Last updated: 11/07/2025

Orig.: **EN**

Password Reset User's Guide (for Pupils and Teachers)

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Introduction

Welcome to European Schools Self-Service Password Reset!

This guide is designed to help you register your account, use the password reset functionality and provide you with the ability to change your password in case you have forgotten it, ensuring you can change and reset your password by yourself with ease and confidence.

What is Password Reset?

Password Reset is a platform accessible via your web browser that allows you to change your password.

The main portal can be found at the below web address:

https://passwordreset.eursc.eu

Key Notes

- **Accessibility**: Password-Reset platform is available through any network (internet, VPN, local network).

- **Account Name**: To access the Password-Reset platform, it is required that you use your personal account.

  (6 first letters of your Last Name + 2 first letters of your First Name @student.eursc.eu)

  OR

  (6 first letters of your Last Name + 2 first letters of your First Name @teacher.eursc.eu).

  If you are trying to login to the platform with any other account, it WILL NOT BE POSSIBLE.

  Examples of correct accounts:

  > **potterha@student.eursc.eu**
  >
  > **parkerpe@teacher.eursc.eu**
  >
  > **admptejo@student.eursc.eu**
  >
  > **bloggsjo@teacher.eursc.eu**
  >
  > **canarddo@student.eursc.eu**

  ANY OTHER ACCOUNT IS NOT GOING TO WORK!

  Examples of accounts that ARE NOT GOING TO WORK:

  > **donald.duck**
  >
  > **canarddo@eursc.eu**
  >
  > **donald.duck@eursc.eu**
  >
  > **donalddu**

donald.duck@student.eursc.eu

donald.duck@teacher.eursc.eu

- **Forgot Password Functionality**: To be able to use the "Forgot Password" functionality, you must first go through the "Register Account" process and then the "First-Time Login" process. If you are trying to reset your password because you forgot it and you have not done the "Register Account" process and the "First-Time Login" process, you will not be able to reset your password.

Who can use Password-Reset?

This document pertains to **pupils** and **teachers**. For any other members kindly refer to the document: **Password-Reset User Guide**

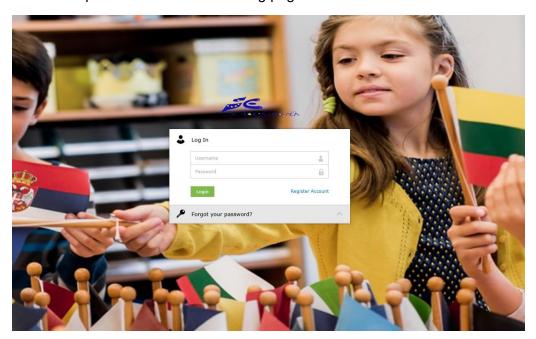Type of accounts that can use the password-reset platform using the current guide:

xxxxxxxx@teacher.eursc.eu
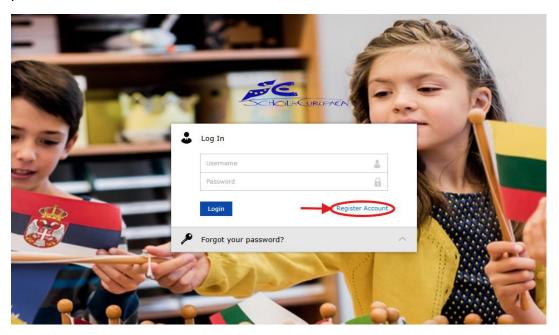
xxxxxxxx@student.eursc.eu

Register Account

Before doing anything else, you will have to register your account on the password-reset platform. To do this, you will need to visit https://passwordreset.eursc.eu on your web browser.
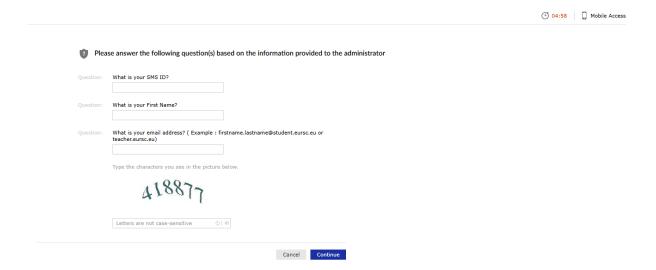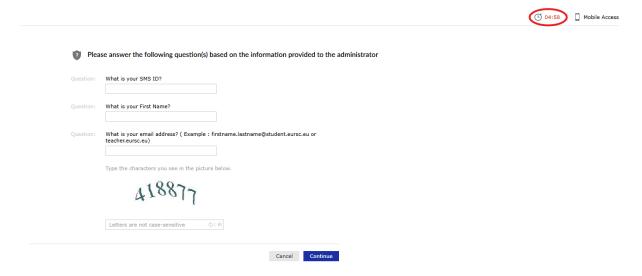
You will be presented with the following page:

In this page, first, you will have to click on the "Register Account" link on the right of the presented form.

You will then be presented with the following page:

Please answer the following question(s) based on the information provided to the administrator

Question: What is your SMS ID?

Question: What is your First Name?

Question: What is your email address? (Example : firstname.lastname@student.eursc.eu or teacher.eursc.eu)

Type the characters you see in the picture below.

418877

Letters are not case-sensitive

Cancel   Continue
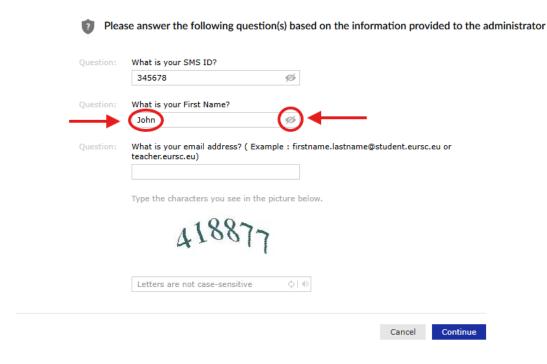
Please note that there is a time limit for entering your data into this form, so please be cautious not to exceed the time limit because the process will have to start again from the beginning.
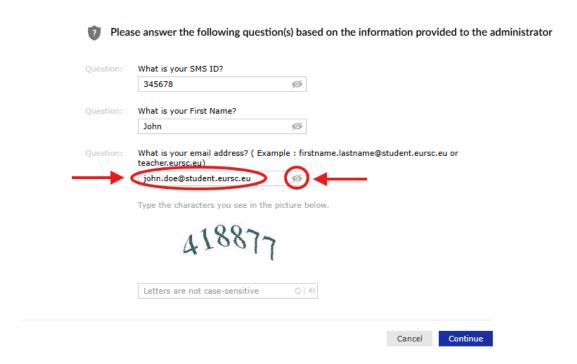
1. First, you will need to enter your SMS ID in the first textbox (this is a number of 6 digits, i.e. 345678). The SMS ID is provided to you in your "Welcome email". In case you don't know your SMS ID, you may contact your School's ICT Coordinator or your School's ICT Team. You can click on the "eye" icon on the right to be able to view what you are typing.
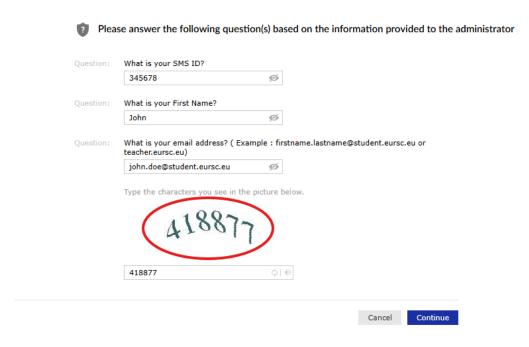
2. Next, in the second text box, you will need to enter your first name. You can click on the "eye" icon on the right to be able to view what you are typing.
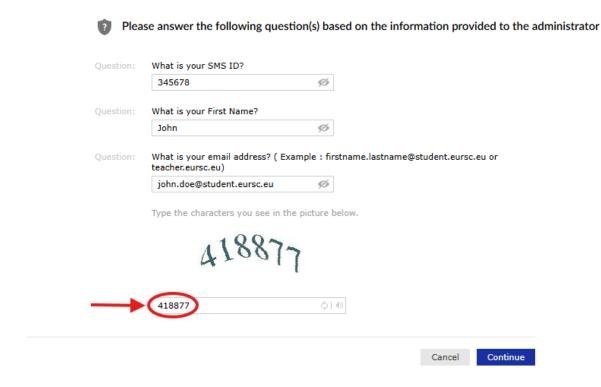
3. Then, you will have to enter your email address in the 3rd text box. This should be in the format of **firstname.lastname@student.eursc.eu** or **firstname.lastname@teacher.eursc.eu**. Again, you can click on the "eye" icon on the right to be able to view what you are typing.

