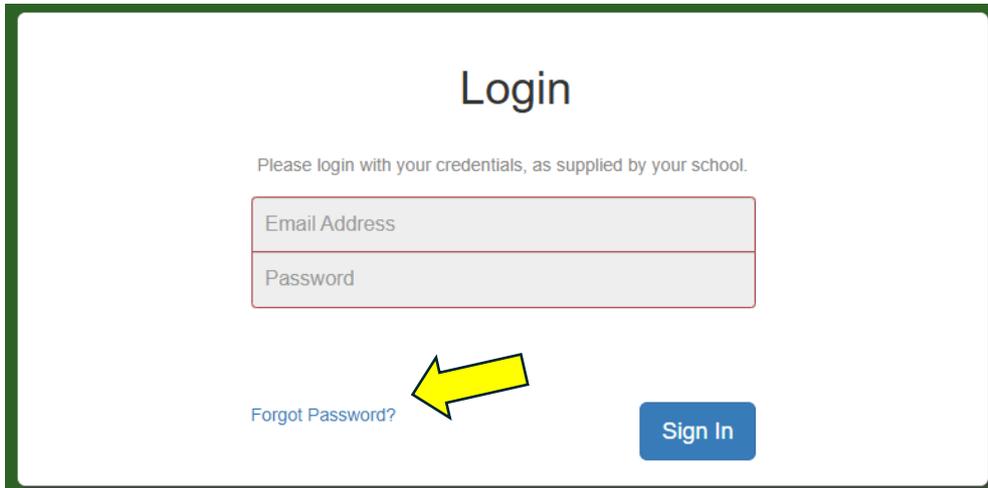


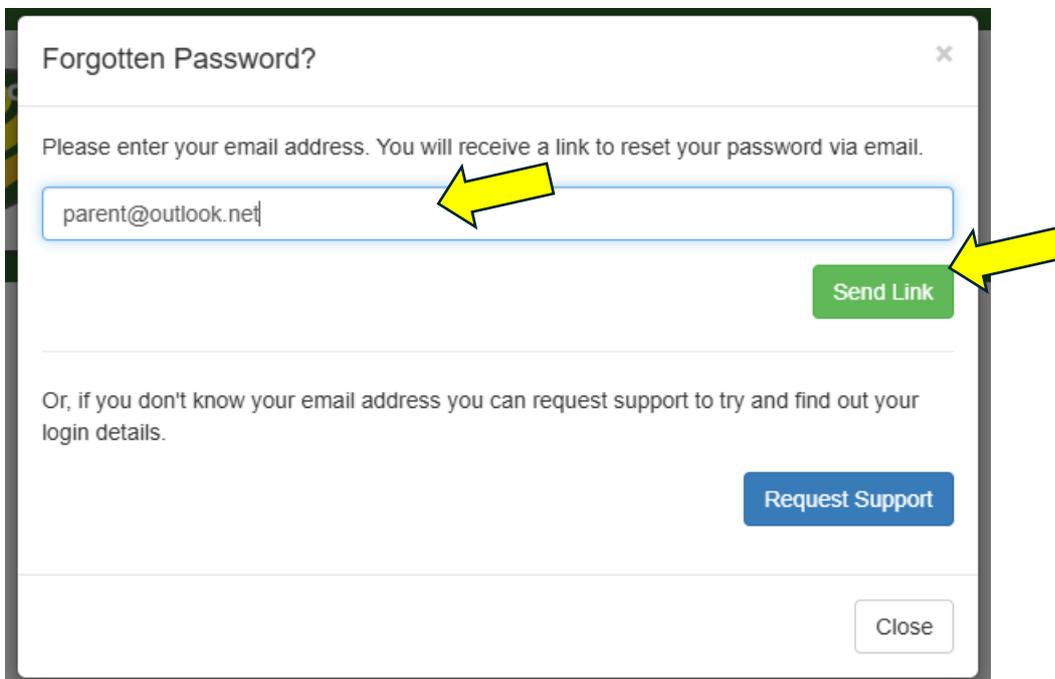
## Signing into the Parent Access Module (PAM) via the web

1. Open your preferred browser
2. Enter URL: <https://pam.tcc.vic.edu.au>
3. All PAM accounts have been reset, and users will need to create a new password to gain access to PAM
  - a. Select “Forgot Password?” to receive a password reset link:



