



Department
for Education

Alternative provision census 2016

COLLECT guide

January 2016

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Introduction

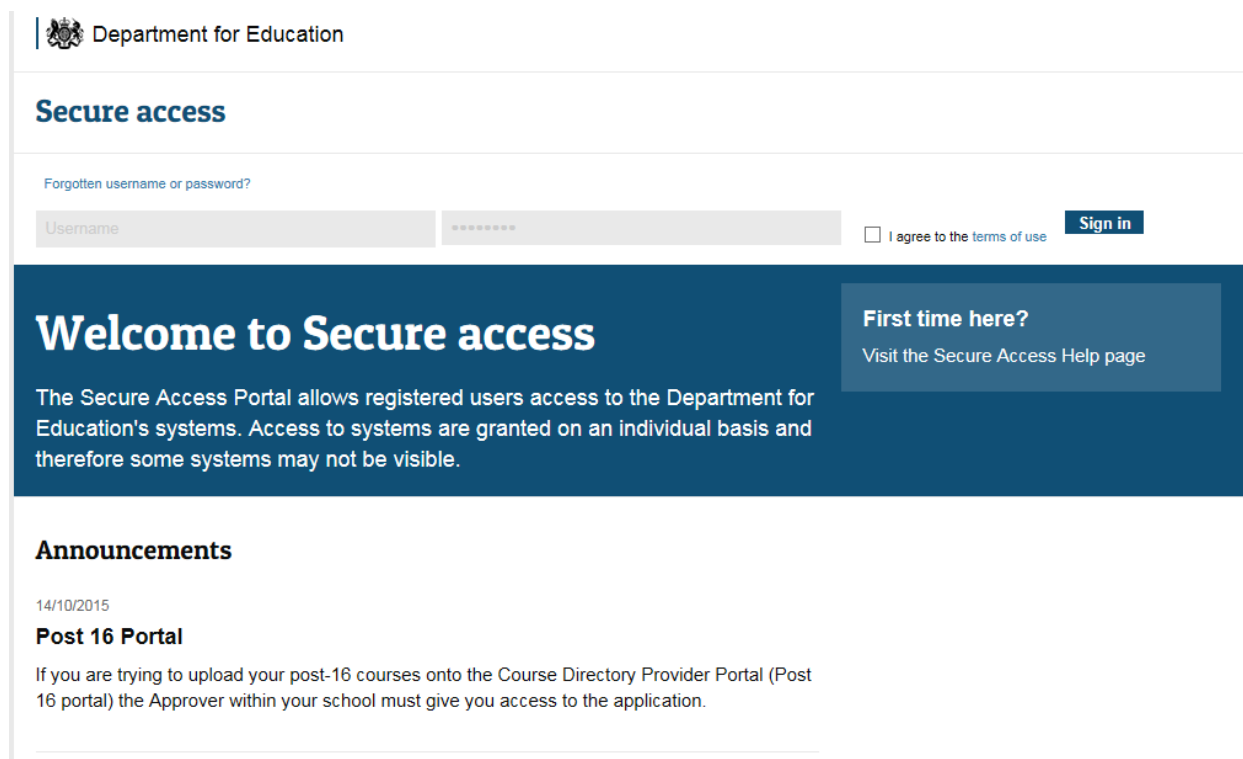
The COLLECT (collections online for learning, education, children and teachers) portal is used by local authorities and the department for education for processing data collection returns. Major benefits of the portal include real time data collection monitoring and progress reporting, the ability of a local authority to view exactly the same information as the department for education when queries arise and being a website there are no installation issues.

This document is designed to guide local authority users through the various aspects of COLLECT as related to the alternative provision data return from initial submission, data validation and final approval by the department for education

The department now collects data from a wide range of users; generic terminology must be used within COLLECT. A provider of data is known as a 'source', an 'agent' is someone who undertakes verification and checking of the data and a 'collector' is the final destination of the information. The alternative provision collection has the local authority as the 'source' and the department for education as the 'collector'.

COLLECT and secure access

To enable you to login to secure access if you don't have a secure access account you will need to request access by completing a service request form. This can be found [here](#).



The screenshot shows the 'Secure access' login page for the Department for Education. At the top left is the Department for Education logo and name. Below this is the 'Secure access' title. A link for 'Forgotten username or password?' is visible. The login form includes a 'Username' field, a password field with masked characters, a checkbox for 'I agree to the terms of use', and a 'Sign in' button. A large blue banner contains the text 'Welcome to Secure access' and a sub-header 'First time here?' with a link to 'Visit the Secure Access Help page'. Below the banner is an 'Announcements' section with a date '14/10/2015' and a title 'Post 16 Portal'. The announcement text states: 'If you are trying to upload your post-16 courses onto the Course Directory Provider Portal (Post 16 portal) the Approver within your school must give you access to the application.'

To access secure access existing users will need their COLLECT username and password.

If you are a new user and require access to COLLECT, you will need to speak to your approver. Full secure access guidance is published on the [secure access website](#).

Once you have logged in you will see the link for COLLECT, click on this link highlighted below.

Secure access

Home Administration

Signed in as: [User Name] from Department for Education. Your account. Sign out.

Welcome to Secure access

Need help?

Visit the Secure access help page

Allowing registered users access to the Department for Education's systems. Access to systems are granted on an individual basis and therefore some systems may not be visible.

Your applications



Collections On-Line for Learning, Education, Children, and Teachers.

S2S

Click the continue button.

COLLECT Portal

Collect Welcome

Welcome to COLLECT (Collections On-Line for Learning, Education, Children, and Teachers).
COLLECT is the DfE Centralised Data Collection and Management System for Education

COLLECT Availability
Due to essential maintenance COLLECT will be unavailable on Saturday 2nd January 2016. We apologise for any inconvenience this may cause.

