

Schools Access Module (SAM) Password Policy Guidance Document

There has been a recent change to the Password Policy for all SAM accounts.

The new policy now requires a minimum of 12 characters instead of 8. Once the policy is updated anyone with a password that does not meet the new criteria will be prompted to change it.

This document will help you navigate through the change and will also provide you with contact details should you have any issues.

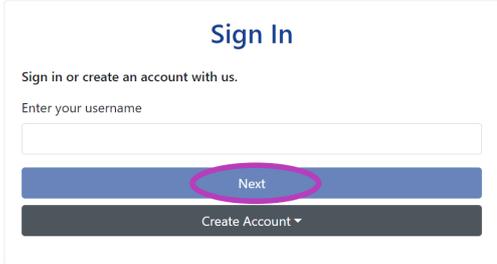
Link to SAM

The link for SAM is below, it can also be found on SchoolsNet.

[School Access Module \(SAM\)](#)

Logging in to the SAM portal – Password meets criteria

If your current password meets the new criteria, then you should notice no differences and should be able to log on as normal by entering your username and password as below.



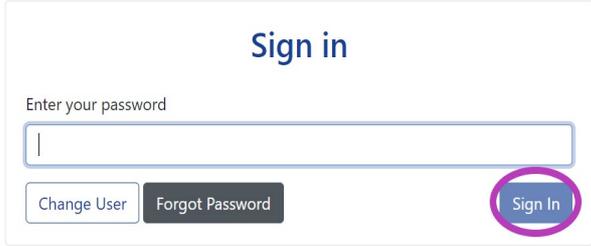
Sign In

Sign in or create an account with us.

Enter your username

Next

Create Account ▾



Sign in

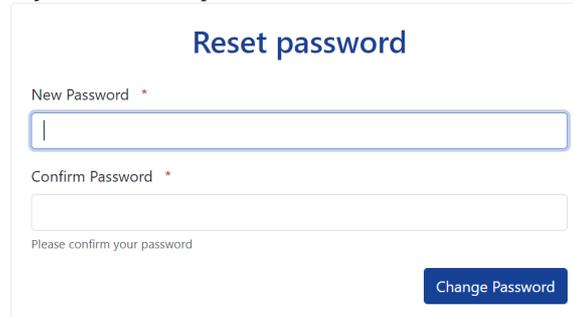
Enter your password

Change User Forgot Password

Sign In

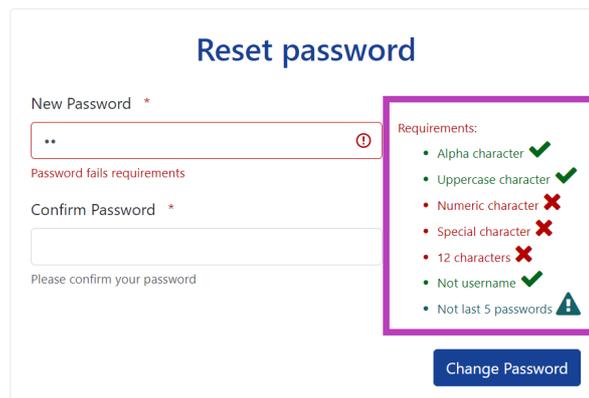
Logging in to the SAM portal – Password doesn't meet criteria

If your current password doesn't meet the new criteria, after entering your username and password as above you should be presented with the box below asking you to Reset password.



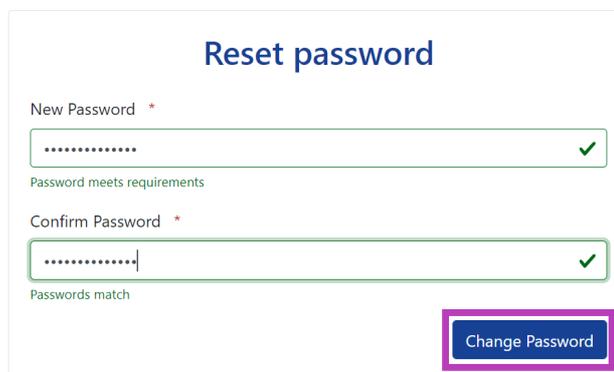
The screenshot shows a 'Reset password' form with two empty input fields: 'New Password' and 'Confirm Password'. A 'Change Password' button is at the bottom right.

