

HOW TO RESET YOUR PASSWORD USING THE SMS OPTION

Staff

FS70-502

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This Factsheet is to assist Corporate staff and staff within all DECD schools and preschools to reset their password when their current password has been forgotten. This Self-Service Password Reset process will verify the user's identity by sending a Security Code to their Mobile Phone.

The username or work email address must be known to use this function.

The user must have previously enrolled to use the Self-Service Password Reset by recording their Mobile Phone Number in the Application Portal.

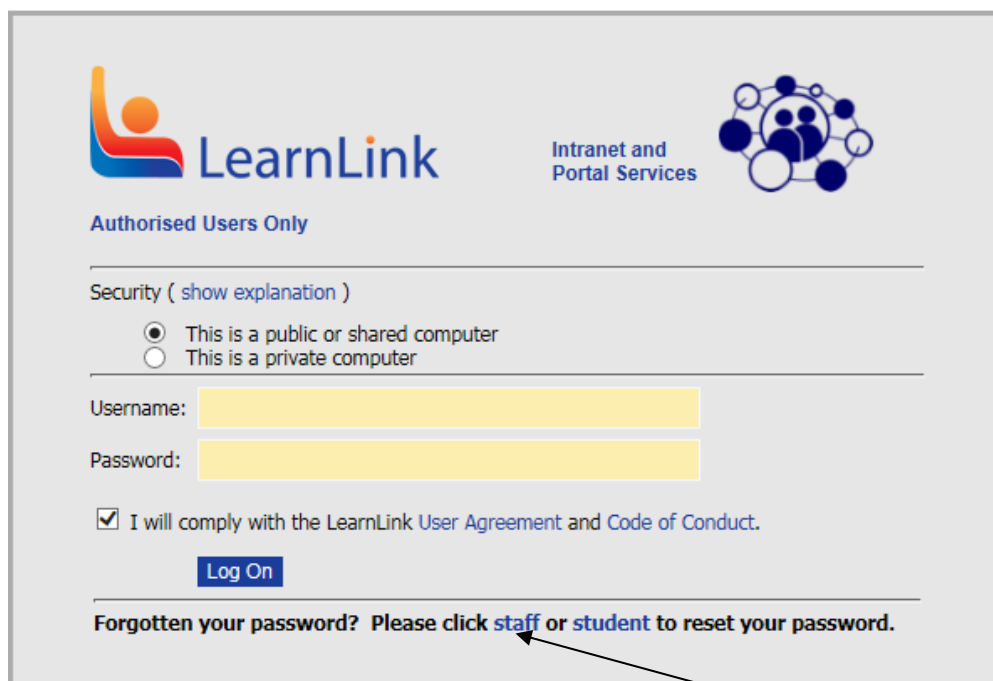
When a password has been forgotten the 'Forgotten your password?' staff link can be used to start the Self-Service Password Reset.

Once the Security Code has been entered correctly the New Password Entry screen can be used to set a new password.

Step 1. Navigate to the Self-Service Password Reset Application.

1. Option 1: Open your web browser and navigate to <https://www.learnlink.sa.edu.au>

Option 2: You can also get to the screen via the Application Portal – My Account – My Questions by navigating to <https://www.eduportal.sa.edu.au>

