

# Rosetta Stone for Enterprise: User Manual



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# Rosetta Stone for Enterprise: User Manual *(continued)*

## Welcome to Rosetta Stone for Enterprise

Excited to learn a new language? We're pleased to be supporting you on that journey. This guide is intended for users who are affiliated with or received their Rosetta Stone license through a corporation or government agency, and have access to Rosetta Stone for Enterprise. If this is not the case, please visit our support site (<https://support.rossettastone.com/>) to download guides for Rosetta Stone or Rosetta Stone for Schools.

## General information

### What is Rosetta Stone for Enterprise?

Rosetta Stone for Enterprise allows you to learn one or more new languages at your own pace, at any time and from anywhere. Whether you need your new language for work, pleasure, or travel, you'll find everything you need to support those learning goals in one place.

Your Enterprise license gives you the opportunity to take your language learning to the next level, with advanced content that covers business and industry-specific vocabulary.

### How does Rosetta Stone teach language?

We tap into your natural ability to learn a language, using guided immersion to build your understanding of language through real-world visual prompts and scenarios. We will get you comfortable with communication from the very beginning, serving up plenty of pronunciation and speaking practice, and offering immediate feedback to help guide and correct your learning along the way. Live Tutoring\* is also available to reinforce your learning and build confidence.

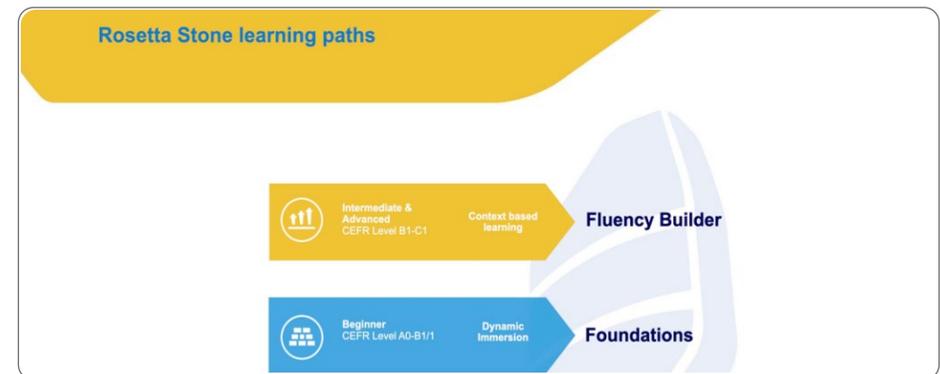
### How do I access my courses?

You can access your courses online, or use one of our learning apps to study on the go. Since you'll use the same username for both, your learning will always be recorded, and you can pick up wherever you left off when you next log on.

### What levels does Rosetta Stone cover?

Rosetta Stone accommodates true beginners through advanced learners. View more information about the course levels [here](#). The first time you sign in to your account, you'll be asked to complete a placement assessment and evaluation, so that we can match the material you see in Rosetta Stone to your current level and learning preferences. Whether you're in the early stages of your language learning journey, or looking for more challenging material to build fluency and accuracy, we'll make sure you're set up with the right lessons to support your ongoing progress.

Once you've completed this initial evaluation, you'll gain access to everything you need to learn and practice your chosen language, including units of work, phrasebooks, stories, mp3s, videos\* and more.



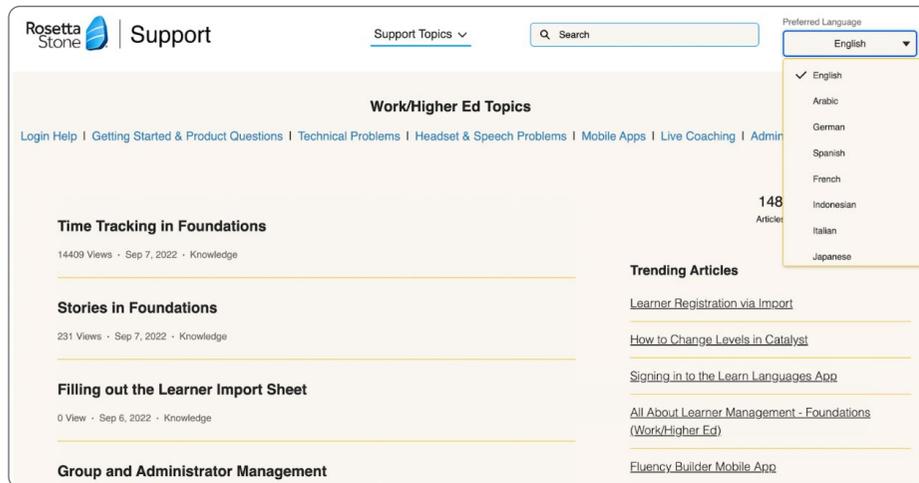
2 \*Please check with your program administrator to confirm whether this is included as part of your Enterprise learning profile.

