

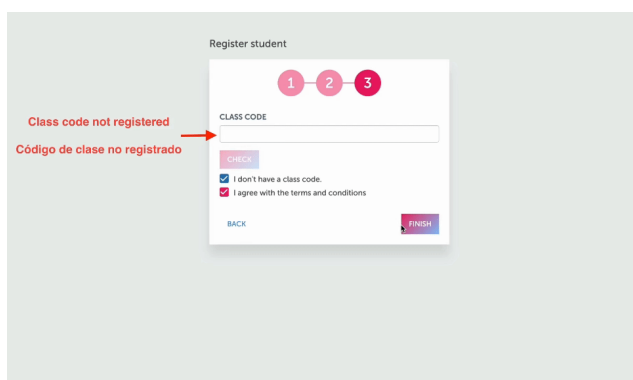
Why am I enrolled in an institution called Richmond?

Last Modified on 01/09/2025 1:00 pm CDT

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This happens when you do not enter your class code during the registration process for the RLP platform. therefore you are automatically assigned to the **Richmond Institution**.



The screenshot shows a 'Register student' form with a progress indicator at the top showing steps 1, 2, and 3. Step 2 is highlighted. The form has a 'CLASS CODE' input field. Below it is a 'CHECK' button. To the left of the form, there is a red error message: 'Class code not registered' and 'Código de clase no registrado' with a red arrow pointing to the 'CLASS CODE' field. Below the 'CHECK' button are two checkboxes: 'I don't have a class code.' (checked) and 'I agree with the terms and conditions' (checked). At the bottom of the form are 'BACK' and 'FINISH' buttons.

To be assigned to the correct institution, please contact your teacher so that he/she can report you to the school administrator.

The information they will need is: **name of the institution** where you must be enrolled and **class code** (in case you have already been assigned a class).



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>