Once you start typing your new password you will be presented with a help box telling you what is required for the new policy and which requirements you have and haven't met.



The screenshot shows the 'Reset password' form with the 'New Password' field containing two dots and a red error icon. A red message below it says 'Password fails requirements'. A purple-bordered help box titled 'Requirements:' is overlaid on the right, listing: Alpha character (green check), Uppercase character (green check), Numeric character (red X), Special character (red X), 12 characters (red X), Not username (green check), and Not last 5 passwords (warning icon). The 'Change Password' button is at the bottom right.

Once all the criteria has been met and all the requirements are ticked Green, you can then confirm your password in the second box and then click Change Password.



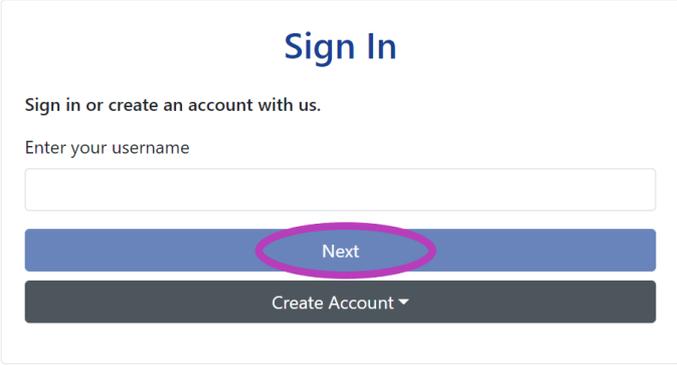
The screenshot shows the 'Reset password' form with both 'New Password' and 'Confirm Password' fields filled with dots and green checkmarks. A green message below the first field says 'Password meets requirements' and a green message below the second field says 'Passwords match'. The 'Change Password' button is highlighted with a purple border at the bottom right.

You should then be redirected to the Schools Access Module

Forgotten Password

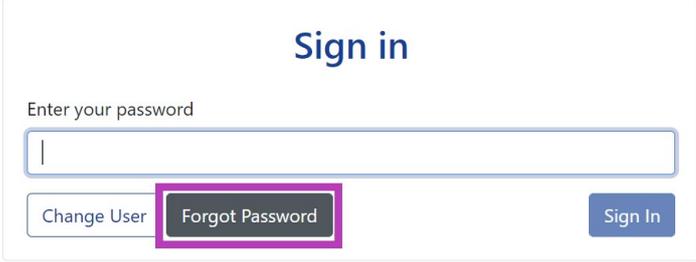
If you are unsure of your current password then you can reset this yourself. Please only attempt your Password **Twice** before resetting it as **Three** wrong attempts will mean you are locked out of the system completely and will need to email: CS.Informationenquiries@derbyshire.gov.uk

To reset your password, you need to go to the Sign in screen and enter you Username and Click [Next](#)



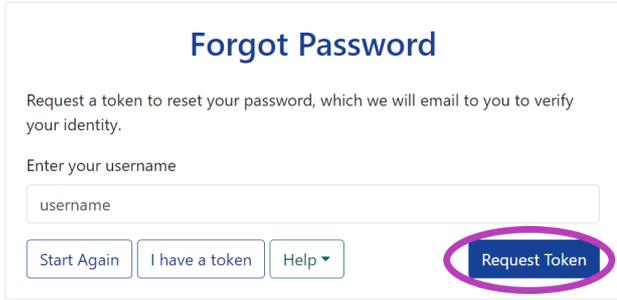
The image shows a 'Sign In' screen. At the top, it says 'Sign In' in blue. Below that, it says 'Sign in or create an account with us.' There is a text input field for 'Enter your username'. Below the input field, there are two buttons: a blue button labeled 'Next' and a dark grey button labeled 'Create Account' with a dropdown arrow. The 'Next' button is circled in pink.

