Business Account Manual

Let’s make the world more accessible

V 1. 3 | June 2024

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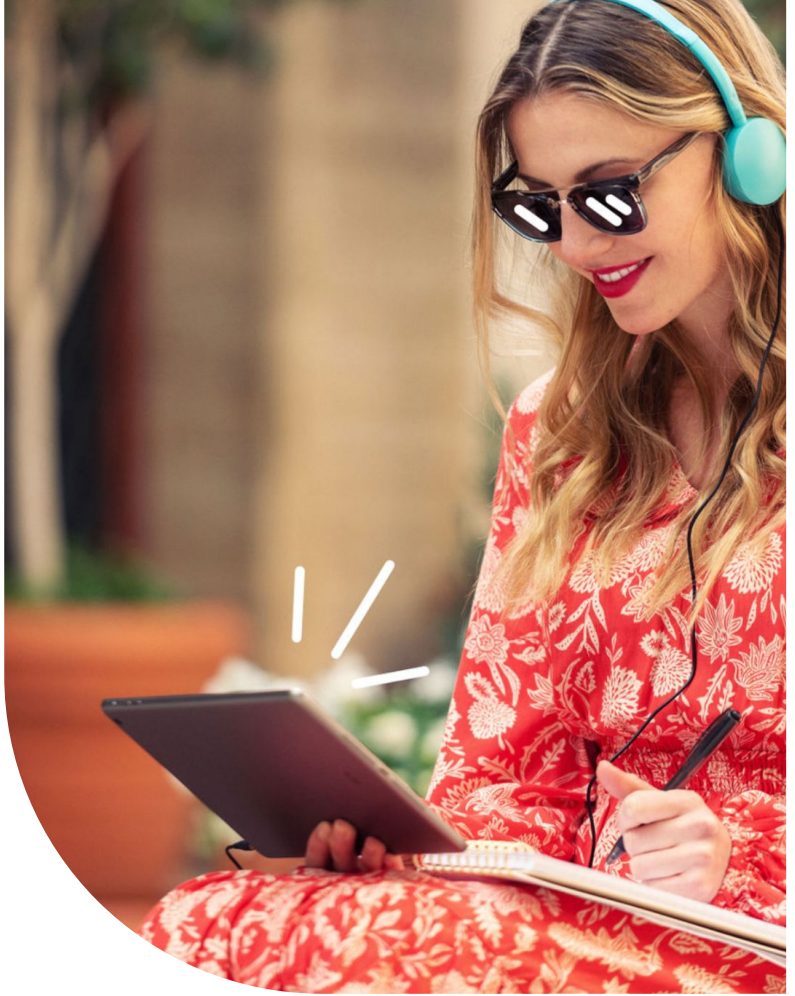
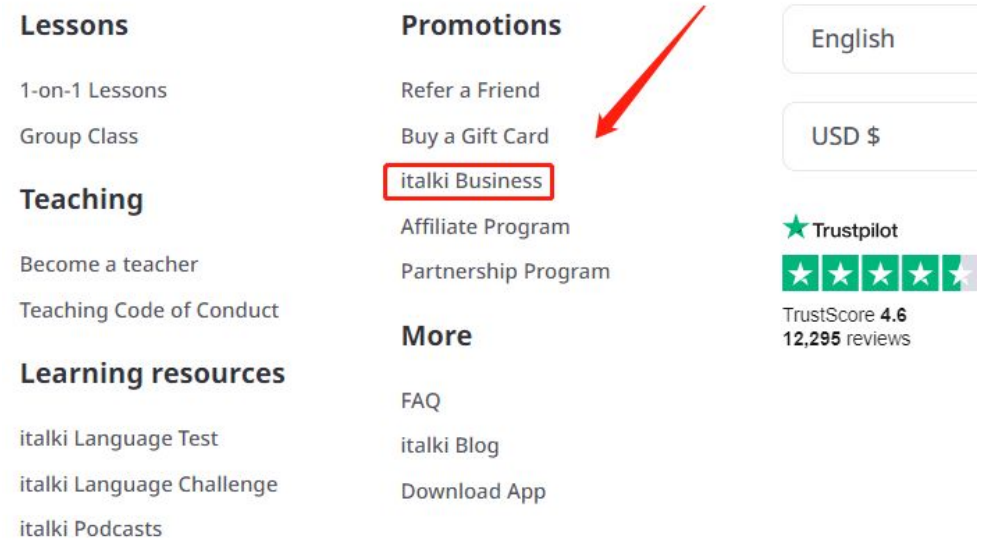


