

## Reset a Student's eduPass Password





## Introduction

In this module you will learn how to Reset a Student's eduPass Password. This action will generate a temporary password letter for the student; the temporary password has to be changed within 10 days to activate the account. If the password is not changed the temporary password expires.

**Note:** If the student is in Year 3 or above, you may want to confirm that they have tried using their secret questions and answers to reset their password before taking this action.

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## My Profile

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All Employees

Student Management  
TasksStudent Registration  
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for a StudentStudent Password  
ResetsEnable a Student  
AccountDisable a Student  
AccountUnlock a Student from  
Password Reset

## Sign Out

## Welcome, Teacher, Seth S

Search for:

Search within:



### My Profile

The **My Profile** function allows you to see information about yourself in the system.



### Student Management

- [Student Registration Letters](#)
- [Student Password Resets](#)
- [Disable a Student Account](#)
- [Create a New Username for a Student](#)
- [Enable a Student Account](#)
- [Unlock a Student from Password Reset](#)

The **Student Management** function allows you to manage your students' registration in eduPass.

### See requests I've made

The **See requests I've made** function allows

## Reset a Student's eduPass Password

To access eduPass, navigate to <https://edupass.education.vic.gov.au/UserPortal> and log in with your department username and password.

In this example, you will reset eduPass passwords for a number of students who have forgotten their password and, being in Year 3 or above, are unable to use their self-service password reset PIN and/or secret questions and answers because they have forgotten them.

Click on the **Student Password Resets** link.

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## Sign Out

## Student Password Reset Batch Details



Search for:

Search within:

<input type="checkbox"/>	Display Name	Description	Status	Created Time
<input type="checkbox"/>				

Click on the **New** button.



Forefront Identity Manager -- Webpage Dialog

https://eduPass.education.vic.gov.au/UserPortal



## Create Student Password Reset Batch

General Summary

Display Name: eduPass Password Reset

Status: Pending

Description: This appears on the temporary password reset letter (e.g. Letters Home Group 02A)

Selected Students \*  

Send as a single PDF file

1. When 'Send as single PDF file' is checked you will receive a single email with a PDF attachment containing all of the letters in this batch (1 letter per page).  
2. When 'Send as single PDF file' is unchecked you will receive an individual email for each student requested in this batch.

\* Requires input

< Back Next > Finish Cancel



You should enter a description for each request you generate.

In this example, you are processing password resets for several students.

Click in the **Description** field.

## Create Student Password Reset Batch

General

Summary

Display Name

eduPass Password Reset

Status

Pending

Description

This appears on the temporary password reset letter (e.g. Letters Home Group 02A)

Password Resets

Selected Students \*

Send as a single PDF file



1. When 'Send as single PDF file' is checked you will receive a single email with a PDF attachment containing all of the letters in this batch (1 letter per page).
2. When 'Send as single PDF file' is unchecked you will receive an individual email for each student requested in this batch.

\* Requires input

Type ***Password Resets*** in the field and then click on the **Browse** button for **Selected Students**.



&lt; Back

Next &gt;

Finish

Cancel

## Students

Search for:

9810



Search within:

All Active Students

 Display Name First Name Last Name Username Home Group School Year Display Name Has Generated Registration Letter First Use Completed

Find the resources you  
using the Search above.

Now you can select the students. In this example, you wish to display all students in school 9810.

The **Search for** field is active.

Type **9810** into the field and then click on the **Search** button.

OK

Cancel

Stu

The first student you need to select is Beulah Dealer. You can select an individual student by clicking in the check box beside their name.

Select **Beulah**.

Search for:

9810

Search within:

All Active Students



Display Name	First Name	Last Name	Username	Home Group	School Year	Disabled	Has Generated Registration Letter	First Use Completed
<input type="checkbox"/> Arden Mulloway	Arden	Mulloway	AMMUL	00A	1	No	Yes	No
<input checked="" type="checkbox"/> Beulah Dealer	Beulah	Dealer	BCDEA	09A	9	Yes	No	No
<input type="checkbox"/> Bert Hotsen	Norberto	Hotsen	NBHOT	09A	9	No	Yes	No
<input type="checkbox"/> Blaine Lamisi	Blaine	Lamisi	BMLAM1	00A	1	Yes	No	No
<input type="checkbox"/> Bobby Brown	Bobby	Brown	BWBRO	07A	7	No	Yes	No
<input type="checkbox"/> Bobby Zammit	Bobby	Zammit	BEZAM1	09A	9	Yes	No	No
<input type="checkbox"/> Charise Rubin	Charise	Rubin	CSRUB	09A	9	No	Yes	No
<input type="checkbox"/> Chris Grech	Christopher	Grech	CJGRE	09A	9	Yes	No	No
<input type="checkbox"/> Christine Smitha	Christine	Smitha	CTSMI	06A	6	Yes	No	No
<input type="checkbox"/> Christopher Brown	Christopher	Brown	CCBRO	02A	3	No	Yes	No
<input type="checkbox"/> Clare Smith	Clare	Smith	CCSMT	05A	5	Yes	No	No

