Central Login User Guide

CENTRE USERS

VERSION 1.0

2017

# CONTENTS

Table of Contents

Introduction

The Central Login is the entry point to CCEA's online applications which permits secure access for centres to online applications.

This guide is intended for users at centres and covers topics including managing accounts, managing centres access to applications and contacting CCEA.

1 - Managing your Account

1.1 - Logging in to Central Login

To log into Central Login type in your email address and password. Then click the **Login button**. This will be the same username and password used in the previous version of Central Login.
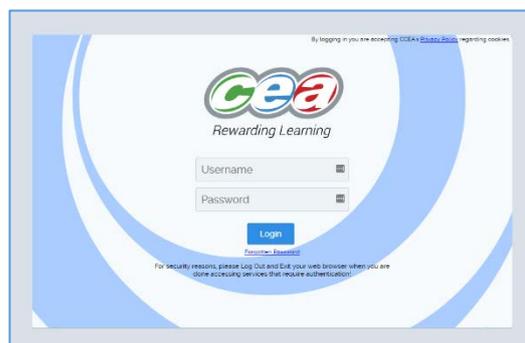
1.2 - Account Lockout

If you type in your password incorrectly five times the account will be locked out. To unlock an account please contact an examination officer at your centre. If you are the Examinations Officer contact CCEA Centre Support team using the contact details at the end of this guide.

1.3 - Forgotten Password

If you have forgotten your password you can reset it using the **forgotten password link** on the login screen.

Click the forgotten password link and you will be asked for the email address used for the account. Enter this and click **Send Reset Link**.

If this is a valid account, an email containing a link will be sent. Open this email and click the link to see the reset password page. Complete this form and click **Set Password** to set your new password. You will then be taken back to the login screen where you should be able to access Central Login using your new password.
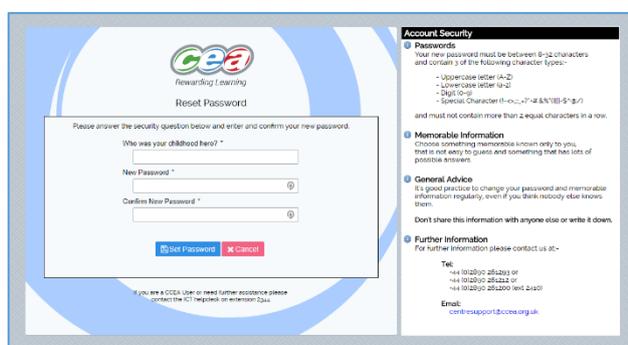
If you have forgotten your security question or answer, you will need to contact CCEA Centre Support team using the contact details at the end of this guide.

1.4 - Logging out of Central Login

It is important when you have finished working in the Central Login that you logout properly.

To logout of the system click the **people icon** in the top right-hand corner and select logout.
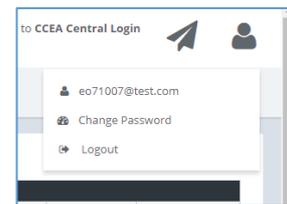
*For additional security CCEA recommend you close the browser window.*

1.5 - Automatic logout

For additional security there is an automated logout feature. If the system detects it has been idle for a long period, it will place a warning message on screen. To continue working you simply have to move your mouse otherwise you will be logged out five minutes after this message appears.

1.6 - Changing your password

CCEA recommends changing your password regularly to maintain your account security.

To do this click the **people icon** and select **Change Password**.
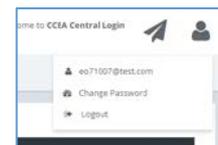
You will then be asked to enter your old password and a new password.

Your new password must be between 8 and 32 characters in length. It must contain 3 of the following character types:-

- Uppercase letter (A-Z)
- Lowercase letter (a-z)
- Digit (0-9)
- Special Character (!~<>,;:_=?*+#.&%°()|[]-$^@/)

and it must not contain more than 2 equal characters in a row.

1.7 - Activating a New Account

If you are a new user to Central Login – either added by the CCEA Centre Support Team or your Examinations Officer at your centre, you must activate your account before you can login.

When the account has been created an email will have been sent to your address. An activation link will have been included in this email which when clicked will take you to the account activation page.


The security question and answer should be something known only to you, with a memorable answer that is not easy for someone else to guess.

Once you have completed the activation process you will be taken to the login page where you can access the system using your email and newly set password.

2 - Starting a CCEA Application

Once you have logged into Central Login you see a list of applications you can access. To access an application simply click the **Start button** next to it.

