CHAPTER

14

Your instructor profile

Learners decide whom to learn from before they decide what to learn. This chapter walks through your instructor profile field by field, shows where each part appears on your site, and explains the Founding trainer badge. It then covers the other half of "you": your RacingOwl account, the single account and password that work on every site, how signing in and out behaves, how long a session lasts, and the RacingOwl app on your phone. By the end your instructor card will be complete and you will know which of the two profile pages to open for any change.

WHERE
Your instructor profile: **Manage → This site → Your instructor profile**. Your RacingOwl account: the round button with your initial at the top of any page → **Your profile**

TIME NEEDED
About 10 minutes

BEFORE YOU START
A clear photo of your face, a few sentences about how you teach, and the year you started teaching

PLAN
Every plan

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Two profiles, and why they are separate

RacingOwl keeps two different pages about you, and it helps to know which is which before you start.

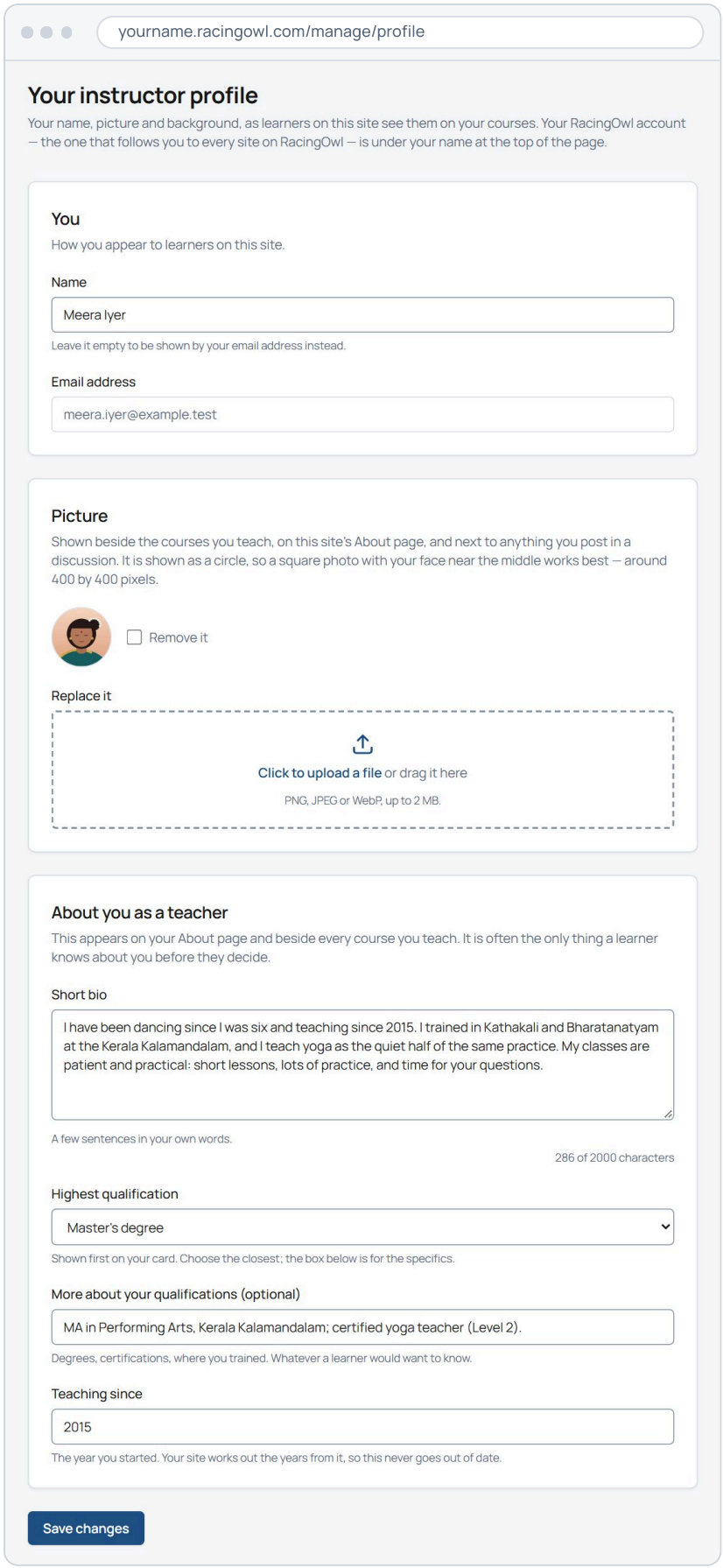
	Your instructor profile	Your RacingOwl account
What it is	You as a teacher on this one site	You as a person, on every site and on racingowl.com
Where	Manage → This site → Your instructor profile	The account menu (your initial, top right) → **Your profile**, on racingowl.com
Who sees it	Learners and visitors on your site	Mainly you
What it holds	Your name as learners see it here, your teaching photo, bio, qualification and the year you started	Email, display name, username, password, WhatsApp number, billing address, learning history, your data

