CHAPTER

04

Creating your first course

This chapter takes you from an empty site to a finished course: creating it, filling it with modules and lessons, describing it for buyers, testing learners with quizzes and assignments, running live classes, and choosing who can see it. It is the longest chapter in the guide because a course is where you will spend most of your time. Read the first four parts before you begin, then use the rest as a reference when you reach each feature.

WHERE

Manage → My courses, then a course's four tabs: Content, Details, Quizzes and Virtual classes. Marking is under **Manage → Marking**.

TIME NEEDED

About 15 minutes to create a course and add a first lesson. A full course takes as long as your material takes.

BEFORE YOU START

A rough outline of your chapters, your first lesson's text, video or PDF, and a picture for the course card. Videos go on YouTube first.

PLAN

Courses, lessons, quizzes and assignments: every plan. Video checkpoints and releasing lessons over time: on the plans that include them (the plan cards say which). Live classes: included on some plans and an add-on on others.

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How a course is put together

Every course on RacingOwl has the same shape. Knowing it before you start saves you rearranging things later.

- **A course** is the thing a learner finds, enrols in and, if you charge, pays for. It has a title, a description, a card picture and a price.
- **Modules** are the chapters of the course. "Getting started", "Week 1", "The basic steps". A module holds lessons, and can also hold live classes.
- **Lessons** are what the learner actually opens. Each lesson is one of four kinds: written text, a YouTube video, a PDF, or an assignment the learner hands in. A live class sits in a module beside the lessons.
- **Quizzes** sit on the course as a whole. The learner meets them after the last lesson. A quiz can be required, so the course is not finished until it is passed.
- **Video checkpoints** are single questions that pause a video at a moment you choose (Growth plan and above).

A learner has *finished* a course when every lesson is marked done and every required quiz is passed. That is the moment a certificate is issued, if the course offers one (see Certificates). Everything in this chapter feeds into that one rule, so it is worth keeping in mind.

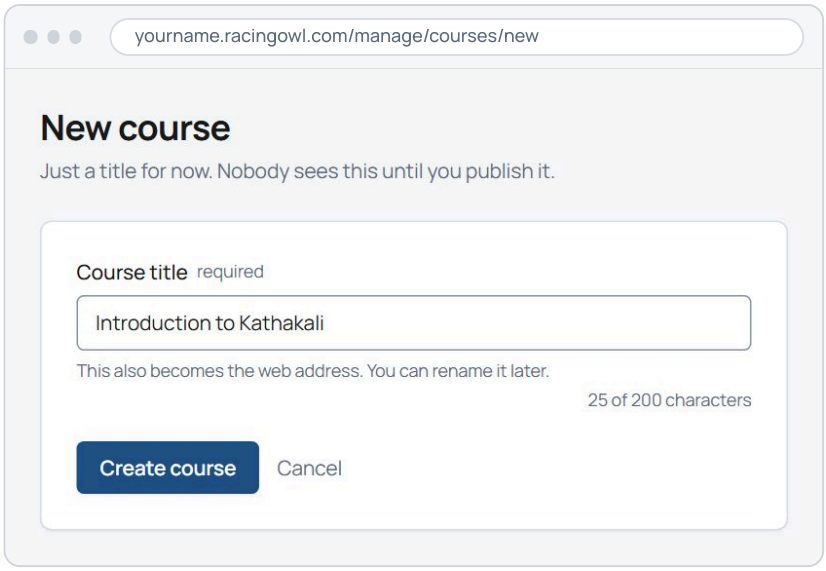
> **TIP.**
> Nothing you build is visible to anyone until you press **Publish**. You can create a course, fill it over several weeks, and publish when it is ready. There is no penalty for leaving a course as a draft.

If you have not recorded anything yet, RacingOwl has two short guides written for trainers: racingowl.com/recording-your-lessons (holding the phone steady, light, sound, framing, recording without being on camera, and recording your live classes) and racingowl.com/putting-videos-on-youtube (creating a channel, uploading, setting a video to Unlisted and copying its link). The course builder links to both wherever you might need them.

Creating the course

Creating a course asks for one thing only: a title. Everything else is added afterwards, on the next screen, where there is something to attach it to.

1. **Open your courses.** Go to **Manage → My courses**. On a brand-new site the page says **Nothing here yet** and offers **Create your first course**; your dashboard shows a similar card, headed **Create your first course**, with a **New course** button. Once you have courses, press **New course** at the top right.
2. **Type a title.** The page is called **New course** and has a single box, **Course title**. Type the name you want learners to see, for example **Introduction to Kathakali**. The box counts down to its limit of 200 characters.
3. **Press Create course.** The button reads **Creating…** for a moment, then you land on the new course's **Content** tab.



The New course page. One box, and nobody sees the course until you publish it.

What happens when you press the button:

- The course is created as a **draft**. Only you and your site's staff can see it.
- Its **web address** is made from the title. `Introduction to Kathakali` becomes `/introduction-to-kathakali` on your site. The address is fixed when the course is created: if you rename the course later, the address stays as it was, so links you have already shared keep working.
- The course gets a short **course code**, the first three letters of the title and four random characters, such as `INT-7K2M` for `Introduction to Kathakali`. It is shown under the course's name at the top of its Details tab. Quote it when a learner or the RacingOwl team asks which course you mean.

What the title can and cannot be

If you type…	What you see
Fewer than two characters	`Give the course a title.`
More than 200 characters (usually a paste)	The box tells you how long it is and asks you to keep it to 200.
No English letters or numbers at all, for example a title written only in Devanagari	Refused with "Give the course a title using letters or numbers.", because the web address is made from the title's English letters and numbers. Add an English word or two; you can put the full title back on the Details tab afterwards.
An emoji anywhere in it	Refused. Titles appear in browser tabs, emails and on certificates, where an emoji prints as an empty box.
A title that makes the same address as one of your other courses	`You already have a course with that web address. Try a different title.`

Type the title however you like. Your site shows course, module and lesson names with Capital Letters, so a page of them reads as one tidy list, while the Manage pages keep exactly what you typed.

Your list of courses

Manage → My courses lists every course you have, with its address under the title and a badge on the right: **Published**, **Unlisted**, **Private**, **Archived** or **Draft**. Click a course to open its builder. Once at least one course is in a collection (see "Collections" below), the list is grouped under each collection's name, with **Not in a collection** last.

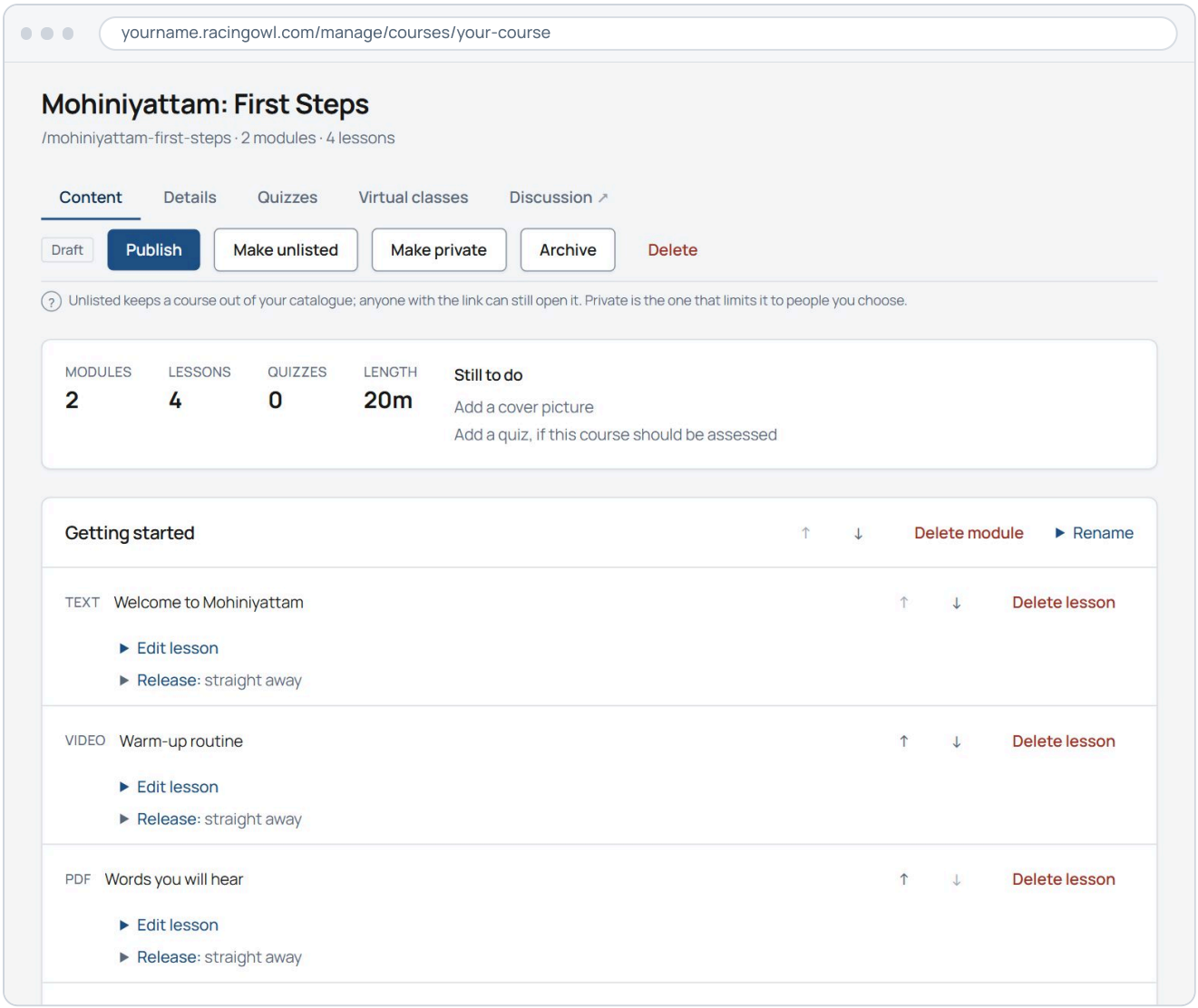
The course builder

Every course has four tabs along the top. Each one is a real page with its own address, so you can bookmark it or open it in a new browser tab.

Tab	What you do there
Content	Add and arrange modules and lessons, schedule live classes, set when lessons open, and see the readiness checklist.
Details	Write the words a buyer reads, add the card picture, set the level, language, certificate, collection, tags and price, and choose who can reach a private course.
Quizzes	Create quizzes and their questions, and add video checkpoints.
Virtual classes	Look after live classes you have already scheduled on the Content tab: who is invited, who joined, moving and cancelling, and repeating classes.

After the four tabs there is a **Discussion ↗** link. It is not a tab: it opens your course's discussion page on your site, where your learners talk. It works even on a draft, so you can look before anyone else can. Discussions are covered in Discussions and reviews.

On the right of the same strip, on every tab, sit the course's status badge and the buttons that change it: **Publish**, **Make unlisted**, **Make private**, **Archive** and, on a course nobody has ever enrolled in, **Delete**. They are on every tab so you can publish the moment you finish, wherever you are. What each one does is explained in "Publishing, and the five statuses" below.



The Content tab: the four tabs and the status buttons, the readiness card with its counts and "Still to do" list, and a module with its lessons.

The readiness checklist

Under the tab strip on the Content tab is a card that answers the question "am I finished?". On the left are four counts: **Modules**, **Lessons**, **Quizzes** and **Length**. Length is the total of the lesson lengths you have entered, and reads **Not set** if you have not timed any lessons. Live classes are not included in it.

On the right, under **Still to do**, is a list of what is missing. Each line is a link to the tab that fixes it.

Line	Why it appears	Where it takes you
Add at least one lesson	The course has no lessons. It also offers links to recording tips and to putting videos on YouTube.	Content
Write a description	Neither the short nor the full description is filled in.	Details
Add a cover picture	The course has no card image.	Details
Add a quiz, if this course should be assessed	The course has no quiz. Ignore it if the course is not meant to be tested.	Quizzes

When nothing is missing, the card says so: on a draft, **Nothing is missing. Press Publish above when you are ready for learners to see it.** On a published course it confirms learners can find it in your catalogue and on the marketplace.

The checklist is a checklist, not a gate. It tells you what is missing, but it does not stop you publishing. The only thing that does is an empty course: **Publish** stays greyed out until the course has at least one lesson. Use the list as a last look rather than a hurdle.

Modules: the chapters of your course

A new course opens with the message **Add your first module**. Start there.

1. **Find the module box.** At the foot of the Content tab is a card with a box labelled **Add a module**.
2. **Type the module's name.** Something like **Getting started** or **Week 1: Posture**.
3. **Press Add module.** The module appears as a card, at the end of the list, with **Nothing in this module yet.** inside it and its own form for adding lessons.

