

Casual staff and school visitors

Identity and Access Management User
Guide



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This document is available on the Identity and Access Management system web pages (<http://www.education.vic.gov.au/access/>)

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Introduction

About this user guide

This user guide has been arranged to meet your needs as follows:

Chapter 1: Registration

Chapter 2: Self service

Chapter 3: Self service: Reset a forgotten password

Chapter 4: Self service: Managing your account

- All actions - i.e. steps to follow within instructions - are numbered.
- Buttons, keys and tabs within the application are shown in **bold dark grey font**.

 Important reminders are marked with an alarm clock.

Useful background information is presented in a shaded text box.

As a school visitor or casual member of staff at a Victorian government school, you may be invited to register with the eduPass. The eduPass is an online student-centred environment that supports high quality learning and connects staff, students and parents.

This guide offers step-by-step instructions for eduPass registration and account self service for casual staff and school visitors.

In the context of this document, casual staff and school visitors are individuals with a finite relationship with a Victorian government school. This means their terms of engagement with the school include a start date and an end date. They are otherwise defined as:

Casual staff

School staff, including casual and relief teachers (CRTs), who are paid locally by schools and don't have a Departmental Human Resources Record Number. While these staff may or may not have an eduMail account, they can't use their eduMail email address to register as casual staff on the eduPass. A separate email address is required.

School visitors

A person involved with the school, or a student, in a non-teaching capacity for a period of time and who requires access to the eduPass. This may be a university student, incursion presenter (e.g. police officer) or case worker.

Before you log into the eduPass as a casual staff member or school visitor, you must register. The registration process for casual staff and school visitors is the same.

Chapter 1: Registration

Background

Before you start working at or visiting the school you may be asked to fill in a registration form for the eduPass. Once this is approved by the school, an account can be created to give you access to the eduPass.

The registration form requires some personal details, including your name, contact numbers and a valid email address. These details are used to create your eduPass user account. You'll also be asked if you've already registered for the eduPass perhaps at a different school, and if you have an existing casual staff or school visitor username.

If you haven't already registered, and are approved to access the eduPass, you'll be given a welcome letter that contains a temporary password. This letter also contains instructions on how to register and access the eduPass. Your username will be sent to the email address you provided on your registration form.

Once you've registered, you'll have an active user account at that school for a specific period of time. A school IDAM administrator, who has administrative entitlements to manage accounts for the eduPass for that school, can make changes to your access period, if required.

You need to know who your school IDAM administrators are, and which tasks they can perform, as some can perform all tasks and others can only help with your password or account administration.

Your user account is valid at any other Victorian government school, but needs to be activated for the period you'll be associated with that school.

These instructions below will help you take the following steps so you can access the eduPass:

- activate your account
- set up your password
- set up your security questions.

Instructions to activate your account

Before you start, you'll need:

- access to the internet
- access to the personal email address you provided on your registration form
- your welcome letter.

1. Open the **Activate your Account** email sent to your personal email address from sender 'idam_noreply'. This email (see Figure 1.1) contains instructions to activate your account.

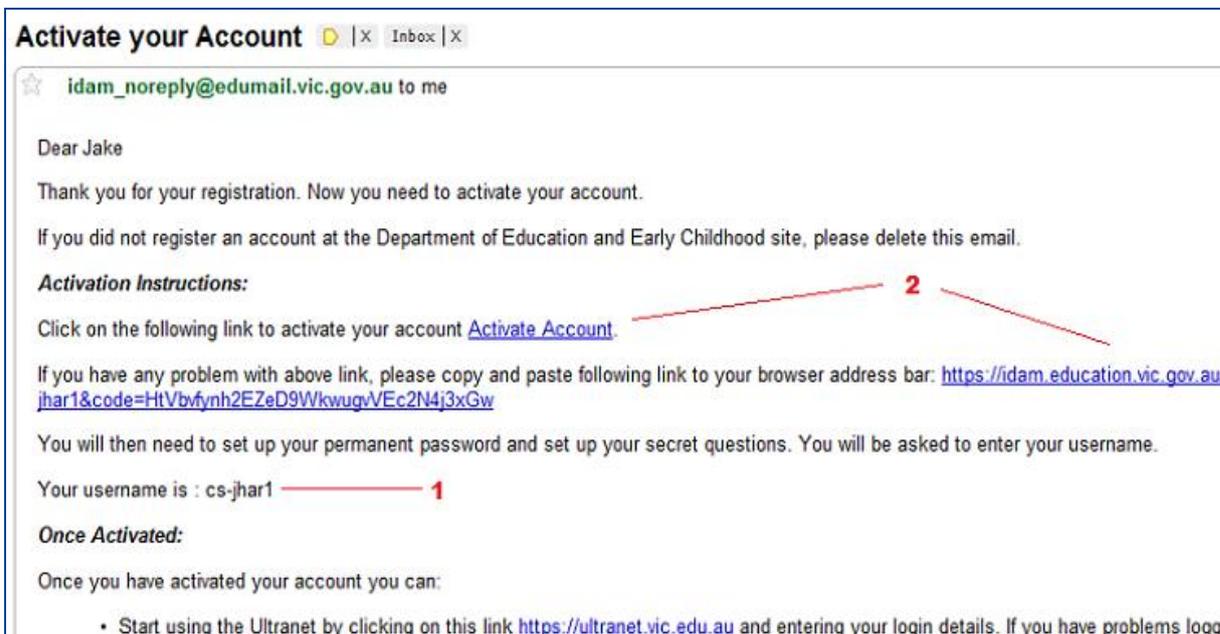


Figure 1.1: Activation email

🔔 If you don't see the activation email in your inbox, check your junk mail folder. If the email is not in the junk folder, ask the school to help you.

2. Before you do anything else, write down your username (1 in Figure 1.1) as you'll need this later.
3. Click on the **Activation** link (2 in Figure 1.1).

The **Account activation confirmation** screen (Figure 1.2) will appear, confirming that your casual staff or school visitor account has been activated.

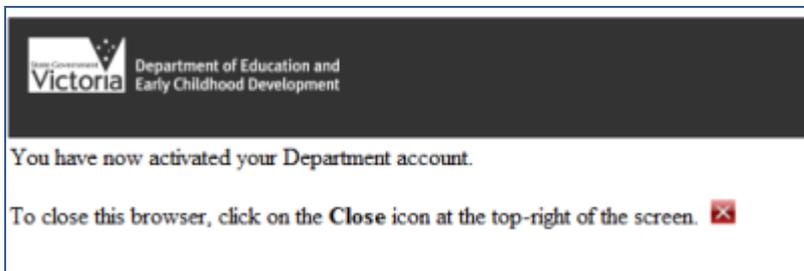


Figure 1.2: Account activation confirmation

4. Close all open browsers before proceeding to the next step of setting up your password.

Set up your password

After activating your account, you need to set up your password and security questions.

1. Open an internet browser and type the following address into the address bar at the top:
<http://www.education.vic.gov.au/firstuse>

The **Log on** screen will appear (Figure 1.3).

Figure 1.3: Casual staff or school visitor log on screen

2. Type your username (from your activation email) in the **Username** box (1 in Figure 1.3).
3. Type your password (from your welcome letter) in the **Password** box (2 in Figure 1.3).
4. Click in the checkbox (3 in Figure 1.3) to confirm you agree with the **Terms of Service**.
 You can only use the eduPass if you agree to comply with the Terms of Service.
5. Click on **Log on** (4 in Figure 1.3).
6. The application will check whether your browser has the latest version of the Flash plug-in installed (Adobe Flash 10.0.45 or later):
 - a. If not, a pop-up message to install or update Flash will appear.
 - b. Click on the **Get Flash** hyperlink in the pop-up message. This will take you to the Adobe Flash download site.
 - c. Download and install the Flash plug-in, which takes less than two minutes.¹

¹ See Appendix 1: Adobe Flash plug-in instructions for further information about installing Adobe Flash

7. Once the Flash plug-in is installed, you'll see the **First Time Login** screen (Figure 1.4). Your username will automatically appear in the **Username** box.

Figure 1.4: Casual staff or school visitor First Time Login screen

8. Click in the **Current Password** box (1 in Figure 1.4) and type your temporary password (from your welcome letter). An asterisk (*) will appear for each character you type.
9. Click in the **New Password** box (2 in Figure 1.4) and type your new password. Make sure it meets the requirements described on the screen (known as a 'complex 7' password). See [Appendix 2: More information on complex 7 passwords](#).
10. Click in the **Confirm Password** box (2 in Figure 1.4) and type your new password again, exactly as before.
-  The system won't allow you to copy and paste your new password from one box into the other.
11. Click on **Next** (3 in Figure 1.4). The system will check whether your new password has the right number and type of characters. If your password doesn't meet complex 7 criteria, an error message will appear.
- See [Appendix 3](#) for a list of error messages and actions.
12. If there are no errors, the security questions entry screen will appear.

