polyglaris

Polyglaris Learner Guide

Every lesson in one document. Generated from the same lessons as polyglaris.com/help.

1. Create your account and log in
2. Find the right tutor
3. Book and pay for a lesson
4. Use Polyglaris Translate
5. Join your lesson and use the classroom

GETTING STARTED · 3 MIN

Create your account and log in

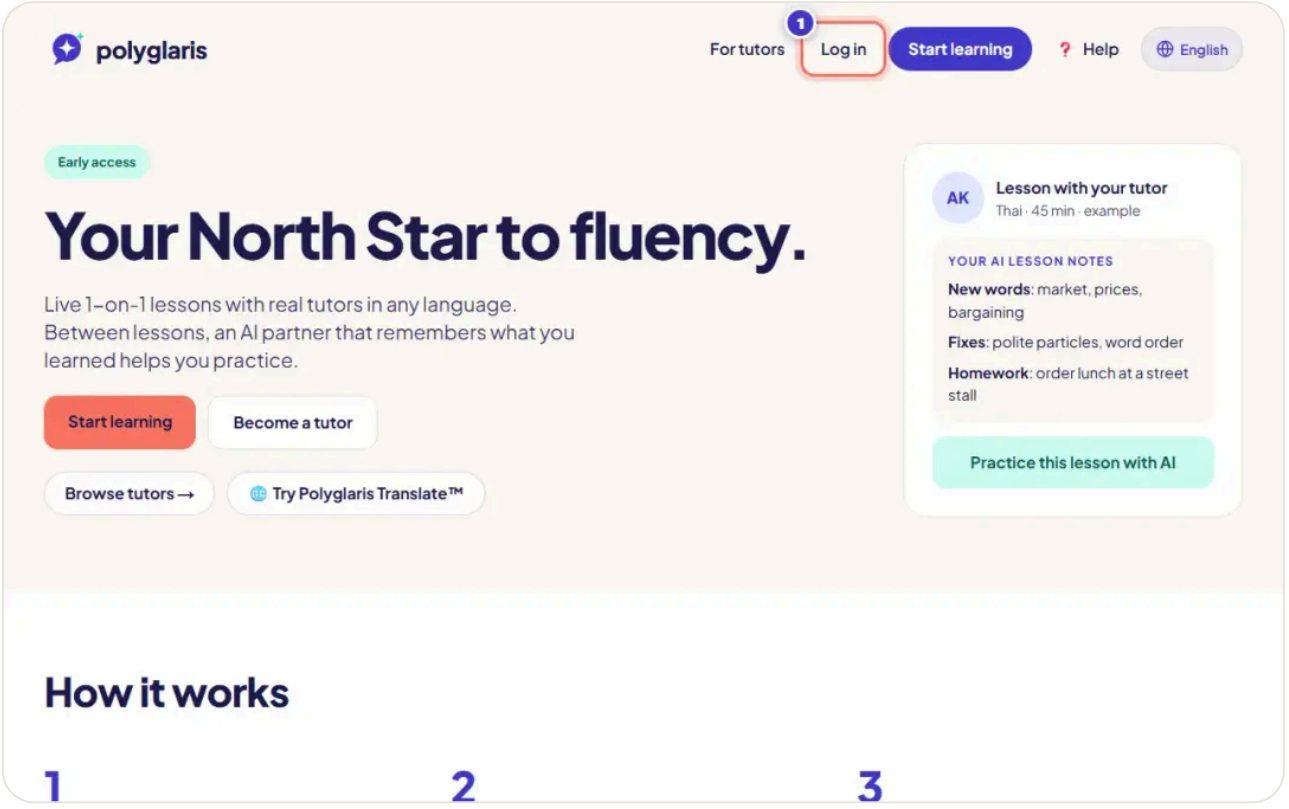
Sign up with just your email. There is no password: we email you a link and a code, and either one signs you in.

✅ Before you start

- Have your email inbox open on this device or on your phone.
- You don't need a password. The same steps create a new account or log in to an existing one.

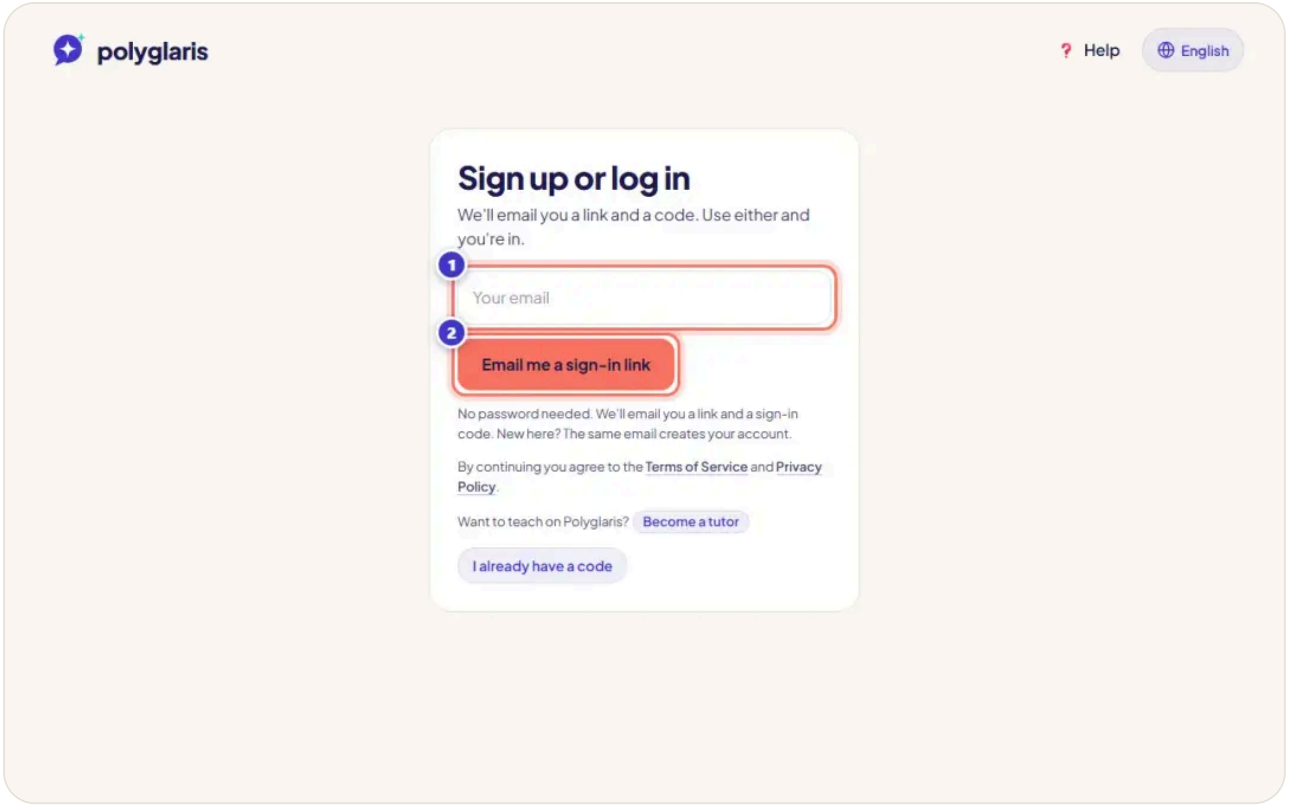
Step by step

1 Press Log in at the top of any page.



2 **Type your email in Email address, then press Email me a sign-in link.**

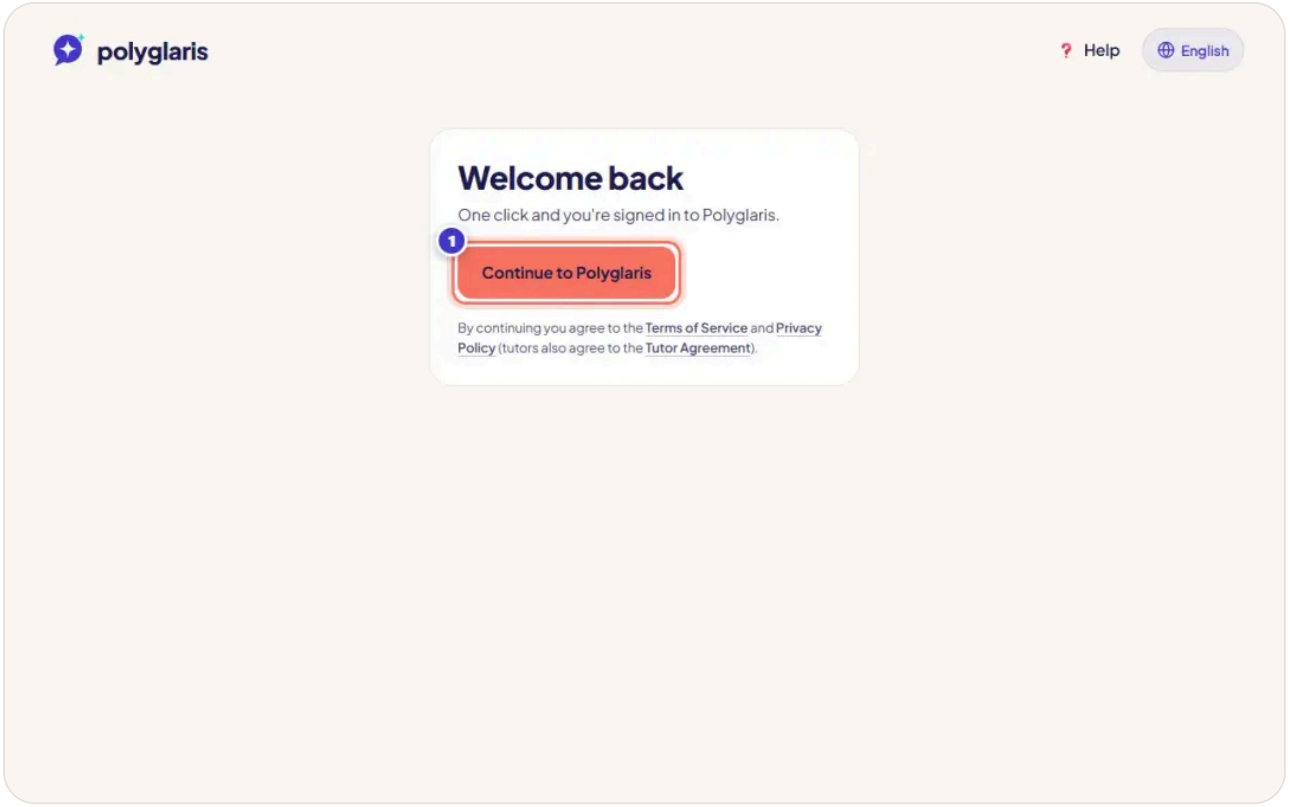
New here? The same email creates your learner account. Already signed up? You log in to your account as it is.



