



Department
for Education

Problems Logging In

September 2023

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/Principal who can check your username under 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 be emailed to you. If you are unable to answer your security question correctly you will need to contact your Headteacher/Principal to reset your password under the 'Manage Users' tab on the checking website.

If you are a Headteacher/Principal and are unable to answer your security question correctly, please use the 'New Headteacher/Principal account' enquiry on the 'Contact Us' page

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

If you are shown the message 'The username you have entered does not exist or the password you've entered is incorrect', and you are unable to complete the 'Forgotten username' or 'Forgotten password' links, you will need to contact your Headteacher/Principal who can check your username or reset your password under the 'Manage Users' tab on the checking website.

If you are a Headteacher/Principal and are unable to complete the 'Forgotten username' or 'Forgotten password' links, please use the 'New Headteacher/Principal account' enquiry on the 'Contact Us' page

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

Please note that you will be locked out of the website after three 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/Principal to unlock your account under the 'Manage Users' tab on the checking website.

If you are a Headteacher/Principal and are unable to complete the 'Account locked' enquiry, please use the 'New Headteacher/Principal account' enquiry on the 'Contact Us' page

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 **school email address**. Please do not use your own private email address (Hotmail, Gmail etc.) or a generic school admin email address which can be accessed by multiple users.

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.