4. Lastly, you will have to enter the characters shown in the picture into the last text box for verification.
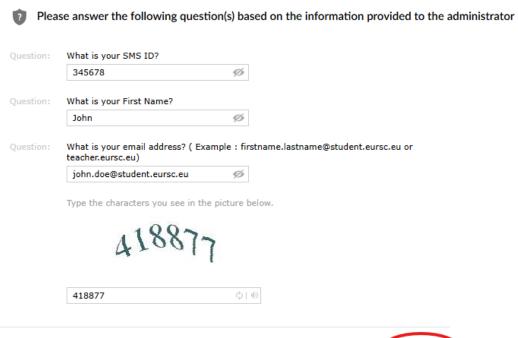
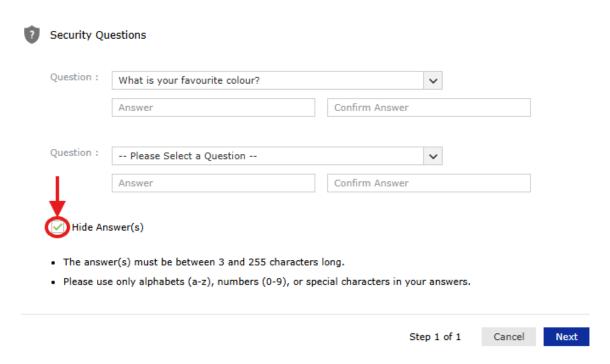Finally, click on the "Continue" button to proceed to the next page.

On the next page, you will be presented with the following:

Please enroll for the verification methods mandated for your account

? Security Questions

Question : `-- Please Select a Question --` ⌄

`Answer`   `Confirm Answer`

Question : `-- Please Select a Question --` ⌄

`Answer`   `Confirm Answer`

☑ Hide Answer(s)

- The answer(s) must be between 3 and 255 characters long.
- Please use only alphabets (a-z), numbers (0-9), or special characters in your answers.

Step 1 of 1   Cancel   Next
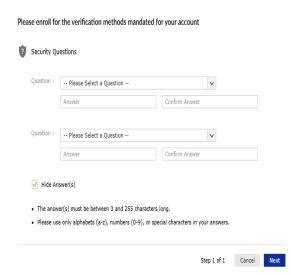
First uncheck the checkbox for "Hide Answer(s)" to be able to view the answers you are giving to the security questions.

Please enroll for the verification methods mandated for your account

? Security Questions

Question : `What is your favourite colour?` ⌄

`Answer`   `Confirm Answer`

Question : `-- Please Select a Question --` ⌄

`Answer`   `Confirm Answer`

☑ Hide Answer(s)

- The answer(s) must be between 3 and 255 characters long.
- Please use only alphabets (a-z), numbers (0-9), or special characters in your answers.

Step 1 of 1   Cancel   Next

Please note that there is a time limit for entering your data into this form, so please be cautious not to exceed the time limit because the process will have to start again from the beginning.

Please enroll for the verification methods mandated for your account

Security Questions

Question : -- Please Select a Question -- ∨

Answer | Confirm Answer

Question : -- Please Select a Question -- ∨

Answer | Confirm Answer

☑ Hide Answer(s)

- The answer(s) must be between 3 and 255 characters long.
- Please use only alphabets (a-z), numbers (0-9), or special characters in your answers.

Step 1 of 1   Cancel   Next

Click on the first dropdown button to select your first security question.

Please enroll for the verification methods mandated for your account

Security Questions

Question :   -- Please Select a Question --   ∨

Answer

Question :   -- Please Select a Question --   ∨

Answer

☐ Hide Answer(s)

- The answer(s) must be between 3 and 255 characters long.
- Please use only alphabets (a-z), numbers (0-9), or special characters in your answers.

Step 1 of 1   Cancel   Next

Please enroll for the verification methods mandated for your account

? Security Questions

Question : -- Please Select a Question -- ⌄

        -- Please Select a Question --

        What is your mother's maiden name?

        What is the name of your favourite cousin?

Question : What is the country you always dreamt of vacationing in?

        What is your favourite colour?

        Who is your childhood hero?

✓ Hide Answer(s)

- The answer(s) must be between 3 and 255 characters long.
- Please use only alphabets (a-z), numbers (0-9), or special characters in your answers.

Step 1 of 1   Cancel   **Next**

Please enroll for the verification methods mandated for your account

? Security Questions

Question : -- Please Select a Question -- ⌄

        -- Please Select a Question --

        What is your mother's maiden name?

        What is the name of your favourite cousin?

Question : What is the country you always dreamt of vacationing in?

        What is your favourite colour? ⟵

        Who is your childhood hero?

✓ Hide Answer(s)

- The answer(s) must be between 3 and 255 characters long.
- Please use only alphabets (a-z), numbers (0-9), or special characters in your answers.

Step 1 of 1   Cancel   **Next**

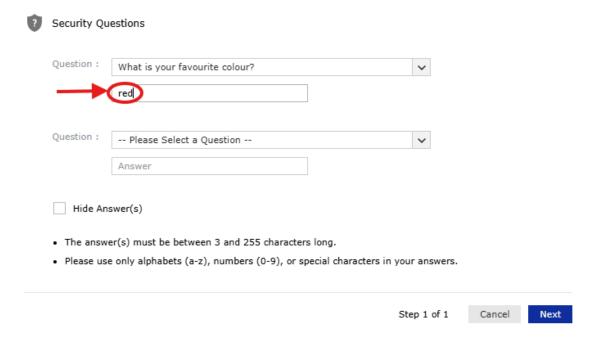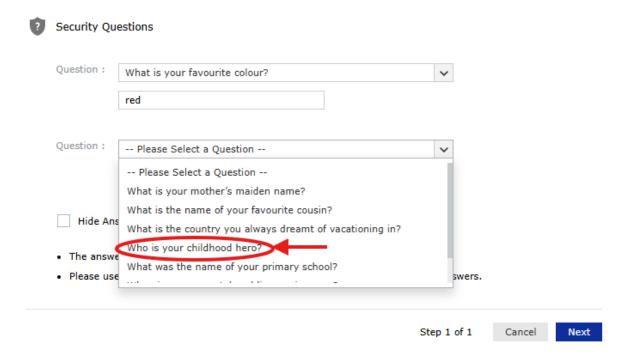On the first textbox, enter the answer for the first security question that you have chosen.

