

Error message: This email already exists

04/19/2024 12:20 pm EDT

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Self-registration students



- If you see this message when you are registering to the Richmond Learning Platform, it means that your email account has been previously registered. There is no need to register again. Simply visit www.richmondlp.com and log in with the email account and password that you have already been given or created.
- If you forgot your log in information, select the link: **Forgotten password?** on the login page and enter your email address. You will receive an email with a link to change your password. See the following [article](#) about the process.
- If you have previously registered and have an **access code** for a new product, log in to your account with your email and password. Next, select **ADD PRODUCT TOKEN** in the **MY PRODUCTS** panel and enter your new access code. The new product will be added to your profile and will appear on the main page.
- If you are trying to register a new user, you will need to use a different email address. Each user requires their own email address and password to register.
- If you lost the email account that you used to registered and you can no longer recover it, it will be necessary for you to register with a new and active email account, since any communication sent about your registration will be notified to that email.



If you would like to learn more about the use of the platform, please visit our knowledge base at the following link: <https://rlp-ug.knowledgeowl.com/help/student>