



**Te Tāhuhu o
te Mātauranga**
Ministry of Education



Upcoming Down the Back of the Chair Password Resets

What is happening?

Beginning Wednesday 16 September, when users log in to their Down the Back of the Chair accounts they will be prompted first to enter their existing password, then to set a new password for their accounts.

Why is this being done?

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

When is this happening?

The forced resets will be issued from Wednesday 16 September, but will affect users at different times as we phase the password resets across batches of our approximately 40 different user groups consisting of nearly 14,000 users.

Your existing account password will be the same until you receive a notification at login that you need to update it. From then all subsequent logins will require the new password to access your account.

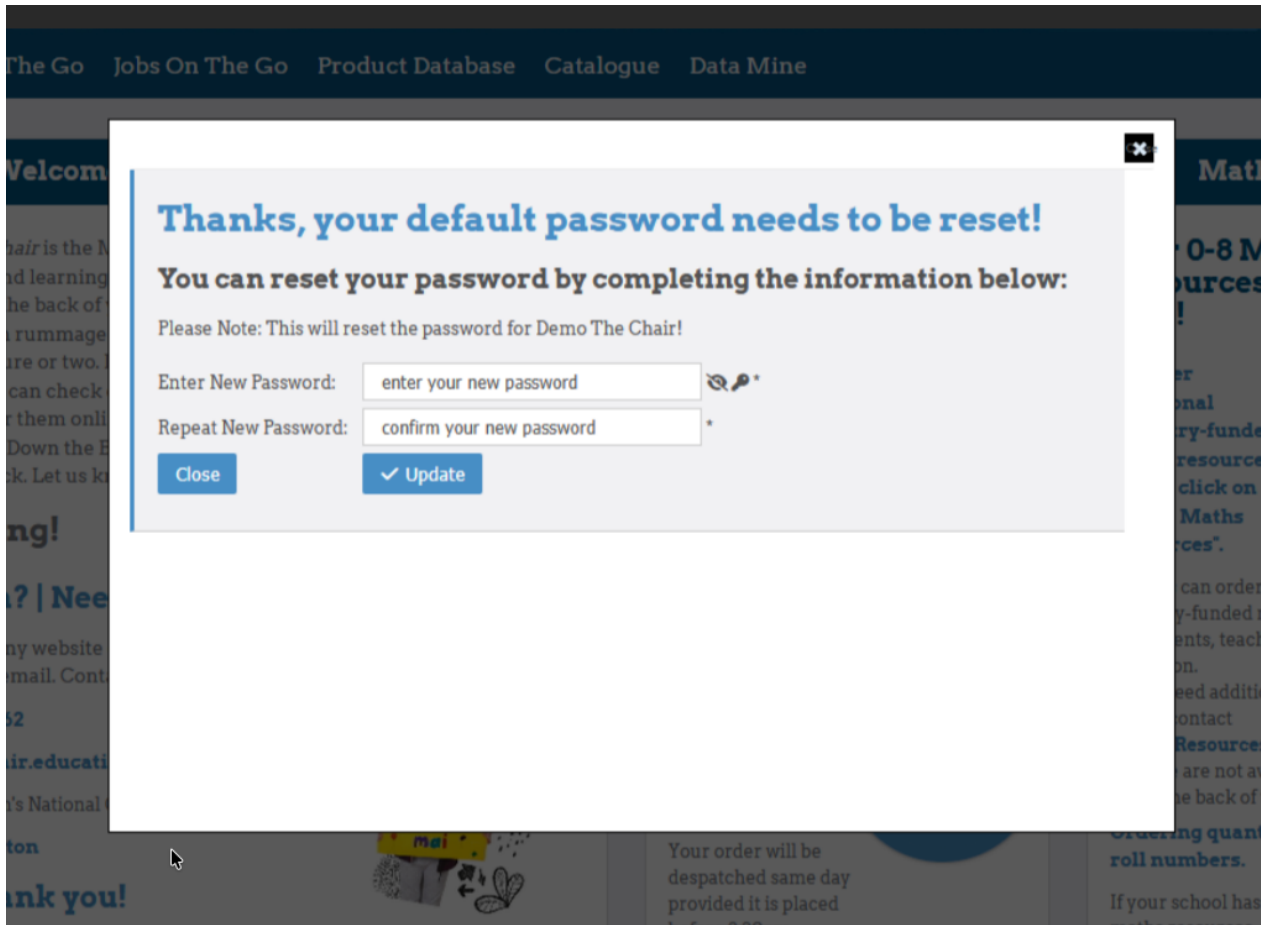
What is the order in which accounts will be required to reset?

The requirement to update your password at next login will be phased and pushed out by user group to minimise disruption and allow Down the Back of the Chair to respond to any follow-up queries. It is expected login 2-3 working days after each new group will receive their new password request at the previous group.

- **Batch 1 Non-school stakeholders** will reset first from 16 September as the majority of these have single sign-ons (incl. Home Schooling, Learning Support Teachers and Coordinators, Learning Outside the Classroom, Resource Teachers and Ministry Staff).
- **Batch 2 Early Learning** accounts that can share passwords as a user. These accounts will require password resets from Monday 21 September.
- **Batch 3 Schools and kura** will be done last to allow any remaining orders to be placed before the end of term ordering 'red zone' starts on September 21. These resets will be pushed out from Wednesday 23 September.

What will I need to do?

When you log in to your account using your existing password, you will be prompted to enter your new password, twice for verification.

A screenshot of a web application interface. At the top, a dark blue navigation bar contains links: 'The Go', 'Jobs On The Go', 'Product Database', 'Catalogue', and 'Data Mine'. Below this, a light blue modal window is centered on the screen. The modal has a title 'Thanks, your default password needs to be reset!' in bold blue text. Below the title, it says 'You can reset your password by completing the information below:'. A note follows: 'Please Note: This will reset the password for Demo The Chair!'. There are two input fields: 'Enter New Password:' with a placeholder 'enter your new password' and a toggle icon, and 'Repeat New Password:' with a placeholder 'confirm your new password'. At the bottom of the modal are two buttons: 'Close' and '✓ Update'. The background of the website is partially visible, showing a 'Welcome' message and some product listings.

The new password will need to meet current strength and complexity requirements. Similar to what you are prompted to use for most secure websites accounts your new password must:

- Be a minimum of 8 and maximum of 32 characters in length.
- Contain at least one uppercase character, number and special character (e.g. #_ \$!)

Any other advice or tips?

When creating a new passwords for your accounts there are some best practice considerations to follow. Passwords should not be re-used on other systems – set a unique password for Down the Back of the Chair.

If you are sharing passwords between users of the account, you should securely communicate these changes and the updated login credentials.

It's a good idea to take this opportunity to check that passwords on your other accounts are strong and unique.

If you have any other questions contact Down the Back of the Chair:

Email: orders@thechair.education.govt.nz

Freephone: 0800 660 662.