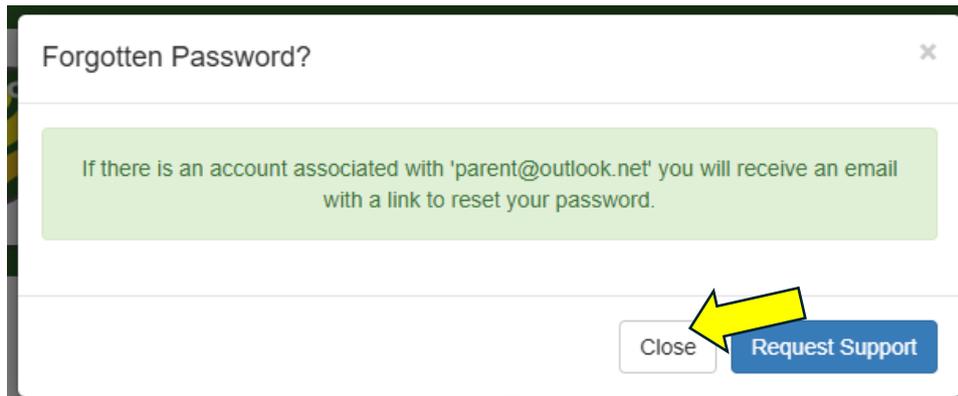
The screenshot shows the 'Login' page of the Parent Access Module. At the top, the word 'Login' is centered. Below it, a message reads: 'Please login with your credentials, as supplied by your school.' There are two input fields: 'Email Address' and 'Password'. Below the 'Email Address' field, there is a link that says 'Forgot Password?' with a yellow arrow pointing to it. To the right of the 'Forgot Password?' link is a blue button labeled 'Sign In'.

4. Enter the email address associated with your PAM account in the “Email Address” field and click “Send Link”



The screenshot shows a dialog box titled 'Forgotten Password?'. The dialog box contains the following text: 'Please enter your email address. You will receive a link to reset your password via email.' Below this text is an input field containing the email address 'parent@outlook.net|'. A yellow arrow points to the input field. To the right of the input field is a green button labeled 'Send Link', with another yellow arrow pointing to it. Below the input field and 'Send Link' button, there is a section of text: 'Or, if you don't know your email address you can request support to try and find out your login details.' Below this text is a blue button labeled 'Request Support'. At the bottom right of the dialog box is a 'Close' button.

5. A confirmation screen will appear. Select “Close”



6. You will be sent an email; it may take a few minutes to arrive. The email will be titled “Password Reset” (also check your trash or junk folders if it does not arrive in your inbox).
- Open this email and click on the link to open the password reset webpage.
  - Enter your new, unique password into the “New Password” field. The password complexity and requirements are as follows:
    - Minimum of 12 characters
    - Must contain at least 1 number
    - Must contain at least 1 upper case and 1 lower case letter
    - Must contain at least 1 special character: !@#\$%^&\*()\_+=[{}];;<>|./?,-
    - Moving forward, you will not be able to use either of your last two passwords
  - Re-type your new password into the “Confirm New Password” field
  - Click on “Set New Password”

A screenshot of a "Login" form. The title "Login" is centered at the top. Below the title, the text "Please enter your new password." is displayed. There are two input fields: "New Password" and "Confirm New Password". A green "Set New Password" button is located at the bottom right. Three yellow arrows point to the "New Password" field, the "Confirm New Password" field, and the "Set New Password" button.

7. You will now be taken to the PAM login screen where you will be asked to enter your email address and newly created password. Click on "Sign In"

Login

Please login with your credentials, as supplied by your school.

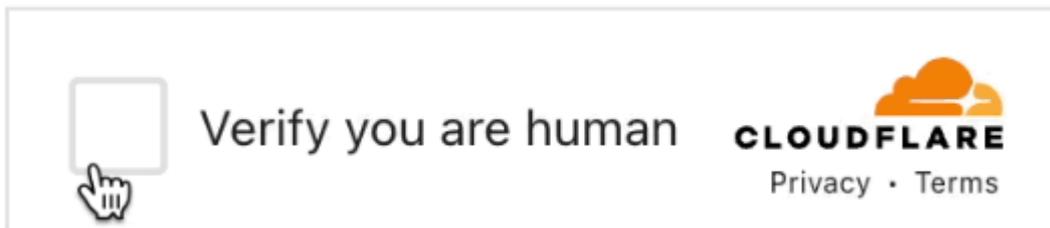
parent@outlook.net

.....

