How to Reset a Password

Overview
This Quick Reference Guide shows how to reset the portal password for both students and staff. Only an authorised TSO or staff member can reset the student or staff password.

Work Instructions
To reset the portal password for a student or staff member, follow the processes below:

- Part 1 – To Login
- Part 2
  - a) Reset Student Password; or
  - b) Reset Staff Password
Part 1

To Login

To login follow the process below:


2. Click the DET Staff Portal link in the ‘Related Information’ section.

3. Login to the Portal with your DET Portal login name and password.

4. Click on Accept for Acceptable Use Policy screen.

5. Select the My Applications tab

Note: Unauthorised staff will not see EMU or SMU in the My Applications tab. If you don’t have access to EMU or SMU, please contact your Principal.
Part 2

a) **Reset Student Password**

To reset a password for a student continue to follow the process below;

1. Click the **EMU – Educational Management Utility** link, this utility enables authorised staff / staff members to reset student passwords.

2. Click the **User Management** tab
3. Select the correct school location name and Group name from the drop down lists in the Location Name and Group Name fields, and enter any other known information.

4. Click on Search.
5. Tick the radio button against the student’s name and click the **Reset Pwd** button on top.

6. Enter a new password in the **Password** field or use the default, and click on **Submit**.
7. Click **OK** to confirm.

8. A red message will show at the bottom of the screen to confirm the password has successfully been changed.
b) Reset Staff Password

To reset a password for staff continue to follow the process below:

1. Click the SMU Application – Staff Management Utility link.

   ![Image of SMU Application](image)

   **Note:** Only Principals and authorised IT Administrators can reset staff passwords / reset DET User IDs.

2. Click the Staff Management tab then the Reset Password tab.
3. Select the correct school location name from the **at Location** drop down list, enter any other known information and then click on **Search**.

4. Click the staff name to reset the password.
5. Enter the password into the **Password** field and the **Confirm Password** field.

6. Click the **Reset Password** button to confirm.
7. Click OK to continue.

8. The password has been successfully changed.

9. To view the outcome of the request click the Check the Password Synch button.
10. The following screen confirms the password change was successful.