


How to Manage your User Account.

Including Changing and Recovering your Password.

A. Setting up “Account Recovery”.

1. Start Google Chrome or similar web browser.
2. Type in an external site on the navigation toolbar. e.g. www.google.com.



Diocesan Authentication

Username:

Password:

[Account Settings](#)

[Forgot Password?](#)

3. At the Diocesan Authentication (Proxy) window, select “Account Settings.”



Diocesan Authentication

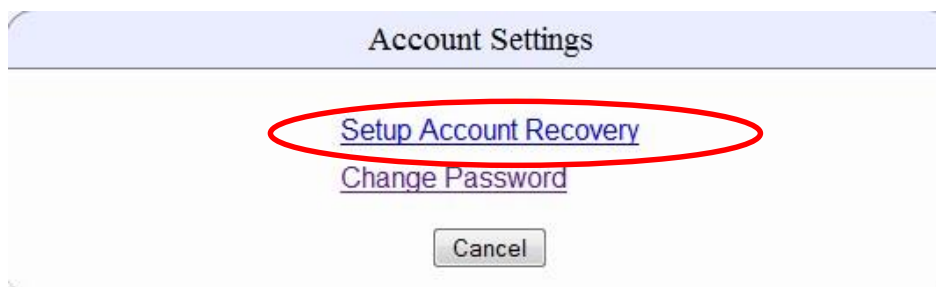
Login for Account Settings

Username:

Password:

[Forgot Password?](#)

4. Log into the Account settings.



Account Settings

[Setup Account Recovery](#)

[Change Password](#)

5. Choose “Setup Account Recovery”.

Account Recovery Setup

This page allows you to setup an Account Recovery.
This will allow you to reset your own password in the event of it being forgotten.

Recovery email:
Email that will receive the password reset link

Date Of Birth:

Secret Question:
Answer:
This question will need to

- Who is your favourite author?
- Name of first pet?
- What is the name of the street of your first home?
- What is your favourite food?
- What is your mother's maiden name?
- Other..

6. Fill in the appropriate information into the tables above.
(Note: Recovery email should NOT be your school email.)

Account Recovery Setup

Settings saved

This page allows you to setup an Account Recovery.
This will allow you to reset your own password in the event of it being forgotten.

Recovery email:
Email that will receive the password reset link

Date Of Birth:

Secret Question:
Answer:
This question will need to be answered when resetting your password

7. Save your settings.

B. Changing my Password

1. Open Firefox or Similar web browser.
2. Type in an external site on the navigation bar.



Diocesan Authentication

Diocese of Ulster


Username: jbloggs

Password: ●●●●●● Log In

[Account Settings](#)

[Forgot Password?](#)

3. At the Diocesan Authentication Screen (Proxy) window. Select “Account Settings”.



Diocesan Authentication

Diocese of Ulster

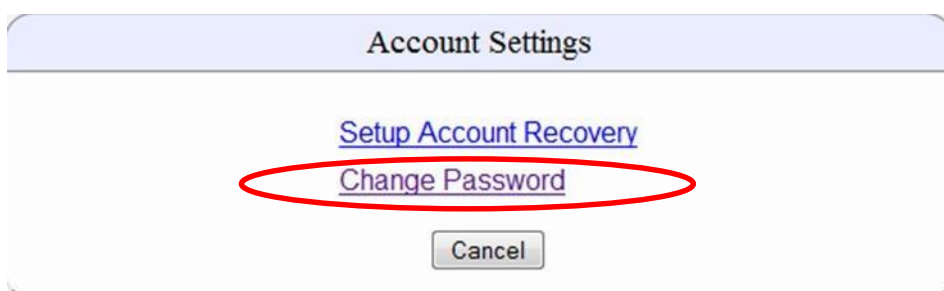
Login for Account Settings

Username: jbloggs|

Password: ●●●●●● Log In

[Forgot Password?](#)

4. Log into Account Settings.



Account Settings

[Setup Account Recovery](#)

[Change Password](#)

Cancel

5. Choose “Change Password”

Change Password

The new password must be:
- At least 6 characters
- Only alphanumeric characters (letters and numbers)
- Medium strength or greater

Tips for stronger passwords:
 Lowercase letter (a-z)
 Uppercase letter (A-Z)
 Numeral (0-9)
 Better with 8 or more characters
 Try to avoid 'dictionary' words
 Try to avoid common patterns such as '123' or 'aaa'

Username:

Current Password:

New Password: Too Short

Retype Password:

6. After selecting “Change Password” the “Change Password” window will open. Enter your current password into the “Current Password” text box.

