

How to recover points

Some schools issue a new Studyladder student account each new school year.

If this happens, the first step to take is to Recover Points from the old school account. All of the points earned on the old account will be moved to the new account.

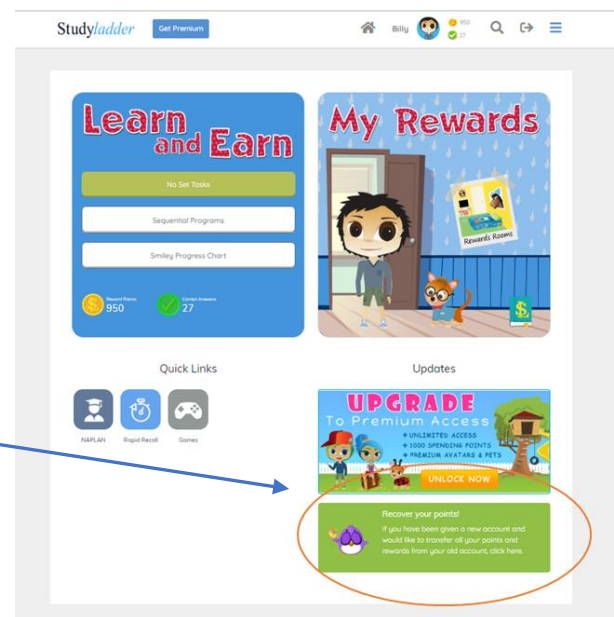
Additionally, if the old account was linked to a parent account, recovering points will link the new account to that parent account too.

Note: Points recovery can only be done once.

*Always log into the **NEW** account to recover points from the **OLD** account*

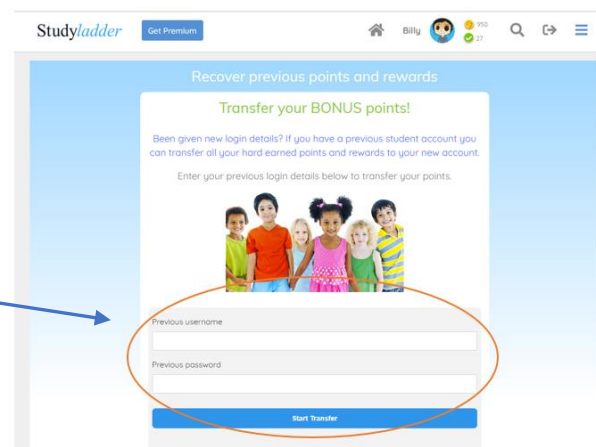
Log in to the NEW student account:

- In most cases, if you scroll down the page you will see the box with 'recover your points'
- Click on this box
- (if you don't see the box, go to page 2 for instructions)

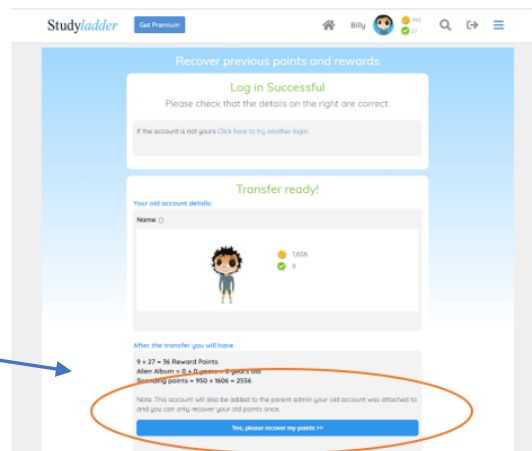


On the transfer points page:

- Enter the OLD username and password
- Select 'start transfer'



- Check that the account details are correct
- This transfer can only be done once
- Then select 'Yes, please recover my points'



- You will be asked to confirm the recovery
- Select 'ok'
- After that points are transferred from your old account onto your new account

