

# Frequently Asked Questions and Technical Manual

This FAQ Page is to help answer technical questions you may have about accessing your content or making changes to your account. If you still have questions you can always contact us at [support@energyarts.com](mailto:support@energyarts.com)

## How to update your password:

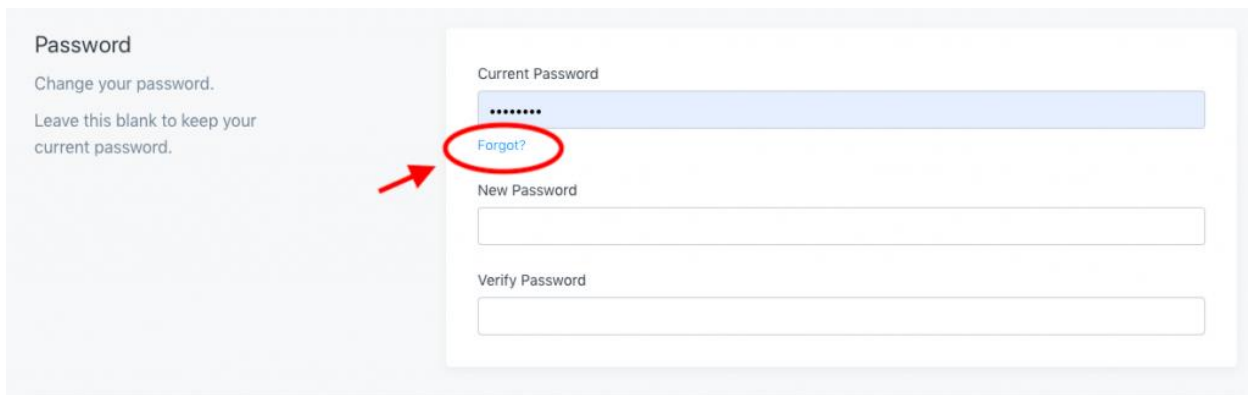
There are two methods of updating your password, depending from where you are accessing the page.

**From the Course Library page:**

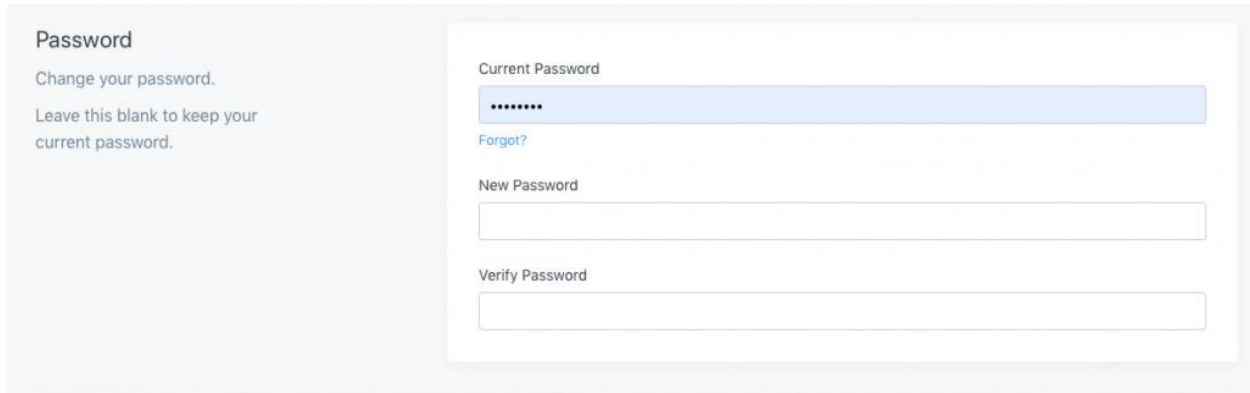


On the top, right-hand corner, click on **Settings**:

1) This brings up a new page, which contains your profile information. Scroll down to the **Password** section. Here you will find a short form that allows you to change your password, or to request a reset if you've forgotten.

A screenshot of a 'Password' change form. On the left, there is a heading 'Password' and two lines of text: 'Change your password.' and 'Leave this blank to keep your current password.' On the right, there is a form with three input fields: 'Current Password' (filled with dots), 'New Password', and 'Verify Password'. A red circle highlights the text 'Forgot?' located below the 'Current Password' field, with a red arrow pointing to it from the left.

2) If you've forgotten your current password, click **Forgot** and it will automatically generate a request that Energy Arts will use to reset your existing password.



