

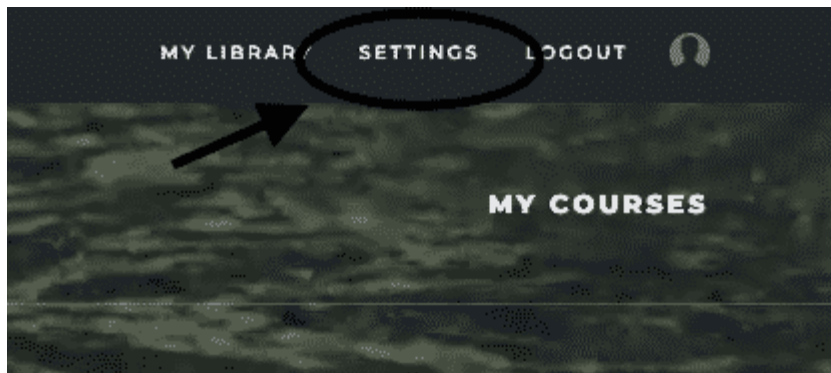
Frequently Asked Questions and Technical Manual

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

How to update your password:

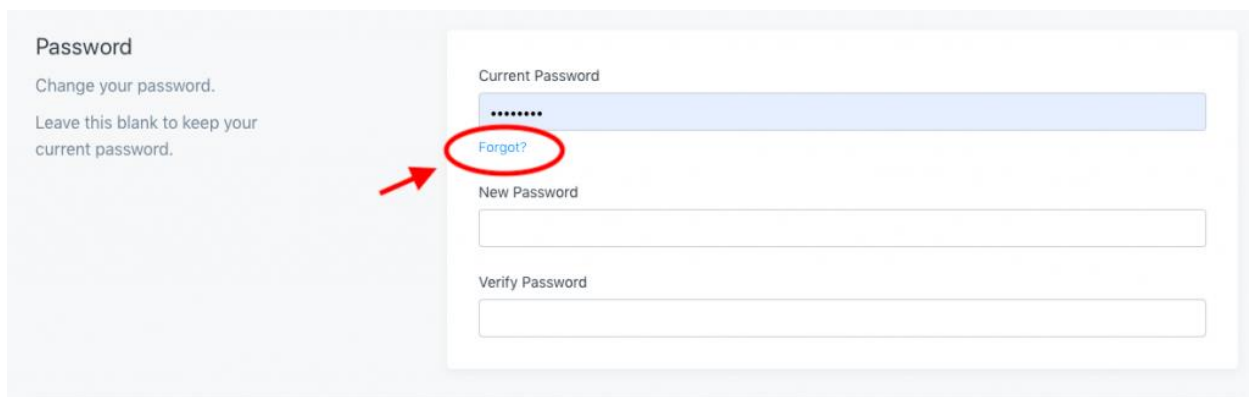
There are two methods of updating your password, depending from where you are accessing the page.

From the Course Library page:

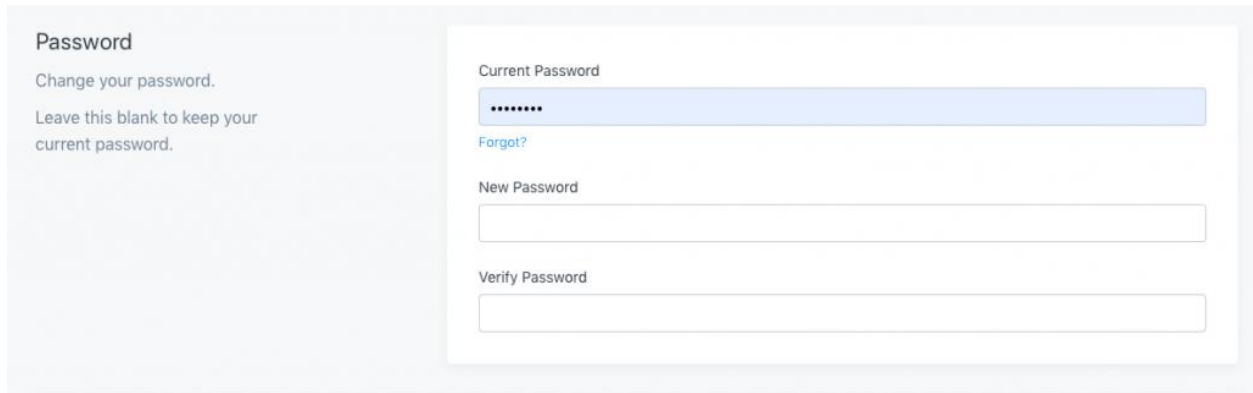


On the top, right-hand corner, click on **Settings**:

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' section in a user profile. On the left, there is a heading 'Password' followed by the 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 blue link labeled 'Forgot?' is positioned between the 'Current Password' and 'New Password' fields. A red circle is drawn around the 'Forgot?' link, and a red arrow points 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.



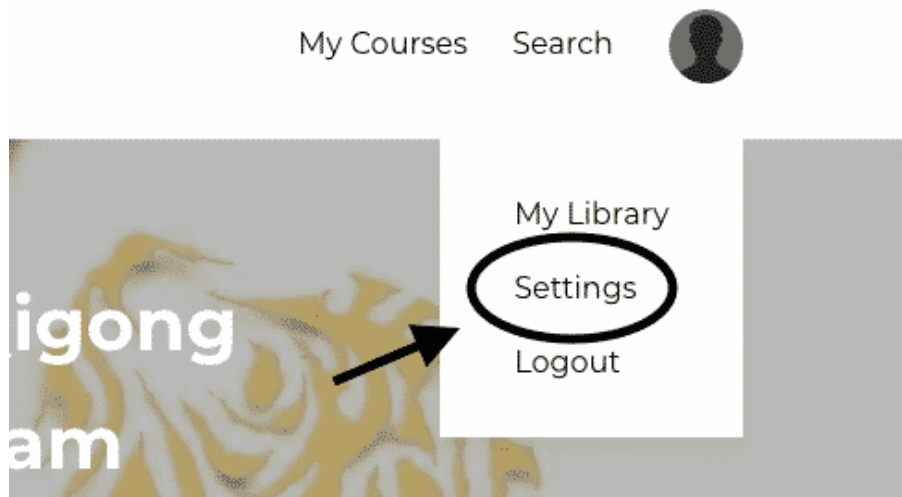
The screenshot shows a 'Password' section on the left with instructions: 'Change your password.' and 'Leave this blank to keep your current password.' To the right is a form with three input fields: 'Current Password' (filled with dots), 'New Password', and 'Verify Password'. A blue link labeled 'Forgot?' 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:

