

FAQ: “Why haven’t I received a registration confirmation email?”

If you have NOT received a confirmation email about your registration on the RETP online learning website, here are some troubleshooting steps:

- Check your **junk/spam mailbox**. Some email providers may mark our emails as spam.
- Be sure that you are using the right email address. Sometimes people register with personal email and try logging in with a work email.

If you have checked the above and you have still not received your confirmation email within **5 minutes** of registration, [contact the RETP Support Team](#) so they manually confirm your registration on the website.

Support Team email: researcheducation@retp.org