They are kept apart on purpose. Your teaching photo and biography belong to your site, so they can never appear on another trainer's site, and you can present yourself differently on two sites if you run or teach on more than one. The page itself reminds you: its description says that your RacingOwl account, "the one that follows you to every site on RacingOwl", is under your name at the top of the page.

A simple rule: **Settings** is your site (its name, logo and colours); **Your instructor profile** is you, the person teaching on it; **Your profile** in the account menu is your RacingOwl account.

Filling in your instructor profile

1. **Open the page.** Go to Manage → This site → Your instructor profile. The menu hint reads "Your bio, as learners on this site see it". The first time you open it, a two-step tour explains the page.
2. **Check your name.** In the first card, headed **You**, type your name as you want learners to see it.
3. **Add a picture.** In the **Picture** card, click the box under **Upload one** that says **Click to upload a file** and choose a photo, or drag the photo onto the box.
4. **Write about yourself as a teacher.** Fill in the card headed **About you as a teacher**: your bio, your highest qualification, any detail about it, and the year you started.
5. **Save.** Press **Save changes**. When you see "Saved." your course pages and About page already show the new details.



Your instructor profile, filled in: name, picture, bio, qualification and the year you started teaching.

Every field

Field	What to put in it	Rules
Name	Your name as learners should read it, for example "Anita Rao" or "Coach Vikram"	Up to 120 characters. The form's hint says an empty name means you are shown by your email address; on your public pages, though, an empty name makes your card read "Your teacher", your new discussion posts read "A platform member", and certificates leave out the "Taught by" line. Fill it in
Email address	Nothing: it is shown, not edited	If your address is not yet confirmed, "not confirmed" appears beside it in red. Confirm it from the email RacingOwl sent you
Picture (**Upload one**, or **Replace it** once you have one)	A clear photo of your face	PNG, JPEG or WebP, up to 2 MB. Shown as a circle, so a square photo with your face near the middle works best, around 400 by 400 pixels. Tick **Remove it** and save to take the picture off; your initial is then shown in your site's colour
Short bio	A few sentences in your own words: who you teach, how you teach, what learners come away with	Up to 2,000 characters. Paragraph breaks are kept
Highest qualification	The closest of the listed levels	A drop-down (see below). **Prefer not to say** leaves the line off your card
More about your qualifications (optional)	The specifics: the degree and university, the certification, where and with whom you trained	Up to 500 characters
Teaching since	The year you started teaching, for example 2015	A whole year from 1900 to this year. A future year is not accepted: your browser stops it, and if it gets past, the form answers "That year is in the future." Leave it empty to show nothing

The qualification list

The **Highest qualification** drop-down offers seven broad levels. The hint says it plainly: choose the closest, and use the box below it for the specifics.

- Certificate or diploma
- Bachelor's degree
- Master's degree
- Doctorate
- Professional certification
- Trained under a guru or master
- Professional experience

On your card, the two are printed on one line, the level first and your detail after it, separated by a dot. For example: **Master's degree · Gold medallist, Delhi University**. Either one on its own stands by itself.

Why "Teaching since" asks for a year

You give the year you started, not a number of years. Your site works out the years from it, so your card reads "Teaching for 11 years" this year and "Teaching for 12 years" next year without you touching it. In the year you start, no years line is shown at all, rather than "Teaching for 0 years".

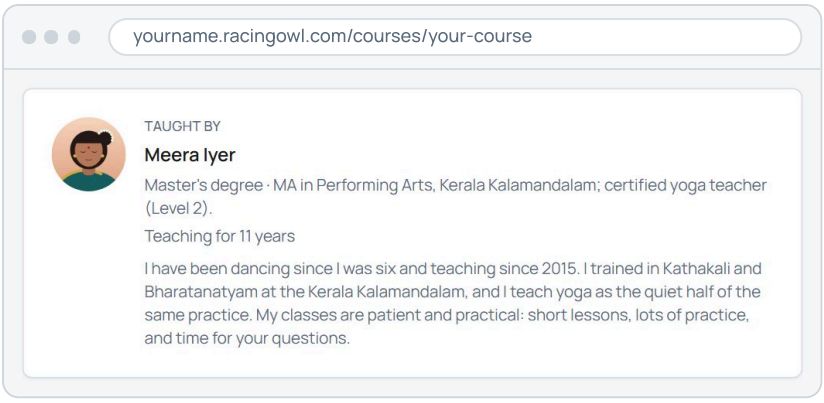
> **TIP.**
> The bio is often the only thing a learner knows about you before deciding. Three good sentences beat a long list: who you are, whom you teach best, and one concrete result your learners get. Write it the way you would introduce yourself to a new class.

