

Section 1: Register for Self Service

- a) To set your eduPass secret questions, you need to open your browser and go to :

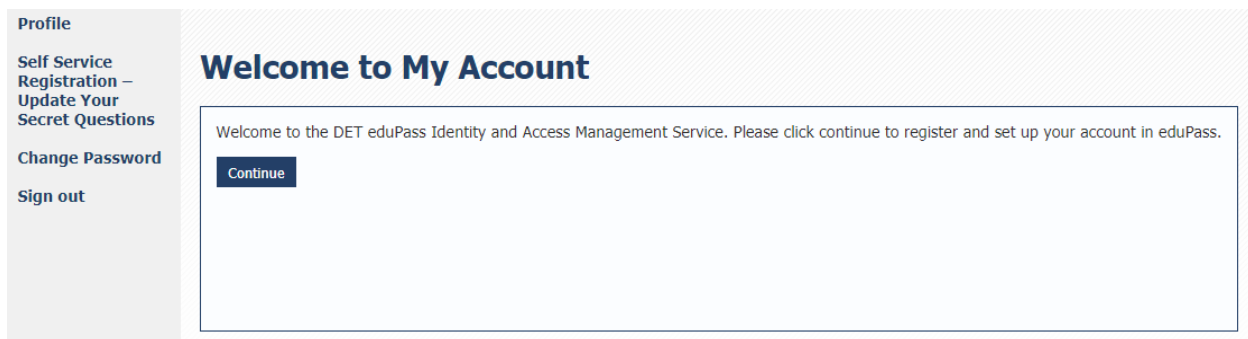
<https://edupassmyaccount.education.vic.gov.au/>

You will see the next screen



- b) Enter your current username and password and click **Log In**

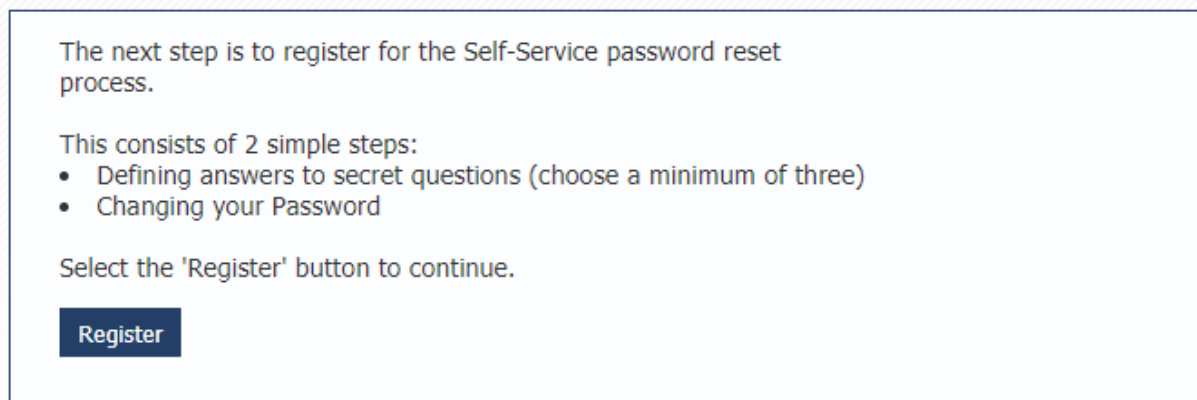
You will see the next screen.



- c) Click on the **Self Service Registration – Update Your Secret Questions** link

You will see the next screen

Register for Self Service Password Reset



- d) Click on **Register**

You will see the next screen.

Password Registration:

If you ever forget your password, you can reset it yourself without calling your help desk.

Click 'Next' to begin the registration process.

Next

- e) Click on **Next**
You will see the next screen.

Password Registration: Your Current Password

Enter your current password below, then click 'Next'.

(logged in as: **EDU002** \cjsin1)

Password:

Next

Cancel

- f) Enter Password and Click **Next**
You will see the next screen.

Password Registration: Register Your Answers

You are required to answer 1 question(s) to register.

Your PIN must only contain numbers (0-9) and be a total length of 4 characters.

Please enter a 4 digit PIN (containing only digits [0-9])

The responses you provide are stored by your organization in Forefront Identity Manager.

Next

Cancel

- g) Enter a 4 digit code (ie month and year of your birthday). It should be something you will remember !!!

Click **Next** when you are finished.
You will see the next screen.

Password Registration: Register Your Answers

You are required to answer 3 question(s) to register.

Each answer must contain at least four characters, with no two answers being the same.

What was the name of your favourite childhood pet?

What is the name of your favourite colour?

What is your favourite superhero or TV character?

What is the name of your oldest cousin/sibling?

What is your Mother's middle name?

What is your favourite team?

What is your favourite food?

What is your favourite holiday destination?

The responses you provide are stored by your organization in Forefront Identity Manager.

Next

Cancel

Enter the answers to three (3) questions.

They should be truthful answers that YOU WILL REMEMBER in future. Do not use funny or silly answers that make no sense.

