



neo
Professional

Getting Started

1 Before You Start

Minimum Device Specifications

neo Study App

Supported Mobile Devices:

- **iOS 10.0 or higher**
iPhone 5s, iPhone 6, iPhone 6 Plus, iPhone 6s, iPhone 6s Plus, iPhone SE, iPhone 7, iPhone 7 Plus, iPhone 8, iPhone 8 Plus, iPhone X, iPad Air, iPad mini 2, iPad Air 2, iPad mini 3, iPad mini 4, 12.9-inch iPad Pro, 9.7-inch iPad Pro iPad (5th generation), 12.9-inch iPad Pro (2nd generation), 10.5-inch iPad Pro, and iPod Touch
- **Android 4.1 Jelly Bean or higher**

Android Devices with Known Issues:

- ✘ Oppo Smartphones with ColorOS
- ✘ Huawei Honor 9

Additional Recommendations:

- Android devices should have a minimum of 1 GB of free RAM available.
- For better Speech Recognition, use headphones with a microphone

Browser Recommendations

neo LIVE

Supported Browsers:

- Google Chrome 63.xx or later (Windows/MacOS/Android)
- Mozilla Firefox 58.xx or later (Windows/MacOS/Android)
- Safari 11.xx or later (MacOS and iOS*)

*Chrome/Firefox are not supported on iOS

Hardware Recommendations:

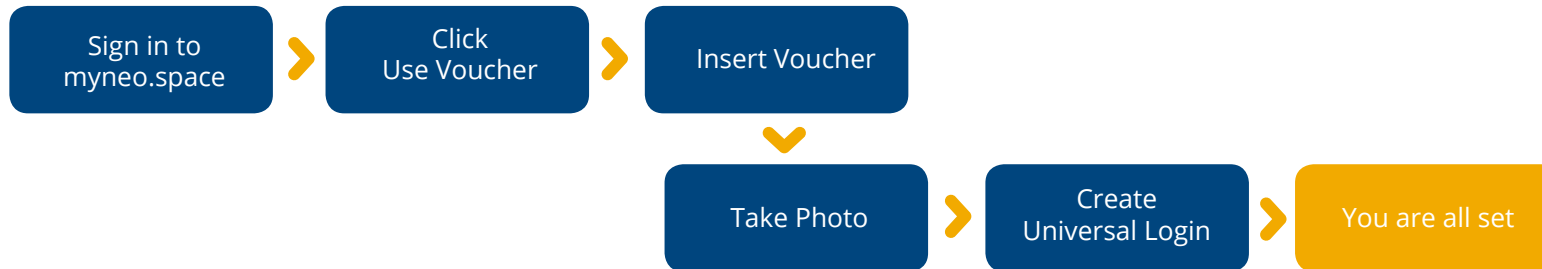
- Minimum Windows 8 with 2 GB RAM
- Minimum OS X El-Capitan with 2 GB RAM
- iOS 11.0 or higher
- Android 4.1 Jelly Bean or higher
- a dedicated internet connection with a minimum of 512/kbps

