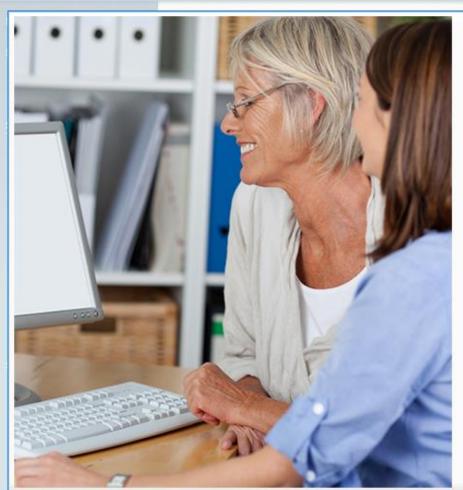


Unlock a Student's eduPass Account





Administration Console



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.



eduPass 📭

Administration Console

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

Student Management



Student Password

Disable a Studer Account

<u>Create a New</u>
► <u>Username for a</u>
<u>Student</u>

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

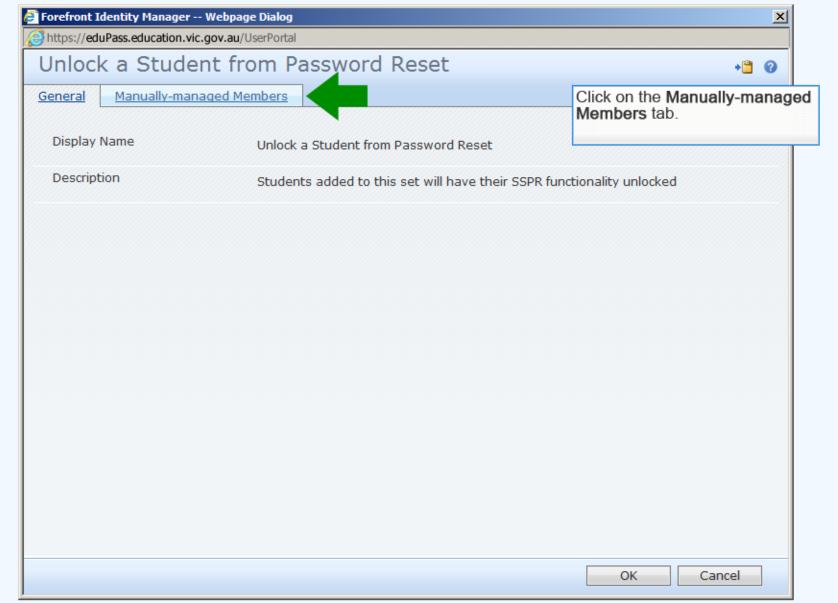
Unlocking a Student's eduPass Account

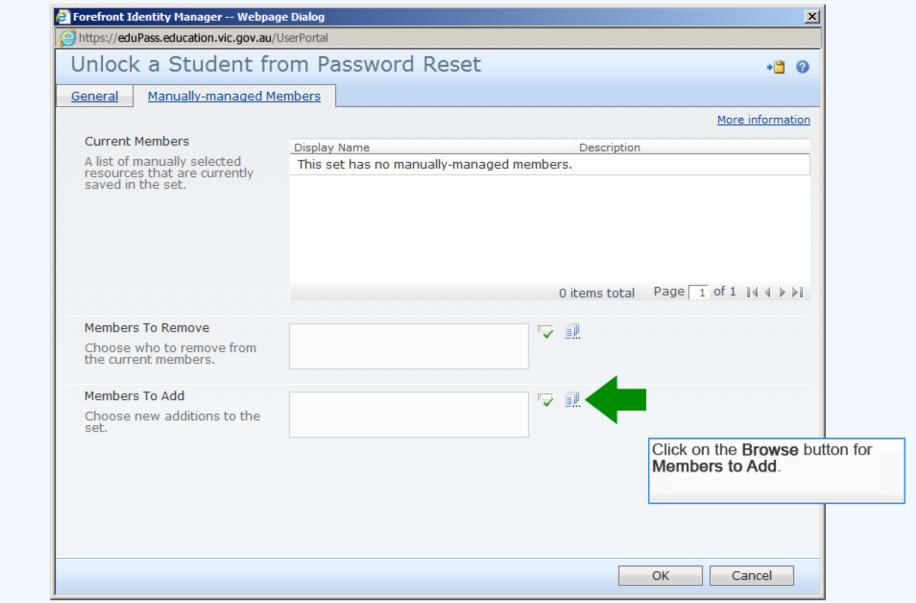
To access eduPass, navigate to https://edupass.education.vic.gov.au/UserPortal and log in with your Department username and password.