Please enroll for the verification methods mandated for your account

Security Questions

Question :   What is your favourite colour?   ⌄

red

Question :   -- Please Select a Question --   ⌄

Answer

☐ Hide Answer(s)

- The answer(s) must be between 3 and 255 characters long.
- Please use only alphabets (a-z), numbers (0-9), or special characters in your answers.

Step 1 of 1   Cancel   Next

Click on the second dropdown button to select your second security question.

Please enroll for the verification methods mandated for your account
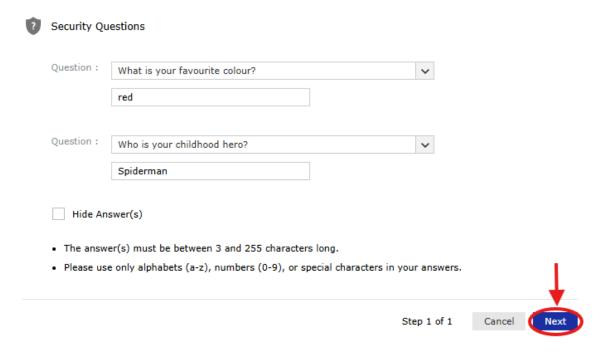
Security Questions

Question :   What is your favourite colour?   ⌄

red

Question :   -- Please Select a Question --   ⌄

-- Please Select a Question --
What is your mother's maiden name?
What is the name of your favourite cousin?
What is the country you always dreamt of vacationing in?
Who is your childhood hero?
What was the name of your primary school?

☐ Hide Ans

- The answe
- Please use   swers.

Step 1 of 1   Cancel   Next

Please enroll for the verification methods mandated for your account

? Security Questions

Question : What is your favourite colour?

red

Question : -- Please Select a Question --

-- Please Select a Question --
What is your mother's maiden name?
What is the name of your favourite cousin?
What is the country you always dreamt of vacationing in?
Who is your childhood hero?
What was the name of your primary school?

Hide Ans

• The answe

• Please use

swers.

Step 1 of 1   Cancel   **Next**

On the second textbox, enter the answer for the second security question that you have chosen.

Please enroll for the verification methods mandated for your account

? Security Questions

Question : What is your favourite colour?

red

Question : Who is your childhood hero?

Spiderman

☐ Hide Answer(s)

• The answer(s) must be between 3 and 255 characters long.
• Please use only alphabets (a-z), numbers (0-9), or special characters in your answers.
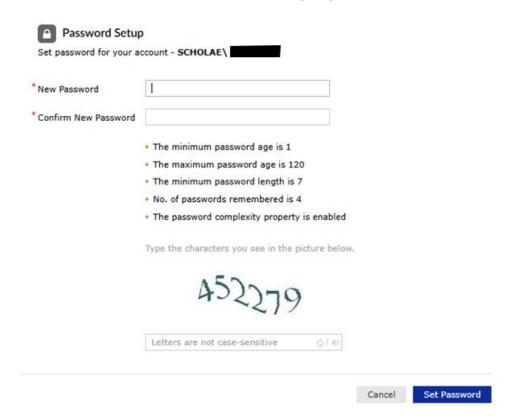
Step 1 of 1   Cancel   **Next**

After you have entered the answers in both textboxes, you can click on the "Next" button.

Please enroll for the verification methods mandated for your account

? Security Questions

Question :   What is your favourite colour?   ▽

red

Question :   Who is your childhood hero?   ▽

Spiderman

☐ Hide Answer(s)

- The answer(s) must be between 3 and 255 characters long.
- Please use only alphabets (a-z), numbers (0-9), or special characters in your answers.

Step 1 of 1   Cancel   **Next**

You will then be presented with the following page:

🔒 Password Setup

Set password for your account - **SCHOLAE** ▮▮▮▮▮▮▮

*New Password   ▮

*Confirm New Password

- The minimum password age is 1
- The maximum password age is 120
- The minimum password length is 7
- No. of passwords remembered is 4
- The password complexity property is enabled

Type the characters you see in the picture below.

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Letters are not case-sensitive   ↻ | ◀))

Cancel   **Set Password**

In this page, to create your new password, you must do the following steps:

1. Put your new password in the first text box. If you wish to view the password that you have typed, you may click on the "eye" icon.

At this point, we will explain in detail the requirements for the new password.

a) The minimum password age is 1.

This means that you can only change your password after 1 day since the last time you have successfully changed your password.

Example:
I successfully changed my password today (02 April 2025) at 16:00.
I **CANNOT** change my password again today!
I will be able to change my password after 24 hours have passed. This means that the system allows me to change my password **AFTER** 03 April 16:00

b) The maximum password age is 120.

This means that my password will expire after 120 days. After the 120 days have passed, you will be forced to change your password.

c) The minimum password length is 7.

This means that your new password must be at least 7 digits/characters in length.

Examples of **ALLOWED** passwords:

K0kk1N0$ (length = 8)

P1@nit@rh1s   (length = 11)

N1p$on_@n0mlm@t@   (length = 16)

Examples of **NOT ALLOWED** passwords:

M1ke7   (length = 5)

Ge0rge   (length = 6)

Ann@4   (length = 5)

d) No. of passwords remembered is 4.

This means that you are not allowed to use passwords that you have used before, with the limit of 4 passwords.

Example:

1st password change at 11/04/2025 using the password: K0kk1N0$

2nd password change at 13/04/2025 using the password: P1@nit@rh1s

3rd password change at 15/04/2025 using the password: N1p$on_@n0mlm@t@

4th password changer at 17/04/2025 using the password: K@l0_Xwr1o

You can not use ANY of the previous passwords when you will make your 5th password change.

5th password change at 21/04/2025 using the password: R3th!mn0

After the 5th password change that you have made, you are allowed to use the 1st password that you have used before.

6th password change at 23/04/2025 using the password: K0kk1N0$

e) The password complexity property is enabled.

This means that every password that you are going to use **MUST** meet a certain complexity.

A. Password length >7 (as mentioned before)
B. Capital letters
C. Lowercase letters
D. Symbols
E. Numbers

Examples of **ALLOWED** passwords:

K0kk1N0$ (length = 8, Capital letters, Lowercase letters, Numbers, Symbols)

P1@nit@rh1s   (length = 11, Capital letters, Lowercase letters, Numbers, Symbols)

N1p$on_@   (length = 8, Capital letters, Lowercase letters, Numbers, Symbols)

Examples of **NOT ALLOWED** passwords:

mike   (length = 4, NO Symbols, NO numbers, NO Capital letters)

Ge0rge87   (length = 8, NO Symbols)