Registration & Voucher Activation Steps

Initial Registration

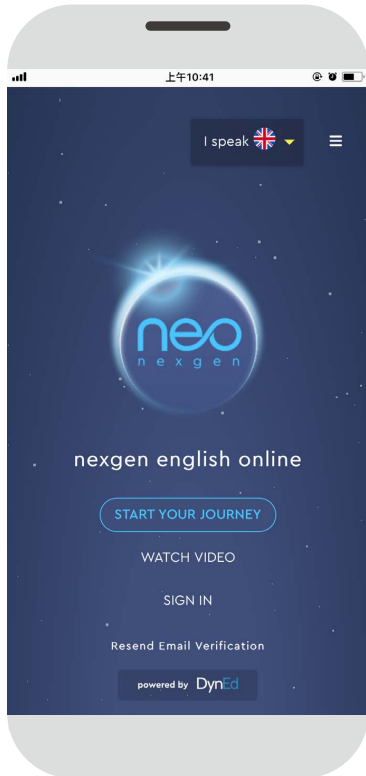


Voucher Code Activation



2 Take the neo Assessment Test

1

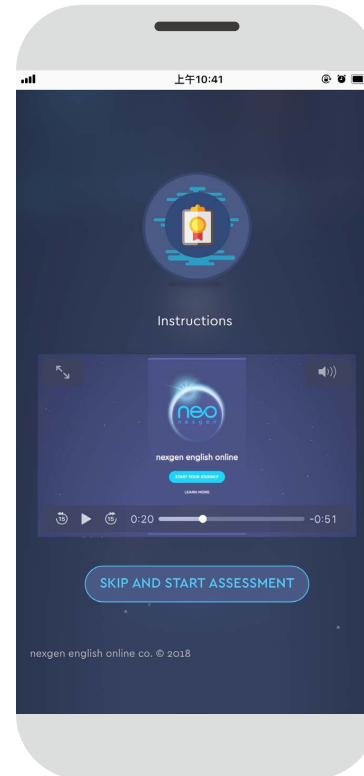


Access the Assessment Test at <https://myneo.space> or scan this QR code.



Start the test by clicking **START YOUR JOURNEY**

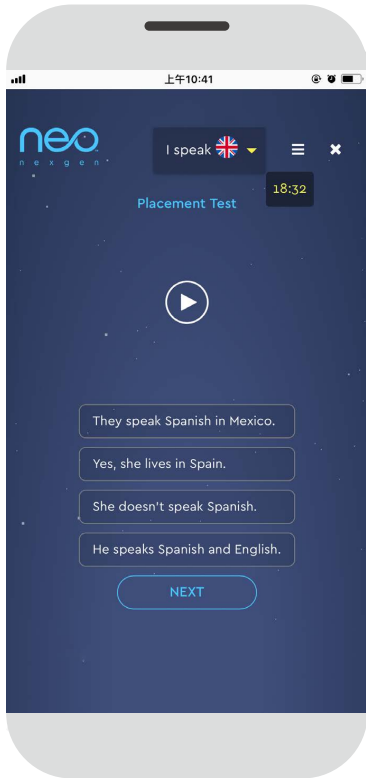
2



At the beginning there is an English video to introduce the Assessment Test and the question types.

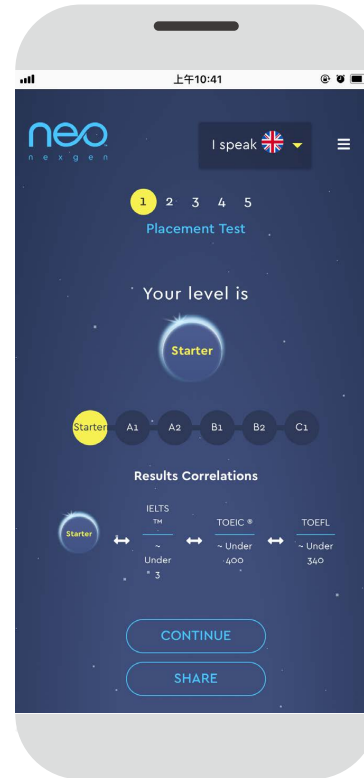
You can skip this video and start the test by clicking **SKIP AND START ASSESSMENT**

3



The test includes listening questions, so make sure you have your sound on.

4

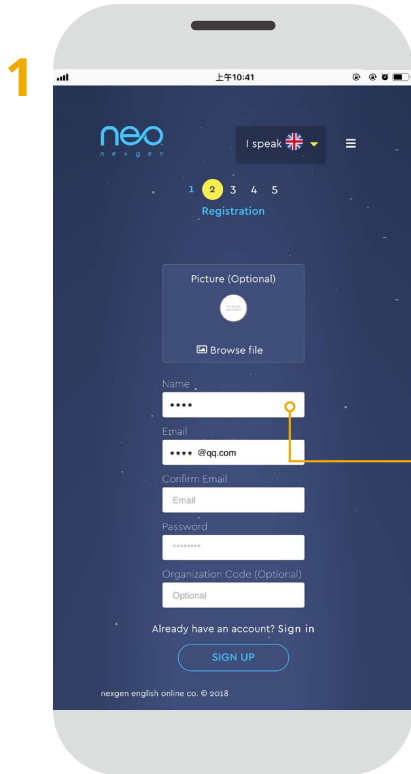


Once the test finishes, write down your level or take a screenshot. Then click **CONTINUE** to go to the **Registration** page.

