

WEBSITE GUIDE FOR STUDENTS



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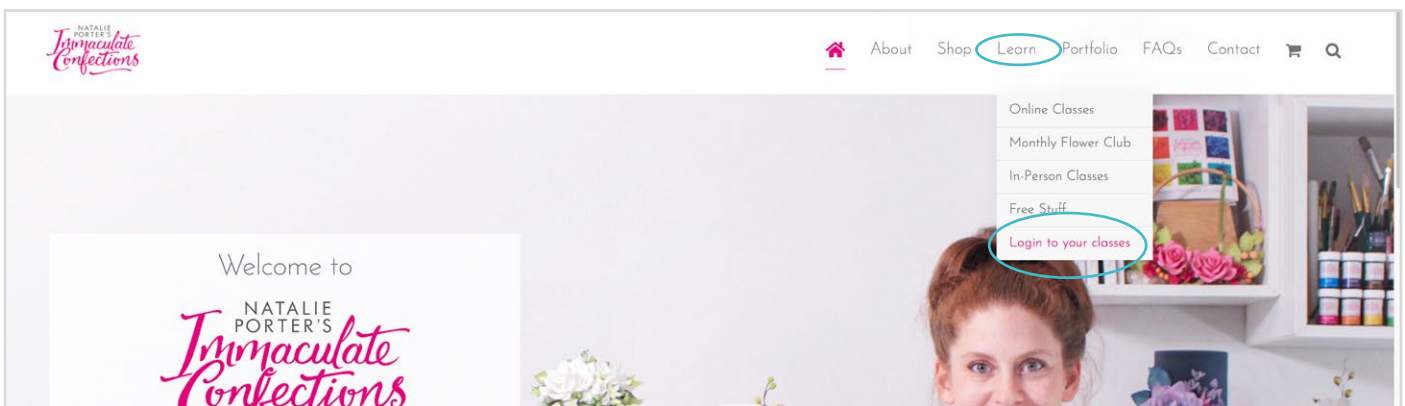
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How to login as a student and access your classes on www.immaculateconfections.co.uk

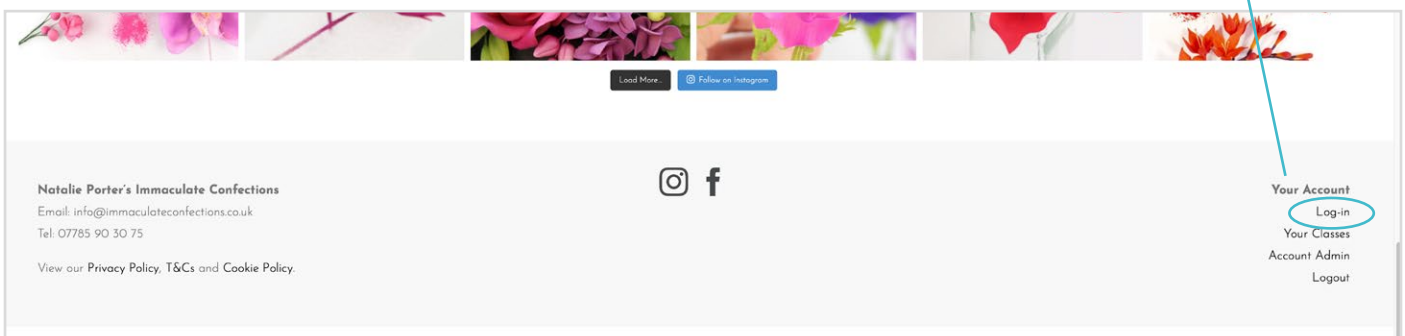
How to log-in

If possible and for the best viewing experience, we do recommend you watch our classes on a laptop or pc. If this isn't possible however then a tablet or iPad is fine too.

1. Open your internet browser (eg. Google Chrome, Safari, Internet Explorer, Microsoft Edge, Firefox or which ever browser you normally use) and go to our website, www.immaculateconfections.co.uk
2. You can access the login page in two ways:
 - hover on 'LEARN" in the main menu and then select 'Login to your classes'



- OR scroll all the way to the bottom of the website, where you will see these links: click 'Log-in'

