What you receive after a private lesson

Want to keep your lesson recording? Download it within 24 hours of the materials email being sent. You can also find your shared notes and a picture of the finished whiteboard in your account.

Find your lesson materials email

1. Check the inbox for the account that booked the lesson. Look for **Sean at LU English** and a subject beginning **Your lesson materials**. For a family account, check the learner's name and lesson date.
2. Open the email and choose the file you want. **Download Notebook** saves your shared notes as a text file. **Download Whiteboard** saves a picture of the final board. **Download Recording** opens the recording download.
3. Save the recording on your device if you want to keep it. For example, if the email was sent Monday at 3:00 p.m., the 24-hour window ends Tuesday at 3:00 p.m. The dashboard shows the expiry date without the hour.

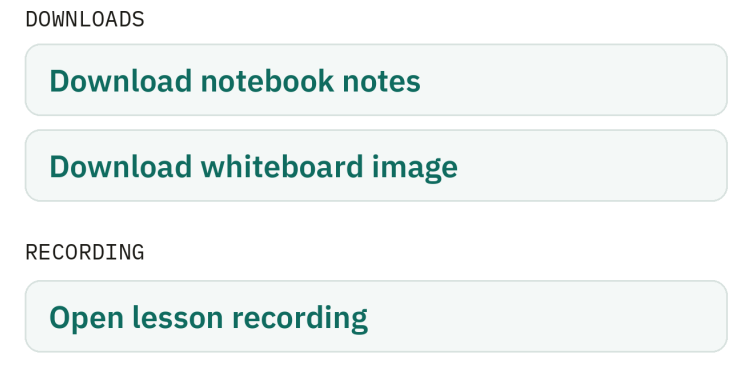
The email can take time while the files are being prepared. If a recording is unavailable, the combined email may never arrive. You can check for your notes and whiteboard in your account as soon as each is ready.

Open your notes or recording from the dashboard

1. Open your Dashboard, select **Lessons**, then **Past**. If you finished early, the lesson stays under **Upcoming** until its scheduled end. In a family account, use **Show lessons for** to choose the learner.
2. Find the lesson date and select **Details**. Read **Notebook notes** on screen. Under **Downloads**, choose **Download notebook notes** or **Download whiteboard image** when available.
3. Under **Recording**, choose **Open lesson recording** while the link is available. The email and dashboard use the same 24-hour window. If your lesson has a written **Lesson report**, you can also read it here.

Find the same file in two places

File	In your email	In lesson details
Notes	Download Notebook	Download notebook notes
Whiteboard	Download Whiteboard	Download whiteboard image
Recording	Download Recording	Open lesson recording



An example of the lesson details screen when all three files are available. Each button appears when its file is ready.

Worksheets, homework, and missing files

Find a worksheet page you worked on

If your teacher copied a worksheet onto the whiteboard and you wrote on that copy, choose **Download Whiteboard** in the email. Your writing on the board is part of the final board image.

If the email includes **Saved PDF pages**, choose **Download saved page** beside the page number. Each link opens a picture of one saved page. If you need the full worksheet, ask your teacher. Drawing directly on the live PDF or a shared screen makes a temporary mark. To keep an important word, write it in the shared notebook during class.

Find homework your teacher assigns

Homework has its own email. Look for **LU English — New homework assigned** and choose **Open Homework Dashboard**. You can also sign in and open **Homework** from your dashboard.

1. Choose the learner if prompted and find the assignment for your lesson.
2. Choose **Start Homework** to begin or **Continue Homework** to finish a draft. Follow the activity's **Complete activity** or **Submit for teacher review** button.
3. For submitted work, choose **View Homework & Feedback** to reopen it and read any feedback that's available.

If something is missing

No email yet? Check spam or junk and the address used for the booking. Then open **Lessons**, **Past**, and **Details** to see which files are ready.

Empty notes or a blank board? The notebook contains what you and your teacher typed in Notes. The whiteboard image contains what was left on the board when class ended. A class spent speaking or looking at a shared screen can leave either one empty.

Still missing something you used? Open Help and choose **Existing students and bookings**. Include the learner's name, lesson date, and which file you were trying to open.

Common questions

Do I need to submit the end-of-class feedback to get my files?

Feedback is optional. The classroom processes lesson materials when the lesson ends.

Are the same downloads shown for group classes?

These steps cover private lessons. A group class has a separate details screen with its teacher, date, and duration.