Chapter 4
Change a password
IDAM Student Instructions

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Appendix 1: Instructions for changing a password

Prep–Year 12 and ungraded students

These instructions are written as if a teacher was reading them out to a group of students.

To protect your privacy and to keep our systems (like the eduPass) and information safe from unauthorised access, it is important to change your password regularly. You must change your password once a year, but you can change it at any time. You should change it immediately if you think someone else knows it, and you have to change it if your IDAM administrator gives you an alternate username or password reset letter.

To change your password, you must already be registered and know what your current password is. If you haven’t registered you may need to talk to your teacher. If you can’t remember your password, see: Chapter 5: Reset a forgotten password.

If you have registered and know your password, but want to change it, follow the steps below.

Go to the Self-service web page

1. To change your password, open an internet browser and enter in the eduPass web address:


   From the Sign In page, click on the All other users link under Manage My Account (circled in figure 4.1). This will open the self-service log-in page.

   ![Figure 4.1: Sample eduPass Sign In page showing the Manage My Account link](image1)

   For security reasons, please Log Out and Exit your web browser when you are done accessing services that require authentication.

   You can also open self-service from a web browser - Open an internet browser and enter the Self-service web address ([https://idam.education.vic.gov.au/selfservice](https://idam.education.vic.gov.au/selfservice))

Log in

1. Log in with your username and password. To do this:
   a. Click on the Username field and type your username.
   b. Click on the Password field and type your password.

   ![Figure 4.2 Log-in username and password fields](image2)
Terms of Service
2. To use the Self-service tool (and the eduPass) you must accept the Terms of Service. To do this:
   a. Click on the checkbox next to I will comply with the Terms of Service to tick it.

   ![Figure 4.3 Terms of Service checkbox](image)

   If you don’t accept the Terms of Service then you can’t use the Self-service tool or the eduPass.

   b. Click on Log on.

Flash plug-in
3. The system will check whether your web browser has the required Flash plug-in installed. If not, you will see the …Adobe Flash Player message. Follow the instructions in Appendix 4.

Once the Flash plug-in is installed, the Self-service screen will appear, with the Change Password tab selected (1 in figure 4.4) and your username already filled in (2 in figure 4.4).

![Figure 4.4 Change my Password screen with username already filled in](image)
Change and confirm your password

Remember - your new password must be a ‘Complex 7’ password.

**Complex 7 passwords**
For security reasons, your eduPass password must contain a combination of capital letters, lowercase letters, numbers and/or symbols. This is known as a ‘Complex 7’ password. When you set your eduPass password, use this checklist to make sure your password complies with Complex 7 rules:

- at least seven characters long (and no more than 32 characters); and

includes at least one character from three of the following:

- lowercase letters (a-z)
- capital letters (A-Z)
- numbers (0-9)
- special characters, such as (!@#$%^&)

See: *Appendix 2* for tips for creating safe passwords that are easy to remember.

4. Change your password. To do this:
   a. Click on the **Current Password** field and type your current password.
   b. Click on the **New Password** field and type your new password.
   c. Click on the **Confirm Password** field and type your new password again.

![Figure 4.5 Change and confirm password fields](image)

Don’t cut and paste your new password from the **New Password** field into the **Confirm Password** field. Doing this could add an extra space at the end of the password causing it to be rejected.

![Figure 4.6 Change password screen completely filled in](image)

5. Click on **Submit**.
The system will check whether your new password has the right number and type of characters (i.e. 'Complex 7'). If your chosen password is accepted, the ... successfully changed message will appear.

a. Click on OK to return to the Self-Service screen.

![Message](image)

**Figure 4.7 Message that appears after your password has been changed**

b. Close all open internet browsers.

You can use this new password immediately to log into the eduPass.

If there is an error with your chosen password, you will receive a message explaining why it hasn’t been accepted. If you get one of the error messages in *Appendix 3*, follow the instructions below the message to go back and try again.
Appendix 2: Password tips

Creating a ‘Complex 7’ password

For security reasons, your eduPass password must contain a combination of capital letters, lowercase letters, numbers and/or symbols. This is known as a ‘Complex 7’ password.

When you set your eduPass password, use this checklist to make sure your password complies with Complex 7 rules:

- at least seven characters long (and no more than 32 characters)
- includes at least one character from three of the following:
  - lowercase letters (a-z)
  - capital letters (A-Z)
  - numbers (0-9)
  - special characters, such as ()!@#$%^&

Passphrases

Many people find that using the ‘passphrase’ technique helps them create a Complex 7 password that is safe and easy to remember. A ‘passphrase’ is easier to remember than a normal password because it is based on a phrase or sentence that is meaningful to you. It should also be difficult for others to guess or work out.

To create a ‘passphrase’, make up a little sentence or phrase with:

- no spaces between the words
- capital (uppercase) letters in unusual places
- numbers to replace some words (e.g. 4 instead of for, 2 instead of too, 8 instead of ate).

