The Observership Program

AICD Cahoot Learning Platform — Registration Guide

To access your AICD training sessions, you need to register on the Cahoot Learning Platform. Please follow the steps below carefully and read the troubleshooting section at the end if you run into any issues.

Important — Please Register by Wednesday 4 March

You must complete your registration at least two weeks before the first live session on Wednesday 25 March 2025. Pre-recorded webinars will be sent automatically once you register — you need to review these before each live session.

How to Register

1

Go to the registration page

Click the link: AICD Observership | Webinar Registration

2

Find your course

Under the Webinars tab, look for 'Introduction to Not-for-Profit Governance Series 2026'. Click Read More to review the course details, then click Add to Cart.

3

Proceed to registration

In your cart, click Continue Registration at the bottom of the page.

4

Enter your details

Complete the Registration Page with your first name, last name, email address, and phone number.

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Critical — Use Your Program Email Address

You must register with the same email address you provided when you applied to The Observership Program. Using a different email address will mean you miss all communications from AICD and Cahoot. If you are unsure which email address to use, contact us before registering.

5 **Complete the Purchaser Details section**

If your details are the same as the participant details above, you do not need to re-enter them here. Tick all required checkboxes before proceeding.

6 **Review and confirm**

Double-check your details on the Registration Summary page, then click Confirm Registration.

7 **Registration complete**

You should see a Registration Complete confirmation page. You will receive a confirmation email within 24 hours with everything you need.

What to Expect After Registration

Your confirmation email will include:

- A calendar link to add all four webinars to your calendar individually
- The webinar link, Connect ID, and Password for each session

Shortly after, you will receive separate Webinar Recording emails — all four sessions will arrive at once. These contain links to the pre-recorded content you are required to watch before each live session.

Both pre-recorded and live sessions are required

You must complete both the pre-recorded webinar and attend the live session for each topic in order to receive your Certificate of Completion.

If you have not received a confirmation email within 72 hours of registering, contact Cahoot Learning directly:

- Phone: 1300 273 548 (Australia) or +61 3 8080 9966 (international)
- Email: webinars@cahootlearning.com

Troubleshooting

If you run into issues when registering or accessing the platform, check the common problems below before contacting us.

Logging In to AICD — Wrong Platform

Some Observers try to access their training through the MyLearning system on the main AICD website. This is not the right place.

Your Observership training is delivered through the Cahoot Learning Platform, not AICD's standard member portal. All webinar links, pre-recorded videos, and session details will be sent to you directly by Cahoot via email. You do not need to log in to the AICD website to access this content.

Wrong Email Address Used at Registration

If you registered with an email address that is different to the one on your application, you will not receive communications from AICD or Cahoot.

To fix this, contact Carly Reid at AICD directly:

- Email: CReid@aicd.com.au

Please include your correct email address and the name you registered under so she can update your record.

Error Message When Viewing a Recording

If you see an error message when you try to open a recording, it may be because:

- You are using a browser that does not support the player — try a different browser such as Firefox, Google Chrome, or Internet Explorer
- You have clicked View Recording more than five times — contact NFPSectorteam@aicd.com.au to have your view count reset

Buffering or Streaming Issues

If a recording is buffering or not loading properly, this is usually caused by a slow or unstable internet connection. Try moving to a different network or downloading the recording to watch offline if that option is available.

General Registration Errors or Account Updates

For any other registration issues or if you need to update your details after registering:

- Phone Cahoot Learning: 1300 273 548 (Australia) or +61 3 8080 9966 (international)
- Email: webinars@cahootlearning.com

Still Stuck?

Please see below for some visual guides which can assist you.