Ann@   (length = 4, NO numbers)
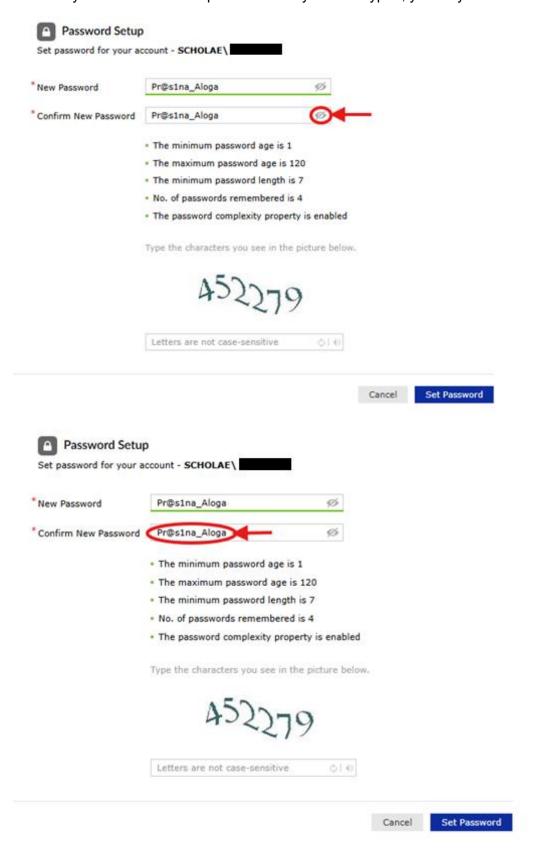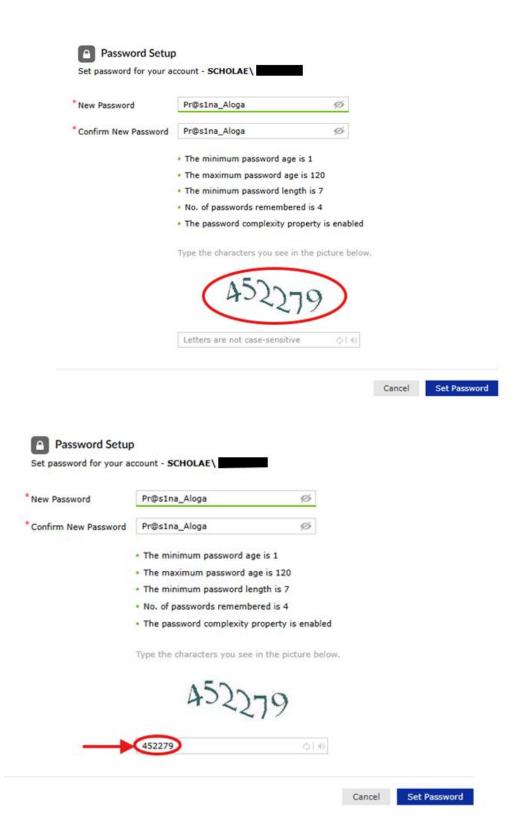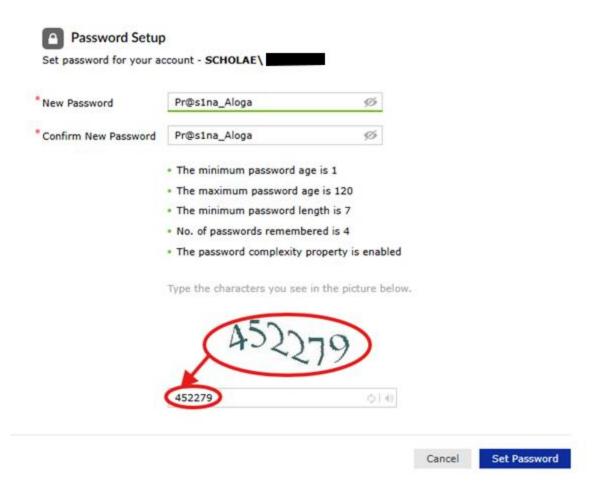
2. At this point, you will need to re-enter your new password in the second textbox. The password must be **exactly the same** as the one you entered in the first text box. Again, if you wish to view the password that you have typed, you may click on the "eye" icon.

3. Then, you must enter the Captcha Numbers that are displayed on the screen to the final textbox.

Password Setup

Set password for your account - **SCHOLAE** ███████

*New Password	Pr@s1na_Aloga
*Confirm New Password	Pr@s1na_Aloga

- The minimum password age is 1
- The maximum password age is 120
- The minimum password length is 7
- No. of passwords remembered is 4
- The password complexity property is enabled

Type the characters you see in the picture below.

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452279

Cancel   **Set Password**

4. Then you will have to click on the "Set Password" button.

Password Setup

Set password for your account - **SCHOLAE** ███████

*New Password	Pr@s1na_Aloga
*Confirm New Password	Pr@s1na_Aloga

- The minimum password age is 1
- The maximum password age is 120
- The minimum password length is 7
- No. of passwords remembered is 4
- The password complexity property is enabled

Type the characters you see in the picture below.

452279

452279

Cancel   **Set Password**

5. After clicking the above button, you should be able to see the below window:

User registered successfully With European Schools - **SCHOLAE**. You can use any of the following attribute(s) as the username:

- ███████ - (SamAccount Name)
- ███████████████ - (User Principal Name)
- █████ - (SMS ID)
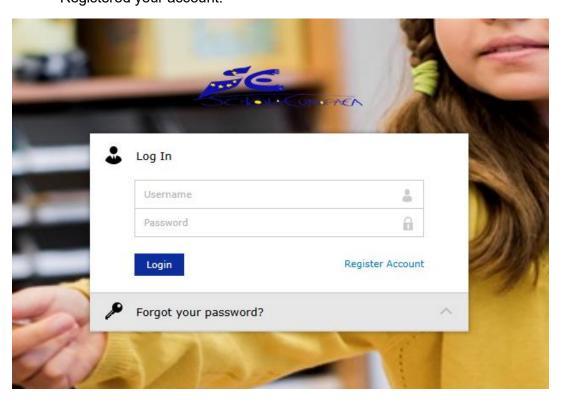
Back to home

6. Click on the "Back to home" link.

User registered successfully With European Schools - **SCHOLAE**. You can use any of the following attribute(s) as the username:

- ███████ - (SamAccount Name)
- ███████████████ - (User Principal Name)
- █████ - (SMS ID)

Back to home
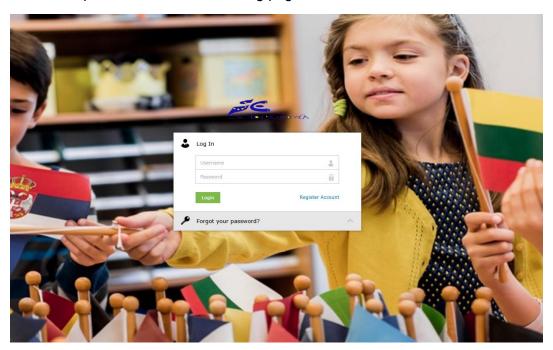
7. You will be then transferred to the main menu page. You have now successfully Registered your account!
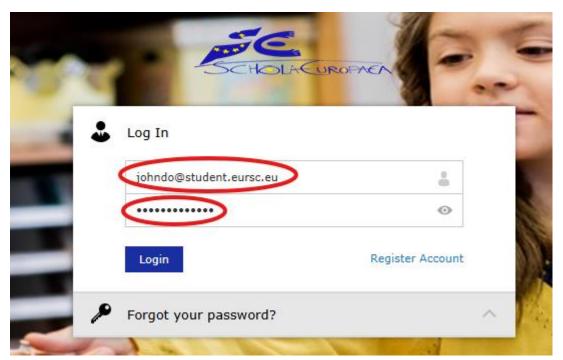
First-Time Login

After you have successfully registered your account, you will need to visit: https://passwordreset.eursc.eu on your web browser.

You will be presented with the following page:

You have to fill-in your username and password in the dialog box. Again, remember that you must use your **6+2@student.eursc.eu** or **6+2@teacher.eursc.eu**.
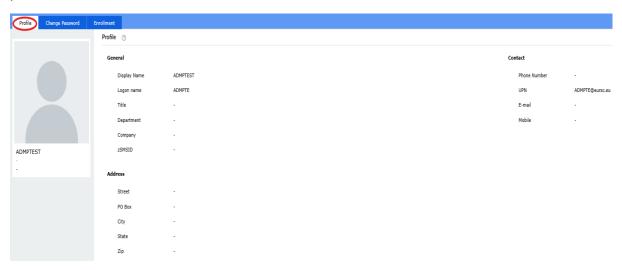
Usage Of the Password Reset Platform

The usage of Password Reset platform will be focused on two main categories.

