Having trouble registering or logging into PIXIE training

PIXIE Training · https://pixiepartners.com.au/support-docs/having-trouble-registering-or-logging-into-pixie-training/

The PIXIE online training course requires a PIXIE Partners account which is also free.

August 2025 Update

The registration process for the Certified Installers Course has been updated to make it simpler and easier.

However, be aware that PIXIE Partners and PIXIE Certified Training Site are 2 different websites and we recommend using different passwords for each sites for security reasons.

Once you registered for PIXIE Partners you are automatically registered for the online training course too. **An email will be sent to you to choose a password for the training site. Click on that link, set your password and login and you'll have immediate access to training.**

If you are receiving the message "Not enough data to continue", or some variant and cannot register or sign-in, this is the fix.

=== THE FACTS

- Your IP Address has been automatically blocked, temporarily, as you have tried to login to the training without a valid account with the email address you have used.

- **- This is 99% the reason why**
- **- This is a security measure to keep customer's data safe.**

+++ THE RESOLUTION

- You may have to wait for up to 60 minutes for your IP address to be unblocked - this is an automated process and this wait period may vary from time to time, based on dynamic assessments of security risks.

- Head back to the REGSITRATION page and REGISTER here:
https://training.pixiepartners.com.au/dashboard/

If you have not already set your password look for the email from the Training Site to SET YOUR PASSWORD for the Training site.

We keep PIXIE Partners (technical support and Reward Program) as a separate website to PIXIE Certified training for security purposes.

What are the 3 steps?

1. You must first register for PIXIE Partners here:

https://pixiepartners.com.au/pixie-partners-registration-page/

2. Once logged in, scroll down and find your VOUCHER code and copy it.

Now head to the training Registration page:

> PIXIE Certified Installers Home

Embedded media: https://training.pixiepartners.com.au/embed/#?secret=poMO1E3VKP#?secret=PZdOLUqwqb

https://training.pixiepartners.com.au/

3. Complete the form on this page using the same email address you used to create your PIXIE Partners account and using the VOUCHER code where requested

Once you are registered you will be provided instant access to the training course.

Can't Claim my Free Training Kit

Once you have completed your training you will be notified in your training course to head to a page to fill in an online form to nominate where you free training kit can be sent.

This form redirects you to your PIXIE Partner account, so you must be logged into your PIXIE Partners account to claim your free kit.

If you are having trouble making this page load, its **likely something from your end**.

We recommend try one or more of the following options:

1) Log out and back into your PIXIE Partners account and head to this page:

2) If this doesn't work, then either clear your browser cache OR try a different browser, remembering you need to be logged into your PIXIE **Partners** Account to claim the free starter kit.

3) If you have tired all of these options and still cannot claim your starter kit, please email PIXIE Support at info@pixiepartners.com.au