\*Videos are available for level B1 and above.

# Rosetta Stone for Enterprise: User Manual *(continued)*

## Where can I access technical support?

If you need help while using Rosetta Stone for Enterprise, you can visit <https://support.rosettastone.com> to find answers to common questions. In case you don't find what you're looking for, our support teams serve multiple timezones and can provide further assistance within 24 hours. To see a list of available support languages, use the language menu in the top right hand corner of the support site.



## Learner Engagement Team

For product questions, mobile activation, and general information, call Rosetta Stone Enterprise Support, or refer to the regional email addresses:

Email: (US, Latin America and Canada) [engagement@rosettastone.com](mailto:engagement@rosettastone.com)

Email (Europe, Middle East and Africa): [emeasuccess@rosettastone.com](mailto:emeasuccess@rosettastone.com)

Email (Asia / Pacific): [apacsupport@rosettastone.com](mailto:apacsupport@rosettastone.com)

## Product Support Team

For technical issues, error messages, and headset configuration:

Email: [instsupport@rosettastone.com](mailto:instsupport@rosettastone.com)

## Getting started

Now let's get you set up, so that you can begin your language learning journey.

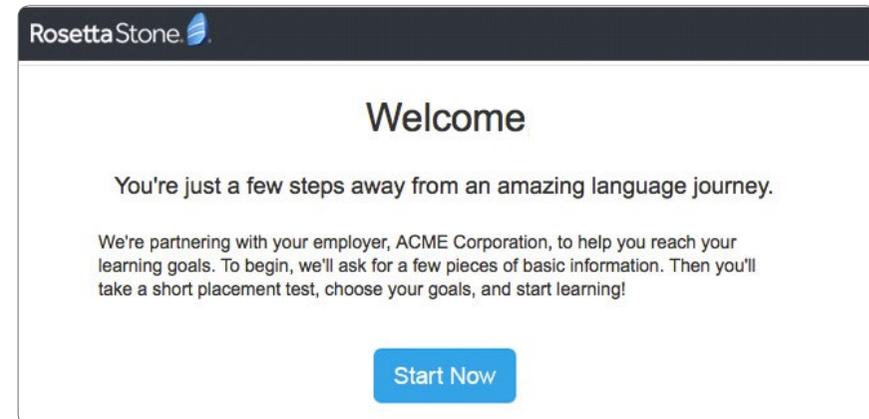
### Login via your organization's LMS

If your organization uses a Learner Management System (LMS) or Single Sign-On platform, you can [follow these instructions](#) to launch Rosetta Stone from a computer.

### Login via your web browser:

#### Check your email

You should have received a welcome email from Rosetta Stone. Click the **"Start Now"** button as seen below. If this email hasn't arrived, check your spam folder and verify your mailbox settings.



### Mailbox settings

Please ensure you are authorized to receive emails from the following domains:

**@rosettastone.com**

**@\*.rosettastone.com**

If your access is restricted, then these might need to be whitelisted by your IT support team.