Where your profile appears

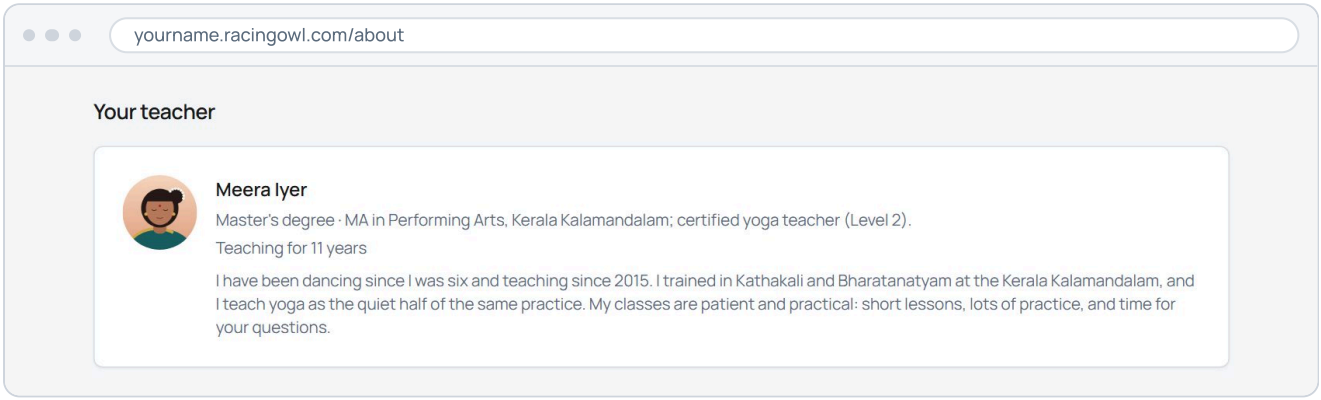
Place	When it shows	What it looks like
Each course page you teach	When your profile has a bio, a qualification (either the level or the detail) or a picture	A card headed **Taught by**, above the course outline
Your site's About page	When you (or another teacher on the site) have a bio or qualifications	Listed under **Your teacher**, or **The teachers** when there is more than one, in the order they joined the site
Your site's home page	When your site has About text and at least one teacher with a bio or qualifications	Up to two teacher cards beside the About extract; any others are on the About page
Discussions on your site	Always	Your picture and name beside what you post, as they were when you posted it (a later change shows on new posts, not old ones)
Certificates	When the course has an instructor with a name	The line "Taught by *your name*"

The card shows, in order: your picture (or your initial), your name, your qualification line, "Teaching for N years", then your bio. Anything you left empty simply does not appear. If you have written nothing and have no picture, no card is shown on the course page at all.

A course page introduces the person who created that course. If your site has more than one teacher, each teacher's own courses show their own card.



The "Taught by" card on a course page, as a visitor sees it.



Your site's About page, with the "Your teacher" section.

WHAT YOUR LEARNER SEES.

A visitor deciding whether to enrol sees your face, your name, your qualification in one line, how long you have been teaching and your own words, before they see the syllabus. What is public is only what you wrote: your email address is never shown on any of these pages.

Two things that surprise people

- **Your picture is not shown in the dark strip at the top.** The account button in the strip always shows your initial, on every site, by design. Look for your picture on your course pages and your About page instead.
- **The About page lists teachers with words, not only pictures.** A teacher with a name and a picture but no bio or qualification still gets a card on their course pages, but is not listed on the About page. Add a line of bio to put them there.

The About link in your site's menu appears when your site has About text, a public email or phone number, a website, or a teacher with a bio or a qualification. Filling in your bio is therefore enough to give your site an About page. Your site's own About text and contact details are set in Settings (see Branding your site).