Important:

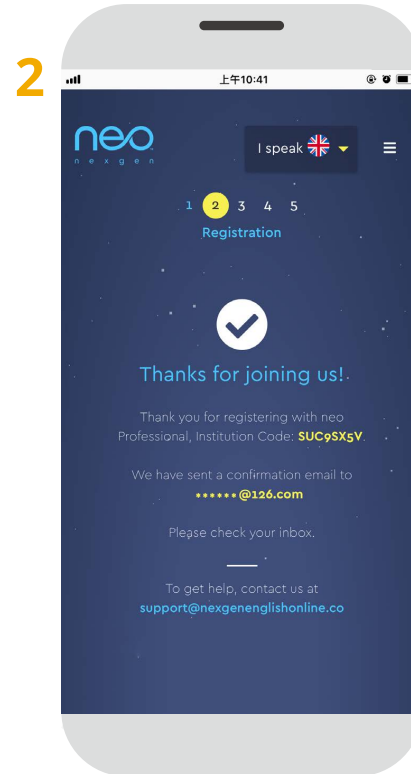
1. Please register now.
2. If you do not register now, your score will not be recorded, and you will have to retake the Placement Test again later.

3 Register



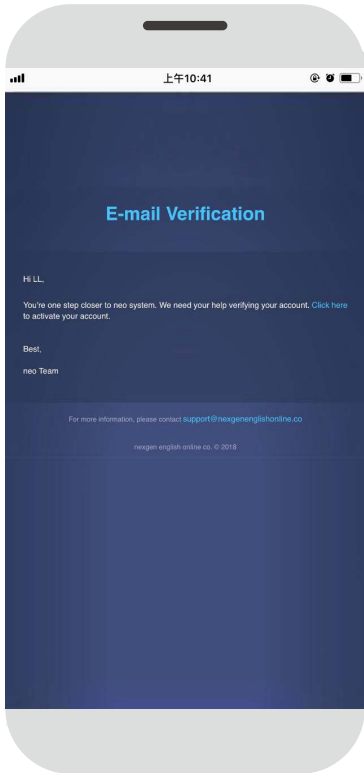
Please use your real email address.
Complete the additional information requested, including your company's **Organization Code** (from your HR or Training Manager), then click **SIGN UP**.

**Please input your name carefully!
This is the name that
will appear on your Certificate.
It can't be changed once submitted.**



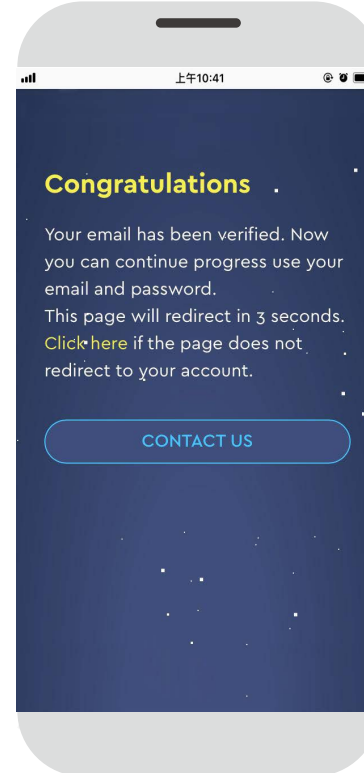
Once you see the **Thanks for joining us!** page, go to your email application and open the email sent to you.