Then Click on the forgotten password Link



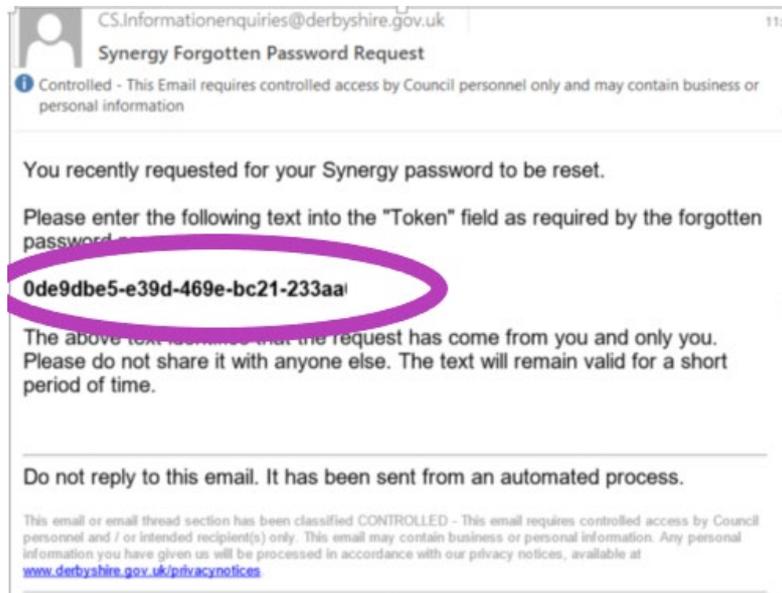
The image shows a 'Sign in' screen. At the top, it says 'Sign in' in blue. Below that, it says 'Enter your password'. There is a text input field for the password. Below the input field, there are three buttons: 'Change User', 'Forgot Password', and 'Sign In'. The 'Forgot Password' button is circled in pink.

You will be directed to another screen where you will be asked to enter your Username again and then click the [Request Token](#) button.

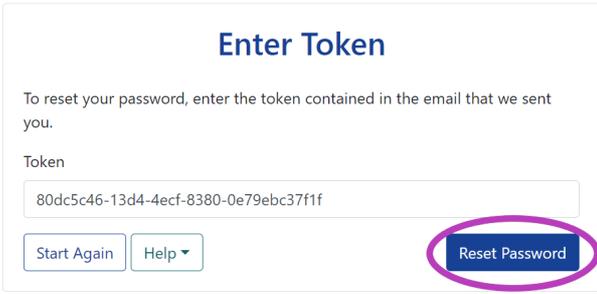


The image shows a 'Forgot Password' screen. At the top, it says 'Forgot Password' in blue. Below that, it says 'Request a token to reset your password, which we will email to you to verify your identity.' There is a text input field for 'Enter your username' with the placeholder text 'username'. Below the input field, there are four buttons: 'Start Again', 'I have a token', 'Help' with a dropdown arrow, and 'Request Token'. The 'Request Token' button is circled in pink.

In 5-10 minutes you should receive an email which contains a token like the one below.:



You will need to copy and paste this token into the Token screen on SAM and then click the [Reset Password](#) button.



Enter Token

To reset your password, enter the token contained in the email that we sent you.

Token

80dc5c46-13d4-4ecf-8380-0e79ebc37f1f

Start Again Help

Reset Password

You should then be directed to a screen where you can change your password. You will once again be guided with your password so that it meets the criteria. Once you have chosen a password you will need to click the [Change Password](#) button.

Reset password

New Password *

Password fails requirements

Confirm Password *

This must match your password

Requirements:

- Alpha character ✓
- Uppercase character ✓
- Numeric character ✗
- Special character ✗
- 12 characters ✗
- Not username ✓
- Not last 5 passwords ⚠

[Change Password](#)

You should now have access to your account.

If you are still experiencing problems logging into your account, please email: cs.informationenquiries@derbyshire.gov.uk include details of the issue you are having and the steps you have taken so far. This will help us to assist you quicker and more efficiently.