Schola Europaea / Office of the Secretary-General

ICT and Statistics Unit

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Orig.: **EN**

Password Reset User's Guide
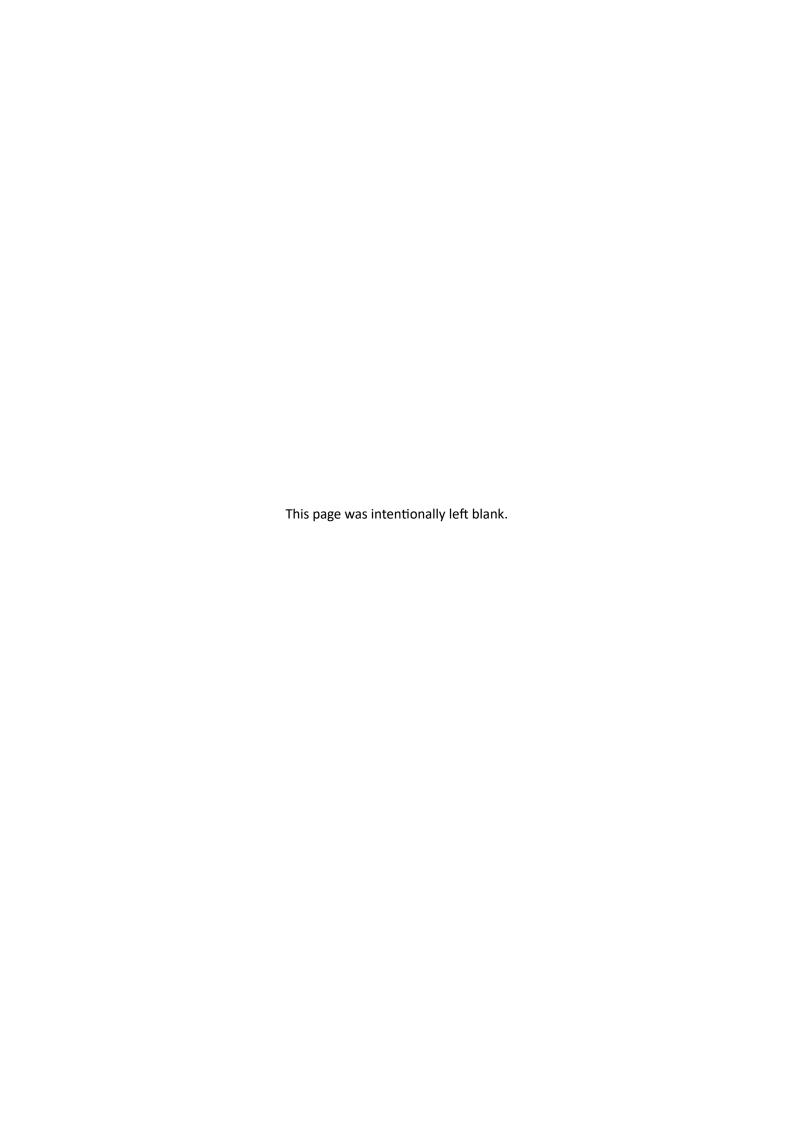
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Table of Contents

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://password.eursc.eu

Key Notes

- **Accessibility**: Password-Reset platform is ONLY available through our organization's network. This means that https://password.eursc.eu is reachable **ONLY** if you are in the office or connected to the organization's network through VPN. If you are trying to reach the website through any other network, it **WILL NOT BE POSSIBLE**.

- **Account Name**: To access the Password-Reset platform, it is required that you use your personal 6+2 account (6 first letters of your Last Name + 2 first letters of your First Name). If you are trying to login to the platform with any other account, it WILL NOT BE POSSIBLE.

   Examples of 6+2 accounts:

   plousami

   pithiji

   gonzalda

   elmimowa

   deborgje

   ANY OTHER ACCOUNT IS NOT GOING TO WORK!

   Examples of accounts that ARE NOT GOING TO WORK:

   michail.plousakis

   plousami@eursc.eu

   michail.plousakis@eursc.eu

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

Who can use Password-Reset?

This document pertains to all administrative members, staff, EDU, inspectors, experts, and partners. For information specific to pupils and teachers, kindly refer to the document: **Password-Reset User Guide (For Pupils and Teachers)**

Please be advised that the primary password for all administrative members, staff, EDU, inspectors, experts, and partners must be obtained from the ICT department.

