

Accessing the self-evaluation form

Factsheet: This is a technical guide to accessing the online SEF

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Section 1: Error messages and solutions

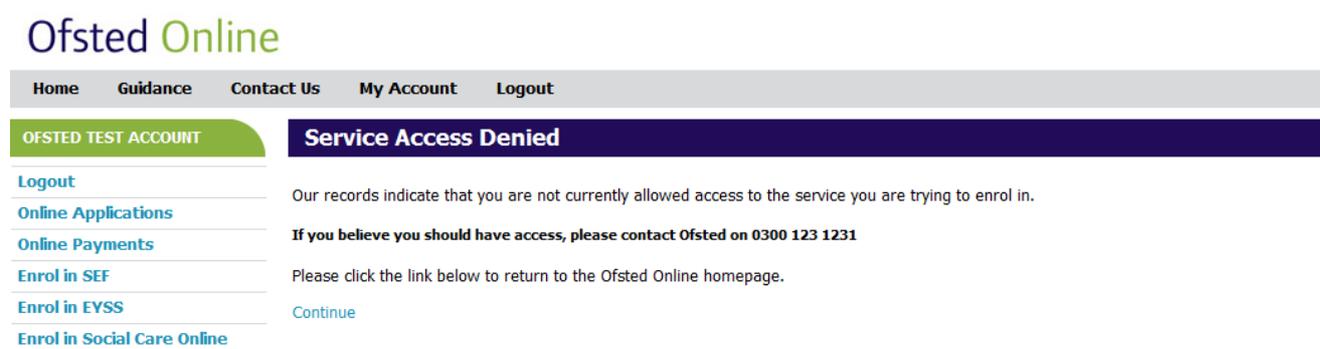
What does **Service Access Denied** mean?

This is a common error message that may appear when you are first trying to link your Government Gateway account to your Ofsted Security Token. The full error message will read '**Service Access Denied/System Error – our records currently indicate you do not have access to this service which you are trying to enrol in**'. If this message appears on your screen, please log off using the following process and then log back on. This should resolve the problem.

To log out correctly, click **log off**, which is situated on the grey bar, then click **return to the Ofsted online site** in the middle of the screen, then click **my account and contact us**. Your name should have disappeared from the left hand side of the screen. Please also close the webpage and reload it and log in as normal.

Or

Service Access Denied can also appear when you are clicking on Early Years Self-Evaluation Form. This means that the Government Gateway User ID account you are using is not registered to any setting with Ofsted. If you have not received an Ofsted Security Token from us, please contact us on 0300 123 1231.

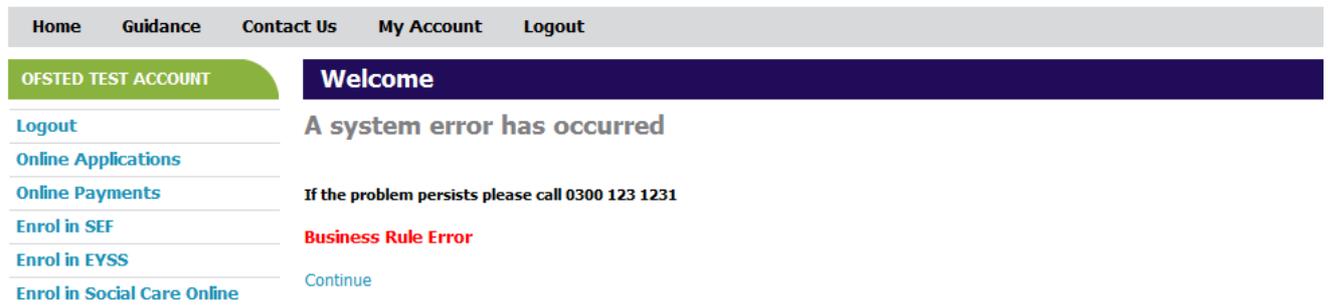


The screenshot shows the Ofsted Online interface. At the top, there is a navigation bar with links: Home, Guidance, Contact Us, My Account, and Logout. Below this is a green header for 'OFSTED TEST ACCOUNT'. A dark blue banner displays the error message: 'Service Access Denied'. The main content area contains the following text: 'Our records indicate that you are not currently allowed access to the service you are trying to enrol in. If you believe you should have access, please contact Ofsted on 0300 123 1231. Please click the link below to return to the Ofsted Online homepage.' A 'Continue' link is provided. On the left side, there is a vertical menu with links: Logout, Online Applications, Online Payments, Enrol in SEF, Enrol in EYSS, and Enrol in Social Care Online.

What does the **Business Rule Error** mean?

This error message only occurs when you are trying to link your Ofsted Security Token to another Government Gateway. The Ofsted Security Token is permanently linked to the original Government Gateway you created. You will need to click on **forgot User ID** or **forgot Password** to recover your original log in details.

