

Portal

Change of Exams Officer guidance

Click the tiles below:

Need more help?

If you need further help or are having any issues, please do not hesitate to contact our Centre Support Team at 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



How to edit your
centre details



How to edit your
Profile

Portal

Change of Exams Officer

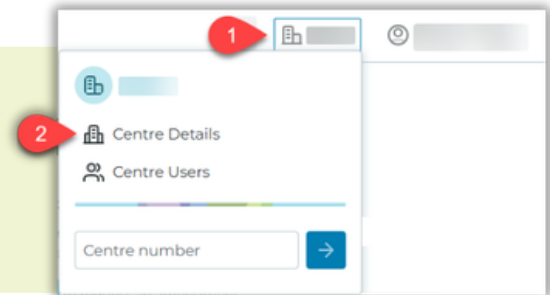
I have access to Portal and I want to change Exams Officer details:

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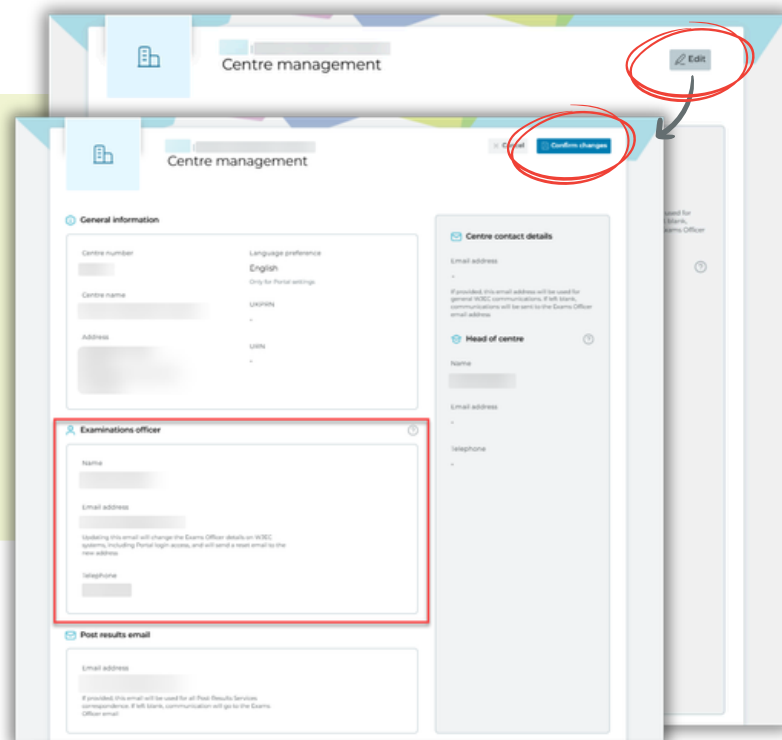
- 1 An Exams Officer or Admin account needs to log in to Portal.**

Click the centre icon and then 'Centre Details'

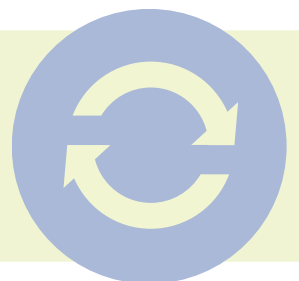


- 2 Click Edit, then update the Examinations Officer details.**

Once updated, just click 'Confirm Changes'



- 3 Updates will take effect immediately.**



- 4 An invite will be emailed within 5–10 minutes. If it does not arrive, please contact portal@wjec.co.uk for assistance.**





Portal

Change of Exams Officer

I can't access Portal but I need to change Exams Officer details:

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1

Please email centres@wjec.co.uk to request a Change of Exams Officer Details Form.



2

Once updated, WJEC will perform a security check



3

Our aim is to process these requests within 48 hours



4

A new invite will be sent to the new Exams Officer's email address.



Portal

User Guide - How to edit your centre details

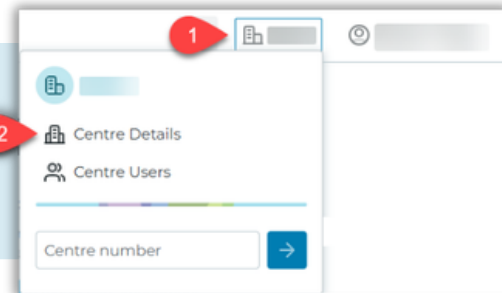
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1

Exams Officer or Admin account must log in to Portal.