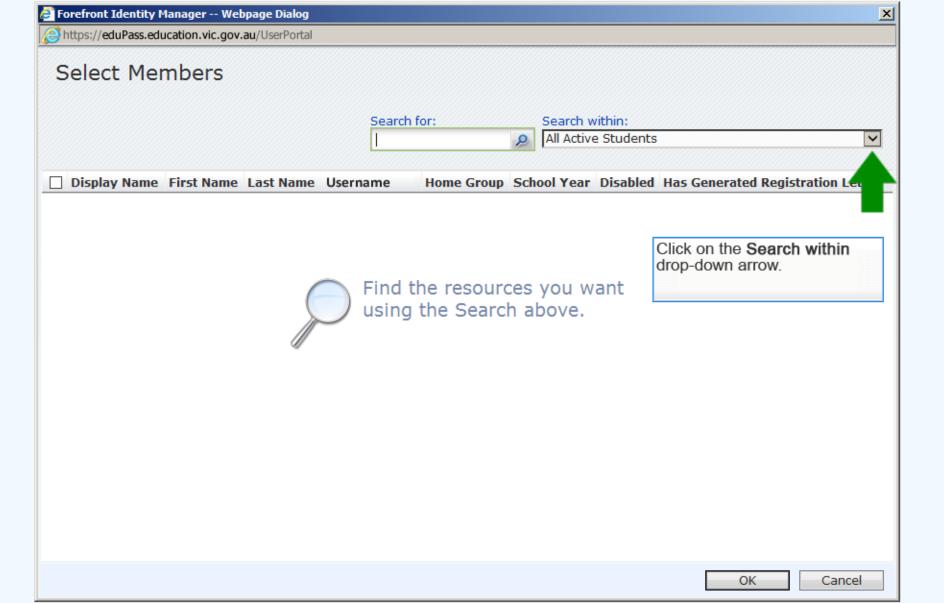
A student may become "locked out" of the eduPass Password Reset function because too many attempts to access their account with an incorrect password have occurred within a 30 minute timeframe. When the account is unlocked from password reset, the student will be able to use the self service password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

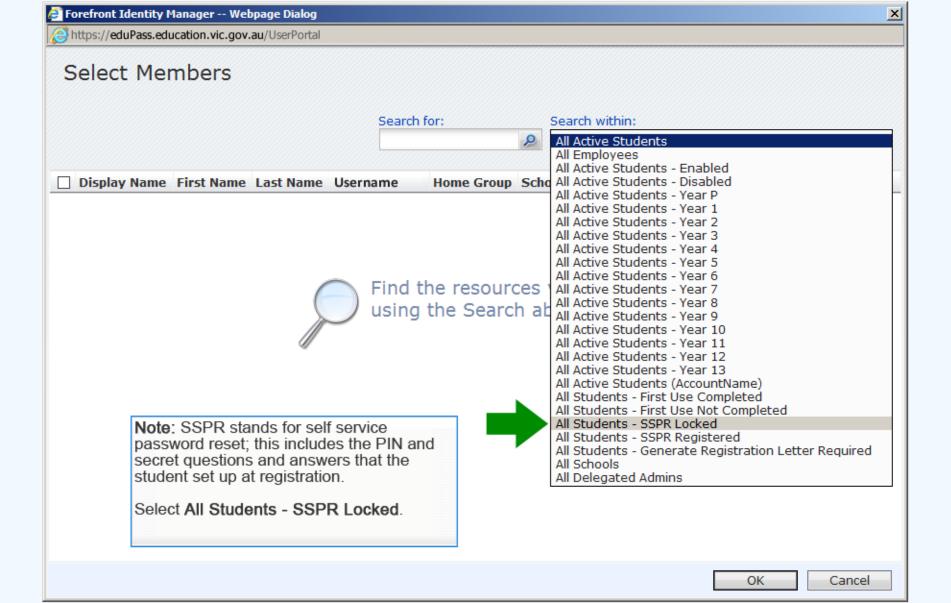
Note: To unlock a student's account you can use either the left hand menu or the centrally placed link, whichever is most convenient for you.

