

Thank you for enrolling in our Keys to Literacy course hosted by Teachable. You will receive an email from Teachable instructing you to confirm your email to create a password to start taking the course. Once your email has been confirmed, you will **access the course using this [link](#) moving forward.**

THE CONFIRMATION EMAIL IS TIME-SENSITIVE AND IS ONLY VALID FOR 24 HOURS

If you do not receive the email, please check your spam folder.

Frequently Asked Questions

- *What should I do if I didn't receive the email from Teachable or I did not click the link within 24 hours?*
- *I am having trouble accessing the course using the confirmation link. What do I do?*
- *How do I reset my password?*

Answer to all 3 questions: Please access [this web page](#) and select "Forgot Password". If you do not receive an email from Teachable within 24 hours, please contact indianahelp@keystoliteracy.com

- *Why can't I move on to the next module or skip ahead?*

Answer: The course material must be completed in module order. To progress to the next module please ensure you have:

- read everything,
- downloaded every attachment,
- have watched the entirety of the videos, and
- passed each quiz with at least an 80%

Additionally, the following troubleshooting steps should be taken before emailing Keys to Literacy staff for assistance:

1. Refresh your browser to load the most recent version of the page you are viewing.
2. Update your Internet Browser if needed. For best results, we recommend using Google Chrome or Mozilla Firefox.
3. Clear your browser cache to clear stored website data.
 - a. Google Chrome: <https://support.google.com/accounts/answer/32050?hl=en>
 - b. Mozilla Firefox: <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>
4. Disable third-party browser extensions, as some have been known to cause interference with Teachable School sites.
5. Test your internet speed and connection.
6. Restart your computer to establish a clean slate.
7. Switch devices to see if the problem you're experiencing can be duplicated.

(cont.)

- *I was on Module 4.2, but when I logged in I was moved back to Module. 2.3. Do I need to redo those modules?*

Answer: No. Please try signing out of the site completely and log back in. If that doesn't fix the problem please contact indianahelp@keystoliteracy.com

- *When I log in, I only see courses and their costs. Where is my assigned course?*

Answer: Please log out of the site and log back in using your school email address. Be sure to click the red login button. If you are having trouble accessing your course material, please contact indianahelp@keystoliteracy.com