

Upgrading your
Account on the
Lumina Portal



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The Lumina Portal Explained

The **Lumina Portal** is the single place to access all of your **Lumina Services**.

Lumina Services are the features you use on the Lumina Learning website, such as ‘Participant’ (for answering questionnaires) and ‘Practitioner’ (for administering questionnaires). Each Service is linked to a **Profile**, for example, Participant Profile or Practitioner Profile.

Upgrade to Access the Lumina Portal

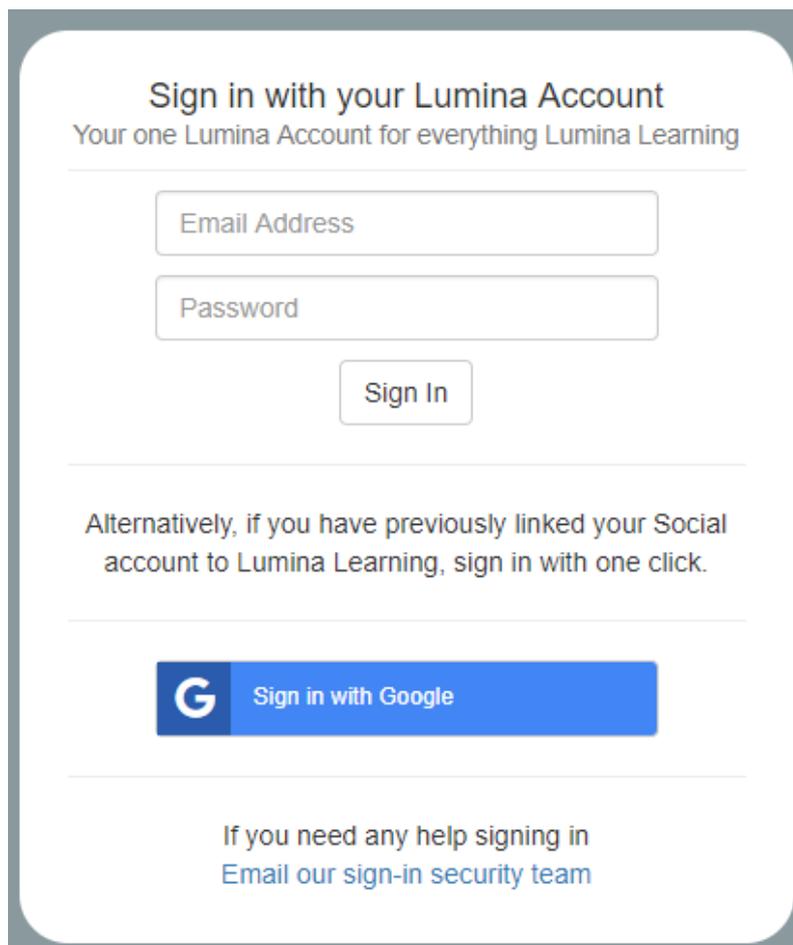
Any account that you created before the new Lumina Portal was introduced is a **legacy account**. To use the Lumina Portal, you will need to **upgrade** to a new **Lumina Account**. If you need to upgrade, you will be guided through the upgrade steps next time you sign in.

This guide explains the steps in the upgrade process.

Upgrade to a New Lumina Account

1. Sign in to your legacy account at <https://sso.luminalearning.com>.

Important! *If someone has shared their legacy account sign-in details with you, **do not** upgrade. Only the account owner should upgrade.*

