Portal

User Guides - click on the tiles below:

How to Sign in?

How to invite a user?

Forgot your password?

How to set your MFA?

How to change your MFA and Password?

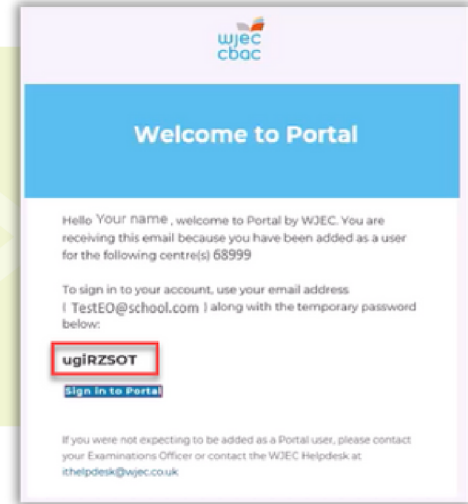How to manage accounts

Account Management

Quick Navigation

Portal

User Guide - How to sign in

1

Only your Exams Officer or Admin account holder can invite you to Portal.
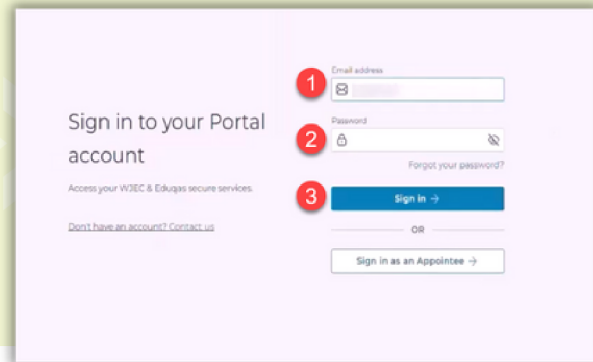
You will receive an invite email with a temporary password and link to Portal

2
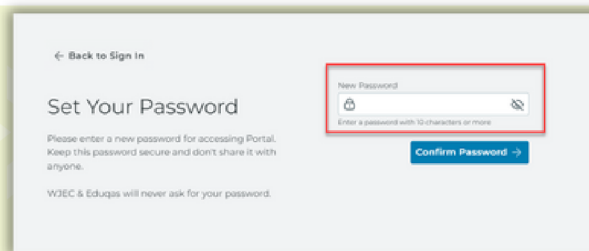
Enter your your details:
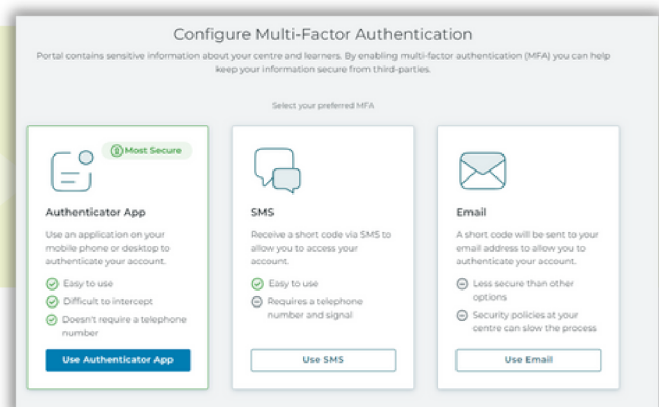
1. Your email address

2. Temporary password

3. Click 'Sign in'

3

Create a new password (at least 10 characters long)

Click 'Confirm Password'

