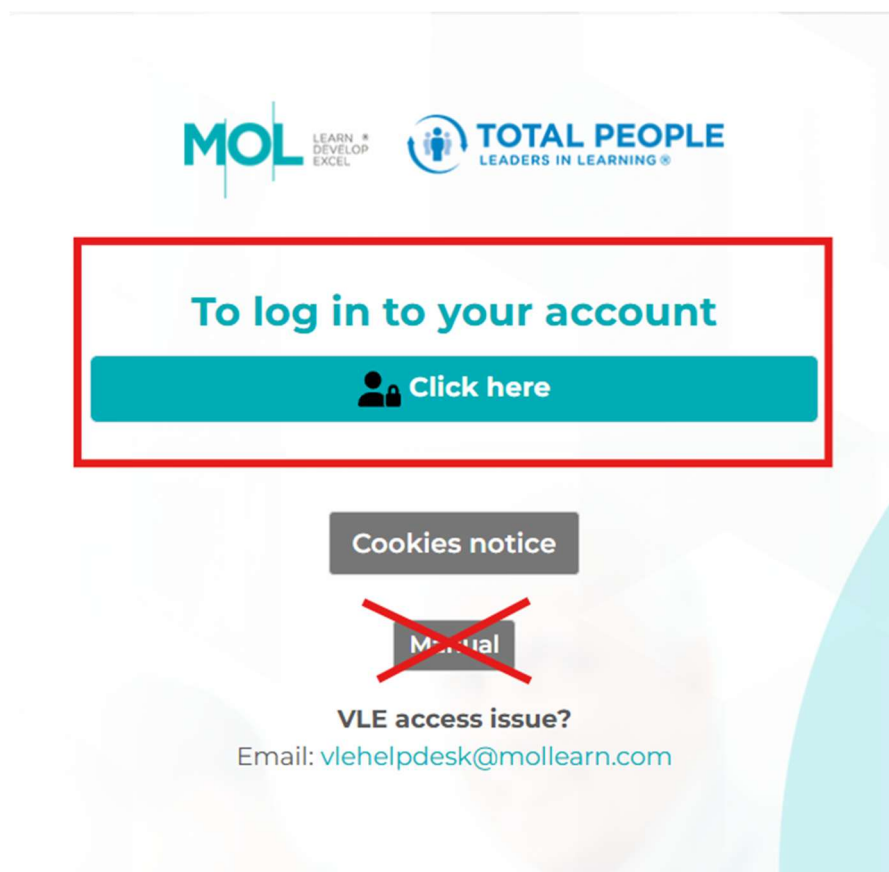


VLE login issues? Here's your troubleshooting guide.

Where to start:

Unless you have been explicitly told you can use it, **the manual button will not work for your account.**

Please ensure you click where it says “to log in to your account **click here**”



This will direct you to a Microsoft login page – this is because your VLE login is set up as a Microsoft account. Steps will appear on screen to help you set this up if you haven't already.

Ensure you are using your MOL username as outlined in your welcome email, for example 1234567@stu.mollearn.com or 1234567@stu.totalpeople.ac.uk

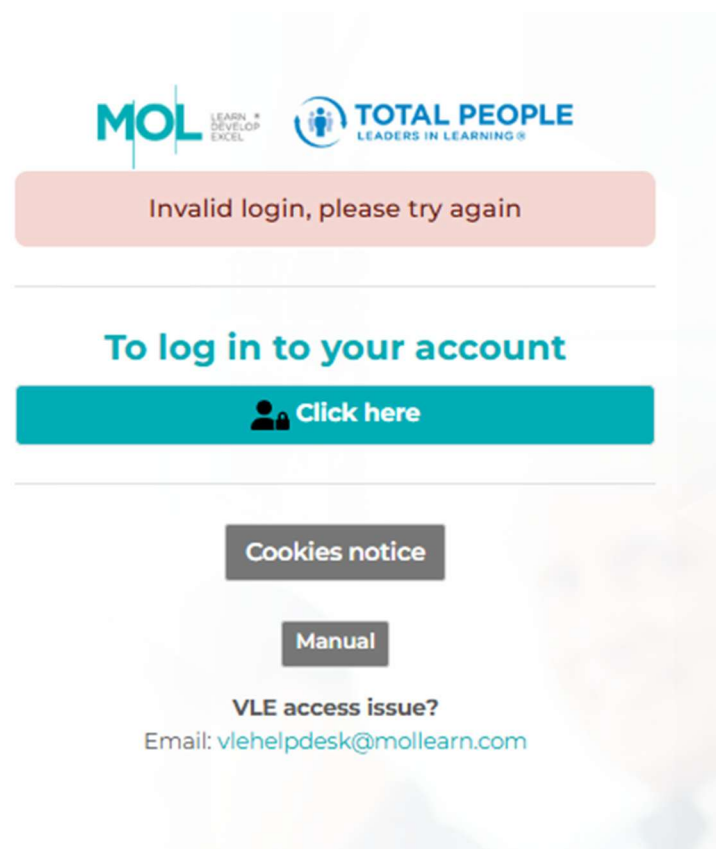
You will never need to use a personal or work email to log into our site.

