



Department
for Education

COLLECT Guide 2016

COLLECT guide for academies, free schools, studio schools, UTCs, CTC, NMSS, independent and hospital schools

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Introduction

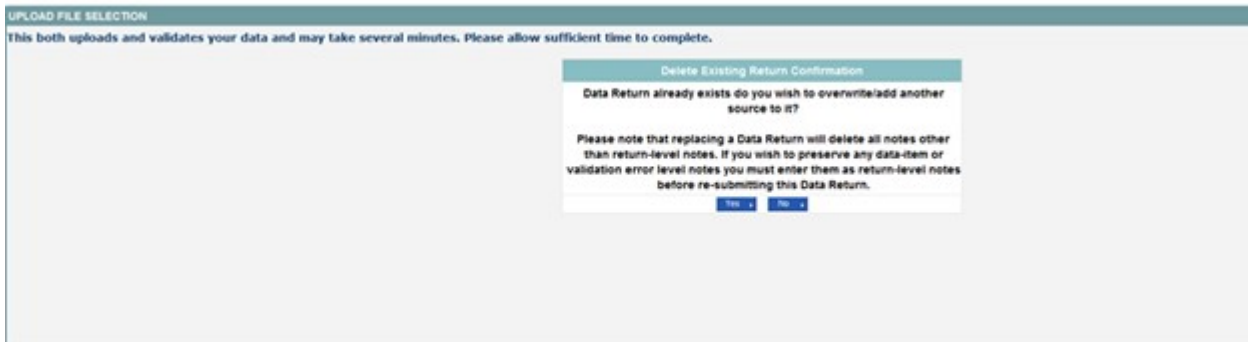
The COLLECT (collections online for learning, education, children and teachers) portal is used by schools, local authorities and the department for education for processing data collection returns. Major benefits of the portal include real time data collection monitoring and progress reporting, the ability 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 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.

Useful hints

Very important - re-submissions – if a data return 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.

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.

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'

COLLECT and secure access

Access to COLLECT is through the department's secure access system (SA)

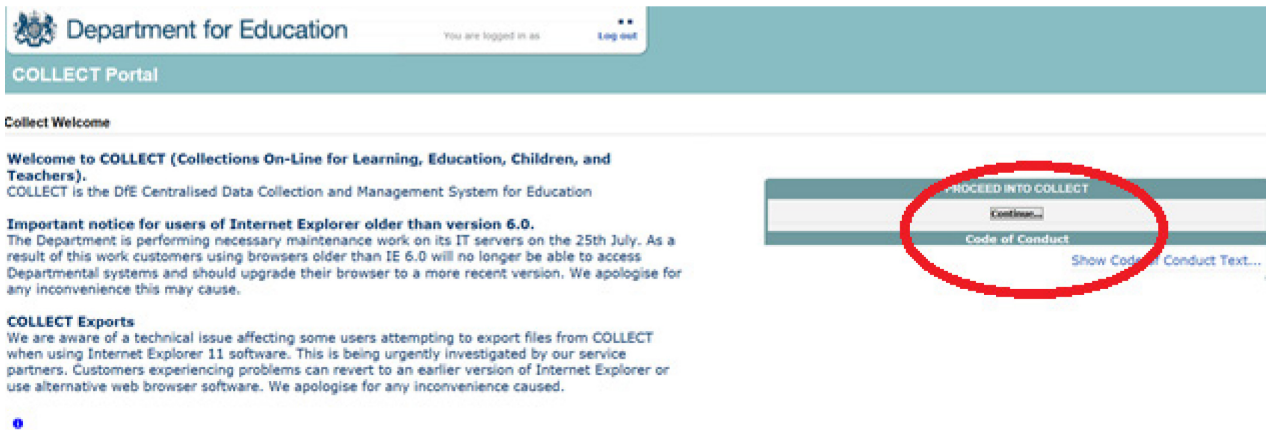
The screenshot shows the top of the Secure Access Portal. At the top left is the Department for Education logo. Below it is the 'Secure access' header. A link for 'Forgotten username or password?' is visible. There are input fields for 'Username' and 'Password', followed by a checkbox for 'I agree to the terms of use' and a 'Sign in' button. A large blue banner contains the text 'Welcome to Secure access' and a 'First time here?' button with a right-pointing arrow. Below the banner, there is an 'Announcements' section with two entries: 'S2S CTF Notifications' dated 27/11/2015 and 'Post 16 Portal' dated 14/10/2015.

Full secure access guides are published on the [secure access website](#).

Once successfully registered, click on to 'home' and then click on 'COLLECT' to enter COLLECT as below.

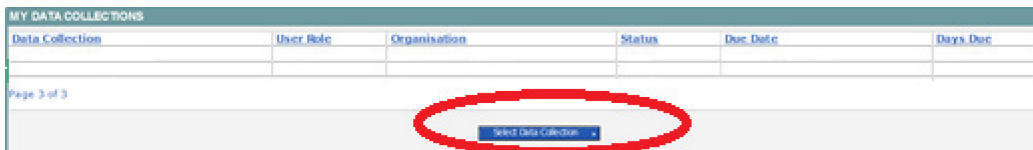
The screenshot shows the home page of the Secure Access Portal. At the top left, the 'Home' link in the navigation menu is circled in red. Below the navigation, there is a 'Signed in' section showing the user is logged in from the Department for Education. A large blue banner contains the text 'Welcome to Secure access' and a 'Need help?' button with a right-pointing arrow. Below the banner, there is a 'Your applications' section. The 'COLLECT' link is circled in red. Below the 'COLLECT' link, there is a description of the application and a note for Local Authority users.

To proceed into COLLECT please click on the 'continue' button as below.



Collections your account are linked to can be seen under 'My Data Collections' as shown in the screenshot below. Please note if the data collection you require access to is not showing under your data collections, speak to the approver within your school, who will be able to grant your access to the collection.