Important notice for users of Internet Explorer older than version 6.0.
The Department is performing necessary maintenance work on its IT servers on the 25th July. As a result of this work customers using browsers older than IE 6.0 will no longer be able to access Departmental systems and should upgrade their browser to a more recent version. We apologise for any inconvenience this may cause.

COLLECT Exports
We are aware of a technical issue affecting some users attempting to export files from COLLECT when using Internet Explorer 11 software. This is being urgently investigated by our service partners. Customers experiencing problems can revert to an earlier version of Internet Explorer or use alternative web browser software. We apologise for any inconvenience caused.

PROCEED INTO COLLECT

[Continue...](#)

Code of Conduct

[Show Code of Conduct Text...](#)

Select the collection by clicking on the collection name to highlight it (if there is only one it will be automatically highlighted) and then click on the 'select data collection' button to open it.

Data Collection	User Role	Organisation	Status	Due Date	Days Due
Alternative Provision Census 2015	Administrator	Department for Education	Testing/Live	06/03/2015 00:00:00	-228
Alternative Provision Census 2015	Collector	Department for Education	Testing	06/03/2015 00:00:00	-228
Alternative Provision Census 2015	Source	Barking and Dagenham	Testing	06/03/2015 00:00:00	-228
Alternative Provision Census 2016	Source	Department for Education	Testing	13/03/2016 00:00:00	145
Alternative Provision Census 2016	Collector	Department for Education	Testing	13/03/2016 00:00:00	145
Alternative Provision Census 2016	Administrator	Department for Education	Testing/Live	13/03/2016 00:00:00	145
APAD2015	Collector	Department for Education	Testing	06/02/2015 00:00:00	-256
APAD2015	Administrator	Department for Education	Testing/Live	06/02/2015 00:00:00	-256
APAD2016	Administrator	Department for Education	Testing/Live	06/02/2016 00:00:00	109
APEX2014	Collector	Department for Education	Testing	10/02/2015 00:00:00	-252

Page 1 of 4

[Select Data Collection](#)

This will take you to the source page.

If you are bounced back to your homepage at this point please check that you are not trying to access the site from a link within an e-mail. Please copy and paste the address into the address bar then save it to your favourites.

Please follow the steps below to add the web addresses to your trusted sites.

Go into the 'tools' menu option at the top of the screen.

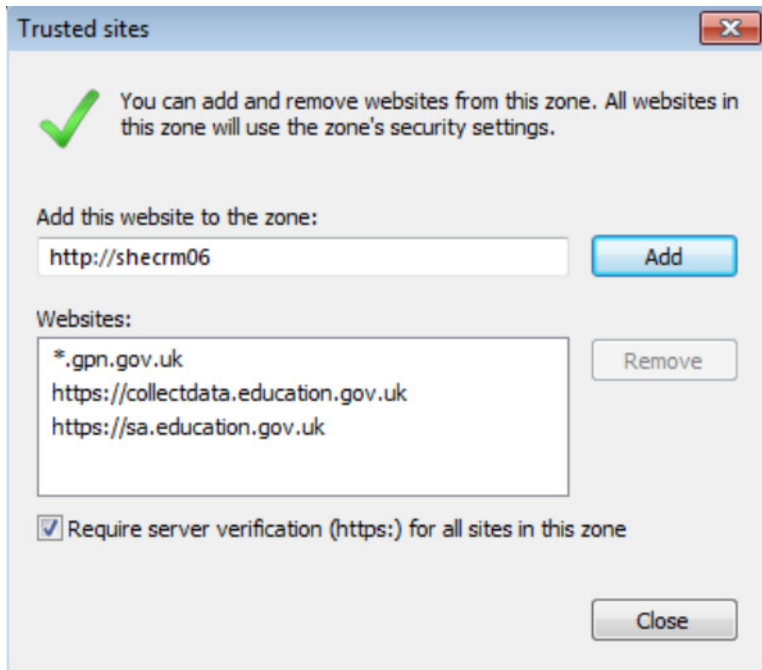
Select 'internet options' from the drop down menu. Select 'security' from the option buttons, select 'trusted sites', and then select 'sites'. Select 'add' and type the following into the text box:

`https://collectdata.education.gov.uk`

Then select ok and ok again.

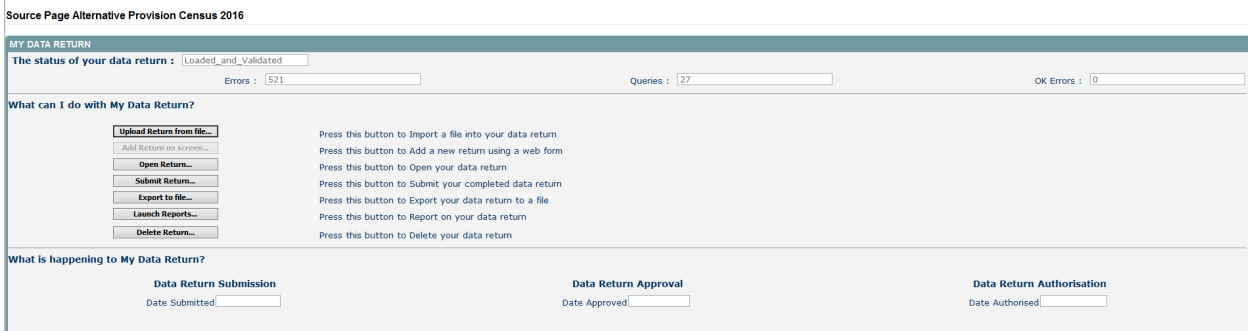
Please check that the secure access site is also in the trusted sites.

The addresses should appear in the large box.



LA (source page) screen

The next screen (source page) provides a summary of the latest position with respect to the data collection.



