



New SQA Connect portal: Your questions answered

When did the new-look portal go live?

The new-look portal replaced the previous SQA Connect on Tuesday 9 May 2017.

Do I need to do anything?

No. Your account has been migrated across to the new-look portal ready for you to use. Remember to log in using your e-mail address as your username — your old username will no longer work.

How do I access the portal?

You can access the new SQA Connect portal at <https://connect.sqa.org.uk>.

I am having trouble accessing my account, what do I do?

Remember that your username is now your e-mail address, and your password remains the same as before. Please try logging in using your registered e-mail address and existing password. If you have forgotten your password, please click on 'Forgot Password', which you will find on the login screen, and follow the instructions to reset your password.

If you continue to have trouble accessing your account, please call our contact centre on 0303 333 0330 or e-mail us at sqaconnect@sqa.org.uk.

What is my username for the new portal?

Your username is now the e-mail address that you used to register your account. If you updated your e-mail address before 1 May 2017 within SQA Connect the updated e-mail address will be your username.

What is my password for the new portal?

Your password is unchanged, so please use the same password as before.

Why has SQA Connect been updated?

We listened to your feedback about navigation and performance and have made changes to improve these aspects and more. We have also updated the portal so that it is future-proof – we will be able to bring more services on to SQA Connect such as SQA.net, creating a single sign-on for multiple systems.

What changes have been made to SQA Connect?

- ◆ **New look and feel** – we have given SQA Connect a facelift. We have used SQA corporate colours to match other SQA websites, and have kept the site clean, simple and functional to improve your user experience.
- ◆ **Improved navigation** – we have moved some things around to help you find what you're looking for more quickly. For example, if you have access to a service such as Candidate Services, QA Secure Services or Results Services, you will now find these immediately when you log in to your account. No need to scroll down to the bottom of the page.
- ◆ **Improved Guidance Documents section** – we have a bigger section for guidance documents, which includes system user guides, flyleaves and forms. Documents are listed all on one page, and are categorised by service to help you find what you're looking for. No need to sift through multiple pages.
- ◆ **New 'Updates' section** – 'News' has been replaced with a new section called Updates. Please check this for the most up-to-date information, including system downtime, editions of Centre News, and information about services. Please let us know if there's anything you would like updates about that we aren't covering here.
- ◆ **Improved management tools for administrator users** – Administrators can now select different access levels for each individual application they provide to a user. (Previously, the access level chosen applied across all applications.)
- ◆ **Optimisation for mobile devices** – you can now access SQA Connect on mobile devices.

What has changed in the services?

Candidate Services, QA Secure Services and Results Services all have a new look and feel, but the functionality remains the same as before. You will find updated user guides in the Guidance Documents sections of the portal.

Will there be further changes to SQA Connect?

Yes, we are continuing to make changes to SQA Connect to improve the service. We will alert you to any upcoming changes in due course.

I want to provide feedback on the new portal, how do I do this?

Please provide your feedback by e-mail to sqaconnect@sqa.org.uk