Select the collection you wish to open 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.



School 'Source page' screen

The next screen ('Source page') provides a summary of the latest position with respect to the selected data collection. You will see information on the current status of your collection return and will be presented with a number of options.

MY DATA RETURN

The status of your data return :

Errors : Queries : OK Errors :

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	Data Return Approval	Data Return Authorisation
Date Submitted <input type="text"/>	Date Approved <input type="text"/>	Date Authorised <input type="text"/>

Upload return

Clicking on this button launches a page to allow the school user (source) to browse for the xml file and load.

Add return on screen

Allows the source to type the return on screen – if applicable to the data collection.

Open return

This option is greyed out until the data is loaded and is used to access the loaded data for editing or viewing.

Submit return

This option is greyed out until the data is loaded and validated and is used to submit the data to the department. This should only be done when the data is complete and clean. Once a return has been submitted control then passes to the department.

Export to file

This option is greyed out until the data is loaded and is used to export the loaded data either as a single xml file (in the input xml format) or as a number of csv files with one file per data table.

Launch reports

This option launches the school's reports options – if applicable

Delete return

This option is greyed out until the data is loaded and is used to delete the data from the system.

Adding a Return on screen (if applicable to your collection)

Click on the 'Add Return on screen' button.

The screenshot shows the 'MY DATA RETURN' interface. At the top, it says 'Department for Education' and 'COLLECT Portal'. Below that, it indicates 'Source Page SEN2_'. The main section is titled 'MY DATA RETURN' and shows 'The status of your data return : No_Data'. There are input fields for 'Errors : 0', 'Queries : 0', and 'OK Errors : 0'. Under the heading 'What can I do with My Data Return?', there is a list of buttons: 'Upload Return from file...', 'Add Return on screen...' (circled in red), 'Submit Return...', 'Export to file...', 'Launch Reports...', and 'Delete Return...'. Each button has a corresponding instruction. Below this, under 'What is happening to My Data Return?', there are three sections: 'Data Return Submission' with 'Date Submitted:' and an input field, 'Data Return Approval' with 'Date Approved:' and an input field, and 'Data Return Authorisation' with 'Date Authorised:' and an input field. At the bottom, there is a section 'I need some help' with a link to help pages.

The next screen to appear is the web form. You will need to enter the information in each field then click 'Save'. N.B The screen shots used are for SEN2 and may vary from other collections.

SEN2

Add new record ?



SEN2 - Barnet

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

LA Level Data	Data Item	Value	Part 1		Part 2		
			Errors		OK Errors	Notes	History
E	Q						
	Local Authority code		0	0	0		
	Completion Time : Amount of time(to nearest hour) spent on completing this form		0	0	0		
	Contact Forename		0	0	0		
	Contact Surname		0	0	0		
	Telephone number (including STD code)		0	0	0		
	E-mail Address		0	0	0		

Once the contact details have been completed and saved you can then move on to enter the data in Part 1 of the online form. To navigate, click on the tab buttons.

SEN2

Add new record ?



SEN2 - Barnet

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

LA Level Data	Data Item	Value	Part 1		Part 2		
			Errors		OK Errors	Notes	History
E	Q						
	Local Authority code	302	0	0	0		
	Completion Time : Amount of time(to nearest hour) spent on completing this form	1	0	0	0		
	Contact Forename		0	0	0		
	Contact Surname		0	0	0		
	Telephone number (including STD code)		0	0	0		
	E-mail Address		0	0	0		

To continue you will need to click 'edit' then enter your data.

SEN2 - Part 1

- SEN2 [58]

- > Part 1
- > Part 2

SEN2 - Part 1 -						
LA Data	Part 1			Part 2		
Part 1: Education arrangements for all children for whom the authority maintains a statement of special educational needs						
	Value	Errors	Queries	OK Errors	Notes	History
1.1 Please state the number of children, as at 20 January 2011, for whom the authority maintains a statement of special educational needs under the provisions of the Education Act 1996. The age breakdown refers to age as at 31 August 2010						
a. Under age 5	2	0	0	0		
b. Aged 5 to 10	2	0	0	0		
c. Aged 11 to 15	2	0	0	0		
d. Aged 16 to 19	2	0	0	0		
e. TOTAL (a + b + c + d)	3	1	0	0		
1.2 Of the children entered in 1.1, please state the number:						
i On the roll of: (include pupils whose statement is under appeal)						
a. non-maintained early years settings in the private and voluntary sector	2	0	0	0		
b. resourced provision in maintained mainstream schools	2	0	0	0		
c. SEN units in maintained mainstream schools	2	0	0	0		
d. maintained mainstream schools (including foundation schools)	2	0	0	0		
e. maintained special schools (including foundation schools)	2	0	0	0		
f. non-maintained special schools	2	0	0	0		
g. independent special schools	2	0	0	0		

Once part 1 has been completed move on to the other parts as necessary by clicking the relevant tab. As in Part 1 you will need to click 'edit' before entering data into the fields.

SEN2 - Part 2

All Errors All Notes Add View **Edit** Complete Status

SEN2 [56]
 -> Part 1
 -> Part 2

SEN2 - Part 2 - LA Data Part 1 **Part 2**

Part 2: Assessments and placements by the authority during the 2010 calendar year

	Value	Error	Query	Ok Errors	Note	History
2.1 Please state the number of children for whom statements of special educational needs under the Education Act 1996 were made for the first time during the 2010 calendar year. The age breakdown refers to the age as at 31 August 2010						
a. Under age 5	2	0	0	0		
b. Aged 5 to 10	2	0	0	0		
c. Aged 11 to 15	2	0	0	0		
d. Aged 16 to 19	2	0	0	0		
e. TOTAL (a + b + c +d)	3	0	0	0		
2.2 Of the children entered in 2.1, please state the number:						
i. On the roll of: (include pupils whose statement is under appeal)						
a. registered early years education settings	2	0	0	0		
b. resourced provision in maintained mainstream schools	2	0	0	0		
c. SEN units in maintained mainstream schools	2	0	0	0		
d. maintained mainstream schools (include foundation schools)	2	0	0	0		
e. maintained special schools (including foundation schools)	2	0	0	0		
f. non-maintained special schools	2	0	0	0		
g. independent special schools	2	0	0	0		
h. other independent schools	2	0	0	0		
i. hospital schools (including foundation schools)	2	0	0	0		
j. pupil referral units	2	0	0	0		
k. academies	2	0	0	0		
ii Total of 2.2.i	3	0	0	0		
iii Educated other than in school						

