

# 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](mailto: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:

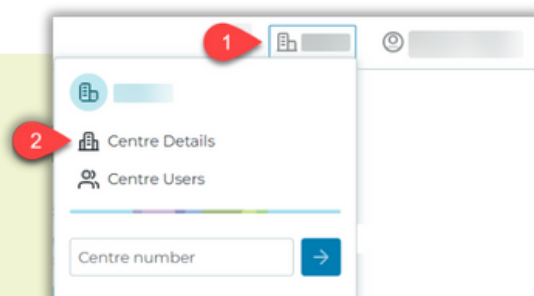
### Need more help?

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1

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

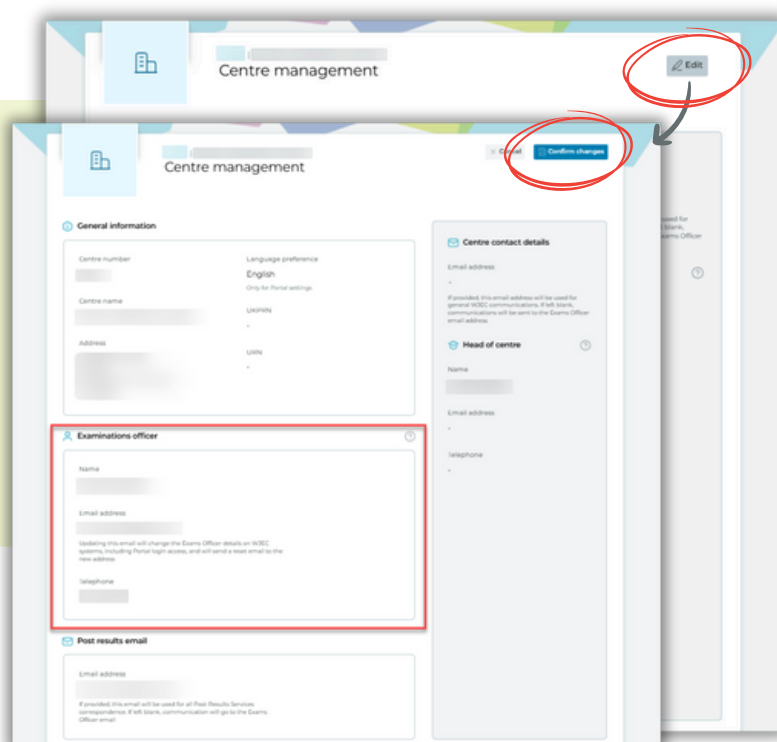
Click the centre icon and then 'Centre Details'



2

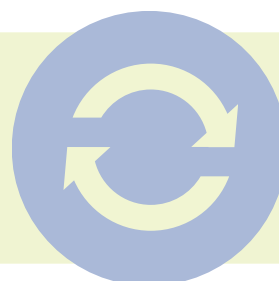
**Click Edit, then update the Examinations Officer details.**

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](mailto: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](mailto: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 Centre name
- 4.Your Centre Number

**Finally, the letterhead should be signed off by the Head of Centre or Senior Leadership Team**



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

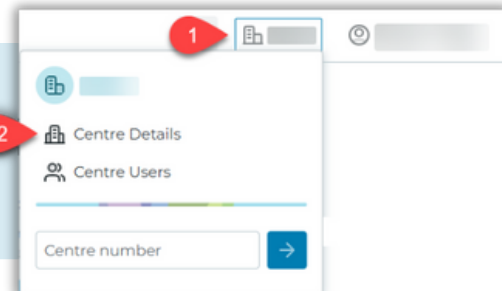
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1

