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Troubleshooting log in issues

This guide will help you to troubleshoot log in issues for **GCSEPod student** accounts.

First Time Logging in

If the account has never been logged into before follow the below steps to activate it.

If the account has been used before but is not accessible now then continue to the next section.

1

Go to GCSEPod.com

2

Click **Log in**

3

Click **New to GCSEPod - Get Started!**

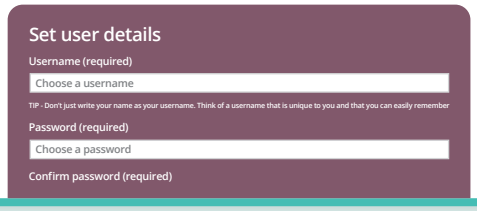
4

Select Student and complete the form with name, date of birth and the name of the school.*

Click the school name to continue.

5

Set a username, password and a password hint



6

Click **Save** to finish & sign in

* If you're having trouble finding the school, double check that you've entered the correct date of birth and full name as it appears on the school's register. Some schools are known by a shorter version of their name so make sure you're typing the full, official school name.

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Recovering login details

If the username and password for an account have been lost then follow the next few sections to recover these from the log in page at **https://members.gcsepod.com/login**

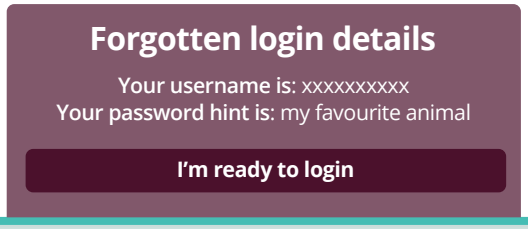
1. Recover username and access the password hint

1

Click **Forgotten my login details**

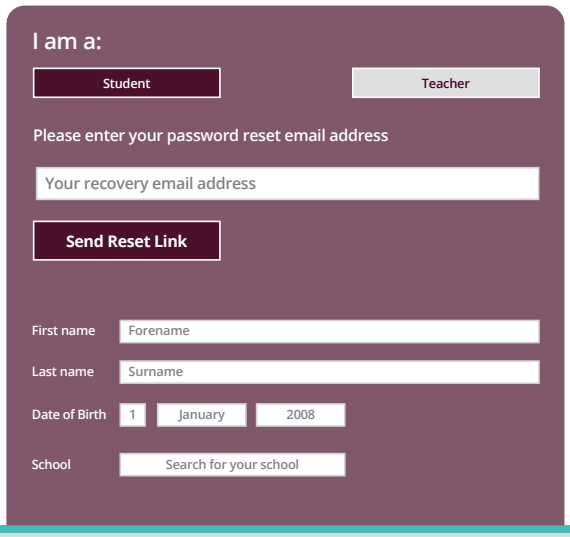
2

The account's username and password hint will be shown



3

Select **Student** and complete the form with name, date of birth and the name of the school



If you still cannot log into the account then continue to the next step

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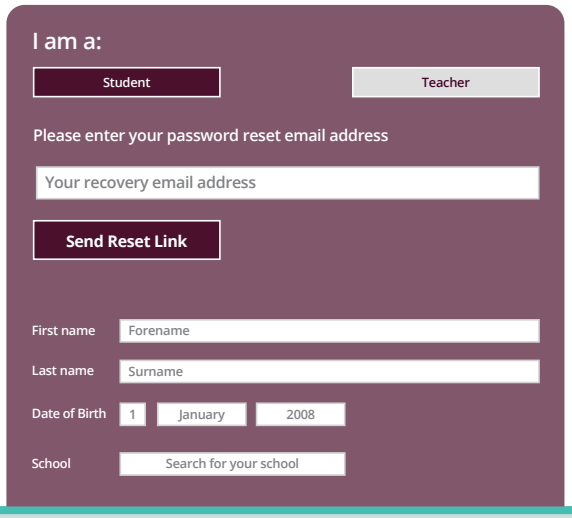
2. Reset the password through a password reset email

1

Click **Forgotten my login details**

2

Select **Student** and enter the email address from the account



3

Click **send reset link**

4

An email will be sent with a link to reset your password

If you hadn't set a password recovery email this method will not work, in this case continue to the next steps.

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3. Ask a teacher to reset the username/password

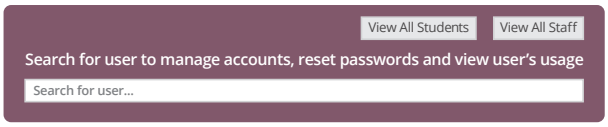
All teacher accounts are able to reset student account usernames and passwords.
If possible ask a teacher to use the following steps to change the account details for you.

1

In the teacher account go to **Monitor & Manage**

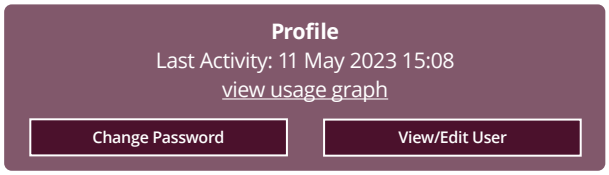
2

Locate the student's record by searching their name in the top left search bar



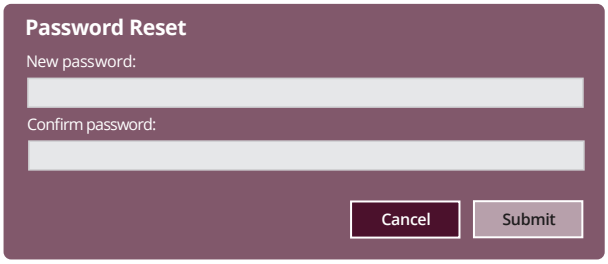
3

Under Profile click **Change Password**



4

Reset the student's details as needed and click **submit**



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Still can’t get logged in?

If the above steps have been tried and you still cannot access the GCSEPod account then there may be another issue which needs to be resolved first.

Get in touch with GCSEPod’s support team who will be happy to help you resolve any problems.