

# HELPING YOUR CHILD TO LOG IN

## Activating Your Child's Accounts

All students have already been registered with GCSEPod.

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

**1.** Go to  
[www.gcsepod.com](http://www.gcsepod.com)

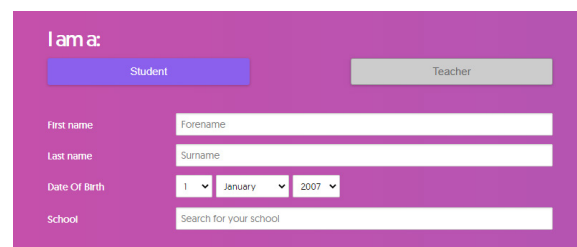
**2.** Click **Login**

**3.** Click New to GCSEPod?  
Get Started

New to GCSEPod?

Get started

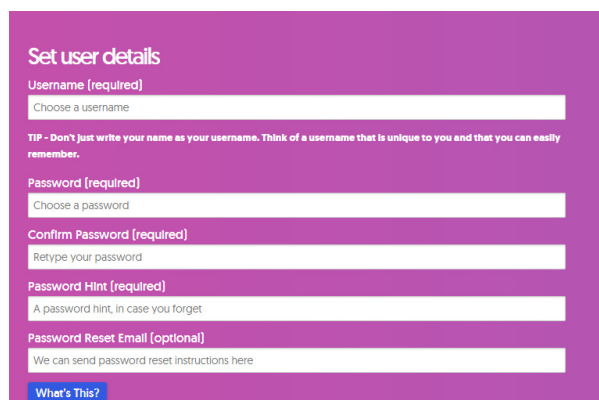
**4.** Select 'Student' and have the student enter their name, date of birth and the name of your school



The screenshot shows a login form with the following fields:

- I am a:** Two radio buttons, 'Student' (selected) and 'Teacher'.
- First name:** Text input field with 'Forename' placeholder.
- Last name:** Text input field with 'Surname' placeholder.
- Date Of Birth:** Three dropdown menus for day, month, and year. The month is set to 'January' and the year to '2007'.
- School:** Text input field with 'Search for your school' placeholder.

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



The screenshot shows the 'Set user details' form with the following fields:

- Username (required):** Text input field with 'Choose a username' placeholder. A tip below reads: 'TIP - Don't just write your name as your username. Think of a username that is unique to you and that you can easily remember.'
- Password (required):** Text input field with 'Choose a password' placeholder.
- Confirm Password (required):** Text input field with 'Retype your password' placeholder.
- Password Hint (required):** Text input field with 'A password hint, in case you forget' placeholder.
- Password Reset Email (optional):** Text input field with 'We can send password reset instructions here' placeholder.
- What's This?** A blue link.

**6.** Click **Save** to finish & log in

*\*If you're having trouble finding your school, double check that you've entered the correct date of birth and full name as it appears 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.\**

## HELPING YOUR CHILD LOG IN

### 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

Need help?

Forgotten my login details

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

#### Forgotten Login Details

Your username is: hngcsepod

Your password hint is: My favourite harry potter character

I'm ready to login

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

I am a:

Student

Teacher

Please enter your password reset email address

Your recovery email address

Send Reset Link

If you haven't got a password reset email address, enter your details below to view your username and password hint.

First name

Forename

Last name

Surname

Date Of Birth

1

January

2007

School

Search for your school

### 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'



The screenshot shows a form with a text input field containing the placeholder text "Your recovery email address". Below the input field is a blue button labeled "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 your child'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](mailto:support@gcsepod.com)\*

## HELPING YOUR CHILD LOG IN

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### 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](mailto:support@gcsepod.com).