Capel Manor College

GETTING STARTED WITH COLLEGE DIGITAL SERVICES

Student Guide 2026-27

This guide explains how to access the College's main digital services and learning platforms.

These systems help you access learning resources, communicate with staff, stay informed and monitor your academic progress.

Before You Start

Please make sure you have the following ready before accessing any College IT systems:

- Your 8-digit Student ID number.
- Your College email address (for example: 21234567@student.capel.ac.uk).
- Your College IT password.
- A mobile phone or other approved device for Multi-Factor Authentication (MFA).
- An internet-connected computer, laptop, tablet, or smartphone.

Your College IT Password

Your College IT password is required to access college systems and online services. To make it easier to remember, it is recommended that you change your password to a secure password that is memorable to you.

You can change or reset your password at any time using the link below:

Password Reset Portal:
https://passwordreset.microsoftonline.com/

Tip: Choose a strong password that is unique, easy for you to remember, and difficult for others to guess.

Accessing College IT Systems on Campus

When using College computers or devices on campus, log in using:

Username:	Your Student ID number
Password:	Your College IT password

Accessing Your College IT Account Remotely

When accessing College systems from a personal device at home, in the office, or any other off-campus location, use:

Username:	Your College email address
Password:	Your College IT password

You can access your College IT account through any of the following platforms:

Moodle	MyPortal	Microsoft 365	College email	Microsoft Teams
moodle.capel.ac.uk	proportal.capel.ac.uk/proportal/	www.office.com	mail.capel.ac.uk	teams.microsoft.com

Using the same College email address and IT password across these platforms will provide access to your College learning resources, emails, applications, and services.

Capel Manor College

GETTING STARTED WITH COLLEGE DIGITAL SERVICES

Student Guide 2026-27

1 Moodle

Accessing learning materials and resources

Moodle provides access to a wide range of current and archived learning resources.

You can use Moodle to:

- Access current and archived learning materials.
- View important College announcements.
- Find course information and documentation.
- Access student support resources and guides.
- Navigate to other College systems and services.

moodle.capel.ac.uk

2 MyPortal

Your student information portal

My Portal

MyPortal gives you access to your student information and key college services in one place.

You can use MyPortal to:

- View and update your student record.
- Access the Student Handbook and important documents.
- Complete student surveys and feedback forms.
- View your grades, assessment results, and achievements.
- Monitor your attendance and punctuality.
- Track your academic progress.
- Access information about your wellbeing and student services.

proportal.capel.ac.uk/proportal/

3 College Email

Microsoft Outlook

Outlook is the College's official email platform for communication, class scheduling and Microsoft 365 apps.

You can use your college email to:

- Read messages from your lecturers, tutors and college staff.
- Receive course updates and important notifications.
- Access Microsoft 365 applications (Word, Excel, PowerPoint, Teams, OneDrive).
- Receive communications from College Administration.
- View timetable updates and meeting invitations.
- Receive assessment information and feedback from tutors.

mail.capel.ac.uk

4 Microsoft 365

Your productivity platform for learning

Microsoft 365 gives you a range of apps to create, collaborate and organise your work.

You can use Microsoft 365 to:

- Use Word to create essays and reports.
- Use Excel to analyse data and produce charts.
- Use PowerPoint for presentations and projects.
- Use OneNote to organise notes and learning materials.
- Use OneDrive to store and access your files.
- Use Outlook for email, calendar and tasks.
- Use Teams for collaboration and online learning.
- Use Copilot to support your research and productivity.

www.office.com

5 Microsoft Teams

Communication, collaboration and online learning

Microsoft Teams may be used for your programme of study. Your tutor will advise whether Teams is used on your course.

Microsoft Teams may also be used for:

- Classroom collaboration and group activities.
- Online teaching sessions and meetings.
- Communication between tutors and students.
- Sharing learning resources and course updates.
- Accessing assignments, recordings and course materials.

teams.microsoft.com

Access anywhere, anytime

You can access all of these services from any internet-connected device, including a computer, laptop, tablet or smartphone.

Stay connected.
Stay informed. Succeed.

capel.ac.uk

MyPortal Guide - Student Survey



How to Access MyPortal

1. **Accessing MyPortal on Campus**

a) Log into Your Student Account:

b) Ensure you're logged into your student account on a college computer.

c) **Find the MyPortal Icon:** From the Desktop Screen, locate the **MyPortal** icon.



d) Open **MyPortal:** Double-click the MyPortal icon to launch the portal.

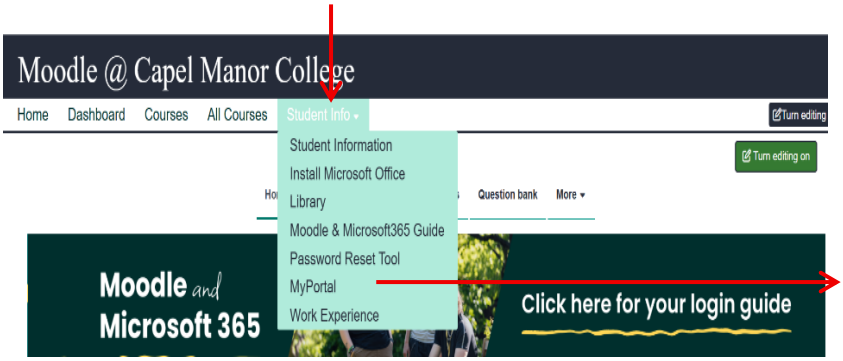
2. **Access via a Hyperlink (outside the college):**

You can also access MyPortal directly using the following link:

👉 **https://proportal.capel.ac.uk/proportal/**

3. **Alternative Access via Moodle:** You can also access **MyPortal** via Moodle.