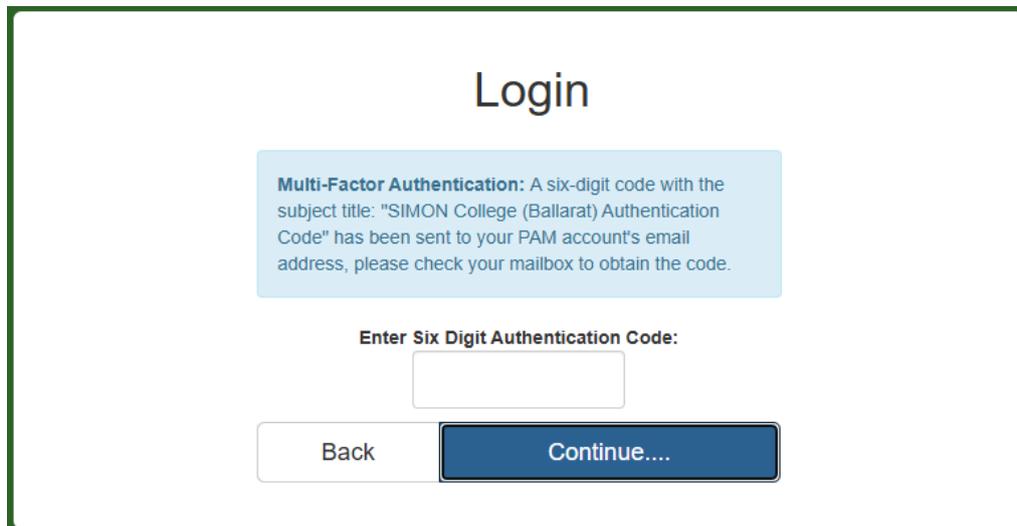
[Forgot Password?](#)

[Sign In](#)

NOTE: For extra security, you may at times be asked to complete a Captcha verification



8. Finally, you will be asked to enter a six-digit authentication code which will be sent to the email address associated with your account. Once you have received and entered the six-digit code, select "Continue".



The screenshot shows a login interface with the following elements:

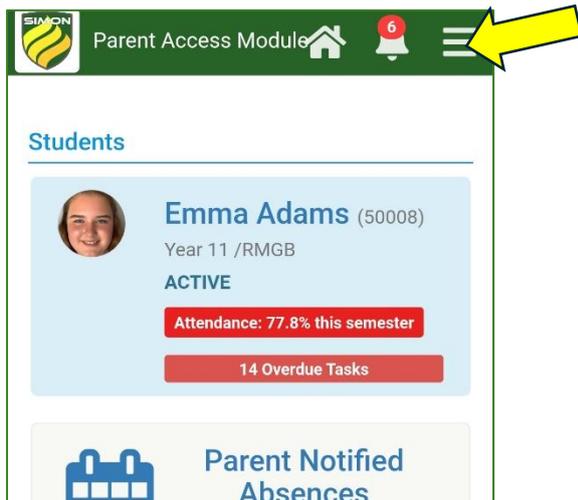
- Title:** Login
- Message:** Multi-Factor Authentication: A six-digit code with the subject title: "SIMON College (Ballarat) Authentication Code" has been sent to your PAM account's email address, please check your mailbox to obtain the code.
- Label:** Enter Six Digit Authentication Code:
- Input:** A text box for entering the six-digit code.
- Buttons:** Back and Continue....

9. You have now successfully logged into PAM.

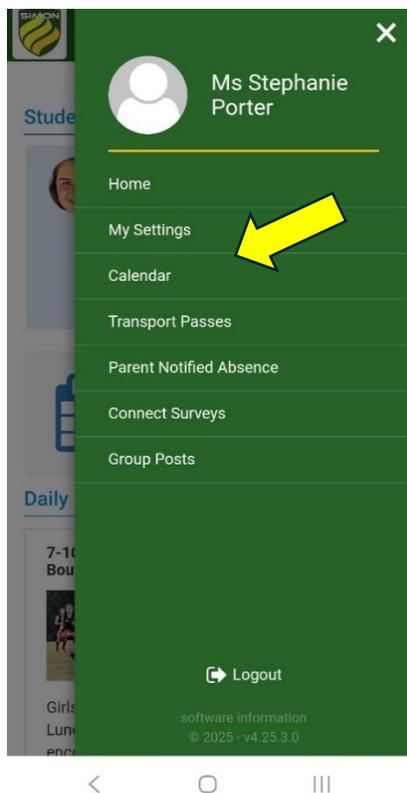
## Changing your PAM password

**Please note: the account used is for demonstration purposes only and is not a real person's name or image. The image is AI-generated and no real information has been included in this guidance.**

1. Once you have successfully logged into PAM, you can change your password at any time.
2. Click on the three line, "hamburger" icon at the top right of the page.



