

Unlock a Student's eduPass Account





Introduction

In this module you will learn how to **Unlock a Student's eduPass Account** for a student for whom the self service password reset (referred to as SSPR) function has been locked for security reasons.

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All Active Students

All Employees

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

Sign Out

Welcome, Teacher, Beth B

Search for:



Search within

All Active Stu

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](#)
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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

Unlocking a Student's eduPass Account

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

A student may become "locked out" of the eduPass Password Reset function because too many attempts to access their account with an incorrect password have occurred within a 30 minute timeframe. When the account is unlocked from password reset, the student will be able to use the self service password reset function again.

Note: To unlock a student's account you can use either the left hand menu or the centrally placed link, whichever is most convenient for you.

Click on the **Unlock a Student from Password Reset** link.

Unlock a Student from Password Reset

General

Manually-managed Members



Click on the **Manually-managed Members** tab.

Display Name

Unlock a Student from Password Reset

Description

Students added to this set will have their SSPR functionality unlocked

OK

Cancel

Unlock a Student from Password Reset

[General](#)[Manually-managed Members](#)[More information](#)

Current Members

A list of manually selected resources that are currently saved in the set.

Display Name

Description

This set has no manually-managed members.

0 items total Page 1 of 1

Members To Remove

Choose who to remove from the current members.



Members To Add

Choose new additions to the set.



Click on the **Browse** button for **Members to Add**.

OK

Cancel

Select Members

Search for:

Search within:

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



Find the resources you want using the Search above.

Click on the **Search within** drop-down arrow.

OK

Cancel

Select Members

Search for:

Search within:

- All Active Students
- All Employees
- All Active Students - Enabled
- All Active Students - Disabled
- All Active Students - Year P
- All Active Students - Year 1
- All Active Students - Year 2
- All Active Students - Year 3
- All Active Students - Year 4
- All Active Students - Year 5
- All Active Students - Year 6
- All Active Students - Year 7
- All Active Students - Year 8
- All Active Students - Year 9
- All Active Students - Year 10
- All Active Students - Year 11
- All Active Students - Year 12
- All Active Students - Year 13
- All Active Students (AccountName)
- All Students - First Use Completed
- All Students - First Use Not Completed
- All Students - SSPR Locked
- All Students - SSPR Registered
- All Students - Generate Registration Letter Required
- All Schools
- All Delegated Admins

 Display Name First Name Last Name Username Home Group School

Find the resources you need
using the Search at the top of the page.

Note: SSPR stands for self service password reset; this includes the PIN and secret questions and answers that the student set up at registration.

Select All Students - SSPR Locked.



OK

Cancel

Select Members

Search for:

Search within:

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

Find the resources you
using the Search above

Tip: Because you have selected **All students - SSPR Locked** in the **Search within** field, all students who have been locked out will be returned.

Click on the **Search** button.

OK

Cancel

Select Members

Search for:

Search within:

All Students - SSPR Locked

| <input type="checkbox"/> | Display Name | First Name | Last Name | Username | Home Group | School Year | Disabled | Has Generated Registration Letter |
|--------------------------|--------------|------------|-----------|----------|------------|-------------|----------|-----------------------------------|
| <input type="checkbox"/> | Damian Duff | Damian | Duff | DDDUF | 10A | 10 | No | Yes |



In this example, Damian Duff has been locked out of the password reset facility for his account because one of his friends has been trying to hack the account and has tried to change the password more than 25 times in 30 minutes. The password reset feature has been locked.

(Note: Damian can still access the account if he knows his password)

Select **Damian Duff**.

Members to be added:

1 items total Page 1 of 1

OK

Cancel

Select Members

Search for:

Search within:

| <input checked="" type="checkbox"/> | Display Name | First Name | Last Name | Username | Home Group | School Year | Disabled | Has Generated Registration Letter |
|-------------------------------------|--------------|------------|-----------|----------|------------|-------------|----------|-----------------------------------|
| <input checked="" type="checkbox"/> | Damian Duff | Damian | Duff | DDDUF | 10A | 10 | No | Yes |

Click on the OK button.

Members to be added:

Damian Duff

1 items total | Page 1 of 1



OK

Cancel

Unlock a Student from Password Reset

[General](#)[Manually-managed Members](#)[More information](#)

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A list of manually selected resources that are currently saved in the set.

Display Name

Description

This set has no manually-managed members.

0 items total Page 1 of 1

Members To Remove

Choose who to remove from the current members.



Members To Add

Choose new additions to the set.



Click on the **OK** button.



OK

Cancel

Unlock a Student from Password Reset

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Multiple-Value Attributes

Removed Items

Inserted Items

Manually-managed Membership

(no removed item)

Damian Duff;

Click on the **Submit** button.



< Back

Submit

Cancel

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Welcome, Teacher, Beth B

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Search within:



[My Profile](#)

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Damian will now be able to access password reset (self service) facility.

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[See requests I've made](#)



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