

# 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. The form has several input fields: "Current Password" (with placeholder "\*\*\*\*\*"), "Forgot?" (which is circled in red with a red arrow pointing to it), "New Password", and "Verify Password". There is also a note on the left: "Change your password. Leave this blank to keep your current password." The entire form is contained within a light gray box.

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 reset interface. At the top left, there's a section labeled "Password" with the sub-instruction "Change your password." Below this, a note says "Leave this blank to keep your current password." To the right, there's a form with three fields: "Current Password" containing masked input, "New Password" (empty), and "Verify Password" (empty). A "Forgot?" link is located above the "New Password" field.

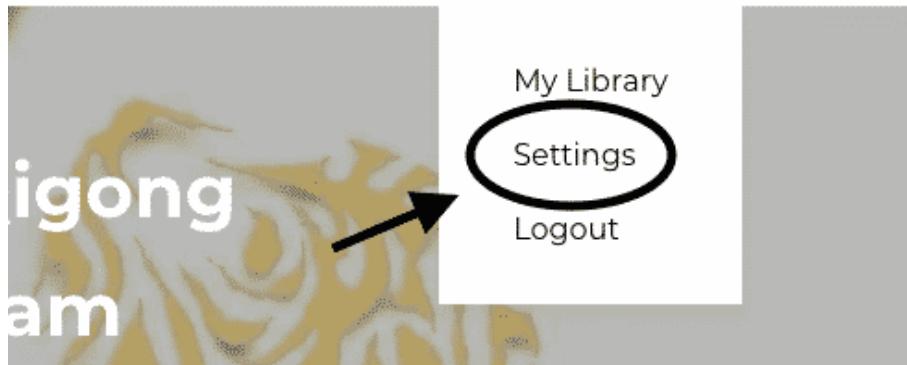
3) If it's a reset you're after, simply input your current password, the new password and then again to verify, click **Save**, and you're all set!

#### 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**.



My Courses   Search



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:

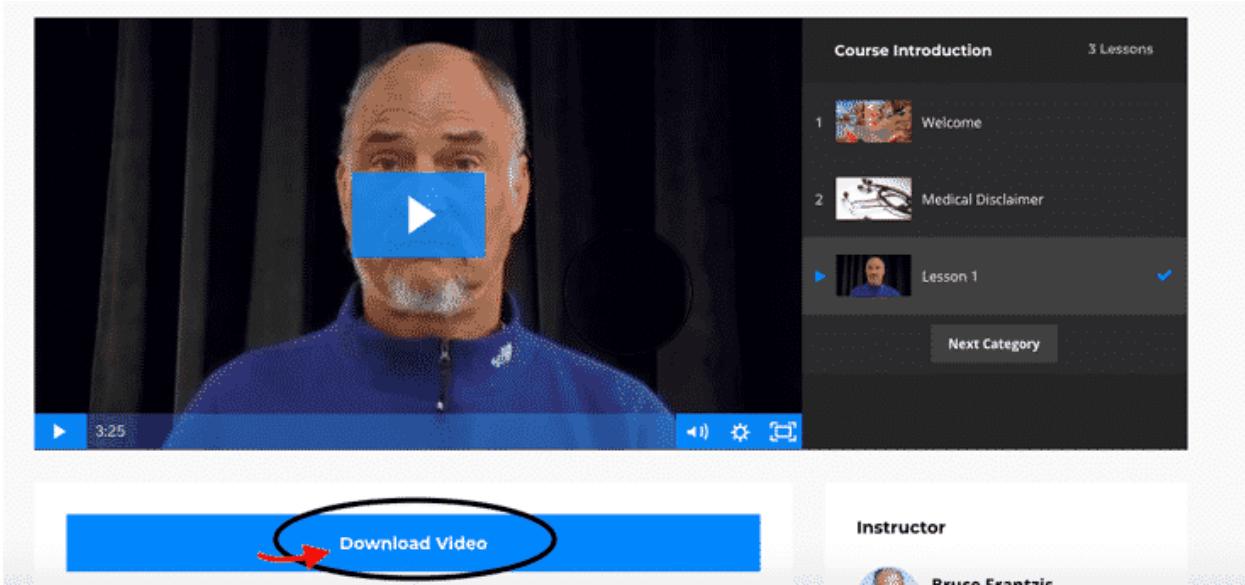
<https://energyarts.securechkout.com/update-credit-card>