Search Students

56 items total Page 1 of 2

OK Cancel



## Students

Search for:

9810



Search within:

All Active Students



<input type="checkbox"/>	Display Name	First Name	Last Name	Username	Home Group	School Year	Disabled	Has Generated Registration Letter	First Use Completed
<input type="checkbox"/>	Arden Mulloway	Arden	Mulloway	AMMUL	00A	1	No	Yes	No
<input checked="" type="checkbox"/>	Beulah Dealer	Beulah	Dealer	BCDEA	09A	9	Yes	No	No
<input type="checkbox"/>	Bert Hotsen	Norberto	Hotsen	NBHOT	09A	9	No	Yes	No
<input type="checkbox"/>	Blaine Lamisi	Blaine	Lamisi	BMLAM1	00A	1	Yes	No	No
<input type="checkbox"/>	Bobby Brown	Bobby	Brown	BWBRO	07A	7	No	Yes	No
<input checked="" type="checkbox"/>	Bobby Zammit	Bobby	Zammit	BEZAM1	09A	9	Yes	No	No
<input type="checkbox"/>	Charise Rubin	Charise	Rubin	CSRUB	09A	9	No	No	No
<input checked="" type="checkbox"/>	Chris Grech	Christopher	Grech	CJGRE	09A	9	No	No	No
<input type="checkbox"/>	Christine Smitha	Christine	Smitha	CTSMI	06A	6	No	No	No
<input type="checkbox"/>	Christopher Brown	Christopher	Brown	CCBRO	02A	3	No	No	No
<input type="checkbox"/>	Clare Smith	Clare	Smith	CCSMT	05A	5	No	No	No

In this example, we have selected the remaining two students, Bobby Zammit and Chris Grech for you.

Click on the **OK** button.

Search Students

56 items total Page 1 of 2

Beulah Dealer;Chris Grech;Bobby Zammit

OK

Cancel

Forefront Identity Manager -- Webpage Dialog

https://eduPass.education.vic.gov.au/UserPortal

## Create Student Password Reset Batch

General Summary

Display Name: eduPass Password Reset

Status: Pending

Description: Password Resets Home Group 02A  
This appears on the temporary password reset letter (e.g. Letters Home Group 02A)

Selected Students \*  
Beulah Dealer; Chris Grech; Bobby Zammit;

Send as a single PDF file

1. When 'Send as single PDF file' is checked you will receive a single email with a PDF attachment batch (1 letter per page).  
2. When 'Send as single PDF file' is unchecked you will receive an individual email for each student

\* Requires input

< Back Next > Finish Cancel

All the students selected in the previous step are now included in Selected Students.

Notice that the **Send as Single PDF** check box is selected by default. This means that you will receive an email with a PDF attached that includes all the password reset letters from this request. If the option is unchecked you will receive a separate email for each student.

Click on the **Next** button.



## Create Student Password Reset Batch

General

Summary

Attribute	Value
Description	Password Resets
Display Name	eduPass Password Reset
Resource Type	Student Password Reset Batch Details
Selected Students	Beulah Dealer;Chris Grech;Bobby Zammit;
Send as Single PDF	True
Status	Pending

1. This job may take between 5 minutes and 2 hours to complete based on the number of students in the batch.
2. After pressing Submit, you can continue to complete other tasks while the job completes.
3. You can see the job status after pressing submit by refreshing the webpage.
4. If you have not received an email containing all of your letters within 2 hours, or receive an error report, log a Service Call for eduPass support using the IT Service Gateway: <http://servicedesk.education.vic.gov.au>

Click on the **Submit** button.

&lt; Back

Submit

Cancel

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## Sign Out

## Student Password Reset Batch Details



New



Details



Delete

Search for:

Search within:

 ▼

<input type="checkbox"/> <a href="#">Display Name</a> ▲	<a href="#">Description</a>	<a href="#">Status</a>	<a href="#">Created Time</a>
<input type="checkbox"/> <a href="#">eduPass Password Reset</a>	Password Resets	Running	20/04/2015 4:22:01 PM

After submitting you will see the request now appears on this screen. Notice the status – the request is currently being processed.

