What to do when your school network password expires or you can't access the internet from school using your MacBook

Under our new network, passwords for all Year 8-12 students expire after 60 days. If you find you can no longer access Moodle or the wireless network on you MacBooks, it may have expired. Your MacBook may be asking you to enter your username and password, but you will find your old password will not work.

This is what you need to do

You need to access a school Windows computer (or one of the School MacBooks kept in the trolleys). Windows computers are available in the library. Log in with your firstname.lastname and your old password. You will be asked to enter a new password two times.
Your new password must contain a mix of numbers and letters, with at least one upper and one lower case letter, and a number. You cannot use any of the last 10 passwords, and it must contain at least 6 characters.
Once you have logged on to the Windows computer, your new password can now be used for Moodle and on your MacBook.

If you are locked out of your account or you have forgotten your password

If you enter the wrong password at least 5 times within 10 minutes, you will be locked out of your account. If this happens, ask your teacher to unlock your account for you. If your teacher does not know how, ask your teacher to open the address
https://secureapps.det.wa.edu.au/dam/student/maintainStudents.do in a browser, to search for your surname, highlight your account in the box (if there is more than one), and to click the *Unlock* button. If you are locked out because your are not entering the correct password, ask your teacher to reset your password (e.g. to Password6).


You then need to enter your new password on a **Windows** computer and change it to another one.

After changing your password on the Windows computer, you still can't access the internet from your MacBook

Click the *Spotlight* search (the magnifying glass icon at the top right corner of your screen), enter *Keychain* and click on the application to open your *Keychain* window. On the left, click on *All items*. You need to delete everything related to the school, including any password or certificate that includes the number "4048" or your username.
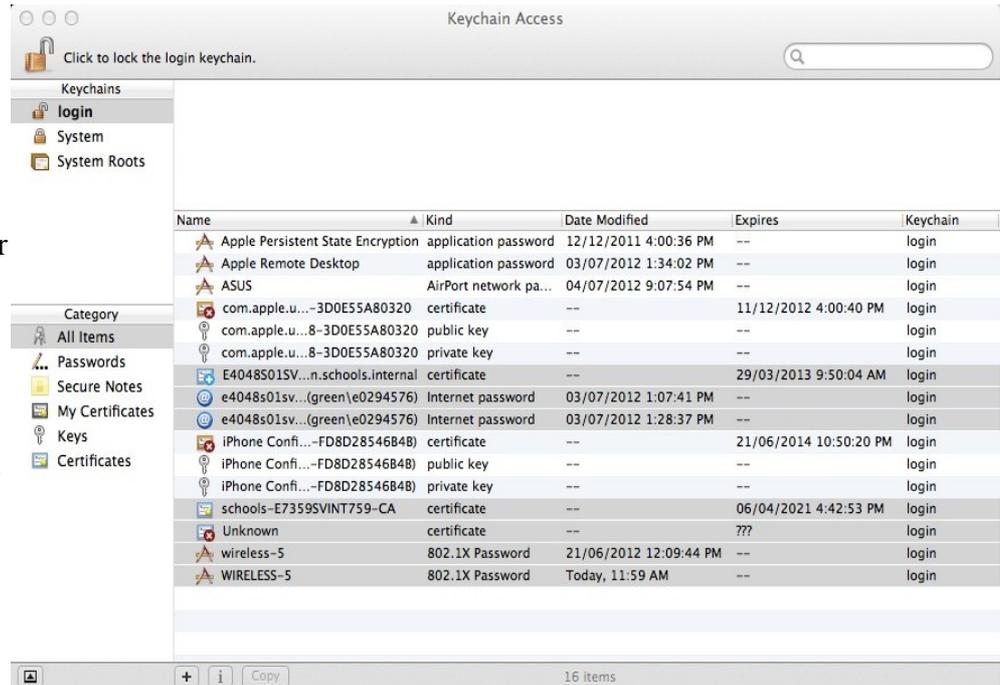