3 **Open the email from Polyglaris (login@polyglaris.com), subject "Your Polyglaris sign-in code". It has a sign-in link and a sign-in code.**

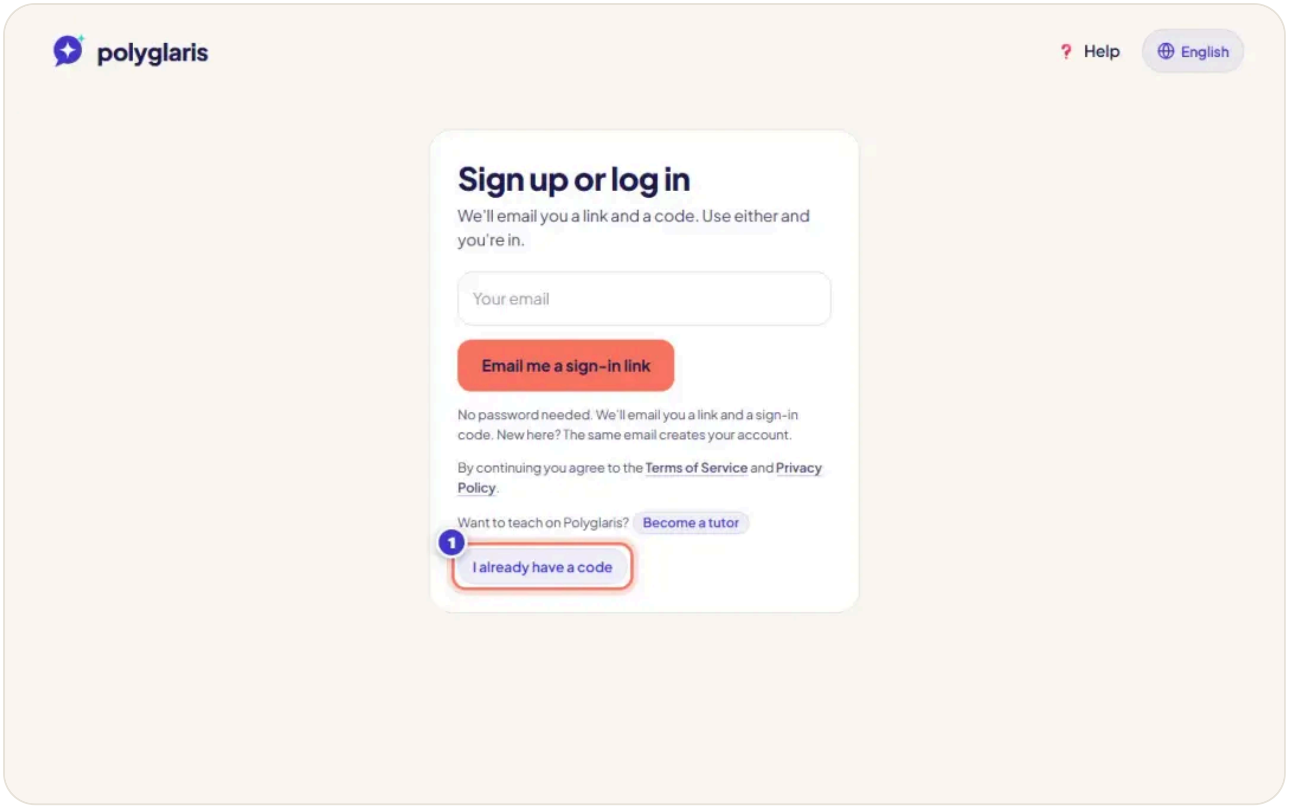
4 **Click the link in the email, then press Continue to Polyglaris.**

The extra button stops email security scanners from using up your link before you click it.

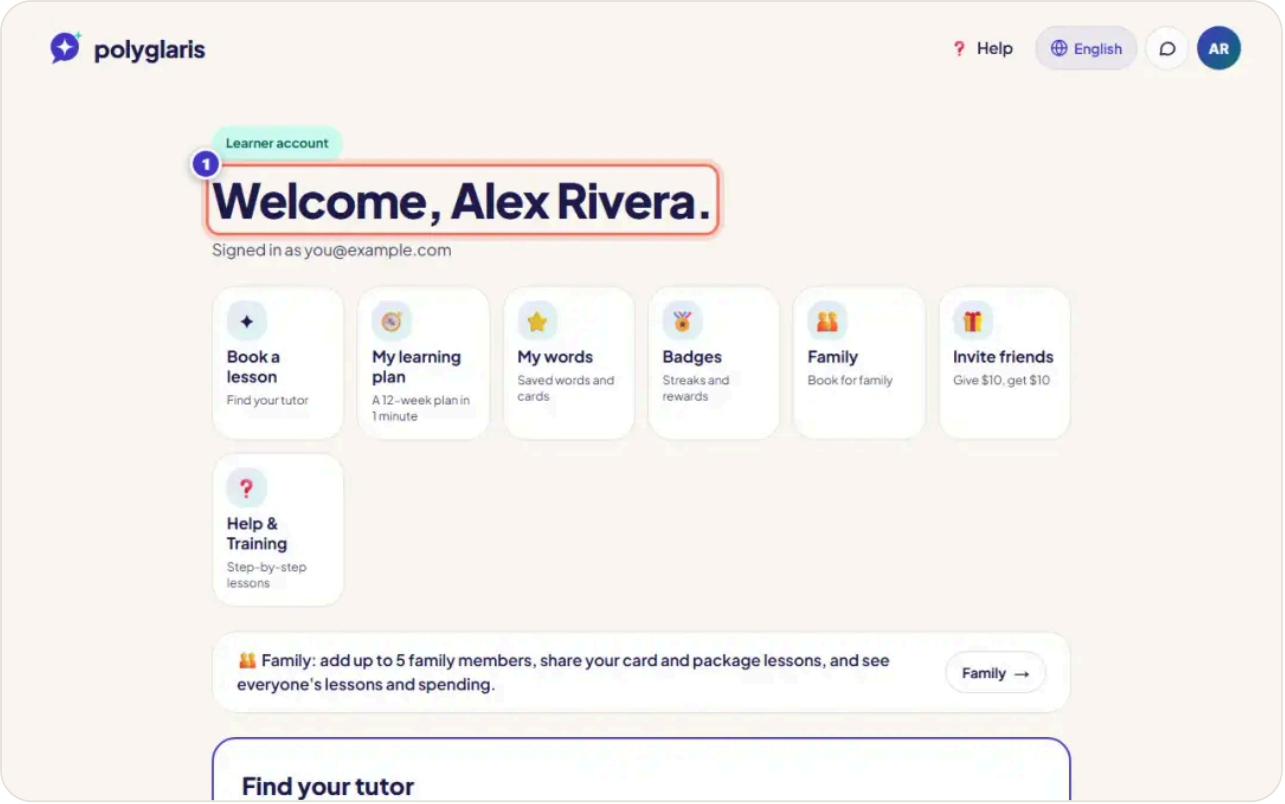


5 **Or use the code instead: press I already have a code, then type or paste the code from the email. It signs you in by itself (or press Sign in).**

The code works in any browser, so it's handy if you read your email on another device.



6 You're in. Your dashboard opens. It shows your lessons and a short list of tutors to start with.



👀 What you should see

- After you send the email: "Check your inbox. We sent a sign-in email to …"
- After you sign in: your dashboard, with your first name at the top.

Emails you will receive

- Sign-in emails, each with a link and a code.
- A booking confirmation for every lesson you book, with a calendar file attached.
- Lesson reminders 24 hours before (only if you booked at least a day ahead) and 1 hour before.
- Your lesson summary after each lesson, once your tutor shares the notes: new words, corrections and homework.
- An email when a tutor messages you and you haven't read it for 10 minutes (at most one per conversation per hour).
- A weekly summary on Sunday evening with your lessons for the next 7 days.
- Emails when a lesson is cancelled, moved or refunded.
- You can turn off reminders, message emails and the weekly summary on your dashboard under **Email and assistant preferences**. Booking confirmations and lesson changes always send.

🛠 Troubleshooting

The email didn't arrive.

Wait a minute and check your spam or promotions folder. Make sure the email address is spelled right. If you asked for many emails, you may see "Too many sign-in emails were sent": wait a few minutes and try again.

The link says it has expired or was already used.

Use the sign-in code from the same email instead (press **I already have a code**), or ask for a new email.

The code doesn't work.

Use the code from the newest email; older codes stop working. If you see "Too many attempts", wait a few minutes.

I opened the link on a different device.

That's fine: press **Continue to Polyglaris** on that device. Or type the code on the device where you want to be signed in.

I signed up as a tutor by mistake.

Open your dashboard and switch to a learner account from the account menu. Nothing is deleted, and you can switch back any time.

Checked against the app on October 28, 2026

FINDING A TUTOR · 4 MIN

Find the right tutor

Search by language and price, watch intro videos, read profiles and reviews, and save the tutors you like to compare them.

✅ Before you start

- Know which language you want to learn and roughly what you want to spend per hour.
- You don't need an account to look around.

