

MANAGING CANDIDATE'S PASSWORDS

Candidate passwords are now encrypted. If the candidate has forgotten their password there are two possible options to retrieve it.

OPTION 1

Coordinators / testers can reset it in **.NET**

OPTION 2

Candidate's who have used a personal email account (eg. Hotmail / gmail / yahoo) can retrieve it using the 'Lost Password' link on the ICS Learner page (see page 4)

Please note:

- Candidate's using option **2** must have access to their personal email account in order to retrieve their password.
- If a candidate is using a **MYCLICK** email account you should always use option **1**.

TO RESET A CANDIATE'S PASSWORD IN .NET (For Coordinators / Testers)

- 1) Click on the Manage Candidates tab at the top of the screen.
- 2) Browse by Class / Surname or Skillcard number to find the student's name.
- 3) Select view beside their name, select the "Tasks" tab
- 4) Click "Reset password"
- 5) The candidate's password will be reset temporarily.
- 6) The new password will appear onscreen in **BOLD**.

Home	Classes	Candidates	Certificates	Testers	ATS	LMS	Logout
Product	Class Name	First Name	Last Name	Skillcard			
ECDL Core			bloggs	397797	Search		

View	First Name	Last Name	SK#	Class
View	Joe	Bloggs	397797	2007 Candidates

Showing 1 - 1 of 1

Candidate Details
Tasks
Results

Tasks for: JoeBloggs

Manage Passwords

Manage Units

Delete Candidate

Move Candidate to New Class

Home	Classes	Candidates	Certificates	Testers	ATS	LMS	Logout
Product	Class Name	First Name	Last Name	Skillcard			
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View	First Name	Last Name	SK#	Class
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Showing 1 - 1 of 1

Candidate Details
Tasks
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Tasks for: JoeBloggs

Manage Passwords

Password reset to **3kparade01**. Your student must use this to log into the learner page. It cannot be used to log directly into the ATS or LMS. *Reset passwords expire after 24 hours*

Manage Units

Delete Candidate

7) In this example the password has been reset to **3kparade01**.

8) The candidate must login to the “ICS Learner Page”* with this new temporary password.



Welcome

Email

Password

[Lost Password?](#)

9) They will be asked to update their password once again to a word of their choice.



Change Password

Password

Confirm

10) Once this password is updated, candidates should logout of the learner page – wait at least 5 minutes then log back in to continue to ATS/LMS.

TO RESET A CANDIDATE'S PASSWORD FROM THE LEARNER PAGE

Candidates using a personal email account only !

If a candidate uses their personal email address they must have access to their email account in order to retrieve their password. In this case the following steps should be taken.

- 1) Candidates should click on the “**Lost Password**” link.



Welcome

Email

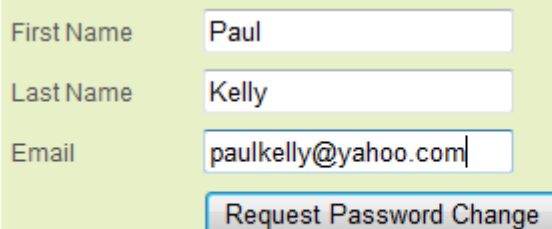
Password

[Lost Password?](#)

- 2) Candidates will be asked to enter their full name and email address.
- 3) Click “ **Request Password Change**”

Password Reset

You must have access to your email account in order to retrieve your password. If you do not have access to your email account, please ask your centre coordinator to reset your password
You must confirm confirm your name and email address before proceeding

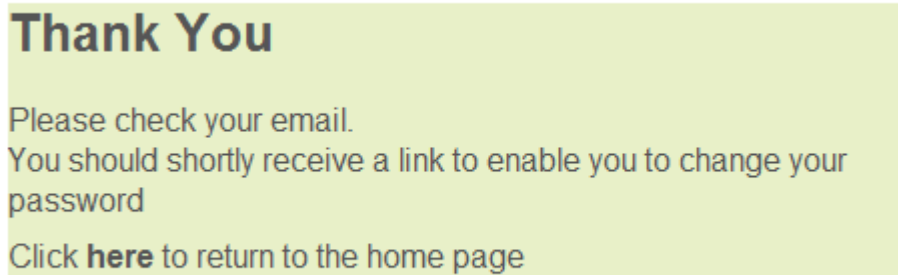


First Name

Last Name

Email

- The following message will appear alerting the candidate that a new password will be sent to their email account.




- Candidates should access their email account to retrieve the link and reset their password.
- In order to verify their identity they will be asked to answer 2 security questions which were asked at self registration.



Questions being asked and answered at Self registration

- If the candidate does not remember the answers or gets them wrong they can by-pass this – please see below.



Questions being answered on ICS Learner page to verify identity.



Answers are case sensitive. If answered incorrectly candidates can try again.

If the candidate cannot remember the answers they can click cancel to by-pass to create their new password.

- 8) Once answered correctly or by-passed candidates will then be asked to enter a new password and click "Update Password"



Change Password

Password

Confirm

- 9) Once this password is updated, candidates should logout of the learner page – wait at least 5 minutes then log back in to continue to ATS/LMS.