



Advanced IT Services



OAK Trust Useful Guides

FORGOTTEN PASSWORD RESET

HERE TO HELP

www.advanceditservices.co.uk



Crown
Commercial
Service
Supplier

YOUR GUIDE

Our handy guide makes it quick and easy to reset your password. Just follow each step, and ensure your password follows our guidelines on password security.



1. Please go to

<https://passwordreset.oakmultiacademytrust.co.uk/>

When you first access the self-service password reset portal, you will be requested to enter your personal school email. Address e.g: johndoe@oakmultiacademytrust.co.uk. Your screen should look like the below example.

The screenshot shows the 'Reset Password' portal interface. On the left, a vertical progress bar indicates four steps: 1. EMAIL ADDRESS (highlighted), 2. VERIFICATION METHOD, 3. PIN CODE, and 4. RESET PASSWORD. The main content area is titled 'EMAIL ADDRESS' and contains the text: 'We need to validate your profile. Please, confirm your email address.' Below this is an 'Email Address' input field with 'CANCEL' and 'NEXT' buttons. To the right, the OAK ACADEMIES TRUST logo is displayed above the text: 'Email Address' and 'First, we need to validate your identity. For this, we need to validate that you're an employee of OAK Multi Academy Trust. Please, insert your email on the form on the right.'

2. If an account can be found, using the email entered above and a mobile number is found on the system you will be requested to send a one time 6 digit code.

The screenshot shows the 'Reset Password' portal interface at the 'VERIFICATION METHOD' step. The progress bar on the left now highlights step 2. The main content area is titled 'Verification Method' and contains the text: 'After you have successfully validated your email address, you will need to select a verification method. Depending on the information you have registered, you can either receive your code through your company email address or via SMS to your mobile phone. If you have none of these options registered, you will need to contact the Advanced IT Services helpdesk either by email (supportdesk@aitn.co.uk) or via the web portal (support.aitn.co.uk).' Below this text is a radio button labeled 'SMS: *****520' and 'PREVIOUS' and 'NEXT' buttons.

3. Enter the 6 digit code sent to the mobile number attached to the account.

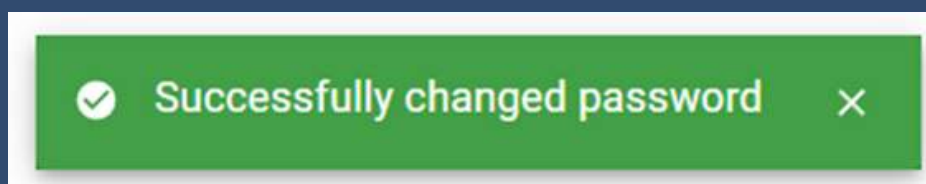
The screenshot shows the 'Reset Password' process at OAK Academies Trust. The progress bar indicates that 'EMAIL ADDRESS' and 'VERIFICATION METHOD' are completed, and 'PIN CODE' is the current step. The user is prompted to 'Insert your PIN code to authenticate your identity and reset your password.' A text input field for the PIN code is shown, with a note: 'We have sent you a SMS with the PIN code. Enter code for validation.' Navigation buttons for 'PREVIOUS' and 'NEXT' are visible. On the right, the OAK Academies Trust logo is displayed above the heading 'Self-Service Password Reset'. Below the logo, the text reads: 'PIN Code After you received your PIN code, we need to check said code to finish validating your identity. Please insert the PIN code you received in the form on the right.'

4. If the code is accepted, you will be requested to enter a new password with the minimum requirements as below.

- * Minimum of 1 uppercase letter
- * Minimum of 1 lowercase letter
- * Minimum of 1 number
- * Minimum of 8 digits

The screenshot shows the 'Reset Password' process at OAK Academies Trust. The progress bar indicates that 'EMAIL ADDRESS', 'VERIFICATION METHOD', and 'PIN CODE' are completed, and 'RESET PASSWORD' is the current step. The user is prompted to 'Restart your password to retry logging in.' There are two text input fields: 'New password' and 'Confirm new password'. A note below the first field states: 'Your password must be at least 8 characters.' Below the second field, it says: 'Re-enter password for validation.' Navigation buttons for 'PREVIOUS' and 'FINISH' are visible. On the right, the OAK Academies Trust logo is displayed above the heading 'Self-Service Password Reset'. Below the logo, the text reads: 'Reset Password Restart your password to retry logging in. Your new password must match the following requirements: * Minimum of 1 uppercase letter * Minimum of 1 lowercase letter * Minimum of 1 number * Minimum of 8 digits *'.

5. If the password meets the minimum requested your password should now be reset and you should now be able to login to any OAK device or Microsoft Office 365 (Email and Teams).



PASSWORD SECURITY

Cybercriminals know that most people create passwords that are easy to remember and will often reuse the same password across multiple accounts. Because of this, all it takes is hacking into one account to easily access the rest of the accounts. Follow our top tips to ensure your passwords aren't compromised and as strong as they can be!



AS EASY AS 1234...

Do not use sequential numbers or letters. 1234 was the most common password of 2021..



MoB1|EP@sS!

COMBINE LETTERS & NUMBERS

The longer your password and more character variety it uses, the harder it is to guess. Combinations of lowercase letters, numbers and symbols work well.

DON'T BE PERSONAL

Do not include your birth year, month or day in your password. Cybercriminals can easily find this information by snooping your social media accounts.



RANDOMISE AND MISSPELL

Combine unrelated phrases in your password, and stay clear of pop culture references. Deliberate spelling errors will further secure your password. .

USE A PASSWORD MANAGER

Use a password manager tool to store your professional and personal passwords. Enable 2FA for further protection and never store passwords in a document on your devices



DON'T SHARE, DON'T REUSE

Never reuse your password, if a cybercriminal can guess one password then they will attempt to hack all of your accounts. Never share your passwords with anyone!



HERE TO HELP

hello@advanceditservices.co.uk
www.advanceditservices.co.uk



Crown
Commercial
Service
Supplier