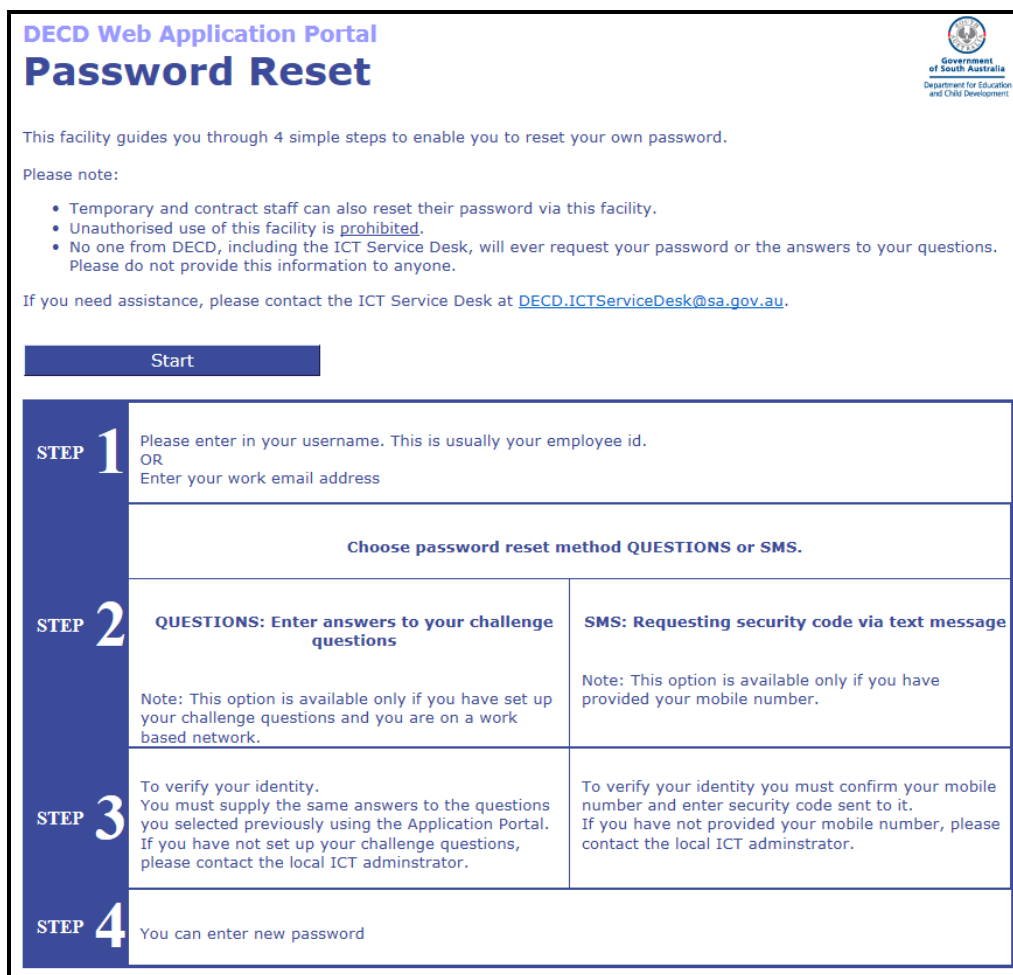


2. Click on the Staff link next to 'Forgotten your password?'

Step 2. Request Security Code via SMS.

The Self-Service Password Reset screen will be displayed.

1. Click the 'Start' Button.



DECD Web Application Portal
Password Reset

This facility guides you through 4 simple steps to enable you to reset your own password.

Please note:

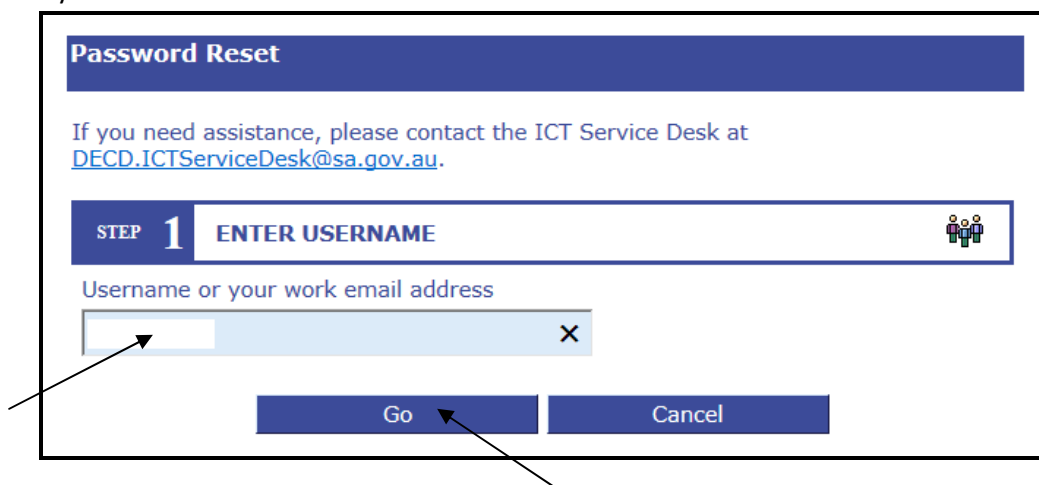
- Temporary and contract staff can also reset their password via this facility.
- Unauthorised use of this facility is prohibited.
- No one from DECD, including the ICT Service Desk, will ever request your password or the answers to your questions. Please do not provide this information to anyone.