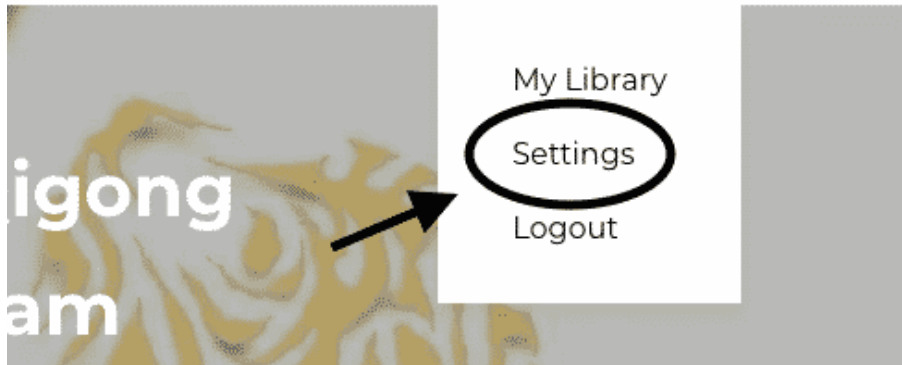
The screenshot shows a 'Password' section with the following text: 'Change your password.' and 'Leave this blank to keep your current password.' To the right is a form with three input fields: 'Current Password' (containing seven dots), 'New Password', and 'Verify Password'. A blue link labeled 'Forgot?' is positioned below the 'Current Password' field.

3) If it's a reset you're after, simply input your current password, the new password and then again to verify, click **Save**, and you're all set!

### From within a course:

In the upper, right-hand corner you should see a round circle, or profile picture. Click on this. A drop-down menu will appear. Select **Settings**.





This brings up a new page which contains your login information. From here, you can follow steps 1-3 above.

## Updating Your Payment Method:

To update your credit card for ongoing payments just go here:

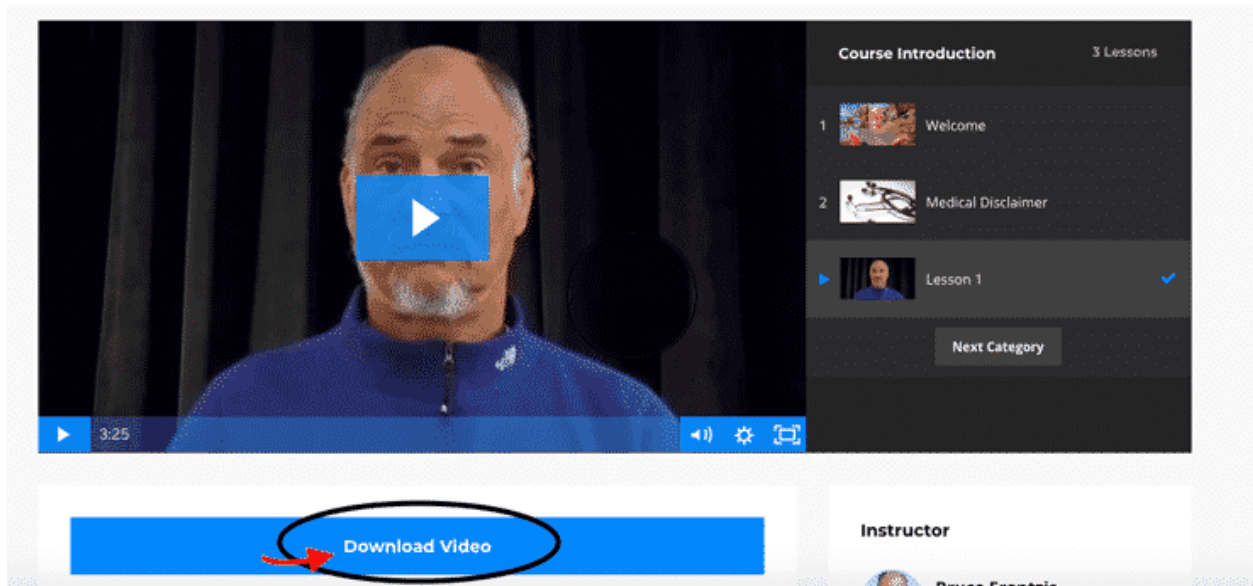
<https://energyarts.securecheckout.com/update-credit-card>

Please make sure to use the correct email address **so that it matches with your account**. If you do not use the email tied to your account, **your card will not be updated with your ongoing payments**.

