

Problems Logging In

Q1. What do I do if I can't remember my username?

A1. If you have an active account and have forgotten your username please use the 'Forgotten 'username' link on the login page

If you have a User or Administrator you can also contact your Headteacher who will have a record of your username on the 'Manage Users' tab on the tables checking website.

Q2. What do I do if I can't remember my password?

A2. If you have an active account and have forgotten your password please use the 'Forgotten password' link on the login page. You will need to confirm your username and the answer to your security question. A new password will then be emailed to you.

Q3. I am have entered my username and password but I am unable to login.

A3. If you are unable to answer the password security question correctly you will need to contact your headteacher to create you a new temporary password. 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. The schools helpline can also create you a temporary password, if you have an existing account, which will be emailed to your own school email account.

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 on the tables checking website under the 'Manage Users' tab. If your headteacher or administrator are unavailable or you are the headteacher you will need to contact the Schools Helpline.

Q5. I am having problems trying to enter my email address while registering my new username.

A5. 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.

Q6. Do I have to read the Terms and Conditions?

A6. Yes. It is important you read the terms and conditions as they outline the legalities of entering and using the checking exercise websites.