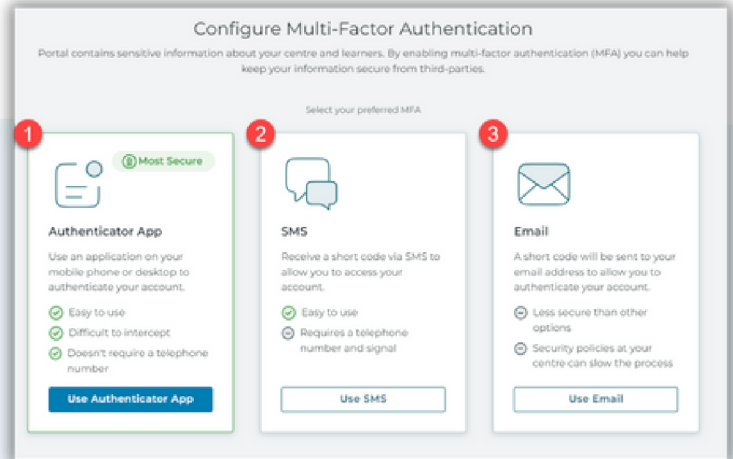

4

You will now be prompted to set up your MFA

Portal

User Guide - How to set up your MFA

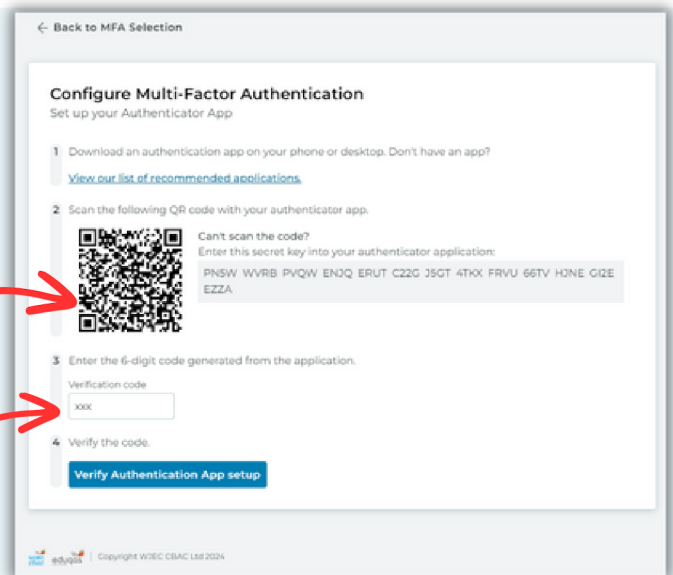## You have 3 MFA options:

1. Authenticator App **(most secure)**

2. Text message (SMS)
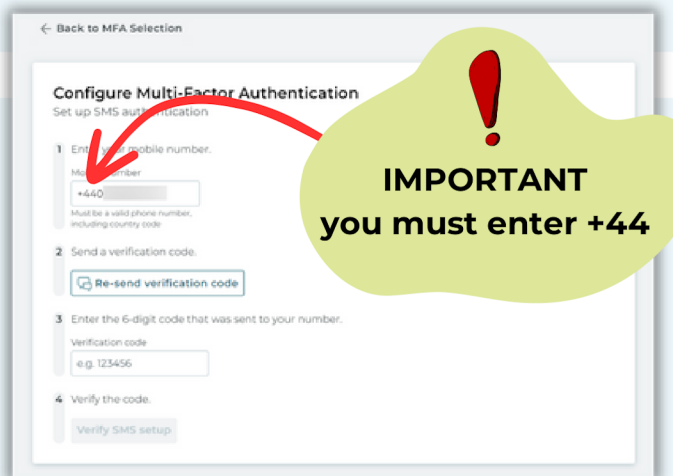
3. Email

1

Click use 'Authenticator App'

1. Download an Authenticator App

2. Within the app, tap 'add school or work account

3. Next your phone will ask for a QR code - scan the QR on **your** screen

4. Your account will be added to the app - now enter the 6 digit code and verify the setup - blue button.
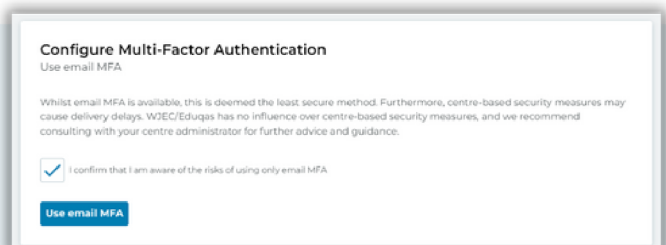

2

Click use 'SMS'

1. Enter your phone number

2. Click send a verification code

3. You will receive a code by text - simply enter the code and verify the setup.

IMPORTANT you must enter +44

3

Click use 'Email'

1. Click the check box and verify the setup by clicking the blue box.

Portal

User Guide - How to invite a user
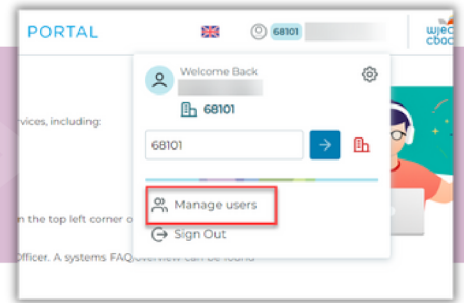**(Only Exams Officer and Admin accounts can invite)**