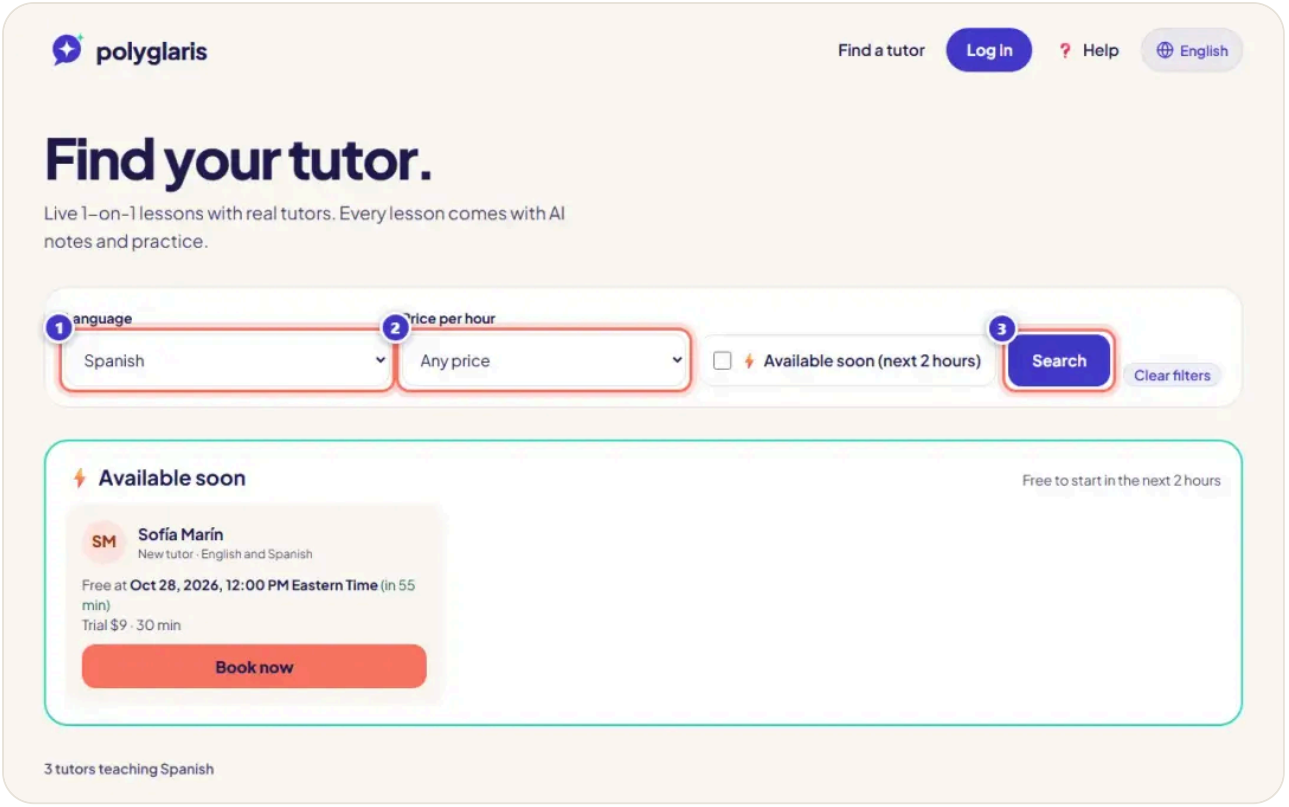
Step by step

1 Press **Find a tutor** at the top of the page.

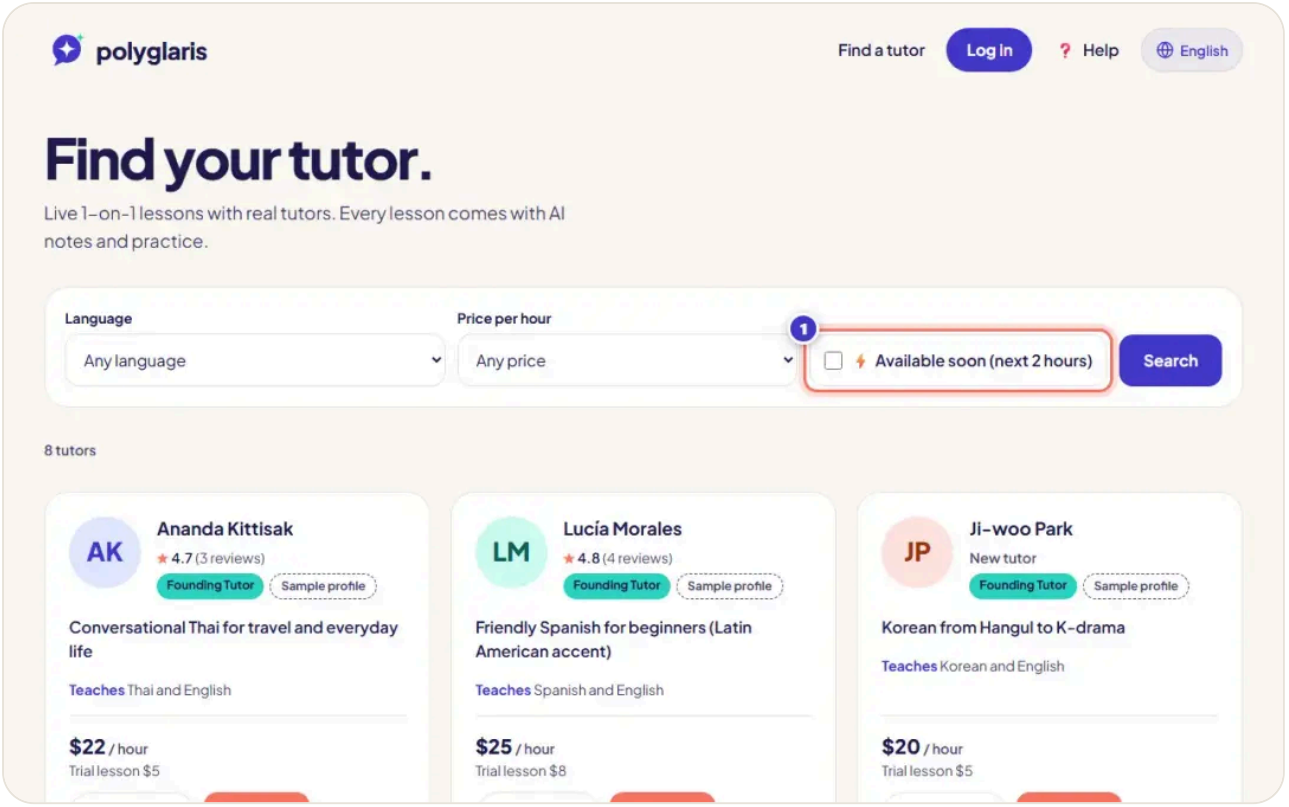


2 Choose a Language and a Price per hour, then press Search.

Founding Tutors are listed first, then tutors with top badges and complete profiles.

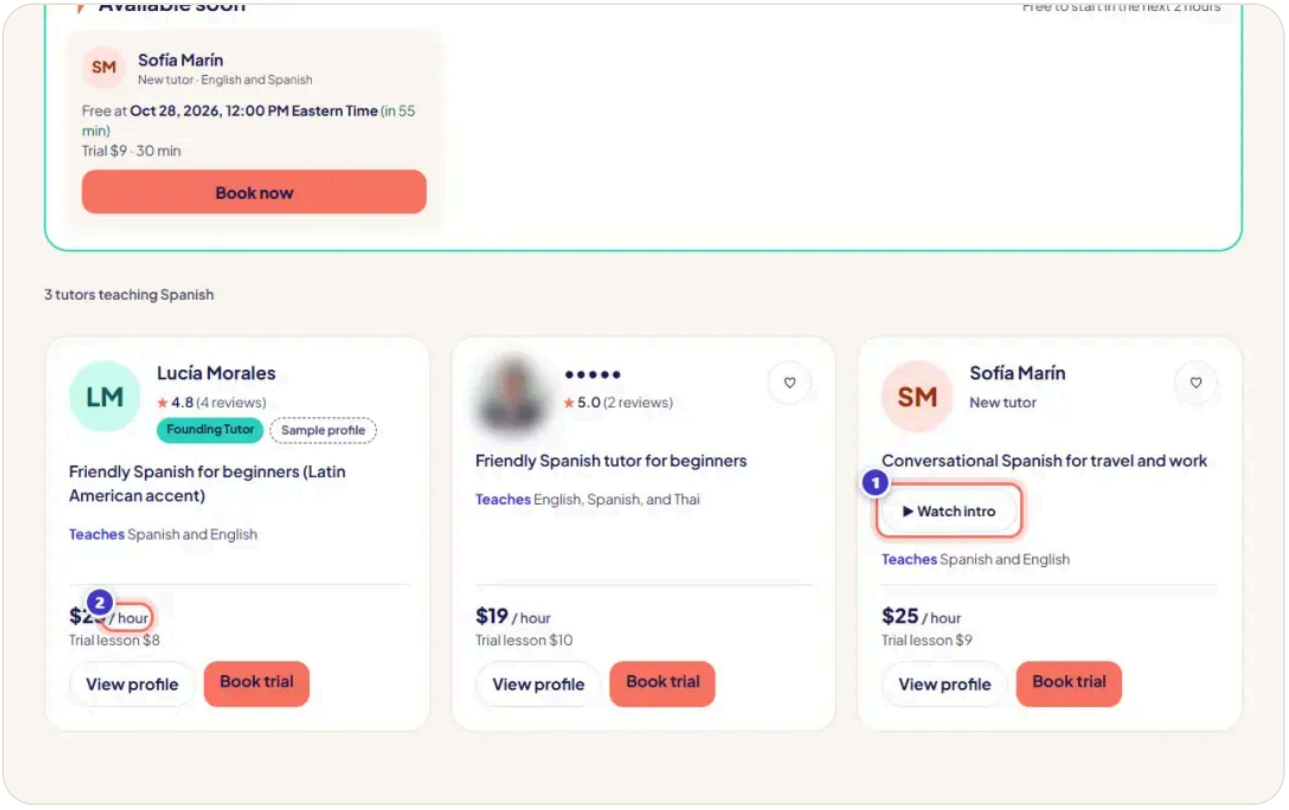


3 Want a lesson soon? Tick ⚡ **Available soon (next 2 hours)** to see only tutors who are free in the next 2 hours.

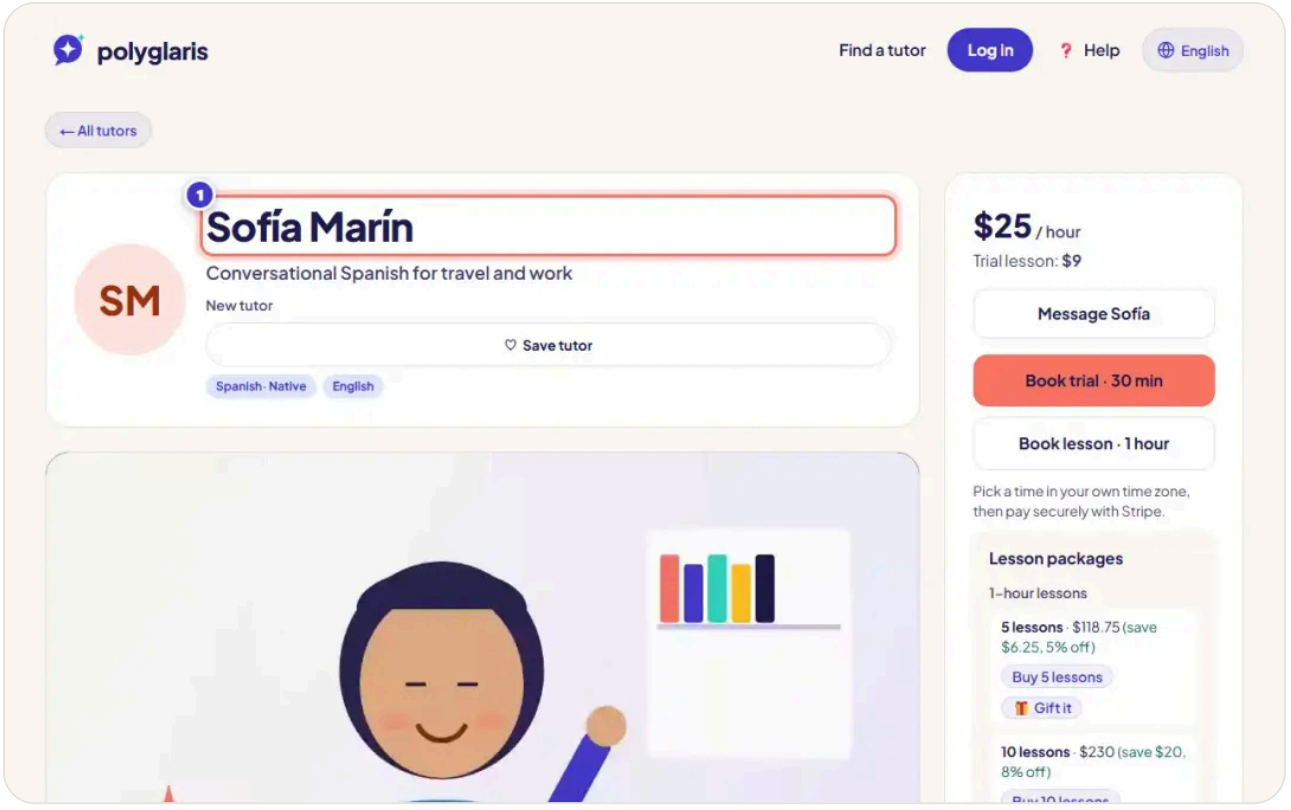


4 **On a tutor's card, press ▶ Watch intro to watch their short video without leaving the page.**

