# Guidance on accessing Young Citizens online training

Young Citizens offer several online courses through our platform 'Teachable'. Once you are registered you are able to access the course as many times and for as long as you like (although courses which are part of an annual subscription can only be accessed for the period of that subscription); any progress you have made is automatically saved along the way.

Usually the registration process is straightforward and relatively quick, but sometimes things don't happen as smoothly as we would all like. Here is a simple guide to accessing your course if you are experiencing issues.

1) Make sure that you have registered for the course by entering your full details on the form. Once submitted you will receive the following (or very similar) message online:

> Thank you for registering for the online course: *(insert course title here)*
> You will receive an email with your login details for the course shortly. If you do not receive these details within the next 30 minutes please contact us at info@youngcitizens.org

2) Using the email address you have used to register, look out for two emails confirming your registration onto the course – these will come from teachable.com. Do check your junk mail folders and spam folders carefully if you cannot find them. The first looks similar to this:
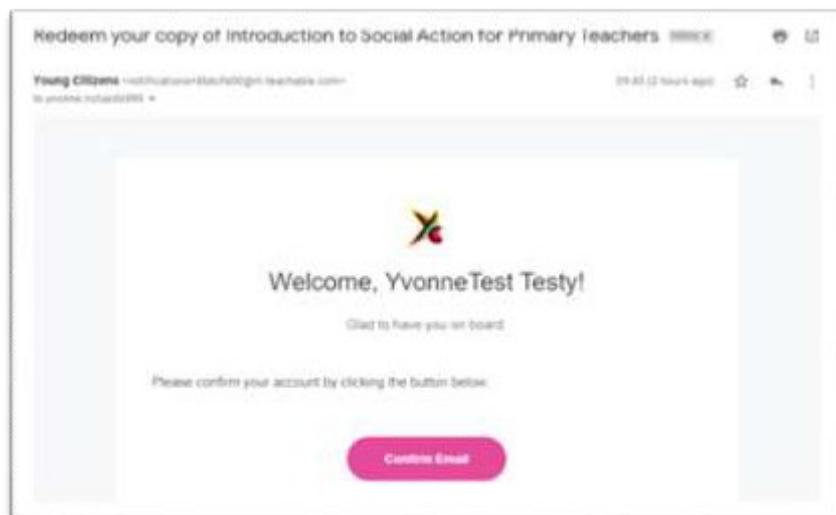
3) The second email is a simple confirmation which you do not need to do anything with.
4) Please make sure that you click on the link in the first email (stage 2 above) to confirm your email address and to set your password. Please note that you can only use this link once to set your password. Passwords need to be a minimum of 6 characters long. Also make sure to note which email you have used and your password as these are what you will need to use to log on next time. You should now see something similar to the following page:
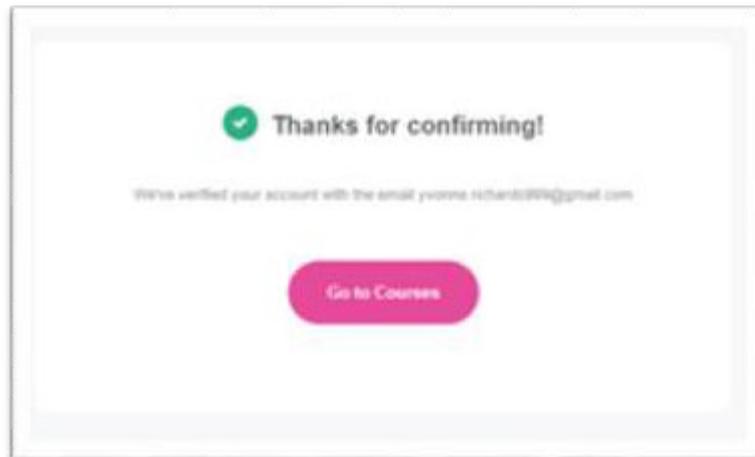
5) When you click on 'Go to Courses' it will take you through to the Young Citizens Training homepage:
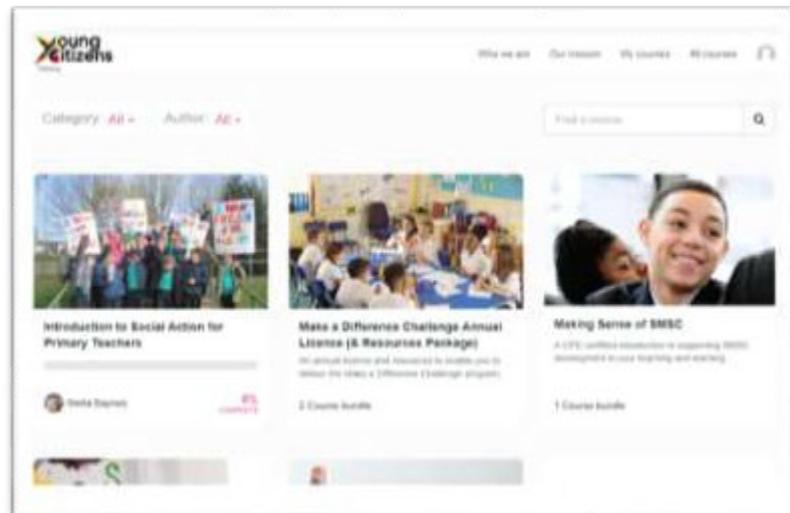
6) By clicking on the tab 'My courses' you will be able to filter out any courses that you are not registered for. Alternatively, you can explore these courses and register for them by clicking on the relevant course page. Please note that there may be some courses marked as 'Internal Courses' which are part of our internal training and not relevant for external delegates.

