

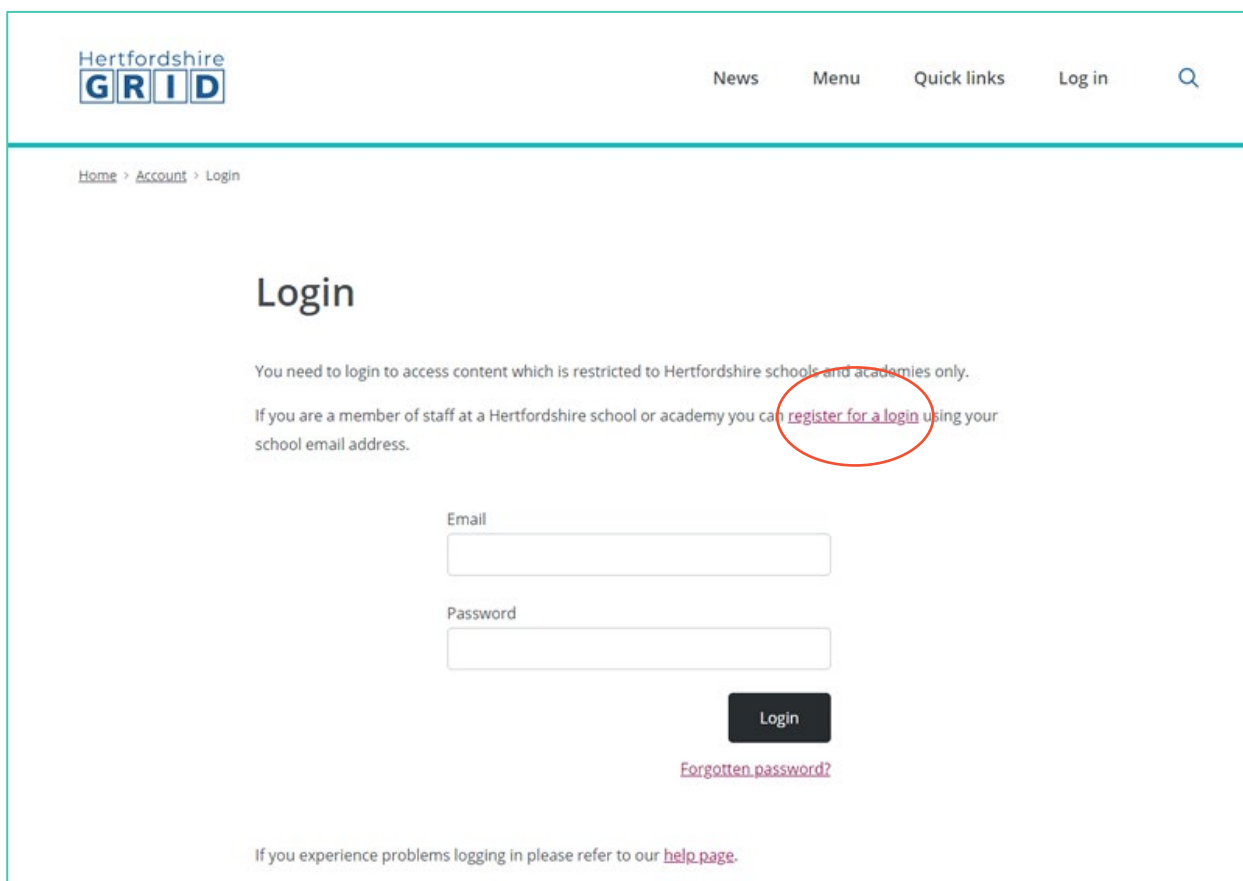
## User Guide 4 – Registering and logging in

### Registering

To register on the website go to the **Log in** option at the top of the home page.



This will take you to the login screen below. Follow the link to **'register for a login'**.



This will take you to the registration page:

login here'. Below the text are three input fields: 'Email \*', 'Password \*', and 'Repeat password \*'. At the bottom right is a 'Register' button."/>

Hertfordshire  
GRID

News Menu Quick links Log in

Home > Account > Create

## Register

A login is required to access content on the Grid which is restricted to Hertfordshire schools and academies only.

