# Helping Your Child Log In

## Activating your child's account

All students have already been registered with GCSEPod.

Before using the site for the **first time** though they just need to activate their account by following these simple steps:

- 1. Go to www.gcsepod.com
- 2. Click **'Log in'**



3. Click 'New to GCSEPod - Get Started!'

New to GCSEPod?	Login
Get started	Username or Email
	Password Login
Need help?	Or sign in with:
Forgotten my login details	Sign in with Google Sign in with Collect 305
Into for Parents / Carers	Your GCSEPod account and external account must have matching email addresses.

4. Select 'Student' and have your child enter their name, date of birth and the name of their school.\*

lama:	
St	udent Teacher
First name	Forename
Last name	Surname
Date Of Birth	1 🗸 January 💙 2006 🗸
School	Search for your school

5. Your child then chooses their own username, a password and a password hint.

There is an optional field to set a password rest email – we recommend doing this.

Your child can also deselect any subjects they do not take

6. Click 'Save' to finish and log in.

Set user details
Userame (required)
Choose a username
To both your user as your username. Table of a username that is unique to you and that you can easily
members

Password (required)
Choose a password
Confirm Password (required)
Retype your password
Password Hint (required)
Retype your password
Password Hint (required)
Retype your password
Password Hint (required)
Retype your password
Password Reset Enail (optional)
We can send password reset instructions here

Vher's This?
Untick any subjects below that you do not study.
You can change these in the My Account area once logged in.

Creative IMedia
Maths [Full Course]
Achieve Maths (previously Pass4)

\* If you're having trouble finding your child's school, double check that you've entered the correct date of birth and full name as it would appear on the school's register. Some schools are known by a shorter version of their name so make sure you're typing the full, official school name







## Forgotten their password?

If your child cannot remember their password then don't worry there are

a few ways they can recover this and get logged in:



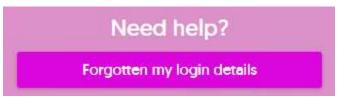
6191 338 7830 🖌 😪 😪

- 1. Remember their password from their password hint
- 2. Reset the password through a password reset email.
- 3. Our team reset their password for them

\* If they have forgotten their username they can find this through method 1 \*

#### Remember their password from their password hint

1. On the login page click on 'Need help? Forgotten my login details'



2. Select 'Student' and provide the child's name, date of birth and the name of the school

St	udent Teacher
Please enter your pas	ssword reset email address
Your recovery email	address
Send Reset Link	
	assword reset email address, enter your details below to view your username and passwor
hint.	
hint.	assword reset email address, enter your details below to view your username and passwor Forename
hint. First name	
If you haven't got a p hint. First name Last name Date Of Birth	Forename

3. The password hint will be shown and the student may remember their password from it. This will also tell them their **username**.

Your username is: <b>hngcsepod</b> Your password hint is: <b>My favourite harry potter character</b> I'm ready to login	tten Login	Details	
	me is: hngcsepod		
I'm ready to login	ord hint is: <b>My favou</b>	rite harry potter character	
	to login		

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gcsepod.com



#### Reset the password through a password reset email.

1. If the hint does not work then on the same page enter your child's email address and select 'Send Reset Link'



2.	An	email	will be	sent to	that	address	with	a link	to	reset their	password	
<u> </u>	/	orrian			cinac	4441000	v v i ci i	o mint	0	10000 0101	pacerrora	•

\* Please note this is only available if your child provided a reset email when activating their account or through the 'My Account' section when logged in previously. \*

#### Our team reset their password for them

our recovery email address

Send Reset Link

1. Our support team are on hand to help with log in issues. On the bottom left of the login page see the 'Need Help' speech bubble and click on the + sign on the banner.



2. This will open up a chat window to get immediate support from a member of our team. To reset a student's password they will ask for the student's **full name, date of birth** and the **name of the school**.



Our team will provide a temporary password for them to log in with and encourage them to change this once they're signed in to something more secure.

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\* If live chat is not available then our support team can also be called on **0191 338 7830** between 8.30am and 5pm. We are also contactable by email to support@gcsepod.com \*





# Still can't get logged in?



If your child is still unable to get logged in then there may be another issue with their account which needs to be resolved by their school.

Please get in touch with their school to advise of the issue. Their school can then get support from our team and we will help them resolve any problems with your child's account.

If you need support which has not been covered by this guide then please do get in touch with us.

We're available on 0191 338 7830 between 8am and 5.30pm or by email to support@gcsepod.com.





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