

Byki Online FAQ's

1. Can I access this product from outside the library's website?

No, the Byki Online Library Edition is only available through the library's website.

If you are interested in a version of Byki that you can run on your own computer, see the answer to «What else does Transparent Language have to offer?» below.

2. Why do you ask for an email address to register as a user? What if I don't have email, or don't want to give out my address?

We ask for an email address so we can keep you up-to-date about Byki Online and other language-learning solutions. We will also use it to send you your password if you ever forget it. The email address is optional, so you can register as a user without providing one if you choose.

3. I cannot remember my user name or password. What should I do?

If you remember your user name but not your password, you can use the [Forgot Password?](#) link on the Login screen to have your password sent to you by email.

If you have forgotten your user name, ask the administrator for the library to look up that information for you or assign you a new user name.

4. I cannot log in to the application. What should I do?

Each library has a limit on the number of users who can work with Byki Online at the same time. If this concurrent user limit has been reached, you will not be able to log in to the application until someone else logs out. Wait a few minutes and try again, or see the library administrator for assistance.

5. My session suddenly timed out. Why is that?

Each library sets a limit on the length of individual sessions with Byki Online, in order to allow all library patrons a fair chance to work with the program. If you reach that limit, you will automatically be logged out of the program and returned to the Login screen.

6. What is the survey for?

The survey is your chance to tell us what you want! If you've got a minute, click on the [Survey](#) link and answer a few quick questions about your experience with Byki Online. We love to get feedback from our customers, and we value your advice.

7. Why don't I see the same options for each language?

Different languages have different features available. Thus, some languages have more options on the screen than others. For example, some languages offer a language overview, a blog, a word of the day feature, and/or a proficiency test in addition to the basic Byki Online application. You can select each language from the menu to see its features. We encourage you to explore all the options offered for your language.

8. What are the Byki Twitter and Byki Facebook links?

The Byki Twitter and Byki Facebook links provide users with an easy way to use these popular social networking sites to continue their language learning by joining online communities of Byki users and language learners. Just select your language of choice, then click on either the Twitter or Facebook link. You'll immediately have access to helpful links and articles about your chosen language and culture.

9. Will the results of my proficiency tests be saved? Can I log out in the middle of a proficiency test and continue where I left off later?

No. Unlike card scores in Byki Online, the results from proficiency tests are not saved from session to session. Similarly, if you log out of Byki Online without completing a proficiency test, your answers will not be saved. However, you can take each language proficiency test as many times as you want to prove your growing language skills, and you can print the test results if you want a record of them.

10. I have questions about individual features in Byki Online. For example, I need to know how to use an activity or how to type special characters. Where can I get more help?

Just click the ? button on any screen of Byki Online to see detailed help about that screen, including how to use each of its features and how to type special characters if necessary.

If you still have questions or issues after checking the application help, click the [Technical Support](#) link to see the Byki Online Technical Support FAQ.

11. What else does Transparent Language have to offer?

Lots! Language learners can choose from a wide variety of exciting products on the Transparent Language websites: www.transparent.com and www.byki.com

If you like Byki Online, check out Byki Deluxe — a version of the Byki program which includes additional activities, tests, and even the ability to make your own lists.

If you're ready to try something different, you can also find immersive video environments, audio learning products, and much more. There's something for everyone!