Each module card has a header with four controls:

- **↑ and ↓** move the module up or down one place. There is no dragging. The arrows work on a phone and from the keyboard, where dragging does not. The top module's ↑ and the bottom module's ↓ are greyed out.
- **Delete module** asks you first, and tells you exactly what goes with it (see below).
- **Rename** opens a box, **Module name**, filled with the current name. Change it and press **Save name**. The module keeps its place and its lessons.

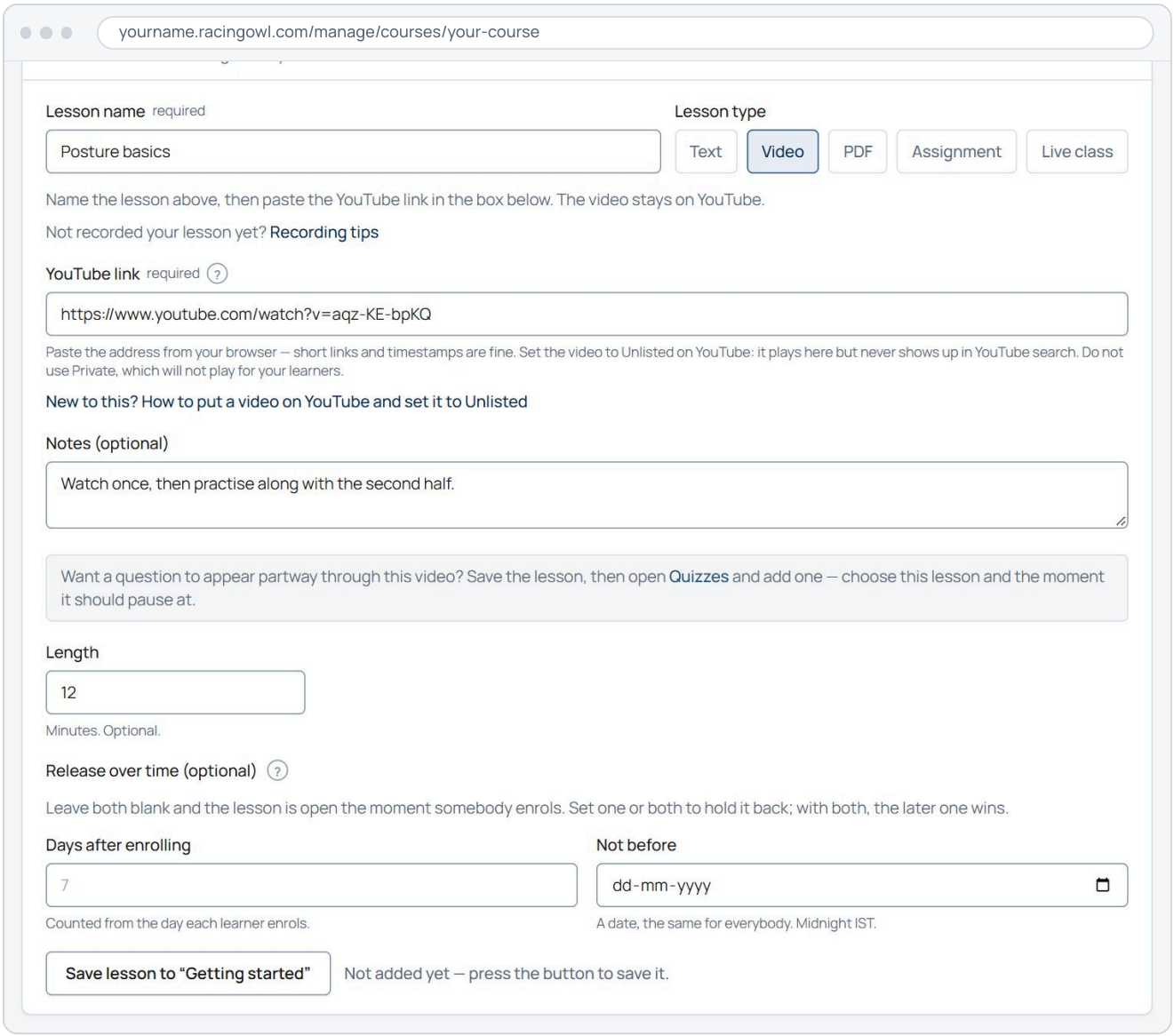
Deleting a module

Pressing **Delete module** asks **Delete the module "…"?** and says what will go with it: how many lessons, and every live class filed under the module, each named. A repeating class is named once, with the words "repeats weekly, and stops for good".

> **IMPORTANT.**
> Deleting a module deletes its live classes too, and **nobody invited to them is told**. If a class in the module is still to come, cancel it first on the Virtual classes tab, which emails everyone invited, and then delete the module. The confirmation reminds you of this whenever a scheduled class would go. Deleting a module that holds an assignment also deletes every file learners handed in to it. None of this can be undone.

Adding lessons

Every module card ends with a form for adding a lesson to that module. The form changes shape depending on the kind of lesson you choose, so it only ever asks for what that kind needs.



Adding a lesson with Video chosen: the lesson name, the five lesson types, the YouTube link box with its Unlisted advice, the notes box, the length and the release boxes.

The parts every lesson shares

1. **Name the lesson.** Type it into **Lesson name**, for example **What the mudras mean**. This is the name in the course outline.
2. **Choose the Lesson type.** Five buttons sit under the name: **Text**, **Video**, **PDF**, **Assignment** and **Live class**. **Text** is chosen to begin with. The sentence under the buttons changes to say what the learner will get from the kind you picked, and a line underneath offers **Recording tips** if you have not recorded the lesson yet.
3. **Fill in the boxes for that kind.** Each kind is described below.
4. **Optionally, give a Length.** In minutes. It is added up into the course's total length, which buyers see. Leave it blank if the lesson is not timed.

5. **Optionally, hold the lesson back.** On a plan that includes releasing lessons over time, the **Release over time (optional)** boxes let a lesson open some days after each learner enrols, or not before a date. Leave them blank and the lesson is open from the moment somebody enrols. See "Releasing lessons over time".

6. **Press the button.** It names the module it adds to: **Add lesson to "Getting started"**. As soon as you type anything, it changes to **Save lesson to "Getting started"**.

The lesson appears in the module's list with its kind on the left (Text, Video, PDF or Assignment) and the form empties, ready for the next one.

> **IMPORTANT.**
> Typing into the form does not save the lesson. Only the button does. As soon as you type, a line beside the button says **Not added yet — press the button to save it.**, and if you try to leave the page your browser asks you first. If you close the tab anyway, what you typed is lost.

A text lesson

Choose **Text** when the lesson *is* the writing: an explanation, a set of instructions, a reading. A box labelled **Lesson content** appears; it is required. Write the lesson in it.

Lesson text is plain text. There are no headings, bold or links. A blank line starts a new paragraph, so leave one between paragraphs and the learner sees them spaced out. Anything that looks like web code is shown as typed, never run.

A video lesson

Videos live on YouTube and play inside your course. They never use your site's storage, and there is no limit to how many you add. Upload the video to your own YouTube channel first, set it to **Unlisted**, and copy its address.

1. Choose **Video**.

2. **Paste the address into YouTube link.** Copy it from your browser's address bar or YouTube's Share button. Ordinary watch addresses, short **youtu.be** links, Shorts, live addresses and links with a timestamp all work. RacingOwl keeps only the video's identity, so the timestamp is ignored.

3. **Optionally, write Notes (optional).** Anything the learner should read alongside the video: a summary, the words of a chant, what to practise. They appear under the video.

> **IMPORTANT. UNLISTED, NEVER PRIVATE.**
> On YouTube, **Unlisted** keeps a video out of YouTube search, off your channel page and out of recommendations, and it still plays inside your course. **Private** sounds safer but will not play for your learners at all: they see a grey box. If a learner reports a grey box, check the video's visibility on YouTube first. The step-by-step is at racingowl.com/putting-videos-on-youtube.

If the link is not a YouTube address, you see **That link could not be used. Paste the address of a YouTube video.** RacingOwl plays YouTube videos only.

Under the video boxes, a note reminds you that you can add a question partway through the video. That is done on the Quizzes tab once the lesson is saved: see "Video checkpoints".

A PDF lesson

Choose **PDF** for a handout, a worksheet, slides or notes.

1. **Choose PDF**.
2. **Choose the file.** Click the dashed box under **PDF** that says **Click to upload a file**, or drag the PDF from your computer onto it. The box then shows the file's name and size, with **Remove** if you picked the wrong one. It must be a PDF, up to 30 MB. If the file is too big, you are told the moment you choose it, before anything is sent, for example "That file is 42 MB; the limit is 30 MB."
3. **Optionally, write Notes (optional)** to go alongside it.
4. **Press the button** and wait. The PDF is uploaded as the lesson is saved, so on a slow connection the button reads **Adding…** for a while. Do not press it twice.

Only learners enrolled on the course can open the PDF. Anyone else following a link to it is refused. PDFs count towards your site's storage; your plan's allowance and what you are using are shown under Settings (see Branding your site).

An assignment

Choose **Assignment** for work the learner hands in and you mark: a worksheet, a project, a piece of writing, a photograph of their practice. The form asks for **What to hand in**, **Marked out of**, and whether it **Must be marked before the course is complete**. Assignments have their own part of this chapter: see "Assignments, end to end".

A live class

Choose **Live class** to schedule a session at a fixed time that learners join over Google Meet, Zoom or Microsoft Teams. The form asks for a date, a start time in IST, a length and a joining link. Live classes have their own part: see "Live classes".

The five kinds side by side

Kind	You fill in	The learner gets
Text	**Lesson content** (required)	Your writing on the page, paragraph by paragraph.
Video	**YouTube link** (required), **Notes (optional)**	The video playing in the course, with your notes under it.
PDF	The file, up to 30 MB (required), **Notes (optional)**	An **Open the PDF** link, and a preview on wider screens.
Assignment	**What to hand in** (required), **Marked out of**, the required tick	Your brief and a panel to upload files, write an answer and hand it in.
Live class	Date, start time (IST), length, joining link, optional note	An invitation by email with a calendar entry, and a Join button on your site.

Changing, moving and deleting lessons

Each lesson's row in the module has ↑ and ↓ to move it within its module, a **Delete lesson** button, and underneath, on their own lines, **Edit lesson** and a **Release:** line.

Editing a lesson

Click **Edit lesson** under the lesson's row. It opens the lesson's own boxes, already filled in:

- For every kind: **Lesson name** and **Length**.
- Text: **Lesson content**.
- Video: **YouTube link** (paste a different address to change the video; keep it Unlisted) and **Notes (optional)**.
- PDF: **Replace the PDF (optional)**, with the current file's name beside it. Leave the box empty to keep the file you have. Plus the notes.
- Assignment: **What to hand in**, **Marked out of** and the **Must be marked before the course is complete** tick. A mark you have already given keeps the number it was out of.

Press **Save lesson**. You see **Saved.** The lesson keeps its place, its release rule and any video checkpoints. If you empty the notes box, the notes are removed; if you clear the length, the lesson becomes untimed.

The **kind** of a lesson cannot be changed. A video cannot become a PDF. To change the kind, add a new lesson of the right kind and delete the old one. Bear in mind that checkpoints belong to the old video lesson and go with it.