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:

Lesson 1

Course Introduction

Introduction to Dragon and Tiger Beginners Program

Instructor

Bruce Frantzis  
Instructor

been called the foremost expert in Wu style tai chi and tai chi, holding direct lineages from China. He teaches six powerful qigong sets, as well as bagua zhang and hsing-i from the martial, health, and meditation perspectives.

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:

Srequently Asked ...

Download Video

## Lesson 1

[Course Introduction](#)

### Introduction to Dragon and Tiger Beginners Program

Course content in this section

**Instructor**



**Bruce Frantzis**  
Instructor

Bruce has been called the foremost Western expert in Wu style tai chi and Yang style tai chi, holding direct lineages from China. He teaches six powerful qigong sets, as well as bagua zhang and hsing-i from the martial, health, and meditation perspectives.

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.

3:25

▶

Download Video

## Lesson 1

Course content in this section

**Instructor**



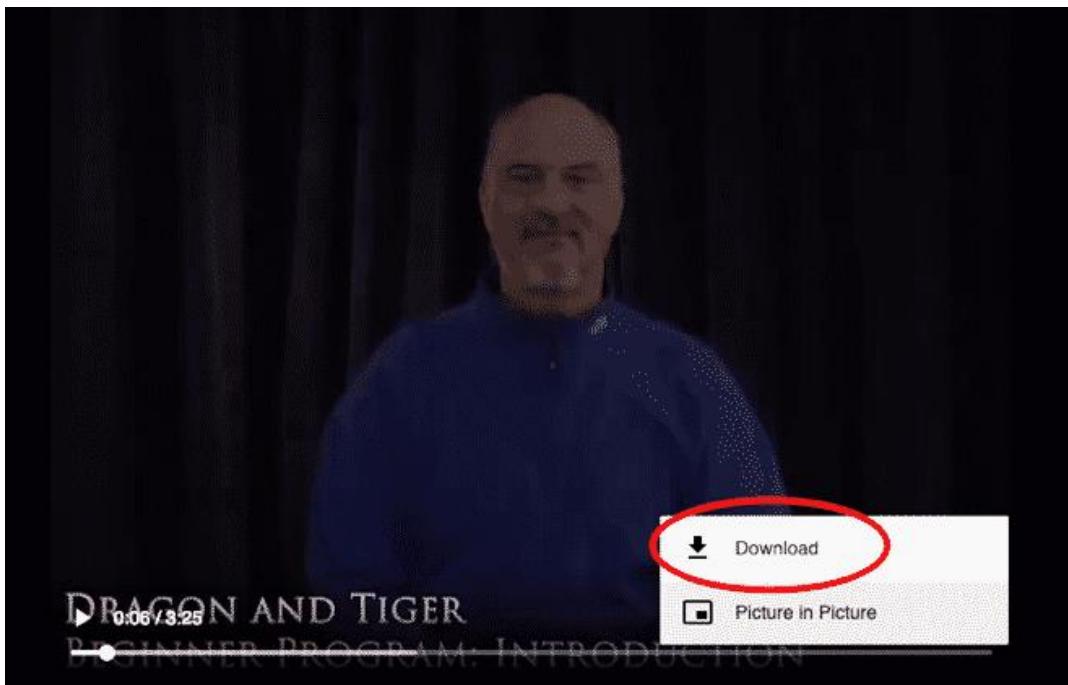
**Bruce Frantzis**  
Instructor

Bruce has been called the foremost

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

Kajabi has a new mobile app, which means you can now access your Energy Arts material easier than ever! This app is mobile optimized and easy to access on your smartphone.

Below you will find instructions on how to download and start using the app to view Energy Arts courses.