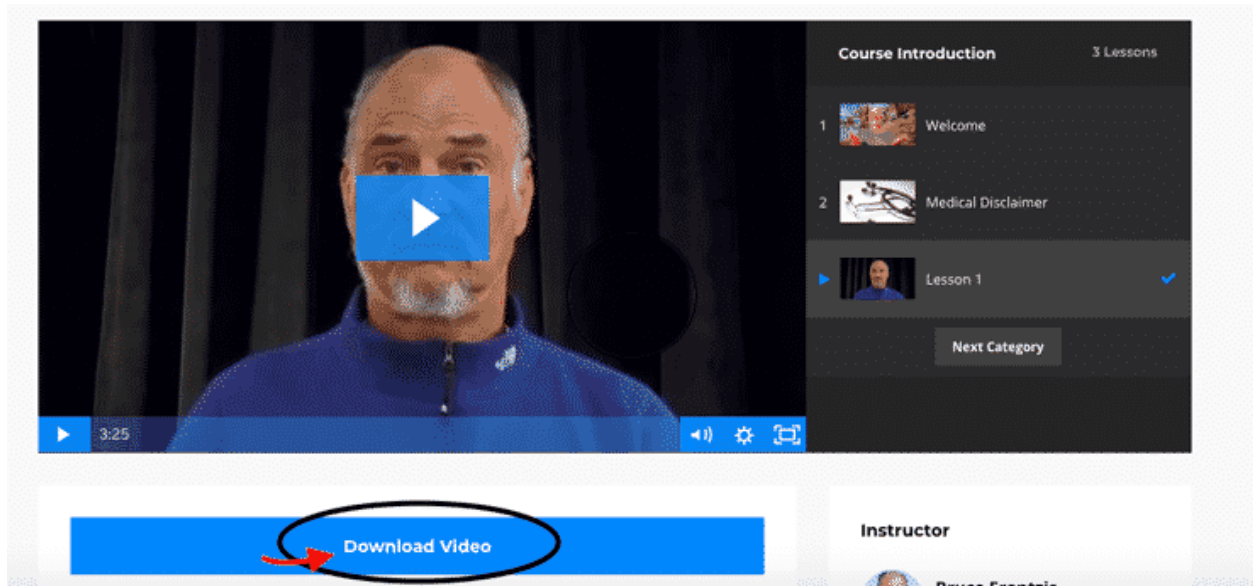
<https://energyarts.securecheckout.com/update-credit-card>

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**.

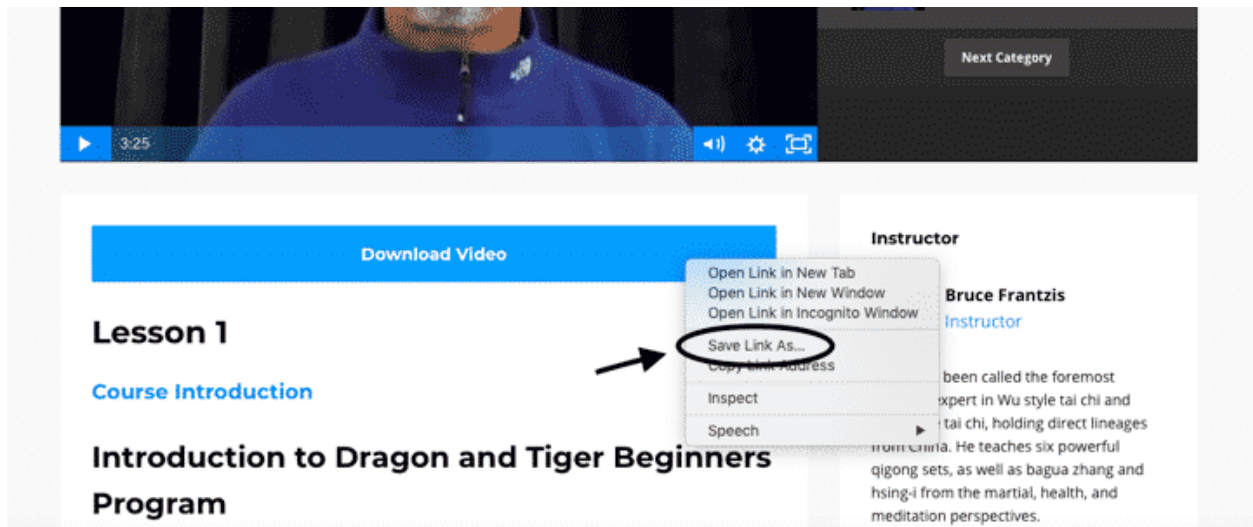
Downloading Energy Arts Videos

Here are some instructions for downloading Energy Arts videos.