3



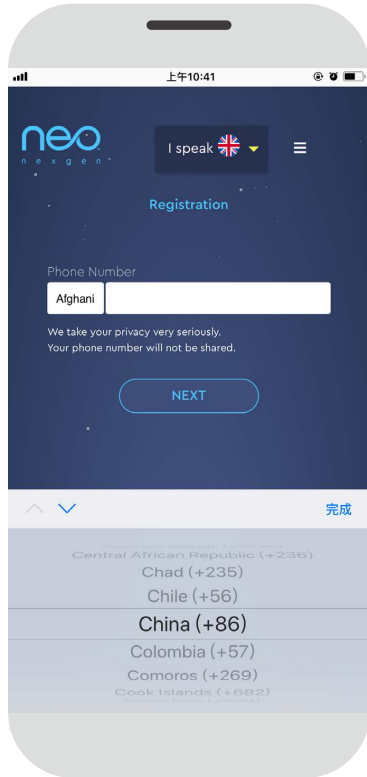
When you open the email, click on **Click here** to register your neo Professional account.

4



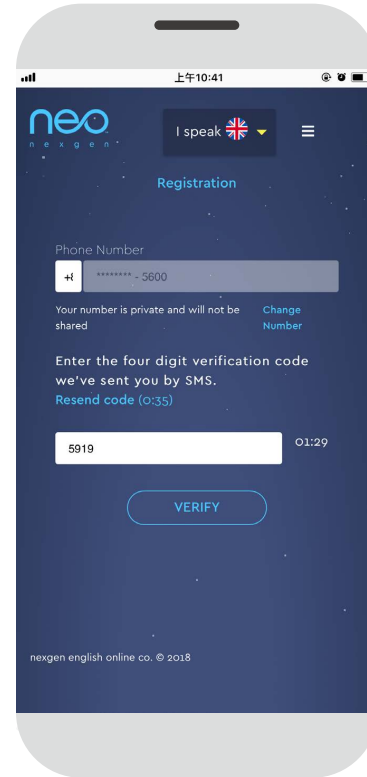
Be patient. Registration can take 3 or more seconds before the next screen shows.

5



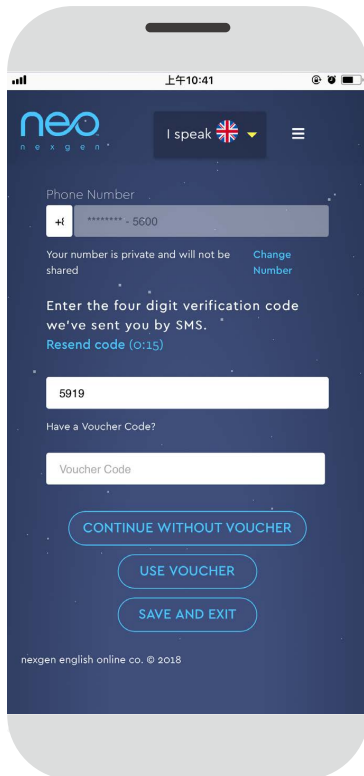
Now select your **Country Code** and input your **Phone Number**.
Click **NEXT**. Your phone should now receive a **Verification Code**.

6



Input the four digit **Verification Code**.
Click **VERIFY**.

7



The screenshot shows the Neo NextGen mobile app registration screen. At the top, the app logo 'neo nextgen' is visible, along with a language selector 'I speak' and a flag icon. Below the logo, there is a 'Phone Number' field with a dropdown menu showing '+86' and a masked number '*****-5600'. A note states 'Your number is private and will not be shared' with a 'Change Number' link. The next section prompts the user to 'Enter the four digit verification code we've sent you by SMS.' with a 'Resend code (0:15)' link. A text input field contains the code '5919'. Below this, there is a 'Have a Voucher Code?' section with a 'Voucher Code' input field. At the bottom, there are three buttons: 'CONTINUE WITHOUT VOUCHER', 'USE VOUCHER', and 'SAVE AND EXIT'. The footer text reads 'nexgen english online co. © 2018'.

You have now completed the first part of the registration process.