Ofsted Online



Home Guidance Contact Us My Account Logout

OFSTED TEST ACCOUNT

Welcome

Logout

Online Applications

Online Payments

Enrol in SEF

Enrol in EYSS

Enrol in Social Care Online

A system error has occurred

If the problem persists please call 0300 123 1231

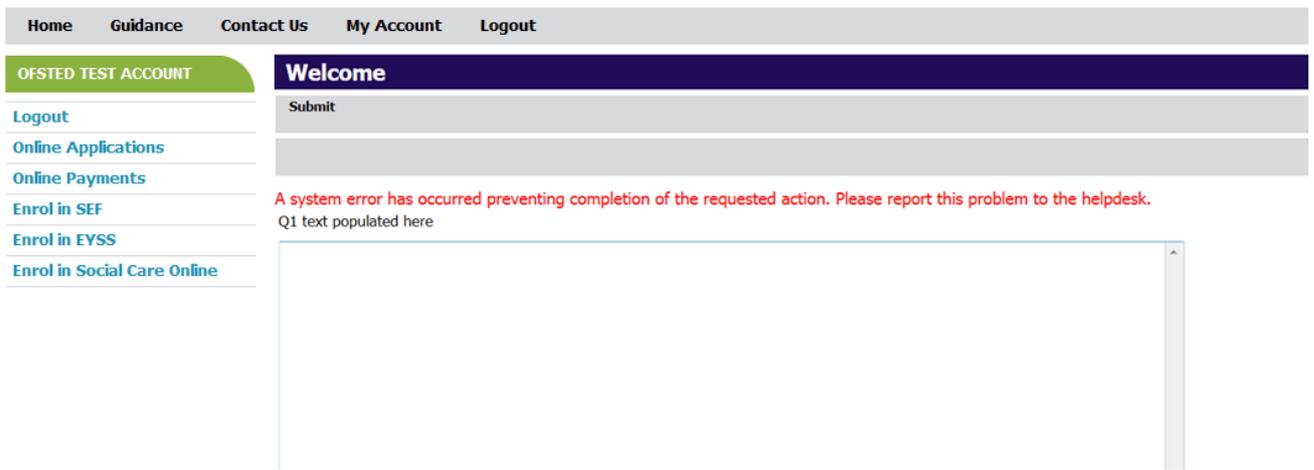
Business Rule Error

Continue

What does a **System Error Has Occurred** mean?

This is an intermittent technical error message that you may receive at any point when using your Government Gateway account. (This error will normally sort itself out if you log off and log back in after a little while.) If this message continues to appear, please telephone Ofsted on 0300 123 1231.

Ofsted Online



Home Guidance Contact Us My Account Logout

OFSTED TEST ACCOUNT

Welcome

Submit

A system error has occurred preventing completion of the requested action. Please report this problem to the helpdesk.

Q1 text populated here

What does **Credentials Could Not Be Recognised** mean?

This error occurs when attempting to retrieve either the User ID or password for the Government Gateway account.

It can occur for three reasons:

- the details are being typed incorrectly
- you are entering incorrect details, i.e. the wrong Ofsted Security Token, email address, password or User ID

- the details you are entering relate to an account not linked to your Ofsted Security Token, i.e., User ID is for a different account

Ofsted Online

Lost Gateway ID

Please enter the following facts to confirm your identity

Password:

Email:

Ofsted Security Token:

Date of Birth
(dd/mm/yyyy):

The credential could not be identified when attempting to resend userid.

[Get Gateway ID](#)

Section 2: Forgotten User ID and Password

If you have **lost or forgotten** your **User ID** and **Password**, please follow the instructions below.

On the log in screen next to the User ID and Password, you will see the option to recover the User ID or re-set the Password.

The system will give you three attempts, before it locks the Government Gateway for one hour. If you make further failed attempts, you will be locked out for 24 hours or more.

Forgotten Gateway User ID

Enter the Password, the email address that was used to create the account, the associated Ofsted Security Token (OST) and the associated date of birth (DOB).

This will then display the first half of the User ID on screen, and the second half of the User ID will be sent to the email address used to create the account.

Ofsted Online

Lost Gateway ID

Please enter the following facts to confirm your identity

Password:

Email:

Ofsted Security Token:

Date of Birth
(dd/mm/yyyy):

Forgotten Gateway Password

Enter the Government Gateway ID, the email address that was used to create the account, the associated OST and the associated DOB.

This will then display the first half of the password on screen, and the second half of the password will be sent to the email address used to create the account.

Please note that you will need to wait for 24 hours following a password reset to use it.

Ofsted Online

Lost Password

Please enter the following facts to confirm your identity

Gateway User Id:

Email:

Ofsted Security Token:

Date of Birth
(dd/mm/yyyy):

Section 3: Web browser issues

Web browser issues may prevent access to the self-evaluation form. To check if your access problems are to do with your web browser, see the list of the issues that can occur below.

- Blank screen ('The Ofsted Online application is starting, please wait...').
- Screen loading incomplete. ('A system error has occurred preventing the requested action. Please click on the URN below.')
- Page hangs.
- Page cannot be displayed.
- Certificate invalid.

Possible reasons for this:

- Certificate expired.
- Java not enabled.
- No anti-virus software.
- AVG anti-virus software.
- You have a number of computers connected to a VPN (Virtual Private Network).
- When accessing the internet you have to use a log-in screen first before you can get online (BT internet/AOL).
- You are not using your internet service provider to access the internet. On some occasions your internet service provider (AOL, BT, etc.) has set up their own browser software. This software becomes the default browser. Therefore using another browser on that pc may cause some errors.
- You may be using a wireless connection, if signal is low to very low this can cause some errors on your page.