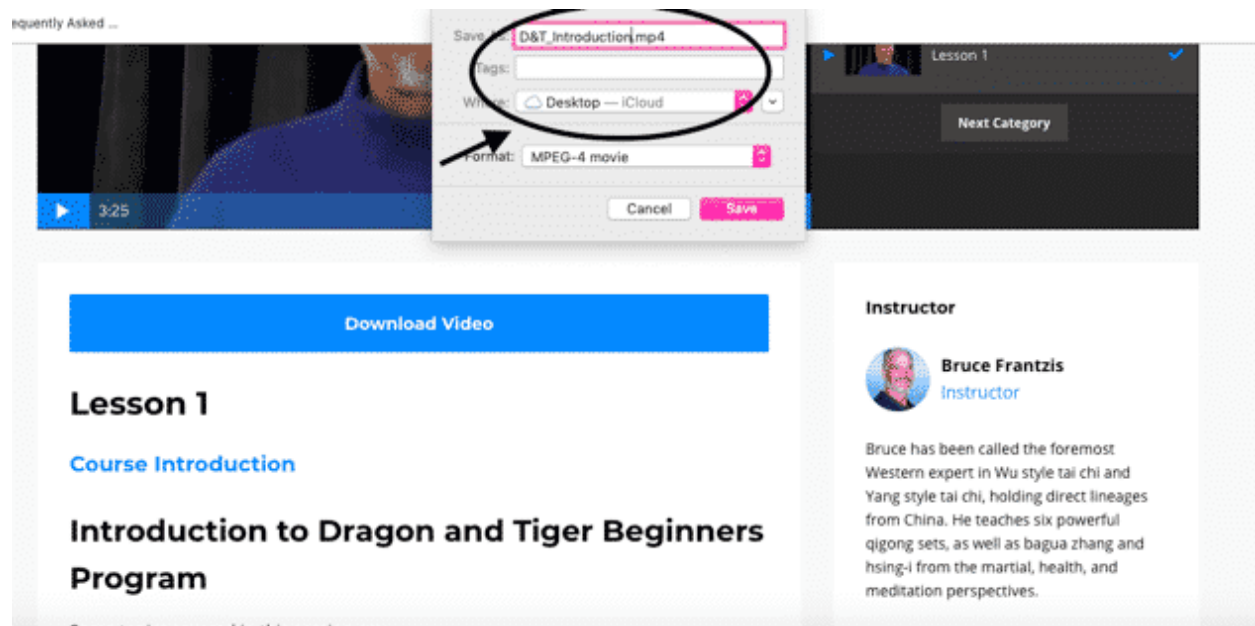
Go to the video you wish to download. Hover your cursor over the 'Download Here' button, located directly underneath the video player.



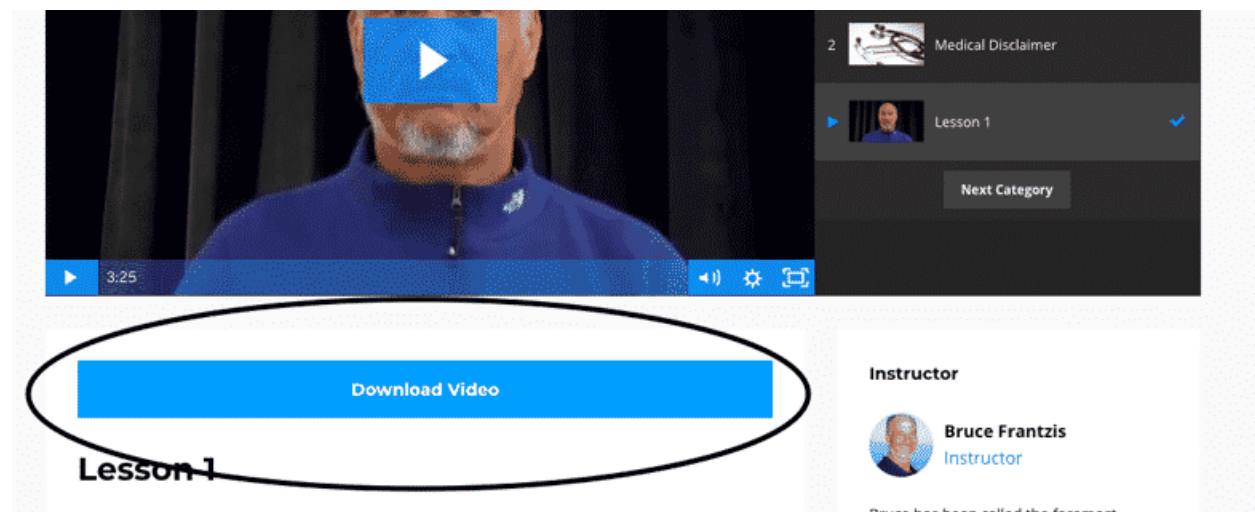
Right click on the Download Video button, or if you do not have a mouse, hover over the Download Video button, hold Control and click the mouse pad. Both options bring up the same menu. Choose Save Link As:



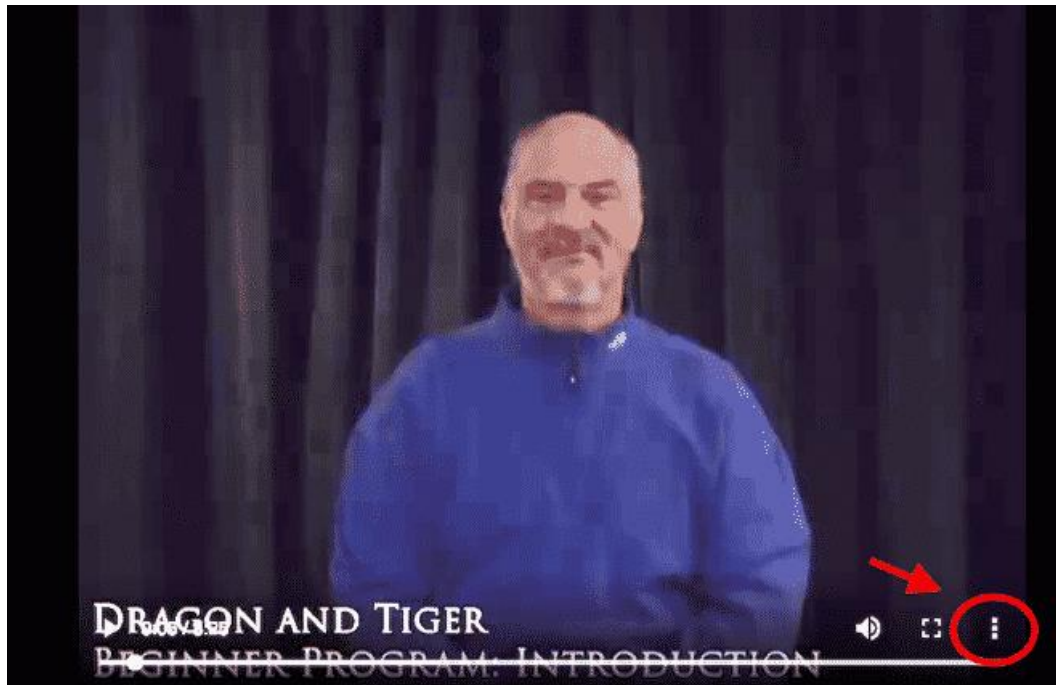
This brings up your computer's save menu. Choose an easy-to-remember file name and location and click save. This will download the video to your computer:



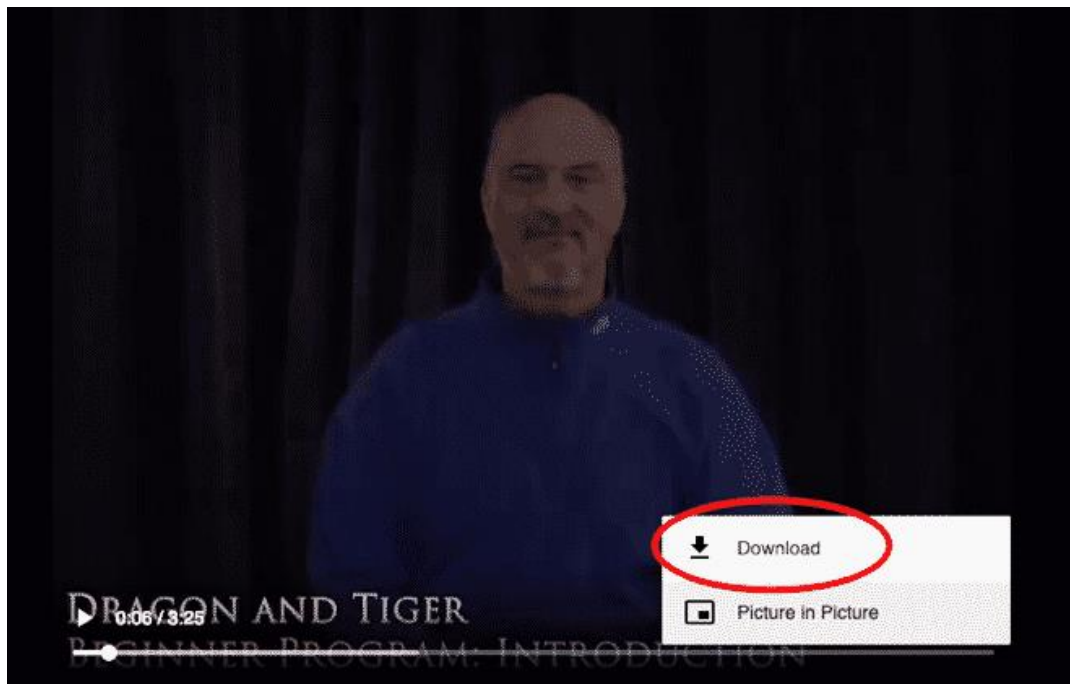
A **second way** to download your Energy Arts materials is this: Click on the Download Video button. You will be redirected to a new page, and the video will begin to play.



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

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.

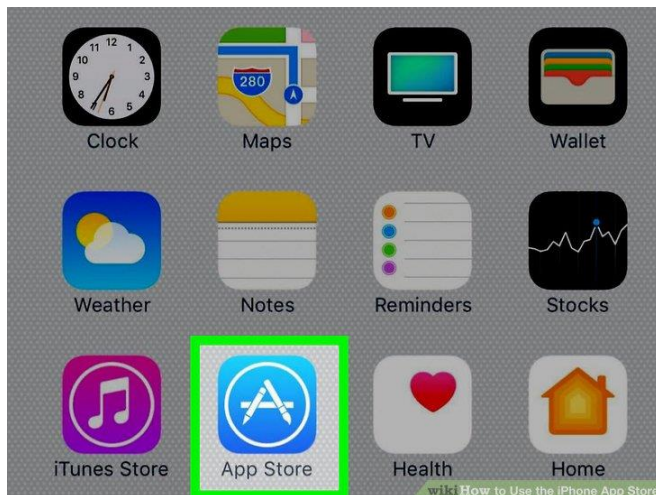
*These directions are for Apple and Android Devices.

How to Download and Set Up the Kajabi App

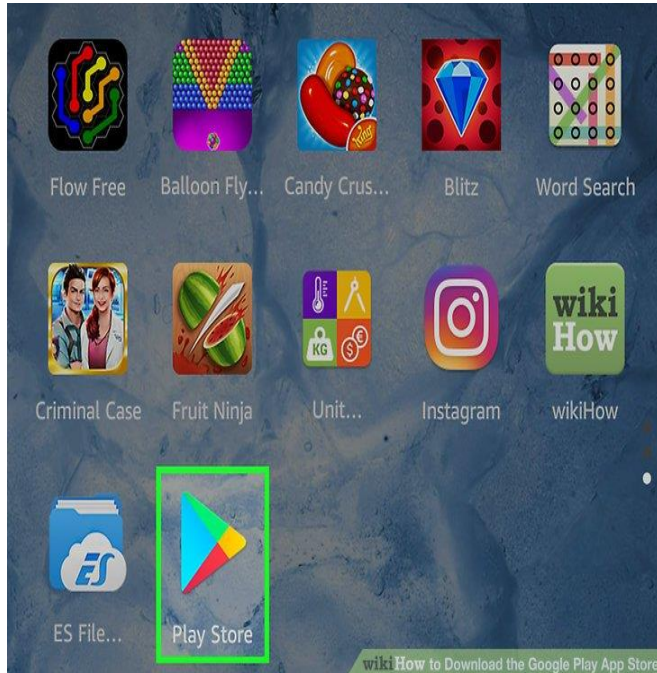
Step One:

Open your app store.