The new Central Login allows CCEA to put messages beside each application shown below. A message could be, for example, key dates for events or notifications that an application is under maintenance.
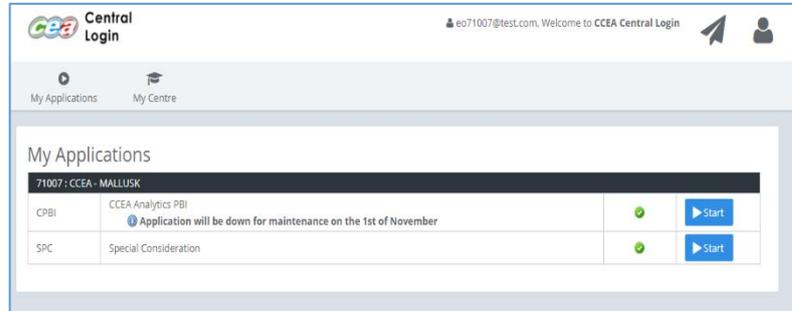
Some users may work across multiple centres (such as in consortium arrangements/multiple sites) and as a result may see more than one list of applications on this page. If this is the case then click the Start icon beside the application at the centre you want to log into.

3 - Contacting CCEA Using Central Login

To contact CCEA from within Central Login you can click **the envelope icon** at the top right-hand corner and then click **Contact Us.**
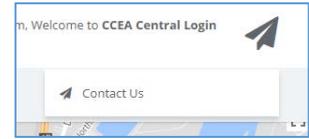
Enter the subject and message in the boxes provided and click **Send Message**. Your query will then be sent to Centre Support who will usually respond within 1-2 business days.

4 - Central Login for Examination Officers

Examination Officers have additional options in the Central Login allowing them to manage access to applications for other staff in their centre. They can request new applications, manage their results online registration and submit centre update information.

4.1 - My Centre

To view details of your centre and begin managing it click the **My Centre icon**.

From the My Centre screen you can manage **Users**, **Applications** and review your **Results Online** registrations status.
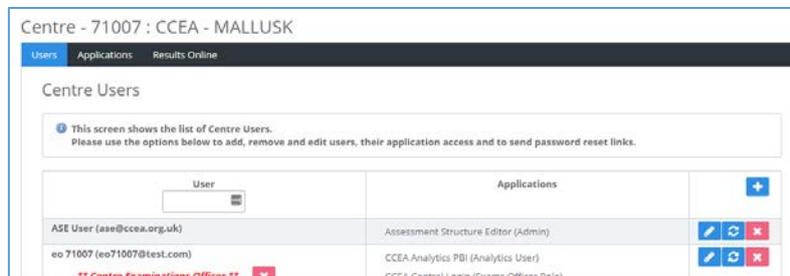
*If you are an Examinations Officer at multiple centres you can click **change centre** to select the one you want to manage.*

4.2 - Managing Users

The first tab in **My Centre** is the **Users** tab. From here you can add, edit and remove users from your centre, reset passwords and manage the applications each user can access.

4.2.1 - Adding a user to your centre

To add a new user to your centre click the **plus** icon at the top of the table.

You will then be asked to complete information on the user and select the applications you wish them to have access to. At this stage you can also tick if you want the user is to be set up as an Examinations Officer.

When you click **Create User**, an email is sent to the new user asking them to activate their account. The text **Email not Verified** will appear beside their account until they have activated their account (See section Activating a new account).
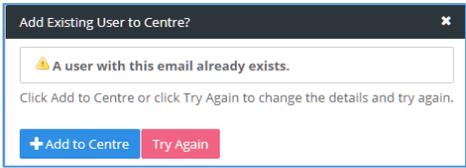
If the new user in your centre was a user in a previous centre, an account may already exist for them. If this is the case, you will be prompted that they exist already on Central Login and you will be asked to confirm if you wish to add them to your own centre.

4.2.2 - Editing a user in your centre

To edit a user in your centre, find the user in the list and click the edit button beside their record. This will display their information allowing you to edit it. *Note you will only be asked to confirm their email if you have made any changes to the email field.*

In the edit screen you can add and remove access to applications and set Examination Officer privileges.
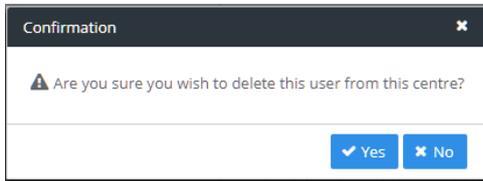
4.2.3 - Delete a user from your centre

To delete a user from your centre, find the user in the list and click the delete button beside their record. You will be

asked to confirm the deletion. On confirming, the user is removed from your centre and will not be able to access any applications.

4.2.4 - Resetting passwords and unlocking accounts

If a user in your centre is locked out of the system or has forgotten their password, you can issue them with a link allowing them to re-activate their account and set new security information. To do this click the reset [🔄] button beside their record. They will then receive an activation link by email and should follow the instructions provided. (See section 1.7 - Activating a new account).

4.2.5 – Managing Examination Officers (Multiple EOs)

One of the features of the Central Login is the ability to set multiple users as Examinations Officer. This allows centres to arrange deputies for Examination Officer so that other users may be able to set up accounts and manage access to CCEA applications. The Examinations Officers are shown with the red text Centre Examinations Officer under their name.


To give a user the Examination Officer role – edit the user (section 4.2.2) and tick the Examinations Officer box. That user will then be able to access all the functionality on the My Centre page.

To remove this permission – either click the delete button beside the text "Centre Examinations Officer" shown on their account or edit the account and untick the Examinations Officer box.