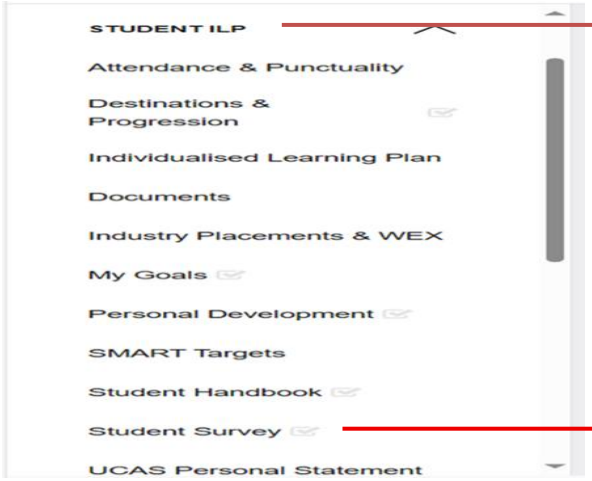
Simply log in to Moodle, click on Student Info, and then select MyPortal.



Click MyPortal to access – Student ILP

4. Accessing Student Survey

Once inside MyPortal, click on the **Student ILP tab**, and then select **Student Survey** to complete your survey.



1. Click on Student ILP

2. Click on Student Survey to complete the Survey

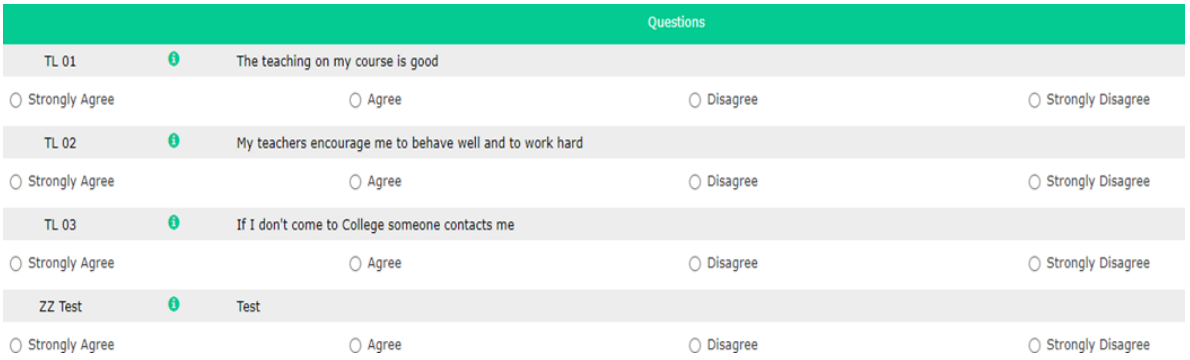
Student Survey Instructions

This section is where you will complete your student survey by answering a series of questions.
The college listens to our students so that we understand where we need to improve and what we do well.

Please follow these guidelines:

1. Read each question carefully before selecting your answer.
2. If a question does not apply to you, you may leave it blank.
3. **Important: Once you submit an answer, it cannot be deleted or changed — please ensure you're happy with your response before moving on.**

If you have any issues or are unsure about a question, speak to a member of staff for support.



Thank you for taking the time to answer these questions. Your feedback is valued and important to us. Thank you.

GO-TO GUIDE

How to Log in to CENTURY for Maths & English Assessments

CENTURY is the College's online learning platform used to support Maths and English learning, assessments and assigned activities.

You can access CENTURY using a computer, laptop or other suitable device with an internet connection.

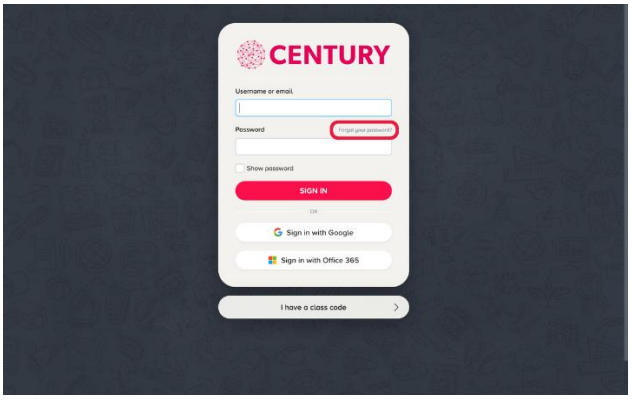
STEP 1 — Open CENTURY

Open Google Chrome on your computer or device.

> **Important:** You must use Google Chrome to access and log in to CENTURY.

Go to: app.century.tech/login

The CENTURY login page will appear.



STEP 2 — Enter Your College Username

Use your College student email address as your username.

Username: StudentID@student.capel.ac.uk

Replace StudentID with your own College Student ID number.

> **Example:** If your Student ID is 20123456, your username would be 20123456@student.capel.ac.uk.

STEP 3 — Enter Your Password

Enter your own College/CENTURY password in the password box, then select Log in.

If your own password does not work: Try the initial CENTURY password: Capel2026

Enter Capel2026 exactly as shown, including the capital C.

If you are still unable to log in, follow the password reset guidance below or speak to your Maths or English tutor.

STEP 4 — Access Your Maths & English Work

Once you have successfully logged in, you will be taken to your CENTURY dashboard.

