

How can students synchronize their purchased courses across multiple platforms?



I. Function Introduction

Students can study courses from the same merchant's Online Store on both the WeChat and QQ platforms after binding the same mobile phone number on the 'WeChat version' and 'QQ version' of the store.

II. Scenario Example

1. Student A of a merchant has been purchasing and studying courses in the [WeChat Store];
2. Later, the merchant opened a [QQ Store]. After entering the [QQ Store], A couldn't see the courses purchased on WeChat;
3. A wanted to study the courses from the [WeChat Store] on QQ, so A bound the mobile phone number 166xxxxxxx used in the WeChat Store in the [QQ Store];
4. After successful binding, A can see the purchased courses in both the WeChat and QQ stores;

Scenario Diagram:

1.png

III. Operation Path

Merchant's H5 Store → Personal Center → Account Settings → Mobile Phone Number

IV. Operation Process

Step 1 Log in to the store and enter the 'My' page or the pop - up window for binding a mobile phone number;

2.png or 3.png

Step 2 Enter the account settings, find the entry for binding a mobile phone number, and click on it to pop up the window for binding a mobile phone number;

4.png 5.png

Step 3 In the situation described in [II. Scenario Example], an account merging page will pop up. Agree to merge the accounts; cancel to skip the merging.

****Note:**Commission pending settlement is not supported for now. You can suggest that users wait for the commission settlement to complete before merging accounts;

11.png

V. Supplementary Explanation

1. Under what circumstances will 'account merging' occur when binding a mobile phone number, and when will it not?

① 'Account merging' occurs

If a student binds the same mobile phone number in the WeChat Store and the QQ Store, 'account merging' will occur;

8.png

(Diagram of account changes during 'account merging')

② 'Account merging' does not occur

If a student binds the same mobile phone number in two WeChat (or two QQ) accounts, the two accounts cannot be merged;

In this case, if A binds B's mobile phone number, B's mobile phone number will be unbound and bound to A;

9.png

(Diagram of account changes during

'binding/modifying a mobile phone number')

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