

YEAR 3-12 RESET FORGOTTEN EDUPASS PASSWORD

eduPass fast card

INTRODUCTION

To reset your password if you forget it, you have to remember your user name, PIN and the answers to the secret questions that you set up earlier.

1.

The screenshot shows the eduPass login interface. At the top, it says 'You could not be logged in to eduPass. Make sure that your domain name, User ID, and password are correct, and then try again.' Below this, there are radio buttons for 'This is a public or shared computer' (selected) and 'This is a private computer'. There are input fields for 'User ID:' and 'Password:'. At the bottom right, the 'Reset Forgotten Password' link is highlighted with a red box, along with a 'Log in' button.

From the eduPass for Students log in screen, click on the Reset Forgotten Password link.

2.

The screenshot shows the 'Password Reset:' screen. It asks for a 'User ID' and has a 'Next' button highlighted with a red box. Below the input field, there is a note: 'Your user ID must be 8 characters long. Examples are JSNJ or VNGU1. (You will find this on your registration letter.)'

Enter your user name and click on the Next button.

3.

The screenshot shows the 'Verify Your Identity: Submit Your Answers' screen. It asks for a PIN: 'Please enter a 4 digit PIN consisting only digits [0-9]'. The input field contains '1234' and is highlighted with a red box. Below it, the 'Next' button is highlighted with a red box, along with a 'Cancel' button.

Enter your user name and click on the Next button.

4.

The screenshot shows the 'Verify Your Identity: Submit Your Answers' screen. It asks for two secret questions: 'What is your favourite superhero TV character?' and 'What is your favourite team?'. Both input fields are highlighted with red boxes. Below them, the 'Next' button is highlighted with a red box, along with a 'Cancel' button.

Two of your secret questions will be shown. Type the answers to both questions and then click on the Next button.

5.

Type a new password that meets the Department's rules in the Enter a new password field. Then type the same password in the Re-enter the password field and click on the Next button to complete the process.

Password rules: Your password must include at least seven characters, and include at least one character from at least three out of the four sets below:

- *Uppercase letter (A-Z)*
- *Lowercase letter (a-z)*
- *Numeral (0-9)*
- *Special character (~`#\$&@^)*

Note, your password cannot contain your own name (first name or last name in full).