# Rosetta Stone for Enterprise: User Manual *(continued)*

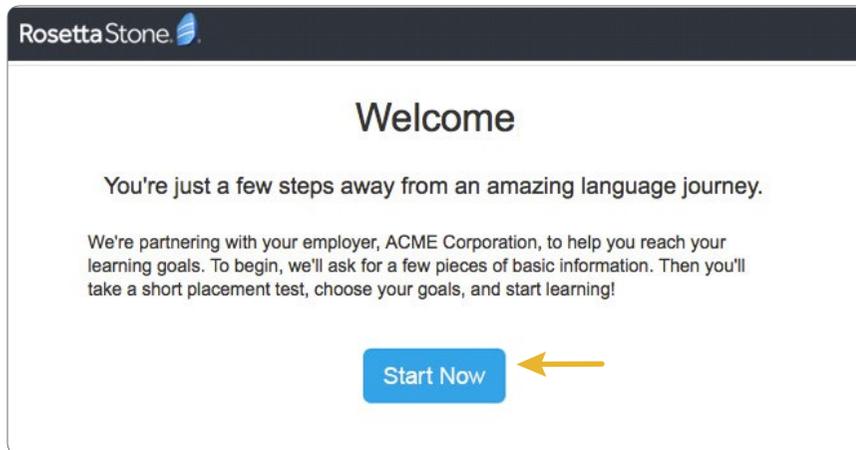
## Supported web browsers



Please note that Internet Explorer is not recommended.

## Set up your profile

- 1 You should now have received a welcome email from Rosetta Stone. Click the “**Start Now**” button as seen.



**HINT:** It's a good idea to save the login URL to your bookmarks, as it's the one that you will use for future access.

## Set up your profile *(continued)*

- 2 Your registered email will become your username, but you'll have the option to choose a password, specify your native language (or a language you already understand well), voice type (used to adjust the TruAccent pronunciation tool accordingly), and time zone. Make sure to agree to the Terms of Use and Privacy Policy by checking the box at the bottom left.

- 3 Click “**Agree and Continue**”

# Rosetta Stone for Enterprise: User Manual *(continued)*

## Placement

Select your chosen language to understand how your level placement will take place: [Arabic](#), [Chinese](#), [Dutch](#), [English](#), [Filipino \(Tagalog\)](#), [French](#), [German](#), [Greek](#), [Hebrew](#), [Hindi](#), [Irish](#), [Italian](#), [Japanese](#), [Korean](#), [Persian \(Farsi\)](#), [Polish](#), [Portuguese](#), [Russian](#), [Spanish](#), [Swedish](#), [Turkish](#), [Vietnamese](#).

## English, French, German, or Spanish

If you have chosen to learn English, French, German, or Spanish, you will now take a placement test that will assign you to the right level. The test should take between 30-45 minutes to complete.

- 1 Click **“Start”** to begin.

### Your current language ability in English

In order to help you get the most from Rosetta Stone, we would like to learn more about your current English language skills.

-  We'll only use your results to place you in the appropriate product and language level to best meet your skills and learning goals.
-  We recommend you sit in a quiet place with headphones to ensure you can hear the audio clearly.
-  Any questions you don't answer will be marked as incorrect.

Estimated time to complete test:

 **30 - 45 minutes**

[Start](#)

- 2 You will answer multiple choice questions in an untimed environment. It is important to answer the questions without consulting reference materials. Take your time and don't guess; otherwise you may be placed in the wrong level.

**PART 1**

Choose the answer that best completes the sentence.

Whales are mammals \_\_\_\_\_ they live in the water.

- as
- and
- while

- 3 Be sure to turn your sound up, as some items will require you to listen to a question and/or response.

**Part 1**

Look at the image carefully. Then choose the best response.



- 
- 
- 
- 

# Rosetta Stone for Enterprise: User Manual *(continued)*

## English, French, German, or Spanish *(continued)*

- 4 When the test is complete, you will see your score and CEFR level. CEFR stands for Common European Framework of Reference, and it's a standardized measure of skills across all languages. You will also see the corresponding CEFR description of your general language abilities at that level. To enter your course, simply click **"Start Learning."**

For more information on the CEFR levels, see page 7.

**Congratulations!**  
You've completed the Rosetta Stone English Pre-test. Your test results are explained below.

Your Reading and Listening test results indicate that you are ready to study content at CEFR Level B2.

Beginner ● A1 ● A2 ● B1 ● **B2** ● C1 ● C1+

Your score:  
**259/400**

**At the B2 CEFR level, you are able to:**  
Understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialization.  
Interact with a degree of fluency and spontaneity that makes regular interaction with native speakers possible without strain for either party.  
Produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.

[Start learning](#)

**Important:** If you are a complete beginner in your chosen language of study, you may skip the placement test (if you have the option to skip the test). You will be placed in the starting level of the program.

