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## Quick guide

# Resetting a user's passwords

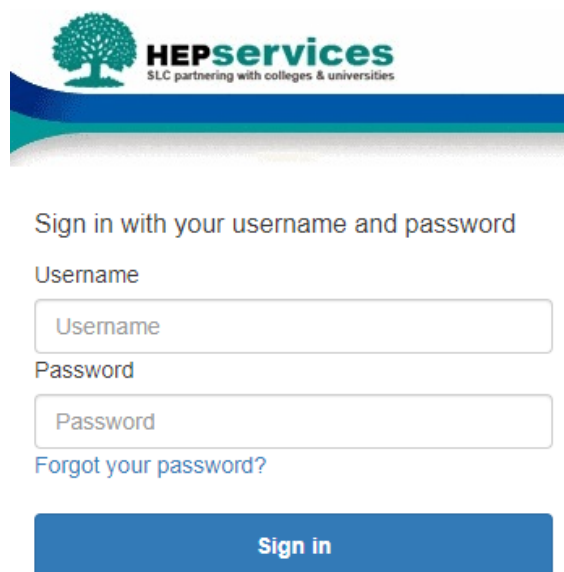
When a user is unable to remember their password, it will need to be reset so they can access the Student Information Service (SIS).

### Resetting a password

1) First, select **User Administration** from the **HE Gateway Home** page.

If you only have access to a single user group, the **Users List** will appear when you select **User Administration**. If you have access to more than one user group, you must select the **User Group** to display the corresponding **Users List**.

1) If you have forgotten your password, select the **Forgot your password?** link below the password box on the sign-in screen.



The screenshot shows the HEPservices sign-in interface. At the top is the HEPservices logo with the tagline 'SLC partnering with colleges & universities'. Below the logo is a blue decorative bar. The main heading is 'Sign in with your username and password'. There are two input fields: 'Username' and 'Password'. Below the password field is a blue link that says 'Forgot your password?'. At the bottom is a blue button labeled 'Sign in'.

2) You will then be asked to enter your username. Then select the **Reset Password** button.

3) We will then automatically send you an email with a code. Use this code on the next page. Then enter your new password. It must be at least 10 characters in length and must contain at least one letter, number and a special character. Then select **Change Password**.

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We have sent a password reset code by email to H\*\*\*@s\*\*\*.uk. Enter it below to reset your password.

**Code**

**New Password**

**Enter New Password Again**

- 4) The system will then ask you to sign in using your username and the new password that you have just set up.