



PROCESS: RESETTING myNorthcoteHigh PASSWORD

Overview

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

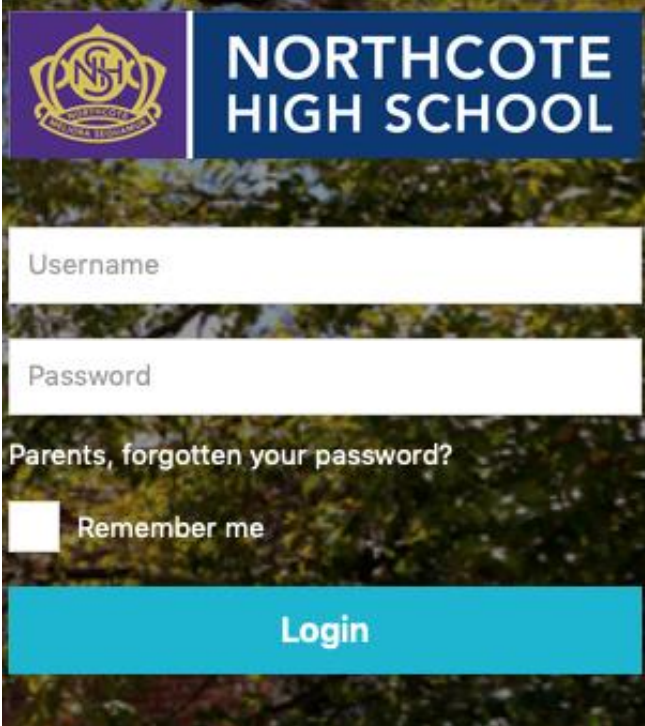
Guidelines and tips

- myNorthcoteHigh username will be the same as Compass; first three letter of your surname (in capital letters) followed by 4 issued numbers
- Email 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 email must match recorded details held in Compass)

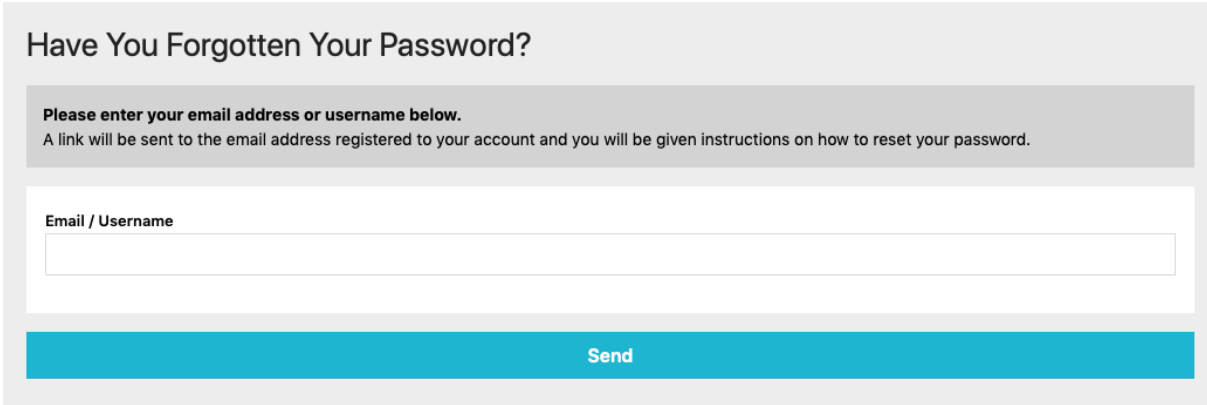
See next page for step-by-step guide.

Resetting myNorthcoteHigh password steps:

1. You can reset your password on the front page of the myNorthcoteHigh login: under “parents forgotten your password” (see sample below)

A screenshot of the myNorthcoteHigh login page. At the top left is the school's crest logo. To its right, the text "NORTHCOTE HIGH SCHOOL" is displayed in white on a dark blue background. Below this, there are two white input fields: "Username" and "Password". Under the "Password" field, the text "Parents, forgotten your password?" is visible. Below that is a "Remember me" checkbox, which is currently unchecked. At the bottom of the form is a large blue button with the word "Login" in white text.

2. Enter your myNorthcoteHigh email/username.
(see example below)

A screenshot of a web form titled "Have You Forgotten Your Password?". The form has a light gray background. At the top, the title is in bold. Below it, there is a gray box containing the instruction: "Please enter your email address or username below." followed by a smaller line of text: "A link will be sent to the email address registered to your account and you will be given instructions on how to reset your password." Below this is a white input field with the label "Email / Username" above it. At the bottom of the form is a blue button with the word "Send" in white text.

3. The system will then let you know that your “email/username is associated with a myNorthcoteHigh account and you will receive an email”
4. An email will be sent to you with a link to change your password.
Check your inbox or junk mail for an email from “Schoolbox”. Follow instructions to reset your password.