Still stuck? Please scroll down to find the solution to common errors.

Common error messages:

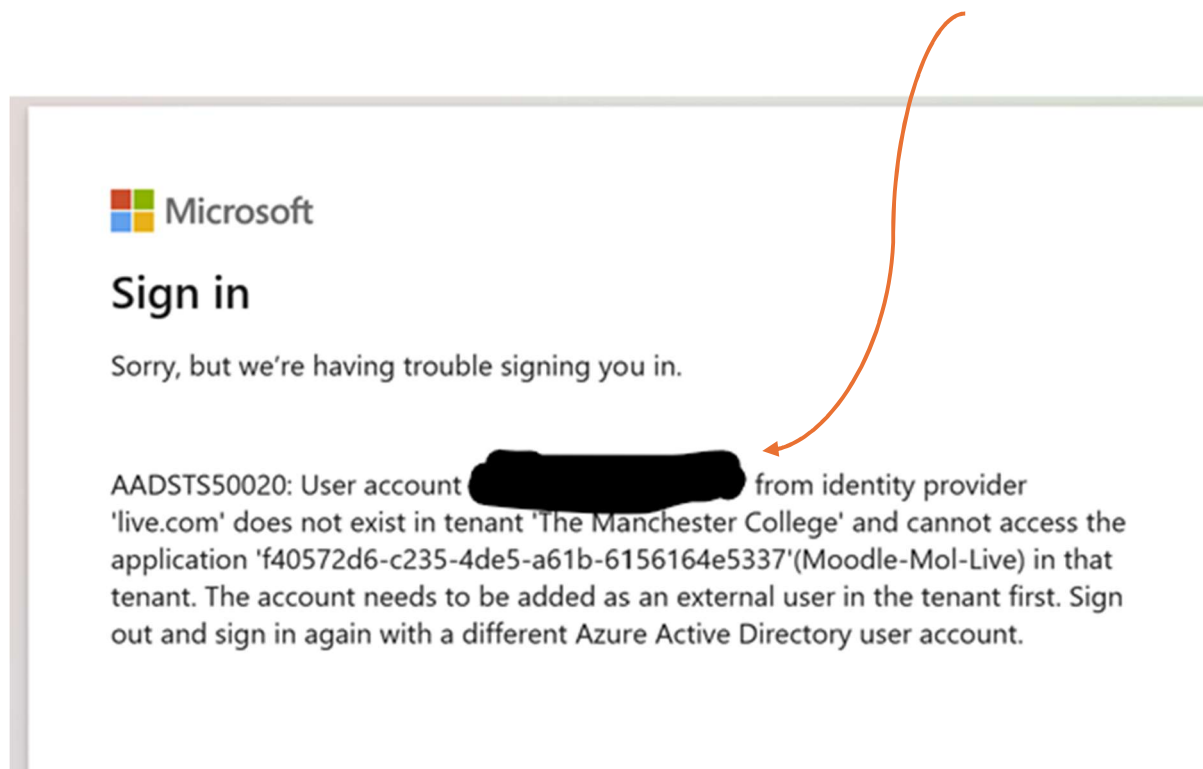
“Invalid login, please try again”

This only occurs when trying the manual button. Please use the correct option as above, unless you have specifically been told to use the manual button.



“Sorry, but we’re having trouble signing you in”

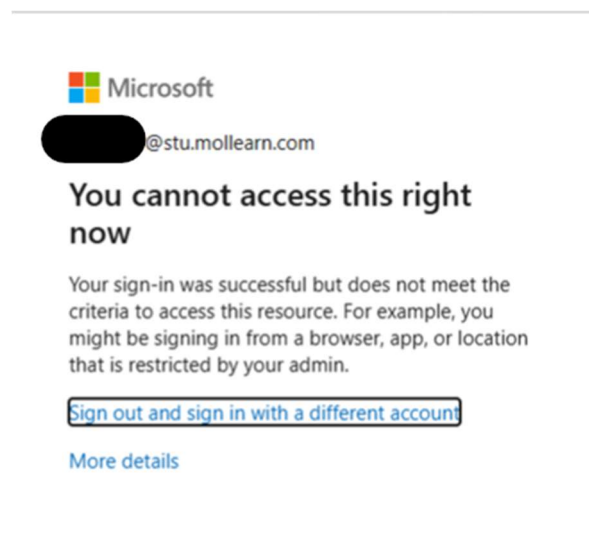
This error occurs due to a clash between the MOL account and another Microsoft account which you are logged into, for example Office 365. This could be a work or personal account, and the email address it’s clashing with is shown here



