

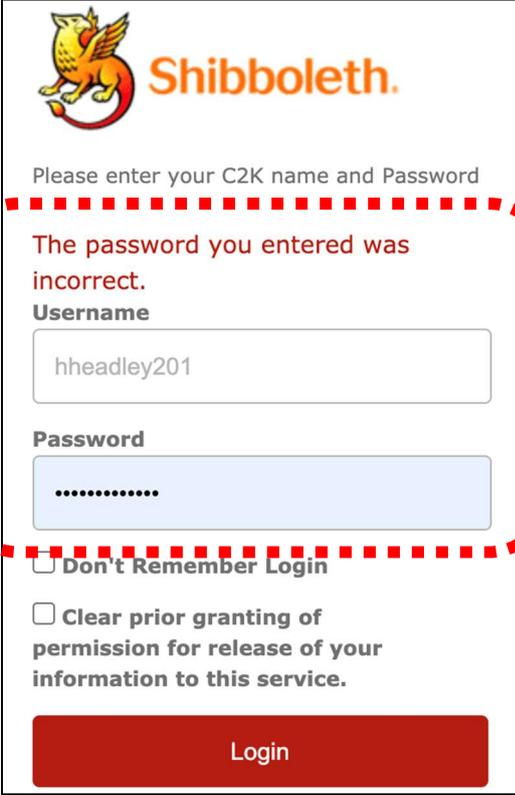
# Login Issues Help

This document has been created to help you troubleshoot any issues that may arise when logging into the website [training.ccea.org.uk](https://training.ccea.org.uk).

Please note the following guidance is for C2K account holders.

## Issue 1:

The password you entered was incorrect.



The screenshot shows the Shibboleth login interface. At the top left is the Shibboleth logo, a stylized orange and red dragon-like creature. To its right is the word "Shibboleth." in orange. Below the logo is the text "Please enter your C2K name and Password". A red dashed line highlights the error message: "The password you entered was incorrect." Below this are two input fields: "Username" containing "hheadley201" and "Password" containing a masked password. At the bottom are two checkboxes: "Don't Remember Login" and "Clear prior granting of permission for release of your information to this service." A red "Login" button is at the bottom.

## 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](https://services.c2kni.net/ChangePassword.aspx) 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.

The screenshot shows the 'C2K Account Login' page. At the top, there is a logo for 'CEA Online Training' with the tagline 'Rewarding Learning'. Below this, the page is titled 'C2K Account Login' and includes the instruction 'If you have a C2k Account please login here.' There are two buttons: a blue button labeled 'C2k account Login only' and a white button labeled 'Non-C2k account Login only'. A green callout box points to the blue button with the text 'C2K Accounts only'. Below the buttons, there is a link: 'If you are having login issues please check [this document](#).' A red dashed box highlights a pink error message box that says 'Invalid login, please try again'. Below the error message, it says 'This login form is for non-C2k Users only'. The login form contains a username field with 'jgray', a password field with masked characters, a 'Remember username' checkbox, a 'Forgot Password?' link, and a 'Log in' button.

## 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.

The screenshot shows the 'C2K Account Login' section of the CCEA Online Training portal. It includes the CCEA logo and the text 'Online Training Rewarding Learning'. Below this, it says 'C2K Account Login' and 'If you have a C2k Account please login here.' There is a 'C2k account Login only' button and a link to a document for login issues. A dashed green box highlights the 'This login form is for non-C2k Users only' section, which contains fields for 'Username' and 'Password', a 'Remember username' checkbox, a 'Forgot Password?' link, and a 'Log in' button. A green callout box points to this section with the text 'NON C2K Accounts'.

### 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.

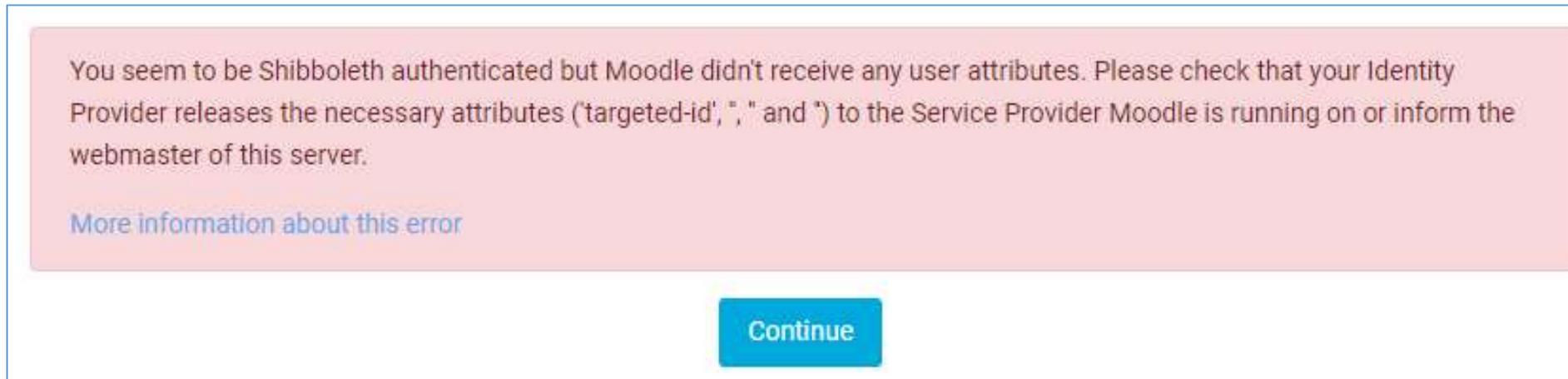
## **Resolution:**

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:

A screenshot of a Moodle error message. The message is displayed in a light red box with a white border. The text inside the box reads: "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." Below the main text is a blue link that says "More information about this error". At the bottom center of the box is a blue button with the word "Continue" in white text.

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](http://training.ccea.org.uk) which uses the **shibboleth** service, it is accepting your account but not passing any shibboleth **attributes**.