1

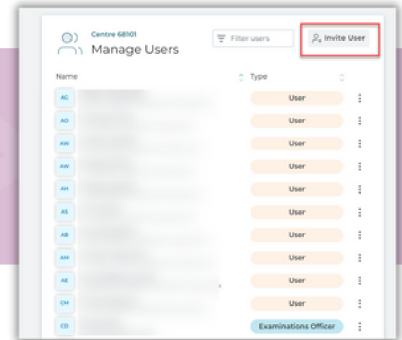**Log in to Portal**

Click on your profile icon to get started.

2

Click 'Manage Users'

3

Click 'Invite User'

4

Now you are ready to invite a user:

1. Enter user details

2. Select type of account

3. Mange access permissions

4. Finally, click send invite.

You can now have 3 Admin accounts which has the same access as an EO account
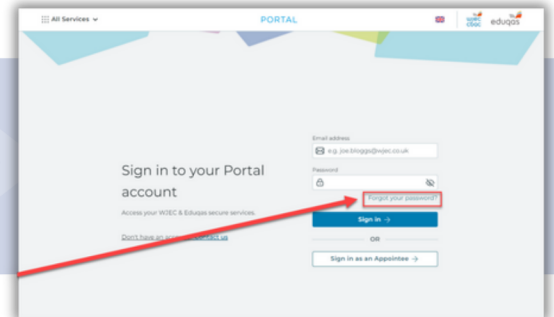
Portal

User Guide - Forgot your password

1

Navigate to Portal

Click forgot your password

2

Enter your email address
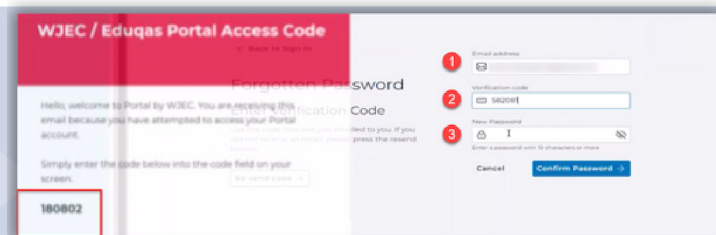
Click send reminder

3
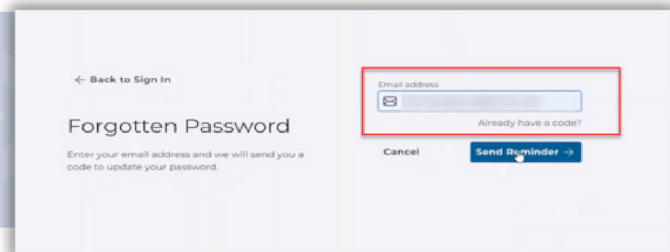
You will receive an Access Code via email:

1. Enter your email

2. Enter the access code

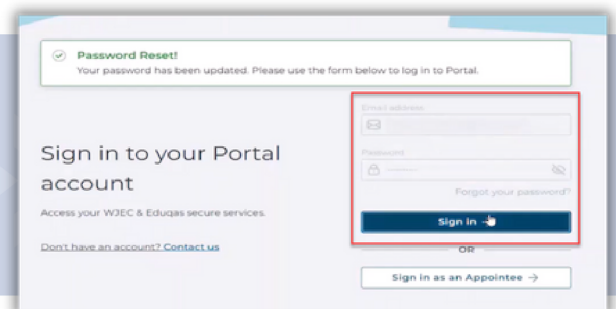3. Create a new password (at least 10 characters)

! Not receiving a code? Click here

4
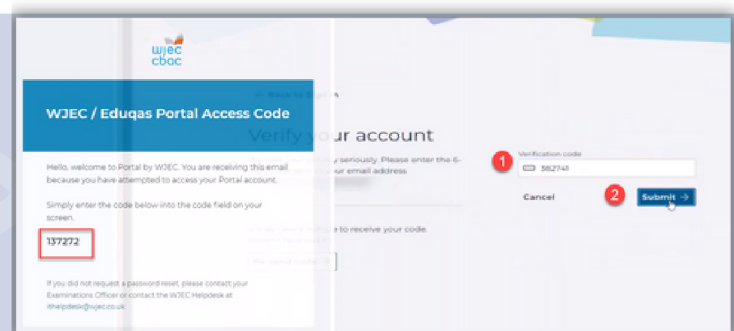
Enter your email and new password

Click sign in

5

You will receive one last Access Code via email:

1. Enter the code

2. Click submit and you're done!

Portal

User Guide - How to change your MFA and Password

1

Log in to Portal

Click on your profile icon at the top right of your

screen and then click the cog icon.
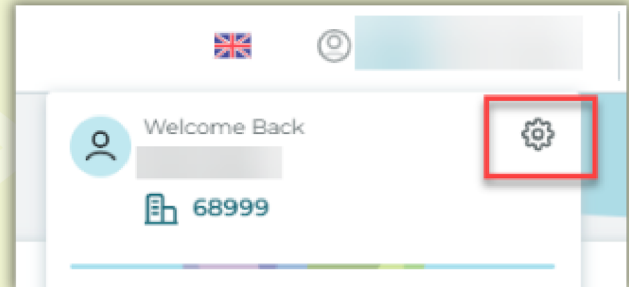
2

On this page you can:

1. Change your Password

   and

2. Change your MFA method
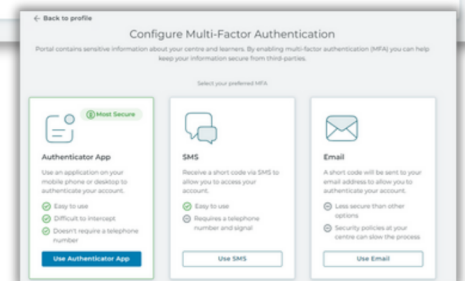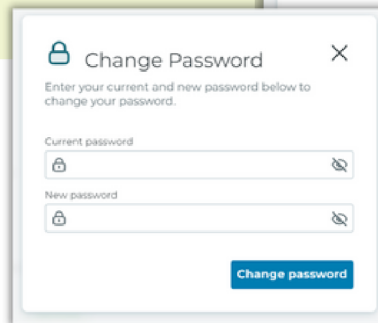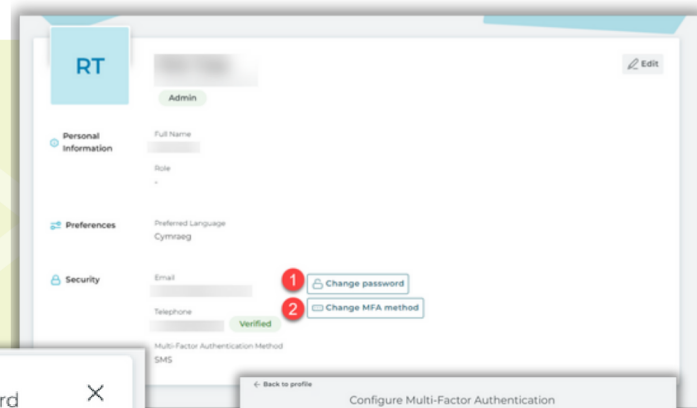
3

If you are having issues with your MFA method - contact ithelpdesk@wjec.co.uk

Please provide the following information:

- **Your name**

- **Email**

- **Centre number**

If you are changing your Smartphone please check how to transfer your

Authenticator app credentials - Microsoft - Google - Authy

Portal

User Guide - How to manage accounts **(Deleting accounts & add/remove permissions)**

1

Log in to Portal

Click your profile icon and click 'Manage Users'
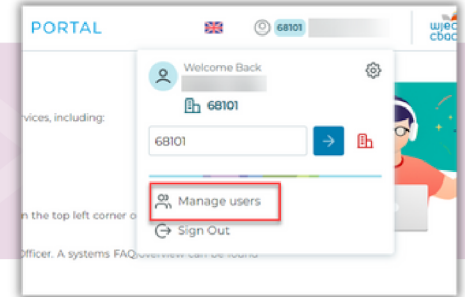
2

Find the person from the list of users.

1. Click the 3 dots next to their account type

2. Click **'Manage Access'** to change access permission

If you need to amend someone's email address you will need to delete the account and re-invite.

3

Simply click 'Delete User' to remove the account

Portal

User Guide - Types of Accounts

There are three types of accounts which can be invited to Portal.

