

PASSWORD RESET SYSTEM

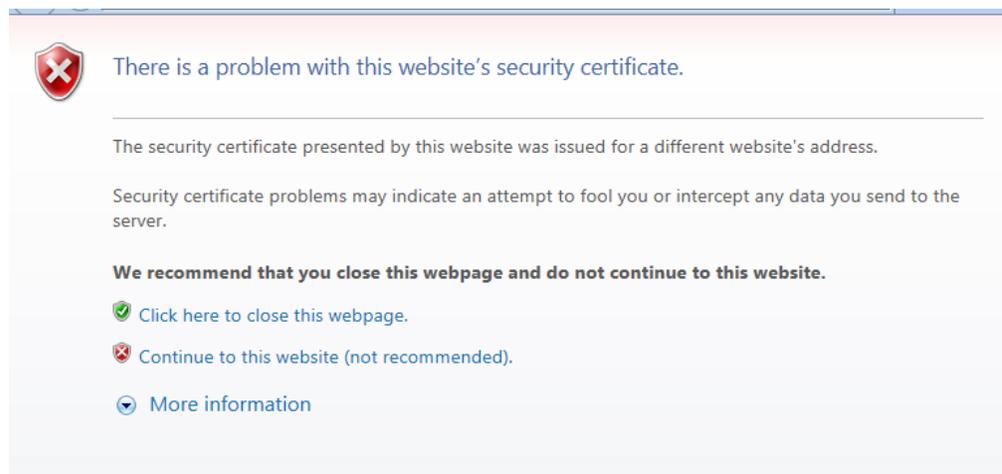
You are only authorized to reset the password for the user account issued to you by the schools IT department. If these steps do not work, contact the IT department using the Email system as they do not provide remote support over telephone.

SETTING UP THE FEATURE

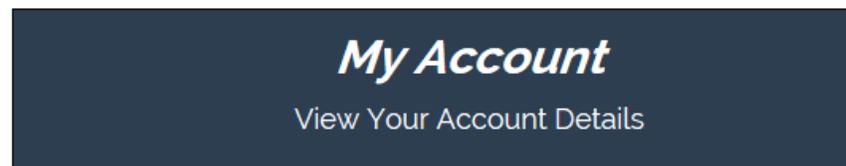
Navigate to <http://bvgs.co.uk/> using the navigation bar, hover over 'parents' and click 'VLE'. Then click the 'Password Reset System' link provided.



Click 'Continue to this website' (ignore the 'not recommended warning').



The first step required is registering your account. This is done by following the steps listed below. Click 'My Account' in order to begin the registration process.



Firstly, enter your username issued to you by the school (i.e. s.gerrard) into the username box provided.

User Name:

User Name:

Then enter in the password which you use to access the school system into the password boxes provided.

Password:

Password:

Click the blue 'Login' button provided.

Now you have logged in, you must setup some security questions to verify yourself as an authorized system user.

Select a Question

Select a Question

Choose One

Choose One

- Where were you born?
- What is your favourite TV show?
- What was your first pets name?
- Where was your first school?
- What is your mother's maiden name?
- What is the name of your favourite celebrity?

Select a Question

Where were you born? ▾

Then enter the correct answer to this question (i.e. London).

Your Answer

Your Answer

Click the "Add" button provided.

Add

✔ Answer to **Where were you born?** added.

Now you need to select your second question (i.e. What was your first pets name?).

Select a Question

Choose One ▾

Select a Question

What was your first pets name? ▾

Now enter the answer to this question (i.e. David).

Your Answer

Click the "Add" button provided.

Add

You can add more questions or just click the "Save" button provided to begin using the feature.

Save

✔ Self-Service answers saved. You may now use the self-service features to reset your password or unlock your account when required.

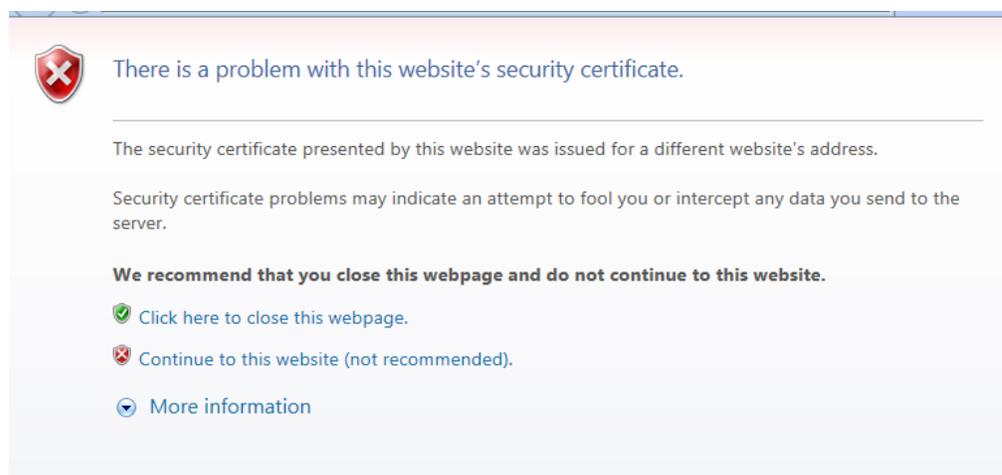
Now you can use the Password Reset feature.

USING THE PASSWORD RESET FEATURE

Navigate to <http://bvgs.co.uk/> using the navigation bar, hover over 'parents' and click 'VLE'. Then click the 'Password Reset System' link provided.



Click 'Continue to this website' (ignore the 'not recommended warning').



In order to use the feature, if you are logged in. First, sign out using the link on the top right hand corner of the page.

[Sign out](#)

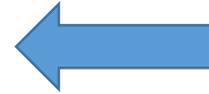
On the home page, click the "Forgot my password" button.

★ Reduce enrolment time for new employees with **Enterprise Edition** account creation online form and approval workflow. [More Information](#)

Forgot My Password
Forgot Your Password? Set a New One Here

My Account
View Your Account Details

 [Administration](#)



Enter your username into the box provided.

To be able to reset your password, your user account name is required. Please type it in below.

User Name:

Now answer your personal questions by filling in the boxes provided.

Answer Your Personal Questions

You must now provide correct answers to all 2 of the following questions.

Show answers on screen

① What was your first pets name?

② Where were you born?

Answer Your Personal Questions

You must now provide correct answers to all 2 of the following questions.

Show answers on screen

① What was your first pets name?

•••••

② Where were you born?

••••••

Now choose your new password by filling in the "New Password" and the "Confirm New Password" boxes provided.

Your New Password

Please choose your new password. It must match

New Password

••••••••

Confirm New Password

••••••••

Now, click the "Finish" box provided.

Finish

Resetting Password

[Show detailed progress](#)

 Starting

Click the "Close" button provided to complete steps. Your password has now been reset and you should be able to access the Schools IT System.

✓ Password reset completed successfully

Close