Login help

Getting into your Skills Passport – most problems take two minutes to fix.

challenges abroad

1. Logging in for the first time

- Your school gives us your email and we send a welcome email with a link to set your password.
- Choose a password of at least 10 characters with a capital letter, a small letter, a number and a symbol.
- No welcome email? Check junk/spam, or use **Forgot password?** – it works for new accounts too.

2. Forgotten your password

- On the login page click **Forgot password?** and type the email your school gave us.
- The reset link lasts **5 days**.
- Asked more than once? Use the newest email.

3. Account locked

- 5 wrong passwords in a row locks the account for 15 minutes. The login page shows the unlock time (UK time).
- Don't want to wait? Press **Reset my password now**. Setting a new password unlocks you straight away.

4. No email from us?

- Look in your **junk or spam** folder. Emails come from Challenges Abroad.
- Mark it **Not junk** so the next one reaches your inbox.
- School systems can delay emails – wait 10 minutes before asking again.

5. "Email or password is wrong"

- Use the email address your school gave us (often your school email).
- Check Caps Lock. Use the eye button to see what you typed.
- Still wrong? Reset your password.

6. Staff

- Challenges Abroad and FutureSense staff: use **Sign in with Microsoft 365**.
- School staff log in with email and password, like students.

Still stuck?

Press the **Help** button on the login page – you don't need to be logged in. Tell us the email address you're trying to use and what happens, and we'll get back to you.
Login page: **skillspassport.challengesabroad.co.uk** · Help page: **skillspassport.challengesabroad.co.uk/login-help**