

Delegate Information



1. I have not received my login details.

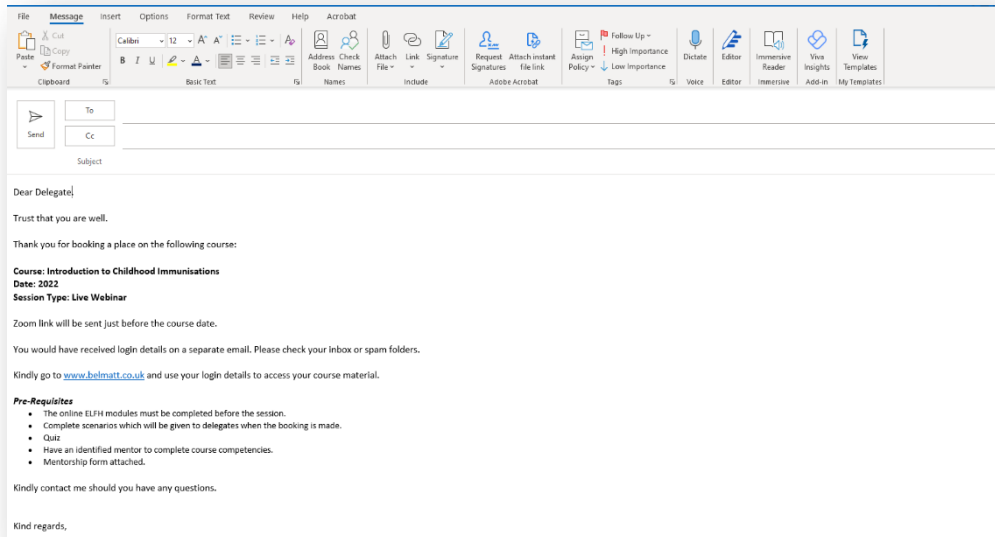
Please check your **spam/junk** mail folder in your email system. If you still cannot find your login details, go to '**My Account**' page and click 'Forgot Password' – this will prompt you to enter your email address that you used to register and it will send you an email with your password.

2. How to register on the website

If you have not registered before you need to visit '**My Account**' page and sign up with your full details. If you do not see the 'Sign Up' box it means you have already registered with us. If you do not remember your password, please select the 'Forgot Password' and you will receive an email with your new password, please check your junk mail folder for this email.

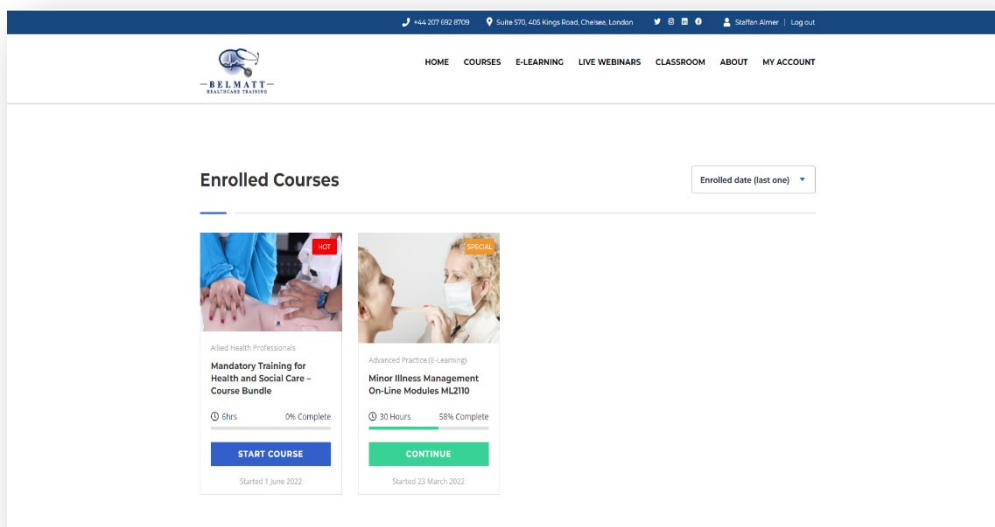
3. How do I access my course?

Once you have purchased and completed payment you will receive an email with confirmation of your course and link to the course where you will find all the information. You can also view the course in **'My Account'**.



4. How to log in to access the handouts

Go to **'My Account'** to view your purchased courses and click 'start course' to view handouts.



5. How do I get my certificates?

- You will receive a certificate only once a course has been **100 percent complete**.
- Once the course has been completed you will be emailed your certificate from admin@belmatt.co.uk. Please check your email junk mail folder.

6. I have completed the course, but my progress percentage is less than 100

You must ensure you tick all sessions as **COMPLETE**, including the survey. The button at the bottom of the page would turn green if section completed.