Moving and deleting lessons

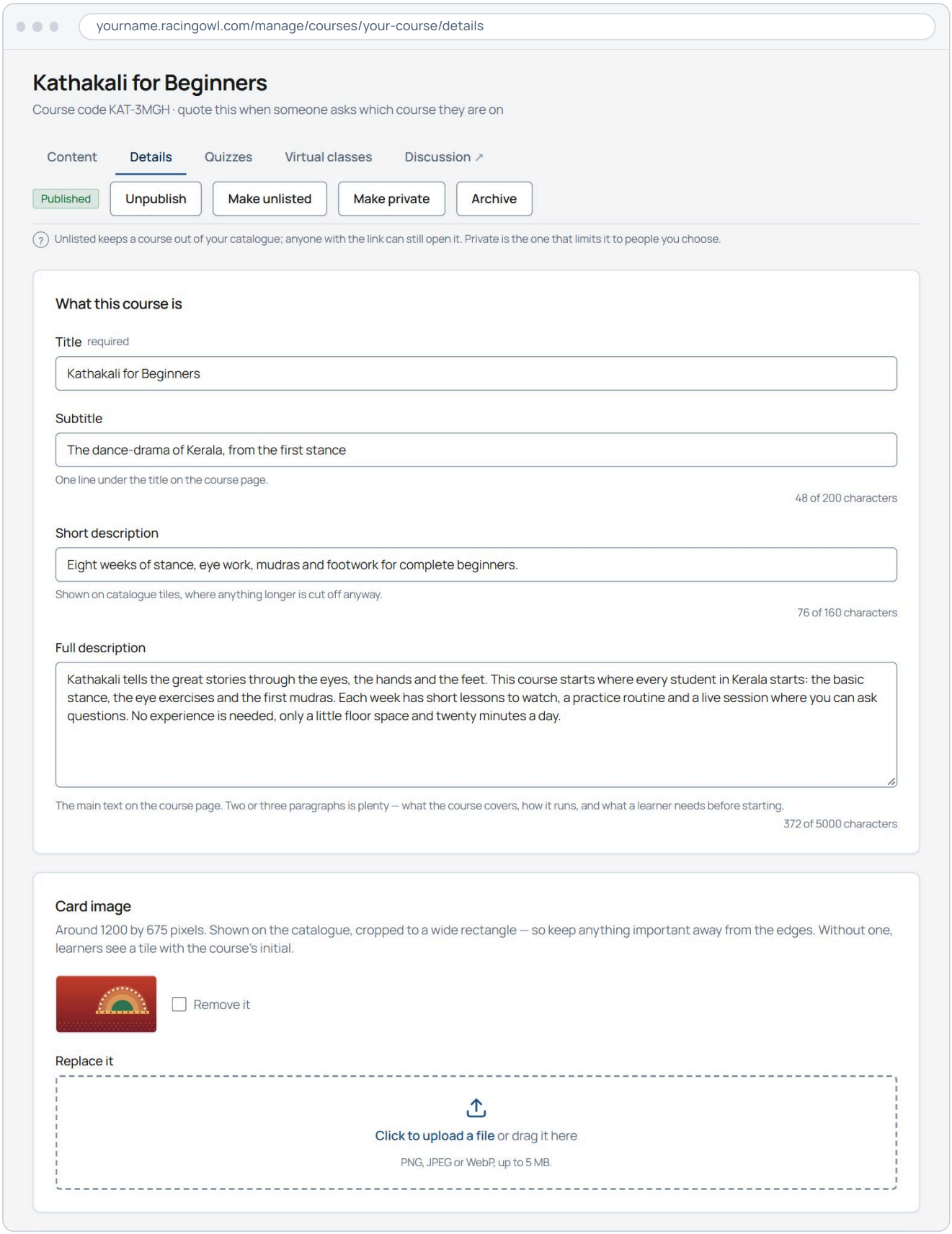
Use ↑ and ↓ on a lesson's row to move it up or down within its module. To move a lesson to a different module, add it again in the new module and delete the old one.

Delete lesson asks **Delete the lesson "…"?** and reassures you that the module and its other lessons stay. It cannot be undone. Deleting an assignment lesson also deletes every file learners handed in to it.

> **WHAT YOUR LEARNER SEES.**
> Changes to a published course reach learners straight away. A new lesson appears in their outline, a renamed one changes its name, and a deleted one disappears. If a learner had already marked a deleted lesson done, their progress is simply counted against the lessons that remain. When a learner comes back to a course, **Continue** opens the last lesson they had on screen; if that lesson has been deleted, they start at the first lesson.

The Details tab: what the course says about itself

The Details tab holds everything about a course that is not its content: the words a buyer reads before deciding, the picture on its card, the facts learners filter by, and the price. It is one long form in five cards, saved with one button at the bottom, **Save details**. After you press it, **Saved.** appears beside the button. Nothing else on the page changes, so look for that word.



The top of the Details tab: the course code in the page heading, then "What this course is" and "Card image".

What this course is

Field	What to put in it
Title	The course's name, up to 200 characters. Renaming here does not change the course's web address.
Subtitle	One line under the title on the course page, up to 200 characters. For example "From first steps to your first performance".
Short description	Up to 160 characters, counted as you type. Shown on catalogue tiles, where anything longer would be cut off. Make it the one sentence that sells the course.
Full description	The main text on the course page, up to 5,000 characters. Two or three paragraphs is plenty: what the course covers, how it runs, and what a learner needs before starting.

Card image

The picture on the course's tile in your catalogue and on the marketplace. PNG, JPEG or WebP, up to 5 MB, around 1200 by 675 pixels. It is cropped to a wide rectangle, so keep faces and words away from the edges. Without one, learners see a plain tile with the course's first letter. (The readiness checklist calls this the cover picture.)

If the picture is refused when you save, for being the wrong kind of file for example, everything else on the form is still saved, and the reason is shown both under the picture box and beside the Save button.

Who it is for

Field	What to put in it
What you'll learn	One outcome per line. Each becomes a bullet point at the top of the course page. The box shows example lines in grey to get you started; they are only examples and are not saved. Write what the learner will be able to *do* afterwards, not what the course contains: "Play your first full song" sells; "Module 4: chord transitions" does not. This list is usually what decides a purchase.
Who this is for	A sentence or two: who will get the most from the course, and anything they need to know or own before starting. For example "Absolute beginners. No previous experience needed."

Finding it

Field	Choices	Notes
Level	Not specified, Beginner, Intermediate, Advanced, All levels	Say plainly who can follow along.
Language	Not specified, English, Hindi, Bengali, Marathi, Telugu, Tamil, Gujarati, Kannada, Malayalam, Punjabi, Odia, Assamese, Urdu	The language the lessons are taught in. One per course: teaching the same course in two languages means two courses, so a learner filtering for Malayalam finds Malayalam lessons.
Format	Self-paced, Live cohort (fixed schedule), Hybrid	Self-paced is the only one RacingOwl schedules for you. The other two describe how you run the course yourself, for example with live classes.

Field	Choices	Notes
Certificate	No certificate, Awards a certificate on completion	Switched on for every new course. Learners can filter the marketplace for courses that award one. See Certificates.
Collection	None, or one of your collections	Your own grouping. See below.
Tags	Words separated by commas, for example **kathakali, mudra, kerala**	They feed search on your site and on the marketplace, and show as Topics on your course page and in the marketplace's Topic filter. Use the words a learner would type, including other spellings. They are saved in lower case.

Collections

A collection is your own shelf for courses: a batch, a series, a level. "Evening batch", "Beginner series", "Carnatic vocals". It changes nothing about price or access, only how courses are grouped.

1. **Make the collection.** At the very bottom of the Details tab is a card with a box labelled **New collection**. Type a name and press **Create**. You see **Collection created. It is in the list above.** Two collections on your site cannot share a name.
2. **Put the course in it.** Scroll up to **Collection**, choose it, and press **Save details**. A course belongs to one collection at most. Choose **None** to take it out.

> WHAT YOUR LEARNER SEES.
> A course in a collection says **Part of** and the collection's name on its page, linked to that collection in your catalogue, so learners can browse the set together. On your side, once any course is in a collection, **Manage → My courses** groups your list by collection.

Price, or Who can take it

The last card depends on how your site charges, which you choose under **Manage → Membership offer** (see Pricing your courses).

- **If your site prices each course**, the card is called **Price** and has one box, **Price (₹)**. Type a price in whole rupees, or leave it blank for a free course. A priced course needs payments activated first (see Setting up payments). Learners pay through Razorpay, straight to your bank.
- **If your site charges through one monthly membership**, the card is called **Who can take it** and has two choices: **Free** (anyone can take it) or **Members only** (included in the membership). Nothing is sold on its own. If the course had a price before, it is kept for you in case you switch back, and the card says so; choosing Free clears it.

If a course was Members only and your site has since moved to pricing each course, the card says **Not on sale.** Set a price to sell it, or leave the price blank and save to make it free.

Publishing, and the five statuses

A course is always in one of five states. The badge on the tab strip says which, and the buttons beside it move it between them.

Status	In your catalogue and on the marketplace?	Can someone with the link open it?	Use it for
Draft	No	No. Only learners already enrolled keep it.	A course you are still building, or one taken off sale for now.
Published	Yes	Yes	A finished course you want people to find and buy.
Unlisted	No	Yes. Anyone given the link can open it, enrol and buy.	A course you want to share quietly: a sneak preview, a course sold through your own WhatsApp group.
Private	Only for the people you choose	Only the people you choose. Everyone else gets nothing, even with the link.	A course for one batch, one client, or a paid cohort.
Archived	No	No. Learners already enrolled keep it.	A course you have retired.

The buttons

- **Publish** puts the course in your catalogue and on the RacingOwl marketplace. It is greyed out while the course has no lessons. On a published course it becomes **Unpublish**, which returns it to draft.
- **Make unlisted** takes the course out of the catalogue and off the marketplace, but anyone holding its address can still open it and enrol. On an unlisted course it becomes **Unpublish**.
- **Make private** limits the course to the groups and people you name on the Details tab. On a private course it becomes **Unpublish**.
- **Archive** takes the course off sale and out of your catalogue. On an archived course the only button is **Unarchive**, which returns it to draft, ready to publish again.
- **Delete** appears only on a course nobody has ever enrolled in or paid for. It asks **Are you sure? Delete "…" for good?** and warns that its modules, lessons, quizzes and classes go with it and that it cannot be undone. Once anybody has enrolled, even somebody later refunded, the button is not shown, and archiving is the way to retire the course.

Under the strip, one line explains the difference between Unlisted and Private, and changes to describe the course's current state.

> **IMPORTANT. UNLISTED IS NOT PRIVATE.**
> The two look alike and are not. Unlisted means "not advertised": anyone who has the link can open the course, enrol and, if it is priced, buy it. A link forwarded once in a WhatsApp group reaches everyone in that group. If you mean "only my people", use **Make private**.

What happens to enrolled learners

Unpublishing, making private or archiving a course takes it off sale for new learners. **Anyone already enrolled keeps it**, with their lessons, progress and certificate, whatever you do. This is on purpose: nobody should lose something they paid for because you tidied your catalogue. To take a course away from one person, refund them in full (see Managing your learners).

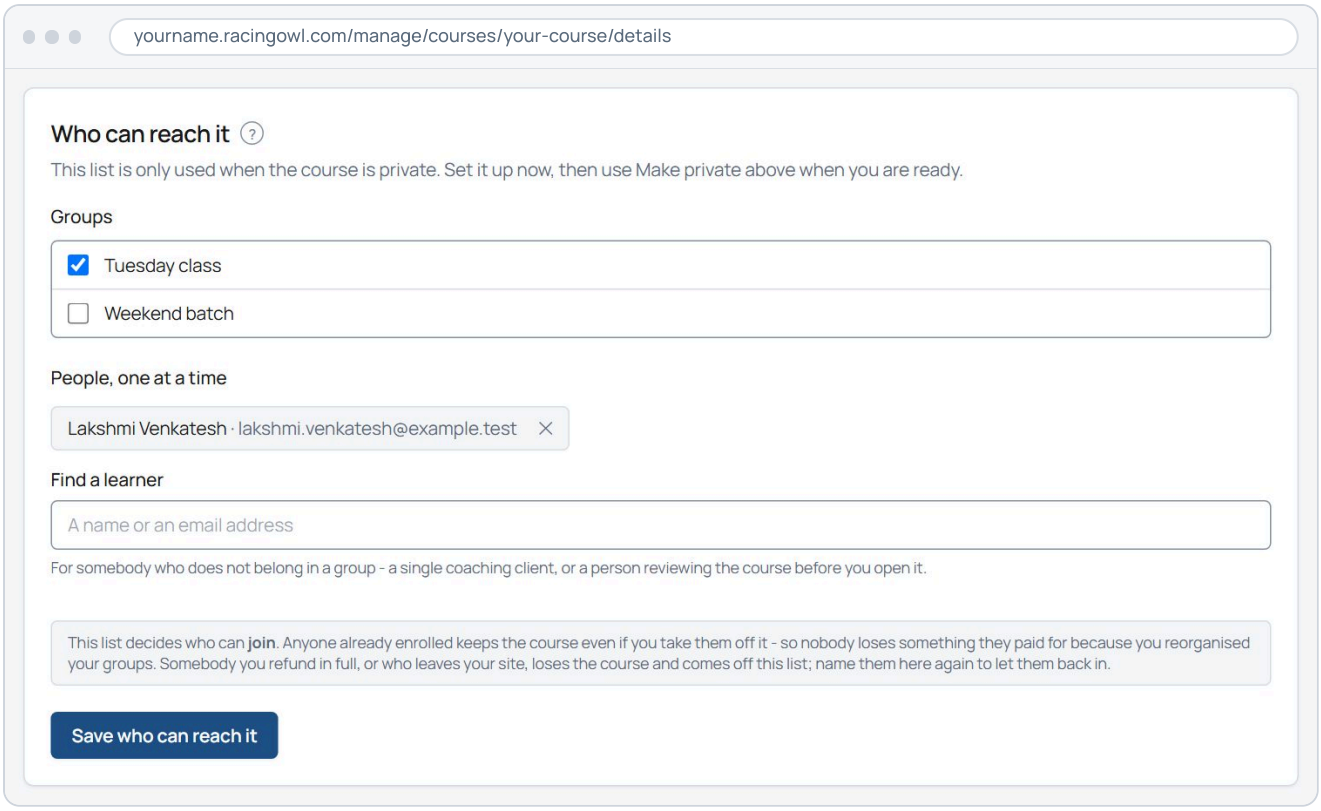
> **WHAT YOUR LEARNER SEES.**
> A published course has its own page on your site with the title, subtitle, card picture, what they will learn, who it is for, the outline of modules and lessons, the length, and a button to enrol or buy. They see lesson names but cannot open lessons until they enrol. On the marketplace, the course appears with your site's name.

