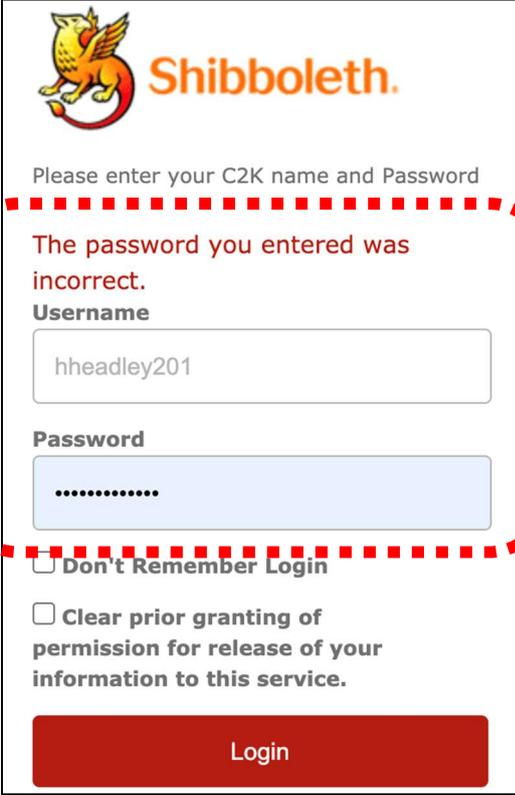# Login Issues Help

This document has been created to help you troubleshoot any issues that may arise when logging into the website **training.ccea.org.uk**.

Please note the following guidance is for C2K account holders.

Issue 1:

The password you entered was incorrect.

Resolution:

1. Check that you are entering your **username only**. Do not include the @ symbol or any of the details following it. **For example: ssymth101** (this will work)
ssymth101@c2kni.net (this won't work)

If you are still getting the same password error, try **resetting your password by**:

2. Using the [C2K change password tool](#) available from: https://services.c2kni.net/ChangePassword.aspx
3. Alternatively, the ICT Technician in your school may be able to reset your password; or
4. As a final option please ring the C2K Helpdesk on **0870 6011 666** and they can reset your password.

Following the reset, wait for 30 minutes and try logging in again.

Issue 2:

'Invalid login please try again' message.

Resolution:

1. When logging in with a C2K account please click on the '**C2k account login only**' blue button at the top. If you enter your C2K details into the lower box you will get the 'Invalid login, please try again' error message.
2. If you are a non C2K account if you have forgotten your password, please click the forgot password link and enter your email address, you will then be sent an email to the account of your registered email address with reset instructions.

Issue 3:

I don't have a C2K account.

Resolution:

1. If you don't have a C2K account, you will most likely have been issued with a non C2K account by a CCEA representative. Enter these details in the lower username and password boxes.
2. If you have forgotten your password, click the **Forgot Password** link and enter the email address you register with instructions on how to reset your password.

Issue 4:

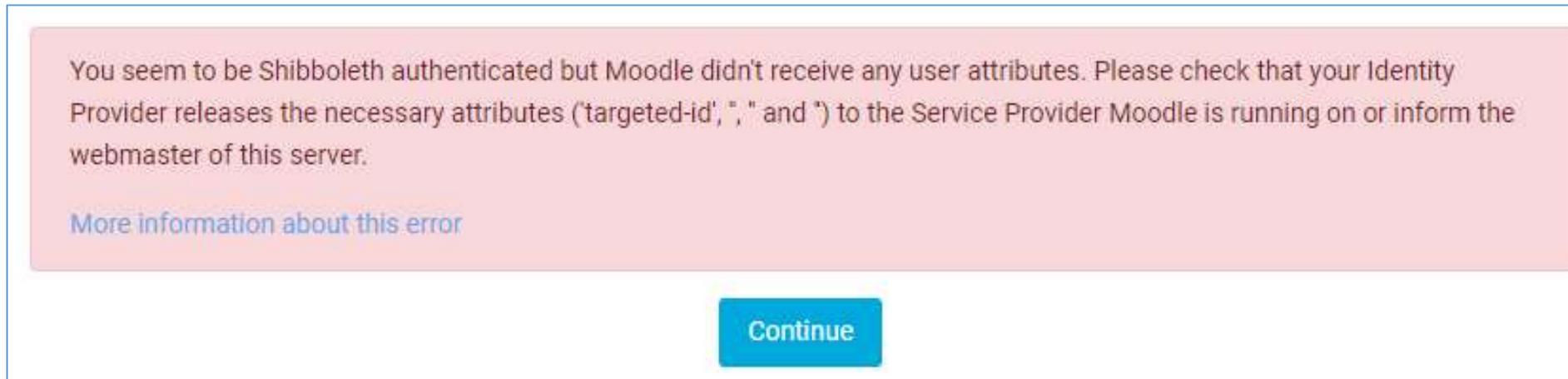I am logged in but none of the links to the documents open or the website is not responding as it should.

Resolution:

Do **not** use the web browser IE11.

Please use a different browser e.g. Chrome, Firefox, Safari and try again.

Issue 5:

On logging in with your C2K account you get the following error:

You seem to be Shibboleth authenticated but Moodle didn't receive any user attributes. Please check that your Identity Provider releases the necessary attributes ('targeted-id', ', " and ') to the Service Provider Moodle is running on or inform the webmaster of this server.

More information about this error

Continue

This means that your C2K account is set up but doesn't have the correct attributes enabled.

Resolution:

Please contact the **C2K Helpdesk on 0870 6011 666** and inform them that you are trying to log into **training.ccea.org.uk** which uses the **shibboleth** service, it is accepting your account but not passing any shibboleth **attributes**.