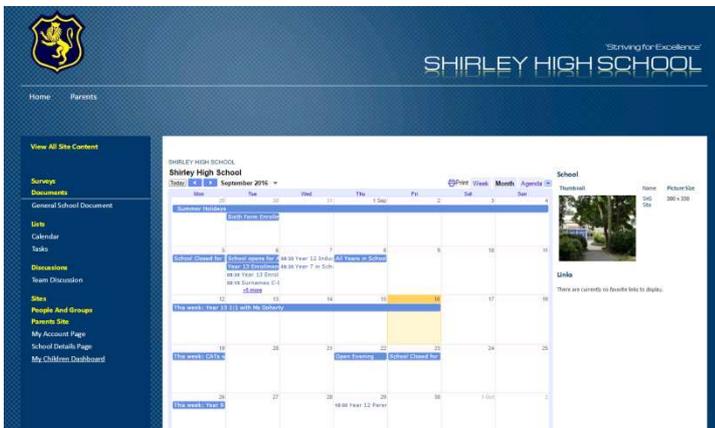


# SETTING UP A SECURITY QUESTION

Once you have logged in to Sims Learning Gateway it is worth setting up a Security Question and Answer.

If you forget your password or the system has expired your password before you have the chance to change it you can use the Security Question to be sent a temporary password which you will need to change when you go to log in (as above steps 6 & 7).

1. Log in to Sims Learning Gateway – you will be taken to the homepage



2. On the side bar click My Account Page



3. Scroll down to Change Security Question and Answer

## ▼ Change Security Question And Answer

This Security Question and Answer is used if you ever forget your password

Security Question

Security Answer

4. Create a question – like with online banking the question needs to be simple enough that you can remember the answer for example “mother’s maiden name”, “first pet’s name”, “memorable place” etc.

5. Once both have been decided press change. This will save the question and answer to your account.

## Using the Security Question to reset your password

If you forget your password after setting up the security question you will be able to use the “Click here if you have forgotten your password” on the main login page.

I want to change my password after logging on

[Click Here](#) if you have forgotten your password.

This will take you to a new page where you will need to type in your username and press continue.

Password Reset

Password Reset > Form Templates > ResetPassword

Enter the Username you wish to request a new password for in the box below

**Request New User Account Password**

Enter the User Account you wish to request a new password for:

User Name

**Password Settings For Hosted Learning Gateway**

Passwords must meet complexity requirements and the following are the minimum requirements:

- Not contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Be at least six characters in length
- Contain characters from three of the following four categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Base 10 digits (0 through 9)
  - Non-alphabetic characters (for example: !, \$, #, %)

This will take you to a page requesting the answer to your Security Question, once you provide the answer click Request. Shortly you will receive an email to the account on our system providing you with a temporary password which you will need to use in the same way as when you first logged onto Sims using Steps 6 and 7 above. Once you have changed your password you will have access to SLG.

**Request New User Account Password**

Enter the answer to the security question - too many failed attempts may lock the User Account

Security Question

Security Answer

**Password Settings For Hosted Learning Gateway**

Passwords must meet complexity requirements and the following are the minimum requirements:

**If you have forgotten your password without setting up a security question and need to reset it**  
Please use the reset form found on our website in PARENTS INFORMATION > SIMS LEARNING GATEWAY it will be found on the Related Links

Home - About Us - Parents Info - Curriculum - Contact Us - News & Events - Achievement - Calendar Dates - Sixth Form - Vacancies

**SIMS Learning Gateway Acceptable Use Policy**

1. Parents/Carers will have access to the following data about their child:

- Attendance

**RELATED LINKS**

- User Guide
- SLG: Password Reset Request Form**