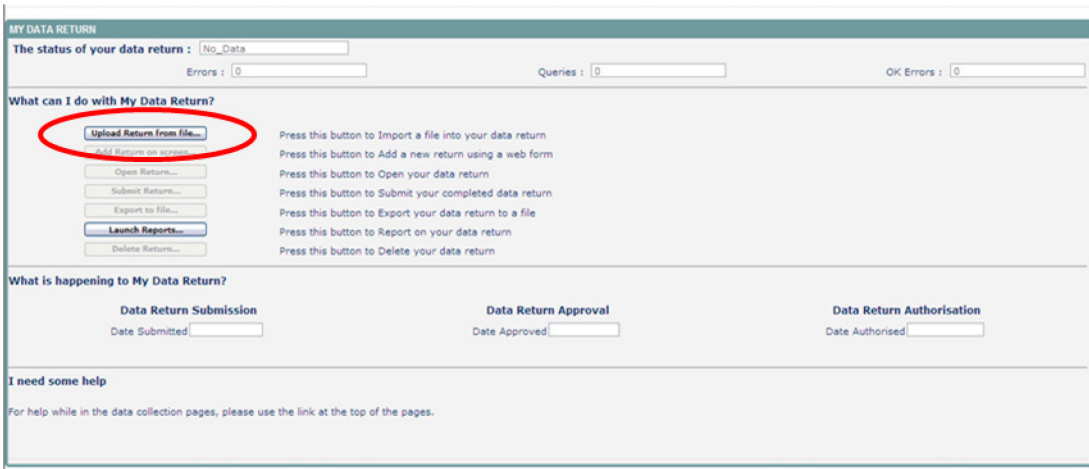
Continue to navigate through the form, using the tab and edit buttons, until parts 1 through to 7 have been completed.

Please note – Do not use your web browser buttons to navigate through a return. Unpredictable behaviour may be experienced if you use the back and forward buttons on your web browser’s toolbar.

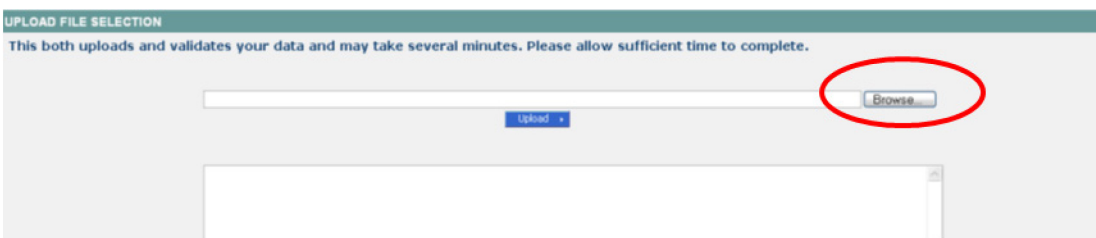
To navigate through the return please use the options given on the COLLECT screen.

Loading a return (from a file)

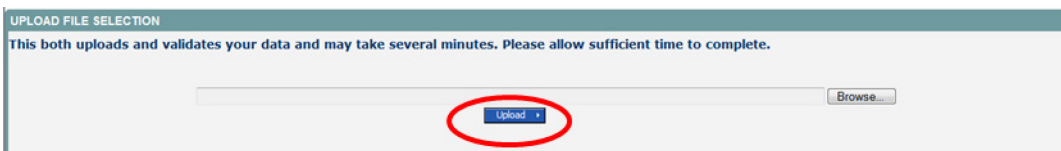
Click on upload return from file



Use the browse button to locate the XML file, which is generated via the schools management information system. Highlight the file name and click on 'open' to select the return.



Click on the upload button to load the return.

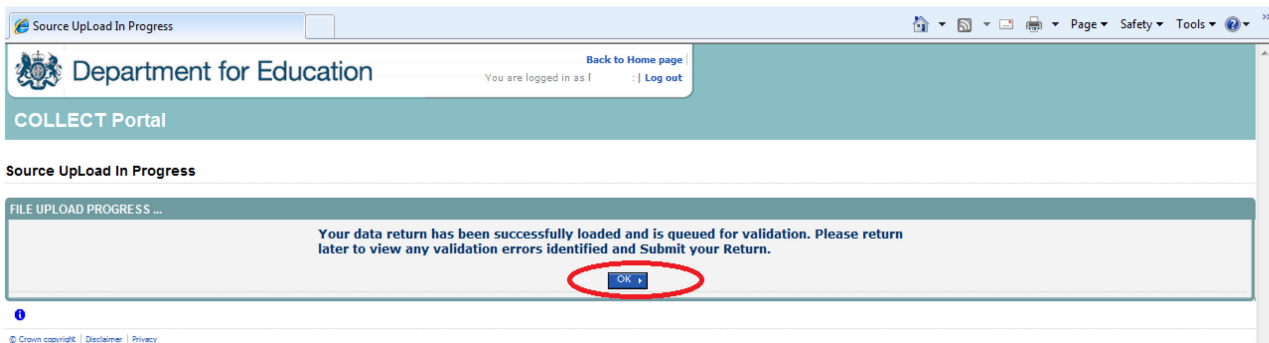


A progress message may be displayed while the upload is taking place.

