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Guidance

About EFA Information Exchange

Updated 26 February 2016

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1.

Overview

[EFA Information Exchange](#) is a secure, online system. It provides a single place for academies, 16 to 19 providers, high needs providers and local

authorities to do business with Education Funding Agency (EFA) in a more effective and efficient way.

All EFA-funded organisations have access to EFA Information Exchange.

You can view a video about using EFA Information Exchange below.

2. Access EFA Information Exchange

If you're unsure of how to access EFA Information Exchange ↗, please view the support document available on the EFA Information Exchange GOV.UK page.

3. EFA information Exchange features

EFA Information Exchange has several features, which are:

- Document Exchange
- Knowledge Centre
- calendar
- My Contact Information
- digital forms

You can find out about each of these features below.

3.1 Document Exchange

Document Exchange allows the secure exchange of information between EFA and your organisation. This means that you can send and receive documents securely with EFA, such as funding allocations and financial information.

We'll tell you when you need to download or upload any information to Document Exchange, and how you can do this.

3.2   Knowledge Centre

You can use Knowledge Centre to search and browse for answers to the most commonly asked questions about the EFA. This means that you can answer simple questions at the touch of a button.

To refine your search you can also filter questions and answers by your organisation type, and by category.

3.3   Calendar

The calendar on EFA Information Exchange shows EFA's deadlines, publication dates and events. You can filter, print and download events.

When using the calendar, please remember to choose your organisation type. This will make sure you can view the most relevant items for you. To do this, select the relevant audience from the menu on the left side of the screen and press 'apply'.

If you haven't selected an audience type, you won't be able to see any calendar items.

3.4   My Contact Information

My Contact Information lets you add and change the contact information that we hold for your organisation. It should be used by all EFA-funded organisations including academies, academy trusts, schools, colleges, local authorities and other post-16 institutions.

For detailed information about how to use My Contact Information and requirements to do so, please see our [separate guidance](#).

3.5   Digital forms

We have a range of digital forms available for you to use. All of these can be accessed from EFA Information Exchange. Using digital forms ensures that you provide us with all the information we need to process your submission or request.

4.   Request support

To request support, please view the support document available on the [EFA Information Exchange](#) GOV.UK page.

5.   Your feedback

If you'd like to give any feedback about using EFA Information Exchange,

please use our online feedback form 🗗. We will take your feedback on board as the system develops in future.

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