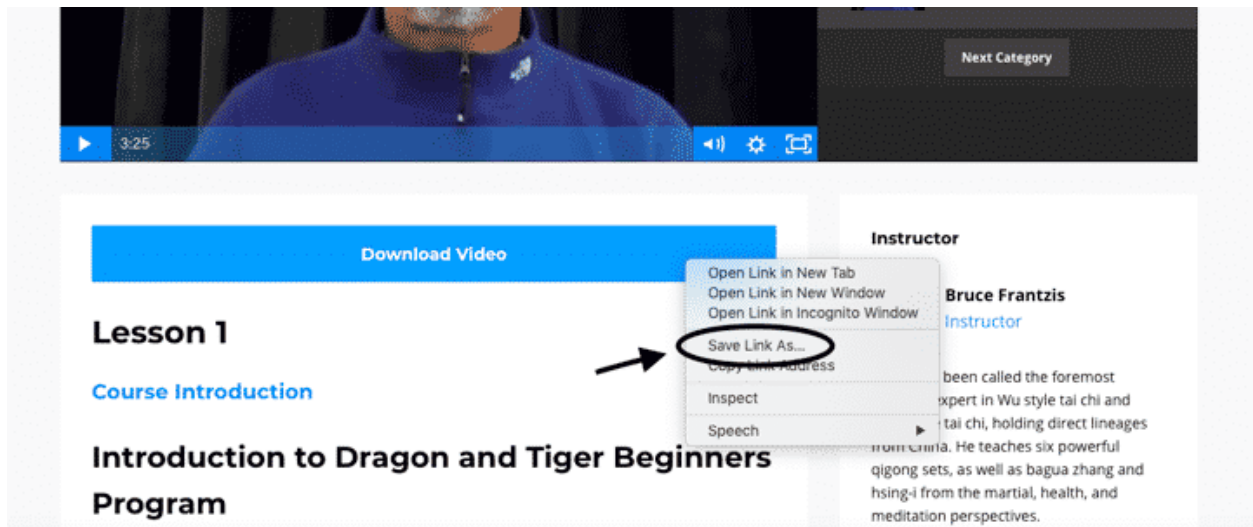
## Downloading Energy Arts Videos

Here are some instructions for downloading Energy Arts videos.

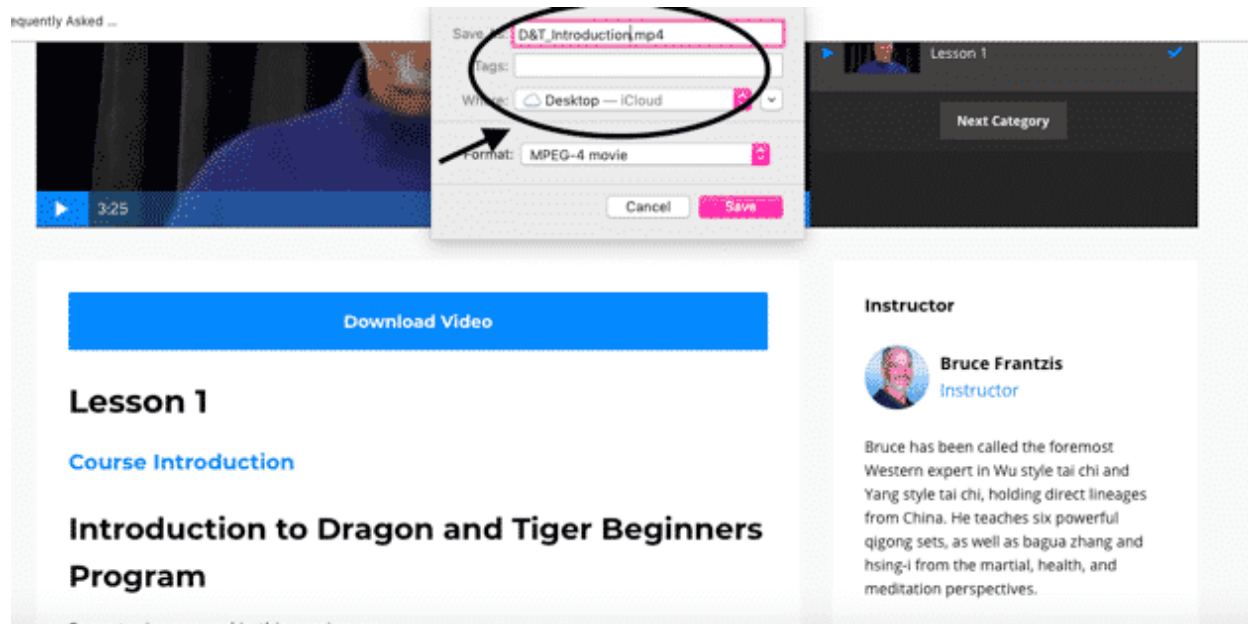
Go to the video you wish to download. Hover your cursor over the 'Download Here' button, located directly underneath the video player.



