



## Username and passwords in eDofE

### How do I get my eDofE username and password?

The person who creates your eDofE account will pass the details to you by:

1. Emailing you the username/password to your own personal email address (If you gave the creator your email address on your enrolment form).
2. Post or hand you the username/password if they do not have your email address.

If you don't receive anything then contact your Leader/Manager.

### I can't sign in - username is known and security answer has been set:

1. Go to the DofE sign in page <https://www.edofe.org/Login>
2. Click on 'Forgot your password'
3. Enter your username
4. Click 'Continue'
5. You are then given your security question and asked for your answer
6. Provided that you give the correct answer then you are able to reset your password

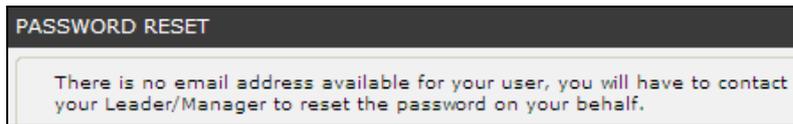
* New password:	<input type="text"/>
* Confirm password:	<input type="text"/>
<a href="#">Return to Sign in page</a>	<input type="button" value="Save"/>

### I can't sign in - username is known but security answer has not been set or forgotten:

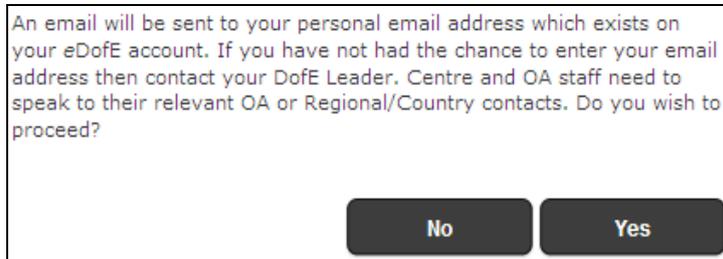
1. Go to the DofE sign in page <https://www.edofe.org/Login>
2. Click on 'Forgot your password'
3. Enter your username
4. If you don't have the security answer then press 'Can't remember?'

<b>Username:</b>	notreal13
<b>Security question:</b>	My mother's maiden name?
<b>Security response:</b>	<input type="text"/>
<a href="#">Return to Sign in page</a>	<a href="#">Can't remember?</a>

If you have no email address or security question then this appears. You have to contact your leader or manager.



5. If your email address has been entered into your account then a message will pop up saying a new password will be sent to your personal email address – choose Yes/No



6. Saying 'yes' – the system will send a random password to your personal email address, and they can then access their account. The content of this random password email will not state the 'username' because sometimes the email of that person is incorrect.

7.



8. **IF the young person or adult hasn't yet entered an email address** (ie they haven't yet accessed their account) then the DofE leader/Manager has the ability to access the persons eDofE account and enter an email address. To do this for participants: go to the young person's summary screen, go to contact details, go to email addresses and enter a new email or correct an error if it has been input incorrectly. To do this for adults, use the search function to find them and click on 'Contact details'

### **Leader / Manager has forgotten their username:**

If a Leader or Manager have forgotten their username then this can be can be reset manually by their Operating Authority (for the leader/coordinator) or by the Region (for the Manager) by going into DofE Data, Go to Operating Authority or Centre, Go to Manage Staff, select their name and you will see the options at the bottom of the screen.

### **Participant has forgotten their username:**

The participant's username can be looked up by their DofE Leader. Only the participant can change their own username.

### **Troubleshooting:**

**Query** – What happens if a user follows these rules but hasn't received the new password email?

**Answer** – This is probably because the email they have entered onto eDofE is incorrect. A young person should ask their leader to check the email address.

An OA/Centre staff member should contact their senior contact to ask for them to manually change their password.

**Query** – When I try and sign in, it says my account is Inactive /closed. Why cant I get in and how do I change it.

**Answer** – Those statuses mean you can no longer access that account unless you contact your Leader/Manager to unlock it.

If you do not access your eDofE account for 9 months then your account will be automatically made Inactive. If you have Closed or a Inactive status then your Leader or Manager has decided you cannot access your account.