

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 IT Helpdesk at ithelpdesk@wjec.co.uk

How to Sign in?



How to invite a user?



Forgot your password?



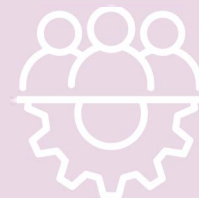
How to set your MFA?



How to change your MFA and Password?



How to manage accounts



Account Management



Quick Navigation





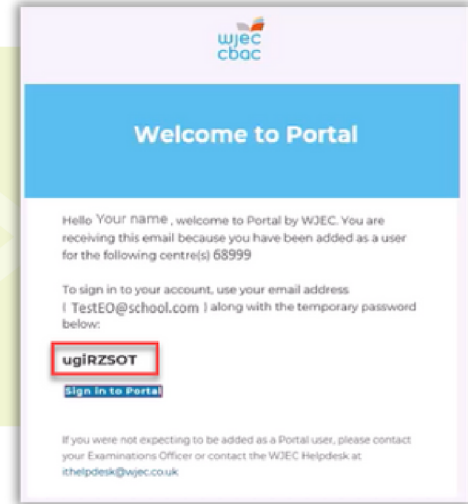
Portal

User Guide - How to sign in

1

Only your Exams Officer or Admin account holder can invite you to Portal.

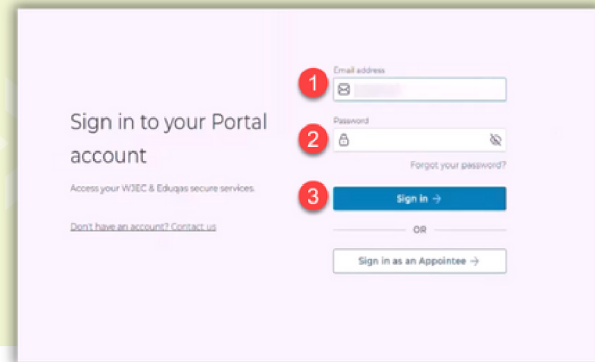
You will receive an invite email with a temporary password and link to Portal



2

Enter your your details:

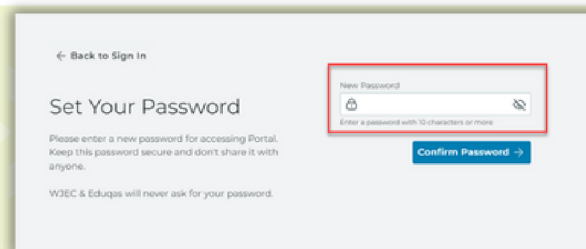
1. Your email address
2. Temporary password
3. Click 'Sign in'



3

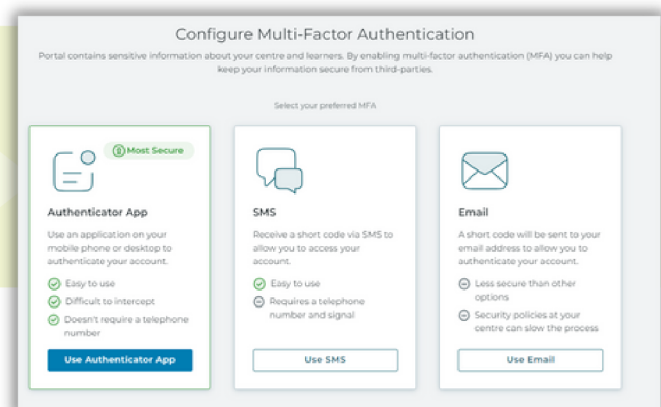
Create a new password (at least 10 characters long)

Click 'Confirm Password'



