

# SEVENOAKS SCHOOL

## Confirmation Pack FAQs



### **I cannot log into my Pre-Assessment Portal account**

Are you using a different email address to the one which was used to set up your account? If so, please email [admissions@sevenoaksschool.org](mailto:admissions@sevenoaksschool.org) and we will link your new email address to your account.

If you are using the same email address and you have already submitted a complete registration pack, your child's admissions status will have changed from Applied to Confirmed. You will be unable to access your account due to the change in admissions status. Please email Admissions if you would like to access your account.

### **I have received an email reminding me to complete my forms but I have completed them already.**

Please log onto your account and check that you have clicked SUBMIT after completing the pack. Your child will not be registered for the entrance tests as we will not be able to access the information until the form is submitted.

### **How do I know that you have received my confirmation pack?**

Once you have completed and submitted the complete pack, please assume that we have received your pack. We will contact you for any outstanding information if necessary.

### **I cannot upload my child's photo.**

The candidate's photo should be a clear head and shoulders, passport style photo in .jpeg, or .pdf format only. If you experience difficulties in uploading a file, please email your child's photo to [admissions@sevenoaksschool.org](mailto:admissions@sevenoaksschool.org).

### **I have submitted my confirmation pack but I want to add and amend information on it.**

Once the pack has been submitted you will be unable to make changes. You will only be able to download and save a copy of the pack for your own records. Once we have checked the information in the confirmation pack, your child's admission status will be updated from Applied to Confirmed, at this point you will be unable to access your account due to the change in admissions status. Please email [admissions@sevenoaksschool.org](mailto:admissions@sevenoaksschool.org) of any new information, adding your child's full name for reference.