School Census Data Collections – February and August
Updating Edumail accounts - FAQs

I do not know what the School (or school campus) EduMail account password is. How can I obtain a new password?
The request to have the school (or school campus) EduMail password reset must be made by the school principal (or acting principal).

This request must be made via email to accounts@edumail.vic.gov.au

I am the school principal, and I've forgotten my password. How do I reset it?
Requests to reset the forgotten EduMail password for a school Principal's EduMail account must be made by the school Principal.

This request can be made via the DoE service desk on 1800 64 19 43. Once connected please select option 4 followed by option 1.

How do I check that my EduMail Account Information Details are correct?
Your EduMail Account Information Details can be easily checked on the EduMail Online website.

- ➢ Using your web browser log onto:
  https://www.edumail.vic.gov.au/edumailonline/
- ➢ Enter your **EduMail User name** and **Password** when prompted
- ➢ Click **OK**
- ➢ Your EduMail account details will be displayed (if they are not displayed, simply click My Account Information)

I have checked my EduMail account details and they are incorrect. How do I update my EduMail Account Information?
If you are a Principal or Acting Principal and your EduMail details are incorrect, please contact DoE service desk on 1800 64 19 43.

Alternatively, you can send an email to accounts@edumail.vic.gov.au

The job title Principal and Acting Principal can not be selected from the EduMail titles as this job title has many security privileges and verification of Principal/ Acting Principal status must be confirmed prior to obtaining this privileged title in EduMail.

If you are not a Principal or Acting Principal you can update your EduMail details by following the instructions below.

The EduMail tools have been developed to allow EduMail users to update and change their personal details on the EduMail System.

➢ Using your web browser log onto:
   https://www.edumail.vic.gov.au/edumailonline/
➢ Enter your **EduMail User Name** and **Password** when prompted
➢ Click **OK**
➢ Click **My Tools**
➢ **EduMail Tools** page will be displayed
➢ Select **Update My Detail**
➢ Update My Detail page will be displayed. Update those details that require to be updated
➢ Click **Submit Change**
➢ Changes will be submitted and displayed on the Account Information page. Close the web session once changes have been made.

** All changes take up to 15 minutes to propagate throughout the EduMail Servers.