

Foundational Piano Pedagogy

Frequently Asked Questions

1. Q: *I signed up and paid for the course. How can I access my purchased course?*

A: For initial course access: You should receive an email from Frances Clark Center Courses titled "Access Frances Clark Center Courses Here" with a link to set your password and log in. Please check your inbox, junk, or spam folders. If you are still unable to access this email, contact teachereducation@francesclarkcenter.org. Please note that your courses login and *Piano Magazine* account login are separate.

A: For returning students: bookmark the [Sign in URL](#) from your initial access email, or visit <https://francesclarkcenter.thinkific.com/>. Courses login can also be accessed through the *Piano Magazine* website at <https://claviercompanion.com/courses>.

2. Q: *Is this course a compilation of the webinars and videos produced by the Frances Clark Center? Is there any new material?*

A: While the course does contain valuable material from webinars and articles from our archives, it also contains substantial, new material created specifically for the course. The further benefit of the course is the organization of content into objective-based sessions to promote comprehensive understanding.

3. Q: *Will access to the course expire? Will I have access to it forever?*

A: You will have access to the course for one year from the date of purchase.

4. Q: *Does the course have live sessions at a specific time/day?*

A: The course is completely asynchronous and does not contain any live sessions or assignments to submit for review. It is designed to be completed independently. All content can be viewed multiple times, until access expires.

5. Q: *Are the 5 modules opened one by one every week or are they all available once the payment is made?*

A: Registrants have access to the entire course once payment has been made.

6. Q: *Is there a certificate offered for this course?*

A: A certificate will be automatically generated once you have completed all lessons in the course.

Have a question that is not answered here? Email teachereducation@francesclarkcenter.org.