Selected Items:

1 items total Page 1 of 1

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## Student Password Reset Batch Details



New



Details



Delete

Search for:

Search within:

<input type="checkbox"/> <a href="#">Display Name</a> ▲	<a href="#">Description</a>	<a href="#">Status</a>	<a href="#">Created Time</a>
<input type="checkbox"/> <a href="#">eduPass Password Reset</a>	Password Resets	Completed	20/04/2015 4:22:01 PM

After a moment, if you refresh this page you will notice that the request has been completed.

Selected Items:

1 items total Page 1 of 1



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## Student Password Reset Batch Details



New



Details



Delete

Search for:

Search within:

My Student Password Resets



<input type="checkbox"/> <u>Display Name</u> ▲	<u>Description</u>	<u>Status</u>	<u>Created Time</u>
<input type="checkbox"/> <a href="#">eduPass Password Reset</a>	Password Resets	Completed	20/04/2015 4:22:01 PM



The password reset letters will be sent to your email account in a single PDF for printing and issuing to the students.

You can view the status of a request by clicking on the link in the Display Name column.

Click on the **eduPass Password Reset** link.

Selected Items:

1 items total Page 1 of 1



# Student Password Reset Batch Details

General

Display Name: eduPass Password Reset

Status: Completed

Description: Password Resets

Completed Time: 20/04/2015 4:22:10 PM

Selected Students

[Beulah Dealer](#); [Chris Grech](#); [Bobby Zammit](#)

Failed Students

If there are students listed in this box, please contact support using the service gateway on <http://servicesdesk.education.vic.gov.au>

Resets

Notice the details of the request are displayed.

You should always check the details in case any students have failed to have a password reset letter generated.

Click on the **OK** button.



OK

Cancel

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## Sign Out

## Student Password Reset Batch Details



New



Details



Delete

Search for:

Search within:

 ▼

<input type="checkbox"/> <a href="#">Display Name</a> ▲	<a href="#">Description</a>	<a href="#">Status</a>	<a href="#">Created Time</a>
<input type="checkbox"/> <a href="#">eduPass Password Reset</a>	Password Resets	Completed	20/04/2015 4:22:01 PM


Selected Items:

1 items total Page 1 of 1

# eduPass Temporary Password Reset Letter - Password Reset Home Group 09A 03/06/2015 11:53:56 AM

FIM2010, FIMService1sit

To: Teacher, Seth S

Attachments:  eduPass Password Reset Let~1.pdf (91 KB) [Open as Web Page]

Wednesday, June 03, 2015 11:54 AM

## Department of Education and Training - Victoria

### eduPass Temporary Password Reset Letter - Password Reset Home Group 09A 03/06/2015 11:53:56 AM

Dear Teacher, Seth S,

Please find attached the notifications generated for:

<b>Notification</b>	:	eduPass Temporary Password Reset Letter
<b>Description</b>	:	Password Reset Home Group 09A
<b>Date and Time of Generation</b>	:	03/06/2015 11:53:56 AM
<b>Password Expiry Date</b>	:	13 June, 2015

The Description and the Date and Time of Generation can be used within the [eduPass Administration Portal](#) to track the details of each batch of generated registration letters and the batch status.

If there are any errors, you will receive a separate email detailing the error (i.e. Total Batch Failure or Exception Failure) and the number of students affected.

If no error message is received, the batch has processed successfully.

Here is an example of the email you will receive. Notice there is a PDF attachment. You can save and print this document which will contain all the password reset letters to be issued to each student.

Depending on your email software you will be able to click on a link or icon for the attachment to save and print the document.

## Department of Education and Training - Victoria

### CJGRE: eduPass Temporary Password Reset Letter

03 June, 2015

School Ref : 9810|09A

Dear Chris Grech

You have been issued with a user name and temporary password to access the eduPass service.

Your eduPass User Name and temporary password are:

**User Name:** CJGRE  
**Temporary Password:** i4Q9DjAd5  
**Password Expiry Date:** 13 June, 2015

Note: You must change your password to complete your account activation. Your temporary password will expire in 10 days, on the date above.

An example of an eduPass Temporary Password Reset Letter is shown here. A student will be able to log back into eduPass and set up their account again immediately upon receiving the letter.

#### Actions Required:

To activate your username and password you must complete the following actions:

1. Open a browser and navigate to <https://eduPass.education.vic.gov.au/MyAccount>
2. Login using your temporary password and eduPass username exactly as shown above and follow the prompts to change your password

#### Things to Remember for Password Management

1. You cannot change your password more than once in 24 hours.
2. You are required to change your password once every year; this can be done by going to <https://eduPass.education.vic.gov.au> and following the prompts.
3. If you are in Years 3-12, and forget your password, you can go to: <https://eduPass.education.vic.gov.au> and follow the prompts to reset your password using the secret questions and answers you set up when you registered.

For further information or questions, please contact your School eduPass Administrator.





## Tips

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.