

New Web Shop – FAQs

Hello Arty Friend!

You may have noticed that I have a new Web store for all of my On-Demand classes. If you have purchased a class from me before (not the live classes) then you will find it's a different experience. Hopefully, a much better one!

I have listed below some of the Frequently Asked Questions and other useful information to help you, especially if you are used to my old system.

What's New?

- The new site offers all of my 'On-Demand' course material in one place, both for purchase AND for viewing.
- There is a page called 'My Library'. After you log in, you will find all of your new purchases listed here.
- Each course is hosted on the platform (not on YouTube as before)
- All of your reference sheets, materials lists and other printable downloads are available to you from within the viewing window. You won't need to search for emails and click on zip files any more. ***Everything you need will be in one place and easily accessible.***

If you have a question that isn't covered here, please feel free to contact me on email: lucia@wildink.co.uk

Frequently Asked Questions

Where can I find the new Store?

- You can access it here <https://wildink.mykajabi.com/buy-workshops>
- You can also get to it through my normal website by going to 'Workshops on Demand'

How do I create a log in?

- You can only create an account when you buy a course in the store, you will be guided through after your purchase. Creating an account is really quick and will get you set up on the new site. It's super easy and takes 1 min...promise!

Will I be sent links and files on email after I purchase?

- No, not any more. You will access everything you need directly on the new 'classroom' platform.

Will my previous (old store) purchases appear in 'My Library'?

- Not straight away, no. That was very difficult to implement automatically. Please Contact me by email lucia@wildink.co.uk and let me know which previously purchased classes you would like added. A voucher code will be given to you so that you can add them (for free of course, you won't be charged a second time).

Note: You still have access to the old material in the old way, via emailed links to YouTube. I will not be taking those videos down, so you are not losing anything.

Why are there some classes missing from the new site?

- A select few (very few) of my old classes will not be available on the new shop/platform. I can still provide access to these classes in the 'old way' on request. Please email me lucia@wildink.co.uk if you need help with this.

If I book on a Live Zoom Class, will these be added to 'My Library' afterwards?

- You will be sent an email after the class (like always) but with a voucher code so that you can access the course on the new platform and get it added to your Library. Recordings of live classes will appear on the new platform 48 hours after the live session, you will be able to find them here <https://wildink.mykajabi.com/buy-workshops>

I only attend live classes...I don't buy 'on demand'. Can I still create an account?

Yes. You can create an account once you have attended a live class and have your voucher code.

If I have a Gift Voucher, how do I redeem / use this on your new platform?

- Gift Vouchers purchased on www.wildink.co.uk CAN be redeemed for classes on my new platform but the voucher code will no longer work. Please email me at lucia@wildink.co.uk and I will send you a new Voucher Code that can be used.

*Thank you for supporting me and for being such an amazing group of people!
I really appreciate all of your feedback...especially the kind and lovely comments (!) and I love seeing your work.*

I do hope that this new site greatly improves and simplifies your experience when buying my classes. It's taken Techno-Gav and I a long time to produce and there may be a few little hiccups along the way...we really appreciate your understanding whilst we get these sorted!

If you have any technical problems or questions, no matter how big or small, please get in touch.

Happy Scribbling!
Love Lucia x