The screen is divided into three main sections:

- return status;
- return management;
- return progress.

Return status



This shows the current status of the return and a breakdown of the errors within it. All information is read only. In the example above return data has been uploaded so status reads 'loaded and validated'.

Return management



Provides a set of functions that can be used to manage the return. Those with bold text and highlighted borders are available. The availability of the functions is dictated by the status of the return.

Return progress

What is happening to My Data Return?		
Data Return Submission Date Submitted: <input type="text"/>	Data Return Approval Date Approved: <input type="text"/>	Data Return Authorisation Date Authorised: <input type="text"/>

This shows the dates on which the return completed the three process milestones. This section is completed automatically as the return progresses through the workflow process.

Uploading a return

Click on the upload return from file button



What can I do with My Data Return?

- Upload Return from file...** (circled in red)
- Add Return on screen...
- Open Return...
- Submit Return...
- Export to file...
- Launch Reports...
- Delete Return...

Press this button to Import a file into your data return
Press this button to Add a new return using a web form
Press this button to Open your data return
Press this button to Submit your completed data return
Press this button to Export your data return to a file
Press this button to Report on your data return
Press this button to Delete your data return

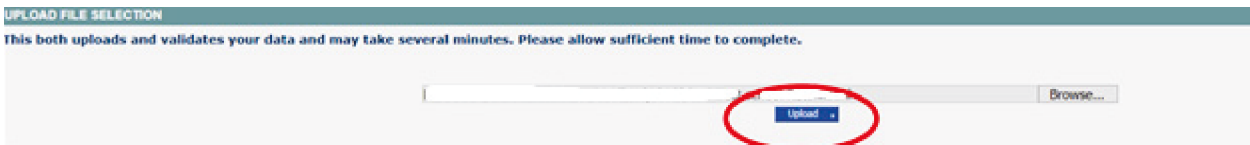
Use the browse button to locate the file you wish to upload.



UPLOAD FILE SELECTION
This both uploads and validates your data and may take several minutes. Please allow sufficient time to complete.

Upload Browse...

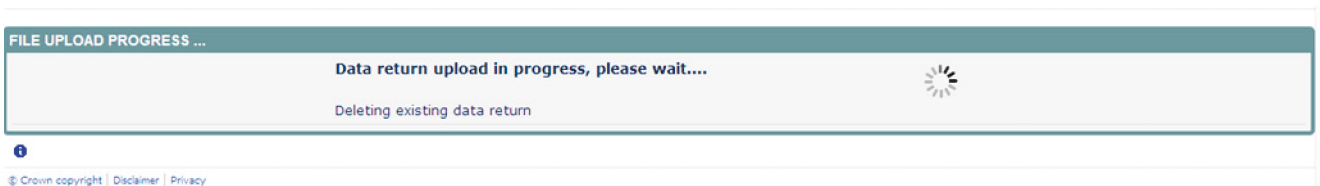
Highlight the file name and click on open to select it. Then click on the upload button to load the file.



UPLOAD FILE SELECTION
This both uploads and validates your data and may take several minutes. Please allow sufficient time to complete.

Upload Browse...

A progress message will be displayed while the upload is taking place.



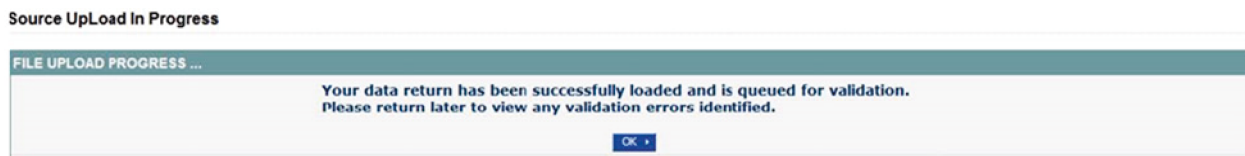
FILE UPLOAD PROGRESS ...

Data return upload in progress, please wait....

Deleting existing data return

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Once the return has been loaded, the following message will be displayed on screen



Source UpLoad In Progress

FILE UPLOAD PROGRESS ...

Your data return has been successfully loaded and is queued for validation.
Please return later to view any validation errors identified.

OK

This indicates that the return has successfully loaded and is now placed in the validation queue to be validated. Press the ok button to return to the source main page.

During periods of heavy demand, there may be a delay before the return is validated. Whilst the return has a status of "waiting_for_validation" then the return cannot be viewed or edited.

Once the return has been validated, the return status section on main page will display "loaded_and_validated" and the total number of errors and queries found in the return will be displayed.

The screenshot shows a web interface titled "MY DATA RETURN". At the top, it says "The status of your data return : Loaded_and Validated", with "Loaded_and Validated" circled in red. Below this, there are three input fields: "Errors : 521", "Queries : 27", and "OK Errors : 0".

Under the heading "What can I do with My Data Return?", there are several buttons and instructions:

- Upload Return from file...**: Press this button to Import a file into your data return
- Add Return on screen...**: Press this button to Add a new return using a web form
- Open Return...**: Press this button to Open your data return
- Submit Return...**: Press this button to Submit your completed data return
- Export to file...**: Press this button to Export your data return to a file
- Launch Reports...**: Press this button to Report on your data return
- Delete Return...**: Press this button to Delete your data return

Under the heading "What is happening to My Data Return?", there are three sections:

- Data Return Submission**: Date Submitted
- Data Return Approval**: Date Approved
- Data Return Authorisation**: Date Authorised

At the bottom left, there is a link: "If need some help".

Viewing the data return

Opening the return

Open the return by clicking on the open return button.

