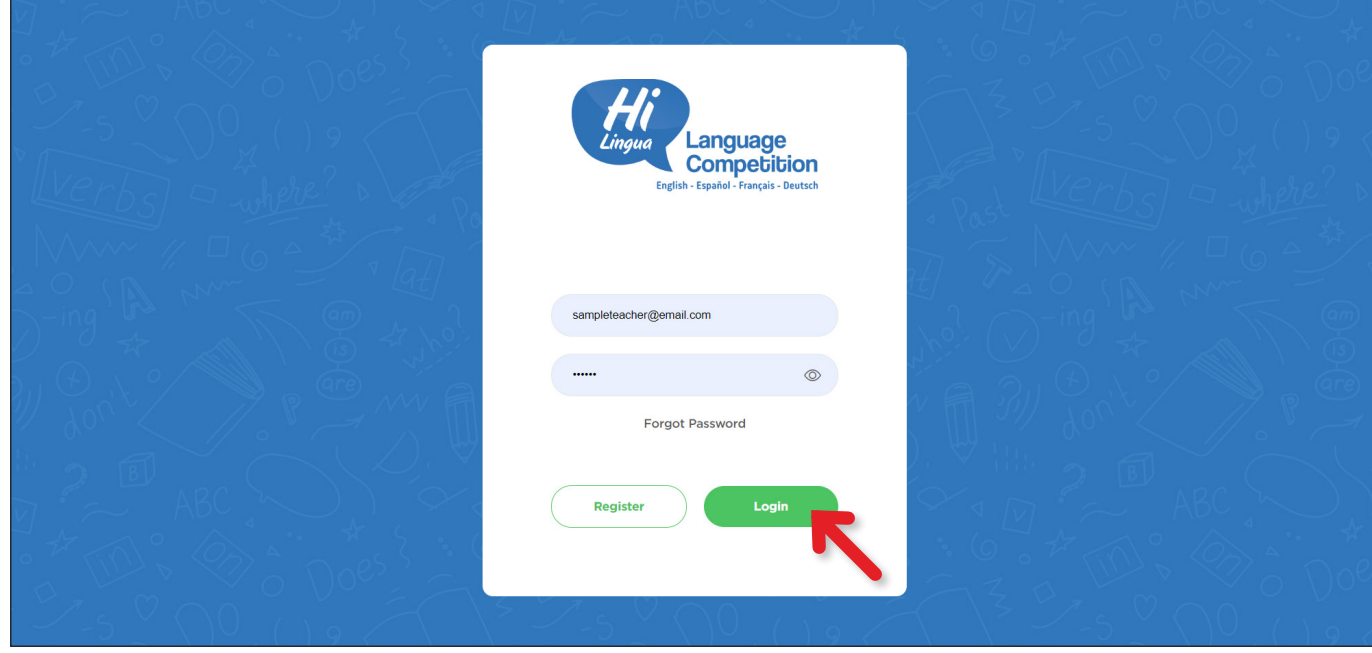


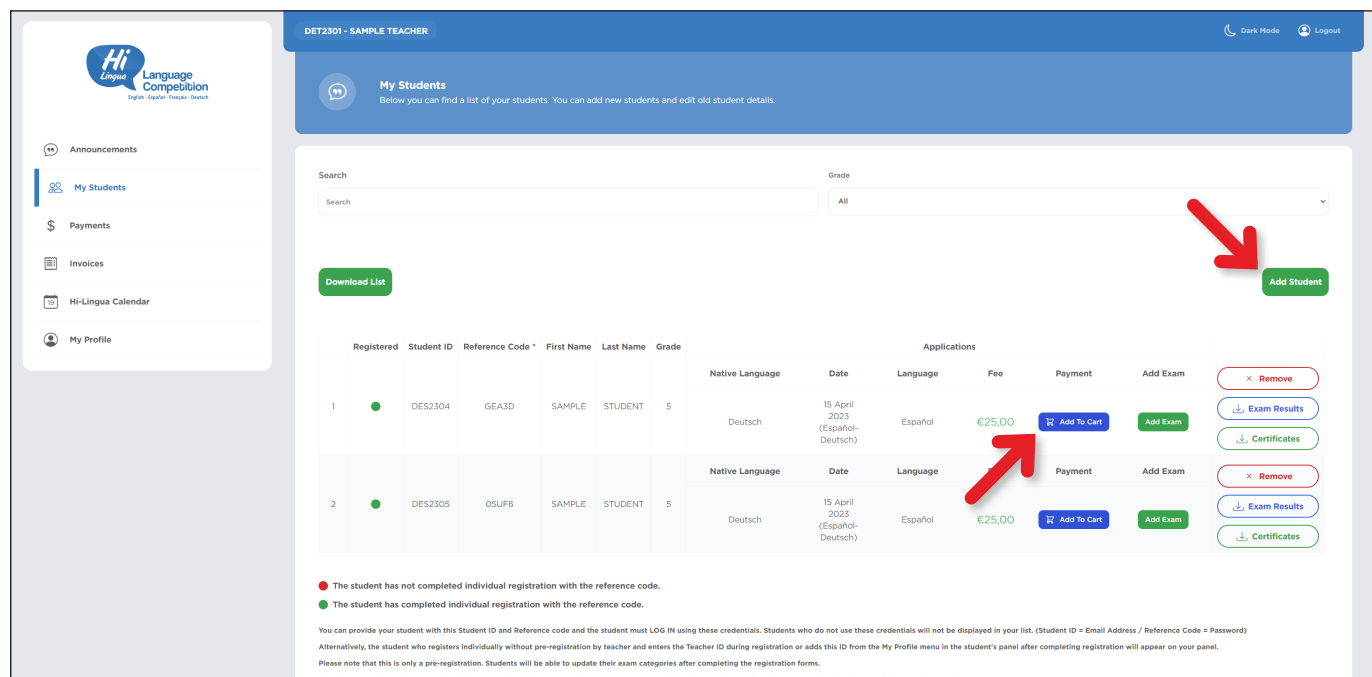
## Payment Guideline for