

# Portal

User Guides - click on the tiles below:

## Need more help?

If you need further help or are having any issues, please do not hesitate to contact our Portal Team at [portal@wjec.co.uk](mailto:portal@wjec.co.uk)



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



Types of accounts



Quick navigation



How to edit your profile

# Portal

## User Guide - How to Sign in

Need a new invite?

Contact

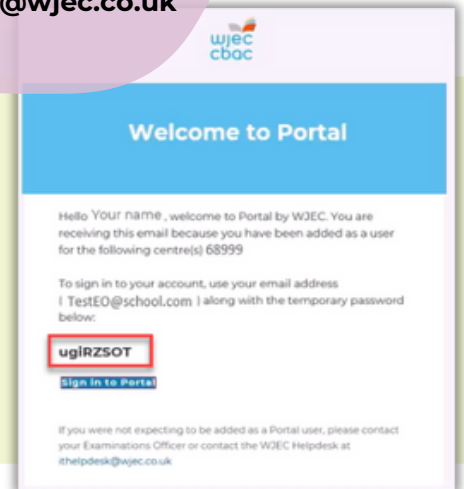
Portal@wjec.co.uk

1

**Only your Exams Officer or Admin Account holder can invite you to Portal (Invite expires after 2 months)**

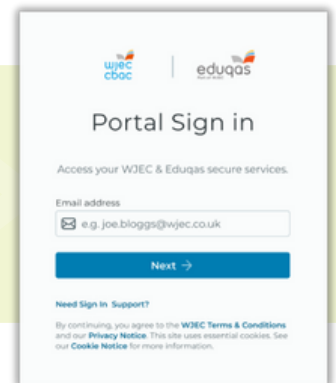
You will receive an invite email with a temporary password

Click the 'sign in to Portal' link to get started



2

**Enter your email and click next**



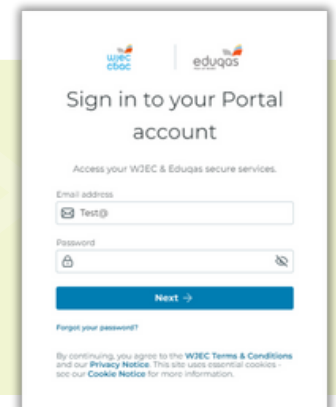
3

**Enter your temporary password and click next**



Tip: If copying & pasting make sure there are no spaces either side of the password.

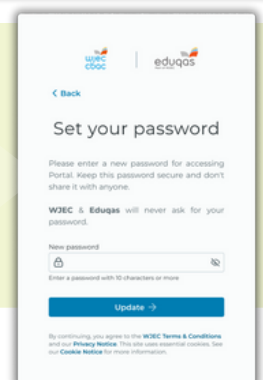
Enter **ALL** characters, including commas etc.



4

**Create a new password (at least 10 characters long)**

Click update



5

**You will now be prompted to set up your MFA.**



# Portal

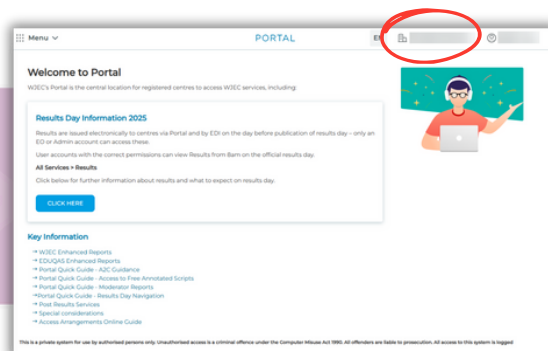
User Guide - How to invite a user

**(Only Exams Officer and Admin accounts can invite)**

1

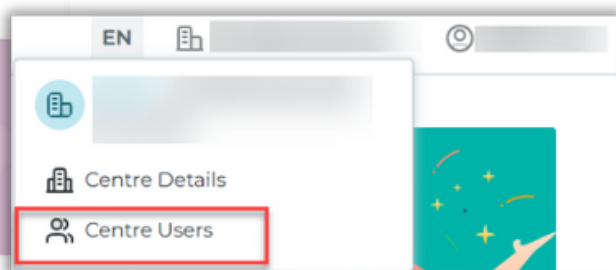
## Log in to Portal

Click on your profile icon to get started.



