

Using the forgotten password facility

If you have problems accessing your account or you have forgotten your password, please click on the 'Forgotten your password?' link located at the top-right corner of RAISEonline page under the login boxes.

On this page, you will find detailed instructions on how to use the feature, as well as text boxes which allow you to enter the required security information and request your new password. Once you correctly complete all the relevant fields and click 'Send', the system will generate a new password immediately and an automated email from enquiries@ofsted.gov.uk will be sent directly to your mailbox.

You will then be able to enter RAISEonline with the temporary password provided and update your details accordingly.

If you have not received the email with your new password, please check your spam folder in the first instance prior to contacting your RAISEonline administrator or the helpdesk.

Please note that for security reasons you will be limited to three incorrect attempts to reset your password in any one calendar day.

RAISEonline Ofsted Education

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Username: Password:

[Forgotten your password?](#) [Need help?](#)

Forgotten password

Username:

Email:

Security Question:

Answer:

Using the forgotten password facility

If you require your password reset, please use the forgotten password facility above. You must enter your username and the email address you have registered with us, and answer any one of the three security questions. Once generated, the password will be sent to the email address provided from enquiries@ofsted.gov.uk. You will be required to change the password supplied at your next login to this website.

If you have not received the email with your new password, please remember to check your spam folder in the first instance; otherwise contact your administrator as detailed below. Please note that for security reasons, the password reset email will not refer to RAISEonline.

If you have forgotten your registered details, such as your username or security answers, please contact your administrator who will provide a new temporary password. When you next login you will be requested to update your details including the security answers.

School users (other than the RAISEonline administrator)

If you experience problems resetting your account using the facility above, please refer to your school's RAISEonline administrator who will be able to issue you with a new password. Your headteacher can advise who your school's administrator is.

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