Private courses: choosing who can reach it

A private course is visible only to the people you choose. Everybody else, signed in or not, finds nothing at all: it is not in your catalogue, not on the marketplace, and its address shows "not found". It is the right choice for a course made for one batch, one coaching client, a paid cohort or a pilot group.

Build the list first, then make the course private. The list does nothing until you do.

1. **Open the course's Details tab** and scroll to the card called **Who can reach it**. While the course is not private it says **This list is only used when the course is private.**
2. **Tick whole groups** under **Groups**. Groups are your own lists of learners, made under **Manage → Groups** (see Managing your learners). One tick gives a whole class access.
3. **Add individuals** under **People, one at a time**. Search for each person and pick them. This is for somebody who does not belong in a group: a single coaching client, or a person reviewing the course before you open it.
4. **Press** **Save who can reach it**. You see **Saved.** The list you saved replaces whatever was there.
5. **Press** **Make private** in the tab strip. The badge changes to **Private** and the card now says **This course is private. Only the groups and people below can see it or open it.**



The "Who can reach it" card on the Details tab, with a group ticked and one person added.

The rule worth knowing

The list decides who can **join**. It does not decide who can **stay**.

- Anybody already enrolled keeps the course even after you take them off the list, or take them out of the group, or delete the group. You can reorganise your groups in March without cutting anyone off halfway through something they paid for.
- To take the course away from one person, refund them in full. Somebody refunded in full, or who leaves your site, loses the private course and comes off its list. Being in a group on the list does not bring them back; naming them again individually does.
- A learner who joins a group later can enrol in that group's private courses from then on.

A private course can be free, priced or Members only like any other. A priced private course can only be bought by the people on its list.

> **WHAT YOUR LEARNER SEES.**
> For somebody on the list, a private course behaves exactly like any other: it appears in your site's catalogue when they are signed in, opens at its address, and can be enrolled in or bought. Progress, quizzes, certificates and discussions all work as normal. Nothing is sent to anyone when you add them to the list, so tell them yourself, and send them the course's link.

Quizzes

A quiz is how a learner shows they have understood, and what makes a certificate mean something. Quizzes live on the course's **Quizzes** tab. The page has two sections: **Quizzes** at the top, and **Video interactions** (checkpoints) below. This part covers the first.

Creating a quiz

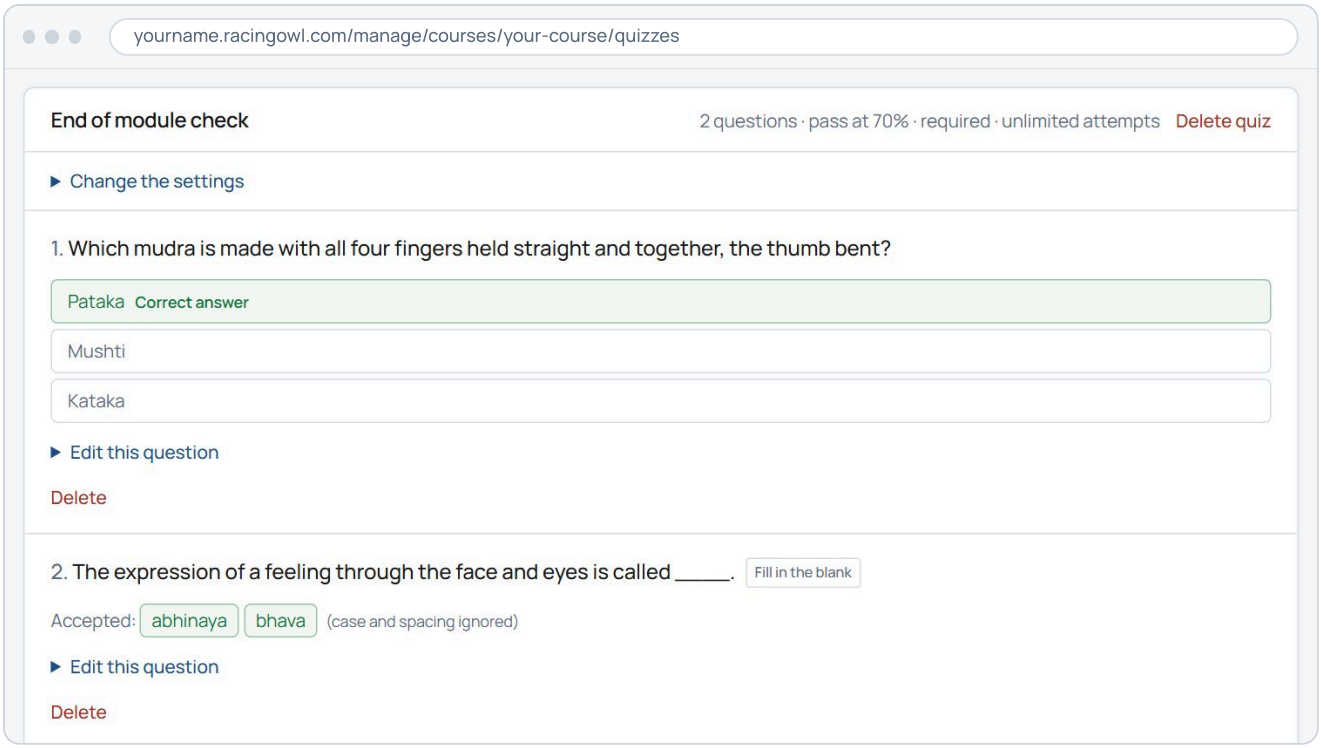
Scroll to the card called **Create a new quiz**. It sits below any quizzes you already have.

Field	What it means	Starts at
Title	The quiz's name, for example "End of module check" or "Final assessment".	Empty (required)
Pass mark	The percentage a learner needs to pass. On a required quiz, this is the bar for finishing the course and for the certificate. 70% is a common, defensible choice.	70
Time limit	Minutes allowed, from pressing Start. Zero means no limit. Up to a day.	0 (no limit)
Attempts	How many times one learner may sit it. Zero means unlimited. Up to 100.	0 (unlimited)
Must be passed to complete the course	With this on, the course is not finished, and no certificate is issued, until this quiz is passed. Leave it on for the assessment that earns the certificate; switch it off for practice checks along the way.	Ticked
Shuffle the question order	Each learner gets the questions in a different order. The options within each question always stay where you put them, so "all of the above" stays last.	Not ticked

Press **Create quiz**. The new quiz appears as a card above the form, with the line **A quiz with no questions cannot be sat. Add the first one below.** and an **Add a question** form at its foot.

> **TIP.**
> A learner who runs out of attempts without passing a required quiz cannot finish the course. If you set a strict number of attempts, pair it with a fair pass mark. Unlimited attempts suit practice quizzes; two or three make a final assessment mean something.

The quiz card



A quiz card: the summary line, "Change the settings", and two questions with their answer keys printed in green.

Each quiz is a card. Its heading line shows the title and a summary, for example **5 questions · pass at 70% · required · 20 min · 3 attempts**. If any learners' attempts are waiting for you to mark a written answer, a link says **2 to mark** and takes you to Marking.

Under each question the answer key is printed: the correct option marked **Correct answer** in green, or the accepted words, the number, the right order or the right pairs. Read the keys before you share the course. A question with the key on the wrong option marks learners wrong for the right answer, and it is far easier to fix before anyone has sat it.

Changing a quiz later

- **Change the settings** opens the same boxes as the create form, filled in: title, pass mark, time limit, attempts, required and shuffle. Change what you need and press **Save settings**. You can do this even after learners have sat the quiz. Attempts already sat keep the result they were given; only new attempts are measured against the new settings. Lowering a pass mark does not turn yesterday's fails into passes.
- **Edit this question**, under each question, opens that question's form. Its kind is shown but cannot be changed. Press **Save question**.
- **Delete**, beside a question, removes it with its options, after asking.
- **Delete quiz**, in the card's heading, removes the whole quiz and its questions, after asking.

Once a quiz has been sat

As soon as one learner has sat a quiz, its existing questions are locked. A mark somebody already earned has to keep meaning what it meant on the day. The card says **This quiz has been sat 4 times.** (attempts, not people: one learner retrying four times counts as four) and from then on:

- You can still correct the **wording** of any question. Fixing a typo rewrites nobody's result.

- You cannot change a question's **answers**. The edit form says so.
- You cannot delete a question or the quiz; the buttons disappear.
- You can still **add** questions. Everyone who sits it after that answers the longer quiz.

If you find a wrong key after a quiz has been sat, the practical fix is to open **Change the settings** on the old quiz, untick **Must be passed to complete the course**, and create a corrected quiz in its place.

Adding a question

Every question, whatever its kind, is added the same way, in one go:

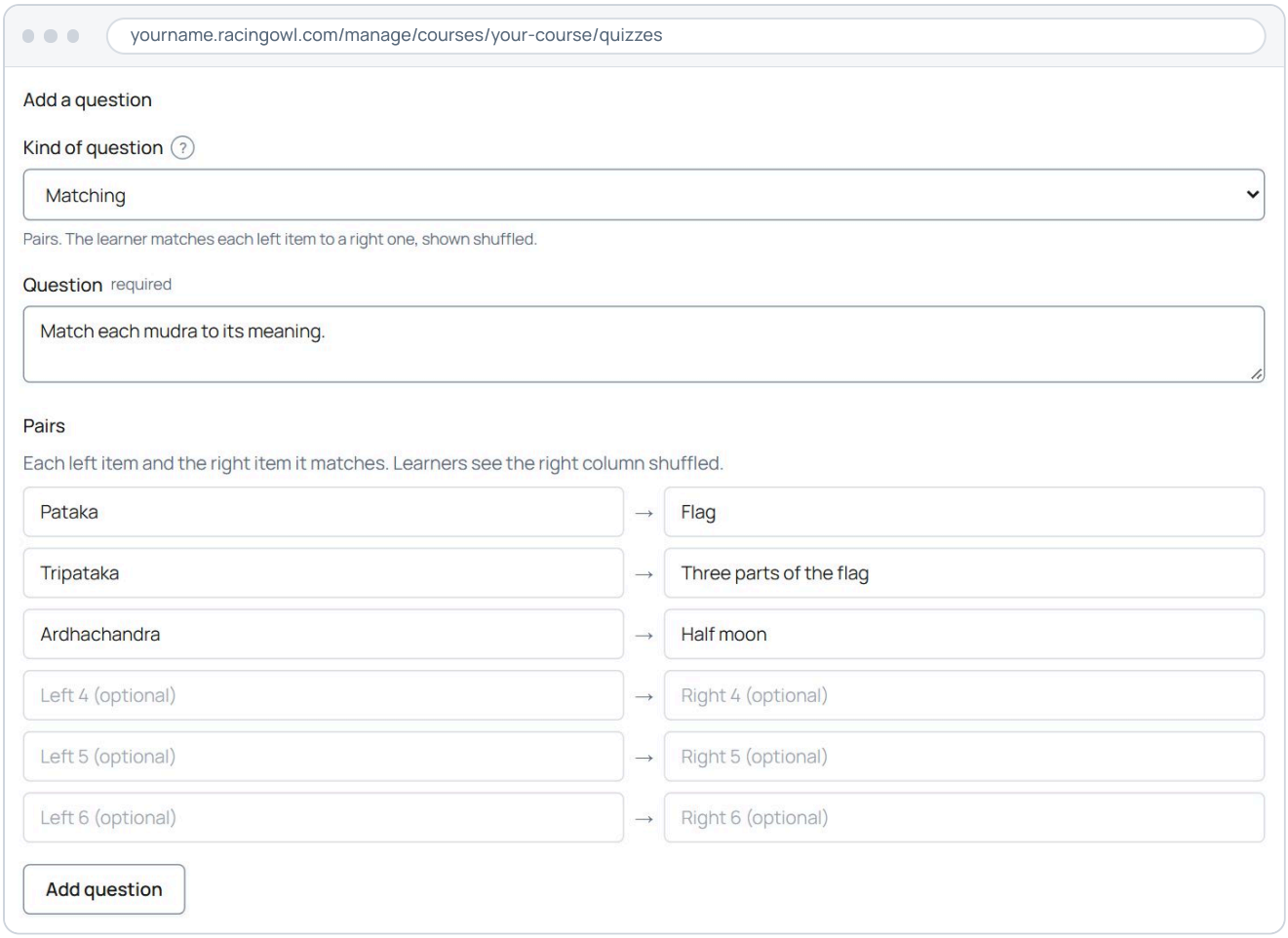
1. **Choose the Kind of question.** The form changes shape under it. A short hint under the menu says what the kind is.
2. **Write the Question.** (For a dropdown question the box is called **Sentence**.)
3. **Fill in the answer boxes** for that kind, including which answer is right.
4. **Press Add question.** The question appears in the card with its key printed under it, and the form empties and goes back to **Multiple choice** for the next one.

