

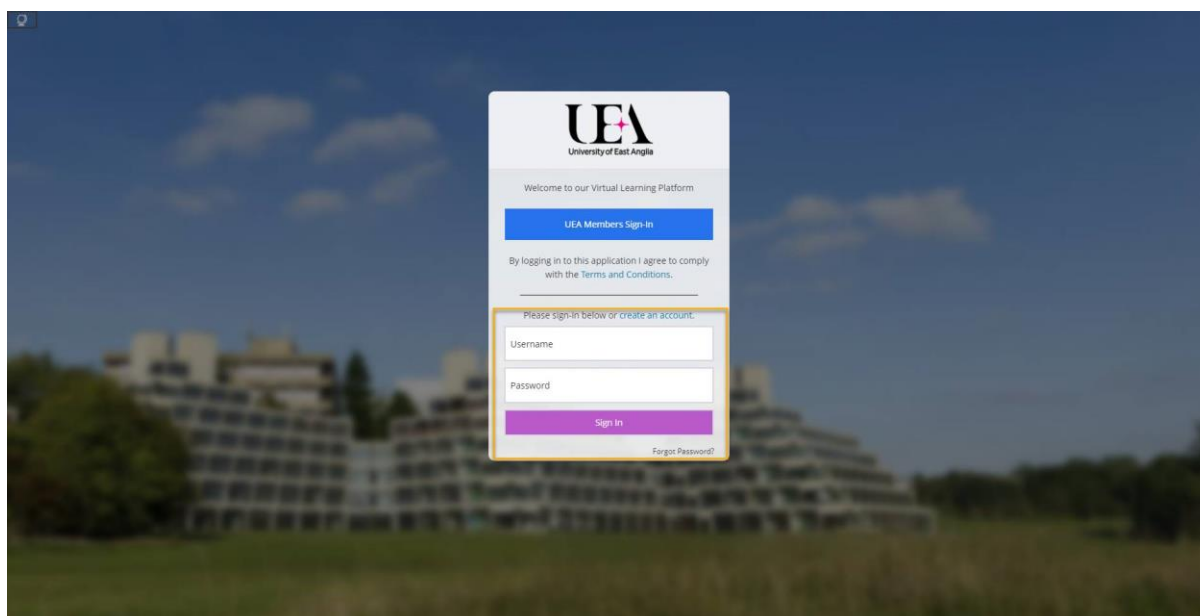
### **Email Link Not Working**

Your IT department may automatically stop links from working directly from emails. You can access the catalogue from the following link:

<https://learn.uea.ac.uk/webapps/bbgs-cloud-portal-BB5f47a5775541f/app/portal/catalog?locale=en&dir=ltr>

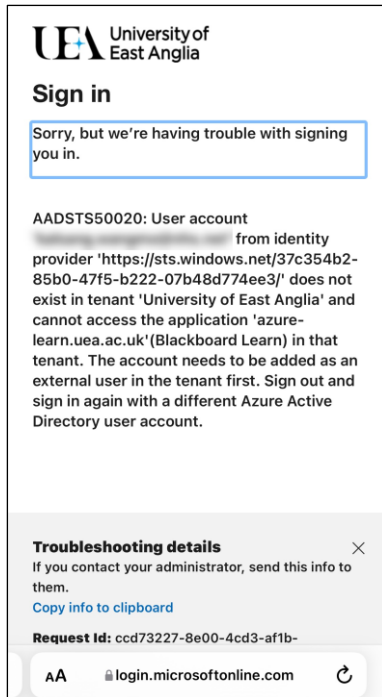
### **Problems Signing In**

When signing into the portal as an external learner it is important to complete the username and password fields as show below.

A screenshot of the University of East Anglia (UEA) Virtual Learning Platform login page. The page features the UEA logo at the top, followed by the text "Welcome to our Virtual Learning Platform". Below this is a blue button labeled "UEA Members Sign-In". A line of text states: "By logging in to this application I agree to comply with the Terms and Conditions." Below this is a section titled "Please sign-in below or create an account:" which contains two input fields: "Username" and "Password". A purple "Sign In" button is positioned below the password field. A link for "Forgot Password?" is located at the bottom right of the login form. The background of the page shows a blurred image of a modern building and greenery under a blue sky.

If you are an external learner and you accidentally click on the blue button you may get a message like this:

## Training and Development Manager FAQs

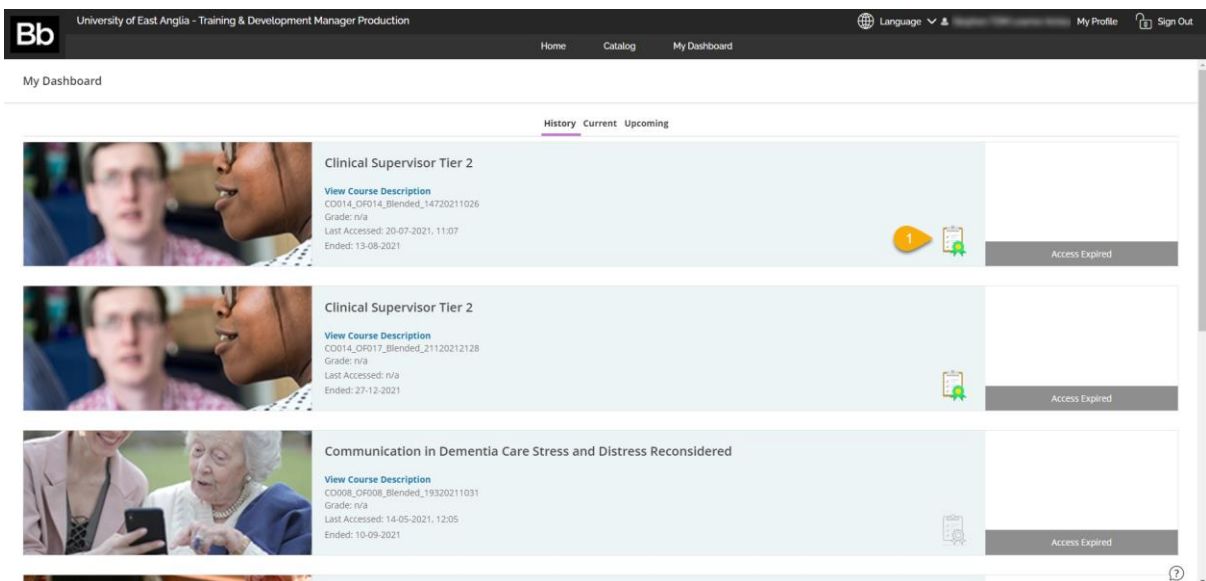


### Solution:

Reload the link to the portal again and follow the sign in process again ensuring you do not use the blue button.

### How Do I Download My Certificate?

Once you have completed the course and met the criteria for releasing the certificate, the certificate link will be activated in the dashboard on the course panel. The certificate can be downloaded as a PDF file.



## Training and Development Manager FAQs

### Cross Site cookies

If you are using a mac you may need to enable cross site tracking

