



PROCESS: RESETTING COMPASS PASSWORD

Overview

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

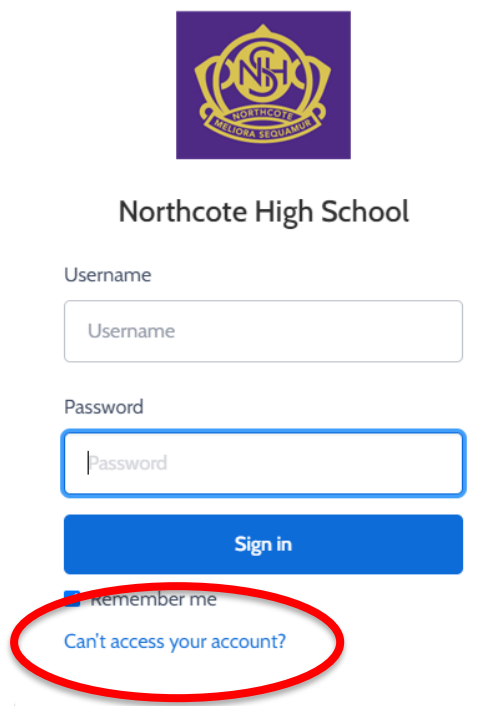
Guidelines

TIPS

- Compass username will be the first three letter of your surname (in capital letters) followed by 4 issued numbers
- Email used must match parent's 1 captured details currently held in Compass.
Compass will use the existing primary email on file for that user account for verification before completing a password reset for the user. If the email that you enter does not match what is on file you will not be able to proceed.
 - Families that live together share parent # 1 users name and password (reset to parent #1 recorded details held in Compass) *For instances where it is Parent 2 of an account attempting to reset the password, the system will require Parent 1's email as these details are considered the primary details for the household account.*
 - Families who live separately will each have their own username and password.
(When following reset procedure email 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

Trouble signing in?

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

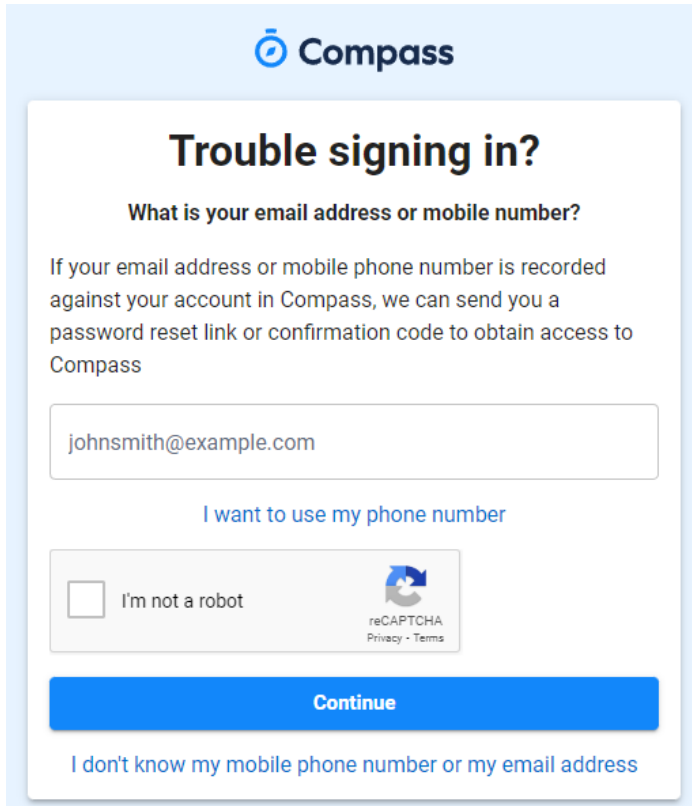
Continue

[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 your email ensure all relevant areas are completed.
DO NOT USE MOBILE OPTION
(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


Trouble signing in?

What is your email address or mobile 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 confirmation code to obtain access to Compass

johnsmith@example.com

[I want to use my phone number](#)

I'm not a robot  reCAPTCHA
Privacy - Terms

Continue

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

- 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

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

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.

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.

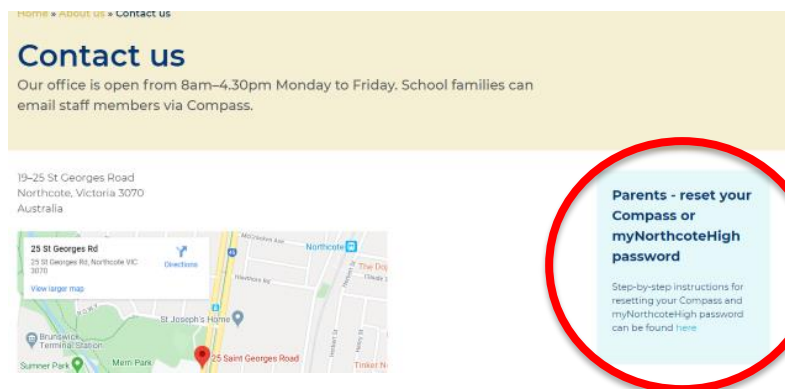
It is best to reset your password on a Computer rather than a phone.