Click **Next** when you are finished.

You will see the next screen.

Completed:

You are now registered for Self Service Password Reset. If you are currently completing the first use process, please click Finish to continue.



If you ever need to reset your password:

1. Go to the reset password portal
2. Verify your identity
3. Choose your new password

Finish

Now that you have registered for self service, you will be able to click on **Reset Forgotten Password** (see next section), answer your secret questions and then reset your password at any time if you forget.

Section 2: Resetting Your Password

If you have forgotten your password, or receive the following

You could not be logged in to eduPass. Make sure that your domain name, User ID, and password are correct, and then try again.

- a) You can reset your password, if you have registered for self service.

State Government Victoria | Department of Education & Training | eduPass

Security (show explanation)

This is a public or shared computer
 This is a private computer

User ID:

Password:

[Reset Forgotten Password](#) | [Log in](#)

[Copyright](#) | [Disclaimer](#) | [Privacy](#)

- b) When you click on **Reset Forgotten Password**, you will see the following screen :

Login Assistant

Please enter your user name below

For school and corporate staff, use your User ID, example 09001234. For students, this is the name you use to log in, examples are JSMI or VNGUI. (You will find this on your registration letter.)

Next

Enter your O365/Edupass username (not compass username) and press **Next**

Verify Your Identity: Submit Your Answers

You are required to answer the following.

Please enter a 4 digit PIN (containing only digits [0-9])

Next

Cancel

Enter your 4 digit pin and press **Next**

Verify Your Identity: Submit Your Answers

You are required to answer the following.

What is the name of your favourite colour?

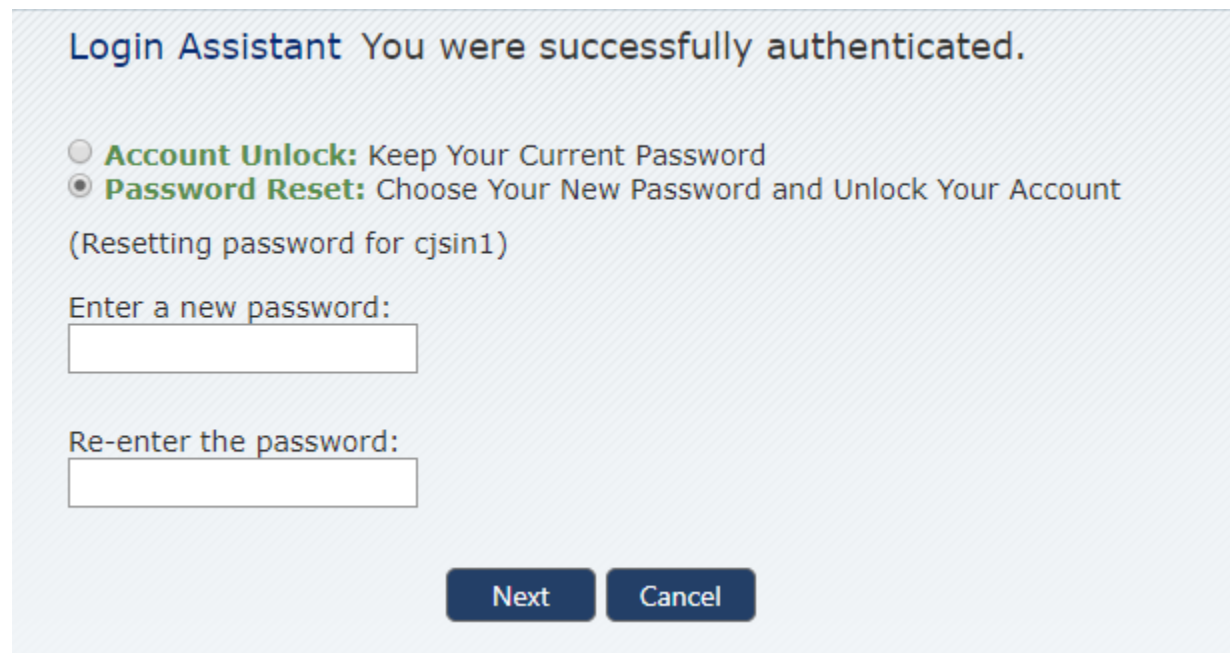
What is the name of your oldest cousin/sibling?

Next

Cancel

You will be asked questions which were set up during registration. Enter the correct answers and press **Next**

If your answers were correct, you will see the following ;



Login Assistant You were successfully authenticated.

Account Unlock: Keep Your Current Password

Password Reset: Choose Your New Password and Unlock Your Account

(Resetting password for cjsin1)

Enter a new password:

Re-enter the password:

Next **Cancel**

c) Enter your new password twice. It must meet the following criteria.

Password complexity requirements summary:

- Minimum 7 characters
- 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. !@#\$%^&)
- User must keep a new password for at least 1 day before changing it

d) Click **Next** once you have entered your password twice.

e) You can now use your new password to log in to the service you require, such as O365, Clickview and Email / Outlook