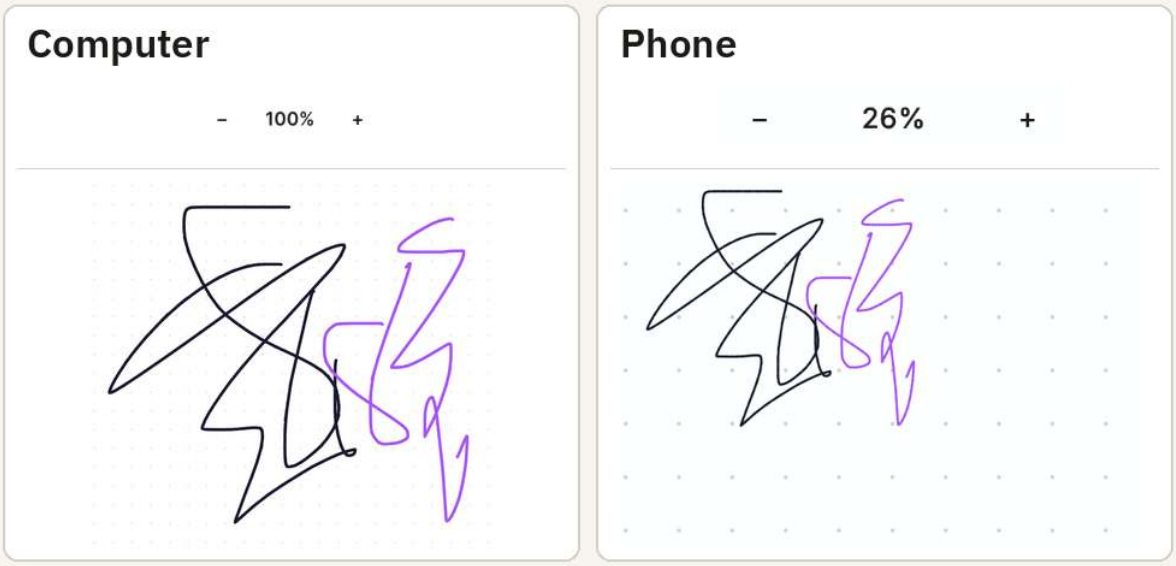
How to use the LU English classroom

This guide is for a private lesson in your web browser. If you still need to join, start with How to enter your classroom. Once you and your teacher are in the room, try the first exercise together.

Zoom in and write on the whiteboard

You and your teacher share what you draw. Each of you can zoom in or out on your own screen. If a word looks small, you can make it bigger even while your teacher looks at the whole board.



Find the purple zigzag in both screenshots. The drawing is shared. The number above it tells you how far that screen is zoomed in.

Try it with your teacher

1. Ask your teacher to write a word on the whiteboard. Find the **percentage** at the top of your screen. Click or tap the **+** beside it until the word is easy to read. Your teacher's zoom stays where it was.
2. Choose the **Pen**. Pick a color. Drag your mouse, finger, or stylus in a circle around the word. Ask, "Can you see my circle?" Your teacher can see the new line at their own zoom.
3. Choose the **Eraser** and rub over your circle. To look around again, tap the selected Eraser a second time and drag the board. The same trick works when the Pen is selected.



The + and – shown here, beside the color, change how thick your pen or eraser is. For zoom, use the other pair beside the percentage.

On a phone, use the zoom buttons. On a computer, you can also hold the **space bar** and drag to move around. On a tablet, if you see **Pencil mode**, you can use the stylus to write and a finger to move.

To show your teacher a photo from your computer, drag it onto the unlocked board. You can also click the board and paste a copied image. Use a PNG, JPEG, or WebP up to 20 MB.

Follow the lesson

Find the part your teacher is showing

If your teacher says “look at this word” and you see a different part of the board, you may have moved away while looking around.

1. On a phone or tablet, tap **Teacher** at the bottom. On a computer, click the blue target called **Return to teacher** when it appears.
2. If your teacher is sharing a screen, that screen comes forward. Otherwise, you’ll see the PDF your teacher is showing or return to the whiteboard. If you still see a different part of the board, finish your stroke and ask your teacher to click **Refocus All**.

Want to start at the center of the whiteboard? Tap the **percentage** to return to 100% and center the board. To find the teacher’s spot, use **Teacher** or **Return to teacher**.