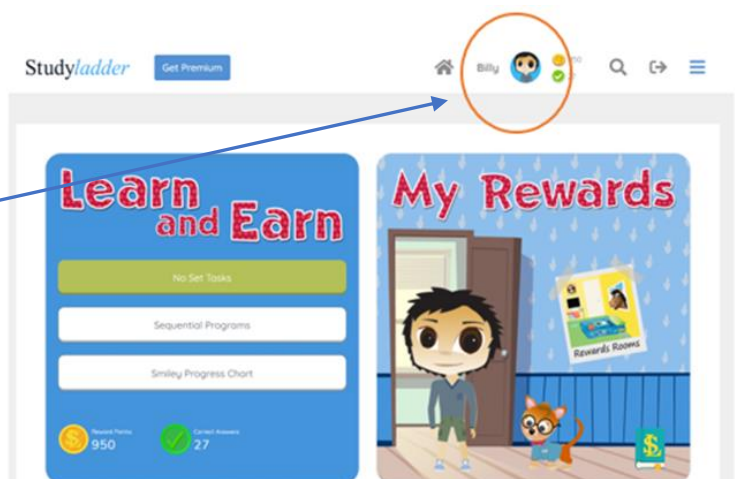
www.studyladder.com.au says

Please Note: You are about to recover your old points and rewards, this process can only be completed once.
Do you still want to continue?

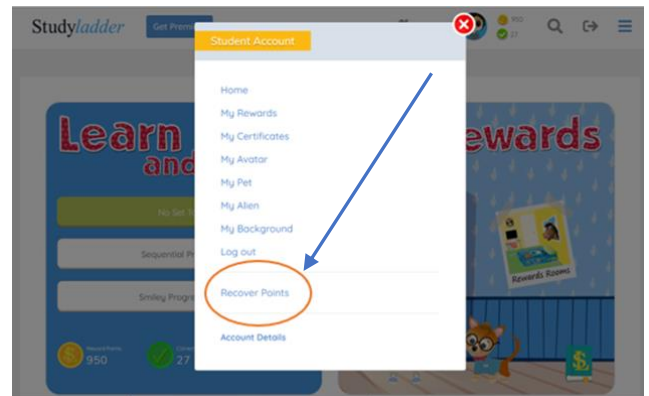


If you don't see the 'recover points' box:

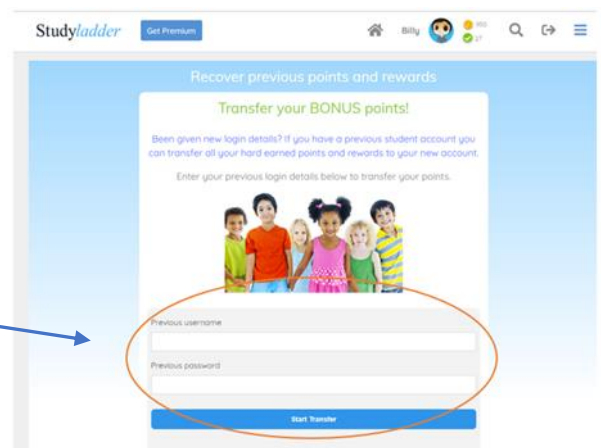
- Click on the avatar on the NEW student account to go to the student account menu



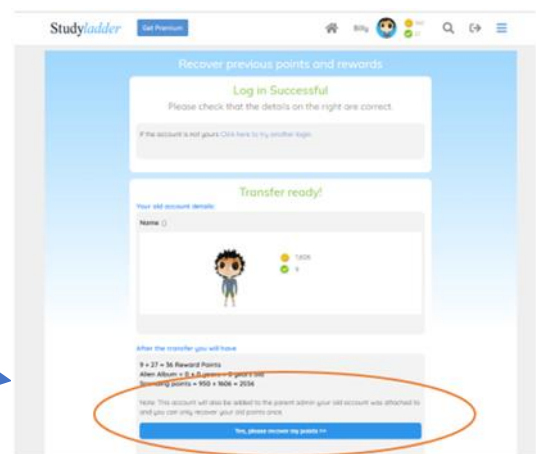
- Select 'recover points from the student account menu



- Enter the OLD username and password
- Select 'start transfer'



- Check that the account details are correct
- This transfer can only be done once
- Then select 'Yes, please recover my points'



- You will be asked to confirm the recovery
- Select 'ok'
- After that points are transferred from your old account onto your new account

www.studyladder.com.au says

Please Note: You are about to recover your old points and rewards, this process can only be completed once. Do you still want to continue?