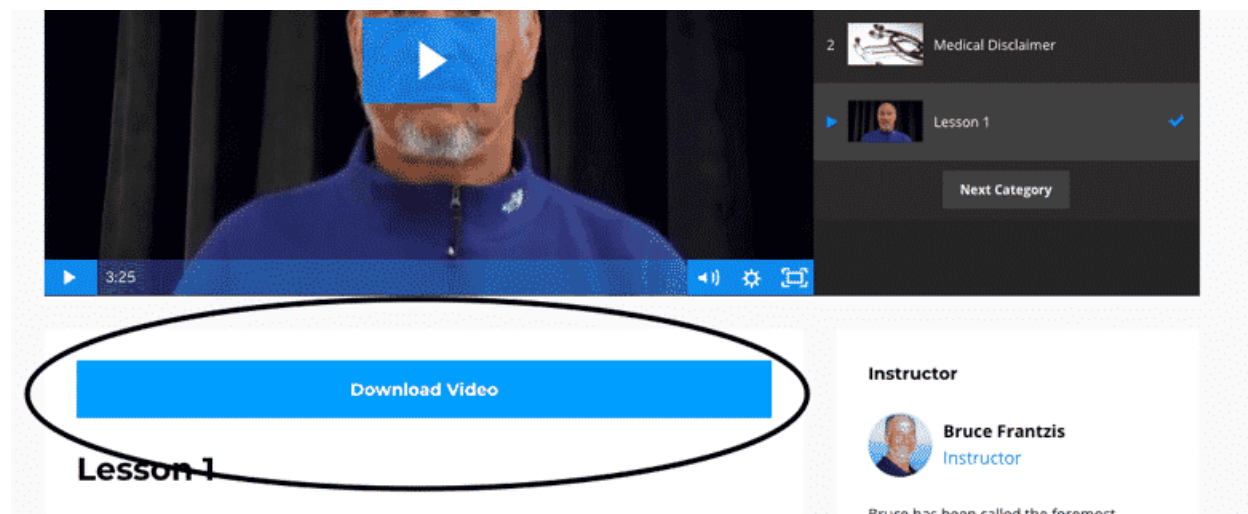
Right click on the Download Video button, or if you do not have a mouse, hover over the Download Video button, hold Control and click the mouse pad. Both options bring up the same menu. Choose Save Link As:



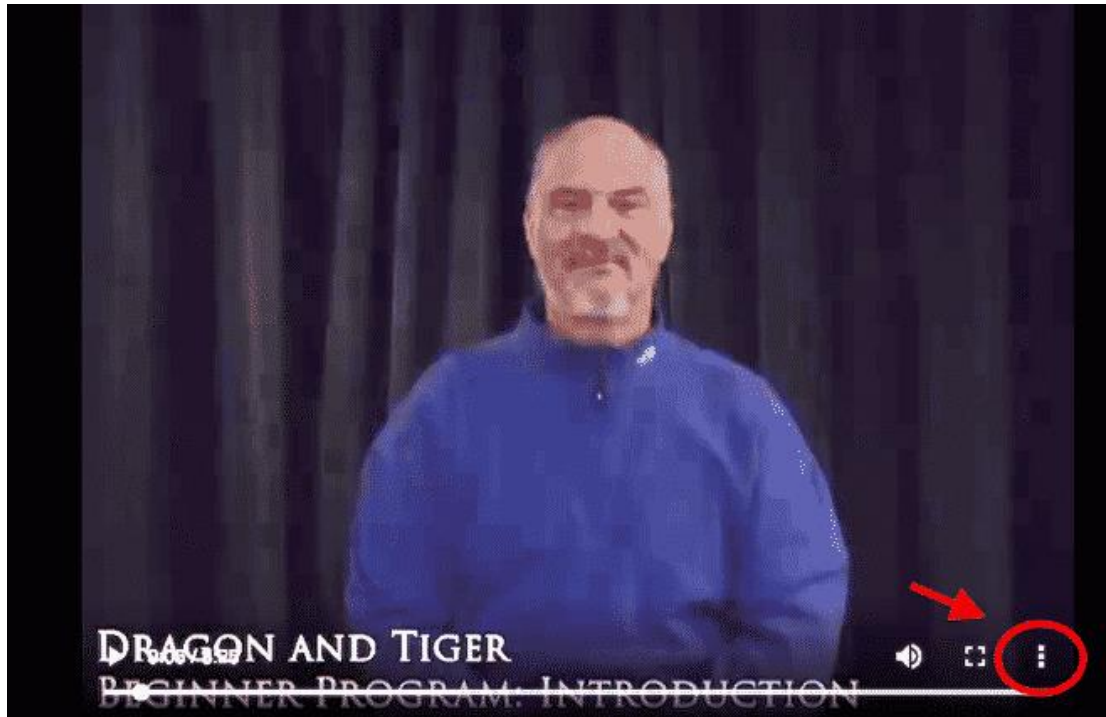
This brings up your computer's save menu. Choose an easy-to-remember file name and location and click save. This will download the video to your computer:



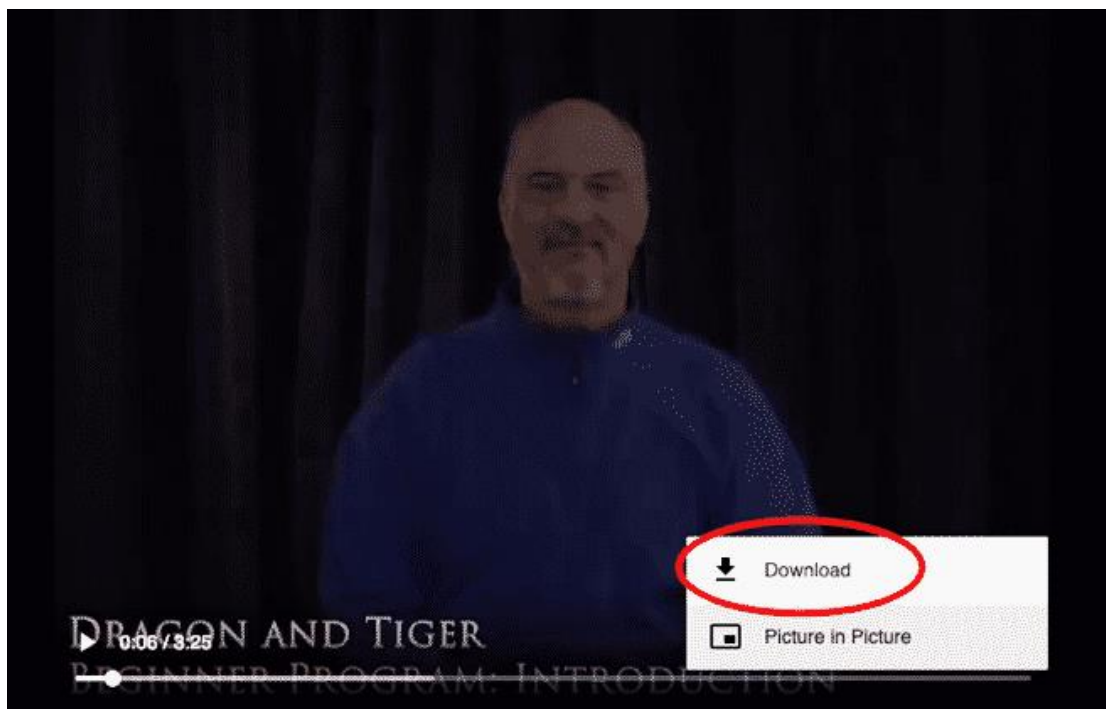
A **second way** to download your Energy Arts materials is this: Click on the Download Video button. You will be redirected to a new page, and the video will begin to play.



Hover over the video to access player controls. Click on the three dots on the lower, right-hand side:



And select Download:



This will automatically download the file to your computer. Enjoy your content and Happy Practicing!

## **How to change email address**

If you want to change your email address associated with your account please email [support@energyarts.com](mailto:support@energyarts.com)

## **Accessing Energy Arts Courses on Your Phone**

Our new Energy Arts Membership Portal is mobile optimized and easy to access on your smartphone!