If you can see the right place but your teacher’s new lines never appear, open **Sync paused**. Choose **Reconnect board** if it appears. If the panel offers **Retry view sync**, use it to bring the lesson view up to date. Ask your teacher to draw a short line to check.

Draw on a PDF worksheet

Your teacher opens the worksheet and turns its pages. When you want to ask about a word, use the pen **inside the worksheet window**.



Worked example on an actual LU English worksheet. The blue underline was added to show how to ask, “What does pacing mean?”

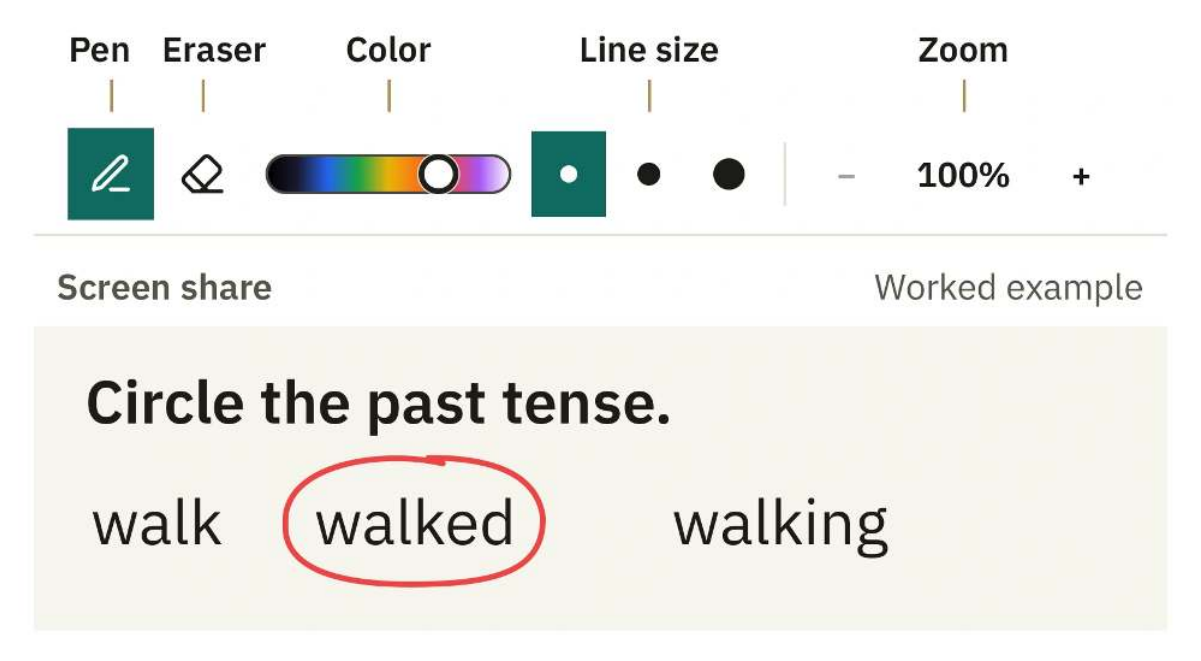
1. Choose the **Pen** in the worksheet window. Slide the color control to pick a color. Choose one of the three dots for a thin, medium, or thick line.
2. Press at the start of the word, drag under it, and lift. Your teacher sees your mark on that page. To remove it, choose the **Eraser** and tap the mark or drag across it. The original PDF stays the same.
3. To read small print, tap **+** in the worksheet window. Tap the selected tool again, then drag the page to the part you need. Tap the **percentage** to fit the page again. In a narrow window, it fits the width.

To keep a word you asked about, write it in **Notes**. A quick pen mark on the PDF is temporary.

Work on a shared screen

Draw on your teacher's shared screen

When your teacher shares a website, slide, or other app, you can point out an answer by drawing over it. Your teacher still controls the website or app.



Worked example using the classroom controls. If your teacher asks for the past tense, circle "walked" so you can both see your answer.

1. Find the **Pen** inside the shared-screen window. Pick a color and one of the three line sizes. Drag around your answer, then lift.
2. To remove a circle, choose the **Eraser** and tap directly on its line. Marks stay until they are erased, cleared, or the screen share ends.
3. For a closer look, tap **+**. Each tap adds 25 percentage points, up to 400%. Tap your selected pen or eraser again and drag the enlarged picture to look around. Tap the **percentage** to return to 100%. Only your view changes.