1. Change Password
2. Enrolment

However, on the main page when you login, you will be landing on the "Profile" section of the platform.

In this page you will be able to see some details for your profile.
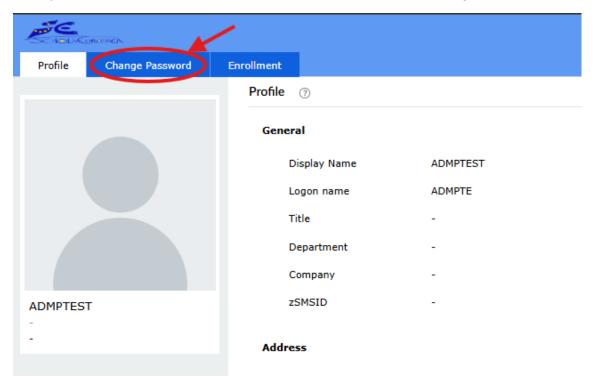
In the "Change Password" section, you will be able to change your password to a new one.

In the "Enrollment" section, you will be able to change your security questions.
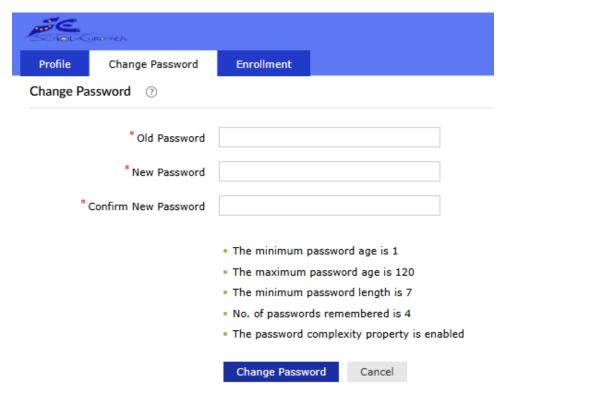
"Change Password" Section

As mentioned before, in this section you will be able to change your password.

First, you will have to click on the tab on the top, mentioned as "Change Password".
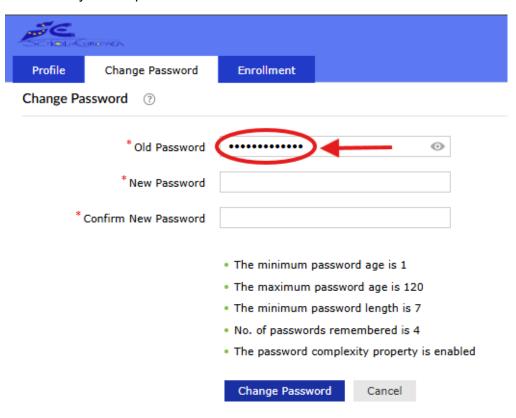
After clicking, you will land on the following page:
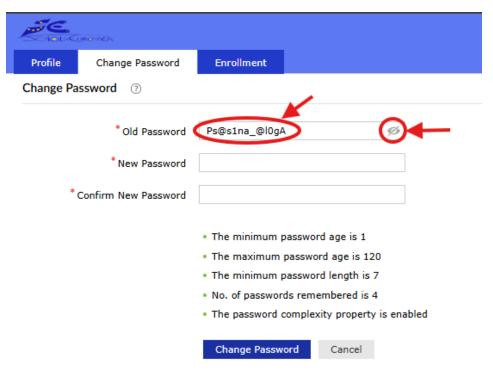
In this page, to change your password, you must do the following steps:
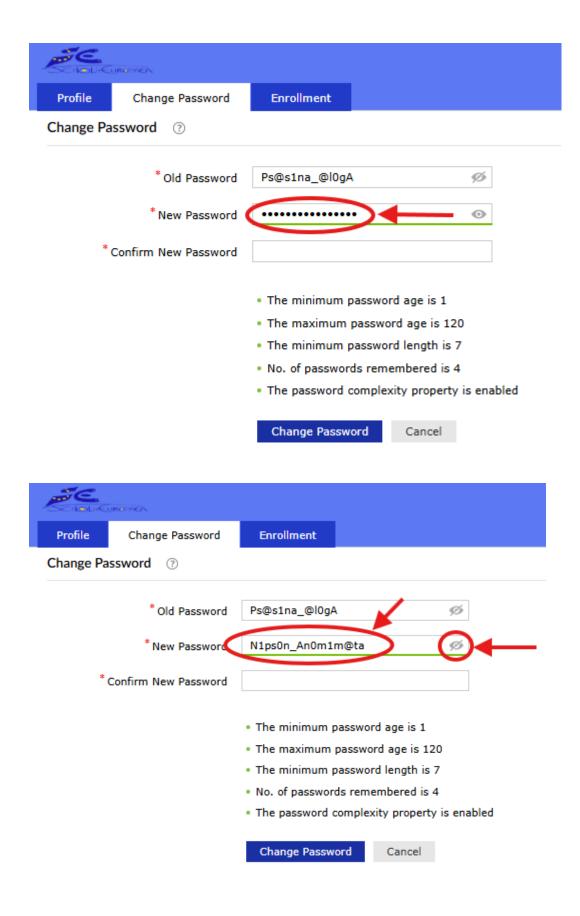
1. Put your old password in the first text box.

You can click on the "eye" icon if you want to make sure that the password you have typed is the correct one. After clicking, the password you typed will be revealed.

2. Put your new password in the second text box. Again, if you wish to view the password that you have typed, you may click on the "eye" icon.

At this point, we will explain in detail the requirements for the new password.

a. **The minimum password age is 1.**

This means that you can only change your password after 1 day since the last time you have successfully changed your password.

Example:

I successfully changed my password today (02 April 2025) at 16:00.

I **CANNOT** change my password again today!

I will be able to change my password after 24 hours have passed. This means that the system allows me to change my password **AFTER** 03 April 16:00

b. The maximum password age is 120.

This means that my password will expire in 120 days. After 120 days have passed, you will be forced to change your password.

c. The minimum password length is 7.

This means that your new password must be at least 7 digits/characters in length.

Examples of **ALLOWED** passwords:

K0kk1N0$	(length = 8)
P1@nit@rh1s	(length = 11)
N1p$on_@n0mlm@t@	(length = 16)

Examples of **NOT ALLOWED** passwords:

M1ke7	(length = 5)
Ge0rge	(length = 6)
Ann@4	(length = 5)

d. No. of passwords remembered is 4.

This means that you are not allowed to use passwords that you have used before, with a limit of 5 passwords.

Example:

1st password change at 11/04/2025 using the password: K0kk1N0$

2nd password change at 13/04/2025 using the password: P1@nit@rh1s

3rd password change at 15/04/2025 using the password: N1p$on_@n0mlm@t@

4th password changer at 17/04/2025 using the password: K@l0_Xwr1o

You can not use ANY of the previous passwords when you will make your 5th password change.

5th password change at 21/04/2025 using the password: R3th!mn0

After the 5th password change that you have made, you are allowed to use the 1st password that you have used before.

6th password change at 23/04/2025 using the password: K0kk1N0$

e. The password complexity property is enabled.

This means that every password that you are going to use **MUST** meet a certain complexity.