13. Set up your security questions and answers.

Once your new password is accepted, the security questions screen (Figure 1.5) appears and prompts you to:

- select three secret questions from a drop-down list of ten
- input answers to your chosen secret questions
- create and type a personal identification number (PIN).

Security questions and answers are used to prove your identity if you forget your password and need to reset it.

DEECD - First Time Login

Please answer 3 questions to set up your password reset questions.

Please select questions and answers for each of the following entries.

Note: Answers are NOT case sensitive.

Please select a question ...

Please select a question ...

Please select a question ...

Please create a secret PIN. This must be a four (4) digit number.

PIN

Confirm PIN

The information you are registering will enable you to reset your own password.

Submit

Figure 1.5: Security questions screen – First Time Login

14. Click on the arrow of the **Secret Question** box (1 in Figure 1.5) and choose a question from the drop-down list.
15. Click in the **Secret Answer** box next to the question (2 in Figure 1.5) and type your answer. Answers must have at least three characters and are not case sensitive.
16. Repeat steps 14 and 15 above for the next two questions.

- 🔔 Choose secret questions that are relevant to you so you'll remember them.
- 🔔 Keep your answers short, simple and easy to remember.
- 🔔 Each secret question box must have an answer that is different from the other two.

Figure 1.6 shows a partially completed secret questions and answers section.

DEECD - First Time Login

Please answer 3 questions to set up your password reset questions.

Please select questions and answers for each of the following entries.

Note: Answers are NOT case sensitive.

What was the first concert you attended? | Rockoctober

What was the name of your first stuffed animal? | Ted

Please select a question ...

Figure 1.6: Partially completed secret questions and answers

Set up your PIN

A PIN is a personal identification number used to prove your identity. You must keep your PIN secret and it must be:

- a 4-digit number
- easy to remember
- difficult for other people to guess (i.e. not 1234 or your date of birth).

1. Click in the first **PIN** box (2 in Figure 1.7) and type your 4-digit number.
2. Click in the **Confirm PIN** box (3 in Figure 1.7) and type your PIN again.

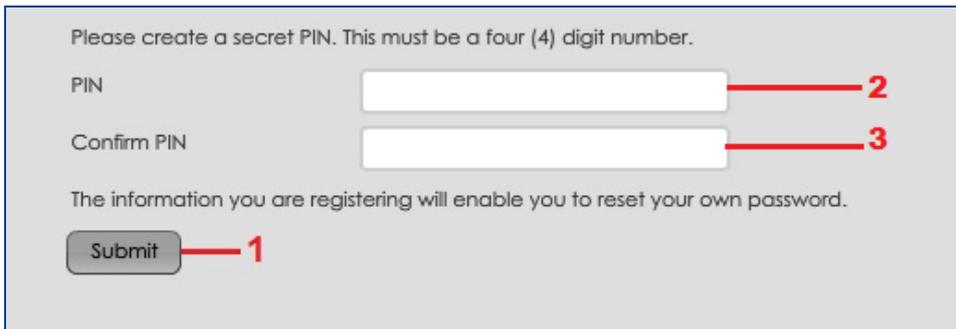


Figure 1.7: PIN boxess

3. Click on **Submit** (1 in Figure 1.7).

The system will check all the information you have supplied. If you missed a required box or entered something incorrectly, an error message notifying you of the problem will appear.

See [Appendix 3](#) for error messages and required actions.

If there are no errors, an information message (Figure 1.8) will appear on the screen, letting you know that you have successfully changed your password.

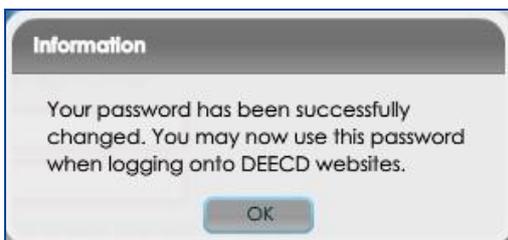


Figure 1.8: Successful password change message

4. Click on **OK**.
5. The following message will appear:



Figure 1.9: Complete registration message

6. Close all open browsers to complete your account activation.

Congratulations – you have completed the registration and activation process. You can now access the eduPass during the period the school has specified. Go to:

<http://www.eduPass.vic.edu.au> to log into the eduPass.

Chapter 2: Self service

Background

Self service is an easy-to-use online administration system. It provides a secure and convenient way for you to manage your user account without needing help from a school IDAM administrator. You can use this service, at any time, to reset a forgotten password and manage your account details.

As a casual staff member or a school visitor, you can use the following two self-service tasks:

- Reset Forgotten Password
- Manage My Account.

As long as you are connected to the internet, you can use the self-service tasks by opening an internet browser and typing the eduPass web address <http://www.eduPass.vic.edu.au>

Self-service hyperlinks are at the bottom of the **Sign In** page (highlighted in Figure 2.1).

Figure 2.1: eduPassSign In page showing self-service tasks

Use the **Reset Forgotten Password** feature to reset your password if forget it. You'll need to answer your security questions, to prove your identity, before you create a new password. For detailed instructions for resetting a forgotten password, see [Chapter 3](#).

Use the **Manage My Account** feature to:

- change your password
- maintain your security questions
- maintain/view your account details.

For detailed instructions for these account management tasks, see [Chapter 4](#).

Chapter 3: Self service: Reset a forgotten password

Introduction

The reset forgotten password feature allows you to reset your password if you forget it.

The process you go through to reset a forgotten password depends on whether you are at school or away from school. If you are away from school, you must be able to access the personal email address you provided on your registration form to reset your password.

🔔 To reset your password, you must already be registered. You need to know your username, secret questions and answers, and PIN.

Instructions to reset a forgotten password at school

1. Open an internet browser and enter the eduPass web address: <http://www.eduPass.vic.edu.au>

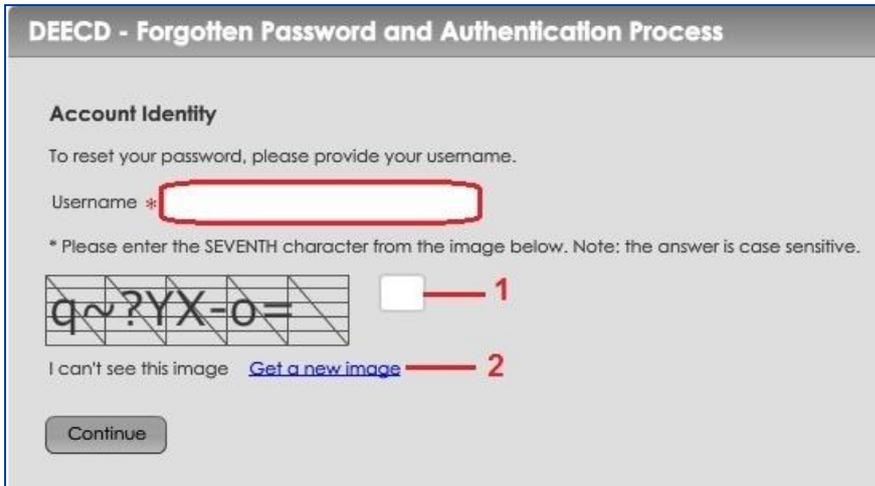
Figure 3.1: eduPass Sign In page showing Reset Forgotten Password hyperlink

2. Click on the **All Other Users** hyperlink under **Reset Forgotten Password** (circled in Figure 3.1).

This will open the Account Identity screen (Figure 3.2).

🔔 If you get a message asking you to install or update your version of Adobe Flash, follow the instructions in [Appendix 1](#).

3. Click in the **Username** box (see the red box in Figure 3.2) and type your username.



The screenshot shows the 'Account Identity' section of the DEECD login process. It includes a 'Username' input field with a red border, a CAPTCHA image with a white box labeled '1' pointing to the seventh character 'o', and a 'Get a new image' link labeled '2'. A 'Continue' button is at the bottom.

Figure 3.2: Account Identity screen

4. Answer the CAPTCHA security question, which helps prevent computerised fraud. To do this, click in the answer box next to the generated text image (1 in Figure 3.2), and type the required character.

In the example above, you would type the letter 'o' because it is the seventh character.

