A student cannot access the RLP platform

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Teachers menu

Leer en español

Teachers

Access through an incorrect channel

- **Compartir**: access is through the banner/template configured in the Compartir platform.
- **EDI**: access is through the banner/template configured in the EDI platform.
- **Connect**: access is through the link https://richmondlp.com/login on the Santillana Connect side.

Blocking from the school's administrative platform

Another probable cause is caused by the Institution/College blocking the student's account (non-payment, deleted account, blocked account).

To request access again, you can contact the school so that the school can contact the assigned consultant or coach and request access data again.

An error message appears after clicking on the banner/tab

Ask the student to log in using another browser or to log in in an incognito session. If the problem persists please report this to the school's assigned consultant or coach.

Teachers of self-registration

Access through an incorrect channel

Access for self-registration students should be through the following link https://richmondlp.com/login on the right side.

Incorrect username or password

If the student forgot his/her password, please read the following **article**.

If the student does not remember his or her account, you as the teacher can check with the advisor or Coach for the student's login information and if necessary reset the password.

Invalid access code

If when entering the access code (token) a message is displayed "This access code is invalid. Please check and try again" please verify that the data is entered correctly, if the problem persists contact the advisor or coach assigned to your school to provide you with a new code.

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/teacher