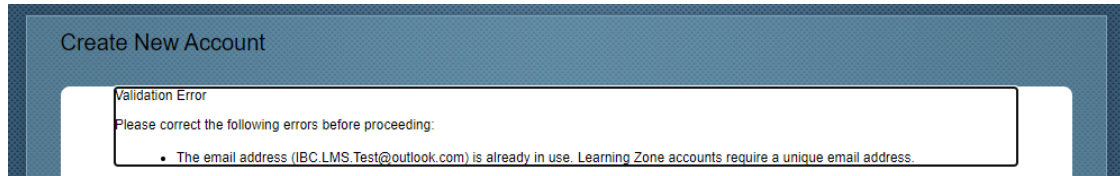


# FREQUENTLY ASKED QUESTIONS

---

## I HAVE RECEIVED AN ERROR MESSAGE STATING THE EMAIL ADDRESS IS ALREADY IN USE, HOW DO I PROCEED WITH MY REGISTRATION?



To register for a new external learner account, you must use a unique email address.

If you have previously had access to the Learning Zone via another account, please use this account to login. If you have forgotten your User ID or Password, please navigate back to the main external home page and select 'Sign In'. Here you can select 'forgot password' and enter your email address to reset your password for your account. An email will be sent to your email with a link to reset your password.

If you have not previously had access to the Learning Zone via another account but are trying to register with a shared email account (e.g. shared work email), you will need to use a unique email to proceed as another user is already using this email.

---

## I HAVE RECEIVED AN ERROR MESSAGE STATING MY SITE REGISTRATION CODE IS INVALID, HOW DO I PROCEED WITH MY REGISTRATION?



Please contact the administrator who provided you with the registration information, so they can review and provide an alternative code, if required.

---

## I HAVE NOT RECEIVED AN ACTIVATION EMAIL; HOW DO I PROCEED WITH MY REGISTRATION?

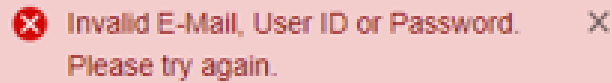
If you have not received your activation email after one hour, we recommend that you check your junk mail and check to see if emails are being received to your inbox.

If you have still not received an email after 24 hours, please navigate to the main external home page and select 'Sign In'. Here you can select 'forgot password' and enter your email address to reset your password for your account. An email will be sent to your email with a link to reset your password and you will be able to activate your account through this feature.

---

I CANNOT LOGIN TO MY ACCOUNT. I HAVE RECEIVED AN ERROR MESSAGE STATING 'INVALID E-MAIL, USER ID OR PASSWORD. PLEASE TRY AGAIN.'

## Log On

A red-bordered rectangular box containing an error message. On the left side of the box is a red circle with a white 'x' icon. To the right of this icon is the text 'Invalid E-Mail, User ID or Password.' followed by a smaller 'x' icon in a square. Below this line of text is the text 'Please try again.'

Invalid E-Mail, User ID or Password. Please try again.

Please ensure you have entered the correct E-Mail, User ID or Password. If you are confident that the details entered are correct, we recommend that you attempt to reset your password. To achieve this, you will need to select 'Forgot Password' and enter your email address to reset your password for your account. An email will be sent to your email with a link to reset your password.

If no email is received and you are still unable to access, please raise this with your Learning Zone administrators so they can investigate and escalate if required.