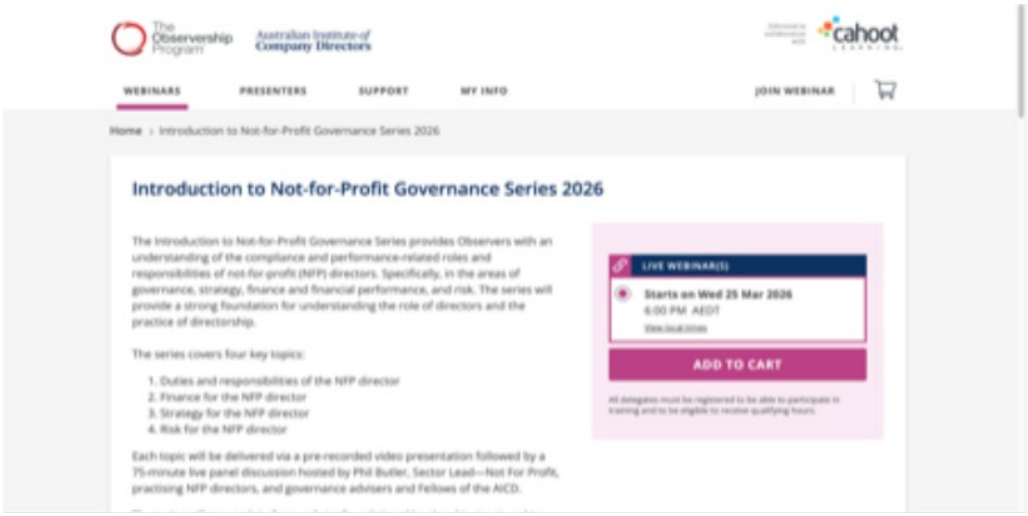
If you have tried the above and are still experiencing problems, and the Cahoot/AICD team have been unable to help then please contact The Observership Program team and we will help you resolve it:

- Email: info@observership.com.au

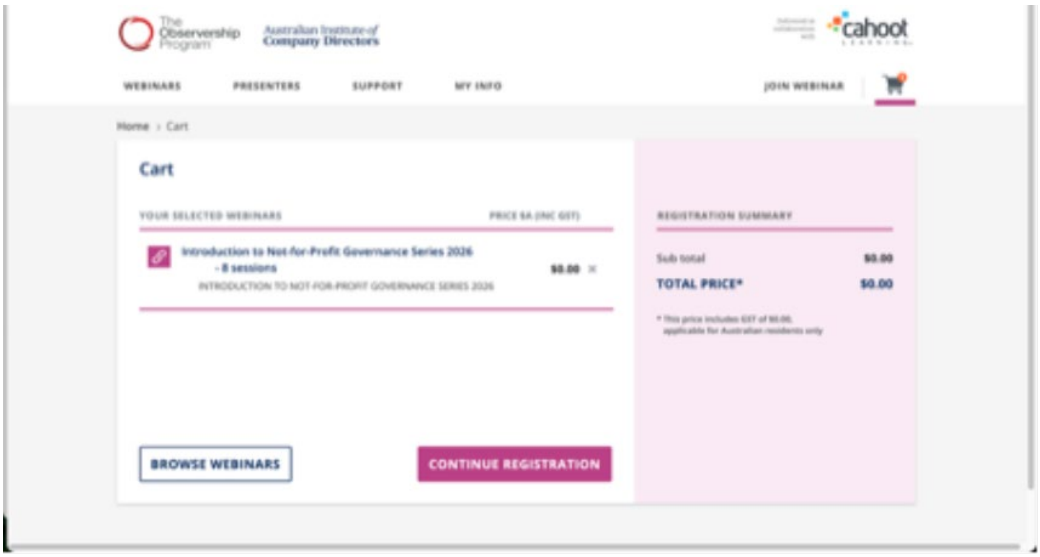
The Observership Program Team

Step by Step Guide for AICD training registration

1. Click link: AICD Observership | Webinar registration which will take you to this page:
2. Read through the information on your course and then click add to cart:

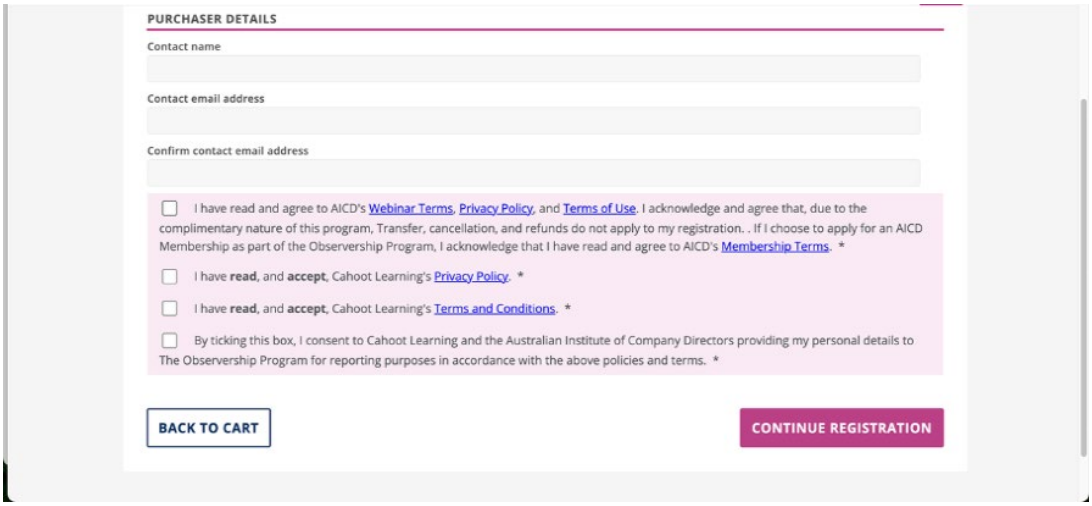


3. Click on Continue Registration:



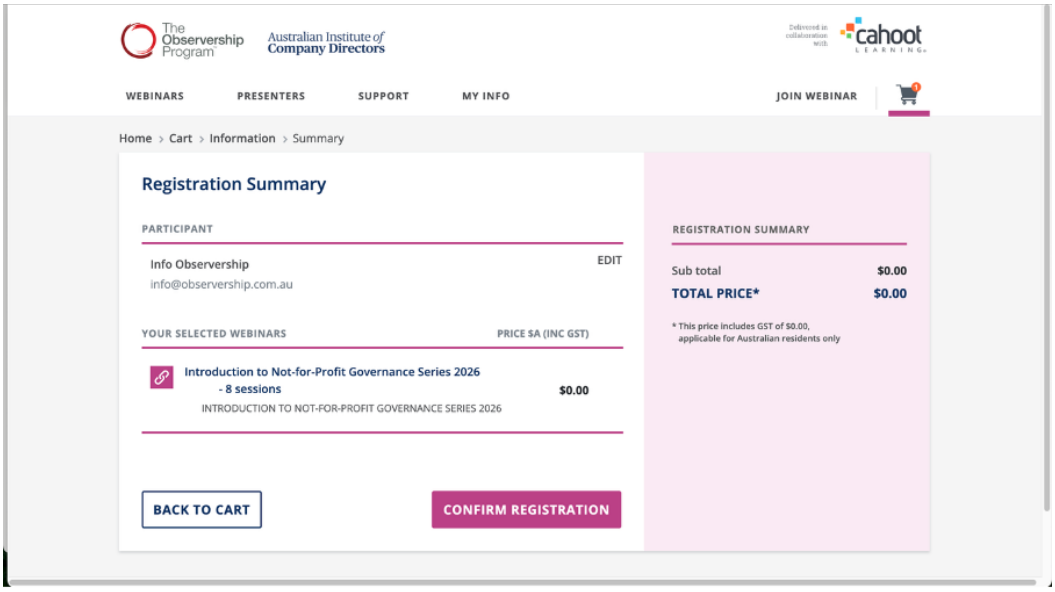
4. Complete form and click continue registration:

No need to complete the Purchaser details if these are the same details as the participant



