

# Need help signing up for Appeals 2022

## Q&A



**Q. I am already signed up for MySQA, do I also have to sign up for the learner direct Appeals 2022 service?**

A. Yes, you will need to sign up for Appeals 2022. You must supply an email address and click 'verify email address'. We will send you a verification code to input in the appeals service. Once this is verified you can create a password and enter your date of birth and Scottish Candidate Number (SCN).

**Q. I am seeing 'The SCN you have entered is already assigned to an existing account. Contact SQA if you require assistance' when I am trying to sign up for Appeals 2022. What should I do?**

A. Please try going back to the initial sign in page and logging into the service. If you tried signing up with different email addresses check each of these. If you continue to see the same message, check that a parent/carer or teacher/lecturer has not signed up on your behalf.

If they have not signed up on your behalf, please contact SQA Candidate Advice Line on 0345 279 1000.

**Q. What should I do if I am seeing 'A user with specified credentials could not be found' when trying to sign in to Appeals 2022?**

A. Please note the appeals service is not linked to MySQA and you will need to sign up when trying to access for the first time. When accessing the service, the 'Sign Up' link can be found at the bottom right of the entry screen.

**Q. What should I do if I am seeing 'Invalid username or password – check password or username.' when trying to sign in to Appeals 2022?**

A. Please note the appeals service is not linked to MySQA and you will need to sign up when trying to access for the first time. When accessing the service, the 'Sign Up' link can be found at the bottom right of the entry screen.

If you have already signed up for Appeals 2022 please check you are entering the correct details. If you cannot remember the details please reset your password.

**Q. I am seeing 'A user with the specified ID already exists. Please choose a different one' when trying to sign up to Appeals 2022. What should I do?**

A. The email address you are using is already linked with another SCN. If you have signed up as a learner representative, you will be able to add an additional learner once you sign in.

**Q. What should I do if I am seeing 'Learner with valid subjects for appeal not found' when trying to sign up for the learner direct Appeals 2022 service.**

A. Please ensure that you have entered the correct date of birth and SCN.

**Q. I am seeing 'A required field is missing. Please fill out all required fields and try again.' when trying to sign up for Appeals 2022. What should I do?**

A. Please ensure that you have firstly verified your email address. If you have verified your email address, ensure that all other fields are complete.

**Q. What can I do if I am having difficulty submitting an appeal.**

A. If you are having problems submitting your appeal you can ask your school, college or training provider to do it on your behalf. If you would prefer to do it yourself, please contact SQA Candidate Advice Line on 0345 279 1000.