eMediaVA℠

Resetting a Student's Password

We all forget our passwords from time to time. If this should happen to one of your students, it's easily remedied.

> *Before you begin – is your school using Single Sign-On? If your school division is using Single Sign-On, that means all users should use the same credentials on eMediaVA that are used at the school. Contact your school rep for password assistance if this is the case.*

STEP ONE
Begin by navigating to https://www.emediava.org. Go ahead and log in.

STEP TWO
Choose **More → Users** from the main navigation menu.
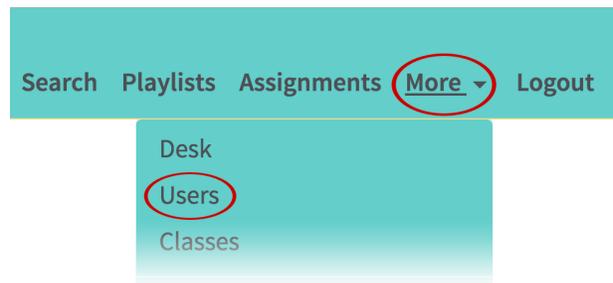
The **Manage Users** page opens.

Search   Playlists   Assignments   *More* ▾   Logout

Desk
Users
Classes

STEP THREE
Search for the student using the **Search Users** field. You can use the student's first or last name, her username, or email address to search by.
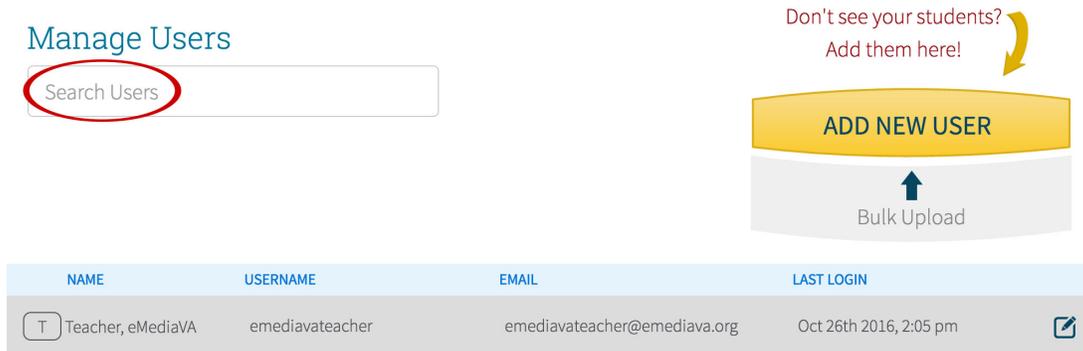
Manage Users

Search Users

Don't see your students?
Add them here!

ADD NEW USER

↑
Bulk Upload

NAME	USERNAME	EMAIL	LAST LOGIN	
T Teacher, eMediaVA	emediavateacher	emediavateacher@emediava.org	Oct 26th 2016, 2:05 pm	✎

STEP FOUR
Click on the **Edit** icon next to the student's name and information.

STEP FIVE

If your school is using Single Sign-On, the **Update Password** field relays a message for you to contact your school administrator.

This user's account uses Single Sign-on. Any edits, including resetting their password, must be done through their school.

If your school is not using Single Sign-On, complete the **Update Password** fields on the student's profile page.

The only requirement for eMediaVA passwords is that they be at least 5 characters in length.

If you would like to email the student with a reminder of what the new password is, click the checkbox next to **Send an email with the new password to the user.**

Update Password
Must be at least 5 characters.

Type Password

Confirm Password

☐ Send an email with the new password to the user.

Tip: The **Send an email** feature will only work if the student has an email address saved in his profile. Double-check that the email address currently listed in the **Email** field is correct.

Click **Save Changes** when finished.

SAVE CHANGES

eMediaVA confirms that the change was made successfully. The student will be required to use her new password the next time she logs in to eMediaVA.

Successfully Saved.   ✕
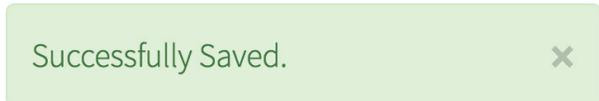
Once the **Successfully Saved** message displays, you're free to continue with your other tasks in eMediaVA. Click on any main menu navigation option to do so.