English as an Additional Language or Dialect online eligibility declarations
Frequently asked questions

How do I log in to the student portal?

Go to the student portal (https://studentportal.scsa.wa.edu.au).

You will need your WA student number and a personal email address. You must be able to access your personal email inbox to confirm your email address as part of the login process.

What is my WA student number and where do I find it?

Your WA student number is an eight-digit number that was allocated to you by the School Curriculum and Standards Authority (the Authority). You will find it on your school report/s. It may also be on your SmartRider.

What is my password?

Your initial password is a combination of your family name and date of birth — **Nnddmmyyyy**:

- **Nn** = the first two letters of your family name: the first as a capital letter (A–Z) and the second as a lower case letter (a–z), excluding any punctuation or spaces
- **ddmmyyyy** = your date of birth in day month year format.

You will be prompted to choose a new password that is easy for you to remember. Your new password must contain a minimum of eight characters, with at least one digit (0–9), at least one capital letter (A–Z) and at least one lower case letter (a–z).

Re-enter your new password to confirm it. Make sure you keep your new password somewhere secure for the next time you log in to the student portal.

Why do I need a personal email address?

The Authority communicates with you by email, so you need to add a personal email address that you use regularly. Using your personal email address will allow you to receive emails from the student portal after you have left school and your school email address has expired.

What are the Student Declaration and Permission statements?

The Student Declaration and Permission statements include your acceptance of the WACE requirements and rules as set out in the *Year 12 Information Handbook*. The Authority also asks permission to use your results, should you win an award, and other schoolwork (without identifying who you are) in media communications.

I am having problems logging in. What do I do?

Try logging in again. Refer to the *Student guide for online EAL/D eligibility declarations* or the *Student portal login and navigation guide*. You can also ask your EAL/D teacher to help you.

What do I do if I lock myself out of my account?

If your account has been locked, email **wacehelp@scsa.wa.edu.au** (monitored Monday to Friday between 8.00 am and 4.30 pm).

You must provide the following details in your email:

- Full name
- WA student number and school name
- Date of birth
- Home address details as they would appear in your Western Australian Statement of Student Achievement (WASSA).

Can I go back and change or add details to my declaration before I submit it?

Yes, use the **Back** button to change or add any details to your declaration, then use the **Next** button to return to where you were. You can make changes to your declaration before you submit it to your EAL/D teacher. After you have submitted your declaration, you can only view or print it.

If I can't finish my declaration, can I complete it later?

Yes, your declaration saves automatically. If you decide to stop, you can resume it later.

My school year ended in June/July. Which year do I enter?

If your school was in a country where the academic year ends in June or July (such as the UK or USA), add the name of the school you **completed** in that calendar year. For example, if you were in Year 9 from January to June or July, and started Year 10 from September to December, then add Year 9 because this is the year that you completed.

I can't upload my supporting documents. What can I do?

Save your supporting documents as **.pdf**, **.jpg**, **.jpeg** or **.png** files, with a **maximum size of 4MB for each file**. **Word** documents are not accepted. If your files are bigger than 4MB each, reduce the file size and try uploading it again. Photograph or scan your document at **lower resolution** or change it to **grey scale (black and white)** to reduce the file size. Reduce the size of a PDF by opening **preview**, selecting **export** and selecting **reduce file size**.

I have submitted my declaration but made a mistake. What can I do?

Talk to your EAL/D teacher, who will review your declaration. They will return your declaration to you to correct any mistakes or add further information.