Resetting a password in the DET Portal

From time to time it will be necessary for a user’s password to be reset. A forgotten password is the most common reason for resetting a password.

A student’s password may be reset by any teacher at the school. For non-teaching staff to be able to change student passwords, the Principal or other Site Manager will need to assign them the Reset Student Password permission.

A staff member’s password may be reset by the Principal, as Site Manager, or by any staff member who has been assigned the Reset User Password permission.

Step-by-step Procedure

The procedure for changing both staff and student passwords is almost identical.

1. Access the DET Portal.
2. Click on My Applications tab.
3. Click on Account Management link.
4. Click on User Management
5. The User Management screen appears:

Please enter the user name and select display or choose search to find the user.

User Name: [ ] DISPLAY [ ] SEARCH [ ] CANCEL

6. Click on [ ] SEARCH. (If the user name is known, then it can be entered into the User Name box and [ ] clicked.)
7. The search panel appears:

   [ ] Searching within Bungan Public School

   Please enter the user name and select display or choose search to find the user.

   Search Name: [ ] DISPLAY [ ] SEARCH [ ] CANCEL

8. Ensure that the User Type is set to either Staff or Student, depending on the user requiring the password reset.
9. Enter the Last Name of the user and click [ ] SEARCH. If the bottom three fields are left empty, all the entries for that user type will be displayed, in groups of twelve.
10. Find the user, who needs a password reset, in the Search Results panel. The User starts with: alphabet can be used to narrow the search to the first letter of the last name.
11. The *Managing* panel for the user will be displayed, showing a summary of account details.

![Administration panel](image)

12. Click on the *Password Reset* tab:

![Password Reset tab](image)

13. Enter your password into the *Enter My Password* box. Small black dots will appear instead of the password characters.

14. Enter the new, temporary, password for the user into the *New Password* box and confirm it by typing it a second time into the *Confirm New Password* box. Again little black dots will appear instead of the password characters.

   - **Staff** will need a password of at least 6 characters.
   - **Year 7 to Year 12 students** will need a password of at least 4 characters.
   - **K – Year 6 students** will need a password with at least 1 character.

15. Click [Save].

16. A successful reset of password will be indicated by:

![Success message](image)

17. An unsuccessful reset of password will be indicated with something similar to:

![Error message](image)

In this case try again.

Once the password has been successfully reset, the user should enter the DET Portal immediately and change this temporary password to make it confidential.

**Note:** When staff users change their password, it will activate Password Synchronisation which will reset other passwords for on-line services that may be accessed through the DET Portal.