



CITB GOLD Help Files

Logging in Guide

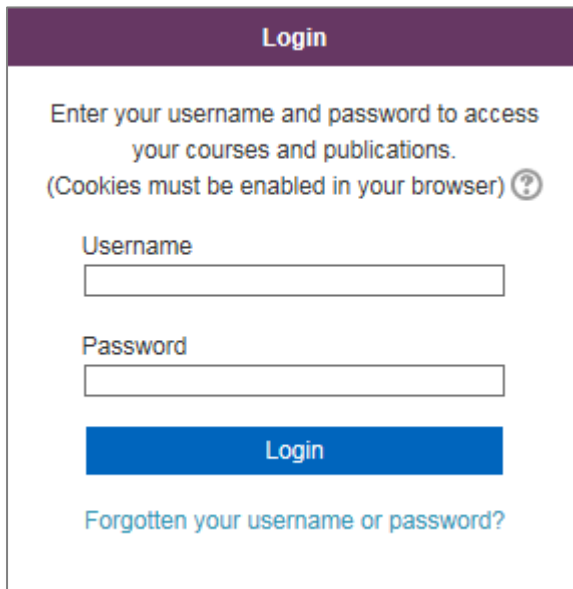
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Login to your account

Step 1:

To Login to GOLD, enter the "Username" and "Password" you have been provided within the relevant text boxes.



The screenshot shows a login form with a purple header bar containing the word "Login". Below the header, the text reads: "Enter your username and password to access your courses and publications. (Cookies must be enabled in your browser) ?". There are two text input fields: "Username" and "Password". Below the "Password" field is a blue "Login" button. At the bottom of the form, there is a link that says "Forgotten your username or password?".

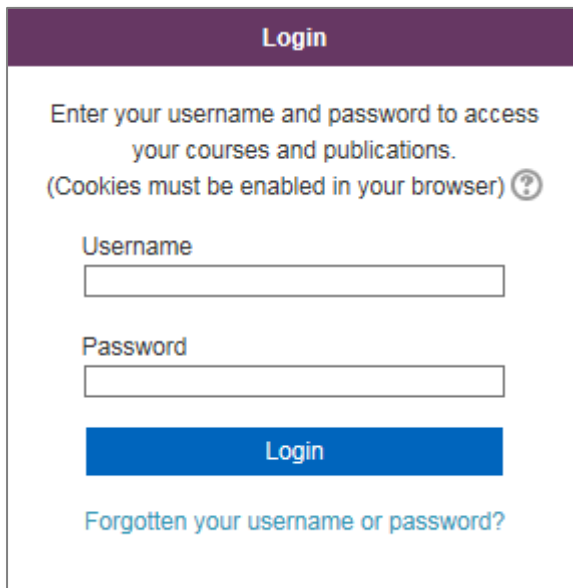
Step 2:

Click on the "Login" button to login to GOLD.

Login as guest


Step 1:

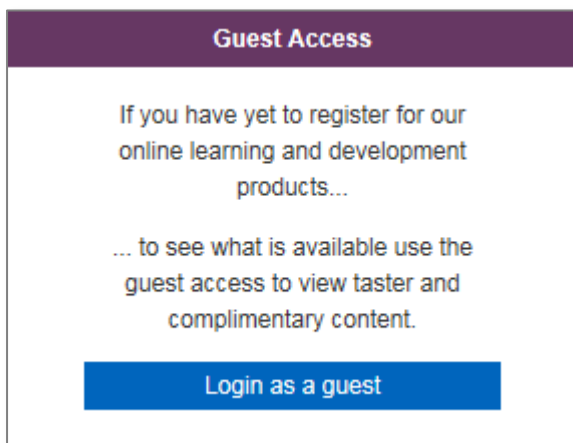
To use guest access, in both "Username" and "Password" enter guest and click the "Login" link.



The screenshot shows a login form with a purple header bar containing the word "Login". Below the header, the text reads: "Enter your username and password to access your courses and publications. (Cookies must be enabled in your browser) ?". There are two input fields: "Username" and "Password". Below the input fields is a blue button labeled "Login". At the bottom of the form, there is a link that says "Forgotten your username or password?".

Step 2:

Alternatively, click "Login as a guest" button underneath the main login panel. Some courses may allow users to login as a guest user; these courses will be identified by the guest user  icon.

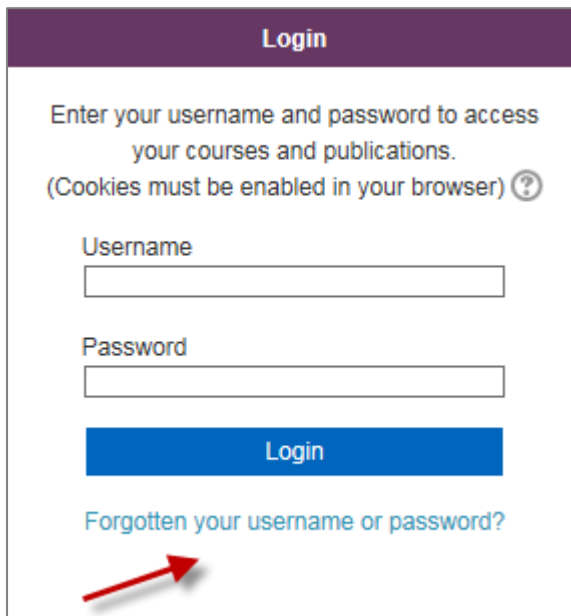


The screenshot shows a "Guest Access" form with a purple header bar containing the words "Guest Access". Below the header, the text reads: "If you have yet to register for our online learning and development products... ... to see what is available use the guest access to view taster and complimentary content." Below the text is a blue button labeled "Login as a guest".

Forgotten your username or password?

Step 1:

If you have forgotten your username or password, click the “Forgotten your username or password” link.




The screenshot shows a login form with a purple header containing the word "Login". Below the header, the text reads: "Enter your username and password to access your courses and publications. (Cookies must be enabled in your browser) ?". There are two input fields: "Username" and "Password". Below these fields is a blue "Login" button. At the bottom of the form, there is a blue link that says "Forgotten your username or password?". A red arrow points to this link.

Step 2:

The forgotten password page will open; enter the “Captcha” code that is displayed on the screen.



The screenshot shows a page titled "Enter Captcha". It features a captcha image with the code "r9eCs3" overlaid on a background of noise and a blue refresh icon. Below the captcha, there is an input field labeled "Enter Code" containing the text "r9eCs3" and a small "x" icon to clear the field.

If you are finding it difficult to read the code, click on the refresh  icon.

Step 3:

Enter either your username or email in the search boxes provided and click “Search”.

Search by username Username <input type="text"/>	<input type="button" value="Search"/>
Search by email address Email address <input type="text"/>	<input type="button" value="Search"/>

Step 4:

If you supplied a correct username or email address then an email should have been sent to you.

<p>If you supplied a correct username or email address then an email should have been sent to you. It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, please contact the site administrator.</p> <p><input type="button" value="Continue"/></p>
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Step 5:

Login to your email account and follow the instructions in the email to access your account or reset your password.