From here, you can access your assigned:

- Maths assessments
- English assessments
- Teacher-set assignments
- Learning activities
- Recommended learning resources
- Progress information

Your tutor will tell you which assessment or activity you need to complete.

FORGOTTEN YOUR PASSWORD?

If you cannot remember your password:

1. Go to the CENTURY login page.
2. Select “Forgot your password?”
3. Enter your College student email address.
4. Follow the password reset instructions.
5. Check your College email account for the password reset message.
6. Create a new password and try logging in again.

Remember: Keep your new password secure and do not share it with anyone.

STILL CANNOT LOG IN?

Before asking for help, check that:

- ✓ You are using your correct Student ID.
- ✓ Your username ends with @student.capel.ac.uk.
- ✓ There are no spaces before or after your username or password.
- ✓ You have entered capital and lowercase letters correctly.
- ✓ Your device is connected to the internet.
- ✓ You have refreshed the page or closed and reopened Google Chrome.
- ✓ You are using Google Chrome to access CENTURY.

NEED FURTHER HELP?

If you have followed the steps above and are still unable to access CENTURY or reset your password, please speak to your Maths or English tutor.

Your tutor will be able to check your CENTURY account and arrange for your access or password to be updated where necessary.

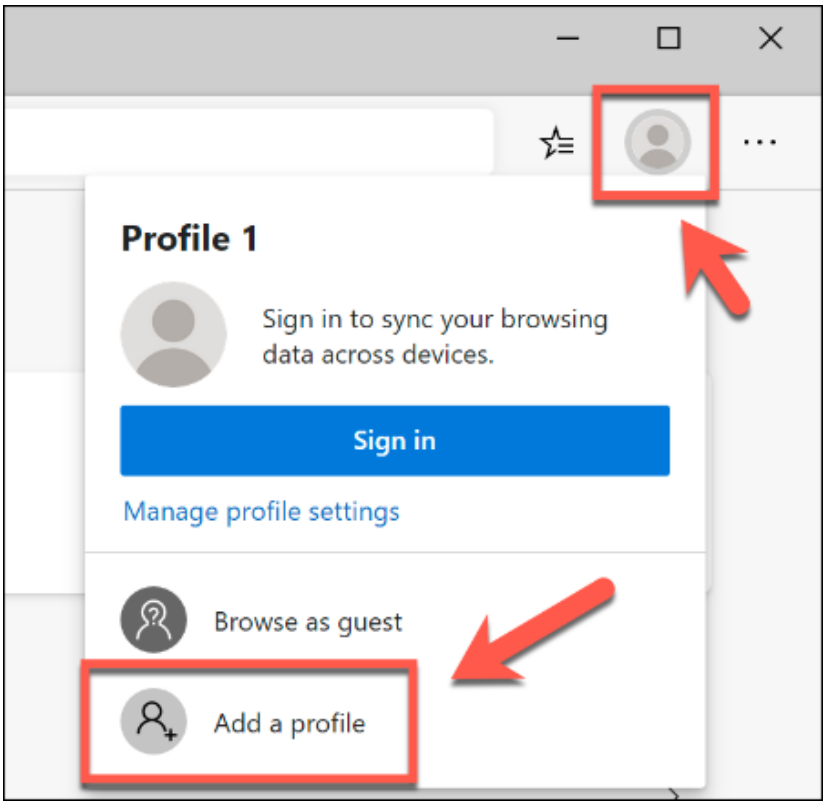
CENTURY LOGIN — QUICK REFERENCE

Website	app.century.tech/login
Username	StudentID@student.capel.ac.uk
Password	Use your own College/CENTURY password first
If your password does not work	Try Capel2026, then speak to your Maths or English tutor if you still cannot log in

Student Guide: Fix Microsoft Teams and System Sign-in Issues

Are you experiencing error messages, infinite loading loops, or frequent lockouts when trying to access your Capel systems or Microsoft Teams?
These issues usually happen when your web browser gets confused between your different Microsoft accounts (such as a personal account, a work account, and your college student account). Below are the most effective ways to separate your accounts and fix these login issues on both Windows and Mac.

The Best Solution: Use Browser Profiles (Windows & Mac)
If you use Microsoft Teams and Word through a web browser, the best way to prevent your personal and Capel accounts from clashing is to use **Browser Profiles**. This keeps your Capel login completely separate from your personal ones.



For Microsoft Edge:

1. Open Edge and click the **Profile icon** (your picture or initials) in the top right corner as seen in the picture above
2. Click **Set up new personal profile** or **Add profile**.
3. Name this profile "Capel" or something similar and sign in *only* with your Capel email credentials.
4. Whenever you need to do school work, simply click your profile icon and switch to your Capel profile.

For Google Chrome:

1. Open Chrome and click the **Profile icon** in the top right corner.
2. Click **Add** at the bottom of the menu.
3. Click **Sign in** and use your Capel email and password.
4. You now have a dedicated Chrome window just for Capel systems.

For Safari (macOS Sonoma or newer): Apple recently added browser profiles to Safari. If your Mac is fully updated, you can set this up in just a few clicks:

1. Open Safari, click **Safari** in the top-left menu bar, and select **Settings**.
    1. **("Preferences":** If the Mac is running an older operating system (macOS Monterey or older), the menu option will still say **Preferences**.)
2. Click the **Profiles** tab at the top.
3. Click the **New Profile** (or **+**) button. Name it "Capel Email", pick a colour or icon, and click **Create Profile**.
4. To use it, simply click the new **Profile button** at the top left of any Safari window and select **Switch to Capel Window**. Sign in to all your college systems here.