Uploading School1.xml



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



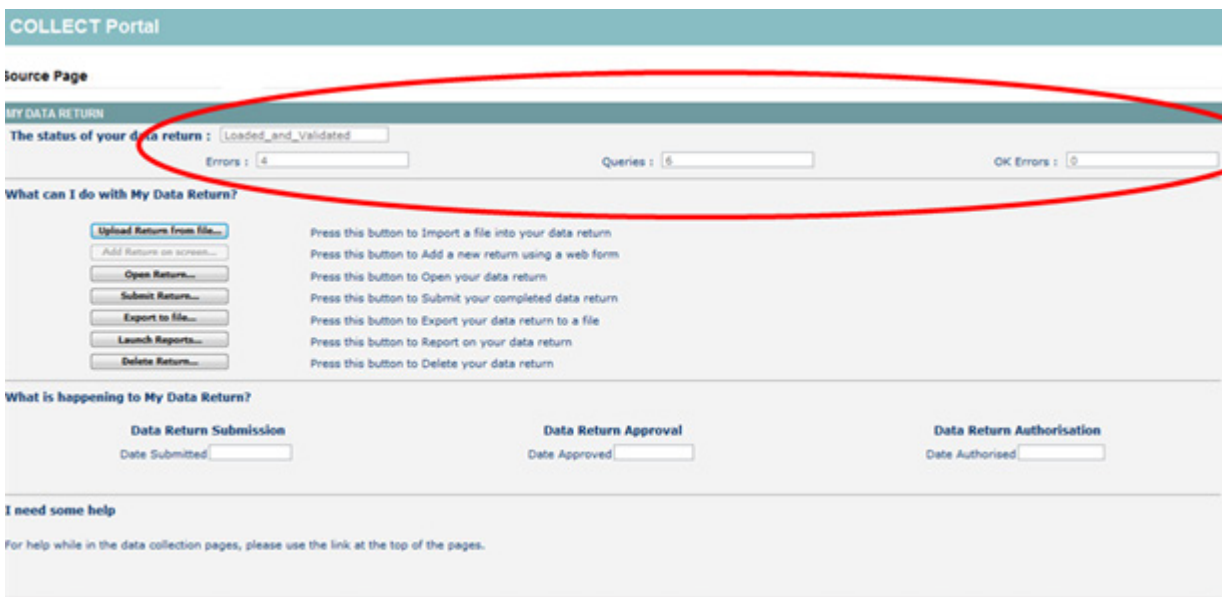
This indicates that the return has successfully loaded and is now placed in the validation queue to be validated.

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.

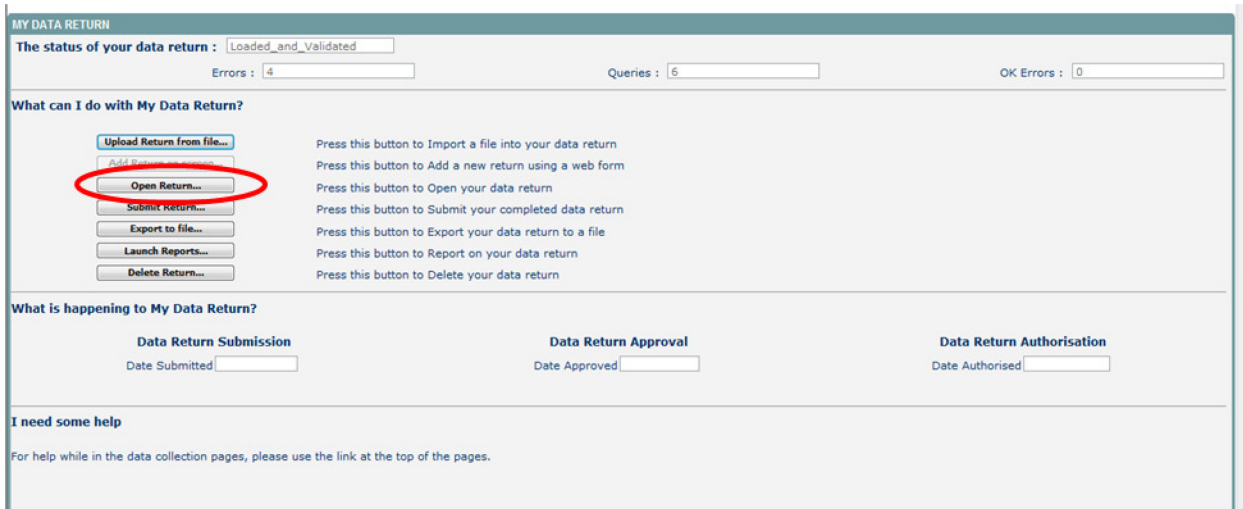
5) Once the return has been validated, you need to view the data and look at any errors or queries that have occurred

Once the return has been validated, the return status section on the source main page will display 'loaded and validated'. The total number of errors and queries found in the return will also be displayed. Dealing with errors and queries is explained in the section 'Correcting errors'.



Viewing the return details

To view your data return click on 'open return'.



Your return will then be displayed

The screenshot displays the 'Return Level Errors' table. The table has columns for 'Data Item', 'Value', 'Errors' (subdivided into 'E', 'Q', and 'OK Errors'), and 'Return Level Notes'. The 'Errors' column shows values: E=1, Q=12, OK Errors=0. Below this is a detailed table of data items with their values and error counts. The 'Errors' column in this table also has red highlights for 'E' and 'Q' values.

Data Item	Value	Errors			Return Level Notes
		E	Q	OK Errors	
Collection		0	0	0	
Term		0	0	0	
Year	2016	0	0	0	
Reference Date	2016-05-19	2	0	0	
Source Level	S	0	0	0	
LA	001	1	0	0	
Estab	2008	1	0	0	
Software Code	MadellUp	0	0	0	
Release	1.0	0	0	0	
Xersion	1	0	0	0	
Serial No	1	0	0	0	
Datetime	2015-06-23 09:56:58	0	0	0	
School					View All
Pupils on Roll					View All
Pupils No Longer on Roll					View All

You can view the return details by clicking on the various 'view all' links at the bottom of the screen.