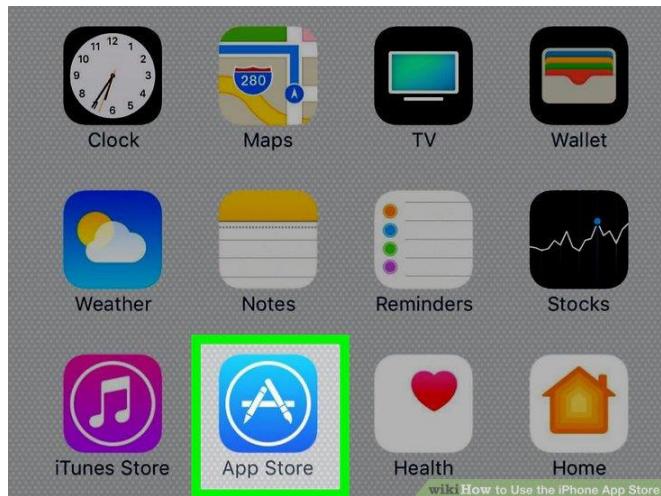
\*These directions are for Apple and Android Devices.

### How to Download and Set Up the Kajabi App

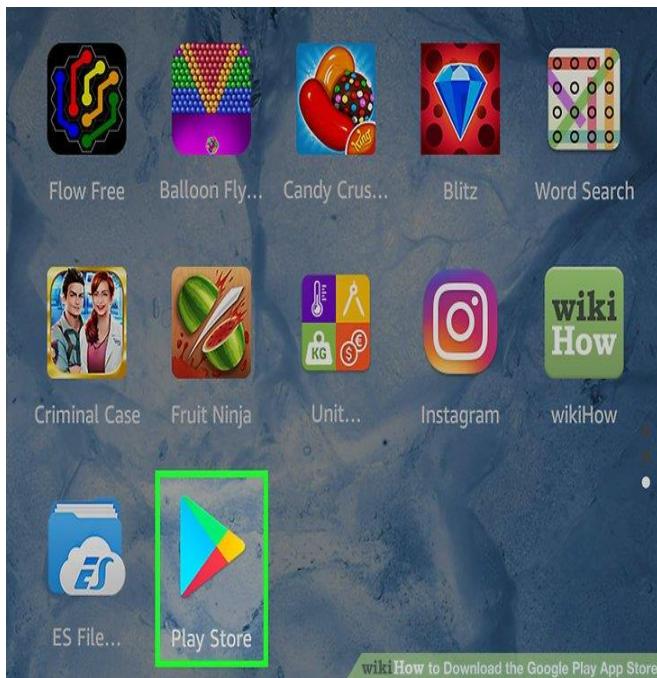
#### Step One:

Open your app store.

**For I-Phones and I-Pads:** Open the App Store



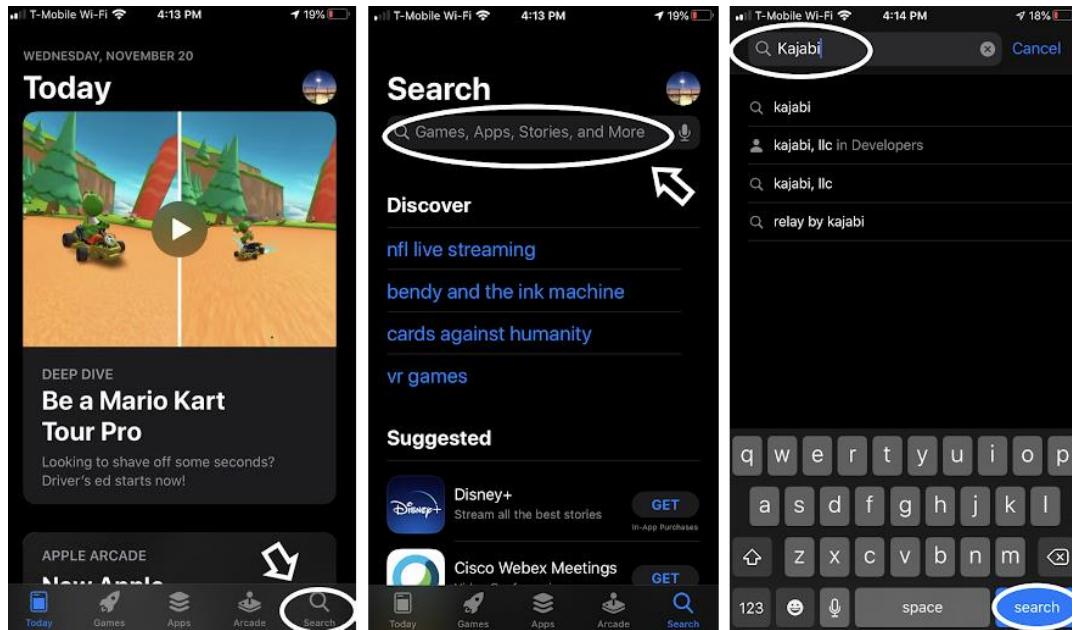
**For Android Devices:** Open the Google Play Store



