

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*

Managed Internet Service

Authentication failed. You have used an invalid username and/or password.

Sign in with your username and password



Managed Internet Service

Authentication failed. You have used an invalid username and/or password.

Sign in with your username and password

Username *

Password *

I agree to the [conditions of use and privacy statement](#)

[Change my password](#)

“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*



Managed Internet Service

Authentication failed. You have used an invalid username and/or password.

Sign in with your username and password

Managed Internet Service

Authentication failed. You have used an invalid username and/or password.

Sign in with your username and password

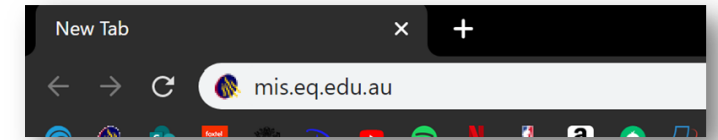
Username *

Password *

I agree to the [conditions of use and privacy statement](#)

[Change my password](#)

Step 3: Re-open your preferred web browser and navigate back to the [MIS Gateway](#).



Managed Internet Service

Sign in with your username and password

Username *

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.

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](#).

A screenshot of the 'Managed Internet Service' password reset page. It features a blue header with the title 'Managed Internet Service'. Below the title, there is a message: '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.' The form includes fields for 'Username', 'Current Password' (containing 'password.1'), 'New Password', and 'Confirm New Password'. At the bottom, there are 'Change' and 'Cancel' buttons. A red hand-drawn arrow points from the 'Change' button back to the 'Step 5' text.

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

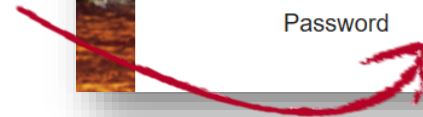
Username

Current Password

New Password

Confirm New Password

New Password [Change](#)



✔ Congratulations! You have successfully changed your password.

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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.

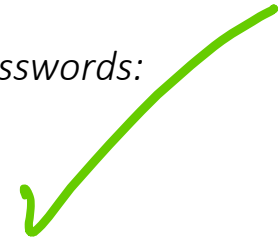


Examples of **correct** passwords:

password.55

cookies.12

daffodil27!



Examples of **incorrect** passwords:

password

ruler5

Schoolisrad!