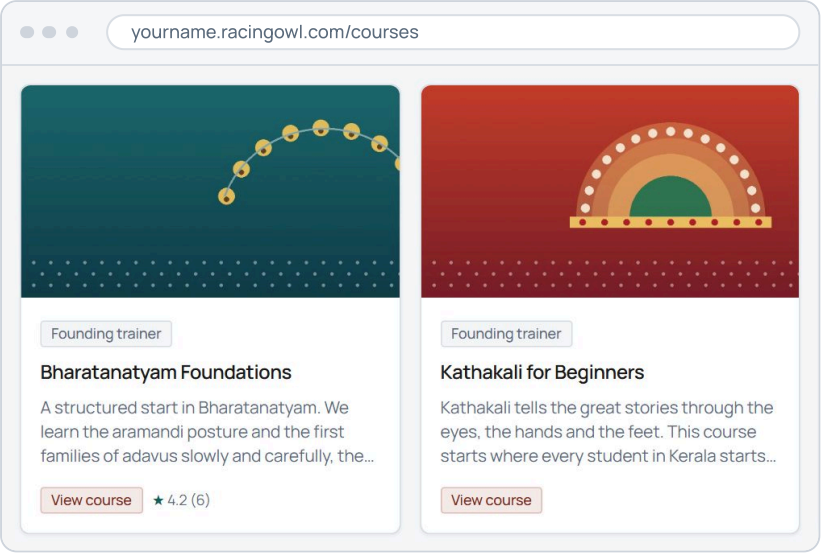
The Founding trainer badge

RacingOwl names a small number of early trainers as founding trainers. If your site is one of them, a **Founding trainer** badge appears automatically:

- on your course cards in your own catalogue,

- above your course title on each course page, and
- on your courses in the marketplace on racingowl.com.

RacingOwl staff switch the badge on for your site. There is nothing for you to set, and no field for it on your profile. If you were told you are a founding trainer and do not see the badge, write to RacingOwl through **Ask RacingOwl**. What being a founding trainer means for your plan is covered in Choosing your RacingOwl plan.



The Founding trainer badge on a course card.

