

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

How to sign in



How to invite a user?



Forgot your password?



How to set you 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

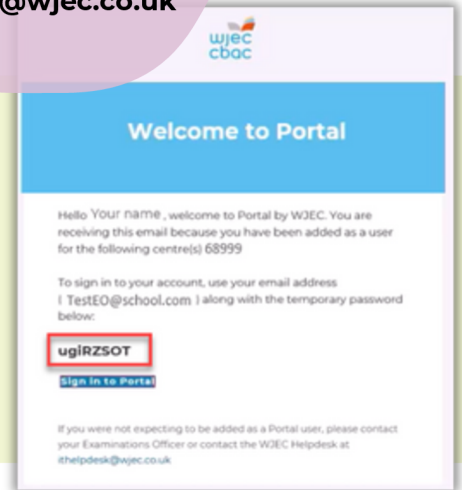
Need a new invite?
Contact
Portal@wjec.co.uk

1

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

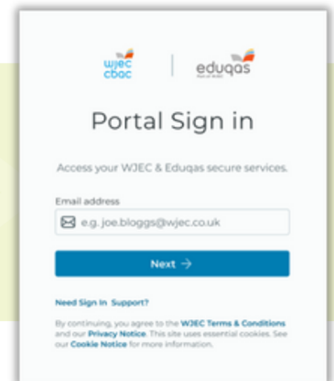
You will receive an invite email with a temporary password

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



2

Enter your email and click next

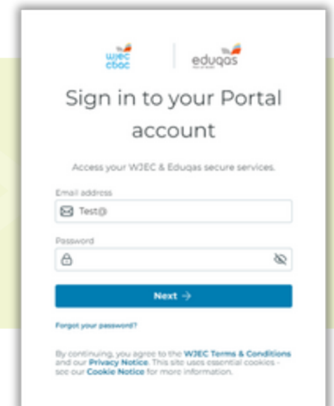


3

Enter your temporary password and click next



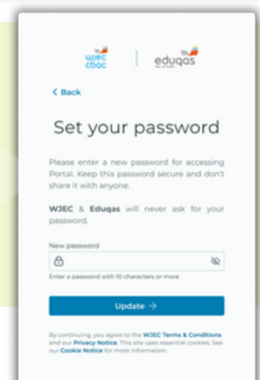
Tip: If copying & pasting make sure there are no spaces either side of the password



4

Create a new password (at least 10 characters long)

Click update



5

You will now be prompted to set up your MFA





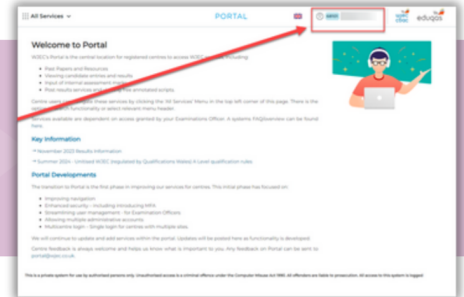
Portal

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

1

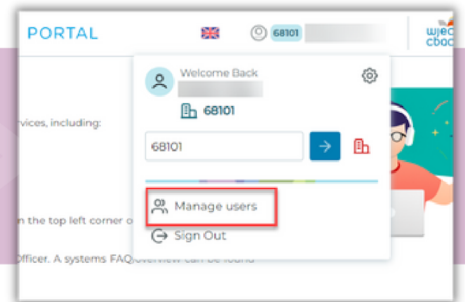
Log in to Portal

Click on your profile icon to get started.



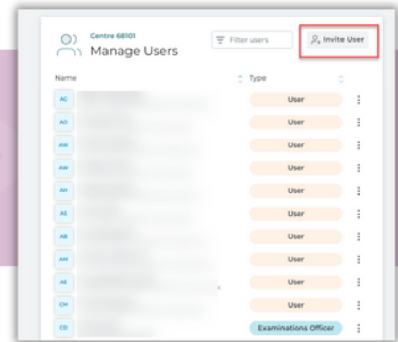
2

Click '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.

1 First name
xxx

Last name
xxxx

Email address
xxxx

Language preference
English

2 Account type
User

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](#).

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

4 Send invite

You must use your school/centre email

Personal email addresses cannot be used!