4

You will now be prompted to set up your MFA



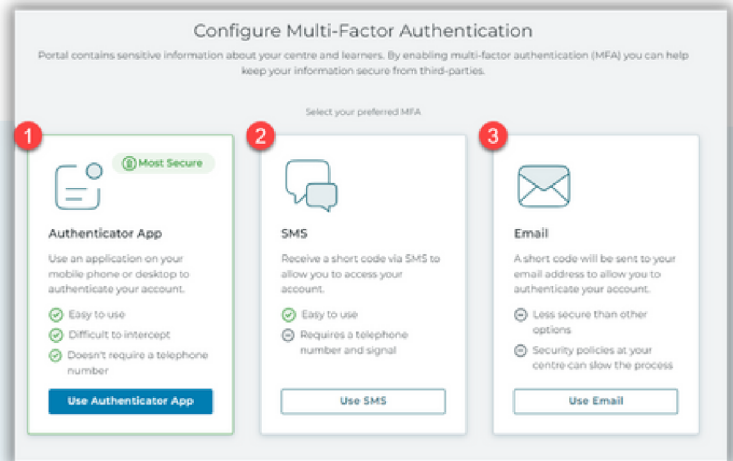


Portal

User Guide - How to set up your MFA

You have 3 MFA options:

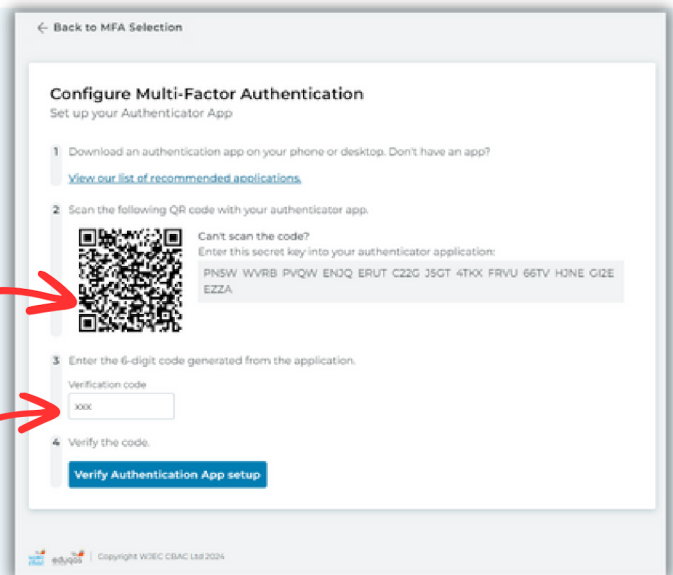
1. Authenticator App (**most secure**)
2. Text message (SMS)
3. Email



1

Click use 'Authenticator App'

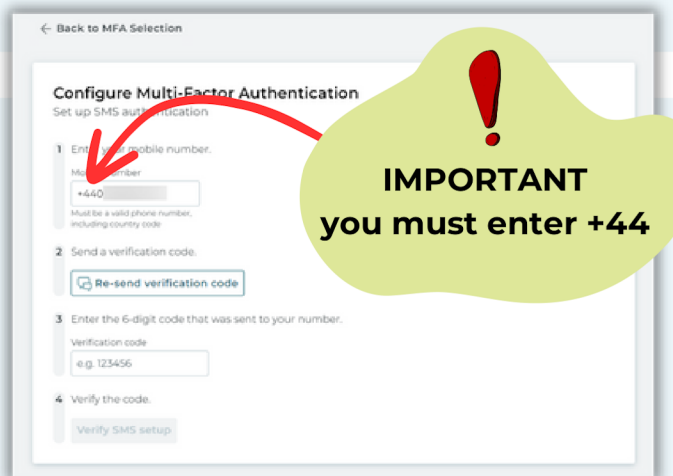
1. Download an Authenticator App
2. Within the app, tap 'add school or work account'
3. Next your phone will ask for a QR code - scan the QR on **your** screen
4. Your account will be added to the app - now enter the 6 digit code and verify the setup - blue button.