Getting Started

Log in to the portal

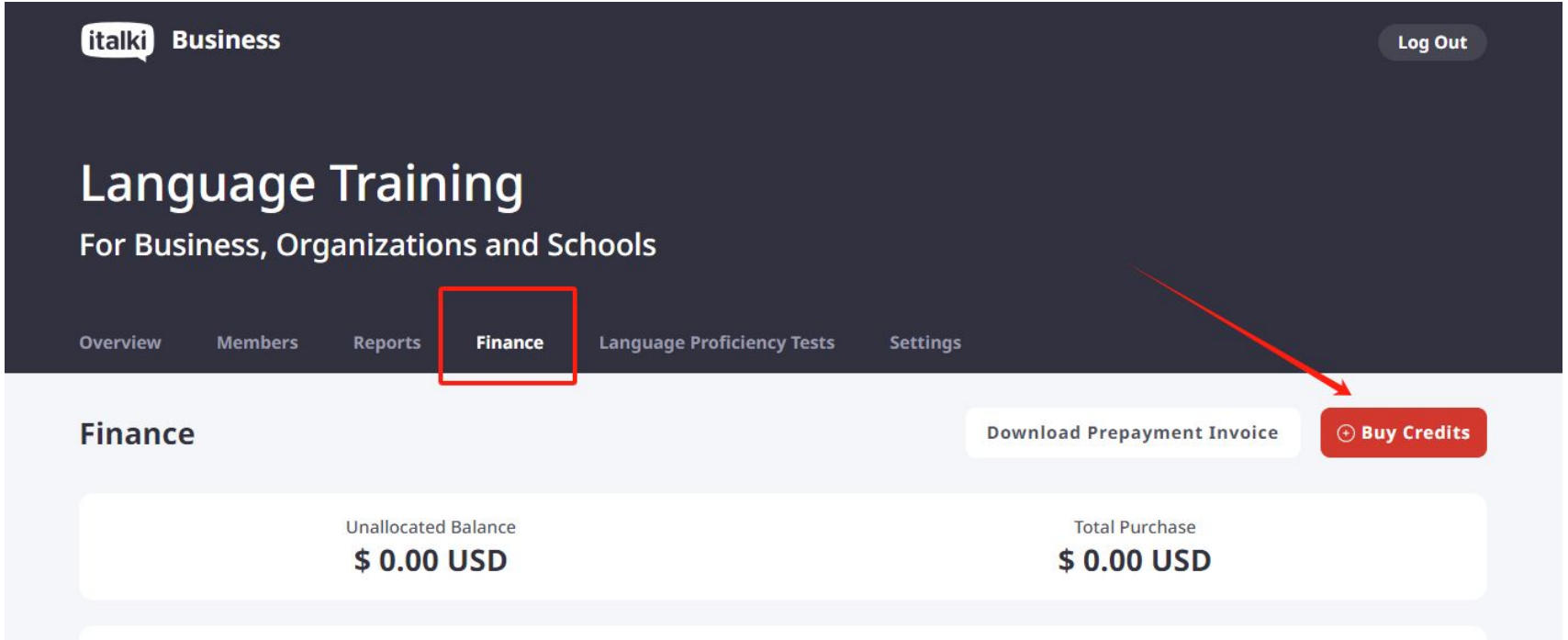
You can access your business account via this link: https://www.italki.com/bos/overview

Or you can log in to your italki admin account and scroll down to italki Business:



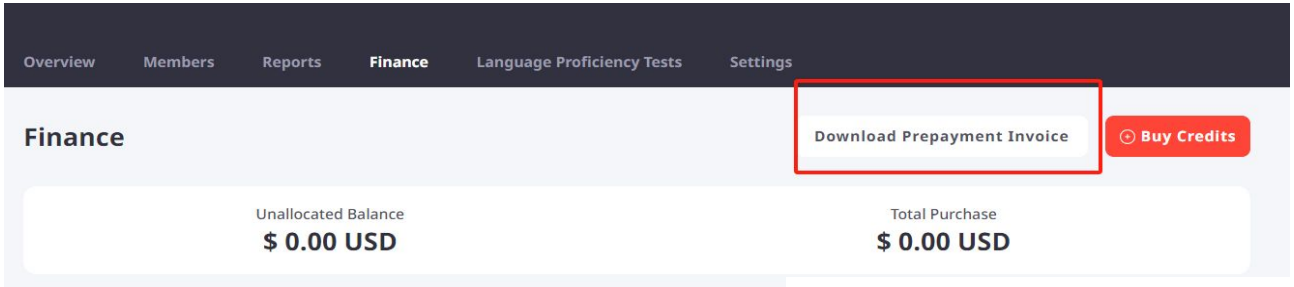
Dashboard Overview/Credits purchase

You will see general information about your Business account, including lesson activities of the members. To top up your Business account balance, go to Finance page and click on Buy Credits.

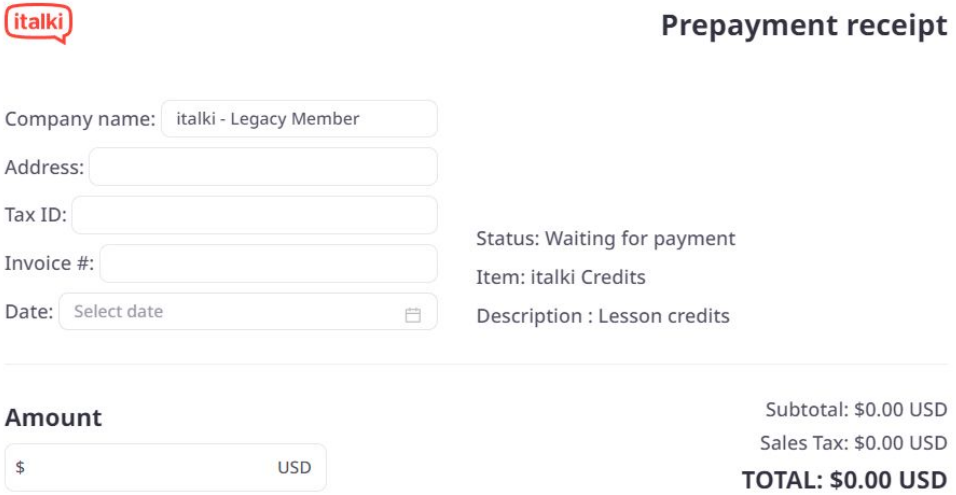


Invoicing

To create a pre purchase order/invoice, click on the corresponding button:

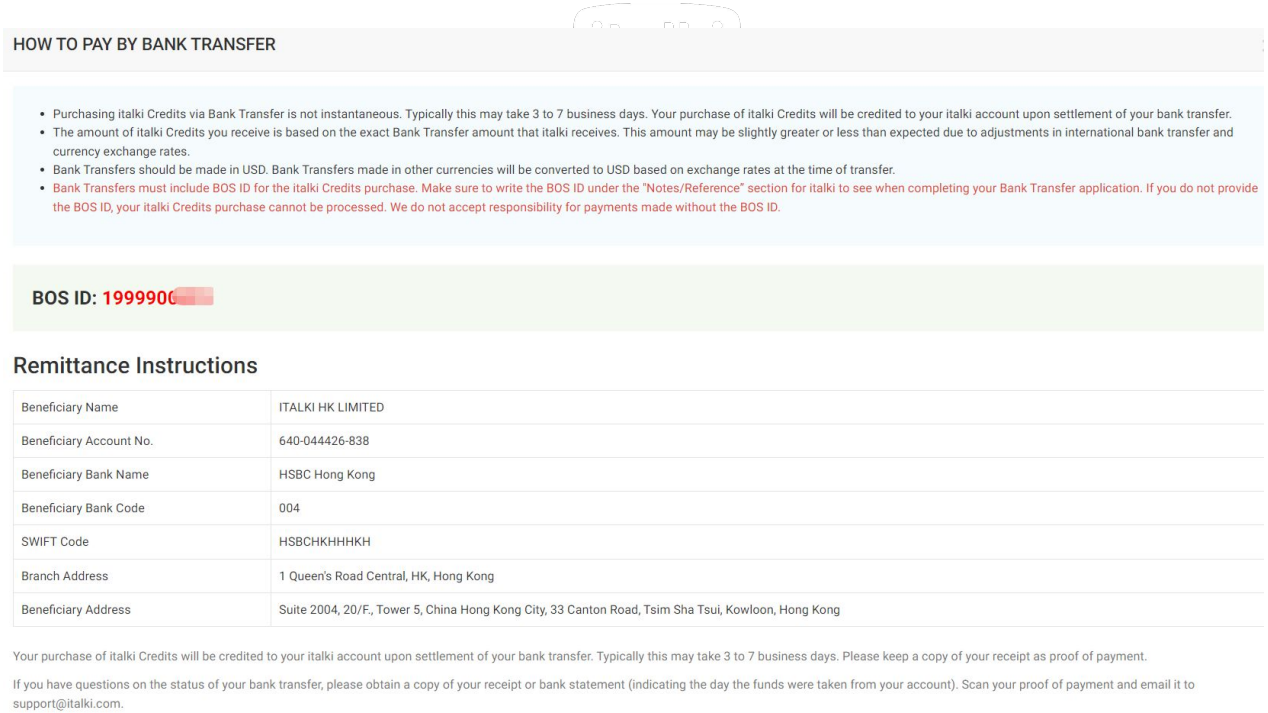


You will be able to edit the information required:



Credits Purchase

You can top up the balance with a credit card or via bank transfer. Bank Transfers must include BOS ID, make sure to write the BOS ID under the "Notes/Reference" section for italki to see when completing your Bank Transfer application. If you do not provide the BOS ID, your italki Credits purchase cannot be processed. We do not accept responsibility for payments made without the BOS ID.



HOW TO PAY BY BANK TRANSFER

- Purchasing italki Credits via Bank Transfer is not instantaneous. Typically this may take 3 to 7 business days. Your purchase of italki Credits will be credited to your italki account upon settlement of your bank transfer.
- The amount of italki Credits you receive is based on the exact Bank Transfer amount that italki receives. This amount may be slightly greater or less than expected due to adjustments in international bank transfer and currency exchange rates.
- Bank Transfers should be made in USD. Bank Transfers made in other currencies will be converted to USD based on exchange rates at the time of transfer.
- Bank Transfers must include BOS ID for the italki Credits purchase. Make sure to write the BOS ID under the "Notes/Reference" section for italki to see when completing your Bank Transfer application. If you do not provide the BOS ID, your italki Credits purchase cannot be processed. We do not accept responsibility for payments made without the BOS ID.

BOS ID: 199990

Remittance Instructions

Beneficiary Name	ITALKI HK LIMITED
Beneficiary Account No.	640-044426-838
Beneficiary Bank Name	HSBC Hong Kong
Beneficiary Bank Code	004
SWIFT Code	HSBCHKHHHKH
Branch Address	1 Queen's Road Central, HK, Hong Kong
Beneficiary Address	Suite 2004, 20/F., Tower 5, China Hong Kong City, 33 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong

Your purchase of italki Credits will be credited to your italki account upon settlement of your bank transfer. Typically this may take 3 to 7 business days. Please keep a copy of your receipt as proof of payment.

If you have questions on the status of your bank transfer, please obtain a copy of your receipt or bank statement (indicating the day the funds were taken from your account). Scan your proof of payment and email it to support@italki.com.

