Capricornia School of Distance Education Password reset guide

This brief guide will walk you through the password reset process for students or staff and basic troubleshooting steps for issues that you may experience.

Step 1: Call the office to get a temporary password.

Please call the Rockhampton (4931 4800) or Emerald (4987 9100) to get a temporary password.

Step 2: On any device, go to mis.eq.edu.au.

This can be done on any device with an internet connection such as a mobile phone, laptop or desktop.
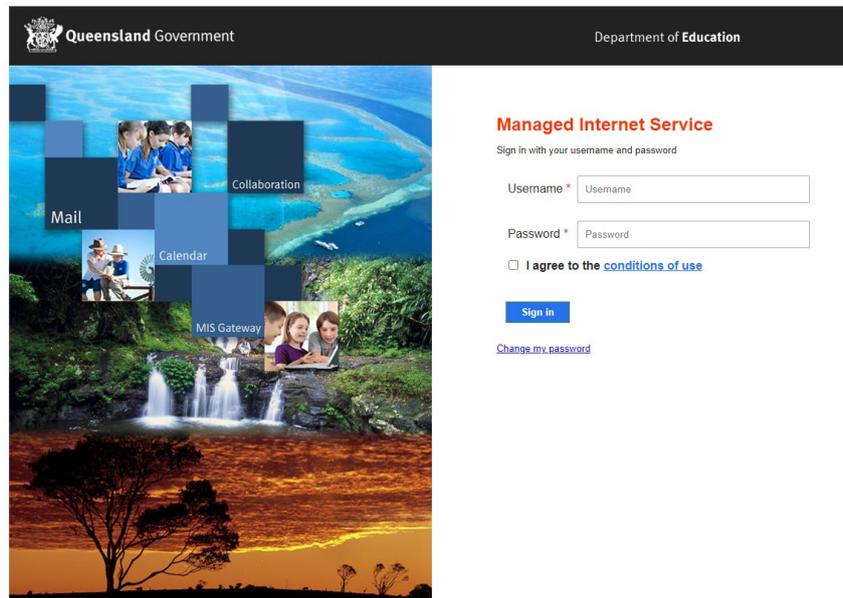
Step 3: Log in using your details.

Please log into the website using the student's username (not to be confused with their email). The student's username will not contain @eq.edu.au. In the password, please type in the password we gave you. Before clicking "sign in", please ensure that the agreement has been ticked.

Step 4: Fill out the details for a new password.

After you log in, you will be greeted with a new screen that has 4 boxes you can type in. Some of these boxes may be pre-filled in. Please fill in the boxes with your information:

- Username: The username of the student, same as the one we used to sign in.
- Current Password: The temporary password you used to sign in the previous step.
- New Password: A new password that meets the requirements listed below.
- Confirm Password: Repeat the password you typed in New Password.

Password requirements:

1. Is 8 or more characters long (count every number, symbol & letter).
2. Is not the same as the last 13 passwords you have previously used.
3. Does not contain any personal/sensitive information:
   Examples:
   - First name, middle name, last name.
   - Address.
   - Date of birth.
   - Phone number.
4. Contains 3 or more different types of characters:
   Types with examples:
   - Uppercase letter (A)
   - Lowercase letter (a)
   - Number (1)
   - Symbol (!)
   -

Breakdown of the password used in the example:

PopCorn.1

- Is 9 characters long
- Contains 3 or more different types of characters (capital letter - **P**, lowercase letter - **o**, symbol - **.** & a number – **1**).
- Does not contain any personal information.
- Is not the same as the last 13 used.

Managed Internet Service

Please enter your current password and verify your new password.

Username
Please enter and confirm your new password

Username	Username	example1
Current Password	Current Password	password.1
New Password	New Password	Popcorn.1
Confirm New Password	Confirm New Password	Popcorn.1
	Change Cancel	

After you have filled out the details, click the change button. **Your password has now been changed**.

Possible errors that you will experience

Below is a collection of possible errors that you may experience during the password reset process:

Please enter your current password and verify your new password.
Authentication failed. You have used an invalid username and/or password.

This error is caused by typing in the username or the password/current password incorrectly.

Please take your time and type in the username and or password/current password slowly with care.

Please enter your current password and verify your new password.
The password you entered does not meet policy restrictions. Please try again.

This error is caused by entering a password that is not strong enough.

Please check that your new password/confirmed password meets the requirements listed in step 4 of this guide.

If you experience an "**unknown error**", please close the website and start from the beginning.

In the event that you are still unable to reset your password or your account is stated to have been disabled, please call up your relevant office (Rockhampton/Emerald) and request for further assistance.