2

Click use 'SMS'

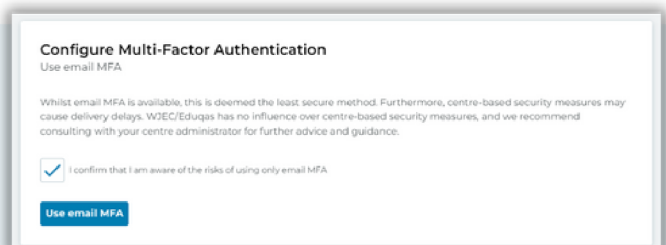
1. Enter your phone number
2. Click send a verification code
3. You will receive a code by text - simply enter the code and verify the setup.



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

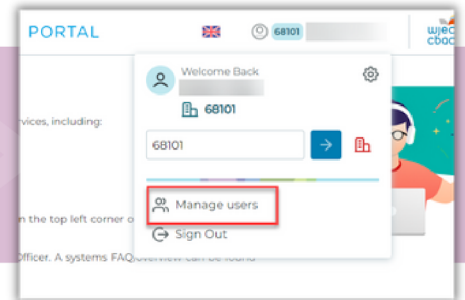
Log in to Portal

Click on your profile icon to get started.



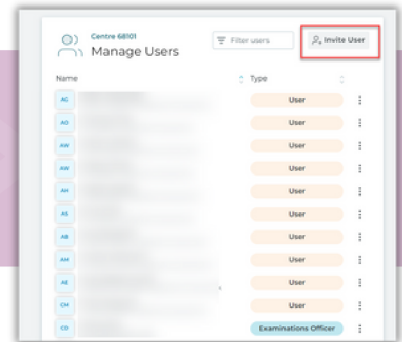
2

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. Manage access permissions
4. Finally, click send invite.



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

Invite User

Invite a new user to centre 68101.

1 First name:

Last name:

Email address:

Language preference:

2 Account type:

- Examinations Officer
- Admin
- User

User accounts are able to view resources, results and reports (restrictions available). They are NOT able to access administrative functionality

3 Manage Access

- Access Arrangements/CAP
Grants access to the JCQ Centre Admin Portal, for management of transfer candidates, access arrangements and modified papers requests.
- IAMIS
Grants access to users Internal Assessment Mark input screens. Users will be able to input and submit centre marks for internal assessments and view moderator reports.
- View Scripts
Grants access to the view candidate scripts after Results. Scripts should only be accessed with candidate permission, full guidance here: [JCQ Post Results Services book](#)
- Entries and Results
Grants access to various pages displaying candidates' entries and results information. For example - Candidate Results Slips, Component Marks, Centre Performance Analysis etc.
- Past Paper, Marking Schemes and Resources
Grants access to WJEC Resources.

The user will receive an invite to the above email address.

