

# 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](mailto:ithelpdesk@wjec.co.uk)

All automated emails are sent from  
**[portal-no-reply@wjec.co.uk](mailto: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](mailto:portal-no-reply@wjec.co.uk) is being blocked.



Sometimes your IT support may need to 'whitelist' two addresses to ensure our systems connect with 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/>**