## Chinese, Dutch or Italian

If you have chosen to learn Chinese, Dutch or Italian, you will now take part in a self assessment that will place you in the course that corresponds to your level. The assessment should take about 10 minutes to complete.

- 1 Click **"Start"** to begin

Your current language ability in Dutch

In order to help you get the most from Rosetta Stone, we would like to learn more about your current Dutch language skills with this self-assessment.

We'll only use your results to place you in the appropriate product and language level to best meet your skills and learning goals.

**Estimated time to complete your self-assessment:**  
**10 minutes**

[Start](#)

- 2 You will now be asked a series of questions relating to your comfort and skill level with your chosen language. Please answer these questions as accurately as possible.

1 / 5

Select the option that best describes your ability to understand or communicate in Dutch. You should choose only one option.

**When I hear spoken Dutch, I can understand:**

- one- or two-word statements, or less
- basic everyday words and phrases
- main points in short, clear, simple messages
- topics of personal interest when the delivery is relatively slow and clear
- TV news, extended speech and lectures if the topic is reasonably familiar

# Rosetta Stone for Enterprise: User Manual *(continued)*

- 3 When you have completely answered all self-assessment question, you will be given a CEFR level based on your results. CEFR stands for Common European Framework of Reference, and it's a standardized measure of skills across all languages. You will also see the corresponding CEFR description of your general language abilities at that level. To enter your course, simply click **"Start Learning."**

The screenshot shows a 'Your results' page with the following content:

- Header: "Your results"
- Text: "Congratulations. You've completed your language self-assessment. Your responses indicate that your Dutch proficiency level corresponds to the following:"
- Progress bar: A horizontal line with seven circular markers labeled "Beginner", "A1", "A2", "B1", "B2", "C1", and "C1+". The "A2" marker is highlighted in blue, indicating the user's current level.
- Description: "At the A2 CEFR level, you are a basic user of Dutch."
- Button: A blue button labeled "Start Learning" at the bottom right.

The CEFR levels are:

- A1 - Low Beginner
- A2 - High Beginner
- B1 - Intermediate
- B2 - Higher Intermediate
- C1 - Advanced

## Additional Languages

If you have chosen to learn a language that is not English, Chinese, Dutch, French, German, Italian or Spanish, you will automatically be placed into Rosetta Stone Foundations, where you can begin to study your new language. To get started with your learning, simply click on **"Foundations."**

The screenshot shows a 'My Products' section with a blue button labeled "Foundations" and a right-pointing chevron icon.

**Please note:** Some company administrators may choose to override the initial assessment process, in which case you will see a course when you first log on. If required, once you've completed your registration you'll be placed in an appropriate course. If you feel that the material is too easy or difficult, contact the Rosetta Stone administrator in the organization who issued your license to request a level change. If you're unsure who your administrator is, then please contact our support team at [engagement@rosettastone.com](mailto:engagement@rosettastone.com).

## Rosetta Stone courses

Our Enterprise programs have two component courses. **Foundations** is designed to build fundamental language skills, whereas **Fluency Builder** allows you to select intermediate and advanced-level modules that accommodate your learning objectives and professional role. You will be placed in one or the other depending upon your existing language level. Below is a summary of language skills at each level.

# Rosetta Stone for Enterprise: User Manual *(continued)*

## Rosetta Stone levels

The Rosetta Stone for Enterprise program spans levels A1-C1 on the Common European Framework of Reference. For a full explanation of these levels, visit the [Cambridge English](https://www.cambridgeenglish.org/) website or refer to the brief summary of professional skills below.

CEFR Level/ Target Skill	A1	A2	B1	B2	C1
<b>Reading &amp; Writing</b>	Can understand basic phrases, instructions or information. Can complete basic forms and write notes including items, dates and places.	Can understand straightforward information within a familiar topic, or report on familiar matters using a limited range of vocabulary. Can complete forms and write short simple letters related to personal information.	Can understand and respond to most straightforward written tasks on a familiar topic.  Can manage routine situations, such as taking/placing orders for customers.	Is able to understand the general meaning of written tasks even if the topic isn't predictable or familiar. Can write a straightforward written report, email or presentation.	Is able to deal with all routine requests for goods and services.  Can understand and draft almost any written report, email and presentation.
<b>Listening &amp; Speaking</b>	Can understand simple instructions or take part in a basic factual conversation on a predictable topic.	Can express simple opinions or requirements in a familiar context.	Can follow a simple presentation/demonstration.  Is able to converse professionally within a familiar area of expertise.	Express own opinion, and present arguments to a limited extent.  Give a simple, prepared presentation on a familiar topic.	Is able to effectively participate in meetings and seminars and present a clear perspective or argument in a professional context.  Is able to conduct an extended professional conversation on matters that are familiar or untechnical.