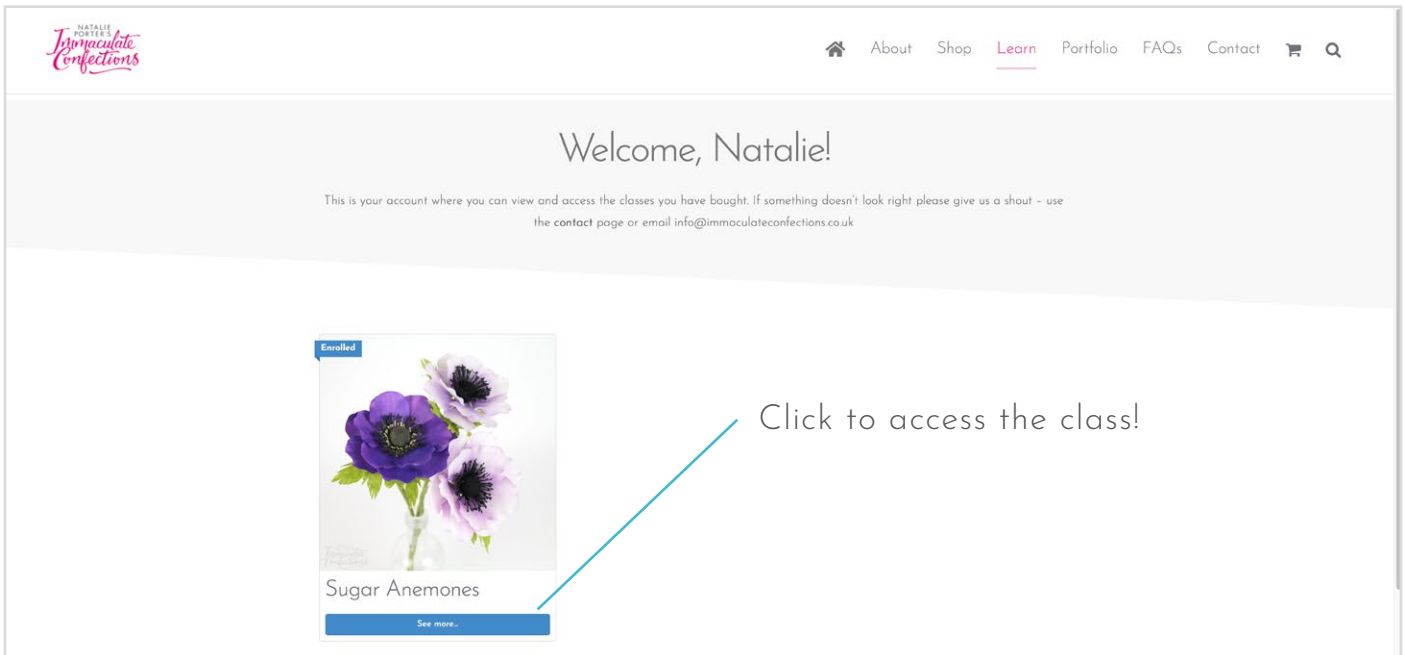


3. Then enter your login details with the email address and password you set at the check out when you bought your class:

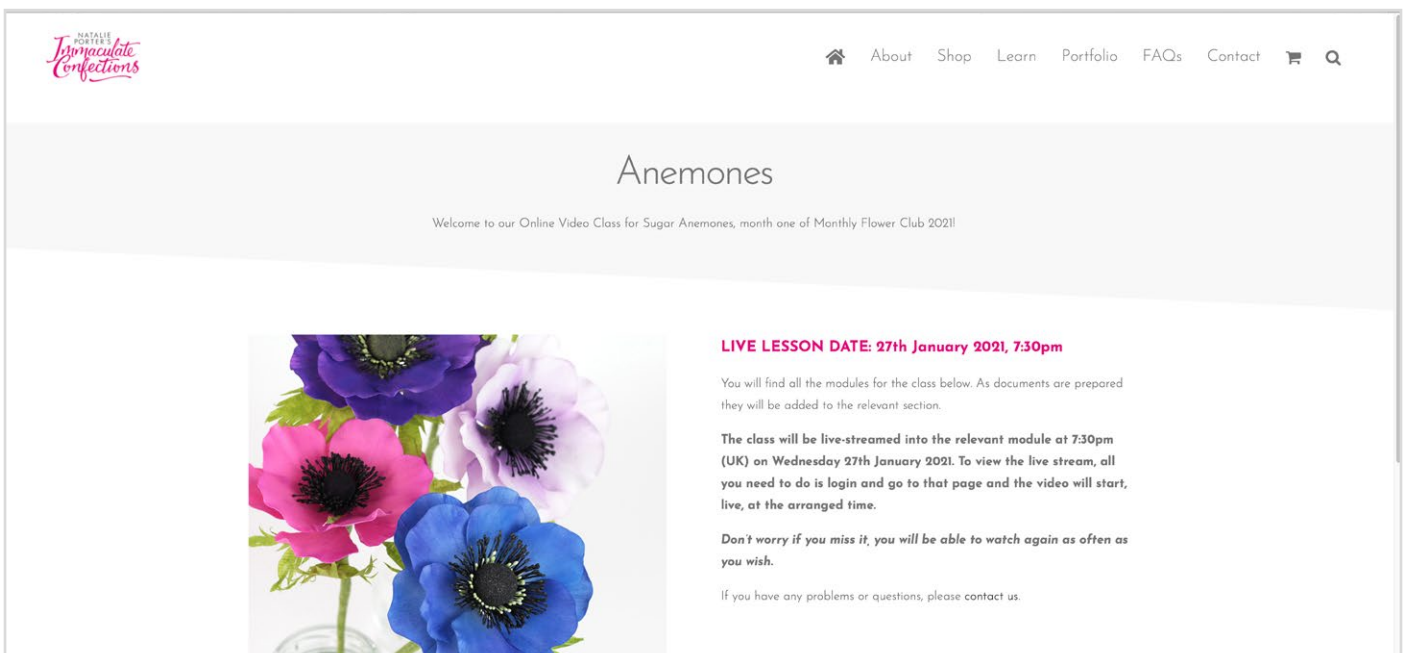
A screenshot of the login form. The form has fields for 'Username or email address *' and 'Password *'. Below the password field are 'LOG IN', 'Remember me', and 'Lost your password?' links. The 'Lost your password?' link is circled in blue. To the right of the form, there is explanatory text: 'If you can't remember your password just click 'Lost your password?' and the system will send you an email to reset it. Remember to check your junk folder if you can't see the email!'. A blue line points from the circled link to the text.

