

WEFO Online Training Module – Contact Management

Changing a Password

*Please Use The Down Arrow On Your Keyboard
To Progress Through the Screens.*



Aim

This presentation is to assist users with the process of how to change their WEFO Online password.



Changing Password

Once you have been provided your password for WEFO Online, for security reasons, it is advisable to change it and to not share that password.



WEFO Website

Navigate to <http://gov.wales/funding/eu-funds/wefo-online/> and select the “WEFO Online” link from the centre of the window.

The screenshot shows the WEFO Online website. At the top is a navigation menu with links for About, News, Topics, Consultation, Legislation, Funding (highlighted), and Statistics & Research. Below the menu is a breadcrumb trail: Home > Funding > European funding in Wales > WEFO Online. The main heading is "WEFO Online" with a sub-heading "Last updated 12 October 2015" and social sharing icons for Twitter, Facebook, Email, and Print. A paragraph states: "You can use WEFO Online to interact with us and share information about your project." Below this, it says: "You can view your current project status and process payments quickly and easily." A section titled "Latest updates" contains a bullet point: "WEFO Online has been tested using Windows 7 and the following browsers: Firefox v36, Internet Explorer v10, Internet Explorer v11 and Chrome v41. If you are not using these browsers, you may experience problems with the WEFO Online functionality." A "WEFO Online login" section says: "Existing users log on via [WEFO Online](#)". A final note states: "WEFO Online is available between 7am and midnight. Users will be automatically logged off at midnight and any data not previously saved will be lost." On the right side, there is a "Funding" sidebar with a list: European funding in Wales, WEFO Online (highlighted), WEFO Online guidance, and WEFO Online terms and conditions.



Government Gateway Login

From the Government Gateway login screen, enter your details and select 'Sign in'.

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English | [Cymraeg](#)

Sign in using Government Gateway

Government Gateway user ID
This could be up to 12 characters.

Password

Sign in

[Create sign in details](#)

Problems signing in

[I have forgotten my password](#)

[I have forgotten my Government Gateway user ID](#)

[I have forgotten my Government Gateway user ID and password](#)



WEFO Online

Once logged into WEFO Online select the 'Government Gateway Profile Management' link.

The screenshot shows the WEFO Online website interface. At the top, there is a header with the WEFO Online logo and navigation links. A red box highlights the 'Government Gateway Profile Management' link. Below the header, there is a section titled 'System Availability' with a sub-section for 'Pre-Prod Scheduled Maintenance: WEFO Online'. A table lists maintenance periods, and a 'Proceed To Case List' button is visible at the bottom.

WEFO Online
Swyddfa Cyllid Ewropeaidd Cymru
Welsh European Funding Office

Cronfeydd yr UE:
Buddsoddi yng
Nghymru
EU Funds:
Investing in Wales

UNDEB EWROPEAIDD
EUROPEAN UNION

Llywodraeth Cymru
Welsh Government

Welcome Mr Jon Smith | WEFO Online Desk Instructions

Government Gateway Group Management |
Government Gateway Profile Management | Cymraeg | Logout

System Availability

Pre-Prod Scheduled Maintenance: WEFO Online

WEFO Online will undergo scheduled maintenance as shown below

Date	Time	Status
11/08/2014	00.00 - 23.59	RED
12/08/2014	00.00 - 06.59	RED

Maintenance Status*

AMBER (Intermittent availability)

During this time access to WEFO ONLINE will be interrupted. Customers will experience some disruption affecting both responses from, and connecting to WEFO ONLINE at intervals throughout this time frame. The length of interruption varies and cannot be predicted accurately.

AMBER (Reduced Resilience)

During this time, WEFO Online will be available. However, the service it will be running will be under reduced resilience, meaning some parts of the system do not have failover capabilities and as such there is an increased risk of loss of service.

RED


During this time WEFO ONLINE will be unavailable for the duration of the work. Customers will not be able to download or submit documents, access the expression of interest or delivery profiles or make claims.

[Proceed To Case List](#)



Government Gateway Profile Management

You will be directed to Government Gateway, displaying your details. From here select the 'Change' link opposite 'Password'.



GOV.UK Sign out

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English | [Cymraeg](#)

Your Government Gateway details

Changes you make here will not affect other online government services you use.