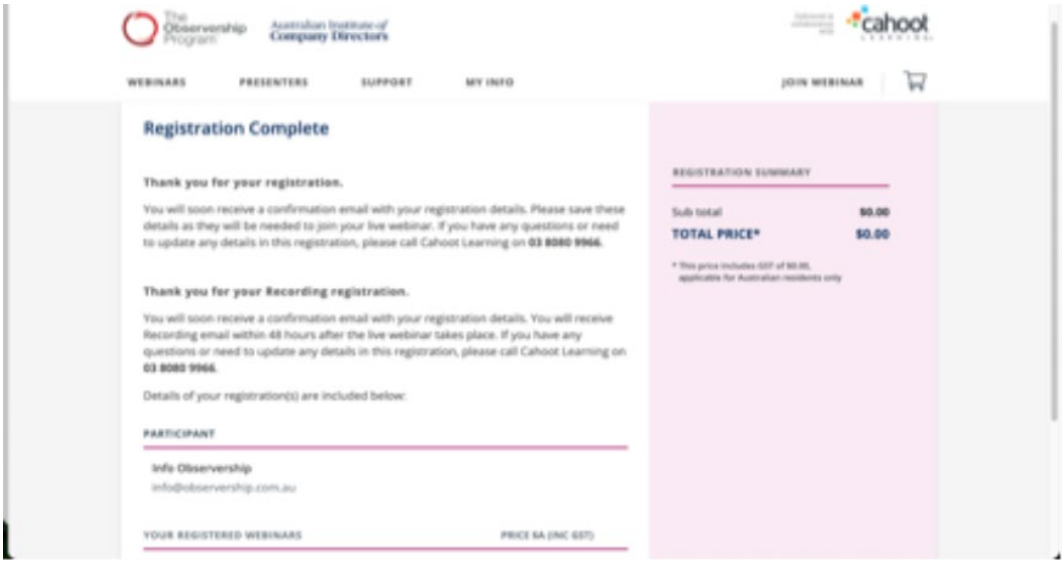
Confirm registration:

5. Check details and confirm registration



6. Registration completed.

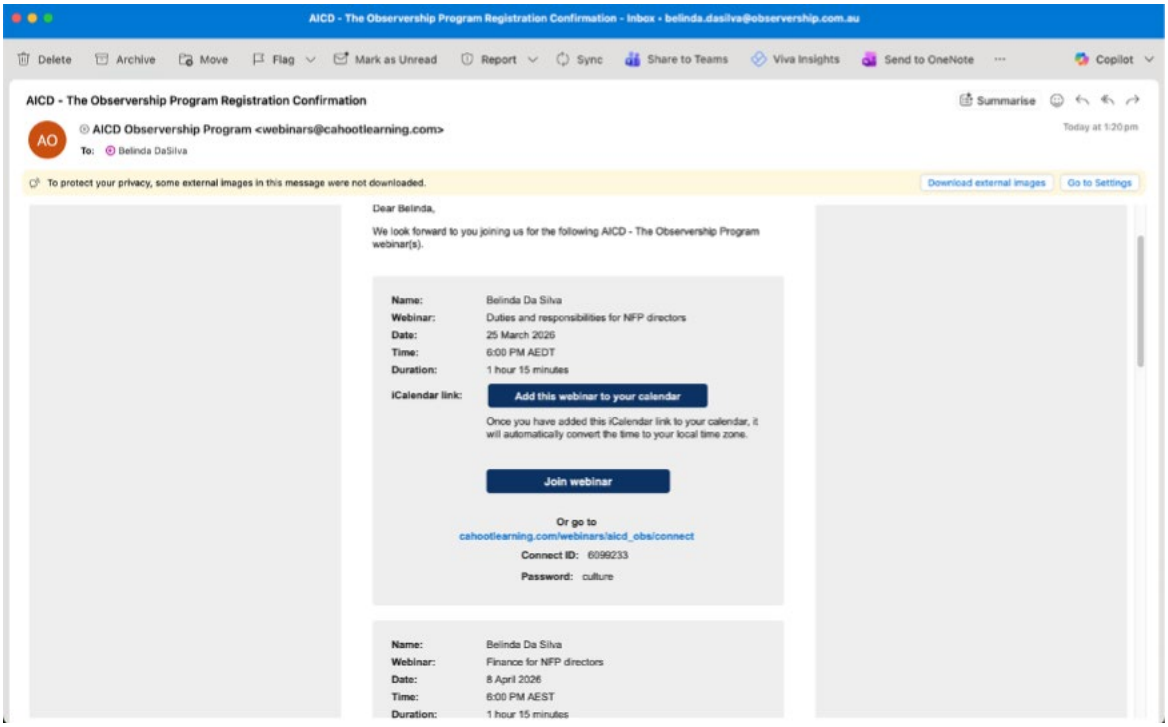
You will receive an email confirmation within 24 hours.