Viewing your classes

1. When you have logged-in, you will see your classes in your account:



2. Once you have clicked to access the class, you will see the overview page:



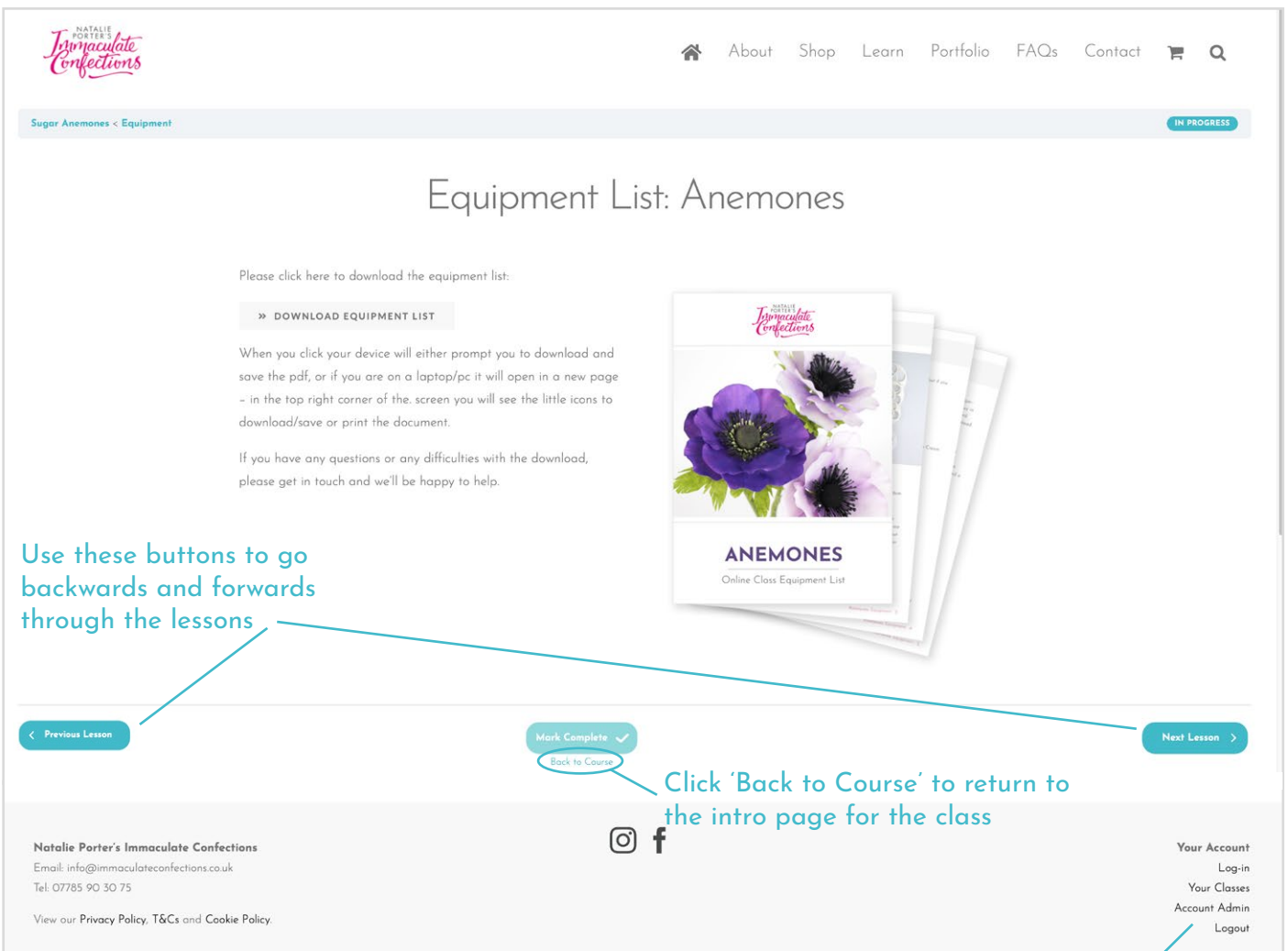
We'll always keep this page up to date with any important info about live sessions or anything else you need to know.