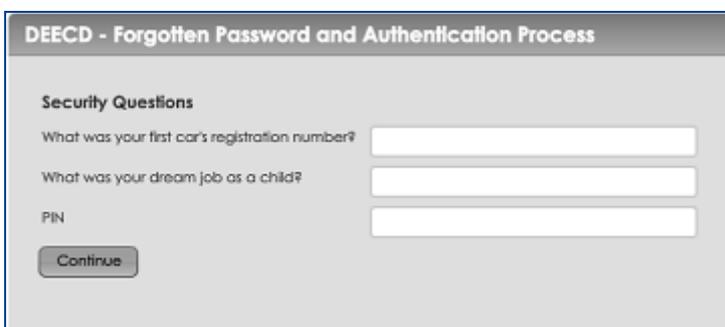
🔔 A CAPTCHA question is a security test that uses a mix of letters, numbers and symbols on a patterned background, and asks you to type one or all of these. Our CAPTCHA security question asks you to type one character only.

🔔 The answer is case sensitive and needs to be typed exactly as displayed on the screen.

🔔 If you cannot see the CAPTCHA image clearly, click on the **Get a new image** hyperlink (2 in Figure 3.2) and a new image will appear. Then type your answer to the question.

🔔 You can click on the **Get a new image** hyperlink as many times as you need until a clear image is displayed.

5. Click on **Continue** and the system will check your answers. If the username you entered is registered and your answer to the CAPTCHA security question is correct, two of your secret questions will appear (Figure 3.3).



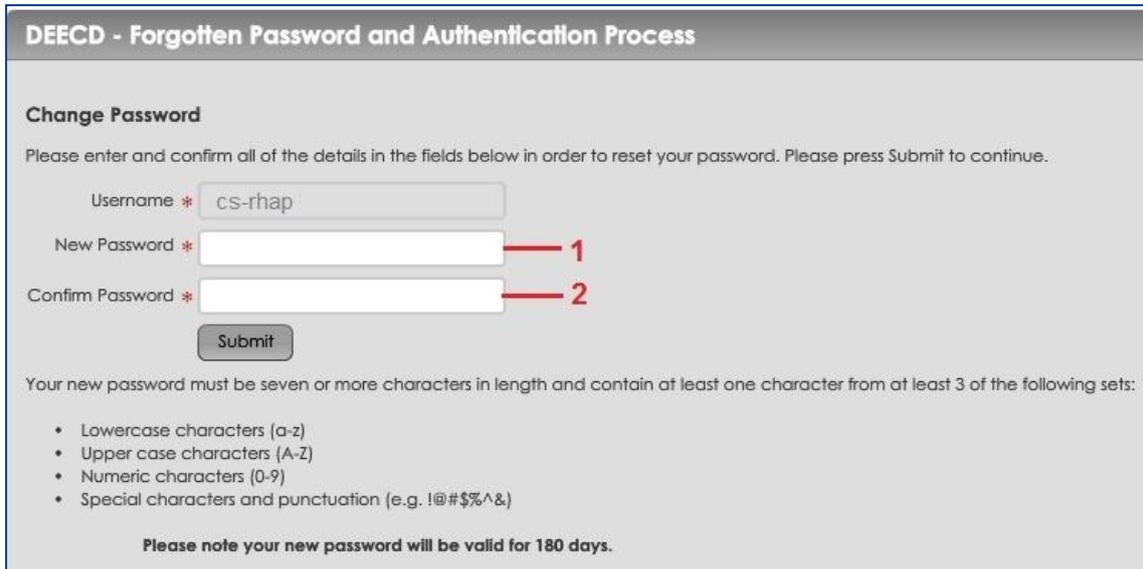
The screenshot shows the 'Security Questions' section of the DEECD login process. It includes three input fields for 'What was your first car's registration number?', 'What was your dream job as a child?', and 'PIN'. A 'Continue' button is at the bottom.

Figure 3.3: Security Questions screen

6. Click in the **Secret Answer** boxes (white box next to each question) and type your answers to the **Secret Questions**.
7. Click in the **PIN** box and type your 4-digit PIN.

8. Click on **Continue** and the system will check your answers. If all answers are correct, the **Change Password** screen will appear (Figure 3.4).

🔔 If you forget your secret answers or your PIN, you can't reset your forgotten password. You'll need to contact your school IDAM administrator for help.



DEECD - Forgotten Password and Authentication Process

Change Password

Please enter and confirm all of the details in the fields below in order to reset your password. Please press Submit to continue.

Username * cs-rhap

New Password * 1

Confirm Password * 2

Your new password must be seven or more characters in length and contain at least one character from at least 3 of the following sets:

- Lowercase characters (a-z)
- Upper case characters (A-Z)
- Numeric characters (0-9)
- Special characters and punctuation (e.g. !@#%&^&)

Please note your new password will be valid for 180 days.

Figure 3.4: Change Password screen

When the **Change Password** screen appears, your username will be displayed.

9. Click in the **New Password** box (1 in Figure 3.4) and type your new password. Asterisks (*) will appear for each character.

🔔 Make sure your new password is complex 7 (see [Appendix 2: More information on complex 7 passwords](#)).

🔔 Don't enter one of your last eight passwords.

🔔 Use a password that you'll remember but others can't guess.

10. Click in the **Confirm Password** box (2 in Figure 3.4) and type your new password again, exactly as before.

🔔 Don't copy and paste your new password from one box into another or the system might reject it.

11. Click on **Submit** and the system will check your new password. If your new password is accepted, a message (Figure 3.5) will appear, telling you that you can now use the new password to log into the eduPass.



DEECD - Forgotten Password and Authentication Process

Your password has been successfully changed. You may now use this password when logging onto DEECD web sites.

Figure 3.5: Password successfully changed message

12. Close all internet browsers. You can now use your new password to log into the eduPass.

🔔 If your chosen password has an error, you'll receive an error message explaining why it hasn't been accepted. Follow the instructions to go back and try again.

🔔 See [Appendix 3](#) for error messages and required actions.

Instructions to reset a forgotten password away from school

1. Open an internet browser and enter the eduPass web address: <http://www.eduPass.vic.edu.au>



Figure 3.6: eduPass Sign In page showing Reset Forgotten Password hyperlink

2. Click on the **All Other Users** hyperlink under **Reset Forgotten Password** (circled in Figure 3.6). This will open the Account Identity screen.

🔔 If you get a message asking you to install or update your version of Adobe Flash, follow the instructions in [Appendix 1](#).

3. Click in the **Username** box (see the red box in Figure 3.7) and type your username.

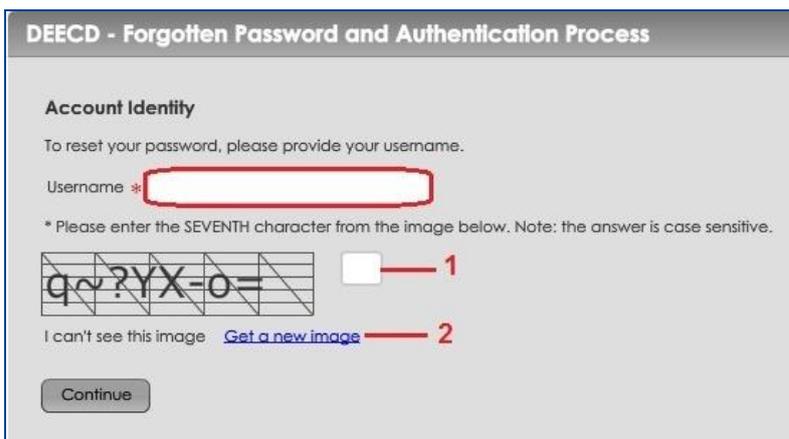


Figure 3.7: Account Identity screen

4. Answer the CAPTCHA security question, which helps prevent computerised fraud. To do this, click in the answer box next to the generated text image (1 in Figure 3.7), and type the required character.

In the example above, you would type the letter 'o' because it is the seventh character.

🔔 A CAPTCHA question is a security test that uses a mix of letters, numbers and symbols on a patterned background, and asks you to type one or all of these. Our CAPTCHA security question asks you to type one character only.

🔔 The answer is case sensitive and needs to be typed exactly as displayed on the screen.

🔔 If you cannot see the CAPTCHA image clearly, click on the **Get a new image** hyperlink (2 in Figure 3.7) and a new image will appear. Then type your answer to the question.

🔔 You can click on the **Get a new image** hyperlink as many times as you need until a clear image is displayed.

- Click on **Continue** and the system will check your answers. If the username you entered is registered and your answer to the CAPTCHA security question is correct, two of your secret questions will appear (Figure 3.8).



