



Department  
for Education

# Secure access

Guide for approvers

August 2016

## Contents

|  |    |
|--|----|
| 1. Requesting your Approver account          | 4  |
| 1.1 How to request an account                | 4  |
| 1.2 How to activate your account             | 4  |
| 1.3 Logging into your account                | 6  |
| 2. Managing User Accounts                    | 7  |
| 2.1 Search and view user account information | 8  |
| 2.2 Reset a user's password                  | 11 |
| 2.3 Unlocking a Secure Access Account        | 12 |
| 2.4 Re-send account activation link          | 13 |
| 2.5 Editing existing user accounts           | 14 |
| 2.6 Creating new user accounts               | 17 |
| 2.7 Archiving and Un-Archiving accounts      | 20 |
| 3. Managing the Approver Account             | 21 |
| 3.1 Approver archives their own account      | 21 |
| 3.2 Approver transfers their access rights   | 21 |
| Annex A – Secure Access groups:              | 24 |
| For COLLECT:                                 | 25 |
| Help   | 26 |

## **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 for Schools and Academies) 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.

# 1. Requesting your Approver account

## 1.1 How to request an account

If you require an Approver account on the Secure Access system, then please request this using the following form:

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

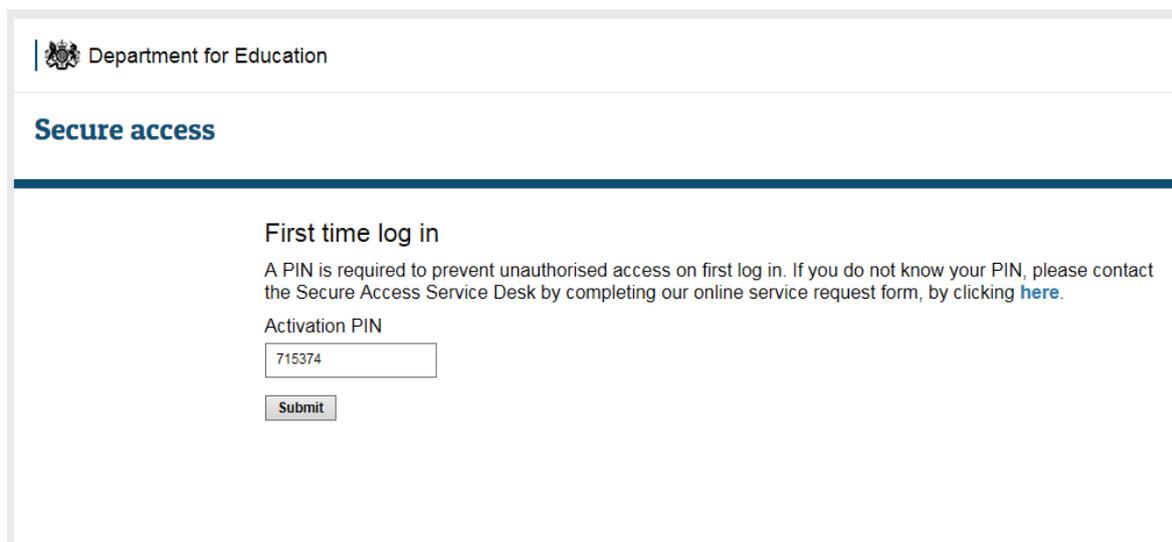
## 1.2 How to activate your account

In the first instance, the Local Approver should create End User Accounts. Once an account has been set up by the Secure Access Service Desk 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 the Secure Access Service Desk 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)



Department for Education

### 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.

 Department for Education

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## Secure access

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### 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
- }tvoqrx5B
- wayf/gVw2
- g)n4aVfbf