The screenshot shows the 'MY DATA RETURN' interface. At the top, it displays 'The status of your data return : Loaded_and_Validated' and 'Errors : 521', 'Queries : 27', and 'OK Errors : 0'. Below this, a section titled 'What can I do with My Data Return?' contains several buttons: 'Upload Return from file...', 'Add Return on screen...', 'Open Return...', 'Submit Return...', 'Export to file...', 'Launch Reports...', and 'Delete Return...'. The 'Open Return...' button is circled in red. Below this section, there are three status boxes: 'Data Return Submission', 'Data Return Approval', and 'Data Return Authorisation', each with a 'Date' field.

The header information for the return will be displayed.

The screenshot shows the 'Alternative Provision Census' data table. The table has columns for 'Data Item', 'Value', 'Errors', 'Queries', 'OK', 'Notes', and 'History'. The 'LA' row has a red highlight in the 'Errors' column with the value '1'. The table also includes a 'RETURN LEVEL ERRORS' section with a summary row showing 'Errors: 0', 'Queries: 1', and 'OK: 0'. The 'Data Item' column lists various fields like 'Collection', 'Term', 'Year', 'Reference Date', 'Source Level', 'LA', 'Software Code', 'Release', 'XSLT version', 'Serial No', and 'DateTime'.

Screen navigation

Before viewing the return it is useful to understand some of the basic controls and screen operations.

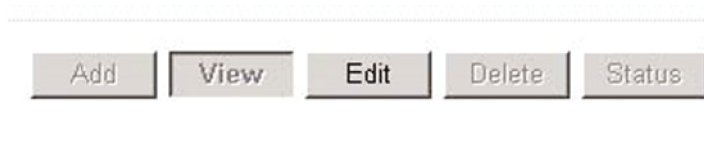
To return to the previous page, press the 'drill up' button

The screenshot shows the 'AP Pupils - Identifiers' data table. The table has columns for 'Unique Pupil Number', 'Surname', 'Date of Birth', and 'Rule Errors'. The 'Drill Up' button is circled in red. The table also includes a 'Filter By:' section with 'Unique Pupil Number', 'Surname', and 'Date of Birth' filters. The 'Data Item' column lists various fields like 'Unique Pupil Number', 'Surname', 'Date of Birth', 'Child2', 'Child3', 'Child4', 'Child5', 'Child6', 'Child7', 'Child8', and 'Child9'.

Don't use the browser buttons! When in the data collection, unpredictable behaviour may be experienced if you use the back/forward buttons on your web browser's toolbar.

Mode buttons

Those buttons determine which operation mode the on-screen data form is in, and which operations are available



Dark grey text on sunken button with light border = active mode

Black text on button and highlighted border = available mode

Light grey text on button with light border = unavailable mode

Filter left hand menu

Please avoid using the left hand filter menu (grey panel on the left hand side of the page) to navigate through the return as it does not always display sections of the return in the correct format and functions such as add or edit are not always available

Alternative Provision Census

Alternative Provision Census - Department for Education

RETURN LEVEL ERRORS
(Errors and queries associated with this full return, not individual fields.)

Data Item	Value	Errors			Notes	History
		Errors	Queries	OK		
Collection	APC	0	0	0		
Term	SPR	0	0	0		
Year	2016	0	0	0		
Reference Date	2016-01-21	0	0	0		
Source Level	L	0	0	0		
LA	001	1	0	0		
Software Code	LA Spreadsheet	0	0	0		
Release		0	0	0		
XSLT version		0	0	0		
Serial No	1	0	0	0		
DateTime	2014-09-20 14:02:59	0	0	0		

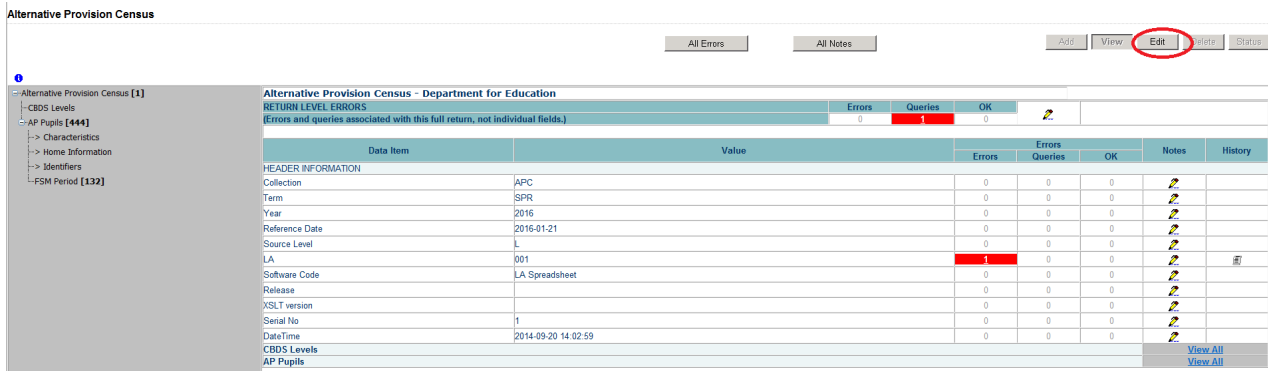
Alternative Provision Census [1]
- CBDS Levels
- AP Pupils [444]
-> Characteristics
-> Home Information
-> Identifiers
- FSM Period [132]

