These FAQs are specifically tailored to **eduPass for Students** (i.e. Students and those who manage student user names and passwords [i.e. Principals / Delegated Administrators]).

General

What is identity and access management (IDAM)?

This is the Department's service that creates and manages unique identities, manages usernames and passwords, and provides secure access to eduPass.

What is eduPass?

eduPass is the Department of Education and Training's identity and access management (IDAM) platform which provides students with a unique identity (i.e. username and password) to access the Department's applications and networks.

Why are we changing to eduPass?

The current IDAM solution is:

- Out-dated and has limited technical support
- Has proven complex to use and administer
- Has not provided a consistent experience for teachers and students

What does eduPass provide access to?

eduPass for Students provides access to:

- eduSTAR.net, the Department's wireless network
- Office 365
- The eduSTAR Catalogue

Is use of eduPass mandated by the Department, or can other IDAM solutions be used?

No. Use of eduPass is **NOT** mandated by DET. However, it is the only free, secure authentication gateway to DET applications and services.

Training

What eduPass training is available?

Online self-service training modules are available, in addition to a suite of support materials including Fast Cards, User Guides and presentation packs.

Online modules for Principals and / or Delegated Administrators	http://www.education.vic.gov.au/EduPass/webpub/E2T03/admin.html
Online modules for Students	http://www.education.vic.gov.au/EduPass/webpub/E2T03/student.html

First Use

What is 'First Use'?

First Use refers to a user registering on eduPass for the first time.

Why must students complete First Use after being migrated?

Students are required to complete First Use and change their password prior to their current password expiry date.

Why does a student need to perform First Use after a password reset?

If a student requires an administrative password reset, it is assumed they are either:

- A junior student who cannot reset their own password.
- A student who has access to self-service but has forgotten their questions or answers.
    - o If a student has forgotten their questions, there is no point in retaining the existing password reset information. Therefore, the student is required to perform first use to reset this information.

eduPass Access

How do I access eduPass?

For Principals and / or Delegated Administrators	**Use the URL:** https://edupass.education.vic.gov.au/UserPortal using your existing Department username and password.
For Students	**Use the URL:** https://edupass.education.vic.gov.au/MyAccount using their existing Department username and password.

What do I do if I receive the error message 'page cannot be found' when trying to access a page?

Consult your School's Specialist Technician or log a service call with the Service Desk via the IT Service Gateway on http://servicedesk.education.vic.gov.au

Terms of Service

Why do students have to accept the Terms of Service?

This is a reminder to students about their responsibilities.

The Terms of Service has been reviewed by DET's Legal Department and students should be given a copy of the Terms of Service to take home. A student must accept the Terms of Service each time they change their password. Acceptance of the Terms of Service is automatically checked during first use, but if a student uses the MyAccount portal to change their password, they will need to manually select the Terms of Service checkbox.

How often do students have to accept the Terms of Service?

A student must accept the Terms of Service each time they change their password.

Acceptance of the Terms of Service is automatically checked during First Use, but if a student uses the MyAccount portal to change their password, they will need to manually select the Terms of Service check box.

Registration

How long does registration take?

Full registration takes about 15 minutes. Once completed, you will have access to all DET applications / networks.

What should a student do if they lose their registration letter?

If a student loses their registration letter before they register, they must tell their teacher or school Delegated Administrator immediately. Another registration letter must be printed for the student. It doesn't matter if the student loses their letter after they register, as no one else can log on with their old password. However, the student should dispose of the registration letter in a secure manner (i.e. destroy it) when it is no longer needed.

What if I can't log on to register?

Try again and enter the exact uppercase and lowercase letters and numbers as printed in the registration letter. If it still doesn't work, check that the User ID and password are entered correctly, and then ask your school's Delegated Administrator for help.

Do new registration letters need to be generated for all students?

Students have been migrated onto eduPass using their existing account details.

Registration letters for existing students do not need to be generated, unless the student has forgotten their password. For new students a Delegated Administrator must generate a registration letter. These students will be required to perform First Use and set up their secret questions and answers prior to the expiry date on the letter.