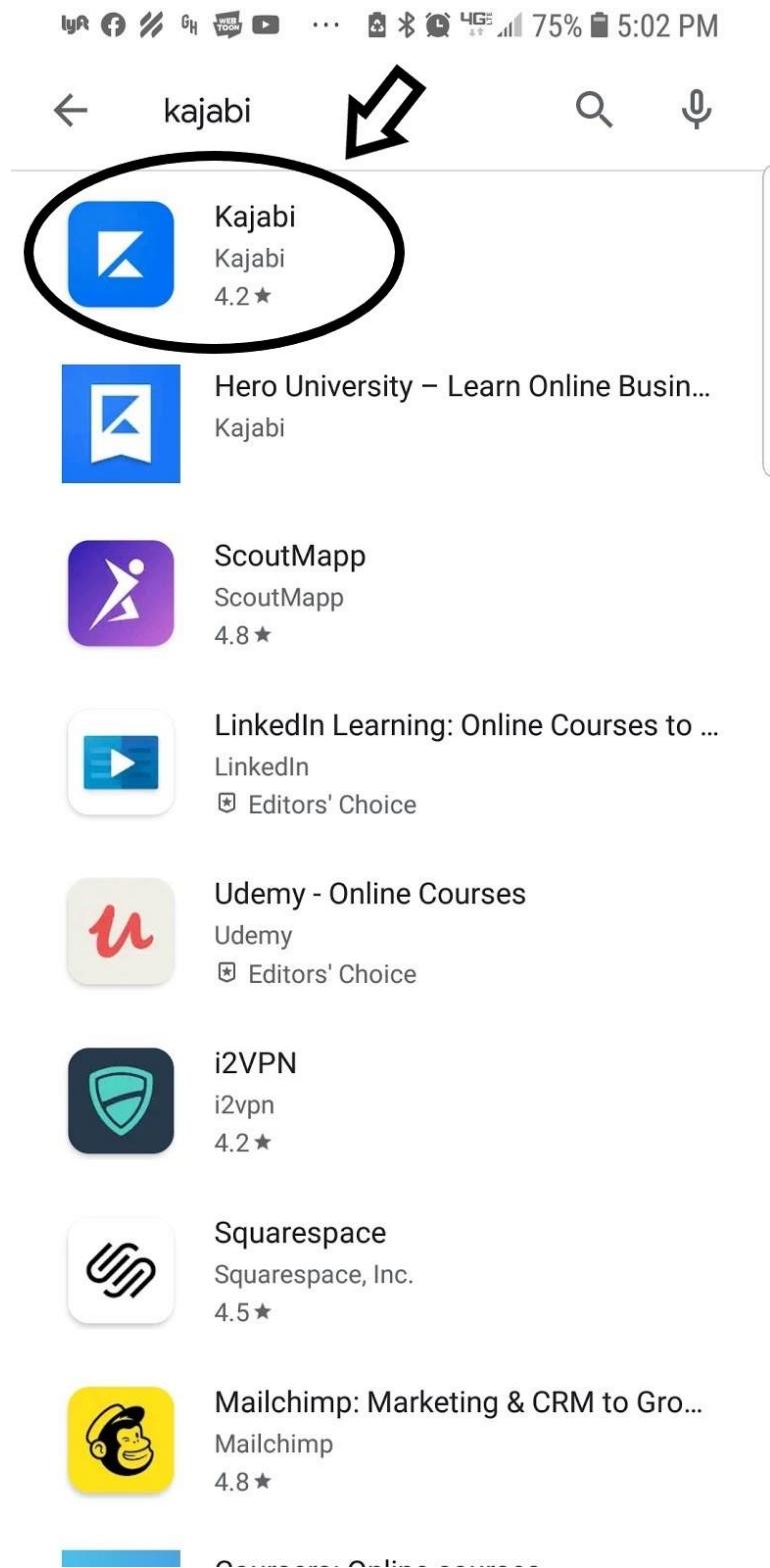
## Step Two:

