eDofE Frequently Asked Questions

How do I change my username?

Go to 'View/edit my profile' under your profile picture at the top left hand corner of the screen. You will find your username is in the account details. Show this and type in your new username. Usernames are not case sensitive and are unique so if you have chosen one already in use, the system will suggest another one for you. Once your username has been updated you will need to sign out and sign back in again.

How do I change my password?

To change your password go to the show password details, type in your old password and then type in your new password twice to ensure that you have it correct. Remember passwords are case sensitive.

What happens if I forget my password / username?

If you can remember your username you can press the 'forgotten your password?' option on the sign in screen and follow the steps to reset your password. Alternatively contact your Leader / Co-ordinator / Manager to ask them to lookup your username for you.

Can I change dates for my date of birth / enrolment / sections?

Speak to your Leader who has the ability to change both your date of birth and your DofE level enrolment date. You choose your section start dates as part of your sectional Programme Planners. Go to the relevant section and if the programme plans are saved but not submitted / approved by your Leader you can edit the start date. This must still meet the DofE age rules based on your date of birth and enrolment date. If your programme plans are already approved, your Leader will need to un-approve them first before you can edit the start date

How do I view / edit my profile / thumbnail picture?

Click on the 'View/edit my profile' under the profile picture at the top left of the home page. This opens up your profile. To change the profile picture click on 'Change my picture'. Choose a new profile picture from the images saved on your PC. It can be cropped and saved as you wish. You cannot edit your profile picture, but you can replace it and start the cropping again. In this section you can create a thumbnail picture which will be used to identify you on all lists in the system.

How do I update information in my profile?

Click on the 'View/edit my profile' under the profile picture at the top left of the home page. This will open up your profile information which you can view / edit by showing the Account / Password / Contact / Personal details, and then overtyping the new information. Click 'save' to update. Some items such as your date of birth are greyed out as you are not allowed to change them. Contact your Leader if there is an error in one of these fields that needs to be updated.

Why do you need to know my date of birth/ethnicity/disabilities or medical needs?

Your date of birth is used to check that you are able to meet the programme age requirements. Information on your disabilities and medical needs enables your Leaders to take account of these and support you whilst doing your programme. The information, including ethnicity is used by the Charity and your Operating Authority to monitor our commitment to equal opportunities and target our resources.

How do I get started in a section?

Click on the relevant section and it will open the Programme Planner. Select a start date, activity type / category and detailed activity chosen. You must answer the three mandatory questions – 'Where are you going to do your activity?' 'What are your goals?' and 'Who is going to support and assess you?' If you click on the orange box with the '?' in it there will be more information and advice to help you answer the question. You can save the information and then come back and edit / complete it before you send it to your Leader for approval.

What needs to be approved in eDofE?

Everything you add / upload into your eDofE account needs to be approved by your Leader. You can only achieve your Award if your Leader has approved all your submitted work. If you don't submit any work then you cannot achieve your Award. Your Leader can reject your work and this sends a message to your account. You can then edit the work and resubmit it back to your Leader for approval.

I can't find my chosen activity on the drop down list.

If your chosen activity does not appear or match with any on the list of activities, you can type your own description of the activity in the box. Check with your Leader that it is suitable and meets the section aims. A list of activities under each category can be found in the DofE information area.

How do I edit the information in my Programme Planners once they are approved?

Your Leader needs to un-approve the information that you have submitted. Then you can change / edit your programme plan and resubmit it.

How do I change the activity but keep the time I've already done?

If your activity has been approved and started you can change your activity once in each section. You must agree this with your Leader. To do this, select the section e.g.
Volunteering, press 'Change activity', fill in the new details in the programme plan and press 'Request Approval' to submit this to your Leader. If accepted, the time you spent on the previous activity for the section will be taken into account and any evidence will be retained for your Achievement Pack.

How do I add evidence?

Go to the relevant section in the left hand menu and click on 'Add evidence'. Click on the icon for the type of evidence you wish to add (images, video, text, other or files uploaded by your Leader) and follow the instructions.

