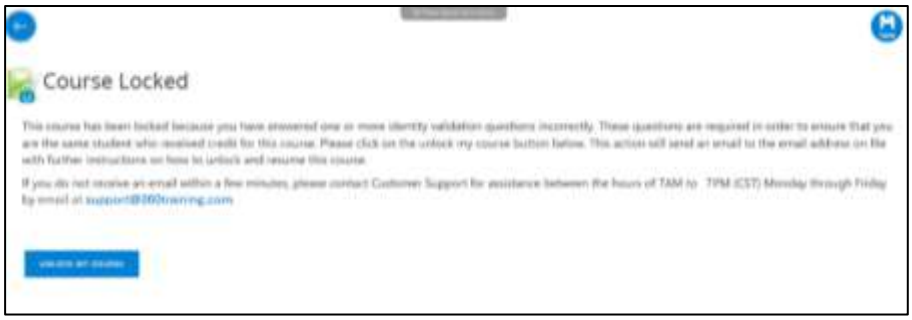
How to Unlock Your Course Due to Validation Error

If you have been locked out of your course due to validation failure, you will be prompted with a page as shown below for instructions on how to unlock it.

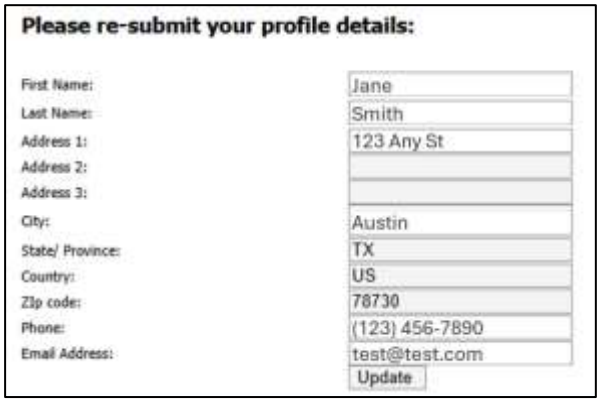
a. Click the **UNLOCK MY COURSE** button.



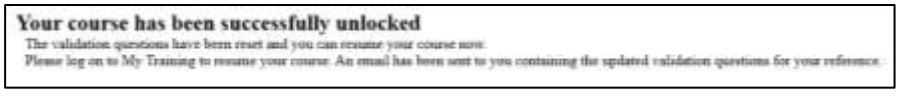
b. Shortly after, you will receive an email from support@360training.com with a link to reset your validation questions.

c. Click the link to **reset your validation questions** found in the email.

d. You will be redirected to a webpage where you can edit your details for your validation questions. When finished, click **Update**.



e. Your course has now been unlocked. You can now return to your account, launch the course, and continue with it.



For Immediate Assistance:

Visit our Support page

www.360training.com | Chat with us live on our website | support@360training.com