School	View All
Pupils on Roll	View All
Pupils No Longer on Roll	View All

When you click on the 'view all' for pupils on roll this takes you into the pupil section. This displays the 'records list', with all pupils visible. You can use the filter bar to identify a particular pupil. Or click on the headers to sort alphabetically.

UPN	Surname Forename	DOB	Pupil Enrolment Status	Pupil Errors	Address	Termly Sessions	Summer Sessions	Annual Sessions	Exclusions	Post 16	FSM
-----	------------------	-----	------------------------	--------------	---------	-----------------	-----------------	-----------------	------------	---------	-----

Editing data within the return

Please note the screenshots below have been taken from the School Census data collection. Other data collections may vary

To edit the details click on the 'edit' button.



The screenshot displays the 'Return Level Errors' table within the School Census data collection interface. The 'Edit' button in the top right corner is circled in red. The table shows various data items and their corresponding error counts.

Data Item	Value	Errors		OK Errors	Return Level Notes
		E	Q		
Collection		0	0	0	
Term		0	0	0	
Year	2016	0	0	0	
Reference Date	2016-05-19	2	0	0	
Source Level	S	0	0	0	
LA	001	1	0	0	
Estab	2008	1	0	0	
Software Code	MadellUp	0	0	0	
Release	1.0	0	0	0	
Xersion	1	0	0	0	
Serial No	1	0	0	0	
Datetime	2015-06-23 09:56:58	0	0	0	
School					View All
Pupils on Roll					View All
Pupils No Longer on Roll					View All

This enables data fields to be manually edited within COLLECT.

Please note: any changes made within COLLECT should always reflect the schools MIS.

Errors

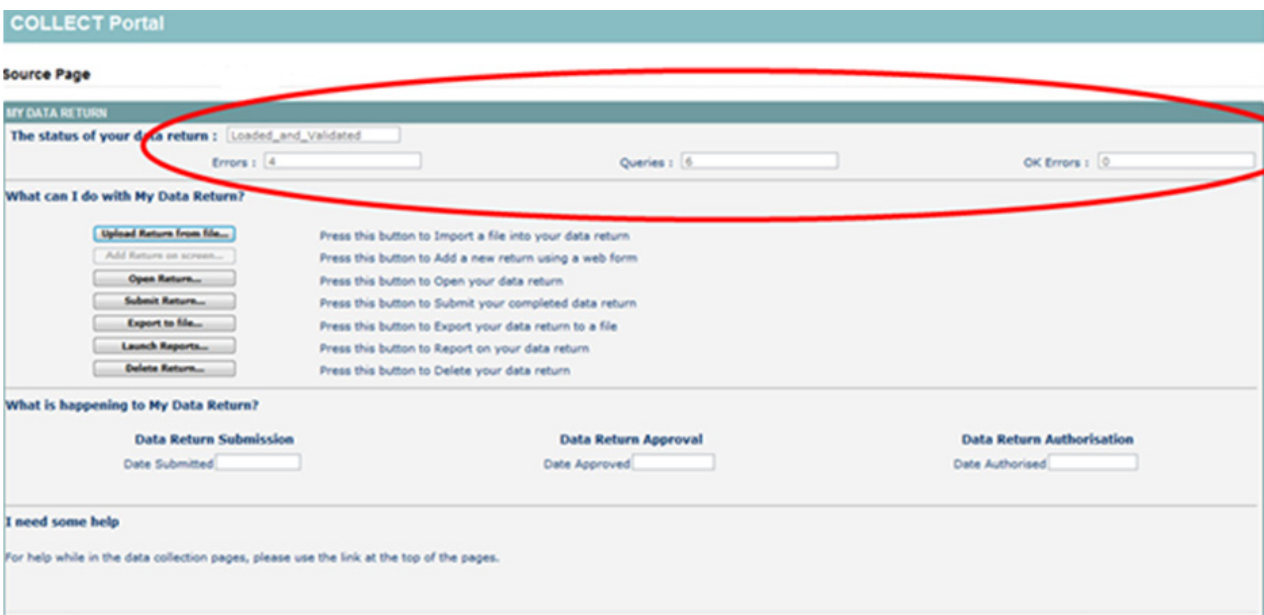
When a return has been uploaded a number of validation checks are run against the data in that return and will trigger errors or queries.

All errors and queries are highlighted in red against the relevant data item.

There are two levels of errors, 'return level' and 'data item level'

Total return errors

The breakdown of errors for a school return is shown in the return status section of the school's main screen.



Return level errors

Return level errors relate to a validation rule that applies to the return as a whole rather than an individual data item within the return.

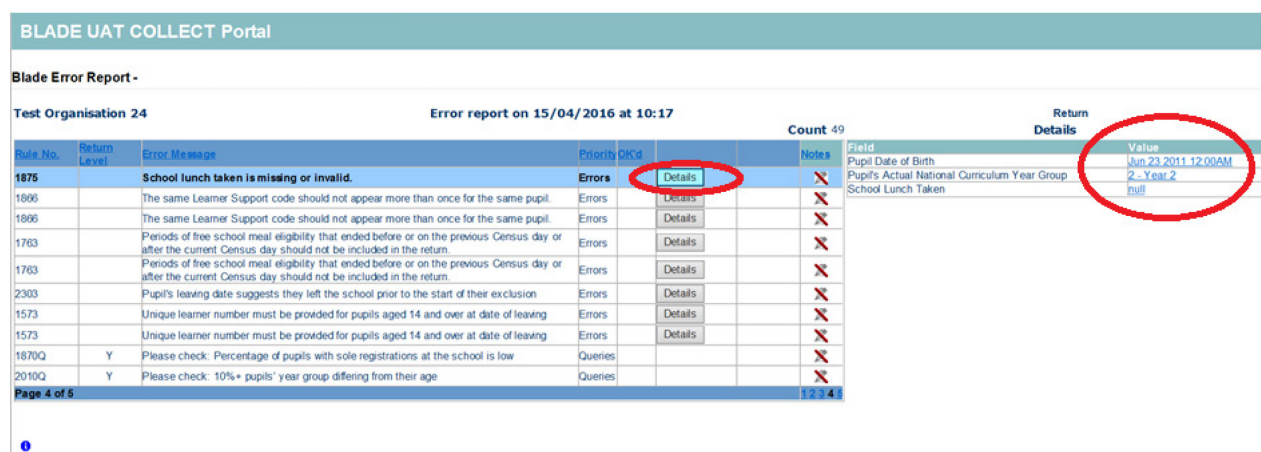
	Return Level Errors	Errors		OK Errors	Return Level Notes
		E	Q		
		0	6	0	
Data Item	Value	Errors	OK Errors	Notes	Warnings