Your security question

Please note, the Answer is case-sensitive

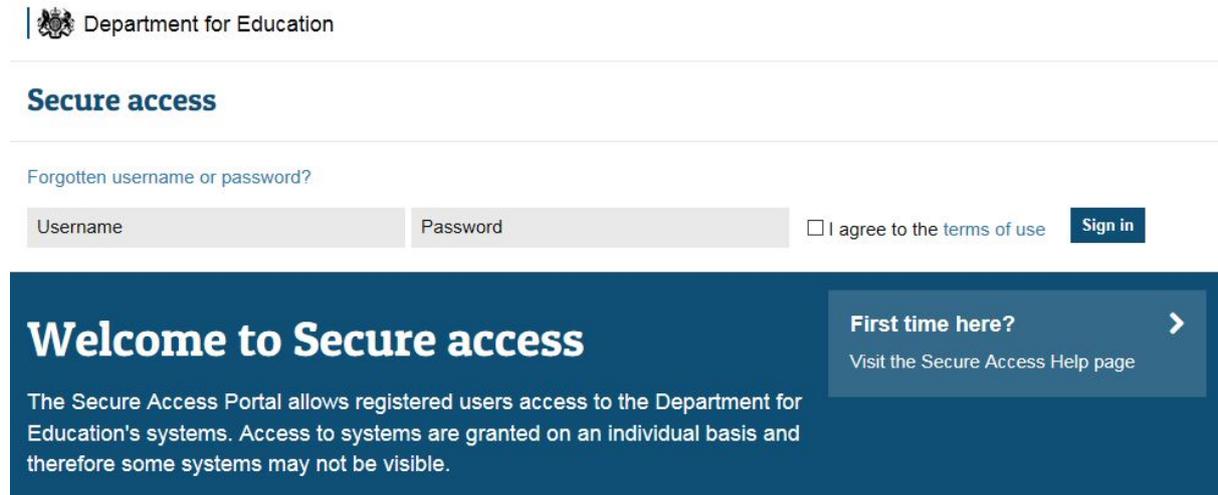
Answer

## 1.3 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 left, there is a logo of the Department for Education. Below it, the text "Department for Education" is displayed. A horizontal line separates this header from the main content area. The main content area has a white background and is titled "Secure access" in a bold, dark blue font. Below the title, there is a link "Forgotten username or password?". The login form consists of two input fields: "Username" and "Password", both with light gray borders. To the right of these fields is a checkbox labeled "I agree to the terms of use" and a dark blue button labeled "Sign in". Below the form is a large dark blue banner with white text. The banner features the heading "Welcome to Secure access" in a large, bold font. Below the heading, there is a paragraph of text: "The Secure Access Portal allows registered users access to the Department for Education's systems. Access to systems are granted on an individual basis and therefore some systems may not be visible." To the right of this text, there is a dark blue button with white text that says "First time here?" followed by a right-pointing chevron. Below this button, there is a link: "Visit the Secure Access Help page".

## 2. Managing User Accounts

As an Approver you can create and edit all the user accounts for your organisation. This section contains detailed instructions for how to do this.

This section explains how to complete the following tasks:

- 2.1 Search and view user account information**
- 2.2 Reset a password**
- 2.3 Unlocking a Secure Access account**
- 2.4 Resend account activation link**
- 2.5 Editing existing user accounts**
- 2.6 Creating new user accounts**
- 2.7 Archiving and Un-Archiving accounts**

## 2.1 Search and view user account information

Approvers are limited to searching for users at their organisation only.

1. Log into your Secure Access account using the SA login page
2. Approver then selects Administration tab



### Secure access

Home Administration

3. Find user account from list of all accounts at the organisation (first 20 accounts displayed by default); OR use search filters to search for an account

**User management**

### Users

This page allows you to search for user accounts at your organisation. If you expect to find an account but it does not appear, please contact the Secure Access Service Desk by completing our online service request form, by clicking [here](#).

**Search filters:**

- Username:
- First name:
- Last name:
- Email address:  [Fewer options](#)

**Account status:** Active, Archived, Awaiting user activation, Imported, Locked, Password expired

**Groups:** Access to COLLECT, Alternative Provision, Appeals Against Admissions (APAD), Children In Need (CIN), Consistent Financial Reporting (CFR), Due Diligence Counter Extremism, Early Years, Early Years Foundation Stage Profile (EYFSP)