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

xxxxxxxx@eursc.eu

xxxxxxxx@Staff.eursc.eu

xxxxxxxx@Edu.eursc.eu

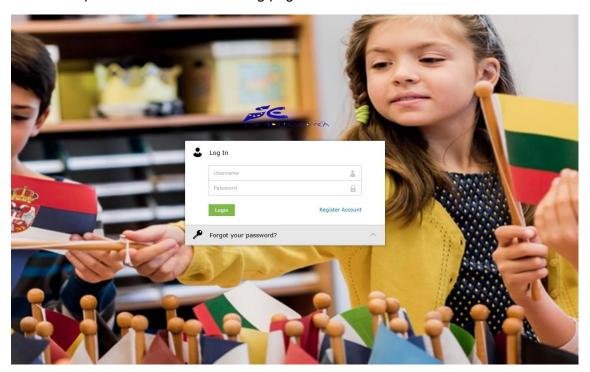xxxxxxxx@Inspector.eursc.eu

xxxxxxxx@Expert.eursc.eu

xxxxxxxx@Partner.eursc.eu
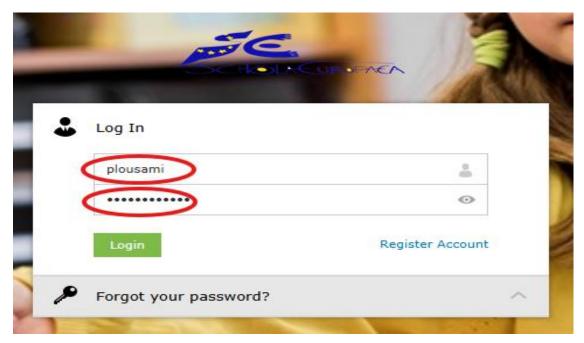
First-Time Login

First you will need to visit: https://password.eursc.eu on your web browser.

(Please note that, in order to reach the above webpage, **you MUST be connected to the organization's network, which means, you must be either in the office, or connected via VPN**)

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 have to use your 6+2 username.**

You will then be presented with the following popup window:

Welcome! This portal offers you the power of password self-service!

- Password Reset: Securely reset your machine password without help desk assistance.
- Account Unlock: Unlock your account when you get locked out without help desk assistance.
- Profile Update: Update your photo, mobile number, address, and other details on your own.

Enroll now to enjoy these benefits!   Click here

Click on the "Click here" button to continue.

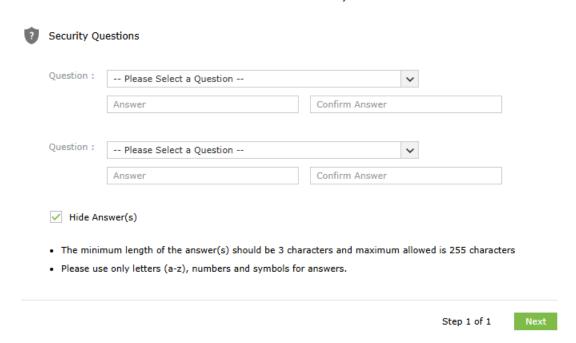Welcome! This portal offers you the power of password self-service!

- Password Reset: Securely reset your machine password without help desk assistance.
- Account Unlock: Unlock your account when you get locked out without help desk assistance.
- Profile Update: Update your photo, mobile number, address, and other details on your own.

Enroll now to enjoy these benefits!   Click here

After that, you will be presented with the following page:

Please enroll for the forced verification methods enabled 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 minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters
- Please use only letters (a-z), numbers and symbols for answers.
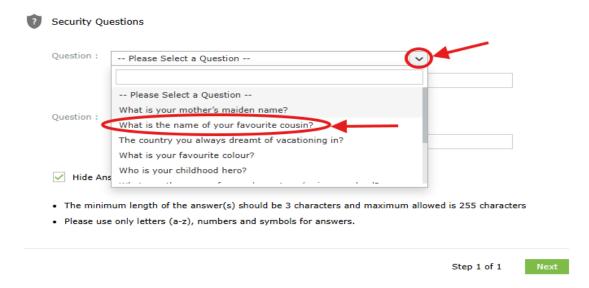
Step 1 of 1   Next

From this page, you will have to choose 2 security questions to be used in case you forget your password in the future. Please note that these questions **WILL BE USED** when you want to change your password in the future in case you have forgotten it.

In the below example the first question that was chosen was "What is the name of your favorite cousin?"

After the first question is chosen, you will have to fill-in the "Answer" and "Confirm Answer" textbox with **exactly** the same answer. In our example, we will be using "Michail" as the answer. Please remember that the text that you are going to use is **CASE SENSITIVE** (This means that you have to use the exact same format, ex. Capitals or lower-case characters)

If you need to check the answers you have written, you can un-check the "Hide Answer(s)" checkbox.

Please enroll for the forced verification methods enabled for your account.

? Security Questions

Question :   What is the name of your favourite cousin?   ⌄

•••••••   •••••••

Question :   -- Please Select a Question --   ⌄
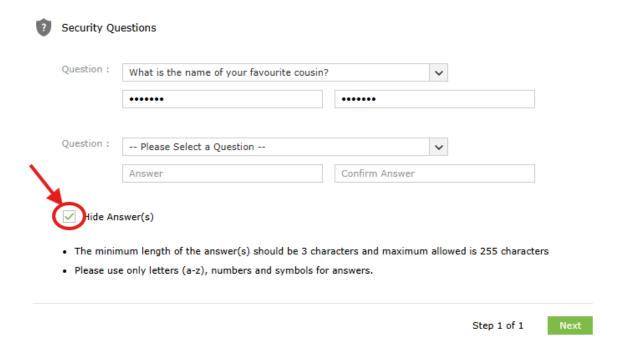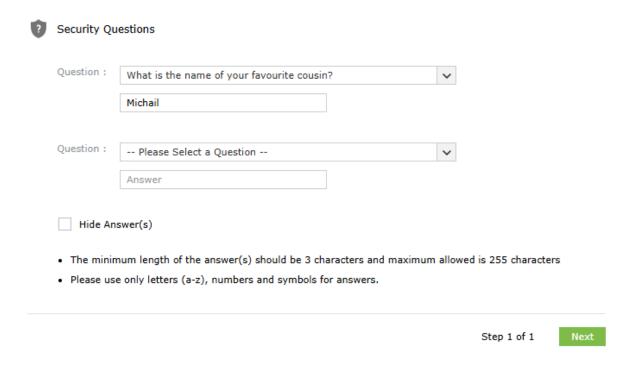
Answer   Confirm Answer

