

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 IT Helpdesk at ithelpdesk@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:

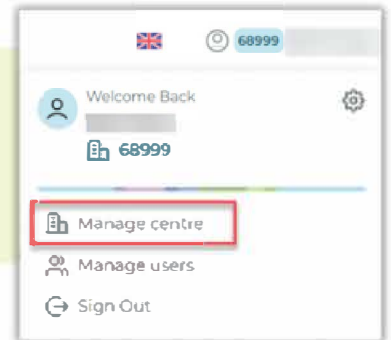
1

Exams Officer or Admin account can log in to Portal.

Click profile icon and then 'Manage Centre'

Need more help?

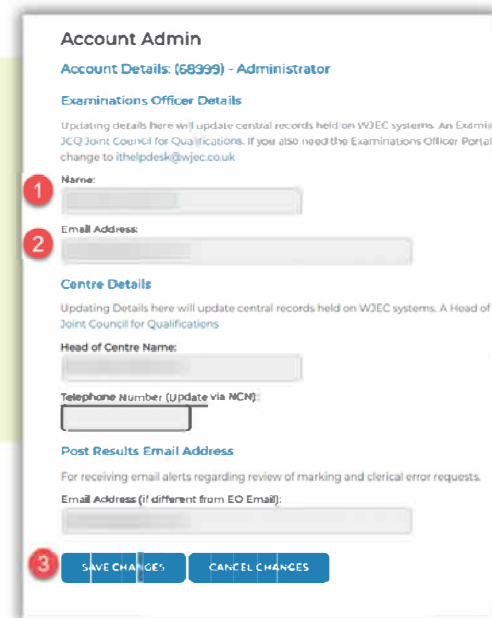
If you need further help or are having any issues, please do not hesitate to contact our IT Helpdesk at ithelpdesk@wjec.co.uk



2

Update details:

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

A screenshot of the 'Account Admin' page. The page title is 'Account Admin'. Below it, it says 'Account Details: (68999) - Administrator'. There are two main sections: 'Examinations Officer Details' and 'Centre Details'. The 'Examinations Officer Details' section has two input fields: 'Name' (marked with a red '1') and 'Email Address' (marked with a red '2'). The 'Centre Details' section has input fields for 'Head of Centre Name' and 'Telephone Number (Update via NCM)'. At the bottom, there are two buttons: 'SAVE CHANGES' (marked with a red '3') and 'CANCEL CHANGES'.

3

Once updated, please email 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:

Need more help?

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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:

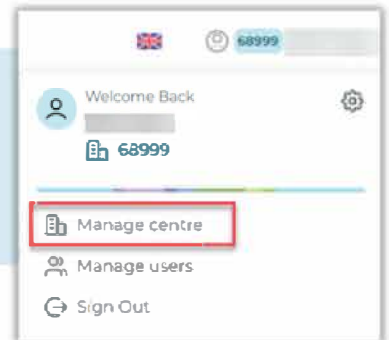
1

Exams Officer or Admin account can log in to Portal.

Click profile icon and then 'Manage Centre'

Need more help?

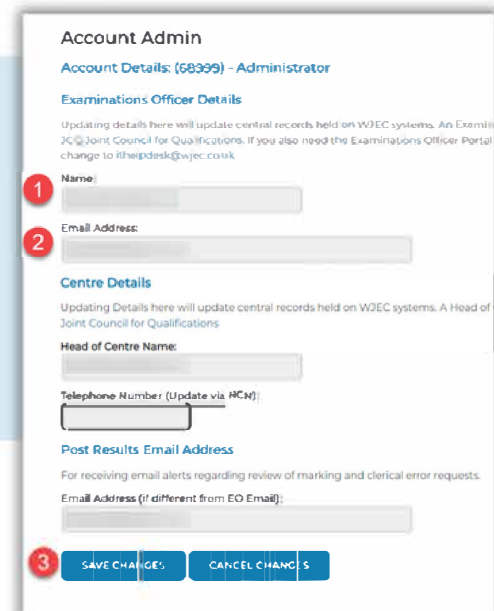
If you need further help or are having any issues, please do not hesitate to contact our IT Helpdesk at ithelpdesk@wjec.co.uk



2

Update details:

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

A screenshot of the 'Account Admin' page. The page title is 'Account Admin' and the user is identified as 'Account Details: (68999) - Administrator'. The 'Examinations Officer Details' section is highlighted. It contains a warning: 'Updating details here will update central records held on WJEC systems. An Examinations Officer Portal change to ithelpdesk@wjec.co.uk'. Below this are two input fields: 'Name' (highlighted with a red circle and number 1) and 'Email Address' (highlighted with a red circle and number 2). The 'Centre Details' section is also visible, with a warning: 'Updating Details here will update central records held on WJEC systems. A Head of Joint Council for Qualifications'. It includes fields for 'Head of Centre Name' and 'Telephone Number (Update via NCF)'. At the bottom, there is a 'Post Results Email Address' section with a warning: 'For receiving email alerts regarding review of marking and clerical error requests.' and an 'Email Address (if different from EO Email)' field. At the very bottom, there are two buttons: 'SAVE CHANGES' (highlighted with a red circle and number 3) and 'CANCEL CHANGES'.

3

Once updated, please email 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.

