

Teacher Guide for VPortal

Purpose of Teacher Guide

The purpose of the Teacher Guide is to outline for teachers the options that students and teachers have for assisting students in the event that students cannot login or forgot their password.

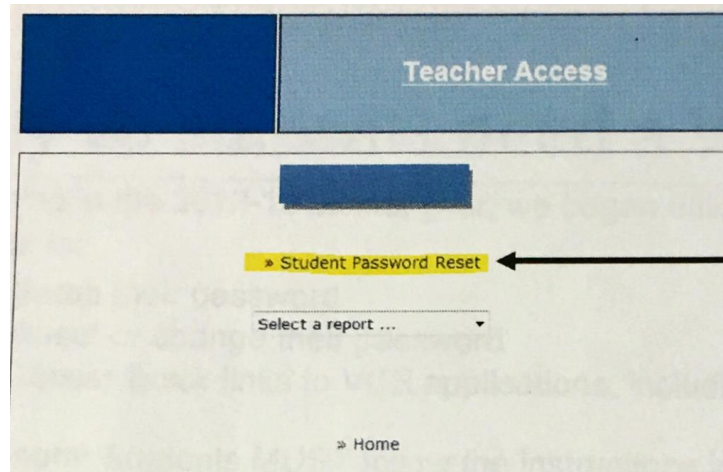
Using the VPortal, students can manage their password **TWO** ways:

- **Option #1 – Answering Security Questions:** Students can visit VPortal and click the ‘Help, I forgot my password’ link. Students should have been asked to setup Security Questions the first time they login to the portal. After they click the ‘Help, I forgot my password’ link, they will be prompted to answer their security questions. Please note: If they used capital or lowercase letters when they setup their questions, they need to use the same capitalization when answering the questions. If a student is unable to answer the security questions or remember the answers to their questions to retrieve their password, then they should follow *Option #2* for resetting their password.

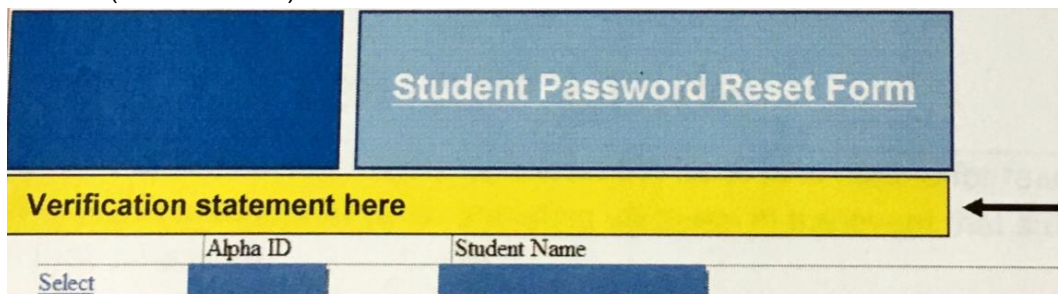
- **Option #2 – Teacher uses Data Warehouse to reset student password:**

In this Teacher Guide, you will find instructions teachers can use to reset a student’s password in the Data Warehouse.

- 1) Access the Data Warehouse from VPortal. From the main screen, click **Student Password Reset**.



- 2) A list of your students will show up on the screen with a link to **select** a student. Click the **select** link next to the student who needs a password reset. The student’s Alpha ID should show up in the box on the top right side of the screen. This is notification that the student’s password is set back to the default (MMDDYYYY).



- 3) *****Please note: It will take up to 2 minutes for this reset to occur to allow students to login and change their password.**

Section 2: Accessing Help documents and videos

For more helpful information, tips and tricks, and resource videos please use the link below for direct access.

<https://volusia.instructure.com/courses/1582>