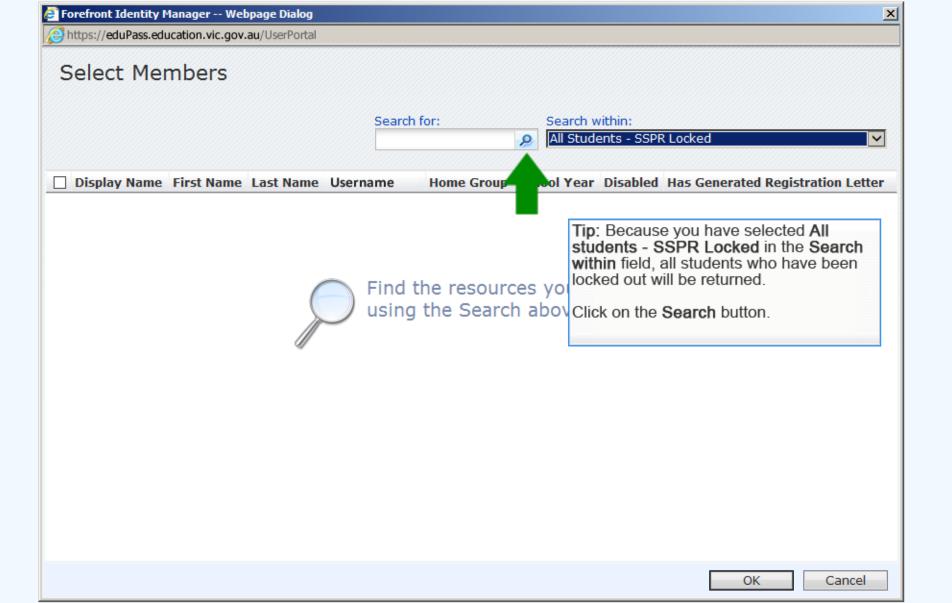
Click on the Unlock a Student from Password Reset link.