All Errors All Notes Add View Edit Errors Status

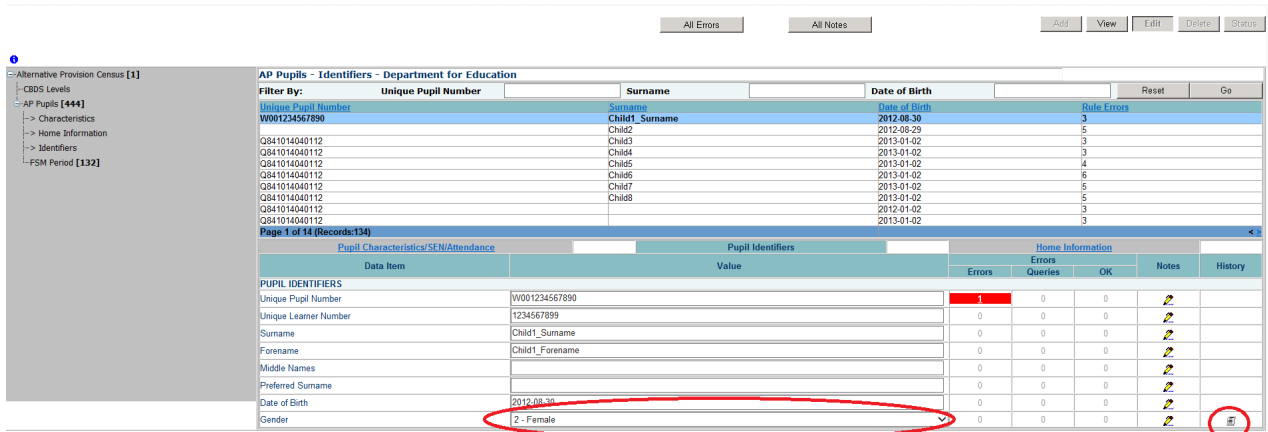
View All View All

Editing a return

When you wish to amend a record in COLLECT you can do this by pressing the edit button.



You can then enter the correct information – in this case the correct gender for the pupil. Note also that a scroll symbol will appear in the history field by the gender.



Clicking on the scroll symbol will display the full audit history for that data item - press the back button to return to the last page.



Once a data item has been changed the status of the return will change from approved (if it has been) to 'amended_by_agent'.

Viewing errors and queries

To view all errors and queries on the return click on the 'all errors' button

Alternative Provision Census

All Errors All Notes Add View Edit Delete Status

Alternative Provision Census - Department for Education		Errors	Queries	OK	
RETURN LEVEL ERRORS		0	1	0	
<i>(Errors and queries associated with this full return, not individual fields.)</i>					
Data Item	Value	Errors	Queries	OK	Notes
HEADER INFORMATION					
Collection	APC	0	0	0	
Term	SPR	0	0	0	
Year	2016	0	0	0	
Reference Date	2016-01-21	0	0	0	
Source Level	L	0	0	0	
LA	001	1	0	0	
Software Code	LA Spreadsheet	0	0	0	
Release		0	0	0	
VELT Version		0	0	0	

This will show you a list of all queries and errors. You can see the error number, message and also click on 'details' to see what data is not passing validation

You can click on the underlined data values to the right of the screen to be taken to that field in the return

Department for Education

Error report on 20/10/2015 at 14:28

Return Count 548

Sub No.	Return Level	Error Message	Priority	OCd	Details	Notes	Field	Value
		Invalid Code Value	Errors		Details		LA	001
1510		UPN invalid (wrong check letter at character 1)	Errors		Details			
		Invalid Code Value	Errors		Details			
2120		Pupil's special need provision is missing or has been provided as an invalid value	Errors		Details			
1500Q		Please check: Child has no UPN	Queries		Details			
1575		ULN Check Digit is incorrect - please check	Errors		Details			
1849		Please check: 3 year old and 4 year old in nursery adopted from care would be expected to be eligible for the early years pupil premium.	Errors		Details			
		Invalid Code Value	Errors		Details			
2120		Pupil's special need provision is missing or has been provided as an invalid value	Errors		Details			
1510		UPN invalid (wrong check letter at character 1)	Errors		Details			

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Once the user has clicked this 'value', they will be taken to the section where that error is occurring and allow an amendment to be made.

Return level notes

To add a return level note click on the pen icon in the return level notes section.

Alternative Provision Census

All Errors All Notes Add View Edit Delete Status

Alternative Provision Census - Department for Education		Errors	Queries	OK	
RETURN LEVEL ERRORS		0	1	0	
(Errors and queries associated with this full return, not individual fields.)					
Data Item	Value	Errors	Queries	OK	Notes
HEADER INFORMATION					
Collection	APC	0	0	0	
Term	SPR	0	0	0	
Year	2016	0	0	0	
Reference Date	2016-01-21	0	0	0	
Source Level	L	0	0	0	
LA	001	1	0	0	
Software Code	LA Spreadsheet	0	0	0	
Release		0	0	0	
XSLT version		0	0	0	
Serial No	1	0	0	0	
Print Times	2014-06-25 11:05:26	0	0	0	

Click add new note and type your note and the error number in the box provided– do this for all queries/errors you need to provide extra information for

Note Page

Notes - Alternative Provision Census 2016

User	Role	Organisation	Native ID	Date and Time

Add New Note Remove Note

Note Detail

Click create.

Note Page

Create New Note

Type your note here

Create Cancel

The note will be saved and a record row will be created showing who created the note and when.

COLLECT Portal

Note Page

Notes - SchoolCensus 2016_Spring

User	Role	Organisation	Native ID	Date and Time
	Agent	Department for Education	001	21/12/2015 09:24:32
	Agent	Department for Education	001	21/12/2015 09:24:25

Add New Note Remove Note

Note Detail

Test note 2

Return to the previous screen by clicking on 'back'.

COLLECT Portal

Note Page

Notes - SchoolCensus 2016_Spring

User	Role	Organisation	Native ID	Date and Time	
	Agent	Department for Education	001	21/12/2016 09:24:32	<input type="button" value="Add New Note"/> <input type="button" value="Remove Note"/>
	Agent	Department for Education	001	21/12/2015 09:24:25	

Note Detail

Test note 2

The pen icon will have changed to a notepad icon, which shows that the item has one or more notes attached to it. You are able to record notes in both edit and view modes.


