

Aspiration Training Digital Learning Hub

User Guide for Learners

Troubleshooting - Not receiving emails from Learning Hub



**Welcome to the
Aspiration Training Learning Hub**

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aspiration
TRAINING LTD



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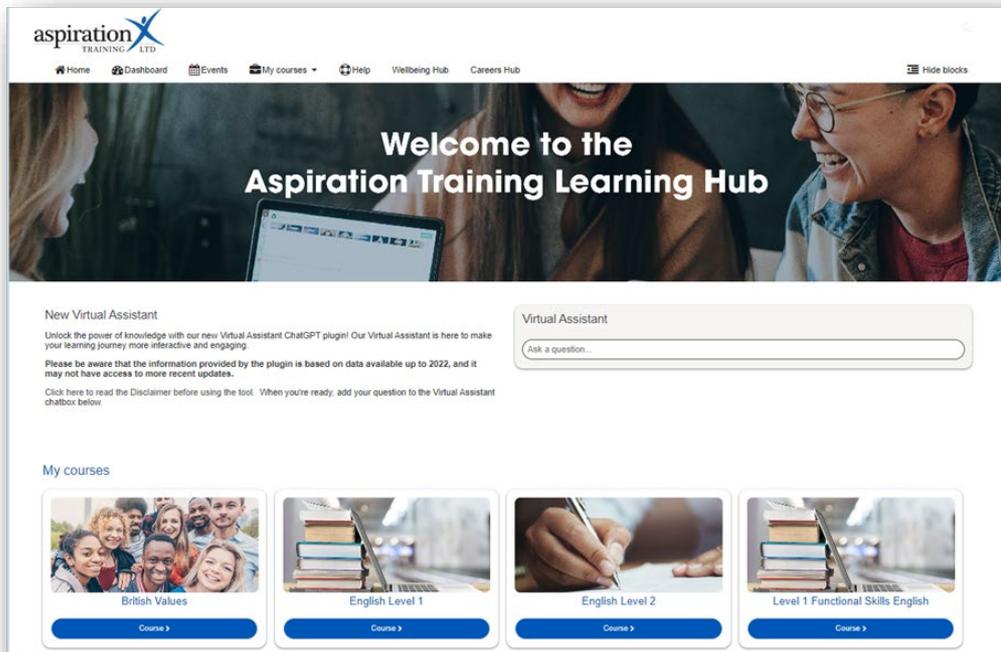
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An overview of our Digital Learning Hub



Aspiration Training's Digital Learning Hub gives you access to various online resources to support your learning. The Hub contains resources separated into **course sites**, and you may have been given access to one or more course sites, depending on your needs. For example, you may have a site to support an apprenticeship and another to support the development of your functional skills in Maths.

Aspiration Training's Digital Learning Hub can be found here:-

<https://learning.aspirationtraining.com>

Your log in details will be provided to you by your tutor. For help logging in, please see our guide here - [Learner User Guide - How to Log in.](#)

For an overview of the Learning Hub, access our online guide - [Learner User Guide - Overview of the Digital Learning Hub.](#) A full suite of guides is available from the Learning Hub once logged on to the system.

Emails from Learning Hub

There are several different emails you might expect to receive from Learning Hub:-

Administrative Emails

Account Confirmation: When you first register, you'll likely receive an email to confirm your email address and complete your account setup.

Password Reset: If you forget your password, you'll receive a password reset link via email.

Course-Related Emails

Course Announcements: Updates or news posted by instructors in the course you're enrolled in.

Forum Posts: If you're subscribed to forums within your course, you'll receive updates when new posts or replies are added.

Interaction Emails

Messaging: You should receive an email when someone sends you a message on Learning Hub.

Feedback Requests: You may receive emails asking for course or instructor feedback through questionnaires or surveys.

Calendar Events: Notifications about upcoming events, deadlines, or live sessions if they are added to the Calendar.

System Notifications

Maintenance Alerts: Emails about planned system downtimes or updates.

Policy Updates: Information regarding changes to terms of service, privacy policy, etc.

Troubleshooting emails

If you're not receiving emails from the Learning Hub, chances are these are going into your junk folder. To correct this, you need to **whitelist** the email address. Whitelisting an email address means marking it as a trusted sender so that emails from that specific address are not filtered into your spam or junk folder. Instead, they will be delivered directly to your inbox. Doing this ensures that important messages from that sender are readily visible and accessible.

The process of whitelisting can vary depending on the email service or client you're using. Below are some general guidelines for popular email platforms:

Gmail

Open Gmail and navigate to the "Settings" cog in the upper-right corner.

Click on "See all settings."

Go to the "Filters and Blocked Addresses" tab.

Click on "Create a new filter."

In the "From" field, enter **noreply@aspirationtraining.com**.

Click "Create filter."

On the next screen, check the box for "Never send it to Spam."

Click "Create filter" again.

Outlook

Open Outlook and go to "Settings" (cog icon) in the upper-right corner.

Scroll down and click "View all Outlook settings."

Go to "Mail," then "Junk email."

Under "Safe senders and domains," click "Add."

Enter **noreply@aspirationtraining.com**.

Click "Save" or "Add."

Yahoo Mail

Open Yahoo Mail and click on the "Settings" cog.

Choose "More Settings."

Go to "Filters" and click on "Add."

Fill in the filter criteria and add **noreply@aspirationtraining.com** under "From."

Choose "Inbox" under "Then deliver the email to the following folder."

Save the settings.

Please note that these are general guidelines, and the interface or steps might differ slightly depending on your version. Always remember to be cautious when whitelisting email addresses to ensure you are not vulnerable to unwanted or potentially harmful emails.