## Requesting a change of level

If you feel that the material is too easy or difficult, contact the Rosetta Stone administrator in the organization who issued your license to request a level change.

If you're unsure who your administrator is, then please contact our support team at [engagement@rosettastone.com](mailto:engagement@rosettastone.com).

## Rosetta Stone for Enterprise Dashboard

After completing the questionnaire and assessment, you'll see your course appear in the "My Products" section of the user dashboard. You'll also be able to access reports based on the amount of study time you've completed in a specific month, and in total. If you have access to Live Tutoring, the number of sessions and time spent with the tutor will also be recorded. It's a good place to track your progress, to make sure your learning stays on track.

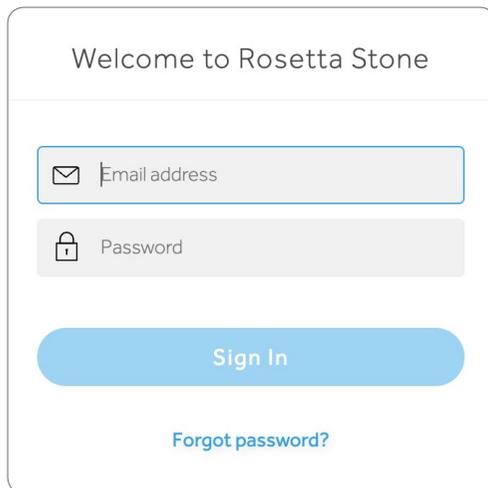
My Activity (Hours)

	Desktop	Mobile	Tutoring	Total
This Month	0:00	1:13	0:26	1:39
All Time	2:57	3:03	1:23	8:46

# Rosetta Stone for Enterprise: User Manual *(continued)*

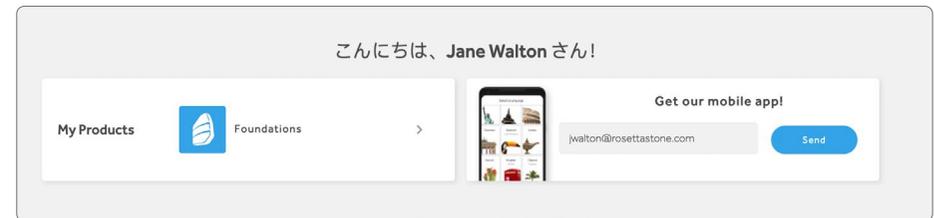
## Signing In

- 1 Navigate to the launch page that was linked to in your welcome email. If you didn't initially save this URL in your bookmarks, it's a good idea to do so as soon as possible.
- 2 Enter your username (remember that this is your email address) and password
- 3 Click **"Sign in"**
- 4 Click on your product name on the dashboard to open your course



## Rosetta Stone mobile apps

After you've been placed into a Rosetta Stone program, you can have the mobile app information for your program sent directly to your email. There are two mobile apps that correspond to different courses and levels. Sending yourself access information from your program dashboard ensures that you will download and sign into the correct app.



Please be aware that if you download the app directly from the Apple or Android app store instead of through the email link initiated from your dashboard, you may find yourself accidentally signed up to a free trial app, which will expire after the first month of use. The best way to ensure full access is to initiate access through your dashboard, then open the email with the mobile app instructions on the mobile device you will use to access your mobile learning.

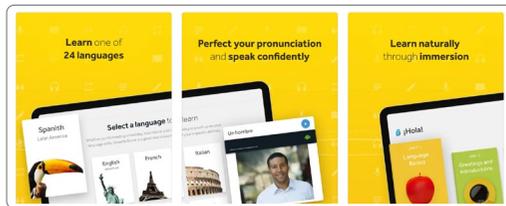
### Signing in to the mobile app

Open the email **from your mobile device** and click on the app store for your device (Apple or Google Play) to download the appropriate app for your learning level.