Alternative Provision Census













All Errors All Notes Add View Edit Delete Status

Alternative Provision Census [1]

- CBDS Levels
- AP Pupils [444]
 - > Characteristics
 - > Home Information
 - > Identifiers
 - FSM Period [132]

Alternative Provision Census - Department for Education

RETURN LEVEL ERRORS		Errors	Queries	OK	
(Errors and queries associated with this full return, not individual fields.)		0	1	0	

Data Item	Value	Errors			Notes	History
		Errors	Queries	OK		
HEADER INFORMATION						
Collection	APC	0	0	0		
Term	SPR	0	0	0		
Year	2016	0	0	0		
Reference Date	2016-01-21	0	0	0		
Source Level	L	0	0	0		
LA	001	1	0	0		
Software Code	LA Spreadsheet	0	0	0		
Release		0	0	0		
XSLT version		0	0	0		
Serial No	1	0	0	0		
DateTime	2014-09-20 14:02:59	0	0	0		
CBDS Levels						View All
AP Pupils						View All

Within the return level notes page is the preserved notes. If you need to upload the return at any time the notes already added will appear in this box.

Submitting a return

Once the local authority is happy with their return they will need to submit it. Until the return has been submitted the department will not be able to process the data and therefore can not use it i.e for funding calculations; prior to submission they will only be able to view it.

All errors have to be resolved in COLLECT before you are able to submit. Until the errors have been resolved the 'submit' button will remain 'inactive'.

To submit the return, navigate to the source main screen by clicking on back to myCOLLECT page and click on the submit return button in the 'return management' section. The status of the return will change to 'submitted'.

The screenshot shows the 'MY DATA RETURN' interface. At the top, it displays 'The status of your data return : [Amended_by_source]' and 'Errors : 521'. Below this, there are three sections: 'What can I do with My Data Return?', 'What is happening to My Data Return?', and 'Data Return Submission', 'Data Return Approval', and 'Data Return Authorisation'. The 'Submit Return...' button is circled in red.

You will be asked to confirm this function

The dialog box is titled 'Submit Return Confirmation' and contains the text 'Are you sure you wish to submit this Data Return?'. Below the text are two buttons: 'Yes' and 'No'.

Once you have submitted the button will be greyed out and the box "The status of your data return" will show as "submitted" and the date will appear in the data submitted box in the "what is happening to my data return" section of the screen.

Deleting a return

If a local authority users wants to delete a full return, they can do so by clicking 'delete return'

The screenshot displays the 'MY DATA RETURN' interface. At the top, it shows 'The status of your data return : Amended_by_source' and 'Errors : 521'. Below this, a section titled 'What can I do with My Data Return?' contains several buttons: 'Upload Return from file...', 'Add Return on screen...', 'Open Return...', 'Submit Return...', 'Export to file...', 'Launch Reports...', and 'Delete Return...'. The 'Delete Return...' button is circled in red. To the right of these buttons are instructions for each action. Below this section, 'What is happening to My Data Return?' is divided into three columns: 'Data Return Submission' (Date Submitted), 'Data Return Approval' (Date Approved), and 'Data Return Authorisation' (Date Authorised).

The status of the data return will revert back to 'no data' and the local authority will need to click on 'upload return from file' to re-upload their data.

Launching reports

A number of reports are available on COLLECT, return to the source page by selecting back to my collect page at the top of the page and click on the launch reports button.

MY DATA RETURN

The status of your data return : Amended_by_source

Errors : 521 Queries : 27 OK Errors : 0

What can I do with My Data Return?

- Upload Return from file... Press this button to Import a file into your data return
- Add Return on screen... Press this button to Add a new return using a web form
- Open Return... Press this button to Open your data return
- Submit Return... Press this button to Submit your completed data return
- Export to file... Press this button to Export your data return to a file
- Launch Reports...** Press this button to Report on your data return
- Delete Return... Press this button to Delete your data return

What is happening to My Data Return?

Data Return Submission Date Submitted: _____	Data Return Approval Date Approved: _____	Data Return Authorisation Date Authorised: _____
---	--	---

A drop down menu will be displayed and a report can be selected from that drop down list.

Reports Report Description

| AP Duplicate Record | A report showing AP Duplicates

Launch Report

Once you have clicked on the report you would like to run you will need to click on the launch report button. This may take a while to run depending upon the amount of data.

Report Parameter Selection

Local Authority Name: All

Check For Duplicates: WithinAuthority

Launch Report

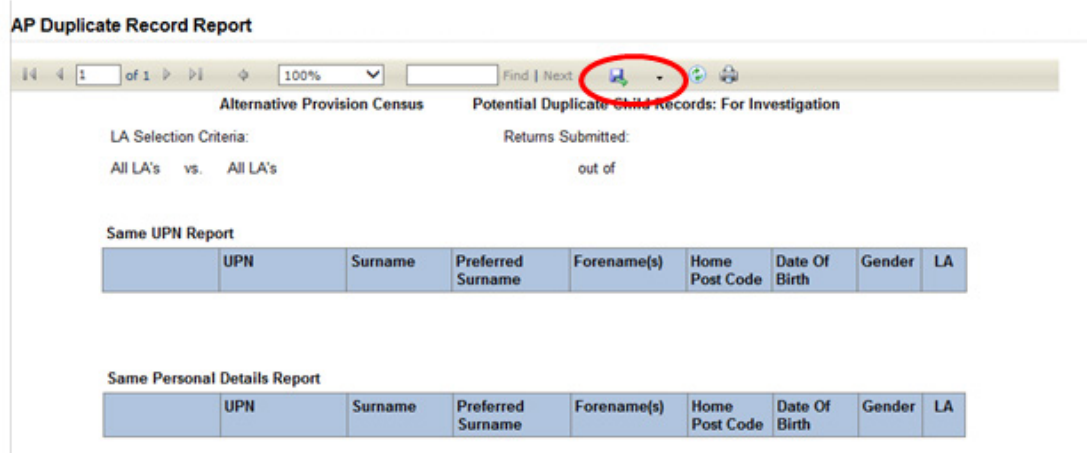
From here, you will need to then select launch reports again

Report Parameter Selection

Launch Report

Exporting reports

You can export the data in various formats.



