



Department
for Education

Instructions For Existing Users

May 2023

Login Details for Existing Users

To complete the checking exercise you should log into the appropriate checking website for your key stage with your existing username and password.

- If you have forgotten your username please use the 'Forgotten username' link on the login page. You will be required to enter your email address and to give the answer to your security question.
- If you have forgotten your password please use the 'Forgotten password' link on the login page. You will be required to enter your username, your email address and to give the answer to your security question. A new temporary password will be automatically emailed to you.
- Due to spam filtering please check your junk/clutter folder if the password has not arrived within a few minutes.

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 #/?).

- If 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

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, 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 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.