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



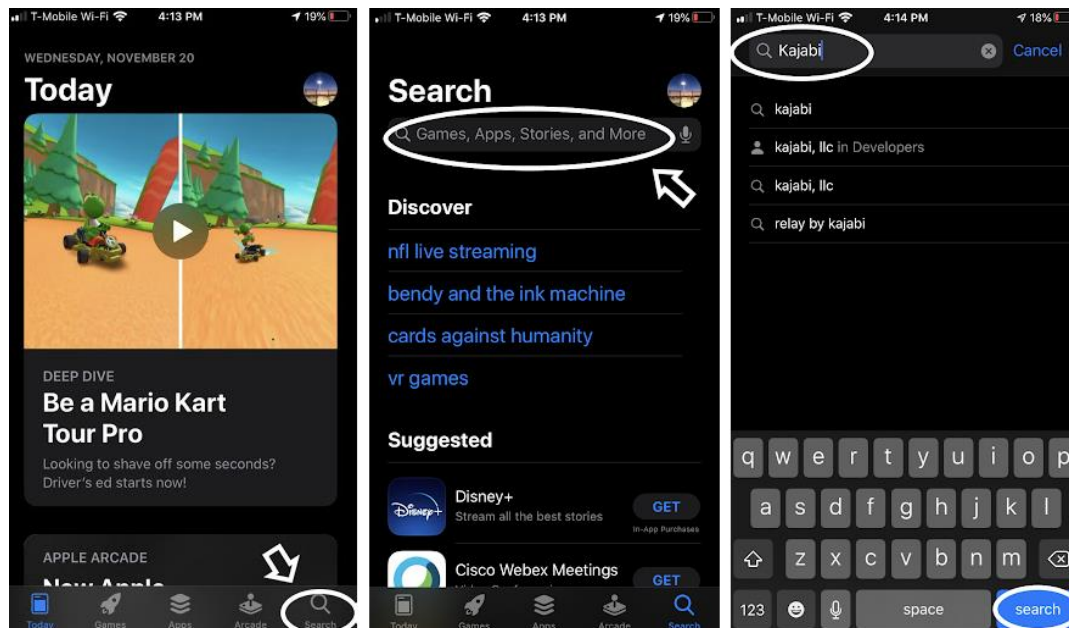
For Android Devices: Open the Google Play Store



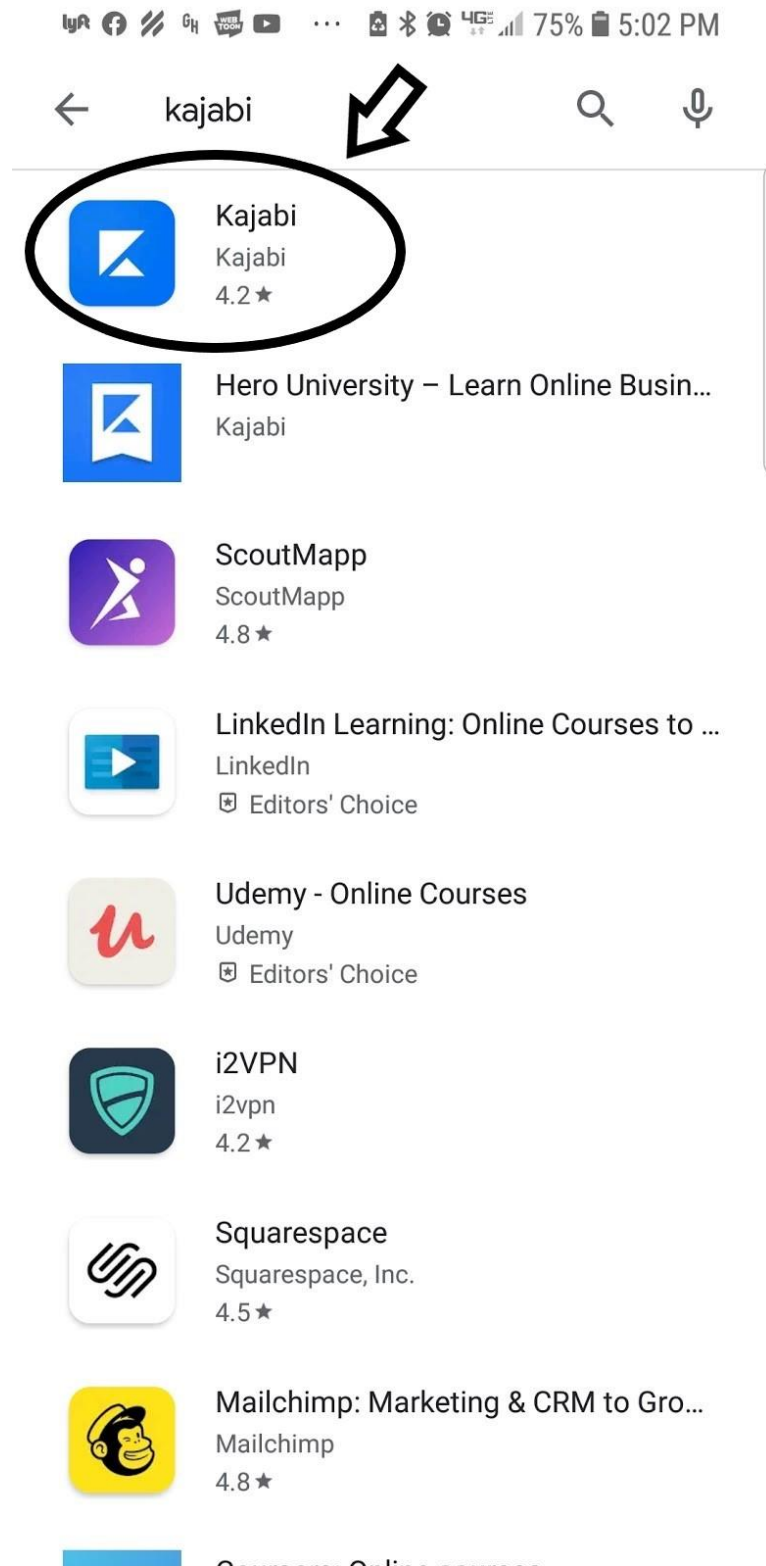
Step Two:

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

For I-phone Users:



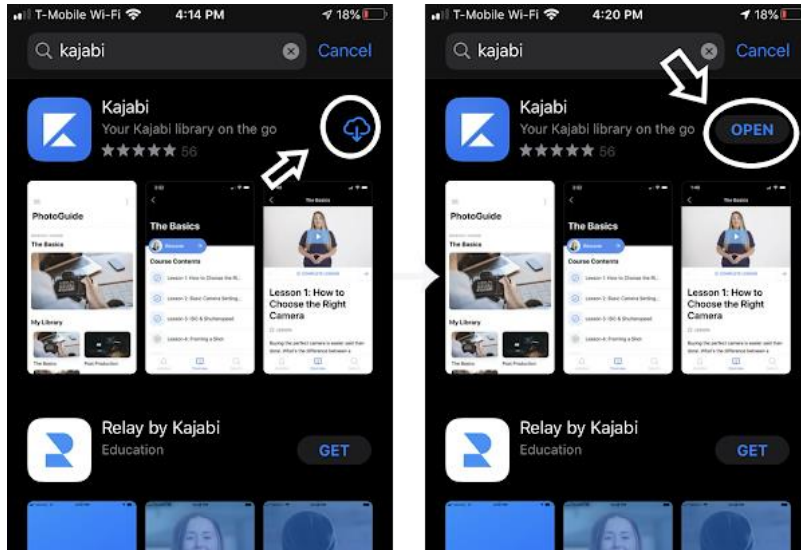
For Android Users:



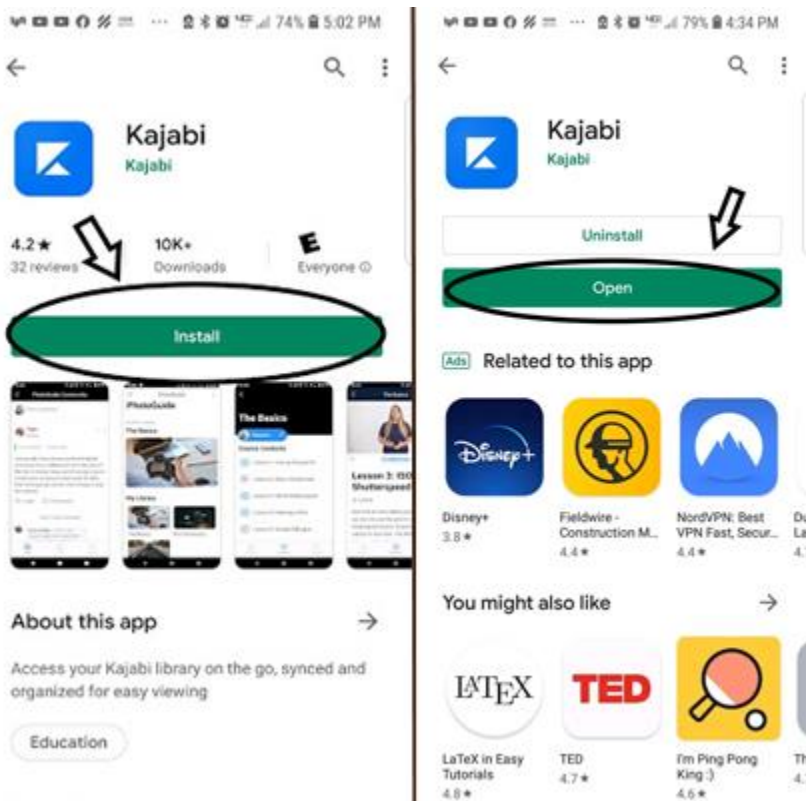
Step Three:

Install and then open Kajabi App:

For I-phone Users:



For Android Users:

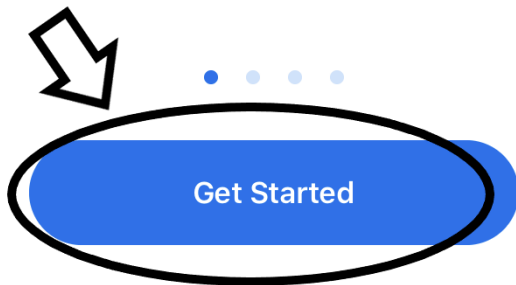
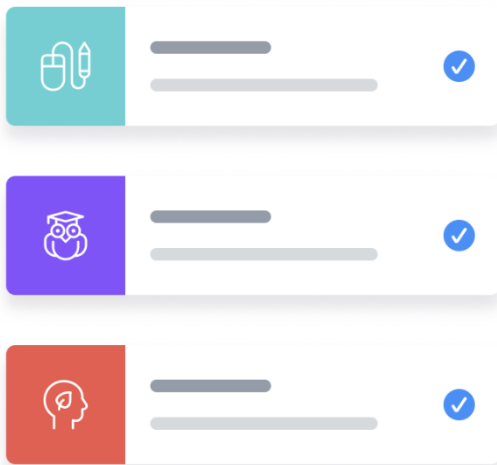


Step Four:

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

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**Access all your memberships
on the go with Kajabi.**



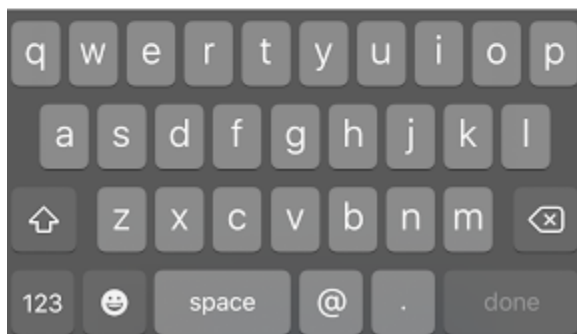
Step Five:

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.

×Next



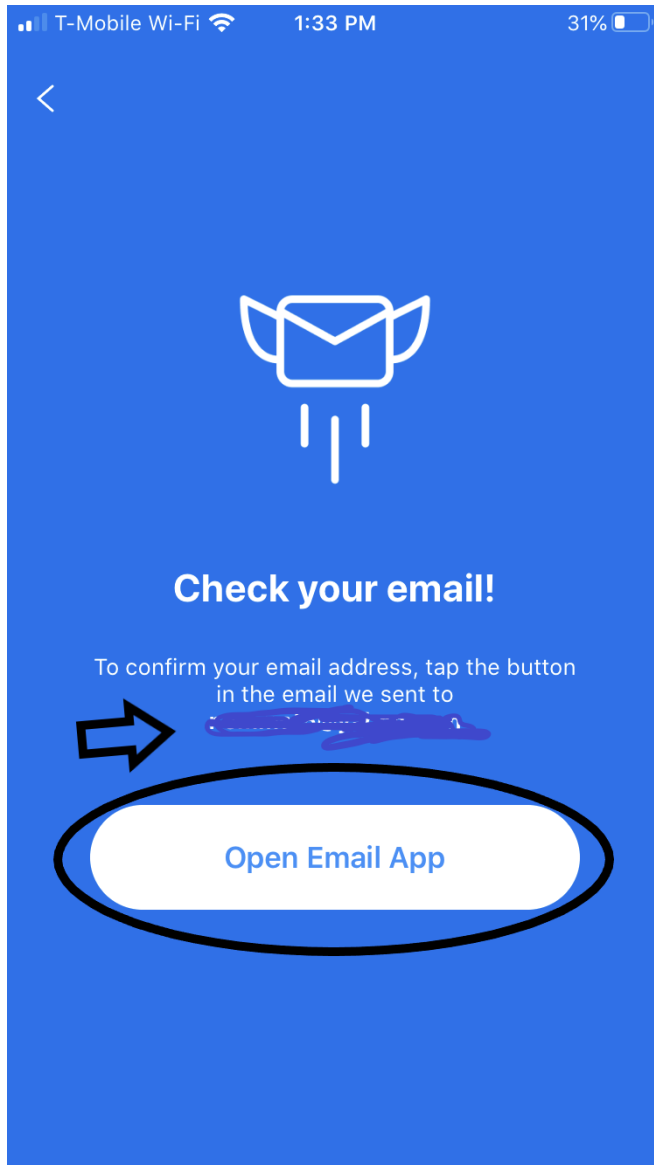
We'll send you an email to confirm your address.



