Android mobile phone or tablet
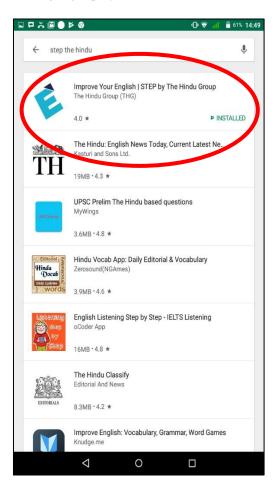
- Android 5.1+ (Lollipop or upgraded version)
- 1GB RAM
- 30 MB free space
- Stable internet connection with 1Mbps speed via SIM or 4G hotspot or Wi-Fi or Ethernet
- Go to Google Play Store and download the STEP App - https://play.google.com/store/apps/details?id=com.hindu.step

Note: The STEP app is not compatible with non-android devices like iPhone or windows phone

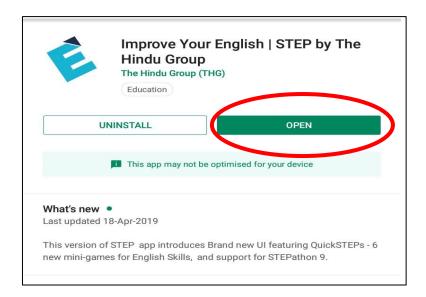**How to access the STEP course through Android APP?**

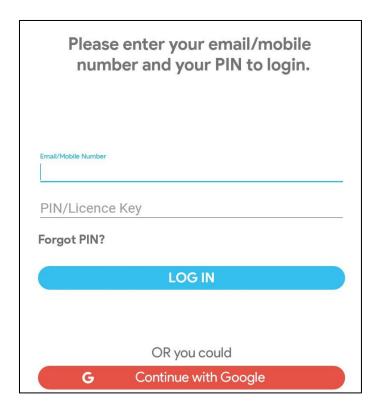Go to google play store and search for **STEP by the Hindu group**. Click on **INSTALL.**

Click on **OPEN.**

Type your email id / phone number and enter the license key shared by your administrator and click on **LOG IN.**

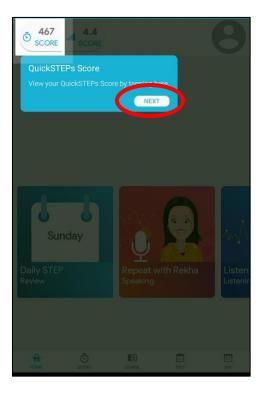Your home screen will look similar to this sample screen.

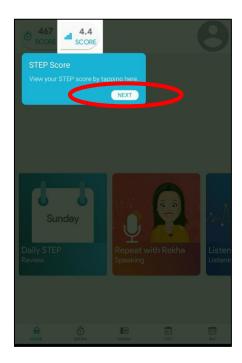Quick STEPs are additional exercises which are not part of your course.
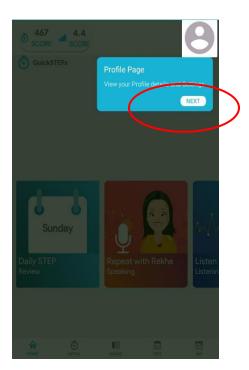
STEP Score is your most recent test score.
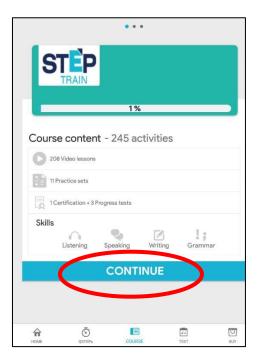

Profile page gives users information.

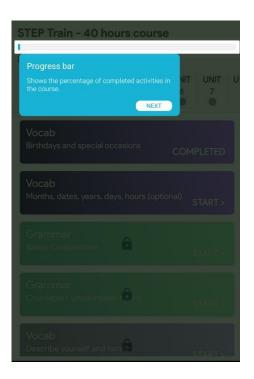Click on **COURSE** to enter into your registered course

Click on **CONTINUE** to start taking your course. If you are starting the course for the first time, it would say **START** and will change to **CONTINUE** once you complete any activity.
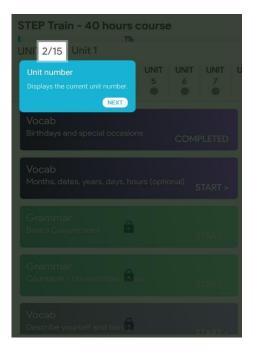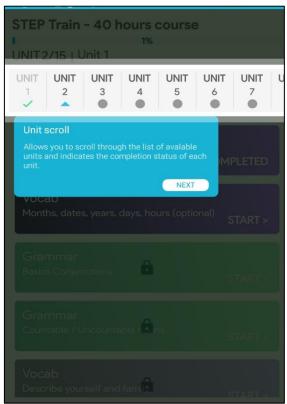
You will be guided through the following steps in the app.

