

# Leadership Institute

## TROUBLESHOOTING TIPS

### Trouble logging into the Leadership Institute (LI)?

**Solution:** If you are having issues logging into the LI, please follow the steps at the link below (preferably on a desktop or laptop) to recover your password:

<https://support.teachable.com/hc/en-us/articles/219988408-Recovering-your-Teachable-account-password>

Enter the email that you used to sign up for the LI (or user account, if you are a student at a Teachable powered school), you will receive an email with links to reset your password.

### Cannot find page message:

If you received an email to confirm your account, clicked to confirm and received the message: “**Cannot find page.**” You can disregard this message. When you clicked to confirm, you inadvertently double clicked (easy to do). The first click confirmed your account and the second click resulted in the system trying to confirm your account again. Since your account was already confirmed by the first click, the second click resulted in the message, “cannot find page”. As noted, you can disregard and proceed to the course curriculum. You will receive an email with a blue button. Click on the blue button to access course curriculum.

### Google Forms if you want to save your responses for future reference:

All courses have embedded google forms for Check Your Learning and Reflective Questions.

**Before submitting your form, SAVE A SCREENSHOT OF YOUR ANSWERS FOR FUTURE REFERENCE.**

Once you submit the form, the teachable platform that hosts the institute does not have a save feature for your answers. If you return to this google form at a later date your answers will not be saved.

### Encounter an issue within a course?

**Solution:** If you notice an issue with one of our courses, report the issue here [Report a problem](#).

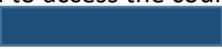
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### Enrollment Email and Access to Curriculum:

Upon enrolling in the Leadership Institute, you should receive a “Thank you for enrolling” email with a light blue Button.



Click the button to access the course curriculum. If you receive a “Thank you for enrolling” email with a blank blue box,  hover your cursor over the box and click to access the curriculum. Students enrolling in the course with using Microsoft Outlook email have experienced receiving the blank blue box.

For more trouble shooting tips reference our trouble shooting tips.

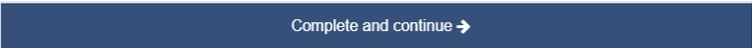
### Course Progress and Completion:

As you complete lectures and sections within the course be sure to click the “complete and continue” bar at the top of the screen. This moves you to the next section and updates the course progress bar in the left-side navigation. If you select lectures in the left-side navigation, the course progress bar does not update.

If you are done with a course and the course completion bar in the left-side navigation does not show 100%, you will need to look for it in completed sections (i.e. the small circle to the left of course content is complete when there is a check mark.



If the circle is ½ filled or completely open, you need to click the section and click the “complete and continue” bar at the top of the screen.



Repeat this for all sections that are not “checked.”