



Department
for Education

Secure access

Guide for end users

August 2016

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1. Secure Access introduction

Secure Access is the key secure single point of entry system used by the Department for Education to give external users in education institutions and Local Authorities access to various Departmental IT systems.

These systems are currently COLLECT, School 2 School (S2S), Key to Success (KtS), Teacher Services (including the Database of Qualified Teachers), EFA Information Exchange, EduBase and the Post-16 Portal.

In support of that, the facility to create and administer Secure Access accounts locally will be provided by the 'Approver' role within each organisation (e.g. School, Academy, Multi-Academy Trusts, FE Colleges or Local Authority). In Establishments there will be one Approver with the option of a second Approver. In Local Authorities there will be up to three Approvers.

The Approver is able to add or edit End User accounts for their organisation (up to a limit of seven accounts) and will be responsible for controlling their access to the various DfE systems, even if the Approver does not have access to these systems themselves.

Approvers will be presented with a list of systems that are appropriate to their organisation type – they will only be able to grant access to these systems and not necessarily the full list described above. Approvers need to edit the permissions of their own accounts – and grant themselves access to systems as appropriate.

End User accounts can log into Secure Access and can access only those systems (Applications) that the Approver has given them access to.

2. Requesting your Secure Access account

1. How to request an account

Please contact your Approver to request a Secure Access account. Your institution authority (Head Teacher in a School or Academy, Contact Liaison Officer in a Local Authority, Accounting Officer in a MAT) should be able to confirm who your Approver is if you do not know this.

If you cannot identify your Approver, please contact the DfE Secure Access Service Desk using the appropriate form in the following link to request this information:

<http://www.education.gov.uk/researchandstatistics/datatdatam/secureaccess/service-request-form>

The Secure Access Service Desk will be able to advise who your Approver is and set up a new Approver if your organisation does not have one.

2. How to activate an account

Once your account has been set up by your Approver you will receive an email which will prompt you to activate your account – you must do this within 48 hours of receiving the link, otherwise your Approver will need to send you another link.

When you click on the link you will be asked to choose a password from the list – it is not possible to specify your own username and you can only select a password from the generated options. You will also be asked to accept the Secure Access terms of usage before you can use the account:

<https://sa.education.gov.uk/ui/termsOfUse>

1. On the “First time log in” page, enter your PIN (if you have one)

Secure access

First time log in

A PIN is required to prevent unauthorised access on first log in. If you do not know your PIN, please contact the Secure Access Service Desk by completing our online service request form, by clicking [here](#).

Activation PIN

2. On the Enter User Details page please **make a note of your username**. Please also check that your name and email address are correct.

From the list of passwords please choose one password and **make a note of the password you have chosen**.

Please also enter a Security Question into the field and enter an answer.

Secure access

Enter user details

Username
hqvoaaqi

You must enter your own name and email address. The DfE no longer allows you to share your Secure Access account with other individuals.

First name

Last name

Your registered email address will be used for automated email notifications sent from the system, such as using the 'Forgotten username or password' process.

Email

Confirm email

Organisation

Academy 360

Please select a password

- gy2m%bqnF
- ofz8<jaeR
- odv8az\$Af
- hHo*a7vvk
- jtvqrx5B
- wayf/gVw2
- g)n4aVfbf