What if my computer is disconnected in the middle of registration? Will my details be saved?

No. You need to complete all steps in one sitting to successfully register. If you are disconnected or cancel the process before finishing, the information you entered won't be saved. You can cancel registration at any time, but you will need to start from the beginning again.

Delegated Administrators

What is a Delegated Administrator?

A Delegated Administrator is a School staff member to whom the Principal has given eduPass administrative rights.

Who can be assigned as a Delegated Administrator?

A School Principal, as defined through the HR process, is automatically assigned as a Delegated Administrator. A Principal can then assign rights to one or more staff member(s) or a Specialist Technician.

What can a Delegated Administrator do?

- Generate student registration letters
- Reset passwords
- Lock and Unlock Student accounts
- Enable and Disable accounts
- Change a Student's User Name

How many Delegated Administrators will a school need?

The Principal makes this decision. It will be dependent on the size of the school and how the Principal wishes to delegate administrative roles. A School can have multiple Delegated Administrators.

How do I identify a school's Delegated Administrators?

If you have Delegated Administrator rights you can execute the All Delegated Administrators query. This will display all Delegated Administrators at the school.

Technical Support

Who do I speak to for eduPass support?

If you are a Student or Staff member and require further assistance with registration or managing your password, contact the Delegated Administrator at your school.

If you require technical support, or you cannot resolve your issue, log a service call with the Service Desk via the IT Service Gateway on http://servicedesk.education.vic.gov.au

Log on

How long after I register, can I log on?

It should take no more than 1 hour for replication to occur. Therefore, after printing your registration letter, the password change functionality and account will be available.

When students change their temporary password, the new password is active immediately.

What should I do if somebody has logged on as me?

Tell your school Delegated Administrator immediately if you have any concerns about the security of your account. If you think someone is logged on as you, then your password, PIN, or secret questions might be compromised. Change them immediately.

Password Management

The password policy is mandatory for the department and can be found at:

https://edugate.eduweb.vic.gov.au/Services/IT/ITPolicies/Pages/CorporateICTPolicies.aspx

How long after generating a registration letter must students wait before changing their password?

It is recommended that after generating a registration letter you wait one hour before distributing these to students. This is due to information having to be populated across the entire network.

Students cannot log in until a personalised password has been set (i.e. not the temporary password displayed on the registration letter).

Students cannot set a personalised password until the First Use process has been completed. During First Use process, students Year 3 and above must provide secret questions and answers as well as a PIN for use during the Self Service Password Reset (SSPR) process.

Students must have at least three Self Service Password Reset (SSPR) secrets, not including the SSPR PIN.

Student passwords must comply with the DET Password Policy.

A personalised password, once set, has an expiry period of 365 days.

Password reset can occur one hour post-generation of the registration letter.

How long must I wait after generating a password reset letter before distributing?

It should take approximately 5 minutes from generating a registration letter, to being able to change the temporary password. The password on the letter is valid immediately upon printing and can be used up until the due date.

How will a student know when their password is expiring?

We are currently unable to email these details out to students. However, once we are able to receive student email addresses these details will be emailed out to students based on password expiry date.

If the student logs into the My Account application, and their password expiry is less than 10 days, this will be displayed in the application. This will always be displayed for students who have had a password reset letter generated as this is only valid for 10 days.

When a student has trouble changing their password, they only receive a message their password does not conform to policy. Why is this?

As part of the Security policy, we are unable to provide specific reasons as to why a student may not be able to use a particular password. It may be that they have tried to use either part of their name in full or a password they have used previously.

For a password, any character is valid. The main issue may be the use in full of any part of their name. For example, if their name is John Smith, they cannot use either John or Smith in their password, but they can however, use Smit or Joh.

A password must:

Have a complex structure and contain at least one character from at least three of the four sets below:

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

Refer to the [password policy](#) for more specific details on what the problem may be.

