



GET THE MOST OUT OF THIS TRAINING

Have I mentioned how excited I am that you're here, doing this training and stepping up to serve teen girls? Well I am! And I want you to get the most out of it. In order to do that, we've compiled a list of a few programs and tech habits/skills that will make the learning experience for you as smooth as possible.

WEB BROWSER	We recommend ensuring you have the latest version of Google Chrome (our favourite!), Safari or Firefox to view the membership site and videos.
PDFs	<p>To view our worksheets and all reading material, you'll need to be able to open <i>and download</i> PDF documents.</p> <p>For the best user experience, download Adobe Reader for free here - https://get.adobe.com/reader/</p> <p>Make sure that when a PDF document opens in your web browser that you save it to your computer before working on it so that you can save your work. You can do this by right-clicking on the link before opening the PDF (or holding 'command' and click with mouse if using a Mac). Or once the document is open in your web browser, you can go up to 'File' and hit 'Save As.'</p> <p>You can also set up Adobe Reader as your default program to open your PDFs by following the instructions at the below links:</p> <p>For PC users http://www.ehow.com/how_5982696_do-9-default-pdf-files_.html</p> <p>For Mac users https://startit.artic.edu/kb/software/adobe/acro_reader_default.html</p>
LOGGING IN	The membership site is designed to be used by one person at a time. To ensure it all runs smoothly for you, make sure you only login from one device at a time, i.e. on your computer OR your iPad - not both at once.



	<p>The link to login is http://youthmentors.shinefromwithin.com.au/login-page/</p> <p>You have lifetime access to the membership portal, which means that even after your course is finished, you can login and will be able to access everything for as long as the course is running and the membership site is active.</p>
<p>COACHING CALLS</p>	<p>Our live coaching calls will be via an online program called Instant Teleseminar. Before the call, we'll send you all the instructions you need to join us on the call and we'll also record them so that you can listen to them later on. You can choose to join the call at the specific URL, by Skype or by dialing a local number and entering a pin. You'll find a troubleshooting guide on how to join the calls in the Schedule + Resources page (link at the top of your membership portal).</p>
<p>INTERNET CONNECTION</p>	<p>As the course is delivered online, you will need to have access to internet connection. In particular, the videos and the live calls will require a steady and fast connection. If you connect to the internet via your mobile phone, you may find that the videos are slow to load or the calls cut out on you.</p> <p>If this is the case and you are unable to access a stable internet connection at home, you might like to schedule some time each week to visit a local library, co-working space or cafe with free Wifi.</p>
<p>DOWNLOADING FILES</p>	<p>Each module gives you the option to download the videos, audios and PDFs. You may choose to simply watch the videos online or you can click on a link below each video to download the video or audio-only file to watch or listen to at a later stage, without internet connection (e.g. to watch a couple of videos on a plane). You can also choose to download a folder at the end of each module with every file in it. This means you can save them to your own computer or USB.</p> <p>To download a file to your computer or device, click on the download icon/link and then when it loads on the next page, click on the little downward-facing arrow symbol to start the download (you may need to press play to see the controls and the arrow). Alternatively, you can right-click on the download</p>



	icons/links straight from the membership portal and select 'Save Link As' to save to your computer.
TECH DIFFICULTIES	<p>If you have any difficulties with the website, start by clearing your cache as this can often fix the problem. Here's how to do this - http://www.wikihow.com/Clear-Your-Browser%27s-Cache</p> <p>If you're still having troubles, email youthmentors@shinefromwithin.com.au & we'll do our best to help you out.</p> <p>Please note that Leah works part-time but usually gets back to you within 24-48hrs.</p>

Aside from the 'tech stuff,' please make sure you put some practices in place to ensure you keep on top of your studies. For you this may mean organising a baby sitter once a fortnight so that you can concentrate on your studies for a few hours or it may mean setting reminders in your phone to keep you on track. You might even like to connect with one of the other students in the course by reaching out in the Facebook group and then you can keep each other accountable with weekly emails or calls. In fact, we'll set you up with a buddy if you'd like one during module 1.

If there's anything else that we can do to support you throughout your training, please don't hesitate to email youthmentors@shinefromwithin.com.au. We'll do our best to support you however we can, within the confines of this online training program.

One last thing...if you see something out of the ordinary or a link not working, please do let us know straight away so that we can fix it. We've run this course a few times now so the little glitches should be minimal but it is an online course which means some things are completely out of our control. There are lots of moving parts to this so please let us know if you come across any issues!