Viewing your classes

3. Scroll down and underneath the introduction you will see the available lessons within the class:



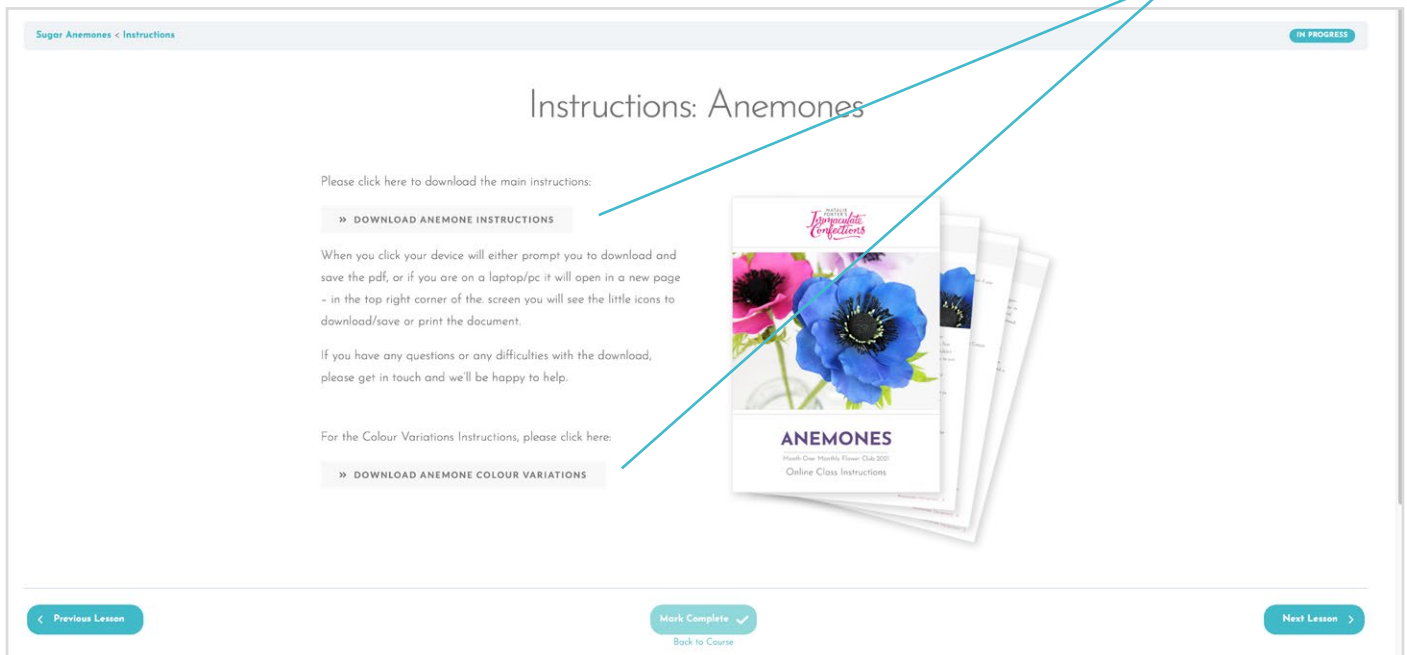
4. Simply click on the lesson to view it...



If you want to go back to your account, for example to access another class, remember the links at the bottom of the website, just click 'Your Classes'

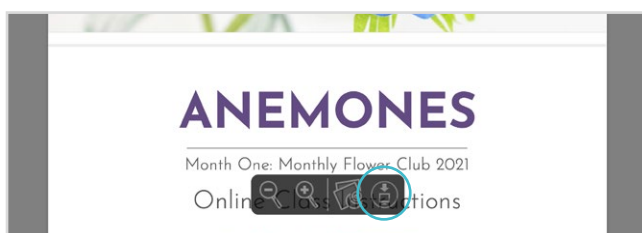
Downloading Documents

1. If the lesson has a document to download, you'll see a button like this:



2. Click the button and it will either:

- Ask and prompt you to download and save the document
- Or open it in a new tab in your browser. If this is the case you can still save or print it - move your mouse (or finger) and you will see some extra symbols pop up somewhere on the screen which look something like below (it depends on your device and browser):