**Exams Officer or Admin account must log in to Portal.**

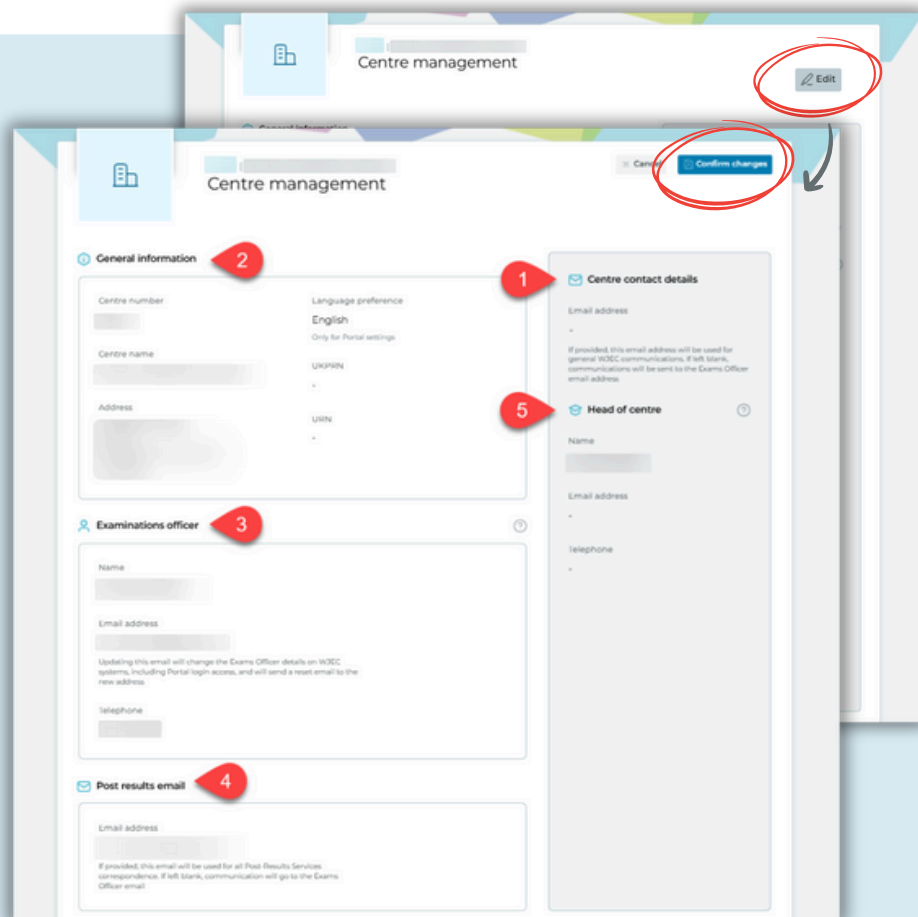
Click the centre icon and then 'Centre Details'



2

**Click edit to start, then update each area:**

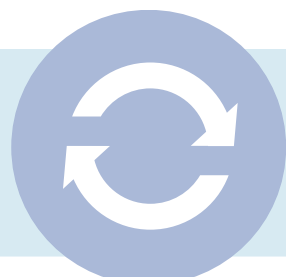
1. Provide an email address for general communications
2. Language preference can be changed for Portal
3. EO details can be updated
4. Provide an email address for all Post results queries (if different to EO)
5. Edit Head of Centre details.



**Finally, click 'Confirm changes'**

3

**Updates will take effect immediately**



# Portal

## User Guide - How to edit your profile

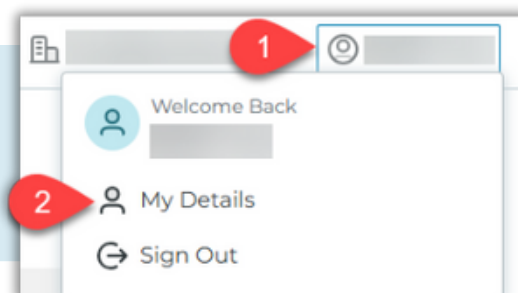
### Need more help?

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1

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

Click the centre icon and then 'My Details'