If something is missing, the form refuses and says what, and keeps everything you typed so you only fix the one thing. Two options with the same wording are refused ("Give each one different wording").

Questions appear in the order you add them. There is no way to reorder them afterwards, so add them in the order you want, or tick **Shuffle the question order**.

The ten kinds of question

Eight kinds are marked by RacingOwl the moment the learner submits. The last two, a short written answer and an essay, are marked by you. Every question in a quiz counts the same towards the score, whatever its kind.



The Add a question form with Matching chosen: the question, and pairs of left and right items.

Multiple choice

One right answer among up to four.

- **Question:** for example "Which mudra opens the sequence?"
- **Options:** four boxes. Write at least two answers. **Tick the circle beside the one that is correct.** That is the answer the quiz marks against. Forgetting the circle is the most common reason a question is refused.
- **The learner sees** the options with a round button beside each, in the order you wrote them, and picks one.

True or false

A statement, and whether it is true.

- **Question:** write a statement, for example "The warrior pose opens the sequence."
- **The statement is:** choose **True** or **False**.
- **The learner sees** the statement with True and False to pick from.

Multiple answers

Tick all that apply.

- **Options:** six boxes, each with a tick-box beside it. Write at least two options, and tick **every** one that is correct.

- **Marking is all or nothing.** The learner scores only if they tick exactly the right boxes: every right one, and no wrong one. Ticking everything scores nothing.
- **The learner sees** the options with tick-boxes.

Fill in the blank

The learner types the missing word.

- **Question:** write it with a gap shown however you like, for example "The capital of India is _____."
- **Accepted answers:** one per line, every answer that should count. For example `New Delhi` and `Delhi` on separate lines.
- **Marking** ignores capital letters and spaces, so "new delhi" matches "New Delhi". It does not forgive spelling, so list the common spellings you would accept, especially for names and words transliterated from Indian languages.
- **The learner sees** a box to type in.

A number

The learner types a number, and it is right if it is close enough.

- **Correct number:** for example `3.14`.
- **Tolerance:** how far off still counts. `0` means exact. With 3.14 and a tolerance of 0.01, anything from 3.13 to 3.15 is right.
- **The learner** types into a box. "1,000" and "3.5" are both read as numbers. An answer written in words is marked wrong, not refused.

Put in order

The learner puts your items into the right order.

- **Items, in the right order:** six numbered boxes. Write at least two items, in the correct order.
- **The learner sees** them shuffled, never in your order, and moves them with a handle they can drag (with a finger on a phone) or with arrows beside each item.
- **Marking** needs the exact sequence.

Matching

Pairs: the learner matches each left item to a right one.

- **Pairs:** six rows, each with a left box and a right box. Write at least two pairs, each left item beside the right item it matches, for example "Pataka" and "Flag". No two left items, and no two right items, may say the same thing.
- **The learner sees** the left items in your order and chooses a match for each from a menu of the right items, shuffled.
- **Marking** needs every left item matched with its own right item.

Dropdown in a sentence

A sentence with a gap; the learner picks the missing word from a menu.

- **Sentence:** type `____` (three underscores) where the menu should go. For example "Water boils at ____ degrees." Without the three underscores the question is refused.
- **Options:** four boxes, at least two filled. Tick the circle beside the correct one.
- **The learner sees** the sentence with a drop-down menu in the gap.

Short written answer

A few sentences, marked by you.

- **Question:** for example "In two or three sentences, why does the sequence begin with breath?"
- **Points:** what your score box will be out of, from 1 to 100. 10 unless you change it.
- **Model answer (optional):** what a good answer contains. Shown to you while marking; learners never see it.
- **The learner sees** a text box with a word count.

Essay

A longer piece with a word limit, marked by you.

- **Points:** as for a short answer, 10 unless you change it.
- **Word limit:** from 10 to 10,000; 300 unless you change it. An answer over the limit is refused before it is submitted, naming the question and the count, so you never have to mark one. The learner keeps everything they typed and can cut it down.
- **Model answer (optional):** for your eyes only.
- **The learner sees** a larger box with a counter against the limit.

> **IMPORTANT.**
> A quiz with a written question in it waits for you. Until you mark it, the learner has no score, cannot try again, and cannot finish the course around it. If you add written questions, check **Manage → Marking** regularly. See the next part.

What your learner sees in a quiz

In the course outline, quizzes are listed in their own group, with "required" beside any that must be passed. After the last lesson, the **Next** button reads "Next:" and the first quiz's name, so the course leads straight into its assessment.

The quiz page shows the number of questions, the pass mark, any time limit, how many attempts they have used and their best score. They press **Start the quiz**. If there is a time limit, a countdown shows, and the quiz is submitted for them when it reaches zero. The clock is kept by RacingOwl, not their phone: an attempt that arrives after the time is up scores zero, and closing the tab does not stop the clock. Reloading the page carries on the same attempt rather than using up a new one.

After submitting	The learner sees
Passed	Their score, "passed", which questions they got right, and the correct answers.
Not passed, attempts left	Their score and which questions were wrong, but **not** the correct answers, and a **Try again** button. The answers are shown once they pass, or after their last attempt.

After submitting	The learner sees
Not passed, no attempts left	Their score, which were wrong, and the correct answers.
A written answer in the quiz	The questions RacingOwl has already marked, and **Awaiting marking** in place of a score. They cannot start again until you mark it.

Marking written answers

Short written answers and essays are marked by you, under **Manage → Marking**. The Manage menu shows how much is waiting, for example **Marking (3)**. When a learner submits written answers you get a notification straight away, and one email each morning sums up what is waiting, sent only when something is new.

The Marking page is one list of everything waiting for you, oldest first: quiz attempts with written answers, and handed-in assignments. Each row shows the learner's name, a **Quiz** or **Assignment** label, what it is, which course, and when it was submitted. When the list is empty it says **Nothing to mark**.

1. **Open the attempt.** Press **Mark it** on its row. The page is headed with the learner's name and the quiz, the course, when it was submitted and the pass mark, with a badge saying **Awaiting your mark**.
2. **Read the whole attempt.** Every question is shown in order, numbered as in the quiz, with its kind. Questions RacingOwl marked show what the learner answered and **Correct** or **Not correct**. Written ones show the learner's words, the word count against any limit, and **Your model answer** folded underneath if you wrote one. An empty written answer says it scores zero.
3. **Give the points.** Under **Your marks** is one box per written answer, labelled with the question's number and what it is out of, for example **Question 4: points out of 10**. Whole numbers only, from zero to the maximum. Every box must be filled.
4. **Optionally, write** **Feedback for the learner (optional)**. One box for the whole attempt. They read it beside their score. If the quiz has several written answers, name the question you are writing about.
5. **Press** **Save marks**. You return to the Marking list.

When you save, RacingOwl works out the score from your marks and the questions it marked itself, decides pass or fail against the pass mark, and tells the learner. If the pass finishes the course, the course is completed and any certificate is issued.

How a written answer counts: every question in the quiz is worth the same. A written answer earns the fraction of its points you gave, so 8 out of 10 is worth 0.8 of a question. In a quiz of five questions where four machine-marked ones are right and an essay earns 8 out of 10, the score is 4.8 out of 5, which is 96%.

> **IMPORTANT.**
> A quiz mark is given once and cannot be changed afterwards. Opening a marked attempt shows its result, your feedback and the line "A mark is given once — a wrong one is a conversation with the learner, not a second click." Take a moment before pressing Save marks.

> **WHAT YOUR LEARNER SEES.**
> A notification that their answers were marked. On the quiz page, their last attempt appears as marked by their trainer, with the score, the points for each written answer and, if you wrote some, "Your trainer's feedback" beside the score. If they did not pass and have attempts left, they can try again.

Assignments, end to end

An assignment is for work that is more than a quiz answer: a worksheet, a project, an essay written over several days, photographs of a drawing, a recording of their practice uploaded as a file. The learner reads your brief, uploads files or types an answer, and hands it in. You mark it out of a number you choose and write feedback. Assignments are on every plan.

An assignment is a kind of lesson, so it sits in the outline exactly where you put it, and can be held back with a release rule like any other lesson.

Setting the assignment

1. **In the module where it belongs, name it** in **Lesson name**, for example **Worksheet 1: the ten mudras**, and choose **Assignment**.
2. **Write** **What to hand in**. Required. Say exactly what to hand in, in what form, and what you will look for. For example: "Work through the ten questions on page 12. Photograph your answers, or type them in the box, and hand them in." Your learner reads this above the box they hand their work in through.
3. **Set** **Marked out of**. The number of points you will mark out of, from 1 to 1000. 10 unless you change it.
4. **Decide on** **Must be marked before the course is complete**. Ticked to begin with. Leave it ticked and the course, and its certificate, wait for your mark. Untick it and the learner can mark the lesson done themselves, which suits optional or practice work.
5. **Optionally, set a length and a release rule,** as for any lesson, and press **Save lesson to "…"**.

> **TIP.**
> An assignment cannot carry a file of its own. If learners need a worksheet to fill in, add it as a PDF lesson just before the assignment, and say in the brief which PDF to use.

What your learner does

The learner opens the assignment like any lesson. They see your brief, "Marked out of" your number and, for a required assignment, "Your trainer's mark is needed to complete the course." Below it is a panel called **Your work** with a badge that starts at **Not handed in yet**.

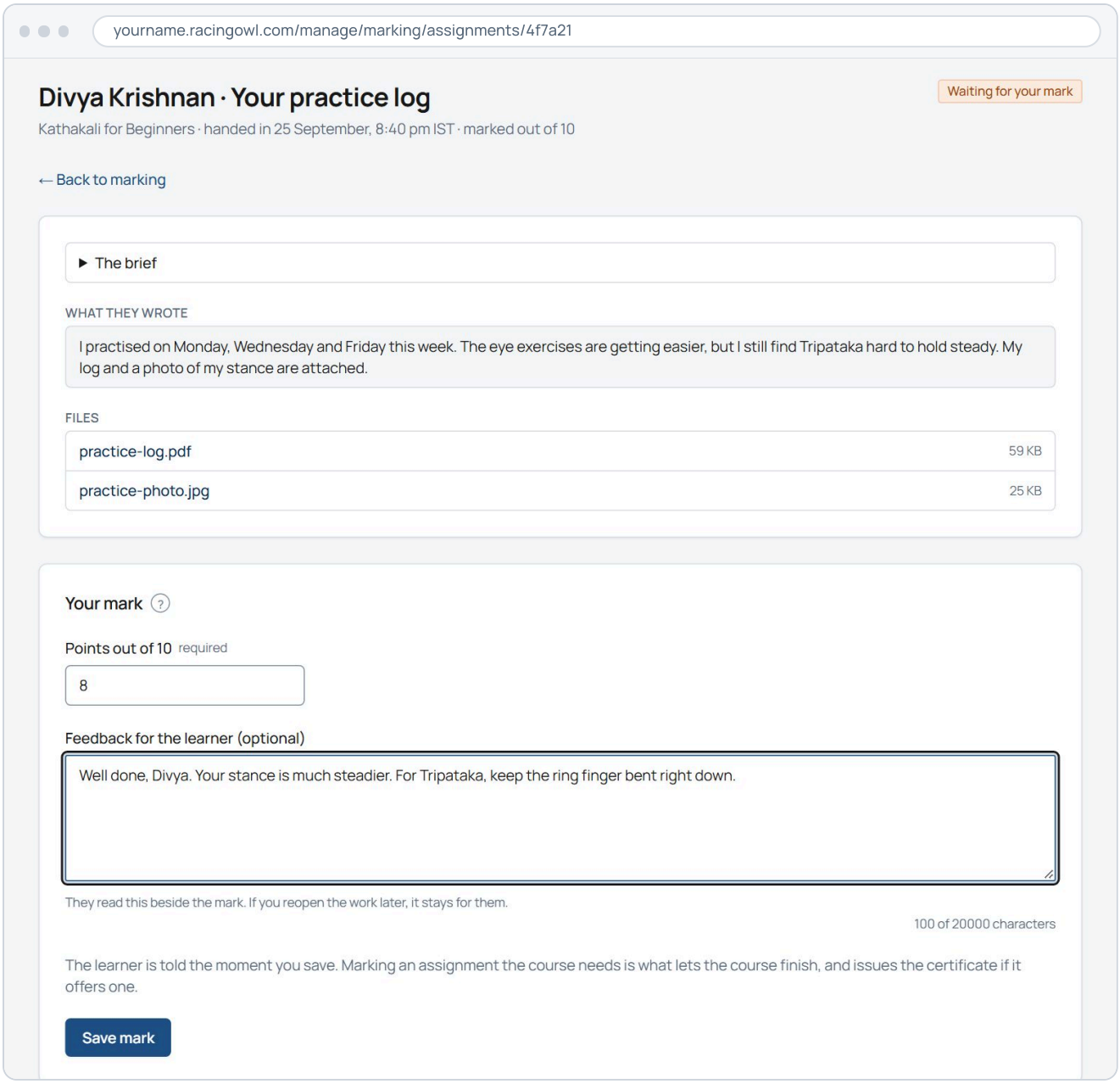
- They add files one at a time: under **Add a file** they click the box that says **Click to upload a file** (or drag a file onto it), then press **Upload** beneath it. Each file is saved as soon as it has uploaded and listed with its size and a remove button.
- Up to **five files**, each up to **25 MB**. Accepted: PDF, photos (JPEG, PNG or WebP), Word, Excel and PowerPoint files, OpenDocument files, plain text, and zip files. Anything else is refused in words. Photos are kept exactly as sent, not shrunk, so you can read a photographed page.

