Parents – eduPass Self Service

Identity and Access Management
April 2012

Log into **self service** to:
- Reset your password (if you forget it)
- Change your password
- Change your secret questions and answers
- Change your personal identification number (PIN).

Reset a forgotten password

1

Open a web browser and enter the web address http://www.eduPass.vic.edu.au

click on the **All Other Users** link, at the bottom of the screen, under **Reset Forgotten Password**.

Reset Forgotten Password	Manage My Account ?	Manage My Household ?
DEECD Staff ?	DEECD Staff ?	Parent/Guardian
All Other Users ?	All Other Users ?	

2

When the **Account Identity** screen appears, click in the **Username*** box and type your username (i.e. your email address).

> **DEECD - Forgotten Password and Authentication Process**
>
> **Account Identity**
> To reset your password, please provide your username.
> Username *
> * Please enter the THIRD character from the image below. Note: the answer is ca
> 6GsdZtAc
> I can't see this image Get a new image
> Continue

3

Answer the CAPTCHA question that appears. To do this, click in the empty answer box next to the picture and type the answer to the question. It must be only one character.

If you don't know the answer, click on the **Get a new image** link and try again.

Click on **Continue** .

4
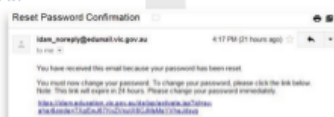
If your entries aren't correct and you receive an error message, follow the instructions in the message to go back and try again.

If your entries are correct, two of your secret questions appear. Click in the empty **Secret Answer** box for the first question and type your answer to this question.

> **Security Questions**
>
> What was your childhood nickname?
> What was your first car's registration number?
> PIN
> Continue

Do the same for the second question.

5

Click in the empty **PIN** box and type your 4-digit PIN and click on **Continue** .

6

If your entries aren't correct and you receive an error message, follow the instructions in the error message to go back and try again.

If your entries are correct, a password reset confirmation message appears. A **Reset Password Confirmation** email is sent to your email address.

7

Log into your email account and click on the link in your **Reset Password Confirmation** email.

> **Reset Password Confirmation**
>
> idam_noreply@edumail.vic.gov.au   4:17 PM (21 hours ago)
> to me
>
> You have received this email because your password has been reset.
>
> You must now change your password. To change your password, please click the link below.
> Note: This link will expire in 24 hours. Please change your password immediately.
>
> https://www.education.vic.gov.au/idm/ia/private.as?idmx=

8

When the **Change Password** screen appears, click in the **Username*** box and type your username.

> **Forgotten Password and Authentication Process**
>
> **Change Password**
> Please enter and confirm all the details in the fields below to change your password. Your new password must meet DEECD's password policy.
> Username *
> New Password *
> Confirm New Password *
> Submit

Click in the **New Password*** box and type a new password.

Make sure it has between seven and 32 characters, and has three different types of characters – lowercase (a-z), uppercase (A-Z), numeral (0-9) or special character (#S&*!@).

9

Click in the **Confirm New Password*** box and type your new password again, exactly as before.

Click on **Submit** .

10

If you succeeded in resetting your password, you will receive a message telling you this. Close all open internet browsers. You can now use this new password to log into the Ultranet.

If you didn't succeed in resetting your password and receive an error message, follow the instructions in the message to go back and try again.

If you still cannot reset your password, please contact your school.

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Log into Manage My Account

1

Open a web browser and enter the web address http://www.eduPass.vic.edu.au

2

When the Sign In page appears, click on the All Other Users link, at the bottom of the screen, under Manage My Account.
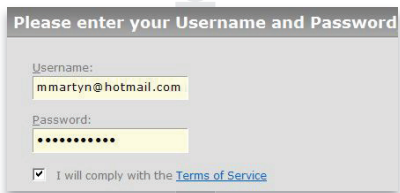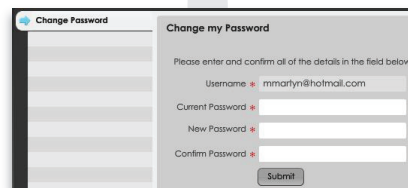

3

When the Manage My Account screen appears, click in the Username box and type your username (i.e. your email address).

4

Click in the Password box and type your password.

5

Once you have read and agree to the terms of service, click in the checkbox ☑ to tick the I will comply with the Terms of Service box, and click on Log on .

Change your password

1

You must know your current password in order to change it to a new one. If you don't know your current password, see the instructions for resetting a forgotten password.

2

Log into Manage My Account.

3

The Manage My Account screen appears. Click in the Current Password* box and type your current password.

4

Click in the New Password* box and type a new password you will remember.

Make sure it has between seven and 32 characters, and has three different types of characters – lowercase (a-z), uppercase (A-Z), numeral (0-9) or special character (#$&*!@). It should also be very different to your last eight passwords.

5

Click in the Confirm Password* box and type your new password again, exactly as before and click on Submit .

6

If you succeeded in changing your password, and receive a message telling you this, click on OK .

Close all open internet browsers before using your new password to log into the Ultranet.

If you didn't succeed in changing your password, and receive an error message, follow the instructions in the message to go back and try again.

If you still cannot change your password, please contact your school.

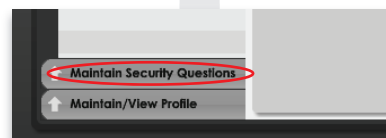# Change your secret questions or answers

1

You can change just the answers to one or more of your current secret questions, or you can choose new questions (and create answers for these). However, you must enter something in each field, either a new answer or the old answer if keeping an existing question. When you are happy with your changes, you need to submit them.
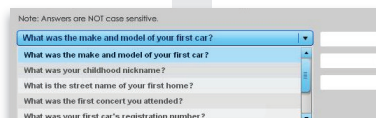
2

Log into Manage My Account.

3

When the Manage My Account screen appears, click on the Maintain Security Questions tab at bottom-left of the screen.
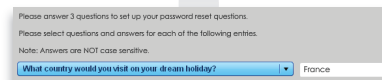

To change an answer to a secret question

1

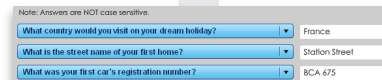When the My Security Questions screen appears:

Click in a Secret Answer box and type a new answer to the question.

2

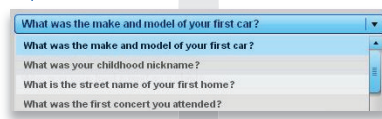Repeat this step for any other answer you want to change.

Remember, you must type something in each answer box; either an answer to a new question or the old answer to an existing question.

To change a secret question

1

Click on the arrow for the Secret Question box and choose a new question from the drop-down list.

2

Click in the Secret Answer box and type your answer to that question.

3

Repeat this step for any other secret question you want to change.

Change your personal identification number (PIN)

Click in the PIN box and type a new (or your existing) 4-digit PIN. Click in the Confirm PIN box and type the 4-digit PIN again. Make sure your PIN has four digits.

Submit changes

When you are happy with the changes you've made, click on Submit .

If you succeeded in changing your secret questions or PIN and you receive a message telling you this, click on OK .

Close all open internet browsers before using your new password to log into the Ultranet.

If you didn't succeed in changing your secret questions or PIN, and receive an error message, follow the instructions in the message to go back and try again.

If you still cannot change your PIN or secret questions, please contact your school.