☑ Hide Answer(s)

- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters
- Please use only letters (a-z), numbers and symbols for answers.
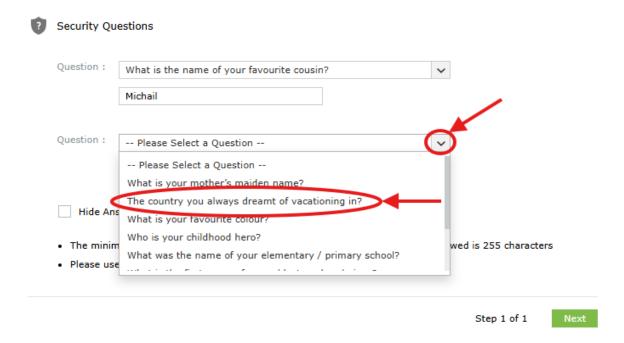
Step 1 of 1   **Next**

After the checkbox is unchecked, you will be able to view the answers you have written.

Please enroll for the forced verification methods enabled for your account.

? Security Questions

Question :   What is the name of your favourite cousin?   ⌄

Michail

Question :   -- Please Select a Question --   ⌄

Answer

☐ Hide Answer(s)

- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters
- Please use only letters (a-z), numbers and symbols for answers.

Step 1 of 1   **Next**
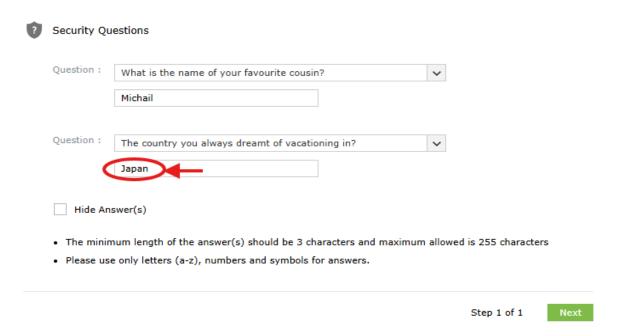
In our example, the second question we have chosen was the "The country you always dreamt of vacationing in?"

Please enroll for the forced verification methods enabled for your account.

? Security Questions

Question : What is the name of your favourite cousin? ⌄

Michail

Question : -- Please Select a Question -- ⌄

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

☐ Hide Ans

- The minim   wed is 255 characters
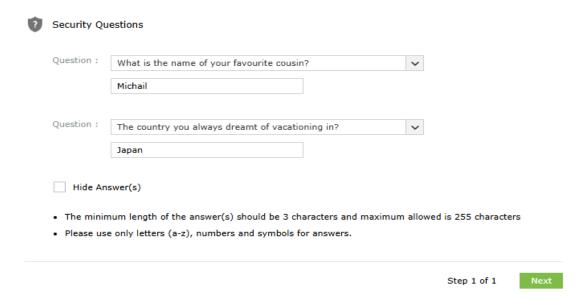- Please use

Step 1 of 1   Next

After the first question is chosen, you will have to fill-in the "Answer" and "Confirm Answer" textbox with **exactly** the same answer. If previously you have unchecked the "Hide Answer(s)" checkbox, then you will only be presented with one textbox only. In our example, we will be using "Japan" as the answer.

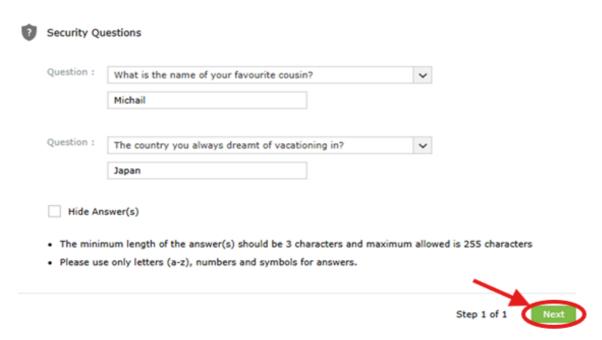**Please enroll for the forced verification methods enabled for your account.**

? Security Questions

Question : What is the name of your favourite cousin? ⌄

Michail

Question : The country you always dreamt of vacationing in? ⌄

Japan

☐ Hide Answer(s)

- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters
- Please use only letters (a-z), numbers and symbols for answers.

Step 1 of 1   Next

At the end, the form would be like the following:

Please enroll for the forced verification methods enabled for your account.