Change Password

The new password must be:
- At least 6 characters
- Only alphanumeric characters (letters and numbers)
- Medium strength or greater

Tips for stronger passwords:
 Lowercase letter (a-z)
 Uppercase letter (A-Z)
 Numeral (0-9)
 Better with 8 or more characters
 Try to avoid 'dictionary' words
 Try to avoid common patterns such as '123' or 'aaa'

New Password: Too Short

Retype Password:

7. Using the two checklists above, create and retype your new password into the text boxes shown.

Change Password

The new password must be:

- At least 6 characters
- Only alphanumeric characters (letters and numbers)
- Medium strength or greater

Tips for stronger passwords:

- Lowercase letter (a-z)
- Uppercase letter (A-Z)
- Numeral (0-9)
- Better with 8 or more characters
- Try to avoid 'dictionary' words
- Try to avoid common patterns such as '123' or 'aaa'

Username:

Current Password:

New Password: Strong


Retype Password:

8. If you have followed the checklist you should get the following screen with all tips checked off.
9. Select "Save" to change your password.

C. "Forgot my password" via Account Recovery.

1. Open Firefox or similar web browser.
2. Type in an external site on the navigation toolbar, e.g. www.google.com.

Diocesan Authentication

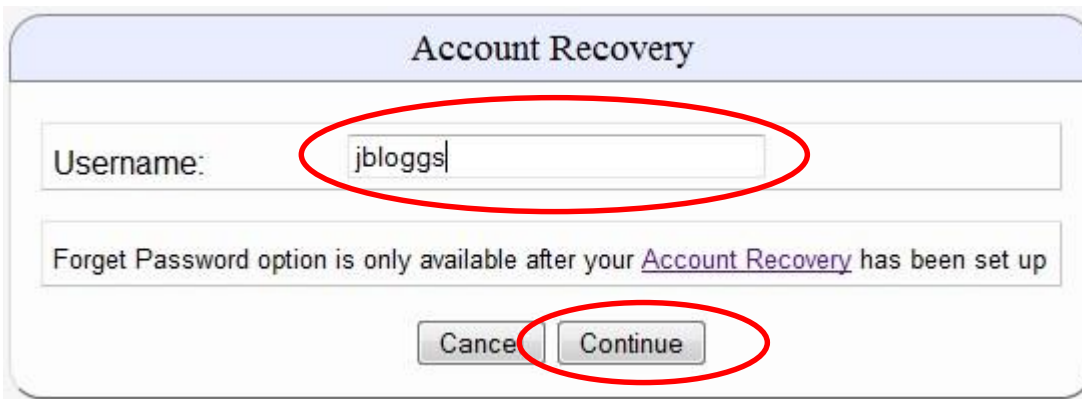


Username:

Password:

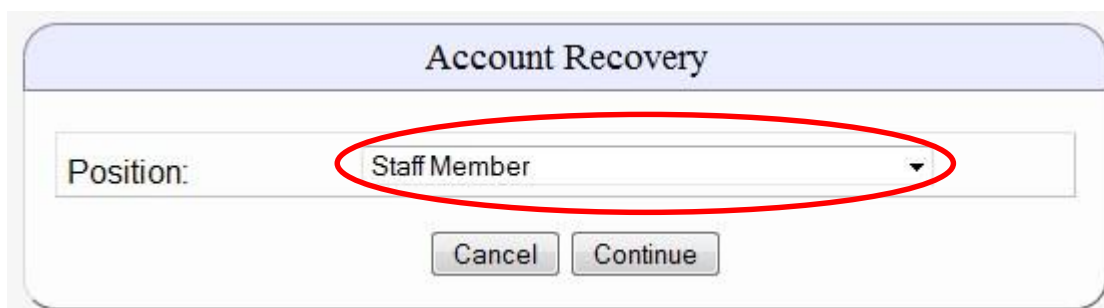
[Account Settings](#)
[Forgot Password?](#)

3. At the Diocesan Authentication (Proxy) window, click on “Forgot Password”.



The screenshot shows a window titled "Account Recovery". It contains a "Username:" label followed by a text input field containing "jbloggs". Below this is a message: "Forgot Password option is only available after your [Account Recovery](#) has been set up". At the bottom are two buttons: "Cancel" and "Continue". Red circles highlight the "jbloggs" text and the "Continue" button.

