

Accessing Your Course Materials - Quick Guide & Troubleshooting

Welcome

If you're having difficulty accessing your course or membership materials, this guide will help you quickly find what you need.

Most issues are simple to resolve and relate to navigation, login status, or browser settings.

To ensure you receive all relevant communication from us, check the emails on spam/other folder and mark it important (in case of Gmail) so it will arrive in your inbox going forward.

- **1. Start Here: Watch the Walkthrough**

Before troubleshooting, we recommend watching Penny's walkthrough of the platform. This shows exactly how to navigate the course and membership area step-by-step:

👉 <https://vimeo.com/820858783/bd6aada6fd#t=0> (Opens in new tab - 4.5 minutes)

Viewing is highly recommended as this usually answers most questions.

- **2. Check You Are Logged In**

Before anything else, please check:

👉 **Are you logged into your account?**

Sometimes access issues are simply due to being logged out or logged into a different account. Logging out and back in again can often resolve this quickly.

To change your password, go to

<https://www.internationalmetaconsciousnessacademy.com/wp-login.php?action=lostpassword>

- **3. Use the Correct Browser**

For the best experience, please use:

👉 **Google Chrome**

Other browsers can sometimes cause:

- pages not loading correctly
 - buttons not appearing
 - downloads not working
- Switching to Chrome resolves most technical issues.

- **4. Quick Browser Fixes**

- Clear your browser cache / try Incognito/Private mode.
- Disable ad-blockers or privacy extensions temporarily.
- Try on a different device (especially desktop vs mobile — many course platforms behave better on desktop).

- **5. Understanding Lesson Buttons**

Within each lesson, you may see buttons such as:

- downloads
- resources
- additional materials

These are placed in a **standard format across all lessons**.

However:

👉 **Not every lesson will include attachments**

If you don't see a Downloads, Resources, or Additional Materials button, it simply means there are no extra files for that lesson

Downloads sometimes go to your Downloads folder — check there.



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- **6. Finding the Mind–Body Organ Directory**

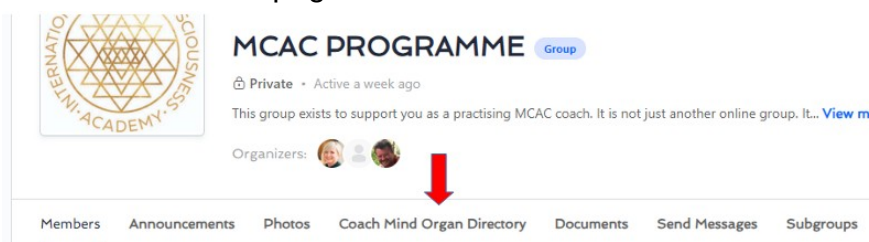
The Mind–Body Organ Directory is available in two places:

👉 On the **Welcome page of your course**



👉 Inside your **Membership area**

If you're unable to locate it, return to the Welcome page first, as this is the main access point.



- **7. Check With Your Study Buddy**

If you are unable to access documents within the course or group, it can be helpful to check with your Study Buddy.

👉 **Ask whether they are experiencing the same issue.**

This helps identify whether the issue is:

- account-specific
- or something affecting multiple users

- **8. Still Not Working? Contact Support**

If the issue continues, please email us so we can help resolve it.

✉ helpmeatchangeahead@gmail.com

When emailing, please include:

- a clear description of the issue
- what you were trying to access
- screenshots (where possible)

This helps us identify and resolve the problem more quickly.

- **9. Book a Support Call**

If you would prefer, we can arrange a short Zoom call to resolve the issue with you directly.

This is often the quickest way to get everything working smoothly.

✉ helpmeatchangeahead@gmail.com

- **A Final Note**

The platform is designed to be simple and consistent.

If something feels unclear, it is usually a small access or navigation issue rather than a problem with your account.

We're here to support you in getting fully set up.

Please note this is a professional programme and as such, a laptop or tablet is required. Accessing the course on your mobile phone is not suitable.

