



Mandatory password reset

A guide to resetting your account password · October 2026

Starts: Monday 12 October 2026

You will need: Your username and access to your registered email

Code is valid for: 15 minutes

New password: 8 to 32 characters

What is happening?

From Monday 12 October 2026, all Down the Back of the Chair users must reset their password before they can log in again.

Why is this being done?

This is a proactive change by the Ministry of Education to improve the security of Down the Back of the Chair accounts, and to meet New Zealand Government cyber security standards for authentication required under legislation.

When is this happening?

The mandatory reset starts on Monday 12 October 2026. It applies to every user the first time they try to log in on or after that date.

What will I need to do?

- Your existing password will no longer work.
- To start the reset you will need your username, or the email address registered to your account. You will also need your username on the reset screen.
- You will need access to the email address you registered with, to receive an 8-digit verification code.
- Once your password is reset, use your new password every time you log in.

The step-by-step guide on the following pages walks you through the reset. Have your username and email inbox ready before you start.



Password reset process

1 Select “Reset your password?”

On the Down the Back of the Chair login page, select Reset your password? below the Login button.

Figure 1 – Login page

1 “Reset your password?” link

2 Request a verification code

Enter your username or email address and select Send. We will email you a verification code, which is valid for 15 minutes.

Already have an unused code? Select Next to go straight to the reset screen.

Figure 2 – Password Reset pop-up

2 Username or email address, then Send

A Next – if you already have a code

3

Check your email for the code

You will receive an email with the subject “ALERT: Password verification code” containing an 8-digit verification code. The code is only valid for 15 minutes.

Not in your inbox? Check your spam or junk folder.

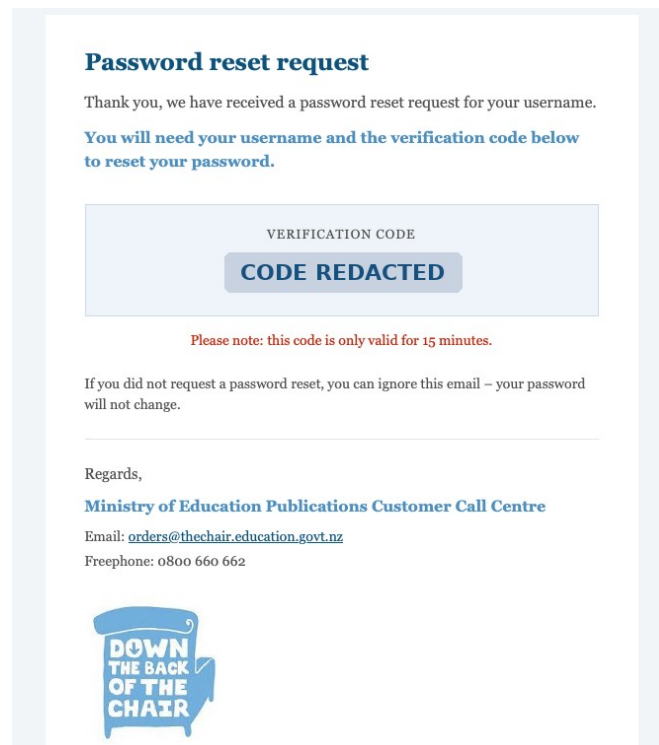


Figure 3 – Verification code email (code hidden)

4 Set your new password

Enter the verification code, your username and your new password twice. Select the eye icon to show or hide your password, then select Update.

If you do not receive an email within 15 minutes, contact our support team.

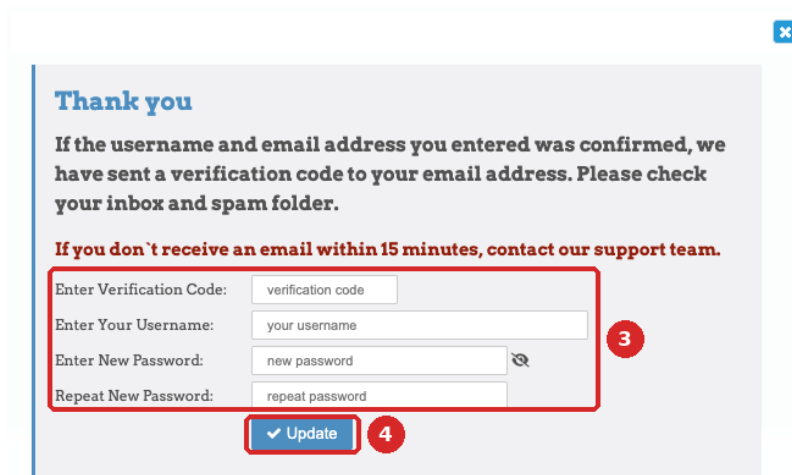


Figure 4 – Reset password screen

- 3** Verification code, username and new password twice
4 Update

5 Log back in

When you see “Thanks, your password has been reset!”, close the window to return to the login page and log in with your username and new password.

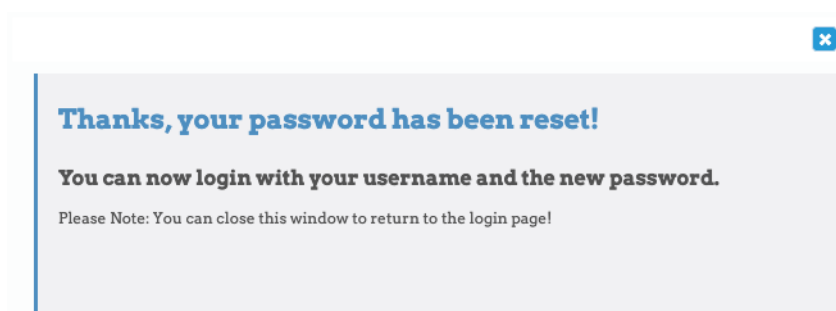


Figure 5 – Password reset confirmation

If something goes wrong

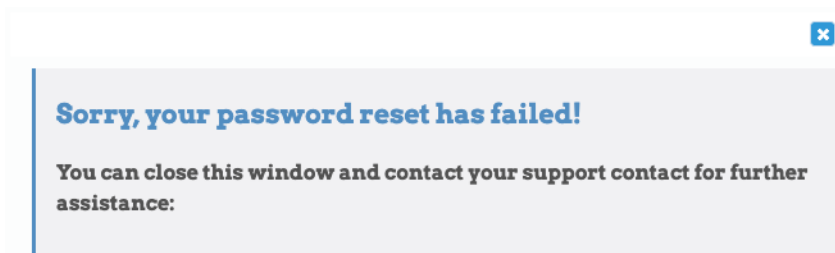


Figure 6 – Password reset failure message

If you see “Sorry, your password reset has failed!”, check that you typed the code and username correctly and that the code has not expired. You can request a new code from the login page, or contact our support team.

After 10 unsuccessful attempts your account will be locked, and you will need to contact us.

Password requirements

Your new password must meet current strength and complexity requirements, similar to most secure websites. It must:

- ✓ Be 8 to 32 characters long
- ✓ Contain at least one upper case letter
- ✓ Contain at least one lower case letter
- ✓ Contain at least one number
- ✓ Contain at least one special character, for example # _ \$!

Any other advice or tips?

- Use a unique password for Down the Back of the Chair. Do not reuse passwords from other websites or systems.
- If more than one person uses the account, share the new password with them securely.
- Take this opportunity to check that the passwords on your other accounts are strong and unique.

Need help?

If you have any questions, contact Down the Back of the Chair.

Email orders@thechair.education.govt.nz

Freephone 0800 660 662