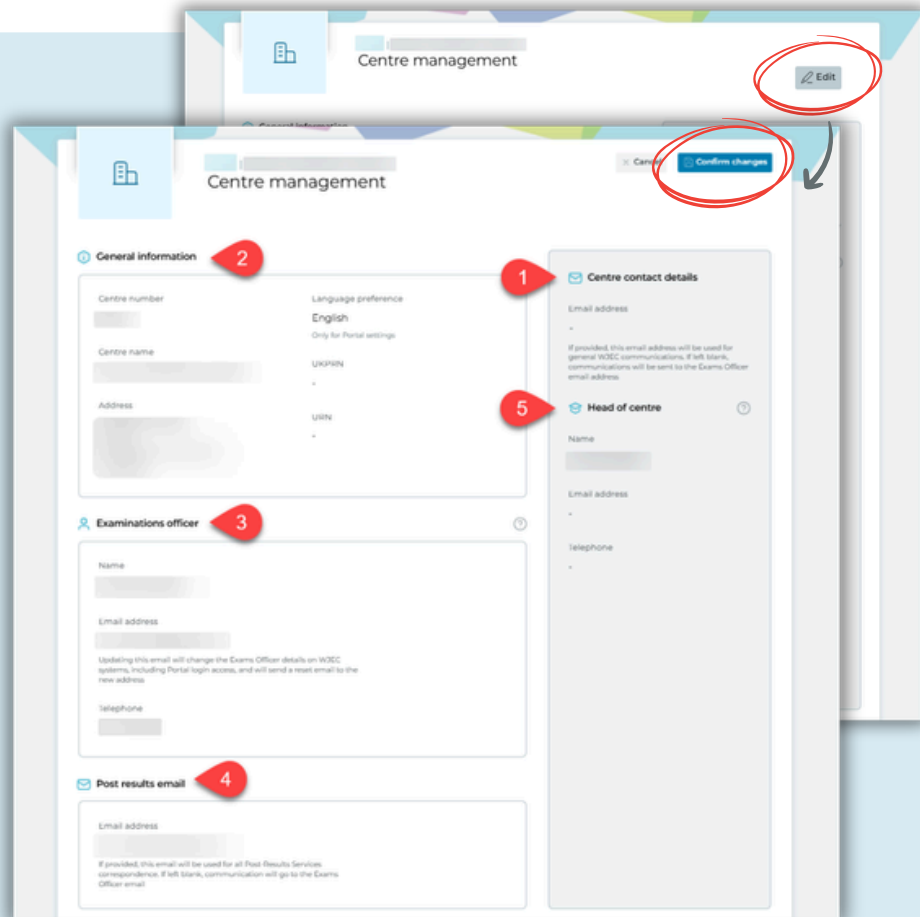
Click the centre icon and then 'Centre Details'



2

Click edit to start, then update each area:

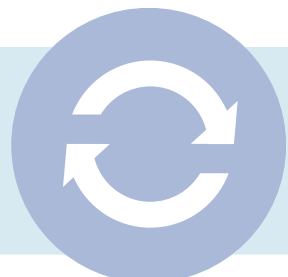
1. Provide an email address for general communications
2. Language preference can be changed for Portal
3. EO details can be updated
4. Provide an email address for all Post results queries (if different to EO)
5. Edit Head of Centre details.



Finally, click 'Confirm changes'

3

Updates will take effect immediately





Portal

User Guide - How to edit your profile

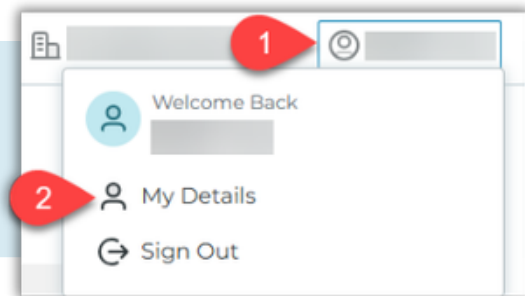
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1

Exams Officer or Admin account needs log in to Portal.

Click the centre icon and then 'My Details'