? Security Questions

Question :   What is the name of your favourite cousin?   ⌄

Michail

Question :   The country you always dreamt of vacationing in?   ⌄

Japan

☐ Hide Answer(s)

- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters
- Please use only letters (a-z), numbers and symbols for answers.

Step 1 of 1   Next

Click on "Next" button.

Please enroll for the forced verification methods enabled for your account.

? Security Questions

Question :   What is the name of your favourite cousin?   ⌄

Michail

Question :   The country you always dreamt of vacationing in?   ⌄

Japan

☐ Hide Answer(s)

- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters
- Please use only letters (a-z), numbers and symbols for answers.

Step 1 of 1   Next

After that, you will be presented with the following popup:

✔ **You have successfully enrolled!** The information you provided will help us verify your identity when you login or during the password reset/account unlock process.   ✕

After seeing the above message, it means that you have successfully registered your account to the Password- Reset platform.

Usage Of The Password Reset Platform

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

1. Change Password
2. Enrollment

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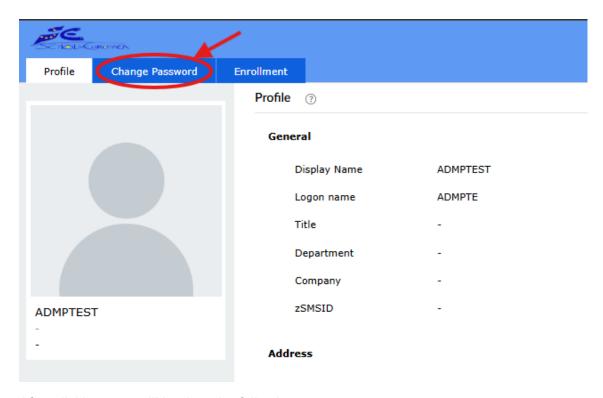

In this page you will be able to see some details for your profile. Also, in this section you can upload a new Profile Picture, but this configuration is out of the scope of the current guide.

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.
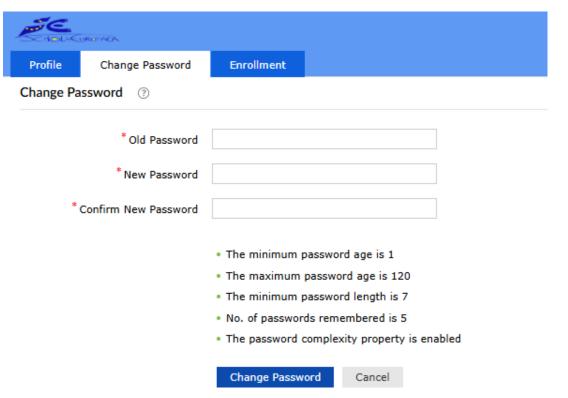
"Change Password" Section

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".
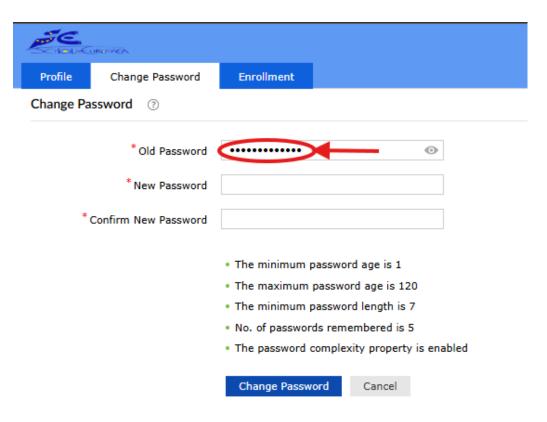
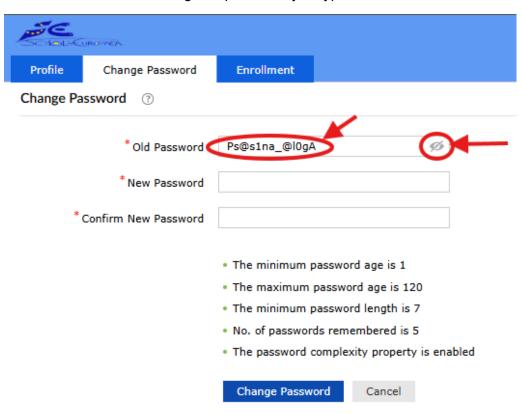After clicking, you will land on the following page:

In this page, in order to change your password, you must do the following steps:
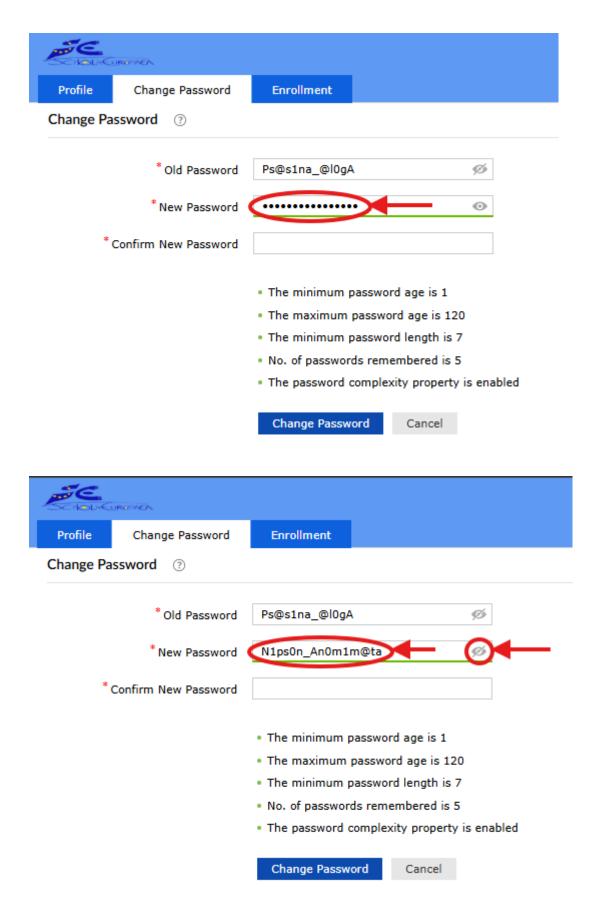
1. Put your old password on the first textbox.

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 on the second textbox. 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 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 5.

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

5th password change at 19/04/2025 using the password: I3r@p3tr@

You can not use ANY of the previous passwords when you will make your 6th password change.

6th password change at 21/04/2025 using the password: R3th!mn0

After the 6th password change that you have made, you are allowed to use the 1st password that you have used before.

7th 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)
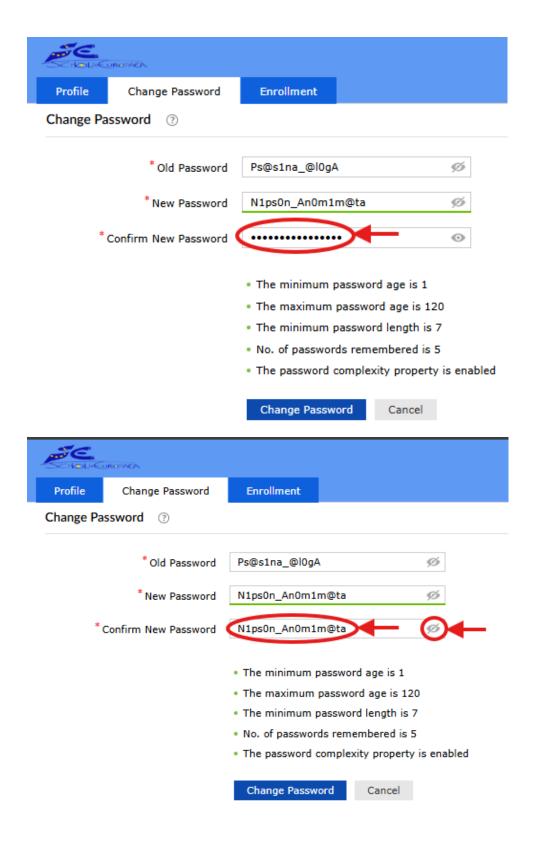
Examples of **NOT ALLOWED** passwords:

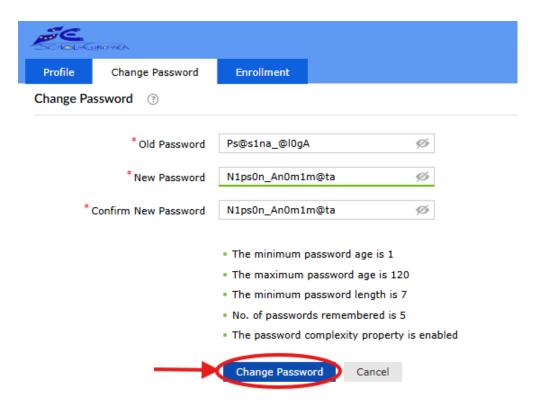mike   (length = 4, NO Symbols, NO numbers, NO Capital letters)

Ge0rge87   (length = 8, NO Symbols)
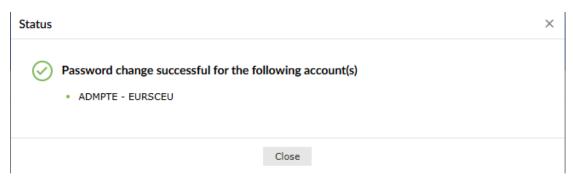
Ann@   (length = 4, NO numbers)

3. At this point, you will need to re-enter your new password on the third textbox. The password must be **exactly the same** 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.
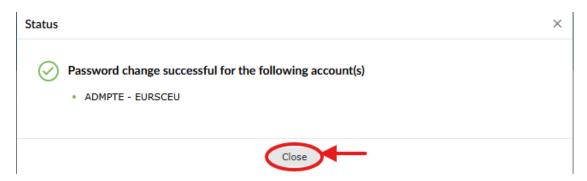
4. Then, you must click on the "Change Password" button.