Figure 3.8: Security Questions screen

- Click in the **Security Answer** boxes (white box next to each question) and type your answers to the **Security Questions**.
- Click in the **PIN** box and type your 4-digit PIN.
- Click on **Continue** and the system will check your answers. If your answers to the secret questions and your PIN are correct, a password reset confirmation message appears (see Figure 3.9). Your password has been reset, but now you need to change your password.

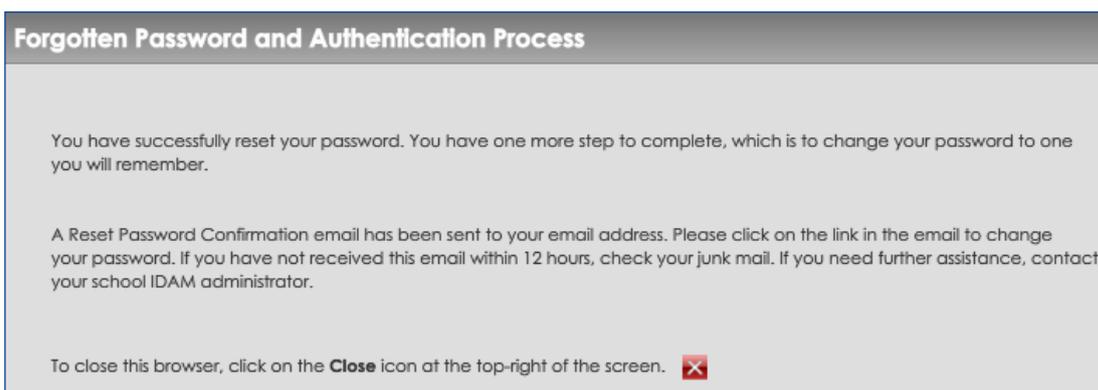


Figure 3.9: Password reset confirmation message

 If you forget your secret answers or your PIN, you can't reset your forgotten password. You'll need to contact your school IDAM administrator for help.

- A password **Reset Password Confirmation** email has been sent to your email address (see Figure 3.10 for a sample). Click on the link in the email to change your password to one you will remember.

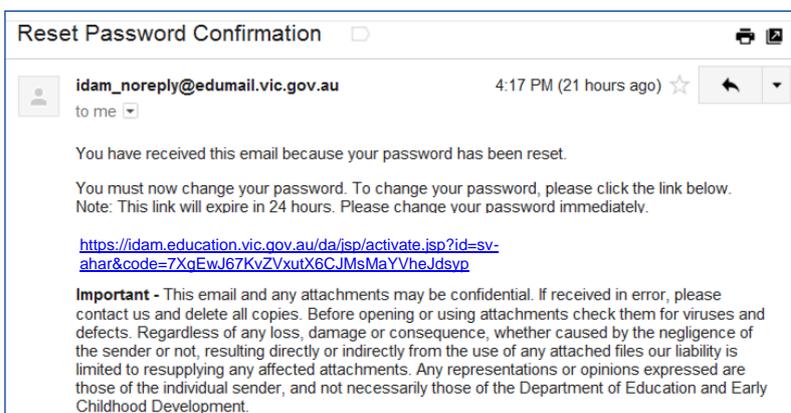


Figure 3.10: Sample Reset Password Confirmation email

 The link will expire in 24 hours, so change your password as soon as you can. If you don't change your password within 24 hours you will receive an error message when you click on the link. You will need to return to step 1 and go through this process again.

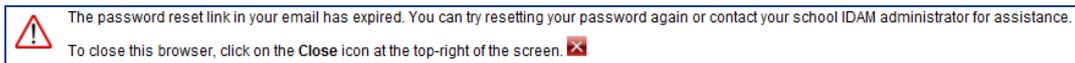


Figure 3.11: Expired link error message

10. The **Change Password** screen will appear. Click in the **Username** box (1 in Figure 3.12) and type your username.

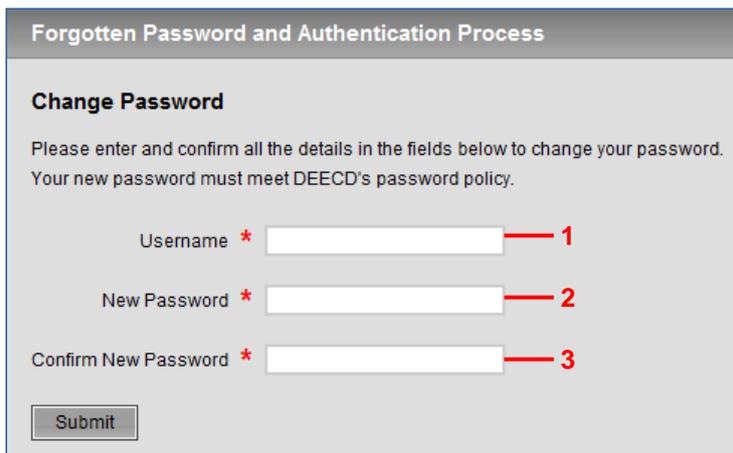
A screenshot of a web form titled "Forgotten Password and Authentication Process". Under the heading "Change Password", there is a sub-heading "Change Password" and a paragraph: "Please enter and confirm all the details in the fields below to change your password. Your new password must meet DEECD's password policy." Below this are three input fields: "Username *", "New Password *", and "Confirm New Password *". Each field has a red line pointing to it with a number: 1 for Username, 2 for New Password, and 3 for Confirm New Password. At the bottom left is a "Submit" button.

Figure 3.12: Change Password screen

11. Click in the **New Password** box (2 in Figure 3.12) and type your new password. Asterisks (*) will appear for each character.

 Make sure your new password is complex 7 (see [Appendix 2: More information on complex 7 passwords](#)).

 Don't enter one of your last eight passwords.

 Use a password that you'll remember but others can't guess.

12. Click in the **Confirm New Password** box (3 in Figure 3.12) and type your new password again, exactly as before.

 Don't copy and paste your new password from one box into another or the system might reject it.

13. Click on **Submit** and the system will check your new password. If your new password is accepted, a message (Figure 3.13) will appear, telling you that you can now use the new password to log into the eduPass.

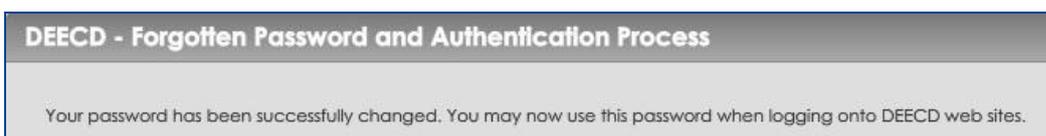


Figure 3.13: Password successfully changed message

14. Close all internet browsers. You can now use your new password to log into eduPass.

 If your chosen password has an error, you'll receive an error message explaining why it hasn't been accepted. Follow the instructions to go back and try again.

 See [Appendix 3](#) for error messages and required actions.

Chapter 4: Self service: Managing your account

Introduction

The **Manage My Account** feature allows you to:

- change your password
- change your secret questions and answers
- change your PIN.

🔔 To manage your account, you must already be registered as an eduPass user.

Instructions to log into Manage My Account

1. Open an internet browser and enter the eduPass web address : <http://www.eduPass.vic.edu.au>
2. Click on the **All Other Users** hyperlink under **Manage My Account** (circled in Figure 4.1).