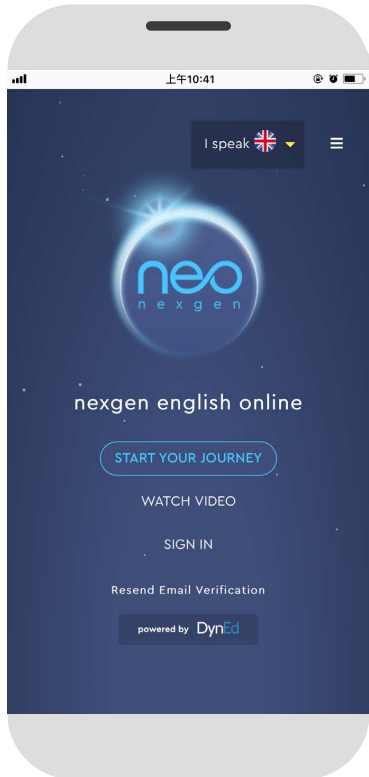
Assuming you don't have a **Voucher Code**, please click **SAVE AND EXIT**.

To get a **Voucher Code**, please ask your company.

Once you have the **Voucher Code**, please follow the steps on the next page to activate it.

4 Activate Voucher Code

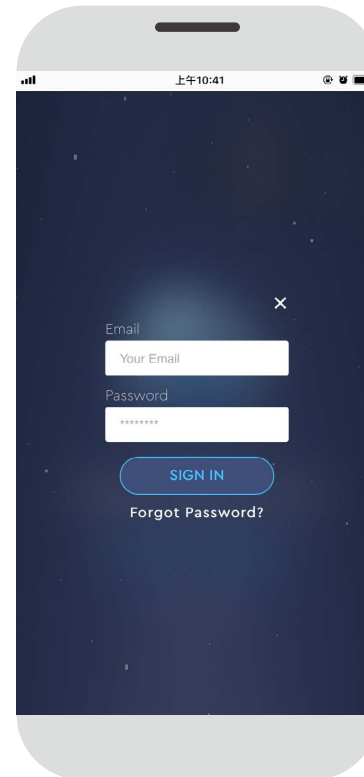
1



Open your browser and go to <https://myneo.space>, or scan this QR code, and click **SIGN IN**.

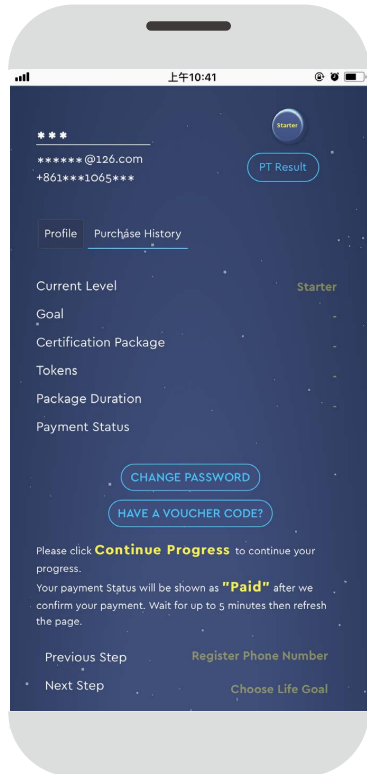


2



Input your registered neo Professional **email address** and **password** and click **SIGN IN**.

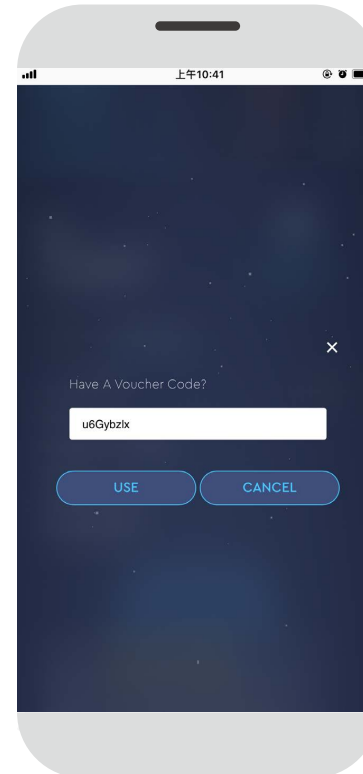
3



Once you have logged in, you will see your **Profile** page.

