

## Guidance from RHS regarding setting up access to their portal and obtaining your results

You can either acquire your results directly from your Centre (please note that all Centres and their staff have been impacted by the Coronavirus situation, so there may be a delay in response), or you can use the RHS Candidate Portal to view them directly, as long as your Centre registered you with your chosen email address at the point of registration.

**Please note that, in line with the majority of regulated awarding bodies, RHS Qualifications are unable to advise candidates of their results directly.**

To log onto the RHS Candidate Portal for the first time:

- Please click on <https://candidate.rhs.org.uk/Login.aspx> and select “Forgotten your password”
- Enter the email address you supplied your Centre with at the time of registration and press Continue
- You will be sent an automated email with a link to change your password – please check your spam/junk folder
- When you receive that email and try to select a new password, it asks you to include an item of punctuation; please ensure you use one of the punctuation items listed below as an example - it has to be one of these. However please don't use a £ sign as this does not work.
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- Please also ensure you set this up on a laptop or desktop computer, rather than a mobile phone or tablet.

Once logged in, your registrations can be found under My Learning, My Registrations; **results (when released by RHS Qualifications) can be found under My Learning, My Achievements.**

If you are unable to log in, it may be that your Centre has not added your chosen email address to your candidate record, or there is an error with the email address that has been added. If this is the case, please email RHS Qualifications on [qualifications@rhs.org.uk](mailto:qualifications@rhs.org.uk) and confirm the following:

- Your full name
- Your full date of birth
- Where you have registered for learning/exams (your Centre)
- Which qualification/exams you sat and when you sat them.

We can then add/amend your preferred email address to your record, and you will be able to request a password reset email to be sent to your correct address and log on.

Please note that all RHS Qualifications staff are working remotely at this time, and the number of enquiries we receive after results release does increase in volume; therefore, we will respond to all emails as quickly as possible, but please do bear with us and our Approved Centres' staff during this time."