Why can students only change their password once a day?

eduPass student provisioning has implemented the departmental password policy. This policy is mandatory for the department.

Why can't a student reuse passwords?

eduPass student provisioning has implemented the departmental password policy. The policy states that the last 8 passwords are unable to be reused.

If a student's password expires what do I do?

A student with an expired password will not be able to log in to eduPass.

Issue the student with a Password Reset Letter. The student will then need to perform First Use again.

A student with an expired password cannot log in to eduPass.

Why are junior students required to have the same type of passwords as years 3 and above?

eduPass student provisioning has implemented the Departmental password policy. This policy makes no distinction between user types.

What do I do if a year P-2 student has forgotten their password?

Issue the student with a Password Reset Letter. The student will then have to perform First Use and change their password within 10 days. Junior students perform a modified First Use which includes only:

- Accepting the Terms of Service
- Changing their password

Junior students are unable to use self-service password reset.

How long do I have before I have to change my password?

New users – after generating their registration letter, they have 30 days in which to register using their temporary password. Otherwise the password expires and a password reset will be required.

Users who have forgotten their password – they require a password reset letter and have 10 days in which to register before the password expires.

Existing IDAM users – when they are migrated to eduPass they will have 365 days in which to change their existing password. This gives them 365 days in which to complete First Use. Ideally, students should change their password within 6 months.

Why can students only change their password once a day?

eduPass for Students has implemented the Departmental password policy. This policy is mandatory for the department. This is part of the password policy. If a student is required to change their password, they must be issued with a Password Reset Letter. The Password Reset Letter will allow the student to reset their password after they perform First Use.

Will my temporary password expire if I don't register within a certain time?

Yes. Your temporary password will expire in 30 days so it is important to register as soon as possible.

What should I do if I've forgotten my password?

Contact your School's Delegated Administrator for a Password Reset.

Security Management

Why do I need a password, security questions and a PIN?

These are used to protect personal information about you and other eduPass users. Follow these basic rules to keep your account and information safe:

- Always log off or lock the computer when you leave it unattended.

- Never let anyone else know your password or security questions and answers.

- If you think any of your security details have been compromised, change them immediately.

- Make sure no one sees your secret answers, PIN or password entered on a computer.

What should I do if I've forgotten my security questions or answers?

Ask your school's Delegated Administrator to reset your password. Once your password has been reset, change your security questions and answers or PIN to ones that you will remember.

CASES21

I have changed information in CASES21. How long will this take to update the eduPass Student Provisioning solution?

The information should be transferred from CASES21 that same day (usually within 3 hours).
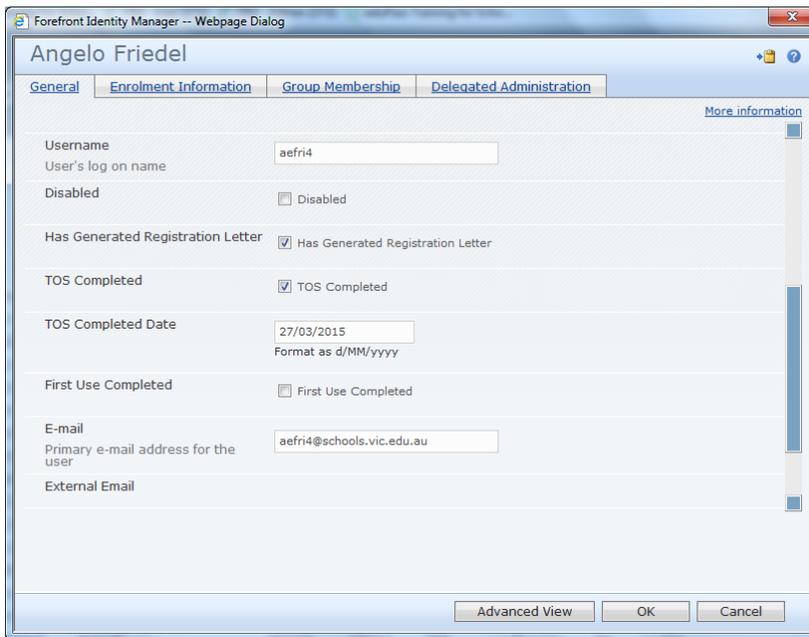
Some exceptions:

- Other than the start of the year, due to loading
- Where a student does not have a VSN, this will be allocated during the overnight process, allowing the student to transfer to the provisioning solution.
- If the student results in an exception during the VSN process, once the exception is resolved, the student can then be sent to the eduPass student provisioning solution.

