



In all things faithful

16th September 2020

Dear Parents & Carers

Important Information Regarding School Digital Learning Accounts 'Password resets'

Due to the ongoing situation with COVID-19, remote learning is likely to become more prominent for some pupils, e.g. whilst self-isolating. Our pupils will be expected to use remote learning methods such as Microsoft Teams. Taking this into consideration we have taken the decision to implement a new 'automated' system so that pupils will be able to 'self-service' their own passwords if they have forgotten or need to change them for whatever reason (day or night, 24/7). This new system should be available to use from the end of this week.

How does it work?

The new system relies on us having the most up to date mobile number for the main contact we hold for your child on our system (Parent/Carer). If you need to update your contact details, this can be done by using the SIMS Parent App via the 'Data Collection' icon or contacting us directly at school on 0161 330 5974 or email admin@stdamians.co.uk

The system will use this mobile number to send a one-time security code to you via text message each time your child uses the system, which will be required to be entered onto the password reset portal as part of the reset process.

The new automated system is a 3-step process.

1. Send an email to resetpassword@stdamians.co.uk
2. Follow the instructions within the automated response email
3. Reset your password using the code sent via text message you the parent/carer

What is my username?

If your child cannot remember their login username; this should be in the format of:-

- First initial
- Full surname
- Year child started St Damian's
- Followed by; @stdamians.co.uk

An example of this would be, if you were called Joe Bloggs and started this year 2020 then the following would be your username:

jbloggs20@stdamians.co.uk

For further information and advice please refer to our website: <https://www.stdamians.co.uk/>

Many Thanks

St Damian's R.C. Science College ICT team

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