- F. Password length >7 (as mentioned before)
- G. Capital letters
- H. Lowercase letters
- I. Symbols
- J. Numbers

Examples of **ALLOWED** passwords:

K0kk1N0$ (length = 8, Capital letters, Lowercase letters, Numbers, Symbols)

P1@nit@rh1s   (length = 11, Capital letters, Lowercase letters, Numbers, Symbols)

N1p$on_@   (length = 8, Capital letters, Lowercase letters, Numbers, Symbols)

Examples of **NOT ALLOWED** passwords:

mike   (length = 4, NO Symbols, NO numbers, NO Capital letters)

Ge0rge87   (length = 8, NO Symbols)
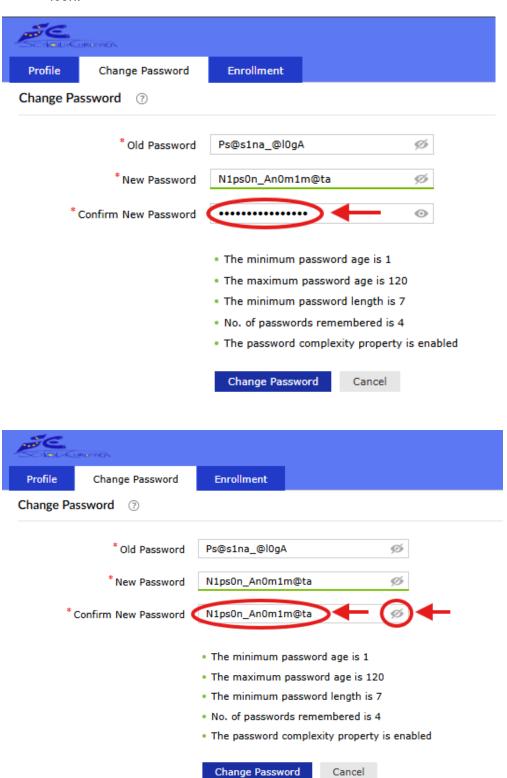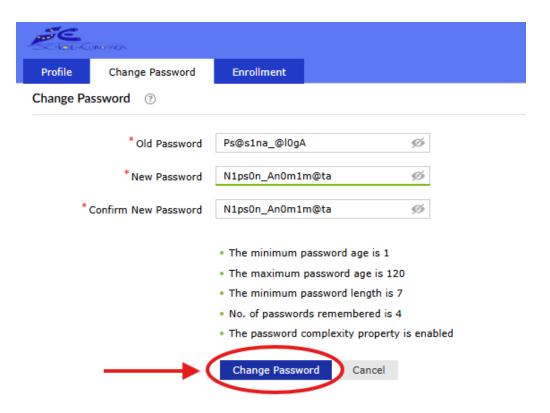
Ann@   (length = 4, NO numbers)
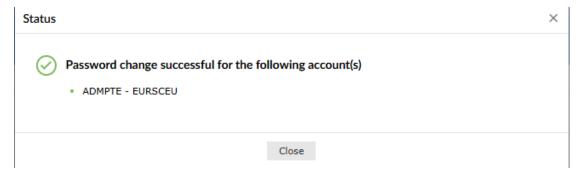
3. At this point, you will need to re-enter your new password on the third textbox. The password must be **<u>exactly the same</u>** as the one you entered on the second textbox. Again, if you wish to view the password that you have typed, you may click on the "eye" icon.
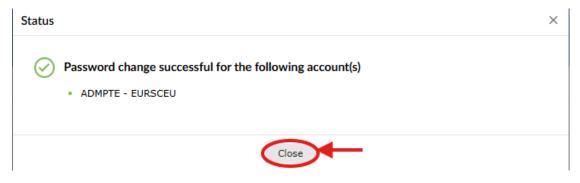
4. Then, you must click on the "Change Password" button.

5. After clicking the above button, you should be able to see the below pop-up window:

6. Click on the "Close" button.
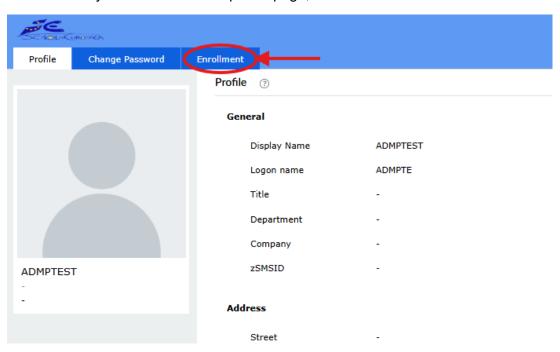
7. You will be then transferred to the main profile page. You have now successfully changed your password!

"Enrollment" Section

In this section you will be able to change your security questions.
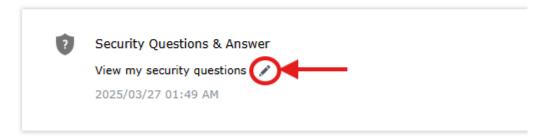
1. While you are on the main profile page, click on the "Enrollment" button.

2. In this section you will have the option to remove or modify your security questions. To do so, click on the "pen" icon.
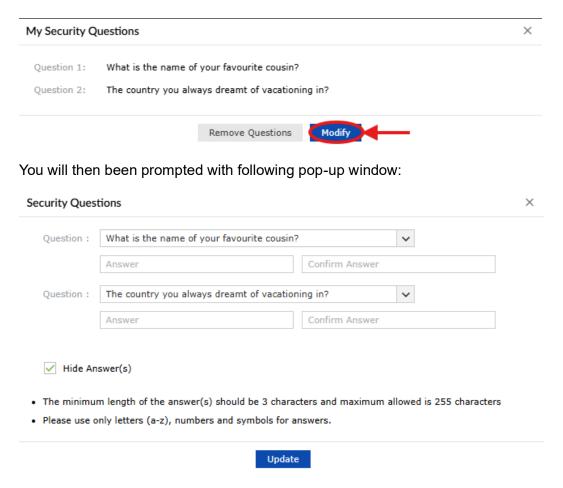
3. You will be presented with a pop-up window, allowing you to choose if you want to remove your security questions, or to modify them.
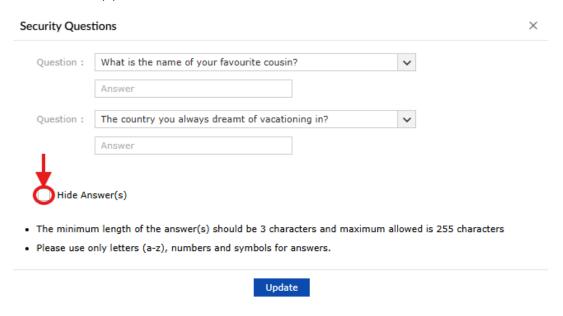
Option 1: Modify the Security Questions
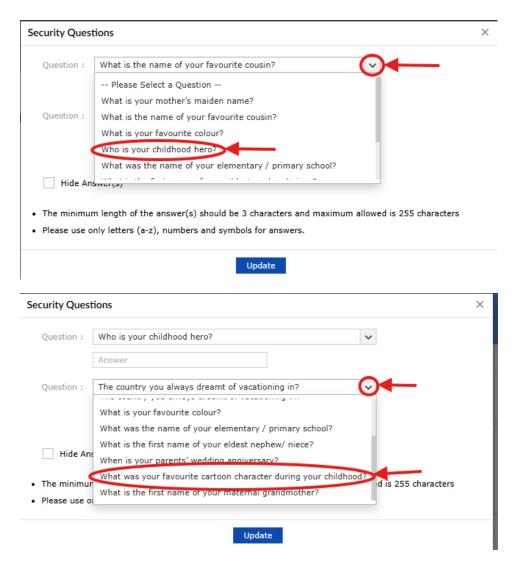
If you want to modify the security questions click on the "Modify" button.