What kind of evidence can I upload?

You can upload images (we recommend JPEG type files), video and document files (Word, Power Point) into your account. You can also leave audio messages via the telephone using the IPADIO system. Any section activity which you're working can be used as evidence by using a camera/camera phone to take a photo. Take a photo of any written statements in your Keeping Track booklet and upload them into the system.

How do I upload a picture or several pictures?

Go to the relevant section and press add new evidence and follow the instructions. You can upload up to 20 pieces of evidence for each section, but you can add multiple pieces of new evidence at the same time.

Check that any images are between 1 and 3 MBs to ensure they are of sufficient quality for your Achievement Pack.

How do I edit evidence or turn the pictures / scans through 180 degrees?

Once you have uploaded the evidence press 'edit' underneath it. You can then rotate or crop pictures, update text or documents and change the title.

Can I delete any evidence I've uploaded?

Yes – just select the evidence you wish to remove and press 'delete'.

Can I access eDofE from my iPhone or Android phone?

You can access your eDofE account via any device with internet access. Specific iPhone and Android phone apps are on the list of future developments but will not be available until 2013 at the earliest.

How can my Supervisor/Assessor put their comments on my account?

Your Supervisors / Assessors can make their comments in a number of ways: Online: via our website www.DofE.org/assessors emailing you a report which you can copy and paste in as text.

How do I get my sections approved?

When you have met the minimum time requirements a 'Submit section for approval' button will appear at the bottom of the relevant section Programme Planner. When you are ready to send your section for approval click on this button. This will send an alert to your Leader who will query or approve the section. If they query it you will receive a message outlining the reason and you will need to answer the query before the section can be approved.

How to get my Award approved?

When you submit the final section for approval the system will alert your Leader that it is the final section and that if they approve it your Award will automatically be sent to your Operating Authority for their final checks and approval. They may query your Award. If so, both you and your Leader will receive a message outlining the reason and you will need to answer the query before the level is approved. Bronze and Silver level: You will get a confirmation message and email from your Operating Authority when the Award is approved. Gold level: You will get a confirmation message and email from your DofE Regional/Country Office who will make one final check to ensure your Award meets the required standards.

What is an Achievement Pack and how do I get one?

Your Achievement Pack is a personal record of your DofE programme which you can create using your eDofE evidence, once your Award has been approved. You create it yourself using the JPEG evidence you have submitted, supplemented if necessary with some library images we have added to the site. A 'get it' button will appear in your eDofE account once your Award has been approved, and you then follow the process. See the flash animations throughout your eDofE account. You cannot create an Achievement Pack if your Leader has used the 'Achieved Off Line' function to submit your Award for approval.

Why does it say I am a direct entrant when I am busy finishing off the previous level?

You remain a direct entrant until the previous level of Award is completed and approved by your Operating Authority. Once this is done you are considered a non direct entrant and can adjust your section timescales accordingly. See DofE information.

How do I reset my timescales if I want to change them or I have achieved the previous level and am no longer a direct entrant?

Go to your programme overview from the home page called 'My Bronze/Silver/Gold DofE'. Then click on the timescales to show them and make any adjustments and press save. The system will automatically ensure that the minimum timescales you have chosen meet the programme requirements. If you have made an error this will be explained in an on screen error message.

What do I do if I want to move DofE group / centre?

Talk to your DofE Leader. The centre Co-ordinator can move you between groups in your centre. Moves between centres and Operating Authorities currently need to be done by Head Office. Ask the Leader in the group you want to move into to request a Change Request form from the Operating Authority. The process can take several weeks.

What IT set up do I need to use eDofE?

You will need a computer with an internet connection, any of the standard internet browsers (preferably internet explorer 7 or above), PDF viewer, Microsoft Silverlight version 4, Microsoft Compatibility Viewer. To access the Achievement Pack you will need Adobe Flash Player 10.2.152.32 which can be downloaded free from the relevant site when you go to create your pack.