

Question Text	Answer Text
Why do I have to read the Terms and Conditions?	The Terms and Conditions outline the legal reasons for security on the websites and your obligations surrounding your use of data on the website and security requirements you must adhere to.
How do I access the checking website?	<p>The Headteacher will be sent a single username (and password if they did not log into the website during the last 12 months). Once they have successfully logged in they will automatically have administration rights to create or delete other users for their institution using the 'manage user' function on the website.</p> <p>A Headteacher can assign administration rights to another member of staff, if they wish, also using the 'manage user' function. The aim is for schools to be able to handle staff access to the website themselves.</p>
What should I do if I need an additional username?	<p>If you wish, you can set up user accounts for members of your staff. A Headteacher can set an account for a "checking website administrator".</p> <p>In addition to creating user accounts, the Headteacher (or LA contact for closed schools) or checking website administrator can edit user details and reset passwords in the 'Manage Users' function.</p>
Can I transfer a username to another member of staff?	No. Usernames are non-transferable.
Do usernames expire?	Yes. Usernames will be deactivated if they have not been used for more than 12 months.
What should happen to the username of a member of staff who leaves?	Usernames are institution specific and give access only to data for your institution. The Headteacher (or LA contact for closed schools) or checking website administrator must delete the user name for the staff member who has left. If the leaver has gone to another institution, that institution will need to create a new username for them.
We have a new Headteacher (or LA contact for closed schools) who needs a log in account.	The Headteacher (or LA contact for closed schools) should email examshelp@rm.com stating they are the hold this position and giving their first name and surname and confirming the school/college DfE number (or LA number) .
What do I do if I have forgotten my Username and/or Password?	If you have registered your details, a reminder of your Username and/or Password can be e-mailed to your e-mail address captured at time of registration, by using the relevant links on the log on page.

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How do I register my email address?	If you are a Headteacher (or LA contact for closed schools), the email address you supplied when you first logged on will be registered against your username. Otherwise your email will be registered by the Headteacher, LA Contact or checking website administrator as they create your account. You may change your email address via the 'Edit profile' link on the top right hand of the page of the screen (just to the left of the 'Log Out' button).
Can I change my password to something more memorable?	Passwords must be changed when you register your username. The new password should have a minimum of 8 characters with a mixture of upper and lower case letters, at least one number and a special character (a character which is not a letter or a number e.g. # & %).
A new password has been requested but it hasn't arrived.	Password emails often end up in junk or spam folders. They can also be blocked by your school/college firewall. If you need to reconfigure your firewall to allow them through you should note that they come from TablesCheckingAdmin@rm.com and the server ID is mq4.ifl.net
Do passwords expire?	Yes. Your password will expire if not used for 3 months and you will need to create a new one online.
Does the web site have an inactivity lock out once logged in?	Yes. As a security measure to minimize the risk of unauthorized access to your data, the website is set to automatically log you out after 30 minutes of inactivity. Periodically whilst working, you may be warned if you near the timeout limit. This may occur if you are spending a long time working on a single screen. Clicking 'OK' will refresh your session and will allow you to continue working without losing any changes you have made.