Teachers (via Supervisor Panel)



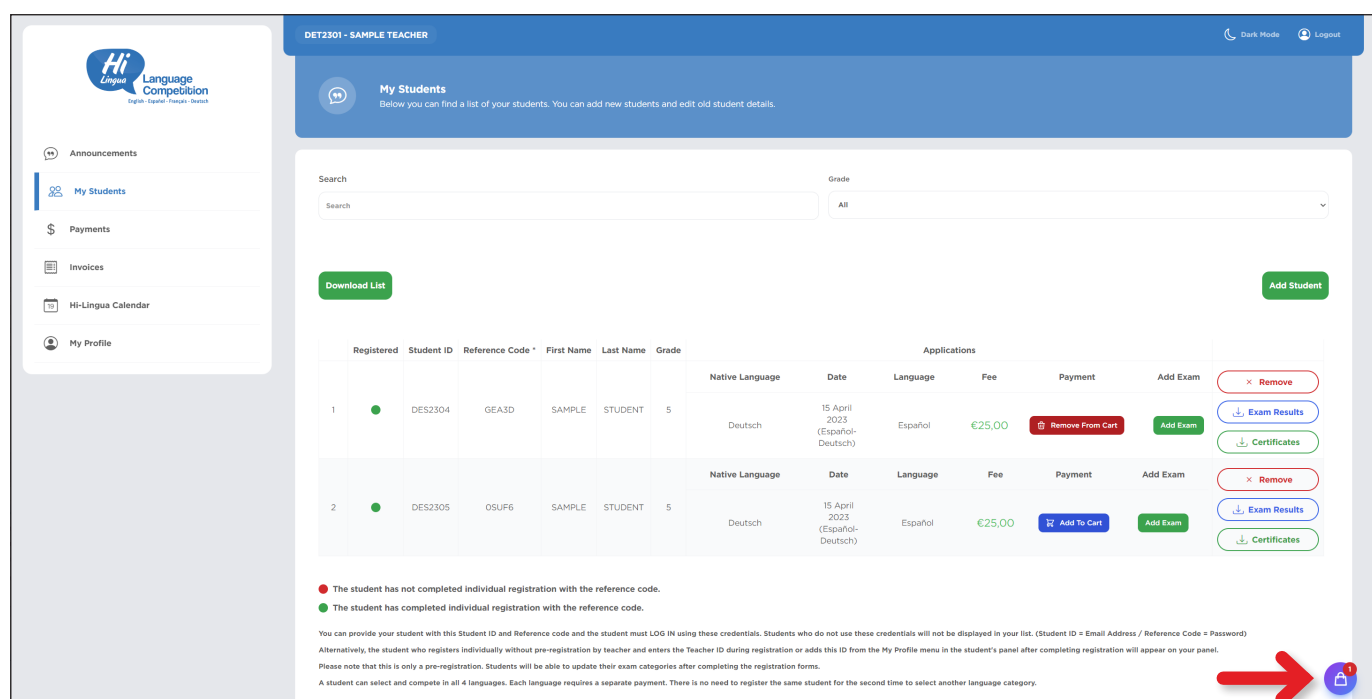
- 1 Login to the Teacher panel:



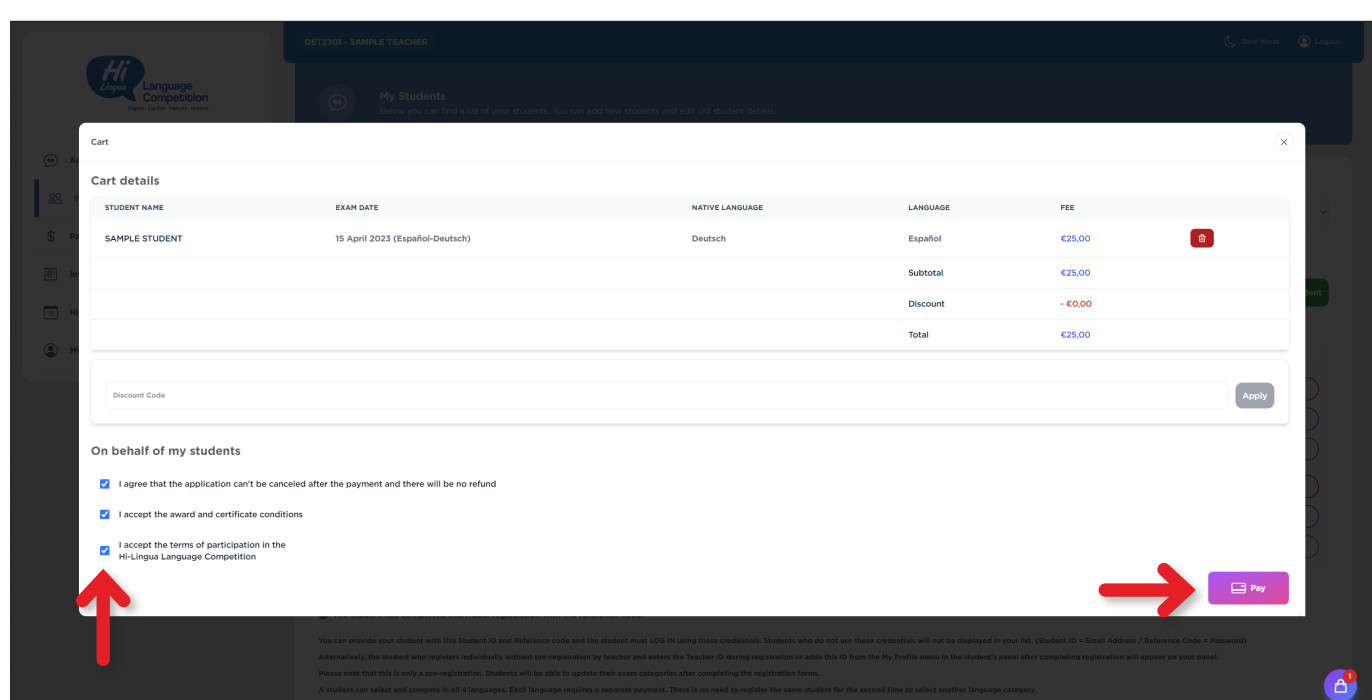
- 2 Choose the exams you want to pay for by clicking the ADD TO CART buttons. You can choose and pay for multiple exams of different students at the same time.