7. AICD – The Observership Program Registration confirmation email

This email will contain:

- A Calendar link to add the 4 webinars to your Calendar individually
- The webinar link will be available along with the Connect ID and Password.
- If you do not get a confirmation email within 72 hours since registration, please contact The Program by email on Monday 23 March.



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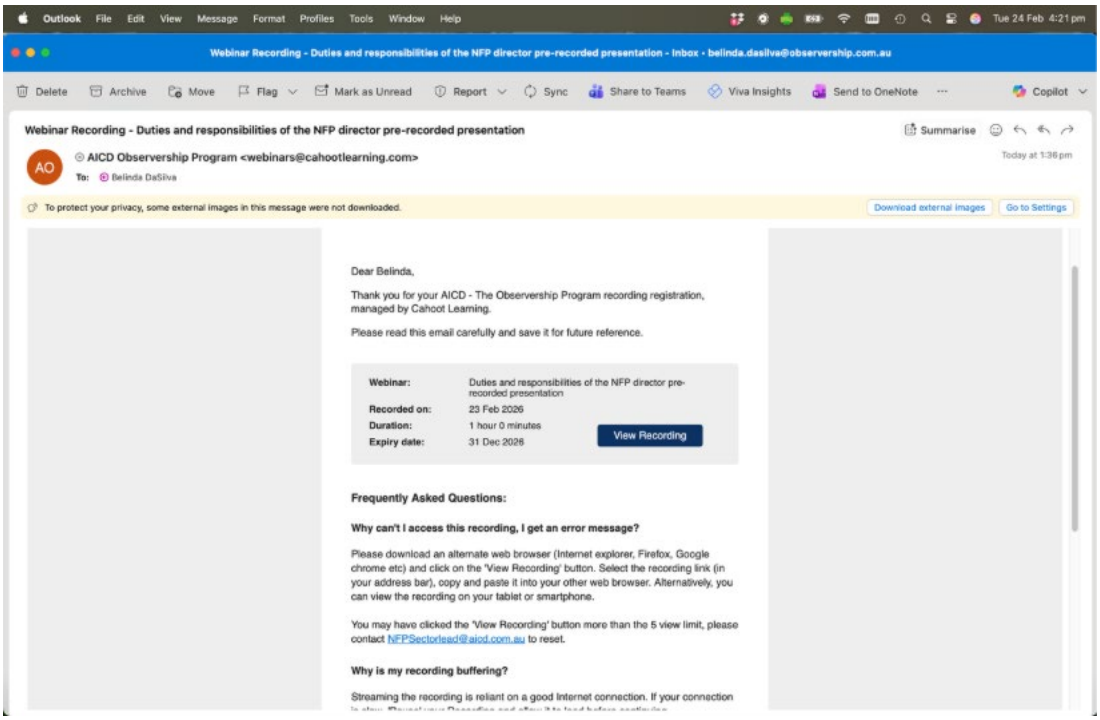
8. Webinar Recording emails | All four session will be received at once

Please review the pre-recorded session webinar PRIOR to each session. Please note both the pre-recorded information and the live webinar much be viewed to receive the certificate of Completion.