Exams Officer Account
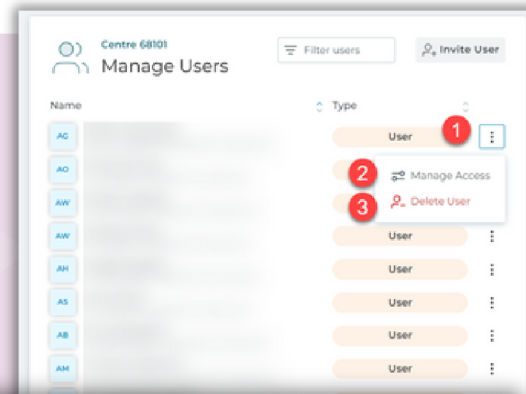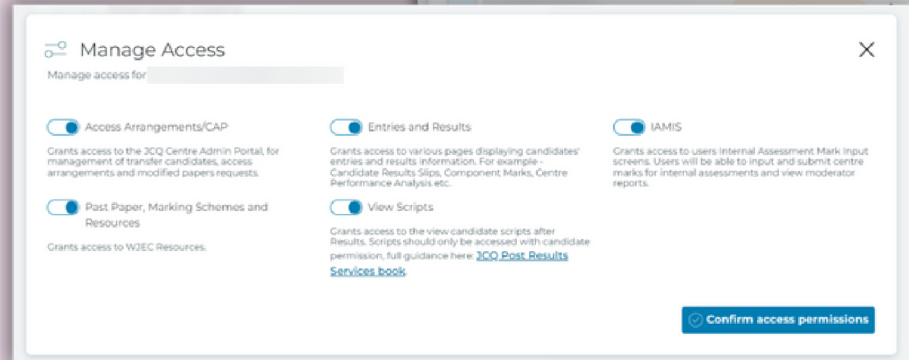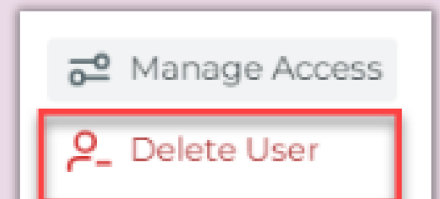
Can only be invited/deleted by WJEC. Please contact ithelpdesk@wjec.co.uk if there is a change of personnel

Can assign access permissions to all accounts

✅

Access to:

A2C Keys

IAMIS (All Subjects)

Access Arrangements

Entries and Results

View Scripts

Past Papers, Marking schemes and Resources

Admin Accounts

3 Admin accounts can be invited. An EO or Admin account can invite other Admin and User accounts (Cannot delete EO account)

Can assign access permissions to Admin/User accounts

✅

Access to:

A2C Keys

IAMIS (All subjects)

Access Arrangements

Entries and Results

View Scripts

Past Papers, Marking schemes and Resources

User Accounts

Can only be invited by an EO or Admin account.

Cannot assign permissions

❌

Access to:

Past Papers, Marking schemes and Resources

Upon request:

IAMIS (All subjects)
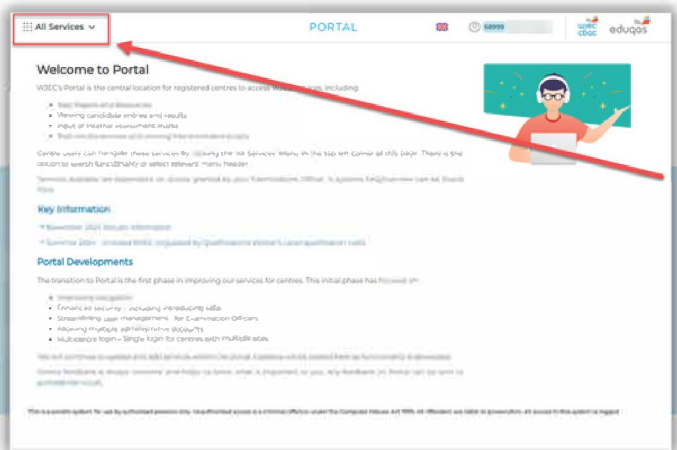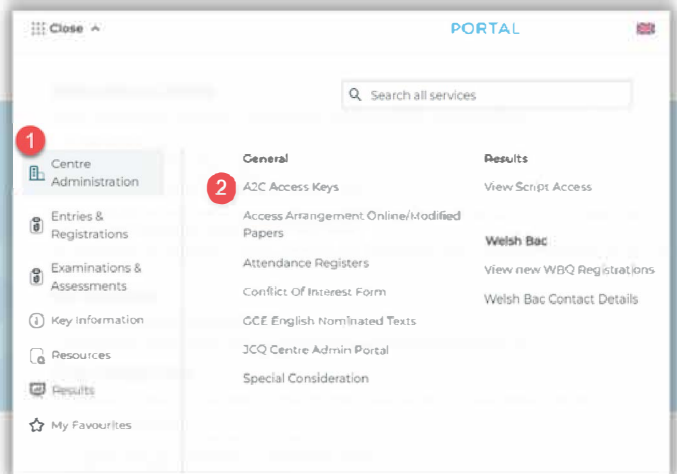
Access Arrangements