To view all errors and queries on the return

Click on 'all errors' at the top of the screen.



You will then be shown a list of all errors and queries relating to your return. Click on the details button to see which data items the validation is checking, these will show to the right of the screen. If you click on one of the underlined fields you will be directed to the corresponding data item in the return.



BLADE UAT COLLECT Portal

Blade Error Report -

Test Organisation 24 Error report on 15/04/2016 at 10:17 Count 49 Return Details

Rule No.	Return Level	Error Message	Priority	OK'd	Notes	Field	Value
1875		School lunch taken is missing or invalid.	Errors		Details	Pupil Date of Birth	Jun 23 2011 12:00AM
1866		The same Learner Support code should not appear more than once for the same pupil.	Errors		Details	Pupil's Actual National Curriculum Year Group	2 - Year 2
1866		The same Learner Support code should not appear more than once for the same pupil.	Errors		Details	School Lunch Taken	null
1763		Periods of free school meal eligibility that ended before or on the previous Census day or after the current Census day should not be included in the return.	Errors		Details		
1763		Periods of free school meal eligibility that ended before or on the previous Census day or after the current Census day should not be included in the return.	Errors		Details		
2303		Pupil's leaving date suggests they left the school prior to the start of their exclusion	Errors		Details		
1573		Unique learner number must be provided for pupils aged 14 and over at date of leaving	Errors		Details		
1573		Unique learner number must be provided for pupils aged 14 and over at date of leaving	Errors		Details		
1870Q	Y	Please check: Percentage of pupils with sole registrations at the school is low	Queries				
2010Q	Y	Please check: 10%+ pupils' year group differing from their age	Queries				

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Correcting errors

Identify which of the fields contains the incorrect value and return to the screen that contains it by clicking on the field value in the details section.

Either:

Correct in your MIS and re-load the school census file to COLLECT, overwriting the incorrect one.

Change the mode of the form to 'edit' and then click on the data item that needs to be changed and update it – ensuring that you reflect this change in the school's MIS.

In some instances you will be requested to provide explanatory information (as part of email communications you will receive a document which will provide guidance on what notepad explanation would be expected for individual queries). This will be made available on our [Department for Education - GOV.UK](http://www.gov.uk) website and searching for the relevant data collection in the search bar.

If a notepad entry is not returned the EDD helpdesk will have to contact you for further information.

You can add notes in the return level note section.

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

Return Level Errors		Errors		OK Errors	Return Level Notes
E	Q	E	Q		
1	12	0	0	0	

Data Item	Value	Errors		OK Errors	History
		E	Q		
Collection	.	0	0	0	
Term	.	0	0	0	
Year	2016	0	0	0	
Reference Date	2016-05-19	2	0	0	
Source Level	S	0	0	0	
LA	001	1	0	0	
Estab	2008	1	0	0	
Software Code	MadellUp	0	0	0	
Release	1.0	0	0	0	
Xersion	1	0	0	0	
Serial No	1	0	0	0	
Datetime	2015-06-23 09:56:58	0	0	0	
School					View All
Pupils on Roll					View All
Pupils No Longer on Roll					View All

Click add new note

< > Add New Note Remove Note

Note Detail

Preserved notes deleted by resubmissions

User	Role	Organisation	Native ID	Date and Time
------	------	--------------	-----------	---------------

Preserved Note Detail

< > Remove Preserved Note

Type your note and the error number in the box provided and click create.

COLLECT Portal

Note Page

Create New Note

Type note and error number in here

Create Cancel

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Please ensure there is a note for all queries/errors remaining on your return.

You can enter one note to cover numerous queries.

Submitting the return

The school is responsible for 'submitting' the return once the data has been checked and any explanatory notes have been added. By submitting the return the school have indicated that the head teacher has checked the return for accuracy and completeness and therefore authorising the submission to be used by the department.

To 'submit' your return:

Go to the 'source main screen' and click on 'submit return'.

The screenshot shows the 'MY DATA RETURN' interface. At the top, it displays 'The status of your data return : Loaded_and_Validated'. Below this, there are fields for 'Errors : 4', 'Queries : 6', and 'OK Errors : 0'. The main section is titled 'What can I do with My Data Return?' and contains several buttons: 'Upload Return from file...', 'Add Return on screen...', 'Open Returns...', 'Submit Return...' (highlighted with a red circle), 'Export to file...', 'Launch Reports...', and 'Delete Return...'. Each button has a corresponding instruction. Below this, there is a section 'What is happening to My Data Return?' with three columns: 'Data Return Submission' (Date Submitted: []), 'Data Return Approval' (Date Approved: []), and 'Data Return Authorisation' (Date Authorised: []). At the bottom, there is a 'I need some help' section with a link to help pages.

