



Education
Funding
Agency

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Guidance

Request support: EFA Information Exchange

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1.

Access EFA Information Exchange

You can access [EFA Information Exchange](#) through the Department for Education Secure Access system.

All EFA-funded providers should have access to EFA Information Exchange.

If you have any problems accessing EFA Information Exchange, please follow the instructions in this guidance.

2.

Reset username or password

If you need to reset the username or password to your [Secure Access account](#) you can:

- select the 'Forgotten username or password' link on the Secure Access [login screen](#), and you'll receive an email with a link to resolve the issue
- submit an online [Secure Access service request](#) and choose the option 'I do not know my username and password for initial registration'

To complete a password reset you need to know the answer to the security question you set up when you registered for Secure Access.

If you don't know the answer to your security question, please submit a [Secure Access service request](#) and select the option 'I cannot remember the answer to my security question'.

The Secure Access service desk aims to answer all Secure Access service requests within 5 working days.

3.

Activate a Secure Access account for a new academy

All new academies are automatically set up as an establishment in Secure Access (SA). This normally happens within 2 weeks of opening.

For new academies, an approver account will be created by Secure Access service desk with access to all applications. Once this has been completed the approver will receive an activation email. To activate your approver account, please follow the instructions in the email and click the link only once.

You can find more information in the [guidance for approvers](#).

The Secure Access service desk aims to answer all Secure Access service requests within 5 working days.

4.

Activate a Secure Access account for a new post-16 institution

All new post-16 institutions that are being considered to receive EFA funding, will receive a letter which sets out useful information about working with the EFA. This includes information about accessing EFA Information Exchange.

The 'New Institution Registration Form' will be attached to your letter. You will need to complete this form for the Secure Access service desk to set up

a new approver account. The Secure Access service desk will also provide you with access to the post-16 portal.

You can find more information in the [guidance for approvers](#).


You can find more information about the [post-16 portal](#) on GOV.UK.

5.

Unable to see EFA Information Exchange on Secure Access

Once logged into Secure Access, you should see a link to EFA Information Exchange on the Secure Access landing page, under 'Your Applications'.

If you're unable to see the link to EFA Information Exchange once you are logged onto Secure Access, you should contact your organisation's approver who will be able to assign this to you.

If you're unsure of who your approver is please submit a [Secure Access service request](#)  and select the option 'I do not know who the approver is for my organisation'.

Alternatively, if your approver is unavailable or on leave, please use the option 'The approver is away and I require access to EFA Information Exchange'. Please include your approver details in your request, to avoid any delay in gaining access to the system.


If your approver has already given you access and you're still unable to see the link to EFA Information Exchange, please use the option 'I cannot see EFA Information Exchange once logged into Secure Access'.

The Secure Access service desk aims to answer all Secure Access service requests within 5 working days.

6.

Add a new user to EFA Information Exchange

Each organisation has an approver who can create, amend and delete user accounts. This includes the ability to add EFA Information Exchange to user profiles. To ask for an additional account please contact your organisation's approver.

If you're unsure of who your approver is please submit a [Secure Access service request](#)  and select the option 'I do not know who the approver is for my organisation'.

You can find more information in the [Secure Access approver guide](#).

7.

Transfer approver rights

There are 2 types of user accounts in Secure Access: 'approvers' and 'end users'.

Each organisation has an approver who can create, amend, delete and manage user accounts. This includes password resets and the ability to add EFA Information Exchange to user profiles. You can find more information in the [guidance for approvers](#).

If you're the approver, you can transfer your approver rights to another colleague. To do this, you can log into Secure Access and click on the 'Transfer Permissions' button at the bottom of your details. This will then produce a list of all active accounts within your organisation.

To transfer your approver rights to one of these accounts, ensure the radio

button (black dot) is aligned with the account you're transferring the permissions to. You will then need to answer the security question.

8.

Unable to view calendar content

You can find information about important EFA dates in our online calendar, including deadlines and tasks that you need to complete. The calendar is available on EFA Information Exchange from the options at the top of the page.

When using the online calendar, you must select your organisation type so that you can view the items most relevant to you. To do this, just select the relevant options from the 'audience' 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.

9.

Request support for other issues

The video below gives information about how to request support to use EFA Information Exchange.

If you need technical support using EFA Information Exchange or Secure Access, please raise a [Secure Access service request](#).

The Secure Access service desk aims to answer all Secure Access service requests within 5 working days.

If you have a non-technical enquiry please use our [EFA enquiry form](#).

Please note that the EFA enquiry service is unable to service technical requests for Secure Access, so any technical questions must be submitted using a [Secure Access service request](#) so they can be resolved by a specialist team. Please do not send Secure Access requests using the EFA enquiry form.

10.

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.

Please do not use the feedback to raise technical enquiries. If you need to raise a support request, please follow the above guidance.

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