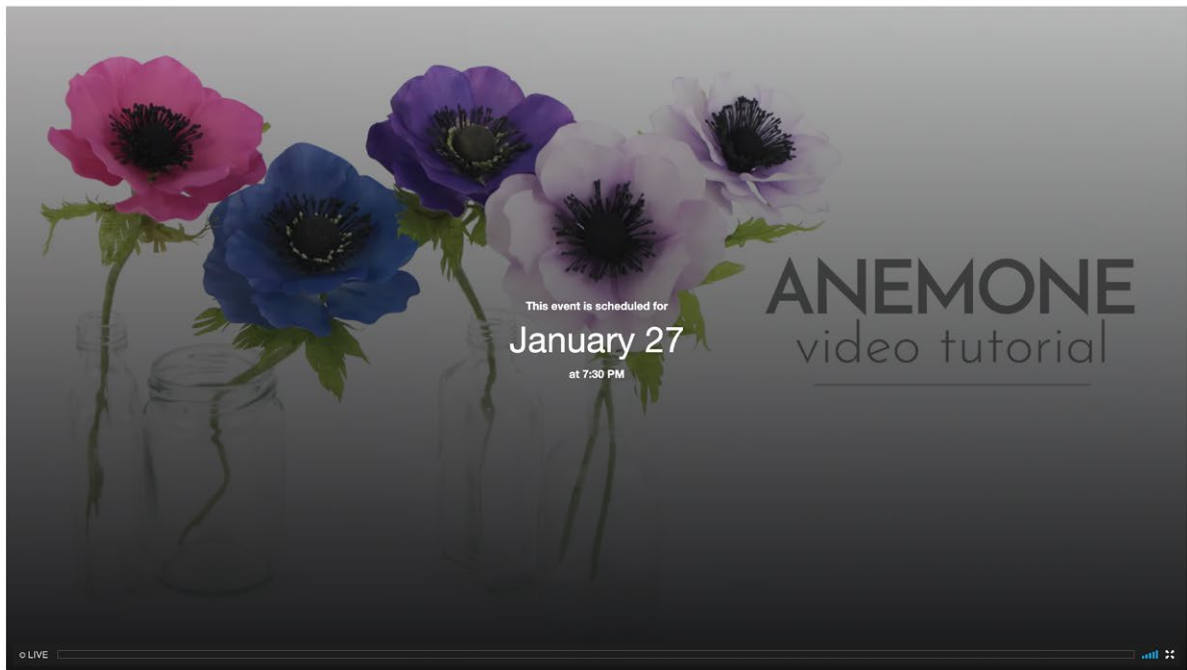
Safari - click to save



Chrome - click to save

Watching the Videos

1. When you go onto the video lesson(s) you will initially see a screen like this:



As soon as we start the live stream, this will show you the live video!

And as soon as the live stream has finished, you will be able to re-watch.

