

An excerpt from
“The Insider’s Guide to JoyTunes’ Piano Maestro”

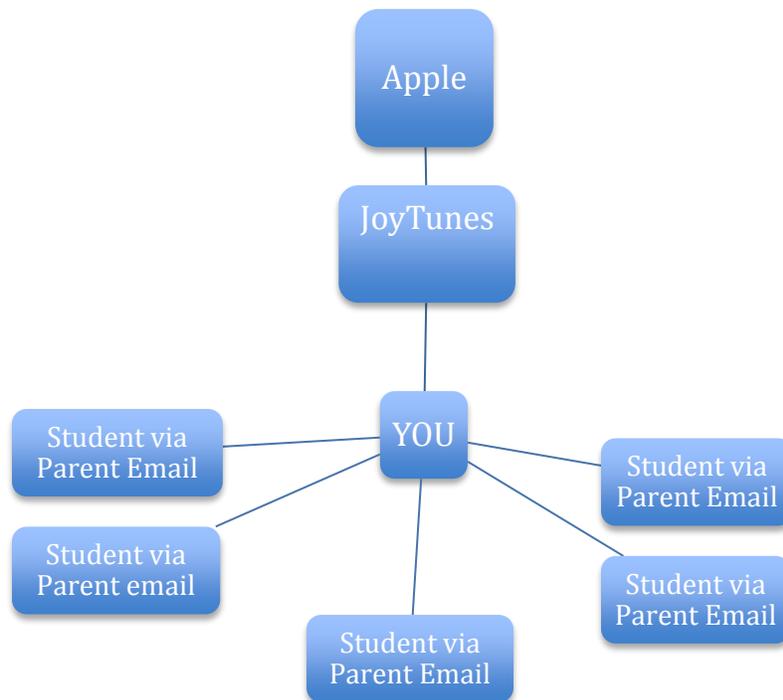
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By Becki Laurent

Available in the Amazon Kindle Store. You can read this book without a Kindle device by downloading the Kindle App to your computer or iPad, phone or other tablet device. I have the Kindle app on every single computer I own. I like to read.

Section 7
Getting Connected

Visualize yourself as a Wrangler. The cowboy kind. While the world revolves around you, you throw out a lasso and snag someone. And then you throw out more lassoes. This is what we are attempting to do here.



Apple connects you to JoyTunes when you download Piano Maestro. You (TEACHER) connect to JoyTunes when you use Piano Maestro. When you add students, they are in your account.

When you add a student's parent's email you are essentially FLAGGING that email address for JoyTunes. That is, you are HIGHLIGHTING JoyTunes servers to recognize that email as JOYTUNES FAMILY when a log in request is created. I can't stress enough how important it is to realize what's happening here because this is where most mistakes in connecting happen. It's all about the emails.

I have an email address for me. I've had it for years. I have email addresses that I only use for my business. I even own an encrypted email address that can't be hacked, tracked or commercialized. I own domain names too for my kids, my businesses and my family name. I have email addresses for those. I have at least a dozen email addresses. My studio parents only know one of these. I send all my parents invitations to download Piano Maestro from my studio email address. I sent those invitations to the same email address I use for their invoices. And here's what happens.

Mom of my student, sitting at the computer, reading her email and talking to her husband: "Honey, we got an invitation from the piano teacher to download an app? Can you do that please? Its called Piano Maestro. Search JoyTunes in the app store and it will come up." Dad of my student, sitting in the living room, using the ipad: "OK."

Dad finds the app in the App store and proceeds to download. Dad opens the app. Dad to Mom: "I got it. Now what?" Mom: "Sign us up."

MAYDAY! STOP! RIGHT HERE IS THE MISCOMMUNICATION! THIS MOMENT RIGHT HERE!

Dad opens app and creates a log in using HIS EMAIL. Which is not one I EVEN KNOW because I've never sent him anything and I've only ever even seen him at recitals for like, 3 seconds.

HERE IS A PROBLEM. JoyTunes believes they have a new customer. A CUSTOMER who they view as a subscriber (read, must pay for the subscription to Piano Maestro @ \$9.99 per month, Apple sees this too and rejoices!) because his email is not flagged as JOYTUNES FAMILY or technically, CONNECTED TO A TEACHER. HER email is flagged as CONNECTED TO A TEACHER.

The next month, Dad notices that the family credit card is being charged \$9.99 per month for Piano Maestro.

I get an email from Dad (this is the first time he's ever emailed me and I promptly put his contact information into my contacts).

“Dear Ms. Becki, HI! Hope this email finds you well. WHY AM I BEING CHARGED FOR AN APP \$120 per YEAR when you told my wife it would be FREE?”

And so, I begin the process of unraveling this situation. I find out that they created their log in with a different email. NOW, we have to connect manually from the account they have already created so JoyTunes knows that this NEW, I'VE NEVER SEEN IT BEFORE EMAIL is actually JoyTunes Family.

CONNECTING TO A TEACHER FOR AN ACCOUNT SET UP BY A PARENT

Well, now that we know what happened. Let's fix it.
I have the parent bring the iPad in.

Steps 1-6 below happen on the student's iPad.

Step 1: I open the My Account Tab in the Upper Right Corner.

Step 2: Tap on the child's name under profiles. A screen will appear on the right that has a green button that says “Connect to Teacher”. When you tap it a search box will appear.

Step 3: Type in your email in the search box. You should use the same email you used to create your log in for Piano Maestro.

Step 4: You will be asked “Connect to teacher?” Say yes!

Step 5: This iPad needs to wait for a response from you (Teacher) from your account on your iPad.

Step 6: The parents need to go to their iTunes account and cancel the subscription to Piano Maestro. Here's the link:

<https://support.apple.com/en-us/HT202039>

or they can Google “Manage my iTunes subscriptions”. They need to follow Apple's instructions to turn off auto renew. They also need to be told that Apple will send them 1 gazillion emails telling them that “THEIR SUBSCRIPTION WILL NOT RENEW!” in a panicky Apple tone. They also need to be told to ignore those emails. They won't be charged again and Apple will be a sad apple. It's ok. They will get over it.

What You Need to do Next:

Steps 1-4 below happen on YOUR ipad.

Step 1: Open Piano Maestro on your iPad.

Step 2: In the My Account Tap, you will see a blinking red button.

Step 3: Open My ACCOUNT by tapping on it.

Step 4: You will see a “Request to Connect” Tap Accept.

You have now told JoyTunes that this is an approved (manually by you) email and they can have the content for free.

Does this seem like a lot of trouble? It is.

I always tell my parents “When you create that log in, use the Email address I use to communicate with you or you WILL BE CHARGED because JoyTunes will NOT KNOW WHO YOU ARE.” I stress the importance of this A LOT. In my TEACHER VOICE. Not the “you’re in trouble” voice but the “YOU ARE NOT GOING TO MAKE THIS HARD ON ME, PAY ATTENTION!” voice.

Now we have this:

v-----v
JoyTunes----Teacher—Parent

And the circle is complete.

Now, there is one last step. Both sides need to force close the app and reopen Piano Maestro. (See chapter Getting Started) Again, remember that the only way JoyTunes servers know what is going on is if you close Piano Maestro completely and reopen it. Not delete and reinstall. Just do a normal force close "close because I'm done using it". This action stores all the current progress in the cloud and when someone opens the account, Piano Maestro gets that information pushed to whoever opens it next.

Find out more about Piano Maestro and all things Digital Teacher at:

Affiliate link:

http://tracyselle.com/?affcode=16250_14437004303092