

Hi, Stevie,

Here's what we share with Educators and that you can pass along:

In order to find out more and apply (or re-apply) for Animoto for Education, you need to FIRST register an Animoto account, THEN navigate to the educator application page and apply:

<http://animoto.com/education> <---- THIS ONE IS OUR PRO PAGE WITH PRO PRICING

or

<http://animoto.com/education/classroom> <---- THIS ONE IS OUR PLUS PAGE WITH FREE ACCESS FOR QUALIFIED TEACHERS

When you apply for an education account, you will get an e-mail within the day with your unique Student Promo Code and instructions for using it:

<http://help.animoto.com/entries/20239847-getting-started-with-animoto-for-education>

Please note that you must register with the e-mail address associated with your school.

Also, check out our FAQs on Animoto for Education here:

<http://help.animoto.com/forums/114220-animoto-for-education>

Kind regards,

Donal

P.S. It has been my experience that some people navigating to the link <http://animoto.com/education/classroom> occasionally don't actually see that intended page. One reason is they're aren't logged into their account and so it takes them to a sign-up page and leaves them scratching their head thinking our server is messed up.

A second reason is their computer's Flash and browser need updating. Please ensure you can see the intended "classroom" page on your own computer prior to your demonstration and encourage those you instruct on our Educator's accounts to do an update on their computers.

Here is what we share on that issue--please pass this along:

To start, we recommend that you upgrade your browser and Flash Player to the latest version. Check out this link and install the newest version of Flash:

<http://www.adobe.com/software/flash/about/>

If that didn't help, see if switching internet browsers makes a difference. Four popular browsers are Chrome, Firefox, Safari, and Internet Explorer. Lately, the one that's worked best for me, personally, is Chrome.

Check this, also: <http://help.animoto.com/entries/20035361-what-browser-settings-are-best-for-animoto>

You should also try clearing your browser's cache. For more information on how to do that, check here:

<http://www.wikihow.com/Clear-Your-Browser's-Cache>

Please ensure any firewalls and antivirus apps aren't interfering.

If you hadn't already, try rebooting your computer, thus aiding in clearing the memory cache.

Once you've/they've tried those steps, you/they can let us know if there are any other issues popping up.