

Portal

User Account

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

Resetting Your Password

- 1 At the Log In screen, click the “Forgot your password?” link.
- 2 Enter your email address and click “Request password reset”.
- 3 If the provided email address exists in Portal, you will receive an email containing a temporary password / code.

Temporary passwords / codes are valid for 24 hours.

- 4 Enter the temporary password / code in the “Code” field.
- 5 Enter your new password.

Passwords must follow the below policy:

- Minimum length of 8 characters

- 6 Click the “Update password” button.