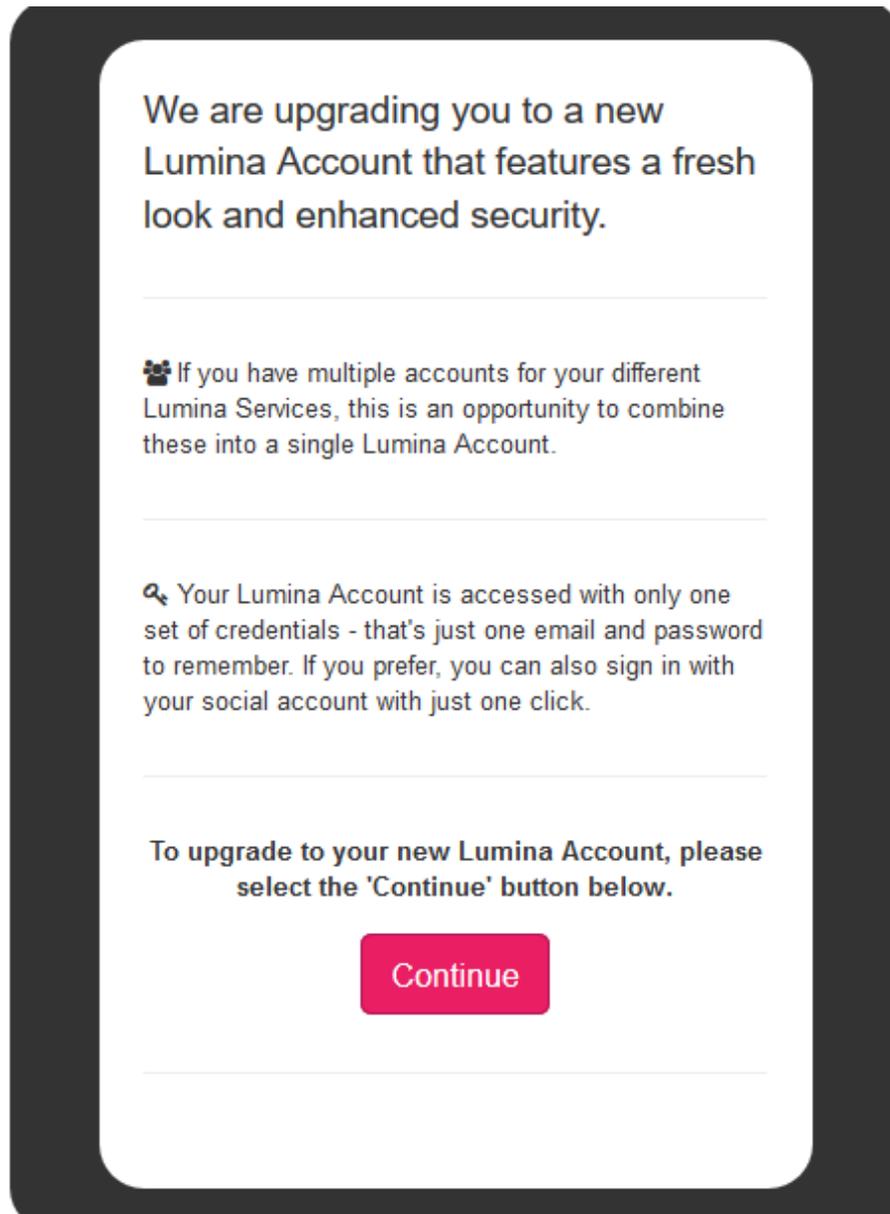


The screenshot shows a sign-in interface for Lumina Learning. At the top, it says "Sign in with your Lumina Account" and "Your one Lumina Account for everything Lumina Learning". Below this are two input fields: "Email Address" and "Password". A "Sign In" button is positioned below the password field. A horizontal line separates this from the next section, which says "Alternatively, if you have previously linked your Social account to Lumina Learning, sign in with one click." Below this is a "Sign in with Google" button, which features the Google 'G' logo. At the bottom, there is a link: "If you need any help signing in Email our sign-in security team".

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2. Select **Continue**.

Important! *If you do not see this screen, it means you already have a Lumina Account and do not need to upgrade. You can stop following this guide now.*



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3. You are asked whether you have already used the Lumina Portal. Choose one option:

- If this is your first time using the new Lumina Portal, select:

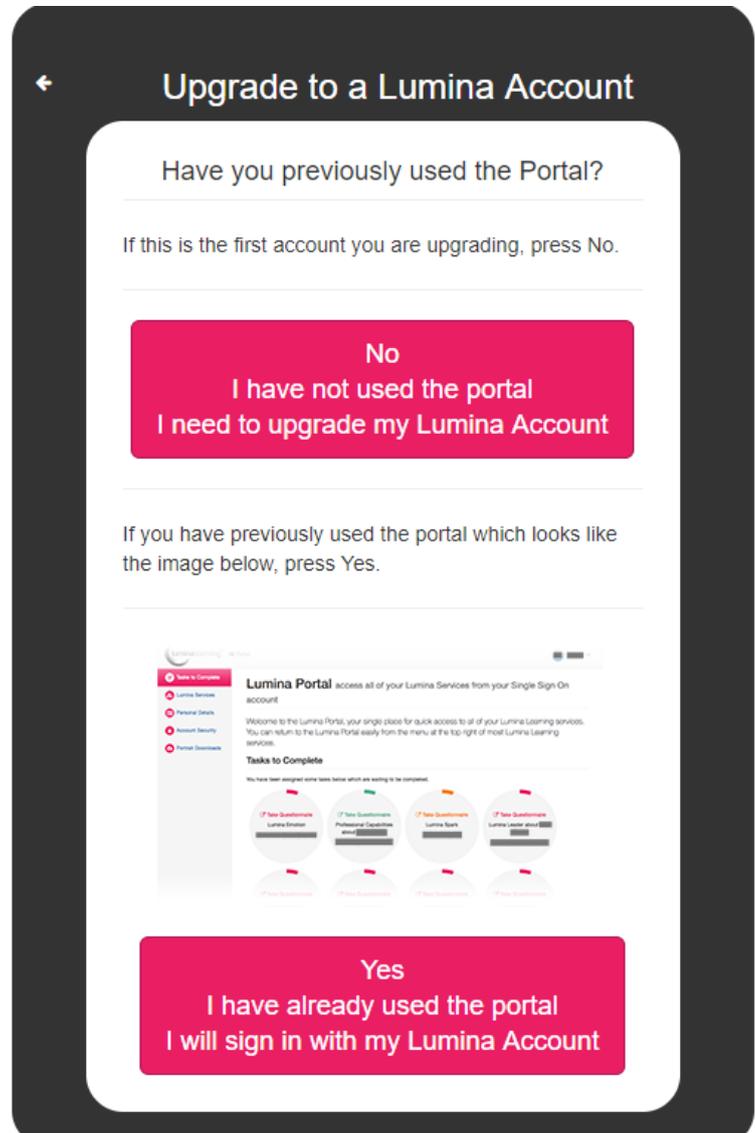
No. I have not used the portal. I need to upgrade my Lumina Account.

Most users should select this option.

- If you have already used the new Lumina Portal and already have a Lumina Account, you can merge your legacy account with your Lumina Account. Select:

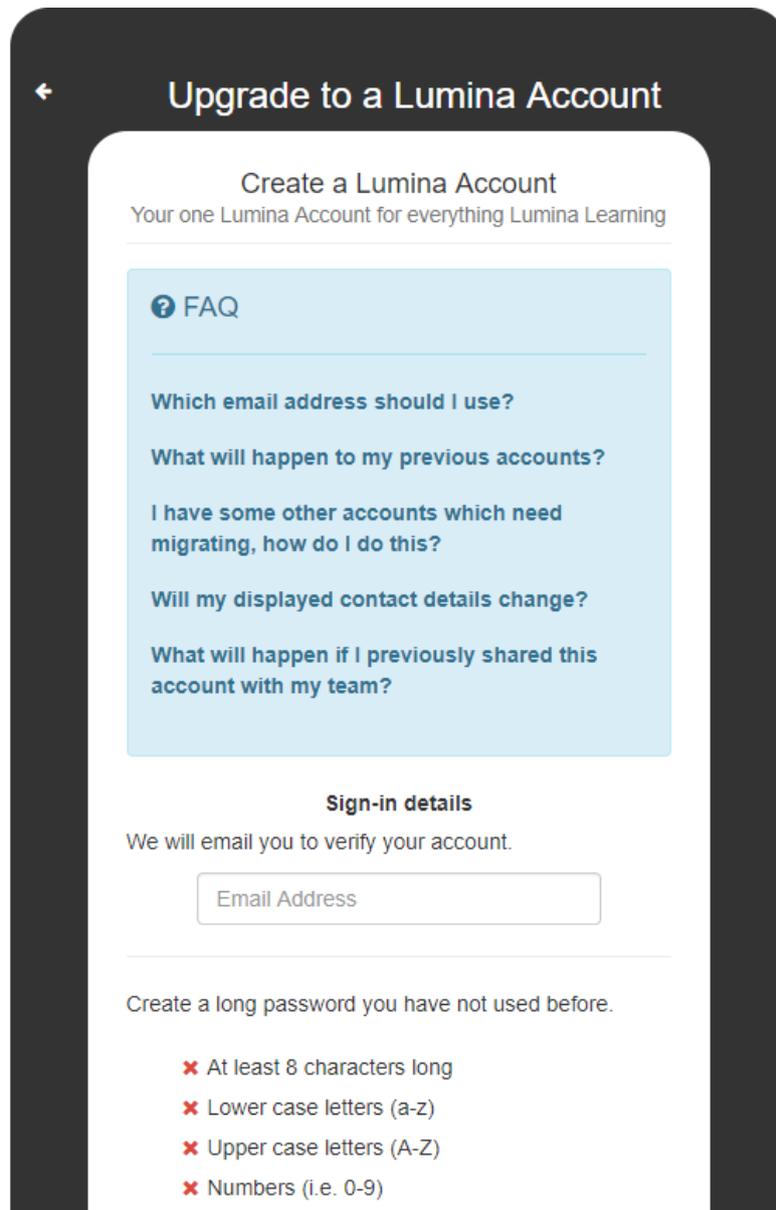
Yes. I have already used the Portal. I will sign in with my Lumina Account.

