Frequently Asked Questions

Q. Is there a Demo version of the course?

A. Yes, Demo versions or Free Trial are available on the website as well as in the app stores of Android and Apple.

- **Browser User:** If you are using browser on your computer, please visit https://www.nycenglish.net and select 'Start Demo' to access the demo.
- **iOS Device User:** If you are an iOS device user, download NYCEnglish Lite app from the App Store.
- **Android Device User:** If you are an Android device user, download NYCEnglish app from Play Store. After you start the NYCE app, select the "Register" option, and then select the "I want a demo" option.

Q. How can I get a license key for the course?

A. To purchase licenses, please visit http://nycbworld.com/find-a-coach and select the desired product. You may also contact your local NYCE distributors to buy licenses.

Q. I am a registered user, but I forgot my Username.

A. To recover your Username, visit http://lms.nyceonline.nyc/usernamerecovery and follow the instructions.

Q. I am a registered user, but I forgot my password.

A. To recover your password, visit http://lms.nyceonline.nyc/passwordrecovery and follow the instructions.

Q. Which browsers support the NYCEnglish course?

A. The NYCEnglish online version works well on most of the common browsers available. The NYCEnglish course works with following browsers:

Windows

- Internet Explorer 10 and 11
- Chrome latest version
- Firefox latest version

Mac

- Safari
- Chrome

Q. Is NYCEnglish available as an Android or iOS app?

A. Yes, NYCEnglish is available on both Android and iOS app stores. Search 'NYCEnglish' on respective app stores and download the app on your device.

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Q. How much does a license cost?

A. To purchase licenses, please visit http://nycbworld.com/find-a-coach and select the desired product. Pricing is displayed for each product on the site.

Q. I have finished Beginners level and want to move to the Intermediate level. Where would I find the license key to do this?

A. To move to the next level, please purchase the license key for that level. To purchase licenses, please visit http://nycbworld.com/find-a-coach and select the desired product and level.

Q. My demo license/free trial expired. How can I renew it?

A. Some of the Demo versions expire in 30 days. You can sign up for another demo license using a different Email and Username, or select 'Buy Now' at the upper right corner of the screen on https://www.nycenglish.net to purchase a regular user license.

Q. I am not able to login to the course. It shows an error.

A. To successfully login to the course, you should be connected to the internet. Use google.com to check your internet connection. If the problem persists, please email the details of the issue to NYCEnglish Customer Care at customercare@nycenglish.nyc.

Q. I am not able to record my voice.

A. NYCEnglish course has a unique feature to record and analyze user's voice. This feature requires the microphone of your device and the internet connection to be functioning properly. To use this feature, check the following:

- Users should have a minimum of 2 Mbps internet connection.
- Users should have headphone with microphone. Make sure you enable this on your device. Users should check for any background noise. This could affect the recording.
- If you are using your phone to record and analyze, use NYCEnglish app instead of the Web browser on your device.

If the problem persists, please email the details of the issue to NYCEnglish Customer Care at customercare@nycenglish.nyc.

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Q. The app keeps displaying a message that I said the word incorrectly. I think I have said it very well.

A. The NYCEnglish course has a unique feature to record and analyze the user's voice. You can hear your recording by going to your user Dashboard> My Account> My Progress> Click on level> Click on theme> Click lesson> Click Conversation line or Key Words. Be aware the microphone picks up other sounds in the background and becomes part of the recording. If the problem persists, please email the details of the issue to NYCEnglish Customer Care at customercare@nycenglish.nyc.

Q. How this website will benefit me?

A. NYCEnglish is a US-based, industry leader in English as Second Language (ESL) software. It sets itself apart by offering a professional grade product that teaches all six skills for learning a language: reading, writing, grammar, speaking, pronunciation, and listening comprehension, with an emphasis on speaking and listening. It can be used to complement an existing curriculum or for independent self-learning. NYC English uses high-definition videos and animations that engage you with authentic English language communication. You can watch, hear, and practice simple communicative tasks with our voice recognition tool, apply grammar rules to conversations, and improve your speaking skills with our key words. There are three levels, Beginner, Intermediate and Advanced. Each level has 30 real-life learning themes with lessons in each theme

Q. I would like to know more about becoming a reseller of your courses.

A. Please contact NYCEnglish Customer Care at customercare@nycenglish.nyc.

Q. I am interested in applying as a teacher and teacher recruiter, and as NYCEnglish distributor.

A. Please contact NYCEnglish Customer Care at customercare@nycenglish.nyc.