Take part in a timed activity or word game

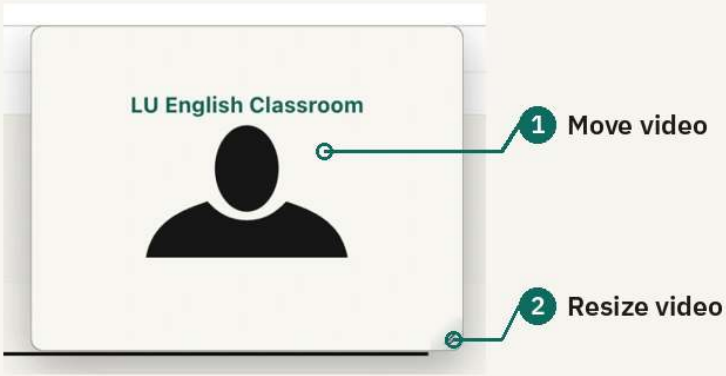
Your teacher can start a timer on the whiteboard. Use the time on the screen to pace your answer. Your teacher starts, pauses, and resets it.

If your teacher opens **Word Hunt**, tap at least three letter tiles in order to spell a word. The letters you picked appear together. Tap the **check mark** to submit, or the **×** to clear them and try again. Look for your word in the list.

Arrange your classroom

Move a window or make it smaller

If the video covers a question, you can move it while the teacher keeps talking.



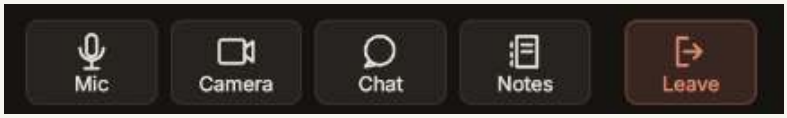
1. Drag inside the picture to move it. 2. Drag the lower-right corner inward to make the video smaller, or outward to make it larger.

On a computer, click a window to bring it to the front. To move a worksheet, screen share, chat, or notebook, drag an empty part of its top bar. To resize a window that is floating, drag either bottom corner. If you only want bigger letters, use **+** inside the worksheet or screen share.

On a phone or tablet, the worksheet and screen share open expanded. Use their zoom buttons to read, and drag the floating video out of the way.

If your video window has a **four-square button**, open it to change whose picture you see. **Side by side** shows both people across the window. **Stack vertically** puts one above the other. **Other person only** shows your teacher. **My camera only** shows you. On a phone, the window shows the other person.

Send a message or write a lesson note



On a computer, Chat and Notes are beside the camera button. On a phone or tablet, your teacher can open those windows for you.

Send a message

On a computer, click **Chat** at the bottom. On a phone or tablet, your teacher can open Chat for you. Click **Type a message...**, write your message, then choose **Send** or press Enter. Your message appears in the chat. If you have scrolled up, choose **New messages ↓** to see the newest replies.

Save a useful phrase

Open **Notes** at the bottom on a computer, or use the notebook when your teacher opens it on your phone or tablet. Click in the text area and write your phrase. Both of you can read it. One person types at a time. If your teacher is typing, wait until they finish.

Look for **Saved** before you leave. If a warning offers **Copy my unsaved text**, select it and paste your words somewhere you can keep them.

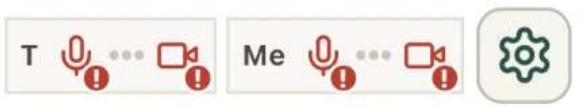
Fix sound or a blocked device

I can’t hear my teacher

1. Click or tap the lesson title once. This tells your browser to try playing classroom sound again. Ask your teacher to say “hello.”
2. Ask your teacher to speak. If the sound bars beside **Teacher** or **T** move but you hear nothing, turn up your device volume. In your device’s sound settings, check which speakers or headphones are selected.
3. Look at **Teacher** (or **T**) at the top. A line through their mic means it is off. If Chat is open, type “I can’t hear you. Is your mic on?” On a computer, open **Chat** at the bottom. On a phone or tablet, use Chat when your teacher opens it.

My teacher can’t hear me

1. Look at your **Mic** button at the bottom. If the microphone has a line through it, click it once to turn it on.
2. Click **Student** (or **Me**) at the top, or click the gear beside it. Under **Mic**, open the device list and choose the microphone you are speaking into.
3. Say “hello.” Look for the sound bars to move as you speak. Close settings and ask your teacher if they can hear you.