The screenshot shows the 'AP Duplicate Record Report' interface. At the top, there is a navigation bar with a search field, a 'Find | Next' button, and a dropdown menu for export options, which is circled in red. Below the navigation bar, the report title 'AP Duplicate Record Report' is displayed. The main content area is divided into two sections: 'Alternative Provision Census' and 'Potential Duplicate ~~Child~~ Records: For Investigation'. Under 'Alternative Provision Census', there is a section for 'LA Selection Criteria' showing 'All LA's vs. All LA's'. Under 'Potential Duplicate ~~Child~~ Records: For Investigation', there is a section for 'Returns Submitted' showing 'out of'. Below these sections, there are two report tables: 'Same UPN Report' and 'Same Personal Details Report'. Both tables have the same columns: UPN, Surname, Preferred Surname, Forename(s), Home Post Code, Date Of Birth, Gender, and LA.

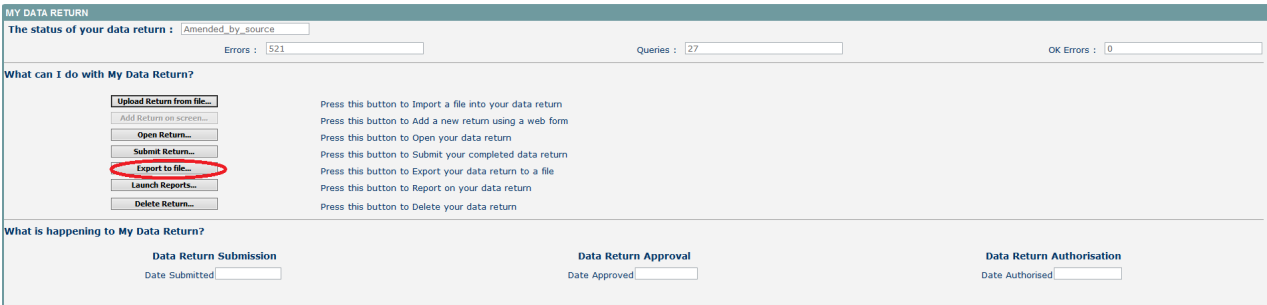
The reports are run against a copy of the data as at close of play the previous day. If any data has been edited, deleted, inserted or reloaded since the data was copied, the report will not match the live data.

Once you have finished viewing the report, click on the 'back to reports' link at the top right hand side of the page. From here, select the 'back to my COLLECT Page' to return back to your 'mysource' page.

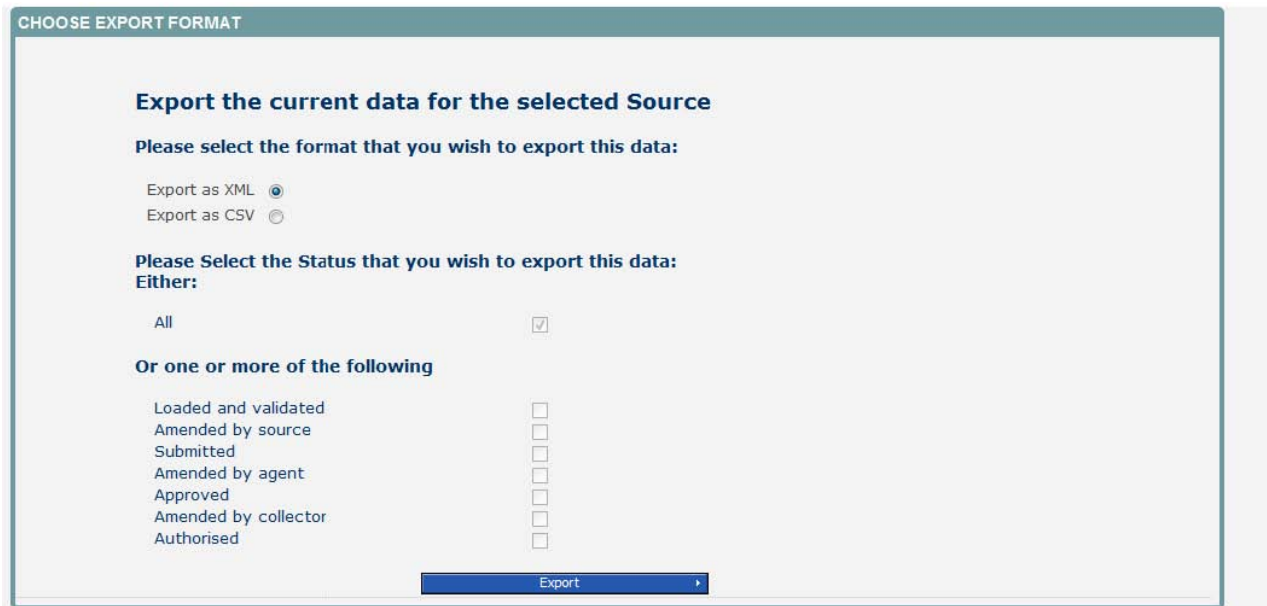
Exporting a return

Once the data has been loaded you can export your return. An export will show all the data that has been loaded which you can either download in XML format or CSV (spreadsheet). We strongly recommend that a hard copy of final data is kept for reference.