**Secure Access account type:** Approver, End User

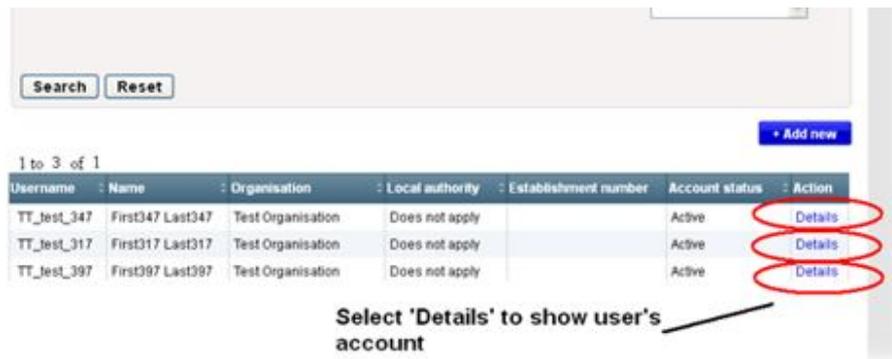
Expiry date from:

to:

1 to 25 of 458 [next](#) Jump to page:

The list of users appears in a new box underneath the User Search box

4. When you have found the User Account you want, click on the link marked 'Details' to open each user's account



## 5. View the user's account

This page will show the following information:

- Secure Access username
- Account expiry date information where an expiry date is set
- Account Status – should be “active” for accounts in use
- Application access/permissions – this will show what systems the account has been set up to access.

### Personal details

Username  
**tt\_test\_3**

First name  
**First3**

Last name  
**Last3**

Email address  
**first3.last3@600003.com**

### Organisation details

Organisation name  
**Test Organisation 3**

Organisation position  
**PA**

Organisation LA code  
**202**

Organisation Establishment number  
**1009**

### Account details

Expiry date

Account status  
**Active**

Reason for change

Secure Access account type

**End user** - may only access the applications they're given access to.

**Approver** - an Approver is a type of End user that may create and administer End user accounts, giving access/permissions to applications they themselves have access to.

- End User
- Approver

### Application access/permissions

Select which applications this user should be granted access to. For some applications you can specify certain application specific permissions the user will have access to.

- COLLECT
- Access to COLLECT
    - Collection group 1
    - Collection group 2
    - Collection group 3
    - Collection group 4
    - Collection group 5
    - Collection group X

- KtS
- Access to KtS

- S2S
- Access to S2S

## 2.2 Reset a user's 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 them to enter their email address and answer their security question. Once they have done this they are sent a link to reset their password themselves.

Where a user has forgotten their security question and answer they are therefore unable to reset their password. As an Approver you can trigger the Secure Access system to send them a reset password link.

1. To do this log into the Secure Access system using the instructions in the section above and search for their account.
2. On the user details screen click on the "Reset password" button.
3. The user will be sent an email by the Secure Access system and will be able to reset their own password.

**Personal details**  
 Username  
**tt\_test\_3**  
 First name  
**First3**  
 Last name  
**Last3**  
 Email address  
**first3.last3@800003.com**

**Organisation details**  
 Organisation name  
**Test Organisation 3**  
 Organisation position  
**PA**  
 Organisation LA code  
**202**  
 Organisation Establishment number  
**1009**

**Account details**  
 Expiry date  
 Account status  
**Active**  
 Reason for change  
 Secure Access account type  
**End user** - may only access the applications they're given access to.  
**Approver** - an Approver is a type of End user that may create and administer End user accounts, giving access/permissions to applications they themselves have access to.  
 End User  
 Approver

**Application access/permissions**  
 Select which applications this user should be granted access to. For some applications you can specify certain application specific permissions the user will have access to.

**COLLECT**  
 Access to COLLECT  
 Collection group 1  
 Collection group 2  
 Collection group 3  
 Collection group 4  
 Collection group 5  
 Collection group X

**KTS**  
 Access to KTS

**S2S**  
 Access to S2S

**Edit** **Back** **Reset password**

## 2.3 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.

End User accounts can be unlocked by the Approver using the instructions below.

1. To do this log into the Secure Access system using the instructions in the section above and search for their account.
2. Go to the 'Administration' tab.
3. Find user account from list of all accounts at the organisation (first 20 accounts displayed by default); OR use search filters to search for account.
4. Select 'Details' to open user's account

5. Select 'Edit' button
6. Change the Account status from the drop down list "Password Expired" and enter "Locked or Archived" as the reason for change.
7. Click the "Save" button.
8. Select the Reset Password button which will send the user a Password Reset E-Mail with a link.

If you are an Approver and your account is locked, then you will need to log a [Secure Access Request Form](#) with the Secure Access Service Desk to get this unlocked.

