



Department  
for Education

# Problems Logging In

March 2021

## **Q1. What do I do if I cannot remember my username?**

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 account, you can also contact your headteacher who can check your username on the 'Manage Users' tab on the checking website.

## **Q2. What do I do if I cannot remember my password?**

If you have an active account and have forgotten your password, please use the 'Forgotten password' link on the login page. Once you have confirmed your username and the answer to your security question a new password will then be emailed to you.

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

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 note your new password must contain at least 10 characters, including an upper case and a lower-case letter, a number and a special character (for example #/?).

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

Please note that you will be locked out of the website after a series of unsuccessful attempts to log in. If your account is locked please use the 'Account locked' enquiry on the 'Contact Us' page or contact your headteacher to unlock your account on the checking website under the 'Manage Users' tab.

**User and Administrator accounts cannot be unlocked by the Schools Helpline.**

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

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?**

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