1. To solve this, firstly make sure you are signing into our VLE with your MOL credentials, e.g. *1234567@stu.mollearn.com*. Never use a personal or work email.
2. If the error persists, go to your Microsoft account here, <https://myaccount.microsoft.com/>
3. Click on your profile in the top-right corner and click “**switch account**” or “**add a new account**”.
4. Use your MOL login as the credentials
5. Once you have done this you can go back to our site, and when you log in the error will no longer occur

“You cannot access this right now”

“Your sign-in was successful but does not meet the criteria to access this resource”



Firstly, ensure that you are using your MOL credentials e.g. *1234567@stu.mollearn.com*

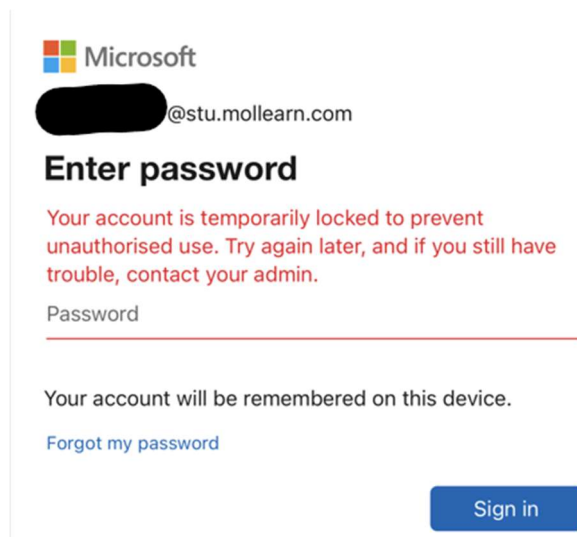
If so, this error usually occurs because you are accessing from outside the UK, or somewhere different to the location we have on file for you. If this is the case, please email vlhelpdesk@mollearn.com with the following:

- Your learner id e.g. *1234567@stu.mollearn.com*
- All countries you wish to access from
- The dates during which you will be in each country

Our IT team will need to add an exception to your account to grant you access.

If you are not outside of the UK or the country you usually access from, please ensure you are not using a VPN. If using a work computer, check with your IT team.

“Your account is temporarily locked to prevent unauthorised use”



The screenshot shows a Microsoft login interface. At the top left is the Microsoft logo. Below it, the email address is partially obscured by a black redaction box, followed by '@stu.mollearn.com'. The heading 'Enter password' is in bold. Below this, a red message states: 'Your account is temporarily locked to prevent unauthorised use. Try again later, and if you still have trouble, contact your admin.' A password input field is shown with a red underline. Below the field, it says 'Your account will be remembered on this device.' and a link 'Forgot my password' is provided. At the bottom right is a blue 'Sign in' button.

Microsoft

[Redacted]@stu.mollearn.com

Enter password

Your account is temporarily locked to prevent unauthorised use. Try again later, and if you still have trouble, contact your admin.

Password

Your account will be remembered on this device.

[Forgot my password](#)

Sign in

This is usually caused by multiple incorrect login attempts. If you’ve already set up Multi-Factor authentication, follow the on-screen prompt to reset your password.

Otherwise, please do the following to resolve the issue:

1. Wait 30 minutes for your account to automatically unlock. Then follow the next steps.
2. Ensure you are using your MOL login credentials, e.g.
1234567@stu.mollearn.com and associated password as noted in your welcome email
3. Ensure caps-lock is switched **off**, as your password is case-sensitive
4. Clear your browser’s cache and cookies and try again if you still get the error

“Your account has been locked. Contact your support person to unlock it, then try again.”



[REDACTED]@stu.mollearn.com

Enter password

Your account has been locked. Contact your support person to unlock it, then try again.

Password

[Forgot my password](#)

Sign in

Our IT team needs to reset your account. Please contact vlhelpdesk@mollearn.com and we will resolve this as soon as possible.

“This username may be incorrect. Make sure you typed it correctly. Otherwise, contact your admin.”



Sign in

This username may be incorrect. Make sure you typed it correctly. Otherwise, contact your admin.

@stu.mollearn.com

No account? [Create one!](#)

[Can't access your account?](#)

Back

Next

Check your username is typed correctly, and email vhelpdesk@mollearn.com if you're still unable to log in. You may wish to check the duration of your enrolment, as this can mean your access has expired.

I can log in with my credentials, but I'm not receiving an authenticator code

This usually happens when you change phones.

Please contact our IT team on 0161 674 3333 or ISServiceDesk@ltegroup.co.uk and explain the issue. They can reset your authenticator account to be set up on the new device.

This hasn't resolved my issue, or my issue is different to any shown here

If you've already set up Multi-Factor authentication, try following the on-screen prompts to reset your password.

Otherwise, please send a screenshot of the error message you've encountered to vlehelpdesk@mollearn.com, and explain what steps you've taken so far.

If your error message is shown above, please ensure you have tried the troubleshooting steps as this will be our first port of call.