## **2.4 Re-send account activation link**

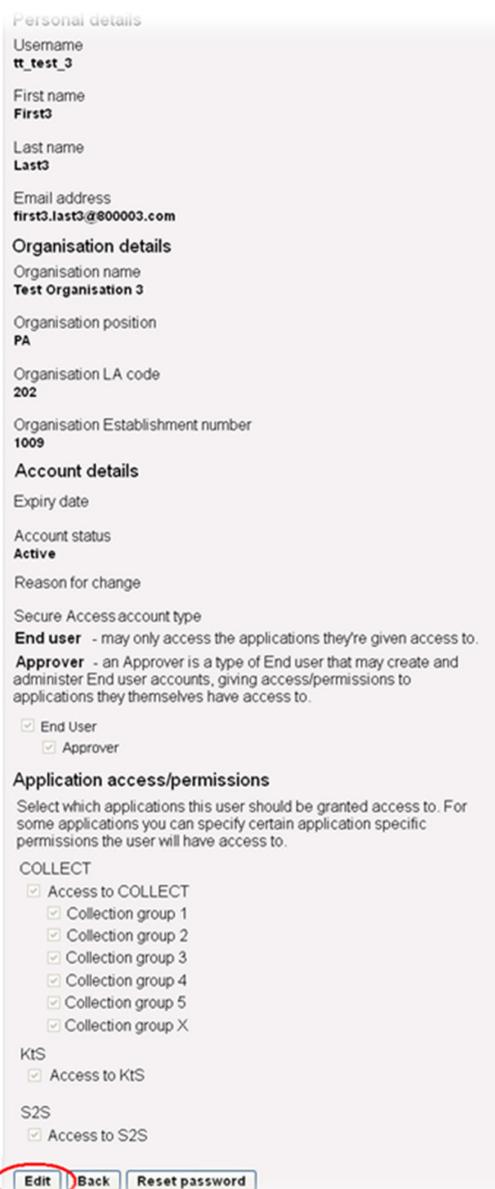
If a user doesn't click their account activation link in their activation email within 48 hours, the link will expire for security reasons. An Approver can click a button on the user's form to re-send them their activation email with a new activation link.

1. To do this log into the Secure Access system using the instructions in the section above and search for their account.
2. On the user details screen click on the "Re-send activation link" button.
3. The user will be sent a new activation link via email.
4. User clicks the account activation link and starts the account activation

## 2.5 Editing existing user accounts

Once you have searched for an existing user's account (including your own Approver account) you can edit the settings of the account using the following instructions:

1. Log into your Secure Access account using the SA login page
2. Approver then selects Administration tab
3. Find user account from list of all accounts at the organisation (first 20 accounts displayed by default); OR use search filters to search for account
4. Select 'Details' to open user's account
5. Click on the 'Edit' button as shown below:



Personal details

Username  
**tt\_test\_3**

First name  
**First3**

Last name  
**Last3**

Email address  
**first3.last3@00003.com**

Organisation details

Organisation name  
**Test Organisation 3**

Organisation position  
**PA**

Organisation LA code  
**202**

Organisation Establishment number  
**1009**

Account details

Expiry date

Account status  
**Active**

Reason for change

Secure Access account type

**End user** - may only access the applications they're given access to.  
**Approver** - an Approver is a type of End user that may create and administer End user accounts, giving access/permissions to applications they themselves have access to.

End User  
 Approver

Application access/permissions

Select which applications this user should be granted access to. For some applications you can specify certain application specific permissions the user will have access to.

COLLECT

Access to COLLECT

- Collection group 1
- Collection group 2
- Collection group 3
- Collection group 4
- Collection group 5
- Collection group X

KtS

Access to KtS

S2S

Access to S2S

**Edit** Back Reset password

6. Modify user's details and select 'Save'

Department for Education Increase contrast  
Default colours  Search  
Advanced search

Menu **Secure Access** [A-Z of terms](#) [Using this site](#) [Contact us](#) [Cookies](#)

Administration **Your applications** Help

Logged in as **Dev Super** [Your account](#) [Log out](#)

User management **User**

**Personal details**

Username  
**tt\_test\_3**

First name

Last name

Email address

**Organisation details**

Organisation name  
**Test Organisation 3**

Organisation position

Organisation LA code  
**202**

Organisation Establishment number  
**1009**

**Account details**

Expiry date

Account status

Secure Access account type

**End user** - may only access the applications they're given access to.  
**Approver** - an Approver is a type of End user that may create and administer End user accounts, giving access/permissions to applications they themselves have access to.

