

eduPass Fast Card Year 3–12 Reset Forgotten eduPass Password

Introduction

To reset your password if you forget it, you have to remember your user name, PIN and the answers to the secret questions that you set up earlier.

1.

This screenshot shows the login page with a message: "You could not be logged in to eduPass. Make sure that your domain name, User ID, and password are correct, and then try again." Below this, there are radio buttons for "This is a public or shared computer" (selected) and "This is a private computer". There are input fields for "User ID:" and "Password:". A red box highlights the "Reset Forgotten Password" link, and another red box highlights the "Log In" button.

From the eduPass for Students log in screen, click on the **Reset Forgotten Password** link.

2.

This screenshot shows the "Password Reset:" screen. It asks the user to "Enter your user name below" and has a text input field containing "JSMK". Below the input field is a "Next" button, which is highlighted with a red box.

Enter your **user name** and click on the **Next** button.

3.

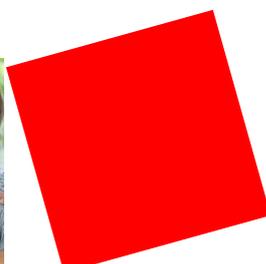
This screenshot shows the "Verify Your Identity: Submit Your Answers" screen. It asks the user to "Please define a 4 digit PIN (restricting only digits [0-9])". There is a text input field containing "2552", which is highlighted with a red box. Below the input field are "Next" and "Cancel" buttons, with the "Next" button highlighted by a red box.

Enter your **PIN** and click on the **Next** button.

4.

This screenshot shows the "Verify Your Identity: Submit Your Answers" screen with two secret questions. The first question is "What is your favourite surname or TV character?" with a text input field containing "*****". The second question is "What is your favourite team?" with a dropdown menu showing "Hawke". Both input fields are highlighted with red boxes. Below them are "Next" and "Cancel" buttons, with the "Next" button highlighted by a red box.

Two of your secret questions will be shown. Type the **answers to both questions** and then click on the **Next** button.



5.



Type a new password that meets the Department's rules in the **Enter a new password** field. Then type the same password in the **Re-enter the password** field and click on the **Next** button to complete the process.

Password rules: Your password must include at least seven characters, and include at least one character from at least three out of the four sets below:

- Uppercase letter (A-Z)
- Lowercase letter (a-z)
- Numeral (0-9)
- Special character ()~`#\$%&@^

Note, your password cannot contain your own name (first name or last name in full).