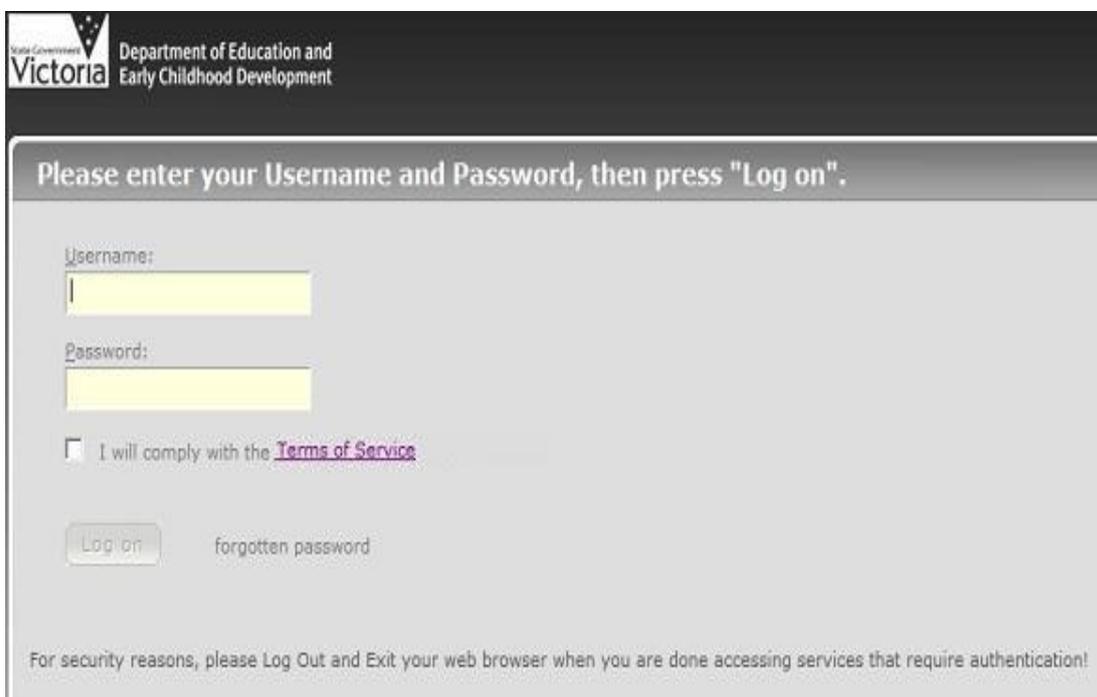


Figure 4.1: eduPass Sign In page showing the Manage My Account hyperlink

🔔 If you get a message asking you to install or update your version of Adobe Flash, follow the instructions in [Appendix 1](#).

The self-service log-in page appears (Figure 4.2).

The screenshot shows a web form titled "Please enter your Username and Password, then press 'Log on'". It contains the following elements:

- A "Username:" label above a text input field containing "cs-ratk", with a red line and the number "1" pointing to the field.
- A "Password:" label above a password input field containing eight dots, with a red line and the number "2" pointing to the field.
- A checked checkbox with the text "I will comply with the [Terms of Service](#)", with a red line and the number "3" pointing to the checkbox.
- A "Log on" button with a red line and the number "4" pointing to it. To the right of the button is a link for "forgotten password".

At the bottom of the form, there is a security notice: "For security reasons, please Log Out and Exit your web browser when you are done accessing services that require authentication!"

Figure 4.2: Self-service log-in page

3. Enter your username in the **Username** box (1 in Figure 4.2) and your password in the **Password** box (2 in Figure 4.2).
4. To continue, you must accept the terms of service. Click in the checkbox next to **I will comply with the Terms of Service** (3 in Figure 4.2) to tick it.
5. Click on **Log on** (4 in Figure 4.2)

You can now click on one of the tab-menus to:

- change your password (this is the default)
- maintain your security questions and PIN
- view and maintain your details.

Instructions to change your password

When should you change your password?

- At least three times a year.
- If you think someone else knows it.

 To change your password, you must already be registered and know what your current password is. If you can't remember your password and need to reset it, see *Chapter 3*.

1. From the **Manage My Account** screen, click on **Change Password** if it isn't already at the top-left of the screen (circled in Figure 4.3).

Figure 4.3: Change My Password screen

2. Click in the **Current Password** box (1 in Figure 4.3) and type your current password. Asterisks (*) will display for each character.
3. Click in the **New Password** box (2 in Figure 4.3) and type your new password.
 - 🔔 Make sure your new password is complex 7 (see [Appendix 2: More information on complex 7 passwords](#)).
 - 🔔 Don't enter one of your last eight passwords.
 - 🔔 Use a password that you'll remember but others can't guess.
4. Click in the **Confirm Password** box (3 in Figure 4.3) and type your new password again, exactly as before.
 - 🔔 Don't copy and paste your new password from one box into another or the system might reject it.
5. Click on **Submit** and the system will check your new password. If your new password is accepted, a message (Figure 4.4) will appear, telling you that you can now use this new password to log into the eduPass.

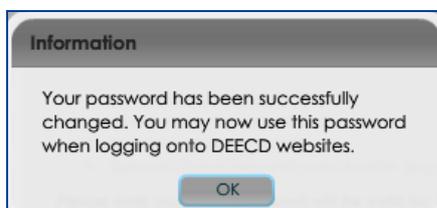


Figure 4.4: Message that appears after your password has been changed

6. Click on **OK**, and then close all internet browsers. You can now use your new password to log into the eduPass.
 - 🔔 If your chosen password has an error, you'll receive an error message explaining why it hasn't been accepted. Follow the instructions to go back and try again.
 - 🔔 See [Appendix 3](#) for error messages and required actions.

Instructions to change your security questions

Your security questions include:

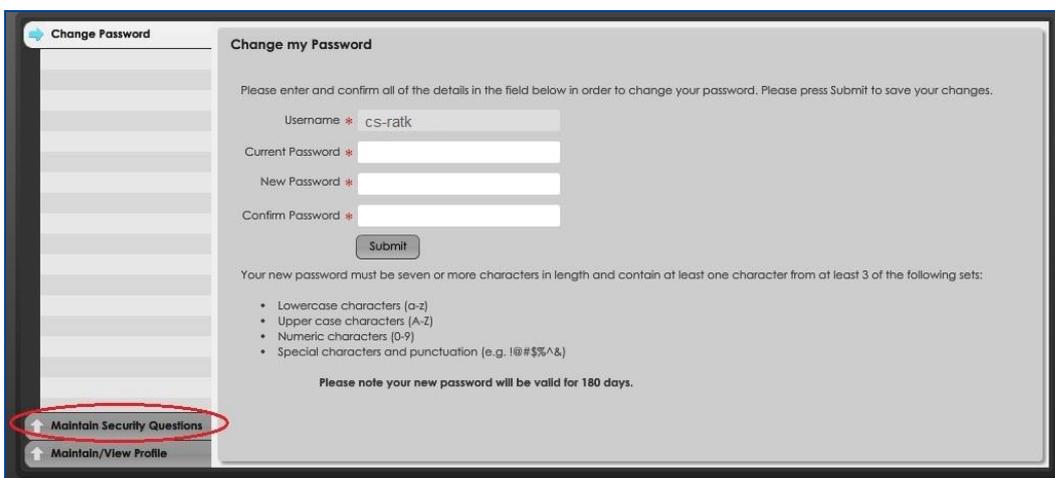
- secret questions and answers
- PIN.

When should you change your security questions?

- If you suspect someone else knows the answers to any of your secret questions or PIN.

🔔 To change your security questions, you must already be registered and know what your current password is. If you can't remember your password and need to reset it, see *Chapter 3*.

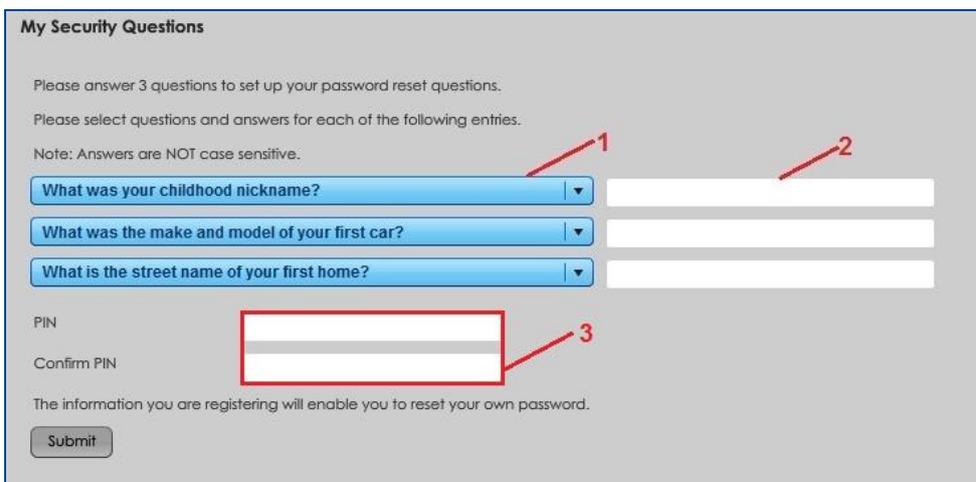
1. From the **Manage My Account** screen, click on the **Maintain Security Questions** tab (at bottom-left of the screen - circled in Figure 4.5).



The screenshot shows a 'Change Password' interface. On the left, a sidebar contains a tab labeled 'Maintain Security Questions' which is circled in red. The main content area is titled 'Change my Password' and includes a 'Submit' button and a list of password requirements: lowercase characters (a-z), uppercase characters (A-Z), numeric characters (0-9), and special characters/punctuation. The 'Maintain Security Questions' tab is highlighted with a red circle.

