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FramerSpace Frequently Asked Questions

1. What is FramerSpace?

FramerSpace is UNESCO MGIEP's indigenously designed, artificial intelligence (AI) powered digital co-creation platform. It helps curriculum designers, policy-makers, content developers, teachers and learners (13+) rethink how knowledge can be imparted in the 21st century. It provides building blocks to support the creation of online courses and connects learners to peers and creators through Artificial Intelligence.

2. Which device should I use to access FramerSpace? Smartphone or Laptop?

FramerSpace is optimized for laptops and desktops experience. One should ideally open FramerSpace on any browser on the laptops/ desktops.

3. How to register/sign up in the FramerSpace?

Perform the below actions accordingly to register yourself for the FramerSpace application:

1. Open FramerSpace using www.framerspace.com
2. Click 'Sign up' button provided on right-top corner of the screen.
3. Enter your Age and add desired password.

Note: Please note down the PASSWORD for future use.

4. Click on 'I Agree to FramerSpace' check box.

5. Click 'Sign up'.

6. A Unique ID will be auto-generated by the system. **Recommended to keep this ID SAFE.**

Note: This Unique ID should be noted down in a secure place for future login to the application. You will not be able to recover the Unique ID if lost. You will lose the access of your account. You can write it on your notebook, copy and paste it on your PC, or email it to yourself.

7. If you wish to give your email id, you can enter in the text box provided below Unique ID in the screen and click on 'Update' button. This email ID is used only to Reset the password if in case you lose it.

8. Click 'Take me to the Courses' button to take you to the FramerSpace homepage.

9. If you forgot to make a note of Unique ID click on the upper right icon with alphabet highlighted.

10. Click 'View Unique ID' and make a note of the same provided on the screen.

11. Click on 'Settings' under this icon to update your personal/professional details, upload your photo, change password, theme and layout. Then click 'Update Profile'.

12. Click FS icon on left-top corner of the screen to go to home page.

Note: Learners must not ignore these three critical steps to secure their account on FS else they will lose their progress in the courses:

1. **Save your four-word Unique ID** (since this is needed for logging in): If you forget or lose your unique id, you will lose access to your account and your progress in the course. We recommend that you save your unique id as soon as you create your account on FramerSpace.

2. **Save your password** (since this is needed for logging in)

3. Add your email address (since this is needed for password recovery): You can only reset your password if you have entered your correct email id in the system. We recommend that you enter your email id while creating your account to protect yourself from getting blocked out of your account in case you forget your password.

Note: Only password can be reset once lost, login id cannot be recovered once forgotten, so save it well.

4. I cannot locate my cohort on FramerSpace homepage. Where can I find it?

Only courses open to anyone are listed on the homepage. Cohorts are closed groups and only registered learners who have been given the cohort URL can join them. Therefore they are not listed on FramerSpace homepage.

Here are the steps to join your cohort on FramerSpace:

1. The course coordinators from UNESCO MGIEP or your instructor should have shared the link of your cohort via email or message.

2. Please use that link to reach the correct cohort on FramerSpace.

3. Press the 'Request access to course' button to request your access to the course cohort.

4. Once course facilitators receive and approve your request you would be able to click on the 'Enroll in course' button.

5. To check if your request is approved, you can refresh the browser and load the course page again, and try clicking the 'Enroll in course' button.

6. If your request is approved by the course facilitators, to locate your course in the future, you can use either of the two methods:

- ❖ Use the link provided to you by the course coordinators/facilitators.

❖ On the top-right of the FramerSpace page, click on the circular user icon to open a menu of options. Click on the 'Draft courses'. You would find the course listed in the list of draft courses.

5. How to find my course on FramerSpace?

The course coordinators from UNESCO MGIEP or your instructor should have shared the link to your course via email or message. Please use that link to reach the correct course on FramerSpace.

6. What are the things that I should make sure of while I'm signing up?

1. **Save your four-word Unique ID** (since this is needed for logging in): If you forget or lose your unique id, you will lose access to your account and your progress in the course. We recommend that you save your unique id as soon as you create your account on FramerSpace.