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



Portal

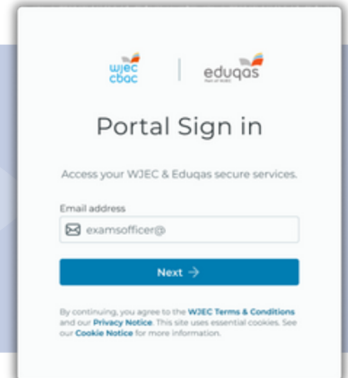
User Guide - Forgot your password

1

Navigate to Portal

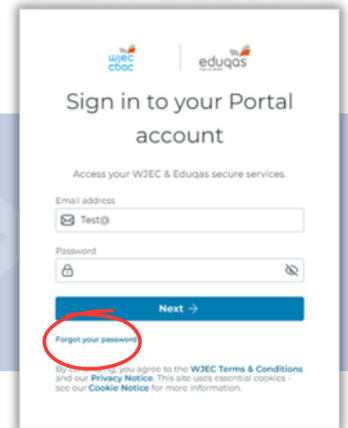
Enter your email address

Click next



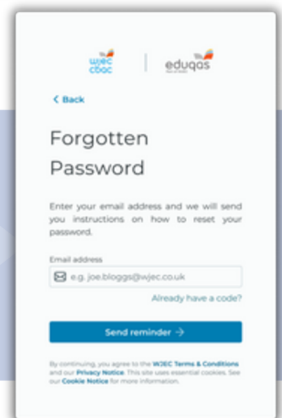
2

Click 'Forgot your password'



3

Enter your email and click send reminder

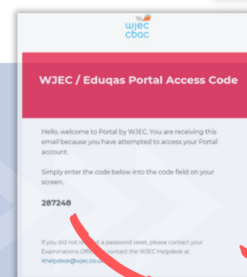


4

You will receive a temporary code via email

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

! Not receiving a code? Click here



5

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

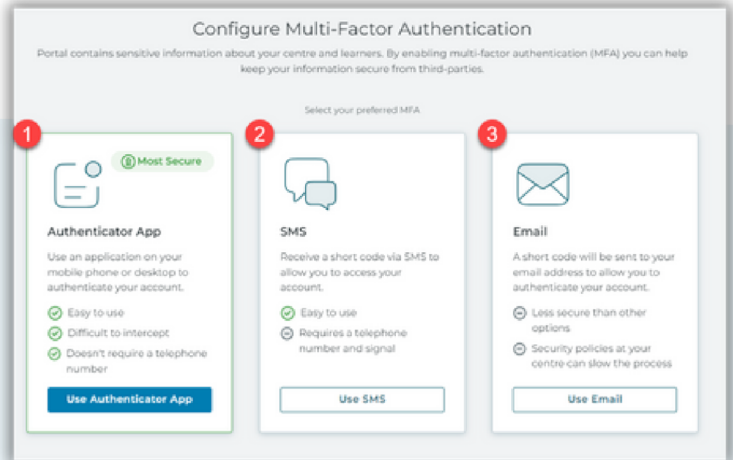


Portal

User Guide - How to set up your MFA

You have 3 MFA options:

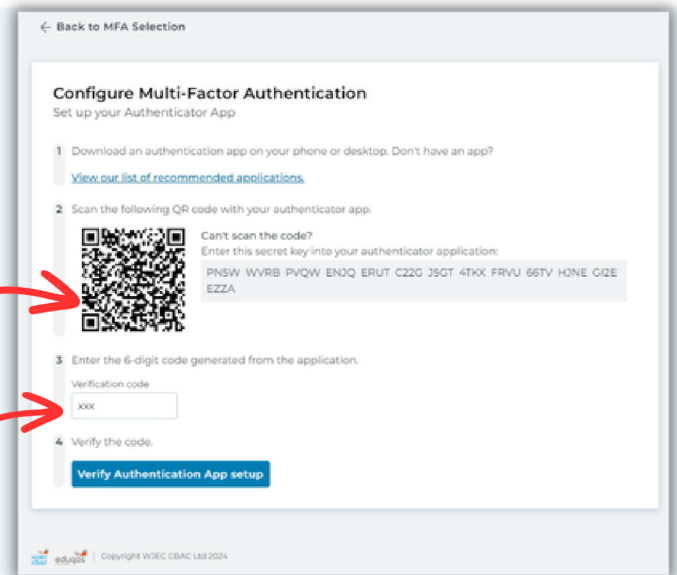
1. Authenticator App (**most secure**)
2. Text message (SMS)
3. Email



1

Click use 'Authenticator App'

