BE A PART OF THE EF HOMESTAY PROGRAM

We'll work with you to find the right student for your family and provide ongoing support to ensure the best homestay experience.

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Welcome to MyEF Homestay

Dear Host,

Welcome to your new information page, MyEF Homestay: http://homestay.ef.com. This website will enable you to find most of the information you need to host with us, from the comfort of your own home.

In the following pages of this manual, we will show you how to find the following on this website:

- A calendar showing the students allocated to you
- A notification section where you will see when new students are allocated to you
- Details about the students you are currently hosting and future students booked with you
- A section to refer your friends, relatives or colleagues to host
- How your students have rated their stay with you
- Stats on how many students you have hosted so far
- A section on the information you shared with us about your matching preferences
- A section where you can see payments made to you
- An information section where you can view the Homestay Handbook
- A section called “Crave” where you can find lots of recipes and meal ideas
Logging in to MyEF

Go to [http://homestay.ef.com](http://homestay.ef.com)

You will receive your login details from your EF accommodation team. Your username will be the email address you provided to us, and the password is randomly generated. You can change your password in the MyProfile section.

If you forget your password, you can click on **Forgot your password?**. You will be asked to enter your email address so we can resend your password.
Once you have logged in, you will have access to the home page.

Home Page:

- **Statistics** (top left):
  - Allocated/Hosted bednights shows you the number of bednights since the beginning of the year. Allocated refers to the total planned for you in the system, hosted means the nights you have hosted so far
  - Number of hosted students: number of students you have hosted since the beginning of the year.
- Student satisfaction: shows the feedback students have given regarding their stay with you during the last 12 months. The score is an average of the following ratings:
  - 5 - excellent
  - 4 – very good
  - 3 – good
  - 2 – fair
  - 1 – poor
  - 0 – you don’t have any student feedback yet

- Calendar (middle part): the calendar is colour coded:
  - Green: days when you have at least one student allocated to you.
  - Orange: days when you have indicated you are unable to host or on holiday
  - Grey: days when you are available to host but don’t yet have students allocated

You can click on the arrows at the top to check for past or future students.

You can print the calendar, by clicking on the Print Schedule button on the bottom right of the calendar.

- Notifications (right hand side):

  When our accommodation team allocates a student to your home, you will get an instant notification on MyEF. If you wish to see more details, you can click on the notification, and you will get a pop up window similar to the one below

  ![Notification Example](image)

  Please note that if you are unable to host this student, it is important that you let us know immediately as we need to find another home for the student as soon as possible. To close this pop up window and return to the main screen, simply click on the x sign in the top right corner of the pop up window.
Below the main section, if you scroll down, you will see more details about the students you are currently hosting:

- Photo (only available if the student has uploaded a photo on their MyEF page)
- Name, birthday and age
- When they moved in, how many nights they are staying, and when they are moving out

You can use the arrows at the top to see past and future students.

You can also view the student’s school timetable for the current week by clicking on View Schedule
At the bottom of the page, you are able to recommend friends, relatives or colleagues who would also like to host international students.
My Profile

In the second tab, called Profile, you will see some of the information you have shared with us and that we have on file. If any of this information is inaccurate or not valid anymore, please contact the accommodation team as soon as possible with an update. All of this information is crucial to us as we are using it to find the best match for your family. You can change your password here using the Change Password link on the top right hand side of the page next to your name. The sections are:

- Photo – you can upload a photo of yourself here
- Address and contact information
- Bank details (you will see the bank name and account owner if we have your info on file)
- Preferences (pets, facilities, dietary requirements)
- Holidays
Information

In this section, you will be able to find useful information to download, such as our Homestay Handbook and annual agreement.

![Documents to download and read]

Payments

This tab will display payments made to you. Once a payment is made it will be updated underneath the payment date to show the student name, the dates the payment is for, and the amount. The payment date will always be the Friday of the relevant week, although sometimes the bank may process the payment more quickly so it appears in your account earlier. You will be able to see all payments made from March 2014.

Crave

Crave Kitchen is an exciting new concept that we are introducing into our school cafeterias to ensure the meals we provide are healthy, fresh, home cooked and delicious! We know it’s sometimes challenging to come up with meal ideas so our chef has designed a few recipes (and will keep updating them) for popular meals that you can prepare for your students. Enjoy and bon appétit!