4. In the Account Recovery window, type your username and click on “Continue”.
(Note: you can only access this option after you have setup your Account Recovery.)



The screenshot shows the "Account Recovery" window with the "Position:" label and a dropdown menu. The dropdown menu is open, showing "Staff Member" as the selected option. Below the dropdown are "Cancel" and "Continue" buttons. A red circle highlights the "Staff Member" option in the dropdown menu.

5. If your name is duplicated within the diocese, the “Account Recovery Position” window will open. Select the appropriate position from the drop down menu.
eg. “Staff Member” or “Student at Port Macquarie Regional College”. Then select “Continue”.



The screenshot shows the "Account Recovery" window with the "Secret Question:" label and a text input field containing "Name of first pet?". Below this is the "Answer:" label and an empty text input field. Below that is the "Date Of Birth:" label followed by three dropdown menus for "- Day -", "- Month -", and "- Year -". At the bottom are "Cancel" and "Continue" buttons. Red circles highlight the "Name of first pet?" text and the three date dropdown menus.

6. To recover password you must answer your security question and your date of birth.

Account Recovery

Secret Question: Name of first pet?
Answer: rover

Date Of Birth: 1 January 1900

Cancel Continue

7. Once both questions have been answered, click "Continue".

Account Recovery

Instructions have been sent to your recovery email address
[Redacted]

8. Account Recovery Confirmation window will open. You will receive an email in your alternate email as stated in your account recovery setup. Follow the instructions contained in this email to reset your password. These steps are similar to the "Change Password"

D. I've forgot my password and I have not set up my Account Recovery.

If you have not set up your account recovery you will need to ask another staff member for help or assistance in submitting a help desk ticket.

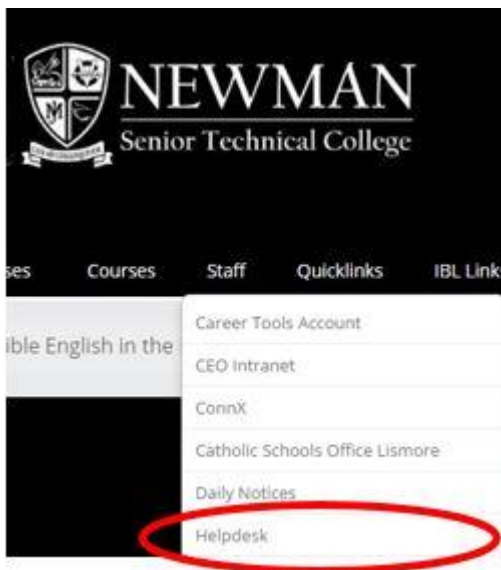
See Page 8 for helpdesk submission assistance.

E. Submitting a Helpdesk Ticket.

1. Open Google Chrome or a similar web Browser.
2. Go the school Moodle site. (moodle.nstclism.catholic.edu.au).



3. Login to Moodle (top right corner) to see menus, you will need help from a staff member to log a helpdesk ticket for you, as you cannot remember your password.



4. At the Moodle home screen after login menus are displayed, click on “Staff”, followed by “Helpdesk”.



5. At the Helpdesk input screen, select “Submit New Ticket” in the top left corner.

Submit New Ticket

Subject:

Requested From:

Request Type: **ICT: Newman Senior Technical College**

Attachment: No file chosen

- At the "Submit New Ticket" Window you will need to select "ICT Newman Senior Technical College" in the request type.

Submit New Ticket


Subject:

Requested From: Tom Moriarty <t Moriarty>

Request Type: ICT: Newman Senior Technical College

Attachment: No file chosen

Description:



- Create a "Subject" as well as a "Description" of the problem, with as much detail as possible.
- After Subject and description have been filled out, click "submit".