eduPass Quick Guide:

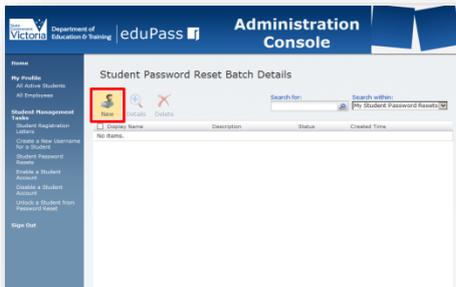# Reset a Student's eduPass Password

Introduction

You can reset a student's eduPass password. This action generates a letter for the student, providing a temporary password that must be used within 10 days.
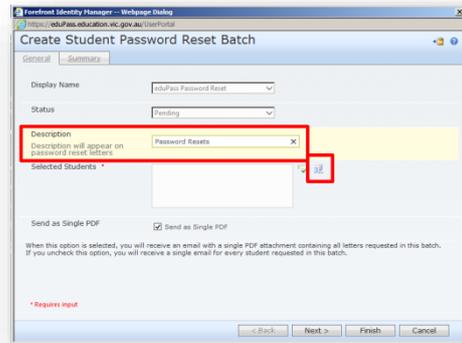
1.

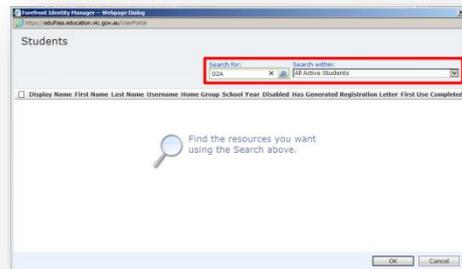From the Administration Home page, click on the **Student Password Resets** link.

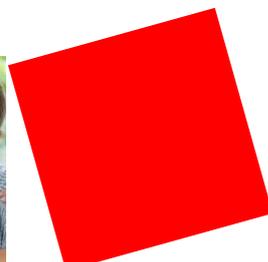**2.**

Click on the **New** button.

3.

Enter a description, and then click on the **Browse** icon to select students.
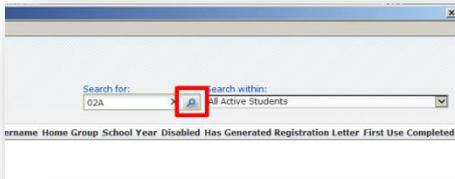
4.

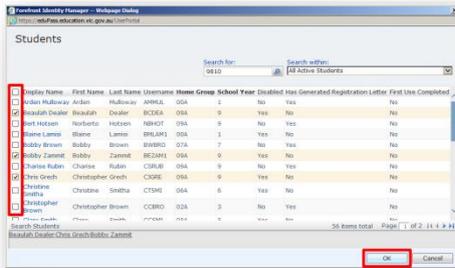Enter the relevant details into the **Search for** field, and use the **Search within** filters to narrow your search.

5.

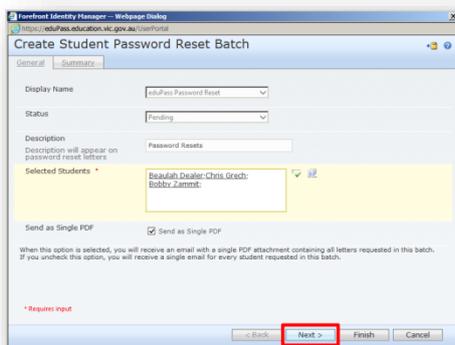Click on the **Search** icon beside the **Search for** field.

6.

Select the students using the check boxes and then click on the **OK** button.

7.

Click on the **Next** button.

8.

Click on the **Submit** button.

9.

The registration letters will be generated and sent as a single PDF to your email address. When the request is processed, the status will show as **Completed**.

Some tips for you to remember:

- eduPass Temporary Password Reset Letters are always sent to the eduMail email account of the individual who performs the action in eduPass; it is not sent to the student's account directly.
- Resetting a student's password generates a temporary password that will expire within 10 days. Please be sure to remind the student of this expiry period as a new letter will be required if the password is not changed within the 10 day period.
- Resetting a student's password generates a temporary password reset letter and a Year 3-12 student will have to reset their pin and secret questions.
- You may want to remind the older students to make every effort to remember their secret questions and answers, and four digit PIN when they set them up this time.

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