You will be taken to the sign in page. Please sign in. This will complete the upgrade process.



Important! If you select 'Yes' and sign in but the upgrade process starts again, it means you do not have a Lumina Account yet. Follow the upgrade steps again and when you reach this screen, select 'No'.

4. Enter an email address for your Lumina Account. Ensure you can access the email address so that you can receive notifications later.



Upgrade to a Lumina Account

Create a Lumina Account
Your one Lumina Account for everything Lumina Learning

FAQ

- Which email address should I use?
- What will happen to my previous accounts?
- I have some other accounts which need migrating, how do I do this?
- Will my displayed contact details change?
- What will happen if I previously shared this account with my team?

Sign-in details
We will email you to verify your account.

Email Address

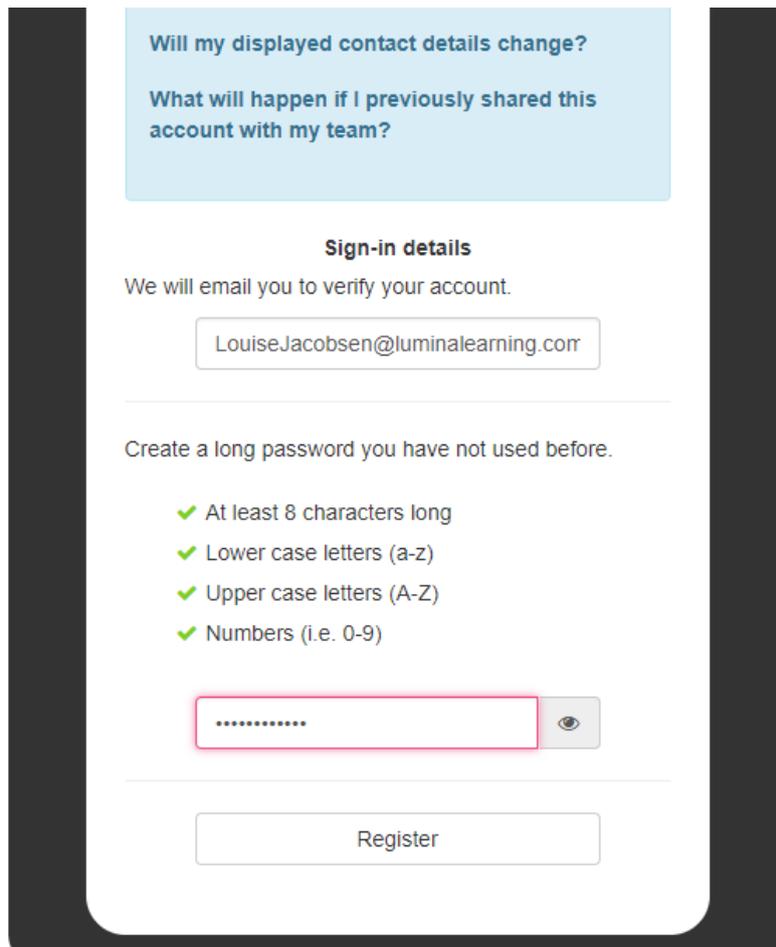
Create a long password you have not used before.