*(Note: If your Mac is older and you don't see the Profiles tab, we highly recommend downloading Google Chrome or Microsoft Edge to use strictly for your college work, or using a **New Private Window** for temporary access).*

(Quick Tip: If you need emergency access to a system and don't have time to set this up, open a Private window in Safari, or an Incognito window in Chrome/Edge. This temporarily ignores all your saved accounts and lets you log in fresh).

Tips for the Microsoft Teams Desktop App

If you are using the downloaded Teams app for your classes, make sure you are using the **New Microsoft Teams**.

Microsoft recently updated Teams to make juggling multiple accounts much easier:

1. Open Teams and look at your profile picture in the top right corner.
2. Click your picture and look for the **Add another account** option.
3. You can now add your work or personal accounts alongside your Capel account.
4. Instead of logging out and logging back in, you can now simply click your profile picture and toggle between your different accounts instantly without error messages.

Still having trouble? If you have tried the steps above and are still receiving an error message or cannot access your learning materials, please take a screenshot of the specific error message and contact the IT Helpdesk for further assistance.

Microsoft Multifactor Authentication Guide

What is MFA and When Do You Need It?

Multifactor Authentication (MFA) adds an extra layer of security to your account by requiring multiple forms of verification. You'll only be prompted for MFA when accessing college resources from outside campus, such as from home.

How to Set Up MFA

You have two options available to you, these options are using the Microsoft MFA App or using your phone number to receive text messages or Calls.

Option 1 – Microsoft Authenticator App

Step 1: Download the Microsoft Authenticator App

1. Download the Microsoft Authenticator app from your device's app store:
   - Apple App Store for iOS devices: https://apps.apple.com/us/app/microsoft-authenticator/id983156458
   - Google Play Store for Android devices: https://play.google.com/store/apps/details?id=com.azure.authenticator

2. Search for "Microsoft Authenticator" and download the app with the following icon or click on the link above next to your device's app store:

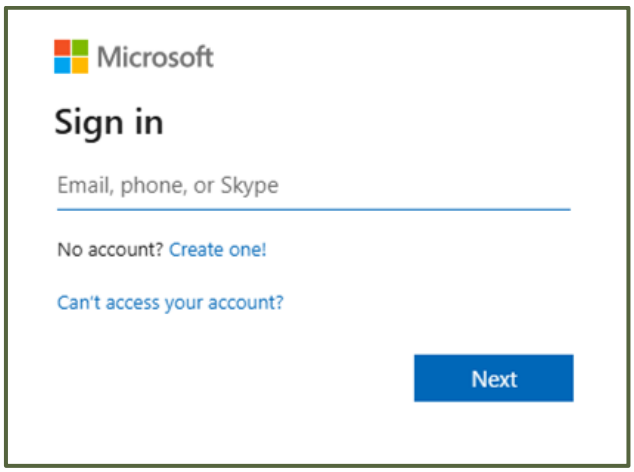


Step 2: Start the Setup Process

1. On your computer, go to https://microsoft365.com. and the screen will appear as below.

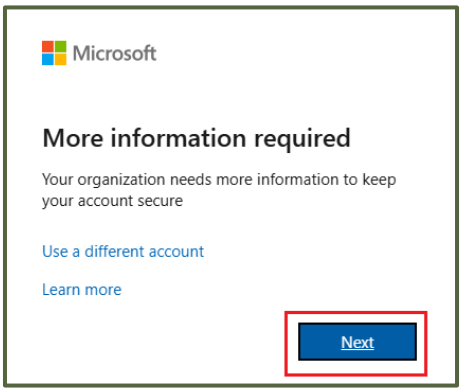


2. Click on **'Sign In'**, and a Microsoft sign-in window will appear. Then, enter your college email address.

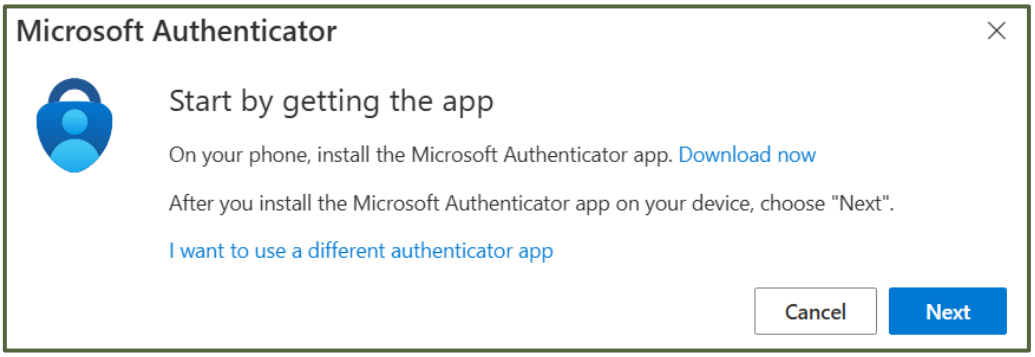


3. Upon entering your college email address, you will be redirected to the college sign-in page as shown below. Then, enter your College email address and the password for your account.

