

## Problems Logging In

### **Q1. What do I do if I can't remember my password?**

**A1.** If you have an active account and have forgotten your password please use the 'Forgotten password' link on the log in page. You will need to submit your username and the answer to your security question. A new password will then be emailed to you.

### **Q2. What do I do if I can't remember my username?**

**A2.** If you are the headteacher your username will have been included in the letter you received at the start of the Checking Exercise.

If you are a checking website user or administrator you should contact your headteacher who will have a record of your username on the 'Manage Users' tab on the website.

### **Q3. I am trying to enter my username and password to complete registration, but I can't log in.**

**A3.** If you are a new headteacher or a headteacher who has not used your login account for more than 12 months then please ensure you are using the username and password that was sent to you at the start of the checking exercise. If you have an active headteacher account please use your existing username and password.

If you are a checking website user then ensure that you are using the username and password given to you by your headteacher or website administrator. Please remember the password entered will have a mixture of upper and lower case letters as well as numbers and special characters with no spaces.

### **Q4. I am locked out of the website. What should I do?**

**A4.** Please note that you will be locked out of the website after a series of unsuccessful attempts to log in. If you are a checking website user or administrator you should contact your headteacher as they will be able to unlock your account via the user list on the website under the 'Manage Users' tab. If you are the headteacher and have locked your account you will need to contact the Schools Helpline.

### **Q5. I have only received a letter with a username, but no letter with password, what should I do?**

**A5.** If you have an existing headteacher account you will not be sent the password letter. If you received a new headteacher username, your password will be sent under separate cover. If you are a new headteacher or have not used your existing account for more than 12 months and have only recently received the username letter then please wait for 2 working days to allow time for the password letter to arrive. After this time please call the Schools Helpline.

### **Q6. I have only received a letter with a password, but no letter with a username, what should I do?**

**A6.** The username and password were sent under separate cover to the headteacher. If you are a headteacher and have only received the password letter please contact the Schools Helpline.

### **Q7. I am having problems trying to enter my email address while registering my new username.**

**A7.** The email address should be your email address at the school. Please do not use a school admin email address or your own private email address.

### **Q8. Do I have to read the Terms and Conditions?**

**A8.** Yes. It is important you read the terms and conditions as they outline the legalities of entering and using the checking exercise websites.