LEARNING PORTAL

Racing Victoria

Quick Troubleshooting Guide

Got a problem? Not 100% sure of something? Use this guide to find our emails in your junk, check your internet browser is compatible, find your username, reset your own password and get help via email, in person or self-help.

CHECK YOUR INTERNET BROWSER IS COMPATIBLE

You can access the learning portal using any mainstream internet browser, such as Google Chrome, Internet Explorer, Mozilla Firefox or Safari. The following versions are supported:

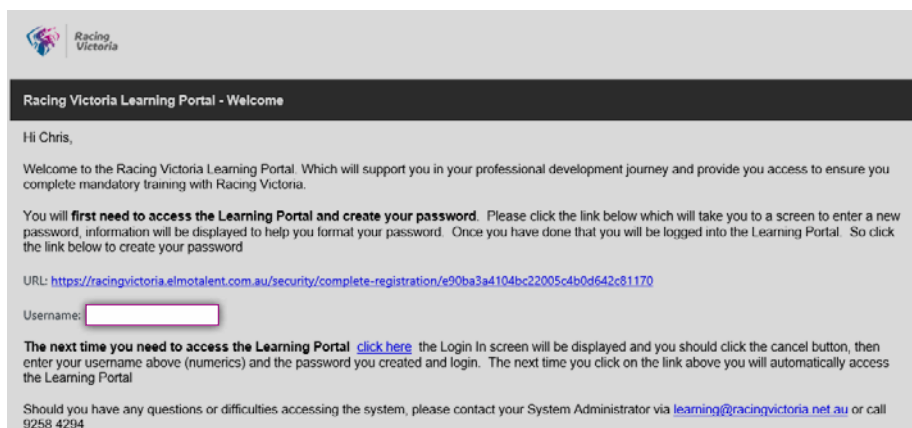Google Chrome (PC, Apple Mac, Android and iOS)

Internet Explorer 8 or Microsoft Edge (PC)

Mozilla Firefox, most recent (PC, Apple Mac, Android and iOS)

Safari 7 or newer (Apple Mac, iOS and iPad)
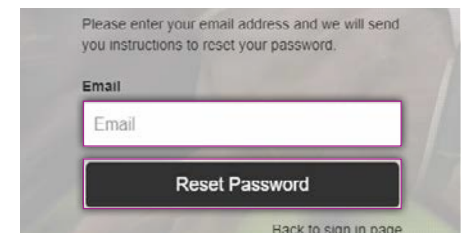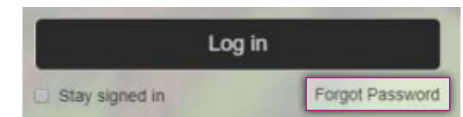
FIND YOUR USERNAME

Your username is the same as the number stored in Racing Australia's SNS database. Find it in the email at the location shown below.

RESET YOUR PASSWORD

Forgotten your password? Reset it yourself in just minutes without having to call us – it's easy!

1 Open your **internet browser** (i.e. Chrome, Internet Explorer, Safari, Microsoft Edge, etc.) and enter https://racingvictoria.elmotalent.com.au into the address bar or find it in your bookmarks/favourites

2 Select **Forgot Password**

3 Enter your email address and select **Reset Password**

Please allow up to 10 minutes to receive your password reset email. If it hasn't arrived after 10 minutes, please contact Racing Victoria's Learning Support team.

4 Find the email in your mailbox. Open the link in the email to set a new password.

GET HELP

Self-help resources are available on Racing Victoria's website at racingvictoria.com.au/careers/learning

Alternatively, our Learning Support team is available at learning@racingvictoria.net.au or 03 9258 4294.
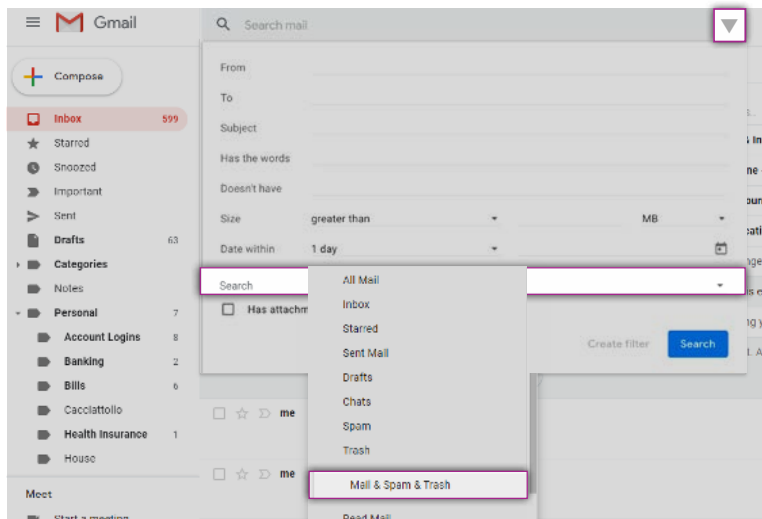
Racing Victoria

FIND OUR EMAILS IN JUNK

Emails might skip your inbox if they are accidentally archived, deleted, or marked as spam.

Follow these steps to search all your emails, including those that aren't in your inbox.

Gmail

1. On your computer, open Gmail

2. In the search box, click the **Down arrow** ▼

3. Click the **All Mail** drop down, then select **Mail & Spam & Trash**

4. Enter some information that's in the missing email, i.e. learning portal

5. At the bottom of the box, click **Search**

1. On a phone 📱 or tablet 📱, open the Gmail app

2. In the top right, tap **Search**

3. Type in: anywhere, then enter some information that's in the missing email, such as the sender's name or the subject, i.e. learning portal

4. In the bottom right, tap **Search**

Hotmail and Outlook

To check your Junk folder, simply choose **Junk Email** in the left menu.