

REFRESHED WALLED GARDEN



LOGGING-IN HELP GUIDE

- Ensure that you are using your email address to log in to the refreshed Walled Garden system (e.g. joebloggs@examplecentre). Your previous username (e.g. 100123456) will no longer be valid once your centre has moved onto the refreshed Walled Garden.
- If you have forgotten your password then a password reset can be requested from www.walled-garden.com/loginproblems or by clicking on the Problems logging in? link from the Walled Garden home page.

Enter your email address into the username field and select

Submit

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PASSWORD RESET EMAIL

- It can take up to 15 minutes to receive the password reset email. Please ensure that you also check your Junk mail.
- The password reset email is valid for 15 minutes. After this time the link contained within the email will expire and another password reset email will need to be requested.
- When you request another password reset the previous password reset email will immediately expire, even if this hasn't been received yet. Therefore, ensure that you are using the link from the most recent password reset email.

USERNAME OR PASSWORD IS INCORRECT

- Ensure that you are using the correct email and password for the account.
- If you are copying and pasting your password or email from another source, try typing these into the log-in fields to ensure that there are no spaces.
- Follow the above steps to request a password reset -
If you are still experiencing issues logging-in you can request that your Primary user (this is typically your centres Exams Manager) locks and re-instates your account and requests a password reset for you.
- An email will then be sent to you containing all of the correct information to allow you to log-in.
- If you are the Primary user at the centre please contact our Customer Services team using the details below.

ACCOUNT IS LOCKED

If you receive a message informing you that your Walled Garden account is locked, please contact the Primary user at your centre.

If you are the Primary user, please contact our Customer Services team on:

+44 (0) 844 543 0000 (8am-6pm Monday to Friday - UK time) or email **centresupport@cityandguilds.com**.

*Calls to our 0844 numbers cost 5 pence per minute plus your telephone company's access charge.