

Quick Guide – Resetting a User’s Password

Why?

When a user is unable to remember their login details they will require their password to be reset to allow them to gain access to the Student Information System (SIS).

Access

To reset a user password you must hold User Administrator access within the HE Portal, which is set up by the Student Loans Company (SLC) when a provider is initially set up.

Resetting a Password

- 1) To begin administering users, select **User Administration** from the HE Gateway Home page.

HE Gateway Home
Courses Management Service (15/16)
SIS Home
Maintain Contacts
User Administration
Select HEI
Feedback

Welcome...
Welcome to the HE Gateway.
The HE Gateway is a secure site that provides access to the Bursary, Scholarship & Fee Waiver Scheme, Courses Service, Financial Information Service (FIS) and Student Information Service (SIS); giving your HEI an easy way to administer bursary, scholarship & fee waiver functions, manage course information, view student information and access details of fee payments, registration & attendance confirmations and process change of circumstances.

HE Portal System

If you only have access to a single User Group, the Users List will appear when you click **User Administration** from the HE Gateway Home page. If you have access to more than one User Group, you must select the **User Group** to display the corresponding Users List.

- 2) Select a User Group to show the **User List**.

Users List				Help
Service Group	HEI Services			
User Base	HEIs - SIS			
User Group	SLC			
Edit / View	Username	Surname	Forename(s)	Expired
Edit / View	ABCABCA1	ABCABC	ABC	<input type="checkbox"/>
Edit / View	SLCSLCS1	SLCSLC	SLC	<input type="checkbox"/>

Back Create New User Hide Expired Users

- 3) From the **Users List**, scroll through and select the person that you wish to administer by clicking **Edit**.
- 4) The **Profile** screen for the user will display – select **Reset Password**

Profile for SLC SLCS1

Forename(s) SLC

Surname SLCSLC

Contact No 0

Email address test@slc.co.uk

Expired

Back Expire Account Authorisation and Authentication **Reset Password**

- 5) Tick the **Set/Re-set** box

If the user has locked their account, by entering their username, password or secret answer incorrectly three times, the **Lock** box will be checked – uncheck the box to remove the lock on the account.

Credentials for SLC SLCS1

Method Set/Re-set Lock

Single Sign On

Back **Continue**

- 6) Select **Continue** – the **Confirm Details** screen will display showing user details such as memberships and login information. **You must capture the details on this page so that you can advise the user of their new login details.**

Confirm Details for SLC:SLCS1		Help
Service Group	HEI Services	
User base	HEIs - SIS	
User	SLCSLCS1	
Forename	SLC	
Surname	SLCSLC	
Contact Number	0	
Email	test@slc.co.uk	
Expired	<input type="checkbox"/>	

Group Memberships			Help
	Start Date	End Date	
SLC	18/Apr/2018 16:01:50		

Role Memberships			Help
	Start Date	End Date	
HEI Student Information Advisor	18/Apr/2018 16:11:35		
HEI User	18/Apr/2018 16:03:37		
HES SIS User Administrator	18/Apr/2018 16:13:21		

Authentication Methods			Help
	Set/Re-set	Lock	
Single Sign On	<input type="checkbox"/>	<input type="checkbox"/>	

[Back](#) [Submit](#)

- 7) Select **Submit** the user details have been amended. You are now returned to the **User Administration** screen.