Figure 4.5: Manage My Account screen

When the **My Security Questions** screen (Figure 4.6) appears, you'll notice it is similar to the one you filled in when you activated your account. However, this time the secret questions you chose at registration will appear (1 in Figure 4.6) but answer boxes will be blank (2 in Figure 4.6).



The screenshot shows the 'My Security Questions' screen. It features three dropdown menus for selecting questions: 'What was your childhood nickname?', 'What was the make and model of your first car?', and 'What is the street name of your first home?'. Each dropdown is labeled with a red '1'. To the right of each dropdown is a blank text input box, labeled with a red '2'. Below these is a 'PIN' field and a 'Confirm PIN' field, both labeled with a red '3'. A 'Submit' button is at the bottom.

Figure 4.6: My Security Questions screen

2. You don't have to change your security questions, but you must type an answer in each of the three **Secret Answer** boxes (2 in Figure 4.6) and the **PIN** box (3 in Figure 4.6).

You can:

- keep your existing questions and answers or PIN
- change one or more of your secret answers (to your existing secret questions)
- change one or more of your secret questions and answers
- change your PIN.

 Remember, your secret answers must have at least three characters.

 Your answers are not case sensitive, so it doesn't matter if you use capital (uppercase) or small (lowercase) characters.

 Each of your three secret questions must have a different answer.

 Your PIN must have four numbers.

To keep your existing secret questions and answers or PIN

1. Click in the **Secret Answer** box (1 in Figure 4.7) and type your existing answer to that question.

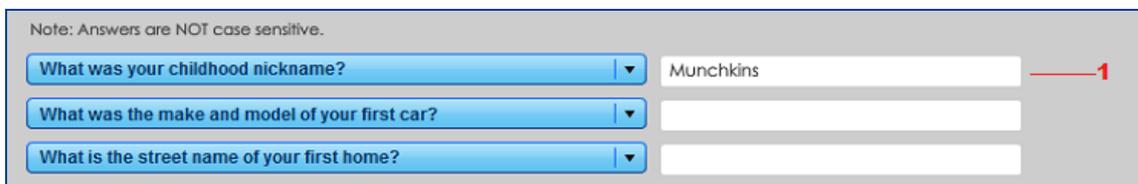


Figure 4.7: Secret questions and answers – type existing answer

2. Repeat step 1 for the other two questions.
3. Type in your existing PIN in the **PIN** box.

To change one or more of your secret answers

1. Click in the **Secret Answer** box (1 in Figure 4.8) and type a new answer to that question.
2. Repeat step 1 for the other two questions.

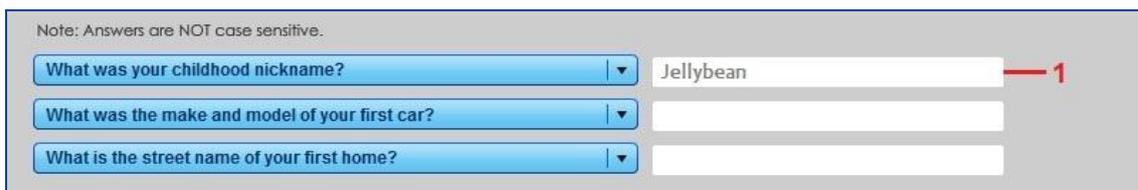


Figure 4.8: Secret questions and answers – keep or change an answer

To change a secret question

1. Click on the arrow for the **Secret Question** drop-down box (1 in Figure 4.9) and choose a new question from the list of 10.
2. Click in the **Secret Answer** box (2 in Figure 4.9) and type your answer to that question.
3. If you want to change the remaining two questions, repeat steps 1 and 2.
4. Remember, if you don't want to change the other questions, type in your existing answers.

Figure 4.9: Secret questions and answers – change a question and answer

To change or keep your PIN

1. Click in the **PIN** box (1 in Figure 4.10) type either your old 4-digit PIN or a new 4-digit PIN.
2. Click in the **Confirm PIN** box (2 in Figure 4.10) and type either your old 4-digit or new PIN as you entered it above. An asterisk (*) will display for each number you type.

Figure 4.10: Change or keep PIN boxes

- 🔔 Remember, your PIN must be a 4-digit number.
- 🔔 Your PIN should be easy for you to remember but difficult for others to guess.
- 🔔 Do not copy and paste your PIN into the **Confirm PIN** box, as the system will reject it.

To submit changes

1. Click on **Submit** (3 in Figure 4.10) and the system will check your answers to the Security Questions (such as whether your PIN has four digits and your secret answers have at least three characters).

If your answers are accepted, an information message (Figure 4.11) will appear, telling you that you have successfully changed your security questions.

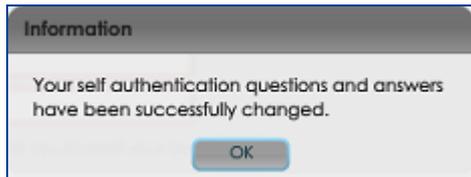


Figure 4.11: Message that appears after your security questions have been changed

2. Click on **OK**.

Your security questions have now been updated and an email confirming this will be sent to your email address.

 If your answers to the secret questions or PIN are incorrect, you'll receive an error message explaining why. Follow the instructions in the message and try again.

 See [Appendix 3](#) for error messages and required actions.

Instructions to maintain or view your profile

Your profile includes your personal information and school assignments (including username, title, names, contact information, job title and email address). You can change any of these except your username, job title and school assignments, which only IDAM administrators can change.

When should you change your profile?

- Change your profile when any of your personal details change.

To view or change your profile, you must already be registered and know what your current password is. If you can't remember your password and need to reset it, see *Chapter 3*.

1. From the **Manage My Account** screen, click on the **Maintain/View Profile** tab at bottom-left of the screen (circled in Figure 4.12).

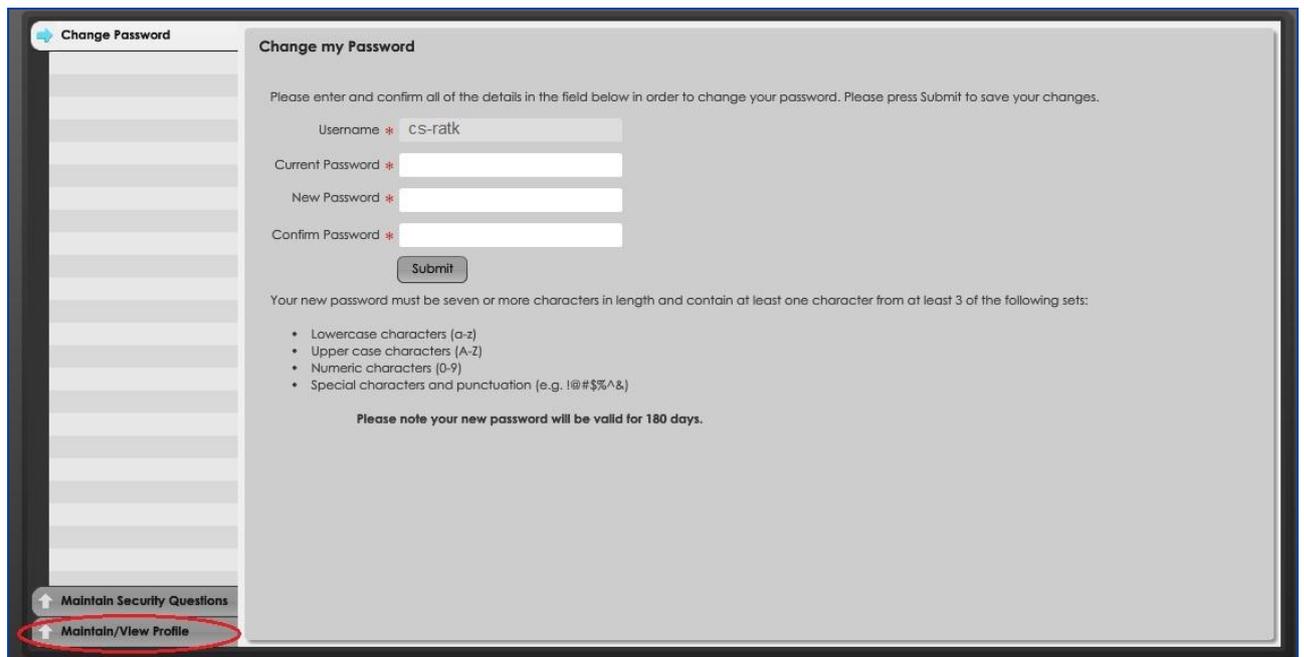


Figure 4.12: Manage My Account screen

This opens the **My Profile** screen (Figure 4.13).

