



# PROCESS: RESETTING COMPASS PASSWORD

## Overview

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

## Guidelines

## 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 users name 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/phone number must match recorded details held in compass)
- 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 fresh the page it will let you try again) see support page below for tips.



## 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.

- 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


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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.

or

**Please complete the below recaptcha:**

I'm not a robot   
reCAPTCHA  
Privacy - Terms

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

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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.

- An email will be sent to you with a link to change your password.  
(DO NOT use a previously entered password) See information below on how to choose a password.



# SUPPORT PAGE

## Tips for choosing a password

### Compass Login Help

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#### Please enter your new password

**Your new password must:**

- Not contain your username
- Not be a password recently used by this account
- Be **at least eight (8) characters** in length
- Contain **at least one (1) UPPERCASE letter**
- Contain **at least one (1) lowercase letter**
- Contain **at least one (1) number**

Submit

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### What to do if you see the following message from Compass when trying to reset your password:

Please contact the school's general office.

Unfortunately, we are unable to recover the password for this account online. Please contact your school for further assistance.

*If you see this message above it means you missed one of the steps and now are stuck in a loop.*

*Please go to **NHS general public page** <https://www.nhs.vic.edu.au>*

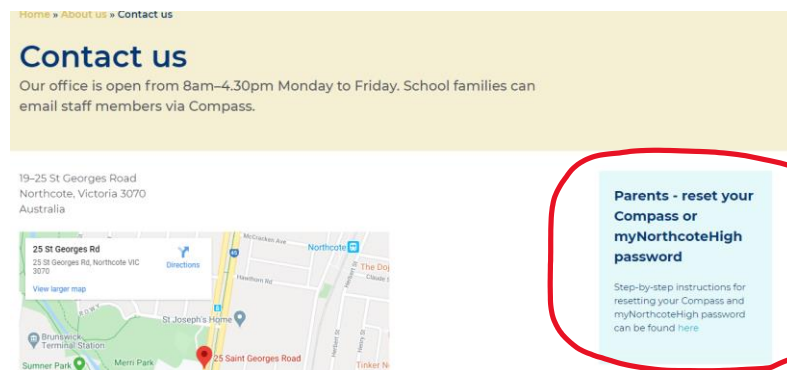
*and click on the Compass link, this will take you back to a fresh Compass page to restart the process again.*

*It is best to reset your password on a Computer rather than a phone.*

## References

**There are two locations on Northcote High School website that you can find the instructions to reset your password.**

1. Instructions can be found on the Northcote High School website under “Contact Us”



2. Second locations for the instructions on the Northcote High School Website;

Under the following tabs; ‘Learning and Teaching’ tab – ‘Digital Learning’ – ‘Compass’ click on communicating with families’ link

### Compass

Compass is our online administrative portal for families, students and teachers. **Students** use Compass to access:

- daily updates to their class and co-curricular timetables
- excursion and event information
- school notices and communications
- email teachers
- semester reports, NAPLAN results and Learning Behaviour Reports (GPAs)

For more information on Compass for families, see [Communicating with families](#).

Click on link ‘How to reset Compass Password’

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[How to reset Compass password](#)

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