Members Management

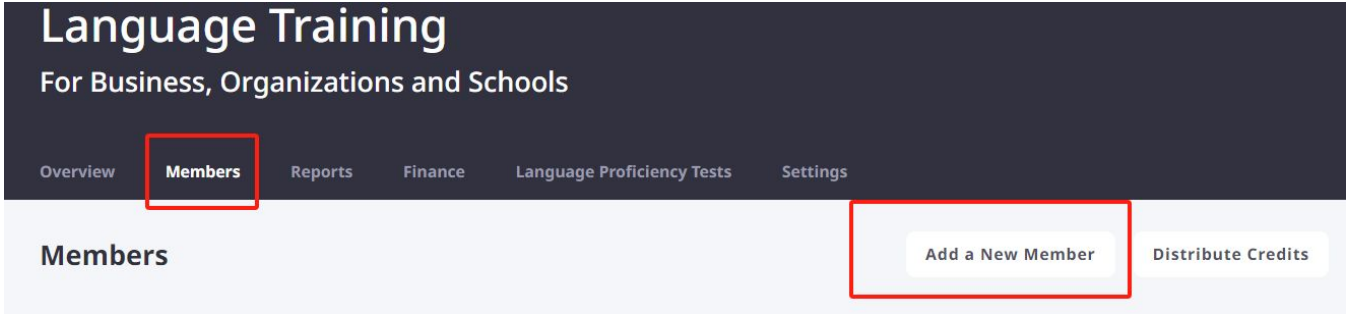
Add/Remove members

Set Admins

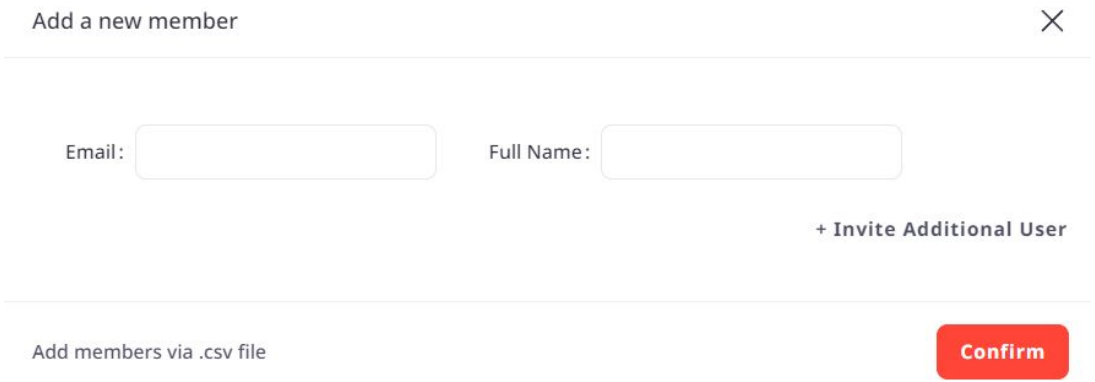
Distribute Credits

Members Management: Add Members

Go to Members page and click on **Add a New Member** to add employee to your business account.



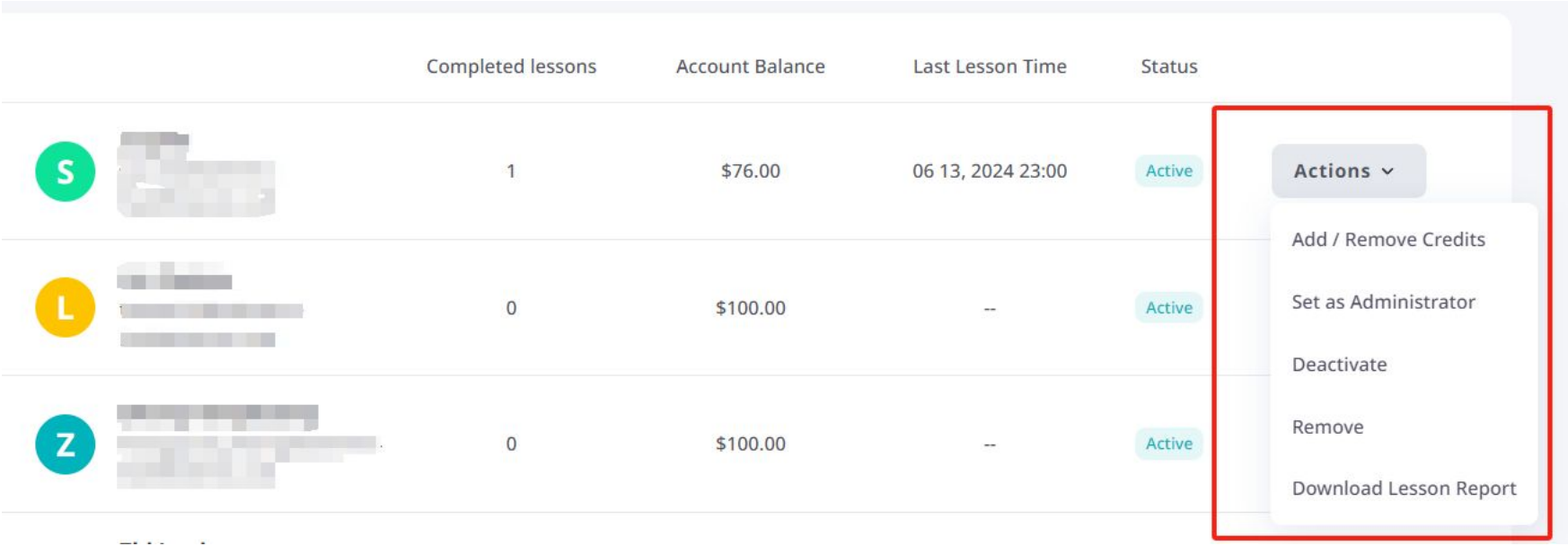
Put the names and email addresses of your employees to invite them to join your business account. They will receive an email with a link to join.



Members Management: Remove Members/ Credits Distribution

To temporarily deactivate a member, go to Members > Actions > **Deactivate**
If the member left the company, you can fully remove the member from your account by choosing **Remove**.

