

IB HeadNet: Frequently asked questions

What is IB HeadNet and what information will I find there?

IB HeadNet is a password-protected area of the IB public web site, designed specifically with heads of schools in mind. The information on this part of the site includes official documents, minutes of meetings, conference information, electoral papers and membership lists.

As an IB coordinator, how do I issue an IB HeadNet password to my school head?

A password can only be issued to a school head by the IB coordinator via IBIS. Log in to IBIS, and select the 'School tab' followed by **HeadNet account management** on the left menu. Check IBIS to ensure that the e-mail address for the head of your school is current. To do this go to the **School** tab, followed by **Contact information** located under the **Programme options** heading. Select **Head of School** from the list. Please note that there will be a delay between the head of school information being supplied and updated on IBIS. Return to the HeadNet account management page and click on **Continue**. A password will automatically be sent to the head of your school's e-mail account.

Where do I log in to access IB HeadNet?

Visit the IB public web site at www.ibo.org, select "Heads and principals" from the "Information for..." drop-down menu. You will see a link to HeadNet in the left-hand submenu. Click on the link and enter your e-mail address (as registered in IBIS) and password in the boxes provided, and click on "Login".

I have clicked on the "Continue" button on IBIS to send an e-mail automatically to the head of my school, but the e-mail containing the password has not arrived in his or her account.

Check that the e-mail address at which you are expecting the e-mail with the password to arrive is the address registered for the head of your school on IBIS.

As a head of school, I have received my IB HeadNet password, but when I enter this in the login box I am denied access to the secure pages.

The password can take up to 24 hours to become active, as the IB system updates overnight. If your password is not accepted, try again 24 hours later. Ensure that you have entered the e-mail address that is registered on IBIS, as that will be the one to which the password was automatically sent.

If the IB coordinator clicked on the **Continue** button more than once when registering your information on IBIS, two passwords may have been issued to you. The most recent one to arrive in your e-mail inbox will be the correct one to use