- ✗ At least 8 characters long
- ✗ Lower case letters (a-z)
- ✗ Upper case letters (A-Z)
- ✗ Numbers (i.e. 0-9)

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5. Scroll down: enter a password that you will use to sign in to your account. This must meet the strength criteria.

Select: **Register**



Will my displayed contact details change?
What will happen if I previously shared this account with my team?

Sign-in details
We will email you to verify your account.

LouiseJacobsen@luminalearning.com

Create a long password you have not used before.

- ✓ At least 8 characters long
- ✓ Lower case letters (a-z)
- ✓ Upper case letters (A-Z)
- ✓ Numbers (i.e. 0-9)

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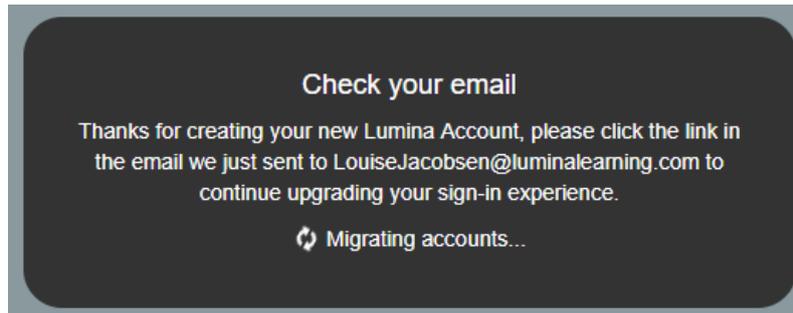
Register

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6. (Some users only) Some users will be asked to verify their account.

If you see this screen, check your email inbox for a verification email.

If you do not see this screen, proceed to step 8.



7. (Some users only) If you have been asked to verify your account, in the verification email select **Confirm my account**.



Welcome to Lumina Learning!

Thank you for signing up. Please verify your email address by clicking the following link:

[Confirm my account](#)

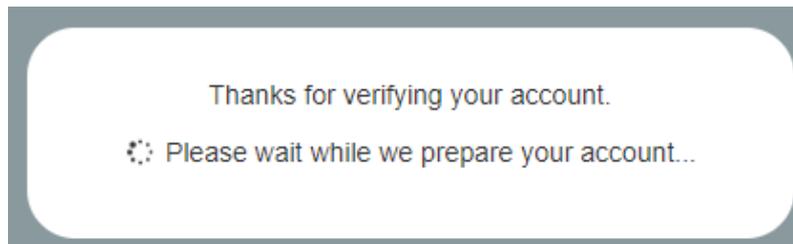
If you are having any issues with your account, please don't hesitate to contact us by replying to this mail.

Thanks!
Lumina Learning

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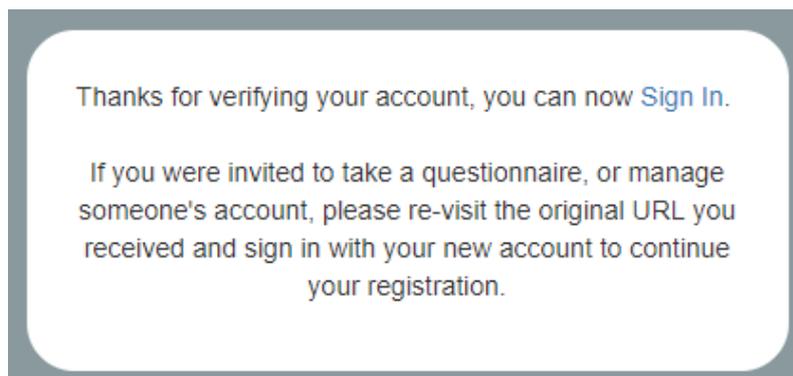
8. Your Lumina Account is now confirmed. You may need to wait while your Lumina Account is prepared.

Important! Do not close this screen.



9. Your account has now been created.

Click **Sign in** to return to the sign-in page to access the Lumina Portal.



End of guide. Last updated 25/09/2020.

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