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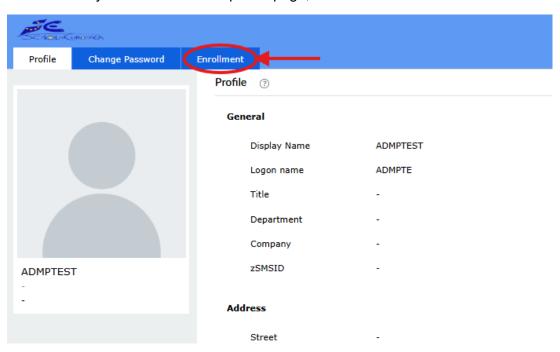

6. Click on the "Close" button.

7. You will be then transferred to the main profile page. You have now successfully changed your password!

"Enrollment" Section

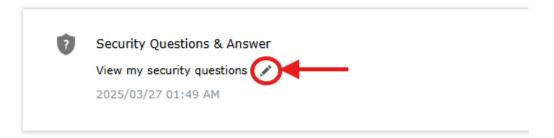In this section you will be able to change your security questions.

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.
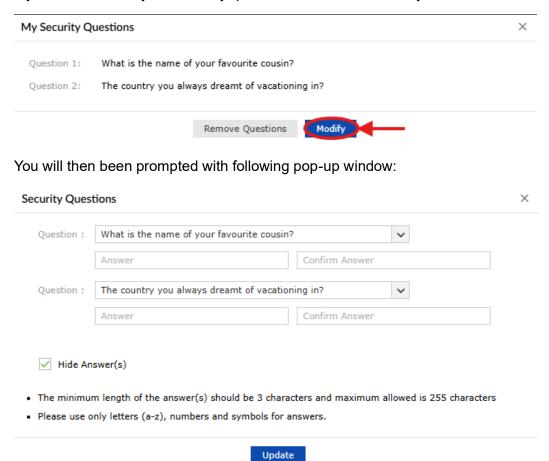

3. You will be presented with a pop-up window, allowing you to choose if you want to remove your security questions, or to modify them.
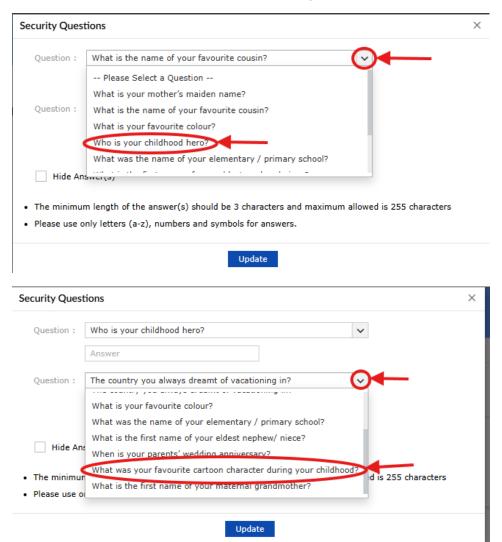
Option 1: Modify the Security Questions

If you want to modify the security questions click on the "Modify" button.

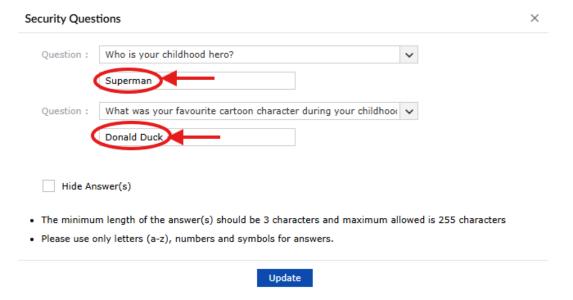You will then been prompted with following pop-up window:

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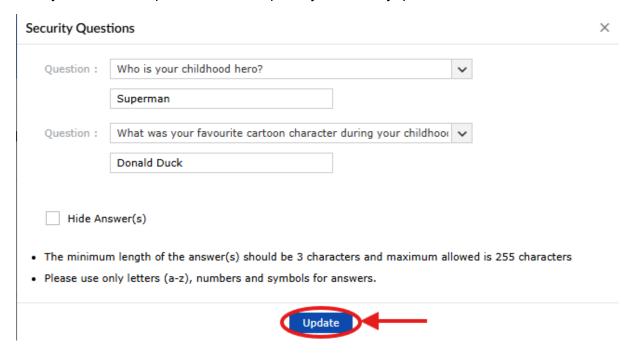
You can choose different questions now by clicking on the arrow where you will be presented with a dropdown menu of the available security questions.

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.
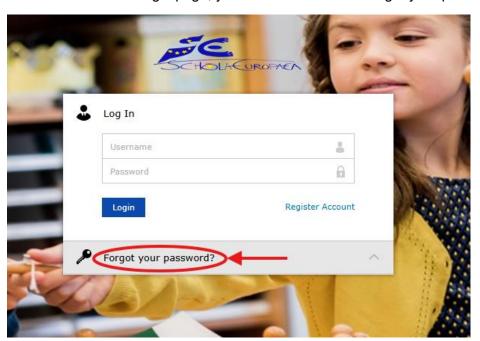

Option 2: Remove the Security Questions

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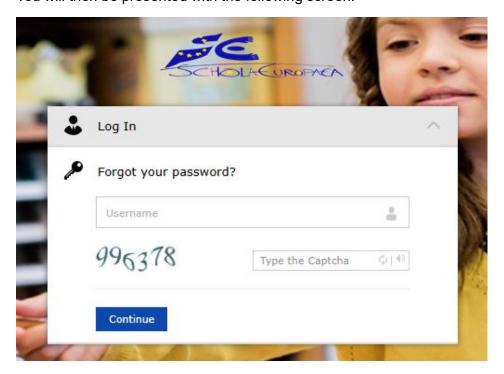
In case you have forgotten your password you are able to use the "Forgot your password?" functionality of the Password-Reset platform.