Once in the App store search "Kajabi" and select the app as indicated in the photo

### For I-phone Users:



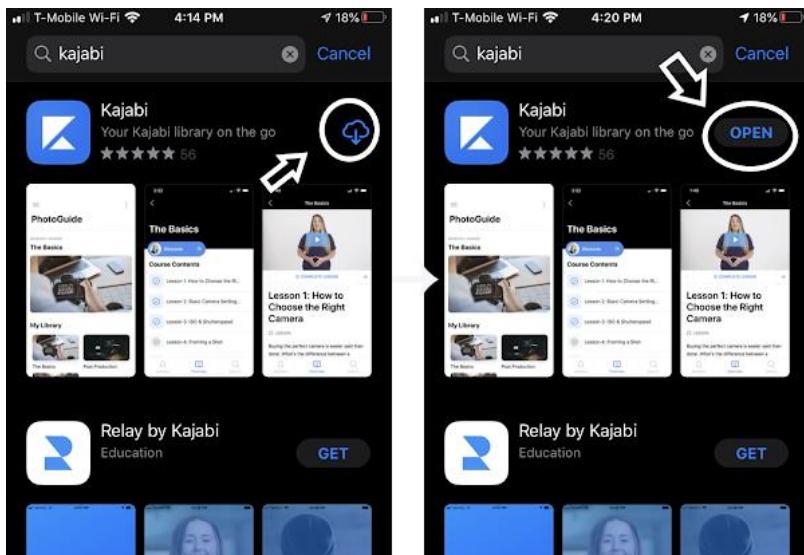
## For Android Users:



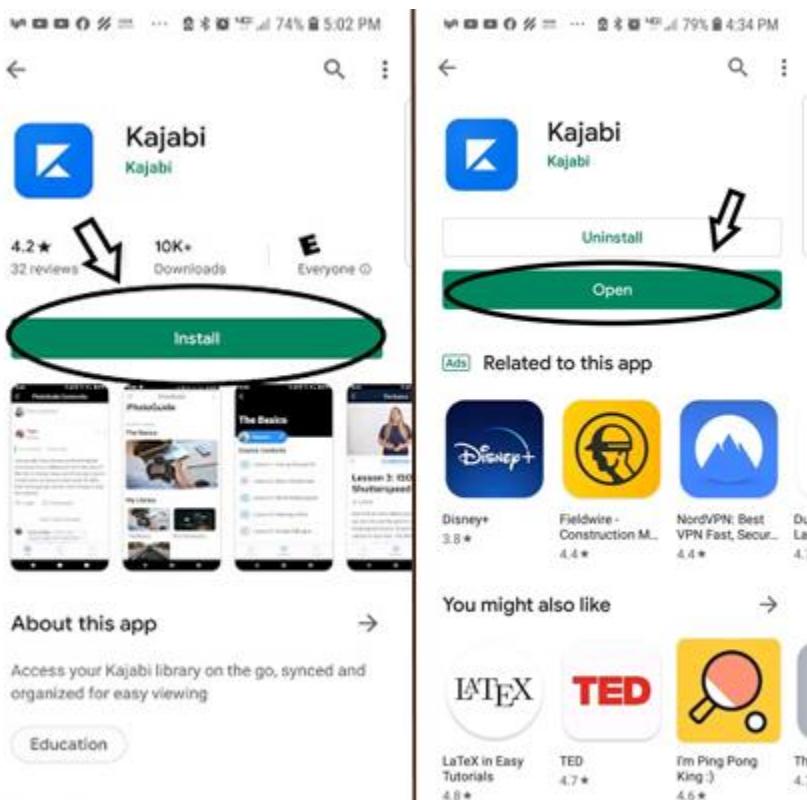
## Step Three:

Install and then open Kajabi App:

For I-phone Users:

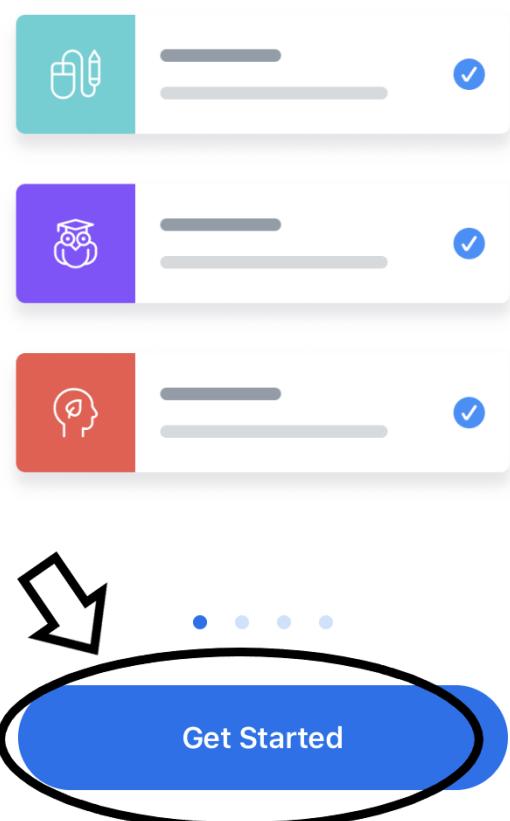


For Android Users:



## **Step Four:**

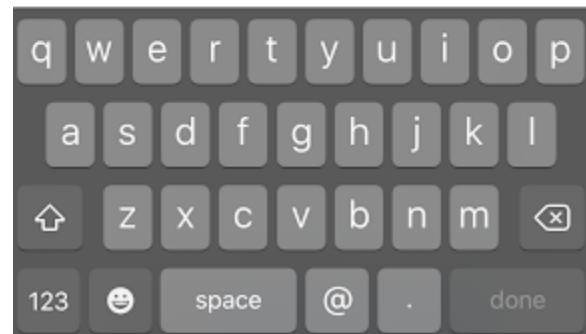
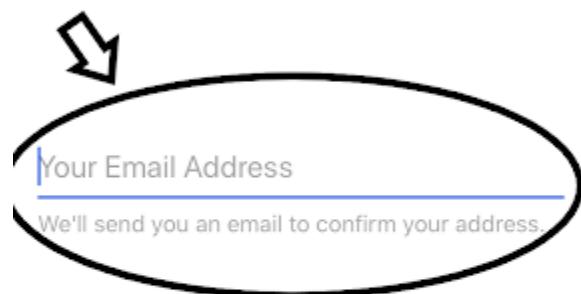
Once in the Kajabi App select the blue "get started" button at the bottom.



## Step Five:

Enter in your **email address associated with your Kajabi account**. If you put in the wrong email you won't get access to your account.

