

# Helping your child log in to GCSEPod



## Logging in for the first time

If your child has never logged into GCSEPod before then they will need to activate their account.

1. Go to [www.gcsepod.com](http://www.gcsepod.com)
2. Click 'LOG IN'.
3. Click 'New to GCSEPod – Get Started!'

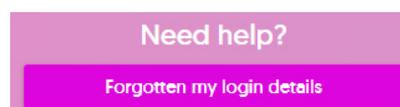


4. Select 'Student' and have your child enter their name, date of birth and the name of their school.
5. Your child then chooses their own user name, a password and a password hint. There is an optional field to set a password rest email – we recommend doing this so they can recover their password easily if they forget it.
6. Click 'Save' to finish and log in.

## Forgotten their password?

If your child has logged in before they should have a username and password to sign in with.

If your child cannot remember their login details then click on the 'Forgotten my login details' button on the login page.



This will provide you with options to access a password hint or reset their details.

Our support team are also on hand to help with log-in issues. On the bottom left of the login page you will see our live chat support, click on the + icon to open the chat window and speak to a member of our support team.



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)

## 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.

Using GCSEPod out of term time? Give us a call on 0191 338 7830 between 8am and 5.30pm or by email to [support@gcsepod.com](mailto:support@gcsepod.com) and we will do our best to help you get logged in.