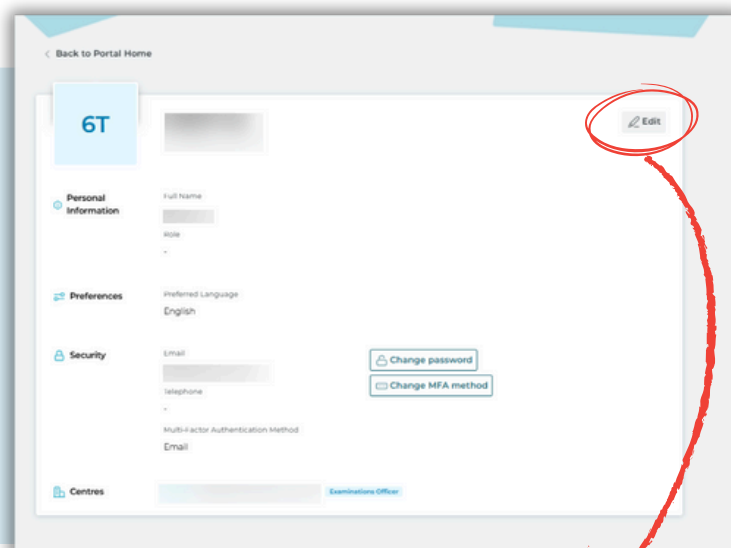


2

**On this screen you can:**

1. Change your password
2. Change your MFA method

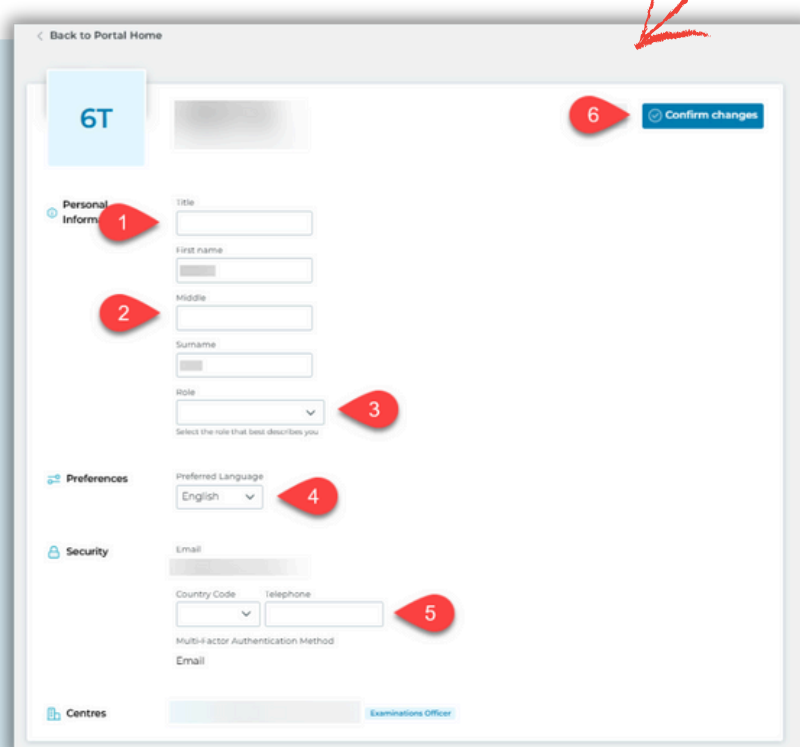
Just click '**Edit**' to update further information



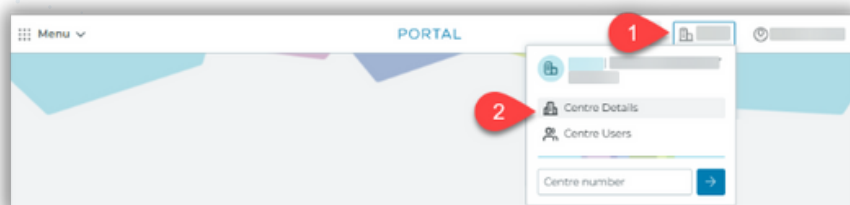
3

**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



If left blank, the EO email will be used

**Centre management**

**General information**

Centre number: [text box]  
 Language preference: English  
Only for Portal settings

Centre name: [text box]  
 UKPRN: [text box]

Address: [text box]  
 URN: [text box]

**Centre contact details**

Email address: [text box]  
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: [text box]  
 Email address: [text box]

**Examinations officer**

Name: [text box]  
 Email address: [text box]  
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: [text box]

**Post results email**

Email address: [text box]  
If provided, this email will be used for all Post-Results Services correspondence. If left blank, communication will go to the Exams Officer email

## Exams Officer (EO)

To change EO details please update here.



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.