- They can write in the box **Your answer, or a note for your trainer**. For a written assignment the words alone are enough; no file is needed.
- They press **Hand in**. The badge changes to **Handed in, waiting for your trainer** and the work appears in your Marking list.
- Until you mark it they can still change it. The button becomes **Hand in again**. If they add or remove a file after handing in, the badge says **Changed since you handed it in** and the work leaves your Marking list until they hand it in again, so you never mark a half-changed piece.

For a required assignment there is no **Mark as done** button. The lesson says **Counts as done once your trainer has marked it.** Your mark ticks it for them.

Marking an assignment

When work is handed in you get a notification straight away, and the morning summary email counts it. Open **Manage → Marking** and press **Mark it** on the Assignment row.



Marking a handed-in assignment: the brief folded at the top, what the learner wrote, their files, and the mark box with feedback.

1. **Read the work.** The page is headed with the learner's name and the assignment, the course, when it was handed in and what it is marked out of, with a badge **Waiting for your mark**. **The brief** is folded at the top so you can check what you asked for. Below are **What they wrote** and **Files**. Click a file to open it in a new tab. Only you, your site's staff and the learner who sent it can open these files.
2. Give **Points out of 10** (or whatever you set). A whole number, up to the maximum.
3. Write **Feedback for the learner (optional)**. They read it beside the mark. If you reopen the work later, it stays for them.
4. Press **Save mark**.

The learner is told the moment you save. The lesson counts as done, and if this was the last thing the course needed, the course is completed and its certificate issued.

Changing a mark

Gave a 6 that should have been a 7? Below the Marking list is **Assignments you marked recently**, with each one's points and when you marked it. Press **Open**, then **Change the mark**. Change the points or the feedback and press **Save the changed mark**. You see **Mark changed. The learner has been told.** Nothing else moves: the lesson stays done, a finished course stays finished, and a certificate stays issued. The learner's lesson says the mark was changed and when.

Handing work back for another try

If the work itself is not good enough and needs another go, open it the same way and press **Reopen for another try**. It asks first. When you confirm:

- the mark comes off and the learner is told;
- your feedback stays for them to read;
- the lesson is no longer done, so if this had finished their course, the course is open again until you mark the new attempt. A certificate already issued stays theirs;
- they can change their work and hand it in again, and it comes back to your Marking list.

Assignments have no pass mark. Reopening is the answer to work that falls short.

"Assignments you marked recently" shows the last 50 you marked. Older ones cannot be reopened from the screen.

Storage and clearing files

Files learners hand in count against your site's storage. Under each assignment's row on the Content tab is a short line: **Handed-in files on marked work:** how many files and how much space. Once work is marked you can free that space with **Clear the files from marked work**. It asks first, then deletes the files handed in on that assignment's **marked** work only. The marks, your feedback and whatever learners typed all stay, and the learner's lesson says when the files were removed. Work you have not marked yet is never touched, so nothing you have not seen can disappear. It cannot be undone.

If a learner leaves your site or closes their account, their handed-in files stay for 90 days and are then removed automatically.

If your site runs out of storage, a learner trying to upload is told "Your teacher's site is out of space. We've let them know." and you receive an email, at most once a day. Clearing marked files, removing PDFs you no longer need, or moving up a plan fixes it (see Choosing your RacingOwl plan).

> **WHAT YOUR LEARNER SEES.**
> A notification such as "Your assignment "…" was marked: 17 out of 20", linking to the lesson. On the lesson: "Marked: 17 out of 20", "Your trainer's feedback", their files and what they wrote. Marked work cannot be changed by them unless you reopen it.

Video checkpoints (Growth plan and above)

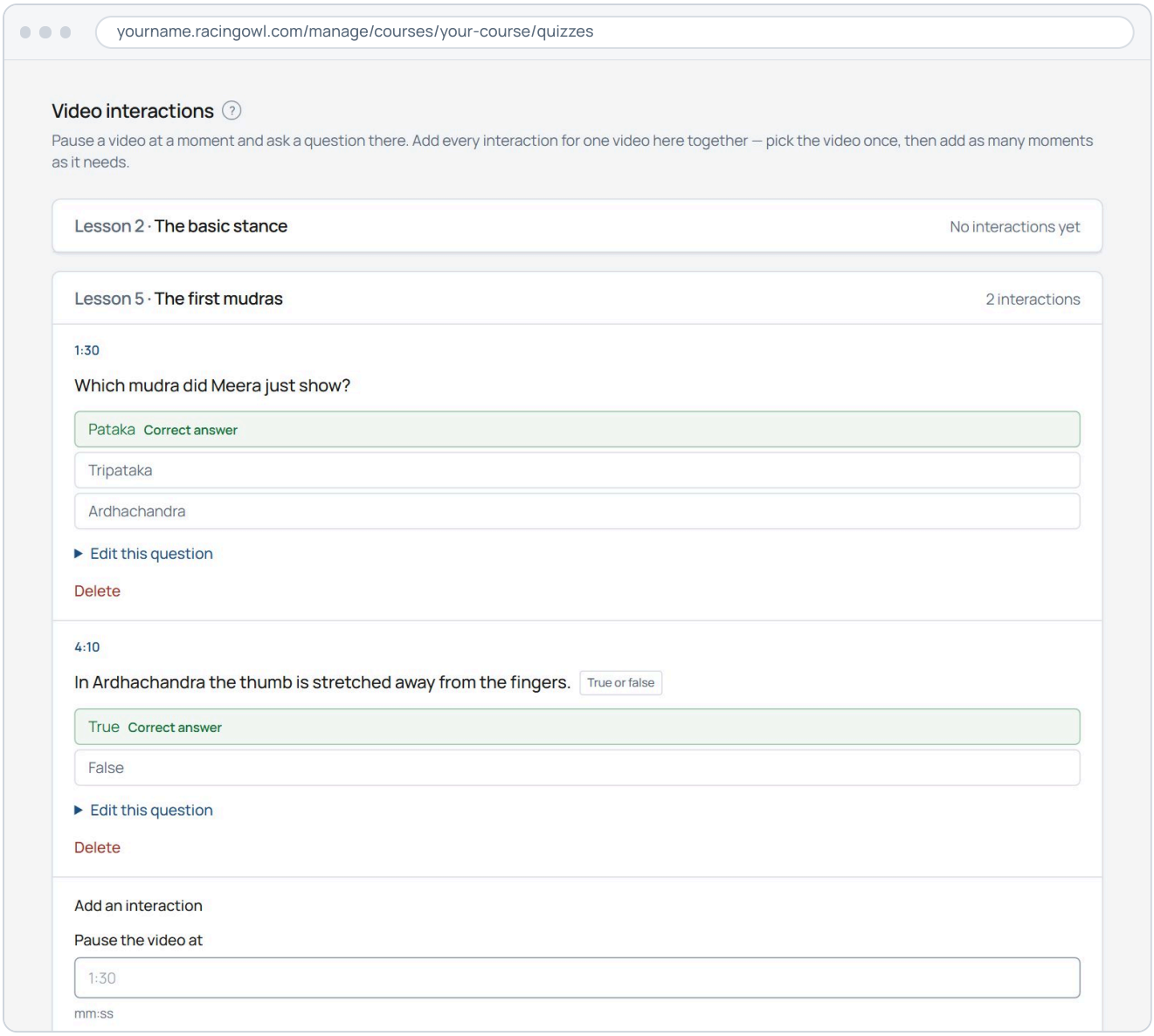
A checkpoint is a question pinned to a moment in a video. When playback reaches that moment, the video pauses and waits for the answer, then plays on. Used every few minutes, checkpoints keep attention honest on a long video: a learner cannot leave it running in another tab and call the lesson watched. They are called **Video interactions** on screen. They come with the Growth plan and above; the plan cards say which plans include them.

Adding checkpoints to a video

1. **Save the video lesson first,** on the Content tab.
2. **Open the Quizzes tab and scroll to Video interactions.** Every video lesson in the course is listed, numbered by its place in the whole course, for example **Lesson 3 · Posture basics**, with **No interactions yet** or how many it has. Click a video to open it.
3. **Fill in Add an interaction.** In **Pause the video at**, type the moment as minutes and seconds, for example `1:30` or `12:05`. Then choose the kind of question and fill it in exactly as for a quiz question.
4. **Press Add this interaction.** The checkpoint appears above the form, with its time, the question and its key, and the form empties for the next moment.

Add every moment for one video in one sitting: pick the video once, then add as many as it needs. They are listed in the order a learner meets them.

Any kind the machine marks can be a checkpoint. The two written kinds cannot, because the video would wait for ever for somebody to mark them.



The Video interactions section: one video opened, two checkpoints at 1:30 and 4:10, and the "Add an interaction" form.

How checkpoints are set up for you

You do not choose a pass mark or attempts for a checkpoint. Each one needs the right answer to pass, allows unlimited tries, and is required to complete the course. So a learner cannot finish the course, or earn its certificate, without answering every checkpoint correctly.

Each checkpoint has **Edit this question** and **Delete**. Deleting the question leaves the moment in place with no question, and the card offers the question form again so you can add another. Once a learner has answered a checkpoint, its answers are locked in the same way as a quiz's: the wording can be corrected, the answers cannot.

On a plan without checkpoints

Each video's form is still shown, so you can see what the feature does, but it is greyed out and a note above it says your plan does not include video interactions and which plan does, with an **Upgrade your plan** button.

WHAT YOUR LEARNER SEES.

A video with checkpoints plays in RacingOwl's own player, with play and pause, a progress bar, mute and full screen. At each moment the video pauses and the question appears over it. A right answer shows **Correct** and **Continue watching**; a wrong one shows **Not quite** and **Try again**. The progress bar will not let them jump past a question they have not answered; a thin marker on the bar shows where it waits. A checkpoint they have already passed does not stop them again on a later visit.

IMPORTANT.

Checkpoints control your course page, not YouTube. Somebody who finds the video's YouTube address can still watch it on YouTube without the questions. They still cannot complete your course without answering them.

Releasing lessons over time

Releasing lessons over time comes with most plans; the plan cards on racingowl.com/pricing say which.

A lesson can open later than the course does. Use it to pace a course, a lesson a week for example, or to have a whole batch meet a lesson on the same day. When a lesson opens for a learner, they are told.

Setting a release rule

When you add a lesson, or later from the **Release:** line under any saved lesson, you have two boxes under **Release over time (optional)**:

Box	What it does
Days after enrolling	A whole number of days, counted from when each learner enrols, up to 3650. Every learner gets the same rhythm from their own day one, whenever they join. For example 7 opens the lesson a week after each person enrols.
Not before	A date, the same for everybody. The lesson opens at midnight IST at the start of that date.

Leave both blank and the lesson is open the moment somebody enrols. Set one or both to hold it back. With both, the later one wins: a rule never opens anything earlier.

Under each saved lesson, the **Release:** line says **straight away**, or the rule in words, such as "Releases 7 days after enrolling", "Releases on 12 October 2026", or both joined with "or later". Click it to open the boxes, then press **Save release**, or **Remove the rule** to open the lesson at once.

IMPORTANT.

A rule applies to everybody, including learners already enrolled. Changing day 3 to day 5 locks the lesson again for anyone who has passed day 3 but not day 5. Removing a rule opens the lesson for everyone immediately.

Quizzes and live classes are not held back by a lesson's rule. Only the lesson itself is.

On a plan without this feature, the two boxes are replaced by a note saying so, with a **See plans** button. If you set rules on a bigger plan and later moved down, the rules stay in force for learners, and **Remove the rule** still works so you can open them.