Click **Have A Voucher Code?** to activate it.

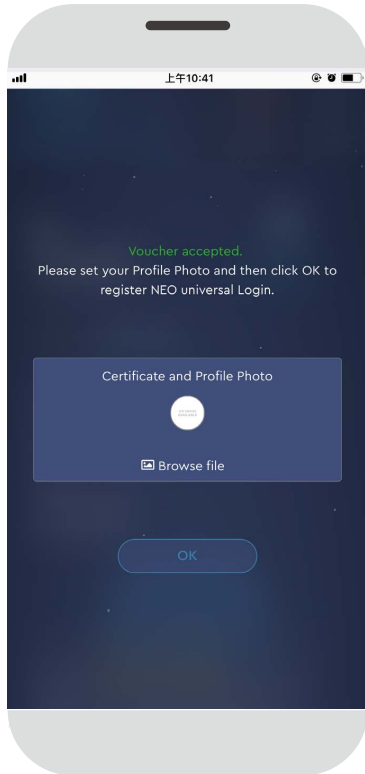
4



Input your Voucher Code, then click **USE**.

Add Profile Photo

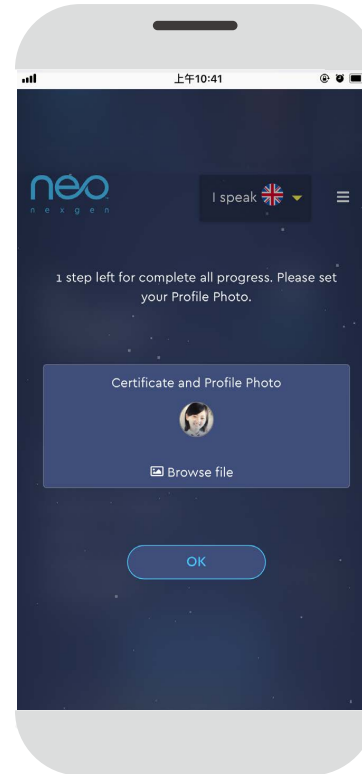
5



Once your Voucher Code is accepted, please upload your **Profile Photo**.

This photo will appear on your Certificate and can't be changed once set.

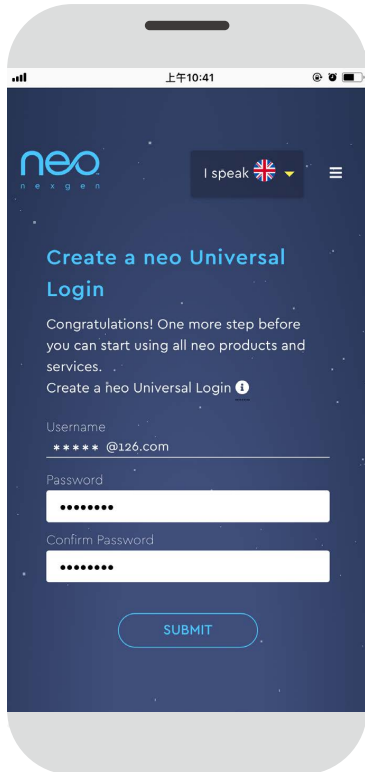
6



You can take a photo using your device's camera or upload an existing photo. Photos should be **< 2MB**.