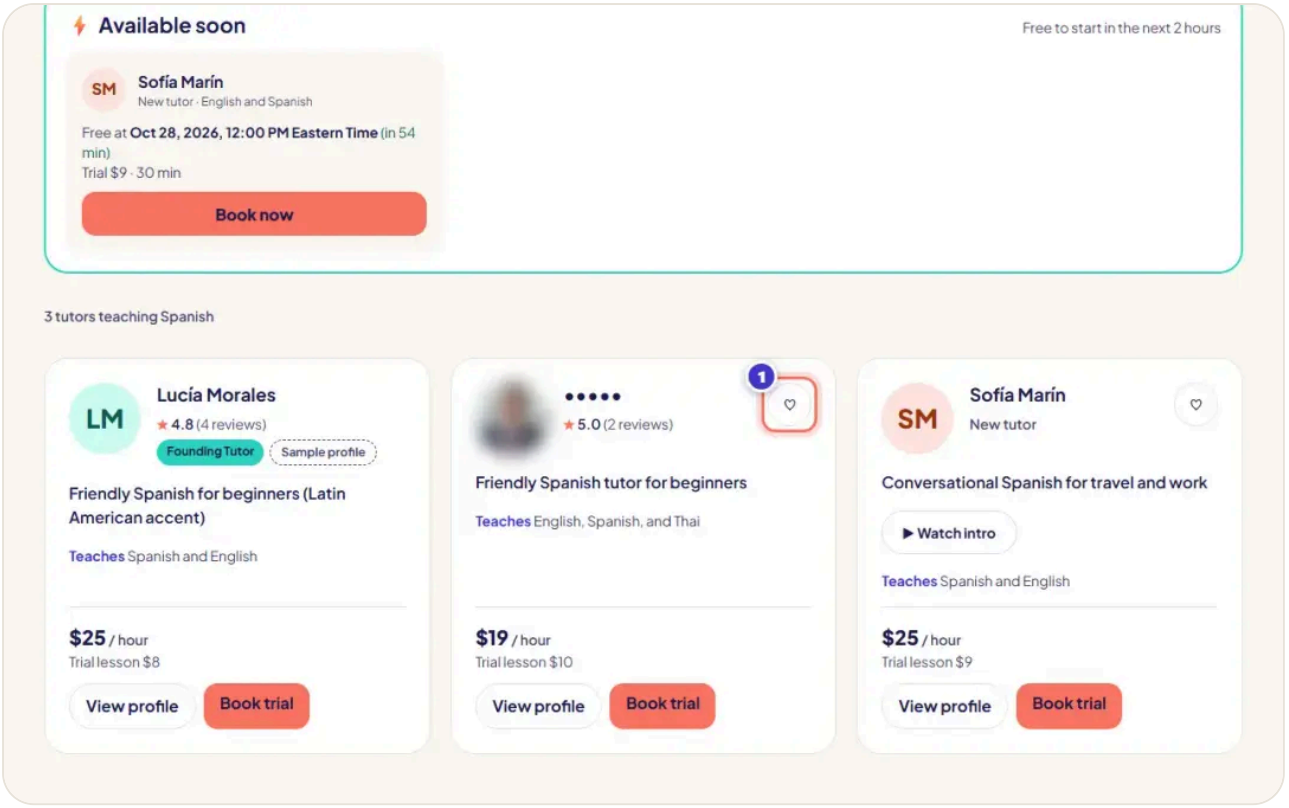
The card also shows the languages they teach, their price per hour, their trial price, their rating and their badges.



5 Press **View profile** to read about the tutor, see their weekly hours in your time zone, and read reviews.



6 To compare tutors, press the ♥ button (**Save to My tutors**) on the ones you like. They appear under **My tutors** on your dashboard, with each tutor's next free time and a Book button.



👀 What you should see

- A list of tutor cards, with a count such as "6 tutors teaching Spanish".
- Prices in US dollars. If you live elsewhere you may also see an approximate price in your own currency (≈).

🛠 Troubleshooting

No tutors match.

Try a higher price or press **Clear filters**. New tutors join every week.

A tutor shows "Back on …".

They are on vacation. You can still book times after the return date, or press **Notify me when back** on their profile.

There's no Watch intro button.

Not every tutor has an intro video yet. Read their profile and reviews instead, or book a short trial.

Checked against the app on October 27, 2026

BOOKING AND PAYMENT · 5 MIN

Book and pay for a lesson

Choose a trial, a single lesson or a package, pick a time, and pay securely with Stripe. Here's what you'll see after paying.

✅ Before you start

- Find a tutor you like (see "Find the right tutor").
- Have a payment card ready. You don't need an account first: paying creates one with your email.

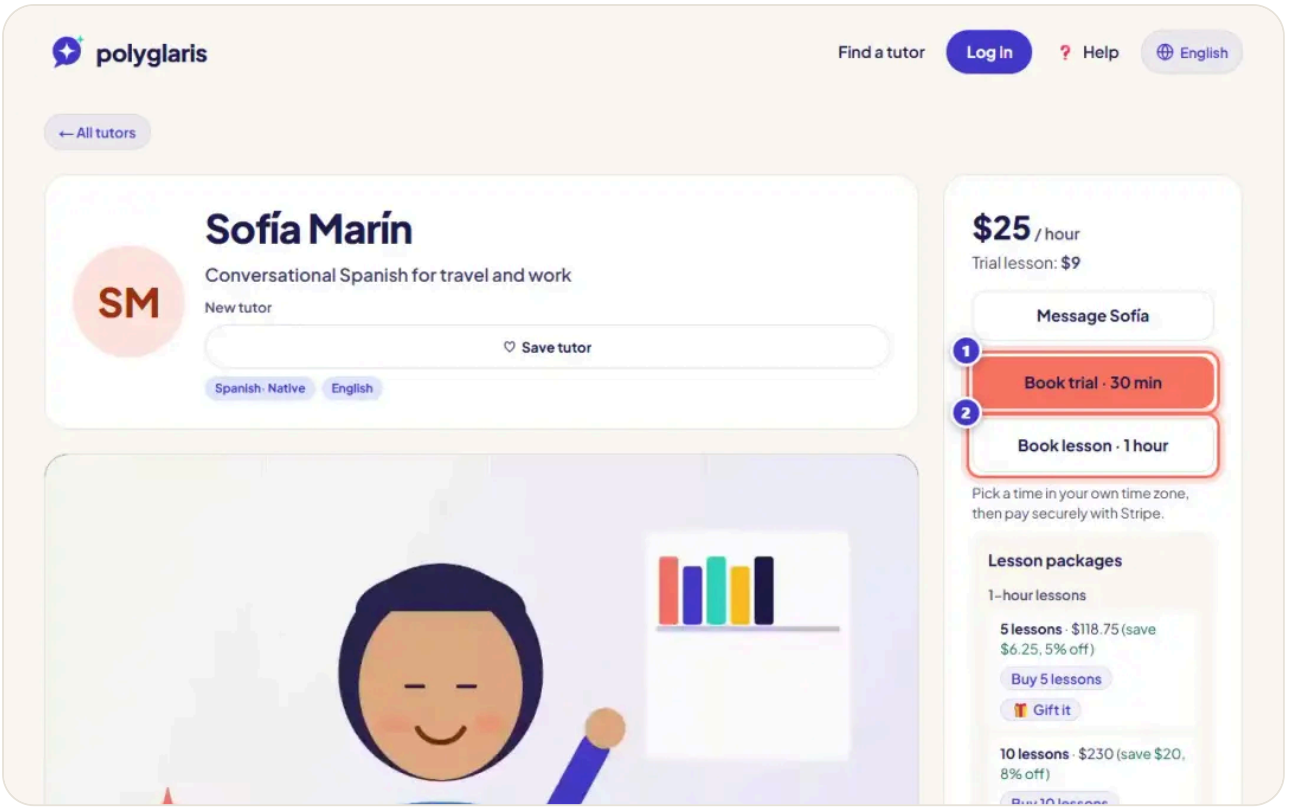
Trial, single lesson or package?

- **Trial**: a 30-minute first lesson at the tutor's trial price (sometimes free). You get one trial with each tutor.
- **Lesson**: a 1-hour lesson at the tutor's hourly price.
- **Package**: 5, 10 or 20 lessons with one tutor, paid once at a discount the tutor sets. Packages expire after 3, 6 or 9 months (by size), and you can extend once by 30 days. Unused lessons can be refunded from your dashboard.

Step by step

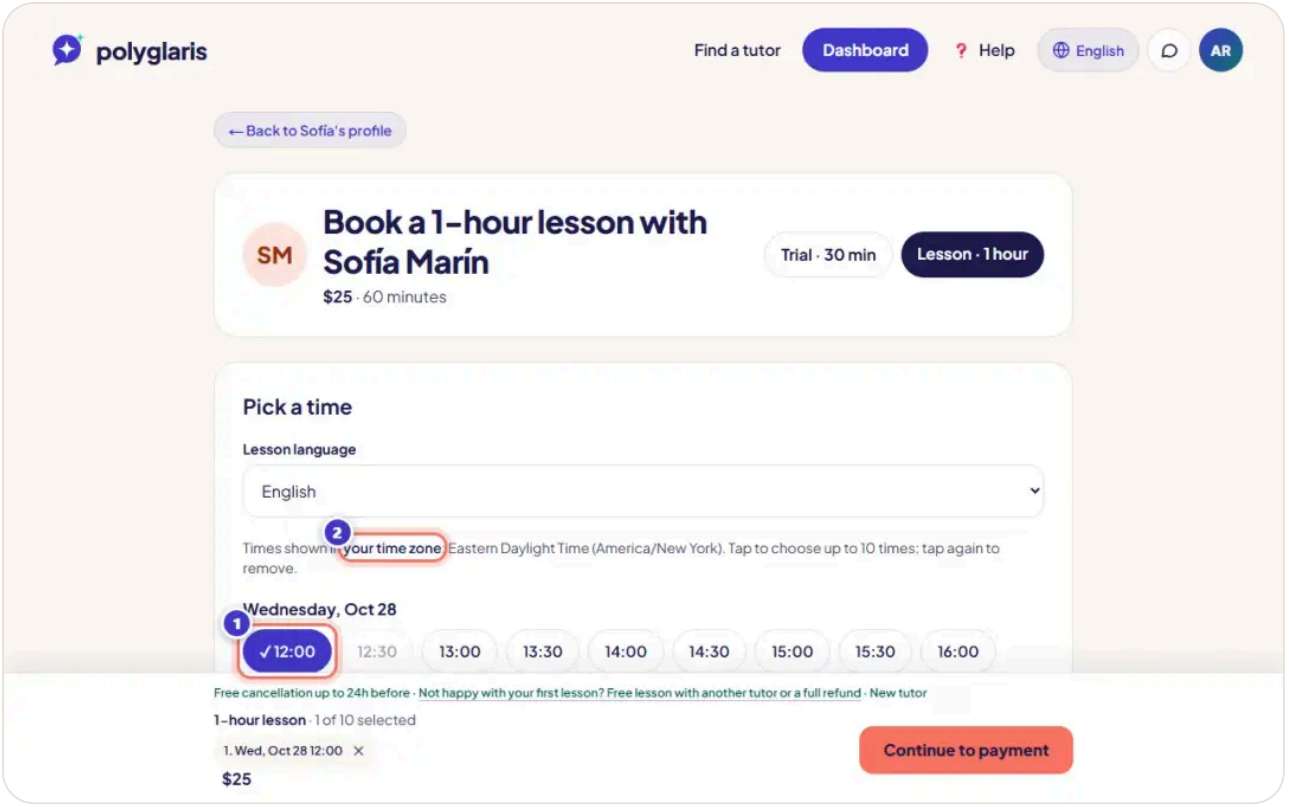
1 **On the tutor's profile, press Book trial · 30 min or Book lesson · 1 hour.**

To buy a package, scroll to **Lesson packages** and press **Buy … lessons** instead.