End User  
 Approver

**Application access/permissions**

Select which applications this user should be granted access to. For some applications you can specify certain application specific permissions the user will have access to.

COLLECT

Access to COLLECT

Collection group 1  
 Collection group 2  
 Collection group 3  
 Collection group 4  
 Collection group 5  
 Collection group X

KtS

Access to KtS

S2S

Access to S2S

7. If a user's details are updated in Secure Access, they are automatically updated in certain other connected application (such as COLLECT/KtS/S2S)

8. The following fields are configurable within Secure Access:

- First Name
- Last Name
- Email address
- Account Expiry date – only set this if you want the account to expire on a certain date – this is described further in a later section.
- Account Status – you can use this field to manage the status of an account (described in a later section)
- Account Type – is the account an End User Account or an Approver account - a later section describes how to transfer Approver rights.
- Application Access/Permissions – this section controls the applications that you want the user to see – please check the box for all the applications and sub-applications that you want to be available to the end user. Please check Annex A for a list of current systems and the groups that might be available for you to select.

Note that you only see those applications and groups available to your organisation type – this list is defined by automatic rules within the Secure Access system.

It is possible for the list of applications to change – for example new Academies that are “Proposed to Open” may use Secure Access to access the EduBase and S2S systems, but no other systems on Secure Access. Once the Academy has opened other systems become available to be added – but these need to be added to all accounts by the Approver, including the Approver account as required.

To do this:

1. Log into your SA account as normal, search for your users, then go into their details and click Edit at the bottom of the page.
2. Just above the Edit button you should see a ‘Choose’ button. Click this and a pop up box will appear.
3. Tick all of the applications you require (please note you will need to tick each of the COLLECT applications to access them but you will only be able to see each one when the collection is Live). The full list of systems is described in Annex A.
4. Once you have ticked all required, click the Save button and the pop up box will close, then click the Save button next to the Edit button at the bottom.
5. You will then have access to all of the applications.

## 2.6 Creating new user accounts

As an Approver you can create new accounts for users within your organisation.

In order to set up new accounts use the following instructions:

1. Log into your Secure Access account using the SA login page
2. Approver then selects Administration tab
3. Select “Add New” button as shown below:

User management

### Users

This page allows you to search for user accounts at your organisation. If you expect to find an account but it does not appear, please contact the Secure Access Service Desk by completing our online service request form, by clicking [here](#).

Username First name Last name Email address [Fewer options](#)

Account status Groups Secure Access account type

Active  
Archived  
Awaiting user activation  
Imported  
Locked  
Password expired

Access to COLLECT  
Alternative Provision  
Appeals Against Admissions (APAD)  
Children In Need (CIN)  
Consistent Financial Reporting (CFR)  
Due Diligence Counter Extremism  
Early Years  
Early Years Foundation Stage Profile (EYFSP)

Approver  
End User

Expiry date from to

Search Reset

1 to 25 of 458 [next](#) Jump to page:  [Go](#) [+ Add new](#)

Enter user’s details and select application permissions.

Note that the username is generated automatically – you will not be able to amend this.

The organisation information will be automatically pre-populated – you will not need to change this.

Configurable fields:

- First Name
- Last Name
- Email address
- Account Expiry date – only set this if you want the account to expire on a certain date.

**Note:** The Approver can enter an 'Expiry date' should the user only require access for a certain period of time. On that Expiry date the user's account will automatically be archived. Only choose this option if you are sure you want the account to be automatically archived at that time.

**Note:** The PIN Number (if option is given) is not a required field and does not need to be entered.

- Account Status – you can use this field to manage the status of an account (described in a later section)
- Account Type – is the account an End User Account or an Approver account - a later section describes how to transfer Approver rights.

**Note:** You should only select 'End User' type, unless you are an existing approver for an LA creating additional approvers.

- Application Access/Permissions – this section controls the applications that you want the user to see – please check the box for all the applications and sub-applications that you want to be available to the end user. Please check Annex A for a list of current systems and the groups that might be available for you to select.