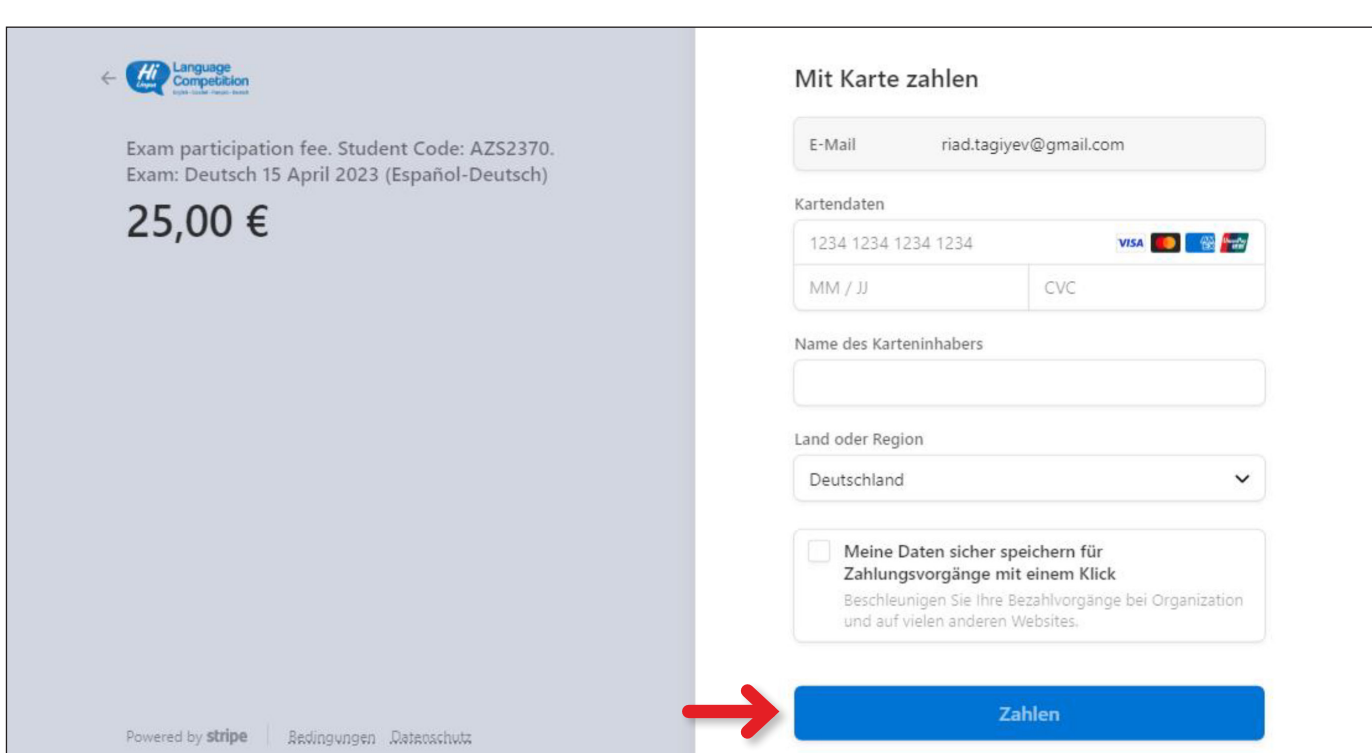
- 3 After choosing the exams you would like to pay for, click the CART button below.



- 4 Check the boxes to accept all 3 conditions and click the PAY button below.