Step Six:

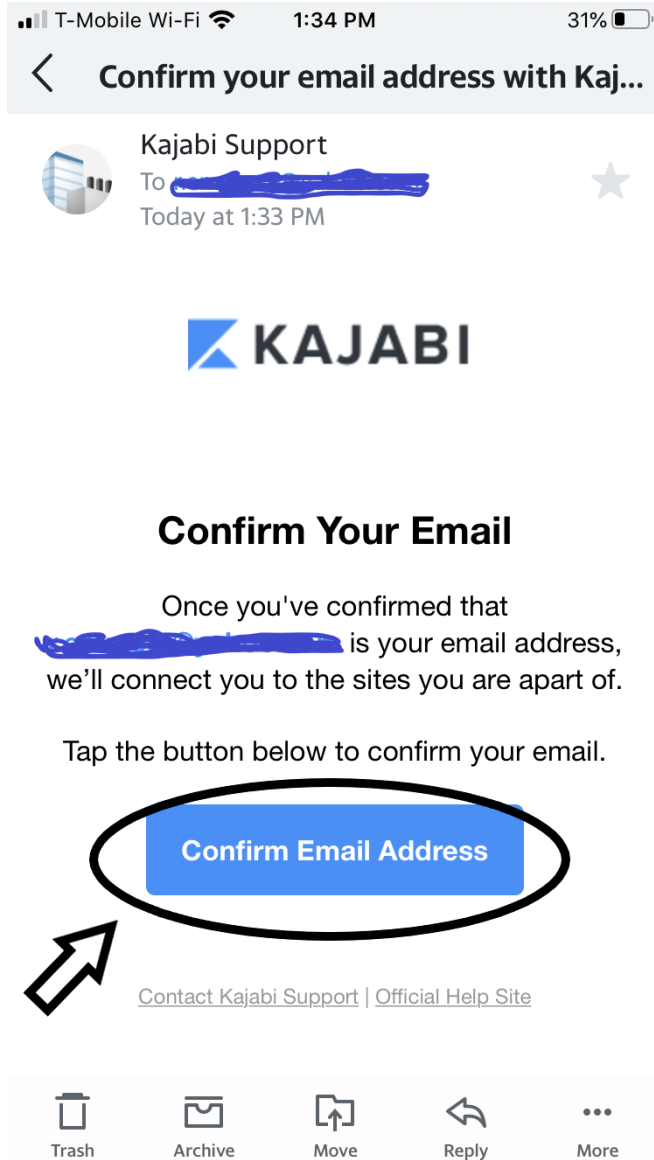
Open your email on your phone and then select the email with the subject line: "Confirm your email address with Kajabi"

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



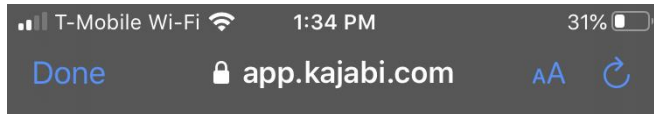
Step Seven:

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



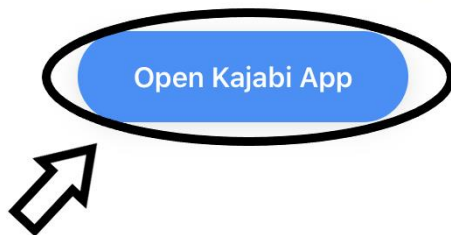
Step Eight:

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!

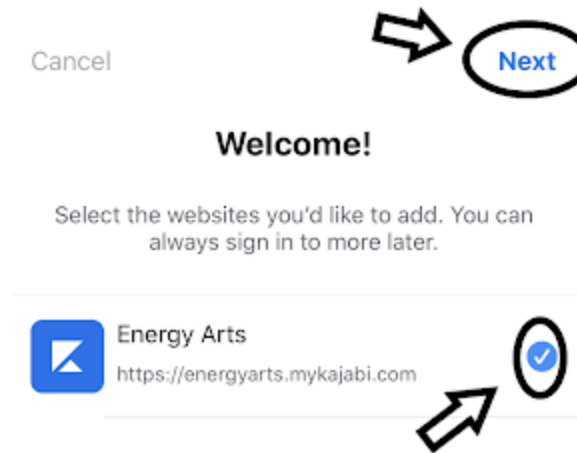
Click the button below to finish setting up!



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.



Websites



Energy Arts

<https://energyarts.mykajabi.com>



En

RECENT

Train the C



My L



Drago
Qigor



Energy Arts

RECENTLY VIEWED

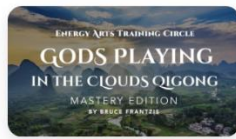
Training Circle: Gods Playing in the Clouds Qigong