Note that you only see those applications and groups available to your institution type – this list is defined by automatic rules within the Secure Access system.

It is possible for the list of applications to change – for example new Academies that are "Proposed to Open" may use Secure Access to access the EduBase and S2S systems, but no other systems on Secure Access. Once the Academy has opened other systems become available to be added – but these need to be added to all accounts by the Approver, including the Approver account as required.

To do this:

- a. Log into your SA account as normal, search for your users, then go into their details and click Edit at the bottom of the page.
- b. Just above the Edit button you should see a 'Choose' button. Click this and a pop up box will appear.
- c. Tick all of the applications you require (please note you will need to tick each of the COLLECT applications to access them but you will only be able to see each one when the collection is Live). The full list of systems is described in Annex A.
- d. Once you have ticked all required, click the Save button and the pop up box will close, then click the Save button next to the Edit button at the bottom.
- e. You will then have access to all of the applications.

Once you have entered all the relevant details please click the “Save” button.

5. If an Organisation has received maximum limit of End user or Approver level accounts, a warning message is displayed and you will need to amend the user account details to the new user and retry.

The current limits for accounts are as follows:

**Local Authorities: Three Approver accounts, and 500 End User accounts**  
**All other organisations: Two Approver account and 7 End User accounts**

6. If validation passes, SA sends an automated email to the entered email address with a link to activate the account. **The link will be valid for 48 hours only and will expire.** For an End User Account, they you will need to request a new link from their Local Approver.
7. User click’s activation link to select password and define security question and answer.
8. If the user doesn’t activate their account within 48 hours you can access their user record and trigger a new activation email (see section above).

## 2.7 Archiving and Un-Archiving accounts

Where a user leaves an organisation it is possible to remove the user's access by archiving their account – the account can never be deleted but as an Archived account it will not count towards the account limits for the organisation.

As an Approver you should remove the accounts from people within your organisation when these are no longer required.

### **Archiving Accounts**

It is not possible for the Approver to set the status of the account to be Archived directly; however Secure Access accounts can be Archived via two processes:

1. All Secure Access accounts that are not accessed for 150 days will become “Inactive” and will then be archived automatically.
2. The Approver can set an expiry date for the account – after that date has passed the account will Archive automatically unless the account has never been activated but this can then be re-used and activated.

To set an expiry date for the account use the instructions for “Editing Existing user accounts above and enter an expiry date in the relevant field, then click Save.

### **Un-Archive Accounts**

The approver can Un-Archive an Archived End User Account if it required again.

To do this:

1. Log into your Secure Access account using the SA login page
2. Go to ‘Administration’
3. Find user account from list of all accounts at the organisation (first 20 accounts displayed by default); OR use search filters to search for account
4. Select ‘Details’ to open user's account
5. Select ‘Edit’ button
6. Check there is no Expiry Date on the account (if there is remove it)
7. Using the ‘Drop Down’ facility in the Account Status field, change the Status to Password Expired and enter “Locked or Archived” as the reason for change
8. Select ‘Save’.
9. Select the button Reset Password which will trigger a new password reset email to the user.

## 3. Managing the Approver Account

This section describes additional functionality that the Approver has towards managing their own account.

### 3.1 Approver archives their own account

Approvers cannot archive their own account. They must follow the process in the following section to transfer their Approver rights to another account, at which point the new Approver may archive their account (the old Approver will have become an End user account).

### 3.2 Approver transfers their access rights

Approvers will have access to transfer their Approver rights to an existing user account within their organisation. This will ensure that an organisation will not lose Approver rights when, for example the Approver leaves the organisation.

When an Approver transfers their rights to another user, that user will be granted Approver level access and access to all application groups that the Approver had access to.

SA currently allows only one Approver per school or Academy and up to three Approvers per LA.

**Note:** the system will only allow the Approver to transfer the Approver Rights to an existing Active account.

The process for this is as follows:

1. Log into your Secure Access account using the SA login page
2. Click on the “Your Account” link next to your name.
3. Select the ‘Transfer your Approver rights’ menu item from the left hand side of the screen.