2. The video player works and controls as you would expect...

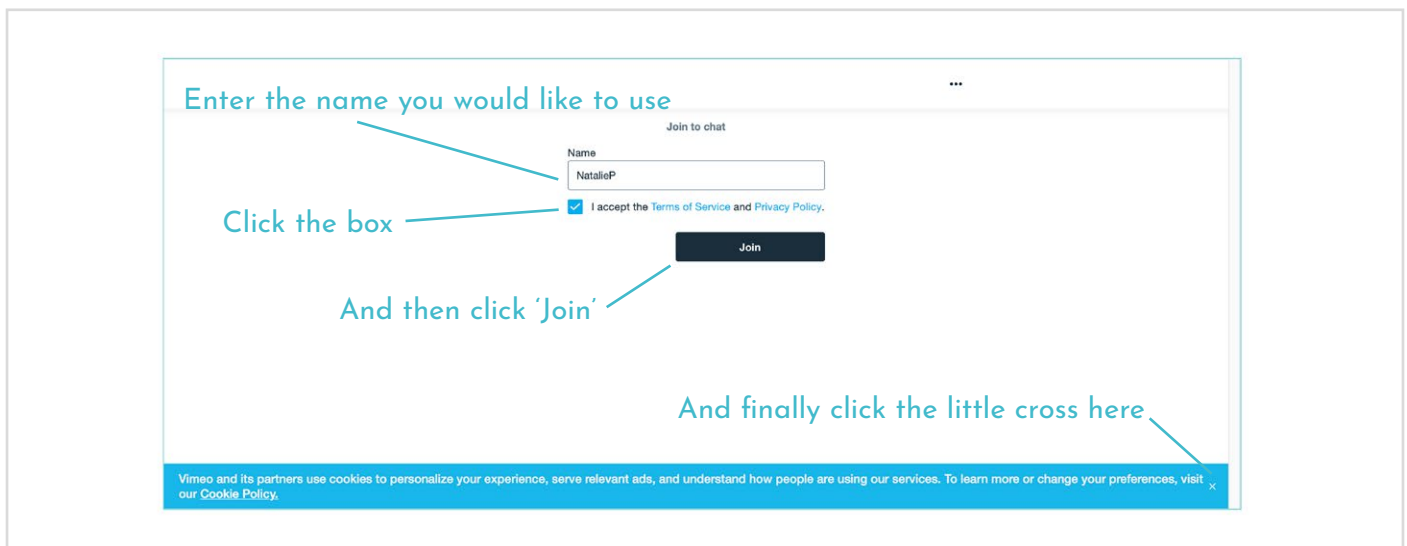


Note! If you experience any problems with the video, please refresh your browser page. If that doesn't help you may need to restart your laptop/device. *Remember that you will always be able to come back and watch again, so you won't miss out on anything.*

If you get completely stuck please email: info@immaculateconfections.co.uk
Chris will be keeping an eye on these during the classes, however do bear with us as he will have quite a few things to do while Natalie (me!) is teaching!

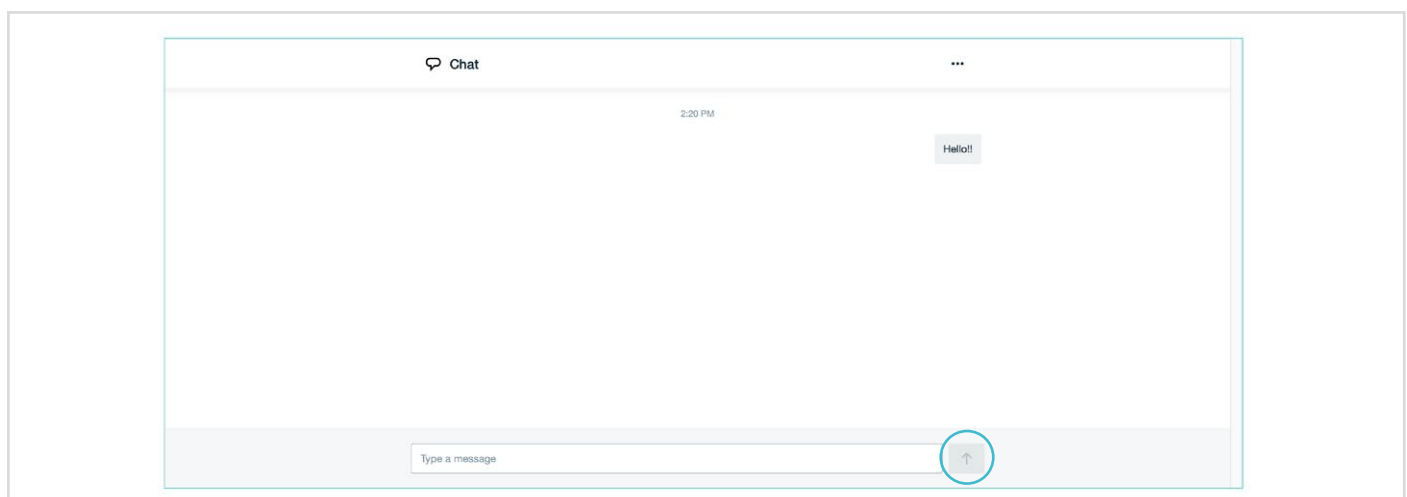
Joining the LIVE Video Chat

1. On the lesson(s) with the video, while we're live, there will be a chat box, just below where the video displays. *This is only available while we're live.*
(Though we are able to download a transcript, and will put any relevant comments or questions into the Q&A lesson.)



Please note: the chat is linked to the system we use to live stream onto our website. It's nothing nefarious so please don't worry about clicking and joining the chat.

