

Setting up access to GO and the Learning Platform

To set up a learning platform account, you will first need to have registered an account on GO using the email address on your GO record. GO and the Learning Platform are two separate systems, but they do 'talk' to each other. You will set different passwords for each system, but the username will be the same for both. Please be aware that if you change the password on one system it will not change on the other.

For enquirers

You'll be invited to set up a GO account as soon as you've registered.

To activate it, use the email address you registered with and the 'Invitation code' will be in your email. You can also request a code by clicking on the 'I don't have a login' invitation code link on girlguiding.org.uk.

Once you've set this up, you'll need to **wait 24 hours**, and then you'll be able to set up the login for the learning platform and do your a safe space training. You don't need to wait for your DBS or references to be processed, you can do this straight away.

For members

Go to girlguiding.org.uk and click on 'Login to GO' at the top of the page



If you have never logged into GO before you can use the 'Don't have a login' button, on the [GO login screen](#), to receive an invitation code by email. Please make sure you use the same email address which you have used on your GO record. When you have the code, click on the Redeem Invitation tab to enter the code and register your account.

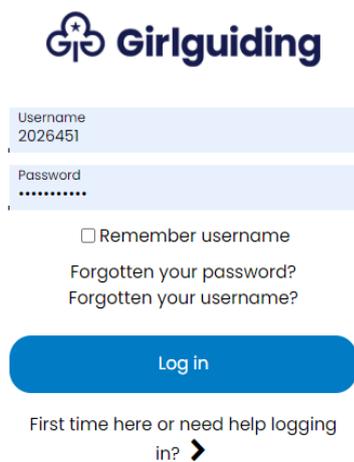
If you have already registered an account but have forgotten your login details, please use the 'Forgotten Username' and or Forgotten Password' buttons. You'll receive an email giving you the information you need.

After you have set up your GO account, a Learning Platform account will automatically be set up for you, but you will need to **wait 24 hours** and then set up separate login details for the Platform.

If you are unable to access the email address which you have on your GO record and need this to be changed please email membershipsystems@girlguiding.org.uk or for a speedier resolution phone them on 0800 999 2016 or 020 7834 6242

Creating an account on the Learning Platform (for enquirers and members)

When you are ready to access your Learning Platform account you can use this link to the login page learning.girlguiding.org.uk



You will use the same username that you use for GO but will set a different password.

To set your password, click the forgotten password link, which will send an email (to the address on your GO record) with a reset link.

Click on the reset link in your email and input a new password.

You will then be able to access the Platform and complete your 'a safe space' or any other e-learning and webinars you are interested in. Any e-learning you complete will take 24 - 48 hours to synchronize over to your GO account.

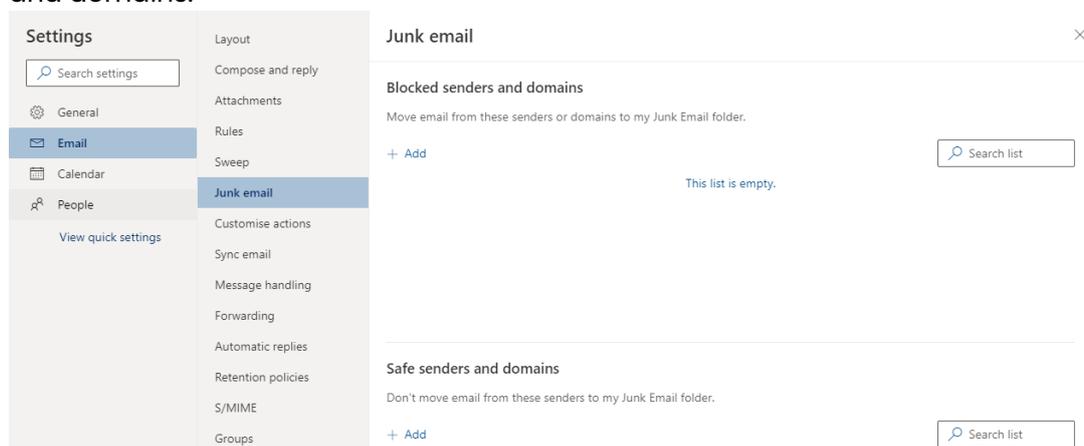
If you have any trouble completing the e-learning or your course has not registered on GO, please email membershipsystems@girlguiding.org.uk and they should be able to help.

If you are not receiving the invitation email

Check your spam/junk folder. Make girlguiding.org.uk and noreply@learningpool.com trusted in your email client and try again.

To set a domain active in Outlook

In Outlook, go to Settings/ View all Outlook settings/Email/Junk email and add under the Safe senders and domains.



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