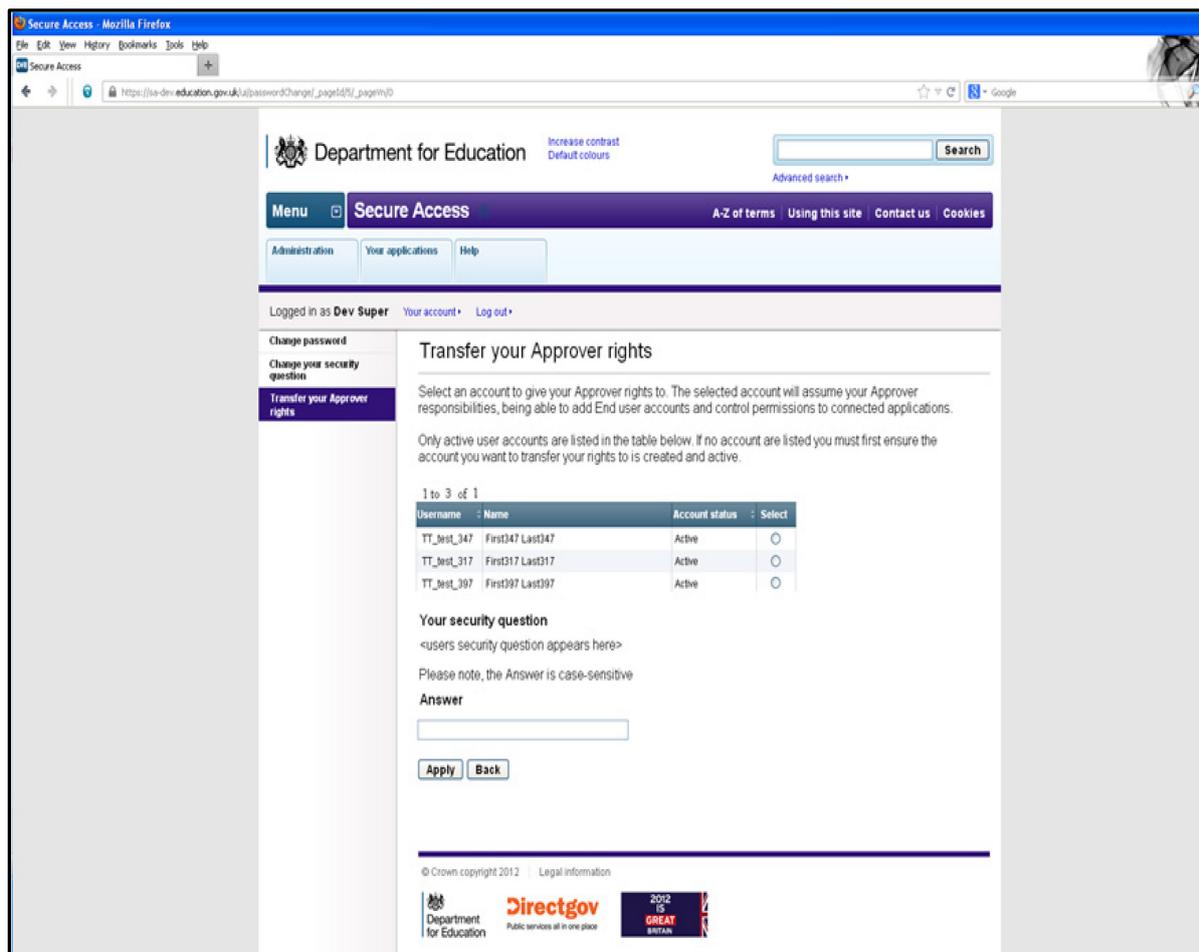
## Select 'Transfer your Approver rights'

The screenshot shows the 'My account' page for a user named 'Dev Super'. The page is titled 'Department for Education' and 'Secure Access'. The user is logged in as 'Dev Super'. The page contains several links for account management: 'Change password', 'Change your security question', and 'Transfer your Approver rights'. The 'Transfer your Approver rights' link is circled in red. The 'My account' section displays the following user details:

|                                   |                          |
|-----------------------------------|--------------------------|
| UserID                            | 2000015                  |
| Username                          | _dev_super               |
| First name                        | Dev                      |
| Last name                         | Super                    |
| Email address                     | super@safe.tt.dev.fake   |
| Organisation name                 | Dev Org002               |
| Organisation position             |                          |
| Organisation LA code              | 664                      |
| Organisation Establishment number |                          |
| Expiry date                       |                          |
| Account status                    | Active                   |
| Reason for change                 |                          |
| COLLECT                           | <input type="checkbox"/> |
| COLLECT                           | <input type="checkbox"/> |

Approver selects the End user they want to transfer their rights to from a list of users at their organisation (limited to Account status = Active). Approver must correctly answer their security question to continue.