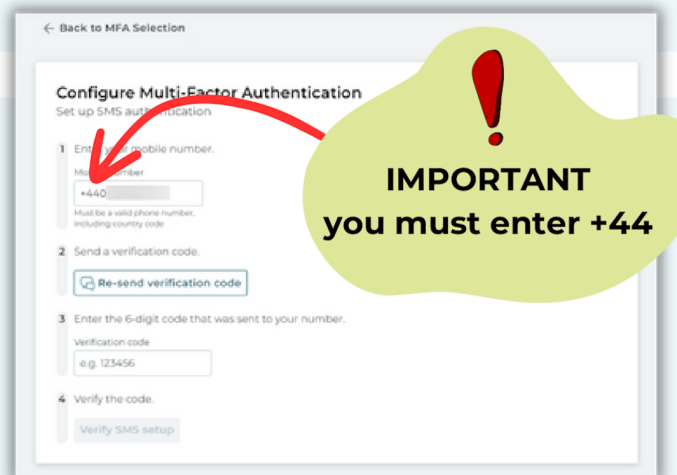
1. Download an Authenticator App
2. Within the app, tap 'add school or work account'
3. Next your phone will ask for a QR code - scan the QR on **your** screen
4. Your account will be added to the app - now enter the 6 digit code and verify the setup - blue button.



2

Click use 'SMS'

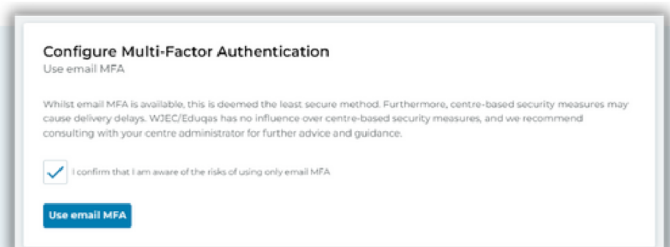
1. Enter your phone number
2. Click send a verification code
3. You will receive a code by text - simply enter the code and verify the setup.



3

Click use 'Email'

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





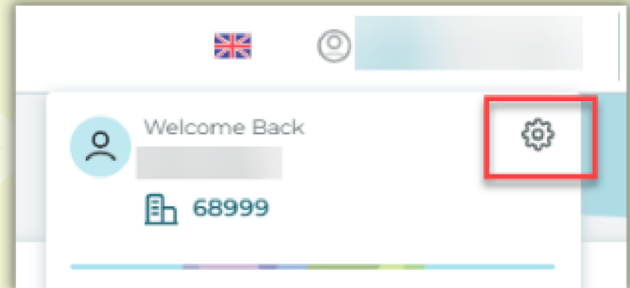
Portal

User Guide - How to change your MFA and Password

1

Log in to Portal

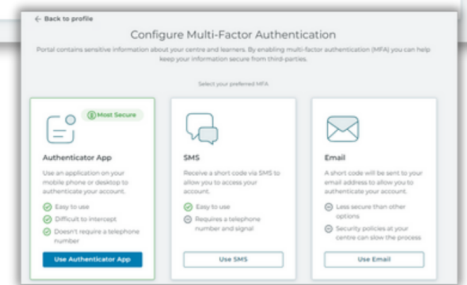
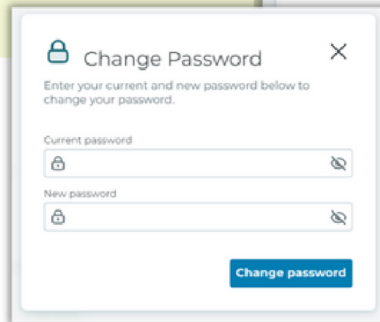
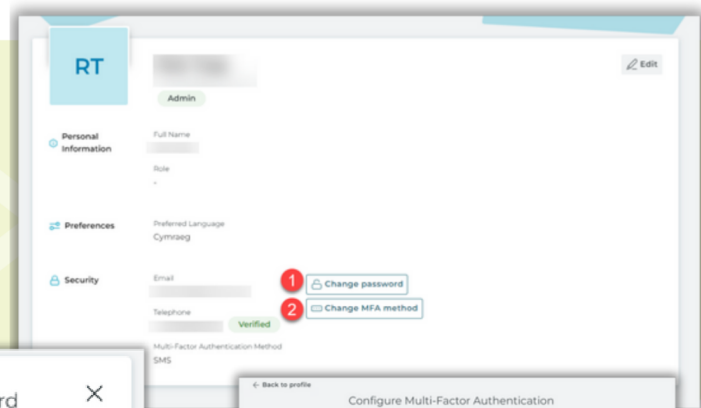
Click on your profile icon at the top right of your screen and then click the cog icon.