4



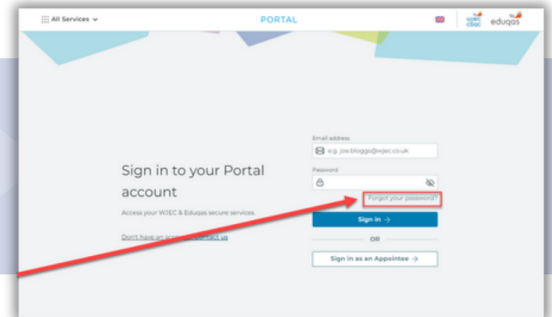
Portal

User Guide - Forgot your password

1

Navigate to Portal

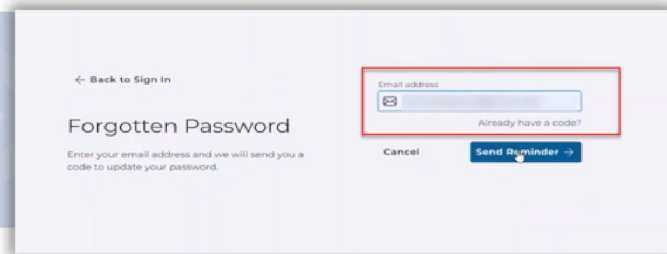
Click forgot your password



2

Enter your email address

Click send reminder

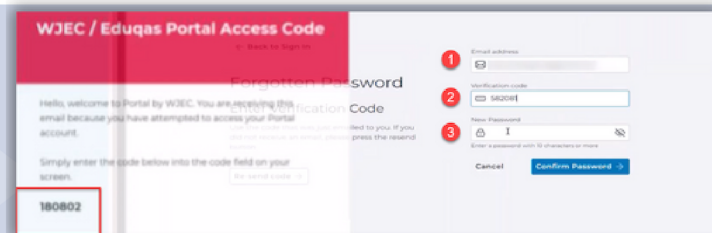


3

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)

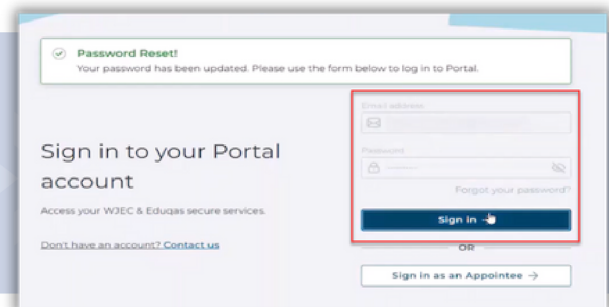
!
Not receiving a code?
Click here



4

Enter your email and new password

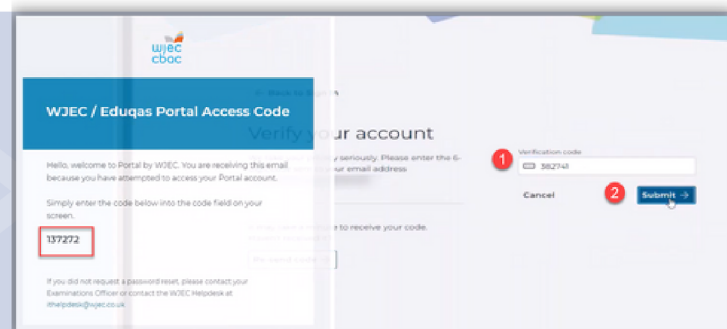
Click sign in



5

You will receive one last Access Code via email:

1. Enter the code
2. Click submit and you're done!





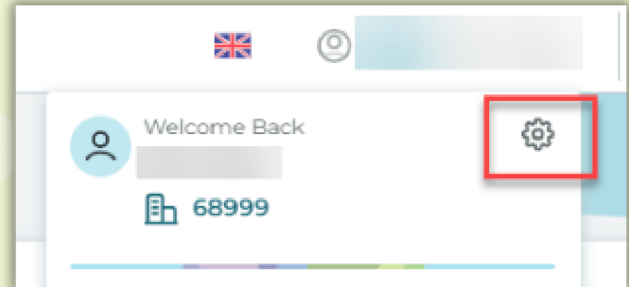
Portal

User Guide - How to change your MFA and Password

1

Log in to Portal

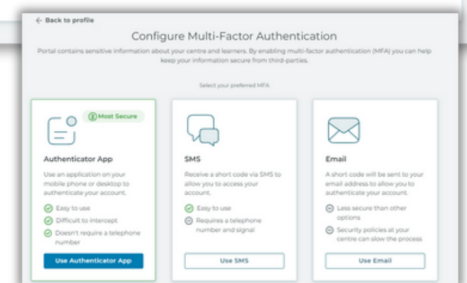
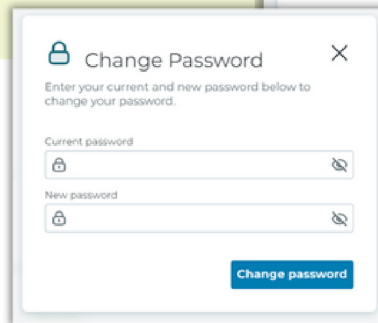
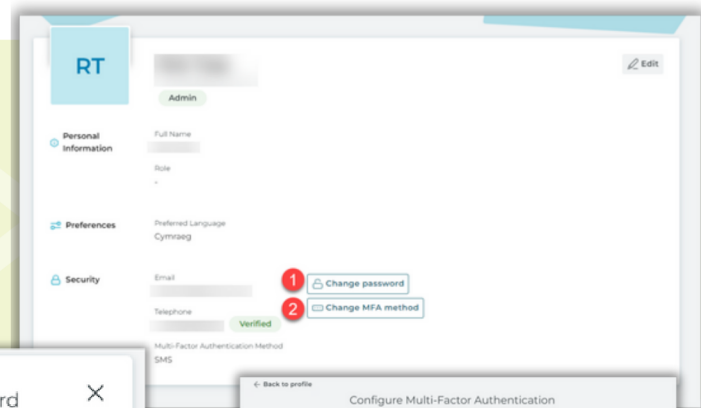
Click on your profile icon at the top right of your screen and then click the cog icon.



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





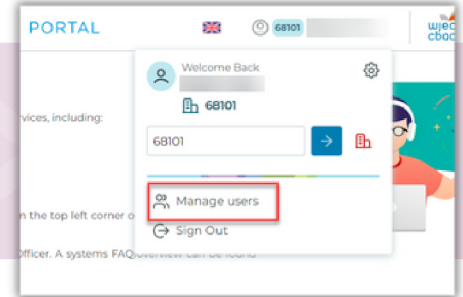
Portal

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

1

Log in to Portal

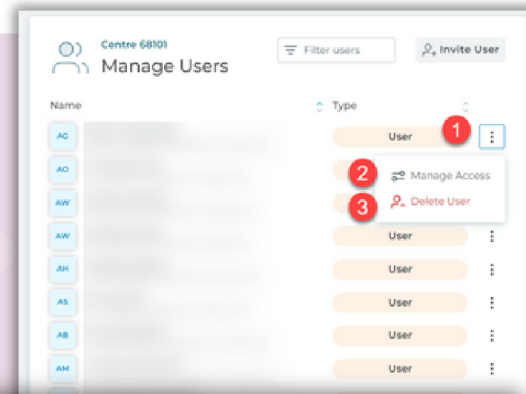
Click your profile icon and click 'Manage Users'



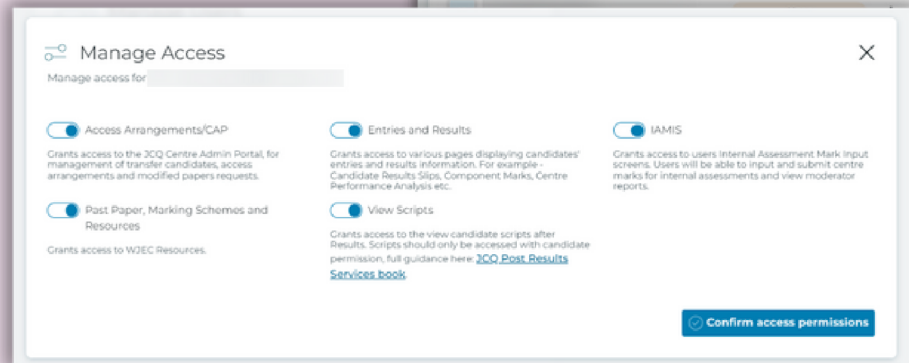
2

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

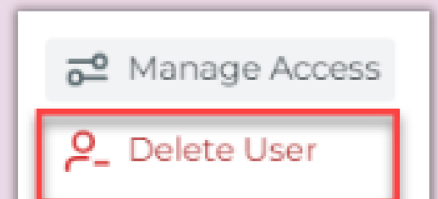


If you need to amend someone's email address you will need to delete the account and re-invite.



