Q: I registered with SA, but when I next attempt to login I am told my username/password is incorrect.

A: Please ensure you are using the correct URL for Secure Access: https://sa.education.gov.uk

Ensure you enter the correct username and/or password. Make sure the characters are correct and the case is correct, i.e. capitals/lower case. If copying and pasting the username/password, ensure there is not an additional space at the end. If any of these are incorrect, the system will not let you log in. If you have forgotten either your username or password, click the ‘Forgotten username/password’ link on the SA login page in order to receive a reminder of the username or to change the password.

Q: I represent a school and do not know my PIN number to register with SA.

A: EduBase can now email PINs automatically once an EduBase service request form has been completed with the ‘Secure Access PIN’ option selected. If you don’t receive your PIN within one hour of sending a completed Edubase service request form, it is most likely that Edubase do not hold a correct email address, in which case you should read the updated guide on obtaining a PIN before submitting a service request.

Q: I am a school user and when I input my COLLECT username and password to register, I get an error.

A: It is highly likely that the account has already been activated by another person within the school, or the details have been entered incorrectly. Please liaise with your administration colleague(s) in order to identify the person who has activated the account for your school. If the identity cannot be confirmed in this way, please complete an SA service request form.

Q: I am a school and when I go to activate the account, the details of the named person are incorrect.

A: Continue the activation process and you will be able to amend the details of the person the account is registered to.

Q: Will my username ever change?

A: No, your username will not change. If you cannot remember your username you should click ‘Forgotten username/password’ where a reminder of your username will be issued.
Q: I am inputting my username and password and access is still denied?
A: Please ensure the ‘I agree with the terms of use’ box is ticked.

Q: When attempting to enter the answer to the security question on my SA account, e.g. in order to reset the password, the answer is not recognised, and I am sure it is correct.
A: Security question answers are case sensitive and must be entered in the same case as entered when initially setting up the answer. If you have forgotten the answer to your security question, you will need to complete an SA service request form.

Q: I represent a school and upon logging in cannot see Key to Success (KtS) and/or School to School (S2S).
A: Certain schools have a secondary account, which gives access to COLLECT only for the purpose of the School Workforce (SWF). This account will only give access to COLLECT. Your school must activate its generic account, which will give access to KtS and S2S. If you do not know the details to activate this account, please complete an SA service request form.

Q: I am an LA user and do not know my PIN.
A: Please complete an SA service request form.

Q: I am an LA user and cannot see KtS.
A: LA users should continue to use EAS to access KtS. SA will not provide LA users with access to KtS.

Q: I am a ‘standard’ S2S LA user and cannot see S2S.
A: Please complete an SA service request form in order to enable access to S2S.

Q: I am an S2S LA admissions or lost pupil user and cannot see S2S?
A: Please complete an SA service request form, if you require non-standard access to S2S, i.e. lost pupil access, admissions access, etc. Please state this on the form. Please note this type of access will take five working days to complete.

Q: I am an LA user and upon accessing COLLECT via SA, I cannot see the collection I require.
A: Please complete an EDD data collection service request form.
Q: I am a school user and want a further account for a colleague within SA.

A: Under Phase 1 of SA, schools have been provided with a single generic/shared account providing access to the COLLECT, S2S and Key to Success systems for the entire establishment. Please liaise with your colleagues to identify the account holder and thus account login details as we are unable to provide additional school SA accounts or provide individual access to these systems. In view of that, we regret that any requests of this type received from schools will be disregarded.

Q: Upon opening a return in COLLECT, regardless of role it throws the user out of COLLECT.

A: Please do the following:

1. Open Internet Explorer and click on the Tools menu.
2. Scroll down the menu and click on ‘Internet options’. In the resulting window, click on the ‘Security’ tab.
3. Click on the ‘Trusted sites’ icon to highlight and then click on the ‘Sites’ button. Another window will appear named Trusted Sites.
4. In the ‘Add this website to the zone’ text field type in https://sa.education.gov.uk/
5. Click on the ‘Add’ button.
6. Go back to the ‘Add this website to the zone’ text field and this time type in https://collectdata.education.gov.uk
7. Click on the ‘Add’ button.
8. In the websites area you can check that both have been added correctly by scrolling through this area.
9. Click on the ‘Close’ button.
10. In the next window, click on the ‘OK’ button.
11. Re-open Internet Explorer and click on the tools menu.
12. Click on ‘General’.
13. On ‘Browsing history’, click on ‘Delete’ (this will delete temporary files and cookies).
14. Click on ‘Ok’.
15. Close Internet Explorer and re-open to ensure that the setting has applied and then try logging in to Secure Access again.