The screen will be updated

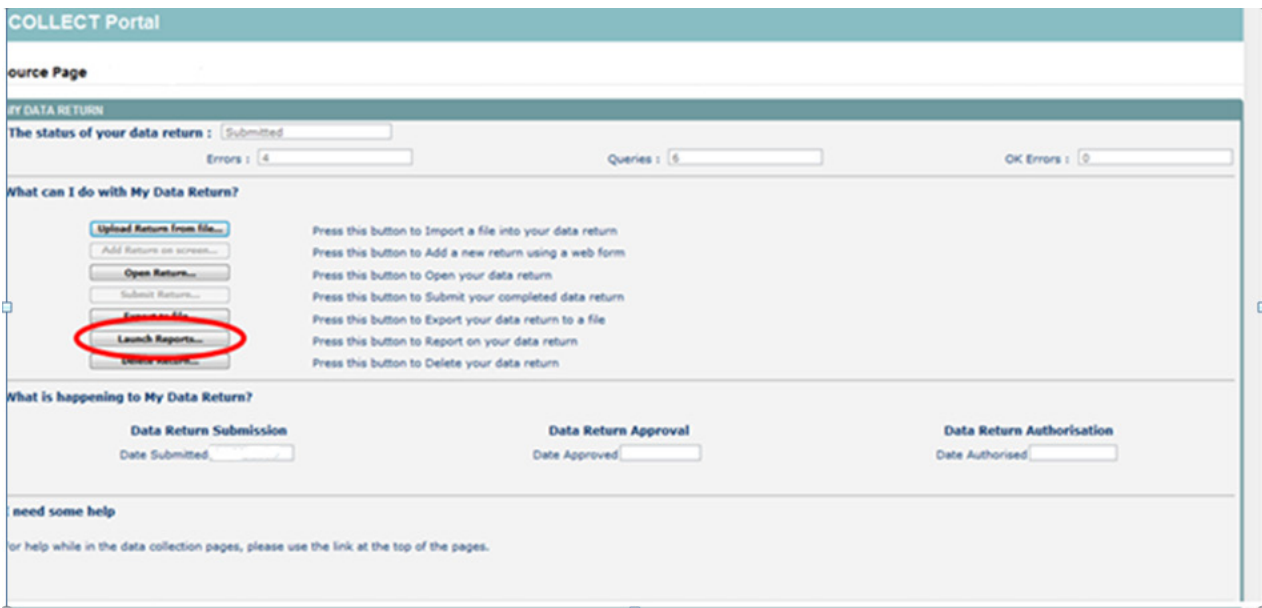
The status of the return will be set to 'submitted' and the 'date submitted' will be completed.

The submit button will now be disabled for this return.

The screenshot shows the 'COLLECT Portal' interface. At the top, it displays 'Source Page'. Below this, there is a section 'MY DATA RETURN' with 'The status of your data return : Submitted' (highlighted with a red circle). Below this, there are fields for 'Errors : 4', 'Queries : 6', and 'OK Errors : 0'. The main section is titled 'What can I do with My Data Return?' and contains several buttons: 'Upload Return from file...', 'Add Return on screen...', 'Open Returns...', 'Submit Return...' (disabled), 'Export to file...', 'Launch Reports...', and 'Delete Return...'. Each button has a corresponding instruction. Below this, there is a section 'What is happening to My Data Return?' with three columns: 'Data Return Submission' (Date Submitted: []), 'Data Return Approval' (Date Approved: []), and 'Data Return Authorisation' (Date Authorised: []). At the bottom, there is a 'I need some help' section with a link to help pages.

Reports

A number of reports are available on COLLECT, return to the source page and click on the launch reports button.



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

It is extremely important that you run all of these reports as they may highlight anomalies within the data which can impact on all funding calculations.

Duplicate reports will indicate pupils who are registered at more than one school and therefore would indicate if the pupil should remain on roll or whether the registration status has been recorded incorrectly.

In some data collections duplicates would be required to be resolved. Failure to resolve duplicates in these collections may impact on the funding calculations for your school as each pupil is funded only once.

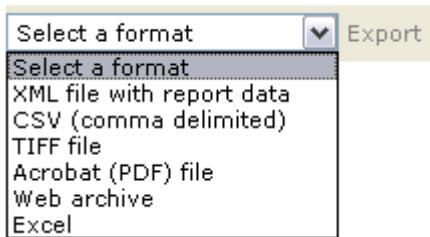
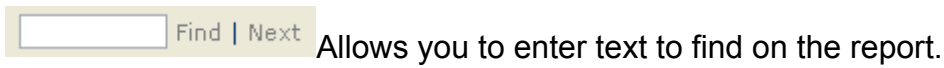
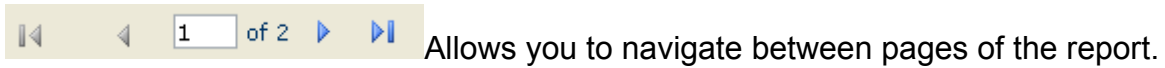
There will be individual user guides for reports on our [Department for Education - GOV.UK](https://www.gov.uk) website and searching for the relevant data collection in the search bar.

Select the report you wish to run and click launch report.

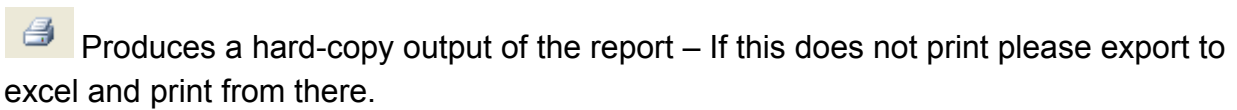
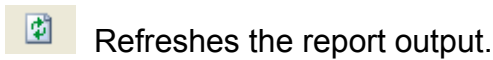
Along the top of the report you will see a toolbar with various functions.



These are explained as follows:



Clicking the drop-down menu, results in the display of a list-box showing various formats in which you can export the report. Select one of the formats, click the export button and you will then be prompted to 'open' or 'save' the output file. Click on the 'save' button to save the report file.