Some examples of Complex 7 ‘passphrases’ are:

- GoHawks2010
- Ihave2dogs
- 1likePizza (use 1 instead of the letter I)
- 1and1isTwo
- Riewoldt10
- 8SmithStreet
- Late4dinner
- #1superstar
- Xcellent!
Tips for keeping your password secure

- Don’t use any of the example passphrases above.
- Don’t tell your password to anyone.
- Don’t choose a password your friends or colleagues could easily guess.
- Change your password if you suspect someone else knows it.
- If you are changing your password, choose one that is very different from your old one.
- Write down your password in coded form if you are likely to forget it. For example, if your password is ‘Ihave2dogs’, write down the names of your dogs as a reminder that your password is based on your pets.
- Don’t use your birth date or name.
Appendix 3: Password error messages

Password is not correct! Please try again!

If you get this message, you have entered the wrong password (i.e. this password isn’t a temporary one the system generated, nor is it one you created earlier).

Figure 4.8 Password not correct error message

To fix this error:

1. Click on OK to return back to the Change Password screen.
2. Click on the Current Password field and type your current or temporary password.
   - If you are using a temporary password from a welcome letter or password reset letter, make sure you enter the temporary password exactly as it appears in the letter. Pay special attention to the capital and small letters, in particular:
     - the number 1 (one)
     - a small letter l (such as the first letter in ‘love’)
     - a capital letter I (the first letter in ‘India’)
     - the number 0 (zero)
     - a capital O (the first letter in the town ‘Oodnadatta’).
3. Click on the New Password field and type your new password.
4. Click on the Confirm Password field and type your new password again.
5. Click on Submit.
6. If your chosen password is accepted, the … successfully changed message will appear.
   a. Click on OK.

Figure 4.9 Message that appears after your password has been changed.

b. Close all open internet browsers.
Password length must be between 7 and 32 characters
If you get this message, you have entered the wrong number of characters in your new password.

![Warning]
The password length must be between 7 and 32 characters long.

**Figure 4.10 Password is the wrong length error message**

To fix this error:

1. Click on OK to return back to the Change Password screen.
2. Click on the Current Password field and type your current or temporary password.
3. Click on the New Password field and type your new password.
   - Make sure you enter a password that has between seven and 32 characters.
4. Click on the Confirm Password field and type your new password again.
5. Click on Submit.
6. If your chosen password is accepted, the … successfully changed message will appear.
   a. Click on OK.

![Information]
Your password has been successfully changed. You may now use this password when logging onto DEECD websites.

**Figure 4.11 Message that appears after your password has been changed.**

b. Close all open internet browsers.
Password does not comply with the DEECD policy
If you get this message, you haven’t used three different types of character in your new password.

![Warning]

The new password does not comply with DEECD policy for the user account.

**Figure 4.12 Password doesn’t comply with ‘Complex 7’ rules error message**

To fix this error:

1. Click on OK to return back to the Change Password screen.
2. Click on the Current Password field and type your current or temporary password.
3. Click on the New Password field and type your new password.
4. Make sure you enter a new password that has at least one character from at least three of the following sets:
   - Lowercase characters (a-z)
   - Uppercase characters (A-Z)
   - Numeric characters (0-9)
   - Special characters and punctuation such as (!@#$%^&)
5. Click on the Confirm Password field and type your new password again.
6. Click on Submit.
7. If your chosen password is accepted, the Successfully changed message will appear.
   a. Click on OK.

![Information]

Your password has been successfully changed. You may now use this password when logging onto DEECD websites.

**Figure 4.13 Message that appears after your password has been changed.**

b. Close all open internet browsers.
New password is the same as your current password
If you get this message, your new password hasn’t changed from your old password.

Figure 4.13 New password isn’t different from current password.

To fix this error:

7. Click on OK to return back to the Change Password screen.
8. Click on the Current Password field and type your current or temporary password.
9. Click on the New Password field and type your new password.

Make sure you enter a new password that has at least one character from at least three of the following sets:
- Lowercase characters (a-z)
- Uppercase characters (A-Z)
- Numeric characters (0-9)
- Special characters and punctuation such as (!@#$%^&

10. Click on the Confirm Password field and type your new password again.
11. Click on Submit.
12. If your chosen password is accepted, the ... successfully changed message will appear.
   a. Click on OK.

Figure 4.14 Message that appears after your password has been changed.

d. Close all open internet browsers.
Appendix 4: Adobe Flash plug-in instructions

To use the Registration and Self-service tools you need to make sure that the Flash plug-in (Adobe Flash Player) is installed on the computer you are working on.

This application is free and should only take a few minutes to install.

If you get a message to install or update Flash, follow the instructions below.

1. Click on the Get Flash hyperlink (in the message) to go to the Adobe Flash download site.
2. Wait one or two minutes while the plug-in automatically installs.
3. Once the Flash plug-in is installed, the Forgotten Password screen will appear. Go back and follow the instructions from step 4.

Once you have installed the Flash plug-in on a computer, you won't need to do it again. However, if you use another computer with an internet connection, which hasn't got the Flash plug-in installed, you may need to repeat this step.