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



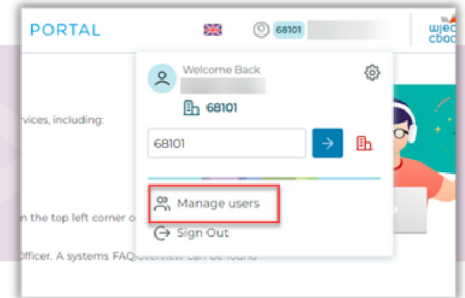
Portal

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

1

Log in to Portal

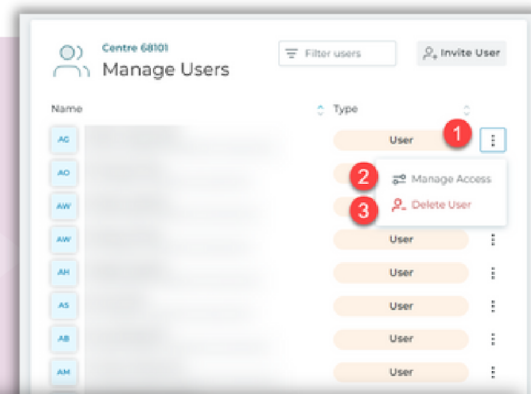
Click your profile icon and click 'Manage Users'



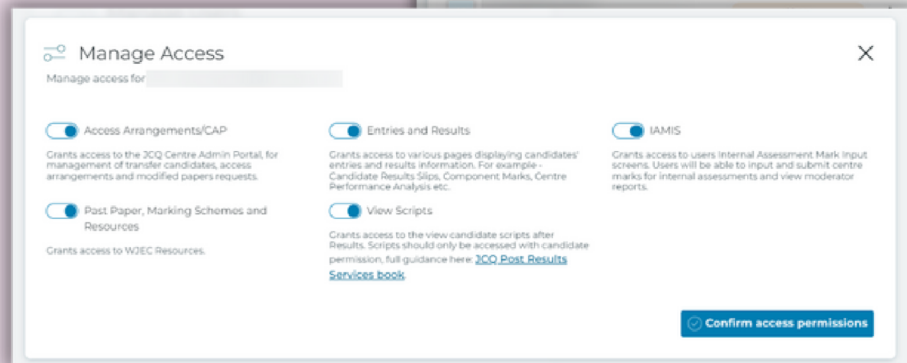
2

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

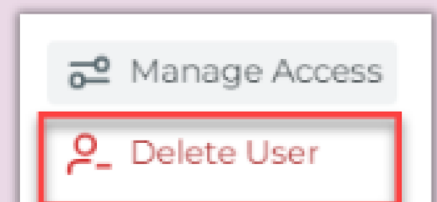


If you need to amend someone's email address you will need to delete the account and re-invite.



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 WJ EC.

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**

*** 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**

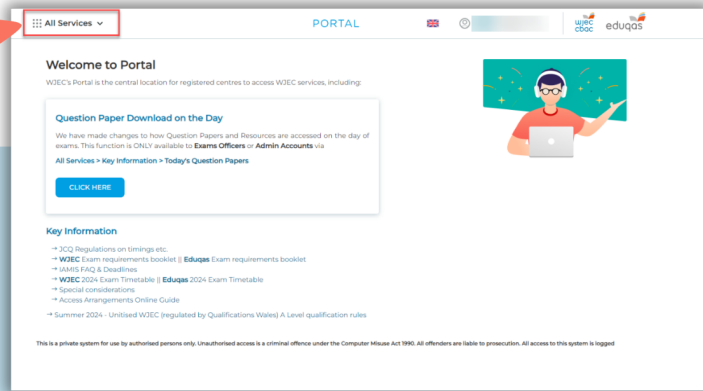
View Scripts



Portal

User Guide - Quick Navigation
Frequently Asked Questions

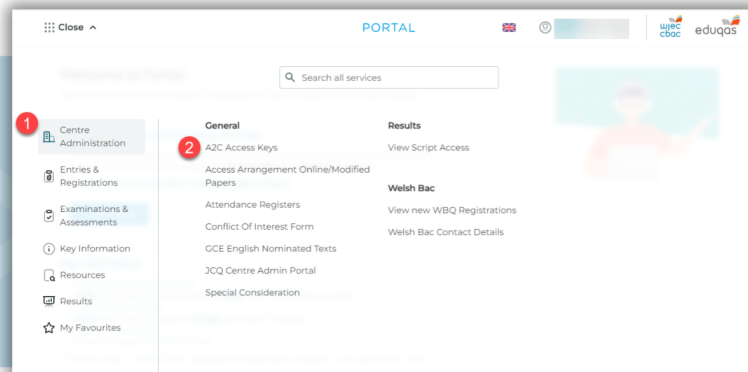
Click 'All Services' to get started



Where can my A2C Access Keys be found?