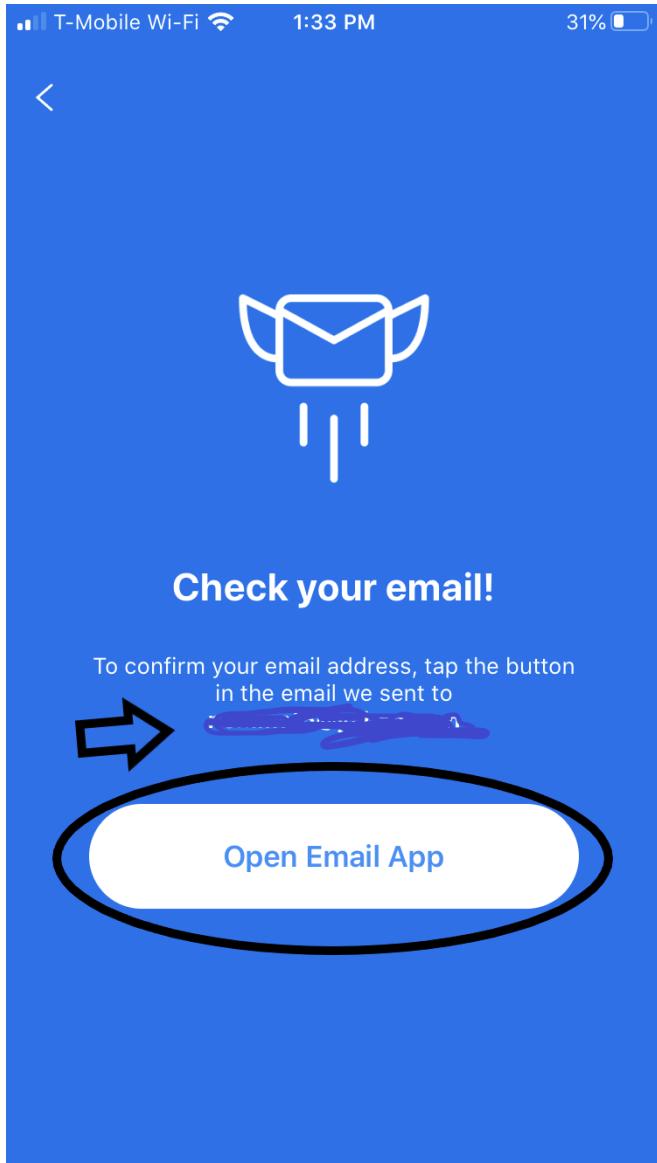
X                          [Next](#)



## **Step Six:**

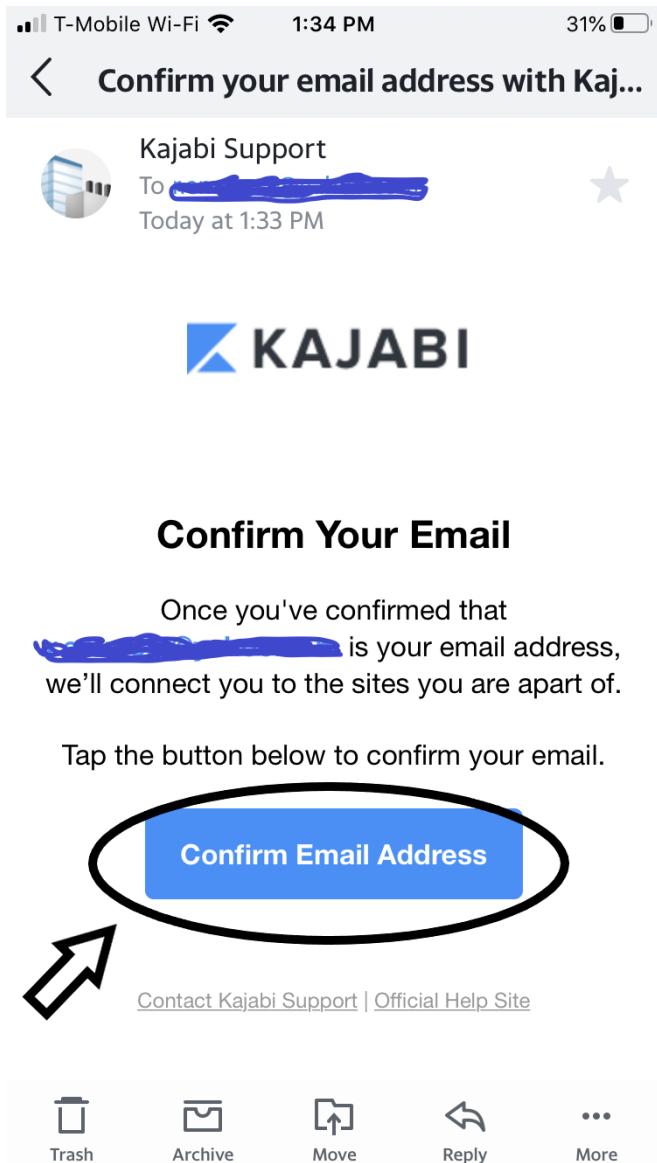
Open your email on your phone and then select the email with the subject line: "Confirm your email address with Kajabi"

