



PROCESS: RESETTING COMPASS PASSWORD

Overview

This process is to be used as a guide for to help parents reset their Compass password.

Guidelines and tips

- Compass username will be the first three letter of your surname (in capital letters) followed by 4 issued numbers
- Email/phone number used must match parent captured details currently held in Compass.
 - Families that live together share Parent # 1 username and password (reset to Parent #1 recorded details held in Compass)
 - Families who live separately will each have their own username and password
When following reset procedure, the email/phone number must match recorded details held in Compass.
 - If you can't remember who 'Parent #1' is, try each parent in turn to see which one works. If this fails, contact the school.
- You **must** use a new password; Compass will reject this is you use a previously used password. *(if it rejects, it will ask you to contact the school. If you refresh the page it will let you try again)*

See next page for step-by-step guide



Resetting Compass password steps:

1. You can reset your password on the front page of the Compass login: under “can’t access your account details” (see sample below)

Northcote High School

Username

Password

Sign in

Remember me

[Can't access your account?](#)

2. Enter your Compass username. (see example below)

Compass Login Help

What is your Compass username (if you know it)?

Continue

[I don't know my username](#)

We take privacy and user security seriously. Suspicious password recovery attempts will be investigated and unauthorised access may result in administrative penalties, civil and/or criminal charges.

3. The next page will ask for either your email/or phone number etc, ensure all relevant areas are completed.
(Families that live at the same address only: Password reset can only be sent to parent #1 recorded details and will need to match the details that are currently recorded against your Compass account)

(see example below)


Compass Login Help

What is your email address or mobile phone number?


If your email address or mobile phone number is recorded against your account in Compass, we can send you a password reset link or a confirmation code to obtain access to Compass.

johnsmith@example.com

or

 0412 345 678

Please complete the below recaptcha:

I'm not a robot 
reCAPTCHA
Privacy - Terms

[Continue](#)

[I don't know my mobile phone number or my email address](#)

We take privacy and user security seriously. Suspicious password recovery attempts will be investigated and unauthorised access may result in administrative penalties, civil and/or criminal charges.

4. An email will be sent to you with a link to change your password.
(DO NOT use a previously entered password)