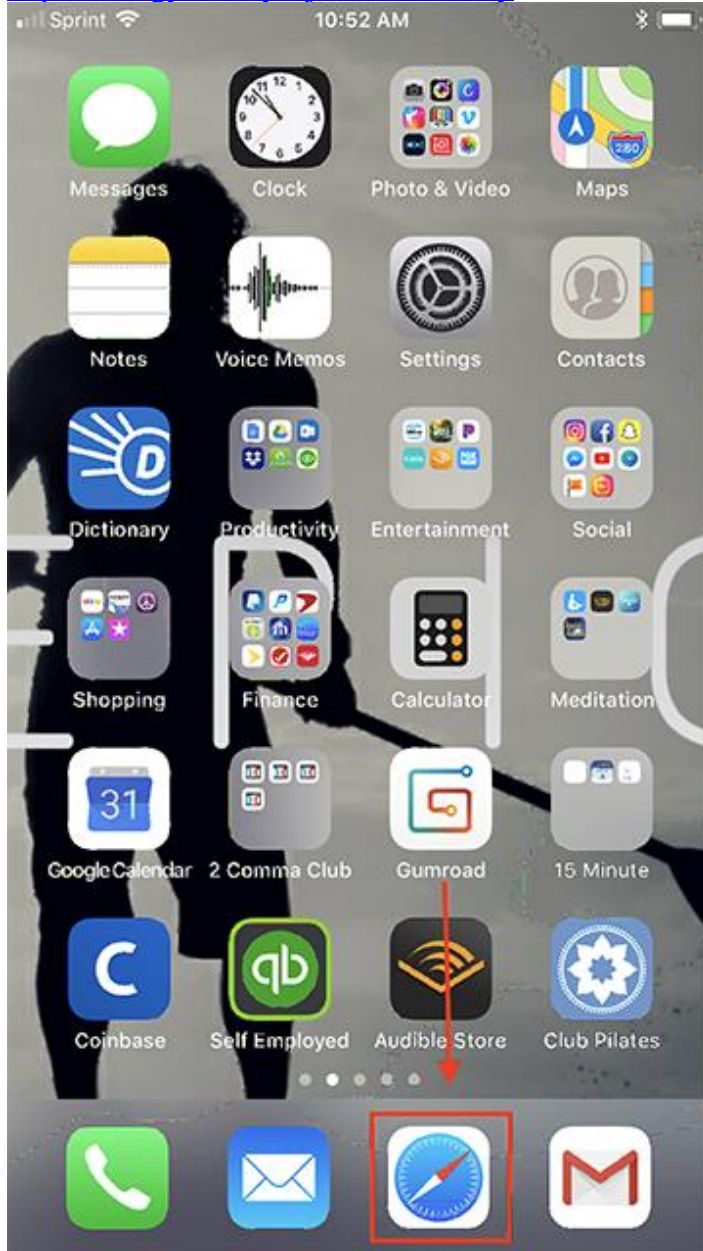
Below you will find instructions on how to add the Membership Portal to your homescreen so you can easily access your courses like an App.

\*These directions are for an iPhone but you can use a similar process for other types of smartphones.

### **How to access your Energy Arts course on an iPhone:**

#### **Step One:**

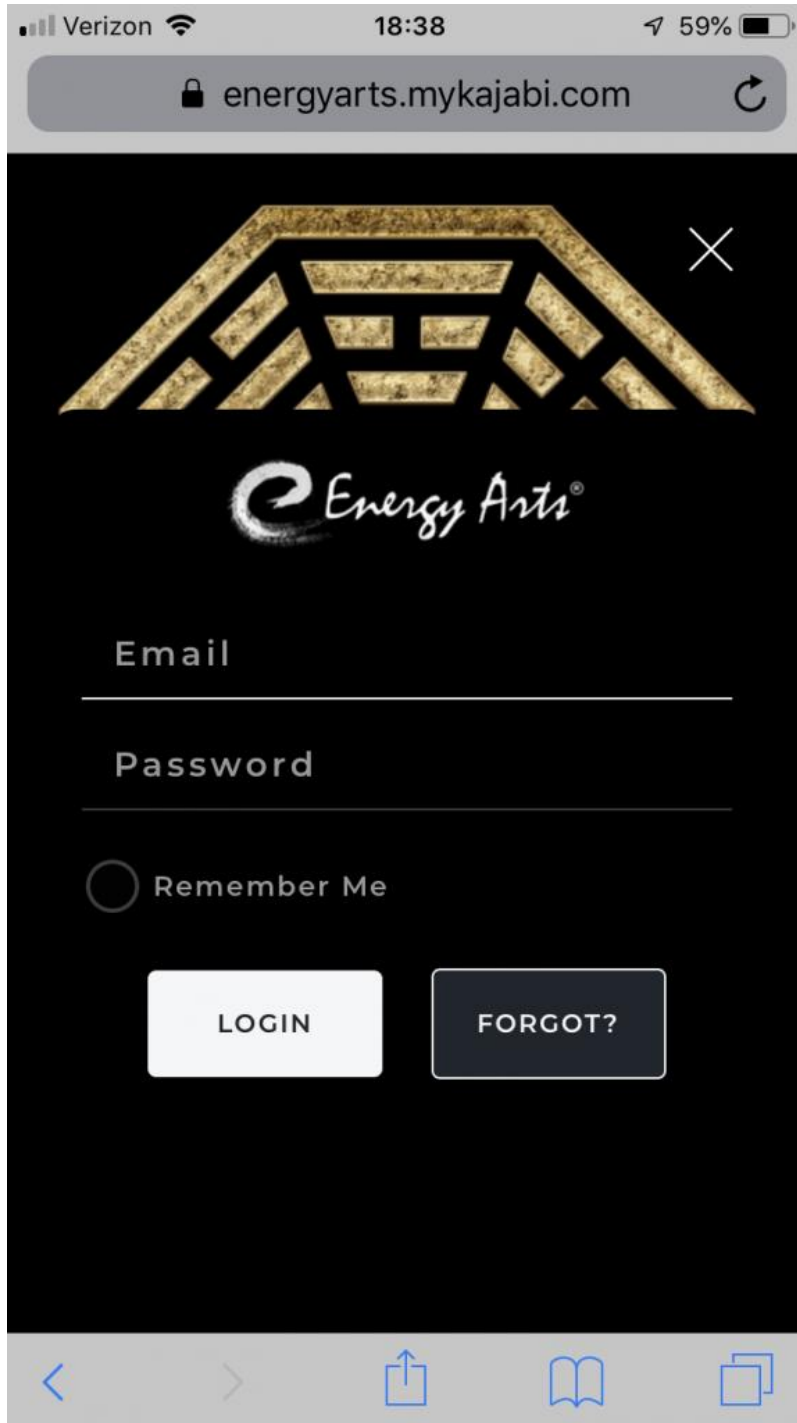
Navigate to the Energy Arts Membership Portal page on your phone's website browser:  
<https://energyarts.mykajabi.com/library>





