

Learners Cloud UK Ltd Commerce House 1 Raven Road South Woodford London E18 1HB

Tel: +44 (0)20 8506 6800 Fax: +44 (0)20 8506 6808 support@learnerscloud.com www.learnerscloud.com

## HOW TO VIEW VIDEOS

- Click on "Free and paid videos". This will provide a list of videos which can be viewed for free, and the library of videos which are available when you purchase a subscription.
- To play free and subscribed videos, simply tap on your selected video and it will start to play on your mobile device.
- If you have not yet purchased a subscription or if your subscription has expired you will be taken to the "Subscribe" screen. Here you can select a subscription based on a time period that suits you (Any subscription you buy will give you complete access to the subject library).

## USERS WITH AN EXISTING SUBSCRIPTION

- If you have an existing subscription that you purchased on the LearnersCloud website you will be
  able to access your videos online through your IOS device, you just need to select "Login" in the
  top right of the app homepage.
- At the login screen, enter your email address and password provided when you first registered on the LearnersCloud website. You will then gain full access to your subscription until it expires.

## TRANSFERRING YOUR SUBSCRIPTIONS TO ANOTHER DEVICE

- When you first purchase a subscription we ask you to supply your email address and password.
   This is not compulsory but we advise that you do provide these as this is how we will identify you when you need to use your subscription on another IOS device.
- On a new device, you will need to download the app from the app store. Once downloaded, launch the app and select "Transfer my subscription" on the app homepage. You will then need to enter your username and password. Upon completion you will then be able to view your subscribed videos.

## SUPPORT ON TWITTER AND FACEBOOK





 We recommend that you follow us on twitter to get instant service notifications and also to be the first to find out about our latest service updates and offers.

If you have any problems or need further assistance, simply select "Report Problem" where you can send us an email. Alternatively email us directly at support@learnerscloud.com.