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

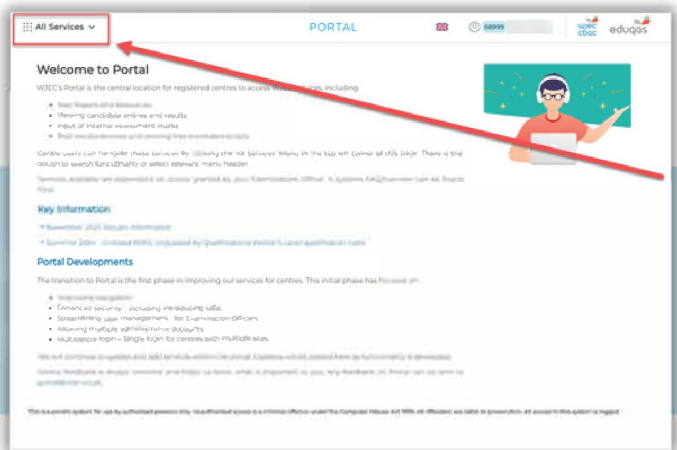




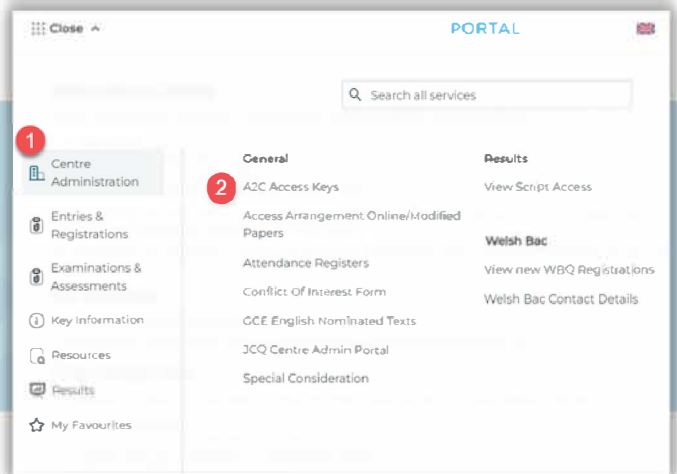
Portal

User Guide - Quick Navigation Frequently Asked Questions

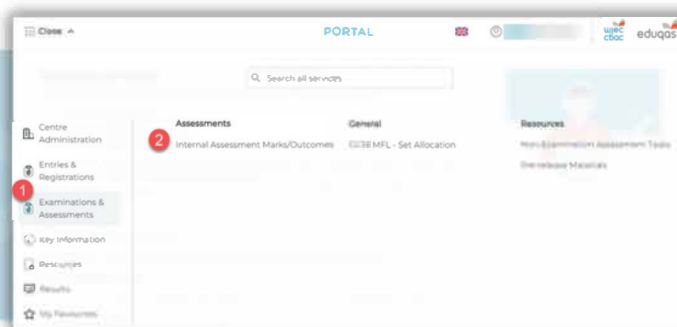
Click 'All Services' to get started



Where can my A2C Access Keys be found?
EO or Admin account only
Centre Administration > General



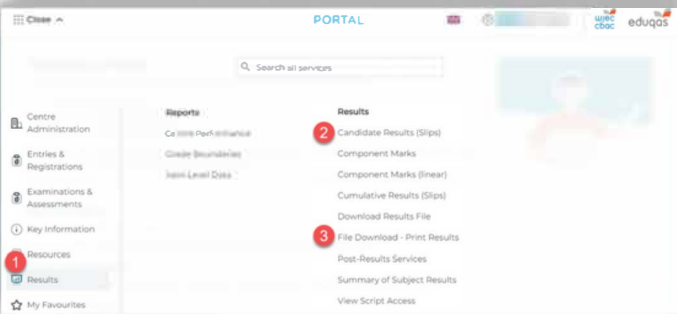
Where is IAMIS?
(Internal Assessment Mark Input System)
Examinations & Assessment > Assessments



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

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

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 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/>