Please note that this functionality is available for you **ONLY AFTER** you have successfully completed the initial Login process.

1. On the initial login page, you must click on the "Forgot your password?" hyperlink.
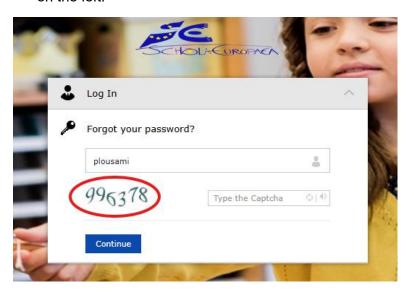
You will then be presented with the following screen:

2. In the first textbox you must input your username. (This means that you will have to put your 6+2 account name)

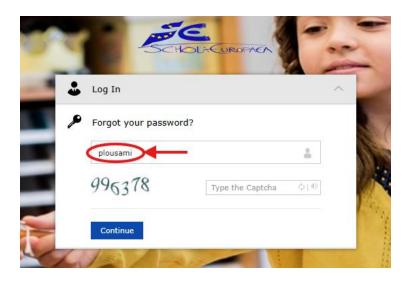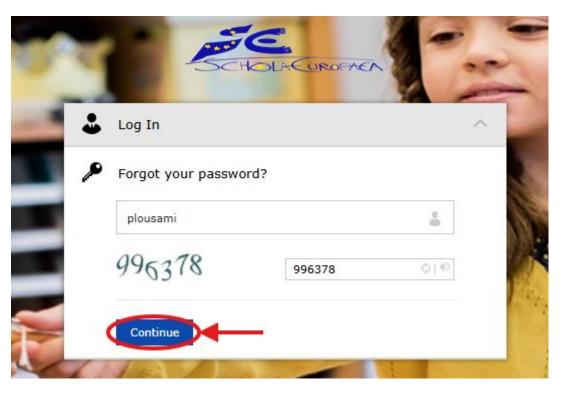3. In the textbox that writes "Type the Captcha" you must input the numbers that are shown on the left.

4. After filling the textboxes, click on the "Continue" button.
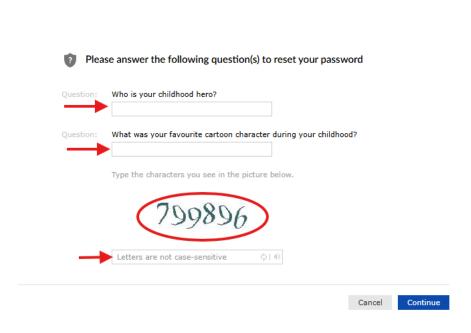
5. You will be then redirected to the following page:

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.
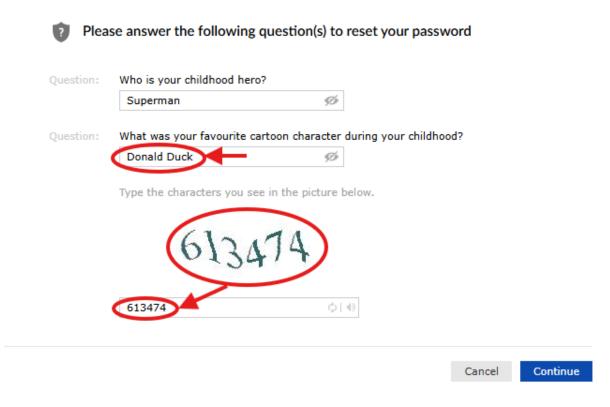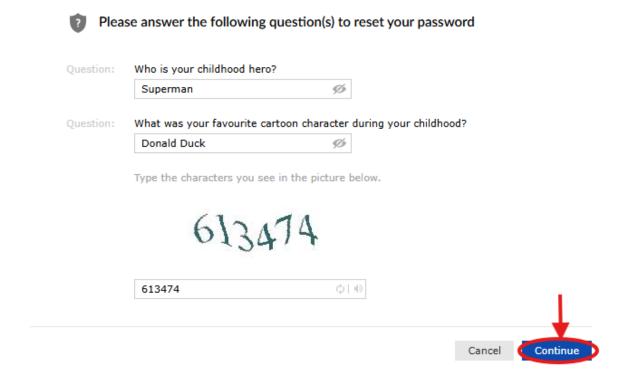
Note that you can always click on the "eye" icon to view the answers that you are typing.

