

## FAQs – MOOC

### How do I join?

Courses on this site are open to everyone.

To begin, please register for an account. You will need to:

- Enter your email address
- Enter your full name (Your full name will appear on any certificates that you earn)
- Create a public username for the forums (cannot have spaces) **Note: You cannot change your username once it has been created.**
- Create a password
- Select your country
- Select **Create your account**

When you find a course that interests you from the discover new page, you can enroll in the course by selecting the **Enroll Now** button on the course About page.

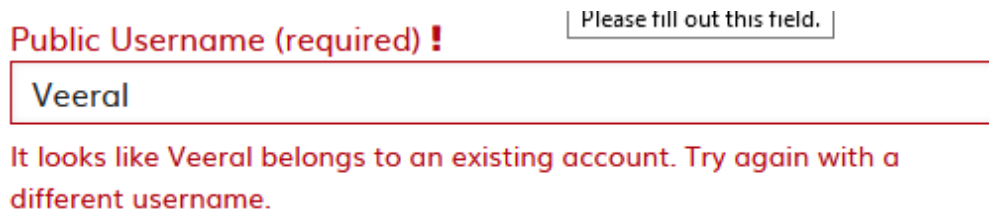
Registering for an account on this site is completely free! You can also take courses for free.

### How do I activate my account?

After registering, you will receive an activation email at the email address you entered during registration. Select the link in the email to activate your account.

### What if my username is taken?

Every account must have a unique public username. If your desired username is taken, the following message appears.



Public Username (required) ! Please fill out this field.

Veeral

It looks like Veeral belongs to an existing account. Try again with a different username.

Note that your username can include letters and numbers, but **no spaces** or **special characters**.

If you continue to have trouble finding a username that works, we recommend adding a random number onto the end of it.

### Can I change my username?

No; once a username has been created at registration, it cannot be changed.

You can instead create another account using a different email address to have a different username.

If you would like to use the same email address for the new account, you will first need to associate a different email address to your existing account.

You can edit your email address from your **Account Settings**. Select the dropdown arrow next to your username in the upper right corner of any page and select Account.

Remove the current address from the email field, and type in your new email. After you click out of the email text field, you will see the message "We've sent a confirmation message to 'email address'." Click the link in the message to update your email address.

Once updated, your original email address will no longer be associated with your current account, and will be free to use on the new account with your new username.

### How can I delete my account?

#### How do I delete my account and personal data?

You may request that your account and data be deleted by clicking **Delete my account** in your account settings.

Deletion of your account and personal data is permanent and cannot be undone. We will not be able to recover your account or the data that is deleted. Any certificates earned will be deleted. **It also will not be possible to open a new account on this site with the same email address or username.**

#### Can my account be retrieved after I delete it?

Deleting your account is a permanent action that cannot be reversed. We will not be able to recover your account or the data that is deleted.

#### After clicking "Delete my account" is my account immediately deleted?

Account deletion, including removal from email lists, may take a few weeks to fully process through our system.

#### What happens to my certificates if I delete my account?

You will lose access to certificates and other program credentials. If you want to make a copy of these for your records before proceeding with deletion, download your certificates.

#### Can I create a new account if I change my mind?

You are always welcome back to continue learning on this site. Due to the fact that your previous account has been permanently deleted, you will need to start fresh with a brand-

new account. You will not be able to use the same email or username for your new account.

### How do I change or reset my password?

To change your password

1. At the top of any page, select the dropdown menu icon next to your username.
2. Select **Account**.
3. Select **Reset Password**. The system sends a confirmation message to the email address in the **Email Address** field.
4. Select the confirmation link in the email message.

Passwords must contain:

- At least 8 characters
- At least 1 numeric character
- At least 1 alphabetical character

If you cannot sign in to your account:

Click "Forgot Password" then enter your registered email

A password reset message will then be sent you your email address.

### How do I change my email address?

To change your email address connected to this site:

1. At the top of any page, select the dropdown menu icon next to your username.
2. Select **Account**.
3. In the **Email Address** field, select your current email address and replace it with the new address.
4. To save your changes, click anywhere on the page outside of the **Email Address** field, or navigate to a different page.

If you do not receive a confirmation email, make sure that you typed the email correctly and complete the above steps again.

Also, it is not possible to change an account email address to use an email connected to another account, or a previously deleted account. If you enter an already used address the confirmation will not be sent.

### Setting up your profile

You can create a profile to personalize your identity, and you can chose to share either a limited profile or full profile.

Note: You must specify your year of birth on the **Account Settings** page before you can share a full profile. If you are under 13 years of age, you can share only a limited profile.

A **Limited Profile** includes:

- Only your username
- A profile picture (if you are over 13 years of age)

Note: If you are under 13 years of age, your limited profile only includes your username. You cannot add a profile picture.

