NCCD School Reflection Tool

**Troubleshooting guide**

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## Having problems?

Check out our information below.

### Getting started

Your School Reflection Tool account is linked to an NCCD portal account, so if you don’t have an account already, you can register here. Create your NCCD account at <https://www.nccd.edu.au/user/register>.

### Surveys

There are two types of surveys, those you can undertake individually to keep track of yourself and those done as a group. Group surveys are a great way to share responses and review your school's implementation of the NCCD. You can keep track of these under the Surveys heading by noting whether the type is as an Individual or as a Group.

### Groups

Whether it's collaborating with a department or within the whole school, the Group survey allows you to obtain the feedback you need.

To start a group you do need a minimum of six people and you will also need a minimum of six people to have completed the survey to close off a group.

Group survey owners: it is advisable that you request your group members to complete an NCCD portal registration ahead of sending the group invitation. This will allow members to complete the survey immediately upon receiving the invitation.

Members should create their own account within the NCCD portal, and not use the group owner’s credentials.

### Browser issues

We advise using the latest version of Google Chrome or Microsoft Edge. We do not advise using Internet Explorer.

### Further questions

If you are having problems, please send us an email at [helpdesk@nccd.edu.au](mailto:helpdesk@nccd.edu.au) so we can assist in resolving the issue.