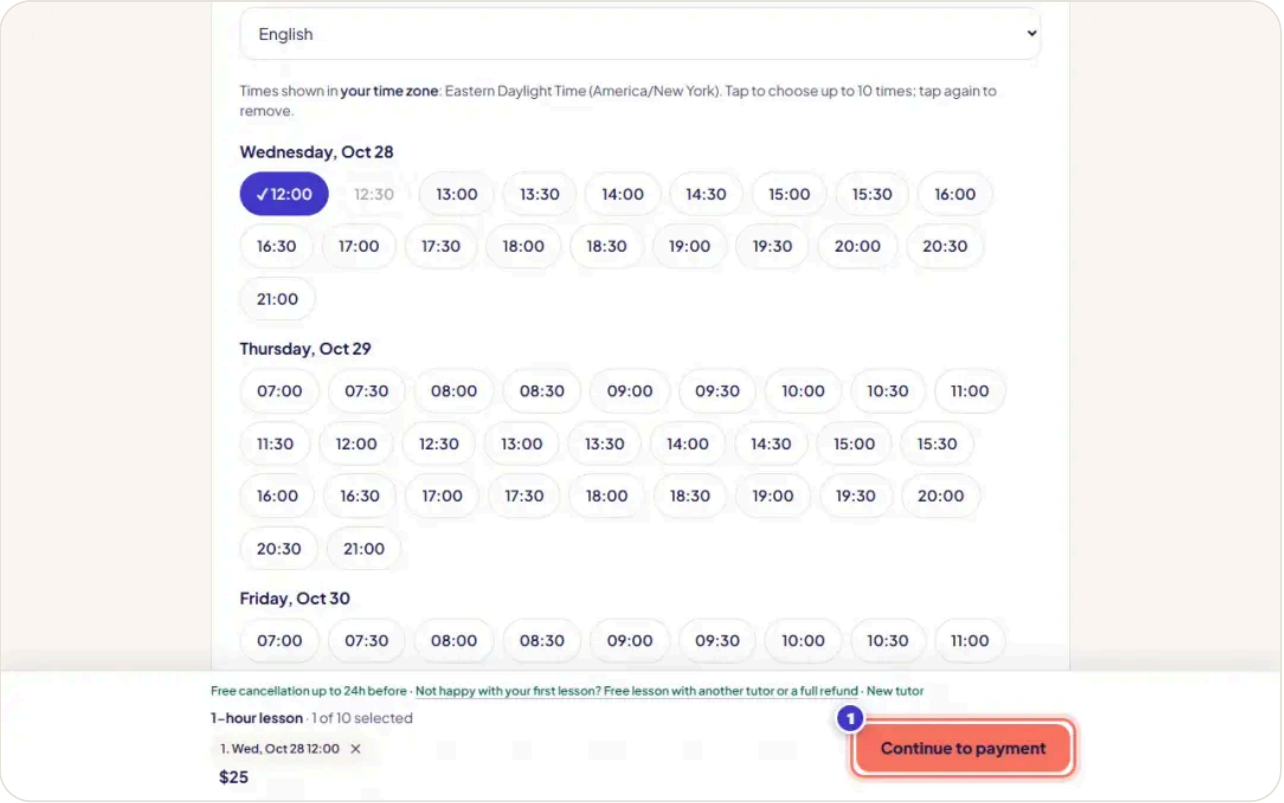


2 **Tap a time. Times are shown in your own time zone, and the first free time is already picked for you.**

You can tap several times to book more than one lesson, or tick **Repeat weekly**.



3 Check the bar at the bottom: your time and the price. If asked, tick **I'm 18 or older** (and agree to the Terms and Privacy Policy).

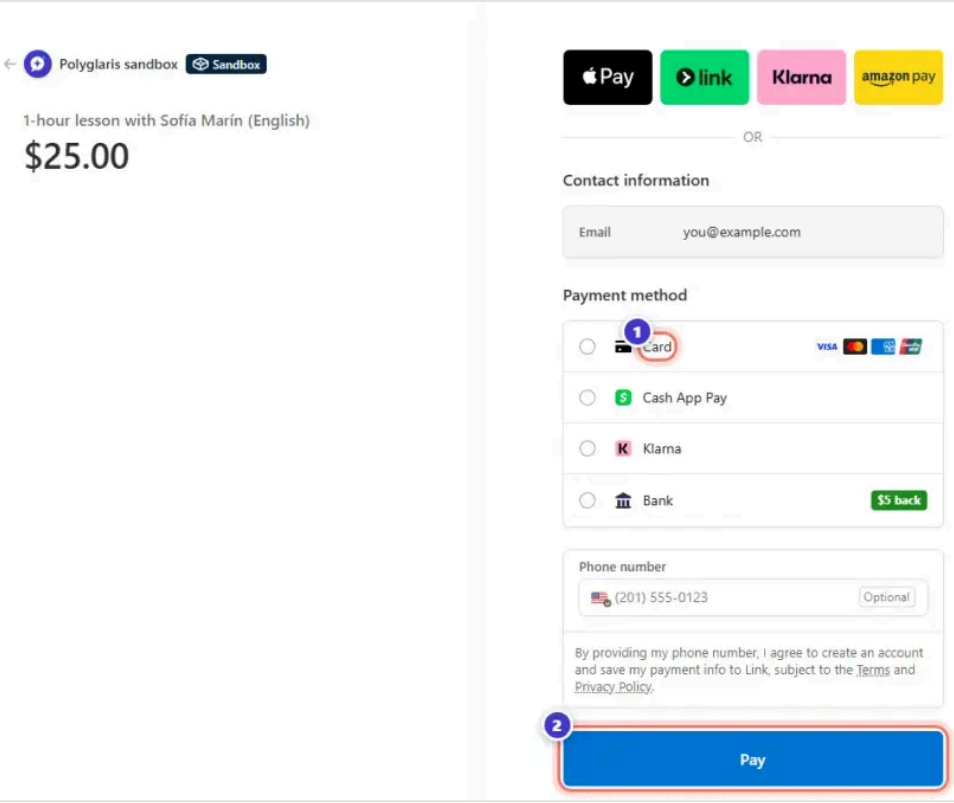


4 Press **Continue to payment**. Your time is held for 30 minutes while you pay.

A free trial skips payment: press **Book free trial** instead (you need to be signed in).

5 On the secure Stripe page, pay with your card, Cash App Pay or Link. Apple Pay and Google Pay appear too when your device supports them. You may see the amount in your own currency.

If you saved a card before, it's already there.



6 You come back to Polyglaris. Your dashboard says **You're booked!** and shows the lesson.

👀 What you should see

- Your dashboard with "You're booked! Your lesson is below."
- A confirmation email with a calendar file you can add to Google, Apple or Outlook calendar.
- Buttons on the dashboard: **Book same time next week**, **Add to Google Calendar** and **Add to Apple / Outlook calendar**.
- If you weren't signed in, your account is created with the email you paid with, and you're signed in automatically.

📋 Cancellation and refund rules

- Cancel 24 hours or more before the lesson: full refund, or move it for free.
- Cancel less than 24 hours before, or miss the lesson: no refund (your tutor is paid for the time).
- If your tutor cancels, or doesn't join within 15 minutes of the start: automatic full refund.
- Something went wrong? Report a problem up to 48 hours after the lesson.

🛠 Troubleshooting

"That time was just taken."

Someone booked it while you were choosing. Pick one of the next free times shown.

I pressed Back on the Stripe page.

You weren't charged, and the time is free again. Your chosen times are still selected, so you can try again.

There's no Trial tab.

You've already had a trial with this tutor. Book a regular lesson or a package.

The payment page shows a different currency.

Stripe can show and charge the exact amount in your local currency. The price on Polyglaris is in US dollars.

I'm under 18.

Press **I'm under 18**. A parent or guardian approves your account and pays for your lessons.