4. After entering the correct password, a popup will appear as shown below. Please click on **'Next'**.



5. You will get a popup reminding you to download the Microsoft Authenticator as shown below.

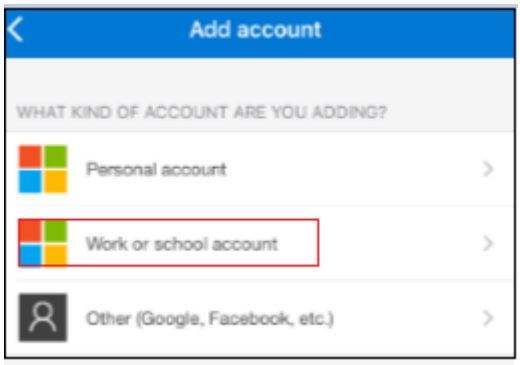


Step 3: Configure the Authenticator App

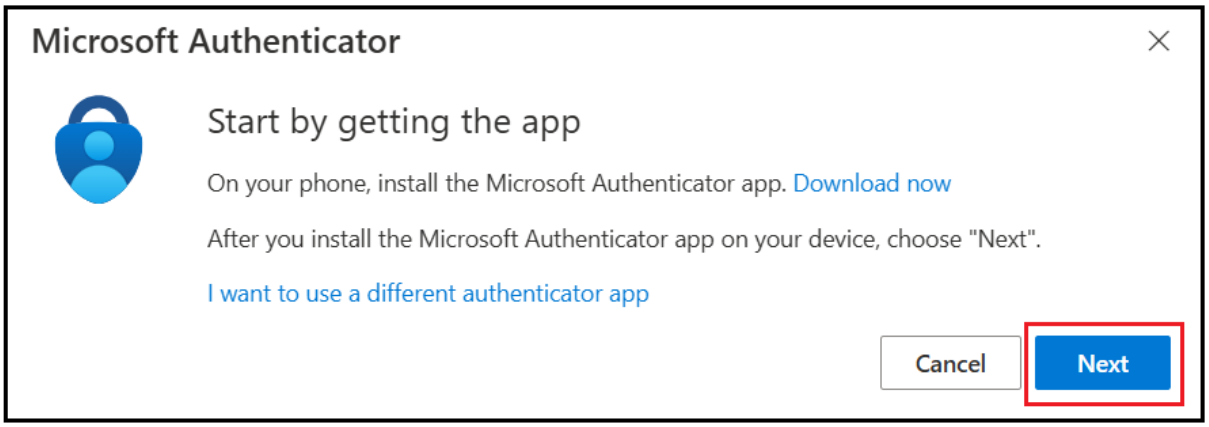
1. Open the Microsoft Authenticator app on your phone and tap the **"+"** button as shown below.



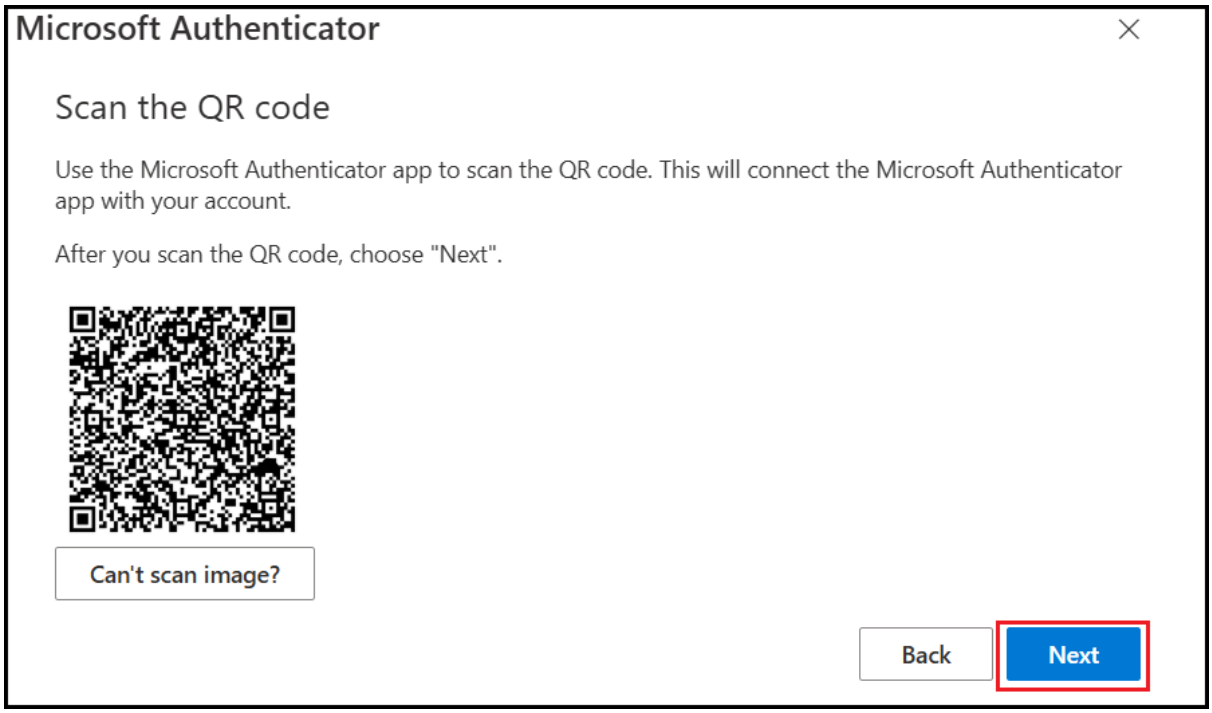
2. Select **"Work or school account"** as shown below.



