# Instructions For New Users

**May 2022**

# New Headteacher/Principal Account

If you do not have a Headteacher/Principal account you must contact the schools helpline by using the 'Contact Us' link on the login page of the checking website, and select the 'New Headteacher/Principal account' enquiry type.

You will need to provide the following information:
- your full name
- your school DfE number
- confirmation you are the Headteacher/Principal
- your Headteacher/Principal email address for the school you wish to access. It is not possible for you to use an email address for another school, a school admin/info email address or your own private email address (such as Hotmail, Gmail etc)

In order for us to create you a Headteacher/Principal account your name must match the information on **Get Information about Schools** (GIAS) and on your own school website.

If the information is incorrect on these websites you will need to change them before applying for a login account. The information should be changed even if you are the Acting Headteacher.

Once a new account is created, a unique personal username and a temporary password are separately emailed to you as the Headteacher/Principal.

Once you have logged into the website with your username and **temporary password** you will be required to create a **new password** of your own choice.

- 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 #/?).

# New Staff Accounts

If you are a staff member wishing to gain access to the appropriate checking website for your key stage you will need to contact your Headteacher/Principal to create you a new account.

**'User' or 'Administrator' accounts cannot be created by the Schools Helpline.**

# Manage User Facility

It is important for the Headteacher/Principal to log in to the checking exercise website to check the current usernames and accounts held for the school.

By using the '**Manage user'** facility on the appropriate checking website for your key stage, the Headteacher/Principal can create 'User' accounts for members of staff as well as an ' Administrator' account.

**Please note these accounts cannot be created by the Schools Helpline and must be managed by the Headteacher/Principal.**

The Headteacher/Principal or can also reset passwords, edit details and delete accounts for staff members. The 'Administrator' account holder can also carry out these tasks, but for 'User' accounts only.

Once a new account is created a unique personal username and a temporary password are separately emailed to the new account holder. This new user should follow the same detailed procedure of creating a password of their own choice.

Additionally, when a password is reset or an account unlocked by the Headteacher/Principal or Administrator, the account holder will be automatically advised by email.

# Security

On the login page of the checking websites there is a link to the 'Terms and Conditions' (T&C's). It is important that users read, and tick the box to acknowledge they have understood the T&C's when they first access the checking website. The T&C's describe the new security requirements for user access to the websites.

**Usernames and passwords must not be shared or transferred to any other user.**