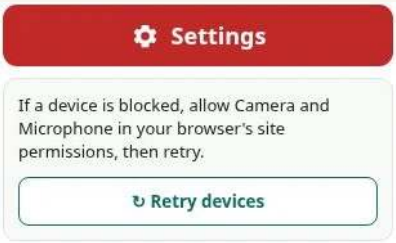
On a small screen, T is your teacher and Me is you. Tap Me or the gear to check your devices. An exclamation mark means the device needs attention.



Open the list below the sound meter to choose your microphone. Say a word and watch the meter.

My mic or camera is blocked

Open the site permissions for **luenglish.com** in your browser. Allow the microphone or camera you want to use. Back in the classroom, open the top gear, click the **red Settings** button inside the panel, then **Retry devices**. This refreshes the device list. Choose your device again and test it.

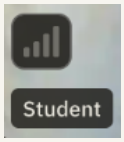


Retry devices appears after you open the red Settings button.

Fix video or rejoin the call

I can’t see my teacher

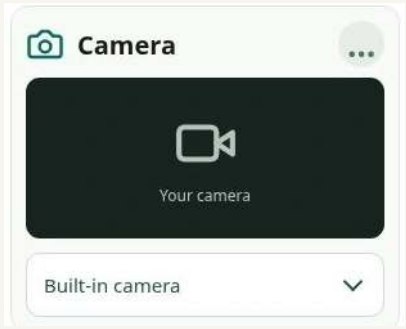
1. If you see only yourself and there is a four-square button on the video window, click it and choose **Other person only**. If you see “Waiting for” your teacher, keep the classroom open until they join.
2. Check the camera beside **Teacher** or **T** at the top. If it has a line through it, ask your teacher to turn on their camera.
3. If their picture is frozen or blank, click the small **signal bars** near the lower-left corner of their video. If **Resume video** appears, click it and look for movement. If the details say **Audio-first mode**, video is temporarily paused so you can keep talking.



Look for this small button on the video picture. Its color changes with the connection.

My teacher can’t see me

1. Look at **Camera** at the bottom. If the camera has a line through it, click it to turn it on.
2. Click **Student** or **Me** at the top, or use the gear. Under **Camera**, open the device list. Choose the camera you want to use.
3. Move your hand in front of the camera. When you see it move in the preview, close settings and ask if your teacher sees it too.



Open the list below the preview to switch cameras. Wave to check that the new camera is showing you.

My call disconnected

If you see **Reconnecting**, give the room a moment. It tries to reconnect on its own. If you can see your own video tile, click its connection symbol. On a phone, the window shows the other person. If the call doesn’t recover, use the steps below to leave and rejoin. It may look like bars, a spinning circle, or a crossed-out Wi-Fi symbol. Click **Reconnect now** if it appears. If the call still does not return, copy any unsaved notes, click **Leave**, and confirm **Leave class**. If you land on **You left the classroom**, select **Rejoin Classroom** while the lesson is still running.

After your lesson

Leave class and find your work

1. A time notice appears near the end of class. Choose **Close** to keep working. When you are ready to go, check that your notebook says **Saved**. Click **Leave**, then **Leave class** to confirm. If you left early, **Rejoin Classroom** takes you back while the lesson is running.
2. When your teacher ends the lesson, the **Lesson complete** screen may offer feedback. Choose your rating, follow the prompts, and click **Submit feedback**, or choose **Skip for now** when offered.
3. After the scheduled end time, open **Lessons** and select **Past**. Find your class and click **Details**. When available, choose **Download notebook notes**, **Download whiteboard image**, or **Open lesson recording**. If you want to keep the recording, download it within 24 hours of the materials email being sent.

See what you receive after a private lesson for the email buttons, saved worksheet pages, and homework.

Common questions

Why do I draw a line when I try to move the page?

Your pen is still selected. Tap it again, then drag the page. On a shared screen, zoom in first so there is room to move.

Can I keep a word we marked after the lesson?

Write it in Notes and wait for Saved. After class, open Lessons, choose Past, then Details. Choose Download notebook notes when available.

Which bars do I tap if the teacher’s video freezes?

Tap the signal bars on the teacher’s video picture. The small bars beside a microphone at the top show how loud someone is speaking.