1) Software Requirements:

A user needs to have the following things in place before using the Kent CAF system.

Users will also need to add SKWO to their list of trusted sites by following the ‘Adding a Trusted Site’ guidance below.

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Recommended</th>
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<tbody>
<tr>
<td>- Microsoft Internet Explorer V7 or later</td>
<td>- Microsoft Internet Explorer V8 or later</td>
</tr>
<tr>
<td>- Microsoft Office 2003 or later</td>
<td>- Microsoft Office 2007 or later</td>
</tr>
<tr>
<td>- Portal added to ‘Trusted Sites’ List</td>
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</tbody>
</table>

2) Adding a Trusted Site:

If you are experiencing difficulty in opening documents through SKWO in word or excel or if you are being asked to enter your user name and password while in the system you may find that SKWO is not listed as a trusted site on your computer. Follow the guidance below to resolve this. You may need to contact your IT support to assist you. Always make sure you log in using the Private setting.

Open the web browser. It doesn’t matter what site you are on. Select ‘Tools’ from either the top menu or the menu at the top right.

Selecting Tools will cause a drop down menu to appear. Select ‘Internet Options’. (Note: the same drop down menu will appear whichever ‘Tools’ button you selected.)
A new window will appear called ‘Internet Options’. Select the ‘Security’ tab.

Select ‘Trusted Sites’

Select ‘Sites’ next to Trusted Sites.

Within the box type:

**https:/*.*.skwo.org.uk**

Then select ‘Add’.

This will add the site to your list of trusted sites so the box containing the web address will be cleared. You can then ‘Close’ the window.
You will return to the Internet Options window where you can ‘OK’ your changes to close the window.

3) Logging on:

1. Type the SKWO address into your web browser (you may want to add this to your favourites): **https://portal.skwo.org.uk**

2. At the logon screen always tick the ‘This is a Private Computer’ option unless you are using a computer in a public place such as a library or internet café (which is not recommended).

3. Enter your username and password supplied to you.

   **Note:** Passwords are case sensitive
4) Changing your Password:

1. Your password can be changed at the user logon screen by ticking the box which says ‘I want to change my password after logging on’.

2. After entering your user ID and password as usual, you will then be presented with three text boxes where you need to re-enter your current password and then enter your new password in the last two boxes.

3. Then click “change password”

4. The password policy in place means that your new password needs to meet the following requirements:
   - Minimum length of 7 characters
   - Must include a mix of letters and numbers
   - Must include a mix of upper and lower case letters