Dear Parent / Guardian / Carer

Multi Factor Authentication – Parent Portal

We are introducing important new measures to enhance the security of our digital systems and protect your personal data. We will shortly be introducing mandatory multi-factor authentication (MFA) for all parents/guardians/carers using the College Parent Portal at Wyke Sixth Form College.

As you may be aware, cyber threats are becoming increasingly sophisticated, and it is crucial that we take proactive steps to safeguard your information. MFA adds an extra layer of security by requiring users to provide two or more forms of verification before accessing their accounts.

By implementing MFA, we aim to significantly reduce the risk of unauthorised access to our systems and ensure that your data remains safe and secure. This change will help us comply with best practices in cybersecurity and protect our college community from potential cyber-attacks.

Even though you may have previously accessed the Parent Portal, this new process will require self-registration. Also please note that an e-mail address will be required to register.

We understand that this may require some adjustment, and we are committed to supporting you through this transition. Detailed instructions on how to set up MFA are provided below. Please contact the College by telephone on 01482 346347 or email office@wyke.ac.uk for further guidance.

Thank you for your cooperation and understanding as we work together to create a safer digital environment for everyone. If you have any questions or concerns, please do not hesitate to reach out.

Please read the login and registration instructions overleaf...
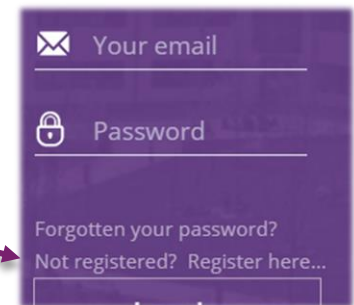

Wyke Sixth Form College – Parent Portal facility

We firmly believe that parents/guardians play an integral role in assisting student learning and as such, students' achievement increases when parents are actively involved in the learning process. The College's Parent Portal facility is available for you to use to help monitor and track your young person's progress to date.

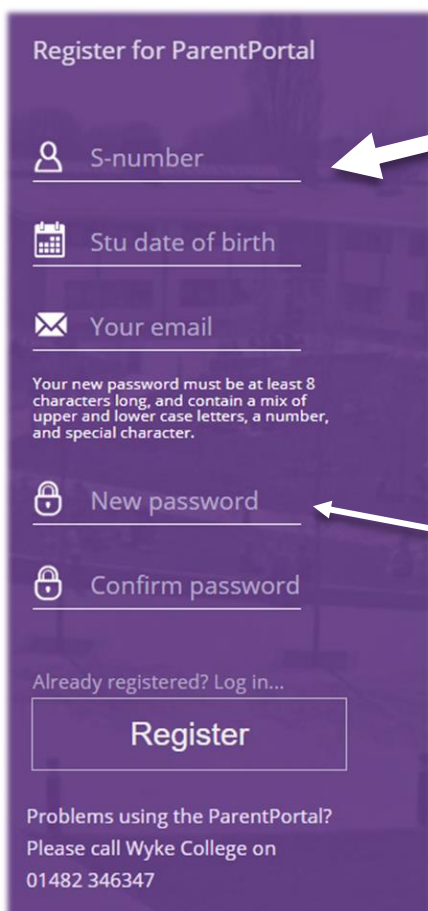# Wyke ParentPortal – MFA login and registration process

To incorporate MFA, the process for logging into the ParentPortal has changed now using your email address rather than the student S-number as your login account. The email address you use will need to be one we already have on record as a parental contact. You will initially be required to register this account, even though you may have previously accessed the ParentPortal.

REGISTERING

You will initially be required to register to use the ParentPortal, even if you have used it previously. To do that, click **Not Registered? Register here…**

You will need to provide the S-number and date of birth of the student, as well as your email. *Registration will only be possible if your email is a valid, and we already have that email in our parental contact records*.

If you are a contact for more than one student currently studying at Wyke, you can provide the details of any of those students when registering.

The password you provide must be a strong one, with at least 10 characters including a number, Capital letter, and a special character such as *?!%# etc.
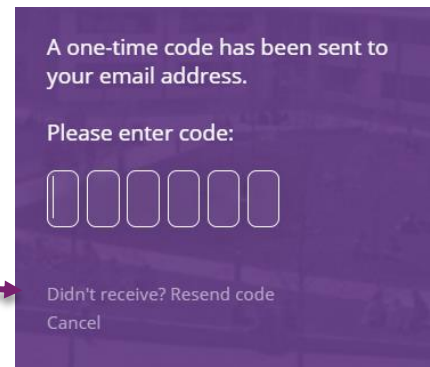
If the S-number, date of birth and email are correct and match our records, a one-time passcode will be sent to your email address.