You will then been prompted with following pop-up window:
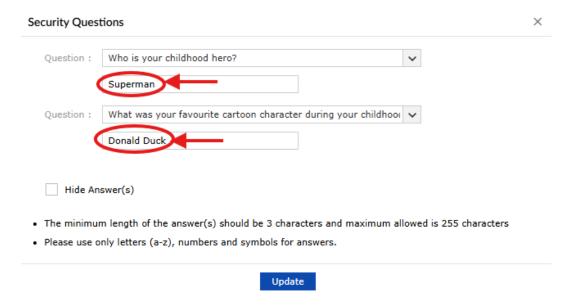
Here you also have the option to view the answers that you are giving by un-checking the "Hide Answer(s)" checkbox.
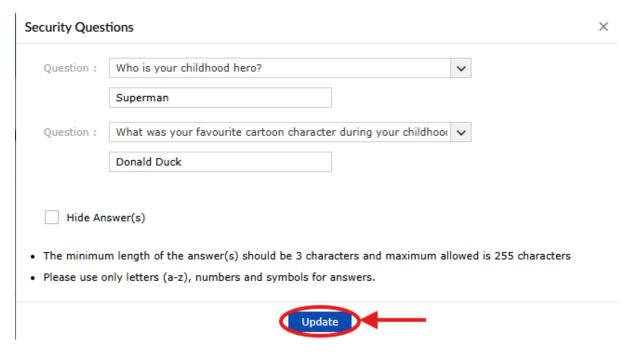
You can choose different questions now by clicking on the arrow where you will be presented with a dropdown menu of the available security questions.

Fill-in the textboxes with your answers.

Finally click on the "Update" button to update your security questions.

After that you will be presented with the following pop-up window, meaning that you have successfully modified your security questions.
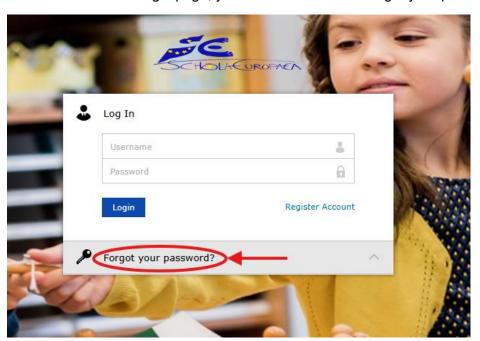

Option 2: Remove the Security Questions

At this point, you are **NOT ALLOWED** to remove the security questions for security reasons. For any kind of modification, please refer to Option 1 of this guide.

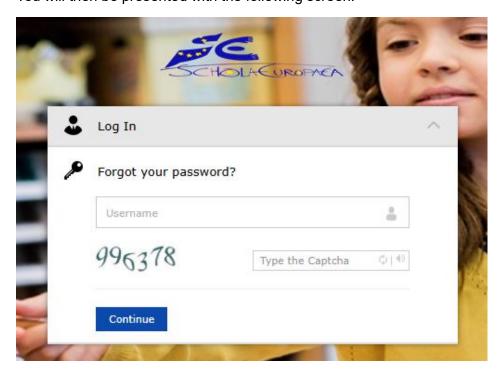# "Forgot your password?" functionality

In case you have forgotten your password you are able to use the "Forgot your password?" functionality of the Password-Reset platform.

Please note that this functionality is available for you **ONLY AFTER** you have successfully completed the "Register Account" and "First-Time Login" process.
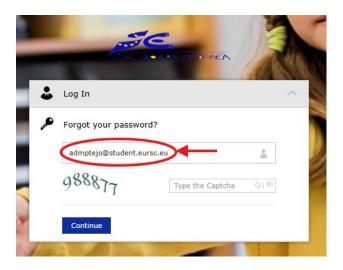
1. On the initial login page, you must click on the "Forgot your password?" hyperlink.
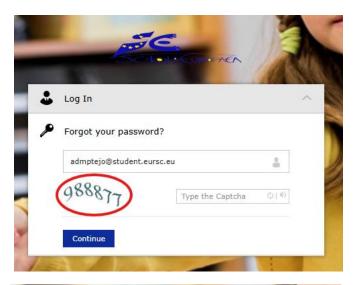

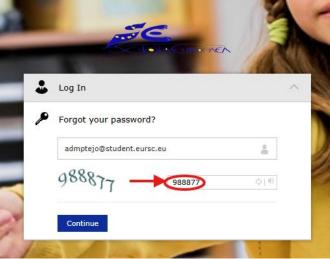You will then be presented with the following screen:

2. In the first textbox, you must enter your username. (This means that you will have to put your **6+2@student.eursc.eu** OR **6+2@teacher.eursc.eu**)
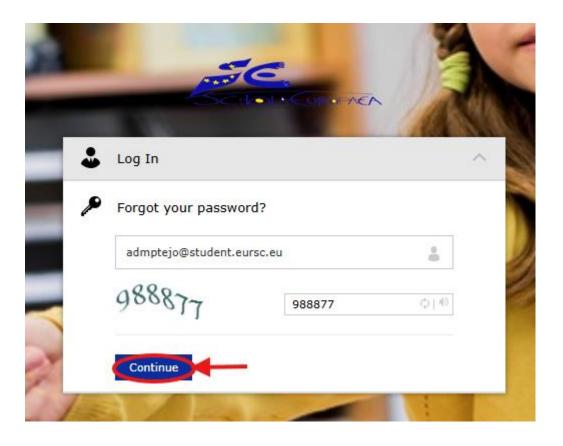
3. In the textbox that writes "Type the Captcha" you must input the numbers that are shown on the left.
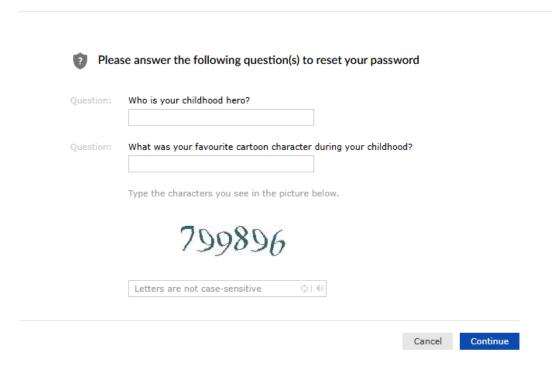

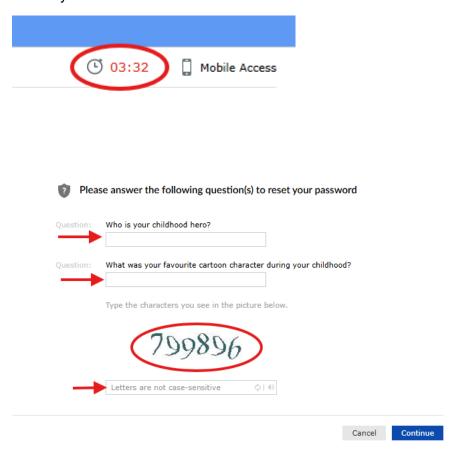4. After filling the textboxes, click on the "Continue" button.