My Profile

Once you have updated your details, click **Update Profile** to save your changes. Fields marked with * must be filled in.

Username: cs-ratk

* Title: Mr

* First Name: George

Middle Name:

Preferred Name:

* Surname: West

Home Phone No. *:
E.g. 03 9999 9999

Mobile Phone Number: 0400 000 000
E.g. 0400 000 000

* Job Title: * Teacher

* Email Address: george.west@somewhere.com.au
Ultranet notification will be sent to this email address

* Confirm Email Address: george.west@somewhere.com.au

You can access information for the schools below between the job start date and job end date.

School	Job Title	Job Start Date	Job End Date
Bluewater Primary School		28/10/2010	26/11/2010

Update Profile **1**

Figure 4.13: My Profile screen

You can make changes in any of the boxes with a white background. All boxes marked with an asterisk (*) must be filled in.

🔔 Phone number (Home or Mobile) is a required box – at least one must be given.

2. To change the information in a box, click in the box and type your new information.
3. When you have finished making changes, click on **Update Profile** (1 in Figure 4.13).
4. The system will check your new details. If they are correct, a **Successfully Changed** message will appear (Figure 4.14). An email with this message will also be sent to your email address. If you changed your email address in the profile update, the message will be sent to both your new and old email addresses.

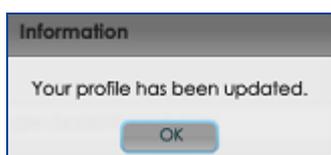


Figure 4.14: Successful profile update message

🔔 If there is an error, you'll receive a message explaining why the change hasn't been accepted. Follow the instructions in the message to go back and try again.

🔔 See [Appendix 3](#) for error messages and required actions.

5. Click on **OK**, and then close all internet browsers.

What next?

Casual staff and school visitors who have received their welcome letters

Activate your account as soon as possible after receiving your welcome letter, and then destroy the letter. If you do not register within 30 days, your temporary password will expire and a new letter will need to be generated.

Helpful resources

Summary of tasks and steps

You can download fast cards for casual staff and school visitors from the Identity and Access Management system web pages, see: <http://www.education.vic.gov.au/access/>. Fast cards give a quick and easy guide to the steps to register and update your account details.

Appendix 1: Adobe Flash plug-in instructions

To register for the eduPass or to use self service you need Flash plug-in (Adobe Flash 10.0.45 or later) installed on the computer you are working on.

This application is free and should only take a few minutes to install.

If you get a pop-up message to install or update Flash, follow the instructions below.

1. Click on the **Get Flash** hyperlink (in the pop-up message) to go to the Adobe Flash download site.
2. Wait one or two minutes while the plug-in automatically installs.
3. Make sure options to install other add-ins, such as McAfee or Google toolbar, aren't ticked on the Adobe Flash download page. To do this, click in the checkbox next to the item(s) and the tick(s) will disappear.
4. Once the **Flash plug-in** is installed, you can go back to the web page and continue with registration or self service.

Once you have installed the Flash plug-in on a computer, you won't need to do it again. However, if you use another computer, which hasn't got the Flash plug-in installed, you may need to repeat this step.

Appendix 2: Password tips

More information on complex 7 passwords

Complex 7 passwords

For security reasons, your password must contain a combination of capital letters, lowercase letters, numbers, or symbols. This is known as a 'complex 7' password. When you set your eduPass password, use this checklist to make sure your password complies with complex 7 rules:

- at least seven characters long (and no more than 32 characters).

It must also include at least one character from three of the following types of characters:

- lowercase letters (a-z)
- capital letters (A-Z)
- numbers (0-9)
- special characters, such as (!)@#\$\$%^&

See below for tips on creating safe passwords that are easy to remember.

Passphrases

Many people find that using the 'passphrase' technique helps them create a complex 7 password that is safe and easy to remember. A 'passphrase' is easier to remember than a normal password because it is based on a phrase or sentence that is meaningful to you. It should also be difficult for others to guess or work out.

To create a 'passphrase', make up a little sentence or phrase with:

- no spaces between the words
- capital (uppercase) letters in unusual places
- numbers to replace some words (e.g. 4 instead of for, 2 instead of too, 8 instead of ate).

Some examples of complex 7 'passphrases' are:

- GoHawks2010
- Ihave2dogs
- 8SmithStreet
- Late4dinner
- #1superstar
- Xcellent!

Tips for keeping your password secure

 Don't use any of the example passwords above.

 Don't tell your password to anyone.

 Don't choose a password your friends or colleagues could easily guess.

 Change your password if you suspect someone else knows it.

 If you are changing your password, choose one that is very different from your old one.

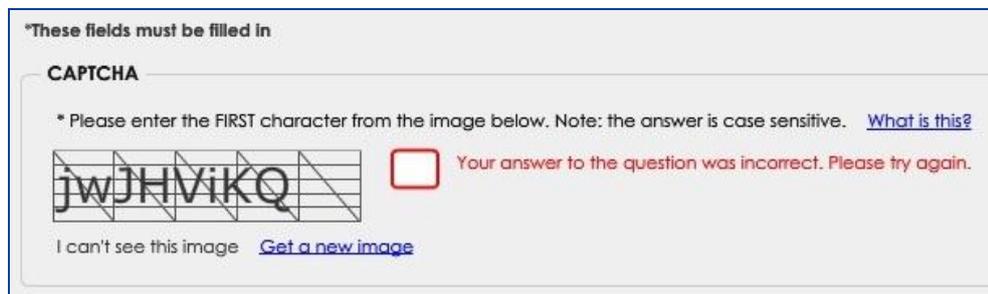
🔔 Write down your password in coded form if you might forget it. For example, if your password is 'Ihave2dogs', write down your dogs' names to remember your password is based on your pets.

🔔 Don't use your birth date or name.

Appendix 3: Error Messages

The error messages below may appear when your register or use self service.

CAPTCHA answer wrong



*These fields must be filled in

CAPTCHA

* Please enter the FIRST character from the image below. Note: the answer is case sensitive. [What is this?](#)

 Your answer to the question was incorrect. Please try again.

I can't see this image [Get a new image](#)

Cause: Entered incorrect answer (wrong character or case).

What to do: A new image will automatically appear and you can try again. If you are having trouble reading the image, click on **Get a new image**. You can do this as many times as you need to.

Username wrong



Error

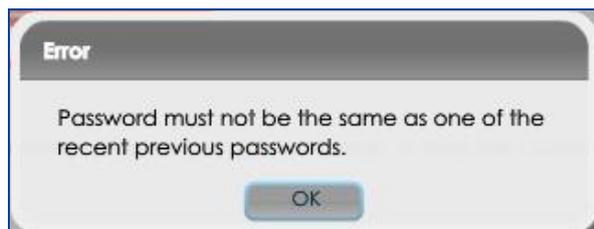
Username does not exist. Please try again.

OK

Cause: Entered incorrect username

What to do: Try again, making sure you type your username correctly. If the message keeps appearing, check the username in your **Activate your Account** email that was sent to you during registration.

Change password error



Error

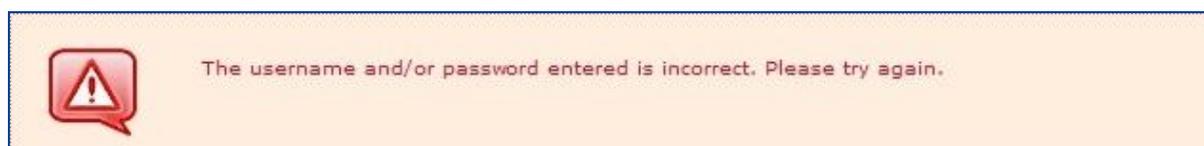
Password must not be the same as one of the recent previous passwords.

OK

Cause: Entered a password you have already used.

What to do: Click on **OK** and enter a different password. When you change a password, it must be different from previous passwords you have used.

Incorrect username and/or password

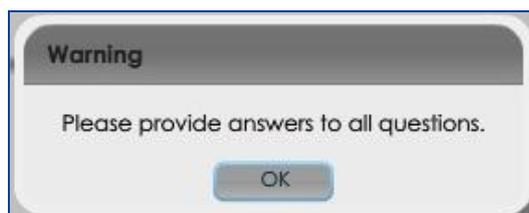


 The username and/or password entered is incorrect. Please try again.

Cause: Typing error, forgotten password.

What to do: Try again, making sure you type your username and password correctly. If the message keeps appearing, you may wish to return to the eduPass and click on **Reset Forgotten Password**.