2. Type your message and click to send!

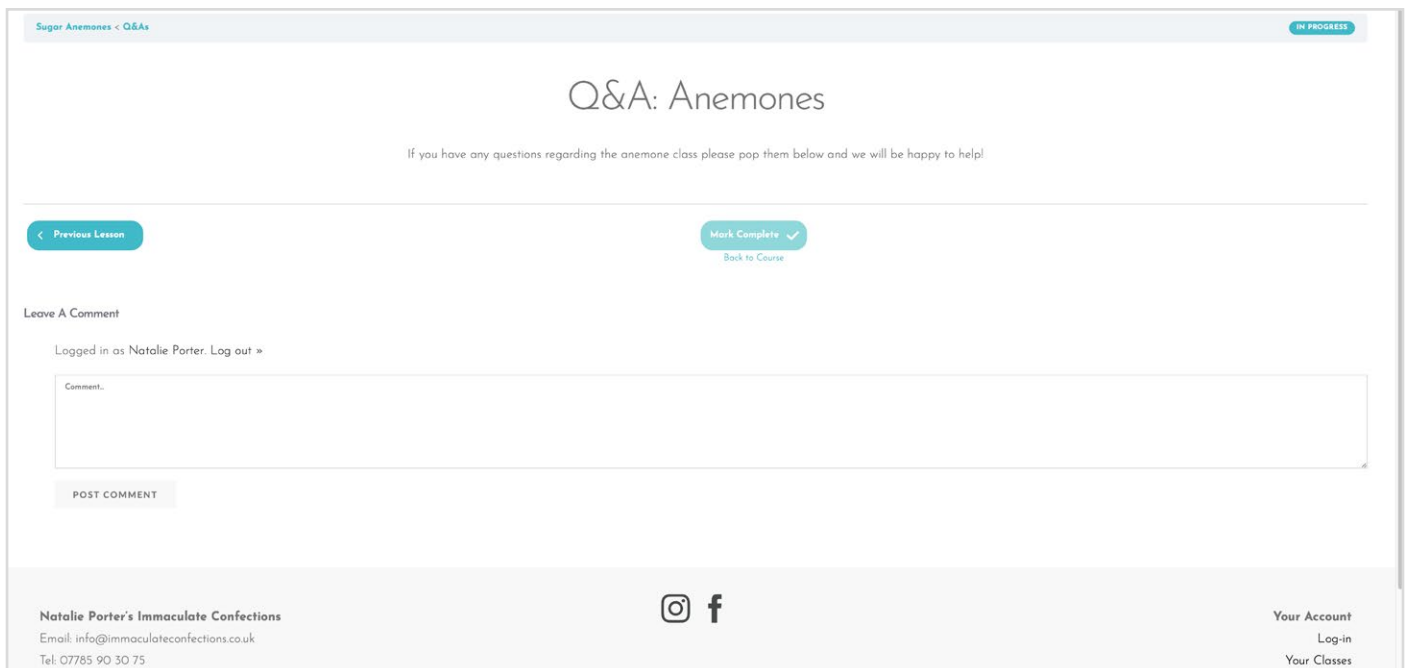


If you log-in to the chat before the video starts it may say 'Offline'. Don't worry - it will start once we go live.

Note! You may prefer to have the chat open on another device if you have one, eg. use your laptop and phone, or tablet and phone. You can log-in to the website twice and then use one thing to view the video and the other for the chat.

Asking Questions *after* the LIVE Lesson

1. The final lesson in all our classes will be a Q&A thread. It looks like this:



The screenshot shows a web page titled "Q&A: Anemones" for a class called "Sugar Anemones". The page has a light blue header with "Sugar Anemones < Q&As" on the left and "IN PROGRESS" on the right. Below the header, the title "Q&A: Anemones" is centered, followed by the text "If you have any questions regarding the anemone class please pop them below and we will be happy to help!". There are two buttons: "Previous Lesson" on the left and "Mark Complete" with a checkmark and "Back to Course" on the right. Below these is a "Leave A Comment" section where the user is logged in as "Natalie Porter". There is a large text input field for comments and a "POST COMMENT" button. At the bottom, there is a footer with "Natalie Porter's Immaculate Confections", contact information (email: info@immaculateconfections.co.uk, tel: 07785 90 30 75), social media icons for Instagram and Facebook, and a "Your Account" menu with "Log-in" and "Your Classes" options.

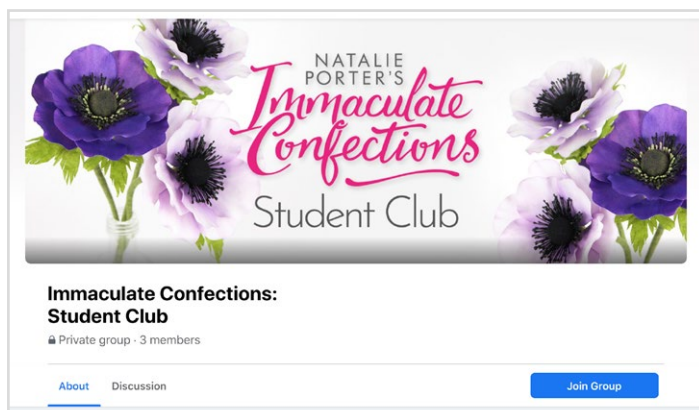
2. If you would like to ask a question, enter it here
... we do moderate the comments and so it may not appear instantly.
We'll get back to you as soon as possible!

Any comments or questions placed here are public and will remain indefinitely. This does mean that we'll all be able to view and benefit from the Q&A, but do be mindful of what you post!

The NEW Student Facebook Group

You may have heard us talking about creating a new group on Facebook, just for our students that have taken classes with us... here it is:

<https://www.facebook.com/groups/immaculateconfections.studentgroup>
click the link!