EO or Admin account only

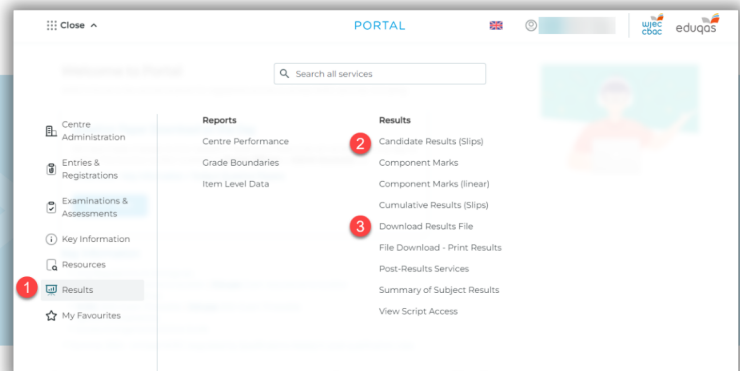
Centre Administration > General



Where can I find our results and result file?

Results > Candidate Results

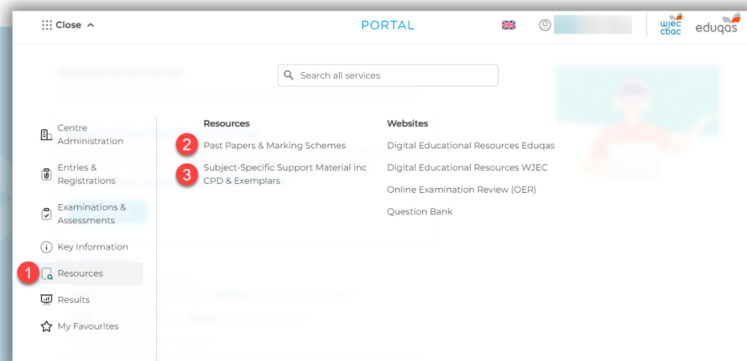
> Download Results File



Where are Exemplars, Past Papers & Marking Schemes?

Resources > Past Papers & Marking Schemes

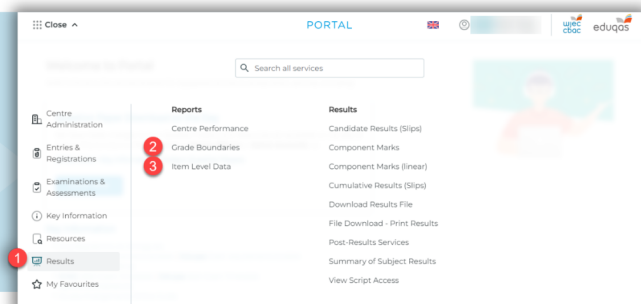
> Subject-specific support material...



Where can I find Grade Boundaries and Item Level Data?

Results > under Reports > Grade Boundaries

> Item Level Data





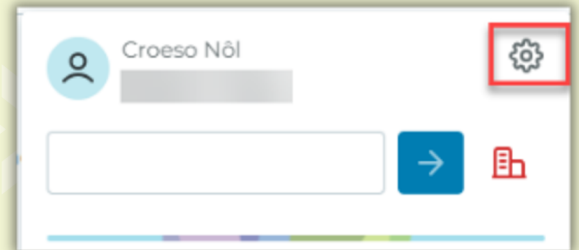
Portal

User Guide - How to edit your profile

1

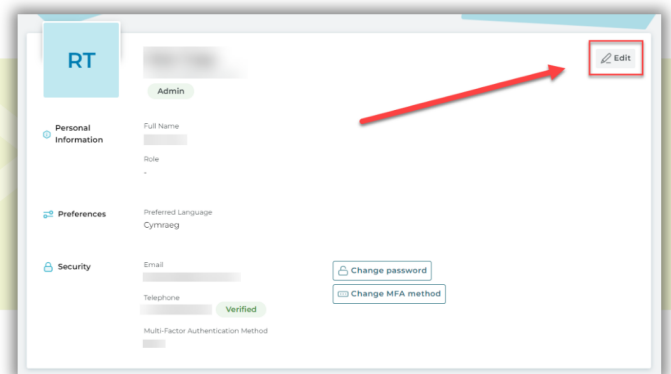
Log in to Portal

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



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

OT [Redacted] Examinations Officer

Personal Information 1

Title [Redacted]

First name [Redacted]

Middle [Redacted]

Surname [Redacted]

Role [Redacted]

Preferences 2

Preferred Language English

Security 3

Email [Redacted]

Country Code [Redacted] Telephone [Redacted]

Multi-Factor Authentication Method [Redacted]

Cancel Confirm changes



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

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/>