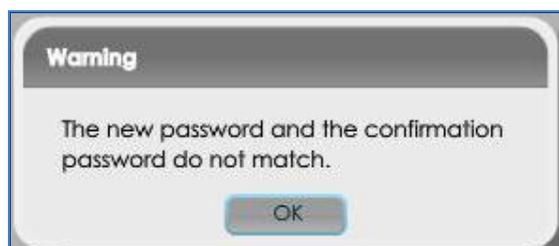
Missed a secret question



Cause: One or more answer box of the three secret questions is blank.

What to do: Click on **OK** then make sure you answer each of the three secret questions.

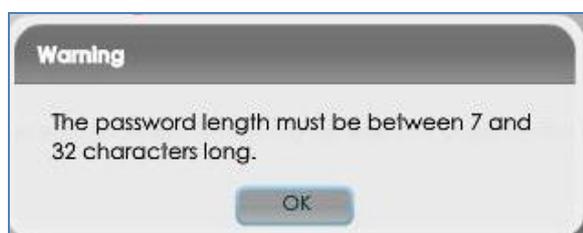
Password and confirm password don't match



Cause: Usually a typing error.

What to do: Click on **OK** and try again. Make sure you enter exactly the same password in each box.

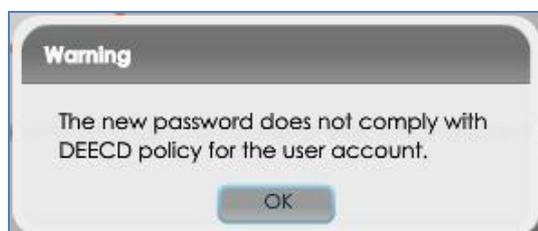
Wrong password length



Cause: The wrong number of characters in your new password.

What to do: Click on **OK**. Make sure you enter a password that has between seven and 32 characters.

Password does not comply with the DEECD policy



Cause: You haven't used three different types of characters in your new password.

What to do: Click on **OK**. Make sure you enter a new password that has at least one character from at least three of the following sets:

- lowercase characters (a-z)
- uppercase characters (A-Z)

- numeric characters (0-9)
- special characters and punctuation such as (!)@#%^^&

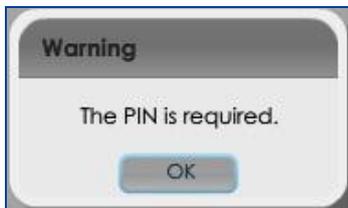
PIN and confirm PIN don't match



Cause: Usually a typing error.

What to do: Click on **OK** and try again. Make sure you enter exactly the same PIN in each box.

PIN box left blank



Cause: PIN box left blank.

What to do: Click on **OK** and enter your PIN into the PIN boxes.

Required box incomplete

Please enter your personal details below.

* Title

* First Name

Middle Name

Preferred Name (if different from First Name)

* Last Name

* Contact Phone No.

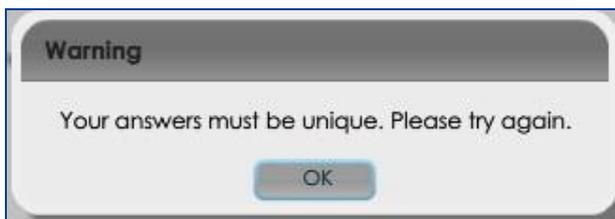
(the number the School uses to contact you)
 e.g. 03 9999 9999 for a local no
 0400 000 000 for a mobile no

 A registration form with several input fields. The fields for "* Title", "* First Name", "* Last Name", and "* Contact Phone No." are highlighted with a red border. The "Title" field is a dropdown menu currently showing "Miss".

Cause: All boxes marked with an asterisk (*) must be completed to continue.

What to do: Complete any boxes with a red border.

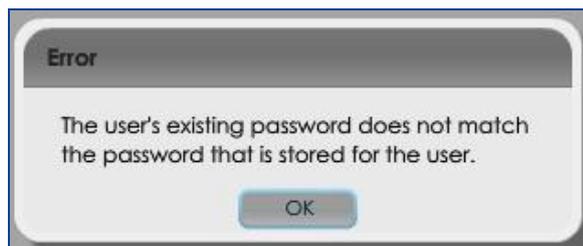
Secret answers are all the same



Cause: One or more of your secret answers is the same.

What to do: Click on **OK** then enter your secret answers again, making sure they are all different.

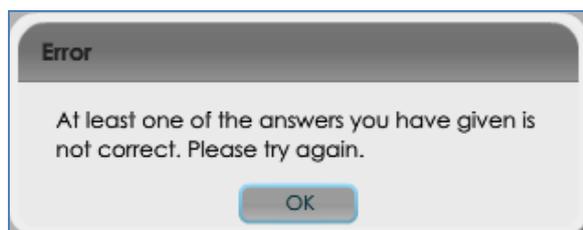
Wrong password entered



Cause: Incorrect password entered.

What to do: Click on **OK** and try again. If the message keeps appearing, you may wish to return to self service and click on **Reset Forgotten Password**.

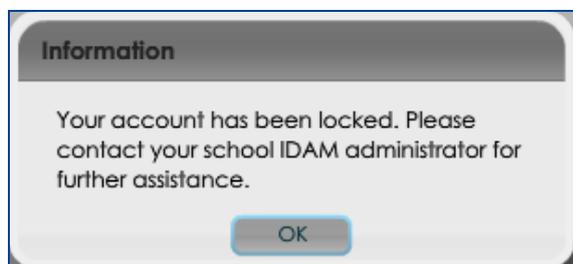
Wrong secret answers and/or PIN



Cause: At least one of the security questions answered incorrectly.

What to do: Click on **OK** and all boxes will clear. Try again, making sure you answer all questions correctly.

Account locked



Cause: Entered the wrong answers to your secret questions or the wrong PIN too many times. Your account has been locked. You will also receive an email to let you know your account has been locked.

What to do: Ask your school IDAM administrator to unlock your account.

Appendix 4: Glossary of terms

The following terms and phrases appear in this user guide.

Account activation

After registering, you are required to activate your account. By activating your account, you claim your identity and can begin accessing the eduPass.

Adobe Flash Player

Adobe Flash is an application used to add animation, video and interactivity to web pages. It is free, safe and only takes a few minutes to self-install on your computer.

Authorisation

This is the process of deciding if a person is allowed access to content, data or applications, and what actions they can take once they have that access.

CAPTCHA question

A CAPTCHA question is a security test that uses a mix of letters, numbers and symbols on a patterned background, then asks you to manually enter one or all of these. Our CAPTCHA questions will always ask you to enter one character only.

Complex 7 passwords

These passwords are secure because they are harder for other people to guess. Your password must contain between seven and 32 characters and contain at least one character from at least three of the following: lowercase (a-z), uppercase (A-Z), numeric (0-9) and special character such as (!@#\$%^&

eduMail

This is the internal email system used by the Department.

IDAM administrators

These are school staff with authority to perform administrative tasks for our identity and access management system, such as generating welcome letters.

Password

A password is used to identify you to the system and gives an extra level of security for the system. For this reason, passwords must comply with the complex 7 guidelines and be difficult for others to guess. See also: Complex 7 passwords.

PIN

The personal identification numbers (PINs) in our system are 4-digit numbers used as a security measure to identify you, if you forget your password or need to manage your account.

Registration

This is the process of confirming a new user's identity on the system before linking them to the appropriate school community (see School community) or student.

Reset Forgotten Password

A feature that allows you to reset your password, if you forget it, after correctly answering some security questions.

School community

A school community includes the school, each of its campuses, all staff, students, parents and others connected to that school.

Secret questions

These are questions you set up when you register. You need to choose and answer three secret questions from the list. These are then used to verify your identity and allow you to manage your account.

Secret answers – see Secret questions

Security questions

These include your secret questions and answers, and your PIN. Security questions are used to make sure you are who you say you are, for example if you forget your password and need to change it.

Self service

This is an online tool where you can change your password, set up security questions, reset your password if you forget it and maintain your profile.

Temporary passwords

These are system-generated passwords that can be used only once. All temporary passwords must be changed to a new password of your choice.

eduPass

The eduPass is a student-centred electronic learning environment that supports high quality learning and teaching, connects students, teachers and parents. It allows efficient knowledge transfer.

User account

This is a record that identifies a user by their username and password and holds their access rights (to perform actions or to access sites connected to a specific school community).

Welcome letter

Each casual staff member or school visitor who is granted access rights to the eduPass by a Victorian government school will receive a welcome letter. The welcome letter includes a temporary password and brief instructions for activating your account. Casual staff and school visitors only need to register once.