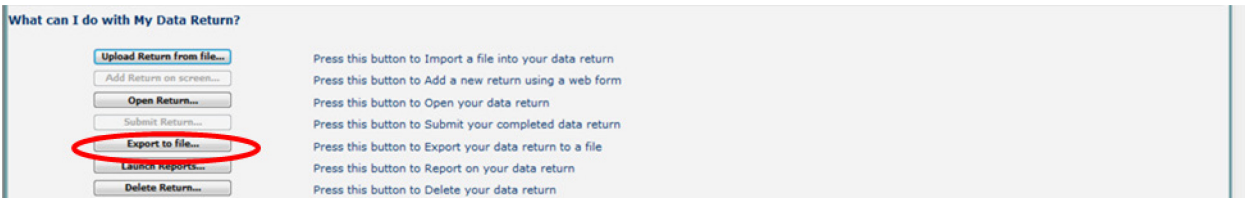
Exporting a return

A return can be exported in XML or CSV format.

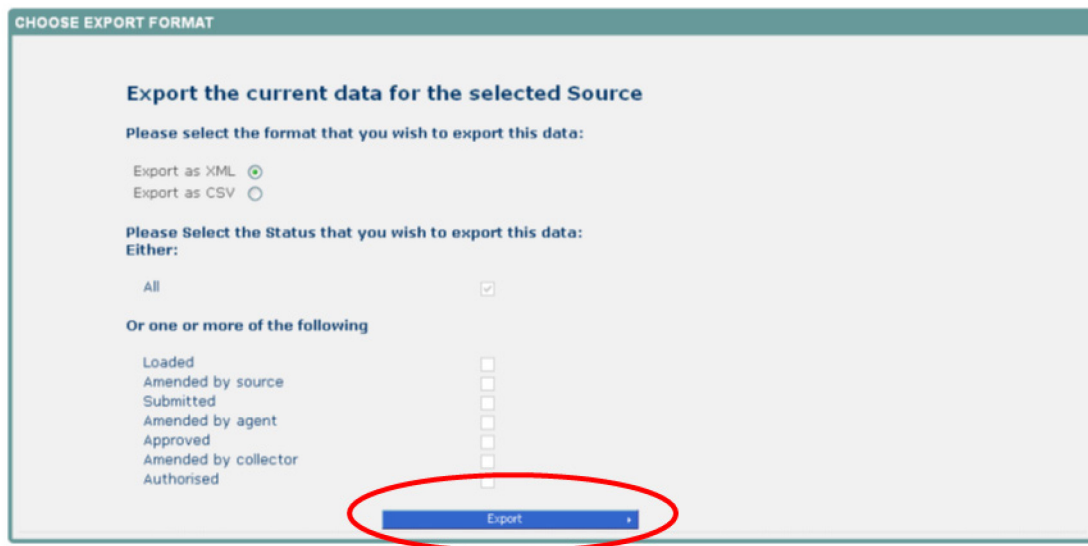
Exporting a return (current state):

On the source page

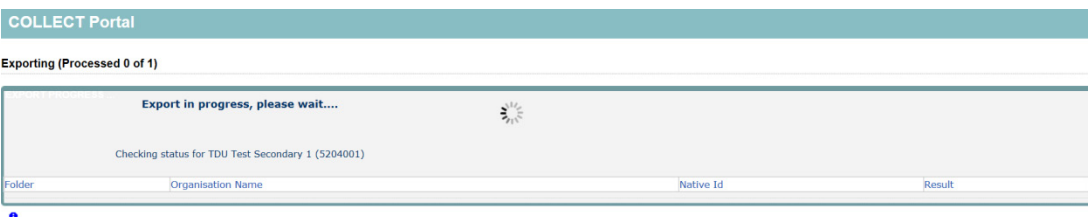
Click on export to file



Choose to export in either XML or CSV format, then click on the export button.



A progress message will be displayed



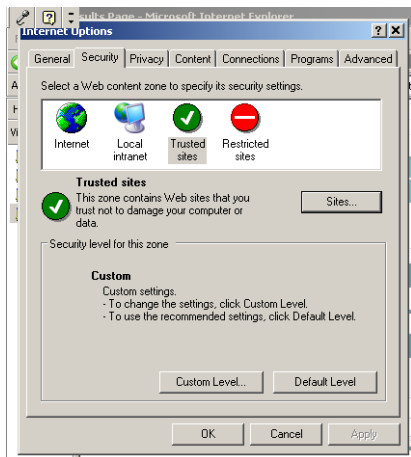
When complete the result of the export will be displayed and you will be offered the options of saving or opening the export file. We suggest saving prior to opening.



Important note: If the export process fails, with a message stating that Internet Explorer has blocked the 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.

Adjusting security settings

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'

Then select 'add' and type the following into the text box in turn:

<https://collectdata.education.gov.uk/CollectPortalLive/MainPage.aspx>

<https://sa.education.gov.uk/idp/Authn/UserPassword>

Then select ok and ok. Then try producing the export again and this time the Open/Save/Cancel dialogue box should appear.

Screen functionality

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

Screen navigation

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.



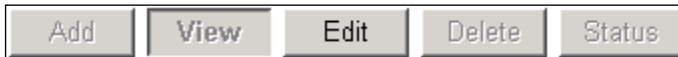
Navigation controls

To navigate through the system links are provided on all pages either as back or drill up options, please use these links to navigate between screens when using the system.

Control	Usually located	Action
Back to my COLLECT page	All screens within a return except the main page which shows 'Back to Home' page	Returns you to the main page for your user role for example. agent, source.
Drill up	Any data screen within a return apart from the header screen	Returns you to the previous data screen
Return	Report screens, for example history and errors	Returns you to the previous screen
Back	Notes screens	Returns you to the previous screen
View all	Data entry screens that have additional linked data.	Takes you to the sub module level details

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

Help

COLLECT access is administered directly by schools 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 school 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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