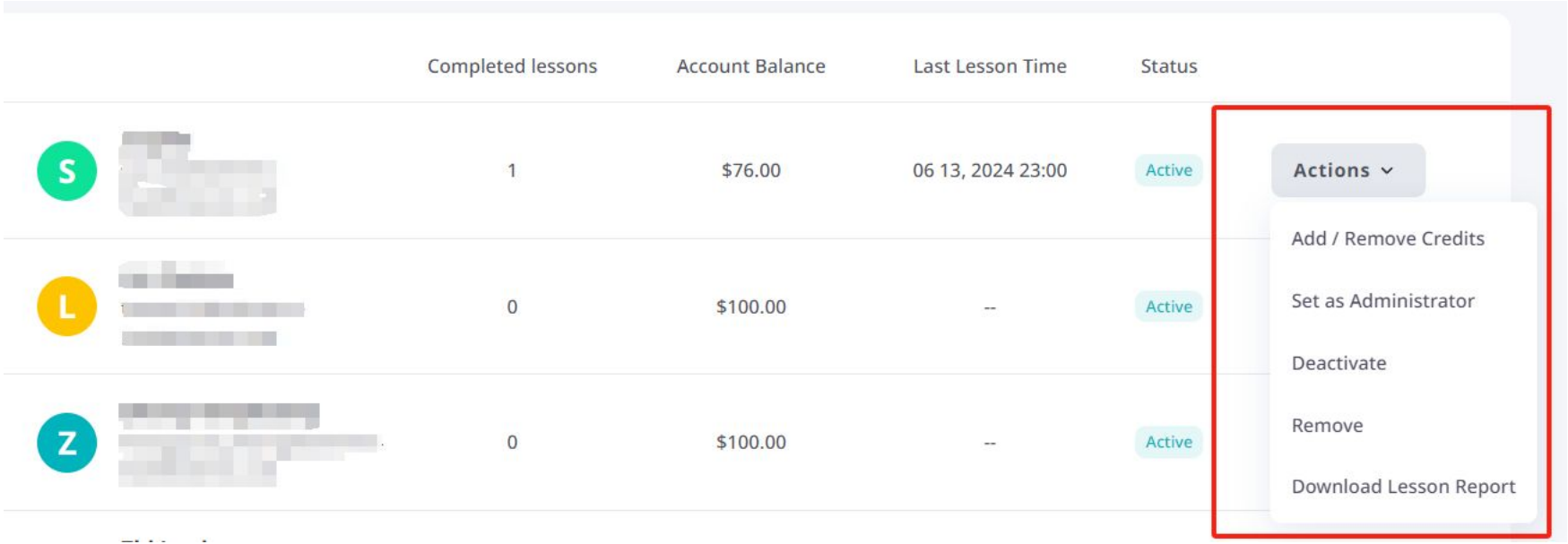
To add or remove credits, go to Members > Actions > Add/Remove Credits
You can also remove the credits given to the member before, if the member left the company or doesn't need the account anymore



Members Management: Set Administrator

Each Business Account can have only one **Super Administrator** with full rights, other admins cannot remove the Super Admin. Only Super Admin can pass the rights to another administrator, set another member as Admin or take away the admin rights. Regular admins can check reports and add credits.

If you are the only Admin, you are set as Super Admin by default, but if you have many admins and your account doesn't have the Super Admin yet, please contact us at business@italki.com



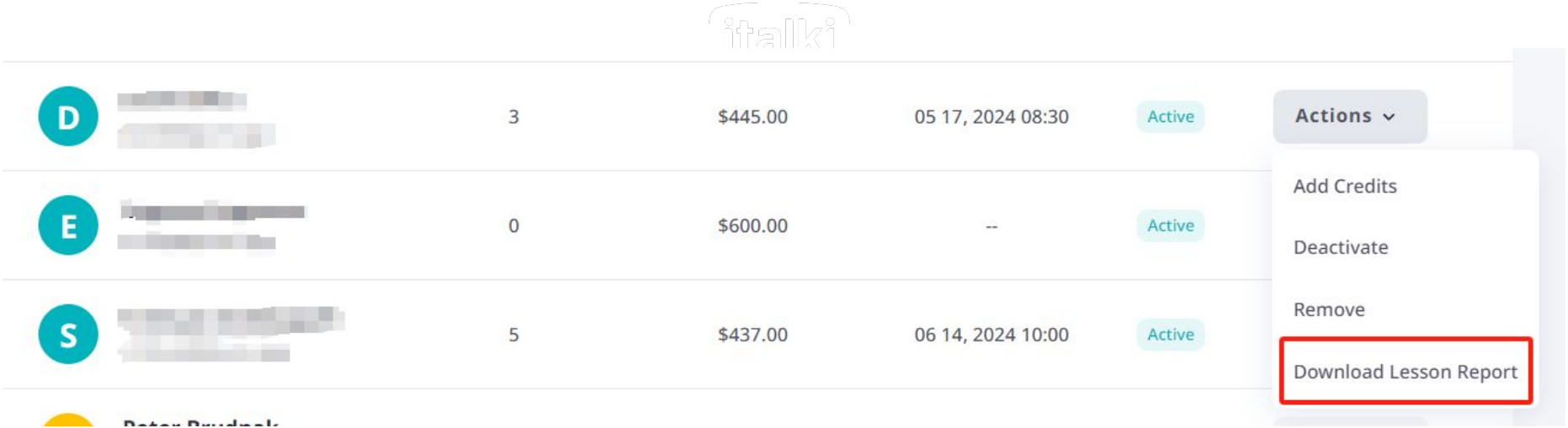
Reports

Easy Management

- Tailored dashboard to evaluate and track the team’s progress and detailed funds utilization reports
- Detailed report on employee learning activities
- All members reports