Full name		Change
Email address		Change
Password	*****	Change
Recovery word	*****	Change

Added on: 27 September 2018
Last signed in: 27 September 2018

[Get help](#)



Create a New Password

You will now be asked to enter a new password. Following the parameters on screen, enter a new password and then select 'Continue'

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English | [Cymraeg](#)

Create a new password

Your password must:

- be between 8 and 12 characters
- have at least one number (0 to 9)
- have at least one letter
- not contain special characters

Enter a new password

Confirm your new password

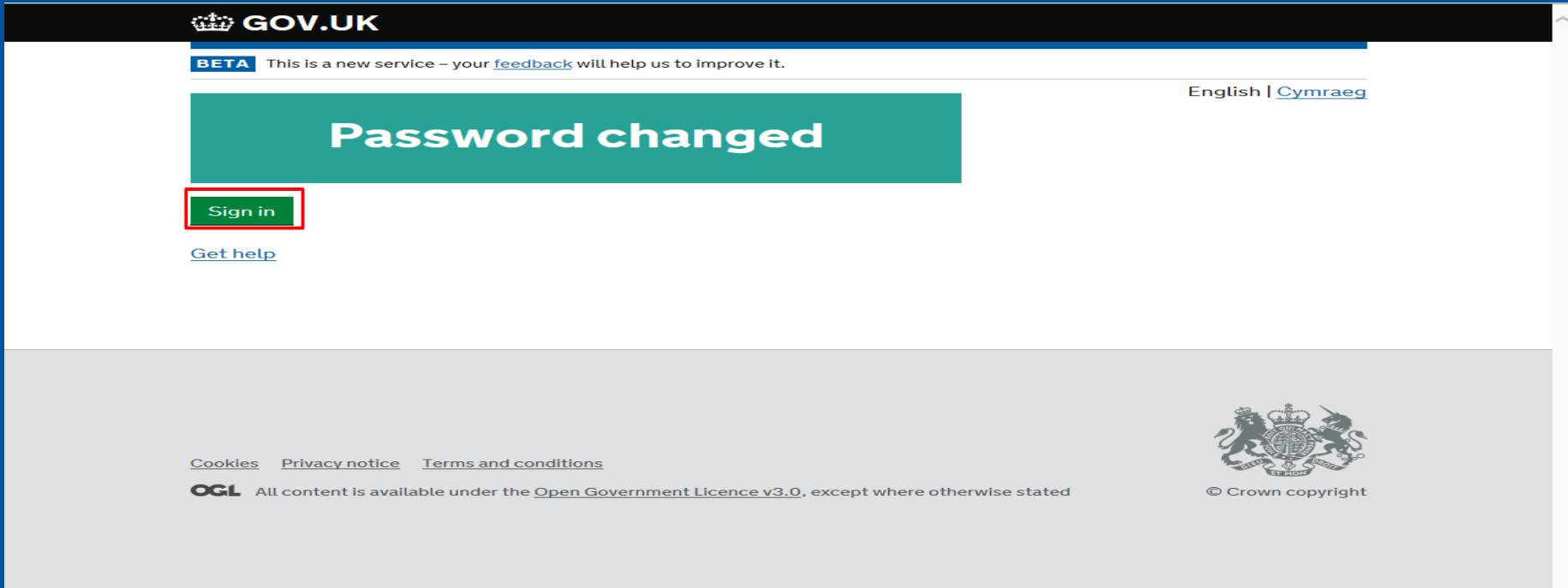
Continue

[Get help](#)



Password Changed

Your password is now changed. Select 'Sign in' to be directed back to the login screen.



The screenshot shows the GOV.UK website interface. At the top left is the GOV.UK logo. Below it is a BETA banner with the text: "BETA This is a new service – your [feedback](#) will help us to improve it." On the right side, there are language options: "English | [Cymraeg](#)". The main content area features a large green box with the text "Password changed". Below this box is a green "Sign in" button, which is highlighted with a red rectangular border. Underneath the button is a link for "[Get help](#)". At the bottom of the page, there are links for "Cookies", "Privacy notice", and "Terms and conditions". Below these links is the OGL statement: "OGL All content is available under the [Open Government Licence v3.0](#), except where otherwise stated". On the right side of the footer, there is the Royal Coat of Arms and the text "© Crown copyright".



Further Assistance

If you require further assistance with this function please contact either:

Your Project Development Officer

Or

WEFO.PPIMS@gov.wales



Diolch yn Fawr

Thank You