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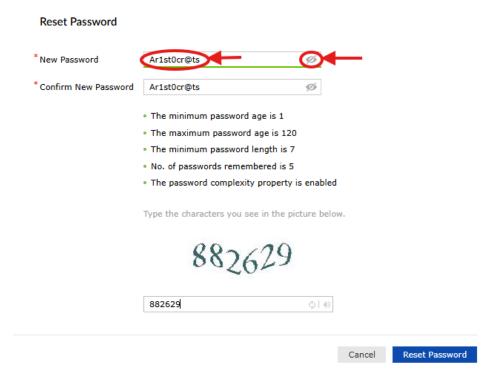
7. After you have filled in all the textboxes, click on the "Continue" button.

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
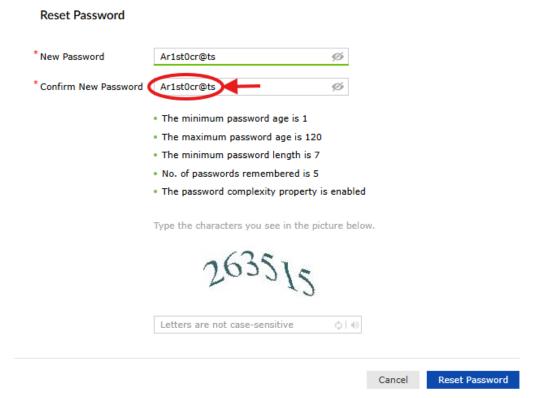
8. You will then be presented with the following page. Please note again that this is a timed session and the expiration time is shown in the top right of the page.

Reset Password

[*]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 5
- The password complexity property is enabled

Type the characters you see in the picture below.

882629

[Letters are not case-sensitive   ↻ | ◄)]

Cancel   **Reset Password**

🕐 04:00 | 📱 Mobile Access

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)

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 5
- The password complexity property is enabled

Type the characters you see in the picture below.

882629

882629

Cancel   Reset Password
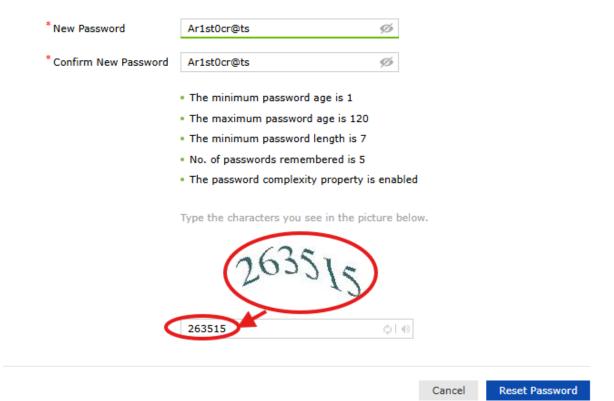
10. Continue by entering the exact same password into the second textbox.

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 5
- The password complexity property is enabled

Type the characters you see in the picture below.

263515

Letters are not case-sensitive

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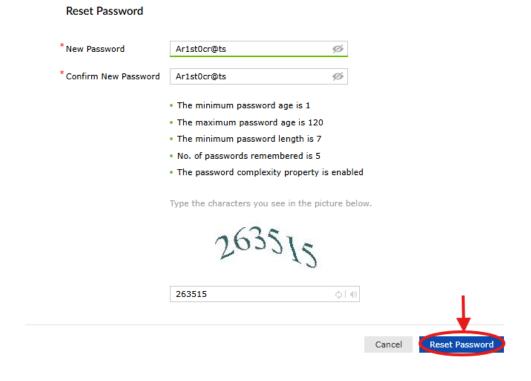
11. Then, you must enter the digits that are shown on the screen, to the third textbox.

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 5
- The password complexity property is enabled

Type the characters you see in the picture below.

263515

263515
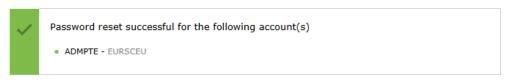
Cancel   **Reset Password**

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 5
- The password complexity property is enabled

Type the characters you see in the picture below.

263515

263515

Cancel   **Reset Password**
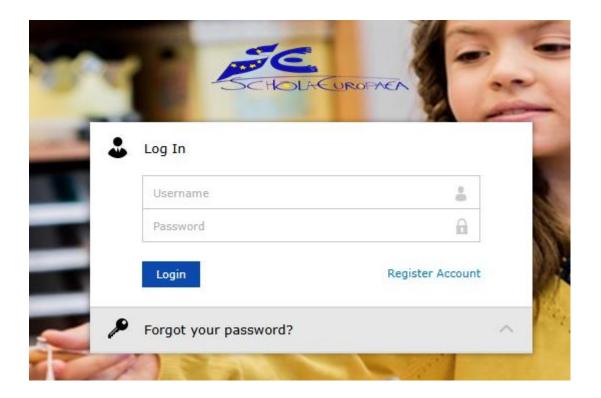
You will then be presented the following notification:

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 a teacher. Can I use the Password-Reset Platform?

A: Yes. However, you will need to follow the **Password-Reset User's Guide (for TEA and STU)** document.

Q: I am a pupil. Can I use the Password-Reset Platform?

A: Yes. However, you will need to follow the **Password-Reset User's Guide (for TEA and STU)** 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 are able to modify both the questions and the answers.