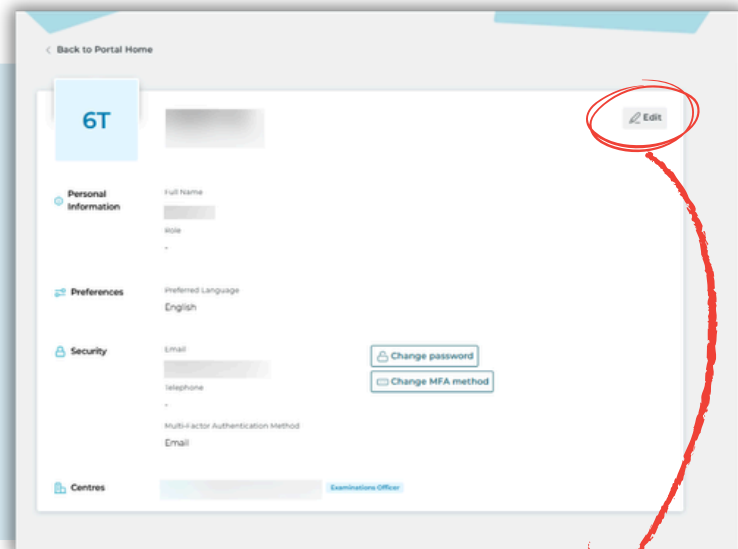


2

On this screen you can:

- 1. Change your password
- 2. Change your MFA method

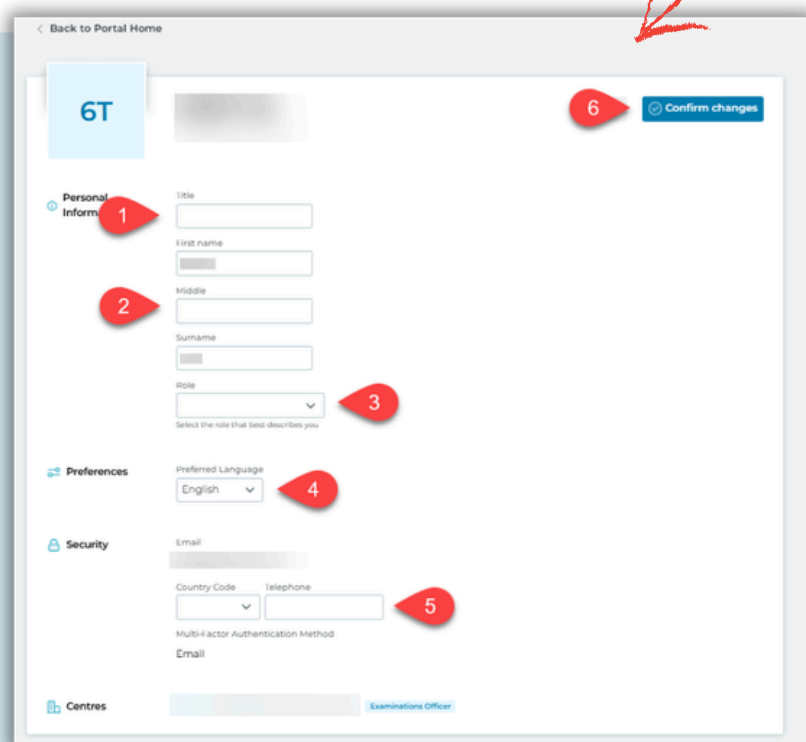
Just click **'Edit'** to update further information



3

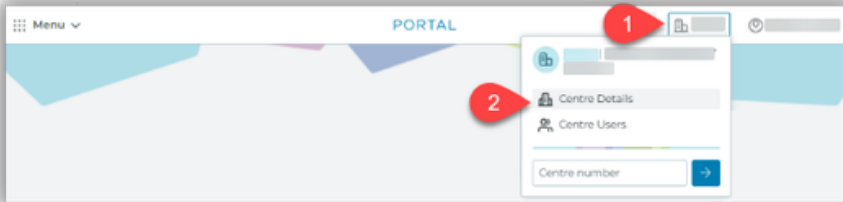
Here you can:

- 1. Change your title
- 2. Change your name
- 3. Change role within your centre
- 4. Change preferred language in Portal
- 5. Change your phone number
- 6. Click **'Confirm changes'** to complete the update





Stay INFORMED



General Communications
If provided, this email address will be used for general communications

i
If left blank, the EO email will be used

Centre management
Edit

General information

Centre number	Language preference
<input type="text"/>	English
	<small>Only for Portal settings</small>
Centre name	UKPRN
<input type="text"/>	-
Address	URN
<input type="text"/>	-

Examinations officer

Name

Email address

Updating this email will change the Exams Officer details on WJEC systems, including Portal login access, and will send a reset email to the new address

Telephone

Post results email

Email address

If provided, this email will be used for all Post-Results Services correspondence. If left blank, communication will go to the Exams Officer email

Centre contact details

Email address

If provided, this email address will be used for general WJEC communications. If left blank, communications will be sent to the Exams Officer email address

Head of centre

Name

Email address

Exams Officer (EO)
To change EO details please update here.

i
Updating the email address will reset the account and send a reset email to the new address

Post Results
This email will receive PRS outcomes & script access requests etc.