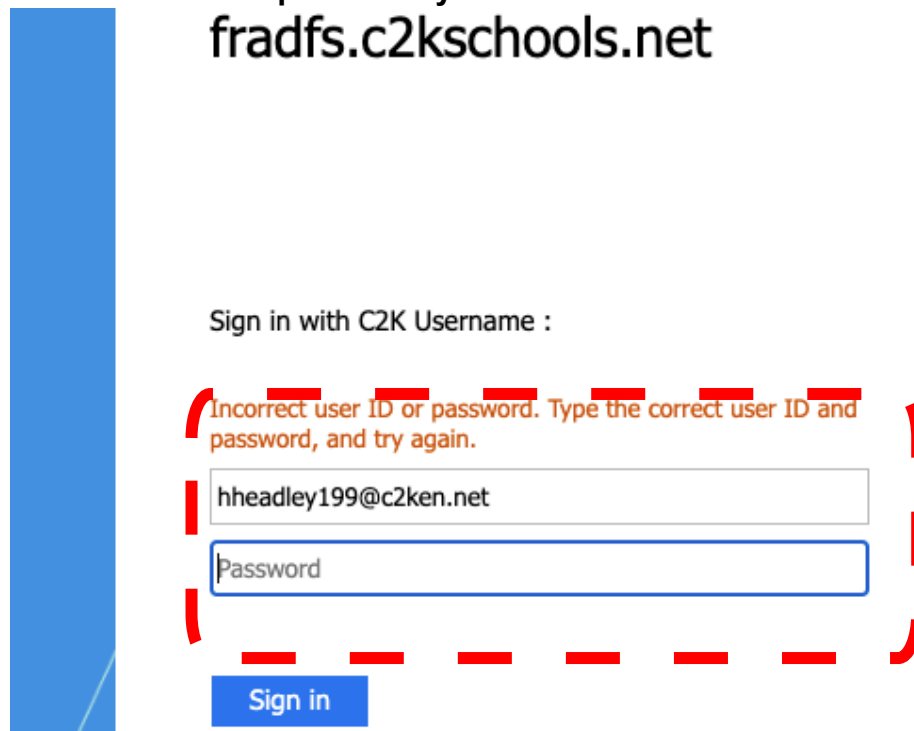


# CCEA Training Log in Queries

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

## Query 1:

The username or password you entered was incorrect.



fradfs.c2kschools.net

Sign in with C2K Username :

Incorrect user ID or password. Type the correct user ID and password, and try again.

hheadley199@c2ken.net

Password

Sign in

## Resolution

1. Check that you are entering your **username** and **password correctly**.

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 **0800 0931 541** and they can reset your password.

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

## Query 2:

'Invalid login please try again' message.

CCEA online training has **two log in areas**:

The screenshot shows the CCEA Online Training login interface. At the top, there is a red error message: "Invalid login, please try again". Below this, there are two distinct login sections. The first section, titled "C2K Account Login", is highlighted with a blue border and a callout box labeled "C2K Accounts only". It contains a blue button labeled "C2k account Login only". The second section, titled "Non C2K Accounts", is highlighted with a green border and a callout box labeled "Non C2K Accounts only". It includes fields for "Username" and "Password", a "Forgot your password?" link, and a "Log in" button.

There are two occasions you might get an 'invalid login' error message:

### Resolution:

#### C2K account holders

- From the **blue box**, tap the blue '**C2K account login only**' button at the top.
- If you enter your C2K details in the green box, you'll see an "*Invalid login, please try again*" error.

#### Non-C2K account holders

- Enter the NON C2K username and password issued by CCEA in the lower green box. If your password is wrong, you'll see the same error.
- If you've logged in successfully and forgotten your NON C2K password, click '**Forgot password**' and follow the reset instructions sent to your registered email.  
**Non C2K Accounts only**

### Query 3:

I don't have a C2K account.

**CCEA Online Training**  
Rewarding Learning

**C2K Account Login**

If you have a C2k Account please login here.

**C2k account Login only**

DELIVERING TECHNOLOGY FOR LEARNING

If you are having login issues please check [this document](#).

**Non C2K Accounts**

For non C2K accounts, please use the fields below:

Username

Password

[Forgot your password?](#)

**Log in**

**Non C2K Accounts only**

### Resolution:

Get in touch with [Julie Gray](#), from CCEA's eLearning Team and we'll set up a NON C2K account for you.

## **Query 4:**

### **Links and documents not responding**

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** or **Safari** and try again.