

Changing your school password from home

This guide explains how to set up a personal email address as a recovery email should you find yourself unable to access your school account and wish to change your password. There are also details on how to update this email address should you change it.

Please note, your recovery email address has to be set up before you need to use it by logging into the intranet

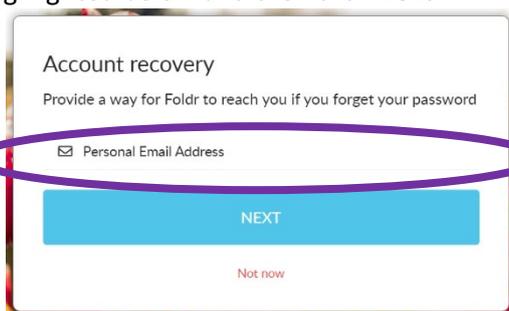
Setting up a recovery email address

Before you start you will need access to your personal email account as a verification email will be sent during the process (your personal email can be a parent/carers email address)

Navigate to the school intranet via the **Web Resources** menu at the top of the school website.

Log into the **Intranet** with your school username and password

You will then receive an **Account Recovery** popup. To set up a recovery email address please click on **Personal Email Address** as highlighted below and then click **Next**



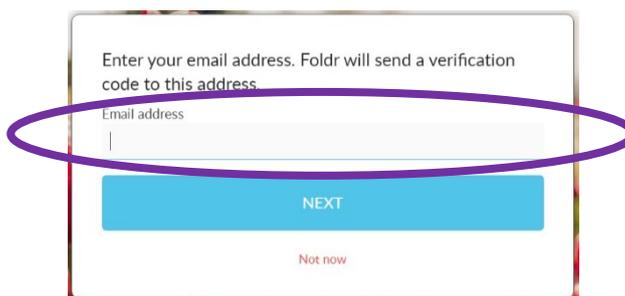
Account recovery
Provide a way for Foldr to reach you if you forget your password

Personal Email Address

NEXT

Not now

Enter your personal email address on the line provided and click **Next**



Enter your email address. Foldr will send a verification code to this address.

Email address

NEXT

Not now

You will then receive an email to your personal email address containing a verification code. Please don't be alarmed, it can take a few minutes to arrive.

Once you receive the email enter the verification code carefully and click **Verify**

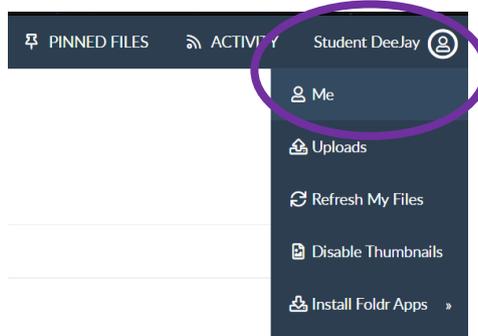
If successful, you will then be logged into the intranet.

Updating your personal email address

If you lose access to or change your personal email address this needs to be updated on the intranet in order to keep the reset your password functionality.

To do this first start by logging into the intranet.

Once logged in, click on your name in the top right corner of the screen and this should open up a menu. Then click on **Me**



Click the **Email and Phone** tab and you will see your school and personal email addresses. Next to your personal email address there are 2 icons, edit or delete. To replace your email address with a different one you just need to select edit as shown below



You will then be asked to enter your password – this is your school password that you used to log into the intranet

Next you will see the email address pop up but it has your email address already entered. Change the email address to your new one and click **Next**

In the same way you did when you set up a recovery email, you will receive a verification code to your personal email account that you will need to enter.

Forgotten your password?

After a recovery email has been set up on the intranet you can then reset a forgotten password via the intranet. This will update your password for the intranet, your school emails and anywhere you sign in using Office 365 such as Show My Homework/Satchel One and Microsoft Teams

Please note, after you have changed your password it can sometimes take up to half an hour for Office 365 to update with the change

On the intranet login page click **Forgot password?**

You will then be asked to enter your school username and asked to click on a particular picture.

Once you have done that you then need to select **personal email address** and you will then be emailed a password reset code to your personal email address on the system

It may take a few minutes, but once received you can then enter this code on the intranet and choose a new password.