The process may take longer during the end / start of year process due to the amount of data being processed by the system.

Students

How do I tell the status of a student?

See the example in the screen shot below.

Registration	If the 'Has Generated Registration Letter' checkbox is ticked, then a registration letter has been generated for the student.
	All students are migrated with 'Has Generated Registration Letter' checkbox selected.
Terms of Service	If the checkbox is checked the student has completed Terms of Service and the date shows the most recent date this was accepted.
	If the checkbox is not checked it means the student has previously accepted the Terms of Service but has since had a registration or password reset letter generated.
First Use	If the checkbox is checked, the student has completed First Use for their age level, and they have a final password which is valid for 365 days.
	If the checkbox is not checked, the student is still on a temporary password which is valid for either 30 or 10 days, depending on the type of letter that was generated (i.e. Registration Letter or Password Reset letter respectively).

What do I do if I can't see my students?

Students are only processed into the student provisioning system when they have:

- A valid current enrolment
- A VSN assigned

The Service Desk can see all students assigned to schools. If the student has a valid current enrolment, and a VSN assigned, the Service Desk should be able to check if the student exists in the student provisioning solution, and the student's current status.

To contact the Service Desk: Log a service call via the IT Service Gateway on http://servicedesk.education.vic.gov.au

Where do I generate student Welcome Letters from?

Welcome letters are now called registration letters.

To generate a registration letter, go to the Admin Console home screen and click on 'Generate Registration Letters'.

What happens to ungraded students?

Ungraded students are those who do not necessarily belong to a grade, for example, students at a Special School. Ungraded students will exist within the portal and be able to log in as members of the school, however they are not allocated a year level.

How do I find a student?

You can only see students if they have a valid current enrolment to a school to which you have been assigned delegated administrative rights.

You can search by username, first name, last name. Wildcards (%) are also accepted.

How do I identify the school a student belongs to?

1. Open a student record and click on the enrolments tab. This will display the student's current enrolment details.

    If a school(s), aside from your own is listed, then the student has current enrolments at multiple schools.

Emails

Why is a student's email address blank?

The email address for the student will be brought in from their CASES21 email address once this has been validated by CASES21.

This process is currently not being used.

Usernames

What if a student wants to change their username?

A username can only be changed by raising a service request with the Service Desk via the IT Service Gateway on http://servicedesk.education.vic.gov.au as eduPass is responsible for user IDs.

Where does the information for student usernames come from?

The information comes from CASES21, which is why it is important that CASES21 entries are correct.

Searches

How do I search for students in a home group if I am a Delegated Administrator at multiple schools?

There are two searches which can be used to filtered

1. School Code|Home Group (e.g. 9800 |B6), **or**
2. School Code|Year Level (e.g. 9800|9).

You can also search for the School Code by inputting the school code in the **Search For** field.

For support, log a service request with the Service Desk via the IT Service Gateway on http://servicedesk.education.vic.gov.au

Why can't I order by year level or home group?

As a student can have more than one year level or home group, these fields may have more than one value so they are unable to be ordered as the system is unable to determine which value to use.

If you need to perform a particular search, log a service request with the Service Desk via the IT Service Gateway on http://servicedesk.education.vic.gov.au.

Principals

What if there is no Principal at a School?

If there is no current Principal or the Principal is away sick, log a service request with the Service Desk via the IT Service Gateway (http://servicedesk.education.vic.gov.au). The Service Desk will assign a person with Principal rights, to the role.