> **WHAT YOUR LEARNER SEES.**
> Before enrolling, the course page shows the rule beside the lesson, for example "releases 2 days after enrolling", so buyers know what they are buying. Once enrolled, a held-back lesson stays in their outline with a lock and when it opens, as both a count and a date, for example "unlocks in 5 days, on Tuesday 29 September". Opening it shows "This lesson unlocks…" instead of the content, and "Not yet released." instead of **Mark as done**. Because the lesson cannot be marked done, the course cannot be finished around it. When it opens, on their day or because you removed the rule, they get a notification and an email linking to it.

Live classes

A live class is a session at a fixed time, taught over Google Meet, Zoom or Microsoft Teams, that your learners join with one click from your site. RacingOwl does the inviting, the calendar entries, the reminders and the Join button; you teach in the meeting tool you already use. Live classes are included on some plans and sold as an add-on on others, either a monthly allowance of classes or unlimited. The plan cards in Choosing your RacingOwl plan say which.

You need one meeting room, not one per class

RacingOwl does not create meetings. You make a meeting room once in your meeting tool and paste its link. The same room can serve every class you teach.

- **Google Meet:** choose **Create a meeting for later**. You get a link like `meet.google.com/abc-defg-hij` that works at any time.
- **Zoom:** create a recurring meeting with no fixed time.
- **Microsoft Teams:** Teams meeting links are accepted too.

From then on RacingOwl does the rest. You open the meeting tool again only to teach. A second room is only needed when you teach two groups at the same time.

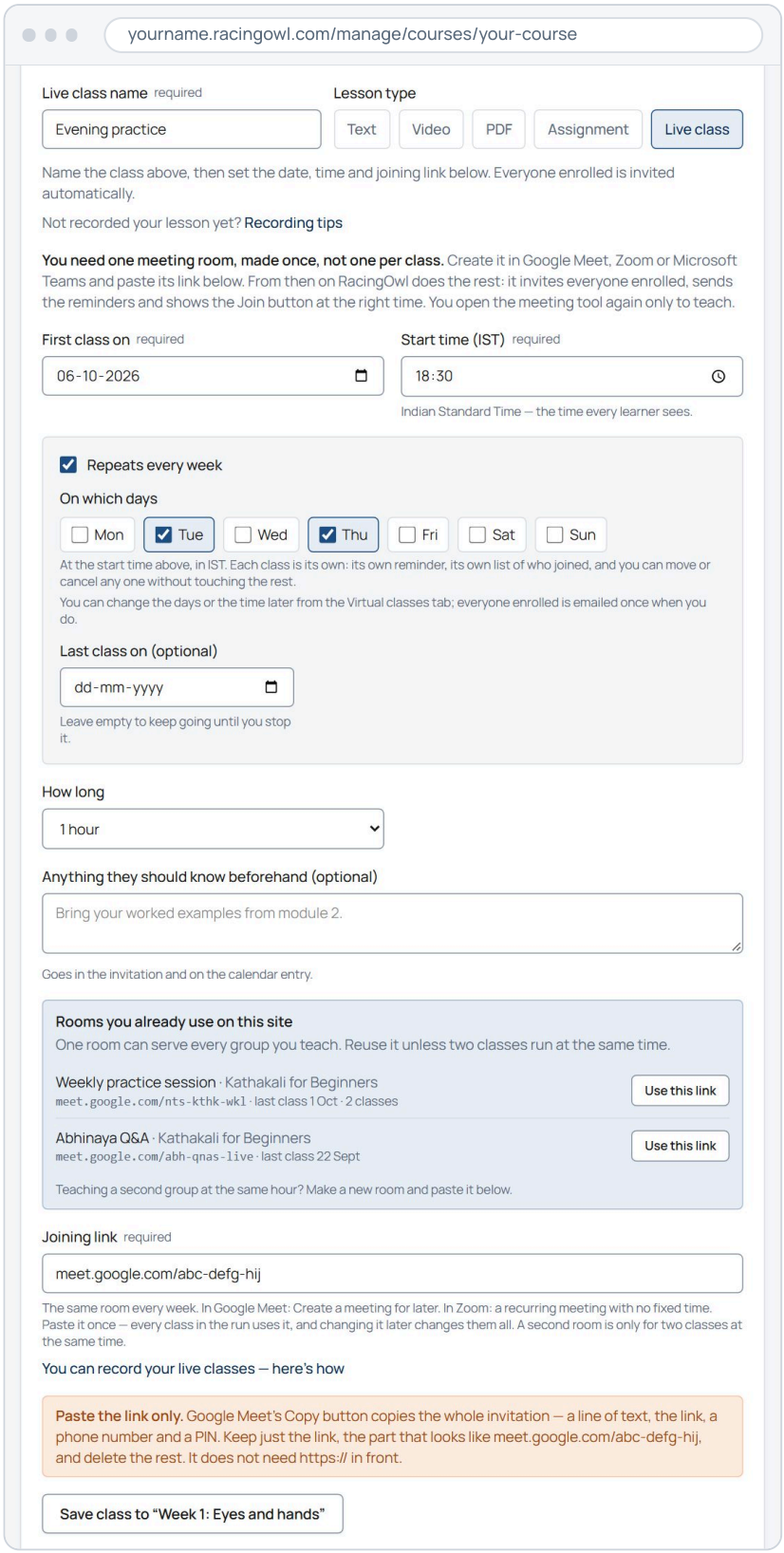
Scheduling a single class

Classes are added on the **Content** tab, in the module they belong to, not on the Virtual classes tab.

1. **In the module's add form, choose Live class.** The name box becomes **Live class name**. Type a name, for example Session 3: Titration. If the **Live class** button carries an **Add-on** tag, your plan does not include live classes: the form is replaced by a sentence saying what it would cost and a **See your add-ons** link.
2. **Set Date and Start time (IST).** Always Indian Standard Time, the time every learner sees, wherever you or they are.
3. **Choose How long.** 30 minutes, 45 minutes, 1 hour, 1.5 hours, 2 hours or 3 hours. 1 hour to begin with.
4. **Optionally, write Anything they should know beforehand (optional).** For example "Bring your worked examples from module 2." It goes in the invitation and on the calendar entry.

5 **Paste the Joining link.** Required. With or without `https://` in front. If your site has held classes before, a box above it, **Rooms you already use on this site**, lists the links you have used, each named by the class it ran for, with a **Use this link** button that fills the box for you.

6 **Press Schedule class in "…"** (it reads **Save class to "…"** once you have typed anything). Everyone enrolled on the course is invited straight away.



Scheduling a live class with "Repeats every week" ticked: the date and IST time, the days, the length, the rooms you already use, the joining link and the "Paste the link only" warning.

IMPORTANT. PASTE THE LINK ONLY.
Google Meet's Copy button copies the whole invitation: a line of text, the link, a phone number and a PIN. Keep just the link, the part that looks like `meet.google.com/abc-defg-hij`, and delete the rest. If you paste the whole invitation, the form says "That looks like the whole invitation. Paste just the link". Only Google Meet, Zoom and Microsoft Teams links are accepted.

You can also record a class that has already happened, for example one you called at short notice and are writing down afterwards. Give it the past date and time. Nobody is emailed; it is only recorded for the learners who were enrolled. The form reminds you of this beside the button.

Scheduling a repeating class

For a class that runs every week, or on several days a week, tick **Repeats every week** on the same form.

- The date box becomes **First class on**. It cannot be in the past; if you pick today at an hour already gone, today's class is skipped and the run starts on the next day you ticked.
- Under **On which days**, tick one or more of **Mon** to **Sun**. Every class starts at the one start time you set, in IST.
- **Last class on (optional)**: leave it empty to keep going until you stop it.
- Paste one joining link that stays the same every week: the "meeting for later" or recurring room described above. Every class in the run uses it.

Each class in the run is a class of its own, with its own reminder and its own list of who joined, and you can move or cancel any one without touching the rest. RacingOwl writes the classes eight weeks ahead and keeps topping them up as the weeks pass.

WHAT YOUR LEARNER SEES.
For a single class, an email invitation with a calendar entry that reminds them fifteen minutes before the start. For a repeating class, one email for the whole run, with a repeating calendar entry and a Join button that always goes to the next class. Learners who enrol later, before a class starts, are invited by themselves. In the course, upcoming classes appear in the outline under their module, and the next one is a card above the lesson. Whenever they have a class coming up, your site's bar shows a **Live classes** link listing every class across all their courses with you, the next first. If your site has the WhatsApp alerts add-on and the learner has a confirmed number, they also get a message about an hour before (see WhatsApp alerts for your learners).

How learners join

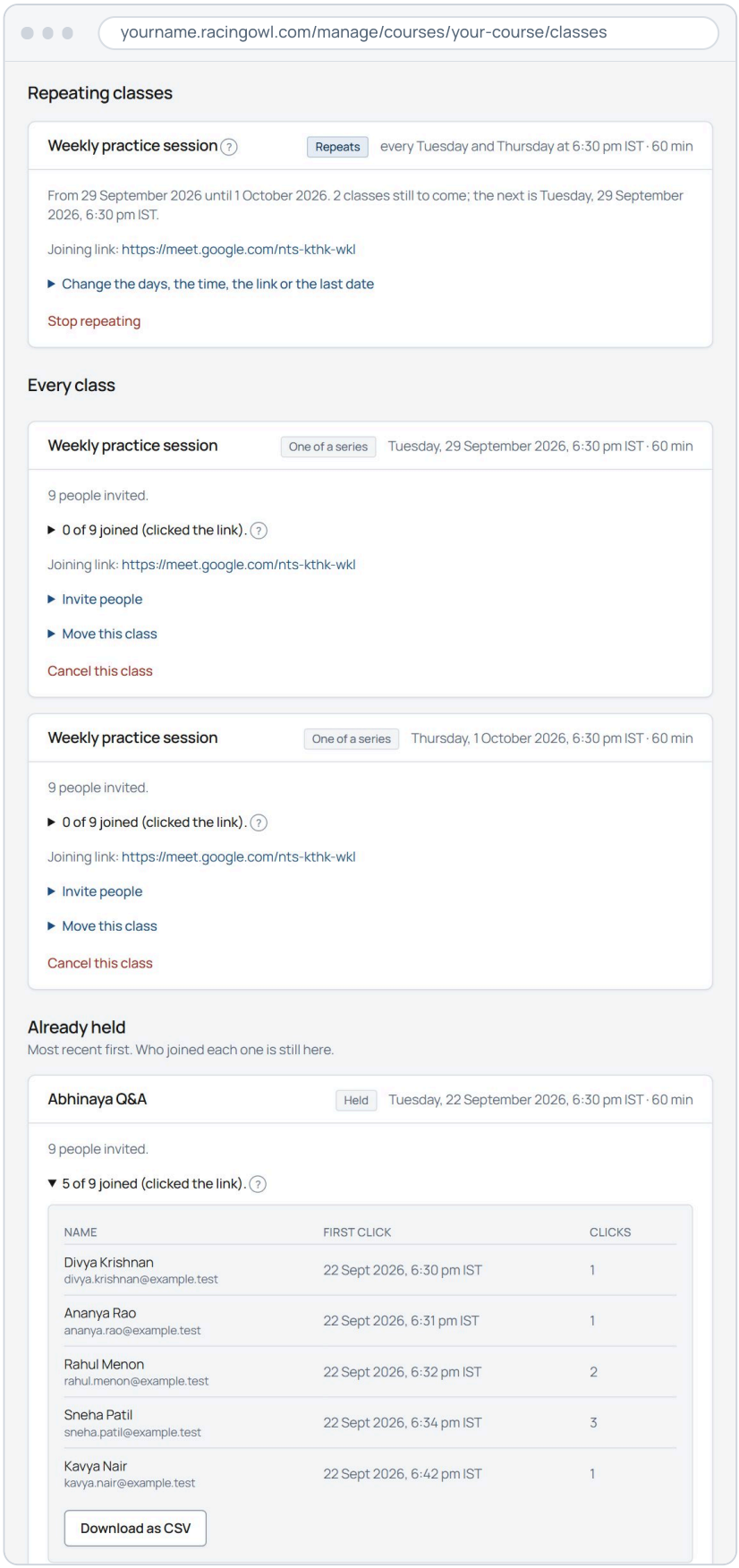
Learners never see the meeting link itself. It is not in the email, the calendar entry or any page. Each class has its own page on your site with a **Join the class** button, and the email has a Join button that leads to it.

- The link opens **fifteen minutes before the start**. Pressed earlier, the button says the link opens shortly before the class and from what time.
- Only learners enrolled on the course can join. A forwarded email leads to a sign-in page, not into your class. This protects a paid class from becoming a free one.
- Once the class has ended, its page on your site says "This class is over." and has no Join button. The Join button in the email still opens the meeting, and such a click is marked as late on your list.

- Because the link is only ever fetched when someone presses Join, you can change a repeating class's link and nobody needs a new invitation.