Checked against the app on October 28, 2026

LEARNING TOOLS · 4 MIN

Use Polyglaris Translate

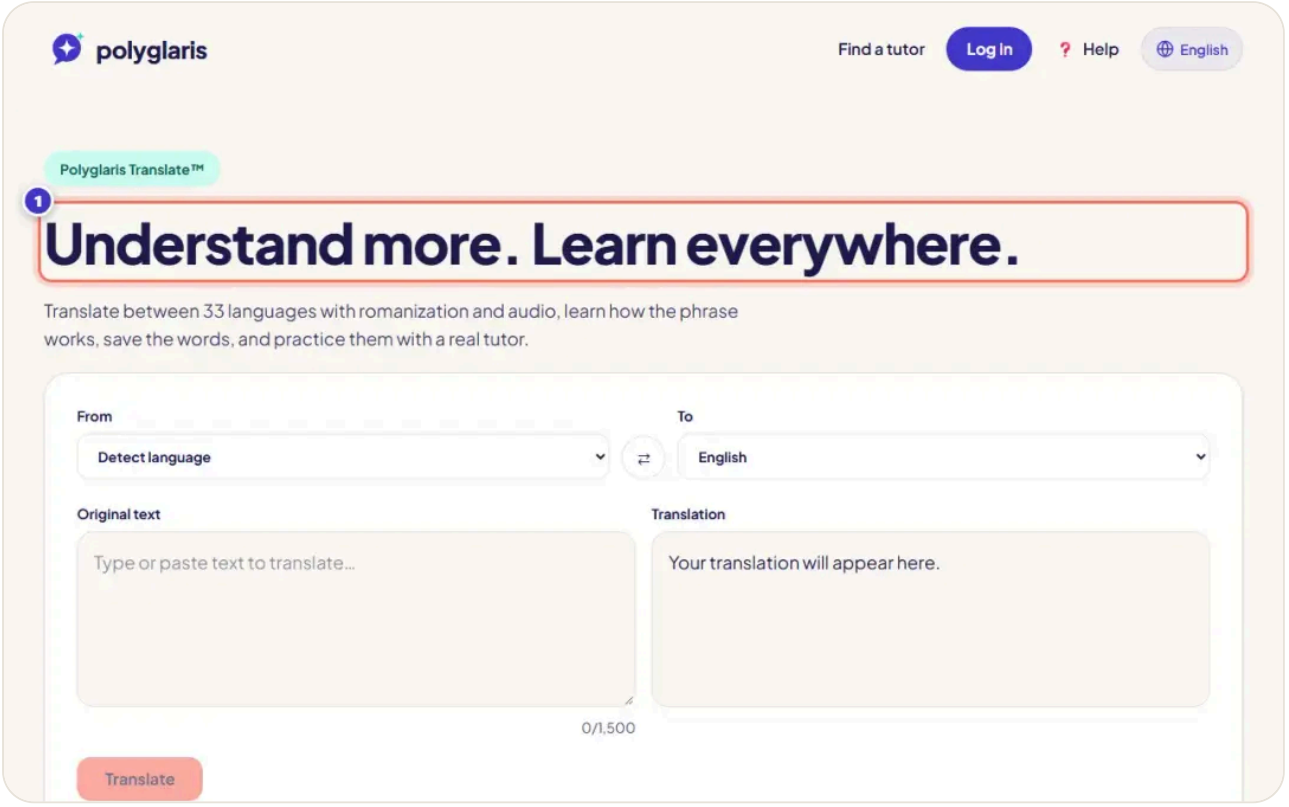
Translate a phrase, hear it, see how to pronounce it, learn how it works, save the words, and practice them with a tutor.

✅ Before you start

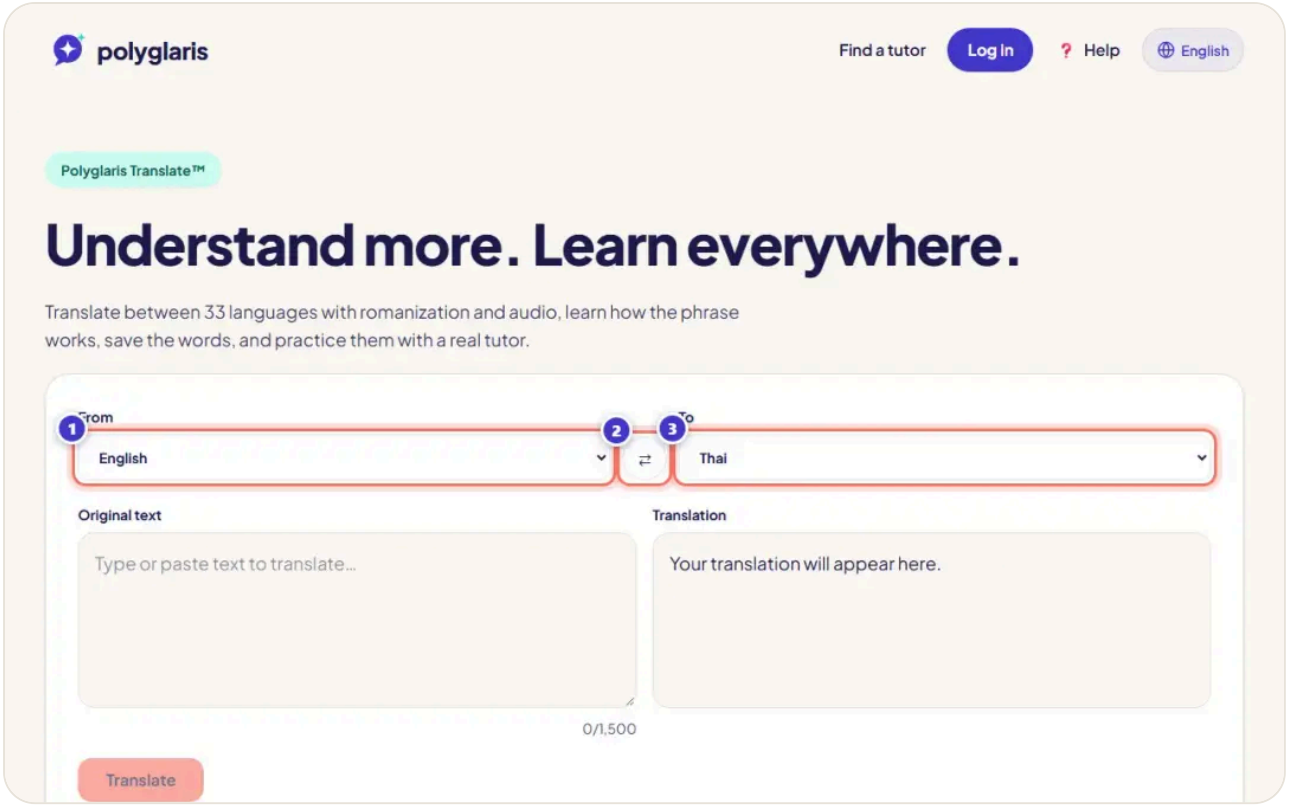
- Polyglaris Translate is free and works without an account.
- Sign up (free, just your email) to learn more phrases and save words to your flashcards.

Step by step

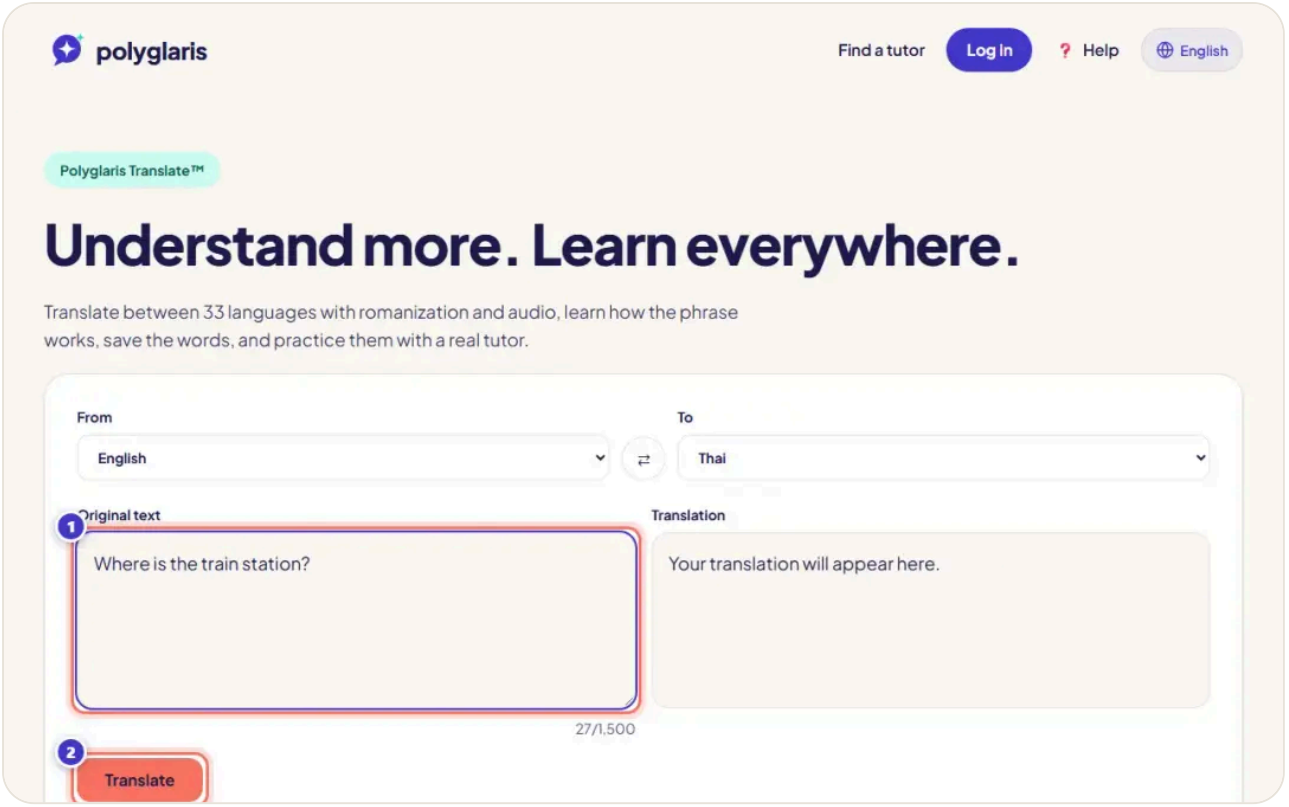
1 Open Polyglaris Translate from the home page (Try Polyglaris Translate™).



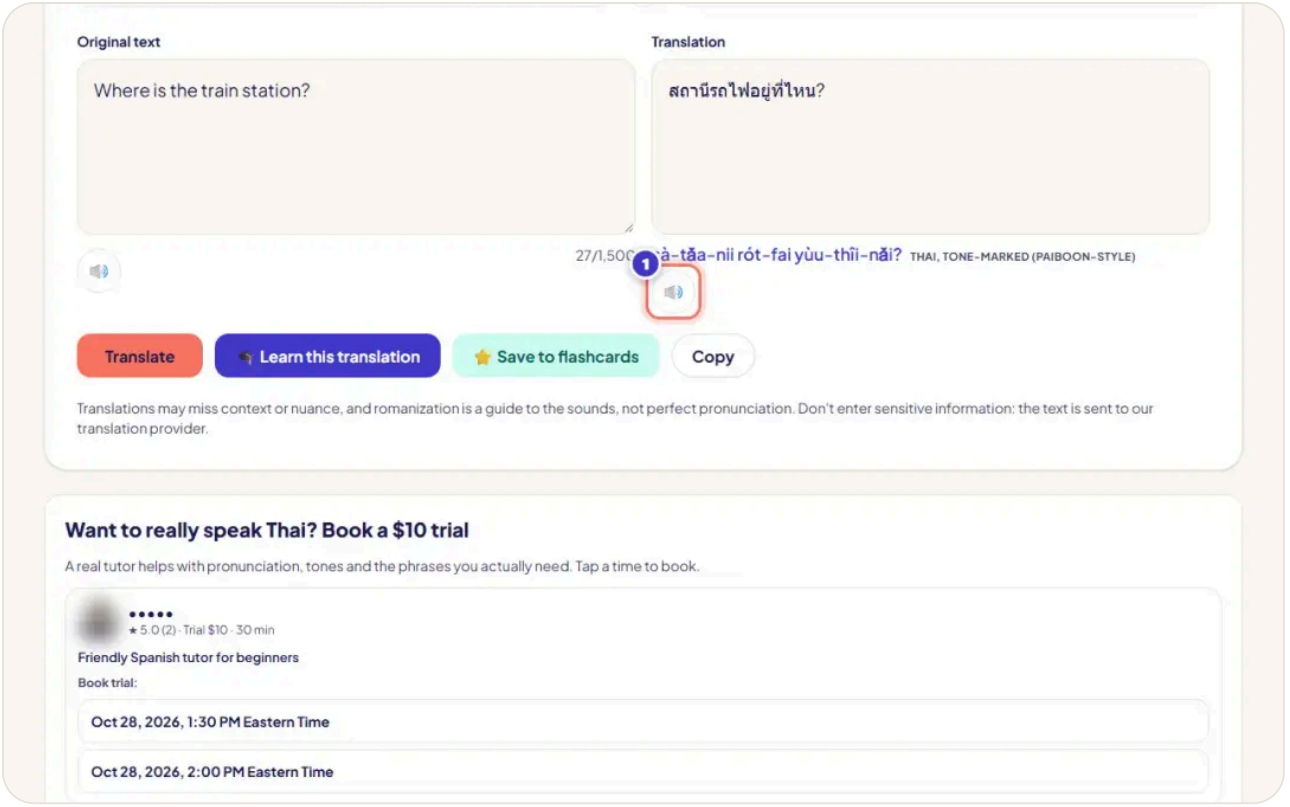
2 Choose the language you're translating **From** (or **Detect language**) and the language **To**. Press ⇄ to swap them.