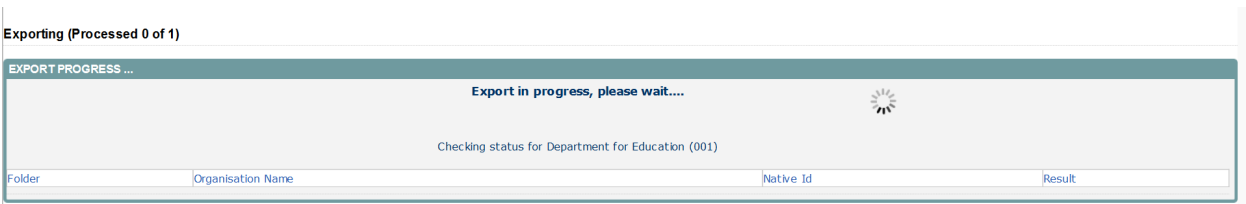
To export the data, click on the export to file button on the front screen.



The following screen will be displayed.



Select the format for the export, CSV or XML then select the 'export' button.



Once this has run you will get an option to open or save the export.

Exporting as xml will generate a zip file containing the selected return data. Exporting as csv generates a zip file containing csv files that relate to how data is stored within

COLLECT. Make your choice and click the 'export' button and follow the web browser prompts on screen.

Important note: If the export process fails, with a message stating that Internet explorer has blocked download of a file, you might succeed if you try again. On the second attempt, hold down the ctrl key down continuously from before you click on export until after you see the resulting files displayed in windows explorer. If this is still not successful, you will have to adjust the security settings on your internet browser.

When complete the result of the export will be displayed and you will be offered the options of saving or opening the export file. Click on the open button

The security settings on your pc may prevent the 'file download' appearing If this is the case then go into the 'tools' menu option at the top of the screen.

Select 'Internet options' from the drop down menu.

Select 'security' from the option buttons

Selected 'trusted sites'

Select 'sites'

The select 'add' and type the following into the text box:

<https://collectdata.education.gov.uk>

Then select ok and ok.

Alternatively you could try changing you security settings by

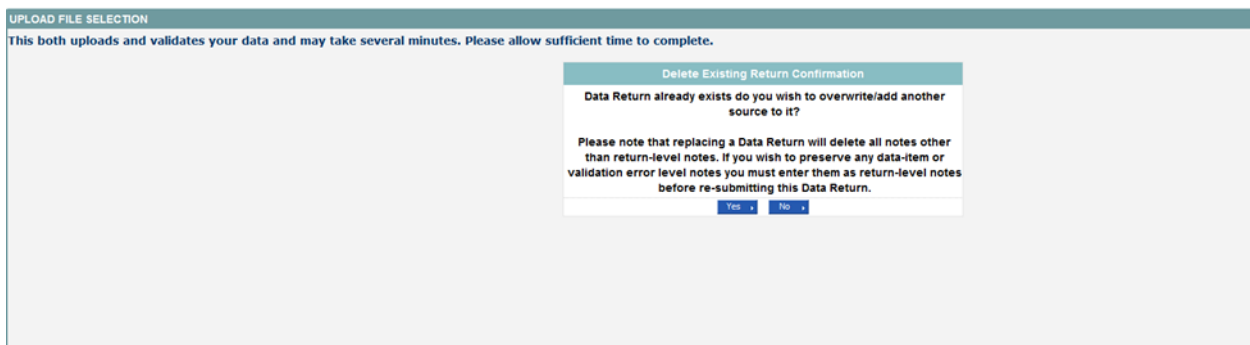
Going into the tools menu option at the top of the screen, select internet options, Select security, click on the custom level button, then make sure that automatic prompting **for** file downloads is set to enabled (it's a third of the way down the list)

1. Then try producing the export again and this time the open/save/cancel dialogue box should appear
2. What should be here!!!
3. Click on the open button to bring up the file details in windows explorer.

Double click on the folder 'estabno=' to open it; it contains the exported xml file, which you can double click to display the data

Useful hints

1. Very important - re-submissions – if a data return for a local authority already exists in the system and you upload another file, it will overwrite the original return completely no matter where it is in the workflow (submitted or authorised). All error notes and data item notes will disappear only return notes are retained. If you try to upload a file that is already in the system then you will be given the following message



We recommend that you take great care when selecting this option and make sure that all parties who may be working, or have worked on this return agree to the re-submission. When uploading a zip file containing many data then please be aware that you will not be prompted with the above message if any of the settings contained in the zip file are already on the system. It will automatically overwrite the return without warning you.

1. When navigating around the COLLECT system it is important that you use the COLLECT 'drill up' button or COLLECT 'back' button which are toward the top right of your COLLECT screen. If the 'drill up' or 'back' buttons are not visible then you may be in one of the earlier screens and to navigate back from here you will need to click 'back to my COLLECT page' page located at the top of your COLLECT screen above your login name. You will be either given an error message or 'thrown' out of the system if you use your web browser back button.
2. When amending errors, once you have completed your actions on a particular error you will need to drill back out of that record to the main screen before being able to select another error to investigate. If you try to select an error and have found the error through the 'all errors' page before drilling out you will be given the error message: 'cannot choose another error to investigate'

Help

COLLECT access is administered directly by local authorities for their users. This includes registering for COLLECT, activating your account and giving you access to specific collections. Please get in touch with the approver in your local authority who will be able to make sure that you have the appropriate access.

If you are experiencing problems with COLLECT or have a data collection query, please submit a [service request](#) to the data collection helpdesk.

If you are having problems logging into secure access, please refer to the 'help' section on secure access. If you are still unable to resolve your issue, please submit a [service request](#) to the sa service desk.



Department
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