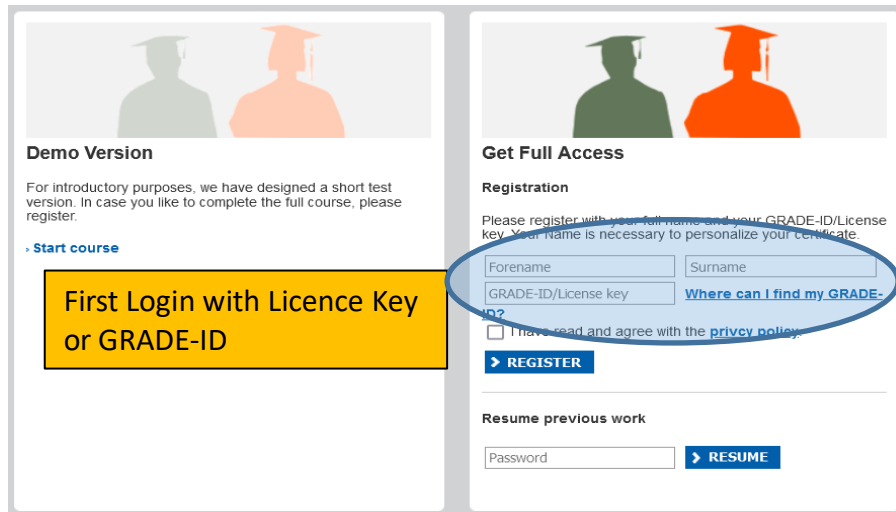# FAQ for the eLearning tool "Good Academic Practice during Doctoral Studies"

1. How can I log in?

The initial login is done via your GRADE ID or a license key you received from your university/research institution.

a) First login/registration

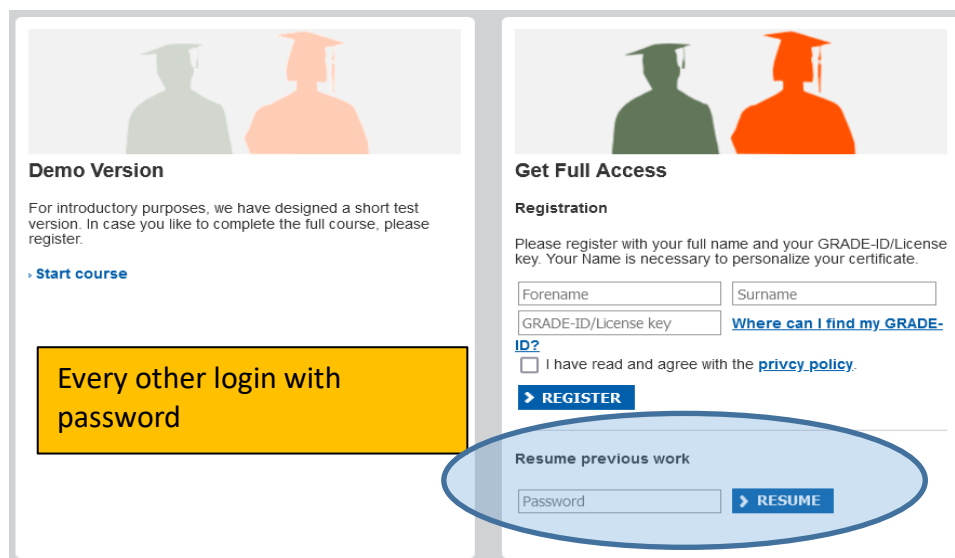If you have received a license key or ID from your institution, you can use it to register in your name.

Important! After registration, the license key/ID can no longer be used to log in to the eLearning Tool!

Therefore, you will receive a recovery password during the registration. Please make a note of this password and keep it safe. You will need it to be able to log in to the tool repeatedly.

b) Every other login

If you want to log in again after the first registration, use the recovery password you received during the initial registration. Enter it in the "Restore previous processing state" field. All other fields will remain empty.

Where can I get a license key/my GRADE ID?

PhD students and postdocs of Goethe University and associated institutions receive an ID when they register with GRADE.

PhD students and postdocs from universities/research institutions with which we have a cooperation agreement will receive their license keys directly from the contact person at the respective institution - usually the central graduate academy.

3. My university/research institution does not have a cooperation agreement with GRADE. Can I still get a license key?

No. It is not possible to issue individual licenses to interested persons.

4. What do I do if I have lost my recovery password?

Please write us an e-mail (to quality@grade.uni-frankfurt.de).

In the email, include your name, the license key/ID you used, and your university affiliation. We will then send you your password as soon as possible.

5. My license key/ID does not work. What is going on?

Have you logged in with the license key before? In that case use your recovery password (see 1b).

Another possibility is that the license key has expired. Please ask the office/person from whom you received the key if it is still valid and if you can get a new one if necessary.

If none of these cases apply, write us an e-mail (to quality@grade.uni-frankfurt.de). In the email, include your name, the license key/ID you used, and your university affiliation. We will get back to you as soon as possible.

6. I have completed all the modules, but I cannot download the certificate. What should I do?

1. Try another browser - preferably Microsoft Edge or Firefox. From experience, Chrome in particular sometimes has difficulties loading the certificate.

2. Allow cookies from https://www.uni-frankfurt.de. This is necessary to save your progress.

3. Make sure you have also gone through Module 1 "Getting Started" once. There are no tests there, but it is still necessary in order to unlock the certificate.

If you have tried all these steps and it still does not work, please write an email (to quality@grade.uni-frankfurt.de). In the email, include your name, the license key/ID you used, and your university affiliation. We will get back to you as soon as possible.