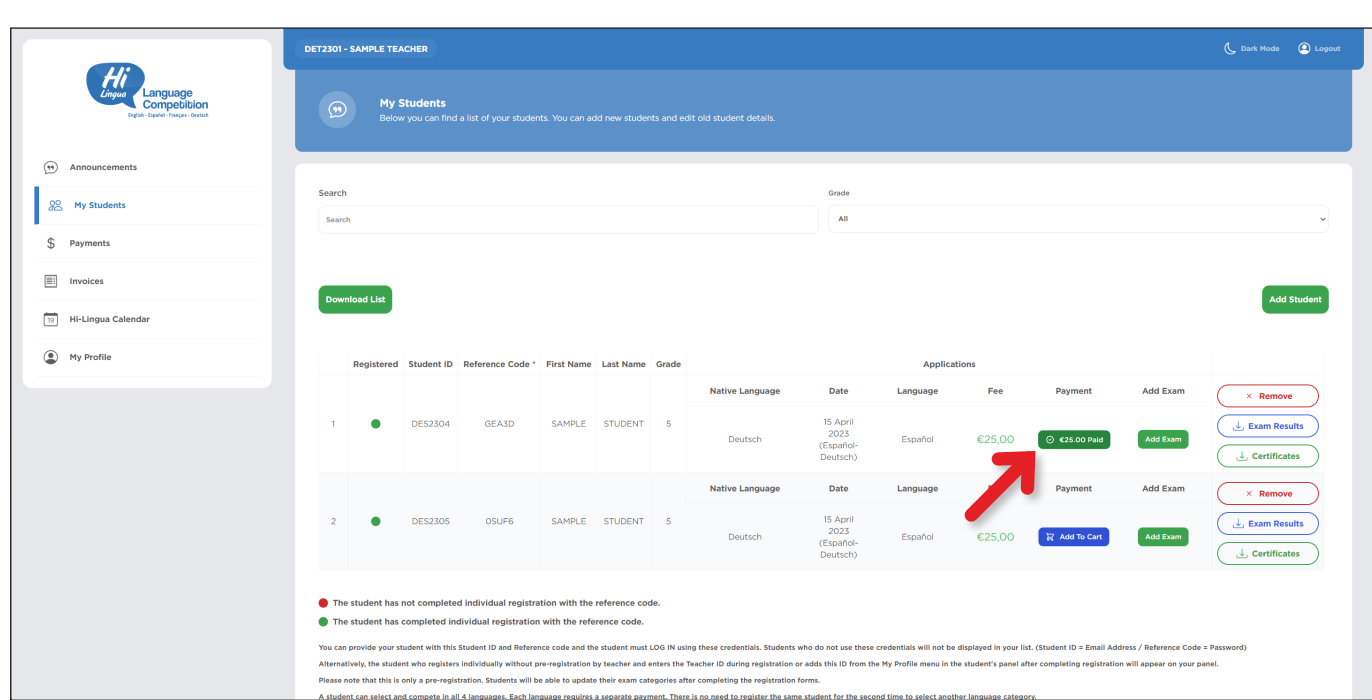
- 5 To proceed with the payment, enter your credit card information and click the PAY button.



Please wait until the process on this screen is complete. Do not turn off or refresh the page.



- 6 Once your payment is complete, your selections will change to PAID.



### Important Information:

1. Paid exams cannot be canceled or refunded.
2. Duplicate Payments Issue:
  - >> You may encounter a payment issue as a result of the internet, your bank or the actions you take on the payment screen. Should there be an issue;
    - First of all, please check whether the money has been withdrawn from your bank account (or credit card account). If not, retry the payment process.
    - If the payment has been withdrawn but does not appear on the panel, please contact us via the contact form: <https://hi-lingua.org/contact/>
    - If you pay for the same exam again in case the first payment does not show up on your screen, the second payment will be refunded after the transaction fee is deducted.
  - >> If a teacher and a student each made a separate payment for two different accounts that were opened on behalf of the student:
    - The refund amount is 15 €.
3. Please note that each student should have only one account.