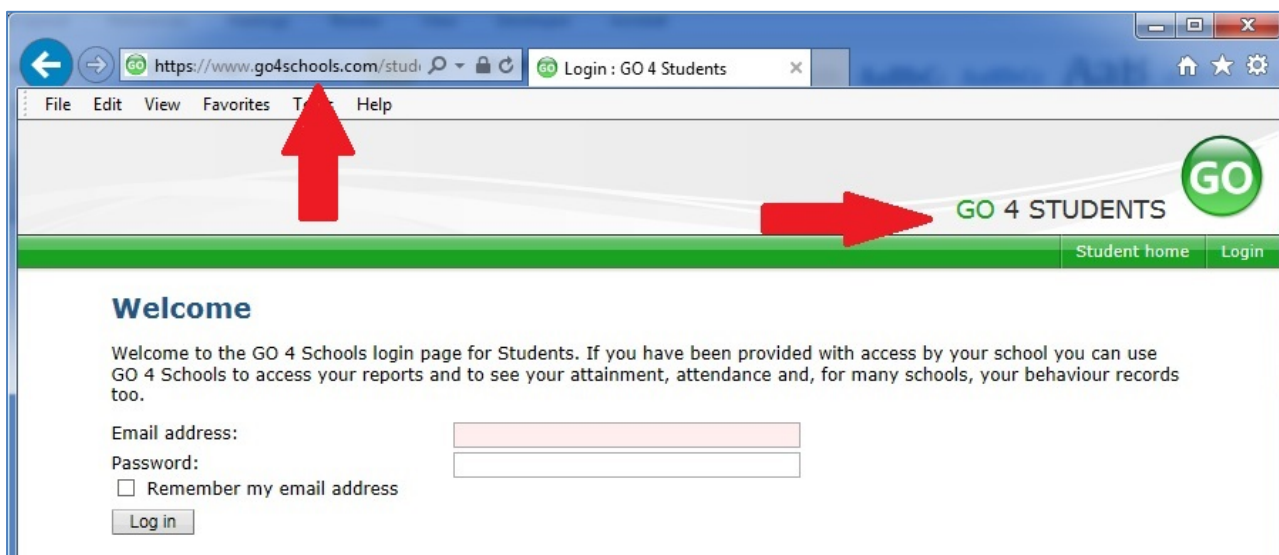


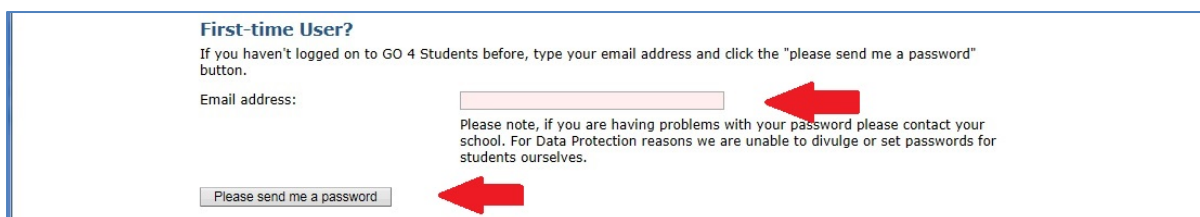
# Students; FAQ (Frequently Asked Questions)

## 1) Trouble logging into Go4Schools

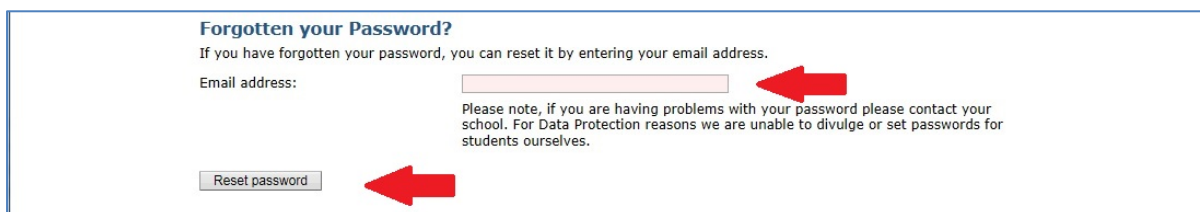
Check that you are attempting to login to the correct site, <https://www.go4schools.com/students/Login.aspx> and that it says 'Go 4 Students' on the right.



If you are a student first-time user & do not already have a Go4Schools password, you can request an initial password by entering your email address and clicking 'Please send me a password'



If your login doesn't work and you are on the student login page, then you can reset your password, by entering your School Email address and clicking 'reset password'. You will be emailed a link to reset your password.



## 2) Changing your password to something memorable


Once logged in, click 'My Settings' in the banner at the top. Enter your current password, your new password & confirm your new password.


**My settings**

Your login email address is: **harry.potter@hogwarts.co.uk**

**Change your password**

Update your password in the boxes below and click the "Change" button.

Current password used to login:  

New password to use to login:  

Confirm new password:

Your new password must be atleast 8 characters long, must contain a mixture of uppercase and lowercase letters, at least one number, plus a non-alphanumeric character.  
It also can't be a password that you have used before in GO 4 Schools.

Don't use a password from another site, or something too obvious like your pet's name.



Your password must be a minimum of 8 characters and contain at least one of the following;

- i. one Upper case character
- ii. one Lower case character
- iii. one numeric character
- iv. one special character

## 3) What is my school email address?

All student(s) have a unique school email address. This will be used by school for all Go4Schools communication with you.

You will have been given your school email address by your tutor, however you can get this by visiting the IT Support team, or the Data/Go4Schools team.

## 4) Can I use a non-school email address?

It is our policy that we will only communicate with students through school provided student email addresses, so no. This is for safeguarding purposes.

## 5) Any questions not answered??

Email the Go4Schools team, [Go4Schools@waleshigh.com](mailto:Go4Schools@waleshigh.com) or visit them in the data office.