My Library



Dragon and Tiger
Qigong Beginners



Training Circle: Gods
Playing in the Clouds

Accessing Live- Stream Classes

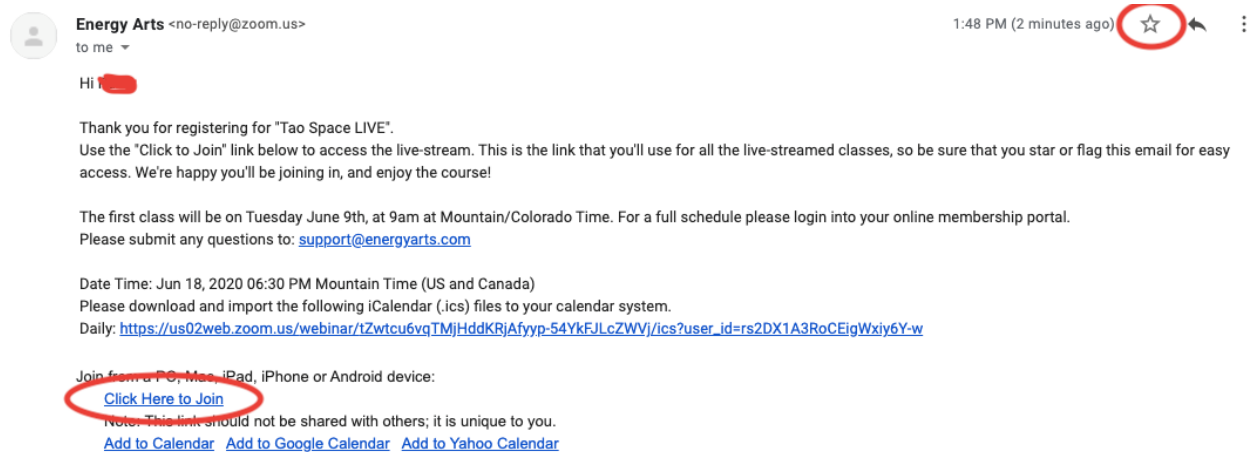
How do I access the live-stream?

We use the Zoom platform to bring our live-stream classes to you. You should have received an email from us with the subject line: ***"Your Access Link! (Course Name)"***. Inside that email is your personalized event link that can only be used by you. If you do not see this within a day of your purchase, be sure to check your spam folder first and then contact support@energyarts.com. Please allow one business day for a reply .

You will find a full schedule and further access directions within your online course, along with recorded classes.

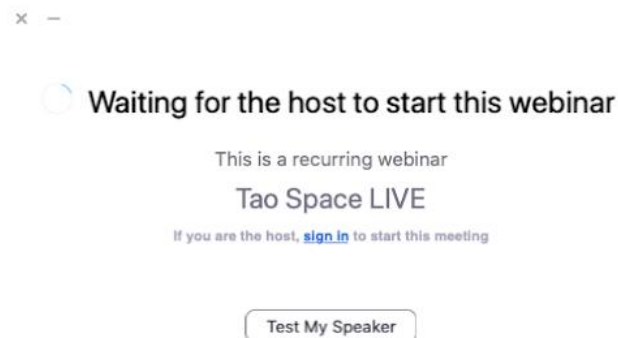
How to use the Zoom access link:

1. Once you have your link: Tap **"Click Here to Join!"** This is the link that you'll use for the entire course, so we suggest you "star" or flag the email for easy and frequent access!



2. **You'll be asked to download Zoom.** Confirm and follow the prompts. You can go through the download process as soon as you receive your event link. It's a good idea to do this a few days before the event so that you're good to go when the event begins.

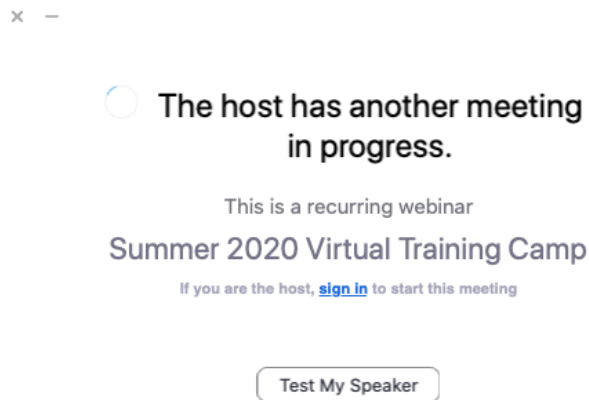
3. **Enter the Live-Stream.** After you've downloaded Zoom, you'll instantly join the event. If you're early and the live-stream has not yet begun, you'll see a waiting screen until we go live. We'll be broadcasting 30min before the first class session starts to give you some time to work through any technical kinks with your personal connection in case you encounter them.



Can I use multiple devices?

Our live-stream works with Mac, PC, iPhone, iPad and Android phone/tablet. However, **you cannot use your personal access link for multiple devices at the same time.** If there are extenuating circumstances that require you to be able to access from multiple devices, please let us know and we'll do our best to accommodate you.

My zoom device says another meeting is in progress?



This means that you have the wrong link for the incorrect meeting or the meeting is at a different time. Please check the access link email for the correct subject name. For example, if you are trying to access the Tao Space Live classes, make sure you are using a link from an email titled **“Your Access Link! Tao Space Live”** not **“Your Access Link! Summer 2020 Virtual Training Camp”**.

What time zones are my events set for?

Our events are in the Mountain time zone (Colorado). To see your time zone please use the time converter here (link to time converter). Additionally, when you receive a confirmation email from zoom titled **“Your Access Link! (Name of Course)”**, there will be a calendar section in the email. If you click this, you can import a calendar of the events where you can adjust the time zone. If you use google calendar, the time will automatically adjust to whatever time zone you have set on google.



Energy Arts <no-reply@zoom.us>

to me ▾

1:48 PM (7 minutes ago)



Hi **Nancy**,

Thank you for registering for "Tao Space LIVE".

Use the "Click to Join" link below to access the live-stream. This is the link that you'll use for all the live-streamed classes, so be sure that you star or flag this email for easy access. We're happy you'll be joining in, and enjoy the course!

The first class will be on Tuesday June 9th, at 9am at Mountain/Colorado Time. For a full schedule please login into your online membership portal.

Please submit any questions to: support@energyarts.com

Date Time: Jun 18, 2020 06:30 PM Mountain Time (US and Canada)

Please download and import the following iCalendar (.ics) files to your calendar system.

Daily: https://us02web.zoom.us/webinar/tZwtcu6vqTMjHddKRjAfyyp-54YkFJLcZWVj/ics?user_id=rs2DX1A3RoCEigWxy6Y-w

Join from a PC, Mac, iPad, iPhone or Android device:

[Click Here to Join](#)

Note: This link should not be shared with others; it is unique to you.

[Add to Calendar](#) [Add to Google Calendar](#) [Add to Yahoo Calendar](#)