If you use Firefox at school

Open the *Firefox Preferences* (probably under the Firefox menu). Open the *Security* tab at the top, and click the *Saved Passwords...* button at the bottom right. Remove any saved passwords that may relate to the school.
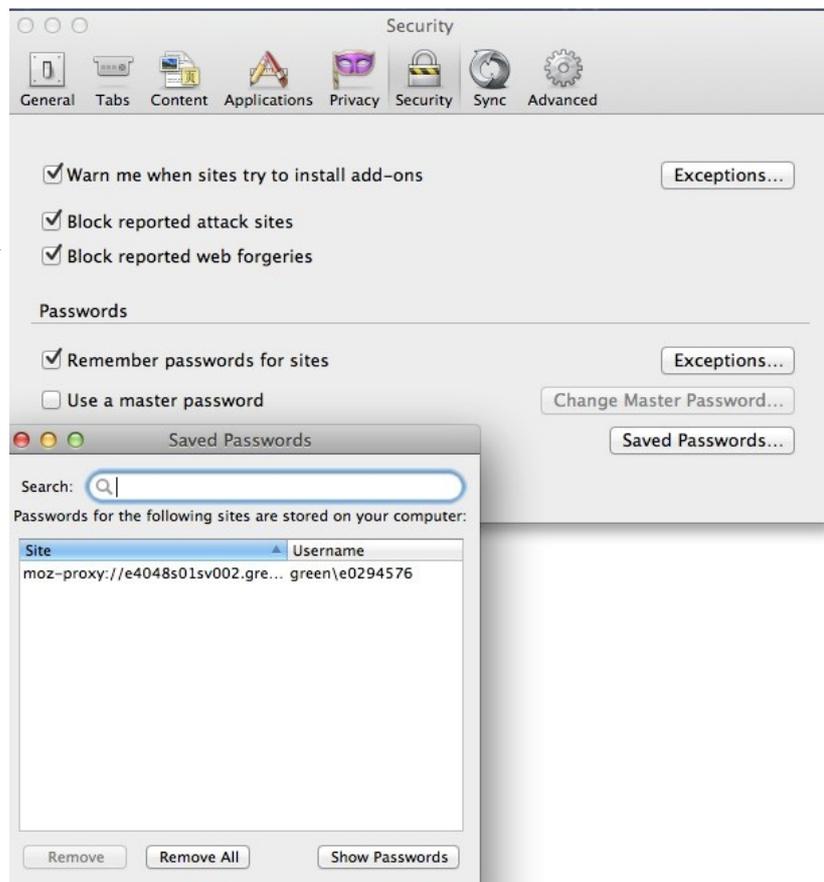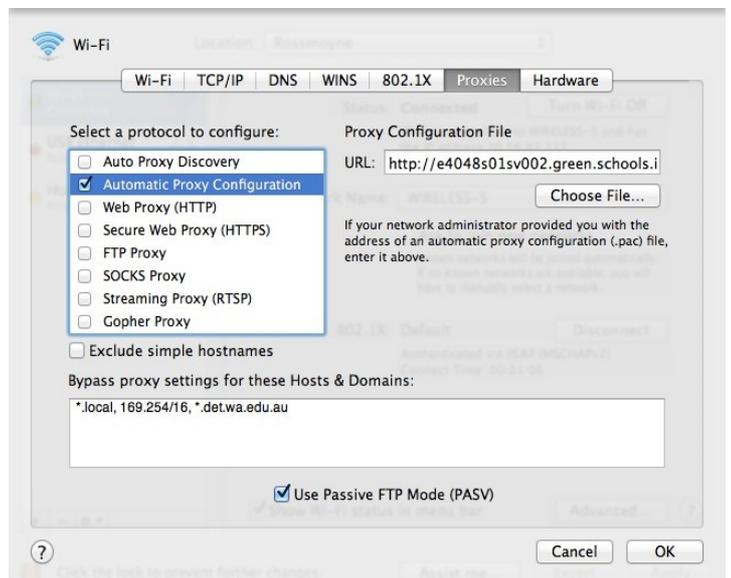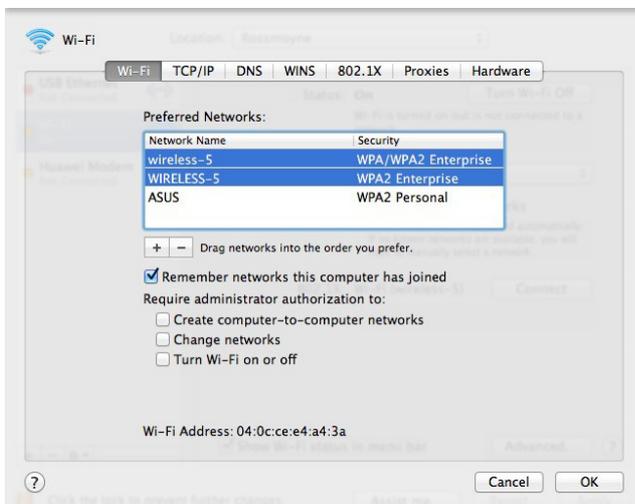
If you still can't connect to the internet