**Step Two:**

If you are not already logged into your account you will be directed to the login page. Enter your login details and sign in!



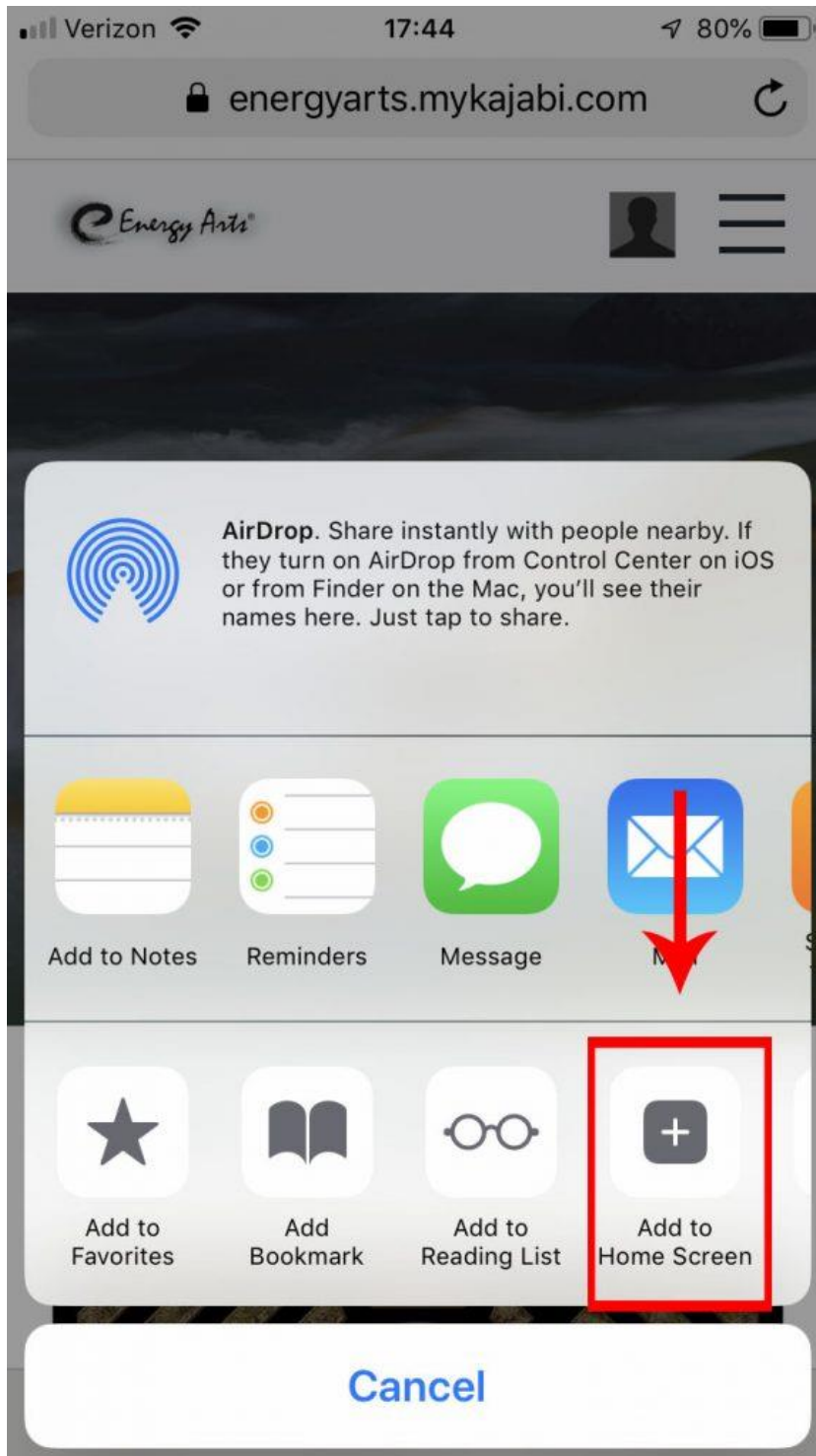
**Step Three:**

Once you have logged in are in the course library, tap the square icon with an arrow pointing up.



