

A young woman with curly hair, wearing a beige sweater, is sitting at a desk and smiling at the camera while typing on a laptop. In the background, several other people are working in a modern office setting. There are laptops, a coffee cup, and papers on the desk. The overall atmosphere is professional and collaborative.

italki

# Business Account Manual

Let's make the world more accessible

## Contents:

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# Getting Started



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:

## Lessons

1-on-1 Lessons

Group Class

## Teaching

Become a teacher

Teaching Code of Conduct

## Learning resources

italki Language Test

italki Language Challenge

italki Podcasts

## Promotions

Refer a Friend

Buy a Gift Card

**italki Business**

Affiliate Program

Partnership Program

## More

FAQ

italki Blog

Download App

English

USD \$

★ Trustpilot

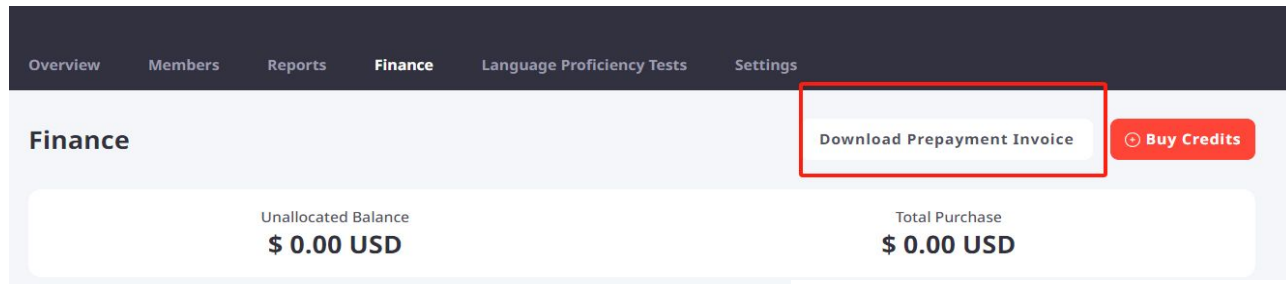


TrustScore **4.6**  
12,295 reviews

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.

The screenshot shows the italki Business dashboard. At the top left, there is the 'italki Business' logo and a 'Log Out' button. The main heading is 'Language Training For Business, Organizations and Schools'. Below this is a navigation menu with items: Overview, Members, Reports, Finance (highlighted with a red box), Language Proficiency Tests, and Settings. In the Finance section, there are two buttons: 'Download Prepayment Invoice' and 'Buy Credits' (highlighted with a red arrow). Below the buttons, there are two summary cards: 'Unallocated Balance \$ 0.00 USD' and 'Total Purchase \$ 0.00 USD'.

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



You will be able to edit the information required:



## Prepayment receipt

Company name:

Address:

Tax ID:

Invoice #:

Date:

Status: Waiting for payment  
Item: italki Credits  
Description : Lesson credits

### Amount

Subtotal: \$0.00 USD  
Sales Tax: \$0.00 USD  
**TOTAL: \$0.00 USD**

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:** 199990C

## 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	HSBCHKHHKHKH
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](mailto:support@italki.com).

# Members Management

Add/Remove members

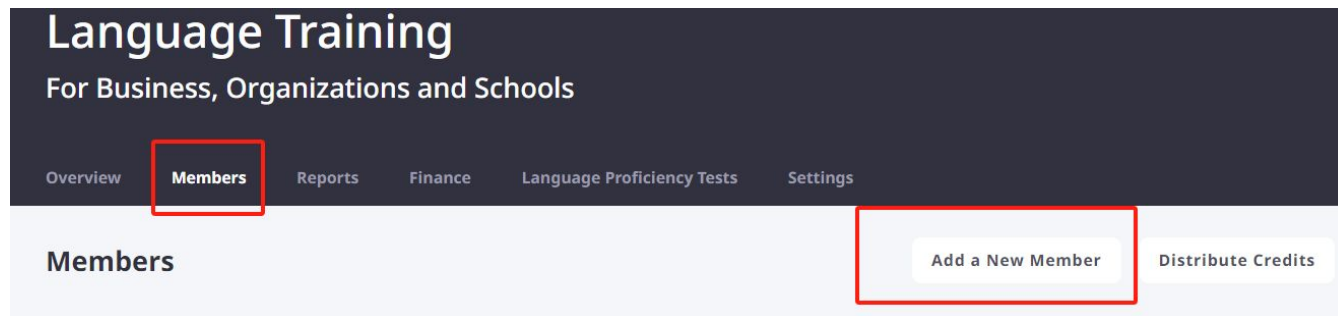
Set Admins

Distribute Credits





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.

Add a new member ✕

Email:  Full Name:

[+ Invite Additional User](#)

Add members via .csv file Confirm

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



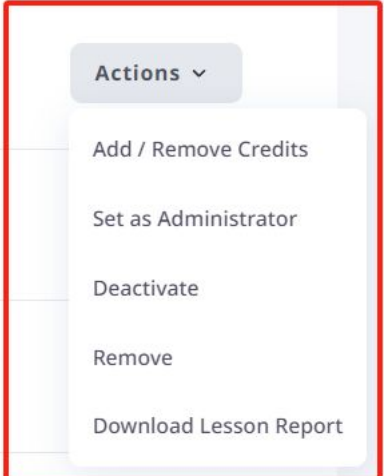




You can also remove the credits given to the member before, if the member left the company or doesn't need the account anymore



	Completed lessons	Account Balance	Last Lesson Time	Status	
	1	\$76.00	06 13, 2024 23:00	Active	
	0	\$100.00	--	Active	
	0	\$100.00	--	Active	

