



**The John Roan School**

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# The John Roan School

## How to request a password reset for a forgotten computer/O365 password



## How to request a password reset for a forgotten computer/O365 password

### Students/Parents:

1. Please call 0208 516 7555 or email [info@thejohnroanschool.org.uk](mailto:info@thejohnroanschool.org.uk) to request that your forgotten password be reset.
2. The member of staff who takes the call or monitors the info@ mail account will log a ticket on the internal IT Support Helpdesk.
3. IT Support will reset the password using a 3rd party password generator such as <https://passwordsgenerator.net/>
4. The password will then be sent home via ParentPay to the parents, along with the password requirements and a link to the password reset tool on the school's website <https://ts.thejohnroanschool.org.uk/RDWeb/pages/en-US/password.aspx>

### Staff:

1. Please call 0208 516 7555 or email [info@thejohnroanschool.org.uk](mailto:info@thejohnroanschool.org.uk) to request that your forgotten password be reset.
2. The member of staff who takes the call or monitors the info@ mail account will log a ticket on the internal IT Support Helpdesk.
3. IT Support will reset the password using a 3rd party password generator such as <https://passwordsgenerator.net/>
4. The password will then be sent home via ParentPay to the member of Staff, along with the password requirements and a link to the password reset tool on the school's website <https://ts.thejohnroanschool.org.uk/RDWeb/pages/en-US/password.aspx>
5. If the member of Staff does not have ParentPay, then an email will be sent to the personal email address entered into SIMS.

### **Password requirements:**

- You should ensure that you use a new password each time (you will not be able to use one of your last 24 passwords)
- Passwords must be at least 8 characters long and includes numbers, upper and lower case characters, and special characters ( ! " # \$ % & ' ( ) \* + , - . / : ; < = > ? @ [ \ ] ^ \_ { | } ~ )

(The passwords for Year7 students will remain static until they enter Year8)