

Frequently asked questions



1

Why is YipTree slow or not responding?

Please make sure that you have a good internet connection. In addition, please do not use Internet Explorer because it does not support all YipTree's functionalities.

2

Why can't I log in?

Please make sure there aren't any typing errors. Also, you may ask help from your teacher. Make sure that you are using the correct credentials. If you have forgotten your password, please click on "Forgot your password" to generate a new one or contact us by info@almerin.com.

3

Why didn't I get the badge or the star?

Please make sure that you didn't accidentally skip any mandatory assignments during the lesson.

4

Why aren't students able to see the lesson?

Go to the info-page and ensure that all the students are members on the course. In addition, please check that the lessons have a green colour instead of grey in teacher's tree view. Please watch the video for further instructions: <https://vimeo.com/258632306>

5

How can students join the course?

A teacher can add students to courses at the bottom of the info page, if the students are not using Google accounts. If students are using Google accounts, please watch the video: <https://vimeo.com/300301416>

6

Why can't I find the course as a teacher?

If you are a teacher and you can't see the course, you would like to teach, please check which course you have ordered from us. If you have ordered the correct course but you are not able to see it in YipTree, please contact us immediately: +358442401520