Check the *Location* menu under the *Apple* menu, and make sure *Rossmoyne* is ticked. Click the wireless icon at the top of the screen (next to the volume icon) and select *Open Network Preferences...* Check you have a wireless connection: you should have a green dot next to Wi-Fi on the left, and you should have an IP address that starts with 10.56.x.x underneath where it states *Connected*. If both of these are okay, you are connected to the wireless.
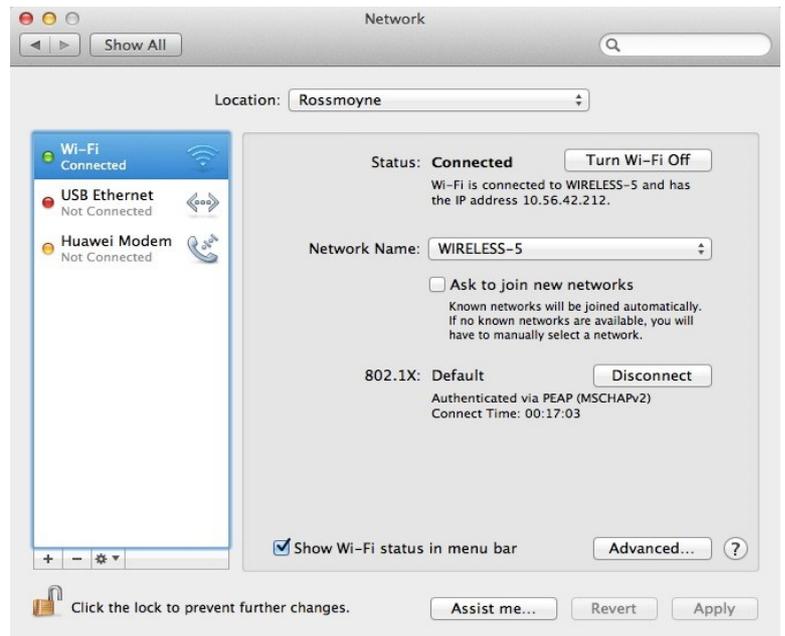
If you don't have a connection, click the Advanced... tab at the bottom.
Click the Wi-Fi tab and use the – button to delete any school Network Name under Preferred Networks: (wireless-5, wireless 2.4).
You now need to check you are connecting to the school proxy server, which all internet connections pass through. Click the *Advanced...* button in the bottom right corner, select the *Proxies* tab and make sure that only *Automatic Proxy Configuration* is ticked, and that the entry in the URL box is http://e4048s01sv002.green.schools.internal/proxy.pac

If you still can't connect

If you have done all the above, you have checked your password is working by loggin in to a Windows computer, and you still can't connect, then you need to see us in the IT office for assistance.