If you need assistance, please contact the ICT Service Desk at DECD.ICTServiceDesk@sa.gov.au.

Start

STEP 1	Please enter in your username. This is usually your employee id. OR Enter your work email address	
	Choose password reset method QUESTIONS or SMS.	
STEP 2	QUESTIONS: Enter answers to your challenge questions Note: This option is available only if you have set up your challenge questions and you are on a work based network.	SMS: Requesting security code via text message Note: This option is available only if you have provided your mobile number.
STEP 3	To verify your identity. You must supply the same answers to the questions you selected previously using the Application Portal. If you have not set up your challenge questions, please contact the local ICT administrator.	To verify your identity you must confirm your mobile number and enter security code sent to it. If you have not provided your mobile number, please contact the local ICT administrator.
STEP 4	You can enter new password	

2. Enter your Username and click the 'Go' button.



Password Reset

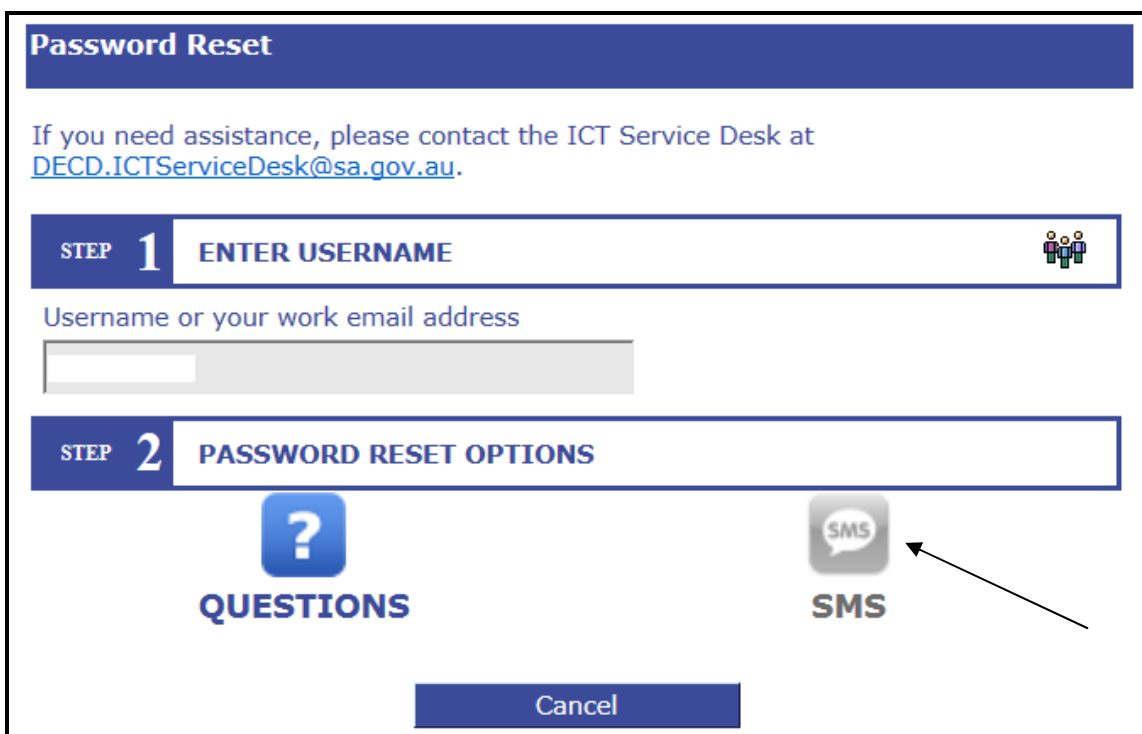
If you need assistance, please contact the ICT Service Desk at DECD.ICTServiceDesk@sa.gov.au.

