

24 January 2023

Dear Parents and Carers

Re: Pupil Self Service Password Reset

I am writing to let you know that we are making a change to the way in which pupils reset their passwords for the school IT system.

The new approach will enable pupils to reset their own password online should they need to – by using the Microsoft 365 Online website <http://www.office.com/> – once they have set up three simple security questions to protect their account.

Pupils will need access to another device which can access the internet should they need to do this (for example, a home computer or a mobile phone).

The change has taken place which means, all pupils will need to set three security questions before they next log into their school account. Help will be provided onsite for them to do this during any lesson in an IT room

An online guide is available for pupils and parents to support the change. It can be accessed here: [Pupil-Self-Service-Password-Reset-Guide.pdf \(oak-academy.co.uk\)](#)

If pupils have any questions about the change, they should visit the IT Office (in the Science corridor) during break or lunch time.

Yours sincerely



Ms K Price

Assistant Vice Principal - Standards

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