How do I identify a School Principal?
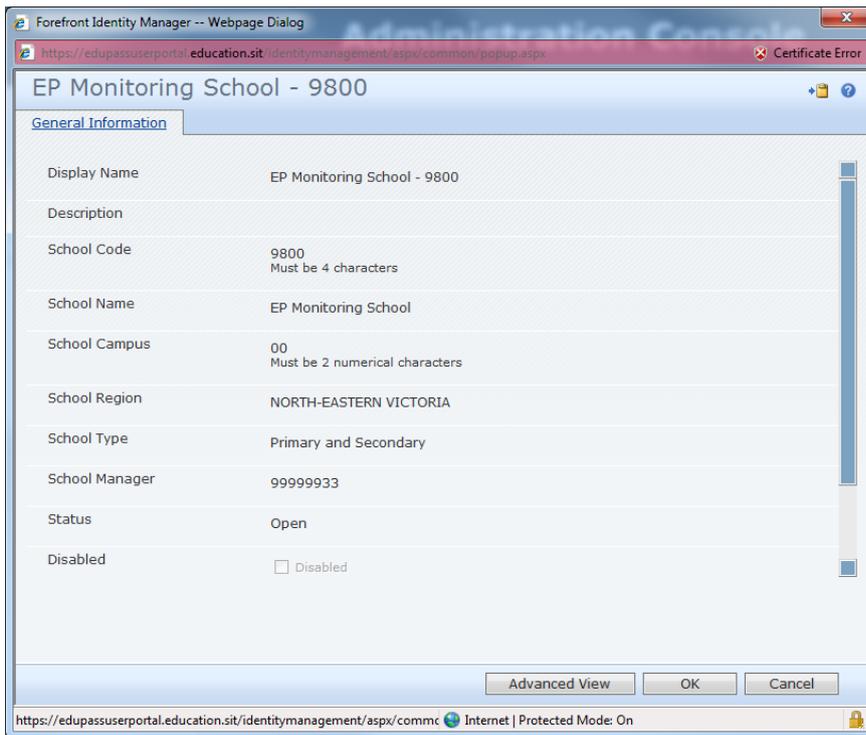
To find the Principal for a school:

Perform the All Schools (Admin) search using the school code in the **Search for** box.
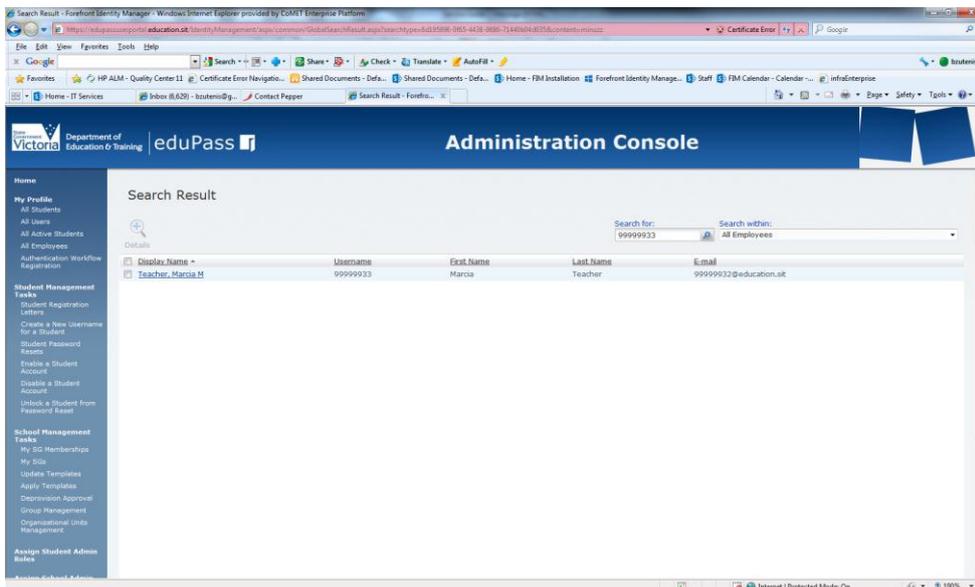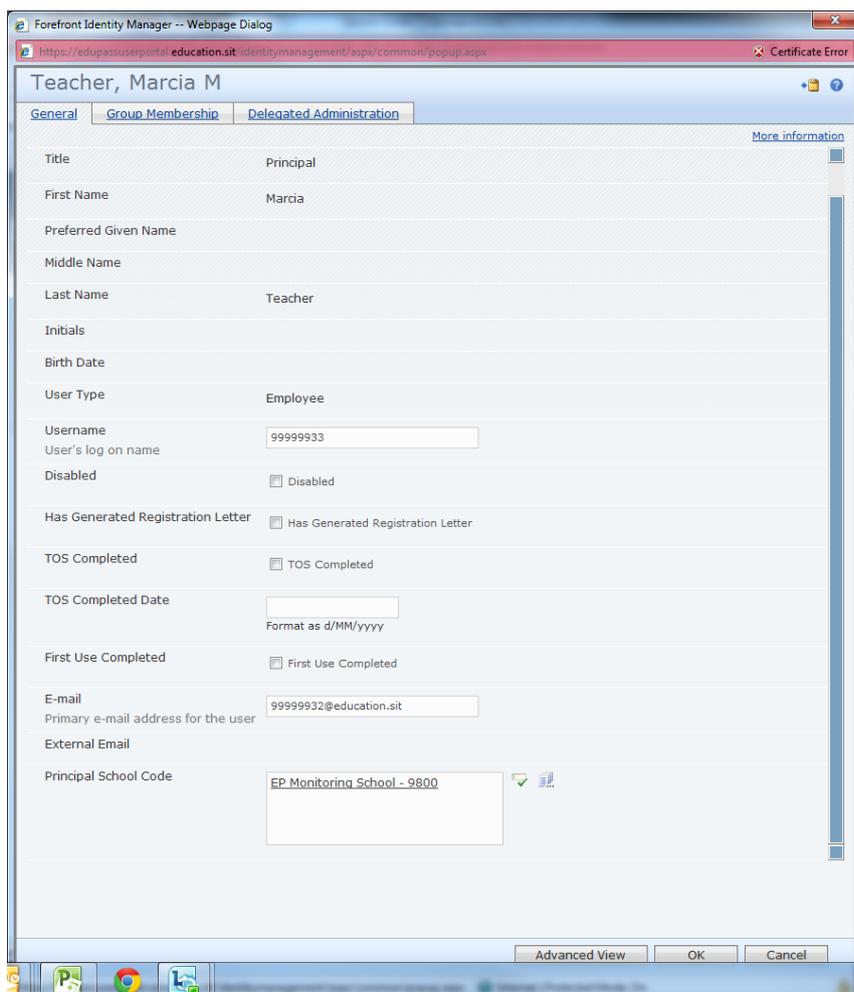

Click on the school to select it.

In the **School Manager** field, the Principal's PIN displays.

Use this value to search for the Principal's name.

To validate this, click on the employee's record to open it.

In the **Principal School Code** field, all schools for which the user is a Principal will display.

Accessibility

Are there any eduPass Student Provisioning accessibility issues for end users?

There is a known limitation with the eduPass Admin Console. The console is not compatible with commercially available screen readers. This limitation could impact visually impaired staff relying on a screen reader to access the eduPass Admin Portal. This accessibility issue will be resolved by November 2015.

However, where a Specialist Technician identifies a requirement for further accessibility support for this issue, the School should raise the issue with their Service Delivery Manager (SDM) who will liaise with DET in the resolution of the issue on a case-by-case basis.

School Delegated Administrators who identify accessibility issues should follow current business process and log a service request with the Service Desk via the IT Service Gateway on http://servicedesk.education.vic.gov.au

 Where possible, the School should attempt to self-manage any accessibility issue.