STEP 1 ENTER USERNAME

Username or your work email address

Go **Cancel**

3. If you have not recorded your Mobile Phone Number the SMS option will not be enabled as per below.



Password Reset

If you need assistance, please contact the ICT Service Desk at DECD.ICTServiceDesk@sa.gov.au.

STEP 1 ENTER USERNAME

Username or your work email address

STEP 2 PASSWORD RESET OPTIONS

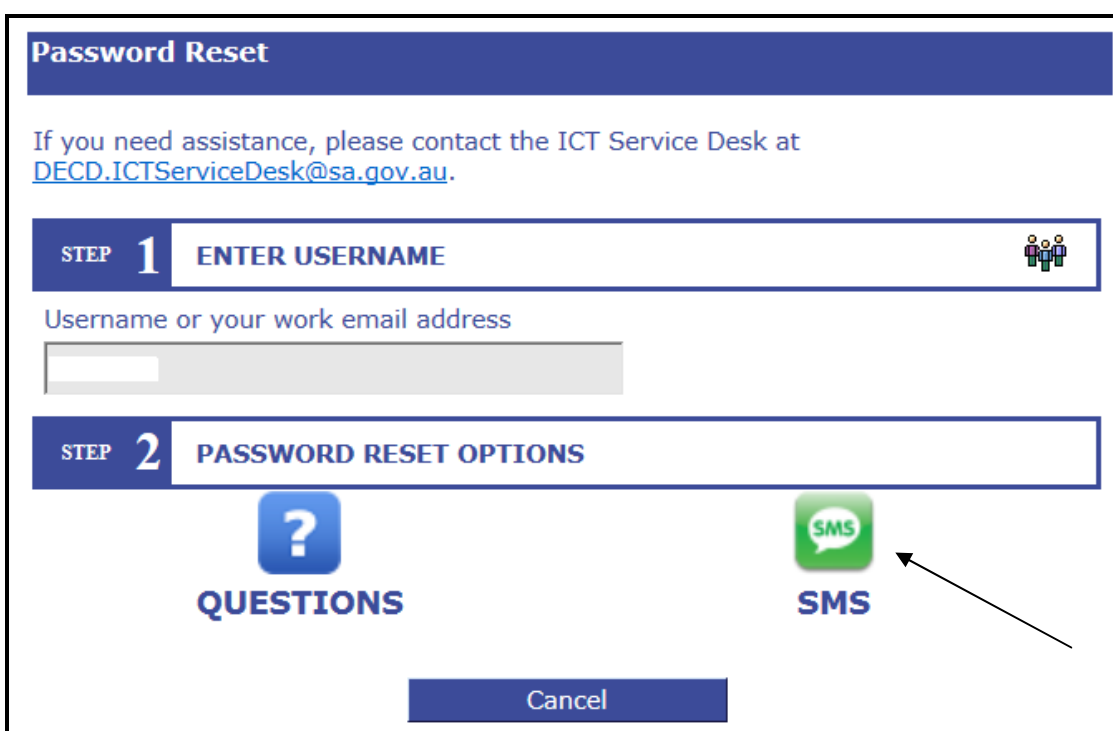
QUESTIONS

SMS

Cancel

You will need to contact your local administrator to reset your password or use the Questions option.

4. If you have recorded your Mobile Phone Number, then click the SMS Icon.



Password Reset

If you need assistance, please contact the ICT Service Desk at DECD.ICTServiceDesk@sa.gov.au.

STEP 1 ENTER USERNAME

Username or your work email address

STEP 2 PASSWORD RESET OPTIONS

QUESTIONS

SMS

Cancel

5. Enter your Mobile Phone Number into the blue field.

Then click the 'Request Security Code' button.

Password Reset

If you need assistance, please contact the ICT Service Desk at DECD.ICTServiceDesk@sa.gov.au.