3. Select "My Settings"



4. Find the “Change Password” option and follow prompts to change password

Change Password

Current Password

New Password

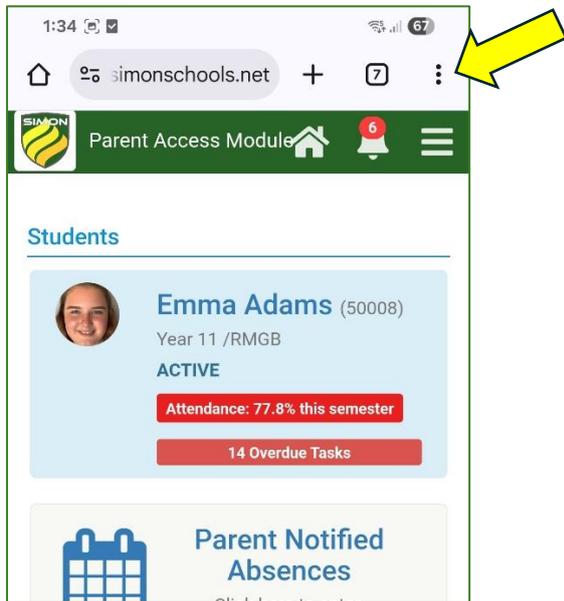
Confirm New Password

UPDATE PASSWORD

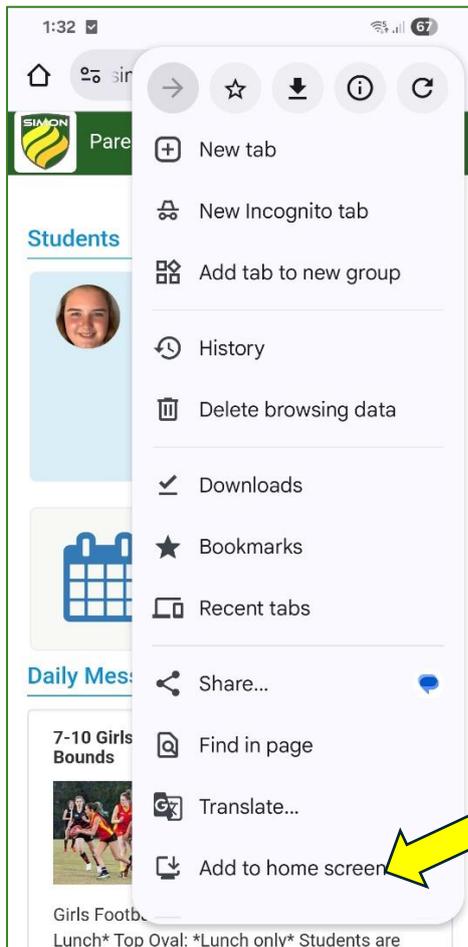
5. Click on “Update Password”

## Saving PAM to the home screen – ANDROID device

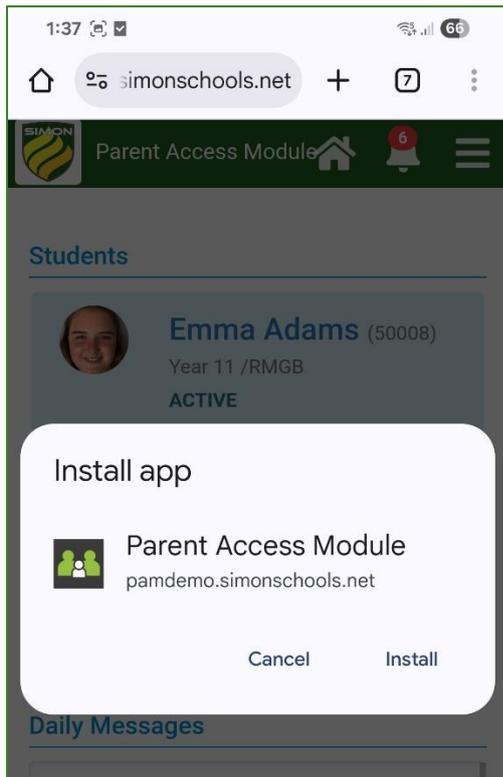
1. Log into your PAM account on a browser on your mobile device and click on the three dots at the top right of the screen.