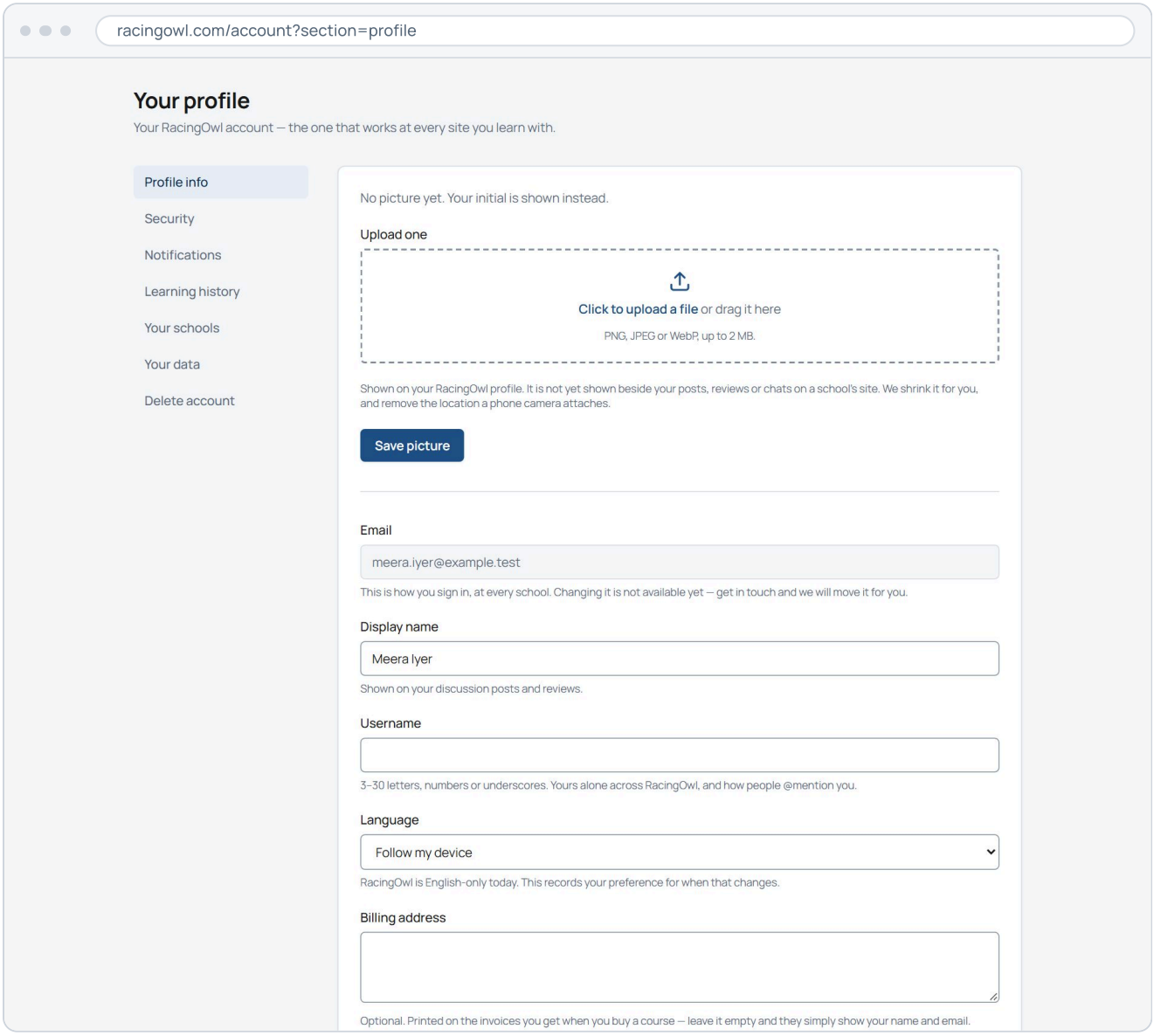
Your RacingOwl account

You have one RacingOwl account. The same email and password sign you in on racingowl.com, on your own site, and on any other trainer's site where you might learn. There is never a second password for your site.

To open it, press the round button with your initial in the dark strip at the top of any page, and choose **Your profile**. The menu hint reads "Your name, password and history". It always opens on racingowl.com, already signed in. The page has seven sections down the left side (they wrap onto two lines on a phone):

Section	What a trainer uses it for
Profile info	Your **Display name** (copied to a site the first time you visit it; after that each site keeps its own copy, and on your own site learners see the **Name** on your instructor profile), your **Username** (3 to 30 letters, numbers or underscores, unique across RacingOwl, and how people @mention you), **Language** (recorded for the future; RacingOwl is English only today) and an optional **Billing address** printed on invoices when you yourself buy a course. Your **Email** is shown here but cannot be changed on screen: write to RacingOwl and it is moved for you
Security	Change your password (see below)
Notifications	Your WhatsApp number, for your own free sales, billing and report alerts (see Notifications and keeping your site safe)
Learning history	A spreadsheet of courses you have taken as a learner

Section	What a trainer uses it for
Your schools	Every site you belong to. A site you run is listed with a note: a site is not left, it is closed, with its subscription, learners and payouts, by writing to support@racingowl.com
Your data	Download everything RacingOwl holds about you as one file
Delete account	Closing the account at every site at once. While you run a site, the account cannot be deleted; the site is closed with RacingOwl first



Your RacingOwl account on racingowl.com, open at Profile info.

The picture on your RacingOwl account

Your RacingOwl account has its own picture, separate from the teaching photo on your instructor profile. It is set once and belongs to you, not to any site. Today it is shown only on your RacingOwl profile itself; the form says "Shown on your RacingOwl profile. It is not yet shown beside your posts, reviews or chats on a school's site." For how you look to your learners, the picture that matters is the one on **Your instructor profile**.

Your password

Under **Security**, enter your **Current password**, a **New password** and **Confirm new password**, then press **Change password**.

- A password must be at least 10 characters. There are no rules about symbols or numbers; a short sentence works well.
- You are never forced to change your password on a schedule.
- Changing it signs you out on every other device and every site. The page confirms: "Password changed. You are still signed in here; every other device has been signed out." A password reset by email does the same.

If you created your account with Google, there is no password yet. The Security section says "You sign in with Google." and offers **Set a password by email**, which opens the forgotten-password form; ask for a link there and it emails you one to set a password.

Forgotten your password? Press **Forgotten your password?** under any sign-in form. The reset form lives on racingowl.com and the link it emails works for one hour. Because there is one account, the new password works on your site and everywhere else at once.

Signing in and out

Moving between racingowl.com and your site

You never need to sign in twice. Signed in on racingowl.com, the button **Go to your site** in the header opens your Manage pages already signed in. Signed in on your site, the links in the account menu (**All my learning**, **Find a course**, **Your profile**, **Help make RacingOwl better**) open on racingowl.com already signed in. **Help & FAQ** also opens on racingowl.com; it is a public page, so it needs no sign-in. Visiting your own site as its owner never counts you as one of your learners.