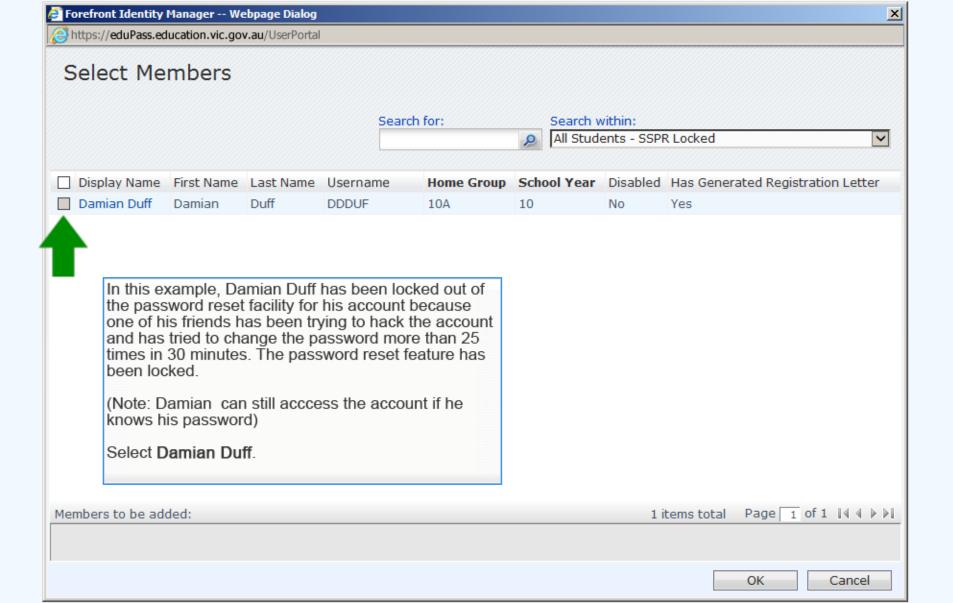


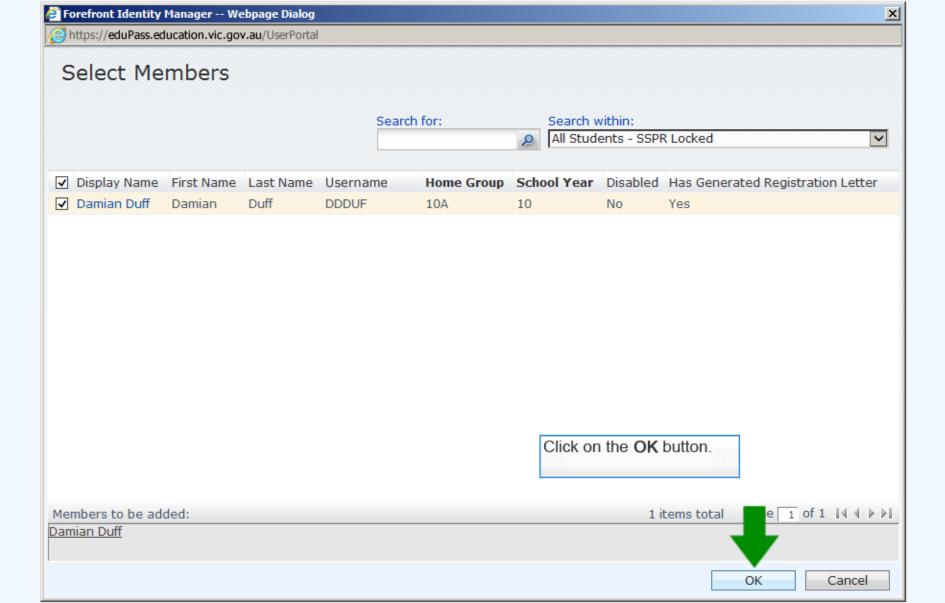


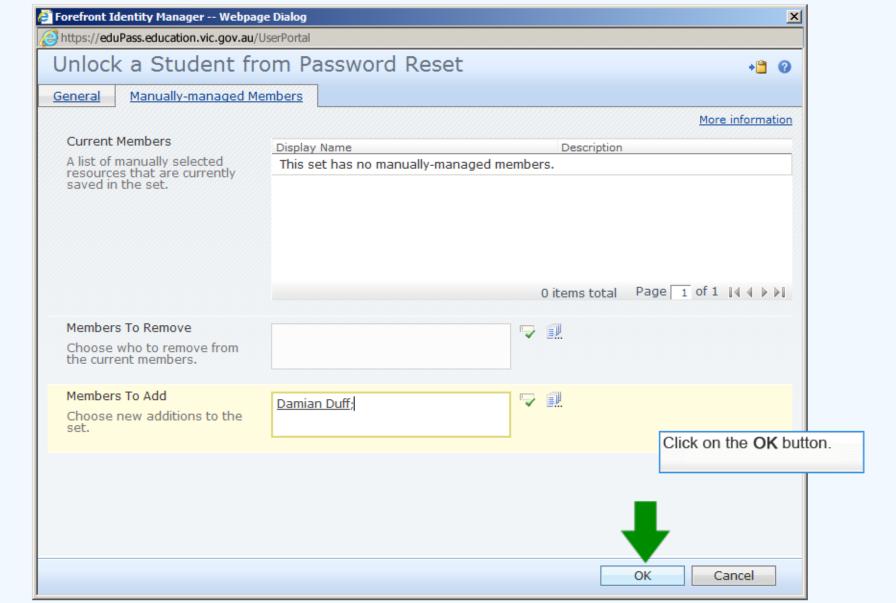


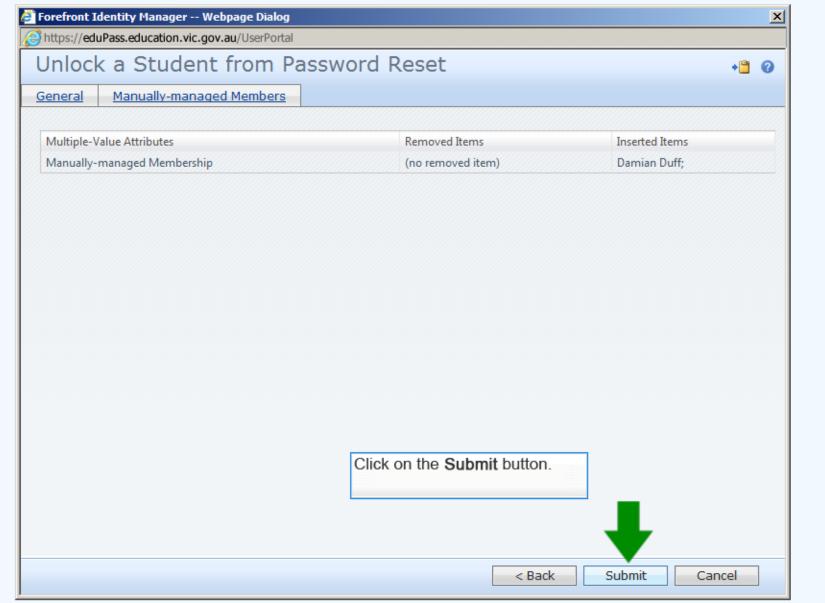
















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Help



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Student Management



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 Username for a
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- Account
- Unlock a Student
 from Password
- Reset

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

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

See requests I've made

The See requests I've made function allows