A **Full Profile** includes:

- Your full name
- Your username
- Your profile image (optional)
- The date that you joined this portal
- Your language (optional)
- Your location (optional)
- Information about you (optional)
- Links to any course certificates that you have earned
- Links to your social media accounts (optional)

To add or update your profile

1. At the top of any page, select **Dashboard** from the dropdown menu icon next to your username, then select **Profile**. If you are already on your Dashboard page, select the **Profile** tab.
2. In the header area of your profile page, for **Profile Visibility**, select **Limited Profile** or **Full Profile**.
3. (Optional) Add a profile image. Your image must be a .gif, .jpg, or .png file that is less than 1 MB in size. If you do not add an image, the placeholder image appears as your profile image.
  1. Move your cursor over the placeholder image, and click **Upload an image**.
  2. In the file navigation window, select the image file that you want to use as your profile image, and then click **Open**. To change or remove your profile image, move your cursor over your image, and then select either **Change image** or **Remove**. When you remove your profile image, the placeholder image appears as your profile image.
4. On your profile page, move your cursor over the information that you want to change.
5. Click inside the field to choose an option from the list, or enter text.

The site saves your changes automatically.

**How do I change my name on my account?**

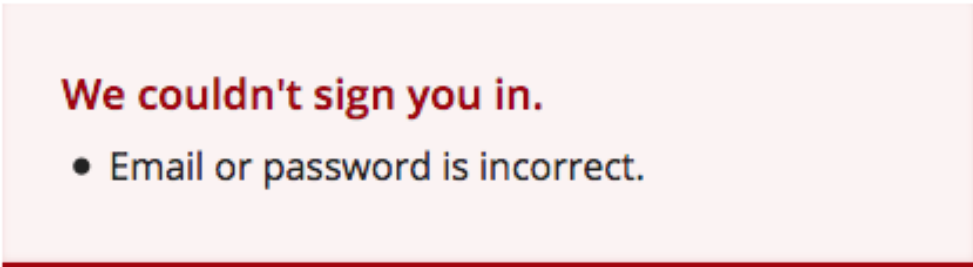
To change the full name in your account:

1. At the top of any page, select the dropdown menu icon next to your username.
2. Select **Account**.
3. Next to the **Full Name** field click **Edit**, then make the changes you want to your full name.
4. When done, click **save**

**Note:** You can change your full name, but you cannot change your public username.

### What if I am having login problems or forgot my password?

If you see an "email or password incorrect" message, make sure that the email address you entered is the one that you registered for your account.



**We couldn't sign you in.**

- Email or password is incorrect.

### Common Login Problems

If you entered your email address under Password assistance on the Forgot Password form but have not received an email message with a link to reset your password, check for these common problems:

- Did you enter the same email address that you used to register your account? Reset messages are sent only to registered email addresses.
- Is your email address entered correctly? Check for errors and try again.
- Did you check your spam message folders? Check your spam folder for a message from registration.edx.org.
- Did you delete your account? It will not be possible to regain access to a deleted account.
- Did you complete the account registration process for this site? To check, try **registering** again with the same email address. If the account does exist, a message will indicate that you entered a duplicate email address.

### Other Error Messages

If you see a different error when trying to sign in, check for these common problems:

- Make sure that you are using a current version of Firefox or Chrome.
- Make sure that you have cookies and JavaScript enabled.
- Try clearing your browser's cache.

### My Account is locked

For account security, your account is temporarily locked if someone enters the wrong password several times.

#### We couldn't sign you in.

- This account has been temporarily locked due to excessive login failures. Try again later.

To regain access after a lockout:

1. Wait 1 hour
2. Reset your password using the "[Forgot Password](#)" link below the password field.
3. Enter your registered email address. An email will then be sent with a link to create a new password.
4. Click the password reset link in the password reset message and type, confirm, and submit the new password.

**If you are repeatedly locked out**, we recommend:

- Double check that you have submitted the password change
- Clear your browser of any saved passwords, or use an incognito browser, before trying again

### Why haven't I received my activation email?

There can be several reasons why you did not receive an activation email.

- There was a typo or error in the email address when you registered.
- For some reason, you might not have successfully registered an account.
- The automated activation email message was caught by your spam filter.

- Your email provider might have blocked the automated email message.

Here's what you can do:

- Check your spam or junk mail folder for an email from [webadmin@sdgacademyindonesia.id](mailto:webadmin@sdgacademyindonesia.id)
- Add [webadmin@sdgacademyindonesia.id](mailto:webadmin@sdgacademyindonesia.id) to your email contacts or approved senders list.
- Try registering again with the same email address. If the account already exists, you'll see an error indicating that there is a duplicate email address.
- From the `_log` in page, click **Forgot my password**. The password reset message will activate your account.

### What if I forget my password?

You can use the "Forgot Password" link on the sign in page.

After you select this link and enter your registered email address, Mooc sends you an email message with a link to follow to reset your password.

If you are already signed in, you can reset your password on the Account Settings page.

Note: The password reset message can only be sent to the email address which you used to register on this site.

### What if my question isn't answered here?

If you can't find the answer to your question, or if you have general comments or feedback, you can contact us by email at [info@sdgacademyindonesia.id](mailto:info@sdgacademyindonesia.id)