To log in to the system for the first time, please go to the login page - [Cumberland Education Services (sla-portals.co.uk)](https://cumberland.sla-portals.co.uk/)  and enter the email address you are receiving this email on, as this is your username.

Please then follow the **forgotten password** option, to allow the system to send a unique password directly to your email address and use this to log in for the first time.

***If you follow the above steps and do not receive the above password email, the best thing to do is check your/spam Junk folder, if the password reset email still isn’t showing, then you will need to speak to your ICT to confirm that emails from*** [***support@frontlinedata.co.uk***](mailto:support@frontlinedata.co.uk) ***are legit and are to be trusted.***

All of the systems emails and alerts will be sent from the [**support@frontlinedata.co.**uk](mailto:support@frontlinedata.co.uk) email address. This email address is not monitored and should not be replied to, but if you save this and add it to your contacts list, it will ensure all notifications from the system are received.

This is important as some of the alerts can look like spam to your ICT security set-up, especially this first email which will include a random set of characters as a temporary password.

Once you have your temporary password from the system, you will be able to log in for the first time at which point you will be able to enter your own unique private password to be used going forward.

If for any reason you enter the temporary password provided by the system, and you aren’t able to log in straight away. The most common reason the password doesn’t work is that the user has tried to copy and paste the password and copied an extra character either at the beginning or end (as even a blank space would invalidate your password), so please try the password again making sure any spaces aren’t copied.