

## Points to help prevent or resolve login problems

- If a pop-up blocker prevents the opening of the login page, follow the removing pop up blocker procedures. Copies are included in this file
- Encourage learners to check that they have selected the correct Training Organisation, before completing their registration, to ensure they access all the resources for your centre. **(Training Organisation – Pivot Point UK School)**
- Ensure correct details are recorded for City/Town, when completing the registration.

For City/Town: Record the name of your training centre, as identified with your login details

- Double check correct e-mails are recorded, as this will prevent you receiving help, if you forget your username or password (As confirmation is sent via e-mails)
- Details can be up dated, by clicking on the user name in the top right-hand corner of the login page. This will take the user to their profile, where e-mail and passwords can be changed, as applicable
- Make a note of Usernames and Passwords, as these are required to get on line
- An incorrect login message, could be due to the search tab being used to locate the login page and an incorrect login page, being opened.

Before attempting a resit, a password, check that the word **Europe** is in red on the login page.

If Europe is not in red, click on Europe, this will direct you to the UK Login page

- To allow quick access to the login page on future visits, add the login page to, favourites on the computer/laptop