



Hello! We know that technology can sometimes be tricky. We would love to support you in accessing our free programs, free resource library, free on-demand programs, and online communities.

The first step to joining our programs would be to create a My GiGi's account. [How do I do this? Instructions found here.](#)

If you have created an account, but you don't remember what email address you used, please email virtual@gigisplayhouse.org and we will check our records and get back to you!

Once you know your My GiGi's account email address, then this is the email address you would use to register for programs from our [calendar page](#)! If you are still having issues registering, then maybe [these step by step instructions](#) will help. You can skip down to page 8 for the portion about registering for programs.

If the issues are happening when you are trying to log in and join the program, then follow these steps:

When it is time for the program, please go to this page <https://virtual.gigisplayhouse.org/welcome/> and choose "Have an account, log in here!"



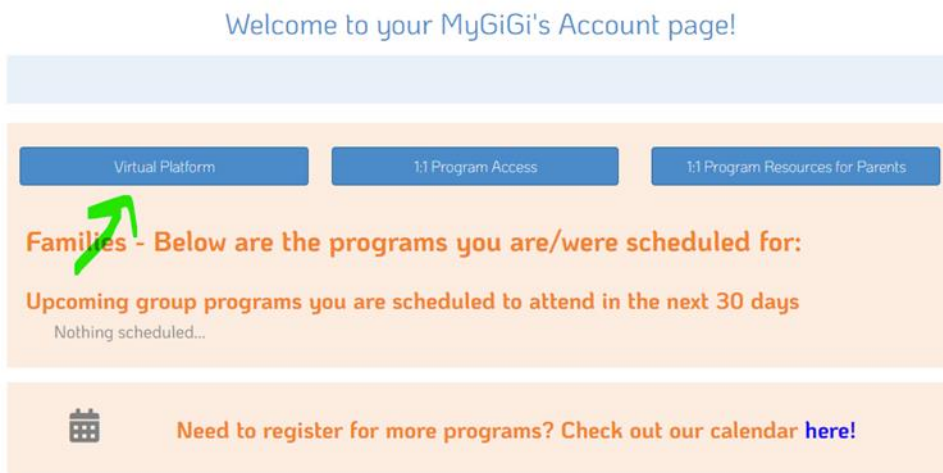
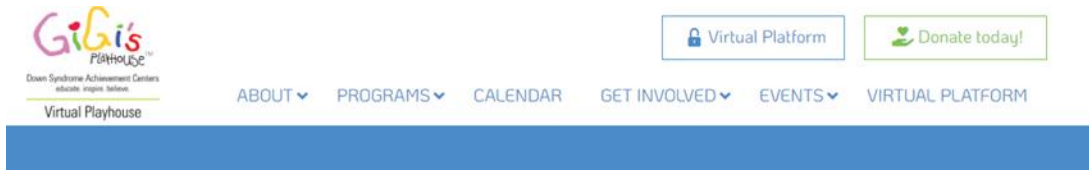
Follow the prompts to log in with your Microsoft information, which will use your same email address that you use for your My GiGi's account. If you don't remember your password, there will be a place where you can reset it. It will most likely ask you to verify who you are by sending a code to your email address (which can take up to 5 minutes to come to your inbox). These prompts may vary on your device based on which device you are using and if it recognizes your Microsoft account.

If this is the portion where you are getting stuck, please let us know at which prompt is giving you issues, and we can try to look up some Microsoft help videos for you. We know the Microsoft prompts can be inconvenient and confusing, and we apologize! [These prompts/details are a part of Microsoft's process](#)



and GiGi's unfortunately has no control over it. We use Microsoft Teams because it is a free and safe resource for our families and virtual programs.

When you get past the Microsoft prompts then it should take you to your My GiGi's login screen. <https://gigisplayhouse.org/virtual/mygigisaccount/> We would recommend bookmarking this page to make it easier for you to log in for future programs! [How do I do this? Instructions here.](#)



You can log into your registered program from this page, **OR enter into our new Virtual Playhouse website** by clicking the “Virtual Platform” button. It may ask you to login to your Microsoft account again, or it may not. If it does, please follow the prompts again until you come to our “homepage” for the platform. *Once again, we apologize for the inconvenience of the Microsoft portions. For many, once they have logged in the first time, their device will remember the process and it will be shorter in the future.*

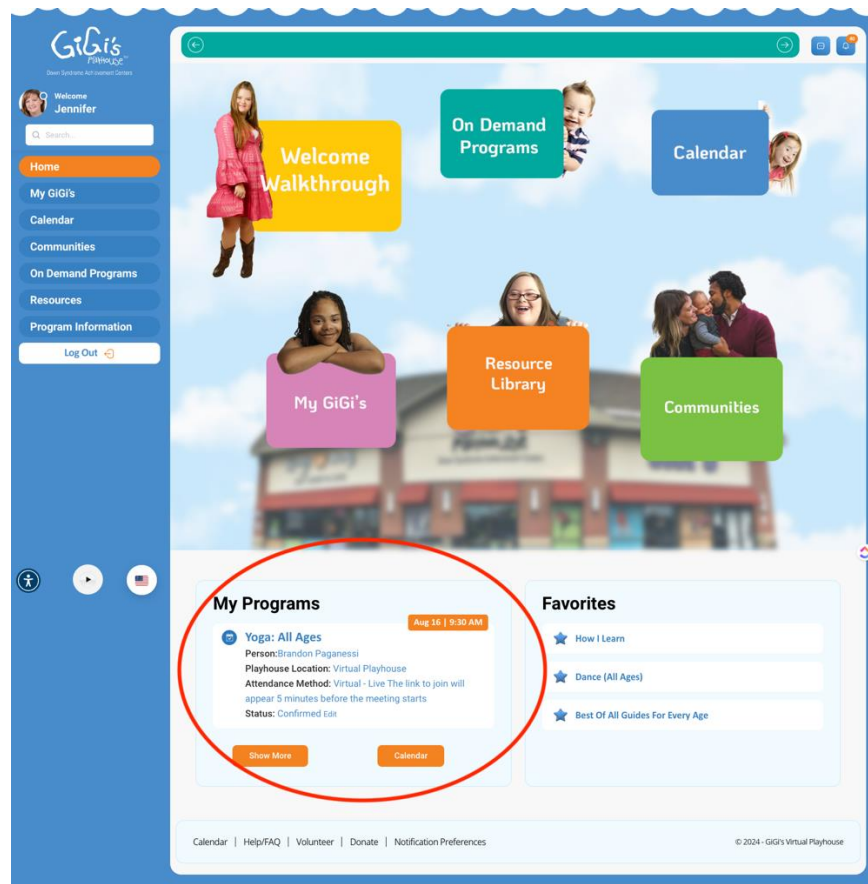
My Household



Test Parent **Testing Child**
Moinet Test **Moinet**



The home page will have all your family members listed. Click the user you want, and then you will enter the new website! Once inside the website you can simply scroll down to the bottom of the HOME page to see your upcoming program and join it from there!



We recommend logging in through the new Virtual Playhouse Website because once you are inside you will have access to hundreds of free on demand programs that you can watch at your convenience, free resources for your family, and community access where you can get to know other families across the world!

Need further assistance?

We hope this is helpful! If you continue to run into issues, please let us know by sending screenshots and detailed information which will make troubleshooting easier. The Virtual Playhouse also has **Website Tech Support Q & A meetings** twice a month which will be on our [calendar](#) for you to register



for and attend. Lastly, you could text us saying “Help with logging onto the new website” at **(312) 579-0663**. We would be happy to help you troubleshoot at that time as well!

We hope to see you soon! virtual@gigisplayhouse.org