4.3 - Managing Applications

The 2nd Tab in **My Centre** is the **Application** tab. From here you can view current applications and request access to new applications.
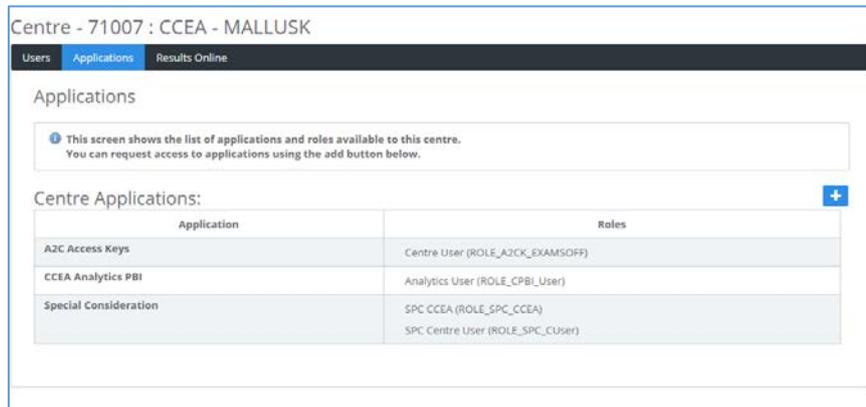
This page lists the applications that the centre currently can access.

To request access to a new application click the plus icon. Select the applications you want to add by ticking the box beside them and then click Request Items.
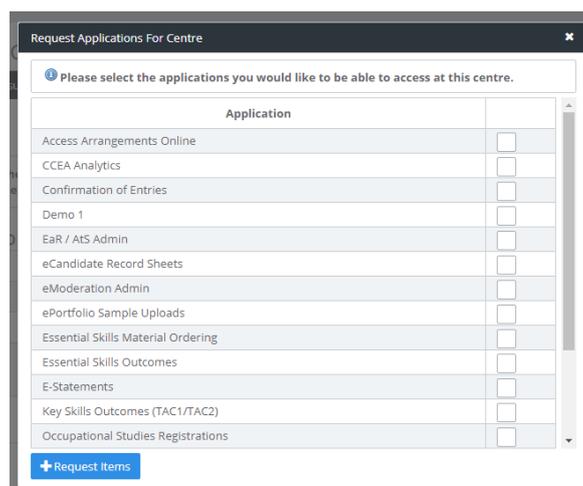
This request will be sent to CCEA Centre Support Team for approval. Once approved the Centre Support Team will notify you by email. You can then assign users to that application.

4.4 - Results Online

The 3rd tab in **My Centre** – **Results Online** – allows you to opt in/opt out for GCE candidate results online in the summer examinations series. In advance of the summer exams series each year (around March/April), you will receive an email from the Centre Support Team notifying you that **Results Online** registration is open. If you wish to register for Results Online for your GCE candidates, you will log into Central Login and will be prompted to register for Results Online as shown below.
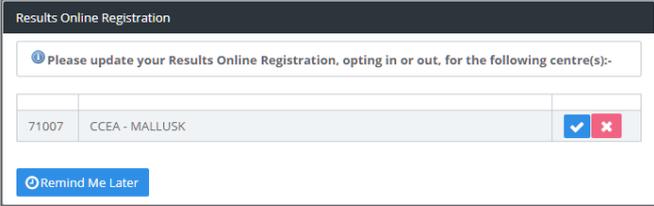
Click the ✓ icon to opt in and the **X** icon to opt out.

You can select "Remind me later" when this prompt is shown and you will be asked again on your next login, however you can only do this twice. On your third login you will be required to complete this information to proceed.

At any stage throughout the year you can check the status of your centre for Results Online through the **Results Online** tab in the **My Centre** screen.

4.5 - Centre Updates

It is important that CCEA has up to date information for your centre. To ensure this is the case, once a year, you will receive an email from the Centre Support Team requesting you to update your centre details via Central Login.

As the Examinations Officer, once you log into Central Login, you will be prompted on screen to complete the Centre Update page. The form is in three parts.

The **Centre Details** tab shows your centre's details for you to review and amend as necessary.

In the **Centre Contacts** tab you must enter your centre's Head of Centre (HOC) and Examination Officer (EO) details.

The **Declaration** tab shows a declaration of compliance to the *Joint Council for Qualifications (JCQ)* regulations. By ticking the boxes against the declarations, you are agreeing to the JCQ regulations.

Once complete, click the **Submit Update** tab to submit your form to the Centre and Examiner Support Team for processing.

You can select "**Remind me later**" when this prompt is shown and you will be asked again on your next login, however you can only do this twice. On your third login you will be required to complete this information to proceed.

5 - CCEA Contacts

For any queries on using Central Login please contact the Centre Support Team at CCEA.

Address: Centre Support Team
CCEA
29 Clarendon Road,
Clarendon Dock,
Belfast,
BT1 3BG

Tel: +44 (0)2890 261293 or
+44 (0)2890 261212 or
+44 (0)2890 261200 (ext 2410)

Email: centresupport@ccea.org.uk