



**Mentors and professional tutors at CMAT schools** should use their CMAT login to access The Cambridge Partnership systems. To check permissions and access, please go to <https://cmat.sharepoint.com/sites/TCP-Mentors>.

## **If you're having difficulty accessing your CamPartnership account**

For those with a CamPartnership.org account who are not at a CMAT school, please try the following:

### **Signing out of Office 365 in web browser:**

1. Open a web browser and go to [portal.office.com](https://portal.office.com). This should open the dashboard for the account that you are signed in to.
2. Click on your user icon (circle to top right with your initials or profile picture) to open the 'My account' menu.
3. Click on 'Sign out' at the bottom of the panel. If 'Sign out' is not available, you may need to talk to your IT technical support in school.
4. Go to <https://cmat.cloud> to sign in to your CamPartnership account.

### **Using 'Private' or 'Incognito' mode:**

You may be able to access your CamPartnership account by opening a browser in 'private' or 'incognito' mode. This does not store or detect any account details.

'Private' or 'Incognito' mode is blocked in some schools.

You can get information on accessing 'private' or 'incognito' mode from <https://support.wix.com/en/article/opening-your-browser-in-incognitoprivate-browsing-mode>

### **Accessing your account from a non-school device**

If you are still having difficulties and neither of the above work to allow you to sign in, it may be useful to try signing in using a device that is not linked to your school account. If this works, then the issue relates to accessing the CamPartnership 365 Office account in addition to your school account. It may be helpful to speak with your school's IT support to get further guidance regarding this.

### **If you changed your password and then forgot what you entered or if the initial password is not recognised:**

Try to reset your password using the online tools, if you are able to access these. If not, please contact CMAT IT Service Desk [ITServiceDesk@cmatrust.net](mailto:ITServiceDesk@cmatrust.net) to ask them to re-set your password. Please let them know that it is a CamPartnership account and provide them with your username so that they can identify the correct account.

### **If you continue to have difficulty in accessing the systems:**

If you need technical assistance, please contact CMAT IT Service Desk [itservicedesk@cmatrust.net](mailto:itservicedesk@cmatrust.net).

Enquiries relating to documents, trainees and other Cambridge Partnership matters should be sent to [info@campartnership.org](mailto:info@campartnership.org) in the first instance.