

# Portal

## Change of Exams Officer

Click the tiles below:

### Need more help?

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



I have access to Portal and...

I want to change Exams Officer details



I can't access Portal but...

I need to change Exams Officer details



Exams Officer name is incorrect on Portal

# Portal

## Change of Exams Officer

Please follow the steps below:

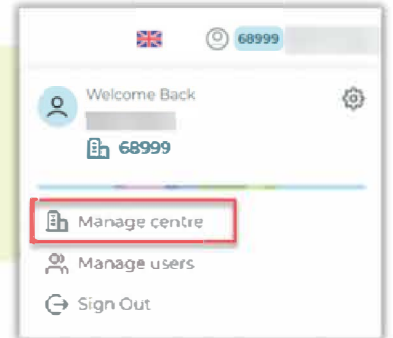
1

**Exams Officer or Admin account can log in to Portal.**

Click profile icon and then 'Manage Centre'

### Need more help?

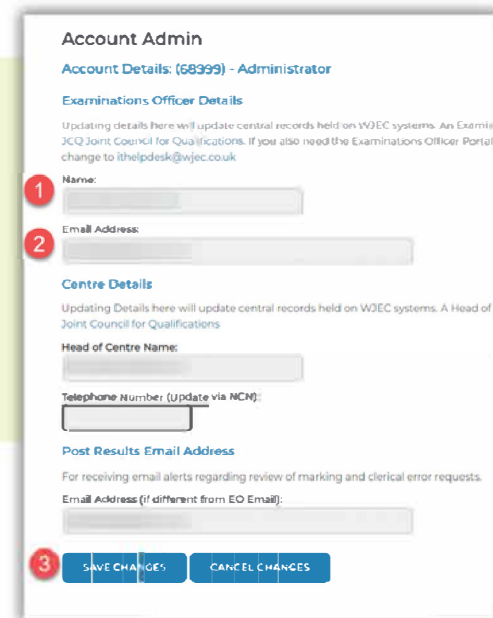
If you need further help or are having any issues, please do not hesitate to contact our Centres Team at [centres@wjec.co.uk](mailto:centres@wjec.co.uk)



2

**Update details:**

1. EO Name
2. Email Address
3. Save Changes

A screenshot of the 'Account Admin' page. The title is 'Account Admin' and the user is identified as '(68999) - Administrator'. The 'Examinations Officer Details' section is active, with a note that updates here affect central records. It contains three input fields: 'Name' (marked with a red circle 1), 'Email Address' (marked with a red circle 2), and 'Centre Details' which includes 'Head of Centre Name' and 'Telephone Number (Update via NCM)'. Below these is a 'Post Results Email Address' section with a note about receiving alerts and an 'Email Address (if different from EO Email)' field. At the bottom, there are two buttons: 'SAVE CHANGES' and 'CANCEL CHANGES', with the 'SAVE CHANGES' button marked with a red circle 3.

3

**Once updated, please email [ithelpdesk@wjec.co.uk](mailto:ithelpdesk@wjec.co.uk) to confirm the change of Exams Officer**



4

**WJEC will confirm the changes via email and send an invite to the new Exams Officer's email address if necessary.**





# Portal

## Change of Exams Officer

Please follow the steps below:

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**1** Please email **centres@wjec.co.uk** on school letterhead to **outline the change of personnel. Your email must include:**

1. New Exams Officer Name
2. New Exams Officer Email Address
3. Your School name
4. Your Centre Number

**Finally, the letterhead should be signed off by the Head of Centre or Senior Leadership Team**



**2** WJEC will amend the details as soon as possible  
Our aim is to process these requests within 48 hours



**3** Once updated, WJEC will perform a security check



**4** WJEC will confirm the changes via email and send a Portal invite to the new Exams Officer's email address.



# Portal

## Change of Exams Officer - Name incorrect on Portal

Please follow the steps below:

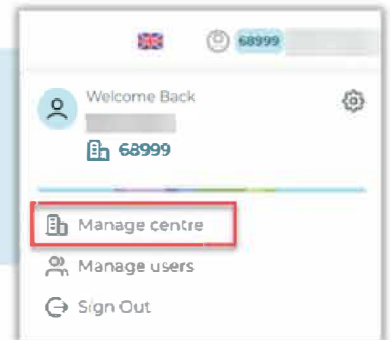
1

**Exams Officer or Admin account can log in to Portal.**

Click profile icon and then 'Manage Centre'

### Need more help?

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



2

**Update details:**

1. EO Name
2. Email Address
3. Save Changes

A screenshot of the 'Account Admin' form. The title is 'Account Admin' and the subtitle is 'Account Details: (68999) - Administrator'. There are three sections: 'Examinations Officer Details', 'Centre Details', and 'Post Results Email Address'. Each section has a text input field. Red numbered callouts are present: '1' points to the 'Name' field, '2' points to the 'Email Address' field, and '3' points to the 'SAVE CHANGES' button at the bottom. The 'SAVE CHANGES' and 'CANCEL CHANGES' buttons are blue.

3

**Once updated, please email [ithelpdesk@wjec.co.uk](mailto:ithelpdesk@wjec.co.uk) to confirm the change of Exams Officer**



4

**WJEC will confirm the changes via email and send an invite to the new Exams Officer's email address, if required.**

