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**'   👤 LOGIN

3. Click '**New to GCSEPod – Get Started!**'

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

* 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
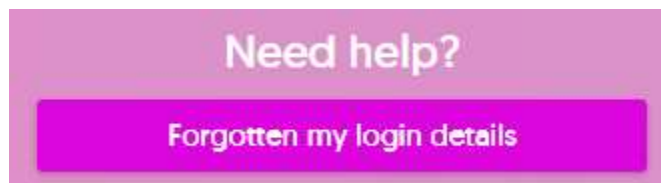
Forgotten their password?

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

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

1. Remember their password from their password hint

2. Reset the password through a password reset email.
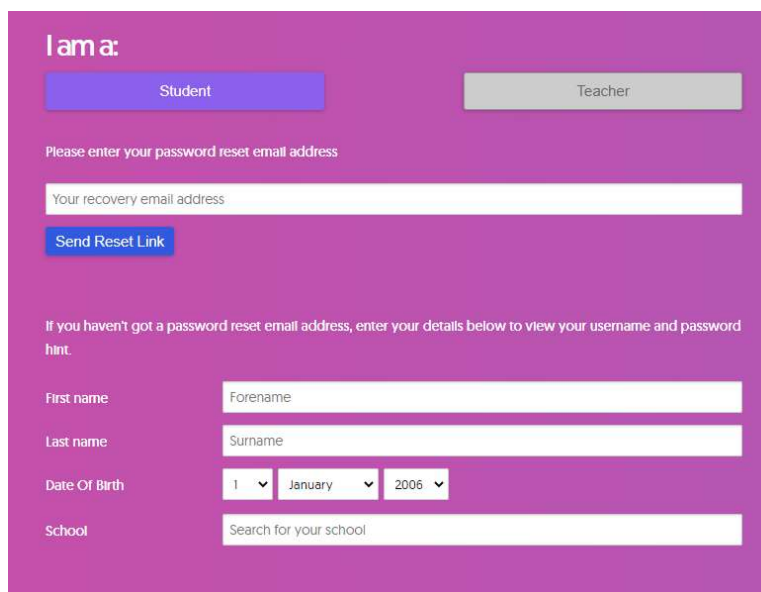
3. Our team reset their password for them

> * 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

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

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.

* 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

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.

* 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.