Sign out signs you out everywhere

The account menu has two buttons at the bottom:

- **Sign out** ends every session you have, on every site and on racingowl.com, on this device and every other. It is the right button on a shared or borrowed computer. On your own site you land on your site's sign-in form; on racingowl.com you land on the page for finding your site.
- **Sign in as someone else** signs you out in the same way and takes you straight to the sign-in form, useful when you share a computer with a colleague who teaches on your site.

If you signed out on your phone and then go back to a tab left open on your laptop, the laptop tab notices and shows the sign-in form with "You were signed out on another device or tab. Sign in again to carry on."

How long a session lasts

Where you are signed in	When the session ends
A web browser (computer, or a phone's browser)	When you close the browser, or after 12 hours without activity. While you keep working, the session keeps extending itself

Where you are signed in	When the session ends
The RacingOwl app on your phone's home screen	After 30 days without opening it. Closing the app does not sign you out

When a browser session is five minutes from its end, a bar appears along the bottom of the page: "Your session ends in 4:59. You will need to sign in again. Anything you have typed and not saved will be lost." with a **Stay signed in** button. Press it and carry on. If the session does end, the sign-in page says "Your session ended because you were away, or the browser was closed."

> **IMPORTANT.**
> If you step away in the middle of writing a long lesson or a course description, save it before you go. A session that ends while you are away takes unsaved typing with it.

If your phone wakes up before its internet connection is back, you may see "RacingOwl could not be reached" with a **Try again** button. That is not a sign-out: nothing has ended, and pressing Try again once the connection returns carries on.

RacingOwl on your phone

You do not need to install anything to run your site. Everything works in the web browser on a computer, a tablet or a phone. Building a course has several steps and goes fastest at a desk; your learner list, chats, marking and the live classes tab all fit a phone.

There is one RacingOwl app, and it is not in any app store. Anyone can add it to a phone's home screen from racingowl.com in two taps. It opens full screen, shows the RacingOwl icon, asks for no permissions except the notifications you choose to switch on, and cannot reach your photos, contacts or files. Removing it is a press-and-hold on the icon, like any app; nothing is left behind and your account is untouched.

iPhone or iPad	Android
Open racingowl.com in Safari and sign in	Open racingowl.com and sign in
Tap Share (the square with an arrow)	Tap the menu at the top right, then Install app or Add to home screen
Scroll to Add to Home Screen, then Add	Tap Install
Open it from the icon	Open it from the icon

For a trainer, the app's main use is phone alerts: new chats, reports, sales and work to mark buzzing your phone as they happen. The switch for those is on racingowl.com and is explained in Notifications and keeping your site safe. On an iPhone, notifications only work from the home-screen icon, so add it first.

Your site itself cannot be installed as a separate app: there is one icon for all of RacingOwl, so a learner who studies with three trainers has one app, not three. On a phone, your learners' **My learning** page on your site shows a card, "Put RacingOwl on your phone", until they have the app. If they press **Not now** it comes back after a month.

Common questions

Q I uploaded a picture but I can't see it at the top of the page.

That is expected. The account button in the strip always shows an initial. Your teaching picture appears on your course pages, your About page and beside your discussion posts.

Q Can I change my email address?

Not on screen. Your email is how you sign in everywhere, so it is moved by RacingOwl on request. Write through **Ask RacingOwl**.

Q I changed my name on Your profile, but my site still shows the old one.

The name learners see on your site is the **Name** on **Your instructor profile**. Change it there.

Q My About page has no "Your teacher" section.

Add a **Short bio** or choose a **Highest qualification** and save. A picture alone does not list you on the About page.

Q Will my bio appear on other trainers' sites?

No. Your instructor profile belongs to your site only.

Q Do I need a separate password for my site?

No. Your RacingOwl password is the password for your site, for racingowl.com and for every other site.

Q I was signed out while I was working.

Either the browser was closed, you were away for 12 hours, you ignored the five-minute warning bar, or you (or someone using your account) signed out or changed the password on another device. Sign in again; anything already saved is safe.

Q How do I get the Founding trainer badge?

RacingOwl staff switch it on for founding trainers' sites. There is no setting for you.

Q Can I delete my RacingOwl account?

Not while you run a site. The site, with its subscription, learners and payouts, is closed with RacingOwl first: write to support@racingowl.com.

Related: Branding your site, Certificates, Notifications and keeping your site safe, Ask RacingOwl.

THE REST OF THE GUIDE

This is chapter 14 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.