The Virtual classes tab

The **Virtual classes** tab is where you look after classes you have already scheduled. Nothing is scheduled here. If the course has no classes, the page says **No classes scheduled** with a **Go to Content** button.



The Virtual classes tab: a repeating class's card, then a class that has been held with its joined list open and the Download as CSV button.

The page has up to three sections:

- **Repeating classes**: one card per run, with a **Repeats** badge, the rule (for example "every Tuesday and Thursday at 6:00 pm IST · 60 min"), the first and last dates, how many classes are still to come and when the next is, and the joining link.
- **Every class**: the classes still to come, soonest first.
- **Already held**: past classes, most recent first, with who joined each.

Each class's card shows its name, when it is and how long, badges such as **One of a series**, **Held** or **Cancelled**, how many people were invited, who joined, and the joining link (shown to you only). Below that are three controls: **Invite people**, **Move this class** and **Cancel this class**.

Invitations

Saving a class invites **everyone enrolled**, and anyone who enrols later, before it starts, is invited by themselves, with an email, a calendar entry and the reminder. Usually you need do nothing more.

Invite people is for the exceptions. Under **Who is this for?**, **Everyone enrolled** is ticked, with the number of people. Untick it to see the list of enrolled learners and tick particular ones. Press **Send invitations**. It emails only the people who have not had this class's invitation yet, so pressing it twice never sends a second copy. You see **The invitations are on their way.** Only learners enrolled on the course can be invited. A class that has already been held has no invite form.

Who joined

Every learner joins through the button on your site, so each click is counted. Each class shows a line such as **12 of 18 joined (clicked the link).** "Of 18" is everyone enrolled on the course. Click the line to open the list: **Name**, **First click** and **Clicks**, with **After the class ended** beside anyone who first clicked late. Once a class has been held, the list is open by default. **Download as CSV** saves it as a spreadsheet file.

It says **joined**, not attended, on purpose. A click is all RacingOwl can see. Somebody who clicked and closed the tab is on the list; somebody you let in from a link forwarded on WhatsApp is not. Your own clicks are never counted.

Moving or cancelling one class

- **Move this class** opens **Date** and **Start time (IST)**, filled with the current ones. Change them and press **Move this class**. You see **Moved. Everyone invited has been emailed the new time.** Their calendar entry is updated and the reminder follows the new time. In a repeating class, only that one class moves.
- **Cancel this class** asks first and warns that everyone invited is emailed and the entry disappears from their calendar. Press **Keep the class** if you change your mind.

On a class that has already been held, the same two controls read **Correct the date and time** and **Remove this class**. They email nobody, because the class is over. Removing it takes it off the learners' lists.

Changing or stopping a repeating class

On the repeating class's card:

- **Change the days, the time, the link or the last date** opens the run's rule: **On which days**, **Start time (IST)**, **Joining link** and **Last class on**. Press **Save for every class to come**.
  - New **days or time**: every class still to come is rewritten to the new pattern, and everyone enrolled is emailed once, with a calendar file that replaces the old one. Classes already held stay as they were.

  - A new **link**: every class still to come uses it, quietly. Nobody needs a new invitation, because nobody ever saw the old link.
  - An earlier **last date**: classes after it are cancelled quietly. Empty means it keeps going until you stop it.
- **Stop repeating** asks first. Every class still to come is cancelled and everyone enrolled is emailed once. Classes already held, and who joined them, stay. Press **Keep it going** to change your mind. With nothing left to come, the run's card leaves the Repeating classes section; its held classes stay under Already held.

For a **single** class there is no box to change the link. If a one-off class's link is wrong, cancel the class and schedule it again with the right link; learners are emailed the cancellation and the new invitation.

On the Content tab

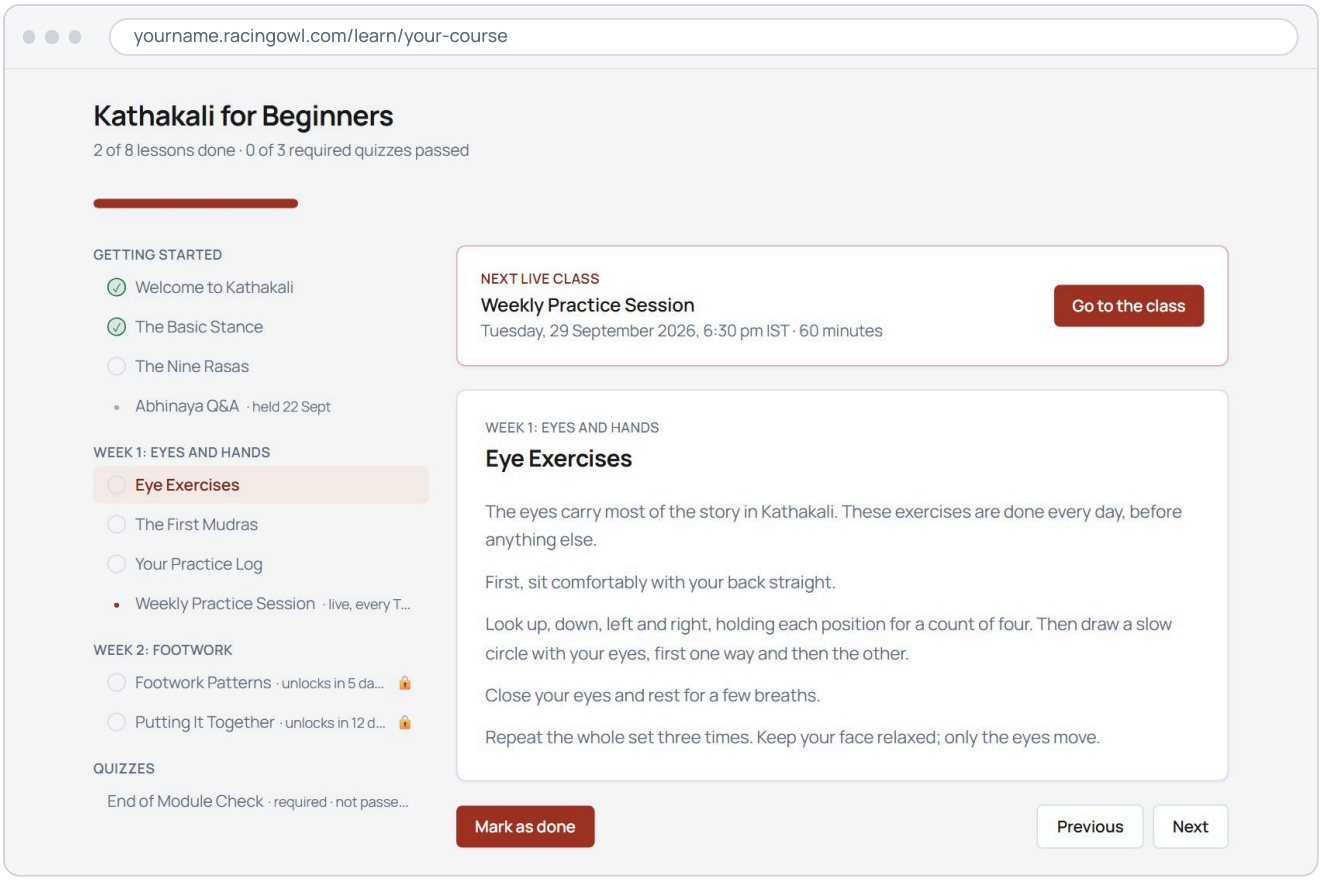
Live classes also appear in their module on the Content tab, after the lessons, marked **Live** with their date and time, "repeats weekly" for a run (shown once, as its next class) and "held" once over. Each has a **Manage** link to the Virtual classes tab. Classes are ordered by time, not with the arrows. If a class somehow has no link, it says **No joining link yet**. Your dashboard also lists your next live classes (see Your dashboard and earnings).

If your plan gives you a monthly allowance of classes and it is used up, scheduling another is refused with a message saying so. Classes count in the billing month they take place; a class you record after it happened counts in the month you record it. You can record your classes too: see racingowl.com/recording-your-lessons.

What your learner sees, start to finish

It helps to picture the course from the other side before you publish. Enrol in your own course with a second account, or ask a friend, and walk through it.

1. **The course page.** Title, subtitle, card picture, what they will learn, who it is for, the level, language and length, the outline of modules and lessons with any release rules, and the enrol or buy button. A course in a collection says "Part of" the collection.
2. **The player.** After enrolling they land in the lesson player. The outline sits beside the lesson, grouped by module, with quizzes in their own group and live classes under their modules. At the top: "3 of 12 lessons done", and, if the course has required quizzes, how many are passed, with a progress bar that stays in view as they scroll.
3. **Each lesson.** Text as paragraphs, the YouTube video with your notes, the PDF with an **Open the PDF** link, or the assignment's Your work panel. Under most lessons, **Mark as done**; pressing it ticks the lesson in the outline and moves the bar. **Mark as not done** undoes it.
4. **Moving through.** Previous and Next walk the lessons in module order, then lead into the quizzes. **Continue**, anywhere on your site or on racingowl.com, brings them back to the lesson they last had open.
5. **Finishing.** When every lesson is done and every required quiz (and checkpoint) is passed, the course shows **Completed**, they get a "course completed" email, and a certificate if the course awards one. If they later un-tick a lesson, the course reopens; finishing again does not issue a second certificate.



The learner's player: the outline with a locked lesson and a live class, the progress bar, and a text lesson with Mark as done.

You get a notification when a learner finishes a course, as well as when work is handed in.

A checklist before you publish

- Every module has the lessons you meant, in the right order.
- Every video plays: open one lesson as a learner would. A grey box means the video is Private on YouTube.
- The Details tab has a short description, a full description, "What you'll learn", a card picture, the level and language, tags, and the right price or Free / Members only.
- Each quiz's keys are right: read the green answers under every question.
- The certificate setting is what you want.
- Live classes have the right date, IST time and link.
- The readiness card's "Still to do" list is empty, or has only things you have decided to leave.
- For a priced course, payments are activated (see Setting up payments).

Common questions

Q The Publish button is greyed out.

The course has no lessons yet. Add at least one lesson on the Content tab. A course with a live class but no lessons also counts as empty. Make unlisted and Make private are greyed out for the same reason on any course with no lessons that is not published at the moment.

Q My learners see a grey box instead of my video.

The video is set to Private on YouTube. Private videos refuse to play anywhere but your own YouTube account. Open the video in YouTube Studio, change its visibility to Unlisted and save. Nothing needs changing on RacingOwl.

Q Can I turn a text lesson into a video lesson?

No. A lesson's kind is fixed. Add a new video lesson, move it into place with the arrows, and delete the text lesson. If the old lesson was a video with checkpoints, they go with it, so add them again on the new one.

Q If I unpublish or archive a course, do my learners lose it?

No. Anyone already enrolled keeps the course, their progress and their certificate. Unpublishing and archiving only stop new people from finding and buying it.

Q How do I delete a course?

A **Delete** button appears in the tab strip only on a course nobody has ever enrolled in or paid for. Once anyone has enrolled, even somebody refunded later, the course can only be archived.

Q I put the wrong answer as correct, and learners have already sat the quiz.

Once a quiz has been sat, its answers cannot be changed, because people's recorded results point at them. Correct the wording if that helps. Then, under **Change the settings** on that quiz, untick **Must be passed to complete the course**, and create a corrected quiz to take its place. Tell affected learners through a chat or an email to your learners.

Q A learner says they have done everything but the course is not complete.

Check, in this order: a required quiz not yet passed; a video checkpoint not yet answered correctly; a quiz or assignment waiting for you under Manage → Marking; a lesson still locked by a release rule; a lesson they have not marked done. The player's progress line shows lessons done and required quizzes passed.

Q I added a learner to a private course's list. Will they be told?

No, nothing is sent when you add someone to the list. Send them the course's link yourself. Once they sign in, the course appears in your catalogue for them and they can enrol.

Q The meeting link for a one-off class was wrong.

Cancel the class on the Virtual classes tab, then schedule it again from the Content tab with the right link. Learners are emailed the cancellation and a fresh invitation. For a repeating class, use **Change the days, the time, the link or the last date** instead; nobody needs a new invitation.

Q I gave a quiz answer the wrong mark. Can I change it?

A quiz mark cannot be changed once saved. If the learner did not pass because of it and has attempts left, they can try again; otherwise talk to them. An assignment mark can be changed at any time with **Change the mark**.

Related: Pricing your courses, Managing your learners, Certificates, Discussions and reviews, WhatsApp alerts for your learners, Choosing your RacingOwl plan, If something isn't working.

THE REST OF THE GUIDE

This is chapter 4 of 17 of the RacingOwl Trainer's Guide. The full guide, every other chapter as its own PDF, and the online version are at racingowl.com/trainer-guide. Stuck? Press **Ask RacingOwl** at the bottom right of any Manage page.