Entries and Results

View Scripts

Portal
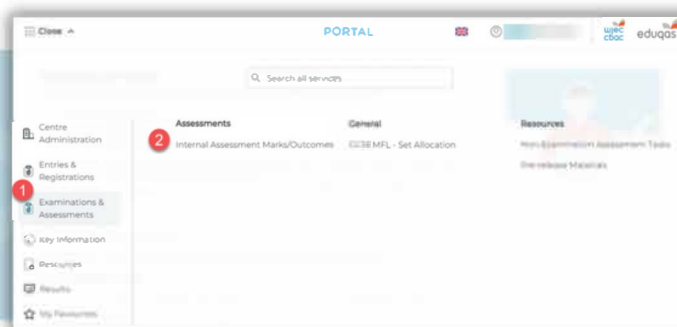
User Guide - Quick Navigation
Frequently Asked Questions

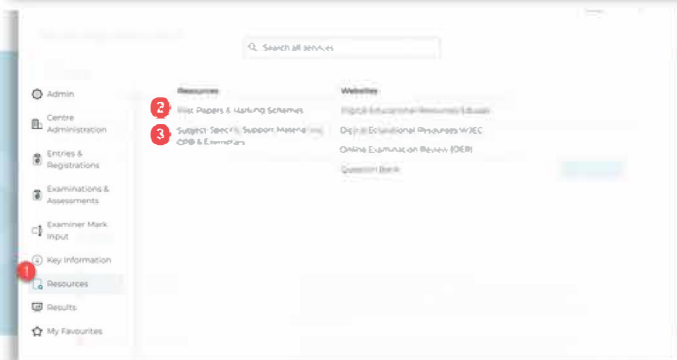**Click 'All Services' to get started**

Where can my A2C Access Keys be found?

EO or Admin account only
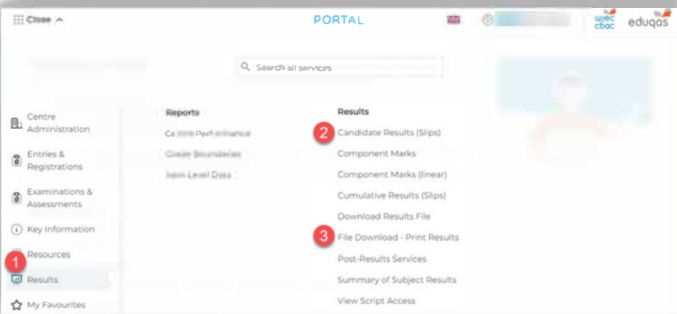
Centre Administration > General

Where is IAMIS?

(Internal Assessment Mark Input System)

Examinations & Assessment > Assessments

Where are Exemplars, Past Papers & Marking Schemes?

Resources > Past Papers & Marking schemes

Where can I find our results and results file?

Results > Candidate Results

> File Download - Print Results

Portal

Technical Support

All automated emails are sent from

portal-no-reply@wjec.co.uk

There could be several reasons why you are not receiving emails from Portal:

Our emails are being classed as SPAM and are going to your junk email - please check there first.

Our emails are being quarantined by your centres firewalls - please check with your IT Support - ask if an email from portal-no-reply@wjec.co.uk is being blocked.

Sometimes your IT support may need to 'whitelist' two addresses to ensure our systems connect with each other - please provide your IT Support with the following addresses:

https://cognito-idp.eu-west-2.amazonaws.com/

https://efw53vvy3k.execute-api.eu-west-2.amazonaws.com/