3. Now using your computer after you have selected **Next**, the following will appear and select next.

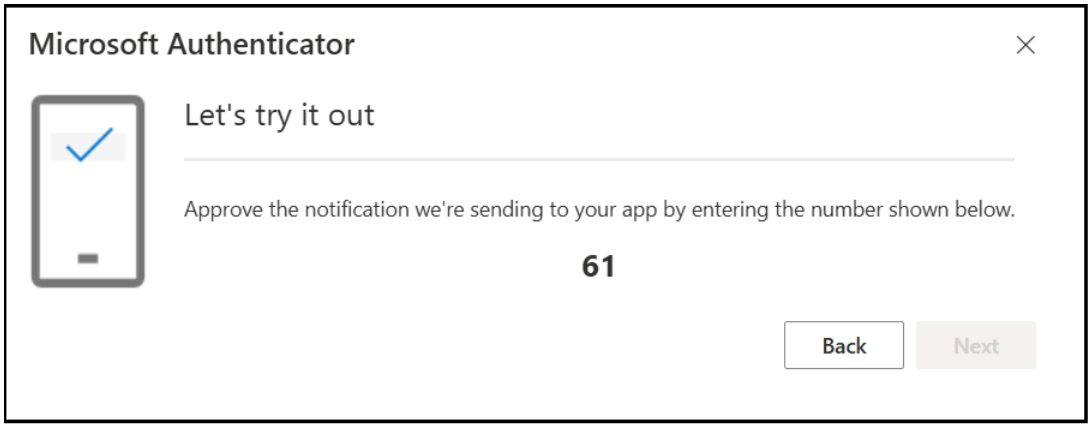


4. After selecting Next on your computer screen, a QR code will appear. Scan the QR code using Microsoft Authenticator app and click **"Next"** on your computer.



Step 4: Verify Your Account

1. A randomly generated number will appear on your computer screen. Enter this number into the Microsoft Authenticator app on your phone.

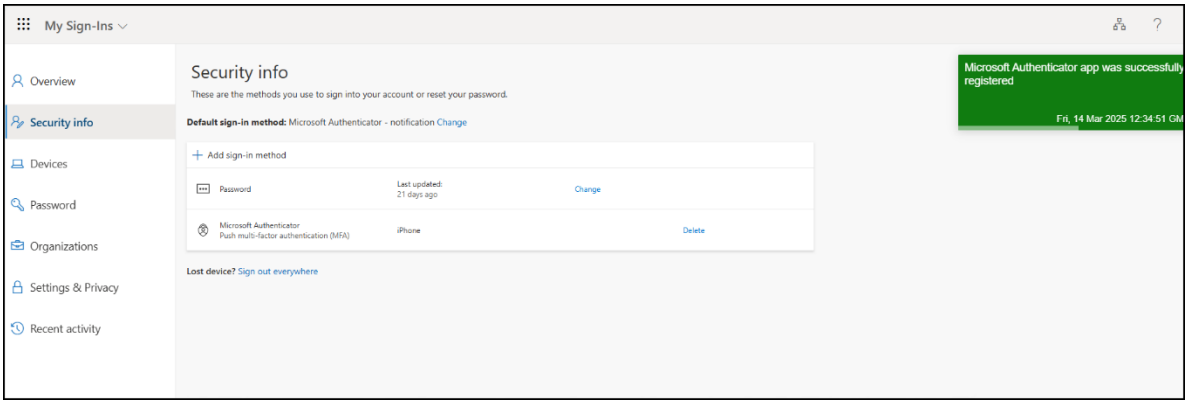


2. When entered correctly you should receive a notification of approval message. Select Next.



Step 5: Completion

1. A notification will appear on your computer screen confirming that MFA has been successfully set up as shown below.



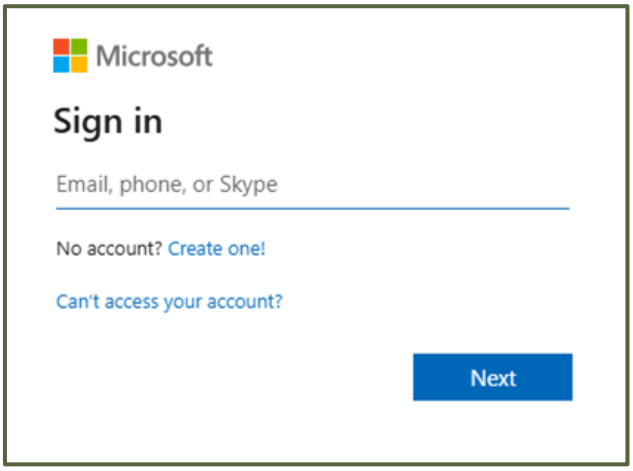
Option 2 – Text Messages or Calls

If you would like to avoid using the Microsoft Authenticator app, you can instead set-up text messages or choose to receive a phone call.