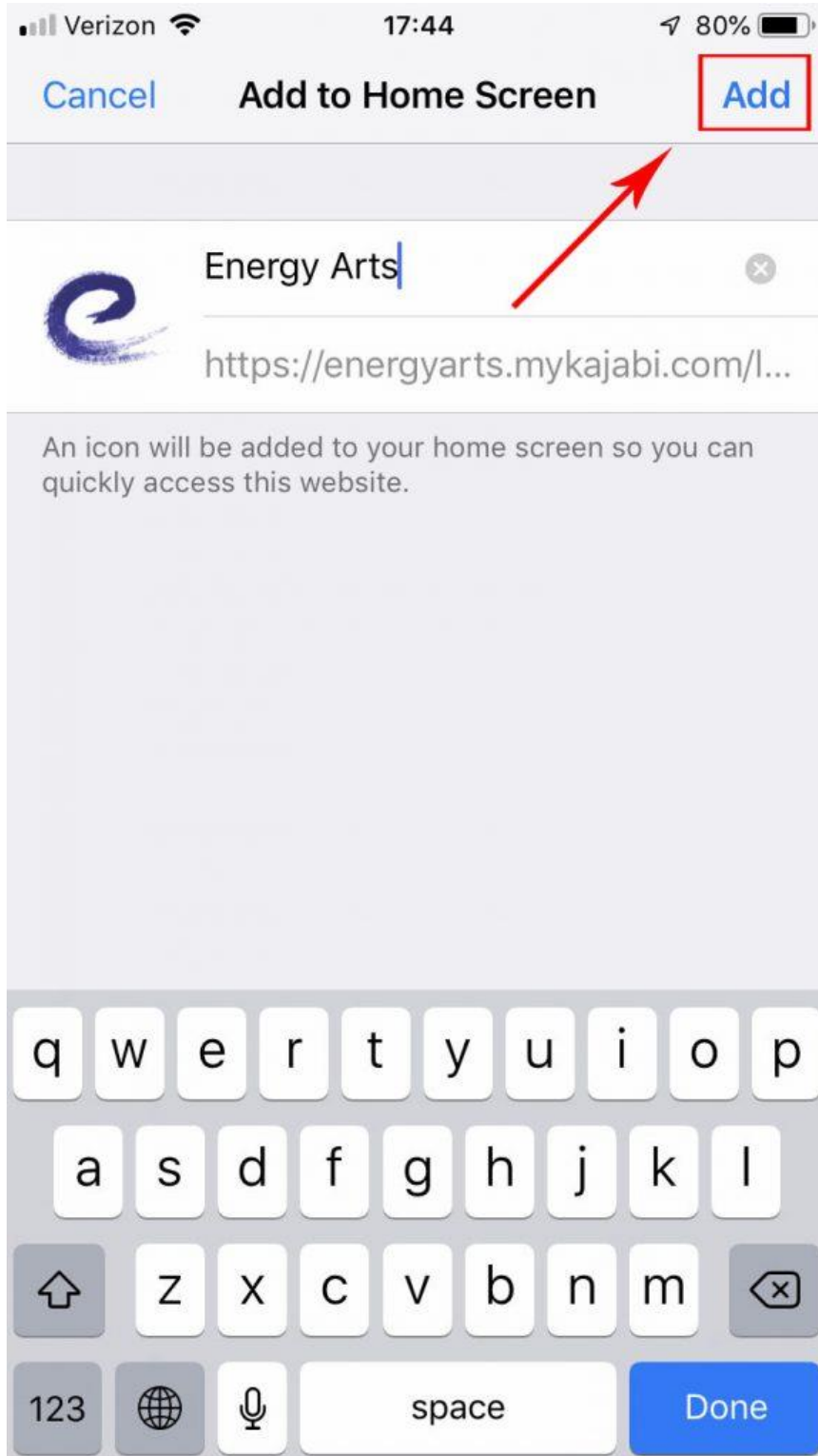
#### Step Four:

Choose the “Add to HomeScreen” option.



**Step Five:**

Name the App and then click “Add” in the upper right-hand corner of your screen.



**Step Six:**

You will now have access to the Membership Portal directly from your Homescreen.

