RESETTING A STUDENT’S PASSWORD IN EMU

A Guide for TAFE Western Staff

To access online learning materials in platforms, like Moodle, a student must have a fully provisioned account with an active password. EMU serves a couple of functions for you.

- Checks whether a student has a provisioned account – if they are not in EMU their account may not be provisioned through EBS yet.
- Allows you to reset student passwords, either individually or for multiple students, or for a group of students. It can also be used to display lists of student usernames.

To gain access to EMU you must complete the online corporate Corporate Systems Account Form

✧ Enter your User ID, then follow the prompts to supply all required information.
✧ If you know of a comparable DET user (that is, a staff member who has the same access you require) you can nominate that person’s user ID, you will then be granted the same access as that user.

Or …
✧ You will need to indicate in the required level of access by listing the locations you require or by listing institute wide.
✧ Complete the Approving Manager and submit the request.
✧ Approval and access can take approximately 24-48 hours to come through.

Application details

1. Provide details of the staff member for the request, and select their Location type and Site.
2. Select an Action, System, and optionally provide a comparable user with the level of access required. You can also give details of the access level required either by adding them to the "Level of Access" field or attaching a document with the details of the access required.
3. Add an attachment to the request (optional). Only one attachment per request can be added.

If details of the required access level are in an attachment please note that here.
Once you have access to EMU, Log into the Staff Portal

Go to My Applications
In the quick search box, type in EMU, which will provide a link to the program.

EMU first requires you to enter the student’s enrolment location.

Enter the student number to search for the student.
You can search using first and last name, however you will need to check the DEC User ID to ensure you have the correct student.

- Next to your selected student you will see the groups they are part of, any restrictions on their account and a column with available actions.
- Choose the Actions button, then Reset Password

![Screen shot of TAFE Western interface with a table showing DEC User ID, Last Name, First Name, Group, Restrictions, and Actions. The selected student is luke.kellner1 with available actions including Reset password.]

- Enter the new password. When you enter the new password remember to choose something simple or if possible contact the student to ask what a preferred password for them would be.
EMU will then advise of the success of the password change and check synchronisation for each domain.
When you have reset the password ensure that you advise the student of the change as EMU will not automatically generate an email to the student.

Additional Resources

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<td>If you have any problems accessing EMU contact the ICT Service Desk</td>
<td>(02) 6885 7555, Option 4 <a href="mailto:servicedesk.western@tafensw.edu.au">servicedesk.western@tafensw.edu.au</a></td>
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<tr>
<td>For EBS support contact the EBS Team</td>
<td>(02) 6885755 (option 1); email <a href="mailto:ebssupportwestern@tafensw.edu.au">ebssupportwestern@tafensw.edu.au</a></td>
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