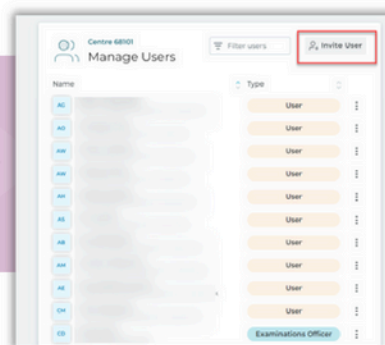
2

## Click 'Centre Users'



3

## Click 'Invite User'



4

## Now you are ready to invite a user:

1. Enter user details
2. Select type of account
3. Manage access permissions
4. Finally, click send invite.

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

**You must use your school/centre email**

**Personal email addresses cannot be used!**

# Portal

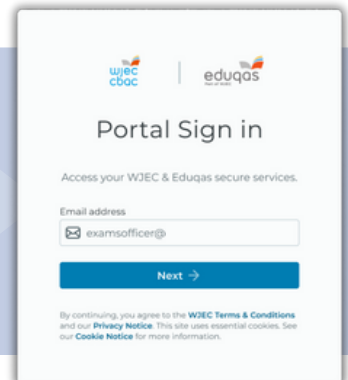
## User Guide - Forgot your password

1

### Navigate to Portal

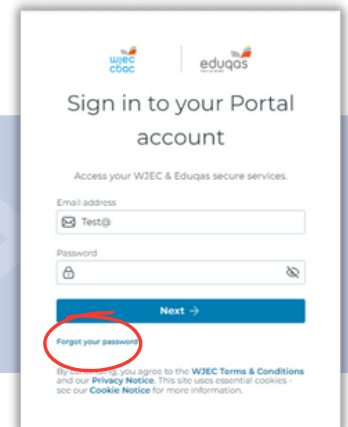
Enter your email address

Click next



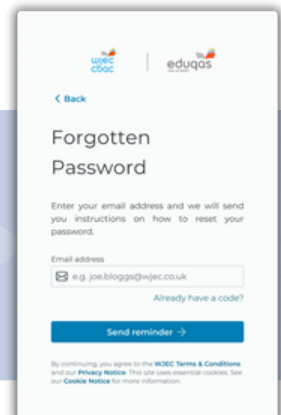
2

### Click 'Forgot your password'



3

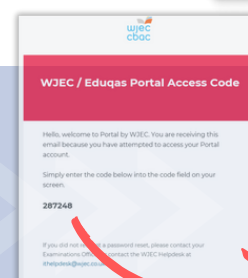
### Enter your email and click send reminder



4

### You will receive a temporary code via email

1. Enter your email
2. Enter the temporary code
3. Create new password & click update



5

### You will be taken back to the login screen where you need to enter your email and new password.

! Not receiving a code? Click here

# 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

**Configure Multi-Factor Authentication**  
Portal contains sensitive information about your centre and learners. By enabling multi-factor authentication (MFA) you can help keep your information secure from third parties.

Select your preferred MFA

- 1 Authenticator App**  
Use an application on your mobile phone or desktop to authenticate your account.  
✓ Easy to use  
✓ Difficult to intercept  
✓ Doesn't require a telephone number  
**Use Authenticator App**
- 2 SMS**  
Receive a short code via SMS to allow you to access your account.  
✓ Easy to use  
✗ Requires a telephone number and signal  
**Use SMS**
- 3 Email**  
A short code will be sent to your email address to allow you to authenticate your account.  
✗ Less secure than other options  
✗ Security policies at your centre can slow the process  
**Use 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.

**Configure Multi-Factor Authentication**  
Set up your Authenticator App

- 1 Download an authentication app on your phone or desktop. Don't have an app?  
[View our list of recommended applications.](#)
- 2 Scan the following QR code with your authenticator app.  
Can't scan the code?  
Enter this secret key into your authenticator application:  
[Secret Key]
- 3 Enter the 6-digit code generated by your authenticator app.  
Verification code: [6-digit code]  
**Verify Authentication App setup**
- 4 Verify the code.

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.

**Configure Multi-Factor Authentication**  
Set up SMS authentication

- 1 Enter your mobile number.  
Mobile number: [input field]  
Must be a valid phone number, including country code
- 2 Send a verification code.  
**Re-send verification code**
- 3 Enter the 6-digit code that was sent to your number.  
Verification code: [input field]  
e.g. 123456
- 4 Verify the code.  
**Verify SMS setup**

3

### Click use 'Email'

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

**Configure Multi-Factor Authentication**  
Use email MFA

Whilst email MFA is available, this is deemed the least secure method. Furthermore, centre-based security measures may cause delivery delays. WJEC/Edugas has no influence over centre-based security measures, and we recommend consulting with your centre administrator for further advice and guidance.