1. On your computer, go to https://microsoft365.com and the screen will appear below.

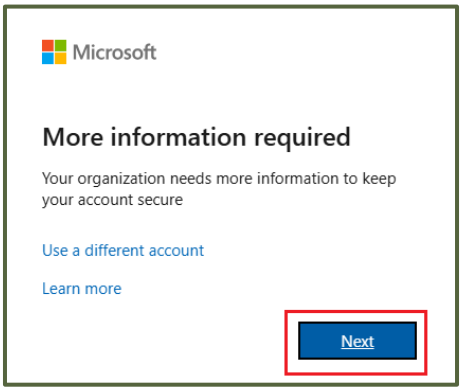


2. Click on **'Sign In'**, and a Microsoft sign-in window will appear. Then, enter your college email address.

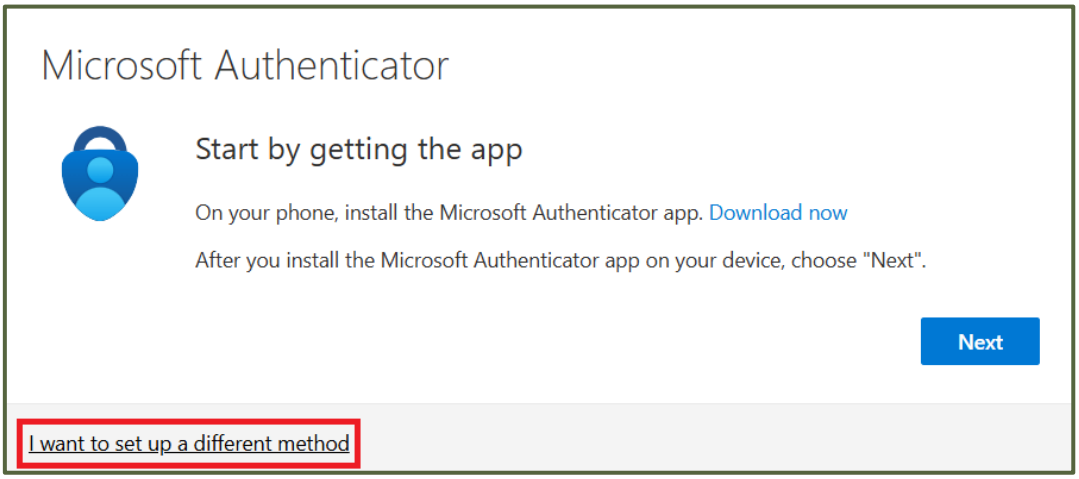


3. Upon entering your college email address, you will be redirected to the college sign-in page. Then, enter your College email address and the password for your account.

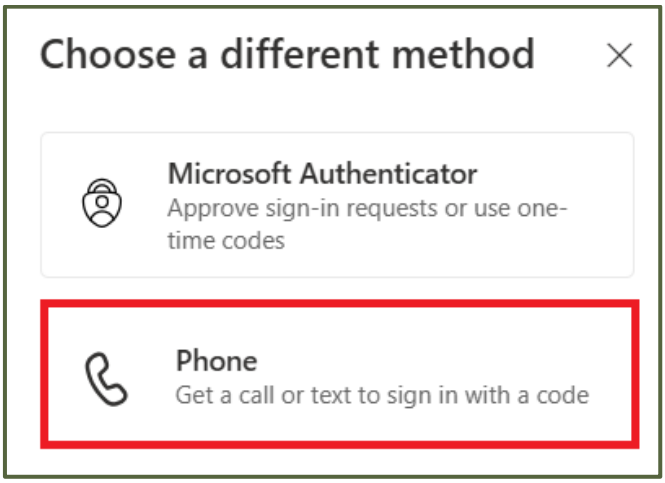
4. After entering the correct password, a popup will appear as shown below, select “Next”.



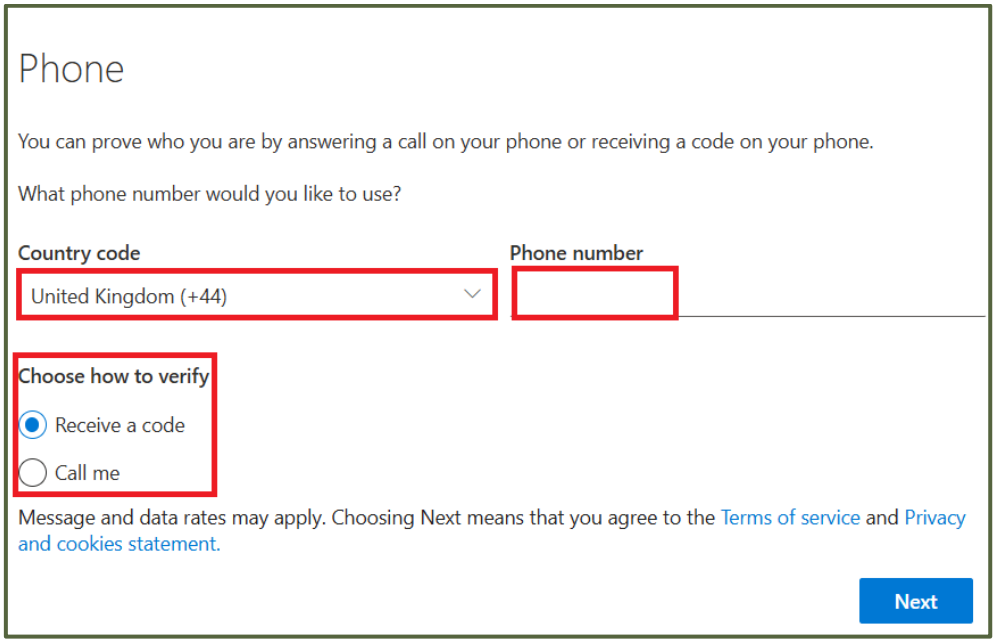
5. Next, select “I want to set up a different method”.