# Rosetta Stone for Enterprise: User Manual *(continued)*

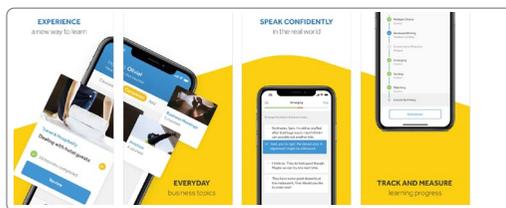
## Foundations users (CEFR Levels A1-A2)

The mobile app for **Foundations** users is called **Learn Languages**. When signing in to the app, please select the option **“Work or School”**. Then enter your username and password. You will also be asked to provide a password specific to your organization, called a **namespace** or **workspace**. You will find this workspace in the email you received about the mobile app download and sign-in instructions.



## Fluency Builder users (CEFR Levels B1-C1)

The mobile app for **Fluency Builder** users is called **Fluency Builder**. When you sign in to the app, you will use the same username and password as you do to sign into the Rosetta Stone platform on your computer.



## Mobile vs online study

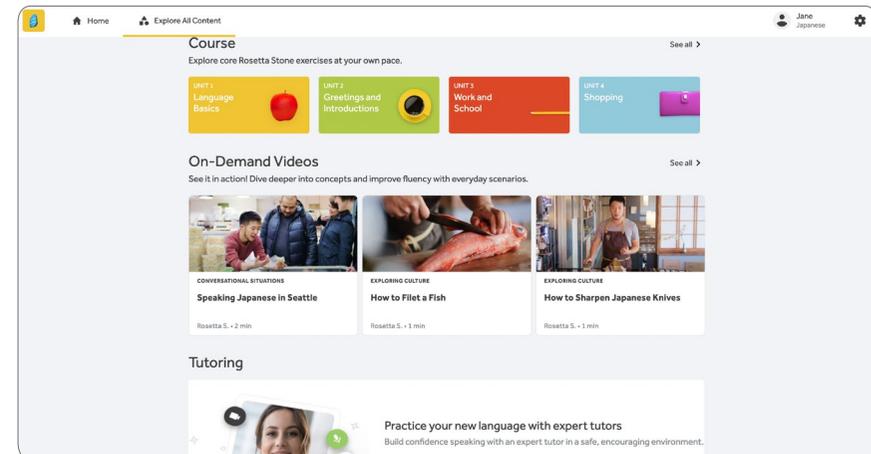
As long as you sign into both the mobile app and web platform using the same username and password, the work that you complete in both places will synchronize automatically. You have the freedom to study anytime and anywhere using either the online platform and mobile application.

## Using Foundations

### Navigating your course content

#### Units and lessons

To access all of the course content, click on the **“Explore all content”** tab. You can choose to follow the content in order, go back and access previous units, or skip ahead to later units in the course. Each one can be broken up into manageable chunks to suit your schedule, so don't feel that you need to complete a lesson or unit in one sitting. We recommend that learning take place in 30-minute sessions, and that for optimum progress, you try to study in short sessions on a regular basis (3-5 times per week), rather than for long periods of time at infrequent intervals.



# Rosetta Stone for Enterprise: User Manual *(continued)*

## Additional available resources

### Live Lessons

Live Lessons take place at specific times as shown and are delivered by Rosetta Stone tutors. These 25-30 minute sessions are aimed at creating personal connections and expanding conversational skills in specific topic areas. These same tutors deliver numerous Live Tutoring sessions.

### Stories

These stories set language into the context through interactive stories and poems, aimed at improving reading, listening and speaking skills. The stories uncover aspects of the culture, customs, and history associated with your target language.

### Phrasebooks

Common phrases are described through visual clues. These phrasebooks help to build essential vocabulary, and serve as perfect pronunciation practice.

### Audio companions

You can train your ear by downloading audio companions to continue your learning offline while you're on the go.

### Alphabet

More useful than it sounds, this incredible pronunciation guide helps to explain some of the rules of spelling and pronunciation.