☒ I confirm that I am aware of the risks of using only email MFA

**Use email MFA**

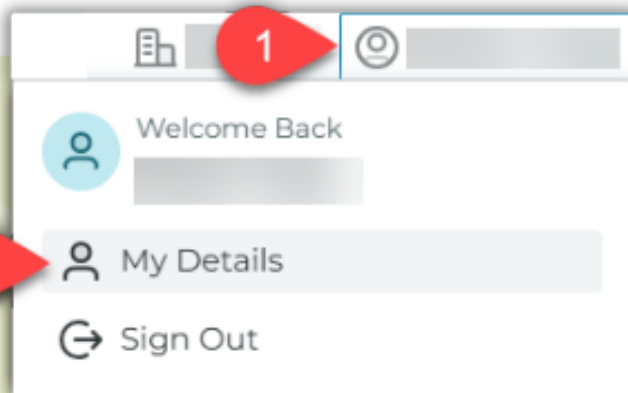
# Portal

User Guide - How to change your MFA and Password

1

## Log in to Portal

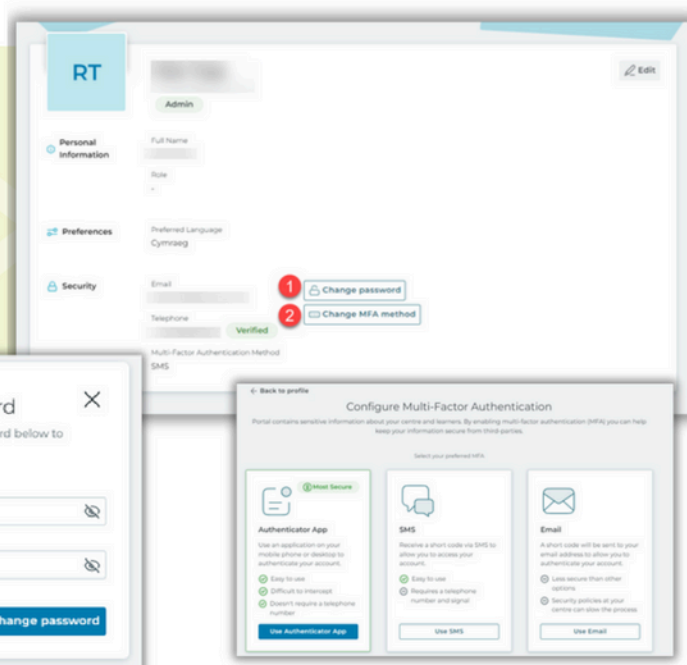
Click on your profile icon at the top right of your screen and then click **'My Details'**



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](mailto: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





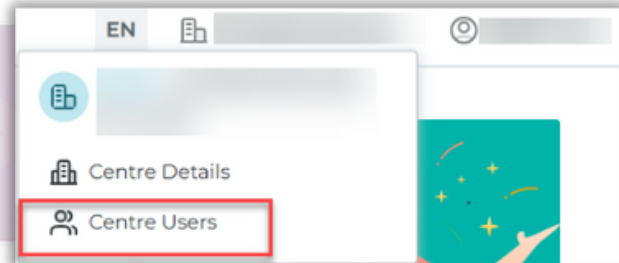
# Portal

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

1

## Log in to Portal

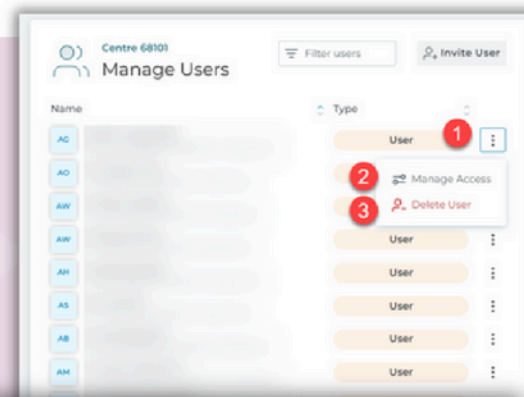
Click your profile icon and click '**Centre Users**'



