

2022 External password reset process – online learning

Password reset process:

- Parent/carer sends email to itsupport@thegapshs.eq.edu.au with the student's name and username
- School technicians check the email address against student records and if the parent's email address is in OneSchool, we respond with a generic password that asks to be changed on the next login
- If the email does not match OneSchool, we email back and explain we are unable to reset the student's password
- Passwords will NOT be reset over the phone