**ECT Align registration troubleshooting**

**Registration Process**

* Register your ECT on [ECT Manager](https://hants.ectmanager.com/Login.aspx)
* Register ECTs and Mentors on the DfE [Manage training for early career teachers](https://manage-training-for-early-career-teachers.education.gov.uk/) portal
* The DfE will share these details with Ambition who will add delegates to their platform
* ECT Coordinator to confirm their details with ECT Align via this [form](https://forms.office.com/Pages/ResponsePage.aspx?id=tdiBPwfuF0yGnB20OQGNmz-Fapg2xApJntAWiid7We5UNERLUkZRRDNIWkc4U0dNSk44MEUyTkFGNi4u)

DfE portal [Manage training for early career teachers](https://manage-training-for-early-career-teachers.education.gov.uk/)

DfE email address continuing-professional-development@digital.education.gov.uk

**FAQs**

Click the links below to find the answers to some common registration queries:

 **[I have registered a participant on the wrong cohort](#wrong)**

**[I registered a participant in error](#error)**

[**I have contacted the DfE but have not heard anything back**](#Dfe1)

[**I have contacted the DfE, and they have directed me to Ambition**](#DfE2)

[**I have a participant transferring to my school who started the programme with another school/provider**](#Transfer)

[**I have a mentor who is registered on the 2021-23 cohort who will also be mentoring an ECT on the 2022-24 cohort (or a mentor on the 2022-24 cohort who will be picking up a year 2 ECT on the 2021-23 cohort)**](#Mentor1)

[**Our ECTs and mentors have not received anything from Ambition inviting them to onboard**](#Ambition)

[**I am a coordinator and I have not received anything from Ambition to invite me to onboard**](#Coordinator)

[**I am the coordinator and mentor but have not been invited to onboard for either role and have no access to Steplab or My Ambition**](#Steplab1)

[**A mentor is not available to pair with their ECT on Steplab**](#Steplab2)

[**A mentor cannot see their ECT on Steplab (and the ECT cannot see their mentor)**](#Steplab3)

[**I can only access the participants and courses for one cohort on Steplab**](#access)

[**I have a participant who was withdrawn but needs to be reinstated**](#withdrawn)

**I have registered a participant on the wrong cohort**

Please contact the DfE directly to resolve this issue

**I registered a participant in error**

Please contact us on ECT.Align@hants.gov.uk and we will refer this to Ambition

**I have contacted the DfE but have not heard anything back**

The DfE are very busy during this time but are working to get through all the cases that they have. Their lack of response does not mean that they have not received your query. Please do not raise the issue again.

**I have contacted the DfE, and they have directed me to Ambition**

Please let us know on ECT.Align@hants.gov.uk and we will refer your issue to Ambition

**I have a participant transferring to my school who started the programme with another school/provider**

You must register the participant in the cohort that they started on the programme. For an ECT transferring from another school/provider this will be 2021. Please do this even if they are joining from another school within the same delivery partner (Hampshire) network or from a school with the same lead provider (Ambition).

When you log in to the DfE Manage training for early career teachers portal to register them, you will be asked if they are a new participant or a transfer. Please select transfer and then register the participant.

**I have a mentor who is registered on the 2021-23 cohort who will also be mentoring an ECT on the 2022-24 cohort (or a mentor on the 2022-24 cohort who will be picking up a year 2 ECT on the 2021-23 cohort)**

Participants cannot be registered on both cohorts; therefore the mentor will need to be matched with the ECT. Ensure you register the ECT first and then match them with the mentor who will be visible from the drop down list of available mentors for your school on the ECT’s registration page.

If the mentor does not appear, you can contact the DfE directly but please do ensure that you have checked the mentor if fully registered on the other cohort or they will not appear on the list of available mentors for your school.

**Ambition/Steplab troubleshooting**

**Our ECTs and mentors have not received anything from Ambition inviting them to onboard**

Please ensure that their details have been entered onto the DfE portal. Please note that from 26 August the DfE made providing a TRN mandatory at the point their registration process so please check that this has been entered onto the portal.

If they have been confirmed as eligible for training, but have not received an invitation from Ambition, please let us know on ECT.Align@hants.gov.uk and we will check on your behalf. If we are unable to clarify the situation, we will refer your issue to Ambition.

**I am a coordinator and I have not received anything from Ambition to invite me to onboard**

Please let us know on ECT.Align@hants.gov.uk and we will check that you have been assigned as coordinator for your school. Coordinators are not registered via the DfE portal but by us as delivery partner.

**I am the coordinator and mentor but have not been invited to onboard for either role and have no access to Steplab or My Ambition**

Please check with us on ECT.Align@hants.gov.uk that you have been registered as coordinator for your school. You must also be registered as mentor on the DfE portal.

**A mentor is not available to pair with their ECT on Steplab**

The mentor needs to be registered on the programme and fully onboarded in order to be available for matching on Steplab.

If the mentor has not been invited to onboard, then please ensure that they have provided their TRN to the DfE.

If the mentor is already registered on another cohort to the ECT, then the only way to do this is by matching the ECT and mentor on the DfE portal.

If you have checked all of the above and cannot identify the problem, please contact us on ECT.Align@hants.gov.uk and we will refer your issue to Ambition.

**A mentor cannot see their ECT on Steplab (and the ECT cannot see their mentor)**

The ECT Coordinator must have completed the ECT and mentor matching on Steplab for an ECT and mentor to be able to see each other on Steplab.

Please note that the ECT and mentor pairing on the DfE portal does not replace the matching required on Steplab and both must be completed.

**I can only access the participants and courses for one cohort on Steplab**

Please let us know on ECT.Align@hants.gov.uk and we will check that you have been correctly assigned as coordinator for both 2021-23 and 2022-24.

**I have a participant who was withdrawn but needs to be reinstated**

Please contact us on ECT.Align@hants.gov.uk stating the reason they need to be reinstated, and we will refer this to Ambition.