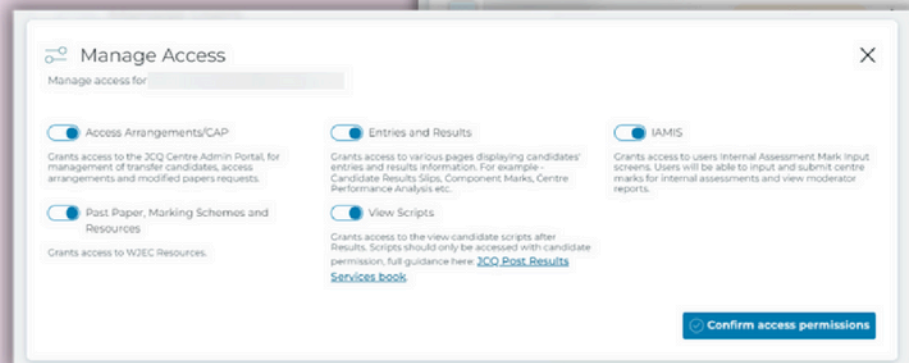
2

## 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

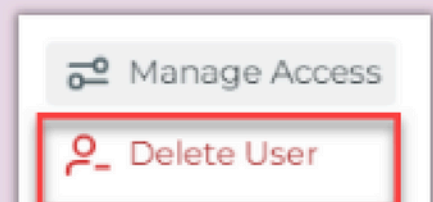


**If you need to amend  
someone's email address  
you will need to delete the  
account and re-invite.**



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 WJ EC.

Please contact portal@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\*\*

**\* Make Entries**

**\*\* View Results under embargo**

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\*\*

**\* Make Entries**

**\*\* View Results under embargo**

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 only**

**\*\*View 8am on Results day**

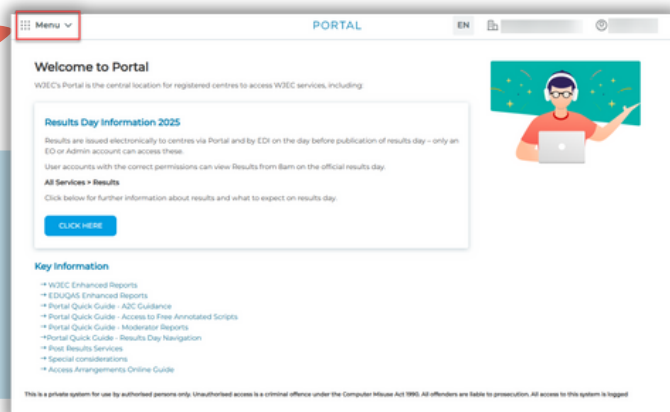
View Scripts



# Portal

User Guide - Quick Navigation  
Frequently Asked Questions

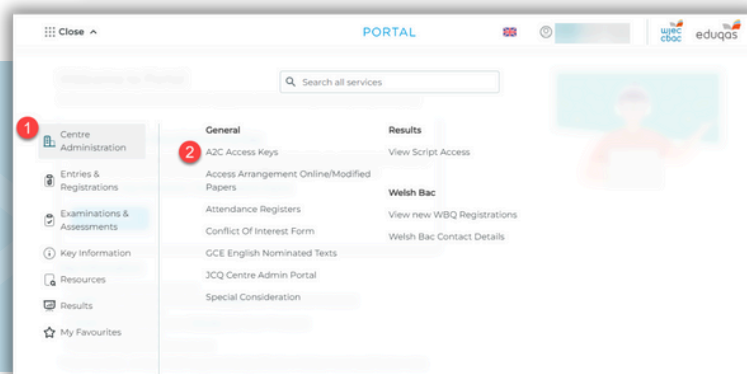
Click 'Menu to get started



Where can my A2C Access Keys be found?

EO or Admin account only

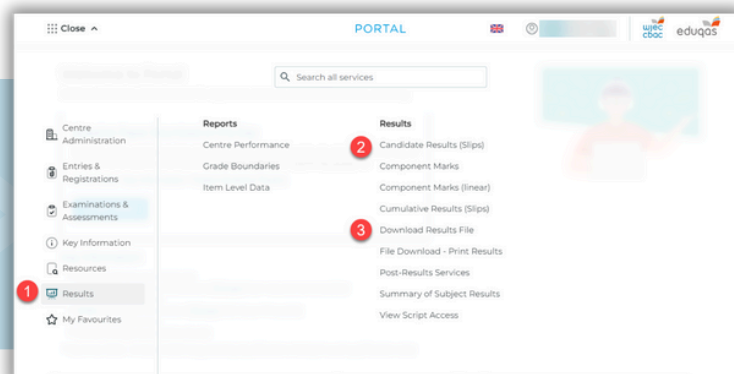
Centre Administration > General



Where can I find our results and result file?