Your security question

Please note, the Answer is case-sensitive

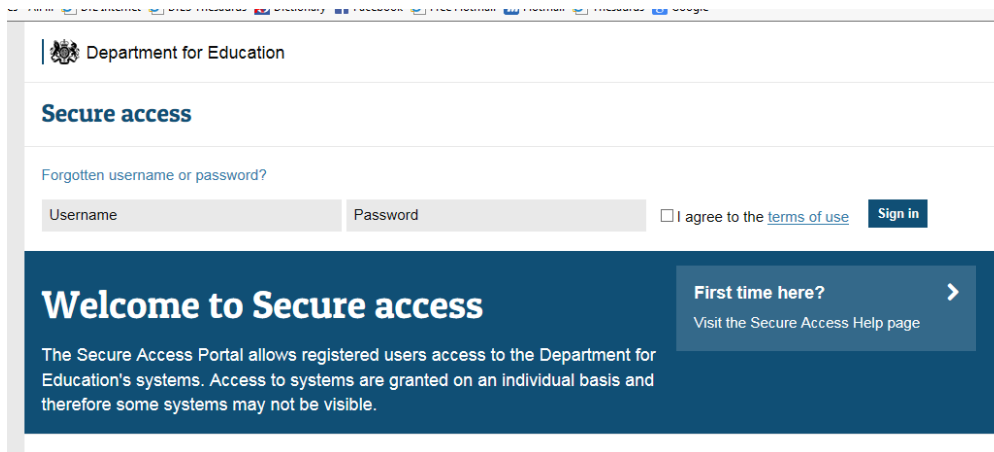
Answer

3. Logging into your account

In order to log into your account please go to the following website:

<https://sa.education.gov.uk/idp/Authn/UserPassword>

You will see the screen below – enter your username and passwords in the appropriate fields, then check the box to agree to the terms of use, then click on the “Sign In” button.



The screenshot shows the login interface for the Department for Education's Secure Access Portal. At the top, it displays the Department for Education logo and name. Below this is the heading "Secure access". A link for "Forgotten username or password?" is provided. The login form includes two input fields: "Username" and "Password". To the right of the password field is a checkbox labeled "I agree to the terms of use" and a "Sign in" button. A large blue banner at the bottom contains the text "Welcome to Secure access" and a sub-header "First time here?" with a right-pointing arrow and a link to "Visit the Secure Access Help page". Below the banner, a paragraph explains that the portal allows registered users access to the Department for Education's systems, but access is granted on an individual basis and some systems may not be visible.

Once you have logged into Secure Access you will see a list of all the systems that the Approver has given you access to – if you do not see a system that the you require access to please contact your Approver in the first instance to request access.

4. Resetting your password

All users of the Secure Access system can request a password reset of their own account on the main Secure Access website. If you have forgotten your Username or Password please use the following link [Forgotten Password or Username](https://sa.education.gov.uk/ui/forgotten). Secure Access passwords expire after 100 days and will automatically archive after 15 months.

<https://sa.education.gov.uk/ui/forgotten>

This process will require you to enter your email address and answer your security question. Once you have done this you will be emailed a link to reset your password yourself.

If you have forgotten your security question, please request a password reset from your Approver – they will be able to trigger a password reset on your behalf – during this process you can then reset your security question and answer.

5. Unlocking a Secure Access Account

Secure Access accounts can become locked – they are configured to lock automatically after 6 bad password attempts. The accounts do not unlock automatically after a recovery period – they need to be manually unlocked.

Accounts also automatically lock after 4 successful reset password procedures completed in the same day.

If your account is locked please contact your Approver to request that your account be unlocked.

Any Secure Access account that is not used for 150 days will become Archived – you will need to contact your Approver to request that the account is reactivated.

3. User Guides for the Applications

Collect

<https://www.gov.uk/guidance/school-census>

Key to Success (KtS)

<https://www.gov.uk/guidance/pupil-premium-information-for-schools-and-alternative-provision-settings>

EFA Information Exchange

<https://www.gov.uk/government/publications/efa-information-exchange>

Teacher Services (NCTL)

<https://www.gov.uk/guidance/teacher-status-checks-information-for-employers>

S2S

<https://www.gov.uk/guidance/school-to-school-service-how-to-transfer-information>

EduBase

<http://www.education.gov.uk/edubase/faq.xhtml>

Help

Please contact the SA Service Desk:

(SA.SERVICEDesk@education.gsi.gov.uk) for any queries regarding Secure Access.

Please contact the EDD Helpdesk:

(EDD.HELPDESK@education.gsi.gov.uk) for any queries regarding COLLECT, School to School, Key to Success or Edubase.

Please contact the Young People's Enquiry Service:

(Enquiries.EFA@education.gsi.gov.uk) for any queries regarding Young People's institution information on EFA Information Exchange.

Please contact the Academies Enquiry Service:

(Academy.QUESTIONS@education.gsi.gov.uk) for any queries regarding Academies and MATs institution information on EFA Information Exchange.

NOTE: The 'gsi' will be dropped from the email addresses as of 1st October 2016



Department
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About this publication:

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Reference: DFE-00198-2016



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