

Go2Knowledge is a web-based platform (much like Instagram or Facebook) that allows users to access webinars from Innovative Educators (IE) via your school-specific site. Users will have a profile/account that is unique to them.

### 1. What is changing?

- a. **Users:** Can access all live and on-demand webinars via your Go2Knowledge site.\* The coupon code user flow will still be supported but will no longer be necessary, and the user experience will be greatly improved as everything can be accessed in one place.
- b. **Content:** Existing content in Go2Knowledge will be removed and replaced with updated content including 300+ on-demand webinars, and our upcoming live webinars added weekly.

\*If you do not know your Go2Knowledge site URL, please let me know, and I will get it over to you.

### 2. When is this happening?

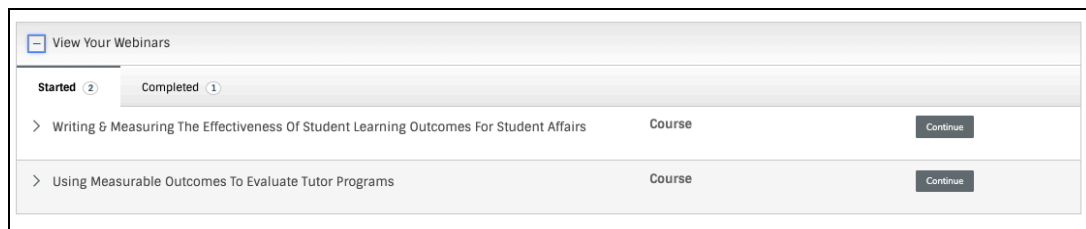
- a. Your site upgrade will happen sometime between September 14, 2020, and September 18, 2020. Individual upgrades could take up to a few hours but we anticipate a limited impact on users.

### 3. How will my account in Go2Knowledge be impacted?

Your progress will be reset, and you will get a fresh start. If you have completed a webinar, you will no longer be able to view historical progress from the dashboard; however, you will still have any downloaded certificates available.

[Video on how to get your certificates of completion.](#)

Below is an image of the area that will be reset:



### 4. Will I still need to use my coupon code for live webinars?

- a. Coupon codes will no longer be needed; instead, you will be able to register for live webinars through your school-specific Go2Knowledge site.

- b. When you attempt to register for webinars with your coupon code, you will receive a message that includes your school's Go2Knowledge link so that you can log in or create an account to view all live and on-demand webinars.

## **5. Accessing Go2Knowledge:**

- a. How do I access my institution's Go2Knowledge site?
  - i. Please reach out to us if you do not know your Go2Knowledge site URL: [support@ieinfo.org](mailto:support@ieinfo.org)
- b. Do I need to create an account? [Video](#)
  - i. Much like Facebook, the first time you log in to Go2Knowledge, you will need to create an account. If your school uses Single Sign-On (SSO) to authenticate users, you will need to log in through your school portal.
- c. Do I already have an account in Go2Knowledge? [Video](#)
  - i. If you attempt to create an account but already have one, you will receive an error message that lets you know your account already exists.
- d. How do I download all of my old certificates of completion?
  - i. You will need to complete the evaluation for each webinar, and then download your certificate of completion. [Video](#)
- e. I forgot my password: [Video](#)
  - i. You should be able to reset your password right from the sign-in page. If you have trouble, please contact us for support: [support@ieinfo.org](mailto:support@ieinfo.org)
  - ii. If your school authenticates users with Single Sign-On, you will need to manage your account credentials through your school IT.
- f. Can I access Go2Knowledge from my tablet, phone or computer?
  - i. You can access Go2Knowledge from any device that has internet access without needing to download an app.

## **6. Newsletter & Sharing IE Webinars**

- a. Will I still get the newsletter?
  - i. You will get the newsletter. Once you click to register for a webinar from our newsletter, you will be taken to [www.innovateducators.org](http://www.innovateducators.org) to complete the purchase with your coupon code. Upon using that code, you will receive instructions to access your Go2Knowledge site.
- b. Will I still be able to register for webinars with my coupon code?
  - i. When you attempt to register for webinars with your coupon code, you will receive a message that includes your school's Go2Knowledge link that will have all of our live and on-demand webinars.
- c. How do I share Innovative Educator's webinars with others on my campus?
  - i. All users can create an account to access webinars through Go2Knowledge. They will need to use the unique school URL to access Go2Knowledge.

Have more questions, please reach out to us: [support@ieinfo.org](mailto:support@ieinfo.org)