Results > Candidate Results

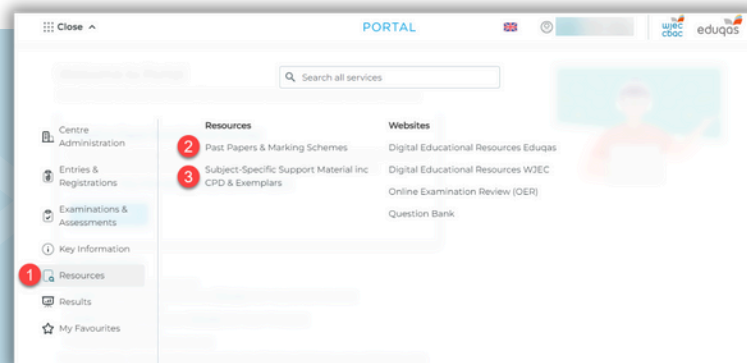
> Download Results File



Where are Exemplars, Past Papers & Marking Schemes?

Resources > Past Papers & Marking Schemes

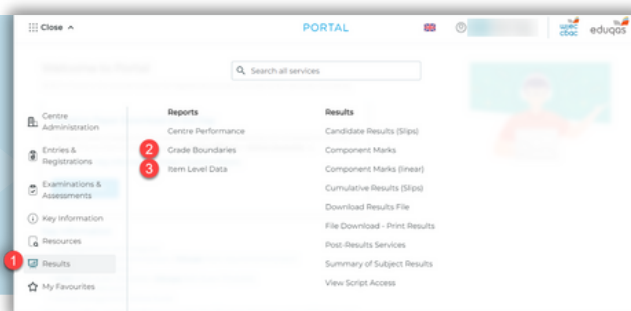
> Subject-specific support material...



Where can I find Grade Boundaries and Item Level Data?

Results > under Reports > Grade Boundaries

> Item Level Data





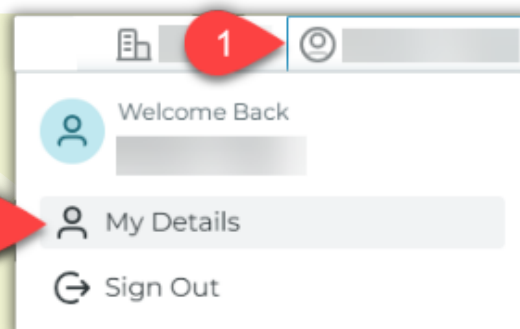
# Portal

User Guide - How to edit your profile

1

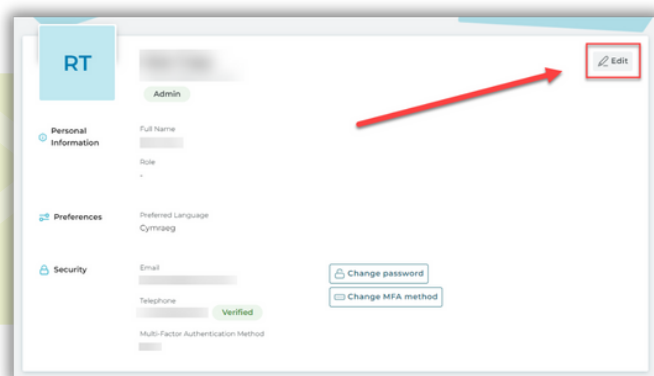
## Log in to Portal

Click on your profile icon at the top right of your screen and then click 'My Details'



2

## Next, click Edit



3

On this page you can edit:

1. Your title, name and job role    2. Language preference    3. Phone number

finally confirm the changes by clicking here



Need to change your email address?

Please contact your Exams Officer to request a new account

# Portal

Technical Support

## Need more help?

If you need further help or are having any issues, please do not hesitate to contact our IT Helpdesk at [ithelpdesk@wjec.co.uk](mailto:ithelpdesk@wjec.co.uk)

All automated emails are sent from  
**[portal-no-reply@wjec.co.uk](mailto: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](mailto:portal-no-reply@wjec.co.uk) is being blocked.



Sometimes your IT support may need to 'whitelist' two addresses to ensure our systems connect which 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/>**