



Talented and Gifted Program: General Questions

www.kidsacademy.mobi

App Overview

Kids Academy Talented and Gifted is an AI-powered interactive learning platform that is fully aligned with Common Core standards and designed for children aged from 3 to 8 (Pre K - Grade 3).

All Talented and Gifted learning activities are curated by a team of certified US educators with years of classroom experience. Kids Academy membership gives you access to over 5,000 learning games, educational videos, quizzes, and more Smart Worksheets.

You can find more information about the app [here](#).

Do you offer a free trial

If you register through [our website](#) – we offer a 7-day free trial with full access to all the features of the app.

How much does the membership cost

To help parents transition to remote learning during school closures we're offering a [50% discount on all membership plans](#): \$9,99 for monthly, \$19,99 for quarterly and \$64,99 for a yearly plan.

How many children I can add to my account

You can add up to 3 children profiles under 1 parent account.

Subscription Management

If you subscribed via iTunes:

1. Log in to the Kids Academy App.
2. Tap the Settings icon in the bottom right corner.
3. Tap Manage your subscription. After that, you will see the list of all active subscriptions for your iTunes account.

4. Use the options to manage your subscription. You can choose a different subscription offering, or tap Cancel Subscription to cancel your subscription. If you cancel, your subscription will stop at the end of the current billing cycle.

[Here](#) you can find full information details about cancellation process.

If you subscribed via [our website](#):

1. Go to <https://www.kidsacademy.mobi/account-settings/>
2. Log in and go to Plan Details on the Account Settings Page
3. Click on Cancel Membership to cancel your subscription

If you cancel, your subscription will stop at the end of the current billing cycle.

If you are subscribed via Google Play:

1. Go to <https://play.google.com/store/account/subscriptions>
2. Find the subscription you want to cancel
3. Click Cancel Subscription

If you cancel, your subscription will stop at the end of the current billing cycle.

For more info see [here](#).

Technical issues

Sound doesn't work

If you downloaded the app to your iPhone/iPad and there is no sound, try the following:

1. Verify the app sound controls are set to on. For that, tap the Gear icon in the bottom right corner on the home screen and check the Background Music toggle is green.
2. Verify that your iPad volume is high enough.
3. Verify that the mute switch (the small switch next to the volume button) is not set to mute.
4. In your iPad settings go to: General -> USE SIDE SWITCH TO and set it to Lock Rotation. See more info [here](#).

5. Turn notifications off. If your side switch is set to Lock Rotation, there should be an icon to turn off notifications in the control center:

- swipe up from the bottom of the screen to open the control center,
- in the center of the pop-up find the rightmost button (the bell icon),
- tap it to make it grey.

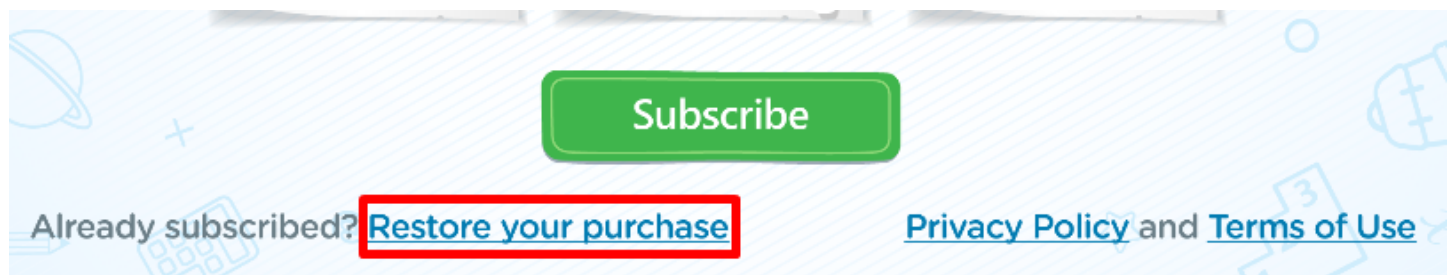
6. Make sure your iPad is not set to the Do Not Disturb mode:

- swipe up from the bottom of the screen to open Control Center,
- make sure that the Do Not Disturb (the moon icon) mode is disabled. Find more information [here](#).

Restore iTunes Purchase

Prior to restoring your purchase make sure you're subscribed to the app via iTunes.

1. Remove the app from your device, reinstall it and click the Restore Your Purchase button (the Restore button is right beside the Free Trial button).



2. If the restore option doesn't work, click Start Free Trial again. You won't be charged as iTunes will detect you've already purchased the app and will let you access the content for free.

Please, make sure you're logged in with the same Apple ID that was used originally for the purchase. In some cases, the Restore operation is the only success after reinstallation of the app and restart of the device.

Note: After you restored the purchase all previously made progress won't reset and you should start to play from scratch.

Family Sharing on iOS

The only way to share the in-app purchases is to use the same Apple ID on all devices and restore the purchase.

Install this app on your second iPad/iPhone and make sure to use the same ID that was used originally for the purchase. In some cases, the Restore operation is the only success after reinstallation of the app and restart of the device.

Forgot password

You can retrieve either your password or your passcode. The password is used to get access to your personal profile on our website. The passcode is a four-digit code that used to log in and manage the Talented and Gifted app settings, children profiles and their activities.

How to reset the password:

1. Click Forgot password? on [our website](#) or just follow [this link](#).
2. Enter the email you used for registration and click Reset my password. You'll receive an email with a Password reset link within 10-15 minutes.

Don't forget to check your junk/spam box for our email.

How to reset the passcode:

1. Log in to your personal account at www.kidsacademy.mobi. You will find yourself at [My Account tab](#).
2. In the Passcode text field, you will see your current 4-digit passcode. If you want to change it, enter a new set of four digits and click Submit.

Additionally, you can reset your passcode through the Kids Academy Talented and Gifted app on your device:

1. Launch the app and tap the Log in button in the upper right corner.
2. Tap the Forgot passcode? below the screen.
3. Enter the email you used to sign up and tap Resend passcode. You will receive an email with a link to reset your passcode. Don't forget to check your junk/spam box for our email.