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](mailto:business@italki.com)

	Completed lessons	Account Balance	Last Lesson Time	Status	
 	1	\$76.00	06 13, 2024 23:00	Active	
 	0	\$100.00	--	Active	
 	0	\$100.00	--	Active	

# 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



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



		3	\$445.00	05 17, 2024 08:30	Active	<b>Actions</b> ▾
		0	\$600.00	--	Active	Add Credits
		5	\$437.00	06 14, 2024 10:00	Active	Deactivate
						Remove
						<b>Download Lesson Report</b>

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

## Language Training

For Business, Organizations and Schools

Overview
Members
Reports
Finance
Language Proficiency Tests
Settings

### Reports

**Basic Reports**

Detailed Reports

Completed lessons	Month	Average Lesson Price (USD)	Total Amount Spent (USD)	
83	2024/06	\$22	\$1848	<a href="#">↓ Download</a>

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

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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.

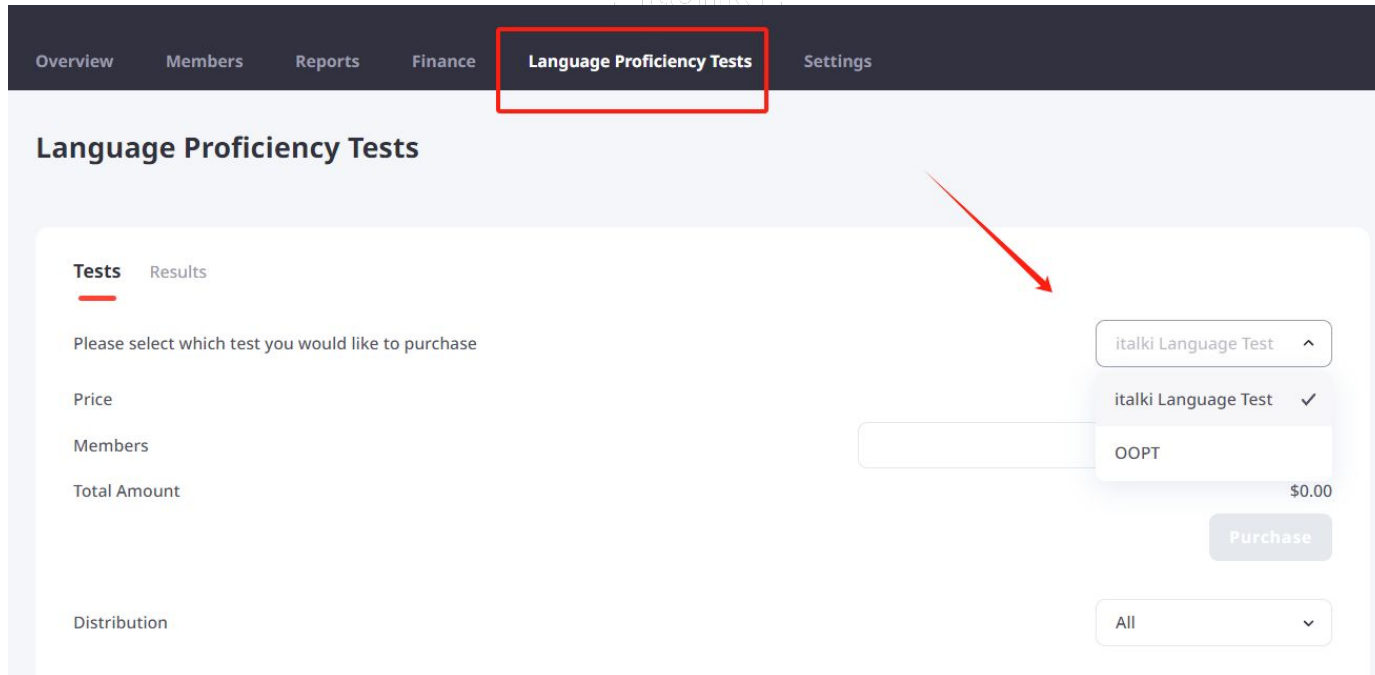
For a more comprehensive report, please check out the Reports Tab located here:

[View Monthly Report](#)

Best wishes,  
The **italki** Team

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.



The screenshot shows the 'Language Proficiency Tests' page in the italki dashboard. The navigation bar at the top includes 'Overview', 'Members', 'Reports', 'Finance', 'Language Proficiency Tests' (highlighted with a red box), and 'Settings'. The main heading is 'Language Proficiency Tests'. Below this, there are two tabs: 'Tests' (active) and 'Results'. The 'Tests' tab contains the text 'Please select which test you would like to purchase'. On the right side, there is a dropdown menu with 'italki Language Test' selected and a checkmark. Below the dropdown, there is a 'Purchase' button. A red arrow points to the 'Purchase' button. The page also shows a 'Total Amount' of '\$0.00' and a 'Distribution' dropdown set to 'All'.



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

## Settings

### Basic Information

BOS ID: 1999900

Display Name:

Legal Name:

VAT ID Number:

Country/Region:

Billing Address:

Contact:

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

## Plan Detail

Current Plan: **STANDARD** ⓘ

Usage Summary: 56 active users in your plan(Your current plan supports a maximum of 100 users) \$559.44

Other Expenses: N/A \$0.00

Total Payment: \$559.44

You will be billed the above amount in the first week of every month. If you feel any of the above is incorrect, please contact us.

# Contact us!

For any BOS related questions, please contact [business@italki.com](mailto: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](mailto: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

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# We pride ourselves in helping both multinational and midsize companies

Personal lessons can scale to any organization ❤️