References

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

<https://www.nhs.vic.edu.au/>

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



Home » About us » Contact us

Contact us

Our office is open from 8am–4.30pm Monday to Friday. School families can email staff members via Compass.

19–25 St Georges Road
Northcote, Victoria 3070
Australia

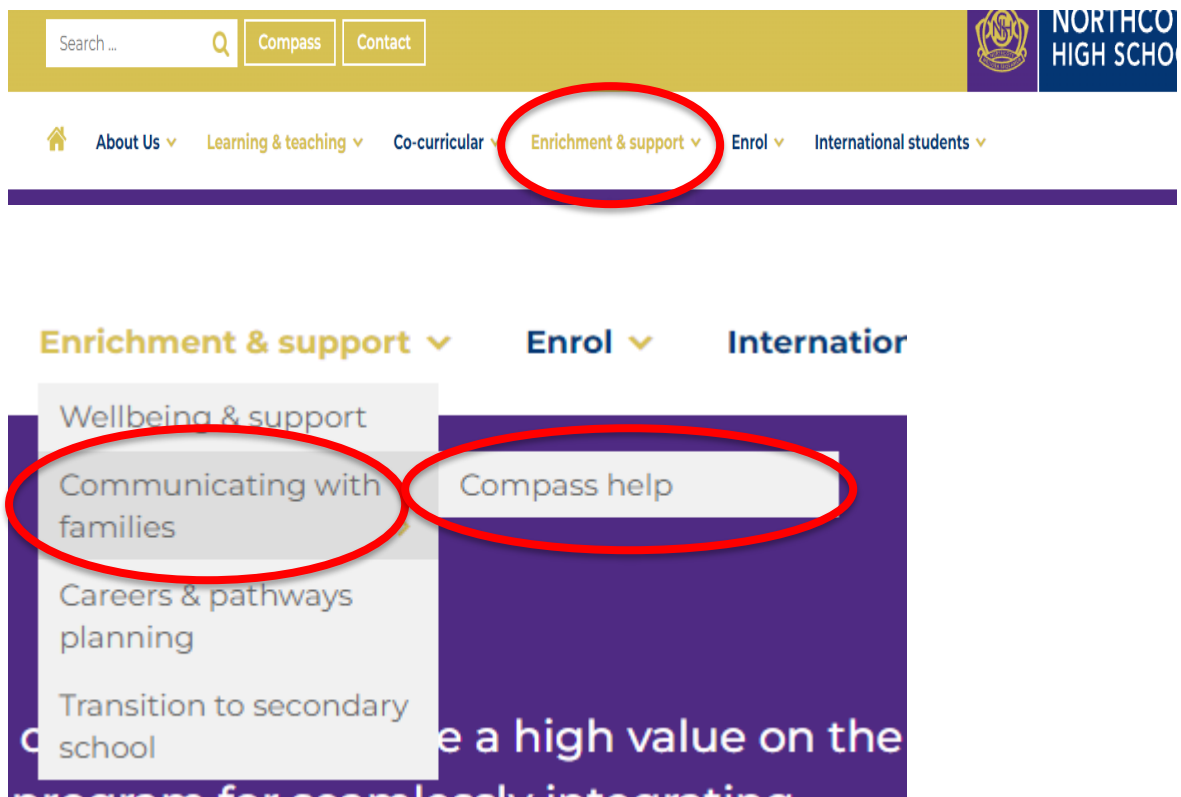
23 St Georges Rd
25 St Georges Rd, Northcote VIC 3070

View larger map

Parents - reset your Compass or myNorthcoteHigh password

Step-by-step instructions for resetting your Compass and myNorthcoteHigh password can be found here

2. Second locations for the instructions on the Northcote High School Website;
<https://www.nhs.vic.edu.au/>



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Wellbeing & support

Communicating with families

Careers & pathways planning

Transition to secondary school

Compass help

... a high value on the
... program for seamlessly integrating



Get the most out of Compass

Compass allows you to access up-to-date information about our school and your child's progress. Help with using Compass is available here.

[A guide for parents and families](#)

[Parents and Learners Compass FAQ](#)

[How to reset your Compass password](#) A step-by-step guide if you have forgotten your password. You just need your Compass username to get started.

[A parent's guide to billing](#). A step-by-step guide to paying school contributions through the Compass app or browser

[SMS attendance alerts](#) Please check your child's attendance record on Compass before phoning the school.

[How to email staff via Compass](#) Contact your child's teachers using the Compass email feature.

[How to add an attendance note for Unexplained Absences](#) A guide to steps for explaining a late/not present in class notification.

[Confirming your Compass details](#) Ensure that we have your correct mobile number and email details in the system.