

Course FAQs

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Where do I log in?

You can log in to your course library here:

<https://www.edpsyched.co.uk/login>

Or you can go to the EdPsychEd website and locate the Login page in the menu.

I forgot my EdPsychEd account password, how do I re-set it?

Simply click the 'Forgot password' link at the bottom of the [Login page](#) and follow the instructions. You will need your email address.

You will be sent an email with a link to reset your password, which is valid for 6 hours. Your password will not be changed until you access the link.

I forgot which email address I used to purchase the course?

You can find some email correspondence from us, such as your course welcome email, in which you will find the email address it was sent to. If you're still not sure, get in touch [here](#) and we'll check for you.



How do I change my account details, such as name, email address or password?

[Login](#) to your course library and click on the Avatar to the top right of the screen. Then click 'Settings,' and scroll down to the settings you wish to update.

How long do I have to complete my course?

All our courses are provided with 12 months access (and a few extra days because we appreciate sometimes there's last minute things we want to go back to).

Your purchase date can be found in your account 'Settings' under 'Purchase History'. We also send out emails every couple of months with a reminder of how long is left on the course. If you're unsure at any stage, drop us an email at info@edpsyched.co.uk

How do I get my course certificate?

At the end of each course is a 'Feedback and Certification' Chapter. You need to have completed a minimum number of course sub-chapters to receive a certificate.

Click on the lesson and in the top window, scroll down and click the 'Start' button to begin feedback questions for the course. Once the questions have been answered and the feedback has been submitted, you will be sent your course certification by email.

The certificate is generated using the name on your EdPsychEd account, so if you need to change this before you complete the feedback, please follow the instructions above.

Please note: Commenting on this course lesson does not submit feedback or deliver your course certificate, you must complete the feedback questions. This feedback including your thoughts and suggestions, is important in helping us to continually develop our courses, so they meet the quality and value we aim to deliver.

Is there an app I can download for this course?

Yes! We use an app called Kajabi which you can download and access access all the course training and materials from.



Now that you have downloaded the App let's log in.

To log in to the Kajabi Mobile app:

- Open the Kajabi Mobile app and click **Get Started**.
- Enter the email address used at checkout. You will then be directed to confirm your account via email.
- Confirm your account on your device by clicking **Confirm Email Address**. (Alternatively, copy the six-digit code in your email and paste it into the Kajabi app)
- Once your email is confirmed, click **Open Kajabi App**.
- You will then see your library. Select the courses you wish to use on the mobile app.
- Once it has finished loading, you can use the mobile app for your selected courses.

How can I ask a question or report a problem?

You can comment on any of the course lessons with questions, or you can email us directly at info@edpsyched.co.uk

We hope you don't experience any problems in your course, but should you do notice anything, we really appreciate you taking the time to let us know so we can correct the problem for all our customers.

And if you'd just like to connect or get in touch then please do!