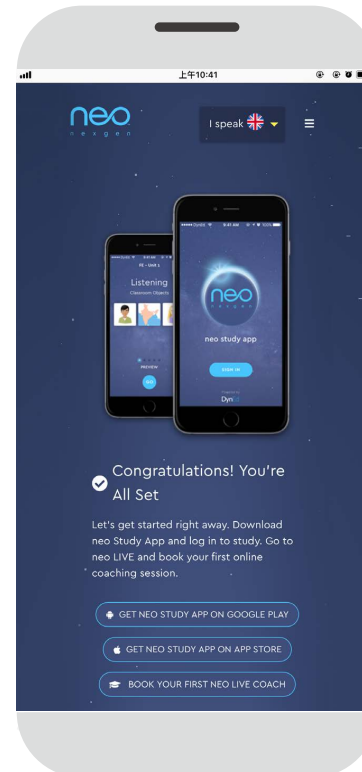
Create Universal Login

7



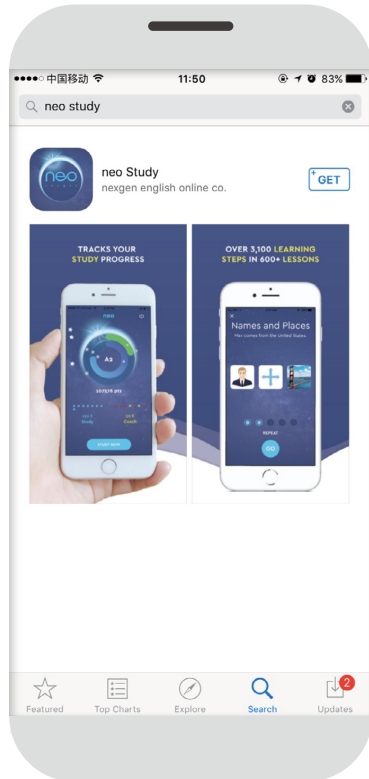
Now type in and confirm the password you will use with your email address to log into neo Professional and neo Live. Click **SUBMIT**. Do not click twice.

8



Be patient. Registration can take up to 10 seconds. When you see this page, you have successfully completed the registration process.

5 Install the neo Study App



To download and install the neo Study App

1. Go to your local *Apple* or *Google Play Store* and search for **neo study**, or scan the appropriate QR code below.



Apple Store



Google Play

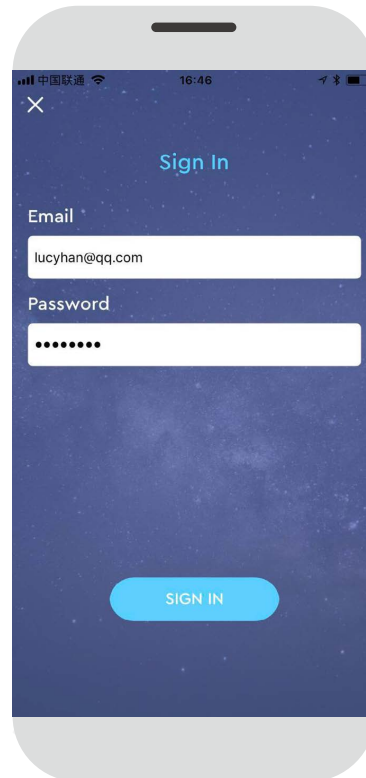
2. Click **GET** to install the app on your phone or tablet.

1



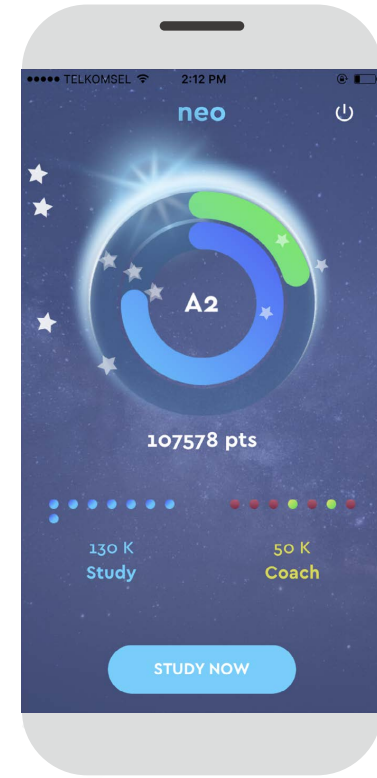
Open the neo Study App.
Click **SIGN IN**

2



Input your email address and password.
Click **SIGN IN**

3



Click **STUDY NOW** to start studying.