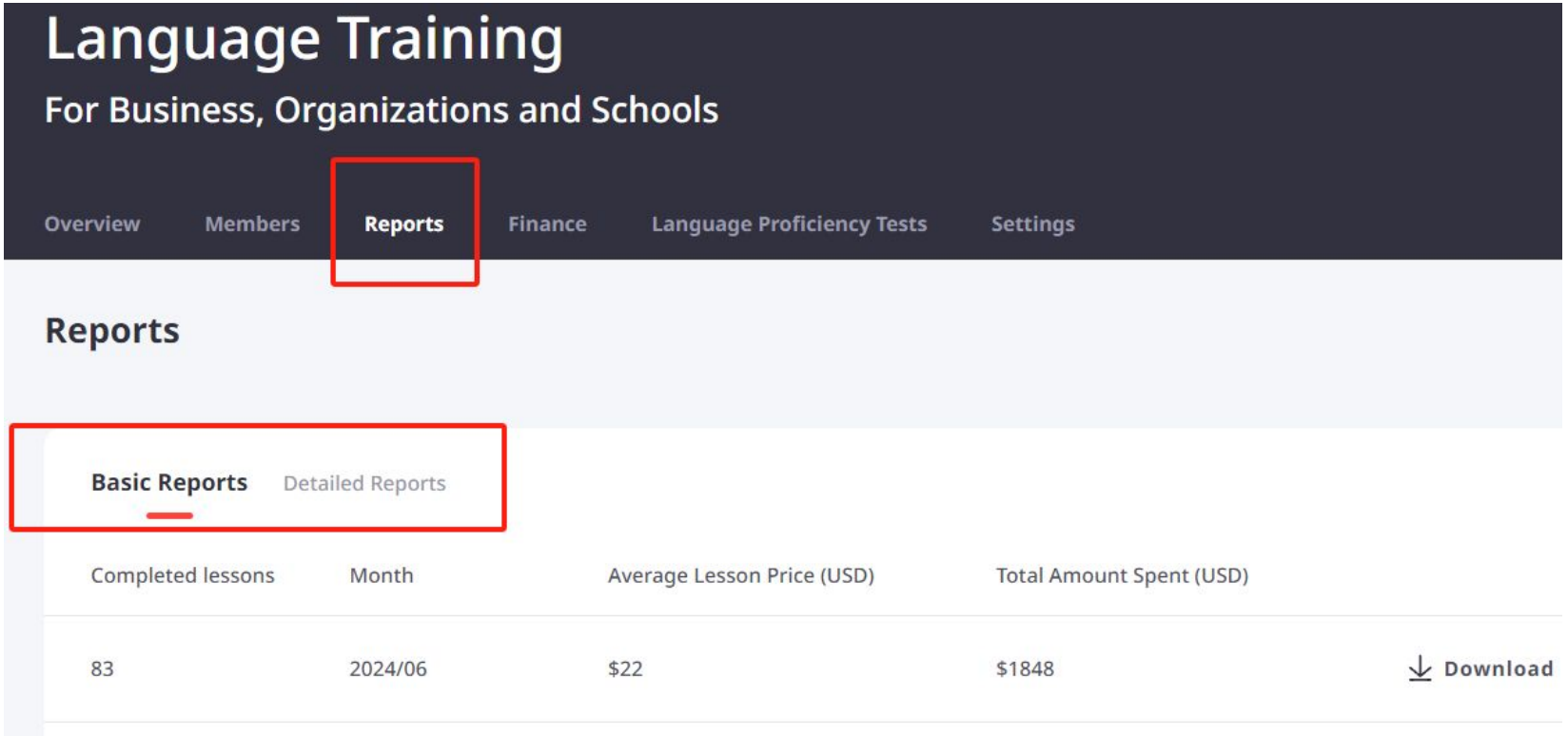
Reports: Individual

For Standard/Premium plan only: to see Individual reports, go to Members, filter by the member you need and click on Download

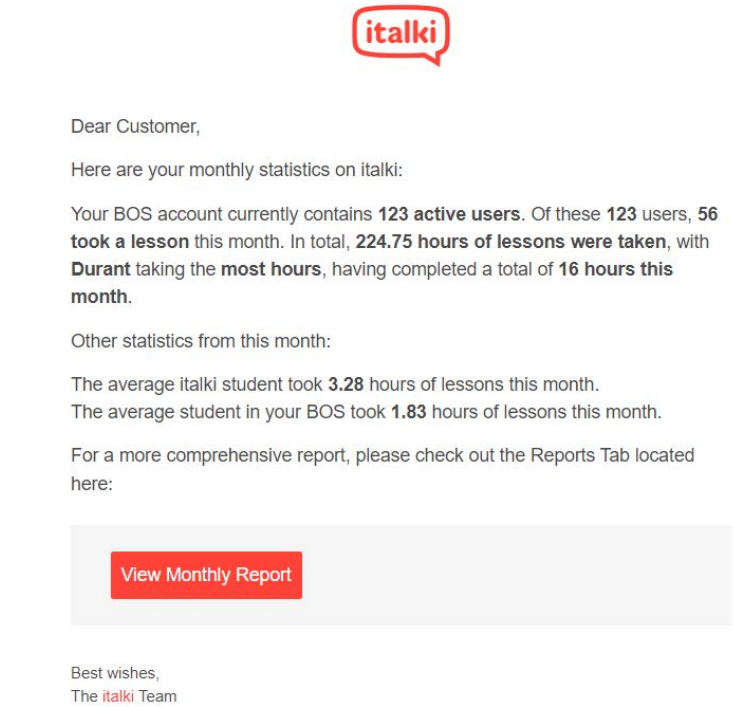


Reports: All members

To download reports, go to Reports page and click on download icon. For Basic plan accounts, only Basic reports are available.



If you have Standard/Premium plan, every month you will receive an email with overall performance information



Dear Customer,

Here are your monthly statistics on italki:

Your BOS account currently contains **123 active users**. Of these **123** users, **56 took a lesson** this month. In total, **224.75 hours of lessons were taken**, with **Durant** taking the **most hours**, having completed a total of **16 hours this month**.