5. You will be then redirected to the following page:

6. On this page you will have to answer the security questions and input the characters that are shown on the bottom. Be very careful that this is timed session (you can see
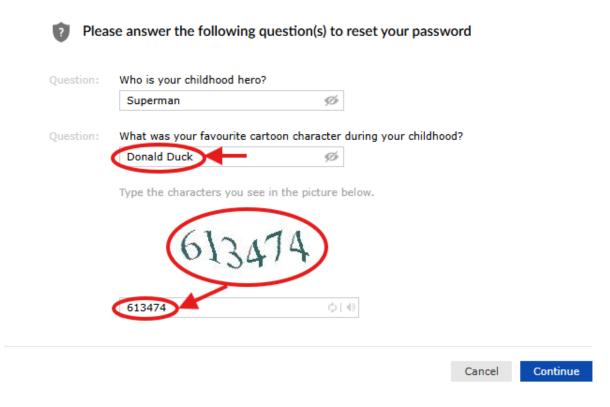
the time left on the top right of the page), so it will expire after the time is finished and you will have to start over.
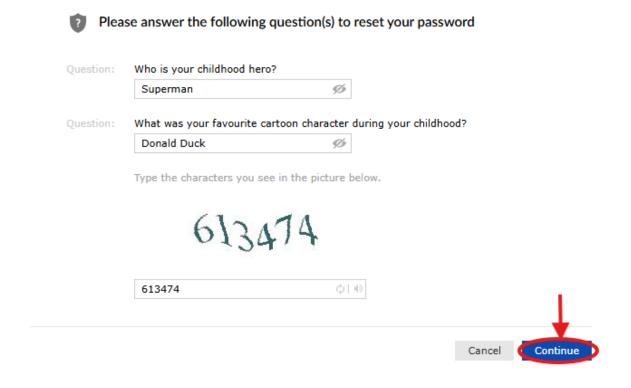

Note that you can always click on the "eye" icon to view the answers that you are typing.
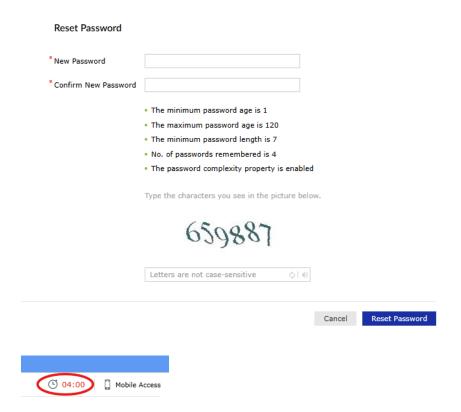
Continue by filling in the rest of the textboxes.

Please answer the following question(s) to reset your password

Question: Who is your childhood hero?

Superman

Question: What was your favourite cartoon character during your childhood?

Donald Duck

Type the characters you see in the picture below.

613474

613474

Cancel   Continue
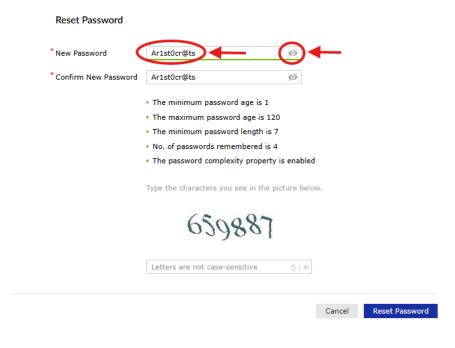
7. After you have filled in all the textboxes, click on the "Continue" button.

Please answer the following question(s) to reset your password

Question: Who is your childhood hero?

Superman

Question: What was your favourite cartoon character during your childhood?

Donald Duck

Type the characters you see in the picture below.

613474

613474

Cancel   Continue
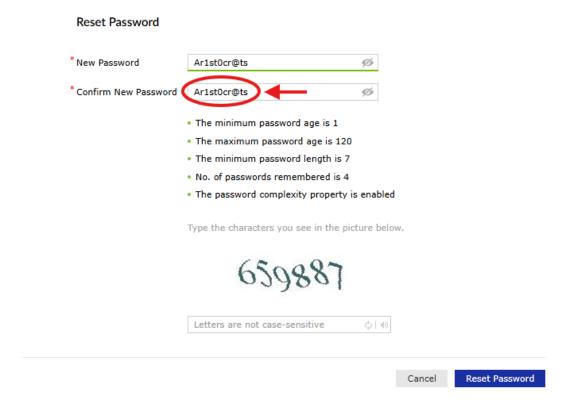
8. You will then be presented with the following page. Please note again that this is a timed session and the expiration time is shown in the top right of the page.
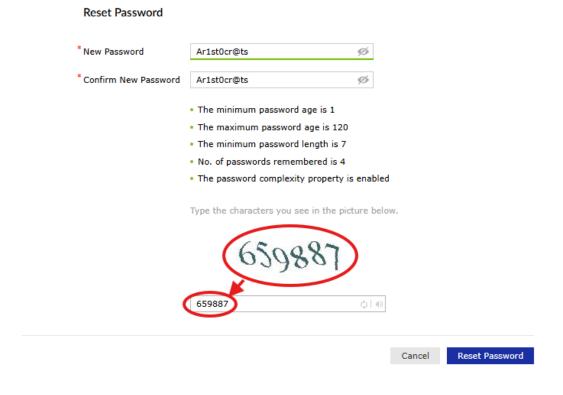
9. On this page you will need to enter the new password that you want to have. Please bear in mind that here applies the same password restrictions mentioned in the "Change Password" section. (You can always click on the "eye" icon to view the password you are typing)

10. Continue by entering the exact same password to the second textbox.

Reset Password

*New Password   Ar1st0cr@ts

*Confirm New Password   Ar1st0cr@ts
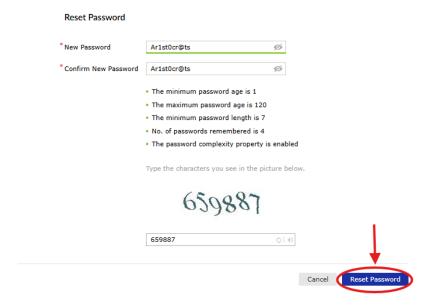
- The minimum password age is 1
- The maximum password age is 120
- The minimum password length is 7
- No. of passwords remembered is 4
- The password complexity property is enabled

Type the characters you see in the picture below.

659887

Letters are not case-sensitive

Cancel   **Reset Password**
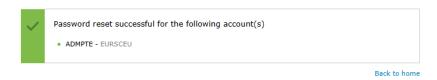
11. Then, you must enter the digits that are shown on the screen, to the third textbox.

Reset Password

*New Password   Ar1st0cr@ts

*Confirm New Password   Ar1st0cr@ts

- The minimum password age is 1
- The maximum password age is 120
- The minimum password length is 7
- No. of passwords remembered is 4
- The password complexity property is enabled

Type the characters you see in the picture below.

659887

659887

Cancel   **Reset Password**
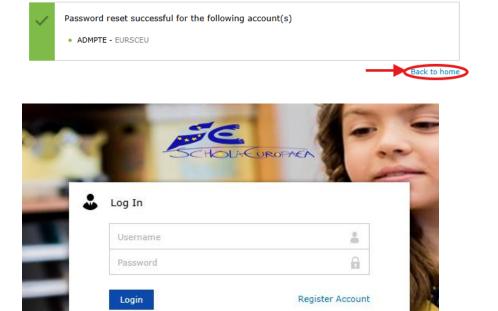
12. Finally, you must click on the "Reset Password" button.

Reset Password

*New Password	Ar1st0cr@ts
*Confirm New Password	Ar1st0cr@ts

- The minimum password age is 1
- The maximum password age is 120
- The minimum password length is 7
- No. of passwords remembered is 4
- The password complexity property is enabled

Type the characters you see in the picture below.

659887

659887

Cancel   **Reset Password**

You will then be presented the following notification:

Password reset successful for the following account(s)
- ADMPTE - EURSCEU

Back to home

13. You may now click on the "Back to home" button, to go to the main page of the Password-Reset Platform.

Password reset successful for the following account(s)
- ADMPTE - EURSCEU

Back to home

FAQs

FAQs

Q: I am an administrative member / staff / EDU / inspector / expert / partner. Can I use the Password Reset Platform?

A: Yes. However, you will need to follow the **Password-Reset User's Guide** document.

Q: Can I remove the Security Questions?

A: No. Due to security reasons, you are not allowed to completely remove the security questions. However, you can modify both the questions and the answers.