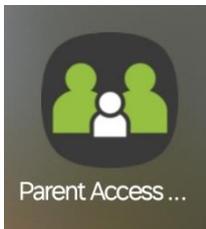
2. Select "Add to Home Screen".



3. A confirmation screen will pop up asking you to “Install App”. Click on “Install”

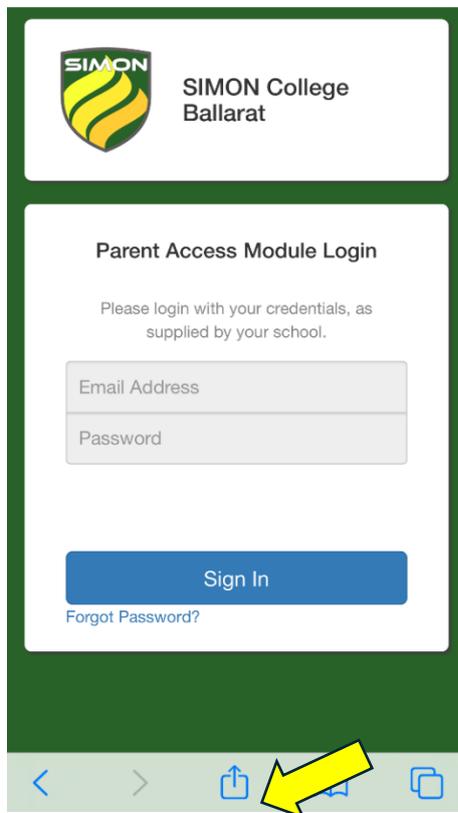


4. PAM will now be available on your phone as an “App”

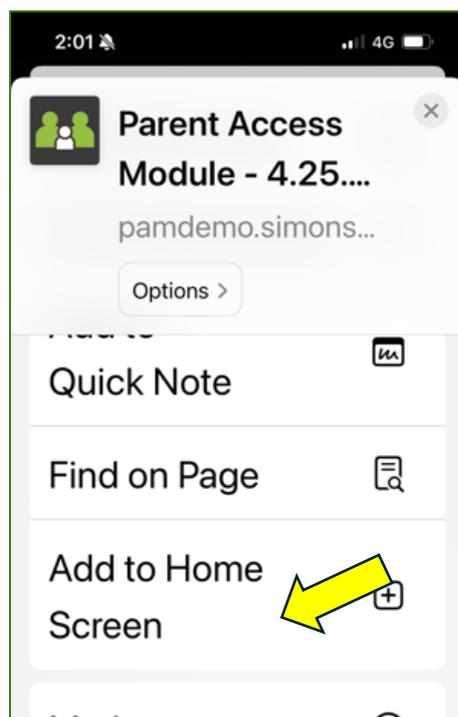


## Saving PAM to the home screen – iPhone

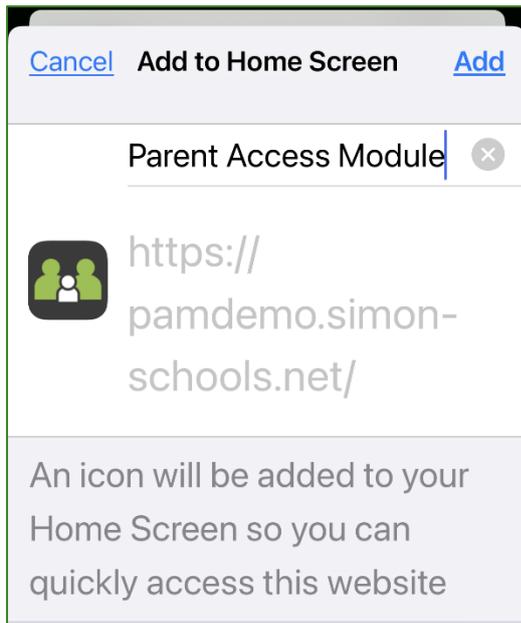
1. Log into your PAM account on a browser on your mobile device and click on the middle icon (which looks like a square with an upward arrow in it) at the bottom of the page



2. Scroll down and select “Add to Home Screen”.



3. A confirmation screen will pop up asking you to confirm this action. Click on “Add”



4. PAM will now be available on your phone as an “App”