3 Type or paste your text (up to 1,500 characters) and press **Translate**.

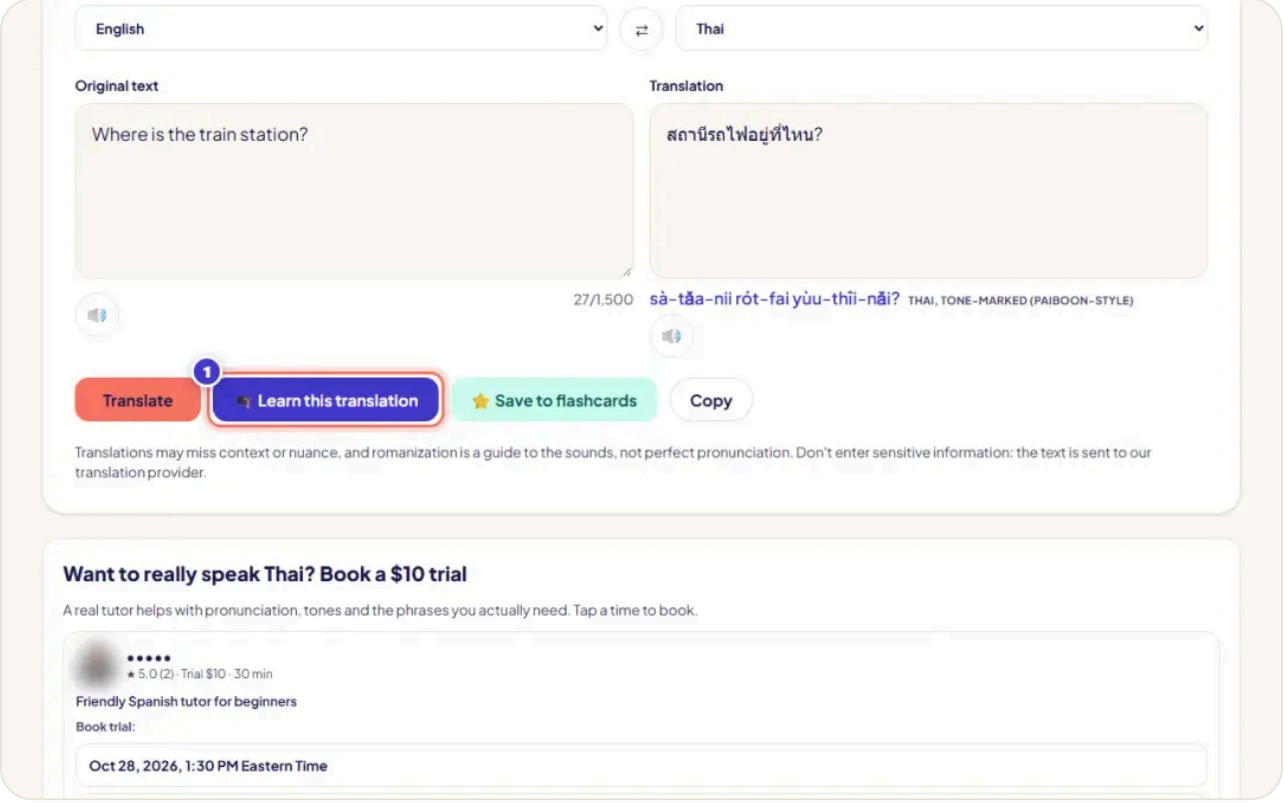


4 Read the translation. For languages like Thai, Japanese or Chinese you also see how it sounds in Latin letters. Press to listen.



5 Press 🎓 **Learn this translation** to see the natural and literal meaning, how formal it is, grammar, pronunciation tips and example sentences.

Signed out, your first explanation is free. Then sign up free with your email to keep learning.



6 Press ⭐ **Save to flashcards** to keep the phrase. Practice it later on your dashboard under Practice.

7 Press 🗣️ **Practice these words in a lesson**. The words are added to your next lesson in that language, so your tutor can practice them with you. No lesson yet? Book a trial with one of the tutors shown below the translation.

👀 What you should see

- The translation next to your text, with romanization and a 🔊 button.
- Below it: "Want to really speak …? Book a … trial" with tutor cards you can book from.

💡 Tips

- You can also ask the assistant: "How do I say thank you in Thai?". It shows the same translation card.

🛠 Troubleshooting

It says Translate is taking a short break today.

Polyglaris Translate has a daily limit. Please try again tomorrow.

The pronunciation isn't perfect.

Romanization is a guide to the sounds, not perfect pronunciation. A tutor helps most with pronunciation and tones.

Can I translate private information?

Don't enter sensitive information such as passwords, card numbers or medical details.

Checked against the app on October 27, 2026

LESSONS · 5 MIN

Join your lesson and use the classroom

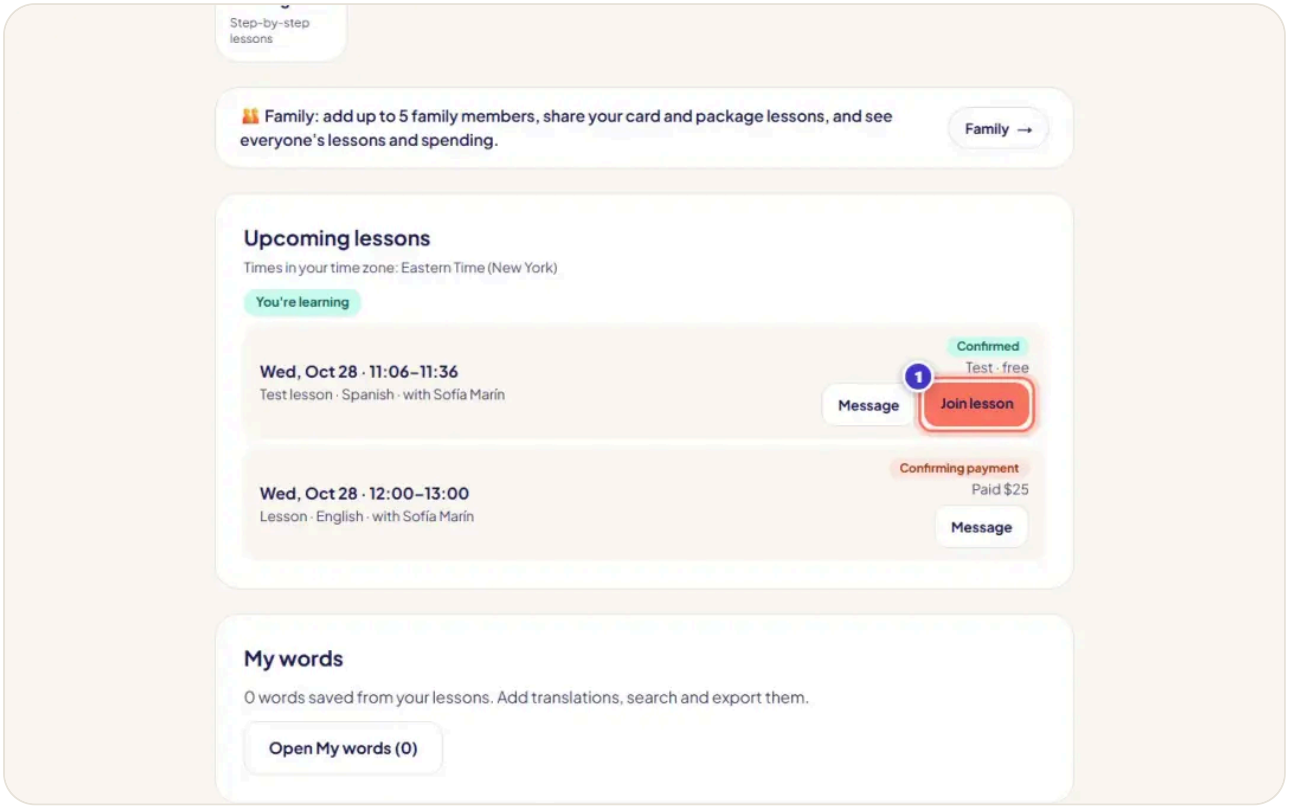
Join from your dashboard, check your camera and microphone, then use chat, notes, the whiteboard and captions. Here's how to leave.