If you are a member of staff at a Hertfordshire school or academy you can register for a login.

You **must** use a Hertfordshire school or academy email address to register on the website.

If you already have an account you can [login here](#)

Email \*

Password \*

Repeat password \*

Register

You **MUST** use your school or academy email address to register on the website. The site will not allow you to register with a personal email address.

Your email address must be entered in LOWER CASE.

## Passwords

You will need a password length of 8 characters minimum, while also containing:

At least 1 uppercase letter

At least 1 lowercase letter

At least 1 number and/or a special character (@\$!%\*?&#£)

Once you have successfully registered a message to say 'Account created successfully' will display.

## Account created successfully.

Thank you. You will shortly receive a verification email with instructions on how to complete your registration so you can log in.

If you don't receive the email please check your spam or junk email folders.

[Go to Home page](#)

## Enabling your account

Once your account is created you will be sent a verification email to your school email address. You **MUST click on the verification link** in the email to enable your account so you can log in to the restricted content.

If you don't receive the email please **check your spam or junk email folders**. If the email is your spam or junk folders then please **copy and paste the link** into your browser to verify it.

**From:** [donotreply@thegrid.org.uk](mailto:donotreply@thegrid.org.uk)  
**Date:** 23 December 2020 at 10:12:57 GMT  
**To:**  
**Subject:** Confirm your registration at Hertfordshire Grid for Learning

Please click on the link to verify your account on the Hertfordshire Grid website:

[Your personal link to verify your account will appear here](#)

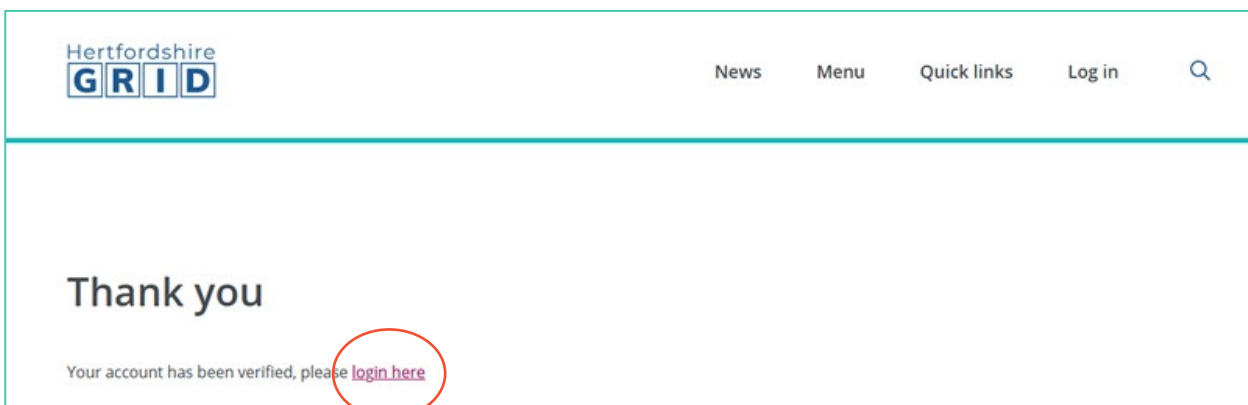
You will then be taken to a page where you can login using your email address and password.

<https://www.thegrid.org.uk/account/login>

If you need help with using our website please refer to our [help page](#)

## Click on the link to verify your account.

The message below will display and you can login to the website.



The screenshot shows the top navigation bar of the Hertfordshire Grid website. The logo 'Hertfordshire GRID' is on the left, and 'News', 'Menu', 'Quick links', and 'Log in' are on the right. Below the navigation bar, a large 'Thank you' message is displayed. Underneath the message, the text 'Your account has been verified, please [login here](#)' is shown, with the 'login here' link circled in red.

## Forgotten your password?

If you forget your password you can reset it using the **forgotten password** option on the Log in screen.

Hertfordshire  
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## Login

**RESTRICTED**

You need to login to access content which is restricted to Hertfordshire schools and academies only.

If you are a member of staff at a Hertfordshire school or academy you can [register for a login](#) using your school email address.