Other statistics from this month:

The average italki student took **3.28** hours of lessons this month.
The average student in your BOS took **1.83** hours of lessons this month.

For a more comprehensive report, please check out the Reports Tab located here:

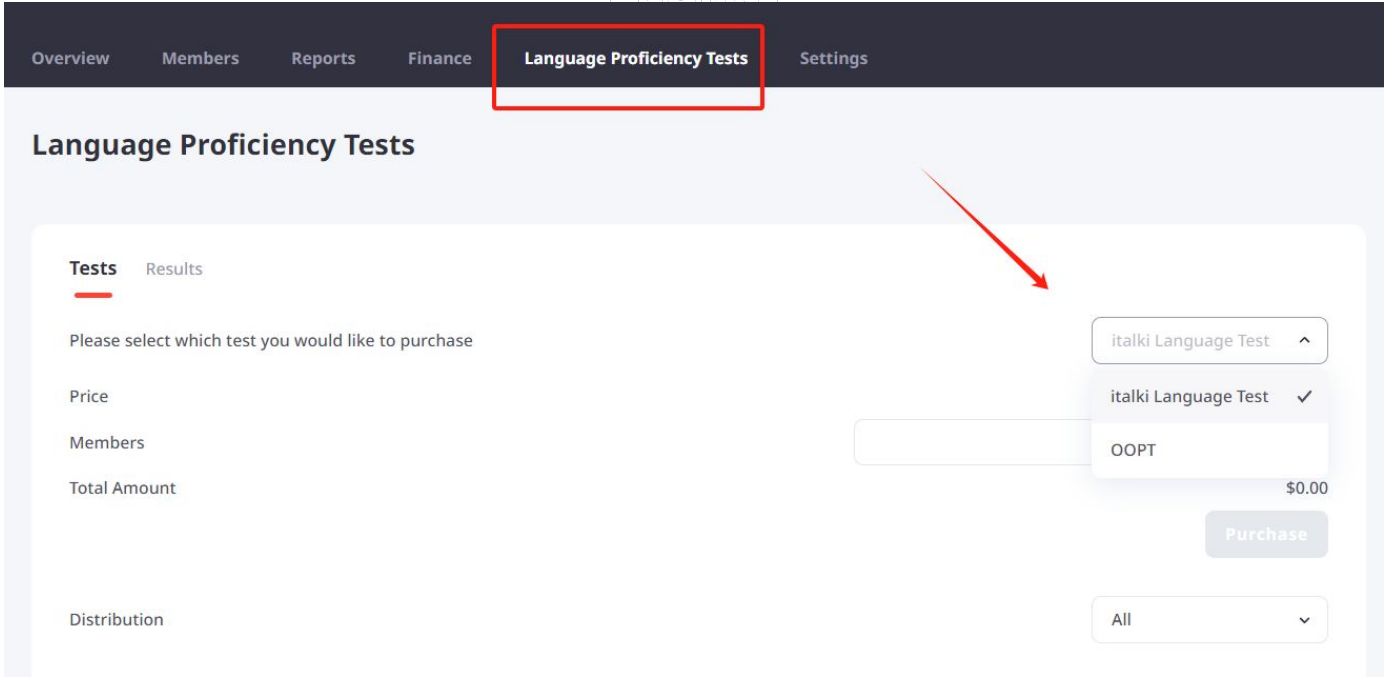
View Monthly Report

Best wishes,
The italki Team

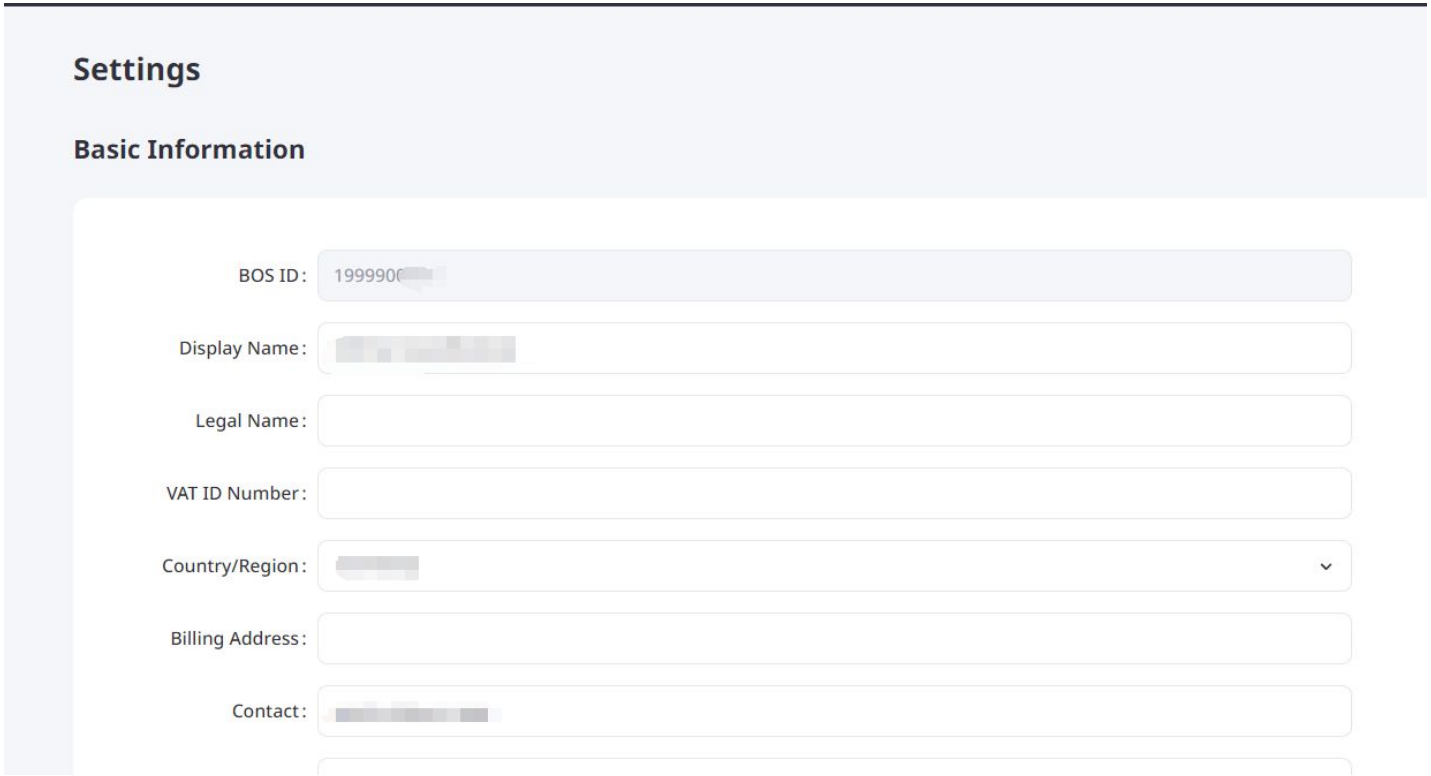
Language Tests

There are two types of tests available on italki: Oxford Online Placement Test (English) and italki Language Test (English, German, Spanish, French, Italian, Portuguese, Japanese).

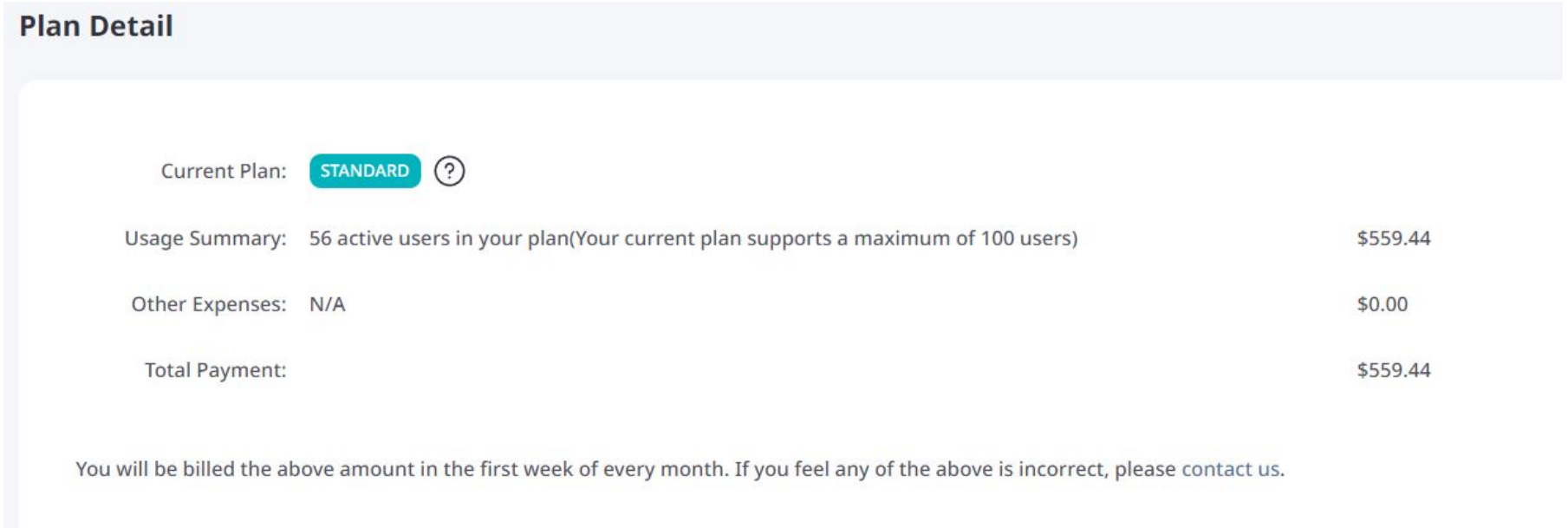
Standard/Premium Plans members can enjoy discounts for Language Tests, depending on the number of tests purchased. You can contact us for more information and special offers.



You will see basic settings and info about your business account on the Settings page, you can add or change information there.



You can also see your current plan and payment details. If you want to **upgrade** your plan, please contact us.



Contact us!

For any BOS related questions, please contact business@italki.com

For general questions regarding learning process (lesson problems, student account settings, teacher problems), you or your members can contact our support team via support@italki.com

BOS PLANS

BASIC

- 10 maximum users
- Employee Management Tool
- Member Management
- Credit distribution
- Invoice Download
- Basic Reports
- Support Channels: Email

Free

Min $200 credit purchase within 30 days

STANDARD

- 100 maximum users
- Employee Management Tool
- Member Management
- Credit distribution
- Invoice Download
- Basic Reports
- Individual Lesson Reports
- Support Channels: Email
- Detailed Reports
- Monthly Email Report
- Language Test Discount

$9.99/user/month

$200 one time set-up fee

PREMIUM

- Unlimited users
- Employee Management Tool
- Member Management
- Credit distribution
- Invoice Download
- Basic Reports
- Individual Lesson Reports
- Support Channels:Email/Phone
- Detailed Reports
- Monthly Email Report
- Language Test Discount
- Teacher Recommendation
- Customized Learning Plan
- Dedicated Account Manager
- Report Customization
- Business Training Design
- Batch upload members

Contact us

Customized Solution

italki

We pride ourselves in helping both multinational and midsize companies

Personal lessons can scale to any organization ❤️

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