✅ Before you start

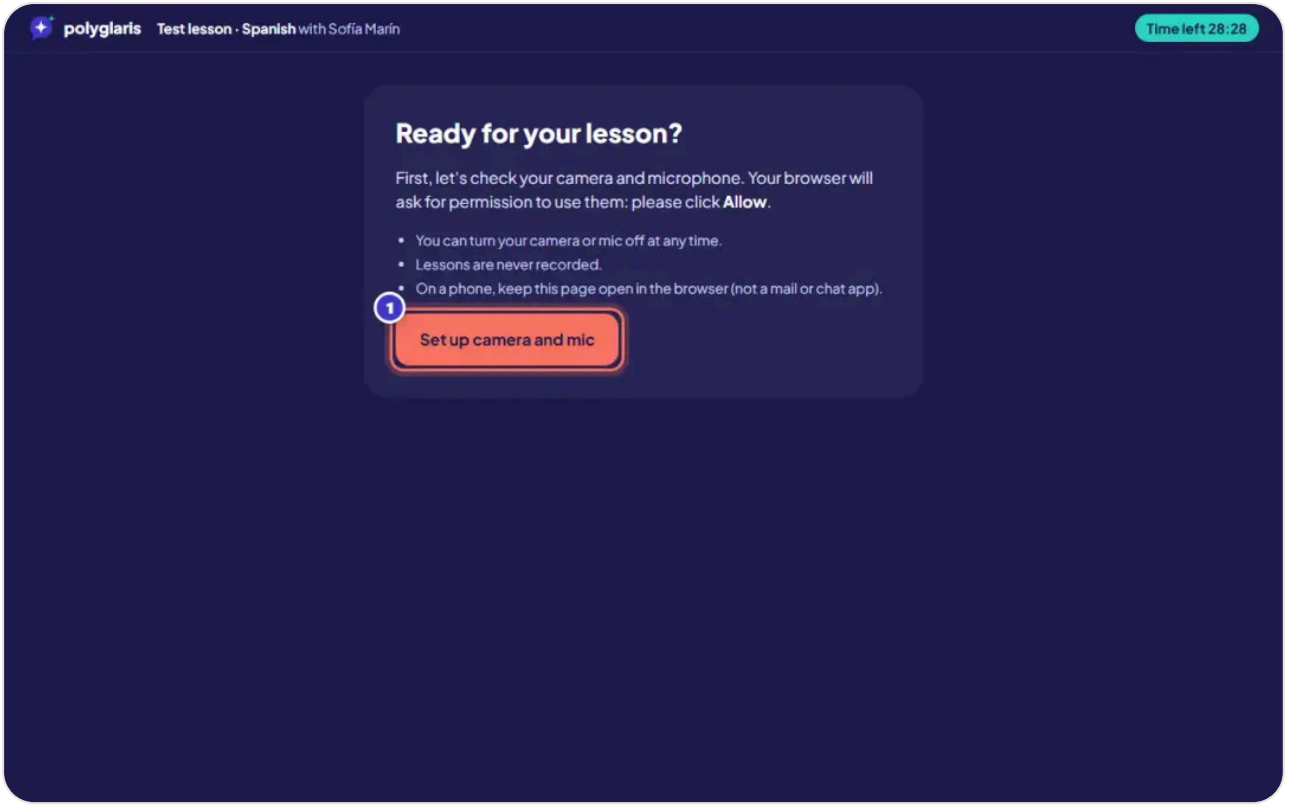
- Use a computer with Chrome, Edge or Safari, or a phone browser (not a mail or chat app).
- Find a quiet place. Headphones help.
- Lessons are never recorded.

Step by step

1 **Press Join lesson on your dashboard, or in your reminder email. The button opens 10 minutes before the start.**

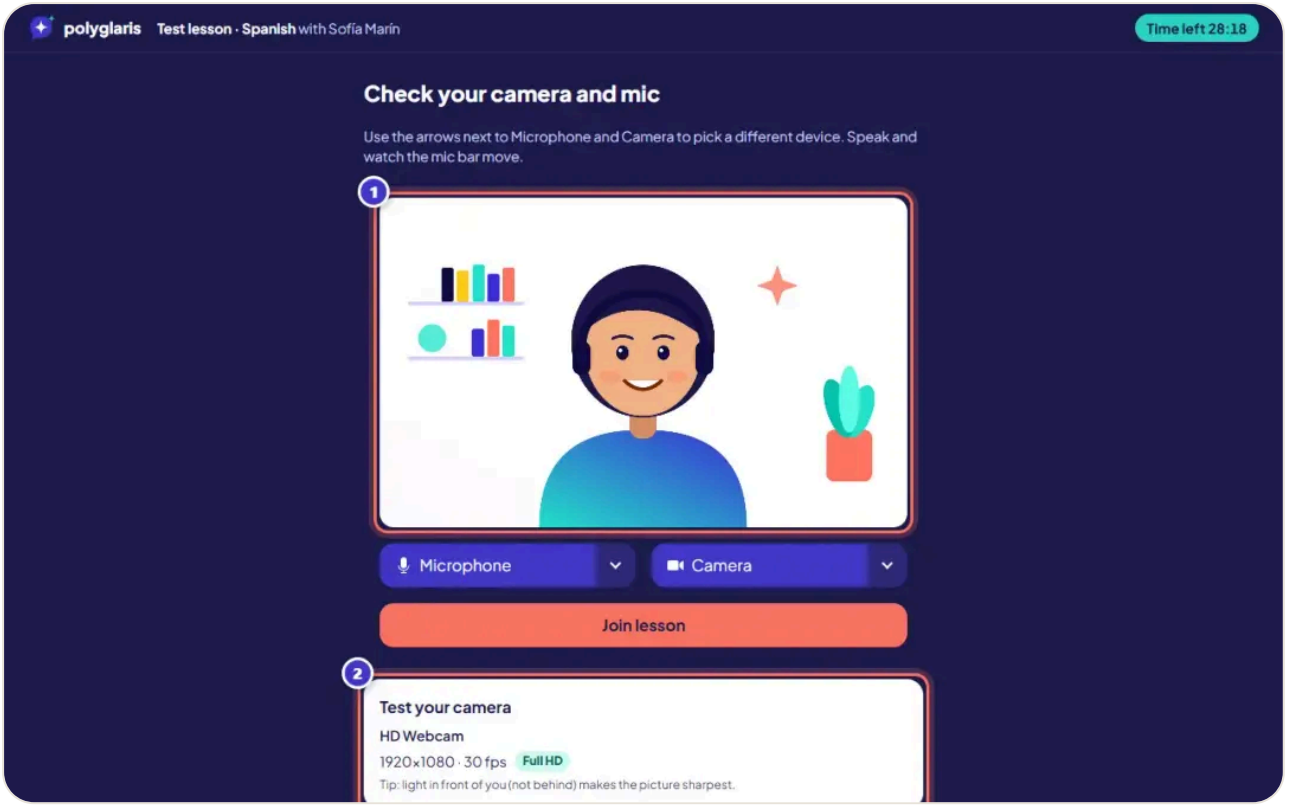


2 Press **Set up camera and mic**. When your browser asks, press **Allow**.



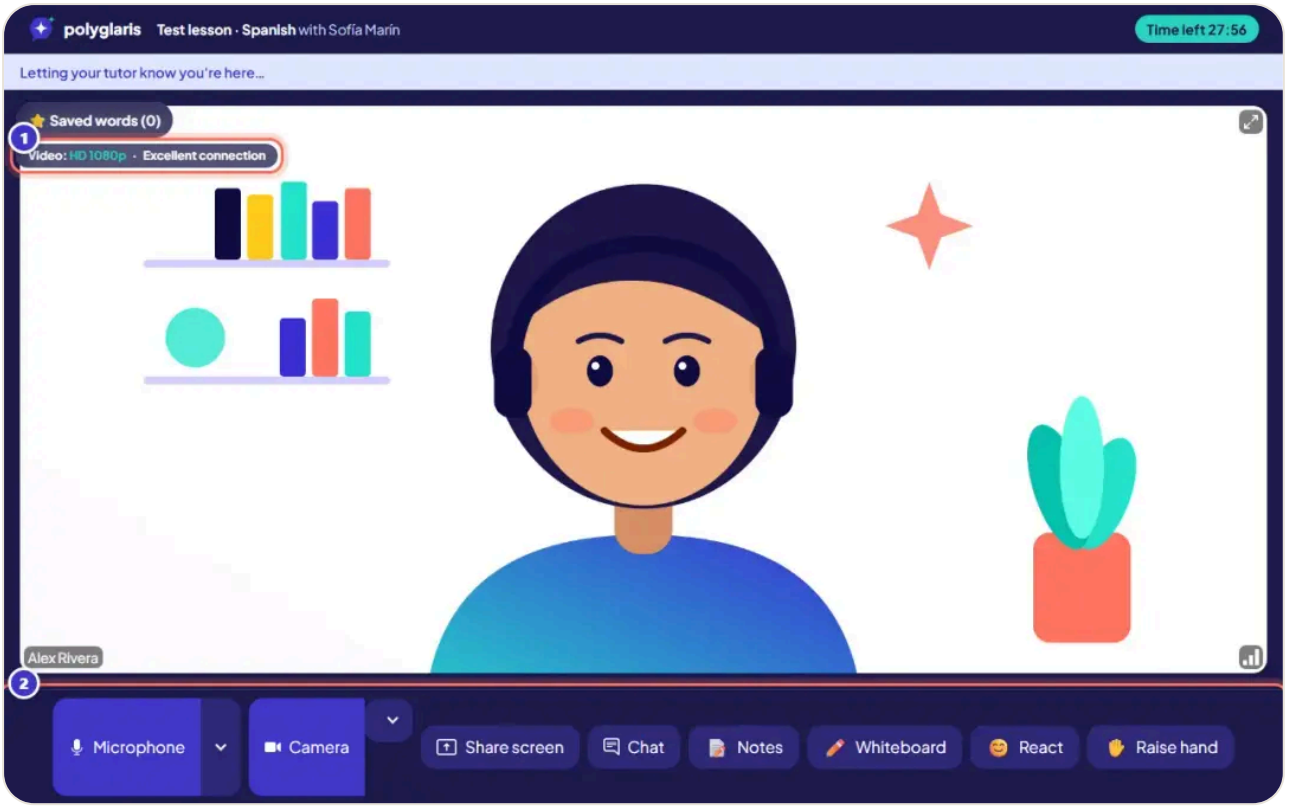
3 **Check your camera and microphone. Speak and watch the level move. Under Test your camera you see what your camera sends, for example 1920×1080 · 30 fps with an HD label.**

Use the arrows next to Microphone and Camera to pick another device, or pick a background or blur. If you see **SD**, try another camera or more light. You can join with your camera or microphone off and turn them on later.



4 **Join the lesson. Use the buttons at the bottom: microphone, camera, Chat, Notes, Whiteboard, React and Raise hand. On a phone, more tools are under More.**

The **Video** chip at the top right shows the picture quality (for example **HD 1080p**) and your connection.



5 **To keep a new word, select it in the chat or the notes and press ⭐ Save word. It goes to your saved words and flashcards.**

6 **In English, Spanish, French, German, Italian and Portuguese lessons, press 💬 Captions to show live captions of what you both say.**

7 **When the lesson ends, press Leave. Rate the lesson with one tap, and book the same time next week if you like.**

👀 What you should see

- A countdown of the lesson time at the top.
- The **Video** chip on the video: **HD 1080p** and your connection (for example **Excellent connection**).
- After leaving: "How was your lesson with …?" and "Book same time next week?"
- Later: your notes, saved words and whiteboard on your dashboard, and a lesson summary email once your tutor shares the notes.

🛠 Troubleshooting

"Your browser is blocking the camera and microphone."

Click the camera or lock icon at the left end of the address bar, set Camera and Microphone to Allow, then reload the page.

"Your camera or microphone is busy."

Another app (like Zoom, Teams or another browser tab) may be using it. Close that app and reload the page.

"Your connection is weak."

Press **Low-bandwidth mode** (lower video quality) or **Audio only**. Chat, notes and the whiteboard keep working.

My tutor isn't there yet.

Stay in the classroom: your tutor is notified straight away. If they haven't joined 15 minutes after the start, you get a full refund automatically.

I got disconnected.

The classroom reconnects by itself. If it can't, press **Rejoin**.

Checked against the app on October 28, 2026