STEP 1 ENTER USERNAME

Username or your work email address

STEP 2 PASSWORD RESET OPTIONS

QUESTIONS **SMS**

STEP 3 ENTER CODE FROM TEXT MESSAGE

Mobile Number

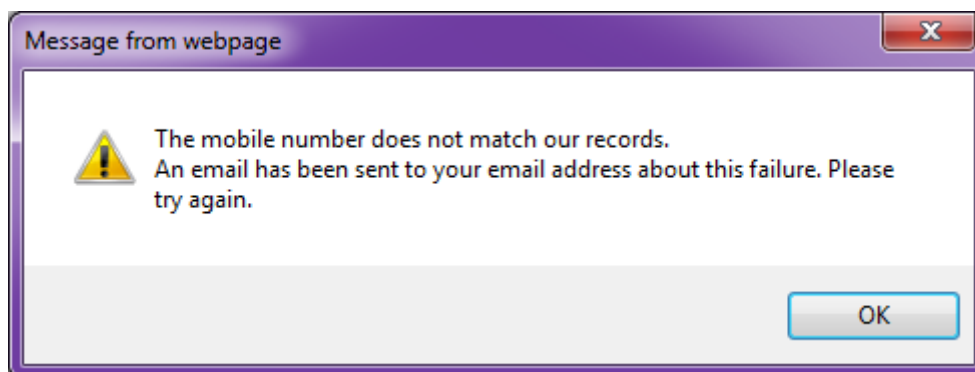
Please type your mobile Number below to confirm and request security code

Enter your Mobile Number

[I can't access my mobile](#)

Request Security Code **Cancel**

The correct Mobile Number must be provided to progress to the password reset screen. If the Mobile Number is incorrect then the following message will be displayed.




Failure to provide the correct Mobile Number will lock you out of the self service password reset after 3 tries, and you will need to use another option.

This is an important security feature to prevent unauthorised use of your account.

6. After the Request Security Code button is clicked an SMS will be sent to your Mobile Phone with a Security Code. The Security Code must be entered within 5 minutes or it will expire and you will have to try again.



Password Reset


If you need assistance, please contact the ICT Service Desk at DECD.ICTServiceDesk@sa.gov.au.

STEP 1 ENTER USERNAME 

Username or your work email address

STEP 2 PASSWORD RESET OPTIONS

 **QUESTIONS**  **SMS**

STEP 3 ENTER CODE FROM TEXT MESSAGE 

A Security Code has been sent to your registered mobile with reference number: YIRY. Please enter the Security Code to reset your password.

Security Code

[I can't access my mobile](#)

7. Enter the Security Code received on your Mobile Phone into the Security Code field and click the 'Confirm Security Code' button.
8. Once the Security Code has been provided the New Password Entry screen will be displayed.

New Password

Username or Email

STEP 4 New Password

Please ensure your new password:

- Has a length between **8** and 16 characters. **Note: Password minimum length has recently changed from 6 to 8 characters.**
- Includes 3 out of the following 4 types of characters:
 1. Uppercase Letters (A-Z)
 2. Lowercase Letters (a-z)
 3. Numbers (0-9)
 4. Special Characters (!#()\$%&_~`^*+:)
- Does not contain spaces.
- Has not been used previously. Your new password can not be the same as any of the previous 10 passwords used for this account
- Does not contain your first name or last name.
- Does not contain words such as "hello", "password", "welcome" or other commonly used words e.g. week days, season names etc.

New Password

Enter New Password

Confirm New Password

Enter Confirm New Password

Save Cancel Close

9. Enter a new password into both fields and click 'Save'.

The new password must be spelt identically in both fields, and must match the complexity rules outlined on the screen.

10. You should get this message to indicate that the change was successful.

New Password

Your password has been reset successfully. You can sign-in into [Application Portal](#) or [LearnLink](#) or [Intranet](#) now using your new password.

Close

11. Click 'Close'.

You can now proceed to the Application Portal, LearnLink or Intranet to log in using your new password.

Note: You will also need to update your passwords in any devices or software that have been configured to automatically connect to your LearnLink mailbox or which use LearnLink Internet Filter. This includes software such as Microsoft Outlook or the mail settings in your phone.

12. If you did not get the 'Successful' message then you can try again, or contact your local administrator for assistance.