## Select account



Approver clicks 'Apply'. At this point:

- The current Approver becomes an 'End user' level account.
- The selected End user account now has Approver level access.
- The selected user account automatically has access to all groups to which the previous Approver had access to. The Approver will retain access to all groups they formerly had access to, but can no longer grant others with access to those groups.

**Note: When transferring your Approver account status to a colleague please ask them to advise all Secure Access users in the organisation that this has occurred.**

## Annex A – Secure Access groups:

In order to grant access to the correct systems and sub-systems you must choose the appropriate groups from the list of options:

### For Key to Success (KtS):

Check the Key to Success box.

### For School to School (S2S):

Check the School to School box.

### For EFA Information Exchange:

Check the EFA information Exchange box.

### For EduBase:

Check both the EduBase boxes.

### For the Post 16 portal:

Check the Post 16 box

### For Teacher Services:

Select from the following options:

| Option                           | Description   |
|----------------------------------|---|
| Teacher Services Employer Access | This allows users to look up the record of any teacher held on the Database of Qualified Teachers and to maintain a record.   |
| Teacher Services organisation    | This allows users access just to view records of any teacher held on the Database of Qualified Teachers.  |
| Initial Teacher Training Portal  | This service enables accredited ITT providers to update trainee teacher records on the Database of Qualified Teachers.  |
| Appropriate Body Portal          | This allows certain institutions to upload details of new teachers following their induction period. Please contact the Teacher Services enquiry desk for more details on whether you need to grant access to this. |

## For COLLECT:

Please select the appropriate collections that you want your users to be able to access:

| LA  |
|---|
| Alternative Provision                                   |
| APAD (Appeals Against Admissions)                       |
| CIN (Children In Need)                                  |
| CFR (Consistant Financial Reporting)                    |
| Early Years   |
| EYFSP (Early Years Foundation Stage Profile)            |
| KS1 (Keystage 1)  |
| PRM-A (Parental Responsibility Measures and Attendance) |
| Phonics   |
| Private Fostering                                       |
| School Capacity (SCAP) – Capacity                       |
| School Capacity (SCAP) – Forecast                       |
| National Fair Funding                                   |
| School Census – Autumn                                  |
| School Census – Spring                                  |
| School Census – Summer                                  |
| APEX (School Exclusion Appeals Survey)                  |
| Section 251 Budget                                      |
| Section 251 Outturn                                     |
| SEN2 (Special Educational Needs)                        |
| SWF (School Workforce)                                  |
| School Preference - Primary                             |
| School Preference - Secondary                           |
| SLASC - General Hospitals                               |
| School Strike   |

| Schools                              |
|--------------------------------------|
| CFR (Consistant Financial Reporting) |
| National Fair Funding                |
| School Census Spring                 |
| School Census Summer                 |
| School Census Autumn                 |
| SLASC (Independent schools)          |
| SWF (School Workforce)               |

**Please Note:** Contact Liaison Officers or Business Managers must inform their staff members they still need to advise the EDD Helpdesk of their contact details for use in bulletins and updates regarding the data collections.

## Help

Please contact the SA Service Desk:

([SA.SERVICEDESK@education.gsi.gov.uk](mailto:SA.SERVICEDESK@education.gsi.gov.uk)) for any queries regarding Secure Access.

Please contact the EDD Helpdesk:

([EDD.HELPDESK@education.gsi.gov.uk](mailto: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](mailto: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](mailto:Academy.QUESTIONS@education.gsi.gov.uk)) for any queries regarding Academies and MATs institution information on EFA Information Exchange.

Please contact the Teacher Services enquiry desk:

[employer.access@education.gsi.gov.uk](mailto:employer.access@education.gsi.gov.uk) for any queries relating to Teacher Services.

**NOTE: The 'gsi' will be dropped from the email addresses as of the 1<sup>st</sup> October 2016**



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