

## **A Pianist's Guide to Teaching Online**

### **Frequently Asked Questions**

1. **Q:** *I signed up and paid for the course, but the email receipt I received does not link to the course. How can I access my purchased course?*

**A:** You should receive two emails:

1. An email from Shopify (our payment processor) with your payment receipt
2. An email from Kadenze (our online course host) with login information to access the course. You can also try searching "You have been enrolled in Online: A Pianist's Guide to Teaching Online" to find the email.

If you cannot find your Kandu login email, please check your junk or spam folder. If you are still unable to access this email, contact [courses@francesclarkcenter.org](mailto:courses@francesclarkcenter.org).

2. **Q:** *Is this course a compilation of the webinars and videos that the Frances Clark Center produced in response to COVID-19? Is there any new material?*

**A:** While the course does contain material from the webinars and articles created in response to COVID-19, it also contains new material created specifically for the course. There are new articles, activities, and teaching demonstrations. There are videos of online lessons with beginners to advanced students, individual and group, taught by a wide variety of instructors. The further benefit of the course is the organization of content into objective-based modules 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 two years 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:** There is no certificate for this course.

Have a question that is not answered here? Email [courses@francesclarkcenter.org](mailto:courses@francesclarkcenter.org).