The App will give you a short cut to open your email application:



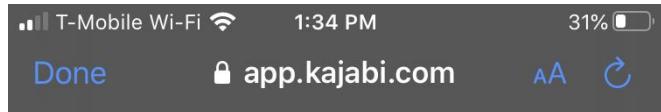
## Step Seven:

Once your email with the subject line "Confirm your email address with Kajabi" is open, select the blue "confirm email address" button.



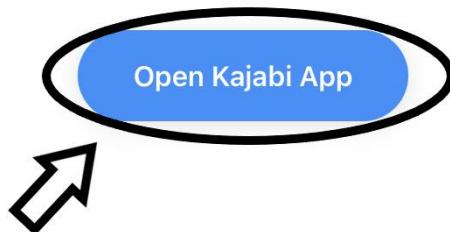
## Step Eight:

You will be directed to a new page. Select the blue "Open Kajabi App" button at the bottom of the page.



**Your email has been confirmed!**

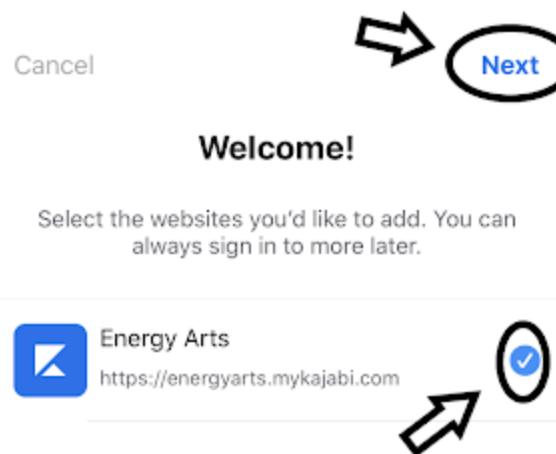
Click the button below to finish setting up!



## **Step Nine:**

You have now successfully verified the Kajabi App and your Energy Arts Account. To verify, check to make sure you see Energy Arts at the bottom of your screen.\* (This will mean that you're logged into your account.) Then select the "next" button on the top right.

\*If you don't see Energy Arts, you've probably entered in the wrong email. Click cancel on the left and continue from Step 5.



## **Step Ten (The final one!)**

Hoorah! You are now signed in to your account. You will see the Energy Arts Website and your library to the right. Click on the library and scroll down and open the courses you wish you play.

◀ Yahoo Mail ⌂ 1:34 PM

 Websites

 Energy Arts  
<https://energyarts.mykajabi.com>



Energy Arts

RECENT

Train  
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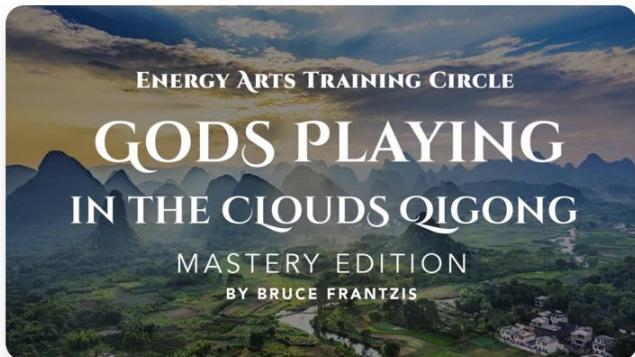
Dragon  
Qigor



# Energy Arts

RECENTLY VIEWED

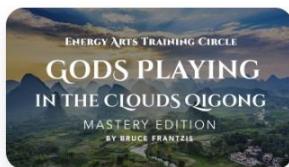
## Training Circle: Gods Playing in the Clouds Qigong



## My Library



Dragon and Tiger  
Qigong Beginners



Training Circle: Gods  
Playing in the Clouds