Unlike our free 'Natalie's Cake Studio' group on Facebook, this one is only available for our students.

Please click the link above, or the link in your email, and request to join.

So we know who you are we'd be grateful if you could let us know the **name** you used to book your classes, and also enter "**cakeflower**" as the password.

The new group will be a great place to:

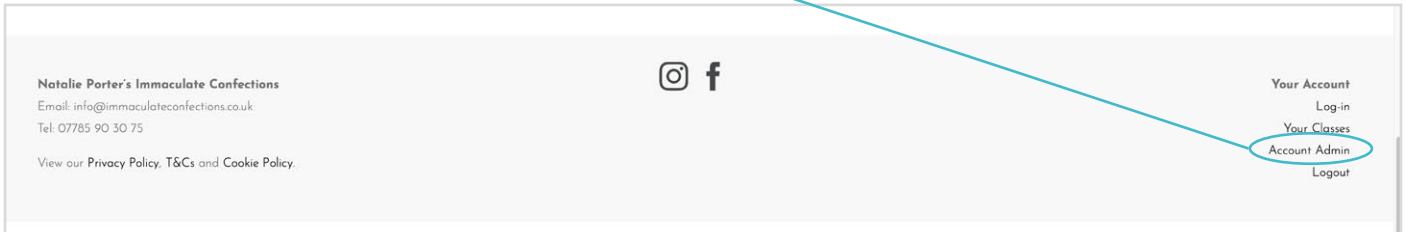
- Ask for general help if you're stuck on something from one of our classes
- Share your wonderful work with Natalie, Chris and all our lovely students
- Find out first about new classes, products etc.
- Access additional lives and content, to help you make better flowers and improve your skills...

Why have we done this?

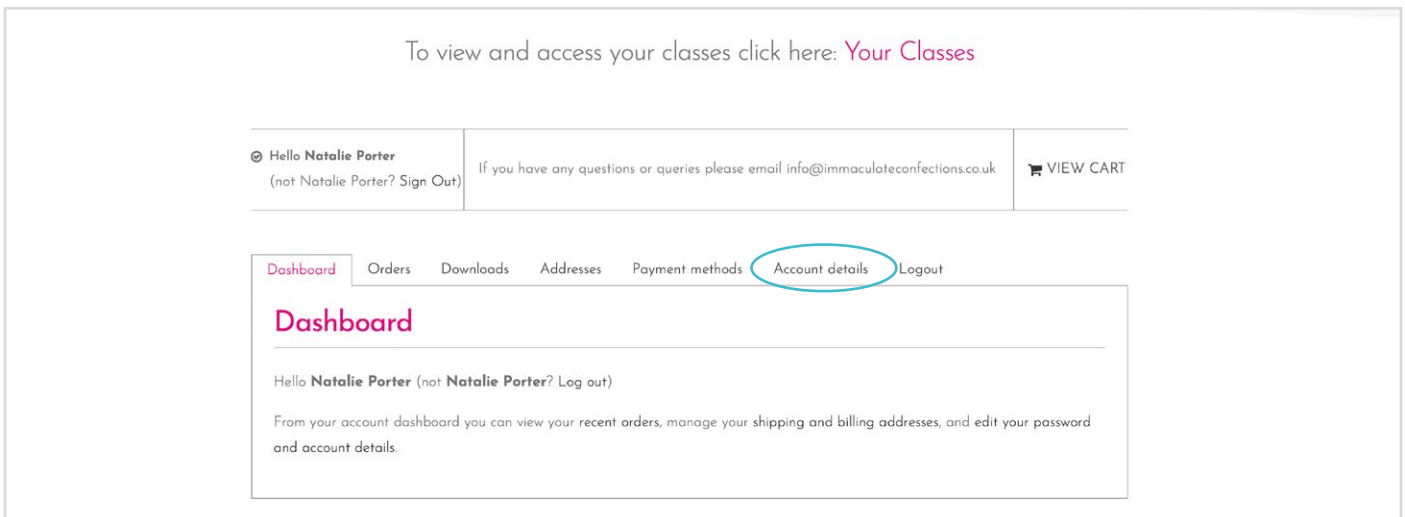
Over the next few months we will update all of our classes onto the new system on our website (we will let you know when we do this - for now please continue to access them via Facebook, as normal.) Going forward, it will be far easier for us to give you the support you need in just one place, for all our students, rather than having everyone spread across dozens of different groups... It also means you won't have to go hunting for the right group anymore, there will just be one!

Changing Your Password

1. If you want to change your password, go to the bottom of the website and click the link that says 'Account Admin':



2. This is what you will see. Click on 'Account details':



3. You can change your name, display name, email or your password. Simply enter your current password, and then what you want the new one to be. Make sure you click 'Save Changes' once you're done!