REGISTERING (continued)

You will need to enter the code to complete the registration process.

If you did not receive an email containing the code, you can request a resend.

Having entered the correct pass code, you will see the message **'Congratulations – you have successfully registered your account. Logging you in...'** and the portal will then open allowing you to see the student information, unless you are the contact for more than one current student in which case you will be asked to select which student details you wish to view.
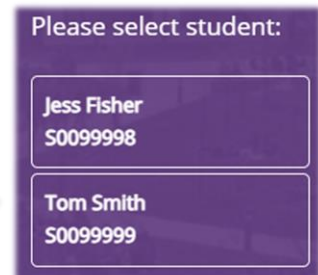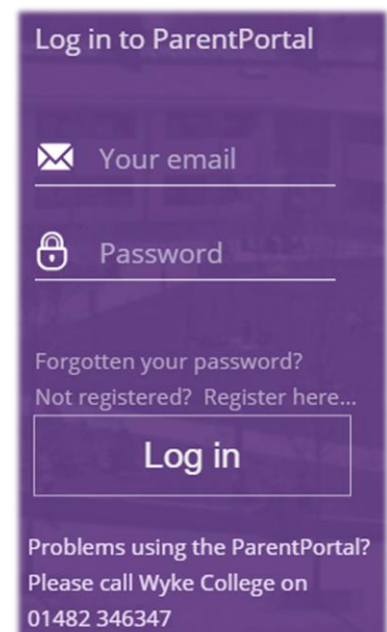
LOGGING IN

When you first open the ParentPortal, you will see the login screen. *As long as you have previously registered,* you log in using your email address and password. (Otherwise, see *'REGISTERING'*)

Assuming the email address and password are correct, and match our parental contact records, you will receive an email containing a 6 digit one-time pass code.

The screen will then display the following:

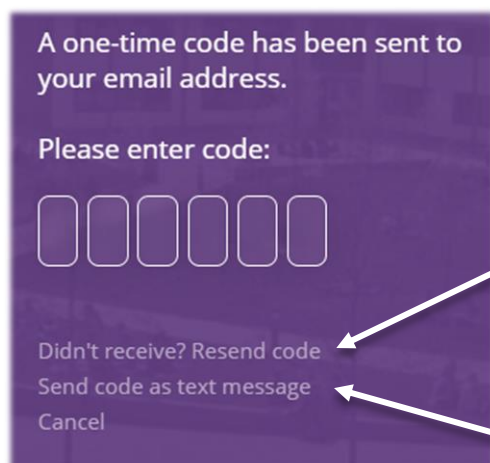There will be 3 chances to enter the code, which can be copied and pasted from the email. If the email did not arrive, you can request another by clicking 'Resend code'.

If you cannot access your email address, you can request for the code to be sent as a text message.

Once you have entered the code correctly, if you are the parent/guardian of only one young person currently studying at Wyke, the portal will then open and allow you to view their information.

Where there are 2 or more students to choose from, you will be given the option of selecting one of them.

Please select student:

Jess Fisher
S0099998

Tom Smith
S0099999

FORGOTTEN PASSWORD

If you have previously registered your email address, but cannot remember your password, then as long as you know your email address and have access to it, you can request a reset link by clicking **'Forgotten your password?'**

Your email

Password

Forgotten your password?
Not registered? Register here...

Request password reset

S-number

Stu date of birth

Your email

Cancel

Request reset

You will then be asked to provide the student S-number and date of birth as well as your email address.

If all of those details are correct, you will see this message and an email containing a reset link will be sent to your email address.

Reset email sent

Thank you - an email containing a password reset link has been sent to your email address.
The link in the email will take you to the password reset screen where you can enter a new password.

Clicking the reset link will take you to the password reset screen where you can enter a new password. The password must be a strong one: 10 or more characters long containing 1 or more numbers, 1 or more Capital letters, and 1 or more special characters like *?!£_# etc.

If you have difficulties registering, logging in, or resetting your password, or wish to update your email address, please call the College for assistance on 01482 346347 or email office@wyke.ac.uk.

Password reset

Your new password must be at least 8 characters long, and should ideally contain a mix of upper and lower case letters, and numbers or other characters.

New passwd

Retype passwd

Change pass