



## CLEAN TOUCH CERTIFICATION COURSE

# troubleshooting guide



You need a Student profile on our Education Centre. Not registered? Click [here](#). Can't remember your password? Click [here](#).



You use these same details to log in to the [Learning Hub](#). Make sure you're using your Student login details, NOT your Skin Centre login details.

### top tip!

If you have reset your password, try logging in and out of the Education Centre again. Then go back to the Learning Hub. As the site is busy try logging in a couple of times.



Each student profile must have a unique email address. If you have used a business email address for all employees, they need to get in touch with us so we can update these details before trying to log in.



Can't wait? You can access the course directly [here](#). You may need to register or use a different email address if all staff have been listed with the business email address.

### NOTE:

Using the link in tip no.4 will bypass our UK/IRE system so won't be reflected on your training history yet. We will work to consolidate completions at a later stage.

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Once on the learning hub, you should see the course appear under 'Classes'. You may need to scroll down to 'All Classes' and click 'Register' to get started

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After completing the quiz, you need to progress to the 'Next Lesson'. Make sure you have completed all the lessons. Only when each module dot is blue, and the heading says 'Module 16 of 16' will you be able to take the pledge.

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After completing the pledge you can download your certificate, it will also be emailed to you after clicking 'Submit'.

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**For best experience** take the course on your desktop or laptop device. Now also available in **8 languages**, use the drop down menu top right.

### helpful hint!

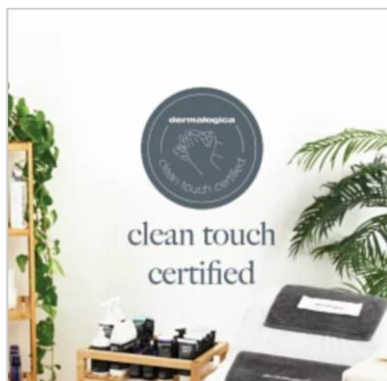
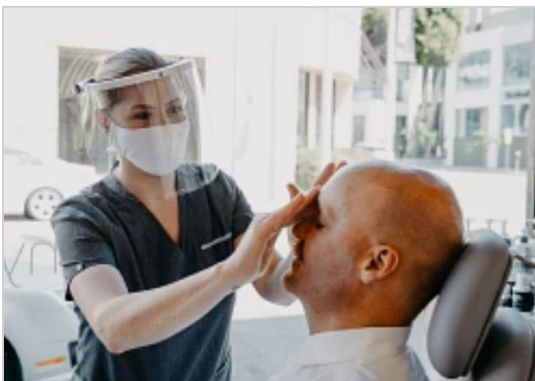
Don't forget to check Spam/ Clutter and Junk folders for your Clean Touch certificate.

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Can't see buttons or log in, try different browsers like Chrome, Mozilla, Safari, or Edge.

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If completing on a phone, turn device landscape to get better visibility of all the buttons.



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