My Password isn't *Working*

When I try to access the MIS Gateway, my password isn't working.

What do I do?

Step 1: Check that you are entering your username correctly.

Your username is the first letter of your first name and the first 4 letters of your surname followed by a number.

For example:
John Smith
Username: jsmit237

"I have checked my username and it is correct. And my password is still not working."

You will need your password *reset*.

For security reasons, student passwords can only be reset *on school grounds during school hours*.

Step 2:
Please phone the school on *07 5503 7888* and inform us that *you need your password reset*.

In order for us to reset your password, all we require is your *username*.

Your password will be reset to *password.1*

Step 3: Re-open your preferred web browser and navigate back to the MIS Gateway.

New Tab

mis.eq.edu.au
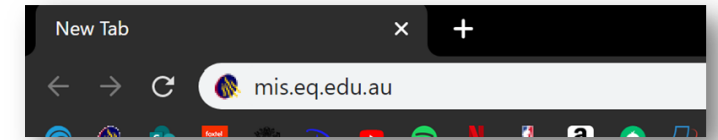
Managed Internet Service

Sign in with your username and password

Username *   Username

Password *   Password

☐ **I agree to the conditions of use and privacy statement**

Sign in

Step 4: At the sign in, enter your username and *password.1* as your password.

Managed Internet Service

Please enter your current password and verify your new password.
Your password must be reset before you can log on. Please change your password and try again or contact your system administrator.

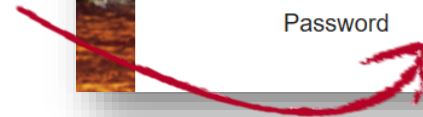**Username**
Please enter and confirm your new password

Username   ▬▬▬▬▬

Current Password   *password.1*

New Password   New Password

Confirm New Password   Confirm New Password

Change Cancel

Step 5: You will then be prompted to come up with *your own unique password*.

Confirm your new password by typing it again. Then press Change.

Finished: Your school password has been successfully changed.

REMEMBER.

There are rules for your school password.
- i. *Must have a minimum of 8 characters*
- ii. *Must have a special character (ex: ! ? @ .)*
- iii. *Must have a number.*
- iv. *Cannot be your name.*
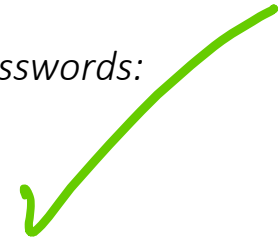- v. *Cannot be the same as your previous password.*

*Examples of **correct** passwords:*
password.55
cookies.12
daffodil27!

*Examples of **incorrect** passwords:*
password
ruler5
Schoolisrad!