7) Click on the course that you want to start and you should be able to proceed without any problems.
   - Do note that the platform works best on Chrome and less well on Internet Explorer. If you have any issues perhaps try changing the browser that you are using.
   - If you are having problems progressing through the course, make sure that you have watched any videos on the page and completed any tests. The course requires you to complete every aspect of it so if you can't progress this is usually the reason.

8) If you want to go back to the course at any time you can do this by going directly to the following website: https://training.youngcitizens.org/.

9) The first time you log back into your course it may ask you if you want to set up a Teachable account. We advise that you don't and get rid of the pop-up by clicking on the faint 'x' on the top right hand corner and closing the box. This enables Young Citizens to reset your password if you get 'locked out' of your training for any reason.
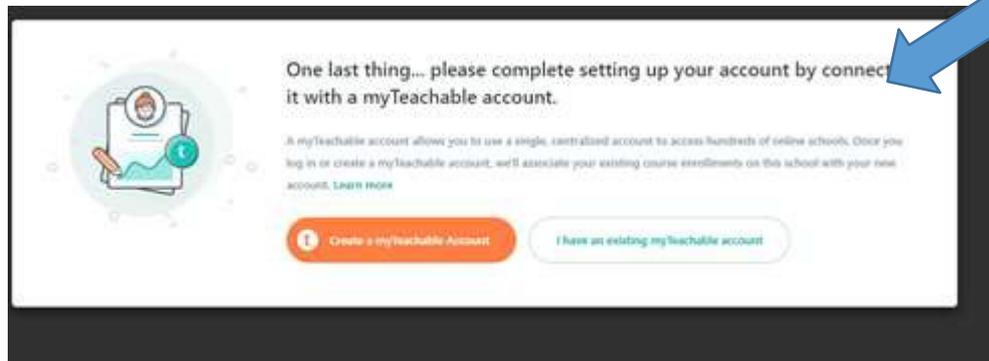
10) If you didn't receive the confirmation email shown in stage 2, you should be able to bypass this stage by going directly to the site: https://training.youngcitizens.org/. At the top right hand corner you can see the place to 'log in'. Enter your email address and click on the option to 'reset password' (which is very faint underneath the button to 'log in' shown in the image below). This should send you an email to your email address and enable you to set a password at that stage.

11) If for whatever reason you do not receive this email either, please contact us (using the details below) as we can set a password for you and thereby bypass this stage.

12) If you have already set a password but forgotten it, it is easy to reset by clicking on the 'forgot password' link on the sign in page (see stage 10 as well).
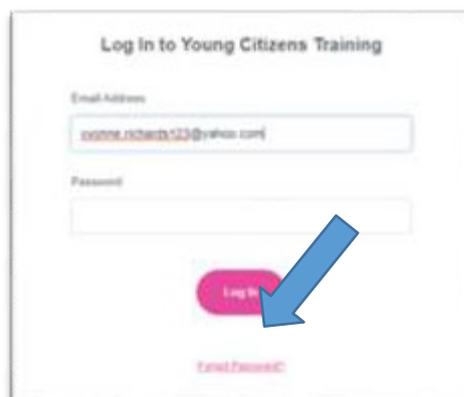
Finally, please do contact us if you have any difficulties at all and we will do our best to ensure that your issues are sorted out.

Phone: (0)20 7566 4141

Email: info@youngcitizens.org