How to enter your LU English classroom

You need the email address for your LU English account and a booked lesson. These steps take you into a private lesson in your web browser.

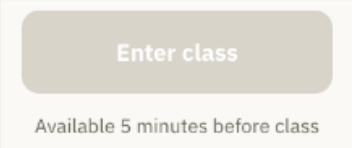
Sign in with your email

1. Open LU English sign-in. If your dashboard is already open, go to the next step.
2. Type the email address you use for lessons. Choose **Email me a code**. Leave this page open while you check your inbox.
3. On the **Check your email** page, enter the six digits from the email. Choose **Verify and sign in**. You should see **You're signed in** before your account opens.

The code lasts ten minutes and works once. If the message is missing, check spam or junk. Choose **Resend code** when the countdown ends. If the address on the screen is wrong, choose **Use a different email**.

Find the right class and open it

1. On your Dashboard, find **Upcoming lessons**. Select the lesson that matches your date and start time. Check the teacher and the time zone shown.
2. Choose **Enter class**. It becomes available five minutes before the lesson. For example, if class starts at 10:00, you can enter at 9:55.
3. If you are already on the **Lessons** page, choose **Upcoming** and select **Join class** on the lesson row. If you open **Details** first, the private lesson button is **Join lesson**. A group booking opens its own group classroom.



If you see this message before the opening time, keep the dashboard open and wait.

Common questions

Why can't I click Enter class yet?

The classroom opens five minutes before the scheduled start. Check the time zone and start time on the lesson card.

What if I accidentally leave?

On the You left the classroom screen, choose Rejoin Classroom while the lesson is still running.

I got a message after the start time. Can I still enter?

If you haven't joined about five minutes after the start, you may get "We're waiting — you coming?" Open your dashboard and select Enter class. If a technical problem stopped you joining, the message asks you to contact LU English through Help within one hour.

Check your devices and join

Check that your teacher will be able to see and hear you



Before you enter, say hello and look for the sound bars to move.

1. When your browser asks to use your camera and microphone, choose **Allow** for the devices you want to use. On **Join your class**, wave at the camera. Look for your moving picture and a check mark by the camera.
2. Say “hello” out loud. Look at the bars beside the microphone. They should move as you speak. A mic check mark means the classroom picked up sound.
3. If your picture or voice is missing, select **Settings**. Under **Camera** or **Mic**, click the device name and choose the one you want. Test again, then select **DONE** to return.

If you previously blocked access, allow the devices in your browser’s site permissions for **luenglish.com**. Inside the device panel, open the **red Settings** button and choose **Retry devices**.

The preview and sound bars test your own camera and microphone. Once you enter the room, ask your teacher to say hello so you can check your speakers or headphones.

Finish entering and greet your teacher

1. On **Join your class**, select **NEXT**. The **How to use it** screen shows the mic, pen, and teacher-view icons.
2. Select **ENTER CLASS**. If you have already done the check and see **Skip → Enter Class**, you may use it to enter directly.
3. If the video says **Waiting for** your teacher, stay in the room. When they appear, say “Hello, can you hear me?” and ask them to wave. You should hear their reply and see the movement.

If you need help during class, open **Classroom Help** and select **Use the classroom**. Choose the heading that matches what you see or hear.

Can I enter from an app icon?

Yes. From your dashboard, choose Get the App Now. See how to install the LU English web app.