6. Next, select “Phone”.

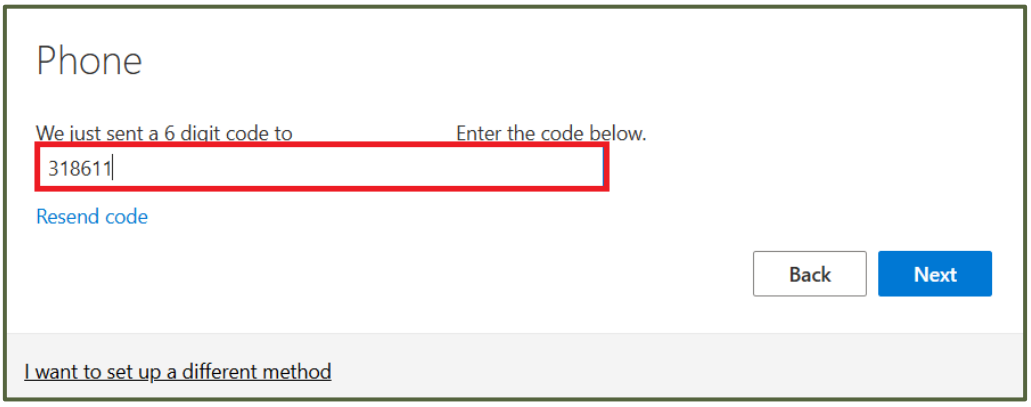


7. Next, select United Kingdom in the Country code drop-down box and type in your Phone number. Select “Next” when completed.

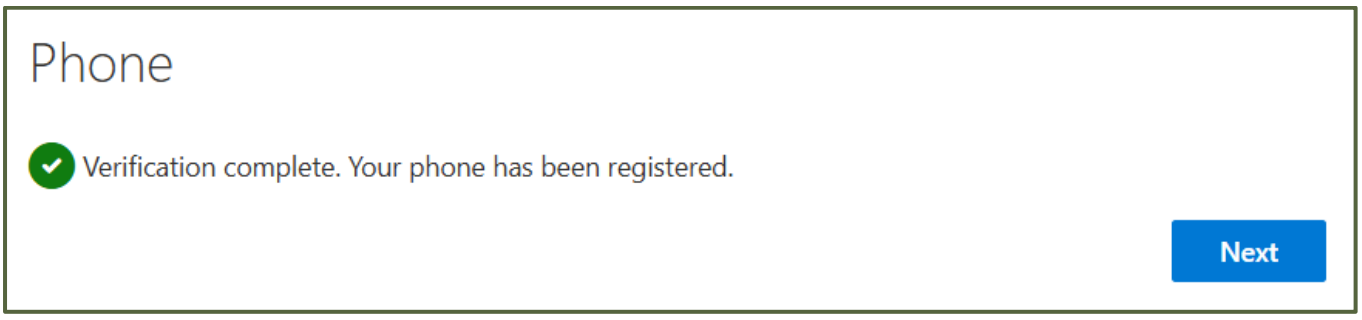


Select “Receive a code” to receive text messages or “Call me” for a phone call.

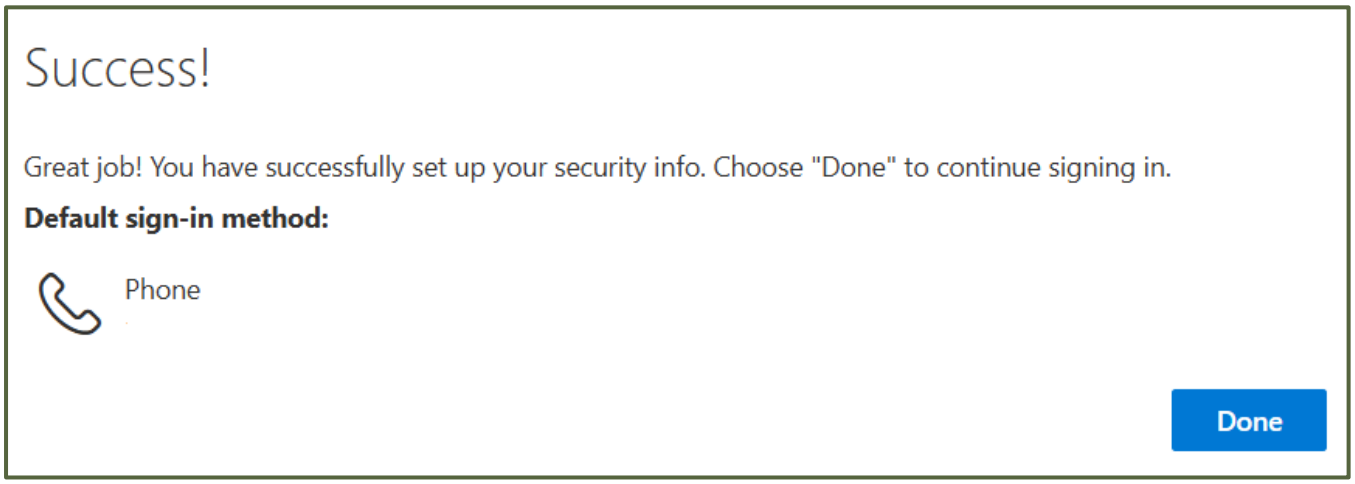
8. You will now receive a SMS code or Phone Call, proceed to type in the Code if you selected the “Receive a code” option. Select Next.



9. You will now receive a verification message as pictured below, select “Next”.



10. Success! You will finally receive a message to say that the set-up is now completed.



New Phone

If you change your phone, you will need to send an email to itsupport@capel.ac.uk in order for us to remove the old phone from your account.

Having issues?

If you encounter any issues while setting up MFA, please email the IT team at itsupport@capel.ac.uk and we will assist you further.