Your logins: WordPress admin and the customer portal

Getting started · https://schoolyland.com/docs/your-logins-admin-and-portal/

You have two places to log in. They do different jobs.

1. WordPress admin: where you run your business

Your platform's control room lives at **yourdomain.com/wp-admin**. This is where you build courses, add products, write emails, edit pages and see orders. Your admin credentials arrive by email when your platform is delivered.

The left-hand menu maps to your systems: **LearnDash LMS** (courses), **Products** (WooCommerce store), **CartFlows** (funnels), **FluentCRM** (contacts and email), **Fluent Forms**, **Affiliates** (AffiliateWP), **Rank Math** (SEO) and more. You don't need to learn all of it at once. Each guide in this knowledge base starts from the relevant menu, and your AI assistant can do most of these tasks for you in conversation.

2. The customer portal: your relationship with Schoolyland

Your Schoolyland account lives at schoolyland.com/my-account. This is a separate login (created with your purchase), and it's where you:

- **See your platform**: your platform's address and status, under My Platform.
- **Manage your AI layer**: your personal connection link, setup steps, usage and team connections, under AI Layer.
- **Get help**: the support assistant answers immediately; if it can't help, open a ticket from the same screen. See Getting help.
- **See your orders**: purchases, invoices and renewal details.

Which one do I need right now?

- Working *on your business* (content, products, emails, members) → **WordPress admin** (or just ask your connected AI).
- Anything *about the service* (support, AI connection, billing, your platform's status) → **customer portal**.

Lost a password?

Both logins have a "Lost your password?" link on their login screens that sends a reset email. If you're locked out of both, contact us from the email address on your account and we'll sort it out.

A note on Schoolyland's admin access

Schoolyland keeps an administrator user on your platform. It is used only for setup, maintenance and security updates, support and troubleshooting, backup restores, plugin license renewals, operating the AI layer, monitoring infrastructure stability, binding legal requirements such as a court order, one-off services you order, and removing the licenses and components we provided. It stays in place until it is removed, whether or not a plan is active.

You can remove it at any time, or ask us by email to remove it for you, which we normally do within 14 business days. Either way, removing it ends our ability to maintain and support the platform, so treat it as a step you take when leaving, not as a routine setting. On platforms we host, server access stays with us even after the admin user is removed, until you move to another host. Details in the Terms of Service.