Email

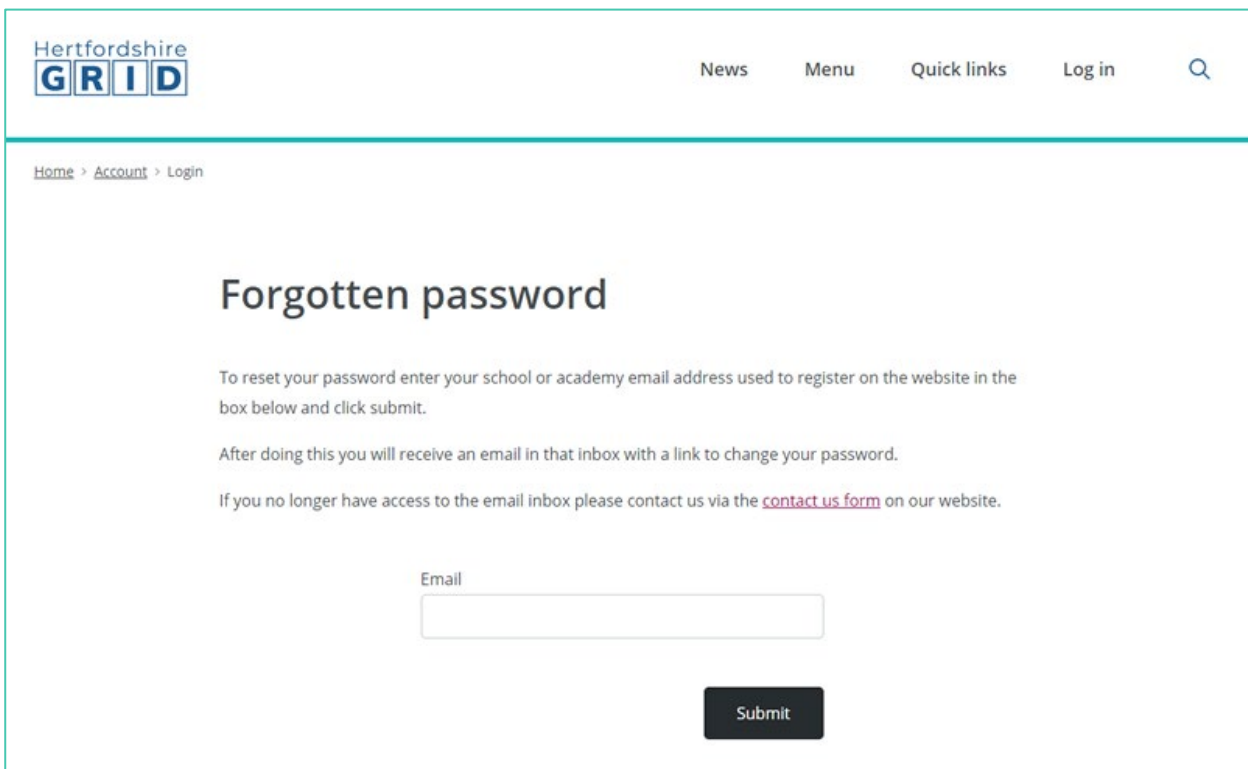
Password

Login

[Forgotten password?](#)

If you experience problems logging in please refer to our [help page](#).

This takes you to a page where you can enter your school email address to submit a request to reset your password.



Hertfordshire  
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## Forgotten password

To reset your password enter your school or academy email address used to register on the website in the box below and click submit.

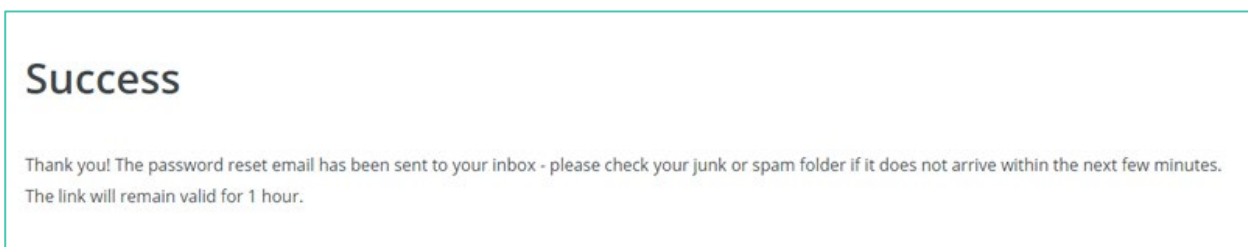
After doing this you will receive an email in that inbox with a link to change your password.

