delivery and selected audience before releasing feedback; do not post individual student results in public discussions.

Daily checklists for each role

WHO THIS IS FOR **EVERYONE**

Use a short readiness check before teaching, studying or publishing records.

What to do

1. Learner: correct account, organization, course delivery, active enrollment, published lessons and assessment window.
2. Tutor: correct delivery, lesson publication, audience, instructions, due dates, marks/feedback and separate grade release.
3. School/university admin: year/class/group links, accounts, email delivery, capacity and open offerings before enrollment.
4. Result moderator: complete marking, correct selected rows, approval and explicit publication; review withholding reasons.
5. Live host: authorized participants, correct time, devices, recording notice and end-of-session controls.
6. Buyer: price/currency, phone number, reference, provider confirmation and access after success.
7. Platform admin: org activation, public course review, support inquiries, writing failures, free-access grants and audit trail.

Solve common problems

WHO THIS IS FOR **EVERYONE**

Start by checking your account, workspace, offering and the latest confirmation shown by the app.

What to do

1. Course missing: check organization membership, activation, selected year/level and whether a public course has been approved.
2. Classroom locked: a pending, banned, inactive or mismatched offering enrollment does not grant access. Ask the tutor/admin to review it.
3. Assessment missing: check publication, dates and selected recipients. A saved draft is not a published test.
4. Grade/transcript missing: a submission needs marking and grade release; an institutional result also needs approval and publication.
5. Email/payment/upload/live service unavailable: keep the displayed reference or error and contact the responsible administrator. Do not assume success without confirmation.
6. Certificate PDF absent: use the verification record; download appears only when a PDF file exists.

Term	Meaning
Organization	A community with its own membership and structure.
Course	Reusable learning content and assessment rules.
Offering	A delivery with its own learners, section and dates.
Draft / published	Saved privately / deliberately made available.
Grade release / result publication	Assessment feedback visibility / final academic record visibility.

Remember. When asking for help, give the organization, course, offering, action and error message. Do not send passwords, reset links or private payment credentials.