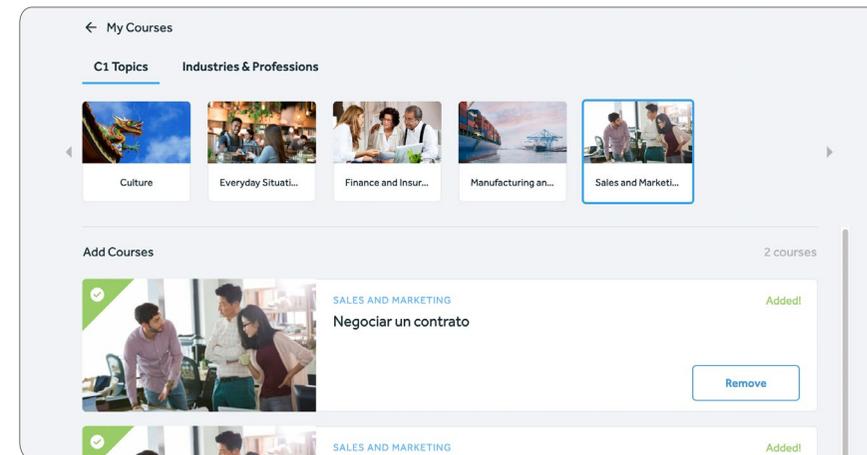
## Using Fluency Builder

### Navigating your course content

#### View and add courses

In Fluency Builder, you will automatically be assigned some basic courses at your level. To browse through the available content, click on **"Add courses"** and choose from the options

corresponding to specific topics, or industries and professions. All of the content you can access will be adjusted to your language level. Once you have selected those that interest you, they will appear on your main list of courses, and you can work through the content at your own pace.



### Live Tutoring

If Live Tutoring is available within your company's Rosetta Stone agreement, you will see an icon appear at the top of your screen. To book or access a session, click on the icon and choose from the list of available sessions at your level.

Hint: We recommend booking sessions at least one week in advance to take advantage of the full range of options and times.

# Rosetta Stone for Enterprise: User Manual *(continued)*

## Live Tutoring *(continued)*

For learners at all levels, Live Tutoring is a great way to support speaking confidence and accuracy. With sessions available 24/7, you can access highly trained teaching professionals at a time to suit your schedule, and engage with other learners to sharpen your conversational skills. One-to-one sessions are also available for more tailored practice.

### Live Tutoring for Foundations learners

In the early stages of learning, we recommend booking lessons to coincide with the end of each unit, which will help you consolidate the vocabulary covered in each one through real-time conversations.

### Live Tutoring for Fluency Builder learners

Choose from one-to-one or group sessions, if available, to cover areas of interest or specific importance to your role. We recommend booking sessions a week or more in advance, so that you can find the right match for your schedule and topic of interest.



### Don't be afraid to try Live Tutoring!

Some learners feel hesitant to put their language skills to use, but there is immense value in online tutoring, and we've seen considerable and rapid improvement in those who engage on a regular basis. Our tutors will immediately put your nerves at ease, making sure that everything is level-appropriate and that gentle guidance is given to support your progress and confidence.

## Switching between languages

In many cases, learners have access to more than one language. If that is the case, then you can quickly switch quickly and easily between languages by accessing your profile. You will need to complete the evaluation process each time you access a language for the first time. You will NOT lose your learning records by switching to another language on either mobile or web, and can freely access both whenever and wherever you need to do so. For further guidance on this, please visit [support.rosettastone.com](https://support.rosettastone.com).

## Best Practices

### Don't forget to use a good quality headset.

This is important while completing lessons and especially while attending Live Tutoring sessions. The correct headset will ensure that you get the best feedback on your speaking skills.

### Practice a little bit every day to keep everything you're learning fresh in your mind.

We recommend that you practice in the program for 30 minutes, 3-5 times per week.

### Schedule practice times on your calendar.

Find a good time to practice. It can be over your morning coffee, on your commute to work, or on the weekends. Make sure that you incorporate practice time into your weekly schedule so that Rosetta Stone becomes part of your routine. Consistency is key to remembering and building upon what you have learned.

# Rosetta Stone for Enterprise: User Manual *(continued)*

## Immerse yourself in your new language.

Look for opportunities to practice your language outside of the program. Depending on your level, this might be listening to music, reading news articles, switching the subtitles on in your target language, or finding a coworker or friend to converse with. Full immersion is the key—or as close to that as possible!

Elevate your language skills.



**Anytime**



**Anywhere**



**Any device**