



Department
for Education

Instructions For New Users

May 2023

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.