If you no longer have access to the email inbox please contact us via the [contact us form](#) on our website.

Email

Submit

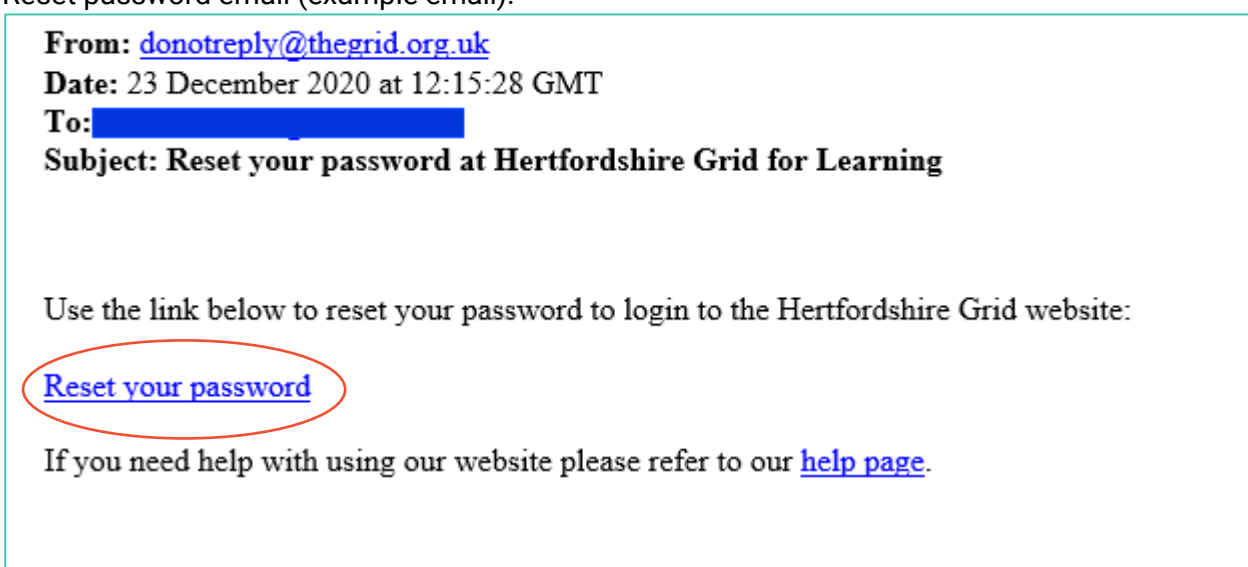
Once submitted an email will be sent to that email address with a link to change your password.



## Success

Thank you! The password reset email has been sent to your inbox - please check your junk or spam folder if it does not arrive within the next few minutes. The link will remain valid for 1 hour.

Reset password email (example email).



**From:** [donotreply@thegrid.org.uk](mailto:donotreply@thegrid.org.uk)  
**Date:** 23 December 2020 at 12:15:28 GMT  
**To:** [redacted]  
**Subject:** Reset your password at Hertfordshire Grid for Learning

Use the link below to reset your password to login to the Hertfordshire Grid website:

[Reset your password](#)

If you need help with using our website please refer to our [help page](#).

Follow the 'Reset your password' link to be taken to a web page where you can set a new password.

You must create a **new** password and the password rules are the same as when you originally registered.

If you don't receive the email please **check your spam or junk email folders**.

## Password reset

Update or reset your password

New password \*

Password Strength: Average

Confirm password \*

Submit ↻

Once you successfully submit your new password the following message will display and you will be able to login to the website using your new password and your email address:

## Success

Thank you. Your password has now been reset - you can [login](#) using your new password and your email address.

## Help

If you experience any problems registering or logging in to the website or accessing restricted content please refer to the [help and FAQs on the website](#).

You can find the help section in the footer at the bottom of every page.

If you need further help please use the [contact us form](#) or online chat on the website.

Digital Team  
Herts for Learning  
January 2021