2. **Save your password** (since this is needed for logging in)

3. **Add your email address** (since this is needed for password recovery): You can only reset your password if you have entered your correct email id in the system. We recommend that you enter your email id while creating your account to protect yourself from getting blocked out of your account in case you forget your password.

Note: Only password can be reset once lost, login id cannot be recovered once forgotten, so save it well.

7. Why should I save or remember my 4-word user id and password?

FramerSpace is General Data Protection Regulation (GDPR) compliant. You may have noticed while creating your learner profile that this platform doesn't ask for your name, email, or any other personal identifiers.

If you forget or lose your credentials, you will lose your progress in the course and will have to create a new profile to access FramerSpace.

So, save your user id and password. For example, if 'near-rook-white-arling' is your unique id, copy or write this down in safe place.

8. Why should I enter my email id in the system?

Entering your email id is important to have the option of resetting your password in case you forget it. A learner who forgets their password and has not entered their email id on FramerSpace will be blocked out of their account and lose their course progress since the system cannot send them a reset password link.

If you did not enter your email id while creating your account, you can enter it now. Simply click on your profile on the top right corner of FramerSpace and select 'View Unique ID' from the drop-down menu. Next, enter your email id in the blank space provided below your Unique ID and click on 'Update'.

Note: This is only applicable for password reset, and login id cannot be reset or recovered once forgotten. Highly recommended to save it well.

9. How do I add or update my email if I forgot to do it during the sign-up process?

Click on your profile on the top right corner of FramerSpace and select 'View Unique ID' from the drop-down menu. Next, enter your email id in the blank space provided below your Unique ID and click on 'Update'.

10. How can I note my Unique-ID if I forgot to do it during my sign-up?

You can go to the Reset Unique ID tab from your profile icon (top right corner) or you can use this link (to be added) to copy your ID. You can also use the Generate a new ID button if you want to generate a new Unique ID.

11. I have lost my 4-word Unique-ID. How can I access my course now?

If you have lost your Unique-ID, that means you have lost your account and there is no way to get it back. You need to sign-up and create a new account on FramerSpace and restart the course.

12. I have lost my password, how can I access my account now?

You can reset the password if you have added your email address for recovery. If you haven't added your email, you won't be able to recover your account. Also, be careful while typing your email id, any typo made while entering your email id will make it impossible for the system to send you a reset password link.

13. I had entered my correct email id in the system but the system is not sending me password reset link. What can I do?

If you are not receiving the reset link:

1. Please try again in a little while, sometimes the email gets delayed due to INTERNET.
2. If you still don't receive the reset email it would mean the email you entered might be incorrect (it could have typos, etc.).

14. Where can I find the course that I have already joined?

You can find your course in the 'Draft Courses' tab under your profile icon (top right corner). The draft courses tab contains all the courses that you are part of.

Note: You can also choose to bookmark the course-page for ease of access in the future.

15. How do I customize my profile details?

You can click the 'Settings' tab under your profile icon (top right corner). After clicking, you will see options to type your profile details. You need to input your details in the appropriate text boxes and press the 'Update Profile Button'.

16. How do I navigate through any course?

Using the minimap feature – floating icon that can be located in the bottom right corner. Some courses on FS also have navigational buttons at the bottom of each page that can help you to move to adjacent modules and the course home page.

17. What should I do when I get '502 Gateway error'?

1. Refresh the site and access the application URL.
2. If it does not work, then access the site in the New Incognito Window available on the top right corner of explorer under Customize and control Google Chrome (3 vertical dots) option.
3. If the application site is still not accessible, access the site after 1-2 hrs.

If none of the above steps solves your problem then contact the support team.

18. Whom can I contact if this FAQ doesn't address my query?

You can contact your course coordinator for any queries. You can also use Base Camp platform in case your course coordinators are using it for your course communications and have provided you the link to it.

Support email id: support@framerspace.freshdesk.com

Support portal: <https://framerspace.freshdesk.com/support/home>

