



Westall Secondary College ICT Services

How to: Recover your Compass Parent/Guardian Account Details

If you are unable to log into your account, or have forgotten your username or password, please follow the steps below:

1. Go to <https://westallsc-vic.compass.education> in your web browser
2. At the login screen, click "Can't access your account?"

A screenshot of the Westall Secondary College login page. The page features the college's logo on the left and a login form on the right. The form includes fields for "Username" and "Password", a blue "Sign in" button, a "Remember me" checkbox, and a link for "Can't access your account?".

Westall Secondary College

WESTALL
Secondary College

Username

Password

Sign in

Remember me

[Can't access your account?](#)

3. If you know your username, enter it in the box provided and press continue. If you do not know your username, click "I don't know my username".

A screenshot of the "Compass Login Help" page. It asks for the user's Compass username and provides a "Continue" button. There is a link for "I don't know my username". A privacy notice is at the bottom.

Compass Login Help

What is your Compass username (if you know it)?

[I don't know my username](#)

We take privacy and user security seriously. Suspicious password recovery attempts will be investigated and unauthorised access may result in administrative penalties, civil and/or criminal charges. JDLF International Pty Ltd are unable to assist with password enquiries by telephone. Please note: this recovery wizard records additional personal information, which may include, but is not limited to, your internet service provider, internet address and cookie information, for security and privacy reasons.

- You need to enter either your email address or mobile phone number, and press continue. If do not know your phone number or address, click "I don't know my mobile phone number or my email address" and proceed to step 9, otherwise continue to step 5.

Compass Login Help

What is your email address?

If your email address is recorded against your account in Compass, we can send you a confirmation code that you can type in on the next page, to obtain access to Compass.

What is your mobile phone number?

If your mobile phone number is recorded against your account in Compass, we can send you a confirmation code that you can type in on the next page, to obtain access to Compass.

[I don't know my mobile phone number or my email address](#)

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- You will be asked for the date of birth (DOB) of any one of your students at our college. Enter it as described on the page, and press continue. If you do not know the date of birth, click "I do not have this information", and go to step 9

Compass Login Help

Please enter the date of birth of one of your children.

[I do not have this information](#)

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- If the email address or mobile phone number you provided are in our system as being for a parent/guardian of a child with the date of birth, you will now receive either an SMS or email depending on the option you chose previously. If you asked for a username, your text/email will tell you what it is, and the process ends. If you asked for a password, you will receive a confirmation code. Once you have received the code, click "Enter confirmation code", and go to step 7. If you do not receive a confirmation code within 10 minutes, go to step 9

Compass Login Help

Submitted

Your password recovery attempt has been submitted. You should receive an email or text message within the next few minutes which will outline the next step of the recovery process.

[Enter confirmation code](#)

[I have not received a confirmation code](#)

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- Here you enter your confirmation code, and choose a new password. We recommend choosing a password that is at least 8 characters long.

Compass Login Help

Please enter your new password

Confirmation Code

Password

Confirm

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- You should now have your username and be able to access Compass with a password.

9. If you are at Step 9, then you have not been able to answer the questions with the information that we have on our system. We can assist you in gaining access, however we will need to ask you some questions to verify your identity as per the Australian Privacy Principles.

Compass Login Help

Please contact the school's general office

Unfortunately we're not able to assist further with recovering your login details. Please contact the school's general office during school hours. Please be aware that some schools might charge a fee for password recovery.