

## Logging On

Which site do you need?	
<b>The Learning Site</b>	This is the site of which the home page is part. It is used by Learners to complete their assigned work, and for anyone to view information and get help. There is help for learning and explanations of the assessment criteria, training materials etc. here. The best thing is to go to the "How tos" and identify which aspect you want to find out about.
<b>The Markbook Site</b>	This site is for Assessors and Moderators only. It is used to keep track of Learner's progress in terms of the assessment criteria that they have satisfied and the units they have been awarded. On this site assessors can submit awards and print certificates. Information here can and should be shared with learners, but learners can't log in to the site and edit information.

## Troubleshooting

### I am sure I entered my username and password correctly, but it will not let me in

- Remember, the Community site and Certification site have separate Usernames and Passwords, are you using the correct login details for the site you are trying to access?
- If you are still having no luck then perhaps you have forgotten your password, we all do it from time to time. See below for information on requesting a new password

### I have forgotten my password, what can I do?

- You can request a new password for the Learning Site to be sent to the email address you signed up with. Choose "Request new password" in the login box

### I cannot see the Learning Site Login box on the right

- Have you already logged in? If you are already logged in to the Community Site then the Login box on the right will be replaced with an Auto Logout timer

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