STEP Train - 40 hours course

1%

UNIT 2/15 | Unit 1

UNIT 1	UNIT 2	UNIT 3	UNIT 4	UNIT 5	UNIT 6	UNIT 7	U
✓	▲	●	●	●	●	●	

Unit scroll

Allows you to scroll through the list of available units and indicates the completion status of each unit.

NEXT

Vocab
Months, dates, years, days, hours (optional)   START >

Grammar
Basics Conjunctions   🔒   START >

Grammar
Countable / Uncountable nouns 🔒   START >

Vocab
Describe yourself and fami🔒

STEP Train - 40 hours course

1%

UNIT 2/15 |

Unit 1

UNIT 1   UNIT 6   UNIT 7   U

Unit name

Displays the current unit name.

NEXT

Vocab
Birthdays and special occasions   COMPLETED

Vocab
Months, dates, years, days, hours (optional)   START >

Grammar
Basics Conjunctions   🔒   START >

Grammar
Countable / Uncountable nouns 🔒   START >

Vocab
Describe yourself and fami🔒   START >
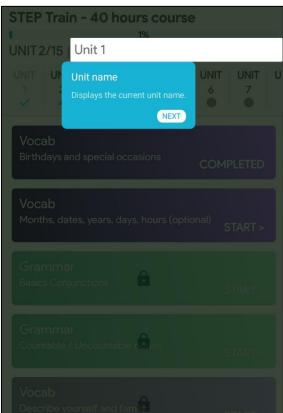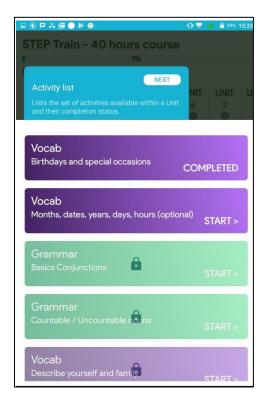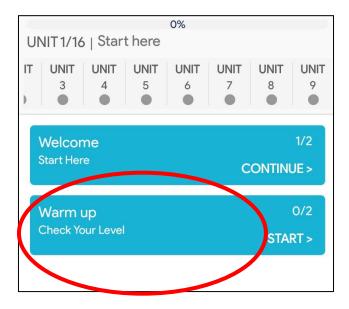
Please take the **WELCOME VIDEO** and then the **WARM UP** test.

Course details:

Once logged in, a **Warm up/Cycle** assessment test has to be taken. This score will be used to provide the appropriate learning intervention for the current language proficiency level. After this, the various units of the online course will be visible. There are approximately 6 to 12 units in a course and each unit will have up to 12 activities in it.

Once all the units are completed, a **Certification test** will have to be completed at the end of the course. Once this test is completed, the final STEP score, certificate and detailed report can be downloaded from the individual STEP account. The certificate will also be emailed to the registered email id.

Frequently Asked Questions:

How do I know more details about the course?
A detailed orientation email will be emailed to your email id provided by your organization. Please refer to it. (This is the same as the content provided in the earlier pages of this document.)

What do I do if I need technical assistance or clarification while accessing my online course? Please call 1800 3600 6063 (10 am to 6 pm on weekdays) or you can write to info@steptest.in stating your organization name, log in id and license key. Providing a detailed description and/or screen shot of issue faced will help us assist you quickly.

How do I plan my online learning?

The online course is designed for self-study. There are interesting video lessons, webisodes and practice sets. You can allocate two to four hours every day and complete the course within 10 to 20 days.

What about the start and finish date?

You can start the course at the earliest and finish it as per the date set by your administrator.

What is the STEP score?

The STEP scores are from 1 to 12 and these have been benchmarked to global standards. The STEP scores have been aligned to the Common European Framework of Reference (CEFR) for languages:

1 – 2 Score	3 – 4 Score	5 – 6 Score	7 – 8 Score	9 – 10 Score	11 – 12 Score
Beginner	Elementary	Intermediate	Upper Intermediate	Advanced	Mastery
The first step in English Language	Low Skilled Vocations, Retail	Small and Medium Enterprises (Vocational)	Indian Corporates	Global MNC's	Consulting Business Development

Troubleshooting steps:

For Android mobile users, testing via app:

- Check the internet connection if it is 1Mbps by doing the **Speed test** from the **Menu** option

- If the app gets stuck in between the test or course please restart your phone (switch off and switch back on). Often mobile phone users will have many apps running that may be using system resources. A restart will help ensure that the test goes smoothly.

- Please do not attend calls or notifications, for example, clicking on WhatsApp messages or PayTM alerts. Kindly wait until the test is finished.

Audio not recording:

- Please do the **Microphone Test** from the Profile Menu to check if speech is being recorded properly. Alternatively, while answering speech questions, please play back the recording using the **Play** button and ensure you can hear the recording clearly before clicking on submit.

- Please clear cache and temporary files to free up storage space to save th e audio recordings.

Video not loading:

- To avoid any issues with video play back make sure that the You tube player is updated to the latest version.

Contact us:

If you are unable to resolve the error, please call 1800 3600 6063 (10 am to 6 pm on weekdays) and ask for technical support. You can also write to info@steptest.in stating your organization name, log in id and license key. Providing a detailed description and/or screen shot of issue faced will help us assist you quickly.